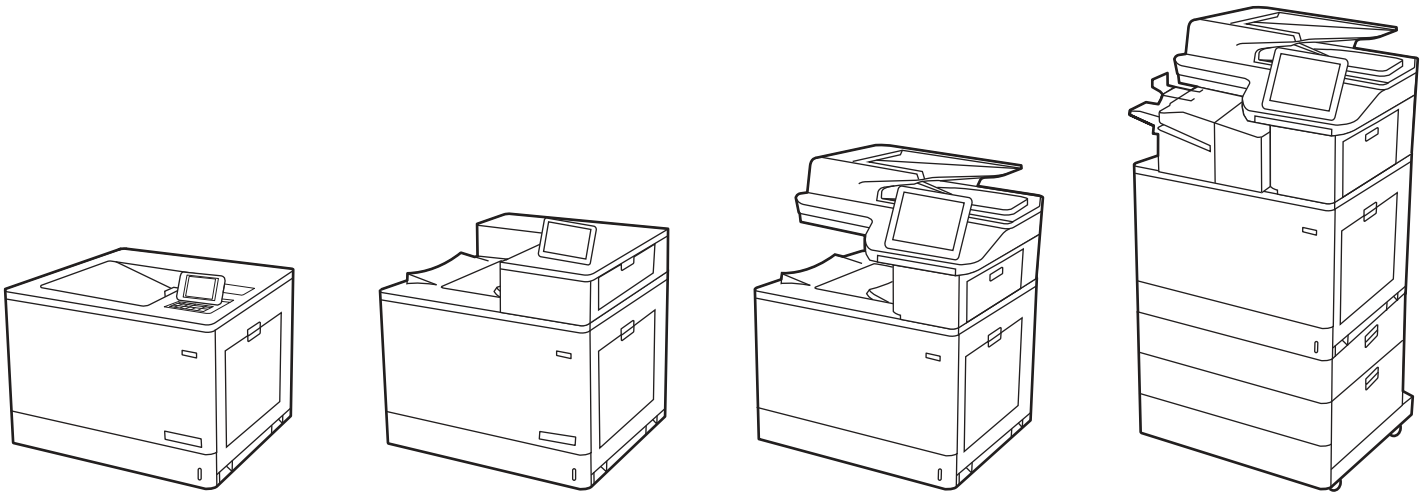
HP Color LaserJet Enterprise M751, M856
HP Color LaserJet Managed E75245, E85055
HP Color LaserJet Enterprise MFP M776

Repair Manual



www.hp.com/videos/LaserJet
www.hp.com/support/colorljM751
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HP Color LaserJet M751, M856, E75245, E85055, MFP M776 - Repair Manual

SUMMARY

This guide provides troubleshooting and repair information.

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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 on page viii 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 on page iii.

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.
  - **CAUTION:**

    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) 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 specifications

Review the following specifications for the printers.

Printer dimensions

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

Table 1-1 Dimensions for the printer

Dimension	Printer fully closed	Printer fully opened
Height	398.5 mm (15.7 in)	442.5 mm (17.4 in)
Depth	589 mm (23.2 in)	992 mm (39 in)
Width	556 mm (21.9 in)	1,051 mm (41.4 in)
Weight	45.1 kg (99.4. lb)	45.1 kg (99.4. lb)

Table 1-2 Dimensions for the 550-sheet paper tray

Dimension	Value
Height	150 mm (5.9 in)
Depth	Tray closed: 584 mm (23 in) Tray opened: 999 mm (39.3 in)
Width	Door closed: 556 mm (21.9 in) Door opened: 640 mm (25.2 in)
Weight	10.2 kg (22.5 lb)

Table 1-3 Dimensions for the printer with one 550-sheet paper tray

Dimension	Printer fully closed	Printer fully opened
Height	524.5 mm (20.6 in)	568.5 mm (22.4 in)
Depth	589 mm (23.2 in)	1,004 mm (39.5 in)
Width	556 mm (21.9 in)	1,051 mm (41.4 in)
Weight	55.3 kg (121.9 lb)	55.3 kg (121.9 lb)

Table 1-4 Dimensions for the 2 x 550-sheet paper tray and stand

Dimension	Value
Height	347 mm (13.7 in)
Depth[1]	Tray closed: 659 mm (25.9 in) Tray open: 1,074 mm (42.3 in)
Width[1]	Door closed: 556 mm (21.9 in) Door open: 771 mm (30.4 in)
Weight[1]	22.9 kg (50.5lb)

[1] Does not include stability feet.

Table 1-5 Dimensions for the printer with the 2 x 550-sheet paper tray and stand

Dimension	Printer and accessories fully closed	Printer and accessories fully opened
Height	722.5 mm (28.4 in)	766.5 mm (30.2 in)
Depth[1]	659 mm (25.9 in)	1,074 mm (42.3 in)
Width[1]	556 mm (21.9 in)	1,051 mm (41.4 in)
Weight[1]	68.0 kg (149.9 lb)	68.0 kg (149.9 lb)

[1] Does not include stability feet.

Table 1-6 Dimensions for the 2,700-sheet high-capacity input paper tray and stand

Dimension	Value
Height	347 mm (13.7 in)
Depth[1]	Tray closed: 659 mm (25.9 in) Tray open: 1,064 mm (41.9 in)
Width[1]	Door closed: 556 mm (21.9 in) Door open: 771 mm (30.4 in)
Weight[1]	28.2 kg (62.2 lb)

[1] Does not include stability feet.

Table 1-7 Dimensions for the printer with the 2,700-sheet high-capacity input paper tray and stand

Dimension	Printer and accessories fully closed	Printer and accessories fully opened
Height	722.5 mm (28.4 in)	766.5 mm (30.2 in)
Depth[1]	659 mm (25.9 in)	1,064 mm (41.9 in)
Width[1]	556 mm (21.9 in)	1,051 mm (41.4 in)

Table 1-7 Dimensions for the printer with the 2,700-sheet high-capacity input paper tray and stand (continued)

Dimension	Printer and accessories fully closed	Printer and accessories fully opened
Weight[1]	73.3 kg (161.6 lb)	73.3 kg (161.6 lb)

[1] Does not include stability feet.

Table 1-8 Dimensions for the stand

Dimension	Value
Height	347 mm (13.7 in)
Depth[1]	Door closed: 659 mm (25.9 in) Door opened: 1,185 mm (46.7 in)
Width[1]	Door closed: 556 mm (21.9 in) Door opened: 556 mm (21.9 in)
Weight[1]	15.8 kg (34.9 lb)

[1] Does not include stability feet.

Table 1-9 Dimensions for the printer with the stand

Dimension	Printer and accessories fully closed	Printer and accessories fully opened
Height	722.5 mm (28.4 in)	766.5 mm (30.2 in)
Depth[1]	659 mm (25.9 in)	1,185 mm (46.7 in)
Width[1]	556 mm (21.9 in)	1,051 mm (41.4 in)
Weight[1]	61.4 kg (135.4 lb)	61.4 kg (135.4 lb)

[1] Does not include stability feet.

Printer space requirements

HP recommends that the following distances be added to the printer dimensions provided in this chapter to make sure there is sufficient space to open doors and covers, and to provide proper ventilation.

- From the left-side or right-side of the printer to an obstruction, add:
  - 430 mm (17 in)
- From the front-side of the printer to an obstruction, add:
  - 610 mm (24 in)
- From the back-side of the printer to an obstruction, add:
  - 460 mm (18 in)

Power consumption, electrical specifications, and acoustic emissions

Review the following information about power consumption, electrical specifications, and acoustic emissions.

See http://www.hp.com/support/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP 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

Review the operating-environment range.

Table 1-10 Operating-environment specifications[1]

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

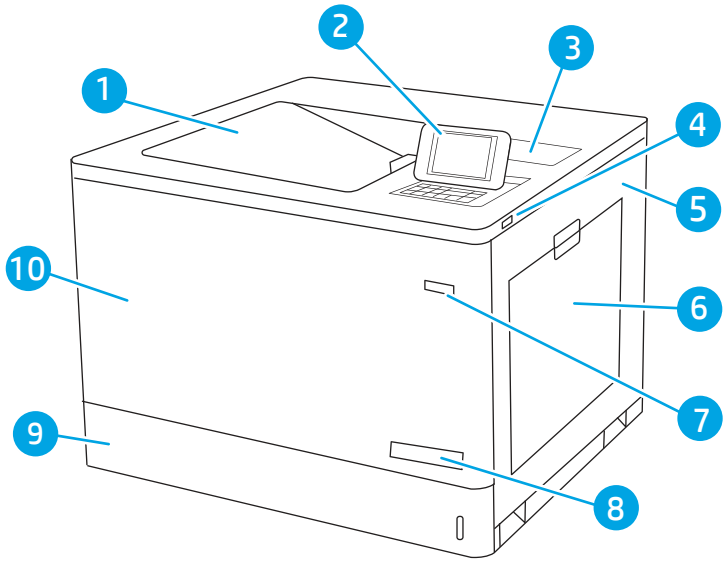
[1] These values are subject to change. For current information, go to http://www.hp.com/support/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.

2 Assembly locations

Learn about major printer assembly locations.

Printer front view (M751/E75245)

Locate features on the front of the printer (M751/E75245).

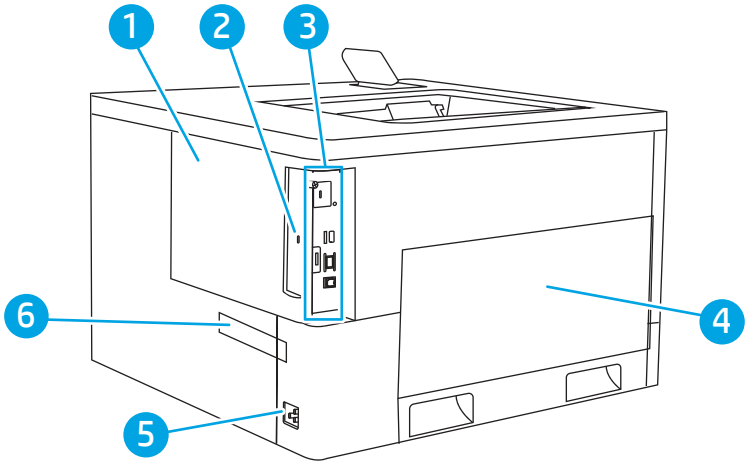


Callout	Description
1	Output bin
2	Control panel with color graphical display and keypad
3	Hardware integration pocket for connecting accessory and third-party devices
4	Easy-access USB port Insert a USB flash drive for printing without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.
5	Right door (access to the fuser and to clear jams)
6	Tray 1

Callout	Description
7	On/off button
8	Model name
9	Tray 2
10	Front door (access to the toner cartridges and imaging drums)

Printer back view (M751/E75245)

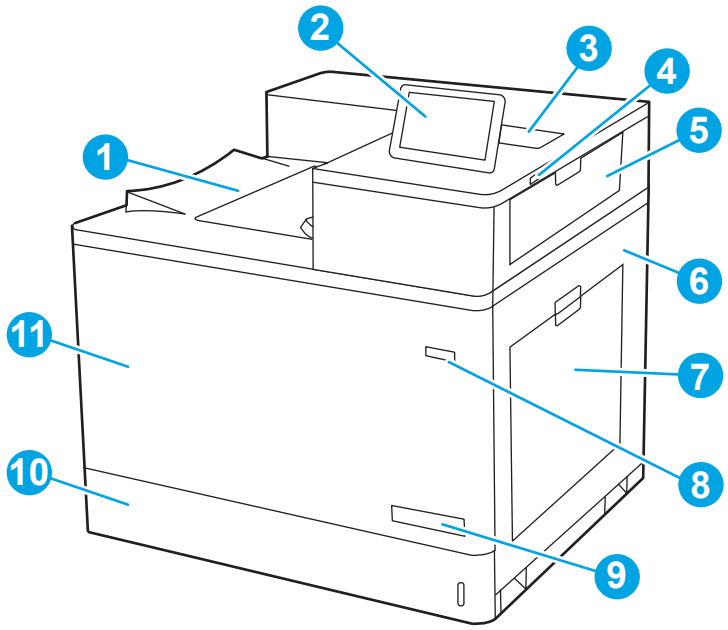
Locate features on the back of the printer (M751/E75245).



Callout	Description
1	Formatter cover
2	Slot for a cable-type security lock
3	Formatter (contains the interface ports)
4	Left door (access to the toner-collection unit) NOTE: The front door must be used in order to access the toner-collection unit.
5	Power connection
6	Serial number and product number label

Printer front view (M856/E85055)

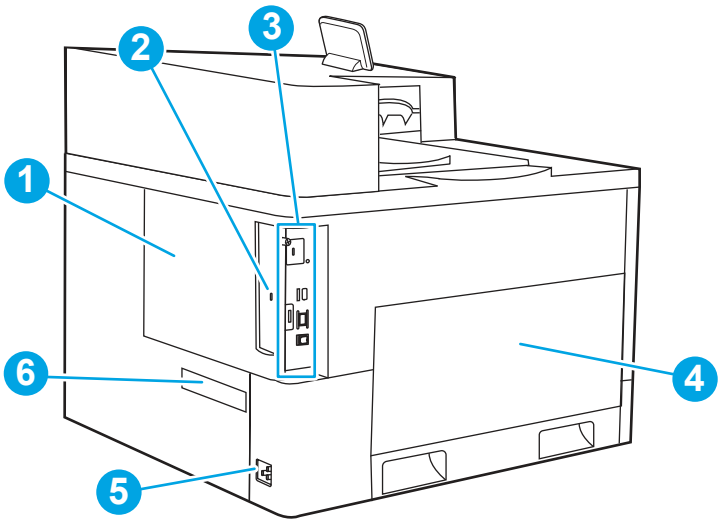
Locate features on the front of the printer (M856/E85055).



Number	Description
1	Output bin
2	Control panel
3	Hardware integration pocket for connecting accessory and third-party devices
4	Easy-access USB port Insert a USB flash drive for printing without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.
5	Upper-right door (access to clear jams)
6	Right door (access to the fuser and to clear jams)
7	Tray 1
8	On/off button
9	Model name
10	Tray 2
11	Front door (access to the toner cartridges, imaging drums, and waste toner collection unit)

Printer back view (M856/E85055)

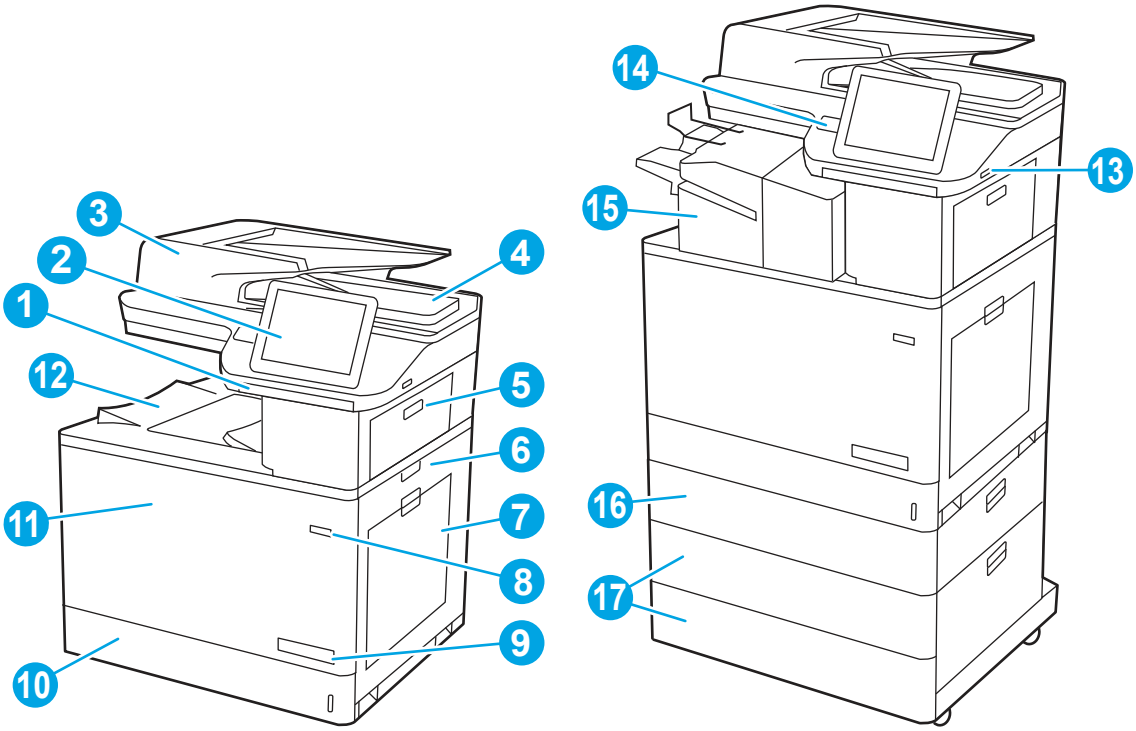
Locate features on the back of the printer (M856/E85055).



Number	Description
1	Formatter cover
2	Slot for a cable-type security lock
3	Formatter (contains the interface ports)
4	Left door (access to the toner-collection unit) NOTE: The front door also must be open in order to access the toner-collection unit.
5	Power connection
6	Serial number and product number label

Printer front view (M776)

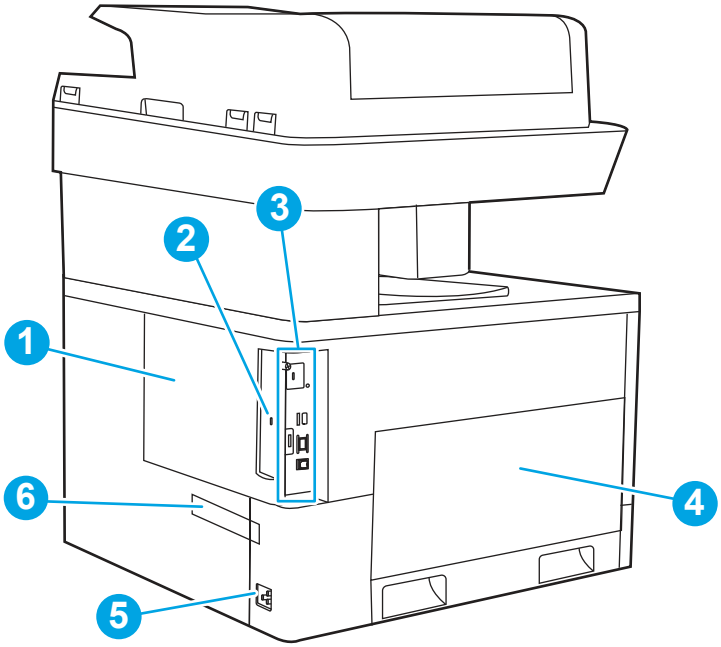
Locate features on the front of the printer (M776).



Number	Description
1	Retractable keyboard (Flow models)
2	Control panel
3	Document feeder cover
4	Document feeder output bin
5	Upper-right door (access to clear jams)
6	Right door (access to the fuser and to clear jams)
7	Tray 1
8	On/off button
9	Model name
10	Tray 2
11	Front door (access to the toner cartridges, imaging drums, and waste toner collection unit)
12	Output bin
13	Easy-access USB port Insert a USB flash drive for printing without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.
14	Hardware integration pocket for connecting accessory and third-party devices
15	Inline finisher (zs model only)
16	1 x 550 paper tray (included with the zs model; optional accessory for other models)
17	2 x 550 paper tray (included with the zs model; optional accessory for other models)

Printer back view (M776)

Locate features on the back of the printer (M776).



Number	Description
1	Formatter cover
2	Slot for a cable-type security lock
3	Formatter (contains the interface ports)
4	Left door (access to the toner-collection unit) NOTE: The front door also must be opened in order to access the toner-collection unit.
5	Power connection
6	Serial number and product number label

3 Solve problems

Learn about solving printer problems.

Solve problems checklist

Learn about the solve problems checklist.

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 that the printer is not in Sleep mode (press a button on the control panel).
   - Check the power cable.
   - Check that the power is turned on.
   - Make sure that the line voltage is correct for the printer power configuration. (See the label that is 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 that 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 that 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 that 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 the printer *Troubleshooting Manual* to solve the problem.

3. For network connection errors, verify that the network port is active and that the cables are securely seated.

   a. Check the network cable connections between the printer and the computer or network port. Make sure that the connections are secure.

   NOTE: The network LEDs should be illuminated and flashing.

   b. Make sure that the cables are not faulty by trying different cables, if possible.

   c. Check the network connection. Verify that the port is active.

4. Use one of the following options to print a configuration page. If the printer is connected to a network, an HP Jetdirect page also prints.

   Print a configuration page from an LCD control panel.

   a. From the Home screen on the printer control panel, use the down arrow ▼ to scroll to Administration, and then press the OK button.

   b. If necessary, use the down arrow ▼ button to scroll to Reports, and then press the OK button.

   c. If necessary, use the down arrow ▼ button to scroll to Configuration/Status Pages, and then press the OK button.

d. Use the down arrow ▼ button to scroll to Configuration Page, and then press the OK button to select it.

e. Use the up arrow ▲ button to scroll to Print, and then press the OK button to print the pages.

TIP: Multiple report pages can be selected, and then printed together.

Print a configuration page from a touchscreen control panel.

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, check that at least one tray contains paper.

TIP: Make sure that the selected paper size and type meet HP specifications. Also open the **Trays** menu on the printer control panel and verify that 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. Use one of the following options to print a supplies status page and then check that 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.

Print a supplies status page from an LCD control panel.

a. From the Home screen on the printer control panel, use the down arrow ▼ to scroll to Administration, and then press the OK button.

b. If necessary, use the down arrow ▼ button to scroll to Reports, and then press the OK button.

c. If necessary, use the down arrow ▼ button to scroll to Configuration/Status Pages, and then press the OK button.

d. Use the down arrow ▼ button to scroll to Supplies Status Page, and then press the OK button to select it.

e. Use the up arrow ▲ button to scroll to Print, and then press the OK button to print the pages.

TIP: Multiple report pages can be selected, and then printed together.

Print a supplies status page from a touchscreen control panel.

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 part number provided below:

- Fuser
  - 3WT87-67901 (M751/E75245; 110V)
  - 3WT88-67901 (M751/E75245; 220V)
  - 4YL16-67901 (M856/E85055/M776; 110V)
  - 4YL17-67901 (M856/E85055/M776; 220V)
- Intermediate transfer belt (ITB)
  - RM2-1504-000CN
- Toner collection unit
  - 3WT90-67901
- Tray 1 rollers
  - RM2-1525-000CN
- Tray 2-x rollers
  - RM2-1526-000CN

6. Verify that the correct print driver for this printer is installed. Check the program to make sure that 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/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.

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).

Print the Settings menu map

To more easily navigate individual settings, print a report of the complete Settings menu.

Print the settings menu map from an LCD control panel (M751/E75245)

Use the following procedure to print the menu map from a touchscreen control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then select OK.
2. Select Configuration/Status Pages.
3. Select Settings Menu Map, and then select OK.
4. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

TIP: Multiple report pages can be selected, and then printed together.

Print the settings menu map from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to print the menu map 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 Configuration/Status Pages menu.
3. Select the Settings Menu Map option.
4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Print the current settings page

Printing the current settings page provides a map of the user configurable settings that might be helpful in the troubleshooting process.

Print the current settings page from an LCD control panel (M751/E75245)

Use the following procedure to print the current settings page from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then select OK.
2. Select Configuration/Status Pages.
3. Select Current Settings Page, and then select OK.
4. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

TIP: Multiple report pages can be selected, and then printed together.

Print the current settings page from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to print the current settings 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 Configuration/Status Pages menu.
3. Select the Current Settings Page option.
4. Touch the Print button to print the report.

TIP: Multiple report pages can be selected, and then printed together.

Print the event log

Printing the event log might be helpful in the troubleshooting process. For more information, see the Interpret control-panel messages and event log entries section in the printer troubleshooting manual.

Print the event log from the Support Tools menu from an LCD control panel (M751/E75245)

Use the following procedure to print the event log from the Support Tools menu from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK.
2. Select Troubleshooting, and then select OK.
3. Select Event Log.
4. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

TIP: Multiple report pages can be selected, and then printed together.

Print the event log from the Support Tools menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to print the event log from the Support Tools menu 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. Event Log
3. The event log displays on the screen. To print it, touch the Print button.

Print the event log from the Service menu from an LCD control panel (M751/E75245)

Use the following procedure to print the event log from the Service menu from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK.
2. Select Service, and then select OK.
3. On the sign-in screen, select Service Access Code from the drop-down list.

4. Enter the following service access code for the printer:
    - 04075119
5. Select Event Log.
6. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

Print the event log from the Service menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to print the event log from the Service menu 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 Service menu.
3. On the sign-in screen, select the Service Access Code option from the drop-down list.
4. Enter the following service access code for the printer:
    - **M856/E85055**: 10085619
    - **M776**: 10077619
5. Touch the Print Event Log item.

Clear the event log from an LCD control panel (M751/E75245)

Use the following procedure to clear the event log from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK.
2. Select Service, and then select OK.
3. On the sign-in screen, select Service Access Code from the drop-down list.
4. Enter the following service access code for the printer:
    - 04075119
5. Select Event Log.
6. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the trash can icon . Select OK to clear the event log.

Clear the event log from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to clear the event log 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 Service menu.
3. On the sign-in screen, select the Service Access Code option from the drop-down list.

4. Enter the following service access code for the printer:
   - **M856/E85055**: 10085619
   - **M776**: 10077619
5. Select the Clear Event Log item, and then touch the OK button.

Pre-boot menu options

The Pre-boot menus are available prior to the printer initializing.

CAUTION: The Format Disk option (printers with a hard-disk drive only) performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

TIP: The Pre-boot menu can be remotely accessed by using a telnet network protocol to establish an administration connection to the printer. See the Remote Admin topic in the *Troubleshooting Manual*.

Open the Pre-boot menu from an LCD control panel (M751/E75245)

Use the following procedure to open the Pre-boot menu from an LCD control panel.

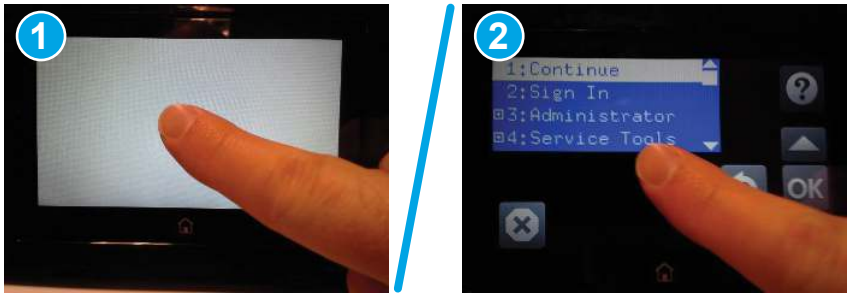
1. Press the Cancel ✕ button when you see the 1/8 under the logo.
2. Use the arrow buttons on the control panel to navigate the Pre-boot menu.
3. Press the OK button to select a menu item.

Open the Pre-boot menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to open the Pre-boot menu from a touchscreen control panel.

1. 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



2. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-2 Pre-boot menu

Table 3-1 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.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.

Table 3-1 Pre-boot menu button descriptions (continued)

Button	Description
	Use this button to exit a diagnostic test.

3. Use the arrow buttons on the touchscreen to navigate the Pre-boot menu.
4. Touch the OK button to select a menu item.

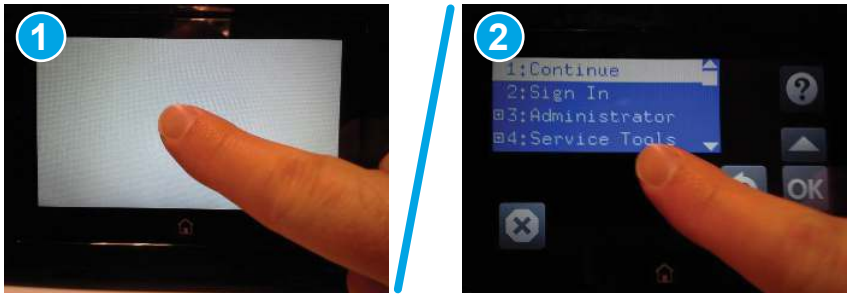
Cold reset using the Pre-boot menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to perform a 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 3-3 Open the Pre-boot menu



2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then touch the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

Cold reset using the Pre-boot menu from an LCD control panel (M751/E75245)

Use the following procedure to perform a cold reset using the Pre-boot menu from an LCD 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 down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.

3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then press the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then press the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 3-2 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				Selecting the Continue item exits the Pre-boot menu and continues the normal boot process. If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue). If the user navigates to another menu, the timeout does not apply.
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.
Administrator				This item navigates to the Administrator submenus. If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.
Administrator	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumbdrive option will work on all FutureSmart printers. USB or Network connections are not currently supported.
Administrator	Format Disk			This item reinitializes the disk and cleans all disk partitions. CAUTION: Selecting the Format Disk item removes **all** data. A delete confirmation prompt is **not** provided. The system is **not** bootable after this action and a **99.09.67** error displays on the control panel. A firmware download must be performed to return the system to a bootable state.

Table 3-2 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). **CAUTION:** Selecting the Partial Clean item removes **all** data except the firmware repository. A delete confirmation prompt is **not** provided. **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
Administrator	Change Password			Select this item to set or change the administrator password.
Administrator	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 3-3 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk	Clear Disk		Select the Clear Disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the **99.09.68** error is displayed.
Administrator	Manage Disk	Lock Disk		Select the Lock Disk item to lock (mate) a new secure disk to this printer. The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably. The data stored on the secure disk locked to this printer always remains accessible to this printer.
Administrator	Manage Disk	Leave Unlocked		Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk. The secure disk that is already locked to this printer remains accessible to this printer.

Table 3-3 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Clear Disk Pwd		Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk. **CAUTION:** Data on the missing secure disk will be permanently inaccessible.
Administrator	Manage Disk	Retain Password		Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.
Administrator	Manage Disk	Boot Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. **NOTE:** The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	Boot Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer. **NOTE:** The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	Boot Device	Get Status	This item provides disk status information if any is available.

Table 3-4 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk (continued)	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
Administrator	Manage Disk	Internal Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. **NOTE:** The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	Internal Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. **NOTE:** The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
Administrator	Manage Disk	Internal Device	Get Status	This item provides disk status information if any is available.

Table 3-4 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	External Device		Select the External Device item to erase the external device or get status about the external device.
Administrator	Manage Disk	External Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. **NOTE:** The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	External Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. **NOTE:** The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	External Device	Get Status	This item provides disk status information if any is available.

Table 3-5 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]		Use this item to manually assign the network addresses.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	IP Address	Use this item to manually enter the IP addresses.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Subnet Mask	Use this item to manually enter the subnet mask.

Table 3-5 Pre-boot menu options (4 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Default Gateway	Use this item to manually enter the default gateway.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Save	Select the Save item to save the manual settings.

Table 3-6 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the **Ready** state.
Administrator	Startup Options	Show Revision		**Not currently functional**: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the **Ready** state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
Administrator	Startup Options	Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) **NOTE:** Items in the Service menu are not reset.
Administrator	Startup Options	Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
Administrator	Startup Options	Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.
Administrator	Startup Options	Lock Service		**CAUTION:** Select the Lock Service item to lock the Service menu access (both in the Pre-Boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
Administrator	Startup Options	Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ ScanVolume during startup.

Table 3-6 Pre-boot menu options (5 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Startup Options	First Power		**Not currently functional**: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
Administrator	Startup Options	Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
Administrator	Startup Options	WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 3-7 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.
Administrator	Diagnostics	Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
Administrator	Diagnostics		Short	Use the Short item to select a brief memory test. **NOTE:** This test requires about four minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended memory test. **NOTE:** This test requires about twenty minutes to execute.
Administrator	Diagnostics	Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.
Administrator	Diagnostics		Short	Use the Short item to select a brief firmware self-test. **NOTE:** This test requires about two or three minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended firmware self-test. **NOTE:** This test requires about sixty minutes to execute.

Table 3-7 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Diagnostics		Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. NOTE: This test requires about thirty minutes to execute.
Administrator	Diagnostics		Raw	Use the Raw item to select a test that checks every sector on the disk. NOTE: This test requires about fifty minutes to execute.
Administrator	Diagnostics		Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
Administrator	Diagnostics	CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.
Administrator	Diagnostics	Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
Administrator	Diagnostics	Run Selected		Select the Run Selected item to execute a selected test. NOTE: If more than one test is selected, they are executed in sequence.

Table 3-8 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see "Remote Admin in the Troubleshooting Manual.
Administrator	Remote Admin	Stop Telnet		
Administrator	Remote Admin	Refresh IP		
Administrator	System Triage	Copy Logs		If the device will not boot to the **Ready** state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.

Table 3-8 Pre-boot menu options (7 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
Administrator	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
Service Tools	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Remote Admin

This section describes the following Remote Admin items.

The Remote Admin feature allows remote access the printer Pre-boot menu (BIOS environment). The printer functions as a telnet server which uses the telnet networking protocol to transmit text data. Any computer (with telnet installed and enabled) can function as the telnet client to remotely display and interact with the Pre-boot menu.

IMPORTANT: While the Remote Admin function allows remote access the Pre-boot menu, for security reasons the Remote Admin connection must be initiated by a person that is physically present at the printer.

Required software and network connection

Before using the Remote Admin feature, make sure that the telnet network protocol is installed and enabled on the remote telnet client computer.

NOTE: This section describes enabling and configuring the telnet feature for computers using a Windows® operating system.

HP recommends that the telnet client computer be a Windows-based system; however, there are other operating systems that support the telnet network protocol. For information about enabling and configuring the telnet network protocol for other operating systems, see the owner's manual for that operating system.

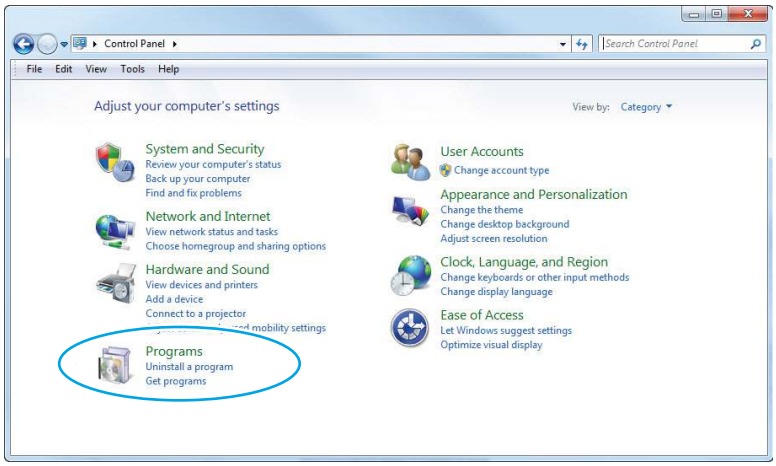
Enable the Windows telnet client

All computers using the Windows operating system have the telnet client installed, however, the telnet client function might not be enabled by default.

NOTE: The figures and menus in this section are for the Windows 7 Enterprise® operating system. Screens and menu selections might vary slightly for other operating systems.

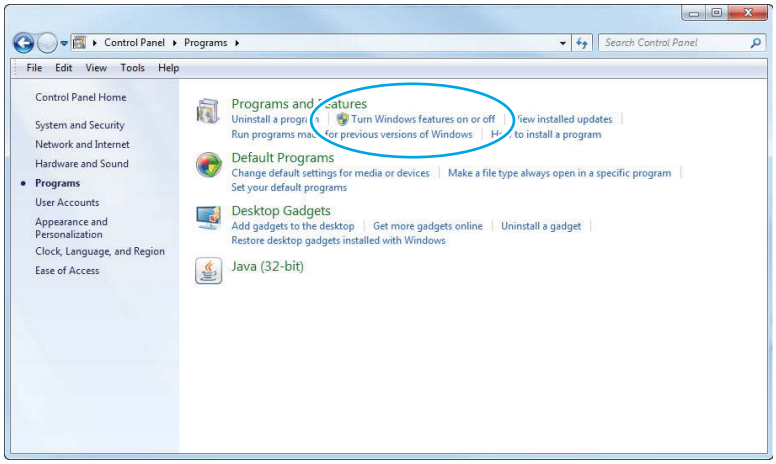
1. Use the **Start** menu to open the **Control Panel**, and then click the **Programs** item to select it.

Figure 3-4 Open the Control Panel



2. Click the **Turn Windows features on or off** item to select it.

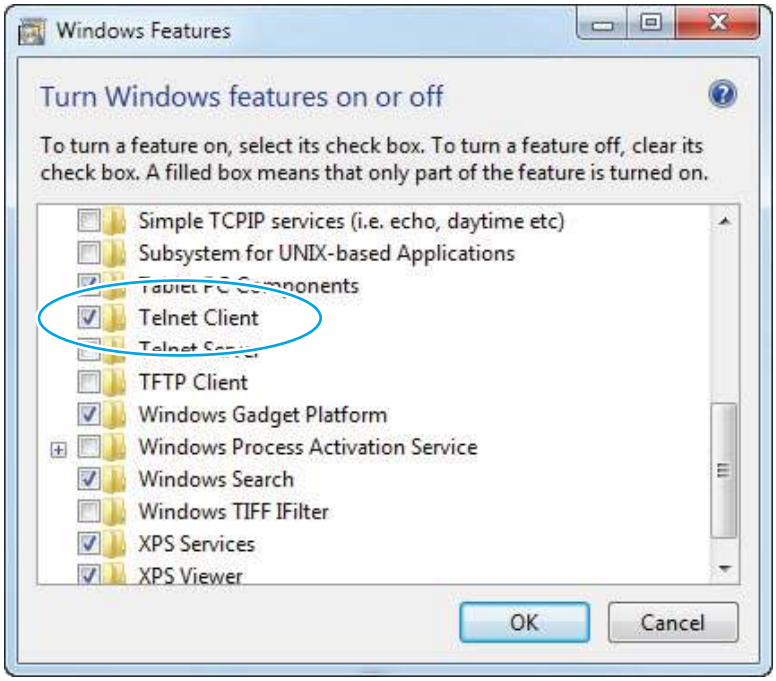
Figure 3-5 Turn Windows features on or off



3. In the **Windows Features** box, scroll down to **Telnet Client**. If the check box is not checked, click the box to select it, and then click the **OK** button.

TIP: If the check box is already checked then the telnet client function is already enabled. Click the **Cancel** button.

Figure 3-6 Enable the telnet client feature



Network connection

The remote telnet client computer must have direct network access to the printer for the Remote Admin function to operate. This means that the telnet client computer must be on the same network as the printer.

The Remote Admin function cannot be accessed through a network firewall or other remote access network security programs.

If a private network is not accessible, ask the network administrator to set up a virtual private network (VPN) connection to the network.

Connect a remote connection

Use the following procedures to connect a remote connection.

Start the telnet server function at the printer from an LCD control panel (M751/E75245)

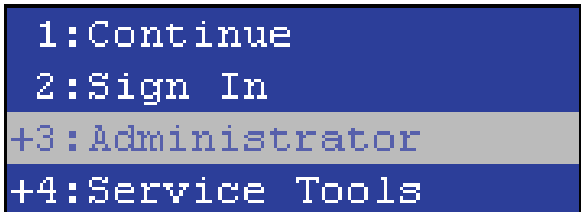
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. Press the Cancel ✕ button when the 1/8 displays under the HP logo on the control panel display.

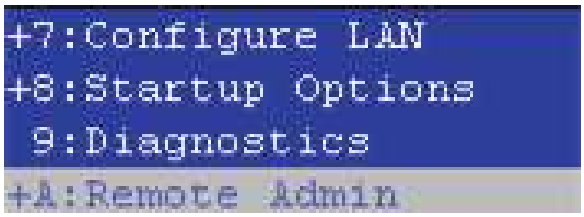
3. Use the arrow buttons on the control panel to scroll down and highlight the +3:Administrator item, and then select OK.

Figure 3-7 Select the +3:Administrator item



4. Use the arrow buttons on the control panel to scroll down and highlight the +A:Remote Admin item, and then select OK.

Figure 3-8 Select the +A:Remote Admin item



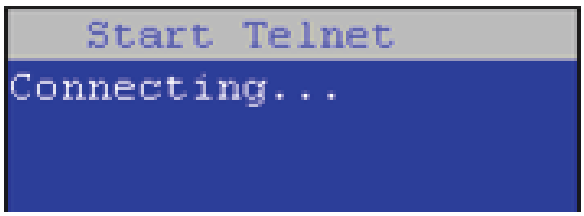
5. Use the arrow buttons on the control panel to scroll down and highlight the 1:Start Telnet item, and then select OK.

Figure 3-9 Select the 1:Start Telnet item

6. Do one of the following

- If a connecting message displays briefly, go to step 7.

  Figure 3-10 Telnet connecting message

- If an error message displays, use the steps below to identify the problem.

Figure 3-11 Telnet error message

a. The printer network cable is not correctly connected.

b. The BIOS LAN settings are incorrect.

   – The printer should be configured to use a static IP address, but is configured to use DHCP instead.

   – The printer is configured to use a static IP address, but the IP address is incorrect.

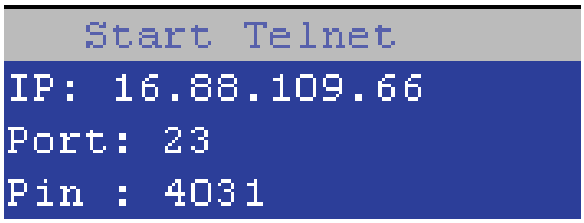
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 3-12 Telnet server function initialized



Start the telnet server function at the printer from a touchscreen control panel (M856/E85055/M776)

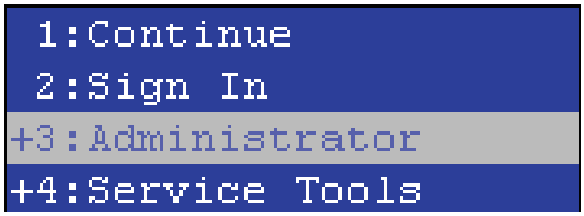
For security reasons the Remote Admin feature must be initiated by a person that is physically present at the printer. The following steps must be performed by a person that is physically present at the printer.

NOTE: This person might need to sign in with an administrator or service password depending on how the printer is configured.

1. Turn the printer on.
2. The HP logo displays on the printer control panel. When a 1/8 with an underscore displays, touch the middle of the screen to open the Pre-boot menu.

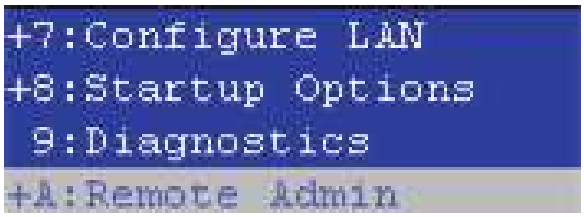
3. Use the arrow buttons on the touchscreen to scroll down and highlight the +3:Administrator item, and then touch the OK button to select it.

Figure 3-13 Select the +3:Administrator item



4. Use the arrow buttons on the touchscreen to scroll down and highlight the +A:Remote Admin item, and then touch the OK button to select it.

Figure 3-14 Select the +A:Remote Admin item



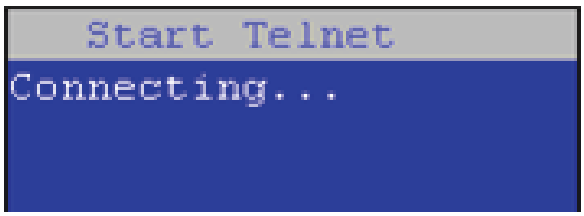
5. Use the arrow buttons on the touchscreen to scroll down and highlight the 1:Start Telnet item, and then touch the OK button to select it.

Figure 3-15 Select the 1:Start Telnet item

6. Do one of the following

- If a connecting message displays briefly, go to step 7.

  Figure 3-16 Telnet connecting message

- If an error message displays, use the steps below to identify the problem.

Figure 3-17 Telnet error message

a. Check the printer network cable and make sure it is correctly connected.

b. Verify that the BIOS LAN settings are correct.

   – If the printer should be configured to use a static IP address, make sure it is not configured to use DHCP instead.

   – The printer is configured to use a static IP address, make sure the IP address is correct.

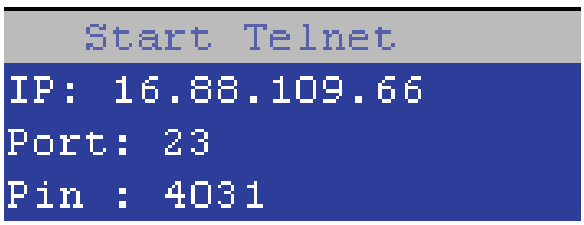
c. The printer is correctly configured to use DHCP, but the DHCP server is not turned on or is malfunctioning.

7. When the printer telnet server function is initialized, the following screen appears. Use the information on this screen to connect the remote telnet client computer to the printer.

NOTE: The printer is now ready to receive remote telnet client commands.

- **IP**: The static or dynamically allocated IP address for the printer.
- **Port**: The standard telnet port (23).
- **Pin**: A randomly generated 4-digit personal identification number (PIN).

Figure 3-18 Telnet server function initialized

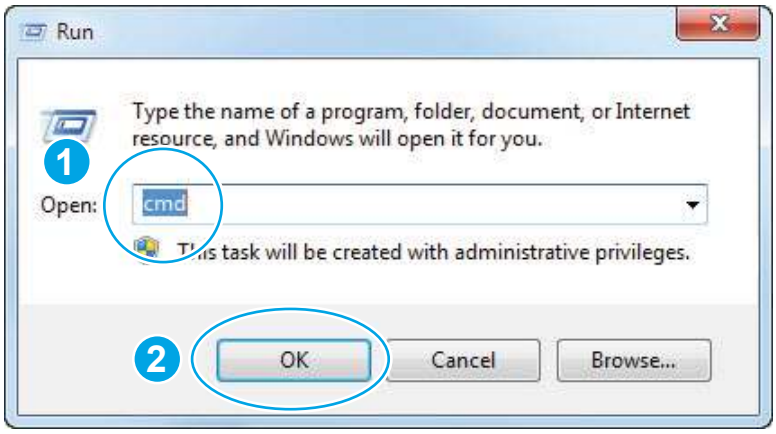


Start the telnet client function at the remote computer

The following steps establish a Remote Admin connection from a remote computer to the printer.

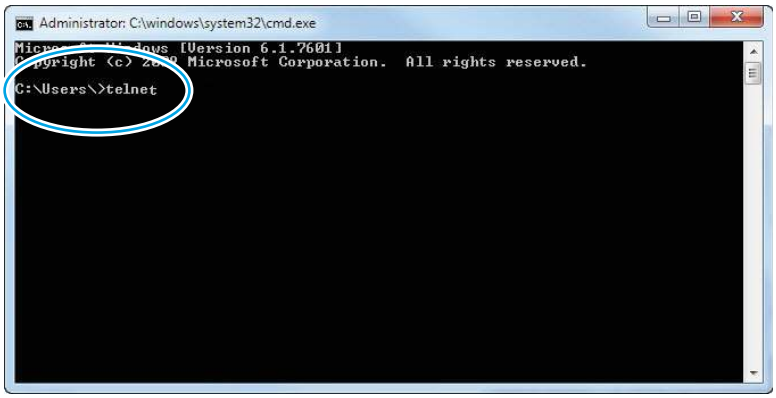
1. From the **Start** menu select **Run** to open a dialog box, type `cmd` in the **Open** field, and then select the **OK** button to open a Windows command window.

Figure 3-19 **Open a command window**



2. From any displayed directory, type `telnet` at the prompt, and then press the **Enter** key.

Figure 3-20 **Start a telnet session**

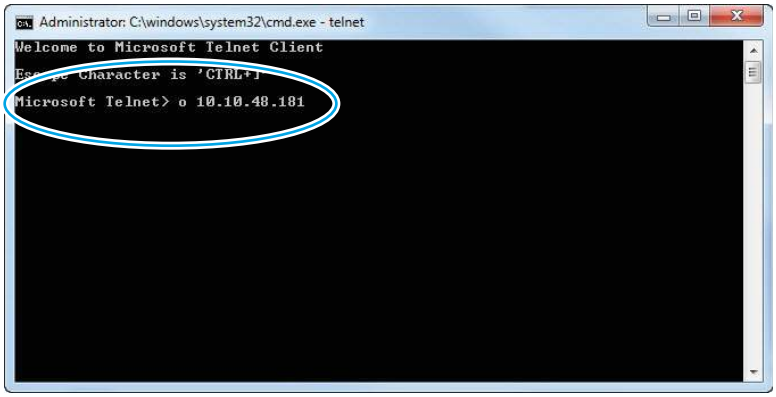


3. Type `o <IP ADDRESS>` at the telnet prompt, and then press the **Enter** key.

NOTE: For `<IP ADDRESS>`, substitute the IP address that was displayed when following the instructions in the Starting the telnet server function at the printer in the Troubleshooting manual.

TIP: If the telnet connection fails to establish a connection, the printer is probably behind a firewall or on a different network that the remote telnet client computer. See the Network connection section in the Troubleshooting manual.

Figure 3-21 Establish a telnet connection



4. At the prompt, type the PIN that was displayed when following the instructions in the Starting the telnet server function at the printer in the Troubleshooting manual. Press the **Enter** key.

IMPORTANT: Make sure to type the PIN correctly. After five incorrect PIN entries, the printer terminates the Remote Admin connection. The Remote Admin feature must be re-initiated at the printer. See the Starting the telnet server function at the printer section in the Troubleshooting manual.

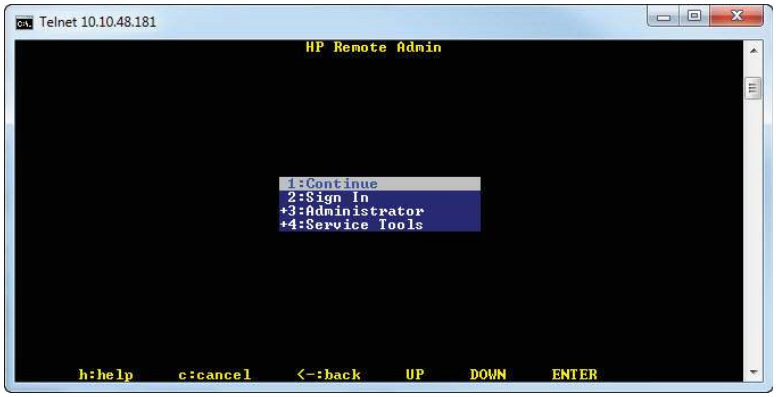
Figure 3-22 Enter the PIN

5. The following screen displays when the correct PIN is entered and the Remote Admin connection is successful. For information about the Pre-boot menu and options, see the Pre-boot menu options section in the Troubleshooting manual.

NOTE: Because a Remote Admin connection is an unsecure telnet network protocol connection, the following Pre-boot menu items are disabled for the remote telnet client computer.

- The **+3:Administrator** menu **4:Change Password** item.
- The **+3:Administrator** menu **5:Clear Password** item.
- The **+3:Administrator** menu **6:Disk Manage** item.

Figure 3-23 Remote Admin window



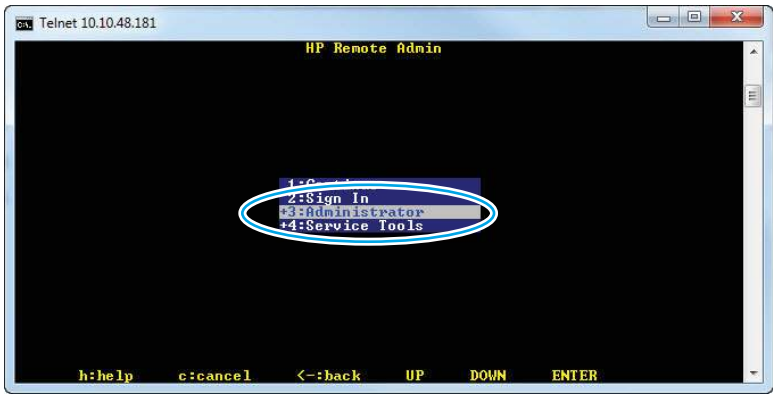
Disconnect a remote connection

The Remote Admin connection can be terminated from the printer control panel or the remote telnet client computer.

NOTE: The following procedure describes terminating a Remote Admin connection from the remote telnet client computer.

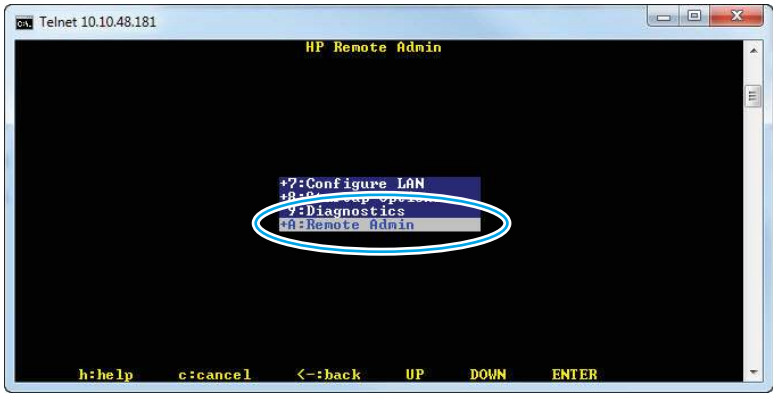
1. From the Pre-boot main menu, use the arrow buttons on the keyboard to scroll down to the **+3:Administrator** item, and then press the **Enter** key.

Figure 3-24 Access the administrator menu



2. Use the arrow buttons on the keyboard to scroll down to the **+A:Remote Admin** item, and then press the **Enter** key.

Figure 3-25 **Access the remote admin menu**

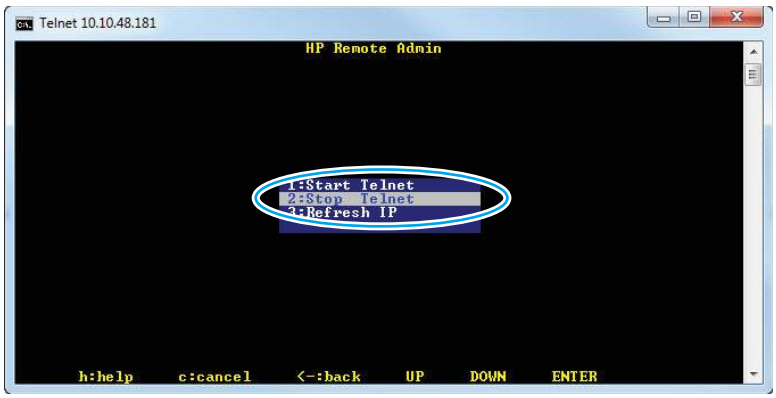


3. Use the arrow buttons on the keyboard to scroll down to the **2:Stop Telnet** item, and then press the **Enter** key. The Remote Admin connection between the printer and the remote telnet client computer terminates.

IMPORTANT: The printer remains in the Pre-boot menu. Have the person that is physically present at the printer do the following:

- Touch the Home button to return to the main Pre-boot menu and highlight the **1:Continue** item, and then touch the **OK** button. The printer will continue to initialize.

Figure 3-26 **Terminate the telnet connection**



Troubleshooting process

Review the following information about the troubleshooting process.

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 3-9 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? • Is the printer exposed to an air conditioning or heating vent that can cause temperature fluctuations?
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	• Are the toner cartridges installed correctly? • Are the toner cartridges genuine HP cartridges?

Table 3-9 Pre-troubleshooting checklist (continued)

General topic	Questions
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 that 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 3-10 Troubleshooting flowchart

Step	Question	Action
1 **Power on**	Is the printer on and does a readable message display?	**Yes**: Go to step 2. **No:** • Follow the power-on troubleshooting checks. • After the control panel display is functional, go to step 2.
2 **Control panel messages**	Does the message Ready display on the control panel?	**Yes**: Go to step 3. **No**: After the errors have been corrected, go to step 3.

Table 3-10 Troubleshooting flowchart (continued)

Step	Question	Action
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?	**Yes**: Go to step 4. **No:** • 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 section of the printer troubleshooting service manual. • After successfully printing and evaluating the event log, go to step 4.
4 **Information pages**	Open the Reports menu and print the configuration pages to verify that all the accessories are installed. Are all the accessories installed?	**Yes**: Go to step 5. **No:** • If accessories that are installed are not listed on the configuration page, remove the accessory and reinstall it. • After evaluating the configuration pages, go to step 5.
5 **Print quality**	Does the print quality meet the customer's requirements?	**Yes**: Go to step 6. **No:** • Compare the images with the sample defects in the image defect tables. See the images defects table in the printer repair service manual. • After the print quality is acceptable, go to step 6.
6 **Interface**	Can the customer print successfully from the host computer?	**Yes**: This is the end of the troubleshooting process. **No:** • Verify that all I/O cables are connected correctly and that a valid IP address is listed on the HP Jetdirect configuration page. • If error messages display on the control panel when trying to print an event log, see the control-panel message section of the printer troubleshooting service manual. • When the customer can print from the host computer, this is the end of the troubleshooting process.

Power subsystem

Review the following information about the power subsystem.

Power-on checks

The 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. 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

Perform troubleshooting steps to isolate power-on failures.

During normal operation, cooling fans begins to spin briefly after the printer power is turned on. Place a hand over the vents in the left-side or rear cover. If the fans are operating, you will feel air passing out of the printer. You can lean close to the printer and hear the fans operating. If the fans are operating, the DC-side of the power supply is functioning.

After the fans are operating, the main motor turns on (unless the left door or cartridge access door is open, a jam condition is sensed, or the paper-path sensors are damaged). You might be able to visually and audibly determine if the main motor is turned on.

If the fans and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control panel problems.

Troubleshooting power on problems

Use the following procedure to troubleshoot power on problems.

If the control panel is blank when you turn on the printer, check the following items.

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).

   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. Make sure that the power cord is securely connected to the printer and the wall outlet.
4. Make sure that the power switch is in the *on* position, and then verify that the heartbeat LED on the formatter is blinking.
5. Make sure that the control panel display wire harness is connected.
6. Remove any external solutions, and then try to turn the printer on again.
7. 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.

Troubleshooting a blank control-panel display

Learn how to troubleshoot a blank control-panel display.

Customers usually report that the control panel display is not showing anything. It is very important to collect as much information as possible from the customer about the issue to help resolve it.

Following are some printer behaviors that might be reported by a customer as a blank control-panel display:

- The control panel is completely blank (no LEDs or backlight).
- The control panel is blank, but there might be LEDs illuminated.
- The control panel is blank, LEDs are on or flashing, the back light is on, but no text is visible.

Following are some possible causes of a blank control panel display:

- No power to the printer.
- The control panel contrast setting is not correctly adjusted.
- The formatter connector(s) are not fully seated into the connector(s) on the DC controller.
- The memory DIMM is missing, faulty, incorrectly installed, or is not fully seated.
- A faulty component is installed on the formatter (for example a memory DIMM, network PCA, USB device, or other component).
- The formatter is defective.
- The control panel connector is not fully seated, or the control panel is defective.
- The DC controller is defective.

Following are some areas to explore with a customer reporting a blank display:

- Was the printer newly installed or has the printer been properly functioning? If the printer was newly-installed, as the customer if they noticed any damage to the shipping box or any damage to the printer.
- What happened just prior to the control-panel display going blank?
  - Was the printer recently serviced?
  - Did a power outage recently occur?
  - Did a lightning storm recently occur?
  - Did the customer recently add a memory DIMM or install a third-party component?
  - Was firmware recently upgraded?
- Is the control panel display completely blank (might be faint text and no back light)?
- Is the control panel display back light on?

Recommended actions:

If the control panel display is completely blank (no LEDs illuminated or no back light), check to see if the printer is getting power. Listen for fans or any printer initialization sounds when the power is turned on. If there are no signs of power, then perform the following:

1. Make sure that the printer is plugged directly into an active electrical outlet (not a power strip or interruptible power supply) that delivers the correct voltage.

TIP: Try using a different power cable, if possible.

2. Turn the printer power on, and make sure that the fan(s) run briefly (this indicates that the power supply is operational).
3. Turn the printer power off.
4. Make sure that the control panel display wire harness and flat cable (if applicable) are properly connected and fully seated, and then turn the printer power on again.
5. Verify the status LEDs are illuminated, but the control panel display is blank.

6. From a host computer, send a print job to the printer.

NOTE: If the print job correctly prints, then the problem is most likely due to a defective control panel.

7. Log into the Embedded Web Server (EWS) and check to see if the remote control panel will load.
8. Run the control panel diagnostics.
9. Turn the printer power off, and then make sure that the memory DIMM is installed in the correct slot and is fully seated.
10. Remove all of the components/accessories installed on the formatter (for example, hard drive, solid-state drive, memory DIMMs, network PCA, USB devices, or other devices).
11. Make sure that all of the connectors on the formatter are correctly connected and fully seated.
12. Turn the printer power on, and then check the control panel display.
13. If the printer control panel is properly working, replace each removed component (one at a time) to determine which one is causing the problem.

CAUTION: Turn the printer power off before removing or installing components.

14. If the control panel display is still blank after performing the above troubleshooting steps, replace the formatter.

Control panel checks

Review the following information about control panel checks.

NOTE: The printer includes a diagnostic test mode for the touchscreen control panels. Diagnostic tests are not available for the LCD control panel.

Control panel diagnostics (M856/E85055 and M776)

Review the following information about the control panel diagnostics.

Touchscreen diagnostic mode (M856/E85055 and M776)

Use the diagnostics in this section to test the control panel hardware and embedded firmware.

These tests are useful for checking control panel functionality independent of the printer control panel system diagnostics. To test the control panel using the system diagnostics, see "Control panel system diagnostics (M856/E85055)" in the *Troubleshooting Manual*.

1. **M856/E85055 only**: Locate the diagnostic-tests access button on the back of the control panel.

Figure 3-27 Diagnostic-tests access button (M856/E85055)

2. **M856/E85055 only**: Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

NOTE: A pen, pencil, or other small blunt object is needed to press the button.

TIP: When pressed, the button illuminates green.

Figure 3-28 Press the diagnostics-access button (M856/E85055)

3. **M776 only**: Locate the diagnostic-tests access button on the back of the control panel.

Figure 3-29 **Diagnostic-tests access button (M776)**

4. **M776 only**: Press the diagnostics-access button. Repeatedly pressing the button cycles through the available diagnostics.

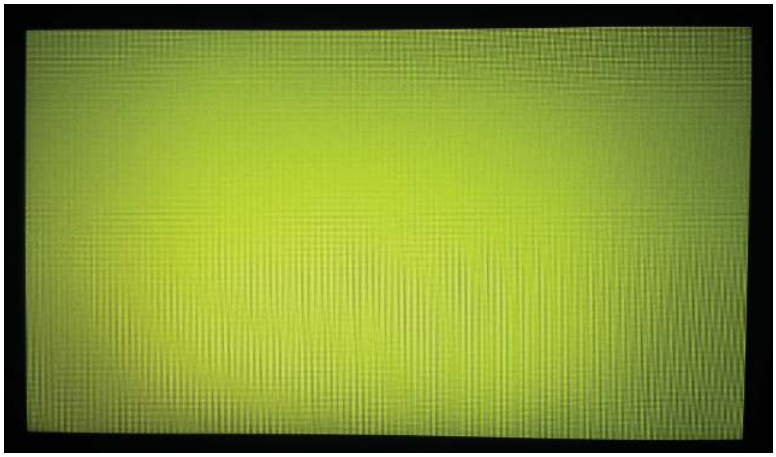
Figure 3-30 **Press the diagnostics-access button (M776)**

5. A yellow screen appears (after the first press of the button) indicating that the control panel firmware is version A (a magenta screen indicates version B firmware).

NOTE: If a different color appears on the screen, contact your global business unit (GBU) to determine the firmware version.

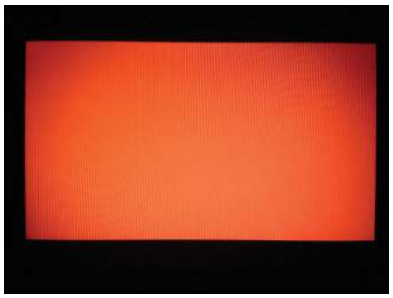
TIP: After 4 seconds of inactivity, the diagnostic mode times out and is exited.

Figure 3-31 Control panel version A yellow screen

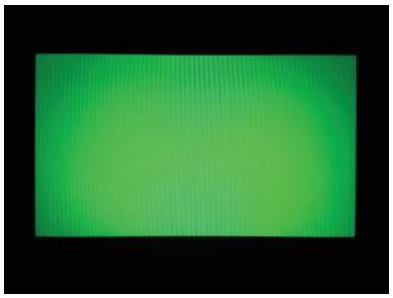


6. Touch the screen to cycle the screen through the following:

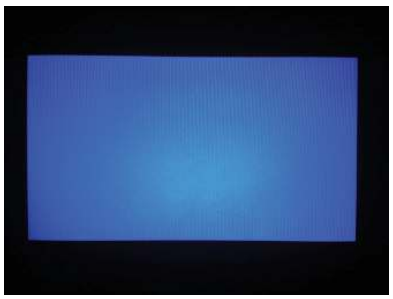
   - A red screen.

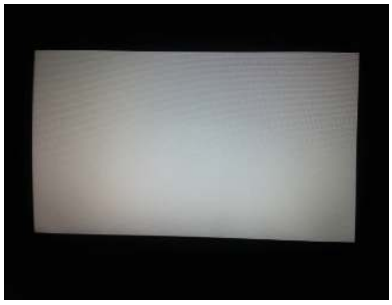
   - A green screen.

   - A blue screen.

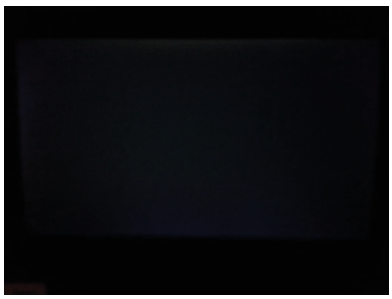
     

   - Five brightness levels of a white screen.



- A final black screen.

TIP: When the final black screen displays, press the Home button to cycle through the diagnostic screens and test its functionality.



7. Pressing the diagnostic-tests button with the black screen displayed exits the diagnostic mode.

Control panel system diagnostics (M856/E85055/M776)

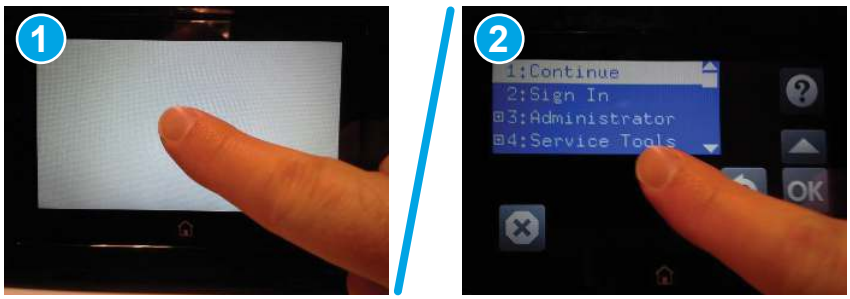
Use the diagnostics in this section to test the control panel hardware and display using the printer firmware system diagnostics.

Open the control panel system diagnostic tests

Use the following procedure to open the control panel system diagnostics tests from a touchscreen control panel.

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 3-32 Open the Pre-boot menu



3. On the Pre-boot menu screen, use the following buttons to navigate the tests.

Figure 3-33 Pre-boot menu

Table 3-11 Pre-boot menu button descriptions

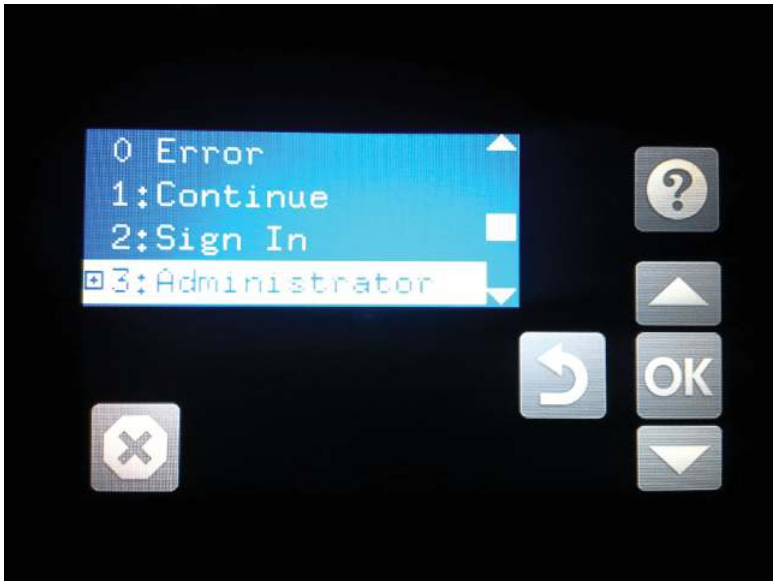
Button	Description
	Use this button to see more information about a selected item.
	Use this button to scroll up through menu items.
	Use this button to select a highlighted menu item.
	Use this button to scroll down through menu items.
	Use this button to go back to the previous menu.
	Not used.

Table 3-11 Pre-boot menu button descriptions (continued)

Button	Description
	Use this button to exit a diagnostic test.

4. Use the down arrow ▼ button to scroll to +3 Administration, and then press the OK button to select it.

Figure 3-34 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 3-35 Access the diagnostics menu

Screen test

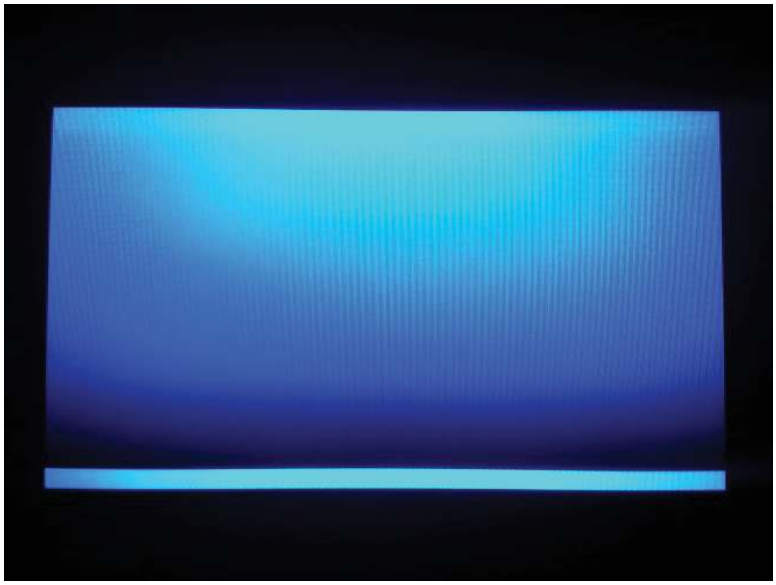
Use the following procedure to perform a screen test.

1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the Troubleshooting Manual.
2. With 1 Screen Test highlighted, press the OK button to select it.

Figure 3-36 Open the screen test

The blue vertical gradient screen appears.

Figure 3-37 Blue vertical gradient screen



3. Touch the touchscreen to scroll though the remaining touchscreen test screens.

NOTE: Touch the Home button to exit the test.

Table 3-12 Touchscreen test screens

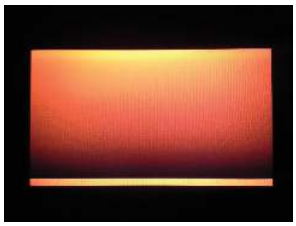
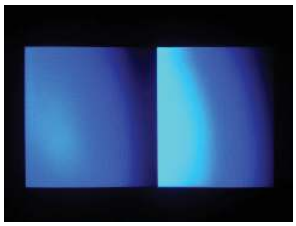
Screen	Description
	Green vertical gradient
	Red vertical gradient
	Blue horizontal gradient

Table 3-12 Touchscreen test screens (continued)

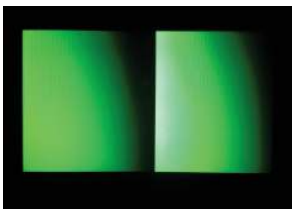
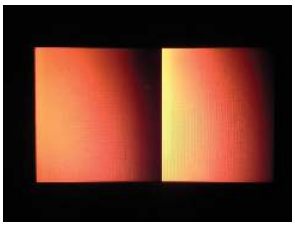
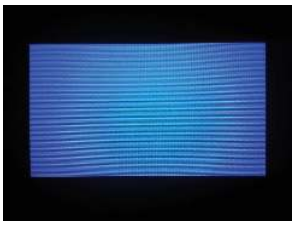
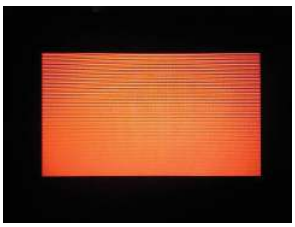
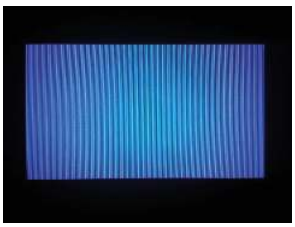
Screen	Description
	Green horizontal gradient
	Red horizontal gradient
	Blue with black horizontal interlaced
	Green with black horizontal interlaced
	Red with black horizontal interlaced
	Blue with black vertical interlaced

Table 3-12 Touchscreen test screens (continued)

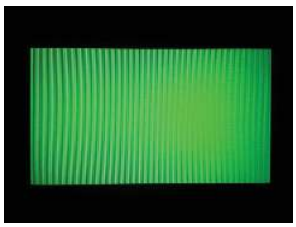
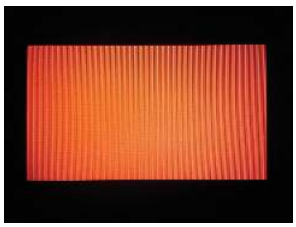
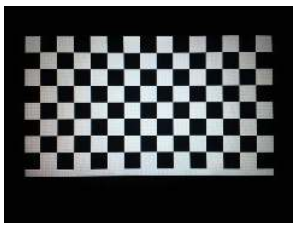
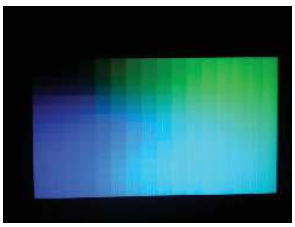
Screen	Description
	Green with black vertical interlaced
	Red with black vertical interlaced
	Black with white center
	White with black center
	Checkerboard
	Multicolor stripes

Table 3-12 Touchscreen test screens (continued)

Screen	Description
	Blue green grid meshing

Touch test

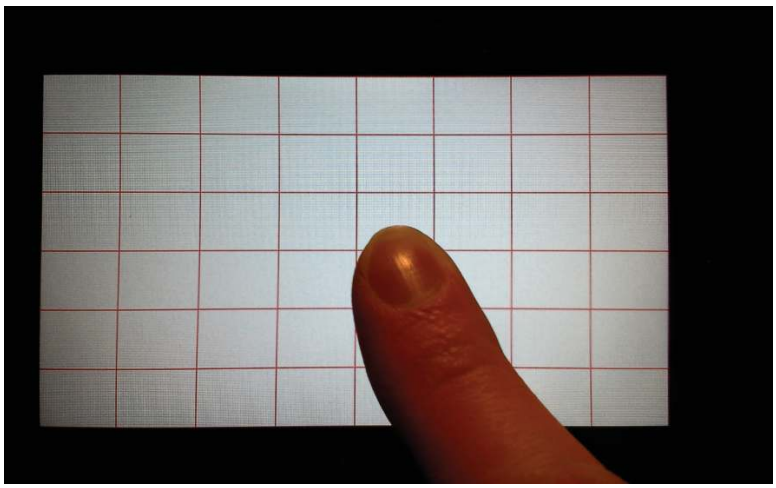
Use the following procedure to perform a touch test.

1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the Troubleshooting Manual.
2. Use the down arrow ▼ button to scroll to 2 Touch Test, and then press the OK button to select it.

Figure 3-38 Open the touch test

3. Use your finger to touch the white grid on the display.

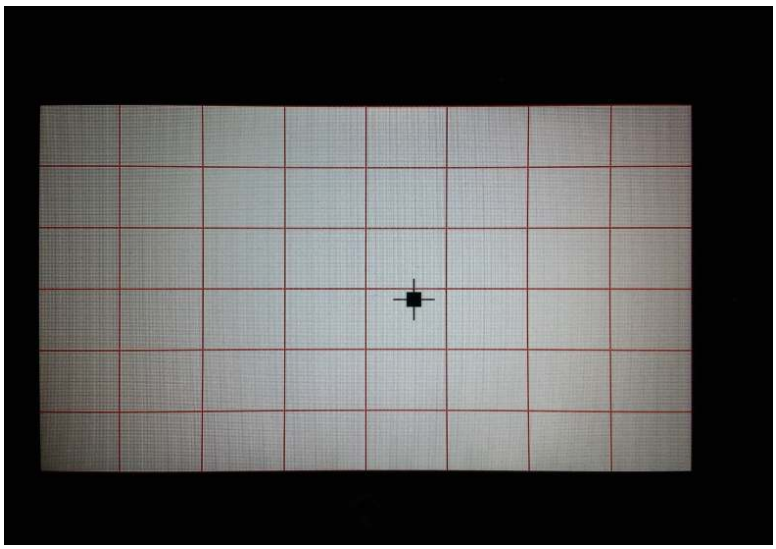
Figure 3-39 Touch the white grid



A mark appears on the grid where it was touched.

NOTE: Touch the Home button to exit the test.

Figure 3-40 Verify the mark



SoftKey test

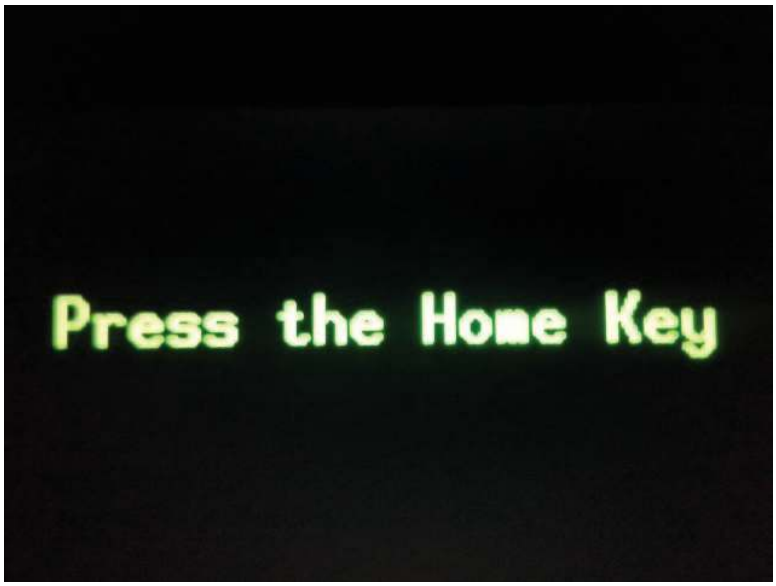
Use the following procedure to perform a SoftKey test.

1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the Troubleshooting Manual.
2. Use the down arrow ▼ button to scroll to 3 SoftKey Test, and then press the OK button to select it.

Figure 3-41 Open the softkey test

3. When prompted, touch the Home button.

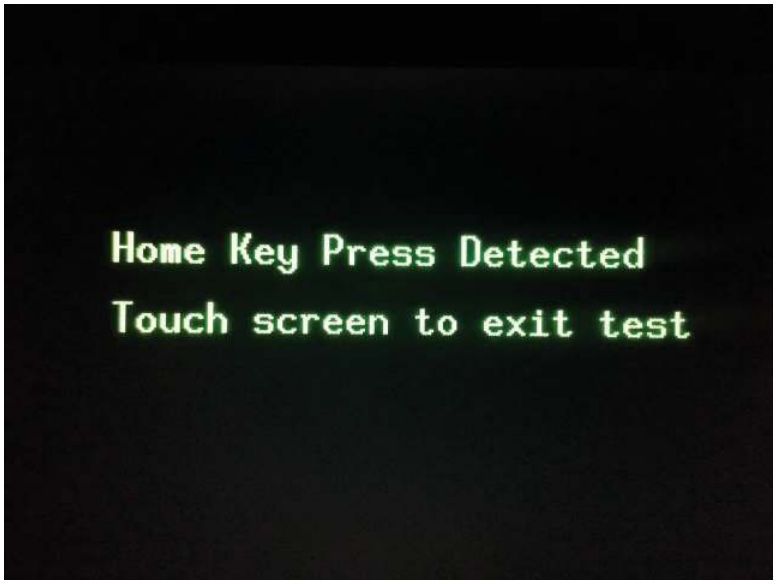
Figure 3-42 Touch the Home button



If the test is successful, the following screen appears on the display.

NOTE: Touch the screen to exit the test.

Figure 3-43 Successful test



Backlight test

Use the following procedure to perform a backlight test.

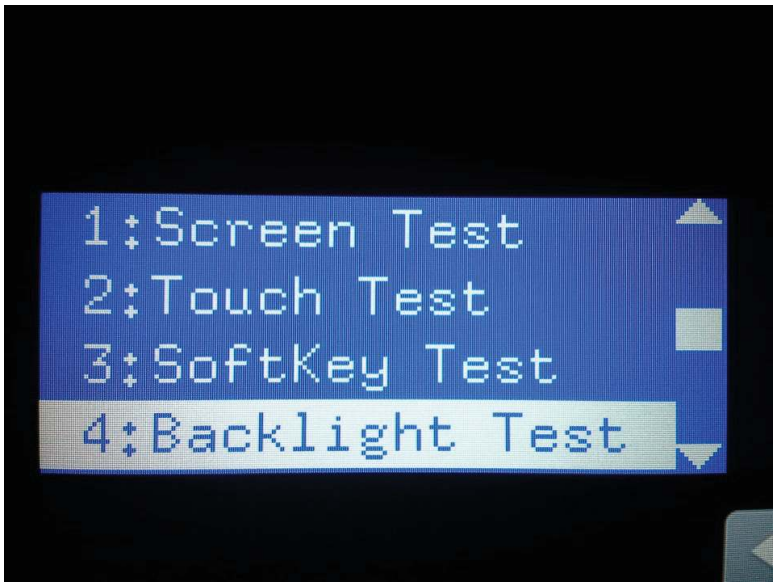
1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the Troubleshooting Manual.

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 3-44 Open the backlight test



Sound test

Use the following procedure to perform a sound test.

1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the Troubleshooting Manual.
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 3-45 Open the sound test

Keyboard test (M776z/zs only)

Use the following procedure to perform a keyboard test on M776z/zs printers only.

IMPORTANT: The control panel system diagnostic tests include a 6 Keyboard Test item. This test is **not** valid for the M856/E85055/M776dn printers even though this option is present in the control panel system diagnostic tests menu.

If the 6 Keyboard Test is opened on the M856/E85055/M776dn printers, the printer power must be turned off to exit the test.

HP does not recommend turning the printer power off during the control panel system diagnostic tests.

1. Open the control panel system diagnostic tests. See the control panel system diagnostics test section in the Troubleshooting Manual.

2. Use the down arrow ▼ button to scroll to 6 Keyboard Test, and then press the OK button to select it.

Figure 3-46 Do not open the keyboard test except for M776z/zs printers

3. When prompted, touch the H key on the keyboard or the Home button to exit the test.

Version

Use the following procedure to view the control panel version information.

1. Open the control panel system diagnostic tests. See "Open the control panel systems diagnostic tests" in the *Troubleshooting Manual*.
2. Use the down arrow ▼ button to scroll to 7 Version, and then press the OK button to select it.

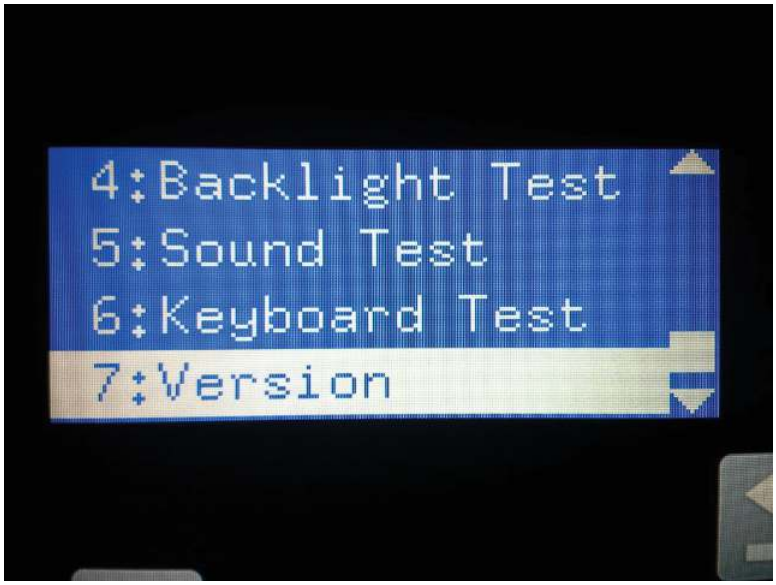
NOTE: Touch any key to exit the test.

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 3-47 Open the version information



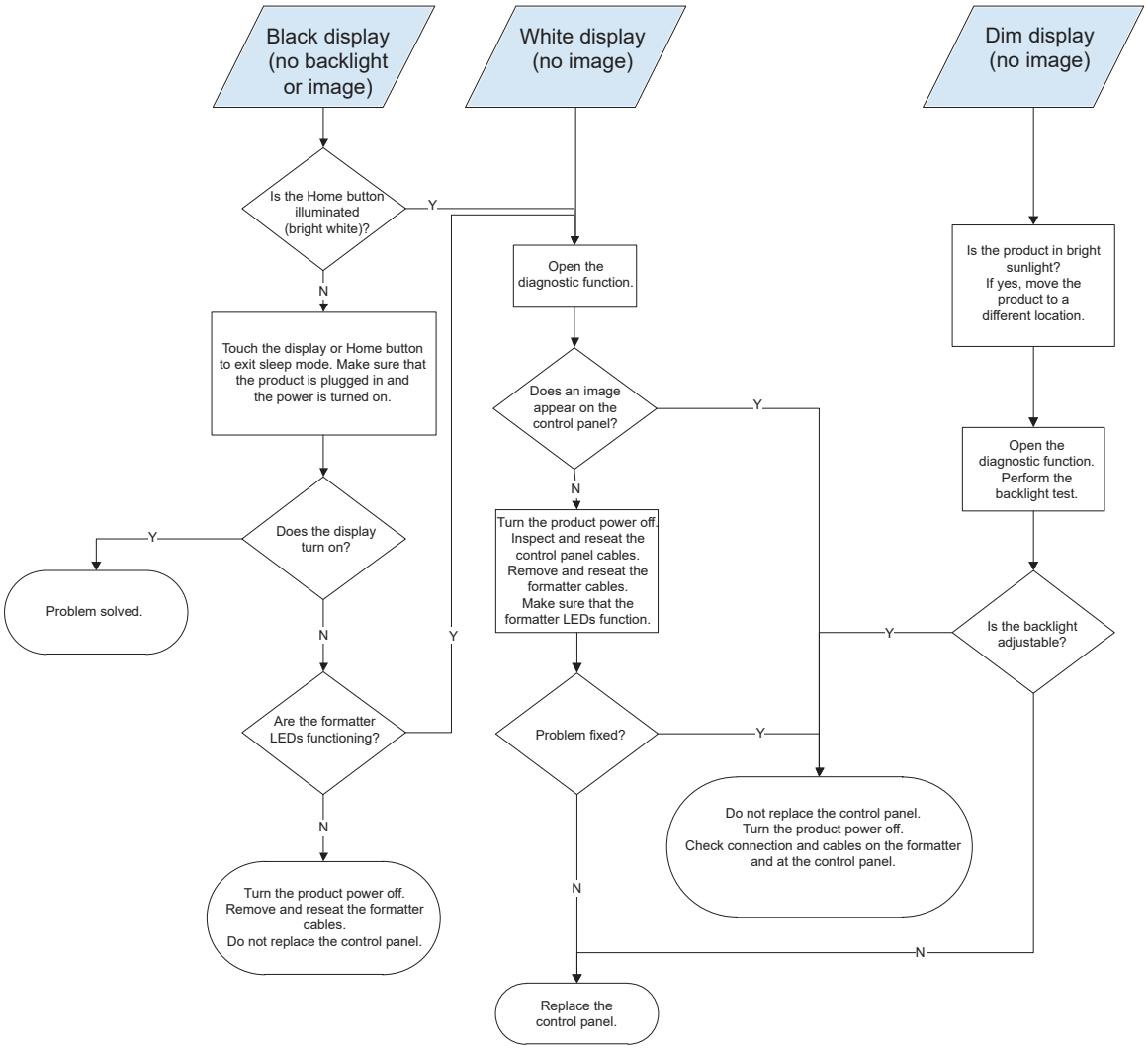
Control panel diagnostic flowcharts (M856/E85055/M776)

Use the flowcharts in this section to troubleshoot the following control panel problems.

Touchscreen black, white, or dim (no image)

To open the diagnostic function, press the button on the back of the control panel.

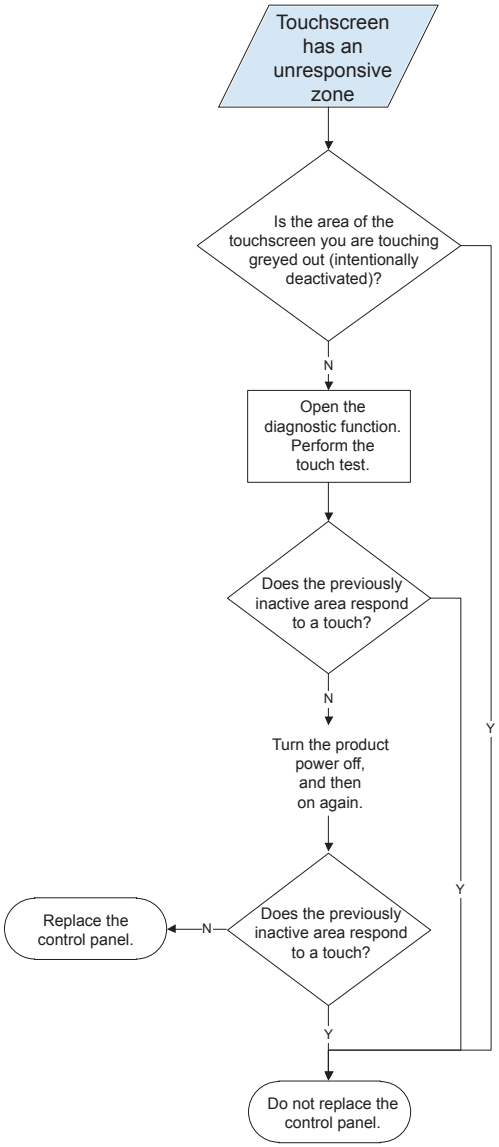
Figure 3-48 Touchscreen blank, white, or dim (no image)



Touchscreen has an unresponsive zone

To open the diagnostic function, press the button on the back of the control panel.

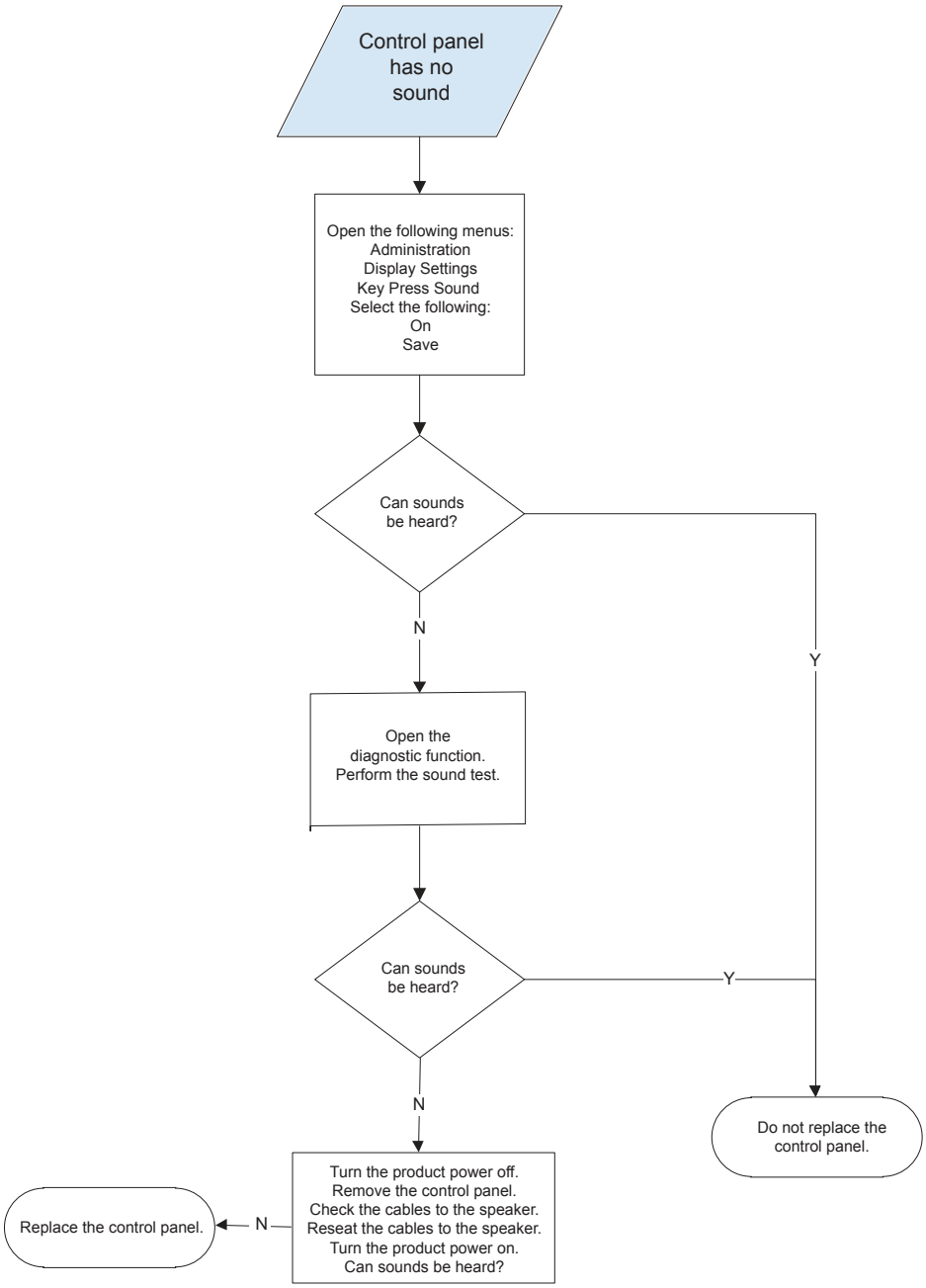
Figure 3-49 Touchscreen has an unresponsive zone



No control panel sound

To open the diagnostic function, press the button on the back of the control panel.

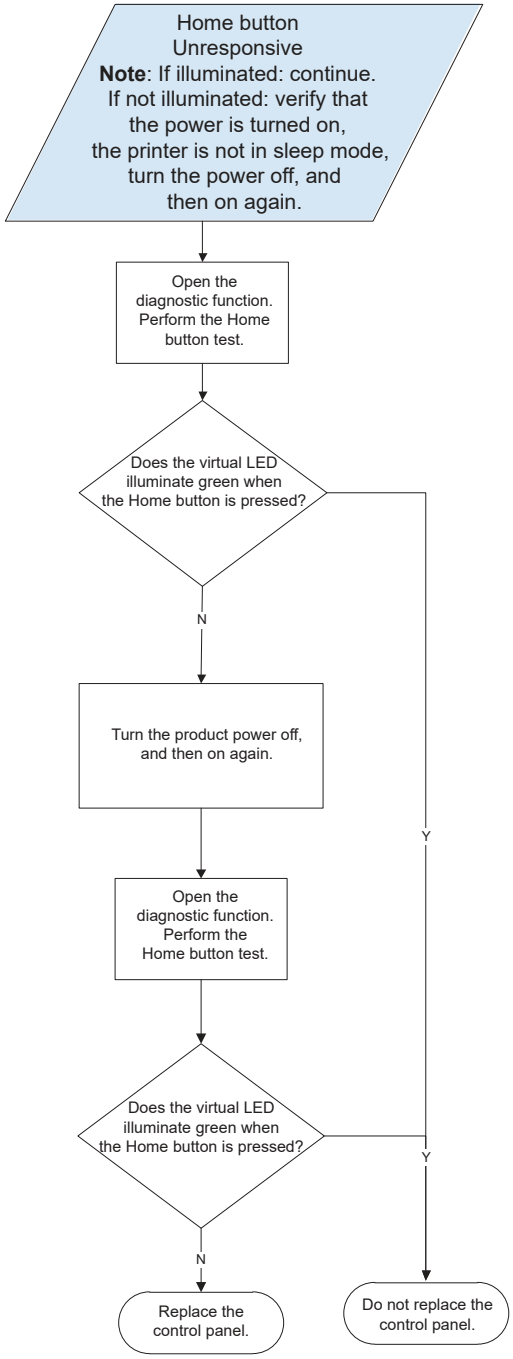
Figure 3-50 No control panel sound



Home button is unresponsive

To open the diagnostic function, press the button on the back of the control panel.

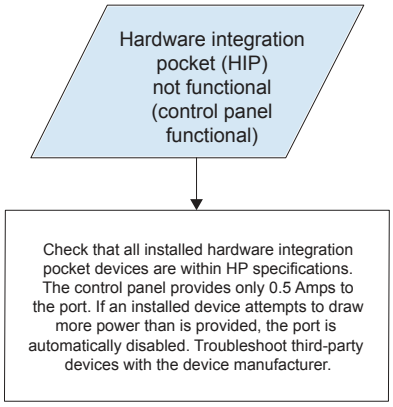
Figure 3-51 **Home button is unresponsive**



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 3-52 Hardware integration pocket (HIP) is not functioning (control panel functional)



Tools for troubleshooting

Learn about tools that can help to solve printer problems.

Individual component diagnostics

Learn about individual component diagnostics available on the printer.

LED diagnostics

LED, engine, and individual diagnostics can identify and troubleshoot printer problems.

Understand lights on the formatter

Three LEDs on the formatter indicate whether the printer is functioning correctly.

Figure 3-53 Formatter LED lights

Table 3-13 Formatter LED lights

Callout	Description
1	Heartbeat LED
2	HP Jetdirect LEDs

Heartbeat LED

The heartbeat LED indicates whether 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 table describes the heartbeat LED operation while the printer is executing the firmware boot process.

NOTE: When the initialization process completes, the heartbeat LED should be illuminated solid green.

Table 3-14 Heartbeat LED, product initialization

Product initializing state	Heartbeat LED, normal state	Heartbeat LED, error state
No power (power cable disconnected or power switch off)	Off	Not applicable
Power on (immediately after the power switch is pressed)	Red, solid • Duration should be 1 second or less	Red, solid • Firmware error; problem finding hardware and booting the serial peripheral interface flash memory – Boot process halted Replace the formatter.
Serial peripheral interface (SPI) flash memory boot	Green, solid	Red, solid • Firmware error; problem with corrupt or missing SPI flash memory – Boot process halted Replace the formatter.
HW checks on-board DRAM	Green, solid	Red, solid • Power-on self-check failure – Boot process halted Replace the formatter.

Table 3-14 **Heartbeat LED, product initialization (continued)**

Product initializing state	Heartbeat LED, normal state	Heartbeat LED, error state
Control panel connection initializes	Green, solid **NOTE:** Control panel communication is successful. If an error occurs, a message should appear on the control panel display.	Yellow, fast flash • Formatter to control panel connection failed – Boot process continues Check the cables between the formatter and control panel for damage. Make sure that the cables are fully seated.
Pre-boot menu available (including diagnostics)	Green, solid	Red, solid • Diagnostic failure – Follow diagnostic instructions. Turn the power off, and then on again to restart the initialization process.
Accessing disk for firmware image	Green, solid **NOTE:** If applicable, disk error messages appear on the control panel display.	Yellow, fast flash • Control panel not connected
Firmware boot	Green, solid **NOTE:** If applicable, error messages appear on the control panel display.	Yellow, fast flash • Control panel not connected
Product operational	Green, heartbeat blink **NOTE:** If applicable, error messages appear on the control panel display.	Yellow, fast flash • Control panel not connected
49.XX.YY error or initialization freezes	Not applicable	LED off **NOTE:** An error message (for example, 49.XX.YY) might appear on the control panel display. Eventually, a formatter connection missing message will appear. Turn the power off, and then on again to restart the initialization process. If the error persists, perform a firmware upgrade.
Control panel connection interrupted after the product is operational	Not applicable	Yellow, fast flash • Control panel not connected
Flat, flexible cable (FFC) between the formatter and DC controller is not connected or damaged	Not applicable	Yellow, solid • Formatter to DC controller connection failed Check the cable between the formatter and DC controller for damage. Make sure that the cable is fully seated.
Sleep Mode	Green, slow blink	Not applicable

Table 3-14 Heartbeat LED, product initialization (continued)

Product initializing state	Heartbeat LED, normal state	Heartbeat LED, error state
Approaching Sleep Mode	Green, slow blink	Not applicable
Wake up from Sleep Mode	Follows initialization progression	Follows initialization progression
Approaching wake up from Sleep Mode	Follows initialization progression	Follows initialization progression

The following table describes the heartbeat LED operation when the printer completes the firmware boot process and is in the **Ready** state.

Table 3-15 Heartbeat LED, printer operational

LED color	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
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 printer power switch is in the off position, or the printer 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. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all the network cable connections. In addition, try to manually configure the link settings on the embedded print server by using the printer control-panel menus.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK.

2. Open the following menus:
   a. Networking
   b. Ethernet
   c. Link Speed
3. Select the appropriate link speed, and then select OK.

Tools for troubleshooting: Engine diagnostics

The printer contains extensive internal engine diagnostics that help in troubleshooting print quality, paper path, noise, assembly, and timing issues.

Engine test button

To verify that the printer engine is functioning, print an engine test page.

Use a small pointed object to depress the test-page switch located on the rear side of the printer. The test page should have a series of lines that are parallel to the long end of the page. The test page can use only Tray 2 as the paper source, so make sure that paper is loaded in Tray 2.

NOTE: Depressing, and holding down, the test-page switch causes the printer to continually print test pages. Releasing the switch stops the test page continuous printing.

Figure 3-54 Engine test button

Defeating interlocks

Different tests can be used to isolate different types of issues. For assembly or noise isolation, run the diagnostic test when the front door or right door is open.

Defeating the door interlocks allows observation of the paper pick operation (and view the page enter registration).

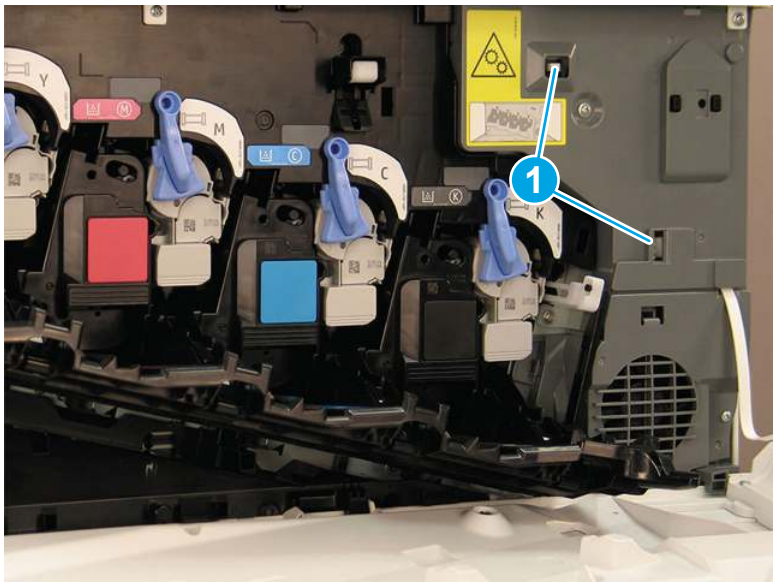
WARNING! Be careful when performing printer diagnostics to avoid risk of injury. Only trained service personnel should open and run the diagnostics with a door open. Never touch any of the power supplies when the printer is turned on.

Defeat the front door interlocks

Use the following procedure to defeat the front door interlocks.

1. Open the front door.
2. Insert folded pieces of paper into two slots (callout 1).

Figure 3-55 **Defeat the front door interlocks**



Disable cartridge check

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 an LCD control panel (M751/E75245)

Use the following procedure to disable cartridge check from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Disable Cartridge Check, and then press the OK button to select it.

Disable cartridge check from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to 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

Paper path and sensor diagnostic tests

Review the following information about the paper path and sensor diagnostics tests.

Paper path test

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, specify whether to use the duplex path (duplex models only), and specify the number of copies to print. Multiple copies can be printed to help isolate intermittent problems. The following options become available after beginning the diagnostic feature:

- Number of Copies: Set the numbers of copies to be printed; the choices are 1, 10, 50, 100, or 500.
- Paper Tray: Select Tray 1, Tray 2, or the optional tray.
- Output Sides: Choose 1-sided or 2-sided.

Access the paper path test from an LCD control panel (M751/E75245)

Use the following procedure to access the paper path test from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Paper Path Test, and then press the OK button.

Access the paper path test from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to access the paper path 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. Paper Path Test
3. Select the paper path test options for the test.

Paper path sensors test

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

Access the paper path sensors test from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to access the paper path sensors 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. Paper Path Sensors
3. Touch Start to run the test.

Access the paper path sensors test from an LCD control panel (M751/E75245)

Use the following procedure to access the paper path sensors test from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Paper Path Sensors, and then press the OK button.

NOTE: Exiting the Paper Path Sensors menu and then reentering the test will clear the test values from the previous test.

The menu list of sensors and switches for the Paper Path Sensors test varies depending on which optional accessories are installed.

For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number of accessories installed.

Table 3-16 Paper-path sensors diagnostic tests

Sensor name	Sensor/Switch number	Replacement part number	Description
Registration sensor	SR8	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
		RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
Fuser loop sensor 1	SR16	3WT87-67901	Fuser (M751/E75245; 110V)
		3WT88-67901	Fuser (M751/E75245; 220V)
		4YL16-67901	Fuser (M856/E85055/M776; 110V)
		4YL17-67901	Fuser (M856/E85055/M776; 220V)

Table 3-16 Paper-path sensors diagnostic tests (continued)

Sensor name	Sensor/Switch number	Replacement part number	Description
Fuser loop sensor 2	SR26	3WT87-67901	Fuser (M751/E75245; 110V)
		3WT88-67901	Fuser (M751/E75245; 220V)
		4YL16-67901	Fuser (M856/E85055/M776; 110V)
		4YL17-67901	Fuser (M856/E85055/M776; 220V)
Fuser exit sensor 1	SR7	3WT87-67901	Fuser (M751/E75245; 110V)
		3WT88-67901	Fuser (M751/E75245; 220V)
		4YL16-67901	Fuser (M856/E85055/M776; 110V)
		4YL17-67901	Fuser (M856/E85055/M776; 220V)
Paper width sensor 1	SR9	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
		RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
Paper width sensor 2	SR25	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
		RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
Paper width sensor 3	SR12	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
		RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
Full sensor	SR41	RM2-1498-000CN	Delivery assembly (M751/E75245)
		RM2-3910-000CN	Delivery assembly (M856/E85055, M776dn/M776z)
		RM2-1786-000CN	Delivery assembly (M776zs)
ITB alienation sensor	SR42	WG8-5935-000CN	IC, photointerrupter
Fuser pressure release sensor	SR44	RM2-1391-000CN	Fuser drive assembly

Manual sensor tests

The table in this section lists the sensors and switches available in the manual sensor tests.

Access the manual sensor test from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to access the manual sensor 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. Sensors
3. Activate the desired sensor, and then check the control panel display to verify the sensor state (active or inactive) and the number of times it was activated..

Access the manual sensor test from an LCD control panel (M751/E75245)

Use the following procedure to access the manual sensor test from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Manual Sensor Test, and then press the OK button.
6. Activate the desired sensor, and then check the control panel display to verify the sensor state (active or inactive) and the number of times it was activated..

NOTE: For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number and type of accessories installed.

Table 3-17 Manual sensor diagnostic tests

Sensor or switch	Replacement Part number	Description
SR15 Tray 1 empty sensor	RM2-1494-000CN	Right door assembly (M751/E75245)
	RM2-3434-000CN	Right door assembly (M856/E85055/M776)
SR14 Last page sensor	RM2-1494-000CN	Right door assembly (M751/E75245)
	RM2-3434-000CN	Right door assembly (M856/E85055/M776)
SR6 Tray 2 empty sensor	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
	RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
SR41 Full sensor	RM2-1498-000CN	Delivery assembly (M751/E75245)
	RM2-3910-000CN	Delivery assembly (M856/E85055, M776dn/M776z)
	RM2-1786-000CN	Delivery assembly (M776zs)
SW4 Right door switch	RM2-1445-000CN	Low-voltage power supply (M751/E75245; 110V)
	RM2-1453-000CN	Low-voltage power supply (M751/E75245; 220V)
	RM2-2473-000CN	Low-voltage power supply (M856/E85055/M776; 110V)
	RM2-2474-000CN	Low-voltage power supply (M856/E85055/M776; 220V)
SR8 Registration sensor	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
	RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
SR16 Fuser loop sensor 1	3WT87-67901	Fuser (M751/E75245; 110V)
	3WT88-67901	Fuser (M751/E75245; 220V)
	4YL16-67901	Fuser (M856/E85055/M776; 110V)
	4YL17-67901	Fuser (M856/E85055/M776; 220V)

Table 3-17 Manual sensor diagnostic tests (continued)

Sensor or switch	Replacement Part number	Description
SR7 Fuser exit sensor	3WT87-67901	Fuser (M751/E75245; 110V)
	3WT88-67901	Fuser (M751/E75245; 220V)
	4YL16-67901	Fuser (M856/E85055/M776; 110V)
	4YL17-67901	Fuser (M856/E85055/M776; 220V)
SR9 Paper width sensor 1	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
	RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
SR25 Paper width sensor 2	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
	RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
SR12 Paper width sensor 3	RM2-1393-010CN	Paper pickup assembly (M751/E75245)
	RM2-3908-000CN	Paper pickup assembly (M856/E85055/M776)
SR26 Fuser loop sensor2	3WT87-67901	Fuser (M751/E75245; 110V)
	3WT88-67901	Fuser (M751/E75245; 220V)
	4YL16-67901	Fuser (M856/E85055/M776; 110V)
	4YL17-67901	Fuser (M856/E85055/M776; 220V)

Print/stop test

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 that is greater than the job-print time, the printer can recover in one of two ways.

- 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.

Access the print/stop test from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to access the 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.

Access the print/stop test from an LCD control panel (M751/E75245)

Use the following procedure to access the print/stop test from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.

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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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Print/Stop Test, and then press the OK button.

Component tests

Use the procedure below to test various printer mechanical and electromechanical assemblies.

Access the individual component diagnostics from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to access individual component diagnostics 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. Component Test
3. Select the component test options for the test.

Access the individual component diagnostics from an LCD control panel (M751/E75245)

Use the following procedure to access the individual component diagnostics from an LCD 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 down arrow ▼ button to scroll to Troubleshooting, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Diagnostic Tests, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Component Test, and then press the OK button.

6. Select the component and desired options.
7. Select Start to start the test.
8. Select Stop to stop the test.

NOTE: For trays other than Tray 1 or Tray 2, the tray number associated with a sensor or switch depends on the number and type of accessories installed.

Table 3-18 Component test details

Component test	Item tested	Comments
Yellow drum motor	M2	Activates the specified motor
Magenta drum motor	M2	Activates the specified motor
Cyan drum motor	M2	Activates the specified motor
Black drum motor	M3	Activates the specified motor
Yellow developer motor	M1	Activates the specified motor
Magenta developer motor	M1	Activates the specified motor
Cyan developer motor	M1	Activates the specified motor
Black developer motor	M3	Activates the specified motor
ITB motor	M3	Activates the specified motor
Alienation motor	M6	Activates the specified motor
ITB contact/alienation motor	M6	Activates the specified motor
Tray 2 pickup motor	M5	Activates the specified motor
Fuser motor	M4	Activates the specified motor
Fuser pressure release motor	M4	Activates the specified motor
Fuser shutter motor	M25	Activates the specified motor
Duplex motor	M24	Activates the specified motor
Tray 1 pickup solenoid	SL3	Activates the specified solenoid
Tray 2 pickup clutch	CL1	Activates the specified clutch
Duplex re-feed clutch	CL2	Activates the specified clutch
Switchback flapper solenoid	SL8	Activates the specified solenoid
Laser scanner motor	M7	Activates the specified motor

Diagrams

Use the diagrams in this section to identify printer components.

Block diagrams

Use the diagrams in this section to identify printer sensors, switches, and assemblies.

Cross-section diagrams

Review the following information about the cross-section diagrams.

Figure 3-56 Printer cross-section diagram (1 of 2; M751/E75245)

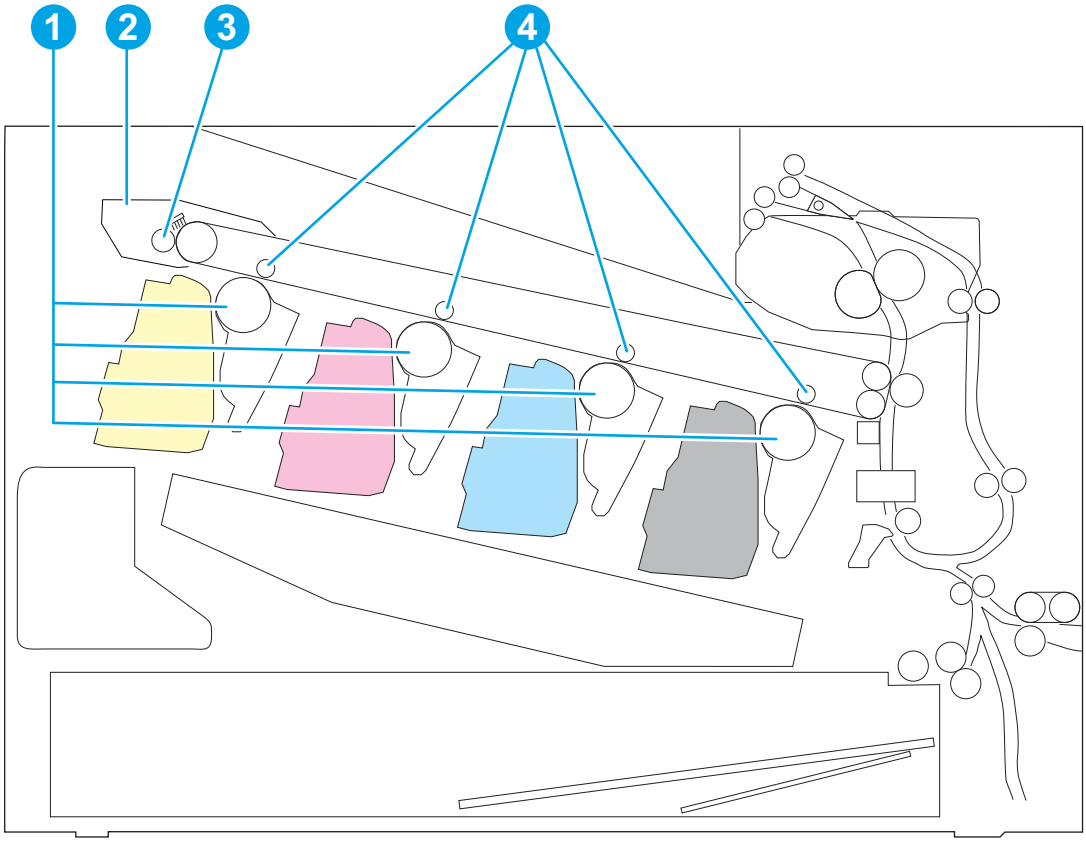


Table 3-19 Printer cross-section diagram (1 of 2; M751/E75245)

Item	Description	Item	Description
1	Photosensitive drum	3	ITB cleaning roller
2	ITB cleaning assembly	4	T1 roller

Figure 3-57 Printer cross-section diagram (2 of 2; M751/E75245)

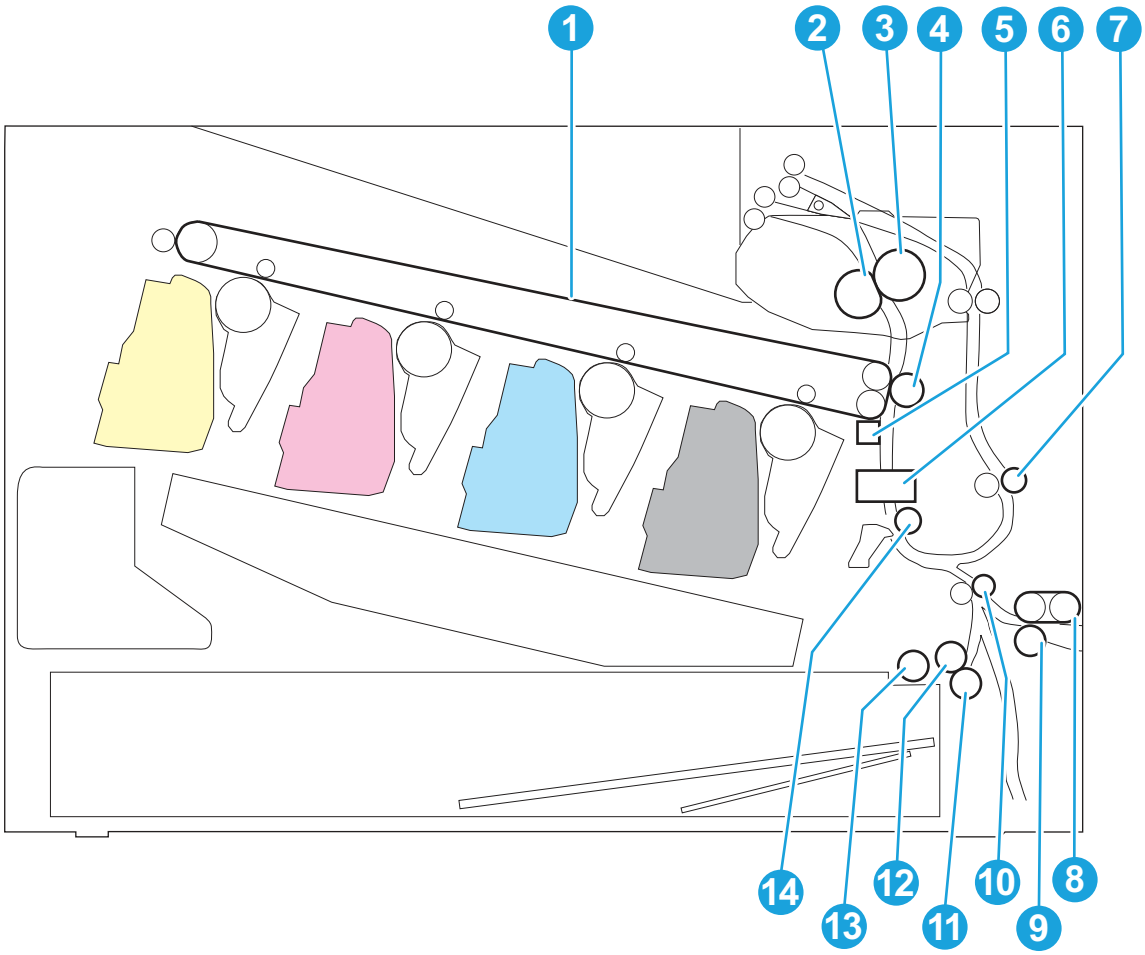


Table 3-20 Printer cross-section diagram (2 of 2; M751/E75245)

Item	Description	Item	Description
1	ITB	8	Tray 1 pickup roller
2	Fuser film	9	Tray 1 separation roller
3	Pressure roller	10	Intermediate feed roller
4	Secondary transfer roller	11	Tray 2 separation roller
5	Registration density sensor	12	Tray 2 feed roller
6	Media sensor	13	Tray 2 pickup roller
7	Duplex re-pickup roller	14	Registration roller

Figure 3-58 Printer cross-section diagram (1 of 3; M856/E85055/M776dn/M776z)

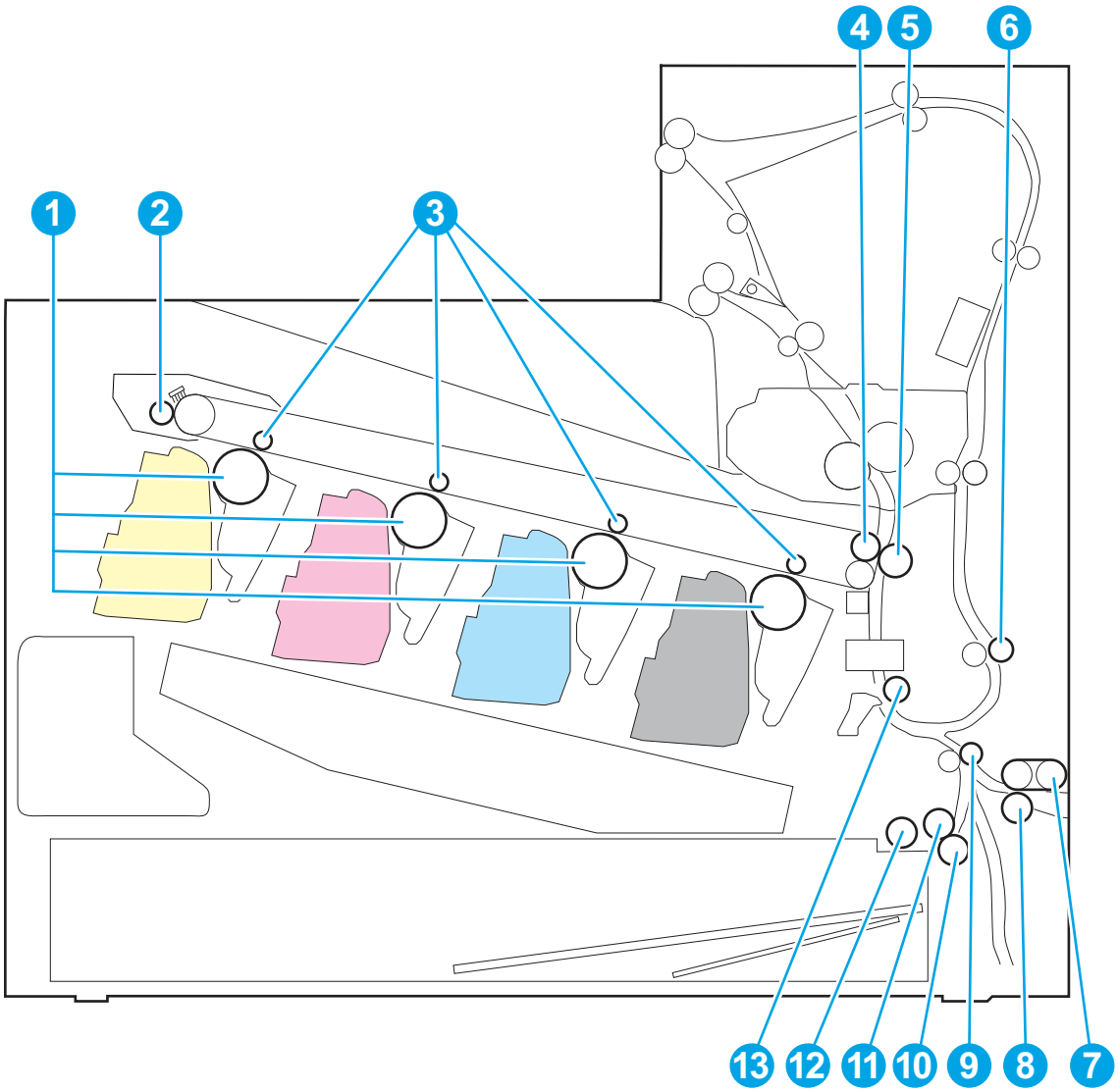


Table 3-21 Printer cross-section diagram (1 of 3; M856/E85055/M776dn/M776z)

Item	Description	Item	Description
1	Photosensitive drum	8	Tray 1 separation roller
2	ITB cleaning roller	9	Intermediate feed roller
3	T1 roller	10	Tray 2 separation roller
4	ITB drive roller	11	Tray 2 feed roller
5	T2 roller	12	Tray 2 pickup roller
6	Duplex re-pickup roller	13	Registration roller
7	Tray 1 pickup roller	N/A	N/A

Figure 3-59 Printer cross-section diagram (2 of 3; M856/E85055/M776dn/M776z)

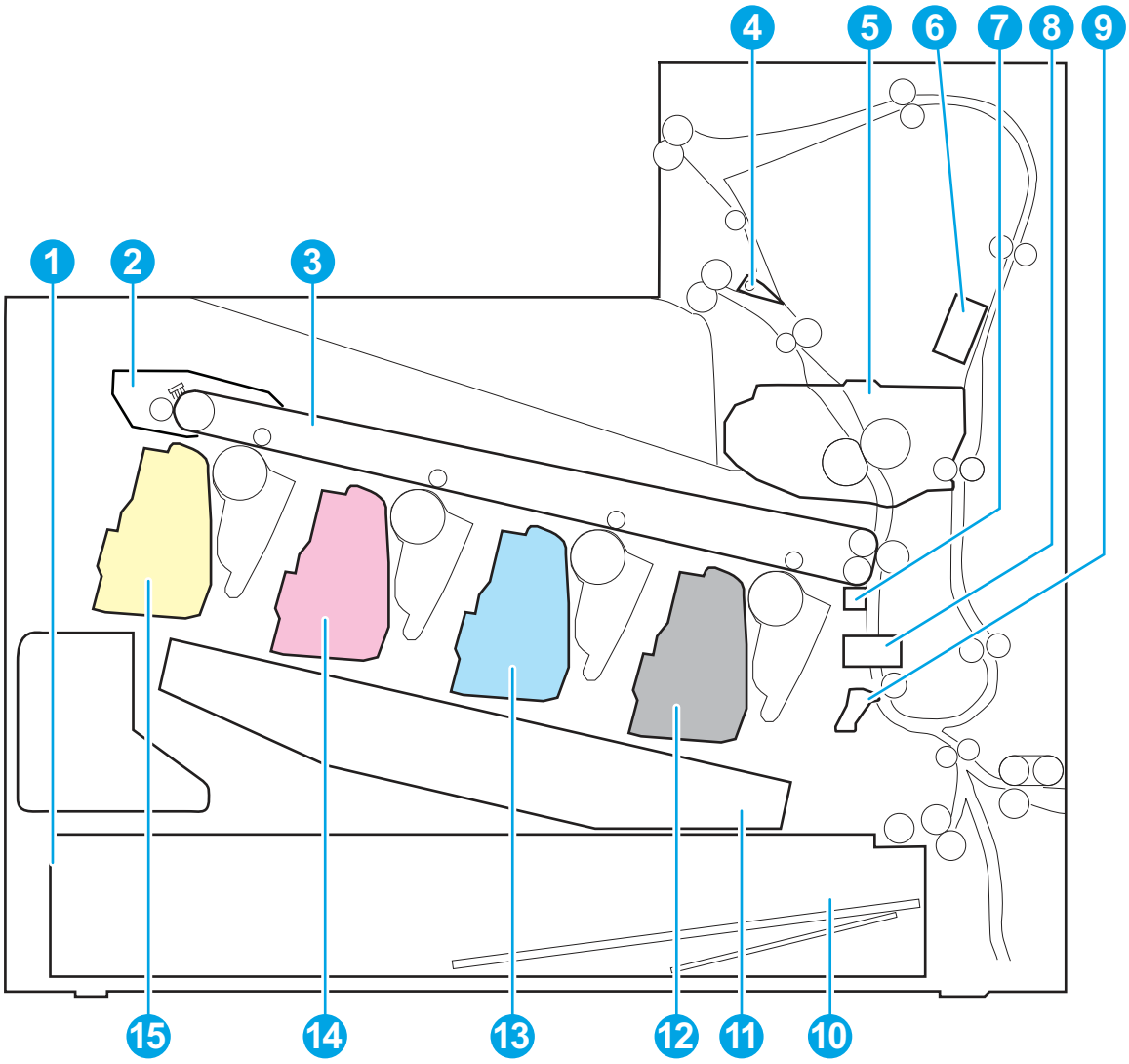


Table 3-22 Printer cross-section diagram (2 of 3; M856/E85055/M776dn/M776z)

Item	Description	Item	Description
1	Toner collection unit (TCU)	9	Registration shutter
2	ITB cleaning assembly	10	Tray 2
3	ITB	11	Laser scanner assembly
4	Duplex flapper	12	Black toner cartridge
5	Fuser	13	Cyan toner cartridge
6	Color sensor	14	Magenta toner cartridge
7	Registration density sensor	15	Yellow toner cartridge
8	Media sensor	N/A	N/A

Figure 3-60 Printer cross-section diagram (3 of 3; M856/E85055/M776dn/M776z)

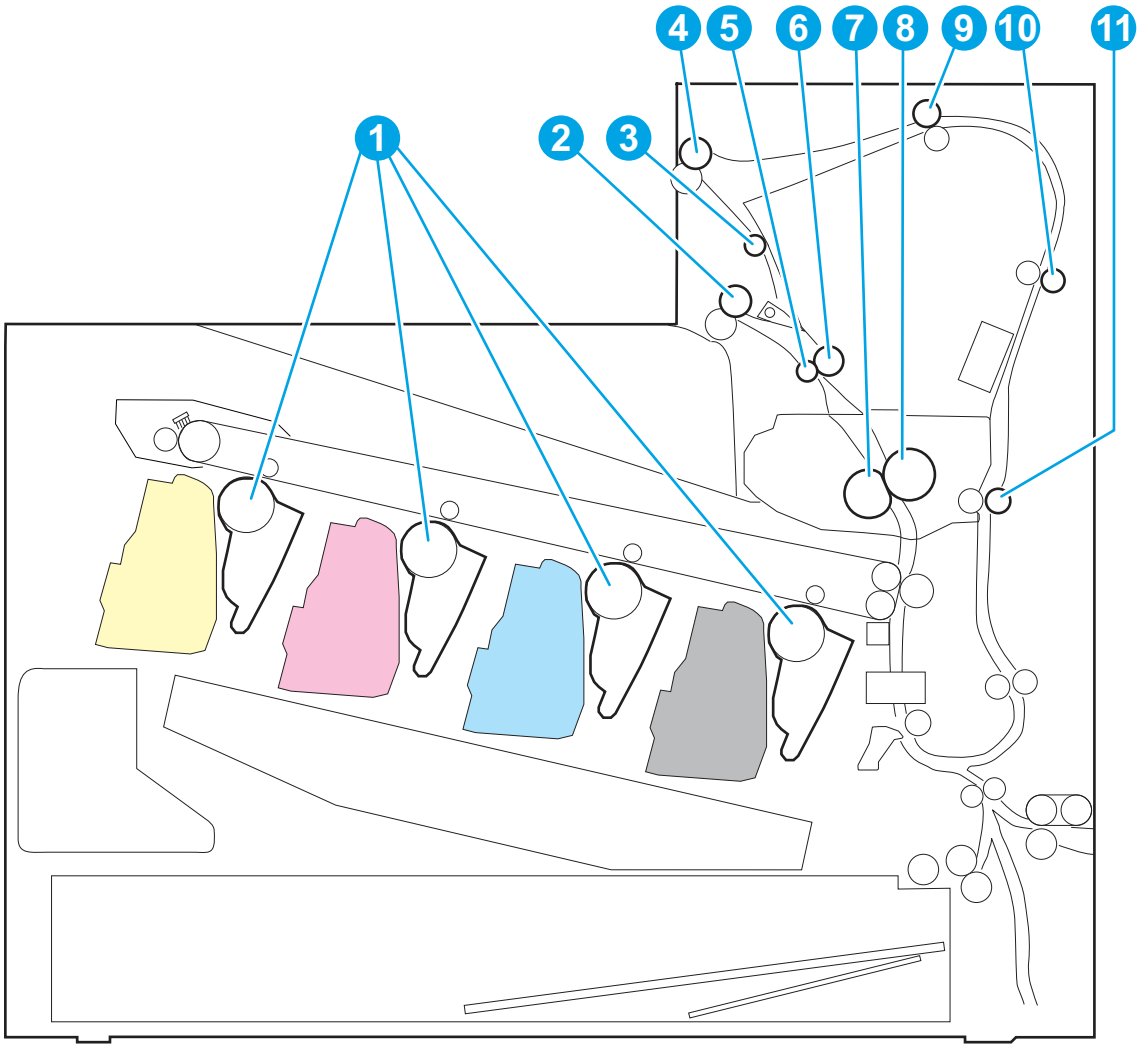


Table 3-23 Printer cross-section diagram (3 of 3; M856/E85055/M776dn/M776z)

Item	Description	Item	Description
1	Imaging drum	7	Fuser film
2	Output upper roller	8	Pressure roller
3	Switchback feed roller	9	Duplex feed roller 1
4	Switchback output roller	10	Duplex feed roller 2
5	Decurl hard roller	11	Duplex feed roller 3
6	Decurl soft roller	N/A	N/A

Figure 3-61 Printer cross-section diagram (1 of 3; M776zs)

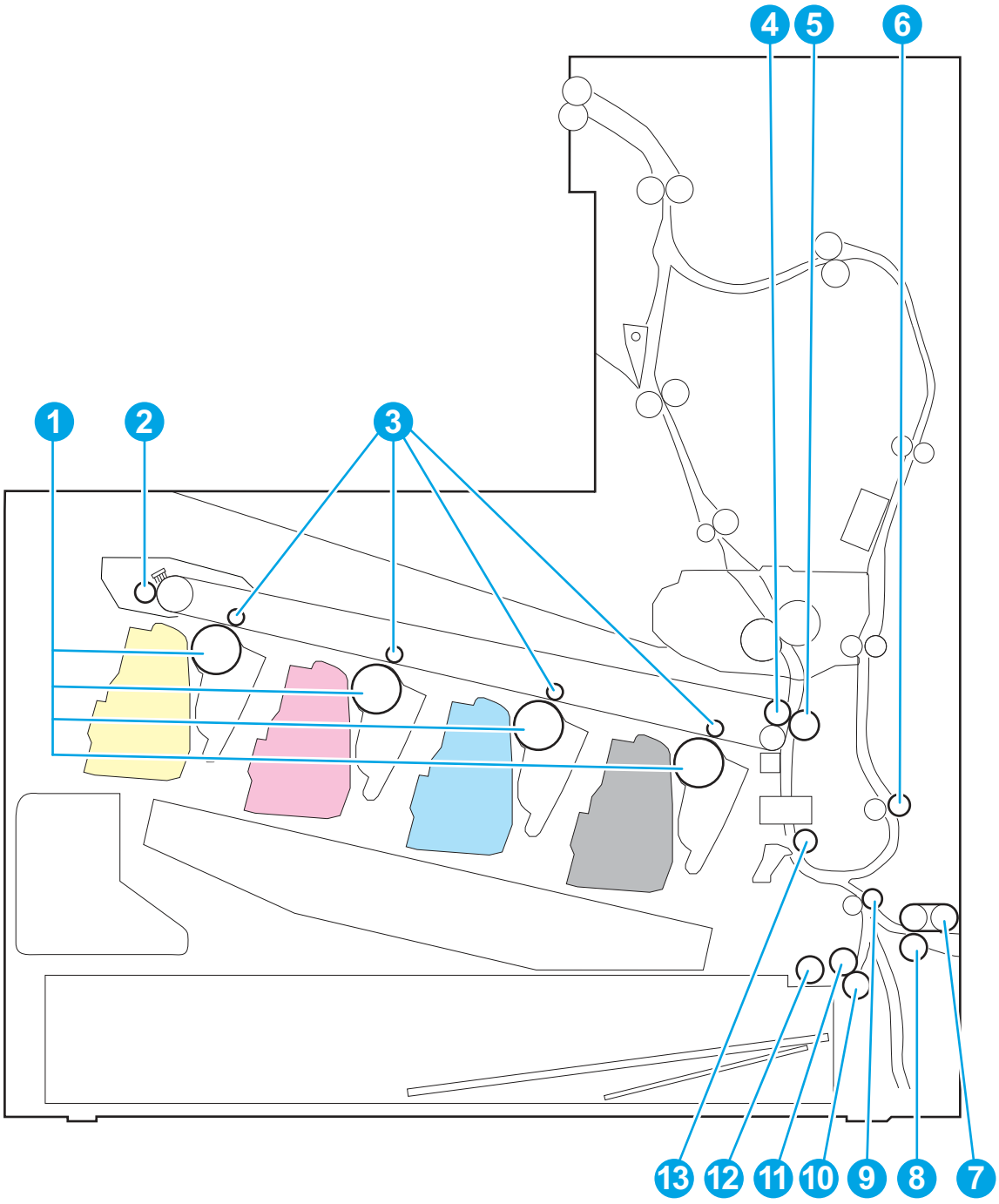


Table 3-24 Printer cross-section diagram (1 of 3; M776zs)

Item	Description	Item	Description
1	Photosensitive drum	8	Tray 1 separation roller
2	ITB cleaning roller	9	Intermediate feed roller
3	T1 roller	10	Tray 2 separation roller
4	ITB drive roller	11	Tray 2 feed roller

Table 3-24 Printer cross-section diagram (1 of 3; M776zs) (continued)

Item	Description	Item	Description
5	T2 roller	12	Tray 2 pickup roller
6	Duplex re-pickup roller	13	Registration roller
7	Tray 1 pickup roller	N/A	N/A

Figure 3-62 Printer cross-section diagram (2 of 3; M776zs)

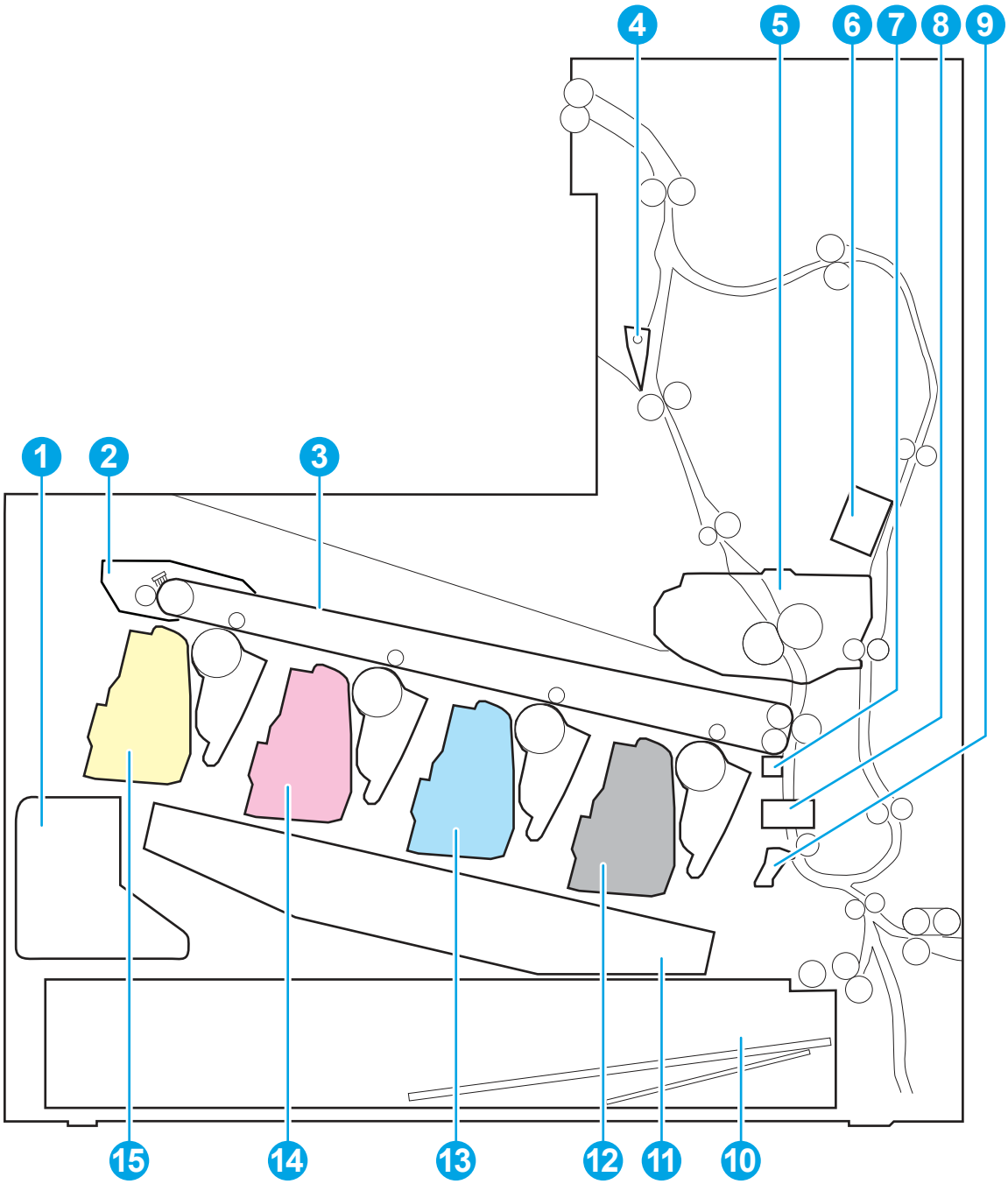


Table 3-25 Printer cross-section diagram (2 of 3; M776zs)

Item	Description	Item	Description
1	Toner collection unit (TCU)	9	Registration shutter
2	ITB cleaning assembly	10	Tray 2
3	ITB	11	Laser scanner assembly
4	Duplex flapper	12	Black toner cartridge
5	Fuser	13	Cyan toner cartridge
6	Color sensor	14	Magenta toner cartridge
7	Registration density sensor	15	Yellow toner cartridge
8	Media sensor	N/A	N/A

Figure 3-63 Printer cross-section diagram (3 of 3; M776zs)

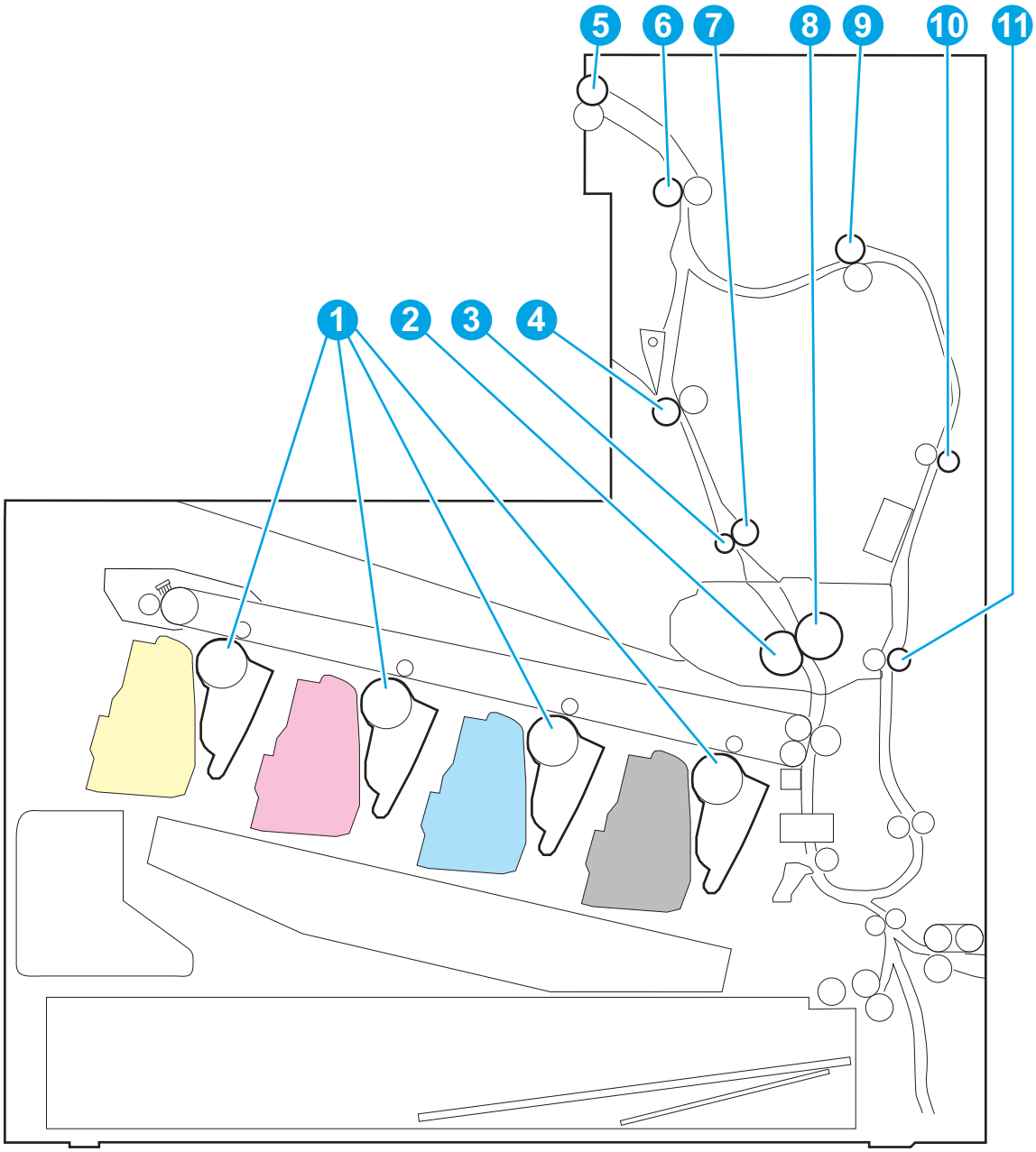


Table 3-26 Printer cross-section diagram (3 of 3; M776zs)

Item	Description	Item	Description
1	Imaging drum	7	Decurl soft roller
2	Fuser film	8	Pressure roller
3	Decurl hard roller	9	Duplex feed roller 1
4	Output feed roller 1	10	Duplex feed roller 2
5	Output upper roller	11	Duplex feed roller 3
6	Output feed roller 2	N/A	N/A

Figure 3-64 Inner finisher cross-section diagram (M776zs)

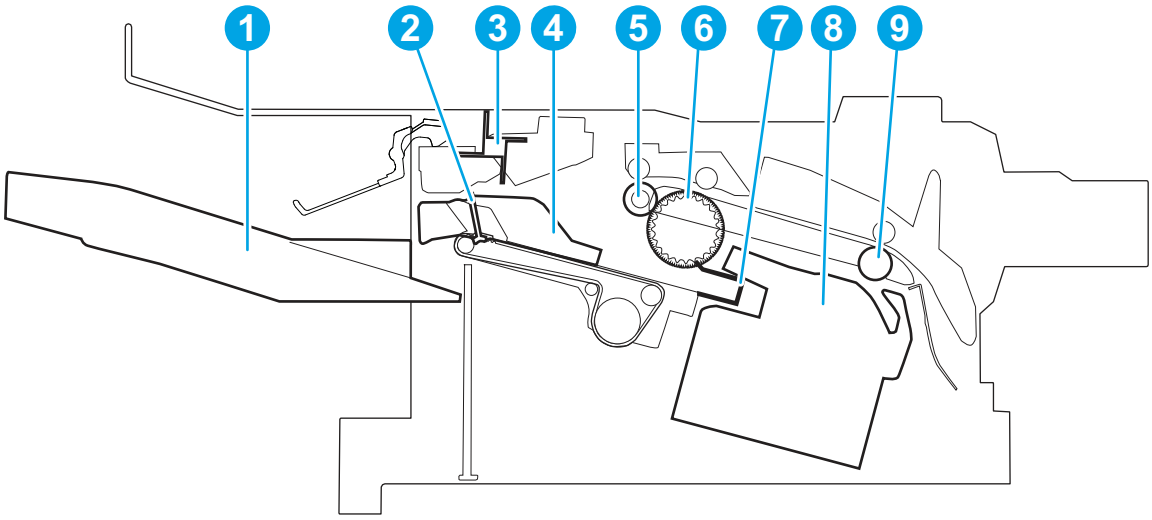


Table 3-27 Inner finisher cross-section diagram (M776zs)

Item	Description	Item	Description
1	Output bin	6	Return roller
2	Media retainer	7	Assist guide
3	Paddle	8	Stapler
4	Alignment plate	9	Entrance feed roller
5	Output roller	N/A	N/A

Figure 3-65 550-sheet paper tray cross-section diagram

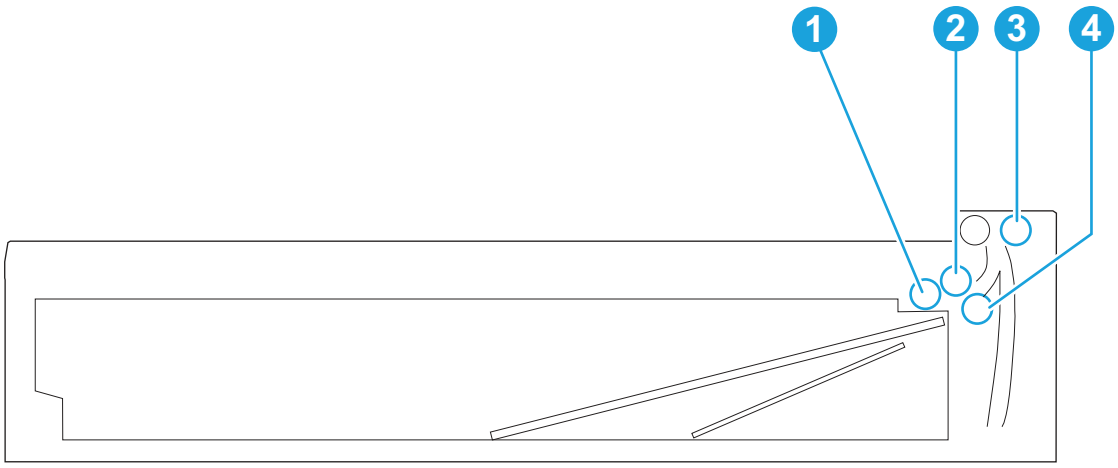


Table 3-28 550-sheet paper tray cross-section diagram

Item	Description
1	Tray pickup roller
2	Tray feed roller

Table 3-28 550-sheet paper tray cross-section diagram (continued)

Item	Description
3	Feed roller
4	Tray separation roller

Figure 3-66 2x550-sheet paper tray and stand cross-section diagram

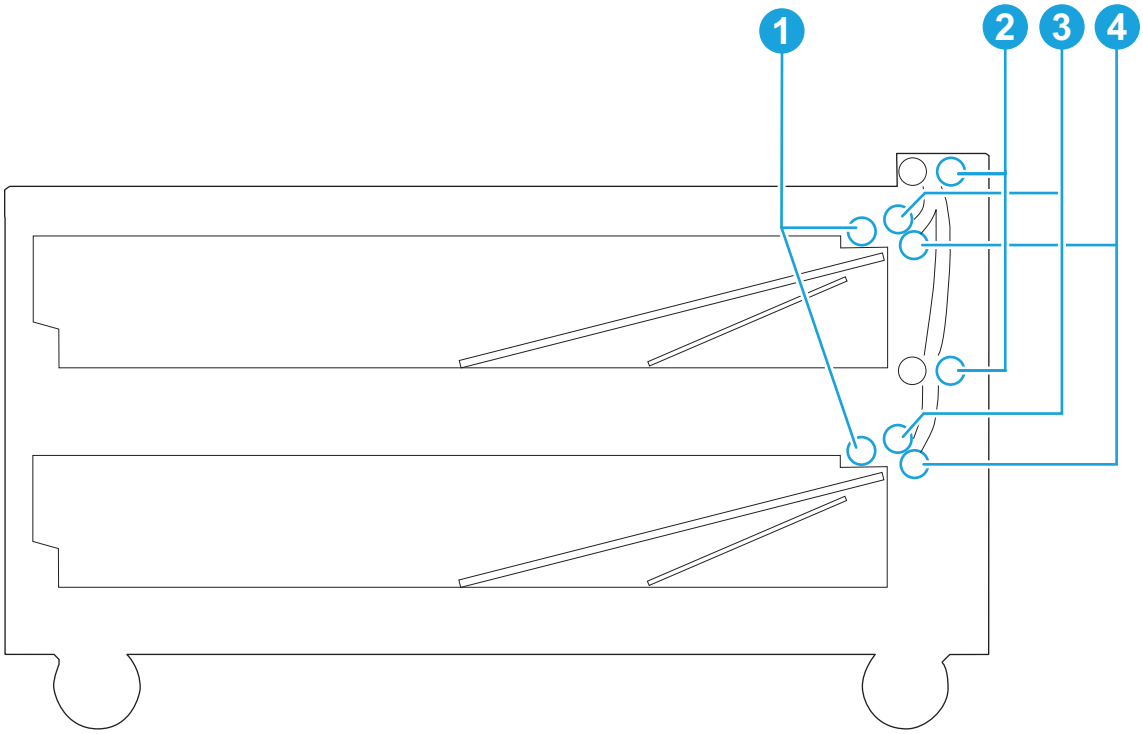


Table 3-29 2x550-sheet paper tray and stand cross-section diagram

Item	Description
1	Tray pickup roller
2	Feed roller
3	Tray feed roller
4	Tray separation roller

Figure 3-67 2,700-sheet HCI paper tray and stand cross-section diagram

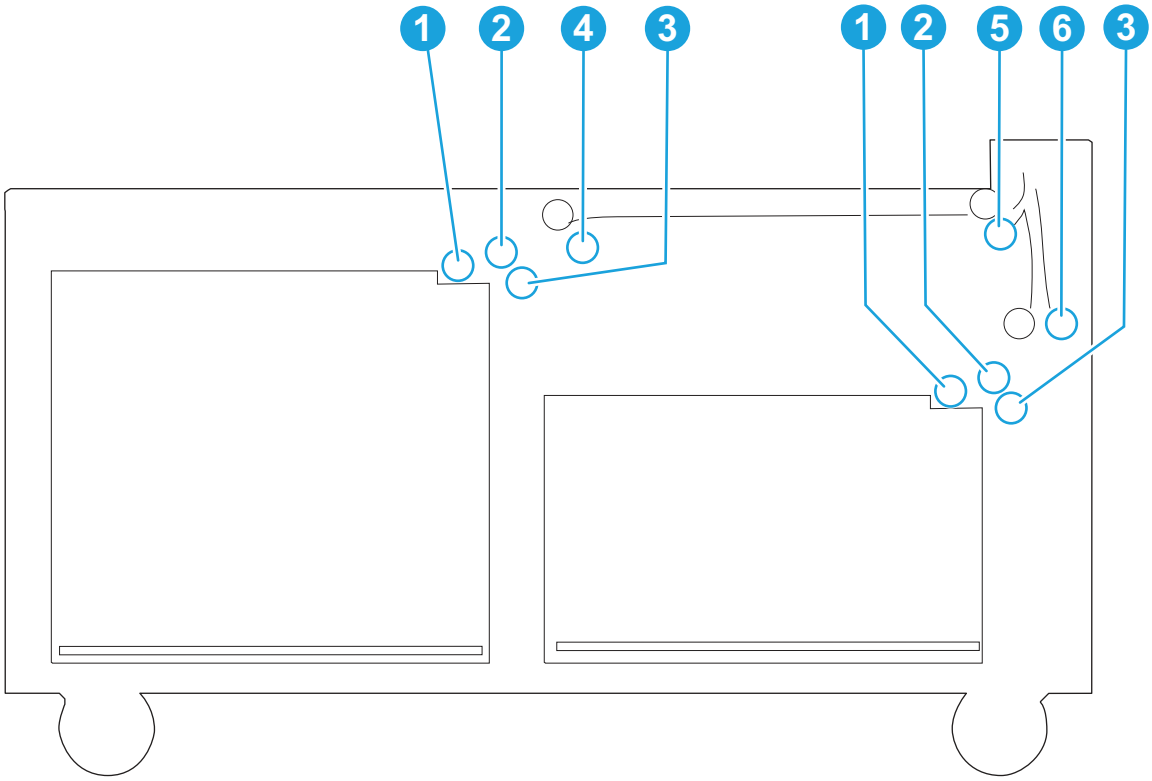


Table 3-30 2,700-sheet HCI paper tray and stand cross-section diagram

Item	Description	Item	Description
1	Tray pickup roller	4	Feed roller 2
2	Tray feed roller	5	Feed roller 3
3	Tray separation roller	6	Feed roller 1

Printed circuit assembly (PCA) connector locations

Use the diagrams in this section to identify printer PCA connector locations.

DC controller connections

Each of the connections on the DC controller PCA is indicated in the following figure.

Figure 3-68 DC controller PCA connectors

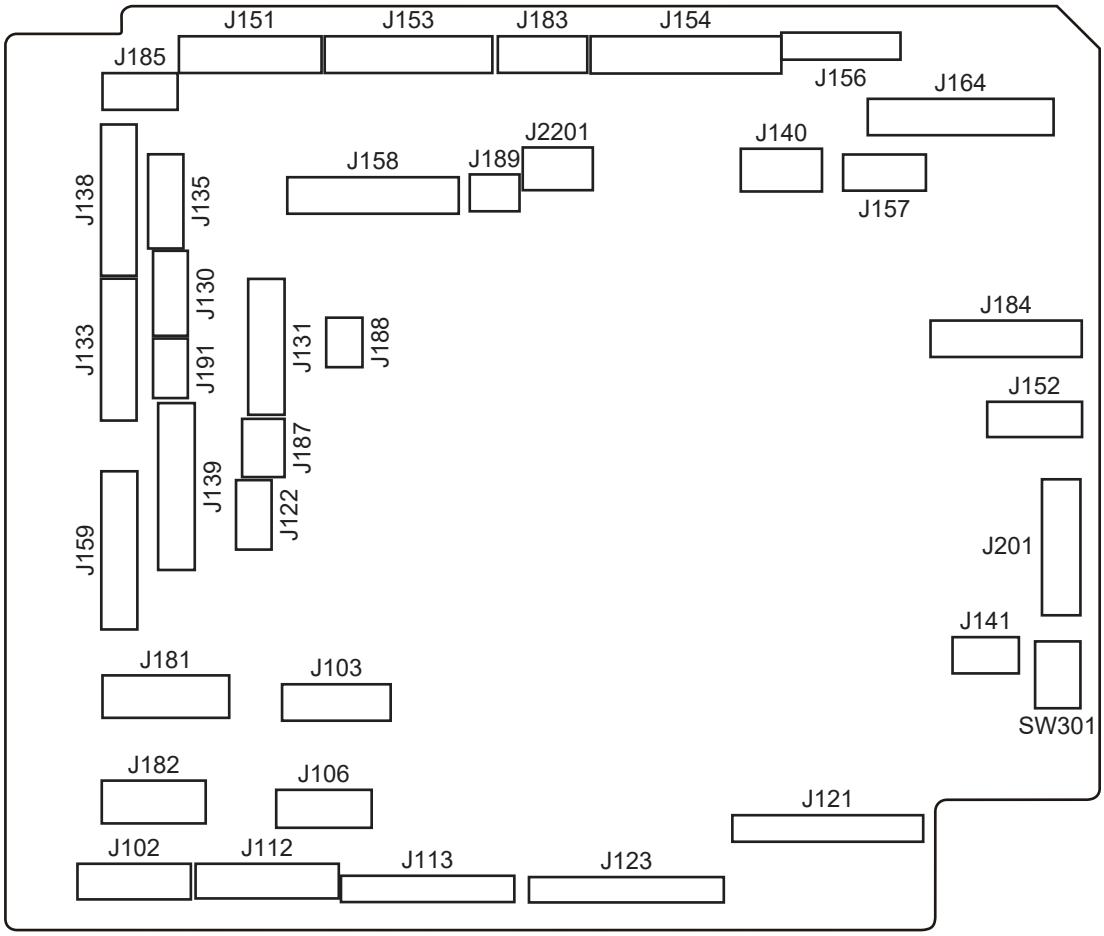


Table 3-31 DC controller PCA connectors

Item	Description	Item	Description
J102	Low-voltage power supply	J153	Front door switch Pre-exposure LED 1 to 4
J103	Low-voltage power supply	J154	Drum motor 1 Drum motor 2 Drum motor 3 Drum home position sensor CMY Drum home position sensor K Developer alienation sensor T1 roller alienation solenoid
J106	5V interlock switch Duplex fan	J156	High-voltage power supply A PCA

Table 3-31 DC controller PCA connectors (continued)

Item	Description	Item	Description
J112	T2 high-voltage power supply PCA	J157	Duplex flapper solenoid Duplex switchback motor
J113	High-voltage power supply B PCA	J158	Fuser fan Cartridge front fan Cartridge rear fan ITB toner collection near full sensor Residual toner feed screw rotation sensor Environment sensor ITB toner collection unit presence switch
J121	Laser scanner assembly	J159	E-label
J122	Laser scanner assembly	J181	T2 connecting PCA
J123	Laser scanner assembly	J182	T2 connecting PCA
J130	Media sensor	J183	Fan shutter motor Fan shutter sensor
J131	Media sensor Fuser loop sensor 1 Tray 1 media out sensor Tray 1 last media sensor Tray 1 pickup solenoid	J185	Fuser pressure release sensor T1 roller home position sensor
J133	Input accessory	J187	Right door switch
J135	Registration density sensor assembly	J188	Fuser loop sensor 2
J138	Lifter motor Tray 2 media level sensor Tray 2 media width size switch Tray 2 media length size switch	J189	FD1 media full sensor

Table 3-31 DC controller PCA connectors (continued)

Item	Description	Item	Description
J139	Tray 2 media surface sensor Tray 2 media out sensor Registration sensor Registration media width sensor 1 Registration media width sensor 3 Registration media width sensor 2 Feed motor	J191	Tray 2 pickup clutch Duplex re-pickup clutch
J151	Fuser relay PCA	J201	Formatter
J152	Fuser motor	SW301	Test print switch

Figure 3-69 550-sheet feeder PCA connectors

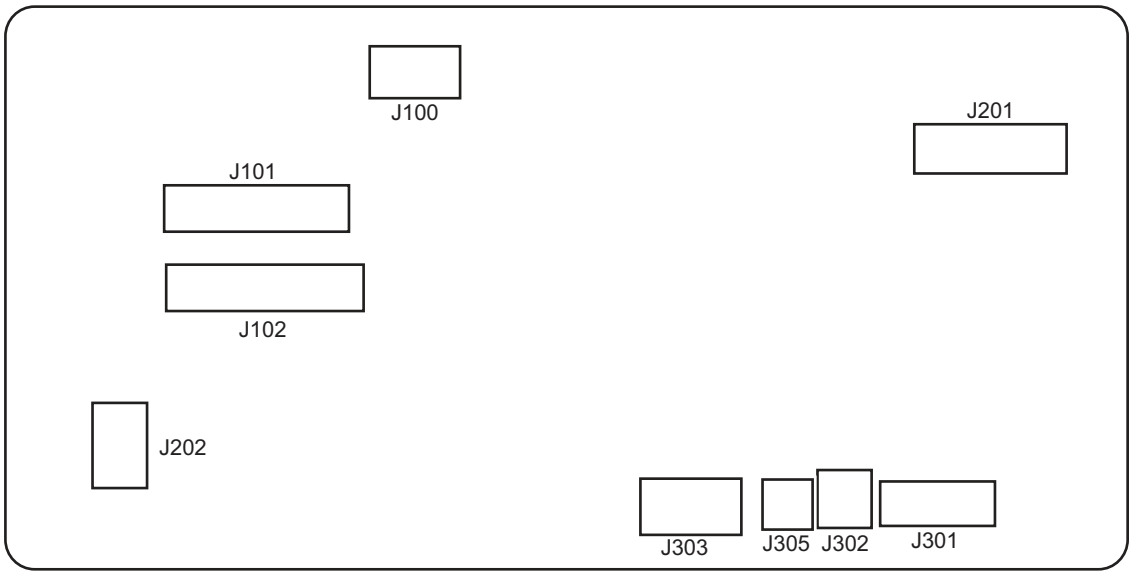


Table 3-32 550-sheet feeder PCA connectors

Item	Description	Item	Description
J100	Not used	J301	Media width size switch Media length size switch/ cassette presence switch
J101	Printer or paper feeder	J302	Door switch
J102	550-sheet feeder, 2x550 sheet feeder, or HCI	J303	Lifter motor rotation sensor Lifter motor

Table 3-32 550-sheet feeder PCA connectors (continued)

Item	Description	Item	Description
J201	Media out sensor	J305	Lifting place position sensor
	Media surface sensor		
	Feed sensor		
	Pickup clutch		
J202	Feed motor	N/A	N/A

Figure 3-70 2x550-sheet feeder PCA connectors

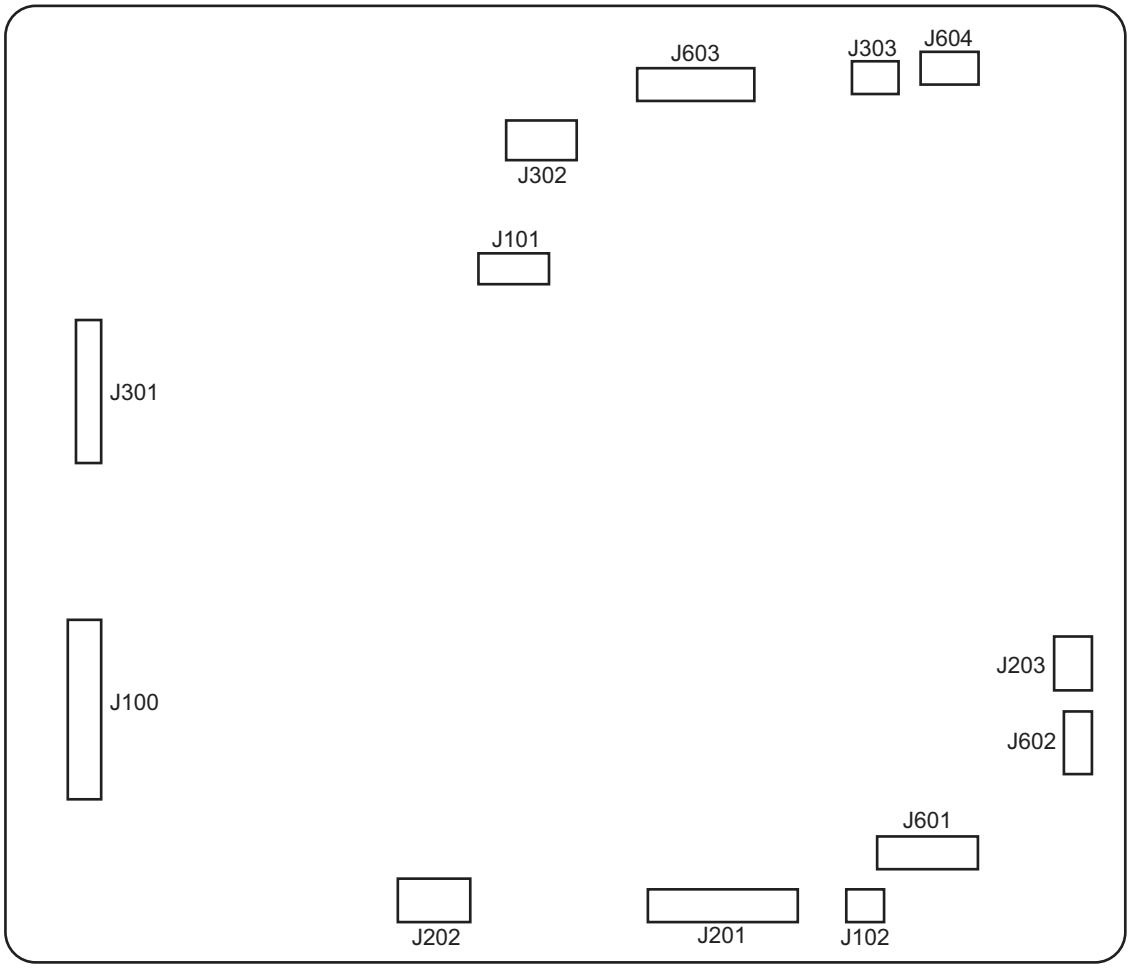


Table 3-33 2x550-sheet feeder PCA connectors

Item	Description	Item	Description
J100	Printer or paper feeder	J302	Tray feed motor 2
J101	Not used	J303	Lower tray lifter motor rotation

Table 3-33 2x550-sheet feeder PCA connectors (continued)

Item	Description	Item	Description
J102	Door switch	J601	Upper tray media width size switch Upper tray media length size switch Upper tray presence switch
J201	Upper tray media out sensor Upper tray media surface sensor Upper tray feed sensor Upper tray pickup clutch	J602	Upper tray lifter motor Upper tray lifting plate position sensor
J202	Tray feed motor 1	J603	Lower tray media width size switch Lower tray media length size switch Lower tray presence switch
J203	Upper tray lifter motor rotation	J604	Lower tray lifter motor Lower tray lifting plate position sensor
J301	Lower tray pickup clutch Lower tray media out sensor Lower tray media surface sensor Lower tray feed sensor	N/A	N/A

Figure 3-71 HCI PCA connectors

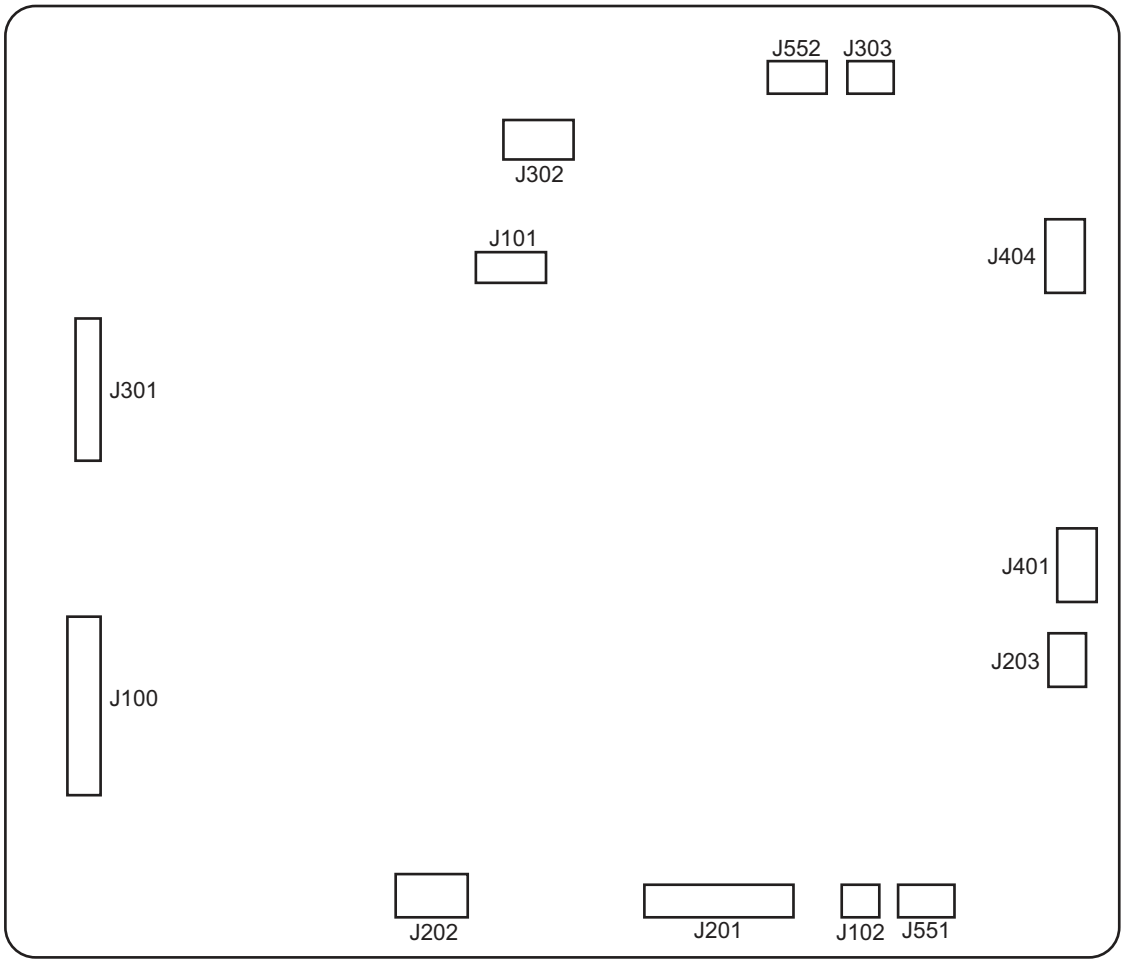


Table 3-34 HCI PCA connectors

Item	Description	Item	Description
J100	Printer or paper feeder	J302	Right tray feed motor
J101	Not used	J303	Feed sensor
J102	Door switch	J401	Left tray lifter motor
J201	Left tray pickup clutch Left tray media out sensor Left tray media surface sensor Left tray feed sensor	J404	Right tray lifter motor
J202	Left tray feed motor	J551	Left tray media size switch Left tray media level switch Left tray presence switch

Table 3-34 HCI PCA connectors (continued)

Item	Description	Item	Description
J203	Side feed guide open sensor	J552	Right tray media size switch Right tray media level switch Right tray presence switch
J301	Right tray pickup clutch Right tray media out sensor Right tray media surface sensor Right tray feed sensor	N/A	N/A

Inner finisher PCA connections (M776zs)

Connections and components on the inner finisher PCA is indicated in the following figure.

Figure 3-72 Inner finisher PCA connectors and components

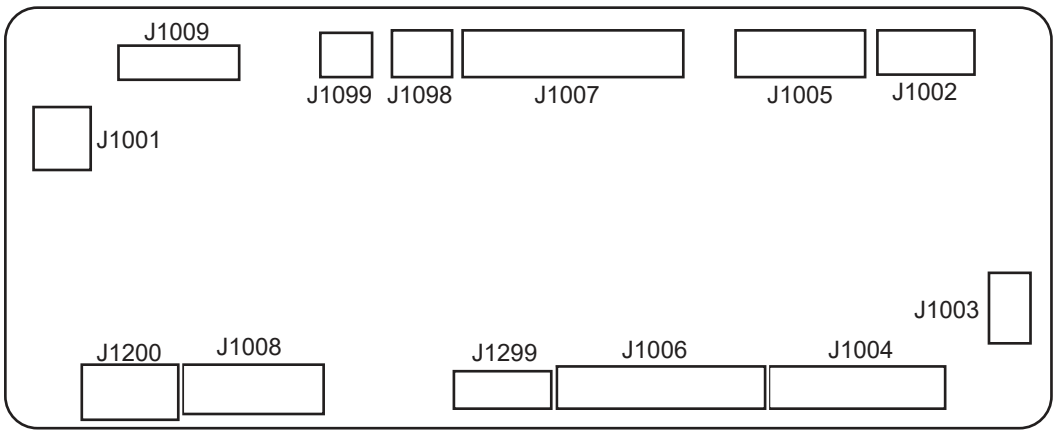


Table 3-35 Inner finisher PCA connectors and components

Item	Description	Item	Description
J1001	Staple door switch	J1008	Communication PCA (printer)
J1002	Bin1 output sensor SS feed motor	J1009	Staple motor
J1003	Staple shift motor	J1098	Curl sensor
J1004	Bin1 home position sensor Front alignment motor Rear alignment motor Assist motor	J1099	Trailing edge dropping solenoid

Table 3-35 Inner finisher PCA connectors and components (continued)

Item	Description	Item	Description
J1005	Return roller motor Tray lifting motor Paddle motor	J1200	Printer
J1006	Front jogger home position sensor Rear jogger home position sensor Staple tray media presence sensor Assist guide home position sensor Media holder home position sensor Bin1 media surface sensor	J1299	Not used
J1007	Y alignment home position sensor Return roller home position sensor Bin1 lower limit sensor Staple shift home position sensor Manual staple Media presence sensor	N/A	N/A

Formatter connections

Connections and components on the formatter PCA is indicated in the following figure.

Figure 3-73 Formatter PCA connectors and components

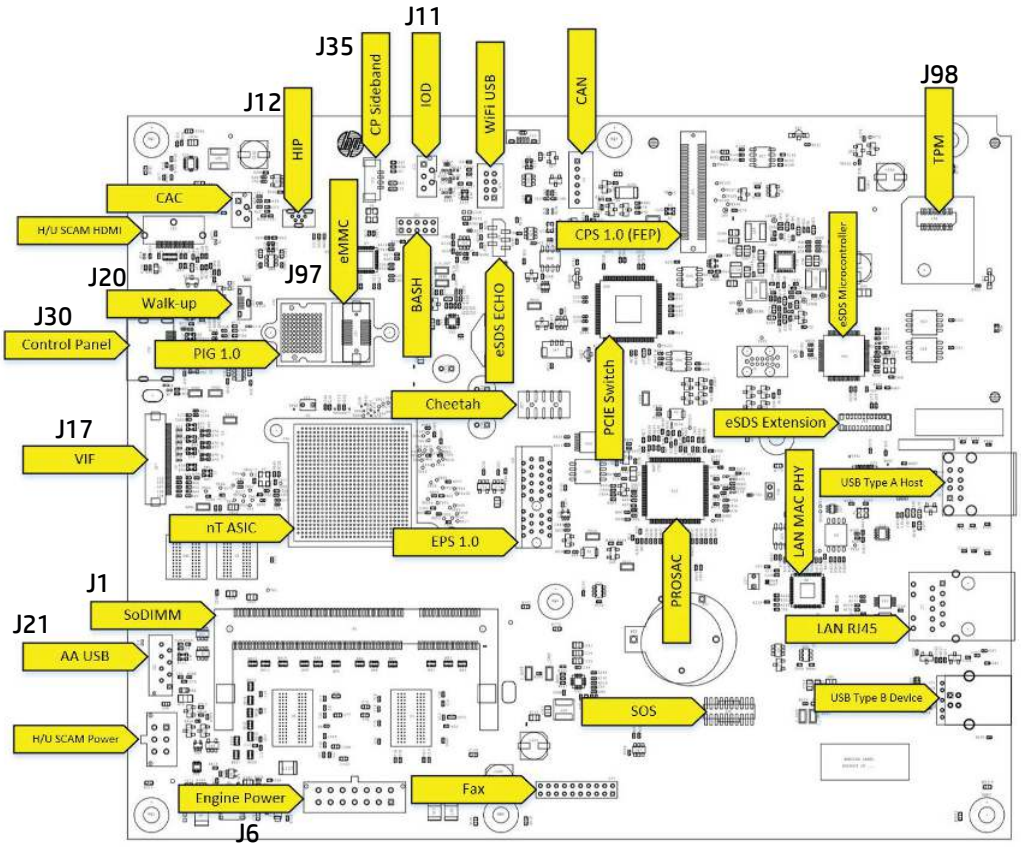


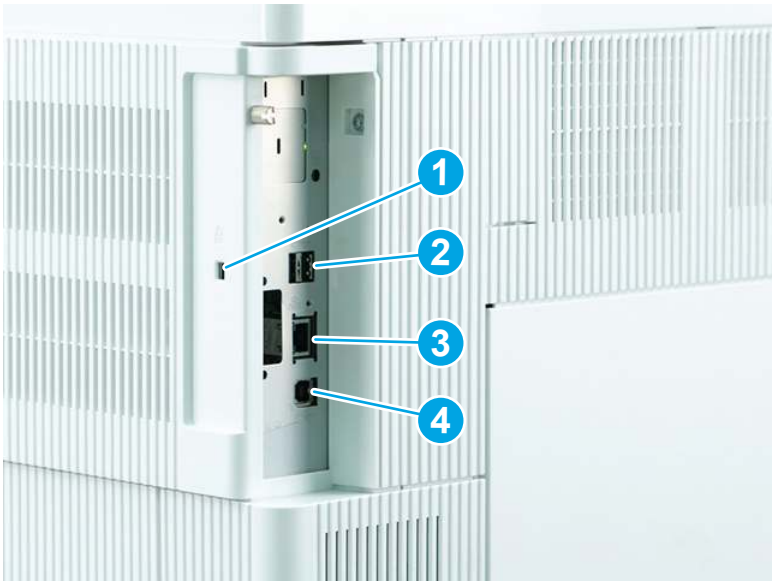
Table 3-36 Formatter connectors and components

Item	Description	Item	Description
J1	SODIMM	J21	Internal USB ports accessory
J6	Printer power	J30	Control panel
J11	Island of data (IOD)	J35	Control panel
J12	HIP pocket USB connector	J97	eMMC
J17	VIF	J98	Trusted Platform Module (TPM)
J20	Walk-up USB	N/A	N/A

External plug and port locations

Use the following figure to locate and identify the printer external port locations.

Figure 3-74 External plug and port locations



Item	Description
1	Slot for a cable-type security lock
2	USB port for job storage feature (requires a 16 GB or larger USB flash drive)
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Hi-Speed USB 2.0 printing port

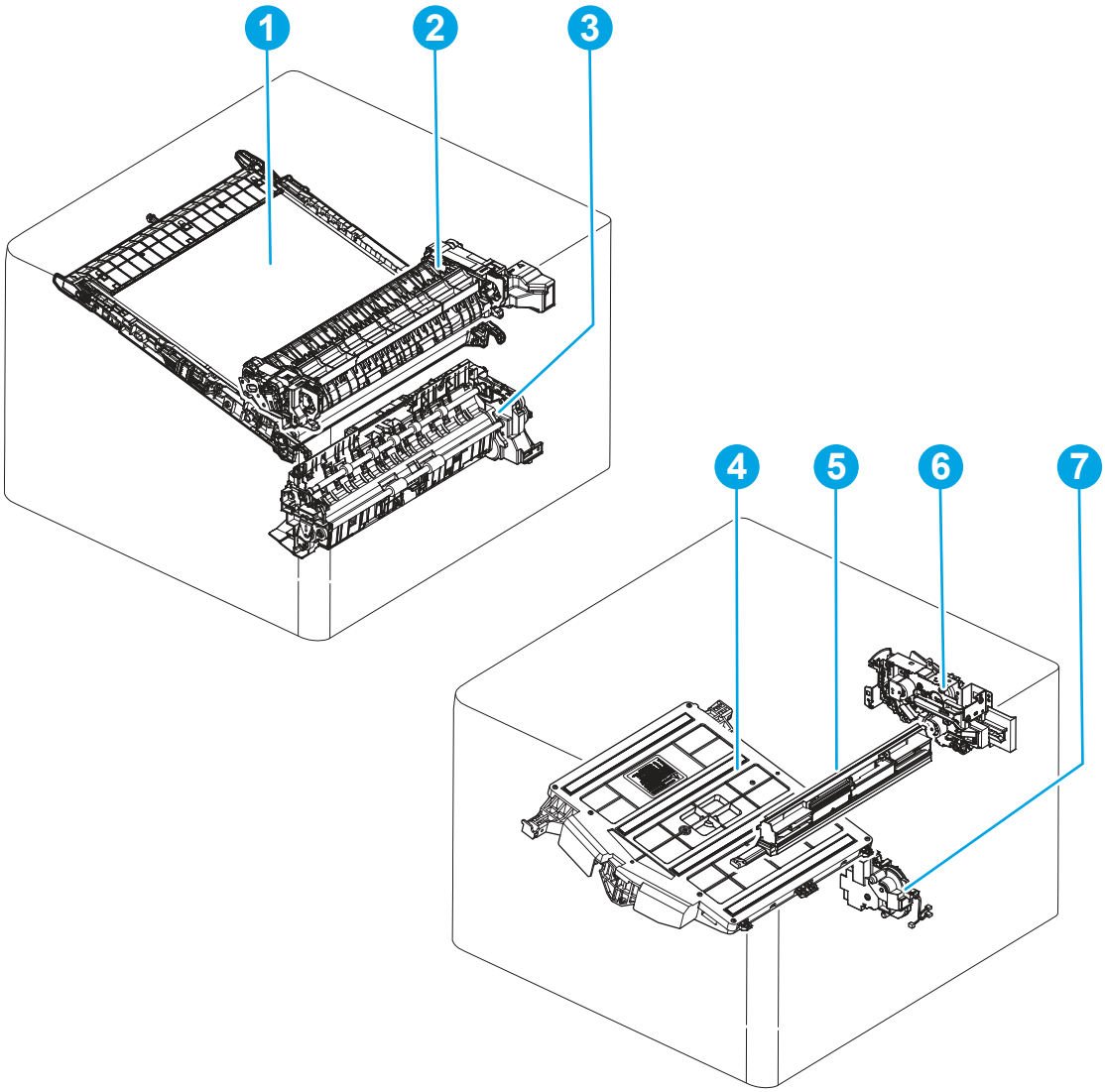
Locations of major assemblies

Use the figures in this section to identify and locate major components and assemblies in the printer.

Main assemblies

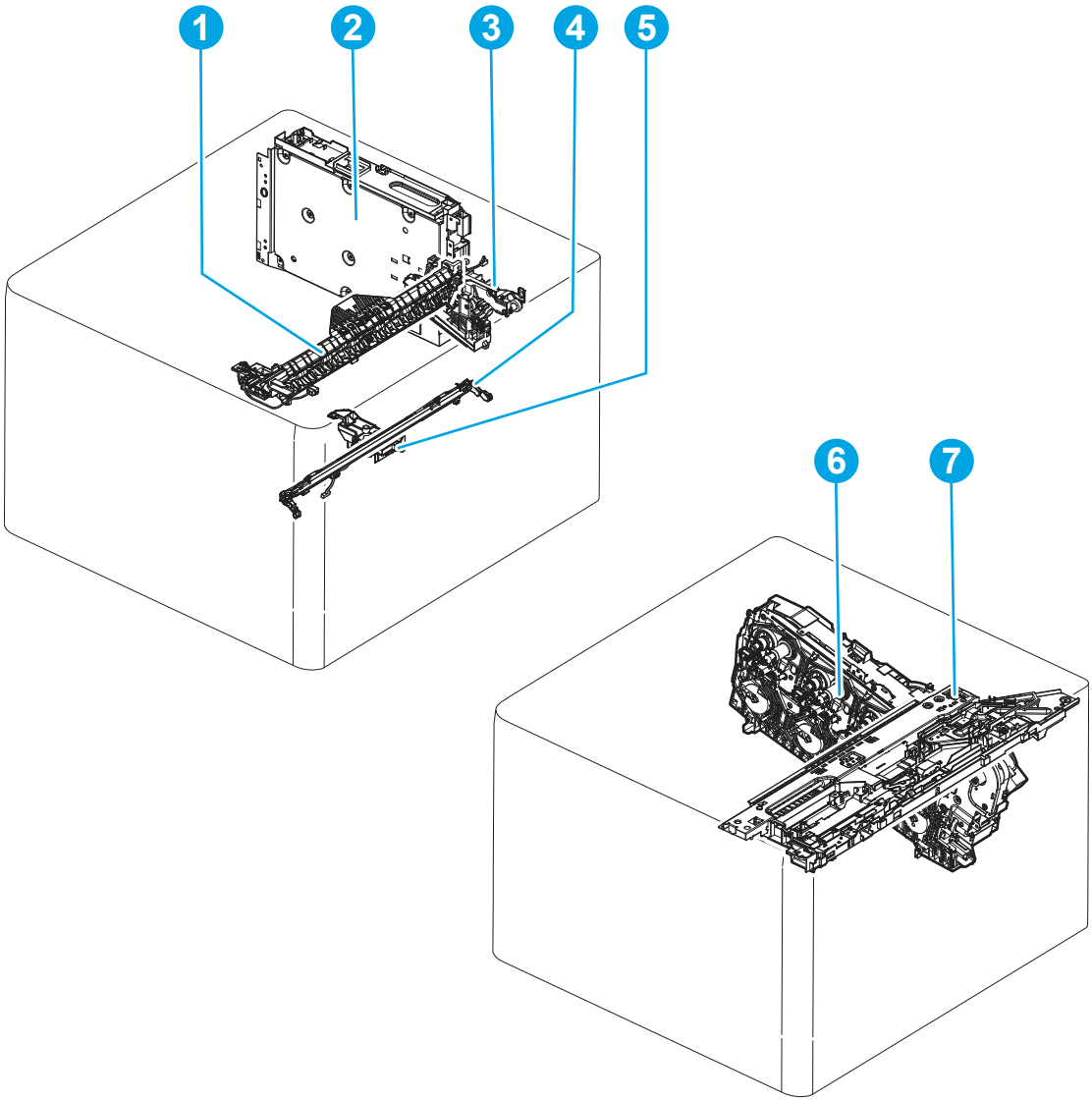
Review the following information about the main assemblies in the printer and accessories.

Figure 3-75 Main assemblies (printer base; 1 of 3)



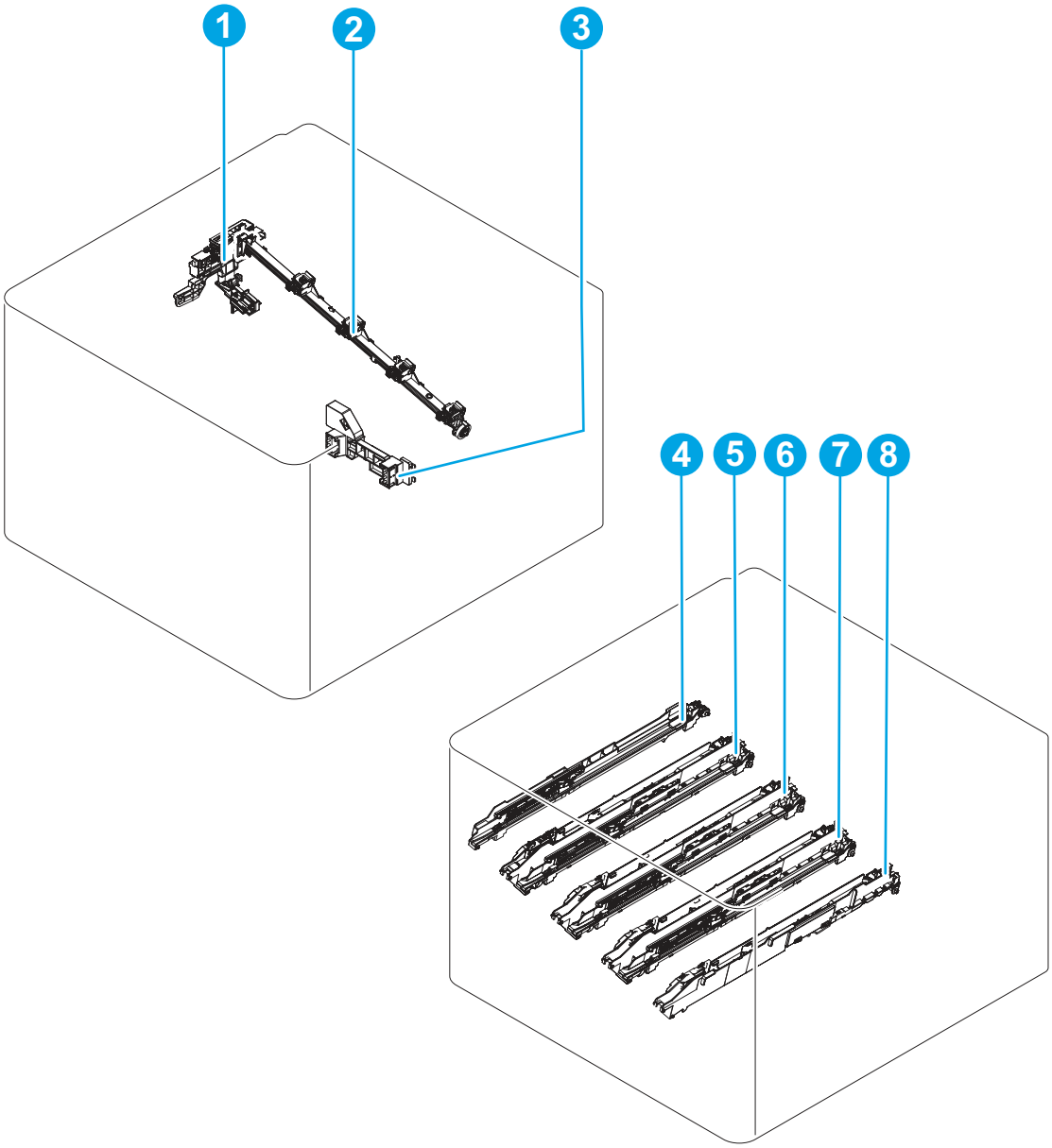
Item	Description	Item	Description
1	ITB assembly	5	Fuser shutter assembly
2	Fuser	6	Fuser drive assembly
3	Pickup assembly	7	Lifter drive assembly
4	Laser scanner assembly	N/A	N/A

Figure 3-76 Main assemblies (printer base; 2 of 3)



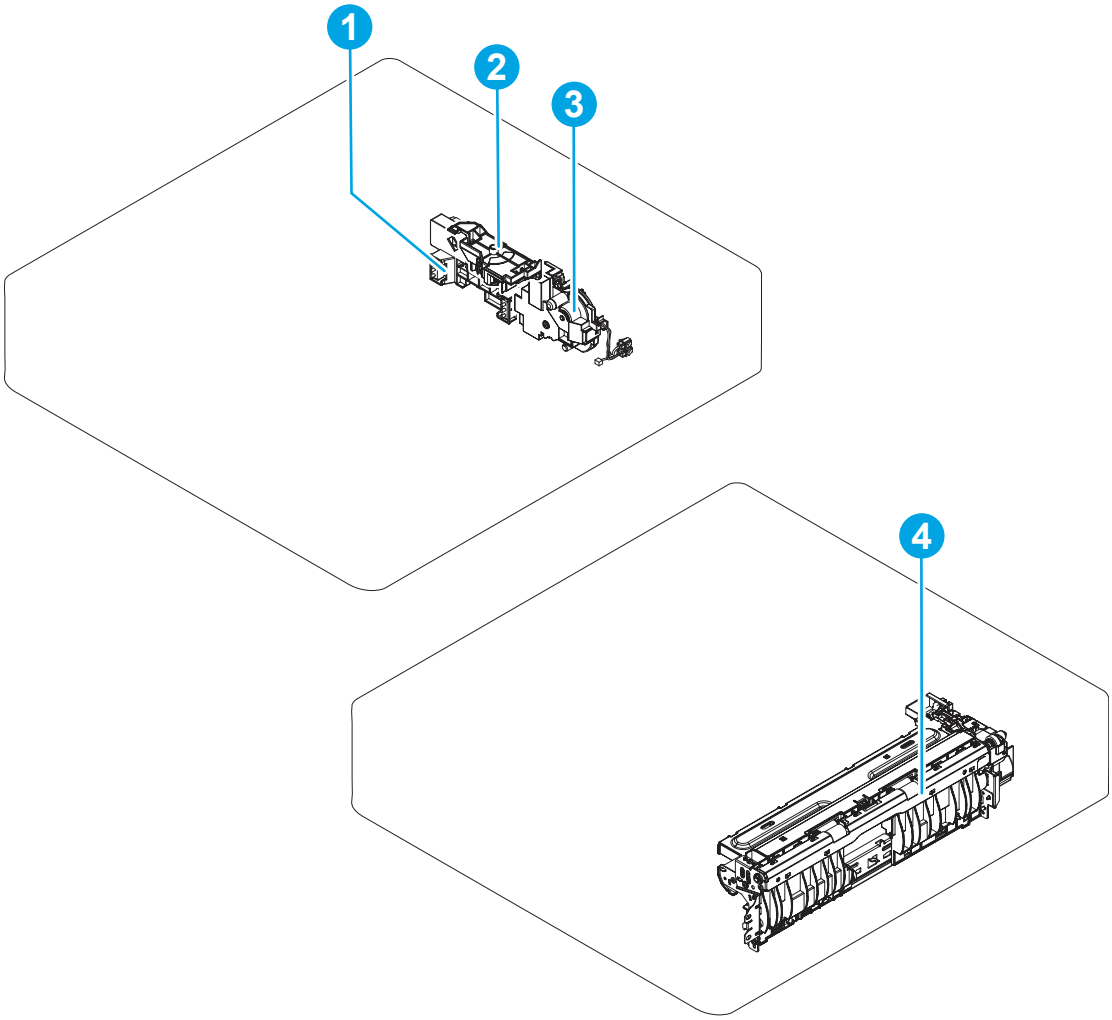
Item	Description	Item	Description
1	Delivery assembly	5	Auto-close assembly
2	Formatter case assembly	6	Main drive assembly
3	Duplex drive assembly	7	Duplex switchback assembly
4	Registration density sensor assembly	N/A	N/A

Figure 3-77 Main assemblies (printer base; 3 of 3)



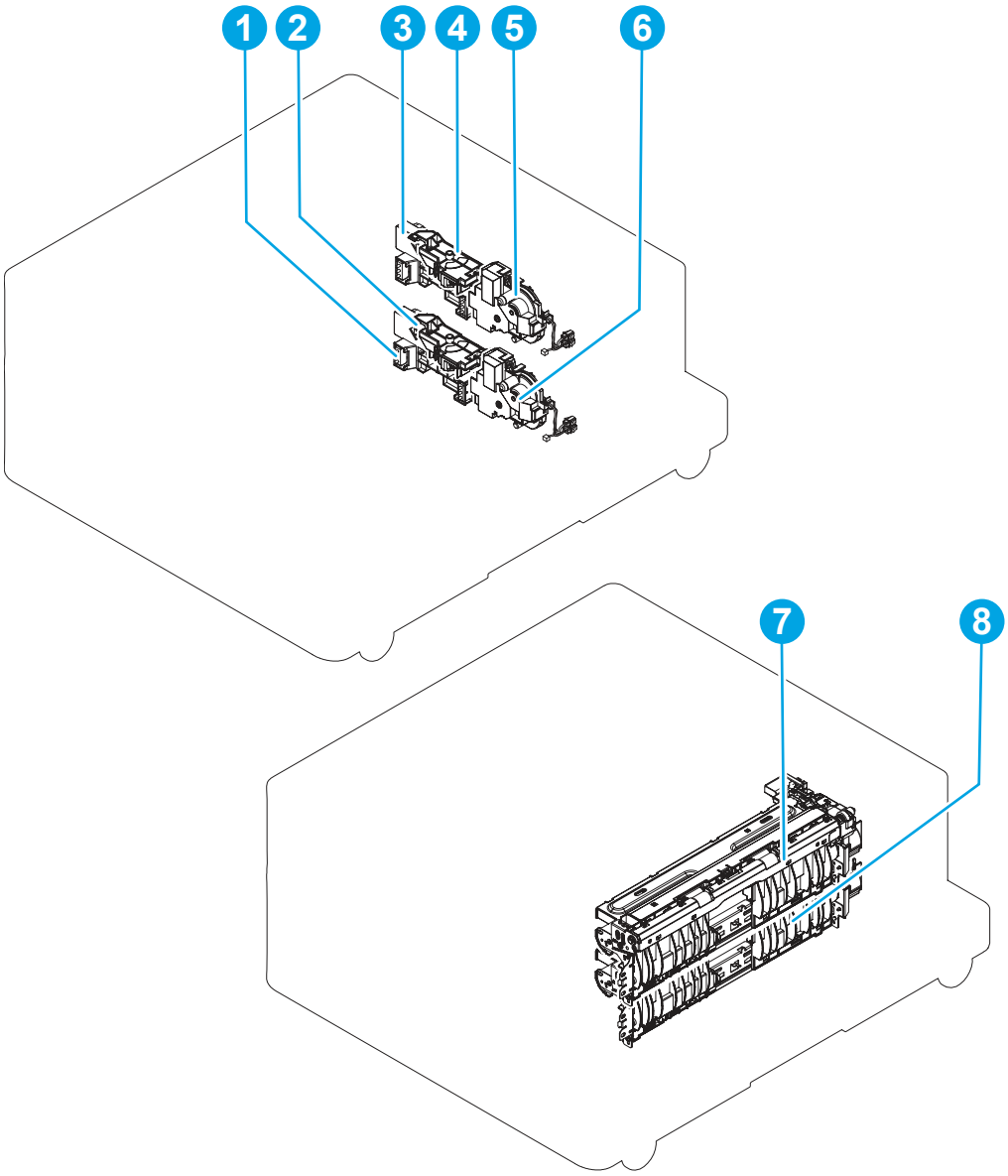
Item	Description	Item	Description
1	Waste toner duct assembly	5	First cartridge rail assembly
2	Waste toner feed assembly	6	Second cartridge rail assembly
3	Tray 2 media size switch assembly	7	Third cartridge rail assembly
4	DT-cartridge rail assembly	8	Black cartridge rail assembly

Figure 3-78 Main assemblies (550-sheet feeder)



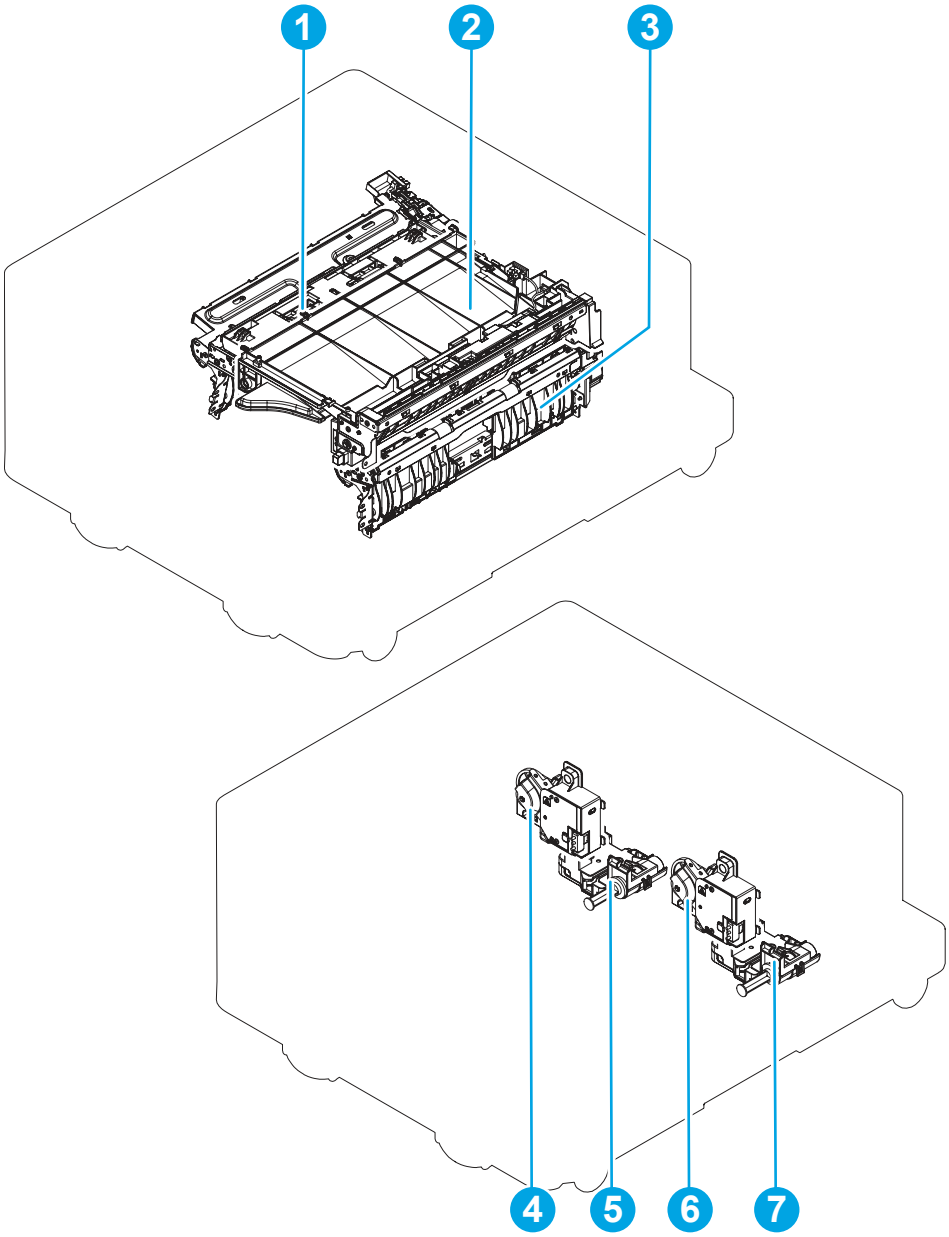
Item	Description	Item	Description
1	Media size switch assembly	3	Lifter drive assembly
2	Auto-close assembly	4	Pickup assembly

Figure 3-79 Main assemblies (2x550-sheet feeder)



Item	Description	Item	Description
1	Lower tray media size switch	5	Upper tray lifter drive assembly
2	Lower tray auto-close assembly	6	Lower tray lifter drive assembly
3	Upper tray media size switch	7	Upper tray pickup assembly
4	Upper tray auto-close assembly	8	Lower tray pickup assembly

Figure 3-80 Main assemblies (HCI feeder)

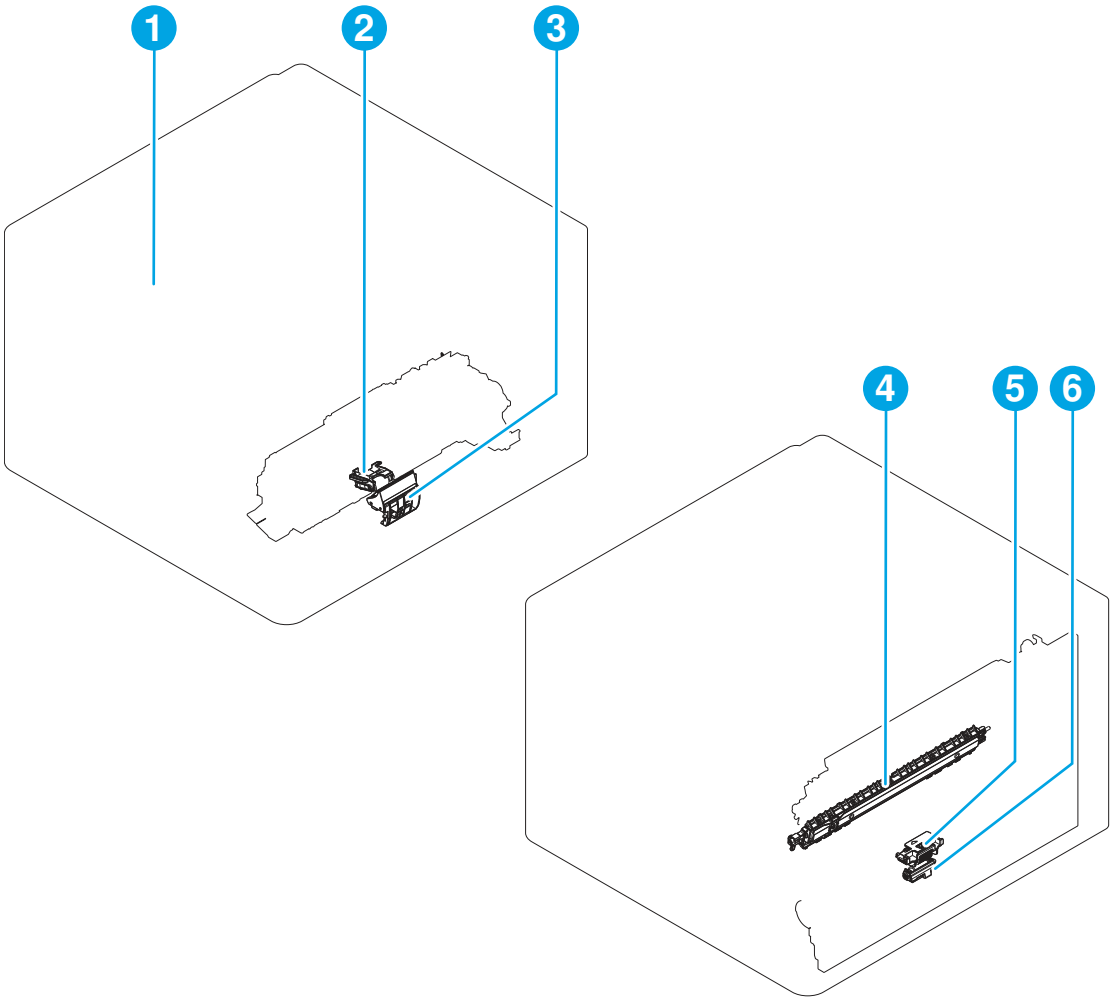


Item	Description	Item	Description
1	Left tray pickup assembly	5	Left tray auto-close assembly
2	Feed assembly	6	Right tray lifter drive assembly
3	Right tray pickup assembly	7	Right tray auto-close assembly
4	Left tray lifter drive assembly	N/A	N/A

Rollers

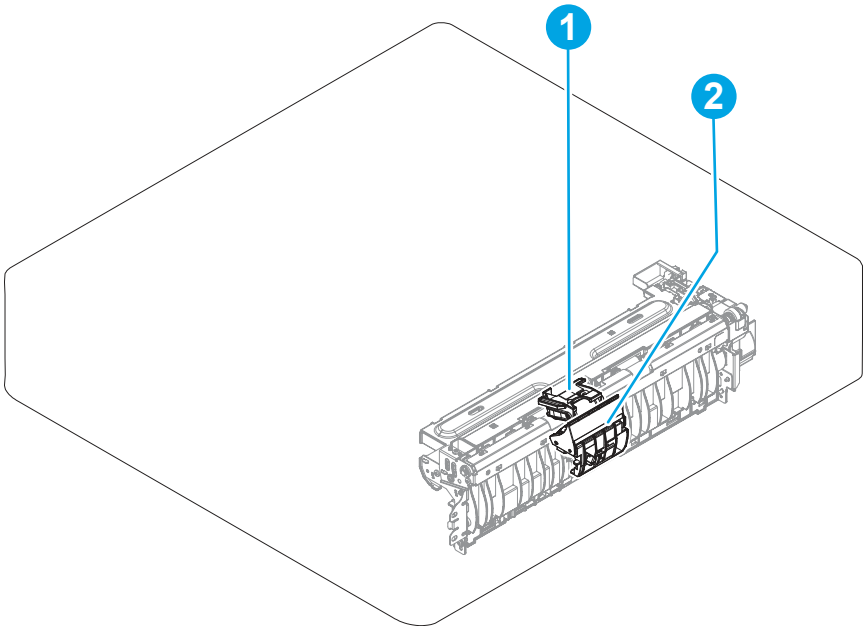
Review the following information about the rollers in the printer and accessories.

Figure 3-81 Rollers (printer base)



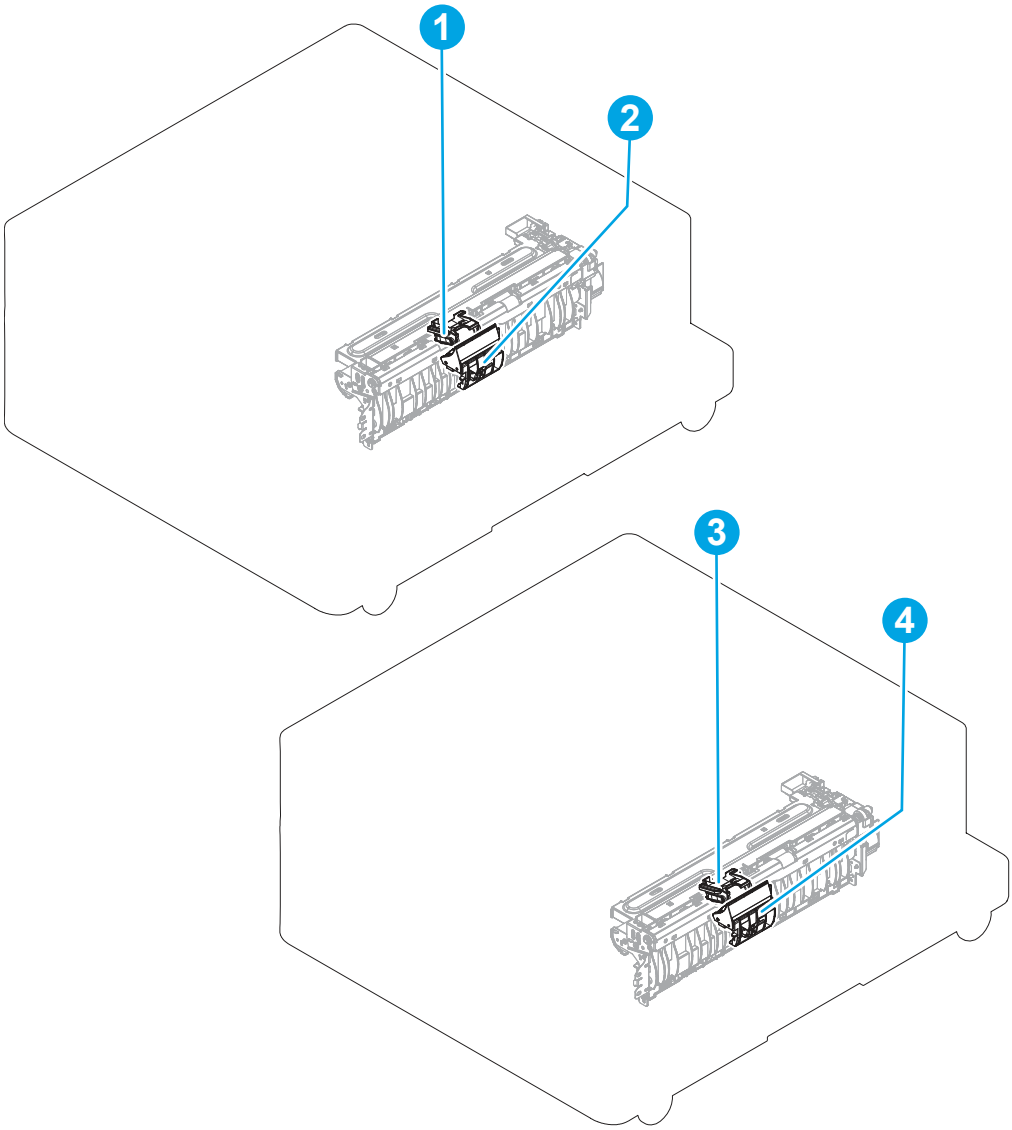
Item	Description	Item	Description
1	Toner collection unit	4	Secondary transfer roller
2	Tray 2 pickup roller	5	Tray 1 pickup roller
3	Tray 2 separation roller	6	Tray 1 separation roller

Figure 3-82 Rollers (550-sheet feeder)



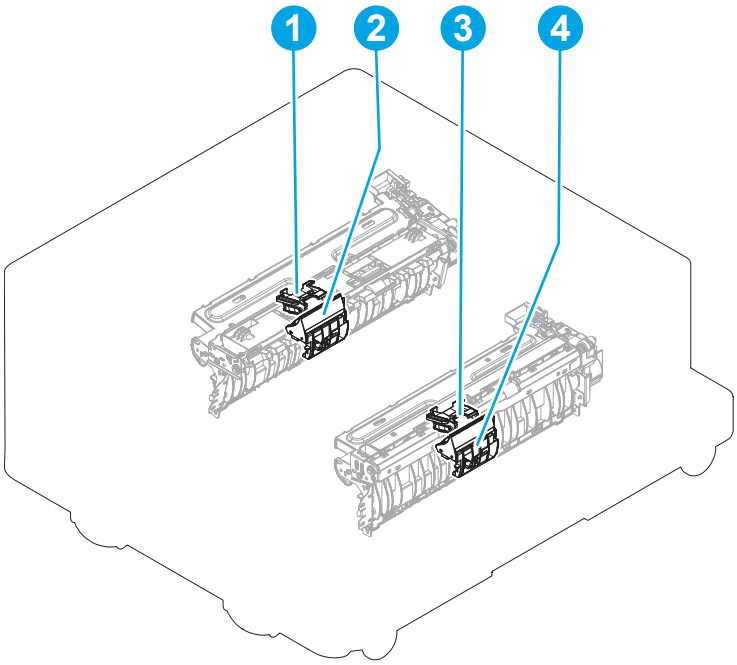
Item	Description
1	Pickup roller
2	Separation roller

Figure 3-83 Rollers (2x550-sheet feeder)



Item	Description	Item	Description
1	Upper tray pickup roller	3	Lower tray pickup roller
2	Upper tray separation roller	4	Lower tray separation roller

Figure 3-84 Rollers (HCI feeder)

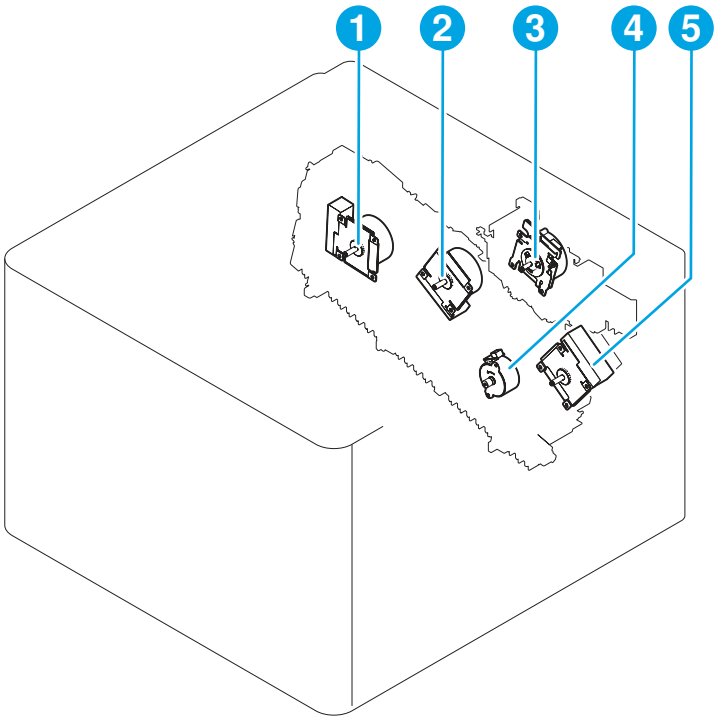


Item	Description	Item	Description
1	Left tray pickup roller	3	Right tray pickup roller
2	Left tray separation roller	4	Right tray separation roller

Motors

Review the following information about the motors in the printer.

Figure 3-85 Motors (printer base)

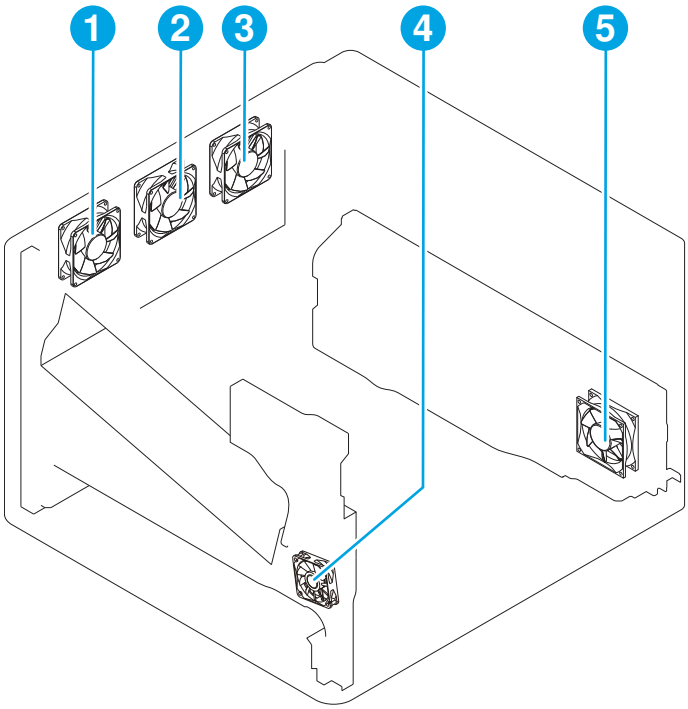


Item	Description	Item	Description
1	Drum motor 1	4	Developer alienation motor
2	Drum motor 2	5	Drum motor 3
3	Fuser motor	N/A	N/A

Fans

Review the following information about the fans in the printer.

Figure 3-86 Fans (printer base)

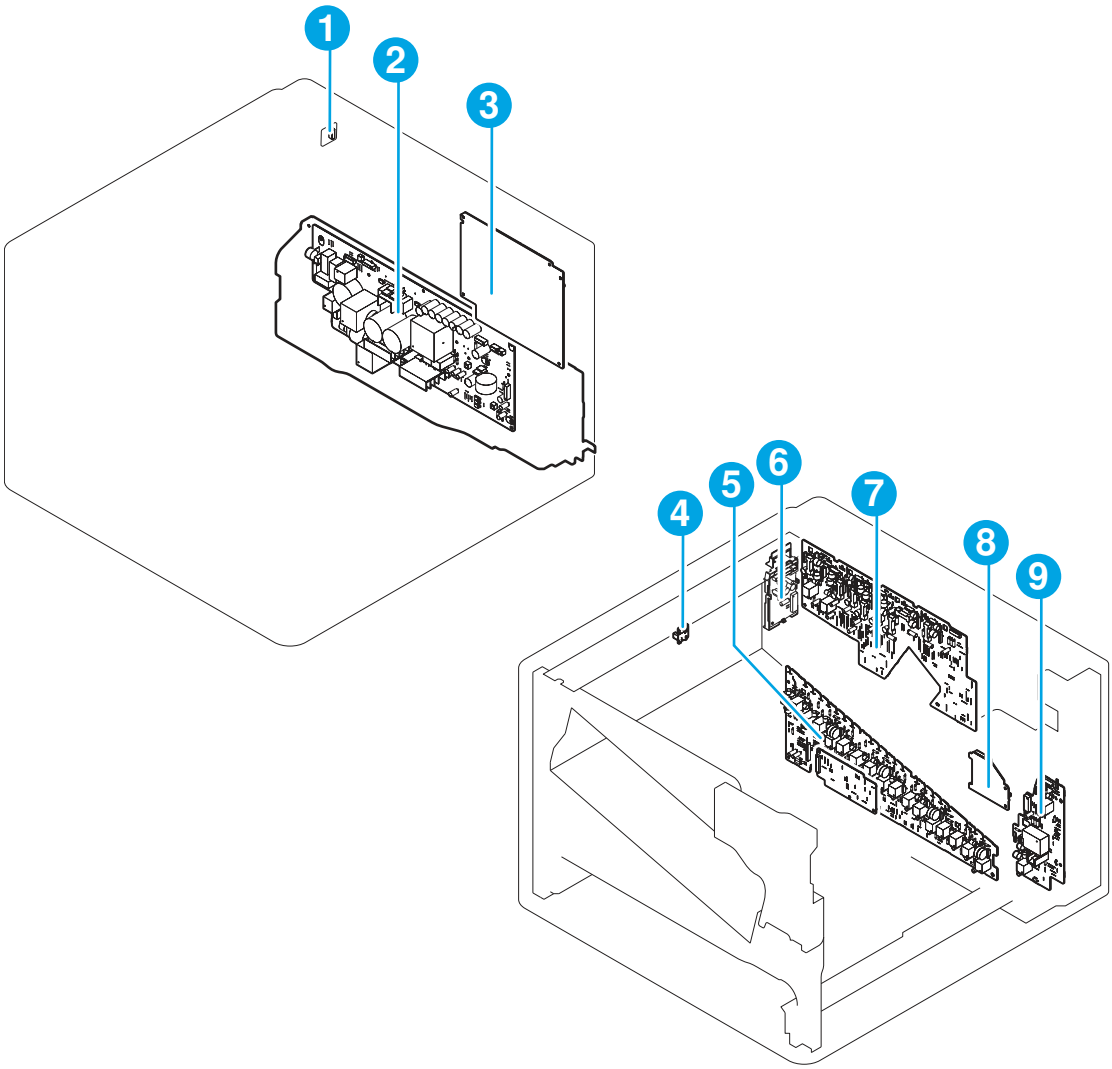


Item	Description	Item	Description
1	Cartridge front fan	4	Duplex fan
2	Fuser fan	5	Power supply fan
3	Cartridge rear fan	N/A	N/A

Printed circuit assemblies (PCAs)

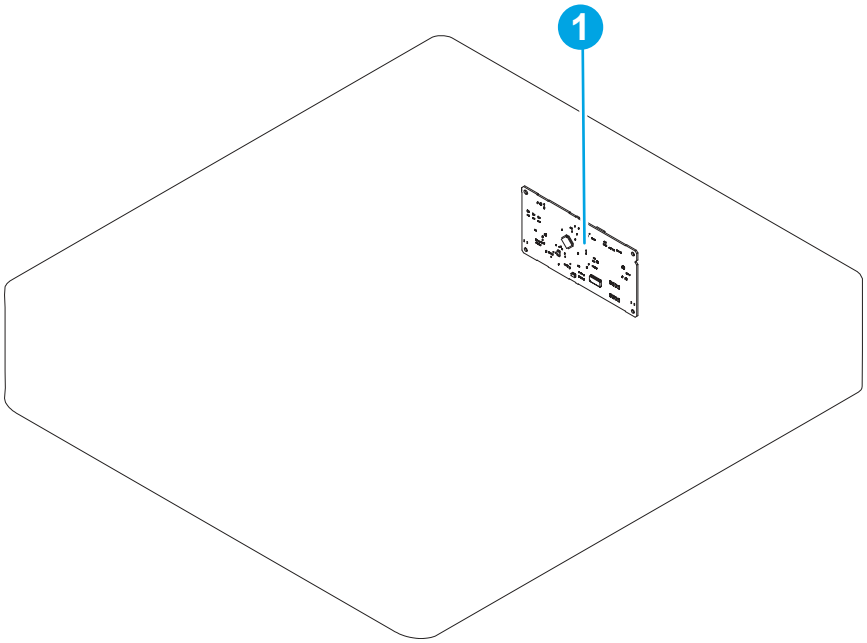
Review the following information about the PCAs in the printer and accessories.

Figure 3-87 PCAs (printer base)



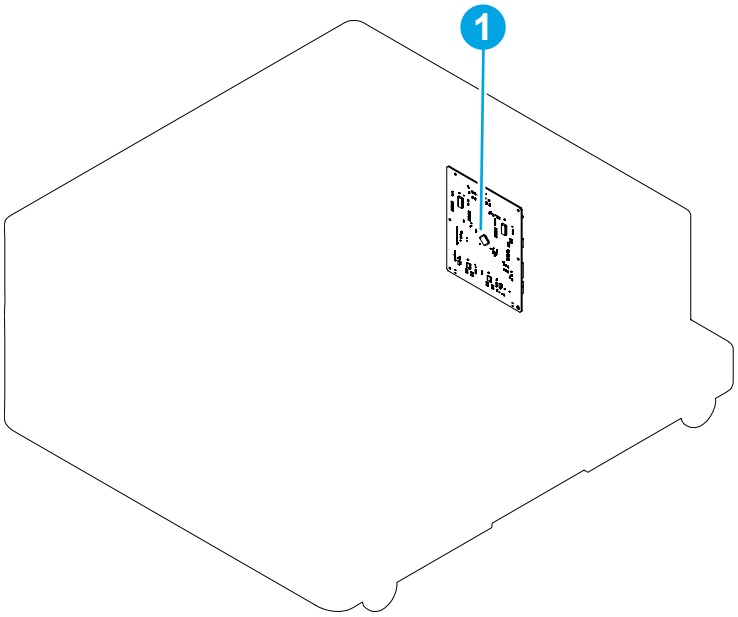
Item	Description	Item	Description
1	Memory PCA	6	Fan connecting PCA
2	Low-voltage power supply	7	High-voltage power supply A PCA
3	DC controller PCA	8	T2 connecting PCA
4	Environment sensor PCA	9	T2 high-voltage power supply PCA
5	High-voltage power supply B PCA	N/A	N/A

Figure 3-88 PCA (550-sheet feeder)



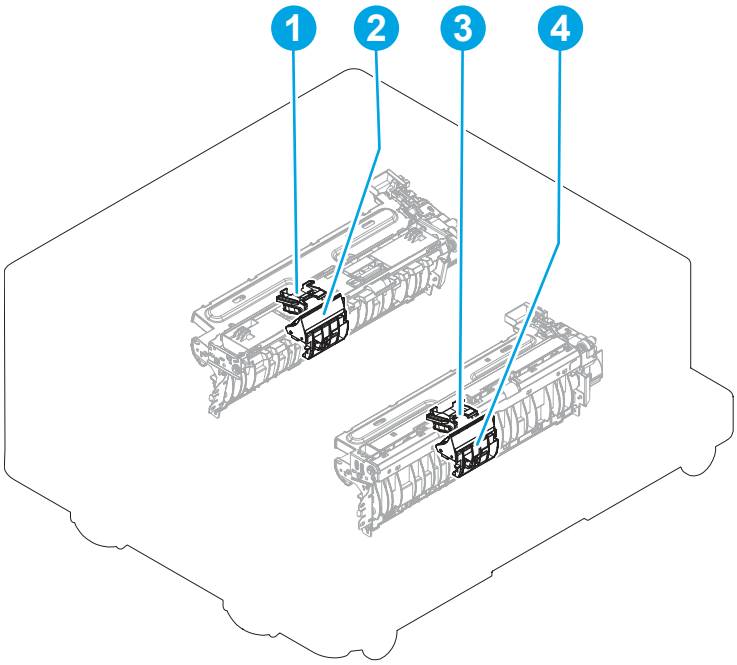
Item	Description
1	Paper feeder controller PCA

Figure 3-89 PCA (2x550-sheet feeder)



Item	Description
1	Paper deck controller PCA

Figure 3-90 PCA (HCI feeder)



Item	Description
1	HCI controller PCA

Internal test and information pages

Review the following information about the internal test and information pages.

Print a configuration page

Use the following procedure to print a configuration page.

NOTE: Depending on the model, up to three pages print when printing a configuration page. In addition to the main configuration page, the HP embedded Jetdirect configuration page prints.

Print the configuration page from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to 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 menu:
   - Configuration/Status Pages
3. Touch Configuration Page to select it.
4. Touch the Print button to print the pages.

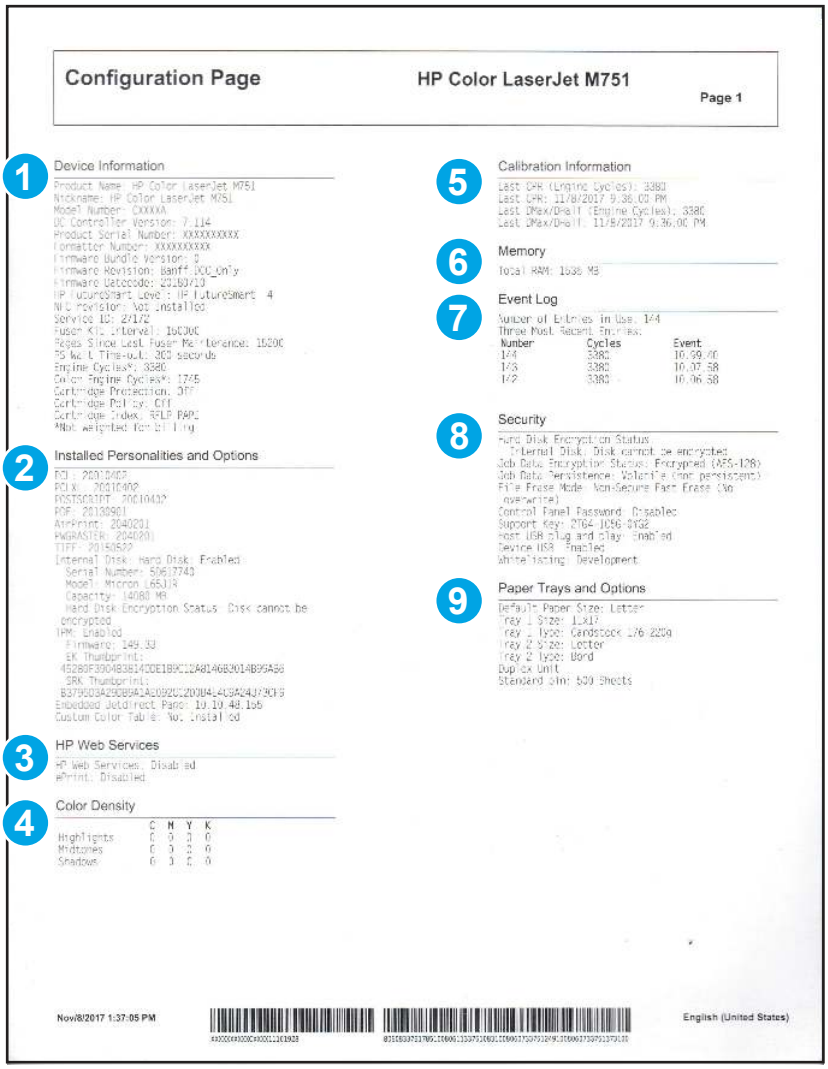
Print the configuration page from an LCD control panel (M751/E75245)

Use the following procedure to print the configuration page from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then press the OK button.

2. Use the down arrow ▼ button to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Configuration Page, and then press the OK button.
4. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

Figure 3-91 Configuration page



Item	Description	Item	Description
1	**Device Information**, including the firmware version, usage statistics, and the service ID.	6	**Memory**
2	**Installed Personalities and Options** information, including installed printer languages and hard disk information.	7	**Event Log** information that shows the most recent entries in the log.
3	**HP Web Services** status information	8	**Security** information that includes encryption information and current security settings.

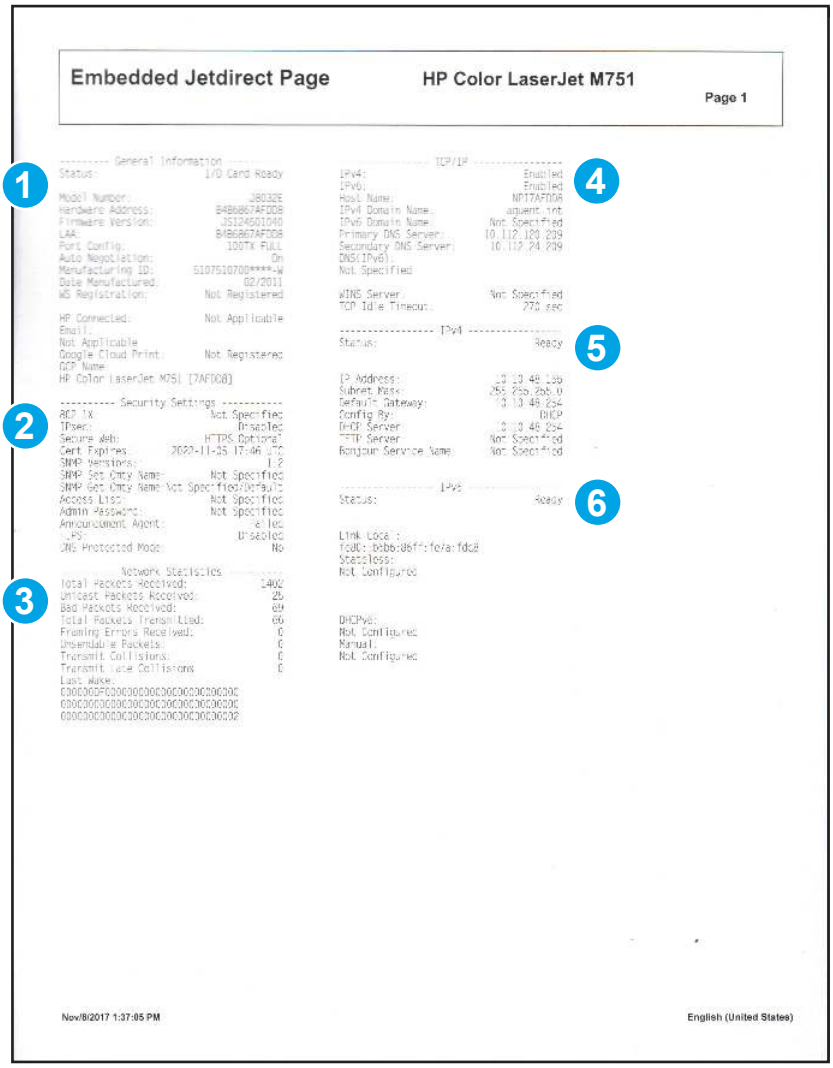
Item	Description	Item	Description
4	**Color Density** information	9	**Paper Trays and Options** information that shows installed trays and current paper size/type settings.
5	**Calibration Information** that shows when the printer most recently performed a calibration.	N/A	N/A

HP embedded Jetdirect page

The second configuration page is the HP embedded Jetdirect page, which contains the following information:

Always make sure the status line under the general information line indicates "**HP embedded Jetdirect page**."

Figure 3-92 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

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.

Firmware date codes: When performing a remote firmware upgrade procedure, all of the following firmware components are upgraded.

Table 3-37 **Firmware date codes**

Specific information	Configuration page
DC controller	Look on the main configuration page, under "Device Information."
Firmware datecode	Look on the main configuration page, under "Product Information" or "Device Information".
HP embedded Jetdirect firmware version	Look on the HP embedded Jetdirect page, under "General Information."

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.

Table 3-38 **Accessories and internal storage**

Specific information	Configuration page
Embedded HP Jetdirect	Look on the main configuration page, under "Installed Personalities and Options." Shows model and ID.
Total RAM	Look on the main configuration page, under "Memory."
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 Troubleshooting menu.

Table 3-39 **Engine cycles and event logs**

Specific information	Configuration page
Engine cycles	Look on the main configuration page, under "Impressions" or "Device Information".
Event-log information	Look on the main configuration page, under "Event Log."
Error-log information	Look on the main configuration page, under "Event Log."

Control panel menus

You can perform basic printer setup by using the control panel menus. 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.

Reports menu

Review the following information about the Reports menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then select OK.

NOTE: Use the up arrow ▲ button or down arrow ▼ button to highlight the report, and then press the OK button to select it. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow ▶ to highlight the print icon . Select OK to print the pages.

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

Table 3-40 Reports menu

First level	Second level	Values	Description
Configuration/Status Pages	Settings Menu Map	Select OK to select the report.	Shows a map of the entire control panel system and the selected values for each setting.
Configuration/Status Pages	Current Settings Page	Select OK to select the report.	Shows 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	Select OK to select the report.	Shows the printer settings and installed accessories.
Configuration/Status Pages	How to Connect Page	Select OK to select the report.	Shows the network information typically needed to connect the printer to a network.
Configuration/Status Pages	Supplies Status Page	Select OK to select the report.	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information. HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different from the approximations provided.
Configuration/Status Pages	Usage Page	Select OK to select the report.	Shows a count of all paper sizes that have passed through the printer; lists whether they were simplex, duplex, monochrome, or color; and reports the page count.
Configuration/Status Pages	File Directory Page	Select OK to select the report.	Shows the file name and folder name for files that are stored in the printer memory.
Configuration/Status Pages	Web Services Status Page	Select OK to select the report.	Shows the detected Web Services for the printer.
Configuration/Status Pages	Color Usage Job Log	Select OK to select the report.	Shows color jobs completed by the printer.

Table 3-40 Reports menu (continued)

First level	Second level	Values	Description
Other Pages	Demonstration Page	Select OK to select the report.	Prints a demonstration page.
Other Pages	RGB samples	Select OK to select the report.	Prints color samples for different RGB values. Use the samples as a guide for matching printed colors.
Other Pages	CMYK samples	Select OK to select the report.	Prints color samples for different CMYK values. Use the samples as a guide for matching printed colors.
Other Pages	PCL Font List	Select OK to select the report.	Prints the available PCL fonts.
Other Pages	PS Font List	Select OK to select the report.	Prints the available PS fonts.

Settings menu

The menus under the Settings menu contain the options for changing the printer settings. Learn about these menus and settings.

General menu

Review the following information about the General menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to General, and then press the OK button.

Table 3-41 General menu

First level	Second level	Third level	Fourth level	Values	Description
Date/Time Settings	Date/Time Format	Date Format		DD/MMM/YYYY MMM/DD/YYYY YYYY/MMM/DD	Use the Date/Time Settings menu to specify the date and time and to configure date/time settings.
Date/Time Settings	Date/Time Format	Time Format		12 hour (AM/PM) 24 hours	Select the format that the printer uses to show the date and time, for example 12-hour format or 24-hour format.
Date/Time Settings	Date/Time	Date		Select the date from a pop-up calendar.	
Date/Time Settings	Date/Time	Time		Select the time from a pop-up keypad.	
Date/Time Settings	Date/Time	Time Zone		Select the time zone.	

Table 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Energy Settings	Sleep Schedule	A list of scheduled events displays.	Select an event from the list to edit it	For the selected event, change the time and days settings as desired. Done Select the trash can icon to delete the event	Use to configure the printer to automatically wake up or go to sleep at specific times on specific days. Using this feature saves energy. NOTE: You must configure the date and time settings before you can use this feature.
Energy Settings	Sleep Schedule	New event	Event Type	Wake Sleep	Select whether to add or edit a Wake event or a Sleep event, and then select the time and the days for the wake or sleep event.
Energy Settings	Sleep Schedule	New event	Time		Set the wake or sleep event time parameters.
Energy Settings	Sleep Schedule	New event	Event Days	Select days of the week from a list.	Set the wake or sleep event day parameters.
Energy Settings	Sleep Settings	Sleep After Inactivity Auto Off After Sleep Select one of these items: • HP Auto Off/ Auto On (Wake on most events) • Shut down (Wake on power button only)		Range: 1 to 110 minutes Default = 0 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.
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.

Table 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Display Settings	Language Settings	Language		Select from a list of languages that the printer supports.	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.
Display Settings	Language Settings	Keyboard Layout		Each language has a default keyboard layout. To change it, select from a list of layouts.	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	Inactivity Timeout			Range: 10-300 seconds Default = 60 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.

Table 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Display Settings	Clearable Warnings			Display during job* Display until cleared	Use this feature to set the period that a clearable warning displays on the control panel. If the On setting is selected, clearable warnings appear until the Clearable Warnings button is pressed. If the Job setting 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)* Touch OK to continue	Use this option to configure the printer behavior when the printer encounters certain errors. If the Auto-continue (10 seconds) option is selected, the job will continue after 10 seconds. If the Touch OK to continue option is selected, the job will stop and require the user to touch the OK button before continuing.
Enable Device USB				Enabled Disabled*	Enables the printer to open a file from a USB drive

Table 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Jam Recovery				Auto* Off On	This printer provides a jam recovery feature that reprints jammed pages. 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:** 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*	The printer attempts to reprint jammed pages when sufficient memory is available.

Table 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Enable AutoSend				Disable* Enable	Browse to the HP Embedded Web Server AutoSend configuration page for advanced set up and the HP online Privacy Statement Information. Use the Enable AutoSend menu to enable or disable the AutoSend feature. The AutoSend feature enables your product to periodically send 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 3-41 General menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Reset Factory Settings				Cancel Reset	Touch Reset to reset current user-specified default settings to the factory default settings.

Print menu

Review the following information about the Print menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Print, and then press the OK button.

Table 3-42 Print menu

First level	Second level	Third level	Fourth Level	Values	Description
Enable Print from USB Drive				Enabled Disabled*	Enables the printer to open a file from a USB drive.
Managed Stored Jobs	Job Sort Order			Job Name* Date*	This option allows you list the jobs either alphabetically or chronologically.
Managed Stored Jobs	Retain Temporary Jobs			Do not retain Personal jobs only All temporary jobs	Sets which temporary jobs will be retained in the event of a printer reboot.
Managed Stored Jobs	Temporary Job Storage Limit			1-300 Default = 32	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.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Managed Stored Jobs	Standard Stored Job Retention			Off 30 minutes 1 hour 4 hours 1 day 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.
Default Print Options	Paper Selection			Select from a list of sizes that the printer supports.	Configures the default paper size used for print jobs.
Default Print Options	Default Custom Paper Size	X Dimension		Range: 2.52-12.60 inches Default = 12.60 inches	Configures the default paper size that is used when the user selects **Custom** as the paper size for a print job.
Default Print Options	Default Custom Paper Size	Y Dimension		Range: 5-18 inches Default = 18 inches	
Default Print Options	Default Custom Paper Size	Use Inches		Enabled* Disabled	
Default Print Options	Output Sides			1-sided* 2-sided	Use to indicate whether the original document is printed on one or both sides.
Default Print Options	Quality Level			Normal* Enhanced Fine Lines	Use to select the level of desired print quality.
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.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	Suppress Blank Pages			Off* On	This option is for users who are generating their own PCL, which could include extra form feeds that would cause blank pages to be printed. When the On option is selected, form feeds are ignored if the page is blank.
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			Enabled Disabled*	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			Enabled Disabled*	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			Enabled Disabled*	Selects whether a PDF error page is printed when the printer encounters a PDF error.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	Personality			Auto* 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 and Postscript Settings	PCL	Font Settings	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.
PCL and Postscript Settings	PCL		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 and Postscript Settings	PCL		Font Pitch	Range: 0.44-99.99 Default = 10	If the Font Source option and the Font Number setting indicate a contour font, then use this feature to select a default pitch (for a fixed-spaced font).

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL	PCL Settings	Form Length	Range: 5-128 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 and Postscript Settings	PCL	PCL Settings	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 and Postscript Settings	PCL	PCL Settings	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 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
PCL and Postscript Settings	PCL	PCL Settings	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	Adjust Color	Tonal Range		Highlights Midtones Shadows	Select the tonal range to adjust.
Print Quality	Adjust Color	Cyan Magenta Yellow Black		Use the arrow keys to adjust the sliding bar for each color.	
Print Quality	Image Registration	Tray	Tray 1 Tray 2 Tray 3 Tray 4 Tray 5 Depends upon the number of trays installed		Specify tray to be adjusted

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Front-side Horizontal 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.
		Front-side Vertical Shift			
		Back-side Horizontal Shift			
		Back-side Vertical Shift			

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Image Registration	Print Test Page			Use the Print Test Page option to print a page to test the image registration. It provides alignment guides in the X and Y directions so you can determine which adjustments are necessary.
Print Quality	Auto Sense Behavior	Tray 1		Sense every page Sense first page Sense transparency only	
Print Quality	Auto Sense Behavior	All Other Trays		Sense first page Sense transparency only	
Print Quality	Adjust Paper types			Select from a list of paper types Reset Paper Types	
Print Quality	Optimize	Normal Paper		Standard Smooth	Set to Smooth when printing on smooth paper of normal weight.
Print Quality	Optimize	Heavy paper		Standard Smooth	Set to Smooth when printing on smooth, heavy media types.
Print Quality	Optimize	Envelope control		Normal Reduced Temp	Set to Reduced Temp if envelopes are sticking due to moisture in the envelop adhesive.
Print Quality	Optimize	Tray 1		Normal Alternate	Set the mode to Alternate if marks appear on the back side of the paper when printing from Tray 1. This sets the printer to initiate a clean sequence every time a job finishes when the printer is set for Any Size and Any Type for Tray 1.
Print Quality	Optimize	Background		Normal Alternate	Set to Alternate when a background occurs all over the page.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Print Quality	Optimize	Uniformity Control		Normal Alternate 1 Alternate 2 Alternate 3	Set to Alternate 1 to improve uniformity on any paper type.
Print Quality	Optimize	Cac03		Off On	Set to On if printing with media that contains a high calcium carbonate content. Engine print speed is slowed so that less paper dust is produced.
Print Quality	Optimize	Best Normal		Off On	Set to On to try and improve print quality.
Print Quality	Optimize	Tracking Control		Off On	Improves color stability by adjusting the bias voltage. Make sure this mode is set to On.
Print Quality	Optimize	Registration		Normal Alternate	Set to Alternate when color misregistration occurs.
Print Quality	Optimize	Transfer Control		Normal Alternate 1	Set to Alternate to reduce primary transfer bias and to resolve low density or blotchy images.
Print Quality	Optimize	Moisture Control		Normal Alternate	Set to Alternate if the printer is installed in a high-humidity environment.
Print Quality	Optimize	Reset Optimize		Reset	Use Reset to reset the menu defaults.
Print Quality	Edge Control			Off Light Normal* Maximum	

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	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 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 do not match or the tray is empty.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
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.
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.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Alternative Letterhead Mode			Disabled* Enabled	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.
Manage Trays	Duplex Blank Pages			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.

Table 3-42 Print menu (continued)

First level	Second level	Third level	Fourth Level	Values	Description
Manage Trays	Override A4/ Letter			Yes* No	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	Use this feature to identify the desired behavior when printing a document on a paper size that the printer does not support.
Manage Trays	Rotate Offset			Automatic* Off	Allows printing of multiple copies of a print job in alternate orientations. For example, the first copy outputs in landscape orientation, the second outputs in portrait orientation, the third in landscape, and so on. This feature works only with Letter or A4-sized paper and requires the use of at least two paper trays. One tray is loaded to feed paper in the long-edge orientation and the other is loaded to feed paper in the short-edge orientation.

Manage Supplies menu

Review the following information about the Manage Supplies menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Manage Supplies, and then press the OK button.

Table 3-43 Manage Supplies menu

First level	Second level	Values	Description
Low Warning Thresholds	Yellow Cartridge Magenta Cartridge Cyan Cartridge Black Cartridge	1-100% Default = 5%	Set the estimated percentage at which the printer notifies you when a toner cartridge is very low.
Low Warning Threshold Message		On Off	Displays a message on the control panel when a cartridge is very low.
Very Low Behavior	Color Cartridges Black Cartridge Drums 1-3 Drum 4 Transfer Kit Fuser Kit	Stop Continue Prompt to continue	
Restrict Color Use		Enable color Color if allowed* Disable color	Use this feature to enable, restrict, or disable color printing.
Color/Black Mix		Auto Mostly color pages Mostly black pages	Instructs the printer when to switch between color and monochrome printing modes for the best overall performance. Auto: Uses the mode that is appropriate for the first page of the job. If necessary, the printer switches modes during the middle of a job and then stays in that mode until the job is finished. Mostly color pages: The printer uses color mode for all jobs, even if the job contains no color pages. Mostly black pages: The printer uses monochrome mode until it detects a color page. The printer switches back to monochrome mode when it detects a sequence of several monochrome pages.

Table 3-43 Manage Supplies menu (continued)

First level	Second level	Values	Description
Store Usage Data		On supplies Not on supplies	Store Usage Data provides a way to suppress the toner cartridges from storing most of the information gathered exclusively for the purpose of understanding the usage of the printer. Select the On supplies setting to store the data on the toner cartridge memory chip. Select the Not on supplies setting to suppress the information from being stored on the memory chip.
Cartridge Protection		Off* Protect Cartridges	Select to permanently protect cartridges so that they can be used only in this product or fleet of products.
Cartridge Policy		Off* Authorized HP	Set Authorized HP to allow only genuine HP cartridges to be used in this printer.

Networking menu

Review the following information about the Networking menu in the Settings menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK. Use the down arrow ▼ button to scroll to Networking, and then press the OK button.

Table 3-44 Networking menu

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	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.

Table 3-44 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	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.
Ethernet	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.

Table 3-44 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	IPV4 Settings	Default IP	Auto IP* Legacy	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP). **NOTE:** This feature assigns a static IP address that might interfere with a managed network. Auto IP: A link-local IP address 169.254.x.x is set. Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect printers.
Ethernet	TCP/IP	IPV4 Settings	DHCP Release	Yes No*	
Ethernet	TCP/IP	IPV4 Settings	DHCP Renew	Yes No*	
Ethernet	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.
Ethernet		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.
Ethernet	TCP/IP	IPV6 Settings	Enable	Off On*	Use this item to enable or disable IPv6 operation on the print server. Off: IPv6 is disabled. On: IPv6 is enabled.

Table 3-44 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	TCP/IP	IPV6 Settings	Address	Manual Settings Enable Address	Use this item to enable and manually configure a TCP/IPv6 address.
Ethernet	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.
Ethernet	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.
Ethernet	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 3-44 Networking menu (continued)

First level	Second level	Third level	Fourth level	Values	Description
Ethernet	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.
Ethernet	TCP/IP	Proxy Port		Range: 1-65535 Default = 00080	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.
Ethernet	TCP/IP	Idle Timeout		Range: 1-3600 Default = 0270	The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).

Supplies menu

Review the following information about the Supplies menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Supplies, and then select OK.

Table 3-45 Supplies menu

First level	Values	Description
Supplies Summary		View a summary of the status of all printer supplies.
Yellow Cartridge Magenta Cartridge Cyan Cartridge Drum 1 Drum 2 Drum 3 Drum 4 Black Cartridge	Status Order HP Part Pages Printed Approximate Pages Remaining	Select a supply from the list to see the current status of the supply, the part number used to order a replacement, the number of pages printed, and the approximate number of pages remaining.
Toner Collection Unit Transfer Kit Fuser Kit	Status Order HP Part	Select a part from the list to see the current status of the part and the part number used to order a replacement.

Trays menu

Review the following information about the Trays menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Trays, and then select OK.

Table 3-46 Trays menu

First level	Second level	Values	Description
Tray 1 Tray 2-x	Size	Select paper size from a list of supported sizes.	Choose the paper size for the tray
Tray 1 Tray 2-x	Type	Select paper type from a list of supported types.	Choose the paper type for the tray.

Support Tools menu

The menus under the Support Tools menu contain the options for maintaining the printer and troubleshooting printer problems. Learn about these menus and settings.

Maintenance menu

The menus under the Maintenance menu contain the options for backing up and restoring data, calibrating the printer, and upgrading firmware. Learn about these menus and settings.

Backup/Restore menu

Review the following information about the Backup/Restore menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to Backup/Restore, and then select OK.

Table 3-47 Backup/Restore menu

First level	Second level	Values	Description
Back up Data	Back up Data	Back up Now Cancel	Initiate a backup. You will be prompted to enter a password to encrypt the file.
Restore Data		Insert a USB flash drive that contains the backup file in to the USB port near the control panel.	Restore data from an external source.

Calibration/Cleaning menu

Review the following information about the Calibration/Cleaning menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to Calibration/Cleaning, and then select OK.

Table 3-48 Calibration/Cleaning menu

First level	Values	Description
Cleaning Page	Automatic Cleaning Interval Off* 1000 pages 2000 pages 5000 pages 10000 pages 20000 pages	Use this menu to configure the settings for the product to automatically print a cleaning page. 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:**
Quick Calibration	Start Cancel	The product automatically calibrates itself at various times. However, you can calibrate the product immediately if you see problems with print quality. Use this feature to perform a partial calibration. Use this calibration if color density or tone seems incorrect. Before calibrating the product, make sure that the Ready indicator displays on the control panel display. If a job is in progress, the calibration occurs when that job is complete.

Table 3-48 Calibration/Cleaning menu (continued)

First level	Values	Description
Full Calibration	Start Cancel	The product automatically calibrates itself at various times. However, you can calibrate the product immediately if you see problems with print quality. Use this feature to perform a full calibration, which can take up to three minutes. Use this calibration if the color layers seem Before calibrating the product, make sure that the Ready indicator displays on the control panel display. If a job is in progress, the calibration occurs when that job is complete.
Power On Calibration	No delay Delay 15 minutes	This feature controls the timing of calibration when the printer wakes up or is turned on.
Prepare for Shipping		Select Start to initiate a cleaning sequence that helps prepare the product for shipping. Excess toner will be transferred into the Toner Collection Unit to keep loose toner contained during shipping. This process takes about 2 minutes.
Reset Calibration	Reset Cancel	Use this feature to return the product to the factory-set default values for color calibration. Select Reset to reset the color calibration. The printer will restart with the factory-set defaults. Select Cancel to close the menu without resetting the color calibration.

USB Firmware Upgrade menu

Review the following information about the USB Firmware Upgrade menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to USB Firmware Upgrade, and then select OK.

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

Service menu

Review the following information about the Service menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to Service, and then select OK.

The Service menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel. See the Service mode function section in the printer troubleshooting manual.

Troubleshooting menu

Review the following information about the Troubleshooting menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK. Navigate to Maintenance, and then select OK. Navigate to Troubleshooting, and then select OK.

Table 3-49 Troubleshooting menu

First level	Second level	Third level	Values	Description
Reports	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 Color Usage Job Log	Select the desired report and then select the print icon to print the page.
Reports	Configuration/Status Pages	Other Pages	Demonstration Page RBG Samples CMYK Samples PCL Font List PS Font List	Select the desired report and then select the print icon to print the page.
Print Quality Pages	PQ Troubleshooting Pages		Print	Use to print pages that can help you resolve problems with print quality.
Print Quality Pages	Diagnostics Page		Print	Use to print a diagnostics page. The page includes color swatches, diagnostic information, and calibration information.
Print Quality Pages	Color Band Test		Print	Use to print a page that helps you resolve problems with print quality.
Event Log			Print Cancel	Use to print a list of 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.

Table 3-49 Troubleshooting menu (continued)

First level	Second level	Third level	Values	Description
Paper Path Page			Print	Shows how many pages were printed from each tray.
Diagnostic Tests	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.
Diagnostic Tests	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.
Diagnostic Tests	Paper Path Test	Paper Tray	Select from a list of the available trays.	Generates a test page for testing paper handling features. You can define the path that is used for the test in order to test specific paper paths.
Diagnostic Tests	Paper Path Test	Output Sides	1-sided* 2-sided	
Diagnostic Tests	Print/Stop Test		Stop Next Print Job* Delay	
Diagnostic Tests	Paper Path Sensor Test		Select from a list of the printer sensors.	Initiates a test of the paper path sensors.
Diagnostic Tests	Manual Sensor Test		Select from a list of available components. Reset Sensors	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. Select the Stop button to abort the test.

Table 3-49 Troubleshooting menu (continued)

First level	Second level	Third level	Values	Description
Diagnostic Tests	Component Test		Select from a list of available components. Repeat	Use this item 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. The user might be prompted to remove parts from the printer during the test. Select the Stop button to abort the test.
Generate Debug Data			Start	
Retrieve Diagnostics Data			Send to email	Create files that contain information about the printer that can help identify the cause of problems.

Job Storage menu

Review the following information about the Job Storage menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Job Storage, and then select OK.

Table 3-50 Job Storage menu

First level	Second level	Values	Description
Stored Job to Print	Choose job to print Choose number of copies	Print	Print a stored job.

USB Drive menu

Review the following information about the USB Drive menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to USB Drive, and then select OK.

Table 3-51 USB Drive menu

First level	Second level	Values	Description
USB File to Print	Choose file to print Choose number of copies	Print	Print a file from a USB drive.

Job Log menu

Review the following information about the Job Log menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Job Log, and then select OK.

Table 3-52 Job Log menu

First level	Second level	Values	Description
Job Types	All jobs	Print Log	View or print a log of stored jobs.
	Print jobs		
	Encrypted jobs		
	My jobs		

Access menu

Review the following information about the Access menu.

To display: From the Home screen on the printer control panel, use the arrow keys to navigate to Access, and then select OK.

Table 3-53 Access menu

First level	Values	Description
High Contrast	On	Increase the contrast between light and dark content on the screen.
	Off	
Invert Colors	On	Invert the colors on the screen.
	Off	
Screen Zoom	Off	Magnify the screen content by zooming in and out.
	125%	
	150%	
	200%	

Control panel messages document (CPMD)

Learn about the printer control panel messages document (CPMD).

NOTE: A complete CPMD is not included in this service 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 LaserJets.
- 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 3-54 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.
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.

Table 3-54 ERROR CODES: The first two characters (continued)

Error code	System Component	System Error Description
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) Print bar (PageWide)	LaserJet internal system error. 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.
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 (hard disk, 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	Hard disk	Hard disk partition error.
99.WX.YZ	Firmware installer	Remote Firmware Upgrade (RFU), firmware install (engine or accessory), or disk error.

Resolving mono print quality problems

Use the information below to troubleshoot print-quality and image-quality problems on mono (black and white) HP LaserJet Enterprise printers.

Introduction

Use the information below to troubleshoot print-quality problems, including issues with image quality and color quality.

The troubleshooting steps can help resolve the following defects:

- Blank pages
- Black pages
- Colors that do not align
- Curled paper
- Dark or light bands
- Dark or light streaks
- Fuzzy print
- Gray background or dark print
- Light print
- Loose toner
- Missing toner
- Scattered dots of toner
- Skewed images
- Smears
- Streaks

Resolve print-quality problems

Use the information below to troubleshoot print-quality problems, including issues with image quality and color quality.

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
        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

During the printing process paper, toner, and dust particles can accumulate inside the printer and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks. Follow these steps to clean the printer's paper path.

1. Load plain paper in Tray 1.
2. From the Home screen on the printer control panel, select the Support Tools menu.
3. Select the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Cleaning Page

4. Select Print to print the page.

   A **Cleaning...** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridges 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 for 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.

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. Load plain paper in Tray 1.
2. From the Home screen on the printer control panel, select the Settings menu.
3. Select the following menus:
   - Copy/Print or Print
   - Print Quality
   - Image Registration
4. Select Tray, and then select the tray to adjust.
5. Select Print Test Page, and then follow the instructions on the printed pages.
6. Select Print Test Page again to verify the results, and then make further adjustments if necessary.
7. 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 any of the following drivers from the HP Web site: http://www.hp.com/support/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.

Table 3-55 Print drivers

Print driver	Description
HP PCL 6 V3 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP PCL-6 V4 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.

Table 3-55 Print drivers (continued)

Print driver	Description
HP UPD PS driver	• Recommended for printing with Adobe software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support NOTE: For the most consistent results, HP recommends downloading Adobe Reader and running it from a computer, rather than using the web-based software.
HP UPD PCL 6	• Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality. Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. From the Home screen on the printer control panel, select the Support Tools menu.
2. Select the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Full Calibration
3. Select Start to start the calibration process.

   A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
4. Wait while the printer calibrates, and then try printing again.

Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

Table 3-56 Image defects table quick reference

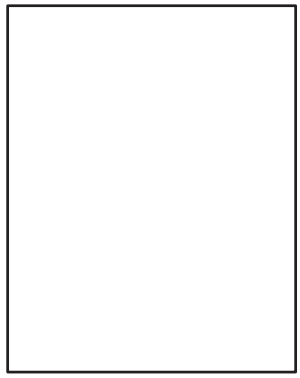
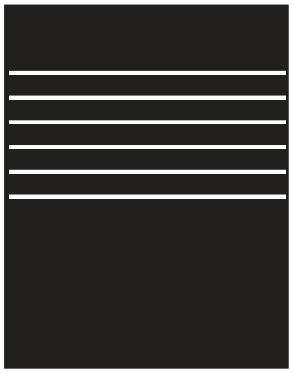
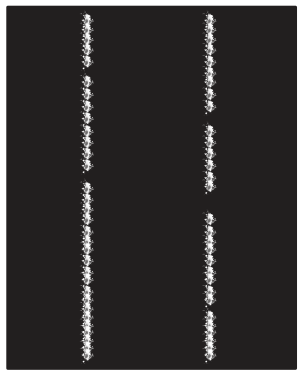
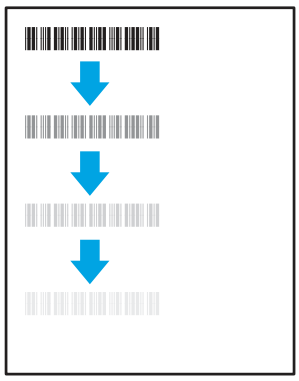
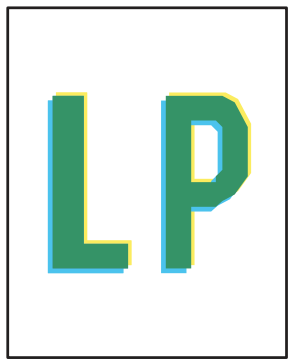
Defect	Defect	Defect
Table 3-65 Light print on page 167	Table 3-63 Gray background or dark print on page 166	Table 3-59 Blank page – No print on page 164
		
Table 3-58 Black page on page 163	Table 3-57 Banding defects on page 163	Table 3-67 Streak defects on page 168
		
Table 3-62 Fixing/fuser defects on page 165	Table 3-64 Image placement defects on page 167	Table 3-60 Color plane registrations defects (color models only) on page 164
		

Table 3-56 Image defects table quick reference (continued)

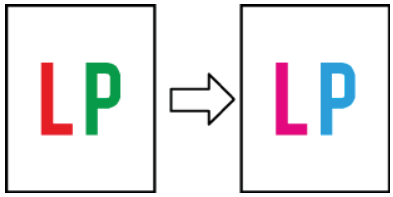
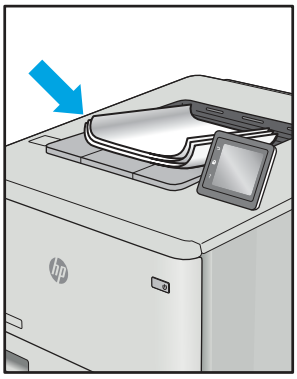
Defect	Defect	Defect
Table 3-61 Wrong color on page 165	Table 3-66 Output defects on page 168	
		

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 that 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 short-edge first.

Table 3-57 Banding defects

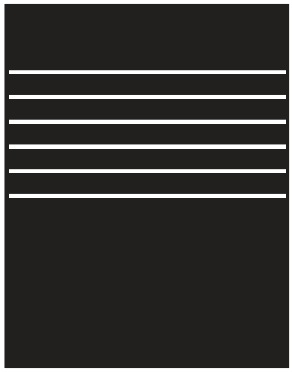
Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. 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 3-58 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 3-59 **Blank page — No print**

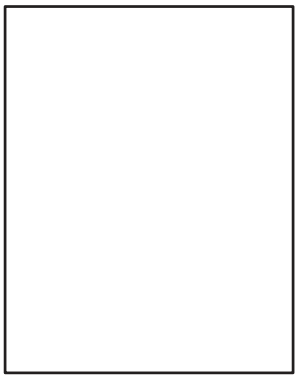
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 3-60 **Color plane registrations defects (color models only)**

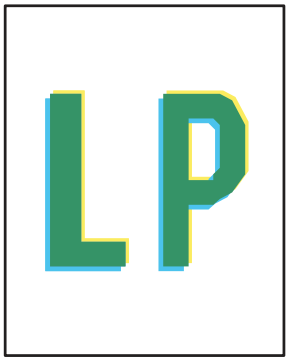
Sample	Description	Possible solutions
	One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.	1. Reprint the document. 2. From the printer control panel, calibrate the printer. 3. If a cartridge has reached a **Very Low** state, 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 3-61 **Wrong color**

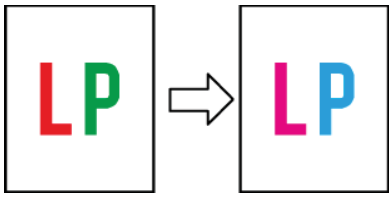
Sample	Description	Possible solutions
	One or more colors does not print the correct color.	1. Reprint the document. 2. From the printer control panel, calibrate the printer. 3. If a cartridge or imaging drum has reached a **Very Low** state, or the printed output is severely faded, replace the cartridge or drum. 4. From the printer control panel use the Restore Calibration feature to reset the printer's calibration settings to the factory defaults. 5. Verify that the customer is not using a custom color table. 6. If the issue persists, go to support.hp.com.

Table 3-62 **Fixing/fuser defects**

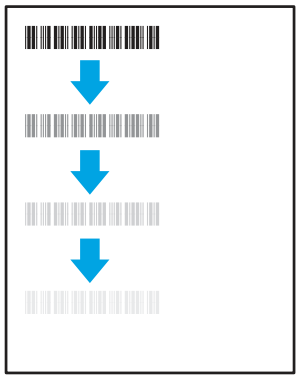
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.

Table 3-62 Fixing/fuser defects (continued)

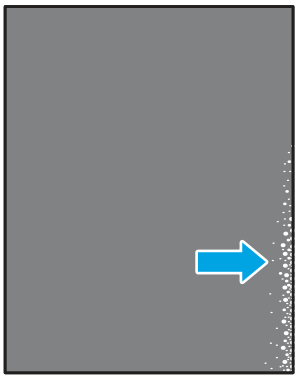
Sample	Description	Possible solutions
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type (for example, bond). 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. Verify that the printed content is not outside the printable region of the printer. 6. If the issue persists, go to support.hp.com.

Table 3-63 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 (for example, rougher paper will help this problem). 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 (reduce humidity or load freshly opened paper). 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 3-64 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 3-65 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. 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 3-66 Output defects

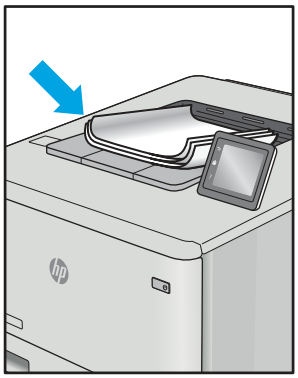
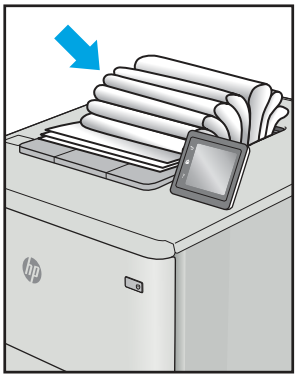
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage 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 3-67 Streak defects

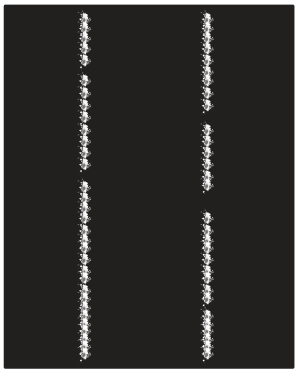
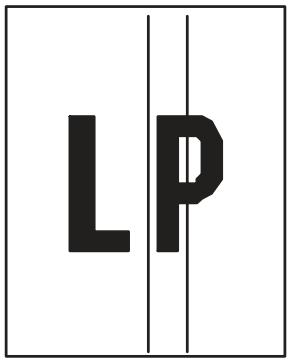
Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. If the 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.

Table 3-67 Streak defects (continued)

Sample	Description	Possible solutions
	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. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Print quality troubleshooting guide

Review the following information about print quality troubleshooting.

Repetitive image defect ruler

Review the following information about a repetitive image defect ruler.

When troubleshooting the source of some print image defects, one solution is to identify if it is a repetitive defect (does the print quality defect appear multiple times on the printed page?). If this is the case, use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. For more information, see Using a ruler to measure between repetitive defects.

Use a ruler to measure occurrences of repetitive image defects to help solve image-quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the table below to identify the component that is causing the defect.

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

NOTE: Defects on the tray pickup rollers or the Tray 1 pickup roller do not cause a repetitive defect. Defects on these rollers cause a defect to appear only on the leading edge of the image.

TIP: To make a printer specific repetitive defect ruler, use a metric ruler to transfer the measurements in the table below to a transparency or the edge of a piece of paper—clearly label each ruler mark with the associated defective assembly.

NOTE: The primary charging roller, photosensitive drum, and developer roller cannot be cleaned because they are internal assemblies in the toner cartridge or imaging drum. If one of these assemblies is causing the defect, replace the toner cartridge or the imaging drum.

Table 3-68 Repetitive defects

Assembly	Distance between defects	Remarks
RS roller	19.6 mm (0.77 in)	In toner cartridge; appears in one color plane only
Transfer (T1) roller	25.1 mm (0.99 in)	Appears in one color plane only

Table 3-68 Repetitive defects (continued)

Assembly	Distance between defects	Remarks
Developer roller	32.4 mm (1.27 in)	In imaging drum; appears in one color plane only
Charge roller	34.4 mm (1.35 in)	In imaging drum; appears in one color plane only
ITB drive roller	47.7 mm (1.88 in)	Appears on all color planes
Transfer (T2) roller	55.9 mm (2.20 in)	Appears in all color planes on front or back of page
Fuser film	75.6 mm (2.98 in)	Appears on all color planes
Fuser pressure roller	80.1 mm (3.15 in)	Appears on all color planes
OPC drum	94.2 mm (3.71 in)	In imaging drum; appears in one color plane only
Cartridge-to-cartridge spacing	95.9 mm (3.77 in)	Distance between each color OPC
ITB	Not applicable	Requires multiple images to repeat

Use a ruler to measure between repetitive defects

The figures in this section show color repetitive defect pages. However, the process for measuring repetitive defects is valid for mono pages.

1. Identify a repetitive defect on the page.

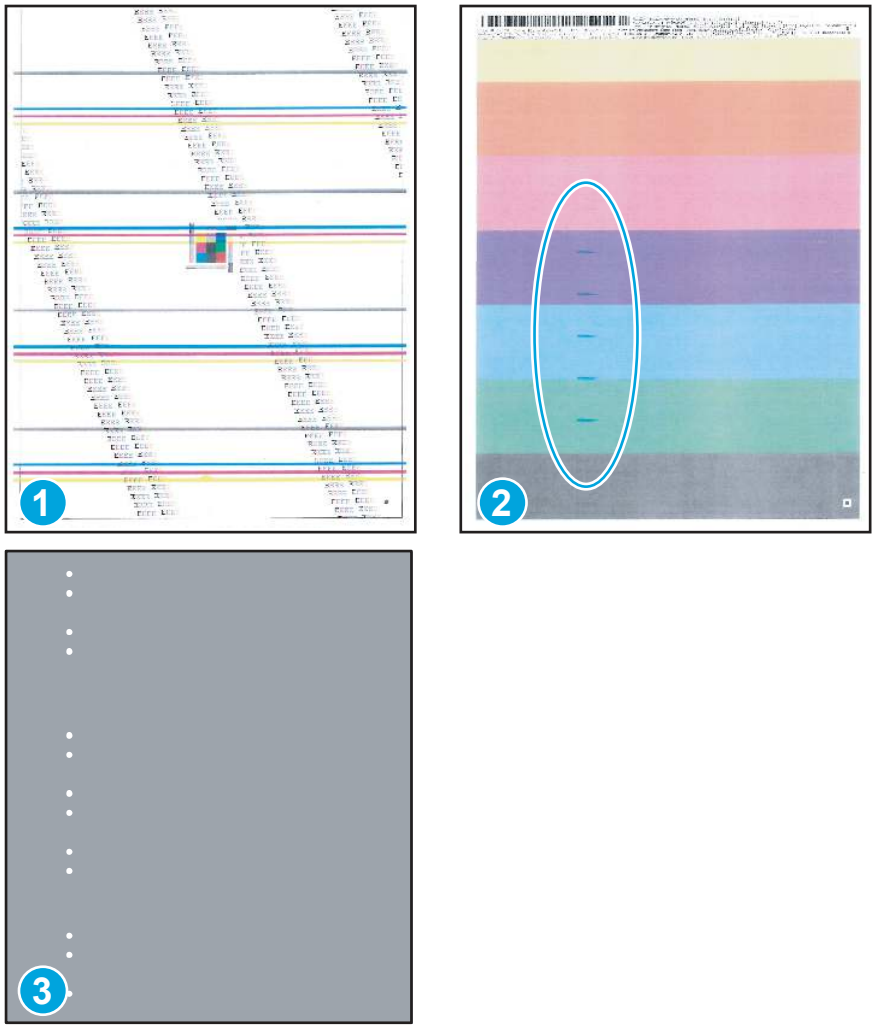
TIP: Print a cleaning page to see if that resolves the defect.

NOTE: Some printers allow loading Letter and A4 media in short-edge-first or long-edge-first orientation in the paper trays. When measuring repetitive defects, make sure to place the ruler at the leading edge of the page. This is the edge of the page that feeds into the printer first.

The example pages below show the following types of repetitive defects.

- Lines (callout 1)
- Smudges (callout 2)
- Dots or spots (callout 3)

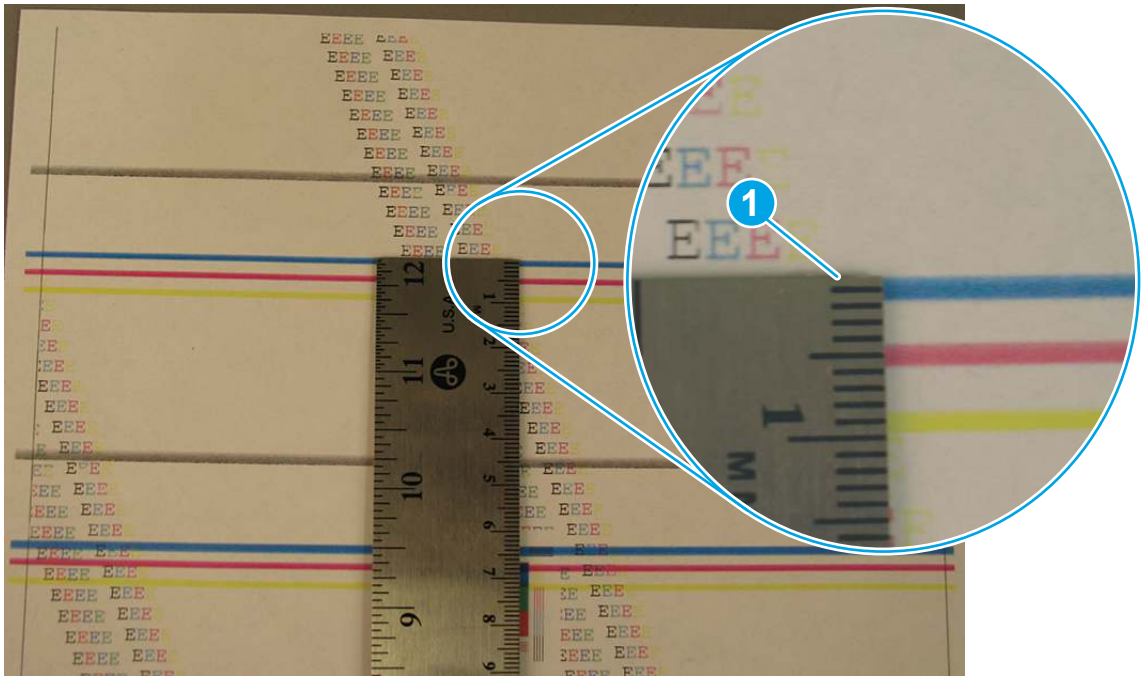
Figure 3-93 Examples of repetitive defects



NOTE: These are examples only, other types of repetitive defects might appear on a page.

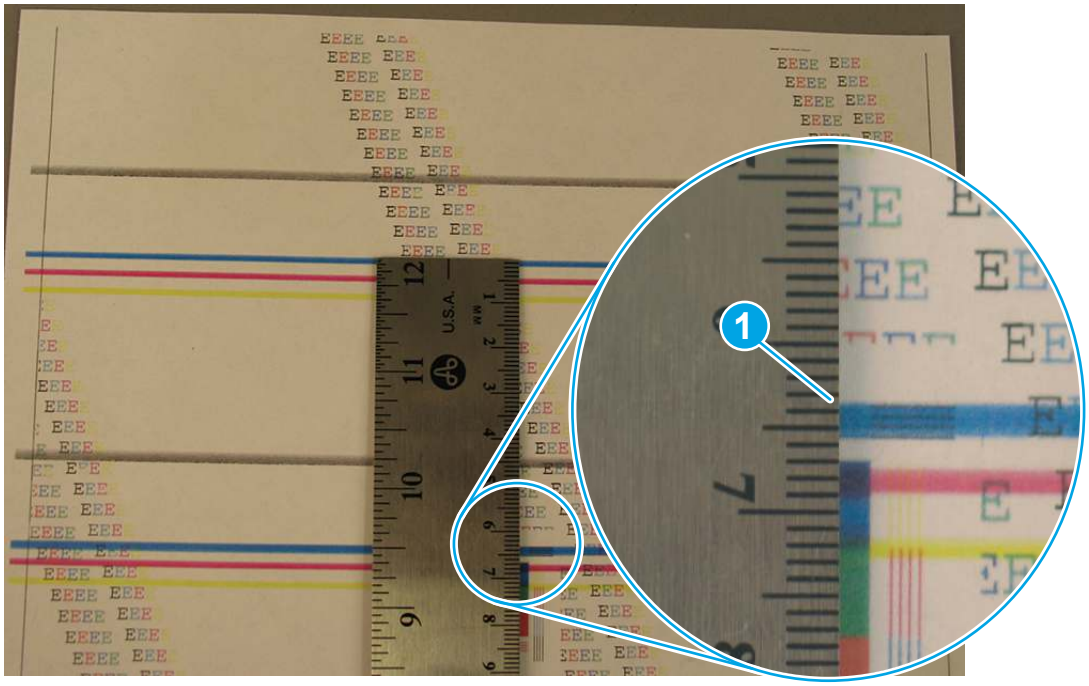
2. Position a metric ruler on the page with the “zero” ruler mark at one occurrence of the defect (callout 1).

Figure 3-94 Place the ruler on the page



3. Locate the next occurrence of the defect (callout 1).

Figure 3-95 Locate the next repetitive defect



4. Measure the distance (in millimeters) between the two occurrences (callout 1), and then use the Repetitive defects table to determine the defective assembly.

TIP: Always measure from and to the same point on the defects. For example, if the ruler is "zeroed" at the top edge of a defect, measure to the top edge of the next occurrence of that defect.

Figure 3-96 Determine the defective assembly

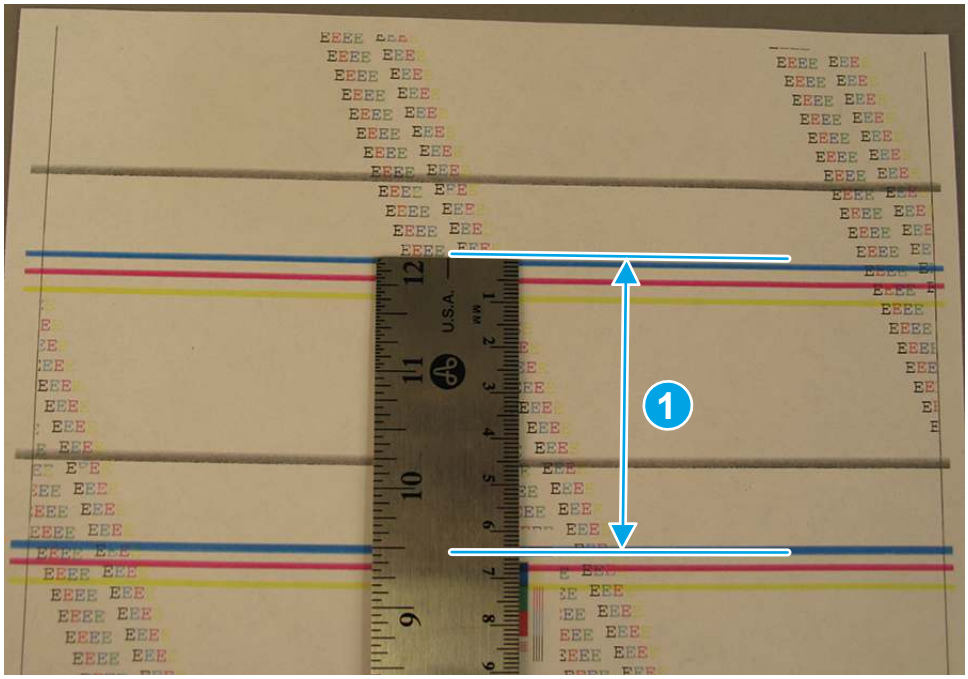


Image defect events

Learn about product specific image defects.

NOTE: The following image defects are printer-specific.

0.85 mm (0.03 in) lines across page

Learn about the lines across page image defect.

Review the following information about the 0.85 mm (0.03 in) lines across page image defect.

Figure 3-97 Lines across page defect (1 of 3)

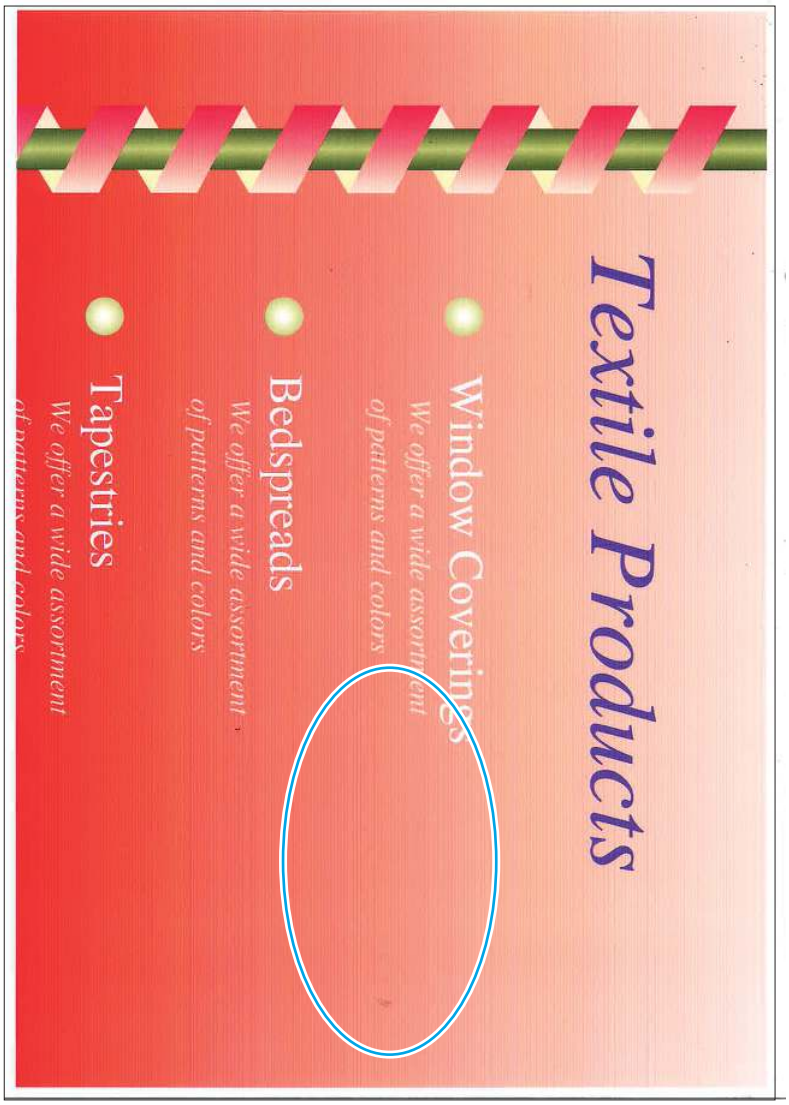


Figure 3-98 Lines across page defect (2 of 3)

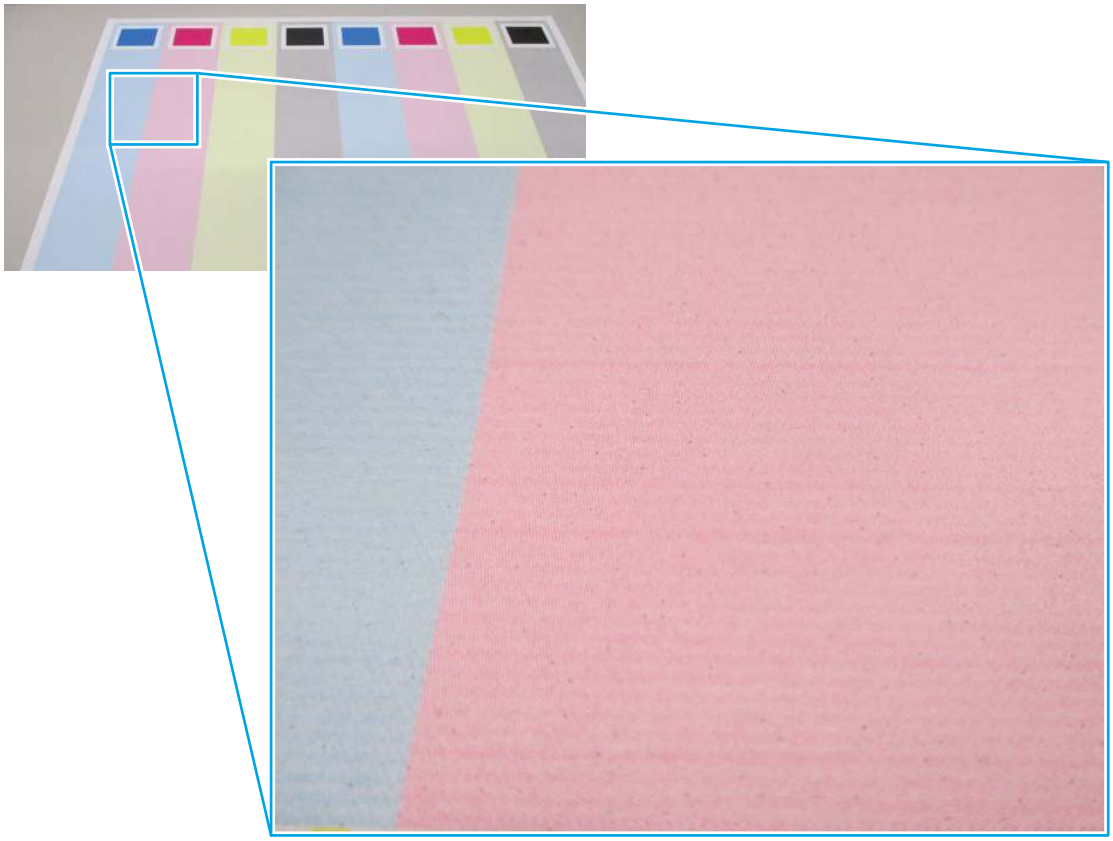
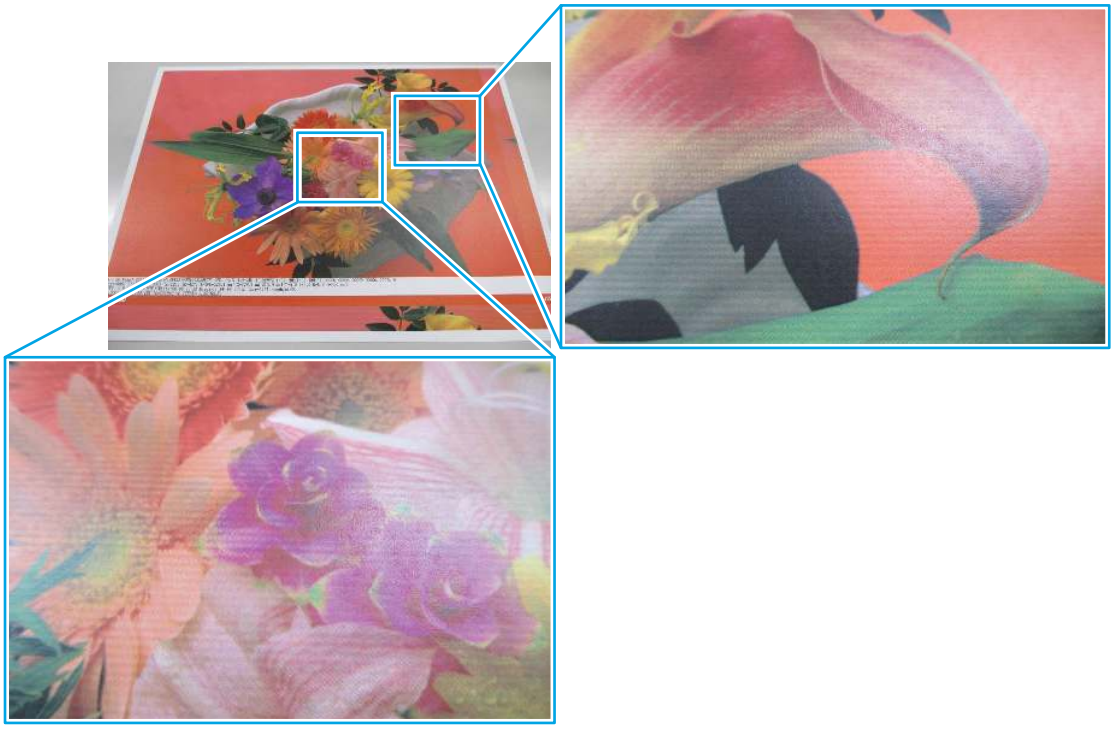


Figure 3-99 Lines across page defect (3 of 3)



Defect description

This defect appears as 0.85 mm (0.03 in) banding in a corduroy pattern over the printed page in all colors (especially on pages with high coverage).

Defect conditions

This defect only occurs when using media that require a half-speed print mode (for example thick media or labels).

Defect solutions

This defect is caused by motor vibration. Replace the motor (s).

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

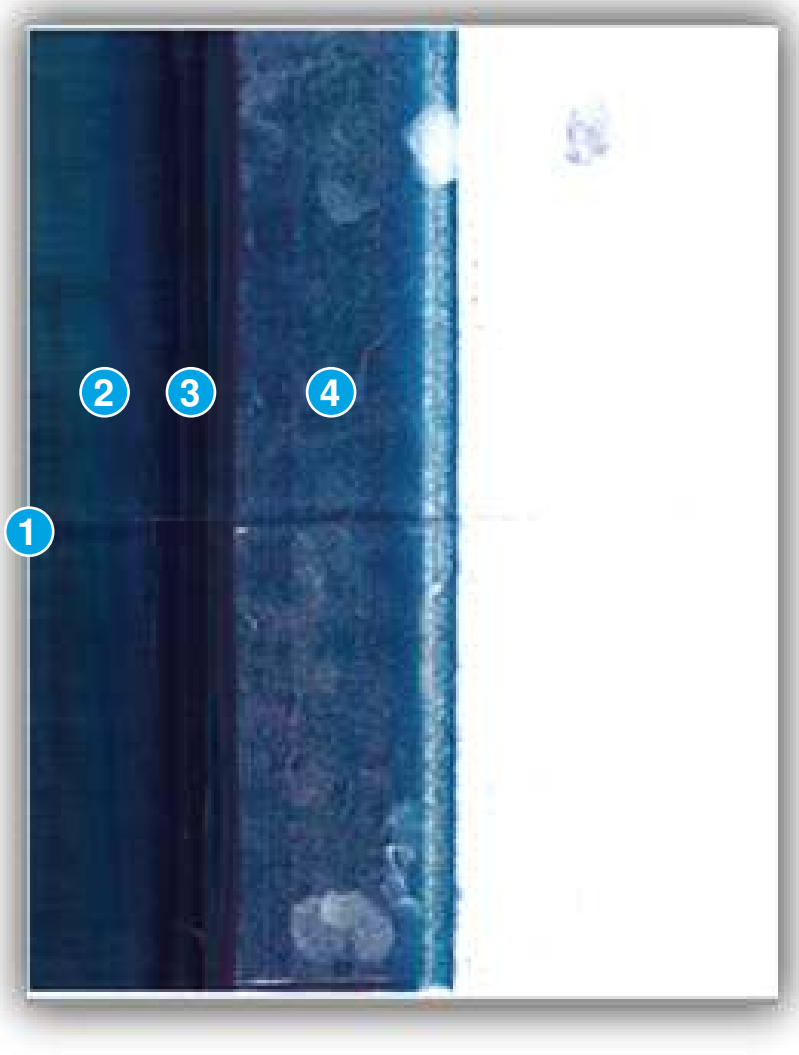
- Motor (RM2-1613-000CN)

Partial blank page

Learn about the partial blank page image defect.

Review the following information about the partial blank page image defect.

Figure 3-100 Partial blank page image defect



- **Callout 1**: Leading edge of the page
- **Callout 2**: Fused toner
- **Callout 3**: Jam in the fuser
- **Callout 4**: Not fused toner (transfers to fingers when rubbed)

NOTE: The figure below shows the printed page if the FFC is completely disconnected.

Defect description

This defect appears as a partially blank (across all four colors) page. All four colors have 100% transfer until the page jams in the fuser.

Defect conditions

The high-voltage power supply (HVPS) lower board FFC is not fully seated.

NOTE: This FFC was most likely not fully connected when the power supply was reinstalled during previous service of the printer (for example, if the power supply was removed to gain access to another assembly).

Defect solutions

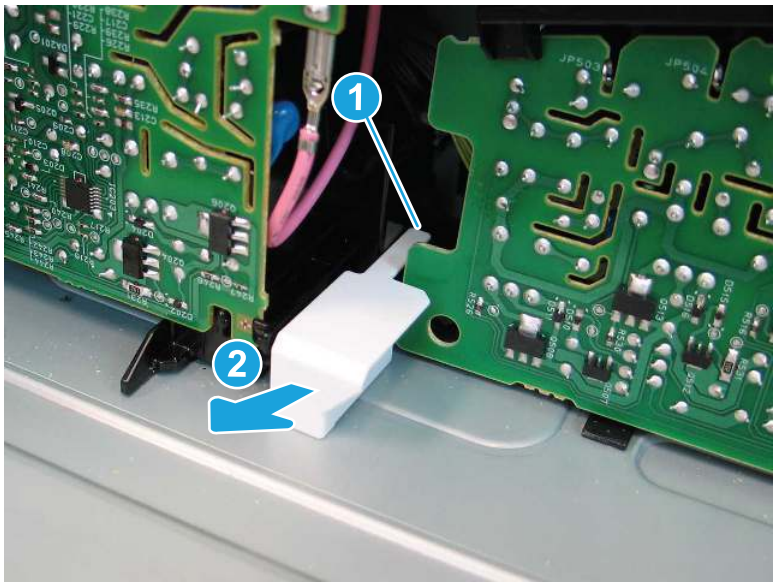
Use the following steps to solve the defect.

Check the HVPS FFC

NOTE: For complete assembly removal instructions, see the printer repair service manual.

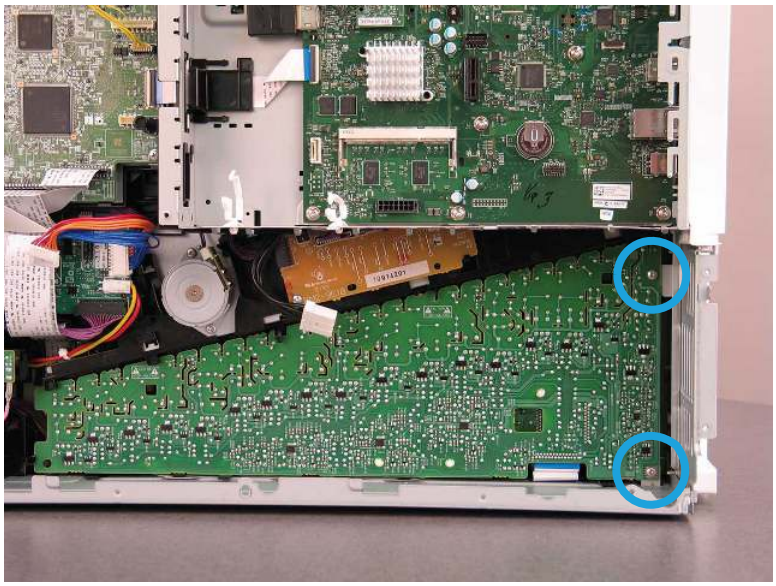
1. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 3-101 Remove the stopper



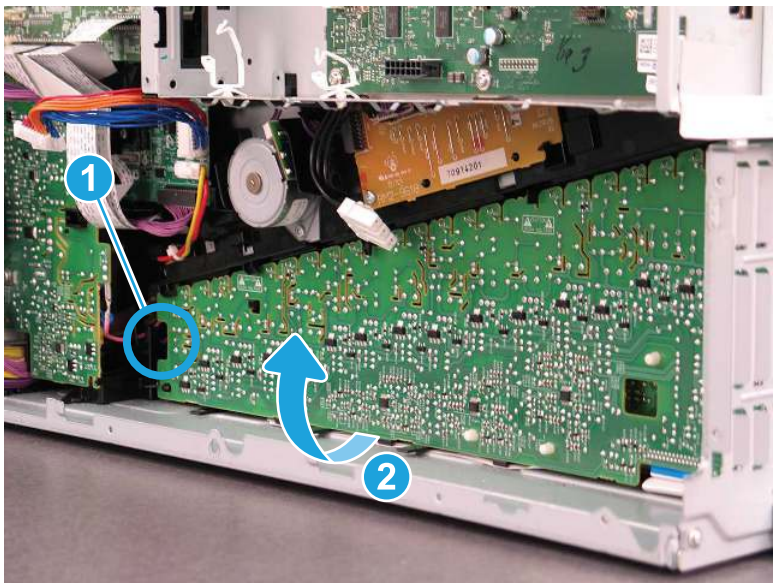
2. Remove two screws (callout 1).

Figure 3-102 Remove two screws



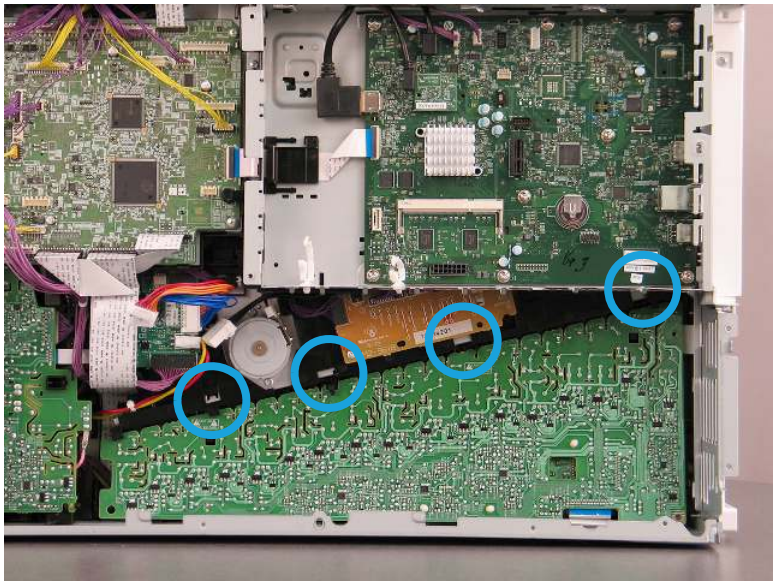
3. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 3-103 Release the lower edge of the lower HVPS



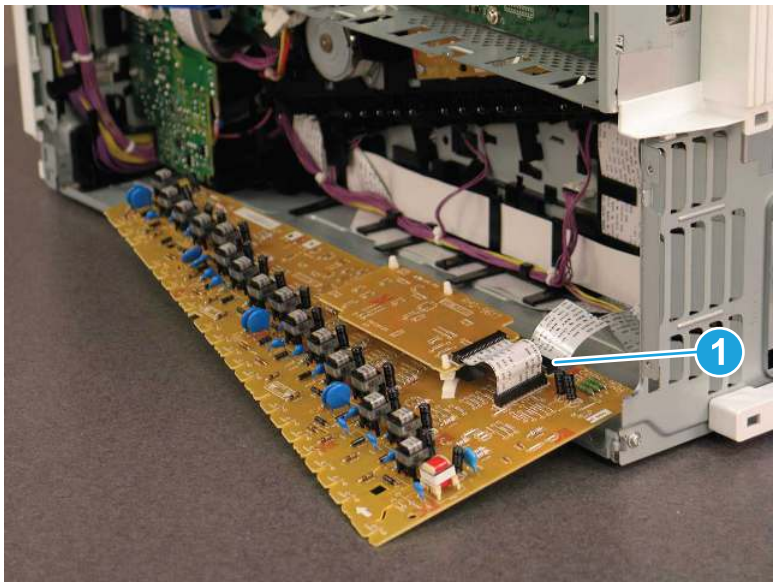
4. Release the lower HVPS from four tabs.

Figure 3-104 Release four tabs



5. Carefully rotate the top edge of the HVPS away from the printer, and then verify that the FFC (callout 1) is fully seated.

Figure 3-105 Check the FFC



Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Lower high-voltage power supply PCB assembly (RM2-9624-000CN)

Solid green and red lines down the page

Learn about the solid green and red lines down the page image defect.

Review the following information about the solid green and red lines down the page image defect.

Figure 3-106 Solid green and red lines down the page

Defect description

This defect appears as solid green and red lines down the page.

Defect conditions

The high-voltage power supply (HVPS) upper board FFC is not connected.

Defect solutions

Use the following steps to solve the defect.

Connect the HVPS FFC

NOTE: For complete assembly removal instructions, see the printer repair service manual.

- Verify that the HVPS upper board FFC is connected.

Figure 3-107 Connect the FFC

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

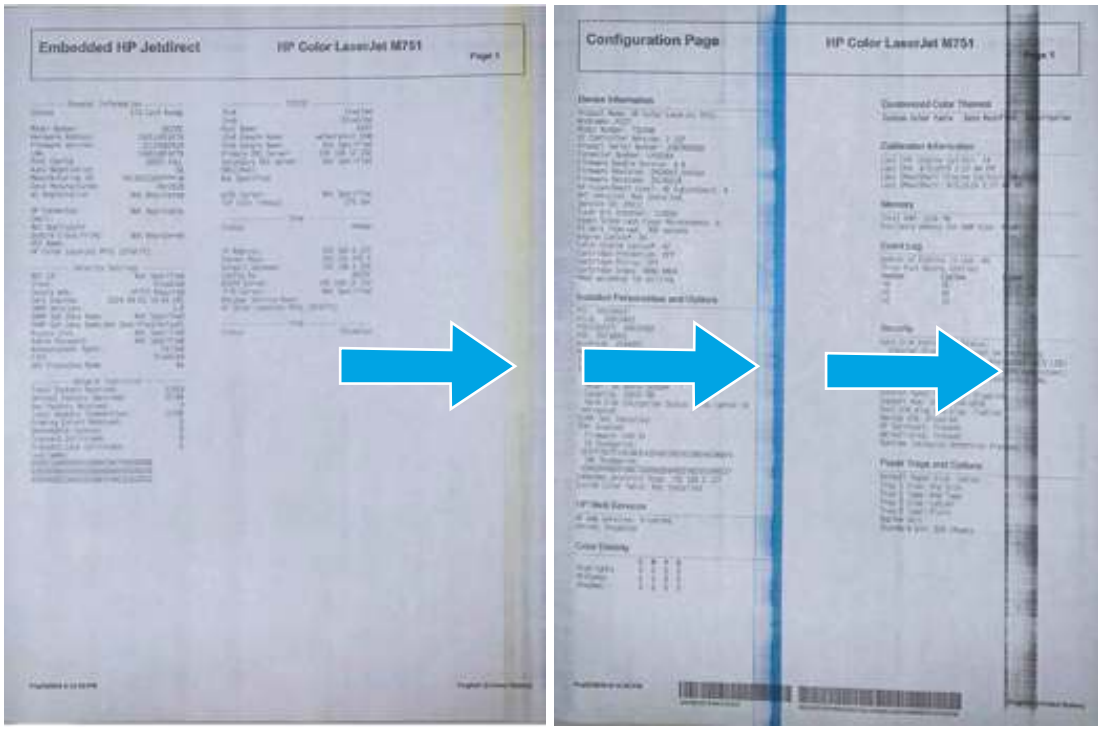
- Upper high-voltage power supply PCB assembly (RM2-9601-000CN)

CMYK streaks down the page

Learn about the CMYK streaks down the page image defect.

Review the following information about the CMYK streaks down the page image defect.

Figure 3-108 CMYK streaks down the page



Defect description

This defect appears as lines and streaks on printed pages after the printer calibrates. Lines or streaks are black or in color, and appear in the same direction that the paper is loaded.

Defect conditions

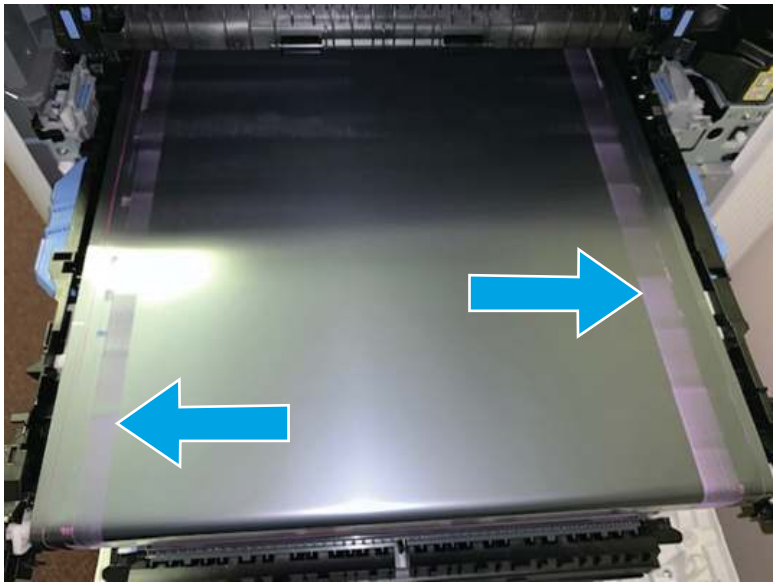
If the black or color lines are present on the intermediate transfer belt (ITB) and are not fully cleaned, it is possible to have lines and streaks on printed pages.

Defect solutions

Lines on the ITB

1. Remove the ITB and verify lines or streaks are visible.

Figure 3-109 ITB streaks



2. Perform a forced full calibration and see if the error is resolved.
3. If the error persists, do the following:
   - Print an event log, usage page, and configuration page.
   - Ask whether the customer noticed any package damage or if it was pre-staged off-site and moved to the office without packaging.
4. Order and install a replacement ITB.

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Intermediate transfer belt (RM2-1504-000CN)

C-roller contamination streaks

Learn about the C-roller contamination streaks image defect.

Review the following information about the C-roller contamination streaks image defect.

Figure 3-110 C-roller contamination streaks

Defect description

This defect appears as streaks (light or dark) that show in halftone output.

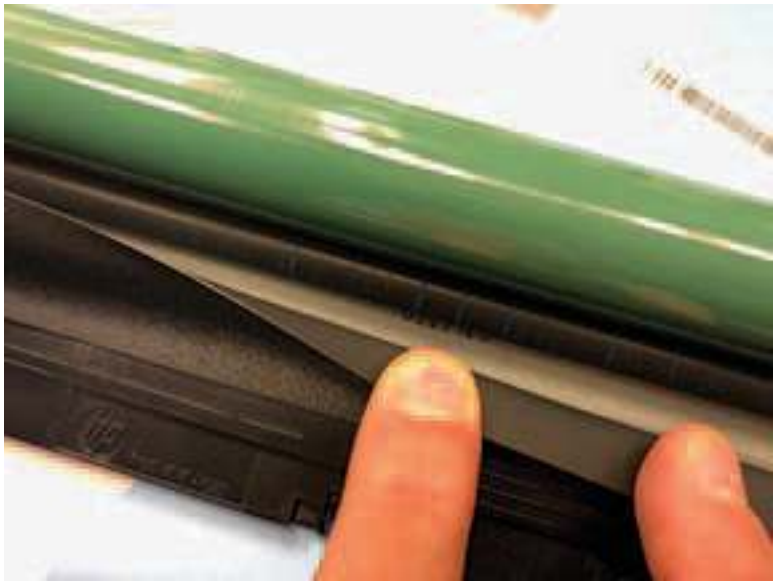
Defect conditions

White streaks are more prone to occur after long, continuous jobs with low coverage.

The charge roller is contaminated.

NOTE: The streak(s) always exist in a single cartridge. Generally, the imaging drum is the root cause of persistent streaks [single or multiple]. Check the charge roller on the imaging drum (shown below) for toner/contamination.

Figure 3-111 Contaminated image drum



Defect solutions

Replace the affected image drum.

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- HP 660A Original LaserJet Imaging Drum (W2004-67901)

Laser path blockage streaks

Learn about the laser path blockage streaks image defect.

Review the following information about the laser path blockage streaks image defect.

Figure 3-112 Laser path blockage streaks

Defect description

This defect appears as one or more soft, wide vertical white lines in a single color plane.

Defect conditions

Lint, fiber, toner particles or other contamination present on the laser-scanner glass under the toner cartridge block the laser path to the OPC and prevents development.

NOTE: This defect might look similar to other cartridge-related streaks, but these streaks usually disappear when the affected toner cartridge is removed and then reinstalled.

Defect solutions

Try the following:

- Remove the affected toner cartridge and then reinstall it. This wipes the glass and should remove the contamination.

- Check and make sure that there is not a label or other foreign object blocking the laser window on the affected toner cartridge.
- Check cartridges for leakage to prevent this from occurring again.

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Toner cartridge (if leaking)

NOTE: A variety of HP toner cartridges (standard, high yield, managed) are available for this product. See the printer *Service Manual: Repair* parts chapter to find the toner cartridge part numbers.

OPC grounding bands

Learn about the OPC grounding bands image defect.

Review the following information about the OPC grounding bands image defect.

Figure 3-113 OPC grounding bands

Defect description

This defect appears as the one primary color (CMYK) across the entire sheet of paper.

Defect conditions

This defect might occur more commonly after a cartridge replacement.

There is a defect present on the OPC surface and toner is developed across the entire length of the OPC.

Defect solutions

Try the following:

- Remove the affected image drum and then reinstall it.

- Perform a Disable Cartridge Check and swap the affected cartridge with a non-affected one.

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

Disable Cartridge Check

1. Select the Support Tools button.
2. Select the **Troubleshooting** > **Diagnostic Tests** > **Disable Cartridge Check** menu items.

If the defect stays with the cartridge, replace the affected cartridge.

If the error persists, it is an engine problem.

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Toner cartridge

NOTE: A variety of HP toner cartridges (standard, high yield, managed) are available for this product. See the printer *Service Manual: Repair* parts chapter to find the toner cartridge part numbers.

- HP 660A Original LaserJet Imaging Drum (W2004-67901)

Image placement

Learn about the image placement image defect.

Review the following information about the image placement image defect.

Figure 3-114 Image placement

Defect description

This defect appears as an image that is not centered on the page.

Defect conditions

IPA could be off in any environment and from any tray

The paper is not centered as it is pulled from the tray and goes through the paper path.

Defect solutions

Try the following:

- Make sure that the sliding guides in the affected tray are correctly adjusted.
- Instruct the customer to be very careful when loading the media into the paper tray.

- If the error is consistent when using a particular tray (1-5) or is localized to a side (simplex or duplex) print job, use the control panel menus to change the placement of the image for the specific tray or side print job.

NOTE: Print a test page and confirm the necessary adjustment.

Open the following menus: **Settings** > **Print** > **Print Quality** > **Image Registration** > **Adjust Tray X**.

Make the necessary adjustment(s):

- Front-Side Horizontal Shift for simplex
- Front-Side Vertical Shift for simplex
- Back-Side Horizontal Shift for duplex
- Back-Side Vertical Shift for duplex

Defect related parts

The following item(s) might need to be repaired or replaced to prevent this defect form occurring.

- Media

Clean the printer

Review the following information about cleaning the printer.

NOTE: To clean the printer exterior, use a soft, water-moistened cloth.

Clean the paper path

Over time, particles of toner and paper accumulate inside the printer. This can cause print-quality problems during printing. Cleaning the paper path eliminates or reduces these problems.

Clean the paper path and toner-cartridge areas every time that a toner cartridge is changed or whenever print-quality problems occur. As much as possible, keep the printer free from dust and debris.

Print a cleaning page

Use the following procedure to print a cleaning page from the 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 down arrow ▼ button to scroll to Maintenance, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Calibration/Cleaning, and then press the OK button.
4. Select Continue to enter *Maintenance Mode*.
5. Use the down arrow ▼ button to scroll to Cleaning page, and then press the OK button to print the page.
6. Follow the instruction on the printed cleaning page to finish the cleaning page process.

7. A **Cleaning...** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Enable and configure auto cleaning

Use the procedure in this section to enable and configure the automatic cleaning function from the 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 down arrow ▼ button to scroll to Maintenance, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Calibration/Cleaning, and then press the OK button.
4. Select Cleaning Page.
5. Select the Automatic Cleaning Interval number of pages
6. Select Done.

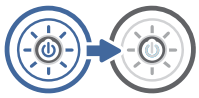
Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

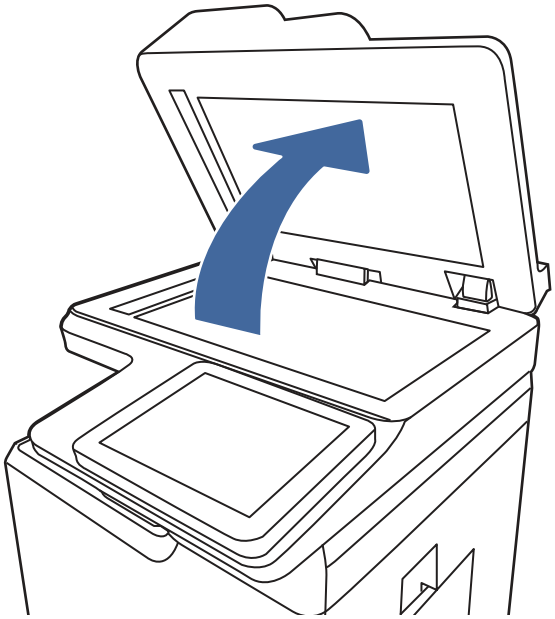
Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

View a video of cleaning the document feeder glass and flatbed glass.

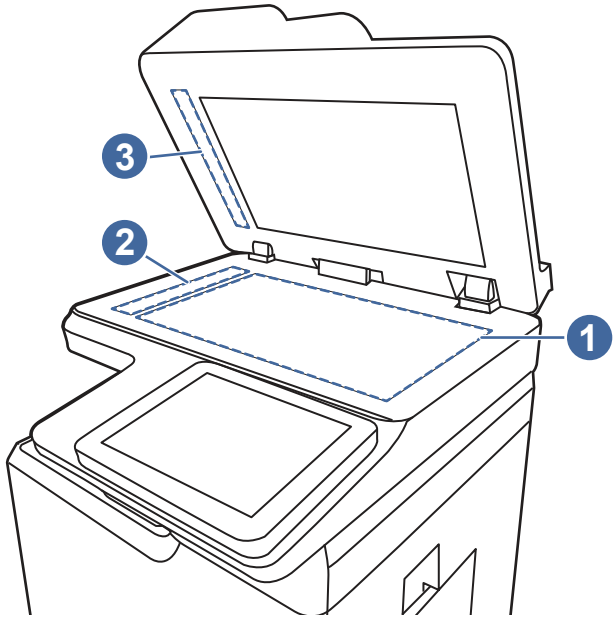
1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.



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.

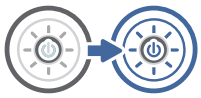


⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

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



Solve paper handling problems

Review the following information to solve paper handling problems.

Printer feeds incorrect page size

Review the following information when the printer feeds an incorrect page size.

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 3-69 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.
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.

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 3-70 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 3-71 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 3-72 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 3-73 **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.

Printer does not pick up paper or misfeeds

Use the following procedures if the printer will not pick up paper or misfeeds 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.

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 3-74 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.

Inner finisher adjustments (M776zs only)

Use the following procedures to adjust the alignment of pages, the position of staples, and the pressure of the return roller on the inner finisher.

Each adjustment value is stored in stapler/stacker controller PCA's CPU (IC1), the values need to be adjusted accordingly whenever any of the following parts is replaced.

- Staple mount assembly
- Staple tray assembly
- Return roller assembly

Open the Finisher Calibration menu

Use the following procedure to open the Finisher Calibration.

1. From the Home screen on the printer control panel, scroll to and touch the Support Tools button.
2. Open the Service menu:
3. On the sign-in screen, select Service Access Code from the drop-down list.
4. Enter the following service access code for the printer:

NOTE: After entering the PIN, select Sign In.

- **M776**: 10077619

5. Scroll to and touch the Finisher Calibration menu.

Align the inner finisher output stack joggers

If the printed output delivered to the output bin in the inner finisher is not aligned properly, the position of the joggers can be adjusted to compensate for the misalignment.

IMPORTANT: The adjustments described here are only necessary if parts are replaced or other repairs are done on an inner finisher. They are not required for a new inner finisher.

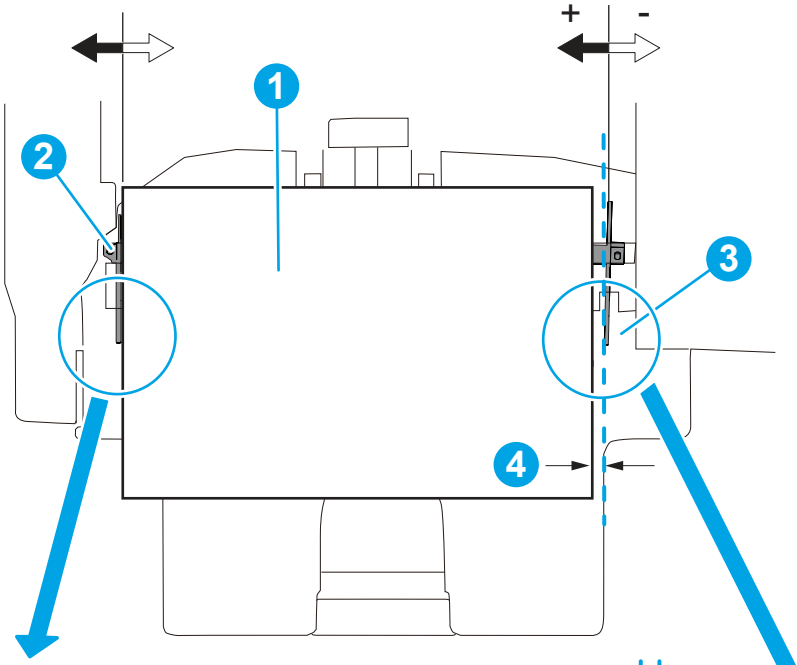
If staple tray assembly is replaced, then this adjustment is required.

1. Open the Finisher Calibration menu in the Service menu.
2. Select Jogger Alignment.
3. Select Paper Size.
4. Select Print Test Job to verify if alignment is necessary.
5. If alignment is necessary, press Start.

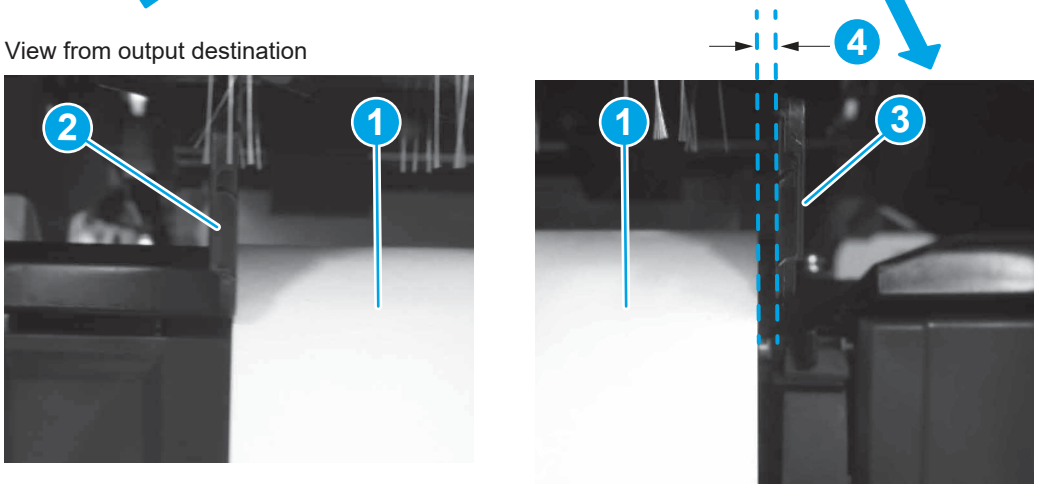
6. Place a stack of paper in the output bin (callout 1) of the inner finisher. Align the stack against the rear jogger (callout 2). Measure the distance in millimeters (callout 4) between the paper and the front jogger (callout 3). Enter that measurement in the Distance field.

Figure 3-115 **Adjust joggers**

Top view



View from output destination



7. The amount of adjustment that was applied is shown in the Adjustment field. Select Finish.
8. Select Print Test Job to verify the pages are aligned correctly. If they are not, repeat the above steps.

Adjust the inner finisher return belt tension

The inner finisher return belt aligns paper in the output stack with the right wall of the output bin. Follow these procedures to adjust the tension of this belt.

IMPORTANT: The adjustments described here are only necessary if parts are replaced or other repairs are done on an inner finisher. They are not required for a new inner finisher.

1. Open the Finisher Calibration menu in the Service menu.
2. Select Return Belt Tension.
3. Select Print Test Job to print a 10-page job.
4. If the pages are too far from the output bin wall, select the plus button to increase the tension on the belt. If the pages buckle, select the minus button to decrease the tension.
5. Select Print Test Job to verify the pages are aligned correctly. If they are not, repeat the above steps.

Adjust the inner finisher stapler alignment

Follow this procedure to adjust the location of the staple on printed pages.

IMPORTANT: The adjustments described here are only necessary if parts are replaced or other repairs are done on an inner finisher. They are not required for a new inner finisher.

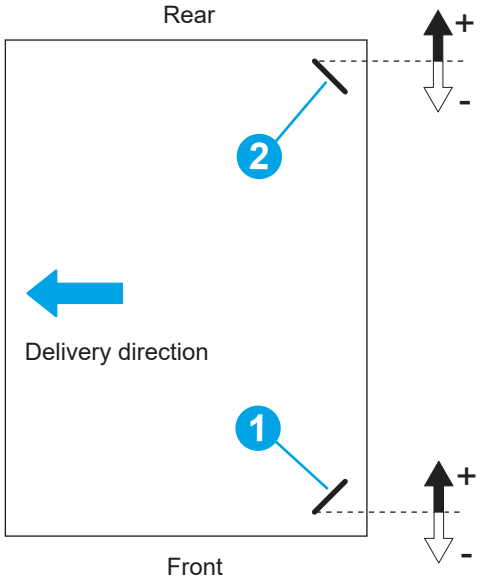
1. Open the Finisher Calibration menu in the Service menu.
2. Select Stapler Alignment.
3. Select Staple Location.

   Choose from:

   - Top left
   - Top right
   - Two left
   - Manual stapler
4. Select Print Test Job to print a 2-page staple job with the requested staple location.

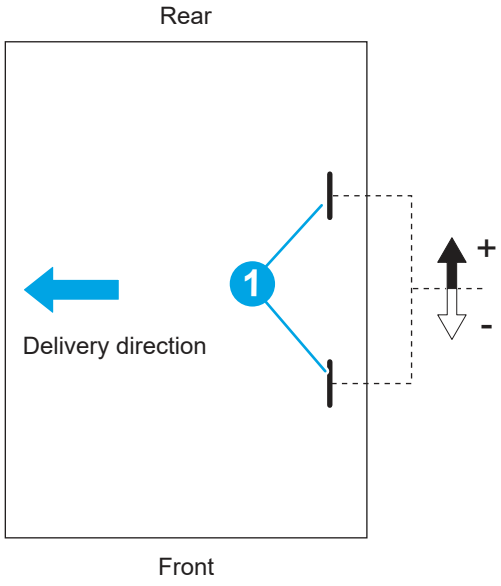
5. For top left (callout 1) or top right (callout 2) staple positions, if the staple is too far from the edge of the page, select the plus button to move the staple closer to the edge. If the staple is too close the edge of the page, select the minus button to move the staple further from the edge.

Figure 3-116 Adjust staple position top left or top right



6. For two left staple positions (callout 1), if the staples are too close together, select the plus button to move them farther apart. If the staples are too far apart, select the minus button to move them closer together.

Figure 3-117 Adjust staple position two left

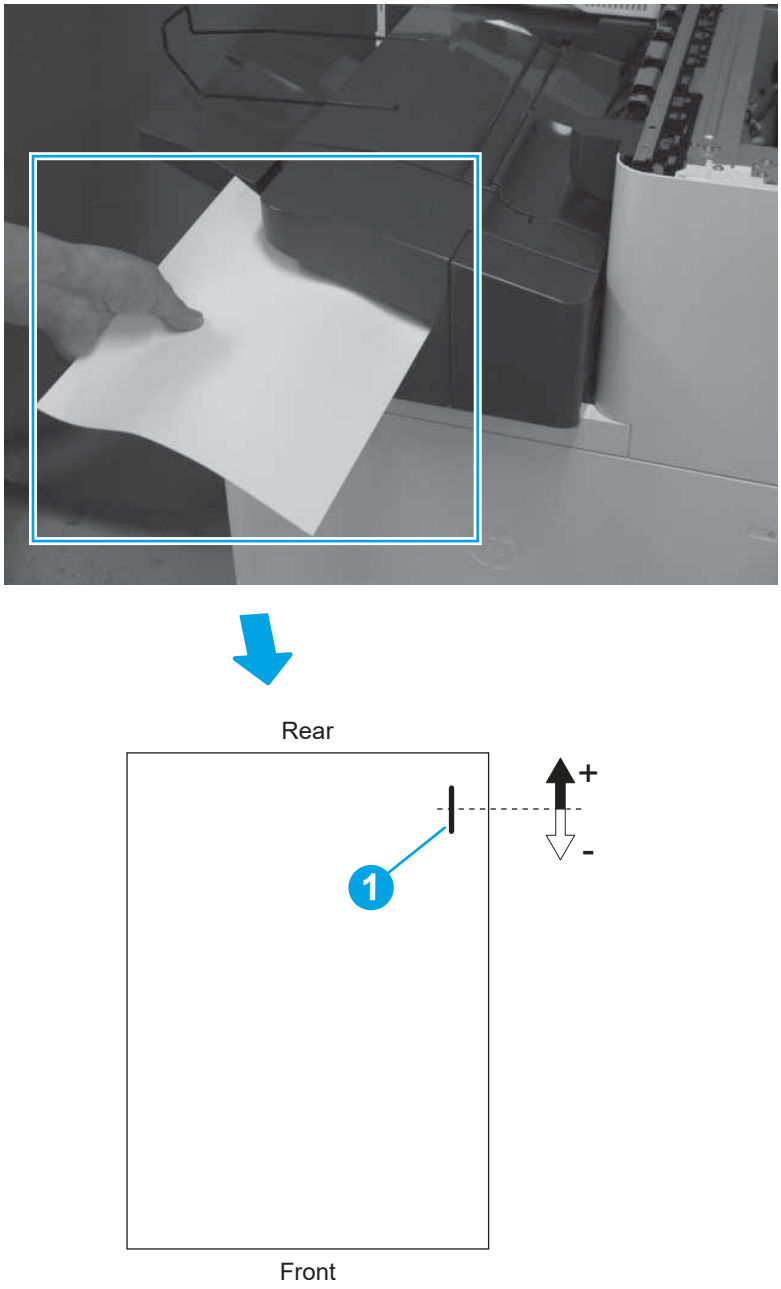


7. Select Print Test Job to print a 2-page staple job with the requested staple location. Verify that the staple location is correct.

8. For the manual stapler, insert a face-down stack of paper into the stapler until it staples. If the staple (callout 1) is too far from the edge of the page, select the plus button to move the staple

closer to the edge. If the staple is too close the edge of the page, select the minus button to move the staple further from the edge.

Figure 3-118 **Adjust manual stapler position**



Clear paper jams

Use the procedures in this section to clear jammed paper from the printer paper path.

Paper path jam sensor locations

Use the figures below to identify the locations of sensors where reoccurring jams are found.

Figure 3-119 Printer jam sensors (M751/E75245)

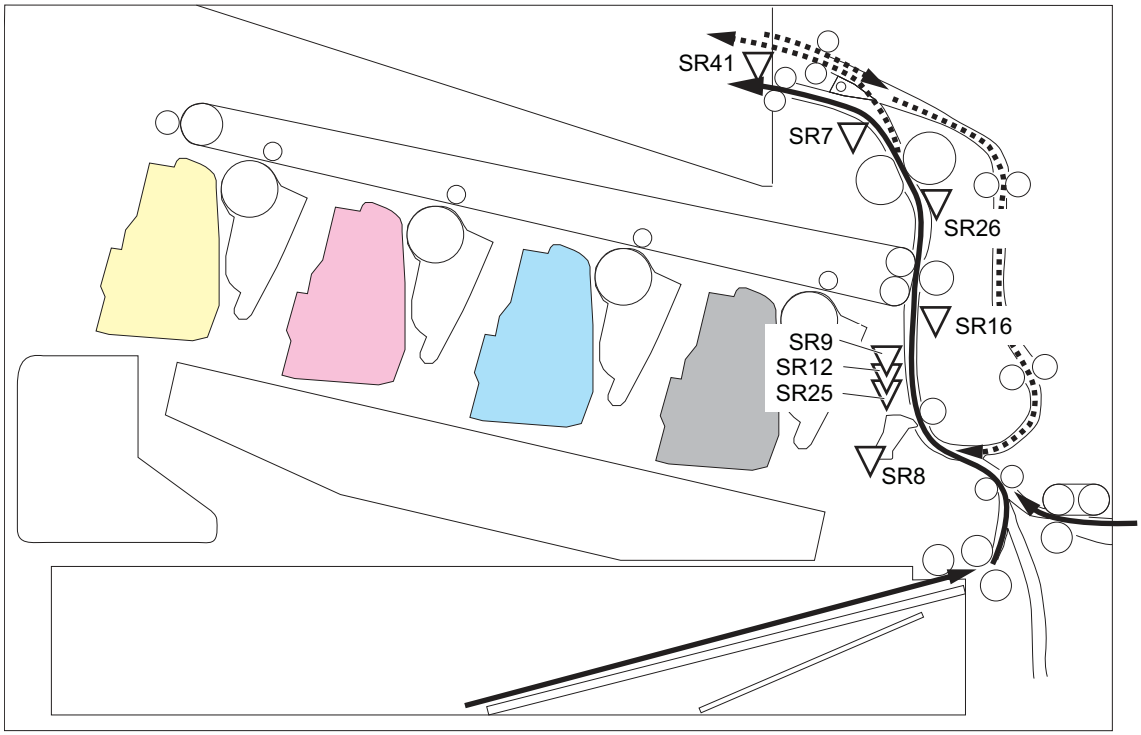


Table 3-75 Printer jam sensors (M751/E75245)

Sensor	Description	Sensor	Description
SR7	Fuser output sensor	SR16	Fuser loop sensor 1
SR8	Registration sensor	SR25	Registration media width sensor 3
SR9	Registration media width sensor 1	SR26	Fuser loop sensor 2
SR12	Registration media width sensor 2	SR41	FD1 media full sensor

Figure 3-120 Printer jam sensors (M856/E85055/M776dn/M776z)

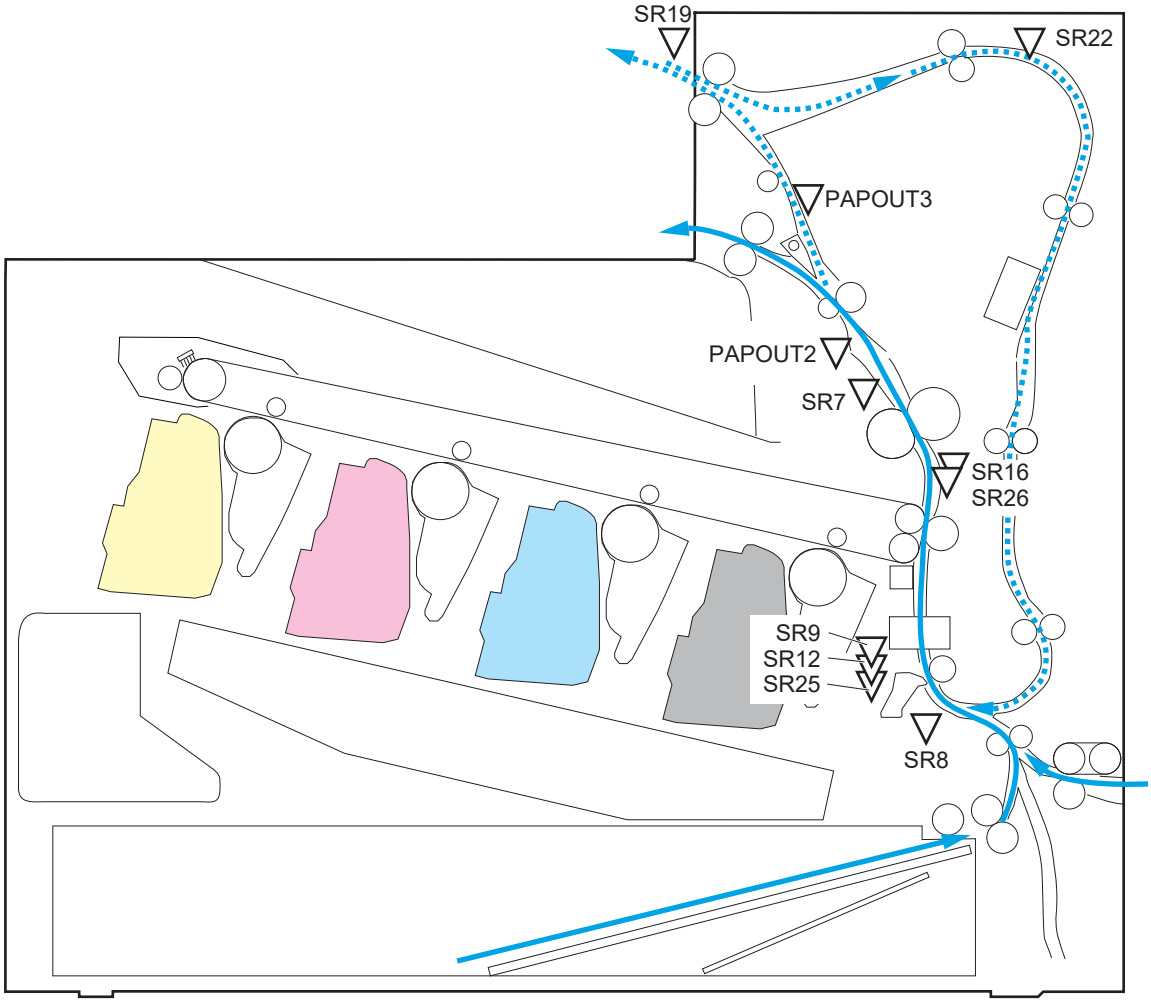


Table 3-76 Printer jam sensors (M856/E85055/M776dn/M776z)

Sensor	Description	Sensor	Description
SR7	Fuser output sensor	SR19	FD1 media full sensor
SR8	Registration sensor	SR22	Duplex feed sensor
SR9	Registration media width sensor 1	SR26	Fuser loop sensor 2
SR12	Registration media width sensor 2	PAPOUT2	Fuser output sensor 2
SR16	Fuser loop sensor 1	PAPOUT3	Fuser output sensor 3

Figure 3-121 Printer jam sensors (M776zs)

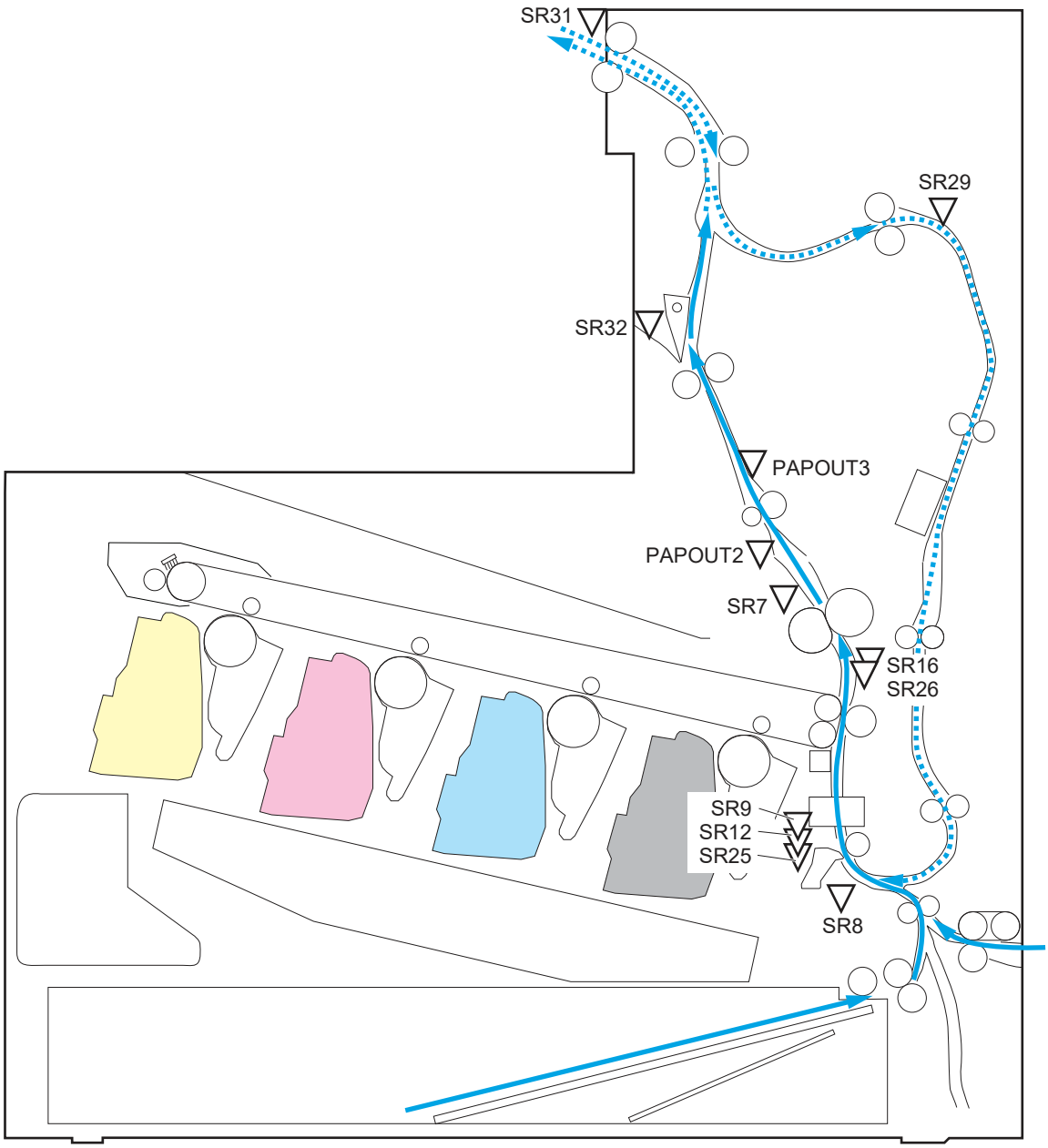


Table 3-77 Printer jam sensors (M776zs)

Sensor	Description	Sensor	Description
SR7	Fuser output sensor	SR26	Fuser loop sensor 2
SR8	Registration sensor	SR29	Duplex feed sensor
SR9	Registration media width sensor 1	SR31	FD1 media full sensor
SR12	Registration media width sensor 2	SR32	FD2 output sensor
SR16	Fuser loop sensor 1	PAPOUT2	Fuser output sensor 2

Table 3-77 Printer jam sensors (M776zs) (continued)

Sensor	Description	Sensor	Description
SR25	Registration media width sensor 3	PAPOUT3	Fuser output sensor 3

Figure 3-122 550-sheet paper tray jam sensors

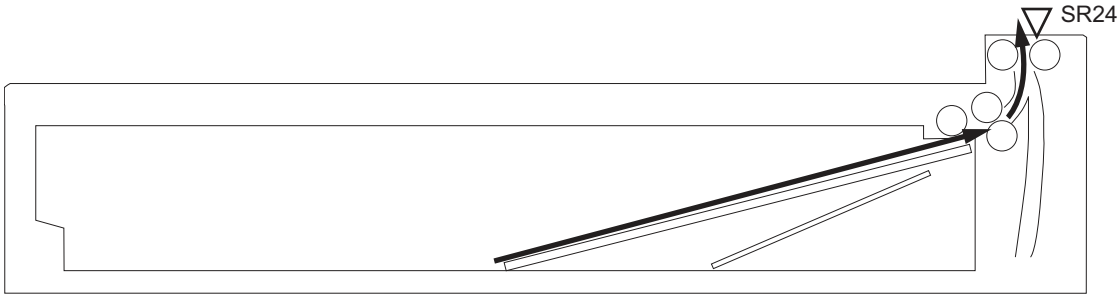


Table 3-78 550-sheet paper tray jam sensors

Sensor	Description
SR24	550-sheet feeder paper feed sensor

Figure 3-123 2x550-sheet paper tray and stand jam sensors

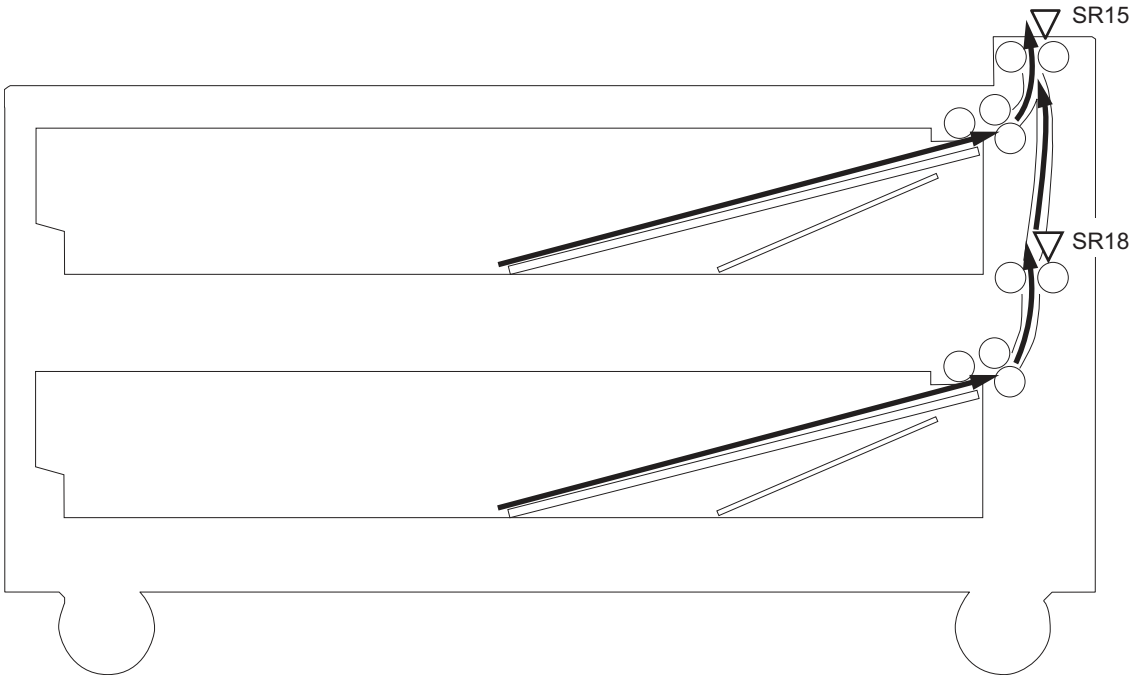


Table 3-79 2x550-sheet paper tray and stand jam sensors

Sensor	Description
SR15	2x550-sheet feeder upper tray paper feed sensor

Table 3-79 2x550-sheet paper tray and stand jam sensors (continued)

Sensor	Description
SR18	2x550-sheet feeder lower tray paper feed sensor

Figure 3-124 2,700-sheet HCI paper tray and stand jam sensors

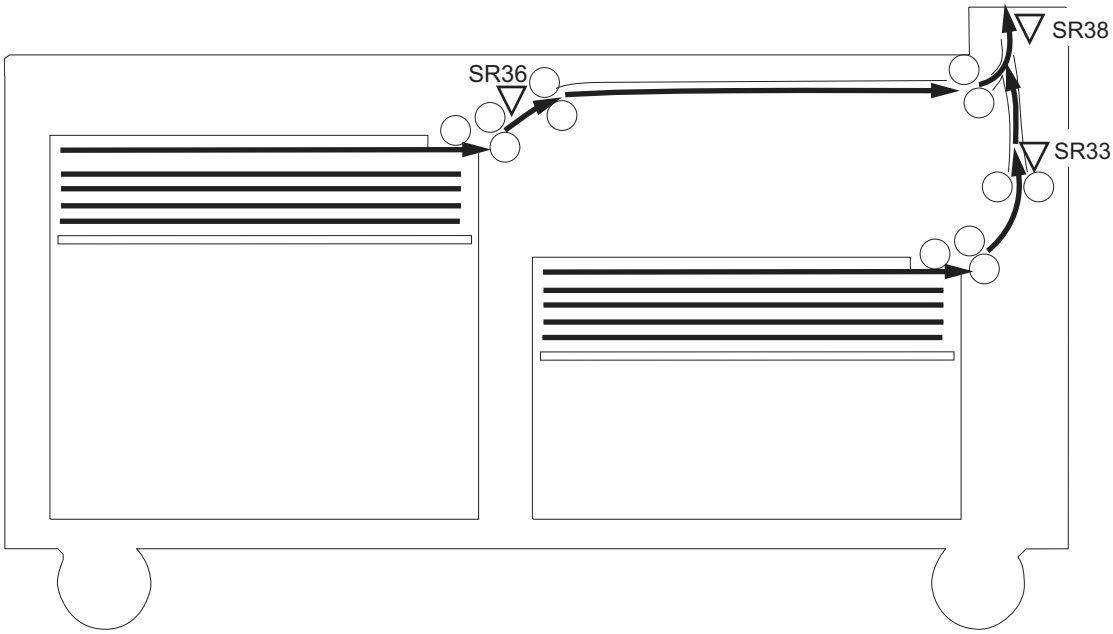


Table 3-80 2,700-sheet HCI paper tray and stand jam sensors

Sensor	Description
SR33	HCI right tray feed sensor
SR36	HCI left tray feed sensor
SR38	HCI feed sensor

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.

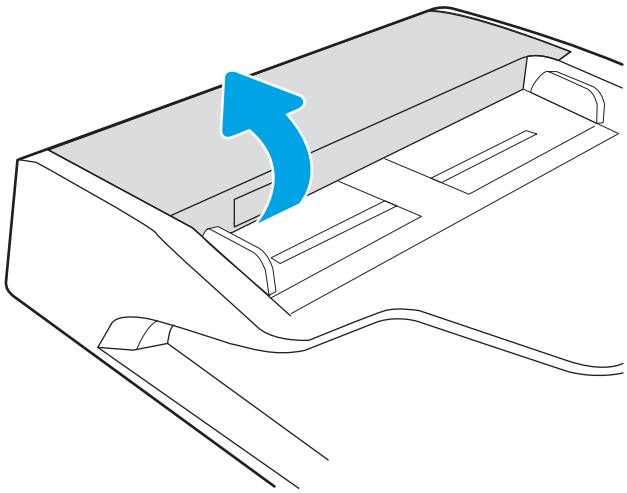
NOTE: To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click here.

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.

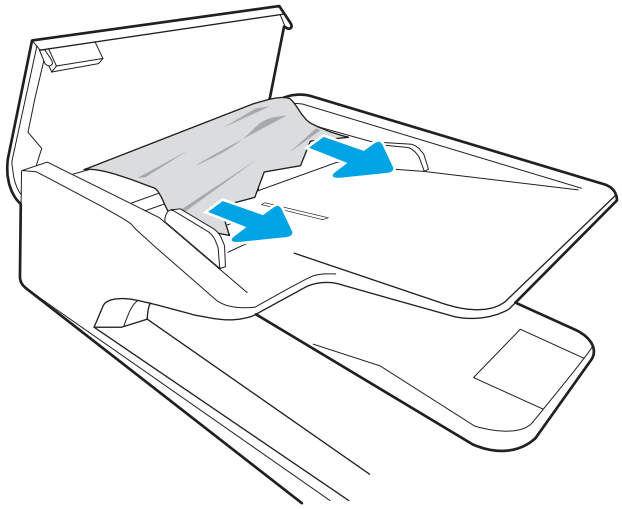
Clear paper jams in the document feeder - 31.13.yz (M776)

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

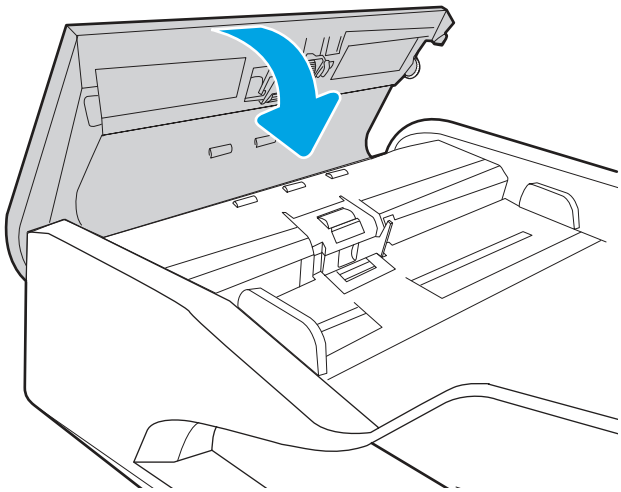
1. . Open the document-feeder cover.



2. . Remove any jammed paper.



3. . Close the document-feeder cover.



NOTE: To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. 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.

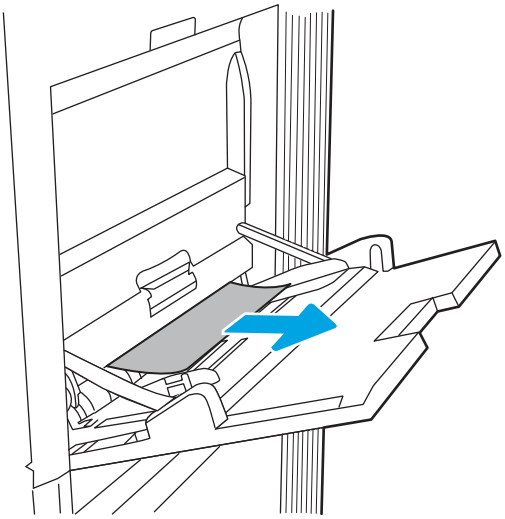
Clear paper jams in Tray 1 (13.A1)

Use the following procedure to check for paper in all possible jam locations related to Tray 1 and inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

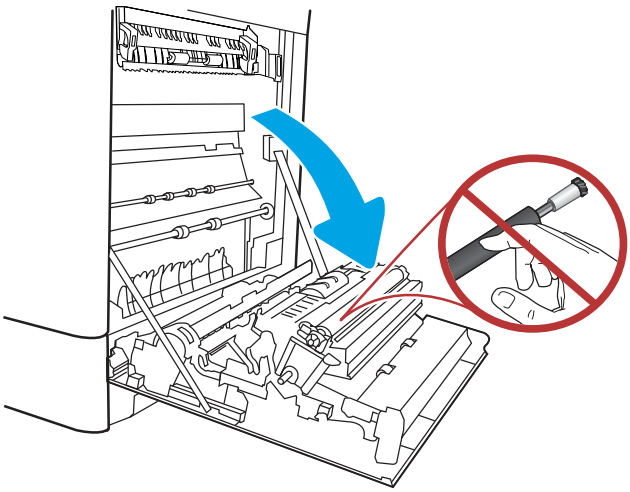
- **13.A1.XX Jam in Tray 1**

1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.

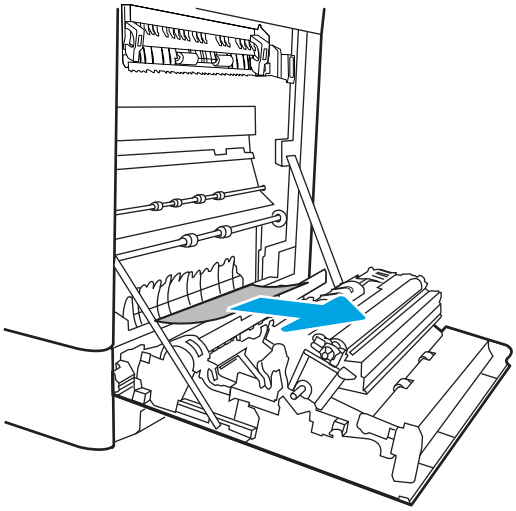


2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.

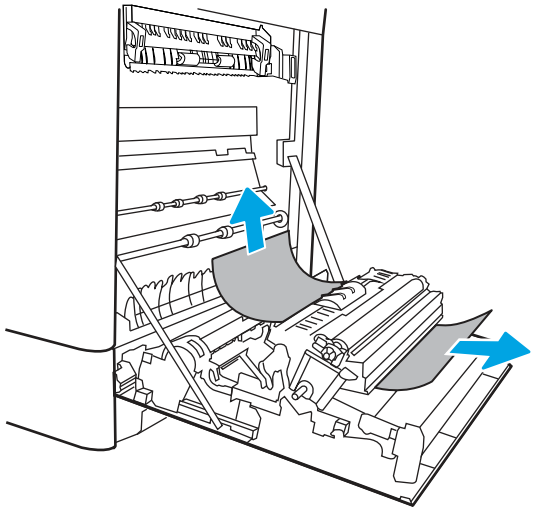
⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



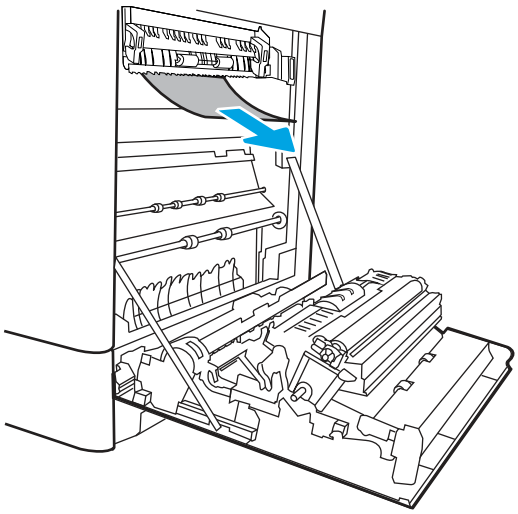
3. Gently pull out any jammed paper.



4. . Gently pull out any jammed paper in the duplex area on the right door.

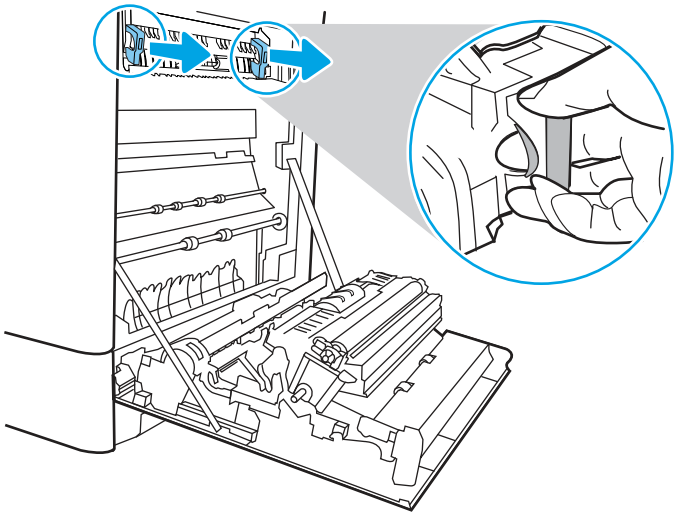


5. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



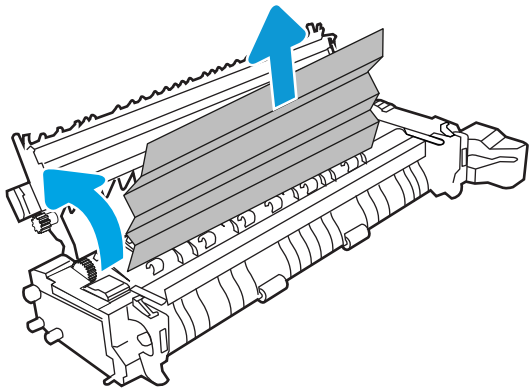
6. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

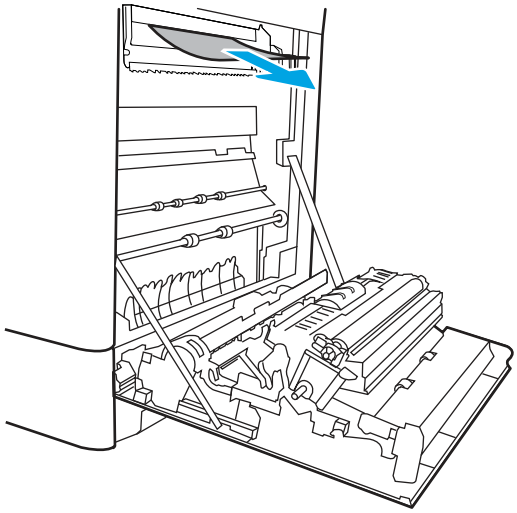


7. . Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

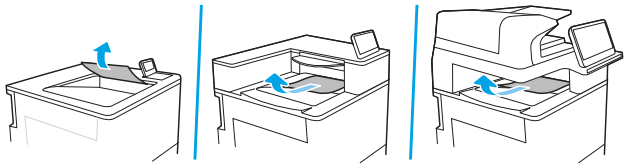
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



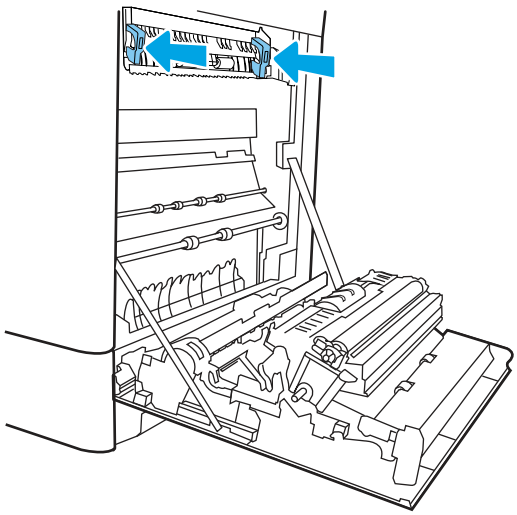
8. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



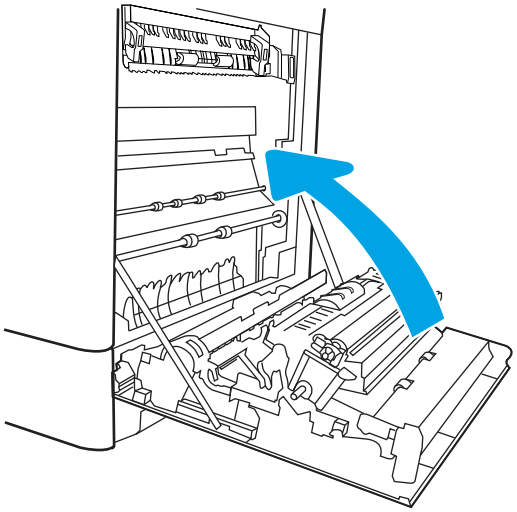
9. . If paper is visible in the output bin, grasp the leading edge and gently remove it.



10. . Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



11. . Close the right door.



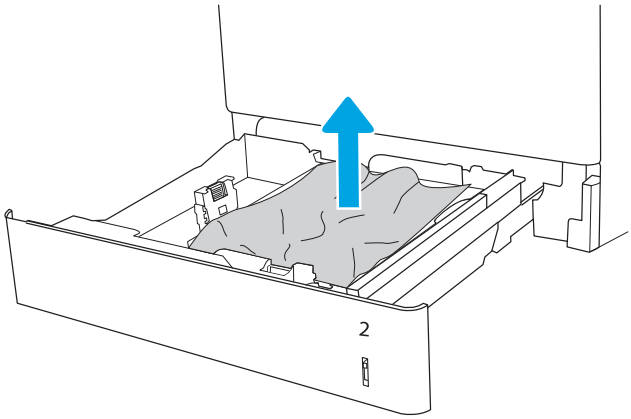
Clear paper jams in Tray 2 (13.A2)

Use the following procedure to check for paper in all possible jam locations related to Tray 2 and inside the right door.

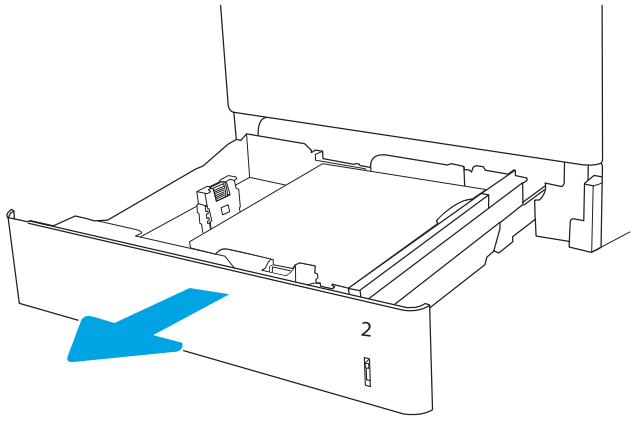
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A2.XX Jam in tray 2**

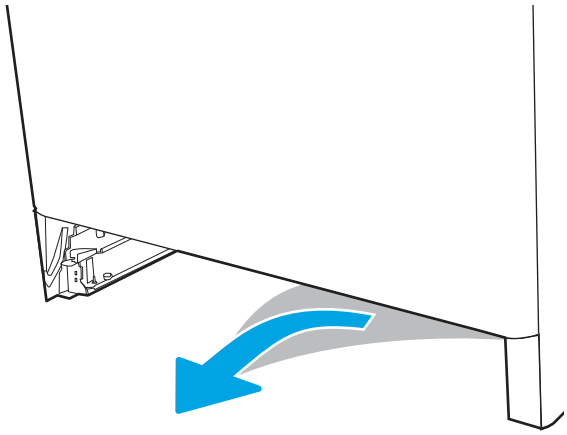
1. . Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



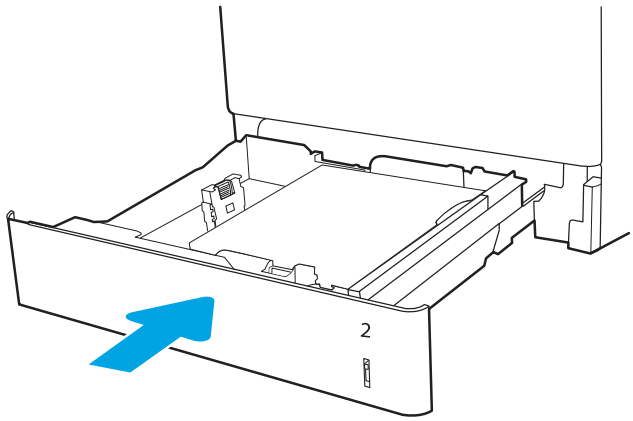
2. Pull the tray completely out of the printer by pulling and lifting it up slightly.



3. Gently remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.

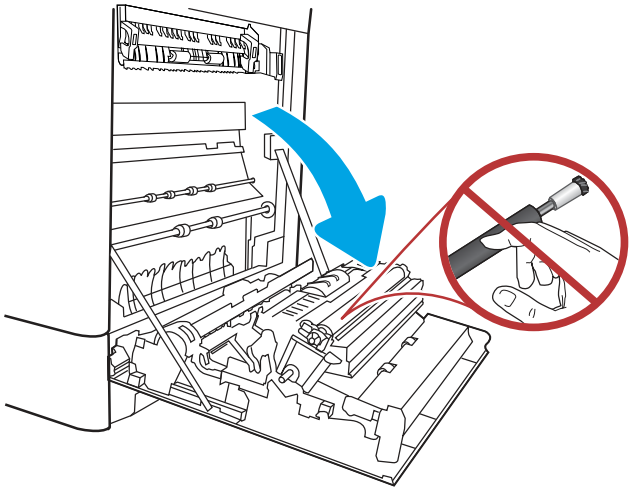


4. Install and close the tray.

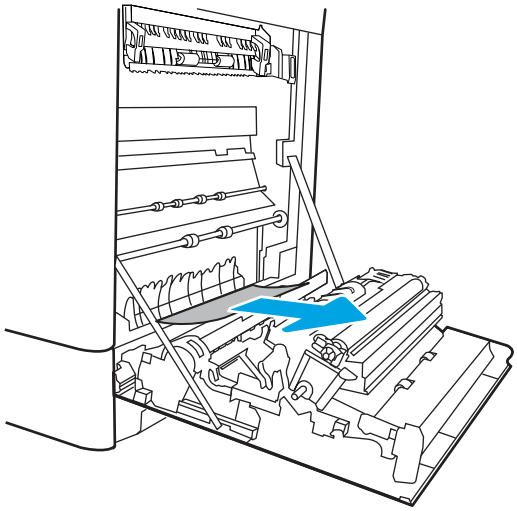


5. . Open the right door.

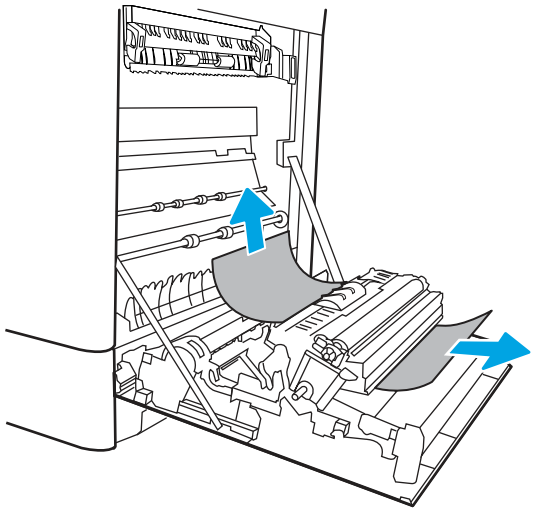
⚠ CAUTION: Do not touch the transfer roller. Contaminants can affect print quality.



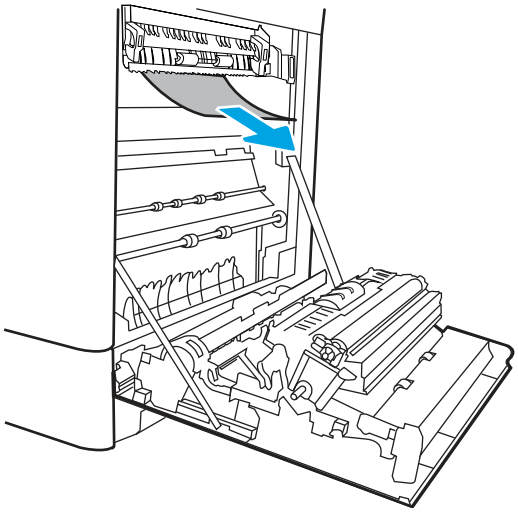
6. . Gently pull out any jammed paper.



7. . Gently pull out any jammed paper in the duplex area on the right door.

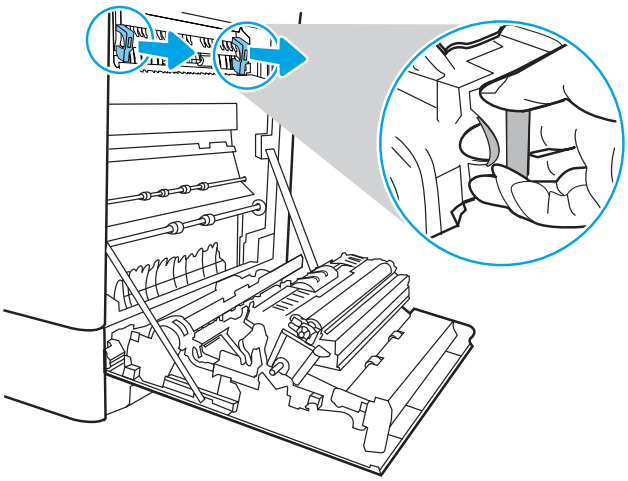


8. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



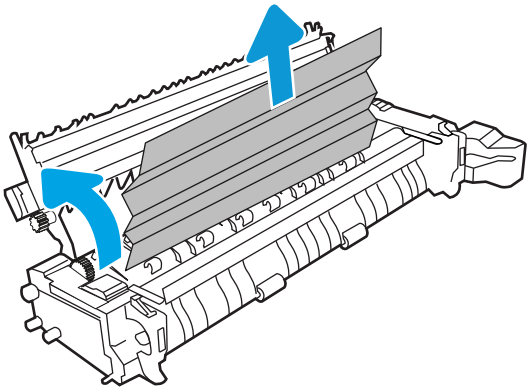
9. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

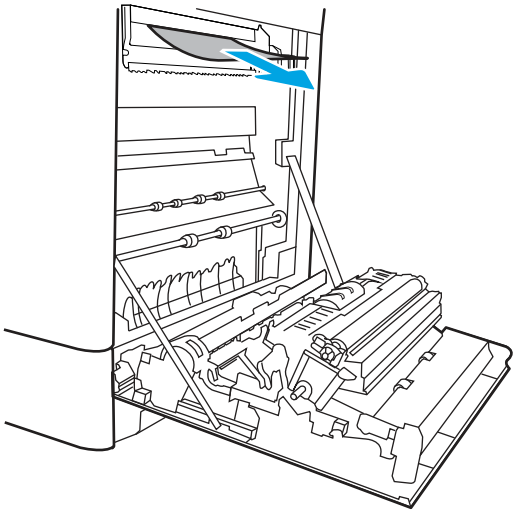


10. . Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

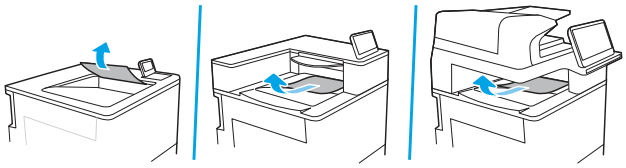
CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



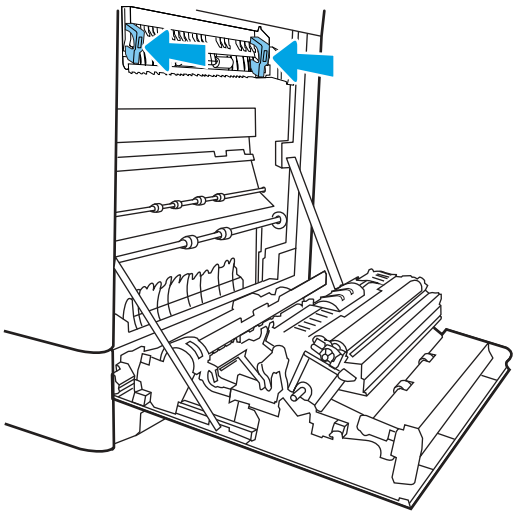
11. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



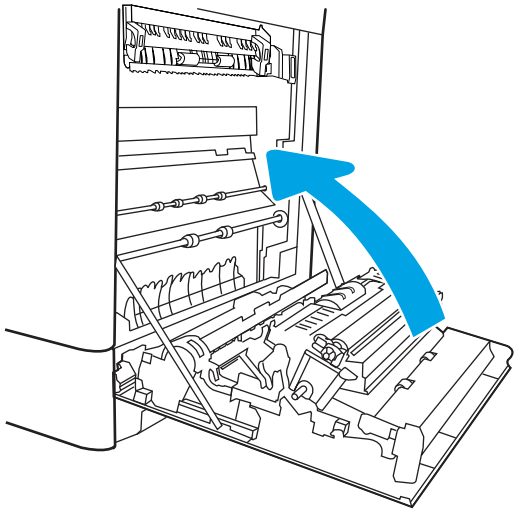
12. . If paper is visible in the output bin, grasp the leading edge and gently remove it.



13. . Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



14.. Close the right door.



Clear jams in the fuser (13.B9, 13.B2, 13.FF)

Use the following procedure to check for paper in all possible jam locations inside the right door.

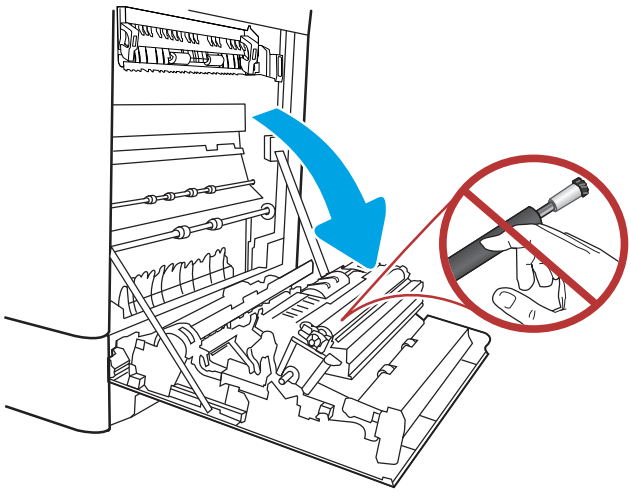
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.B9.XX Jam in fuser**
- **13.B2.XX Jam in <Cover or Door>.**
- **13.FF.EE Door Open Jam**

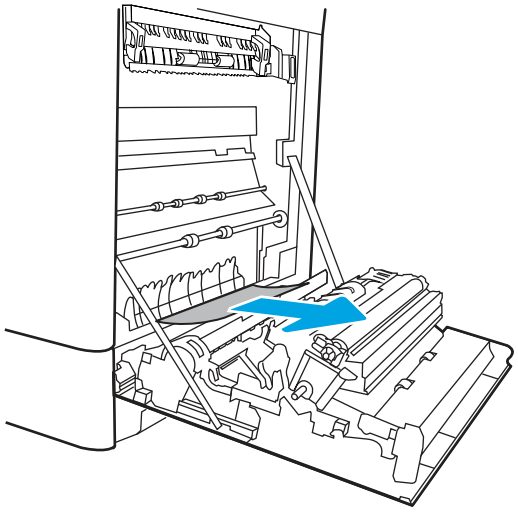
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1.. Open the right door.

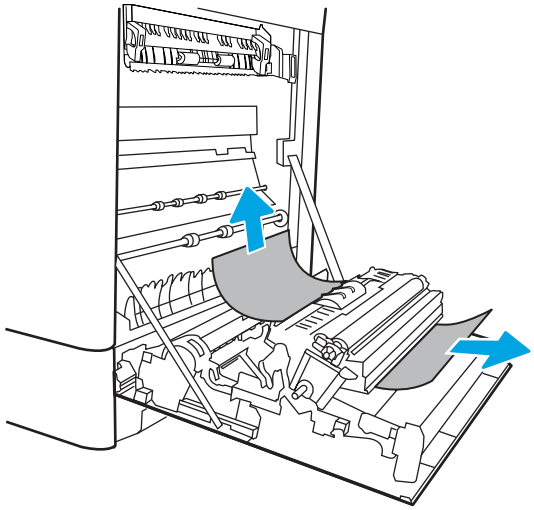
⚠ CAUTION: Do not touch the transfer roller. Contaminants can affect print quality.



2. . Gently pull out any jammed paper.

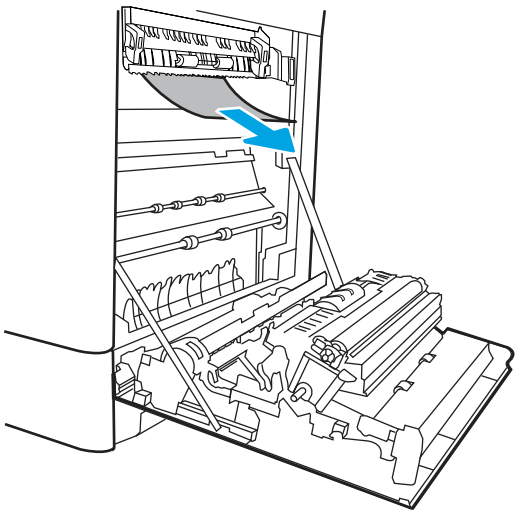


3. . Gently pull out any jammed paper in the duplex area on the right door.

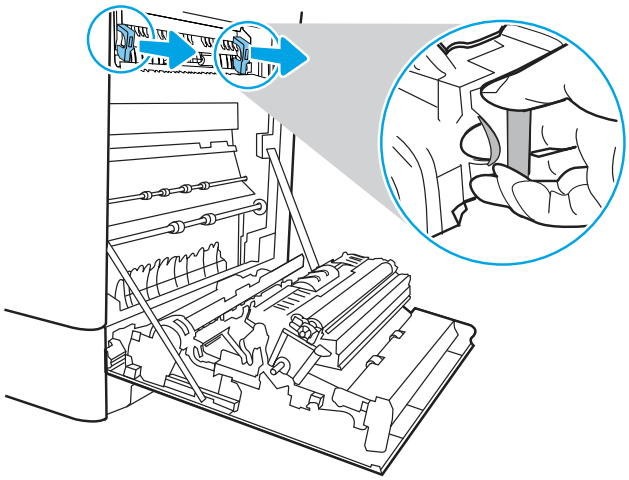


4. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

NOTE: Remove and reinstall the fuser to clear the jam condition on the fuser sensors.

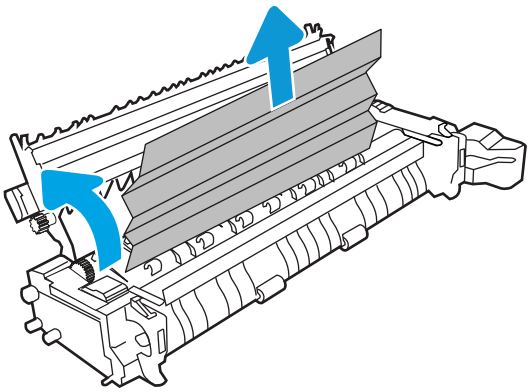


5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.



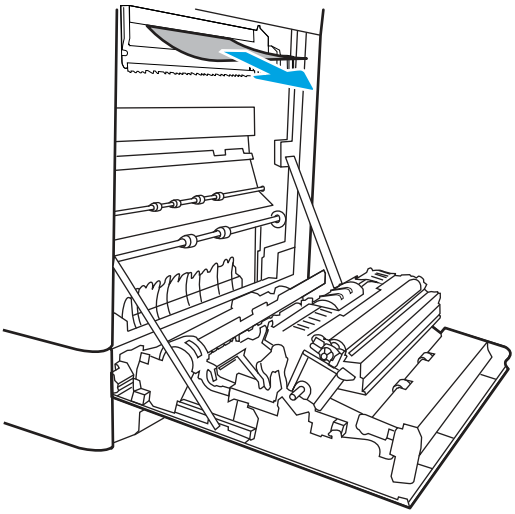
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

6. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

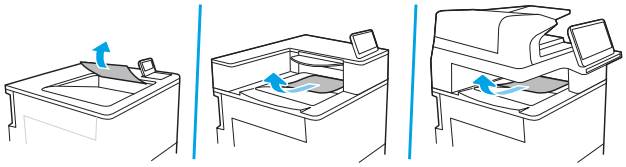


CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.

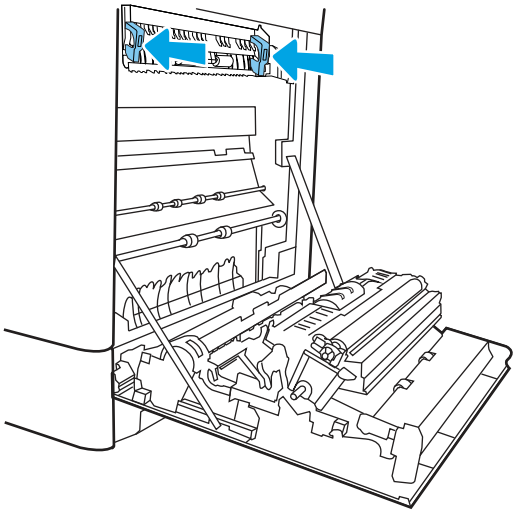
7. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



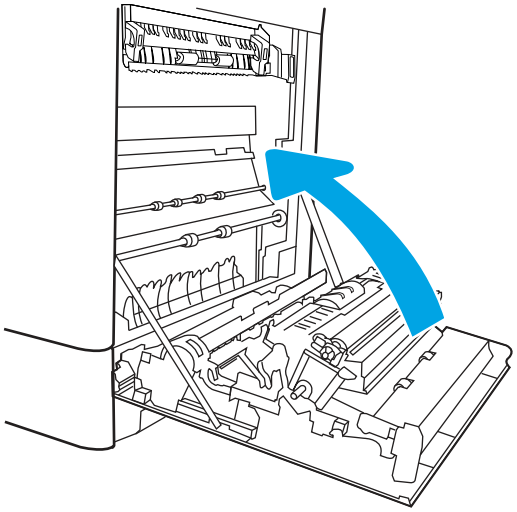
8. If paper is visible in the output bin, grasp the leading edge and gently remove it.



9. . Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



10. . Close the right door.



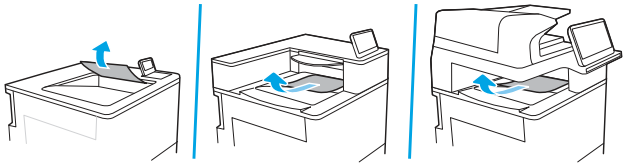
Clear paper jams in the output bin (13.E1)

Use the following procedure to clear jams in the output bin.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.E1.XX Jam at standard output bin**

1. . If paper is visible in the output bin, grasp the leading edge and gently remove it.



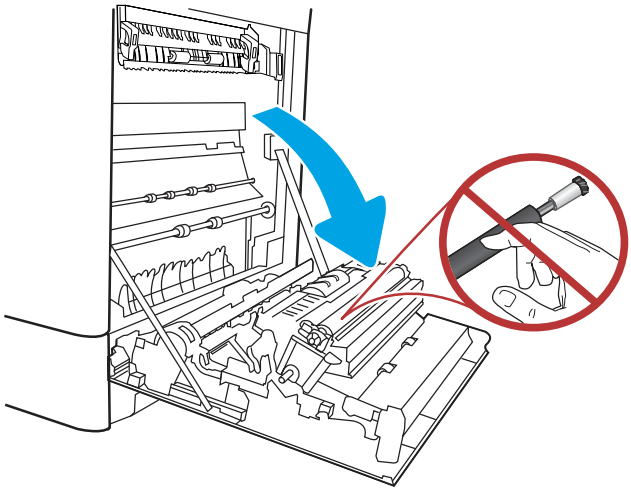
Clear jams in the duplex area (13.D3)

Use the following procedure to check for paper in all possible jam locations inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

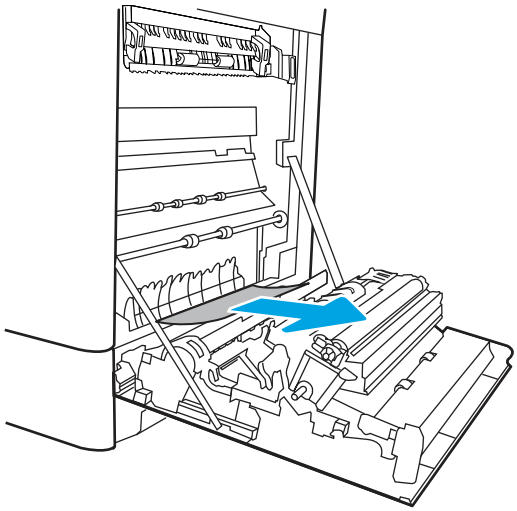
- **13.D3.XX Jam in duplex area**

1. Open the right door.

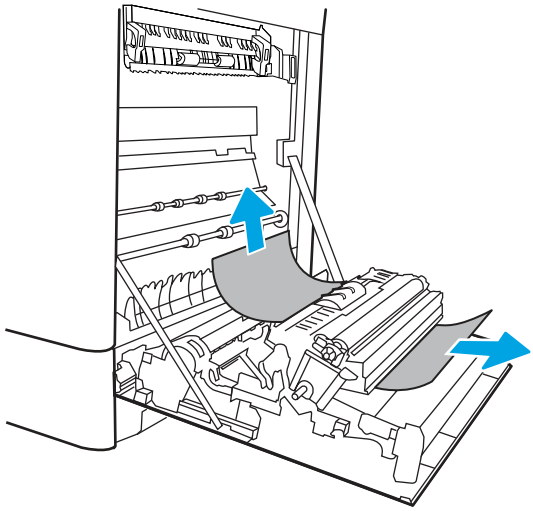


⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.

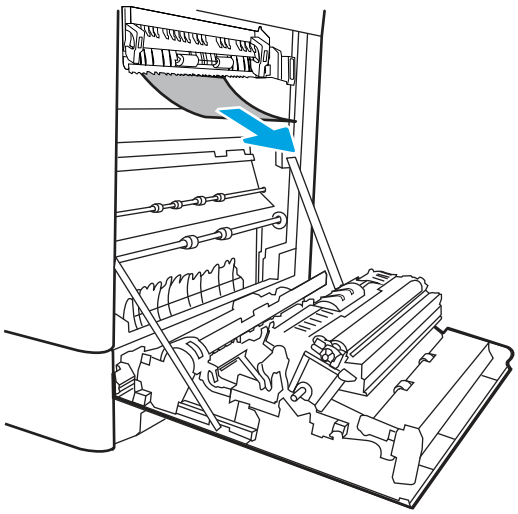
2. Gently pull out any jammed paper.



3. . Gently pull out any jammed paper in the duplex area on the right door.

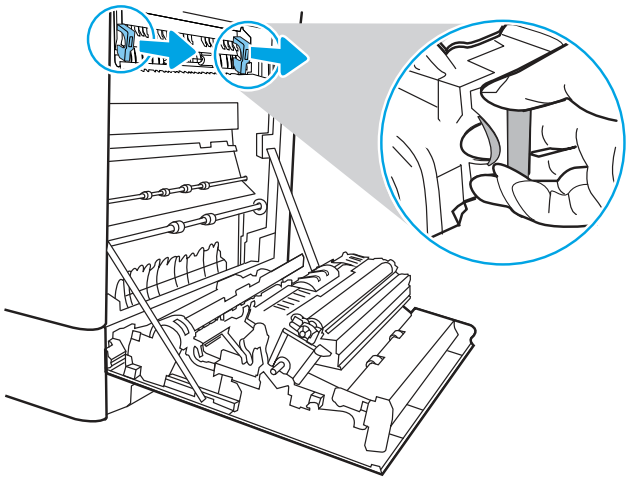


4. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

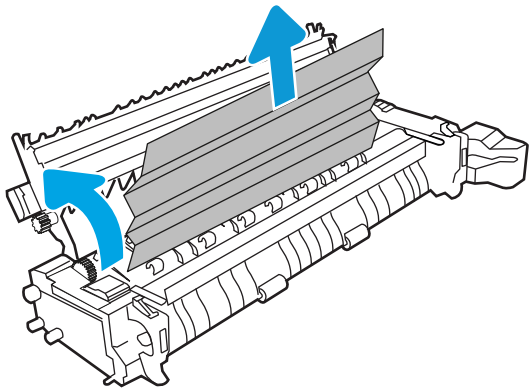


5. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

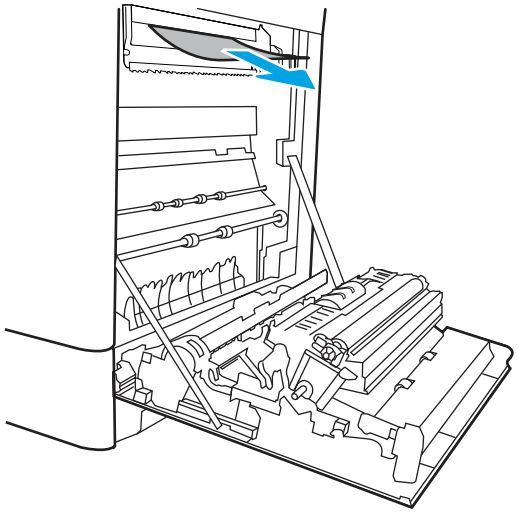


6. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

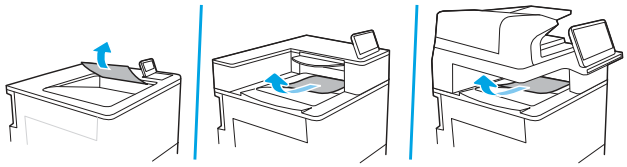


CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.

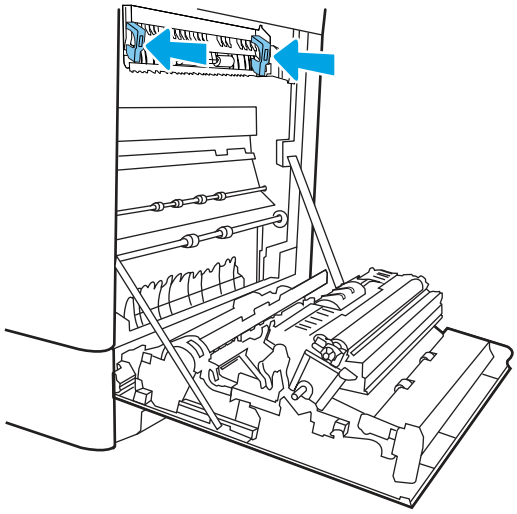
7. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



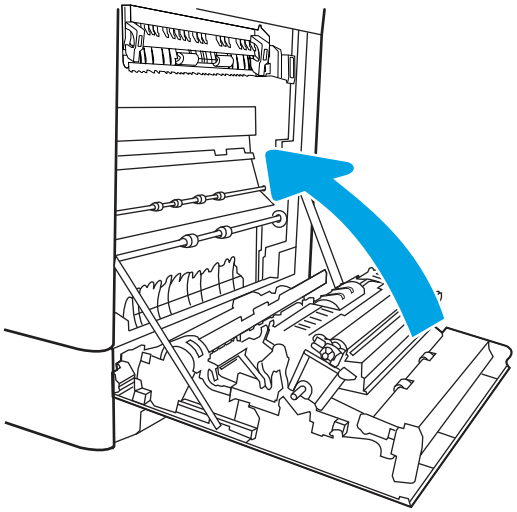
8. If paper is visible in the output bin, grasp the leading edge and gently remove it.



9. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



10. . Close the right door.



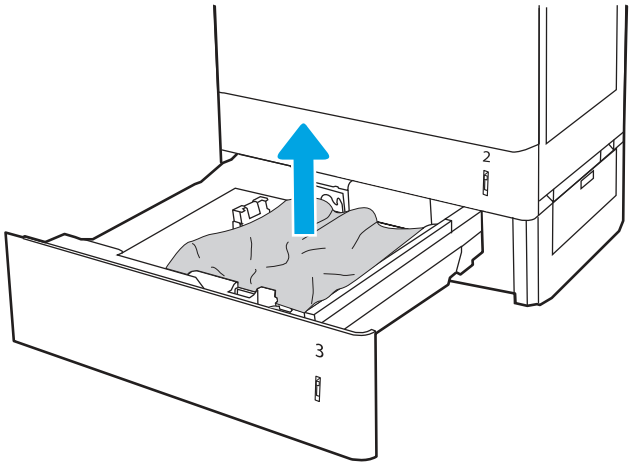
Clear paper jams in the 550-sheet paper tray (13.A3, 13.A4)

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet paper tray and inside the right door.

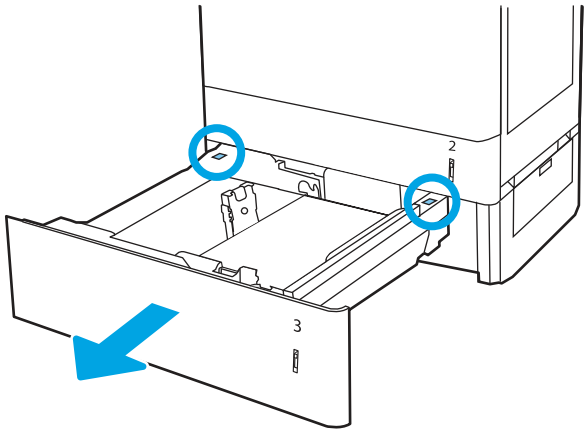
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A3.XX Jam in tray 3**
- **13.A4.XX Jam in tray 4**

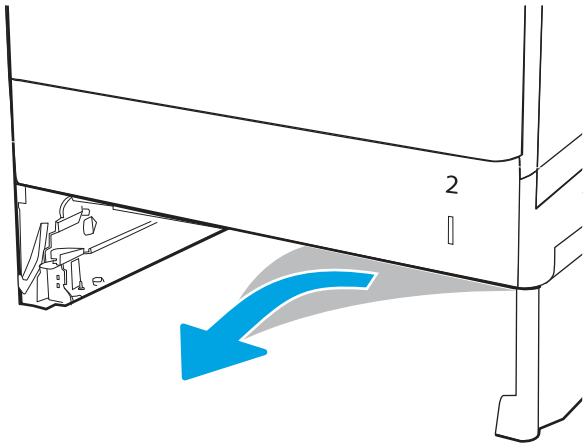
1. . Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



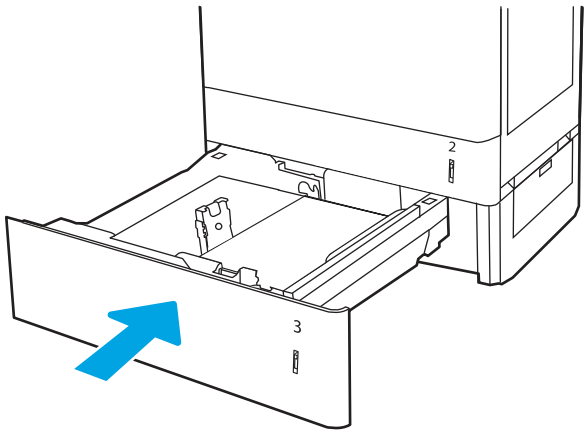
2. Release two tabs at the back of the tray, and then pull the tray completely out of the printer.



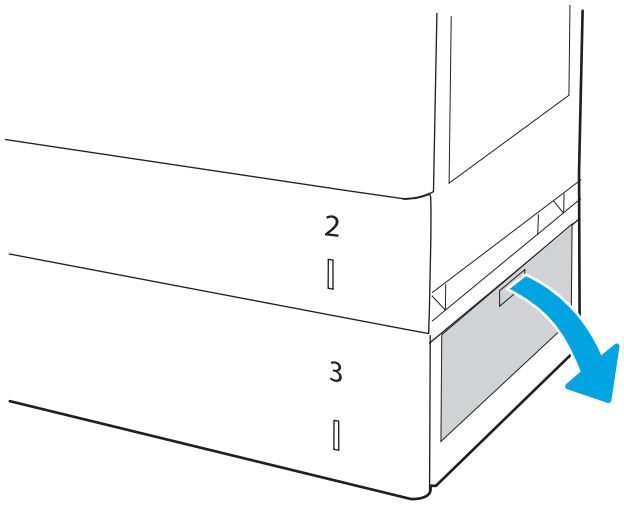
3. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



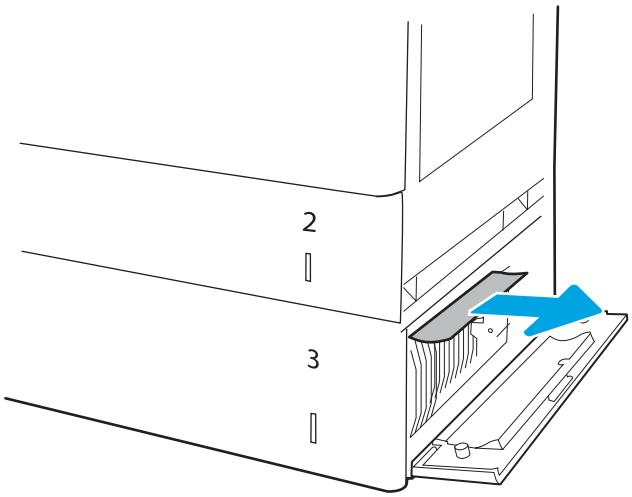
4. Install and close the tray.



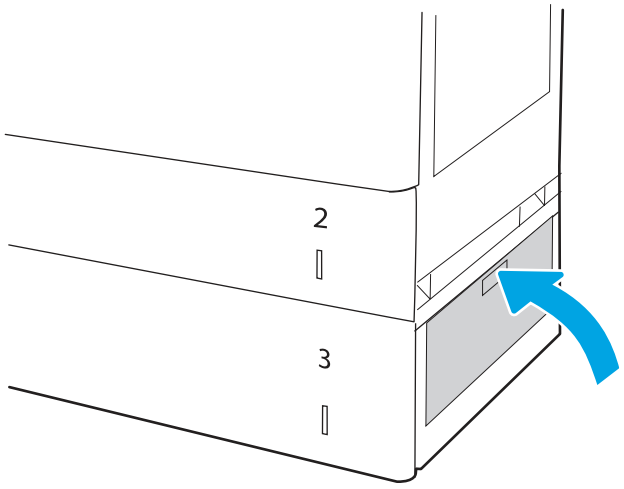
5. . Open the lower-right door.



6. . Gently pull out any jammed paper.

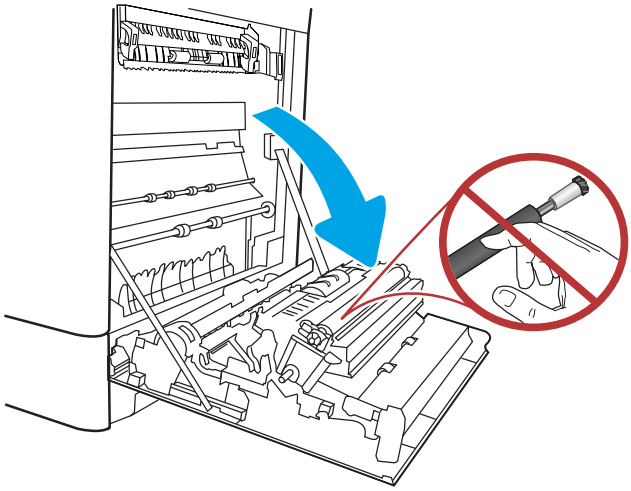


7. . Close the lower-right door.

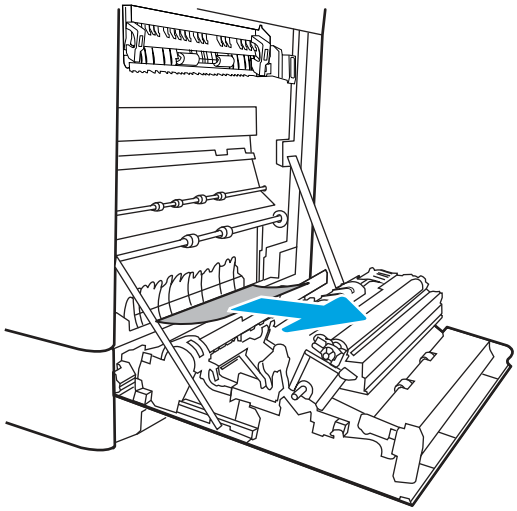


8. . Open the right door.

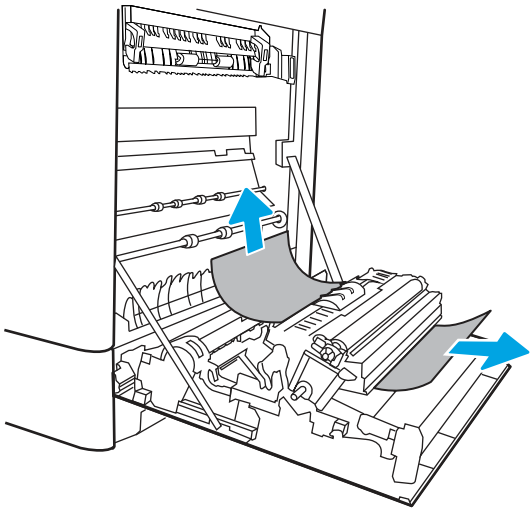
⚠ **CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



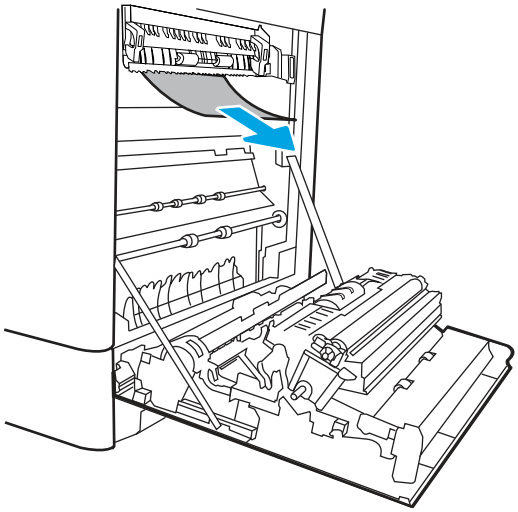
9. . Gently pull out any jammed paper.



10. . Gently pull out any jammed paper in the duplex area on the right door.

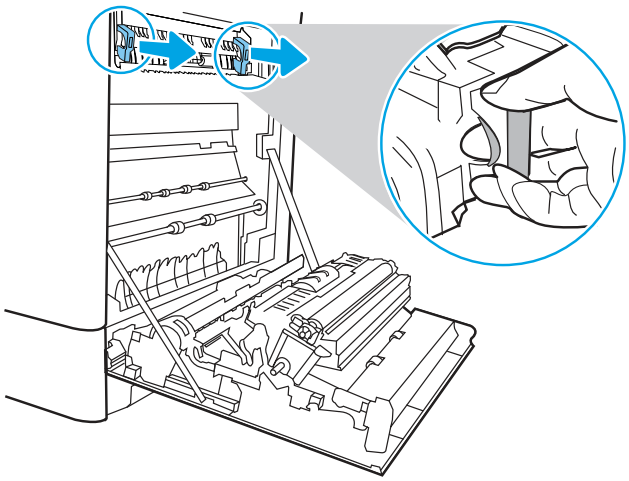


11. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



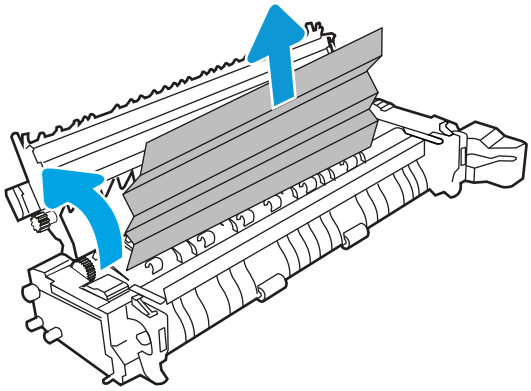
12. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

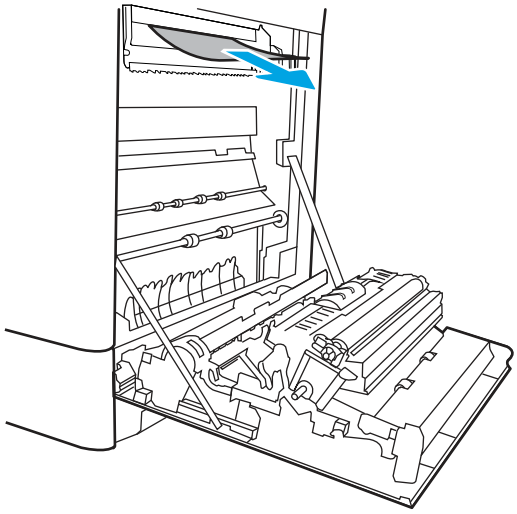


13. . Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

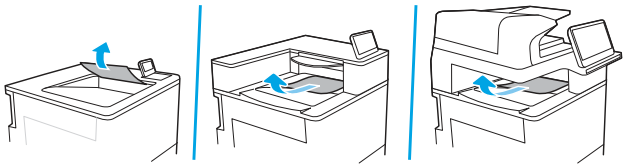
CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



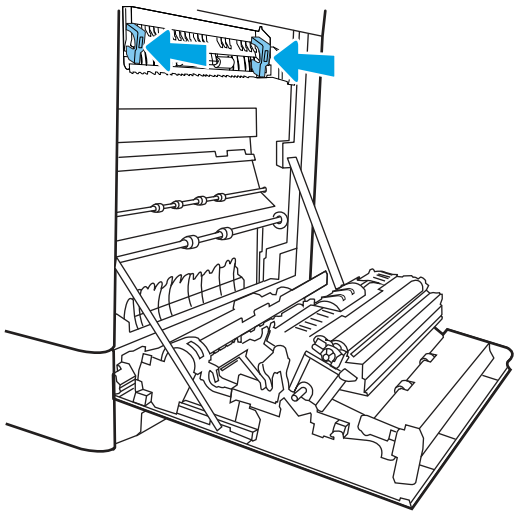
14. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



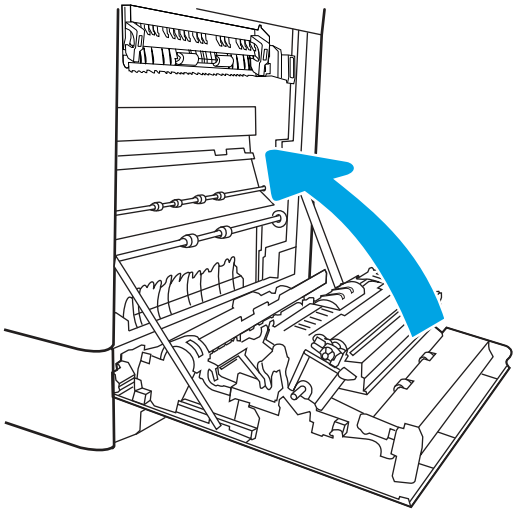
15. If paper is visible in the output bin, grasp the leading edge and gently remove it.



16. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



17. . Close the right door.



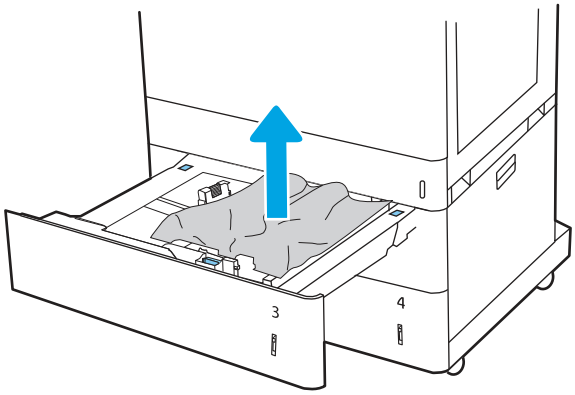
Clear paper jams in the 2x550-sheet paper tray and stand (13.A4, 13.A5)

Use the following procedure to check for paper in all possible jam locations related to the 2x550-sheet paper tray and stand and inside the right door.

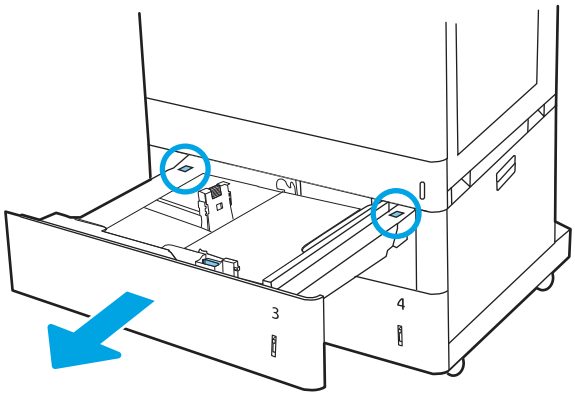
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.A4.XX Jam in tray 4**
- **13.A5.XX Jam in tray 5**

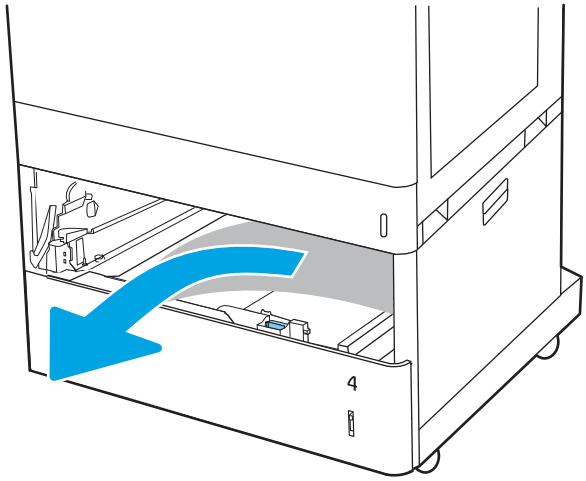
1. . Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



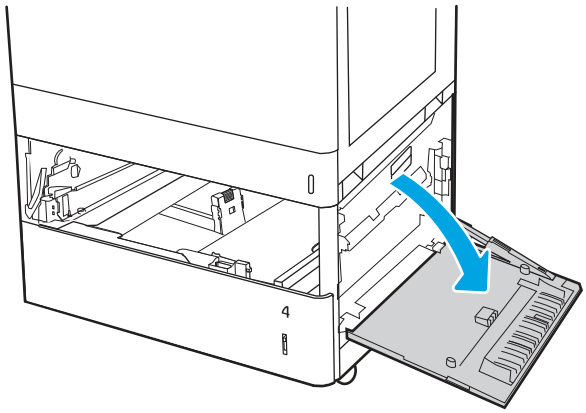
2. . Release two tabs at the back of the tray, and then pull the tray completely out of the printer.



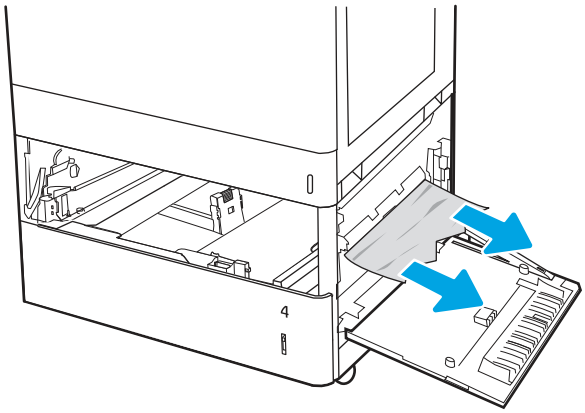
3. . Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



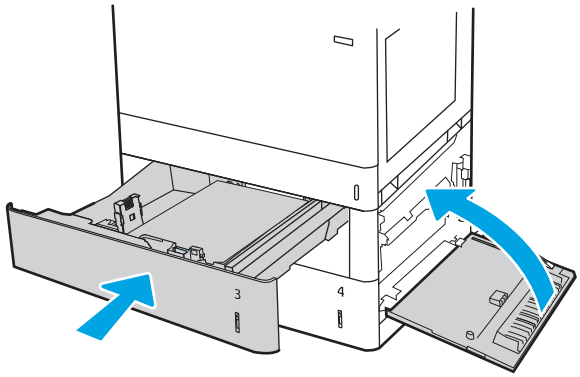
4. . Open the lower-right door.



5. . Gently pull out any jammed paper.

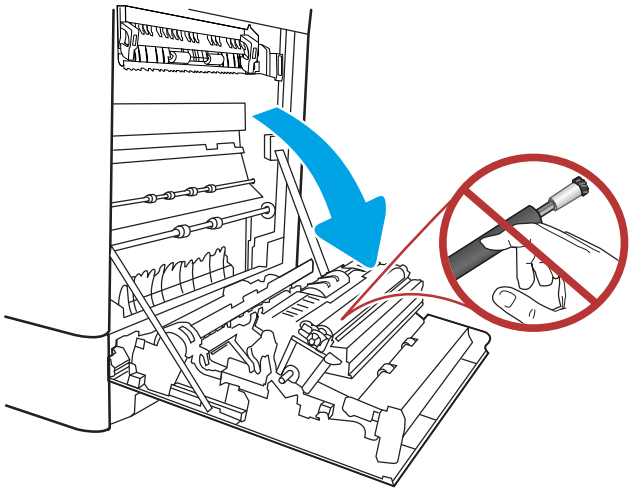


6. . Close the lower-right door, and then install and close the tray.

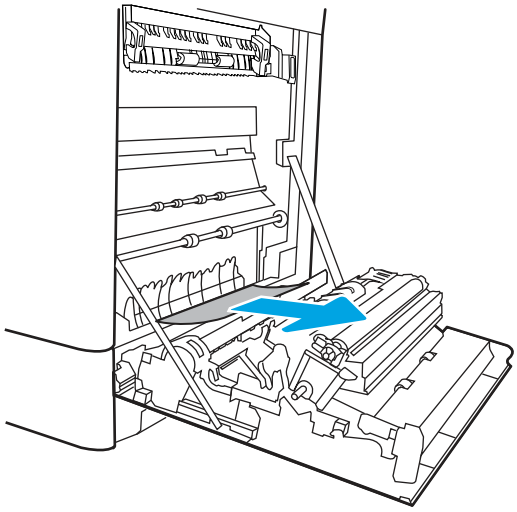


7. . Open the right door.

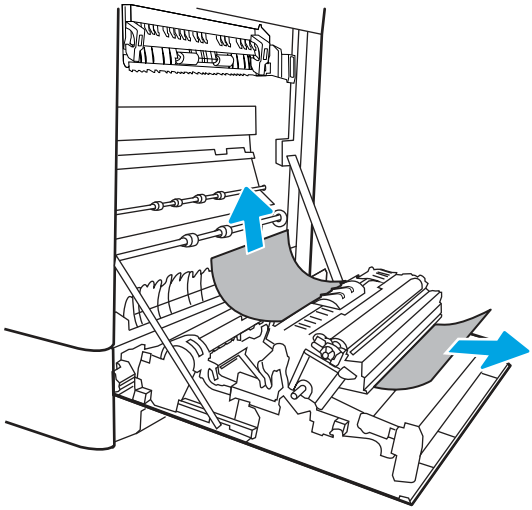
⚠ CAUTION: Do not touch the transfer roller. Contaminants can affect print quality.



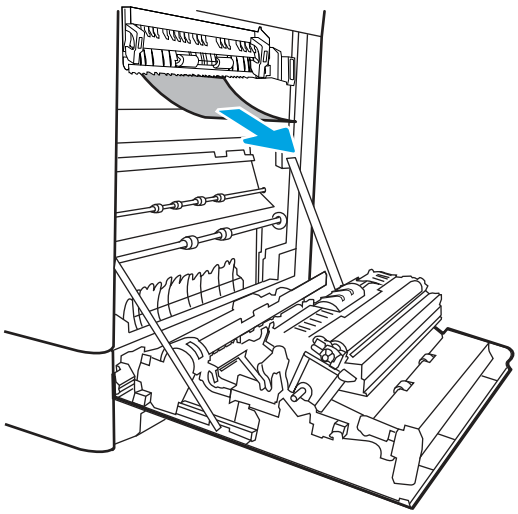
8. . Gently pull out any jammed paper.



9. . Gently pull out any jammed paper in the duplex area on the right door.

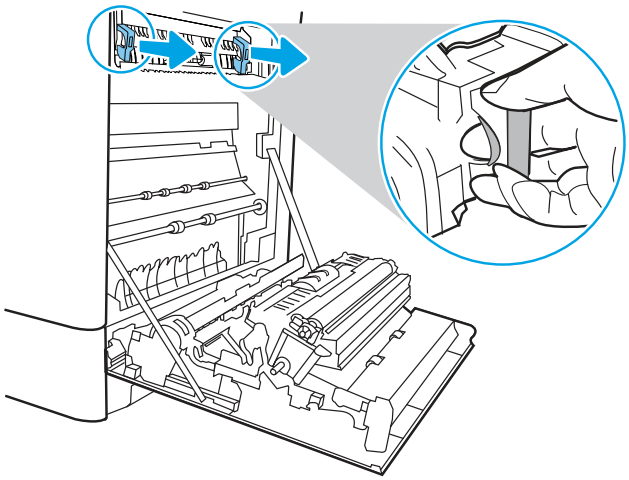


10. . If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



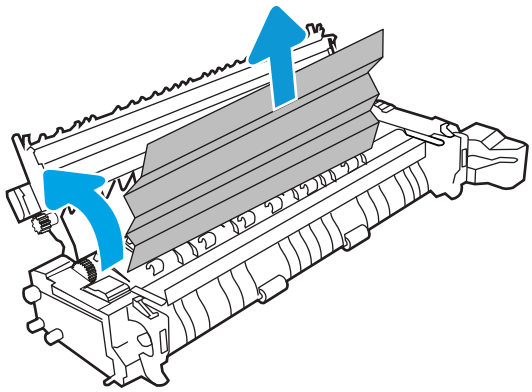
11. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

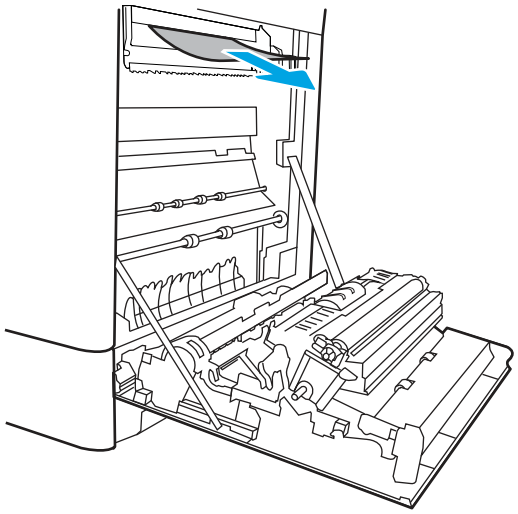


12. . Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

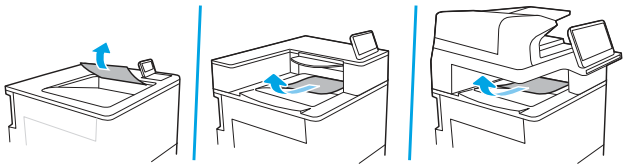
CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



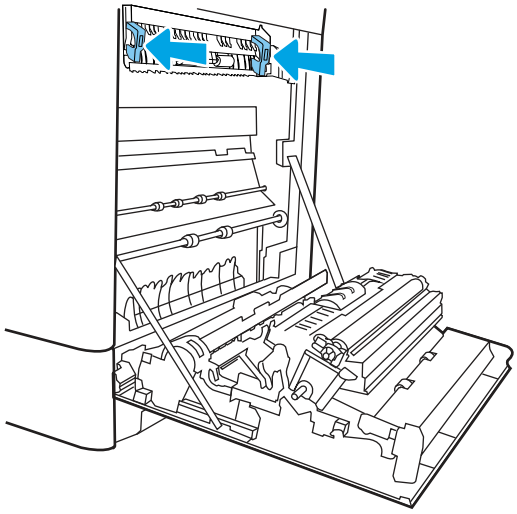
13. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



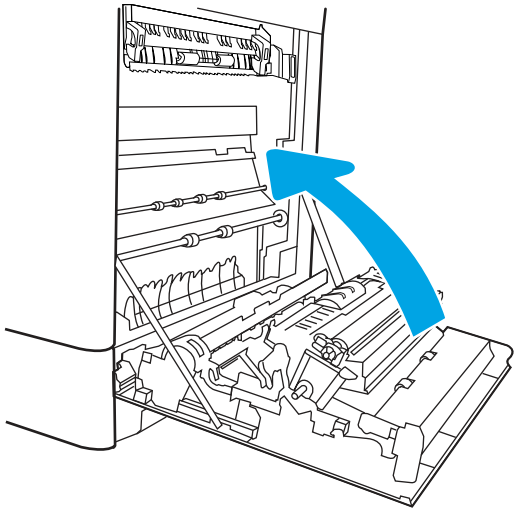
14. . If paper is visible in the output bin, grasp the leading edge and gently remove it.



15. . Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



16. . Close the right door.

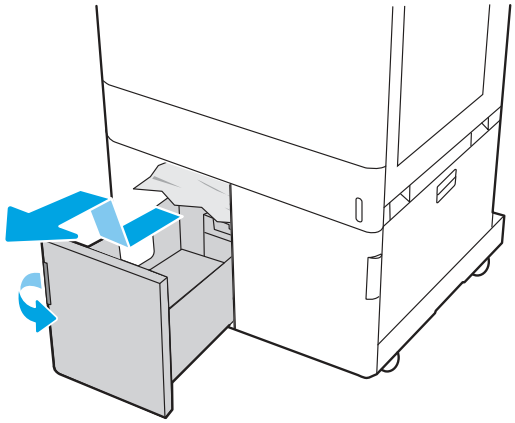


Clear paper jams in the 2,700-sheet HCI paper tray and stand (13.A3, 13.A4, 13.A5, 13.A7)

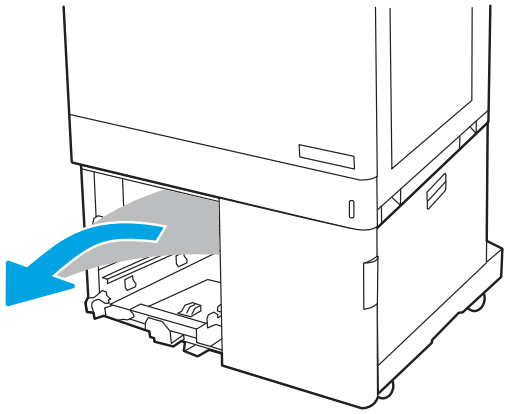
Use the following procedure to check for paper in all possible jam locations related to the 2,700-sheet HCI paper tray and stand and inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

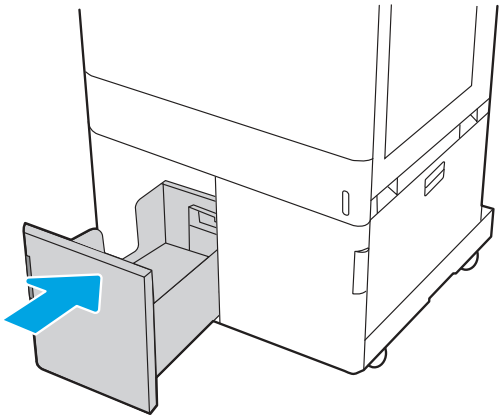
1. . Release the tray latch on the left HCI tray. Slide the tray away from the printer until it stops, and then lift it up and away from the printer to remove it.



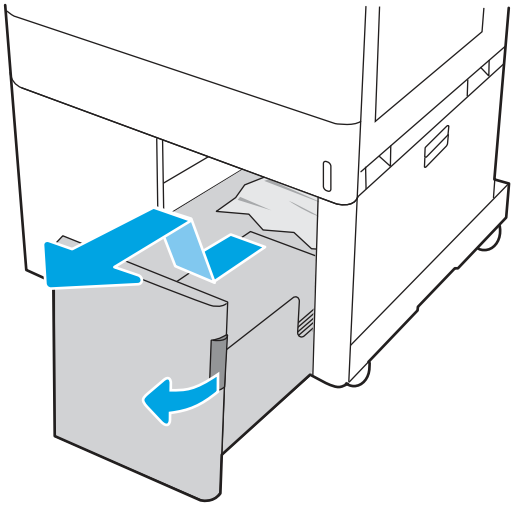
2. . Remove any jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



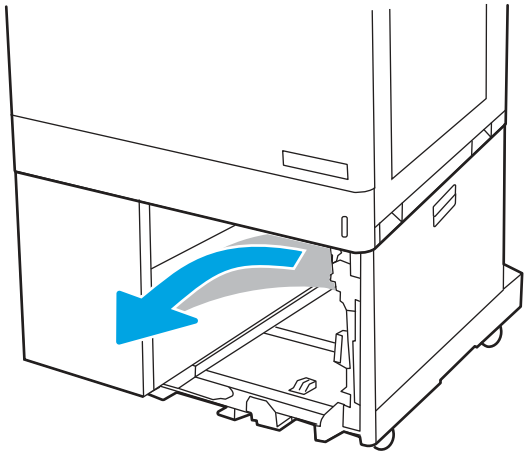
3. . Install and close the left HCI tray.



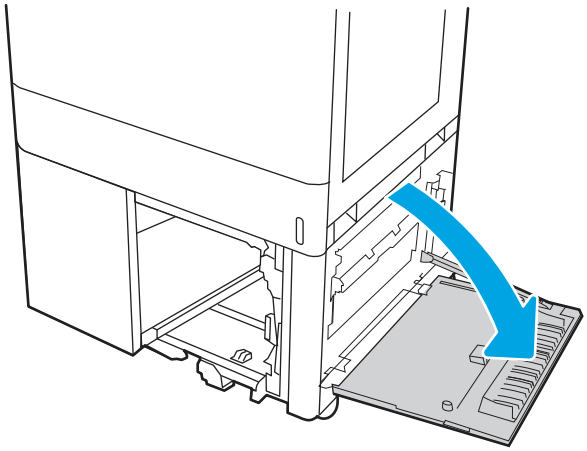
4. Release the tray latch on the right HCI tray. Slide the tray away from the printer until it stops, and then lift it up and away from the printer to remove it.



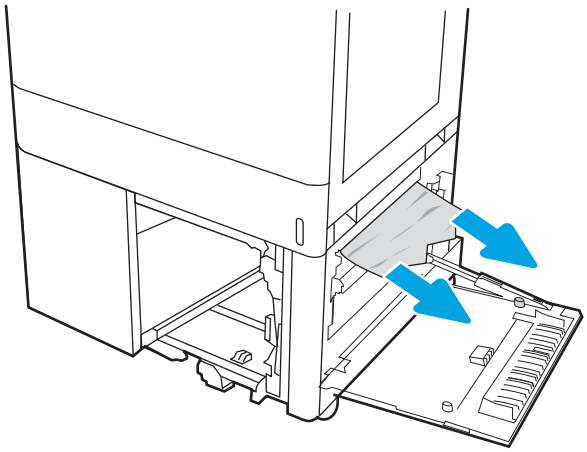
5. Remove any jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



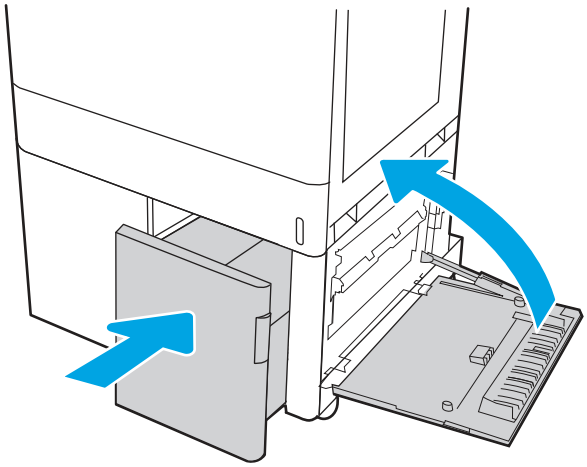
6. Open the lower-right door.



7. . Remove any damaged sheets.

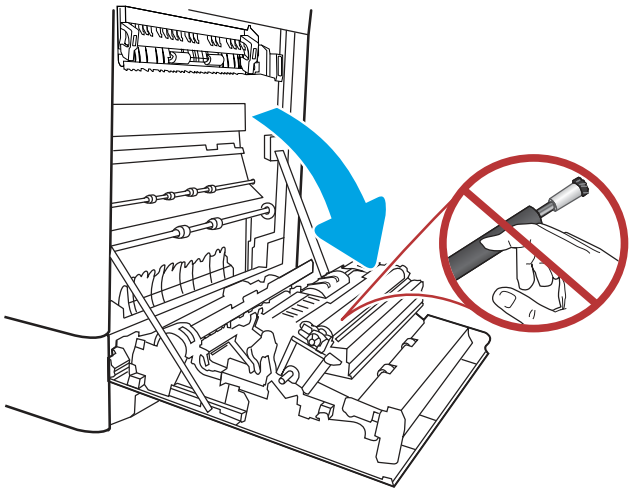


8. . Close the lower-right door, and then install and close the right HCI tray.

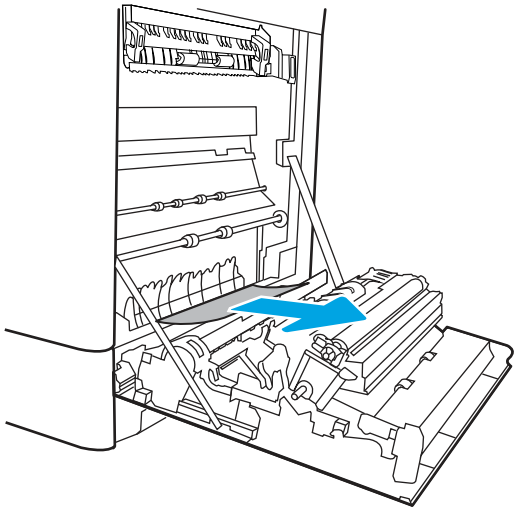


9. . Open the right door.

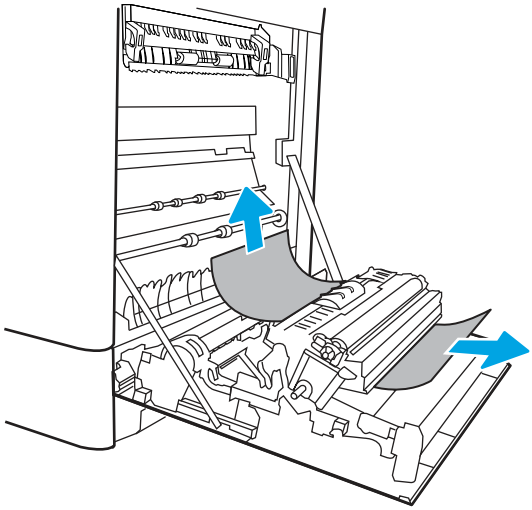
⚠ CAUTION: Do not touch the transfer roller. Contaminants can affect print quality.



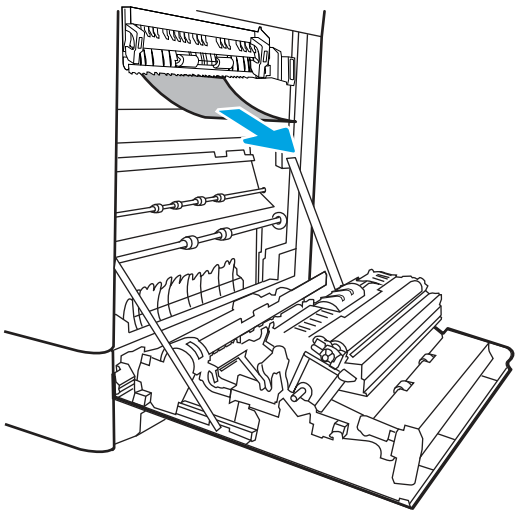
10.. Gently pull out any jammed paper.



11.. Gently pull out any jammed paper in the duplex area on the right door.

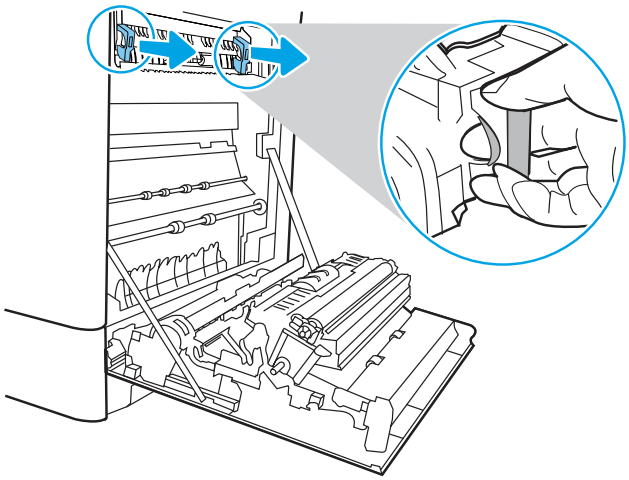


12.. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.



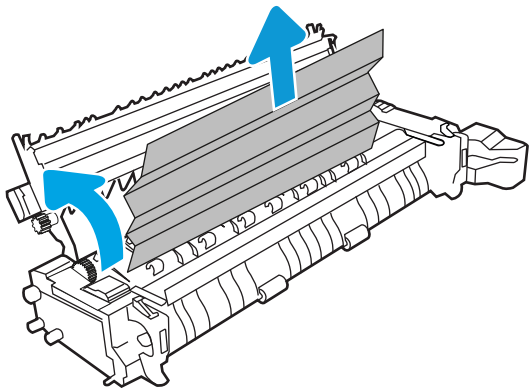
13. . Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

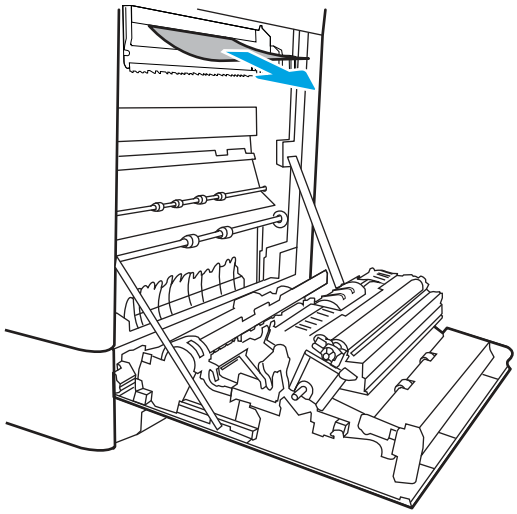


14. . Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

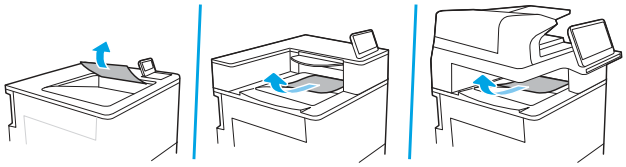
CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



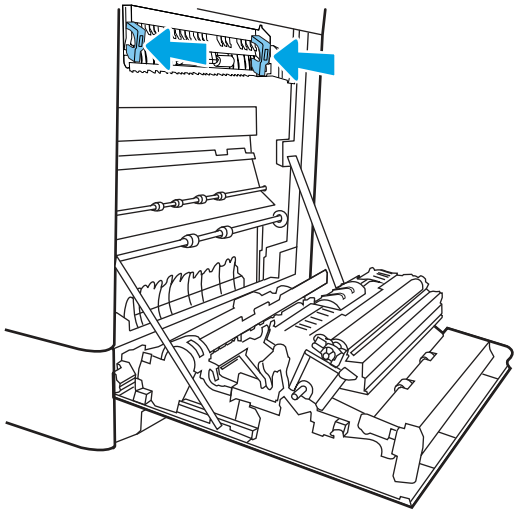
15. . If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



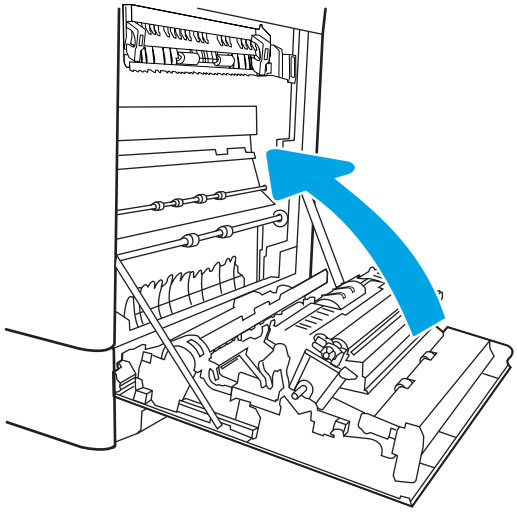
16. . If paper is visible in the output bin, grasp the leading edge and gently remove it.



17. . Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



18. . Close the right door.



Change jam recovery from the control panel

Use the following procedure to change jam recovery from the 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 down arrow ▼ button to scroll to General, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Jam Recovery, and then press the OK button.
4. Use the down arrow ▼ button 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.

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.

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 3-81 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/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.
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.

Table 3-81 **Solve performance problems (continued)**

Problem	Cause	Solution
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 reduce print speed is used when printing on narrow media to prevent the edges of the fuser from overheating.

- Media mode

  Some media types require a reduced print speed to achieve maximum print quality on that media. For example, glossy, heavy, and specialty media (for example, envelopes or photos) require a reduced print speed. To maximize the print speed for special media types, 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.

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).

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/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.
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 connectivity problems

Review the following information and procedures to solve connectivity problems.

Solve USB connection problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.65 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve 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.

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).

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.

   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. 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.

Service mode functions

Review the following information about service mode functions.

Open the service menu from an LCD control panel (M751/E75245)

Use the following procedure to open the service menu from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK.
2. Navigate to Maintenance, and then select OK.
3. Navigate to Service, and then select OK.
4. Enter the following service access code for the printer:

   NOTE: After entering the PIN, select Sign In.

   - **M751, E75245**: 04075119

Open the service menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to open the service menu 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 Service menu:
3. On the sign-in screen, select Service Access Code from the drop-down list.
4. Enter the following service access code for the printer:

   NOTE: After entering the PIN, select Sign In.

   - **M856, E85055**: 10085619
   - **M776**: 10077619

Service menu items

The following menu items appear in the Service menu.

Table 3-82 Service menu

First level	Second level	Value	Description
Event Log	Print		Print or view the event log.
Cycle Counts	Total Engine Cycles		Set the page count that was stored in NVRAM prior to installing a new formatter.
Cycle Counts	Mono Cycle Count		Set the mono page printed count.
Cycle Counts	Color Cycle Count		Set the color page printed count.
Scanner Settings	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: Feed direction magnification	Set the adjustment values. **WARNING!** Do not change these values unless instructed to do so.
Serial number			Set the serial number.
Service ID			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			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	

Table 3-82 Service menu (continued)

First level	Second level	Value	Description
MPS Settings	Reset Supplies Level	Reset to Level 1 Reset to Level 2 Reset to Level 3 Reset to Non-HP Managed Mode	
Finisher Calibration **NOTE:** M776zs model only.	Jogger Alignment	Letter (8.5x11) A4 (10x297 mm)	Check or calibrate the output stack joggers. Follow the instructions on the screen to test and modify the output stack alignment.
Finisher Calibration **NOTE:** M776zs model only.	Stapler Alignment	Staple Location Top left Top right Two left Manual stapler	Adjust the position of the staple on a stapled job. Follow the instructions on the screen to test and modify the staple position.
Finisher Calibration **NOTE:** M776zs model only.	Return Belt Tension		Adjust the tension of the return belt on the inner finisher. Follow the instructions on the screen to test and modify the return belt tension.
PTT Test Mode **NOTE:** Fax models only.			Test the internal modem for the analog fax accessory.
PTT Test Mode **NOTE:** Fax models only.	Hook Operations	Off Hook On Hook	
PTT Test Mode **NOTE:** Fax models only.	Generate Random Data	Select a value from the list.	
PTT Test Mode **NOTE:** Fax models only.	Generate DTMF Tone Burst	Select a value from the list.	
PTT Test Mode **NOTE:** Fax models only.	Generate DTMF Continuous Tone	Select a value from the list.	
PTT Test Mode **NOTE:** Fax models only.	Generate Pulse Burst	Select a value from the list.	
PTT Test Mode **NOTE:** Fax models only.	Generate Tone Dial Number	Enter dial number.	
PTT Test Mode **NOTE:** Fax models only.	Generate Pulse Dial Number	Enter dial number.	

Table 3-82 Service menu (continued)

First level	Second level	Value	Description
PTT Test Mode **NOTE:** Fax models only.	Generate Single Modem Tone	Range: 1100–2100 Hz Default = 2100 Hz	
PTT Test Mode **NOTE:** Fax models only.	Line Measurements		
PTT Test Mode **NOTE:** Fax models only.	Fax Transmit Signal Loss		
Reset Supplies	Registration Roller Duplex Roller Multipurpose Tray Roller Kit Tray 2 Roller Kit		After replacing a supply kit, choose it from the list and select Reset.
Test Support	Continuous Scan	2 Sided Save to Disk	
Test Support	Continuous Copy	2 Sided Save to Disk	
Test Support	Continuous print from USB		
Test Support	Automatic Calibrations	On* Off	
Test Support	Raw Scan	2-sided Mechanical Calibration	
Test Support	Runtime Configuration (M751/E75245)	Do not change E75245MSKU E75245MSKU_EIC M751 Duplex M751 Duplex_EIC M751 No Duplex M751 No Duplex_EIC Standard	
Test Support	Runtime Configuration (M856/E85055)	Do not change E85055MSKU E85055MSKU_EIC M856 M856EIC Standard	

Table 3-82 Service menu (continued)

First level	Second level	Value	Description
Test Support	Runtime Configuration (M776)	Do not change	
		M776	
		M776EIC	
		M776flow	
		M776flowEIC	
		Standard	
		Workflow	
Fax V.29 Speed NOTE: Fax models only.	V.29 9600		Select the desired fax speed.
	V.29 7200		

Printer resets

Review the following information and procedures about printer resets.

Restore factory-set defaults from the control panel

Use the following procedure to restore factory-set defaults from the control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Settings, and then select OK.
2. Use the down arrow ▼ button to scroll to General, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Reset Factory Settings, and then press the OK button to select it.
4. 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

Use the following procedure to restore the service ID.

Restore the service ID

When replacing the formatter, the service ID is lost. Use the Service ID menu item in the Service menu to reset the service ID to reflect the original date that the printer was first used. The date format is YYDDD. Use the following formula to calculate the dates:

1. To calculate YY, subtract 1990 from the calendar year. For instance, 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 x 30 = 270 or add 17 to 270: 270 + 17 = 287. Thus, DDD = 287.

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 installation date as follows:

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.

Using the Service ID 12287 as an example, the date conversion is as follows:

1. 12 + 1990 = 2002, so the year is 2002.
2. 287 divided by 30 = 9 with a remainder of 17. Because there is a remainder, add 1 to 9 to get 10, which represents October.
3. 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.

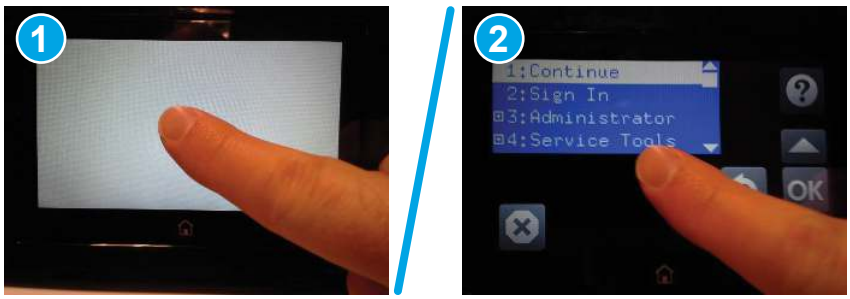
Cold reset using the Pre-boot menu from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to perform a 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 3-125 Open the Pre-boot menu



2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then touch the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then touch the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then touch the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

Cold reset using the Pre-boot menu from an LCD control panel (M751/E75245)

Use the following procedure to perform a cold reset using the Pre-boot menu from an LCD 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 down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow ▼ button to highlight the +8:Startup Options item, and then press the OK button.
4. Use the down arrow ▼ button to highlight the 2 Cold Reset item, and then press the OK button to select it.
5. Touch the Home button to return to the main Pre-boot menu and highlight the 1:Continue item, and then touch the OK button.

NOTE: The printer will initialize.

NOTE: Some of the pre-boot options in the following tables are not supported by the current version of the printer firmware and are included for information only. Future versions of firmware will support these options.

Table 3-83 Pre-boot menu options (1 of 7)

Menu option	First level	Second level	Third level	Description
Continue				Selecting the Continue item exits the Pre-boot menu and continues the normal boot process. If a selection is not made in the initial menu within 30 seconds, the printer returns to a normal boot (the same as selecting Continue). If the user navigates to another menu, the timeout does not apply.
Sign In				Enter the administrator PIN or service PIN if one is required to open the Pre-boot menu.
Administrator				This item navigates to the Administrator submenus. If authentication is required (and the user is not already signed in) the Sign In prompt displays. The user is required to sign in.
Administrator	Download	Network USB USB Thumbdrive		This item initiates a Pre-boot firmware download process. A USB Thumbdrive option will work on all FutureSmart printers. USB or Network connections are not currently supported.

Table 3-83 Pre-boot menu options (1 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Format Disk			This item reinitializes the disk and cleans all disk partitions. **CAUTION:** Selecting the Format Disk item removes **all** data. A delete confirmation prompt is **not** provided. The system is **not** bootable after this action and a **99.09.67** error displays on the control panel. A firmware download must be performed to return the system to a bootable state.
Administrator	Partial Clean			This item reinitializes the disk (removing all data except the firmware repository where the master firmware bundle is downloaded and saved). **CAUTION:** Selecting the Partial Clean item removes **all** data except the firmware repository. A delete confirmation prompt is **not** provided. **CAUTION:** This procedure resets all printer configurations and settings to factory defaults (customer configurations and settings are lost). This allows a user to reformat the disk by removing the firmware image from the active directory without having to download new firmware code (printer remains bootable).
Administrator	Change Password			Select this item to set or change the administrator password.
Administrator	Clear Password			Select the Clear Password item to remove a password from the Administrator menu. Before the password is actually cleared, a message will be shown asking to confirm that the password should be cleared. Press the OK button to confirm the action. When the confirmation prompt displays, press the OK button to clear the password.

Table 3-84 Pre-boot menu options (2 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk	Clear Disk		Select the Clear Disk item to enable using an external device for job storage. Job storage is normally enabled only for the Boot device. This will be grayed out unless the **99.09.68** error is displayed.
Administrator	Manage Disk	Lock Disk		Select the Lock Disk item to lock (mate) a new secure disk to this printer. The secure disk already locked to this printer will remain accessible to this printer. Use this function to have more than one encrypted disk accessible by the printer when using them interchangeably. The data stored on the secure disk locked to this printer always remains accessible to this printer.

Table 3-84 Pre-boot menu options (2 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Leave Unlocked		Select the Leave Unlocked item to use a new secure disk in an unlocked mode for a single service event. The secure disk that is already locked to this printer will remain accessible to this printer and uses the old disk's encryption password with the new disk. The secure disk that is already locked to this printer remains accessible to this printer.
Administrator	Manage Disk	Clear Disk Pwd		Select the Clear Disk Pwd item to continue using the non-secure disk and clear the password associated with the yet-to-be installed secure disk. CAUTION: Data on the missing secure disk will be permanently inaccessible.
Administrator	Manage Disk	Retain Password		Select the Retain Password item to use the non-secure disk for this session only, and then search for the missing secure disk in future sessions.
Administrator	Manage Disk	Boot Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command is a one-pass overwrite, which erases the entire disk including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	Boot Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all data on the disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. It erases the encryption key. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	Boot Device	Get Status	This item provides disk status information if any is available.

Table 3-85 Pre-boot menu options (3 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Manage Disk (continued)	Internal Device		Select the Internal Device item to erase the internal device or get a status about the internal device.
Administrator	Manage Disk	Internal Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.

Table 3-85 Pre-boot menu options (3 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Manage Disk	Internal Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow the user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The HP High Performance Secure Hard Disk is erased.
Administrator	Manage Disk	Internal Device	Get Status	This item provides disk status information if any is available.
Administrator	Manage Disk	External Device		Select the External Device item to erase the external device or get status about the external device.
Administrator	Manage Disk	External Device	Secure Erase	Select the Secure Erase item to erase all of the data on the disk and unlock it if required. This might take a long time. NOTE: The system will be unusable until the system files are reinstalled. The ATA secure-erase command erases the entire disk, including firmware. The disk remains an encrypted disk.
Administrator	Manage Disk	External Device	Erase/ Unlock	Select the Erase/Unlock item to cryptographically erase all of the data on disk and unlock the disk to allow a user to gain access to it from any printer. NOTE: The system will be unusable until the system files are reinstalled. The encryption key is erased, so the disk becomes a non-encrypted disk.
Administrator	Manage Disk	External Device	Get Status	This item provides disk status information if any is available.

Table 3-86 Pre-boot menu options (4 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [DHCP]		The network can be configured to obtain the network settings from a DHCP server or as static. Use this item for automatic IP address acquisition from the DHCP server.
Administrator	Configure LAN NOTE: This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]		Use this item to manually assign the network addresses.

Table 3-86 Pre-boot menu options (4 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	IP Address	Use this item to manually enter the IP addresses.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Subnet Mask	Use this item to manually enter the subnet mask.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Default Gateway	Use this item to manually enter the default gateway.
Administrator	Configure LAN **NOTE:** This configuration is only active when the Pre-boot menu is open.	IP Mode [STATIC]	Save	Select the Save item to save the manual settings.

Table 3-87 Pre-boot menu options (5 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Startup Options			Select the Startup Options item to specify options that can be set for the next time the printer is turned on and initializes to the **Ready** state.
Administrator	Startup Options	Show Revision		**Not currently functional**: Select the Show Revision item to allow the printer to initialize and show the firmware version when the printer reaches the **Ready** state. Once the printer power is turned on the next time, the Show Revision item is unchecked so that the firmware revision is not shown.
Administrator	Startup Options	Cold Reset		Select the Cold Reset item to clear the IP address and all customer settings. (This item also returns all settings to factory defaults.) **NOTE:** Items in the Service menu are not reset.
Administrator	Startup Options	Skip Disk Load		Select the Skip Disk Load item to disable installed third-party applications.
Administrator	Startup Options	Skip Cal		Select the Skip Cal item to skip the printer calibration for the very next power-initialization cycle only.

Table 3-87 Pre-boot menu options (5 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Startup Options	Lock Service		**CAUTION:** Select the Lock Service item to lock the Service menu access (both in the Pre-Boot menu and the Device Maintenance menu). Service personnel must have the administrator remove the Lock Service setting before they can open the Service menu.
Administrator	Startup Options	Skip FSCK		Select the Skip FSCK item to disable Chkdisk/ScanVolume during startup.
Administrator	Startup Options	First Power		**Not currently functional**: This item allows the printer to initialize as if it is the first time it has been turned on. For example, the user is prompted to configure first-time settings like date/time, language, and other settings. Select this item so that it is enabled for the next time the printer power is turned on. When the printer power is turned on the next time, this item is unchecked so that the pre-configured settings are used during configuration, and the first-time setting prompt is not used.
Administrator	Startup Options	Embedded Jetdirect Off		Select the Embedded Jetdirect Off item to disable the embedded HP Jetdirect. By default this item is unchecked so that HP Jetdirect is always enabled.
Administrator	Startup Options	WiFi Accessory		Select the WiFi Accessory item to enable the wireless accessory.

Table 3-88 Pre-boot menu options (6 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Diagnostics			Diagnostic items are useful to diagnose hardware components and their interface connections. Use these items to troubleshoot specific hardware components, and the interface between them and other components.
Administrator	Diagnostics	Memory	Do Not Run	Use the Do Not Run item to exclude the Memory diagnostic when executing multiple diagnostics.
Administrator	Diagnostics		Short	Use the Short item to select a brief memory test. **NOTE:** This test requires about four minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended memory test. **NOTE:** This test requires about twenty minutes to execute.
Administrator	Diagnostics	Disk	Do Not Run	Use the Do Not Run item to exclude the Disk diagnostic when executing multiple diagnostics.

Table 3-88 Pre-boot menu options (6 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Diagnostics		Short	Use the Short item to select a brief firmware self-test. NOTE: This test requires about two or three minutes to execute.
Administrator	Diagnostics		Long	Use the Long item to select an extended firmware self-test. NOTE: This test requires about sixty minutes to execute.
Administrator	Diagnostics		Optimized	Use the Optimized item to select a test that checks the active sectors on the disk. NOTE: This test requires about thirty minutes to execute.
Administrator	Diagnostics		Raw	Use the Raw item to select a test that checks every sector on the disk. NOTE: This test requires about fifty minutes to execute.
Administrator	Diagnostics		Smart	Use the Smart item to select a very brief test that checks the drive self-monitoring analysis and reporting technology (SMART) status—the drive detects and reports reliability indicators to help anticipate disk failures (SMART status).
Administrator	Diagnostics	CPB		Use the CPB item to verify the integrity of the copy processor board (CPB) and the formatter PCA connections.
Administrator	Diagnostics	Interconnect		Use the Interconnect item to verify the integrity of the interconnect PCA (ICB) and its connections.
Administrator	Diagnostics	Run Selected		Select the Run Selected item to execute a selected test. NOTE: If more than one test is selected, they are executed in sequence.

Table 3-89 Pre-boot menu options (7 of 7)

Menu option	First level	Second level	Third level	Description
Administrator (continued)	Remote Admin	Start Telnet		The Remote Admin item allows a service technician to access to the printer Pre-boot menu remotely, and to navigate the menu selections from a remote location. IMPORTANT: A Remote Admin connection must be initiated by a person that is physically present at the printer. This person will also need to provide a randomly generated PIN to the remote service technician. NOTE: For more information about using the Remote Admin function, see "Remote Admin in the Troubleshooting Manual.
Administrator	Remote Admin	Stop Telnet		

Table 3-89 Pre-boot menu options (7 of 7) (continued)

Menu option	First level	Second level	Third level	Description
Administrator	Remote Admin	Refresh IP		
Administrator	System Triage	Copy Logs		If the device will not boot to the **Ready** state, or the diagnostic log feature found in the Troubleshooting menu is not accessible, then use the System Triage item to copy the diagnostic logs to a USB flash drive at the next printer start up. The files can then be sent to HP to help diagnose the problem.
Administrator	Change Svc PWD			Use this item to change the Service menu personal identification number (PIN).
Administrator	Reset Svc PWD			If the Service menu personal identification number (PIN) has been changed. Use this item to reset it to the original PIN.
Service Tools	Reset Password			Use this item to reset the Pre-boot administrator password.
Service Tools	Subsystems			For manufacturing use only. Do not change these values.
Developer Tools	Netexec			

Format Disk and Partial Clean functions

Review the following information about the Format Disk and Partial Clean functions.

NOTE: Only for printers with an optional hard-disk drive (HDD) installed).

Active and repository firmware locations

The firmware bundle consists of multiple parts. The main components are the Windows CE Operating System and the printer/peripheral firmware files.

There are two locations/partitions on the hard drive where the firmware components are stored:

- The Active, where the operating system and firmware currently are executing.
- The Repository, the recovery location.

If the Active location is damaged, or a Partial Clean was performed, the printer automatically copies over the OS and firmware files from the Repository location and the printer recovers.

If both the Active and Repository locations are damaged, or a Format Disk was performed, then both locations are gone and the error message **99.09.67** displays on the control-panel display. The user must upload the firmware to the printer in order for it to function again.

CAUTION: The Format Disk option performs a disk initialization for the entire disk. The operating system, firmware files, and third party files (among other files) will be completely lost. HP does not recommend this action.

Partial Clean

The Partial Clean option erases all partitions and data on the disk drive, except for the firmware repository where a backup copy of the firmware file is stored. This allows the disk drive to be reformatted without having to download a firmware upgrade file to return the printer to a bootable state.

Characteristics of a Partial Clean

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.
- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- For previous HP printers, a Hard Disk Initialization is similar to executing the Partial Clean function for this printer.

⚠ **CAUTION:** HP recommends backing-up printer configuration data before executing a Partial Clean to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Partial Clean

- The printer continually boots up in an error state.

NOTE: Try clearing the error prior to executing a Partial Clean.

- The printer will not respond to commands from the control panel.
- Executing the Partial Clean function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.
- The printer default settings are not properly working.

Execute a Partial Clean from an LCD control panel (M751/E75245)

Use the following procedure to execute a Partial Clean from an LCD 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 down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow▼ button to highlight Partial Clean and then press the OK button.
4. Press the OK button again.
5. Press the Home button to highlight Continue, and then press the OK button.

NOTE: The printer initializes.

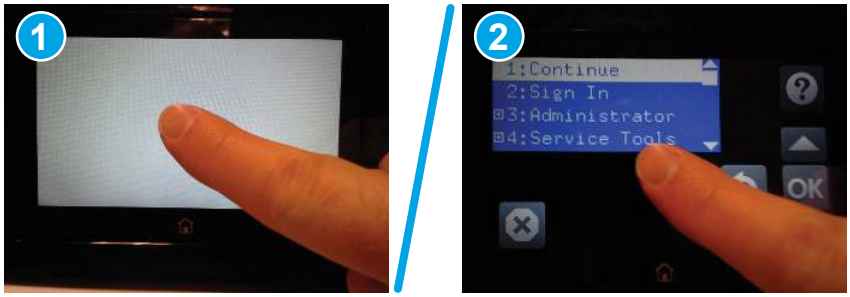
Execute a Partial Clean from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to execute a Partial Clean 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 3-126 Open the Pre-boot menu

2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow▼ button to highlight Partial Clean and then press the OK button.
4. Press the OK button again.
5. Press the Home button to highlight Continue, and then press the OK button.

NOTE: The printer initializes.

Format Disk

The Format Disk option erases the entire disk drive.

⚠ **CAUTION:** After executing a Format Disk option, the printer is *not* bootable.

Characteristics of a Format Disk

- Customer-defined settings, third-party solutions, firmware files, and the operating system are deleted.

NOTE: Rebooting the printer *does not* restore the firmware files.

- Rebooting the printer restores the firmware files from the Repository location, but does not restore any customer-defined settings.
- After executing the Format Disk function, the message **99.09.67** displays on the control panel.
- After executing the Format Disk function, the printer firmware must be reloaded.

⚠ **CAUTION:** HP recommends not using the Format Disk option unless an error occurs and the solution in the printer service manual recommends this solution. After executing the Format Disk function, the printer is unusable.

HP recommends backing-up printer configuration data before executing a Format Disk to retain customer-defined settings (if needed). See the Backup/Restore item in the Device Maintenance menu.

Reasons for performing Format Disk

- The printer continually boots up in an error state.

NOTE: Try clearing the error prior to executing a Format Disk.

- The printer will not respond to commands from the control panel.
- Executing the Format Disk function is helpful for troubleshooting hard disk problems.
- To reset the printer by deleting all solutions and customer-defined settings.

Execute a Format Disk from an LCD control panel (M751/E75245)

Use the following procedure to execute a Format Disk from an LCD 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 down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow ▼ button to highlight Format Disk, and then press the OK button.
4. Press the OK button again.

NOTE: When the Format Disk operation is complete, reload the printer firmware.

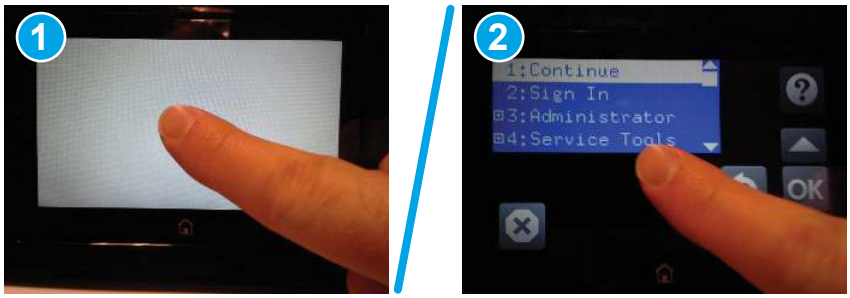
Execute a Format Disk from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to execute a Format Disk 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 3-127 Open the Pre-boot menu



2. Use the down arrow ▼ button to highlight the +3:Administrator item, and then press the OK button.
3. Use the down arrow ▼ button to highlight Format Disk, and then press the OK button.
4. Press the OK button again.

NOTE: When the Format Disk operation is complete, reload the printer firmware.

Firmware upgrades

Learn where to go to download the most recent firmware upgrade for the printer.

- In the US, go to http://www.hp.com/support/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP.

  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, and then select **Download**.

- 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, and then select **Download**.

Determine the installed revision of firmware

Use the following procedure to determine the installed revision of firmware.

NOTE: Print a configuration page to determine the installed revision of firmware.

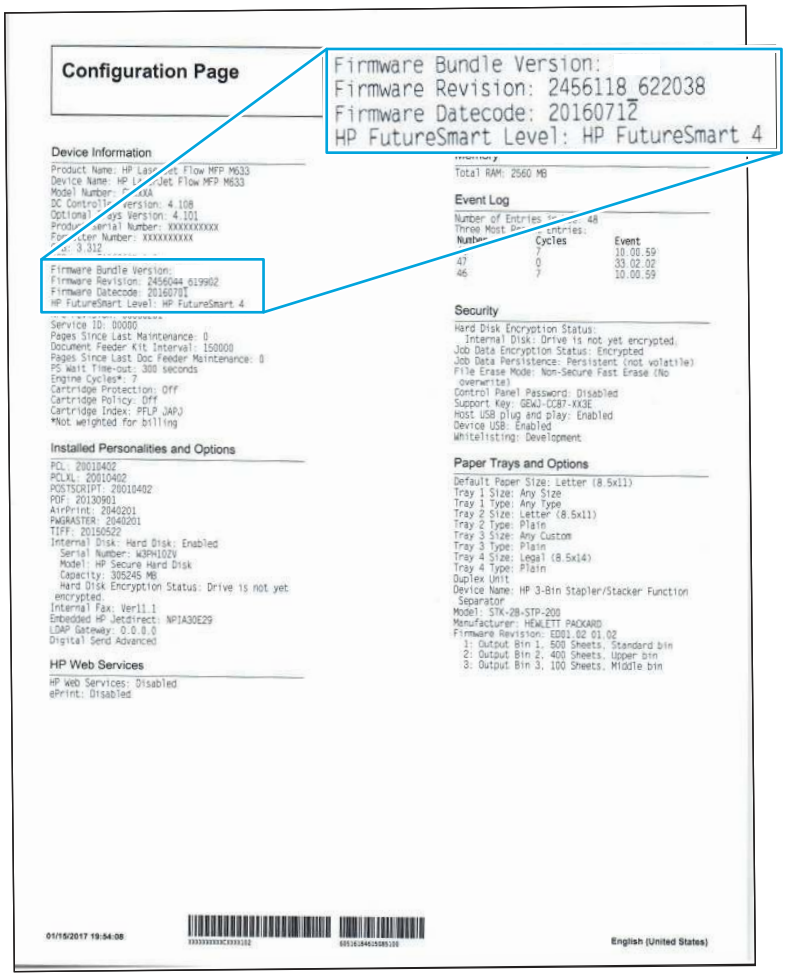
Print the configuration page from the control panel

Use the following procedure to print the configuration page from a LCD control panel on an M506/M507 printer.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Reports, and then press the OK button.
2. Use the down arrow ▼ button to scroll to Configuration/Status Pages, and then press the OK button.
3. Use the down arrow ▼ button to scroll to Configuration Page, and then press the OK button.

4. Use the down arrow ▼ to scroll down to Cancel, and then use the right arrow▶ to highlight the print icon . Select OK to print the page.

Figure 3-128 **Configuration page firmware version**



Perform a firmware upgrade

The firmware bundle is a .bdl file. This file requires an interactive upgrade method. The traditional FTP, LPR, or Port 9100 methods of upgrading are not available.

Use one of the following methods to upgrade the firmware for this printer.

HP Embedded Web Server

Use the following procedure 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 (Pre-boot menu)

Use the following procedures to perform a firmware upgrade using a USB flash drive and the Pre-boot menu.

> **IMPORTANT:** Only use this method of performing a firmware upgrade if the printer cannot initialize to the Ready state.

USB flash drive firmware (Pre-boot menu) update from an LCD control panel (M751/E75245)

Use the following procedure to perform a USB flash drive firmware (Pre-boot menu) update from an LCD control panel.

1. Press the Cancel✕ button when you see the 1/8 under the logo.
2. Press the down arrow ▼ button to highlight +3 Administrator, and then press the OK button.
3. If necessary, press the down arrow ▼ button 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. Press the down arrow ▼ button to highlight USB Thumbdrive, and then press the OK button.
6. Press the down arrow ▼ button 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.

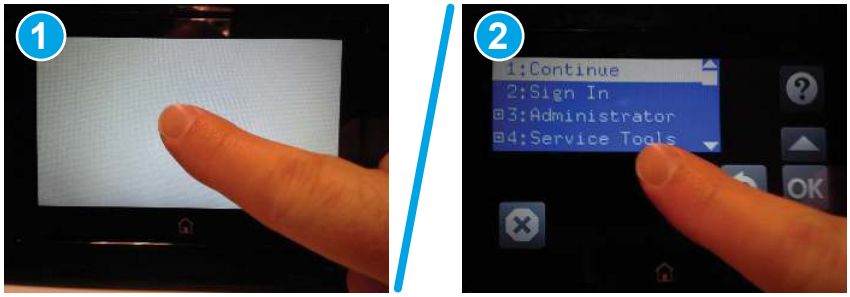
USB flash drive firmware (Pre-boot menu) update from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to perform a USB flash drive firmware (Pre-boot menu) update from a touchscreen 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 3-129 **Open the Pre-boot menu**



3. Touch the down arrow ▼ button to highlight +3 Administrator, and then touch the OK button.
4. If necessary, touch the down arrow ▼ button 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. Touch the down arrow ▼ button to highlight USB Thumbdrive, and then touch the OK button.
7. Touch the down arrow ▼ button 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 (control panel menu)

Use the following procedures to perform a firmware upgrade using a USB flash drive and the control panel menu.

NOTE: USB flash drives that are not using a FAT32 format, or do not have a CD formatted partition, might not be recognized by the printer. If the printer does not recognize a USB flash drive, try using a different USB flash drive.

TIP: The USB port on the printer must be enabled. If it is disabled, use the Enable Retrieve from USB item in the General Settings menu to enable it.

USB flash drive firmware (control panel menu) update from an LCD control panel (M751/E75245)

Use the following procedure to perform a USB flash drive firmware (control panel menu) update from an LCD control panel.

1. From the Home screen on the printer control panel, use the arrow keys to navigate to Support Tools, and then select OK.
2. Navigate to Maintenance, and then select OK.
3. Navigate to USB Firmware Upgrade, and then select OK.
4. Insert the USB flash drive with the .bdl file on it into the USB port on the printer.
5. If necessary, use the down arrow ▼ button to scroll to the appropriate .bdl file, and then press the OK button to select.

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

6. Use the down arrow ▼ button to scroll to Install, and then press the OK button to start the firmware upgrade.

> **NOTE:** Print a configuration page and verify that the upgrade firmware version was installed.

USB flash drive firmware (control panel menu) update from a touchscreen control panel (M856/E85055/M776)

Use the following procedure to perform a USB flash drive firmware (control panel menu) update from a touchscreen 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. Print a configuration page and verify that the upgrade firmware version was installed.

4 Removal and replacement

When servicing the printer, several items must be taken into account to ensure a successful repair and to avoid damage to the printer or 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 on page viii 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 on page iii.

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.

  - **CAUTION:**

    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) 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.

Removal and replacement strategy

The printer uses a field repair strategy. Defective parts are diagnosed and replaced at the Field Replaceable Unit (FRU) assembly level. Follow basic safety precautions to avoid injury or printer damage. Learn about the tools required to service the printer and the types of fasteners used.

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.

Considerations during removal and replacement

Understand the items to take into account when removing and replacing parts.

This chapter describes the FRUs.

Reinstalling FRUs is generally the reverse of removal. Notes are included to provide directions for difficult or critical replacement procedures.

HP does not support repairing individual subassemblies or troubleshooting at the PCA component level.

⚠ **WARNING!** Never operate or service the printer with the protective cover removed from the laser scanner assembly. The reflected beam, although invisible, can cause damage to the eyes.

The sheet-metal parts can have sharp edges. Be careful when handling sheet-metal parts.

Turn the printer off, wait five seconds, and then remove the power cord before attempting to service the printer. **If this warning is not followed, severe injury can result as well as damage to the printer**. The power must be on for certain functional checks during troubleshooting. However, the power cord must be disconnected during parts removal. AC voltage is still present inside the printer when the power switch is in the off position. The power cord must be disconnected before servicing the printer.

⚠ **CAUTION:** Incorrectly routed or loose wire harnesses or flat flexible cables (FFCs) might interfere with other internal components or assemblies and can be damaged, pinched, or frayed. Make sure that wire harnesses are correctly routed and retained when installing assemblies.

Do not bend or fold the FFCs during removal or installation.

Do not expose the toner cartridges or imaging drums to strong light even for a short time.

IMPORTANT: When an assembly is removed that includes a rating plate, tag, or a printer code label, make sure to transfer the plate, tag, or code label to the replacement assembly.

Do not replace the formatter, DC controller, memory PCA (island of data), eMMC PCA, or hard-disk drive (HDD) simultaneously during a single printer servicing. Doing so might cause the printer to become unstable or inoperable.

When replacing the formatter, make sure that all accessories installed on the formatter, such as the fax PCA, hard disk drive, trusted platform module, and DIMM, are removed from the defective formatter and installed on the replacement formatter. Make sure that the formatter is a new service part that has not been installed in a different device.

NOTE: During assembly removal and replacement, or if the printer is moved, remove the toner cartridges, the imaging drums, and the toner collection unit.

Toner is a non-poisonous substance composed of plastic and a small number of colored components. If toner gets on the skin or clothing, wipe it off with dry tissue paper and wash in cold water. Hot water sets toner and it might be difficult, or impossible, to remove. Toner easily breaks down vinyl materials, so avoid letting toner contact vinyl.

TIP: Some figures might show assemblies removed or installed that have not yet been removed or installed at that specific step. However, the procedures are correct for this printer and the target assembly. Always thoroughly read the instructions that accompany each figure.

Electrostatic discharge

Learn how to protect sensitive parts against damage from electrostatic discharge.

CAUTION: 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.

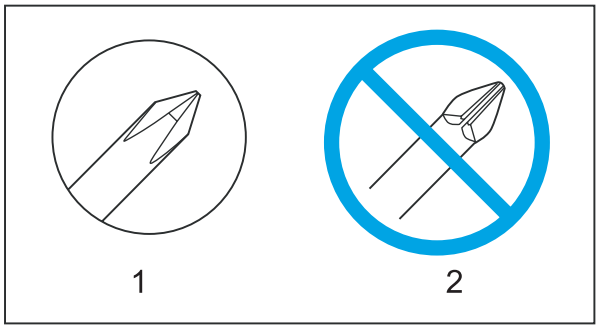
Required tools

Find information about the tools required to remove and replace parts on the printer.

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver
- Needle-nose pliers
- ESD strap (if one is available)
- Penlight

CAUTION: Always use a #2 Phillips screwdriver (callout 1). Do not use a Pozidriv screwdriver (callout 2) or any motorized screwdriver. These can damage screws or screw threads.

Figure 4-1 Screwdrivers



Fasteners used in this printer

Learn about the different types of screws used in the printer and the importance of installing the correct type of screw in the correct location when replacing a part.

⚠ WARNING! Make sure that assemblies are replaced with the correct screw type. Using the incorrect screw (for example, substituting a long screw for the correct shorter screw) can cause damage to the printer or interfere with printer operation. Do not intermix screws that are removed from one assembly with the screws that are removed from another assembly.

NOTE: To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, and then carefully turn it clockwise to tighten. Do not overtighten. If a self-tapping screw hole becomes stripped, repair the screw hole or replace the affected assembly.

Always take note of the length, diameter, color, type, and location of each removed screw. Make sure that screws are installed in their original location during reinstallation.

Types of screws used in the printer

- Screw, BH M3x10
- Screw, D, M3x6
- Screw, D, M3x8
- Screw, Tapping, Truss Head, M4x10
- Screw, W/Washer
- Screw, W/Washer, M3x10
- Screw, W/Washer D, M3x8

Service approach

Follow these steps before and after performing service on the printer to prevent damage to the printer and ensure that the repair was successful.

Before performing service

Follow these steps before performing any type of service on the printer.

⚠ WARNING! Turn the printer off, wait five seconds, and then remove the power cord before attempting to service the printer. **If this warning is not followed, severe injury can result as well as damage to the**

printer. The power must be on for certain functional checks during troubleshooting. However, the power cord must be disconnected during parts removal. AC voltage is still present inside the printer when the power switch is in the off position. The power cord must be disconnected before servicing the printer.

1. Turn the printer off using the power button.
2. Unplug the power cable and interface cable or cables.
3. Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis before touching an ESD-sensitive part.
4. Remove the toner cartridges and imaging drums. Place a sheet of paper over the imaging drums to protect them from excessive light exposure.
5. Remove all paper from the trays.
6. Remove the tray(s).

After performing service

Follow these steps after performing service on the printer.

1. Verify that you have completed the necessary reassembly steps.
2. Reinstall the tray(s).
3. Return all paper to the trays.
4. Reinstall the toner cartridges and imaging drums.
5. Plug in the power cable and interface cable or cables.
6. Turn the printer on using the power button.
7. Verify that the expected start-up sounds occur.

Print quality test

Ensure that the print quality is acceptable after performing printer repairs.

Use the printer internal print quality pages to help diagnose and solve print-quality problems. For more information, see the troubleshooting section in the service manual.

NOTE: To get further assistance in print quality troubleshooting, go to http://www.hp.com/support/colorljM751 or http://www.hp.com/support/colorljE75245 or http://www.hp.com/support/colorljM856 or http://www.hp.com/support/colorljE85055 or http://www.hp.com/support/colorljM776MFP. Select **Troubleshooting**, select **Print**, and then select **Print Quality**.

Removal and replacement procedures

Learn how to remove and replace selected parts on the printer.

Customer self-repair (CSR) A parts and accessories

Customer self-repair (CSR) A parts are parts that a customer replaces without assistance from a field technician. These parts can be replaced without the use of any tools.

Install accessory: Internal USB ports (M751/E75245/M856/E85055/M776)

Learn how to install the internal USB ports accessory.

View a video of how to install the internal USB ports.

Mean time to repair: 10 minutes

Service level: CSR A

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 4-1 Part information

Part number	Part description
B5L28-67902	Internal USB ports

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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

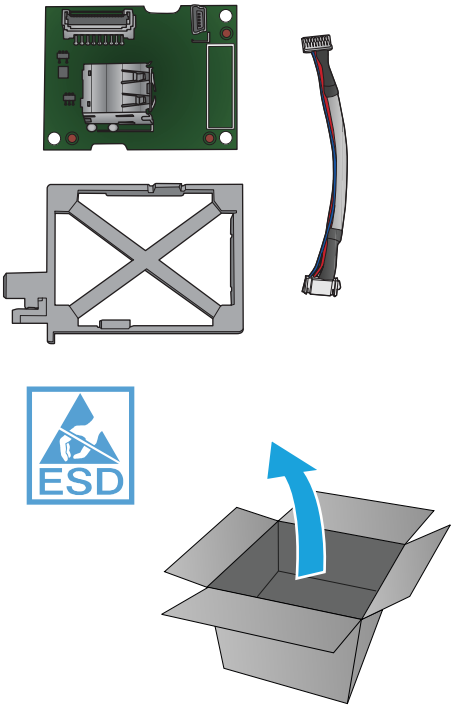
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2 **Remove the formatter cover**

2. Unpack the accessory

- Remove the small PCA board, the PCA mounting cradle, and the shortest single cable (B5L45-60115) from the packaging.

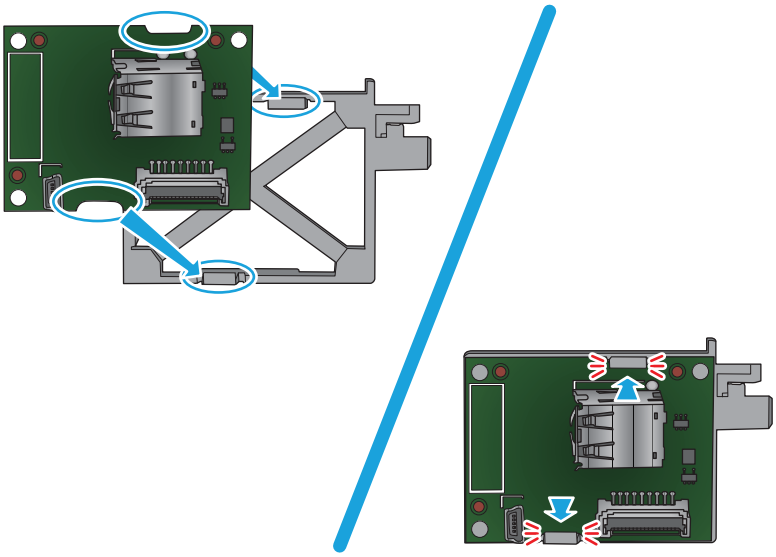
Figure 4-3 **Unpack the components**



3. Install the internal USB ports accessory.

a. Position the notches on the internal USB ports PCA over the clips on the PCA holder, and then press down to attach the PCA to the holder. Make sure that the clips snap into place.

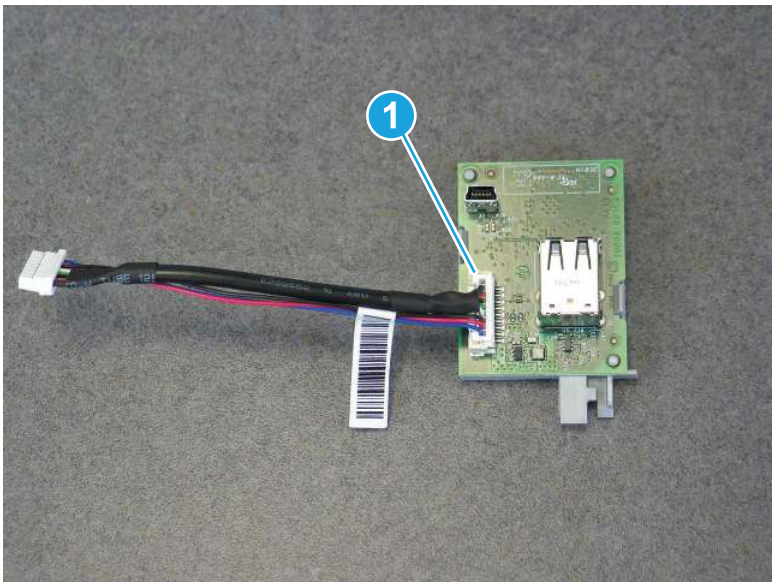
Figure 4-4 Attach the PCA to the cradle



b. Connect the cable to the connector (callout 1) on the small PCA.

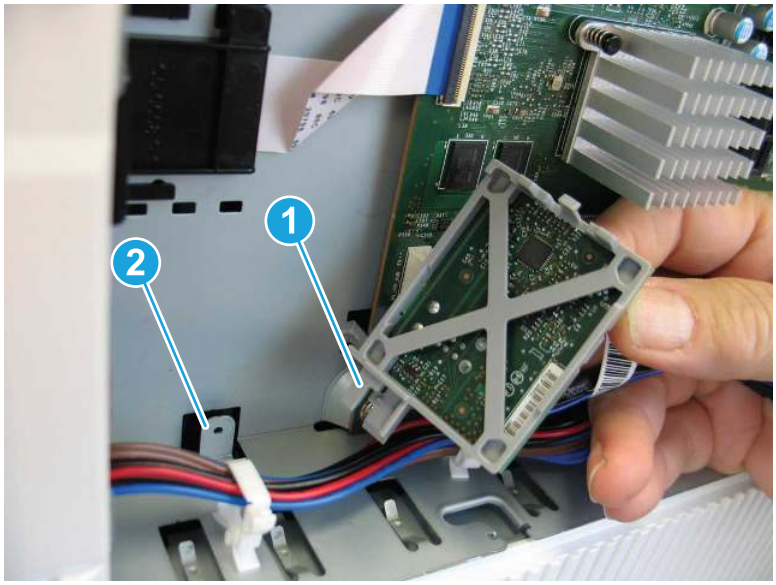
NOTE: The connector on the cable is keyed. Make sure it is correctly installed.

Figure 4-5 Connect the cable to the PCA



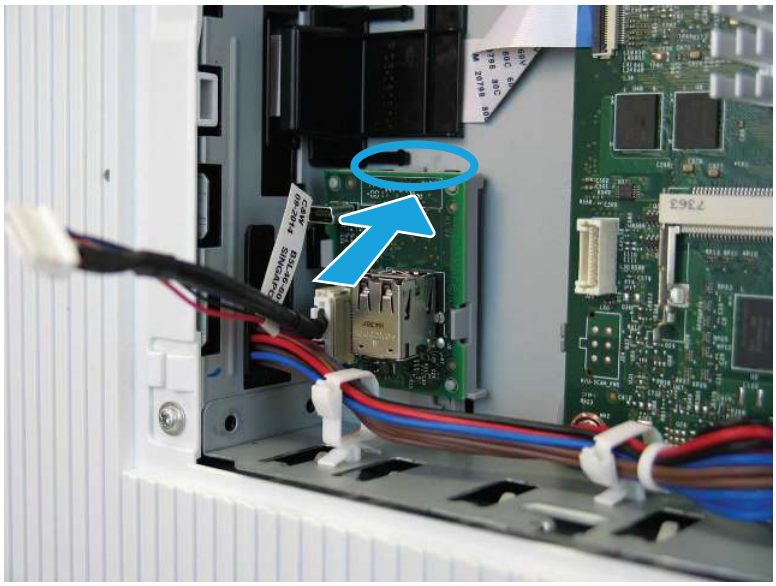
c. Position the slot (callout 1) on the end of the PCA bracket over the metal tab (callout 2) on the formatter case.

Figure 4-6 Position the slot over the tab



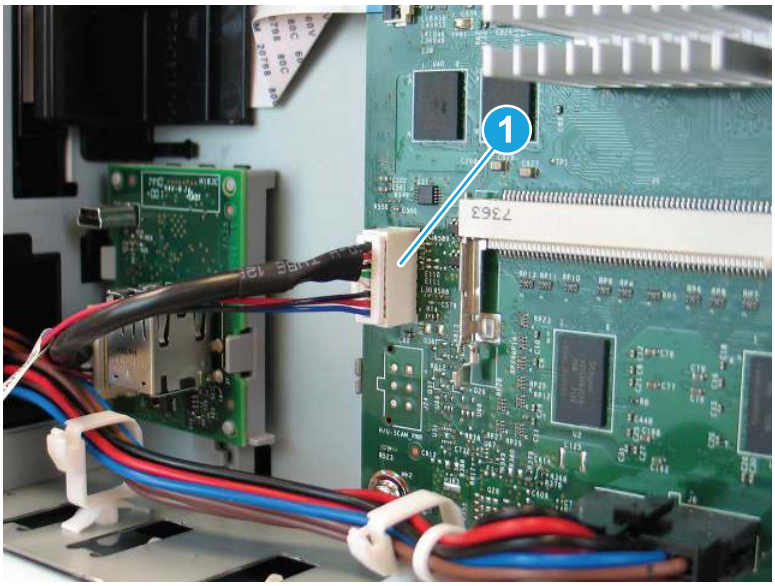
d. Position the upper tabs on the PCA bracket into the slots in the formatter case. Press until the tabs snap into place.

Figure 4-7 Install the upper tabs



e. Connect the cable to the connector (callout 1) on the formatter board.

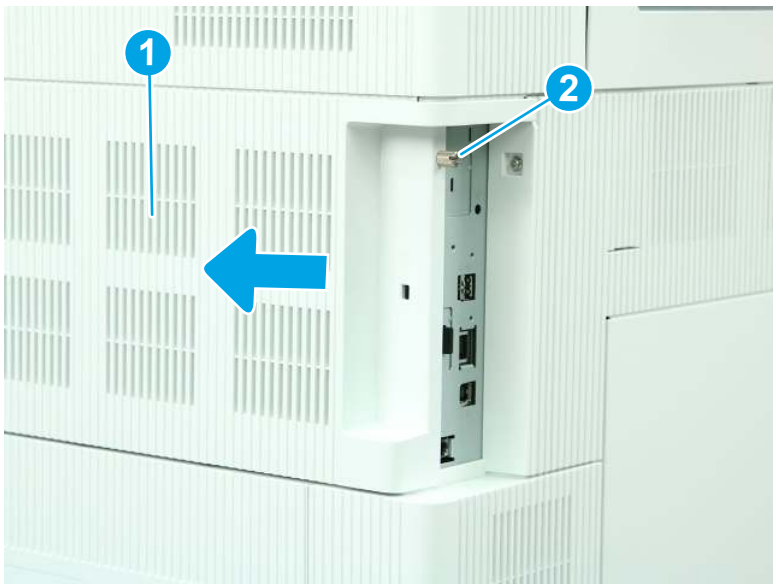
Figure 4-8 **Connect the cable to the formatter**



4. Install the formatter cover.

   - Position the formatter cover (callout 1) on the printer, slide it toward the printer to install it, and then tighten one thumbscrew (callout 2).

Figure 4-9 **Install the formatter cover**



Removal and replacement: SODIMM (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the SODIMM.

View a video of how to remove and replace the SODIMM.

Mean time to repair: 10 minutes

Service level: CSR A

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 4-2 Part information

Part number	Part description
E5K48-67902	HP 1GB DDR3 x32 144-pin 800MHz SODIMM
5851-6581	HP 2GB DDR3 x32 144-pin 800MHz SODIMM

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

Make sure that the printer initializes to a **Ready** state.

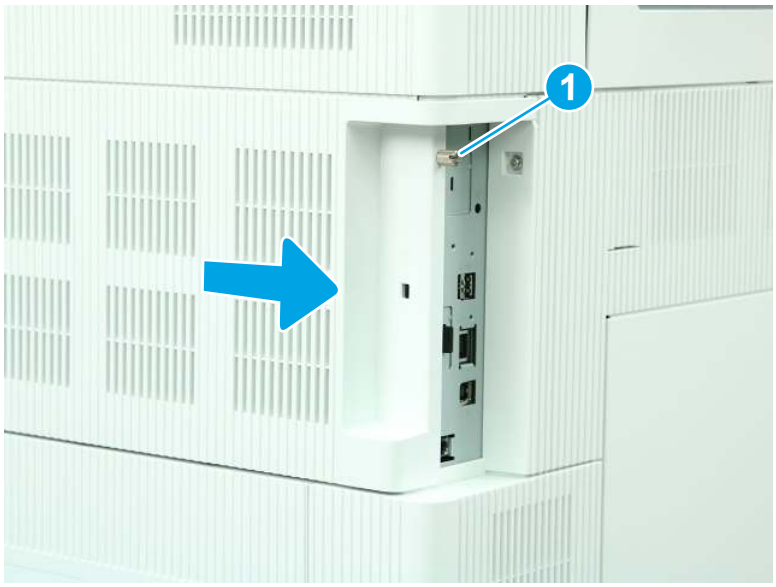
Print a page to make sure that the printer is functioning correctly.

Print a configuration page and verify that the memory section shows 1.5 GB.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

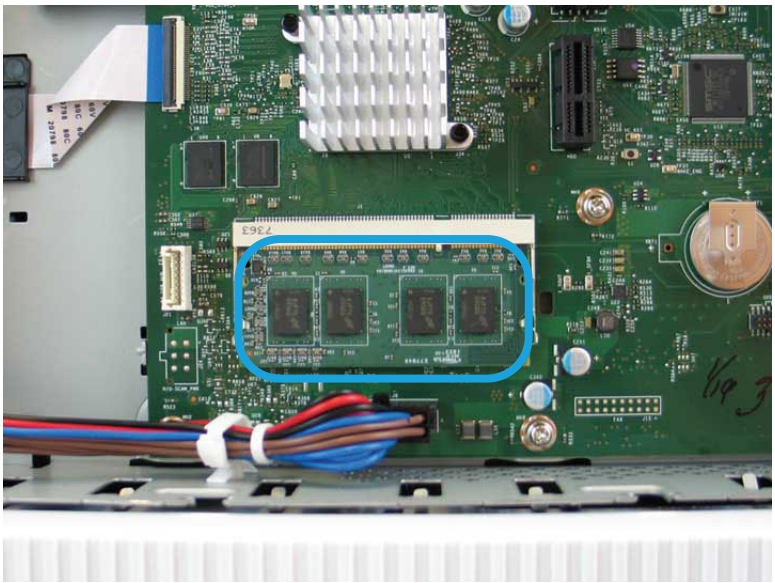
Figure 4-10 Remove the formatter cover



2. Remove the SODIMM.

a. Locate the SODIMM on the formatter board.

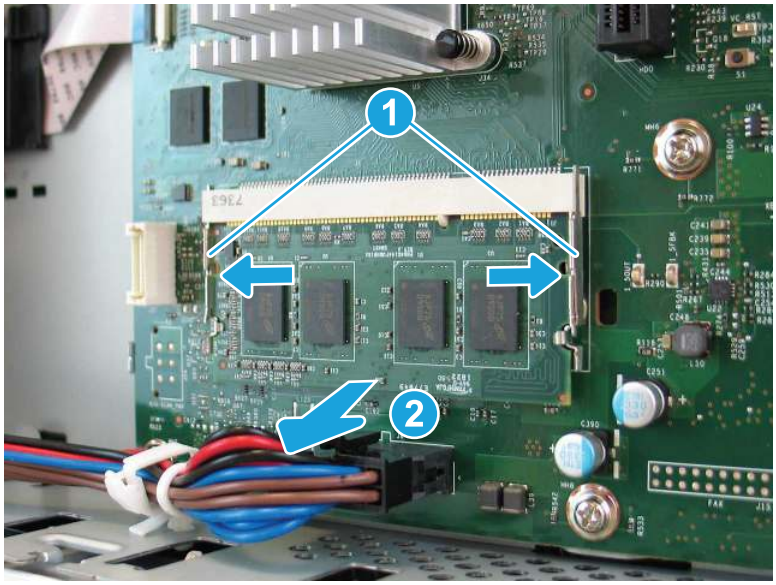
Figure 4-11 Locate the SODIMM



b. Release two locking arms (callout 1), and then allow the lower edge of the SODIMM to pivot slightly upwards to free it from the holder (callout 2).

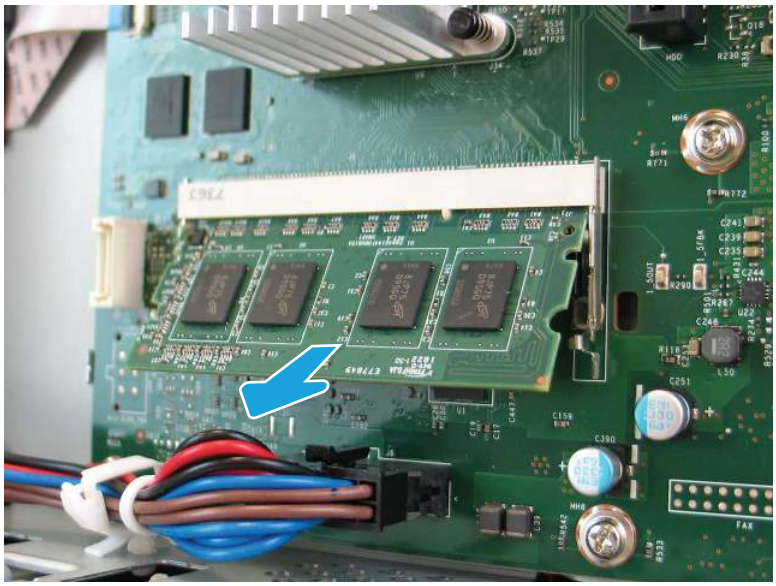
i

Figure 4-12 Release two locking arms



c. Pull the SODIMM down and away from the holder to remove it.

Figure 4-13 Remove the SODIMM



3. Unpack the replacement assembly.

a. 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

b. 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.

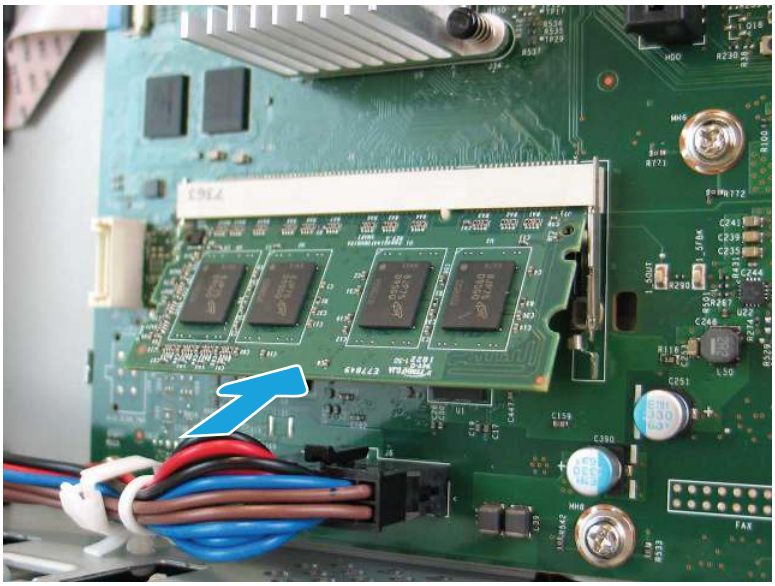
IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the SODIMM.

   a. Insert the top edge of the SODIMM in the holder.

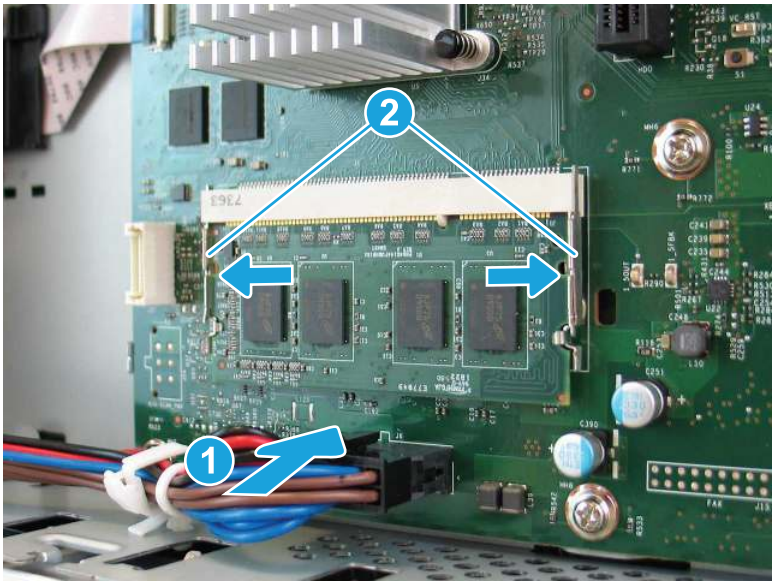
   TIP: The SODIMM is keyed and can only be inserted in the holder one way.

   Figure 4-14 Insert the SODIMM

   b. Pivot the bottom edge of the SODIMM toward the holder (callout 1), and then make sure that the two locking arms snap into place (callout 2).

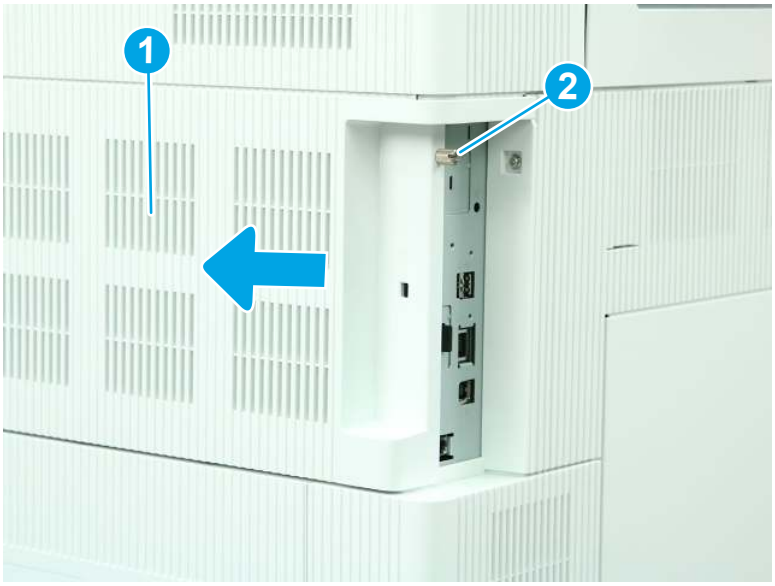
   Figure 4-15 Install the DIMM

5. Install the formatter cover.

   - Position the formatter cover (callout 1) on the printer, slide it toward the printer to install it, and then tighten one thumbscrew (callout 2).

Figure 4-16 **Install the formatter cover**



Removal and replacement: Hard disk drive (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the hard disk drive (HDD).

View a video of how to remove and replace the hard disk drive.

Mean time to repair: 10 minutes

Service level: CSR A

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
L41606-011	HDD, 500GB 5400RPM SED (Secure Encrypted Drive)
L42243-021	HDD, 500GB 5400RPM FIPS/CCC OPAL2 7MM (higher level of security than SED)
L42244-031	HDD, 500GB FIPS/CCC/TAA OPAL2 7MM (for use in US government contracts)

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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

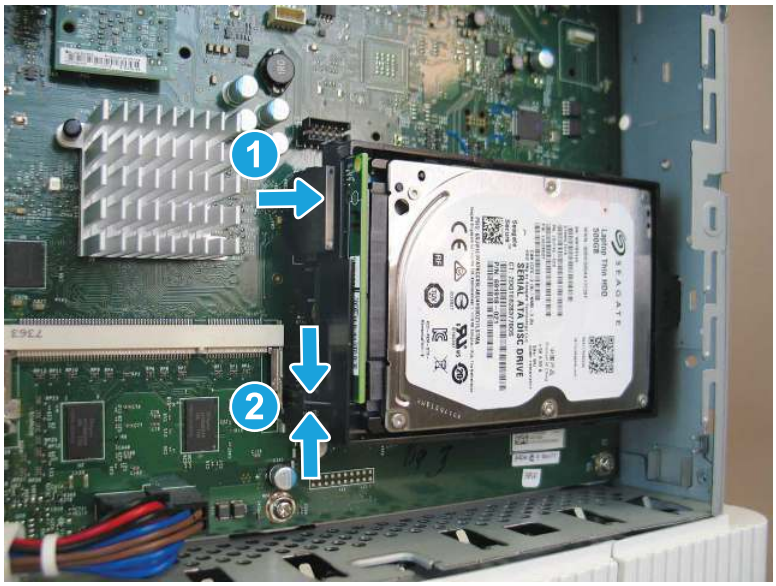
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-17 **Remove the formatter cover**

2. Remove the hard disk drive (HDD).

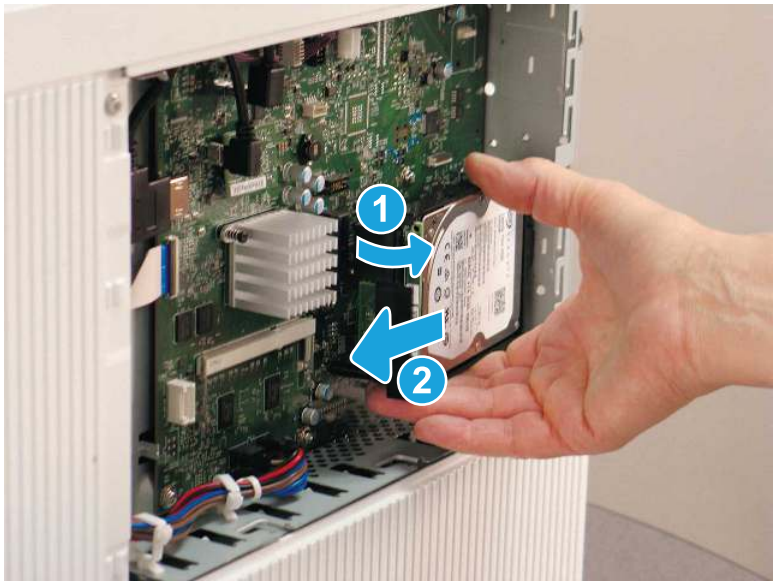
a. Release the locking connector (callout 1), and then pinch the retainer (callout 2) to release it.

Figure 4-18 Release the HDD



b. Raise the connector end of the HDD out and away from the formatter (callout 1), and then slide it to the left (callout 2) to remove it.

Figure 4-19 Remove the HDD



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

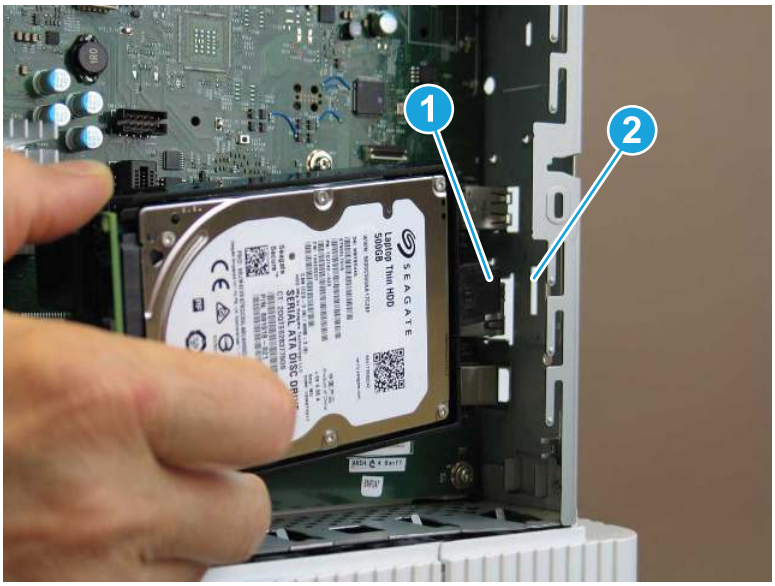
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive 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.

4. Install the hard disk drive (HDD).

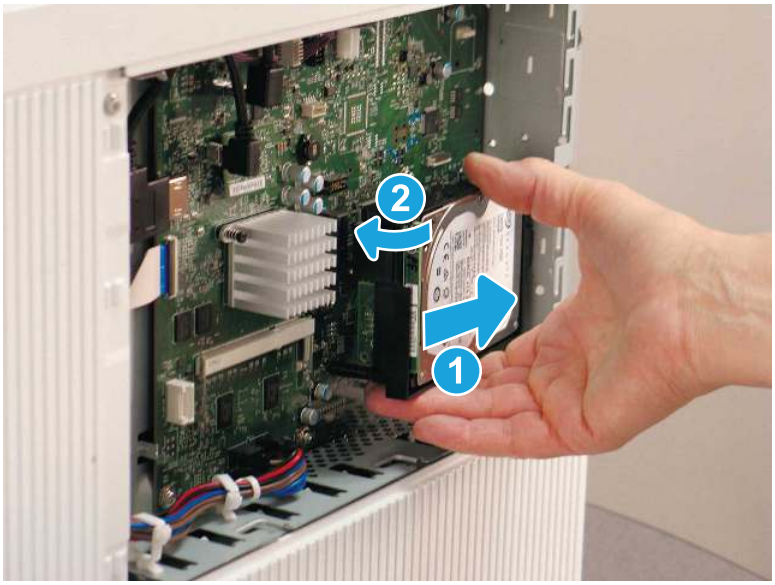
a. Before proceeding, take note of the location of the tab (callout 1) on the end of the HDD that fits into the slot (callout 2) in the formatter case.

Figure 4-20 Locate the slot in the sheet metal



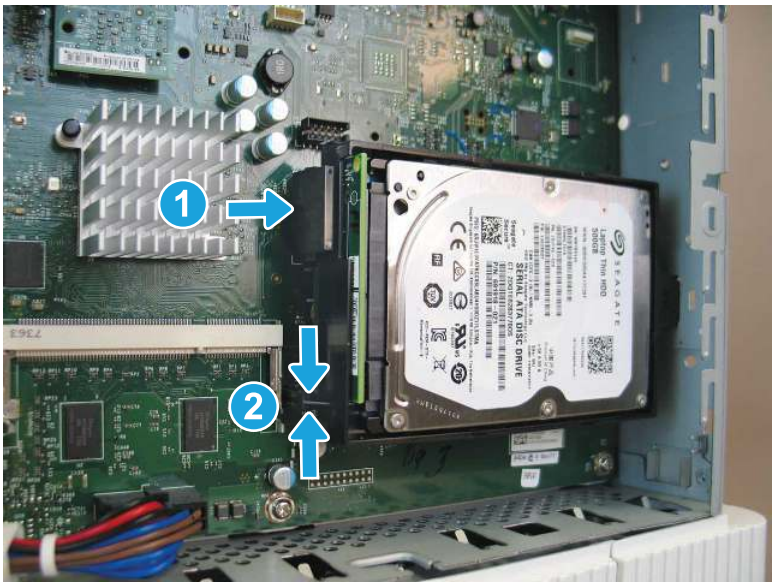
b. Insert the HDD cradle mounting tab in the slot in the sheet metal, slide the HDD to the right (callout 1) to fully install the tab in the sheet metal, and then rotate the connector end (callout 2) of the HDD toward the formatter.

Figure 4-21 Install the HDD



c. Make sure that the locking connector (callout 1) latches and that the standoff (callout 2) engages with the slot in the formatter (it might be necessary to pinch the retainer to engage it with the slot).

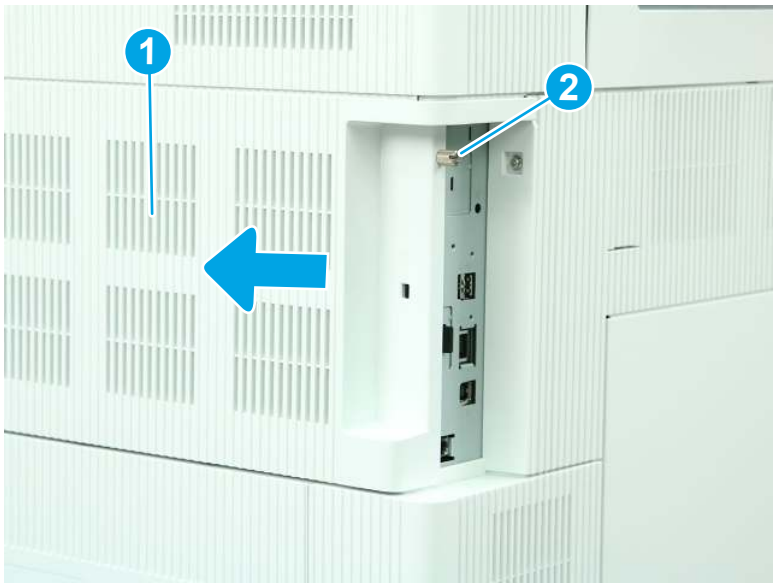
Figure 4-22 Check the HDD connector



5. Install the formatter cover.

- Position the formatter cover (callout 1) on the printer, slide it toward the printer to install it, and then tighten one thumbscrew (callout 2).

  Figure 4-23 **Install the formatter cover**

6. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

   Reinstall the printer firmware

   a. Go to www.hp.com/go/futuresmart.

   b. Select **Upgrade now**.

   c. Find your Enterprise printer model.

   d. Select the link to open the firmware download page.

   e. Scroll down and expand **Firmware-FutureSmart 4**.

   f. Select **Download** next to the printer firmware entry.

   Reinstallation tip: To view installation instructions, go to http://www.hp.com/go/futuresmart. Select **Upgrade now**, and then select **How to perform a firmware update**.

faa_

Removal and replacement: embedded Multi-Media Card (eMMC) (M751/E75245/M856/E85055)

Learn how to remove and replace the embedded Multi-Media Card (eMMC).

View a video of how to remove and replace the embedded Multi-Media Card (eMMC).

Mean time to repair: 10 minutes

Service level: CSR A

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 4-4 Part information

Part number	Part description
B5L32-60002	PC board - eMMC 16GB

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

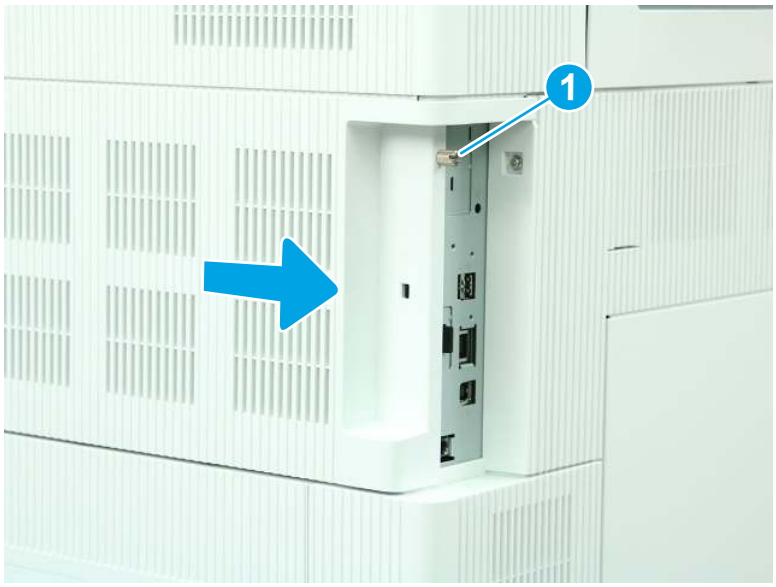
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

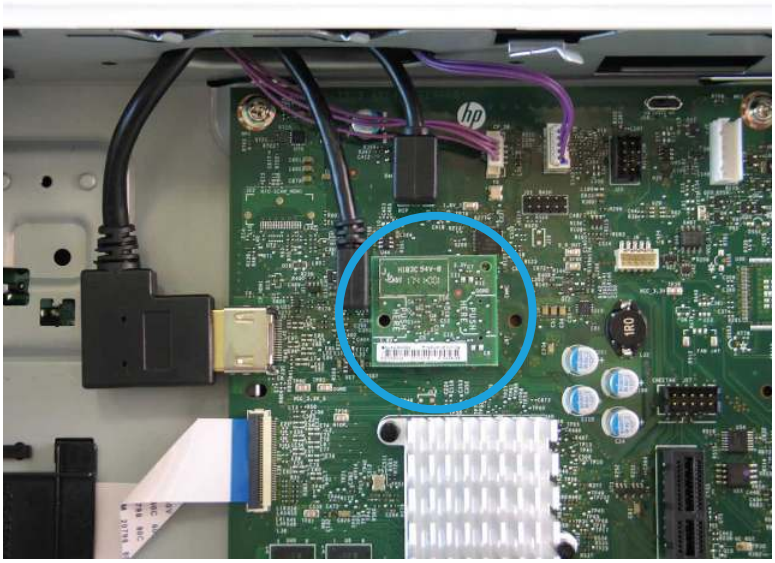
Figure 4-24 Remove the formatter cover



2. Remove the embedded Multi-Media Card (eMMC) (M751/E75245/M856/E85055).

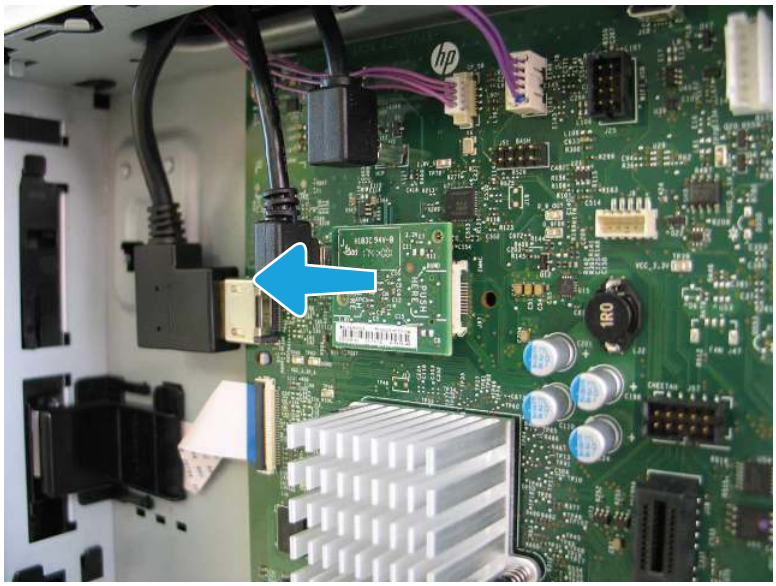
a. Locate the embedded Multi-Media Card (eMMC) on the formatter board.

Figure 4-25 Locate the eMMC



b. Lift the eMMC off of the formatter board to remove it.

Figure 4-26 Remove the eMMC



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

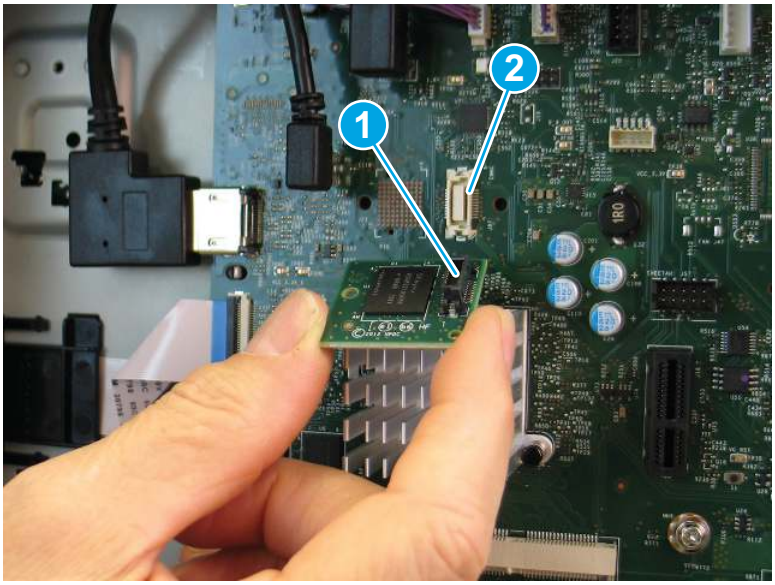
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive 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.

4. Install the embedded Multi-Media Card (eMMC) (M751/E75245/M856/E85055).

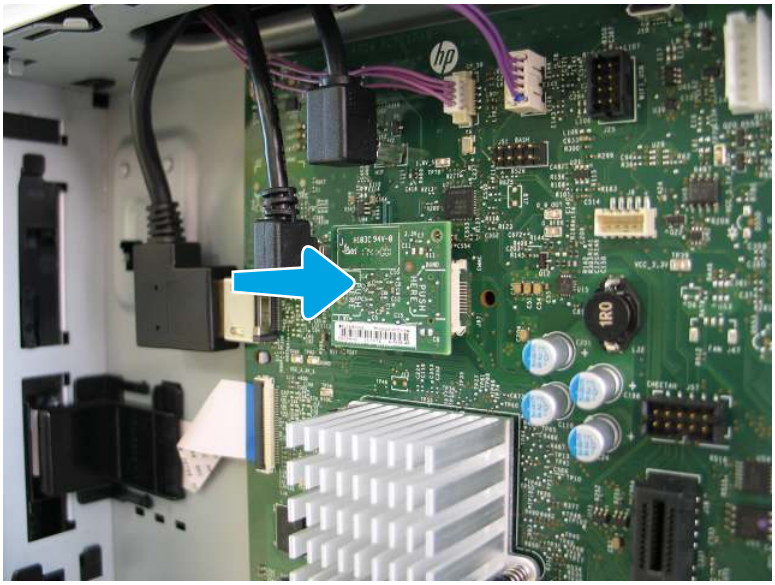
a. Position the connector (callout 1) on the eMMC card into the connector (callout 2) on the formatter board.

Figure 4-27 Position the eMMC



b. Press the eMMC firmly onto the formatter board to install it.

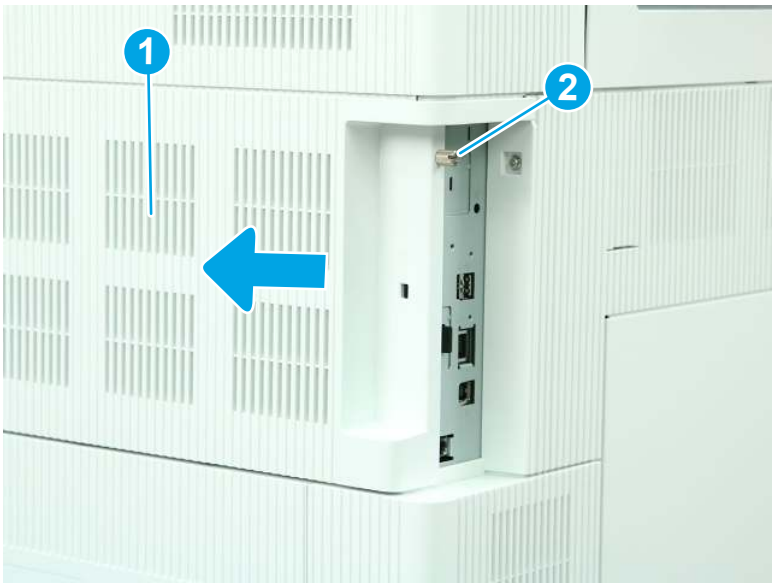
Figure 4-28 Install the eMMC



5. Install the formatter cover.

- Position the formatter cover (callout 1) on the printer, slide it toward the printer to install it, and then tighten one thumbscrew (callout 2).

  Figure 4-29 **Install the formatter cover**

6. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

   Reinstall the printer firmware

   a. Go to www.hp.com/go/futuresmart.

   b. Select **Upgrade now**.

   c. Find your Enterprise printer model.

   d. Select the link to open the firmware download page.

   e. Scroll down and expand **Firmware-FutureSmart 4**.

   f. Select **Download** next to the printer firmware entry.

   Reinstallation tip: To view installation instructions, go to http://www.hp.com/go/futuresmart. Select **Upgrade now**, and then select **How to perform a firmware update**.

faa_

Removal and replacement: Fax PCA (M776z/M776zs)

Learn how to remove and replace the fax PCA.

View a video of how to remove and replace the fax PCA.

Mean time to repair: 10 minutes

Service level: CSR A

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
2EH31-67901	Fax PCA (most of the world)
F2A79-60002	Fax PCA (Bangladesh, Brunei, Cambodia, East Timor, Hong Kong, Indonesia, Korea, Laos, Malaysia, Maldives, Mongolia, Myanmar, Philippines, Singapore, Sri Lanka, Thailand, Vietnam)

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

Make sure that the printer initializes to a **Ready** state.

Make sure that the fax PCA is functioning correctly by sending a test fax.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-30 Remove the formatter cover

2. Remove the fax PCA (M776z/M776zs).

- Rotate the fax PCA away from the formatter board to remove it .

Figure 4-31 Remove the fax PCA

3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

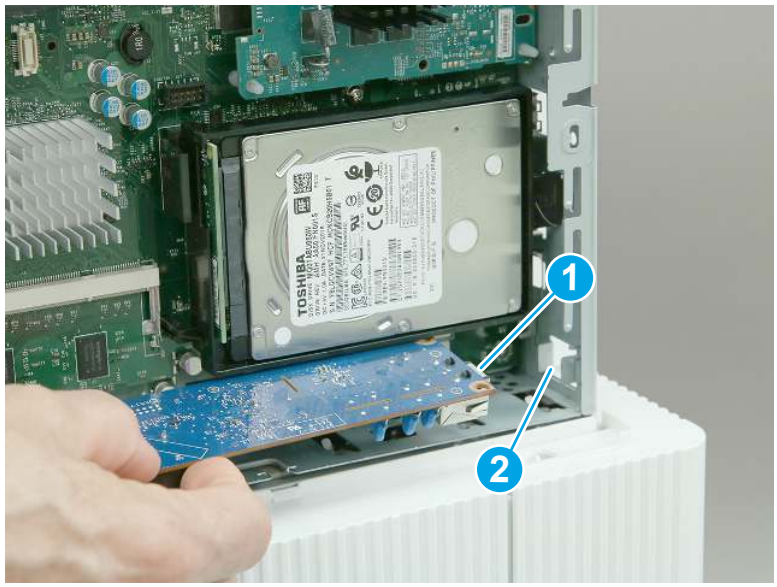
⚠ **CAUTION:** Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the 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.

4. Install the fax PCA (M776z/M776zs).

a. Position the connector on the fax PCA (callout 1) into the opening (callout 2) in the formatter case.

Figure 4-32 **Position the fax PCA**



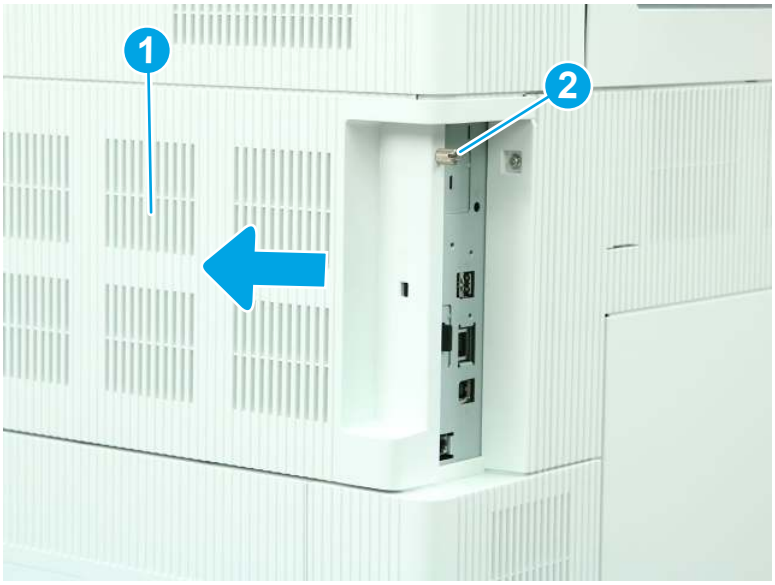
b. Rotate the fax PCA toward the formatter board to install it .

Figure 4-33 Install the fax PCA

5. Install the formatter cover.

- Position the formatter cover (callout 1) on the printer, slide it toward the printer to install it, and then tighten one thumbscrew (callout 2).

Figure 4-34 Install the formatter cover



Removal and replacement: Toner cartridge (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the toner cartridge.

View a video of how to remove and replace the toner cartridge.

Mean time to repair: 2 minutes

Service level: CSR A

Before you begin

For the E75245 model, make sure that the toner cartridge as reached the Very Low point. If this point has not been reached, the toner cartridge cannot be removed from 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
W2000-67901	HP 658A Black Original LaserJet Toner Cartridge **(M751)**
W2001-67901	HP 658A Cyan Original LaserJet Toner Cartridge **(M751)**
W2002-67901	HP 658A Yellow Original LaserJet Toner Cartridge **(M751)**
W2003-67901	HP 658A Magenta Original LaserJet Toner Cartridge **(M751)**
W2000-67902	HP 658X High Yield Black Original LaserJet Toner Cartridge **(M751)**
W2001-67902	HP 658X High Yield Cyan Original LaserJet Toner Cartridge**(M751)**
W2002-67902	HP 658X High Yield Yellow Original LaserJet Toner Cartridge**(M751)**
W2003-67902	HP 658X High Yield Magenta Original LaserJet Toner Cartridge **(M751)**
5851-7901	HP 659A Black Original LaserJet Toner Cartridge **(M856/M776)**
5851-7902	HP 659A Cyan Original LaserJet Toner Cartridge **(M856/M776)**
5851-7903	HP 659A Yellow Original LaserJet Toner Cartridge **(M856/M776)**
5851-7904	HP 659A Magenta Original LaserJet Toner Cartridge **(M856/M776)**
5851-7905	HP 659X High Yield Black Original LaserJet Toner Cartridge **(M856/M776)**
5851-7906	HP 659X High Yield Cyan Original LaserJet Toner Cartridge **(M856/M776)**
5851-7907	HP 659X High Yield Yellow Original LaserJet Toner Cartridge **(M856/M776)**
5851-7908	HP 659X High Yield Magenta Original LaserJet Toner Cartridge **(M856/M776)**
W9020-67901	HP Black Managed LaserJet Toner Cartridge **(E75245)**
W9021-67901	HP Cyan Managed LaserJet Toner Cartridge **(E75245)**
W9022-67901	HP Yellow Managed LaserJet Toner Cartridge **(E75245)**
W9023-67901	HP Magenta Managed LaserJet Toner Cartridge **(E75245)**
5851-7897	HP Black Managed LaserJet Toner Cartridge **(E85055**)
5851-7898	HP Cyan Managed LaserJet Toner Cartridge **(E85055)**
5851-7899	HP Yellow Managed LaserJet Toner Cartridge (**E85055)**
5851-7900	HP Magenta Managed LaserJet Toner Cartridge **(E85055)**

Required tools

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

After performing service

There are no special instructions for after performing service.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

- Remove and replace a toner cartridge.

  a. Open the front door.

  Figure 4-35 **Open the front door**

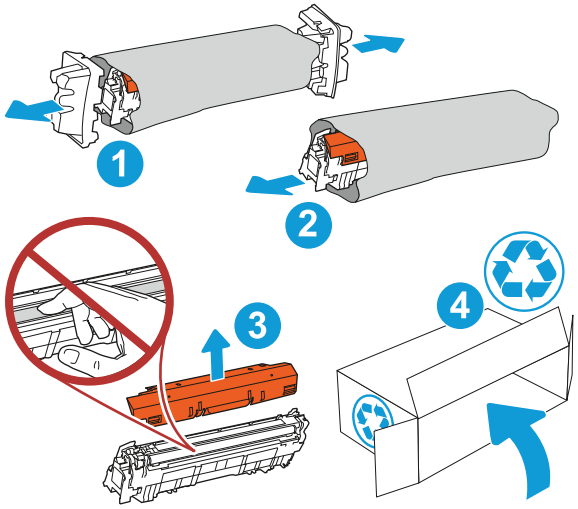
  b. Grasp the handle of the toner cartridge and pull out to remove it.

  Figure 4-36 **Remove the toner cartridge**

c. Remove the new toner cartridge from its packaging by removing the end caps, removing the cartridge from the plastic bag, and then removing the orange protective shield. Save all packaging for recycling the used toner cartridge.

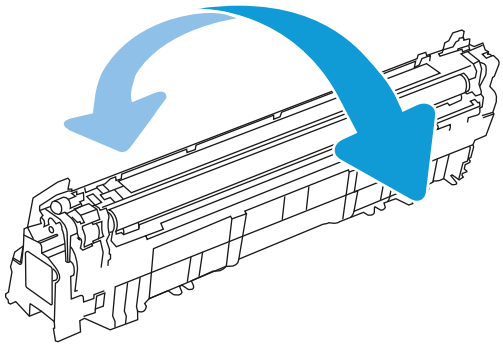
NOTE: Do not touch the developer roller. Fingerprints on the developer roller can cause print-quality problems.

Figure 4-37 Unpack the new toner cartridge



d. Hold both ends of the toner cartridge and rock it 5-6 times.

Figure 4-38 Rock the toner cartridge



e. Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the printer.

NOTE: Do not touch the developer roller. Fingerprints on the developer roller can cause print-quality problems.

Figure 4-39 Install the toner cartridge

f. Close the front door.

Figure 4-40 Close the front door

Removal and replacement: Imaging drum (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the imaging drum.

View a video of how to install the imaging drum.

Mean time to repair: 2 minutes

Service level: CSR A

Before you begin

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
W2004-67901	HP 660A Original LaserJet Imaging Drum

Required tools

- No special tools are required to remove or install this assembly, unless the printer is a managed model with imaging drum locks installed.

After performing service

There are no special instructions for after performing service.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

- Remove and replace the imaging drum.
  a. Open the front door.

Figure 4-41 Open the front door

b. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-42 Rotate the blue lever

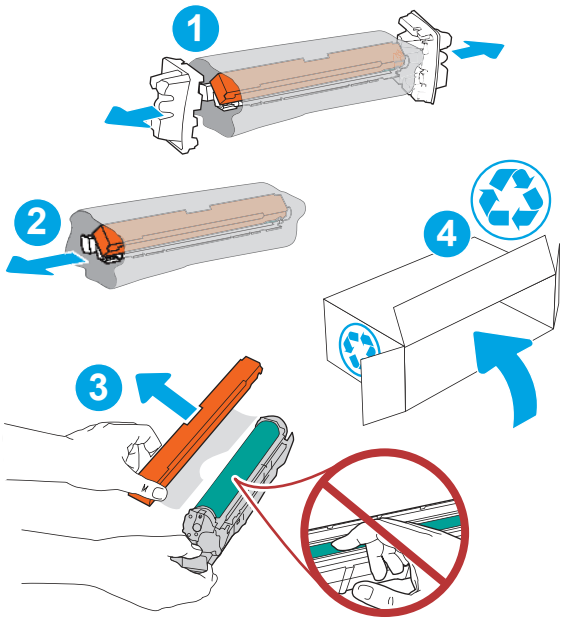
c. Grasp the handle of the imaging drum and pull out to remove it.

Figure 4-43 Remove the imaging drum

d. Remove the new imaging drum from its packaging by removing the end caps, removing the imaging drum from the plastic bag, and then removing the orange protective shield. Save all packaging for recycling the imaging drum.

NOTE: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

Figure 4-44 Remove the new imaging drum from its packaging



e. Support the imaging drum underneath with one hand while holding the handle with the other. Align the imaging drum with its slot on the shelf, and then insert the imaging drum into the printer.

NOTE: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

Figure 4-45 Install the imaging drum

f. Rotate the blue lever in front of the imaging drum to the right.

Figure 4-46 Rotate the blue lever

g. Close the front door.

Figure 4-47 Close the front door

Removal and replacement: Tray 2 (M751/E75245/M856/E85055/M776)

Learn how to remove and replace Tray 2.

View a video of how to remove and replace Tray 2.

Mean time to repair: 2 minutes

Service level: CSR A

Before performing service

Remove any paper from the defective tray and set it aside for installation in the replacement tray.

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
RM2-1394-000CN	Cassette assembly

Required tools

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

After performing service

Install paper in the tray and adjust the paper guides.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove Tray 2.
   - Pull Tray 2 away from the printer until it stops, and then lift up slightly to remove it.

   Figure 4-48 Remove Tray 2

2. Unpack the replacement assembly.

a. 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

If the printer is a managed model with tray locks installed, remove the locks before disposing of the defective tray.

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

Removal and replacement: Document feeder rollers (M776)

Learn how to remove and replace the document feeder pickup and separation rollers.

View a video of how to remove and replace the document feeder pickup and separation rollers.

Mean time to repair: 3 minutes

Service level: CSR A

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
5851-7202	Document feeder roller kit

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

Make sure that the printer initializes to a **Ready** state.

Copy a page from the image scanner and verify it is functioning correctly.

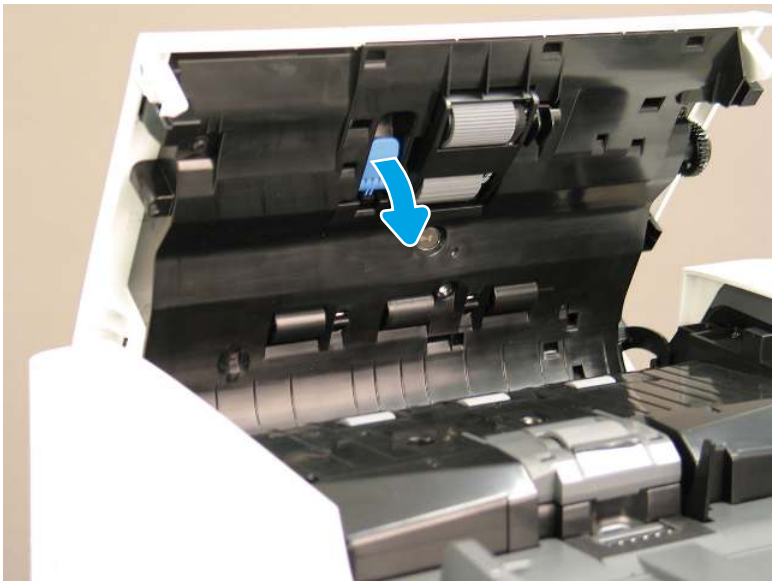
1. Remove the document feeder rollers.

   a. Open the document feeder cover.

   Figure 4-49 Open the document feeder cover

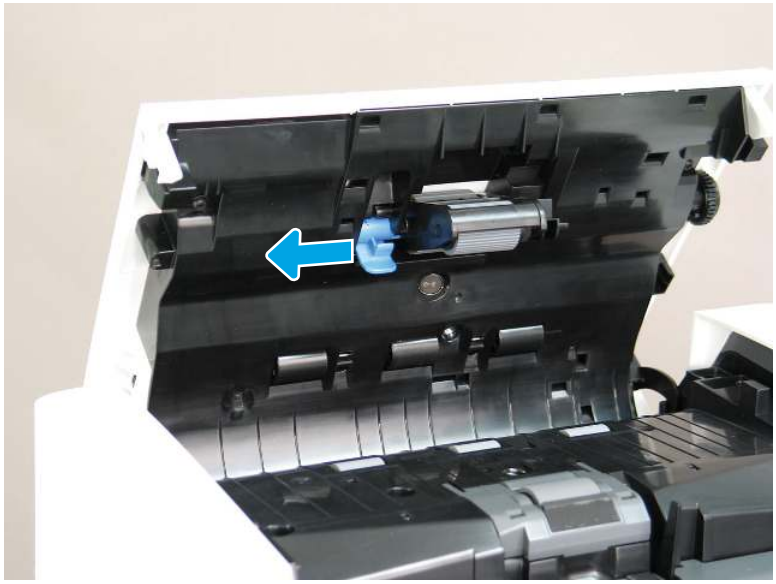
   b. Rotate the blue locking lever down.

   Figure 4-50 Rotate the blue locking lever down

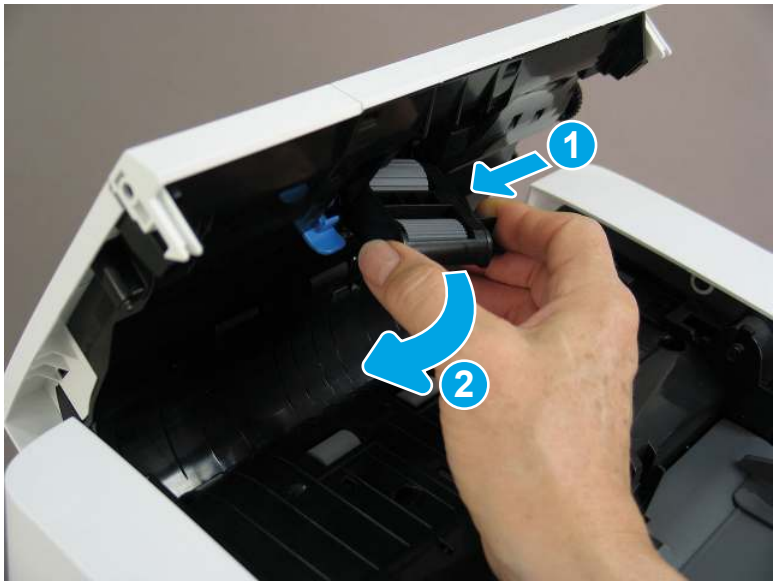
c. Slide the locking lever toward the front of the printer.

Figure 4-51 Slide the locking lever toward the front of the printer



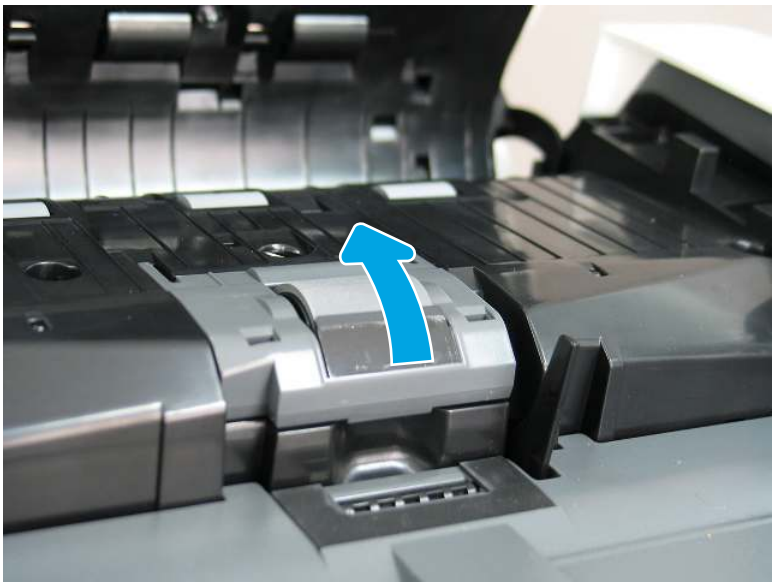
d. Slide the roller to the left (callout 1), and then rotate it away from the document feeder to remove it (callout 2).

Figure 4-52 Remove the pickup roller



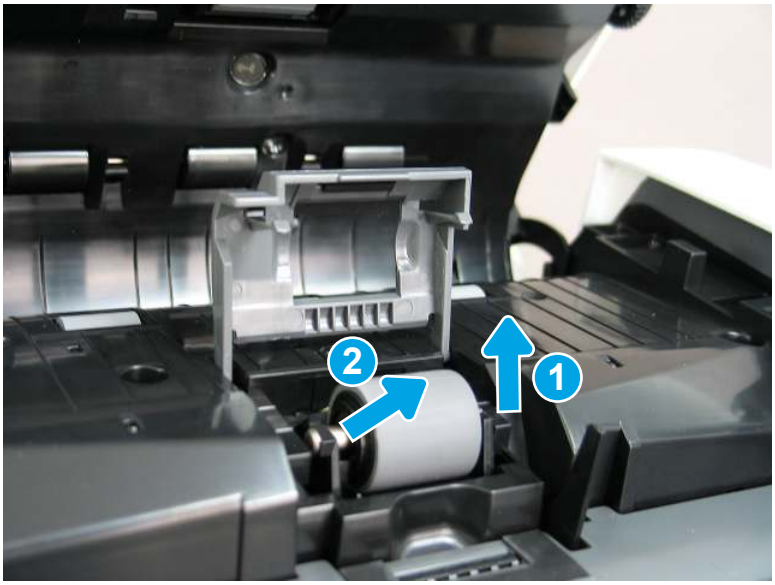
e. Open the document feeder separation roller cover.

Figure 4-53 Open the document feeder separation roller cover



f. Raise the right edge of the separation roller (callout 1), and then slide the roller to the right (callout 2) to remove it.

Figure 4-54 Remove the separation roller



2. Unpack the replacement assembly.

a. 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

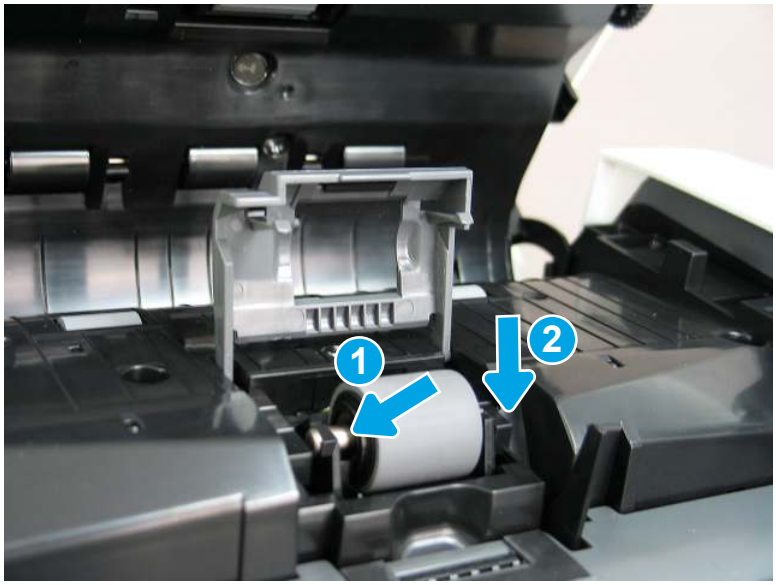
b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. Install the document feeder rollers.

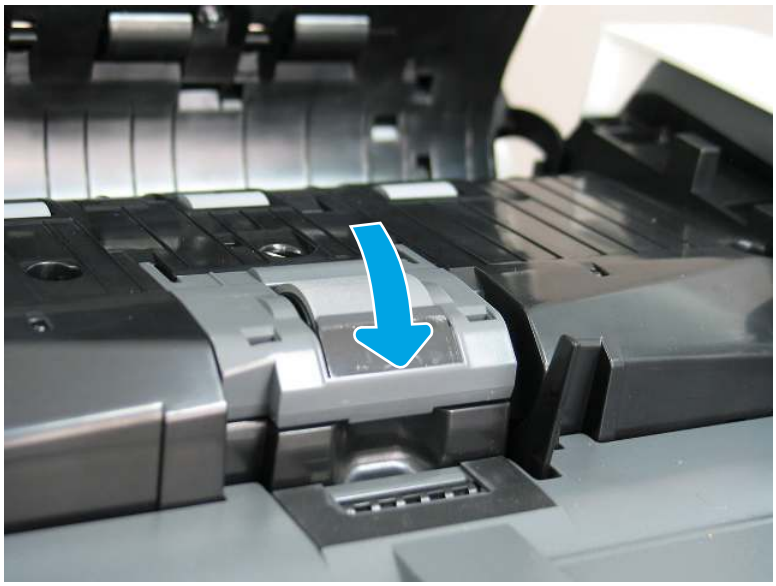
a. Install the left end of the replacement separation roller into the holder (callout 1), and then press the right side of the roller down (callout 2).

Figure 4-55 Install the separation roller



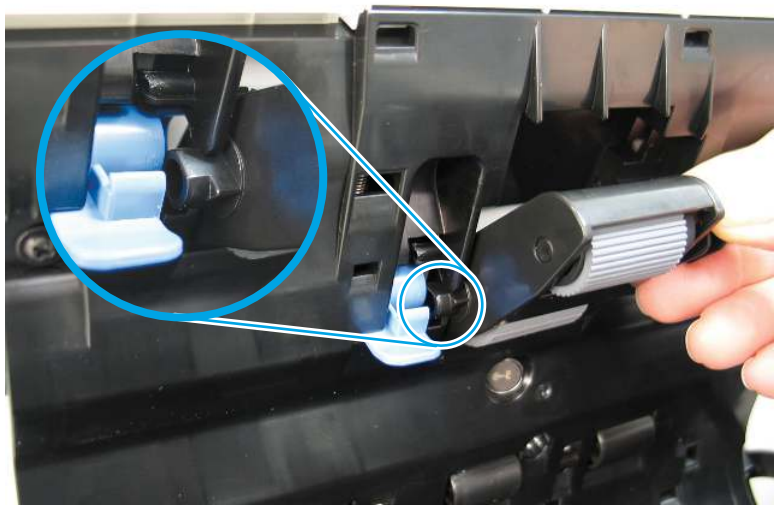
b. Close the document feeder separation roller cover.

Figure 4-56 Close the document feeder separation roller cover



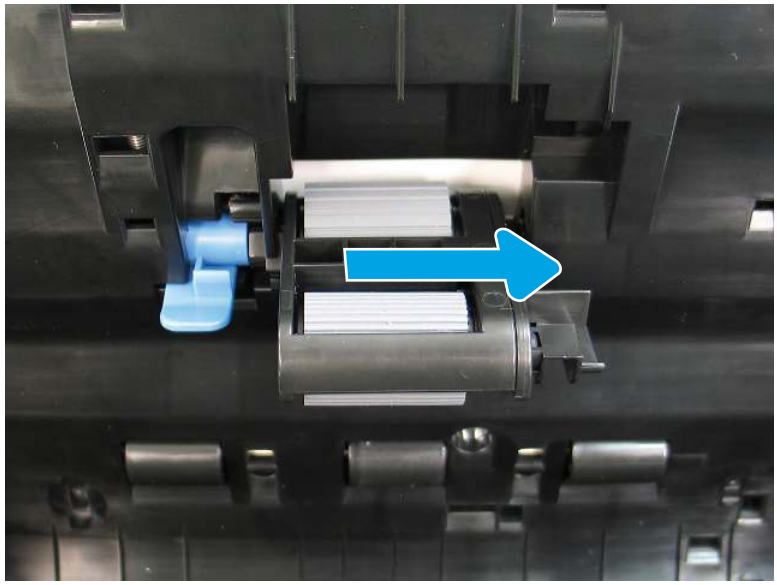
c. Install the tab on the left end of the replacement pickup roller assembly into the slot in the document feeder.

Figure 4-57 Install the pickup roller



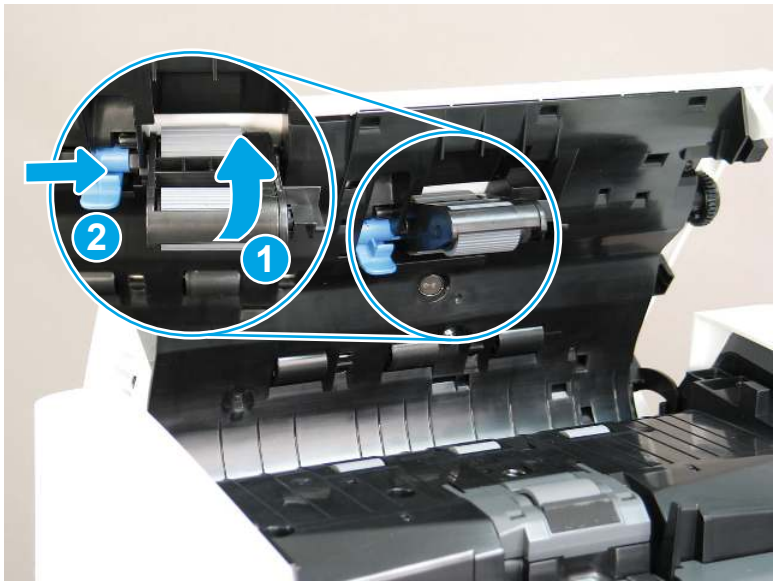
d. Slide the pickup roller assembly toward the back of the printer.

Figure 4-58 Slide the pickup roller assembly



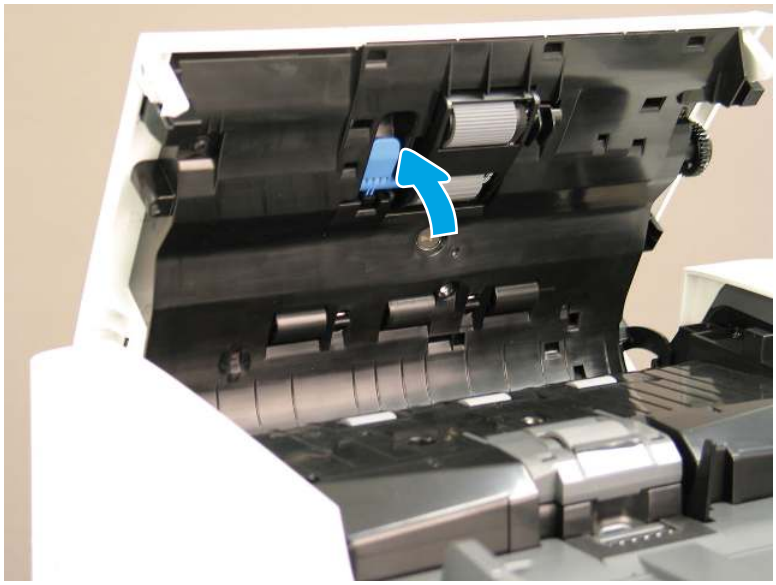
e. Rotate the pickup roller assembly up into the holder (callout 1), and then slide the blue locking lever toward the back of the printer (callout 2).

Figure 4-59 Rotate and slide the roller assembly



f. Rotate the blue locking lever up.

Figure 4-60 Rotate the blue locking lever up



g. Close the document feeder cover.

Figure 4-61 **Close the document feeder cover**

h. From the Home screen on the printer control panel, do the following:

   i. Scroll to and touch the Settings button.

   ii. Open the following menus:

      1. Manage Supplies

      2. Reset Supplies

   iii. Select the Document Feeder Kit item.

   iv. Select the Reset item to reset the firmware counter.

Removal and replacement: Tray 1 rollers (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the Tray 1 pickup and separation rollers.

View a video of how to remove and replace the Tray 1 pickup and separation rollers.

Mean time to repair: 3 minutes

Service level: CSR A

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
RM2-1525-000CN	Tray 1 pickup and separation rollers

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

Make sure that the printer initializes to a **Ready** state.

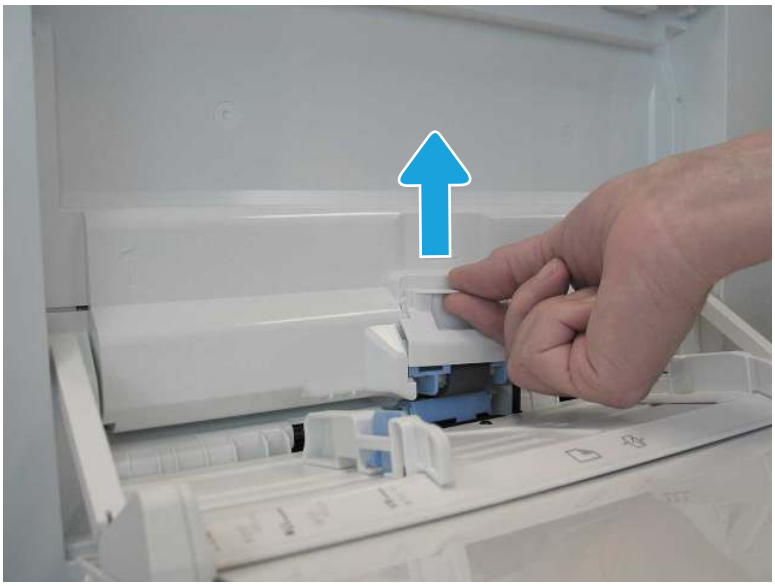
Print a page from Tray 1 to make sure that the printer is functioning correctly.

1. Remove the Tray 1 pickup roller.
   a. Open Tray 1.

Figure 4-62 **Open Tray 1**

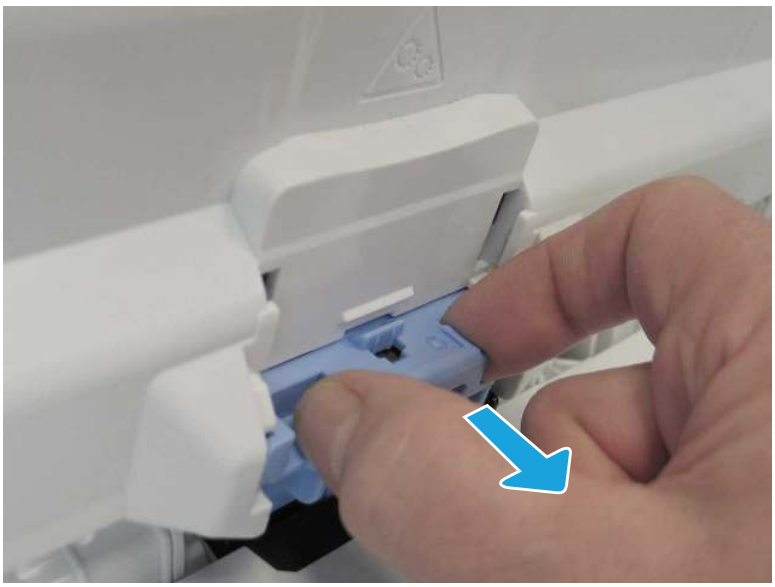
b. Slide the pickup roller cover up to remove it.

Figure 4-63 Remove the pickup roller cover



c. Slide the pickup roller away from the printer to remove it.

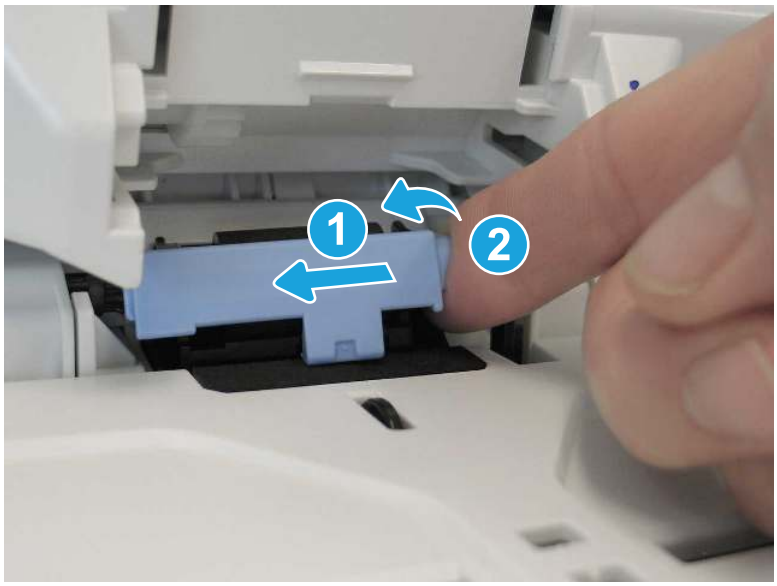
Figure 4-64 Remove the pickup roller



2. Remove the Tray 1 separation roller.

- Slide the separation roller to the left (callout 1), and then rotate the right side up (callout 2) to remove it.

Figure 4-65 Remove the separation roller



3. Unpack the replacement assembly.

   a. 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

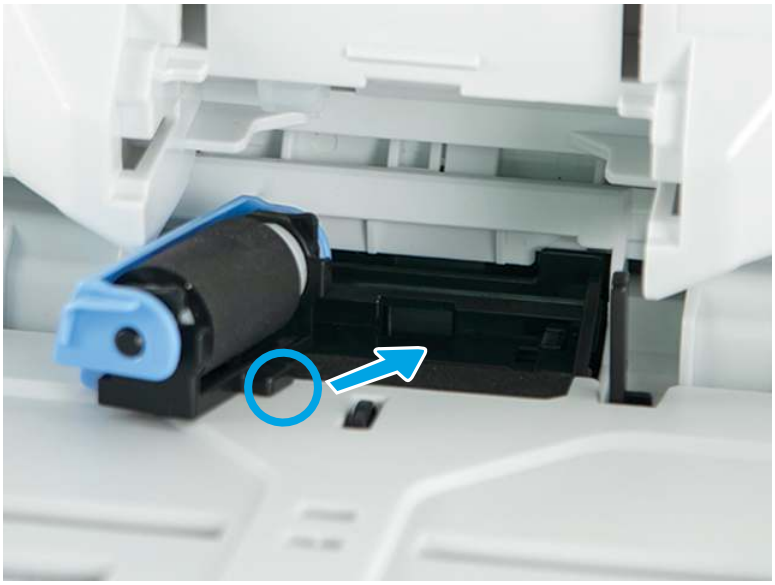
   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the Tray 1 separation roller.

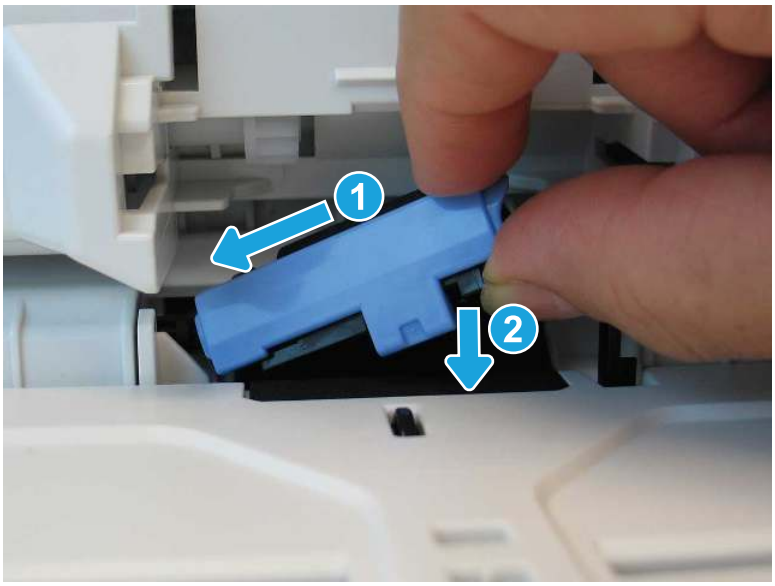
a. When reinstalling the separation roller, note the tab on the roller that fits into the slot on the printer.

Figure 4-66 Note the tab on the roller



b. Slide the roller assembly to the left (callout 1), and then lower it (callout 2) until it snaps into place.

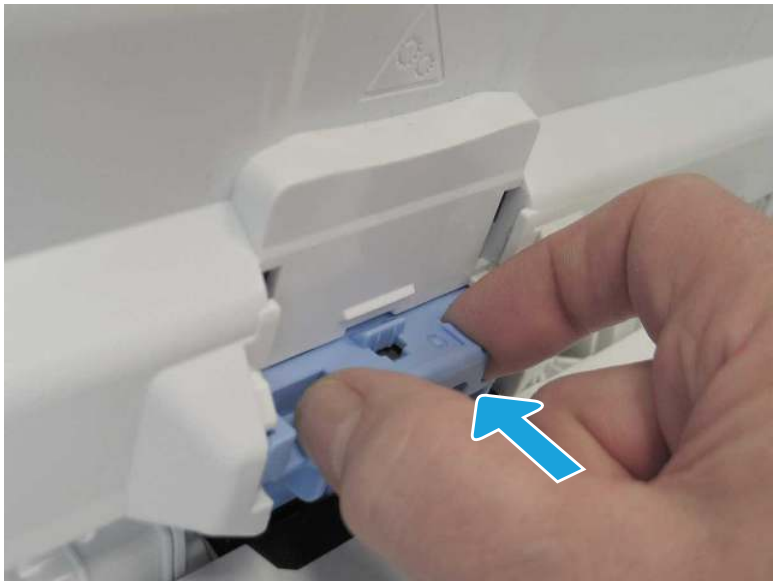
Figure 4-67 Install the separation roller



5. Install the Tray 1 pickup roller.

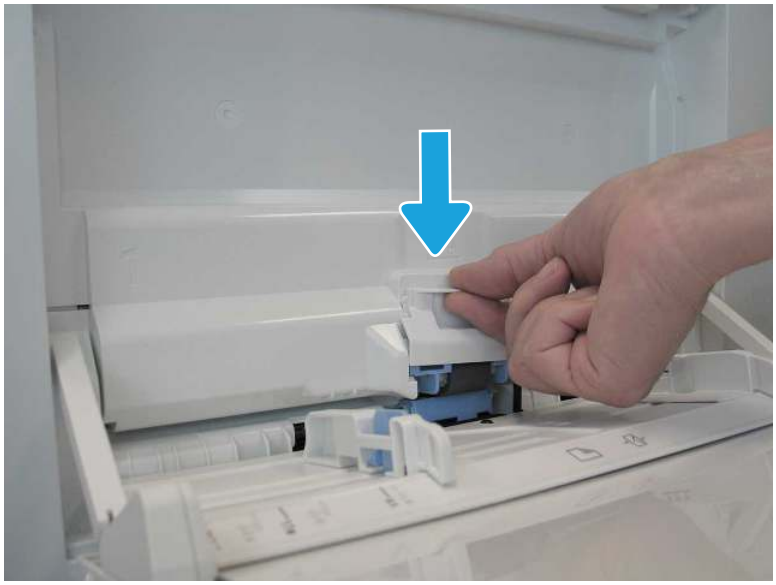
a. Align the roller housing with the slots in the printer, and then slide the roller assembly into the printer.

Figure 4-68 Install the pickup roller



b. Position the pickup roller cover on the printer, and then slide it down to install it.

Figure 4-69 Install the pickup roller cover



c. Close Tray 1.

Figure 4-70 **Close Tray 1**

Removal and replacement: Tray 2 rollers (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the Tray 2 pickup and separation rollers.

View a video of how to remove and replace the Tray 2 pickup and separation rollers.

Mean time to repair: 2 minutes

Service level: CSR A

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
RM2-1526-000CN	Tray 2-x pickup and separation rollers

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

Make sure that the printer initializes to a **Ready** state.

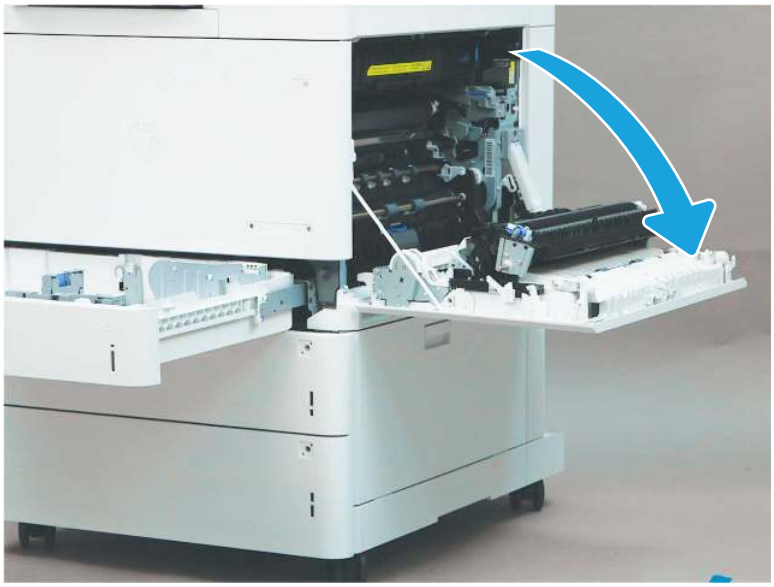
Print a page from Tray 2 to make sure that the printer is functioning correctly.

1. Remove the Tray 2 separation roller.
   a. Open Tray 2.

   Figure 4-71 **Open Tray 2**

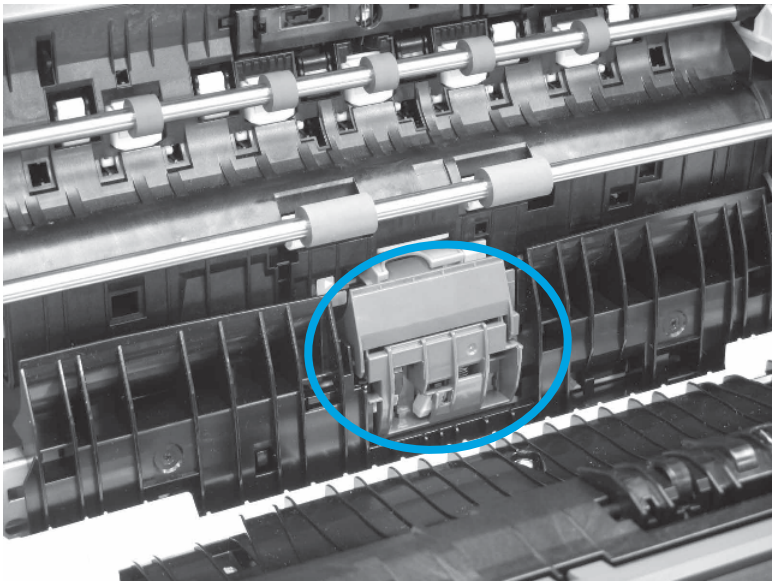
b. Open the right door.

Figure 4-72 Open the right door



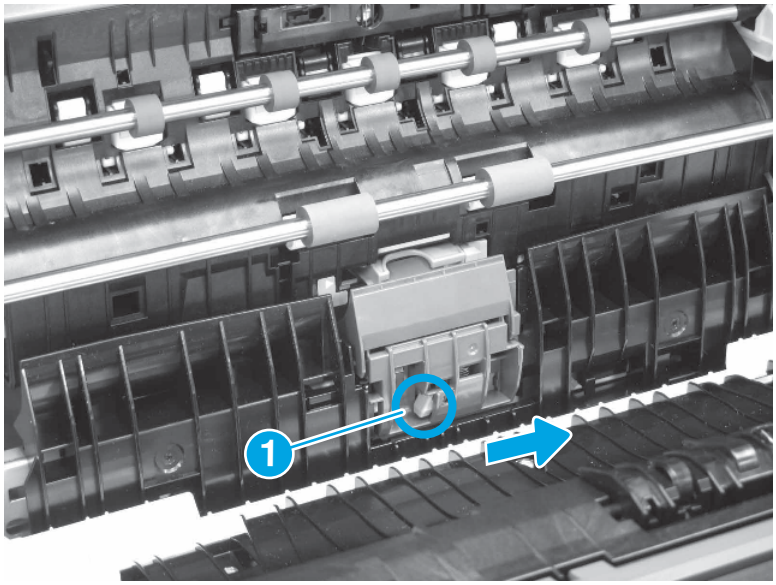
c. Locate the separation roller assembly.

Figure 4-73 Locate the separation roller assembly



d. Press the release button (callout 1), slide the assembly to the right, and then pull it away from the printer to remove it.

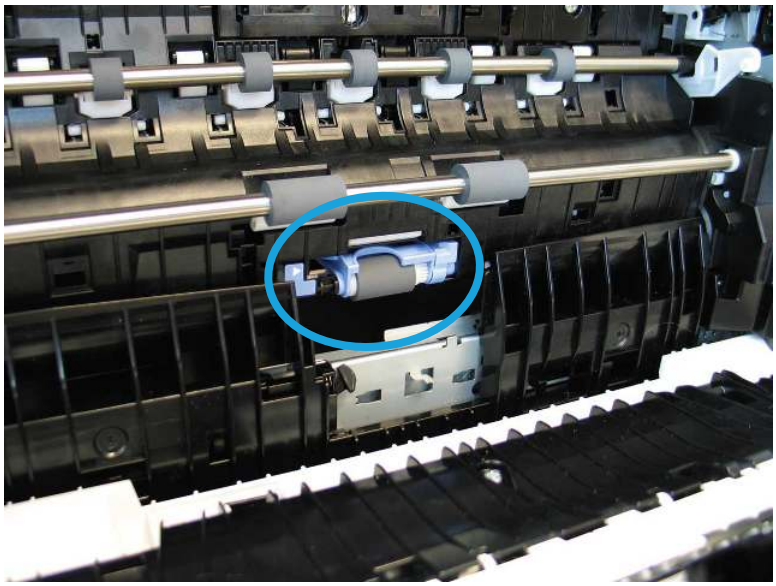
Figure 4-74 Remove the separation roller assembly



2. Remove the Tray 2 pickup roller.

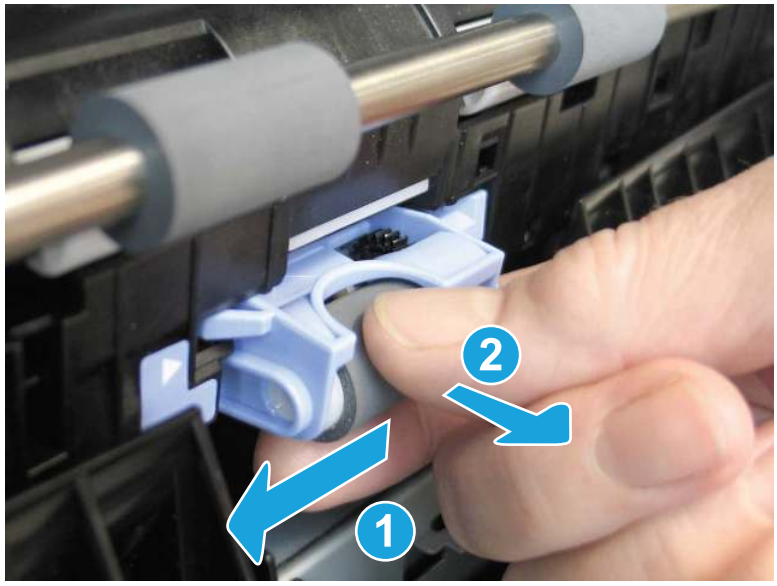
a. Locate the pickup roller.

Figure 4-75 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-76 Remove the pickup roller



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

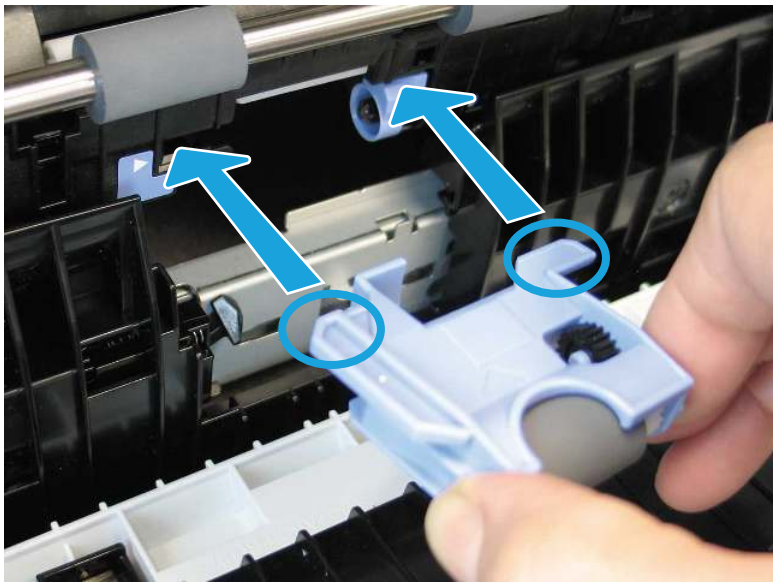
IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the Tray 2 pickup roller.

NOTE: Make sure that the tray is open before installing the roller.

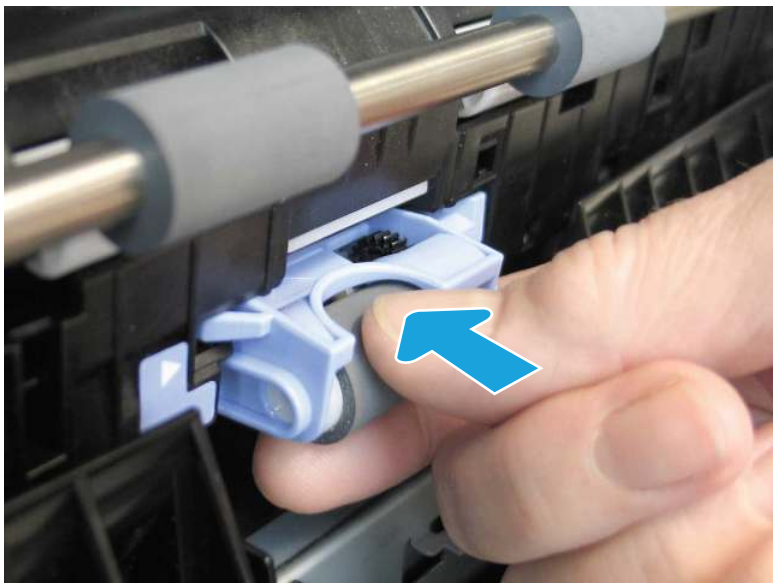
a. Align the edges of the pickup roller assembly with the slots in the printer.

Figure 4-77 Position the pickup roller



b. Slide the roller assembly into the printer until it stops.

Figure 4-78 Install the pickup roller

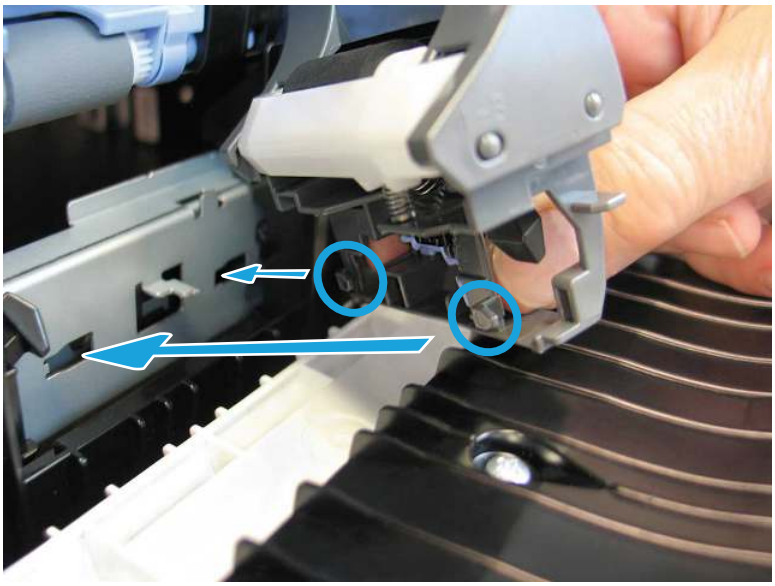


5. Install the Tray 2 separation roller assembly.

NOTE: Make sure that the tray is open before installing the roller.

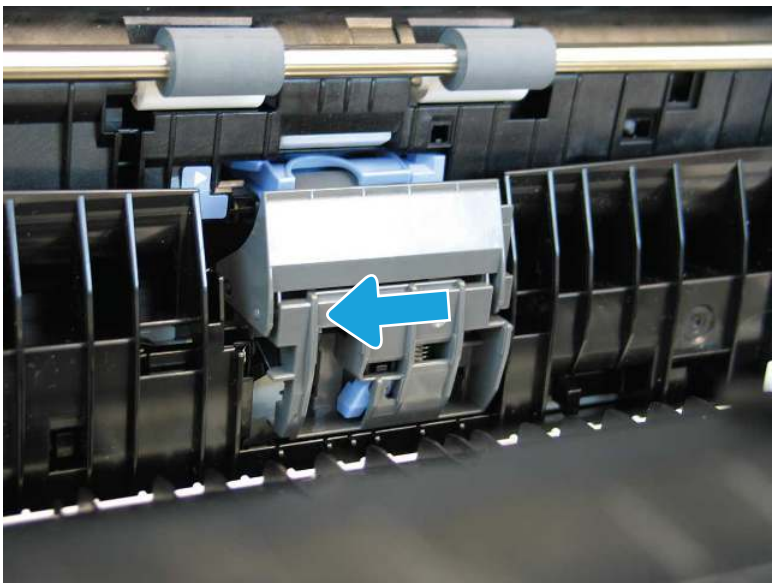
a. Position the tabs on the separation roller assembly into the slots on the printer.

Figure 4-79 Position the separation roller assembly



b. Slide the roller assembly to the left until it snaps into place.

Figure 4-80 Install the separation roller assembly



c. Close the right door.

Figure 4-81 Close the right door

d. Close Tray 2.

Figure 4-82 Close Tray 2

NOTE: When closing the tray, if you feel resistence, verify that the roller was installed correctly. Do not force the tray closed.

Removal and replacement: Fuser (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the fuser.

View a video of how to remove and replace the fuser.

Mean time to repair: 2 minutes

Service level: CSR A

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
3WT87-67901	HP LaserJet 110V fuser kit (M751/E75245)
3WT88-67901	HP LaserJet 220V fuser kit (M751/E75245)
4YL16-67901	HP LaserJet 110V fuser kit (M856/E85055/M776)
4YL17-67901	HP LaserJet 220V fuser kit (M856/E85055/M776)

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

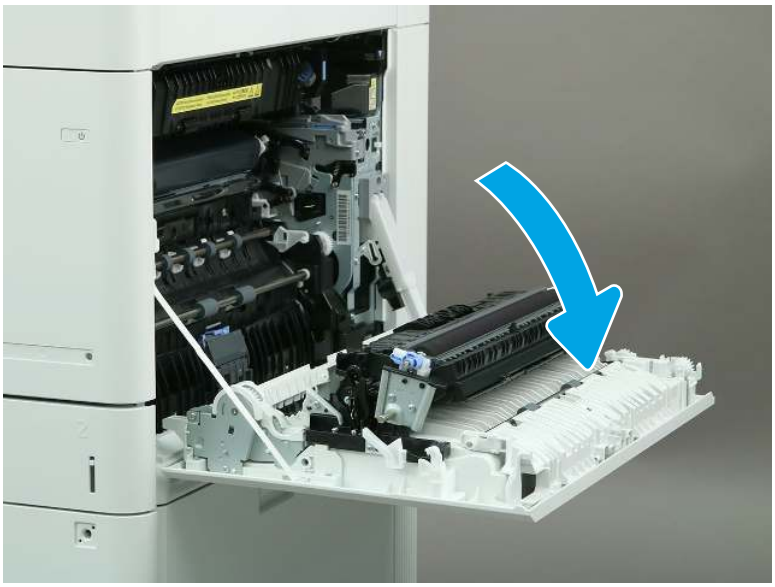
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

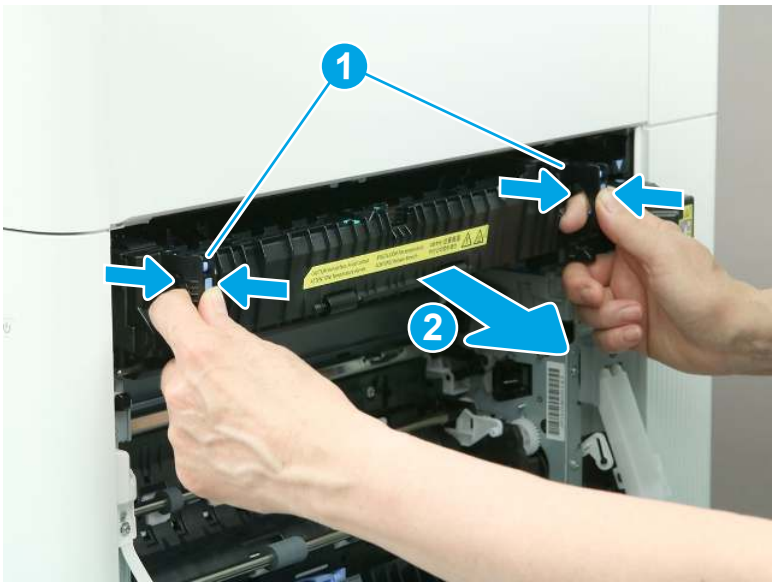
a. Open the right door.

Figure 4-83 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-84 Remove the fuser



2. Unpack the replacement assembly.

a. 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

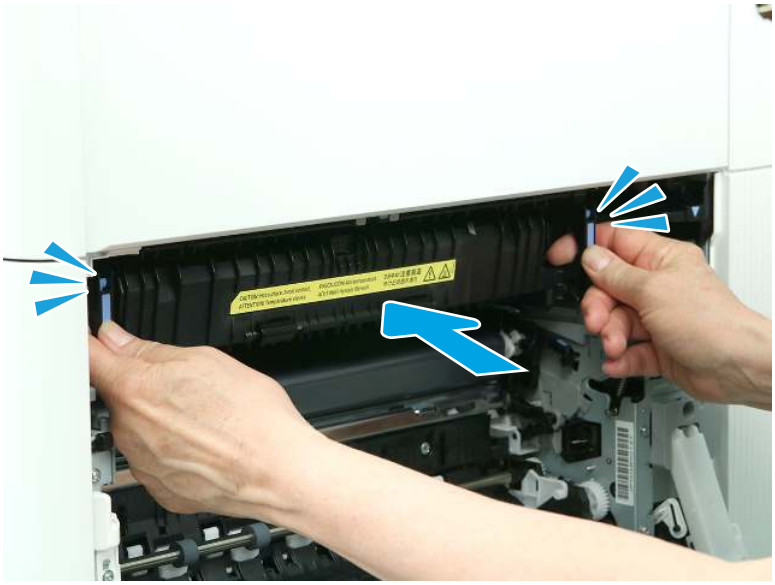
b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. Install the fuser.

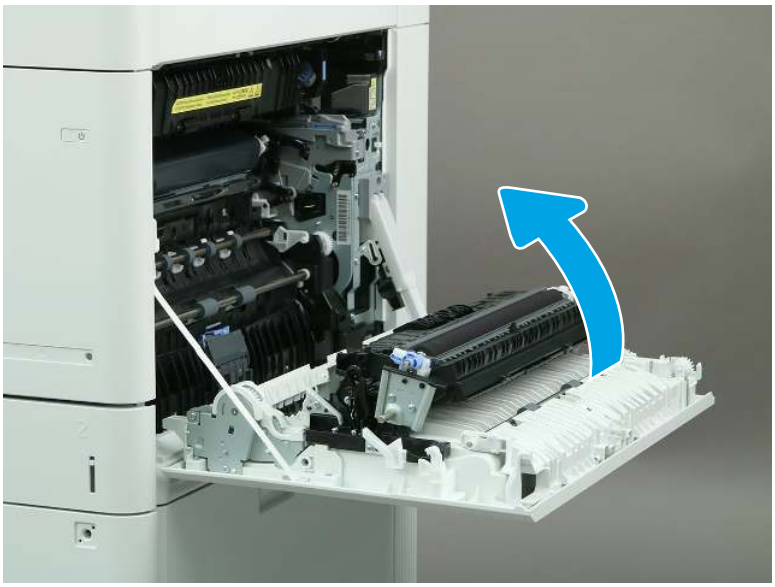
a. Install the fuser completely into the printer until it clicks into place.

Figure 4-85 Install the fuser



b. Close the right door.

Figure 4-86 Close the right door



Removal and replacement: Intermediate transfer belt (ITB; M751/E75245/M856/E85055/M776)

Learn how to remove and replace the intermediate transfer belt (ITB).

View a video of how to remove and replace the intermediate transfer belt.

Mean time to repair: 2 minutes

Service level: CSR A

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
RM2-1504-000CN	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 cable.
- Use the power switch to turn the power on.

Post service test

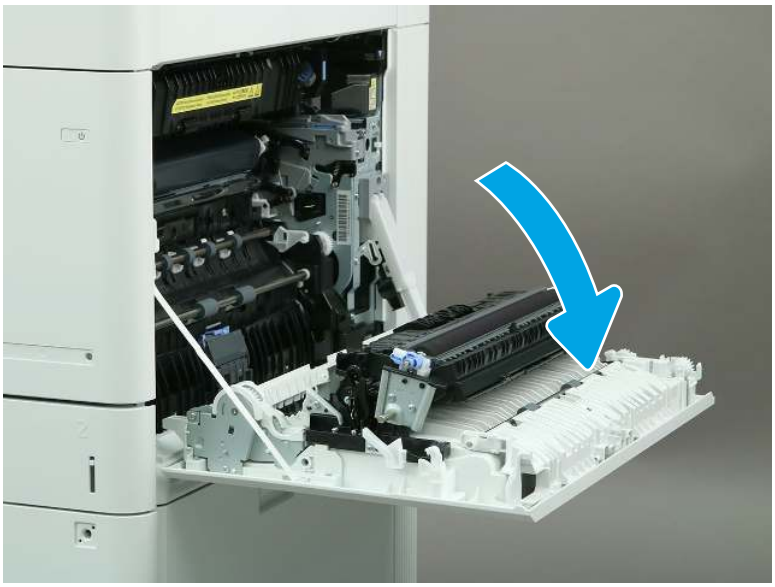
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the intermediate transfer belt (ITB).

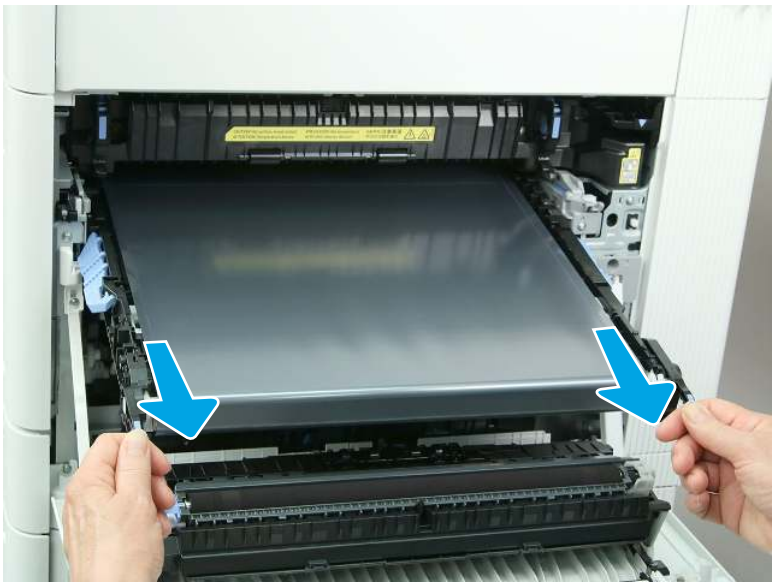
a. Open the right door.

Figure 4-87 Open the right door



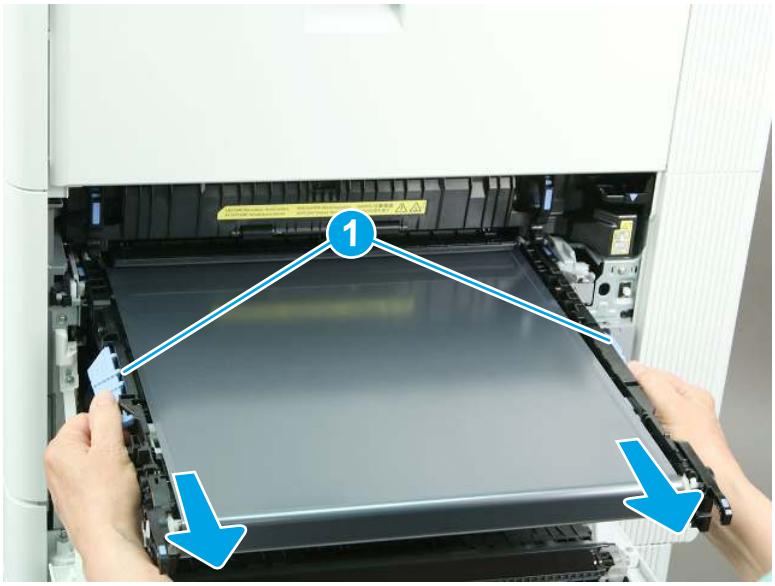
b. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-88 Partially remove the ITB



c. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-89 Remove the ITB



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

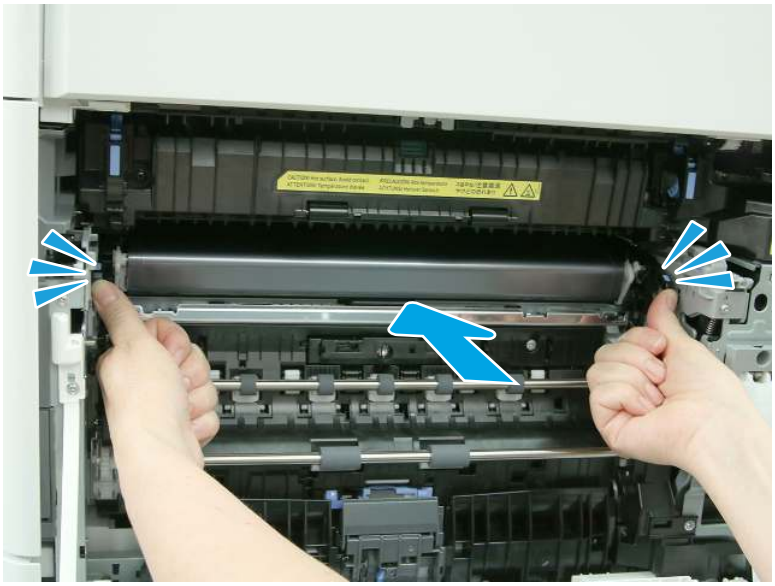
3. Install the ITB.

a. Align the blue tabs on the ITB with the guides inside the printer, and then begin to carefully slide it into the printer.

Figure 4-90 Align the ITB

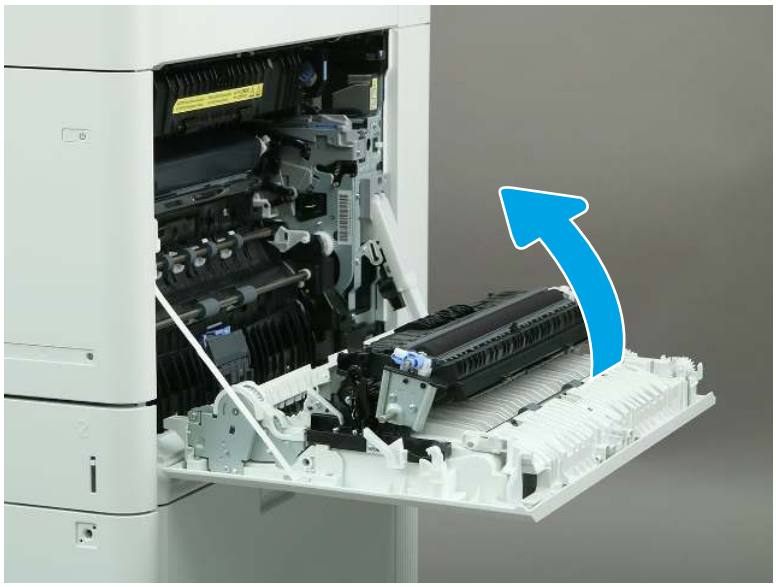
b. Using the blue handles, continue to carefully slide the ITB into the printer until it snaps into place.

Figure 4-91 Install the ITB



c. Close the right door.

Figure 4-92 Close the right door



Removal and replacement: Toner collection unit (TCU; M751/E75245/M856/E85055/M776)

Learn how to remove and replace the toner collection unit (TCU).

View a video of how to remove and replace the toner collection unit.

Mean time to repair: 1 minute

Service level: CSR A

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
3WT90-67901	Toner collection unit

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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.
   a. Open the front door.

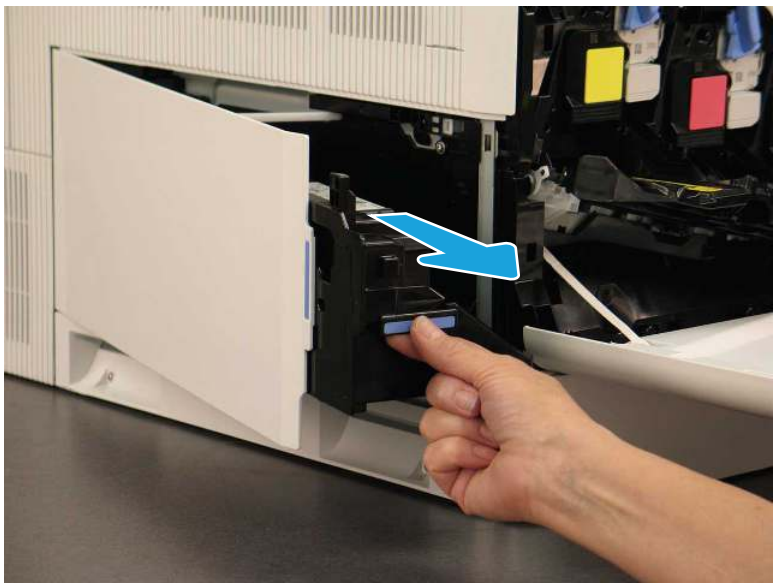
Figure 4-93 **Open the front door**

b. Open the left door.

Figure 4-94 Open the left door

c. Grasp the front of the TCU, and then remove it from the printer.

Figure 4-95 Remove the TCU



2. Unpack the replacement assembly.

a. 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

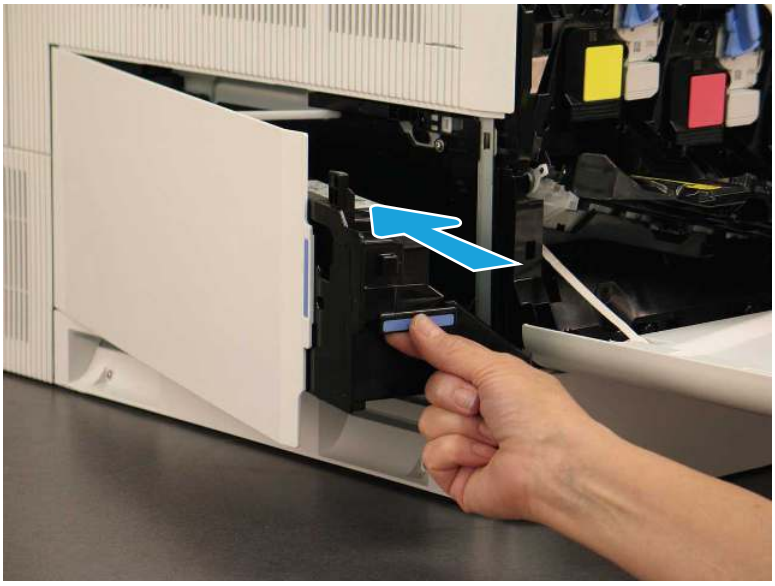
b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. Install the TCU.

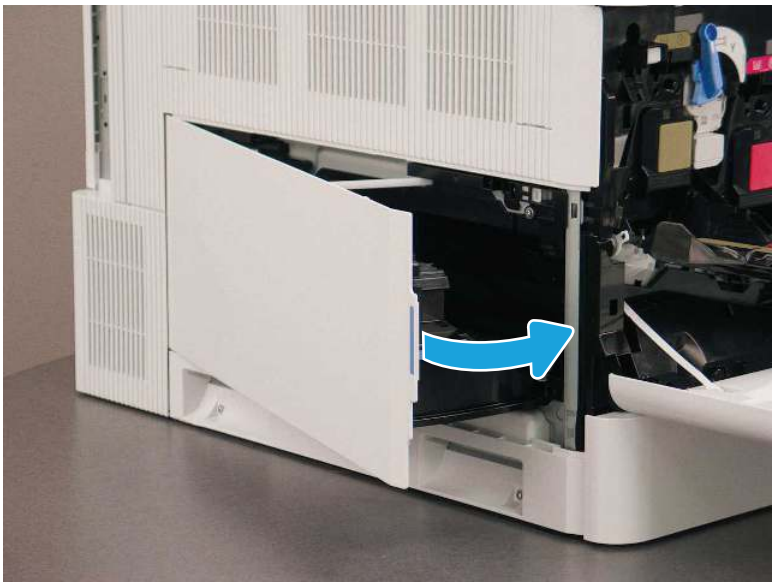
a. Install the new TCU into the printer. Make sure that it is fully installed.

Figure 4-96 Install the TCU



b. Close the left door.

Figure 4-97 Close the left door



c. Close the front door.

Figure 4-98 **Close the front door**

Removal and replacement: Secondary transfer roller (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the secondary transfer roller.

View a video of how to remove and replace the secondary transfer roller.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-15 **Part information**

Part number	Part description
RM2-1399-010CN	Secondary transfer roller

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.

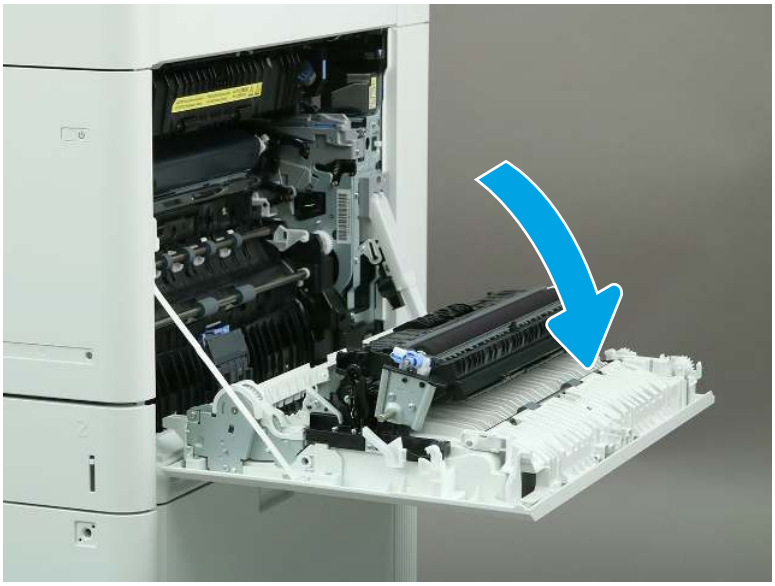
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

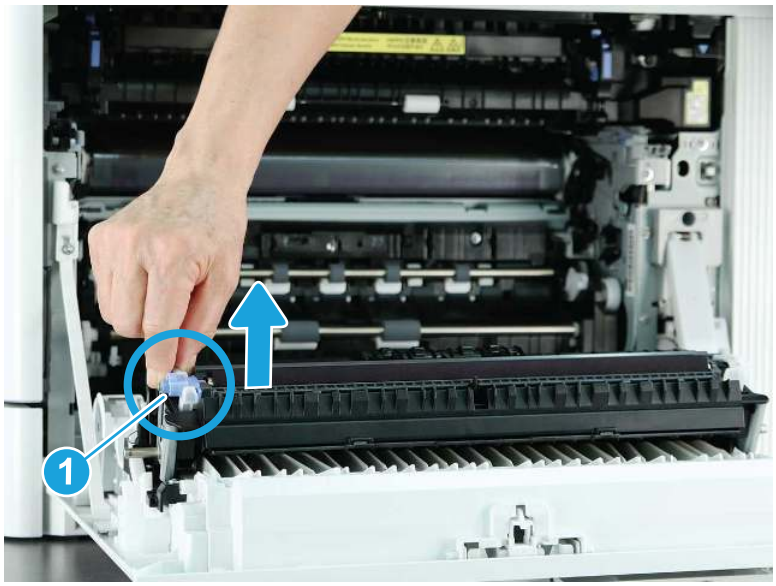
1. Remove the secondary transfer roller.
   a. Open the right door.

Figure 4-99 **Open the right door**



b. Release the latch (callout 1), and then lift the left side of the roller.

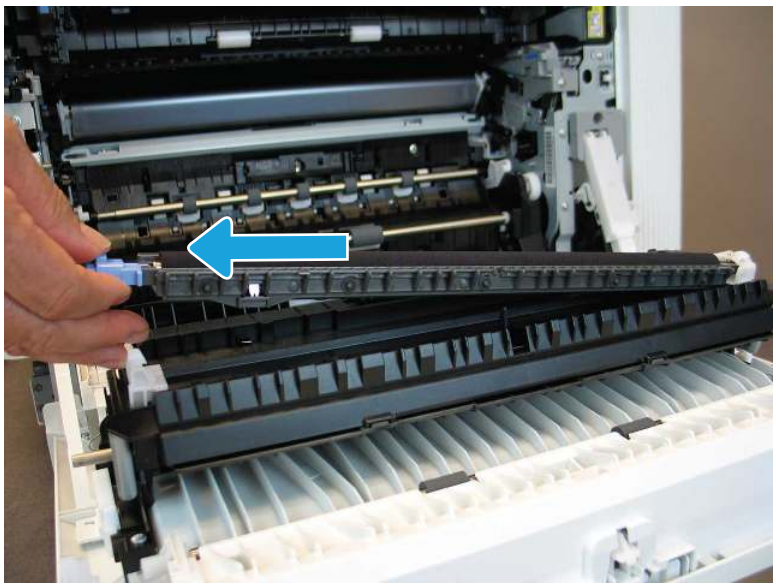
Figure 4-100 Release the transfer roller



c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

Figure 4-101 Remove the secondary transfer roller



2. Unpack the replacement assembly.

a. 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

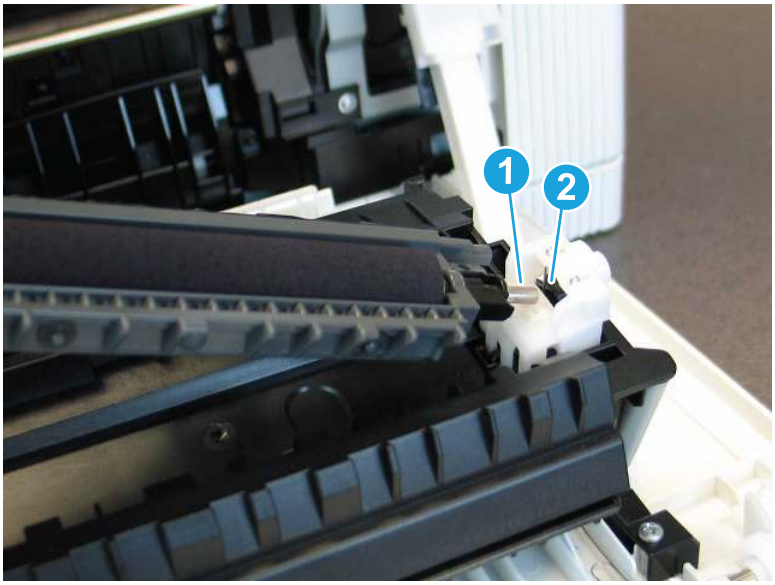
b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

3. Install the secondary transfer roller.

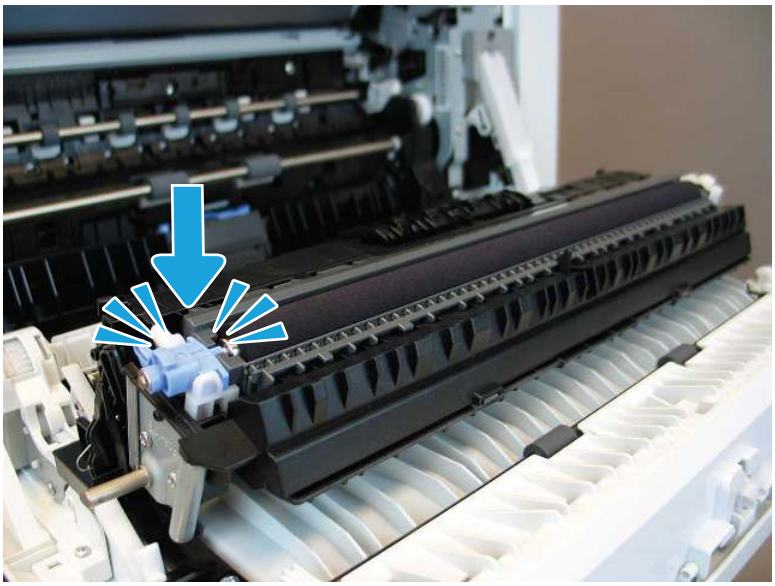
a. Position the shaft (callout 1) on the secondary transfer roller into the opening (callout 2) in the right door.

Figure 4-102 Position the secondary transfer roller



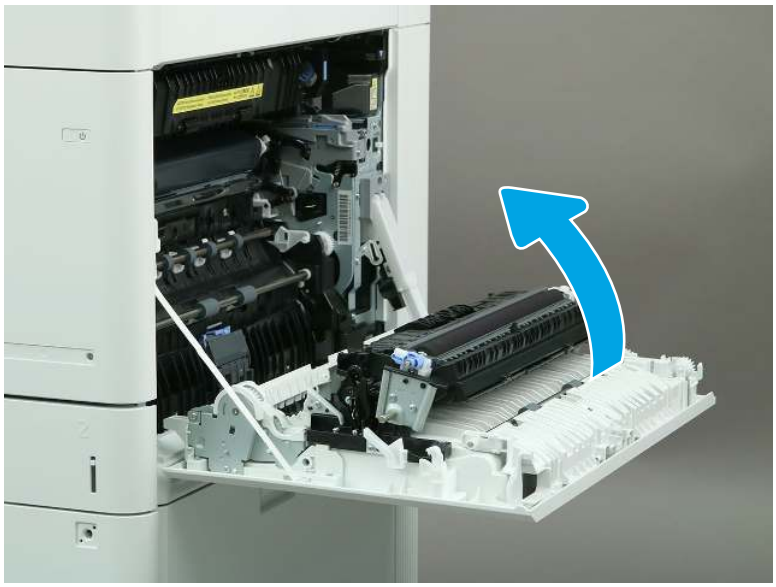
b. Press the left edge of the secondary transfer roller down until it snaps into place.

Figure 4-103 Install the secondary transfer roller



c. Close the right door.

Figure 4-104 Close the right door



Removal and replacement: Control panel (M751/E75245)

Learn how to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 3 minutes

Service level: CSR A

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 4-16 Part information

Part number	Part description
RM2-1267-010CN	Control panel

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

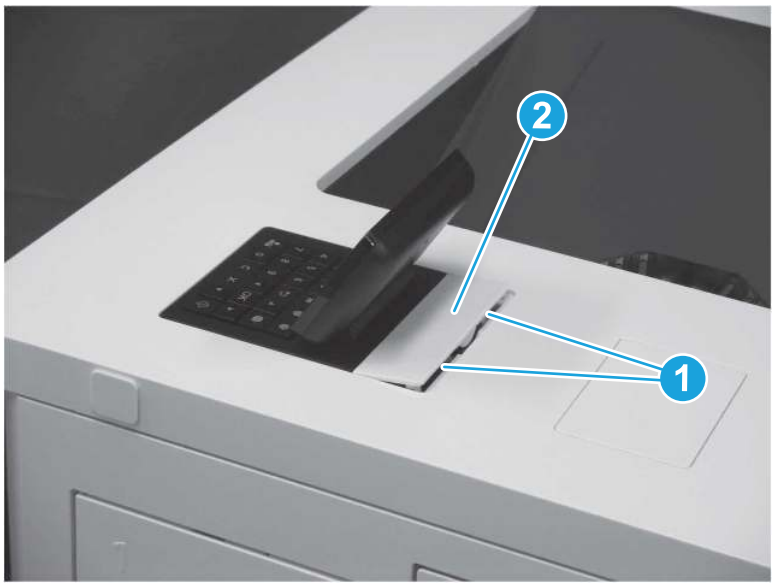
Make sure that the printer initializes to a **Ready** state.

1. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-105 **Remove the control panel cover**



b. Remove one screw (callout 1).

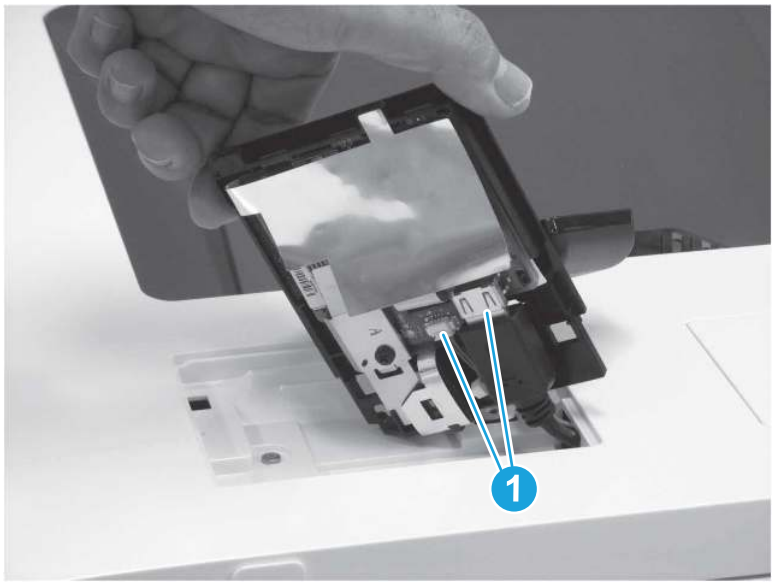
Figure 4-106 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-107 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

Figure 4-108 Disconnect two connectors



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

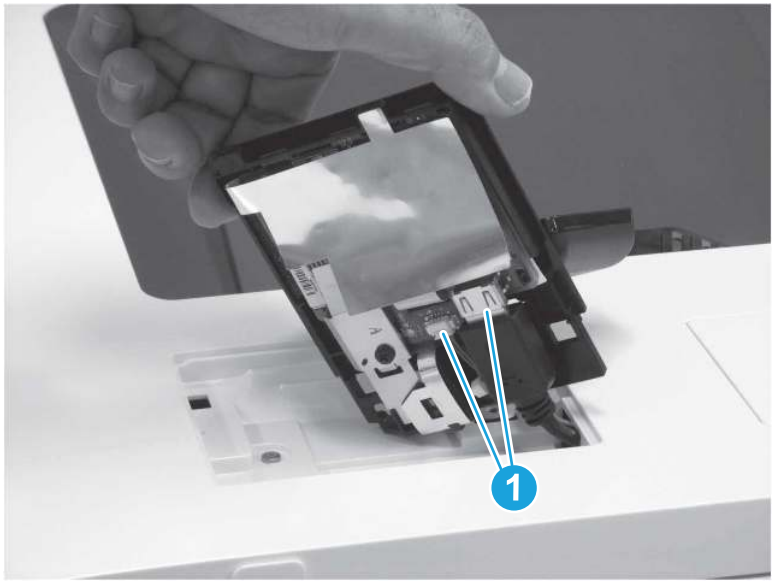
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive 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.

3. Install the control panel.

a. Connect two connectors (callout 1).

Figure 4-109 Connect two connectors



b. Slide the front edge of the control panel into the opening in the top cover (callout 1), and then lower the back edge down (callout 2).

Figure 4-110 Position the control panel

c. Install one screw (callout 1).

Figure 4-111 Install one screw

d. Install the control panel cover (callout 1).

Figure 4-112 Install the control panel cover

Removal and replacement: Control panel (M856/E85055)

Learn how to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 3 minutes

Service level: CSR A

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 4-17 Part information

Part number	Part description
K0Q15-67901	Control panel (M856/E85055)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the control panel (M856/E85055).

> **NOTE:** A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-113 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-114 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-115 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-116 Disconnect two connectors

2. Unpack the replacement assembly.

a. 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

b. 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.

3. Install the control panel (M856/E85055).

a. Connect two connectors (callout 1).

Figure 4-117 Connect two connectors

b. Slide the front edge of the control panel into the opening in the top cover (callout 1), and then lower the back edge down (callout 2).

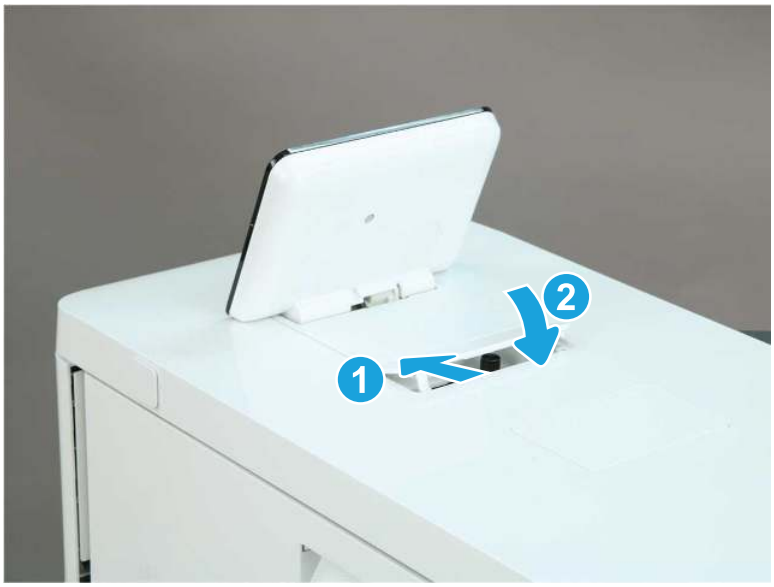
Figure 4-118 Position the control panel

c. Install one screw (callout 1).

Figure 4-119 Install one screw

d. Position the front of the control panel cover in the opening (callout 1), and then rotate the cover down to install it (callout 2).

Figure 4-120 **Install the control panel cover**



Removal and replacement: Control panel (M776)

Learn how to remove and replace the control panel.

View a video of how to remove and replace the control panel.

Mean time to repair: 7 minutes

Service level: CSR A

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 4-18 **Part information**

Part number	Part description
J7Z09-67928	Control panel (M776dn/M776z/M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the control panel (M776).
   a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

      Figure 4-121 **Raise the control panel and document feeder**

   b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

      NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

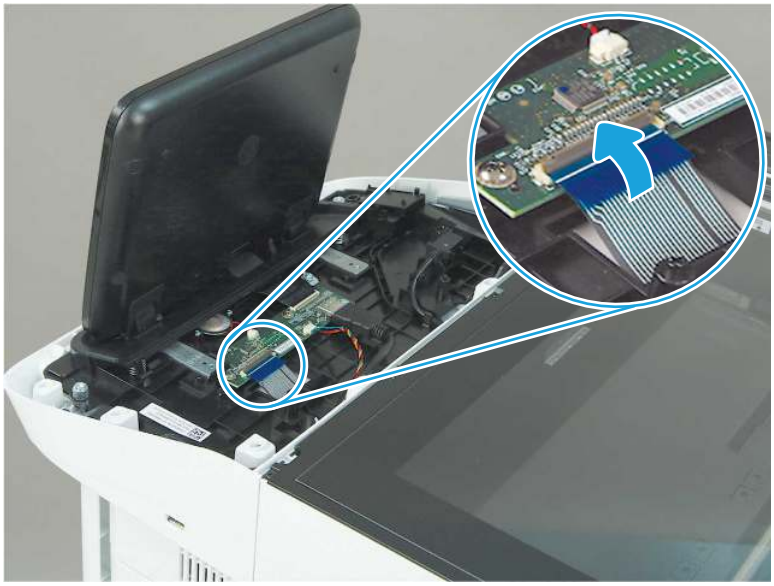
Figure 4-122 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-123 Remove the control panel cover

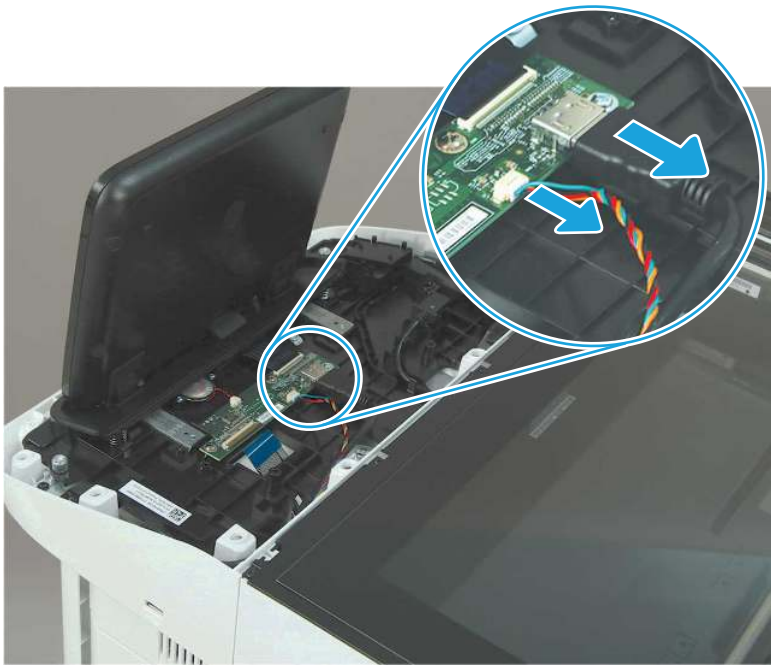
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-124 **Release the keyboard flat cable (M776z/M776zs)**



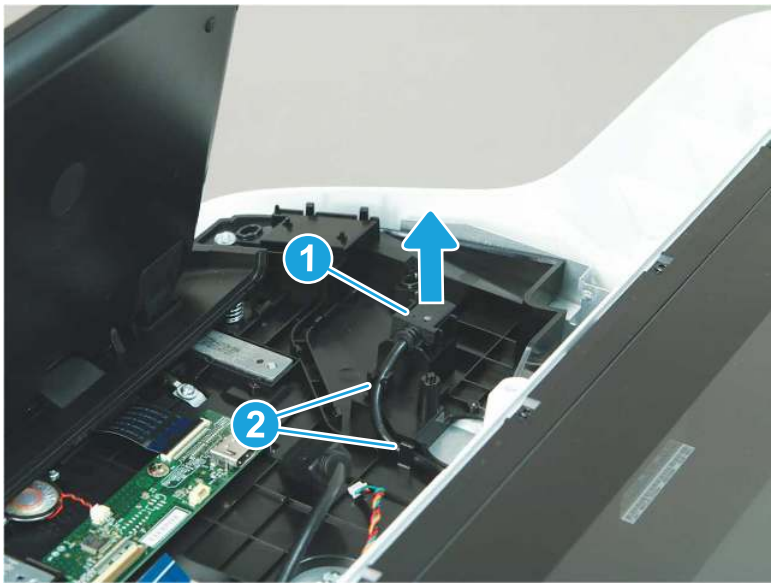
e. Disconnect two connectors

Figure 4-125 **Disconnect two connectors**



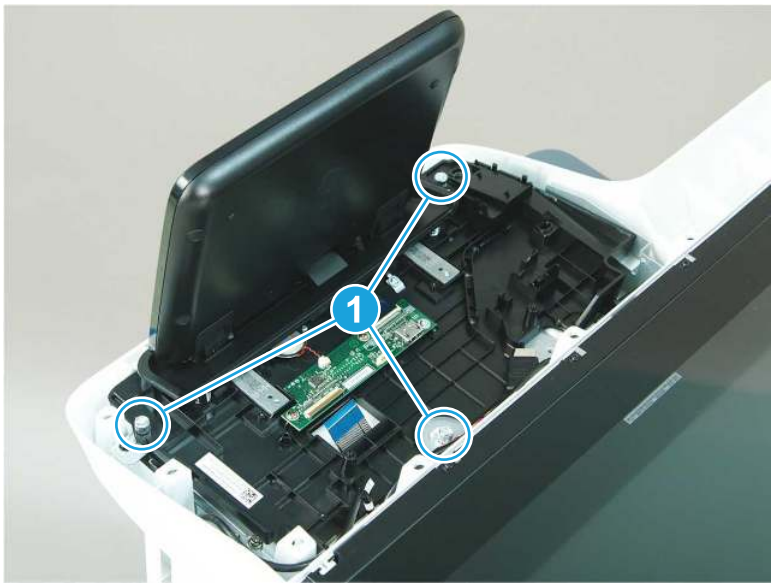
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-126 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-127 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-128 Remove the control panel

2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

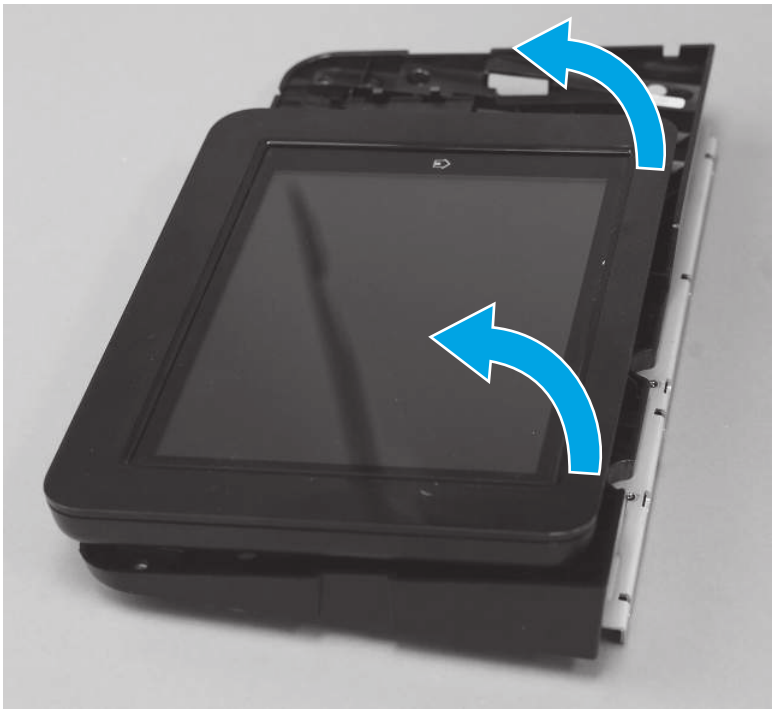
CAUTION: Some parts are sensitive to electrostatic discharge (ESD). Always perform service work at an ESD-protected workstation or mat. If an ESD workstation or mat is not available, touch the sheet-metal chassis to provide a static ground before touching an ESD-sensitive assembly. Protect the ESD-sensitive 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.

3. Install the control panel (M776).

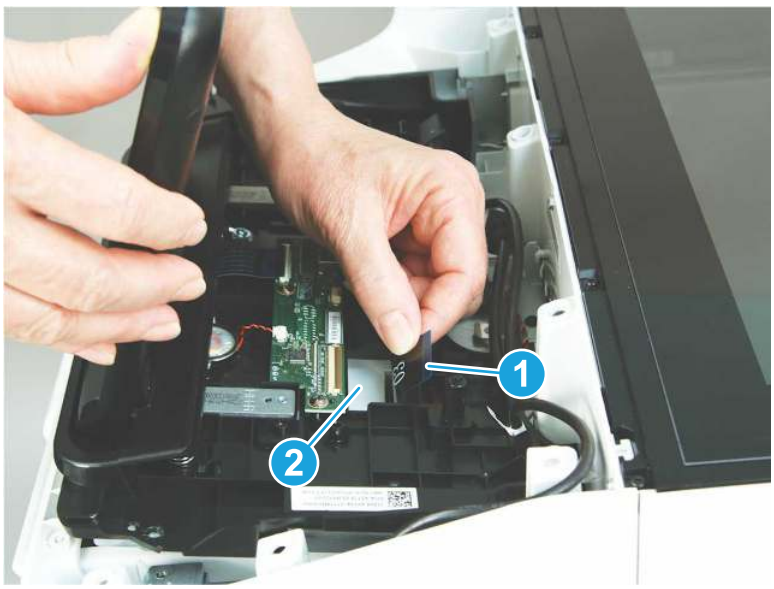
a. Raise the display on the replacement control panel.

Figure 4-129 Raise the control panel display



b. **M776z or M776zs only**: When installing the control panel, make sure that the keyboard flat cable (callout 1) passes through the opening (callout 2) in the control panel base.

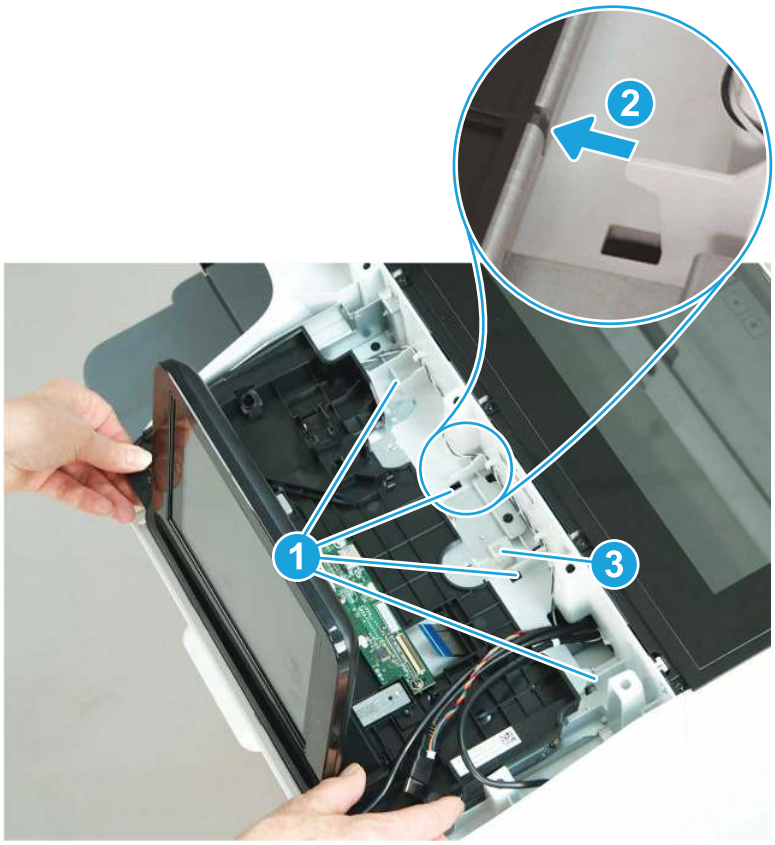
Figure 4-130 Check the keyboard flat cable (M776z/M776zs)



c. Locate the four hooks on the printer and matching slots in the control-panel base (callout 1). The hooks fit into the slots (callout 2) when the assembly is installed.

NOTE: Make sure that the grounding clip (callout 3) is on top of the assembly base when it is installed.

Figure 4-131 Locate the hooks and slots



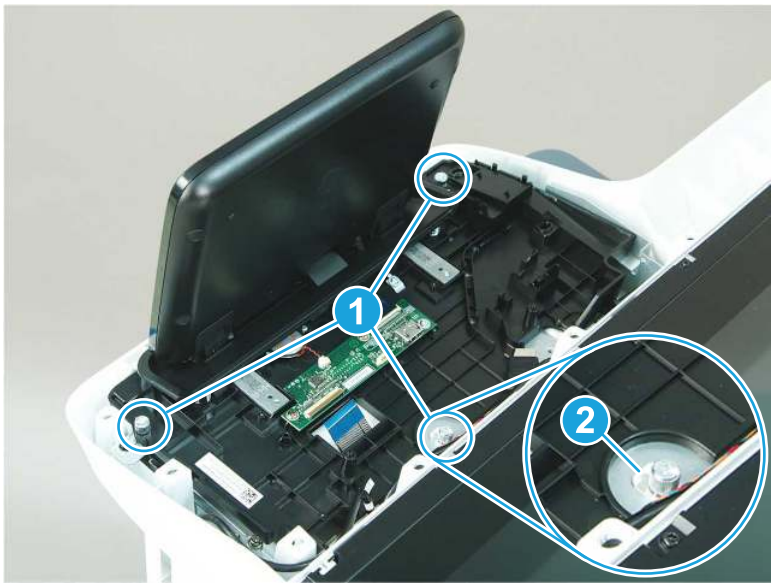
d. Position the rear edge of the control panel in the printer (callout 1), and then lower the front edge down (callout 2) to install it.

NOTE: If the control panel is difficult to install, make sure that the hooks, slots, and grounding clip are correctly engaged. See the previous step.

Figure 4-132 Install the control panel

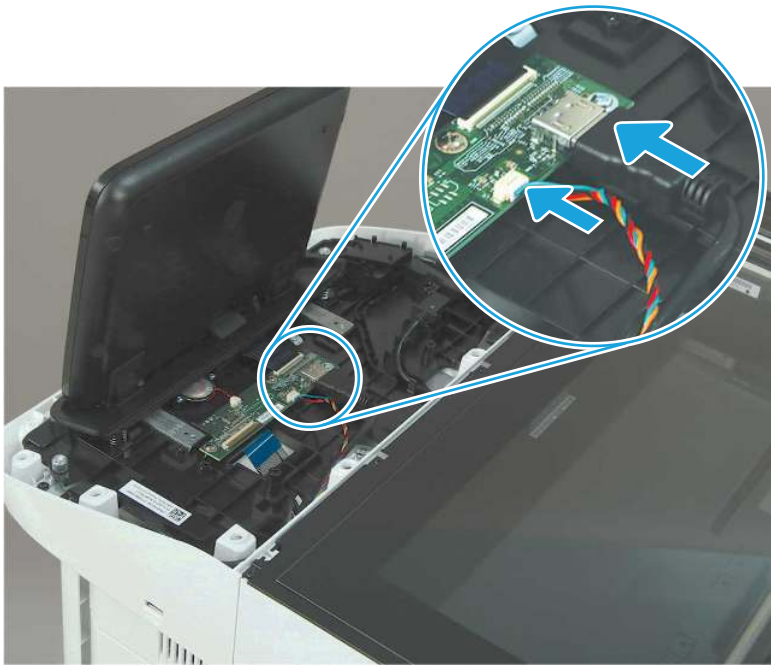
e. Install three screws (callout 1), making sure that the grounding clip (callout 2) is correctly installed.

Figure 4-133 Install three screws



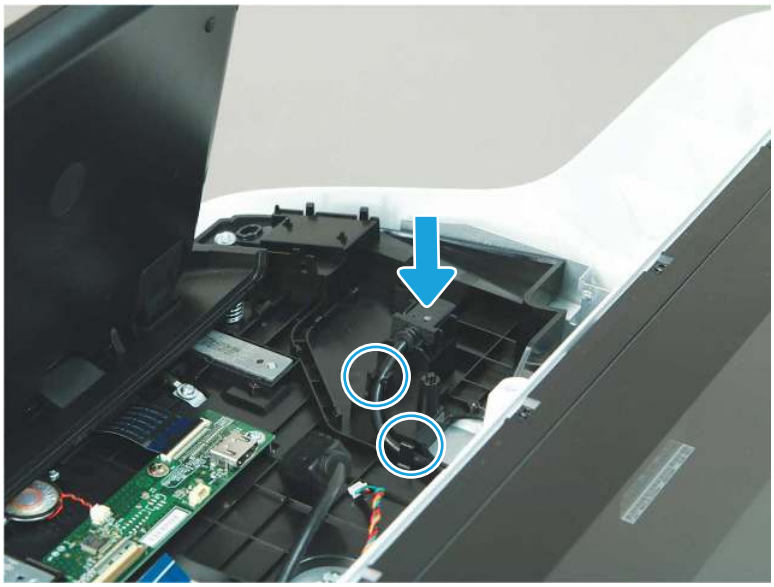
f. Connect two connectors

Figure 4-134 Connect two connectors



g. Position the USB cable in the holder, and then install the cable into two retainers.

Figure 4-135 Install the USB cable

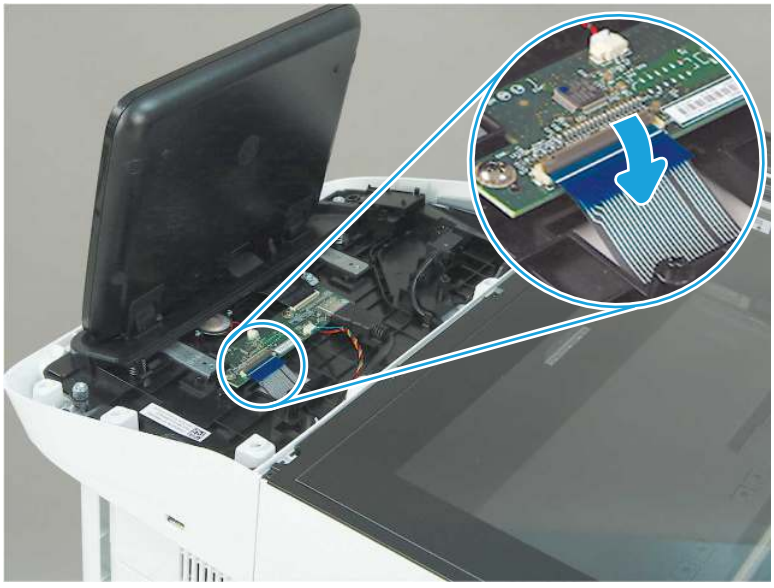


h. **M776z or M776zs only**: Position the keyboard flat cable in the connector, and then close the connector latch..

IMPORTANT: Slightly tug on the cable to make sure that it is fully captured in the connector.

NOTE: When the connector latch is closed and the cable is correctly installed, the white line on the cable is parallel to the connector latch.

Figure 4-136 Install the keyboard flat cable (M776z/M776zs)



i. Position the control panel cover over the control panel (callout 1), and then tilt the back of the cover down (callout 2).

Figure 4-137 Position the control panel cover

j. Beginning at the left side of the control-panel cover, carefully push down along the top edge of the cover to engage five tabs.

Figure 4-138 Install the control panel cover

k. Lower the document feeder (callout 1) and the control panel (callout 2).

Figure 4-139 Close the document feeder

Removal and replacement: Document feeder reflector (M776)

Learn how to remove and replace the document feeder reflector.

Mean time to repair: 2 minutes

Service level: CSR A

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
J7Z09-67926	White backing A3 kit

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 document feeder reflector (M776dn/M776z/M776zs).

   a. Raise the document feeder.

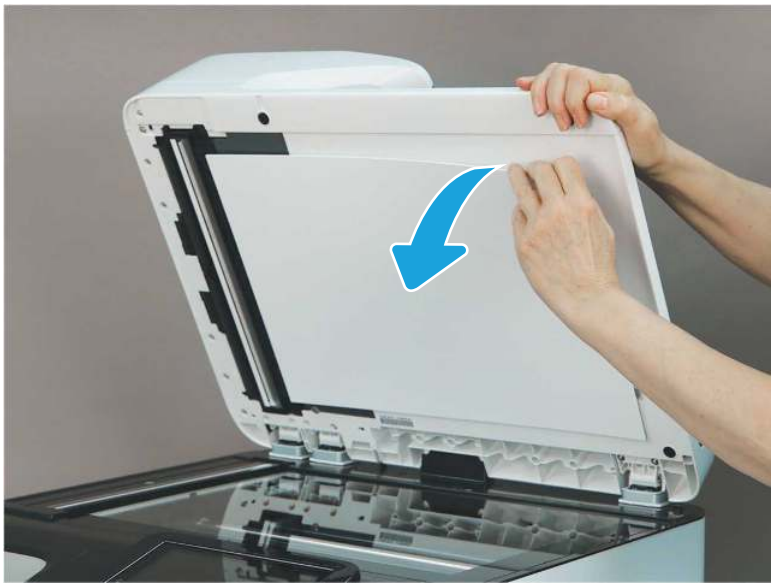
   Figure 4-140 Raise the document feeder

   b. Before proceeding, take note of the location of the tabs that fasten the reflector to the document feeder.

   Figure 4-141 Reflector tabs location

c. Starting along the top edge of the reflector, carefully pull it away from the document feeder to release it.

Figure 4-142 Release the reflector



d. Remove the reflector.

Figure 4-143 Remove the reflector

e. Check the document feeder for any reflector tabs (callout 1) that were not removed with the reflector. Remove any tabs still attached to the document feeder.

Figure 4-144 Check for reflector tabs

2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

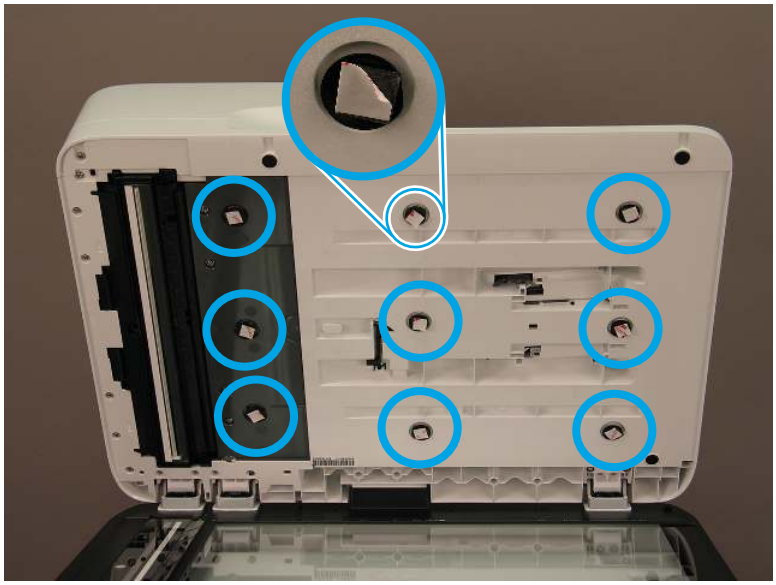
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

3. Install the document feeder reflector (M776dn/M776z/M776zs).

a. Install nine clips (provided in the kit) into the mounting holes in document feeder.

TIP: The clips make an audible click when they are snapped into place.

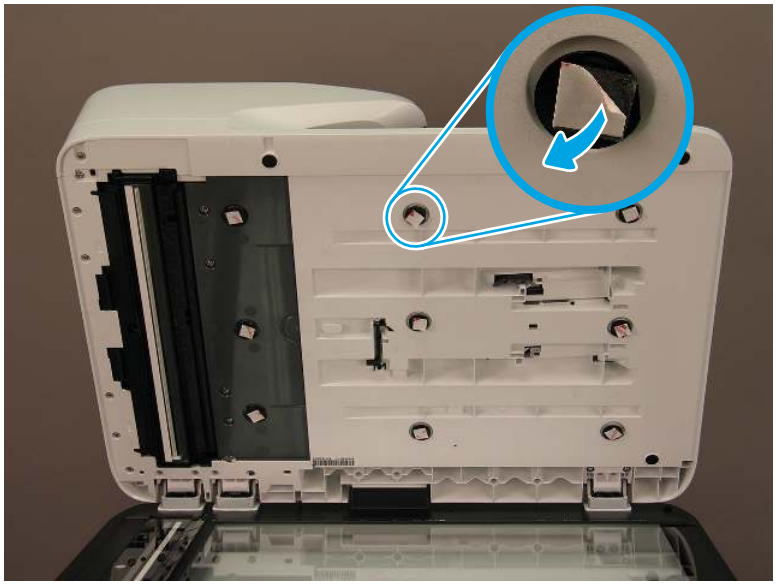
Figure 4-145 Install nine clips



b. Peel the protective backing off of the adhesive pads on each clip.

IMPORTANT: Do not touch the exposed sticky side of the adhesive pad after removing the protective backing.

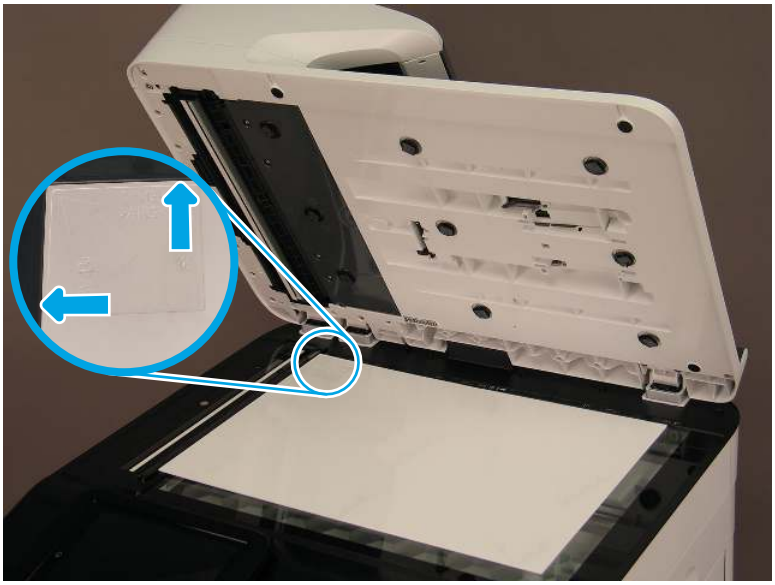
Figure 4-146 Peel the protective backing



c. Place the reflector on the scanner glass. Make sure that the rear and left edge of the reflector are aligned with the rear and left edge of the scanner glass.

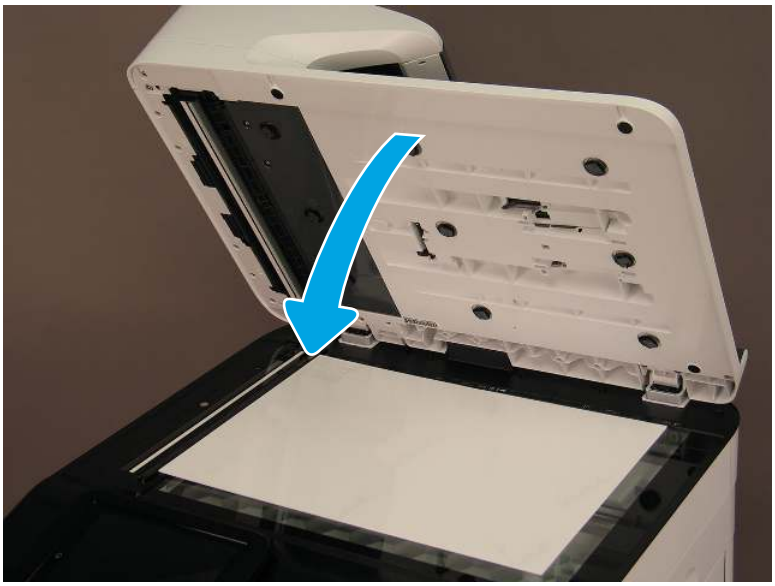
IMPORTANT: The embossed arrow on the reflector must be positioned in the bottom-left corner.

Figure 4-147 Position the reflector



d. Close the document feeder.

Figure 4-148 Close the document feeder



e. Push down on the document feeder to adhere the reflector to the mounting clips.

Figure 4-149 Push down on the document feeder

f. Open the document feeder, and then push in on the nine reflector tabs to make sure they are fully adhered to the reflector.

Figure 4-150 Push the nine tabs

g. Close the document feeder.

Figure 4-151 **Close the document feeder**

Field replaceable units (FRUs)

Learn how to remove and replace the printer field replaceable assemblies.

Removal and replacement: External panels, covers, and doors

Learn how to remove and replace the printer external panels, covers, and doors.

Removal and replacement: Front door (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the front door.

View a video of how to remove and replace the front door.

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 4-20 **Part information**

Part number	Part description
RM2-1368-000CN	Front door assembly

Required tools

- 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

Make sure that the printer initializes to a **Ready** state.

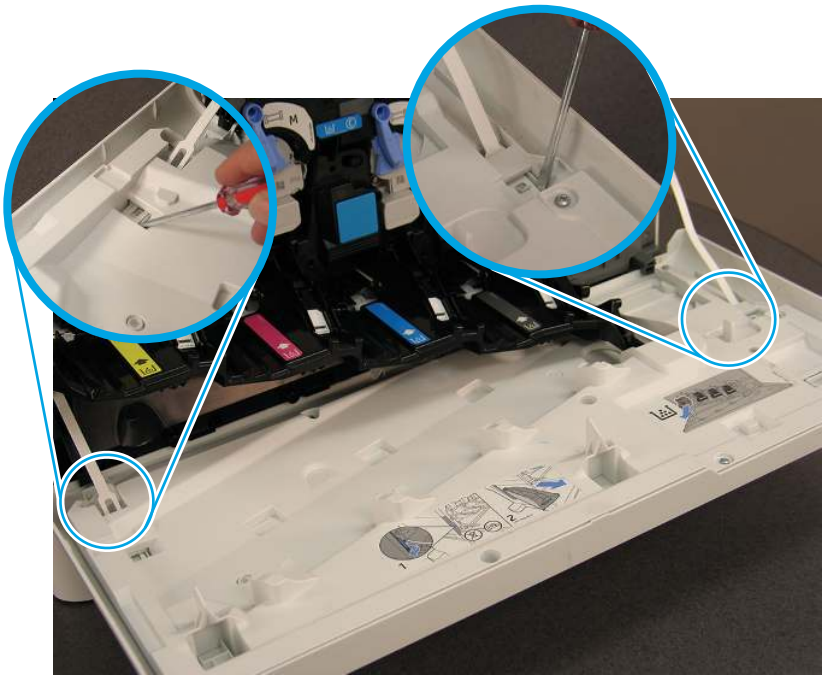
Print a page to make sure that the printer is functioning correctly.

1. Remove the front door.
   a. Open the front door.

Figure 4-152 **Open the front door**

b. Use a small, flat-blade screwdriver to release the tab on the left hinge, and then release the hinge from the retainer. Repeat this process for the right hinge.

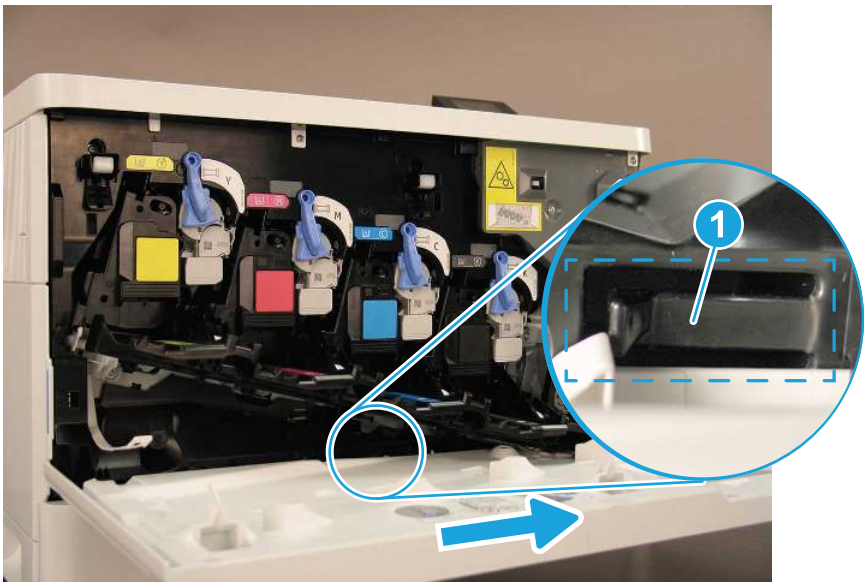
Figure 4-153 Release the hinges



c. Press in to release one tab (callout 1), and then slide the front door to the right.

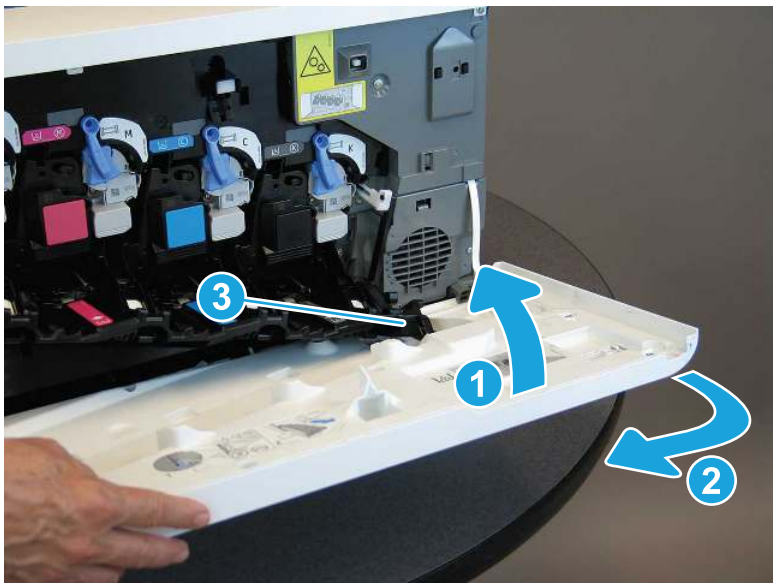
NOTE: The figure below shows the M751. The procedure is correct for all models.

Figure 4-154 Release one tab

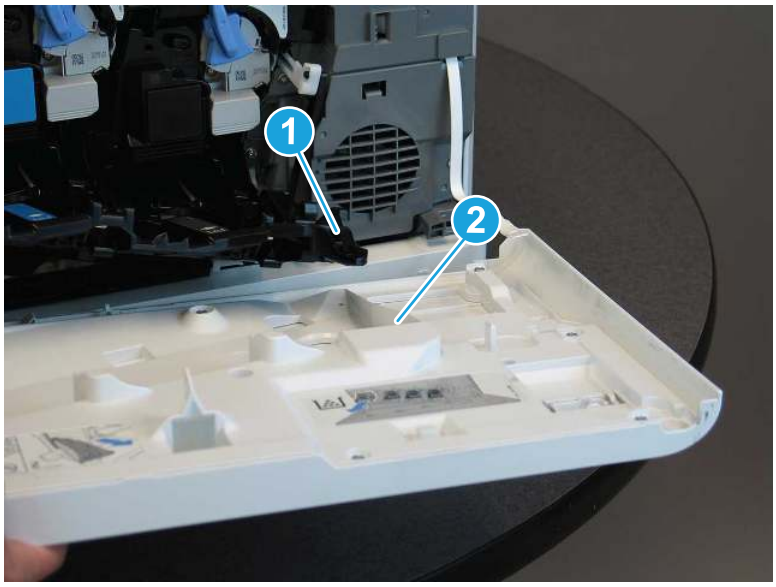


d. Raise the door slightly (callout 1), and then rotate the right side of the door away from the printer (callout 2) to release the inner cover hook (callout 3).

Figure 4-155 Release the inner cover hook



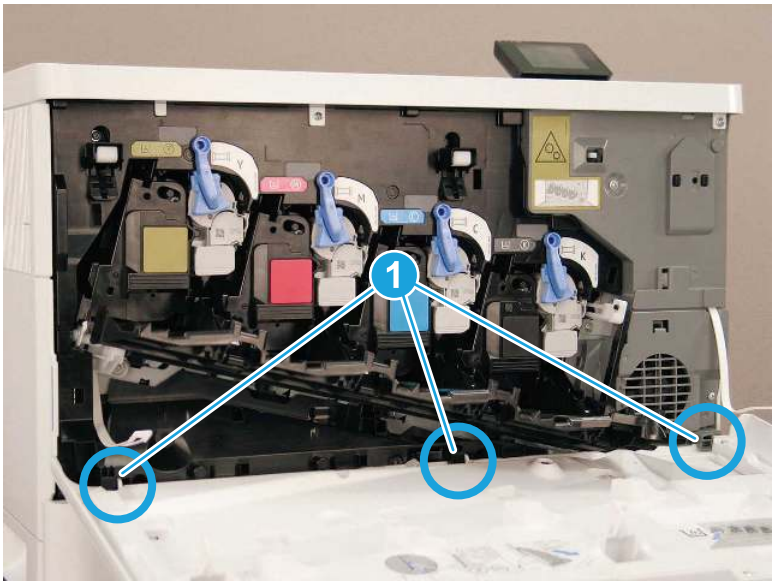
TIP: When reinstalling the door, make sure to install the inner cover hook (callout 1) into the opening in the front door (callout 2) before installing the door on the shafts.



e. Release three shafts (callout 1), and then remove the front door.

NOTE: The figure below shows the M751. The procedure is correct for all models.

Figure 4-156 Remove the front door



2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 cover (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the formatter cover.

View a video of how to remove and replace the formatter cover.

Mean time to repair: 1 minute

Service level: CSR A

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
RM2-1346-000CN	Formatter cover assembly (M751/E75245)
RM2-2683-000CN	Formatter cover assembly (M856/E85055/M776)

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 formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-157 Remove the formatter cover

2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 door (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the left door.

View a video of how to remove and replace the left door.

Mean time to repair: 7 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 4-22 Part information

Part number	Part description
RM2-1351-000CN	Left door assembly
RM2-1350-000CN	Left cover lock assembly (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

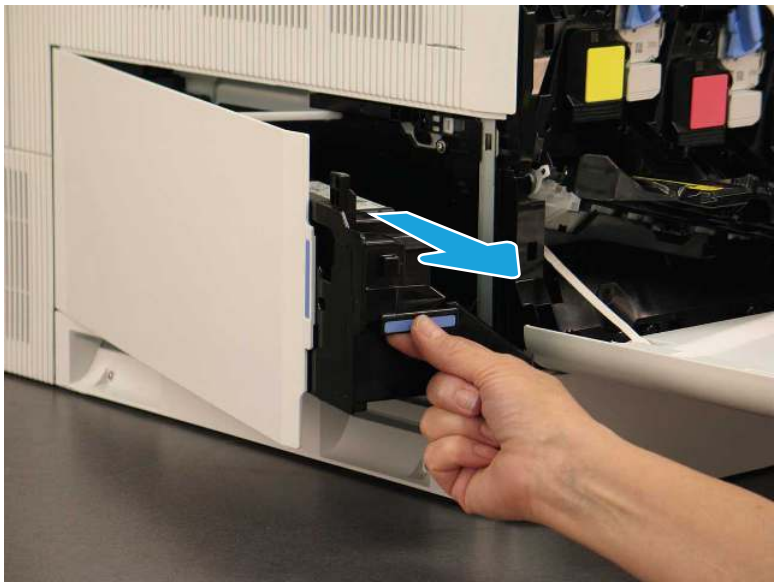
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.
   - Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

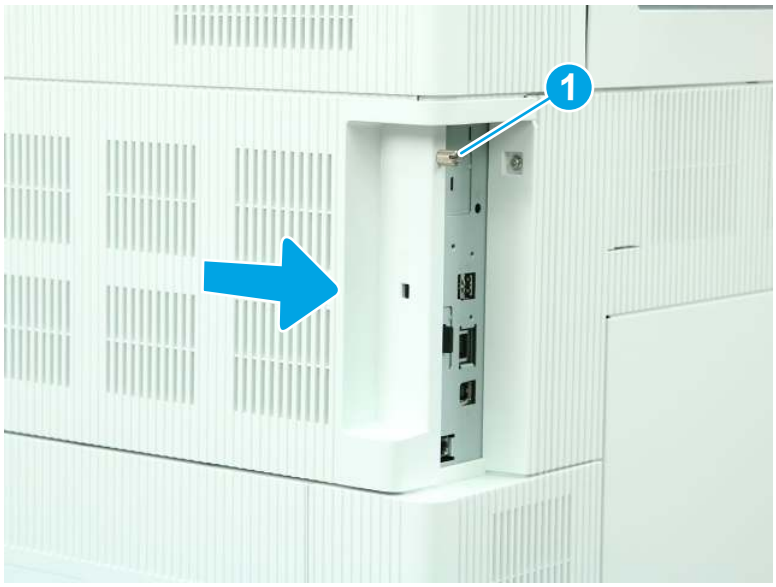
   Figure 4-158 **Remove the TCU**

2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

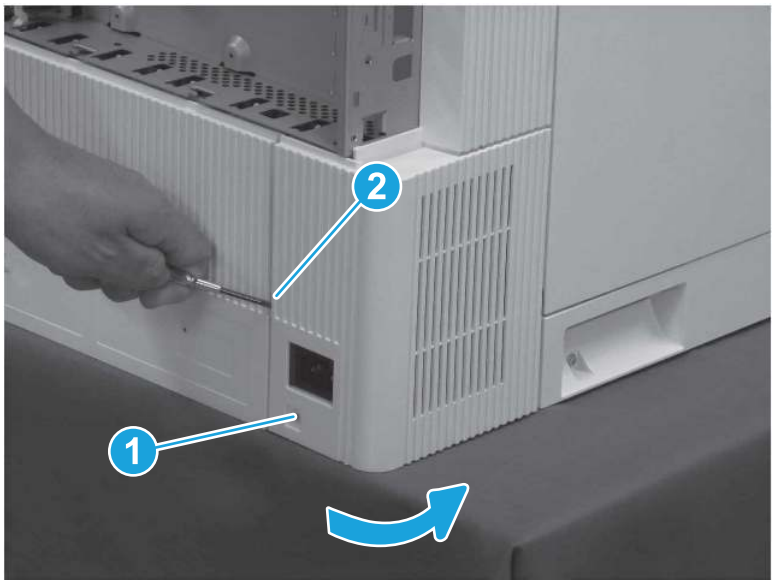
Figure 4-159 Remove the formatter cover



3. Remove the left lower cover (M751/E75245).

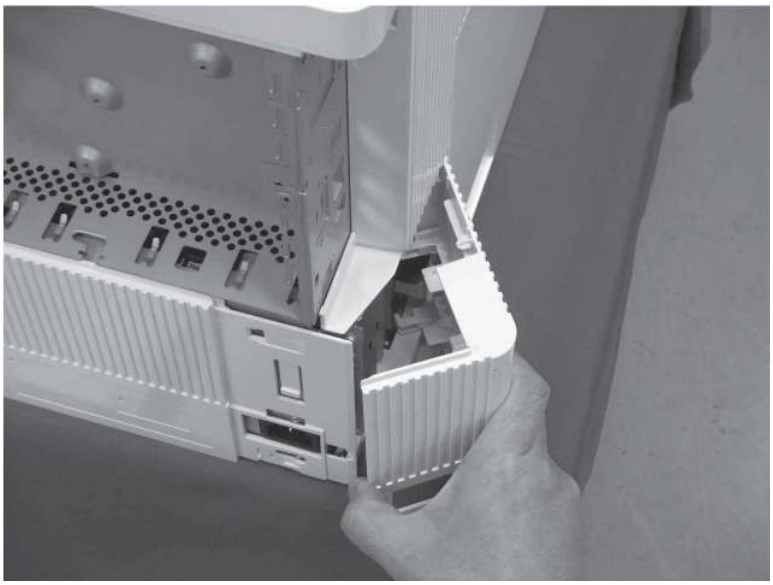
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-160 Remove one screw and release one tab



b. Remove the left lower cover.

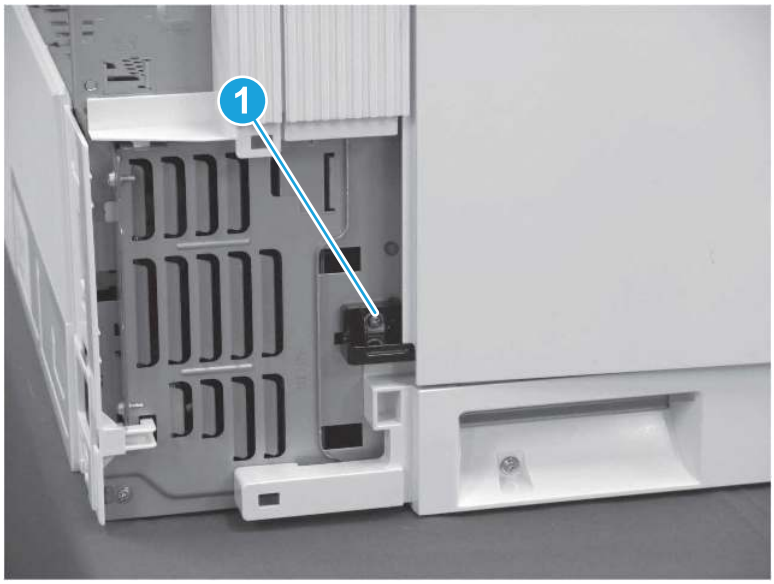
Figure 4-161 Remove the left lower cover



4. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-162 Remove one screw

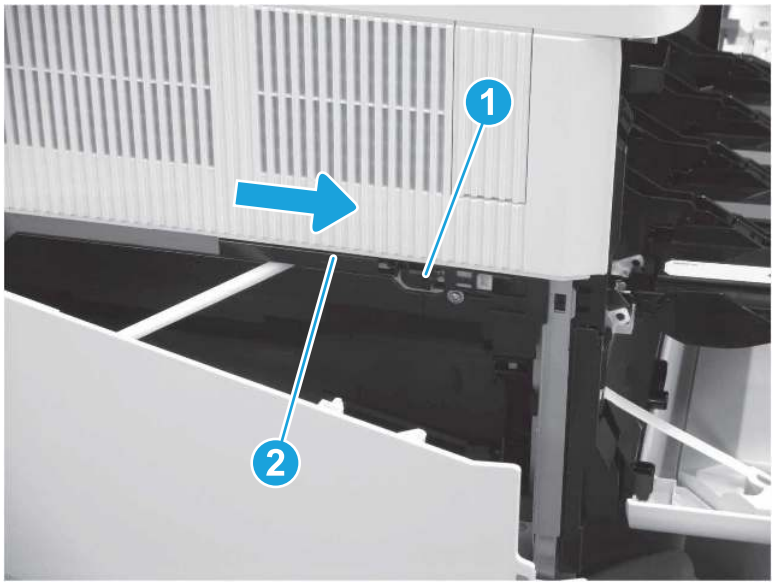


b. Release the holder, and then remove it from the printer.

Figure 4-163 Remove the holder

c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

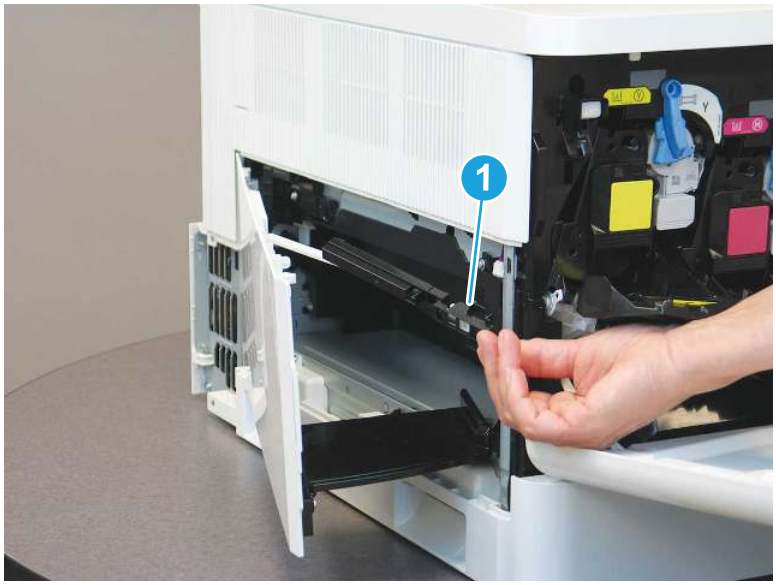
Figure 4-164 Slide the holder



d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

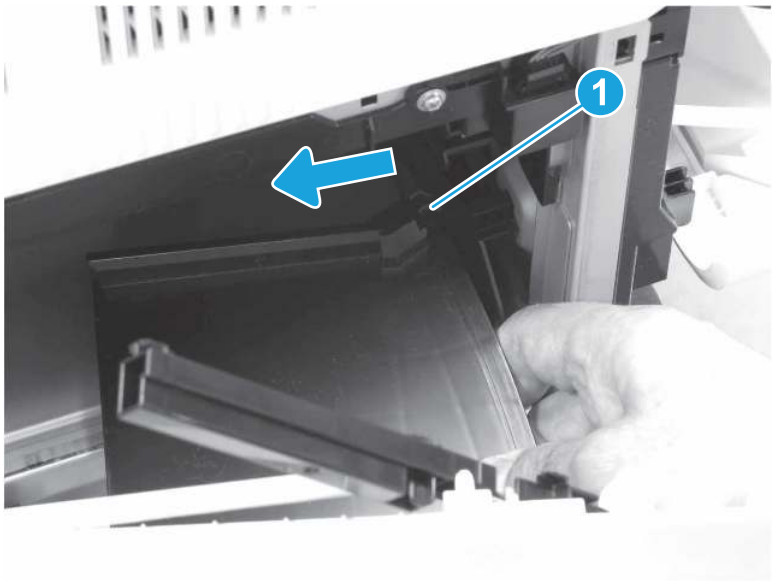
⚠ CAUTION: The holder can become detached or break relatively easily. Lay the holder on top of the door, next to the white hinge, to prevent it from hanging down and potentially breaking.

Figure 4-165 Release the holder



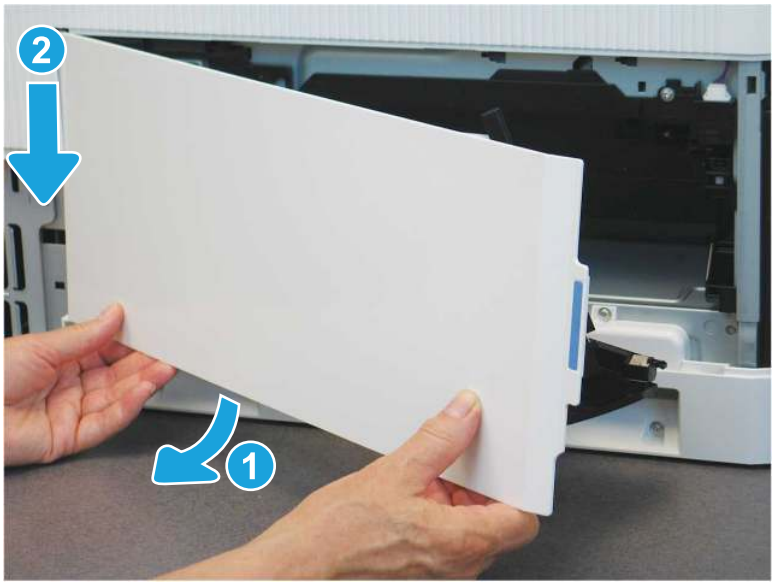
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-166 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

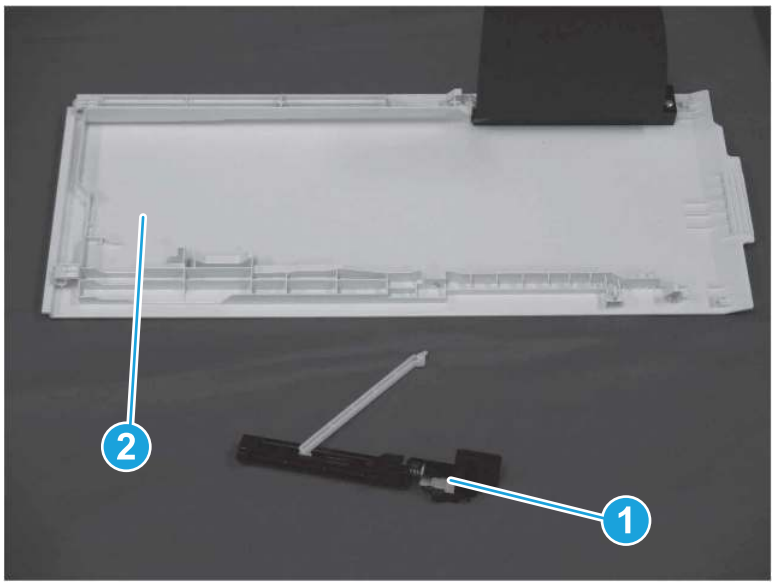
Figure 4-167 Remove the left door



g. Rotate the left cover lock assembly (callout 1) until the tab lines up with the opening in the door, and then remove the hinge and lock assembly from the door (callout 2).

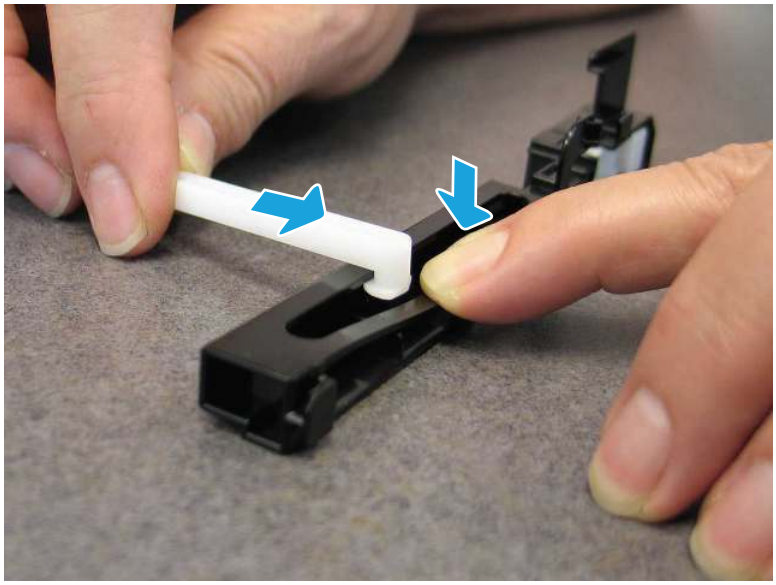
⚠ CAUTION: The white hinge is easily broken. Use care when handling this part.

Figure 4-168 Remove the left cover lock assembly and hinge



h. If the left cover lock assembly breaks and must be replaced, press down on one side of the lock assembly, and then slide the white hinge away from the assembly. Install the hinge on the replacement lock assembly.

Figure 4-169 Remove the hinge



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Top cover (M751/E75245)

Learn how to remove and replace the top cover.

View a video of how to remove and replace the top cover.

Mean time to repair: 14 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 4-23 Part information

Part number	Part description
RC5-0658-000CN	Cover, upper

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

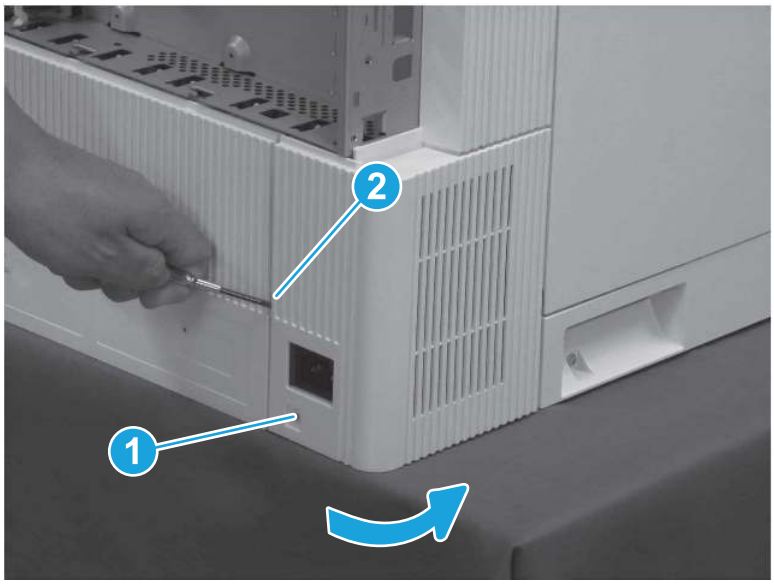
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-170 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

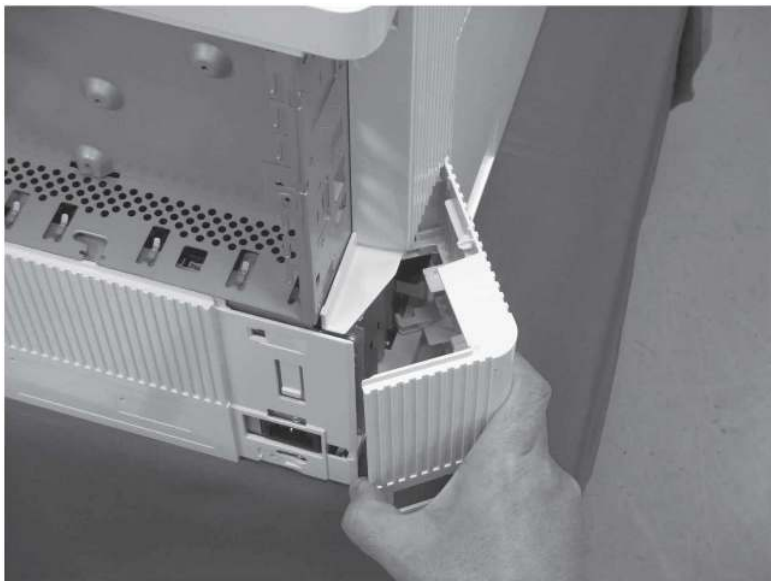
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-171 Remove one screw and release one tab



b. Remove the left lower cover.

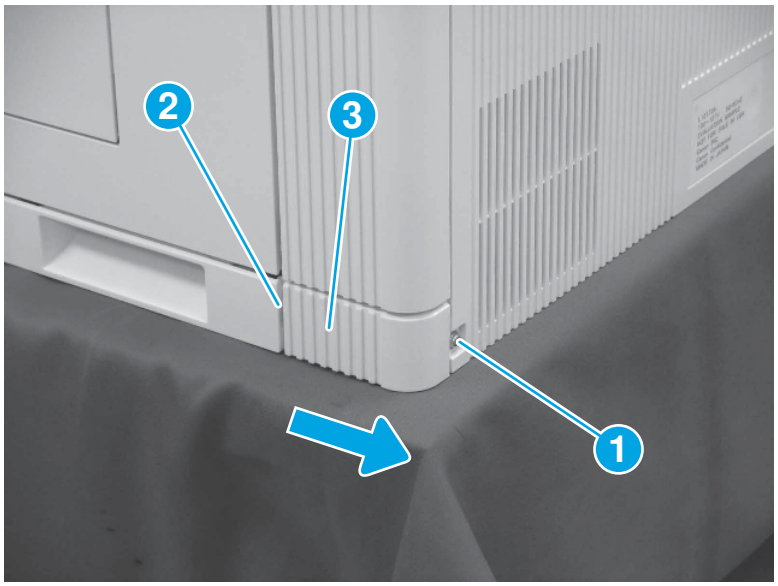
Figure 4-172 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

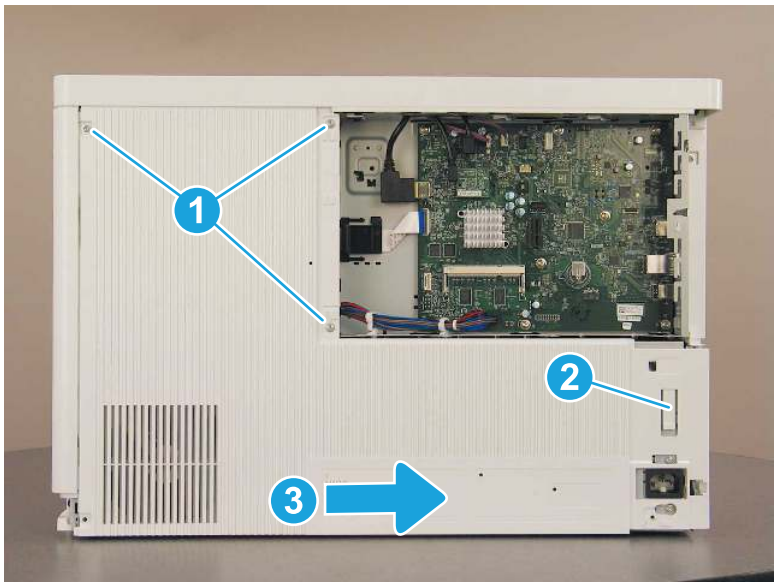
Figure 4-173 Remove the right rear lower cover



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-174 Remove the rear cover

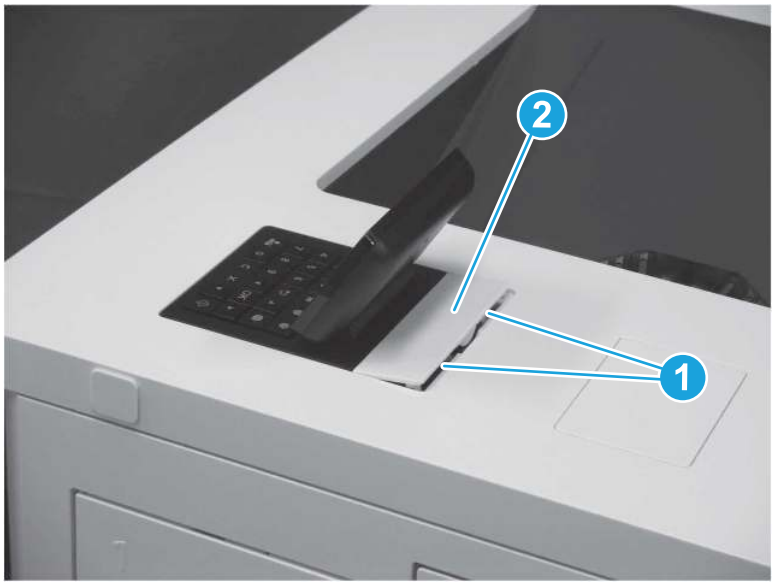


5. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-175 Remove the control panel cover



b. Remove one screw (callout 1).

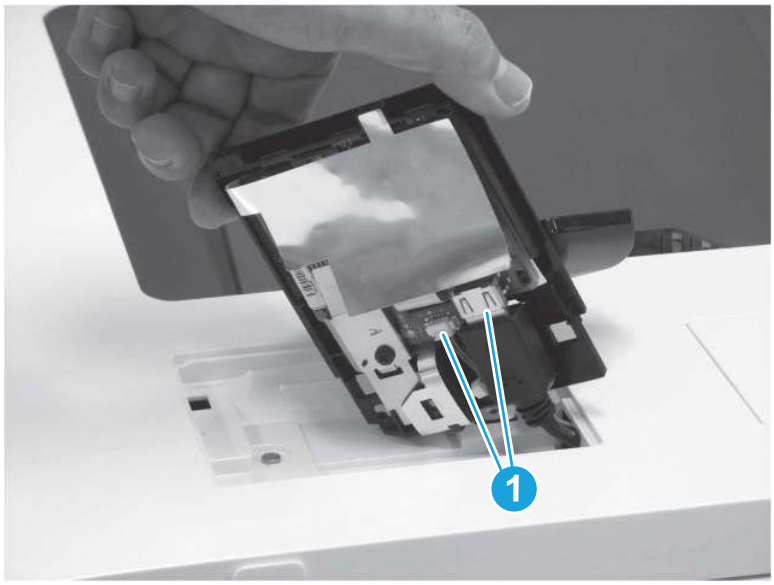
Figure 4-176 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-177 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

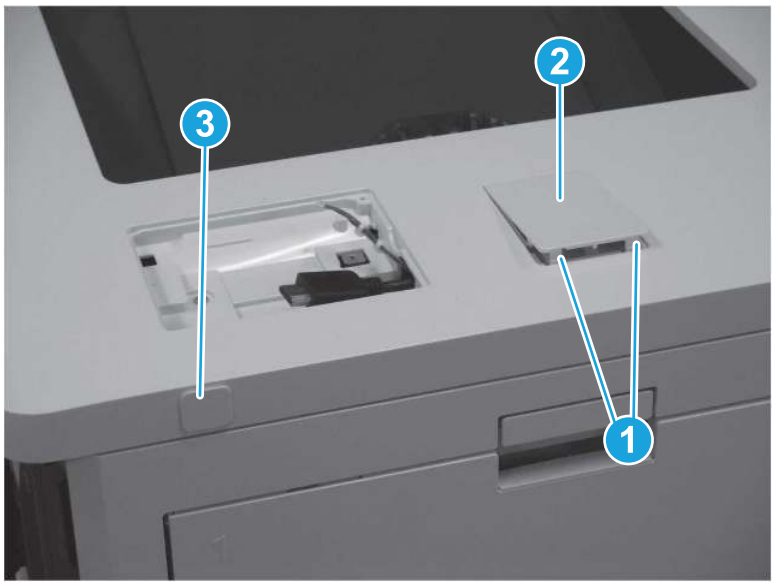
Figure 4-178 Disconnect two connectors



6. Remove the top cover (M751/E75245).

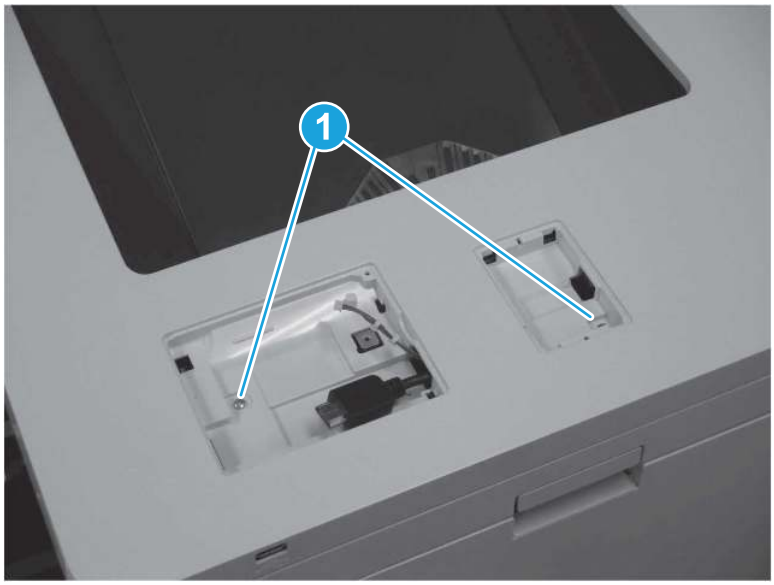
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-179 Remove the HIP cover and USB cap



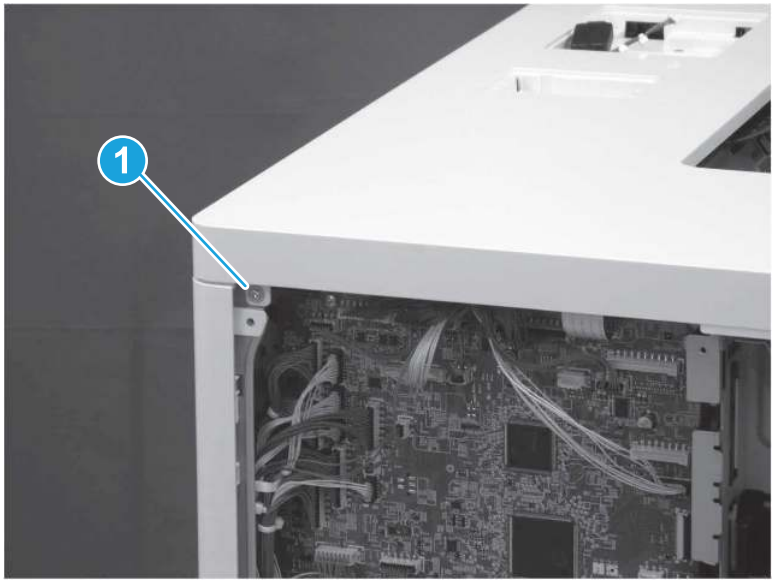
b. At the top of the printer, remove two screws (callout 1).

Figure 4-180 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-181 Remove one screw

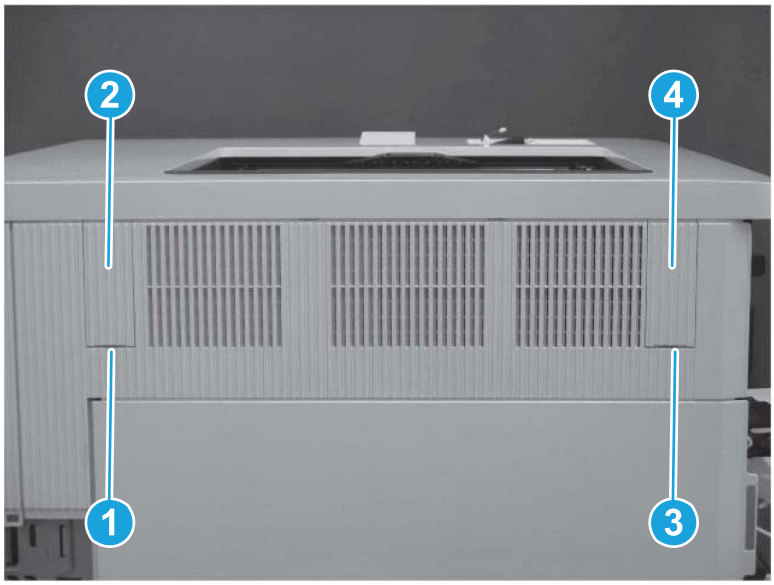


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

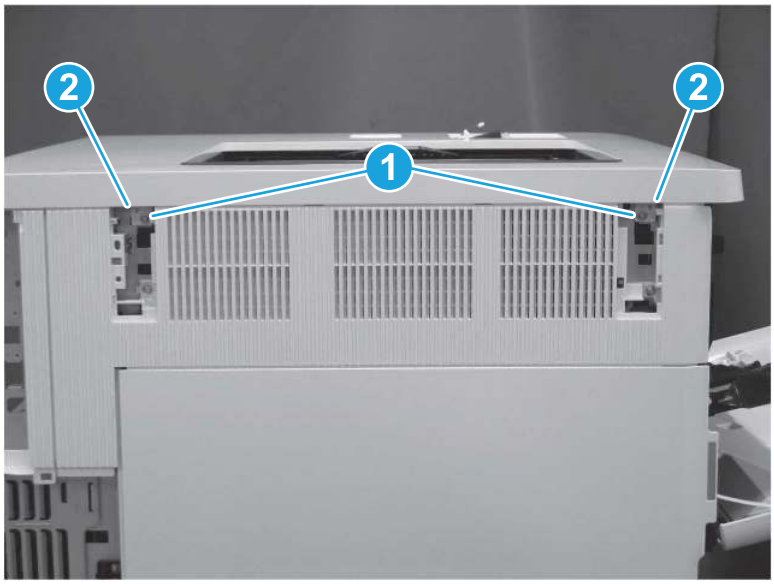
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-182 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

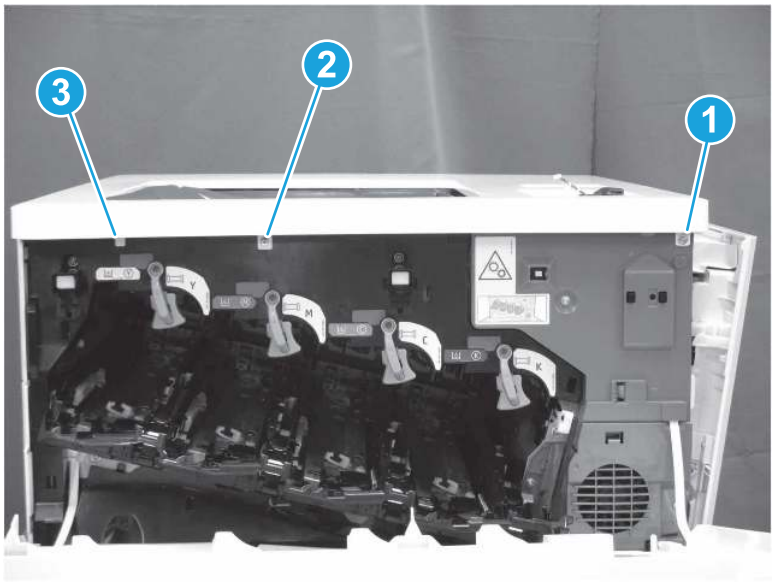
Figure 4-183 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

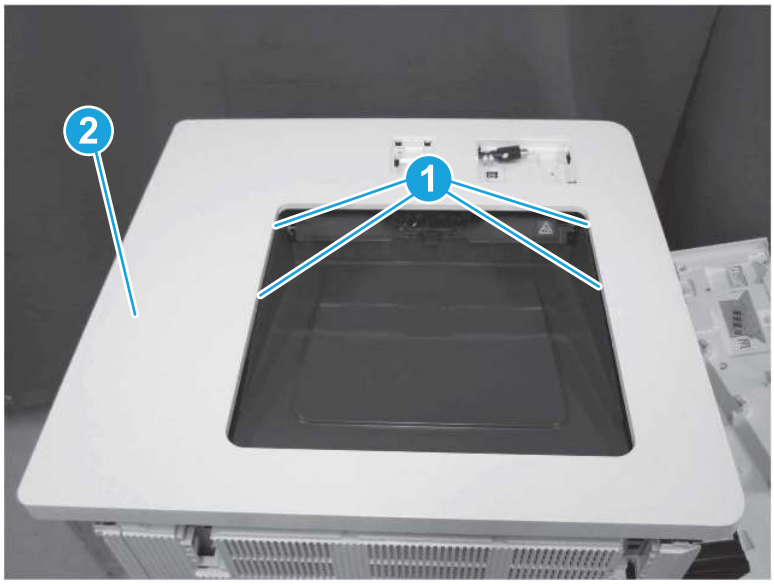
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-184 Remove two screws and release one tab

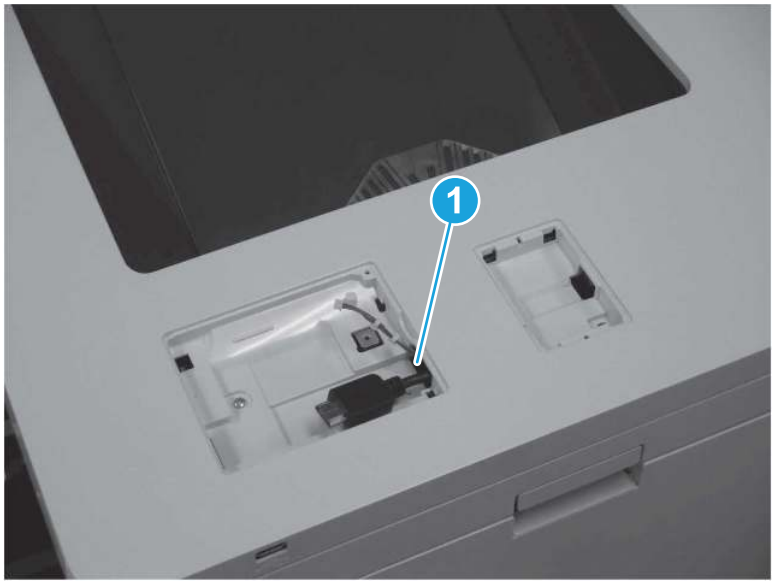


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-185 Remove the top cover



NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



7. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 door (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the right door.

View a video of how to remove and replace the right door.

Mean time to repair: 13 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 4-24 Part information

Part number	Part description
RM2-1494-000CN	Right door assembly (M751/E75245)
RM2-3434-000CN	Right door assembly (M856/E85055/M776)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

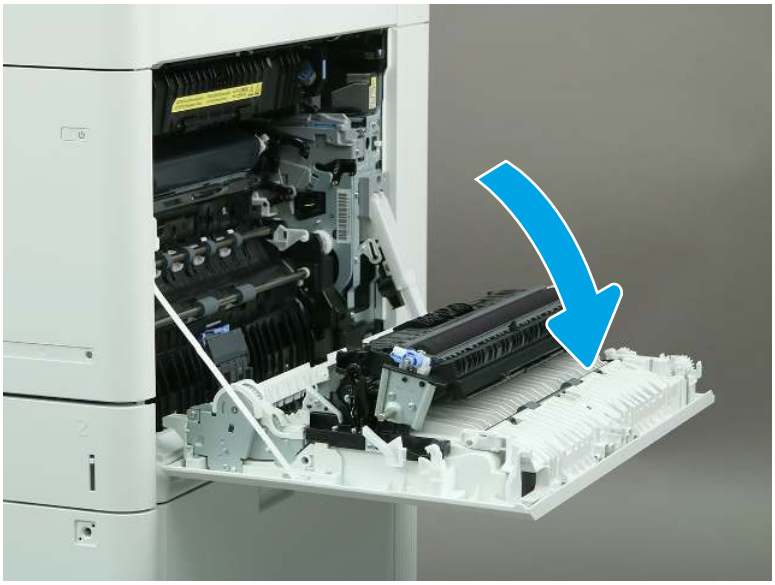
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

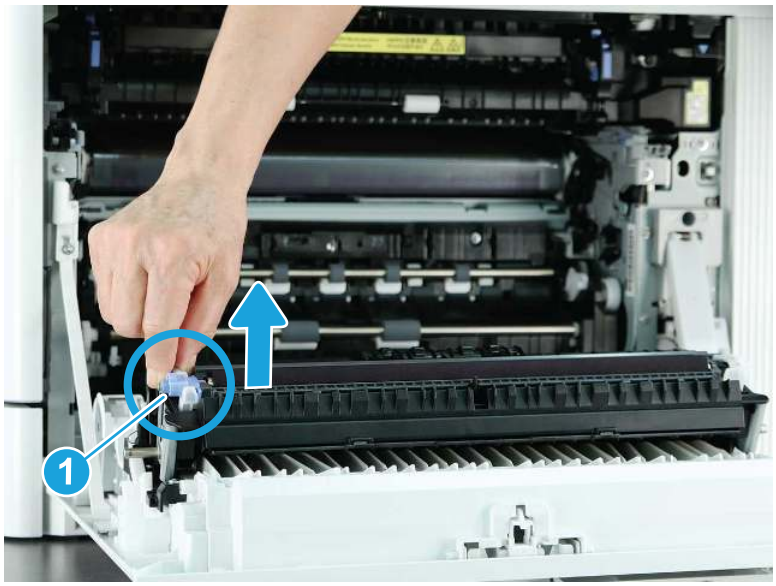
1. Remove the secondary transfer roller.
   a. Open the right door.

Figure 4-186 Open the right door



b. Release the latch (callout 1), and then lift the left side of the roller.

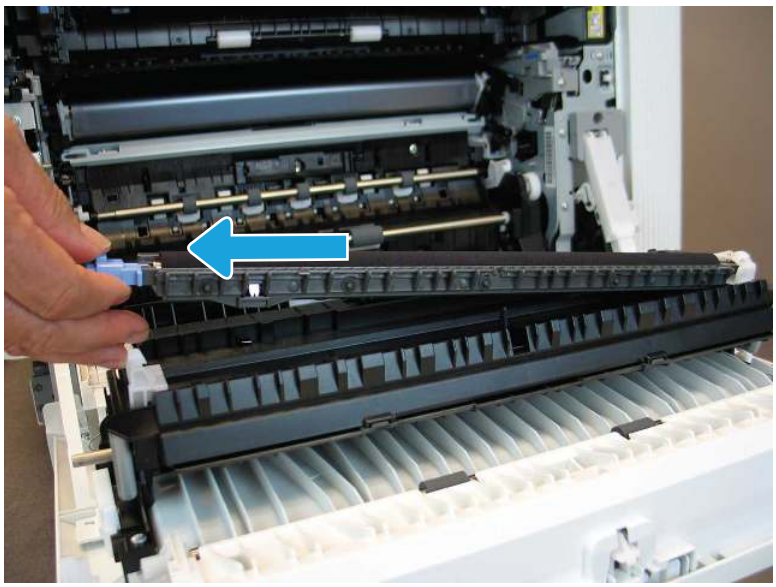
Figure 4-187 Release the transfer roller



c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

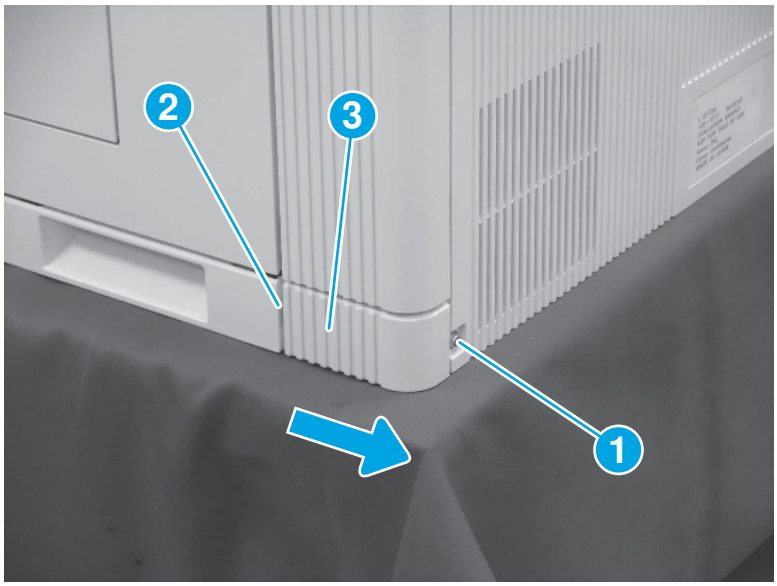
Figure 4-188 Remove the secondary transfer roller



2. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

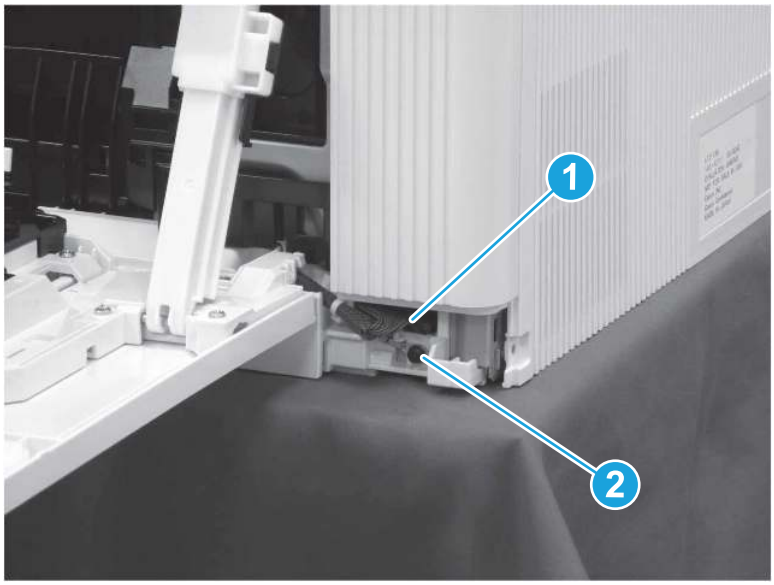
Figure 4-189 **Remove the right rear lower cover**



3. Remove the right door.

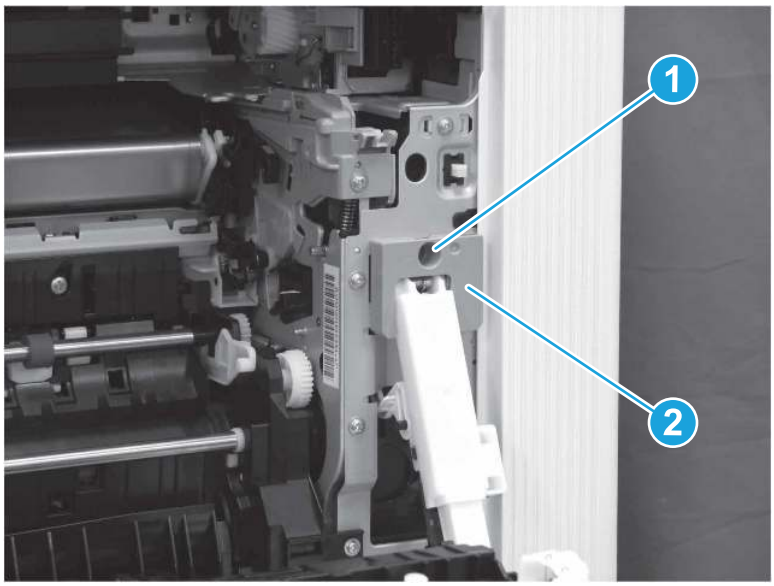
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-190 **Disconnect one connector and remove one screw**



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

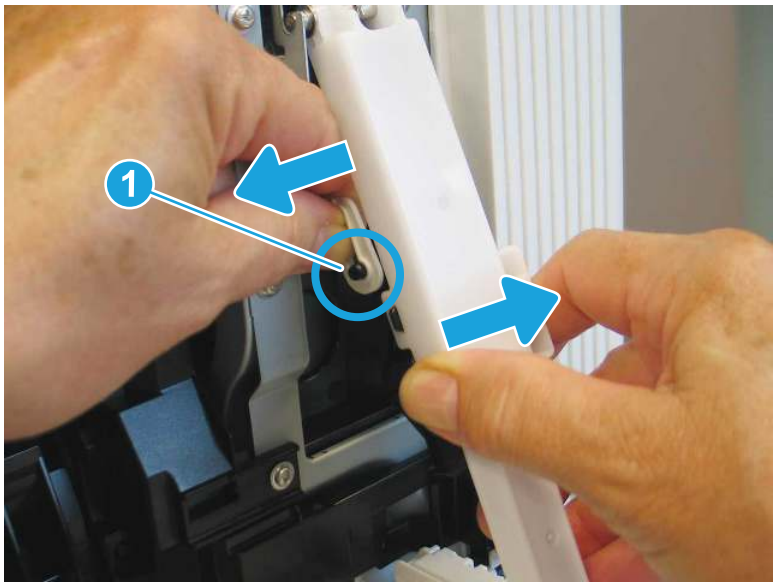
Figure 4-191 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-192 Release the link arm

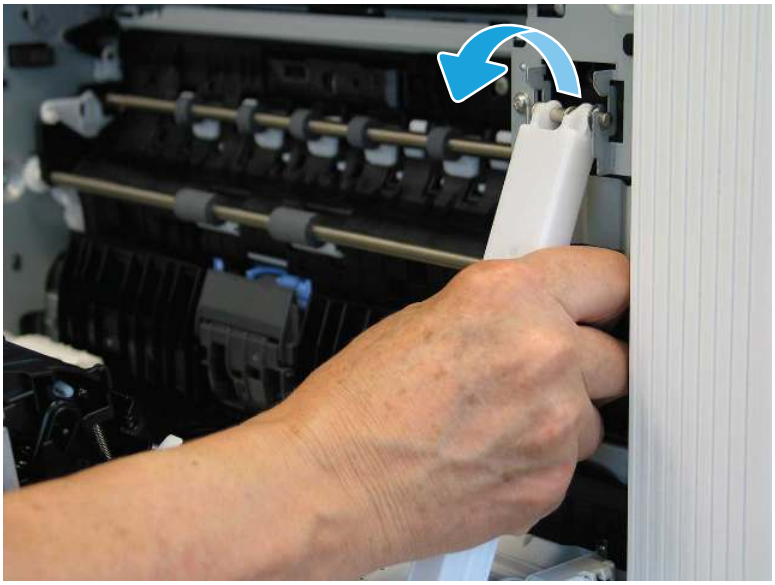


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-193 Retract the link arm

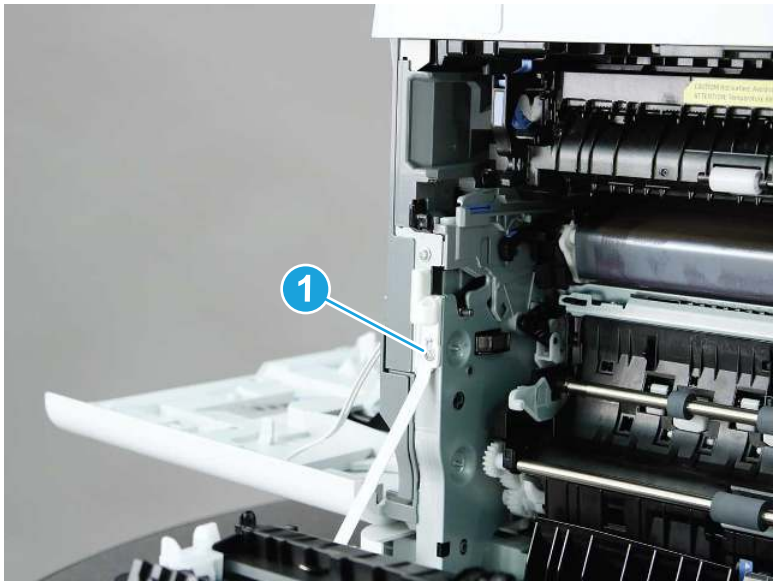
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-194 Release the dampener



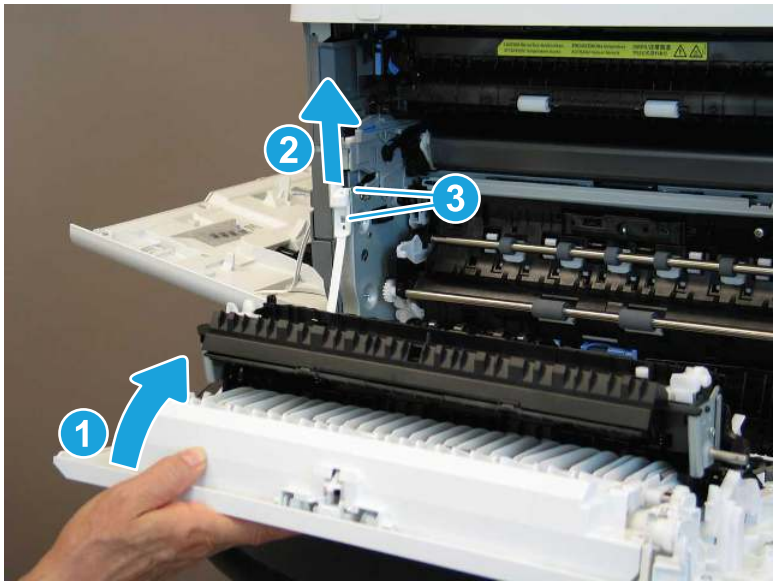
f. Remove one screw (callout 1).

Figure 4-195 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

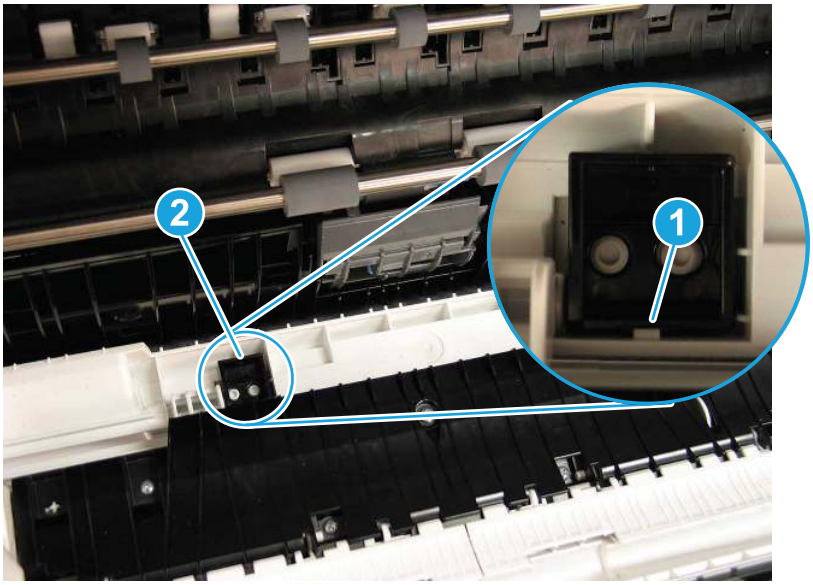
Figure 4-196 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

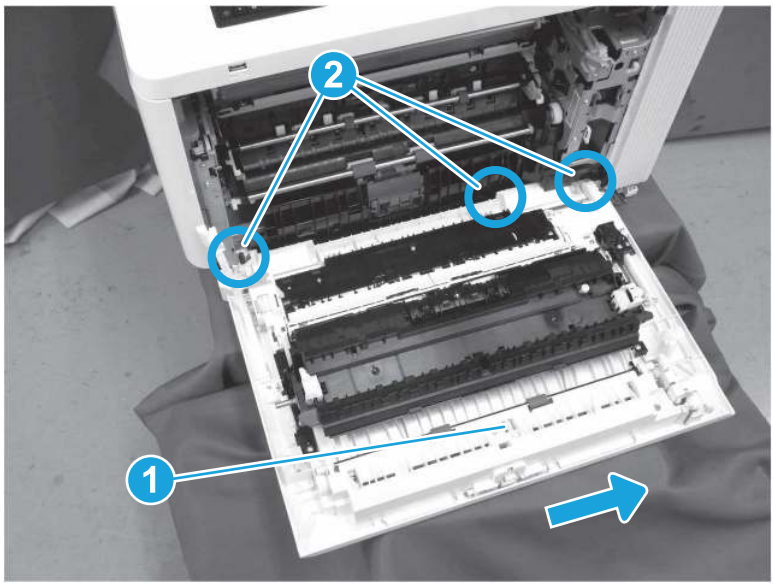
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-197 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

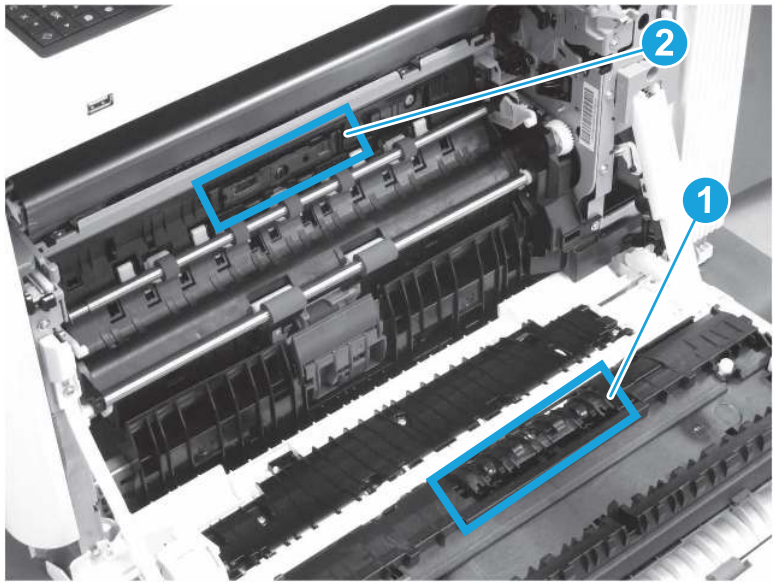
Figure 4-198 Remove the right door



4. The media sensor (callout 1) on the right door and the media sensor (callout 2) inside the printer work together and are adjusted together at the factory. The replacement right door part is similarly adjusted together with a media sensor part that is shipped with the right door. When replacing the

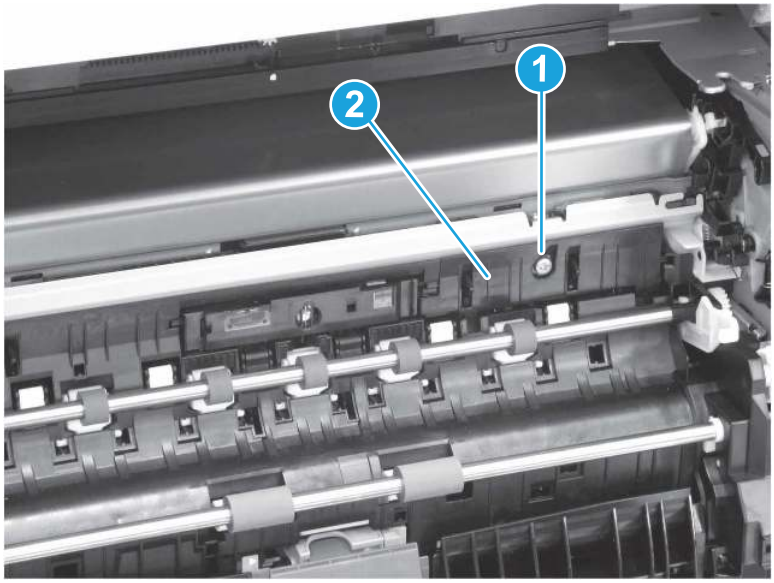
right door, follow these steps to remove and replace the media sensor on the printer with the new media sensor shipped with the replacement door.

Figure 4-199 Media sensor placement

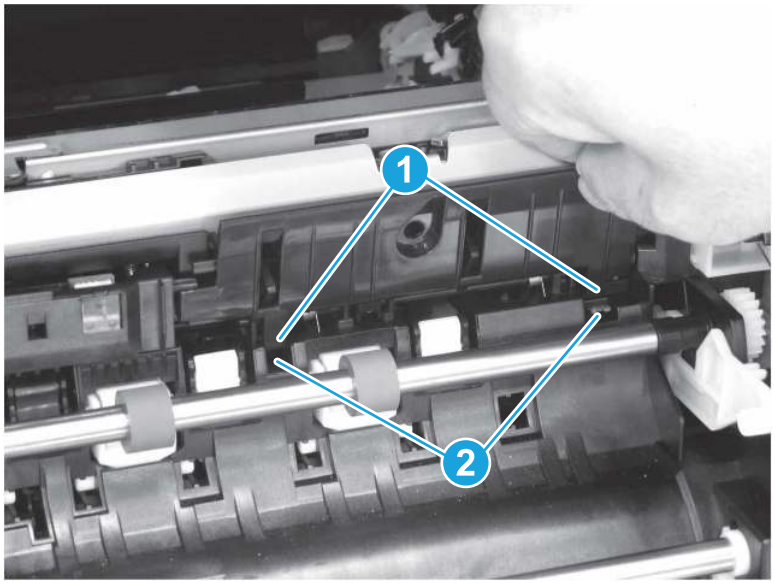


a. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-200 Remove one screw and the cover

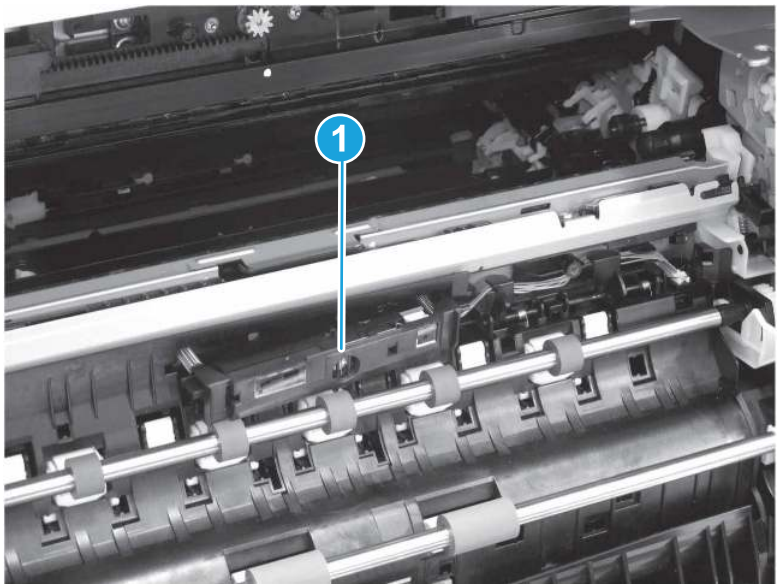


TIP: When reinstalling the cover, make sure that the ribs (callout 1) on the cover are installed into the openings (callout 2) in the printer.



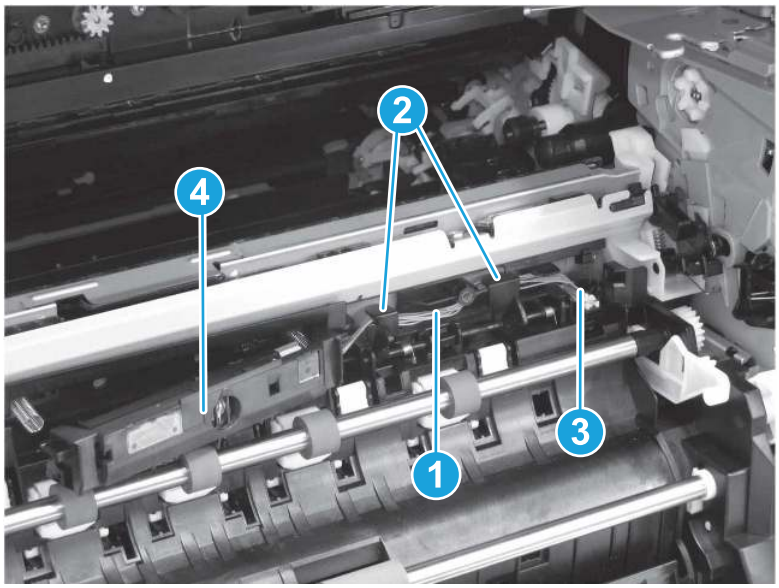
b. Release the media sensor assembly (callout 1).

Figure 4-201 **Release the media sensor**



c. Release the cable (callout 1) from the cable guides (callout 2). Disconnect one connector (callout 3), and then remove the media sensor (callout 4).

Figure 4-202 **Remove the media sensor**



d. Reverse the removal steps to install the media sensor shipped with the replacement right door.

5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

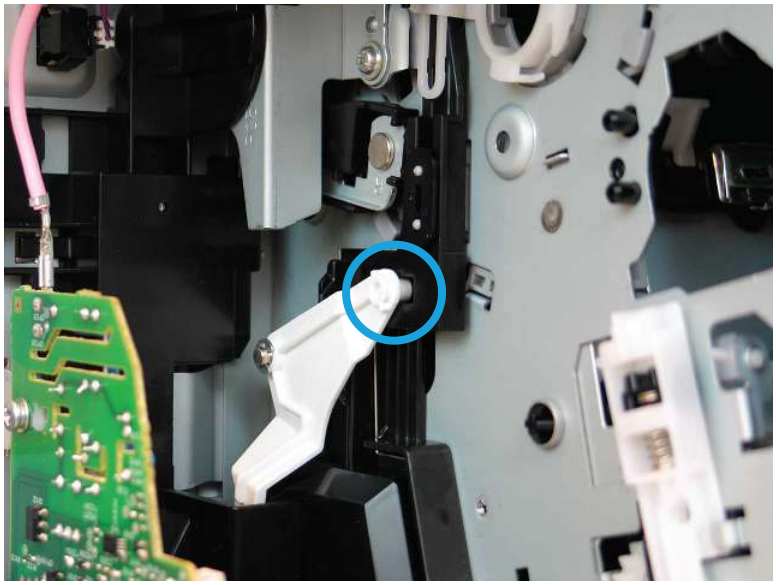
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

6. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

If the ITB cannot be removed or installed after removing or replacing the right door, remove the main drive assembly and make sure that the tab on the end of the link arm is correctly installed in the track.

NOTE: Failing to proper attach the link arm when installing the right door will result in this failure and the need to perform this procedure. The main drive assembly must be removed in order to reattach the link arm from this side, resulting in a higher service cost.

Figure 4-203 Check the link arm



Removal and replacement: Right handle (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the right handle.

View a video of how to remove and replace the right handle.

Mean time to repair: 12 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 4-25 Part information

Part number	Part description
RM2-1376-000CN	Right handle assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

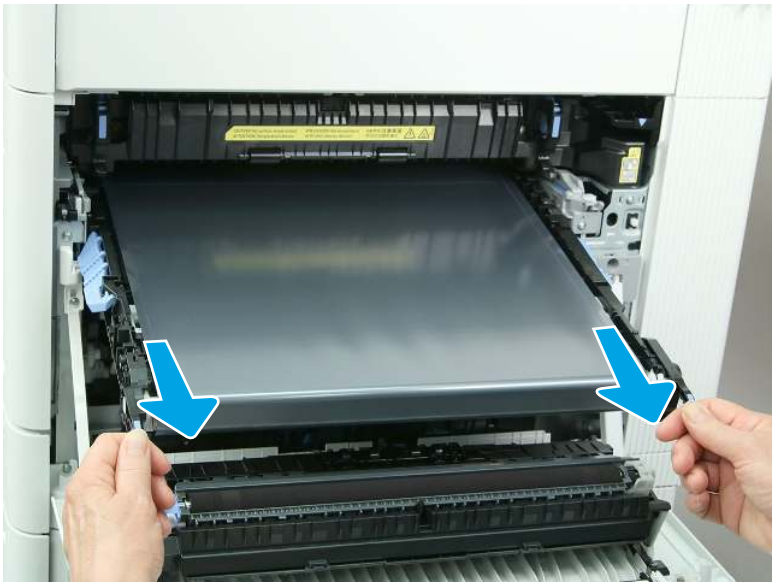
1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-204 **Remove the toner cartridge**

2. Remove the intermediate transfer belt (ITB).

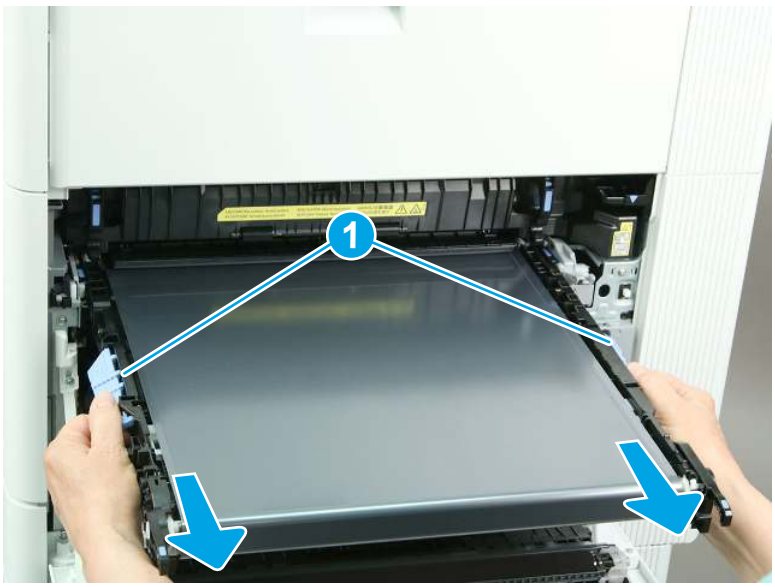
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-205 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

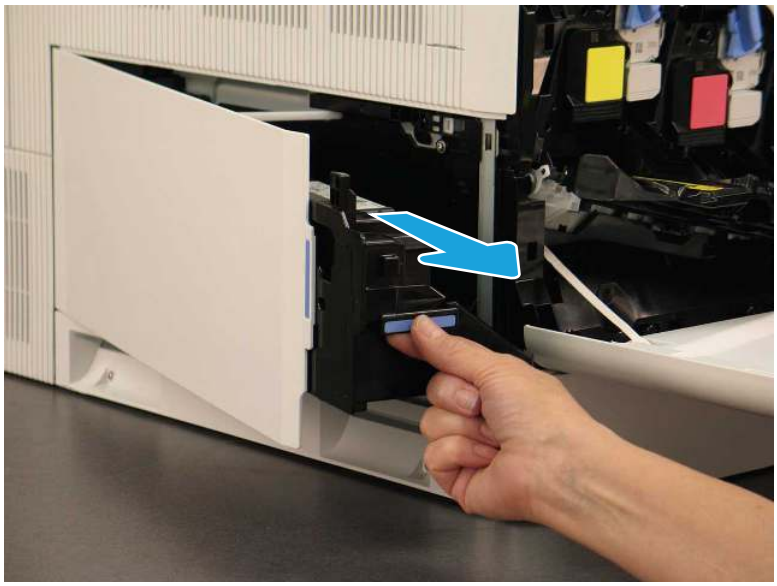
Figure 4-206 Remove the ITB



3. Remove the TCU.

- Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

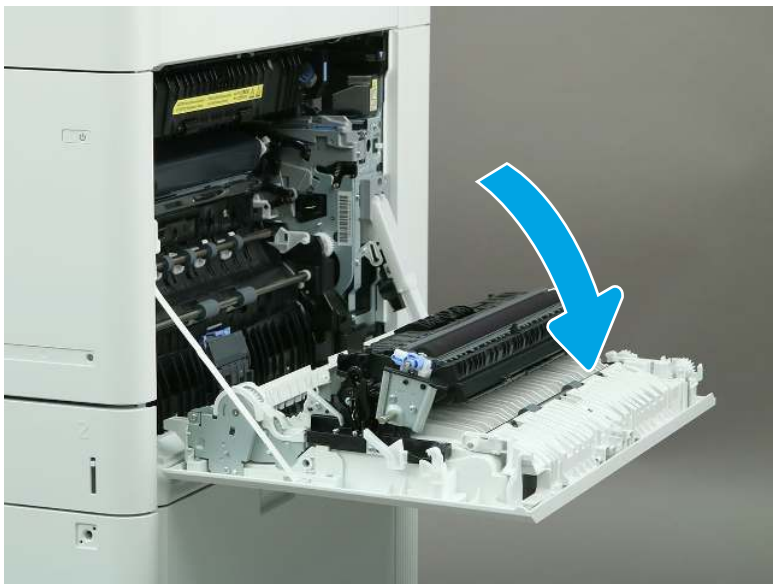
  Figure 4-207 Remove the TCU

4. Remove the secondary transfer roller.

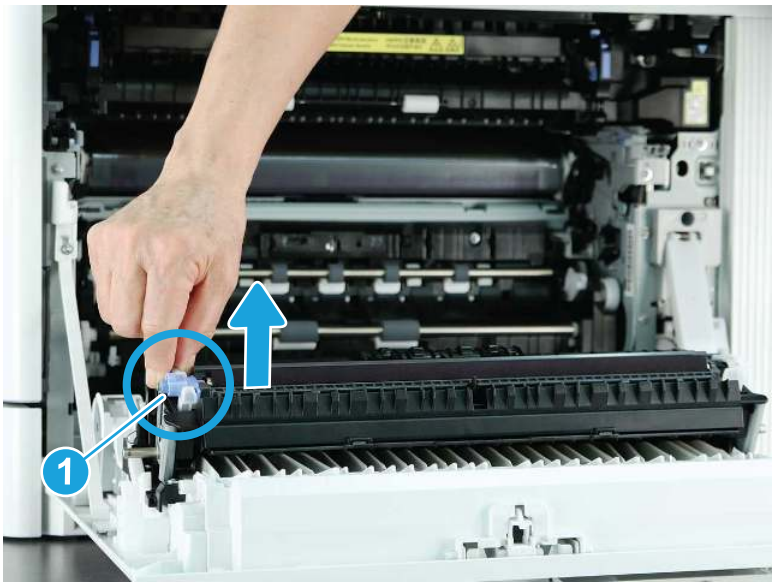
   a. Open the right door.

   Figure 4-208 Open the right door

b. Release the latch (callout 1), and then lift the left side of the roller.

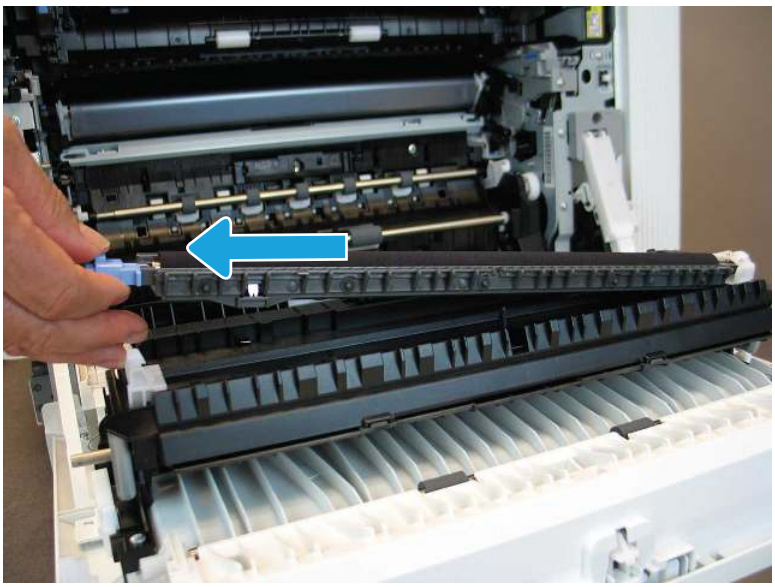
Figure 4-209 Release the transfer roller



c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

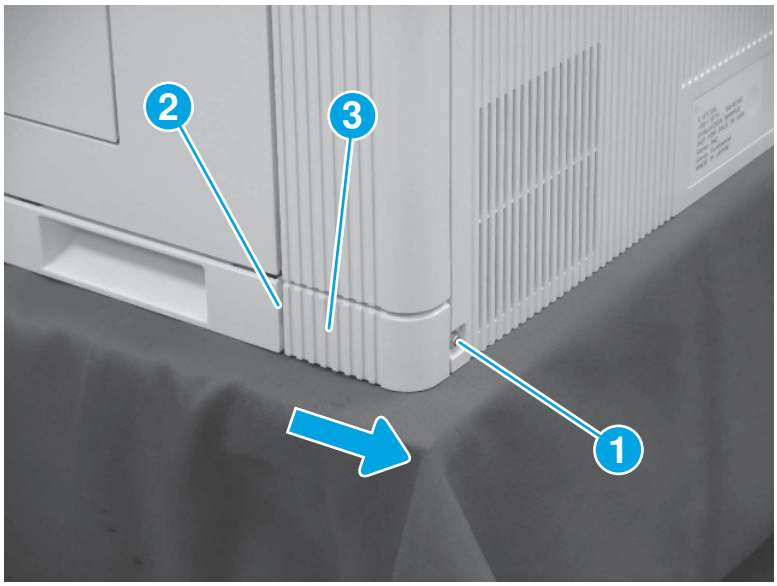
Figure 4-210 Remove the secondary transfer roller



5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

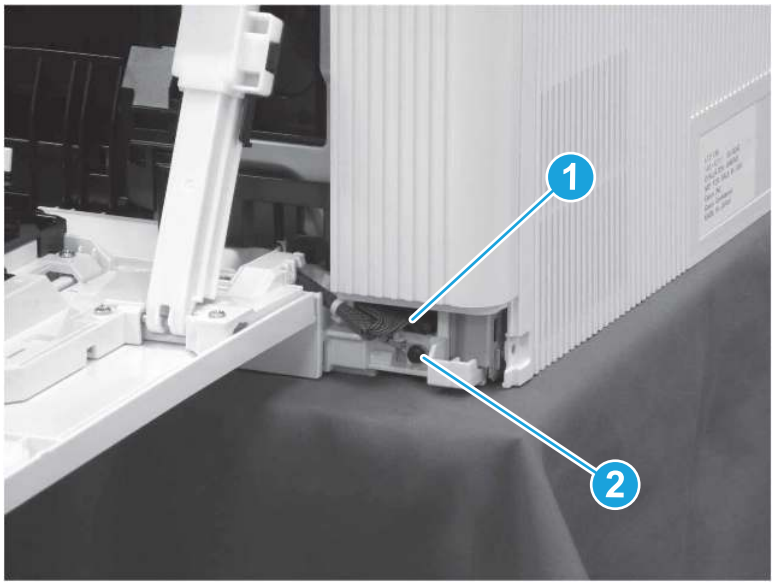
Figure 4-211 Remove the right rear lower cover



6. Remove the right door.

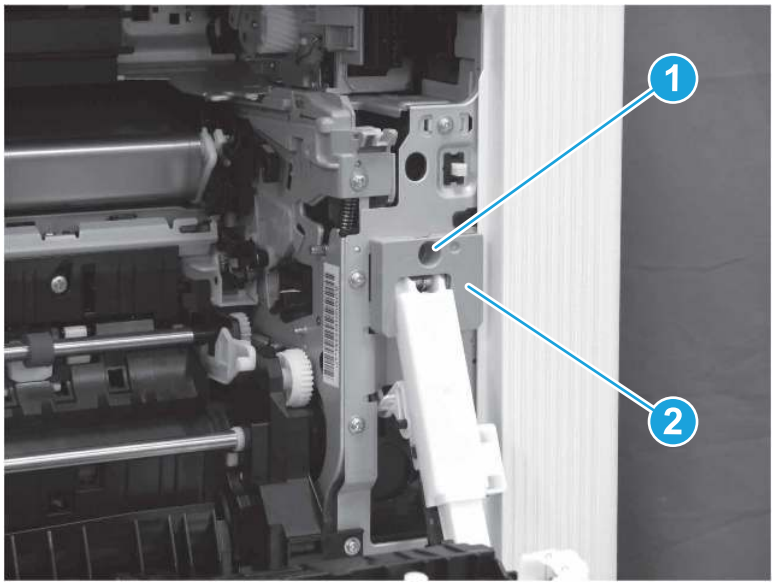
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-212 Disconnect one connector and remove one screw



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

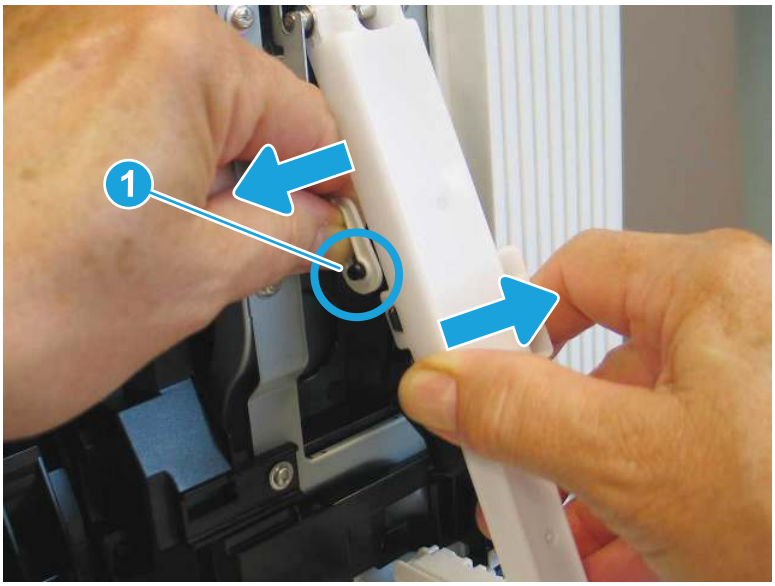
Figure 4-213 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-214 Release the link arm

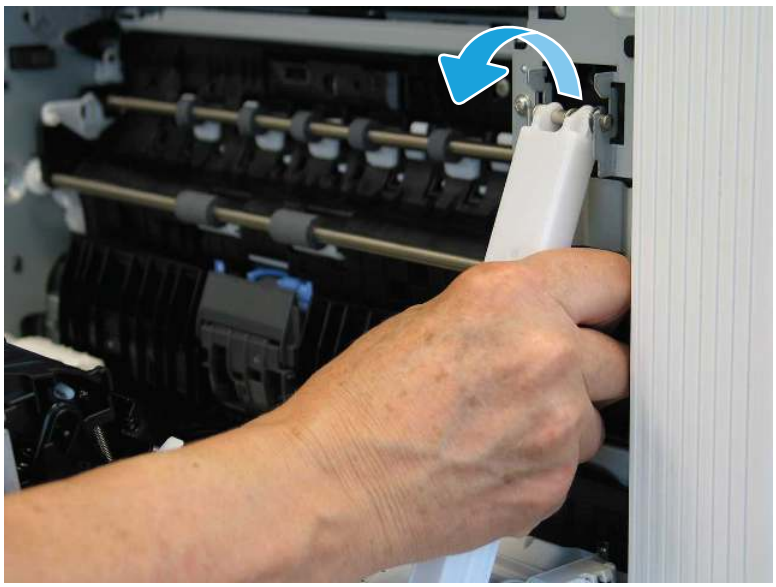


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-215 **Retract the link arm**

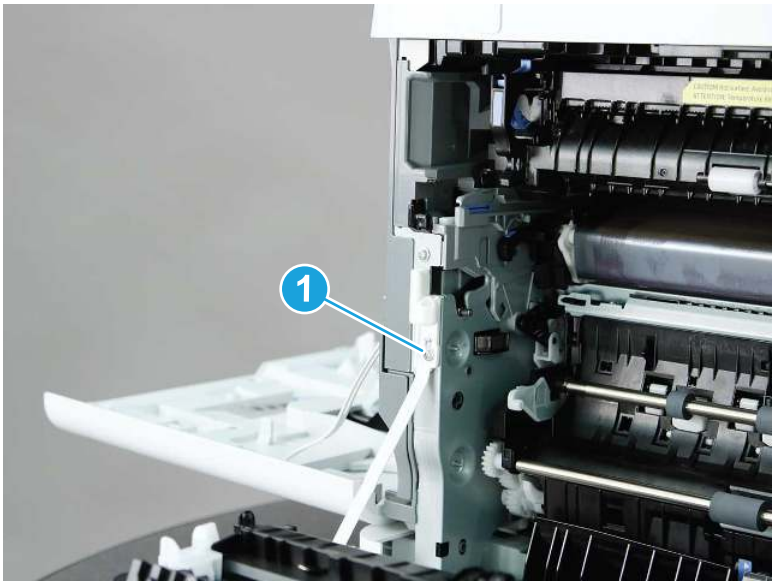
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-216 **Release the dampener**



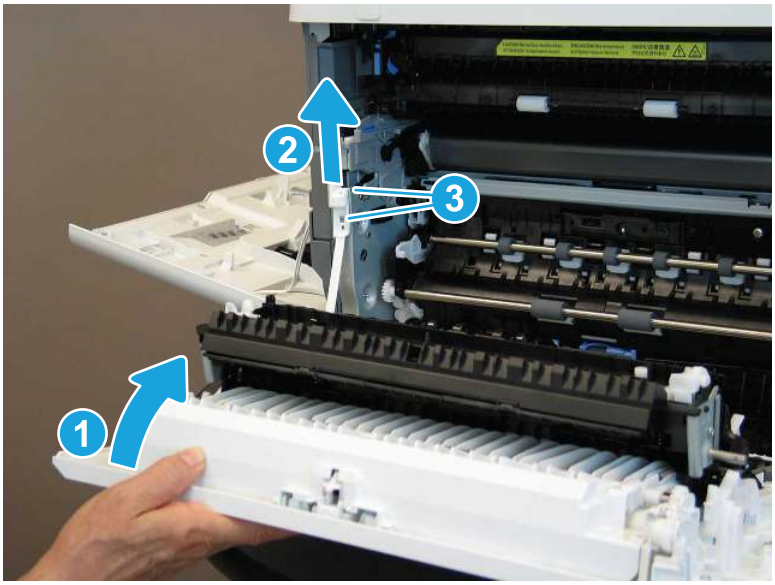
f. Remove one screw (callout 1).

Figure 4-217 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

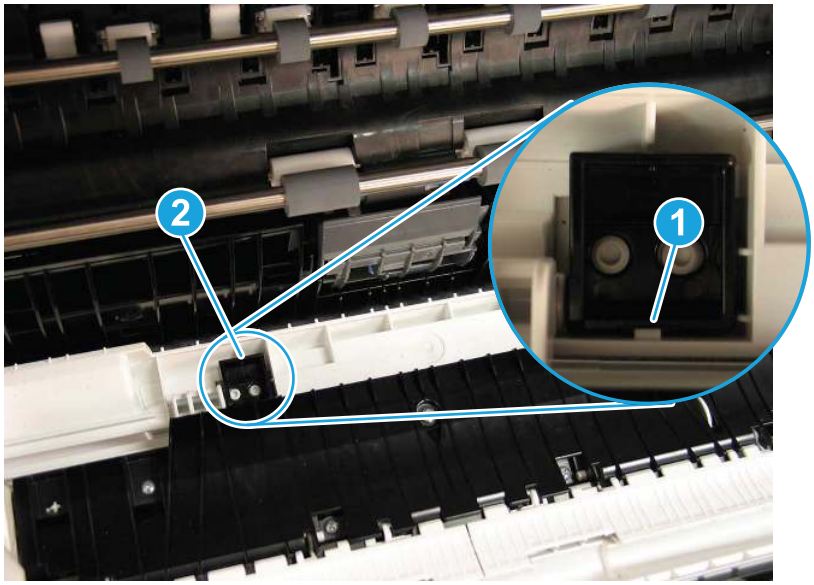
Figure 4-218 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

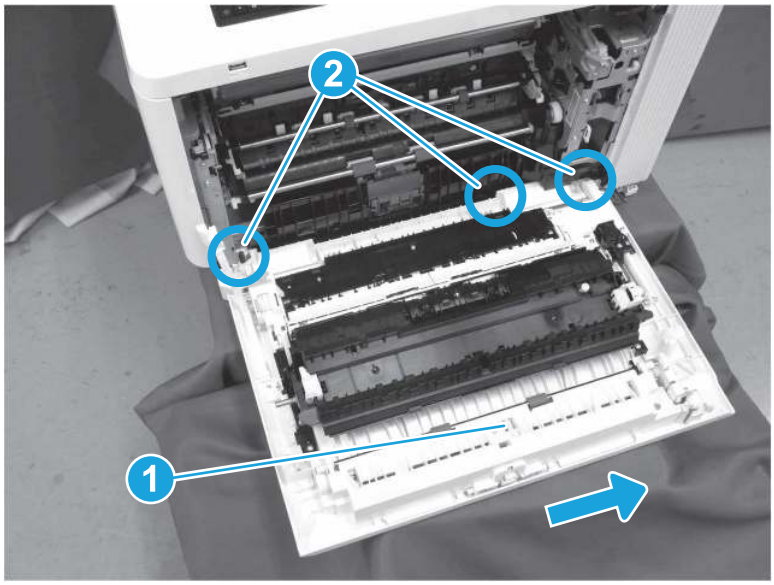
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-219 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

Figure 4-220 Remove the right door



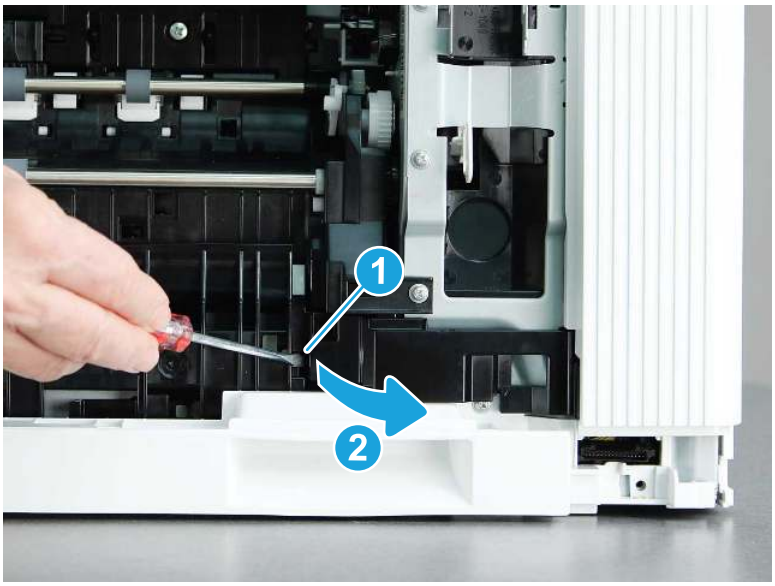
7. Remove the right handle.

a. If additional paper trays are installed under the printer, lift the printer off of the trays and onto a flat working surface.

⚠ CAUTION: The printer is heavy. HP recommends that three people lift the printer.

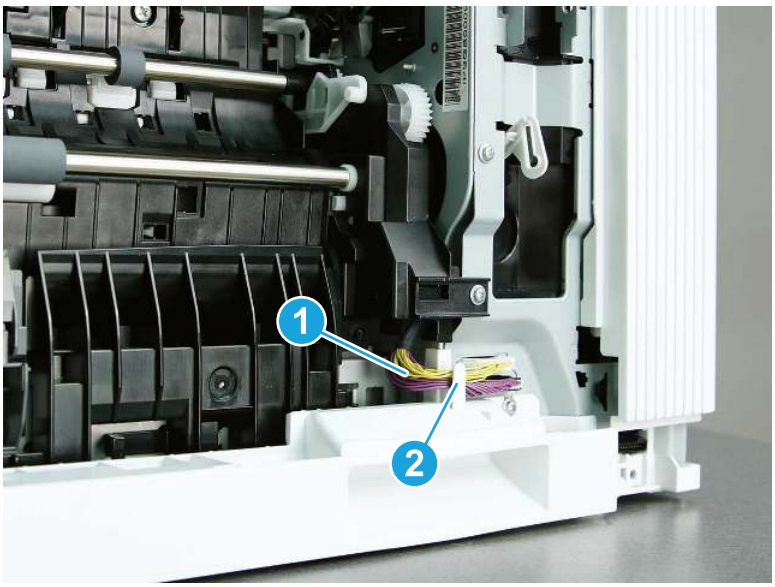
b. Release one tab (callout 1), and then rotate the cover away (callout 2) to remove it.

Figure 4-221 Release two tabs



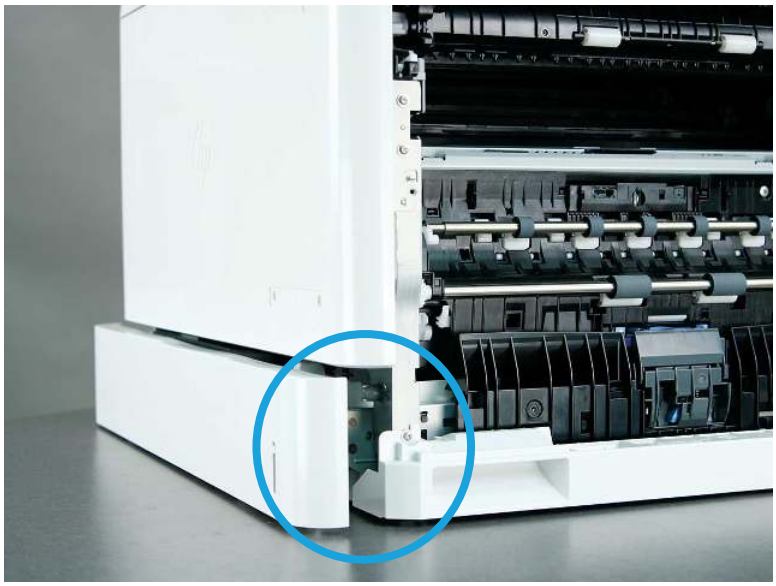
c. Release the cables (callout 1) from the guide (callout 2).

Figure 4-222 Remove the cables from the guide



d. Slightly open Tray 2.

Figure 4-223 Slightly open Tray 2

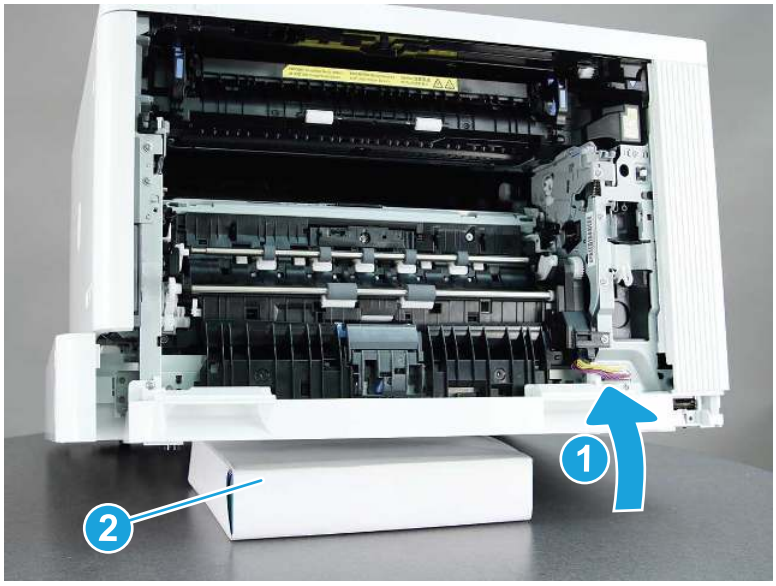


e. Lift the right side of the printer (callout 1), and then slide a ream of paper (callout 2) under the edge of the printer so that it remains tilted.

IMPORTANT: Make sure that all four imaging drums are installed before tilting the printer to prevent toner leakage inside the printer.

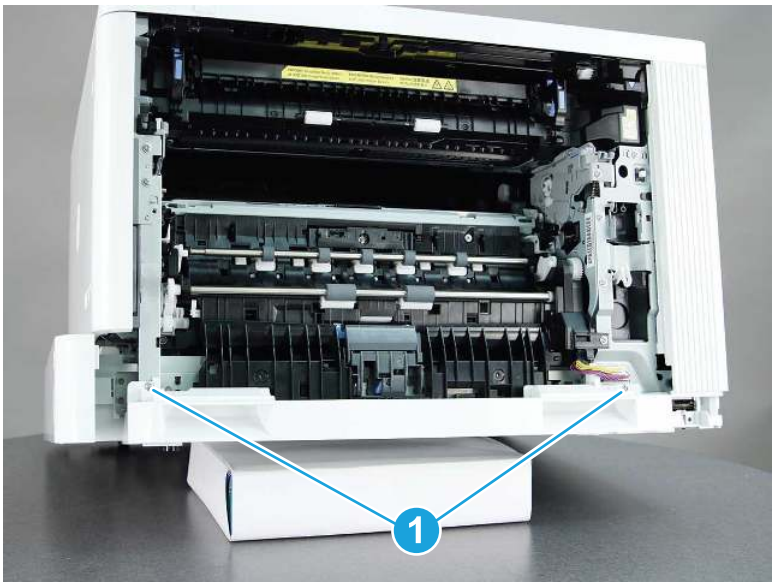
CAUTION: Make sure that the left edge of the printer does not slide off of the work surface.

Figure 4-224 Position the printer



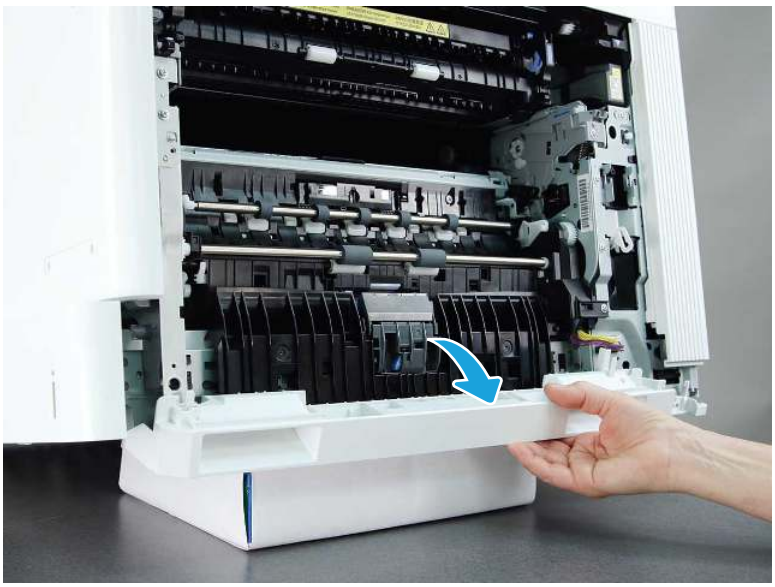
f. Remove two screws (callout 1).

Figure 4-225 Remove two screws

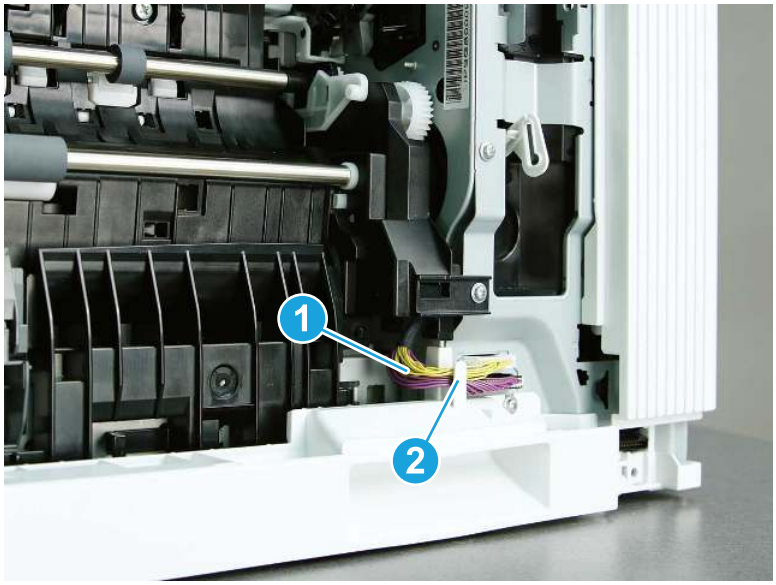


g. Rotate the right handle (callout 1) away from the printer to remove it.

Figure 4-226 Remove the right handle



NOTE: When installing the right handle, make sure that the cables (callout 1) are installed behind the guide (callout 2) so they are not pinched when the cover is installed.



8. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Top cover (M856/E85055)

Learn how to remove and replace the top cover.

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 4-26 Part information

Part number	Part description
RC5-2623-000CN	Cover, upper

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

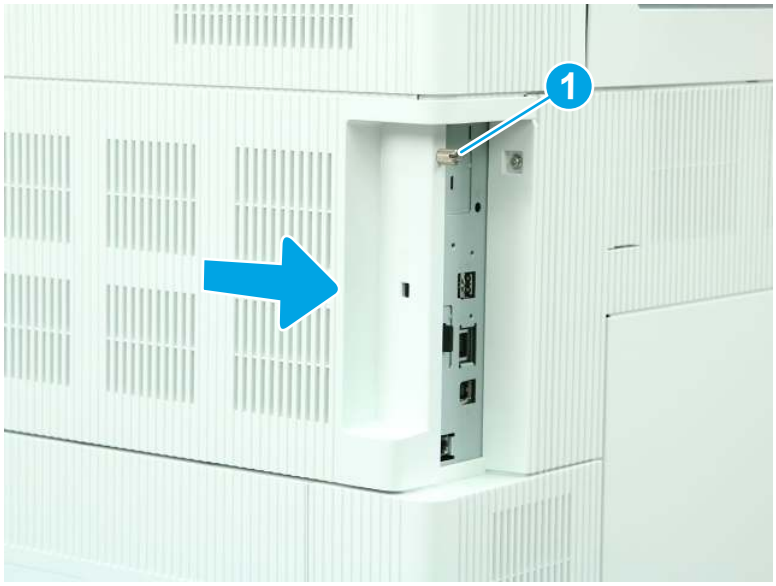
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state. Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-227 Remove the formatter cover

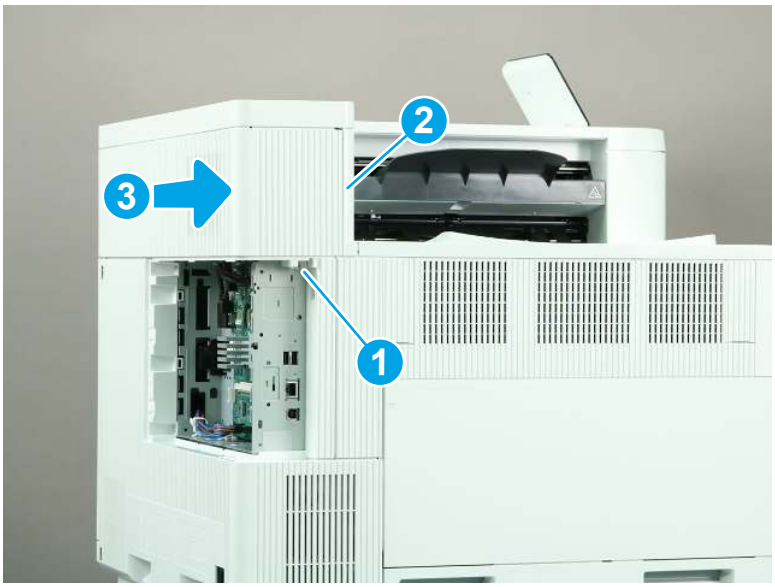
   

2. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-228 Remove the rear upper cover



3. Remove the control panel (M856/E85055).

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-229 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-230 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-231 Slide the control panel back

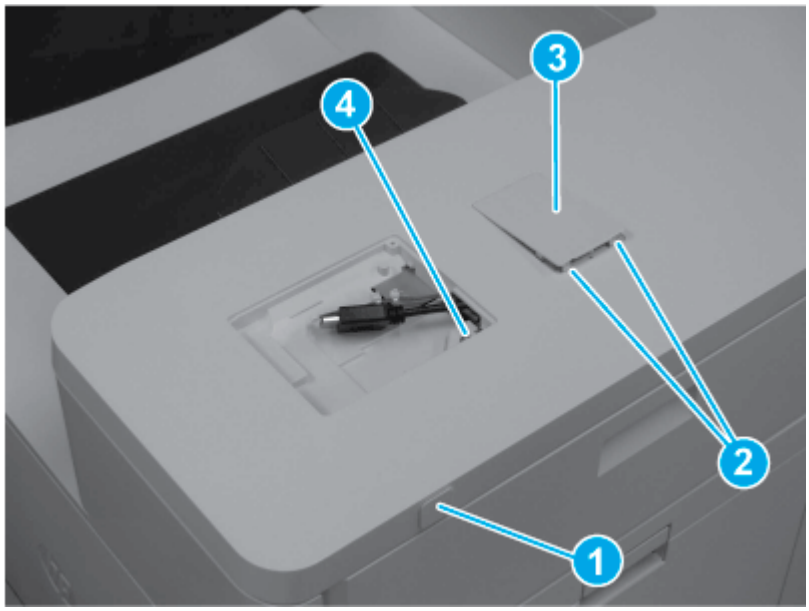
d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-232 Disconnect two connectors

4. Remove the top cover (M856/E85055).

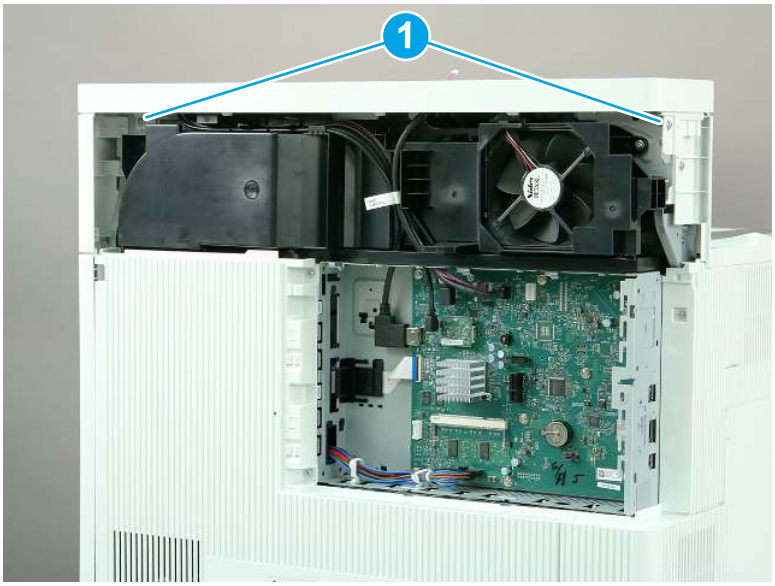
a. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-233 Remove covers and one screw



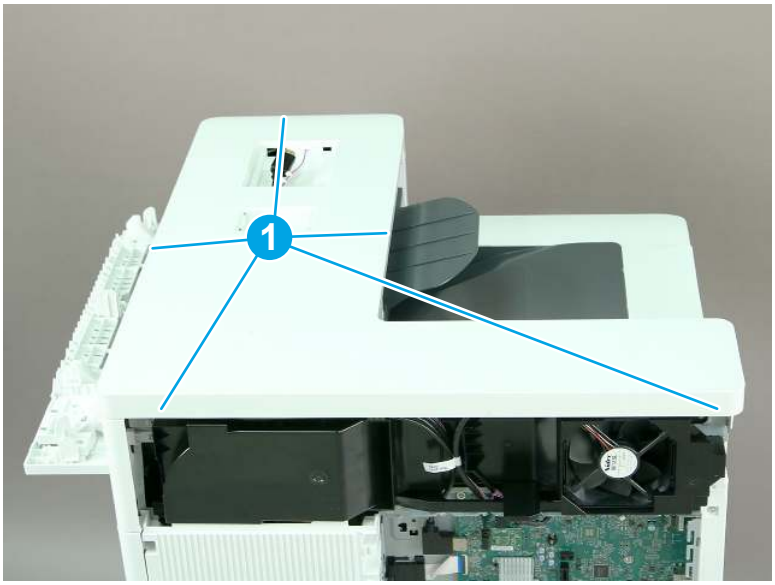
b. Remove two screws (callout 1).

Figure 4-234 Remove two screws



c. Release five tabs (callout 1), and then remove the top cover.

Figure 4-235 Release five tabs



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Accessory upper cover (M856/E85055/M776dn/M776z)

Learn how to remove and replace the accessory upper cover.

View a video of how to remove and replace the accessory upper cover.

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 4-27 Part information

Part number	Part description
RC5-2621-000CN	Cover, option, upper

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

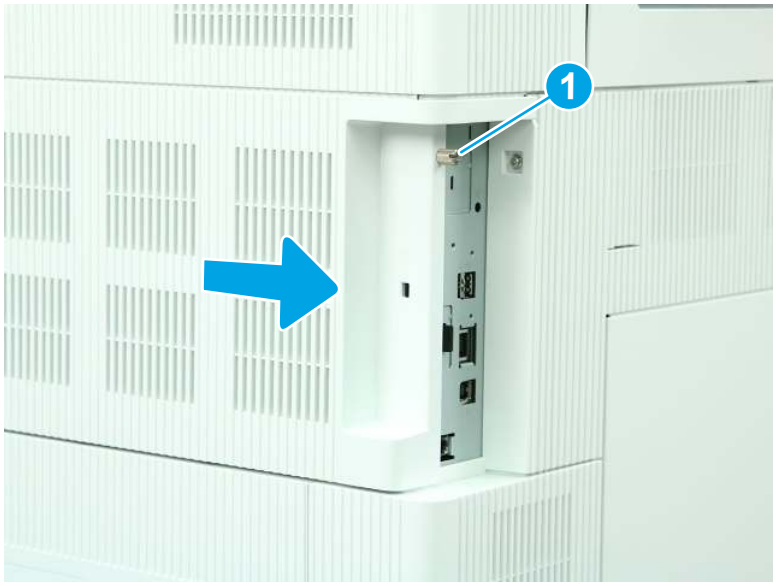
Post service test

Make sure that the printer initializes to a **Ready** state. Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

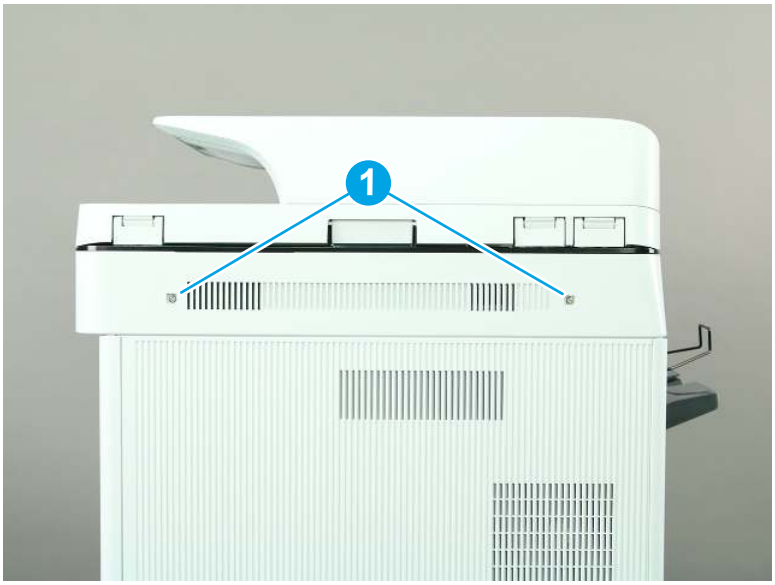
   Figure 4-236 **Remove the formatter cover**

2. Remove the scanner control board (SCB) cover (M776).

   a. Remove two screws (callout 1).

   Figure 4-237 **Remove two screws**

b. Remove the SCB cover.

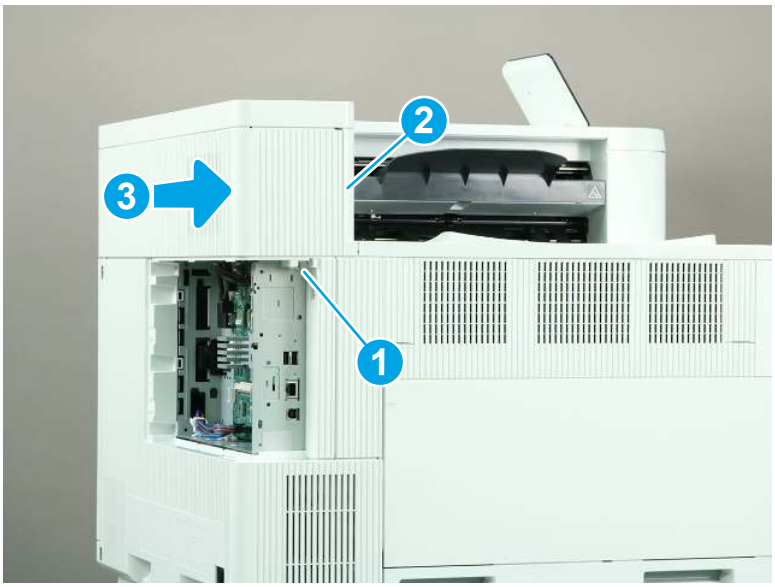
Figure 4-238 Remove the SCB cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-239 Remove the rear upper cover

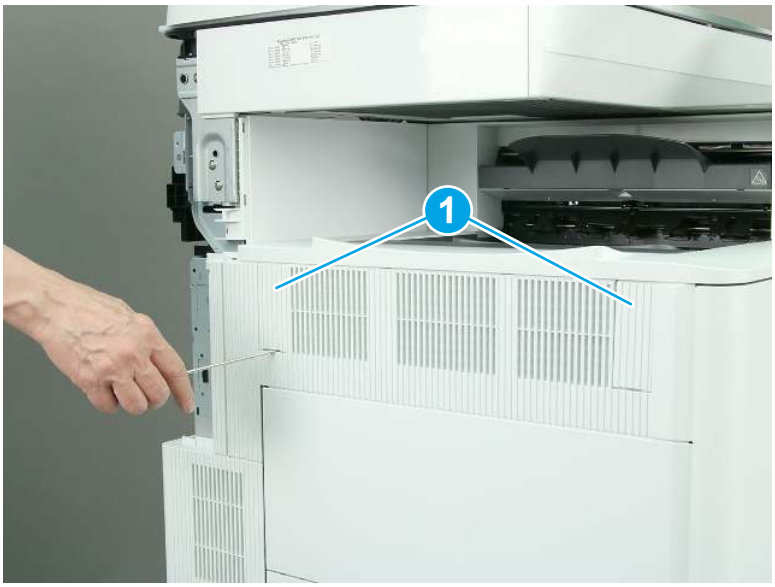


4. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

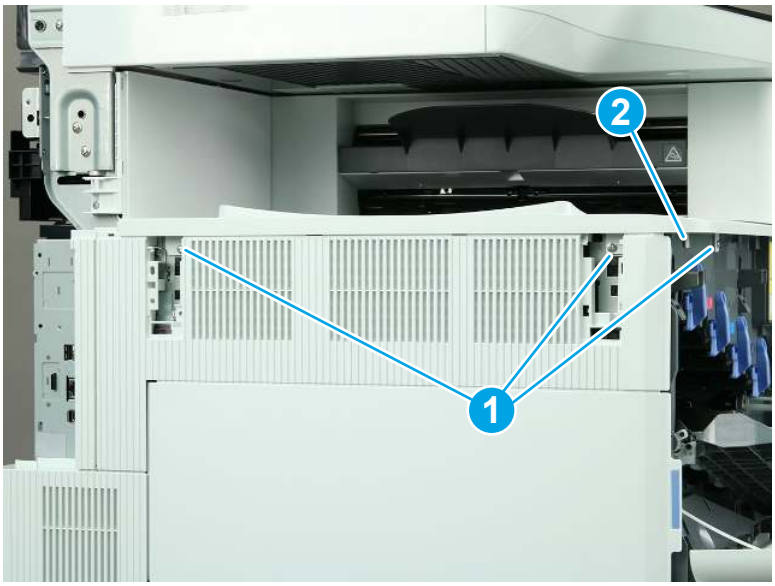
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-240 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-241 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

Figure 4-242 Remove the accessory upper cover

5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 upper front and rear covers (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the left upper front and rear covers.

Mean time to repair: 1 minute

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 4-28 Part information

Part number	Part description
RC5-1805-000CN	Cover, left upper, F
RC5-1806-000CN	Cover, left upper, R

Required tools

- 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.

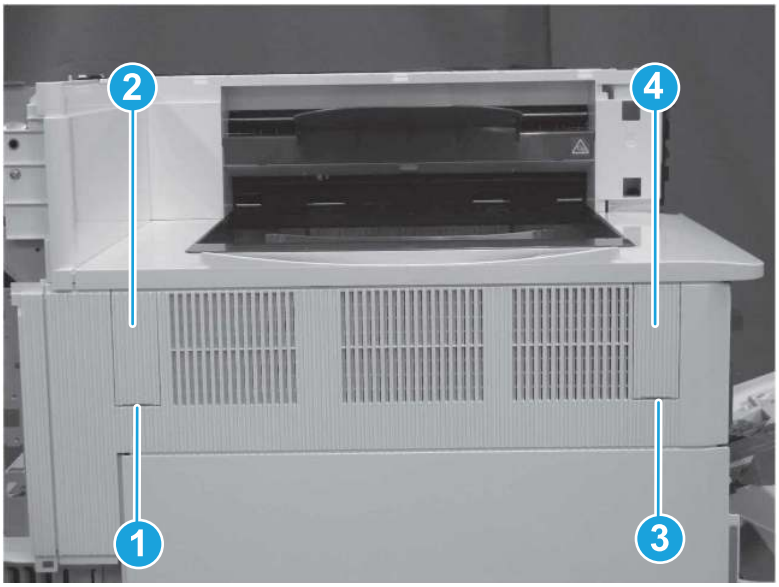
1. Remove the left upper front and rear covers (M751/E75245/M856/E85055/M776).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

NOTE: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

- Use a small, flat-blade screwdriver to release one tab (callout 1), and then remove the left upper rear cover (callout 2). Release one tab (callout 3), and then remove the left upper front cover.

  Figure 4-243 Remove the left upper front and rear covers

2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 lower cover (M856/E85055/M776)

Learn how to remove and replace the left lower cover.

Mean time to repair: 1 minute

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 4-29 Part information

Part number	Part description
RC5-2632-000CN	Cover, left rear

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

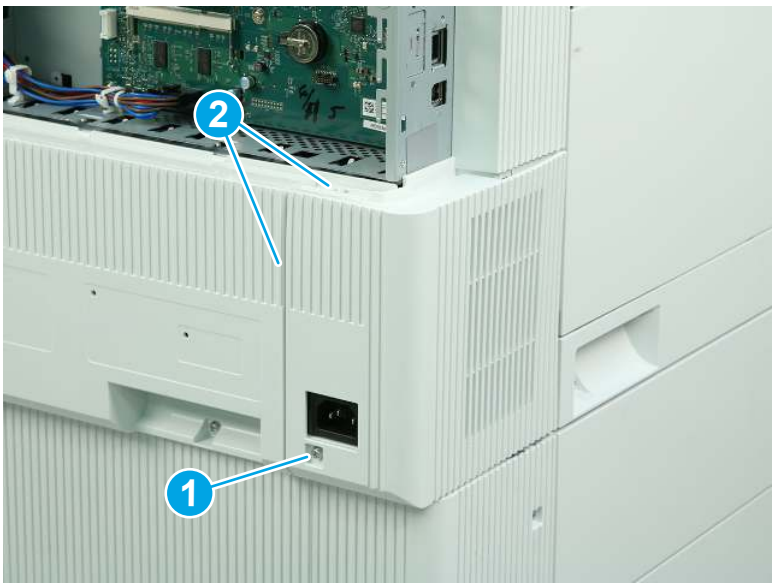
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

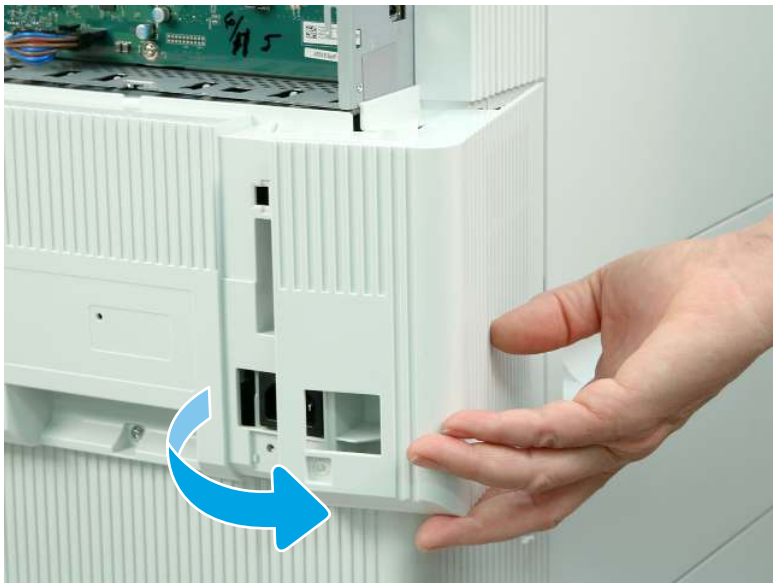
1. Remove the left lower cover (M856/E85055/M776).
   a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-244 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-245 Remove the left lower cover



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Reverse tray (M856/E85055/M776dn/M776z)

Learn how to remove and replace the reverse tray.

View a video of how to remove and replace the reverse tray.

Mean time to repair: 20 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 4-30 Part information

Part number	Part description
RL2-2563-000CN	Tray, reverse

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

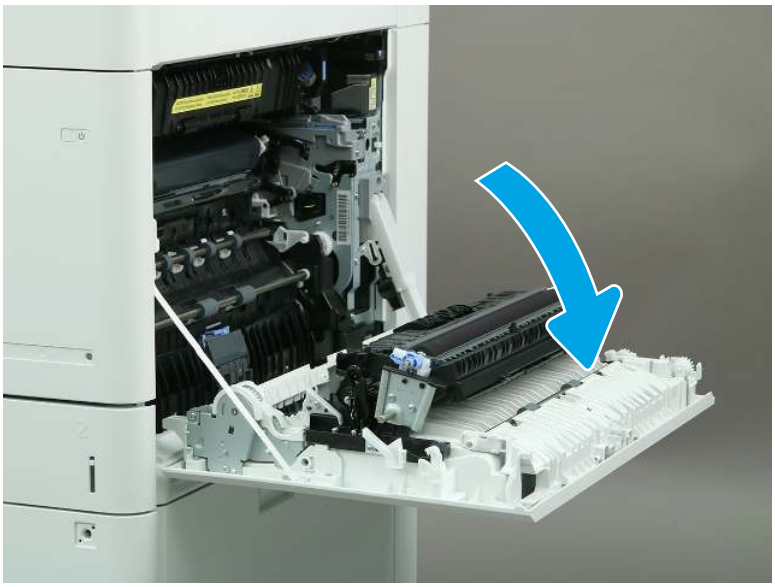
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

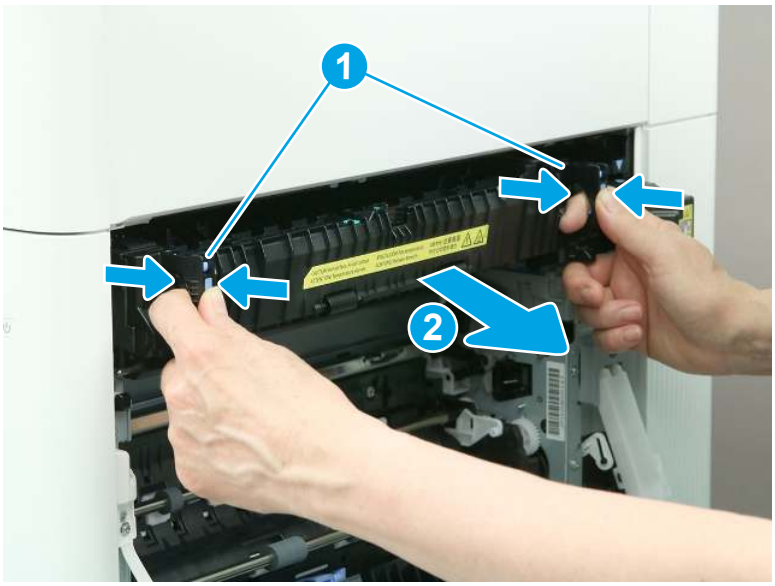
a. Open the right door.

Figure 4-246 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

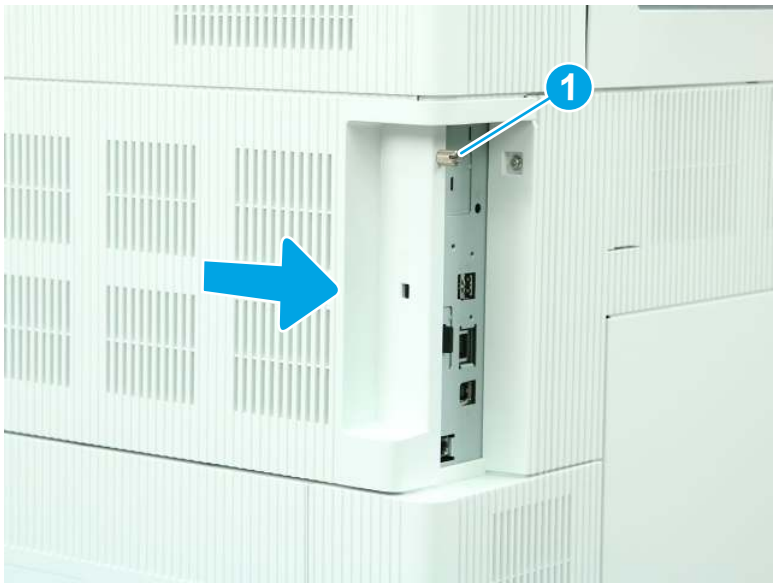
Figure 4-247 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

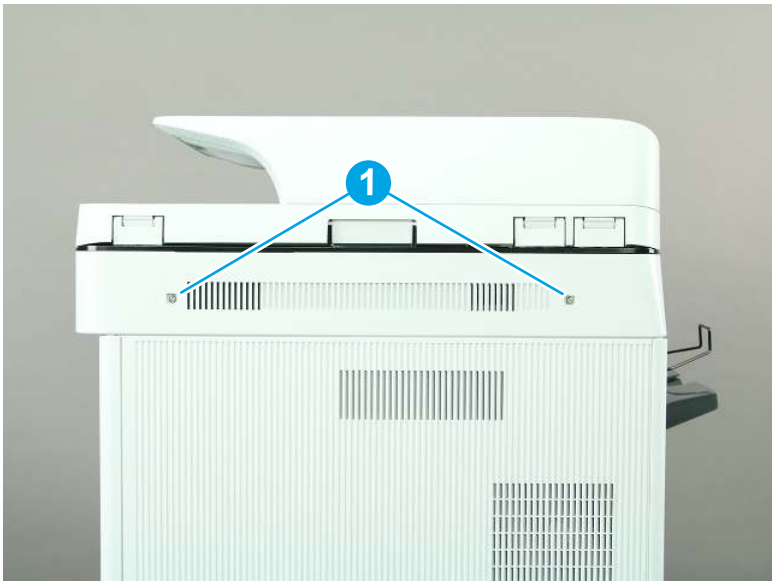
Figure 4-248 **Remove the formatter cover**



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-249 **Remove two screws**



b. Remove the SCB cover.

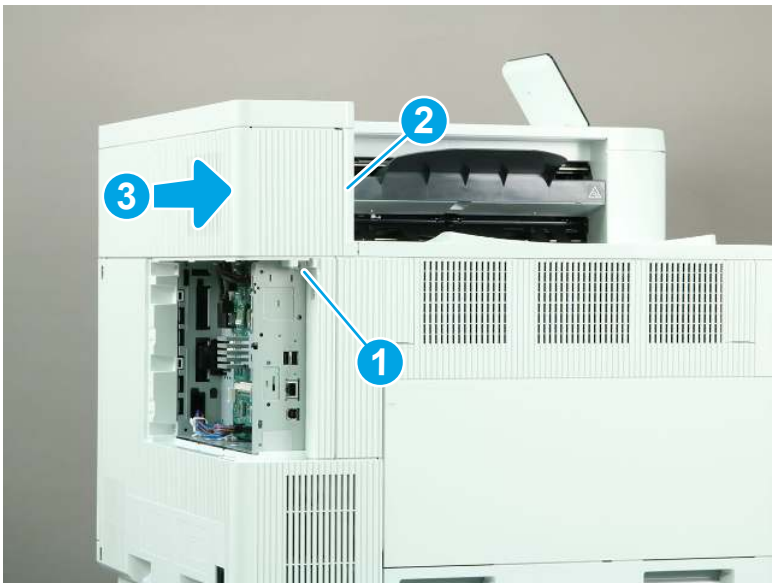
Figure 4-250 **Remove the SCB cover**

4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-251 **Remove the rear upper cover**



5. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-252 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-253 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

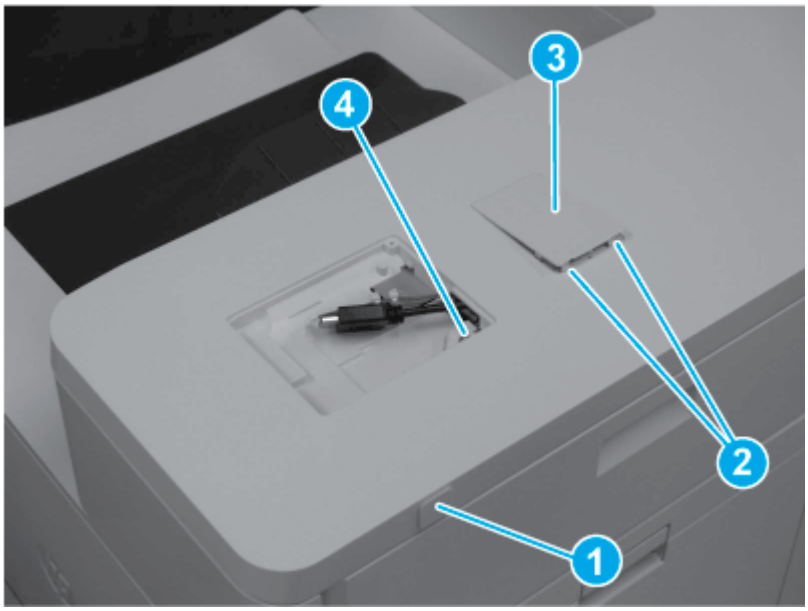
Figure 4-254 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-255 Disconnect two connectors

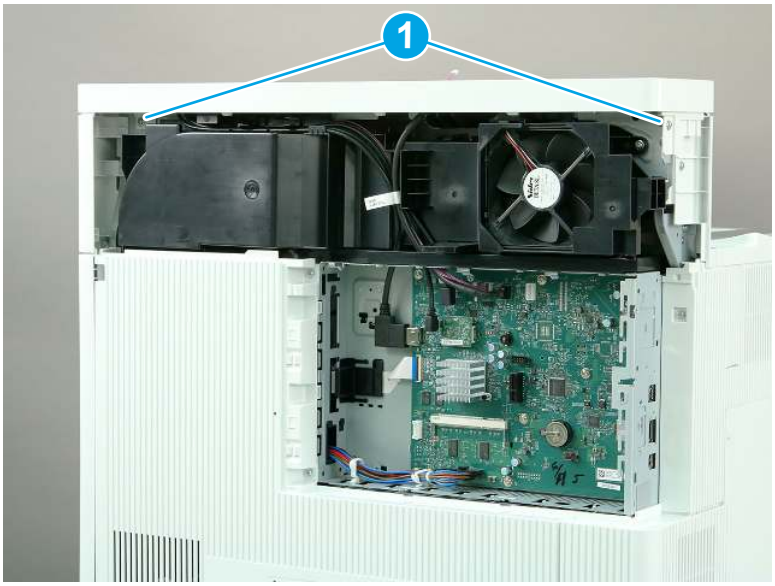
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-256 Remove covers and one screw



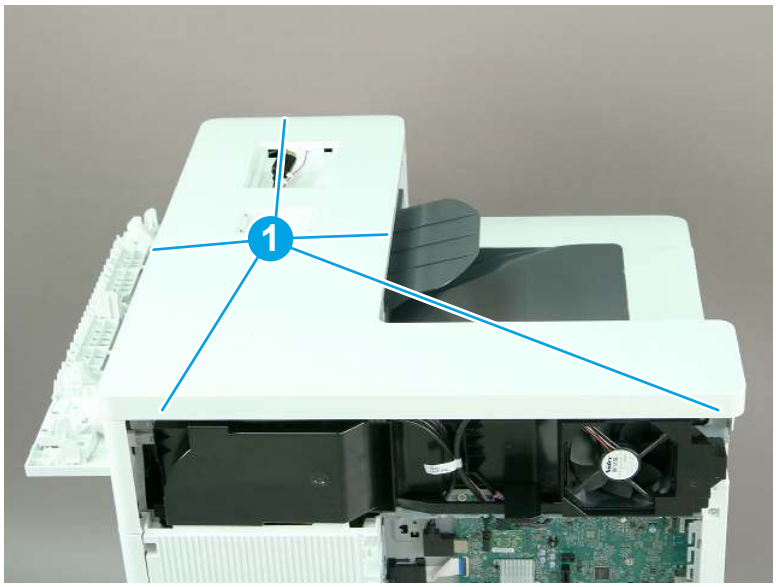
f. Remove two screws (callout 1).

Figure 4-257 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-258 Release five tabs

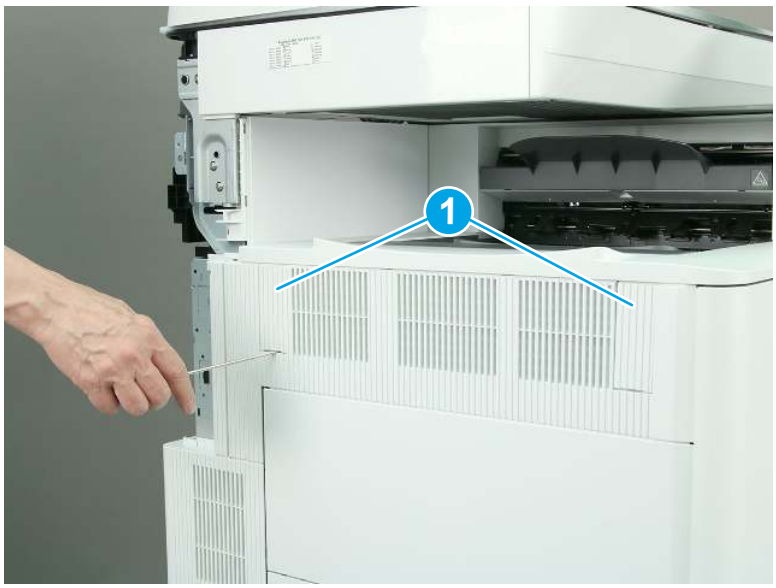


6. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

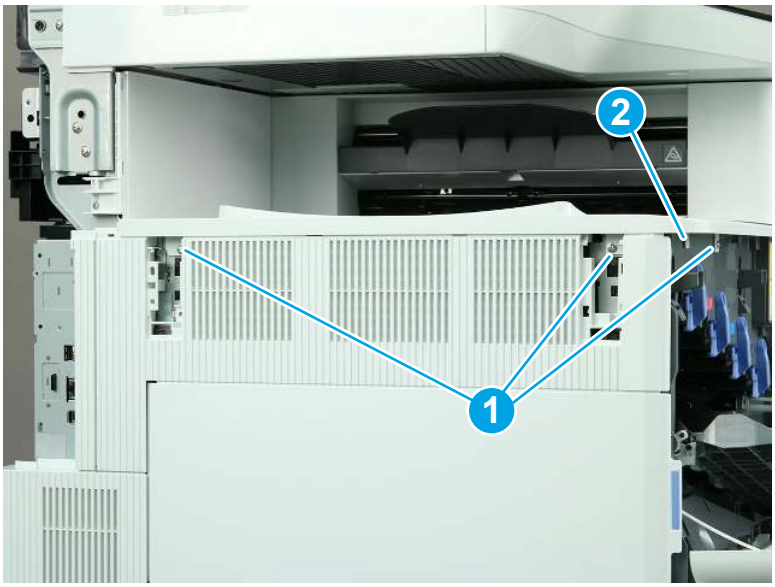
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-259 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-260 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

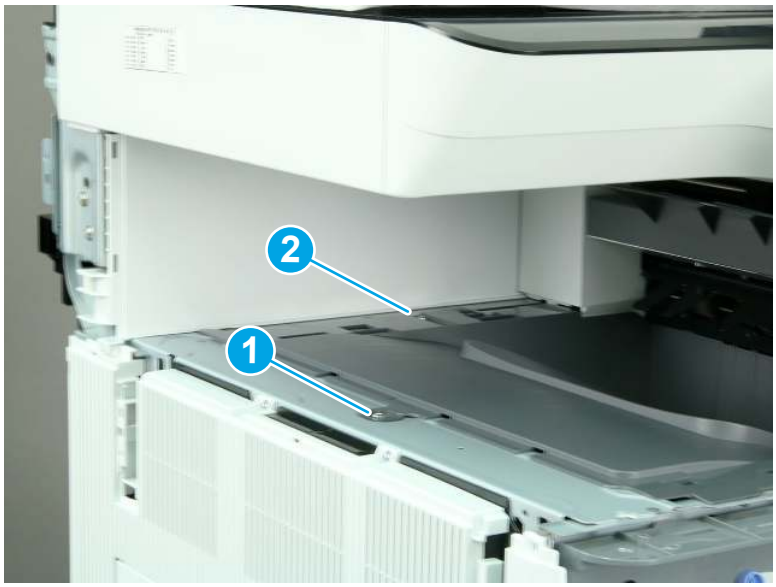
Figure 4-261 Remove the accessory upper cover

7. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-262 Remove two screws



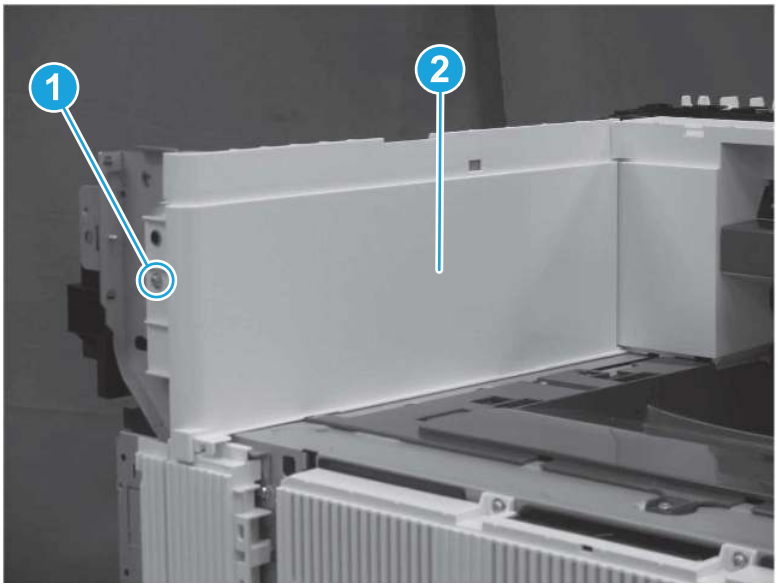
b. Remove the output bin.

Figure 4-263 Remove the output bin

8. Remove the main cover (M856/E85055)

- Remove one screw (callout 1), and then slide the main cover (callout 2) away from the printer to remove it.

Figure 4-264 Remove the main cover



9. Remove the main cover (M776dn/M776z)

- Remove one screw (callout 1), and then slide the main cover (callout 2) away from the printer to remove it.

Figure 4-265 Remove the main cover

10. **M776 only**: Remove the control panel, keyboard, and nose cone.

NOTE: This step applies to only the M776 models. Skip this step for all other models

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-266 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

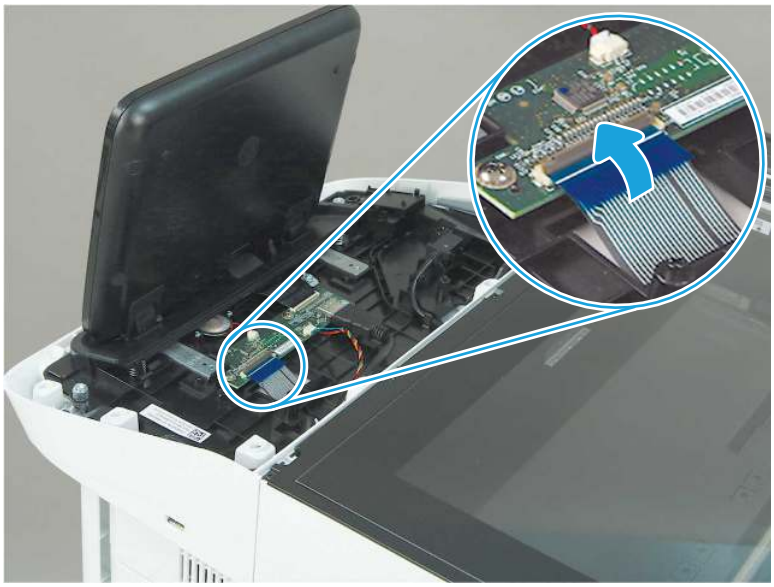
Figure 4-267 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-268 Remove the control panel cover

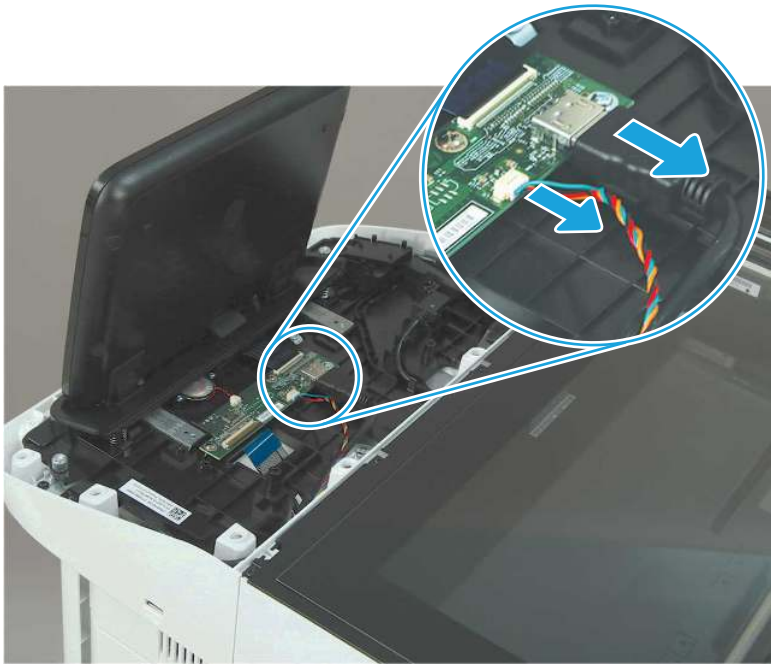
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-269 Release the keyboard flat cable (M776z/M776zs)



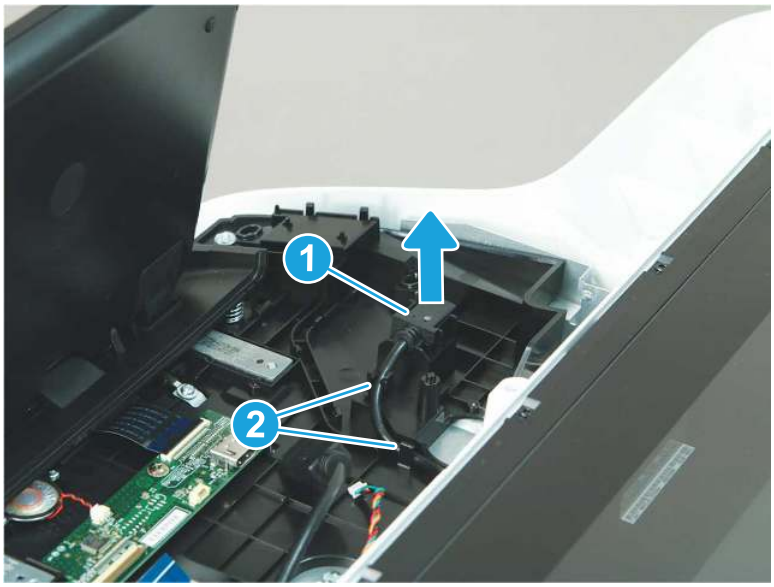
e. Disconnect two connectors.

Figure 4-270 Disconnect two connectors



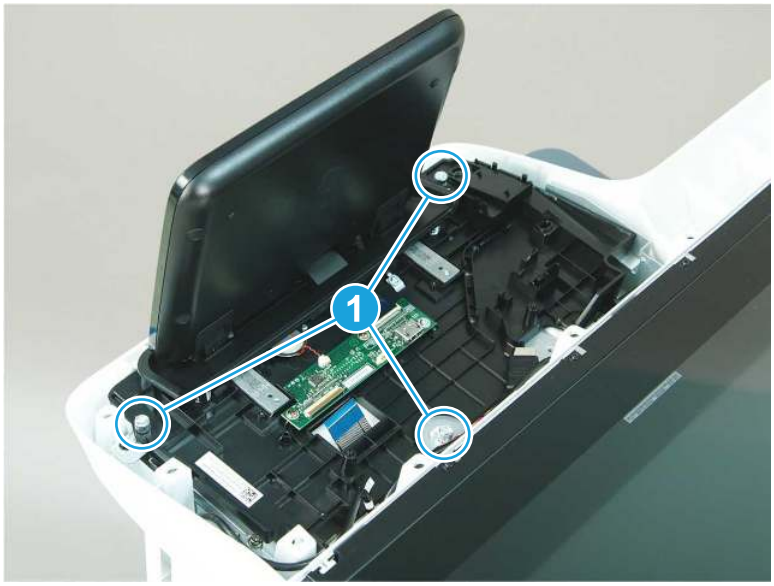
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-271 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-272 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

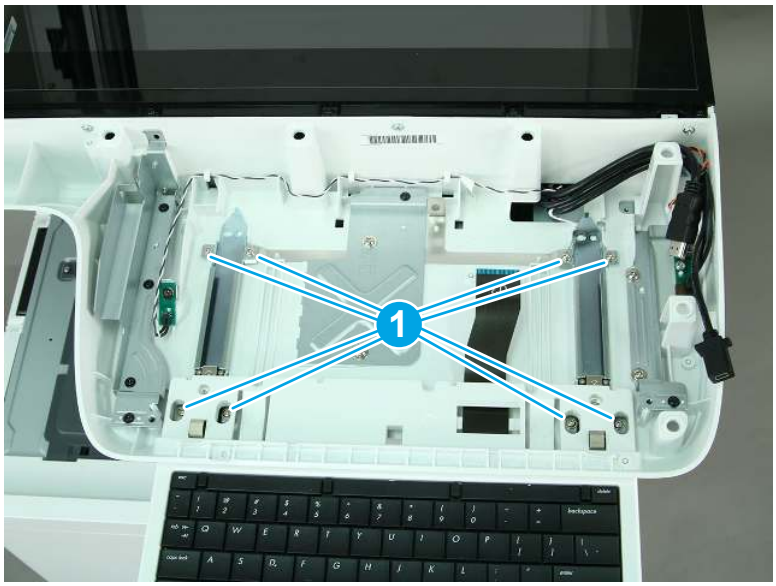
Figure 4-273 Remove the control panel

i. **Keyboard models only**: Pull the keyboard out to its extended position.

Figure 4-274 **Pull the keyboard out**

j. **Keyboard models only**: Remove eight screws (callout 1).

Figure 4-275 **Remove eight screws**

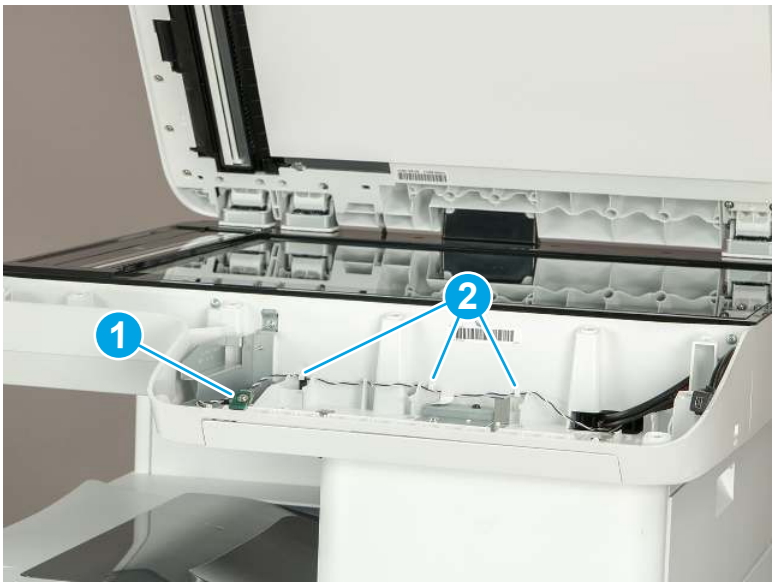


k. **Keyboard models only:** Remove the keyboard and rails.

Figure 4-276 **Remove the keyboard and rails**

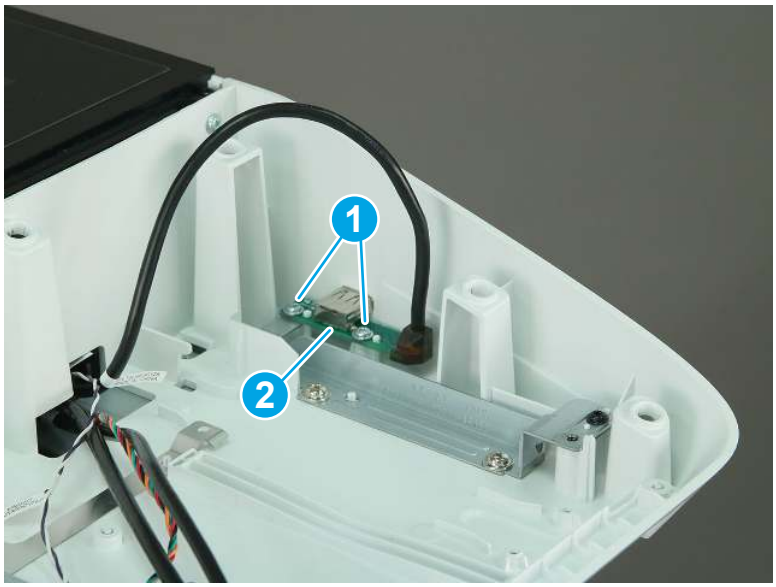
l. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-277 **Release the light PCA**



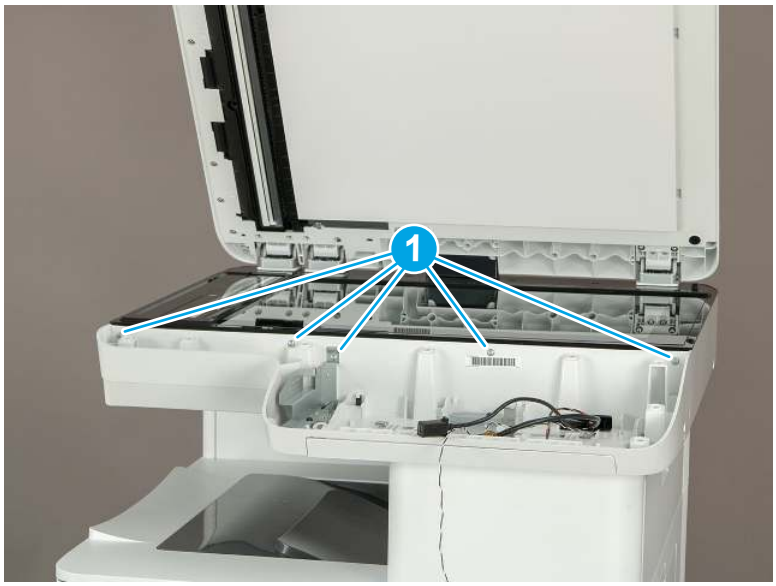
m. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-278 Release the USB port PCA



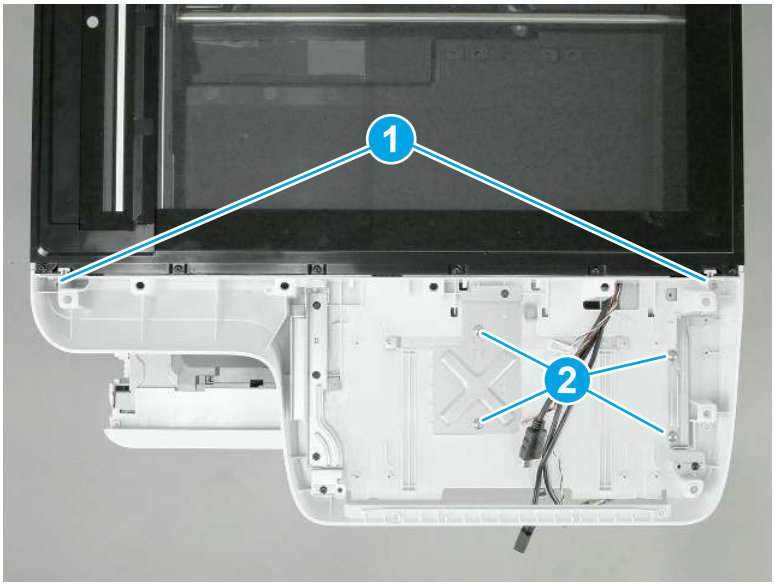
n. Remove five screws (callout 1).

Figure 4-279 Remove four screws



o. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

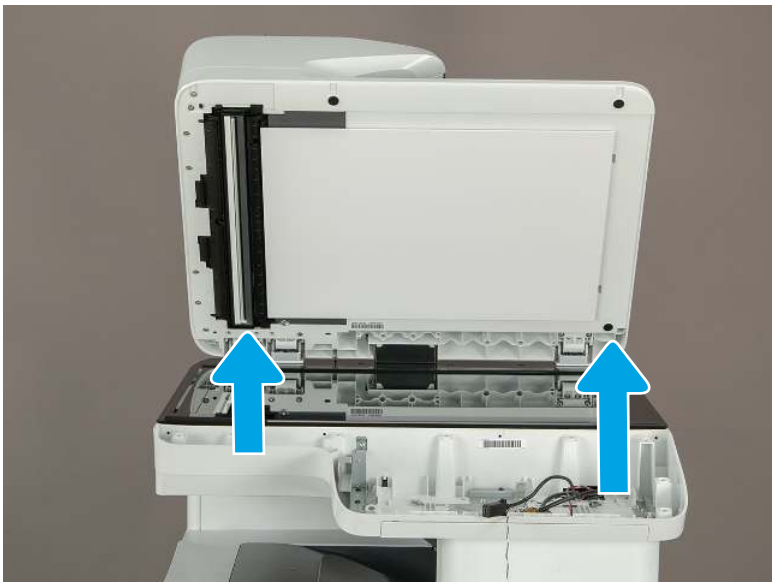
Figure 4-280 Remove six screws



p. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

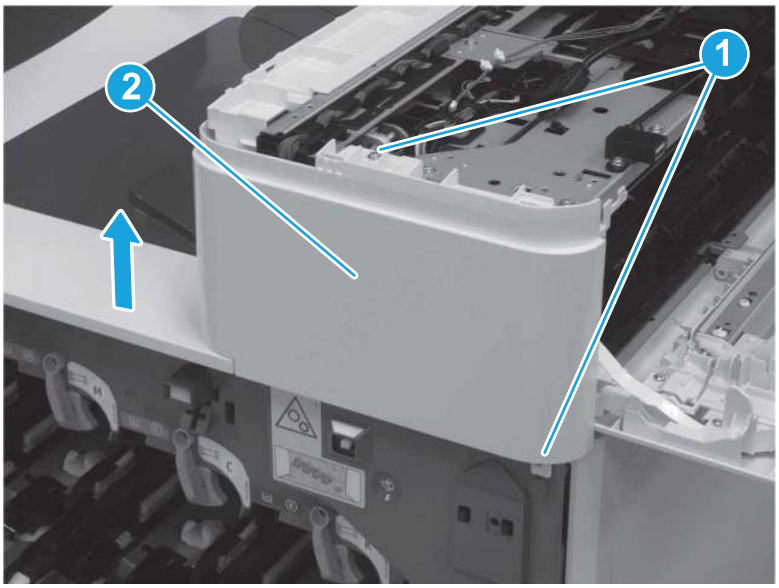
Figure 4-281 Remove the nose cone



11. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

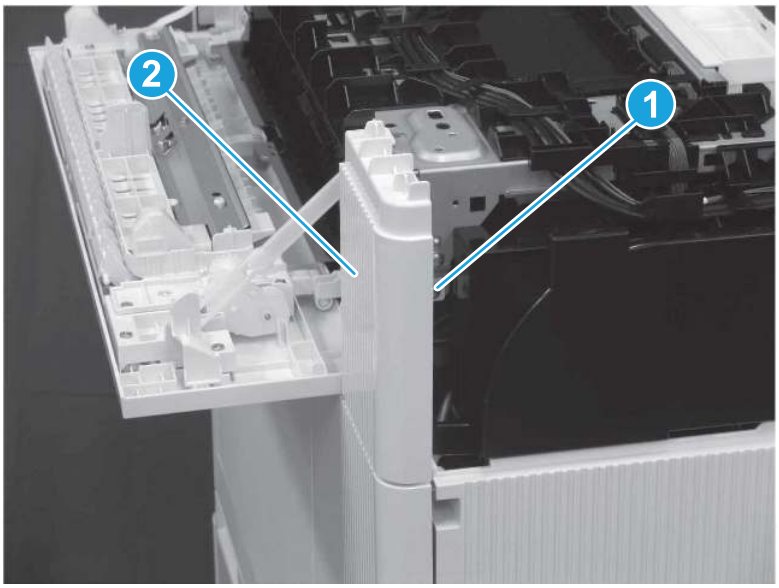
Figure 4-282 Remove the right front cover



12. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

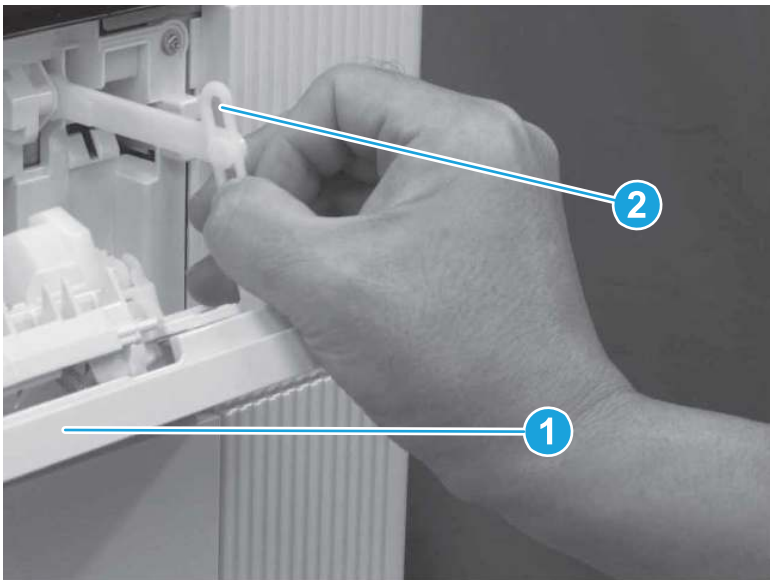
Figure 4-283 Remove the right rear upper cover



13. Remove the right upper door (M856/E85055/M776dn/M776z)

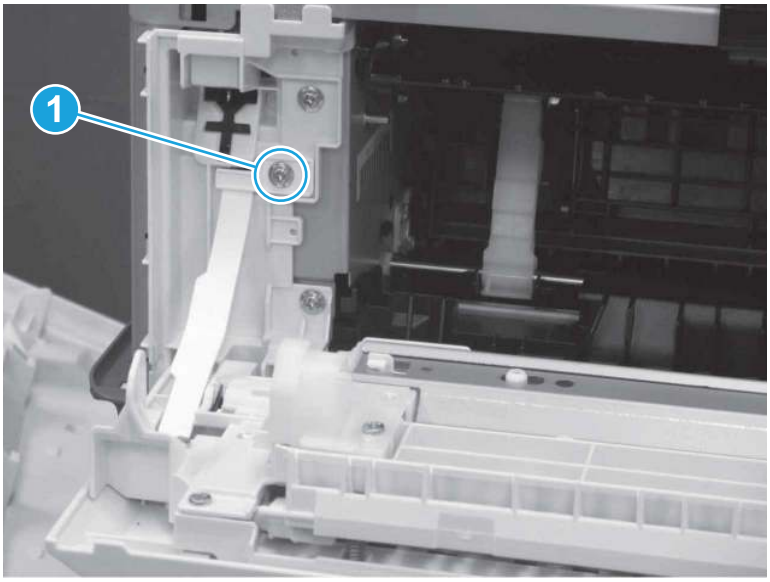
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-284 Open the door and release the link



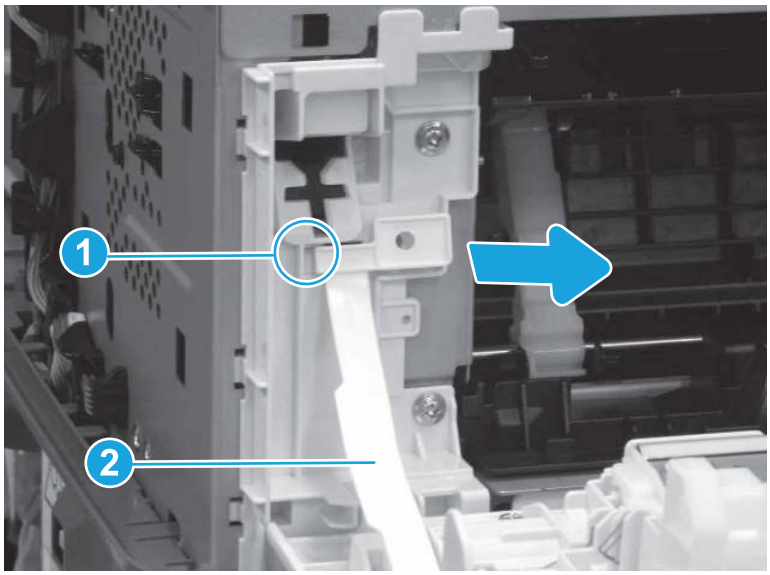
b. Remove one screw (callout 1).

Figure 4-285 Remove one screw



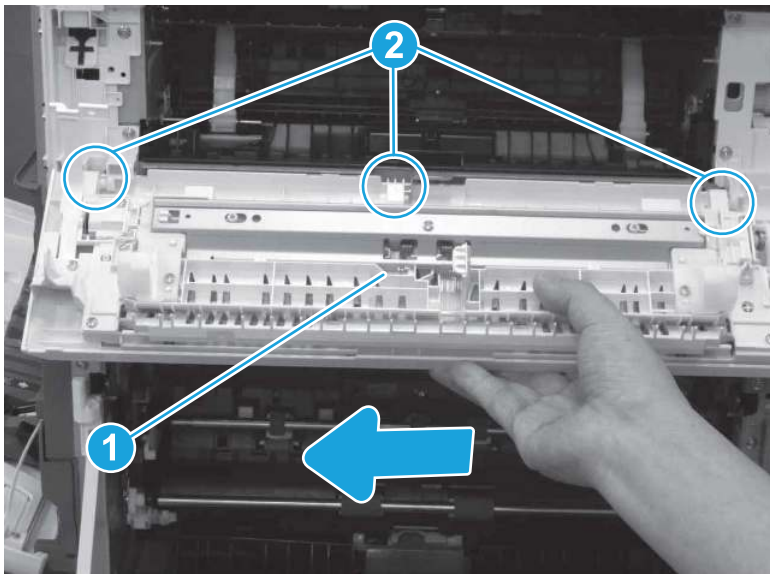
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-286 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

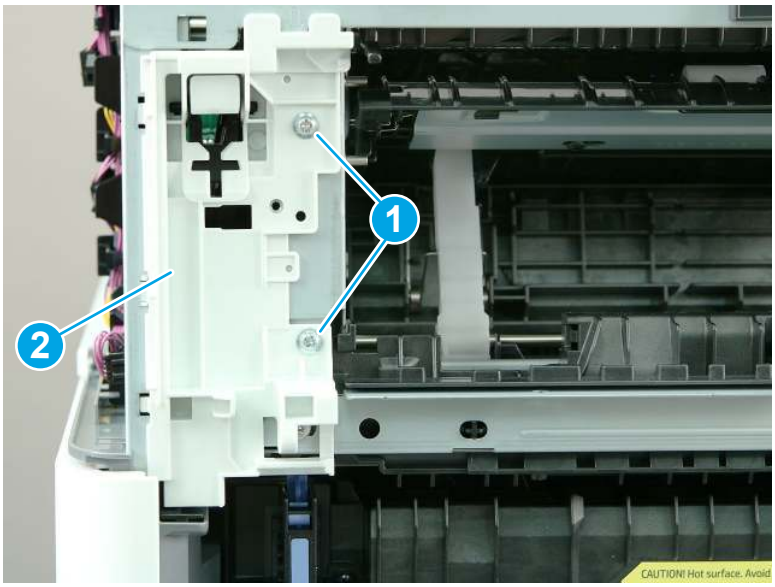
Figure 4-287 Remove the right upper door



14. Remove the delivery assembly (M856/E85055/M776dn/M776z).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

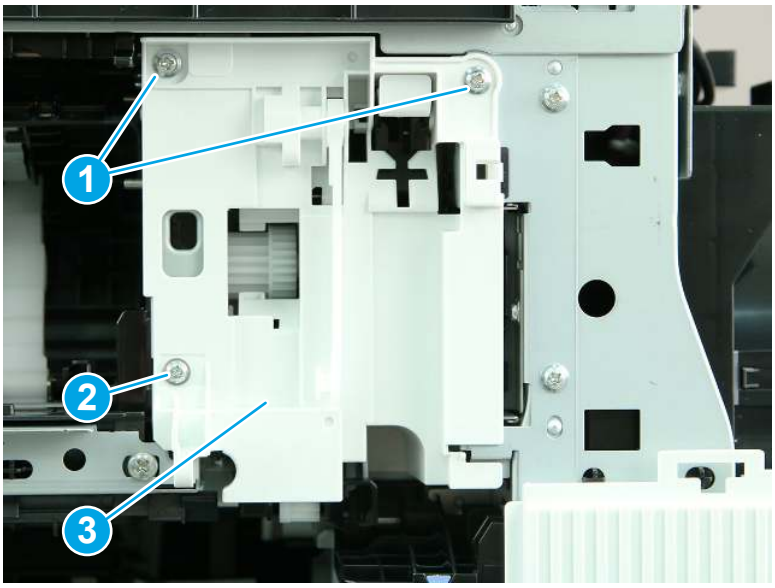
Figure 4-288 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

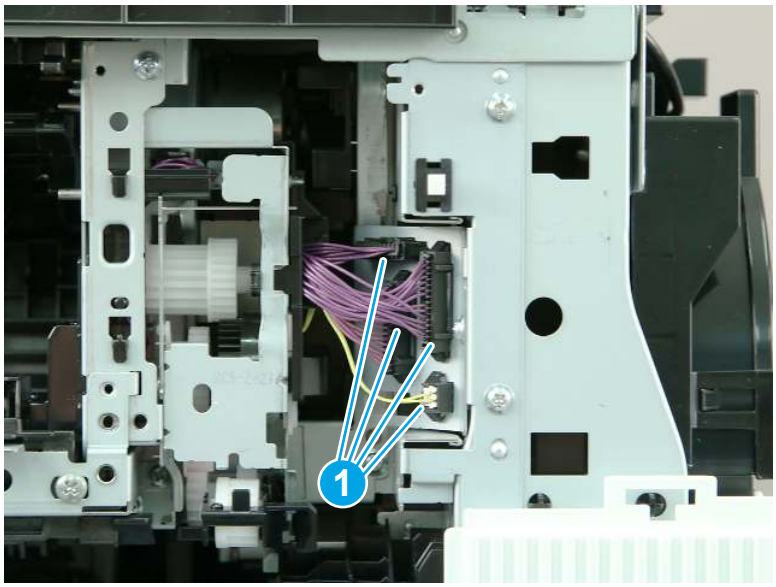
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-289 Remove three screws and toggle rear assembly (M856/E85055/M776dn/M776z)



c. Disconnect four connectors (callout 1).

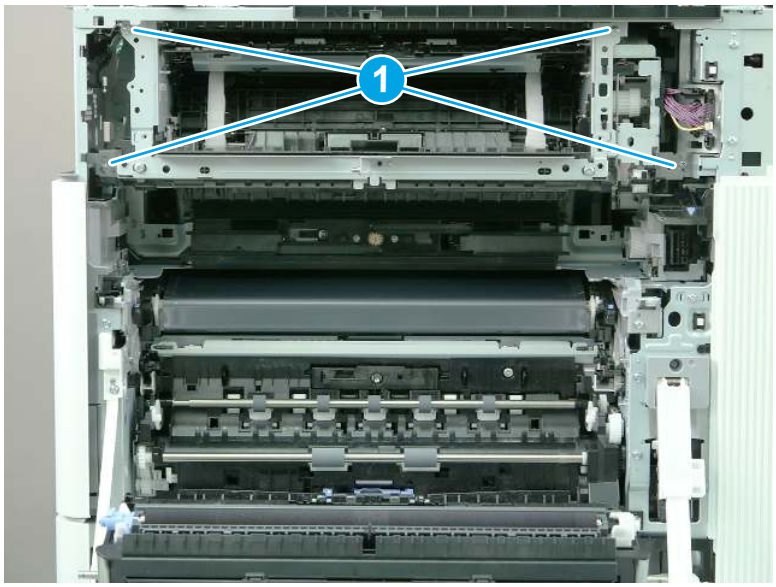
Figure 4-290 Disconnect four connectors (M856/E85055/M776dn/M776z)



d. Remove four screws (callout 1).

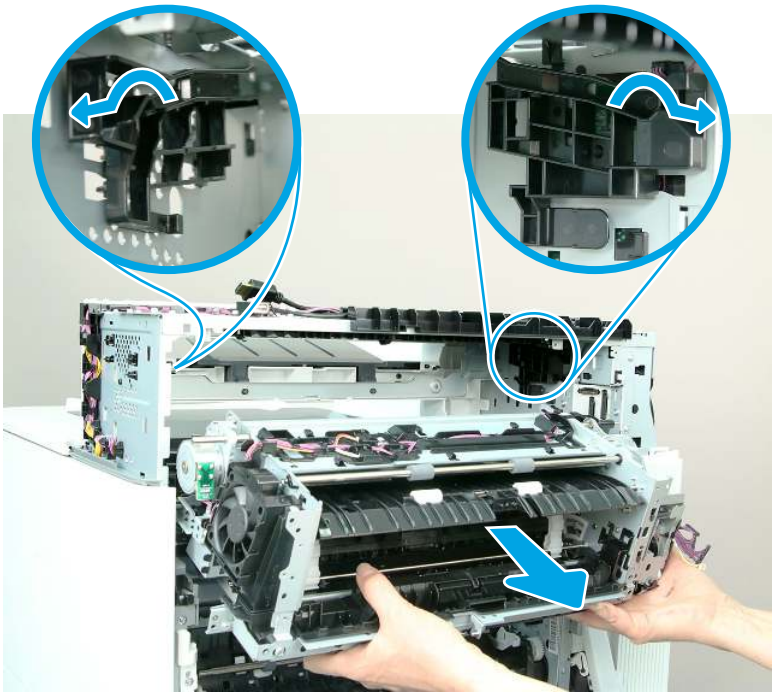
NOTE: The lower screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-291 Remove four screws (M856/E85055/M776dn/M776z)



e. Slide the delivery assembly away from the printer, and then lift up and out to release the posts from the tracks.

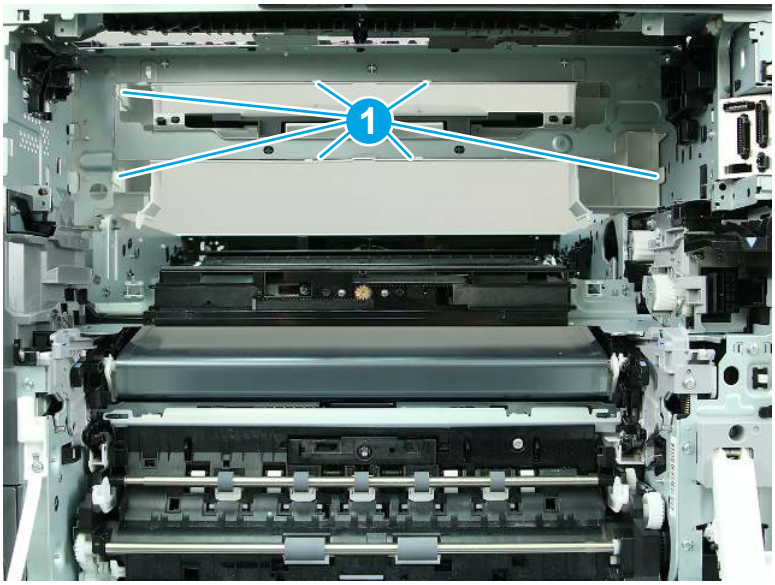
Figure 4-292 Remove the delivery assembly (M856/E85055/M776dn/M776z)



15. Remove the reverse tray (M856/E85055/M776dn/M776z).

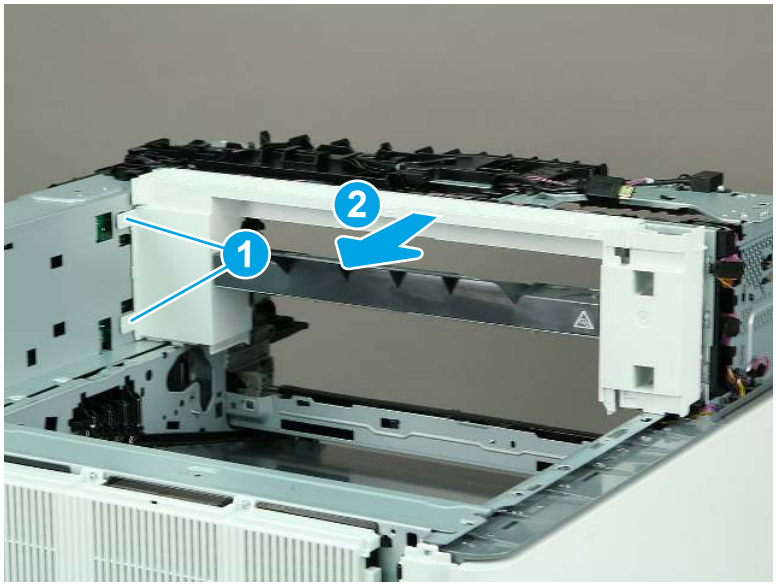
a. Release seven tabs (callout 1) on the inside of the printer.

Figure 4-293 Release seven tabs



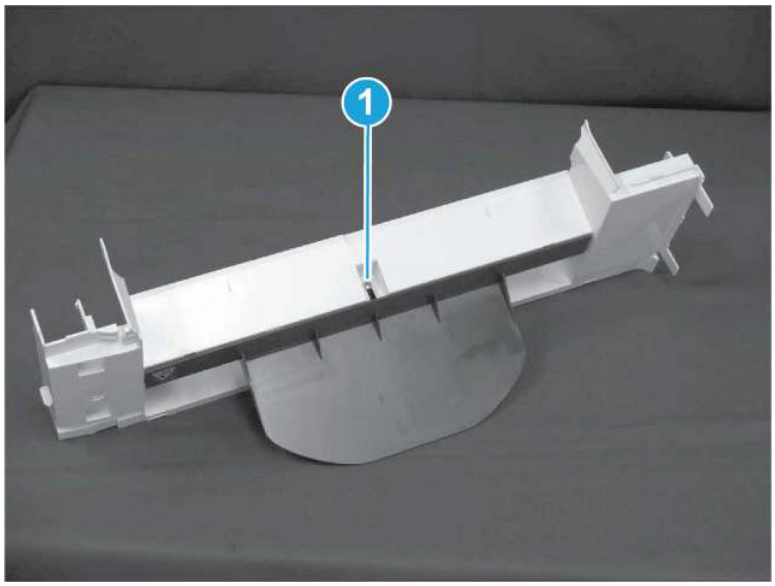
b. Release two tabs (callout 1), and then slide the delivery cover and the reverse tray (callout 2) away from the printer to remove them.

Figure 4-294 Release two tabs



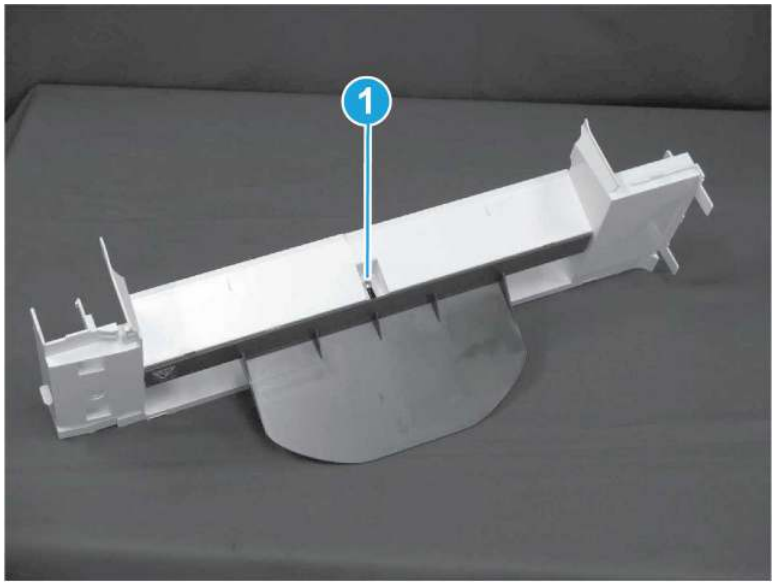
c. Remove one screw (callout 1).

Figure 4-295 Remove one screw



d. Release four tabs (callout 1), and then separate the delivery cover (callout 2) from the reverse tray (callout 3).

Figure 4-296 **Remove the reverse tray**



16. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

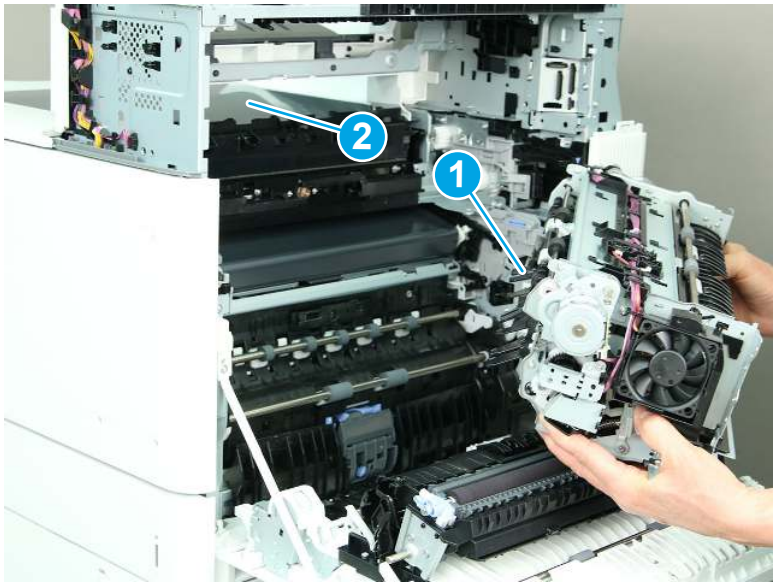
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

17. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

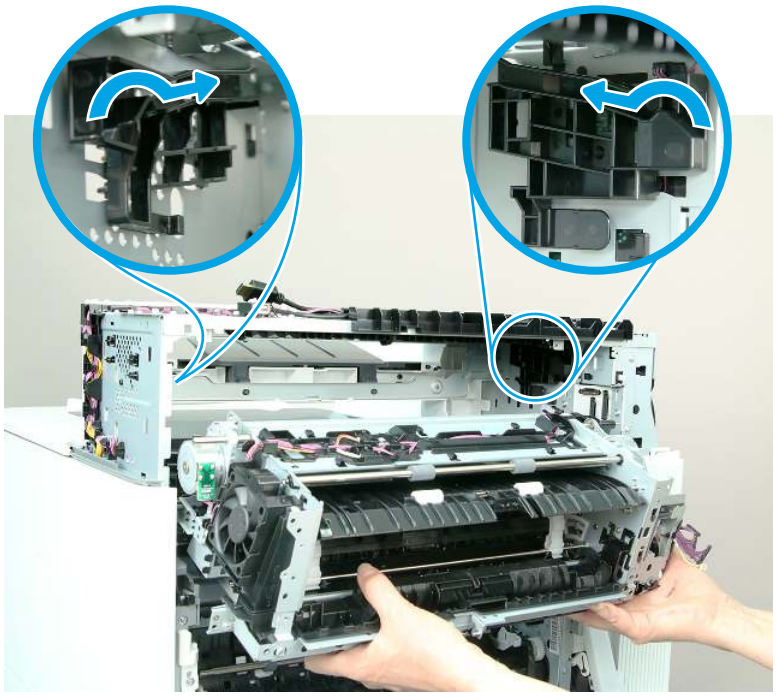
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-297 Install the flap through the opening (M856/E85055/M776dn/M776z)



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-298 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Document feeder (M776)

Learn how to remove and replace the document feeder.

View a video of how to remove and replace the document feeder.

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 4-31 Part information

Part number	Part description
5851-7930	ADF whole unit enterprise
5851-7931	ADF whole unit work flow

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

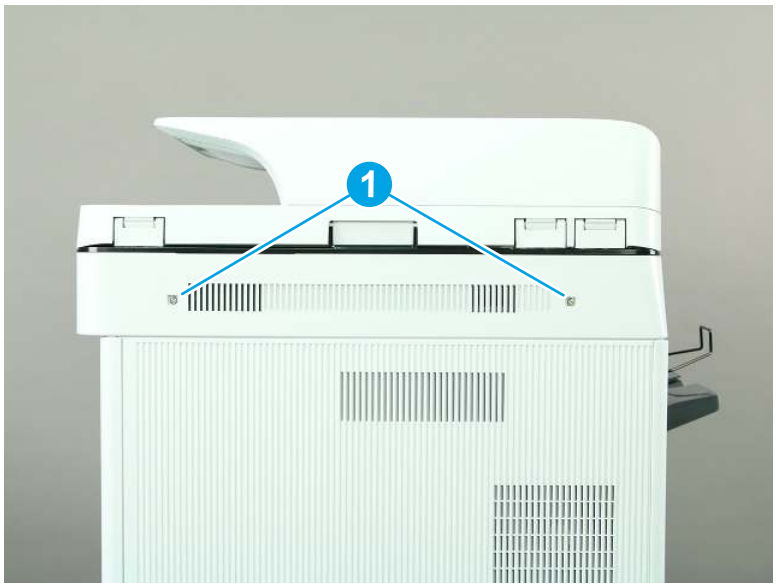
Make sure that the printer initializes to a **Ready** state.

Copy a page from the document feeder and verify it is functioning correctly.

1. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-299 Remove two screws



b. Remove the SCB cover.

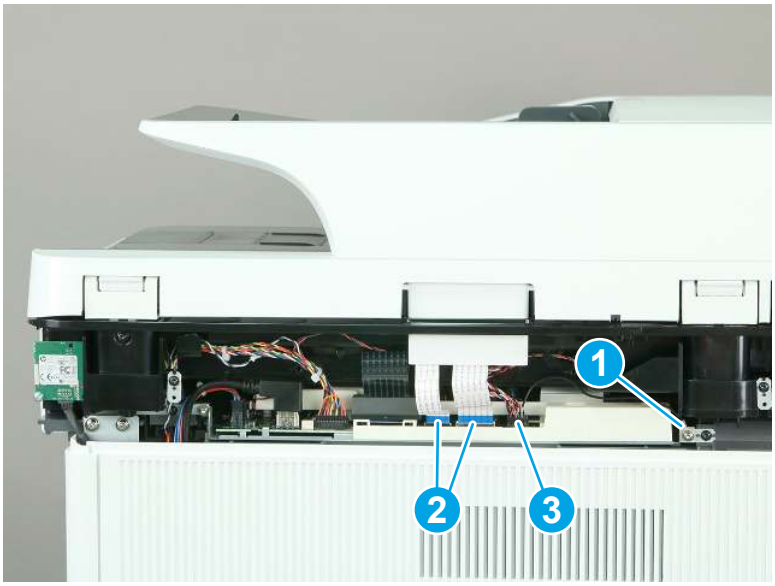
Figure 4-300 Remove the SCB cover

2. Remove the document feeder (M776dn/M776z/M776zs).

a. Remove one Torx T10 screw (callout 1) to release the ground wire, disconnect two flat cables (callout 2), and then disconnect one connector (callout 3).

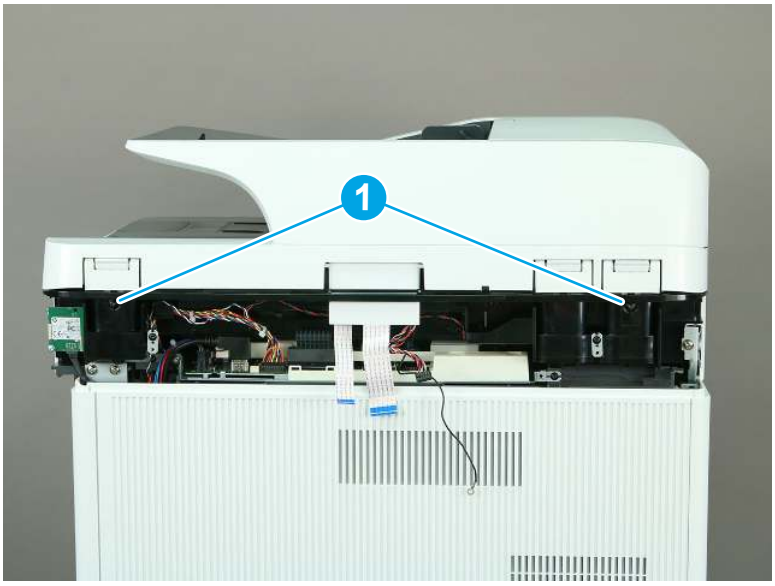
⚠ CAUTION: These connectors (callout 2) are zero insertion force (ZIF) connectors. The clip on these connectors is easily dislodged and lost.

Figure 4-301 Remove one screw and disconnect three connectors



b. Remove two screws (callout 1).

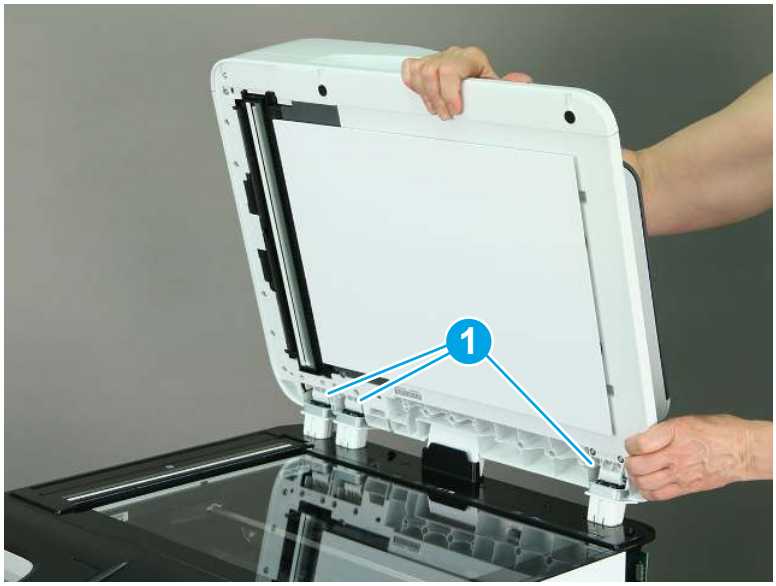
Figure 4-302 Remove two screws



c. Open the document feeder, and then lift it straight up until it stops at the retention tabs on each hinge (callout 1). Insert a small, flat-blade screwdriver between the hinge body and the

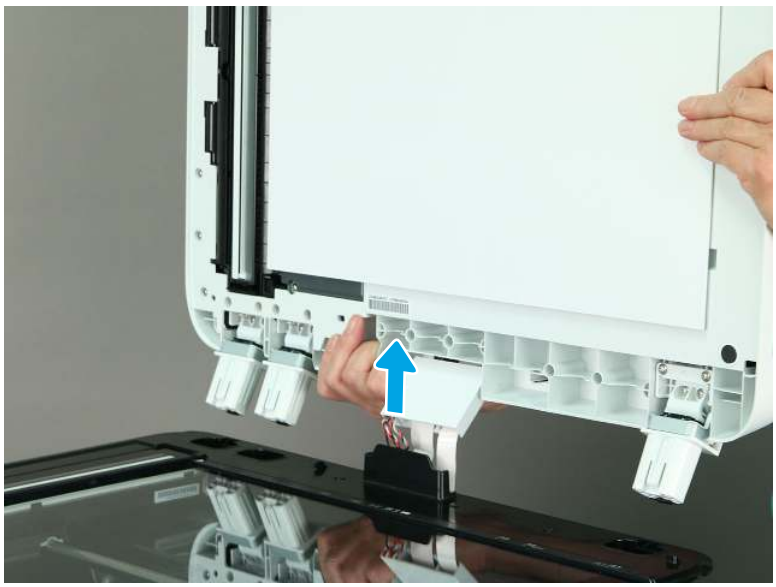
slot in the scanner body (on the scanner glass side of the hinge) to release the retention tabs (on each hinge).

Figure 4-303 Release the hinges



d. Carefully thread the document feeder flat cables, wire harness, and ground wire up and through the opening in the scanner cover to remove the document feeder.

Figure 4-304 Remove the document feeder



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Image scanner (M776)

Learn how to remove and replace the image scanner.

Mean time to repair: 15 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 4-32 Part information

Part number	Part description
5851-7915	Kit-image scanner whole unit

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

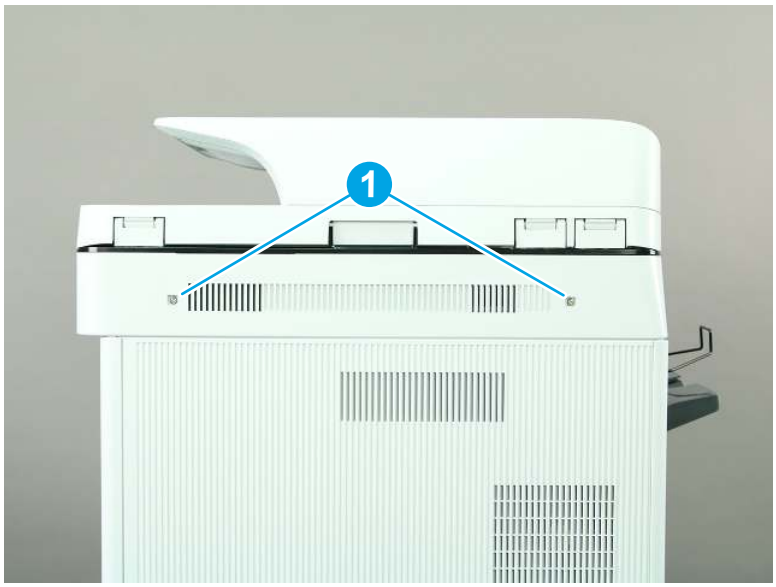
Make sure that the printer initializes to a **Ready** state.

Copy a page from the image scanner and verify it is functioning correctly.

1. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-305 Remove two screws



b. Remove the SCB cover.

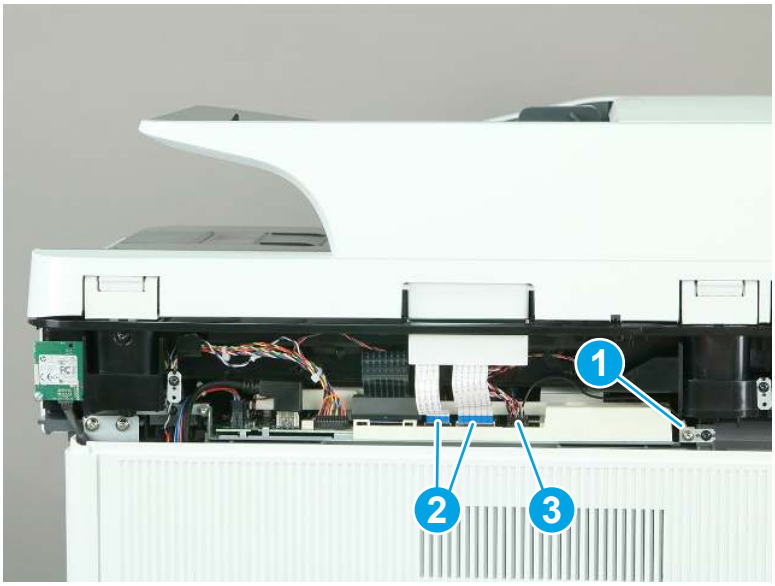
Figure 4-306 Remove the SCB cover

2. Remove the document feeder (M776dn/M776z/M776zs).

a. Remove one Torx T10 screw (callout 1) to release the ground wire, disconnect two flat cables (callout 2), and then disconnect one connector (callout 3).

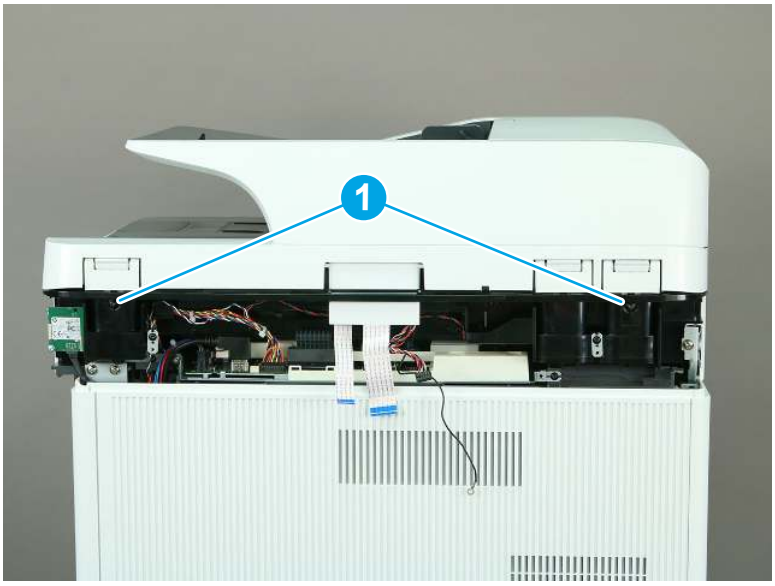
⚠ CAUTION: These connectors (callout 2) are zero insertion force (ZIF) connectors. The clip on these connectors is easily dislodged and lost.

Figure 4-307 Remove one screw and disconnect three connectors



b. Remove two screws (callout 1).

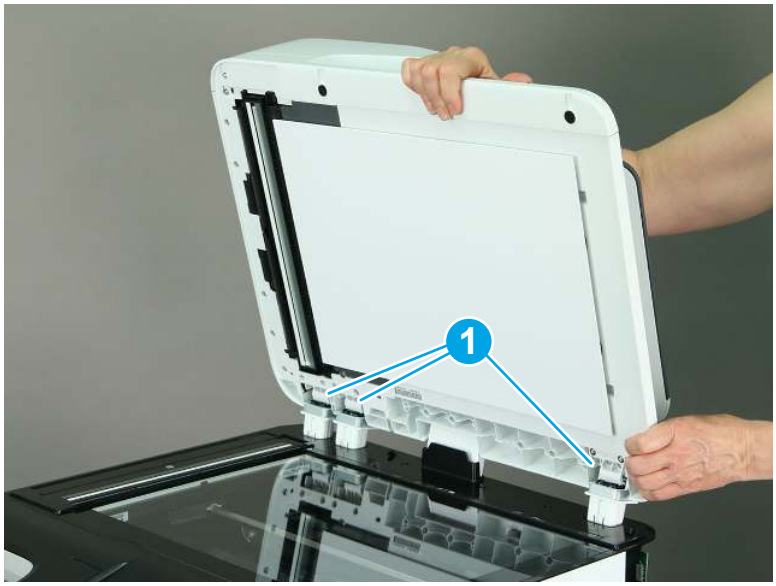
Figure 4-308 Remove two screws



c. Open the document feeder, and then lift it straight up until it stops at the retention tabs on each hinge (callout 1). Insert a small, flat-blade screwdriver between the hinge body and the

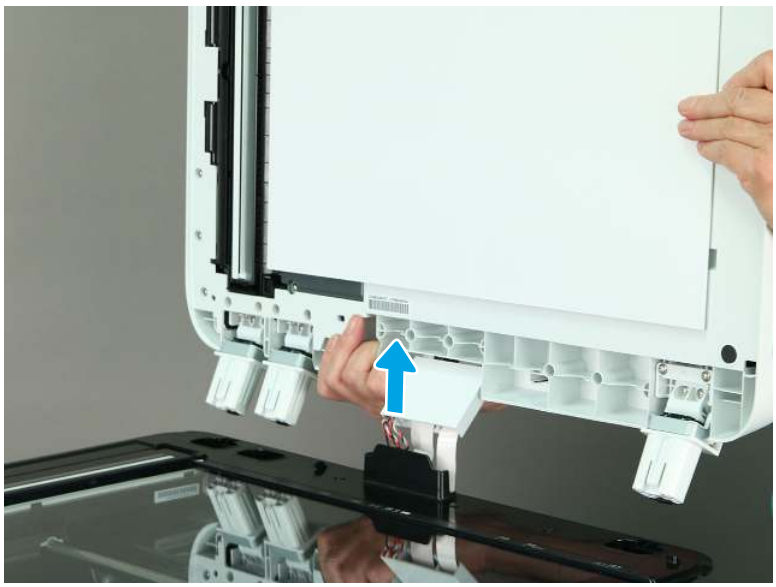
slot in the scanner body (on the scanner glass side of the hinge) to release the retention tabs (on each hinge).

Figure 4-309 Release the hinges



d. Carefully thread the document feeder flat cables, wire harness, and ground wire up and through the opening in the scanner cover to remove the document feeder.

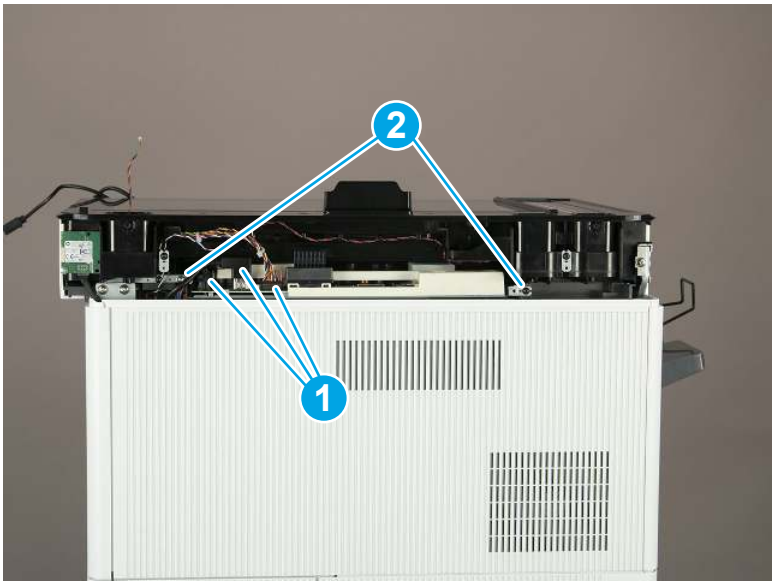
Figure 4-310 Remove the document feeder



3. Remove the image scanner (M776dn/M776z/M776zs).

a. Disconnect three connectors (callout 1), and then remove two screws (callout 2).

Figure 4-311 Disconnect three connectors and remove two screws



b. Release the tab on the back of the ferrite holder, and then lift the ferrite up to release it.

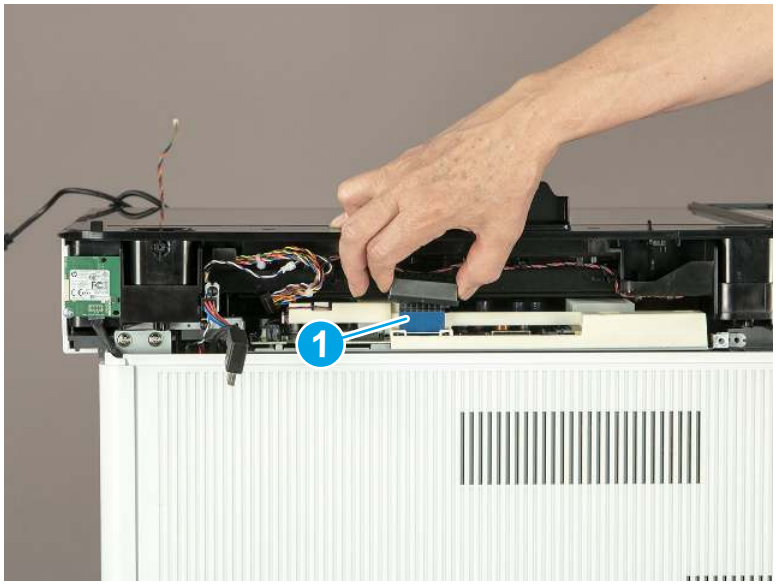
Figure 4-312 Release the ferrite holder

c. Lift the ferrite up, and then disconnect one flat cable (callout 1).

⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

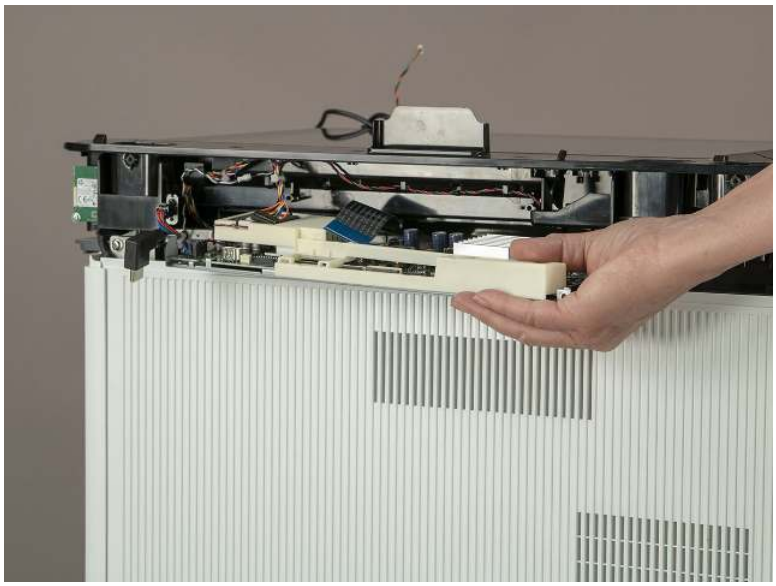
Slide the ferrite off of the flat cable after disconnecting it. The ferrite is not captive and can easily slip off and be damaged.

Figure 4-313 Disconnect one flat cable



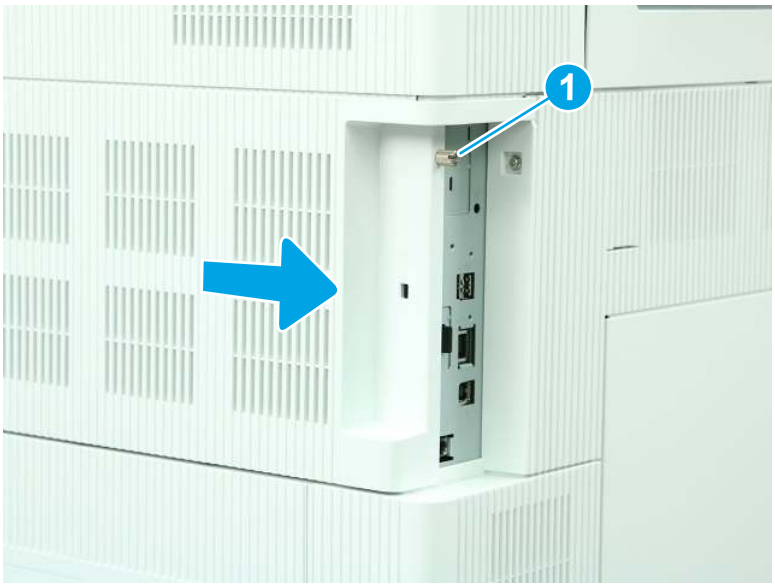
d. Slide the scanner control board out of the image scanner to remove it.

Figure 4-314 Remove the scanner control board



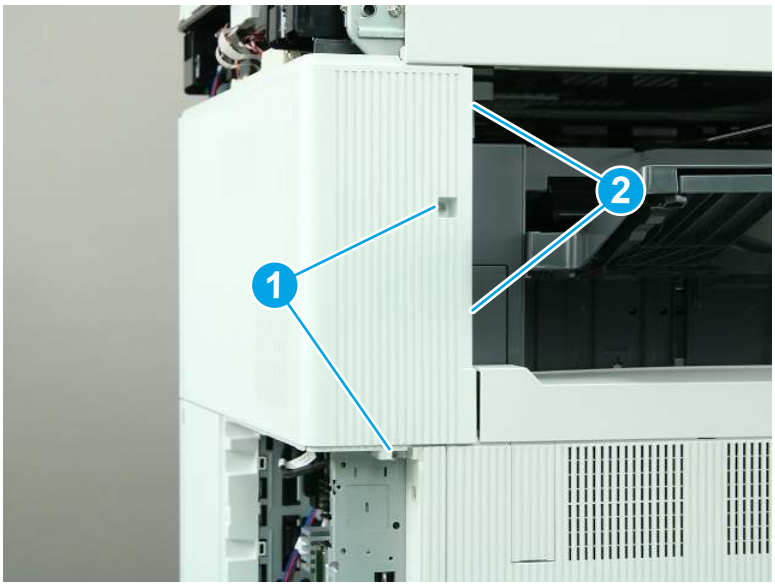
e. Remove the formatter cover.

Figure 4-315 Remove the formatter cover



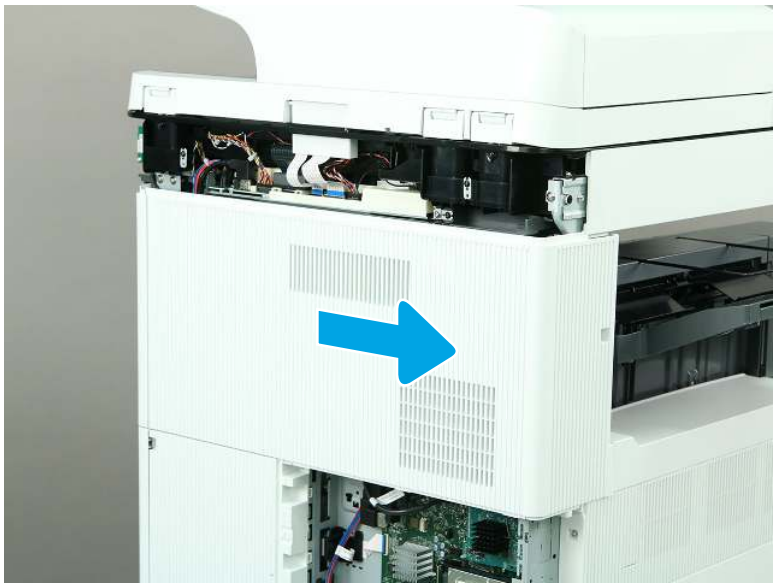
f. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-316 Remove two screws and release two tabs



g. Slide the cover to the right to remove it.

Figure 4-317 Remove the rear upper and left rear upper cover

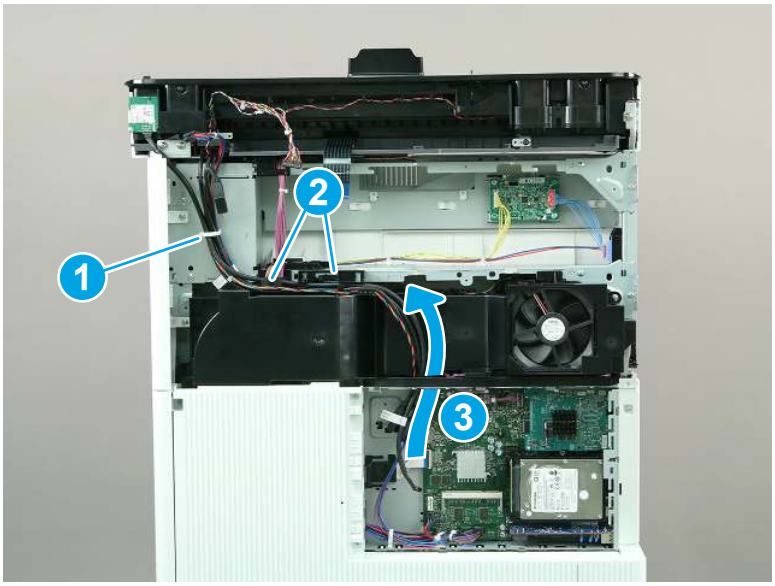


h. Disconnect five connectors on the formatter (callout 1).

Figure 4-318 Disconnect five connectors

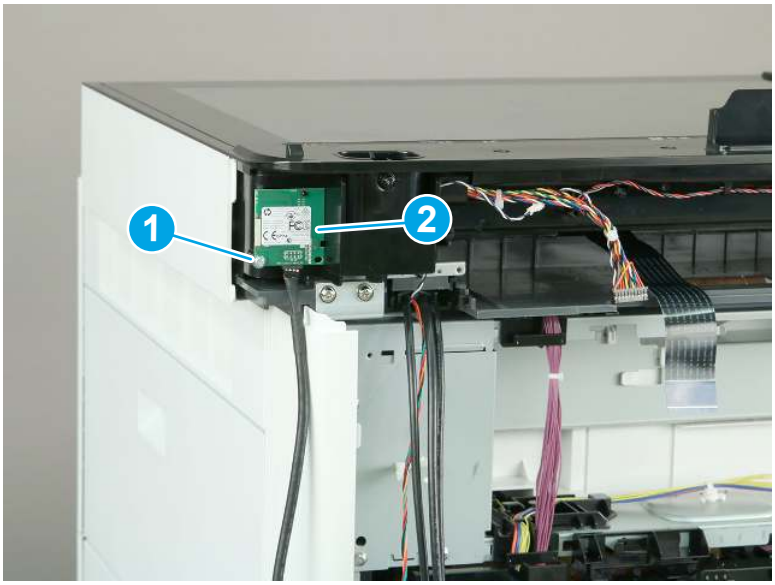
i. Release one retainer (callout 1), release the cables from the guides (callout 2), and then pass the cables through the upper opening in the formatter cage (callout 3).

Figure 4-319 Release the cables



j. Remove one screw (callout 1), and then remove the wireless PCA and cable (callout 2).

Figure 4-320 Remove the wireless PCA



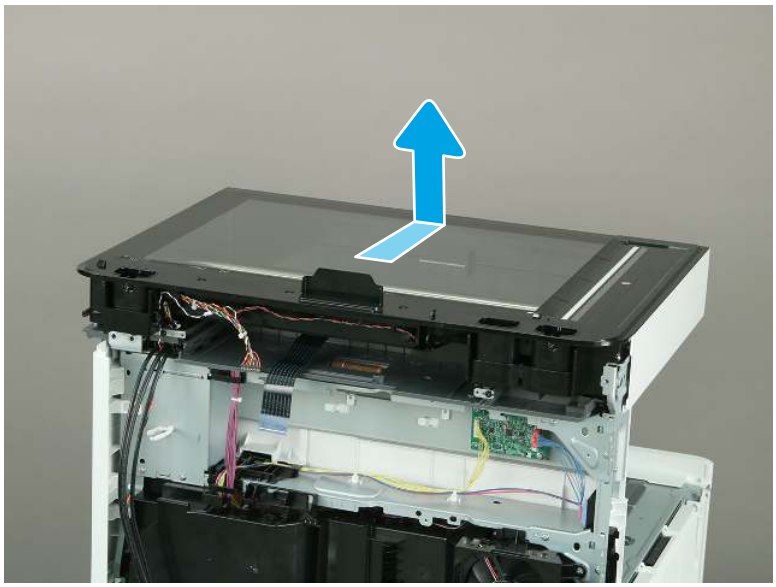
k. Remove four screws (callout 1).

Figure 4-321 Remove four screws

l. Slightly slide the image scanner toward the front of the printer to release it, and then lift it straight up and off of the printer..

NOTE: Pass the wire harness and cables through the opening in the printer.

Figure 4-322 Remove the image scanner



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 upper cover (M776zs)

Learn how to remove and replace the right upper cover.

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 4-33 Part information

Part number	Part description
RC5-2733-000CN	Cover, right upper

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

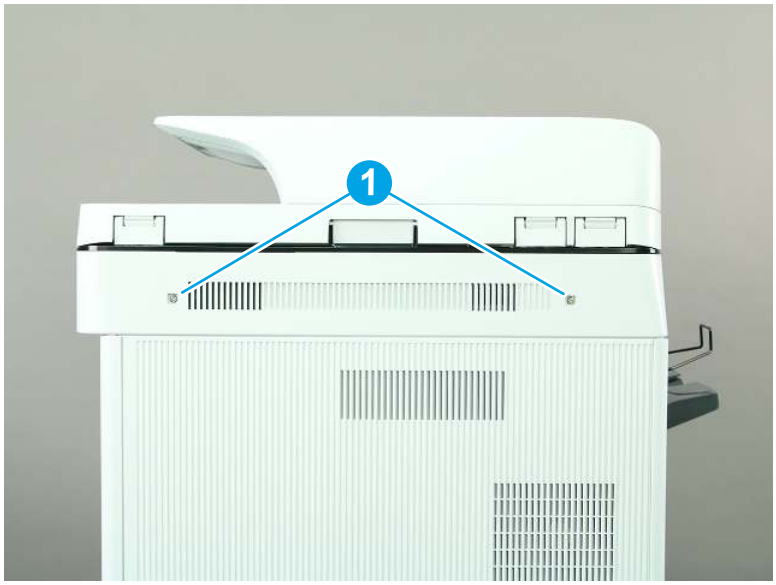
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-323 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-324 Remove two screws



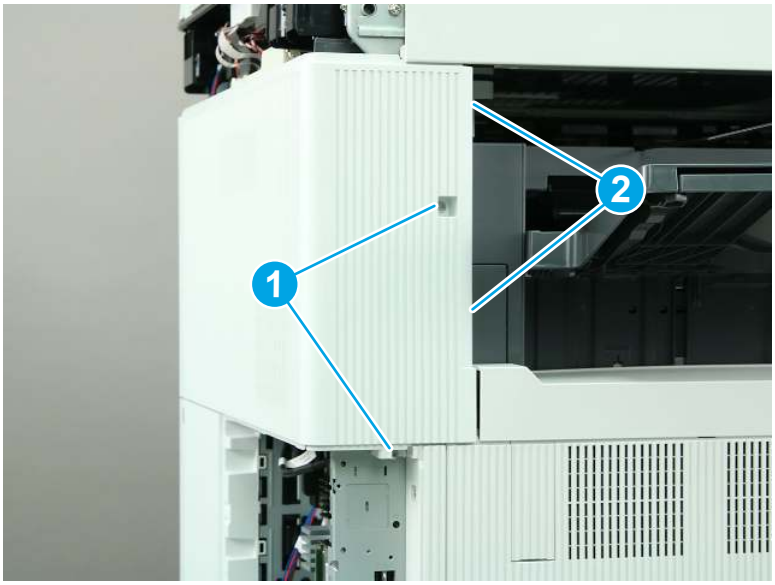
b. Remove the SCB cover.

Figure 4-325 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

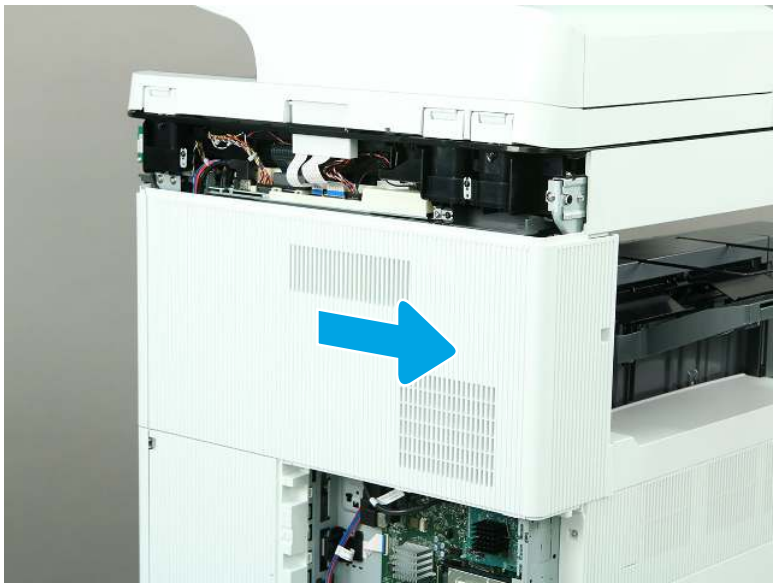
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-326 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

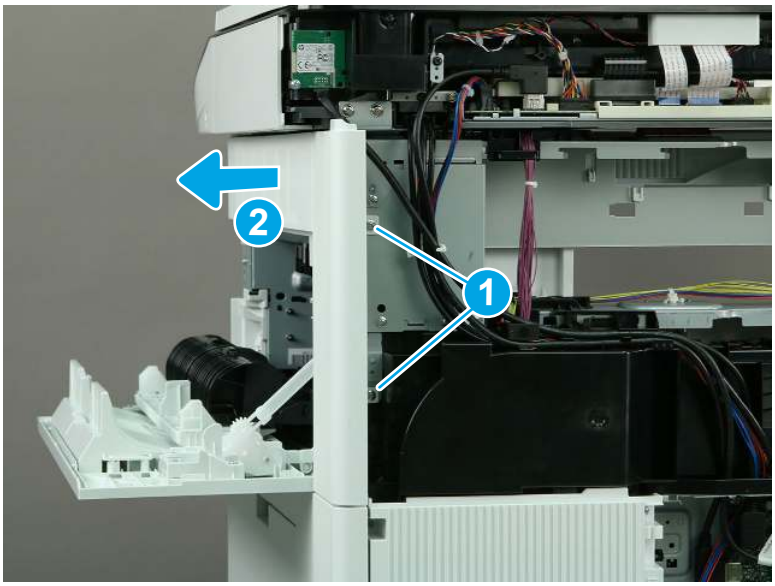
Figure 4-327 Remove the rear upper and left rear upper cover



4. Remove the right rear upper cover (M776zs).

- Remove two screws (callout 1), and then slide the right rear upper cover away from the printer to remove it (callout 2).

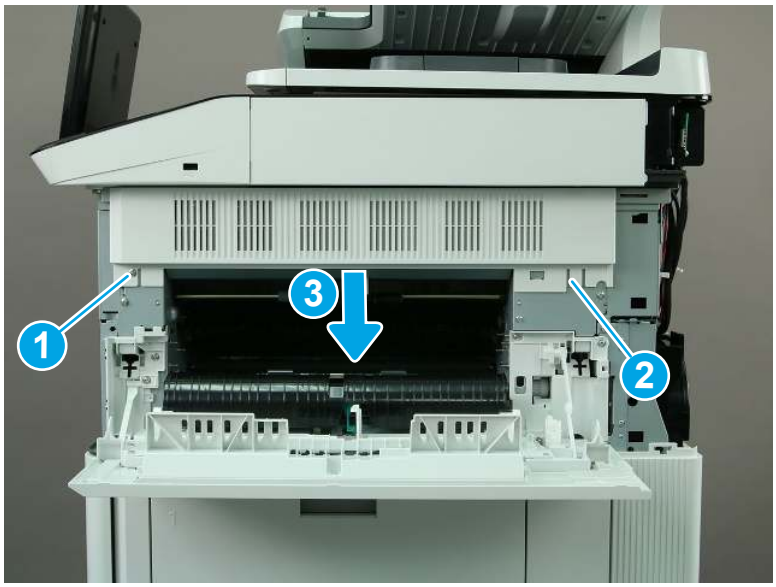
Figure 4-328 Remove the right rear upper cover



5. Remove the right upper cover (M776zs).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right upper cover down to remove it (callout 3).

  Figure 4-329 Remove the right upper cover

6. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 upper door (M776zs)

Learn how to remove and replace the right upper door (M776zs).

Mean time to repair: 8 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 4-34 Part information

Part number	Part description
RM2-1785-000CN	Right upper door assembly

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

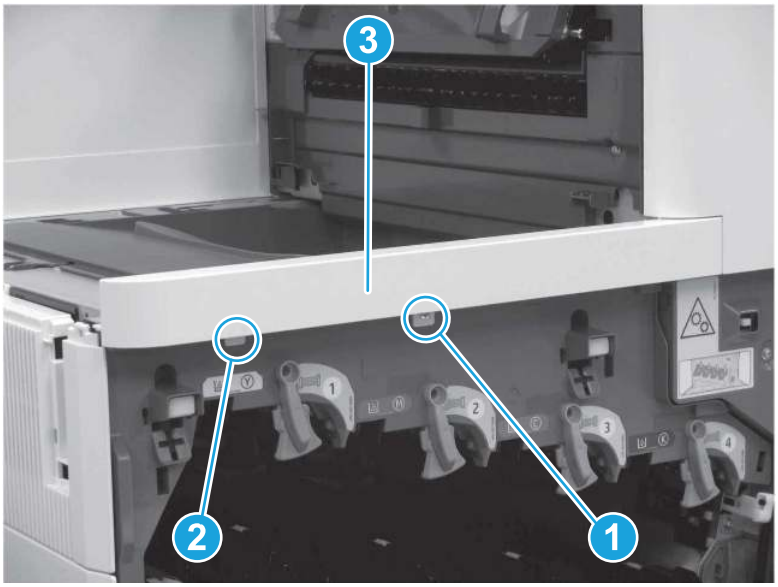
1. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-330 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-331 Remove the front cover



2. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-332 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

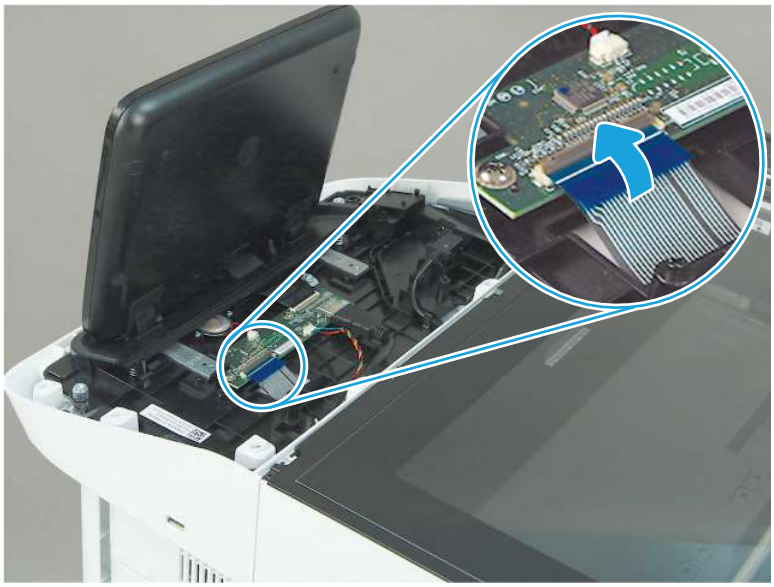
Figure 4-333 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-334 Remove the control panel cover

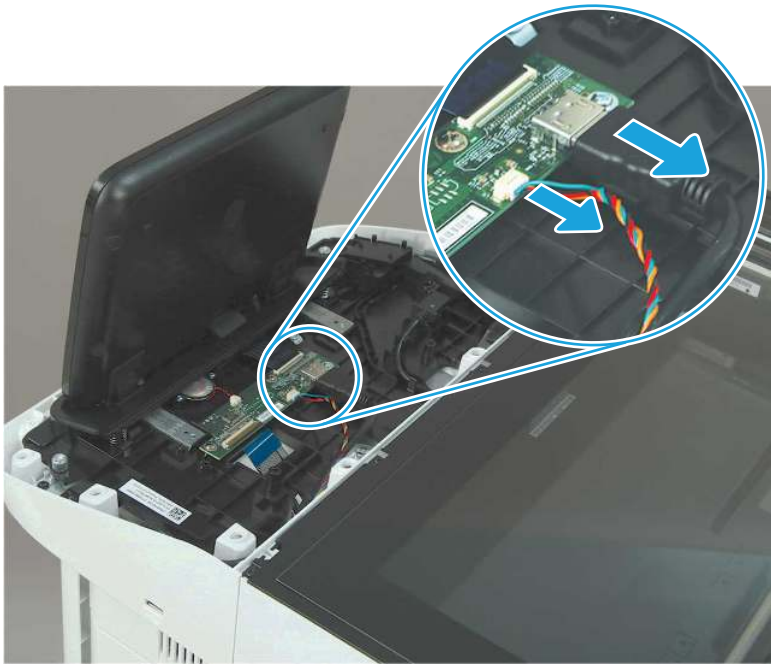
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-335 Release the keyboard flat cable (M776z/M776zs)



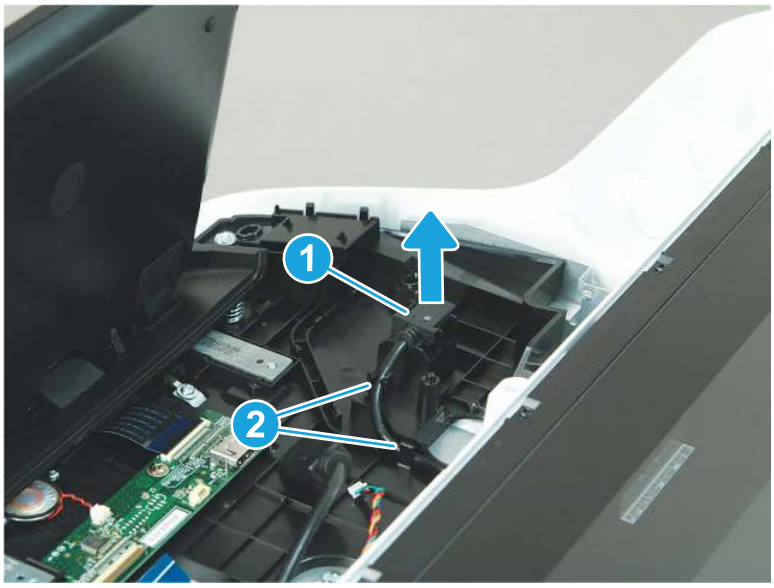
e. Disconnect two connectors

Figure 4-336 Disconnect two connectors



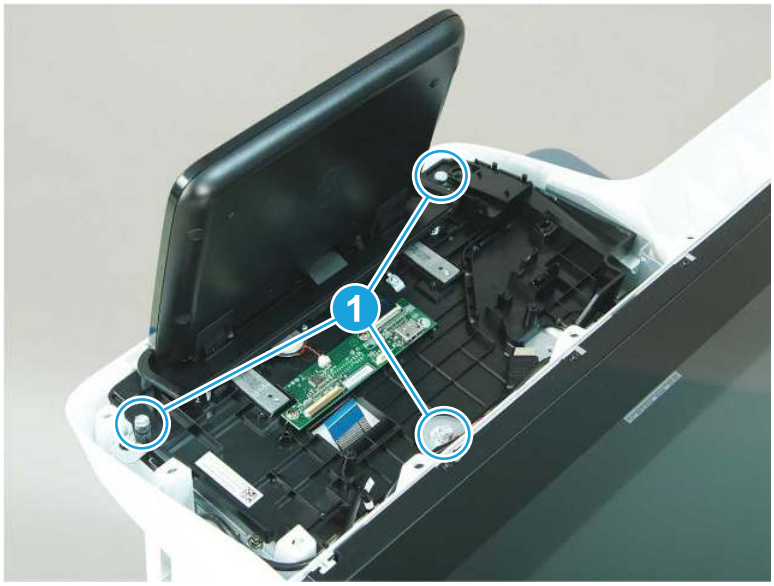
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-337 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-338 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-339 Remove the control panel

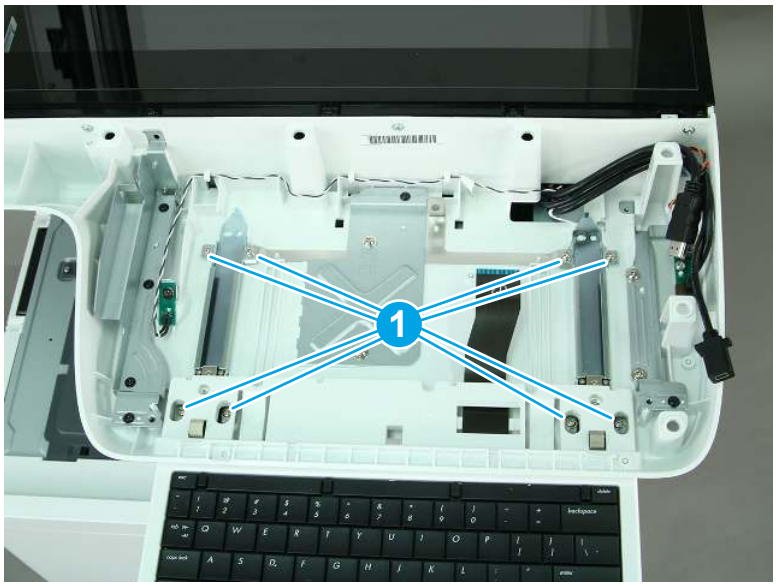
3. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-340 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-341 Remove eight screws



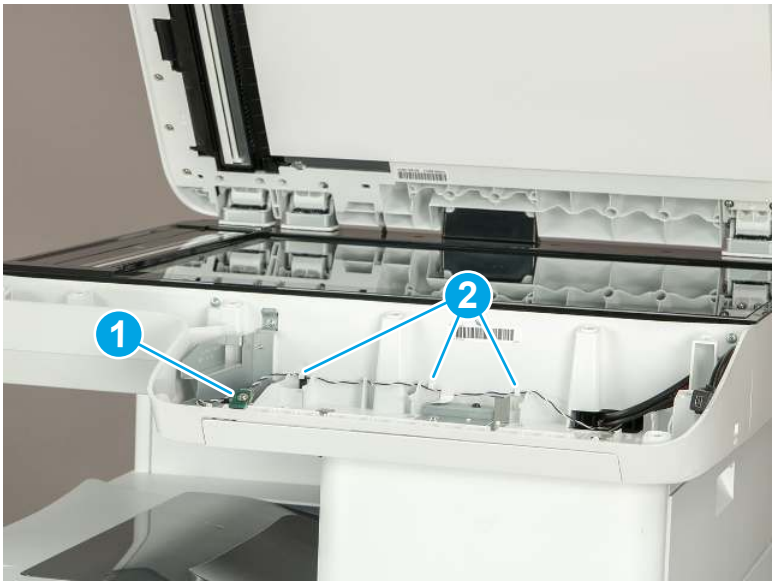
c. Remove the keyboard and rails.

Figure 4-342 Remove the keyboard and rails

4. Remove the nose cone (M776).

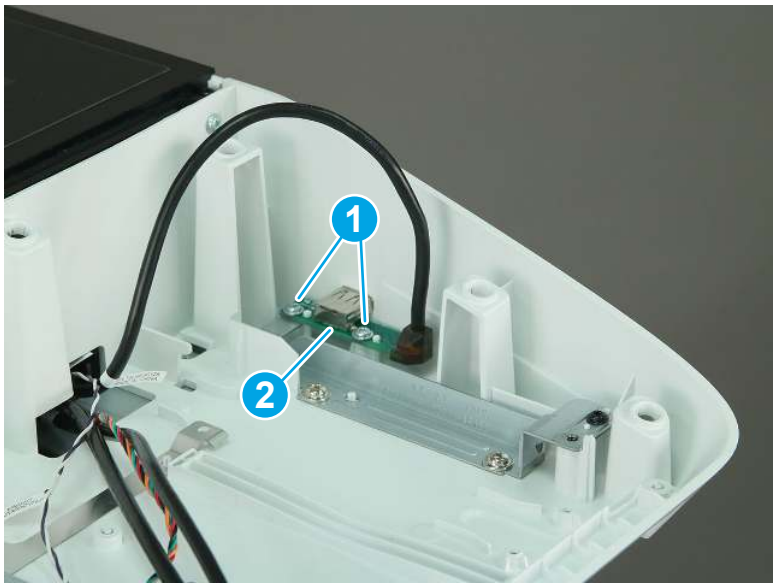
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-343 Release the light PCA



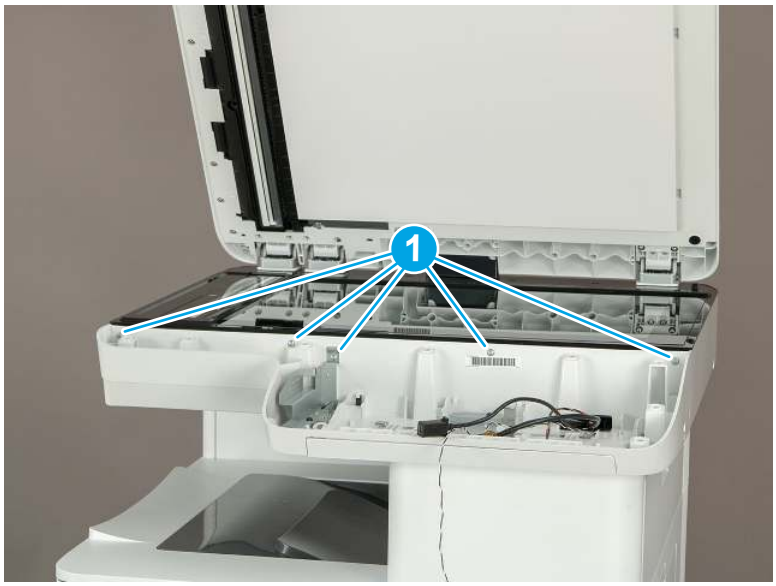
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-344 Release the USB port PCA



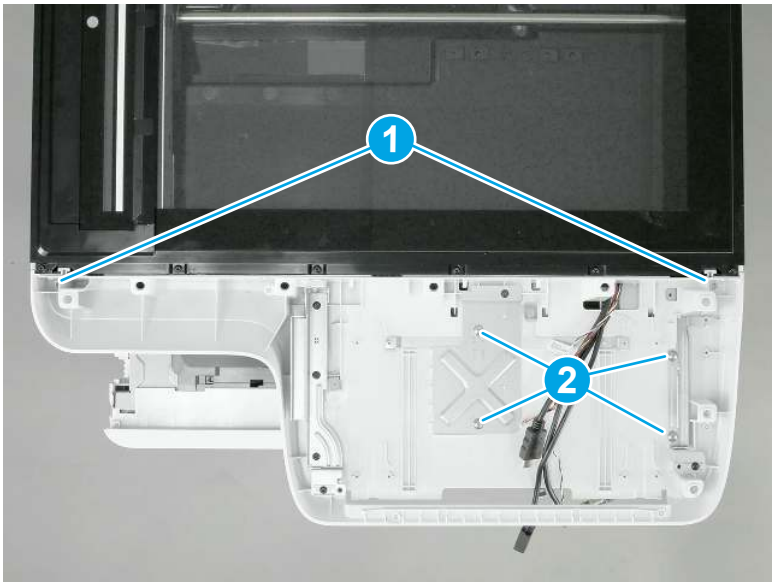
c. Remove five screws (callout 1).

Figure 4-345 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

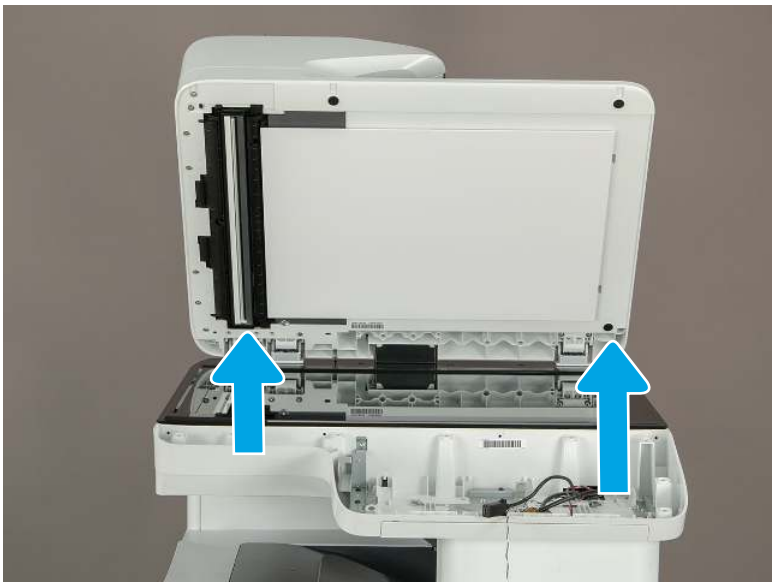
Figure 4-346 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

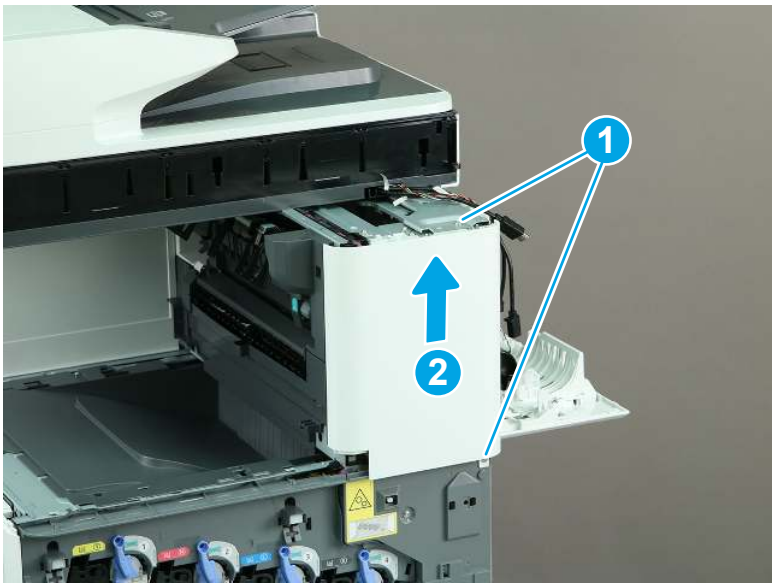
Figure 4-347 Remove the nose cone



5. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

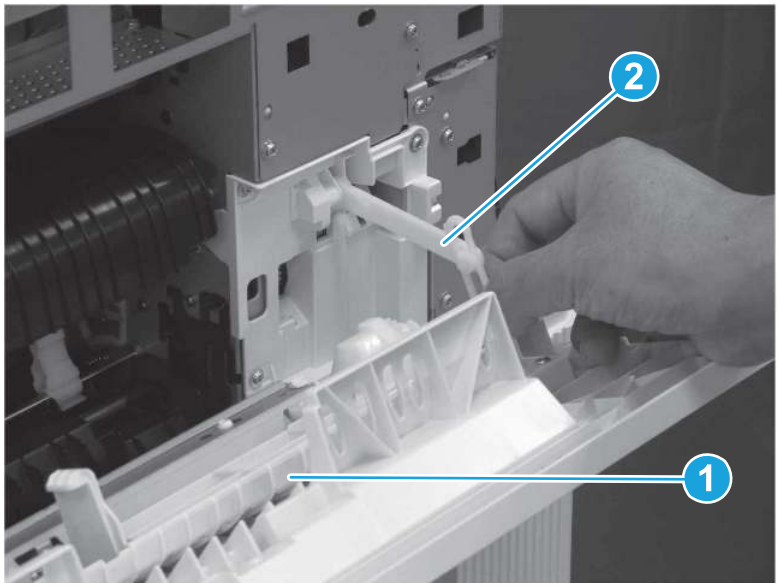
  Figure 4-348 Remove the right front cover

6. Remove the right upper door (M776zs).

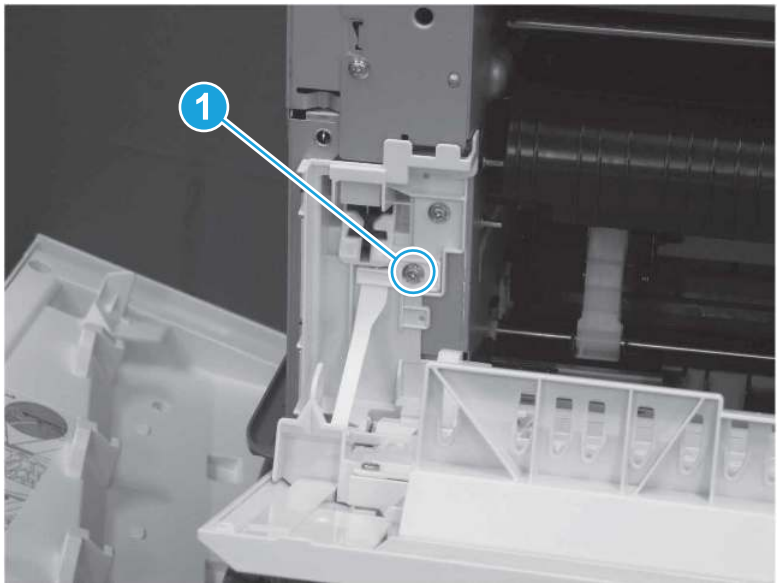
   a. Open the right upper door (callout 1), and then release the link (callout 2).

   Figure 4-349 Open the door and release the link

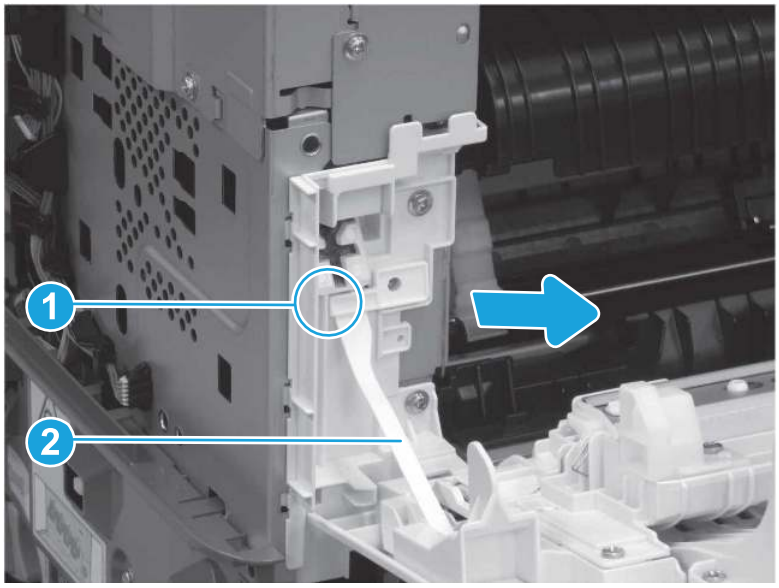
b. Remove one screw (callout 1).

Figure 4-350 Remove one screw



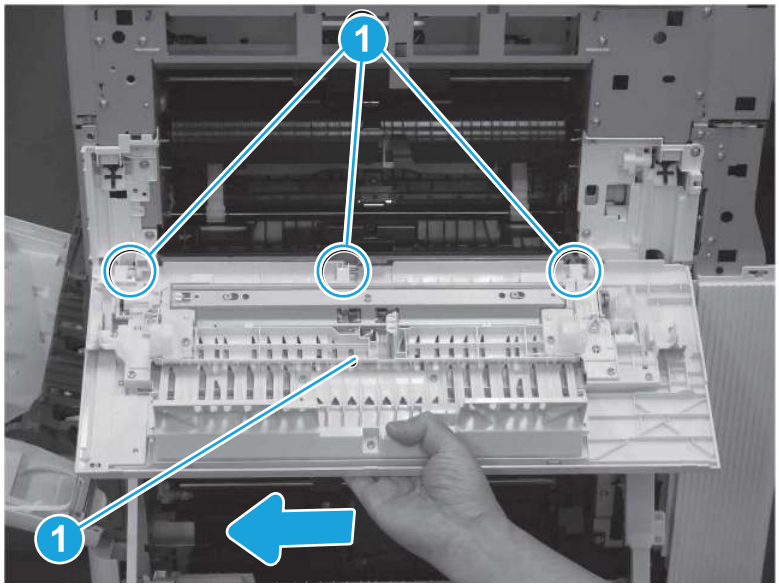
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-351 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

Figure 4-352 Remove the right upper door



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 rear upper cover (M776zs)

Learn how to remove and replace the right rear upper cover.

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 4-35 Part information

Part number	Part description
RC5-2735-000CN	Cover, rear right, upper

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

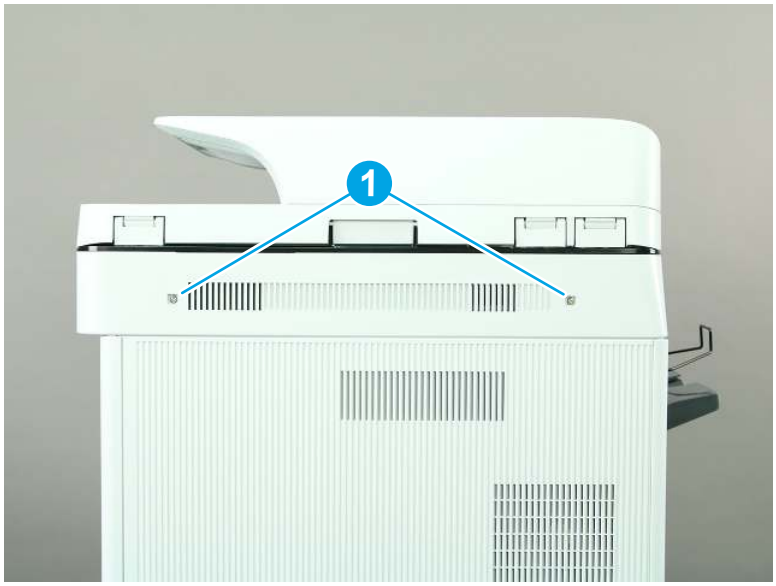
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-353 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

   a. Remove two screws (callout 1).

   Figure 4-354 Remove two screws

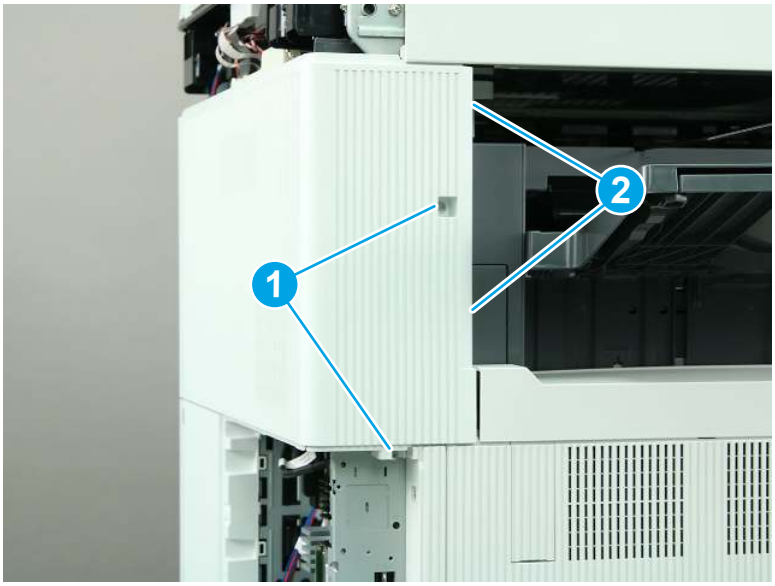
   b. Remove the SCB cover.

   Figure 4-355 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

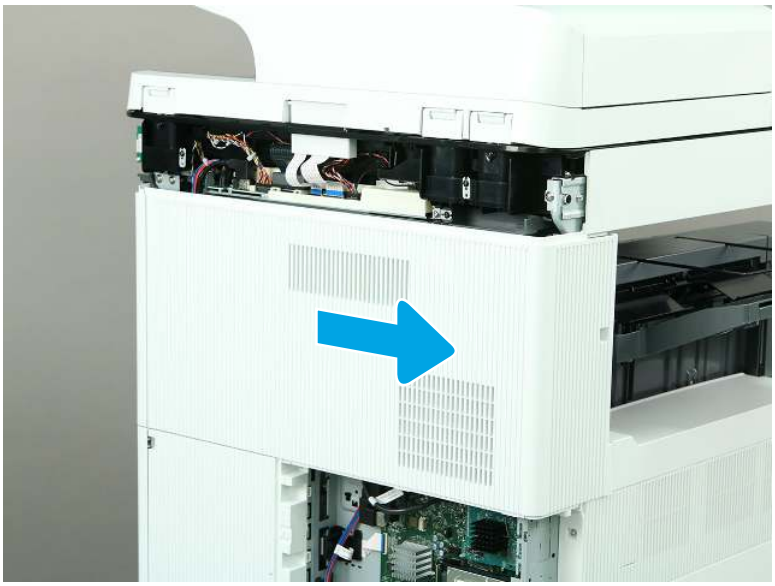
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-356 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

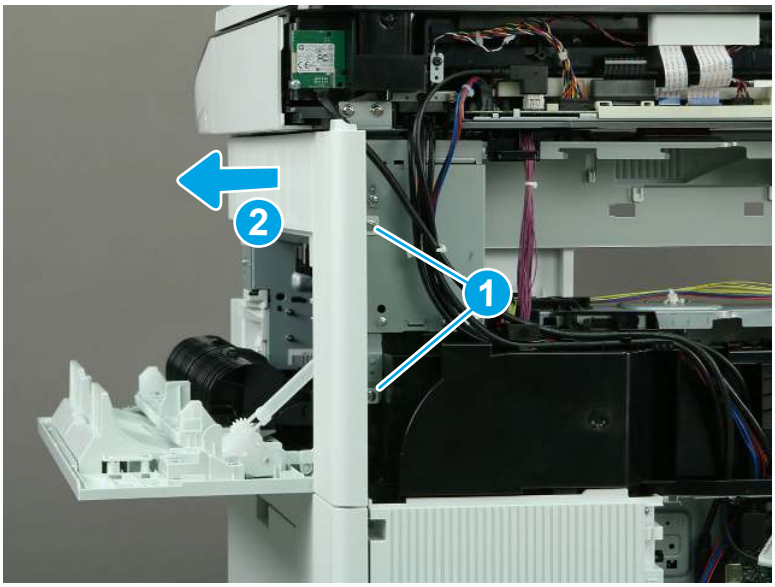
Figure 4-357 Remove the rear upper and left rear upper cover



4. Remove the right rear upper cover (M776zs).

- Remove two screws (callout 1), and then slide the right rear upper cover away from the printer to remove it (callout 2).

Figure 4-358 Remove the right rear upper cover



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Rear upper cover (M776zs)

Learn how to remove and replace the rear upper cover.

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 4-36 Part information

Part number	Part description
RC5-2730-000CN	Cover, rear, upper

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

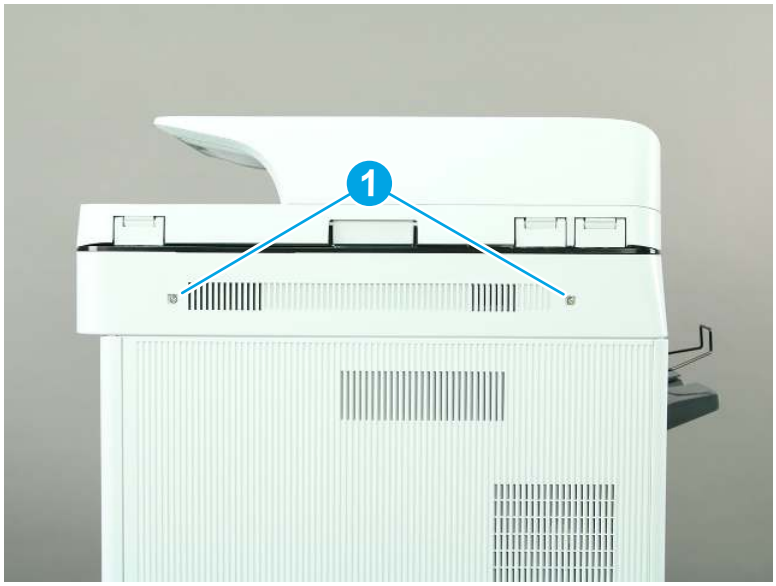
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-359 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

   a. Remove two screws (callout 1).

   Figure 4-360 Remove two screws

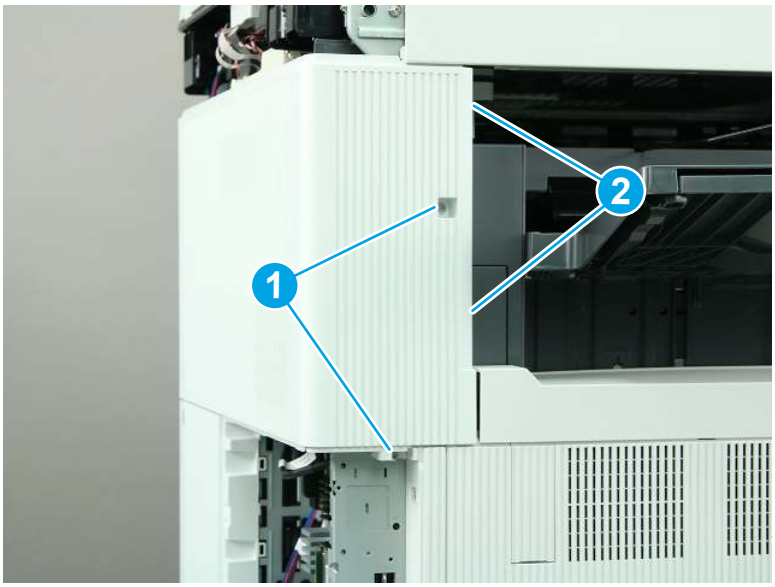
   b. Remove the SCB cover.

   Figure 4-361 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

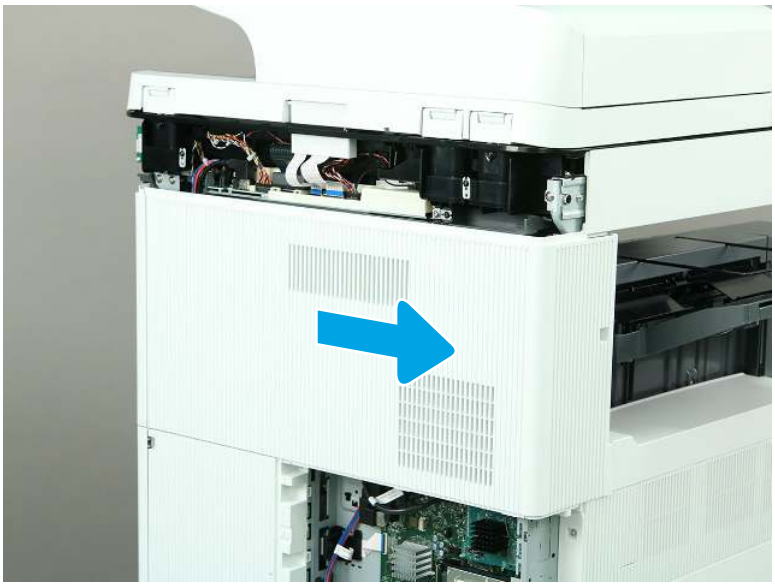
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-362 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

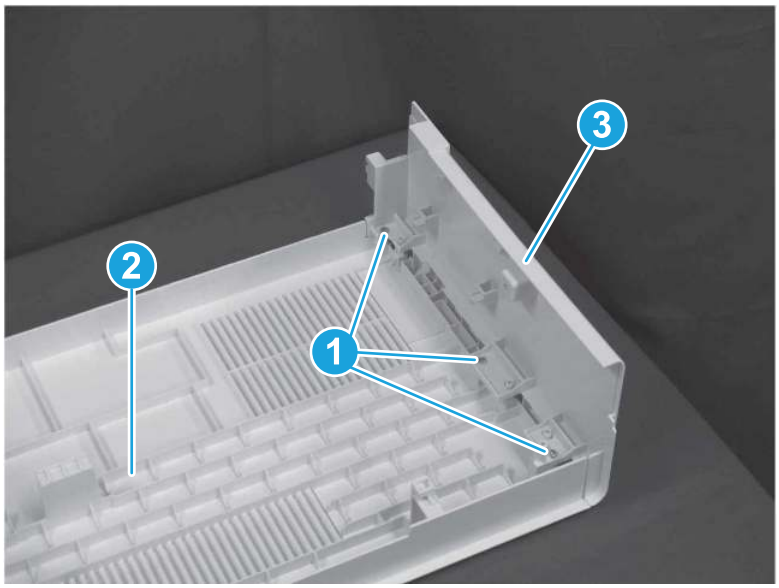
Figure 4-363 Remove the rear upper and left rear upper cover



c. Remove three screws (callout 1), and then separate the rear upper cover (callout 2) from the left rear upper cover (callout 3).

TIP: Install the left rear upper cover on the replacement rear upper cover.

Figure 4-364 Remove the left rear upper cover



4. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Main cover (M776zs)

Learn how to remove and replace the main cover.

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 4-37 Part information

Part number	Part description
RC5-2731-000CN	Cover, main

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

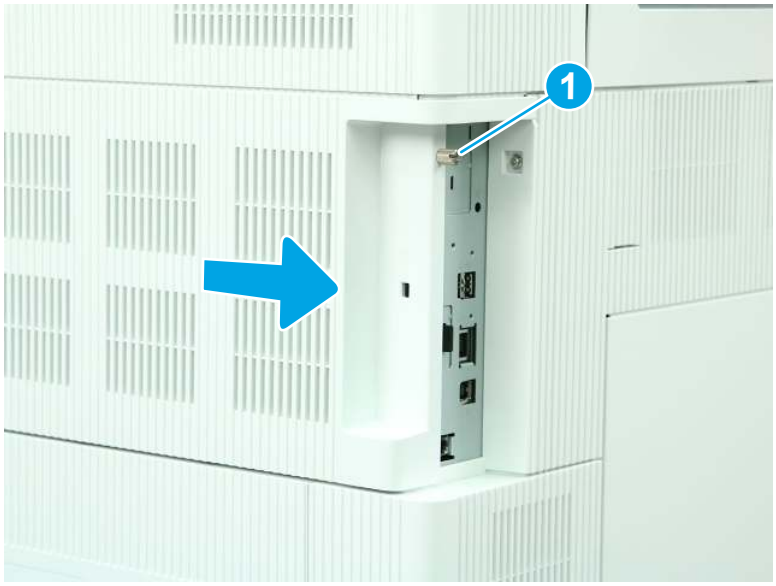
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

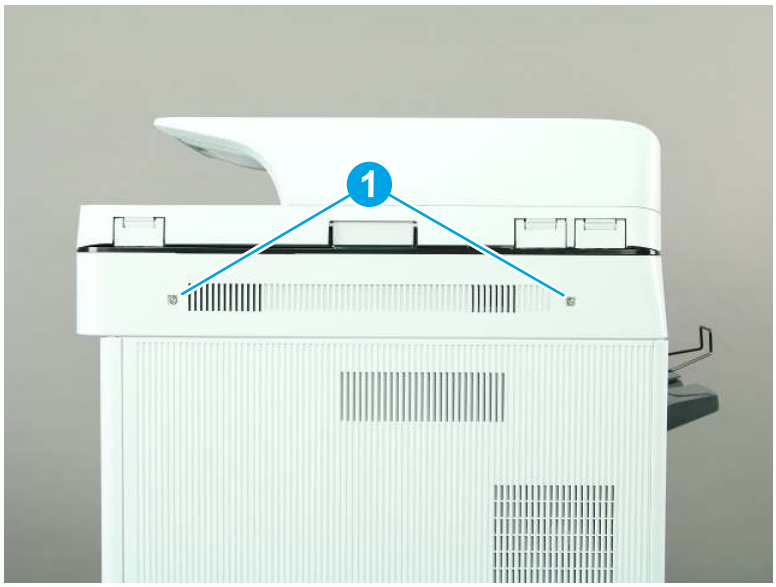
   Figure 4-365 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-366 Remove two screws



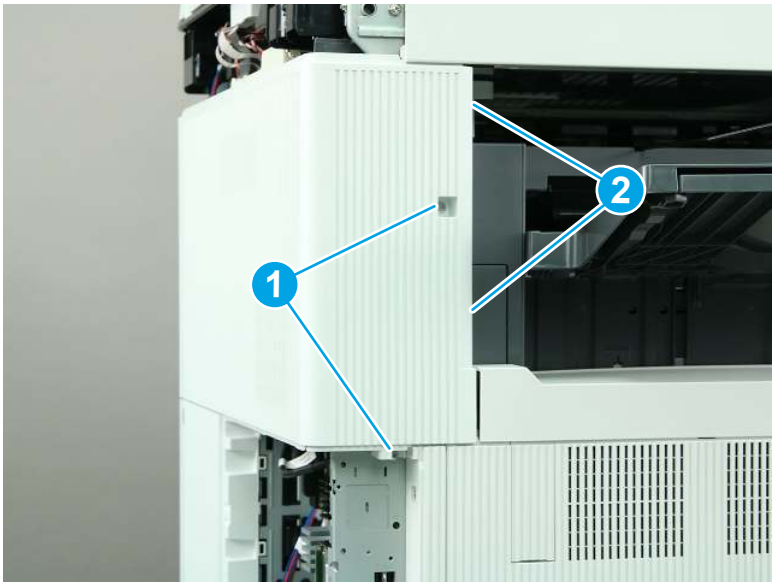
b. Remove the SCB cover.

Figure 4-367 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

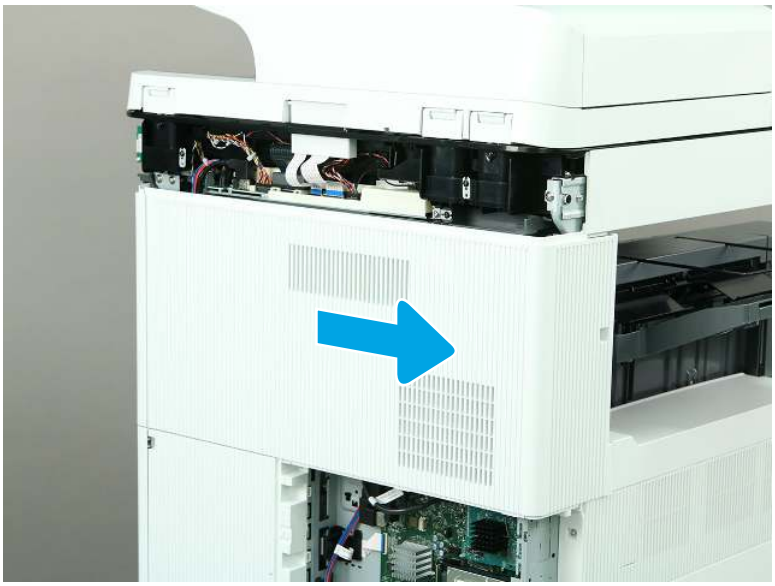
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-368 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

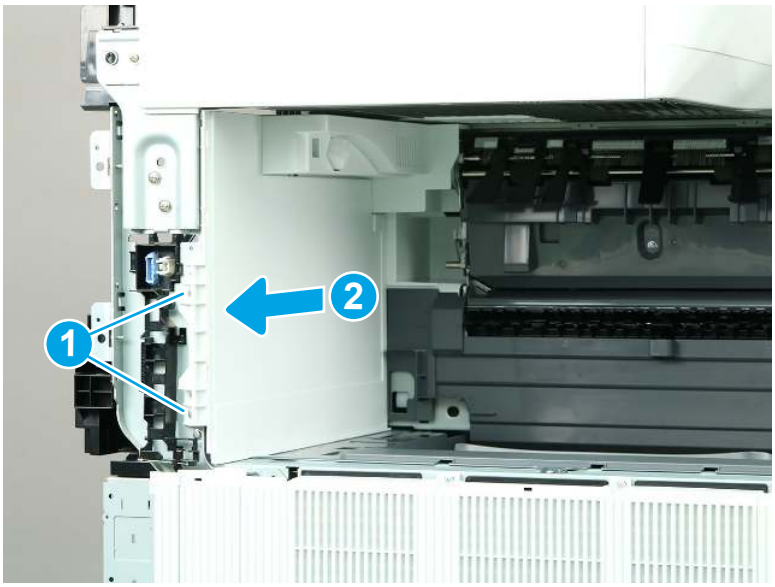
Figure 4-369 Remove the rear upper and left rear upper cover



4. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-370 Remove the main cover



5. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 (M776zs)

Learn how to remove and replace the front cover.

Mean time to repair: 2 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 4-38 Part information

Part number	Part description
RC5-2732-000CN	Cover, front

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

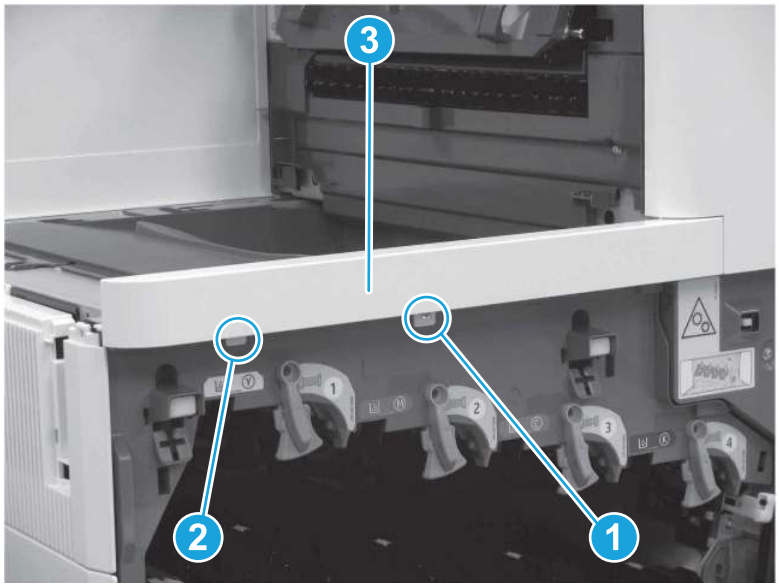
1. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-371 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-372 Remove the front cover



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 front cover (M776zs)

Learn how to remove and replace the right front cover.

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 4-39 Part information

Part number	Part description
RM2-2661-000CN	Right front cover assembly

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

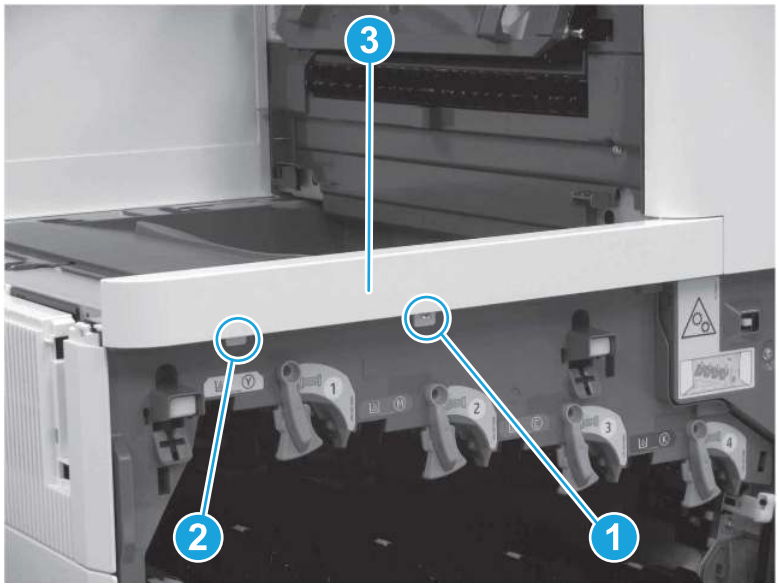
1. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-373 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-374 Remove the front cover



2. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-375 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

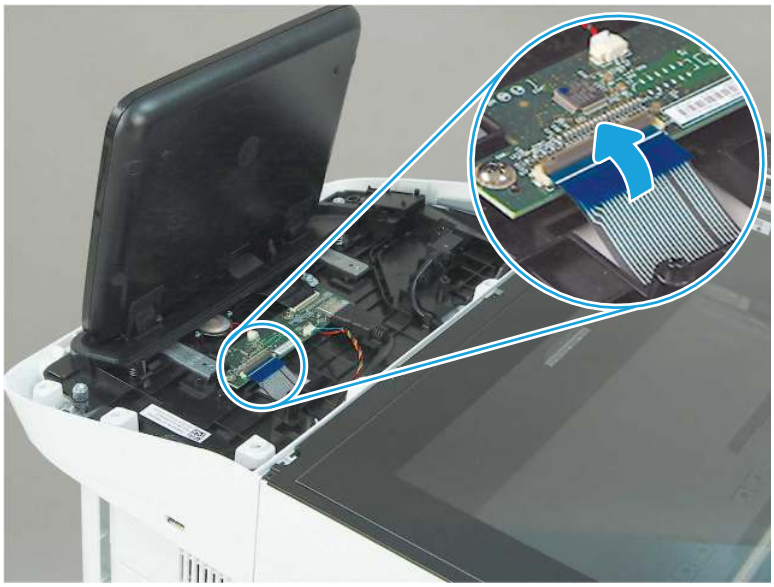
Figure 4-376 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-377 **Remove the control panel cover**

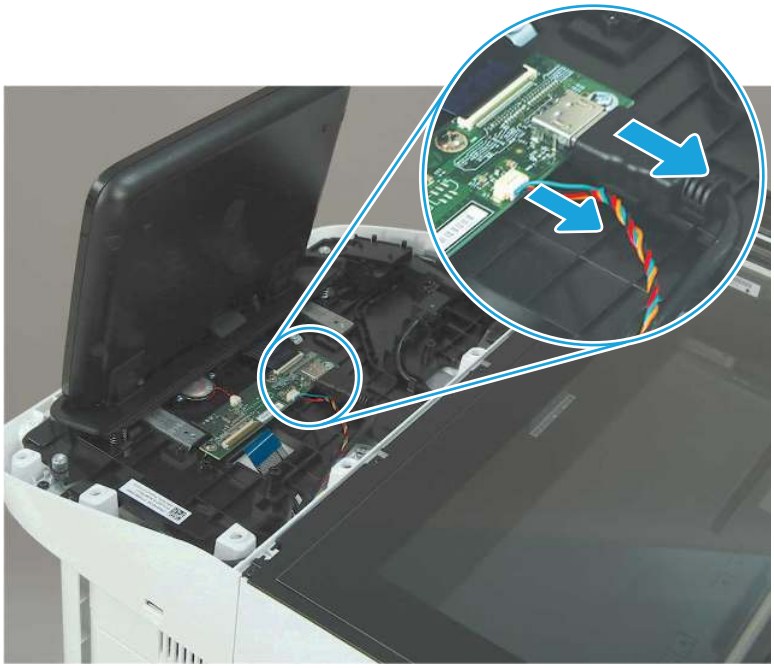
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-378 **Release the keyboard flat cable (M776z/M776zs)**



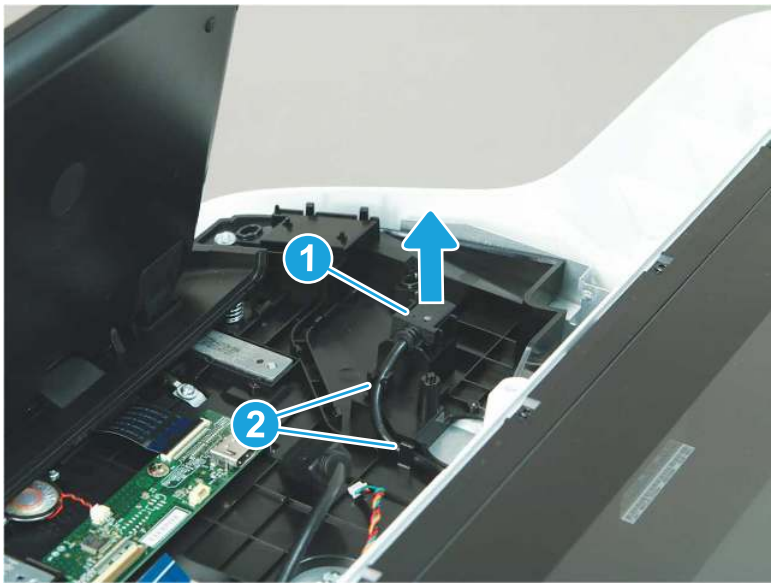
e. Disconnect two connectors

Figure 4-379 Disconnect two connectors



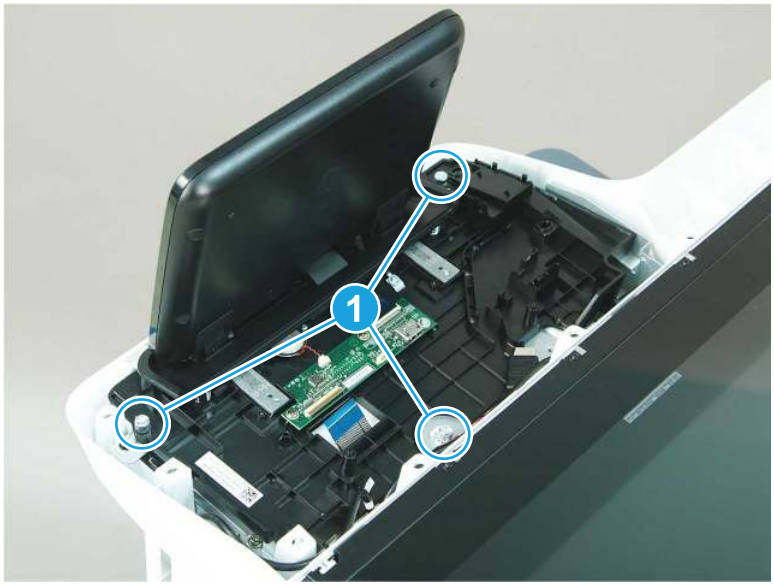
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-380 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-381 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-382 Remove the control panel

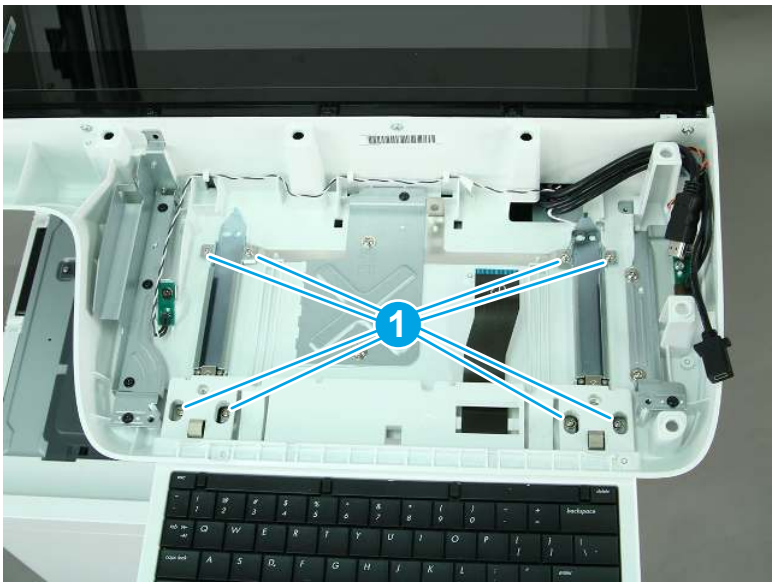
3. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-383 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-384 Remove eight screws



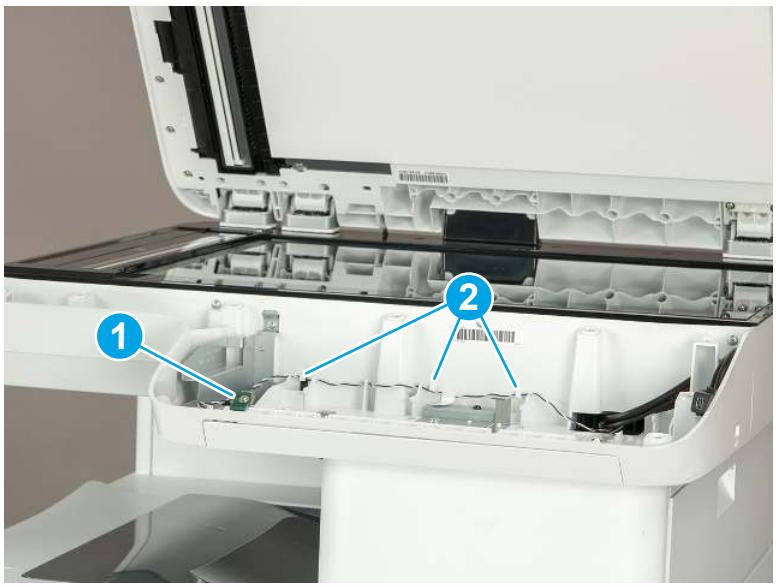
c. Remove the keyboard and rails.

Figure 4-385 Remove the keyboard and rails

4. Remove the nose cone (M776).

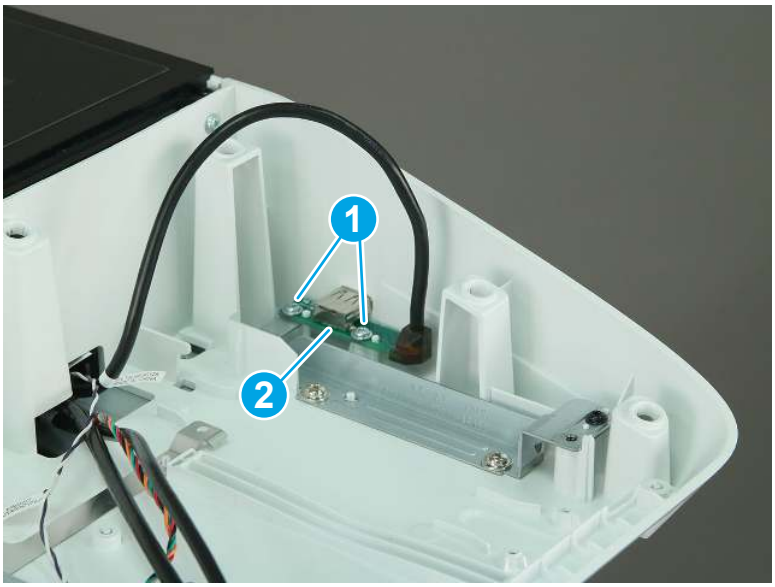
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-386 Release the light PCA



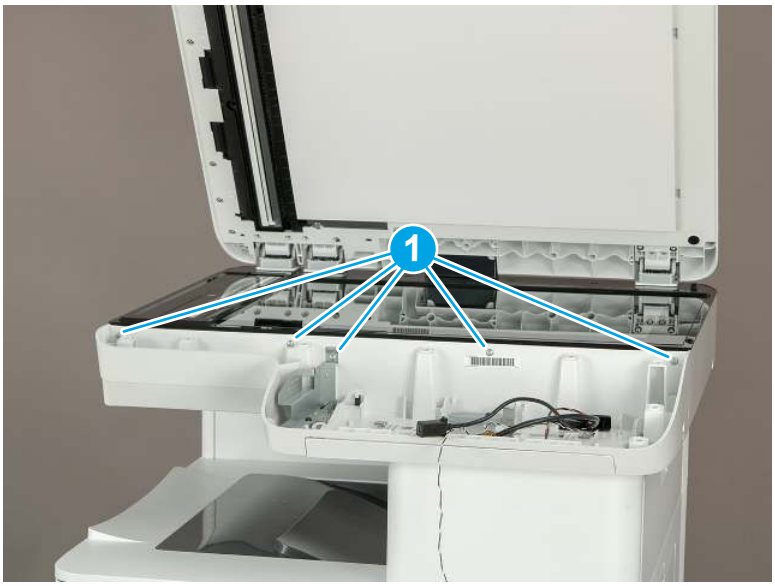
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-387 Release the USB port PCA



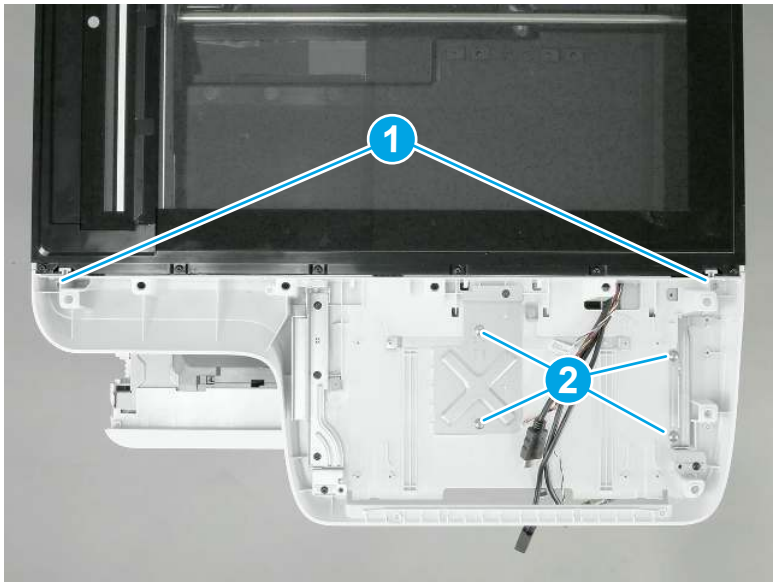
c. Remove five screws (callout 1).

Figure 4-388 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

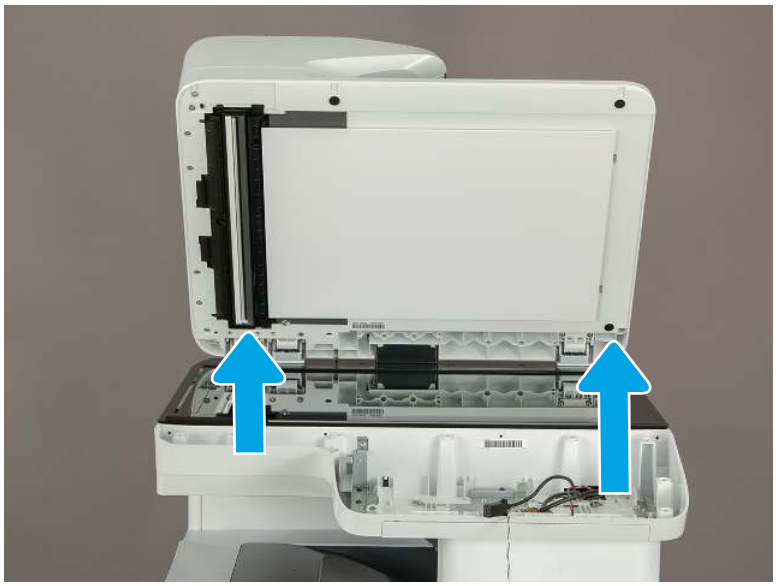
Figure 4-389 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

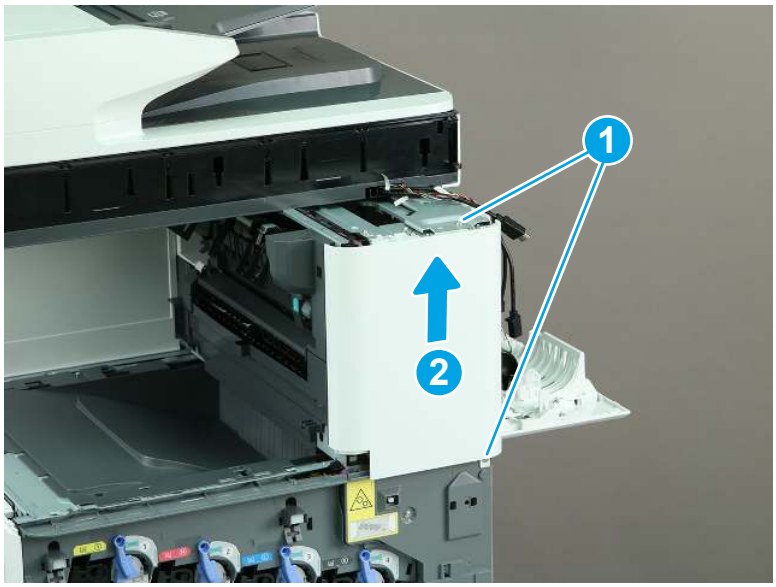
Figure 4-390 Remove the nose cone



5. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

  Figure 4-391 Remove the right front cover

6. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Delivery front cover (M776zs)

Learn how to remove and replace the delivery front cover.

Mean time to repair: 9 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 4-40 Part information

Part number	Part description
RC5-2728-000CN	Cover, paper delivery, front

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

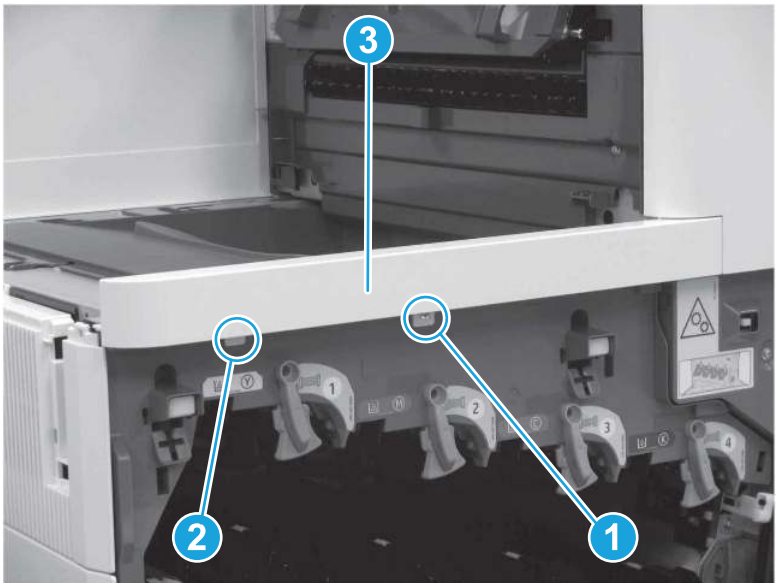
1. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-392 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-393 Remove the front cover



2. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-394 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

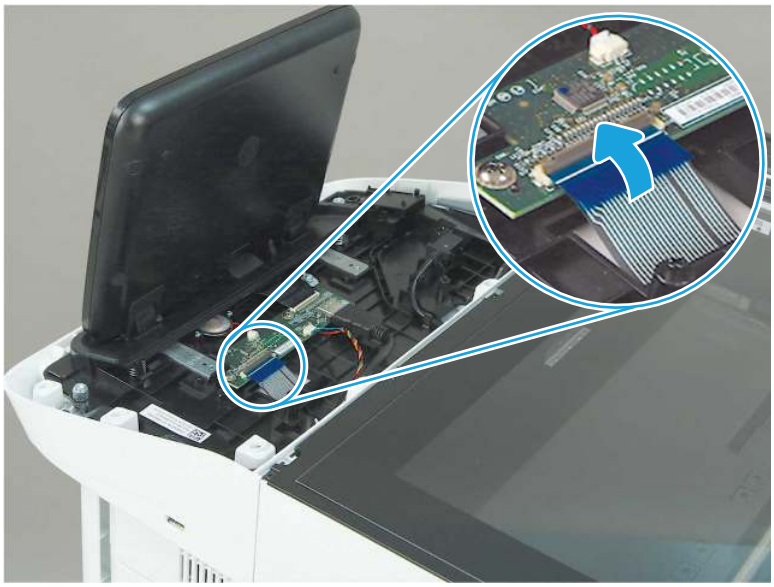
Figure 4-395 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-396 Remove the control panel cover

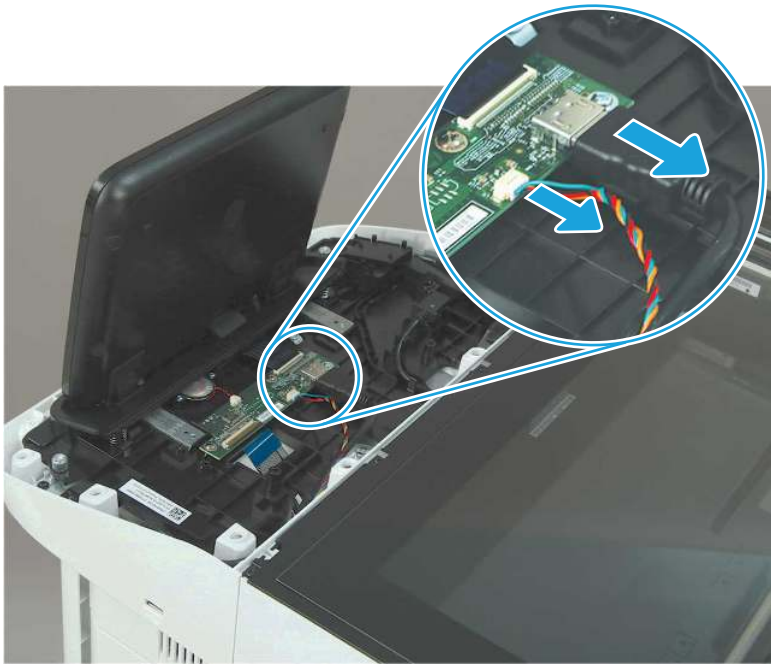
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-397 Release the keyboard flat cable (M776z/M776zs)



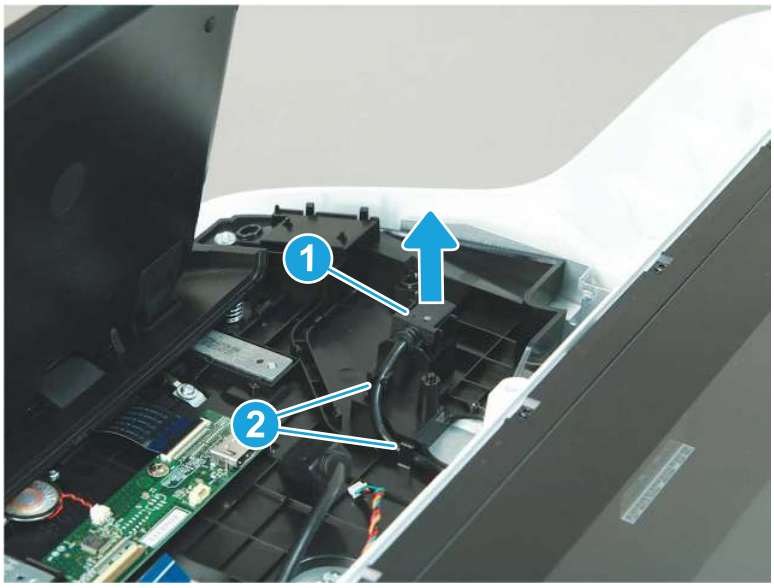
e. Disconnect two connectors

Figure 4-398 Disconnect two connectors



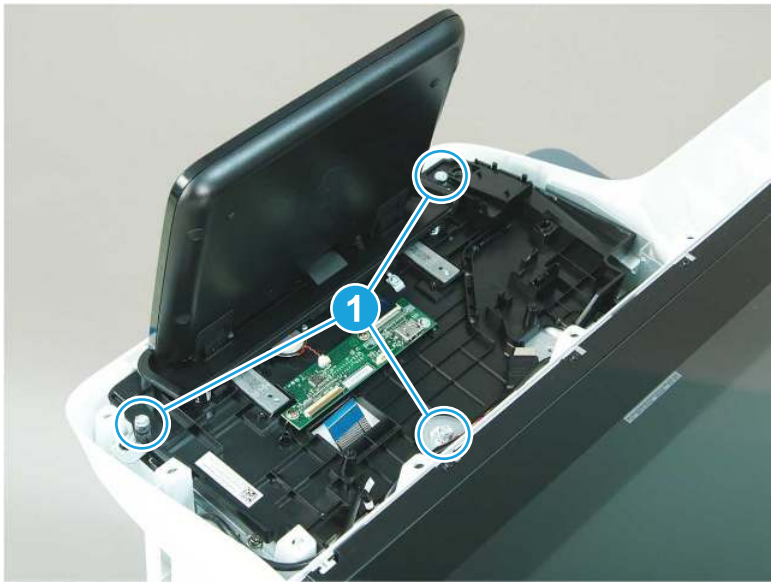
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-399 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-400 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-401 Remove the control panel

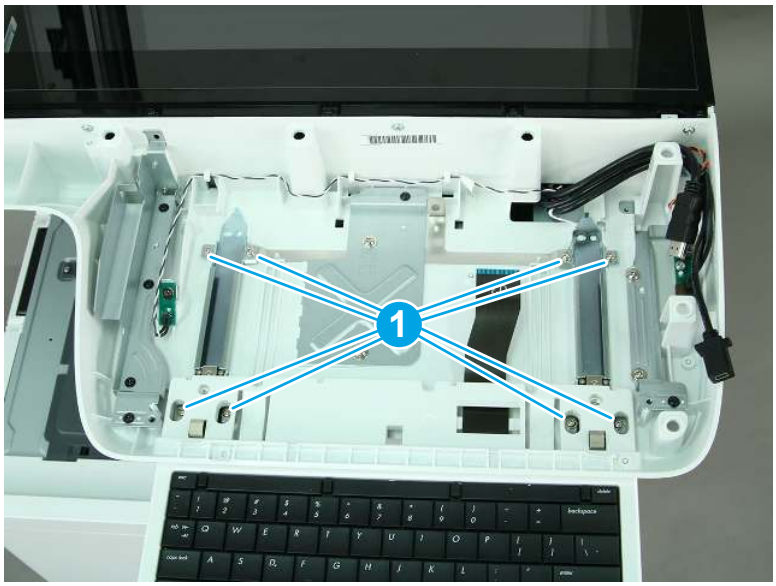
3. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-402 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-403 Remove eight screws



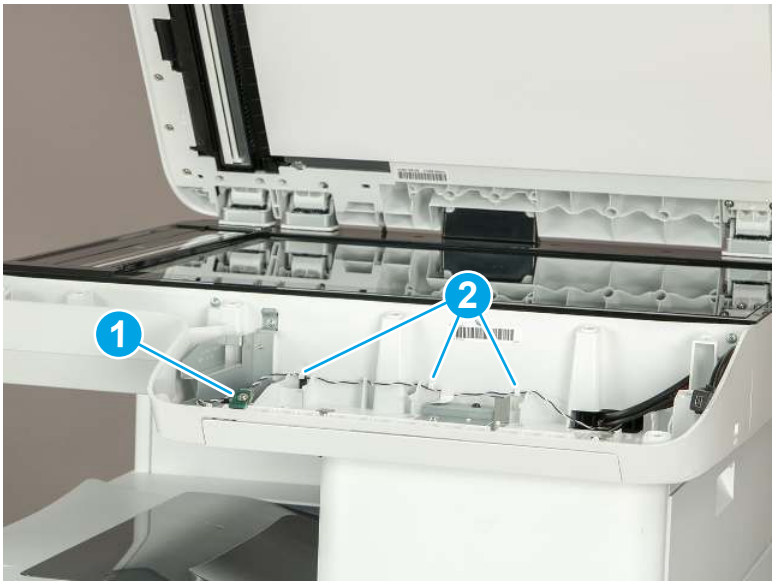
c. Remove the keyboard and rails.

Figure 4-404 Remove the keyboard and rails

4. Remove the nose cone (M776).

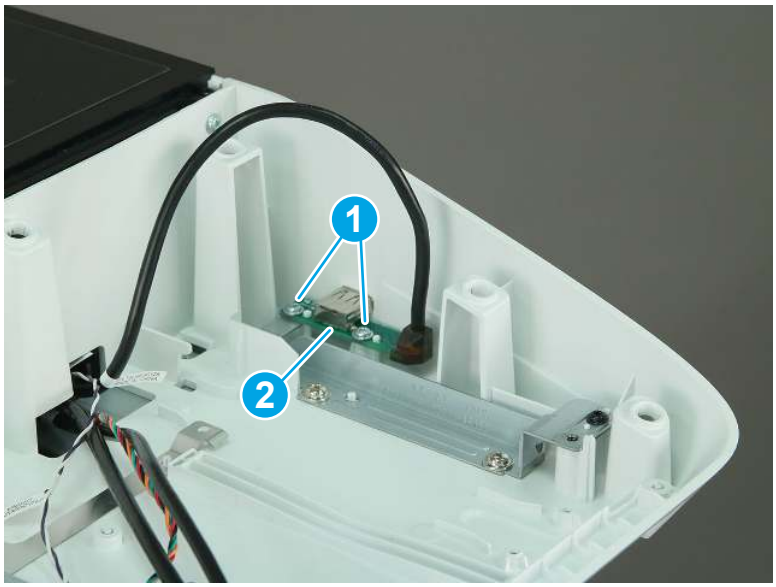
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-405 Release the light PCA



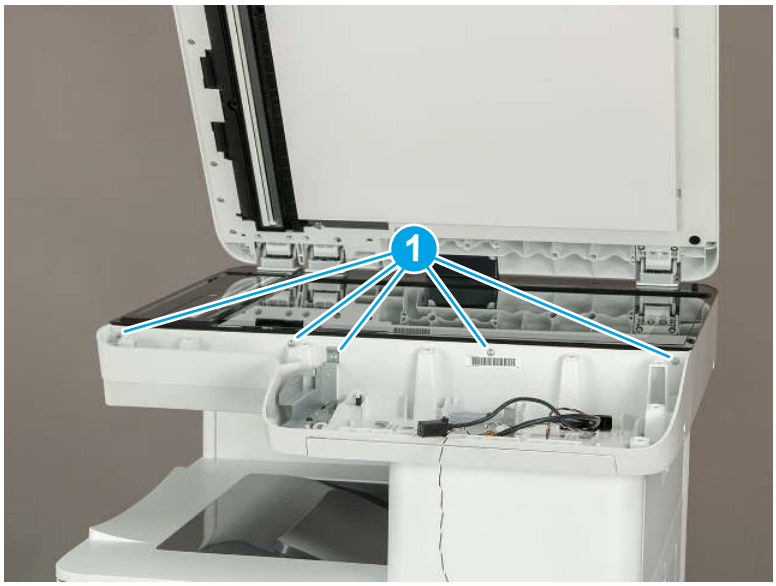
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-406 Release the USB port PCA



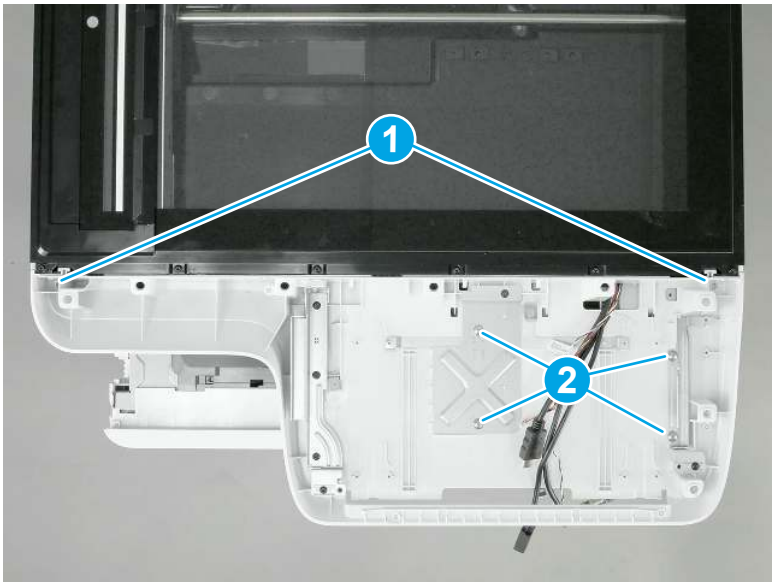
c. Remove five screws (callout 1).

Figure 4-407 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

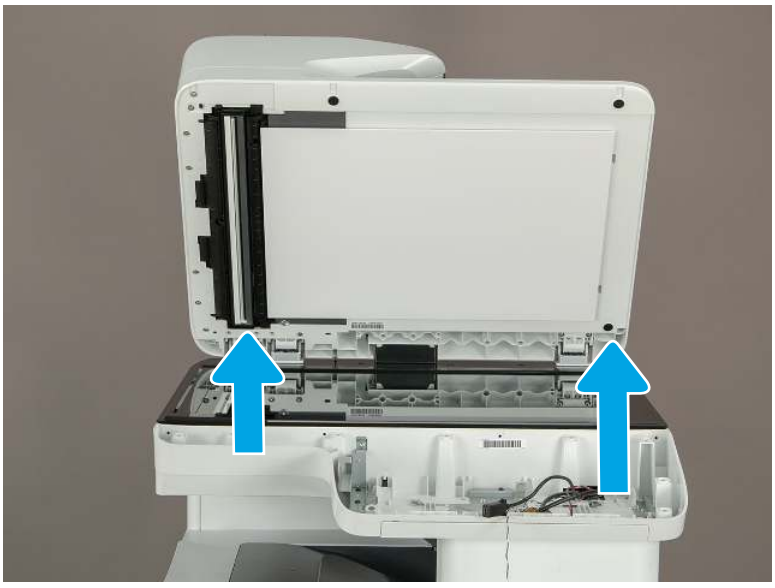
Figure 4-408 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

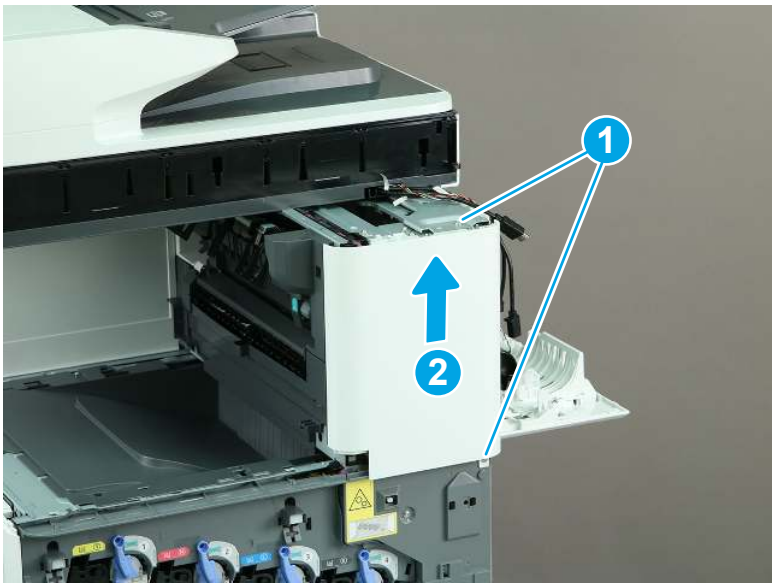
Figure 4-409 Remove the nose cone



5. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

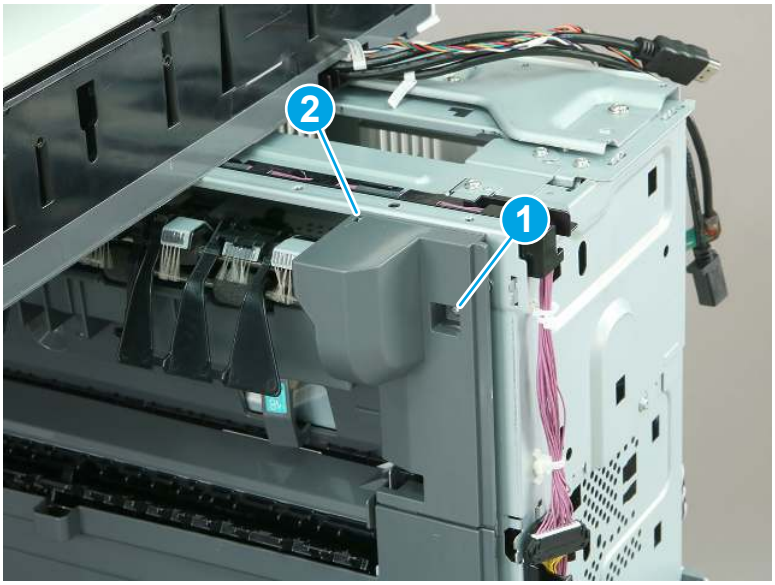
Figure 4-410 Remove the right front cover



6. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

Figure 4-411 Remove the delivery front cover



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Delivery cover (M776zs)

Learn how to remove and replace the delivery cover.

Mean time to repair: 10 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 4-41 Part information

Part number	Part description
RC5-2734-000CN	Cover, paper delivery

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-412 Remove the formatter cover

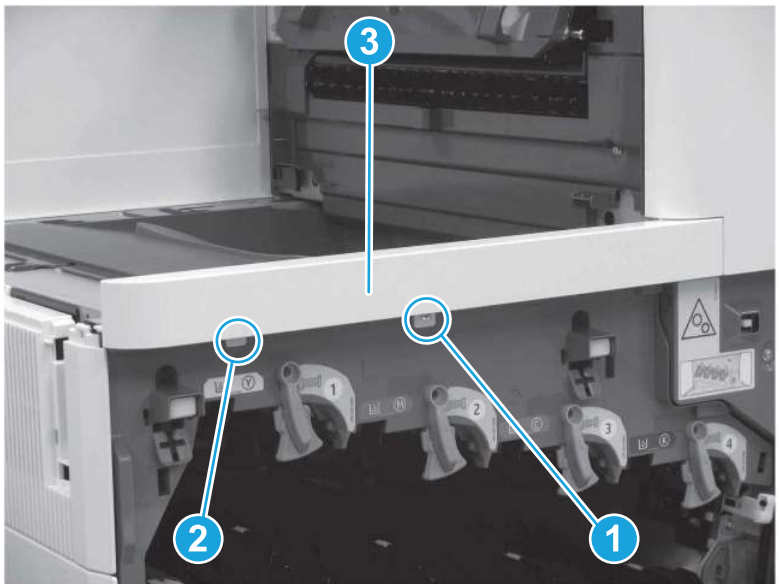
2. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-413 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

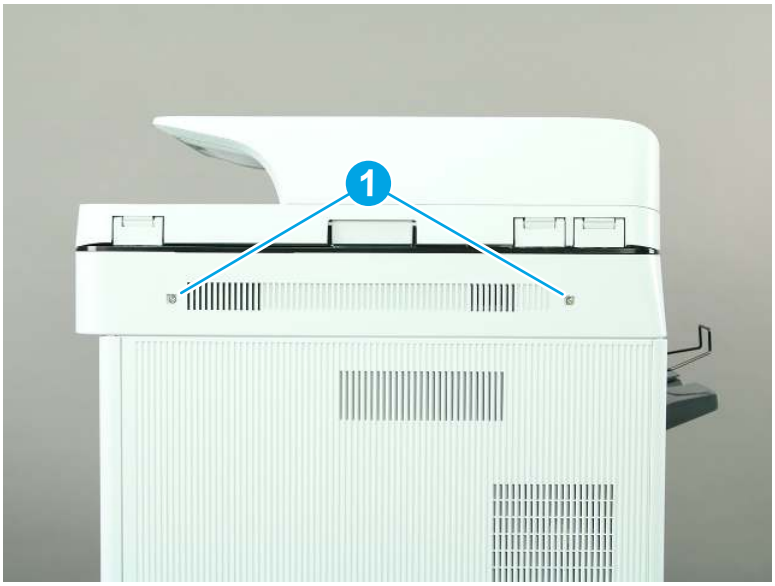
Figure 4-414 Remove the front cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-415 Remove two screws



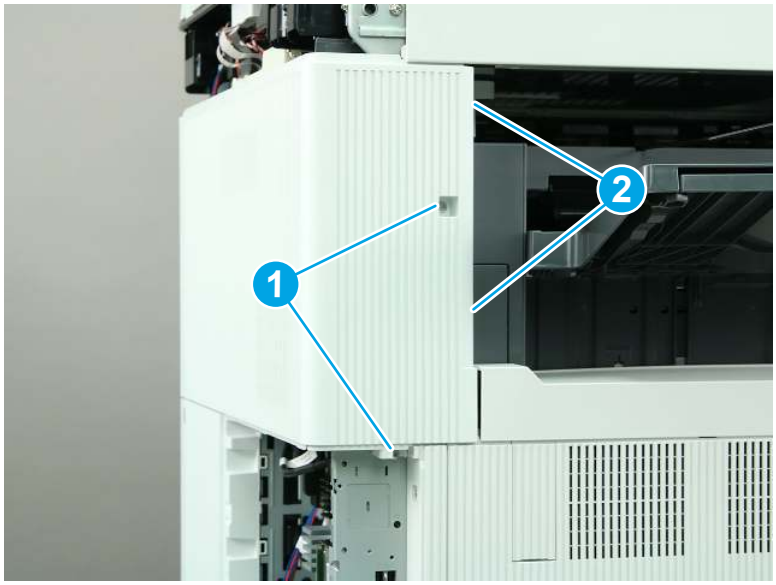
b. Remove the SCB cover.

Figure 4-416 Remove the SCB cover

4. Remove the rear upper cover and left rear upper cover (M776zs).

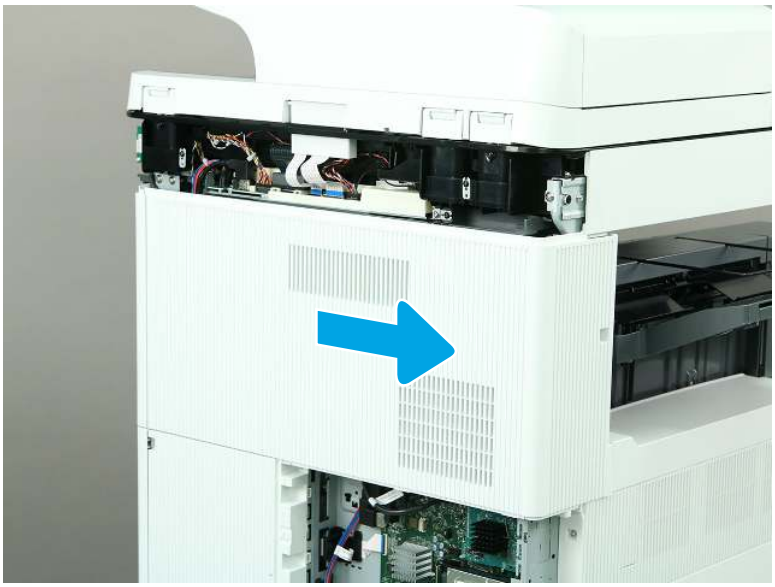
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-417 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

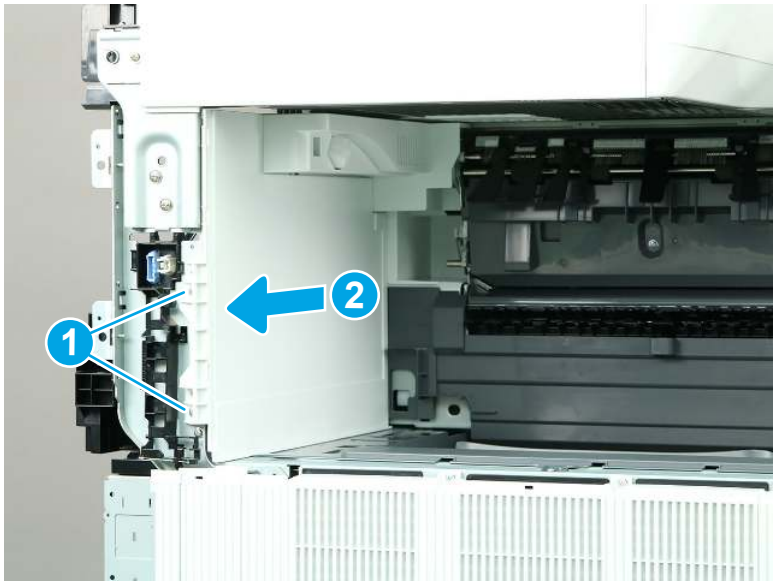
Figure 4-418 Remove the rear upper and left rear upper cover



5. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-419 Remove the main cover



6. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-420 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

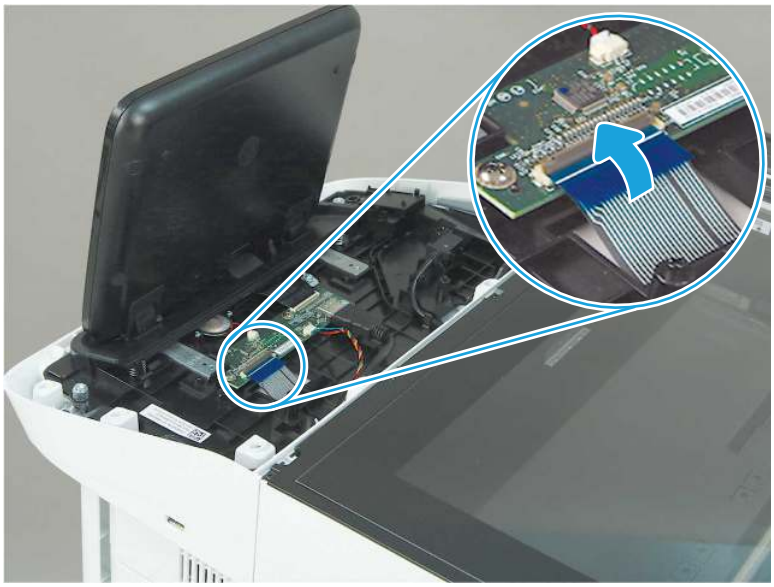
Figure 4-421 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-422 Remove the control panel cover

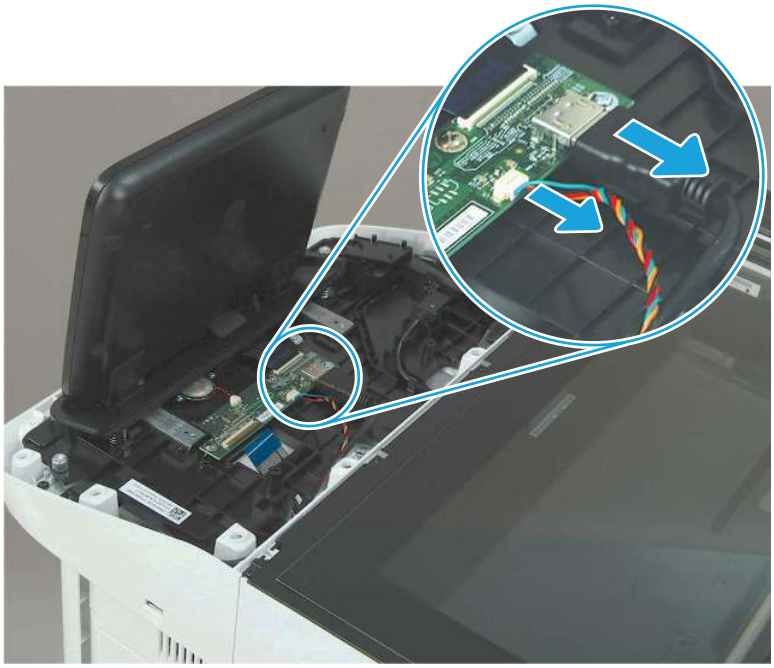
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-423 Release the keyboard flat cable (M776z/M776zs)



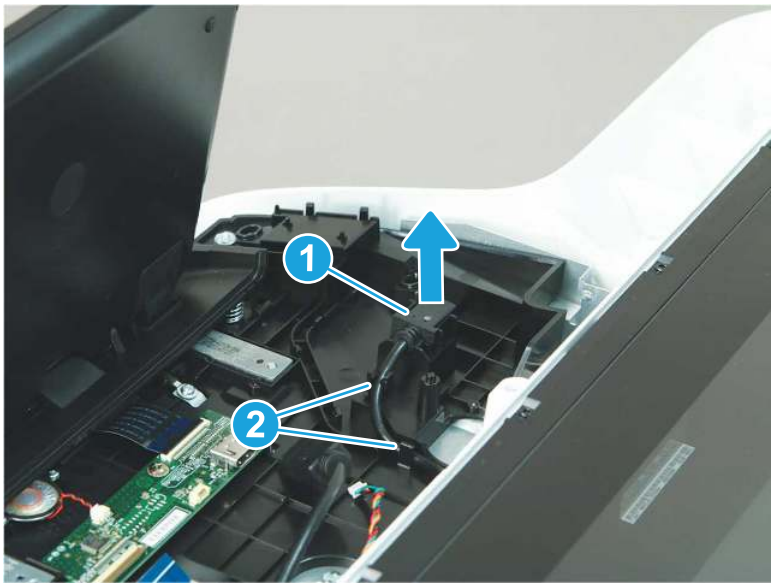
e. Disconnect two connectors

Figure 4-424 Disconnect two connectors



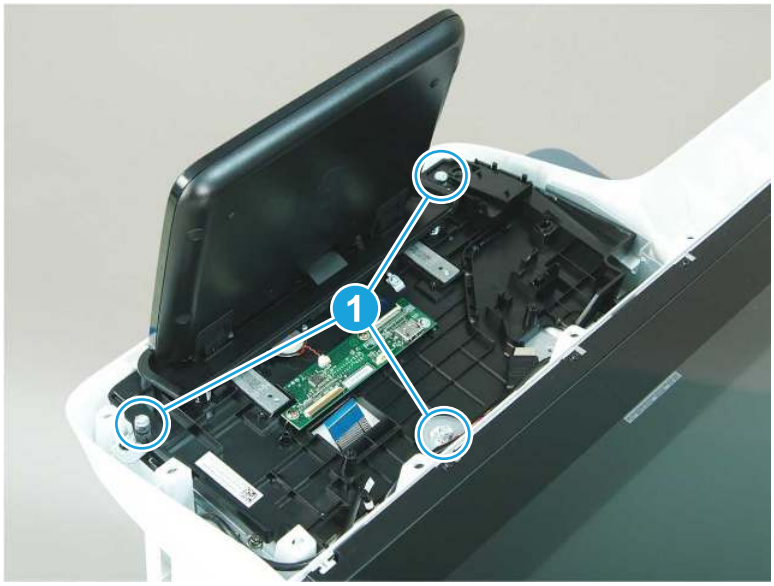
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-425 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-426 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-427 Remove the control panel

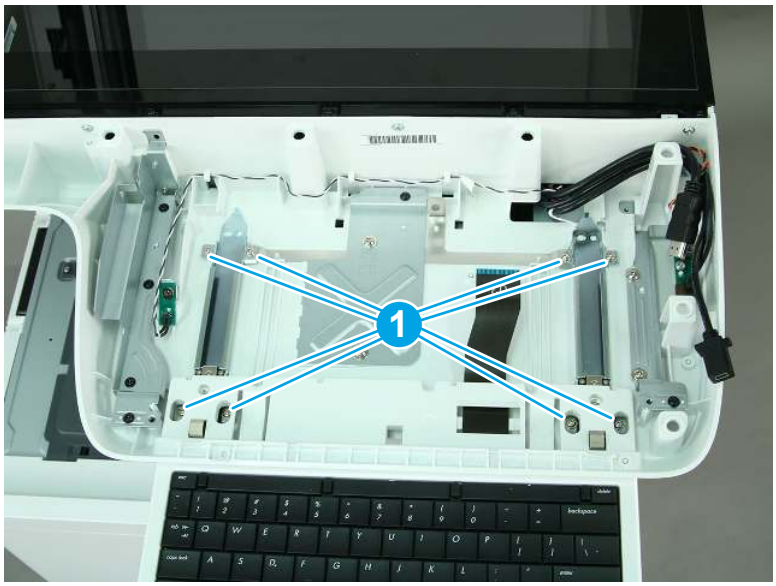
7. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-428 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-429 Remove eight screws



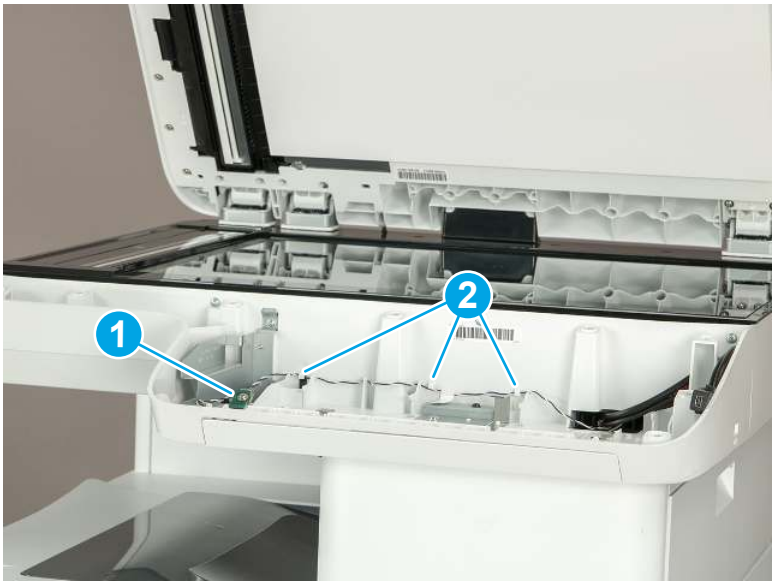
c. Remove the keyboard and rails.

Figure 4-430 Remove the keyboard and rails

8. Remove the nose cone (M776).

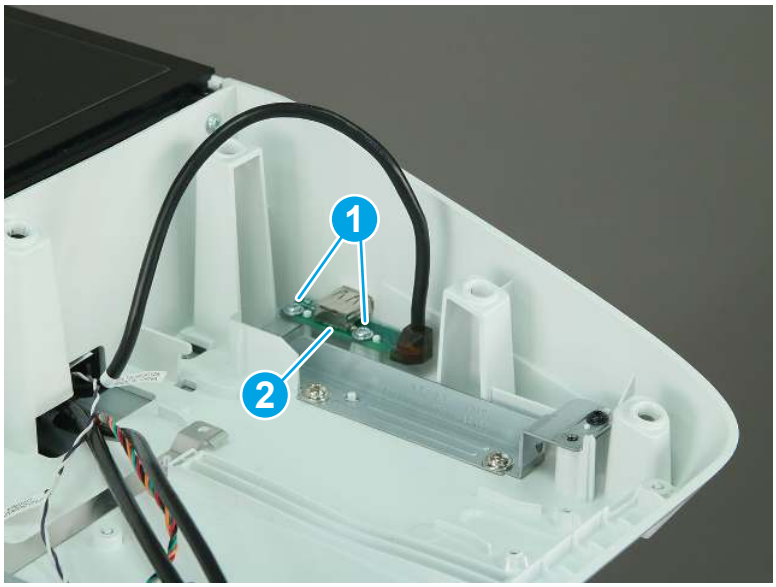
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-431 Release the light PCA



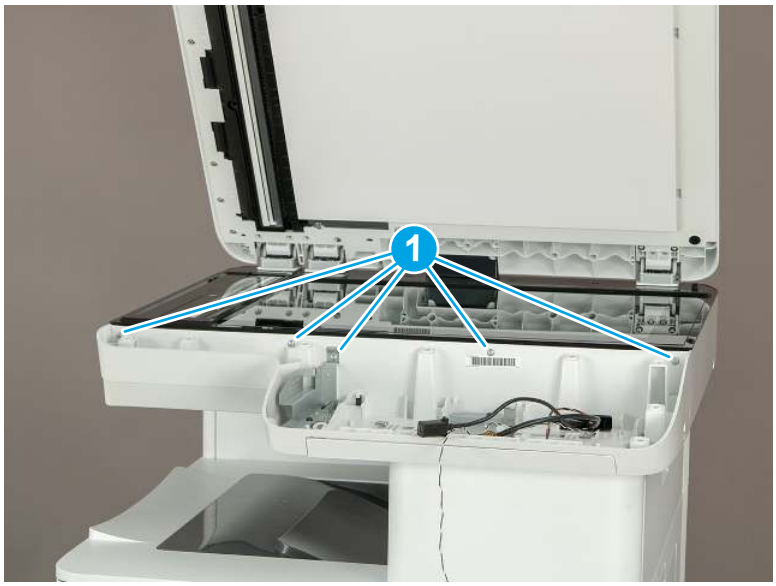
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-432 Release the USB port PCA



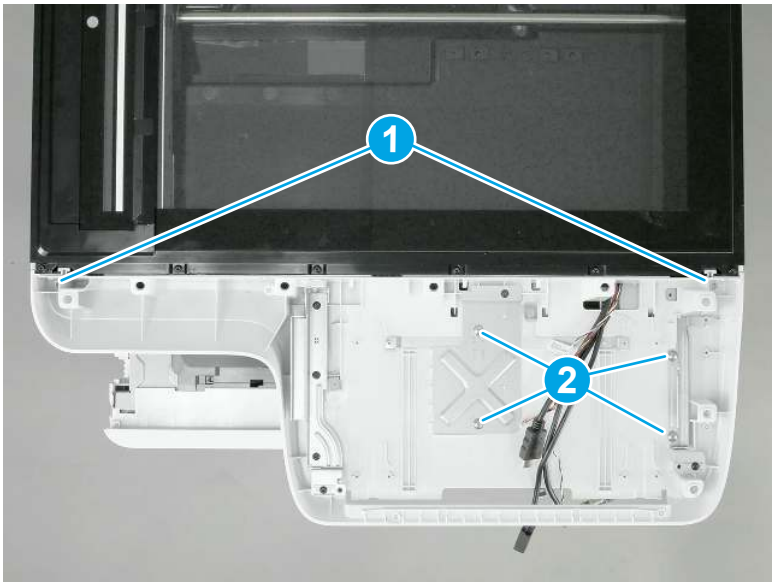
c. Remove five screws (callout 1).

Figure 4-433 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

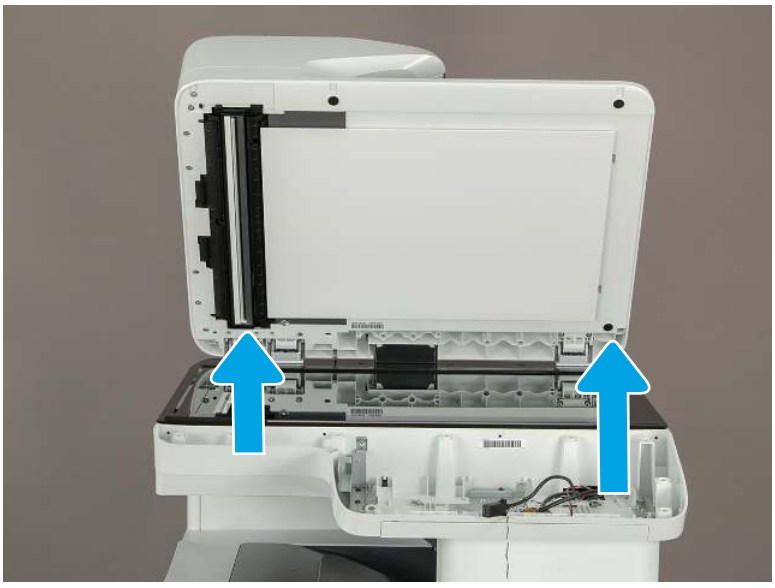
Figure 4-434 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

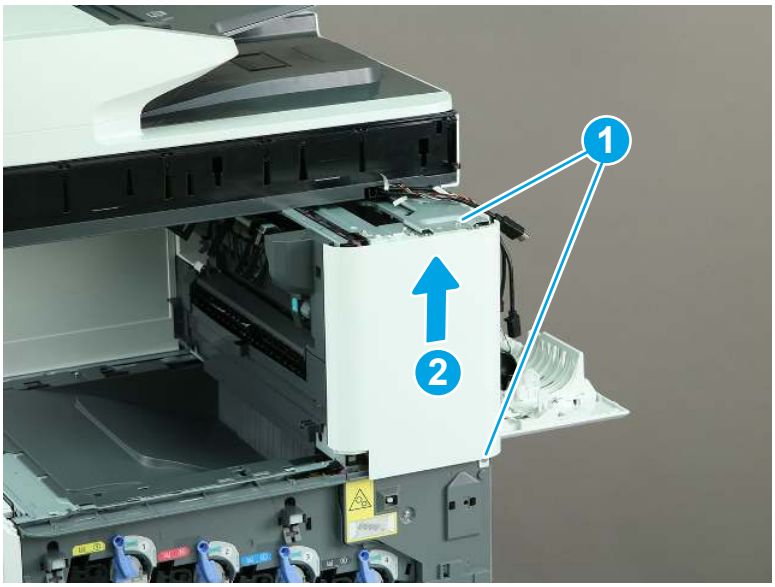
Figure 4-435 Remove the nose cone



9. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

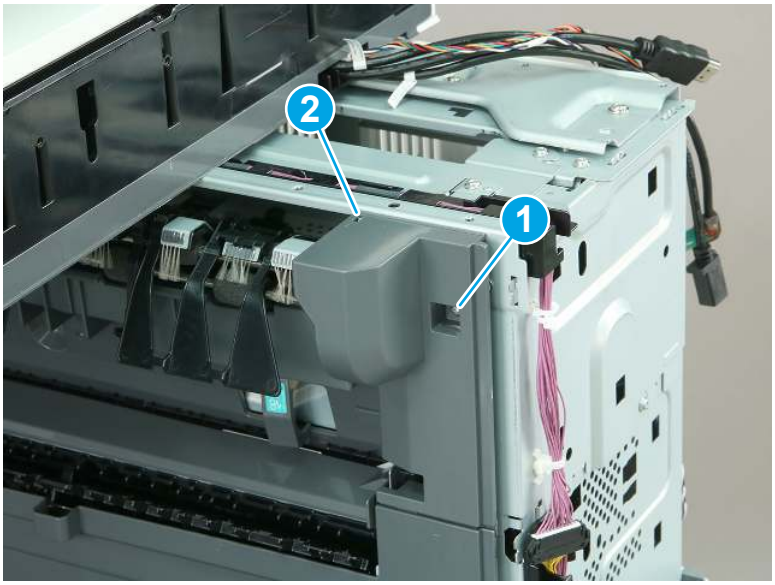
Figure 4-436 Remove the right front cover



10. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

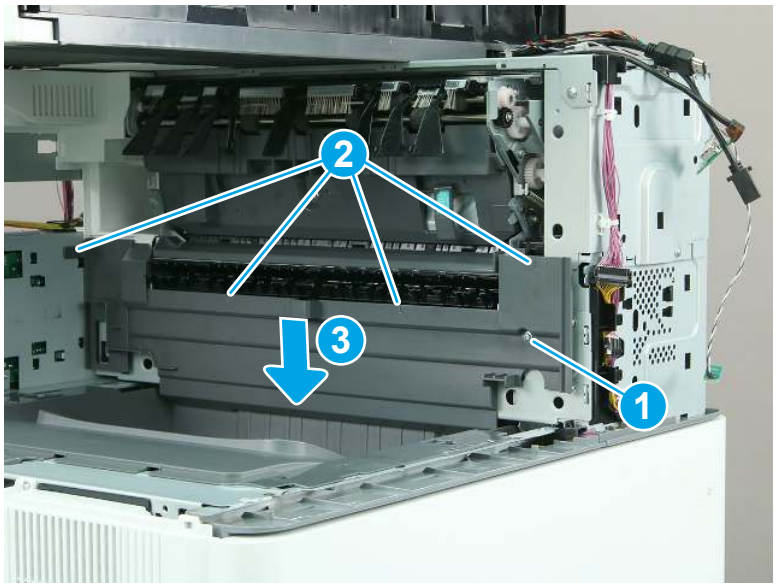
Figure 4-437 Remove the delivery front cover



11. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

Figure 4-438 Remove the delivery cover



12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Delivery rear cover (M776zs)

Learn how to remove and replace the delivery rear cover.

Mean time to repair: 15 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 4-42 Part information

Part number	Part description
RM2-1782-000CN	Rear delivery cover assembly

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

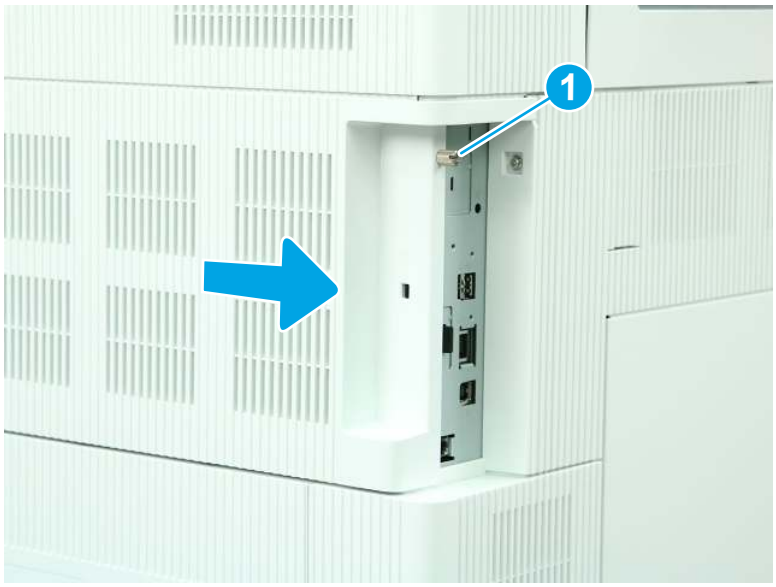
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-439 Remove the formatter cover



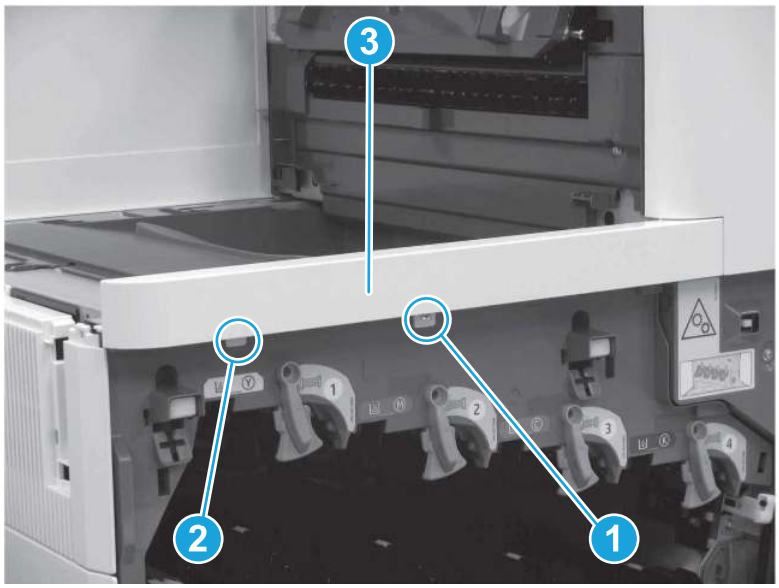
2. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-440 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

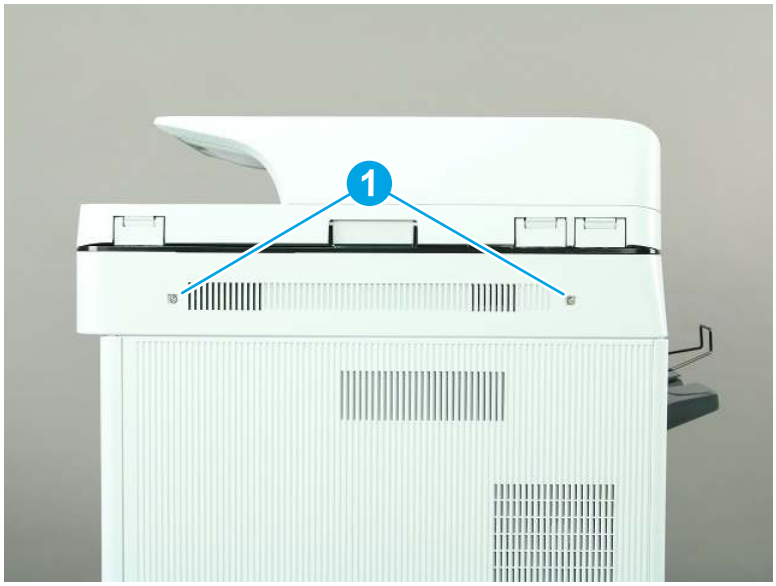
Figure 4-441 Remove the front cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-442 Remove two screws



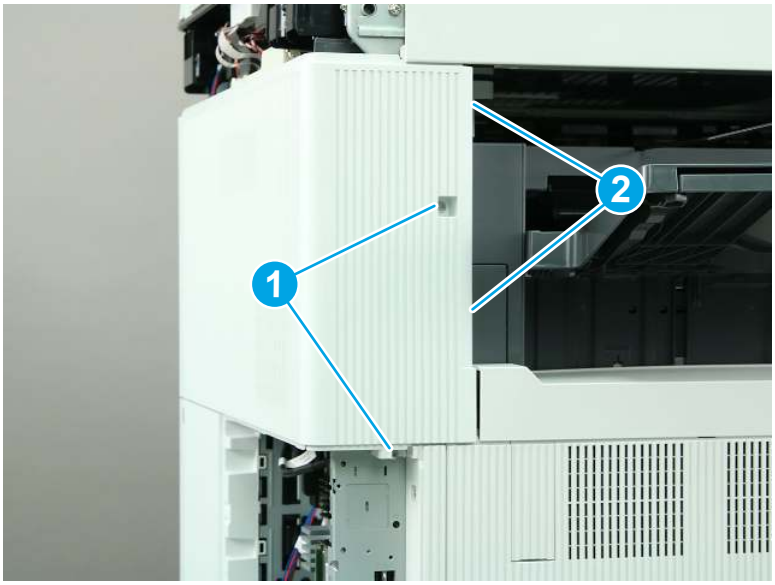
b. Remove the SCB cover.

Figure 4-443 Remove the SCB cover

4. Remove the rear upper cover and left rear upper cover (M776zs).

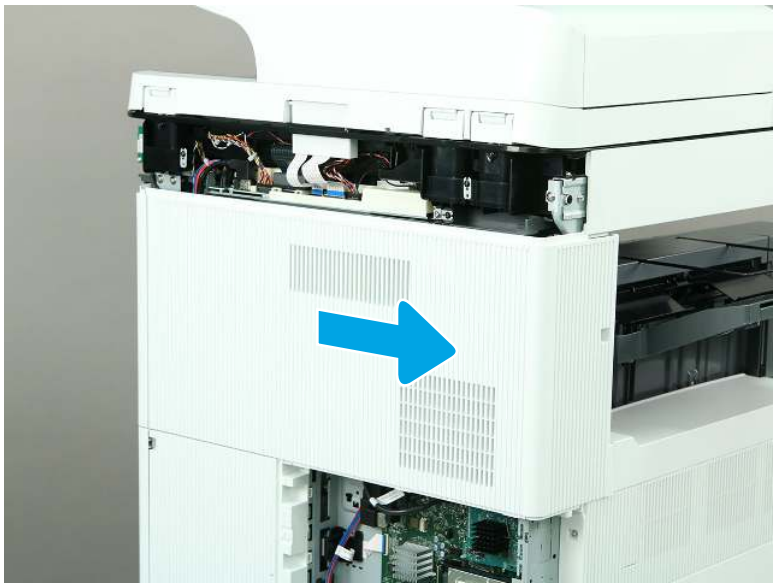
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-444 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

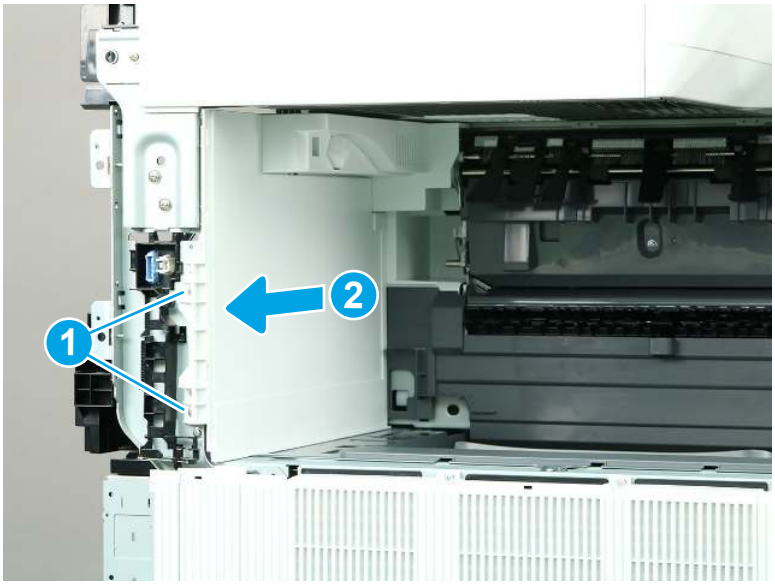
Figure 4-445 Remove the rear upper and left rear upper cover



5. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-446 Remove the main cover



6. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-447 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

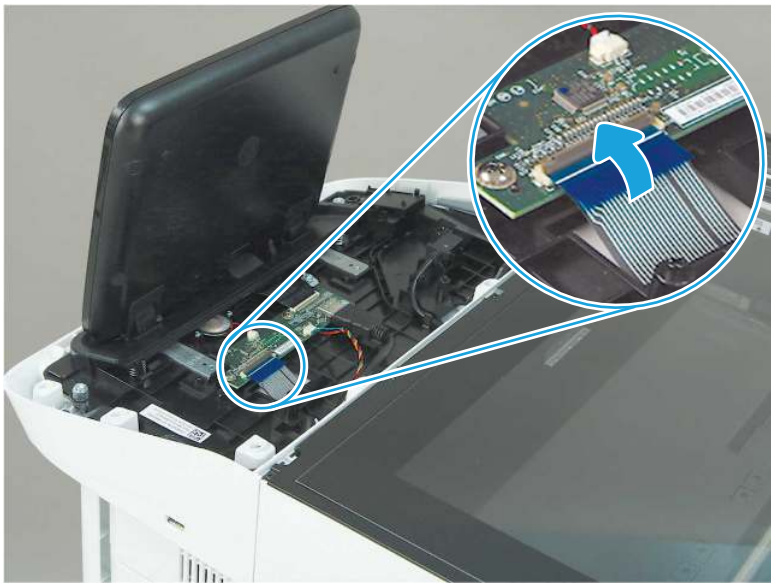
Figure 4-448 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-449 **Remove the control panel cover**

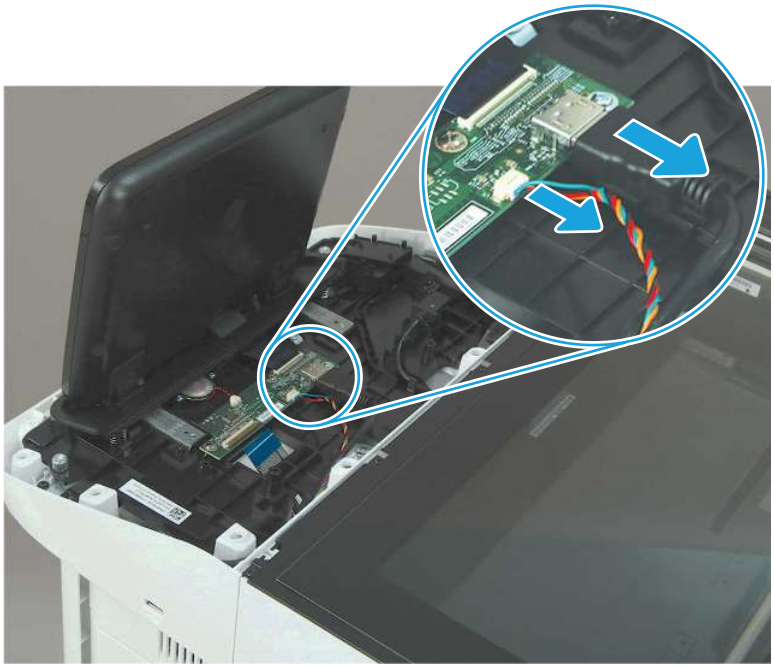
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-450 **Release the keyboard flat cable (M776z/M776zs)**



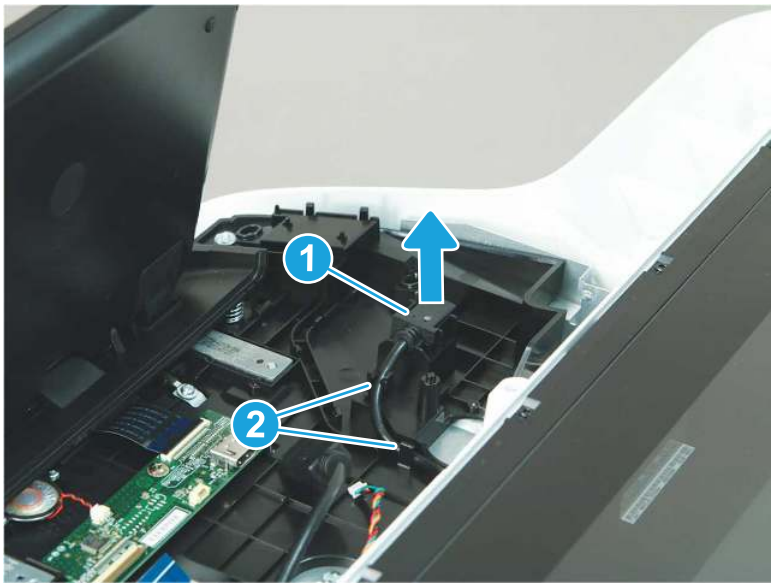
e. Disconnect two connectors

Figure 4-451 Disconnect two connectors



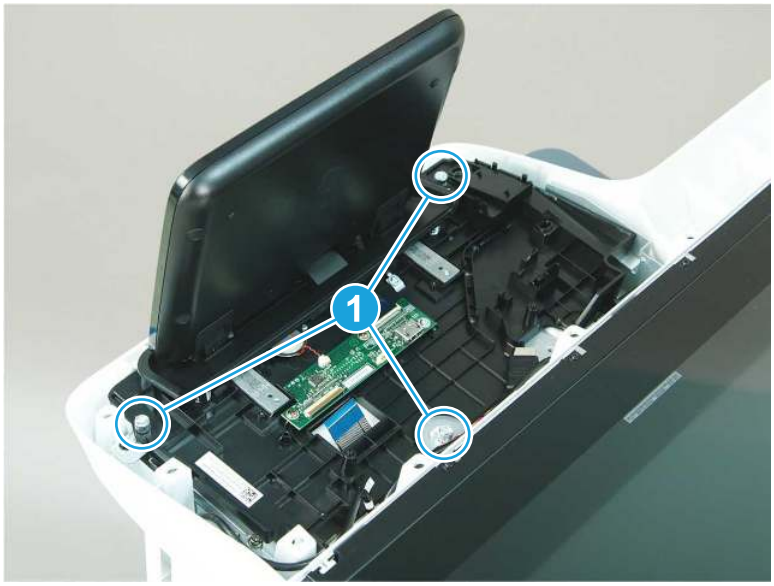
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-452 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-453 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-454 Remove the control panel

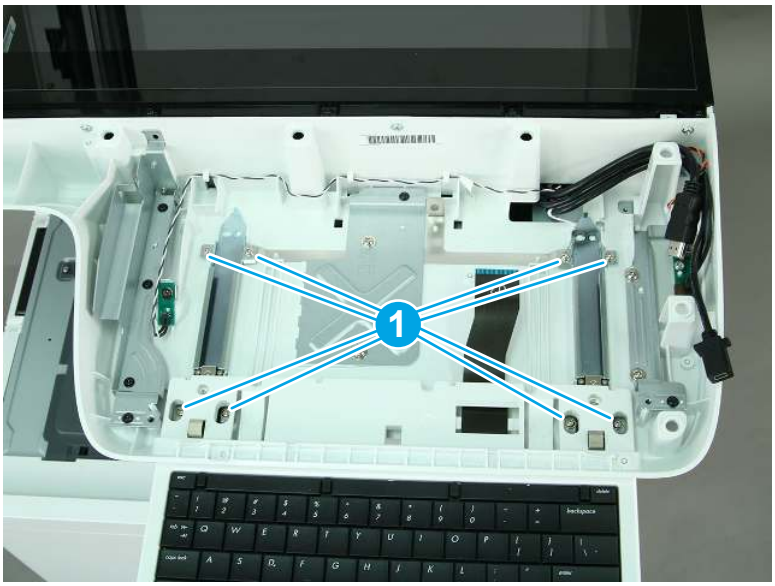
7. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-455 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-456 Remove eight screws



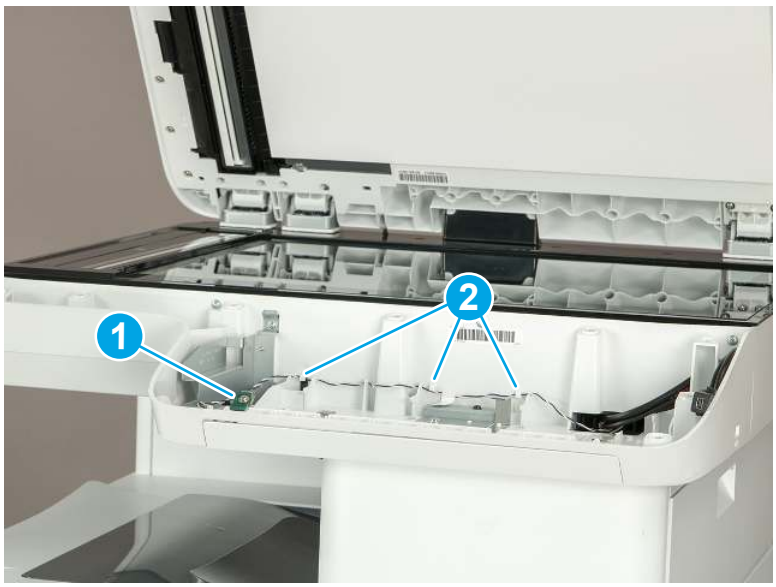
c. Remove the keyboard and rails.

Figure 4-457 Remove the keyboard and rails

8. Remove the nose cone (M776).

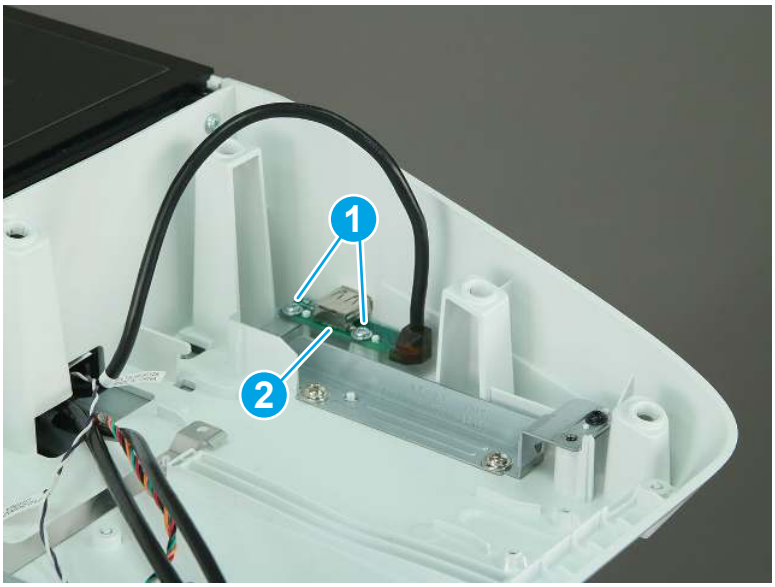
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-458 Release the light PCA



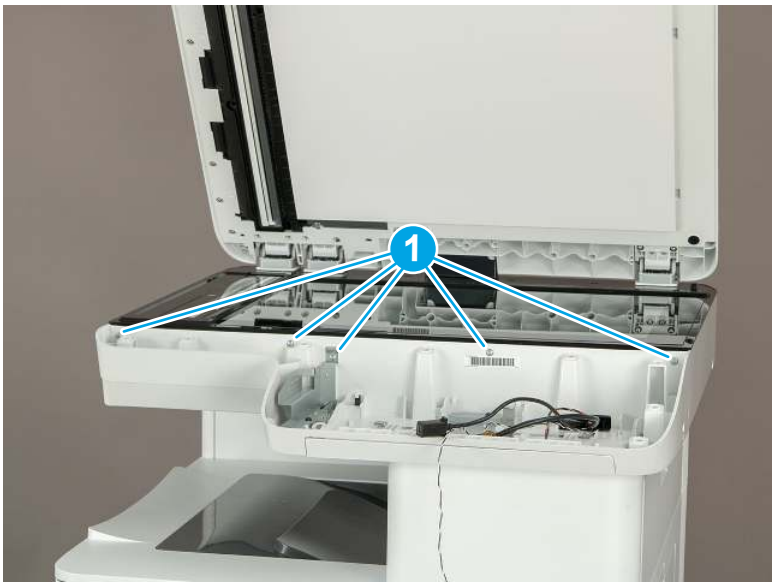
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-459 Release the USB port PCA



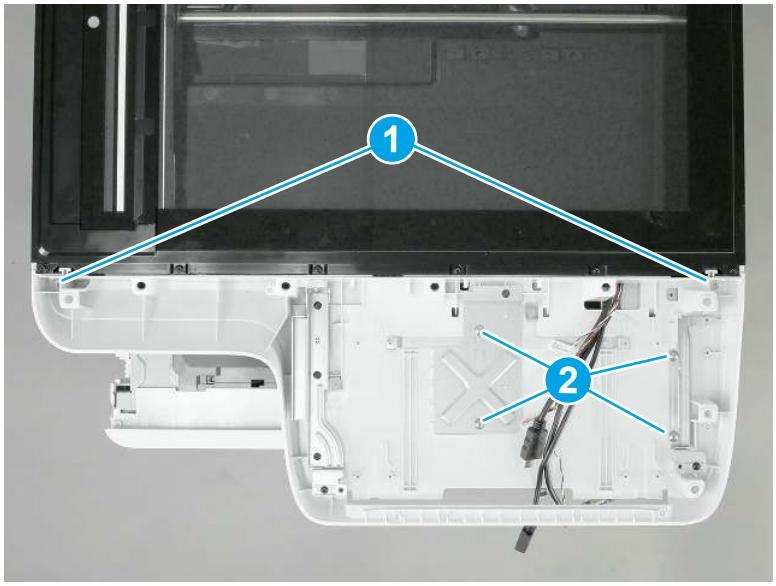
c. Remove five screws (callout 1).

Figure 4-460 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

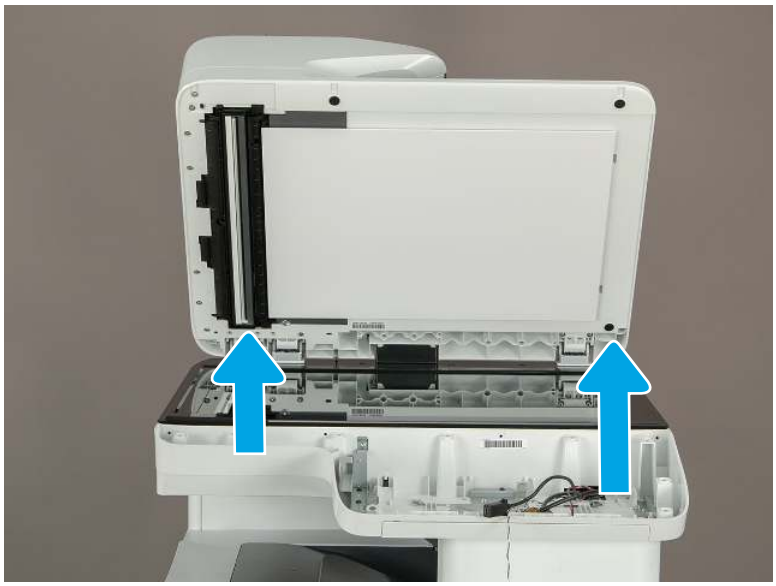
Figure 4-461 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

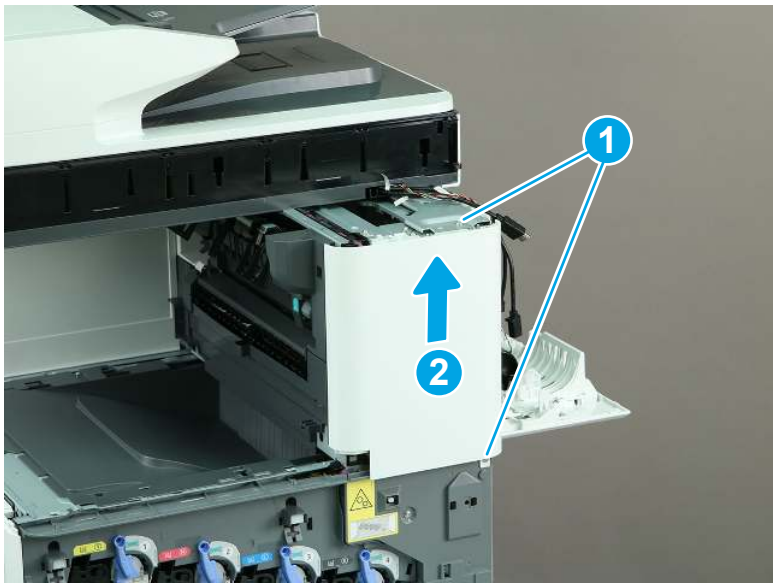
Figure 4-462 Remove the nose cone



9. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

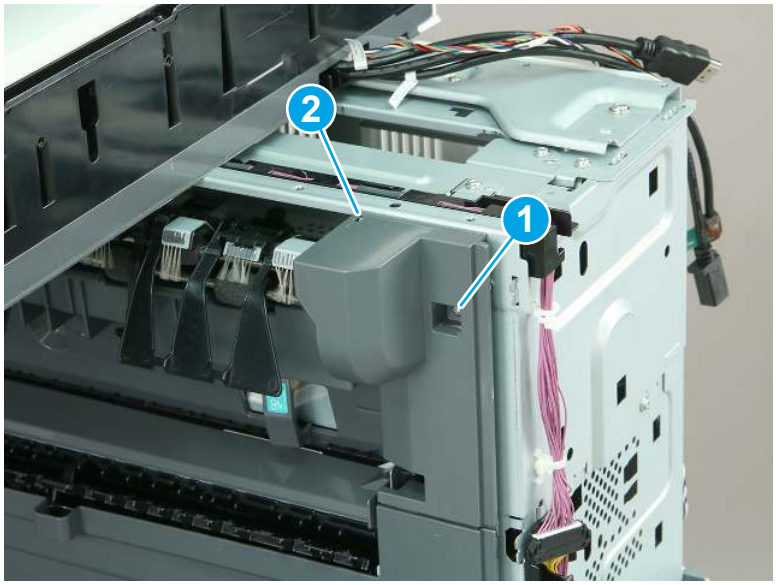
Figure 4-463 Remove the right front cover



10. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

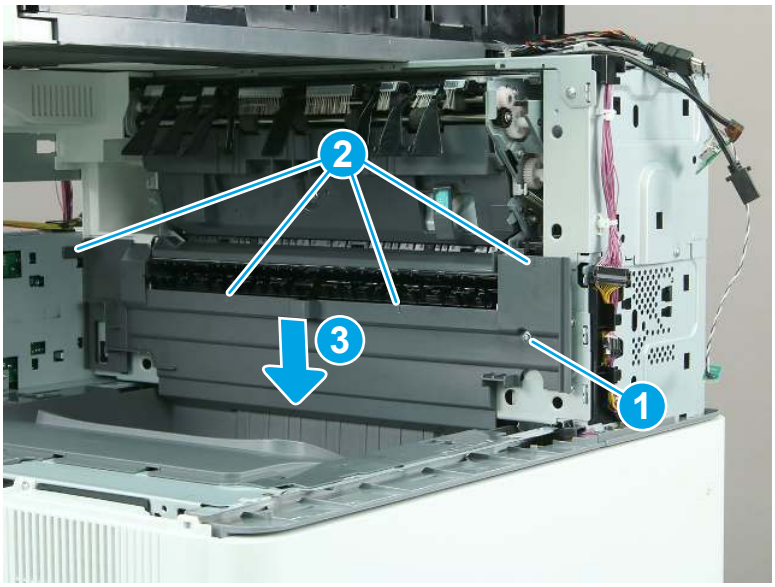
Figure 4-464 Remove the delivery front cover



11. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

Figure 4-465 Remove the delivery cover

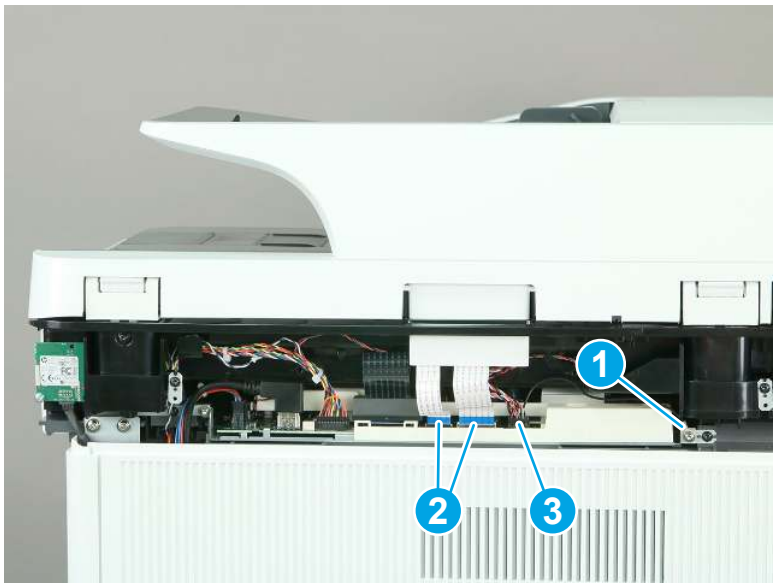


12. Remove the document feeder (M776dn/M776z/M776zs).

a. Remove one Torx T10 screw (callout 1) to release the ground wire, disconnect two flat cables (callout 2), and then disconnect one connector (callout 3).

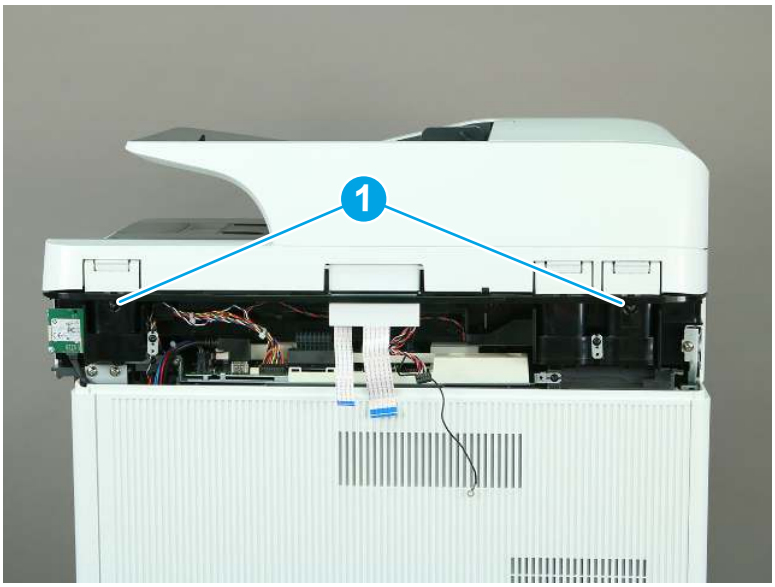
⚠ CAUTION: These connectors (callout 2) are zero insertion force (ZIF) connectors. The clip on these connectors is easily dislodged and lost.

Figure 4-466 Remove one screw and disconnect three connectors



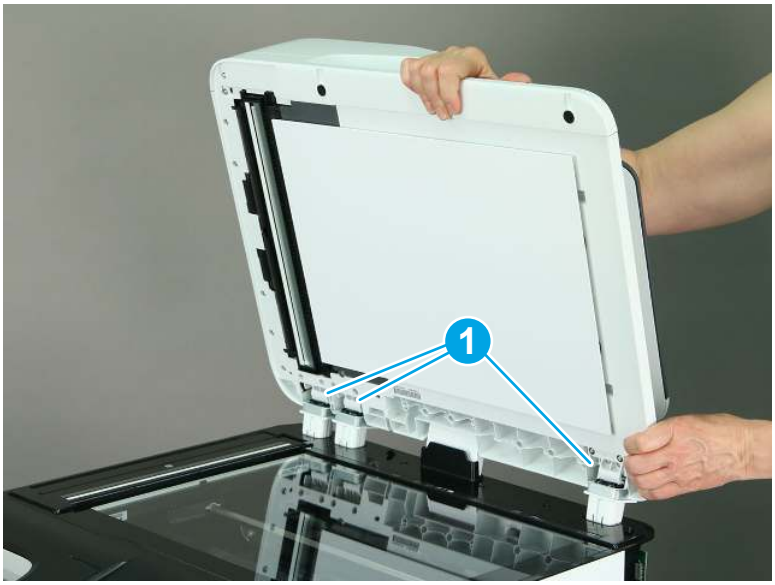
b. Remove two screws (callout 1).

Figure 4-467 Remove two screws



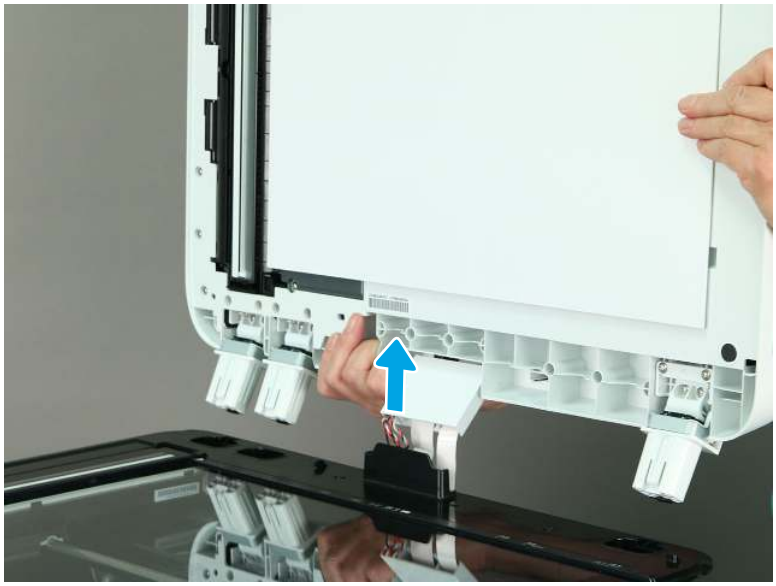
c. Open the document feeder, and then lift it straight up until it stops at the retention tabs on each hinge (callout 1). Insert a small, flat-blade screwdriver between the hinge body and the slot in the scanner body (on the scanner glass side of the hinge) to release the retention tabs (on each hinge).

Figure 4-468 Release the hinges



d. Carefully thread the document feeder flat cables, wire harness, and ground wire up and through the opening in the scanner cover to remove the document feeder.

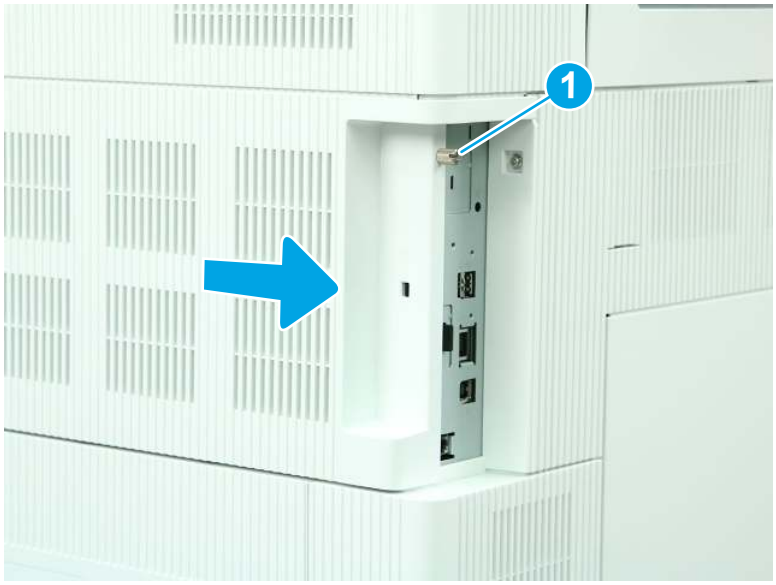
Figure 4-469 Remove the document feeder



13. Remove the image scanner (M776dn/M776z/M776zs).

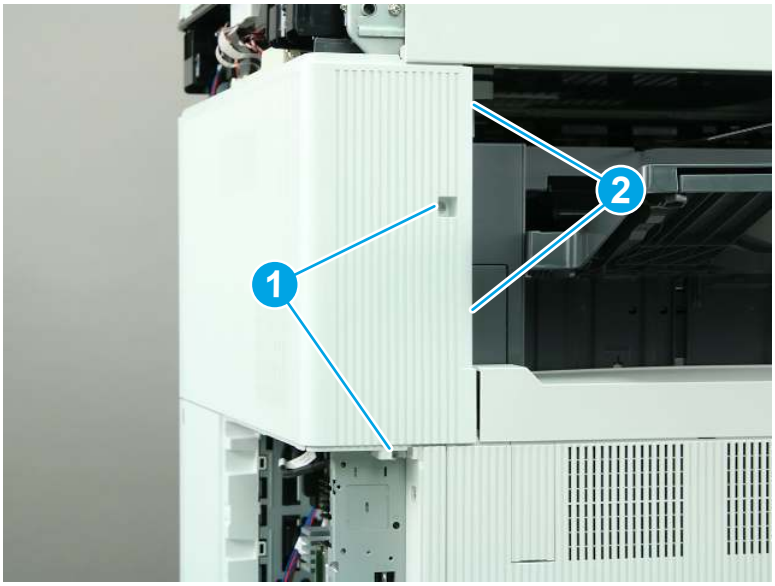
a. Remove the formatter cover.

Figure 4-470 Remove the formatter cover



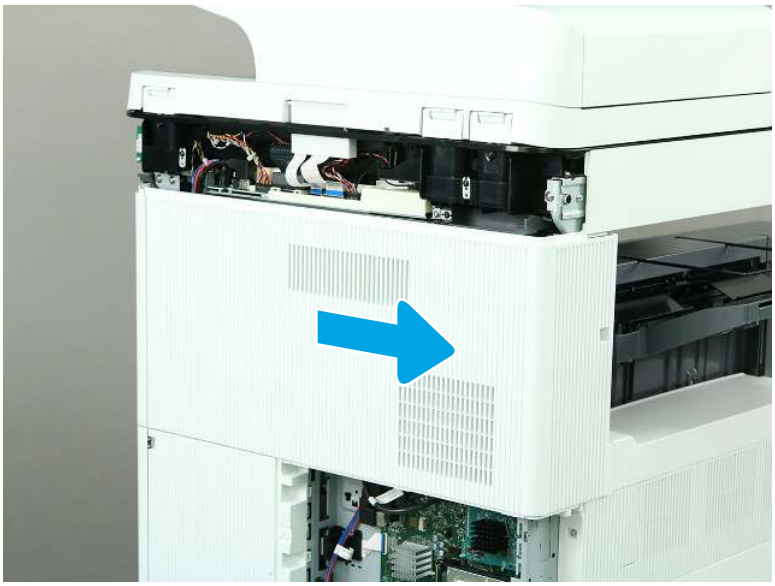
b. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-471 Remove two screws and release two tabs



c. Slide the cover to the right to remove it.

Figure 4-472 Remove the rear upper and left rear upper cover

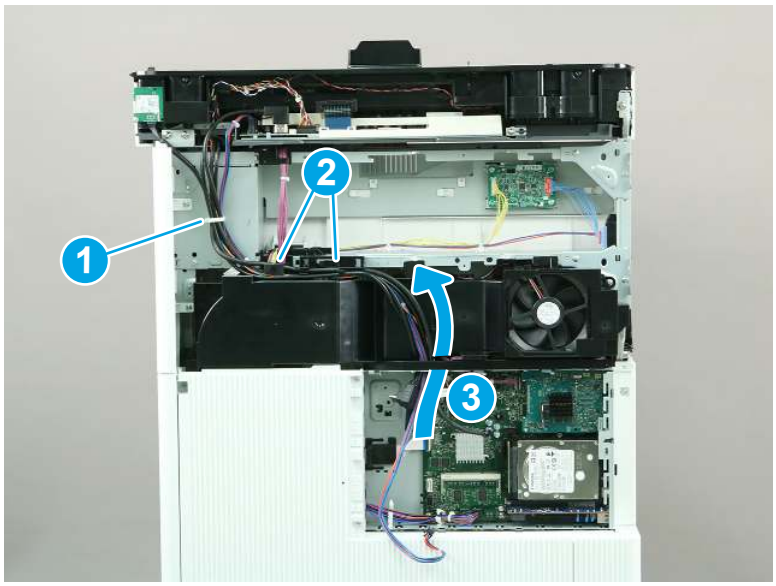


d. Disconnect five connectors on the formatter (callout 1).

Figure 4-473 Disconnect five connectors

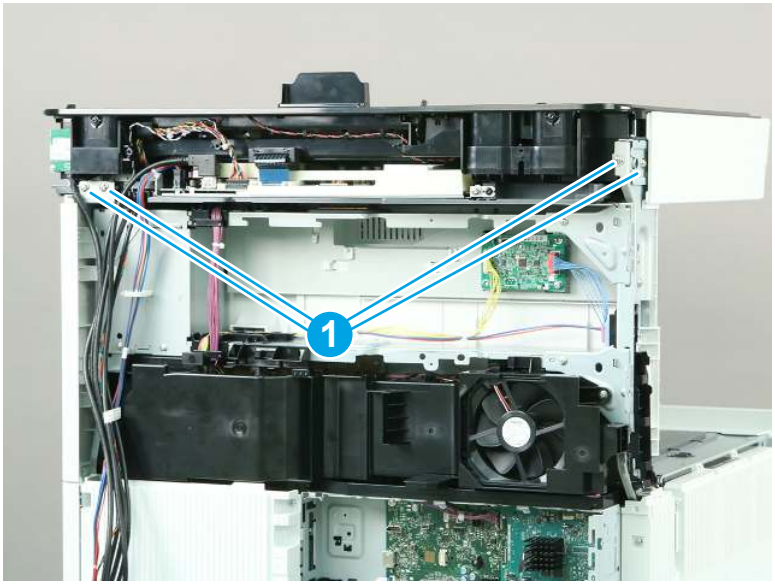
e. Release one retainer (callout 1), release the cables from the guides (callout 2), and then pass the cables through the upper opening in the formatter cage (callout 3).

Figure 4-474 Release the cables



f. Remove four screws (callout 1).

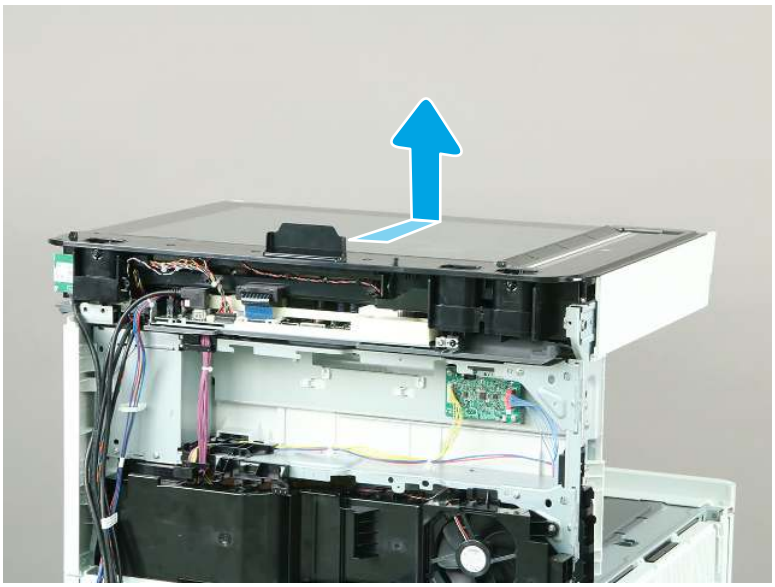
Figure 4-475 Remove four screws



g. Slightly slide the image scanner toward the front of the printer to release it, and then lift it straight up and off of the printer..

NOTE: Pass the wire harness and cables through the opening in the printer.

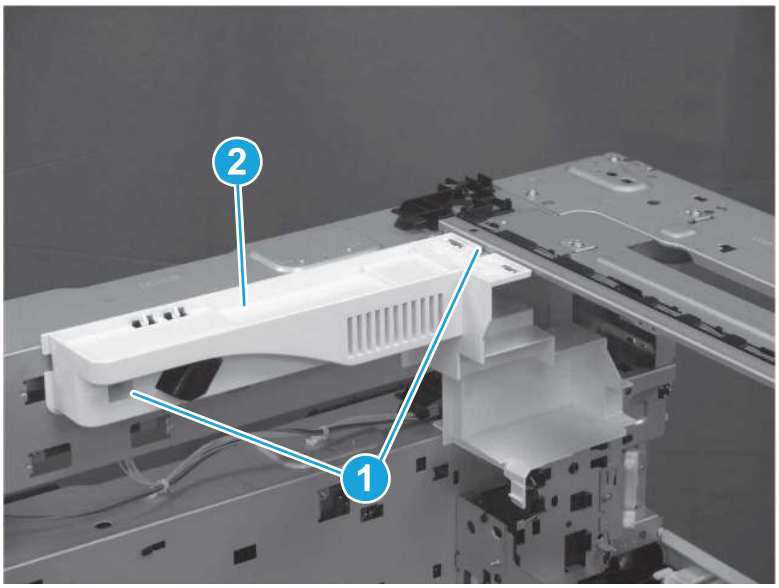
Figure 4-476 Remove the image scanner



14. Remove the rear delivery cover (M776zs).

- Remove two screws (callout 1), and then remove the rear delivery cover (callout 2).

Figure 4-477 **Remove the rear delivery cover**



15. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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.

Internal parts and assemblies

Learn how to remove and replace the printer internal parts and assemblies.

Removal and replacement: Keyboard (M776z/M776zs)

Learn how to remove and replace the keyboard.

View a video of how to remove and replace the keyboard.

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 4-43 Part information

Part number	Part description
Y6V12-67002	Keyboard (US; M776z/M776zs)
Y6V12-67001	Keyboard (UK; M776z/M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-478 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

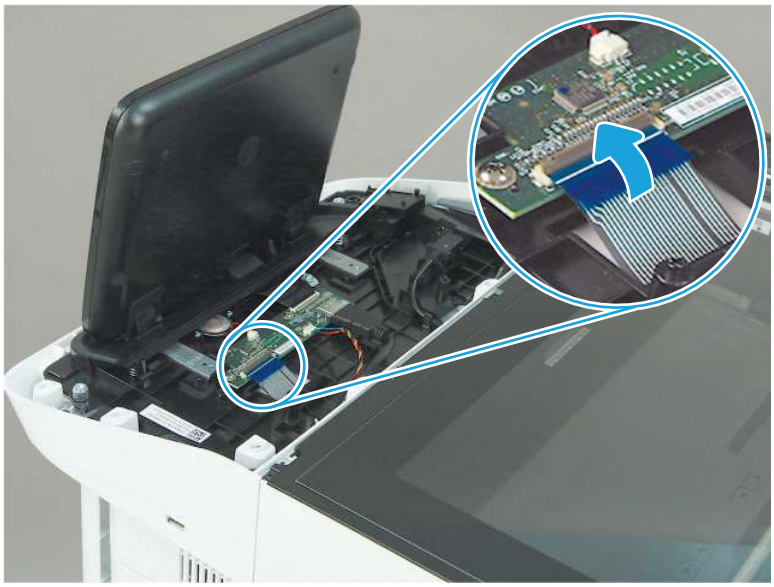
Figure 4-479 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-480 Remove the control panel cover

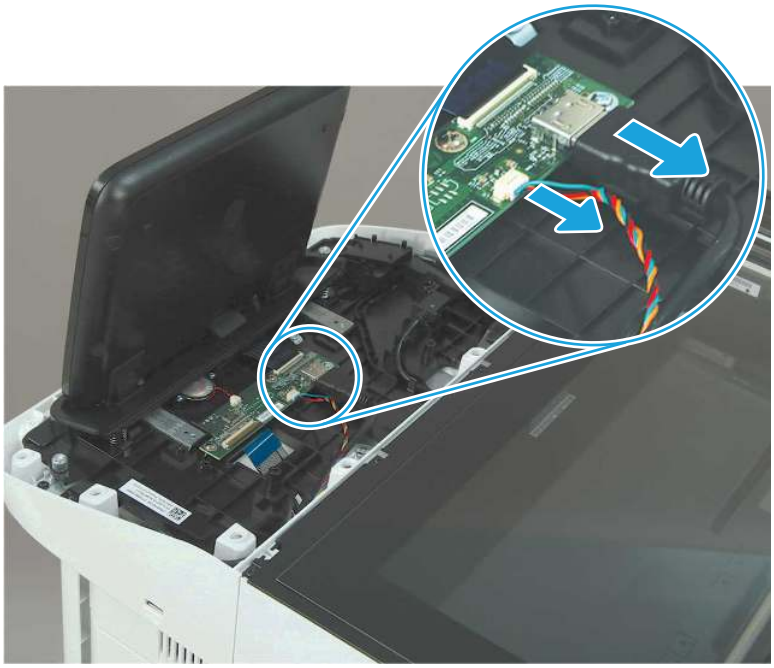
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-481 Release the keyboard flat cable (M776z/M776zs)



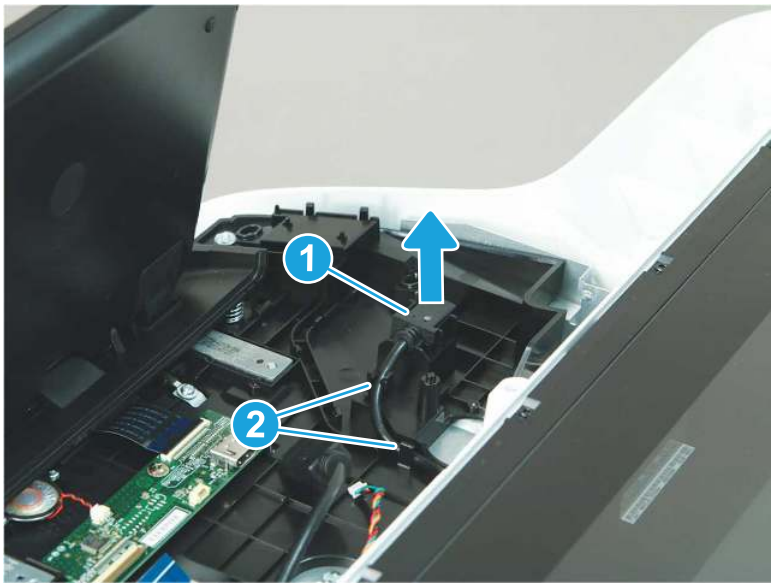
e. Disconnect two connectors

Figure 4-482 Disconnect two connectors



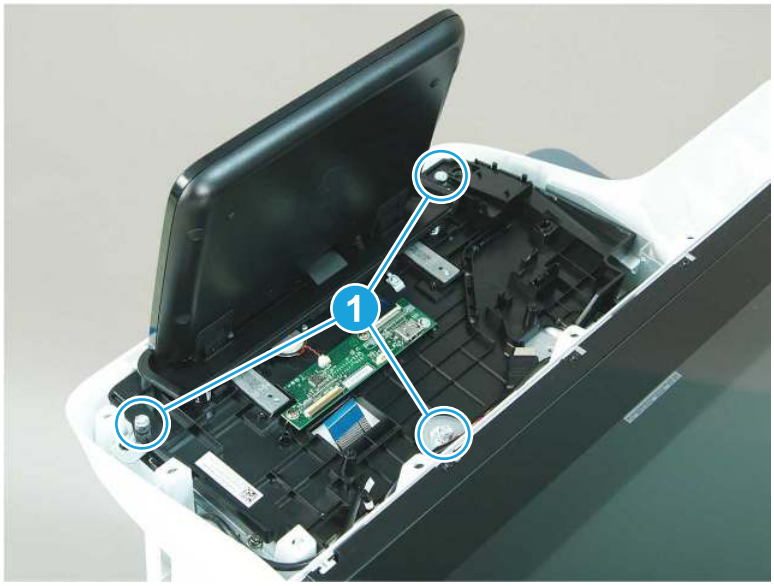
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-483 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-484 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-485 Remove the control panel

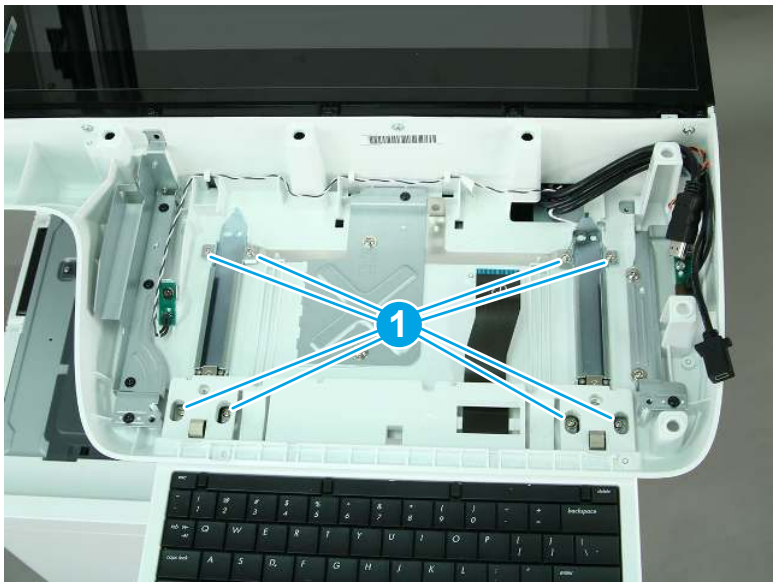
2. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-486 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-487 Remove eight screws



c. Remove the keyboard and rails.

Figure 4-488 **Remove the keyboard and rails**

3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

> **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Scanner control board (M776)

Learn how to remove and replace the scanner control board.

View a video of how to remove and replace the scanner control board.

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 4-44 Part information

Part number	Part description
5851-7916	Kit-SCB enterprise
5851-7917	Kit-SCB work flow

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

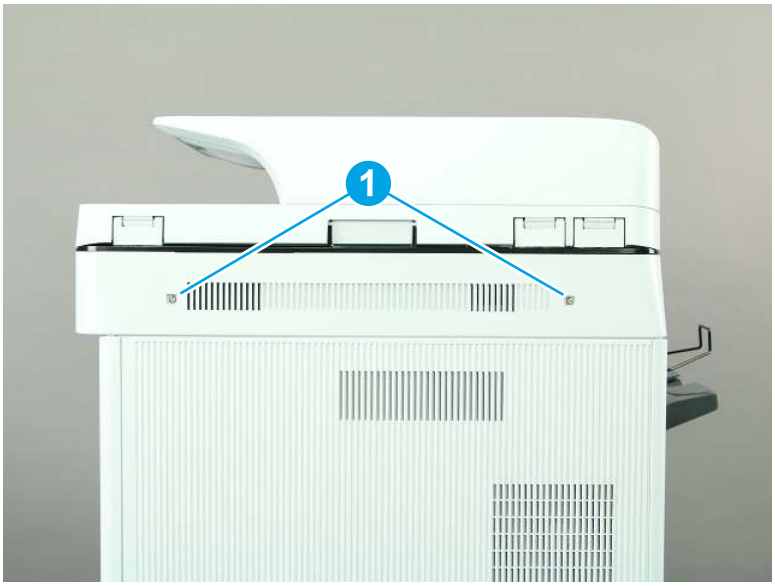
Make sure that the printer initializes to a **Ready** state.

Copy a page from the image scanner and verify it is functioning correctly.

1. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-489 Remove two screws



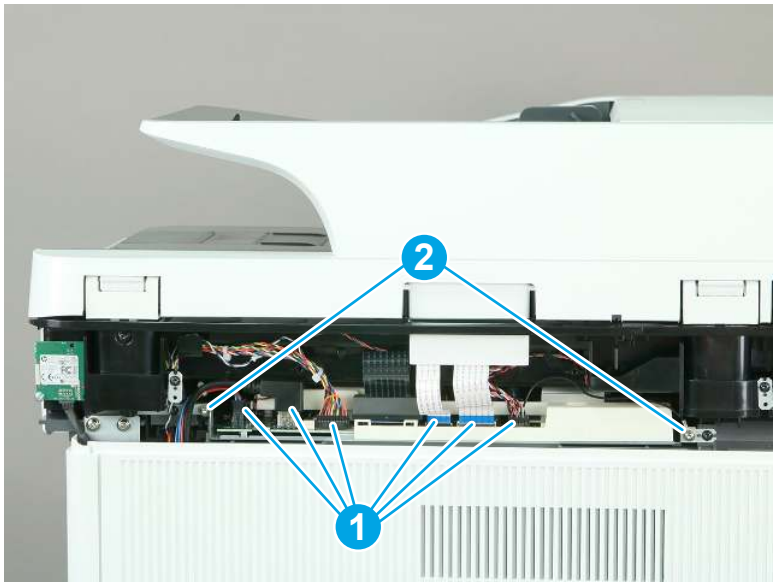
b. Remove the SCB cover.

Figure 4-490 Remove the SCB cover

2. Remove the scanner control board (SCB) (M776dn/M776z/M776zs).

a. Disconnect six connectors (callout 1), and then remove two screws (callout 2).

Figure 4-491 Disconnect six connectors and remove two screws



b. Release the tab on the back of the ferrite holder, and then lift the ferrite up to release it.

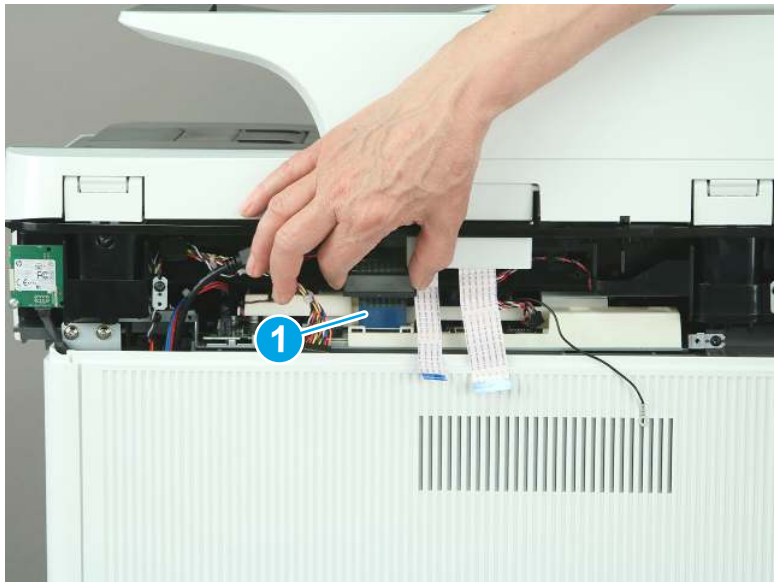
Figure 4-492 Release the ferrite

c. Lift the ferrite up, and then disconnect one flat cable (callout 1).

⚠ CAUTION: This connector is a zero insertion force (ZIF) connector. The clip on this connector is easily dislodged and lost.

Slide the ferrite off of the flat cable after disconnecting it. The ferrite is not captive and can easily slip off and be damaged.

Figure 4-493 Disconnect one flat cable



d. Slide the scanner control board (SCB) out of the printer to remove it.

Figure 4-494 Remove the SCB

3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Wireless PCA (M856/E85055)

Learn how to remove and replace the wireless PCA.

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 4-45 Part information

Part number	Part description
0960-3659	Wireless PCA board

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

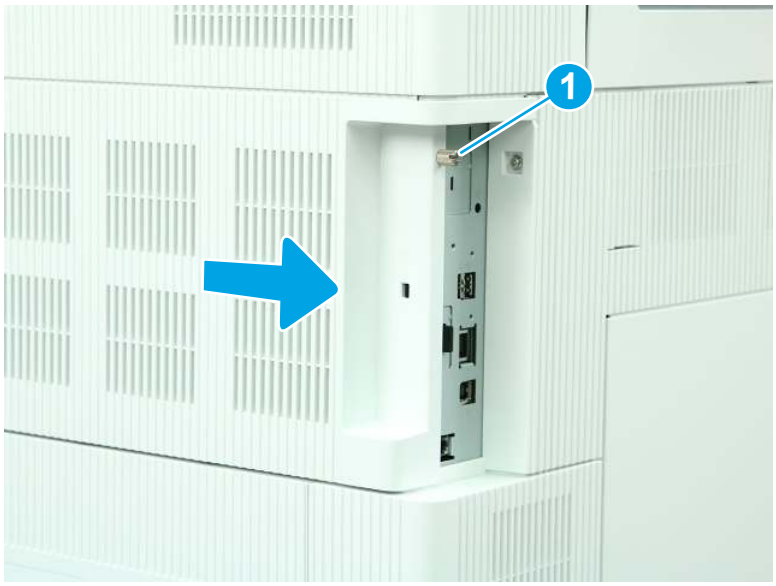
Post service test

Make sure that the printer initializes to a **Ready** state. Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-495 **Remove the formatter cover**

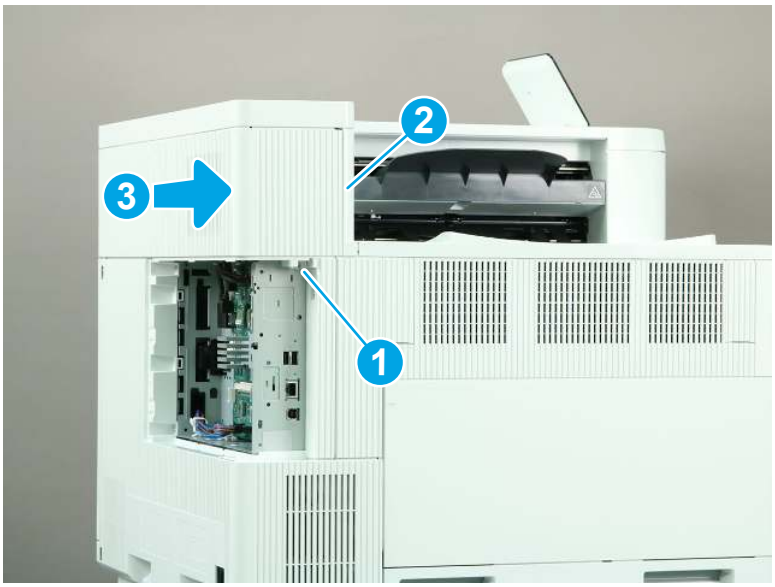
   

2. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

  Figure 4-496 Remove the rear upper cover

3. Remove the control panel (M856/E85055).

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-497 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-498 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-499 Slide the control panel back

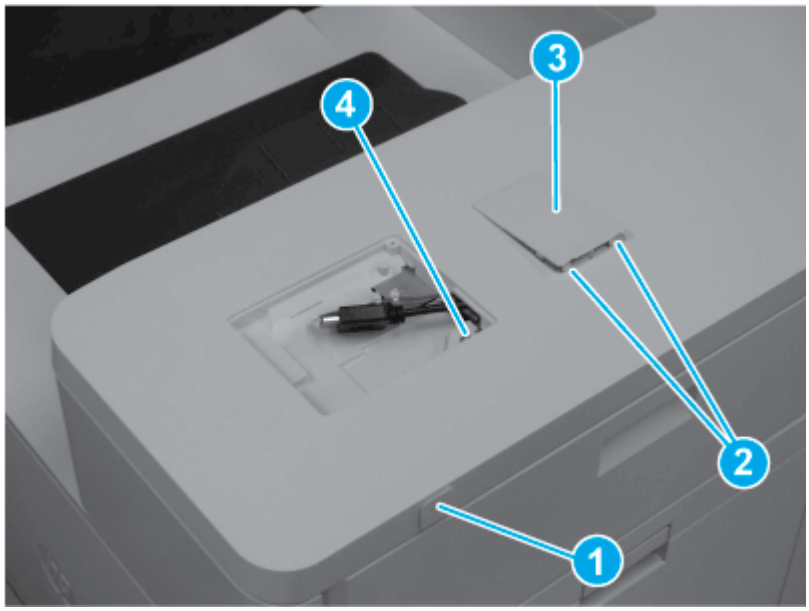
d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-500 Disconnect two connectors

4. Remove the top cover (M856/E85055).

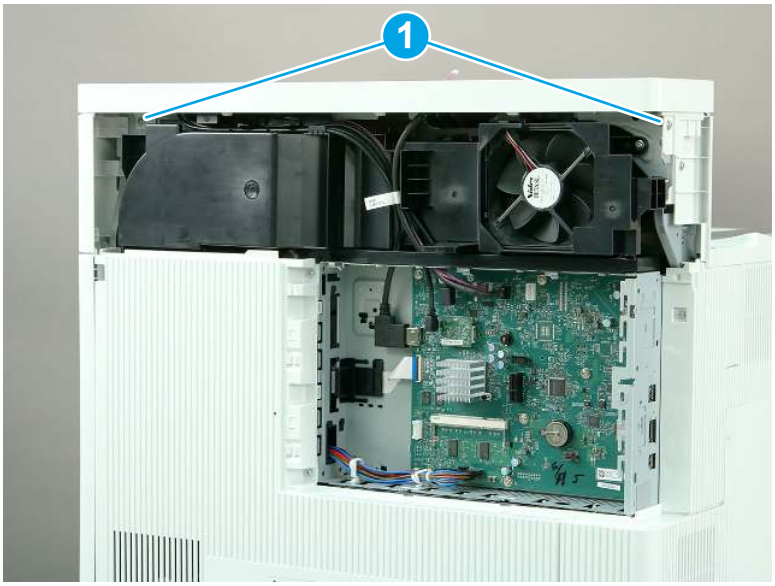
a. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-501 Remove covers and one screw



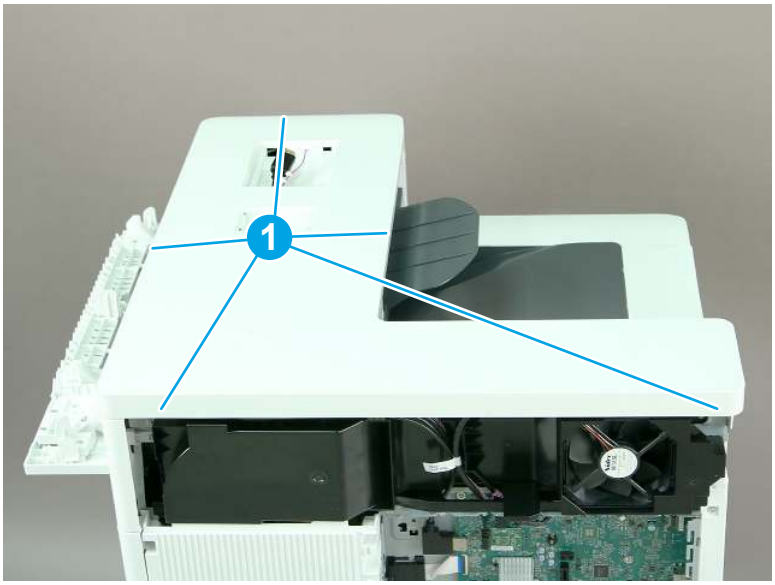
b. Remove two screws (callout 1).

Figure 4-502 Remove two screws



c. Release five tabs (callout 1), and then remove the top cover.

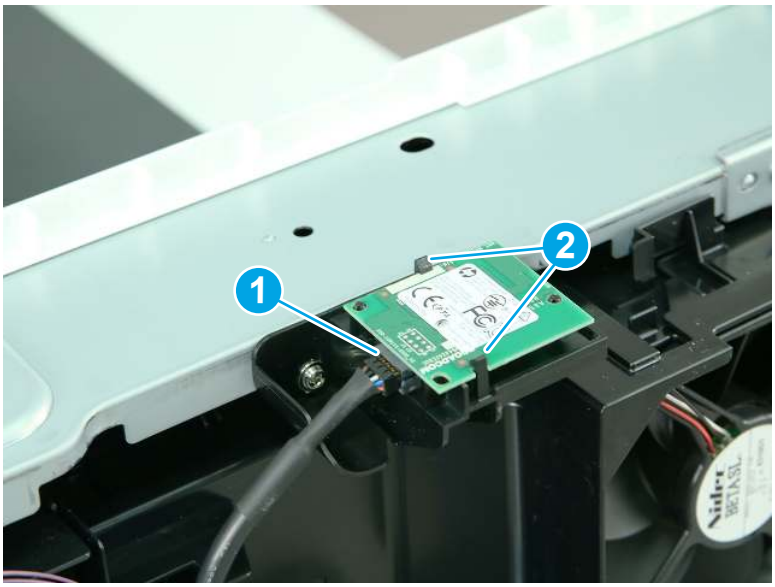
Figure 4-503 Release five tabs



5. Remove the wireless PCA (M856/E85055)

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the wireless pca

Figure 4-504 Remove the wireless PCA



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Wireless PCA (M776)

Learn how to remove and replace the wireless PCA.

View a video of how to remove and replace the wireless PCA.

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 4-46 Part information

Part number	Part description
0960-3659	Wireless PCA board

Required tools

- Small, flat-blade screwdriver
- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

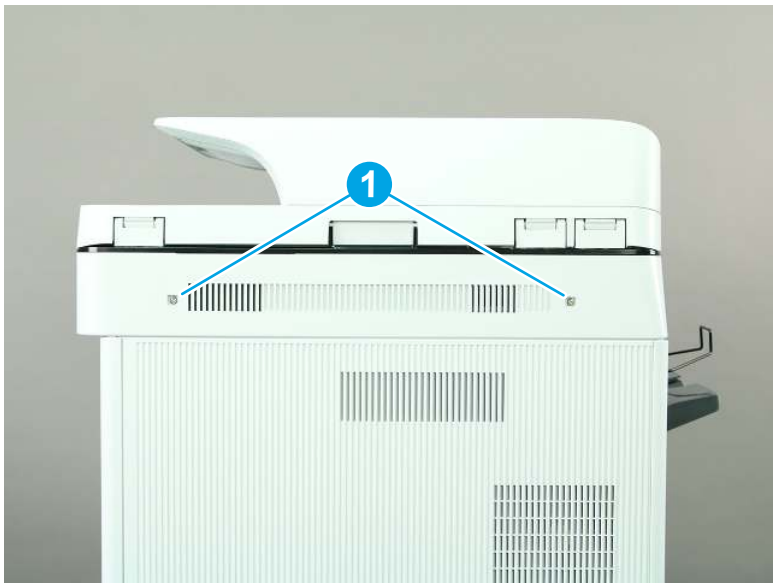
Post service test

Make sure that the printer initializes to a **Ready** state. Print a page to make sure that the printer is functioning correctly.

1. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-505 Remove two screws



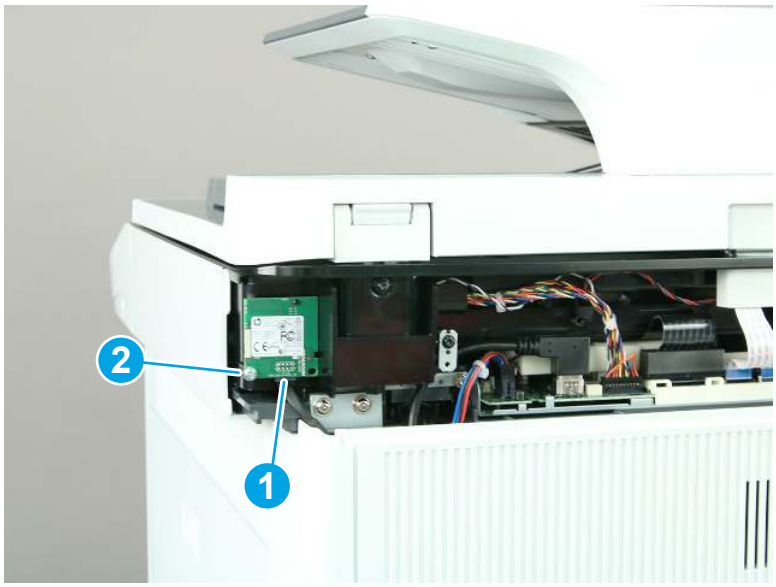
b. Remove the SCB cover.

Figure 4-506 Remove the SCB cover

2. Remove the wireless PCA (M776)

- Disconnect one connector (callout 1), remove one screw (callout 2), and then remove the wireless pca

Figure 4-507 Remove the wireless PCA



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Communication PCA (M776)

Learn how to remove and replace the communication PCA.

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 4-47 Part information

Part number	Part description
RM3-7341-000CN	Communication PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

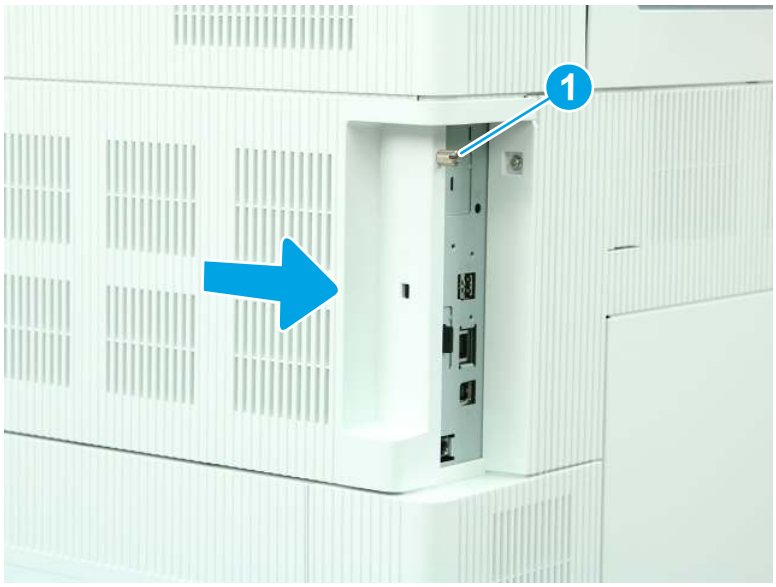
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

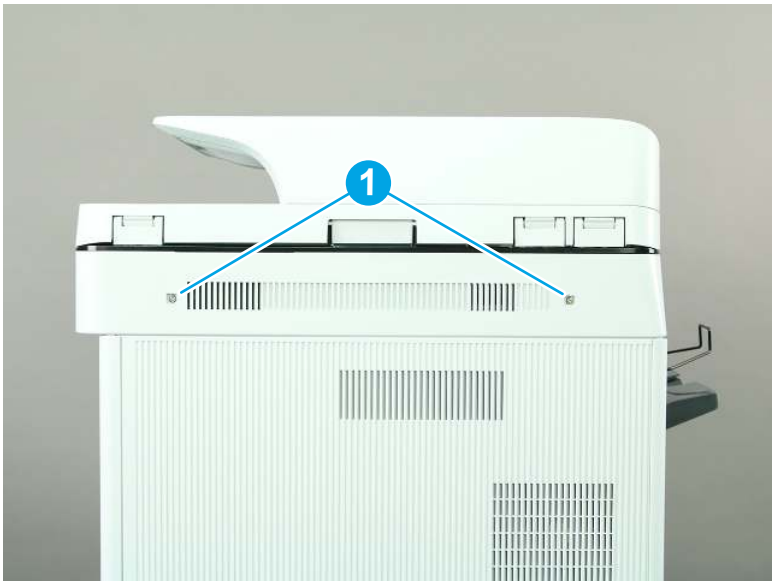
Figure 4-508 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-509 Remove two screws



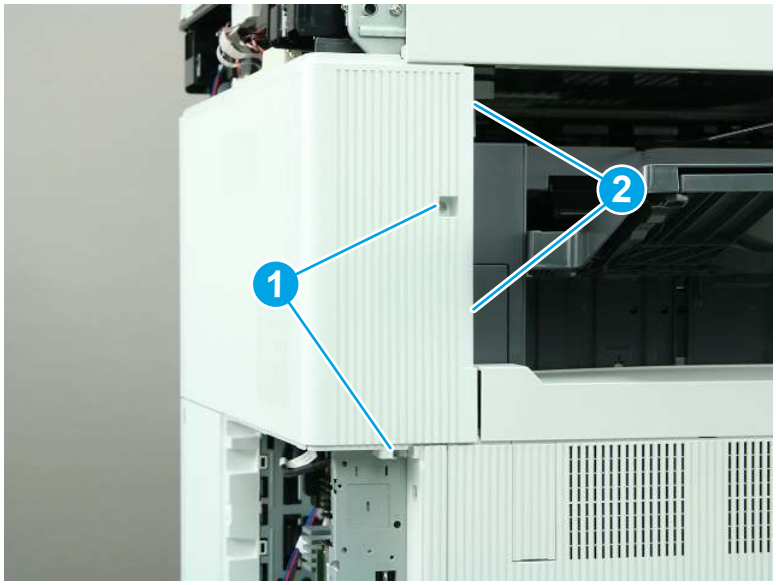
b. Remove the SCB cover.

Figure 4-510 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

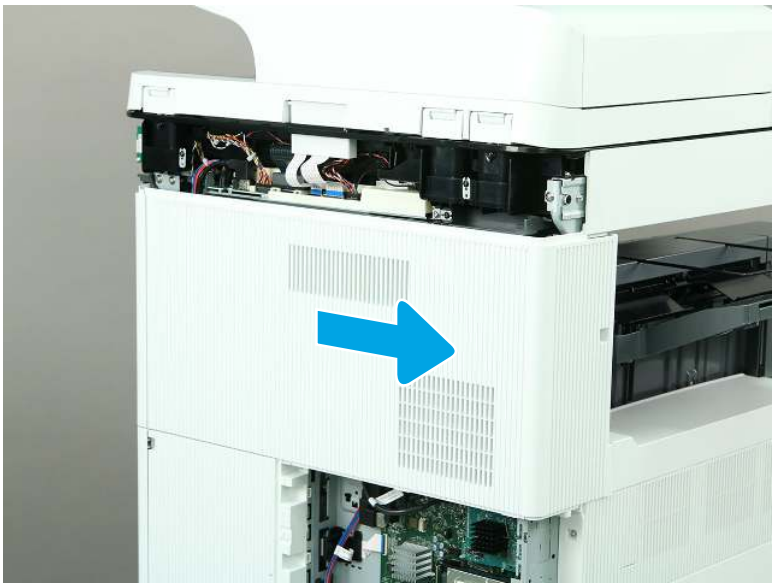
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-511 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-512 Remove the rear upper and left rear upper cover

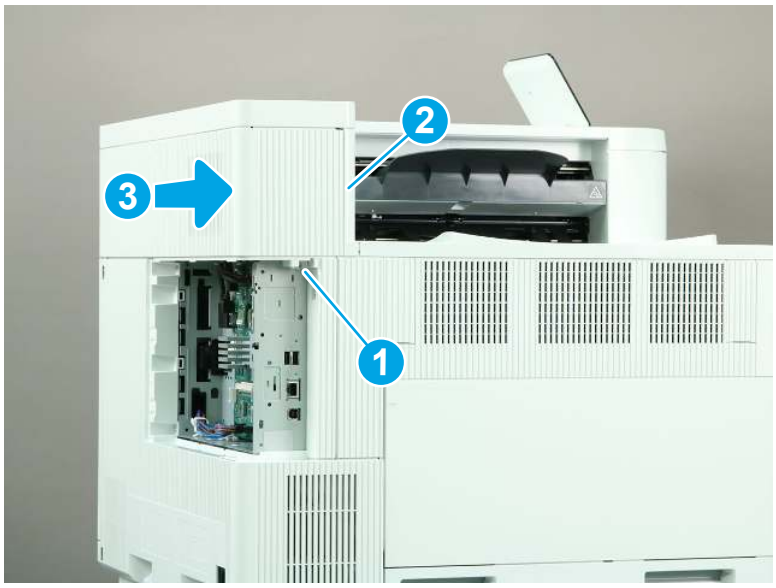


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

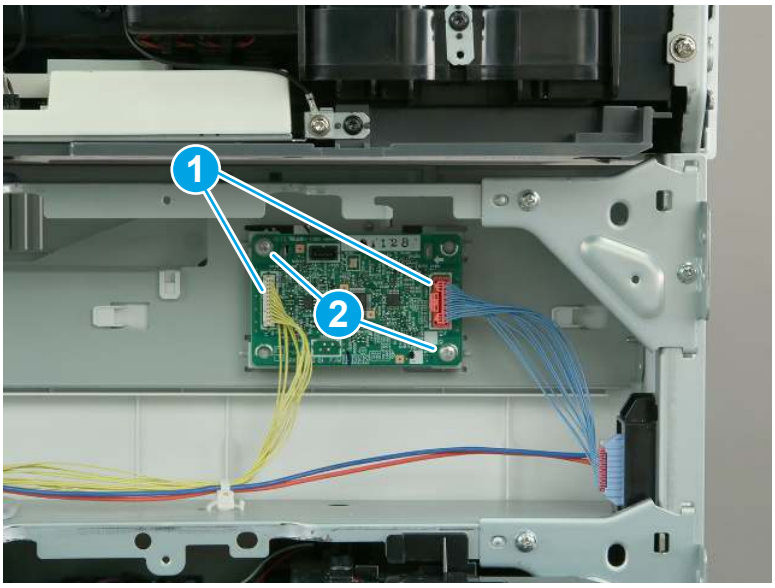
Figure 4-513 Remove the rear upper cover



5. Remove the communication PCA (M776).

- Disconnect two connectors (callout 1), and the remove two screws (callout 2). Remove the communication PCA.

Figure 4-514 Remove the communication PCA



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 controller PCA (M856/E85055/M776)

Learn how to remove and replace the duplexing controller PCA.

View a video of how to remove and replace the duplexing controller PCA.

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 4-48 Part information

Part number	Part description
RM3-7380-000CN	Duplexing controller PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

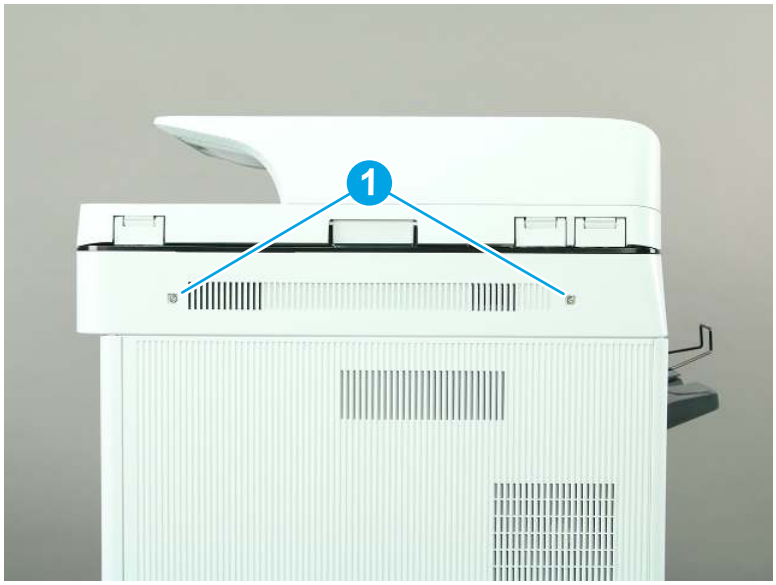
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-515 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-516 Remove two screws



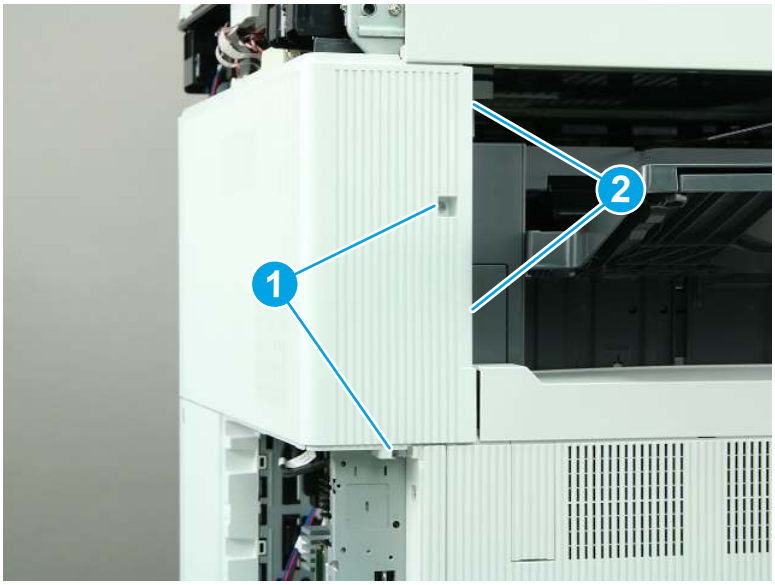
b. Remove the SCB cover.

Figure 4-517 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

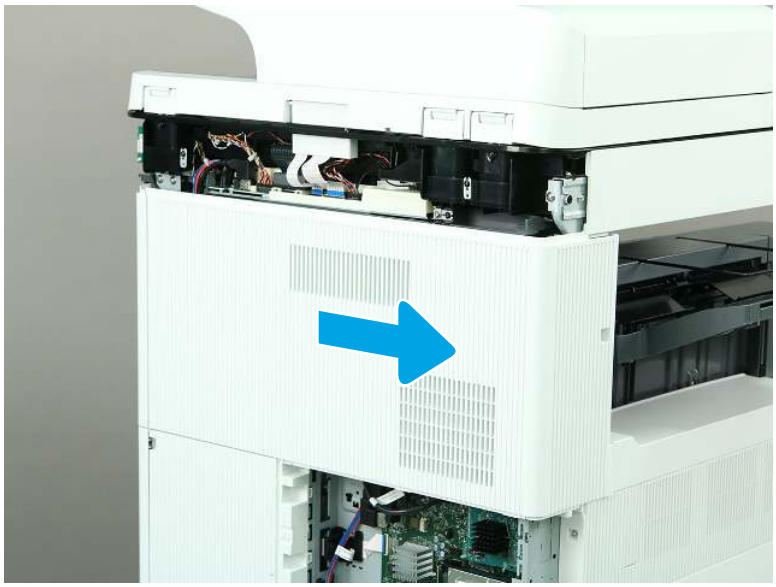
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-518 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-519 Remove the rear upper and left rear upper cover

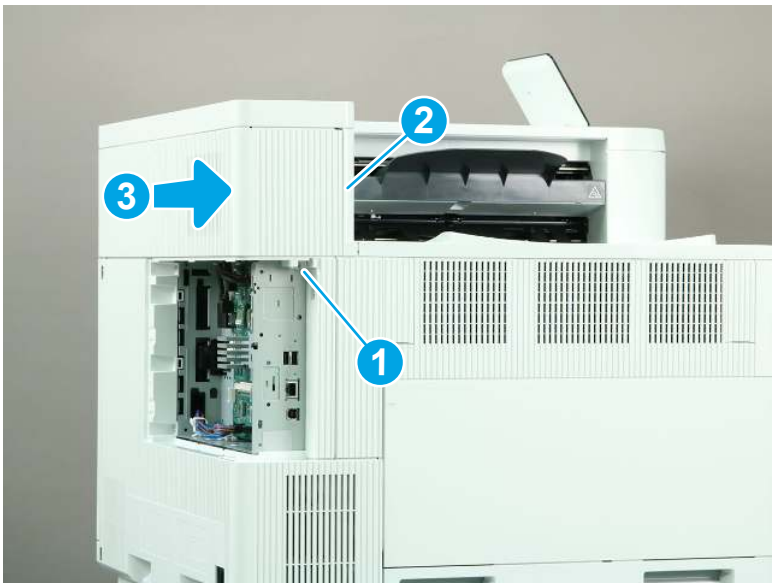


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-520 Remove the rear upper cover



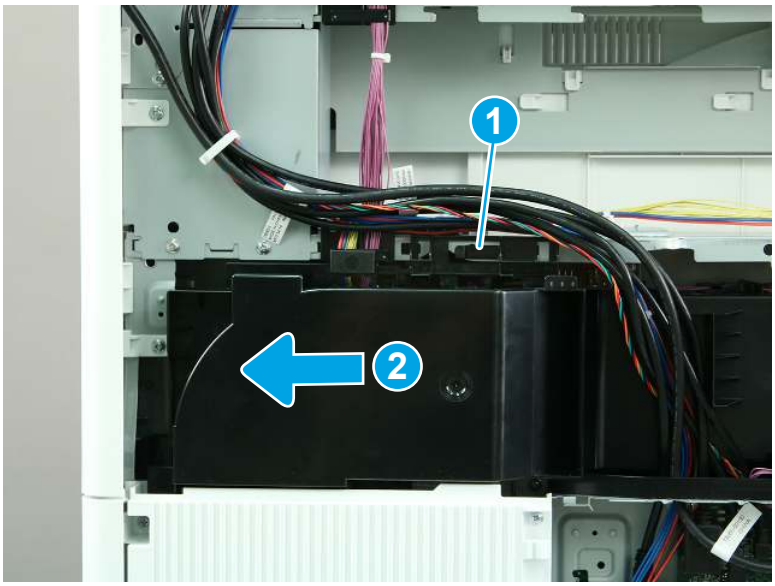
5. Remove the duplexing controller PCA (M856/E85055/M776).

a. Release the cables (callout 1) from the guides (callout 2).

Figure 4-521 Release the cables from the guides

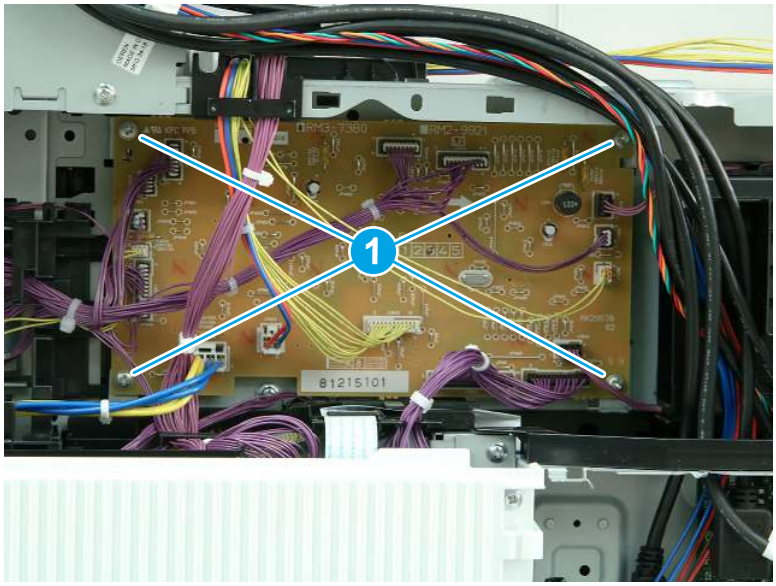
b. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-522 Remove the fan duct



c. Disconnect all of the connectors on the duplexing controller PCA. Remove four screws (callout 1), and then remove the duplexing controller PCA.

Figure 4-523 Remove the duplexing controller PCA



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Delivery assembly (M751/E75245)

Learn how to remove and replace the delivery assembly.

View a video of how to remove and replace the delivery assembly.

Mean time to repair: 19 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 4-49 Part information

Part number	Part description
RM2-1498-000CN	Paper delivery assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

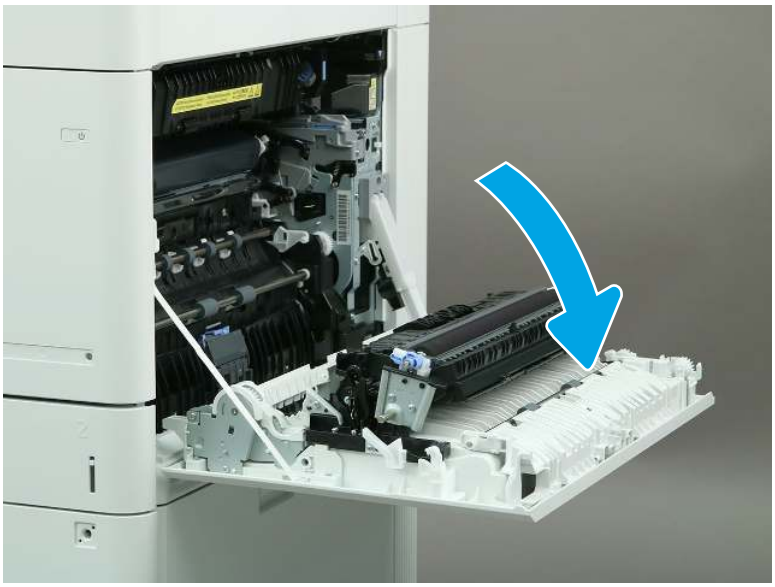
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

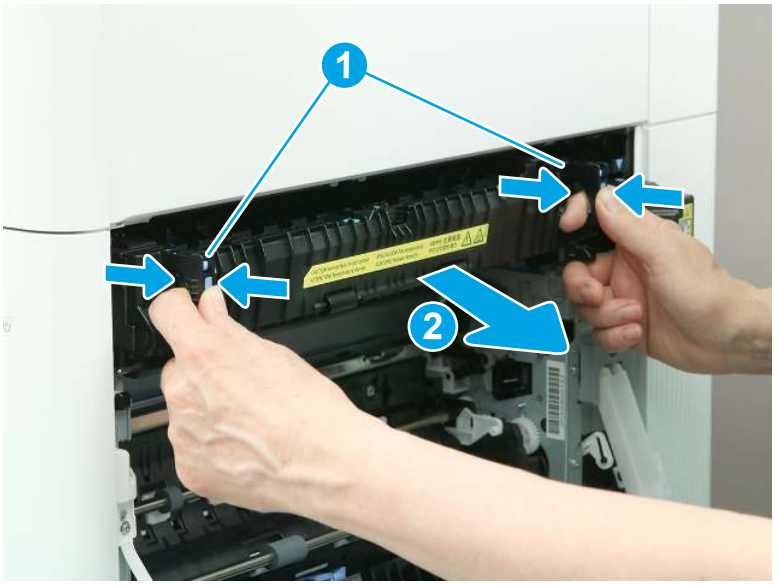
a. Open the right door.

Figure 4-524 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

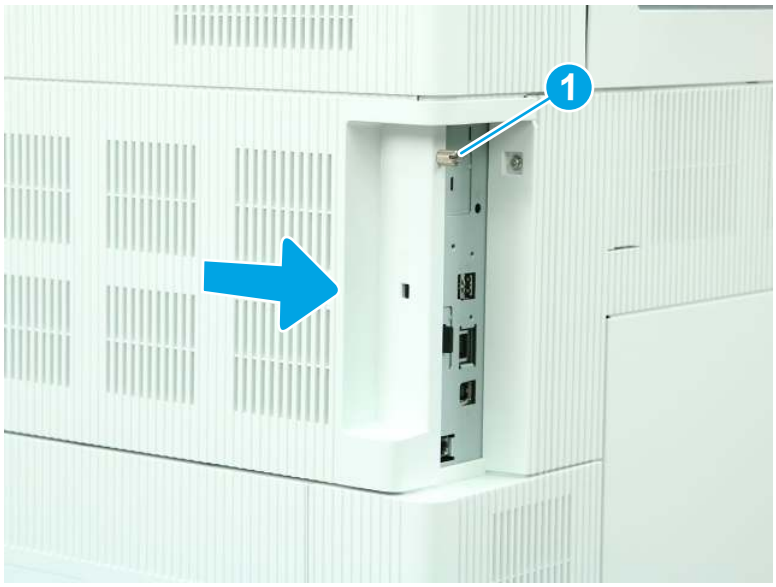
Figure 4-525 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

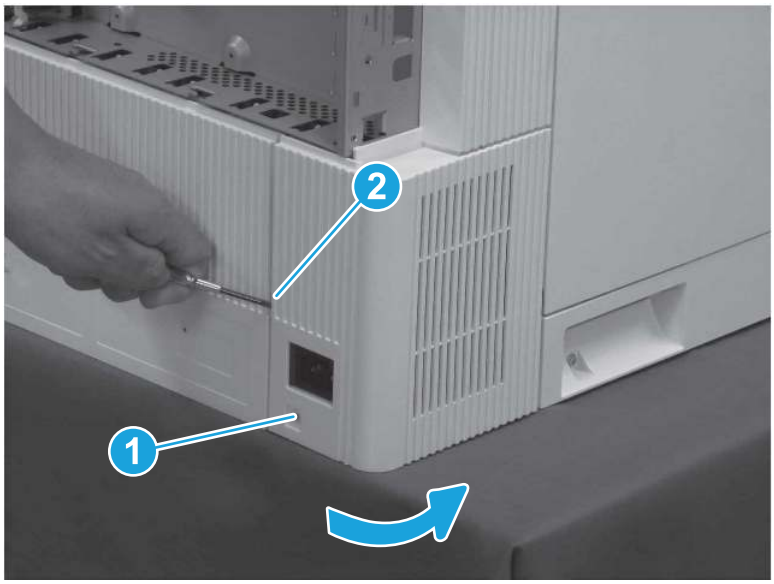
Figure 4-526 Remove the formatter cover



3. Remove the left lower cover (M751/E75245).

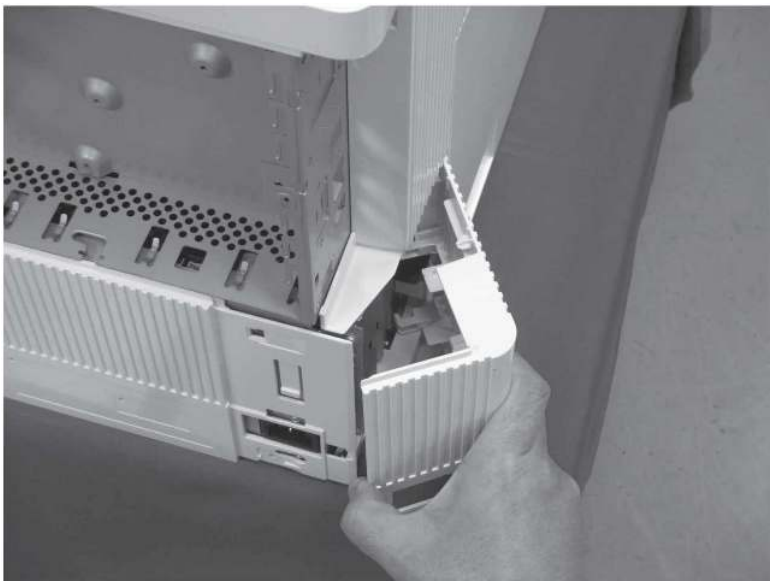
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-527 Remove one screw and release one tab



b. Remove the left lower cover.

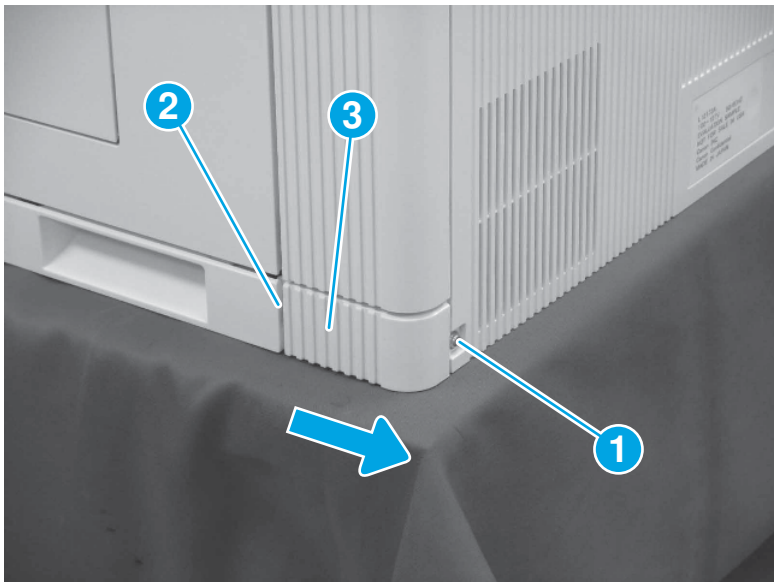
Figure 4-528 Remove the left lower cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

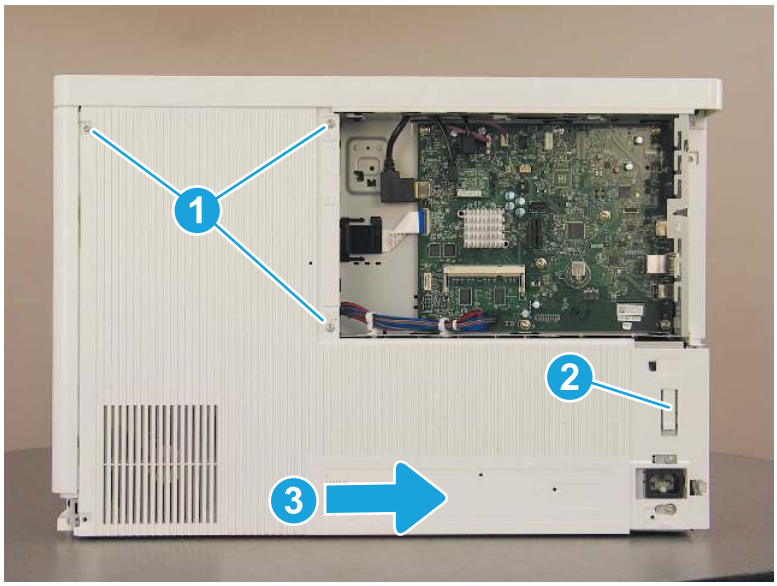
Figure 4-529 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-530 Remove the rear cover

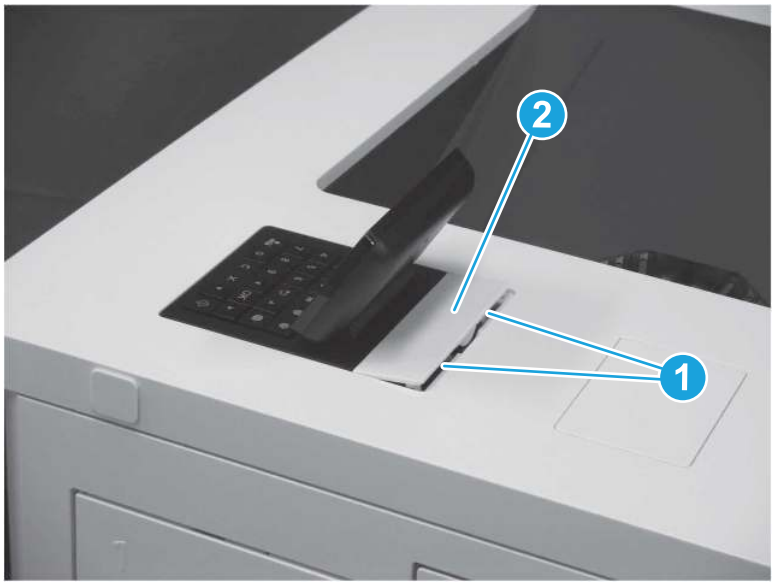
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-531 Remove the control panel cover

b. Remove one screw (callout 1).

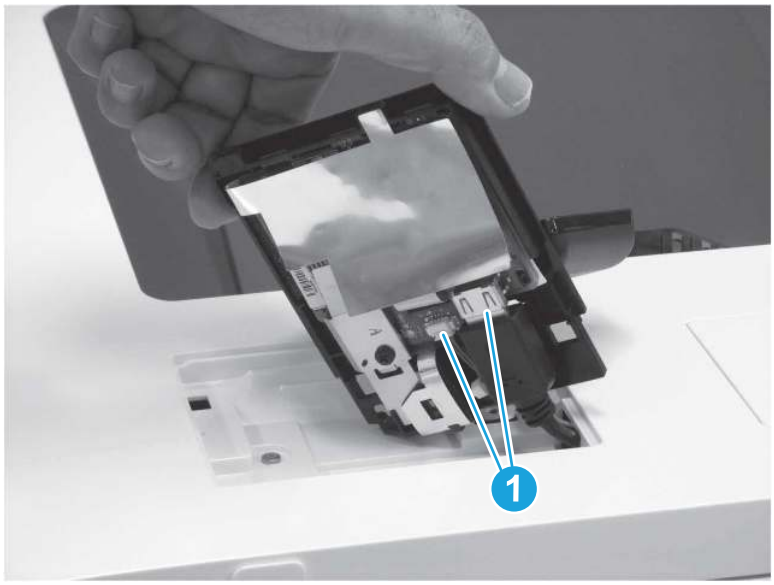
Figure 4-532 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-533 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

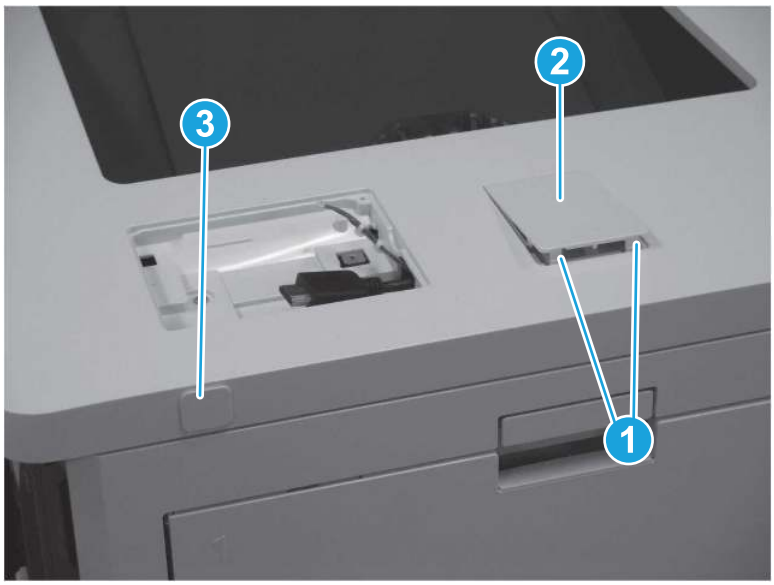
Figure 4-534 Disconnect two connectors



7. Remove the top cover (M751/E75245).

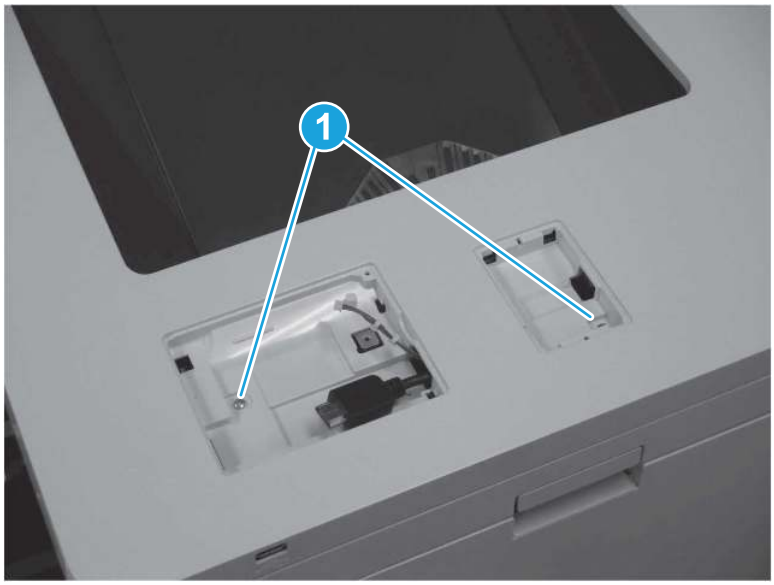
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-535 Remove the HIP cover and USB cap



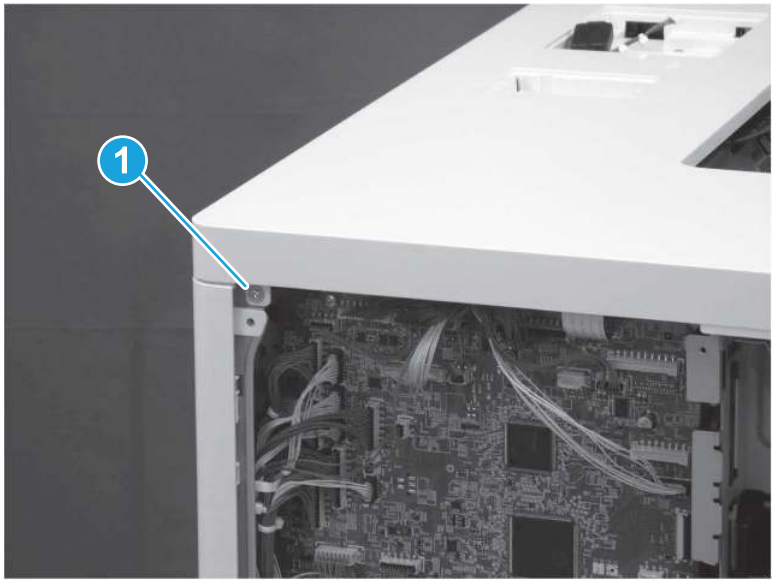
b. At the top of the printer, remove two screws (callout 1).

Figure 4-536 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-537 Remove one screw

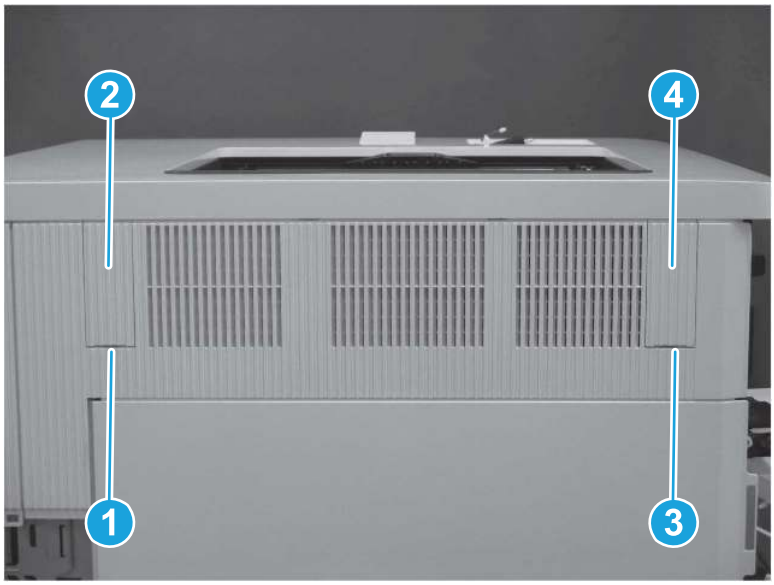


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

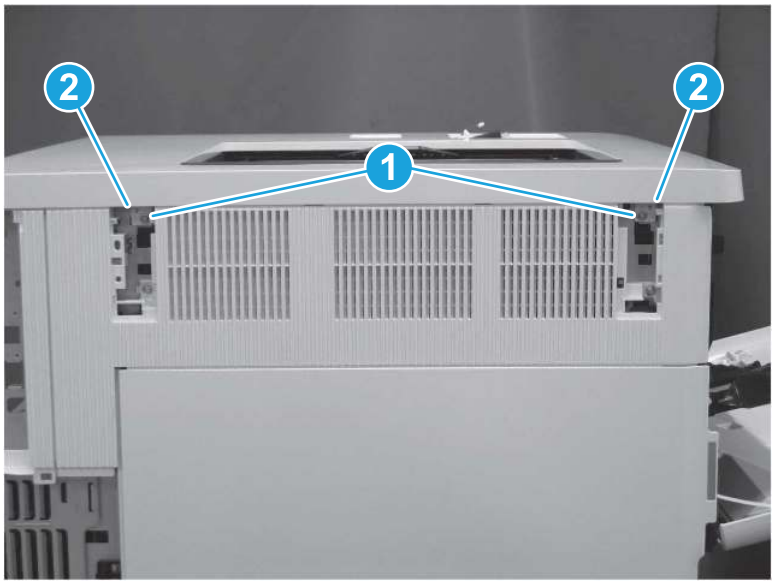
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-538 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

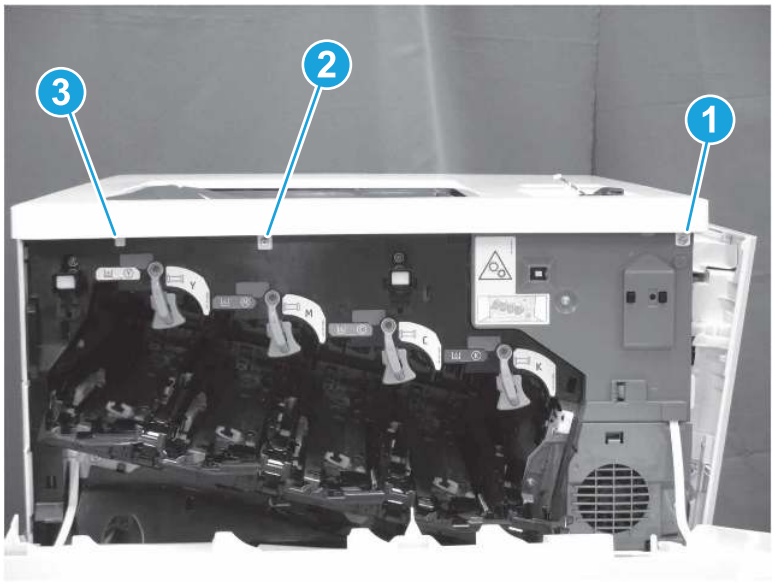
Figure 4-539 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

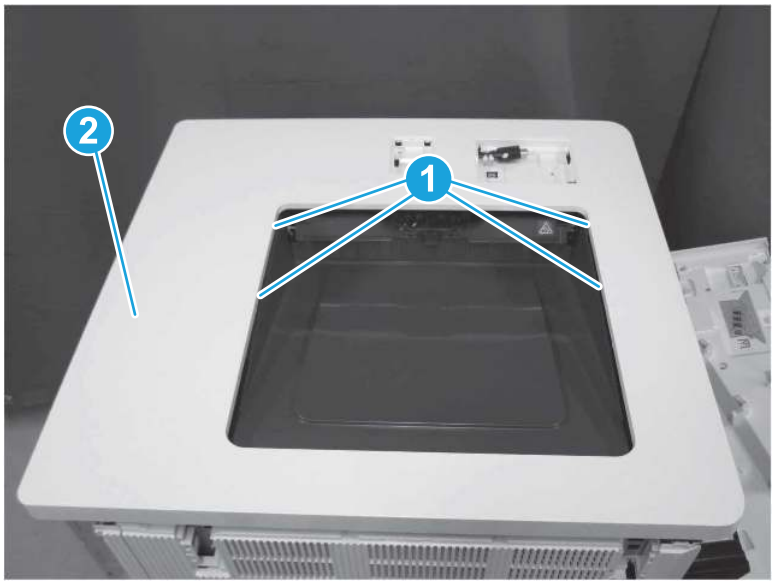
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-540 Remove two screws and release one tab

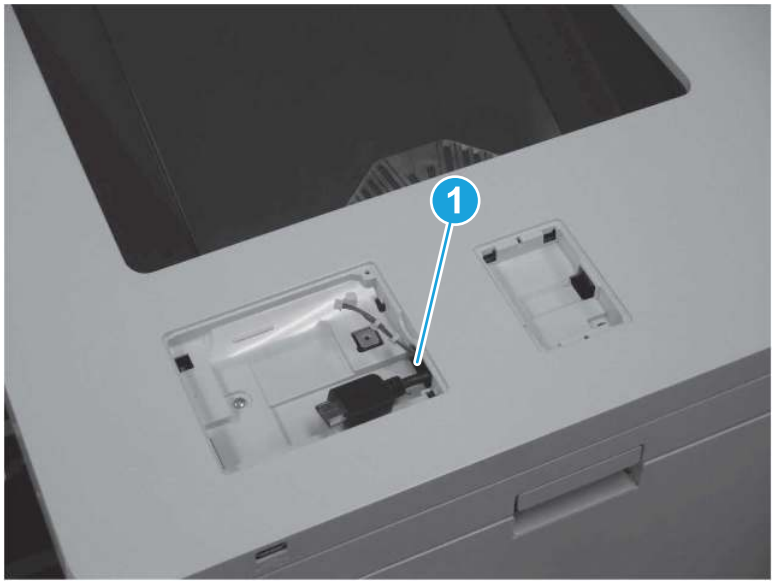


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-541 Remove the top cover



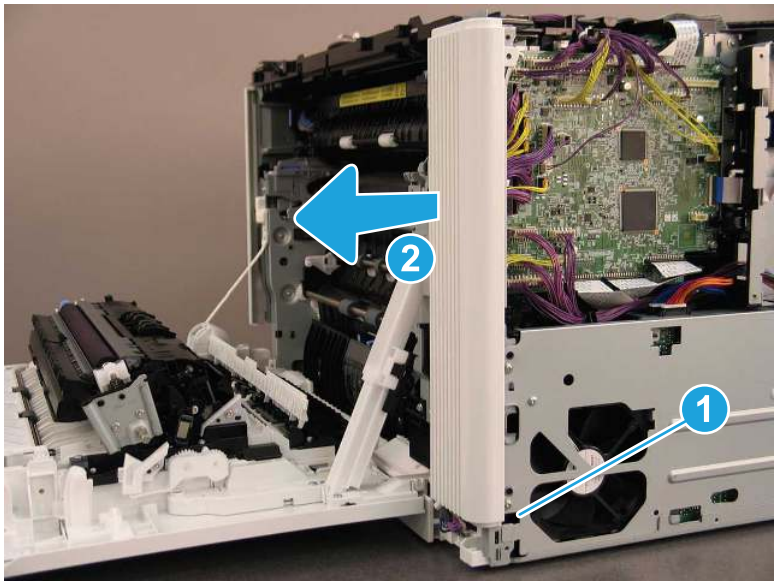
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

   Figure 4-542 **Remove the right rear cover**

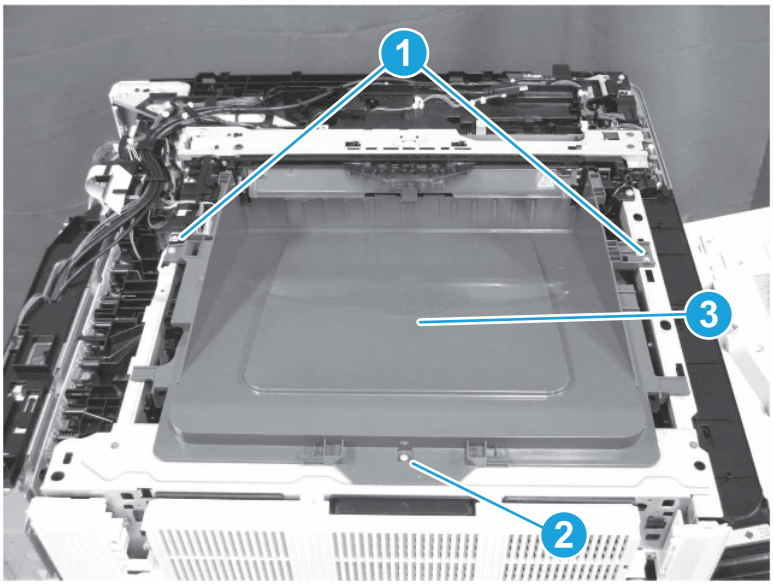


9. Remove the output bin (M751/E75245).

   - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

   NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

Figure 4-543 Remove the output bin



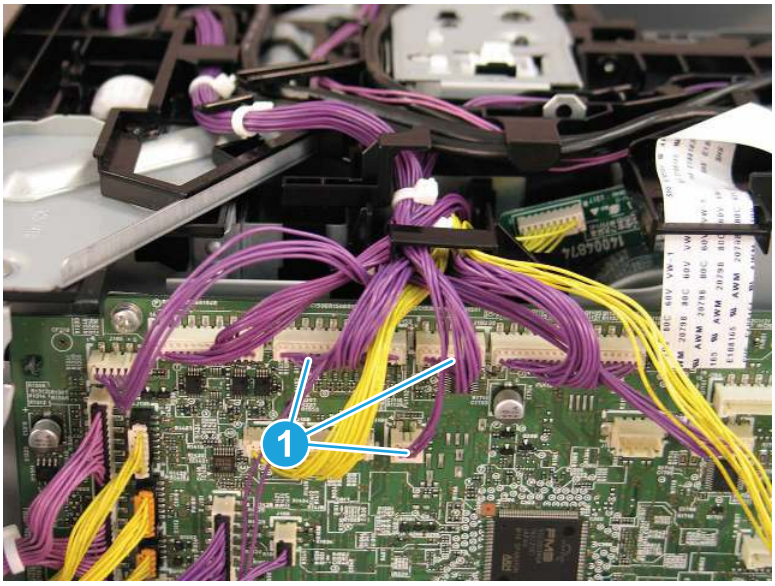
10. Remove the delivery assembly.

    a. Disconnect four connectors (callout 1) on the formatter board.

Figure 4-544 Disconnect four connectors

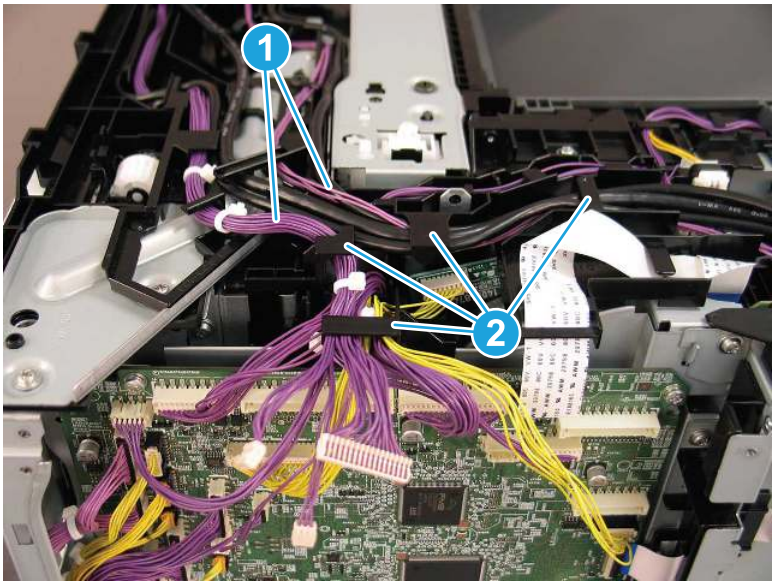
b. Disconnect three connectors on the DC controller (callout 1), and then remove the cables (callout 2) from the guides (callout 3).

Figure 4-545 Disconnect three connectors



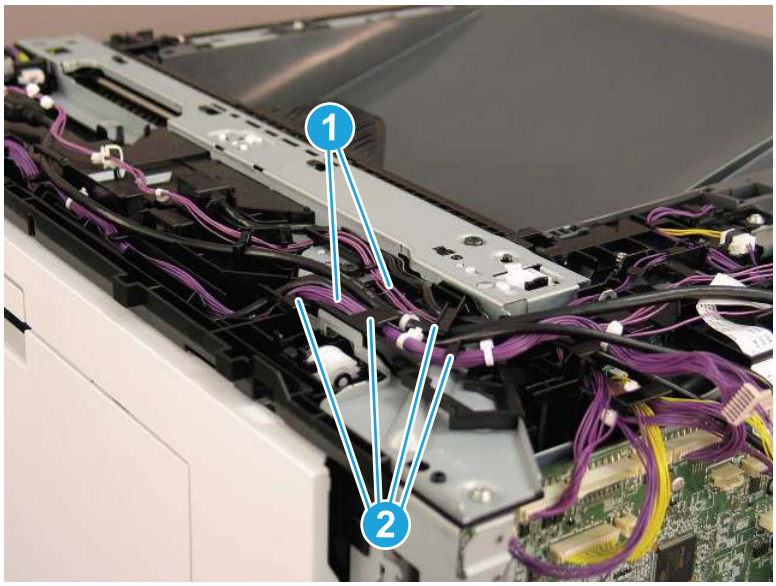
c. Release the cables (callout 1) from the guides (callout 2).

Figure 4-546 Release the cables from the guides



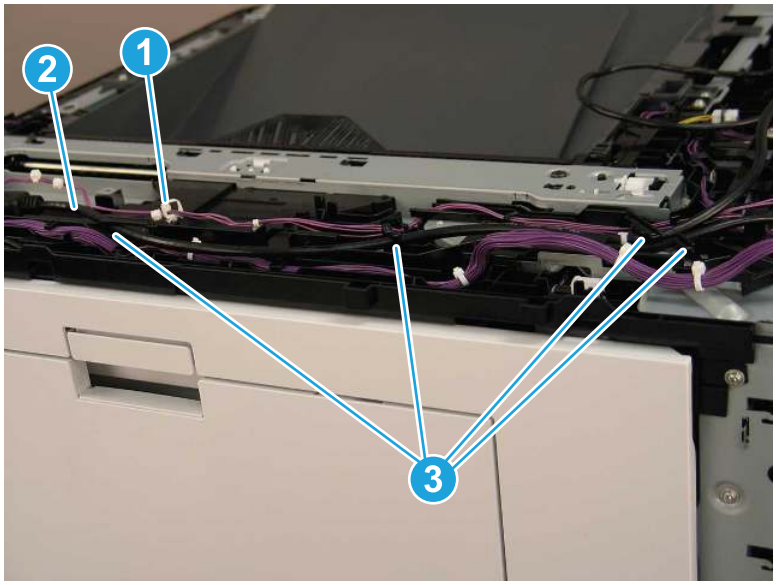
d. Release the cables (callout 1) from the guides (callout 2).

Figure 4-547 Release the cables from the guides



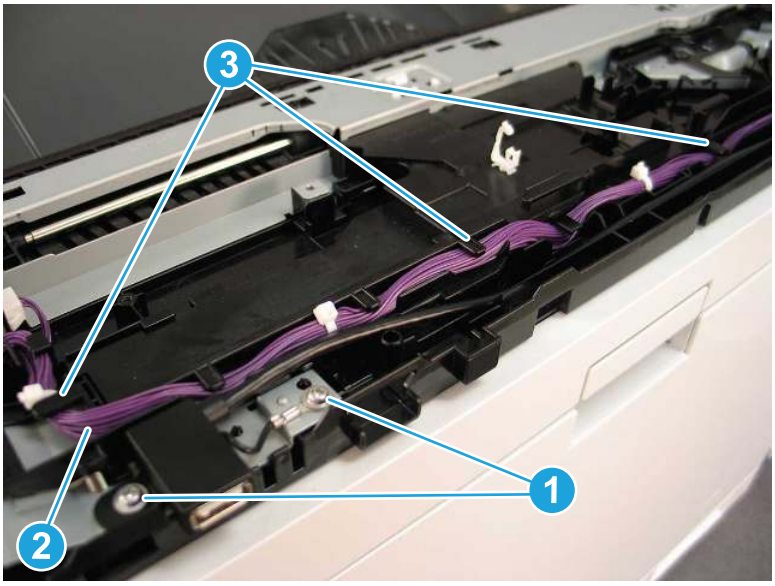
e. Open one retainer (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-548 Release the cables from the guides



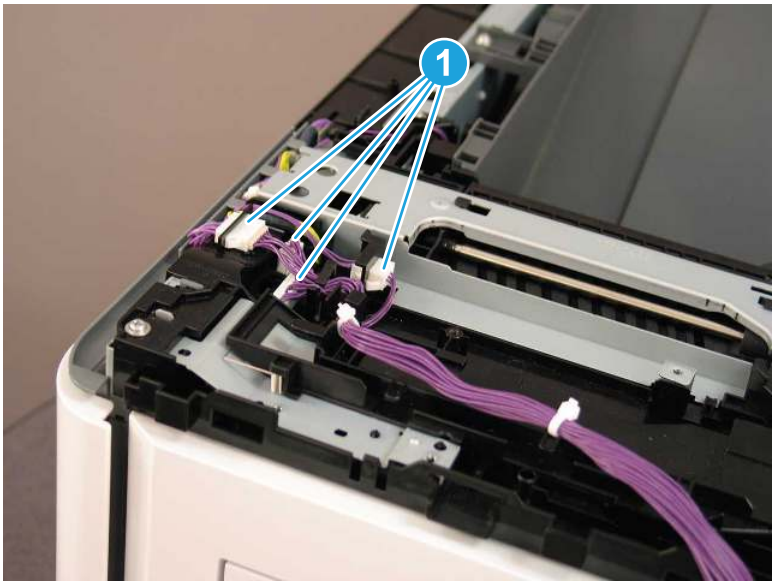
f. Remove two screws (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-549 Remove two screws and release the cables



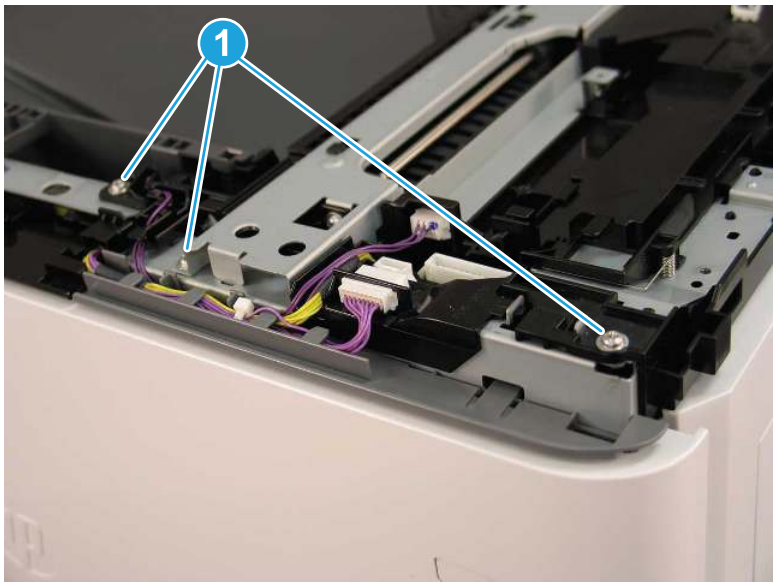
g. Disconnect four connectors (callout 1).

Figure 4-550 Disconnect four connectors



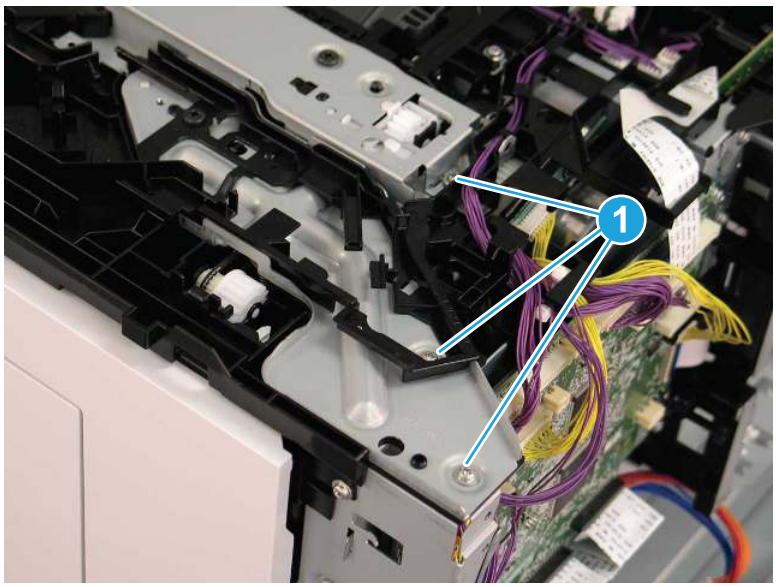
h. Remove three screws (callout 1).

Figure 4-551 Remove three screws



i. Remove three screws (callout 1).

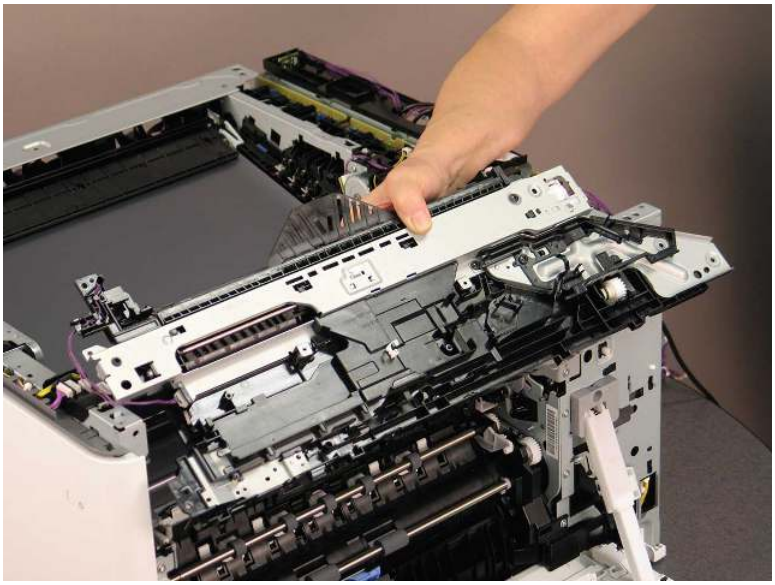
Figure 4-552 Remove three screws



j. Remove the duplex switchback assembly and the delivery assembly together.

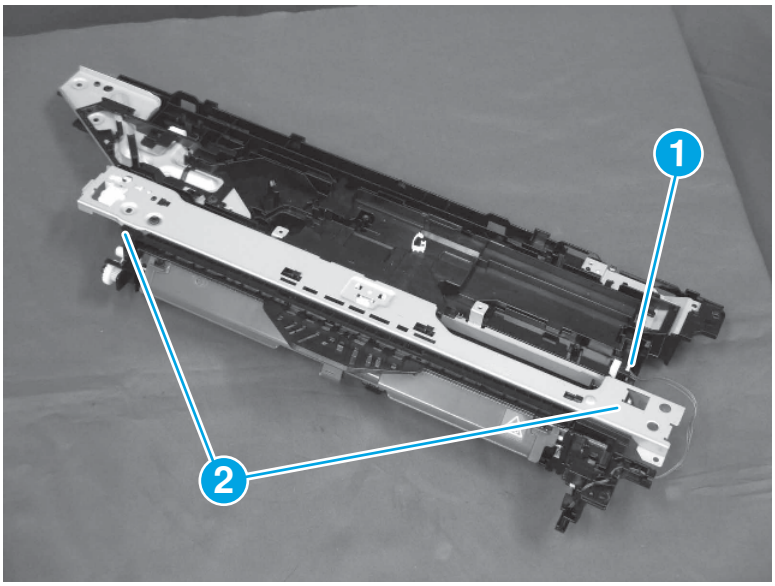
⚠ CAUTION: The gears on the delivery assembly are not captive. Do not lose the gears when handling the assembly.

Figure 4-553 Remove the duplex switchback assembly and delivery assembly



k. Disconnect one connector (callout 1), and then remove two screws (callout 2).

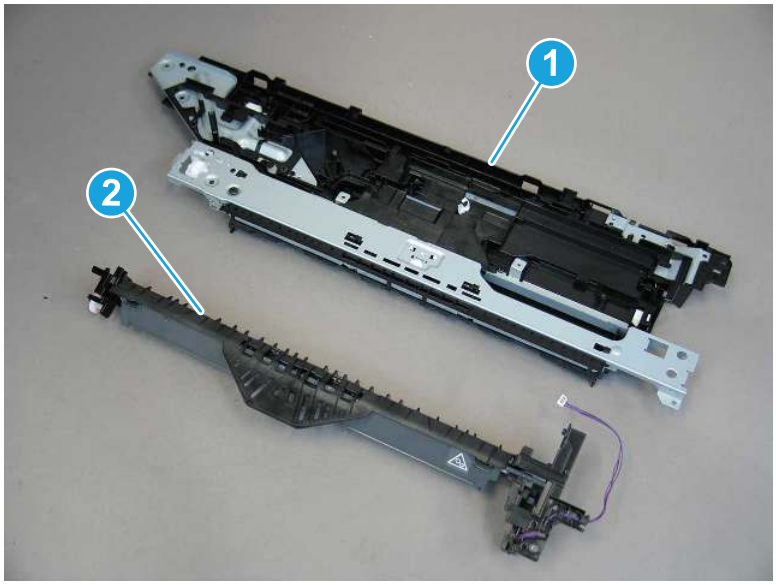
Figure 4-554 Disconnect one connector and remove two screws



l. Separate the duplex switchback assembly (callout 1) from the delivery assembly (callout 2).

NOTE: Save the duplex switchback assembly and install it on the replacement delivery assembly.

Figure 4-555 Separate the duplex switchback assembly from the delivery assembly



11. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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: Delivery assembly (M856/E85055)

Learn how to remove and replace the delivery assembly.

Mean time to repair: 17 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 4-50 Part information

Part number	Part description
RM2-3910-000CN	Paper delivery assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

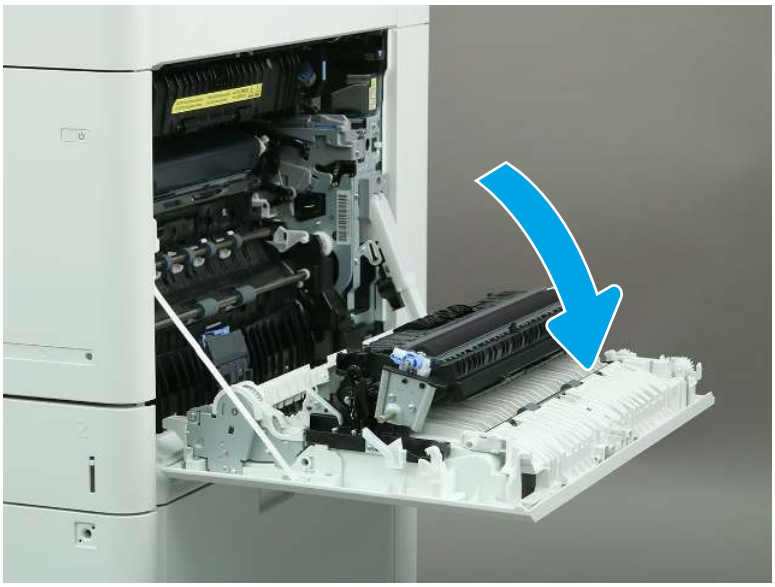
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

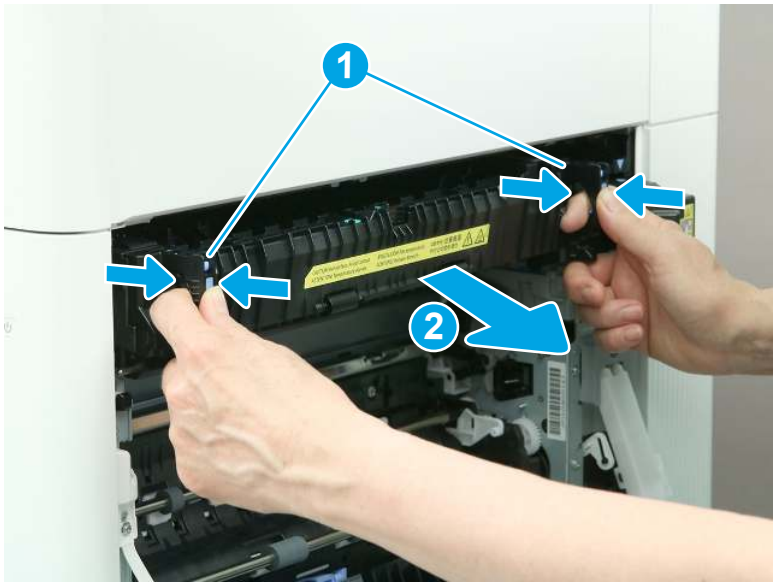
1. Remove the fuser.
   a. Open the right door.

Figure 4-556 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-557 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

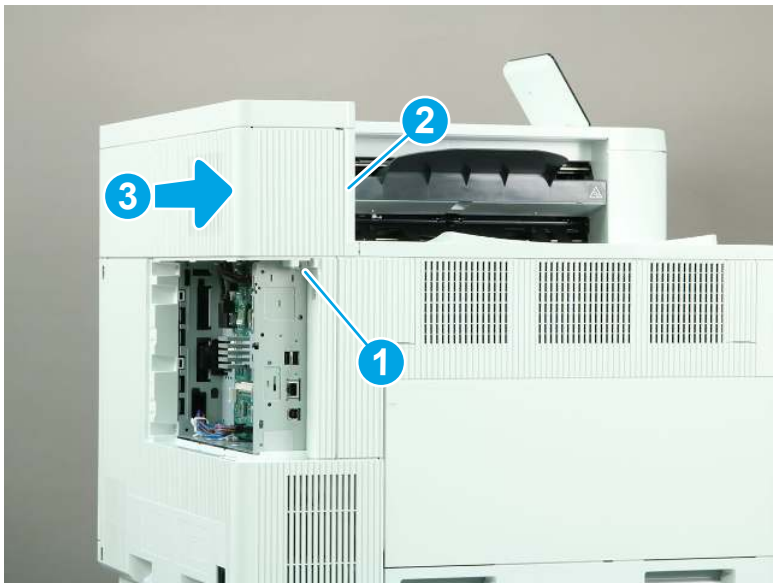
Figure 4-558 Remove the formatter cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

  Figure 4-559 **Remove the rear upper cover**

4. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-560 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-561 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

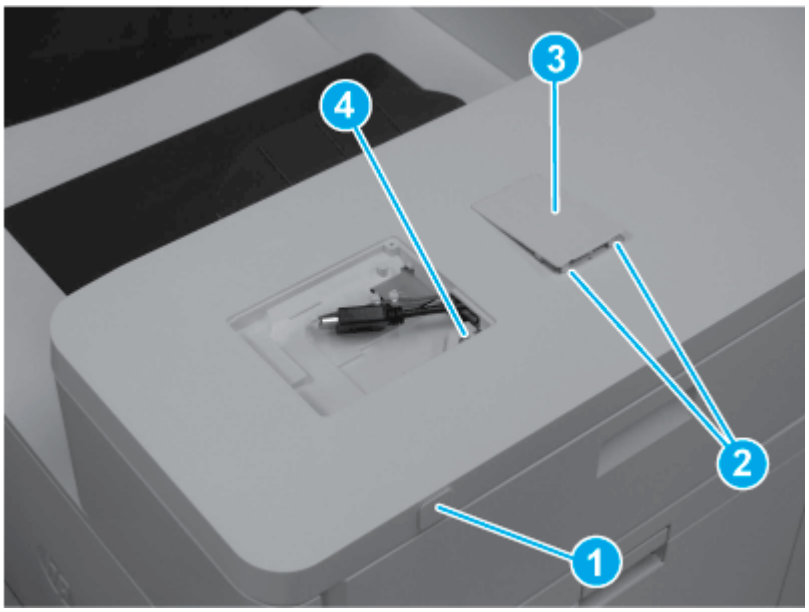
Figure 4-562 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-563 Disconnect two connectors

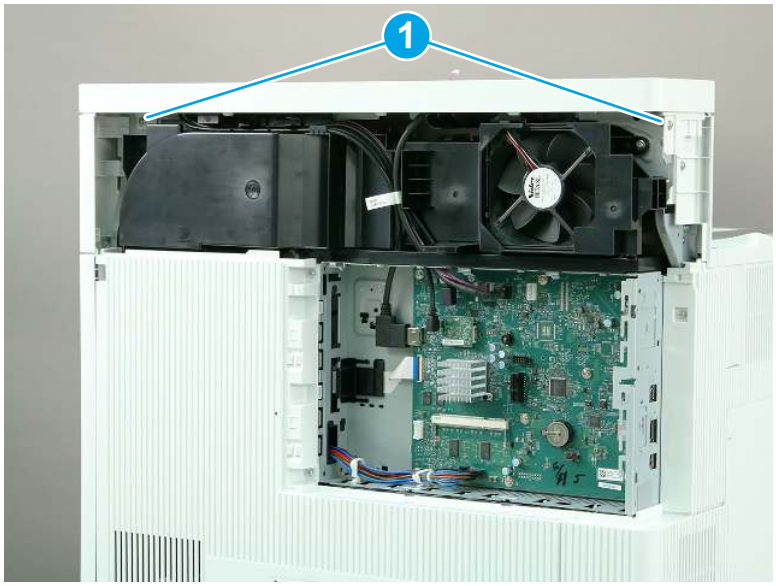
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-564 Remove covers and one screw



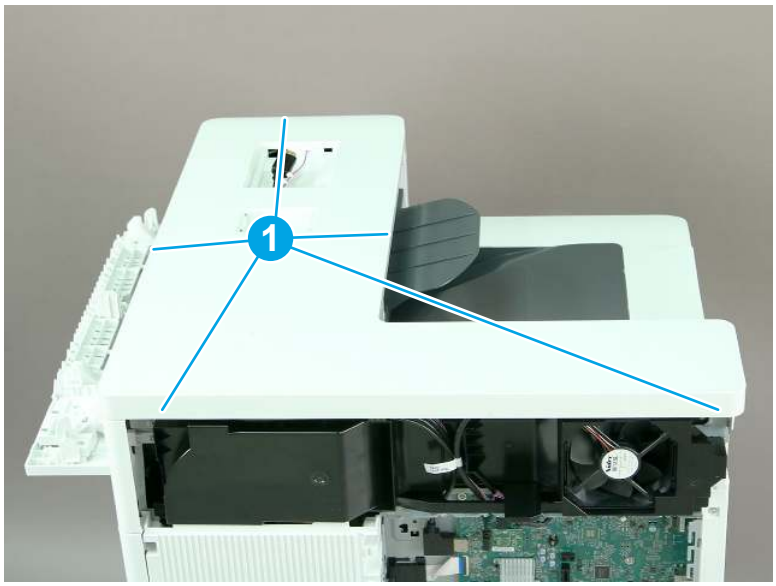
f. Remove two screws (callout 1).

Figure 4-565 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

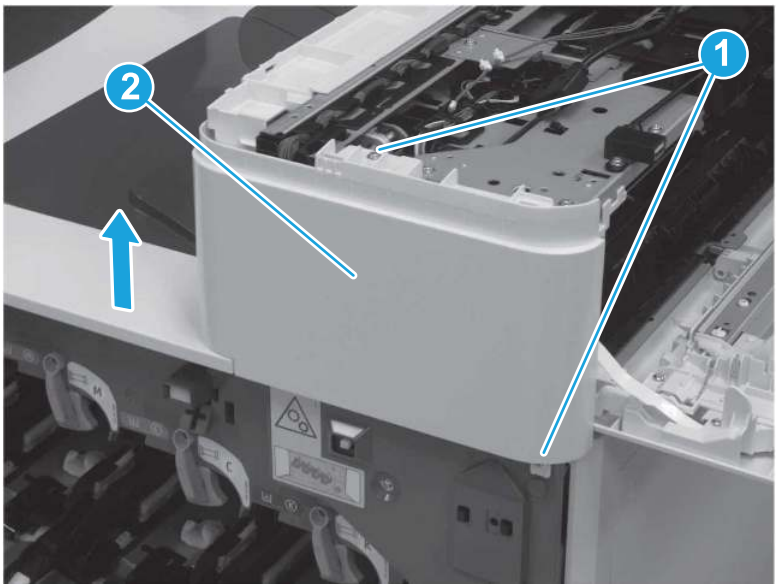
Figure 4-566 Release five tabs



5. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

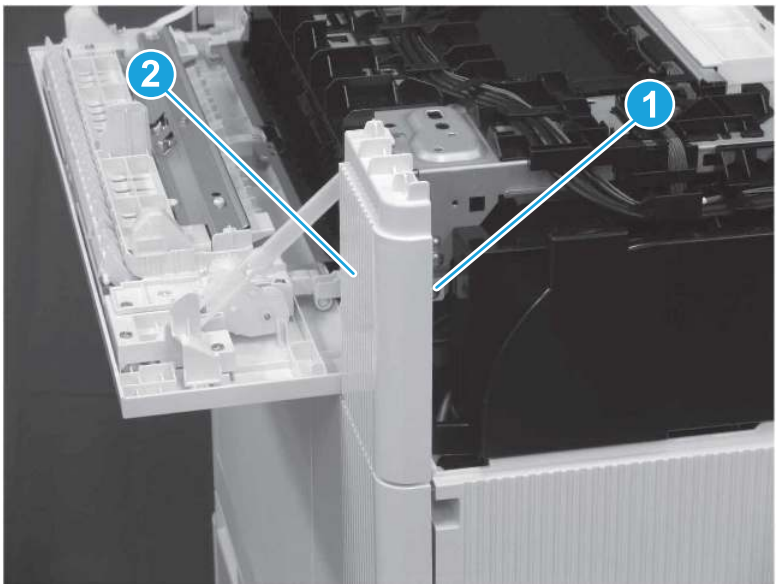
Figure 4-567 Remove the right front cover



6. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

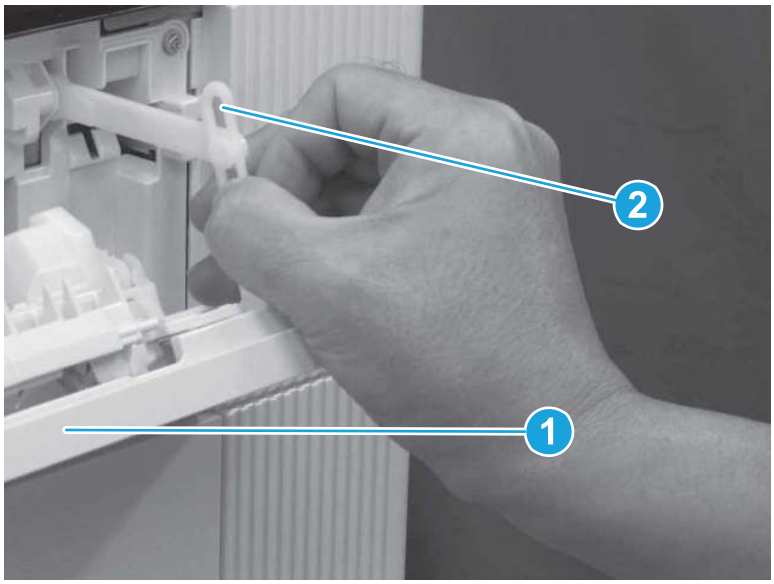
Figure 4-568 Remove the right rear upper cover



7. Remove the right upper door (M856/E85055/M776dn/M776z)

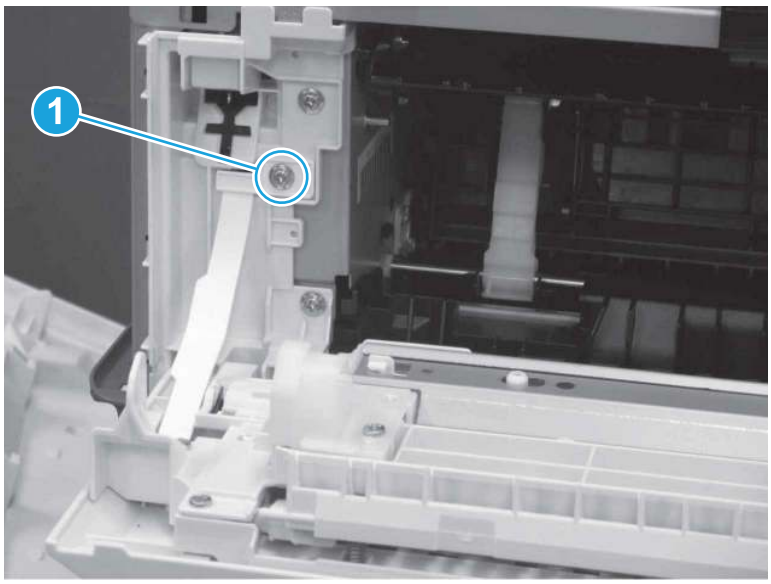
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-569 Open the door and release the link



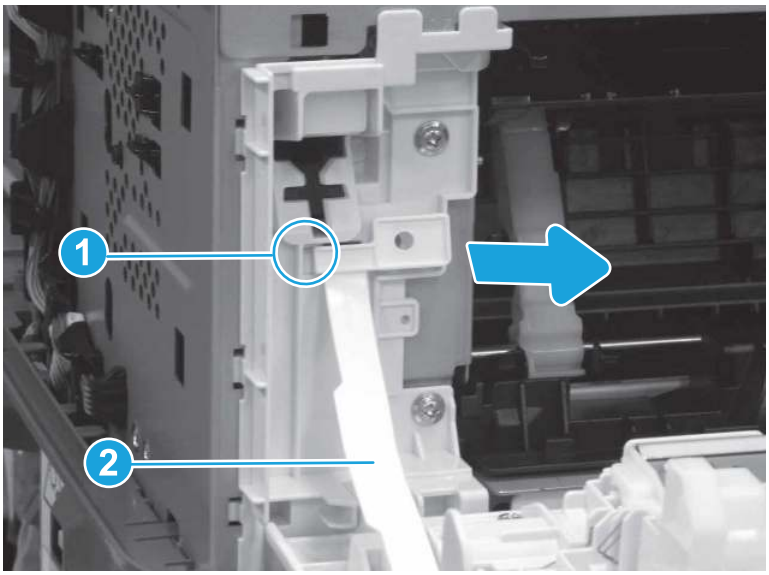
b. Remove one screw (callout 1).

Figure 4-570 Remove one screw



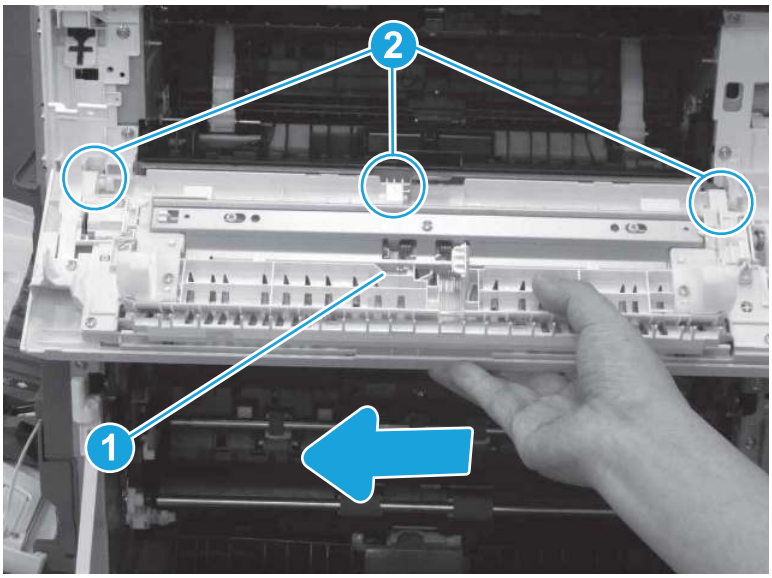
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-571 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

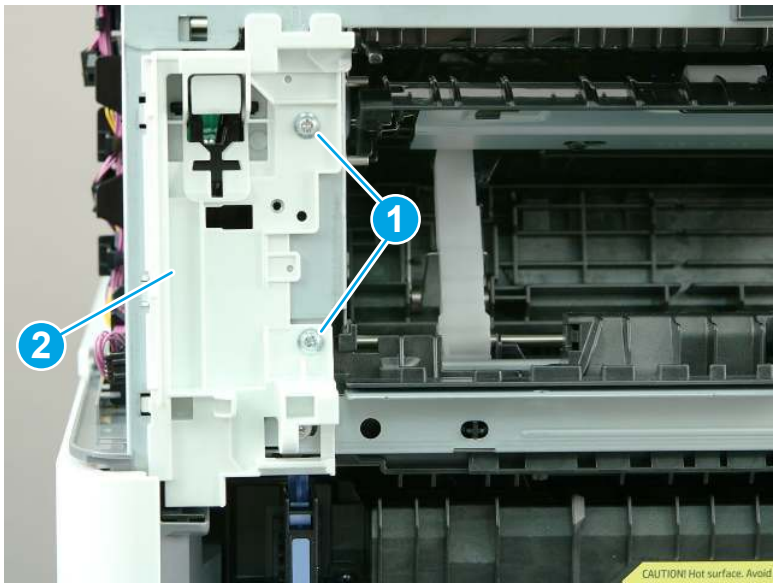
Figure 4-572 Remove the right upper door



8. Remove the delivery assembly (M856/E85055/M776dn/M776z).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

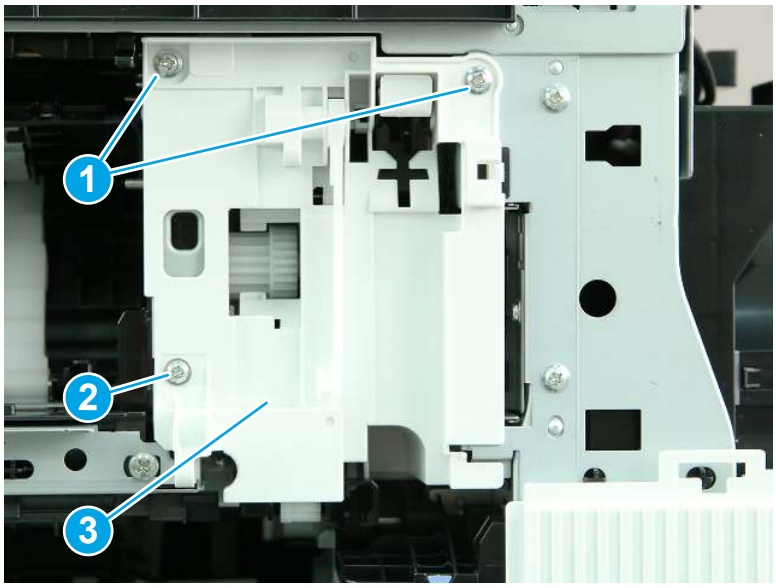
Figure 4-573 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

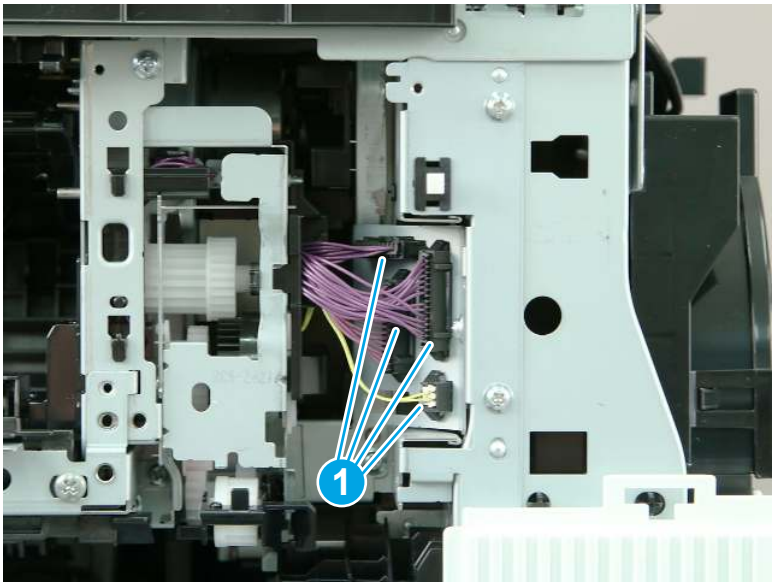
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-574 Remove three screws and toggle rear assembly (M856/E85055/M776dn/M776z)



c. Disconnect four connectors (callout 1).

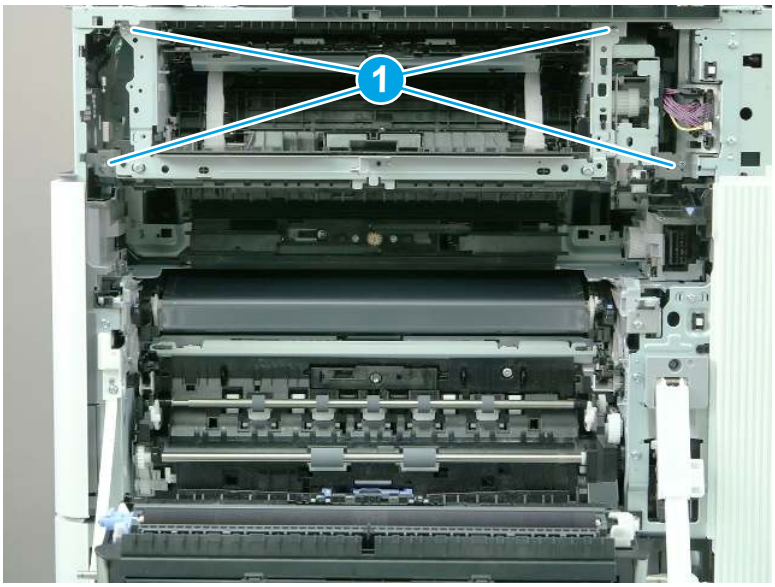
Figure 4-575 Disconnect four connectors (M856/E85055/M776dn/M776z)



d. Remove four screws (callout 1).

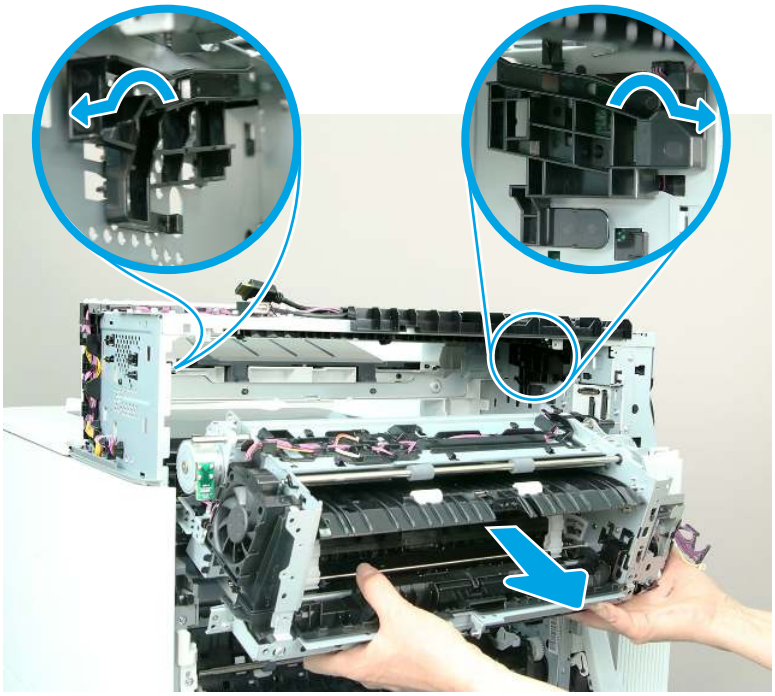
NOTE: The lower screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-576 Remove four screws (M856/E85055/M776dn/M776z)



e. Slide the delivery assembly away from the printer, and then lift up and out to release the posts from the tracks.

Figure 4-577 **Remove the delivery assembly (M856/E85055/M776dn/M776z)**



9. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

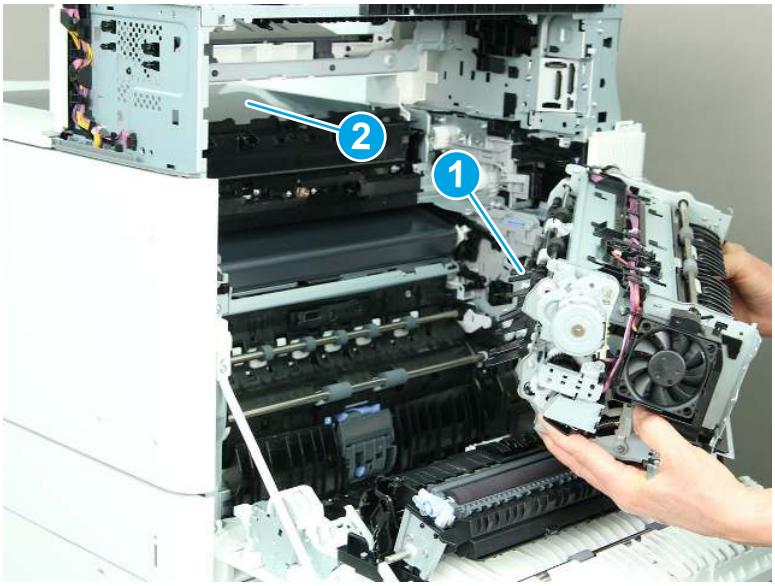
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

10. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

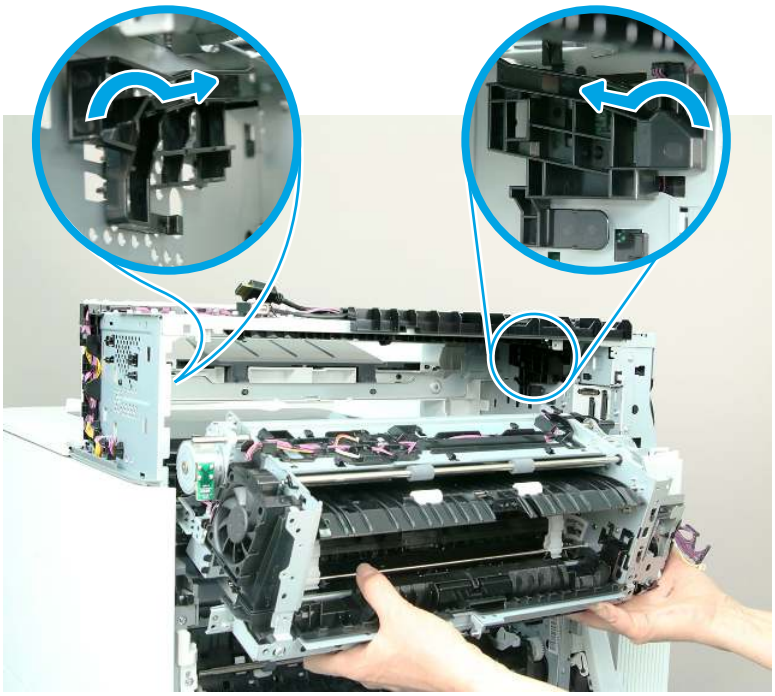
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-578 Install the flap through the opening (M856/E85055/M776dn/M776z)



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-579 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Delivery assembly (M776dn/M776z)

Learn how to remove and replace the delivery assembly.

View a video of how to remove and replace the delivery assembly.

Mean time to repair: 17 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 4-51 Part information

Part number	Part description
RM2-3910-000CN	Paper delivery assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

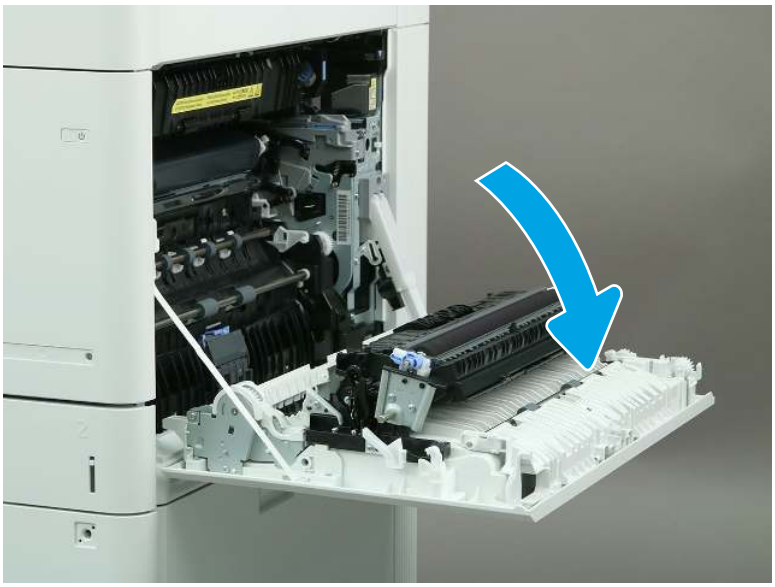
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

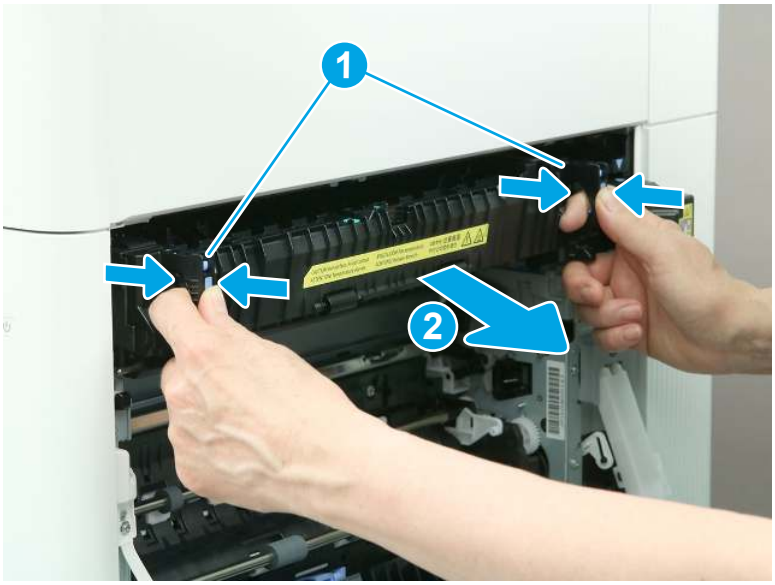
a. Open the right door.

Figure 4-580 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-581 Remove the fuser



2. Remove the formatter cover.

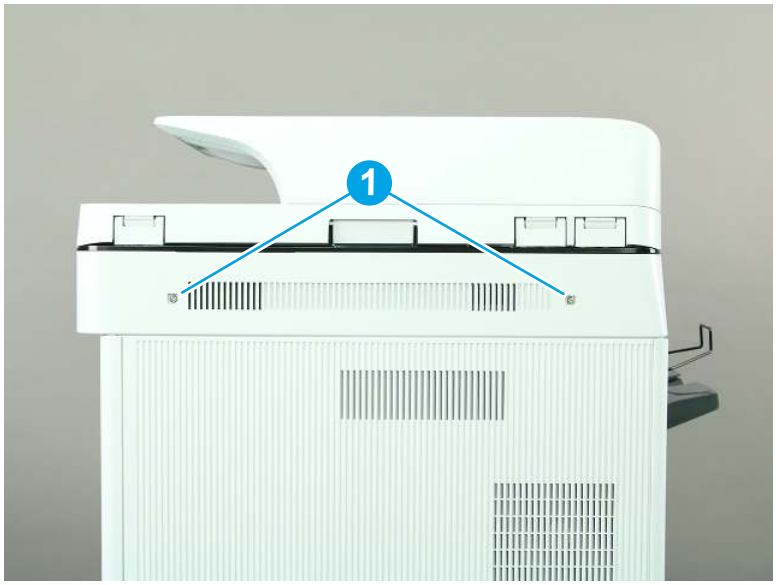
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-582 **Remove the formatter cover**

3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-583 **Remove two screws**



b. Remove the SCB cover.

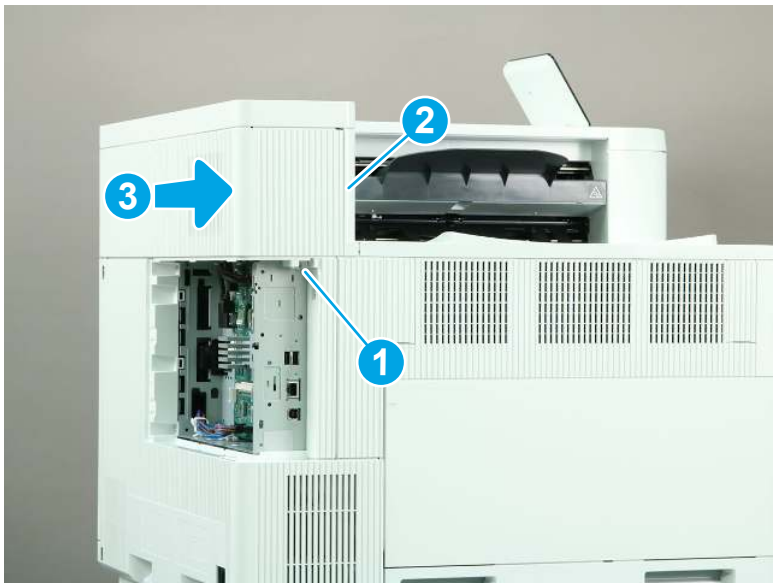
Figure 4-584 Remove the SCB cover

4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-585 Remove the rear upper cover



5. **M776 only**: Remove the control panel, keyboard, and nose cone.

NOTE: This step applies to only the M776 models. Skip this step for all other models

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-586 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

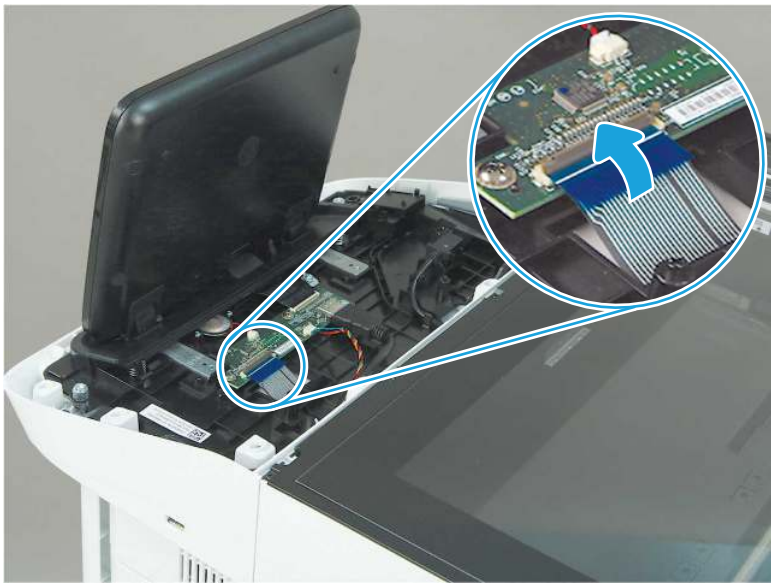
Figure 4-587 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-588 Remove the control panel cover

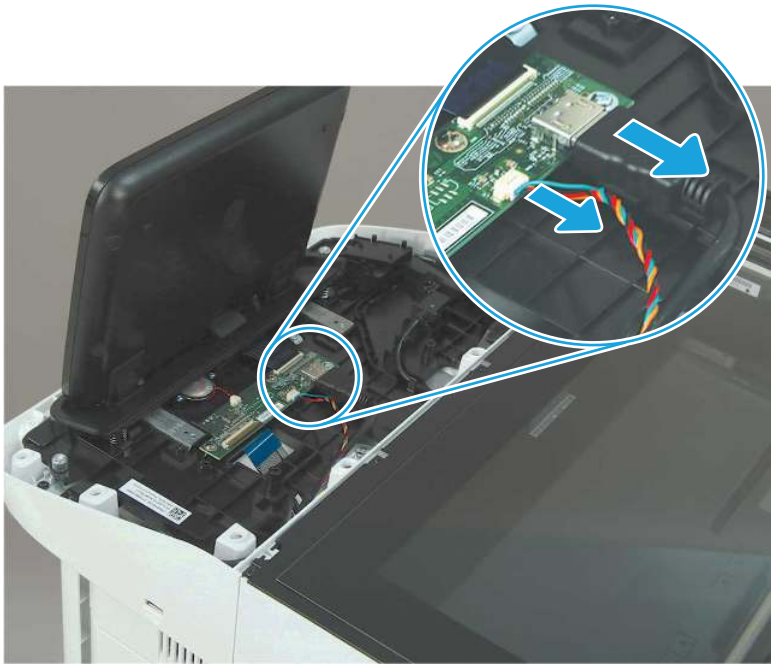
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-589 Release the keyboard flat cable (M776z/M776zs)



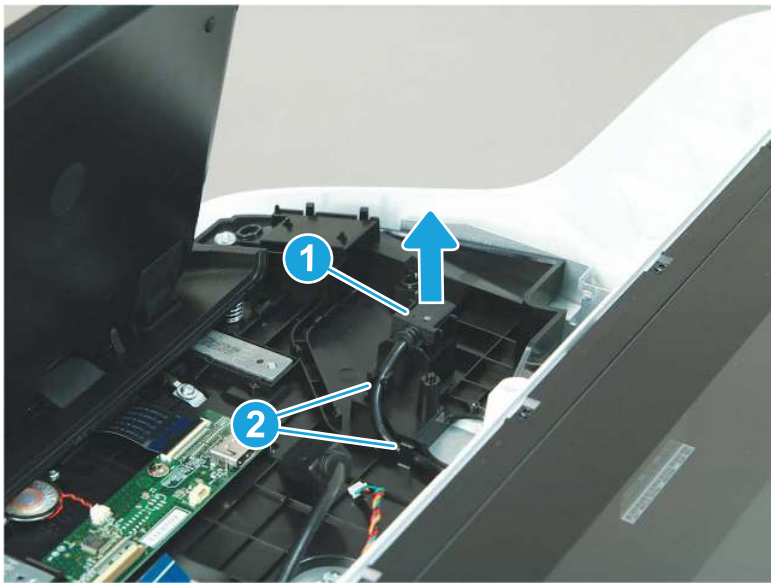
e. Disconnect two connectors.

Figure 4-590 Disconnect two connectors



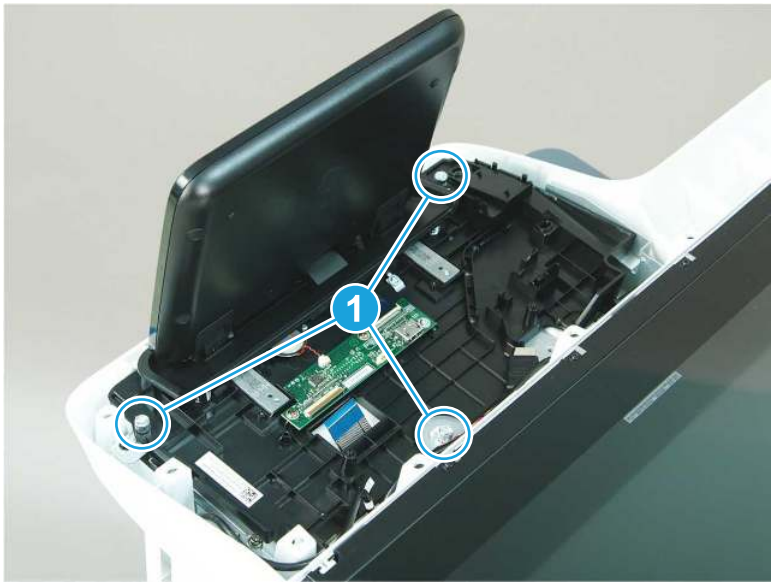
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-591 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-592 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

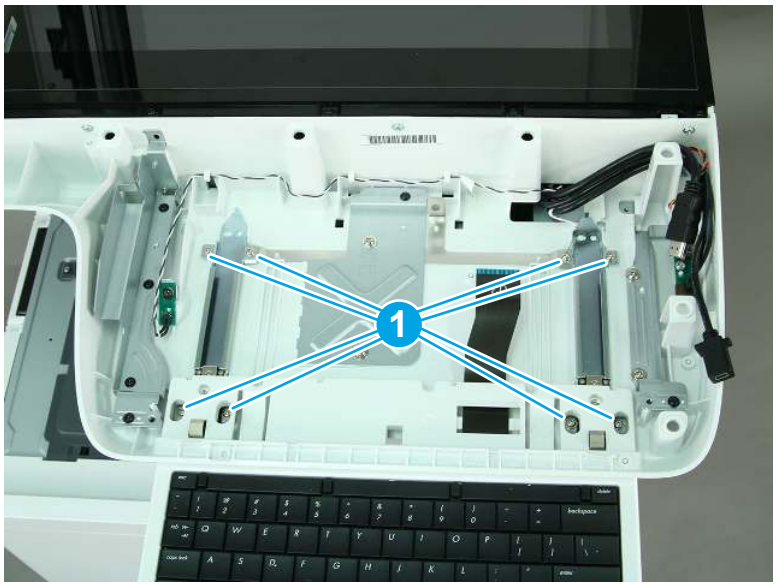
Figure 4-593 Remove the control panel

i. **Keyboard models only**: Pull the keyboard out to its extended position.

Figure 4-594 **Pull the keyboard out**

j. **Keyboard models only**: Remove eight screws (callout 1).

Figure 4-595 **Remove eight screws**

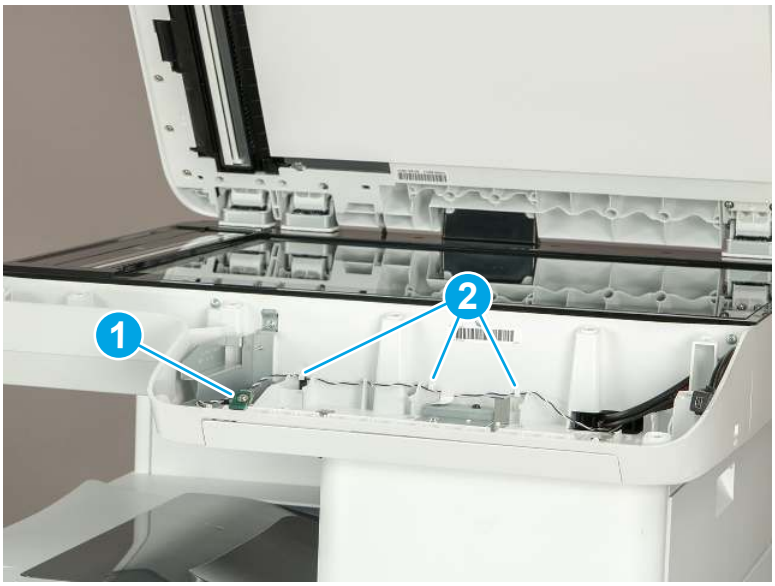


k. **Keyboard models only:** Remove the keyboard and rails.

Figure 4-596 **Remove the keyboard and rails**

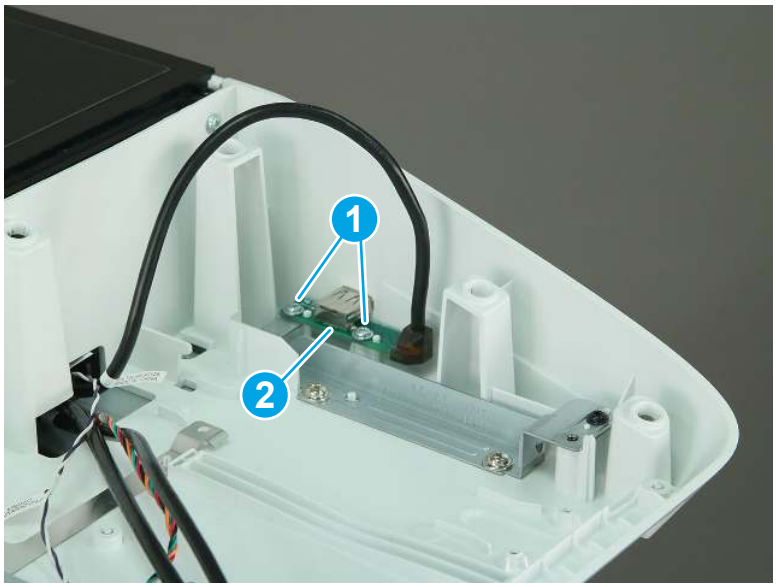
l. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-597 **Release the light PCA**



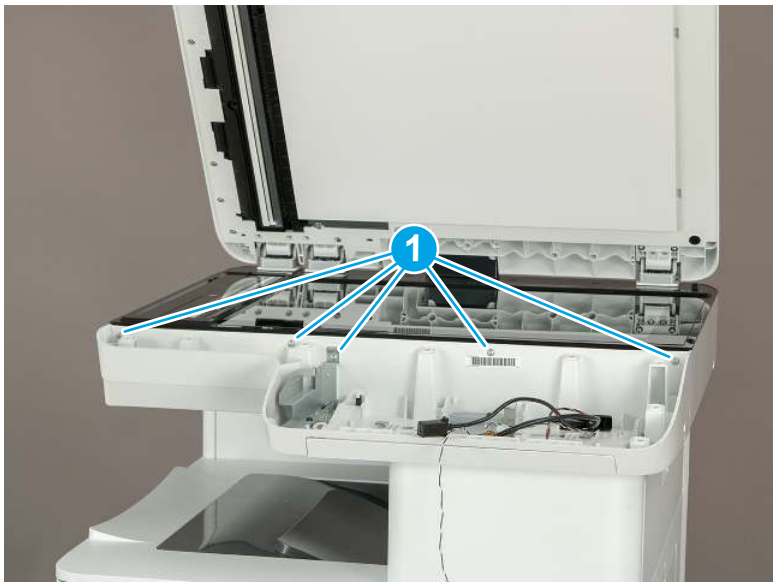
m. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-598 Release the USB port PCA



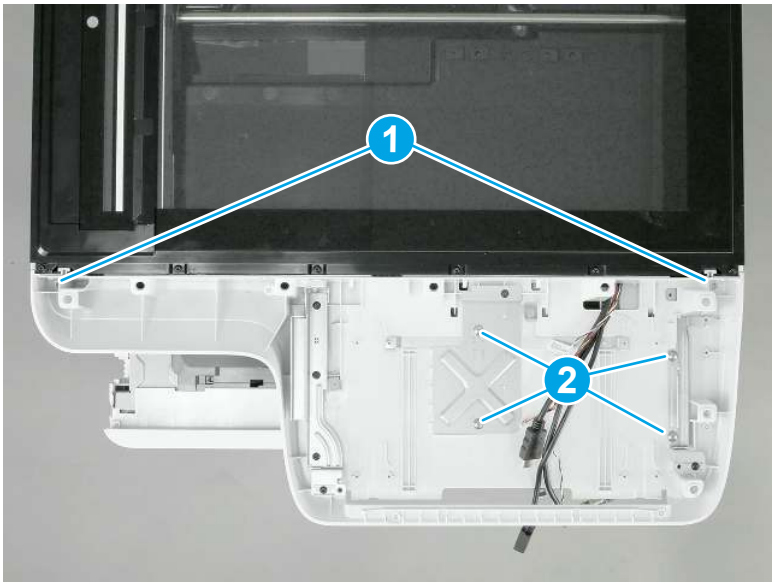
n. Remove five screws (callout 1).

Figure 4-599 Remove four screws



o. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

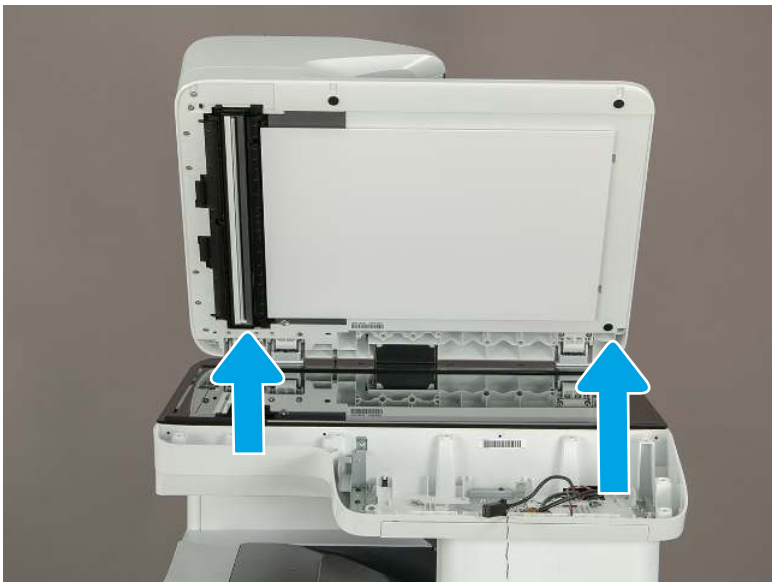
Figure 4-600 Remove six screws



p. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

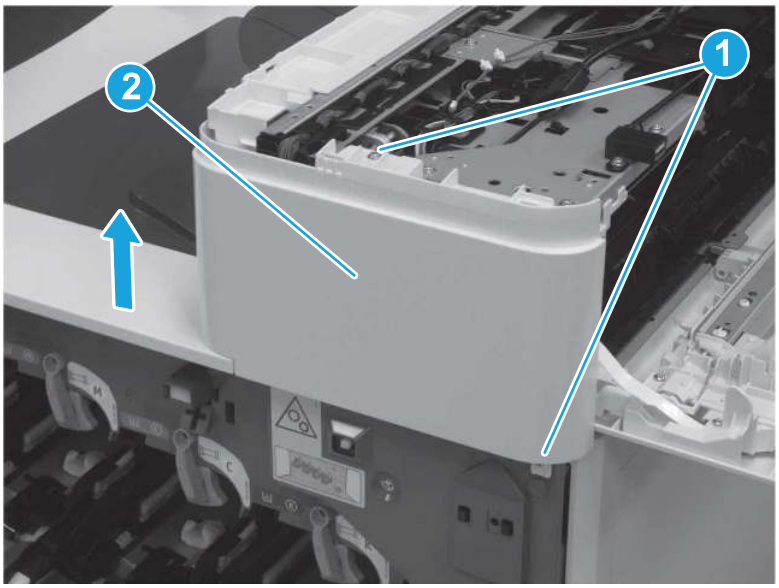
Figure 4-601 Remove the nose cone



6. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

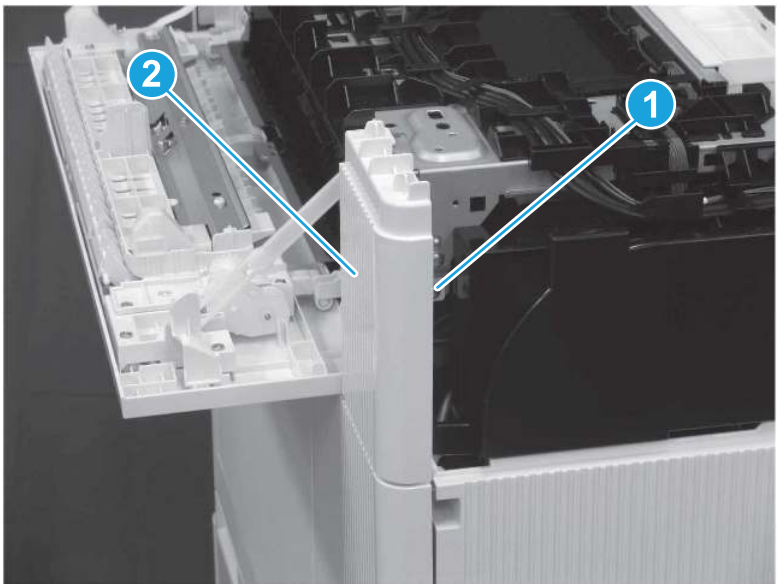
Figure 4-602 Remove the right front cover



7. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

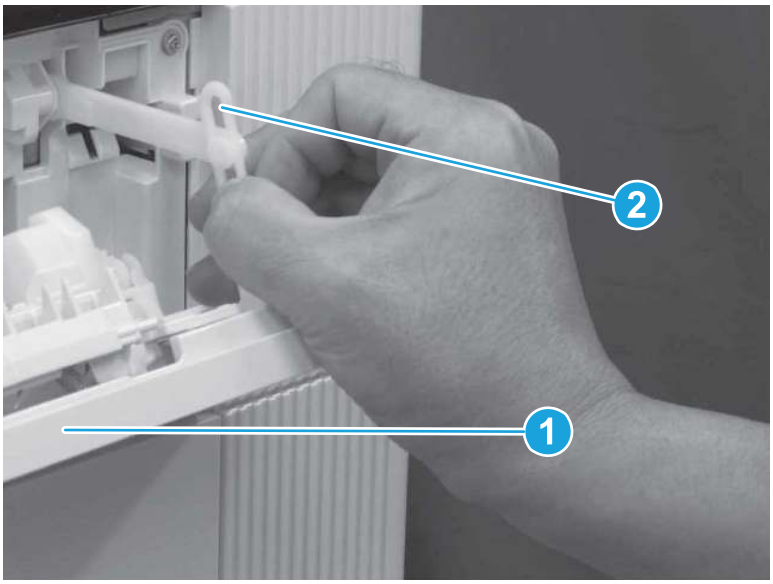
Figure 4-603 Remove the right rear upper cover



8. Remove the right upper door (M856/E85055/M776dn/M776z)

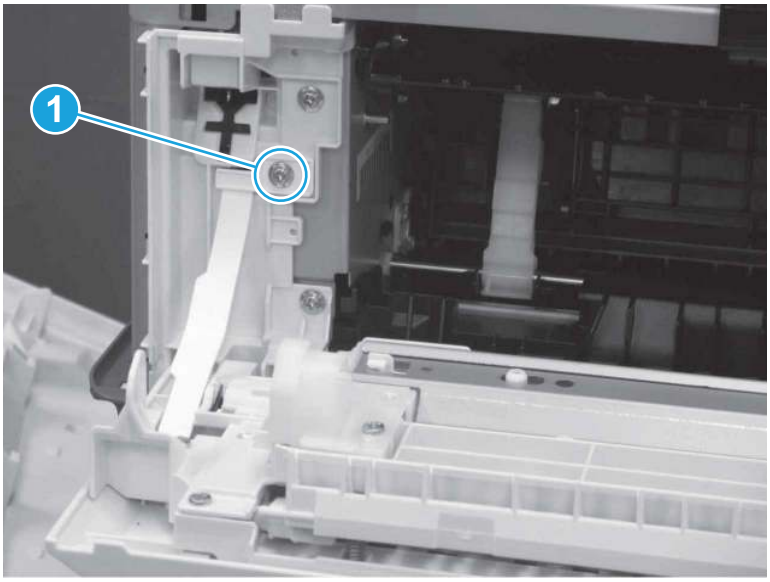
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-604 Open the door and release the link



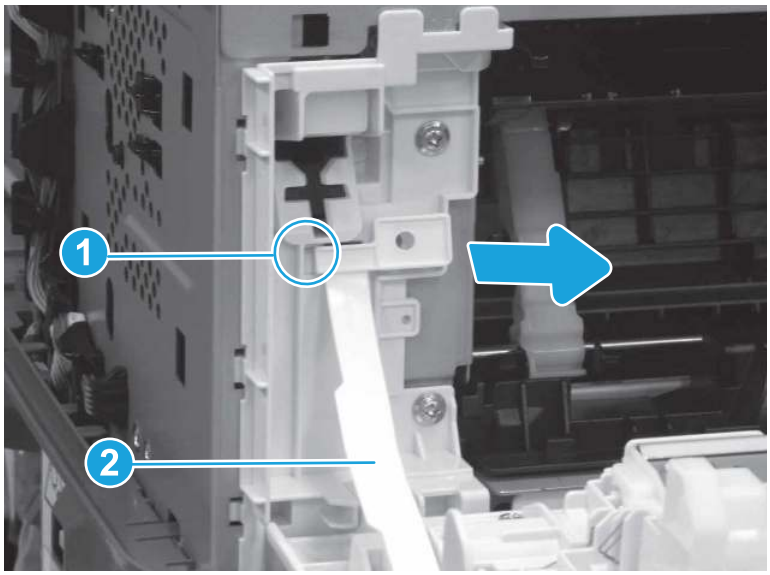
b. Remove one screw (callout 1).

Figure 4-605 Remove one screw



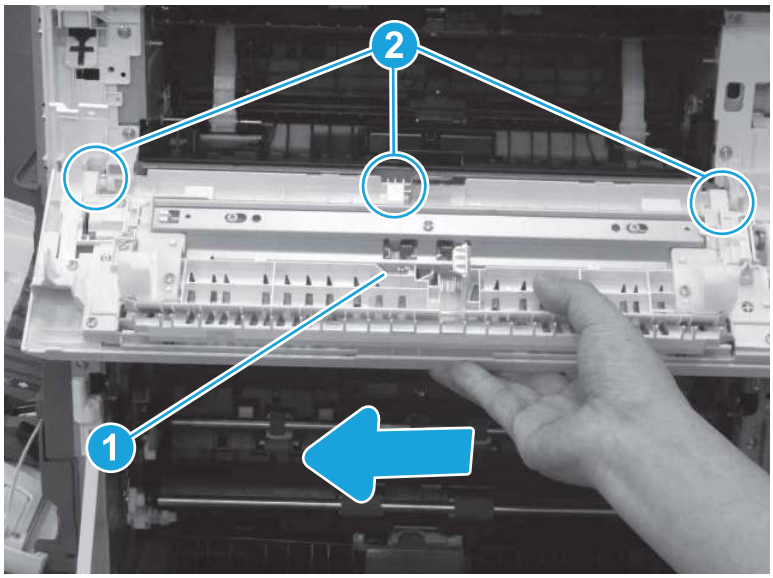
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-606 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

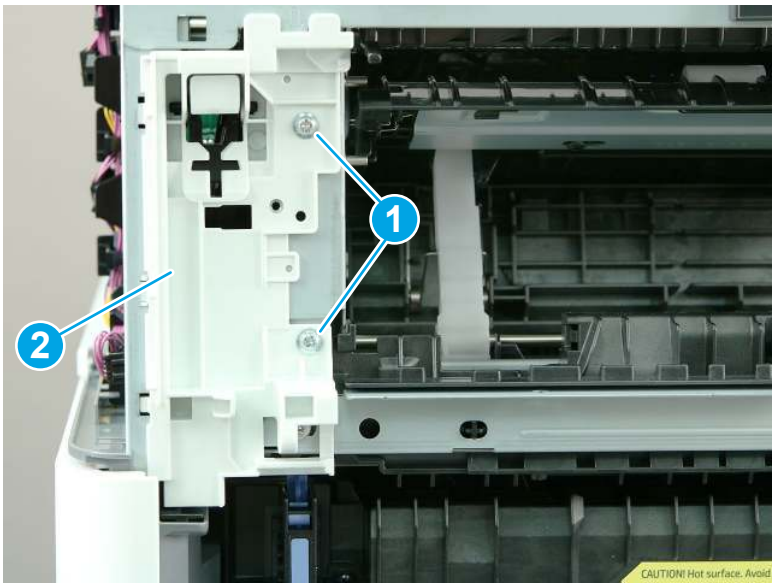
Figure 4-607 Remove the right upper door



9. Remove the delivery assembly (M856/E85055/M776dn/M776z).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

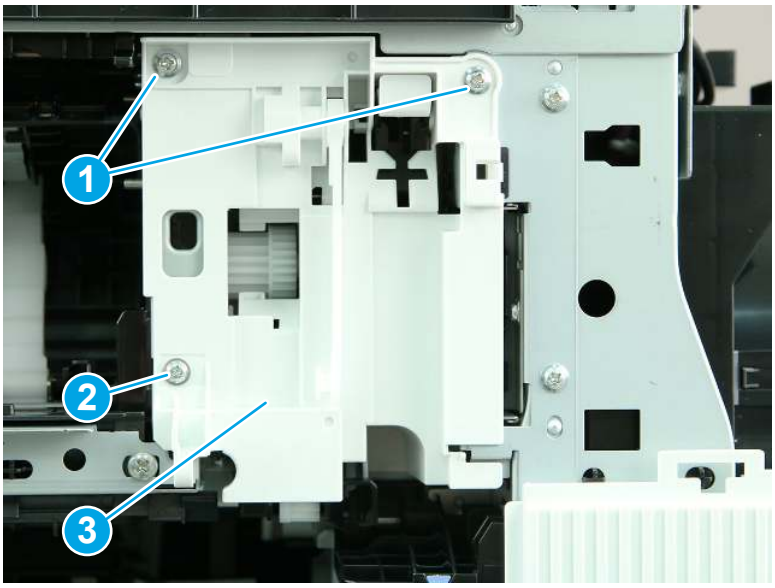
Figure 4-608 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

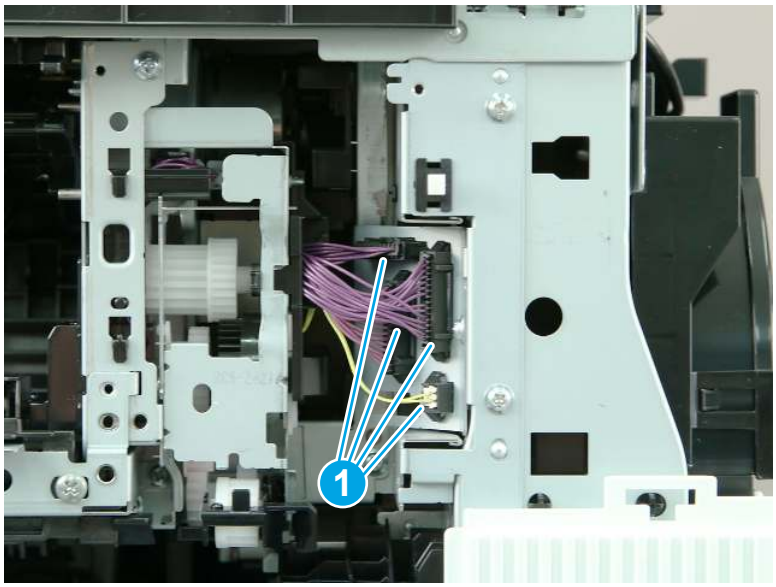
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-609 Remove three screws and toggle rear assembly (M856/E85055/M776dn/M776z)



c. Disconnect four connectors (callout 1).

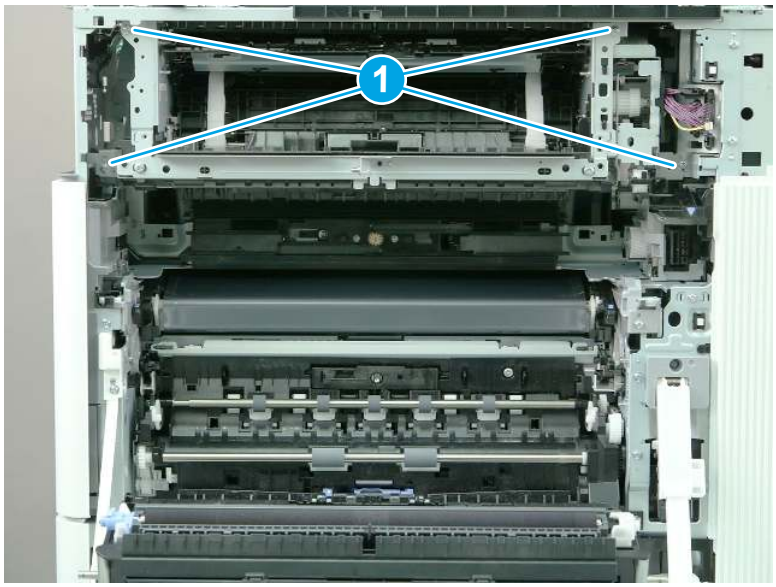
Figure 4-610 Disconnect four connectors (M856/E85055/M776dn/M776z)



d. Remove four screws (callout 1).

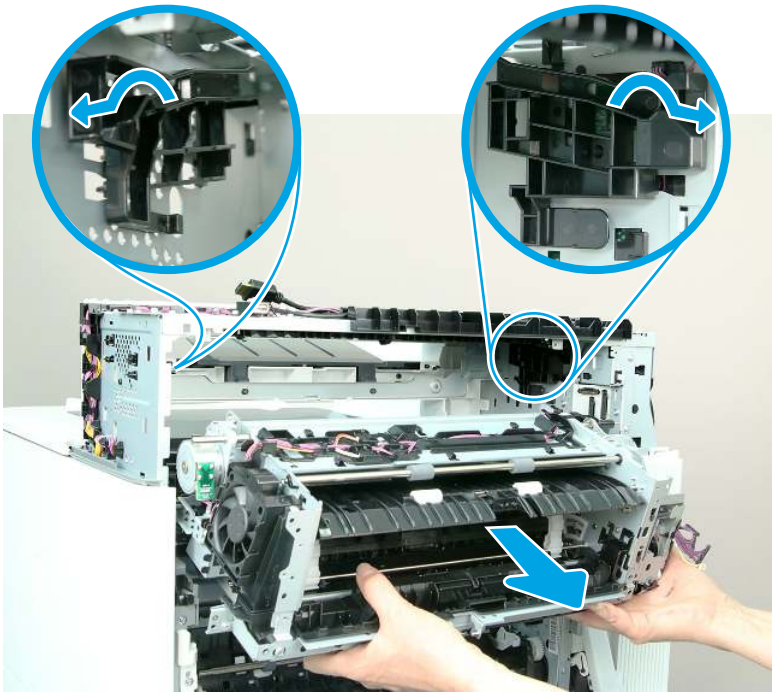
NOTE: The lower screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-611 Remove four screws (M856/E85055/M776dn/M776z)



e. Slide the delivery assembly away from the printer, and then lift up and out to release the posts from the tracks.

Figure 4-612 Remove the delivery assembly (M856/E85055/M776dn/M776z)



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

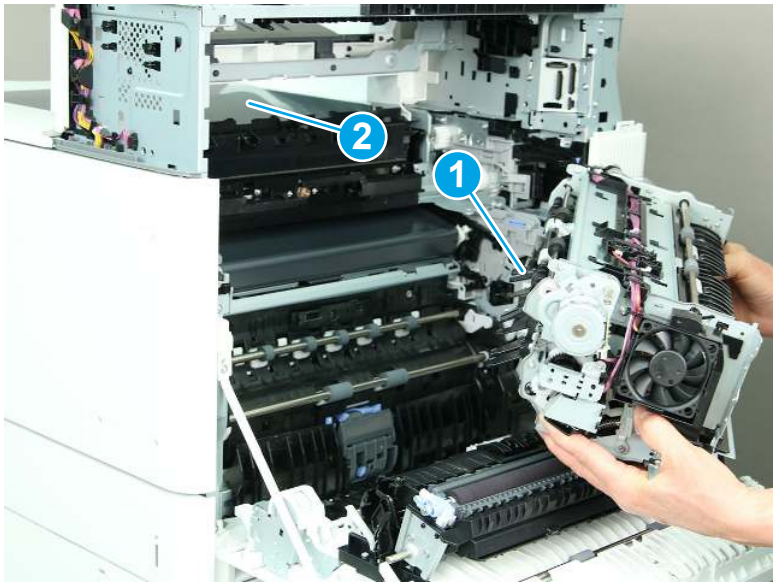
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

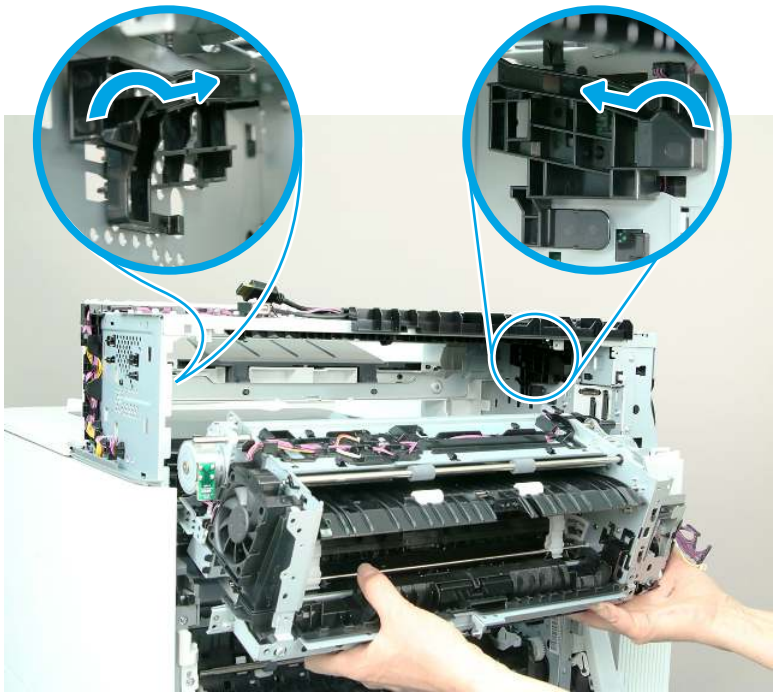
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-613 Install the flap through the opening (M856/E85055/M776dn/M776z)



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-614 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Delivery assembly (M776zs)

Learn how to remove and replace the delivery assembly.

Mean time to repair: 17 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 4-52 Part information

Part number	Part description
RM2-1786-000CN	Paper delivery assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

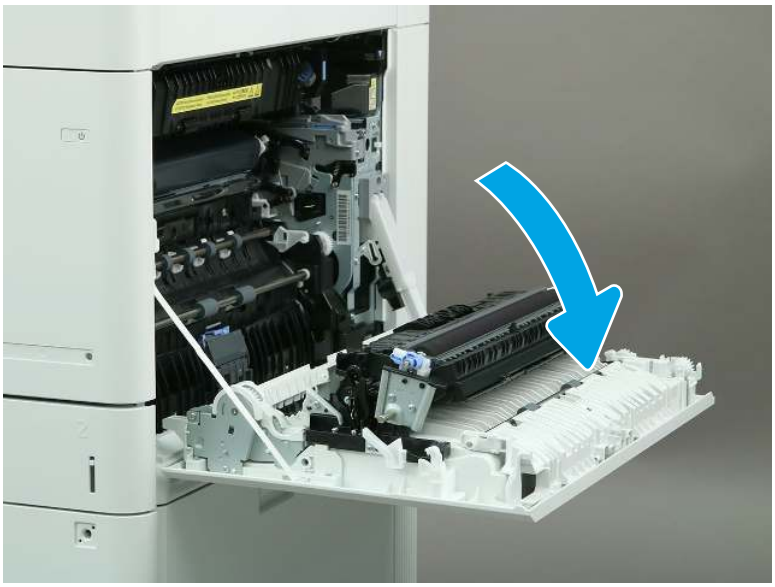
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

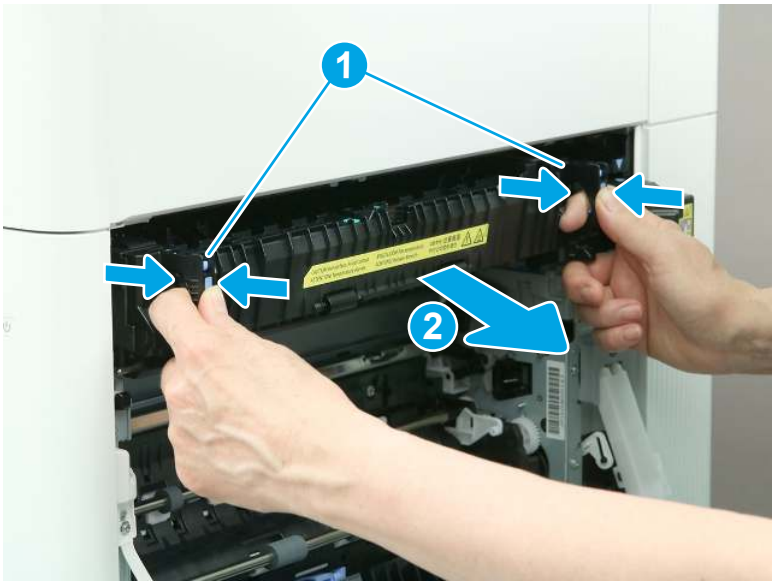
a. Open the right door.

Figure 4-615 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

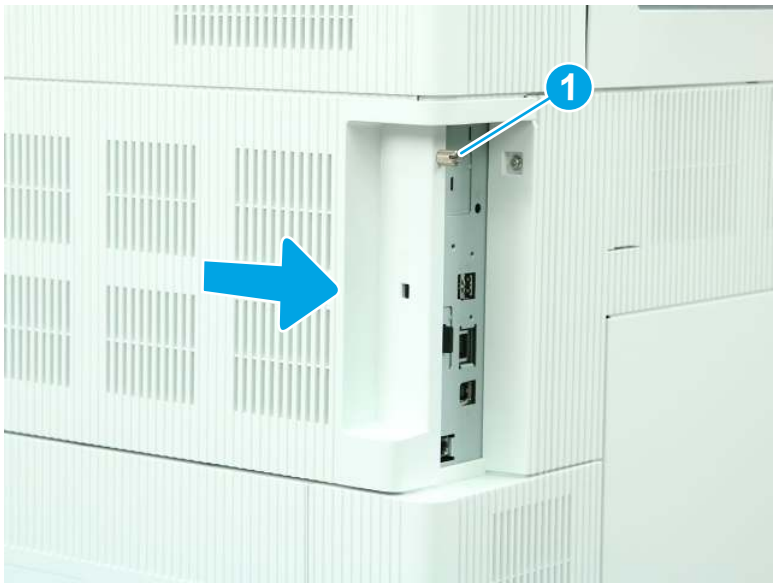
Figure 4-616 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

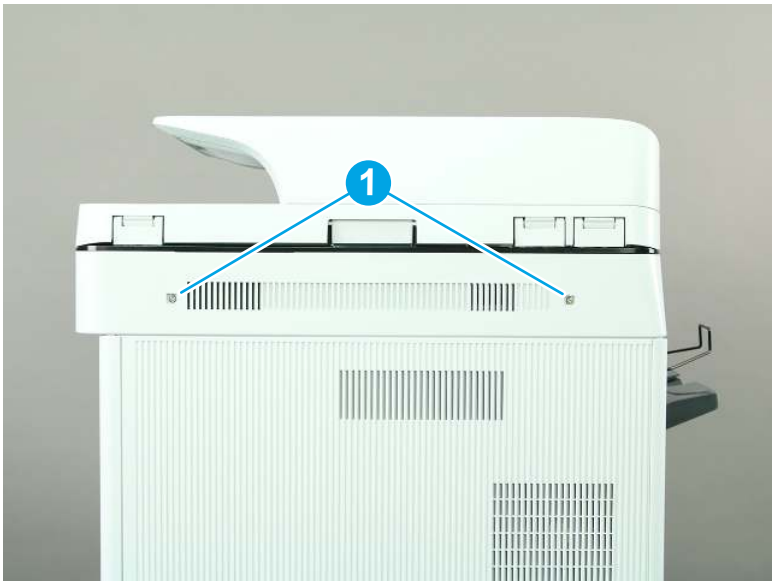
Figure 4-617 Remove the formatter cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-618 Remove two screws



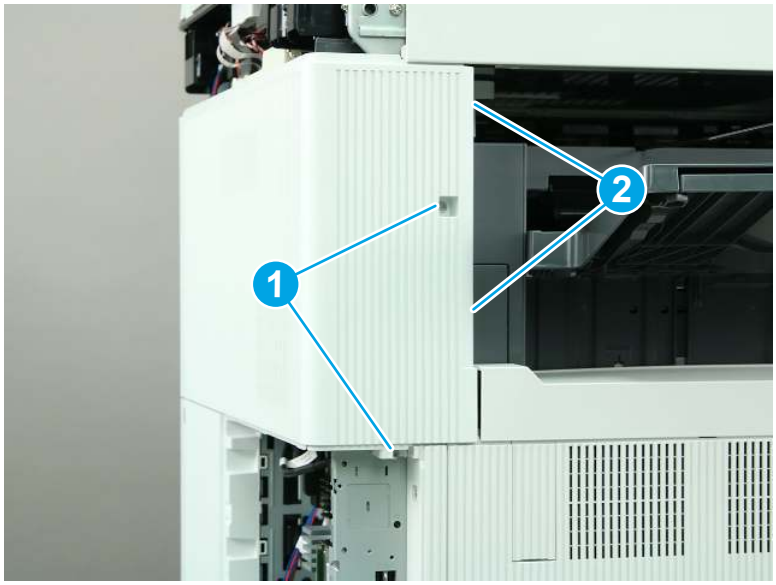
b. Remove the SCB cover.

Figure 4-619 Remove the SCB cover

4. Remove the rear upper cover and left rear upper cover (M776zs).

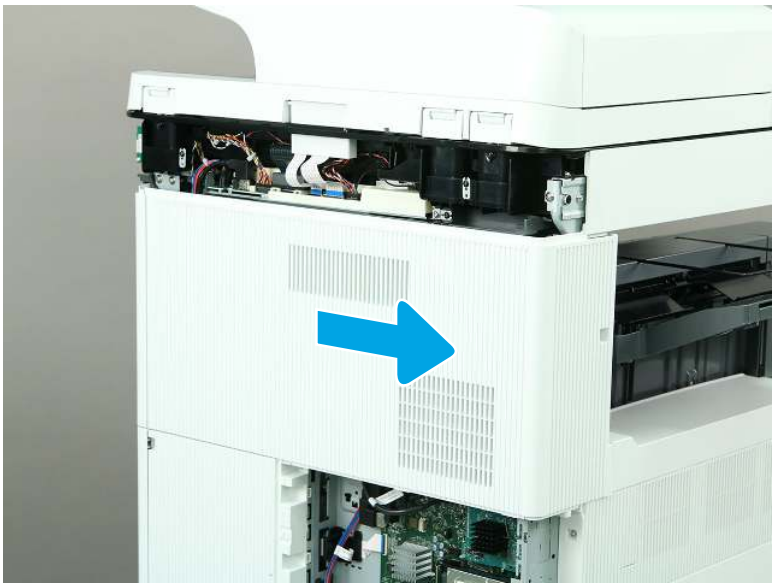
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-620 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-621 Remove the rear upper and left rear upper cover



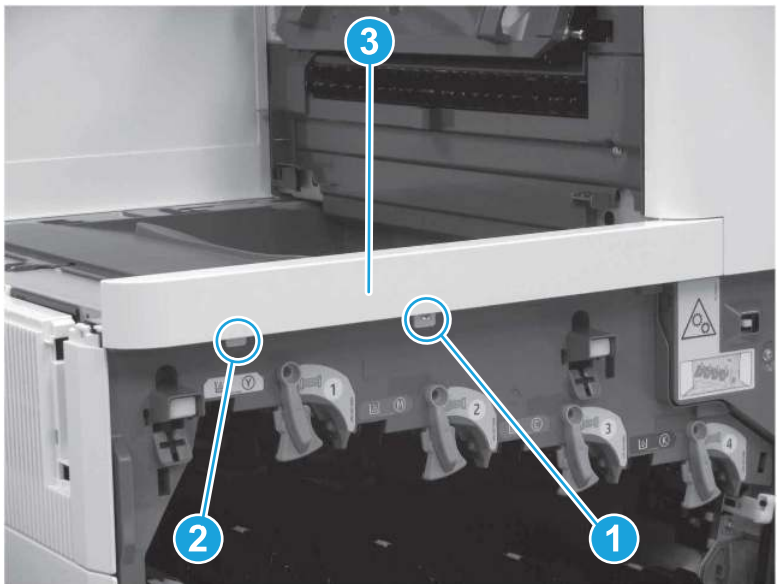
5. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-622 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-623 Remove the front cover



6. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-624 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

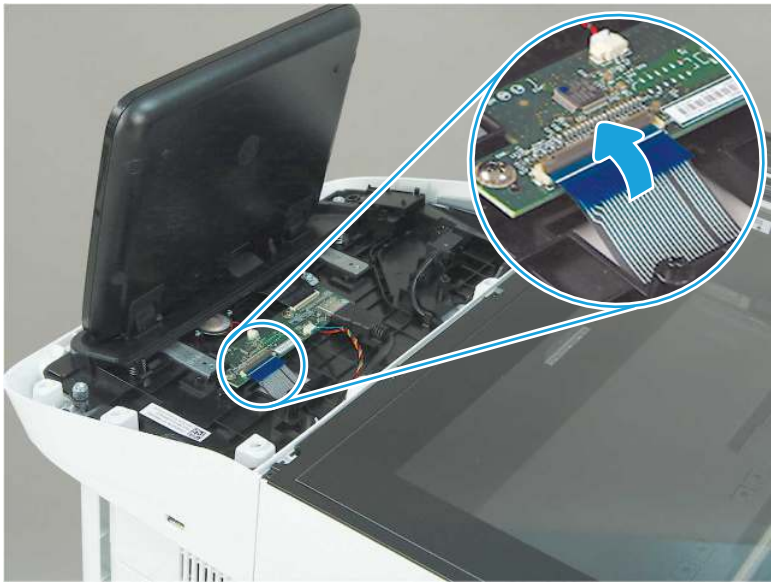
Figure 4-625 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-626 Remove the control panel cover

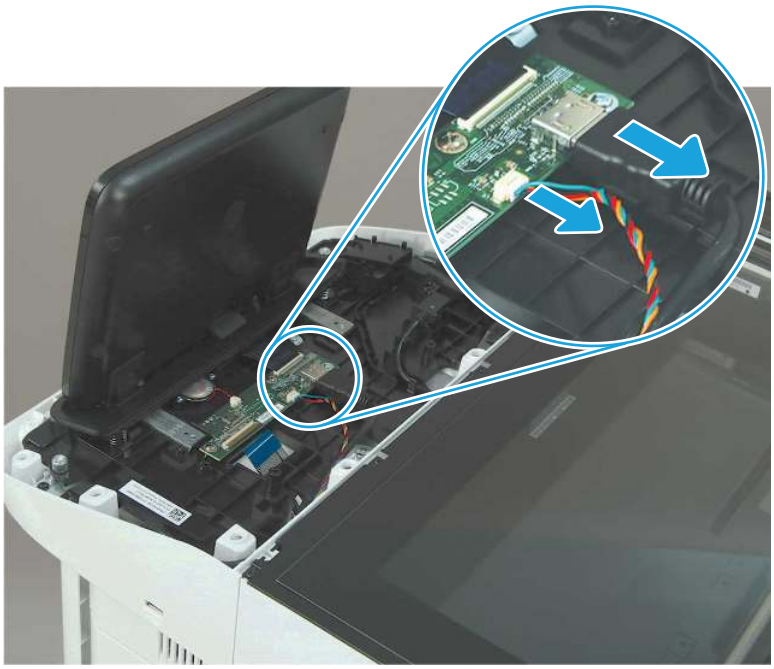
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-627 **Release the keyboard flat cable (M776z/M776zs)**



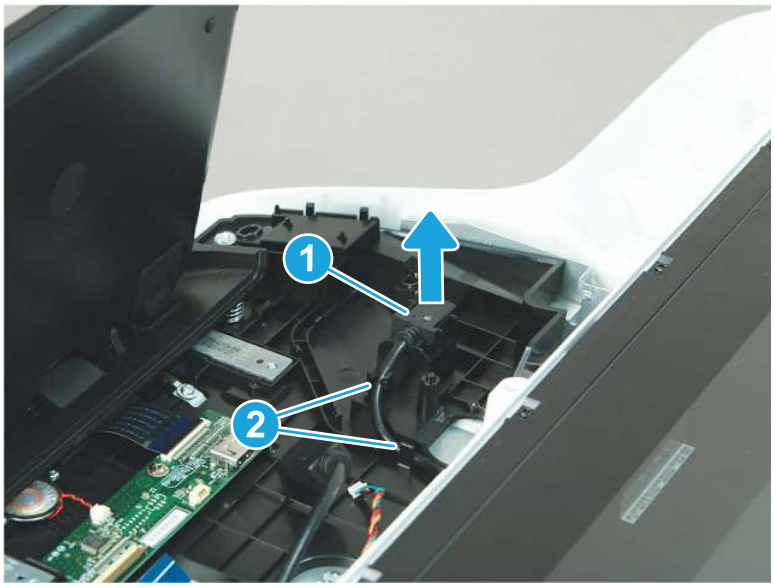
e. Disconnect two connectors

Figure 4-628 **Disconnect two connectors**



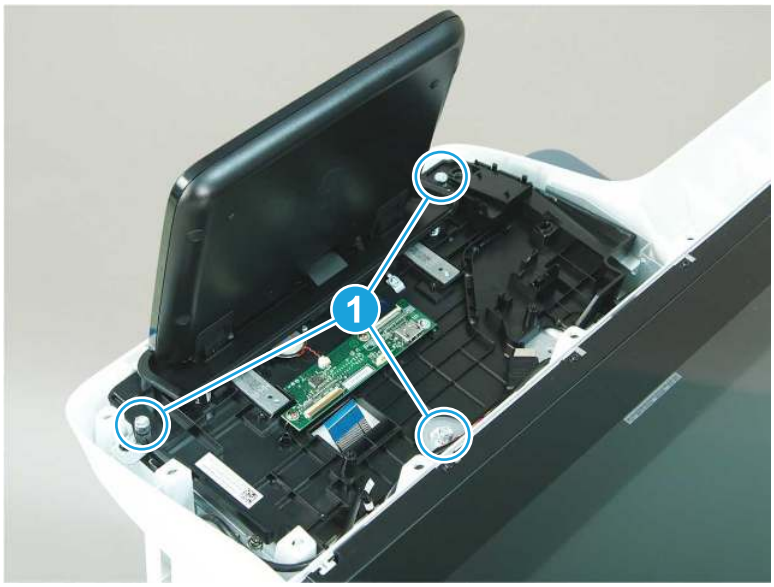
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-629 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-630 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-631 Remove the control panel

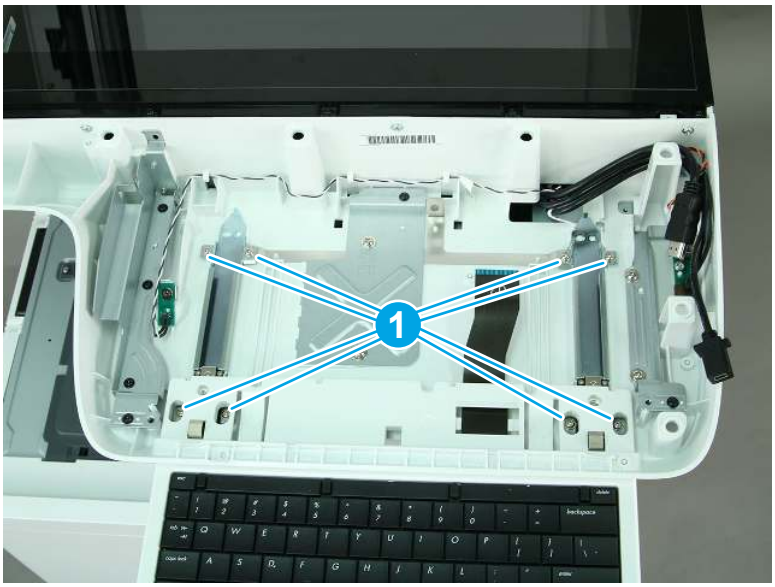
7. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-632 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-633 Remove eight screws



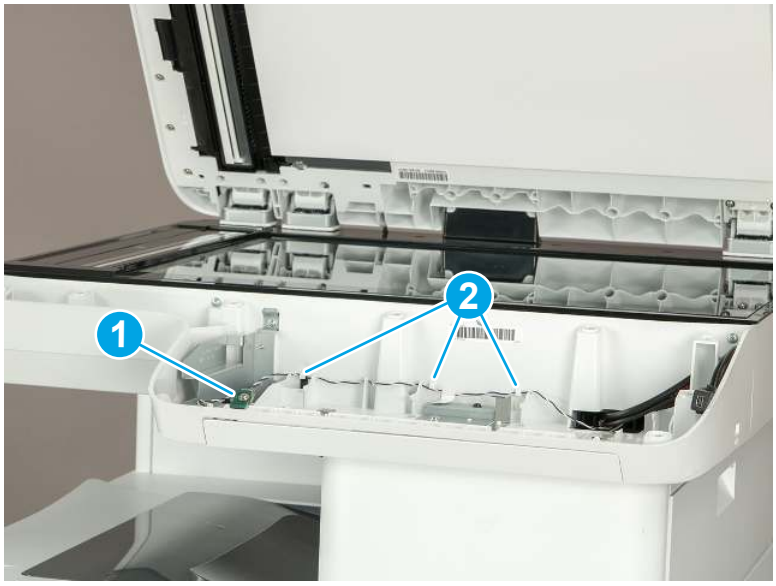
c. Remove the keyboard and rails.

Figure 4-634 Remove the keyboard and rails

8. Remove the nose cone (M776).

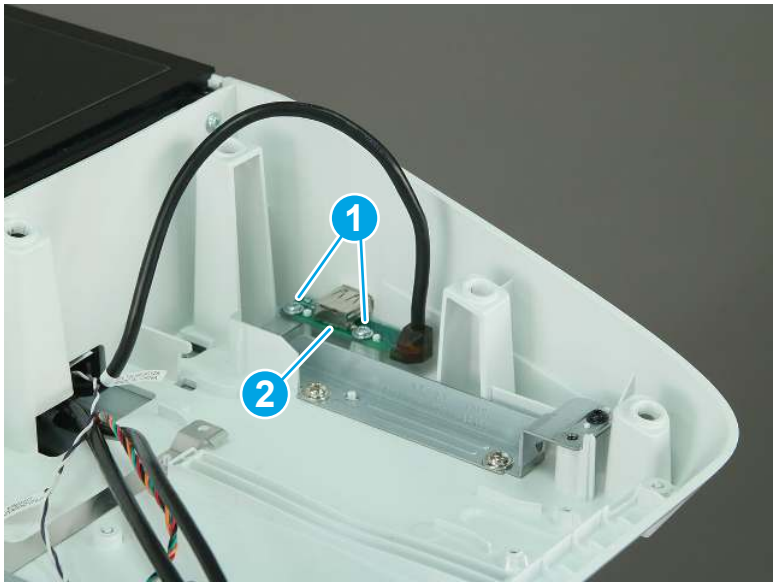
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-635 Release the light PCA



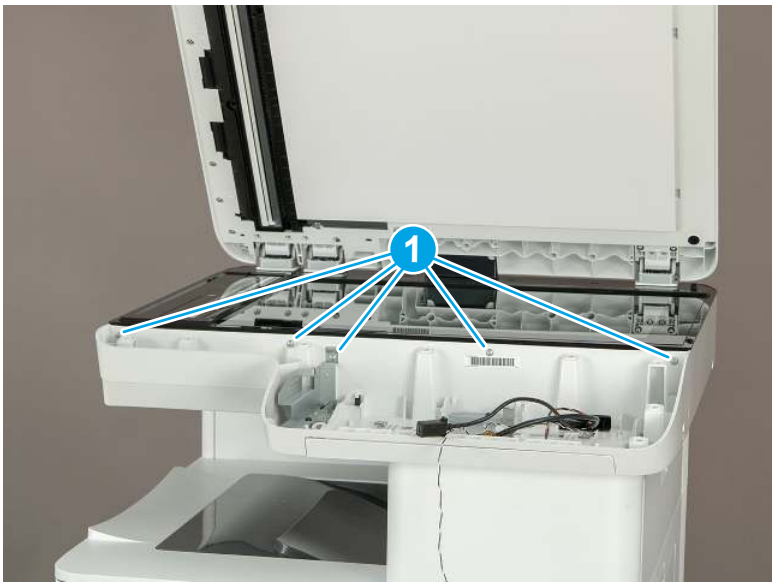
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-636 Release the USB port PCA



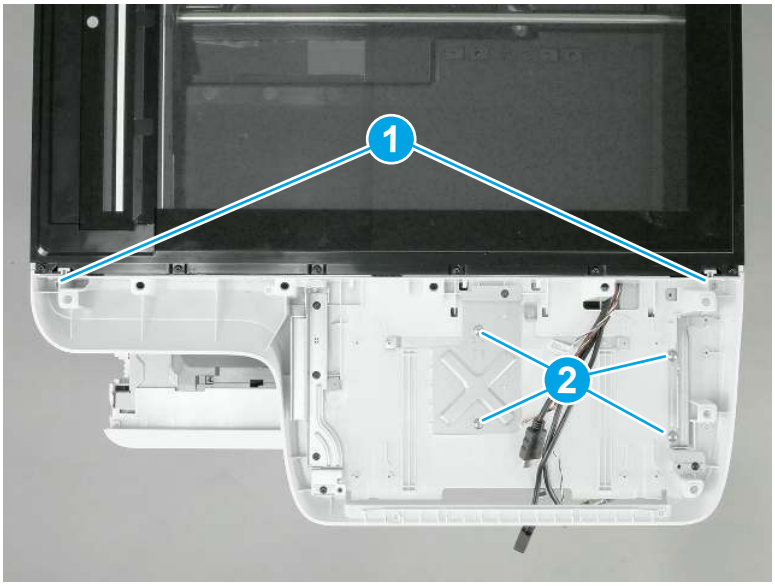
c. Remove five screws (callout 1).

Figure 4-637 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

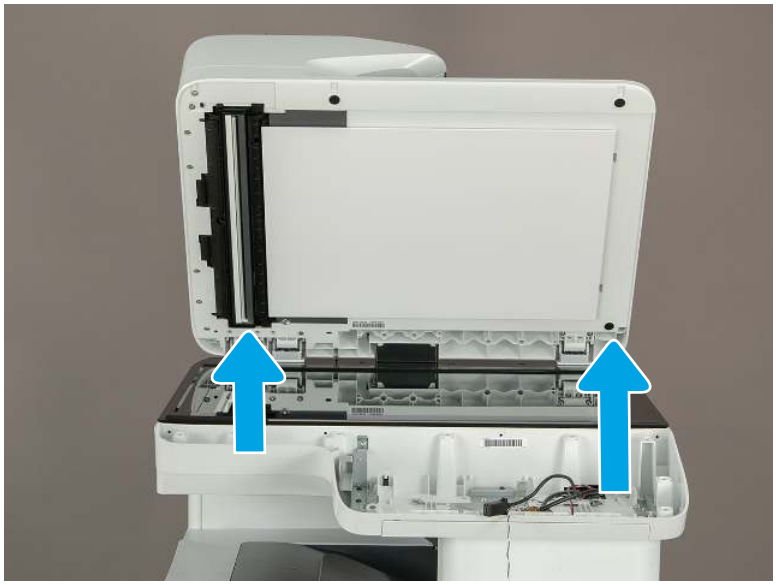
Figure 4-638 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

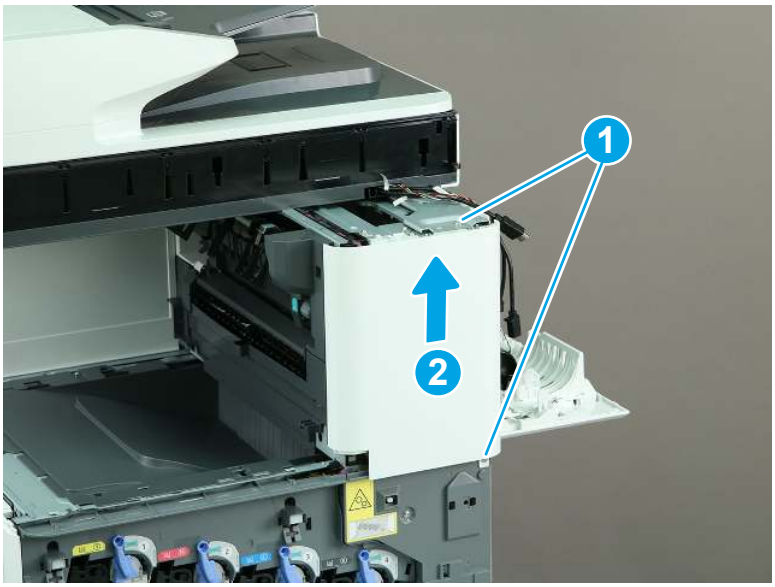
Figure 4-639 Remove the nose cone



9. Remove the right front cover (M776zs).

   - Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

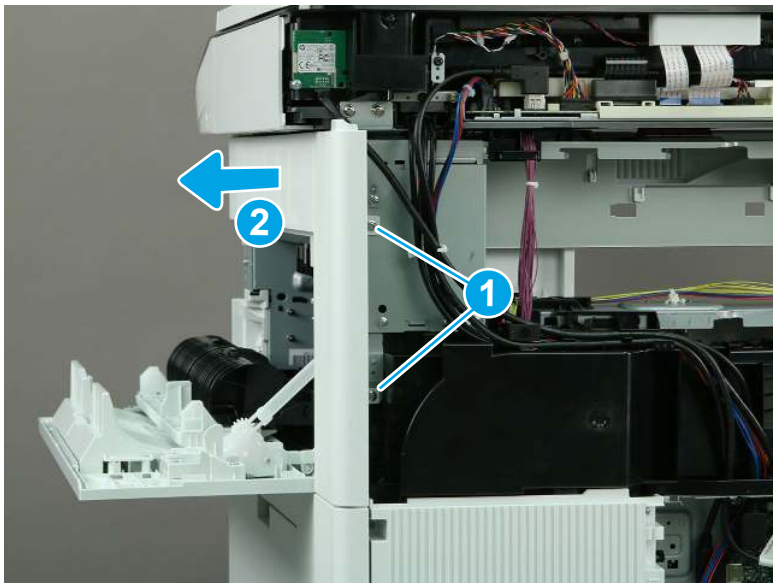
Figure 4-640 Remove the right front cover



10. Remove the right rear upper cover (M776zs).

- Remove two screws (callout 1), and then slide the right rear upper cover away from the printer to remove it (callout 2).

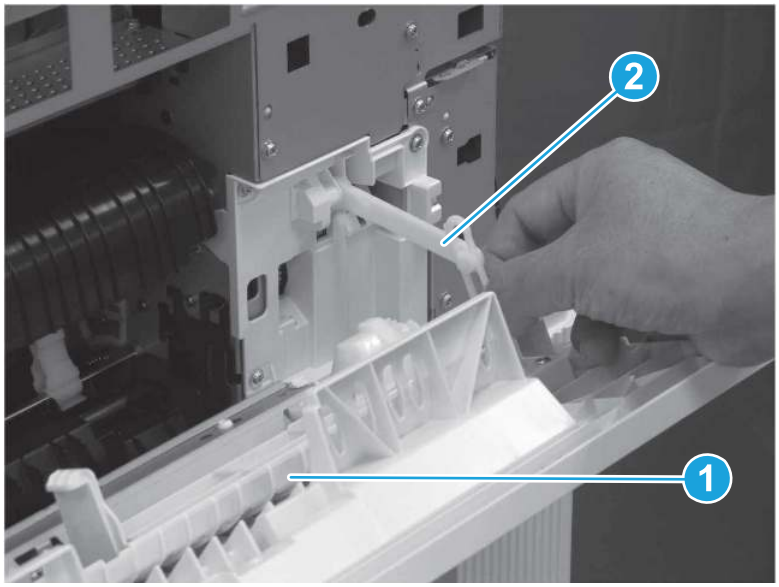
Figure 4-641 **Remove the right rear upper cover**



11. Remove the right upper door (M776zs).

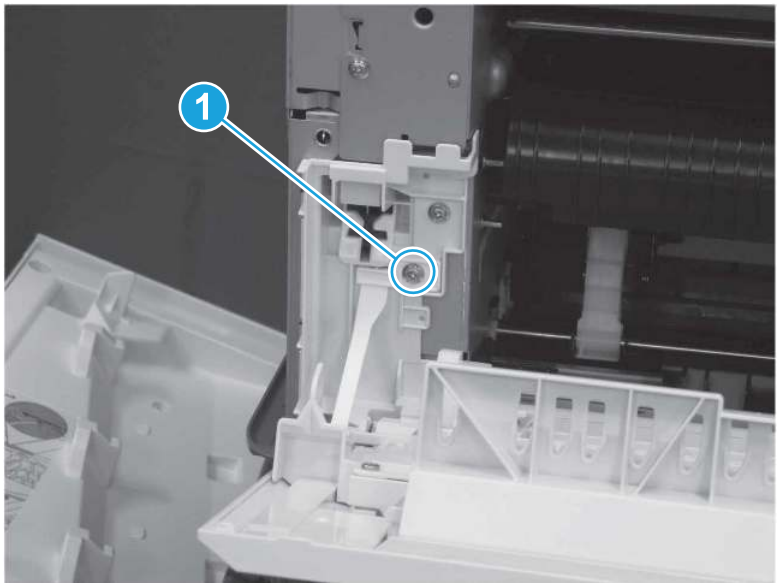
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-642 **Open the door and release the link**



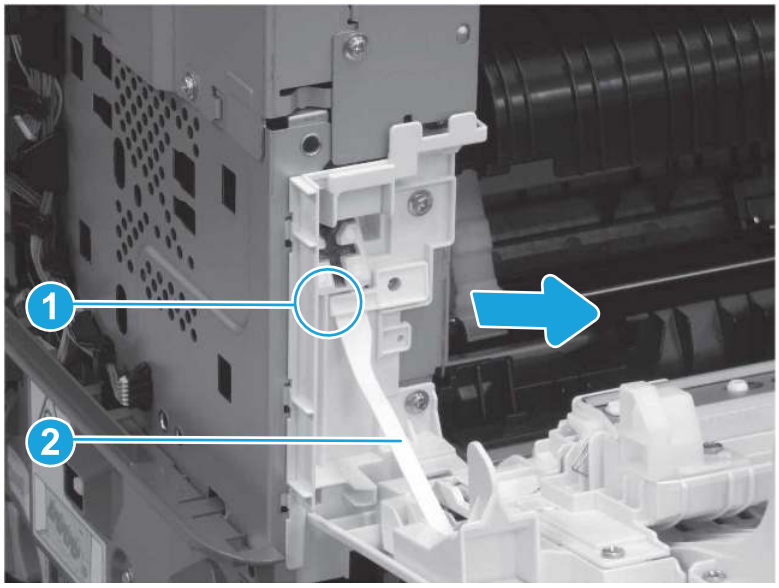
b. Remove one screw (callout 1).

Figure 4-643 Remove one screw



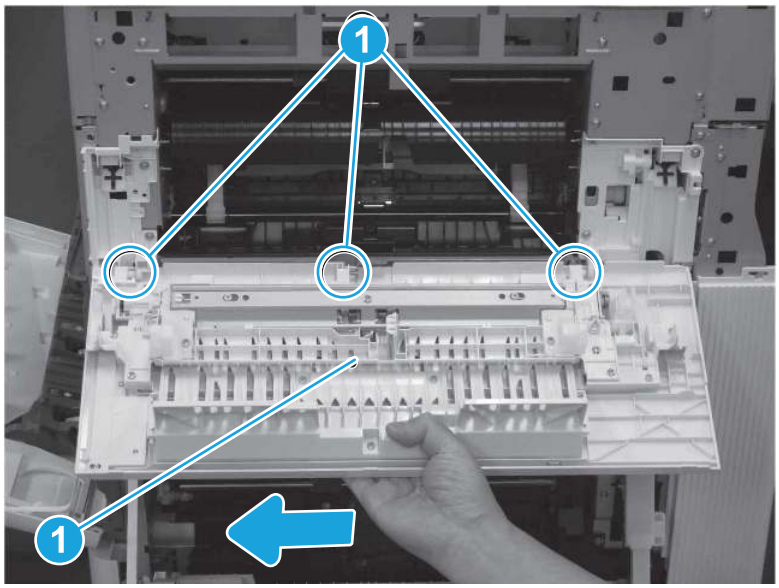
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-644 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

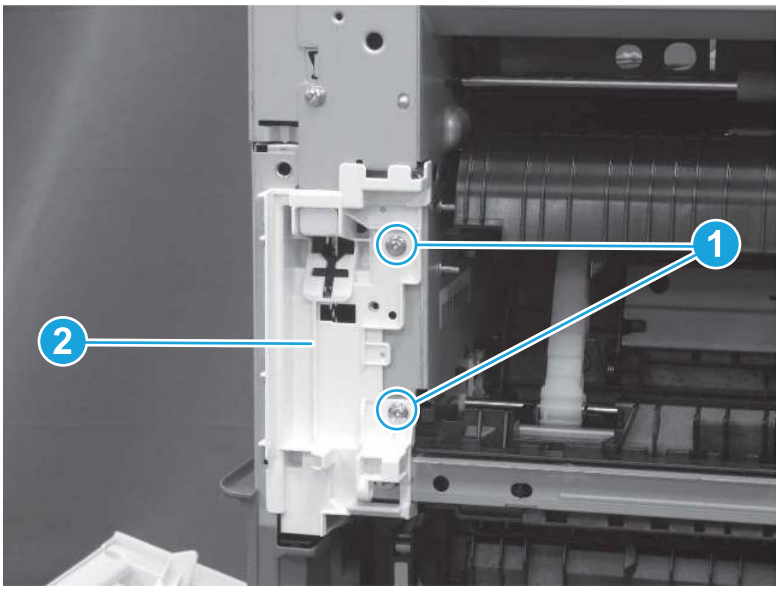
Figure 4-645 Remove the right upper door



12. Remove the delivery assembly (M776zs).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

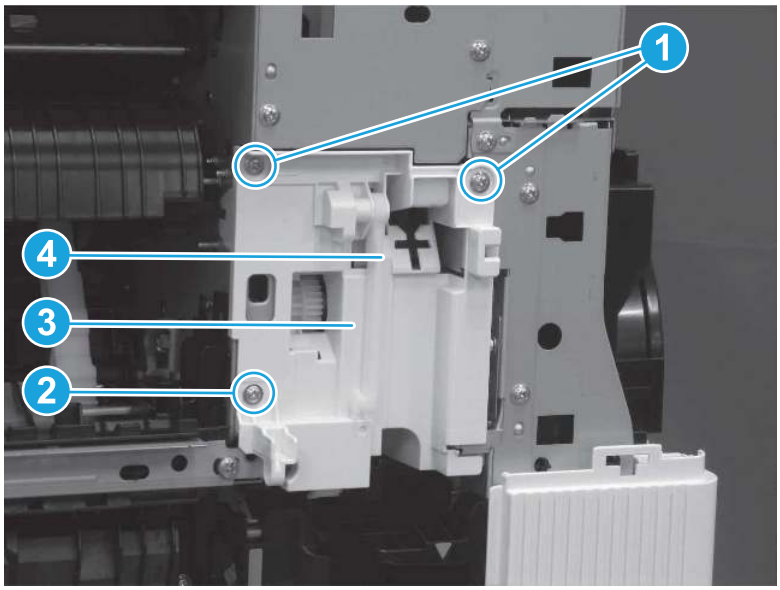
Figure 4-646 Remove two screws and toggle front assembly (M776zs)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3) and the link (callout 4) together.

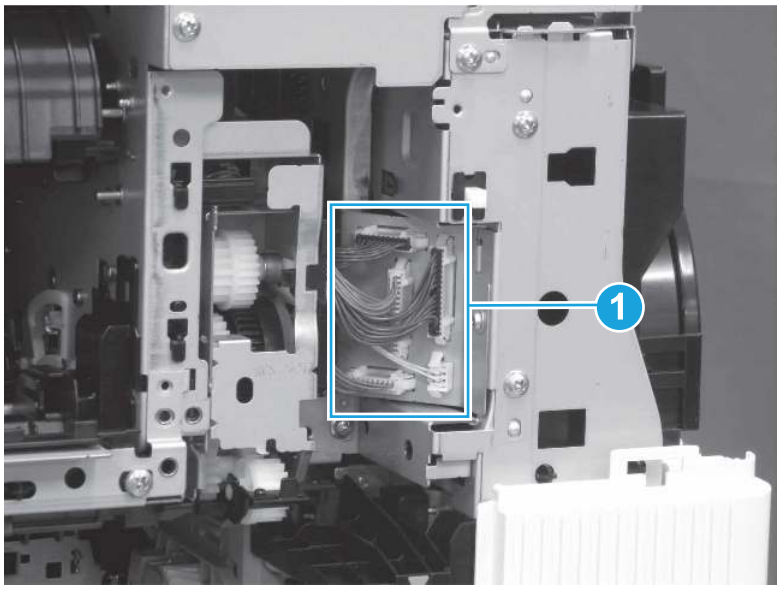
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-647 Remove three screws and toggle rear assembly (M776zs)



c. Disconnect five connectors (callout 1).

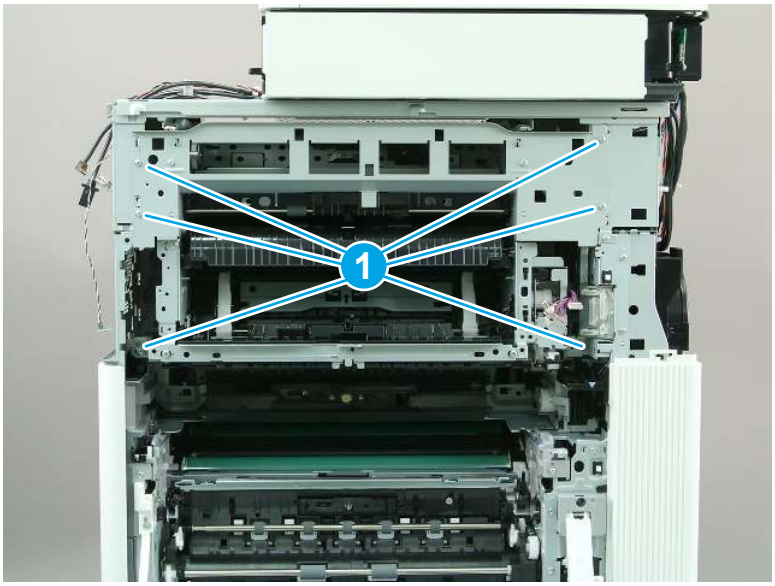
Figure 4-648 Disconnect five connectors (M776zs)



d. Remove six screws (callout 1).

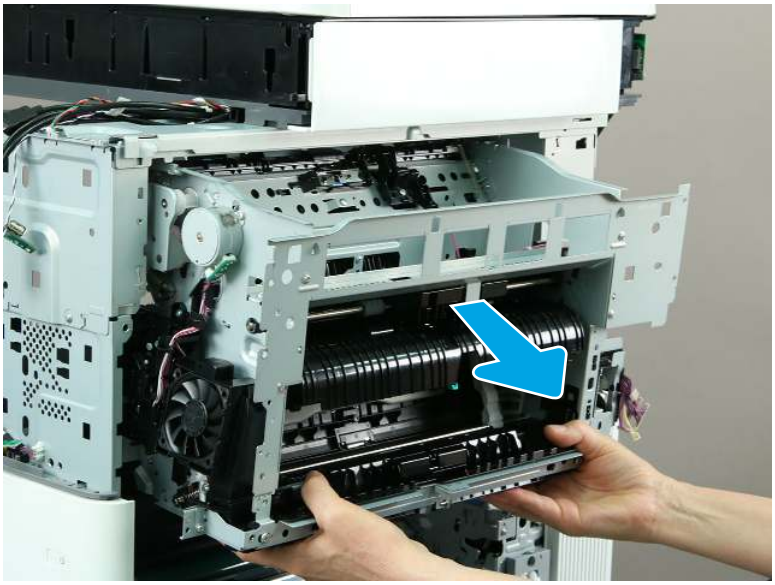
NOTE: The lower two screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-649 Remove six screws (M776zs)



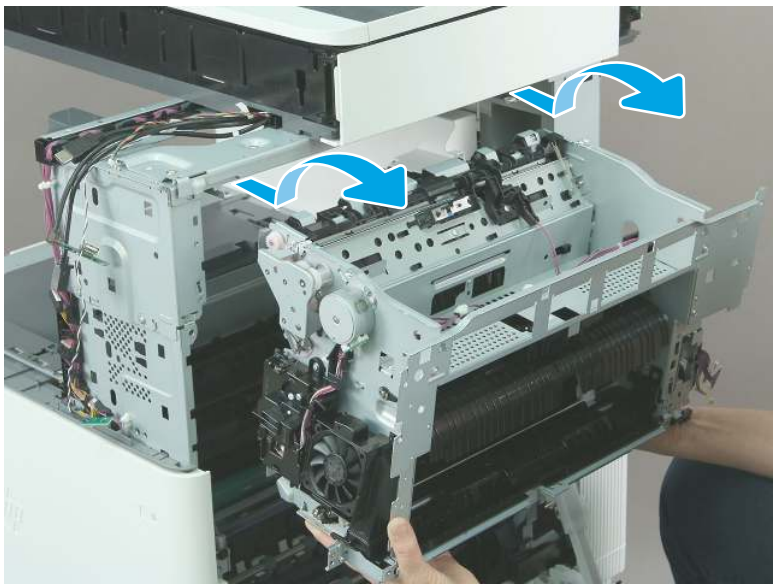
e. Slide the delivery assembly away from the printer.

Figure 4-650 Slide the delivery assembly (M776zs)



f. Lift up and out to release the stoppers from the tracks, and then remove the delivery assembly.

Figure 4-651 **Remove the delivery assembly (M776zs)**



13. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

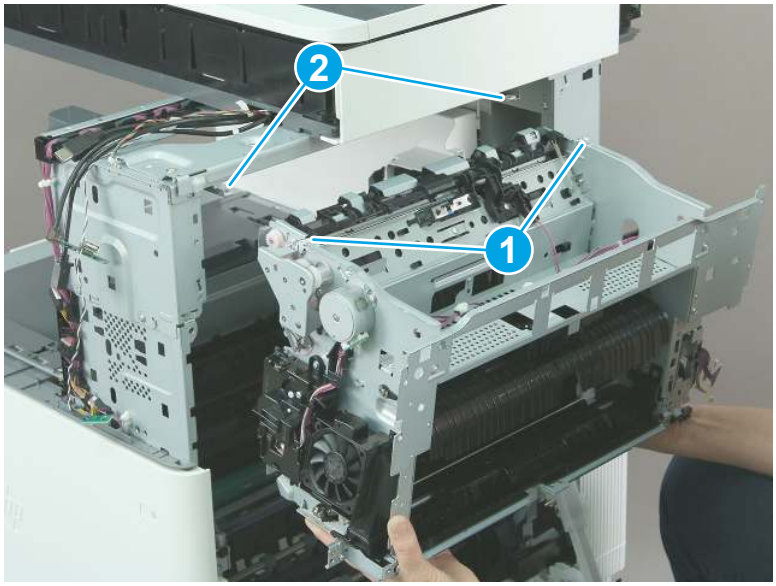
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

14. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M776zs).

- When reinstalling the delivery assembly, position the stoppers on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the stoppers in the tracks.

Figure 4-652 Install the delivery assembly (M776zs)



Removal and replacement: Toggle front assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the toggle front assembly (M856/E85055/M776dn/M776z).

View a video of how to remove and replace the toggle front assembly (M856/E85055/M776dn/M776z).

Mean time to repair: 12 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 4-53 Part information

Part number	Part description
RM2-1764-000CN	Toggle front assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

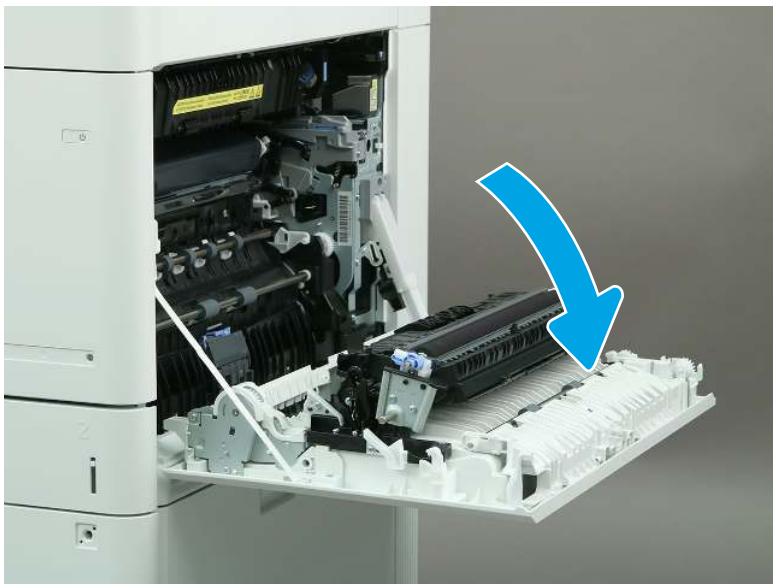
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

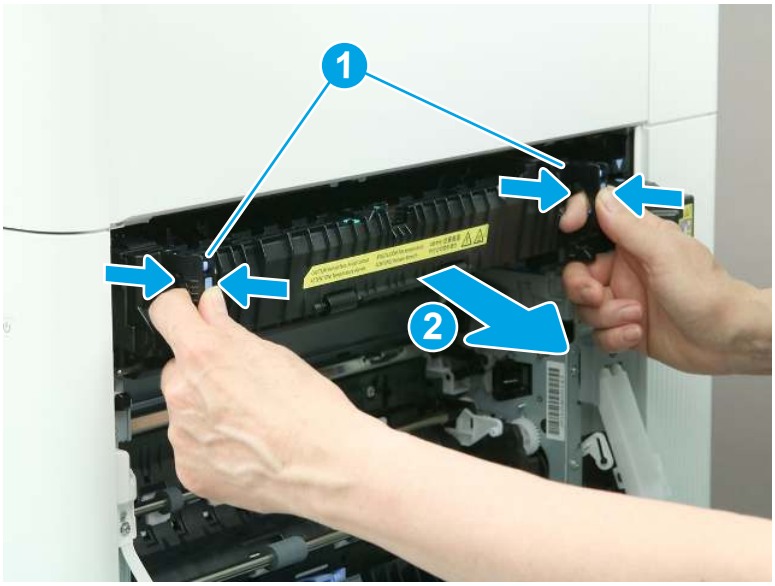
1. Remove the fuser.
   a. Open the right door.

Figure 4-653 **Open the right door**



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

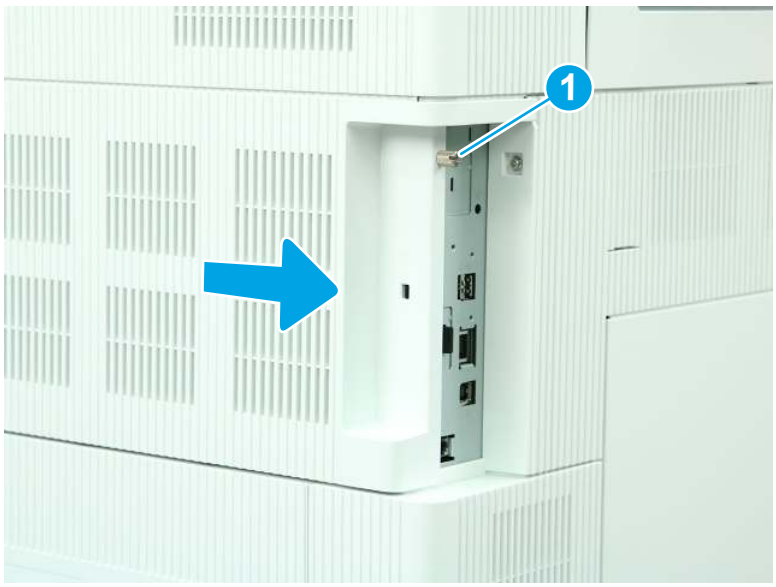
Figure 4-654 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

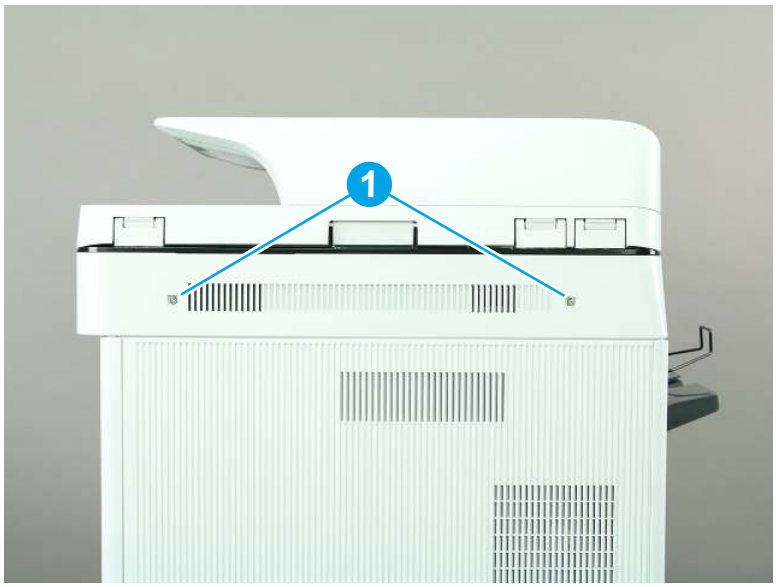
Figure 4-655 Remove the formatter cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-656 Remove two screws



b. Remove the SCB cover.

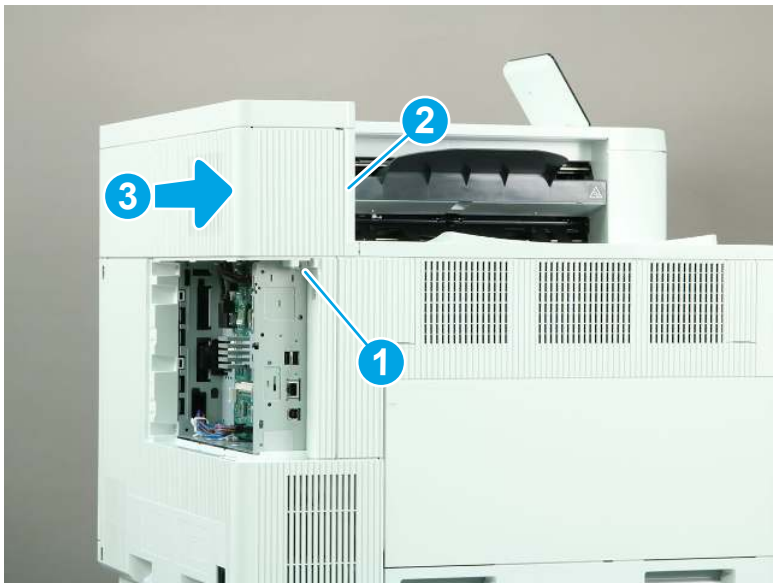
Figure 4-657 Remove the SCB cover

4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-658 **Remove the rear upper cover**



5. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-659 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-660 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

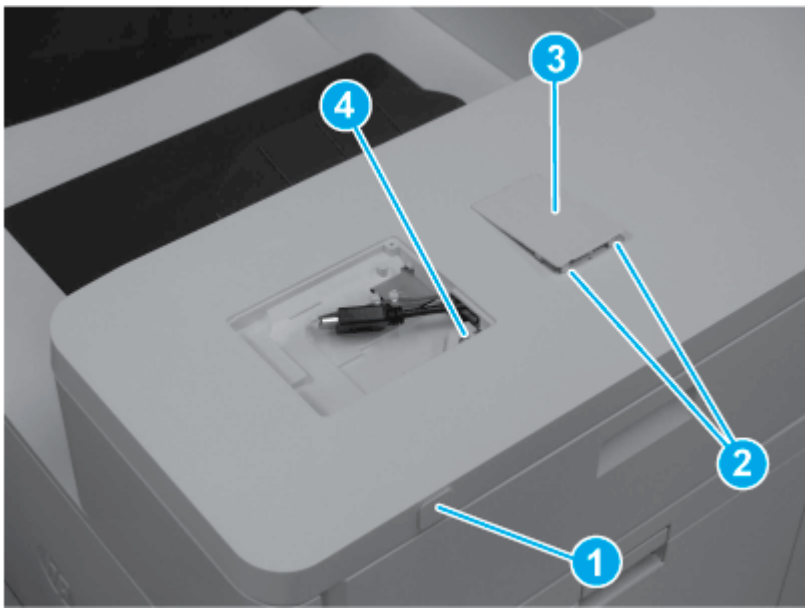
Figure 4-661 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-662 Disconnect two connectors

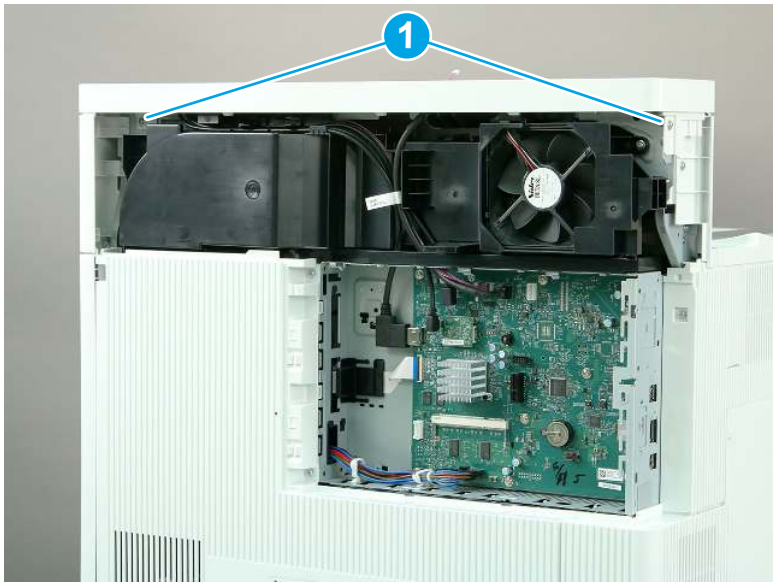
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-663 Remove covers and one screw



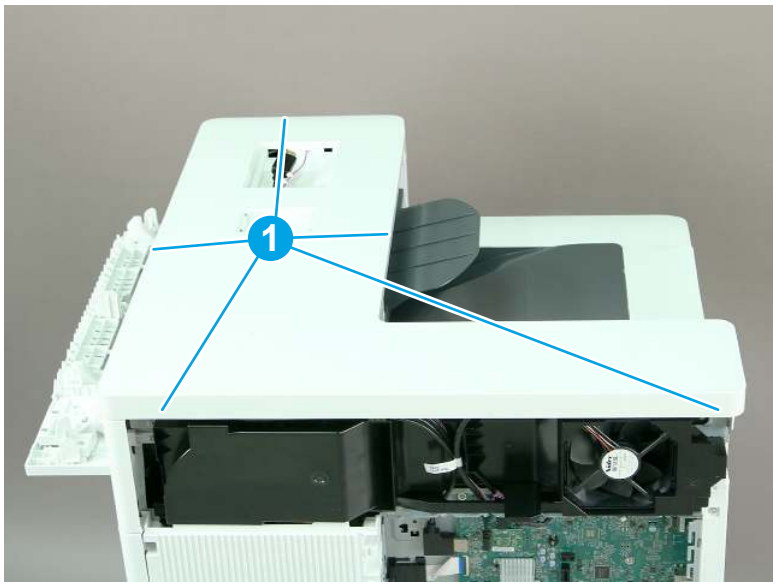
f. Remove two screws (callout 1).

Figure 4-664 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-665 Release five tabs



6. **M776 only**: Remove the control panel, keyboard, and nose cone.

NOTE: This step applies to only the M776 models. Skip this step for all other models

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-666 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

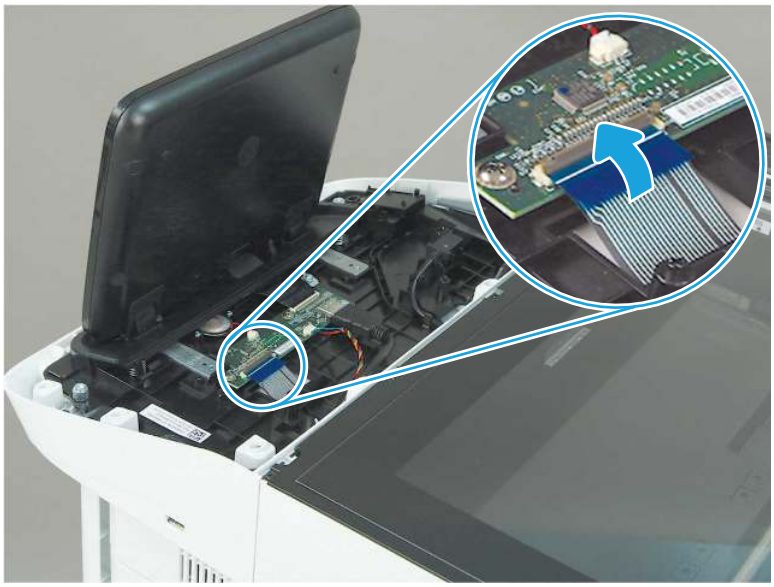
Figure 4-667 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-668 Remove the control panel cover

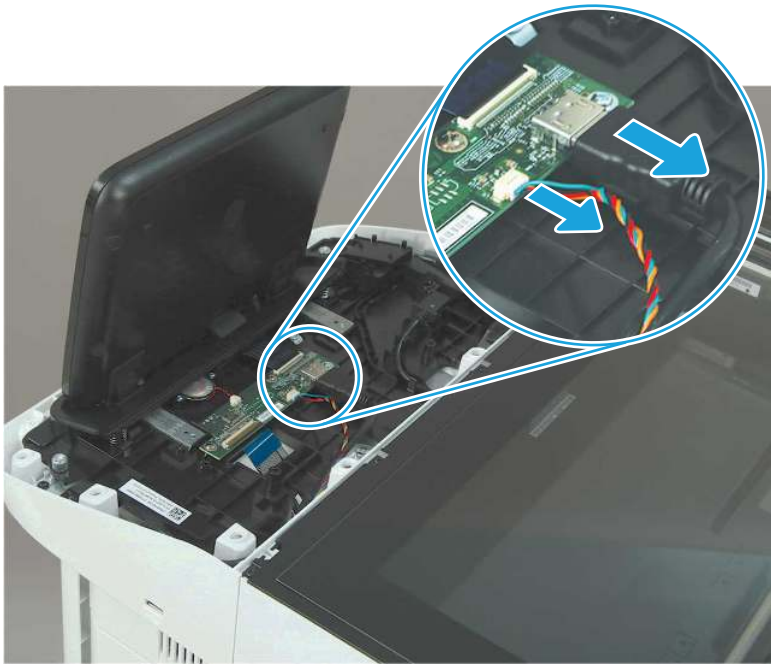
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-669 Release the keyboard flat cable (M776z/M776zs)



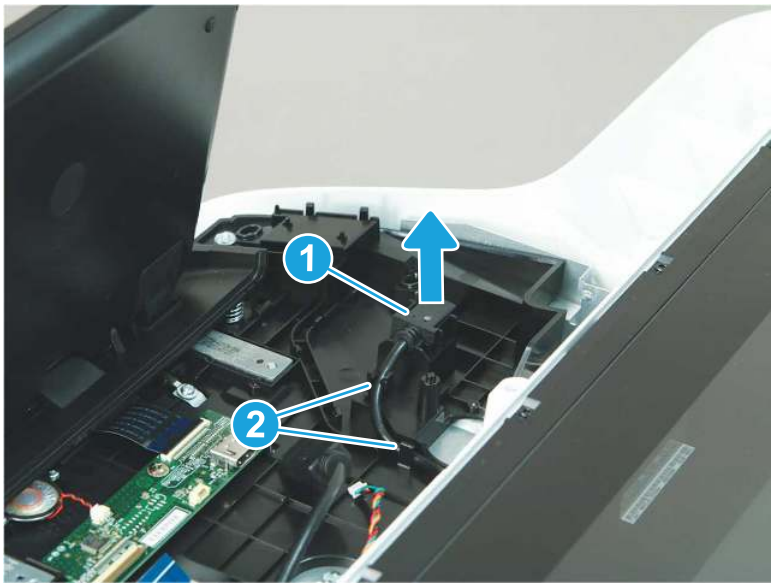
e. Disconnect two connectors.

Figure 4-670 Disconnect two connectors



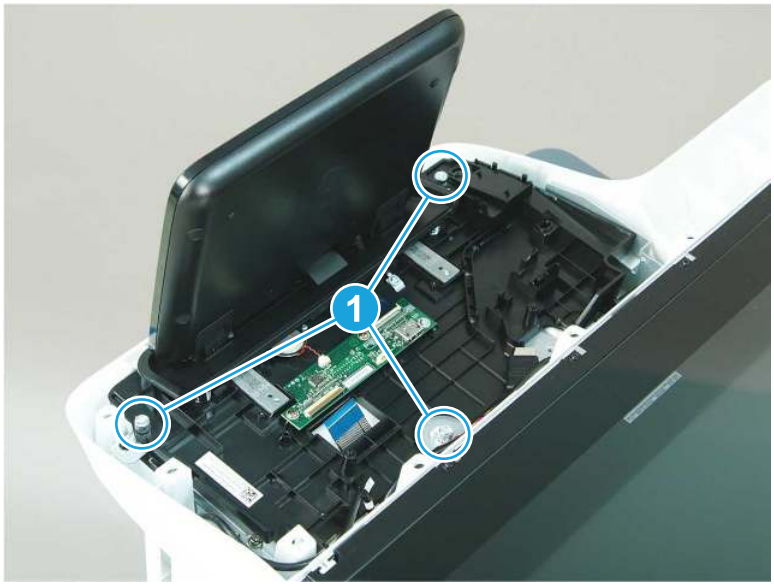
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-671 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-672 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

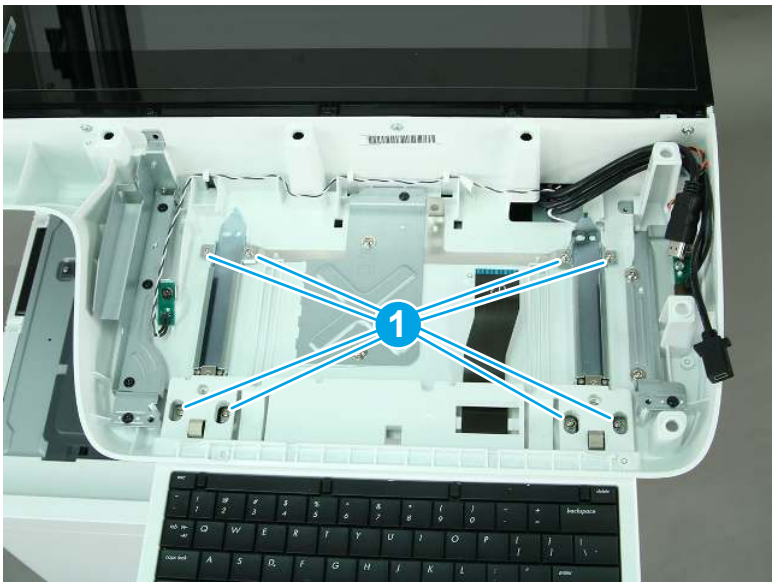
Figure 4-673 Remove the control panel

i. **Keyboard models only:** Pull the keyboard out to its extended position.

Figure 4-674 **Pull the keyboard out**

j. **Keyboard models only:** Remove eight screws (callout 1).

Figure 4-675 **Remove eight screws**

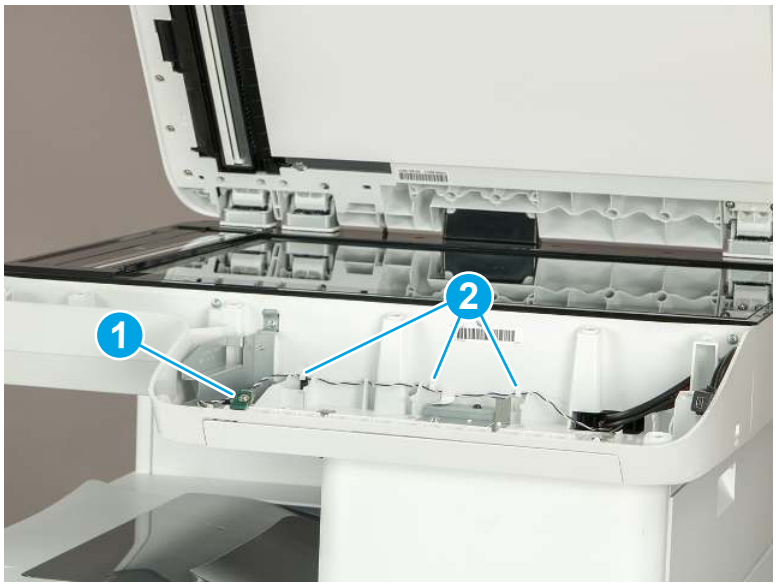


k. **Keyboard models only**: Remove the keyboard and rails.

Figure 4-676 **Remove the keyboard and rails**

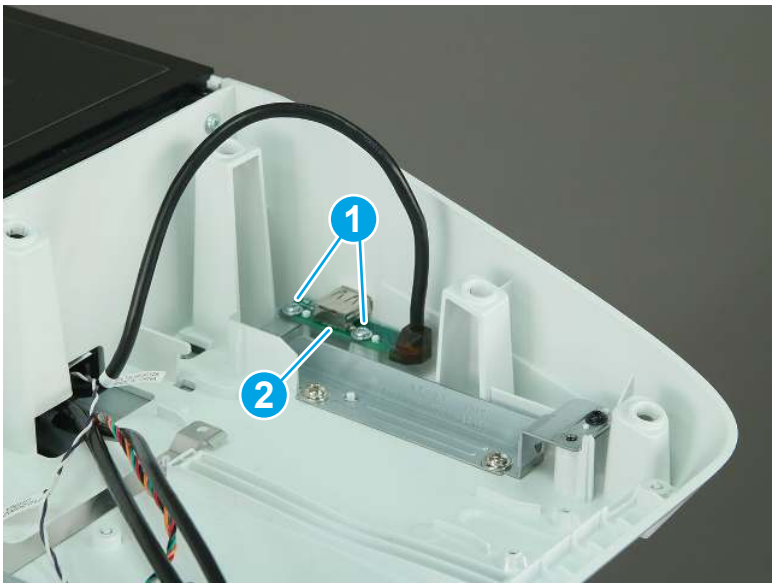
l. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-677 **Release the light PCA**



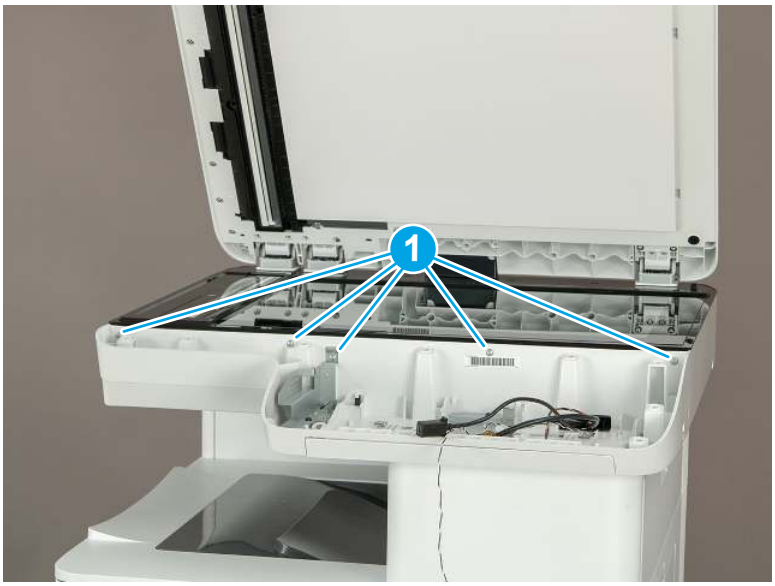
m. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-678 Release the USB port PCA



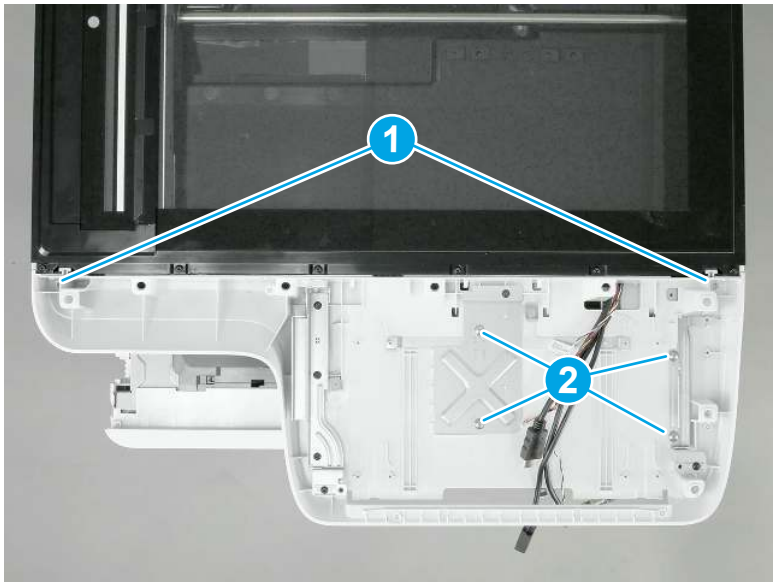
n. Remove five screws (callout 1).

Figure 4-679 Remove four screws



o. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

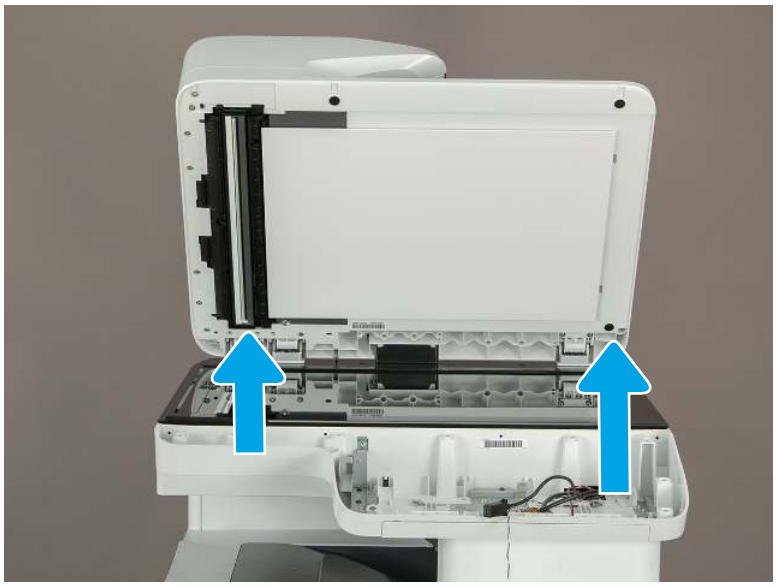
Figure 4-680 Remove six screws



p. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

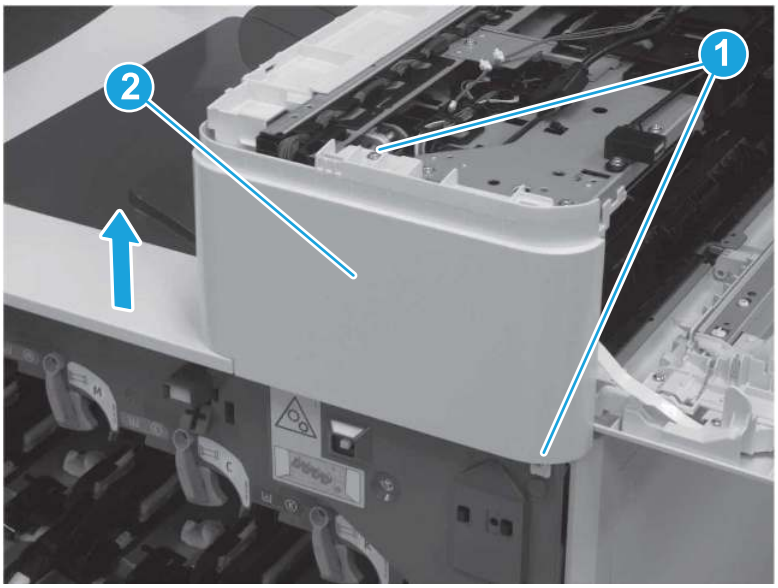
Figure 4-681 Remove the nose cone



7. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

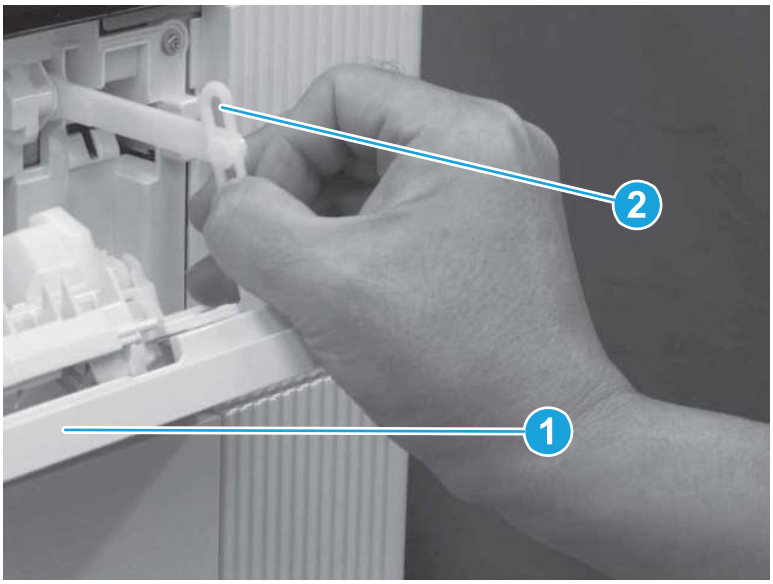
Figure 4-682 **Remove the right front cover**



8. Remove the right upper door (M856/E85055/M776dn/M776z)

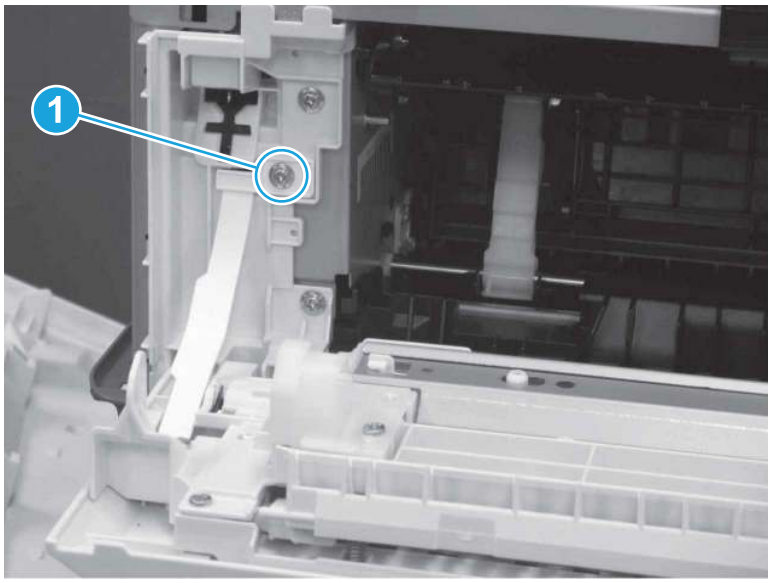
   a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-683 **Open the door and release the link**



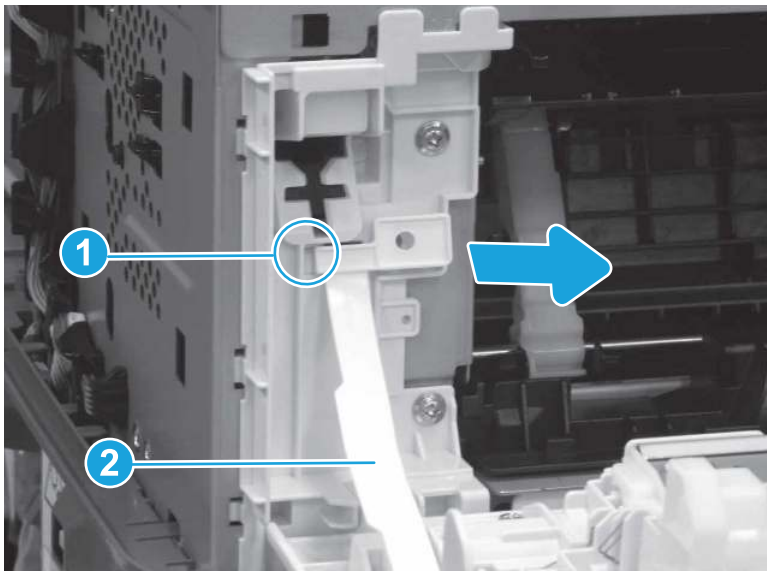
b. Remove one screw (callout 1).

Figure 4-684 Remove one screw



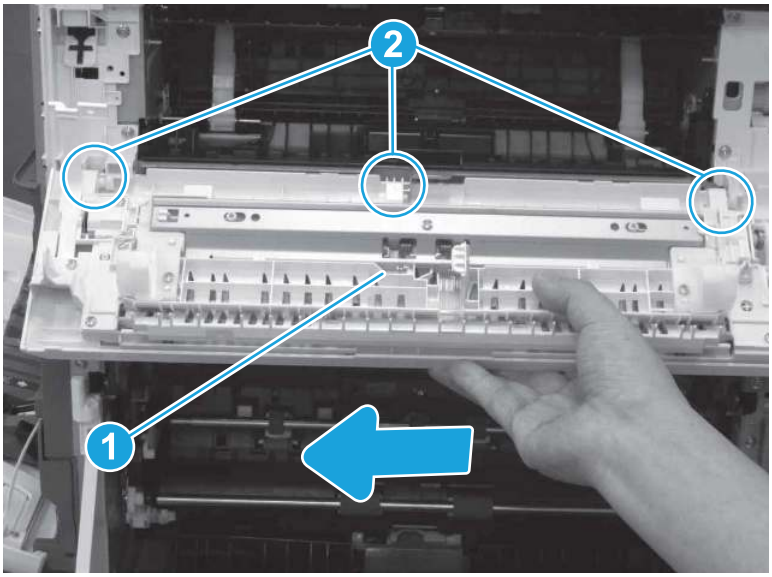
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-685 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

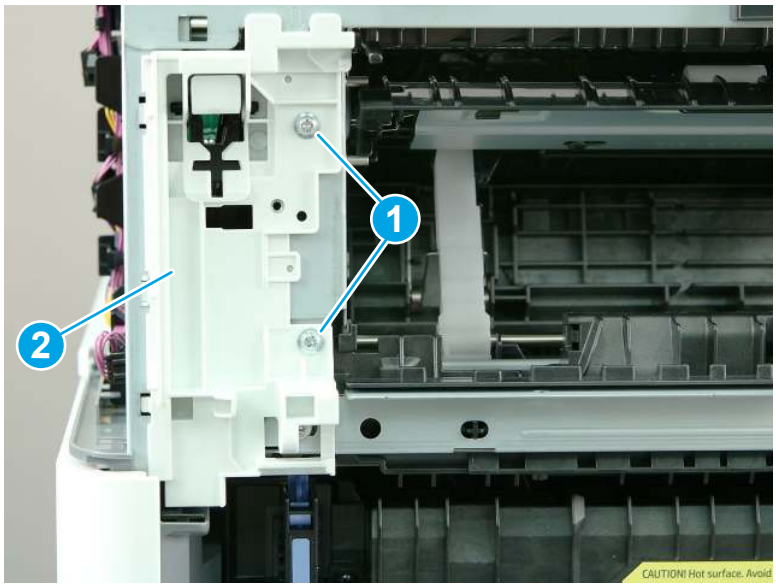
Figure 4-686 Remove the right upper door



9. Remove the toggle front assembly (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

Figure 4-687 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

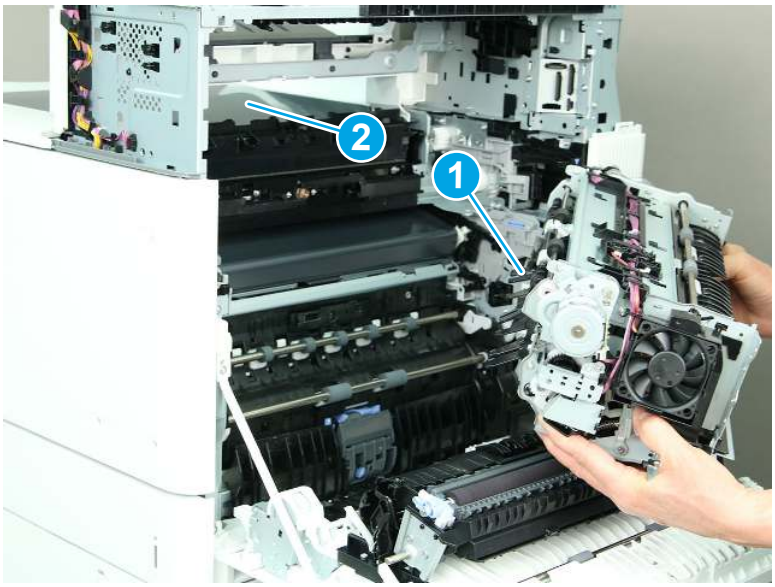
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

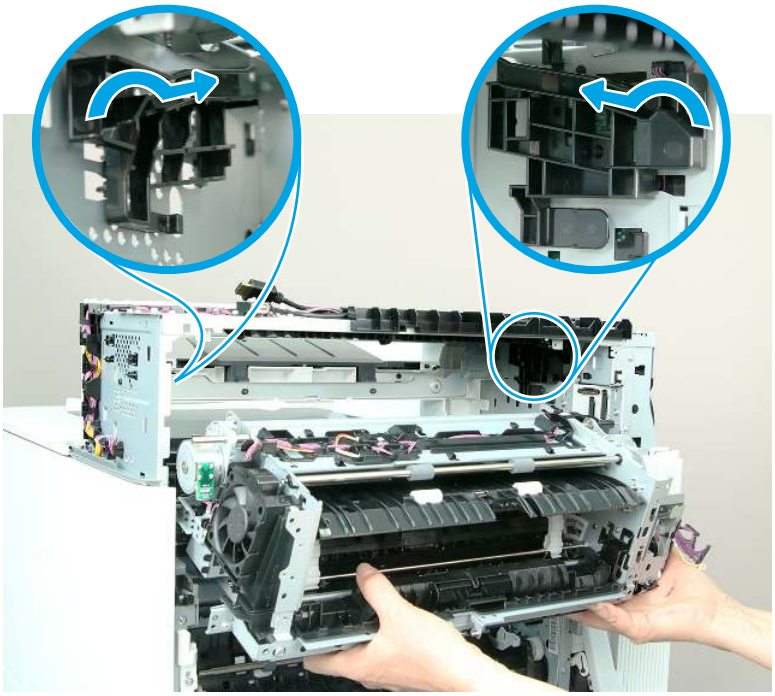
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-688 **Install the flap through the opening (M856/E85055/M776dn/M776z)**



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-689 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Toggle rear assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the toggle rear assembly (M856/E85055/M776dn/M776z).

View a video of how to remove and replace the toggle rear assembly (M856/E85055/M776dn/M776z).

Mean time to repair: 12 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 4-54 Part information

Part number	Part description
RM2-1763-000CN	Toggle rear assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

- 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.

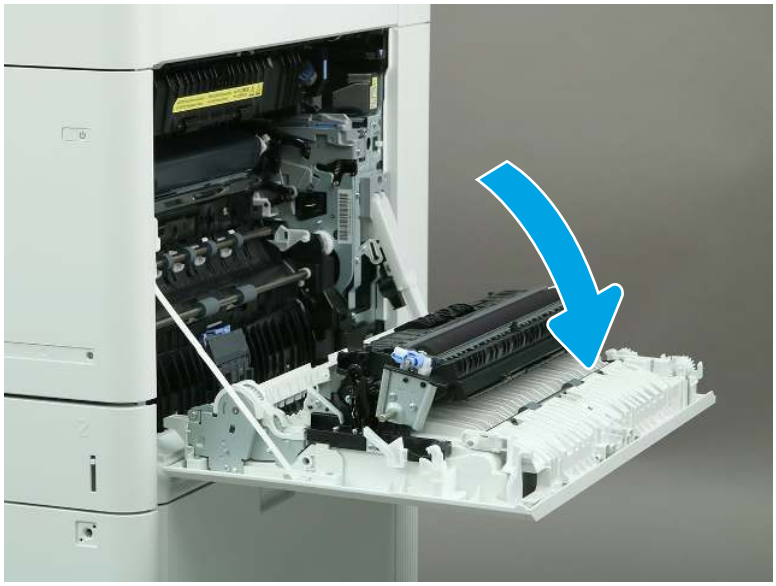
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

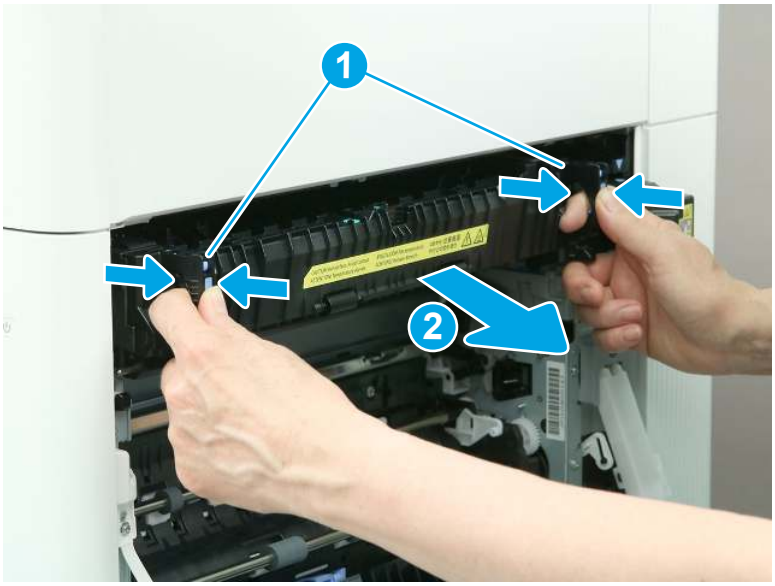
1. Remove the fuser.
   a. Open the right door.

   Figure 4-690 **Open the right door**

b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

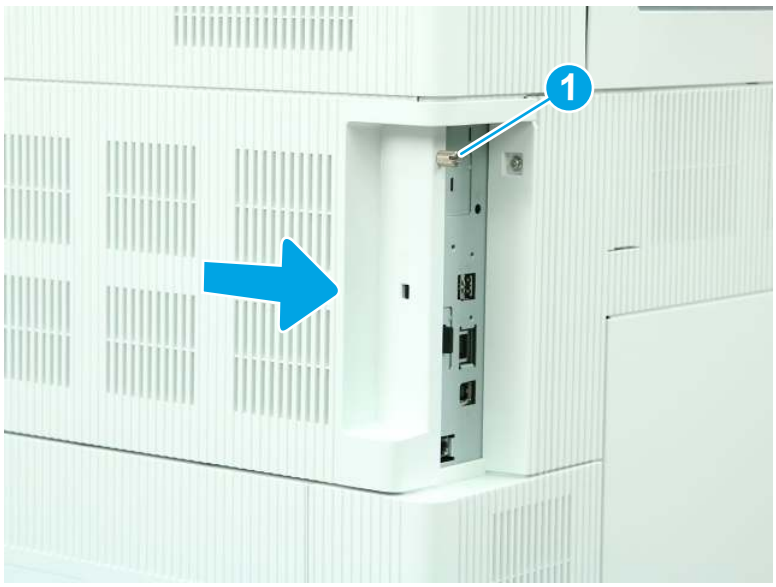
Figure 4-691 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

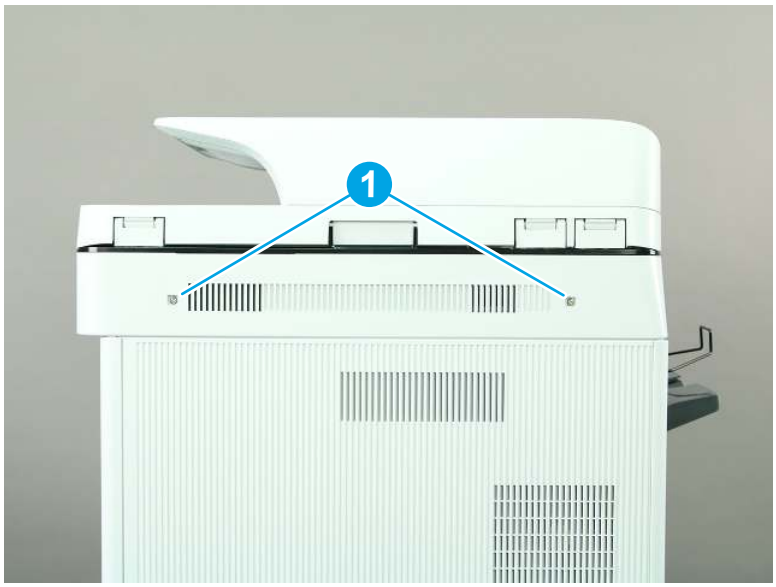
Figure 4-692 Remove the formatter cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-693 Remove two screws



b. Remove the SCB cover.

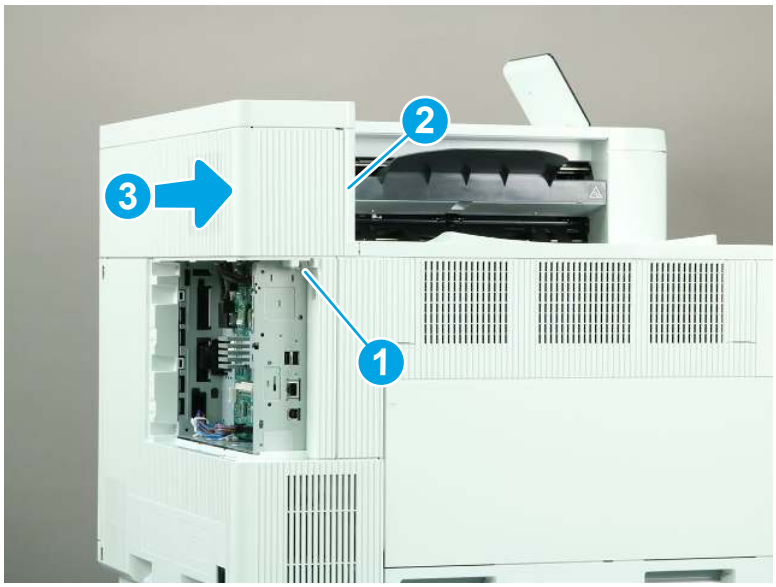
Figure 4-694 Remove the SCB cover

4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

  Figure 4-695 **Remove the rear upper cover**

5. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-696 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-697 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

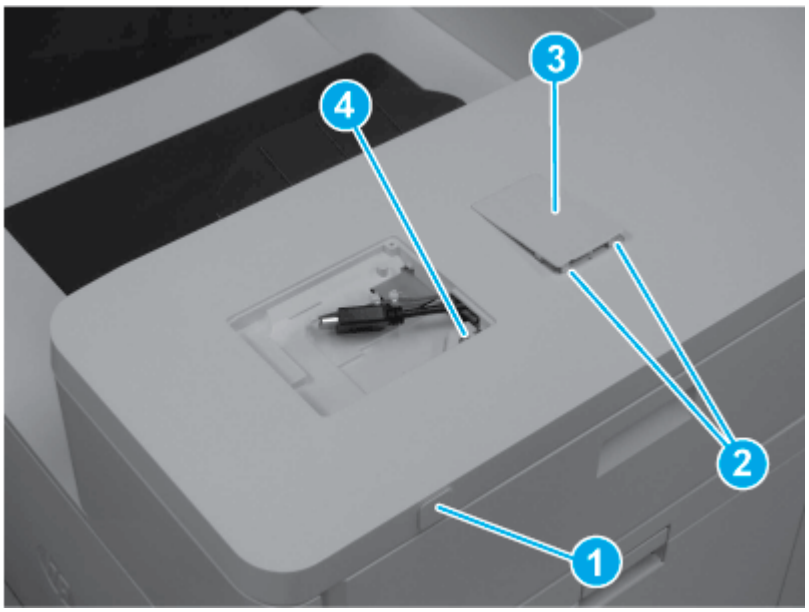
Figure 4-698 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-699 Disconnect two connectors

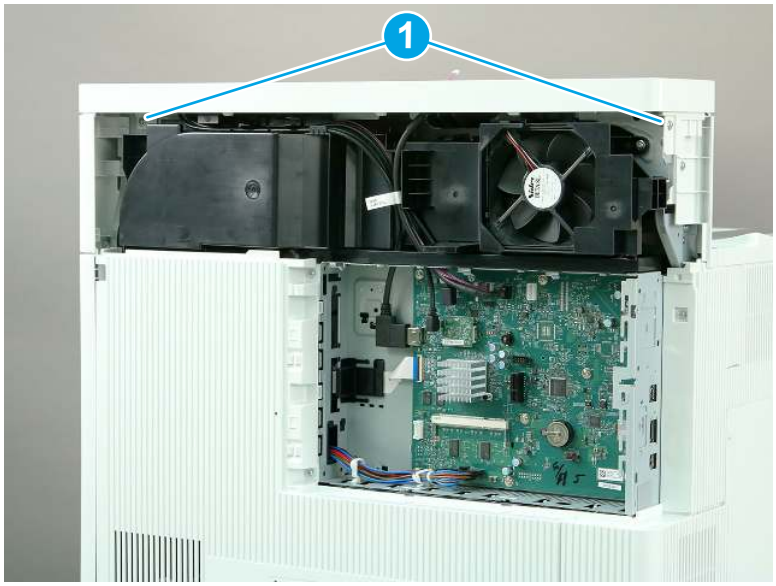
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-700 Remove covers and one screw



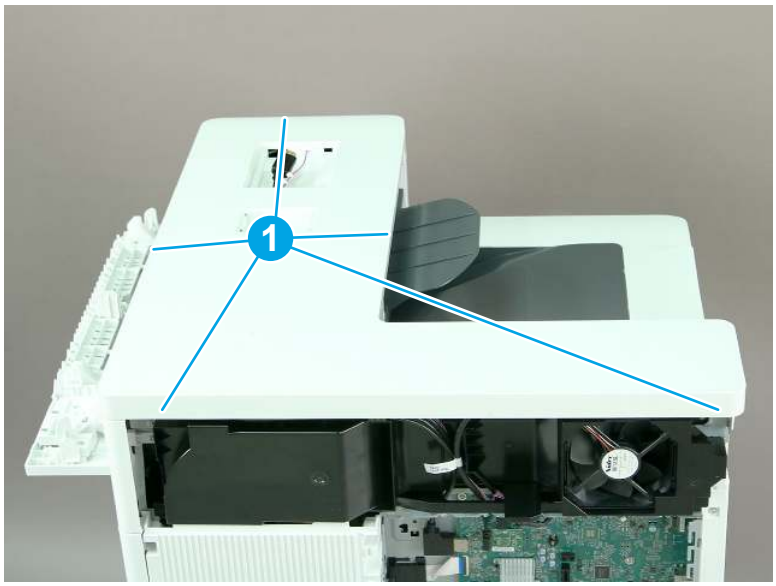
f. Remove two screws (callout 1).

Figure 4-701 **Remove two screws**



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-702 **Release five tabs**



6. **M776 only**: Remove the control panel, keyboard, and nose cone.

NOTE: This step applies to only the M776 models. Skip this step for all other models

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-703 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

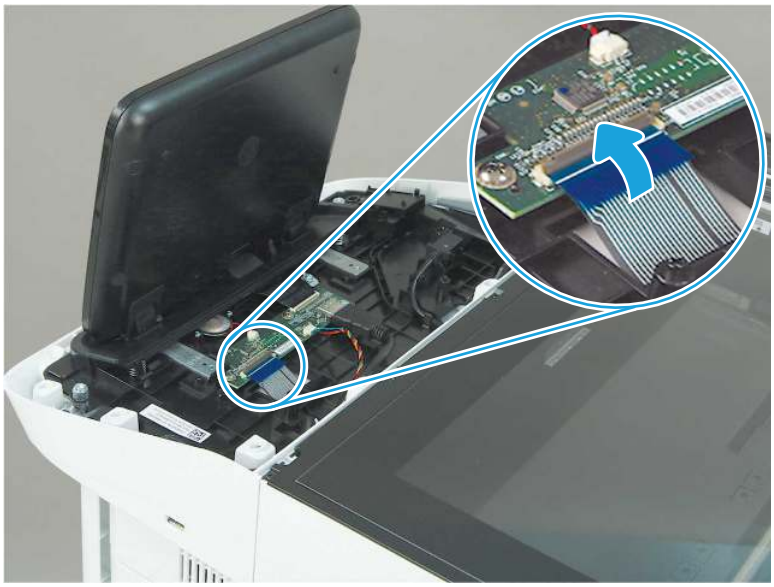
Figure 4-704 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-705 Remove the control panel cover

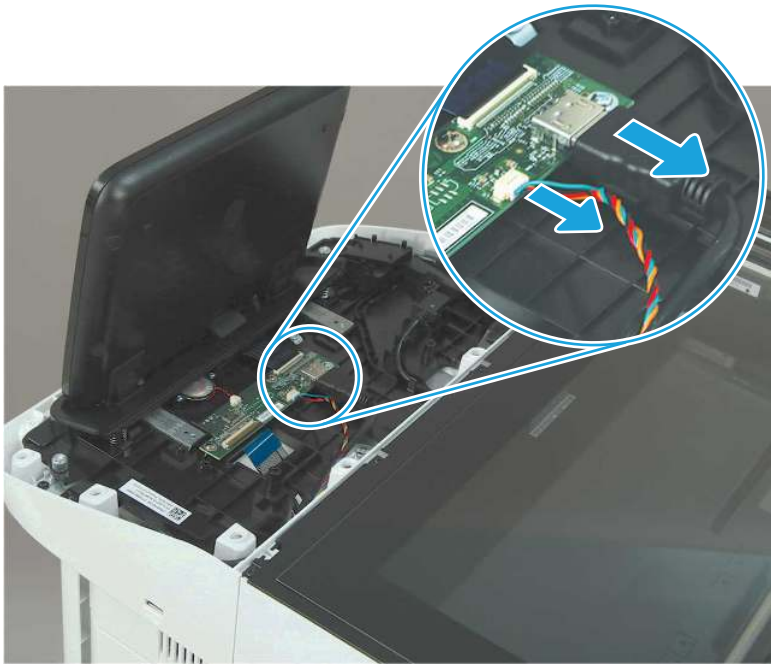
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-706 Release the keyboard flat cable (M776z/M776zs)



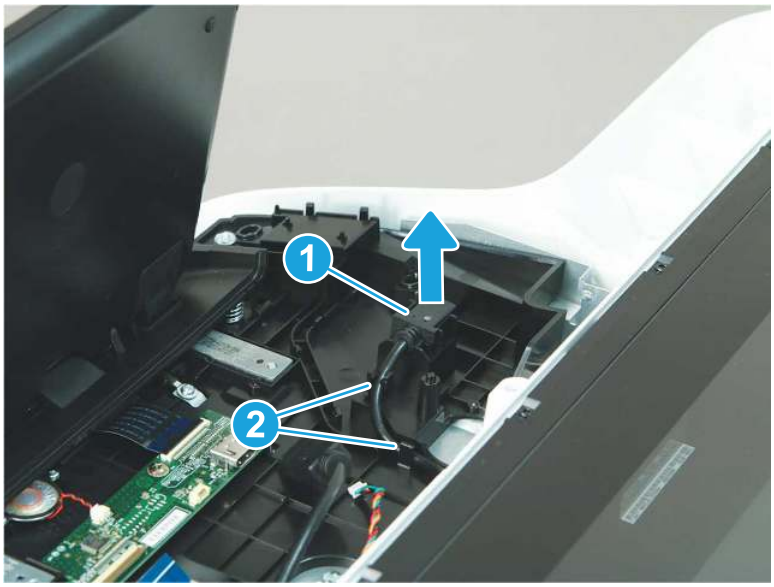
e. Disconnect two connectors.

Figure 4-707 Disconnect two connectors



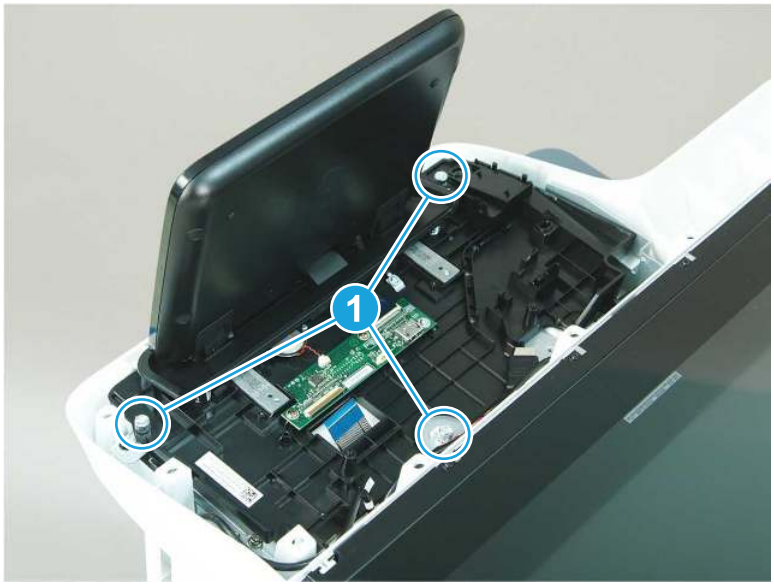
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-708 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-709 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

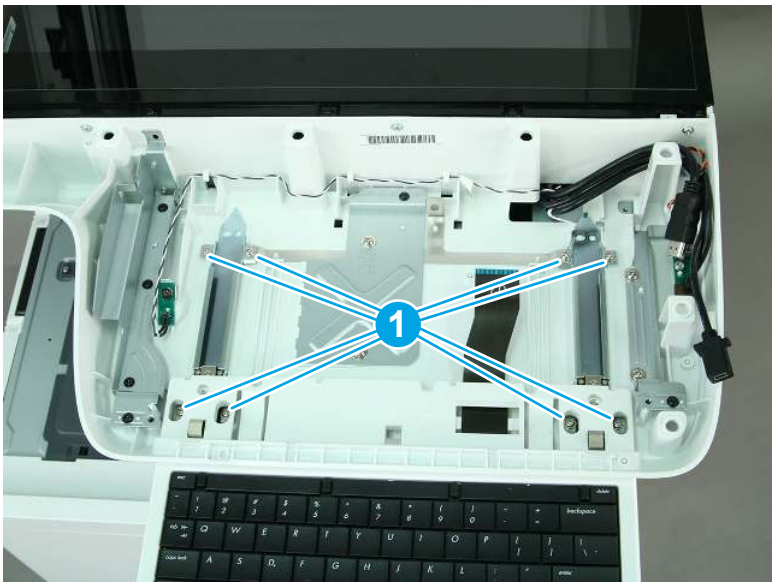
Figure 4-710 Remove the control panel

i. **Keyboard models only:** Pull the keyboard out to its extended position.

Figure 4-711 **Pull the keyboard out**

j. **Keyboard models only:** Remove eight screws (callout 1).

Figure 4-712 **Remove eight screws**

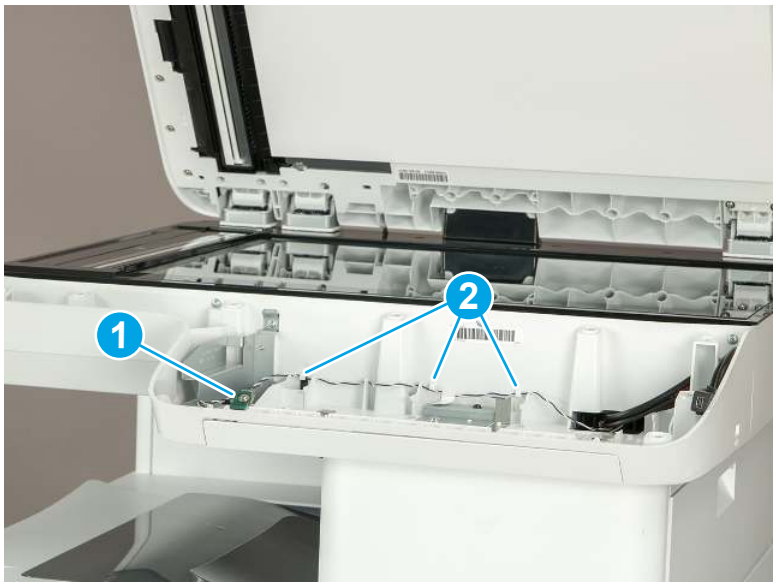


k. **Keyboard models only**: Remove the keyboard and rails.

Figure 4-713 **Remove the keyboard and rails**

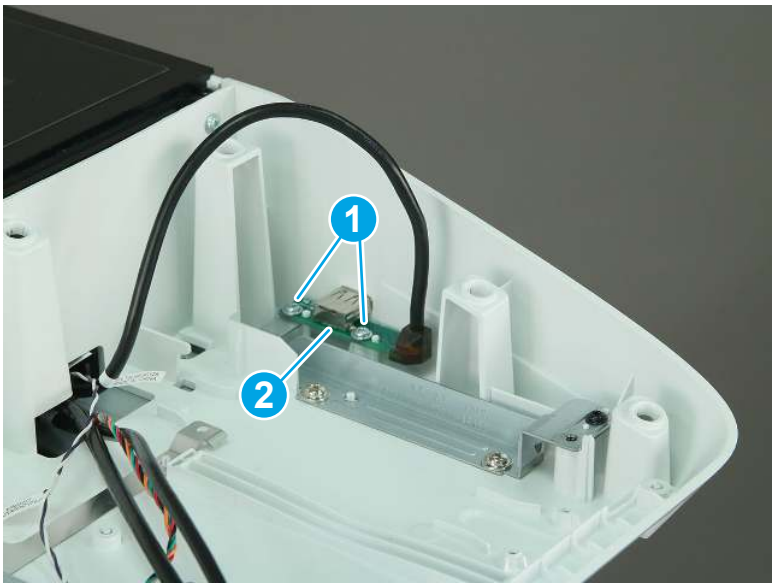
l. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-714 **Release the light PCA**



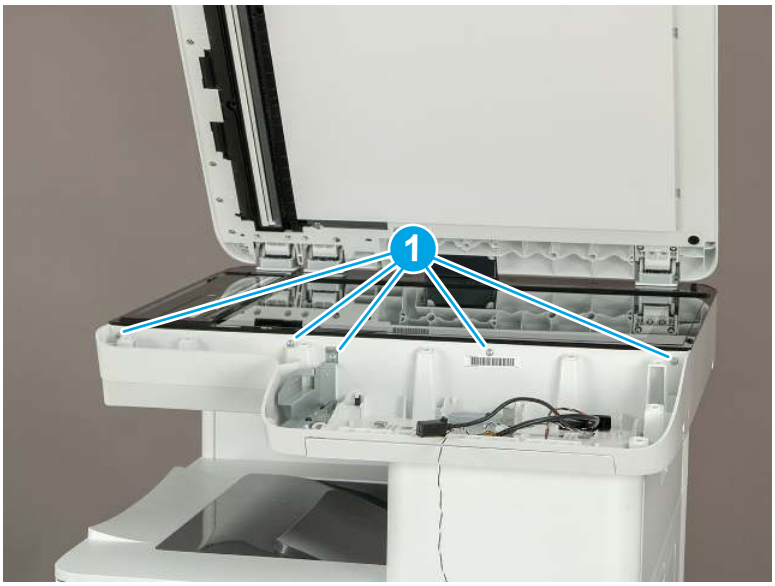
m. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-715 Release the USB port PCA



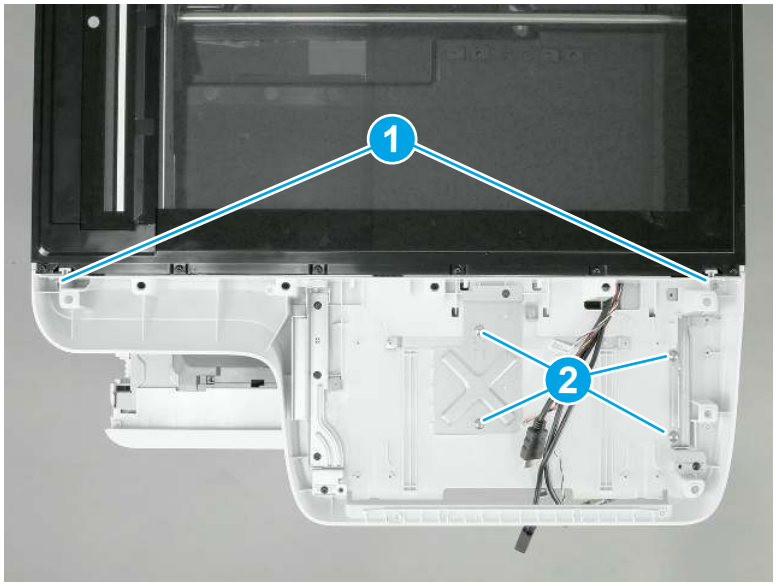
n. Remove five screws (callout 1).

Figure 4-716 Remove four screws



o. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

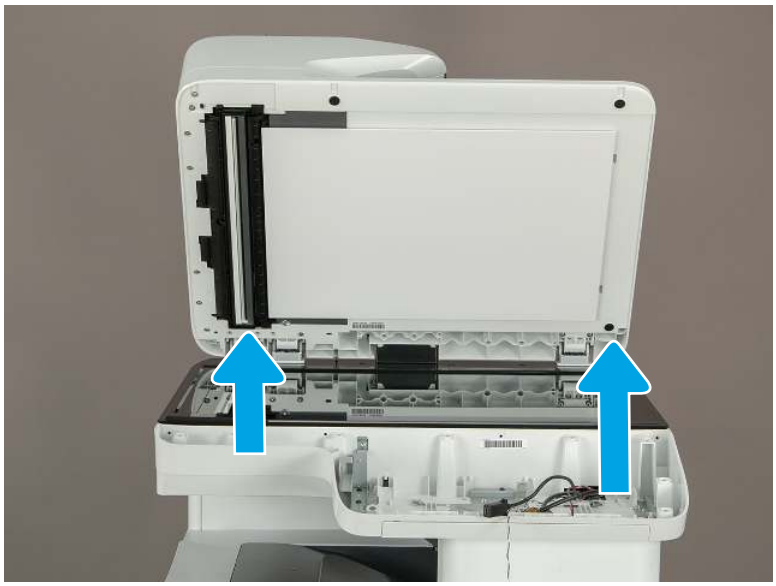
Figure 4-717 Remove six screws



p. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

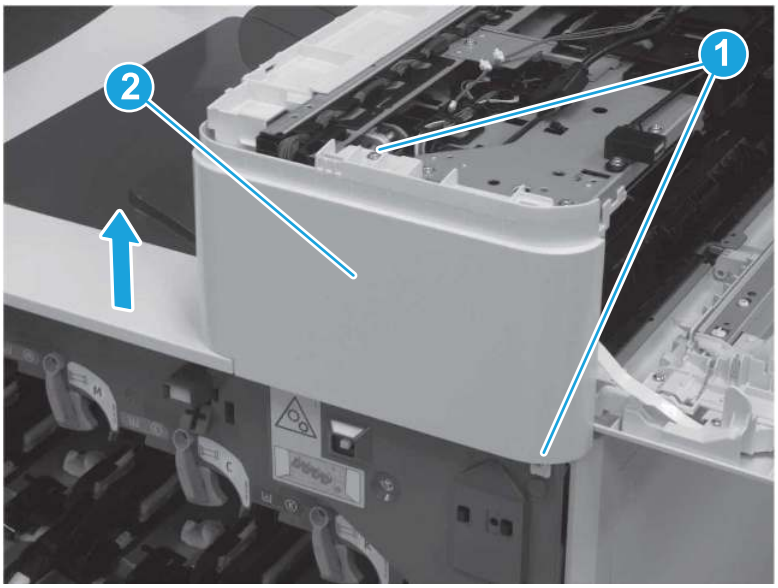
Figure 4-718 Remove the nose cone



7. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

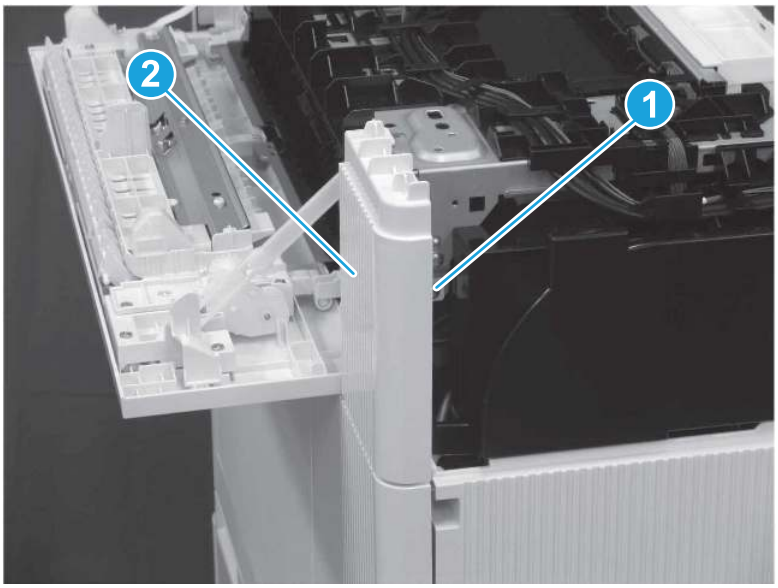
Figure 4-719 **Remove the right front cover**



8. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

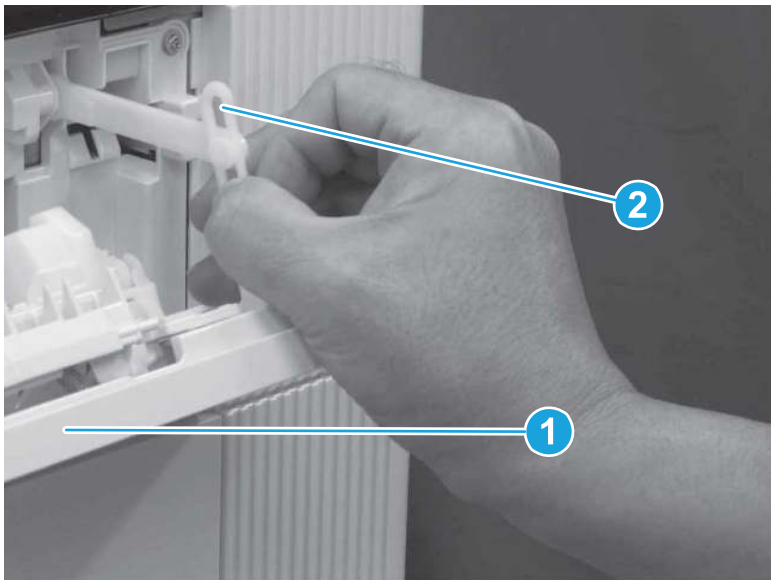
Figure 4-720 **Remove the right rear upper cover**



9. Remove the right upper door (M856/E85055/M776dn/M776z)

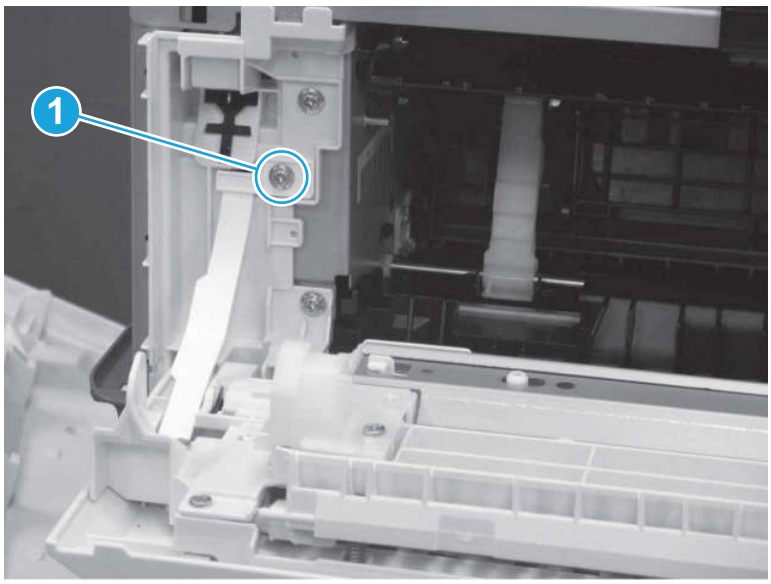
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-721 **Open the door and release the link**



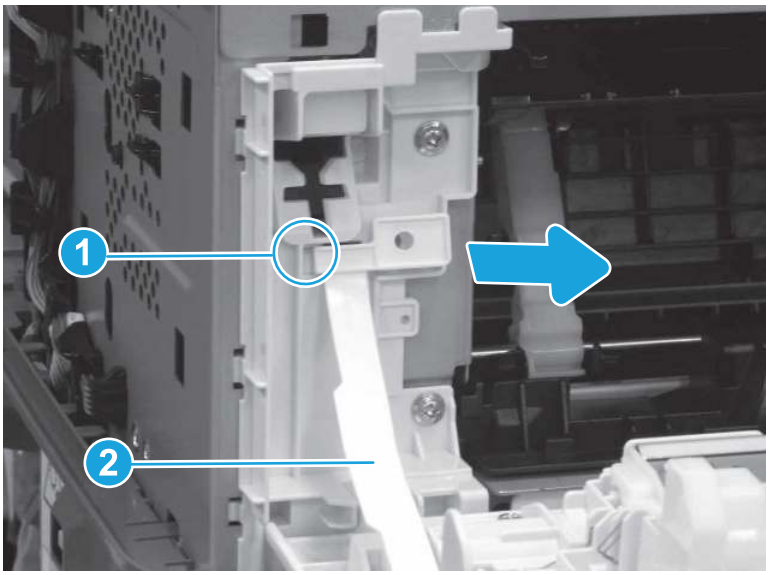
b. Remove one screw (callout 1).

Figure 4-722 **Remove one screw**



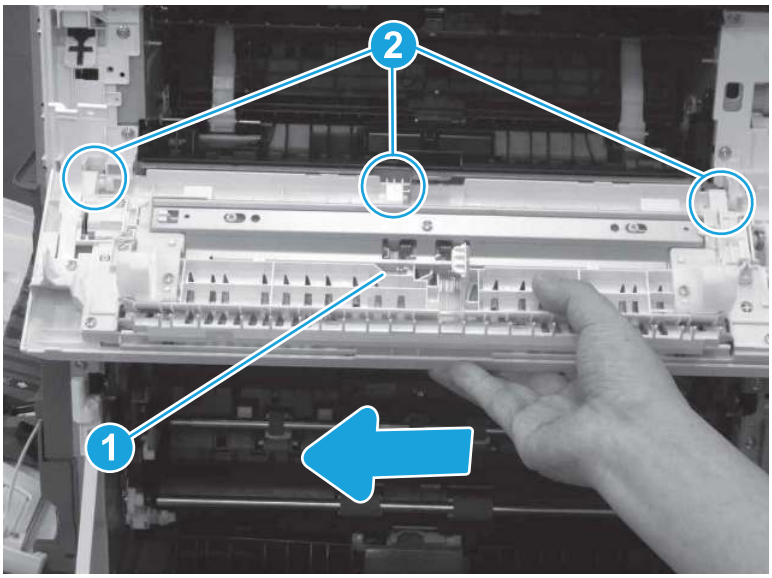
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-723 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

Figure 4-724 Remove the right upper door

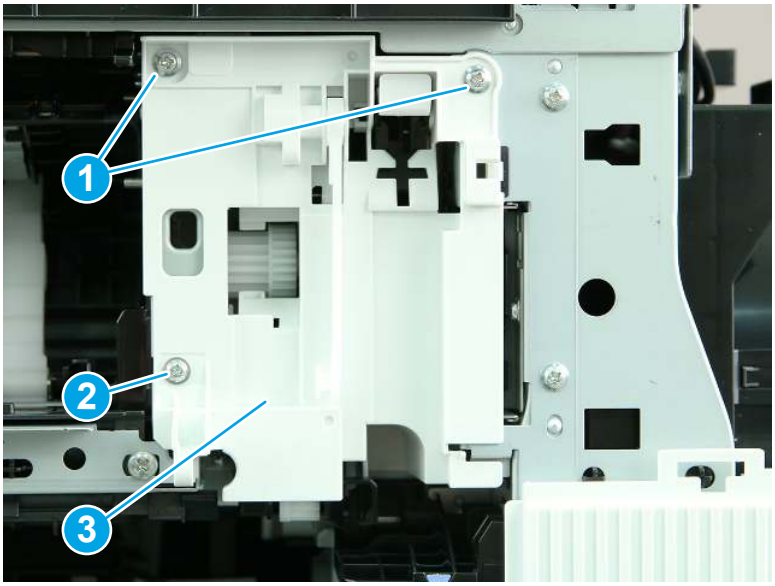


10. Remove the toggle rear assembly (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-725 Remove two screws and toggle rear assembly (M856/E85055/M776dn/M776z)



11. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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: Duplex reverse guide assembly (M856/E85055)

Learn how to remove and replace the duplex reverse guide assembly (M856/E85055/M776dn/M776z).

Mean time to repair: 18 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 4-55 Part information

Part number	Part description
RM2-2690-000CN	Duplex reverse guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

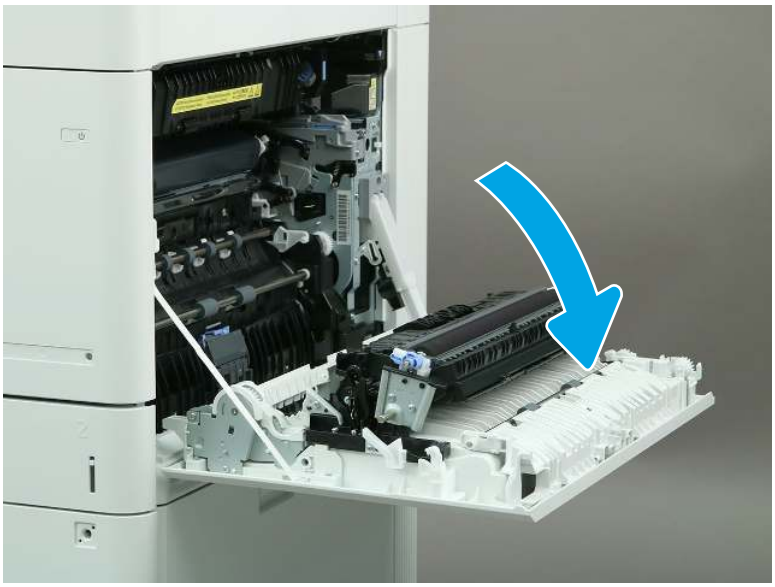
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

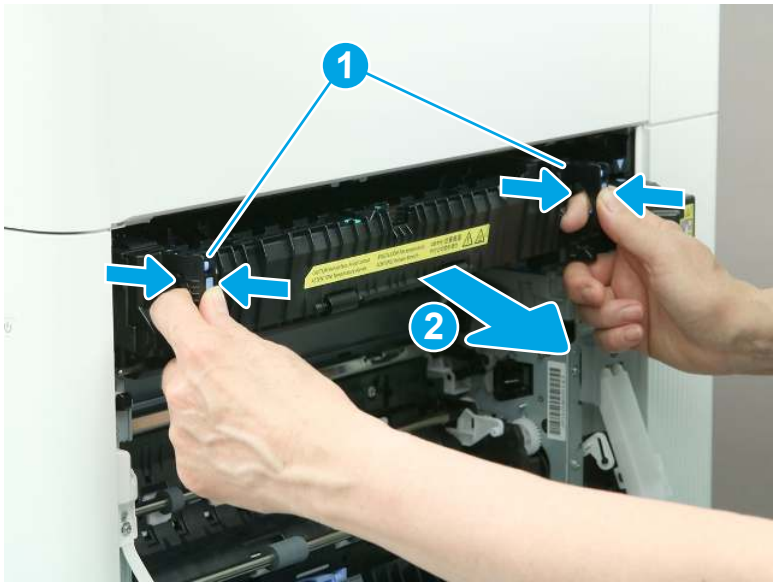
1. Remove the fuser.
   a. Open the right door.

Figure 4-726 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-727 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

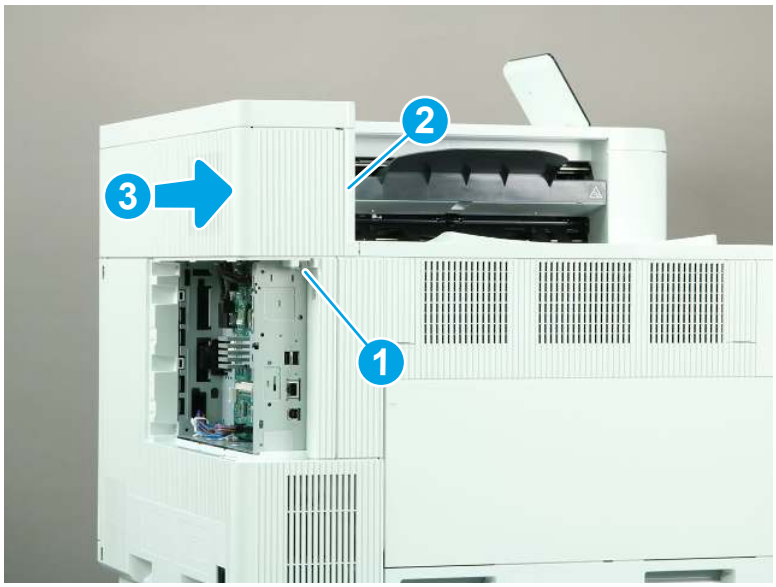
Figure 4-728 Remove the formatter cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

  Figure 4-729 **Remove the rear upper cover**

4. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-730 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-731 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

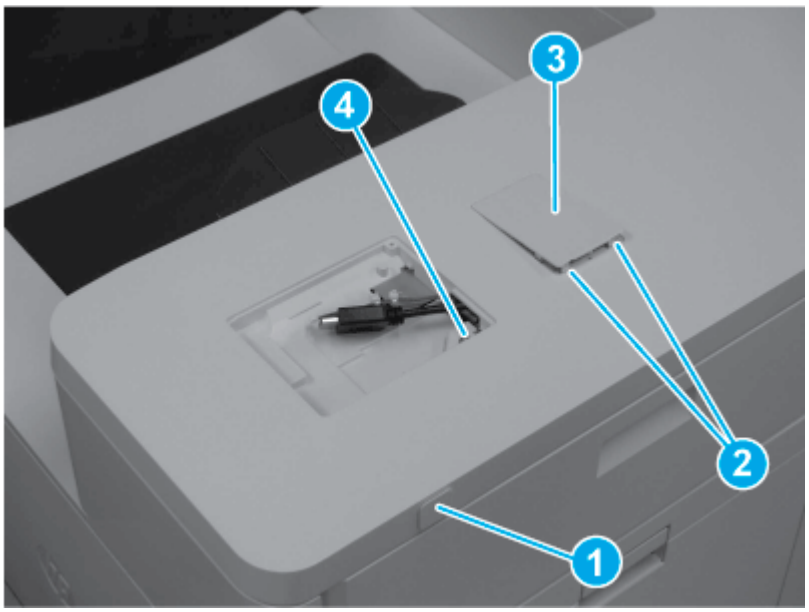
Figure 4-732 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-733 Disconnect two connectors

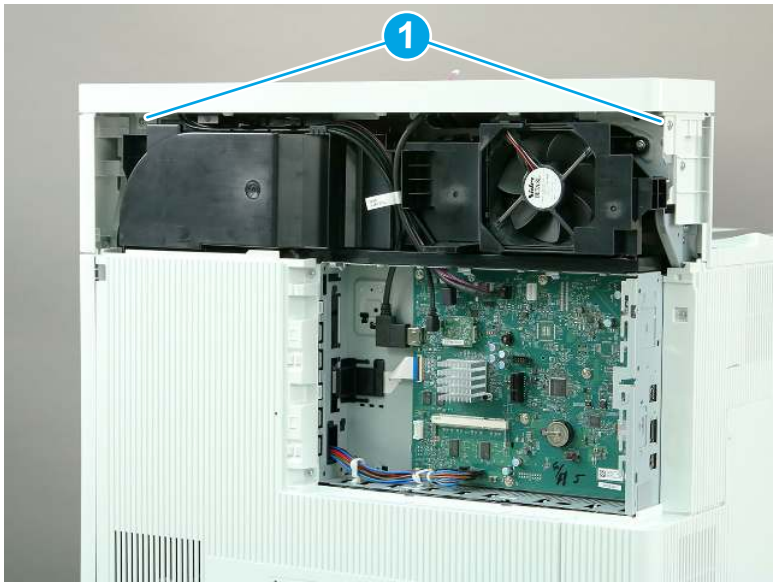
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-734 Remove covers and one screw



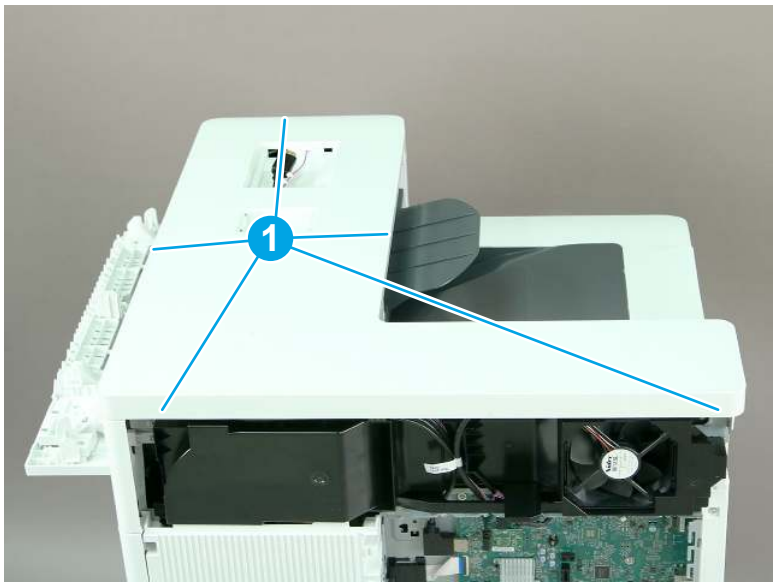
f. Remove two screws (callout 1).

Figure 4-735 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

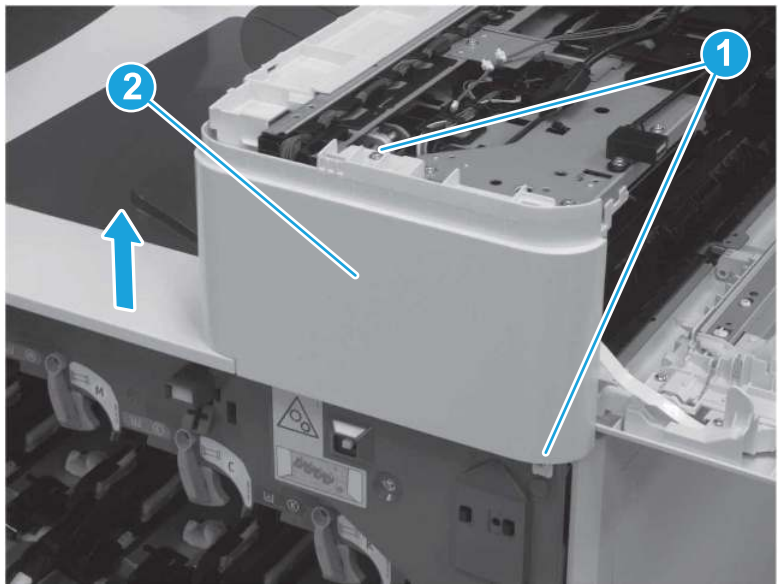
Figure 4-736 Release five tabs



5. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

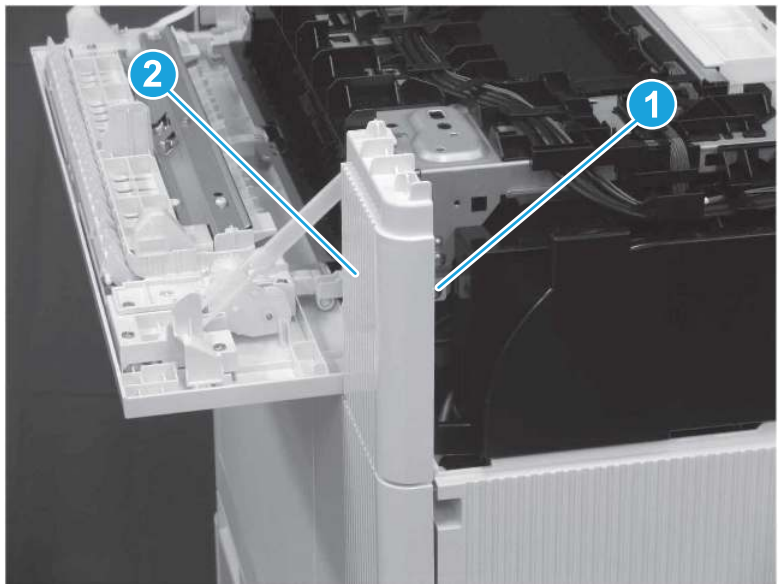
Figure 4-737 **Remove the right front cover**



6. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

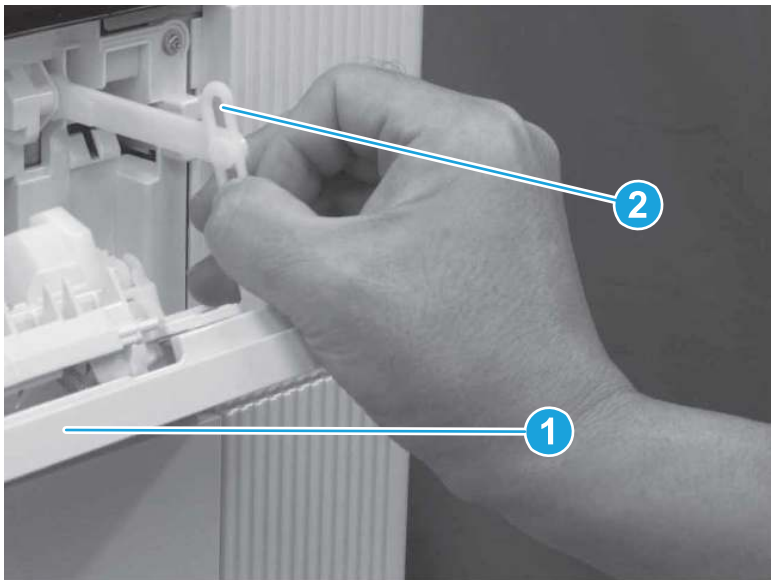
Figure 4-738 **Remove the right rear upper cover**



7. Remove the right upper door (M856/E85055/M776dn/M776z)

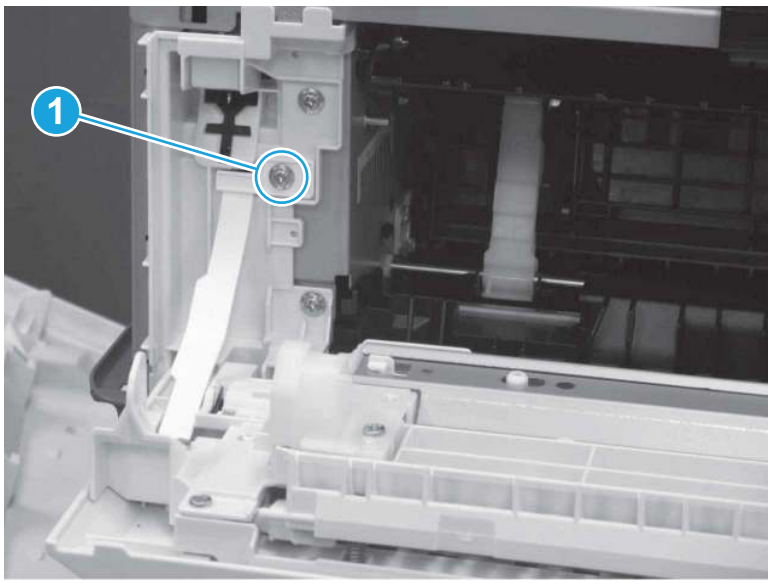
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-739 **Open the door and release the link**



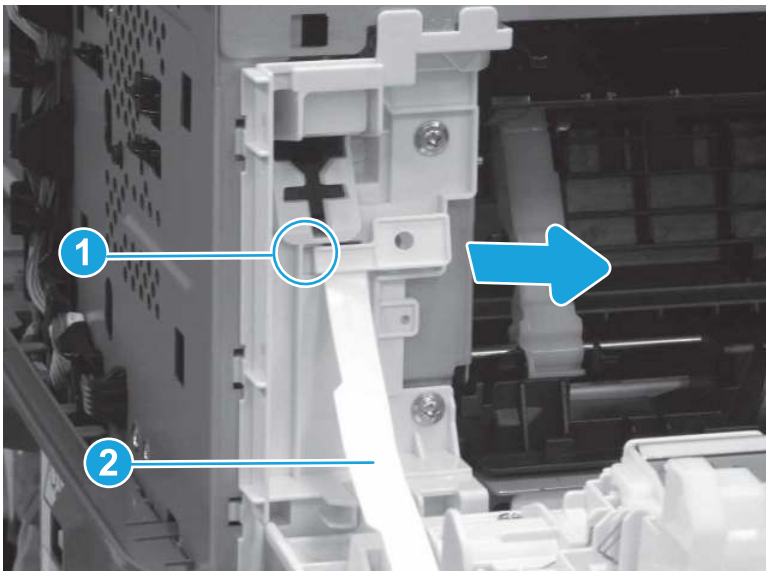
b. Remove one screw (callout 1).

Figure 4-740 **Remove one screw**



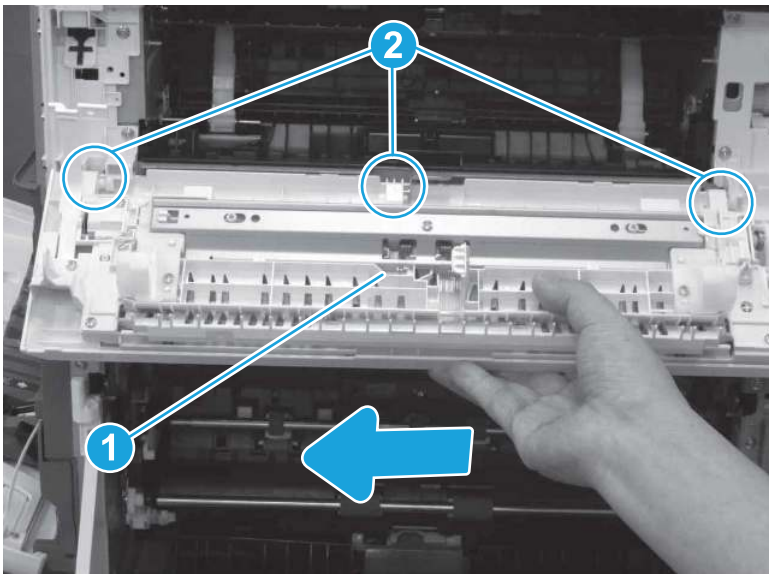
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-741 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

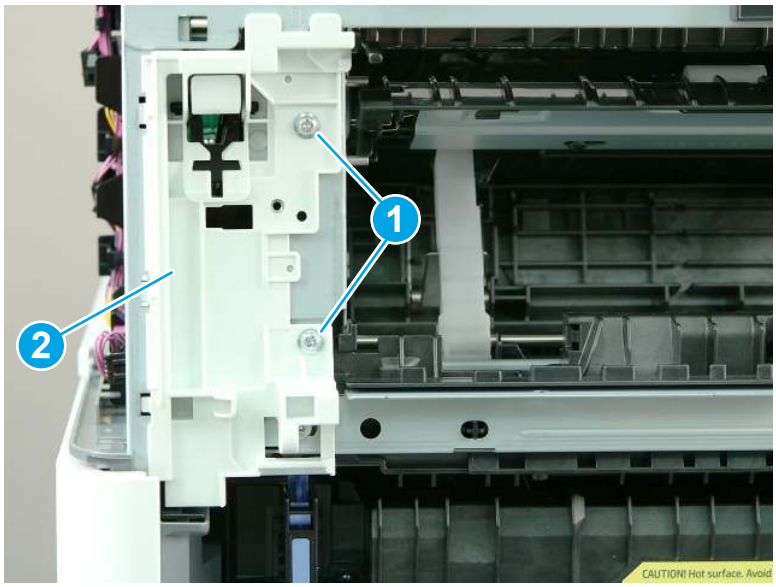
Figure 4-742 Remove the right upper door



8. Remove the delivery assembly (M856/E85055/M776dn/M776z).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

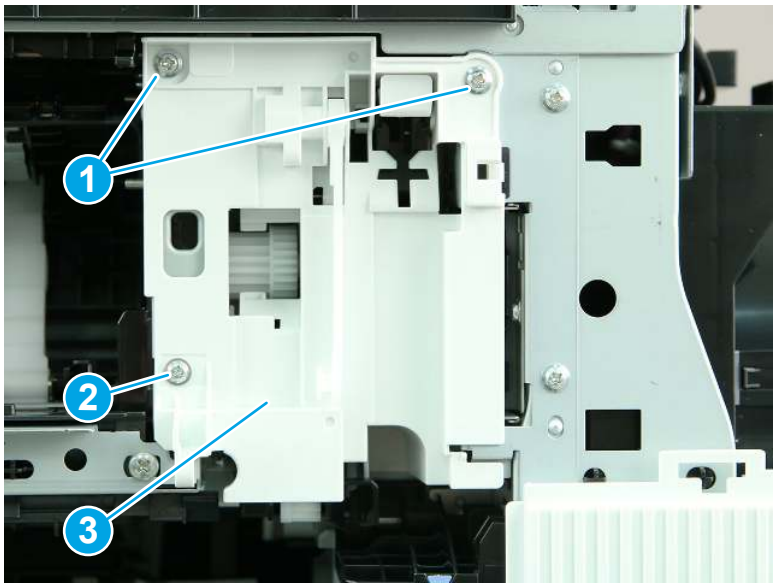
Figure 4-743 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

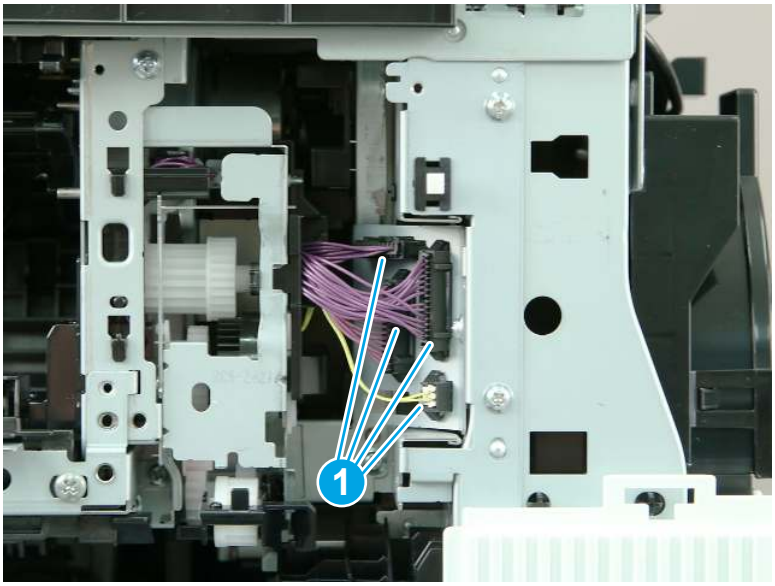
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-744 Remove three screws and toggle rear assembly (M856/E85055/M776dn/M776z)



c. Disconnect four connectors (callout 1).

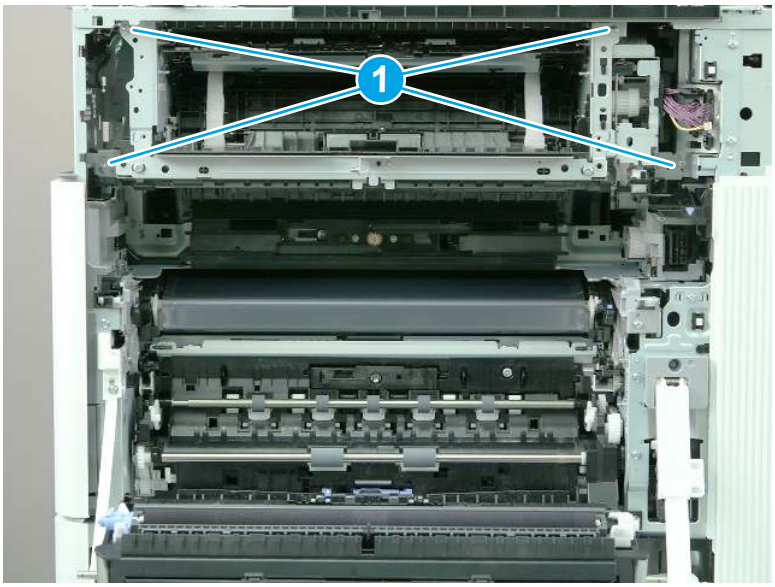
Figure 4-745 Disconnect four connectors (M856/E85055/M776dn/M776z)



d. Remove four screws (callout 1).

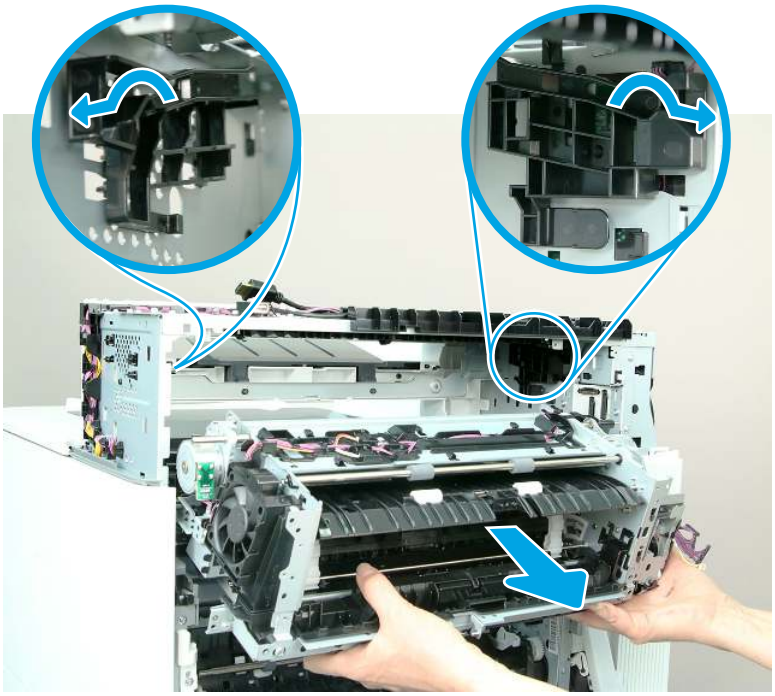
NOTE: The lower screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-746 Remove four screws (M856/E85055/M776dn/M776z)



e. Slide the delivery assembly away from the printer, and then lift up and out to release the posts from the tracks.

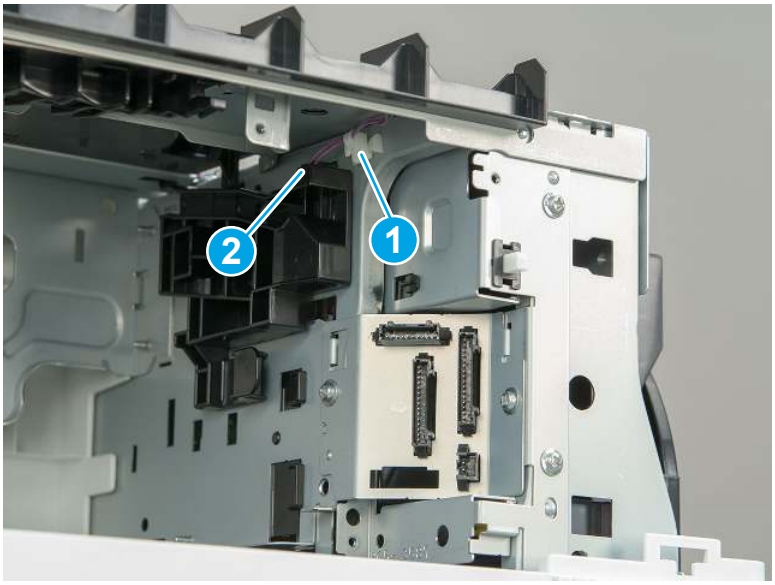
Figure 4-747 Remove the delivery assembly (M856/E85055/M776dn/M776z)



9. Remove the duplex reverse guide (M856/E85055/M776dn/M776z).

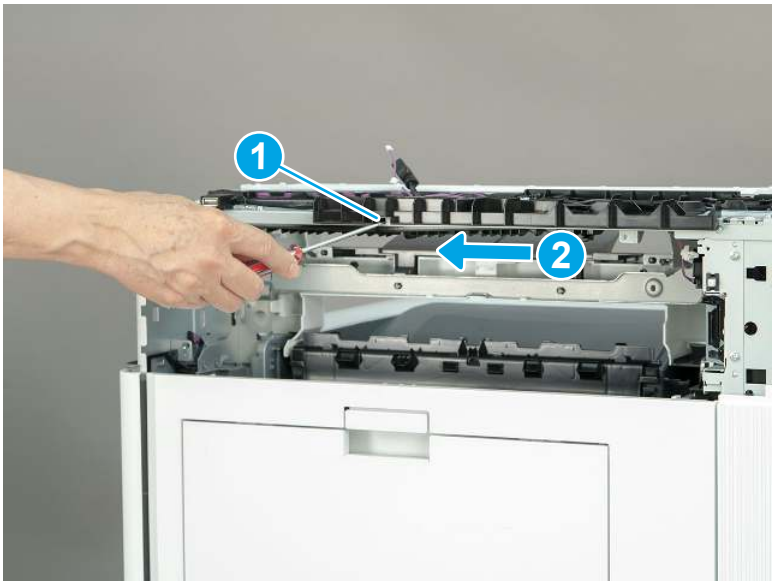
a. Release one retainer (callout 1), and then disconnect one connector (callout 2).

Figure 4-748 Release one retainer and disconnect one connector



b. Release one tab (callout 1), and then slide the duplex reverse guide to the left to release it (callout 2).

Figure 4-749 Release the duplex reverse guide



c. Remove the duplex reverse guide.

Figure 4-750 Remove the duplex reverse guide

10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

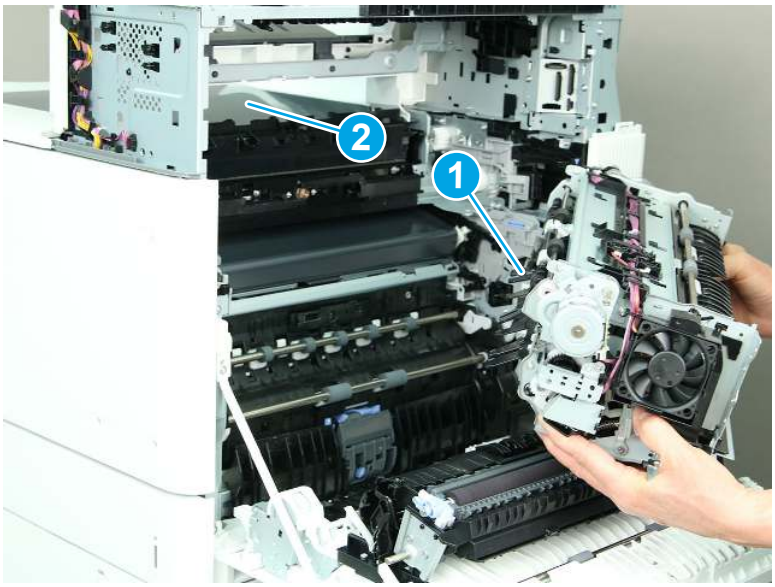
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

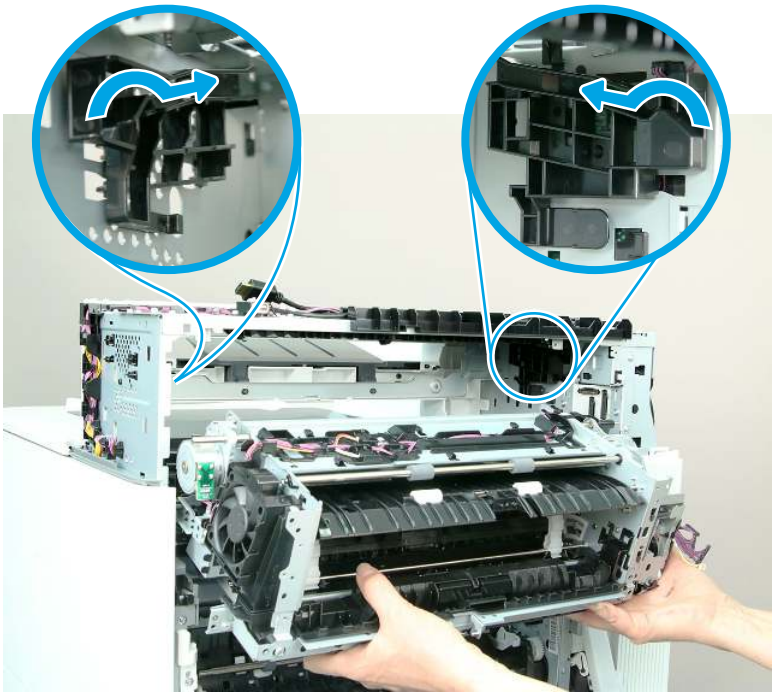
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-751 Install the flap through the opening (M856/E85055/M776dn/M776z)



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-752 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Duplex reverse guide assembly (M776dn/M776z)

Learn how to remove and replace the duplex reverse guide assembly (M856/E85055/M776dn/M776z).

Mean time to repair: 18 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 4-56 Part information

Part number	Part description
RM2-2690-000CN	Duplex reverse guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

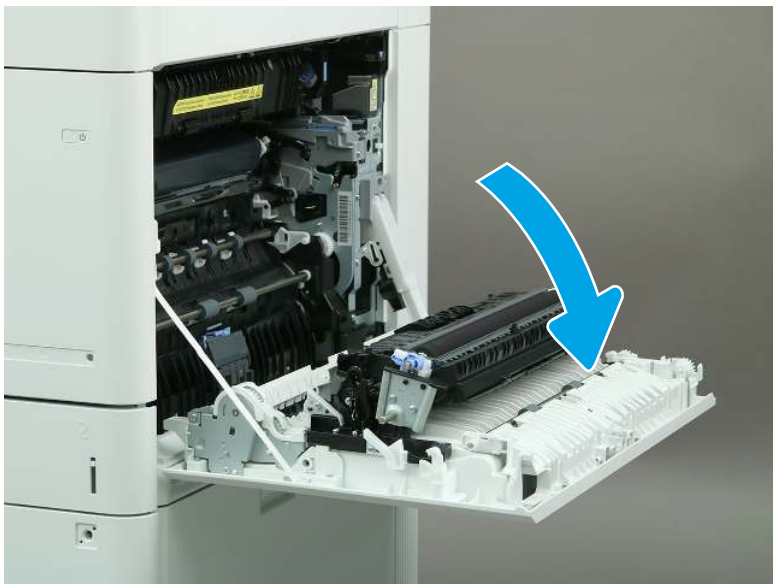
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

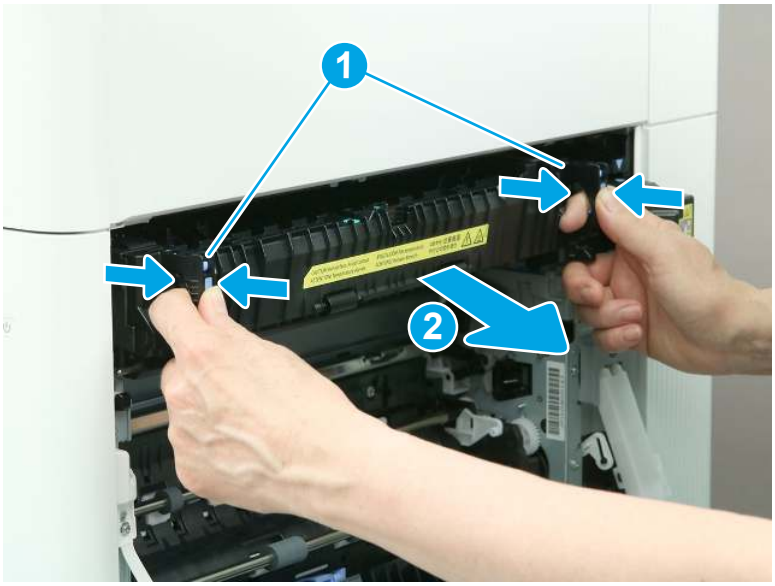
1. Remove the fuser.
   a. Open the right door.

Figure 4-753 **Open the right door**



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

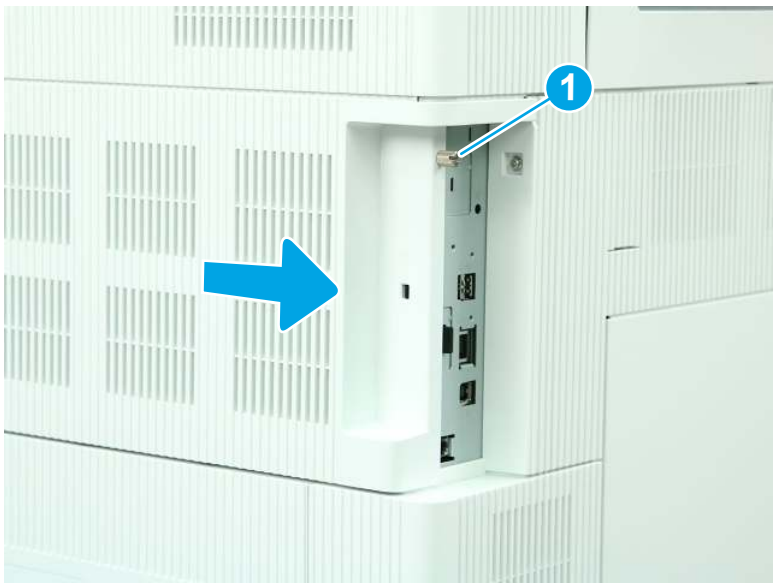
Figure 4-754 Remove the fuser



2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

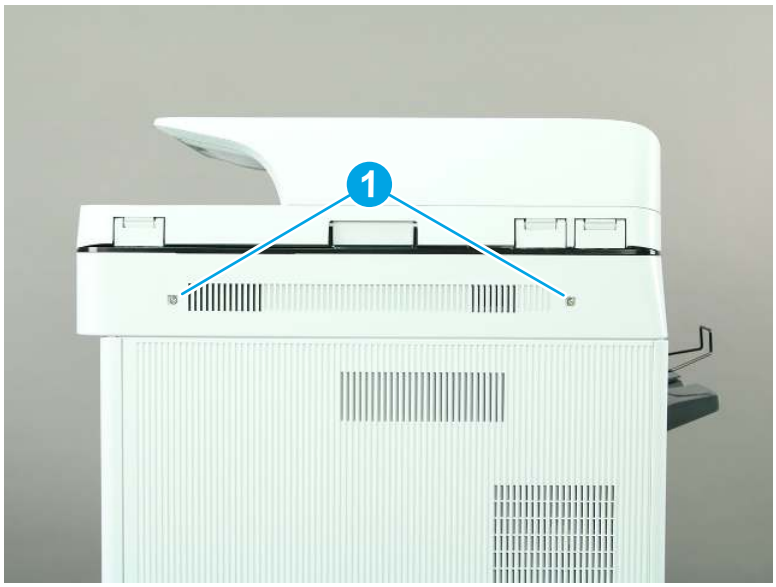
Figure 4-755 Remove the formatter cover



3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-756 Remove two screws



b. Remove the SCB cover.

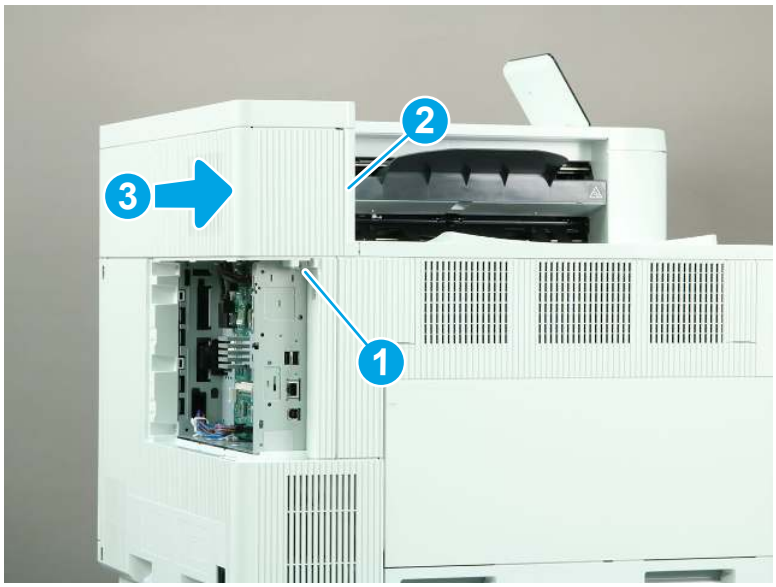
Figure 4-757 Remove the SCB cover

4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-758 **Remove the rear upper cover**



5. **M776 only**: Remove the control panel, keyboard, and nose cone.

NOTE: This step applies to only the M776 models. Skip this step for all other models

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-759 **Raise the control panel and document feeder**

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

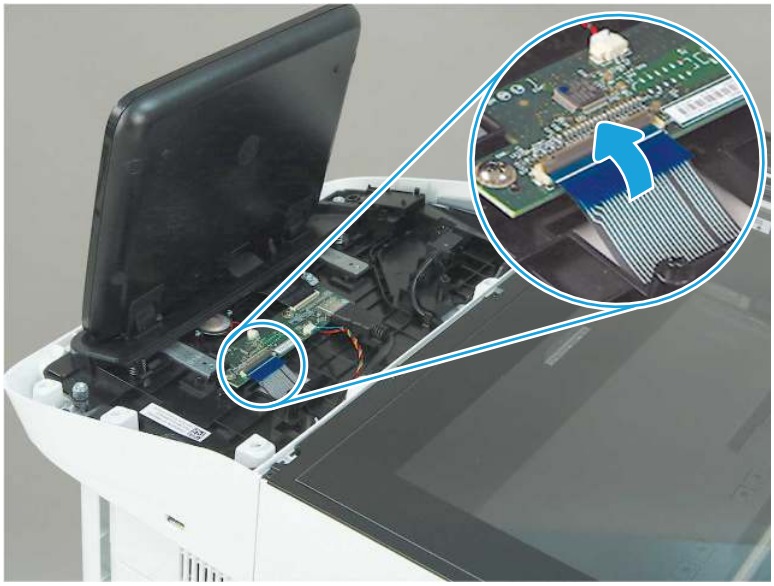
Figure 4-760 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-761 Remove the control panel cover

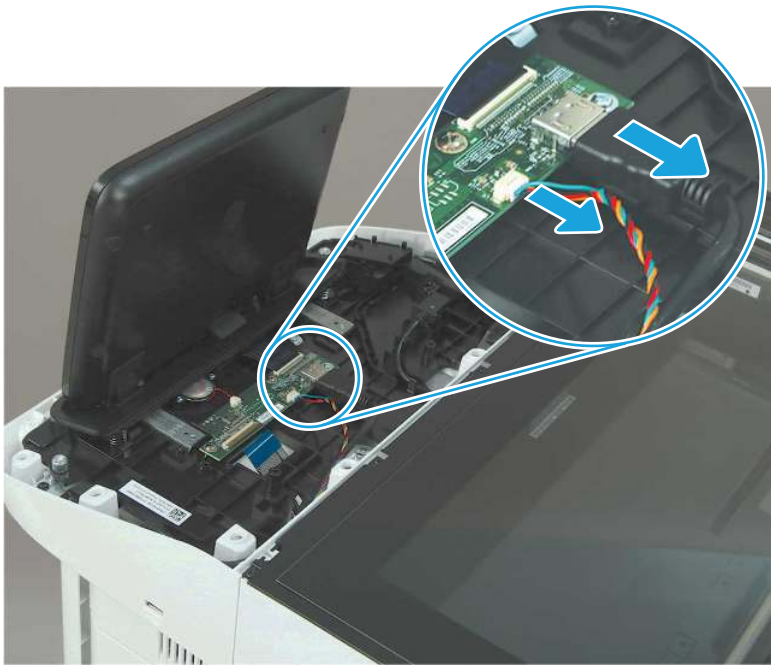
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-762 **Release the keyboard flat cable (M776z/M776zs)**



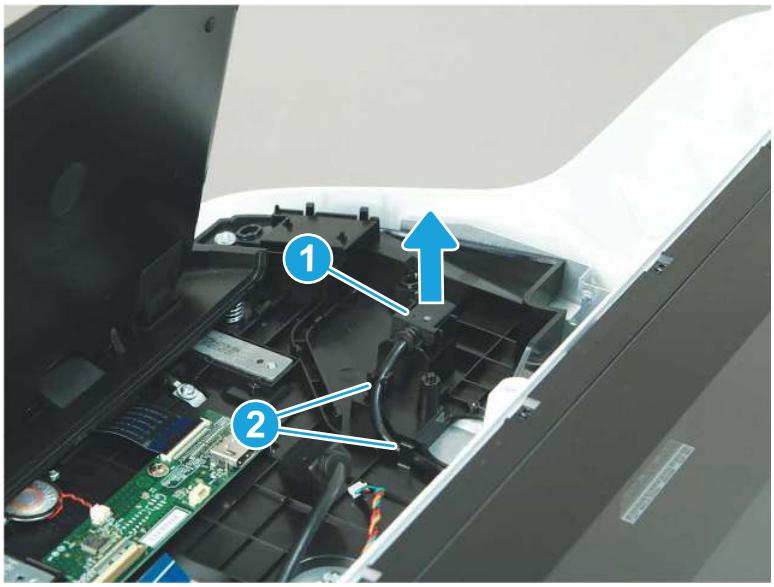
e. Disconnect two connectors.

Figure 4-763 **Disconnect two connectors**



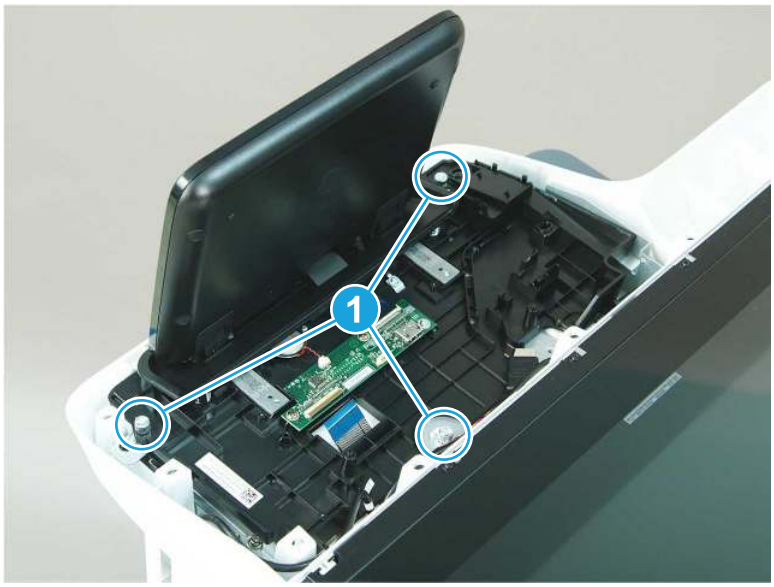
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-764 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-765 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

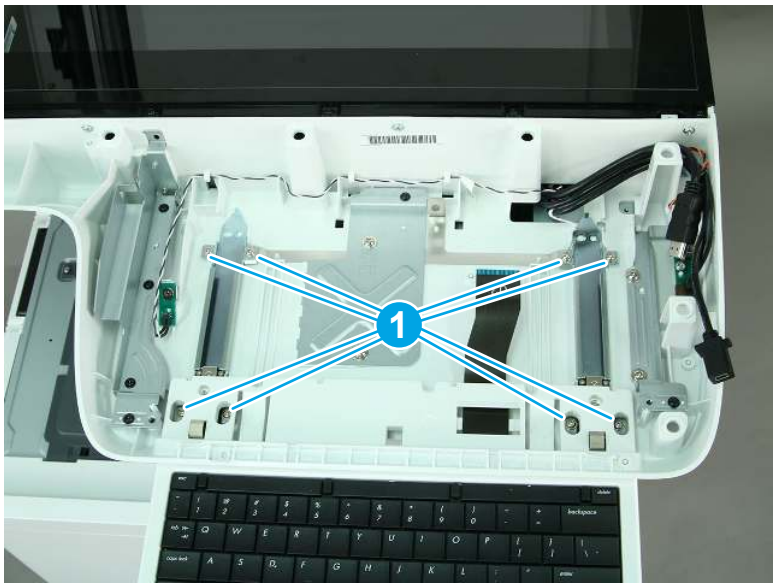
Figure 4-766 Remove the control panel

i. **Keyboard models only**: Pull the keyboard out to its extended position.

Figure 4-767 Pull the keyboard out

j. **Keyboard models only**: Remove eight screws (callout 1).

Figure 4-768 **Remove eight screws**

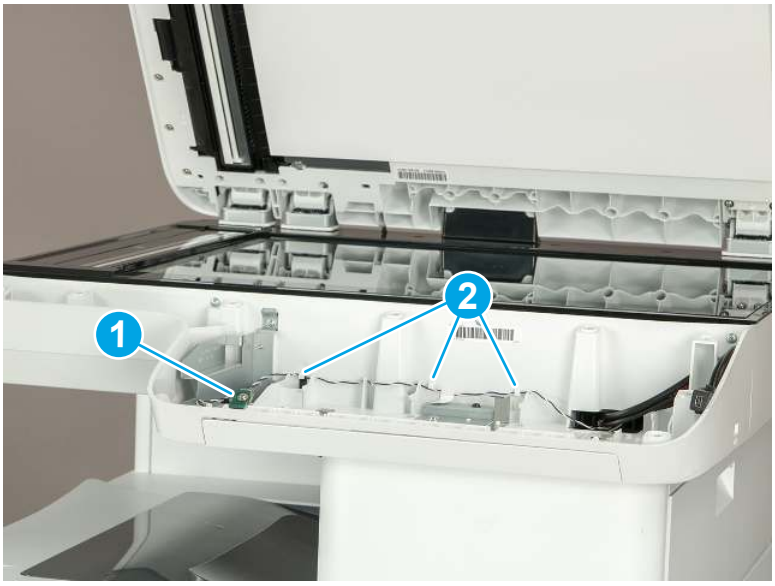


k. **Keyboard models only**: Remove the keyboard and rails.

Figure 4-769 **Remove the keyboard and rails**

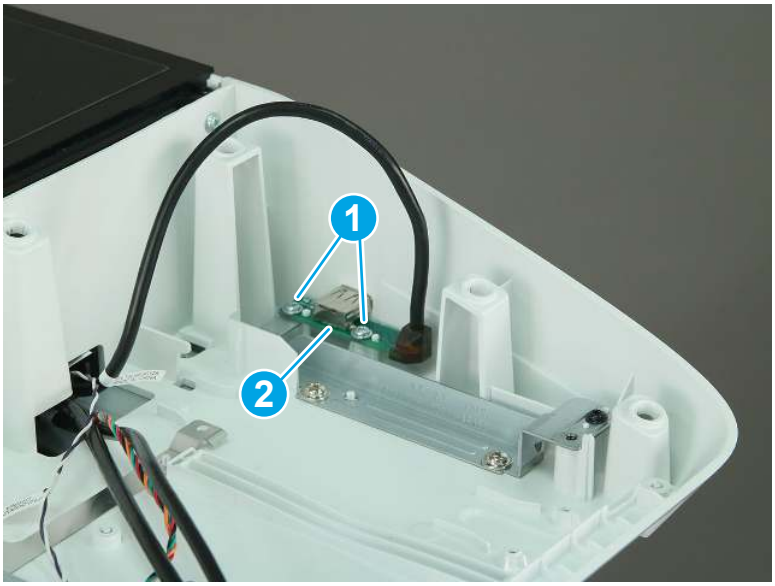
l. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-770 Release the light PCA



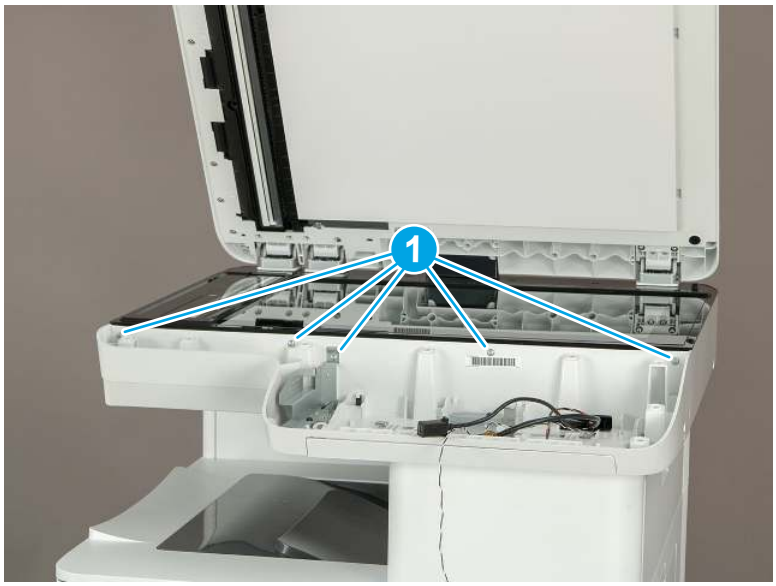
m. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-771 Release the USB port PCA



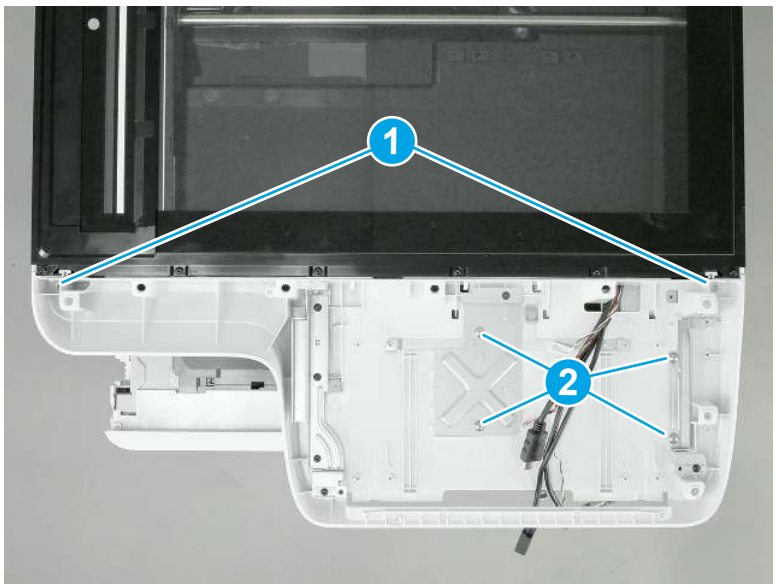
n. Remove five screws (callout 1).

Figure 4-772 Remove four screws



o. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

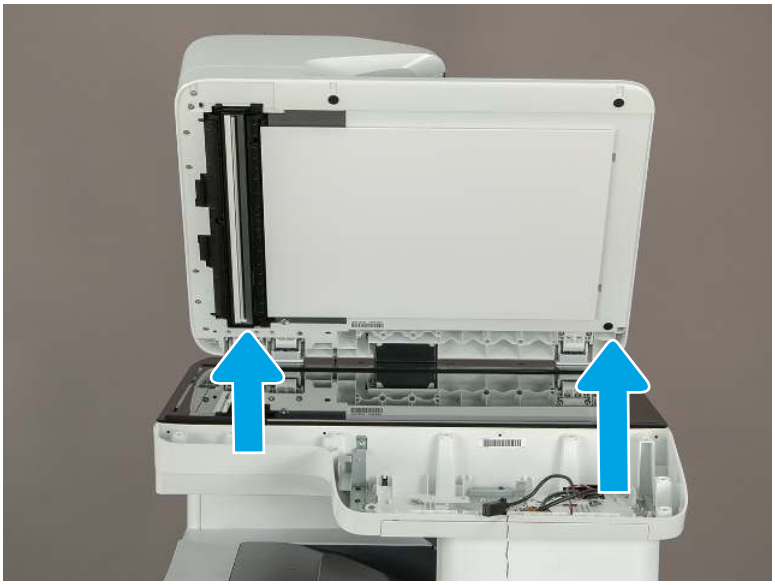
Figure 4-773 Remove six screws



p. Lift the nose cone up and off of the printer to remove it.

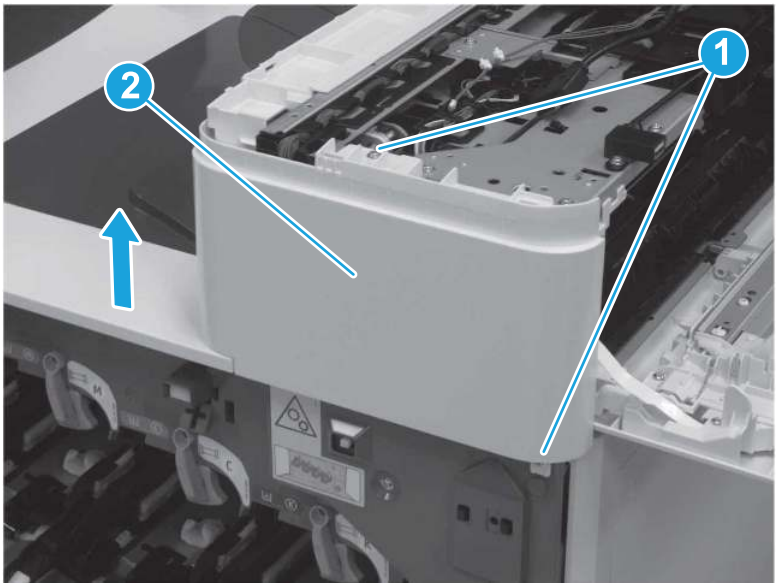
NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

Figure 4-774 Remove the nose cone



6. Remove the right front cover (M856/E85055/M776dn/M776z).
   - Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

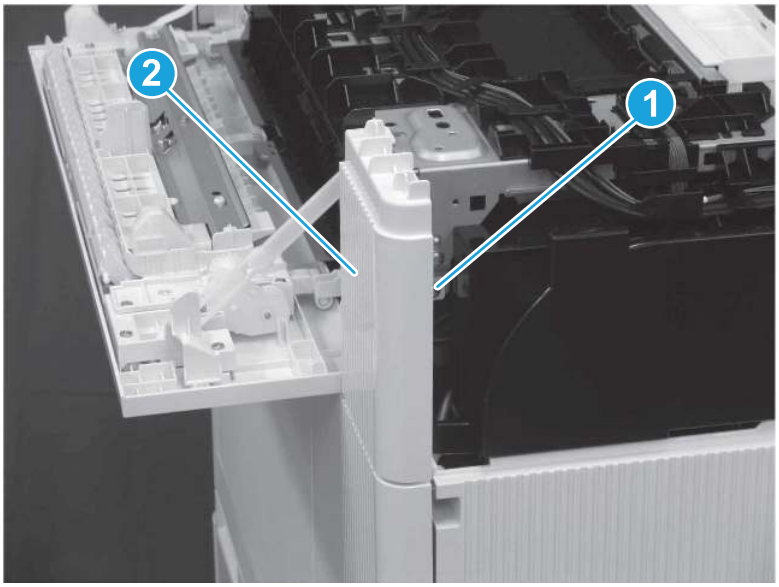
Figure 4-775 Remove the right front cover



7. Remove the right rear upper cover (M856/E85055/M776dn/M776z)

- Remove one screw (callout 1), and then slide the right rear upper cover (callout 2) away from the printer to remove it.

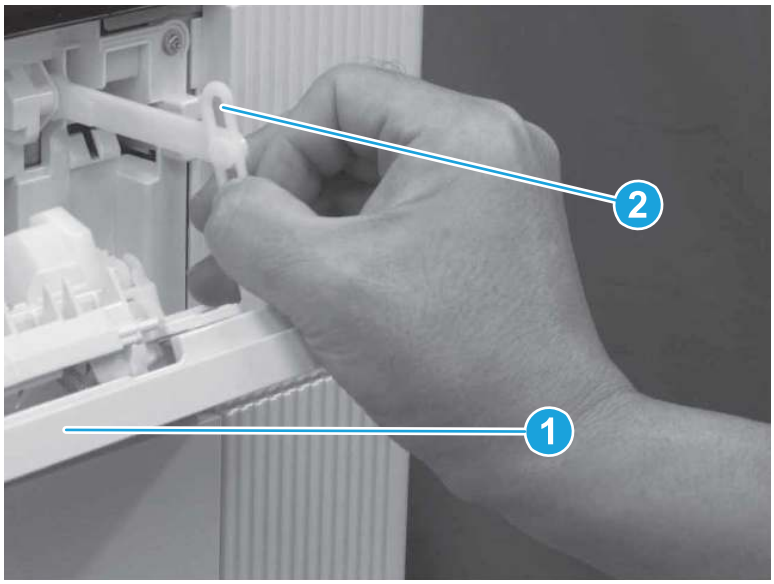
Figure 4-776 Remove the right rear upper cover



8. Remove the right upper door (M856/E85055/M776dn/M776z)

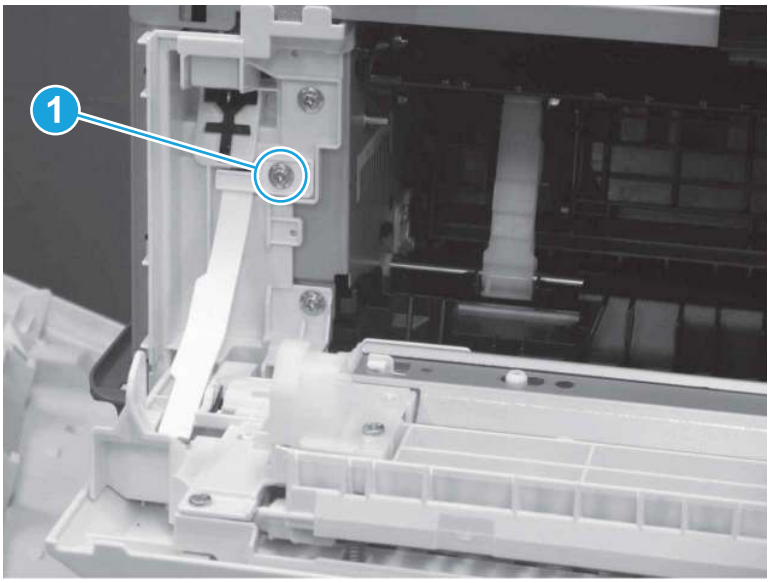
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-777 Open the door and release the link



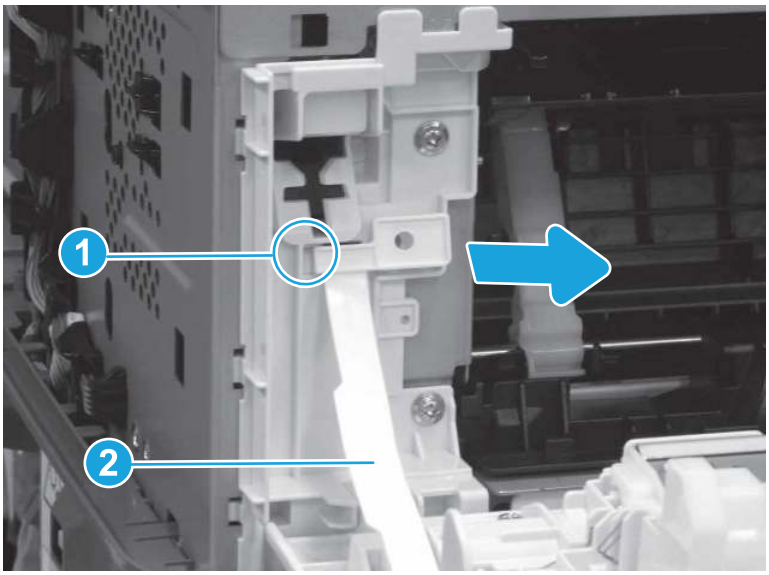
b. Remove one screw (callout 1).

Figure 4-778 Remove one screw



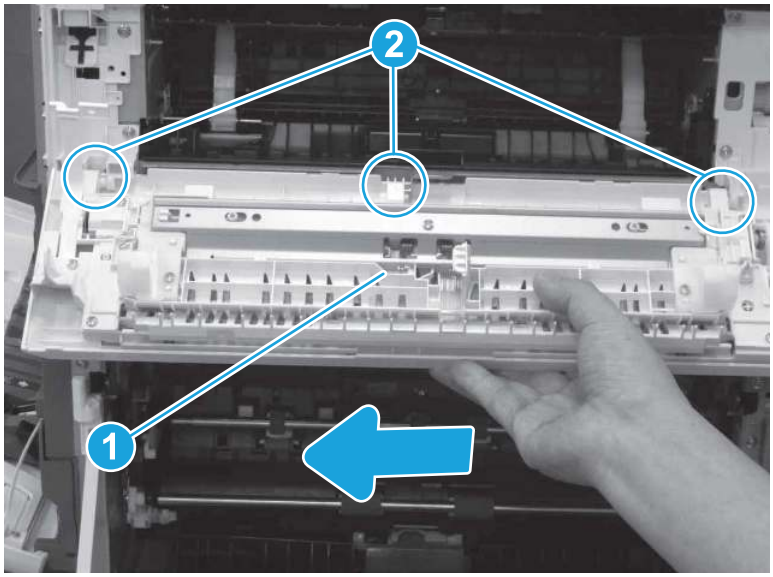
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-779 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

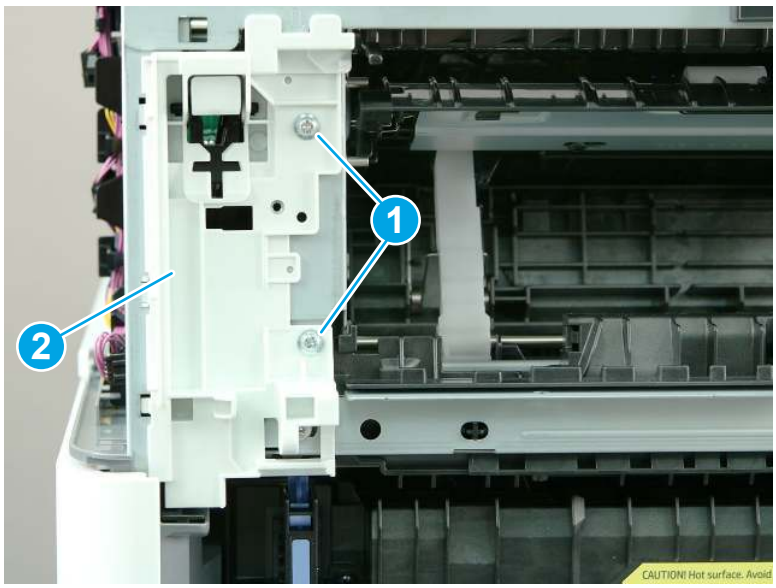
Figure 4-780 Remove the right upper door



9. Remove the delivery assembly (M856/E85055/M776dn/M776z).

a. Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

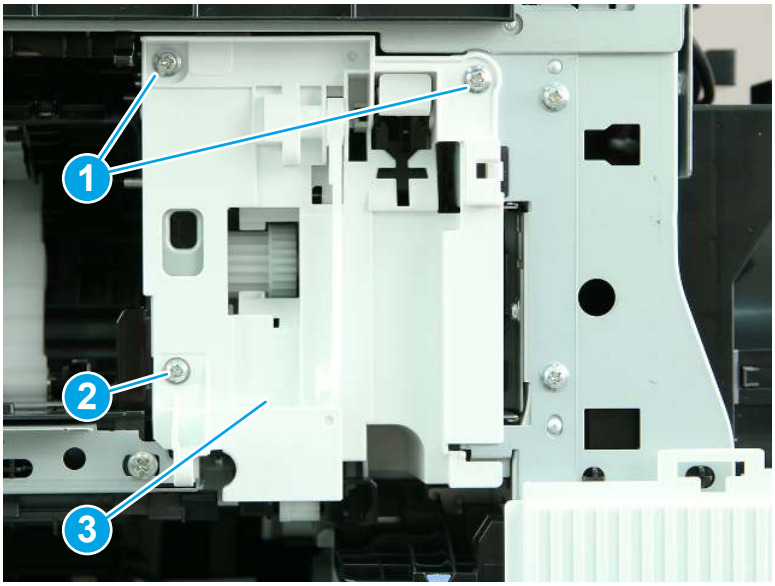
Figure 4-781 Remove two screws and toggle front assembly (M856/E85055/M776dn/M776z)



b. Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3).

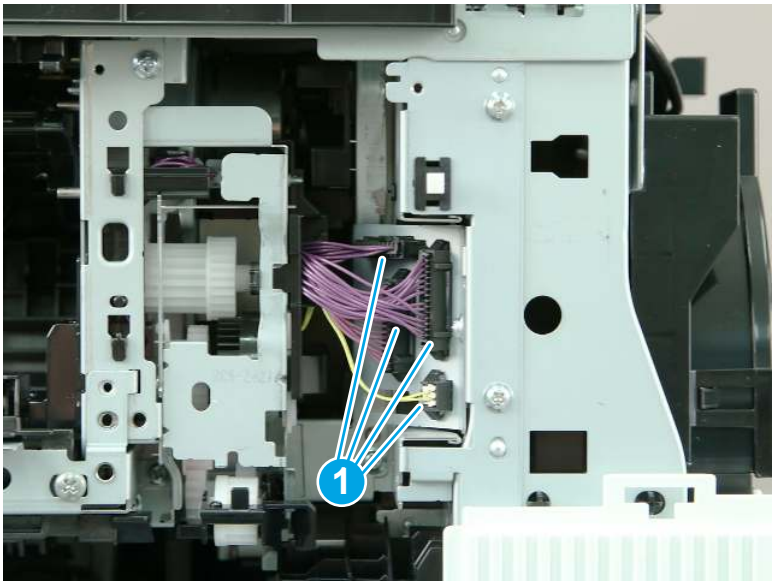
NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-782 Remove three screws and toggle rear assembly (M856/E85055/M776dn/M776z)



c. Disconnect four connectors (callout 1).

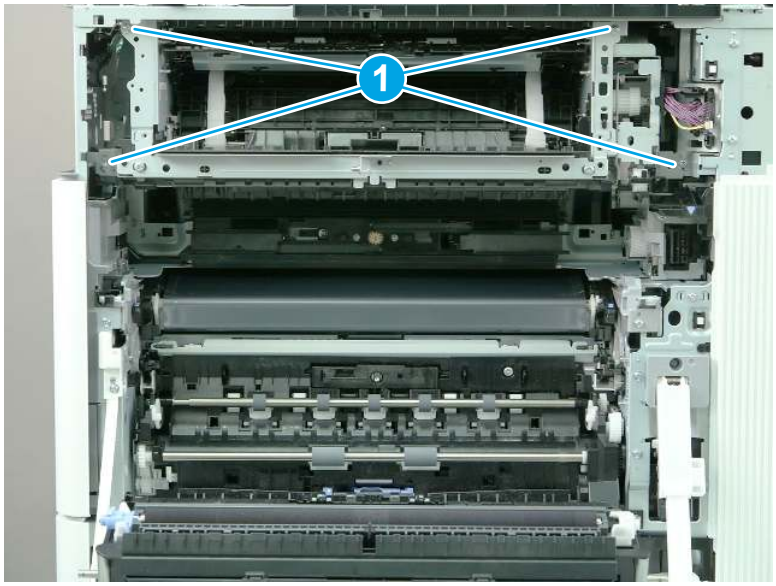
Figure 4-783 Disconnect four connectors (M856/E85055/M776dn/M776z)



d. Remove four screws (callout 1).

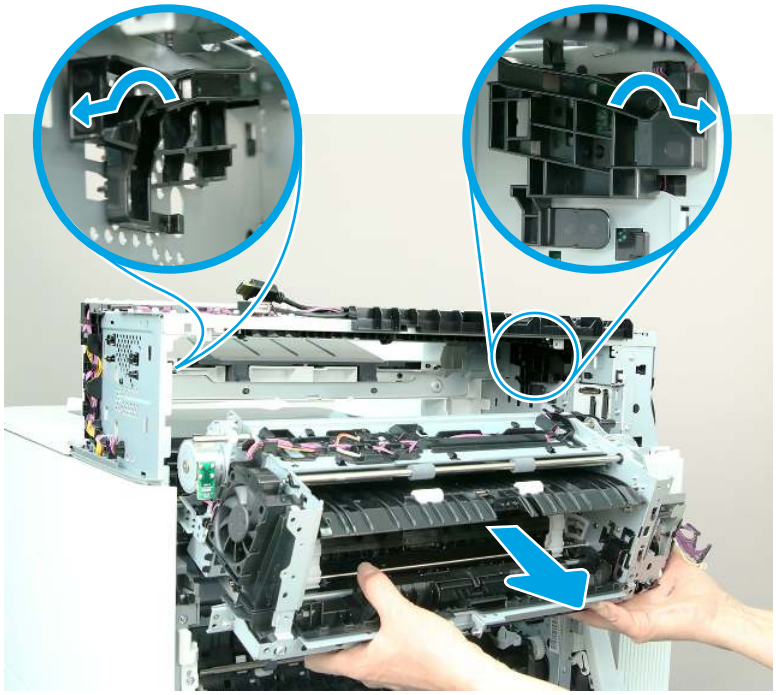
NOTE: The lower screws are shorter than the upper screws. Make sure to reinstall them in the correct position.

Figure 4-784 Remove four screws (M856/E85055/M776dn/M776z)



e. Slide the delivery assembly away from the printer, and then lift up and out to release the posts from the tracks.

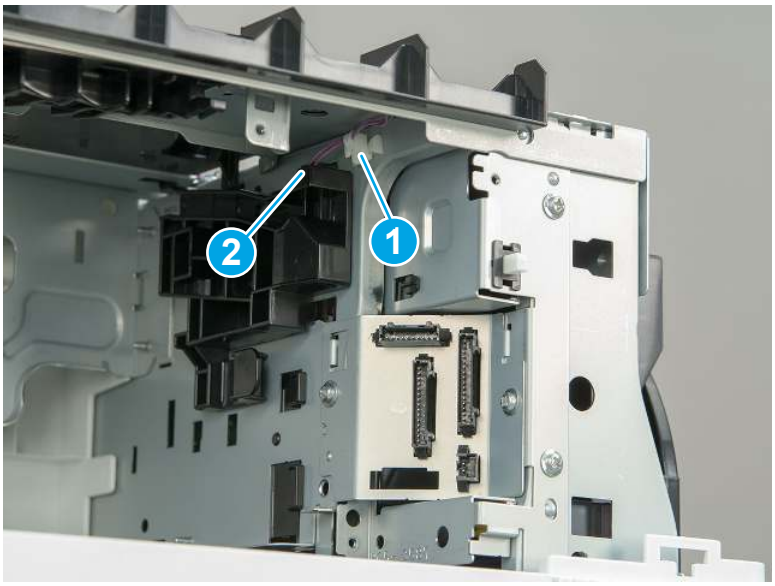
Figure 4-785 Remove the delivery assembly (M856/E85055/M776dn/M776z)



10. Remove the duplex reverse guide (M856/E85055/M776dn/M776z).

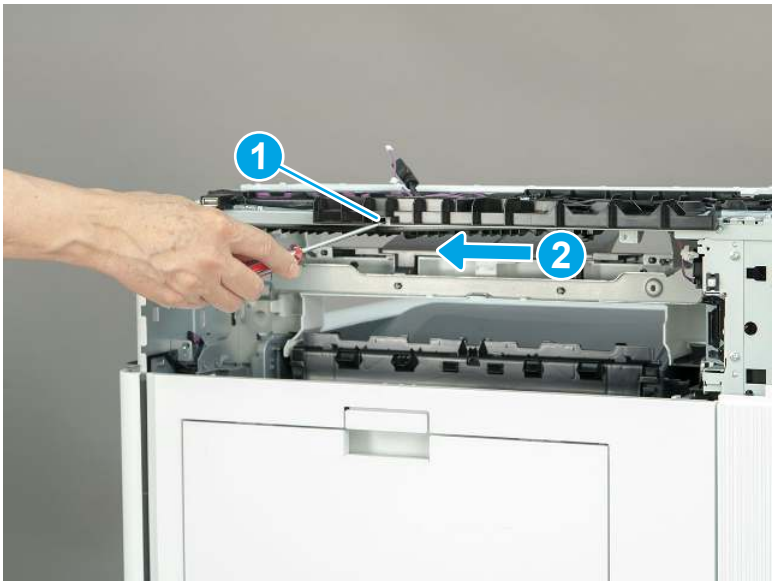
a. Release one retainer (callout 1), and then disconnect one connector (callout 2).

Figure 4-786 Release one retainer and disconnect one connector



b. Release one tab (callout 1), and then slide the duplex reverse guide to the left to release it (callout 2).

Figure 4-787 Release the duplex reverse guide



c. Remove the duplex reverse guide.

Figure 4-788 **Remove the duplex reverse guide**

11. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

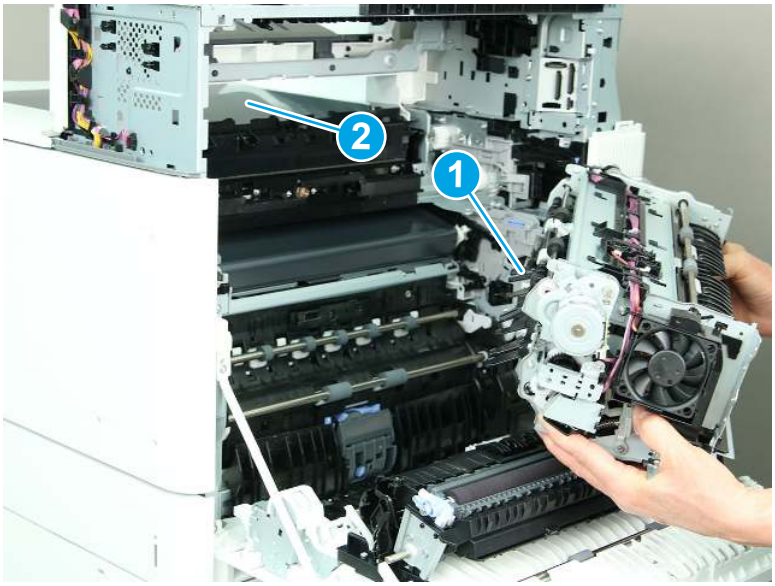
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

12. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M856/E85055/M776dn/M776z).

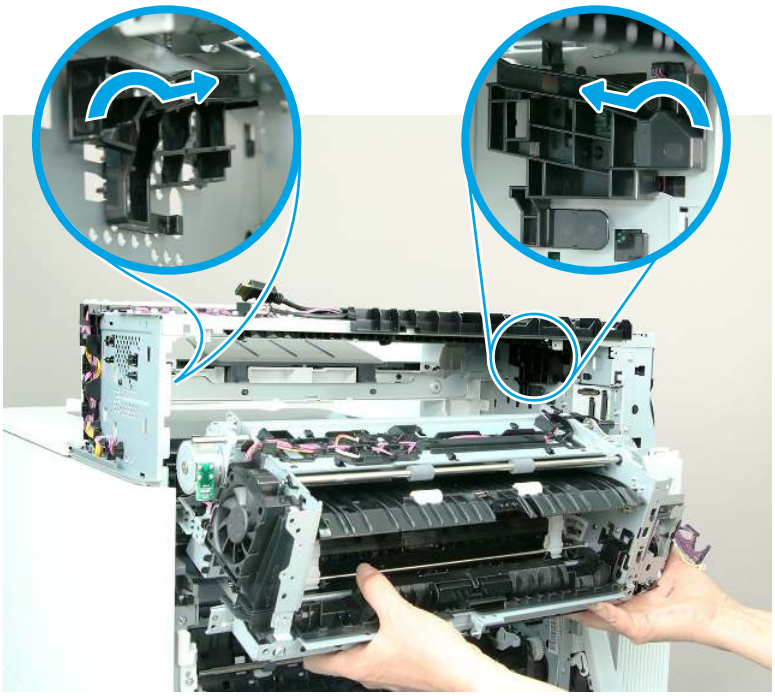
a. When reinstalling the delivery assembly, make sure that the flap (callout 1) on the delivery assembly goes through the opening (callout 2) in the cover.

Figure 4-789 Install the flap through the opening (M856/E85055/M776dn/M776z)



b. When reinstalling the delivery assembly, position the posts on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the posts in the tracks.

Figure 4-790 Install the delivery assembly (M856/E85055/M776dn/M776z)



Removal and replacement: Toggle front assembly (M776zs)

Learn how to remove and replace the toggle front assembly (M776zs).

Mean time to repair: 15 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 4-57 Part information

Part number	Part description
RM2-1764-000CN	Toggle front assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

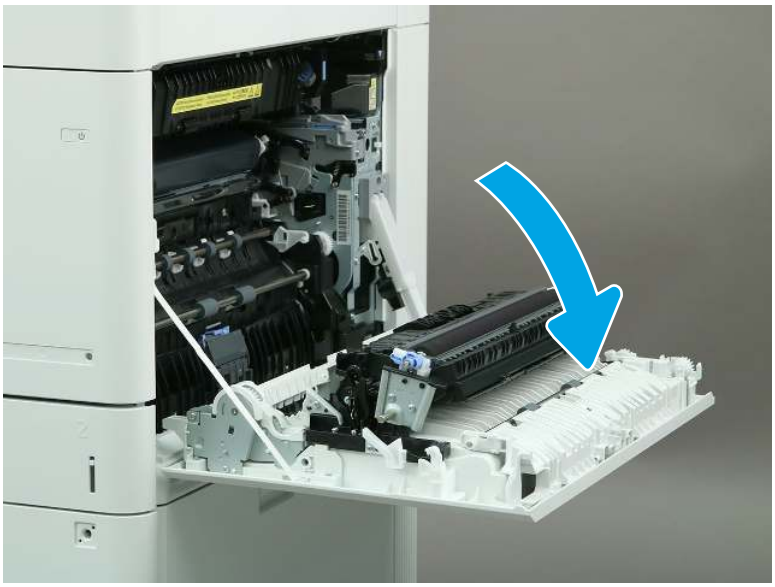
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

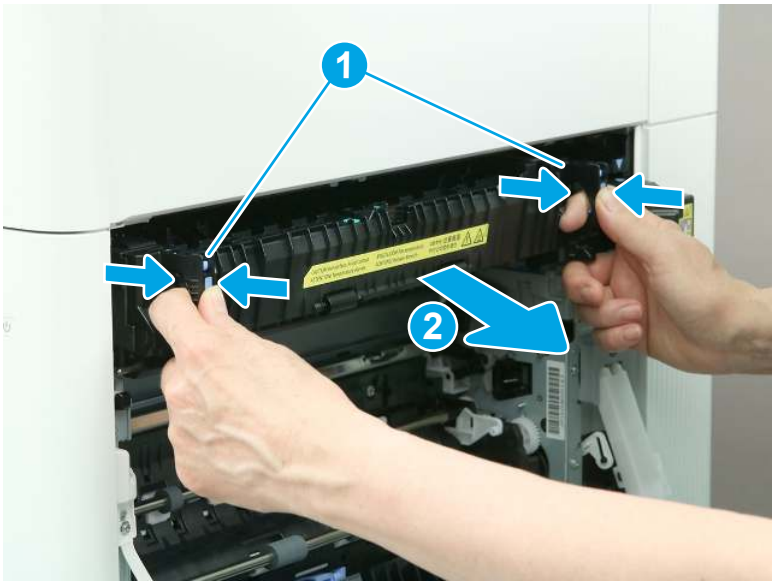
a. Open the right door.

Figure 4-791 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-792 Remove the fuser



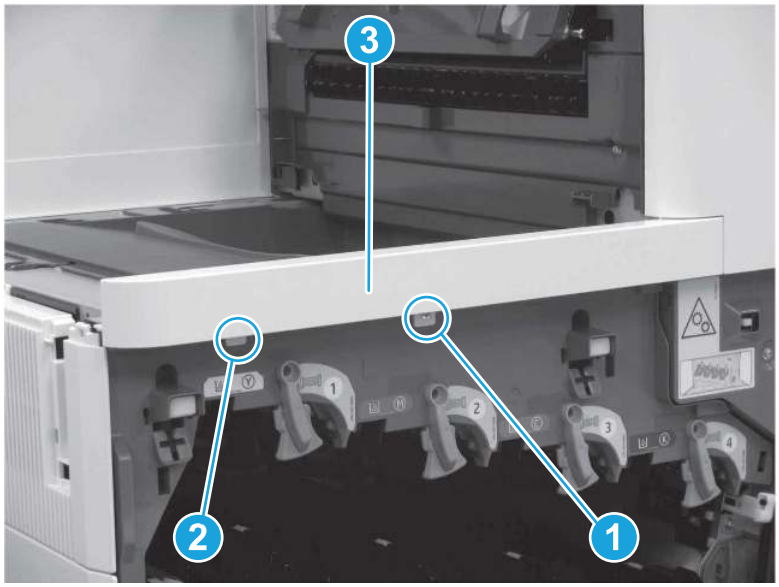
2. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-793 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-794 Remove the front cover



3. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-795 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

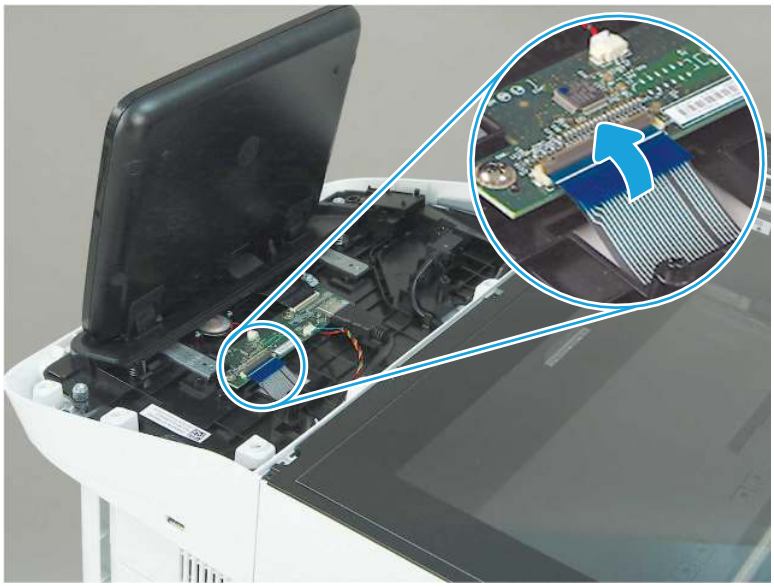
Figure 4-796 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-797 Remove the control panel cover

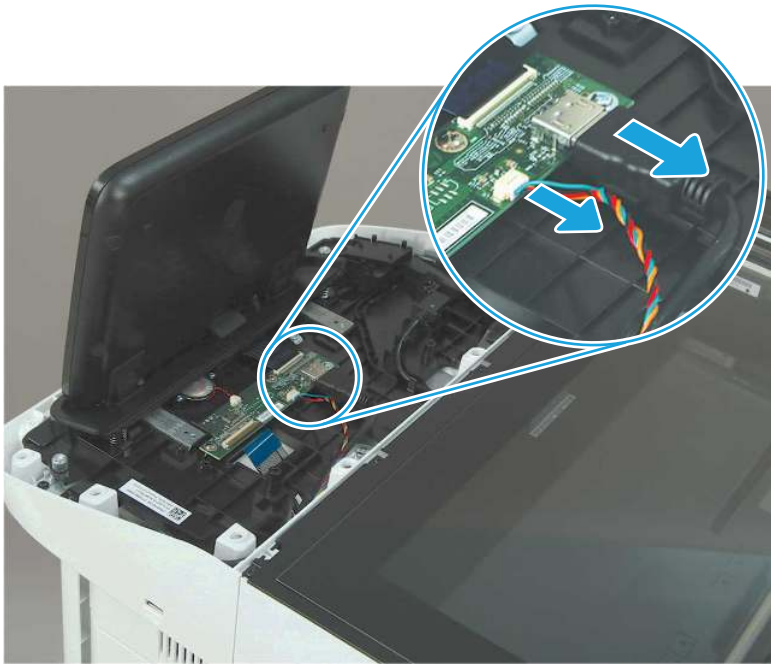
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-798 Release the keyboard flat cable (M776z/M776zs)



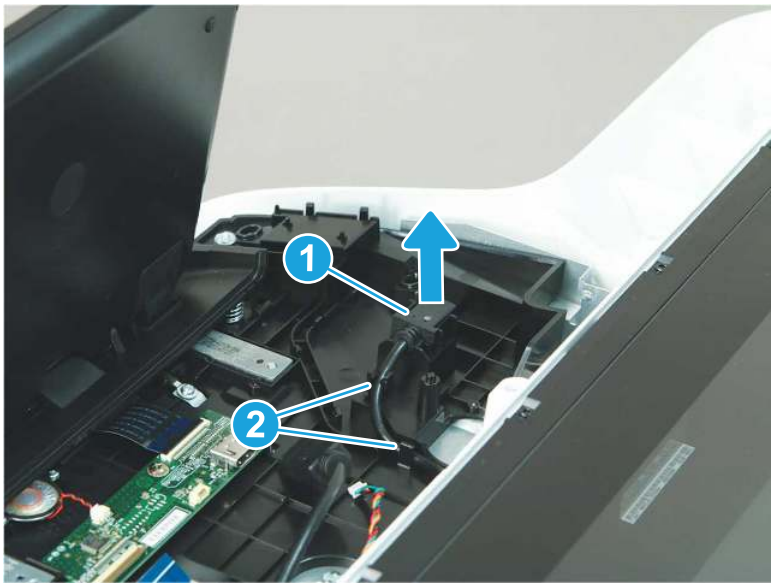
e. Disconnect two connectors

Figure 4-799 Disconnect two connectors



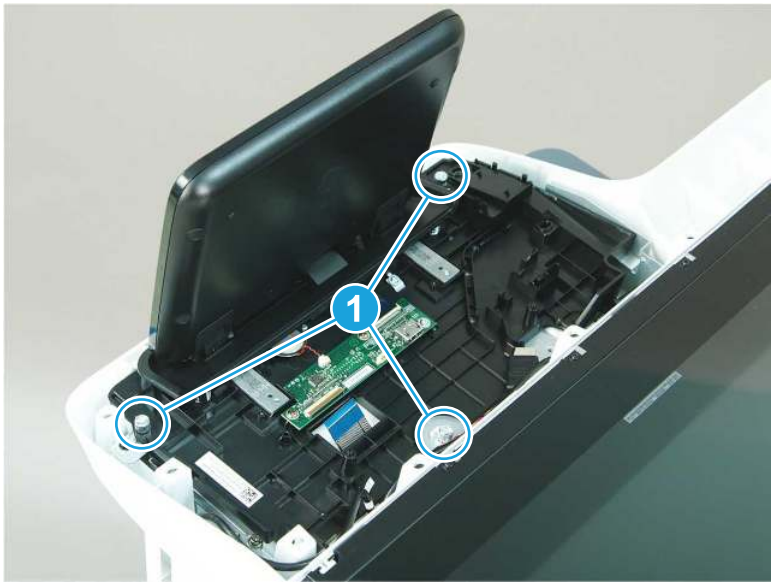
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-800 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-801 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-802 Remove the control panel

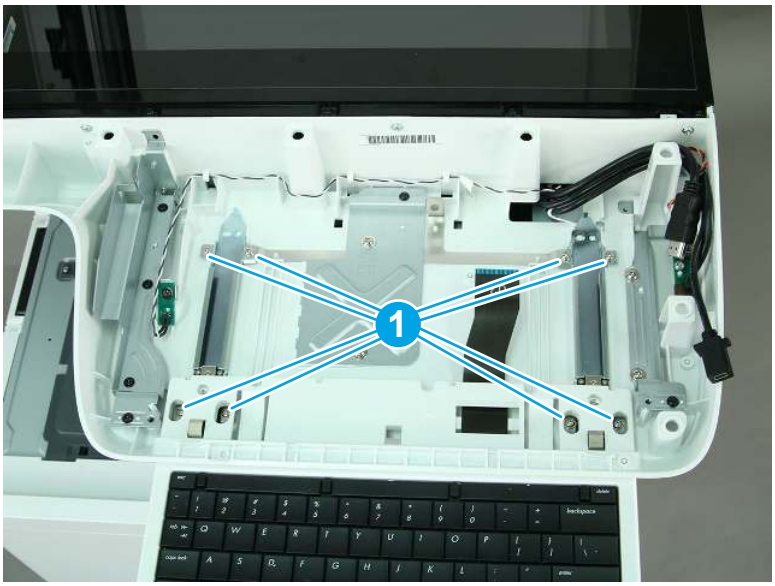
4. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-803 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-804 Remove eight screws



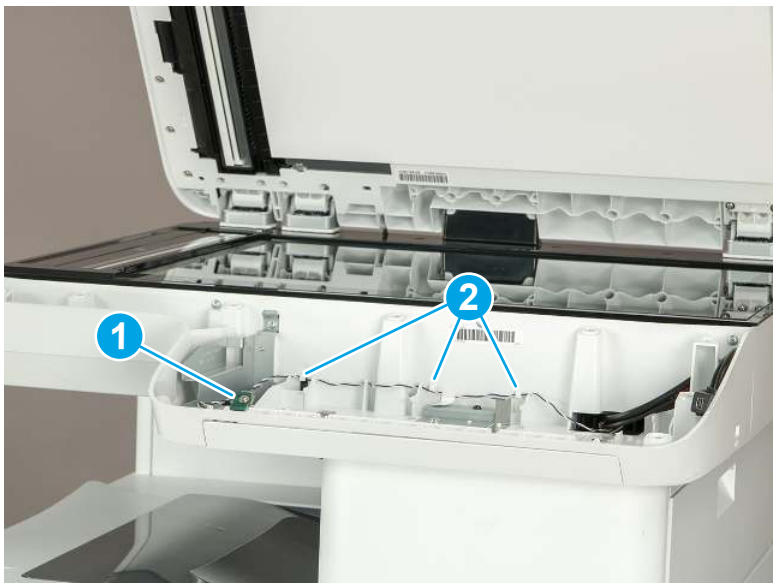
c. Remove the keyboard and rails.

Figure 4-805 Remove the keyboard and rails

5. Remove the nose cone (M776).

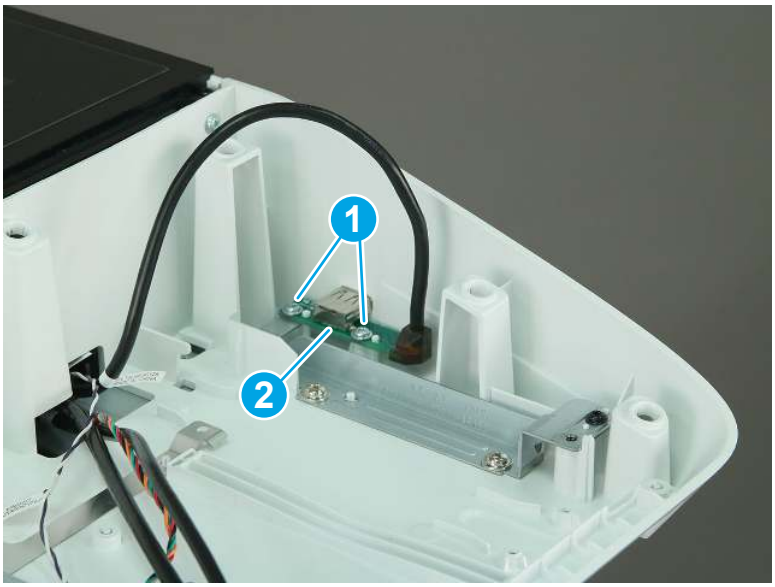
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-806 Release the light PCA



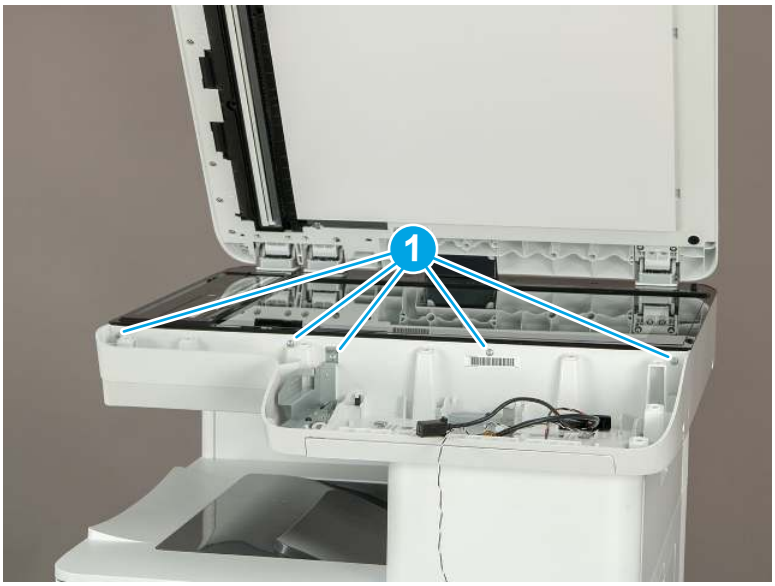
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-807 Release the USB port PCA



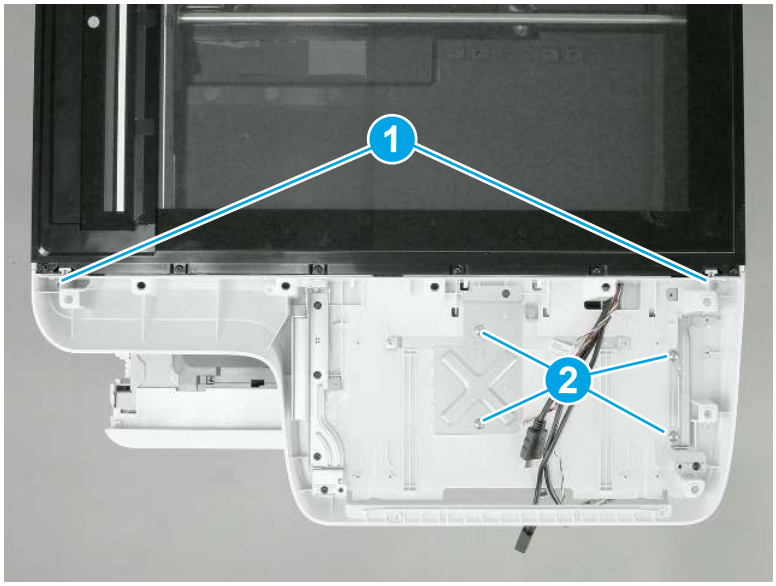
c. Remove five screws (callout 1).

Figure 4-808 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

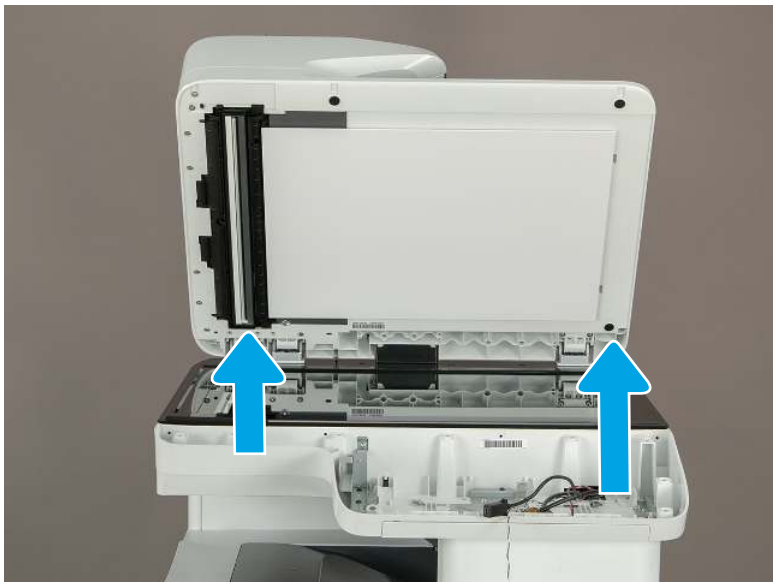
Figure 4-809 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

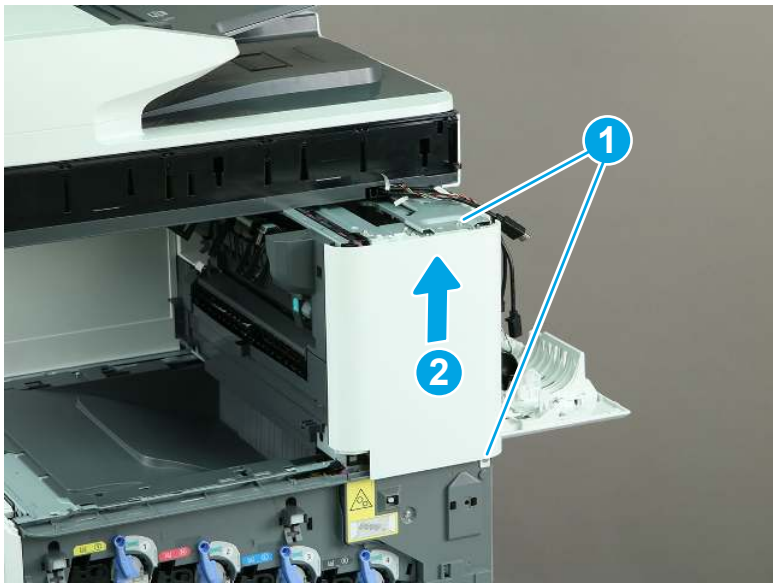
Figure 4-810 Remove the nose cone



6. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

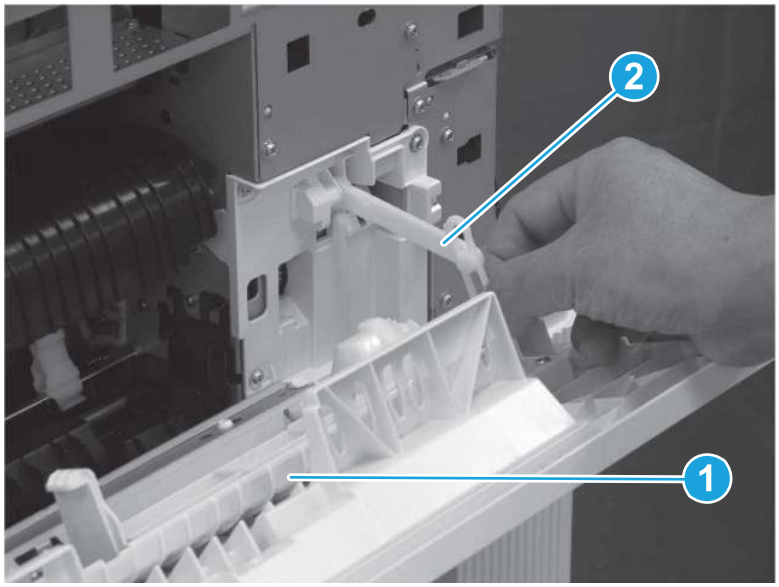
  Figure 4-811 Remove the right front cover

7. Remove the right upper door (M776zs).

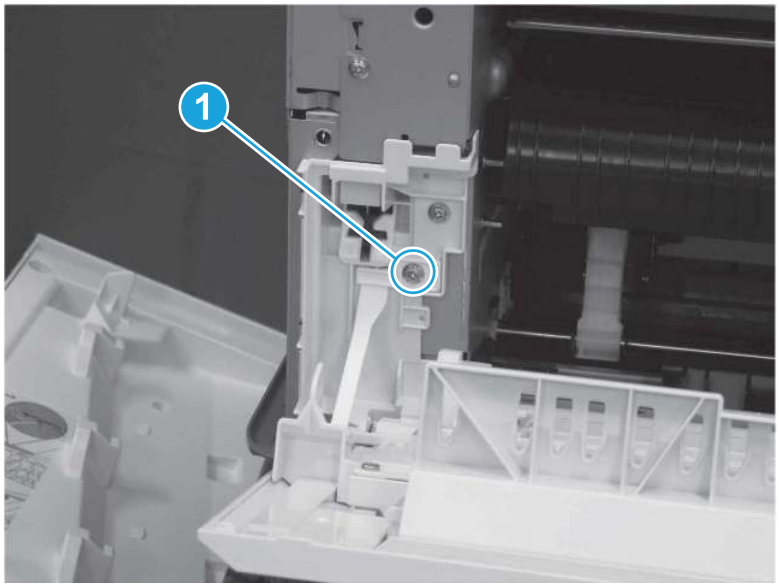
   a. Open the right upper door (callout 1), and then release the link (callout 2).

   Figure 4-812 Open the door and release the link

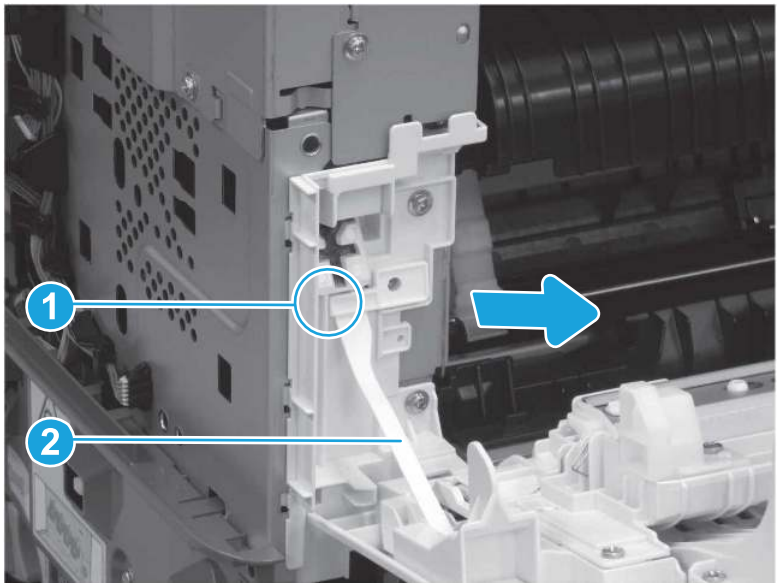
b. Remove one screw (callout 1).

Figure 4-813 Remove one screw



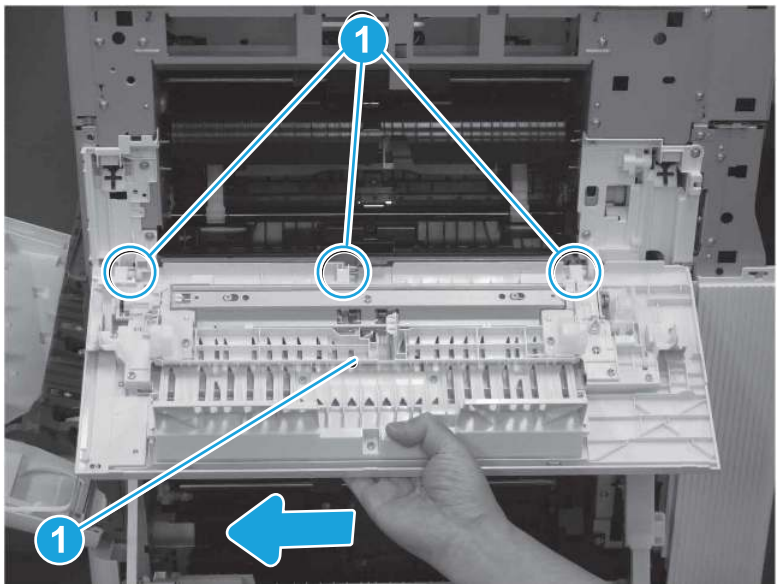
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-814 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

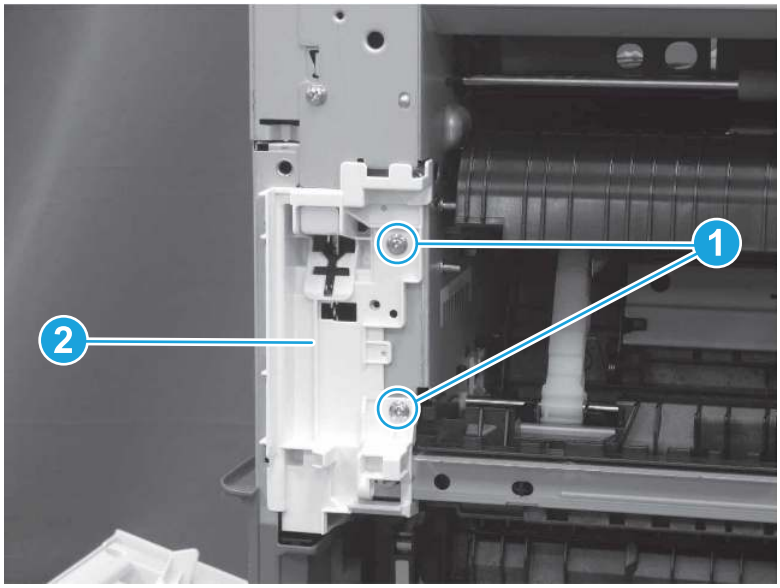
Figure 4-815 Remove the right upper door



8. Remove the toggle front assembly (M776zs).

- Remove two screws (callout 1), and then remove the toggle front assembly (callout 2).

Figure 4-816 Remove two screws and toggle front assembly (M776zs)



9. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

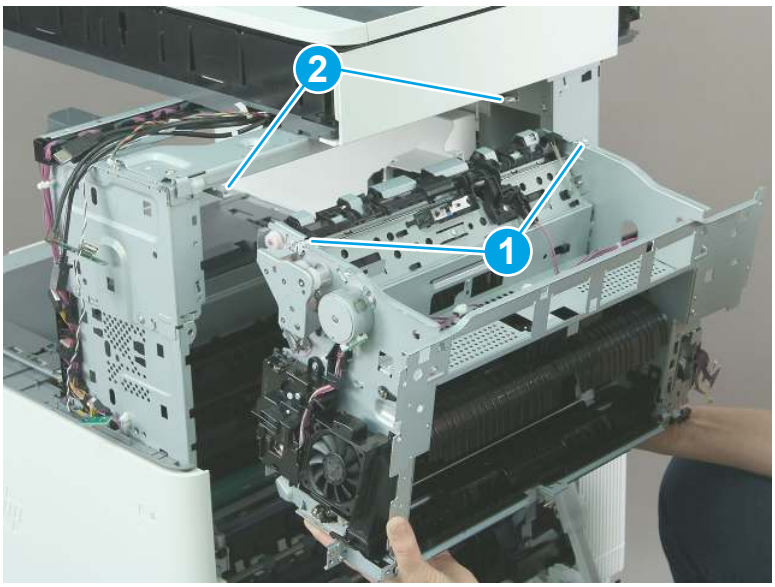
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

10. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the delivery assembly (M776zs).

- When reinstalling the delivery assembly, position the stoppers on the delivery assembly (callout 1) into the tracks (callout 2) in the printer. Lift up and then slide the assembly toward the printer to install the stoppers in the tracks.

Figure 4-817 **Install the delivery assembly (M776zs)**



Removal and replacement: Toggle rear assembly (M776zs)

Learn how to remove and replace the toggle rear assembly (M776zs).

Mean time to repair: 15 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 4-58 Part information

Part number	Part description
RM2-1763-000CN	Toggle rear assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

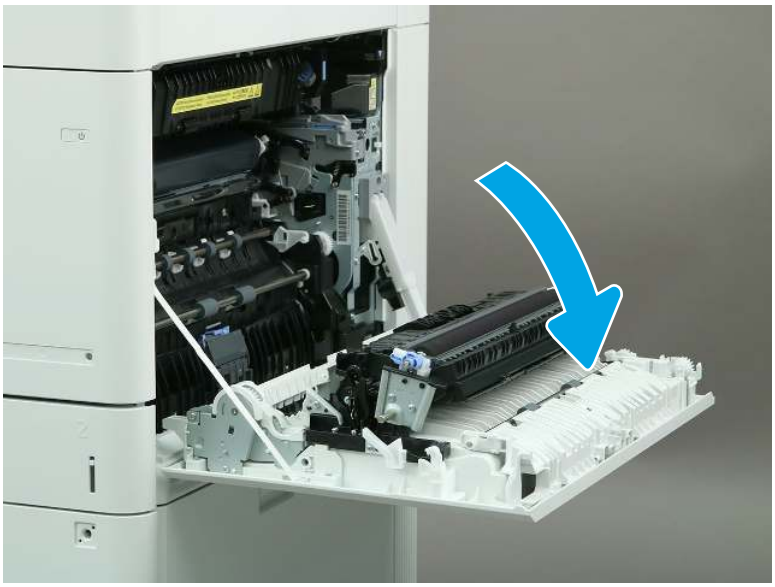
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

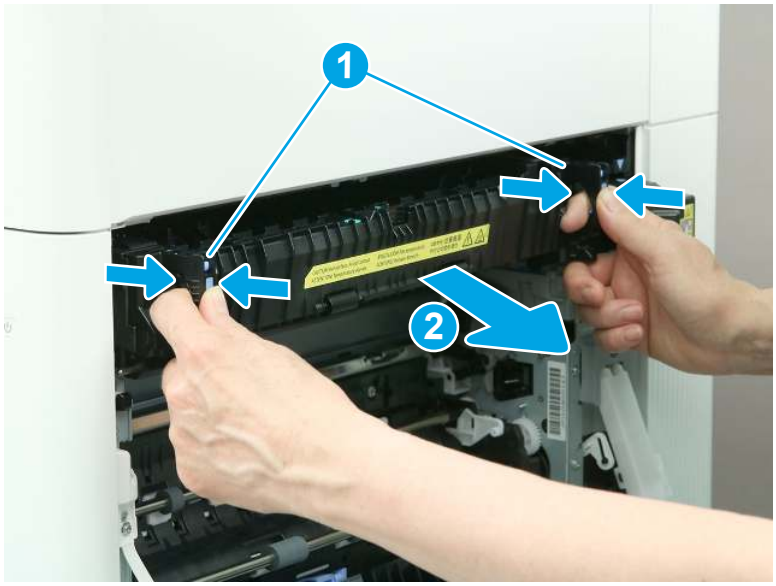
1. Remove the fuser.
   a. Open the right door.

Figure 4-818 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-819 Remove the fuser



2. Remove the formatter cover.

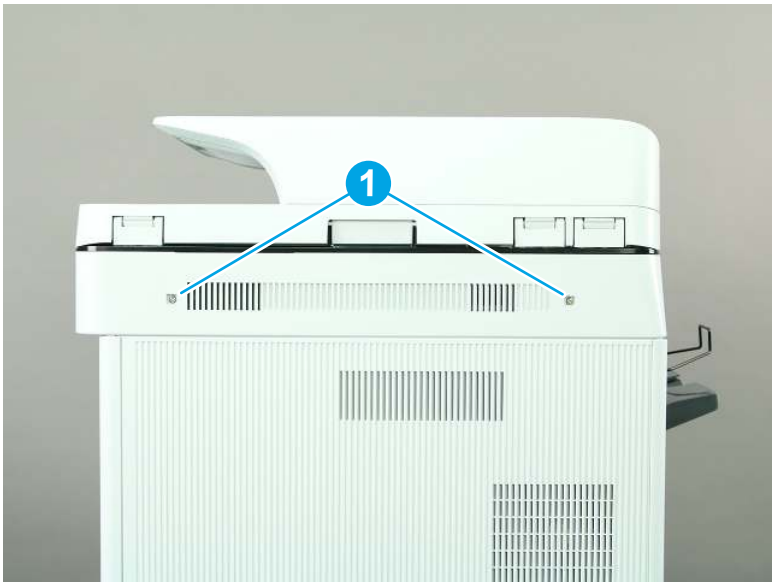
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-820 Remove the formatter cover

3. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-821 Remove two screws



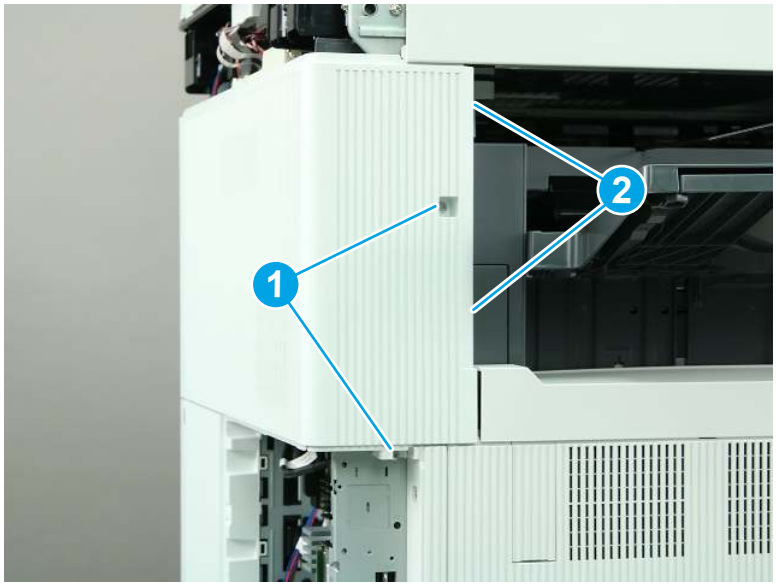
b. Remove the SCB cover.

Figure 4-822 Remove the SCB cover

4. Remove the rear upper cover and left rear upper cover (M776zs).

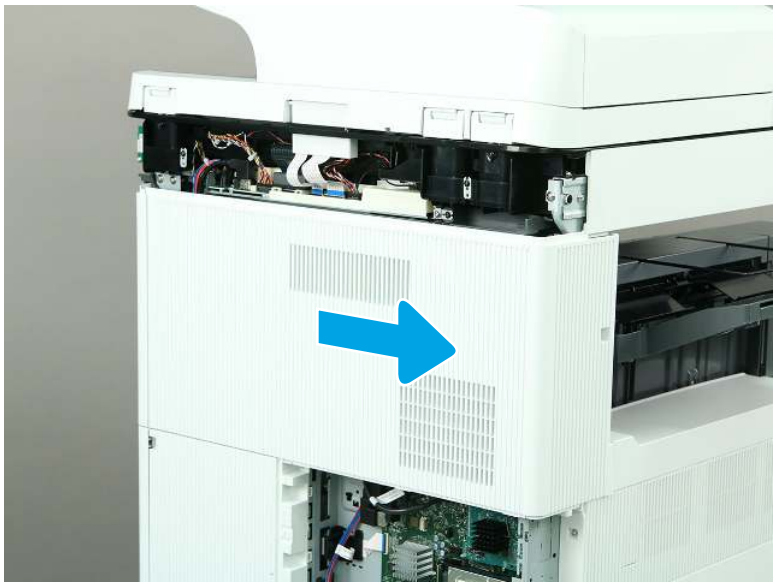
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-823 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-824 Remove the rear upper and left rear upper cover



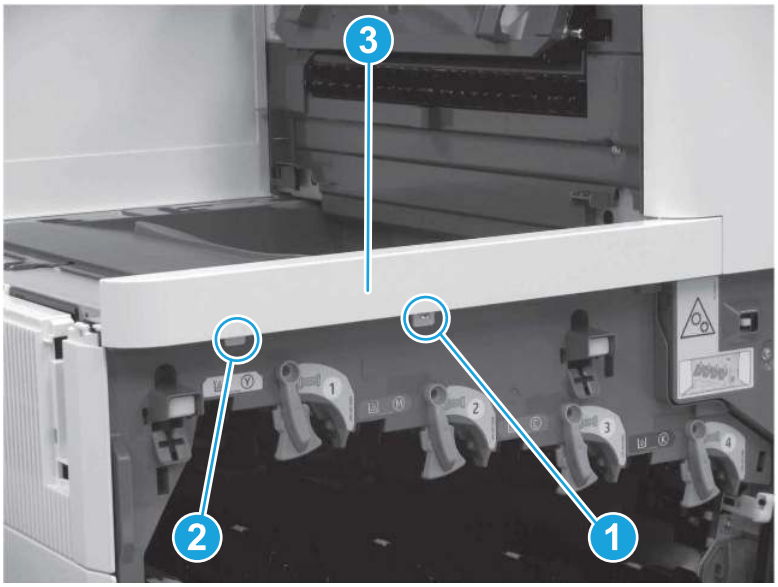
5. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-825 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-826 Remove the front cover



6. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-827 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

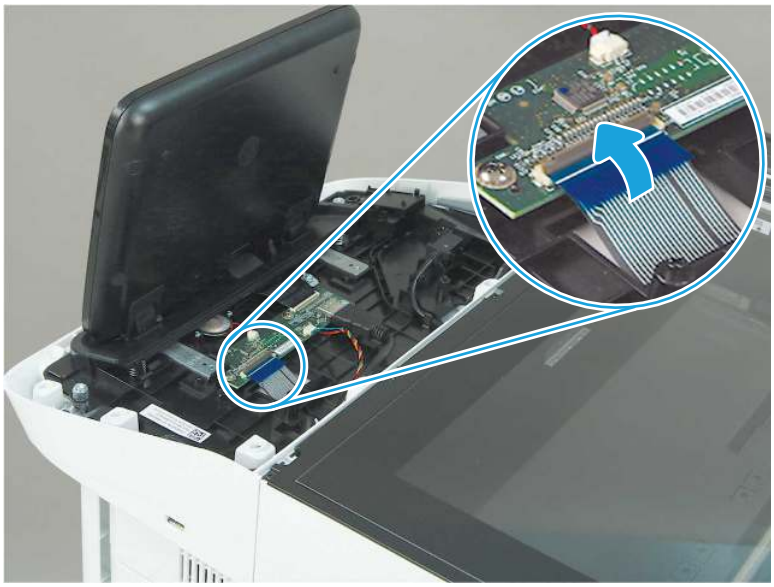
Figure 4-828 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-829 Remove the control panel cover

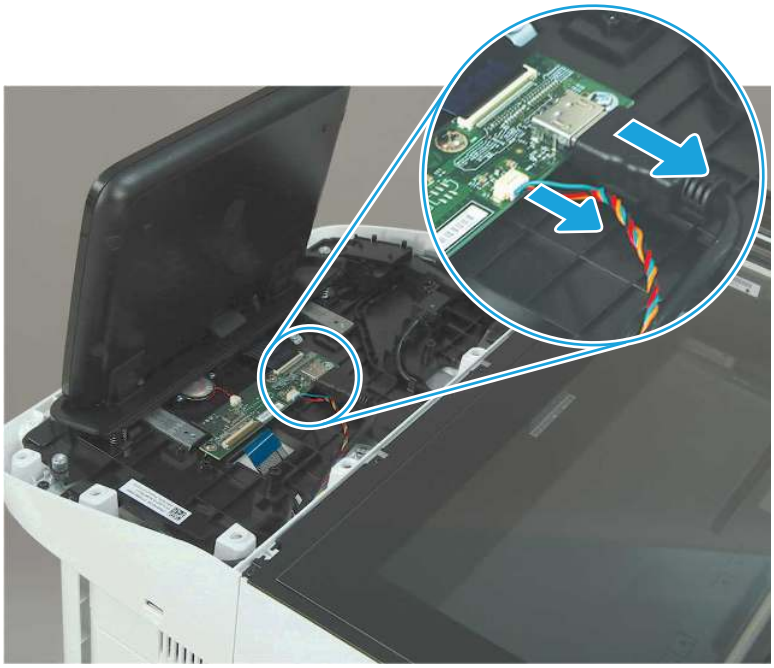
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-830 Release the keyboard flat cable (M776z/M776zs)



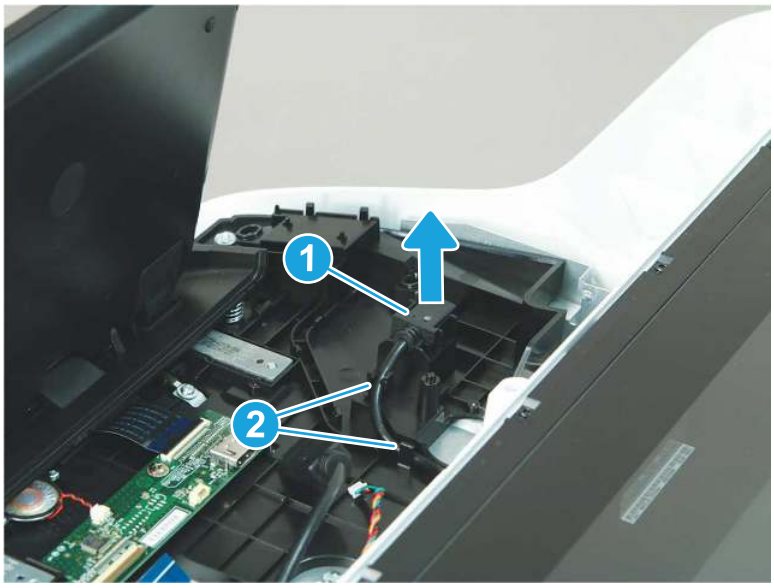
e. Disconnect two connectors

Figure 4-831 Disconnect two connectors



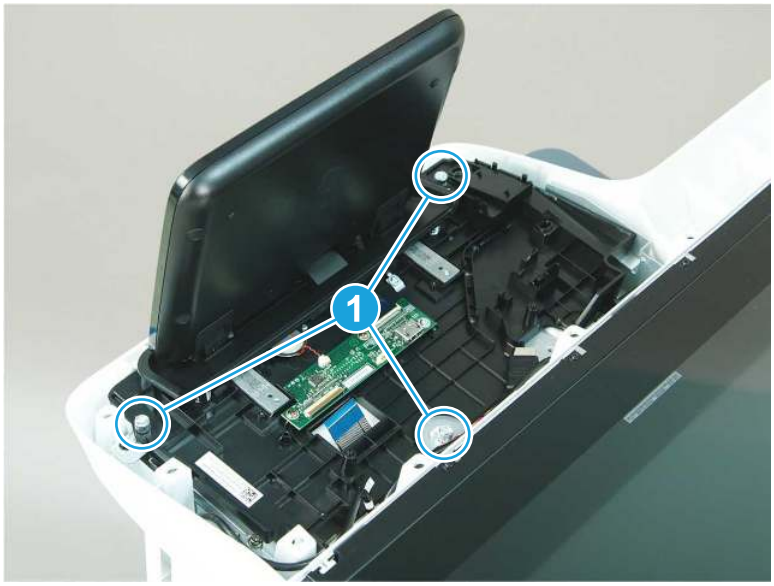
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-832 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-833 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-834 Remove the control panel

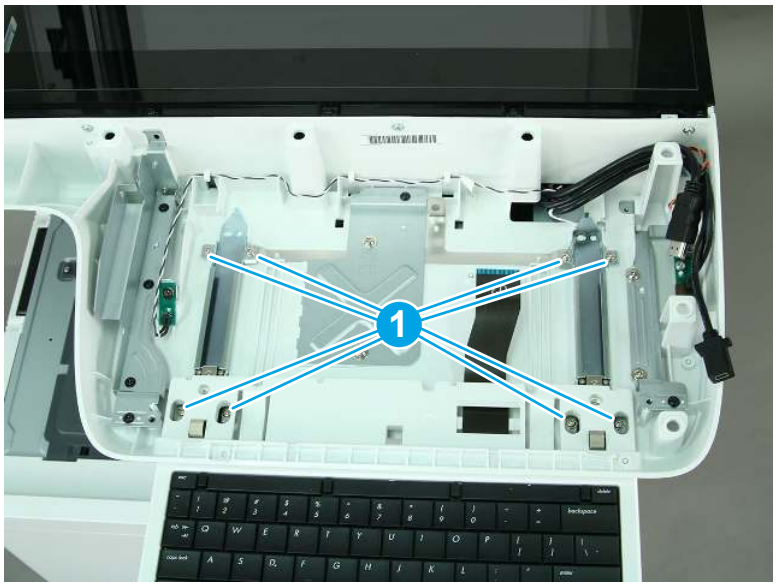
7. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-835 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-836 Remove eight screws



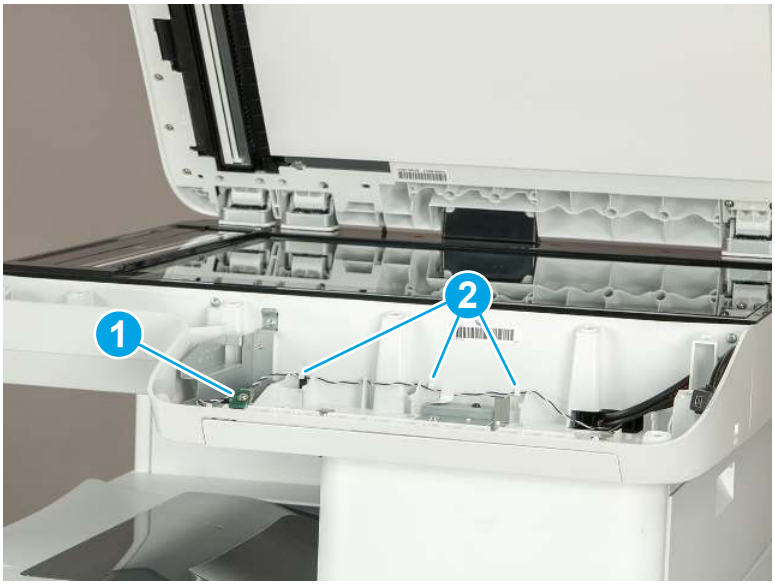
c. Remove the keyboard and rails.

Figure 4-837 Remove the keyboard and rails

8. Remove the nose cone (M776).

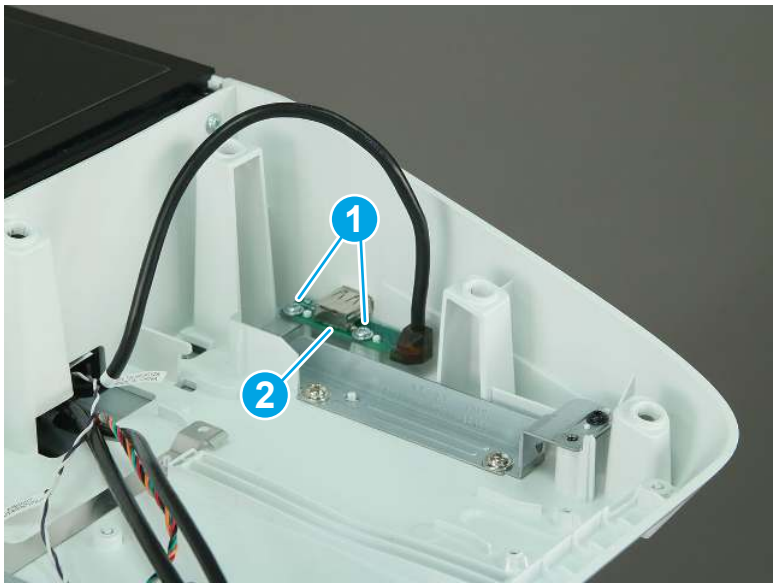
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-838 Release the light PCA



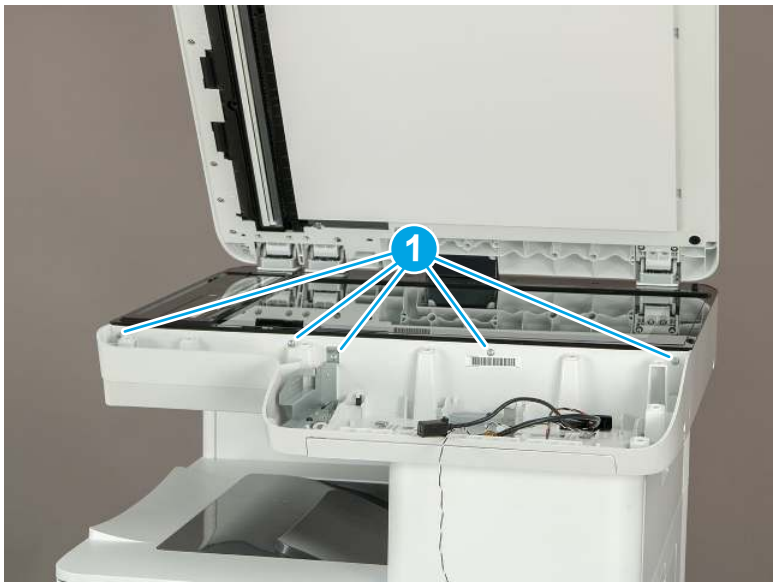
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-839 Release the USB port PCA



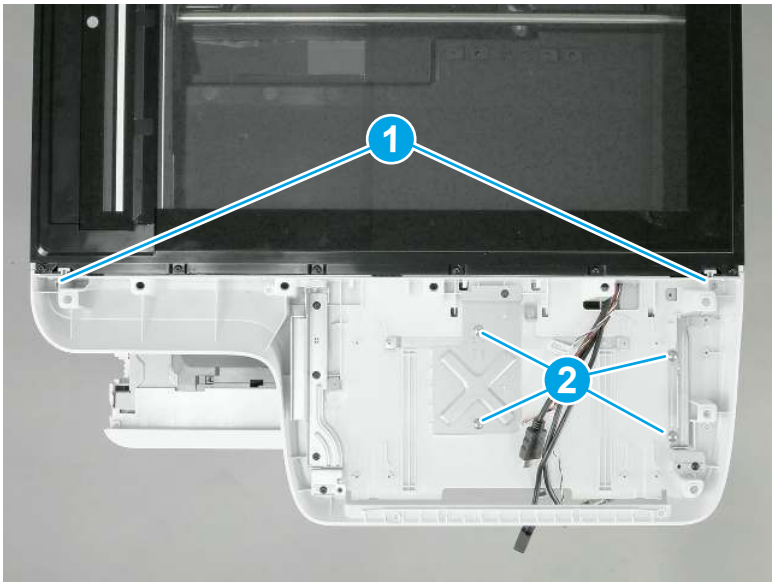
c. Remove five screws (callout 1).

Figure 4-840 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

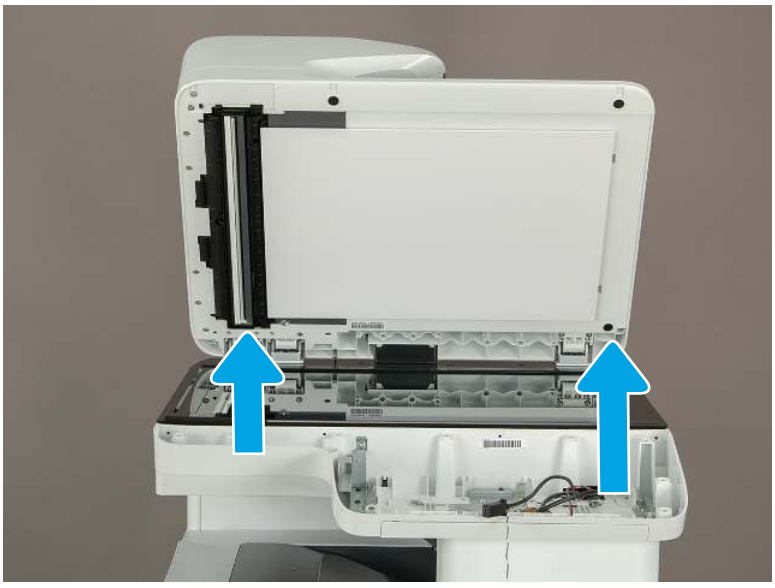
Figure 4-841 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

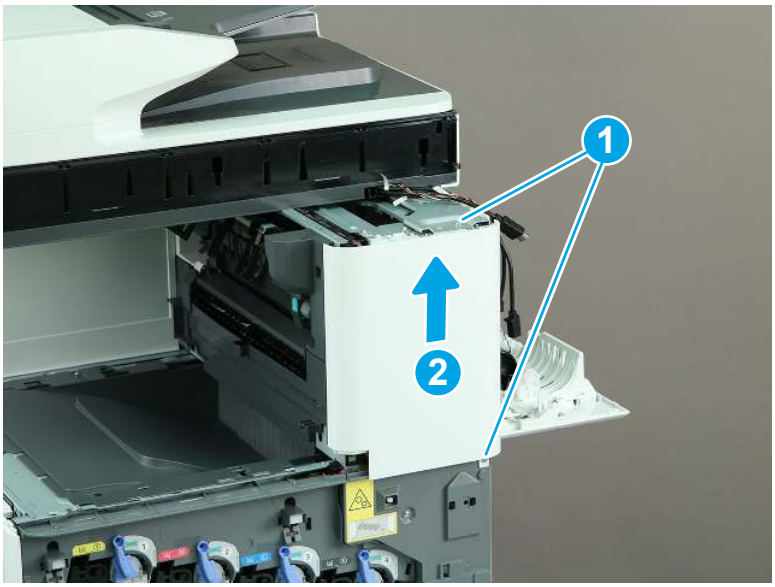
Figure 4-842 Remove the nose cone



9. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

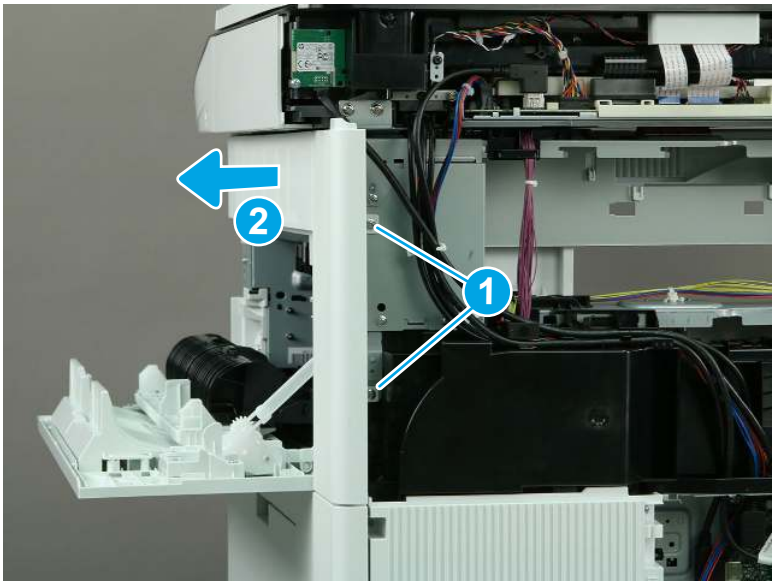
Figure 4-843 Remove the right front cover



10. Remove the right rear upper cover (M776zs).

- Remove two screws (callout 1), and then slide the right rear upper cover away from the printer to remove it (callout 2).

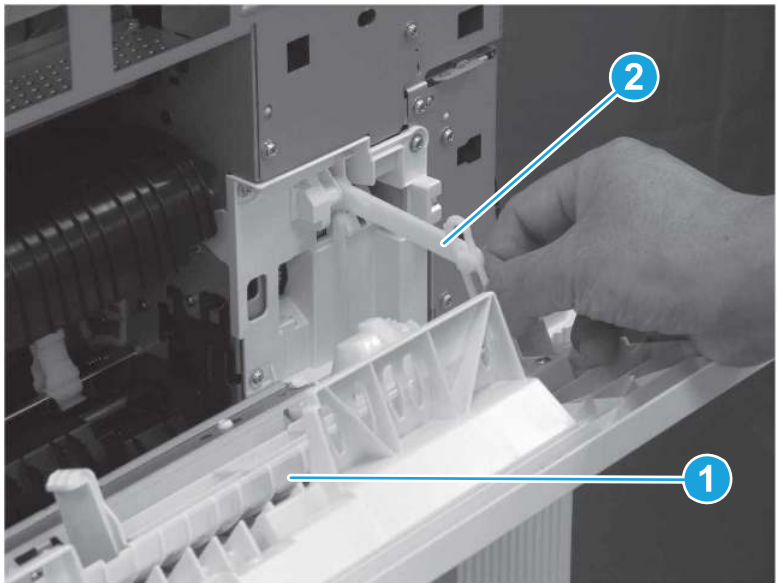
Figure 4-844 Remove the right rear upper cover



11. Remove the right upper door (M776zs).

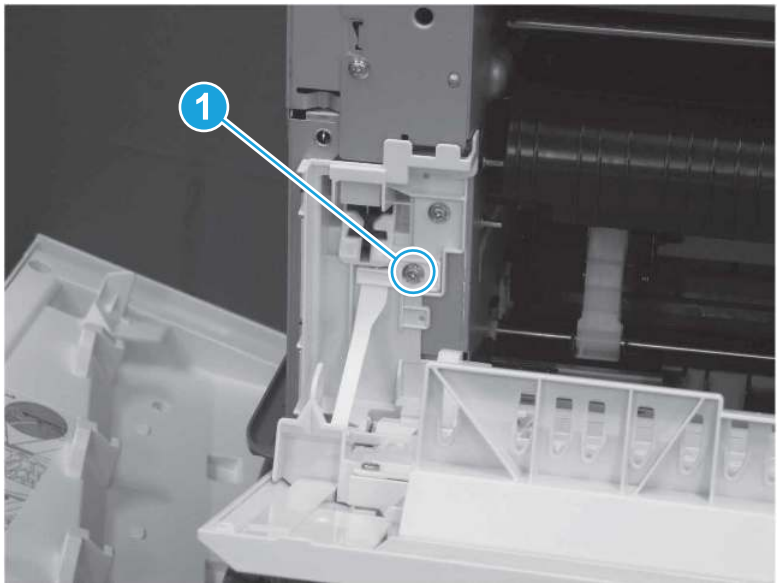
a. Open the right upper door (callout 1), and then release the link (callout 2).

Figure 4-845 Open the door and release the link



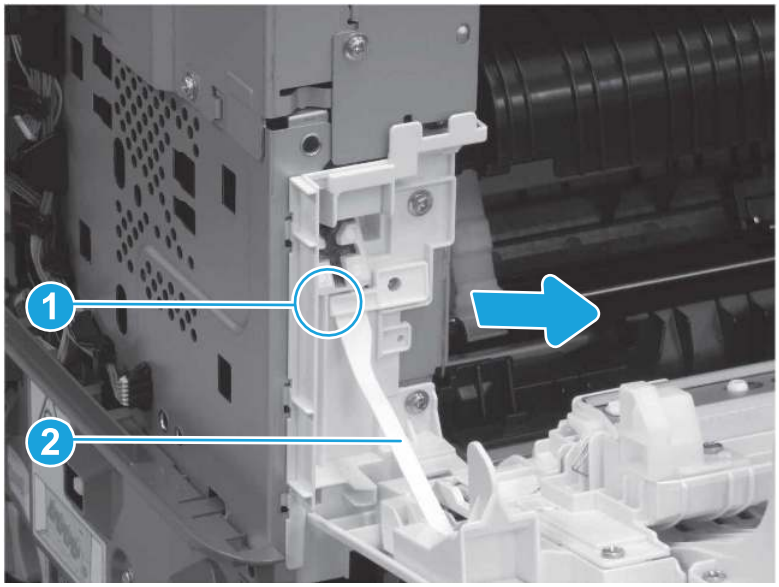
b. Remove one screw (callout 1).

Figure 4-846 Remove one screw



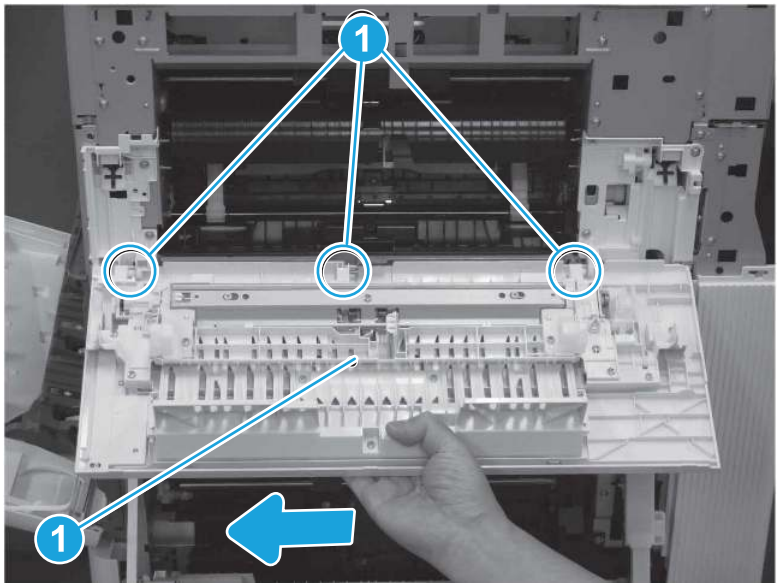
c. Release one boss (callout 1) and then release the hinge (callout 2) by sliding it to the right.

Figure 4-847 Release one boss and hinge



d. Slide the right upper door (callout 1) to the right to release it from three bushings (callout 2), and then remove the right upper door.

Figure 4-848 Remove the right upper door

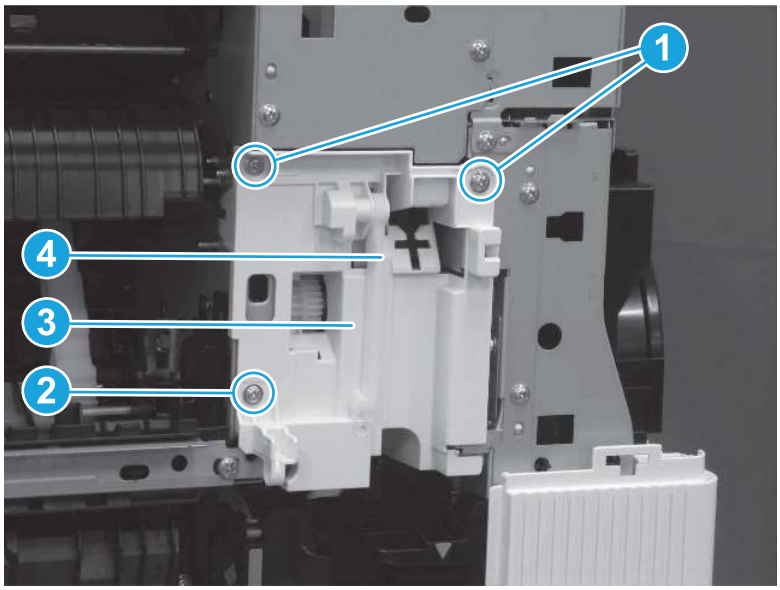


12. Remove the toggle rear assembly (M776zs).

- Remove two screws (callout 1). Remove one screw (callout 2), and then remove the toggle rear assembly (callout 3) and the link (callout 4) together.

NOTE: The lower screw (callout 2) is shorter than the other two screws. Make sure to reinstall this screw in the correct position.

Figure 4-849 Remove three screws and toggle rear assembly (M776zs



13. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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: Fuser motor (M856/E85055/M776)

Learn how to remove and replace the fuser motor (M856/E85055/M776dn/M776z/M776zs).

Mean time to repair: 30 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 4-59 Part information

Part number	Part description
RM2-1456-000CN	Fuser motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

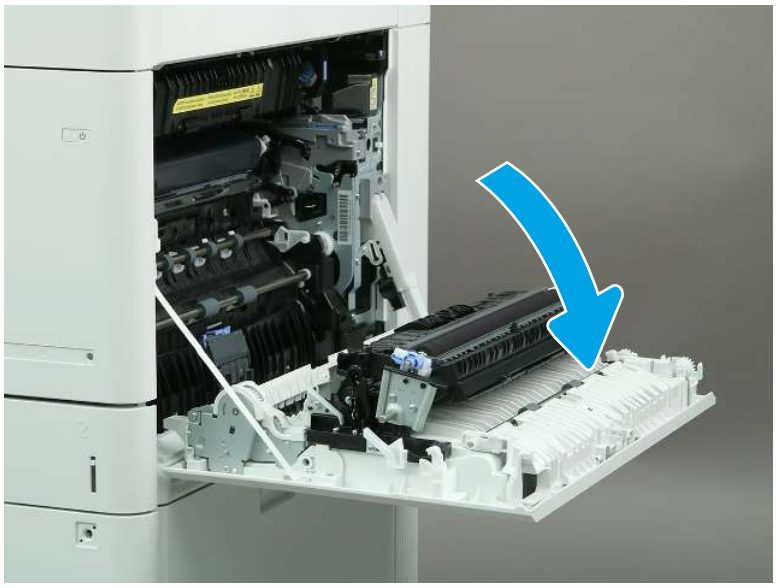
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

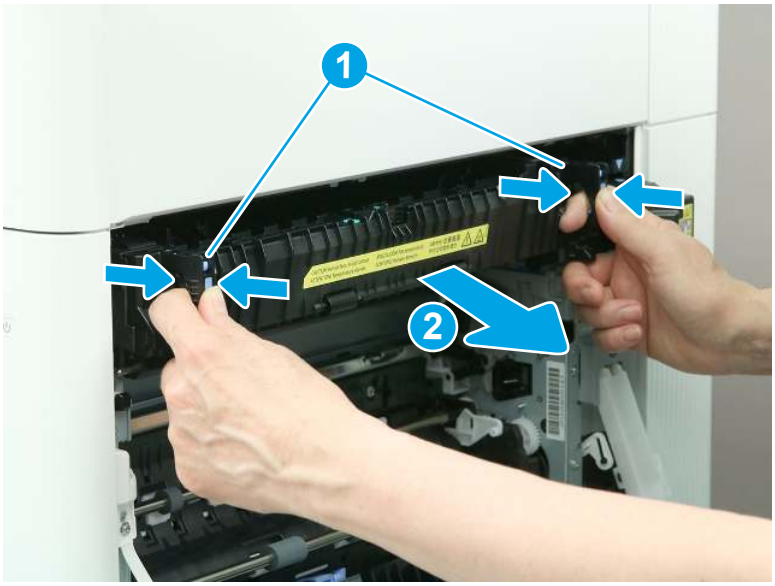
1. Remove the fuser.
   a. Open the right door.

Figure 4-850 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

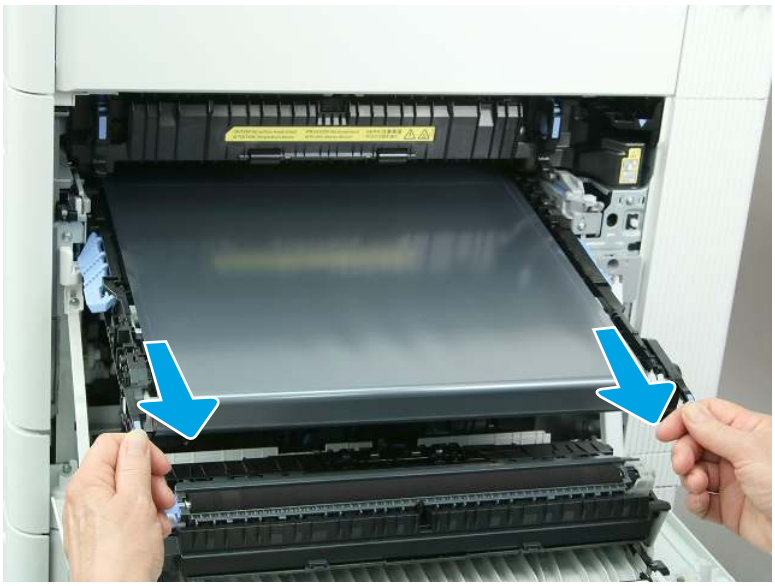
Figure 4-851 Remove the fuser



2. Remove the intermediate transfer belt (ITB).

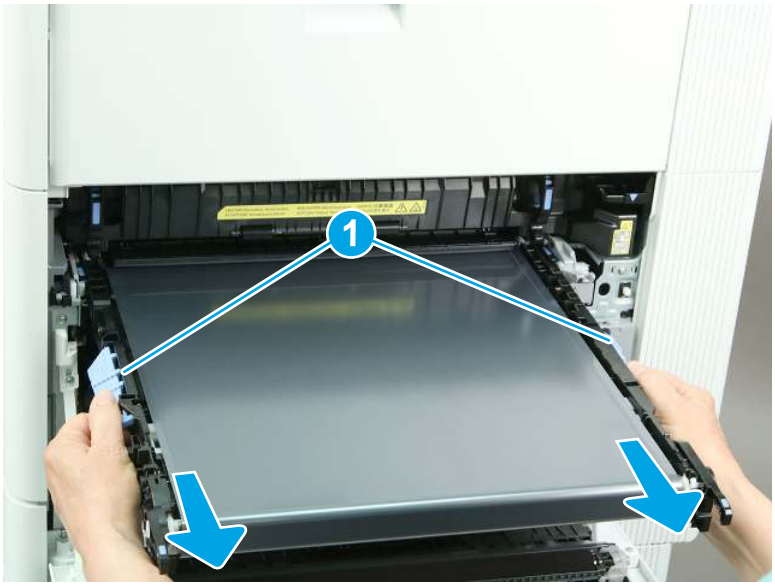
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-852 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-853 Remove the ITB



3. Remove the formatter cover.

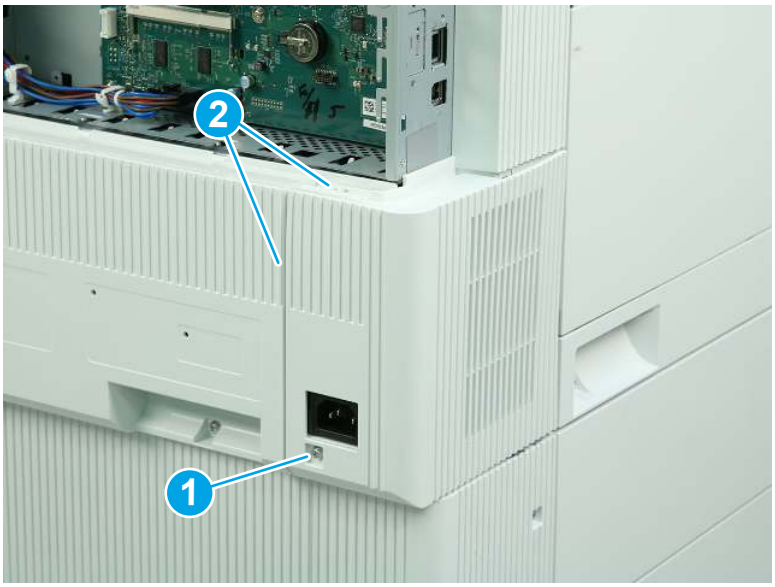
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-854 Remove the formatter cover

4. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-855 Remove one screw and release two tabs



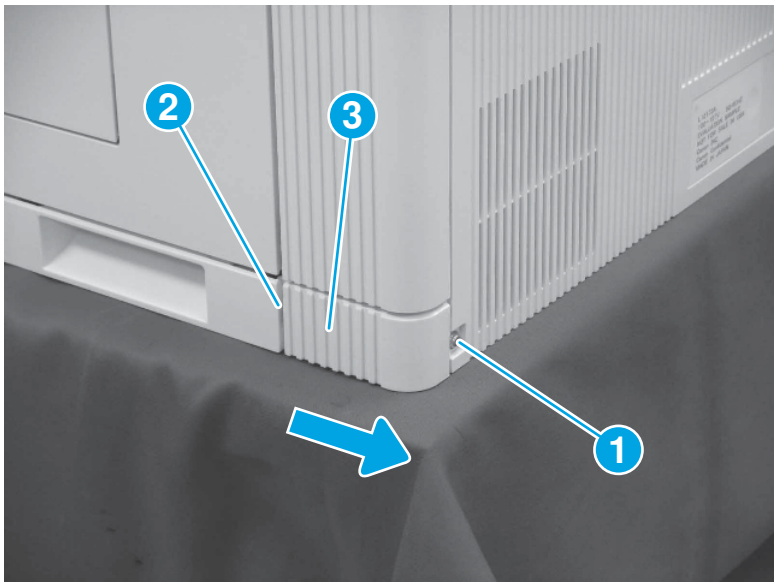
b. Rotate the cover away from the printer to remove it.

Figure 4-856 Remove the left lower cover

5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

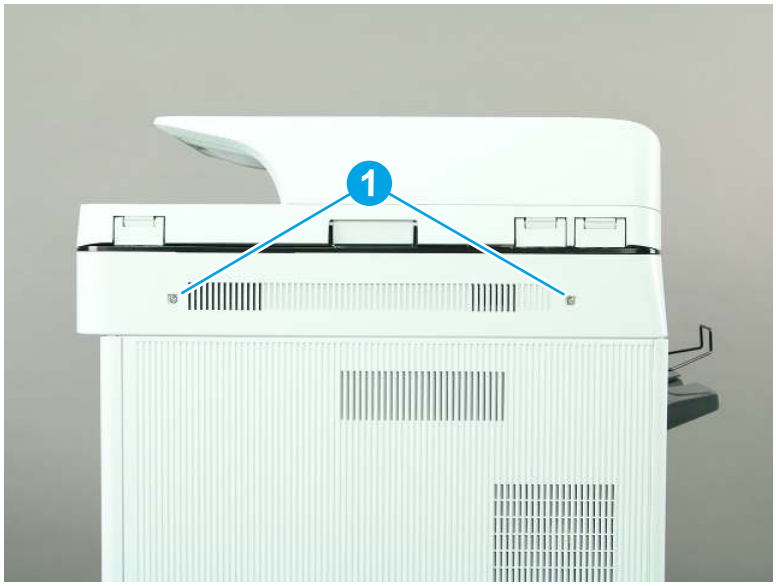
Figure 4-857 Remove the right rear lower cover



6. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-858 Remove two screws



b. Remove the SCB cover.

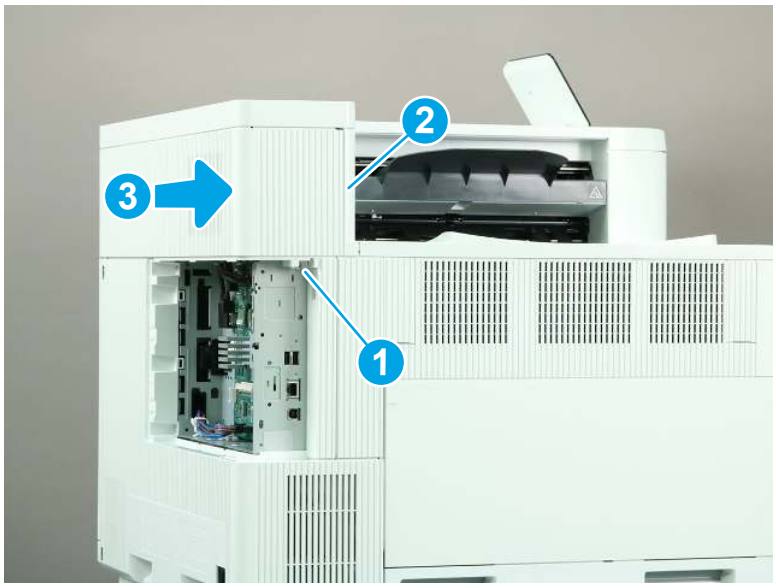
Figure 4-859 Remove the SCB cover

7. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

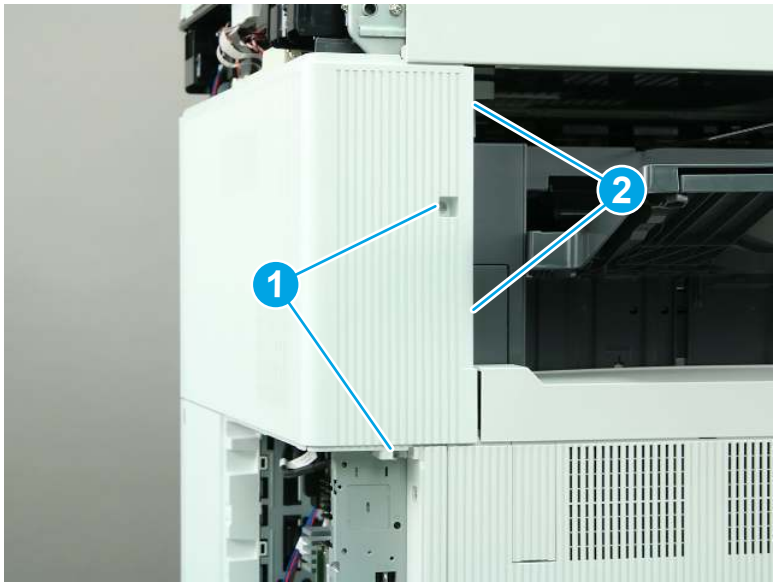
Figure 4-860 Remove the rear upper cover



8. Remove the rear upper cover and left rear upper cover (M776zs).

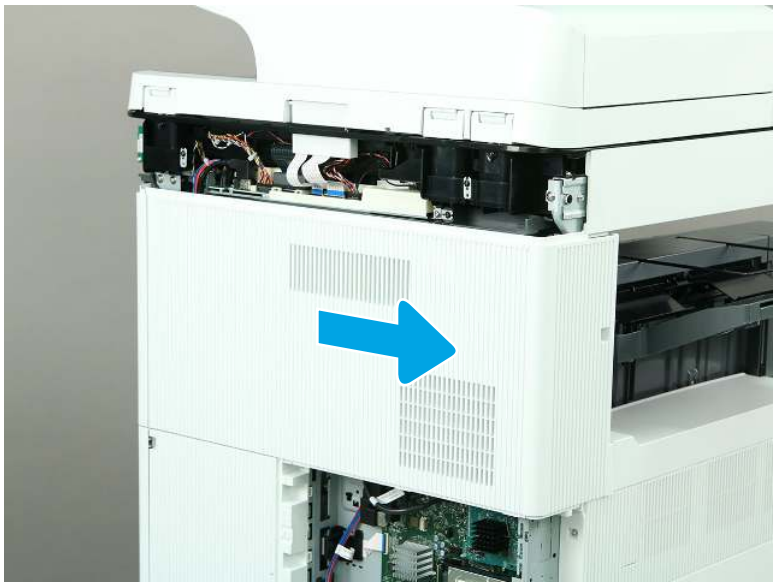
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-861 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

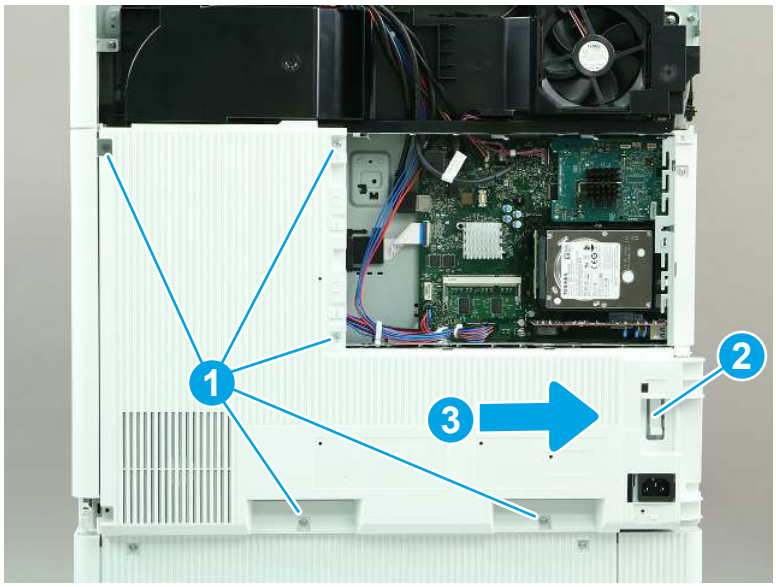
Figure 4-862 Remove the rear upper and left rear upper cover



9. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-863 Remove the rear cover (M856/E85055/M776)



10. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-864 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-865 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

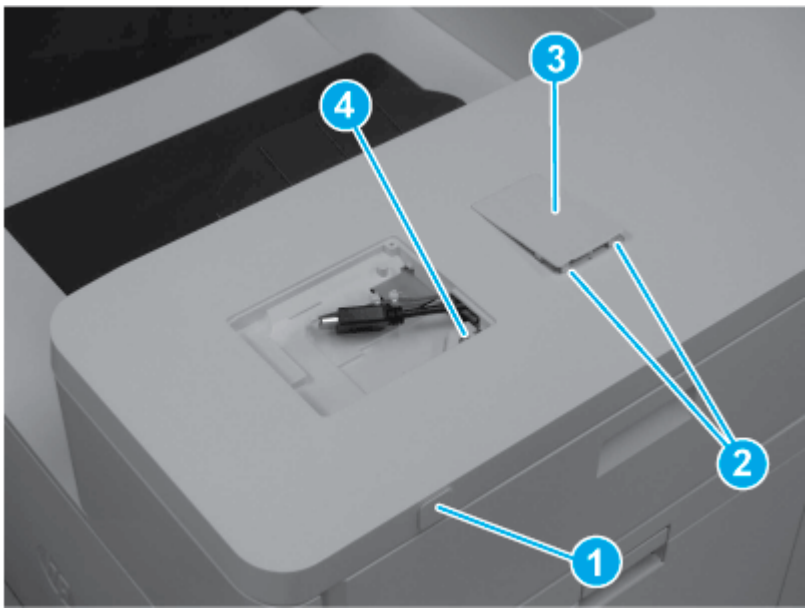
Figure 4-866 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-867 Disconnect two connectors

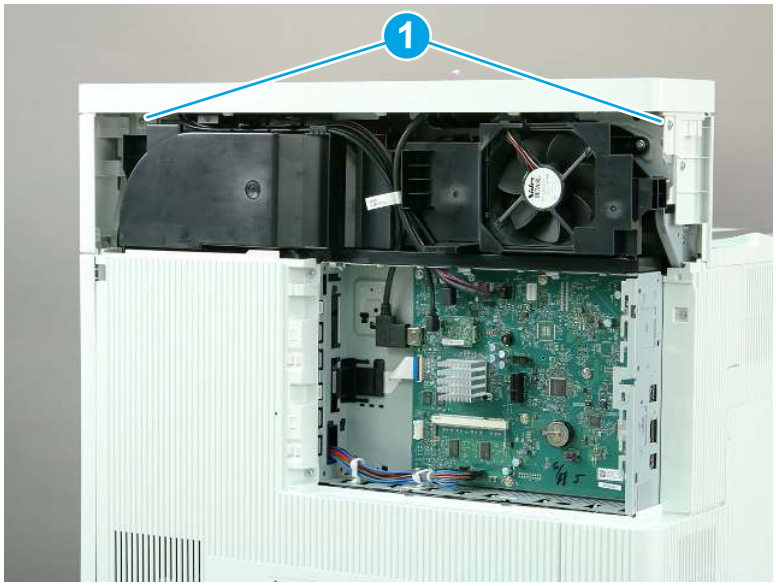
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-868 Remove covers and one screw



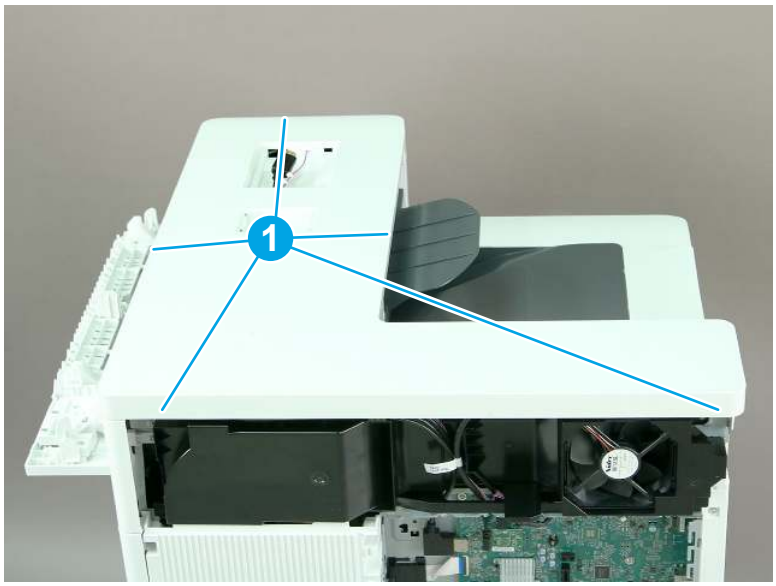
f. Remove two screws (callout 1).

Figure 4-869 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

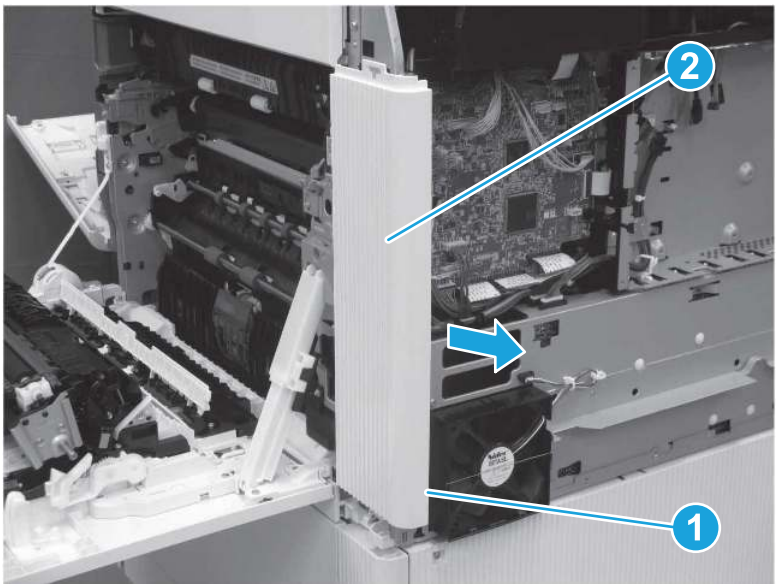
Figure 4-870 Release five tabs



11. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

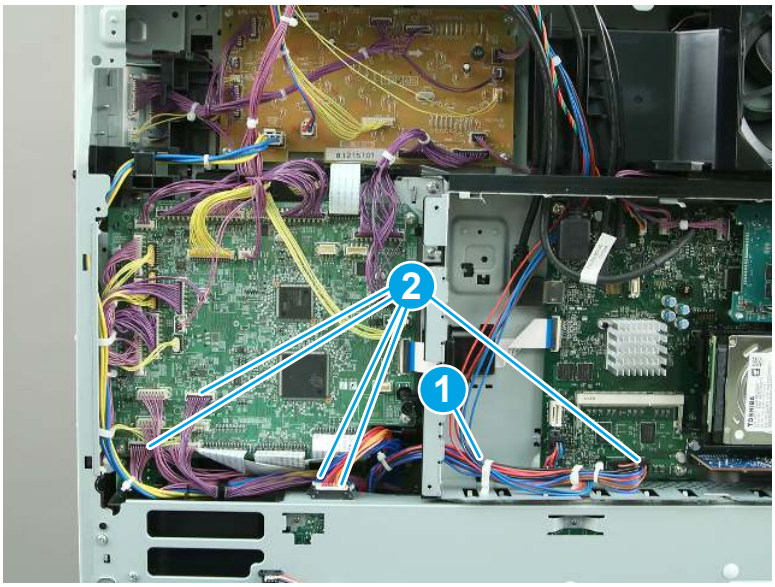
Figure 4-871 **Remove right rear cover**



12. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

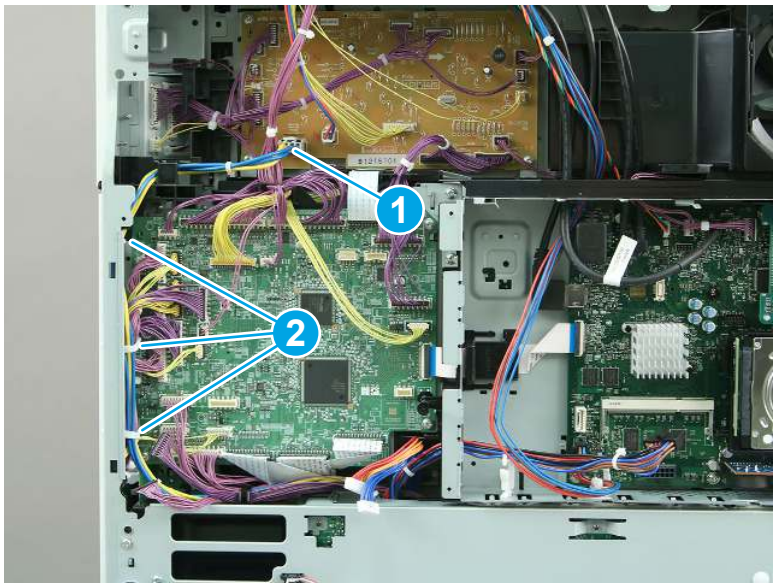
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-872 **Release the retainer and disconnect five connectors**



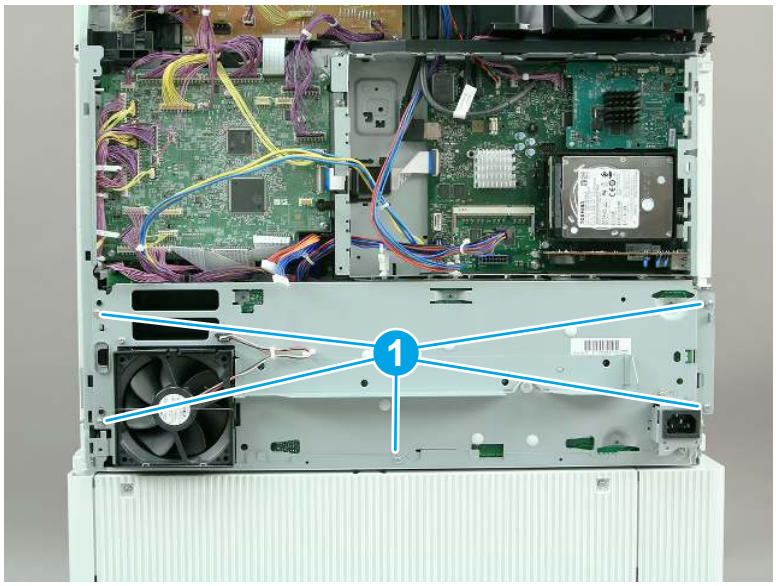
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-873 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-874 Remove five screws

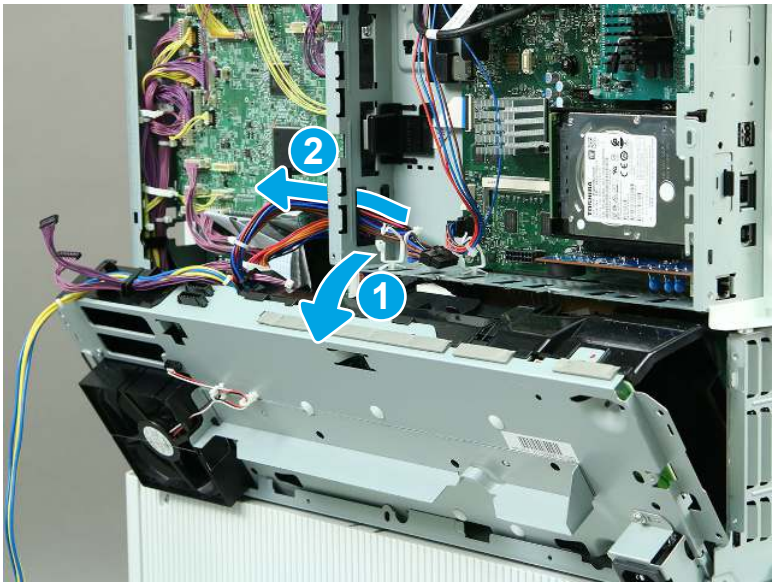


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

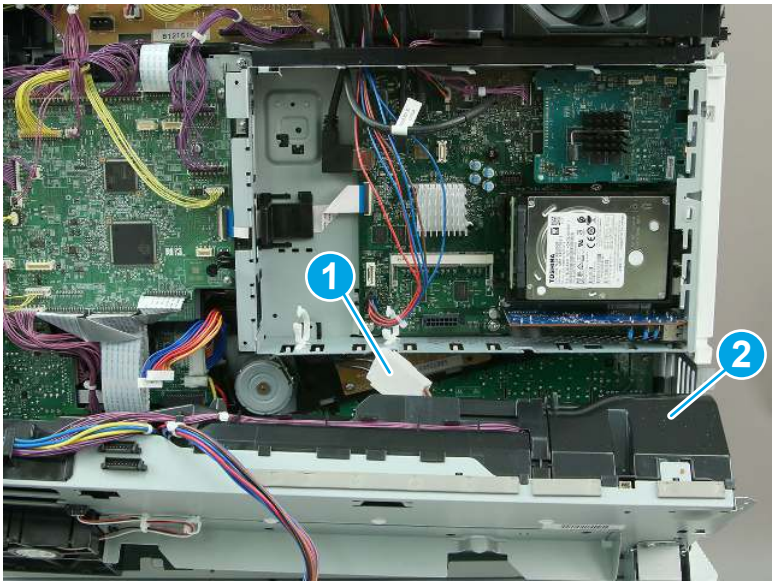
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-875 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-876 Remove the LVPS



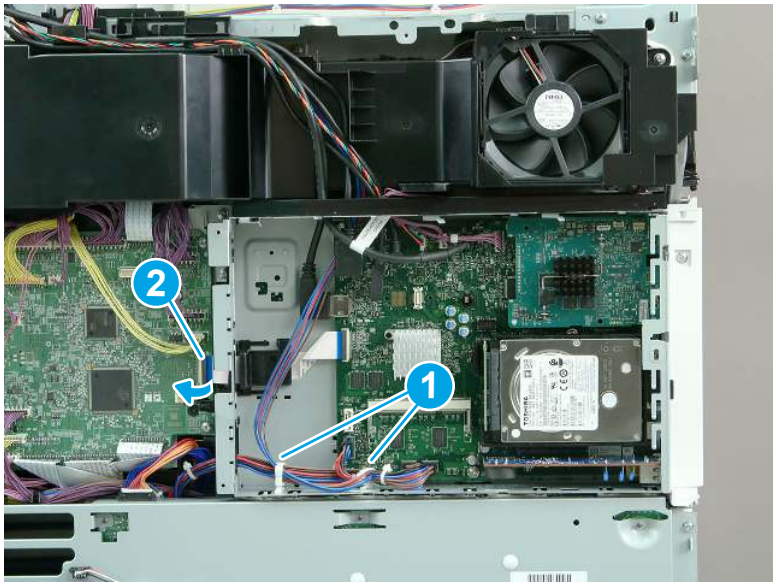
13. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

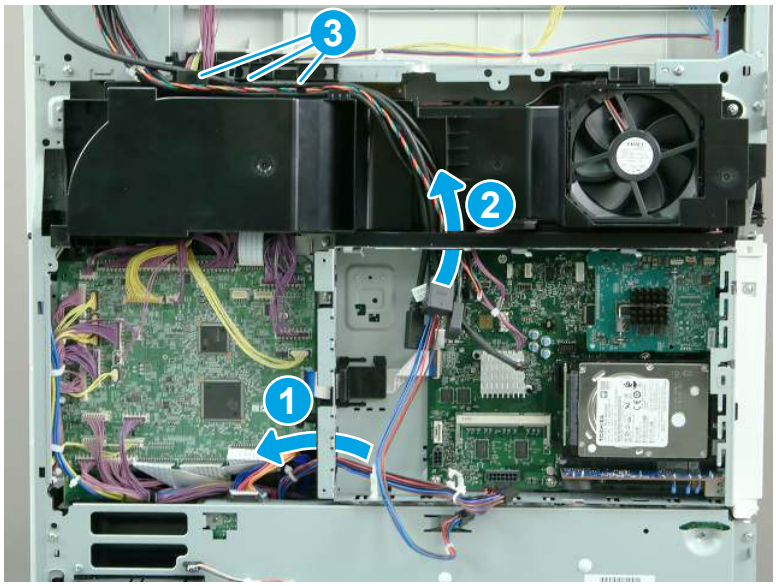
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-877 Disconnect the connectors



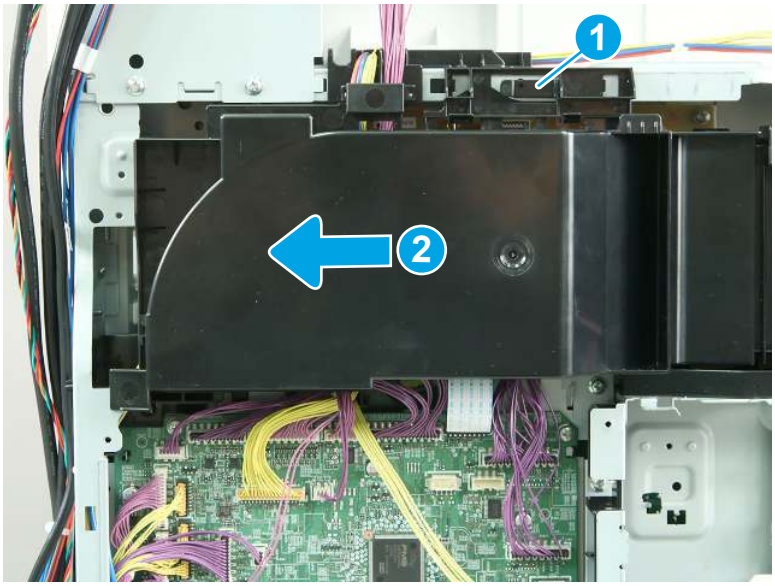
b. Release one cable through the opening in the left side of the formatter case (callout 1).
Release the remaining cables through the opening in the top of the formatter case (callout 2).
Release the cables from the upper cable guide (callout 3).

Figure 4-878 Release the cables



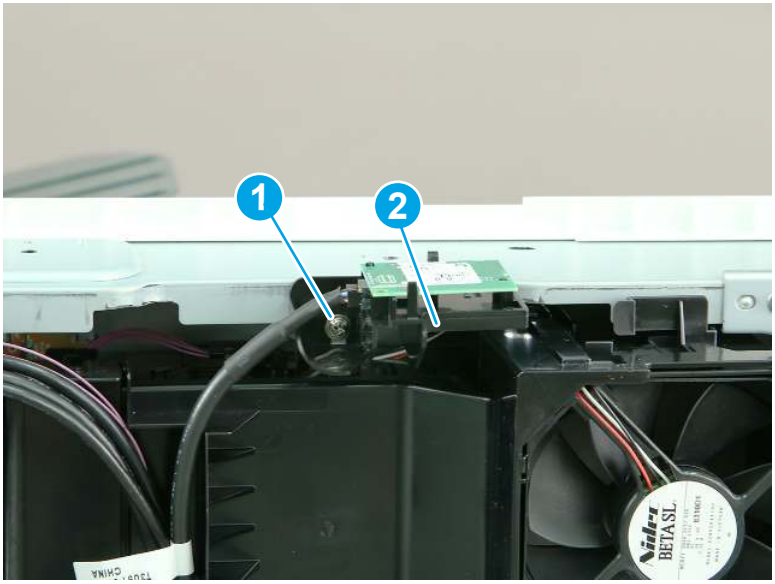
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-879 Remove the fan duct



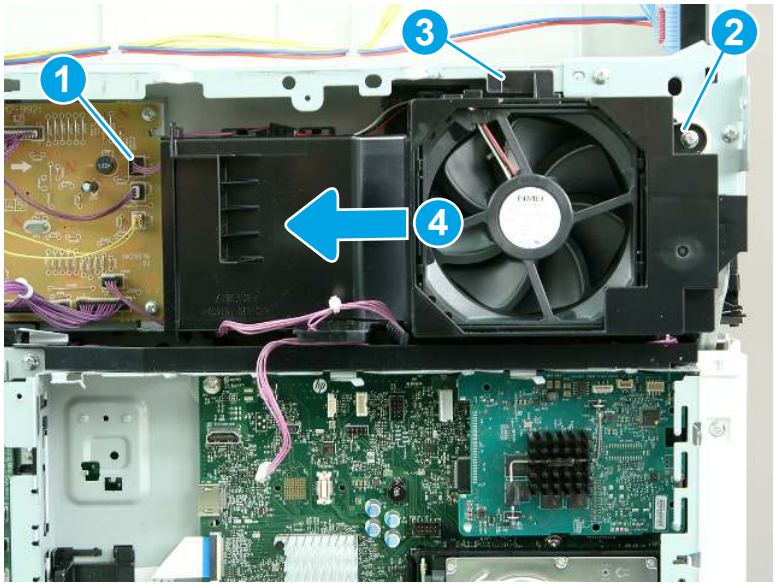
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-880 Remove the wireless card and bracket



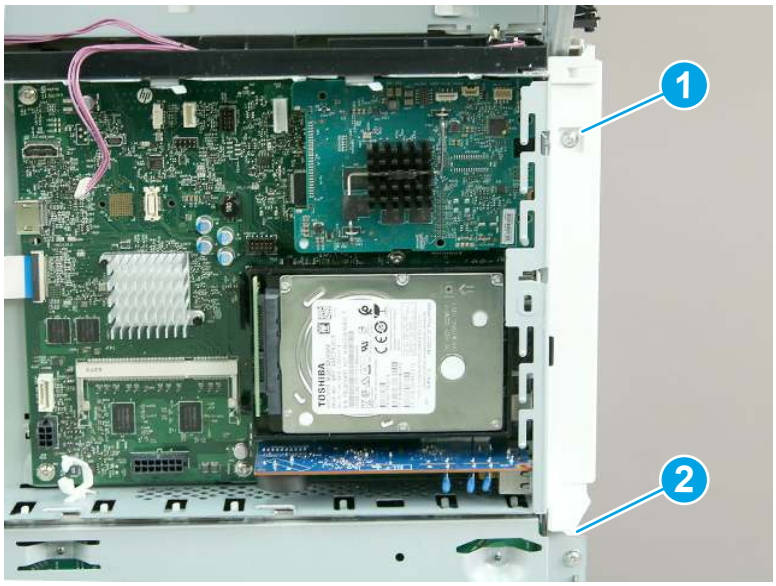
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-881 Remove the fan assembly



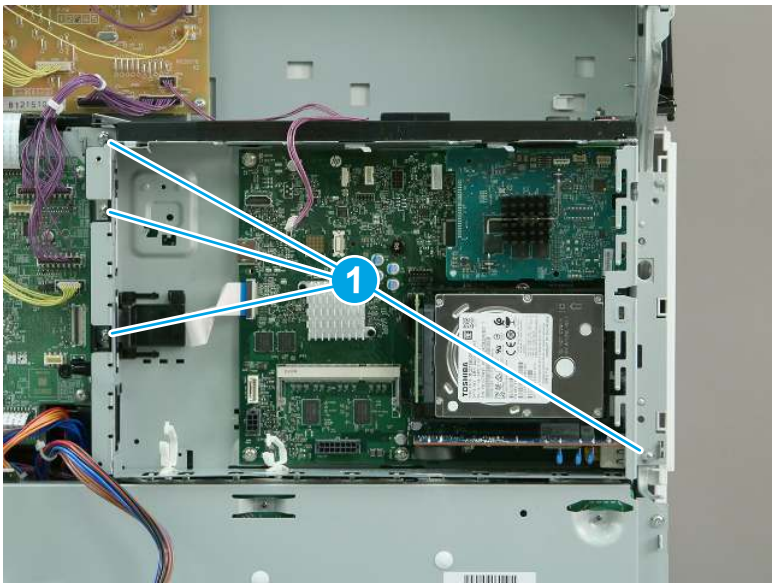
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-882 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-883 Remove four screws



h. Remove the formatter and case.

Figure 4-884 Remove the formatter and case

14. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-885 Disconnect one connector and remove one screw

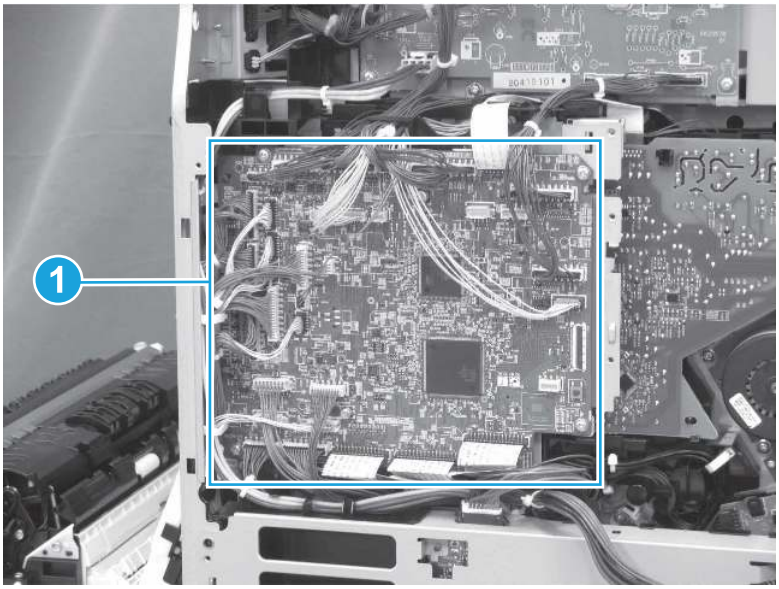
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-886 Release six tabs

15. Remove the DC controller and case (M856/E85055/M776).

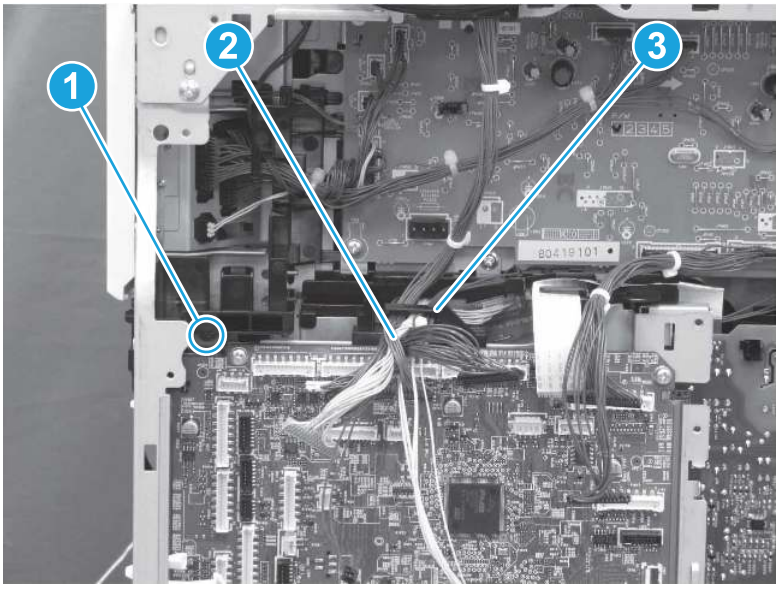
a. Disconnect all of the connectors on the DC controller.

Figure 4-887 Disconnect the connectors



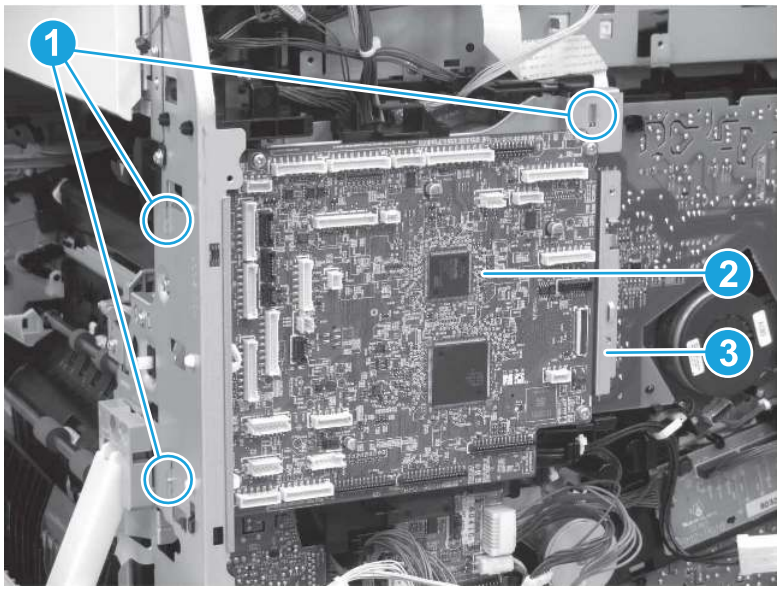
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-888 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

Figure 4-889 Remove the DC controller and case

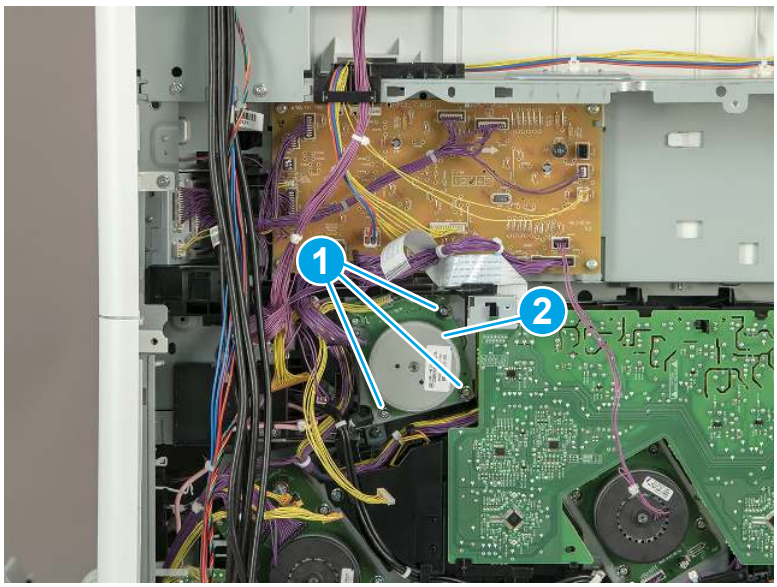


16. Remove the fuser motor (M856/E85055/M776).

- Remove three screws (callout 1), and then remove the fuser motor (callout 2).

NOTE: Disconnect the connector on the motor and reconnect it to the replacement part.

Figure 4-890 Remove the fuser motor



17. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Fuser drive assembly (M751/E75245)

Learn how to remove and replace the fuser drive assembly.

View a video of how to remove and replace the fuser drive assembly.

Mean time to repair: 42 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 4-60 Part information

Part number	Part description
RM2-1391-000CN	Fuser drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

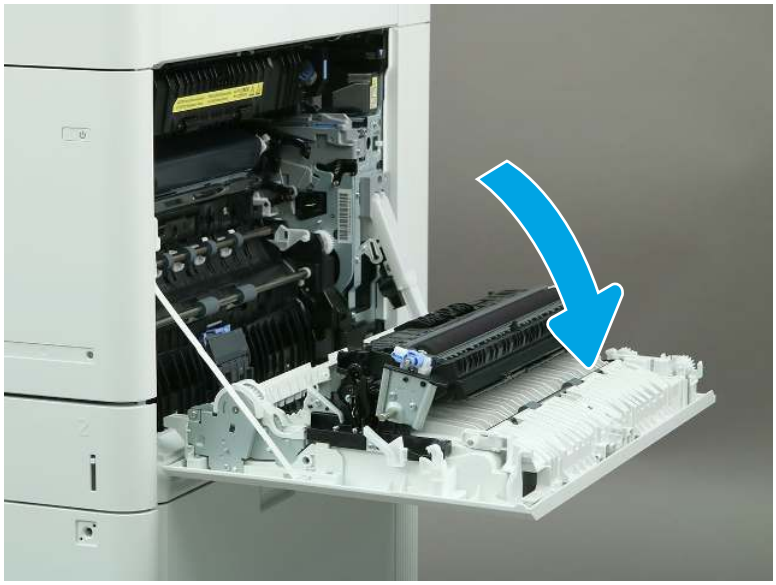
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

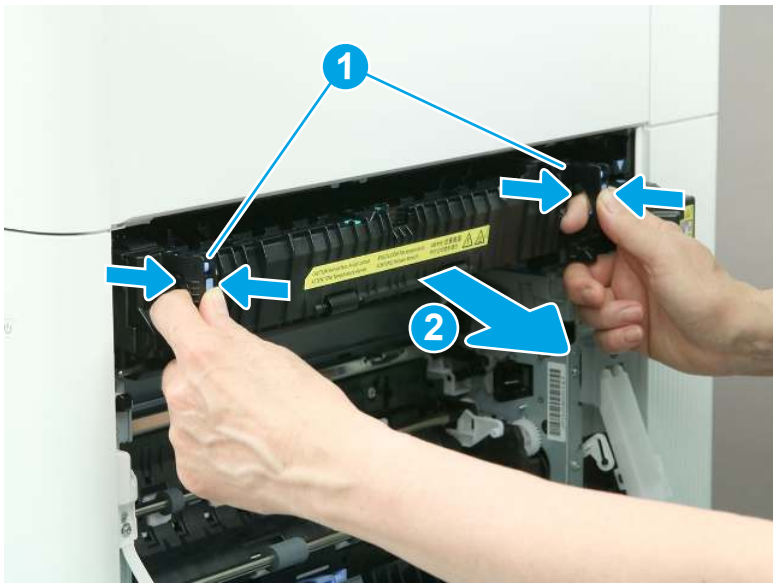
   a. Open the right door.

   Figure 4-891 **Open the right door**

   b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

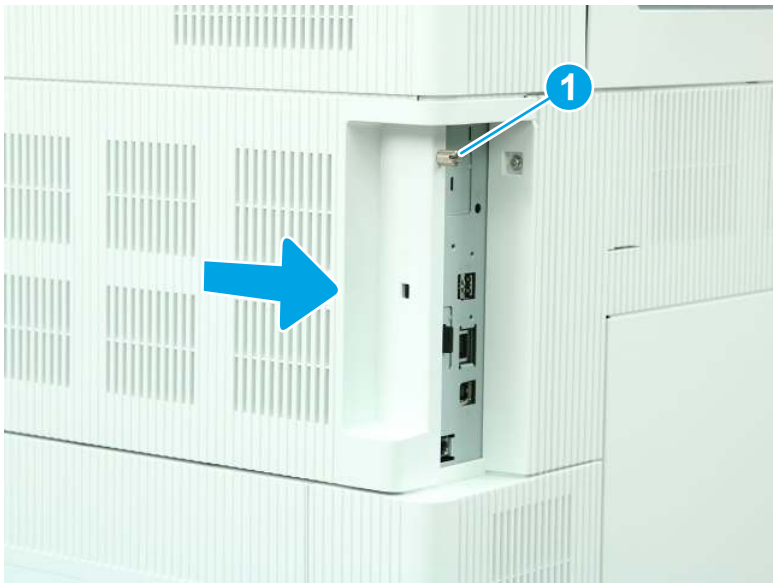
   Figure 4-892 **Remove the fuser**

2. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

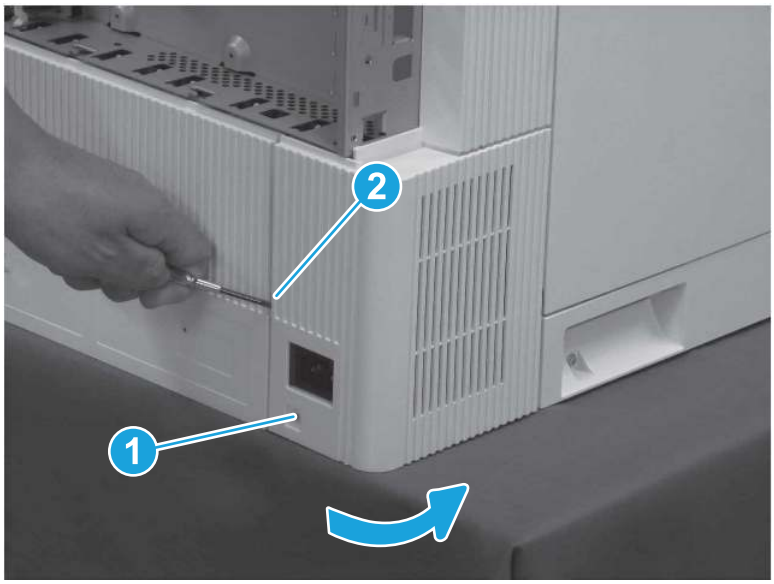
Figure 4-893 Remove the formatter cover



3. Remove the left lower cover (M751/E75245).

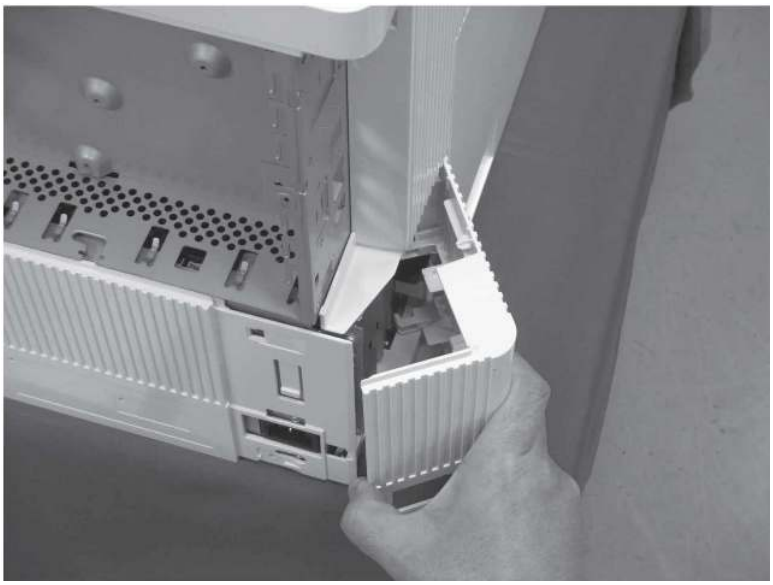
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-894 Remove one screw and release one tab



b. Remove the left lower cover.

Figure 4-895 Remove the left lower cover



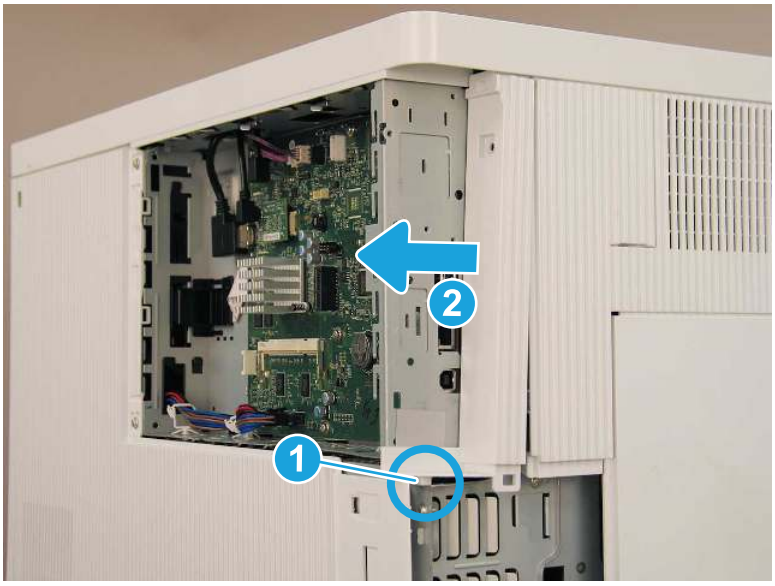
4. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-896 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

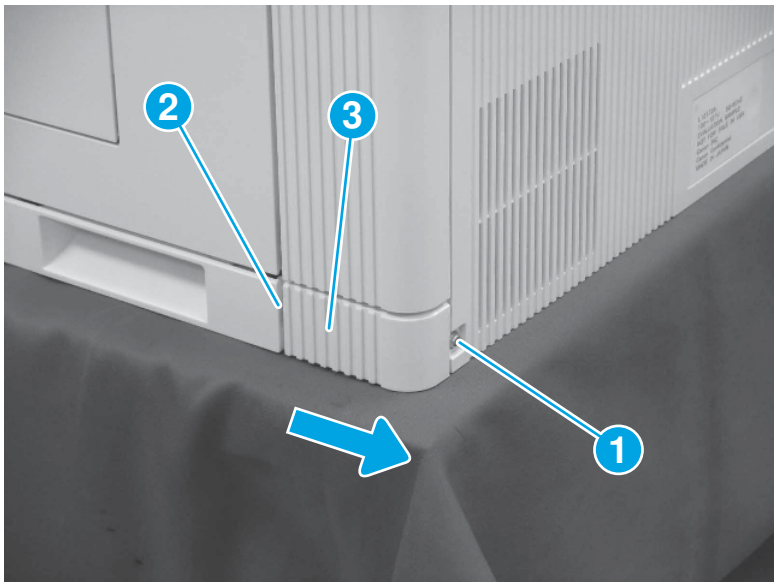
Figure 4-897 Remove the left rear cover



5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

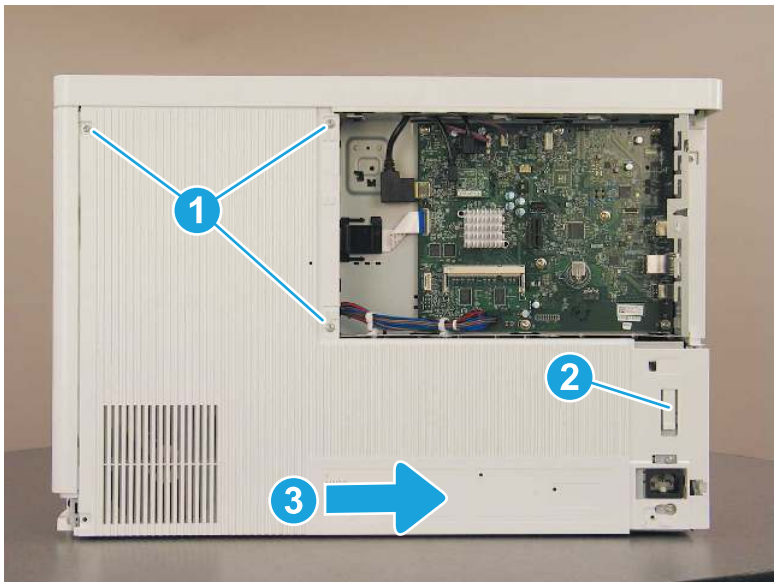
Figure 4-898 Remove the right rear lower cover



6. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-899 Remove the rear cover

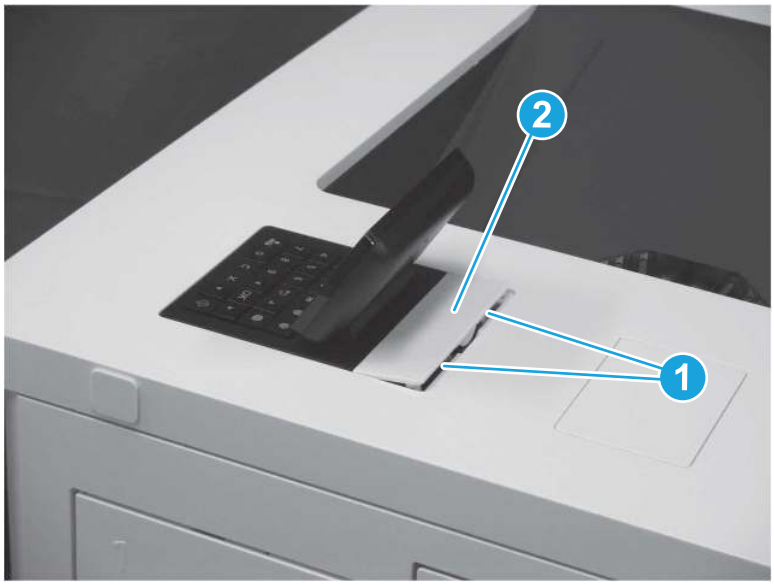


7. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-900 Remove the control panel cover



b. Remove one screw (callout 1).

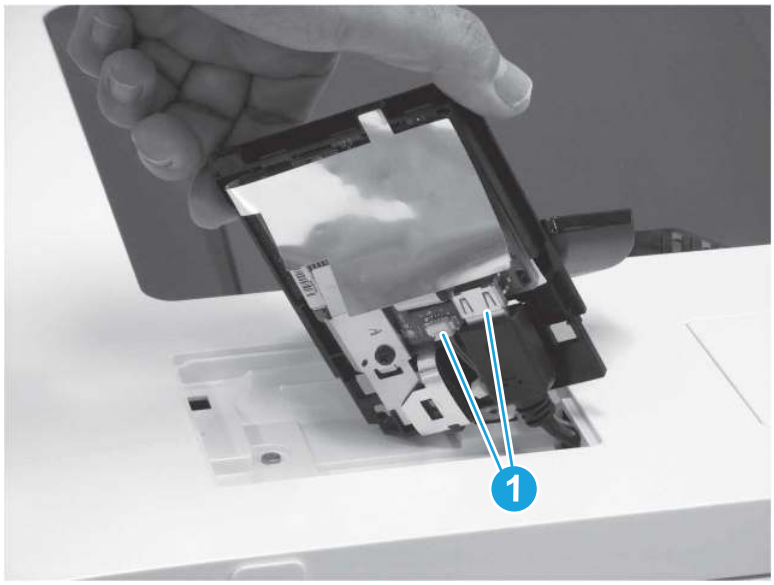
Figure 4-901 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-902 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

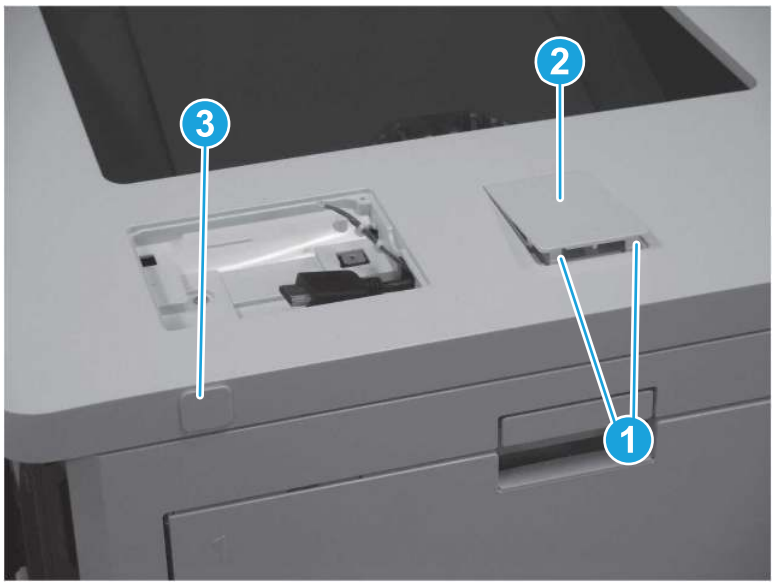
Figure 4-903 Disconnect two connectors



8. Remove the top cover (M751/E75245).

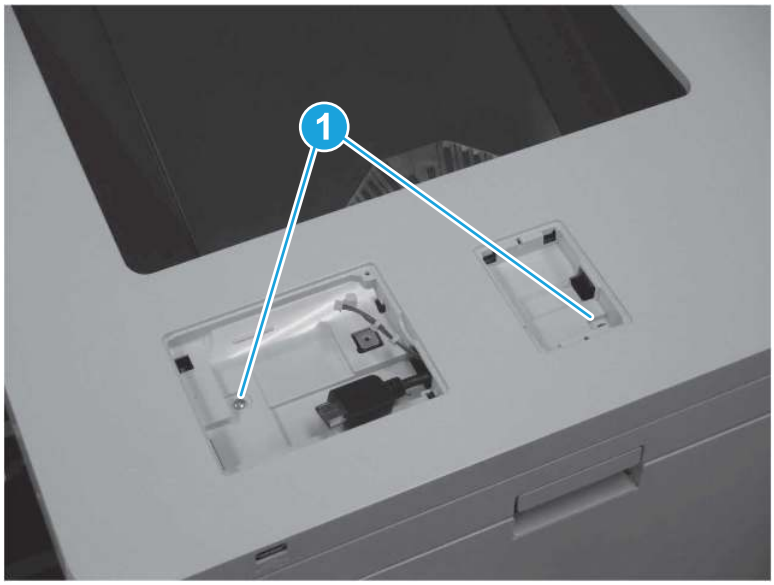
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-904 Remove the HIP cover and USB cap



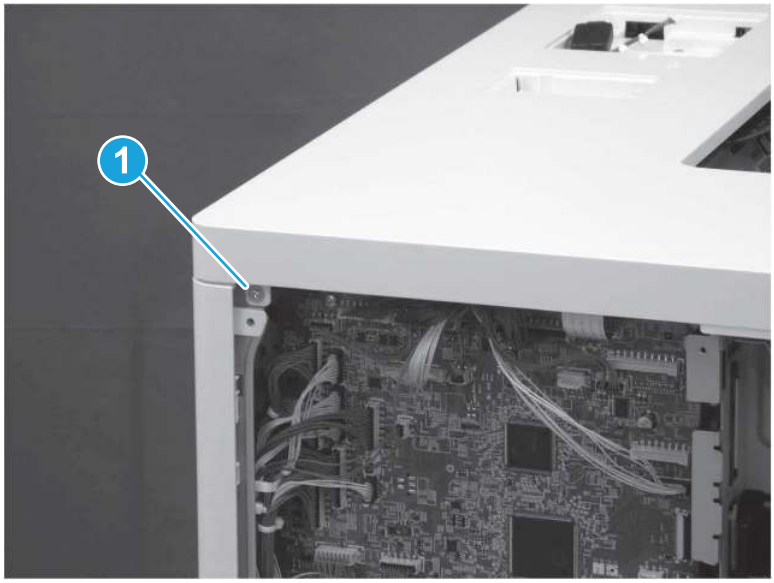
b. At the top of the printer, remove two screws (callout 1).

Figure 4-905 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-906 Remove one screw

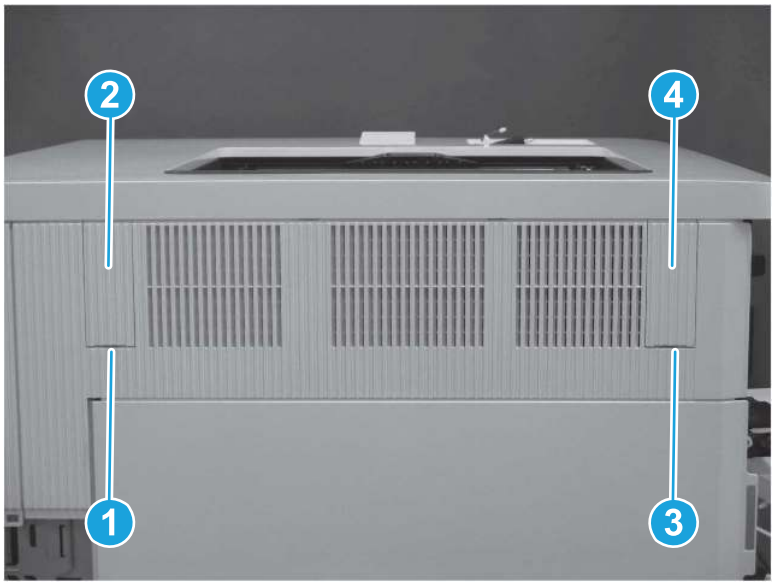


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

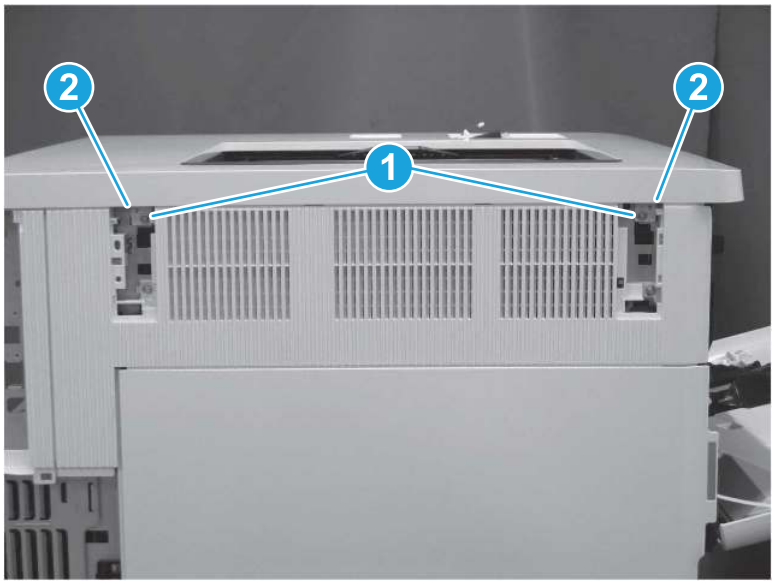
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-907 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

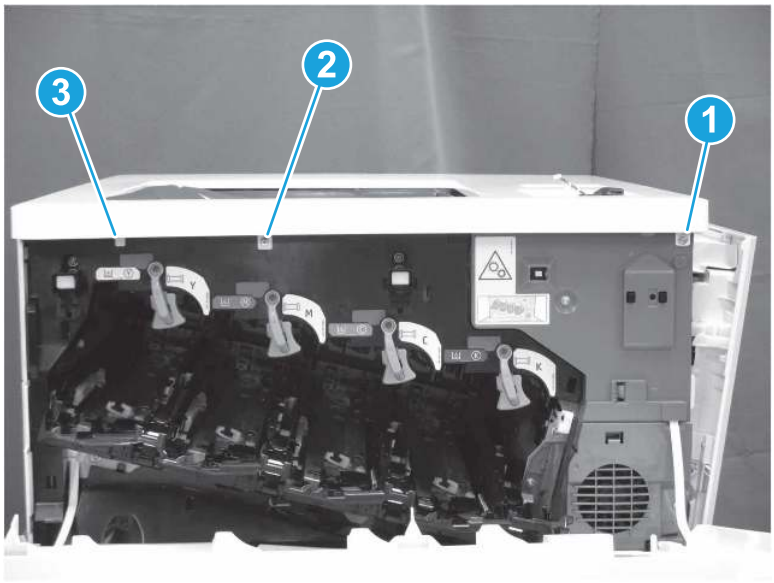
Figure 4-908 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

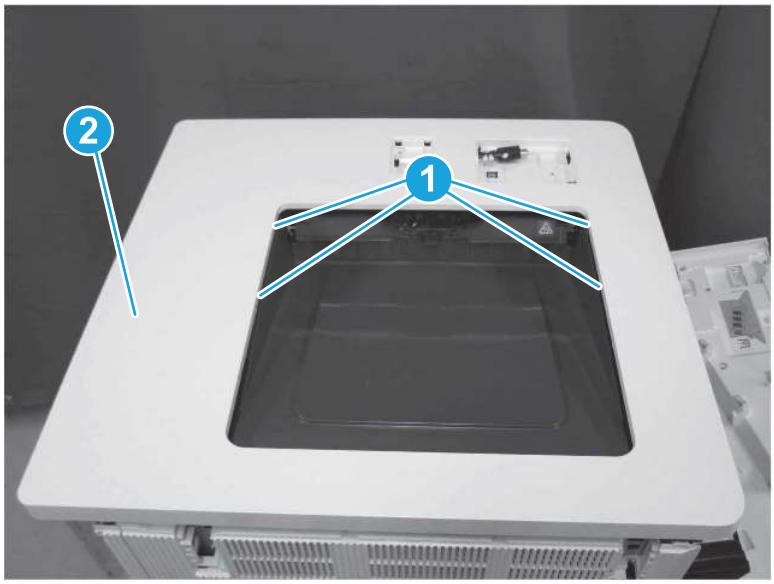
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-909 Remove two screws and release one tab

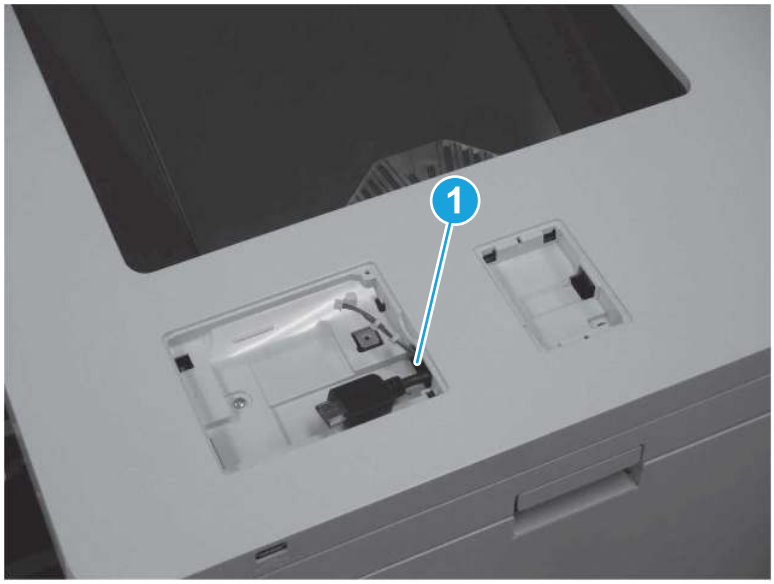


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-910 Remove the top cover



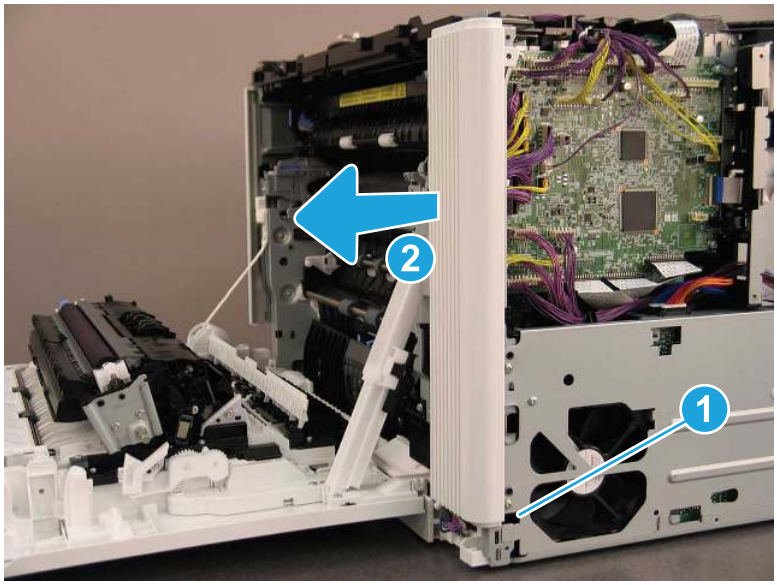
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



9. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

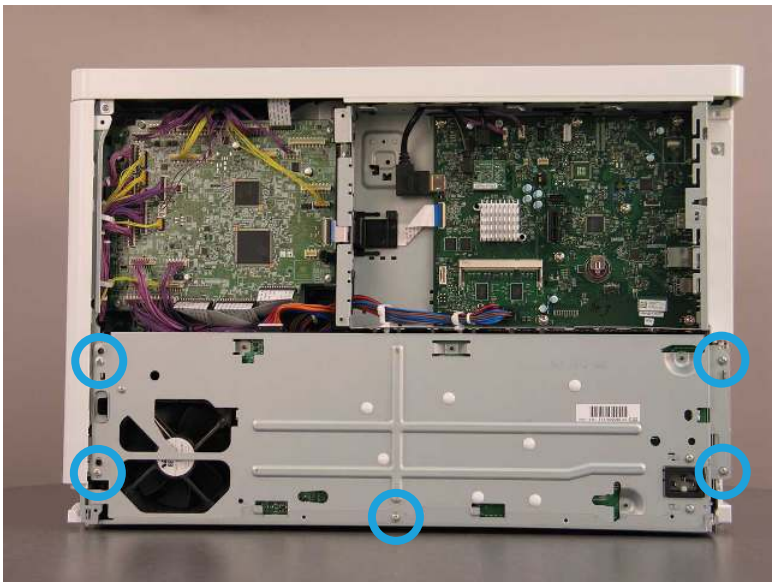
   Figure 4-911 **Remove the right rear cover**



10. Remove the low-voltage power supply (LVPS).

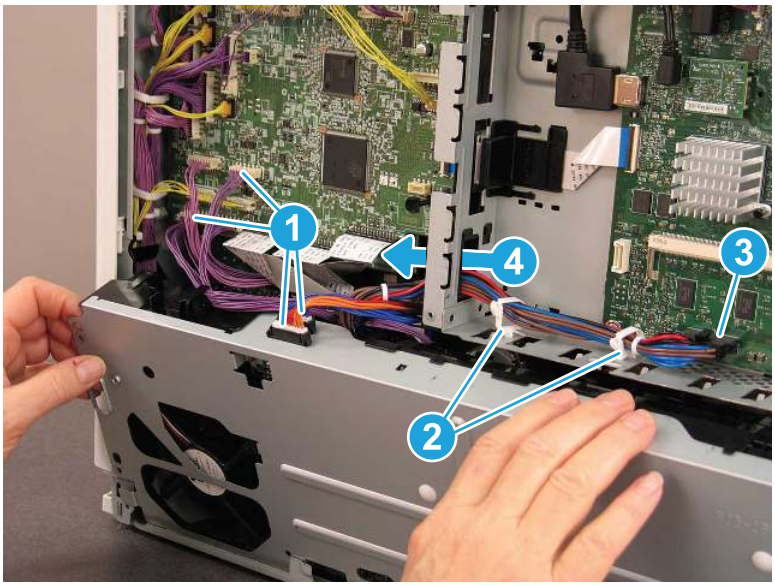
a. Remove five screws.

Figure 4-912 Remove five screws



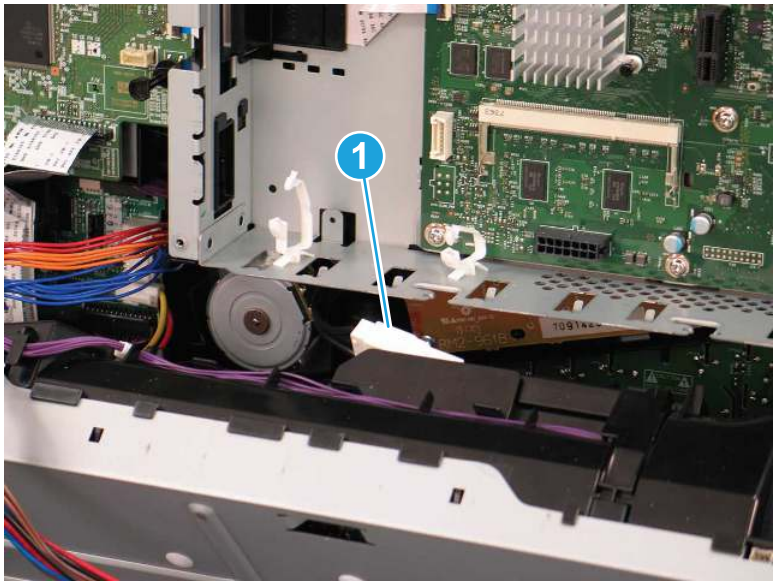
b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-913 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

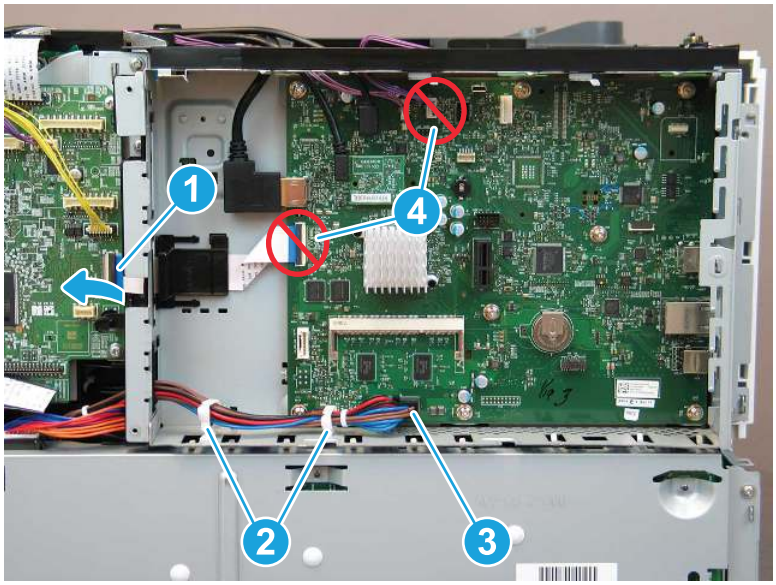
Figure 4-914 Remove the LVPS



11. Remove the formatter and case.

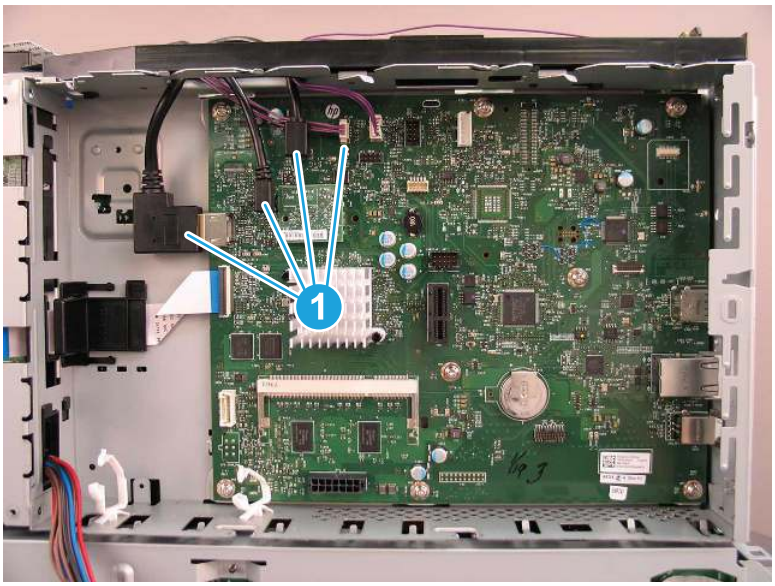
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-915 Disconnect the connectors



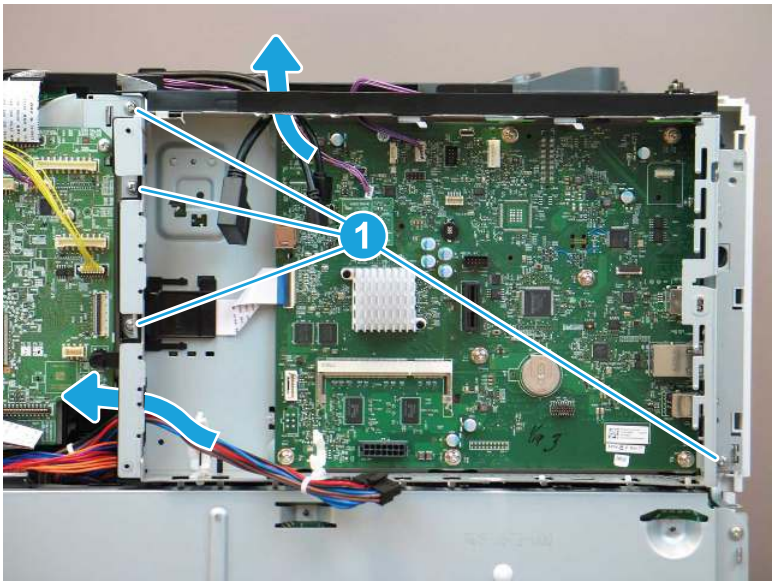
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-916 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

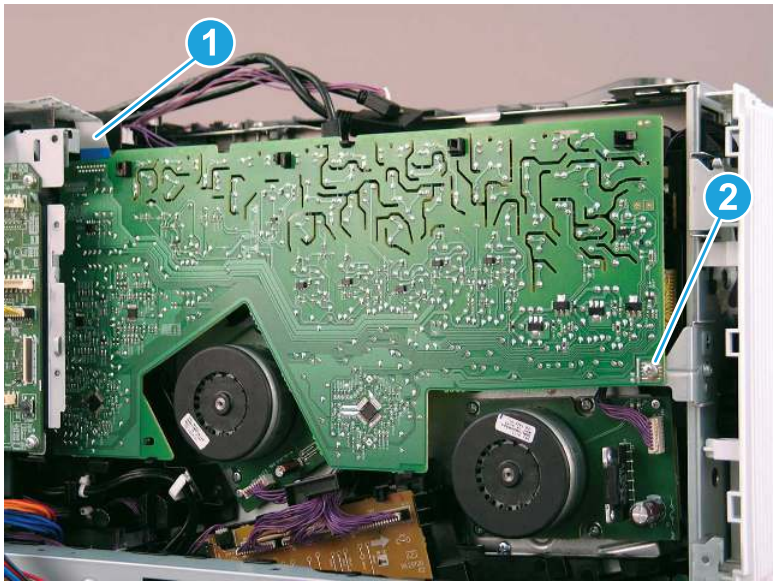
Figure 4-917 Remove the formatter and case



12. Remove the upper high-voltage power supply A (upper HVPS).

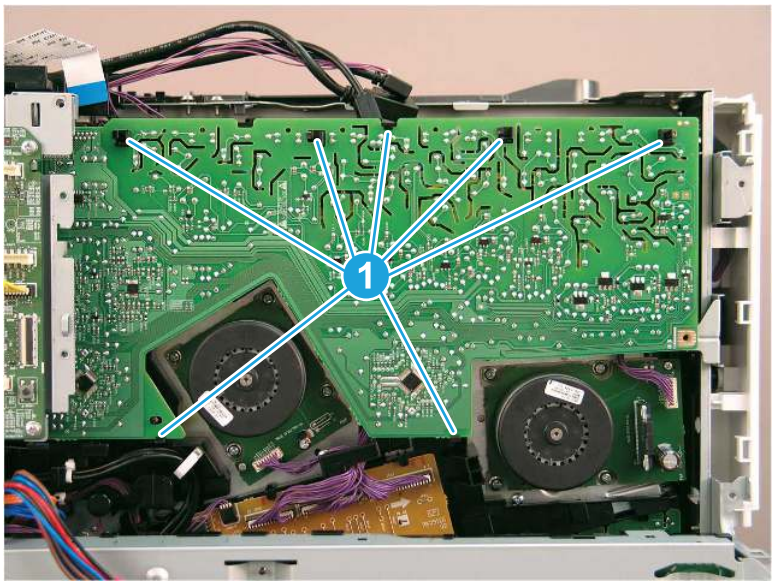
a. Disconnect one flat cable (callout 1), and then remove one screw (callout 2).

Figure 4-918 Disconnect one flat cable and remove one screw



b. Release seven tabs (callout 1), and then remove the upper HVPS.

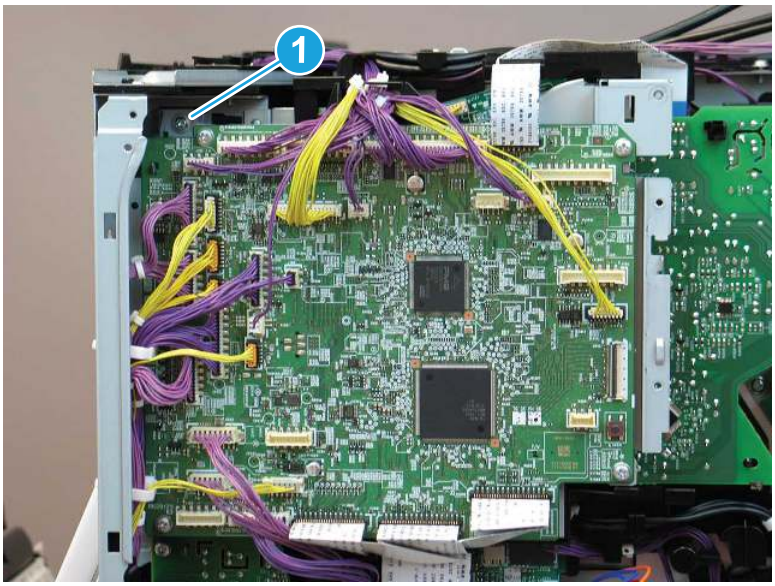
Figure 4-919 Release seven tabs and remove the upper HVPS



13. Remove the DC controller and case.

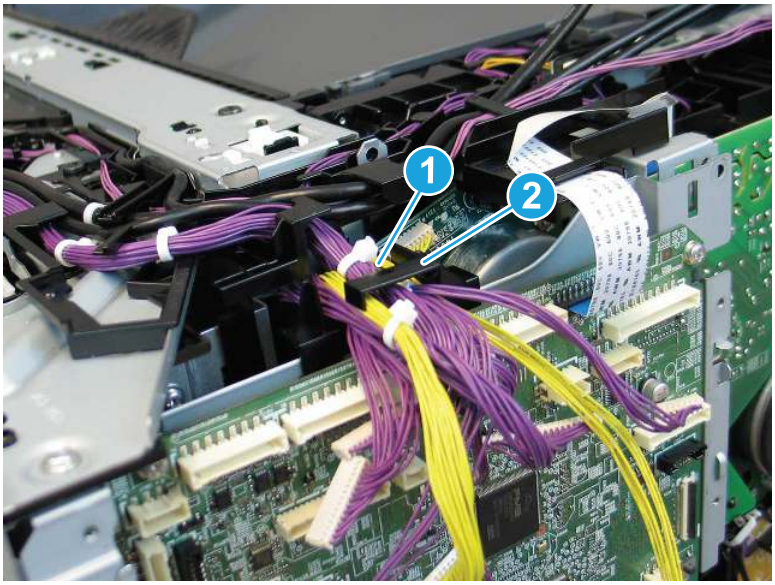
a. Disconnect all of the connectors on the DC controller, and then remove one screw (callout 1).

Figure 4-920 Disconnect connectors and remove one screw



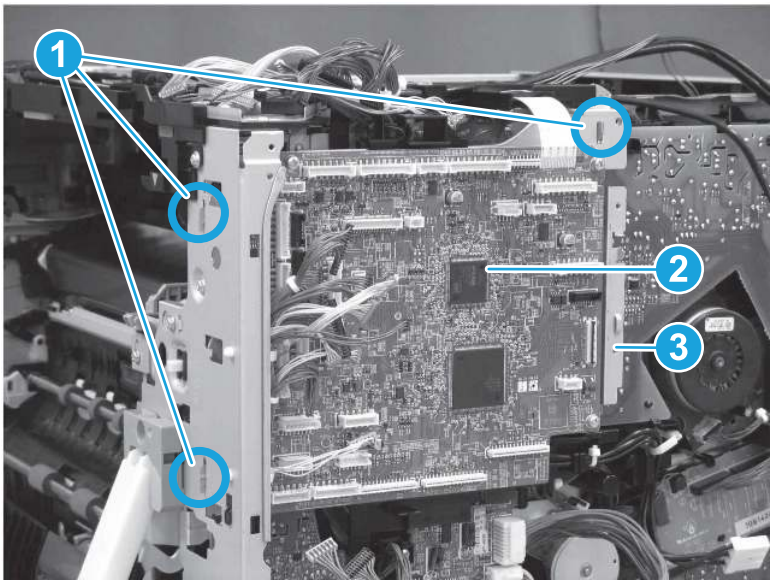
b. Release the wire harnesses (callout 1) from the retainer (callout 2).

Figure 4-921 Remove the wire harnesses from the retainer



c. Lift up to release three tabs (callout 1), and then remove the DC controller (callout 2) together with the case (callout 3).

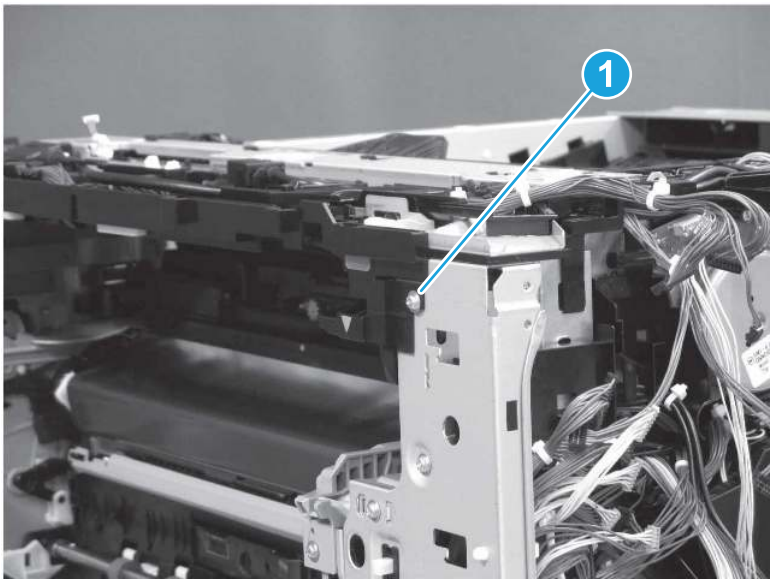
Figure 4-922 Remove the DC controller and case



14. Remove the fuser drive assembly.

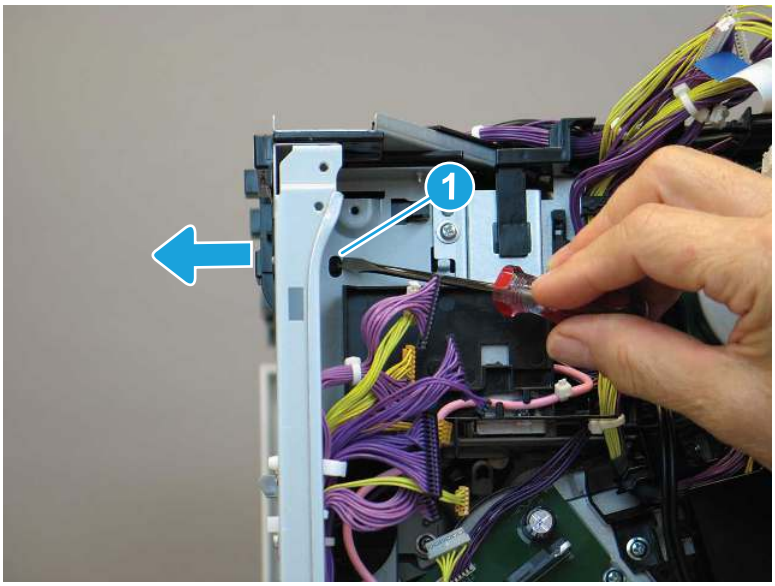
a. Remove one screw (callout 1).

Figure 4-923 Remove one screw



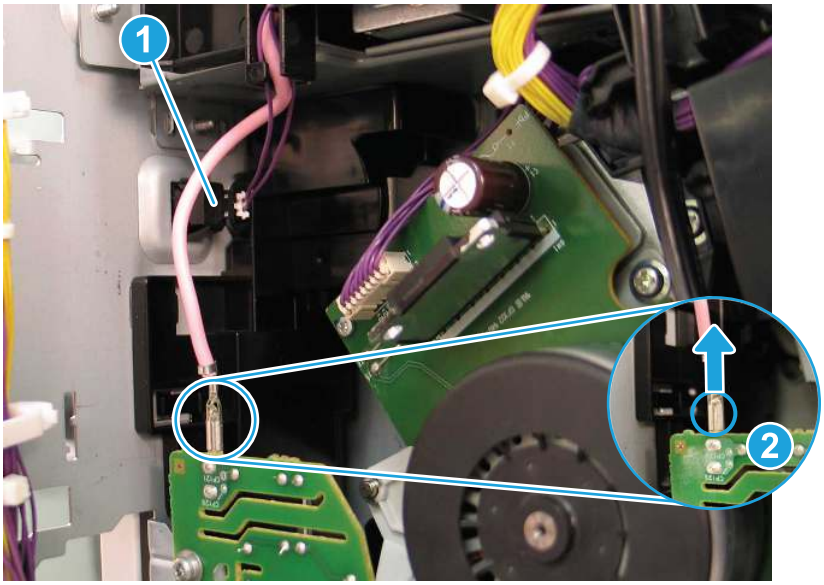
b. Release one tab (callout 1), and then slide the guide away from the printer to remove it.

Figure 4-924 Remove the guide



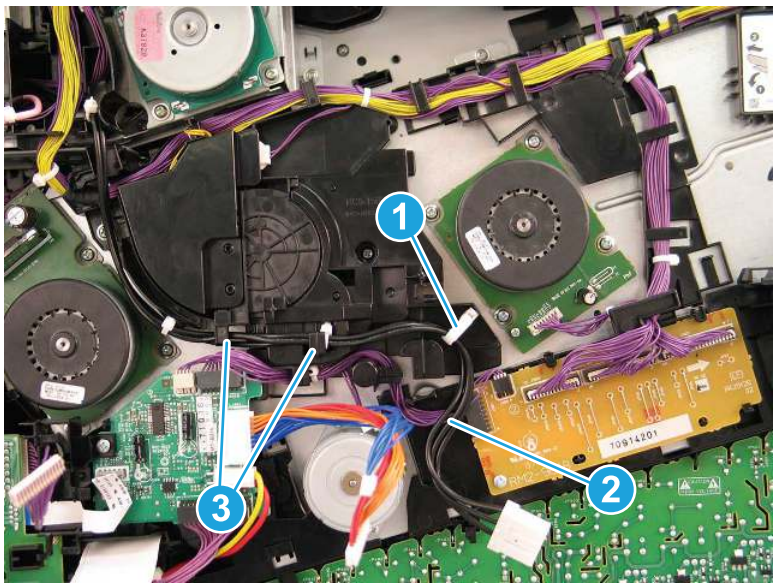
c. Disconnect one connector (callout 1). Press and hold the small tab (callout 2), and then lift up to disconnect the connector.

Figure 4-925 Disconnect two connectors



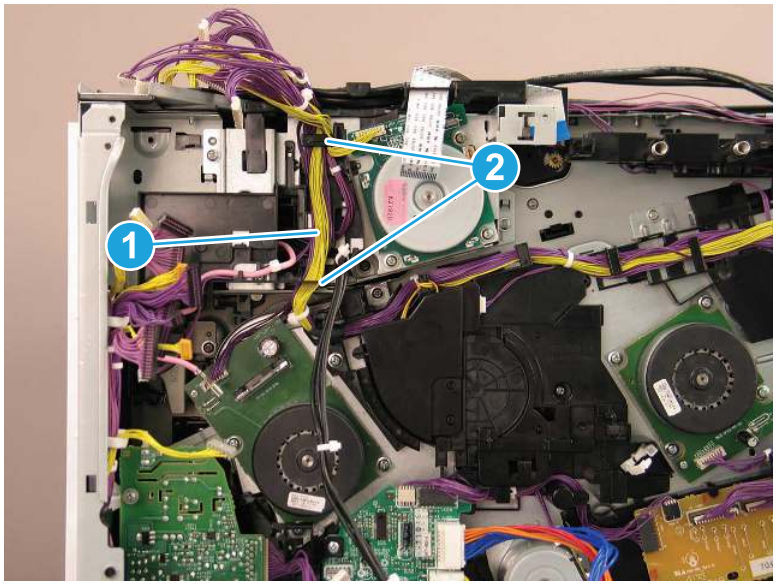
d. Release one retainer (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-926 Release the cables from the guides



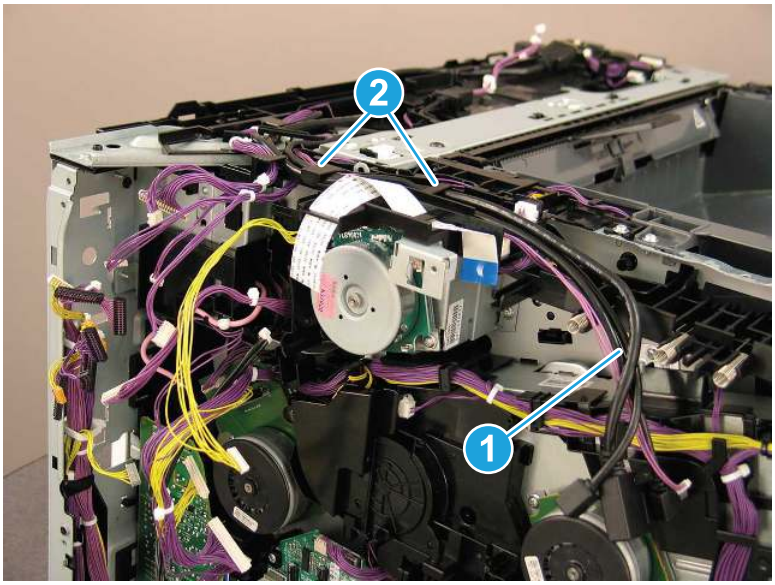
e. Release the cables (callout 1) from the guides (callout 2).

Figure 4-927 Release the cables from the guides



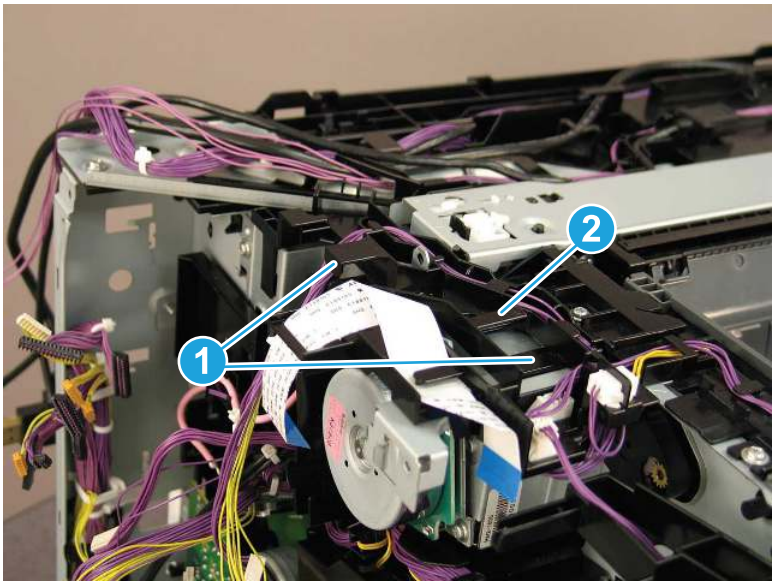
f. Release the cables (callout 1) from the guides (callout 2).

Figure 4-928 Release the cables from the guides



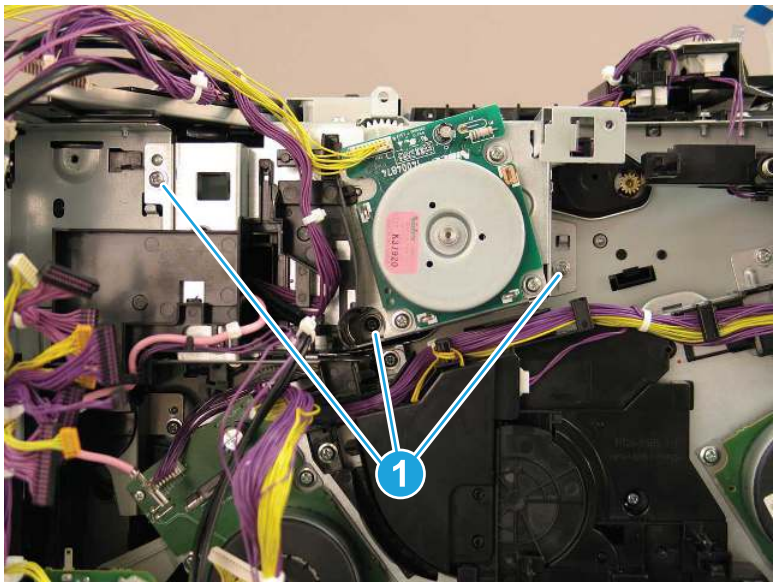
g. Release two tabs (callout 1), and then release the cable guide (callout 2).

Figure 4-929 Release the cable guide



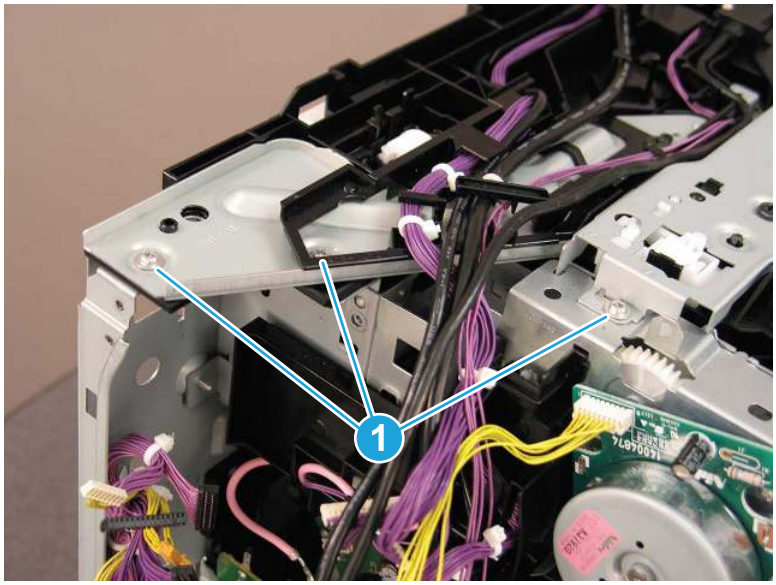
h. At the back of the printer, remove three screws (callout 1).

Figure 4-930 Remove three screws



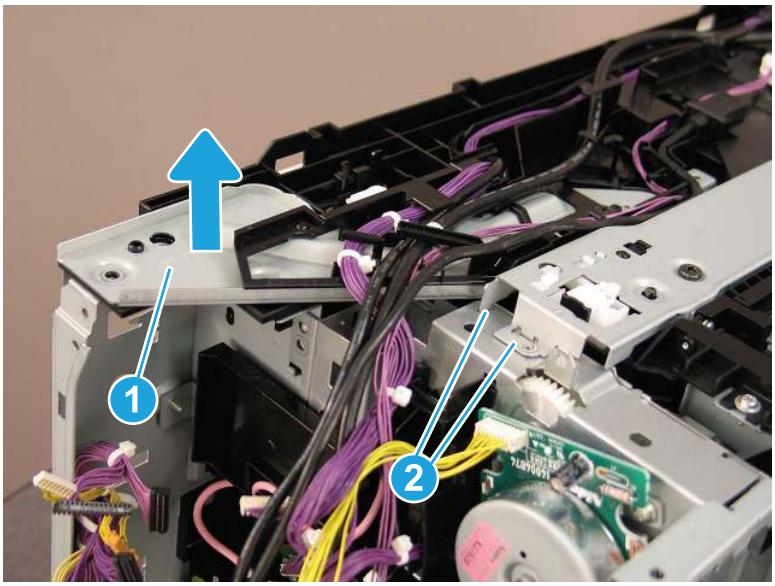
i. At the top of the printer, remove three screws (callout 1).

Figure 4-931 Remove three screws



j. Raise the plate (callout 1), and then release two bosses (callout 2).

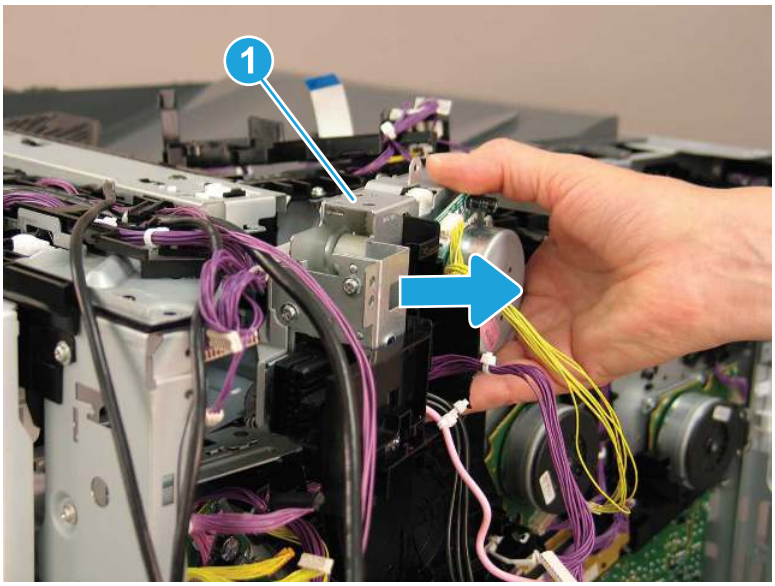
Figure 4-932 Release two bosses



k. Carefully lift the fuser drive assembly (callout 1) slightly away from the printer.

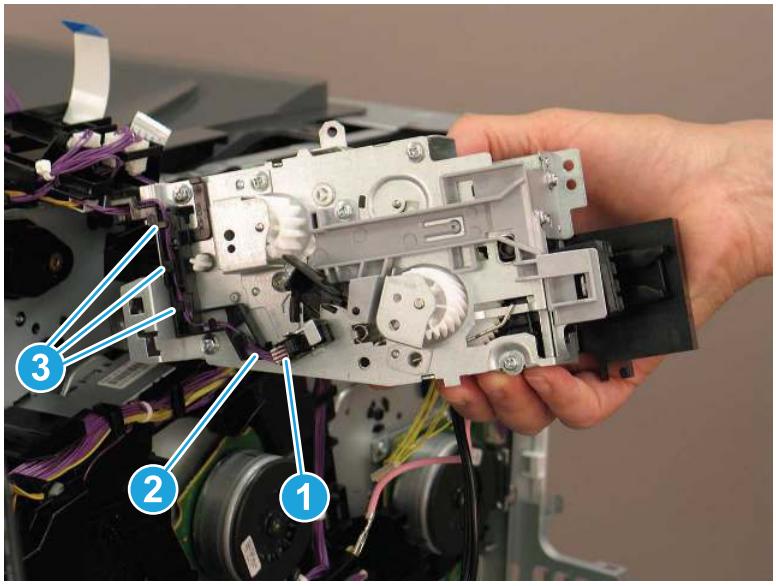
⚠ CAUTION: The fuser drive assembly is still attached to the printer. Do not try to remove it completely

Figure 4-933 Lift the fuser drive assembly



l. Disconnect one connector (callout 1), and then release the wire harness (callout 2) from the guides (callout 3).

Figure 4-934 Remove the fuser drive assembly



15. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Fuser drive assembly (M856/E85055/M776)

Learn how to remove and replace the fuser drive assembly (M856/E85055/M776dn/M776z/M776zs).

Mean time to repair: 35 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 4-61 Part information

Part number	Part description
RM2-1391-000CN	Fuser drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

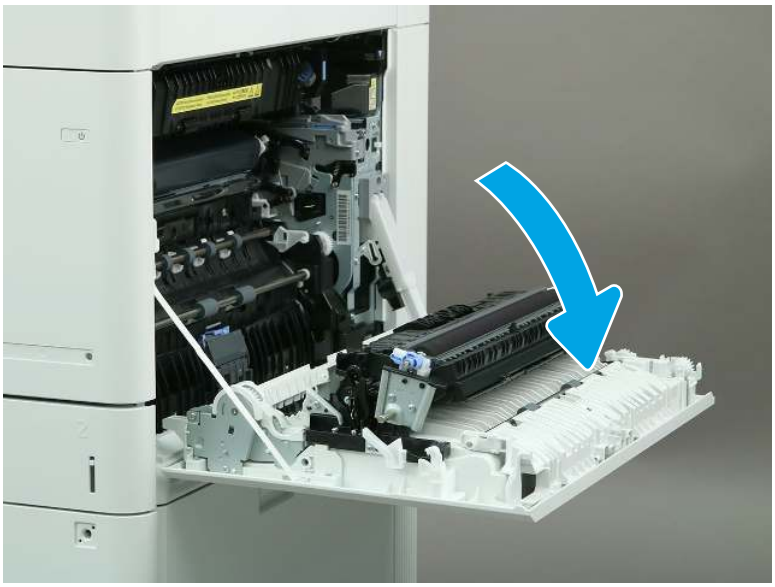
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

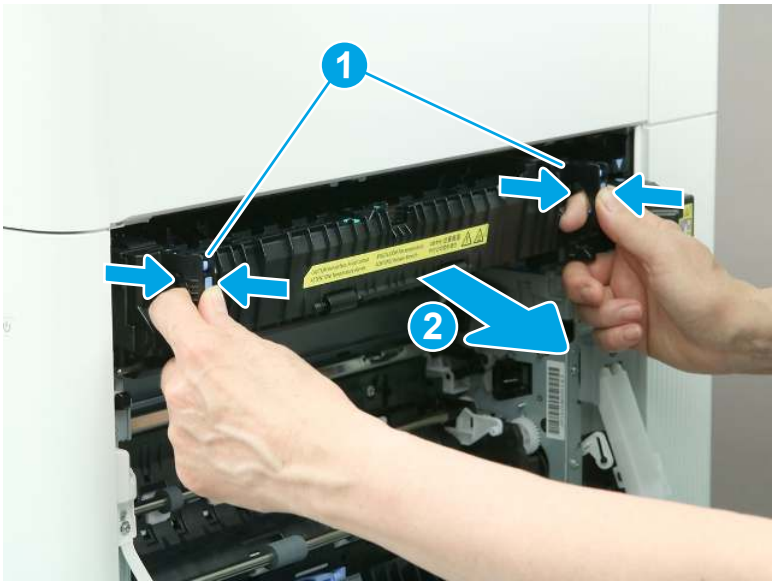
a. Open the right door.

Figure 4-935 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

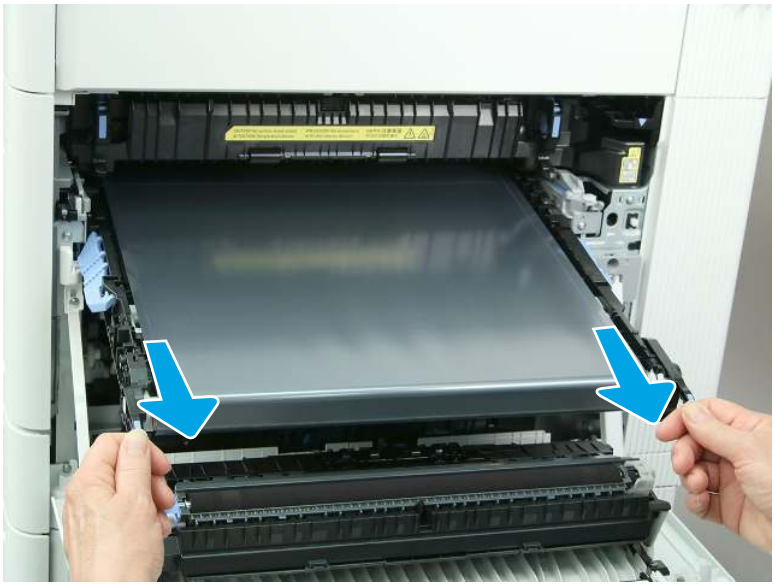
Figure 4-936 Remove the fuser



2. Remove the intermediate transfer belt (ITB).

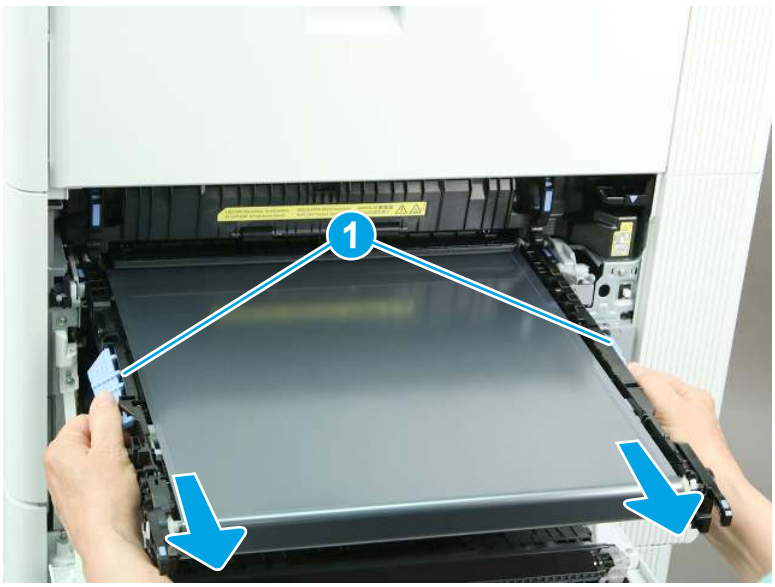
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-937 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-938 Remove the ITB



3. Remove the formatter cover.

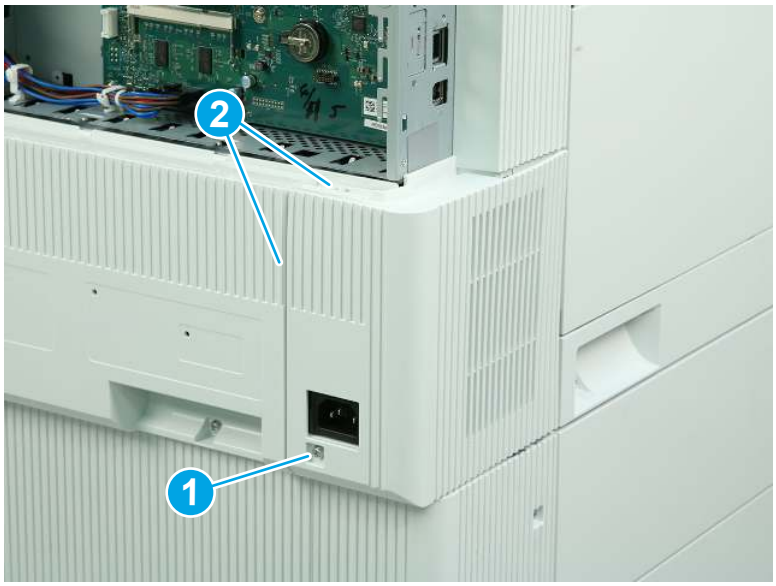
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-939 **Remove the formatter cover**

4. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-940 **Remove one screw and release two tabs**



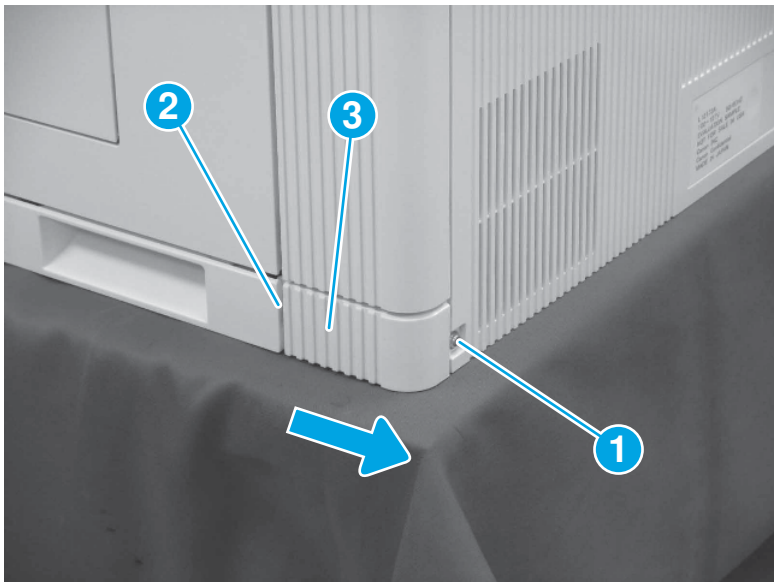
b. Rotate the cover away from the printer to remove it.

Figure 4-941 Remove the left lower cover

5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

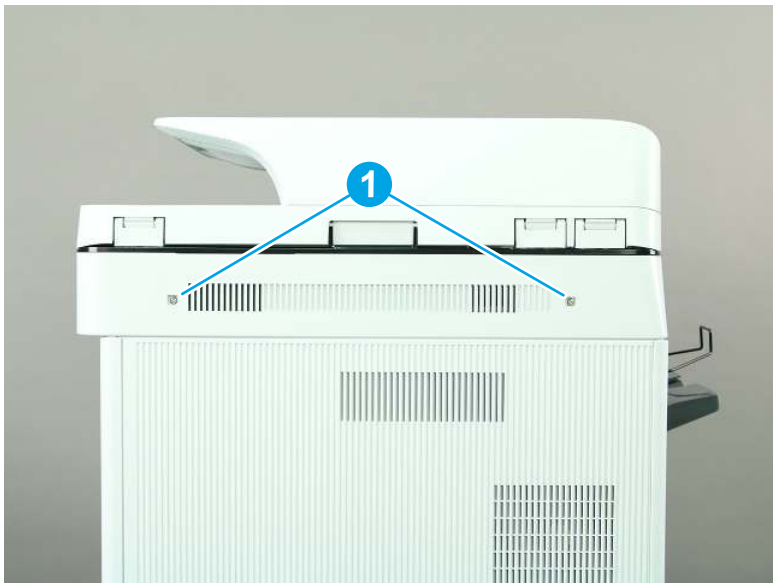
Figure 4-942 Remove the right rear lower cover



6. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-943 Remove two screws



b. Remove the SCB cover.

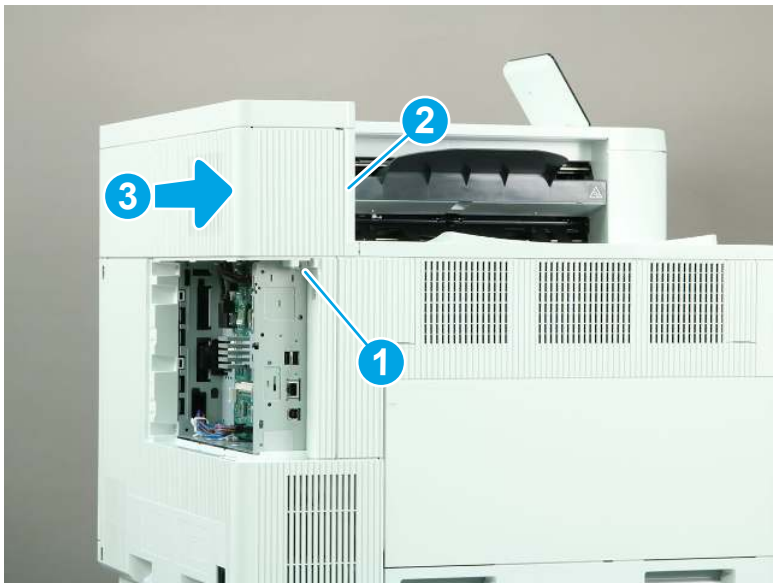
Figure 4-944 Remove the SCB cover

7. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

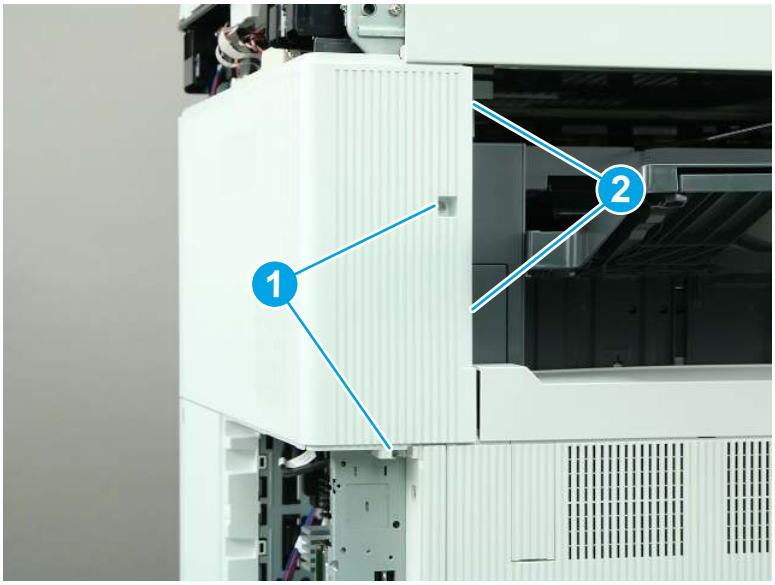
  Figure 4-945 Remove the rear upper cover

8. Remove the rear upper cover and left rear upper cover (M776zs).

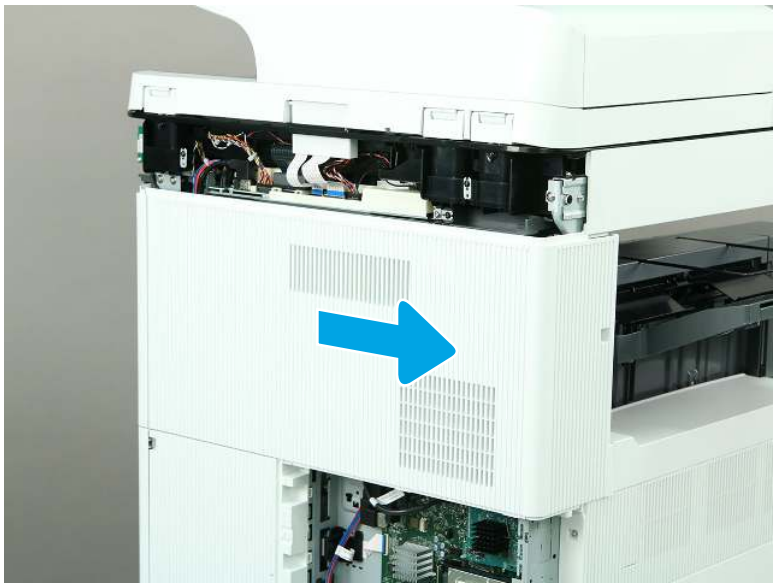
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-946 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

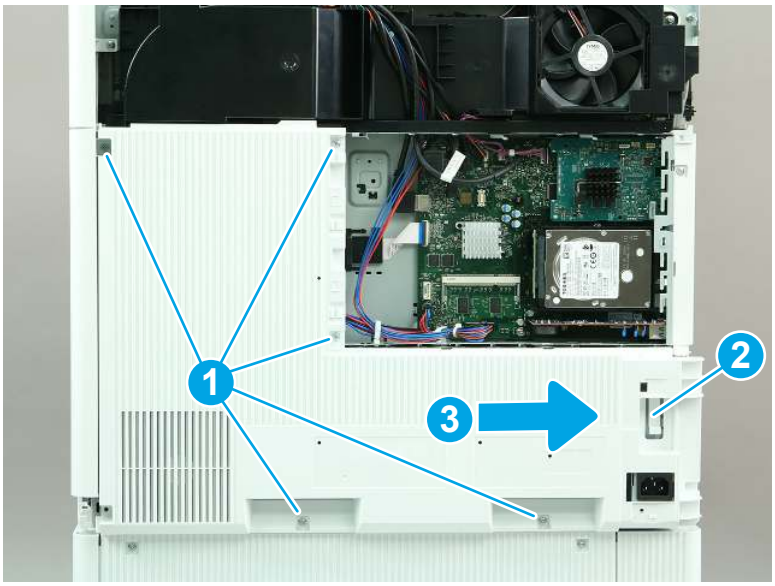
Figure 4-947 Remove the rear upper and left rear upper cover



9. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-948 Remove the rear cover (M856/E85055/M776)



10. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-949 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-950 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

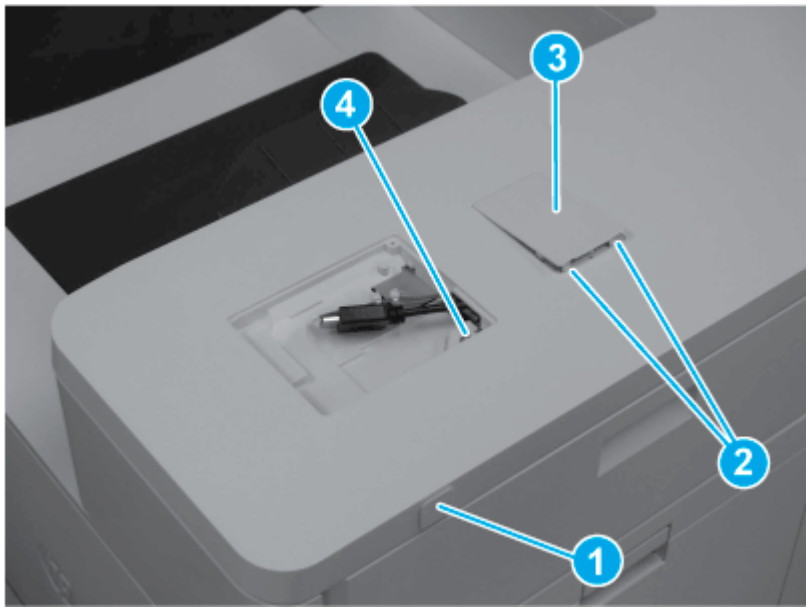
Figure 4-951 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-952 Disconnect two connectors

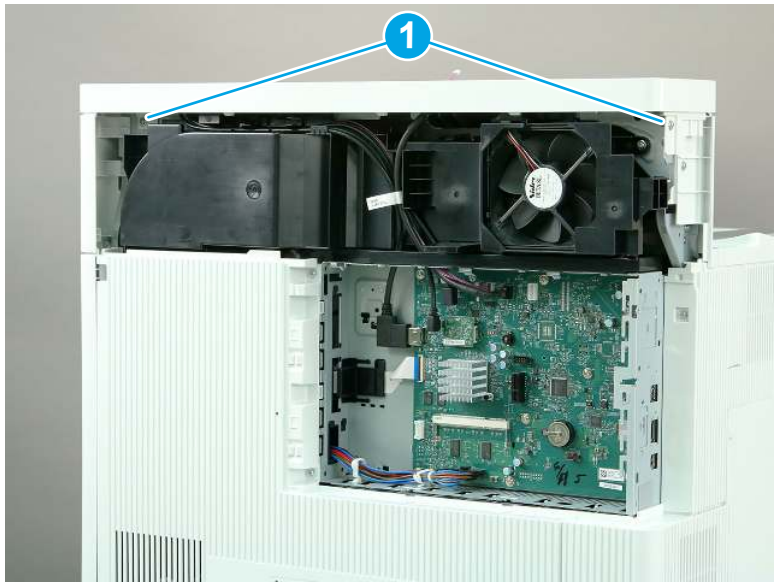
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-953 Remove covers and one screw



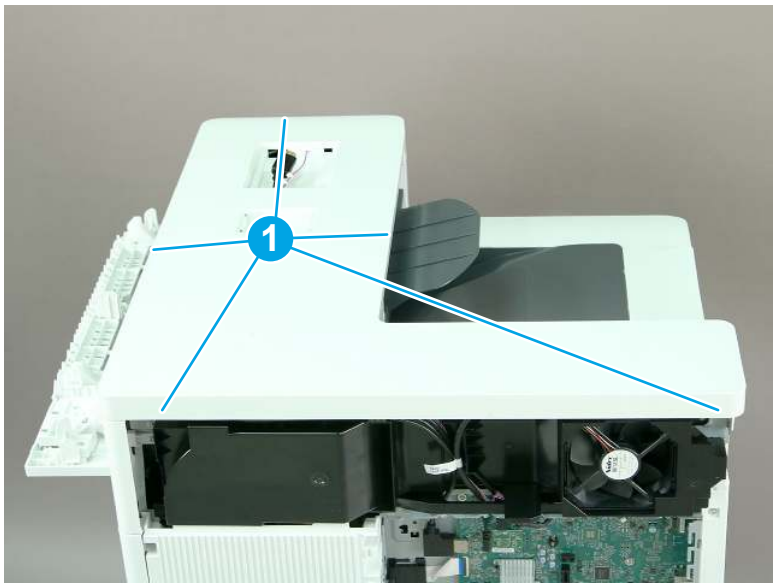
f. Remove two screws (callout 1).

Figure 4-954 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

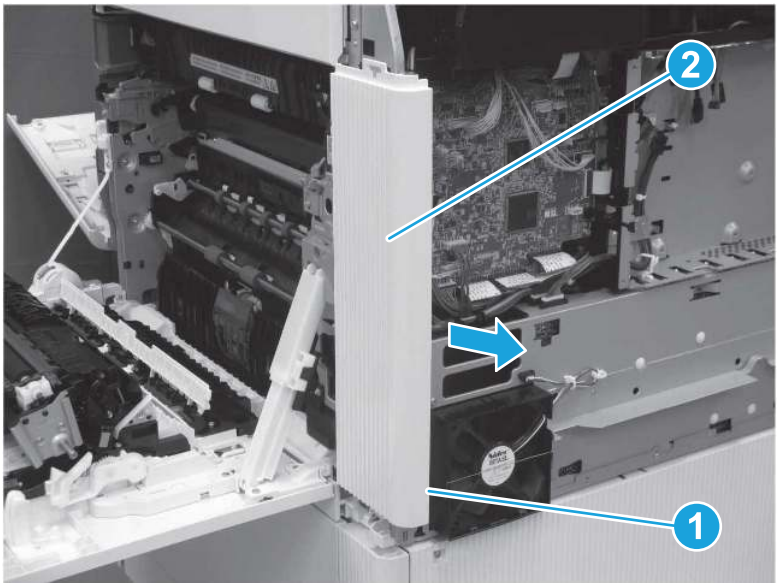
Figure 4-955 Release five tabs



11. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

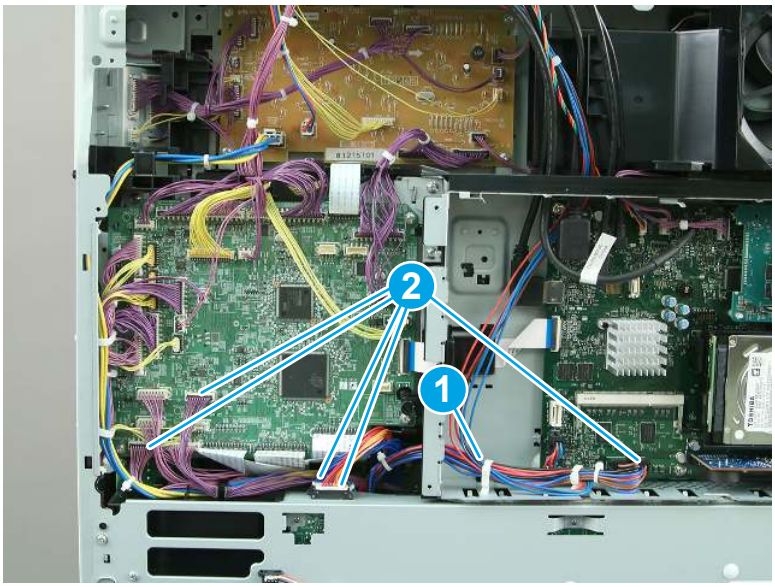
Figure 4-956 Remove right rear cover



12. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

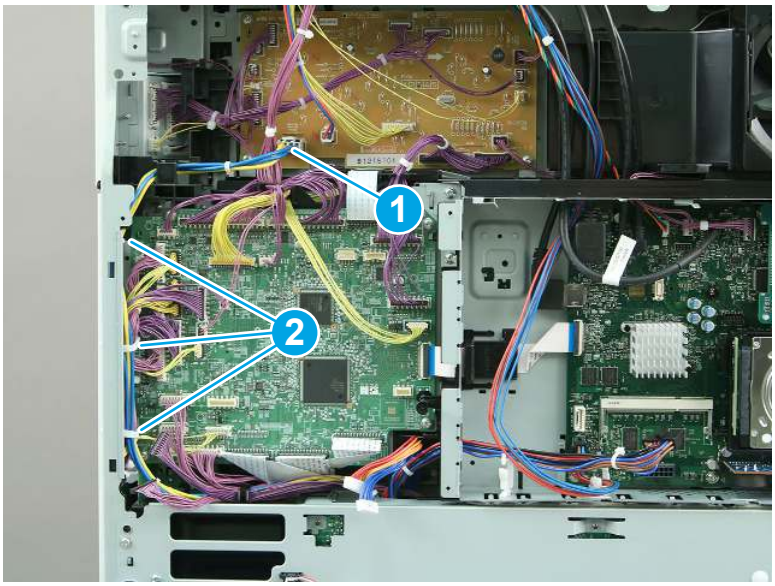
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-957 Release the retainer and disconnect five connectors



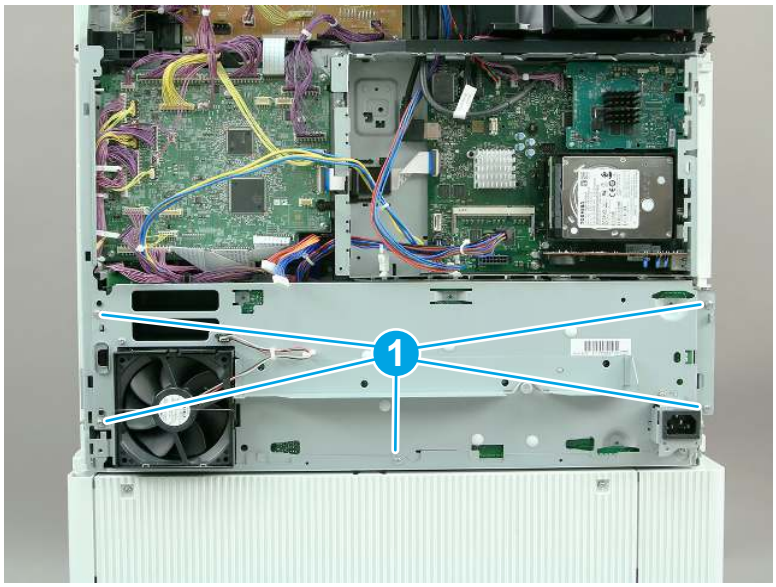
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-958 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-959 Remove five screws

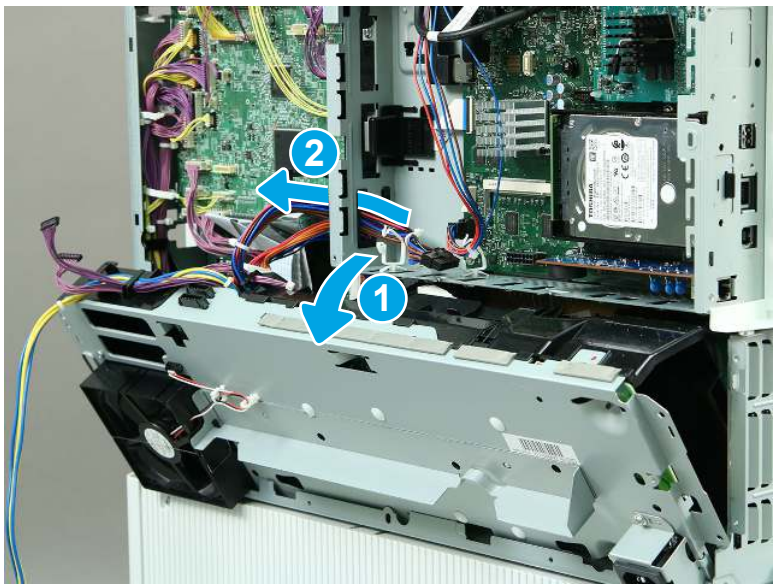


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

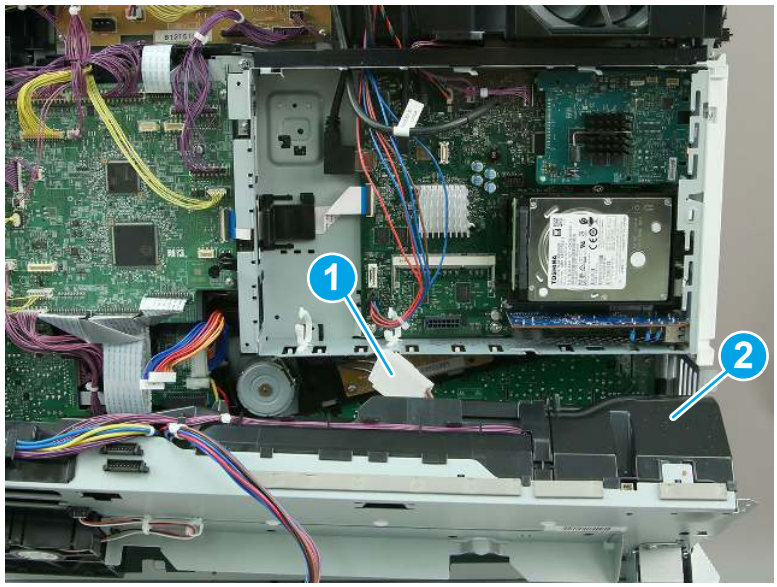
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-960 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-961 Remove the LVPS



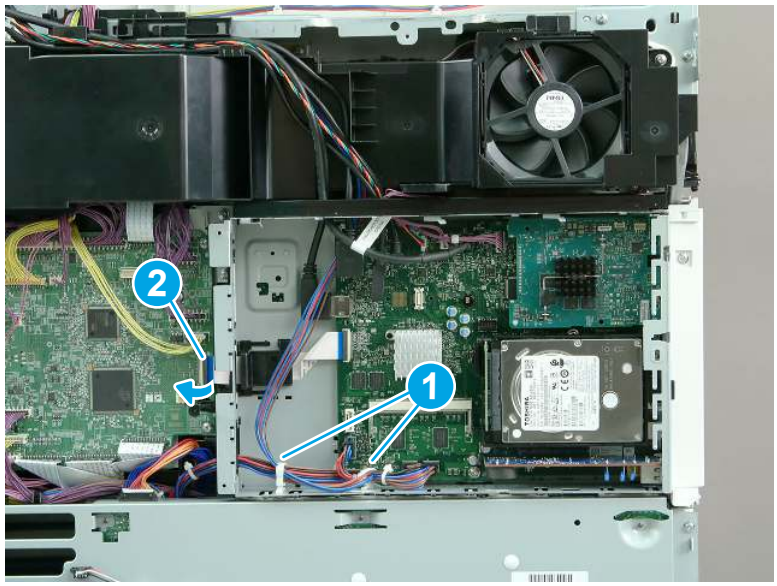
13. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

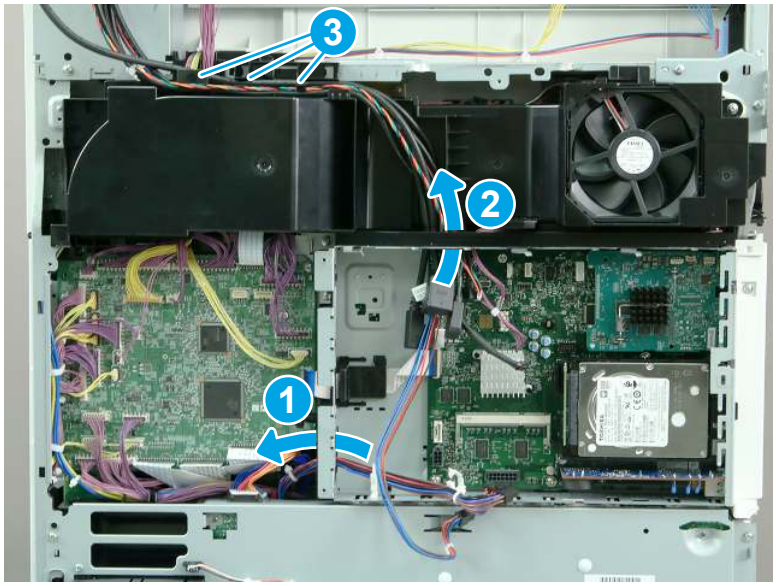
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-962 Disconnect the connectors



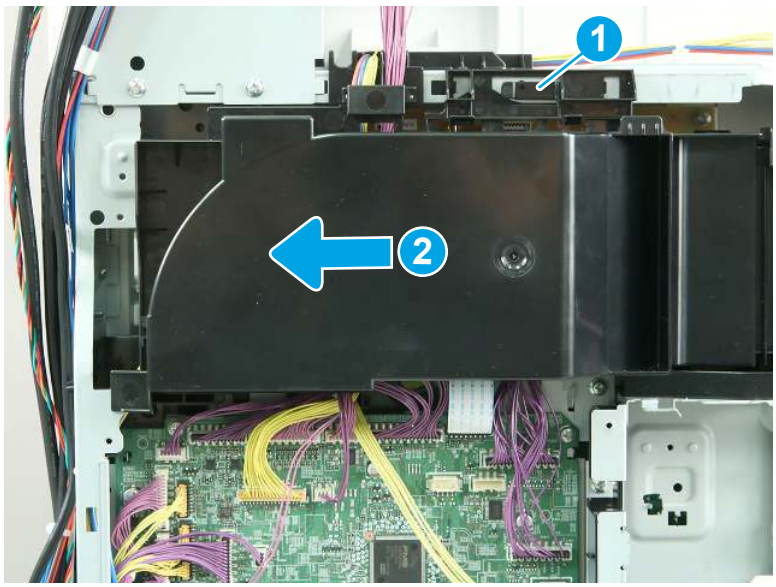
b. Release one cable through the opening in the left side of the formatter case (callout 1).
Release the remaining cables through the opening in the top of the formatter case (callout 2).
Release the cables from the upper cable guide (callout 3).

Figure 4-963 Release the cables



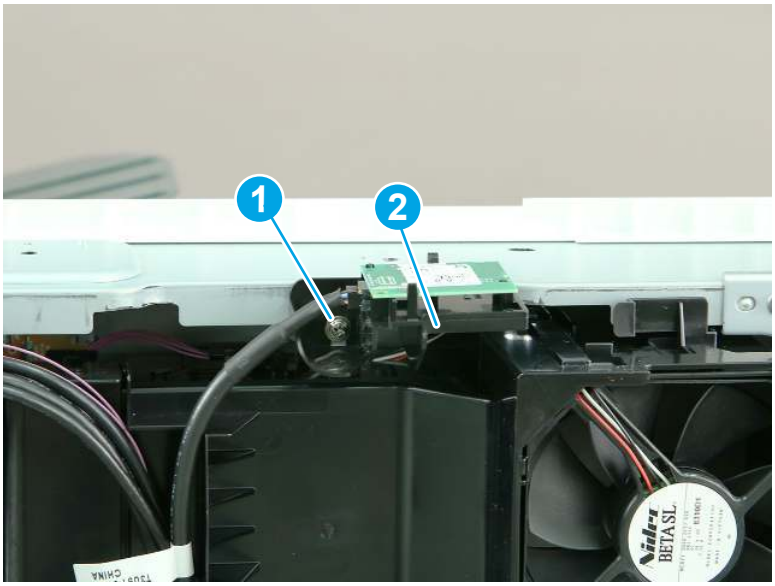
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-964 Remove the fan duct



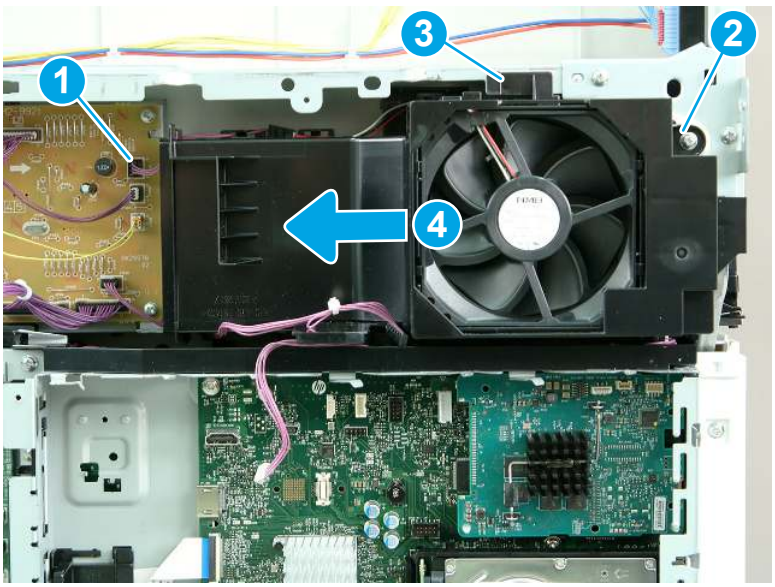
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-965 **Remove the wireless card and bracket**



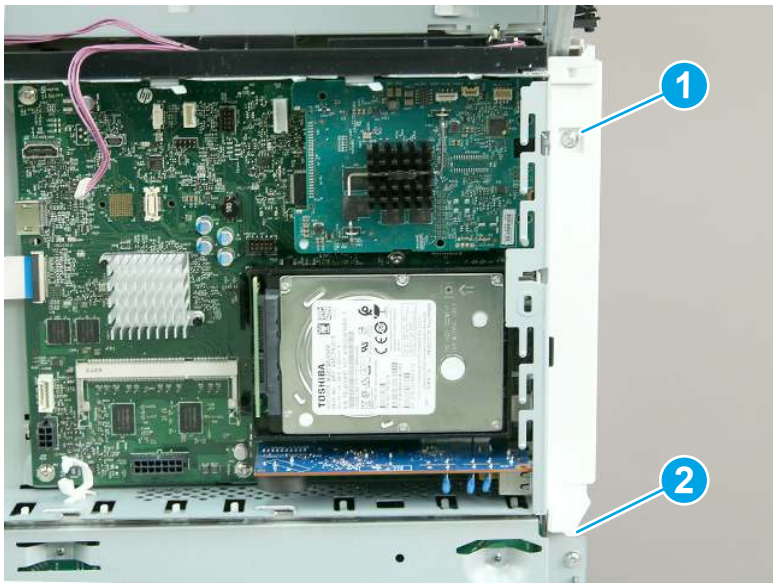
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-966 **Remove the fan assembly**



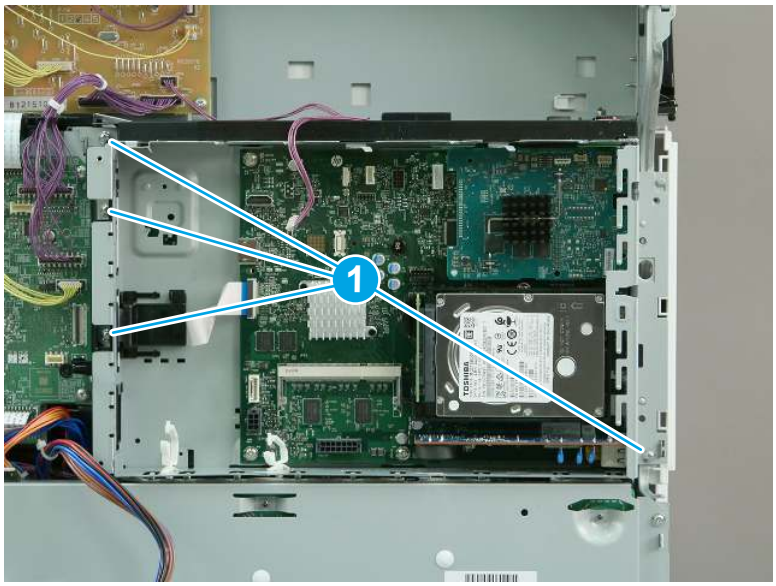
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-967 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-968 Remove four screws



h. Remove the formatter and case.

Figure 4-969 Remove the formatter and case

14. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-970 Disconnect one connector and remove one screw

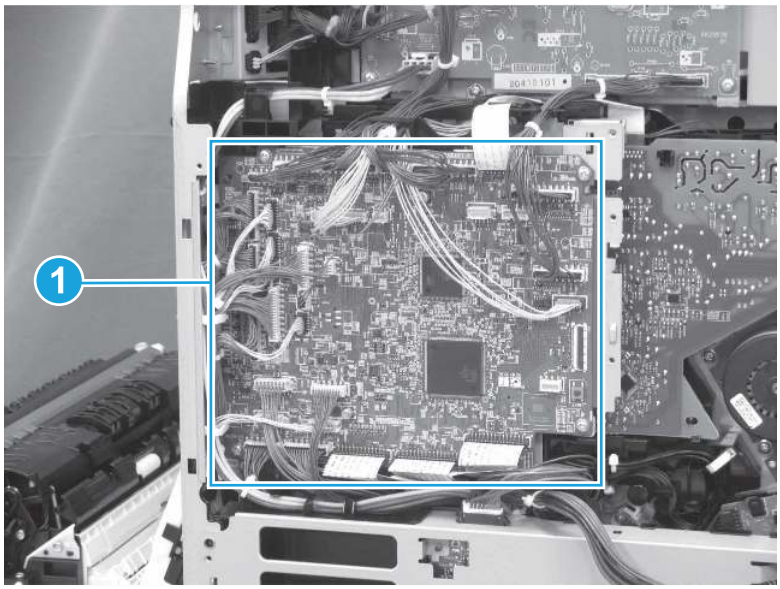
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-971 Release six tabs

15. Remove the DC controller and case (M856/E85055/M776).

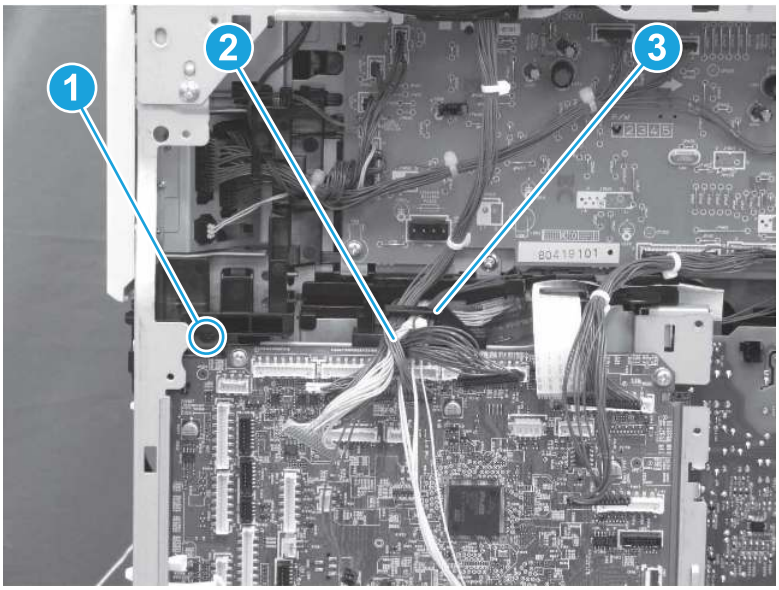
a. Disconnect all of the connectors on the DC controller.

Figure 4-972 Disconnect the connectors



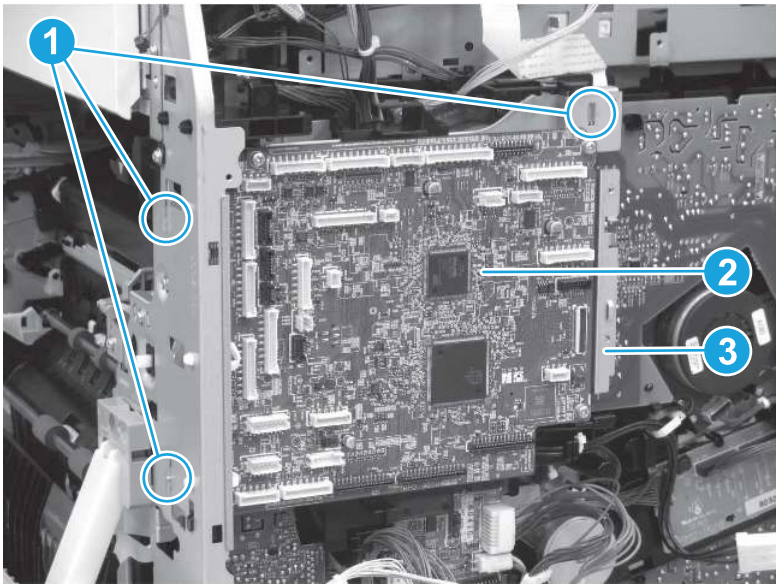
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-973 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

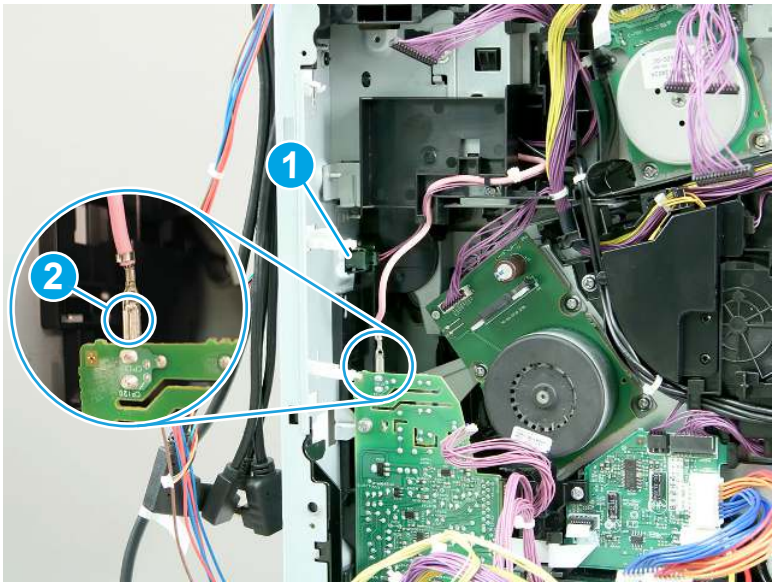
Figure 4-974 Remove the DC controller and case



16. Remove the fuser drive assembly (M856/E85055/M776).

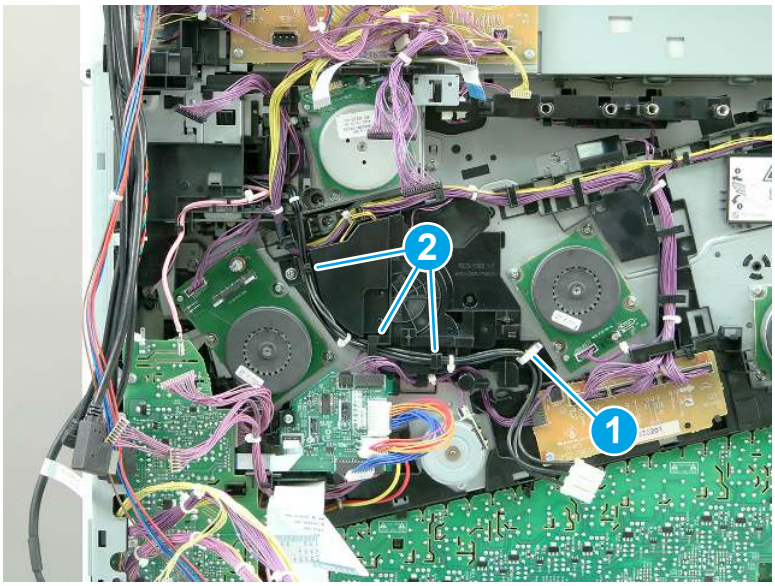
a. Disconnect one connector (callout 1). Press and hold the small release tab on one connector (callout 2), and then slide the connector away from the board to disconnect it.

Figure 4-975 Disconnect two connectors



b. Release one retainer (callout 1), and then release the cable from the guides (callout 2).

Figure 4-976 Release the cable

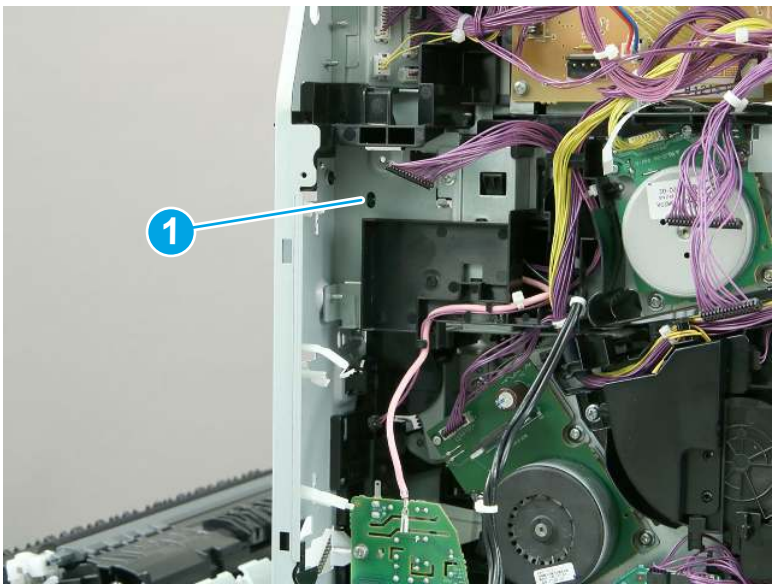


c. Open the right door, and then remove one screw (callout 1).

Figure 4-977 Remove one screw

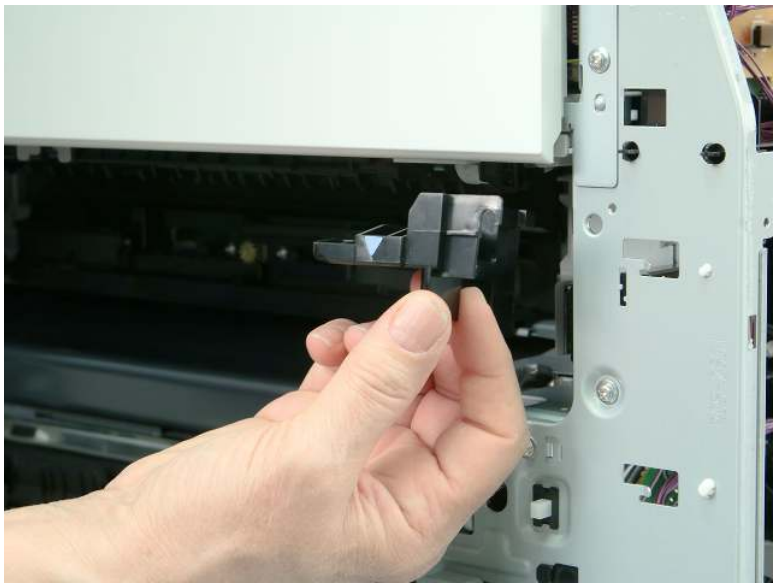
d. Release one tab (callout 1).

Figure 4-978 Release one tab



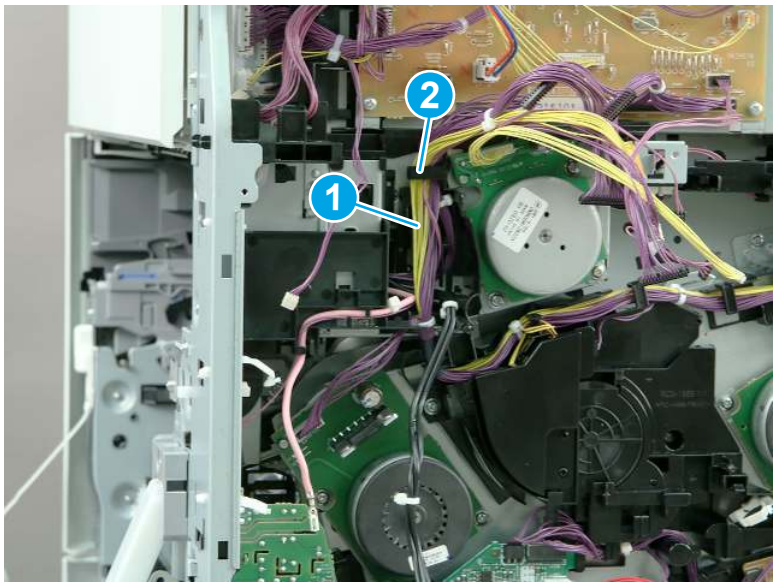
e. Remove the guide (callout 1).

Figure 4-979 Remove the guide



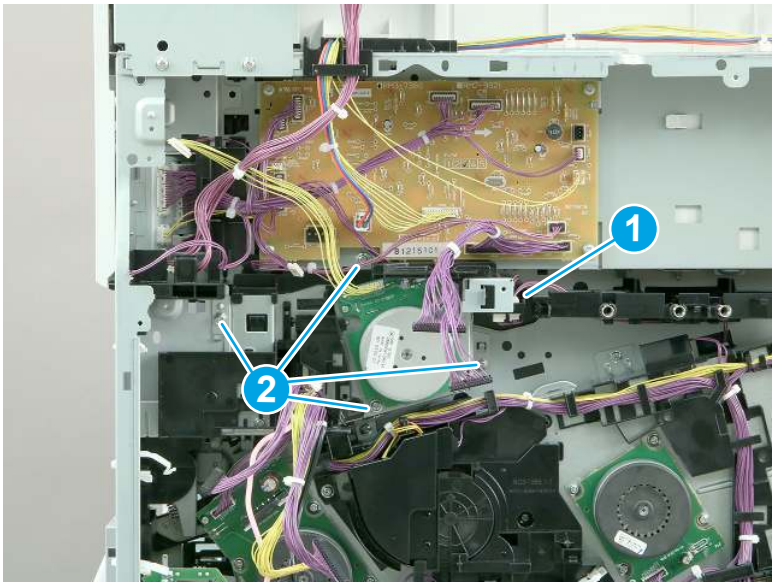
f. Release the cables (callout 1) from the guide.

Figure 4-980 Release the cables



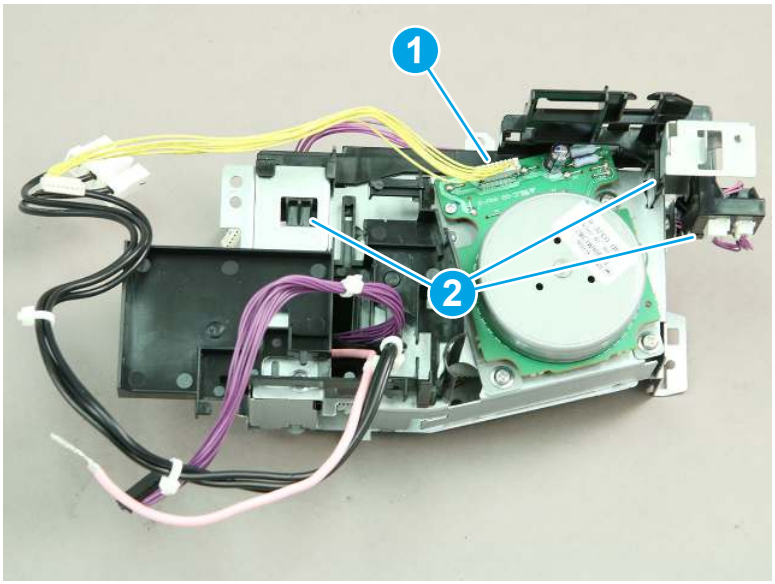
g. Disconnect one connector (callout 1), and then remove four screws (callout 2). Remove the fuser drive assembly and the guide.

Figure 4-981 Remove the fuser drive assembly



h. Disconnect one connector (callout 1), and then release four tabs (callout 2) to remove the guide from the fuser drive assembly.

Figure 4-982 Remove the guide



17. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 guide (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the cartridge guide.

Mean time to repair: 2 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 4-62 Part information

Part number	Part description
RL2-2091-000CN	Guide, cartridge

Required tools

- 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

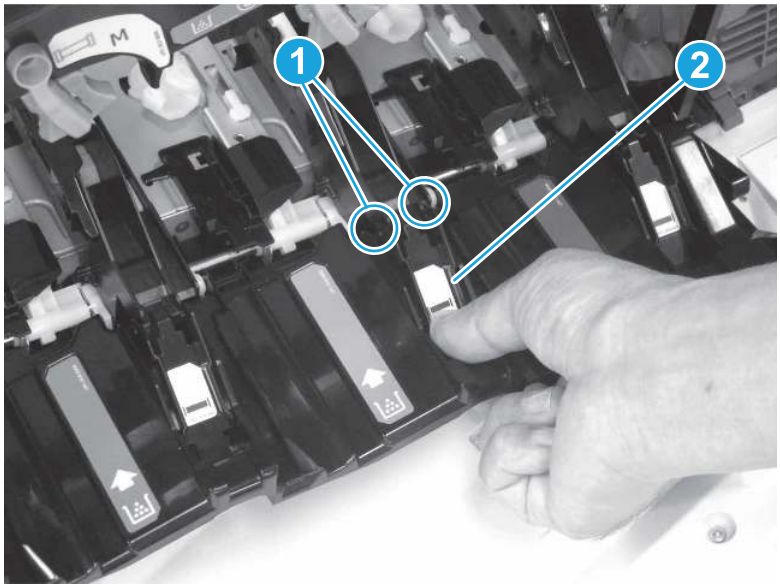
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the cartridge guide (M751/E75245/M856/E85055/M776).

- Open the front door. Release two bosses (callout 1), and then remove the cartridge guide (callout 2).

  Figure 4-983 Remove the cartridge guide

2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 rail assembly (M751/E75245)

Learn how to remove and replace the cartridge rail assembly.

Mean time to repair: 30 minutes

Service level: Hard

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 4-63 Part information

Part number	Part description
RM2-1354-000CN	First cartridge rail assembly (Yellow; M751/E75245)
RM2-1353-000CN	Second cartridge rail assembly (Magenta; M751/E75245)
RM2-1355-000CN	Third cartridge rail assembly (Cyan; M751/E75245)
RM2-1356-000CN	Black cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

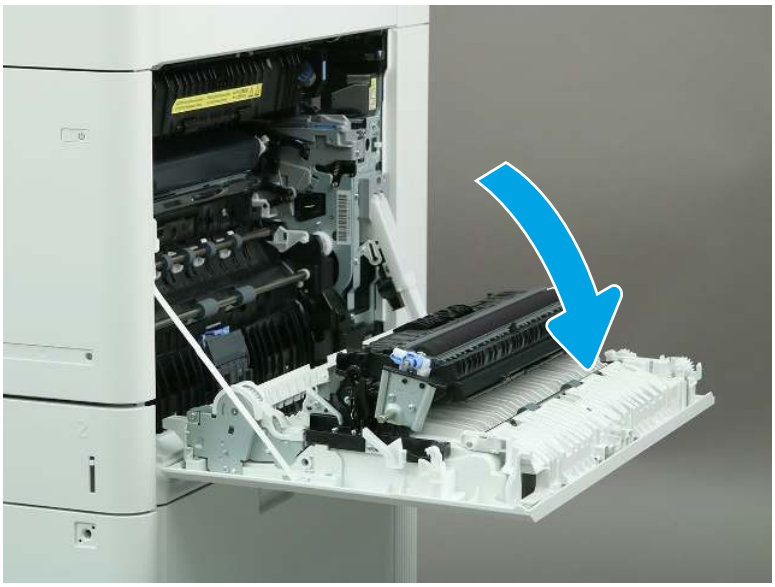
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

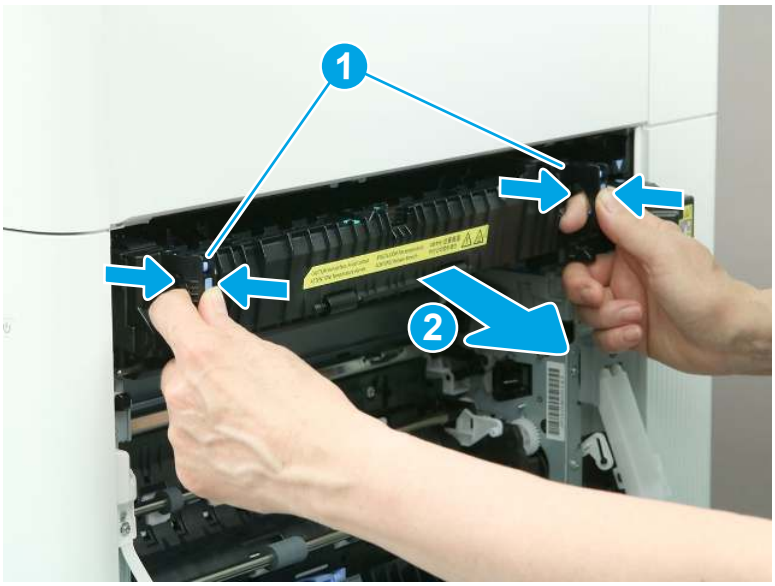
a. Open the right door.

Figure 4-984 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-985 Remove the fuser



2. Remove the formatter cover.

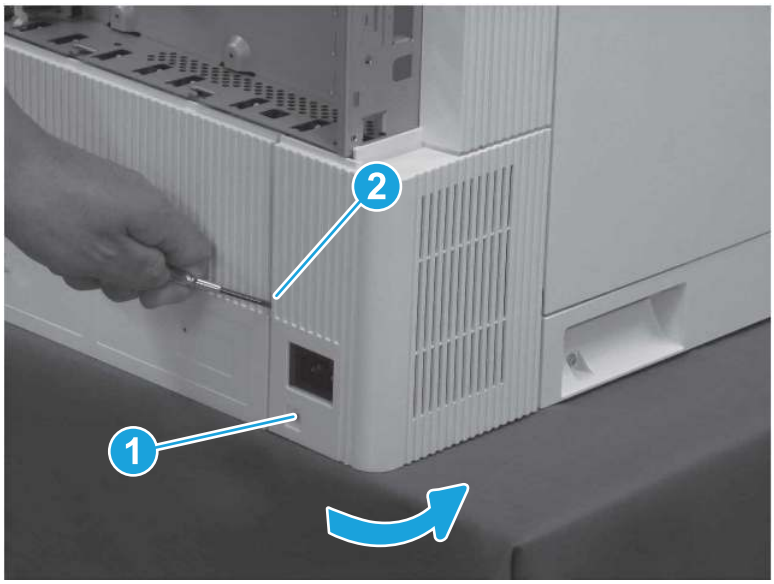
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-986 **Remove the formatter cover**

3. Remove the left lower cover (M751/E75245).

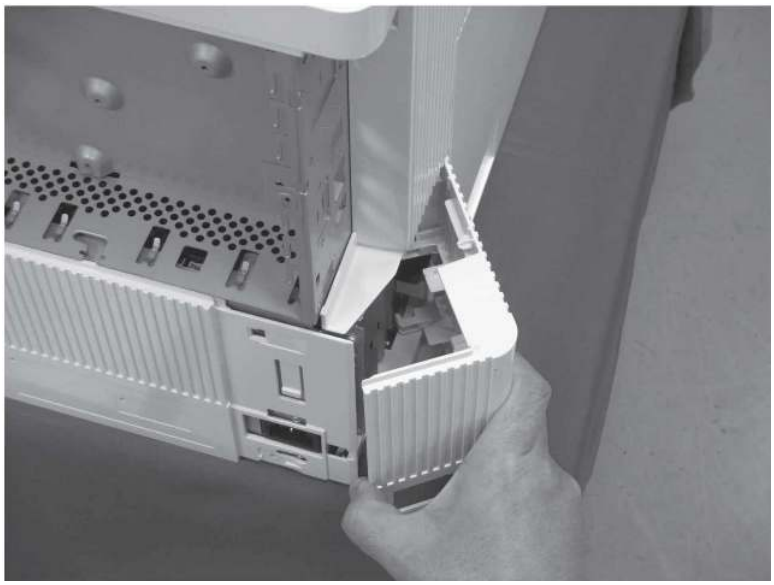
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-987 **Remove one screw and release one tab**



b. Remove the left lower cover.

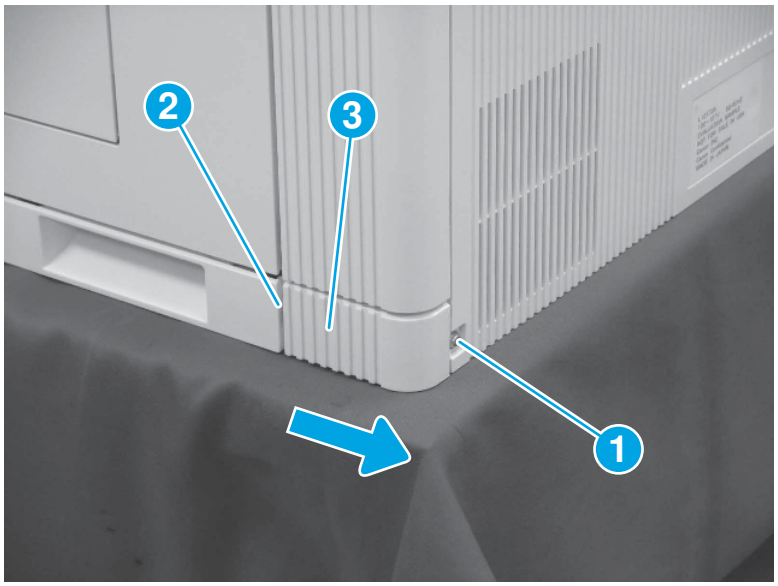
Figure 4-988 Remove the left lower cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

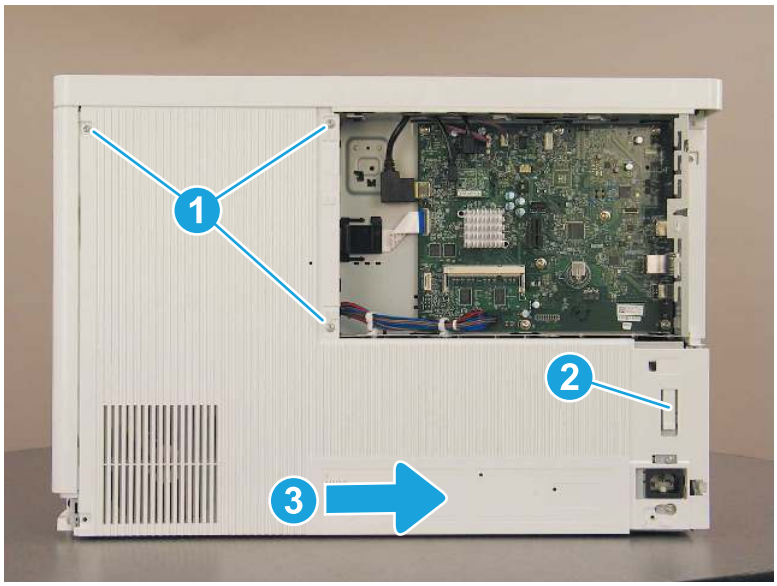
Figure 4-989 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-990 Remove the rear cover

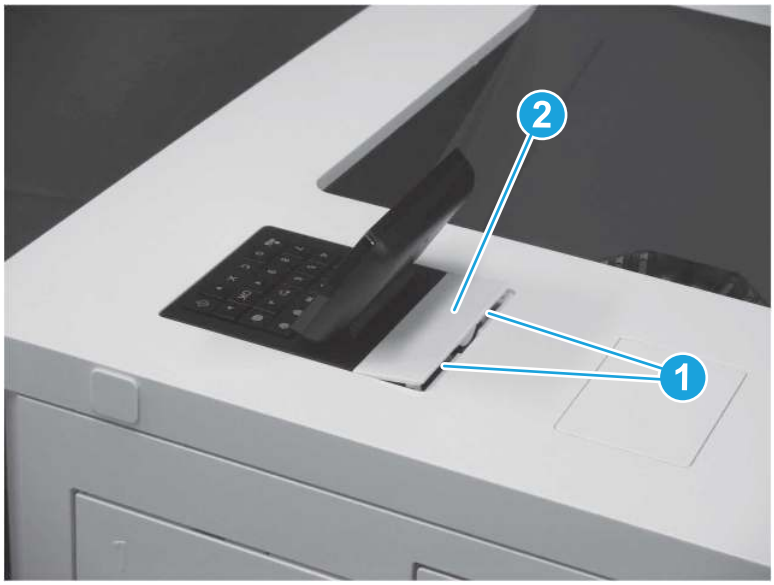


6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-991 Remove the control panel cover



b. Remove one screw (callout 1).

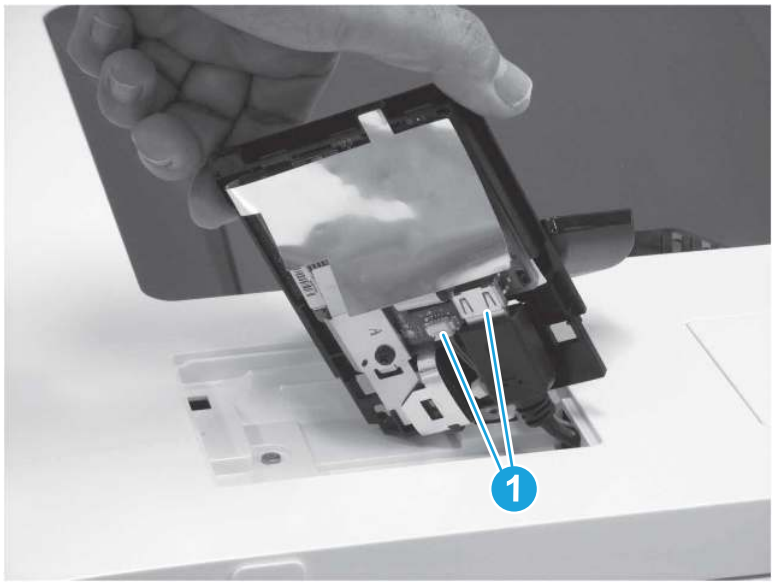
Figure 4-992 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-993 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

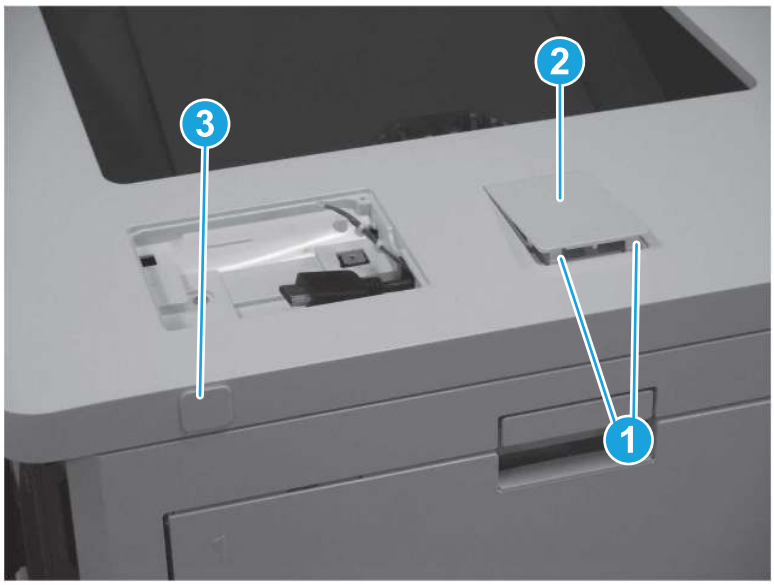
Figure 4-994 Disconnect two connectors



7. Remove the top cover (M751/E75245).

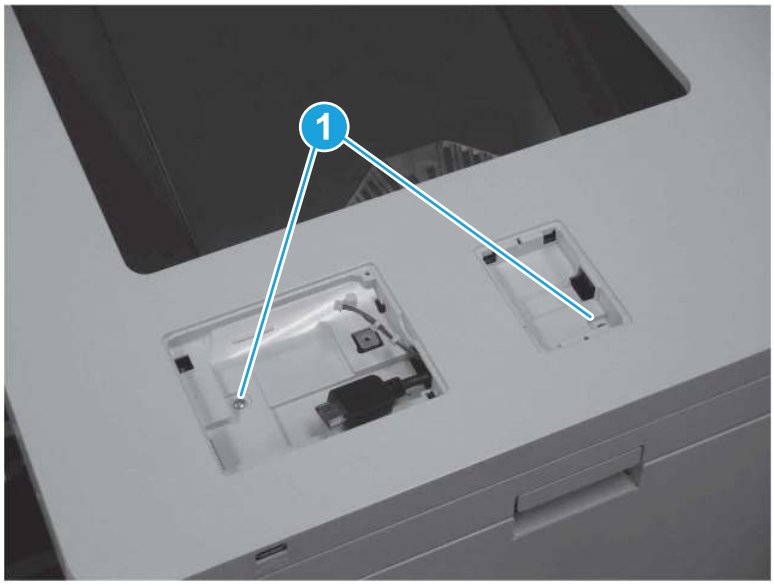
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-995 Remove the HIP cover and USB cap



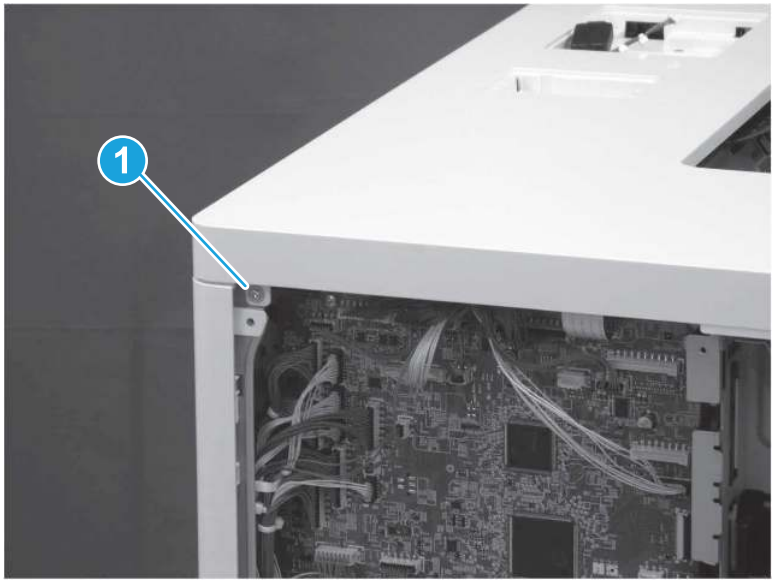
b. At the top of the printer, remove two screws (callout 1).

Figure 4-996 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-997 Remove one screw

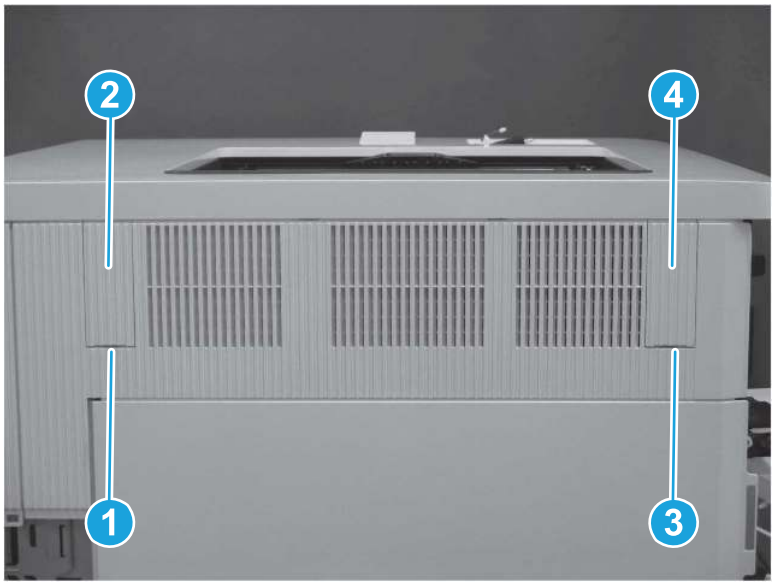


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

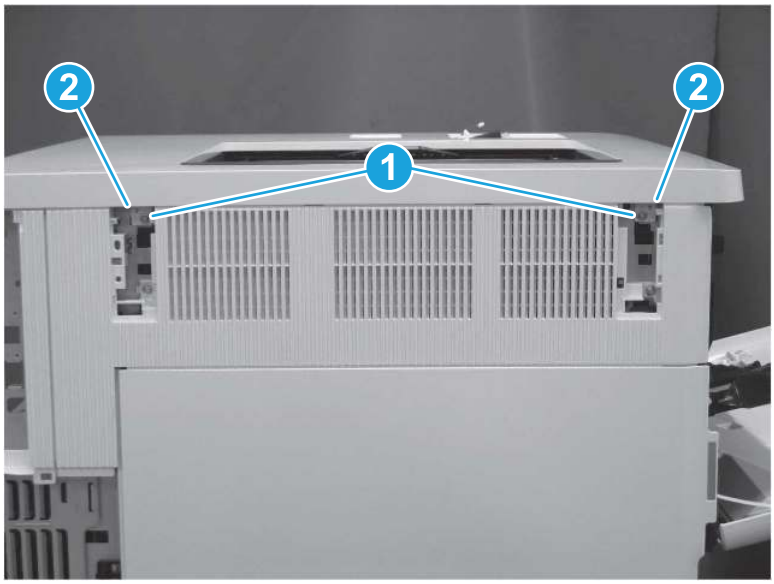
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-998 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

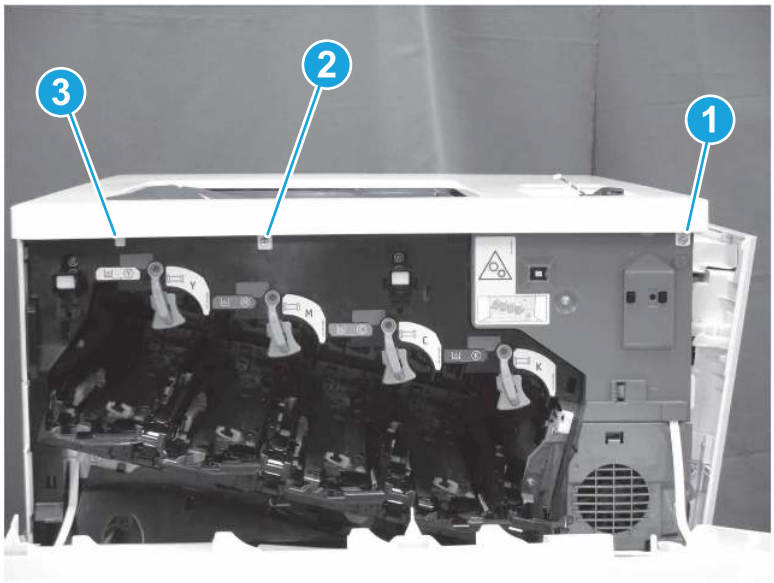
Figure 4-999 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

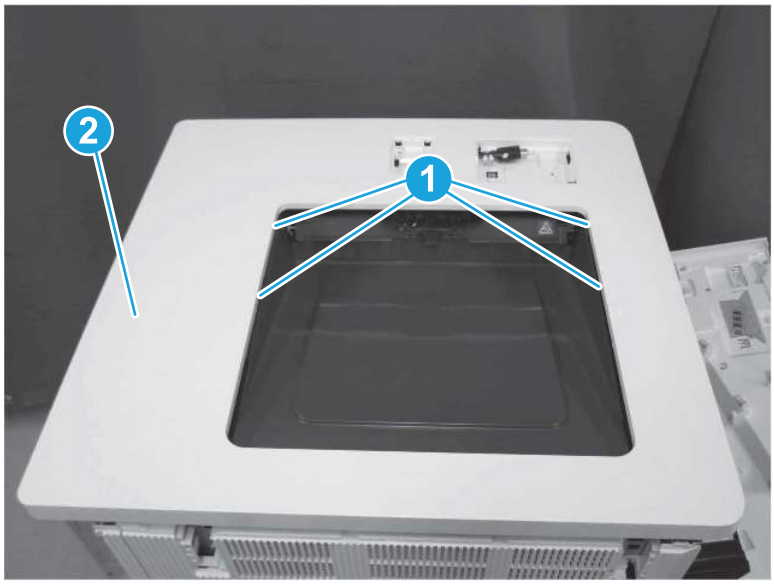
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1000 Remove two screws and release one tab

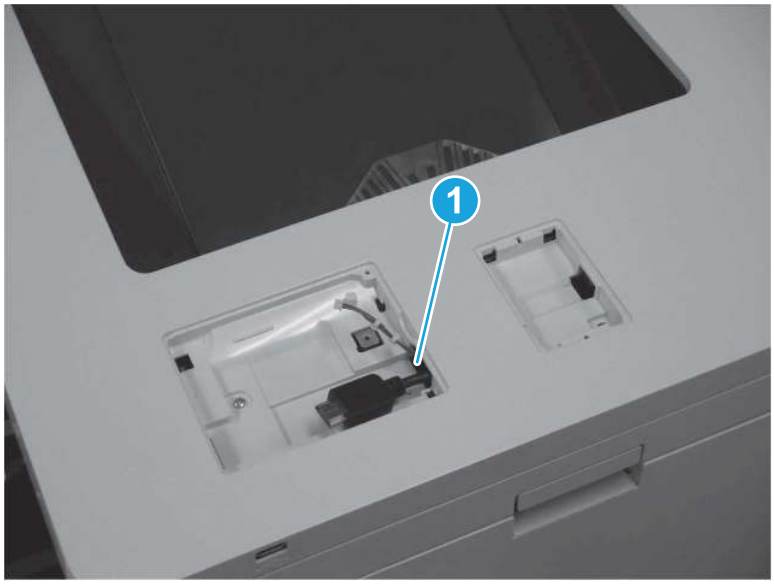


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1001 Remove the top cover



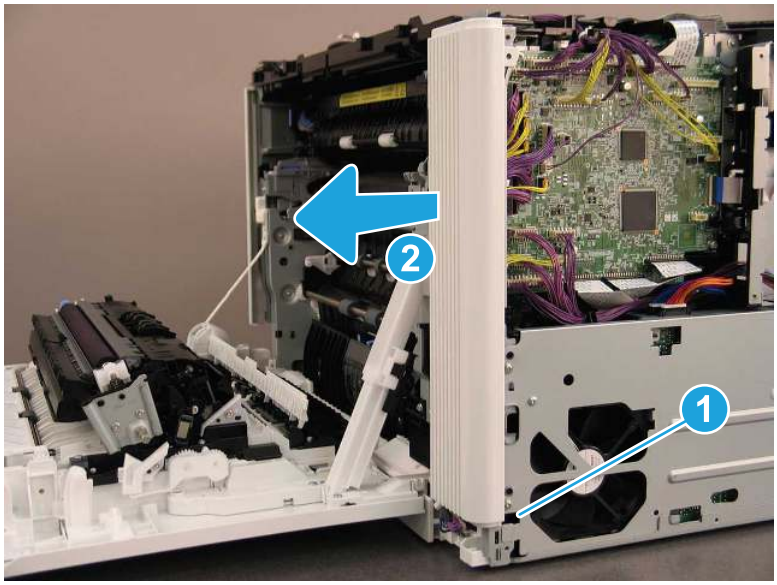
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

   Figure 4-1002 **Remove the right rear cover**

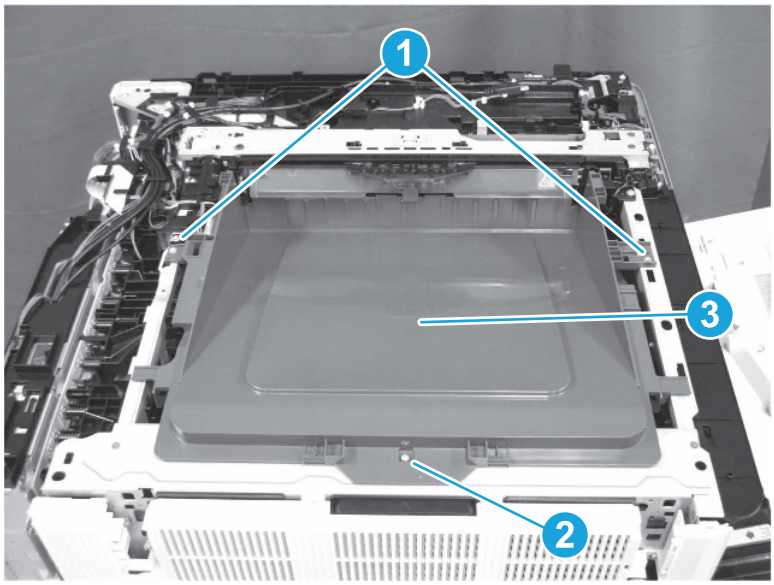


9. Remove the output bin (M751/E75245).

   - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

   NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

Figure 4-1003 Remove the output bin

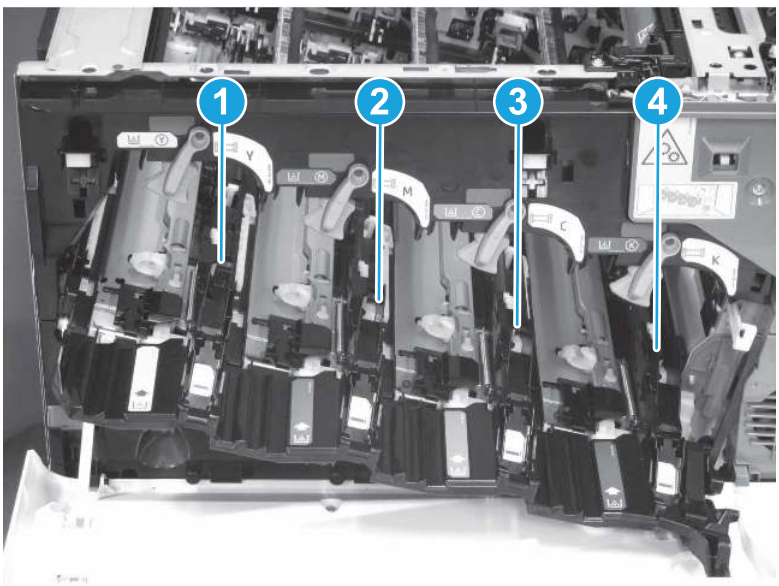


10. Remove the cartridge rail assembly (M751/E75245/M856/E85055/M776).

    a. This procedure provides instructions for removing the cyan cartridge rail assembly (callout 3). However, the procedure is also correct for removing any of the four cartridge rail assemblies in the printer.

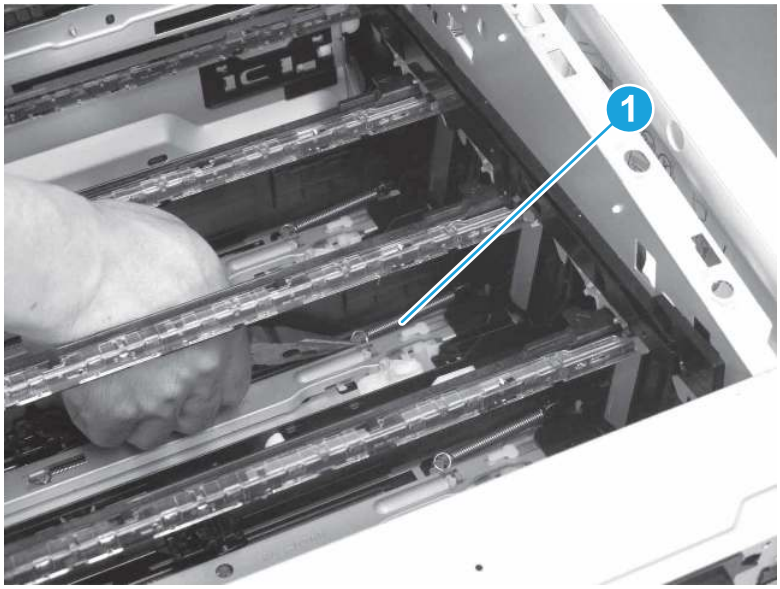
    - Yellow cartridge rail assembly (callout 1)
    - Magenta cartridge rail assembly (callout 2)
    - Cyan cartridge rail assembly (callout 3)
    - Black cartridge rail assembly (callout 4)

Figure 4-1004 Cartridge rail assembly locations



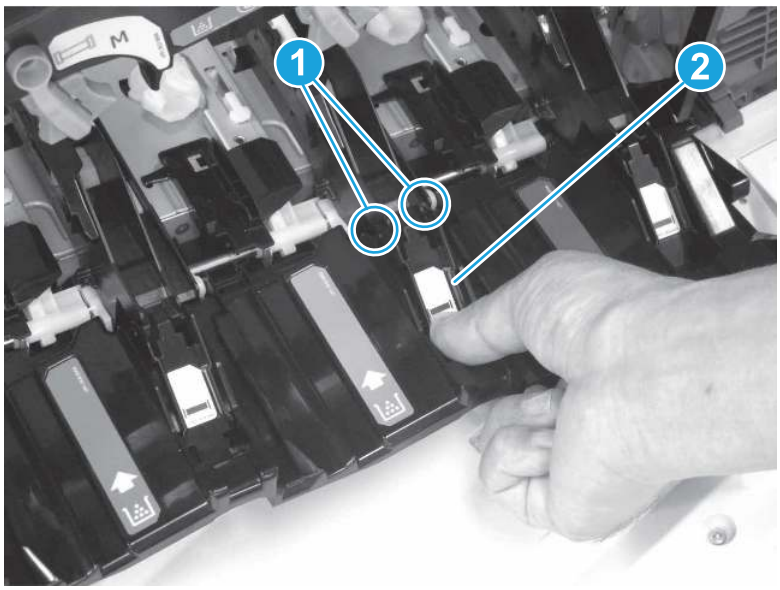
b. Close the front door. Use needle-nosed pliers to unhook one spring (callout 1).

Figure 4-1005 Unhook one spring



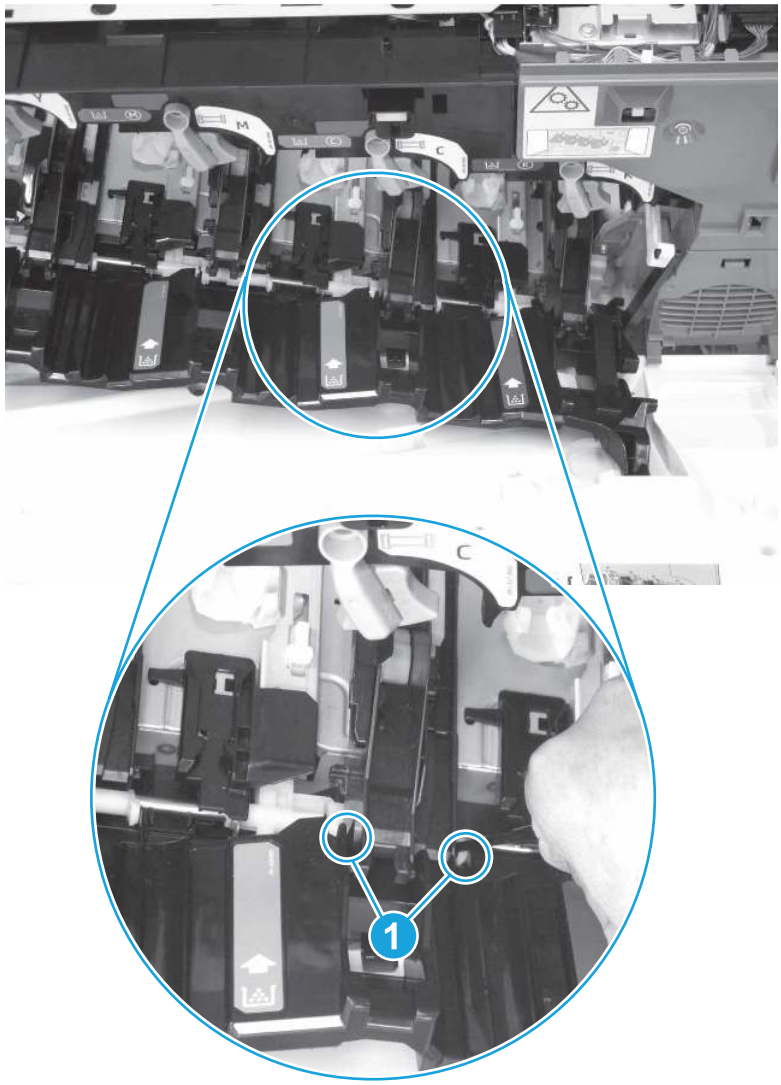
c. Open the front door. Release two bosses (callout 1), and then remove the link (callout 2).

Figure 4-1006 Remove the link



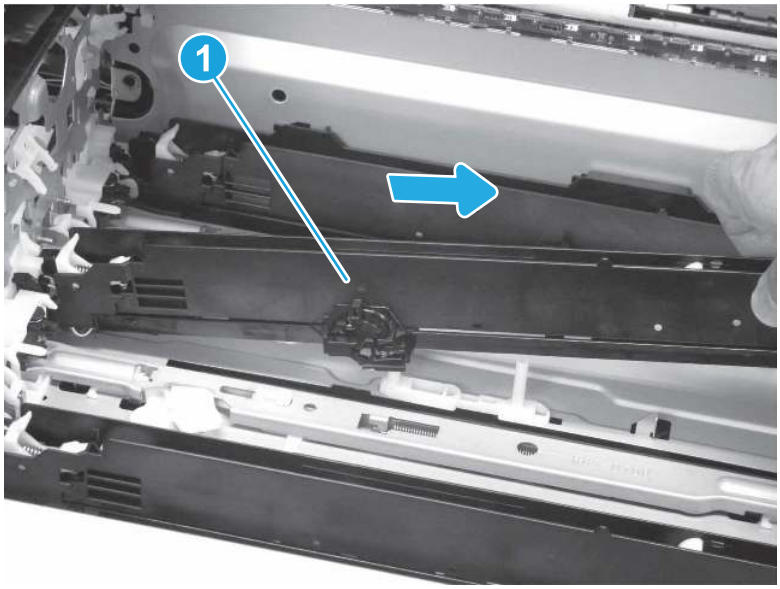
d. Release two bosses (callout 1).

Figure 4-1007 Release two bosses



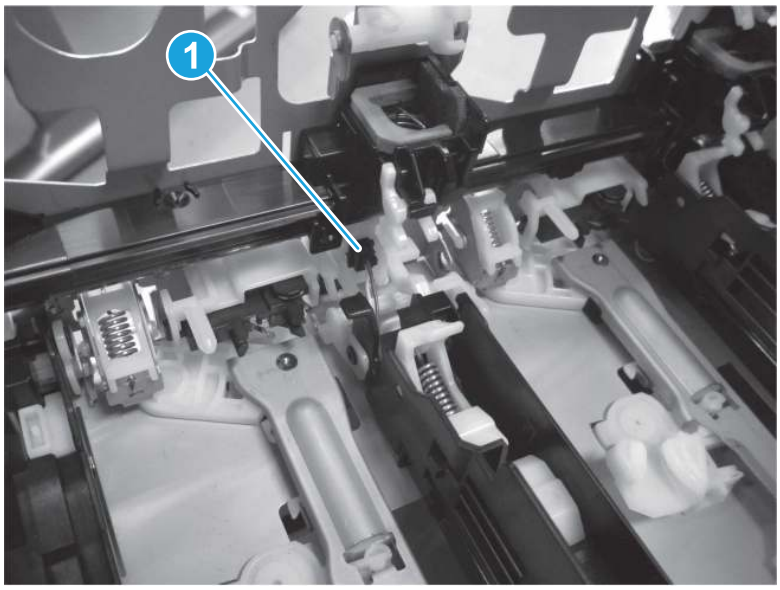
e. Pull the cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1008 Pull the cartridge rail assembly



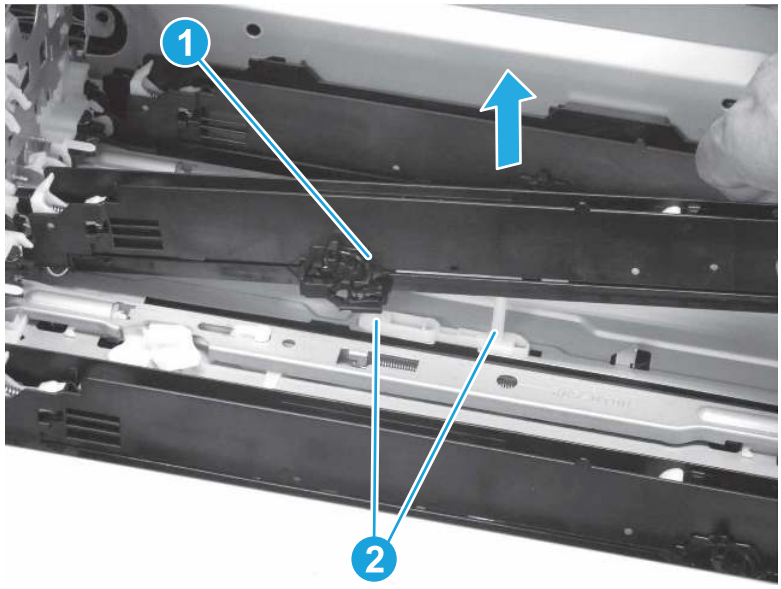
f. Disconnect one connector (callout 1).

Figure 4-1009 Disconnect one connector



g. Lift up to remove the cartridge rail assembly (callout 1) from the tag guide (callout 2).

Figure 4-1010 **Remove the cartridge rail assembly**



11. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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.

12. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the cartridge rail assembly.

a. When installing the cartridge rail assembly, make sure that the lever of the PCG assembly is positioned correctly. If the lever is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1011 Check the PGC lever (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

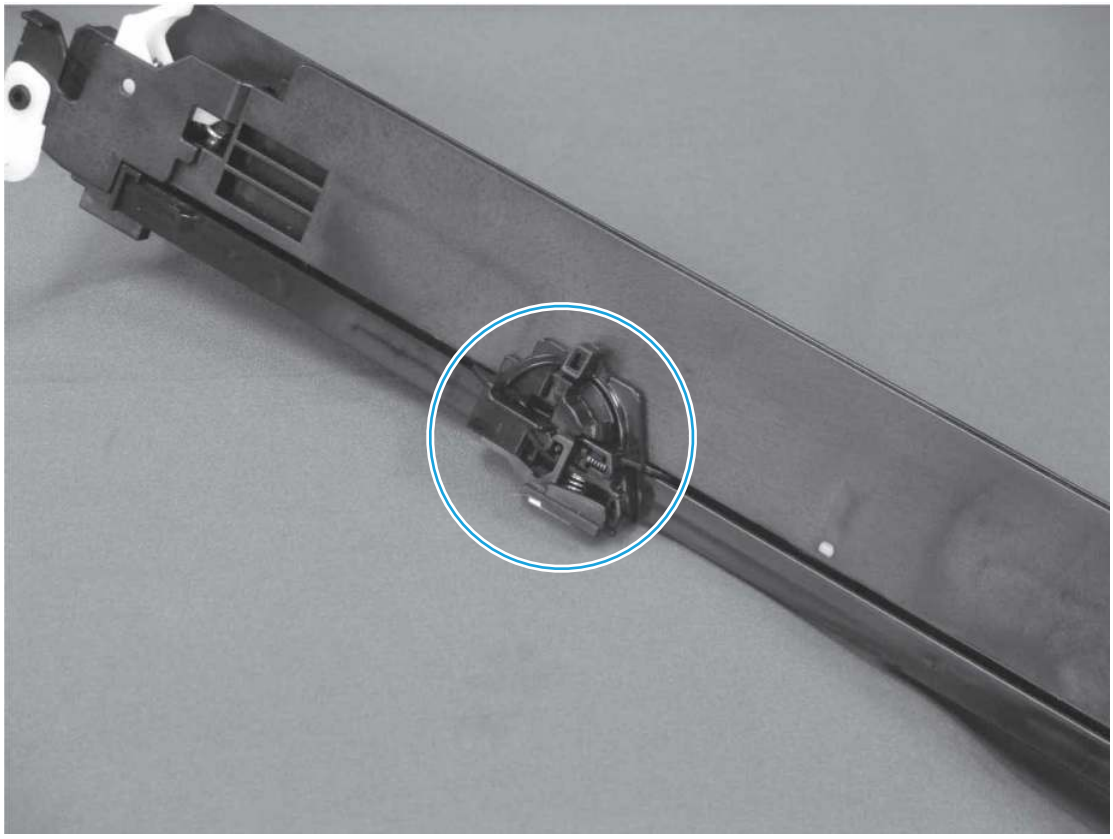
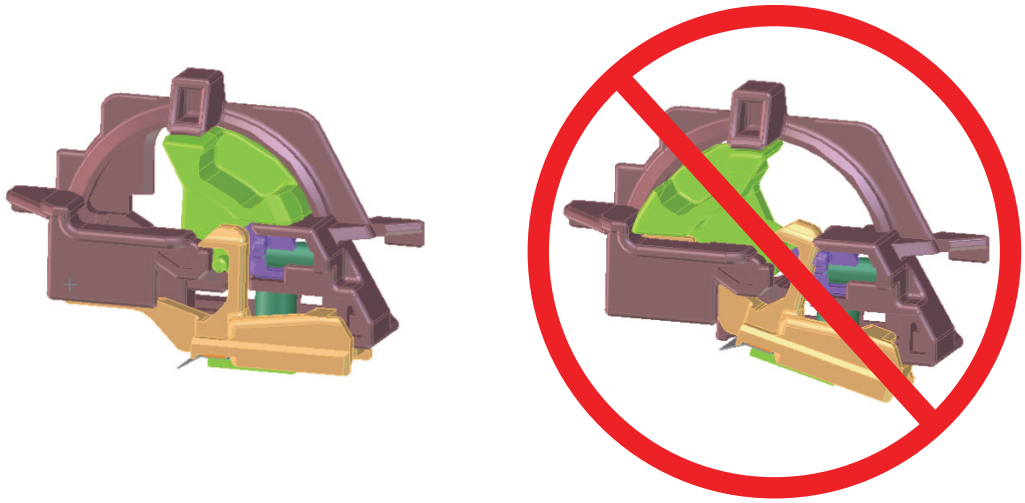
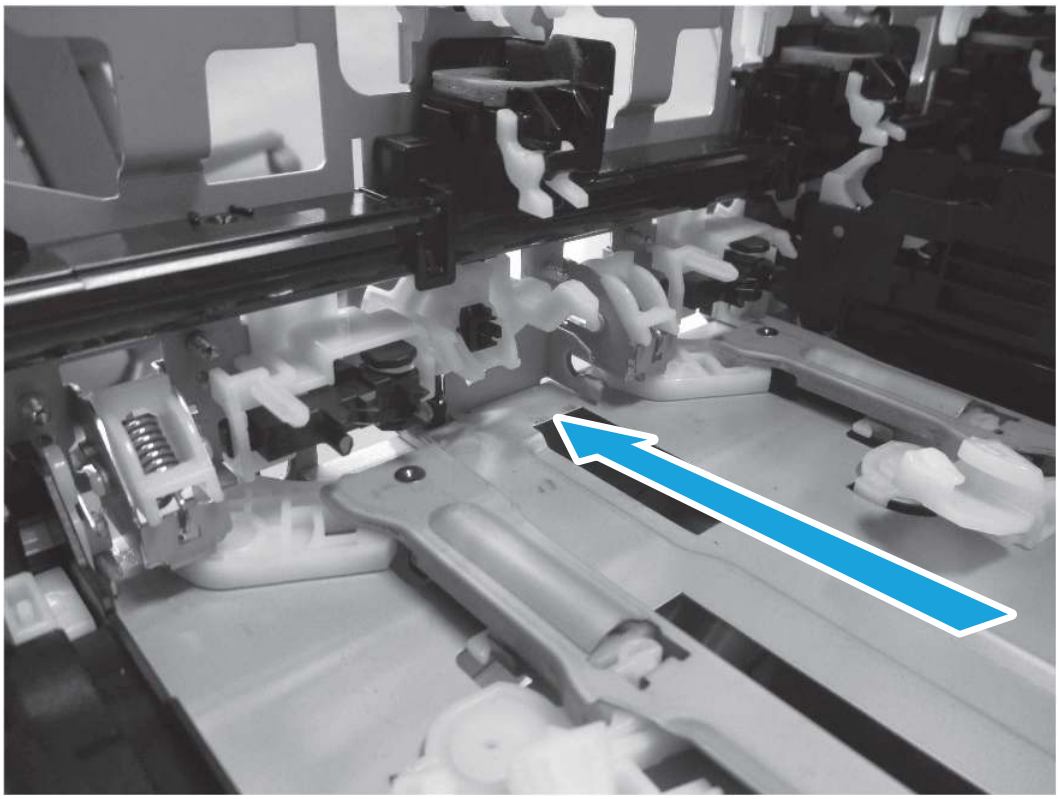


Figure 4-1012 PGC lever correct and incorrect positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



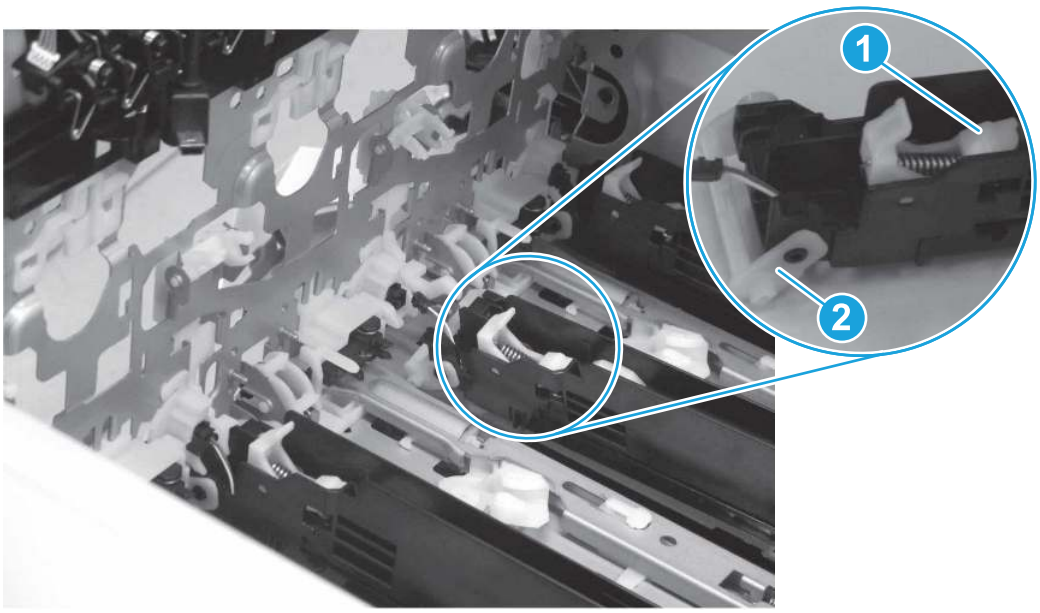
b. Slide the cartridge rail assembly into position.

Figure 4-1013 Position the cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



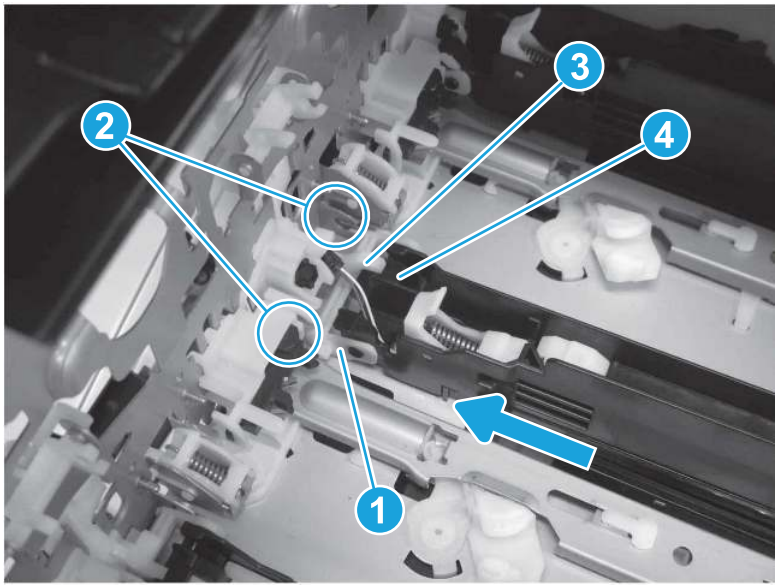
c. Make sure that the lock lever (callout 1) is in the down position and the link arm (callout 2) is positioned under the casing. If these parts are positioned incorrectly, the cartridge cannot be installed.

Figure 4-1014 Check the lock lever and link arm positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



d. When installing the link arm (callout 1) on the cartridge rail assembly to the bushing (callout 2) on the printer frame, insert the protrusion on the arm (callout 3) on the printer into the guide (callout 4) on the cartridge rail.

Figure 4-1015 Install the link arm (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

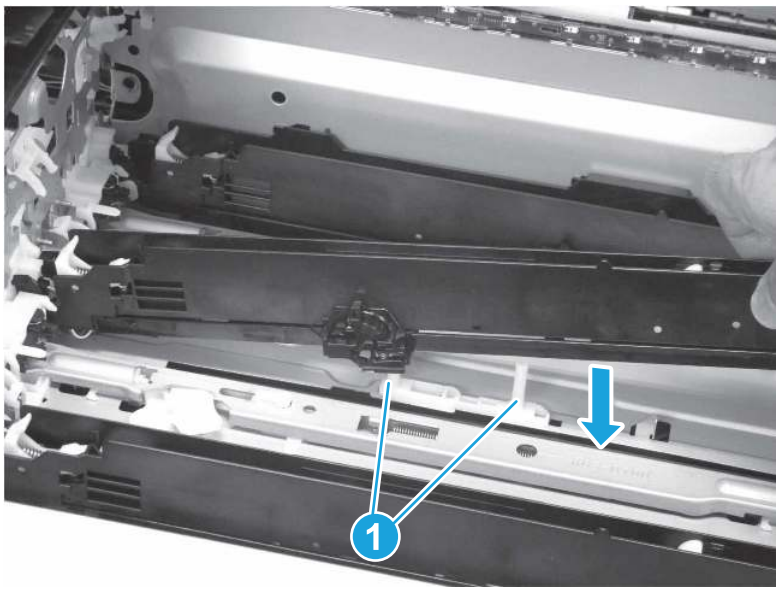


e. This figure shows the correct installation of the link arm.

Figure 4-1016 Link arm correct installation (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

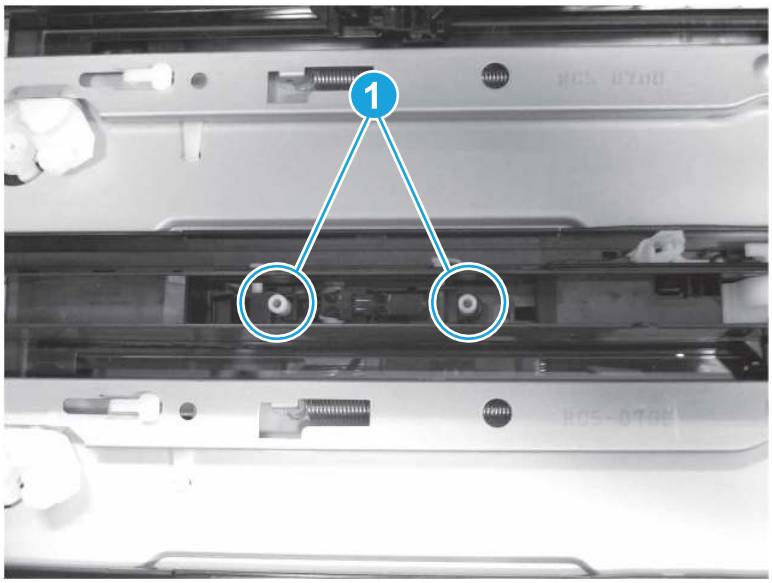
f. Install the cartridge rail assembly into the cartridge tag guide (callout 1).

Figure 4-1017 Install the cartridge rail assembly into the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



g. Make sure that the white cartridge tag guide is correctly positioned. Look at the cartridge rail assembly from above and verify that the white cartridge tag guide (callout 1) is visible.

Figure 4-1018 Check the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



Removal and replacement: Cartridge rail assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the cartridge rail assembly.

Mean time to repair: 35 minutes

Service level: Hard

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 4-64 Part information

Part number	Part description
RM2-2481-000CN	First cartridge rail assembly (Yellow; M856/E85055/M776dn/M776z)
RM2-2480-000CN	Second cartridge rail assembly (Magenta; M856/E85055/M776dn/M776z/ M776zs)
RM2-2482-000CN	Third cartridge rail assembly (Cyan; M856/E85055/M776dn/M776z)
RM2-1356-000CN	Black cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/ M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

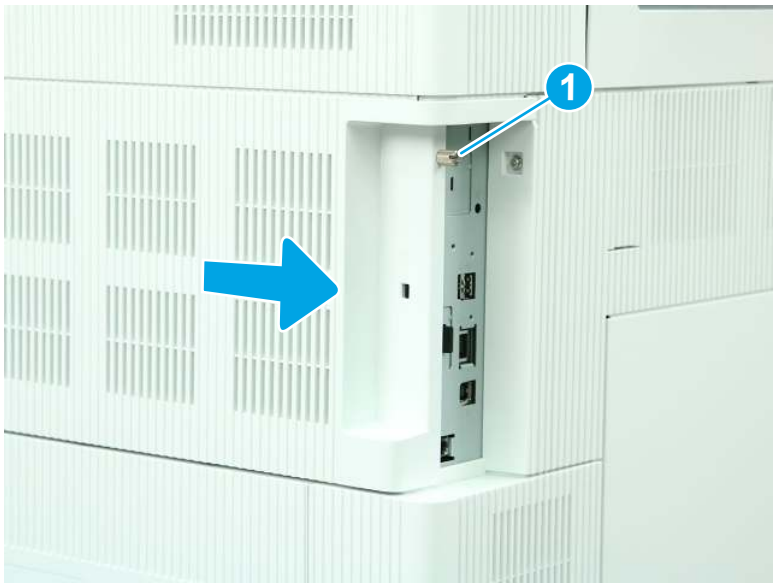
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

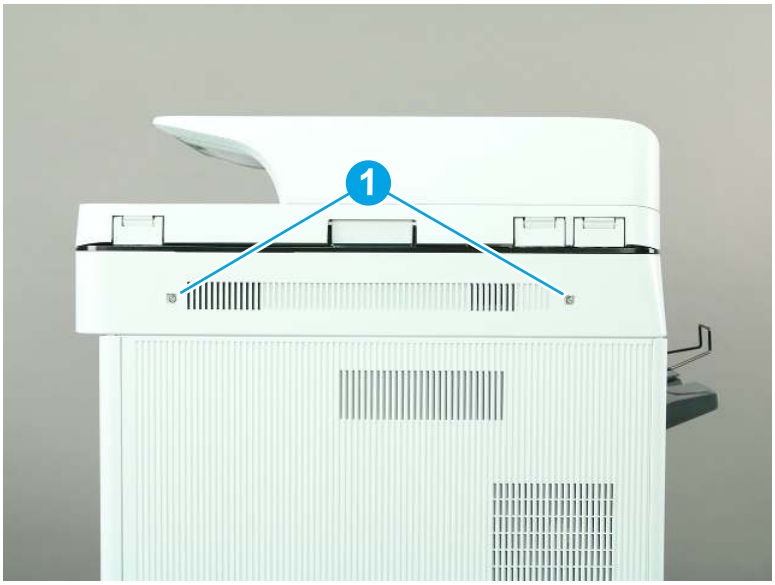
Figure 4-1019 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1020 Remove two screws



b. Remove the SCB cover.

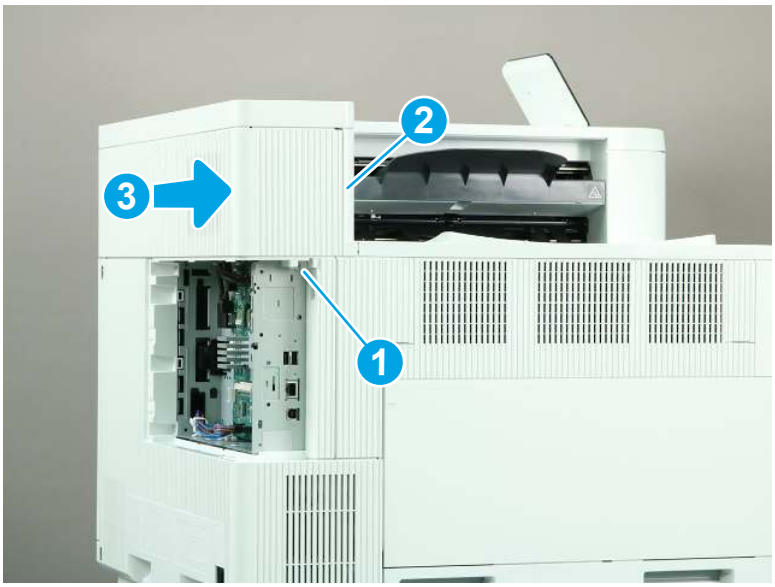
Figure 4-1021 Remove the SCB cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-1022 Remove the rear upper cover

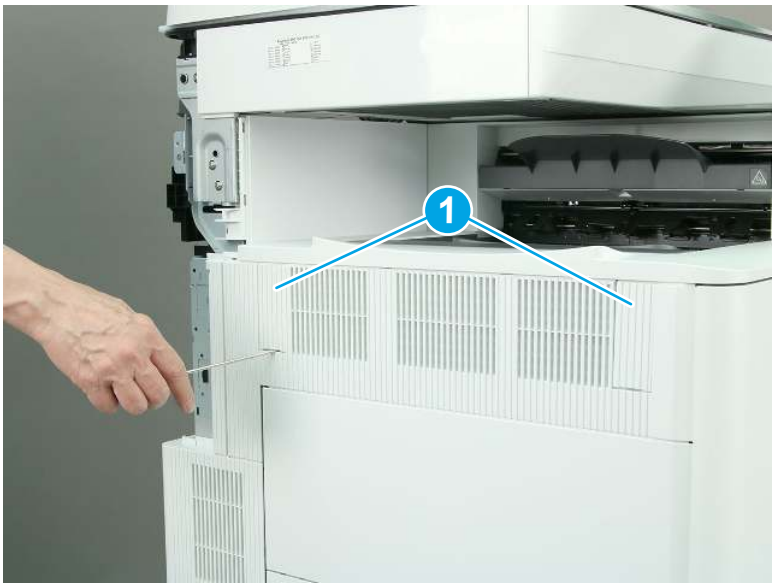


4. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

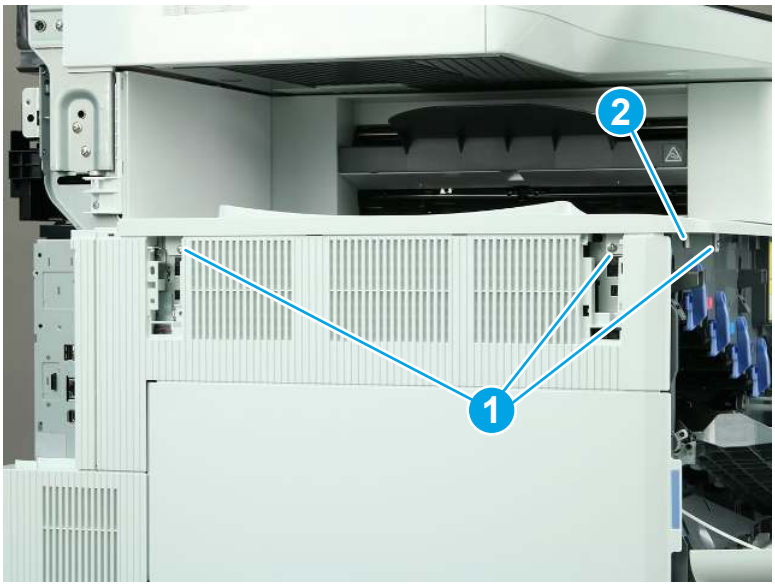
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-1023 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1024 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

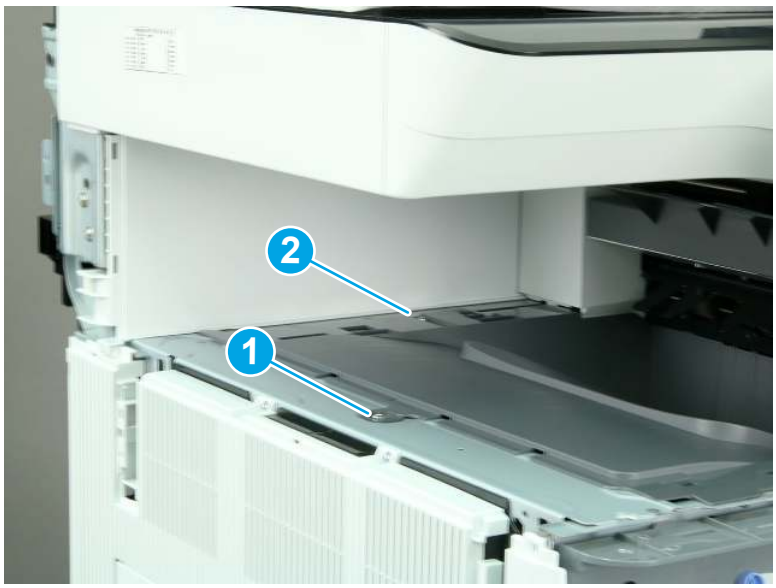
Figure 4-1025 Remove the accessory upper cover

5. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-1026 Remove two screws



b. Remove the output bin.

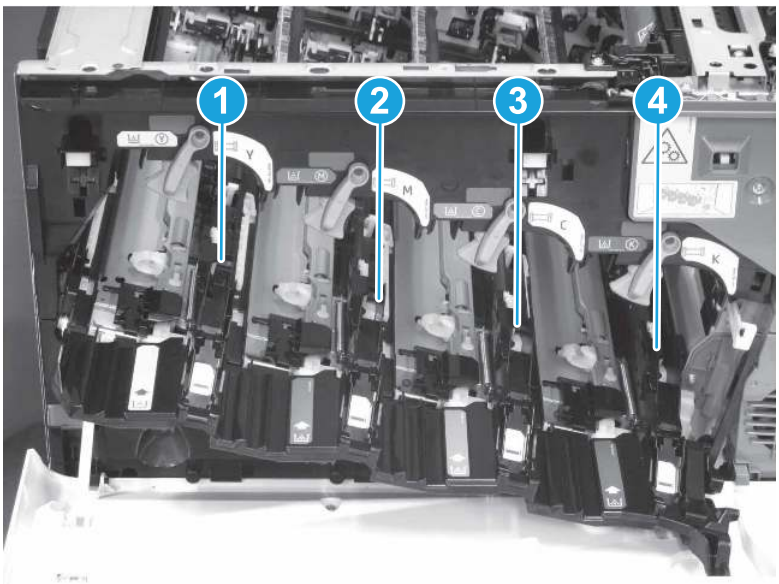
Figure 4-1027 **Remove the output bin**

6. Remove the cartridge rail assembly (M751/E75245/M856/E85055/M776).

a. This procedure provides instructions for removing the cyan cartridge rail assembly (callout 3). However, the procedure is also correct for removing any of the four cartridge rail assemblies in the printer.

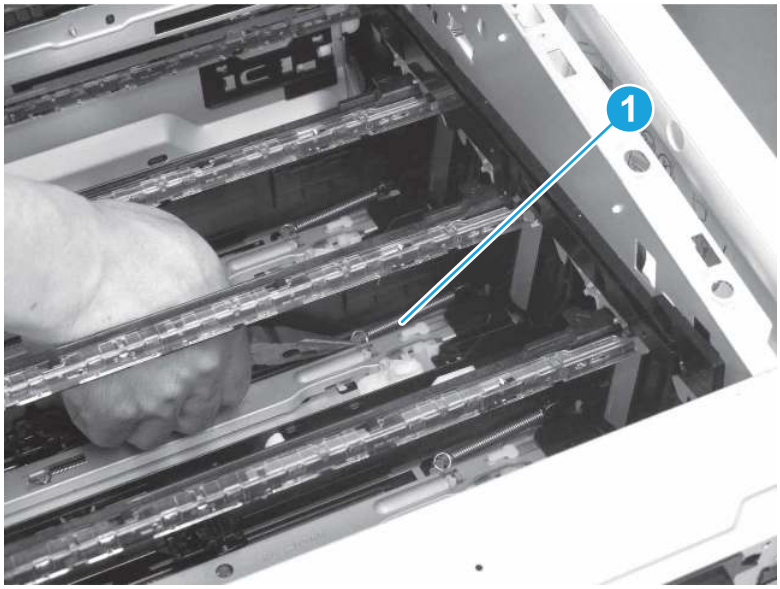
- Yellow cartridge rail assembly (callout 1)
- Magenta cartridge rail assembly (callout 2)
- Cyan cartridge rail assembly (callout 3)
- Black cartridge rail assembly (callout 4)

Figure 4-1028 **Cartridge rail assembly locations**



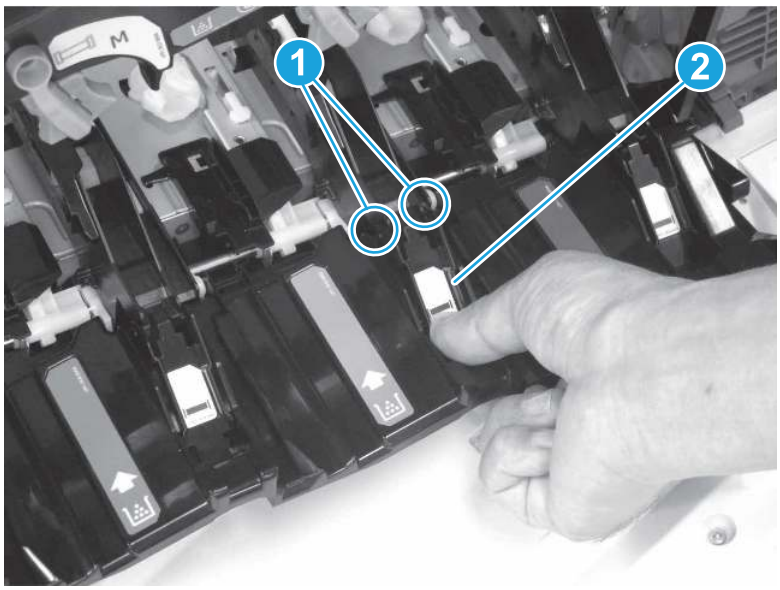
b. Close the front door. Use needle-nosed pliers to unhook one spring (callout 1).

Figure 4-1029 Unhook one spring



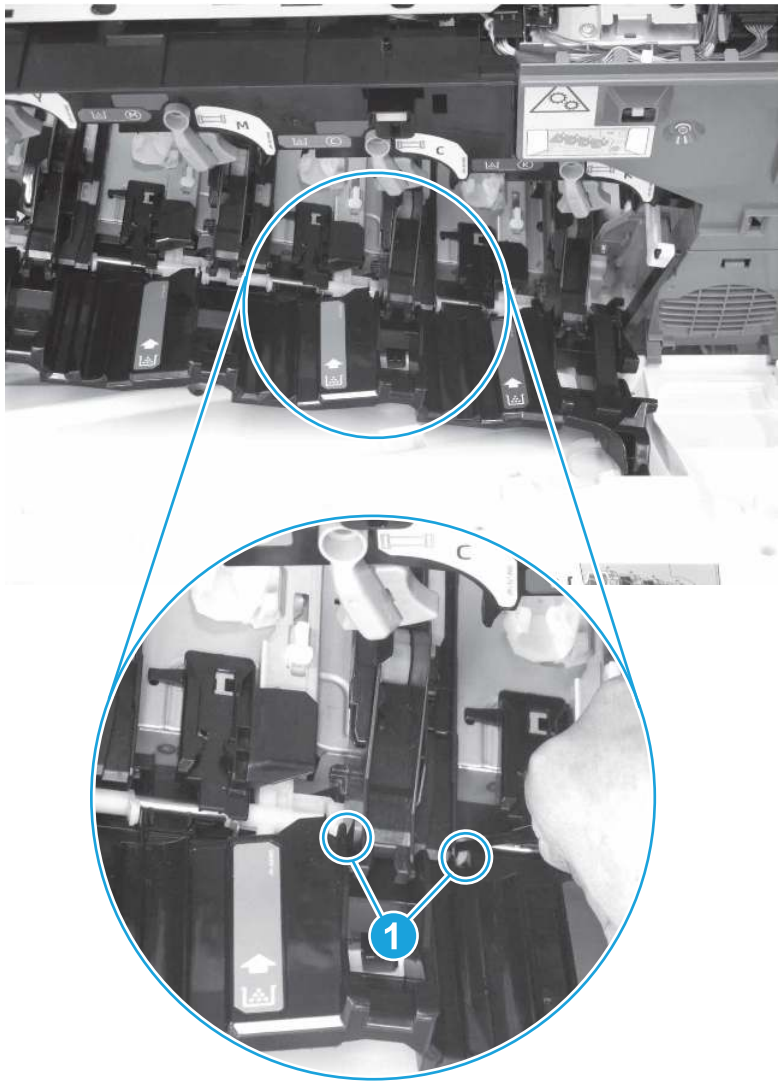
c. Open the front door. Release two bosses (callout 1), and then remove the link (callout 2).

Figure 4-1030 Remove the link



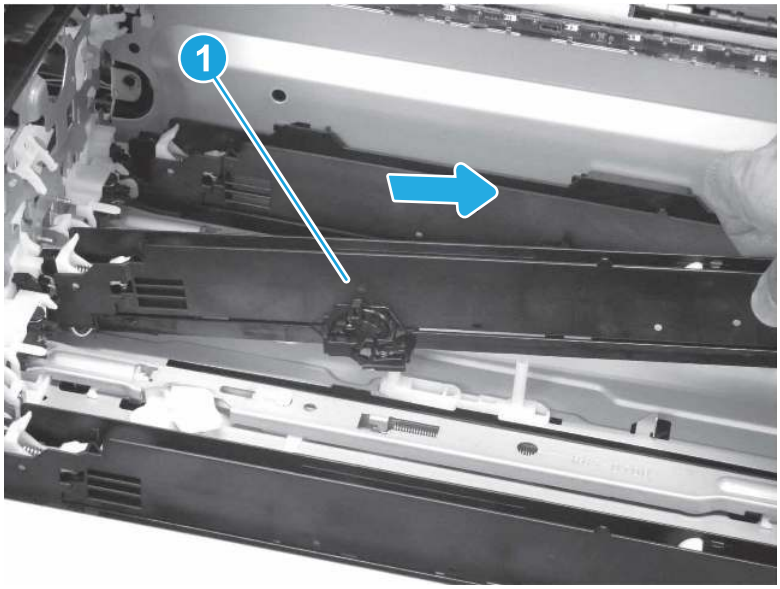
d. Release two bosses (callout 1).

Figure 4-1031 Release two bosses



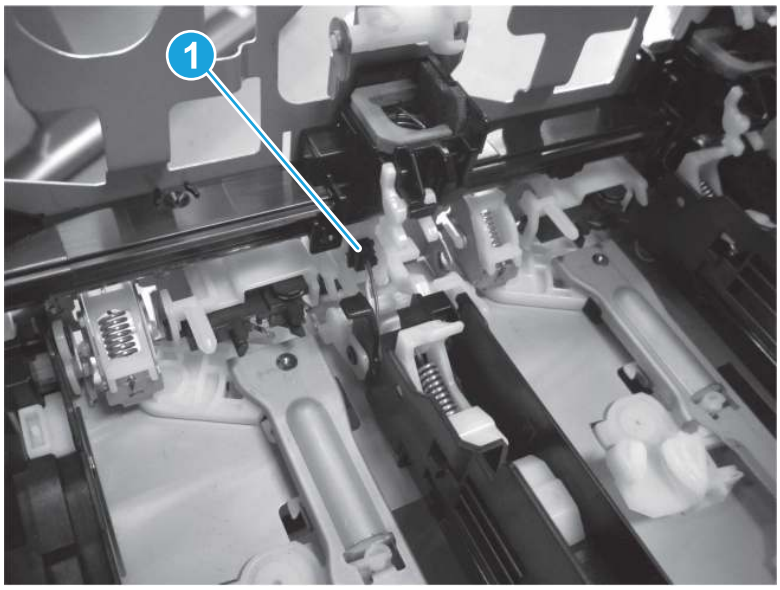
e. Pull the cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1032 Pull the cartridge rail assembly



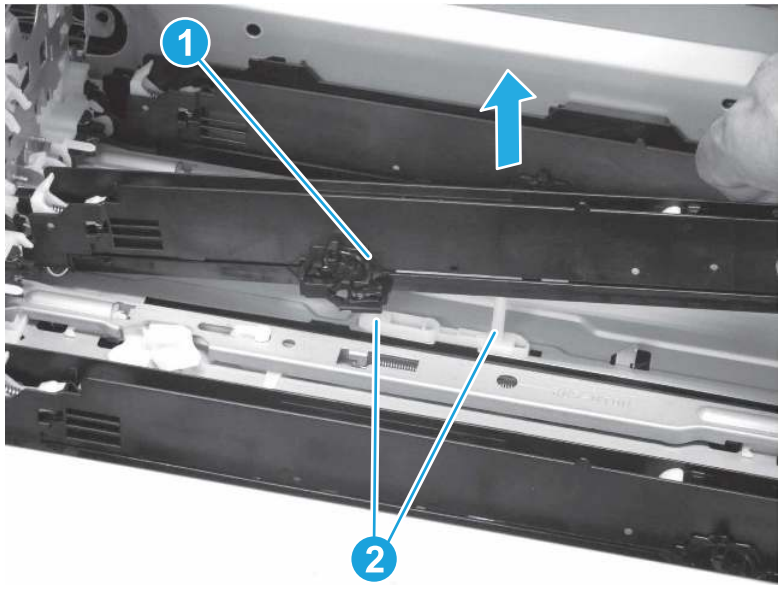
f. Disconnect one connector (callout 1).

Figure 4-1033 Disconnect one connector



g. Lift up to remove the cartridge rail assembly (callout 1) from the tag guide (callout 2).

Figure 4-1034 **Remove the cartridge rail assembly**



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the cartridge rail assembly.

a. When installing the cartridge rail assembly, make sure that the lever of the PCG assembly is positioned correctly. If the lever is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1035 Check the PGC lever (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

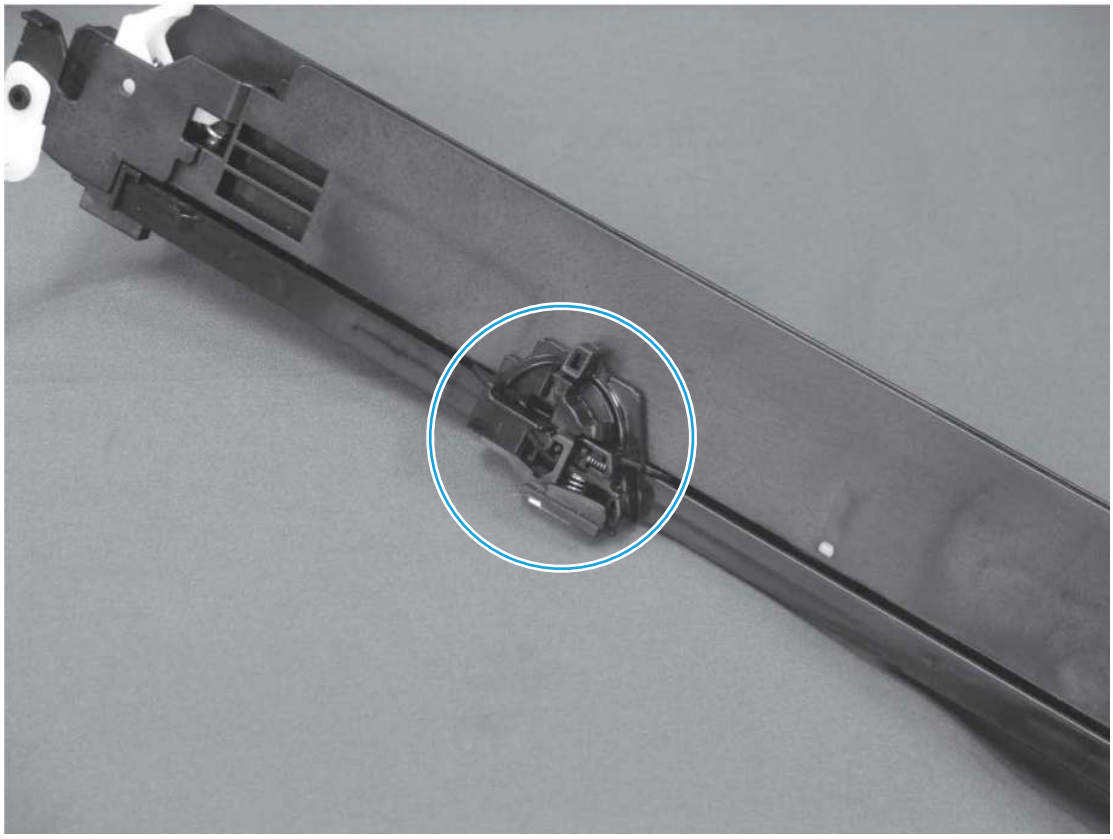
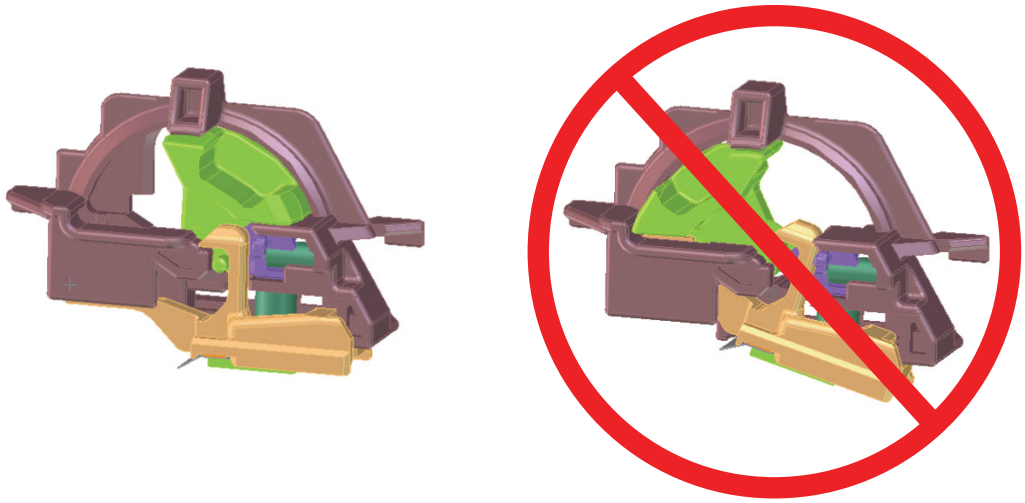
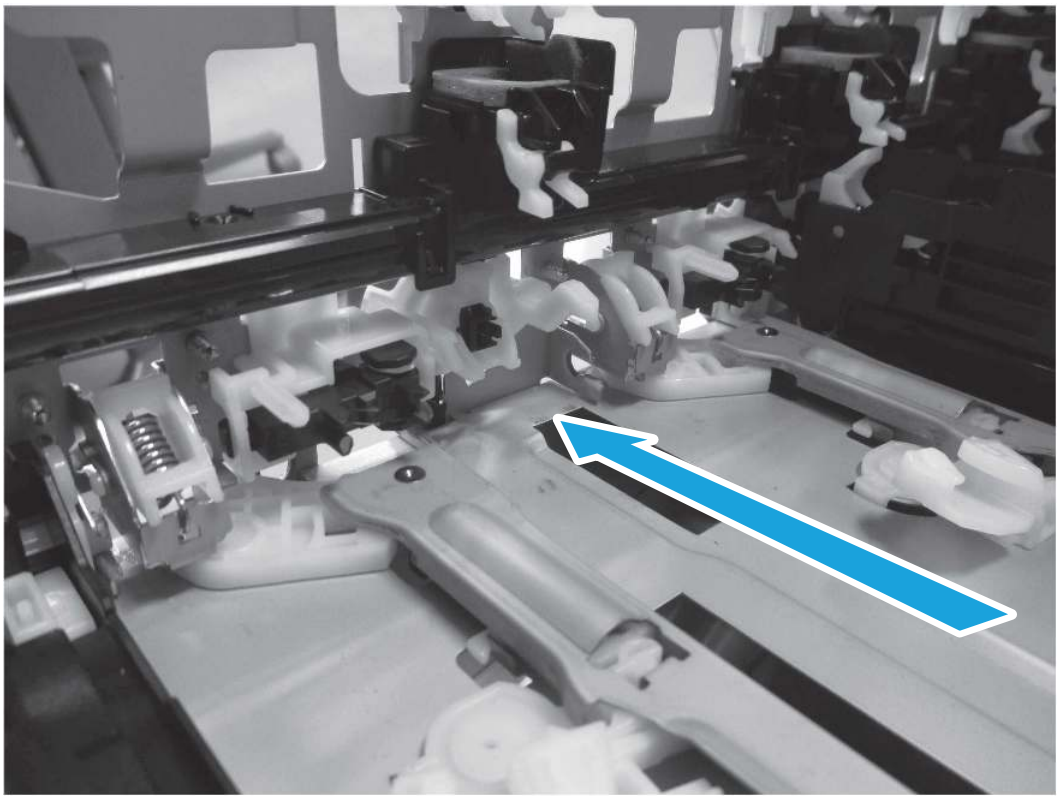


Figure 4-1036 PGC lever correct and incorrect positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



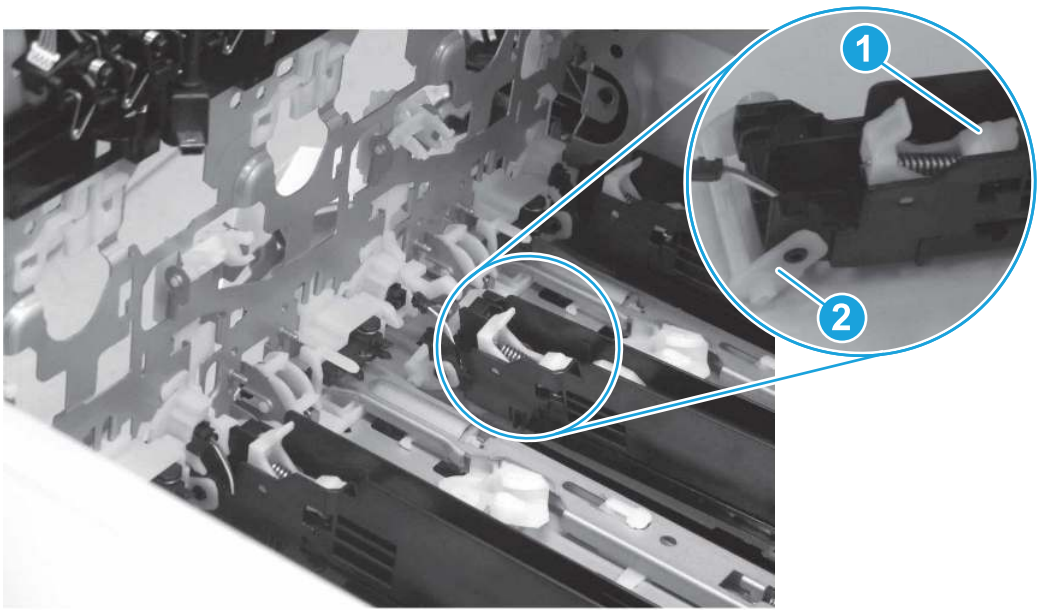
b. Slide the cartridge rail assembly into position.

Figure 4-1037 Position the cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



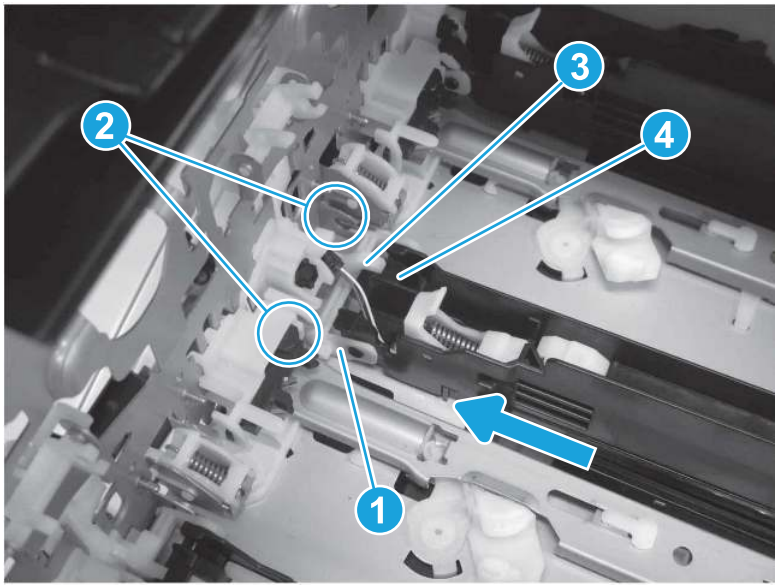
c. Make sure that the lock lever (callout 1) is in the down position and the link arm (callout 2) is positioned under the casing. If these parts are positioned incorrectly, the cartridge cannot be installed.

Figure 4-1038 Check the lock lever and link arm positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



d. When installing the link arm (callout 1) on the cartridge rail assembly to the bushing (callout 2) on the printer frame, insert the protrusion on the arm (callout 3) on the printer into the guide (callout 4) on the cartridge rail.

Figure 4-1039 Install the link arm (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

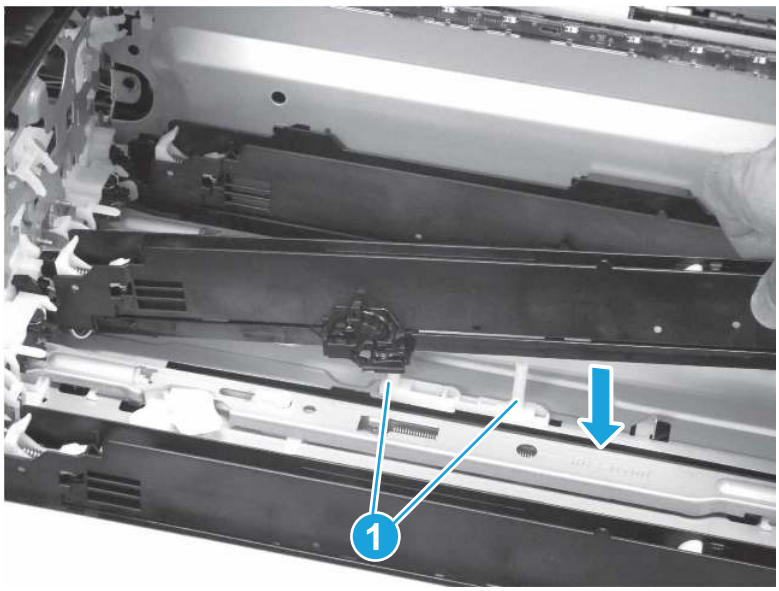


e. This figure shows the correct installation of the link arm.

Figure 4-1040 Link arm correct installation (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

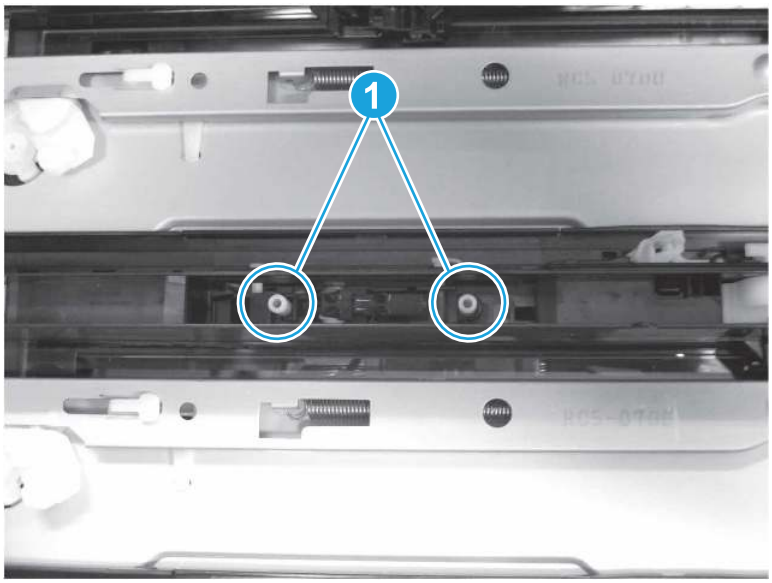
f. Install the cartridge rail assembly into the cartridge tag guide (callout 1).

Figure 4-1041 Install the cartridge rail assembly into the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



g. Make sure that the white cartridge tag guide is correctly positioned. Look at the cartridge rail assembly from above and verify that the white cartridge tag guide (callout 1) is visible.

Figure 4-1042 Check the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



Removal and replacement: Cartridge rail assembly (M776zs)

Learn how to remove and replace the cartridge rail assembly.

Mean time to repair: 35 minutes

Service level: Hard

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 4-65 Part information

Part number	Part description
RM2-2681-000CN	First cartridge rail assembly (Yellow; M776zs)
RM2-2480-000CN	Second cartridge rail assembly (Magenta; M856/E85055/M776dn/M776z/M776zs)
RM2-2682-000CN	Third cartridge rail assembly (Cyan; M776zs)
RM2-1356-000CN	Black cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

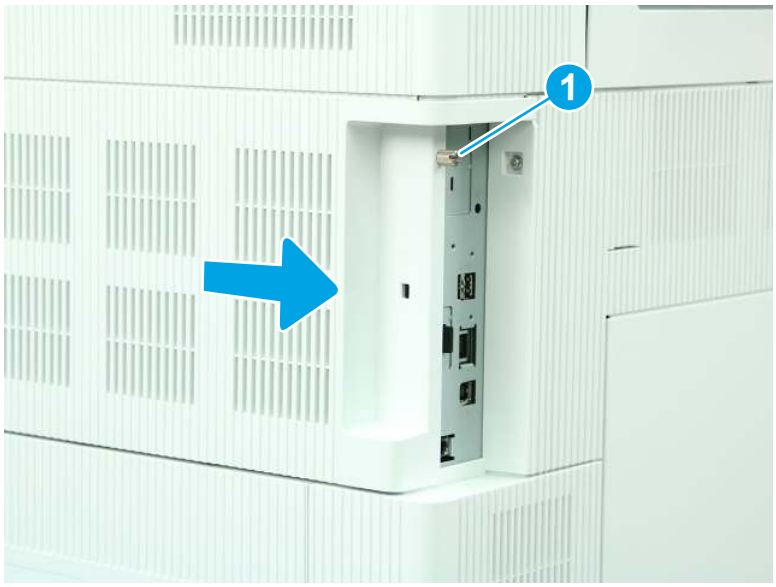
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

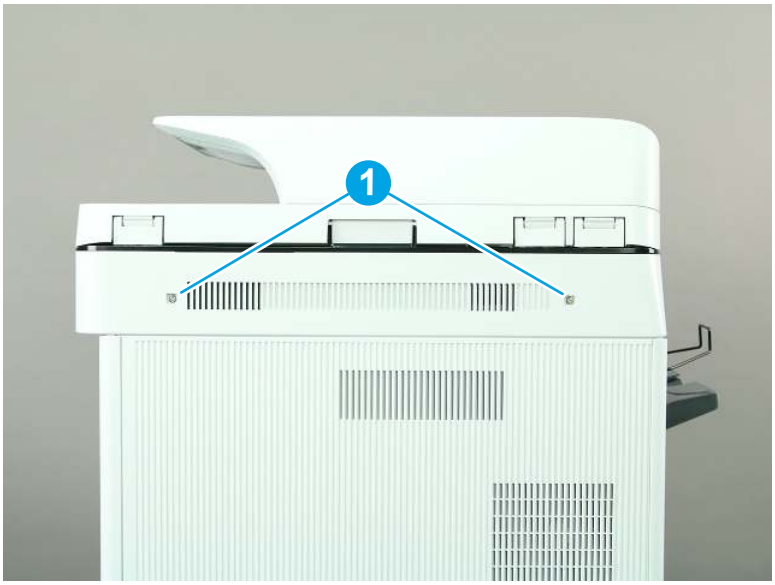
Figure 4-1043 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1044 Remove two screws



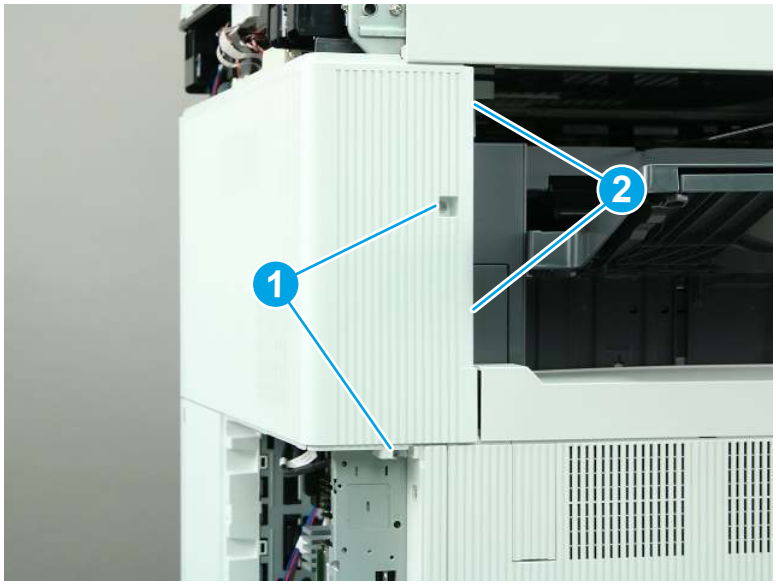
b. Remove the SCB cover.

Figure 4-1045 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

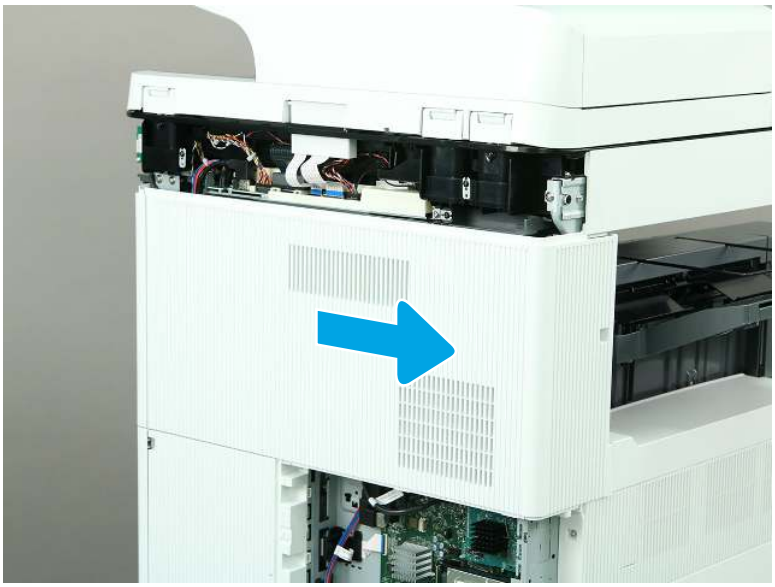
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1046 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-1047 Remove the rear upper and left rear upper cover



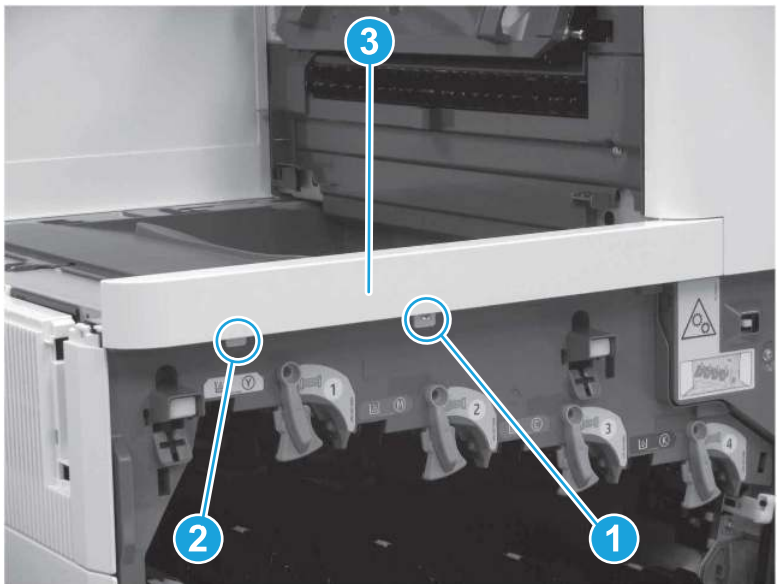
4. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-1048 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-1049 Remove the front cover



5. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-1050 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

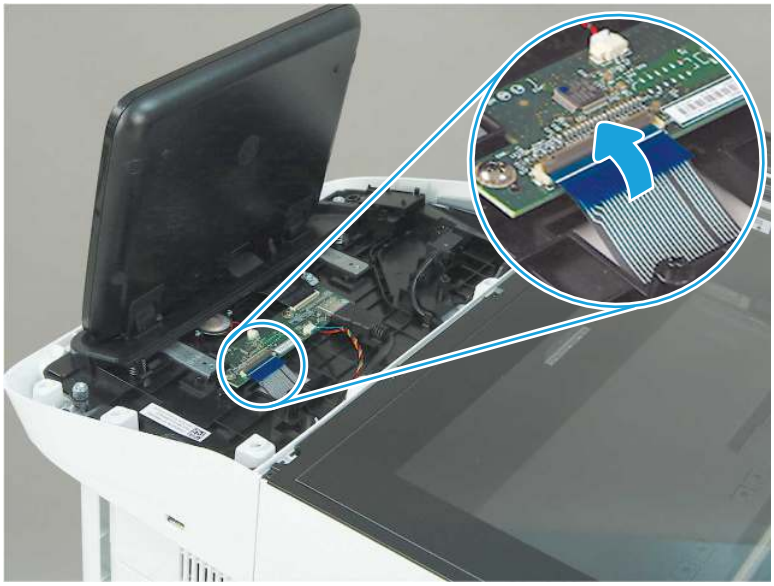
Figure 4-1051 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-1052 Remove the control panel cover

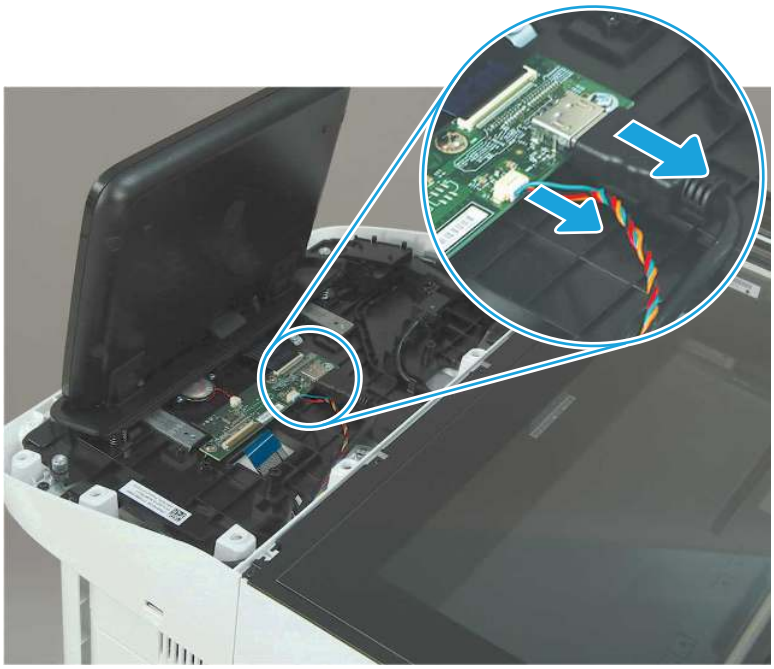
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-1053 **Release the keyboard flat cable (M776z/M776zs)**



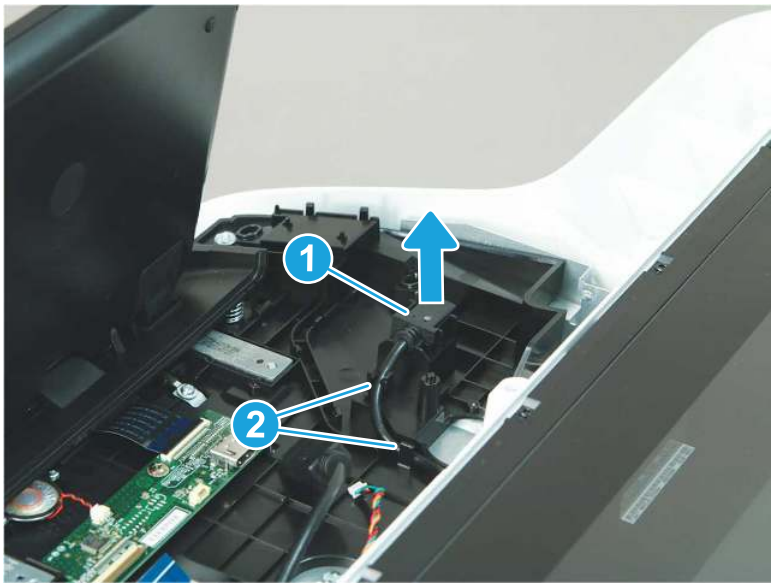
e. Disconnect two connectors

Figure 4-1054 **Disconnect two connectors**



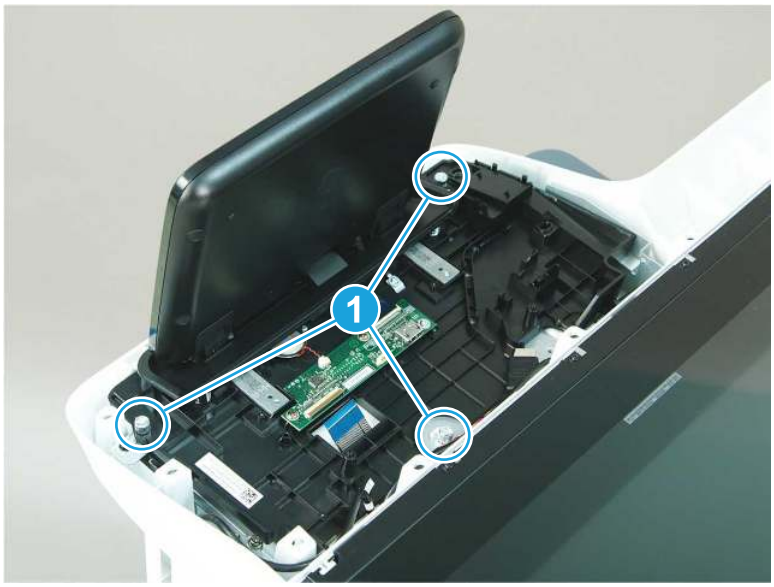
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-1055 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-1056 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-1057 Remove the control panel

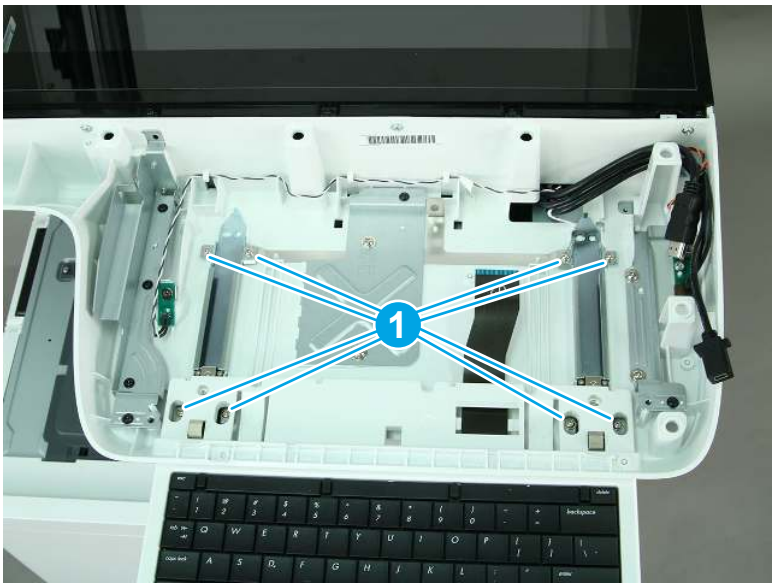
6. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-1058 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-1059 Remove eight screws



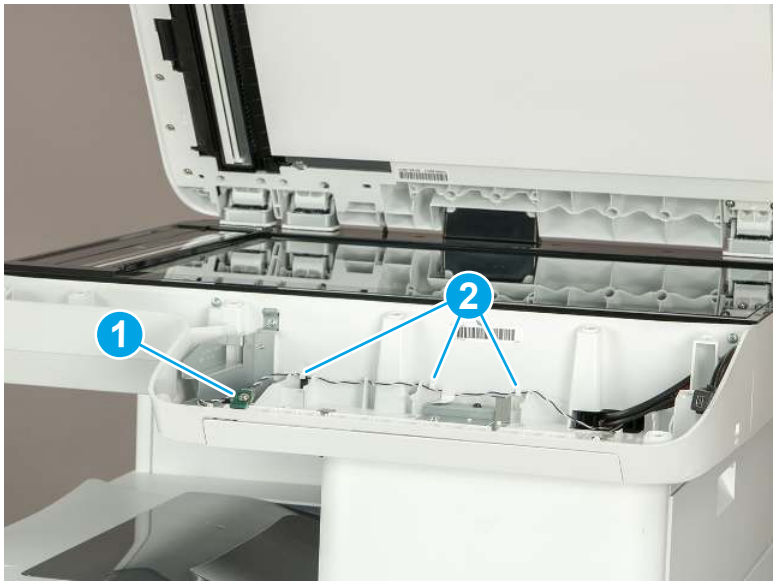
c. Remove the keyboard and rails.

Figure 4-1060 Remove the keyboard and rails

7. Remove the nose cone (M776).

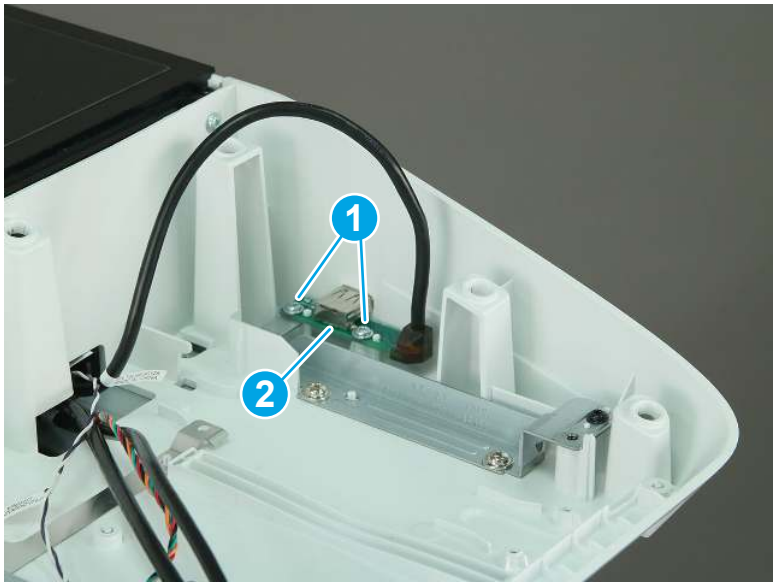
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-1061 Release the light PCA



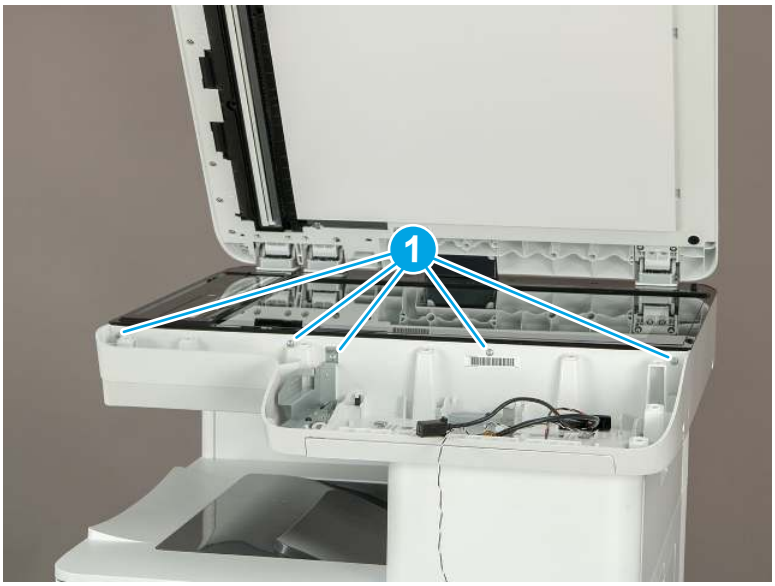
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-1062 Release the USB port PCA



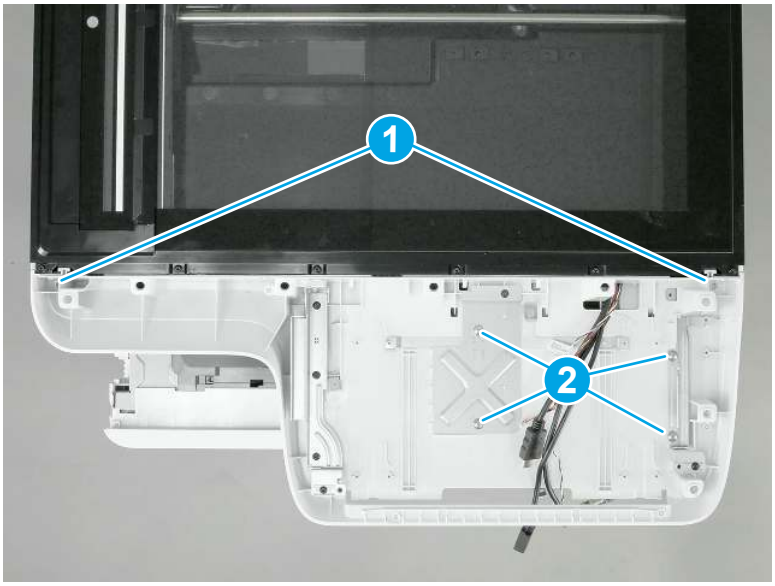
c. Remove five screws (callout 1).

Figure 4-1063 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

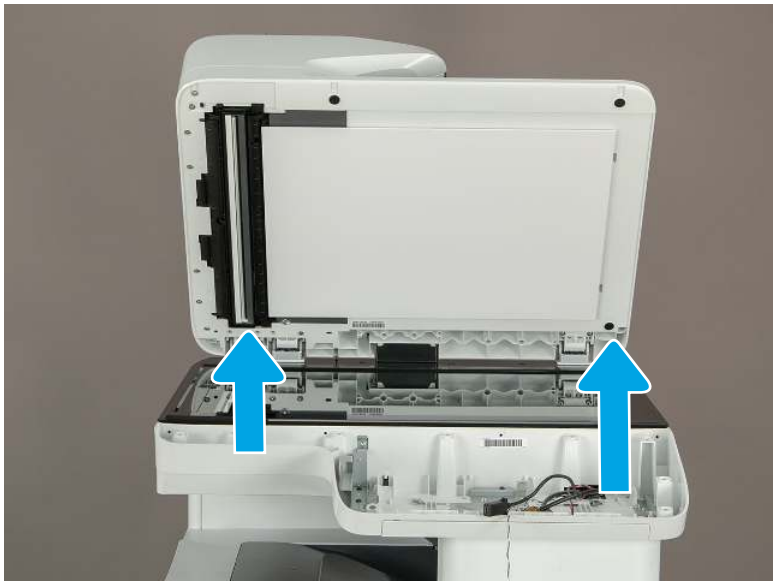
Figure 4-1064 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

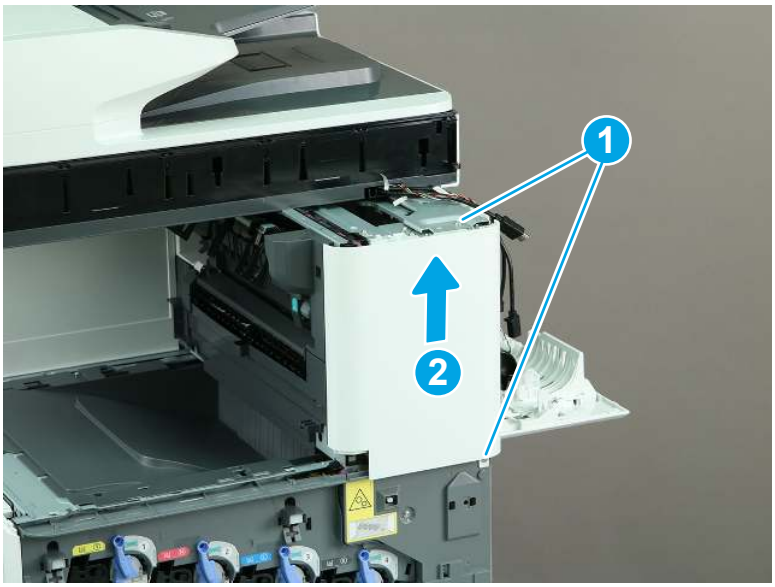
Figure 4-1065 Remove the nose cone



8. Remove the right front cover (M776zs).

   - Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

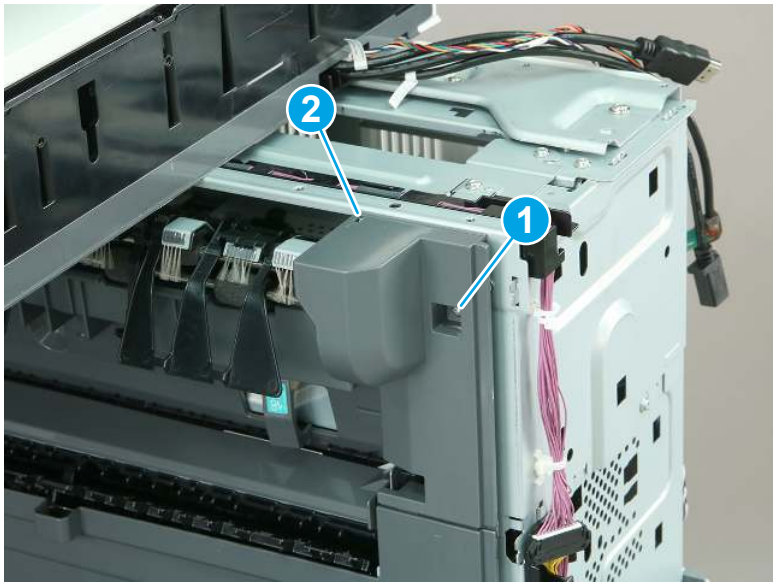
Figure 4-1066 Remove the right front cover



9. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

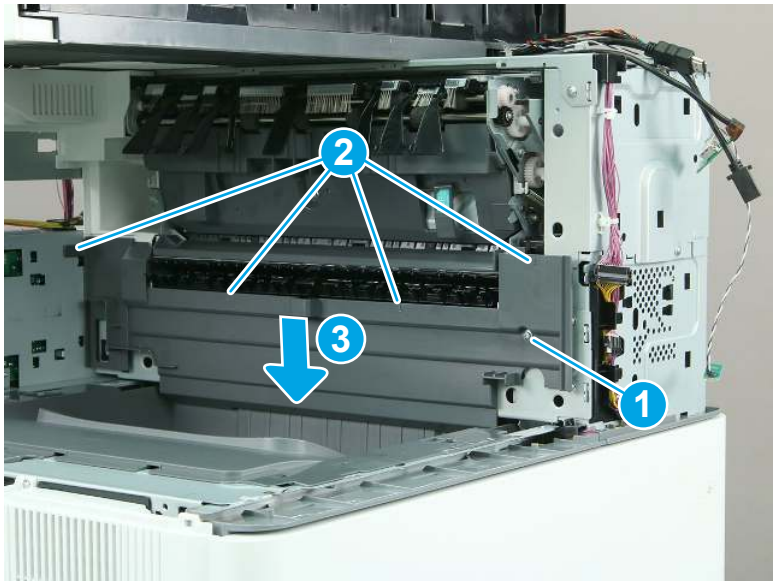
Figure 4-1067 **Remove the delivery front cover**



10. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

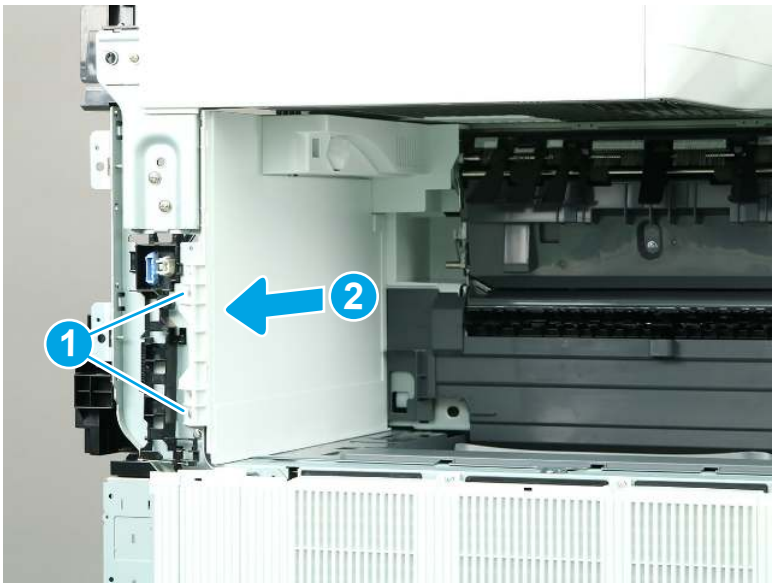
Figure 4-1068 **Remove the delivery cover**



11. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-1069 Remove the main cover

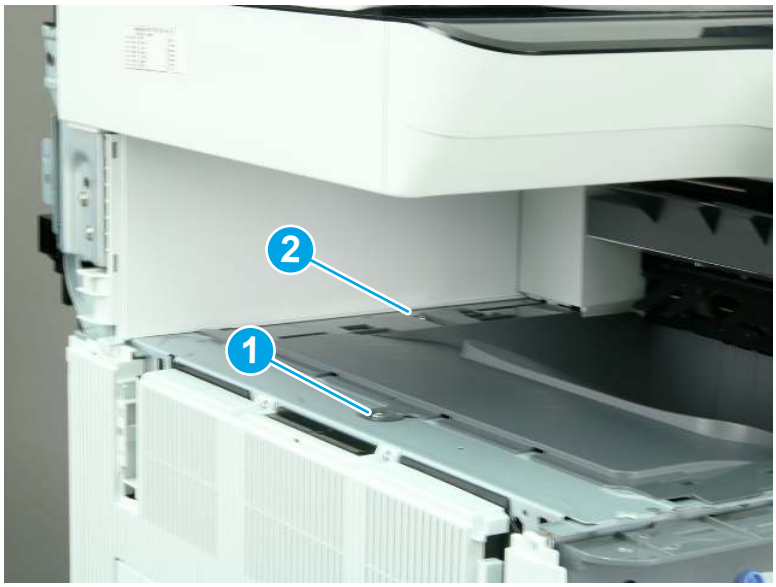


12. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-1070 Remove two screws



b. Remove the output bin.

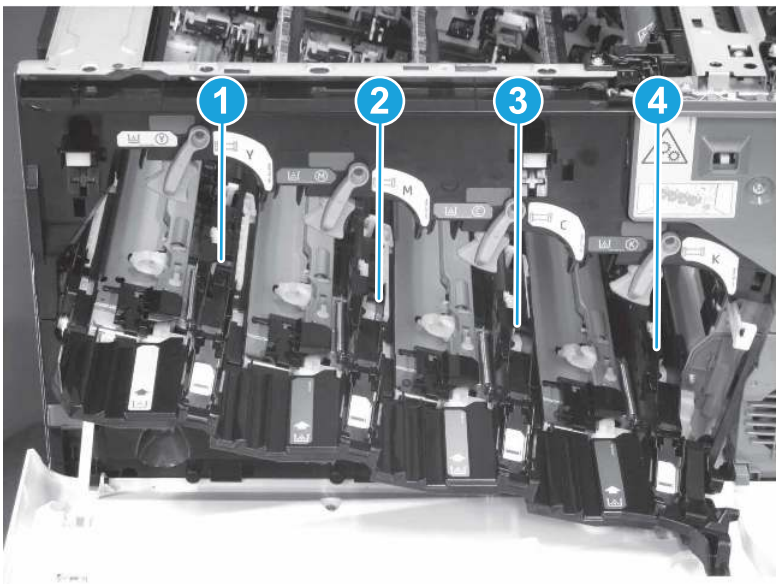
Figure 4-1071 **Remove the output bin**

13. Remove the cartridge rail assembly (M751/E75245/M856/E85055/M776).

a. This procedure provides instructions for removing the cyan cartridge rail assembly (callout 3). However, the procedure is also correct for removing any of the four cartridge rail assemblies in the printer.

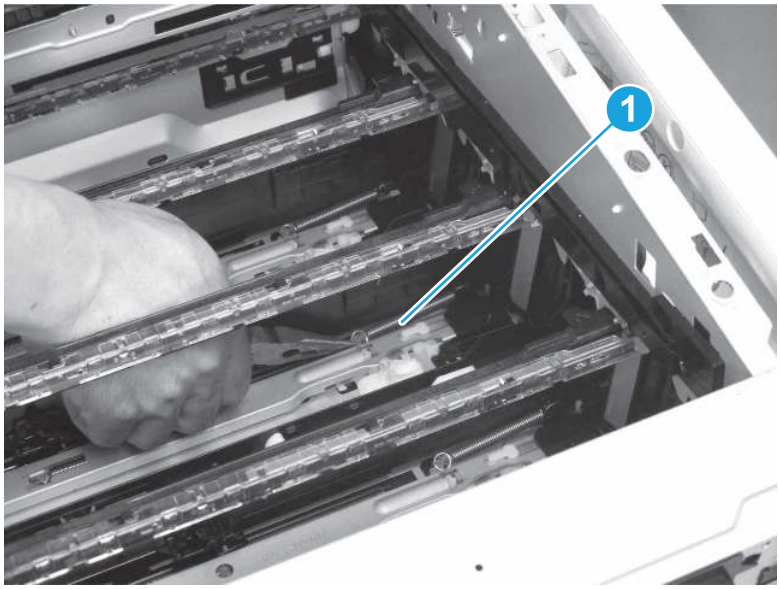
- Yellow cartridge rail assembly (callout 1)
- Magenta cartridge rail assembly (callout 2)
- Cyan cartridge rail assembly (callout 3)
- Black cartridge rail assembly (callout 4)

Figure 4-1072 **Cartridge rail assembly locations**



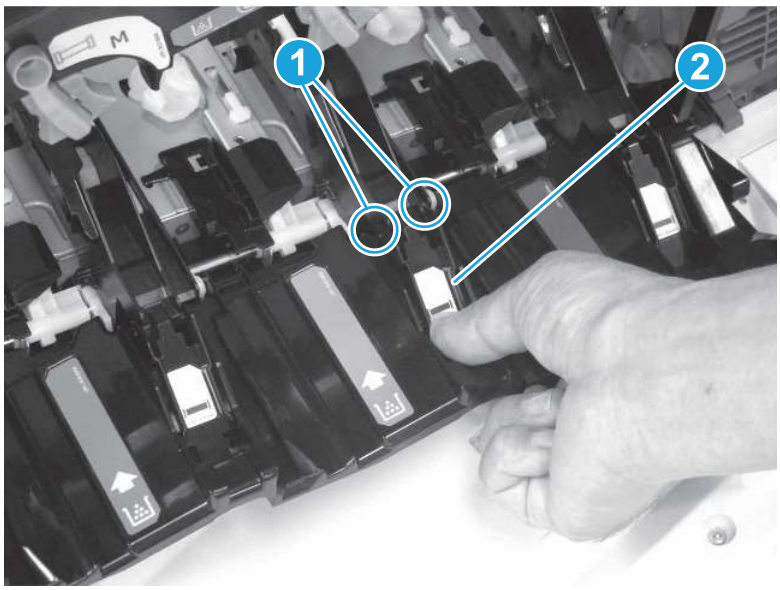
b. Close the front door. Use needle-nosed pliers to unhook one spring (callout 1).

Figure 4-1073 Unhook one spring



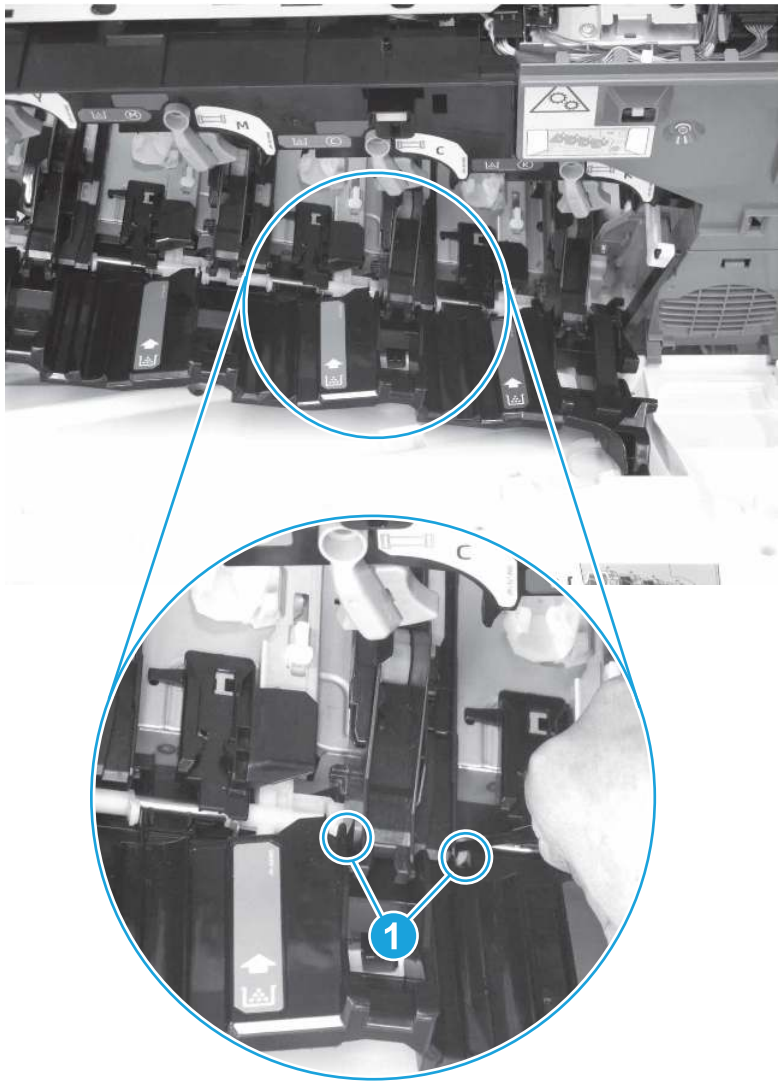
c. Open the front door. Release two bosses (callout 1), and then remove the link (callout 2).

Figure 4-1074 Remove the link



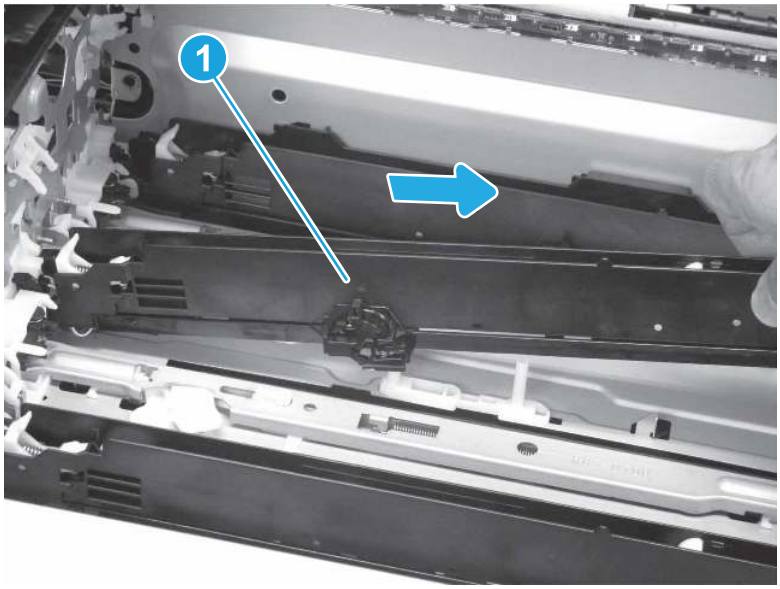
d. Release two bosses (callout 1).

Figure 4-1075 Release two bosses



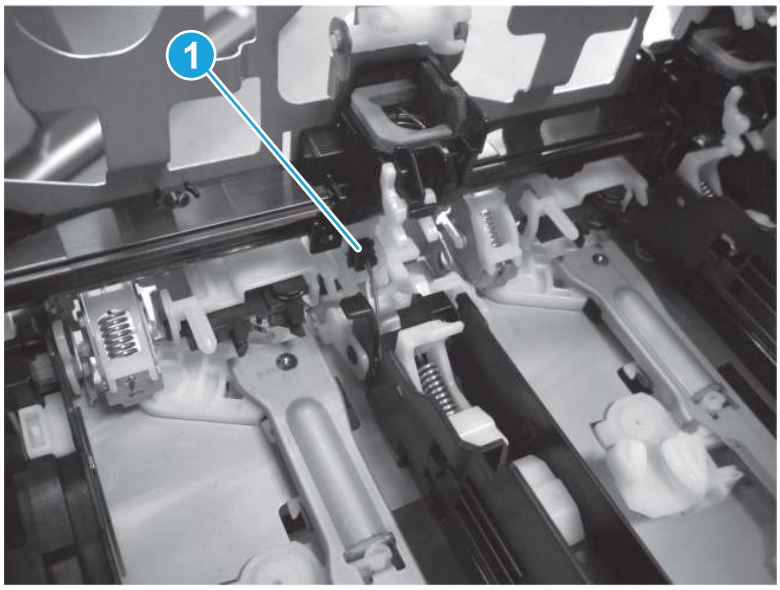
e. Pull the cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1076 **Pull the cartridge rail assembly**



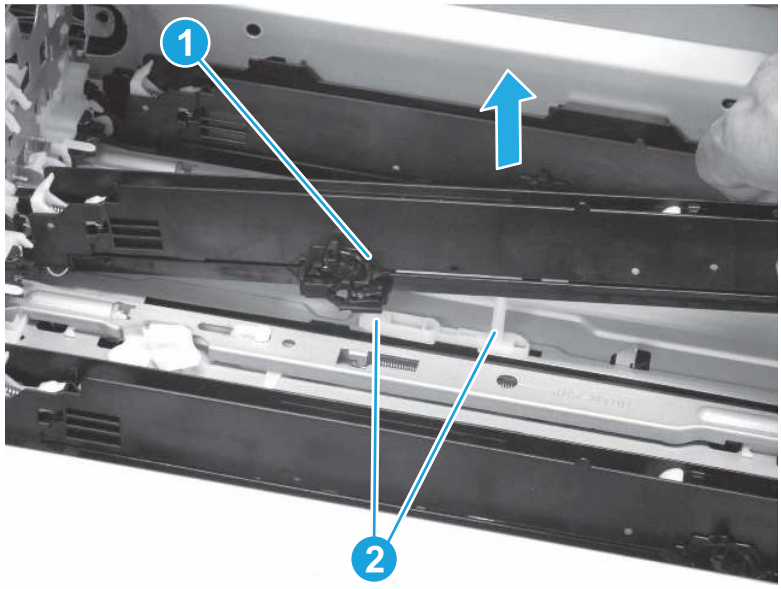
f. Disconnect one connector (callout 1).

Figure 4-1077 **Disconnect one connector**



g. Lift up to remove the cartridge rail assembly (callout 1) from the tag guide (callout 2).

Figure 4-1078 **Remove the cartridge rail assembly**



14. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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.

15. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the cartridge rail assembly.

a. When installing the cartridge rail assembly, make sure that the lever of the PCG assembly is positioned correctly. If the lever is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1079 Check the PGC lever (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

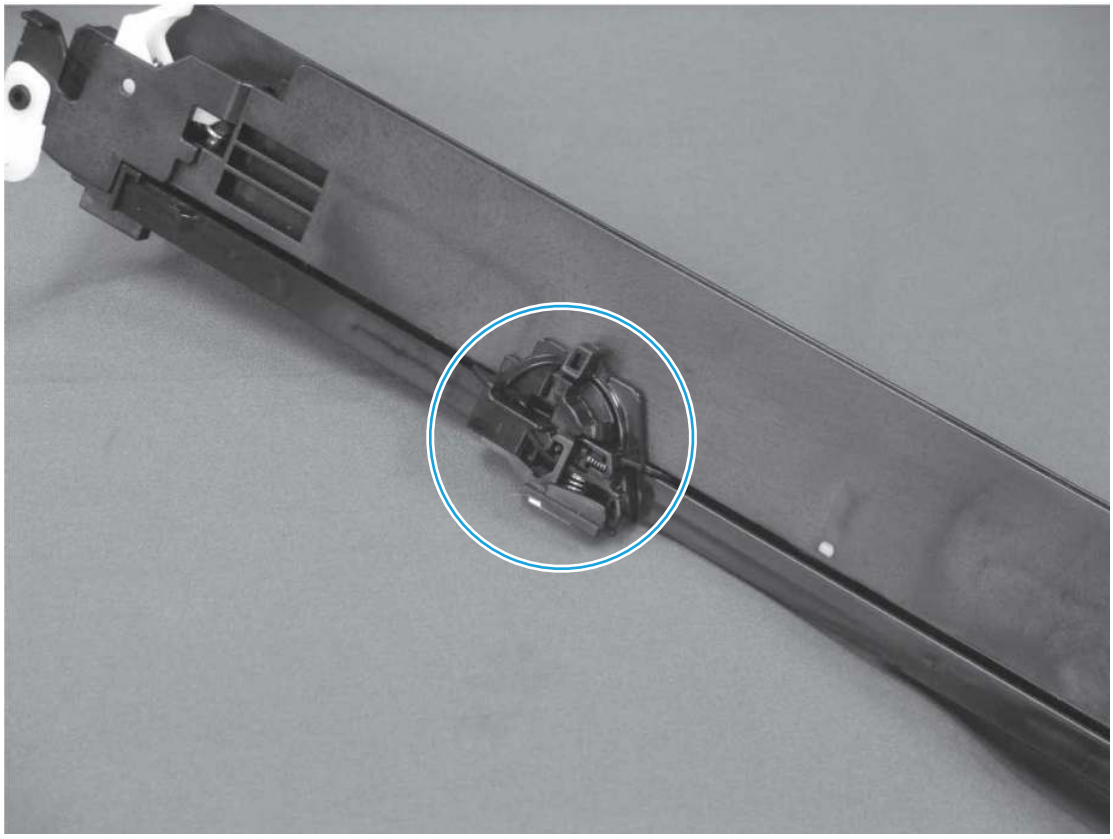
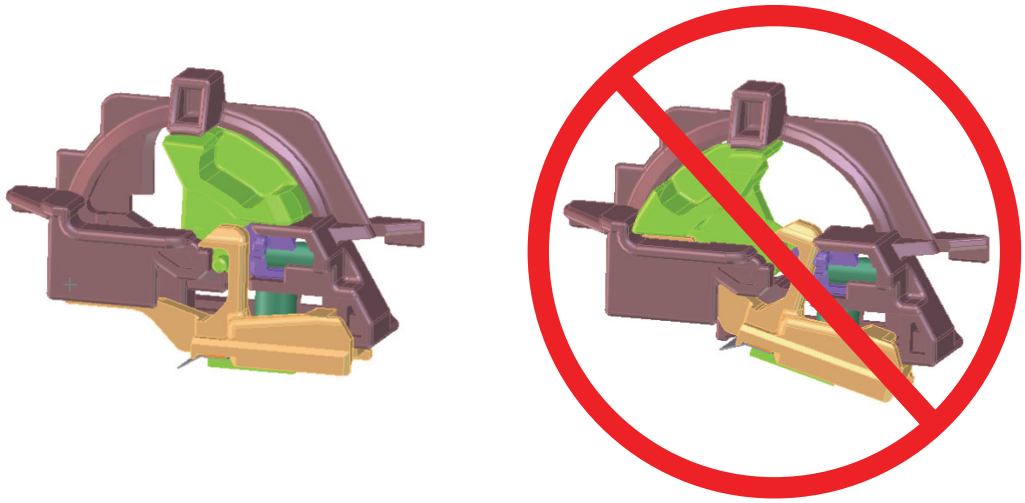
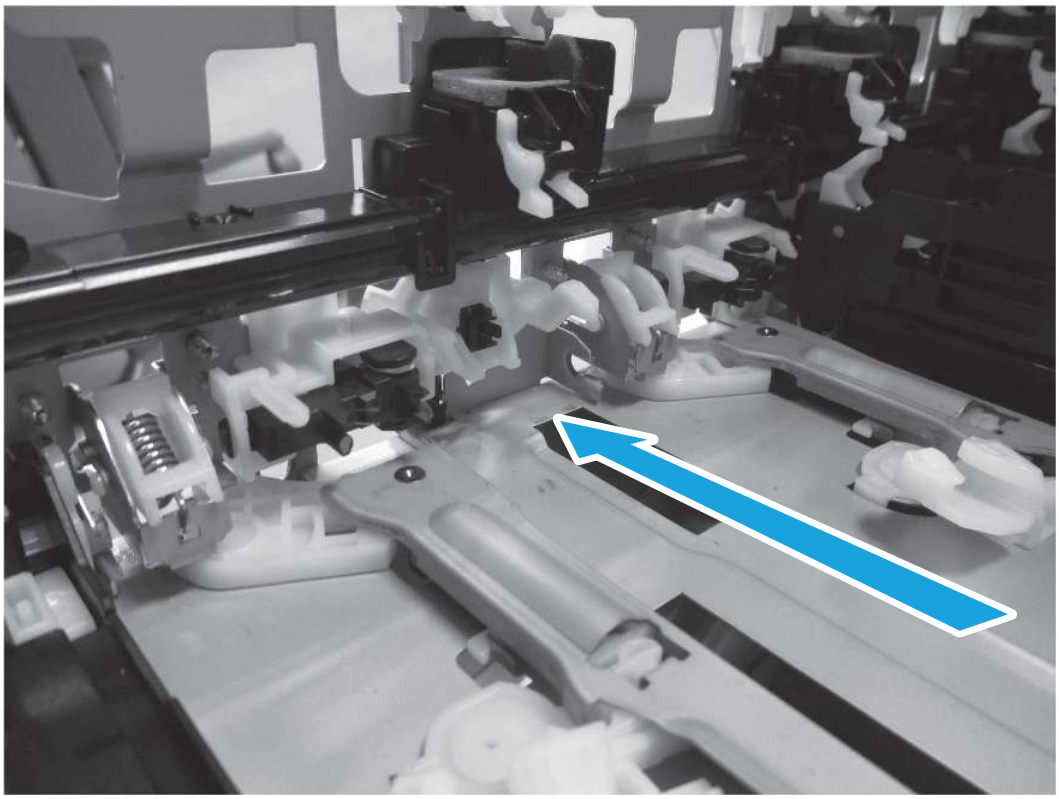


Figure 4-1080 PGC lever correct and incorrect positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



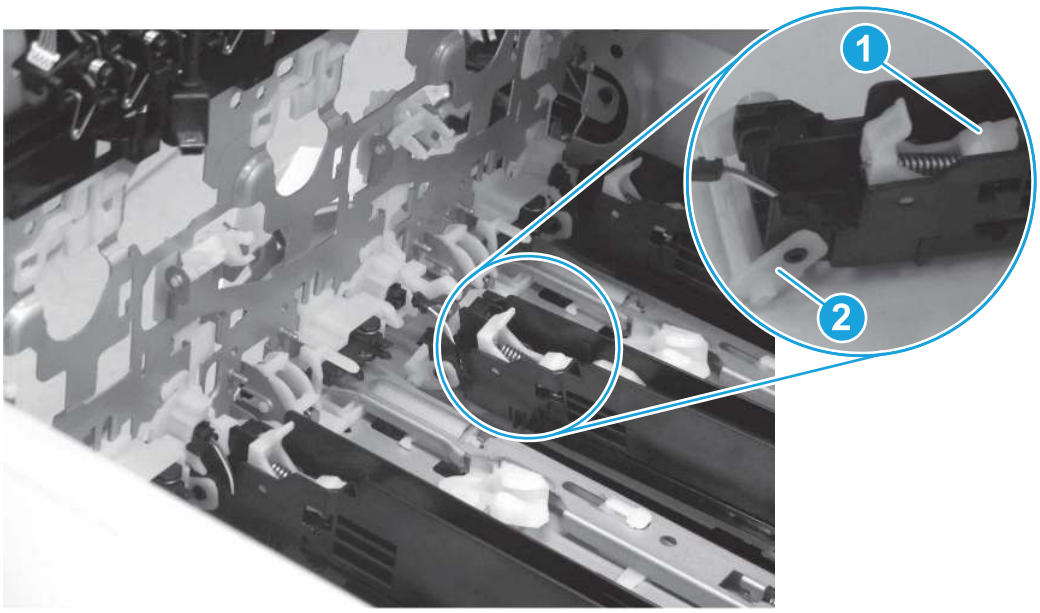
b. Slide the cartridge rail assembly into position.

Figure 4-1081 Position the cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



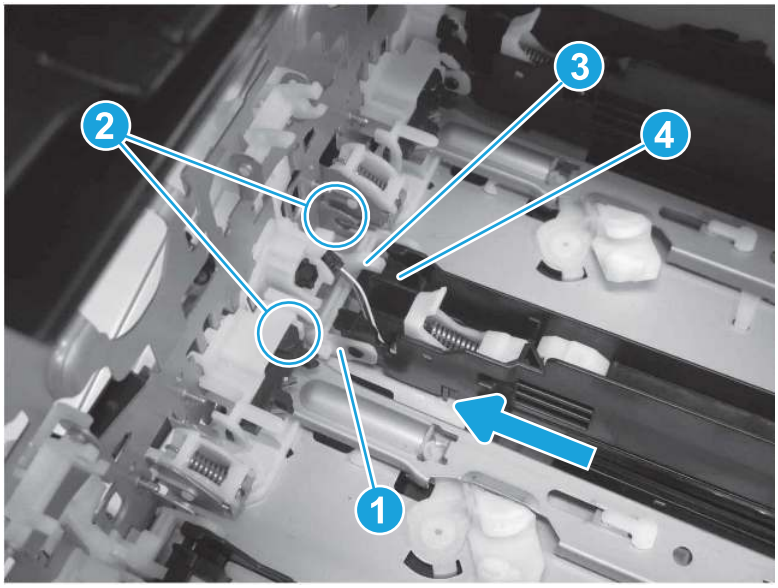
c. Make sure that the lock lever (callout 1) is in the down position and the link arm (callout 2) is positioned under the casing. If these parts are positioned incorrectly, the cartridge cannot be installed.

Figure 4-1082 Check the lock lever and link arm positions (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



d. When installing the link arm (callout 1) on the cartridge rail assembly to the bushing (callout 2) on the printer frame, insert the protrusion on the arm (callout 3) on the printer into the guide (callout 4) on the cartridge rail.

Figure 4-1083 Install the link arm (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

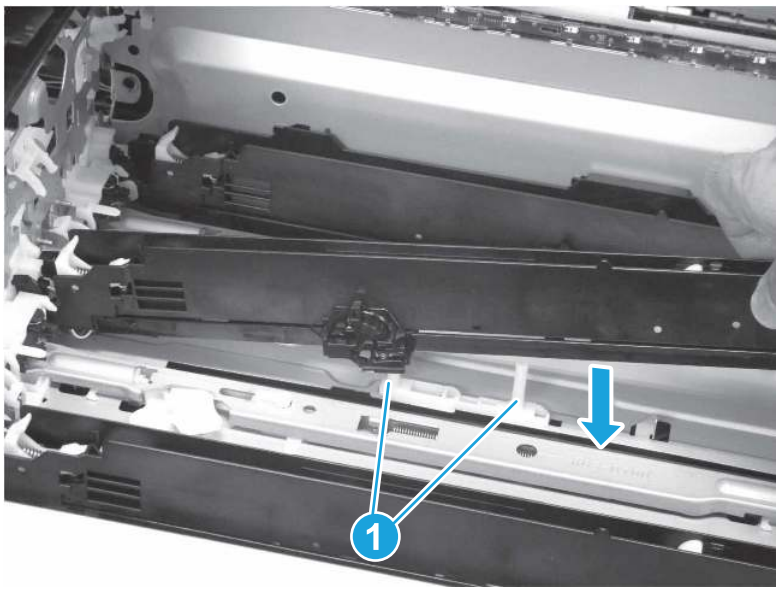


e. This figure shows the correct installation of the link arm.

Figure 4-1084 Link arm correct installation (M751/E75245/M856/E85055/M776dn/M776z/M776zs)

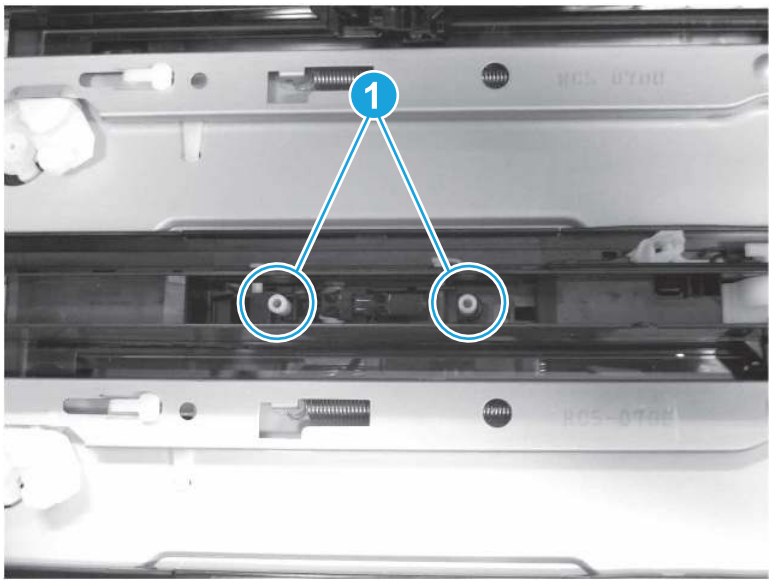
f. Install the cartridge rail assembly into the cartridge tag guide (callout 1).

Figure 4-1085 **Install the cartridge rail assembly into the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)**



g. Make sure that the white cartridge tag guide is correctly positioned. Look at the cartridge rail assembly from above and verify that the white cartridge tag guide (callout 1) is visible.

Figure 4-1086 **Check the cartridge tag guide (M751/E75245/M856/E85055/M776dn/M776z/M776zs)**



Removal and replacement: DT-cartridge rail assembly (M751/E75245)

Learn how to remove and replace the DT cartridge rail assembly.

Mean time to repair: 25 minutes

Service level: Hard

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 4-66 Part information

Part number	Part description
RM2-1357-000CN	DT cartridge rail assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

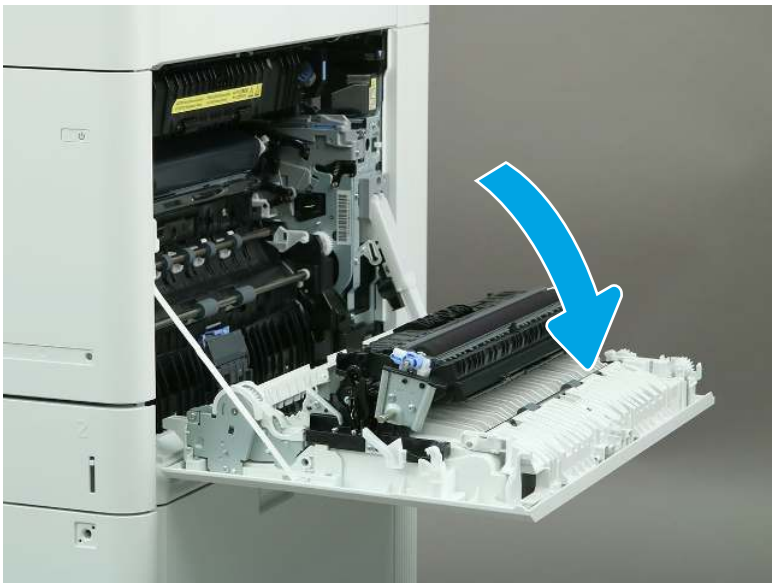
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

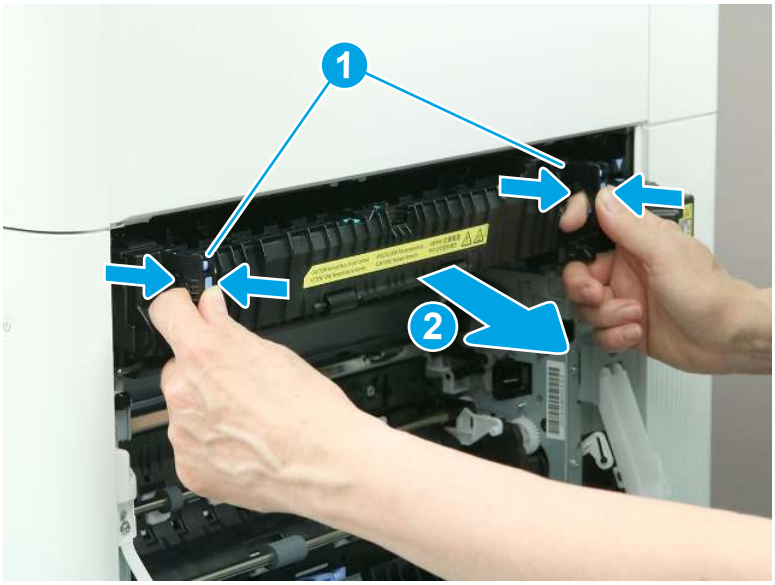
a. Open the right door.

Figure 4-1087 Open the right door



b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-1088 Remove the fuser



2. Remove the formatter cover.

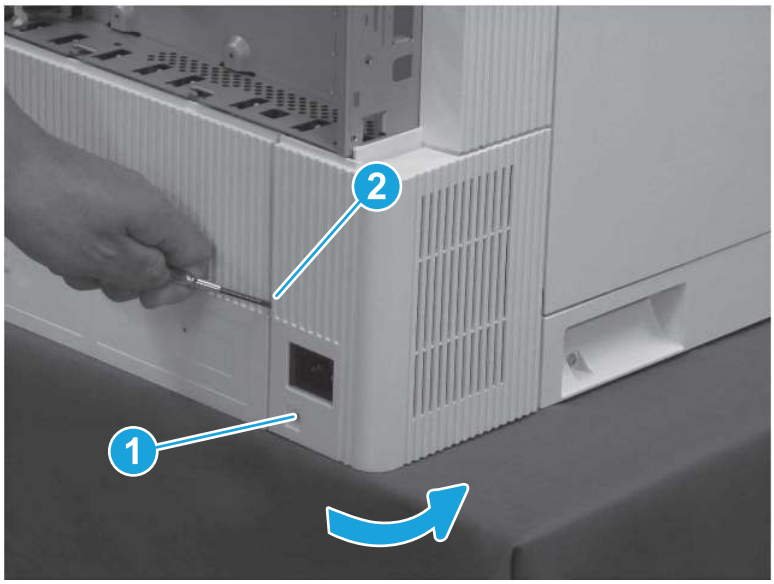
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1089 Remove the formatter cover

3. Remove the left lower cover (M751/E75245).

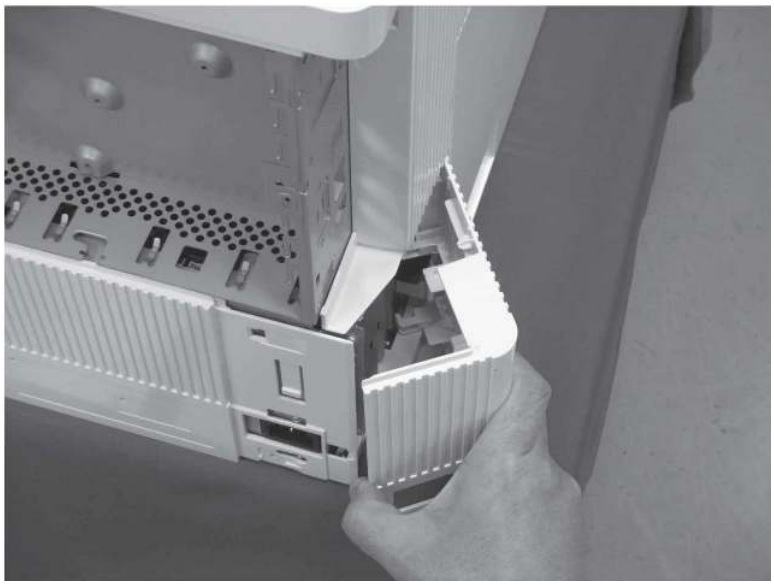
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1090 Remove one screw and release one tab



b. Remove the left lower cover.

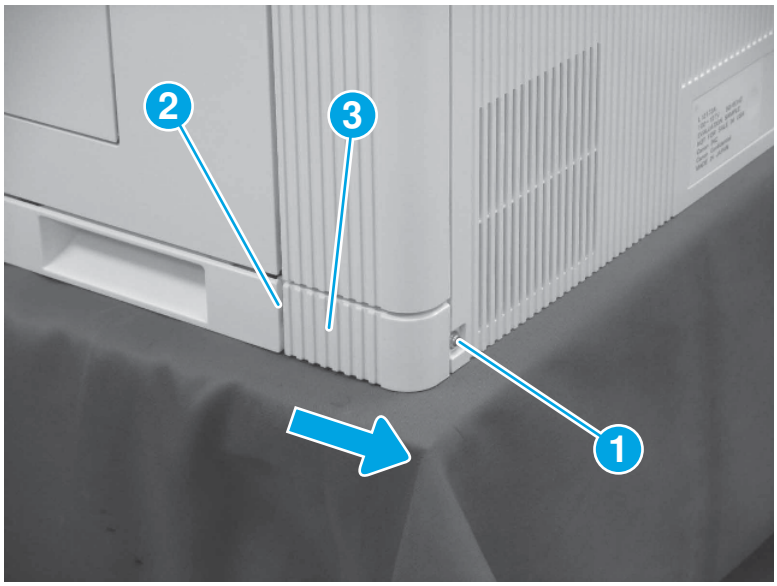
Figure 4-1091 **Remove the left lower cover**



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

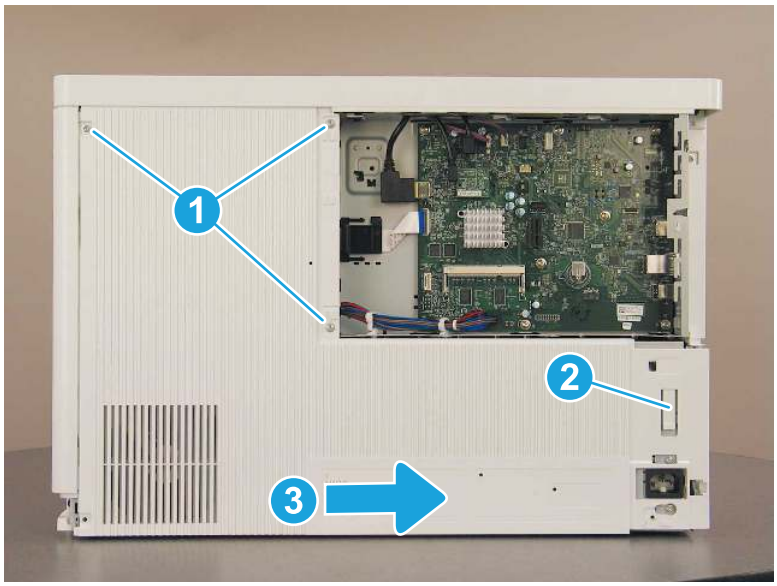
Figure 4-1092 **Remove the right rear lower cover**



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-1093 Remove the rear cover

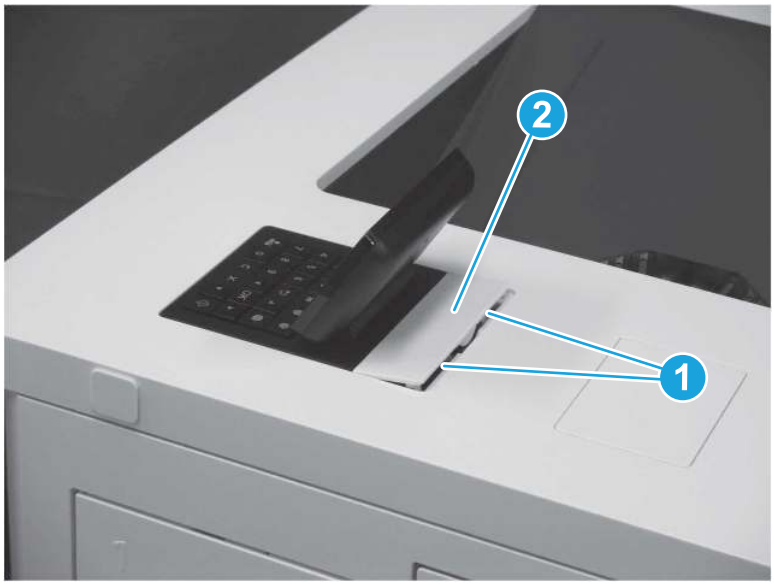
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1094 Remove the control panel cover



b. Remove one screw (callout 1).

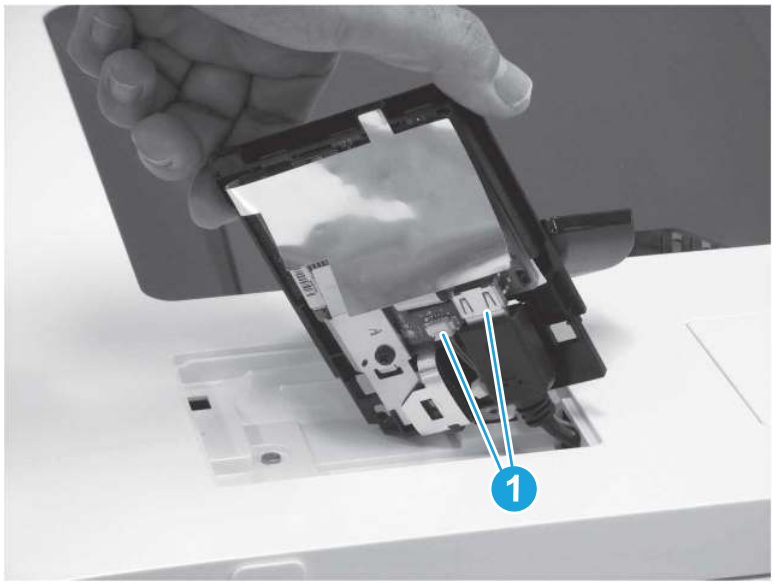
Figure 4-1095 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1096 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

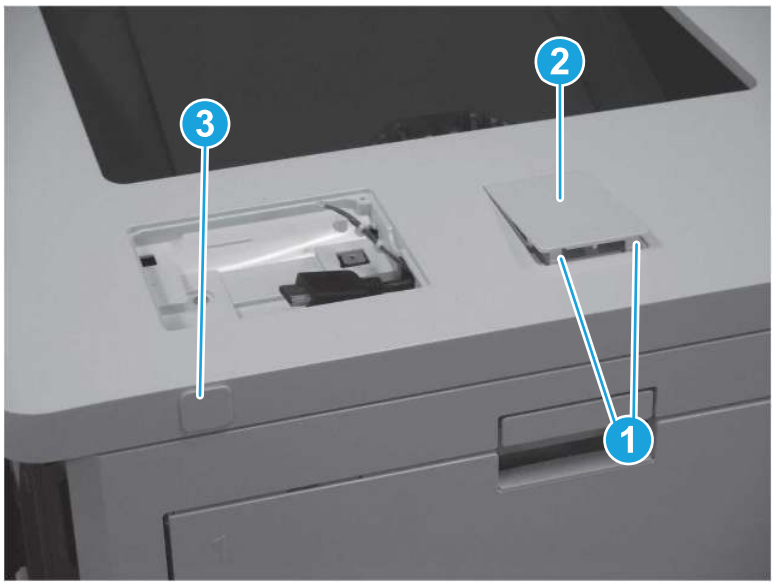
Figure 4-1097 Disconnect two connectors



7. Remove the top cover (M751/E75245).

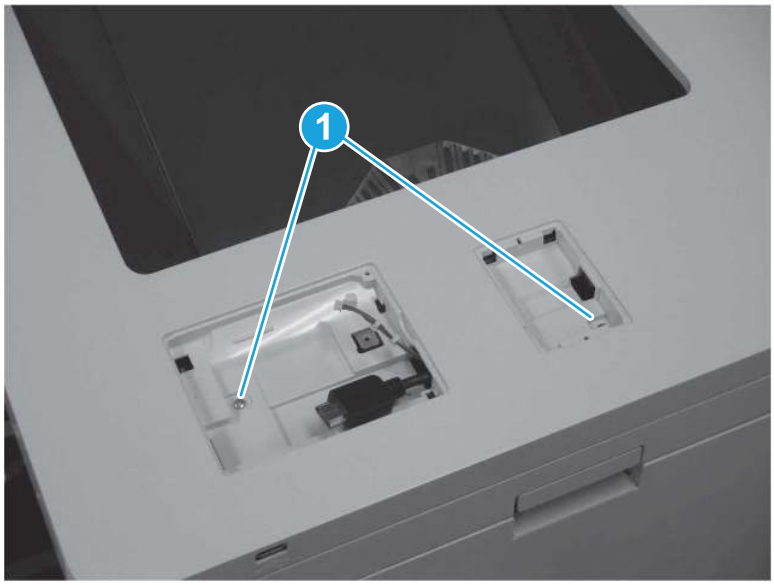
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1098 Remove the HIP cover and USB cap



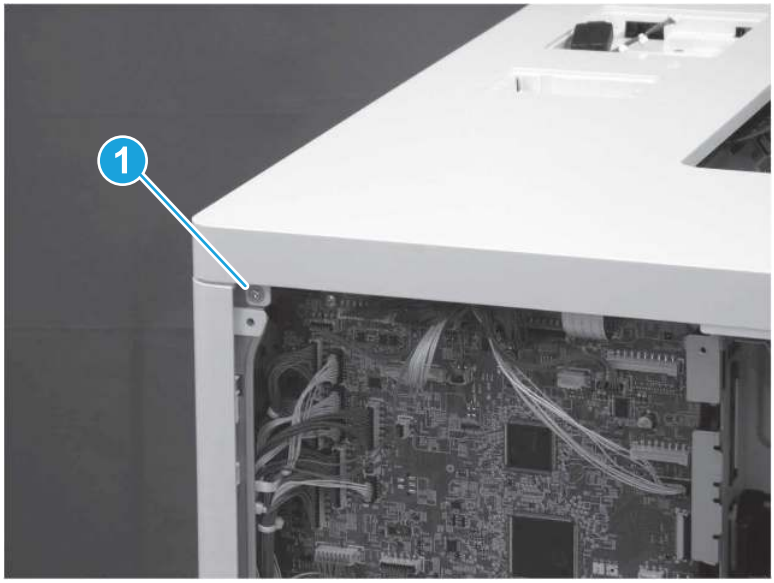
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1099 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1100 Remove one screw

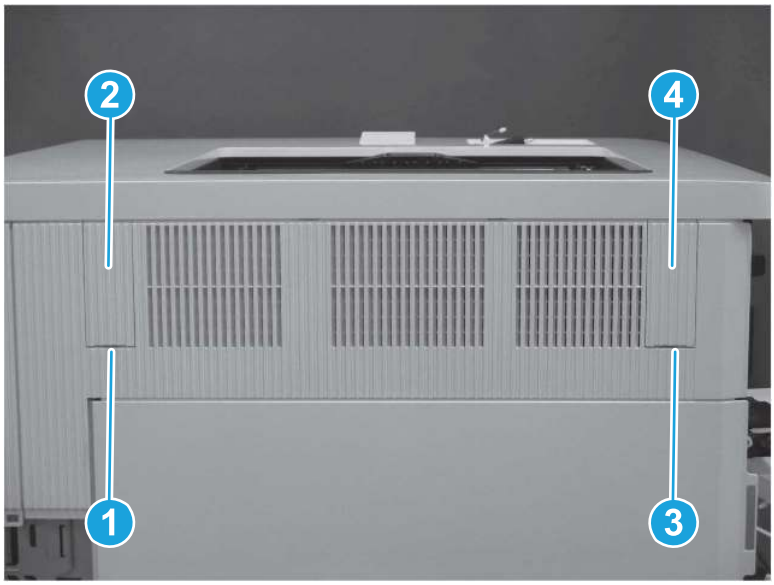


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

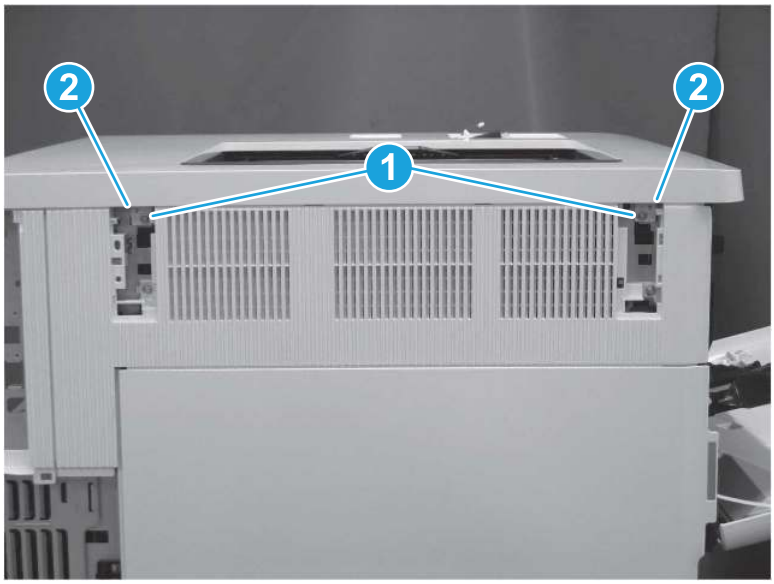
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1101 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

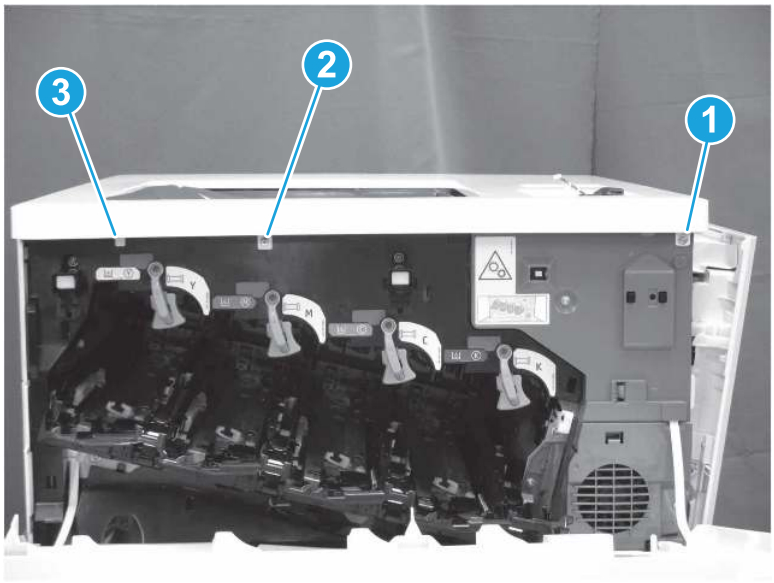
Figure 4-1102 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

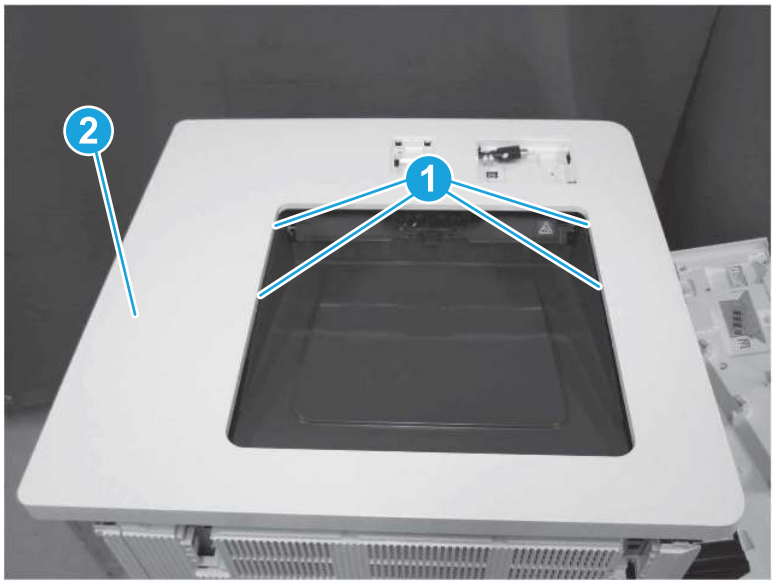
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1103 Remove two screws and release one tab

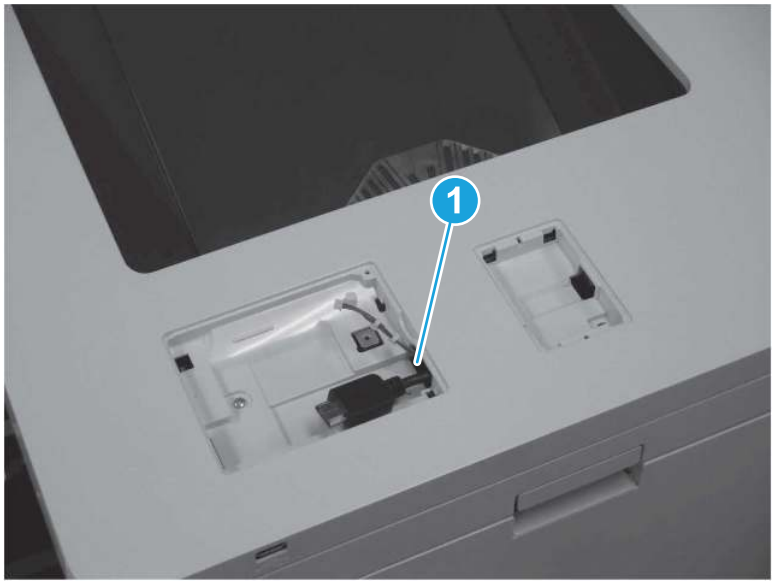


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1104 Remove the top cover



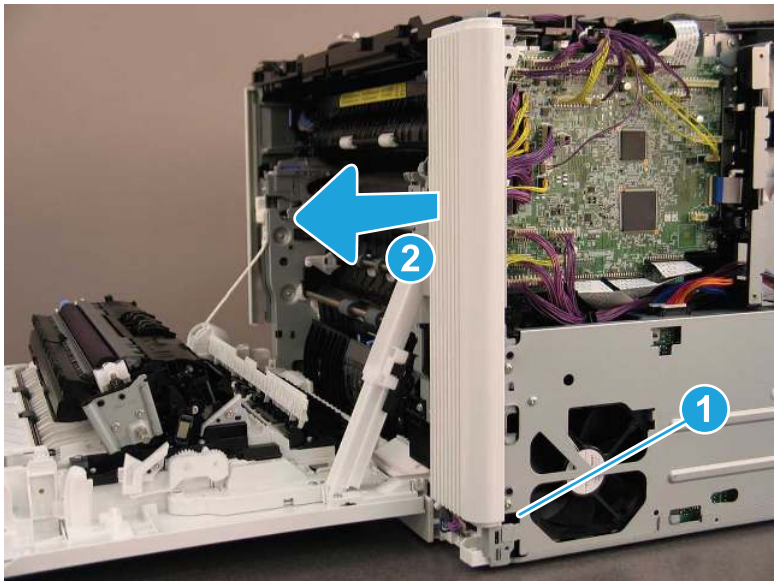
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

   Figure 4-1105 Remove the right rear cover

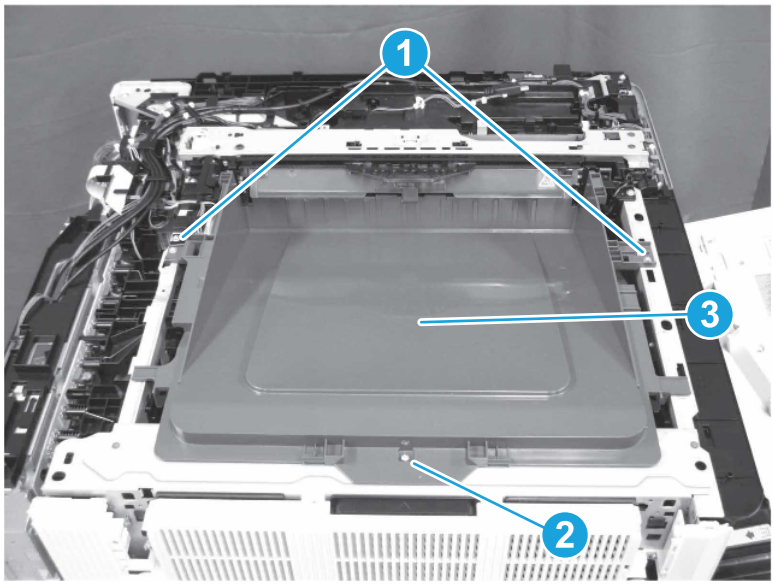


9. Remove the output bin (M751/E75245).

   - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

   NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

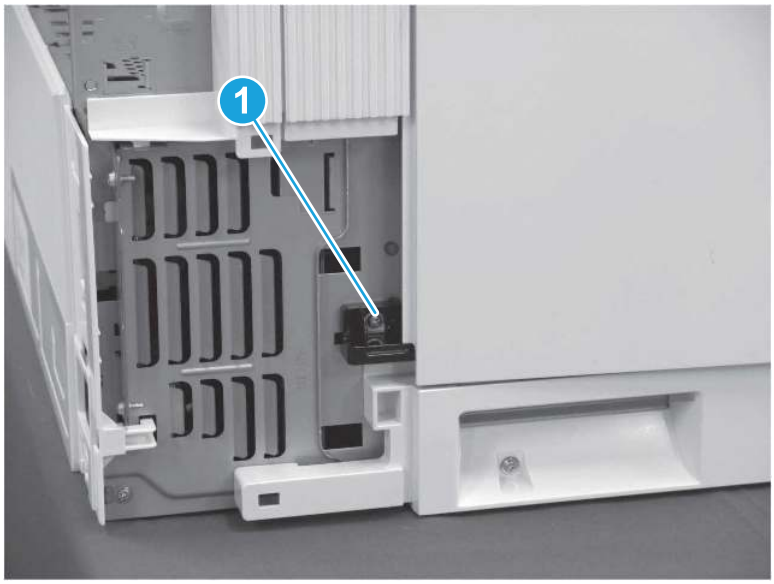
Figure 4-1106 Remove the output bin



10. Remove the left door.

    a. Remove one screw (callout 1).

Figure 4-1107 Remove one screw

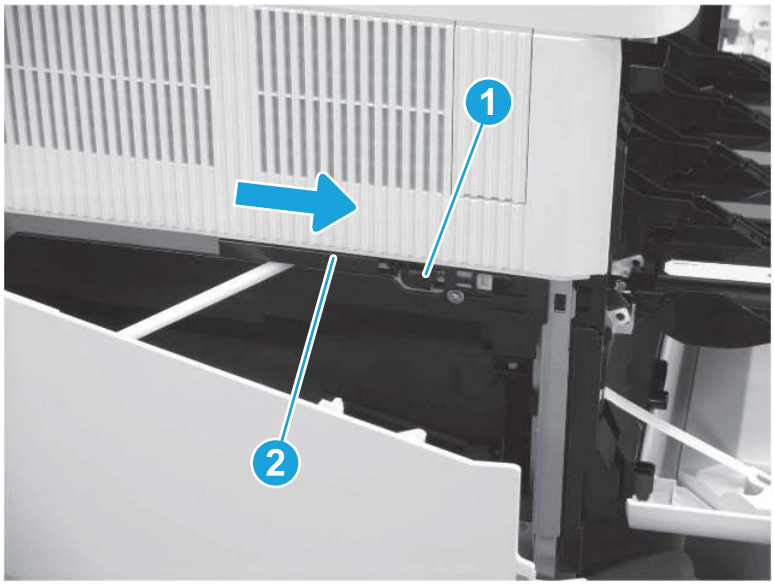


b. Release the holder, and then remove it from the printer.

Figure 4-1108 Remove the holder

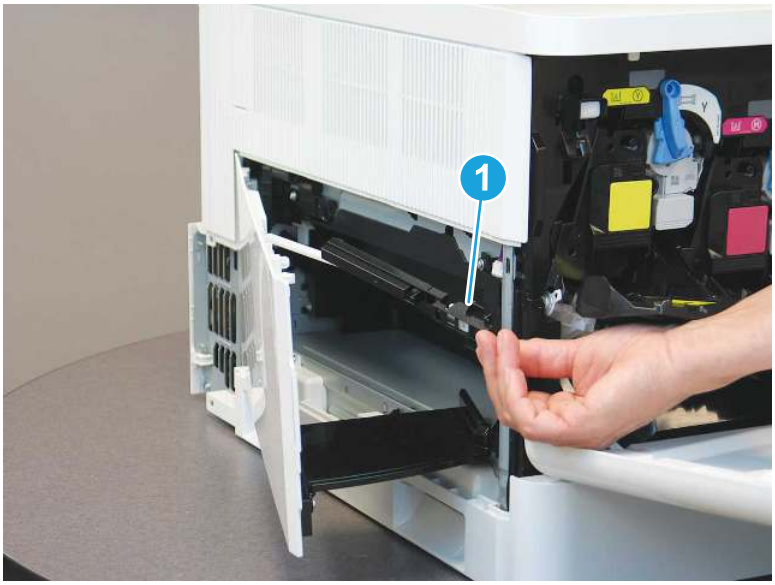
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-1109 Slide the holder



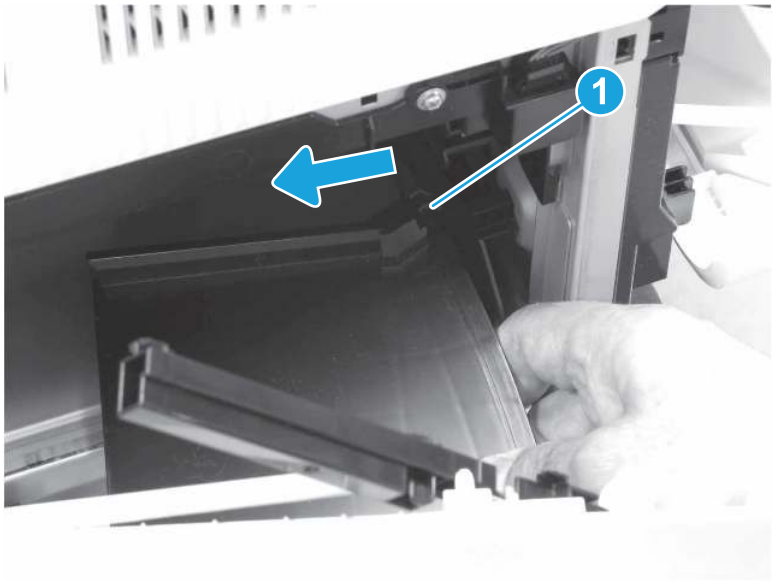
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-1110 Release the holder



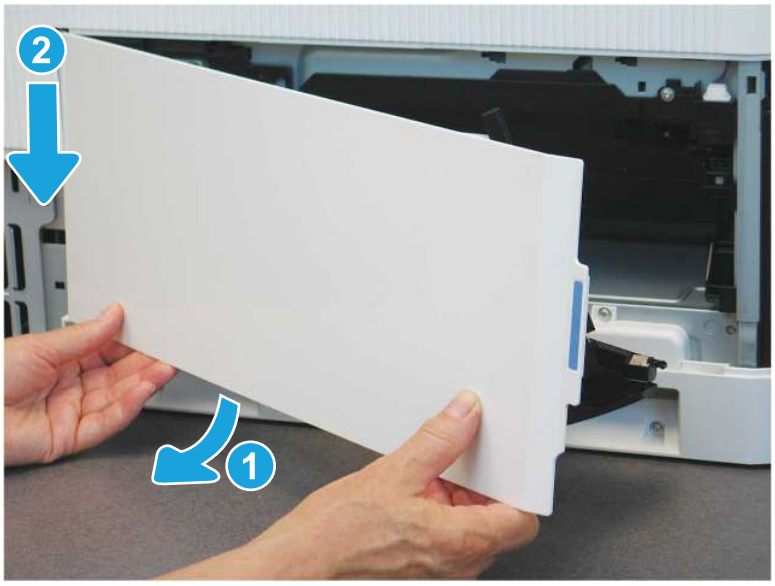
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-1111 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

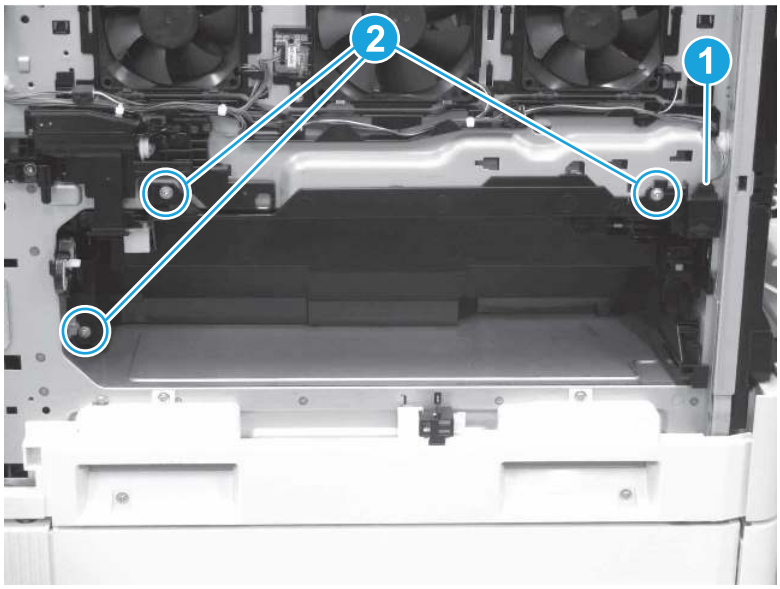
Figure 4-1112 Remove the left door



11. Remove the DT cartridge rail assembly (M751/E75245/M856/E85055/M776).

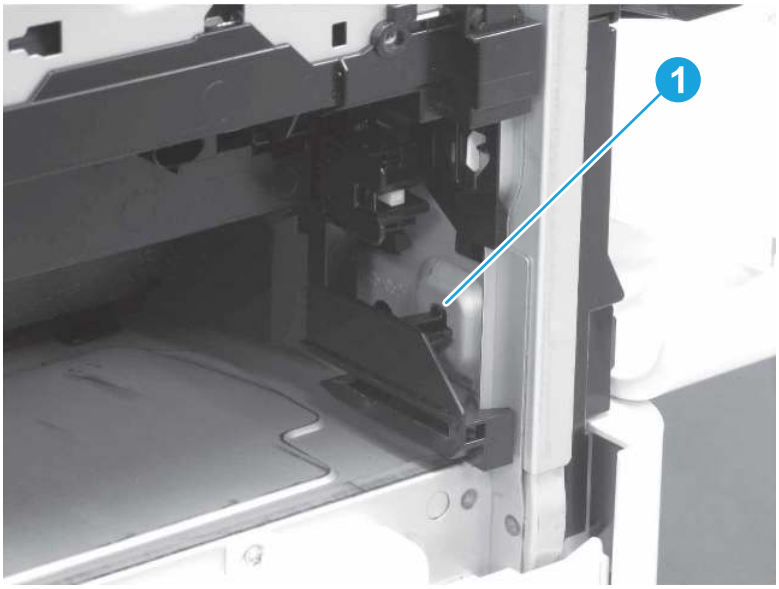
a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

Figure 4-1113 Disconnect one connector and remove two screws



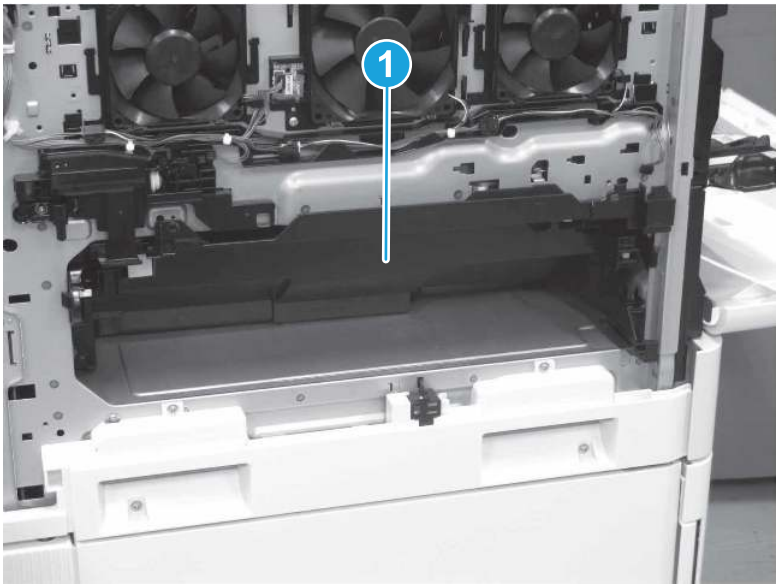
b. Release one tab (callout 1).

Figure 4-1114 Release one tab



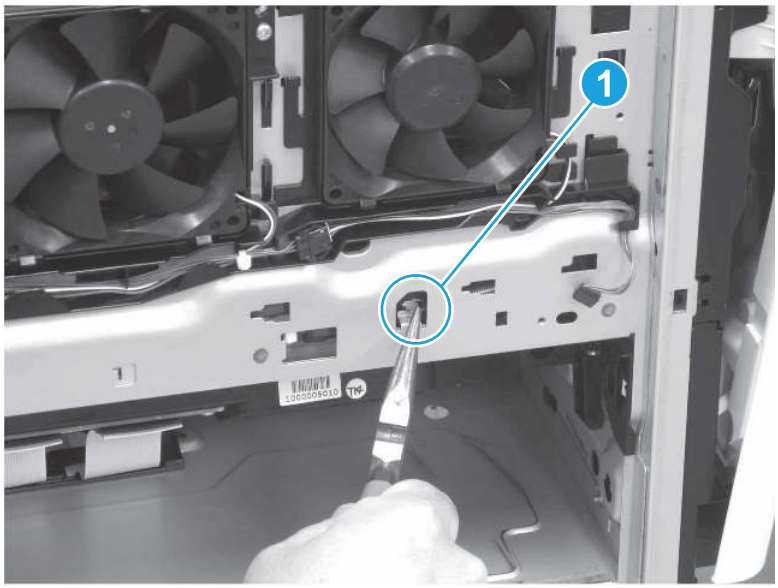
c. Remove the scanner cover (callout 1).

Figure 4-1115 Remove the scanner cover



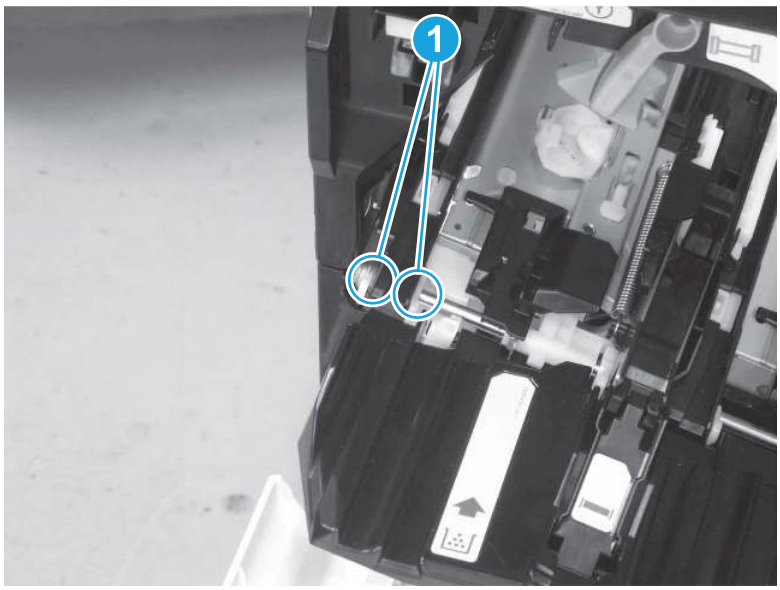
d. Close the front door, and then unhook one spring (callout 1).

Figure 4-1116 Unhook one spring



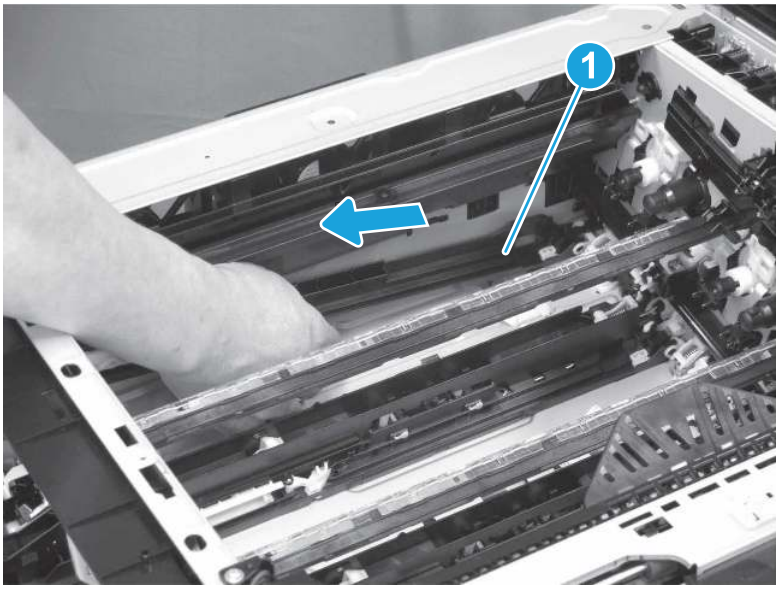
e. Release two bosses (callout 1).

Figure 4-1117 Release two bosses



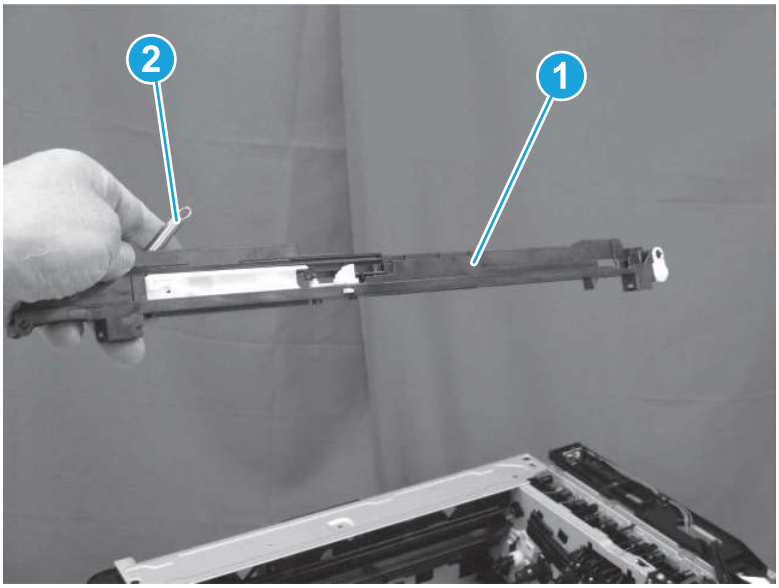
f. Pull the DT cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1118 **Pull the DT cartridge rail assembly**



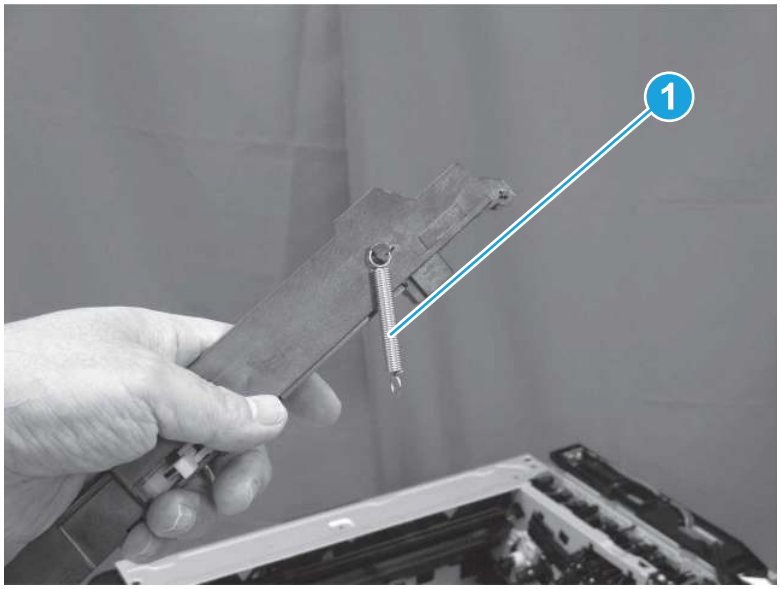
g. Remove the DT cartridge assembly (callout 1) and the spring (callout 2) together.

Figure 4-1119 **Remove the DT cartridge assembly and spring**



h. Remove the spring (callout 1).

Figure 4-1120 **Remove the spring**



12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

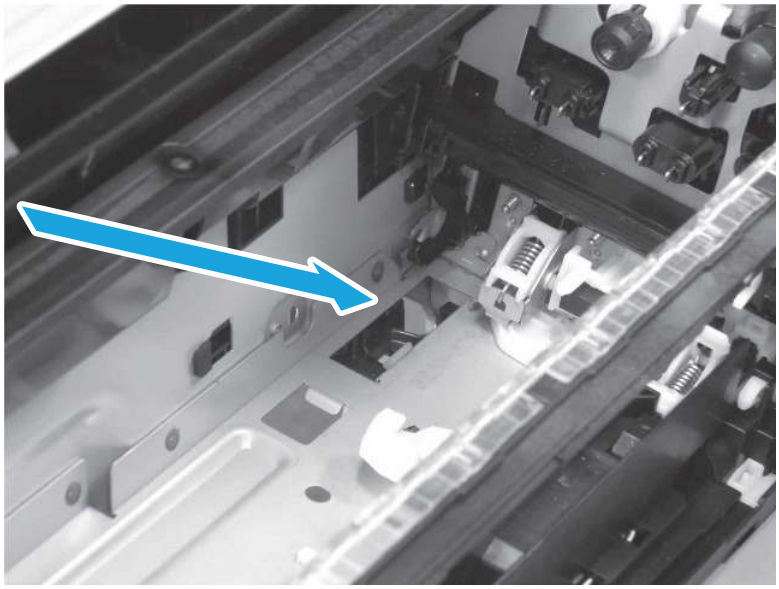
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

13. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the DT cartridge rail assembly.

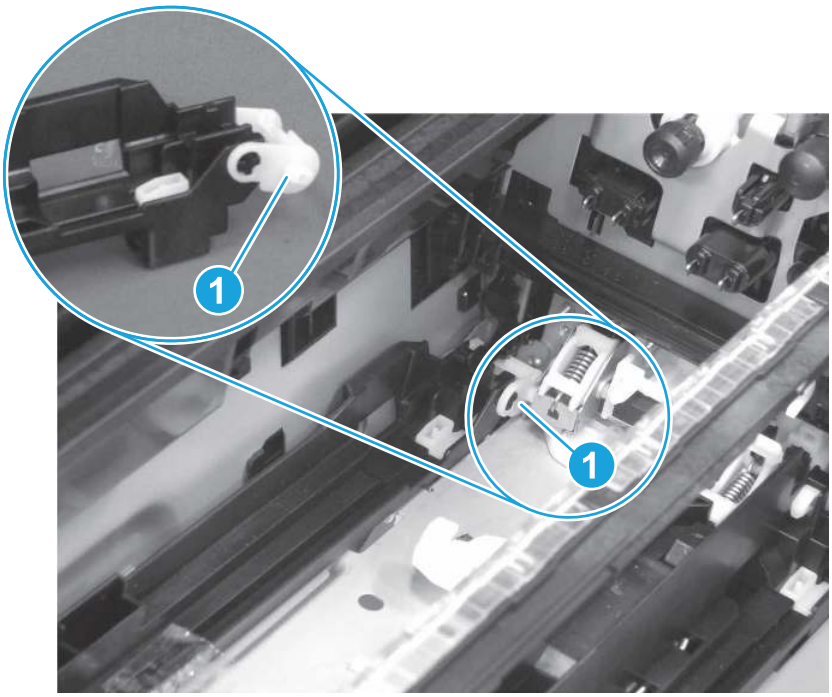
a. Slide the DT-cartridge rail assembly into position.

Figure 4-1121 Position the DT-cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



b. Make sure that the link arm (callout 1) is correctly positioned. If this part is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1122 Check the link arm position (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



Removal and replacement: DT-cartridge rail assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the DT cartridge rail assembly.

Mean time to repair: 25 minutes

Service level: Hard

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 4-67 Part information

Part number	Part description
RM2-2479-000CN	DT cartridge rail assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

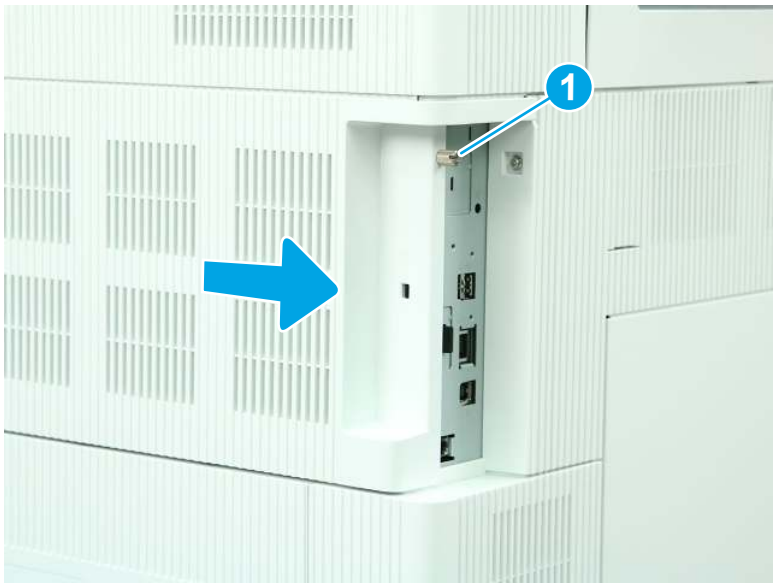
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

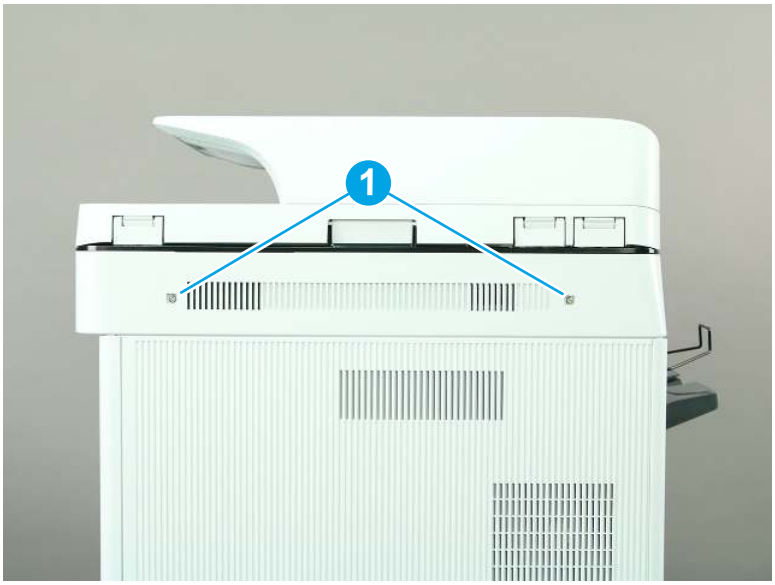
Figure 4-1123 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1124 Remove two screws



b. Remove the SCB cover.

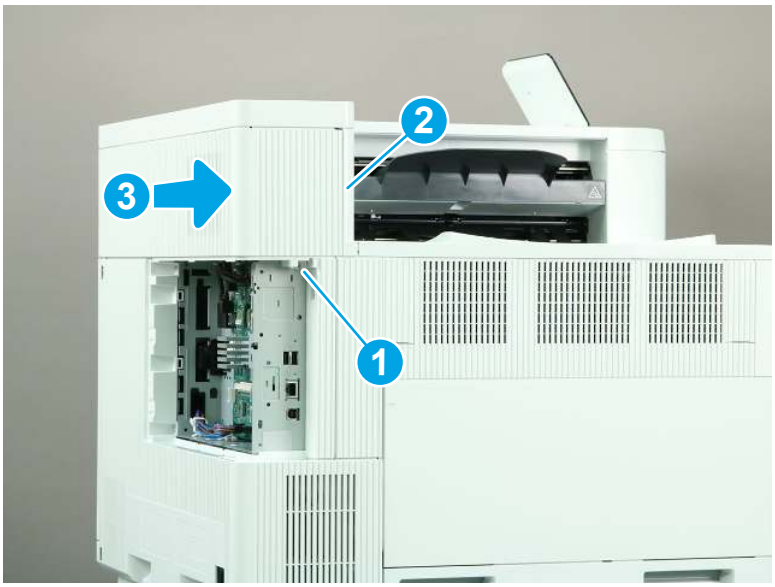
Figure 4-1125 Remove the SCB cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-1126 Remove the rear upper cover

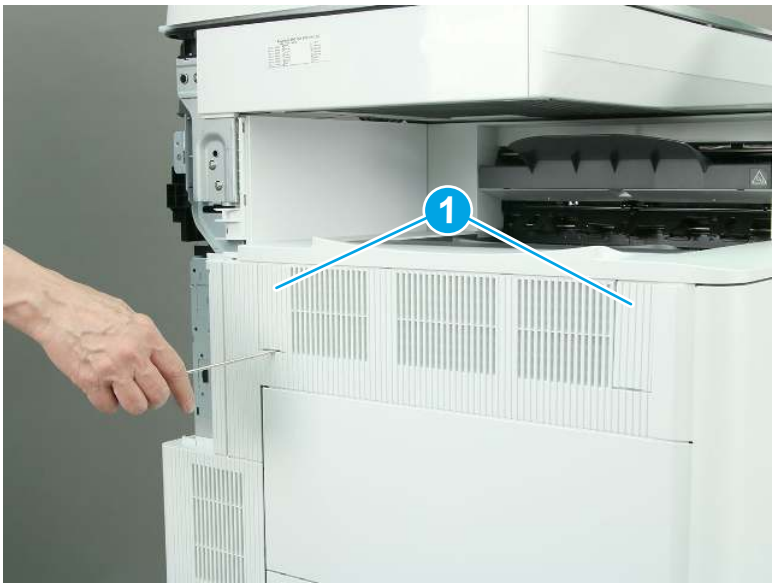


4. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

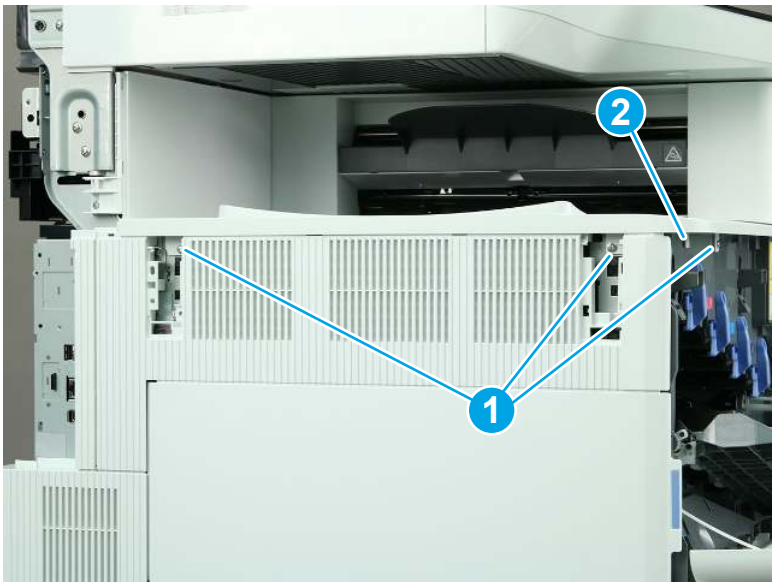
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-1127 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1128 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

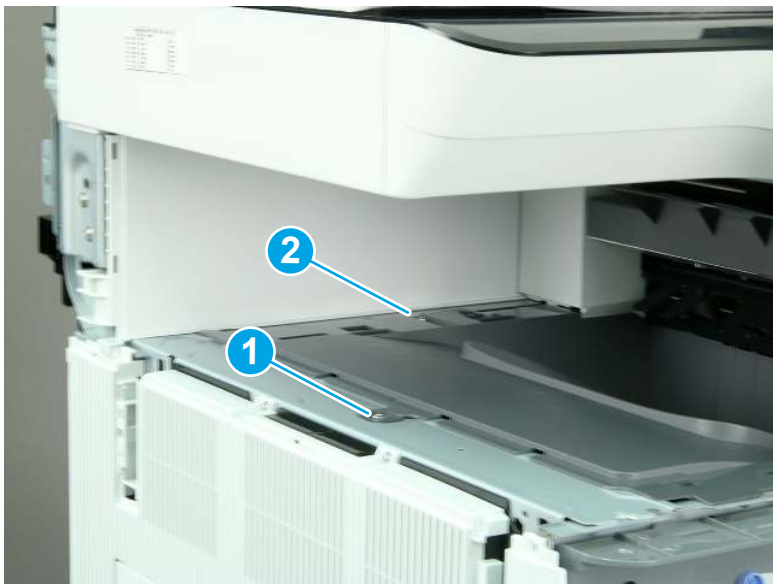
Figure 4-1129 Remove the accessory upper cover

5. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-1130 Remove two screws



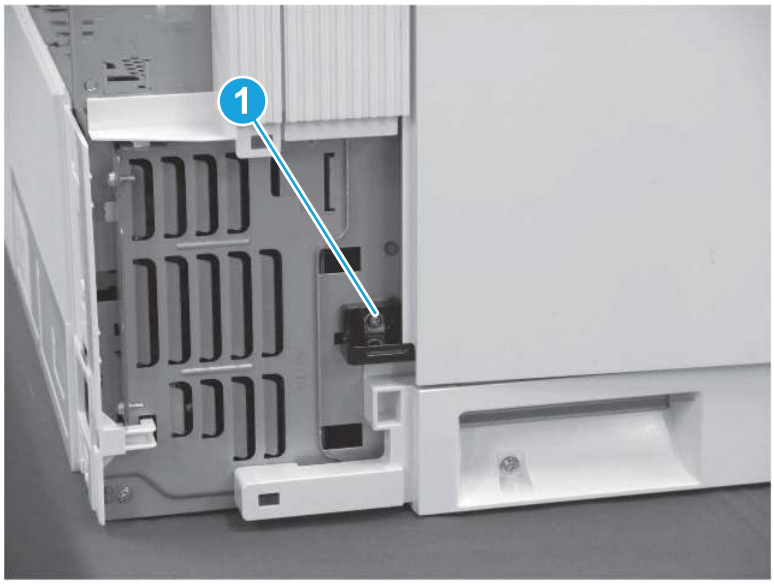
b. Remove the output bin.

Figure 4-1131 Remove the output bin

6. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-1132 Remove one screw

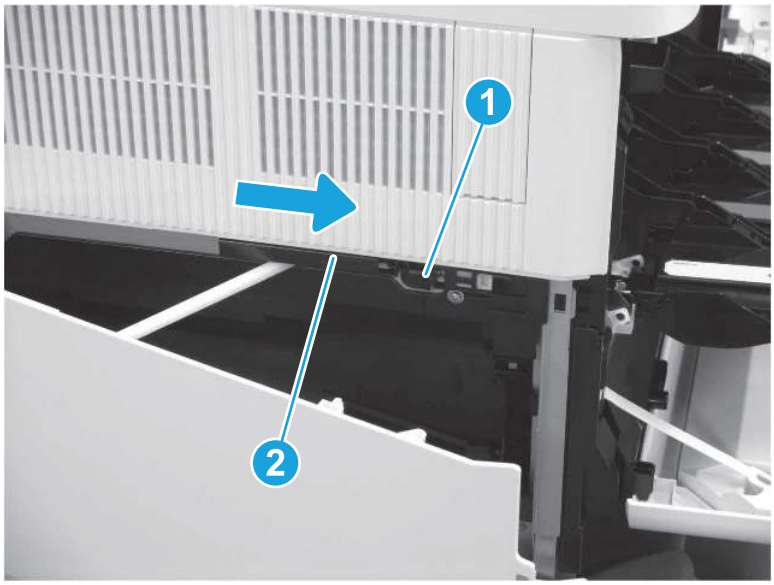


b. Release the holder, and then remove it from the printer.

Figure 4-1133 Remove the holder

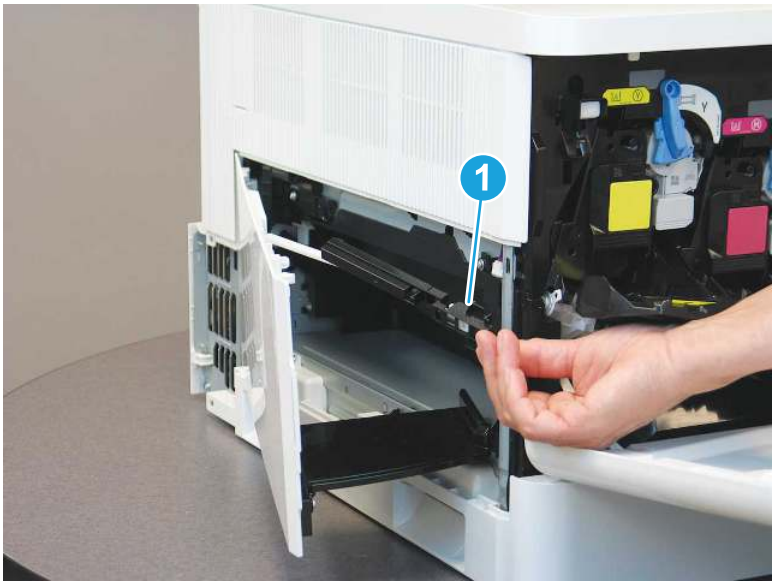
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-1134 Slide the holder



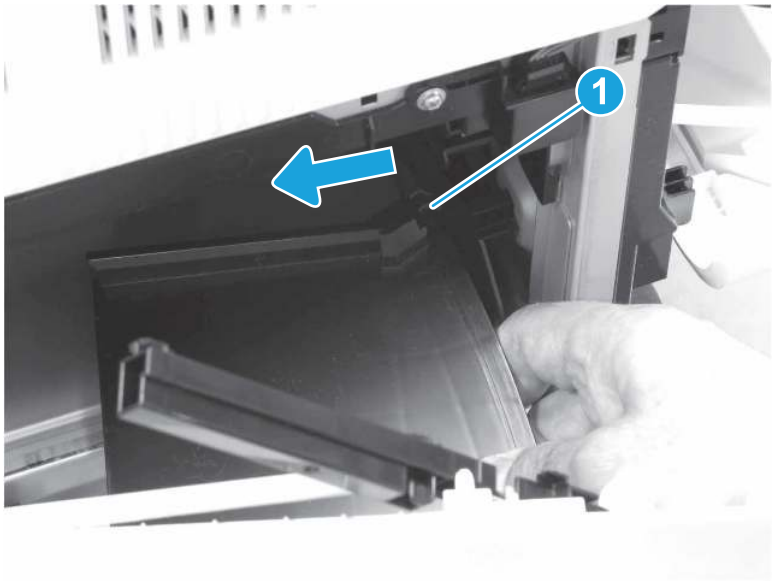
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-1135 Release the holder



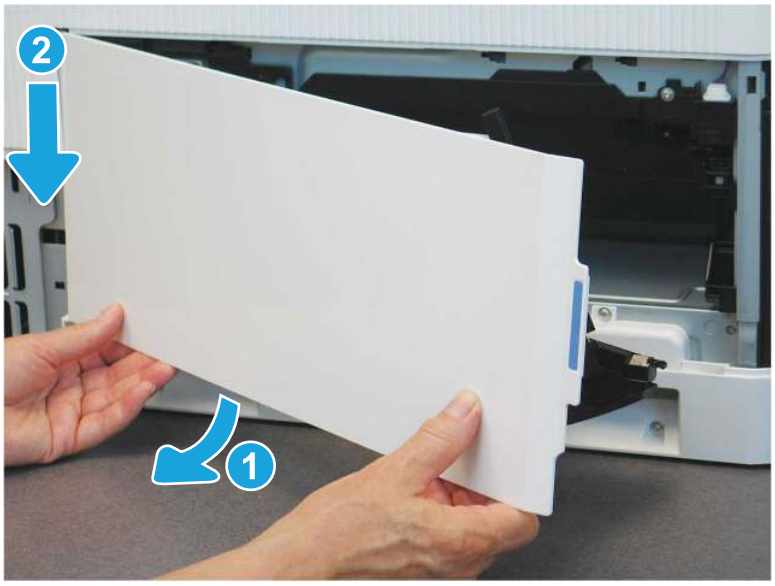
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-1136 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

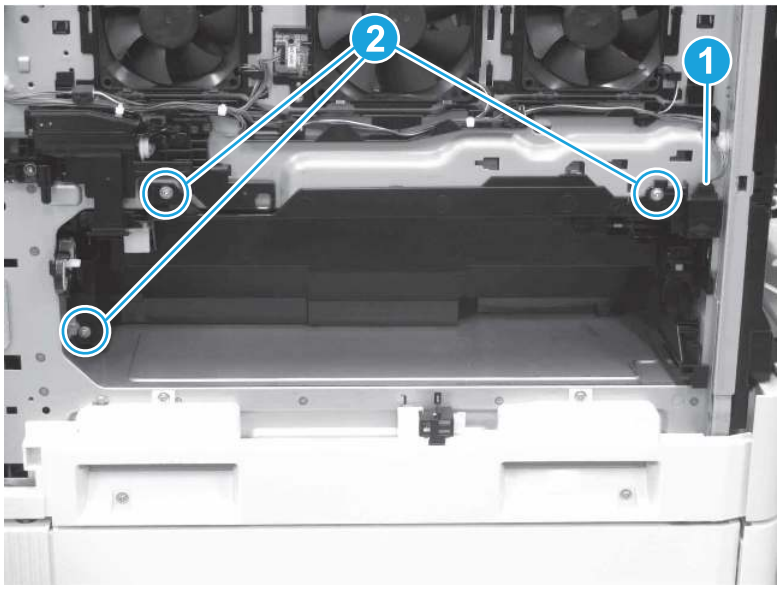
Figure 4-1137 Remove the left door



7. Remove the DT cartridge rail assembly (M751/E75245/M856/E85055/M776).

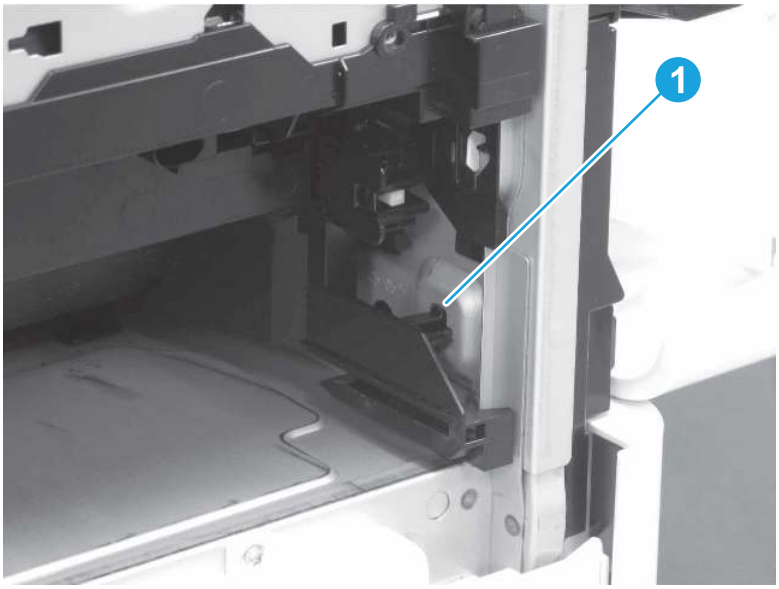
a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

Figure 4-1138 Disconnect one connector and remove two screws



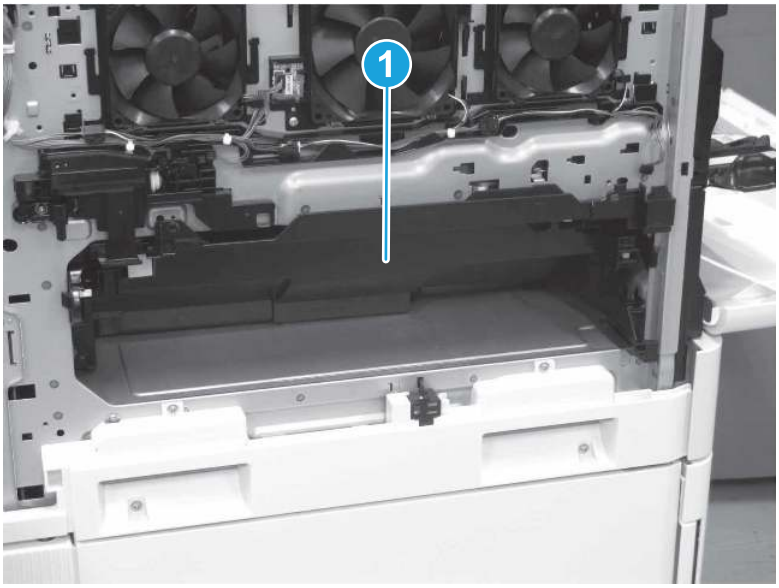
b. Release one tab (callout 1).

Figure 4-1139 Release one tab



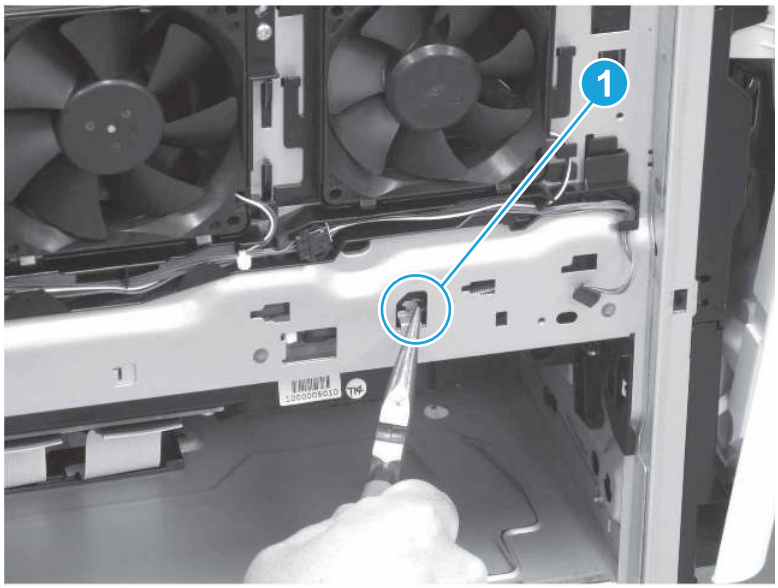
c. Remove the scanner cover (callout 1).

Figure 4-1140 Remove the scanner cover



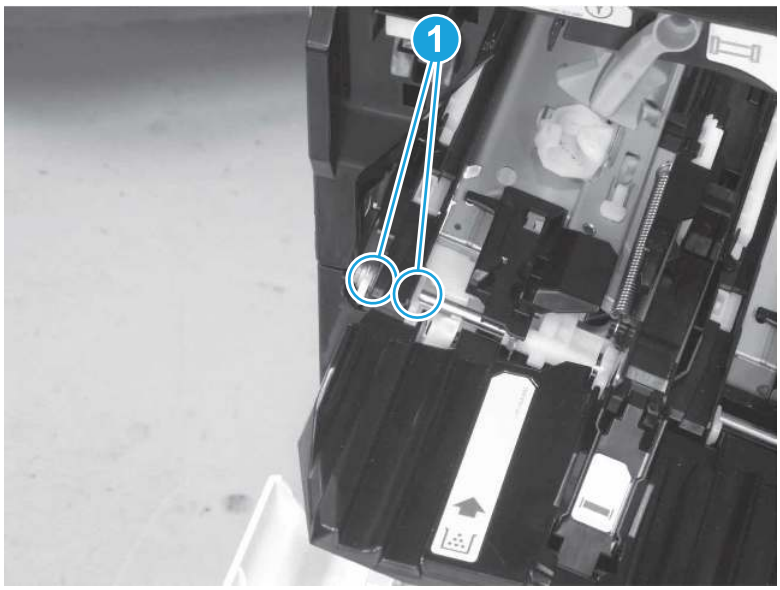
d. Close the front door, and then unhook one spring (callout 1).

Figure 4-1141 Unhook one spring



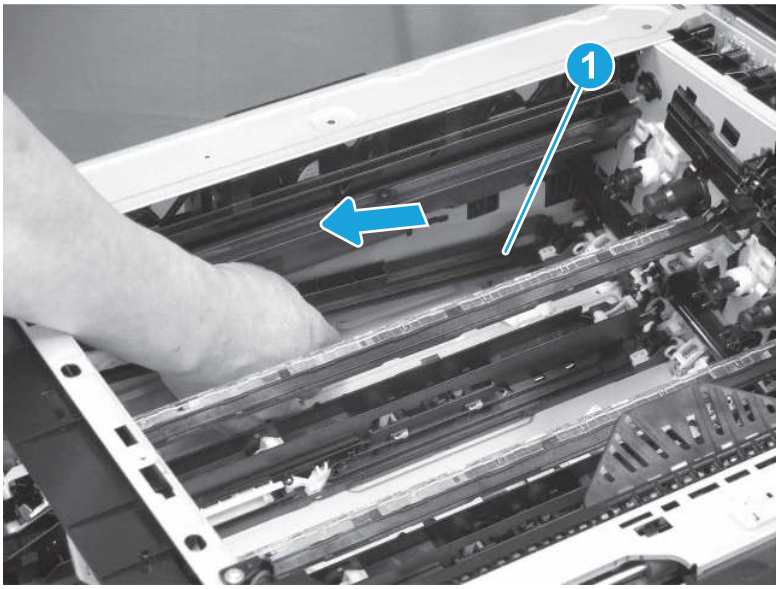
e. Release two bosses (callout 1).

Figure 4-1142 Release two bosses



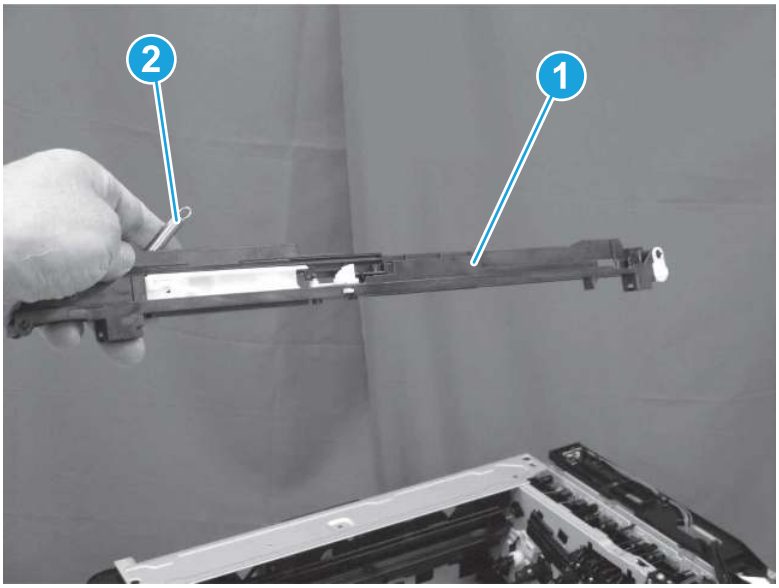
f. Pull the DT cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1143 Pull the DT cartridge rail assembly



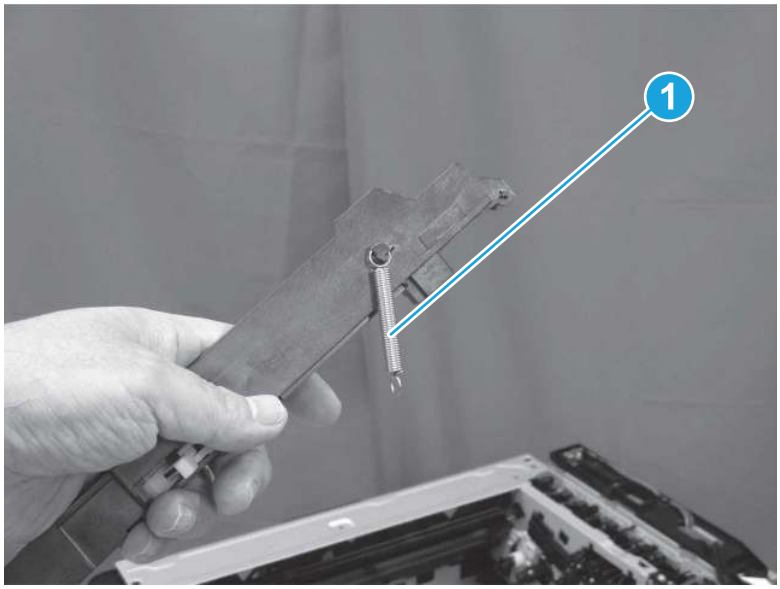
g. Remove the DT cartridge assembly (callout 1) and the spring (callout 2) together.

Figure 4-1144 Remove the DT cartridge assembly and spring



h. Remove the spring (callout 1).

Figure 4-1145 **Remove the spring**



8. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. To install an assembly, reverse the removal steps.

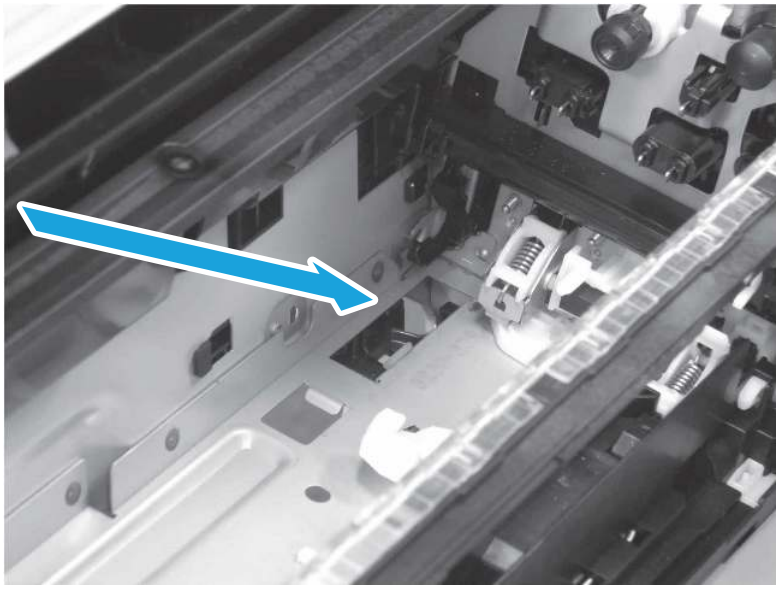
   NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

9. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

   Install the DT cartridge rail assembly.

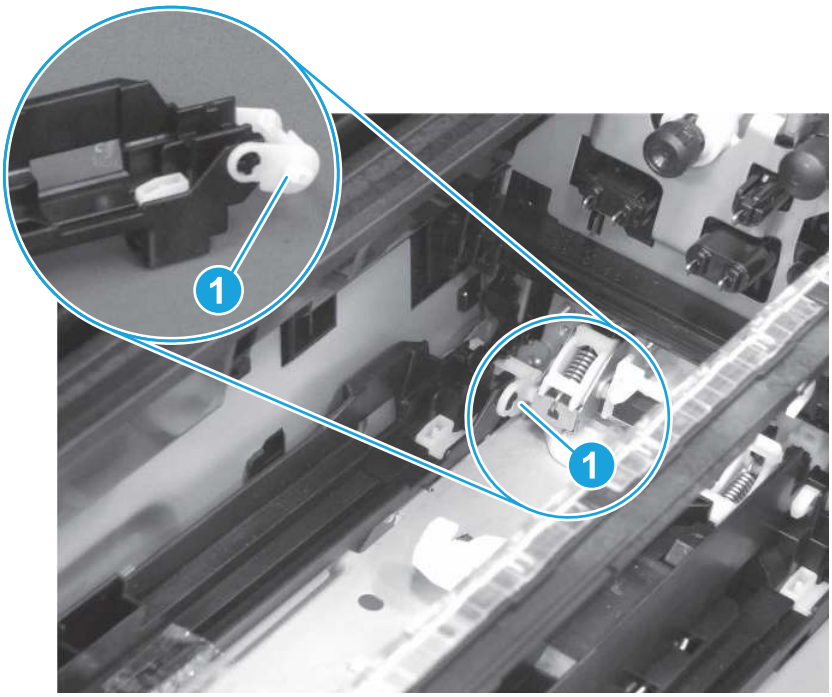
   a. Slide the DT-cartridge rail assembly into position.

Figure 4-1146 Position the DT-cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



b. Make sure that the link arm (callout 1) is correctly positioned. If this part is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1147 Check the link arm position (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



Removal and replacement: DT-cartridge rail assembly (M776zs)

Learn how to remove and replace the DT cartridge rail assembly.

Mean time to repair: 25 minutes

Service level: Hard

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 4-68 Part information

Part number	Part description
RM2-2479-000CN	DT cartridge rail assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

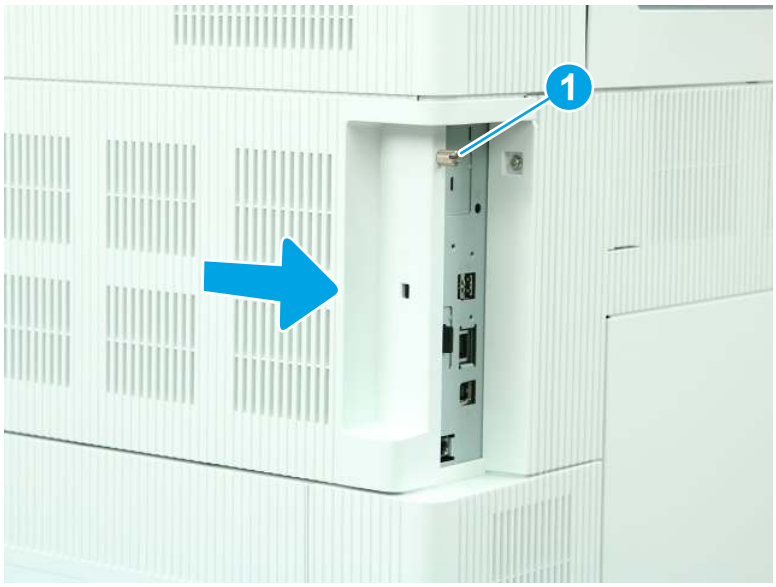
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

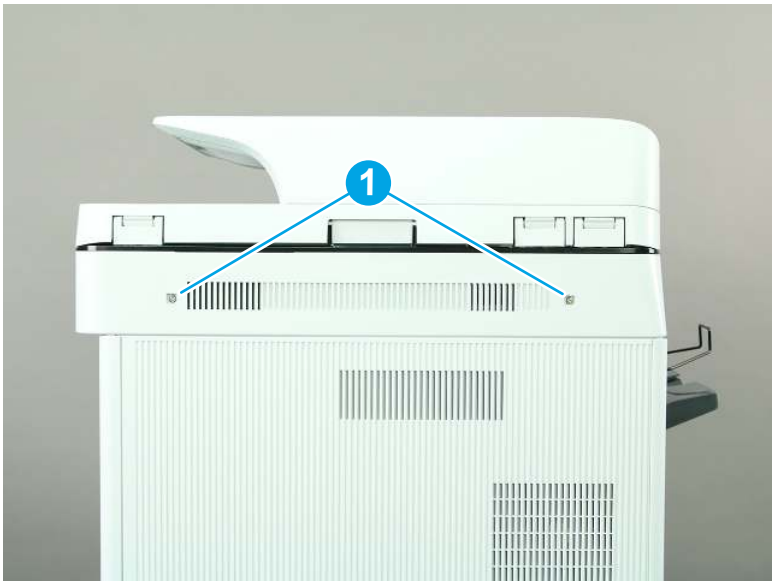
Figure 4-1148 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1149 Remove two screws



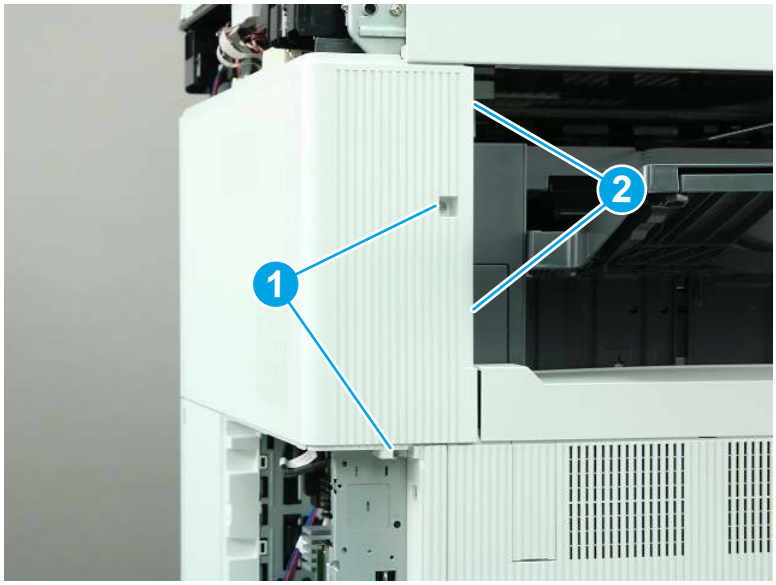
b. Remove the SCB cover.

Figure 4-1150 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

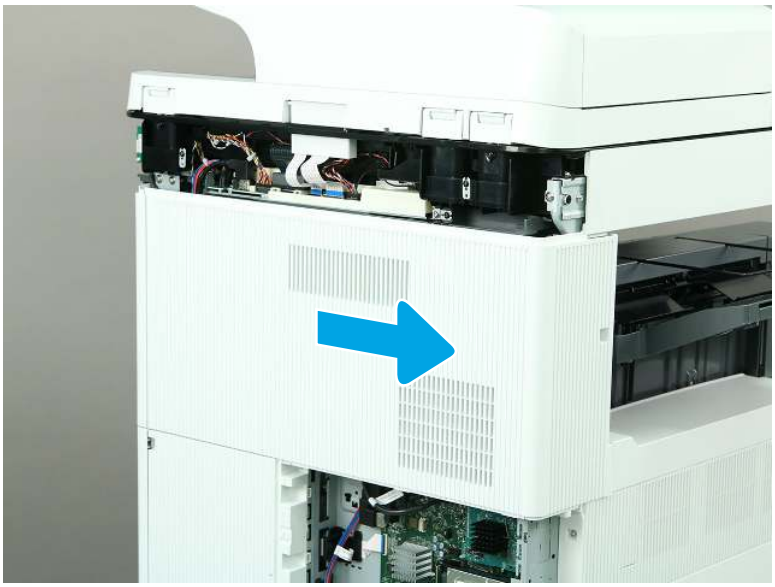
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1151 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-1152 Remove the rear upper and left rear upper cover



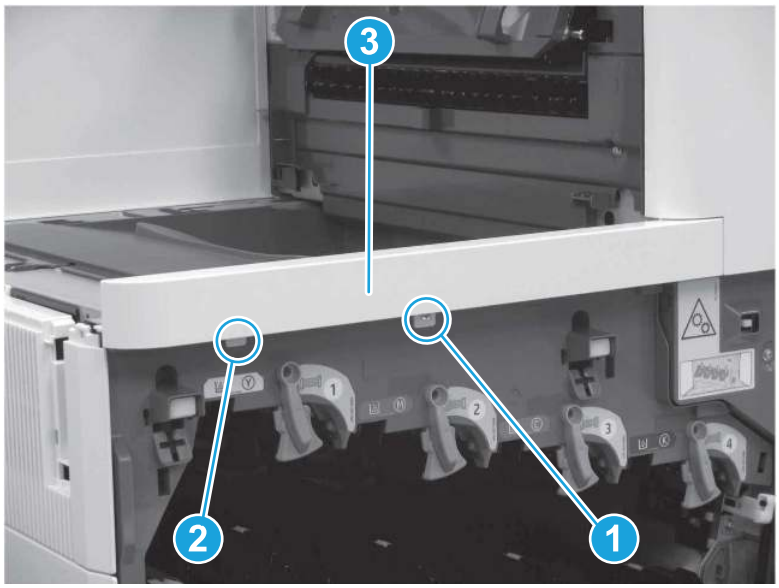
4. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-1153 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-1154 Remove the front cover



5. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-1155 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

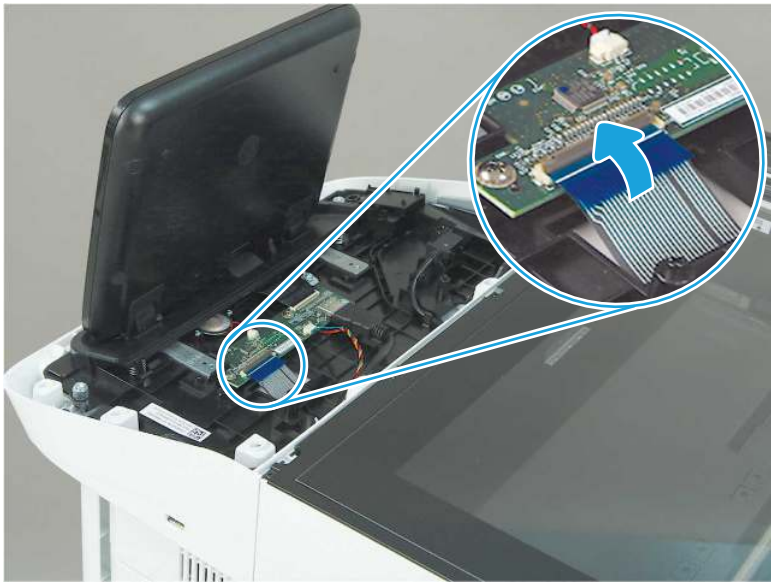
Figure 4-1156 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-1157 Remove the control panel cover

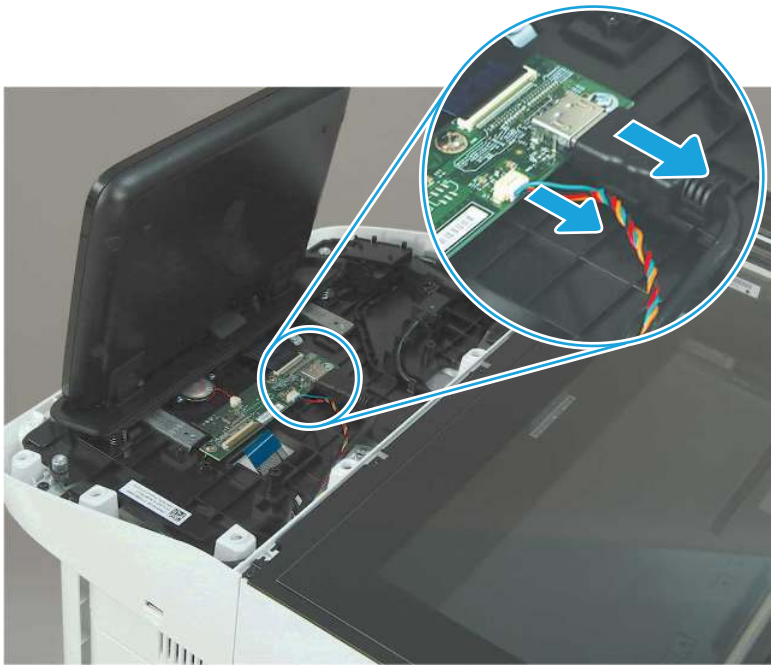
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-1158 **Release the keyboard flat cable (M776z/M776zs)**



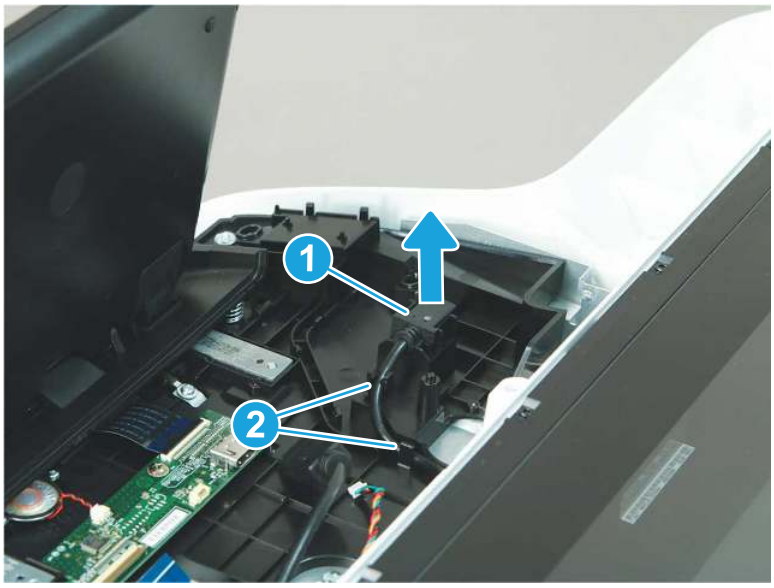
e. Disconnect two connectors

Figure 4-1159 **Disconnect two connectors**



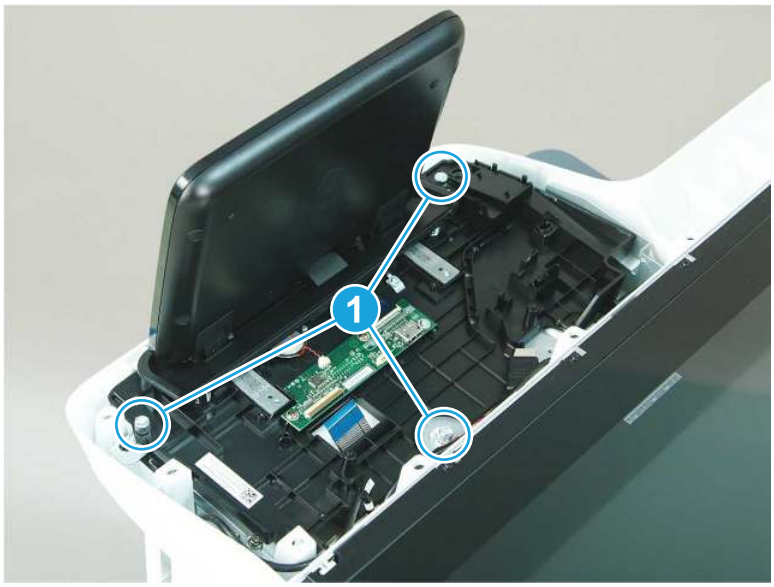
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-1160 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-1161 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-1162 Remove the control panel

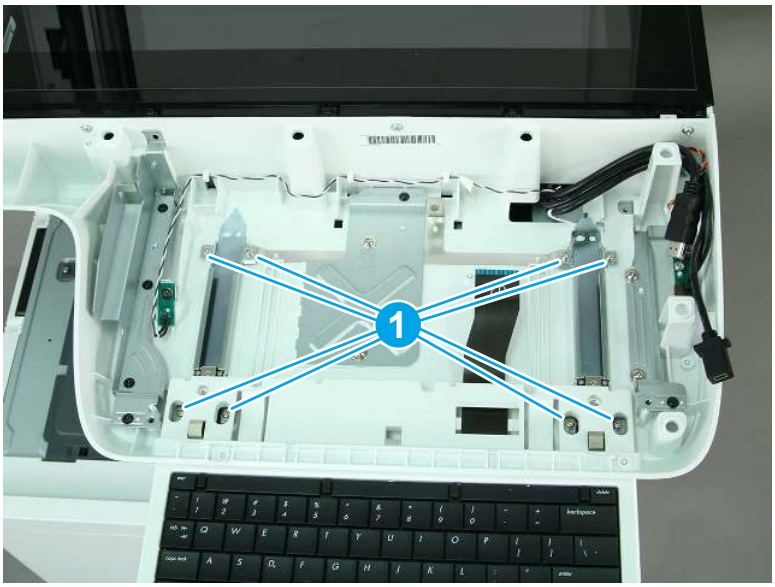
6. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-1163 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-1164 Remove eight screws



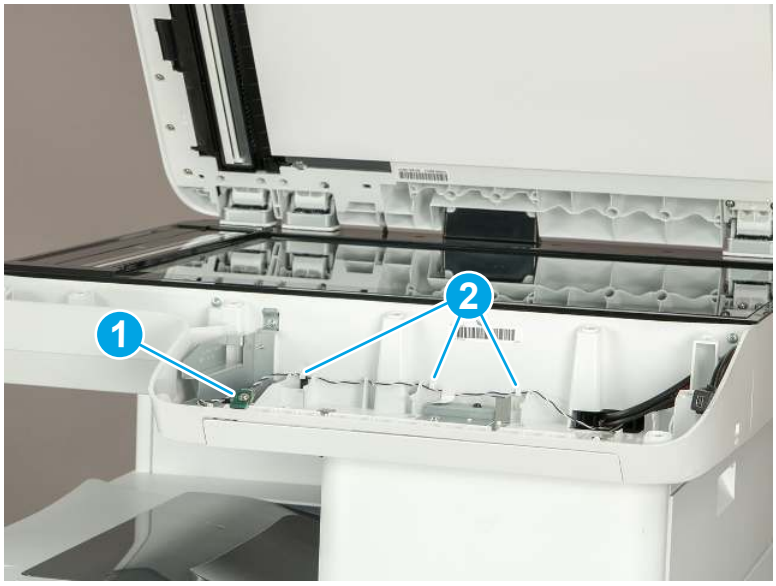
c. Remove the keyboard and rails.

Figure 4-1165 Remove the keyboard and rails

7. Remove the nose cone (M776).

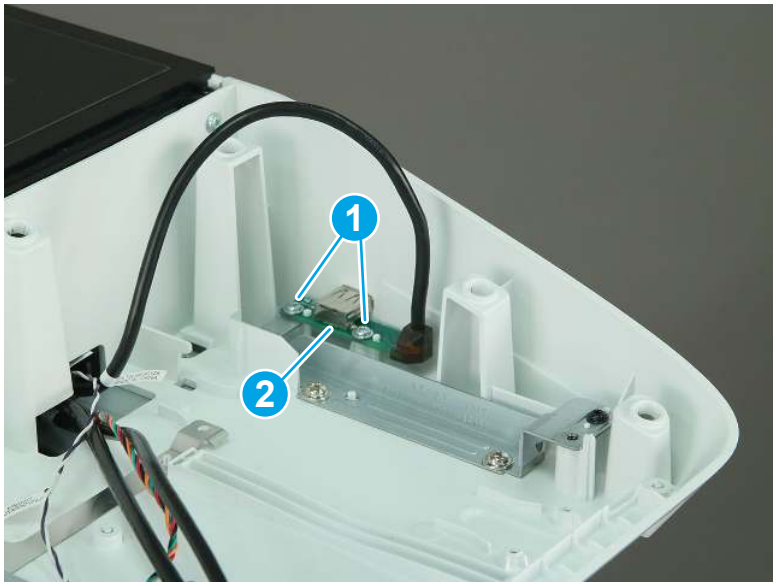
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-1166 Release the light PCA



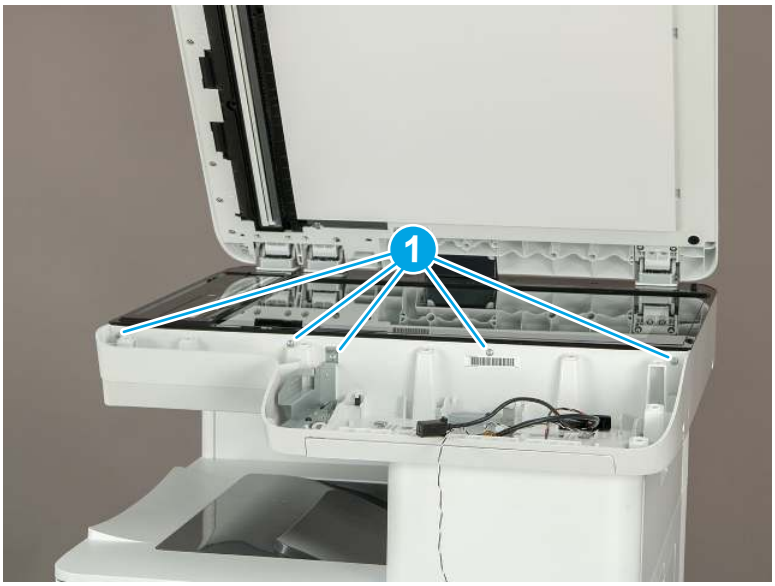
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-1167 Release the USB port PCA



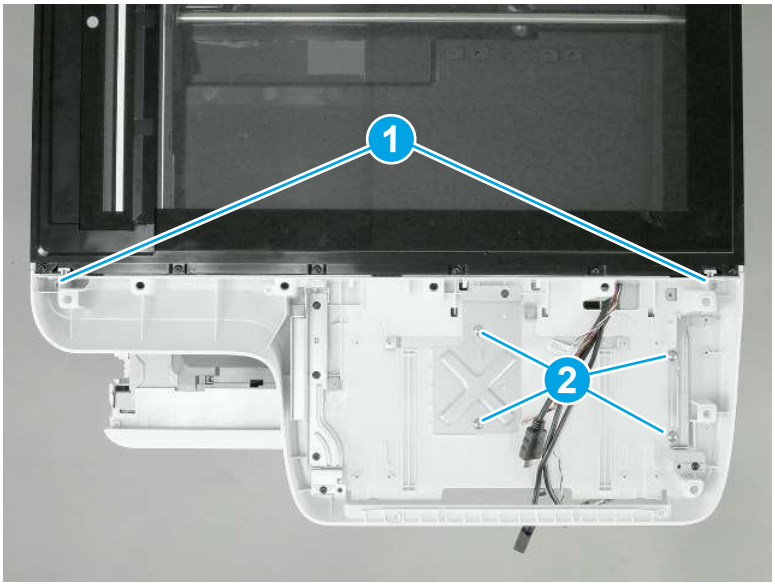
c. Remove five screws (callout 1).

Figure 4-1168 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

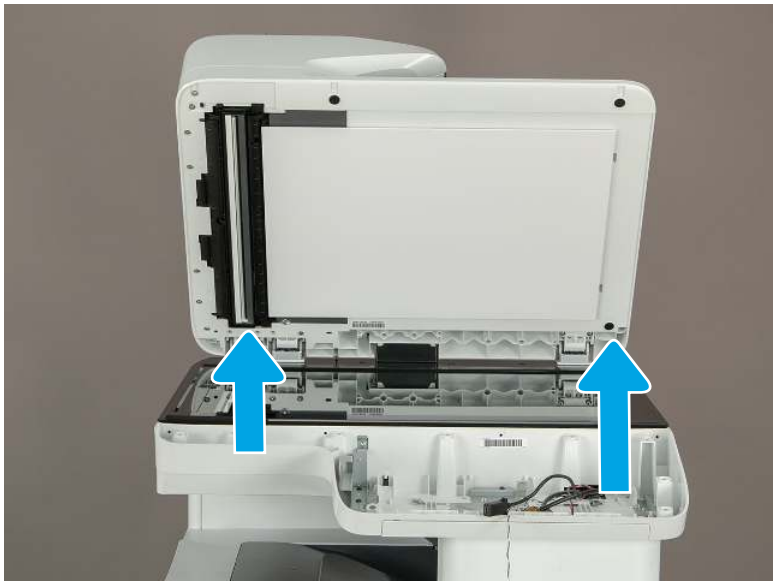
Figure 4-1169 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

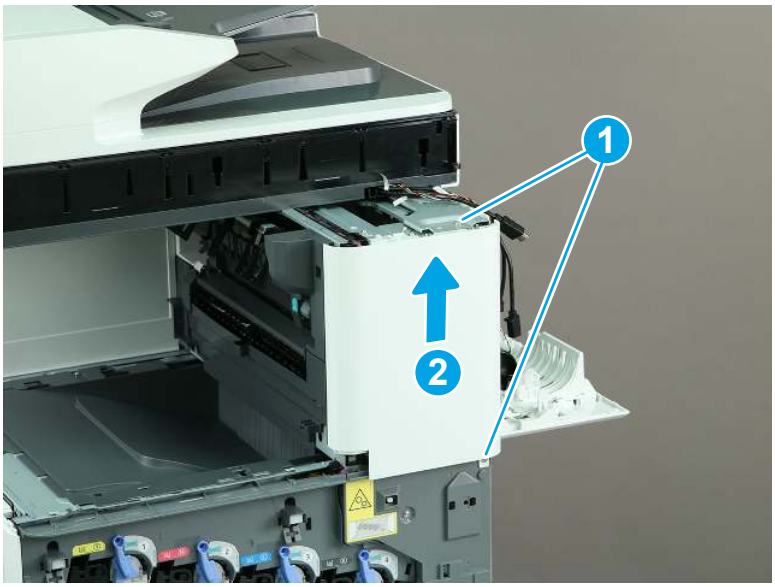
Figure 4-1170 Remove the nose cone



8. Remove the right front cover (M776zs).

   - Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

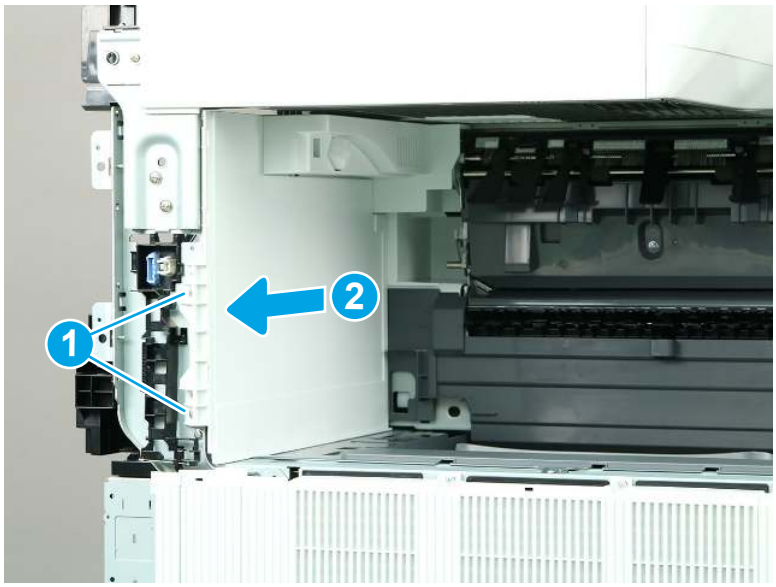
Figure 4-1171 Remove the right front cover



9. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

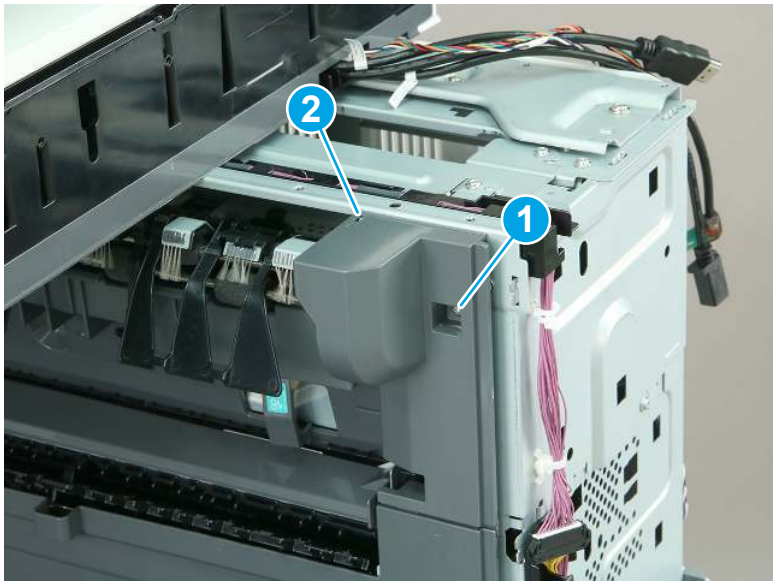
Figure 4-1172 Remove the main cover



10. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

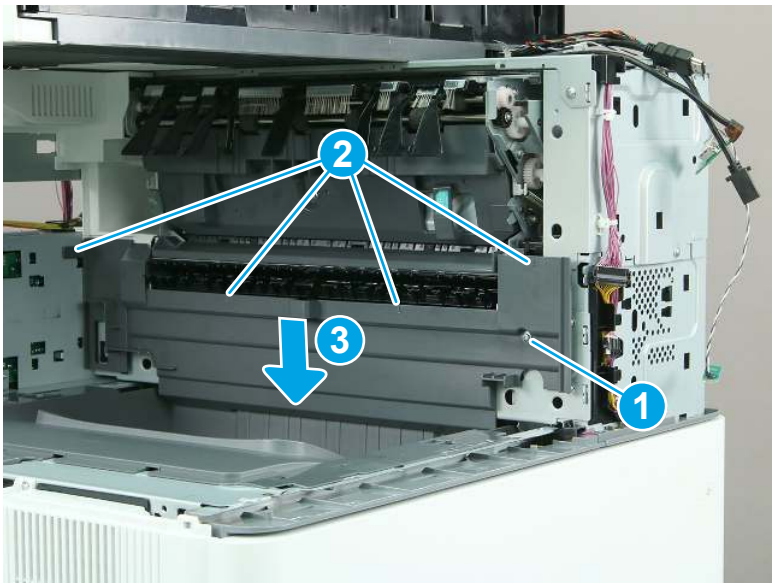
Figure 4-1173 Remove the delivery front cover



11. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

Figure 4-1174 **Remove the delivery cover**

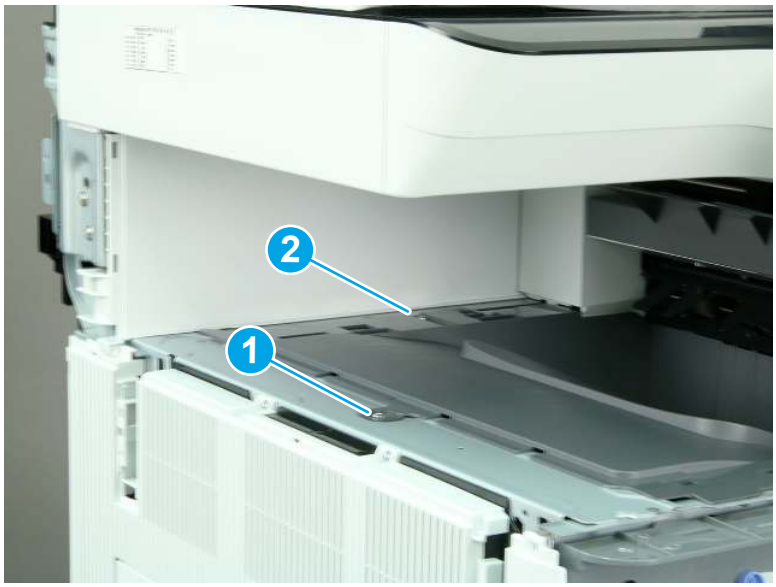


12. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-1175 **Remove two screws**



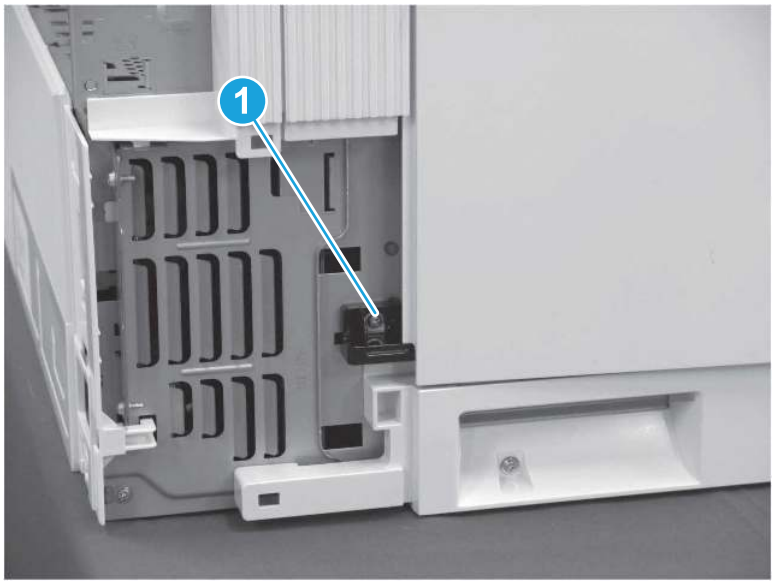
b. Remove the output bin.

Figure 4-1176 Remove the output bin

13. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-1177 Remove one screw

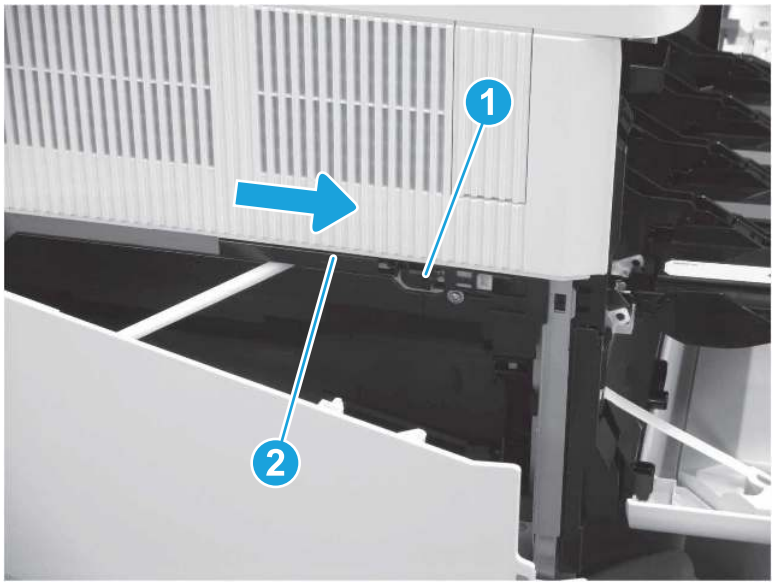


b. Release the holder, and then remove it from the printer.

Figure 4-1178 Remove the holder

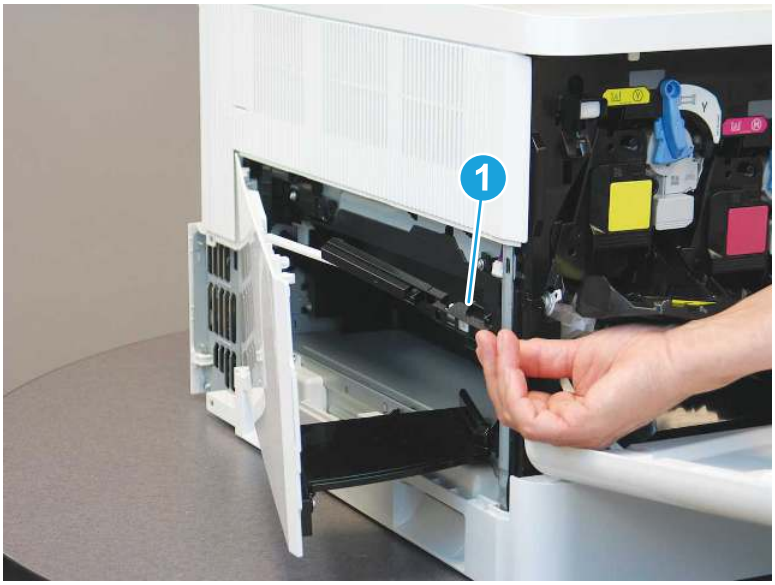
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-1179 Slide the holder



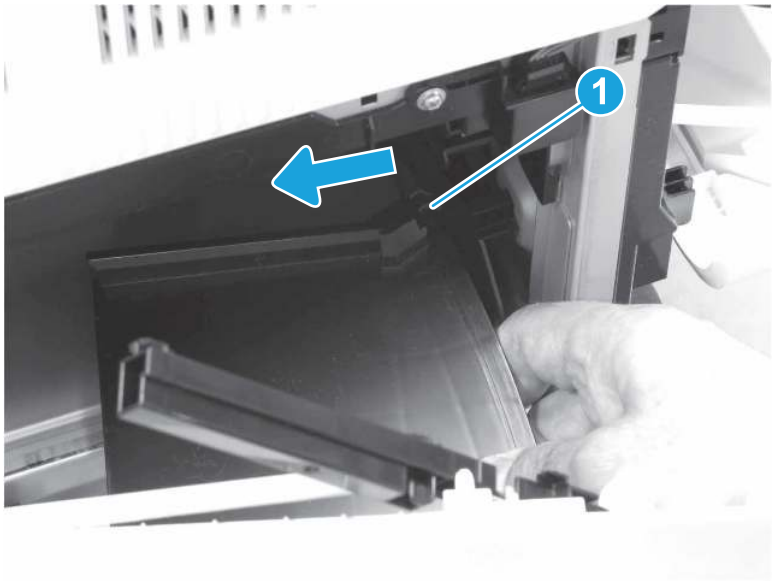
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-1180 Release the holder



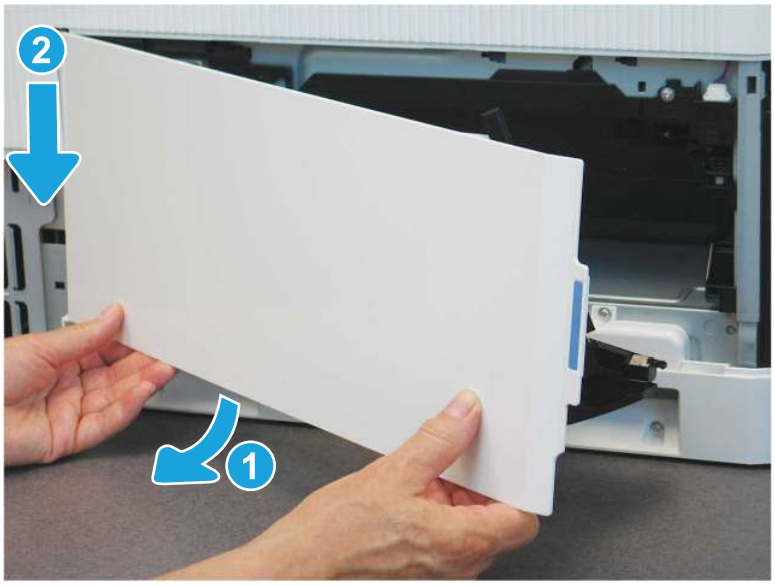
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-1181 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

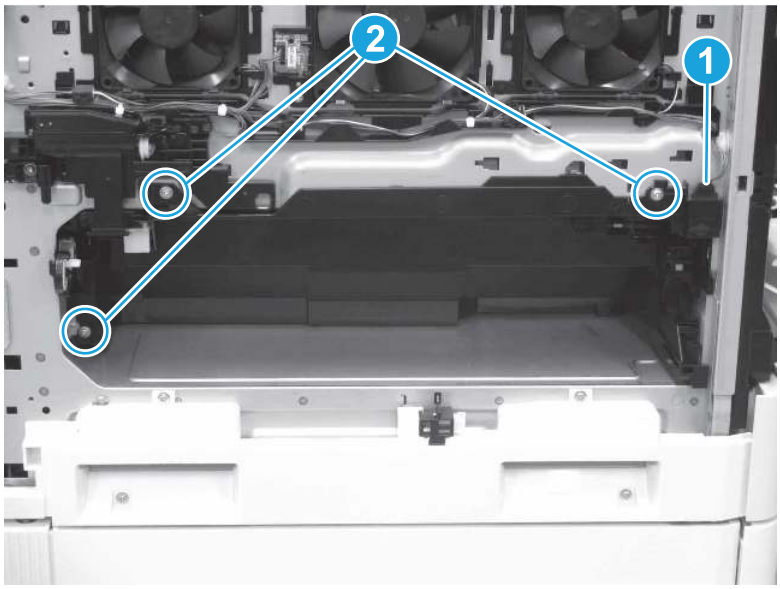
Figure 4-1182 Remove the left door



14. Remove the DT cartridge rail assembly (M751/E75245/M856/E85055/M776).

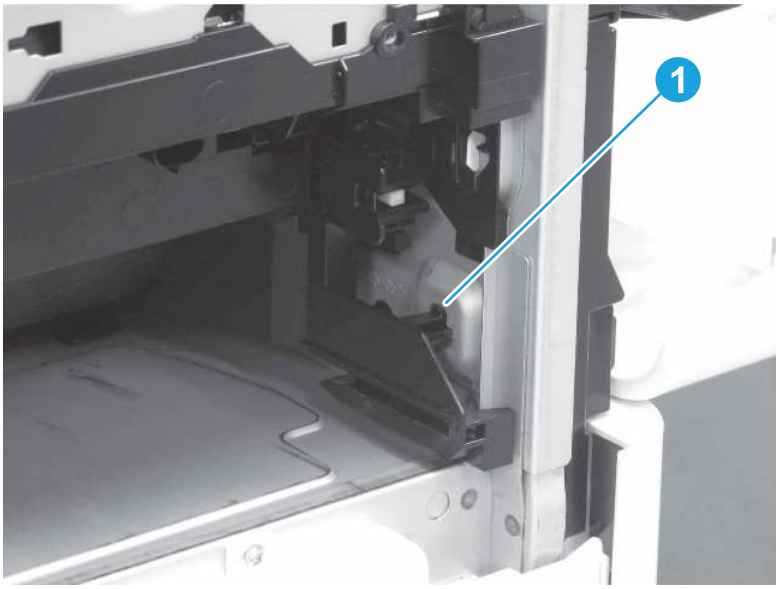
a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

Figure 4-1183 Disconnect one connector and remove two screws



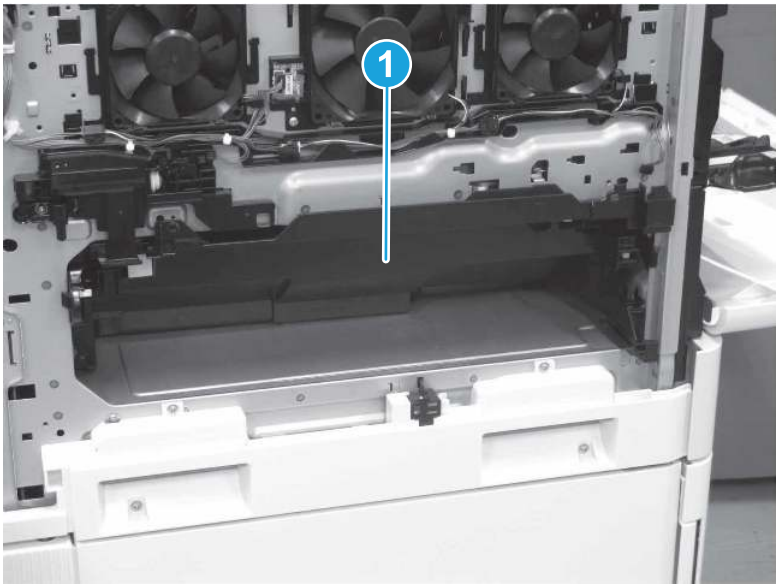
b. Release one tab (callout 1).

Figure 4-1184 Release one tab



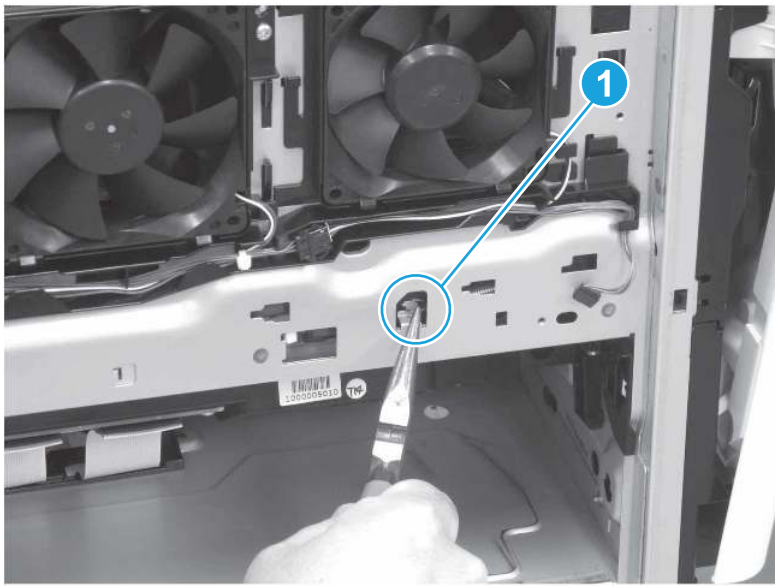
c. Remove the scanner cover (callout 1).

Figure 4-1185 Remove the scanner cover



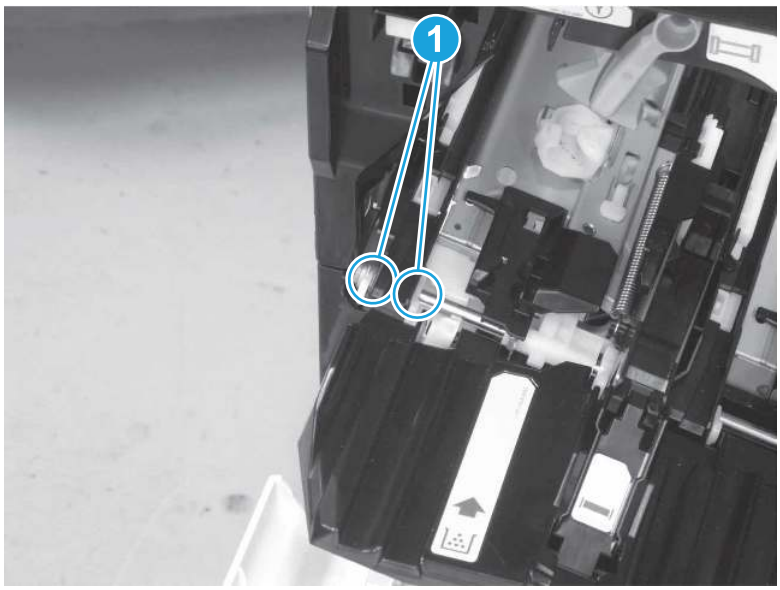
d. Close the front door, and then unhook one spring (callout 1).

Figure 4-1186 Unhook one spring



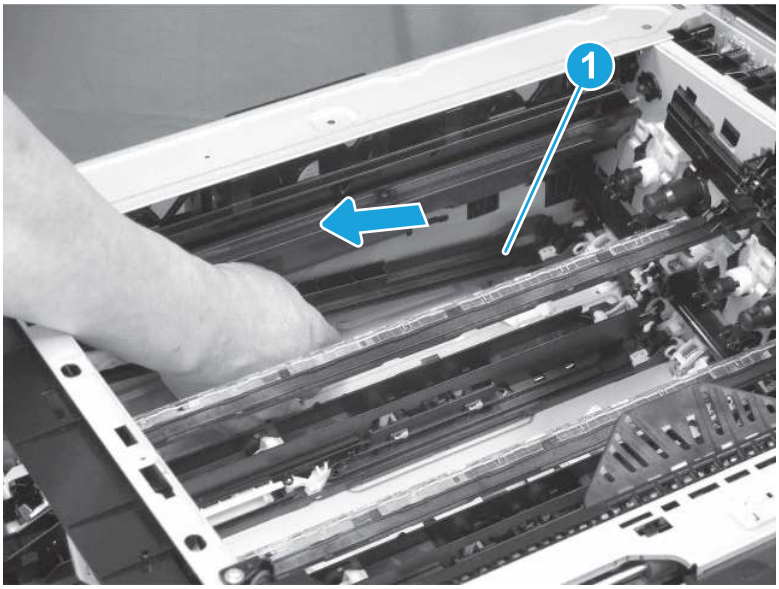
e. Release two bosses (callout 1).

Figure 4-1187 Release two bosses



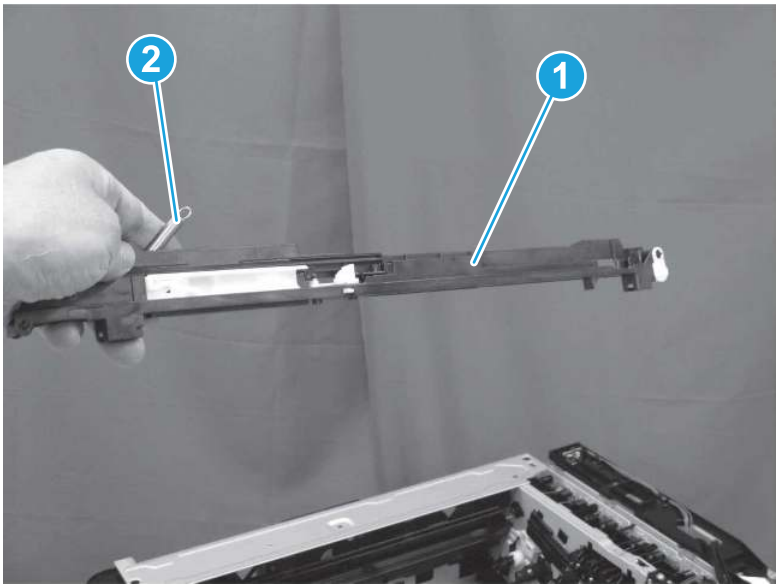
f. Pull the DT cartridge rail assembly (callout 1) toward the front of the printer about 2 cm (0.79 in).

Figure 4-1188 **Pull the DT cartridge rail assembly**



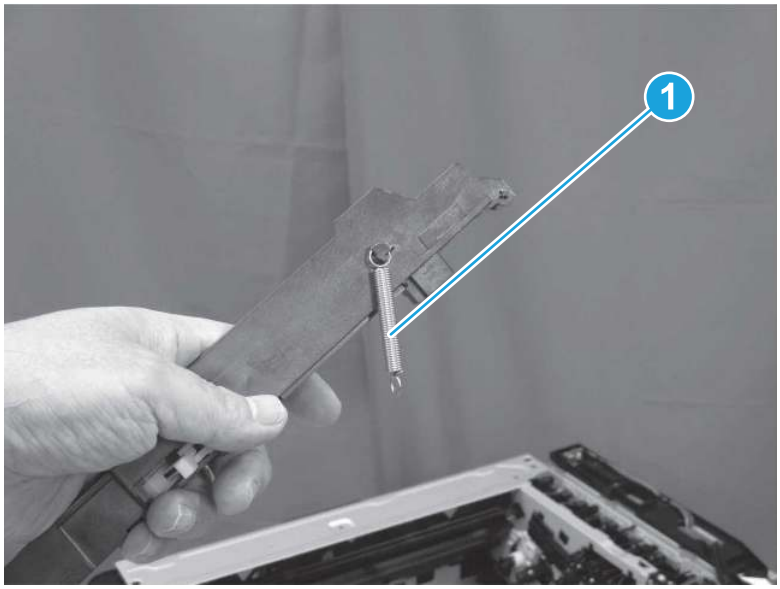
g. Remove the DT cartridge assembly (callout 1) and the spring (callout 2) together.

Figure 4-1189 **Remove the DT cartridge assembly and spring**



h. Remove the spring (callout 1).

Figure 4-1190 **Remove the spring**



15. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

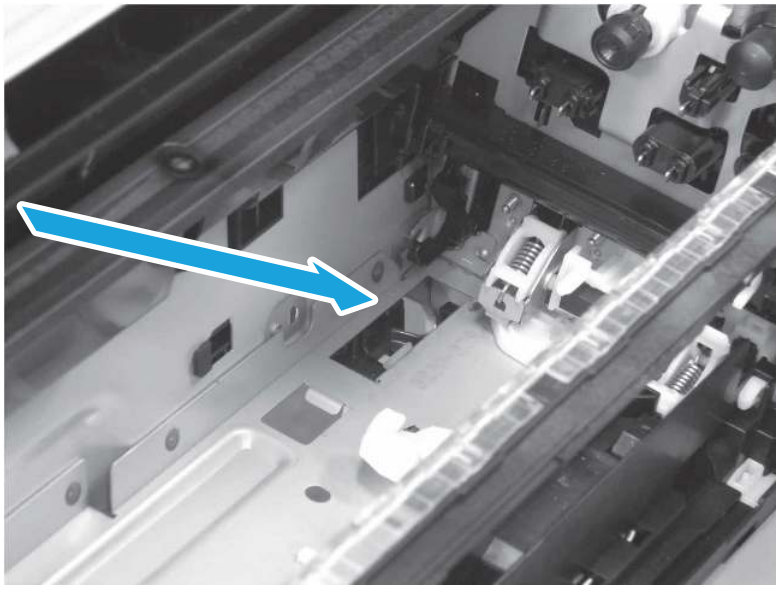
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

16. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the DT cartridge rail assembly.

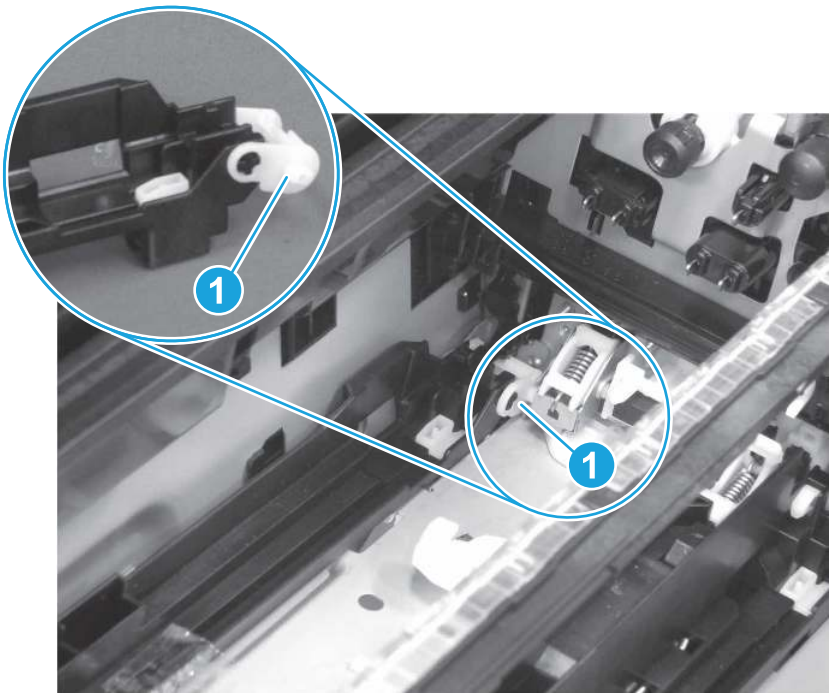
a. Slide the DT-cartridge rail assembly into position.

Figure 4-1191 Position the DT-cartridge rail assembly (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



b. Make sure that the link arm (callout 1) is correctly positioned. If this part is positioned incorrectly, the cartridge cannot be installed.

Figure 4-1192 Check the link arm position (M751/E75245/M856/E85055/M776dn/M776z/M776zs)



Removal and replacement: Transfer cleaner assembly (E75245/E85055)

Learn how to remove and replace the transfer cleaner assembly.

View a video of how to remove and replace the transfer cleaner assembly.

Mean time to repair: 8 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 4-69 Part information

Part number	Part description
RM2-1490-000CN	Transfer cleaner assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

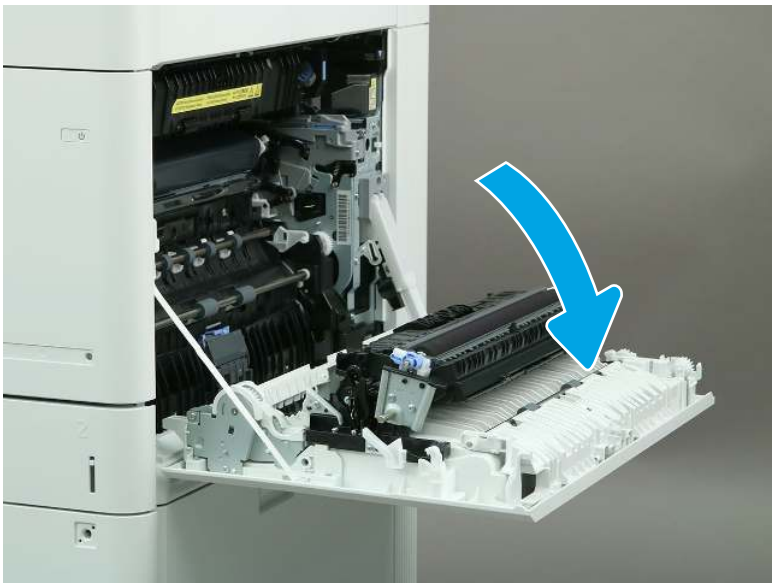
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the intermediate transfer belt (ITB).

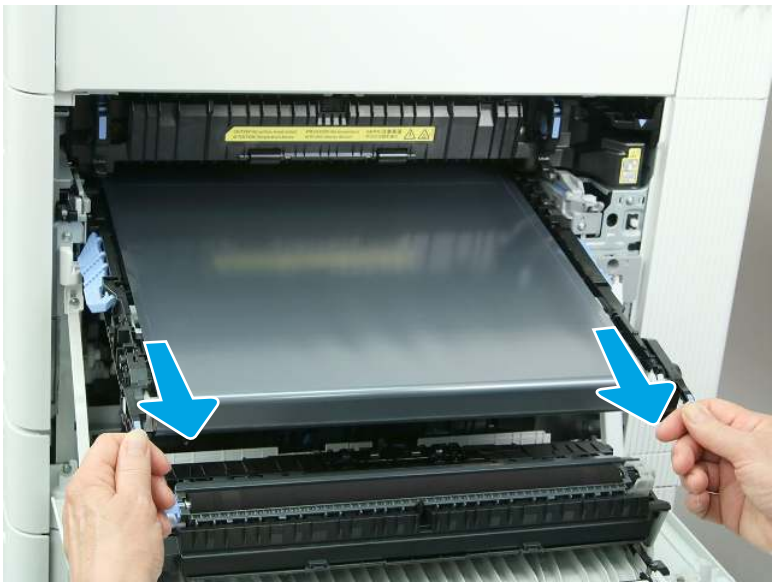
a. Open the right door.

Figure 4-1193 Open the right door



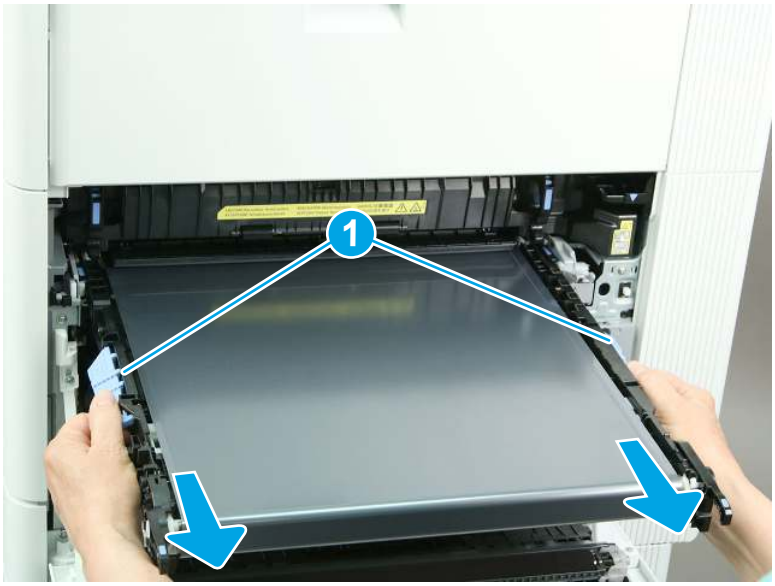
b. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-1194 Partially remove the ITB



c. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-1195 Remove the ITB



2. Examine the ITB.

a. Examine the front edge of the ITB.

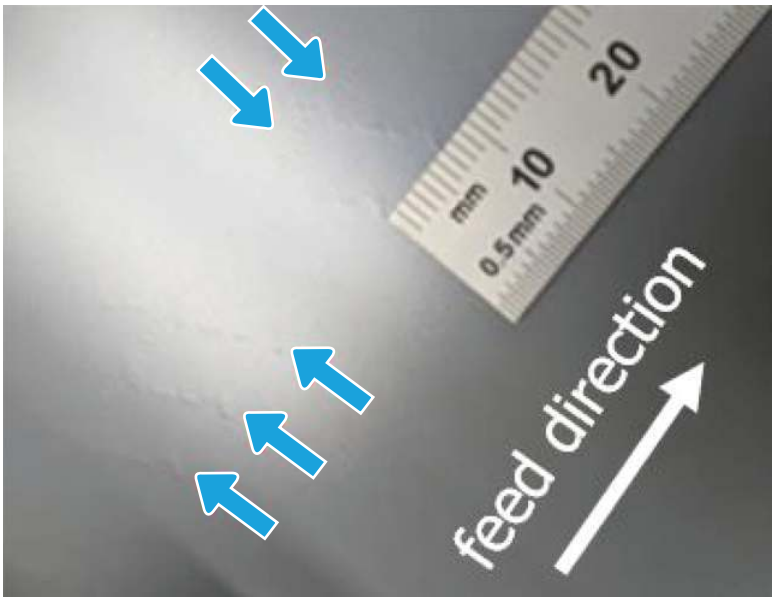
Figure 4-1196 Examine the front edge of the ITB

b. If a convex streak is visible on the ITB in the paper feed direction, **do not replace the transfer cleaner. Replace the ITB.**

Figure 4-1197 **Check for convex streak**

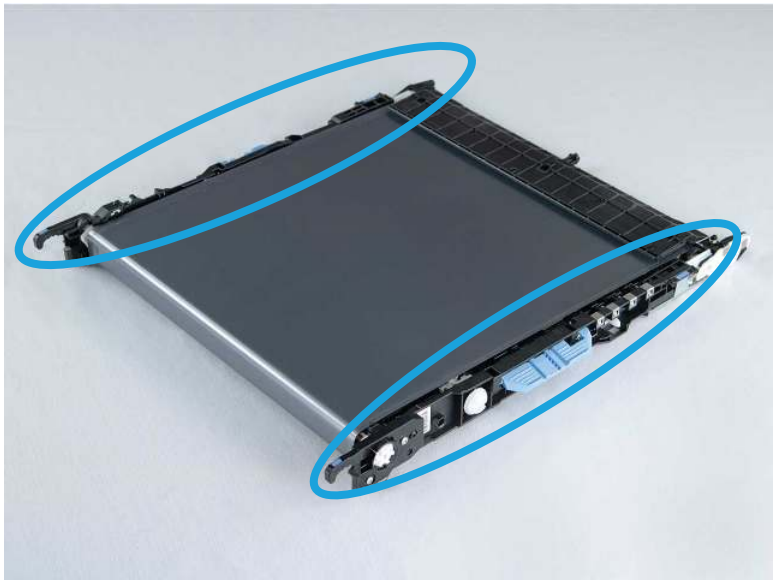
c. If repeating ripples or ridges are visible on the ITB in the paper feed direction, **do not replace the transfer cleaner. Replace the ITB.**

Figure 4-1198 **Check for repeating lines**



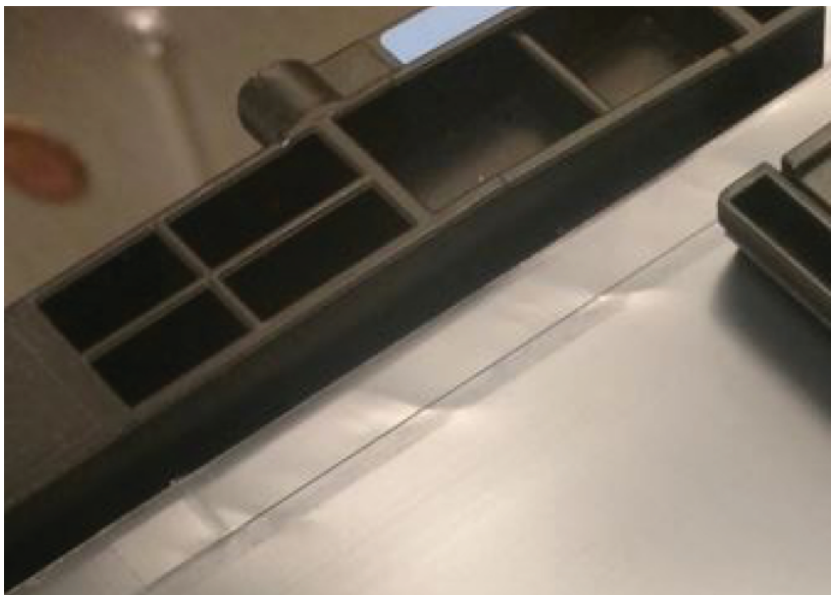
d. Examine the right and left sides of the ITB.

Figure 4-1199 **Examine the right and left sides of the ITB**



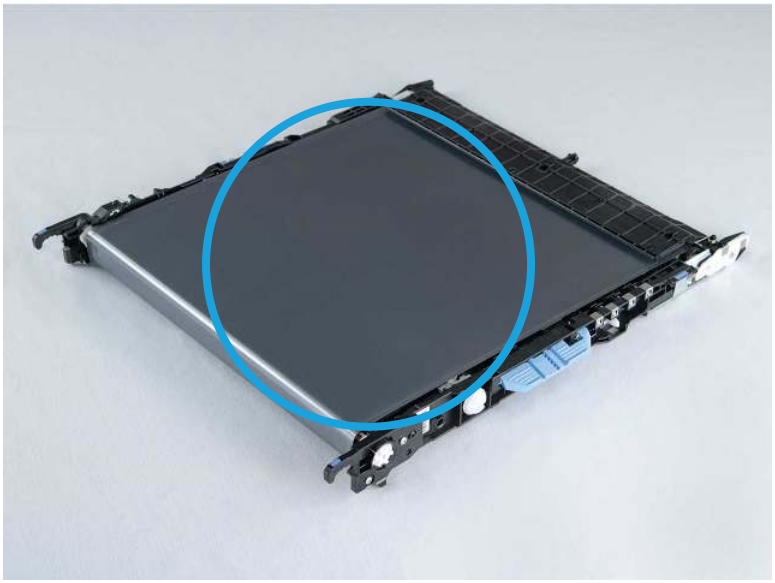
e. If the edges of the belt are bent or creased, **do not replace the transfer cleaner. Replace the ITB.**

Figure 4-1200 **Check for bent or creased edges**



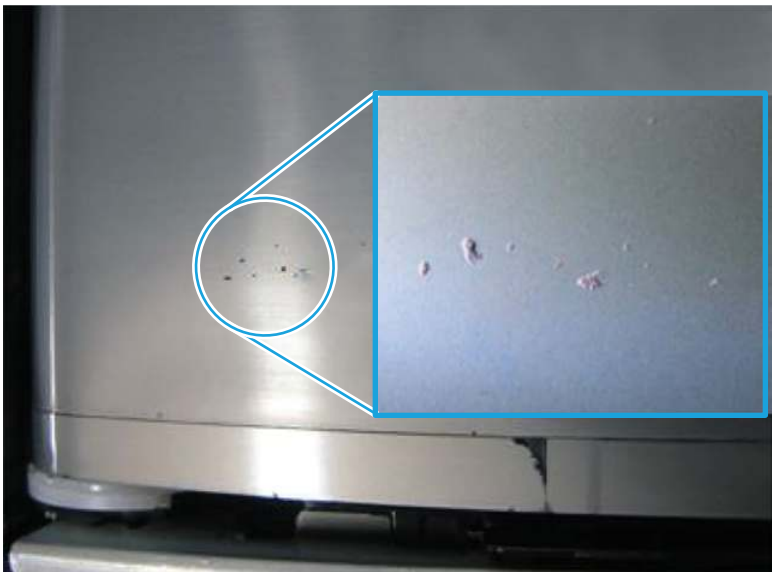
f. Examine the surface of the ITB.

Figure 4-1201 Examine the surface of the ITB



g. Look for any debris, dimpling, or toner streaks on the surface of the ITB.

Figure 4-1202 Look for debris, dimpling, or toner streaks on the ITB

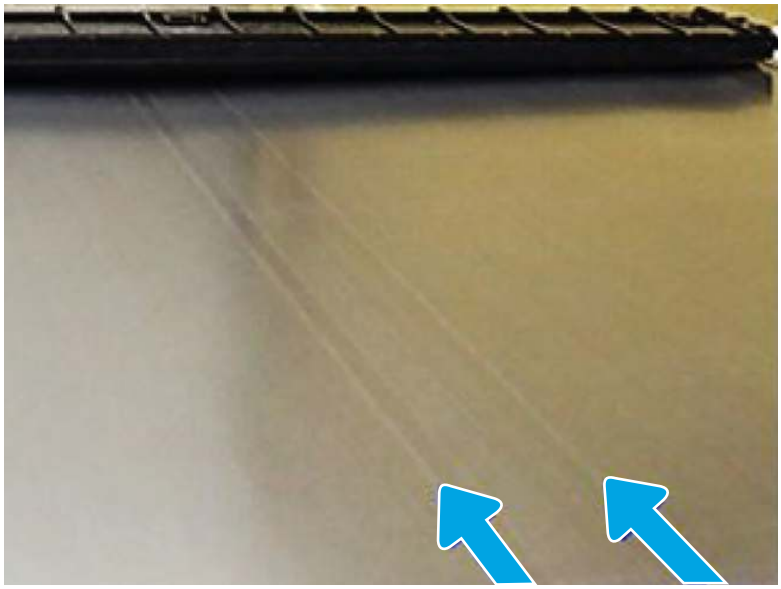


h. If debris or toner streaks are present, clean the surface of the ITB with a clean, soft cloth.

Figure 4-1203 Clean the ITB

i. If any debris or toner streaks remain on the ITB after cleaning, **do not replace the transfer cleaner. Replace the ITB.**

Figure 4-1204 Look for debris or toner streaks on the ITB



j. If no debris or toner streaks remain on the ITB, replace the transfer cleaner.

3. Remove the transfer cleaner assembly.

a. Locate the transfer cleaner assembly on the intermediate transfer belt (ITB).

Figure 4-1205 Locate the transfer cleaner assembly

b. Remove one screw (callout 1).

Figure 4-1206 Remove one screw

c. Remove the capture plate (callout 1).

NOTE: All springs remain attached to the ITB.

Figure 4-1207 Remove the capture plate

d. Pivot the end of the transfer cleaner away from the ITB.

Figure 4-1208 Pivot the cleaner away from the ITB

e. Remove the transfer cleaner (callout 1).

Figure 4-1209 **Remove the transfer cleaner**

4. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

5. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

   Install the transfer cleaner assembly.

   a. When installing the transfer cleaner, position the end of the assembly over the square coupler and the locator pin on the ITB.

Figure 4-1210 Position the transfer cleaner assembly

b. Pivot the transfer cleaner assembly toward the ITB to install it.

Figure 4-1211 Install the transfer cleaner assembly

c. Squeeze the edge of the transfer cleaner and the ITB together to compress the spring, and then install the capture plate.

Figure 4-1212 Install the capture plate

d. Install one screw (callout 1).

Figure 4-1213 Install one screw

Removal and replacement: PEFS board (E75245/E85055)

Learn how to remove and replace the PEFS board (E75245/E85055 only).

View a video of how to remove and replace the PEFS board.

Mean time to repair: 1 minute

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 4-70 Part information

Part number	Part description
T3U43-67902	Kit - PEFS (includes PEFS board and flat cable)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1214 Remove the formatter cover

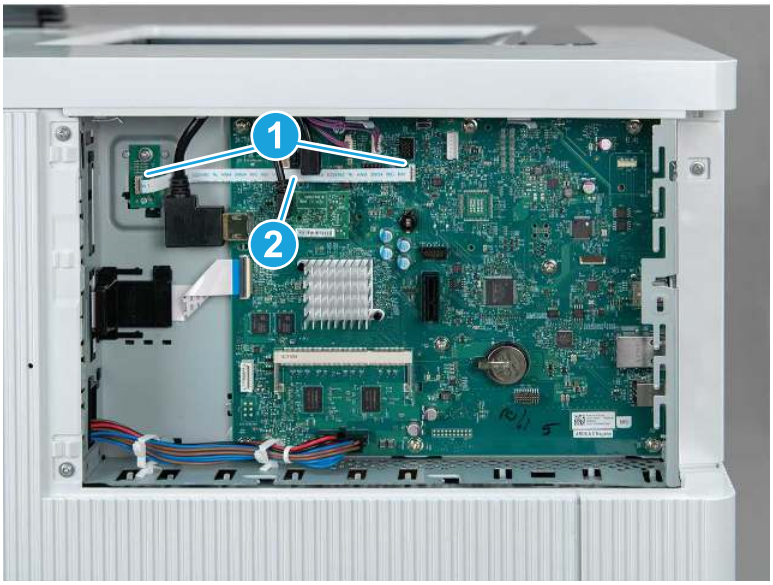
2. Remove the print engine failure sensor (PEFS) board.

   a. Locate the PEFS board on the formatter board.

   Figure 4-1215 Locate the PEFS board

   b. Disconnect two connectors (callout 1), and then remove the cable (callout 2).

   Figure 4-1216 Disconnect two connectors and remove the cable



c. Remove one screw (callout 1), and then remove the PEFS board).

Figure 4-1217 Remove the PEFS board

3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 (M751/E75245)

Learn how to remove and replace the formatter.

IMPORTANT: Only install new service formatters into the printer under service. Used formatters will result in 33.xx errors because the data on the formatter will not match the data on the printer. Continuing past these errors might lead to loss of critical customer data, such as product speeds and page counts.

View a video of how to remove and replace the formatter.

Mean time to repair: 22 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 4-71 Part information

Part number	Part description
5851-7702	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)
5851-7703	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)
5851-7704	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)
5851-7705	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1218 **Remove the formatter cover**

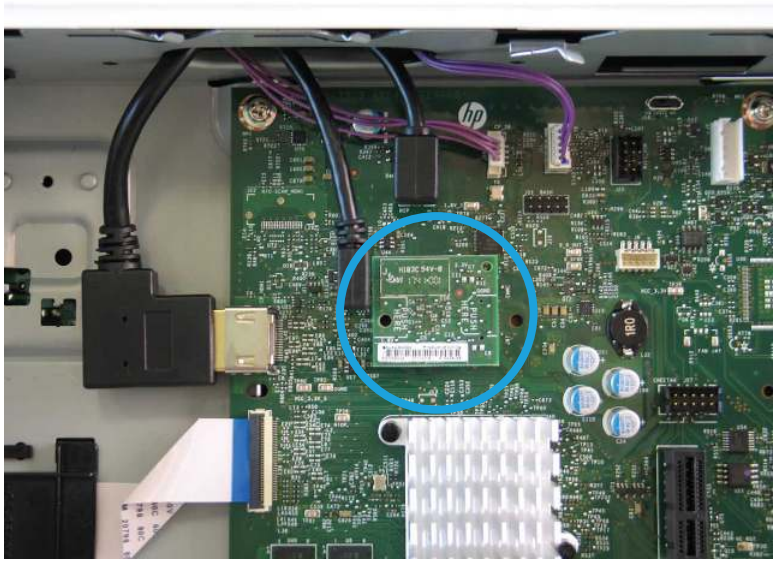
2. Remove the formatter (M751/E75245).

NOTE: Before removing the formatter, remove any accessories installed, such as the hard disk drive, internal USB ports, memory DIMM, or any other third-party solutions. **Make sure to install these components on the replacement formatter at the end of the repair.**

IMPORTANT: Do not replace the formatter and DC controller at the same time. Replace one part and allow the printer to boot to a READY state. Then, turn the power off, unplug the printer, and replace the other part. Failure to do this may render the printer non-operational.

a. Locate the embedded Multi-Media Controller (eMMC) on the formatter board.

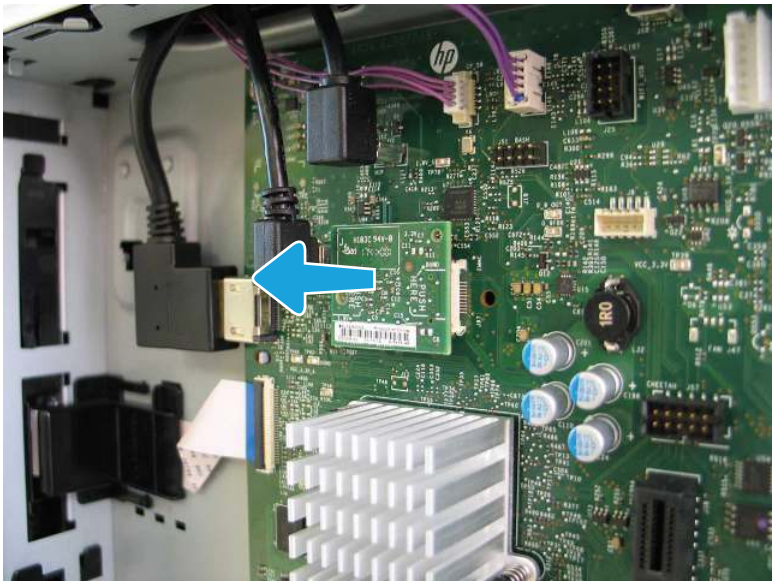
Figure 4-1219 **Locate the eMMC**



b. Lift the eMMC off of the formatter board to remove it.

IMPORTANT: Do not discard the eMMC. Save it and install it on the replacement formatter board.

Figure 4-1220 Remove the eMMC



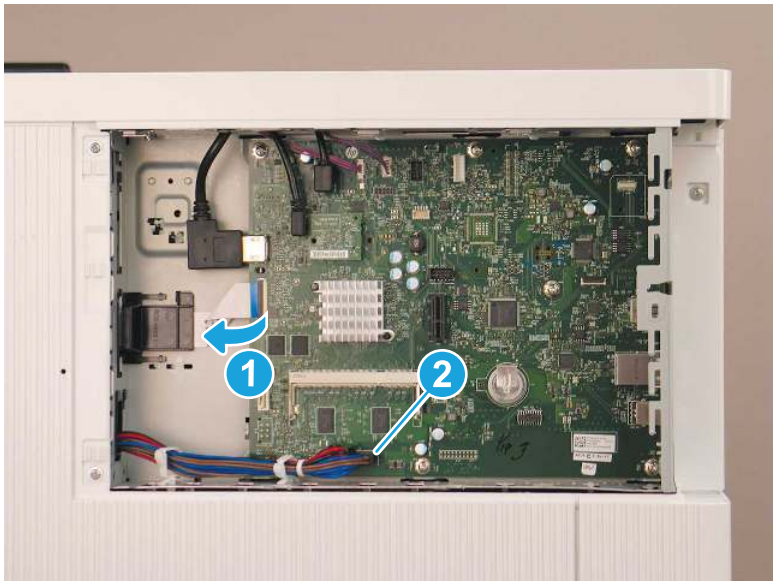
c. Lift the Trusted Platform Module (TPM) off of the formatter board to remove it.

IMPORTANT: Do not discard the TPM. Save it and install it on the replacement formatter board.

Figure 4-1221 Remove the TPM

d. Open the retainer (callout 1) to release the flat cable. Squeeze the latch to disconnect the connector (callout 2) at the lower edge of the formatter. Disconnect all of the remaining connectors on the formatter.

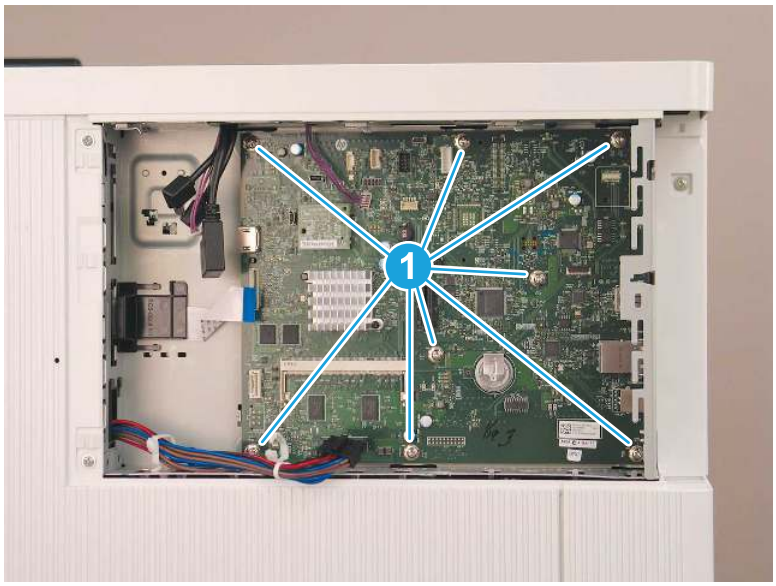
Figure 4-1222 Disconnect all of the connectors



e. Remove eight screws (callout 1), and then remove the formatter.

NOTE: The lower right screw might be missing in some later versions of the printer.

Figure 4-1223 Remove eight screws



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 (M856/E85055/M776)

Learn how to remove and replace the formatter.

IMPORTANT: Only install new service formatters into the printer under service. Used formatters will result in 33.xx errors because the data on the formatter will not match the data on the printer. Continuing past these errors might lead to loss of critical customer data, such as product speeds and page counts.

View a video of how to remove and replace the formatter.

Mean time to repair: 22 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 4-72 Part information

Part number	Part description
5851-7702	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)
5851-7703	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)
5851-7704	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)
5851-7705	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)
5851-7913	Formatter PCA (M776) (sPAB - SFP)

Table 4-72 Part information (continued)

Part number	Part description
5851-7914	Formatter PCA (M776) (sPAB - SFP; India/China)

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1224 Remove the formatter cover

2. Remove the formatter (M856/E85055/M776).

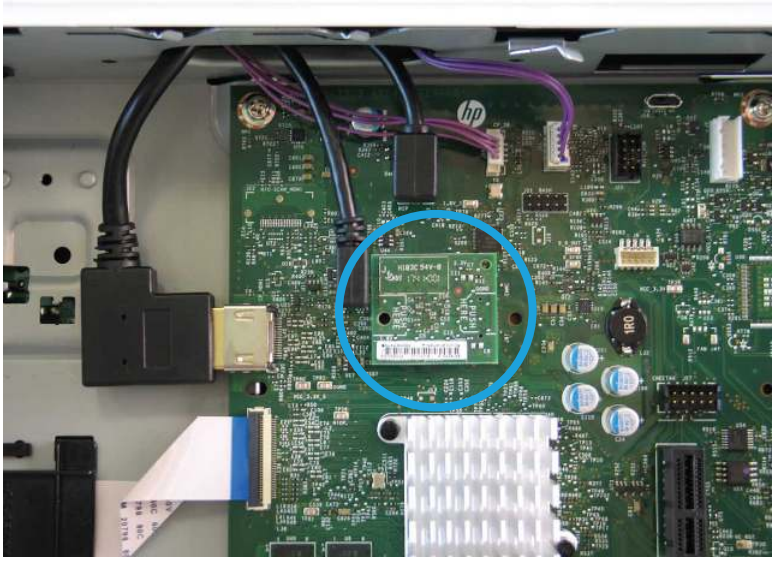
NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models

NOTE: Before removing the formatter, remove any accessories installed, such as the hard disk drive, internal USB ports, memory DIMM, fax card, or any other third-party solutions. **Make sure to install these components on the replacement formatter at the end of the repair.**

NOTE: Do not replace the formatter and DC controller at the same time. Replace one part and allow the printer to boot to a READY state. Then, turn the power off, unplug the printer, and replace the other part. Failure to do this may render the printer non-operational.

a. **M856/E85055 only**: Locate the embedded Multi-Media Card (eMMC) on the formatter board.

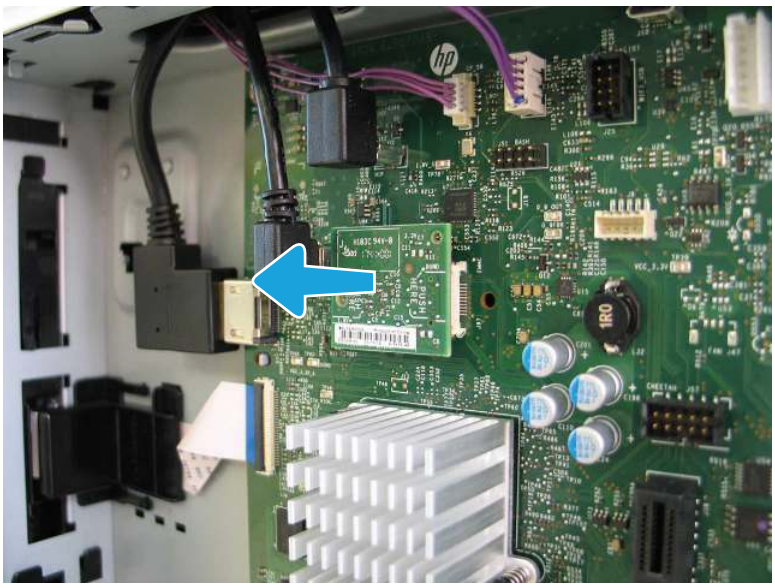
Figure 4-1225 **Locate the eMMC**



b. **M856/E85055 only**: Lift the eMMC off of the formatter board to remove it.

IMPORTANT: Do not discard the eMMC. Save it and install it on the replacement formatter board.

Figure 4-1226 **Remove the eMMC**



c. **M776 only**: Release the locking connector (callout 1) on the hard disk drive (HDD), and then pinch the retainer (callout 2) to release it.

Figure 4-1227 **Release the hard disk drive**

d. **M776 only**: Raise the connector end of the HDD out and away from the formatter (callout 1), and then slide it to the left (callout 2) to remove it.

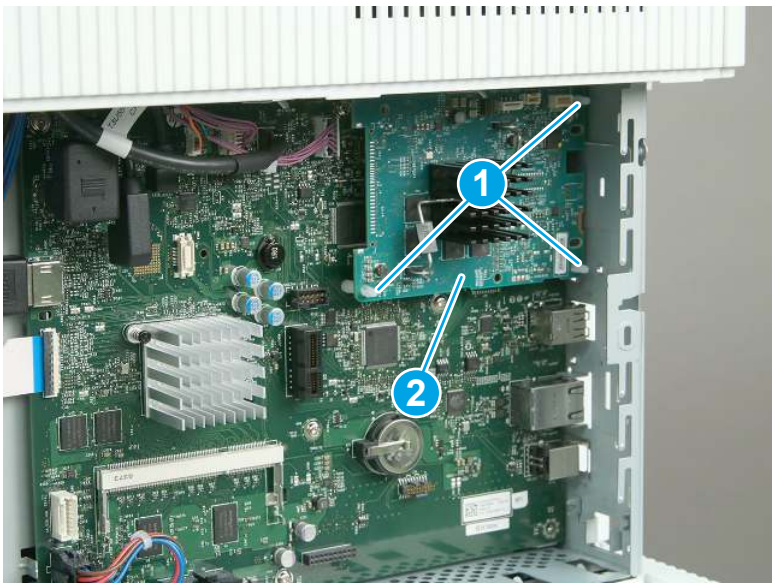
Figure 4-1228 **Remove the hard disk drive**

e. Open the retainer (callout 1) to release the flat cable. Squeeze the latch to disconnect the connector (callout 2) at the lower edge of the formatter. Disconnect all of the remaining connectors on the formatter.

Figure 4-1229 Disconnect all of the connectors

f. **M776 only:** Release three standoff tabs (callout 1).

Figure 4-1230 Release three tabs



g. **M776 only**: Remove the accelerator board.

Figure 4-1231 **Remove the accelerator board**

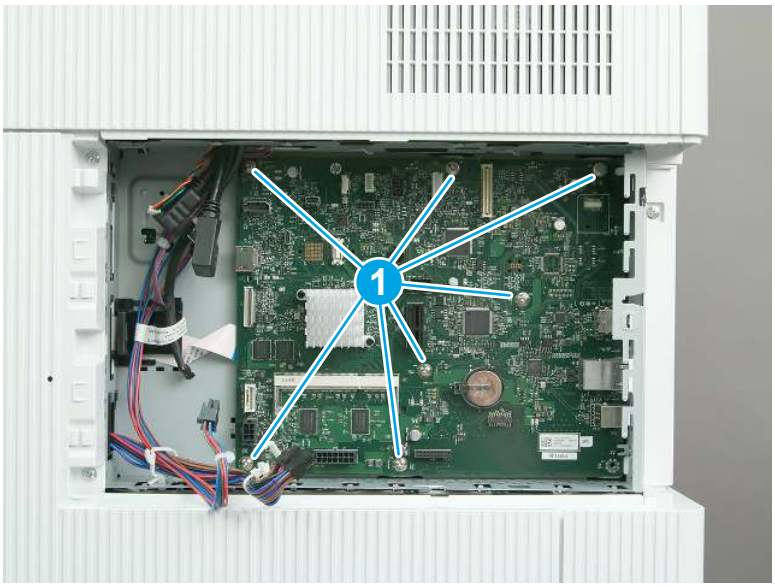
h. Lift the Trusted Platform Module (TPM) off of the formatter board to remove it.

IMPORTANT: Do not discard the TPM. Save it and install it on the replacement formatter board.

Figure 4-1232 **Remove the TPM**

i. Remove seven screws (callout 1), and then remove the formatter.

Figure 4-1233 Remove seven screws



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 case (M856/E85055/M776)

Learn how to remove and replace the formatter case.

Mean time to repair: 15 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 4-73 Part information

Part number	Part description
RM2-2476-000CN	Formatter case assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

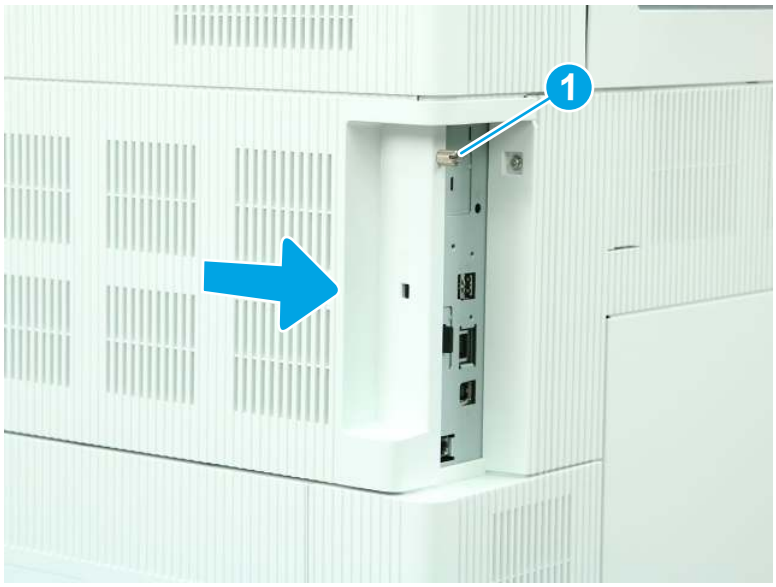
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

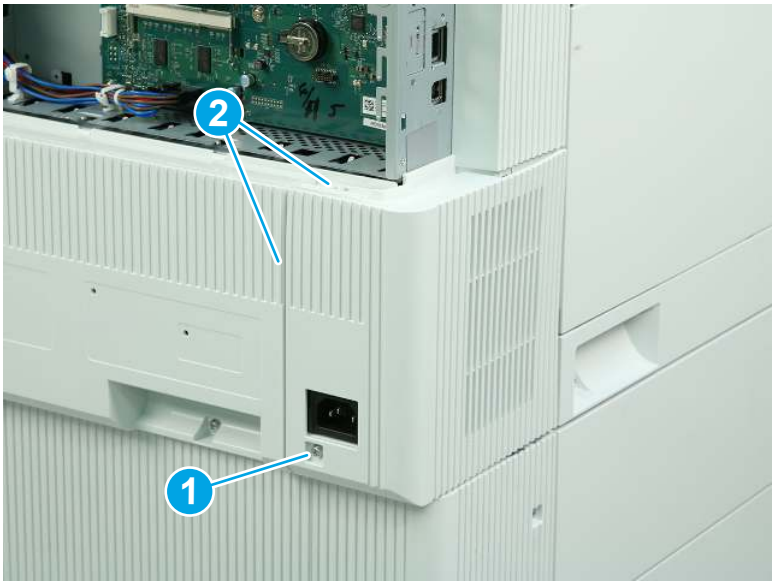
Figure 4-1234 Remove the formatter cover



2. Remove the left lower cover (M856/E85055/M776).

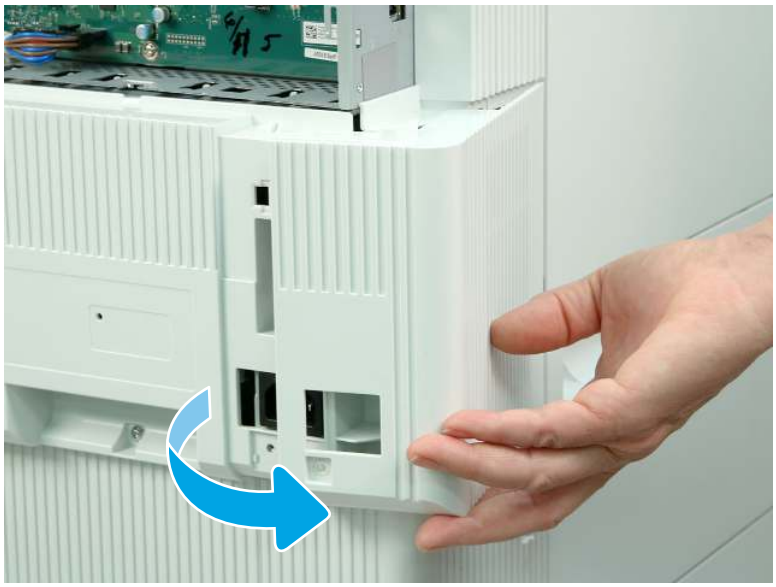
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1235 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

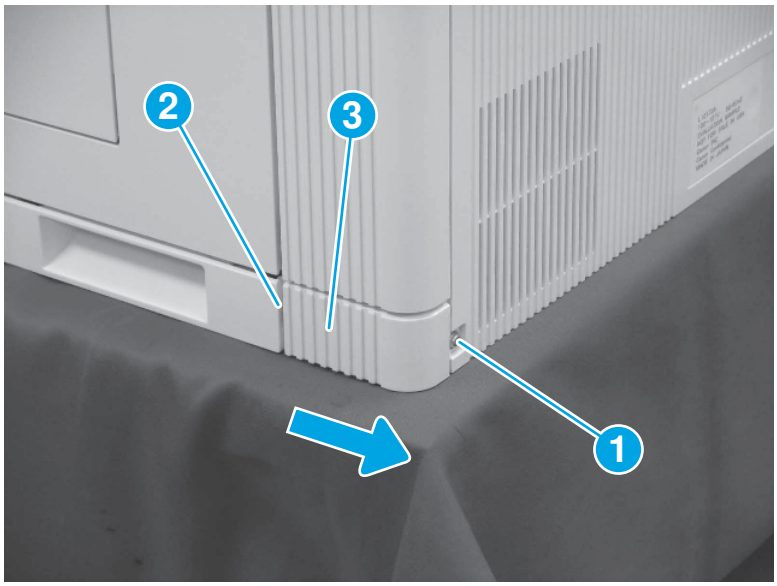
Figure 4-1236 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

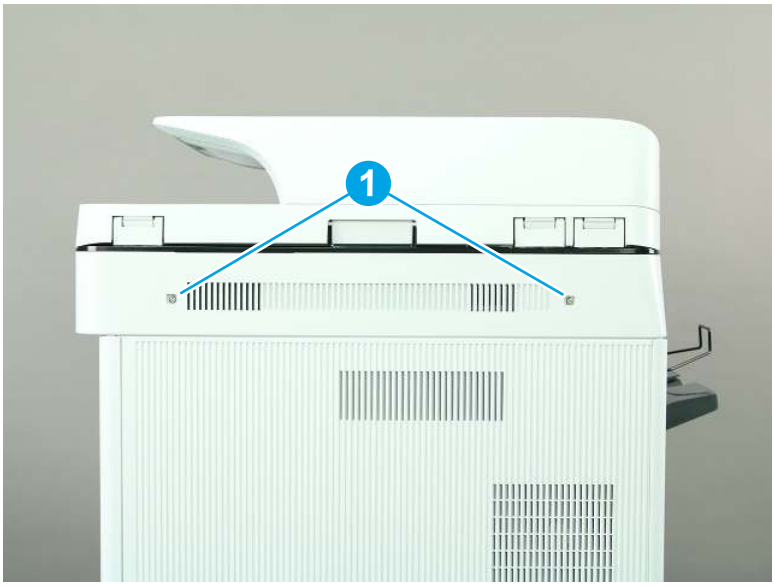
Figure 4-1237 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1238 Remove two screws



b. Remove the SCB cover.

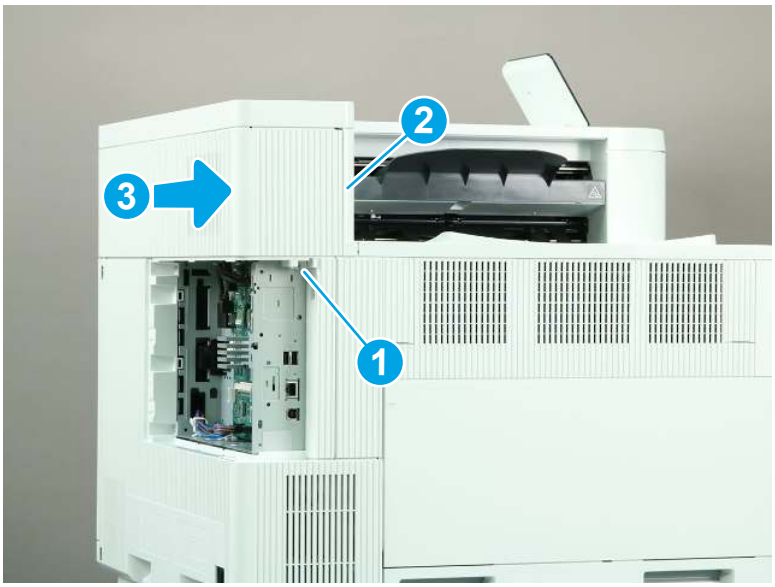
Figure 4-1239 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

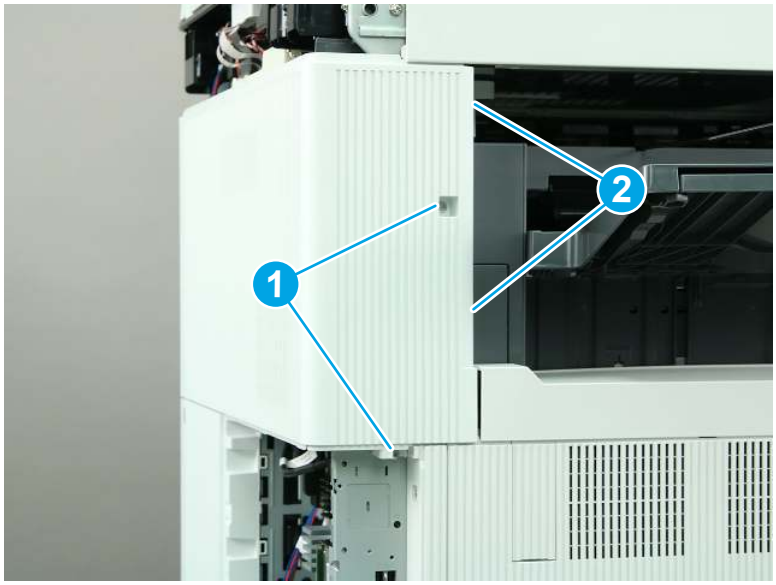
  Figure 4-1240 **Remove the rear upper cover**

6. Remove the rear upper cover and left rear upper cover (M776zs).

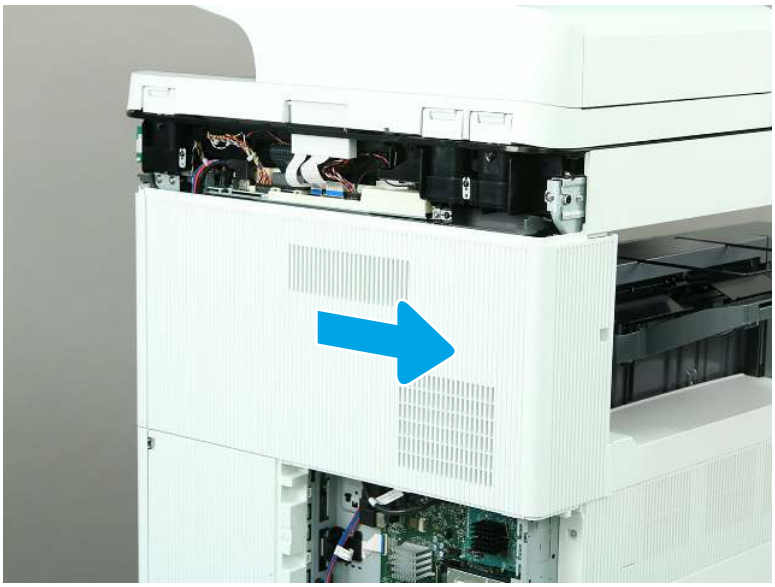
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1241 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

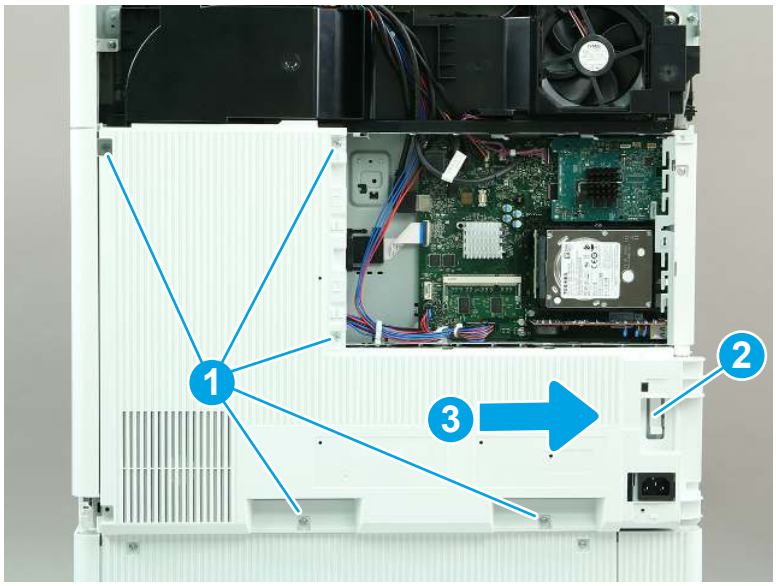
Figure 4-1242 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1243 Remove the rear cover (M856/E85055/M776)



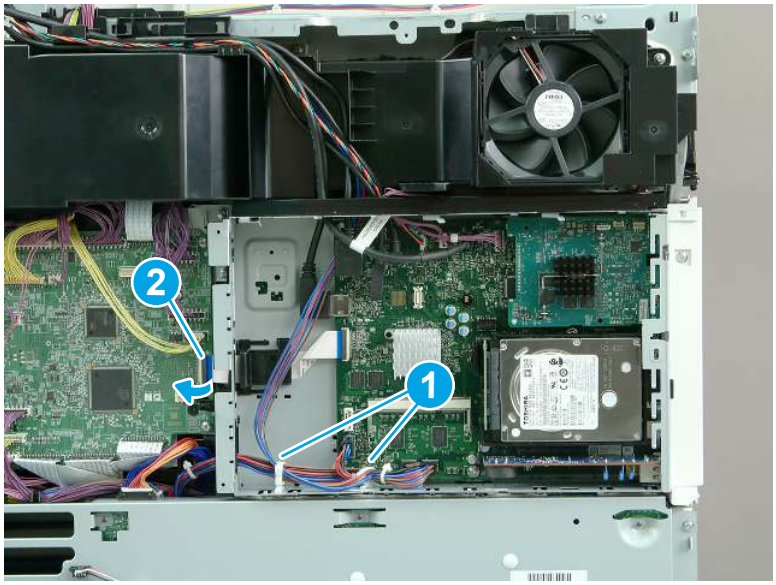
8. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

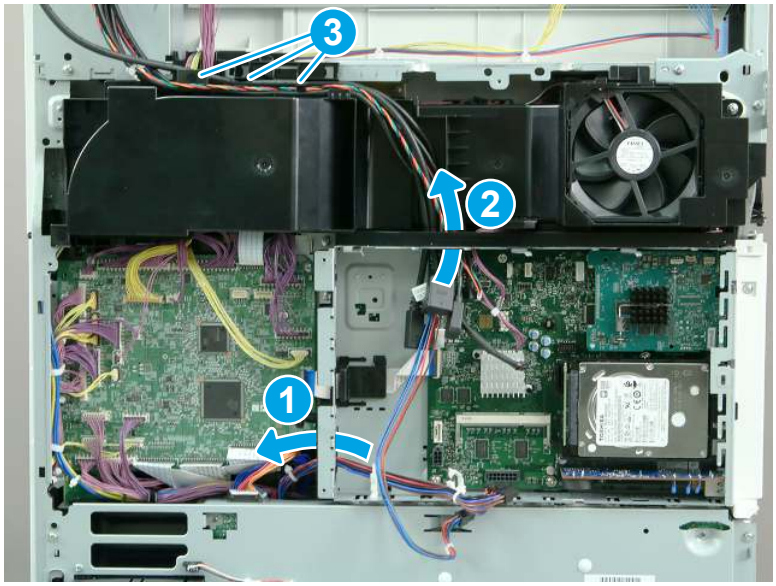
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1244 Disconnect the connectors



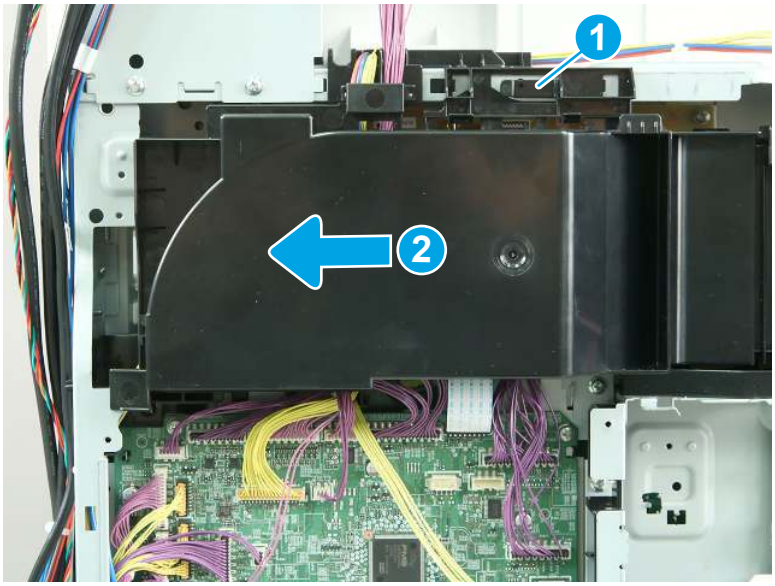
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1245 Release the cables



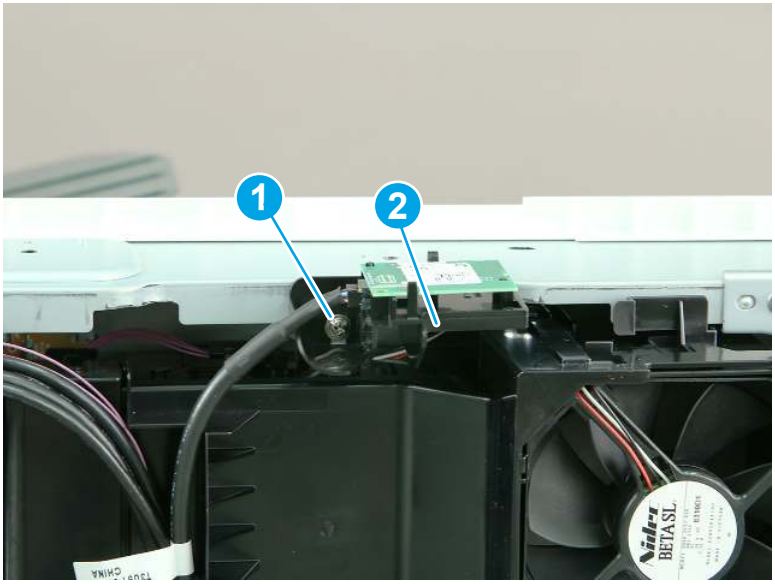
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1246 Remove the fan duct



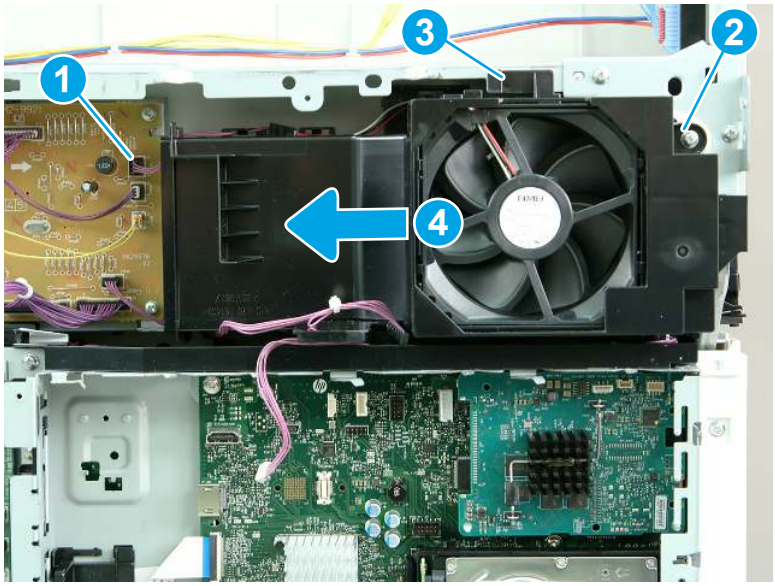
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1247 Remove the wireless card and bracket



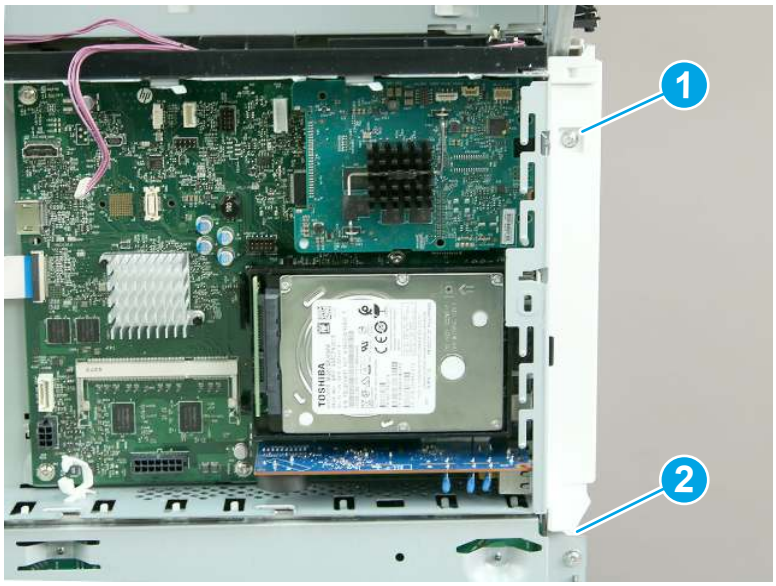
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1248 Remove the fan assembly



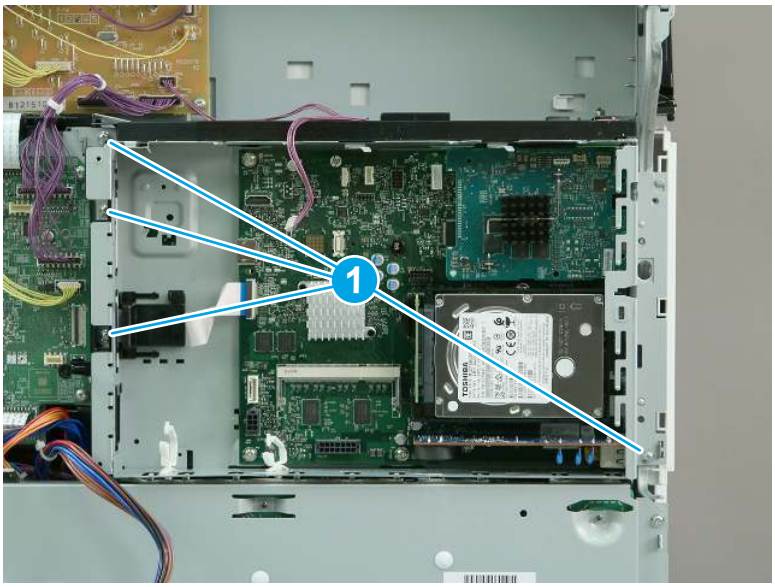
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1249 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1250 Remove four screws



h. Remove the formatter and case.

Figure 4-1251 Remove the formatter and case

9. Remove the formatter case (M856/E85055/M776).

a. **M776 only**: Release the locking connector (callout 1) on the hard disk drive (HDD), and then pinch the retainer (callout 2) to release it.

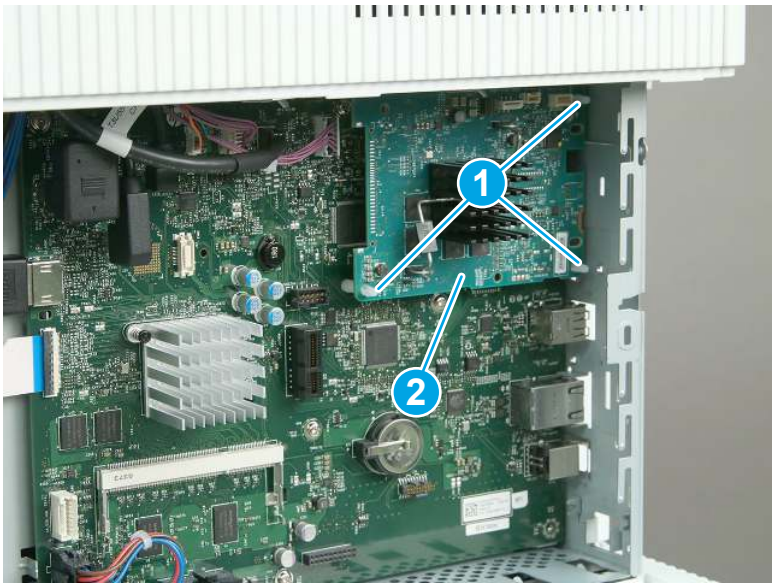
Figure 4-1252 **Release the hard disk drive**

b. **M776 only**: Raise the connector end of the HDD out and away from the formatter (callout 1), and then slide it to the left (callout 2) to remove it.

Figure 4-1253 **Remove the hard disk drive**

c. **M776 only:** Release three standoff tabs (callout 1).

Figure 4-1254 **Release three tabs**

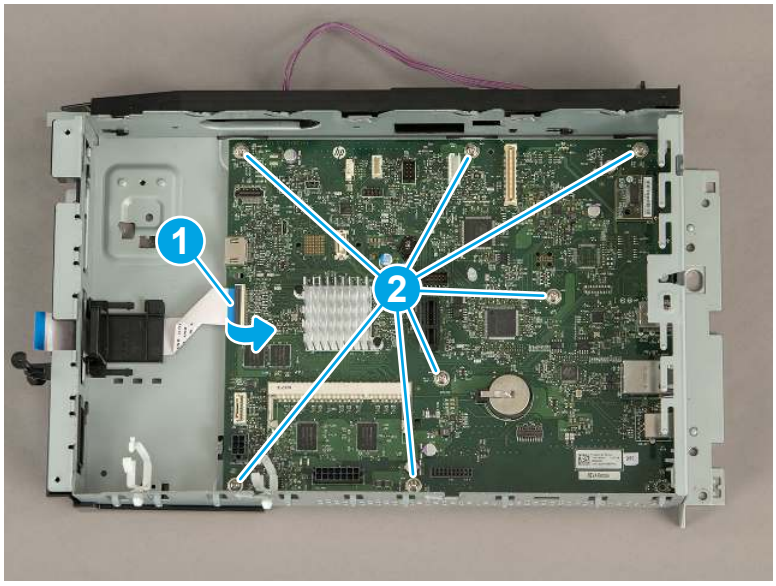


d. **M776 only:** Remove the accelerator board.

Figure 4-1255 **Remove the accelerator board**

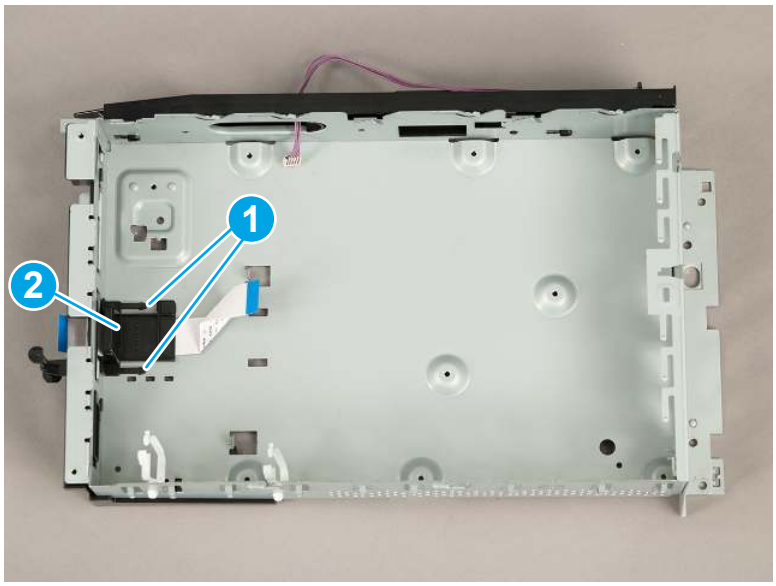
e. Open the retainer (callout 1) to release the flat cable. Remove seven screws (callout 2), and then remove the formatter from the case.

Figure 4-1256 Remove the formatter



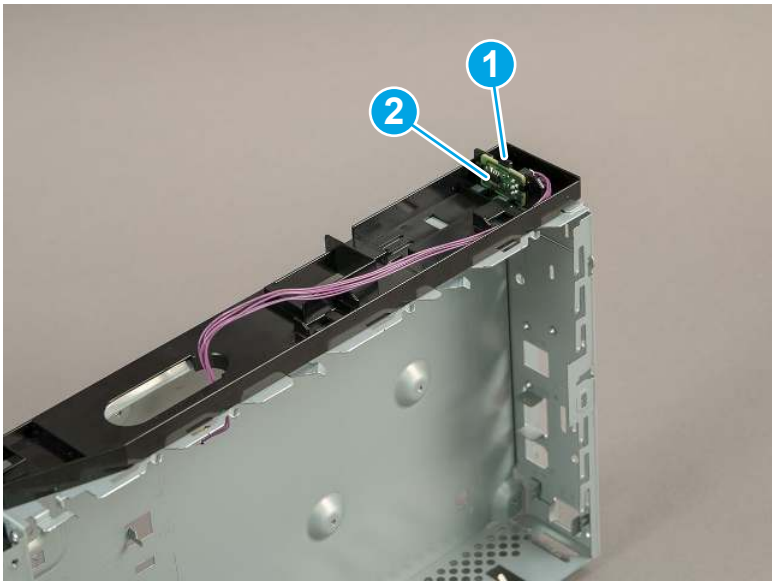
f. Release two tabs (callout 1), and then remove the flat cable and retainer. Install these on the replacement formatter case.

Figure 4-1257 Release the retainer



g. Release one tab (callout 1), and then remove the memory PCA and cable (callout 2). Install these on the replacement formatter case.

Figure 4-1258 Remove the memory PCA



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Memory PCA (M856/E85055/M776)

Learn how to remove and replace the memory PCA.

View a video of how to remove and replace the memory PCA.

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 4-74 Part information

Part number	Part description
RM3-7351-000CN	Memory PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

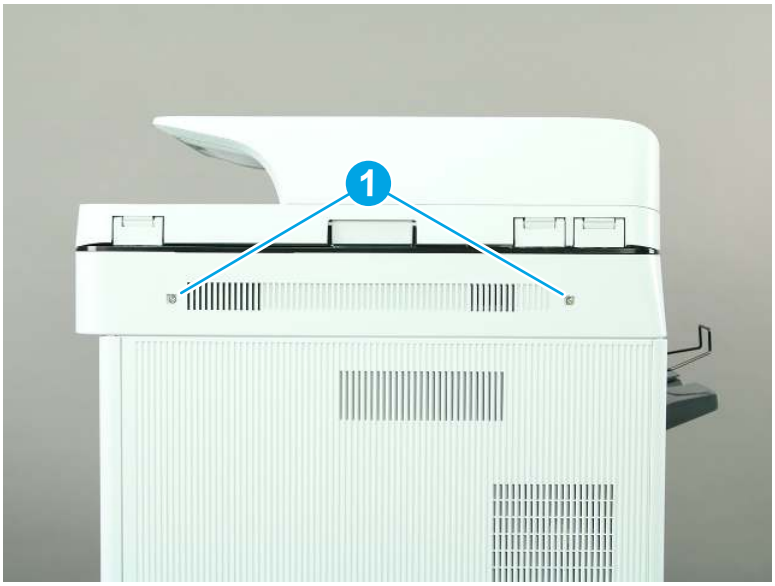
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1259 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

   a. Remove two screws (callout 1).

   Figure 4-1260 Remove two screws

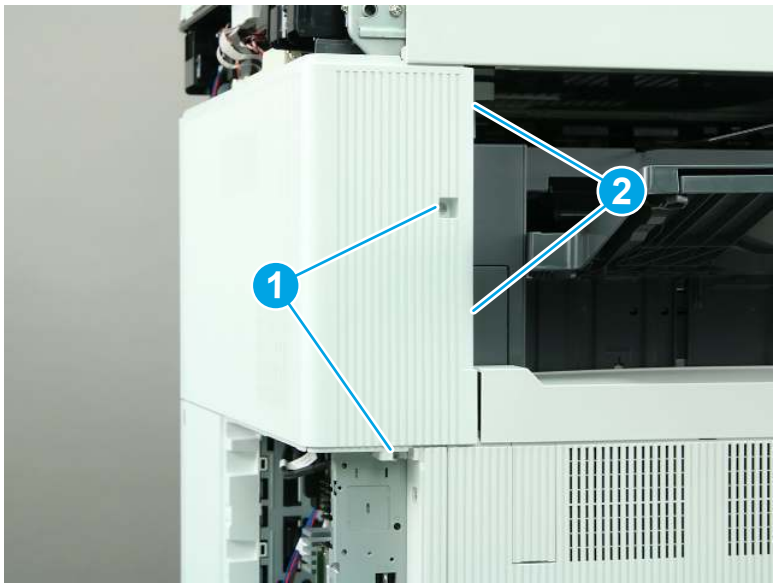
   b. Remove the SCB cover.

   Figure 4-1261 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

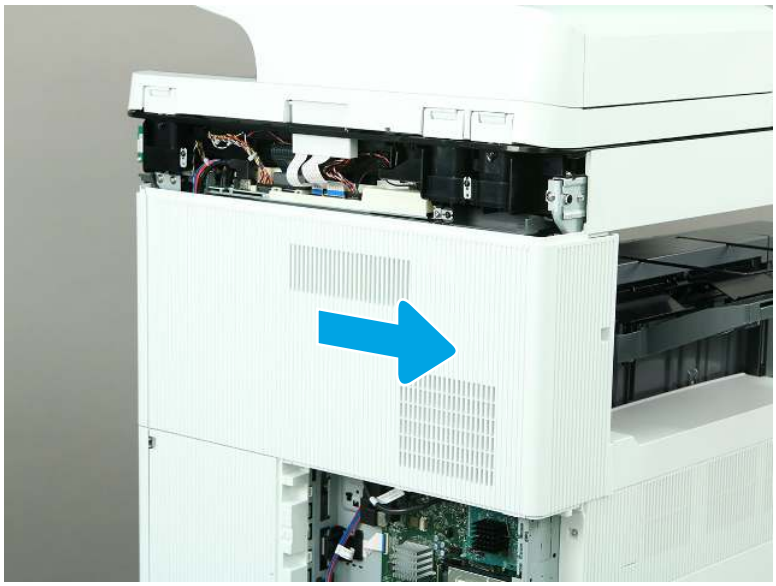
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1262 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-1263 Remove the rear upper and left rear upper cover

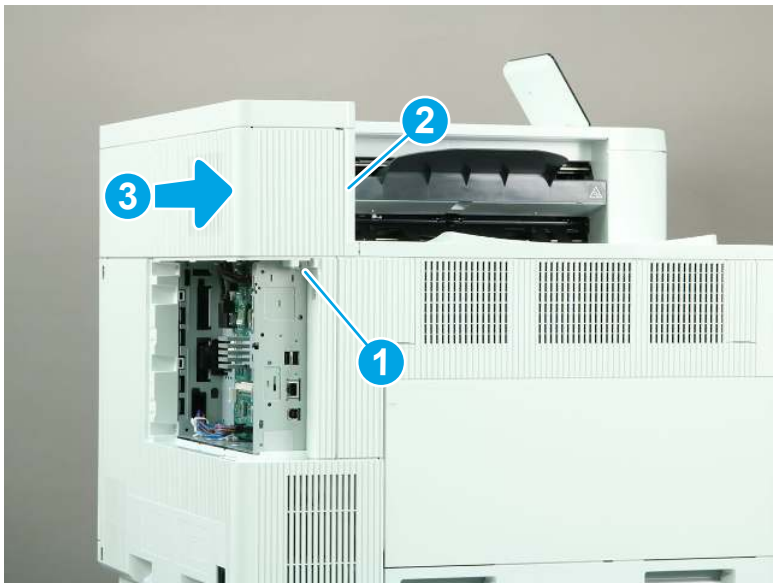


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-1264 **Remove the rear upper cover**



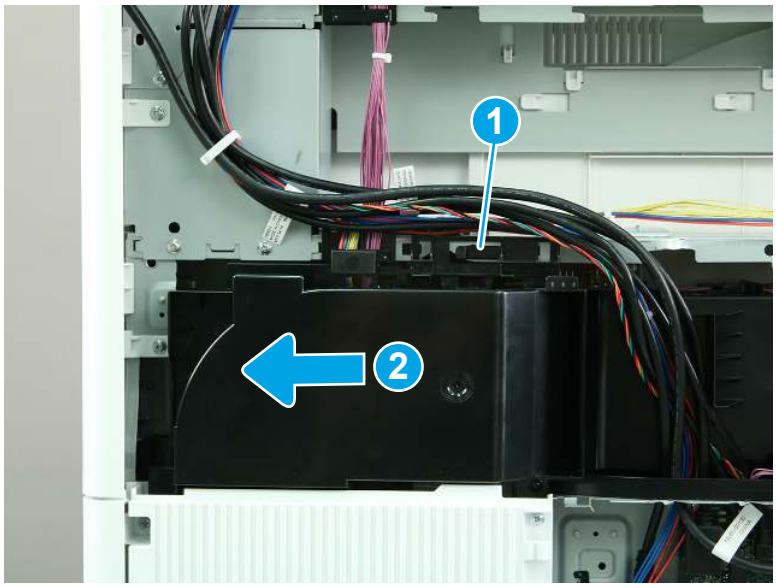
5. Remove the memory PCA (M856/E85055/M776).

a. Release the cables (callout 1) from the guides (callout 2).

Figure 4-1265 **Release the cables from the guides**

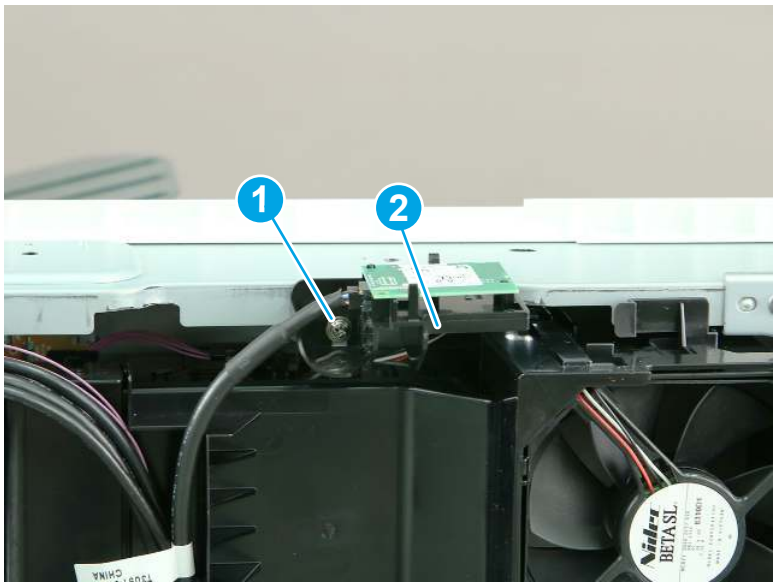
b. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1266 Remove the fan duct



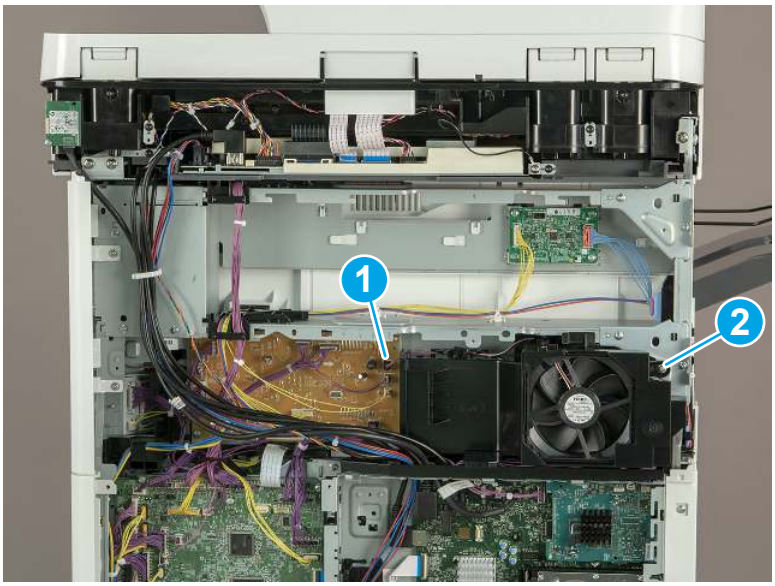
c. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1267 Remove the wireless card and bracket (M856/E85055)



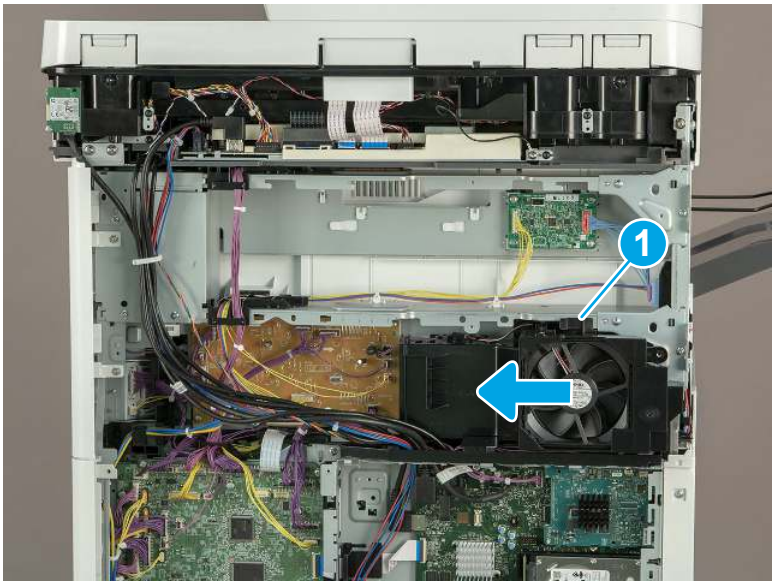
d. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-1268 Disconnect one connector and remove one screw



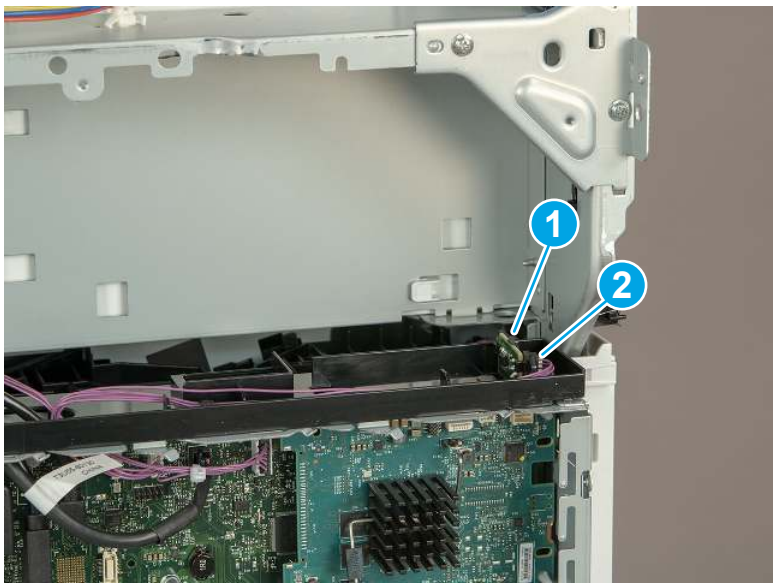
e. Release one tab (callout 1), and then slide the fan assembly to the left to release it. Pull the assembly away from the printer to remove it.

Figure 4-1269 Remove the fan assembly



f. Release one tab (callout 1) to release the PCA from the formatter cage, and then disconnect one connector (callout 2).

Figure 4-1270 Remove the memory PCA



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Main connecting PCA (M751/E75245)

Learn how to remove and replace the main connecting PCA.

View a video of how to remove and replace the Main Connecting PCA (M751/E75245).

Mean time to repair: 45 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 4-75 Part information

Part number	Part description
RM2-9618-000CN	Main connecting PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

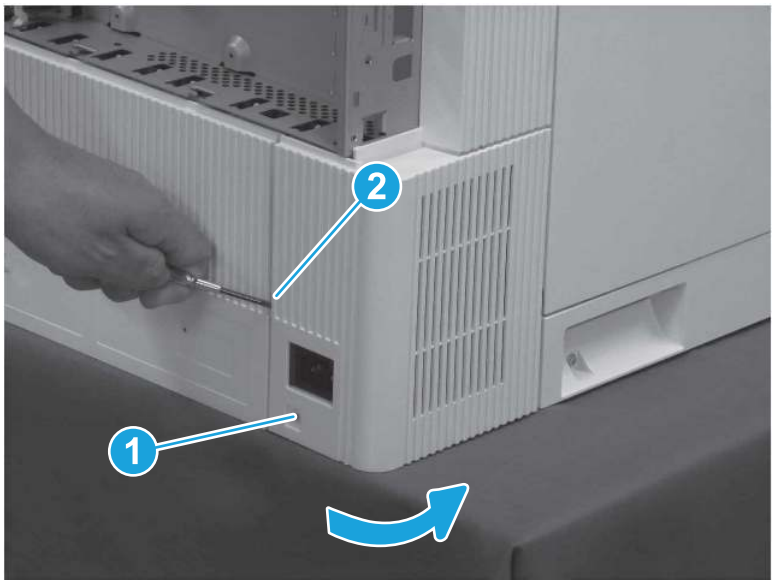
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

  Figure 4-1271 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

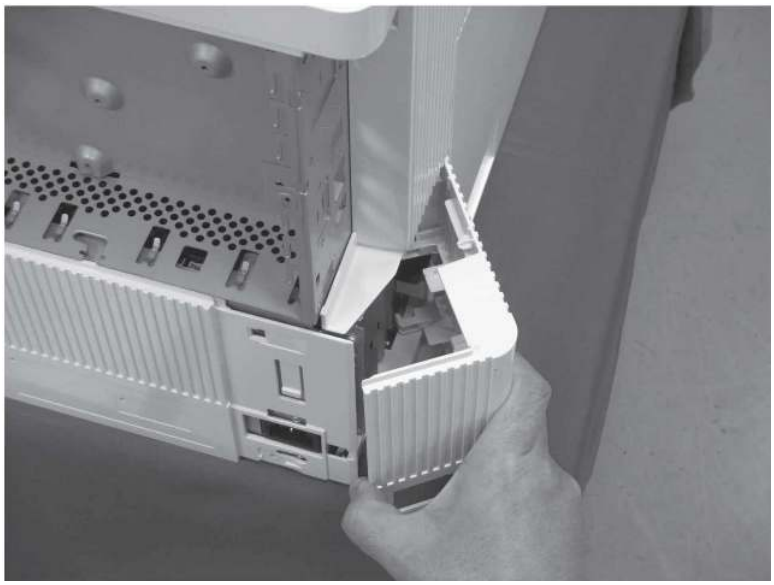
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1272 Remove one screw and release one tab

b. Remove the left lower cover.

Figure 4-1273 Remove the left lower cover



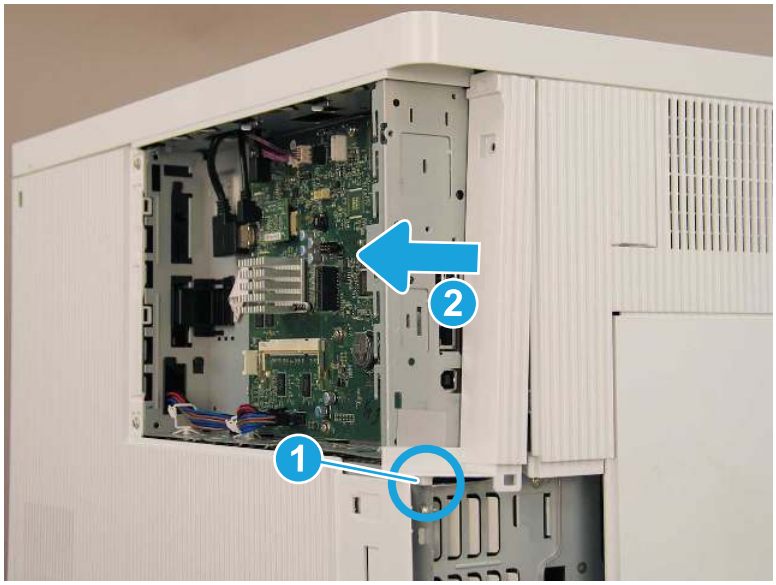
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1274 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

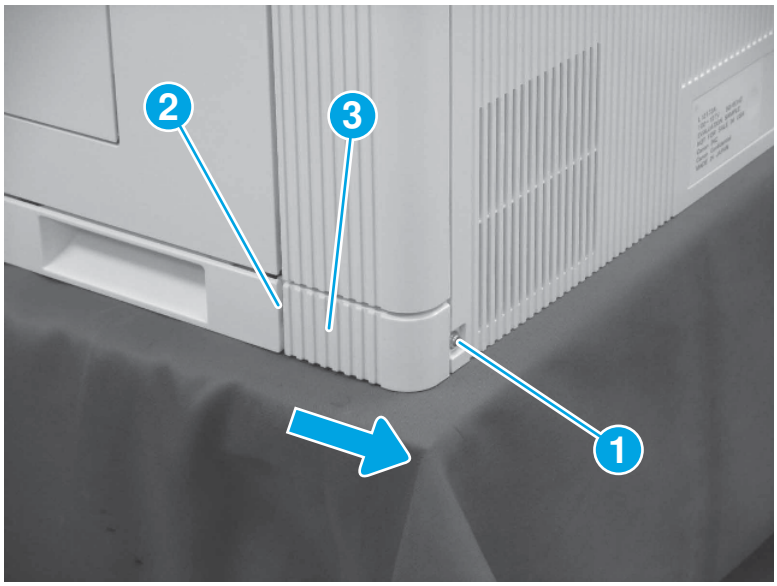
Figure 4-1275 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

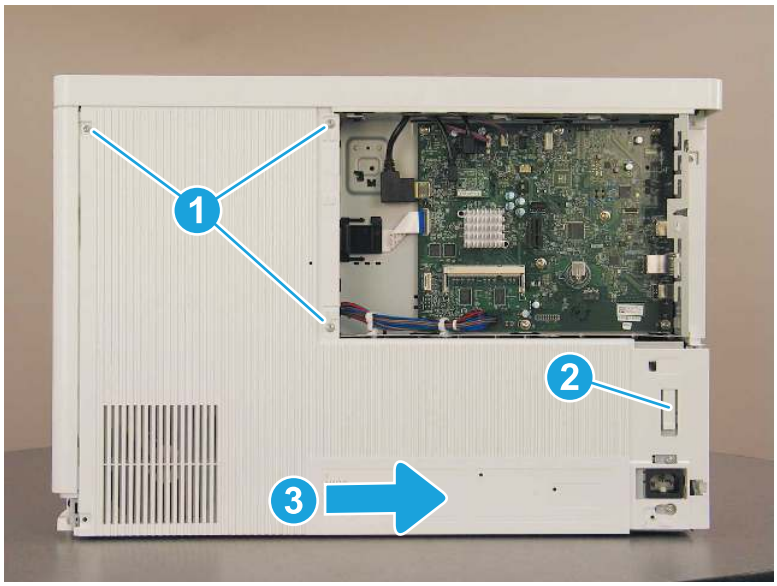
Figure 4-1276 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-1277 Remove the rear cover

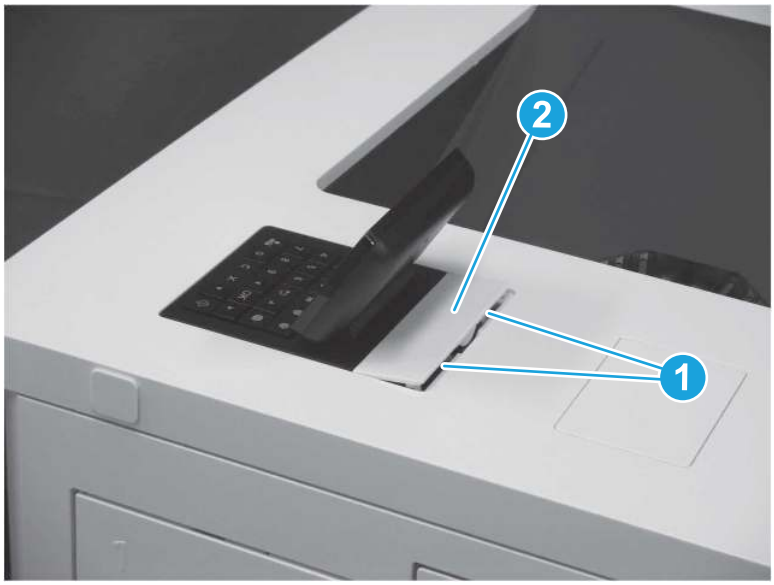
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-1278 Remove the control panel cover

b. Remove one screw (callout 1).

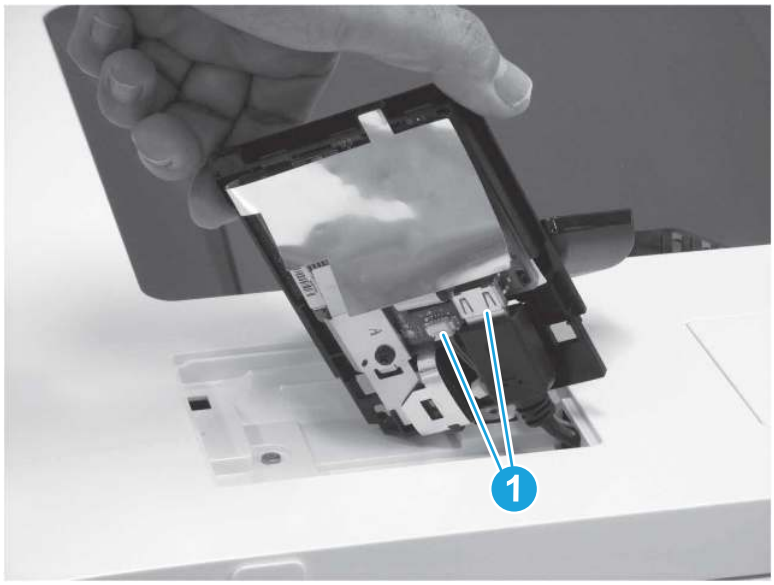
Figure 4-1279 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1280 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

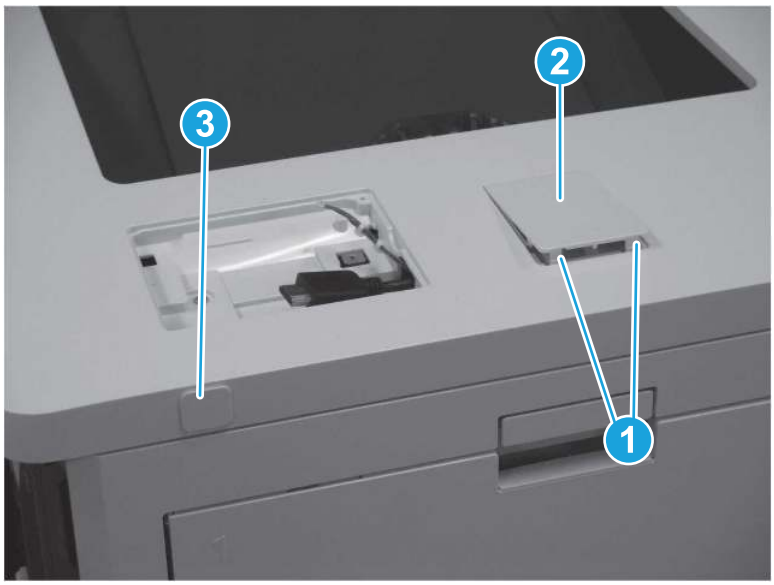
Figure 4-1281 Disconnect two connectors



7. Remove the top cover (M751/E75245).

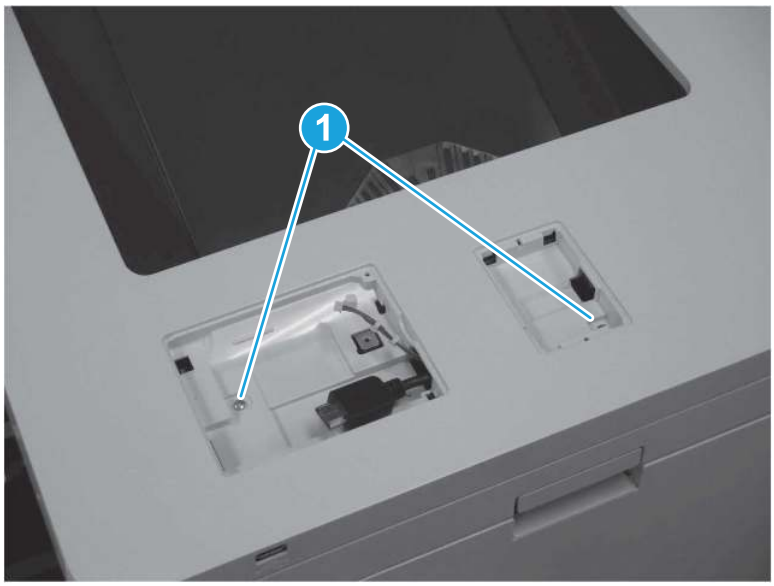
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1282 Remove the HIP cover and USB cap



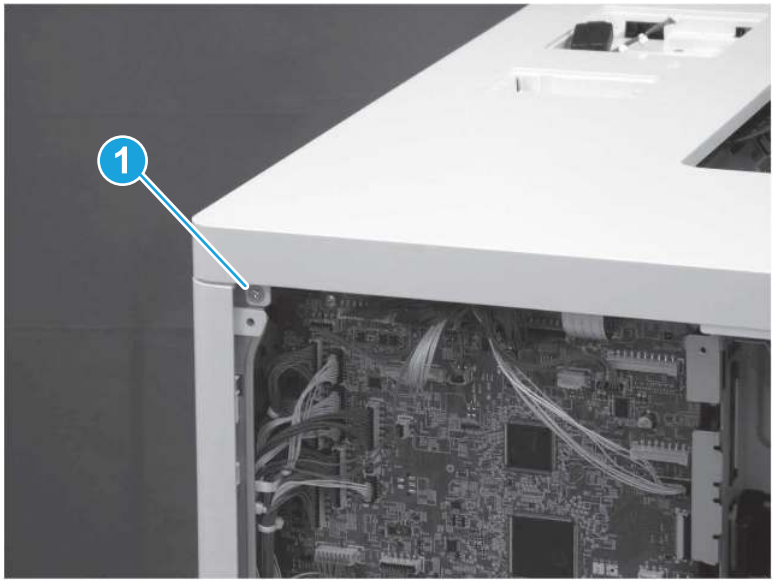
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1283 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1284 Remove one screw

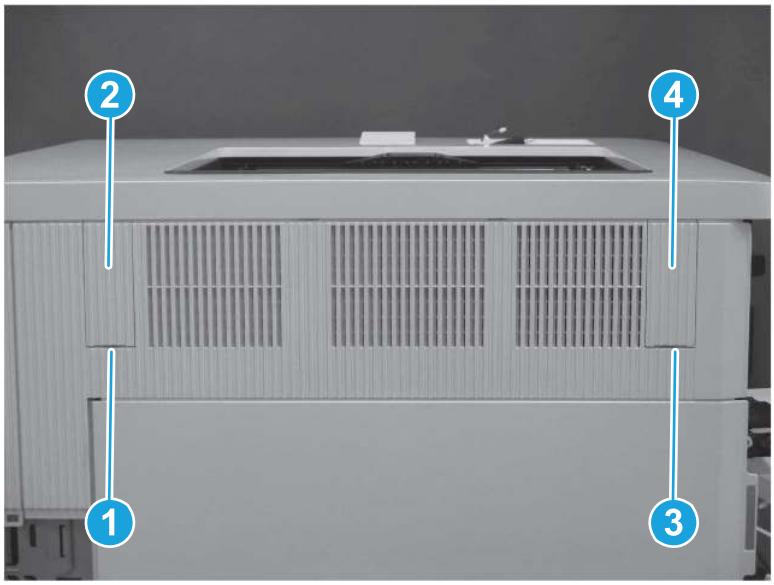


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

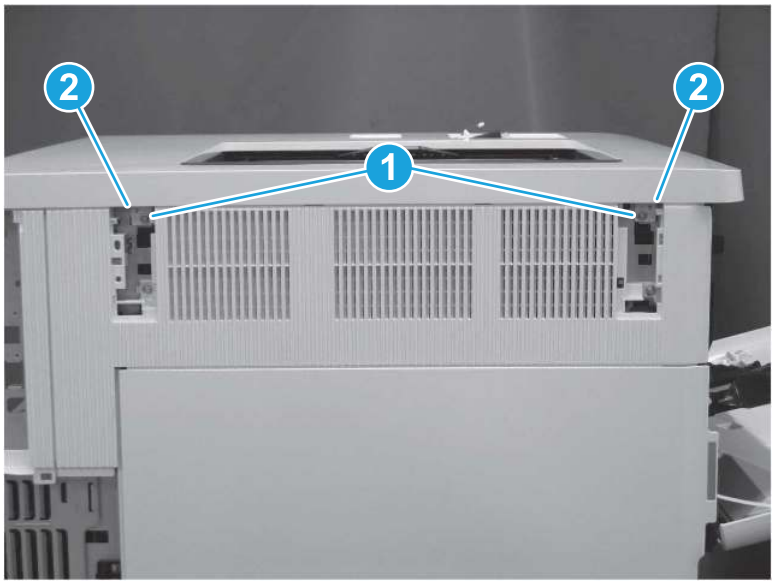
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1285 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

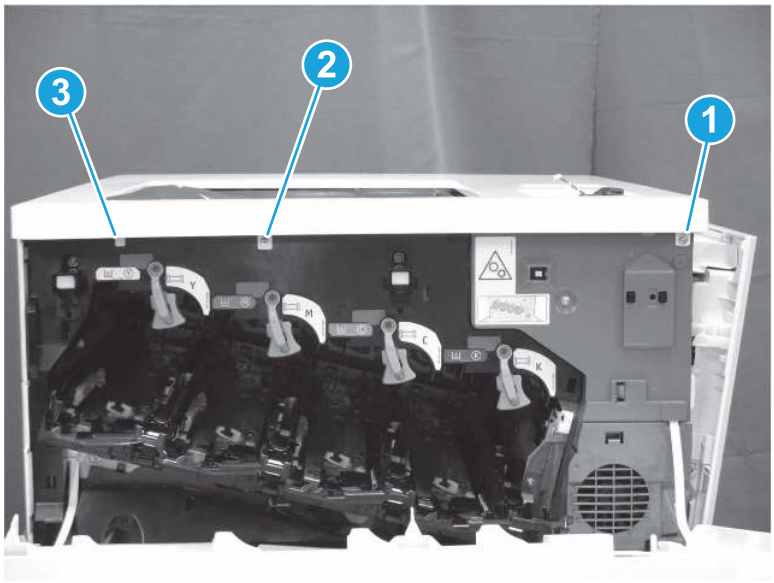
Figure 4-1286 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

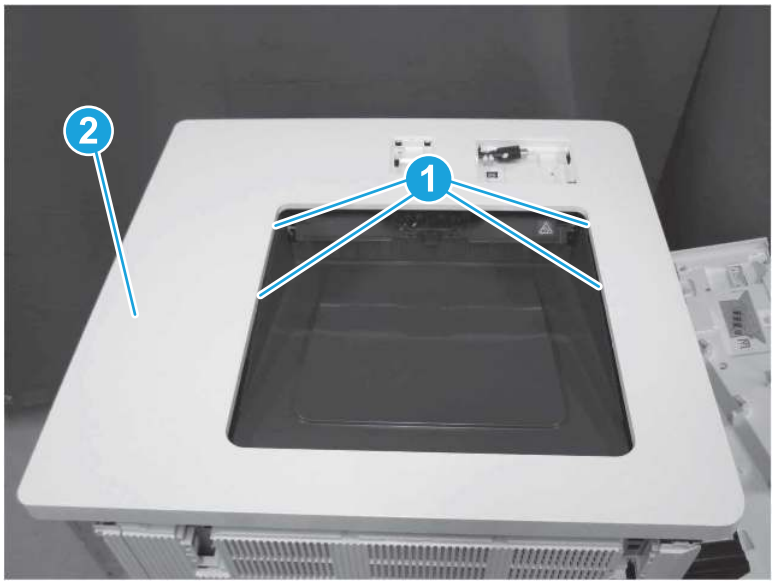
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1287 Remove two screws and release one tab

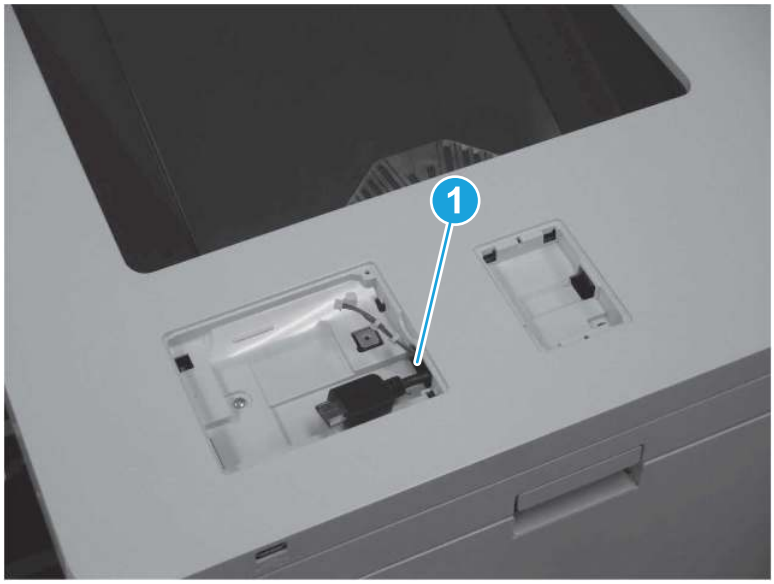


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1288 Remove the top cover



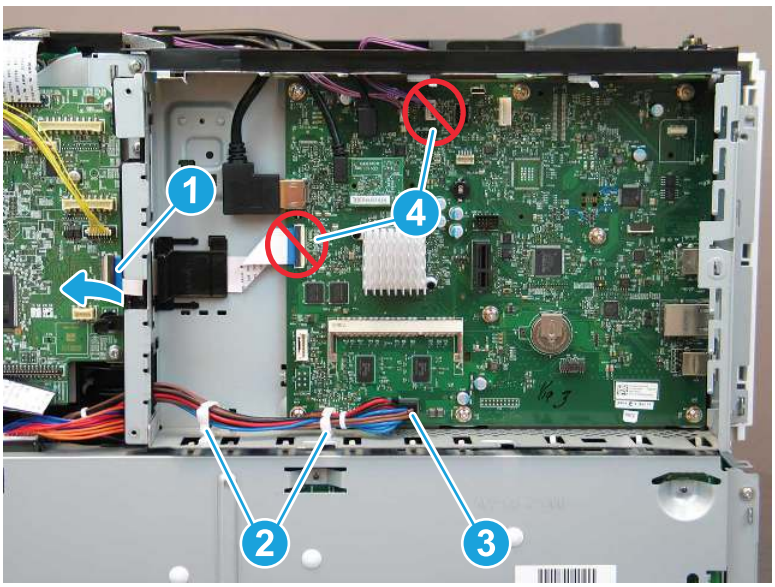
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the formatter and case.

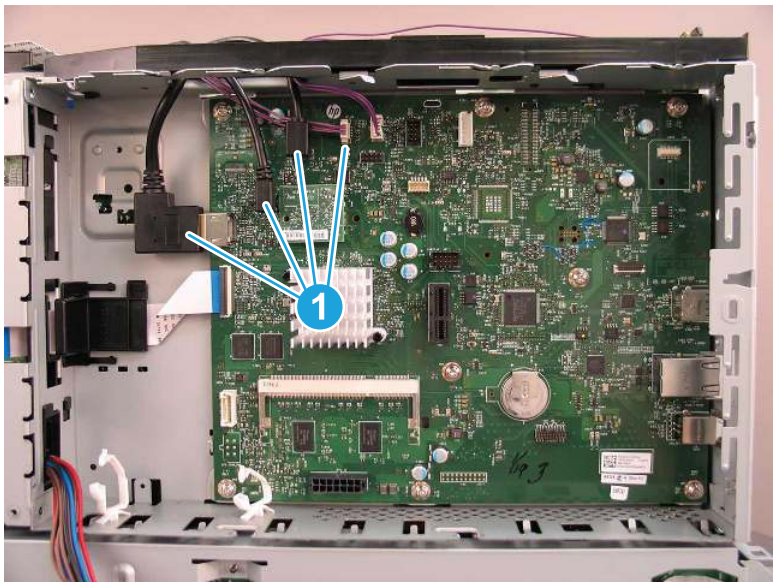
   a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

   Figure 4-1289 **Disconnect the connectors**



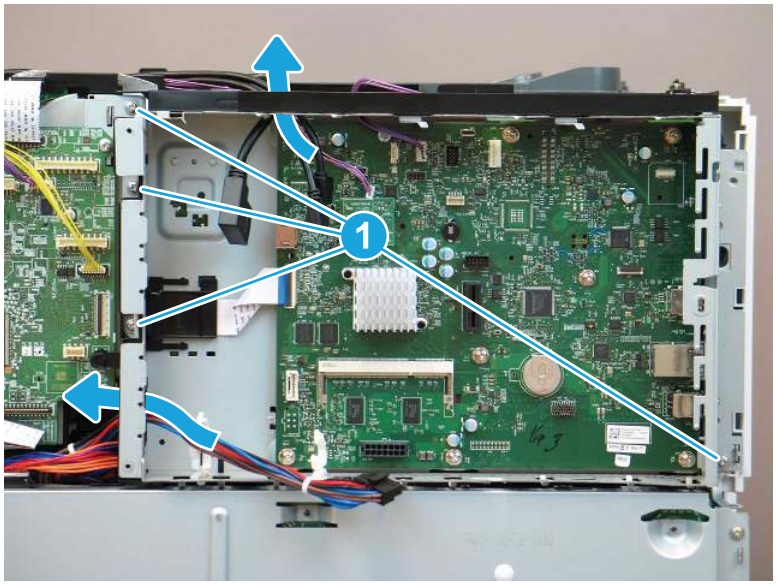
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-1290 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

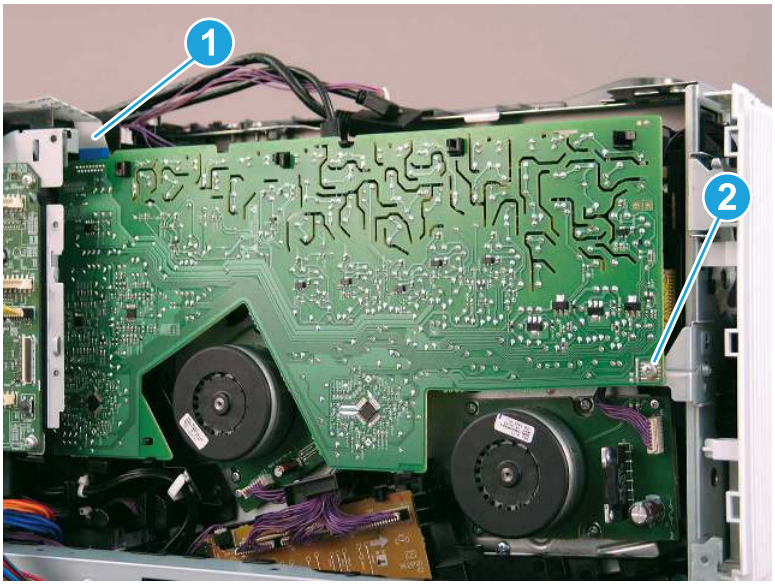
Figure 4-1291 Remove the formatter and case



9. Remove the upper high-voltage power supply A (upper HVPS).

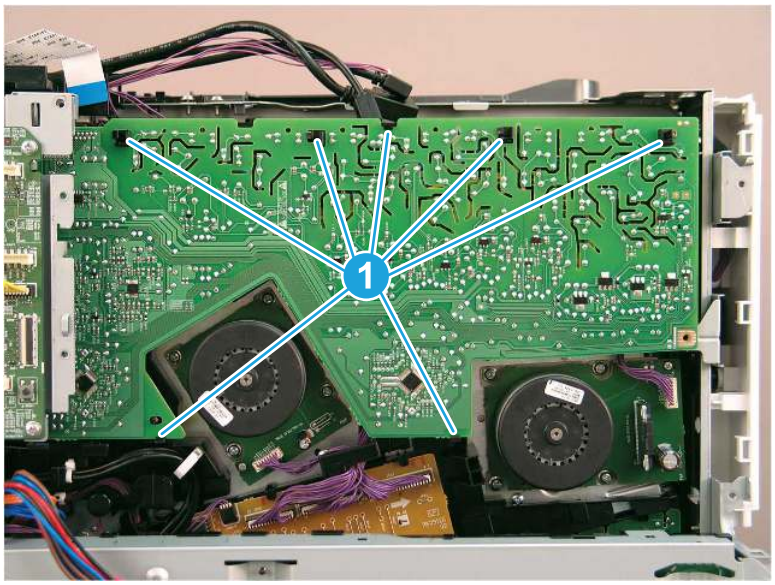
a. Disconnect one flat cable (callout 1), and then remove one screw (callout 2).

Figure 4-1292 Disconnect one flat cable and remove one screw



b. Release seven tabs (callout 1), and then remove the upper HVPS.

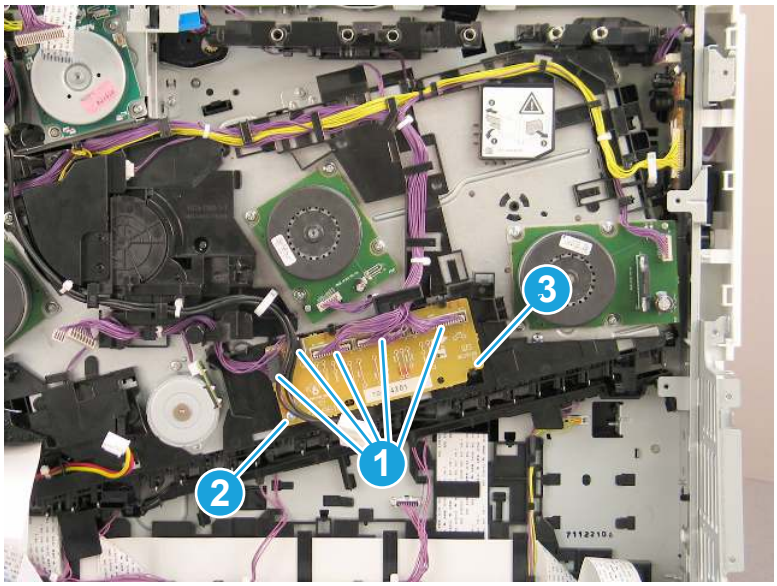
Figure 4-1293 Release seven tabs and remove the upper HVPS



10. Remove the main connecting PCA.

- Disconnect five connectors (callout 1), and then remove one screw (callout 2). Release one tab (callout 3), and then remove the main connecting PCA.

  Figure 4-1294 Remove the main connecting PCA

11. Unpack the replacement assembly.

    a. 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

    b. 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.

    c. 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: Main connecting PCA (M856/E85055/M776)

Learn how to remove and replace the main connecting PCA.

View a video of how to remove and replace the main connecting PCA.

Mean time to repair: 45 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 4-76 Part information

Part number	Part description
RM2-9618-000CN	Main connecting PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

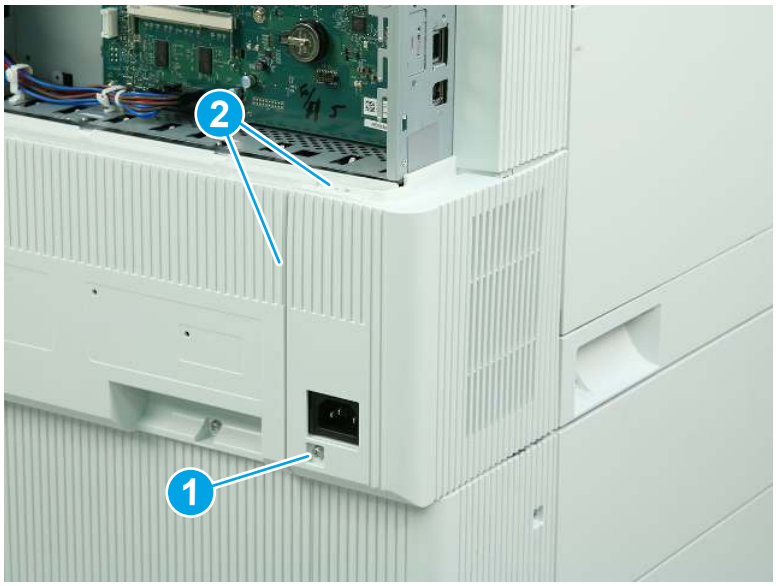
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1295 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1296 Remove one screw and release two tabs



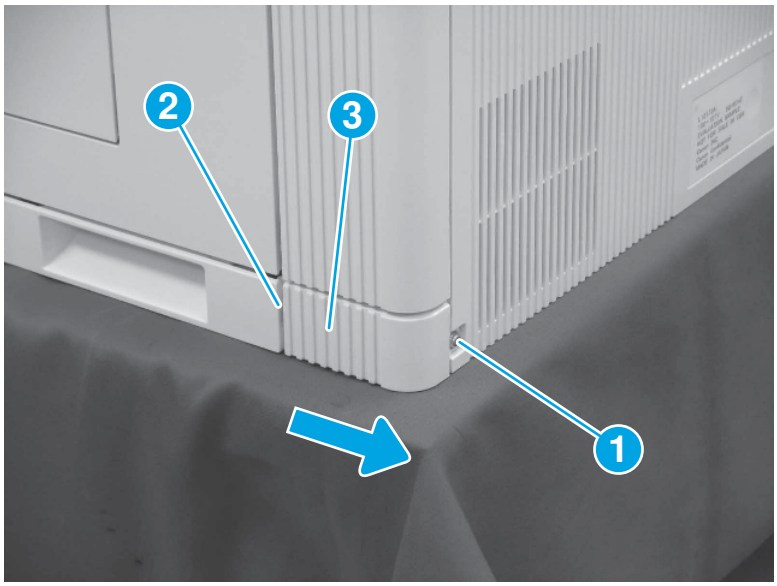
b. Rotate the cover away from the printer to remove it.

Figure 4-1297 Remove the left lower cover

3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

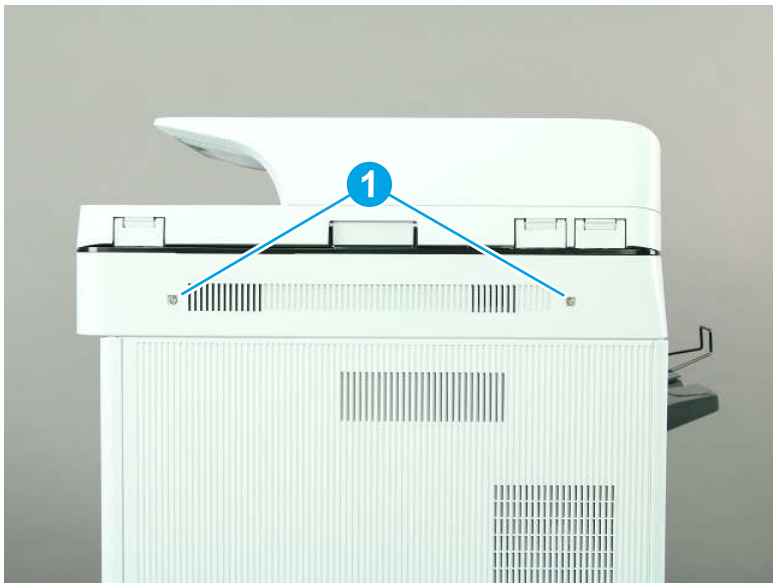
Figure 4-1298 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1299 Remove two screws



b. Remove the SCB cover.

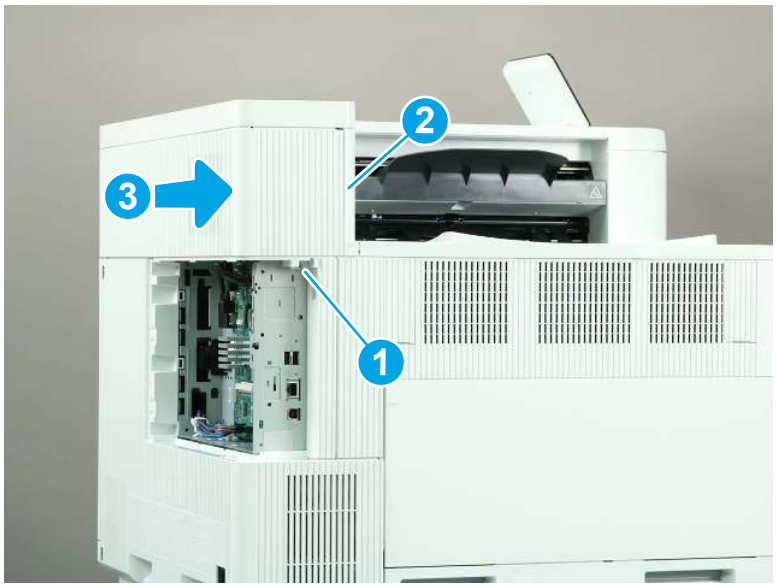
Figure 4-1300 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

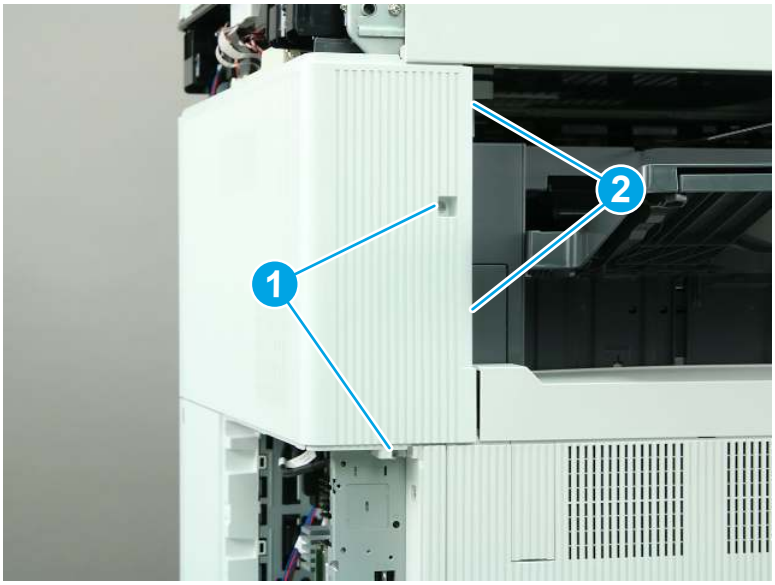
  Figure 4-1301 **Remove the rear upper cover**

6. Remove the rear upper cover and left rear upper cover (M776zs).

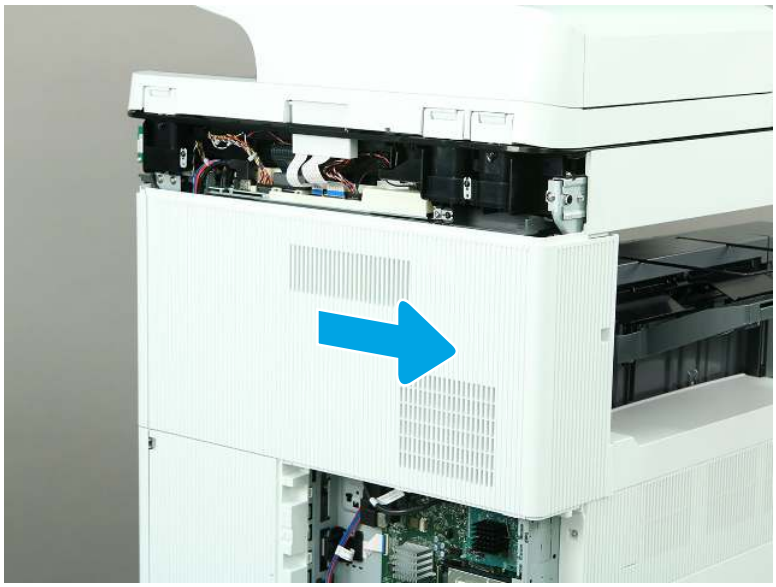
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1302 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

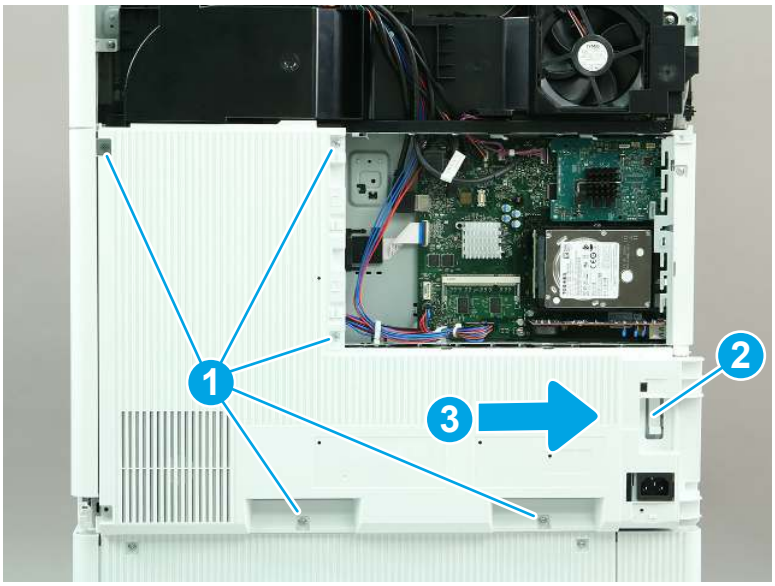
Figure 4-1303 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

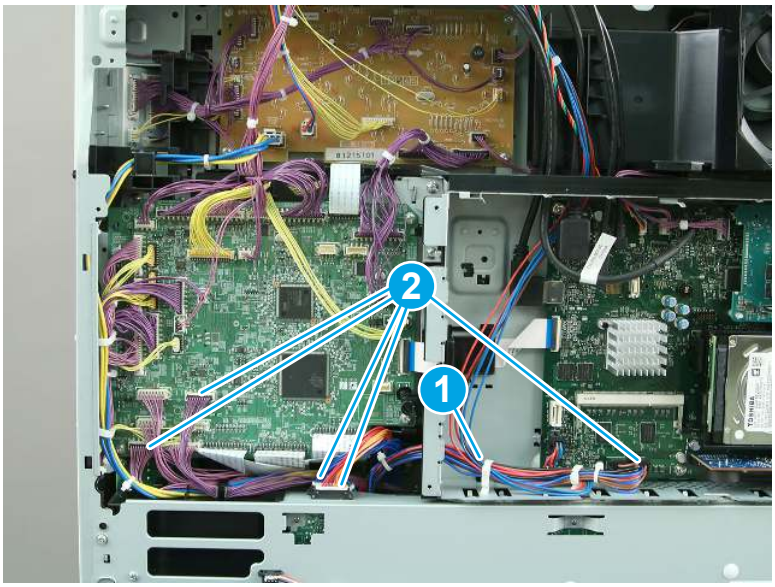
Figure 4-1304 Remove the rear cover (M856/E85055/M776)



8. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

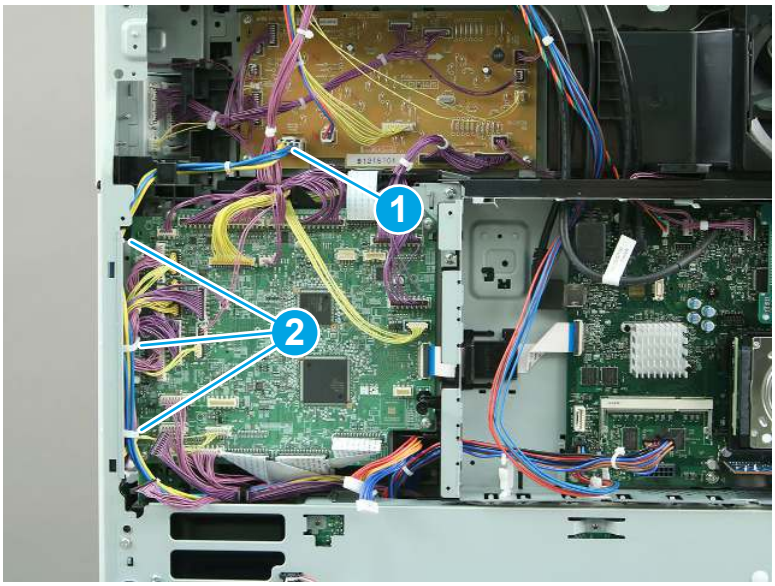
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1305 Release the retainer and disconnect five connectors



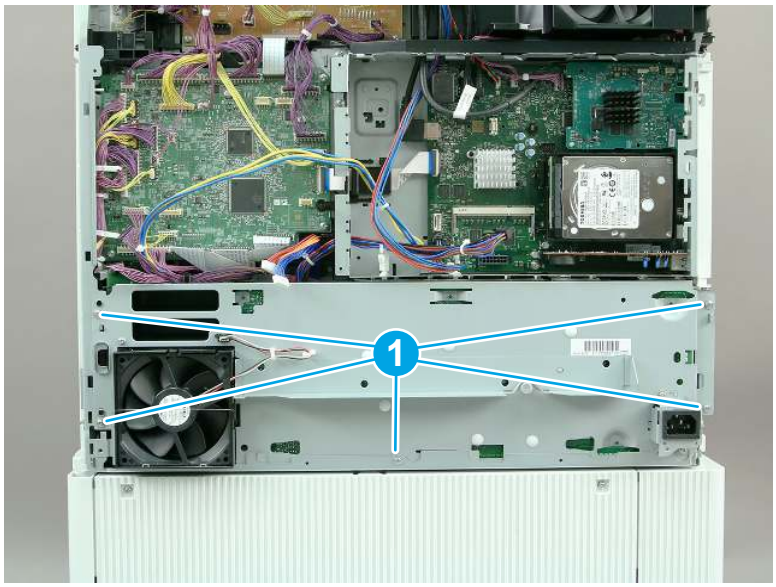
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1306 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1307 Remove five screws

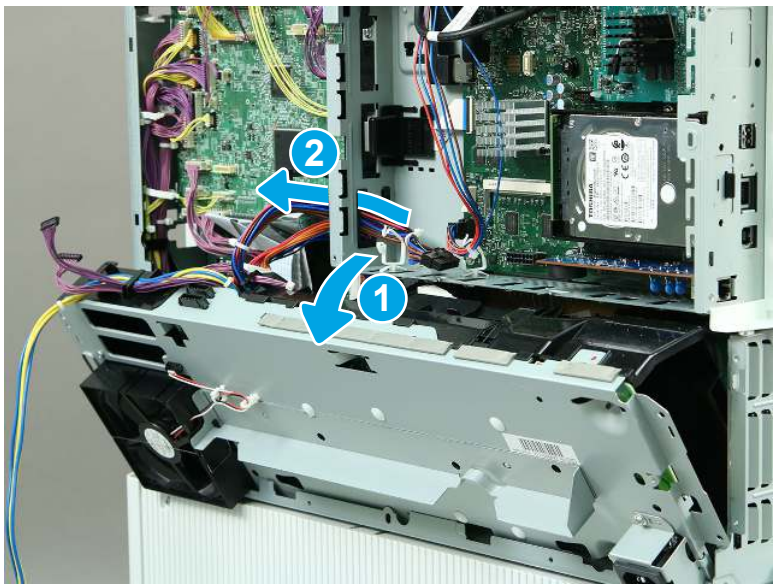


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

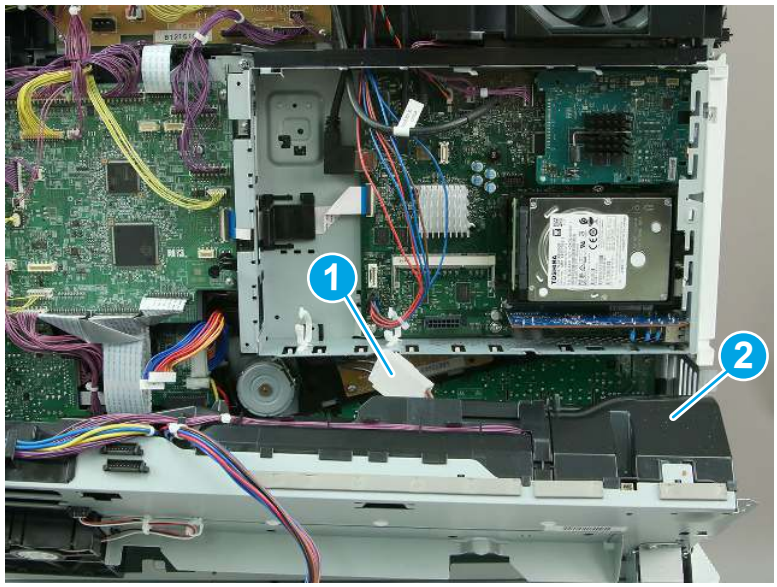
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1308 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-1309 Remove the LVPS



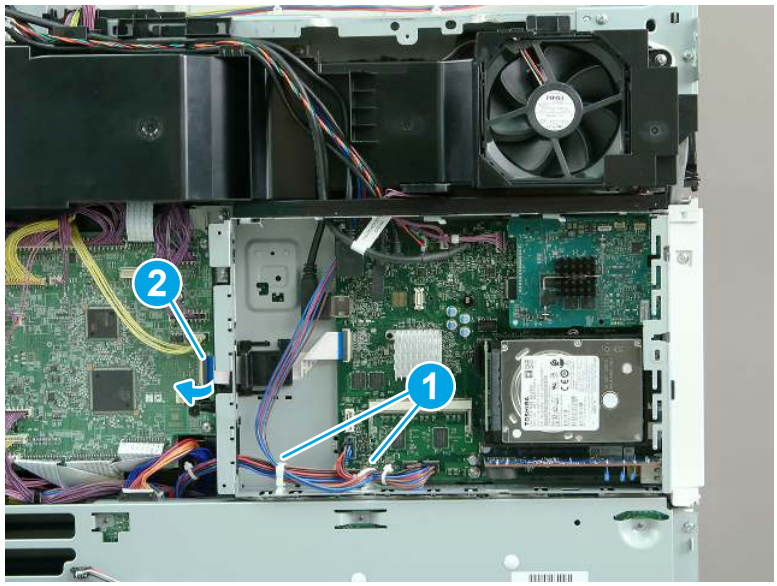
9. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

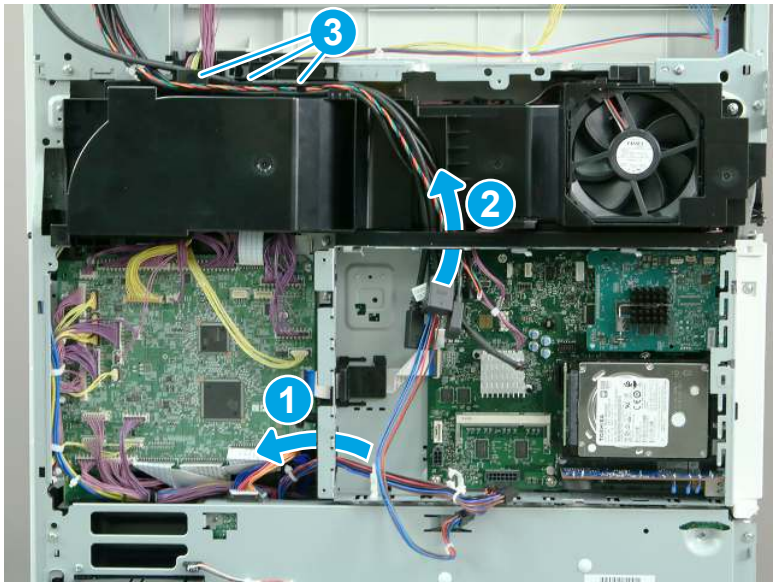
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1310 Disconnect the connectors



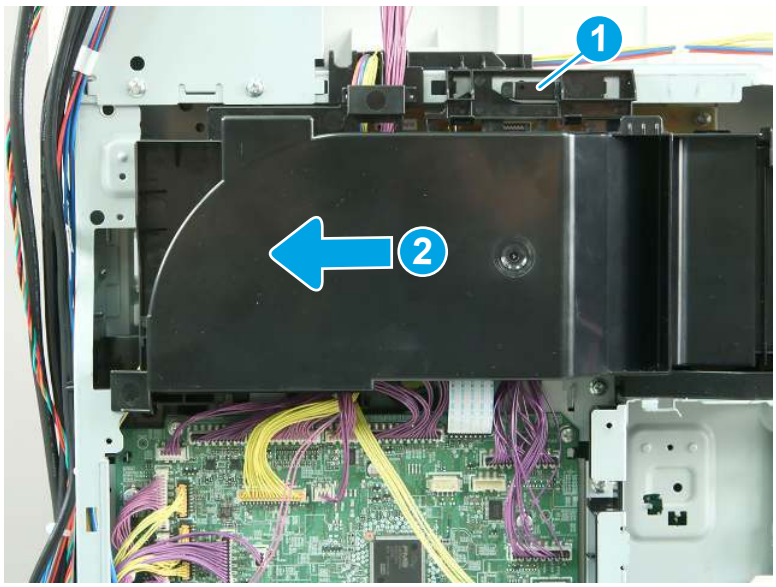
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1311 Release the cables



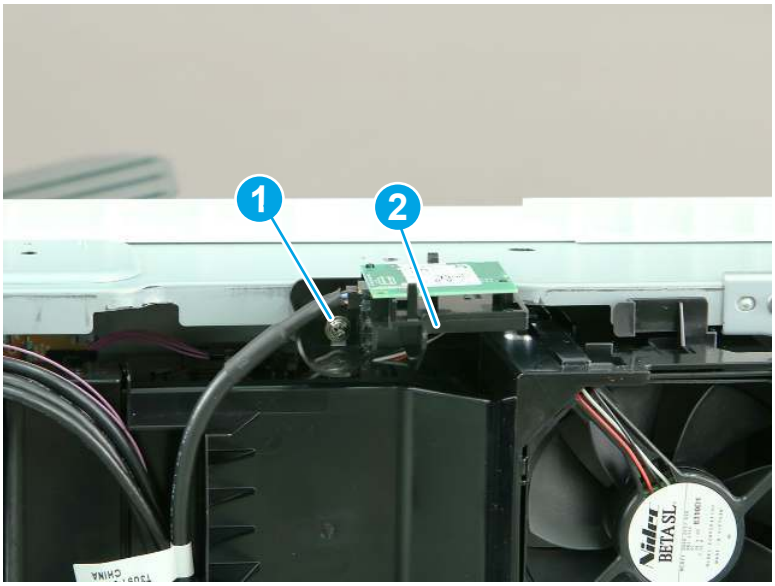
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1312 Remove the fan duct



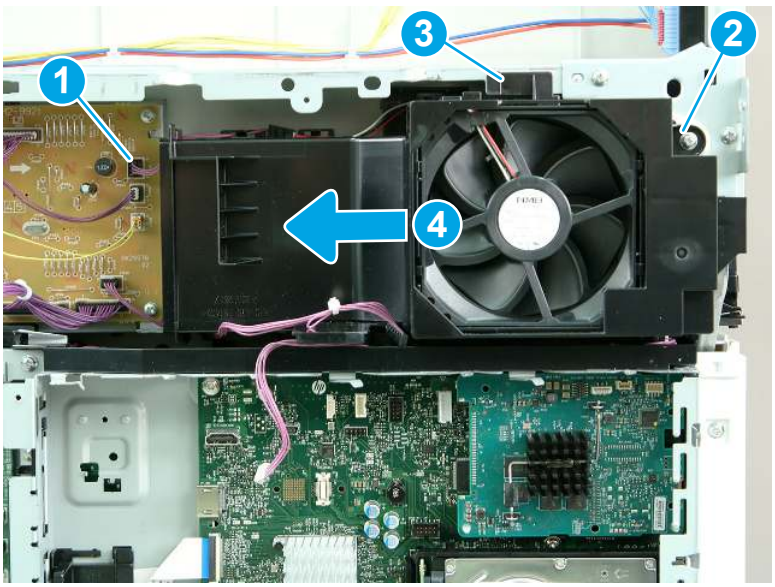
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1313 **Remove the wireless card and bracket**



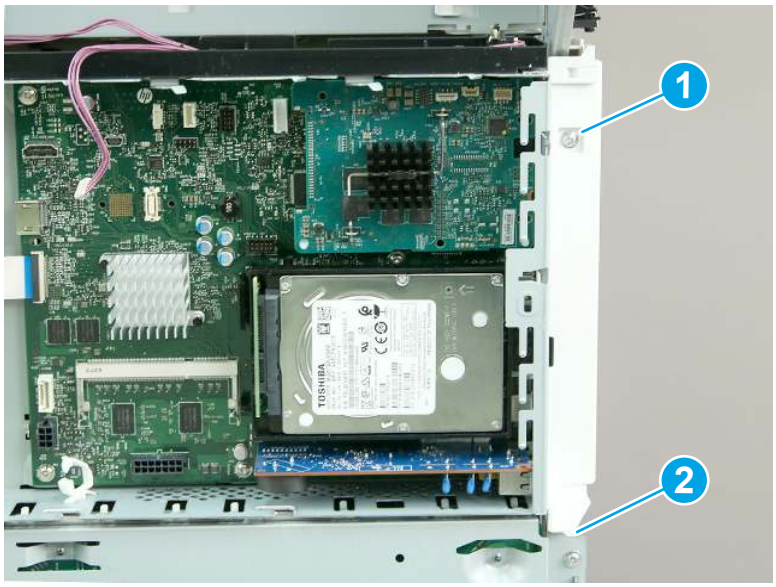
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1314 **Remove the fan assembly**



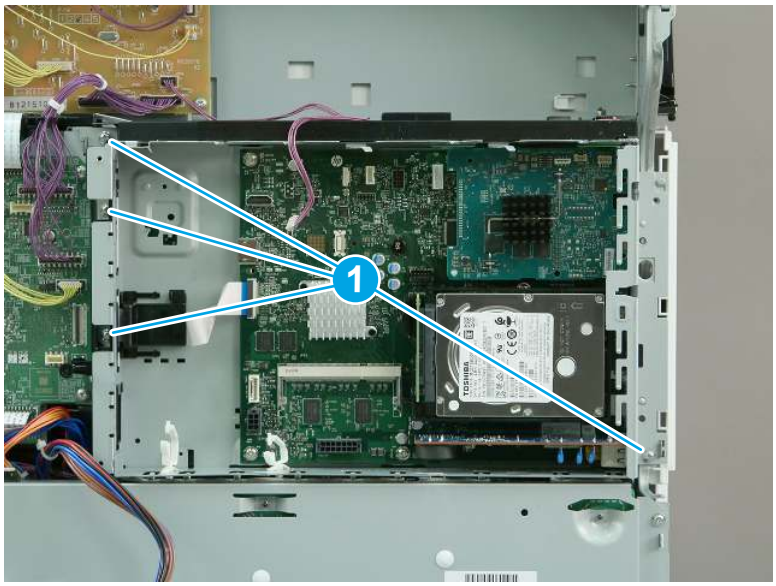
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1315 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1316 Remove four screws



h. Remove the formatter and case.

Figure 4-1317 Remove the formatter and case

10. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-1318 Disconnect one connector and remove one screw

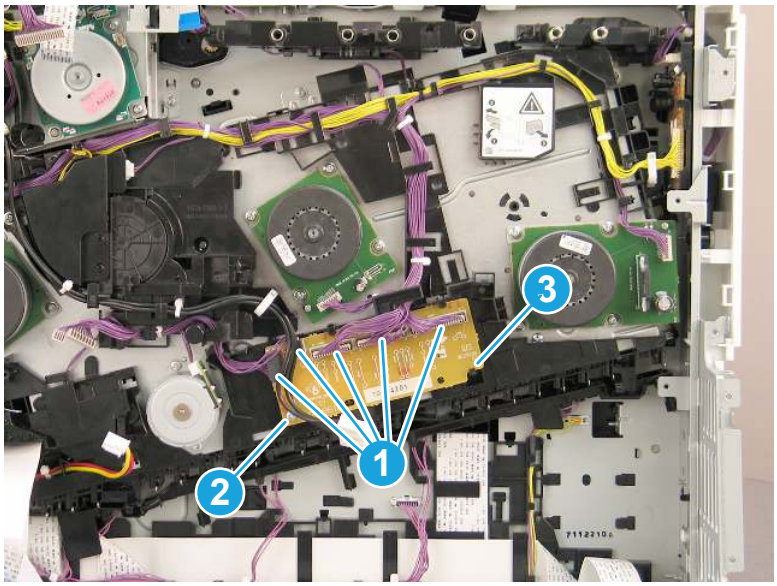
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-1319 Release six tabs

11. Remove the main connecting PCA.

- Disconnect five connectors (callout 1), and then remove one screw (callout 2). Release one tab (callout 3), and then remove the main connecting PCA.

Figure 4-1320 Remove the main connecting PCA



12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Controller fan (M856/E85055/M776)

Learn how to remove and replace the controller fan.

Mean time to repair: 10 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 4-77 Part information

Part number	Part description
RK2-9148-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

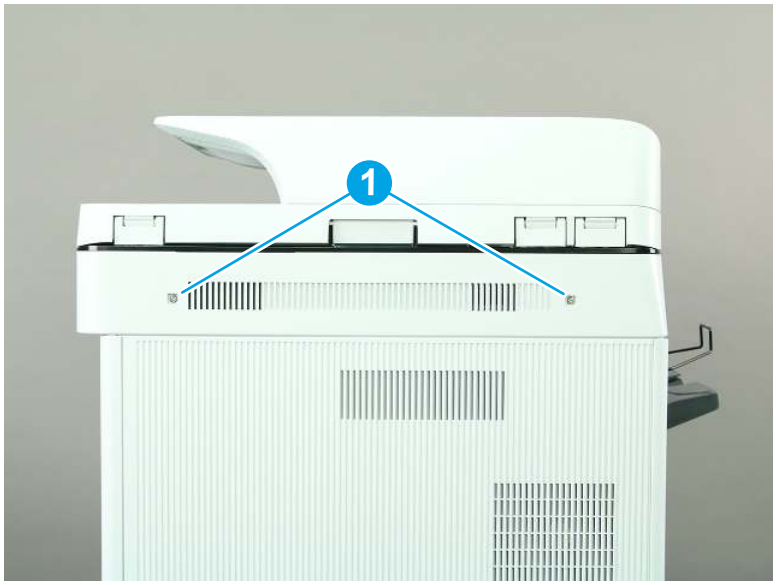
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1321 **Remove the formatter cover**

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1322 **Remove two screws**



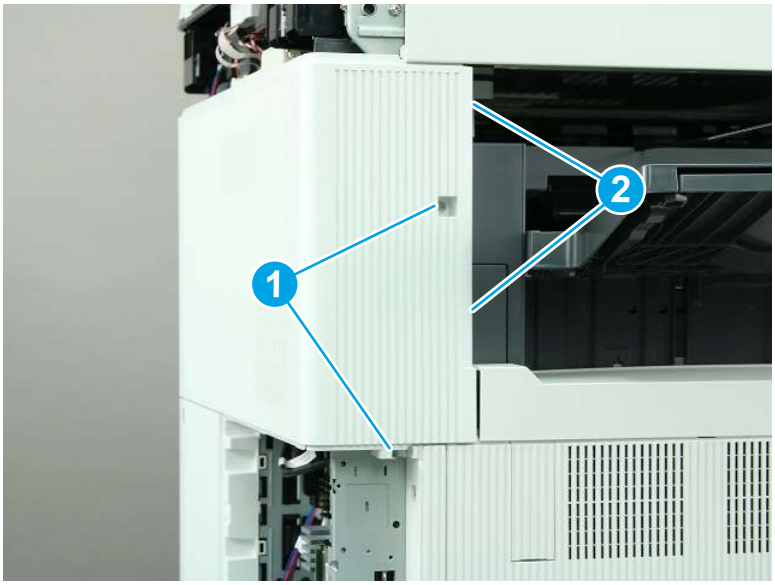
b. Remove the SCB cover.

Figure 4-1323 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

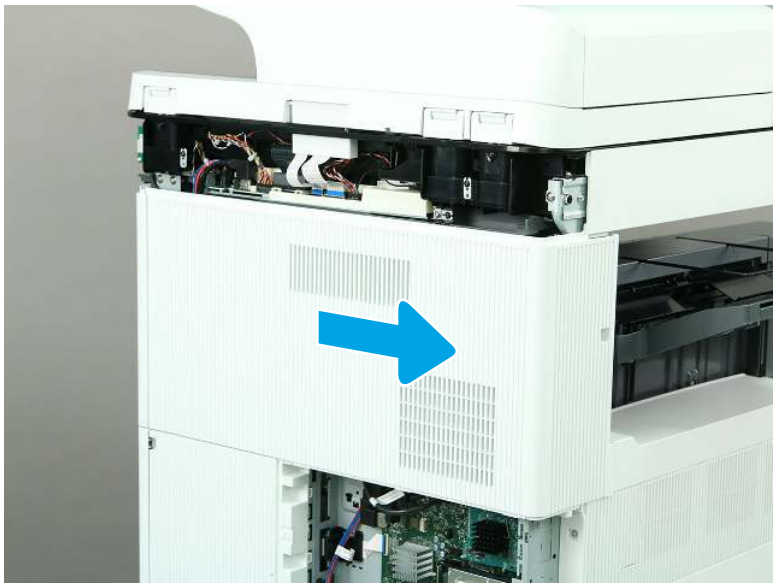
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1324 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-1325 Remove the rear upper and left rear upper cover

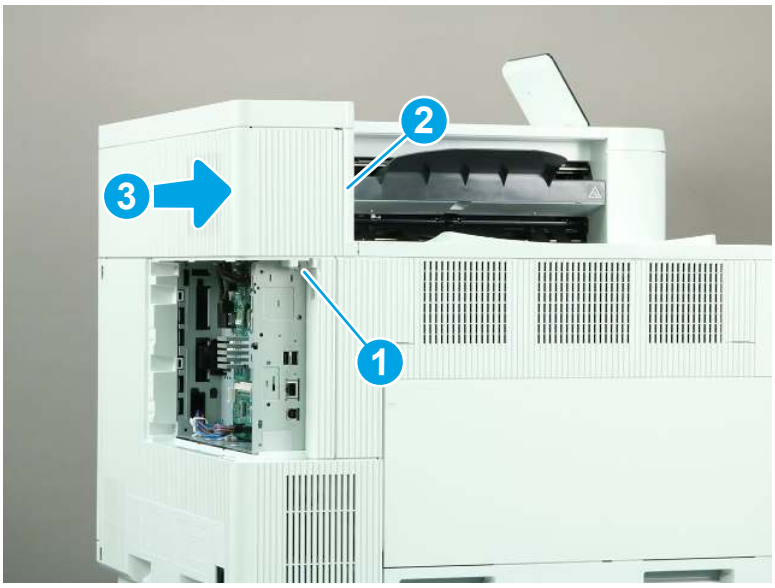


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-1326 Remove the rear upper cover



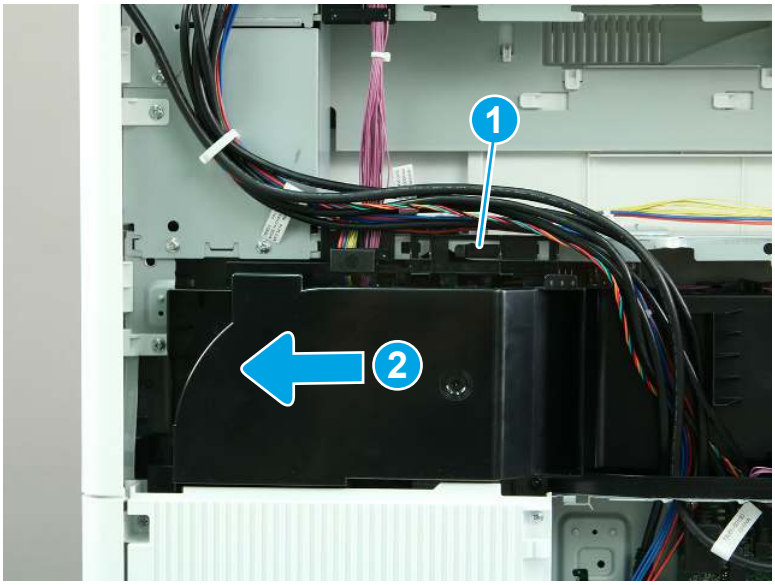
5. Remove the controller fan (M856/E85055/M776).

a. Release the cables (callout 1) from the guides (callout 2).

Figure 4-1327 **Release the cables from the guides**

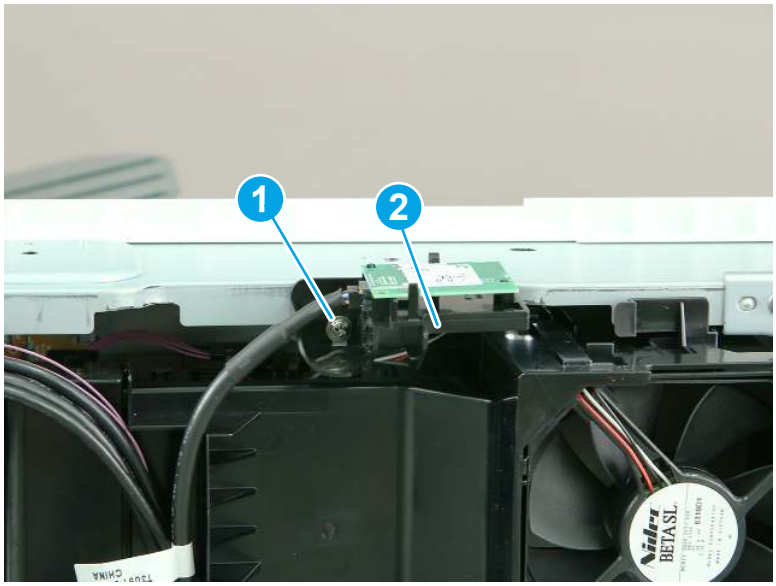
b. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Remove the fan duct



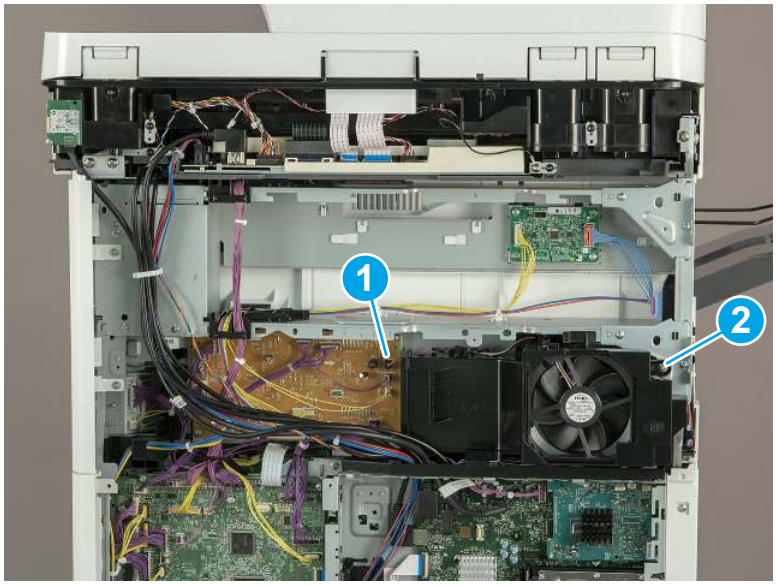
c. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1328 **Remove the wireless card and bracket (M856/E85055)**



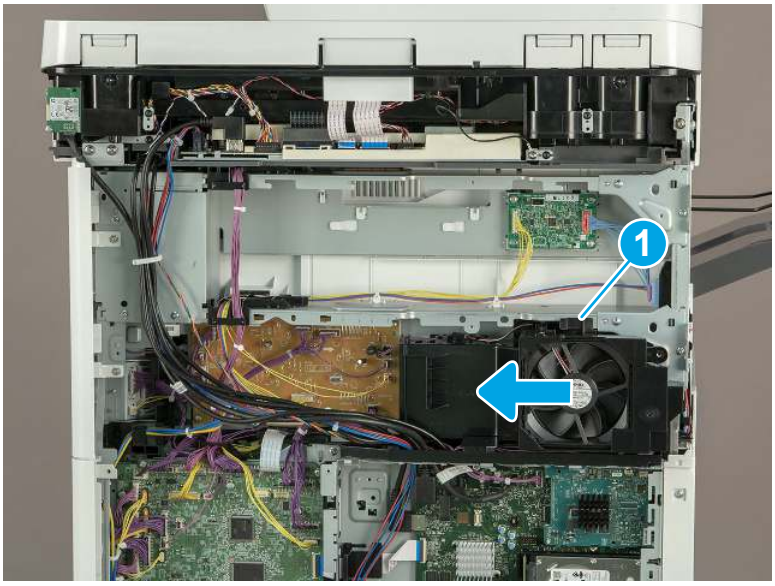
d. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-1329 **Disconnect one connector and remove one screw**



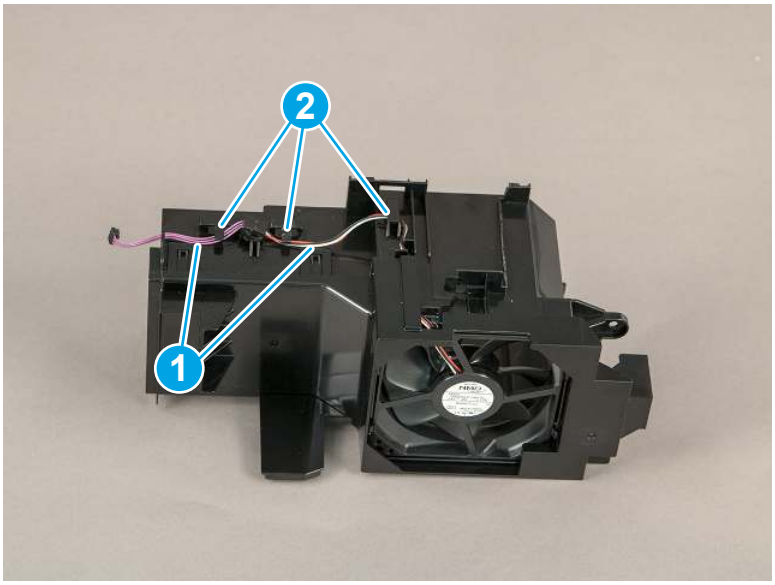
e. Release one tab (callout 1), and then slide the fan assembly to the left to release it. Pull the assembly away from the printer to remove it.

Figure 4-1330 Remove the fan assembly



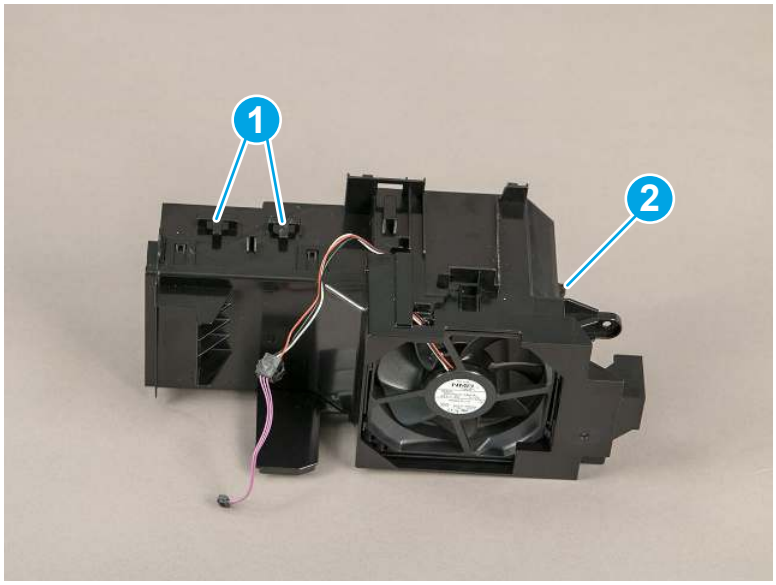
f. Release the cables (callout 1) from the retainers (callout 2) on the fan housing.

Figure 4-1331 Release the cables



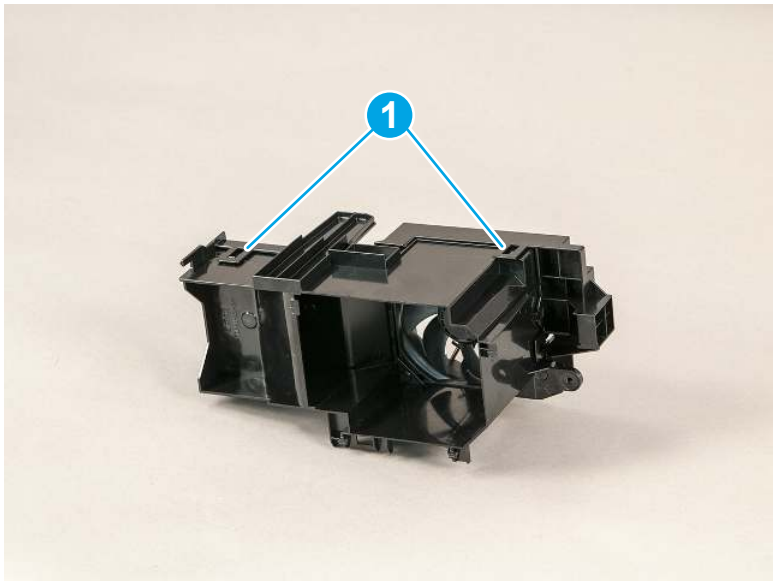
g. Release two tabs (callout 1) on the top of the fan housing, and then release one tab (callout 2) on the end.

Figure 4-1332 Release three tabs



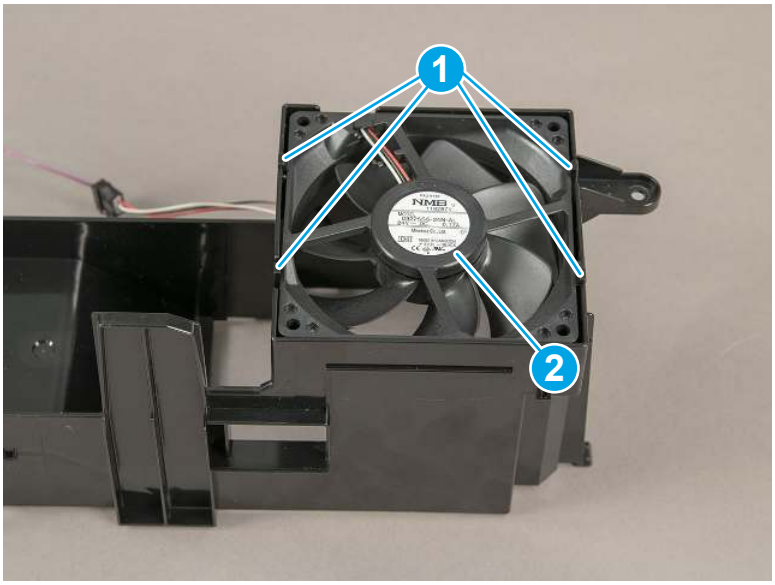
h. Release two tabs (callout 1) on the bottom of the fan housing.

Figure 4-1333 Release two tabs



i. Separate the fan housing. Release four tabs (callout 1), and then remove the controller tan (callout 2).

Figure 4-1334 Remove the controller fan



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Laser scanner (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the laser scanner.

View a video of how to remove and replace the laser scanner.

Mean time to repair: 7 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 4-78 Part information

Part number	Part description
RM2-1328-020CN	Laser scanner assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

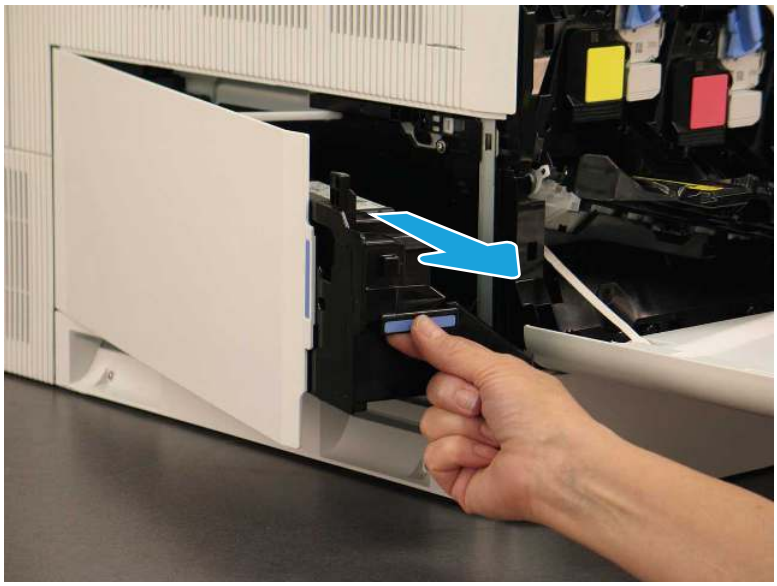
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.

- Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

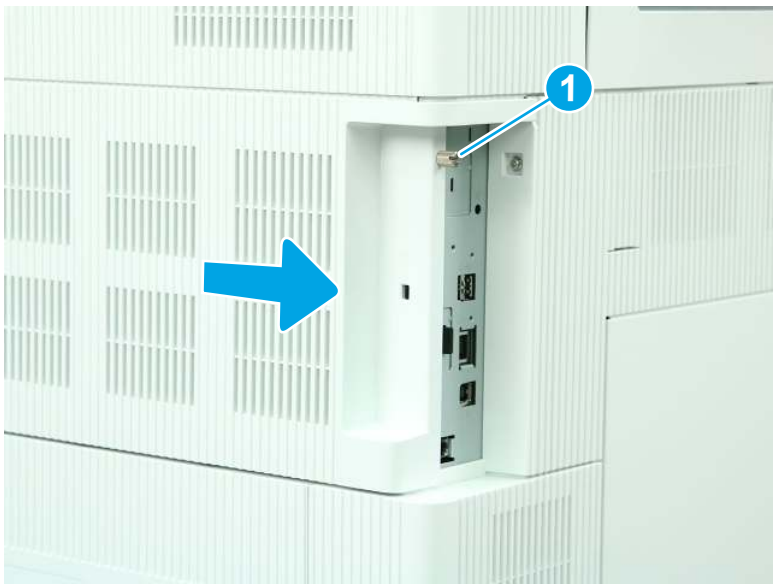
  Figure 4-1335 Remove the TCU

2. Remove the formatter cover.

   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

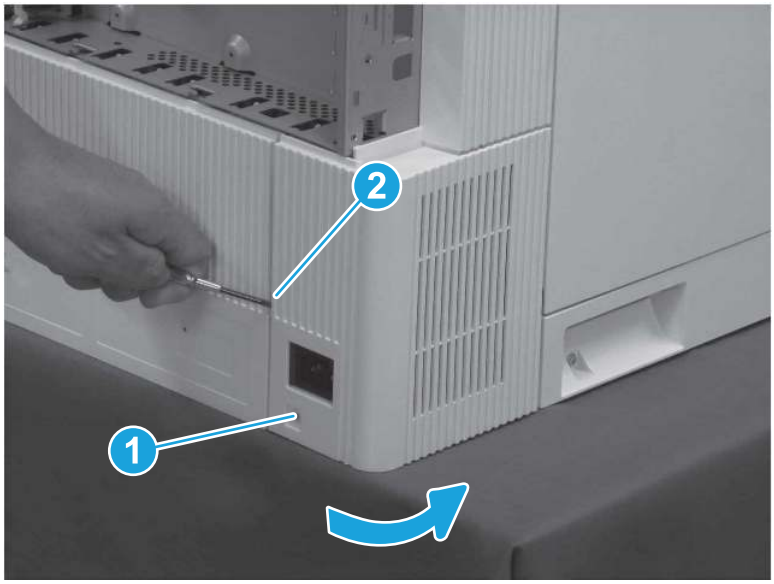
     Figure 4-1336 Remove the formatter cover

3. Remove the left lower cover (M751/E75245).

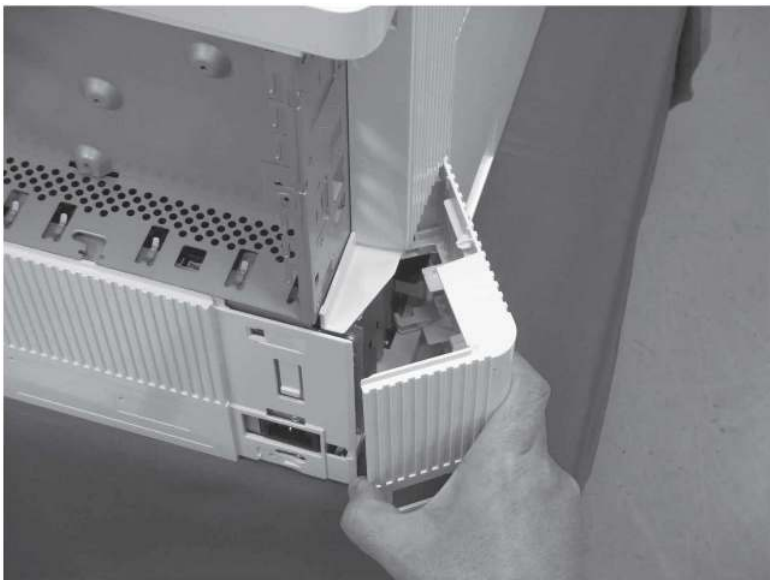
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1337 Remove one screw and release one tab



b. Remove the left lower cover.

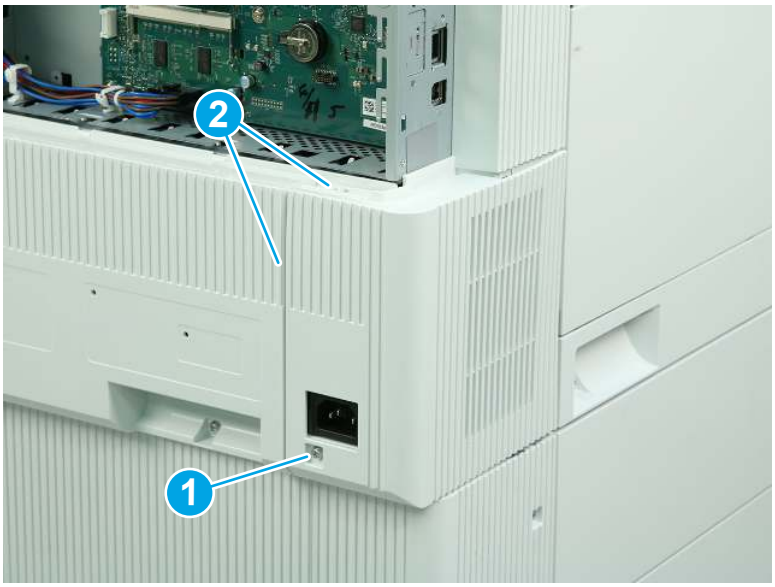
Figure 4-1338 Remove the left lower cover



4. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1339 Remove one screw and release two tabs



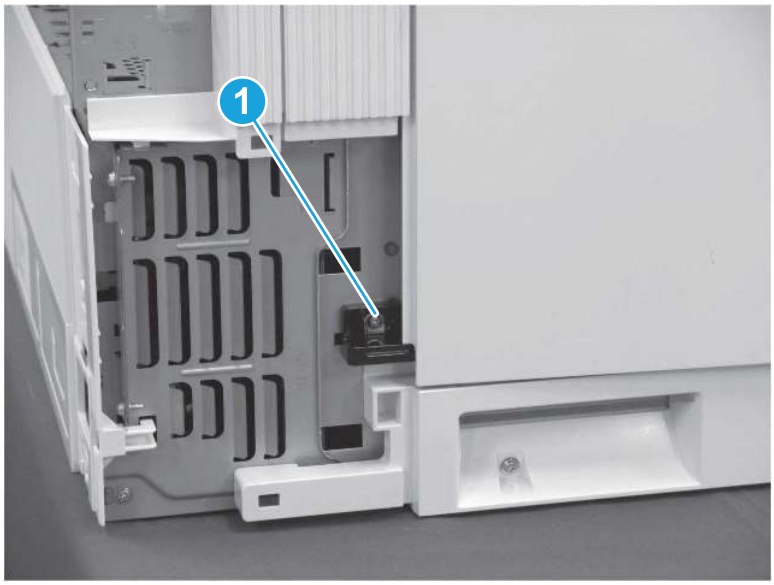
b. Rotate the cover away from the printer to remove it.

Figure 4-1340 Remove the left lower cover

5. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-1341 Remove one screw

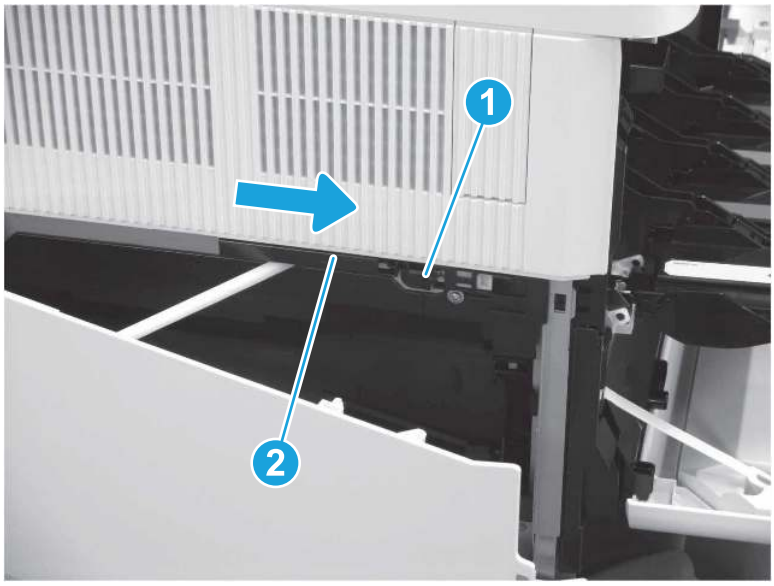


b. Release the holder, and then remove it from the printer.

Figure 4-1342 Remove the holder

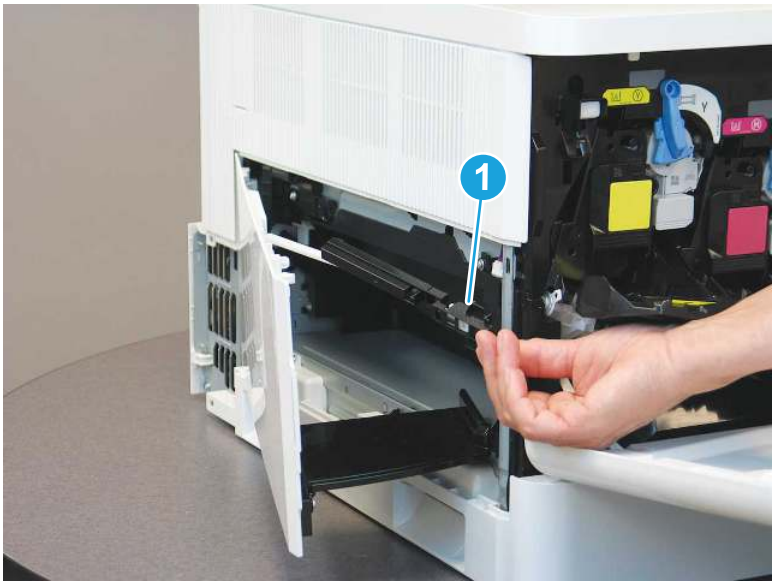
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-1343 Slide the holder



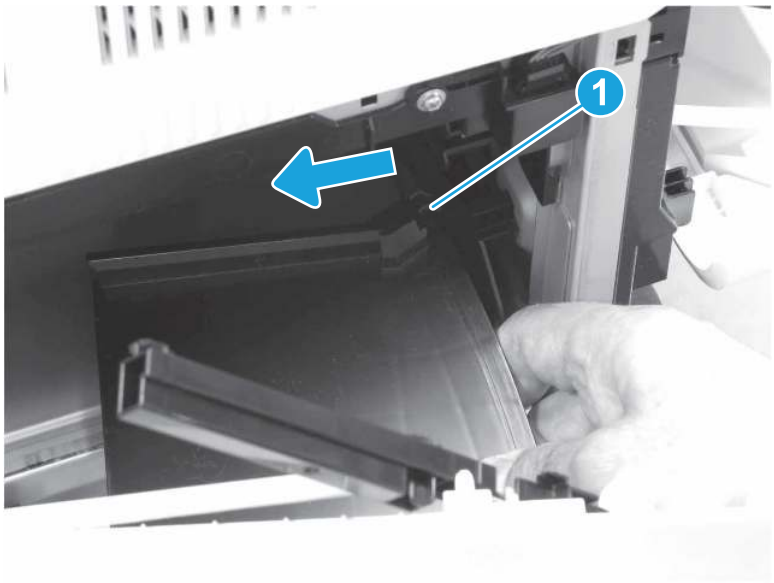
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-1344 Release the holder



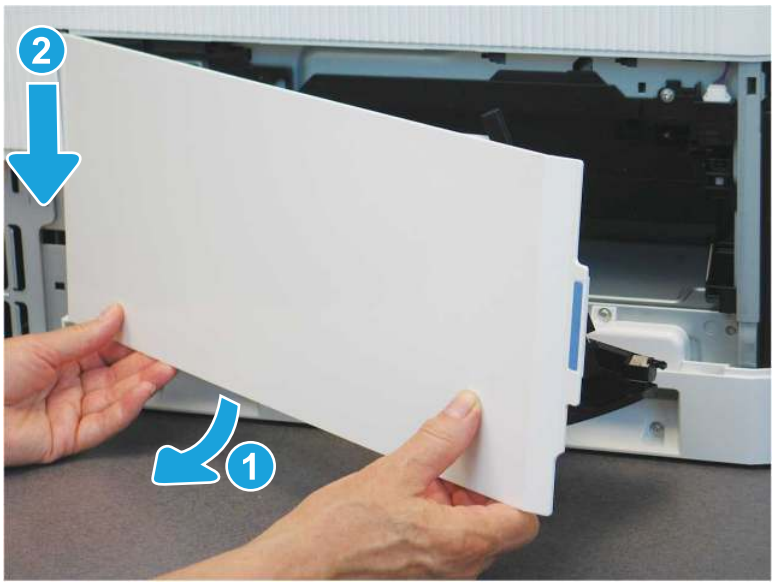
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-1345 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

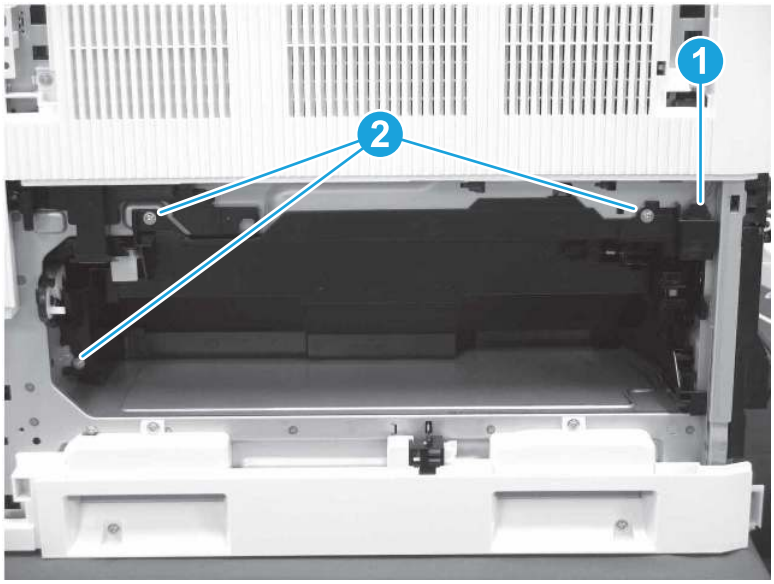
Figure 4-1346 Remove the left door



6. Remove the scanner cover.

a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

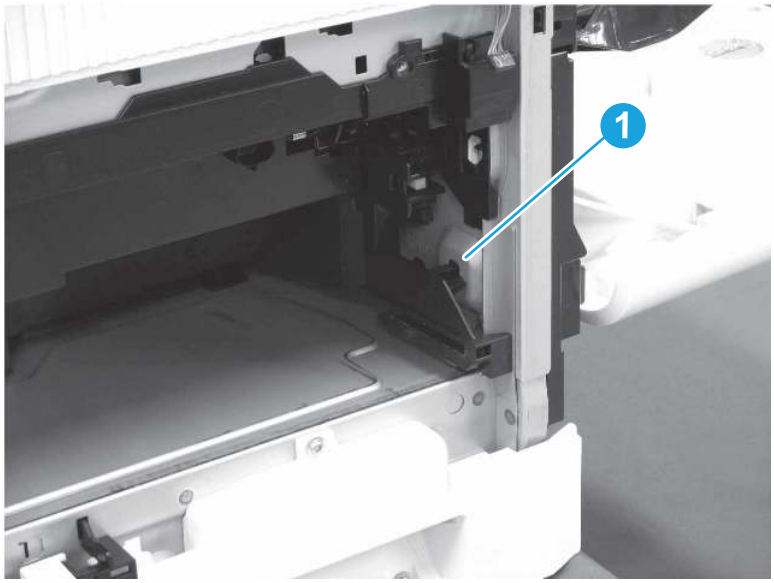
Figure 4-1347 Disconnect one connector and remove three screws



TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

Figure 4-1348 Remove the scanner cover

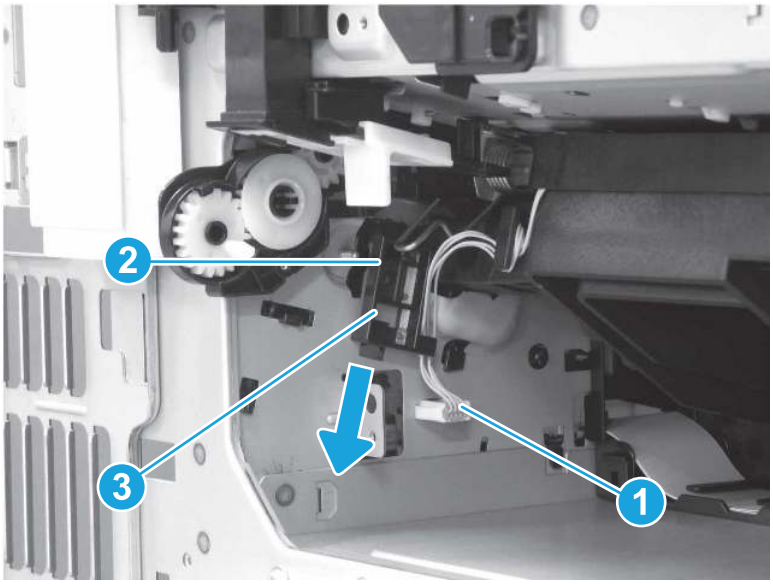


7. Remove the laser scanner.

IMPORTANT: The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.

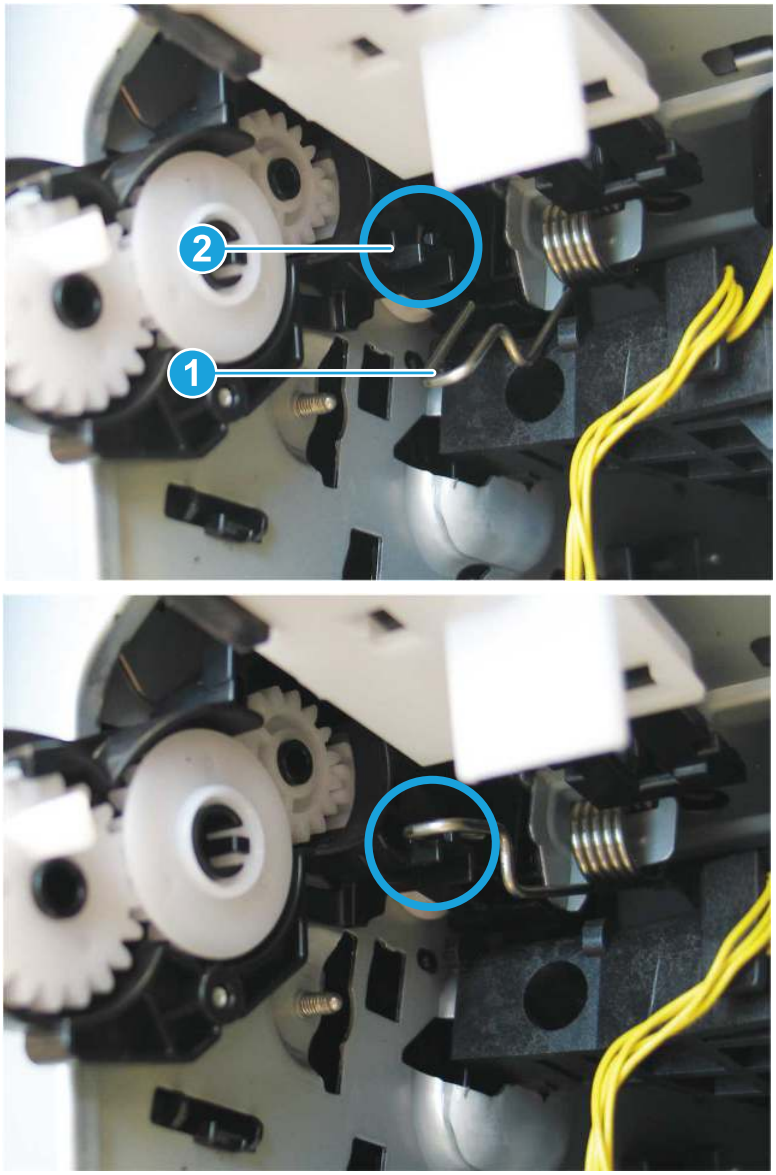
a. Disconnect one connector (callout 1), release one tab (callout 2), and then slide the stopper (callout 3) down to remove it.

Figure 4-1349 Remove the stopper

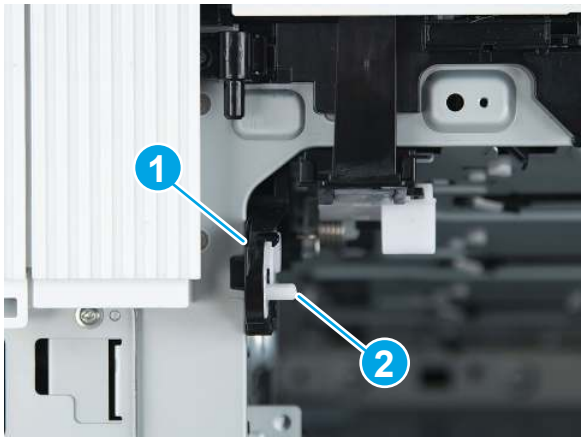


b. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-1350 **Hook the spring**

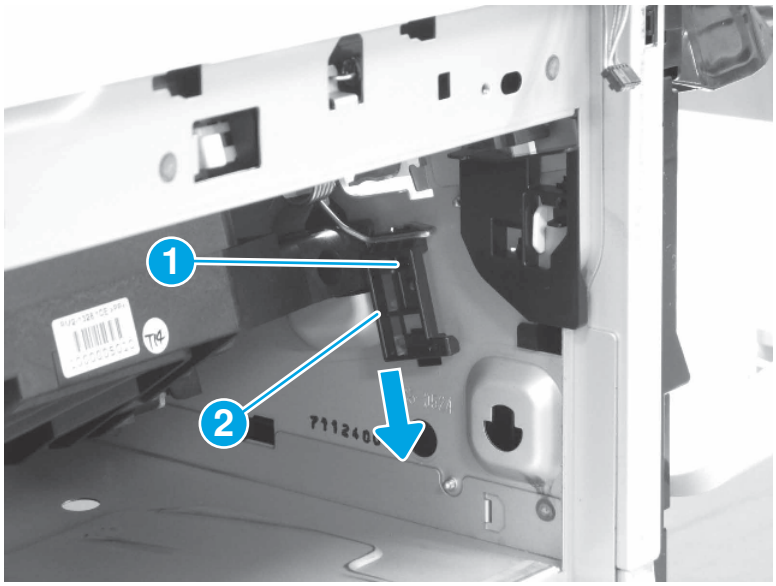


TIP: When the laser scanner is installed, make sure that the gear case is flat against the printer chassis (callout 1). The pin on the gear (callout 2) might need to be rotated out of the way when the assembly is installed.



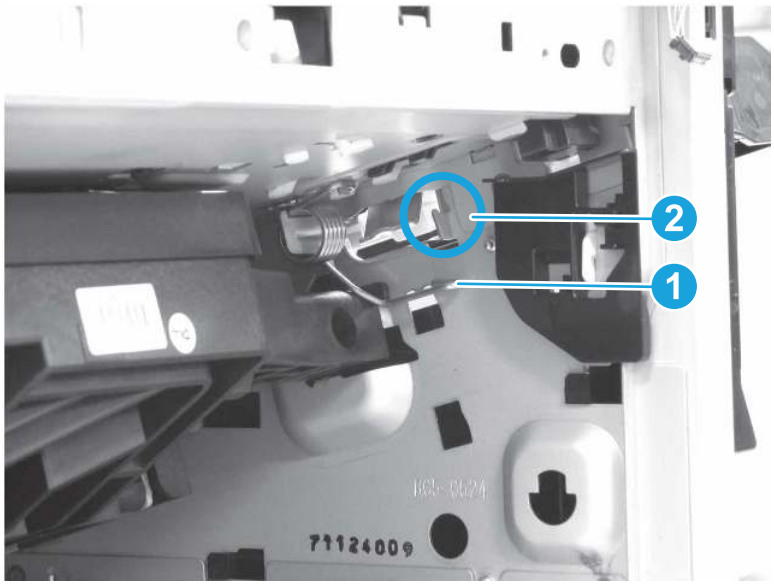
c. On the right side of the laser scanner, release one tab (callout 1), and then slide the stopper (callout 2) down to remove it.

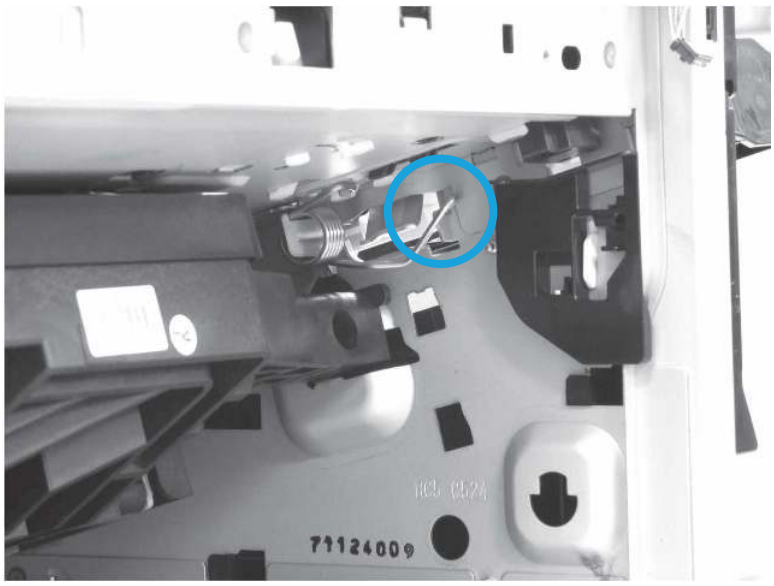
Figure 4-1351 Remove the stopper



d. Hook the spring (callout 1) on the hook (callout 2).

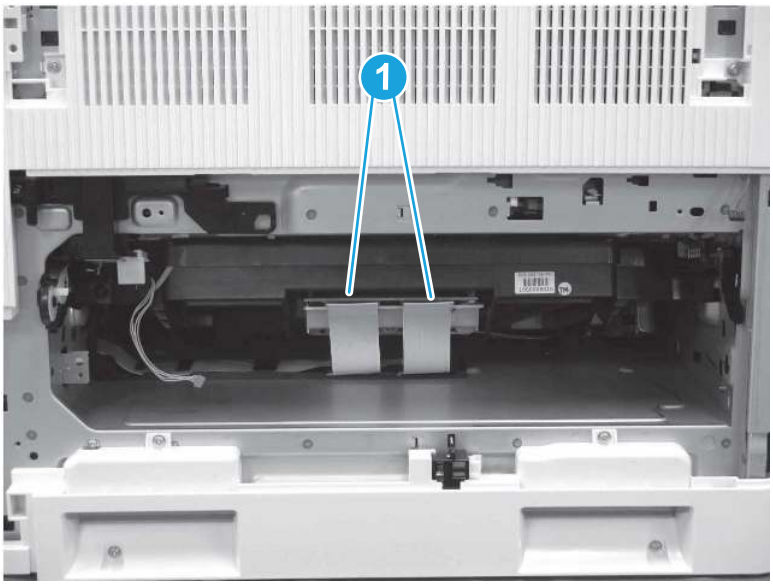
Figure 4-1352 **Hook the spring**





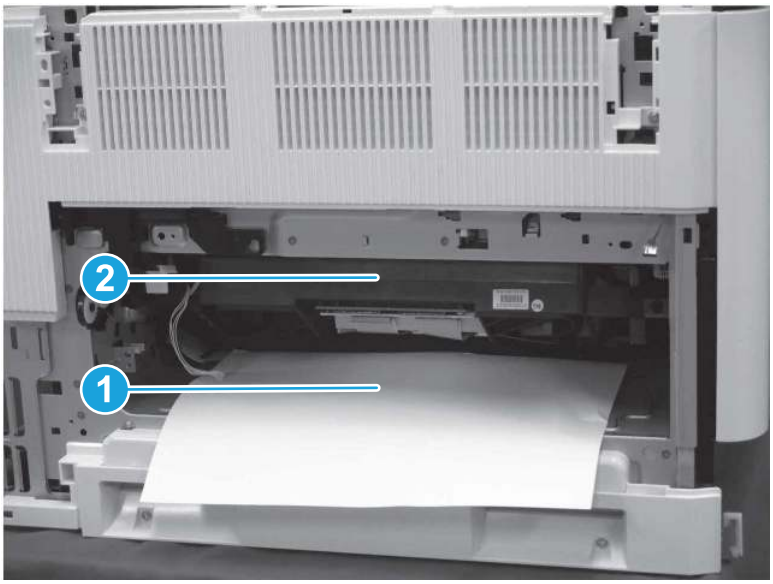
e. Disconnect two flat cables (callout 1).

Figure 4-1353 Disconnect two flat cables



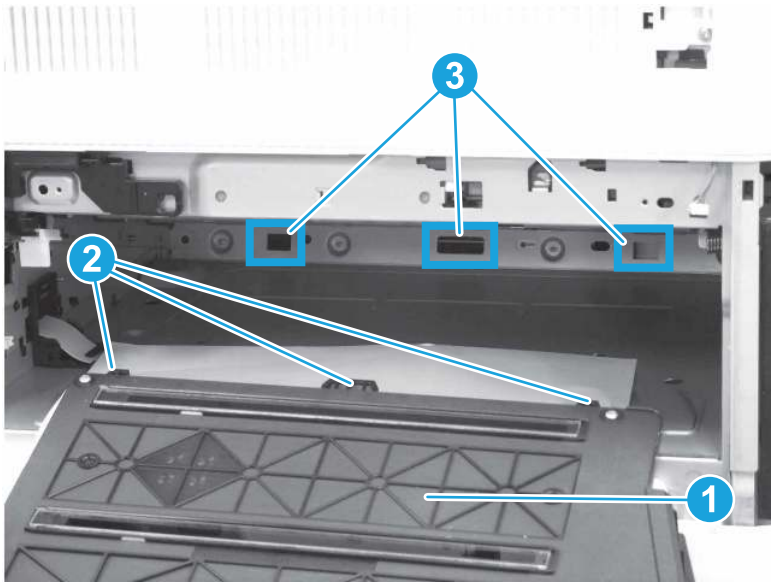
f. Lay a sheet of paper on top of the flat cables (callout 1) to protect them. Pull the laser scanner (callout 2) out of the printer to remove it.

Figure 4-1354 Remove the laser scanner



IMPORTANT: **The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.**

TIP: When installing the laser scanner (callout 1), position the pins (callout 2) on the laser scanner into the openings (callout 3) inside the printer.



8. Unpack the replacement assembly.

   a. 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

   b. 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.

   c. 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: Pickup assembly (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the pickup assembly.

View a video of how to remove and replace the pickup assembly.

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 4-79 Part information

Part number	Part description
RM2-1393-010CN	Pickup assembly (M751/E75245)
RM2-3908-000CN	Pickup assembly (M856/E85055/M776)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

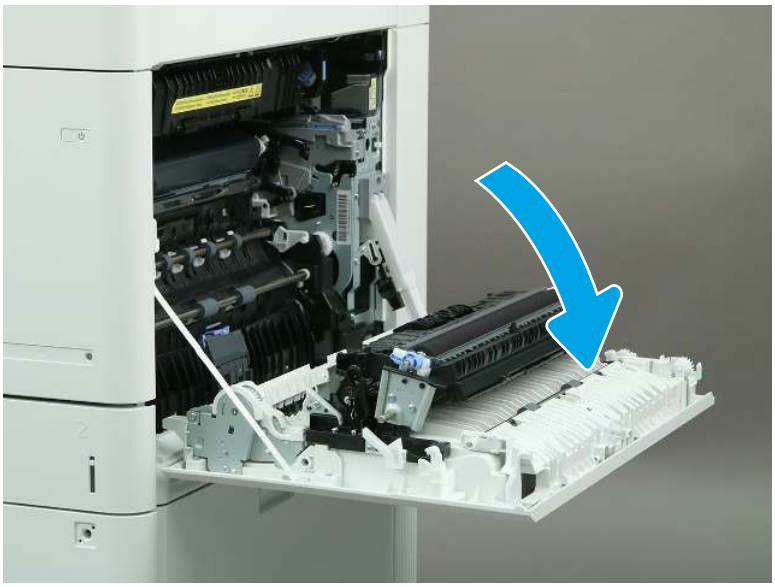
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the secondary transfer roller.

a. Open the right door.

Figure 4-1355 Open the right door



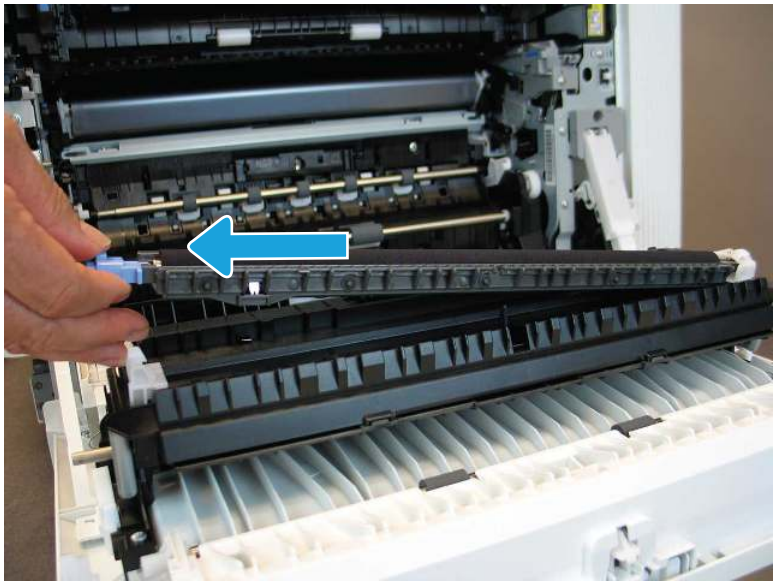
b. Release the latch (callout 1), and then lift the left side of the roller.

Figure 4-1356 Release the transfer roller

c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

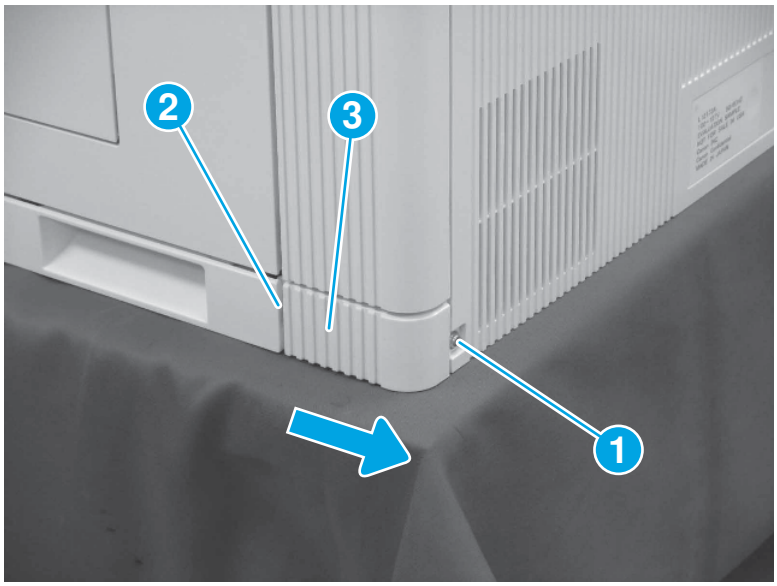
Figure 4-1357 Remove the secondary transfer roller



2. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

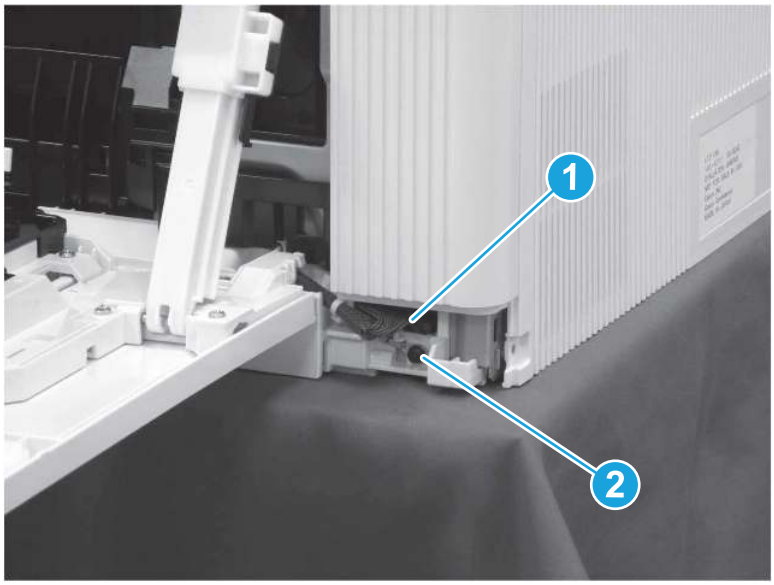
Figure 4-1358 Remove the right rear lower cover



3. Remove the right door.

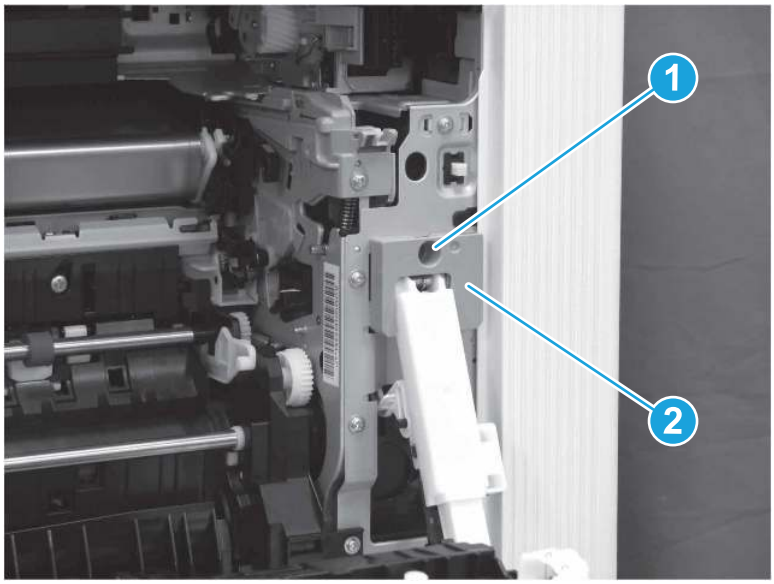
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-1359 Disconnect one connector and remove one screw



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

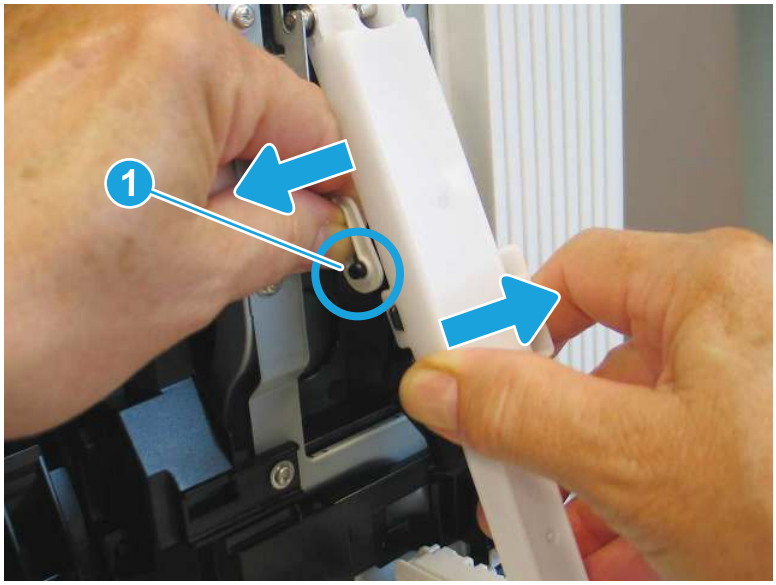
Figure 4-1360 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-1361 Release the link arm

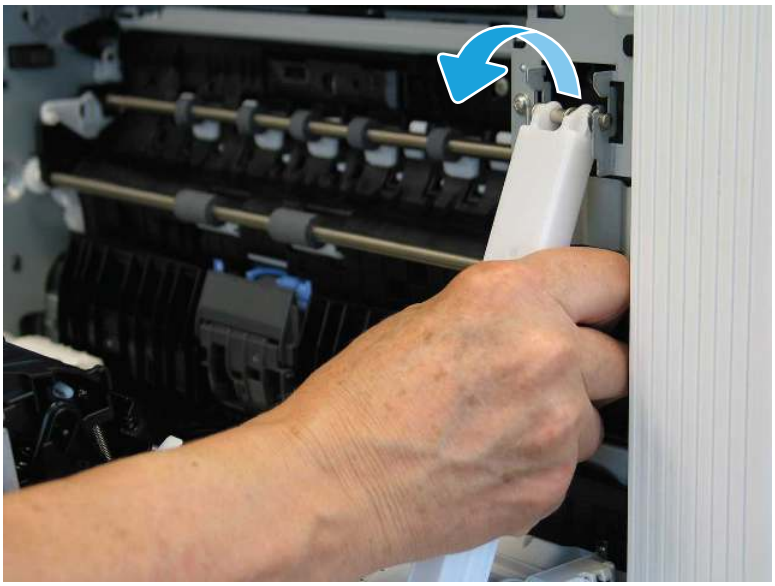


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-1362 Retract the link arm

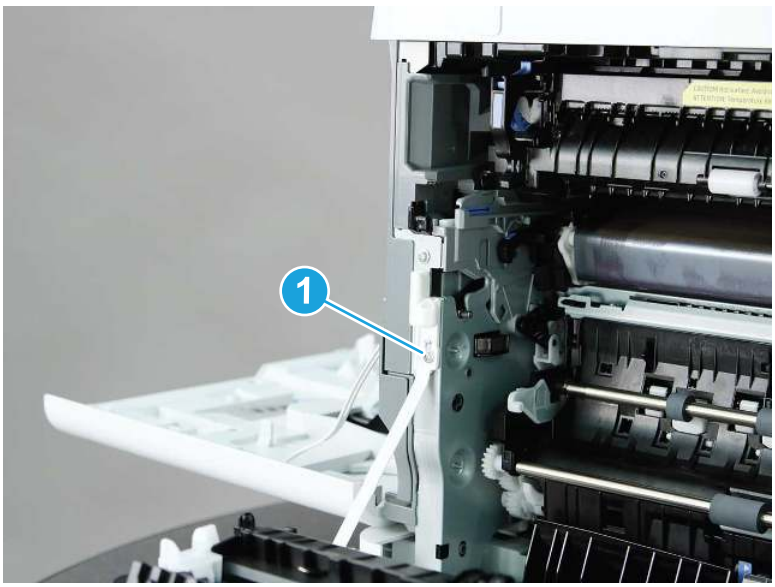
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-1363 Release the dampener



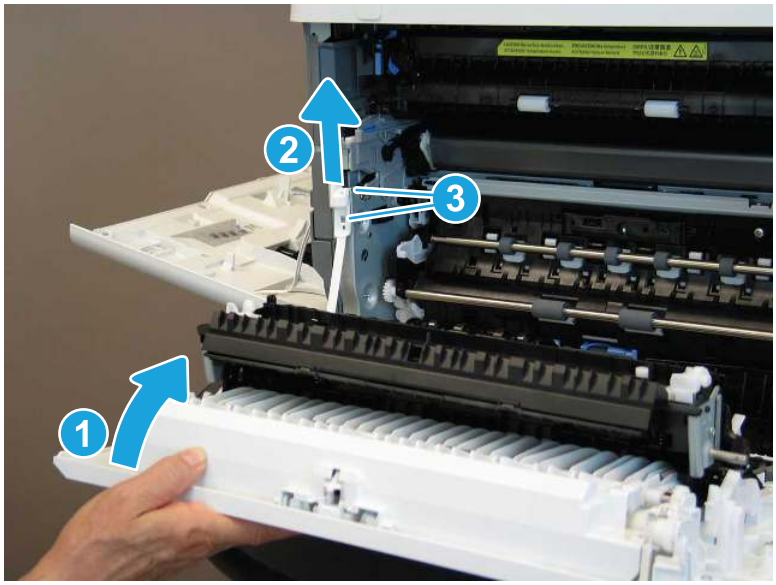
f. Remove one screw (callout 1).

Figure 4-1364 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

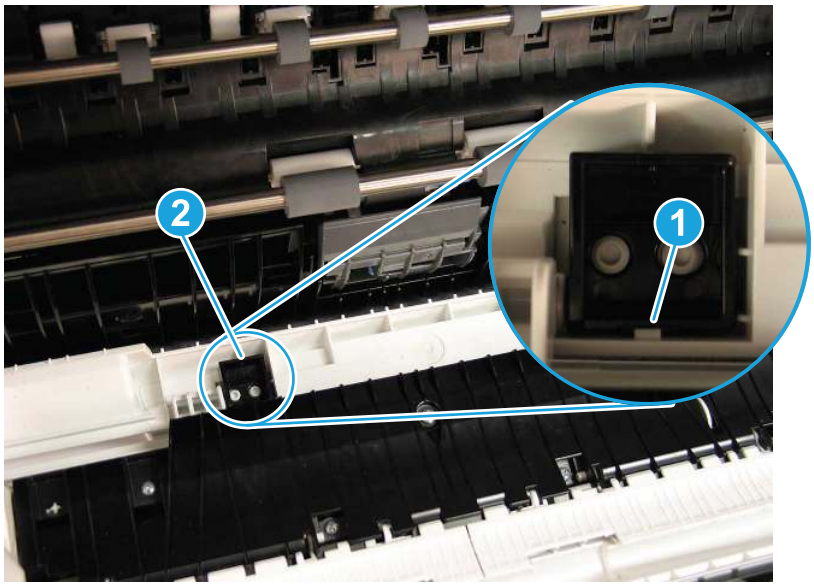
Figure 4-1365 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

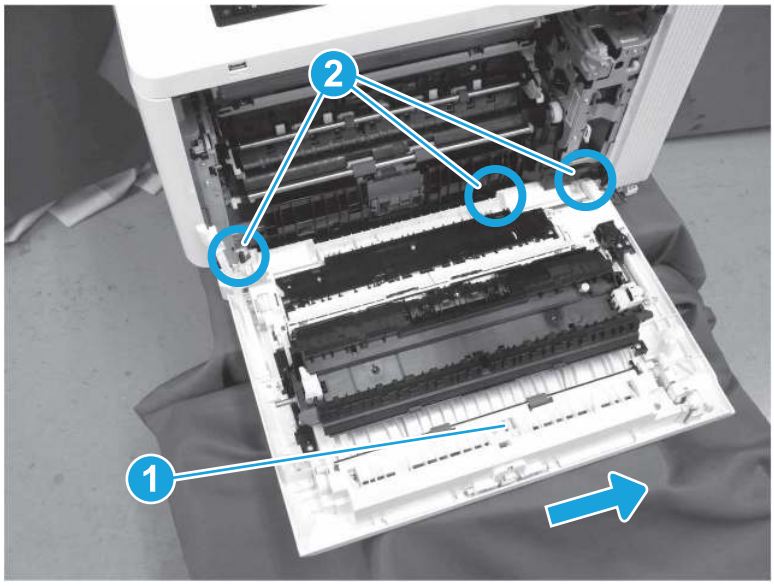
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-1366 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

Figure 4-1367 Remove the right door

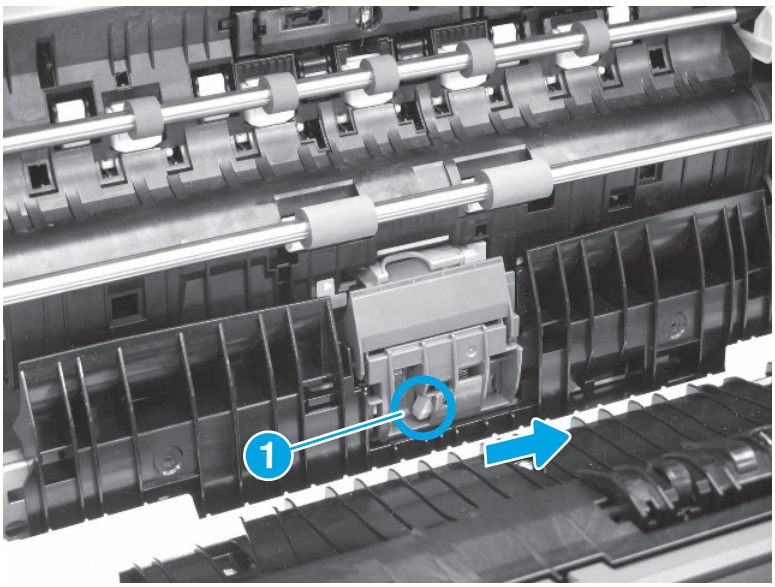


4. Remove the pickup assembly.

a. Press the release button (callout 1) on the Tray 2 separation roller. Slide the assembly to the right, and then pull it away from the printer to remove it.

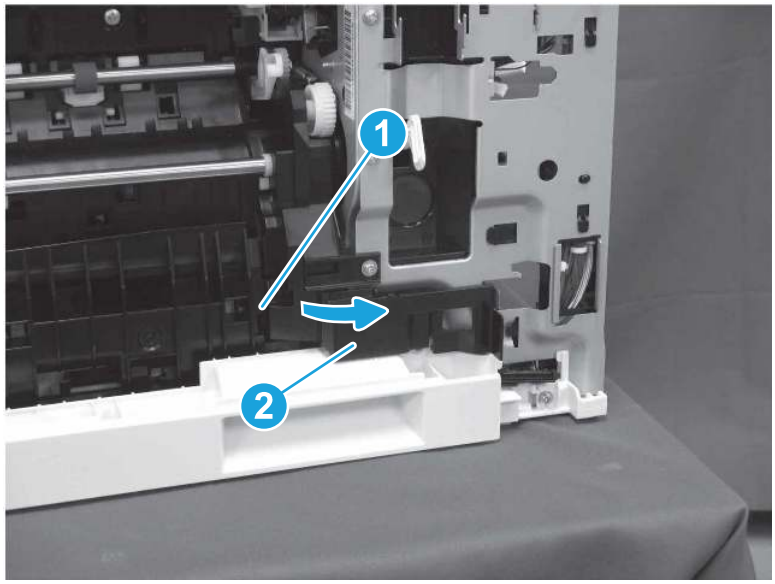
NOTE: Make sure that Tray 2 is open when removing and installing the separation roller assembly.

Figure 4-1368 Remove the Tray 2 separation roller assembly



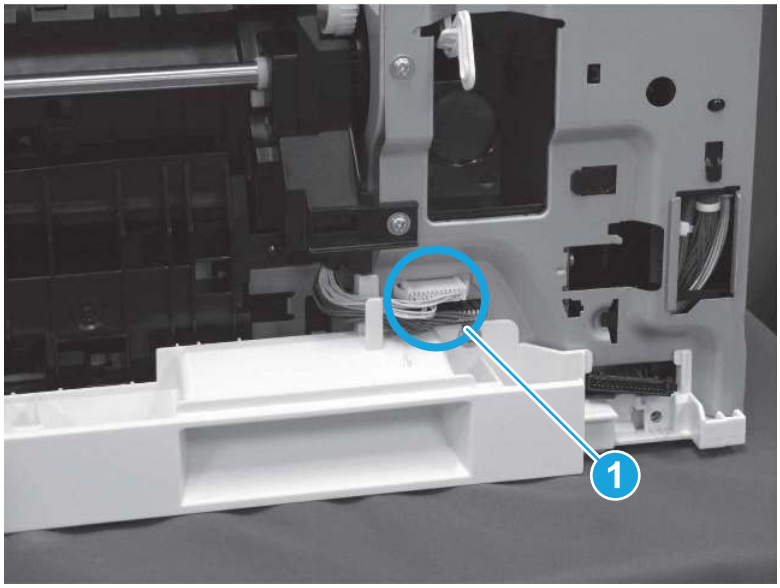
b. Release one tab (callout 1), and then rotate the cover (callout 2) away from the printer to remove it.

Figure 4-1369 Remove the cover



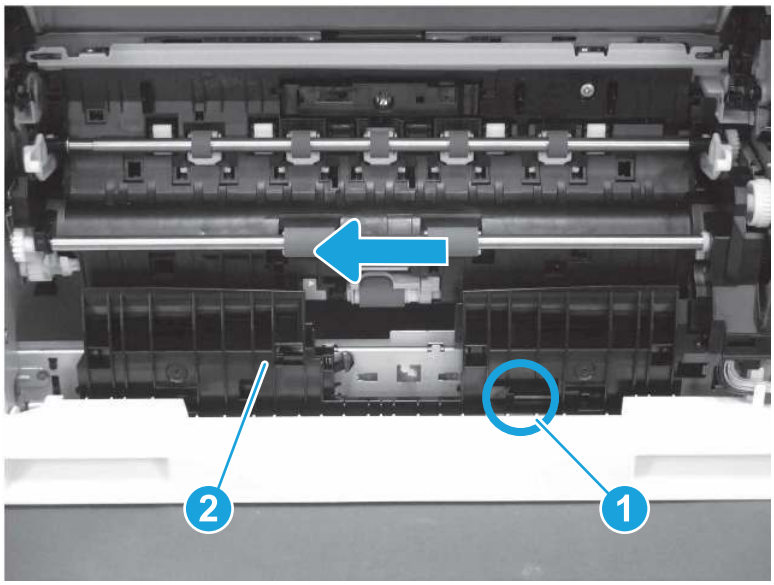
c. Disconnect two connectors (callout 1).

Figure 4-1370 Disconnect two connectors



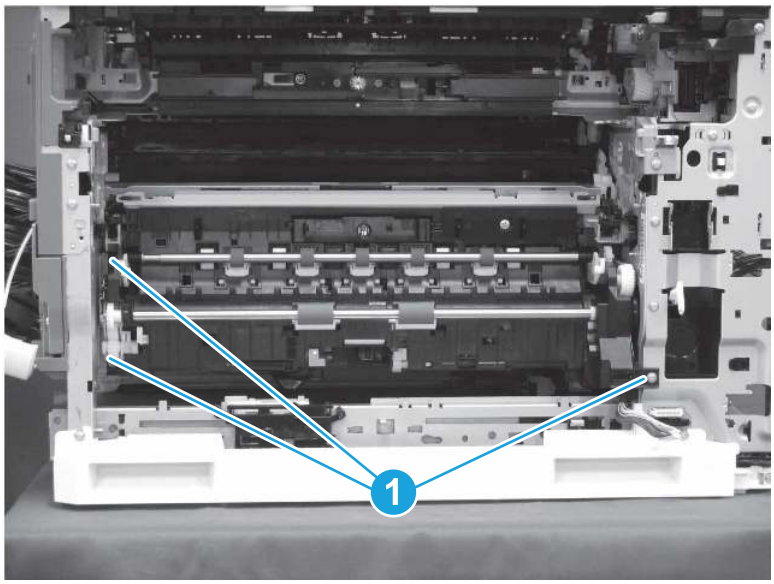
d. Release one tab (callout 1), and then slide the guide (callout 2) to the left to remove it.

Figure 4-1371 Remove the guide



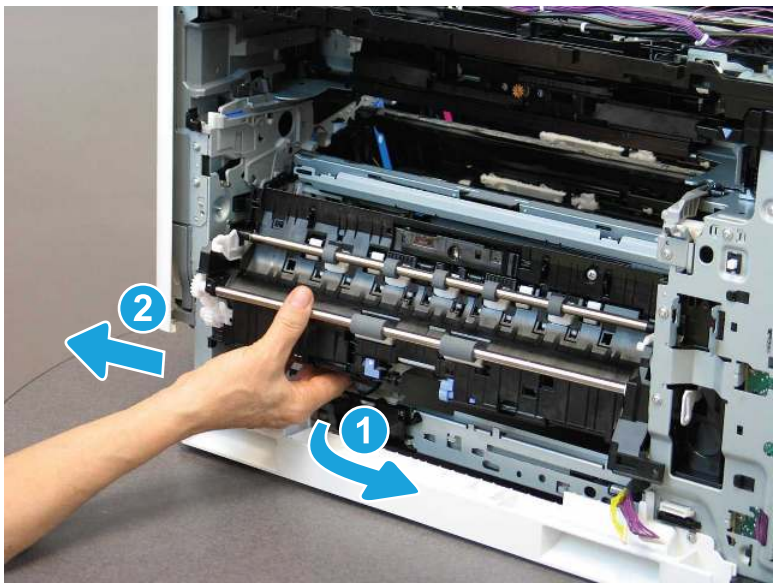
e. Remove three screws (callout 1).

Figure 4-1372 Remove three screws



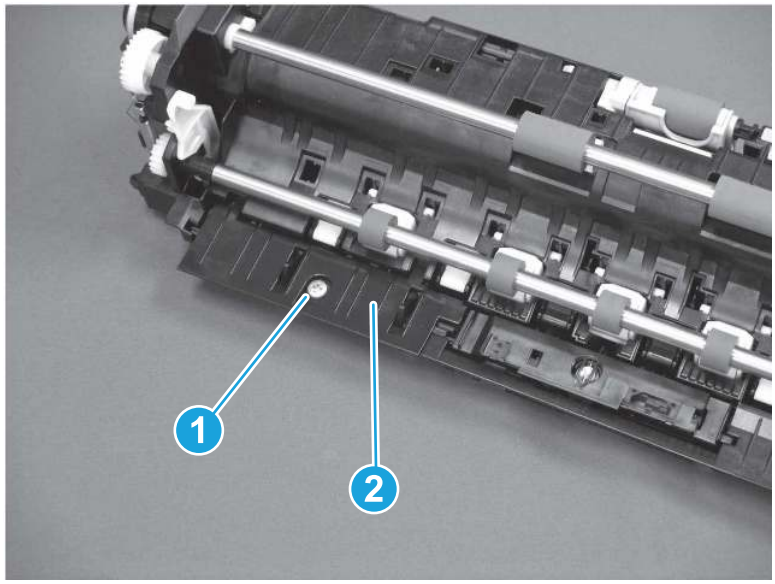
f. Rotate the left side of the pickup assembly away from the printer (callout 1), and then slide the assembly to the left (callout 2) to remove it.

Figure 4-1373 Remove the pickup assembly



g. Remove one screw (callout 1), and then remove the cover (callout 2).

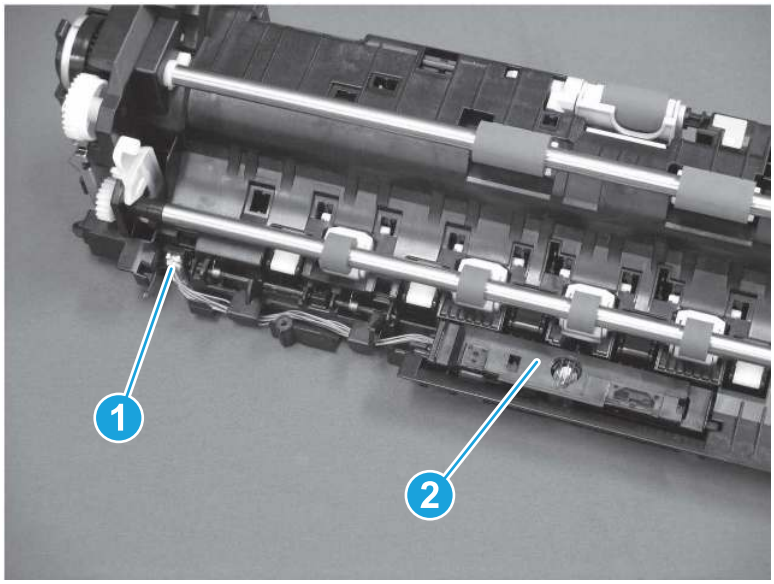
Figure 4-1374 Remove the cover



h. Disconnect one connector (callout 1), and then remove the media sensor assembly (callout 2).

NOTE: Save the media sensor assembly and install it on the replacement pickup assembly.

Figure 4-1375 Remove the media sensor



5. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Registration density sensor (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the registration density sensor.

View a video of how to remove and replace the registration density sensor.

Mean time to repair: 25 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 4-80 Part information

Part number	Part description
RM2-1501-000CN	Registration density sensor
RM2-1390-000CN	RD pressure link accessory - rear (if needed)
RM2-1389-000CN	RD pressure link accessory - front (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

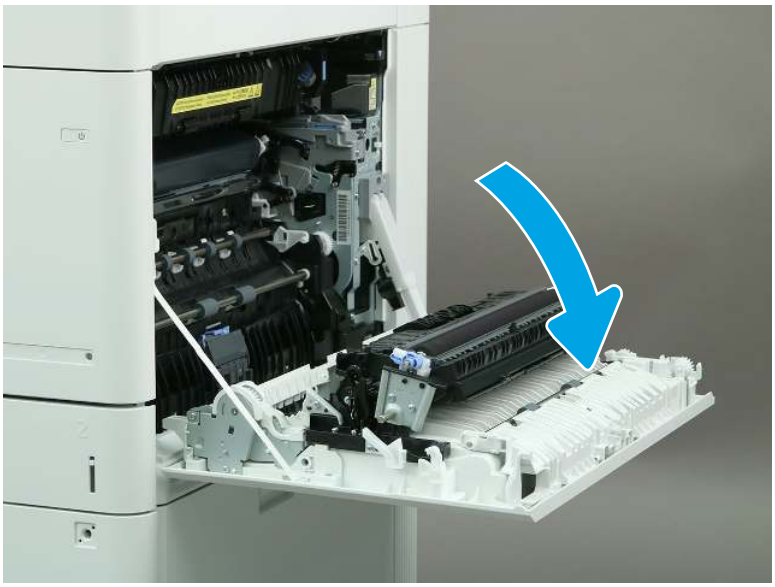
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the secondary transfer roller.

a. Open the right door.

Figure 4-1376 Open the right door



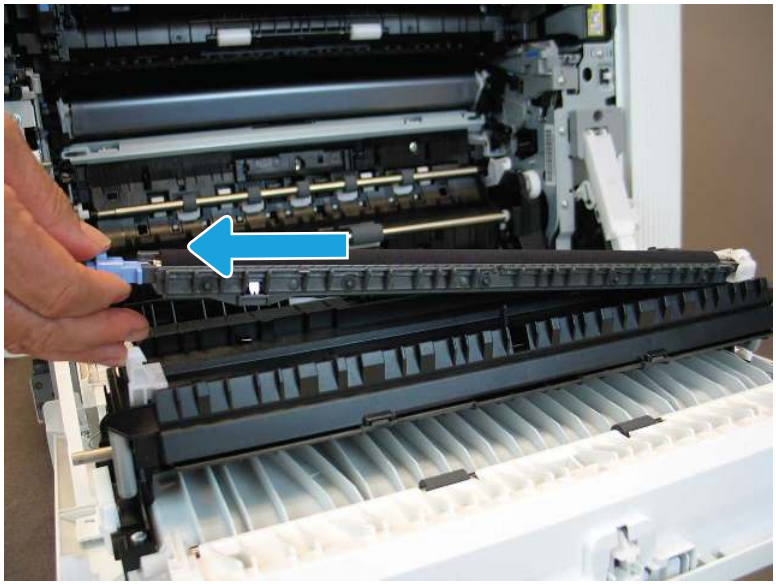
b. Release the latch (callout 1), and then lift the left side of the roller.

Figure 4-1377 Release the transfer roller

c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

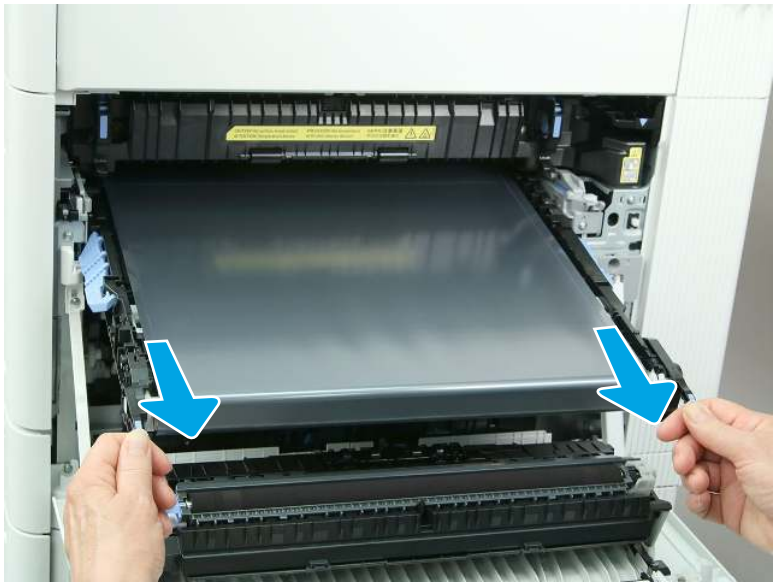
Figure 4-1378 Remove the secondary transfer roller



2. Remove the intermediate transfer belt (ITB).

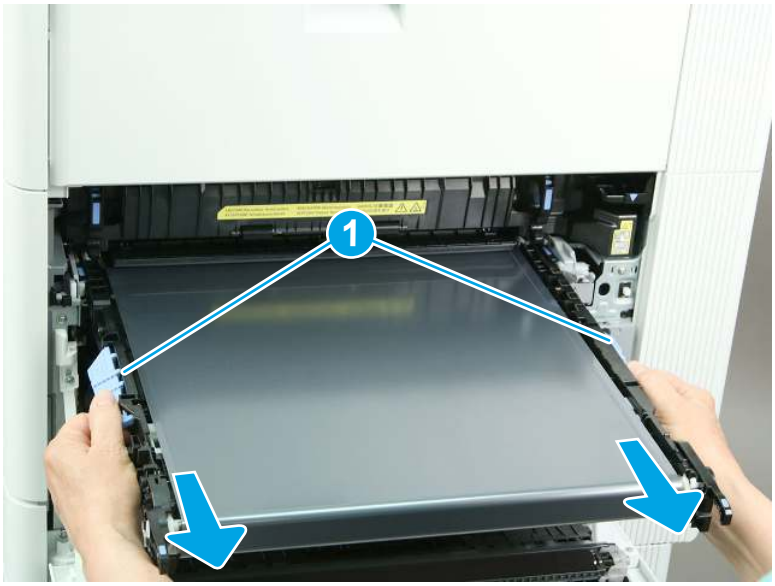
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-1379 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

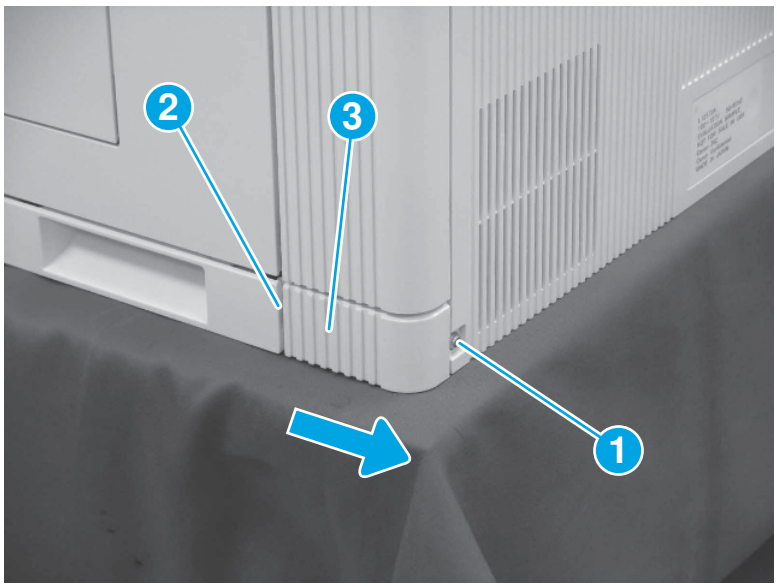
Figure 4-1380 Remove the ITB



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

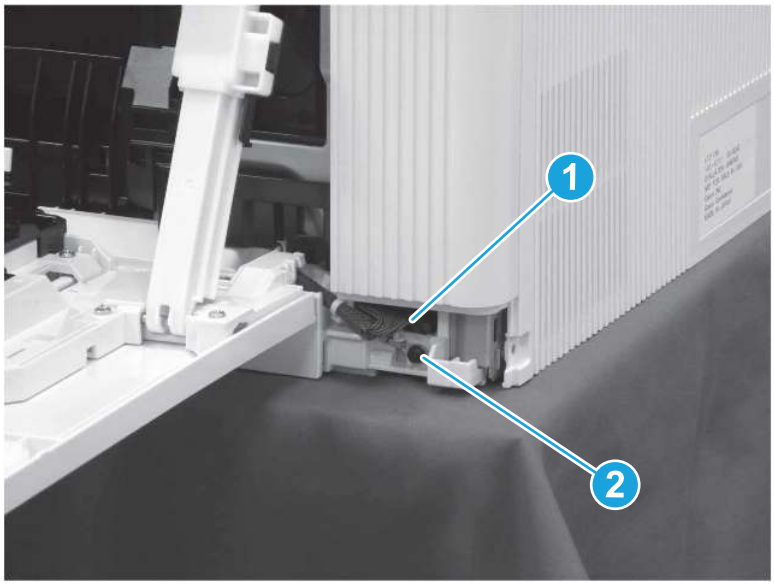
Figure 4-1381 Remove the right rear lower cover



4. Remove the right door.

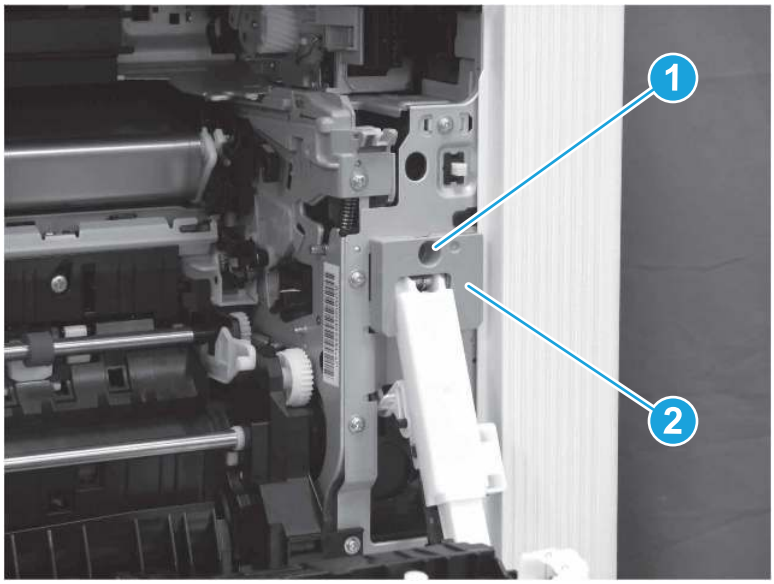
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-1382 Disconnect one connector and remove one screw



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

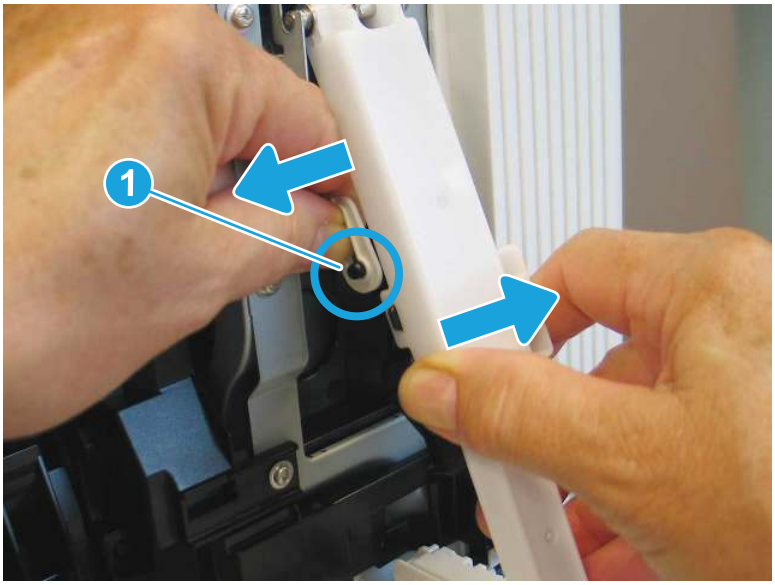
Figure 4-1383 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-1384 Release the link arm

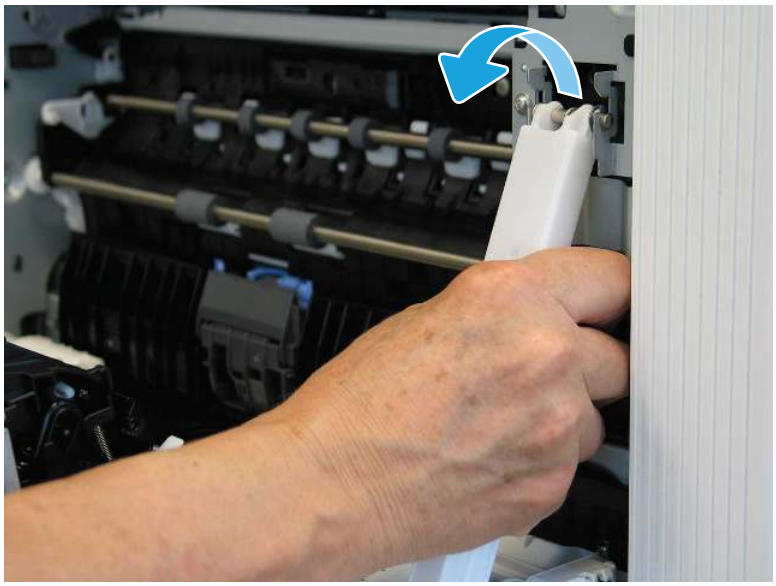


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-1385 Retract the link arm

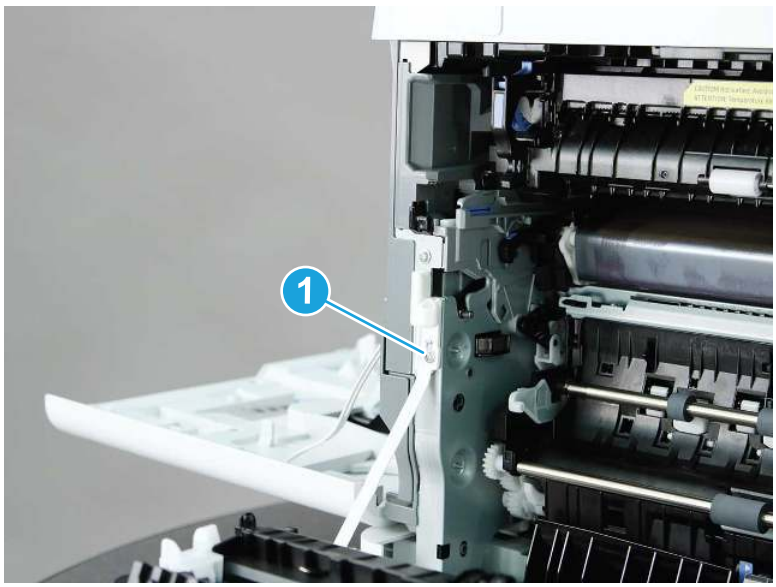
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-1386 Release the dampener



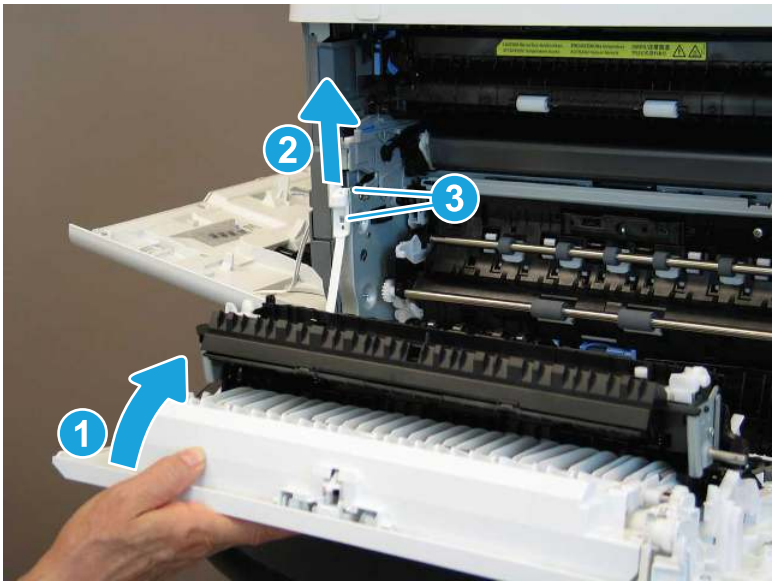
f. Remove one screw (callout 1).

Figure 4-1387 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

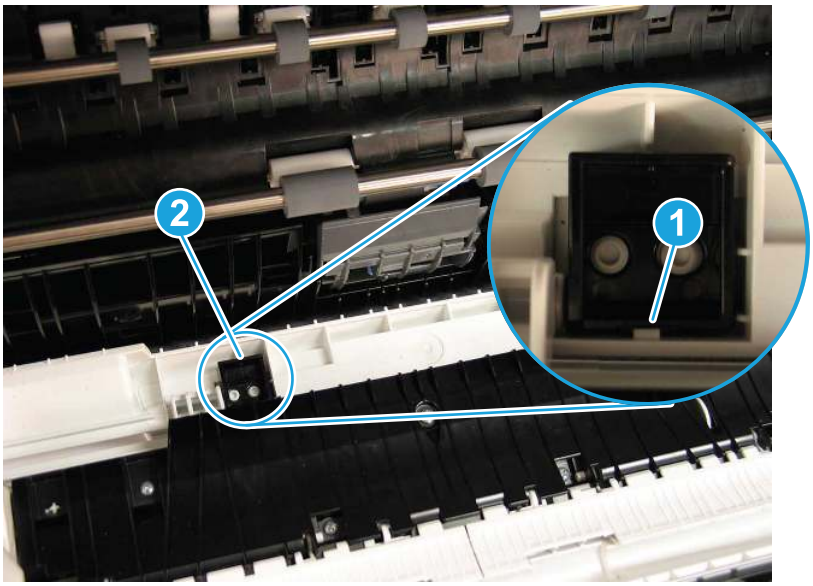
Figure 4-1388 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

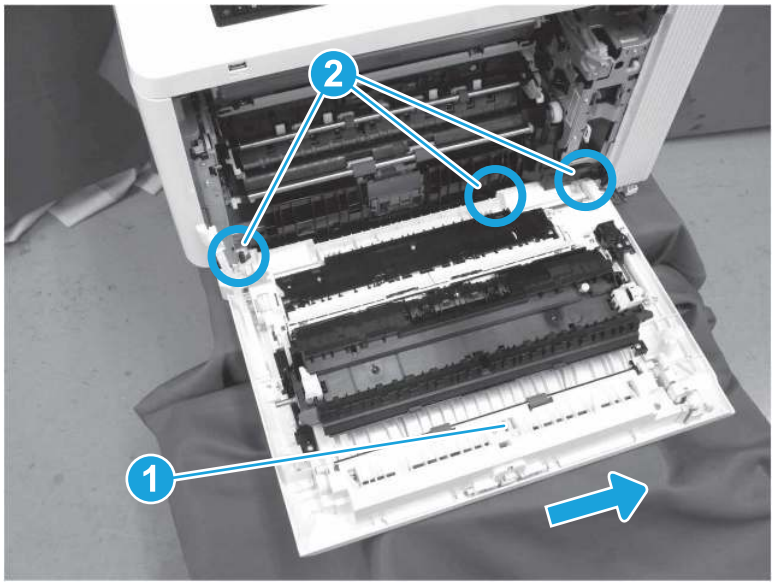
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-1389 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

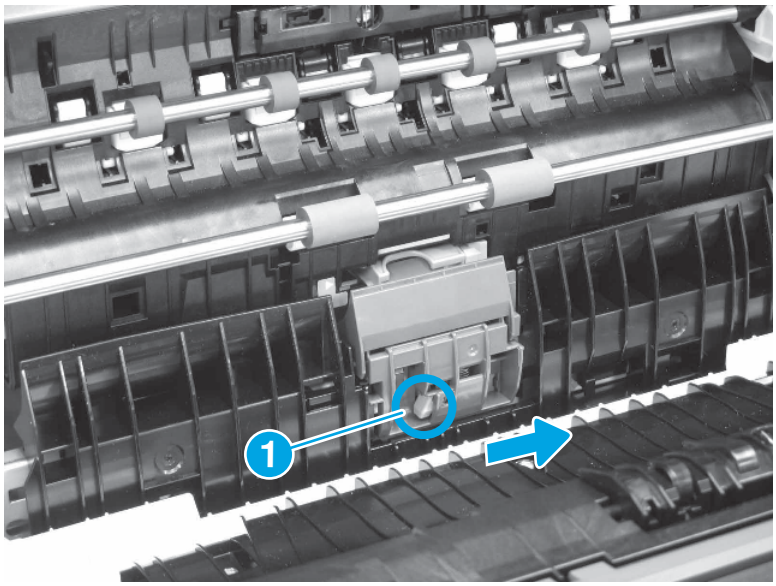
Figure 4-1390 Remove the right door



5. Remove the pickup assembly.

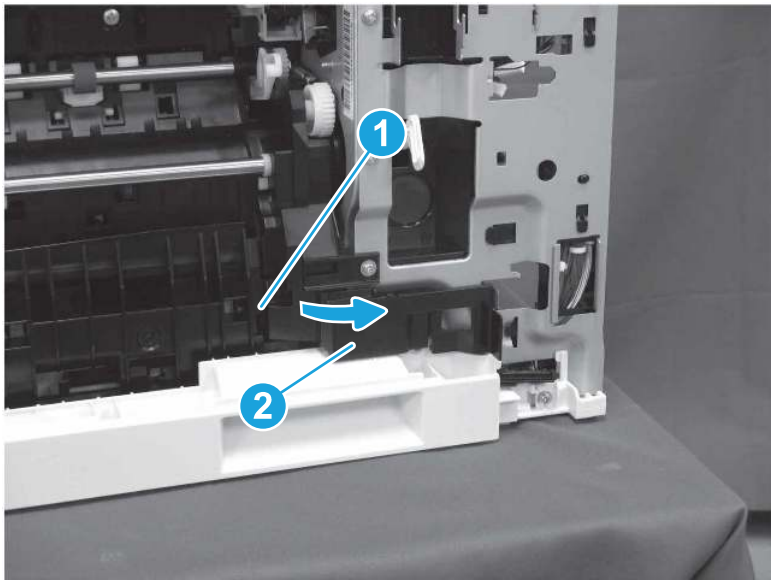
a. Press the release button (callout 1) on the Tray 2 separation roller. Slide the assembly to the right, and then pull it away from the printer to remove it.

Figure 4-1391 Remove the Tray 2 separation roller assembly



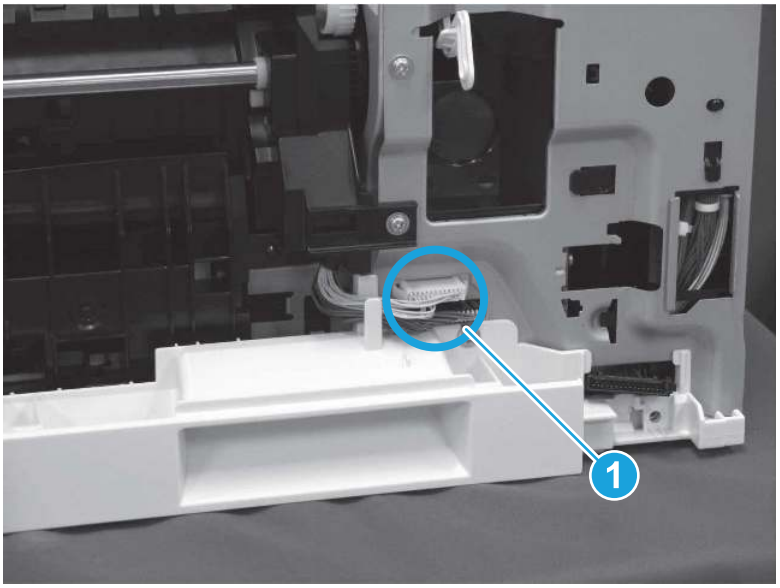
b. Release one tab (callout 1), and then rotate the cover (callout 2) away from the printer to remove it.

Figure 4-1392 Remove the cover



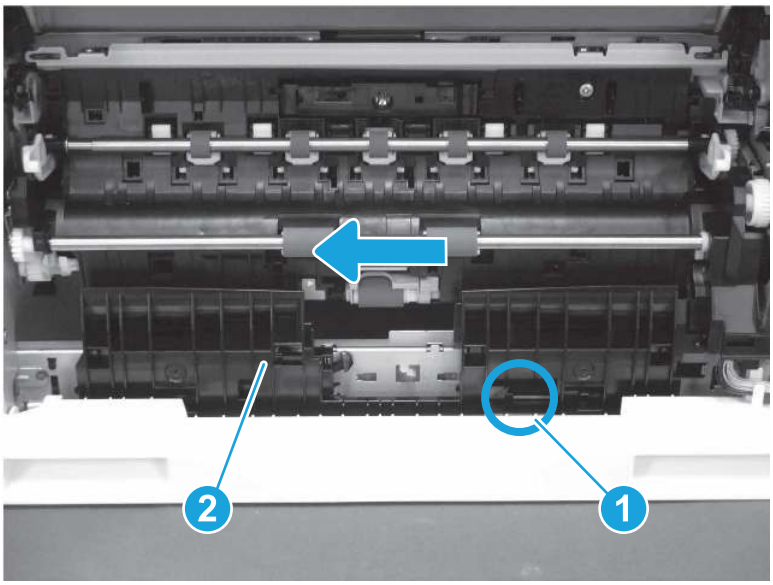
c. Disconnect two connectors (callout 1).

Figure 4-1393 Disconnect two connectors



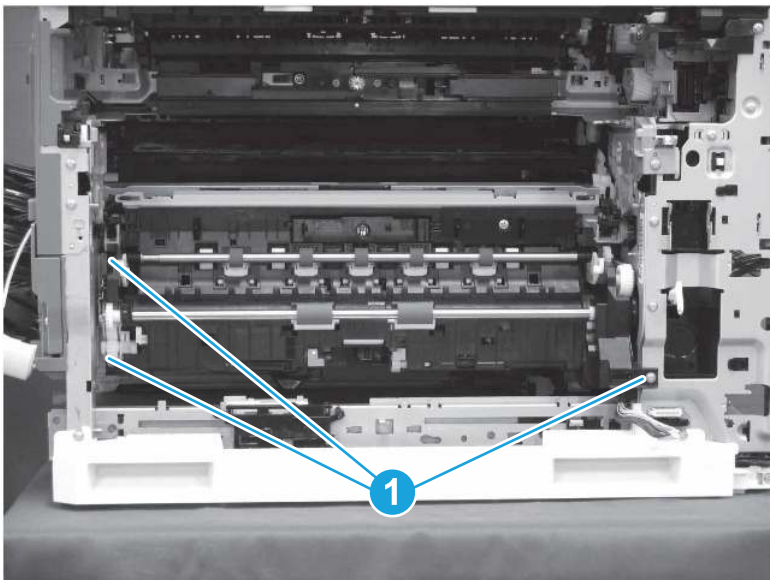
d. Release one tab (callout 1), and then slide the guide (callout 2) to the left to remove it.

Figure 4-1394 Remove the guide



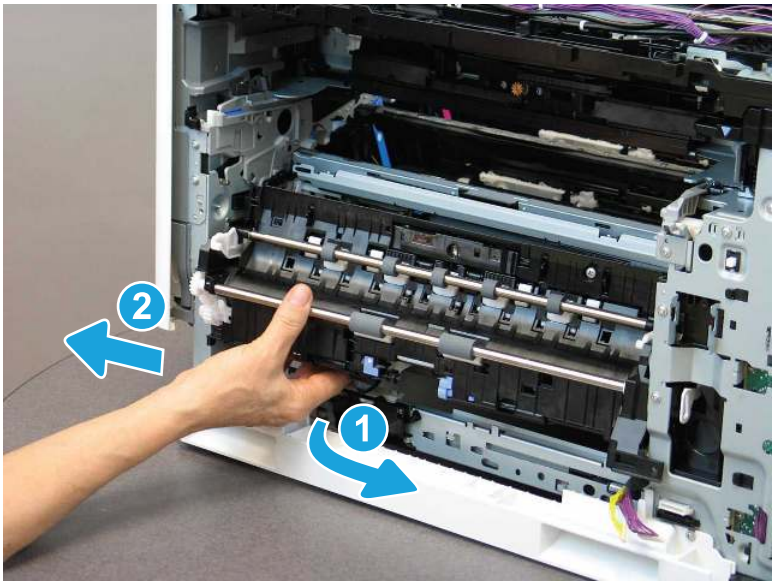
e. Remove three screws (callout 1).

Figure 4-1395 Remove three screws



f. Rotate the left side of the pickup assembly away from the printer (callout 1), and then slide the assembly to the left (callout 2) to remove it.

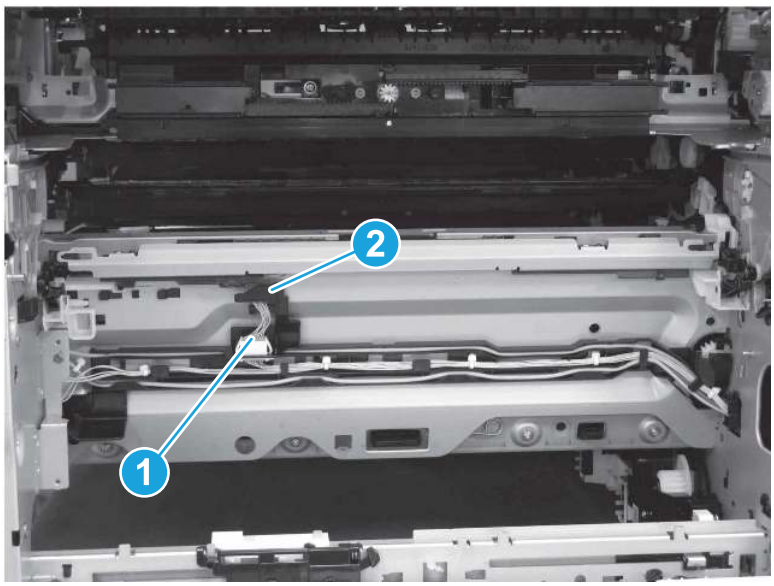
Figure 4-1396 Remove the pickup assembly



6. Remove the registration density sensor.

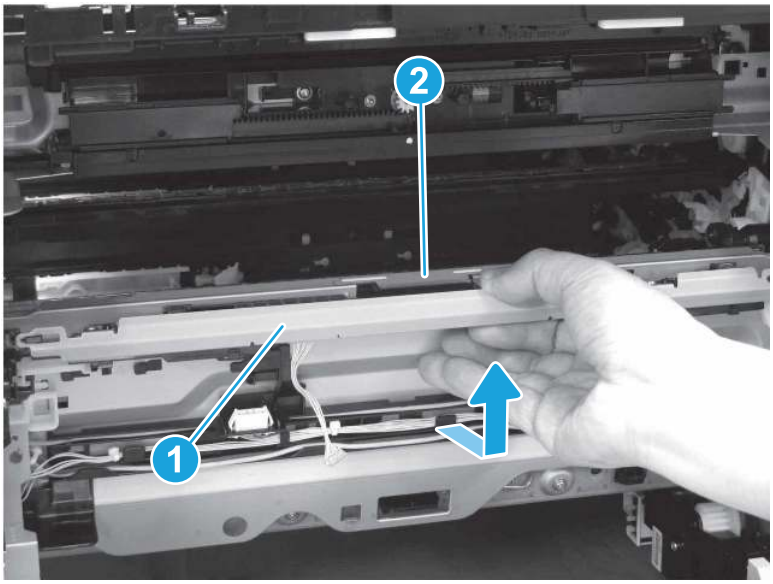
a. Disconnect one connector (callout 1), and then release the wire harness from the guide (callout 2).

Figure 4-1397 Disconnect one connector



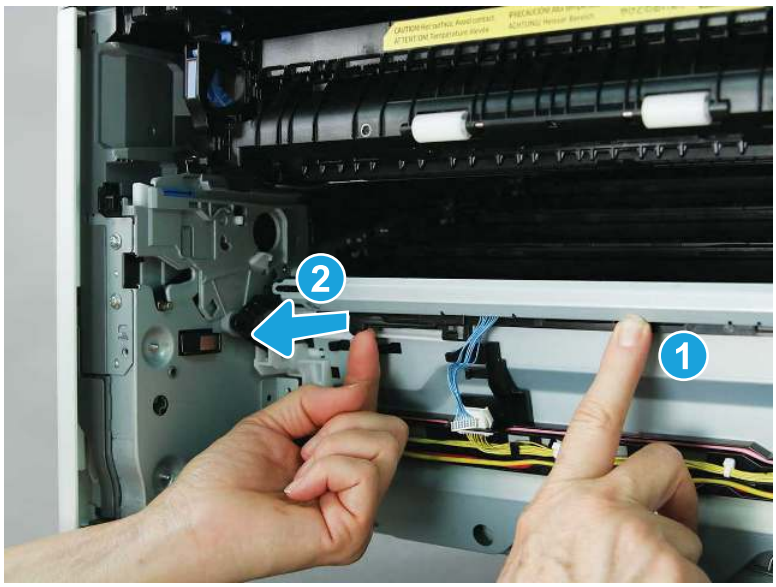
b. Pull the center of the registration density sensor (callout 1) away from the printer and lift up to release it from the stopper (callout 2).

Figure 4-1398 Release the registration density sensor



c. Raise the metal shutter and hold it in the raised position (callout 1). Pull the end of the black shutter (callout 2) away from the printer to release one tab.

Figure 4-1399 Release one tab

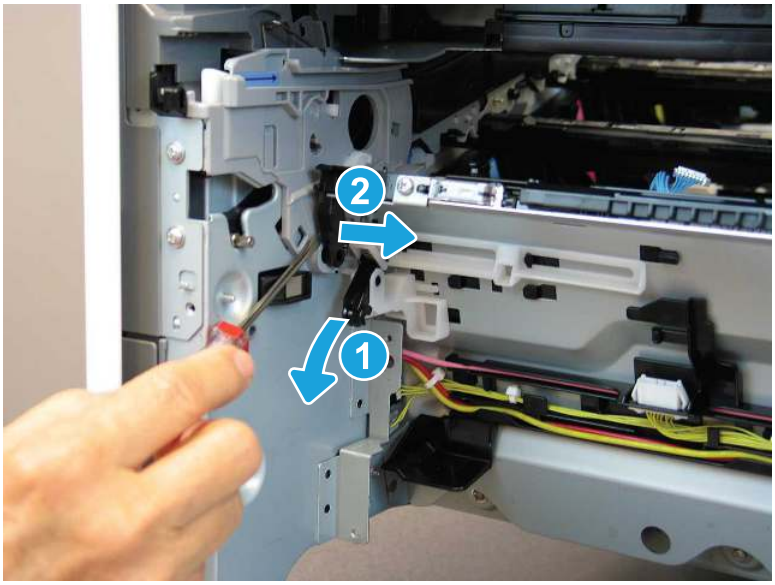


d. Rotate the registration density sensor (callout 1) up and away from the printer.

Figure 4-1400 Rotate the registration density sensor

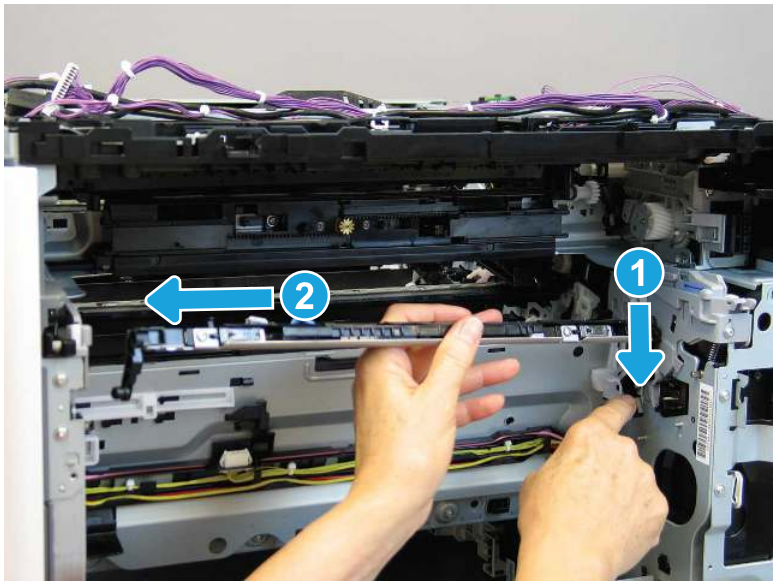
e. Lower the lever (callout 1), and then use a small, flat-blade screwdriver to release the shaft (callout 2) from the printer.

Figure 4-1401 Release the shaft

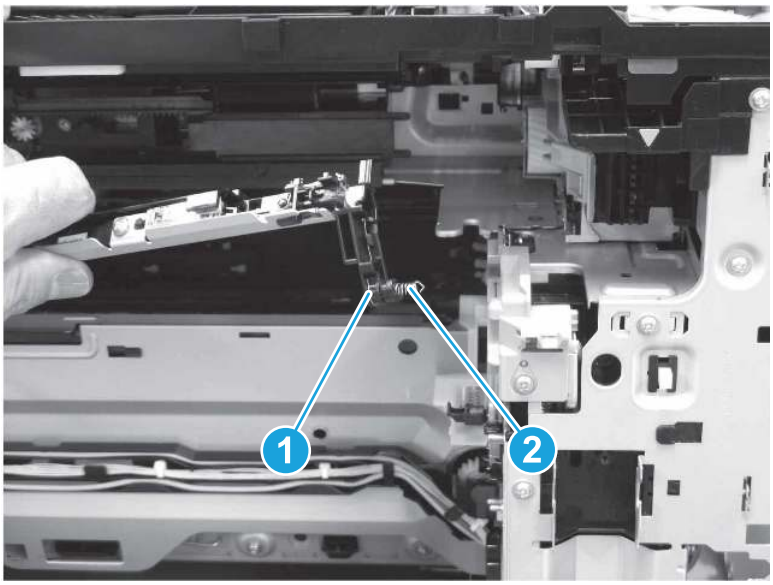


f. Hold down the spring-loaded lever on the right side of the shaft (callout 1), and then slide the sensor away (callout 2) from the printer to remove it.

Figure 4-1402 Remove the registration density sensor

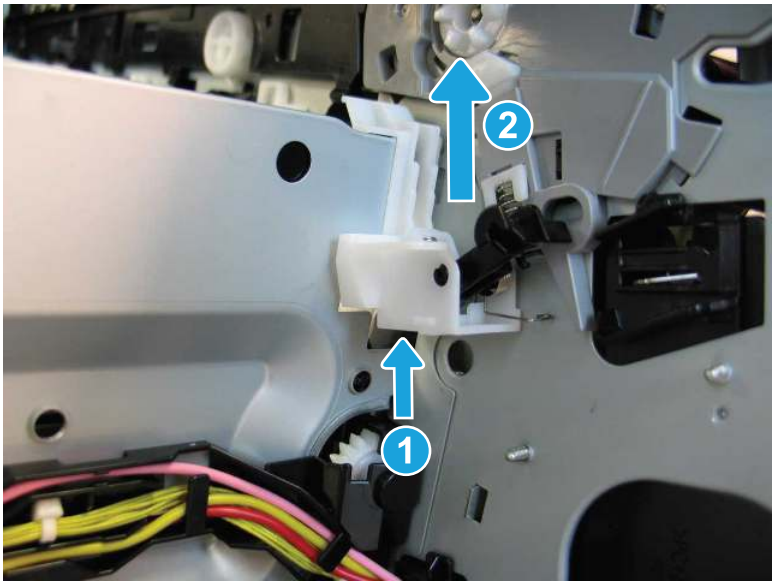


⚠ CAUTION: When removing the shaft (callout 1), be careful not to damage the spring (callout 2).



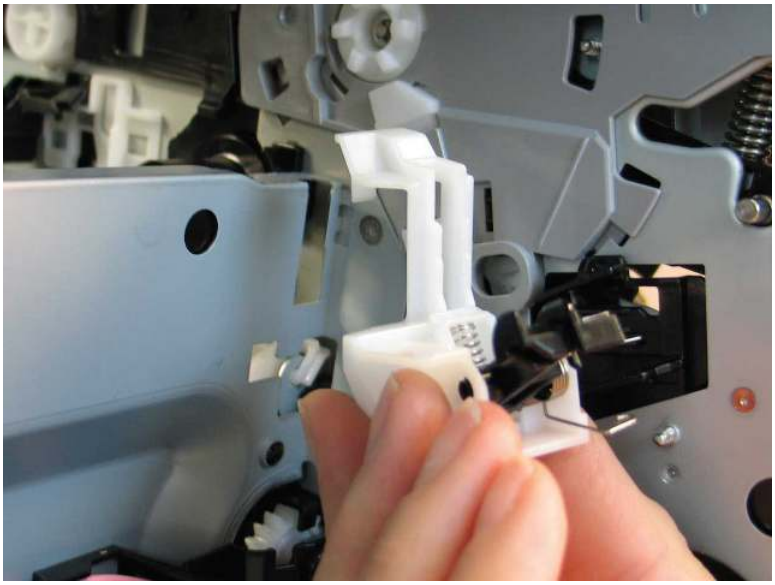
g. If the rear RD pressure link accessory breaks, release one tab (callout 1) at the bottom of the accessory, and then lift up (callout 2) to release it.

Figure 4-1403 Release one tab and lift the accessory



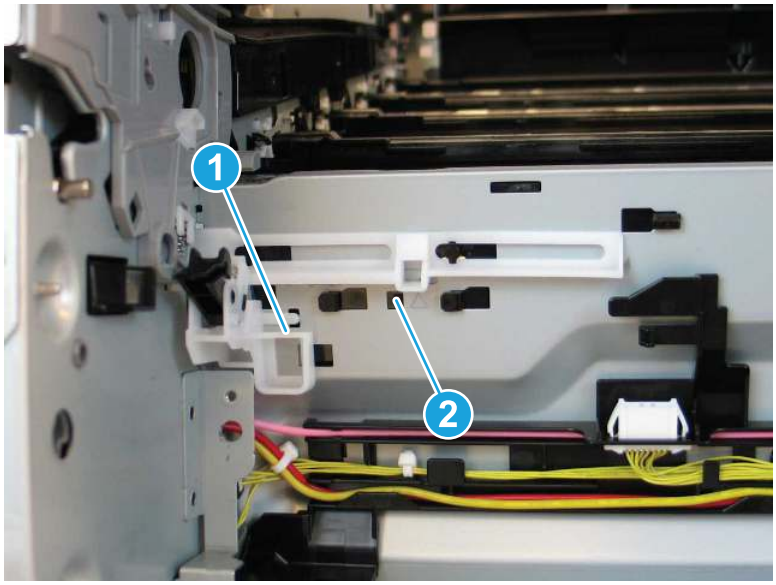
h. Remove the rear RD pressure link accessory.

Figure 4-1404 Remove the rear pressure link accessory



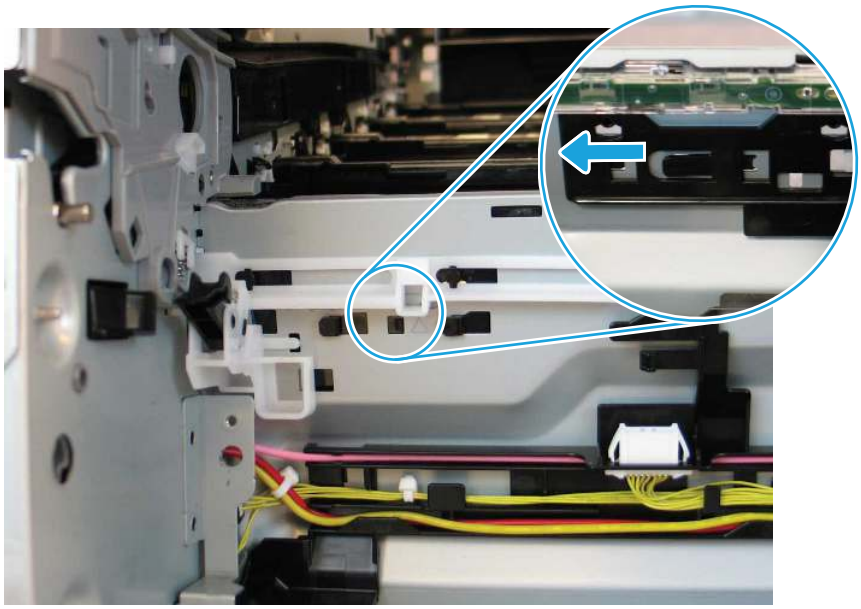
i. If the front RD pressure release accessory breaks, release one tab (callout 1), and then press next to the embossed arrow to release one tab (callout 2) on the retainer on the back of the accessory.

Figure 4-1405 Release two tabs



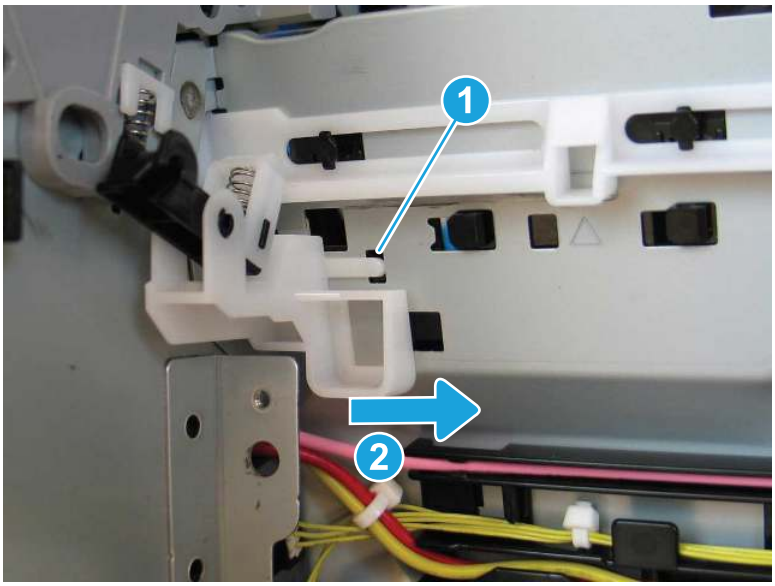
j. On the back of the sheet metal plate, slide the retainer to the right to release the pressure link accessory.

Figure 4-1406 Slide the retainer



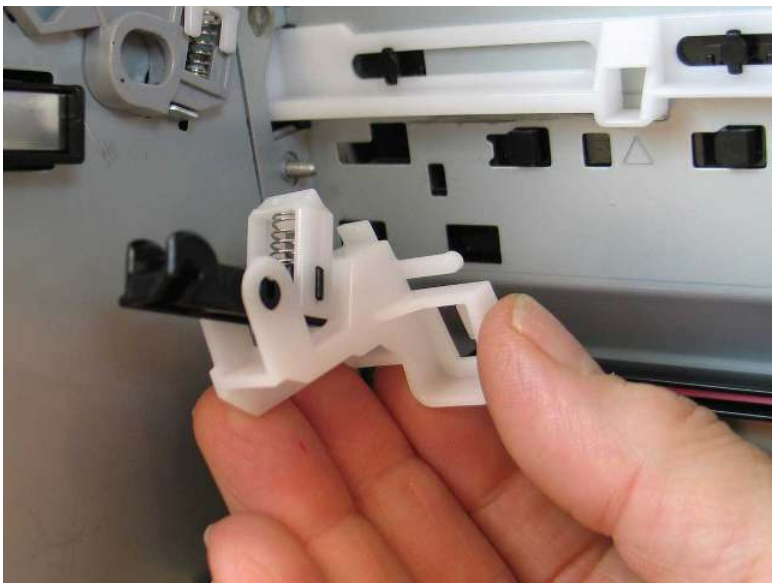
k. Release one tab (callout 1), and then slide the pressure link accessory to the right (callout 1).

Figure 4-1407 Release one tab and slide the accessory



l. Remove the front RD pressure release accessory.

Figure 4-1408 Remove the front RD pressure release accessory



7. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Duplex drive assembly (M751/E75245)

Learn how to remove and replace the duplex drive assembly.

View a video of how to remove and replace the duplex drive assembly.

Mean time to repair: 22 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 4-81 Part information

Part number	Part description
RM2-1392-000CN	Duplexing drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

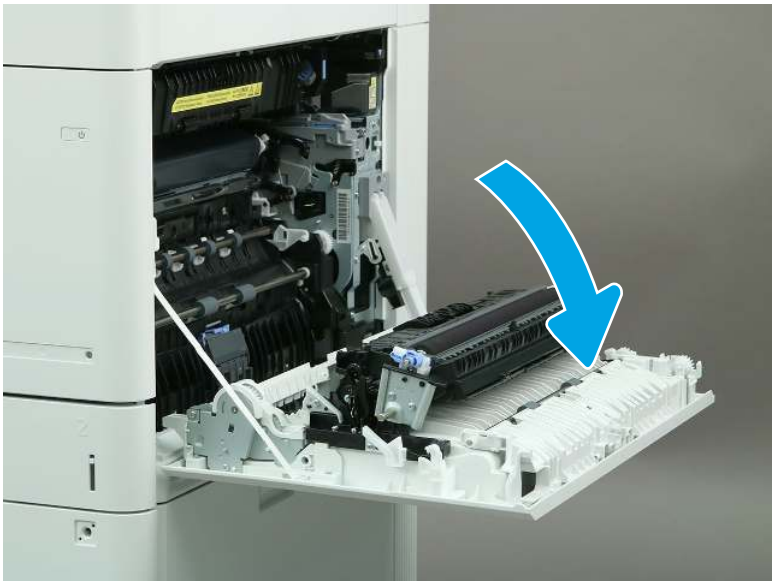
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the fuser.

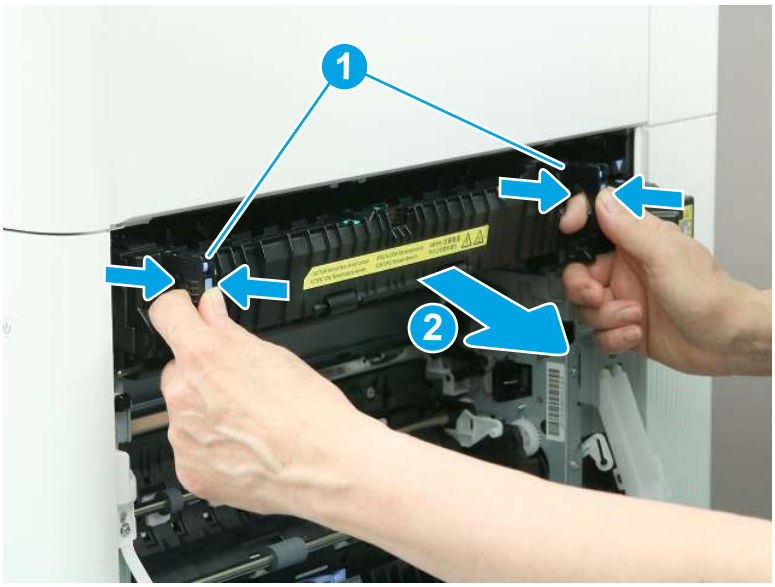
   a. Open the right door.

   Figure 4-1409 **Open the right door**

   b. Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

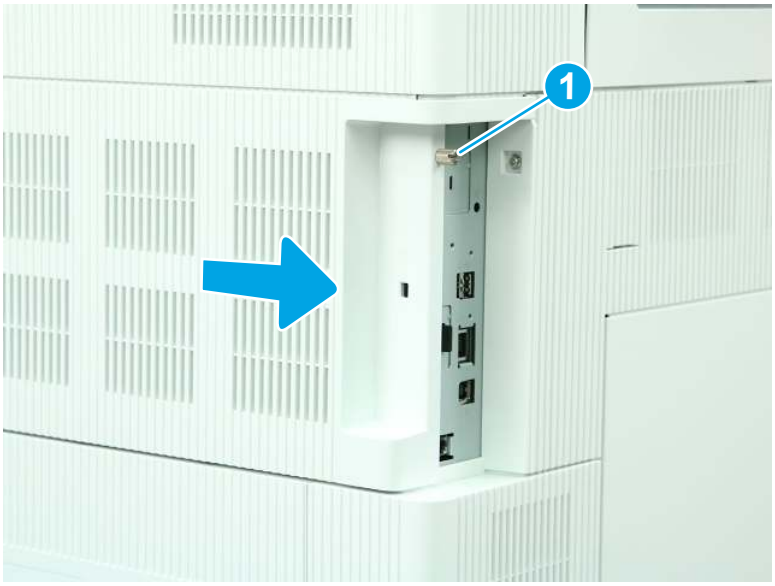
   Figure 4-1410 **Remove the fuser**

2. Remove the formatter cover.

   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

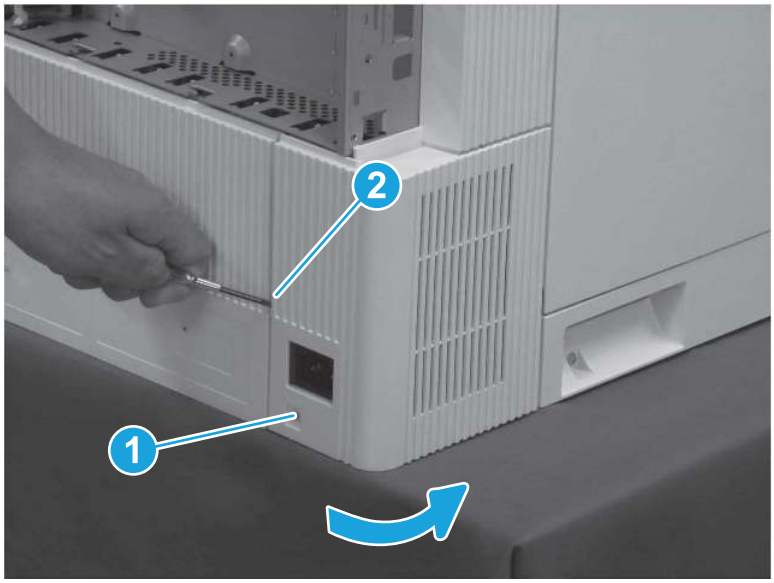
   Figure 4-1411 Remove the formatter cover

3. Remove the left lower cover (M751/E75245).

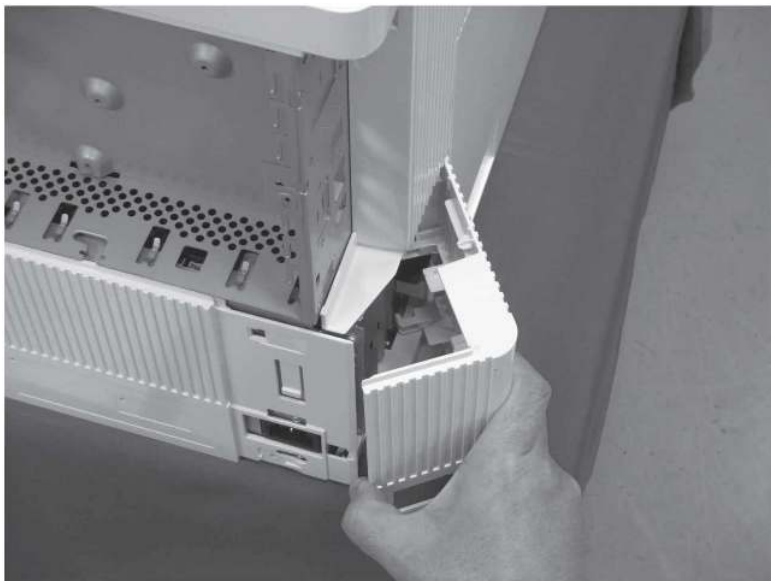
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1412 Remove one screw and release one tab

b. Remove the left lower cover.

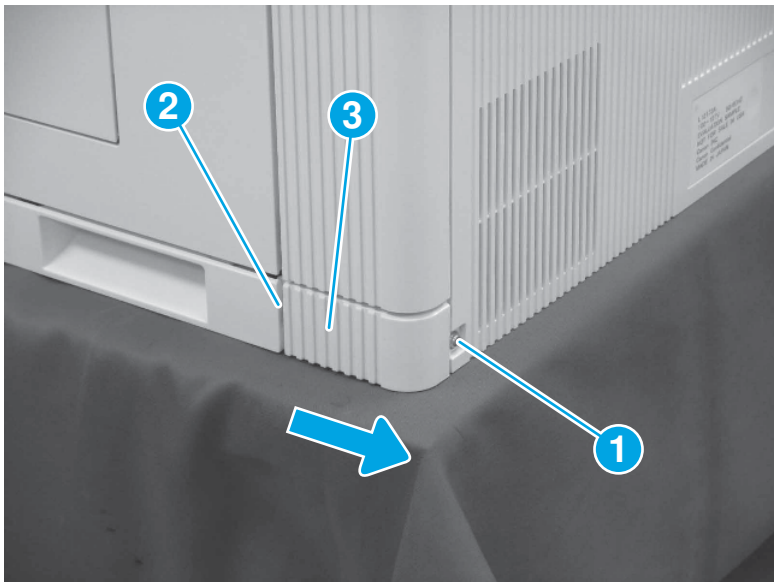
Figure 4-1413 Remove the left lower cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

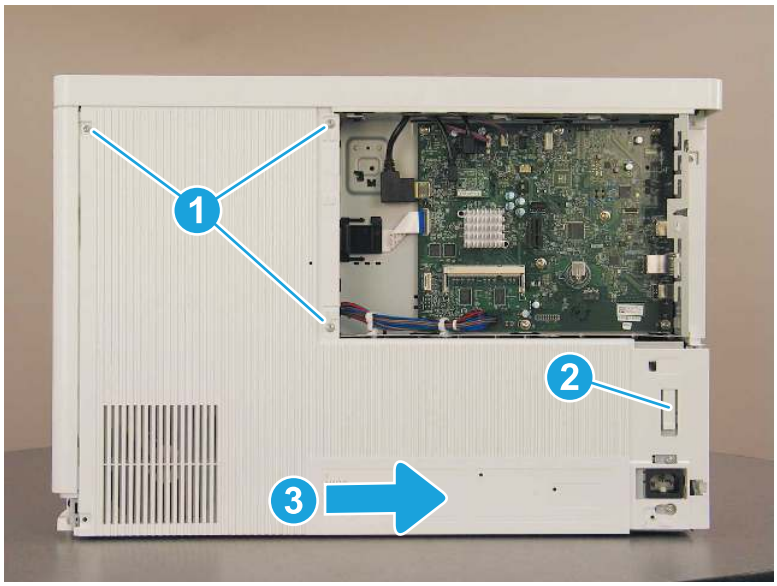
Figure 4-1414 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1415 Remove the rear cover

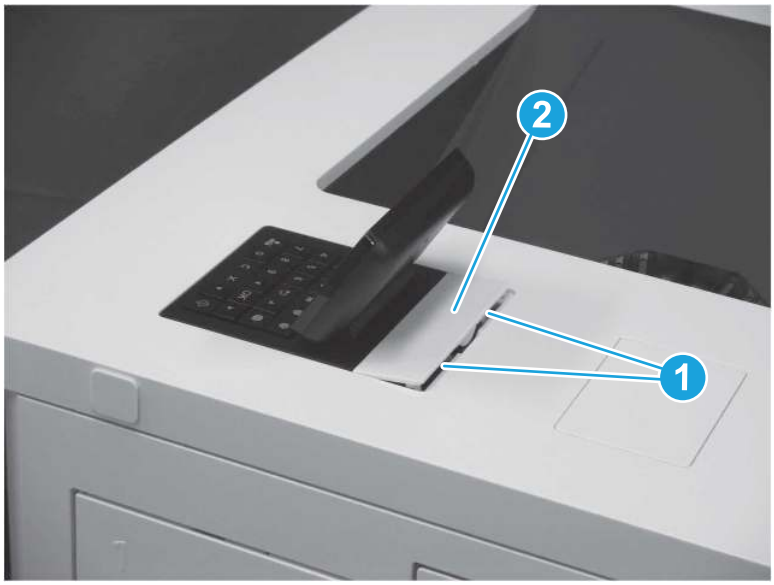


6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1416 Remove the control panel cover



b. Remove one screw (callout 1).

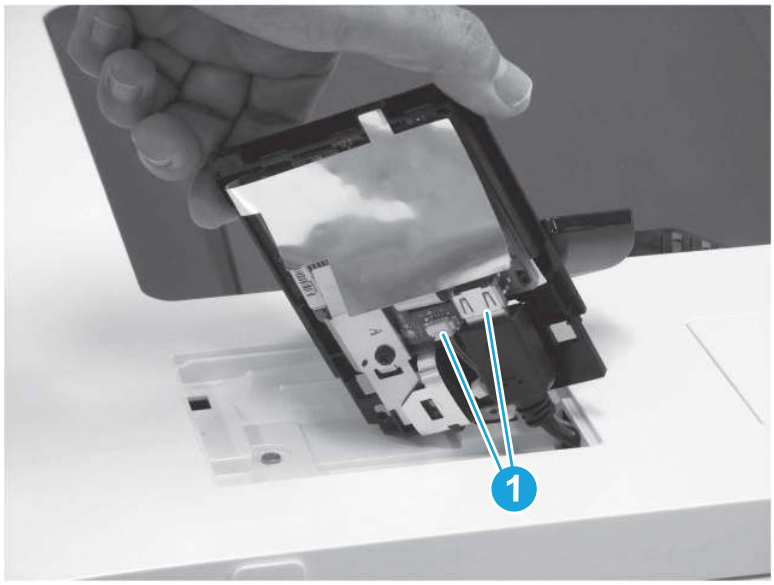
Figure 4-1417 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1418 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

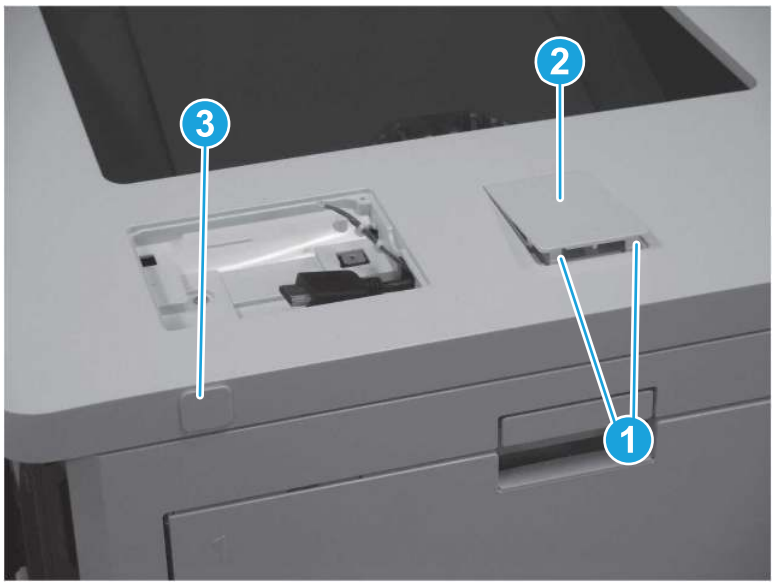
Figure 4-1419 Disconnect two connectors



7. Remove the top cover (M751/E75245).

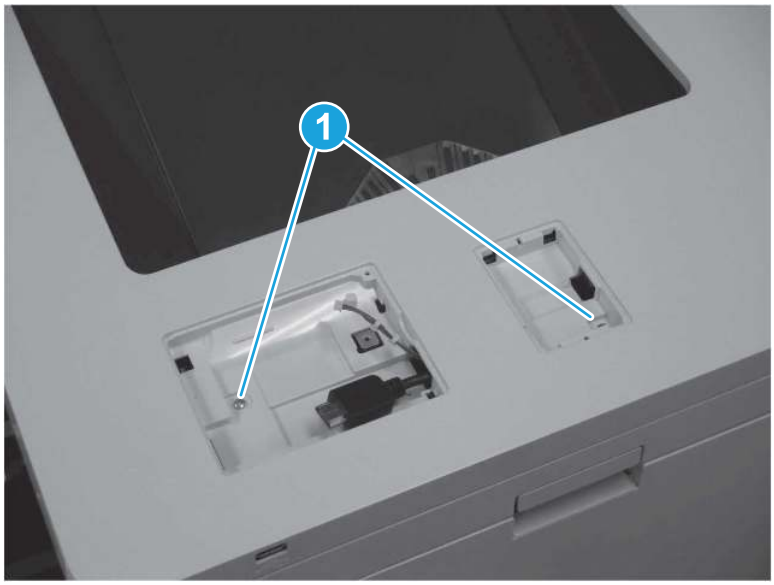
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1420 Remove the HIP cover and USB cap



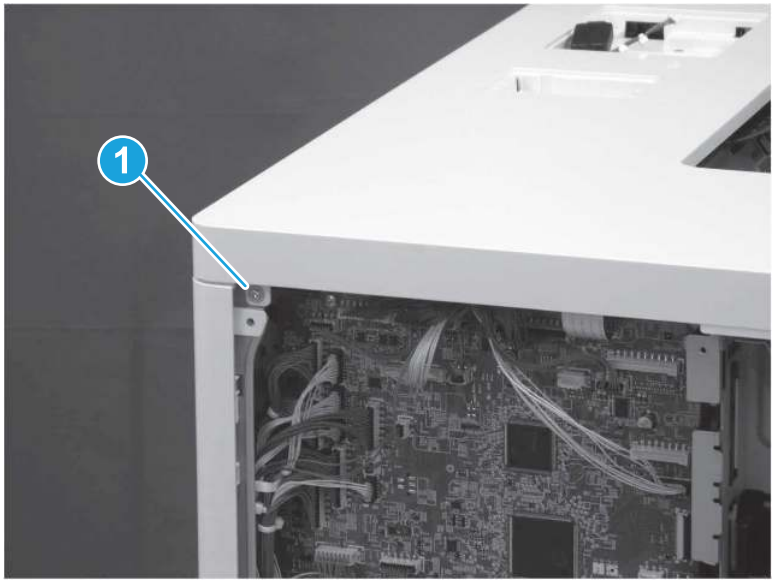
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1421 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1422 Remove one screw

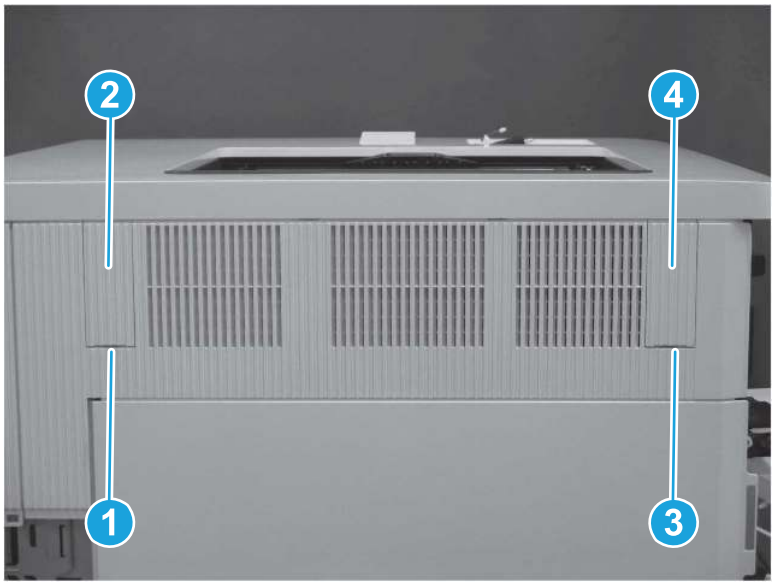


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

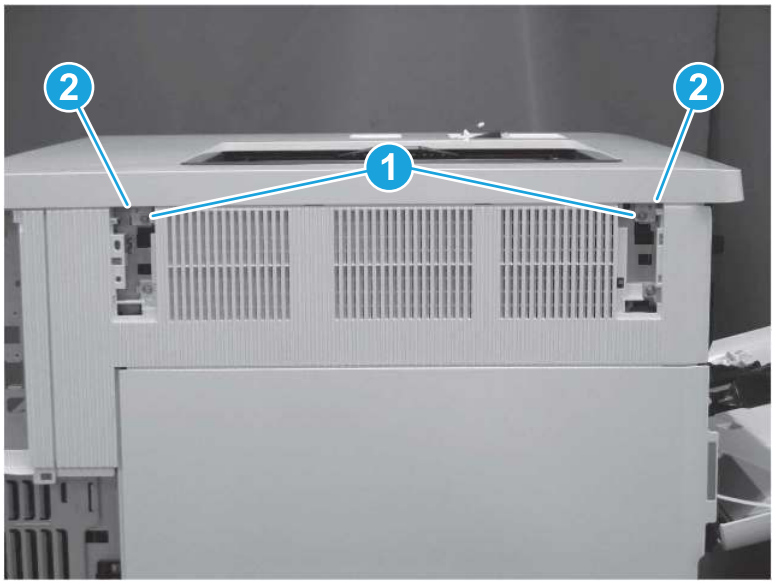
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1423 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

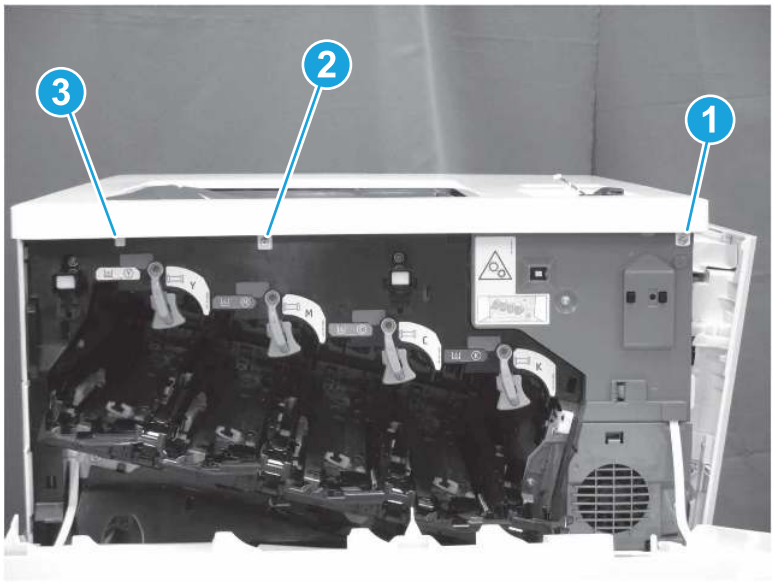
Figure 4-1424 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

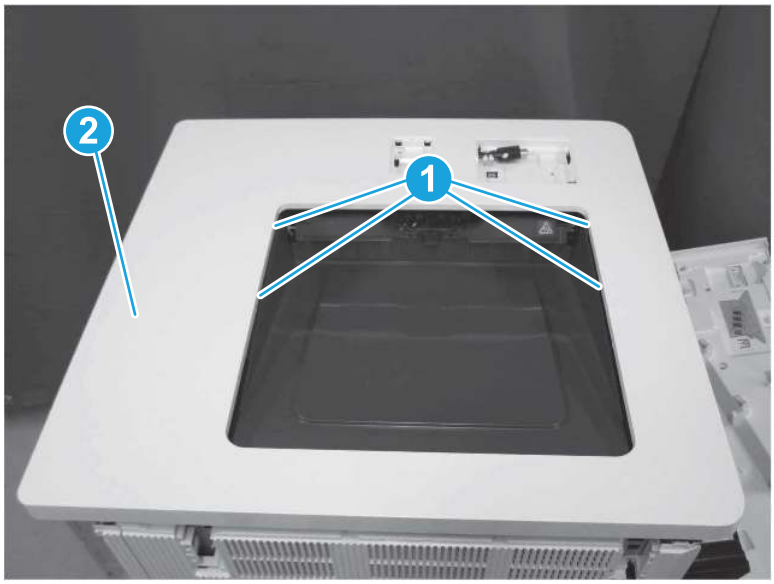
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1425 Remove two screws and release one tab

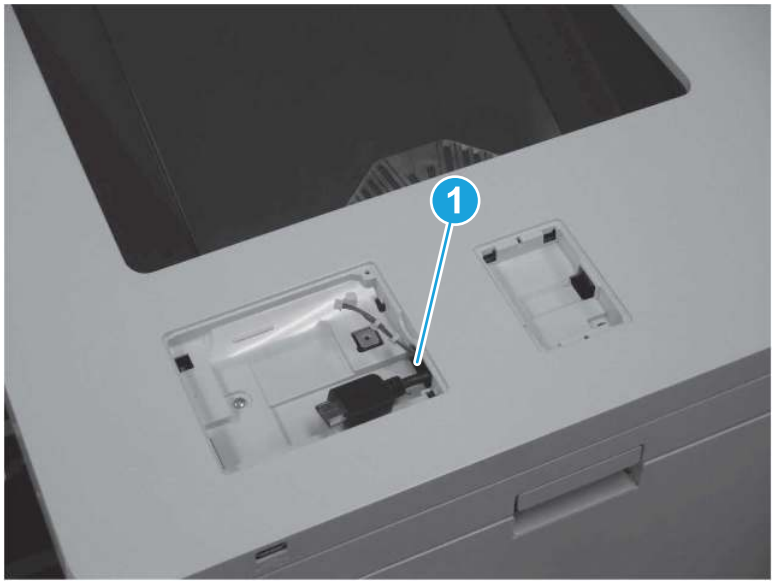


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1426 Remove the top cover



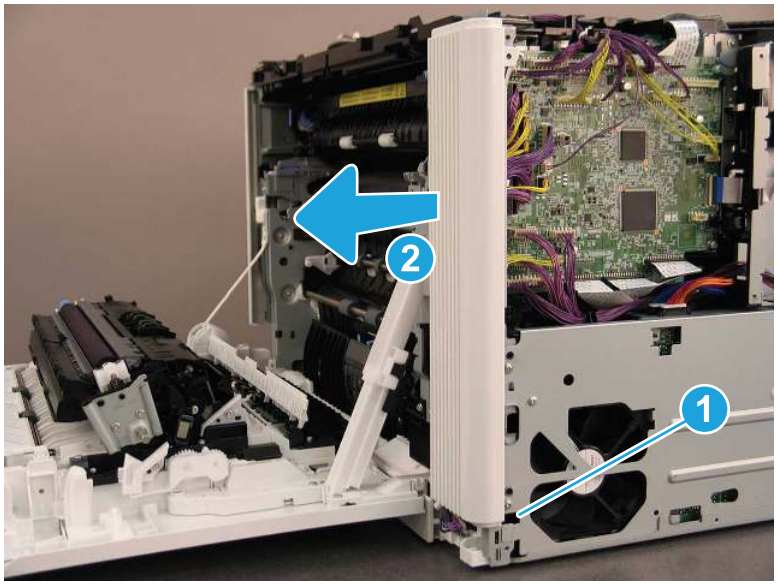
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

   Figure 4-1427 Remove the right rear cover

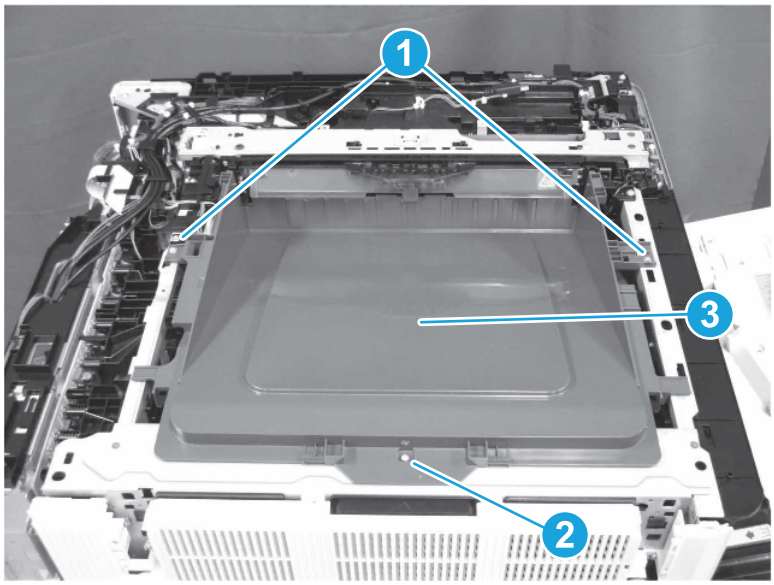


9. Remove the output bin (M751/E75245).

   - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

   NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

Figure 4-1428 Remove the output bin



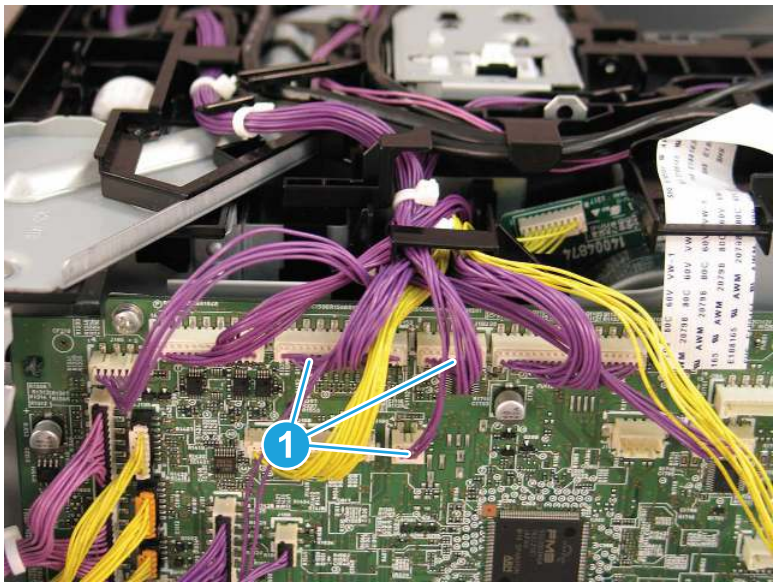
10. Remove the delivery assembly.

    a. Disconnect four connectors (callout 1) on the formatter board.

Figure 4-1429 Disconnect four connectors

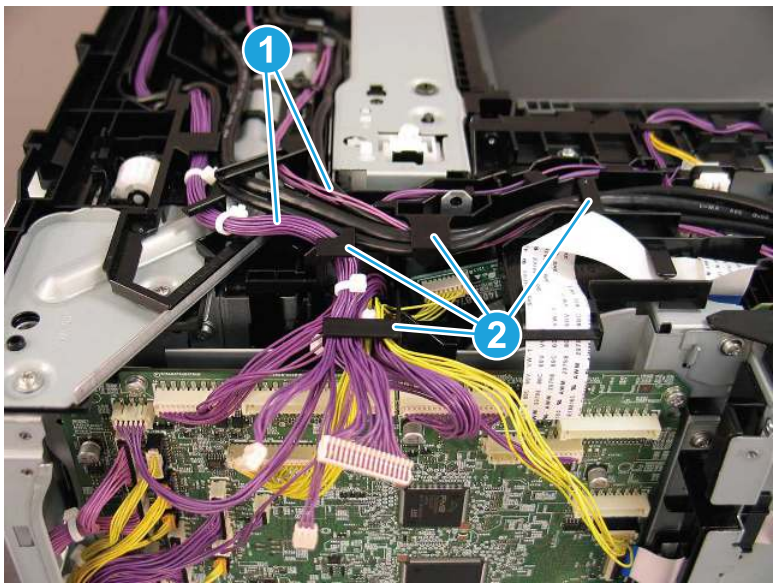
b. Disconnect three connectors on the DC controller (callout 1).

Figure 4-1430 Disconnect three connectors



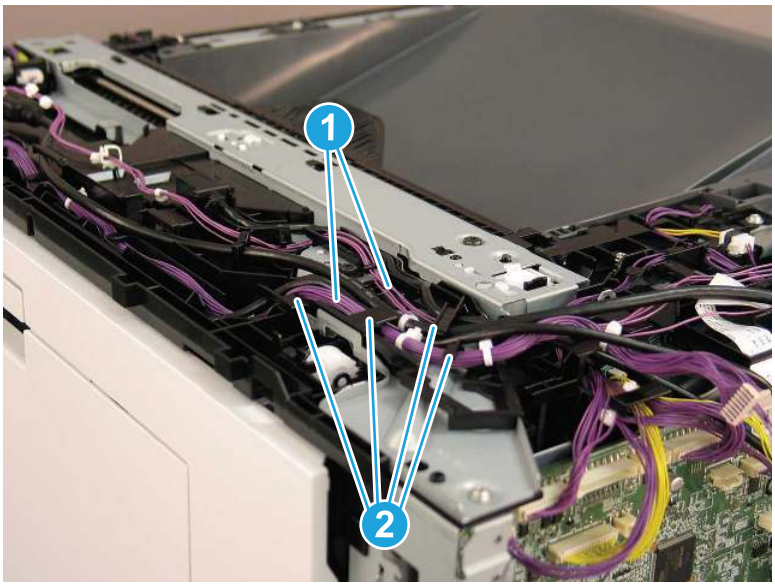
c. Release the cables (callout 1) from the guides (callout 2).

Figure 4-1431 Release the cables from the guides



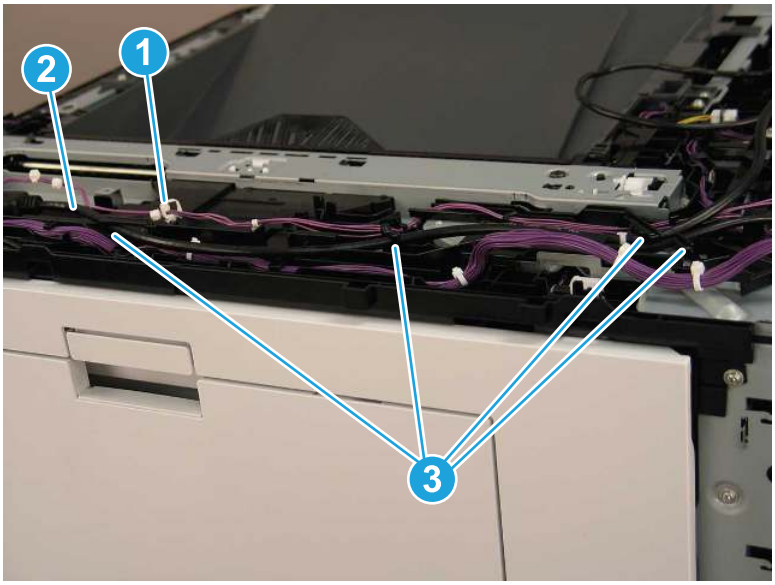
d. Release the cables (callout 1) from the guides (callout 2).

Figure 4-1432 Release the cables from the guides



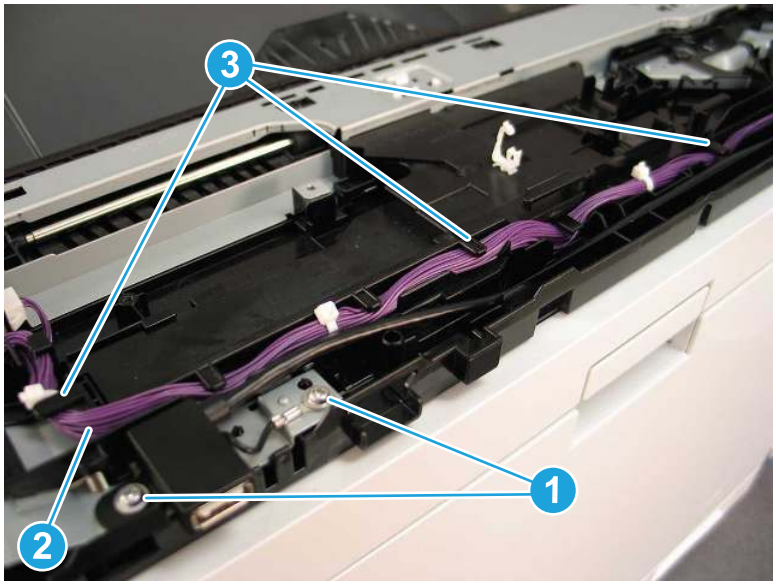
e. Open one retainer (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-1433 Release the cables from the guides



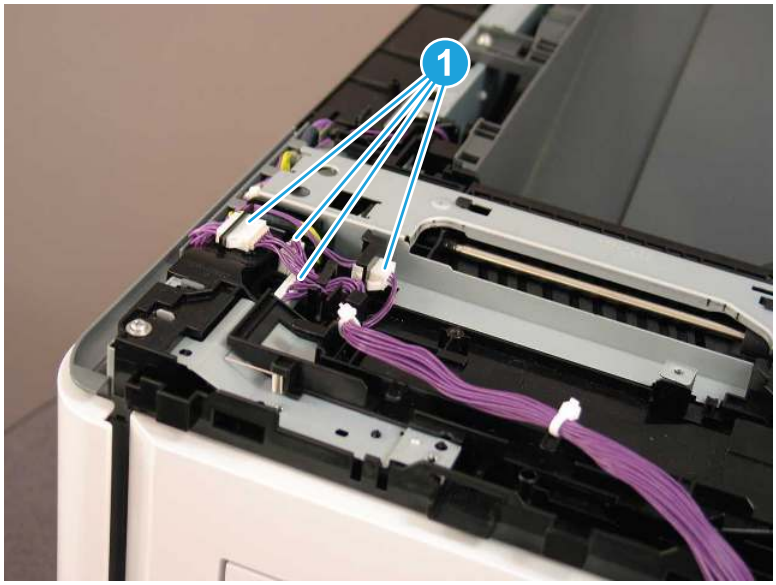
f. Remove two screws (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-1434 Remove two screws and release the cables



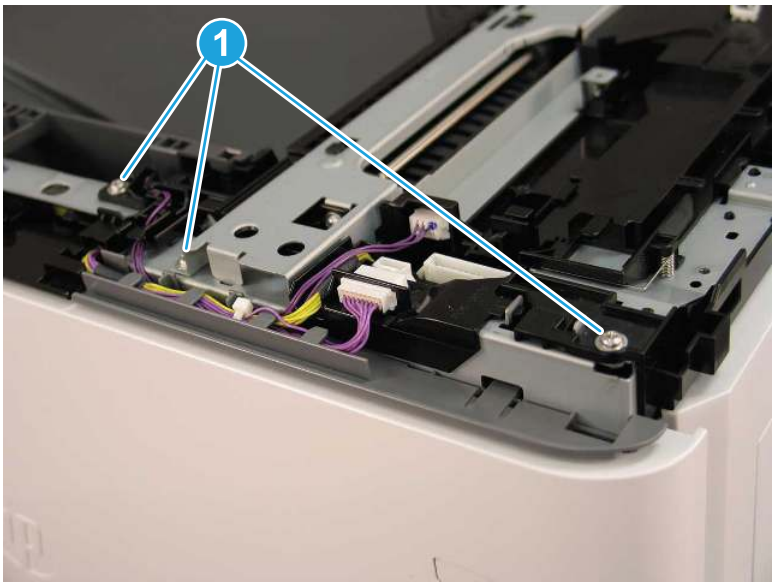
g. Disconnect four connectors (callout 1).

Figure 4-1435 Disconnect four connectors



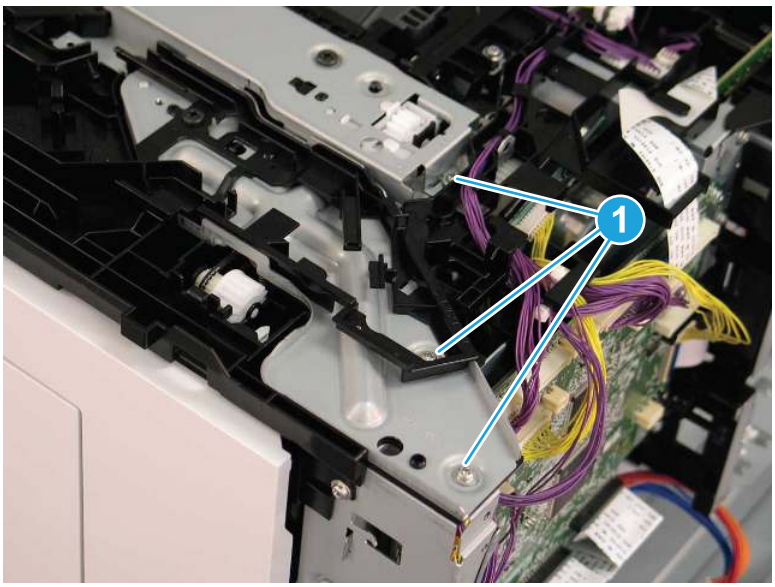
h. Remove three screws (callout 1).

Figure 4-1436 Remove three screws



i. Remove three screws (callout 1).

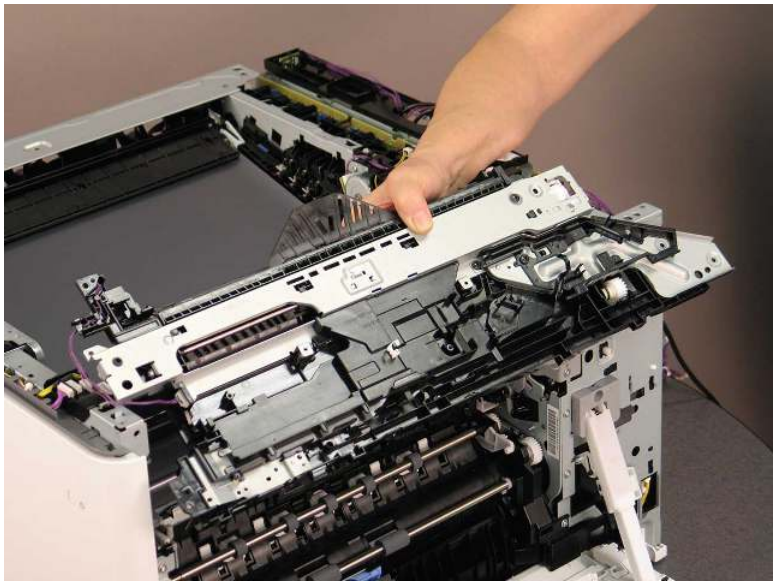
Figure 4-1437 Remove three screws



j. Remove the duplex switchback assembly and the delivery assembly together.

⚠ CAUTION: The gears on the delivery assembly are not captive. Do not lose the gears when handling the assembly.

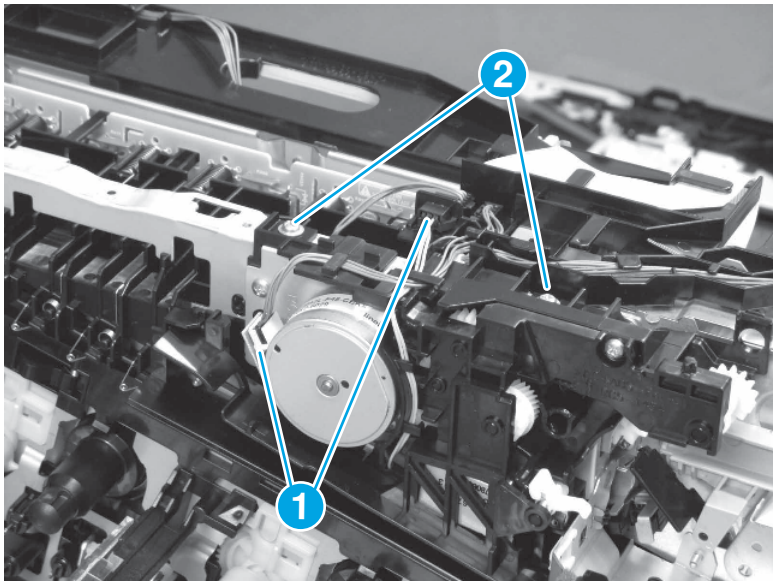
Figure 4-1438 Remove the duplex switchback assembly and delivery assembly



11. Remove the duplex drive assembly.

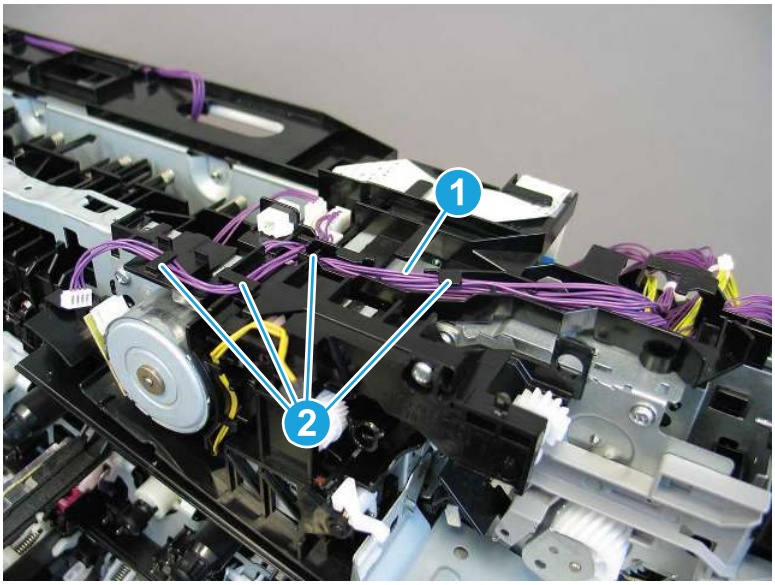
    a. Disconnect two connectors (callout 1) and then remove two screws (callout 2).

Figure 4-1439 Disconnect two connectors and remove two screws



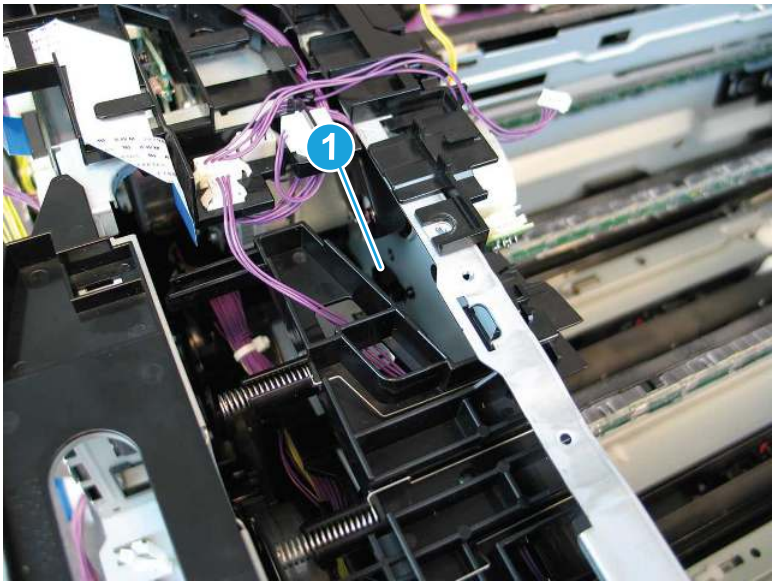
b. Remove the wire harness (callout 1) from the guides (callout 2).

Figure 4-1440 Remove the wire harness from the guides



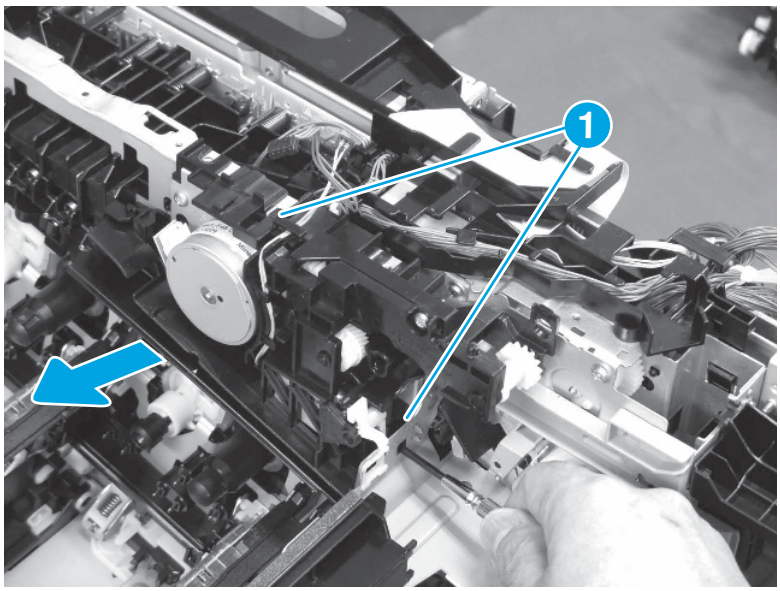
c. Release one tab (callout 1).

Figure 4-1441 Release one tab



d. Release two tabs (callout 1). Use a small, flat-blade screwdriver to release the right tab. Pull the duplex drive assembly away from the printer.

Figure 4-1442 Release two tabs



e. Remove the duplex drive assembly.

Figure 4-1443 Remove the duplex drive assembly

12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Main drive assembly (M751/E75245)

Learn how to remove and replace the main drive assembly.

View a video of how to remove and replace the main drive assembly.

Mean time to repair: 42 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 4-82 Part information

Part number	Part description
RM2-1614-000CN	Main drive assembly
RC5-1055-000CN	Cam, coupling estrangement (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-1444 **Remove the toner cartridge**

2. Remove the imaging drums.
   a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

      Figure 4-1445 **Rotate the blue lever**

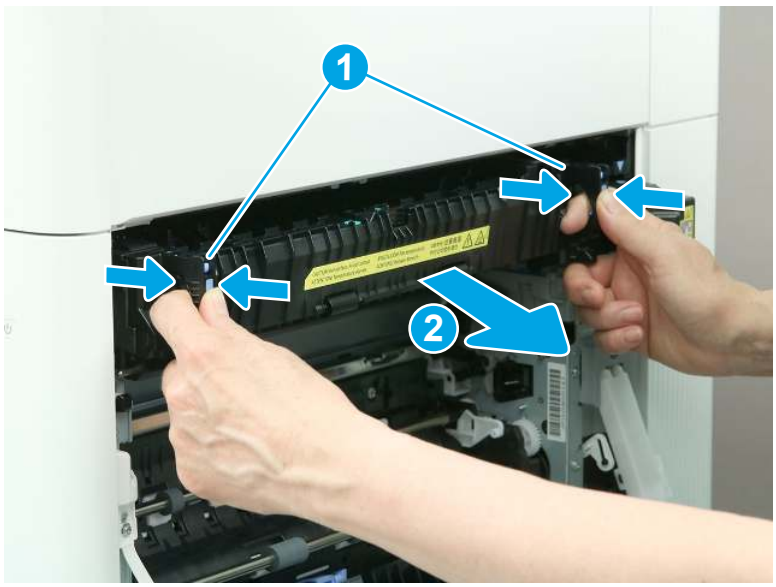
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-1446 Remove the imaging drum

3. Remove the fuser.

- Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

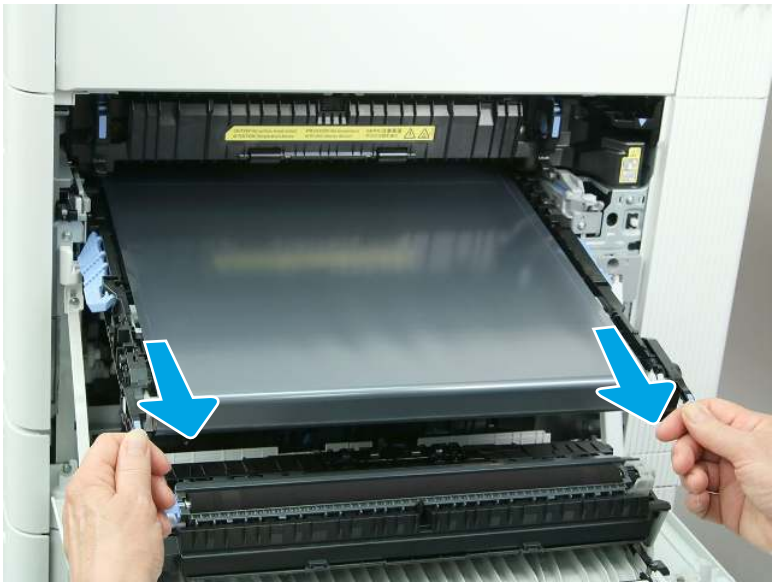
Figure 4-1447



4. Remove the intermediate transfer belt (ITB).

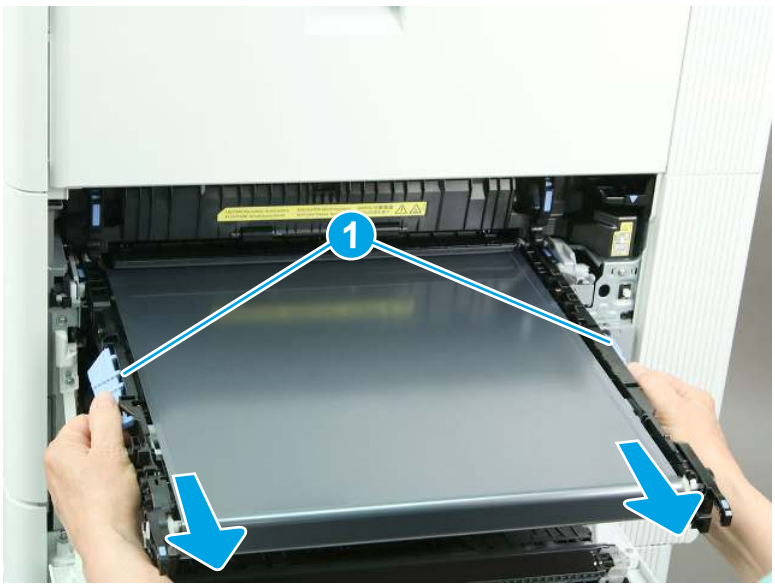
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-1448 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

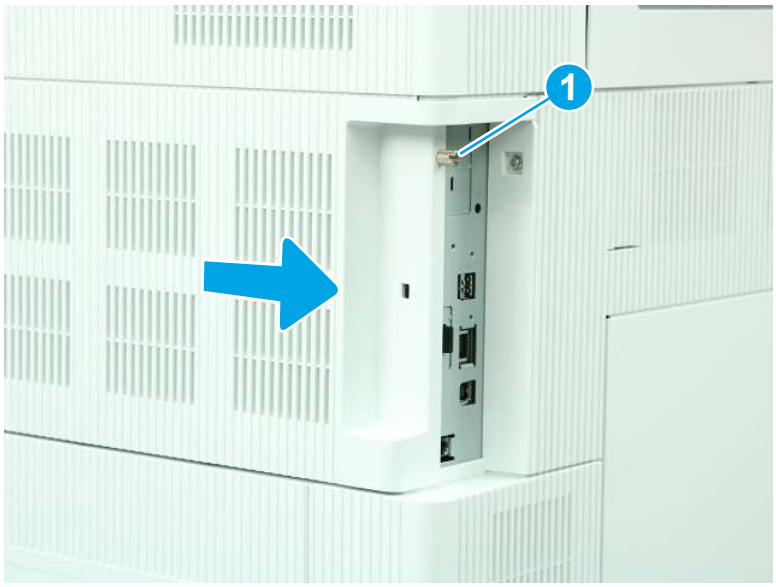
Figure 4-1449 Remove the ITB



5. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

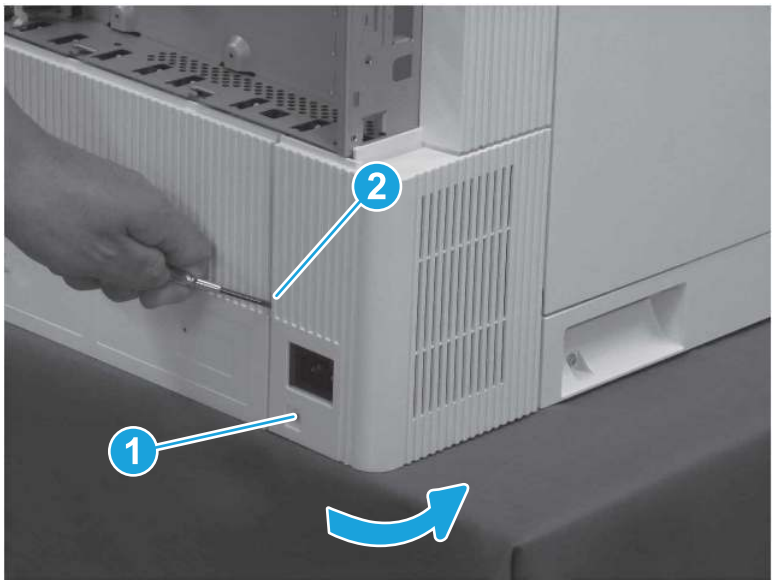
Figure 4-1450 Remove the formatter cover



6. Remove the left lower cover (M751/E75245).

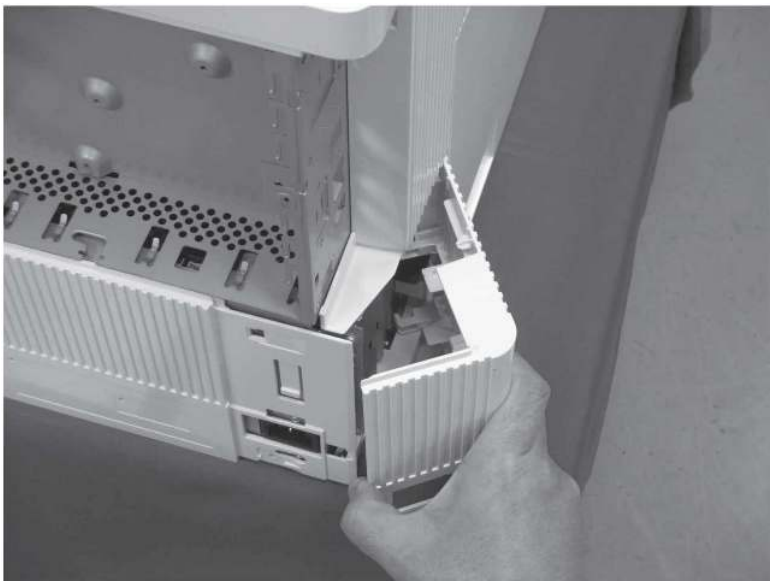
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1451 Remove one screw and release one tab



b. Remove the left lower cover.

Figure 4-1452 Remove the left lower cover



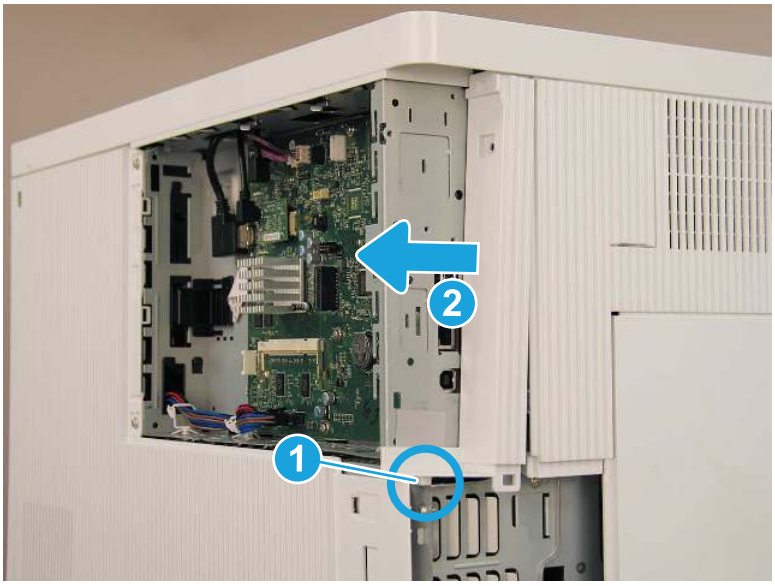
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1453 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

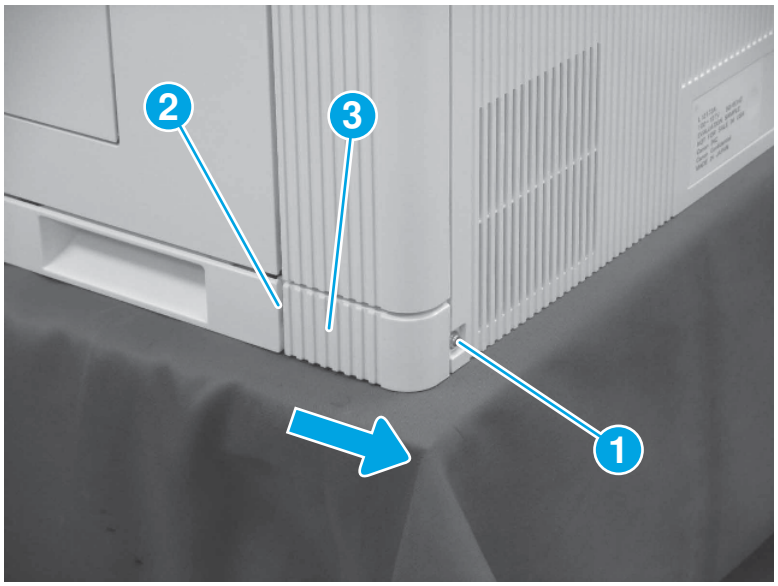
Figure 4-1454 Remove the left rear cover



8. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

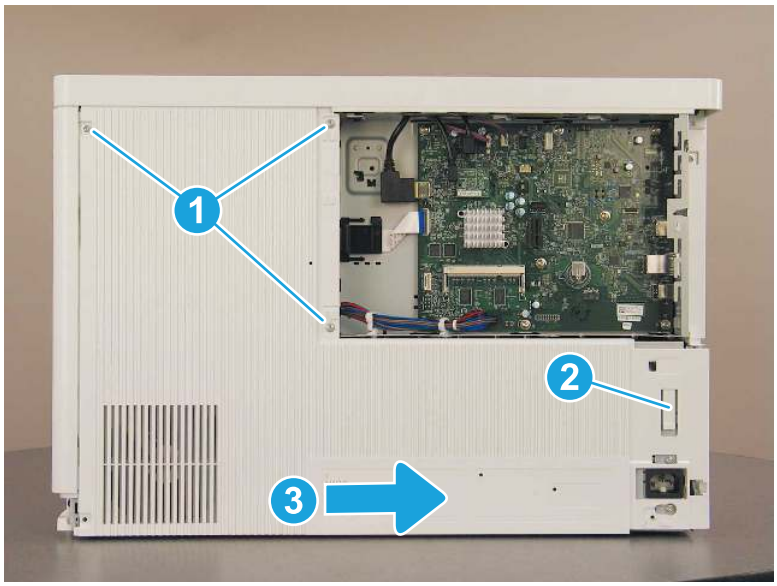
Figure 4-1455 Remove the right rear lower cover



9. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1456 Remove the rear cover

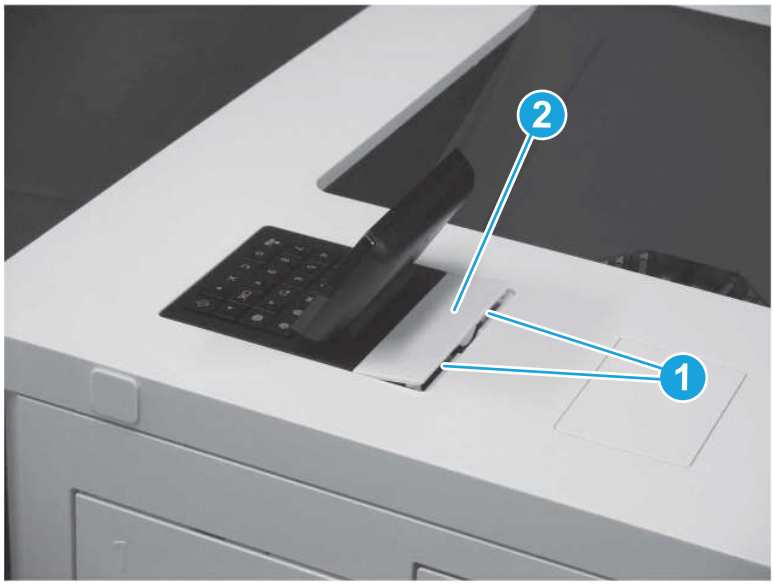


10. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1457 Remove the control panel cover



b. Remove one screw (callout 1).

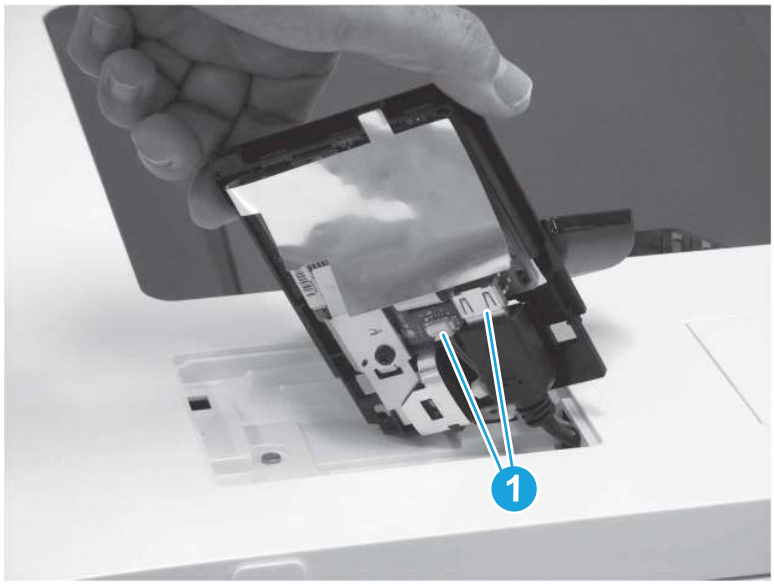
Figure 4-1458 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1459 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

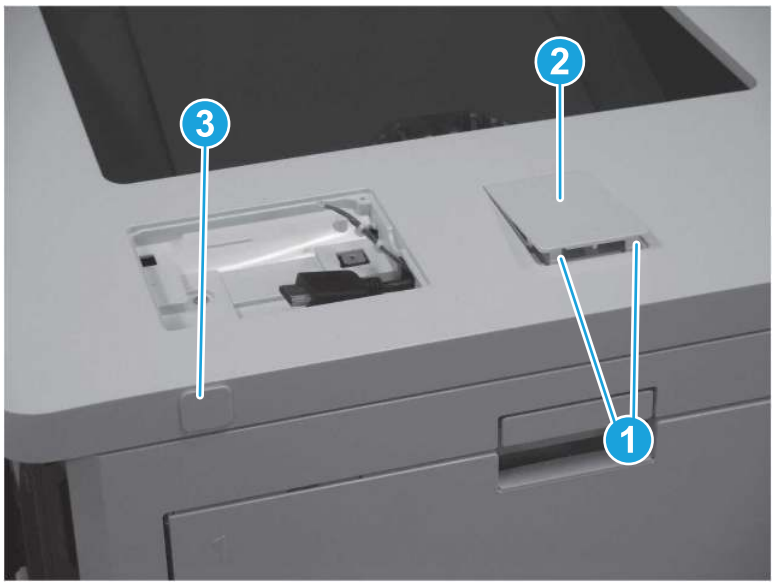
Figure 4-1460 Disconnect two connectors



11. Remove the top cover (M751/E75245).

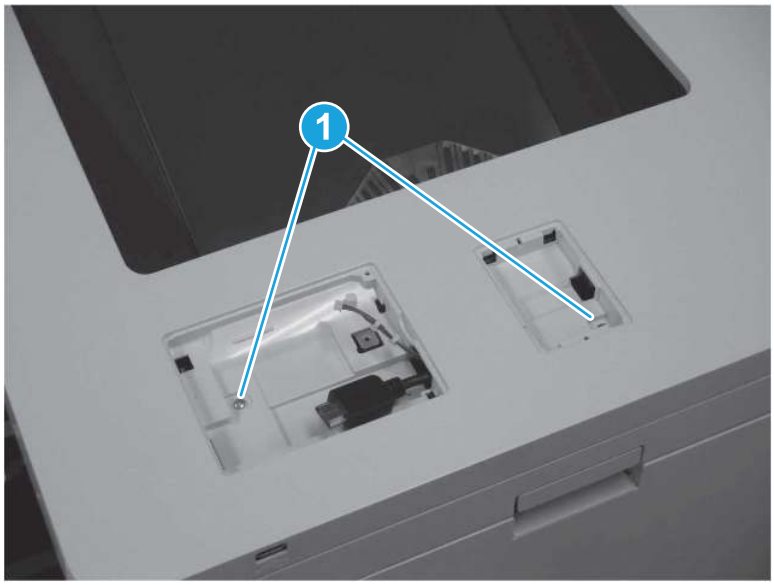
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1461 Remove the HIP cover and USB cap



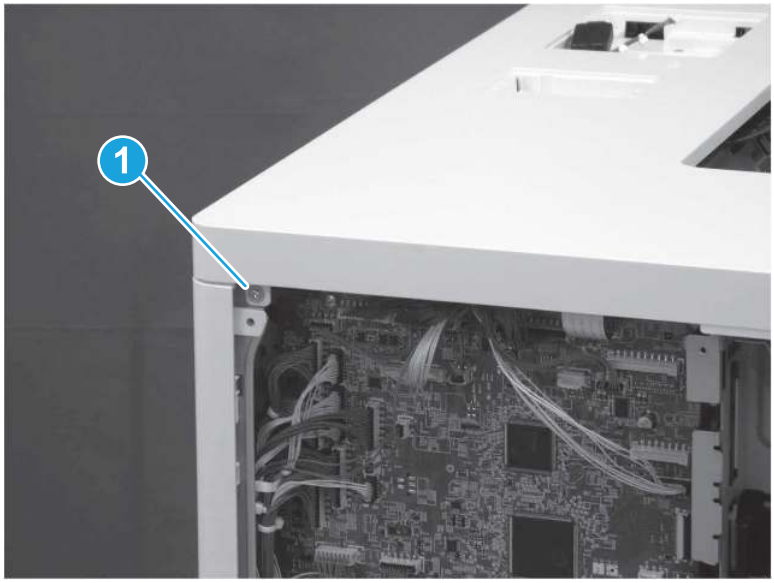
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1462 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1463 Remove one screw

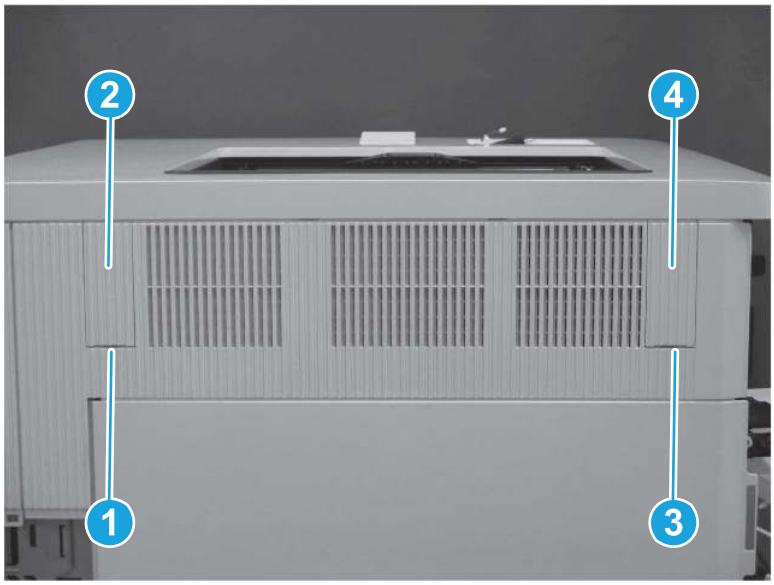


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

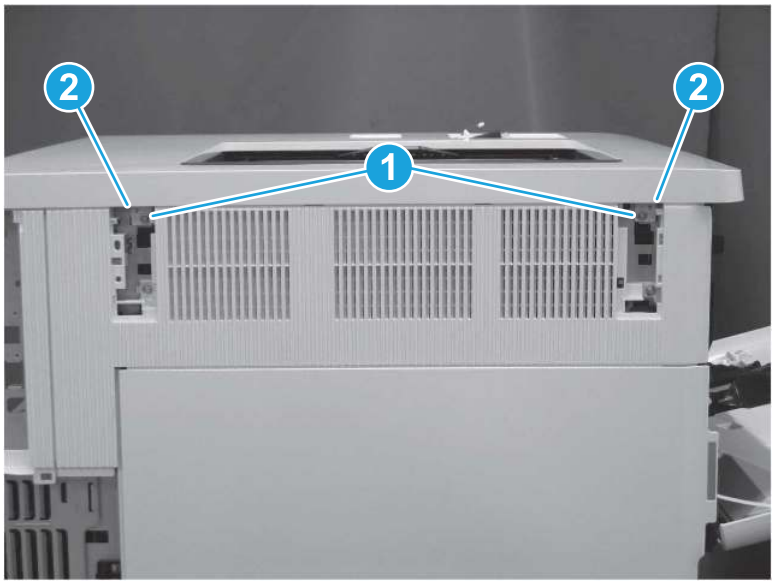
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1464 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

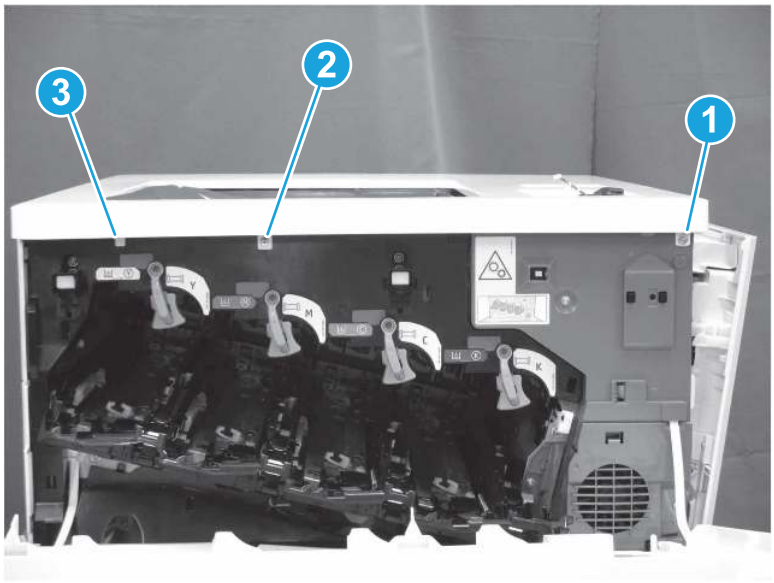
Figure 4-1465 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

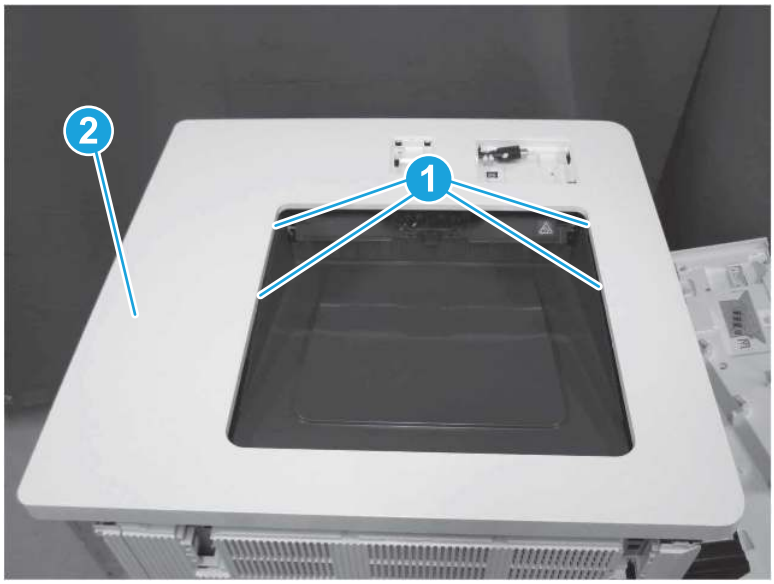
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1466 Remove two screws and release one tab

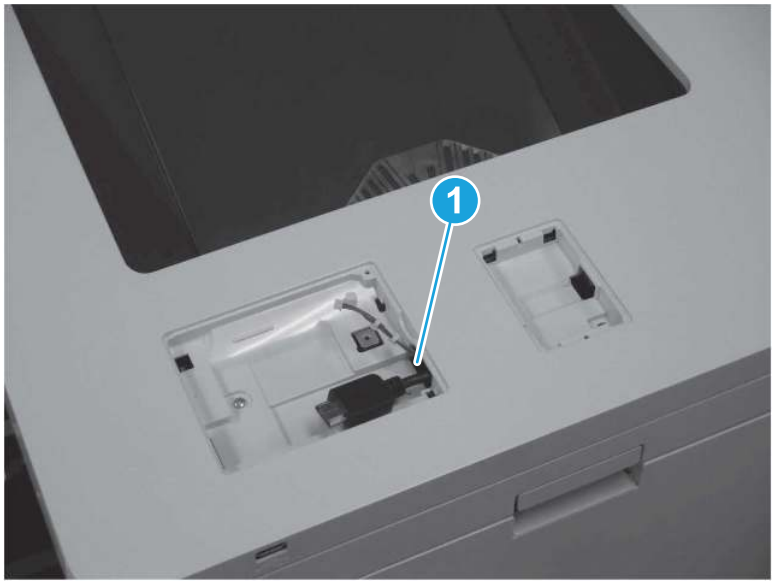


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1467 Remove the top cover



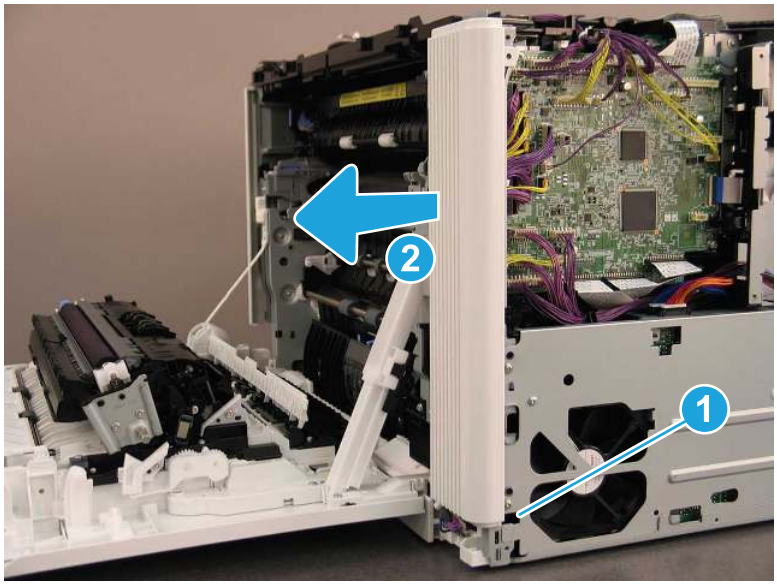
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



12. Remove the right rear cover (M751/E75245).

    - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

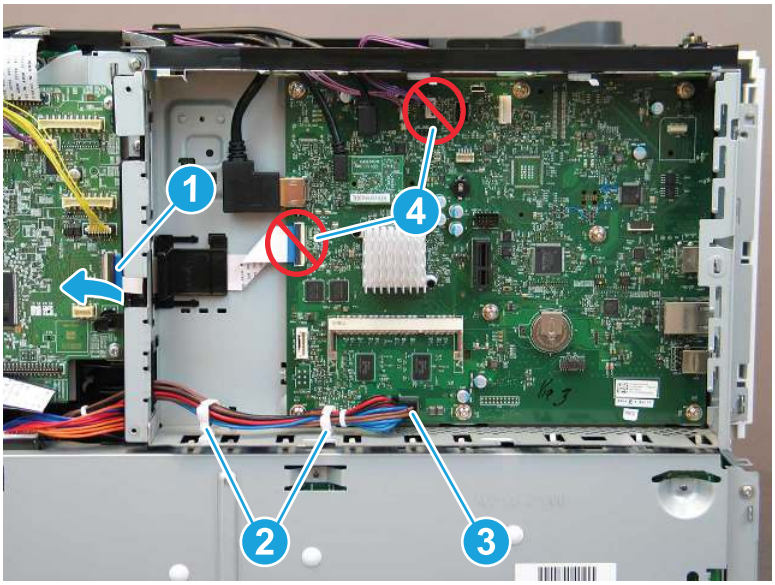
    Figure 4-1468 **Remove the right rear cover**

13. Remove the formatter and case.

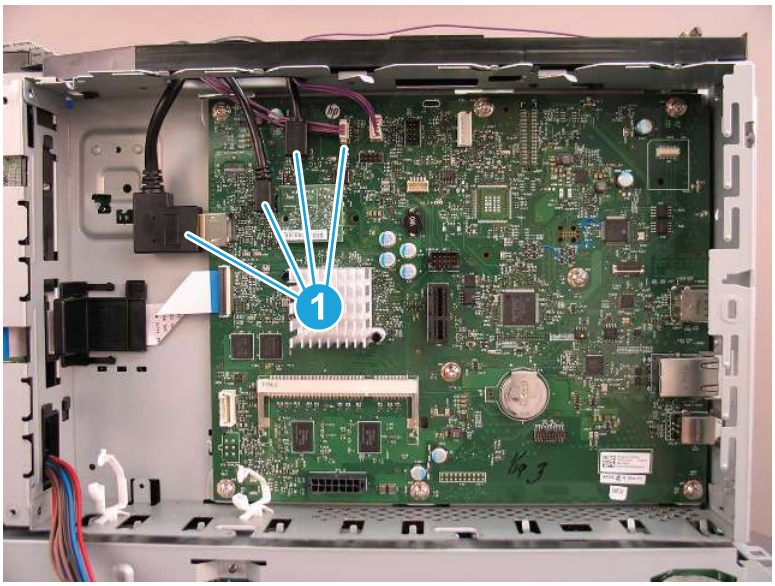
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-1469 Disconnect the connectors



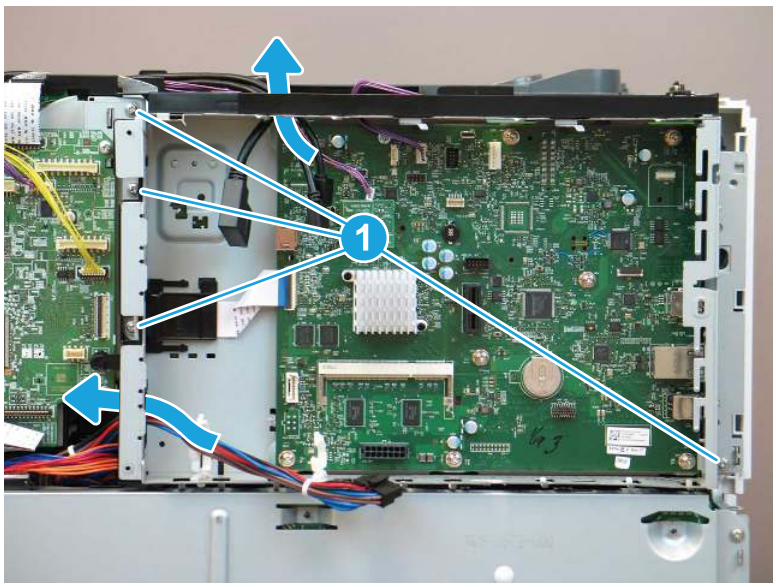
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-1470 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

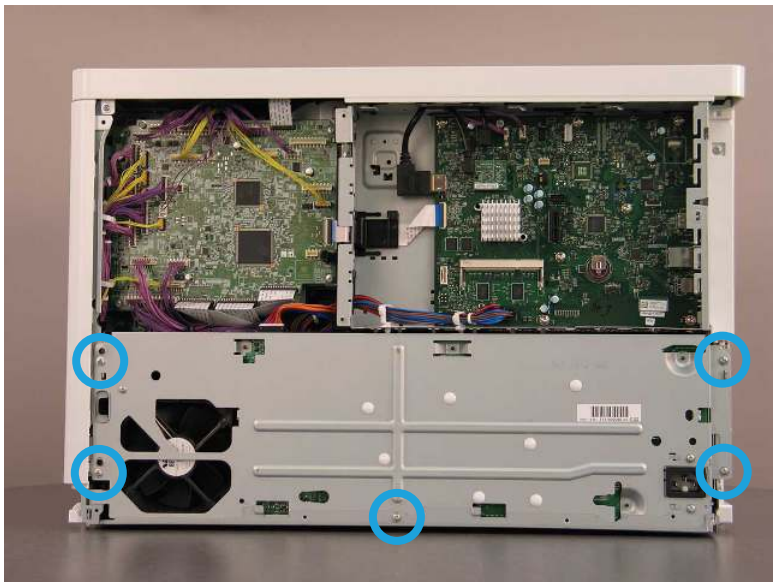
Figure 4-1471 Remove the formatter and case



14. Remove the low-voltage power supply (LVPS).

a. Remove five screws.

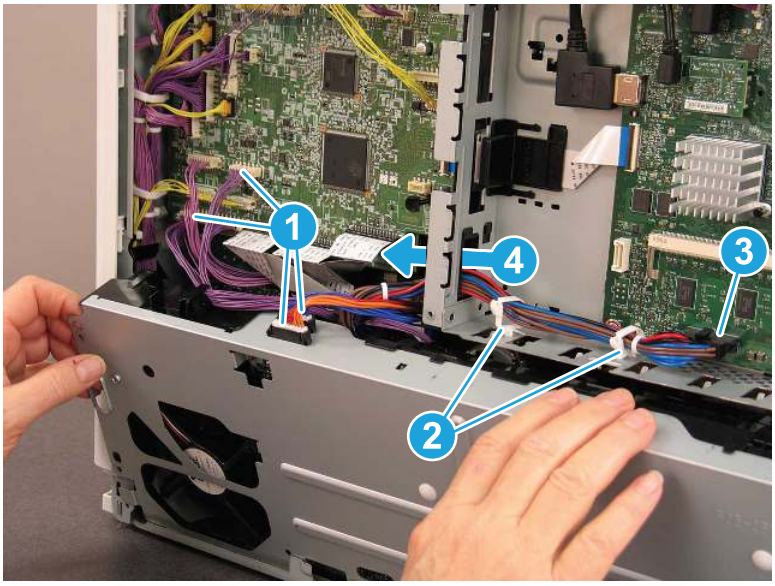
Figure 4-1472 Remove five screws



b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to

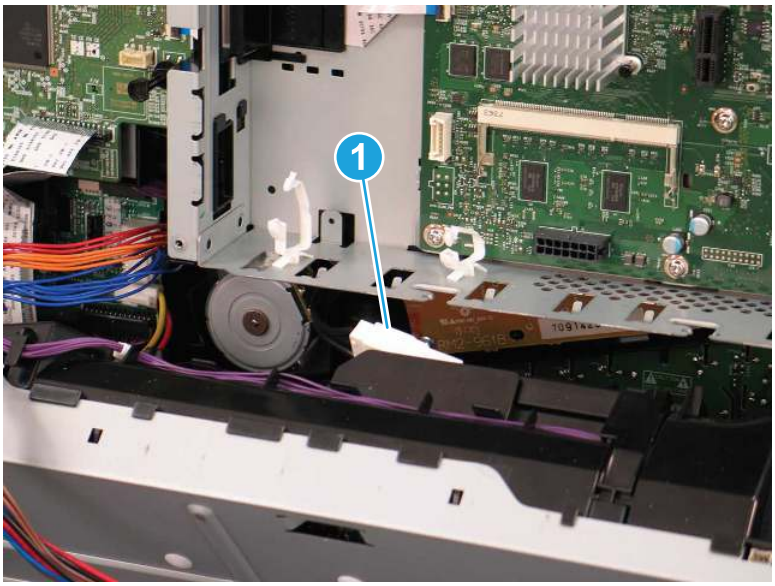
disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-1473 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

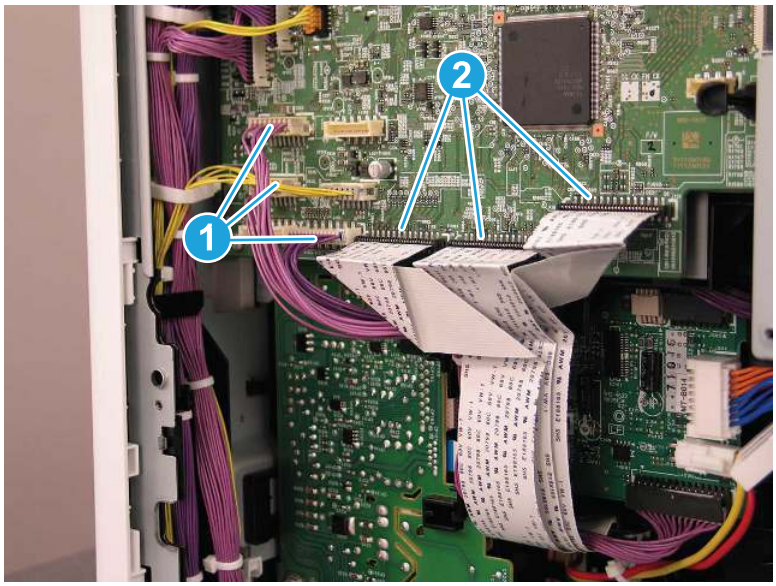
Figure 4-1474 Remove the LVPS



15. Remove the T2 connecting PCA.

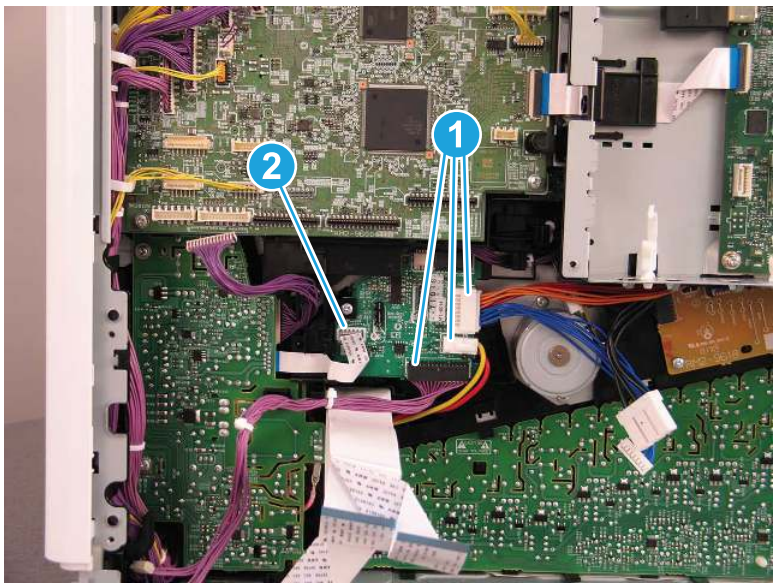
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-1475 Disconnect six connectors



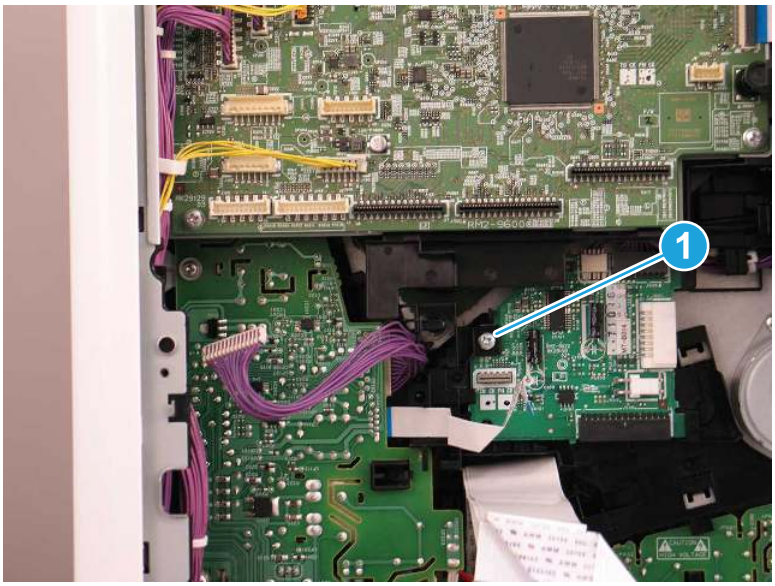
b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1476 Disconnect three connectors and one flat cable



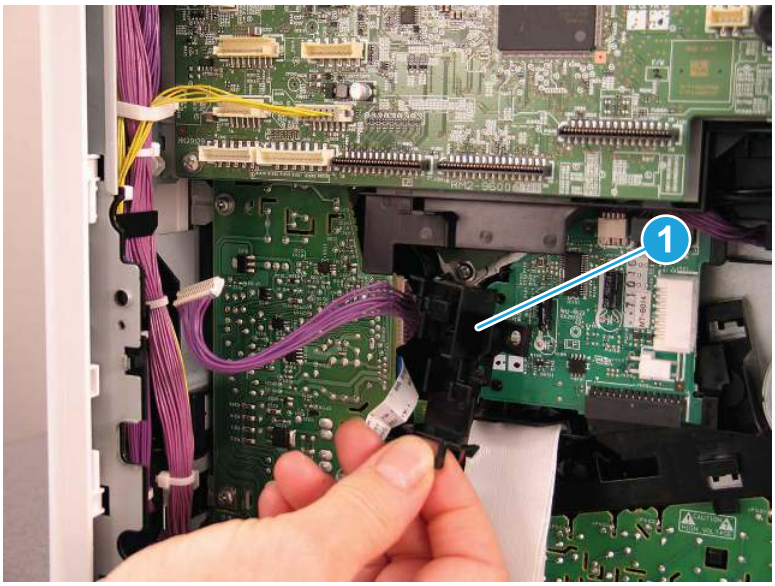
c. Remove one screw (callout 1).

Figure 4-1477 Remove one screw



d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

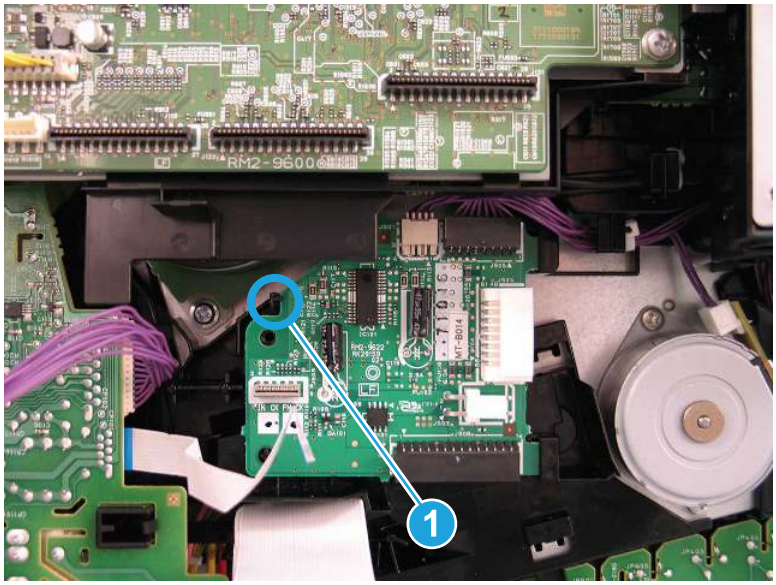
Figure 4-1478 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

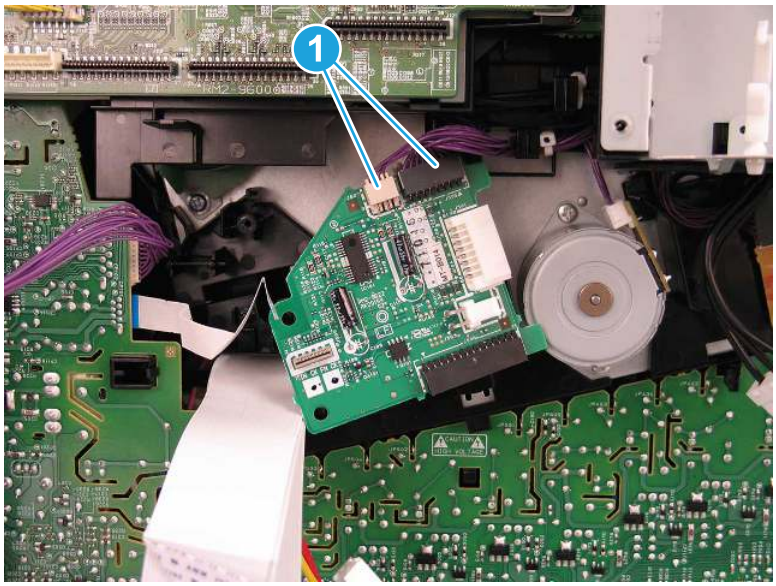
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-1479 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

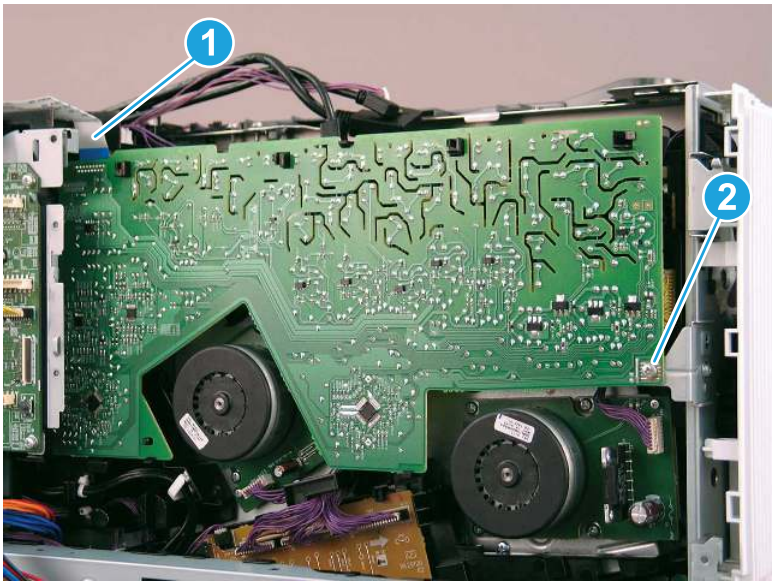
Figure 4-1480 Disconnect two connectors and remove the PCA



16. Remove the upper high-voltage power supply A (upper HVPS).

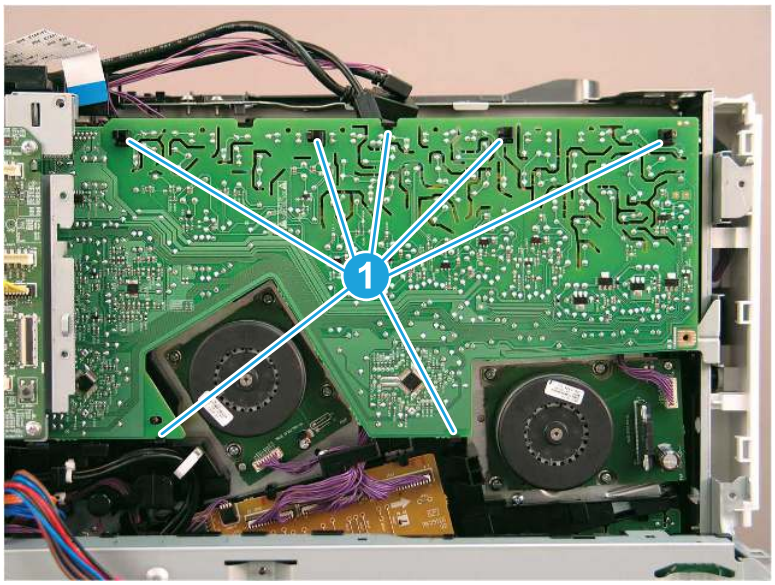
a. Disconnect one flat cable (callout 1), and then remove one screw (callout 2).

Figure 4-1481 Disconnect one flat cable and remove one screw



b. Release seven tabs (callout 1), and then remove the upper HVPS.

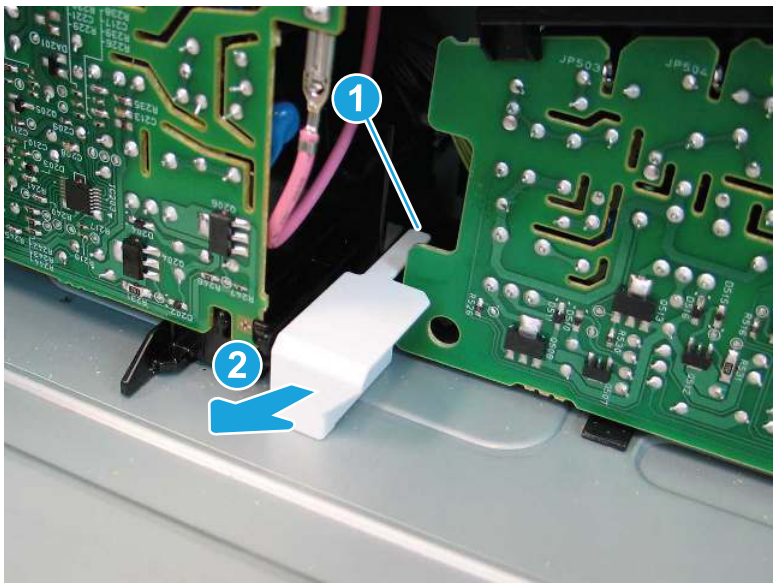
Figure 4-1482 Release seven tabs and remove the upper HVPS



17. Remove the lower high-voltage power supply (lower HVPS).

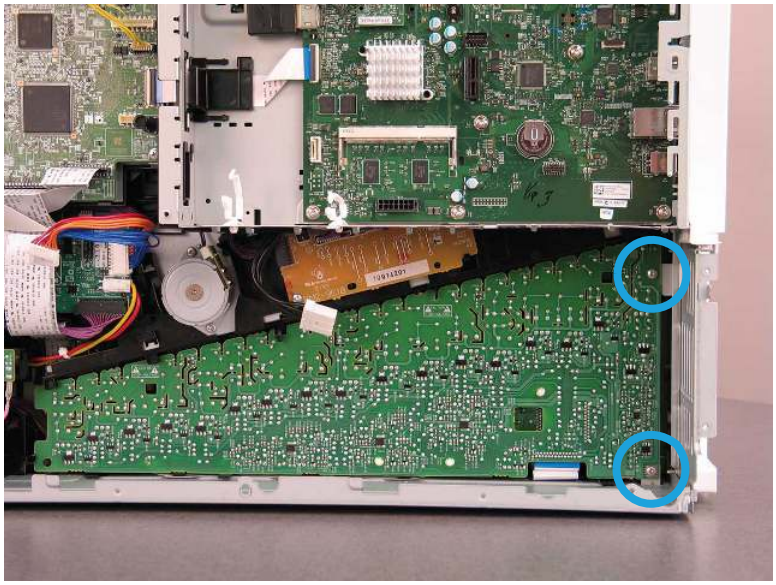
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-1483 Remove the stopper



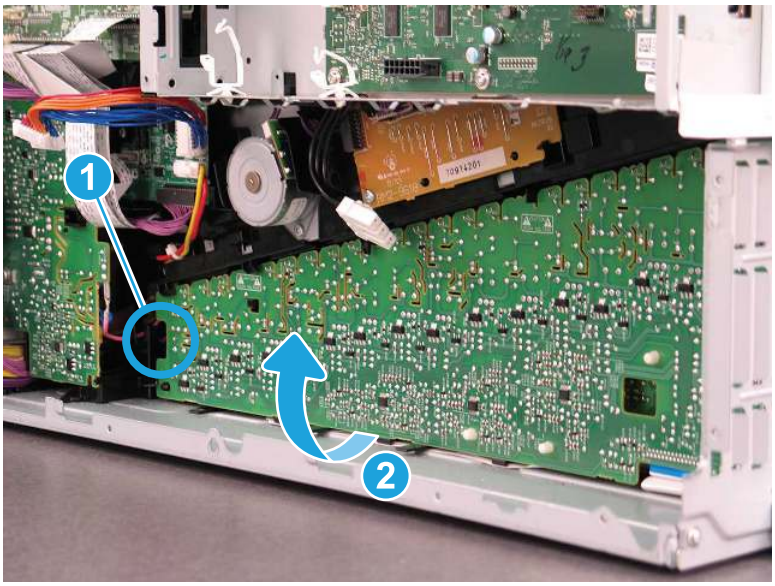
b. Remove two screws (callout 1).

Figure 4-1484 Remove two screws



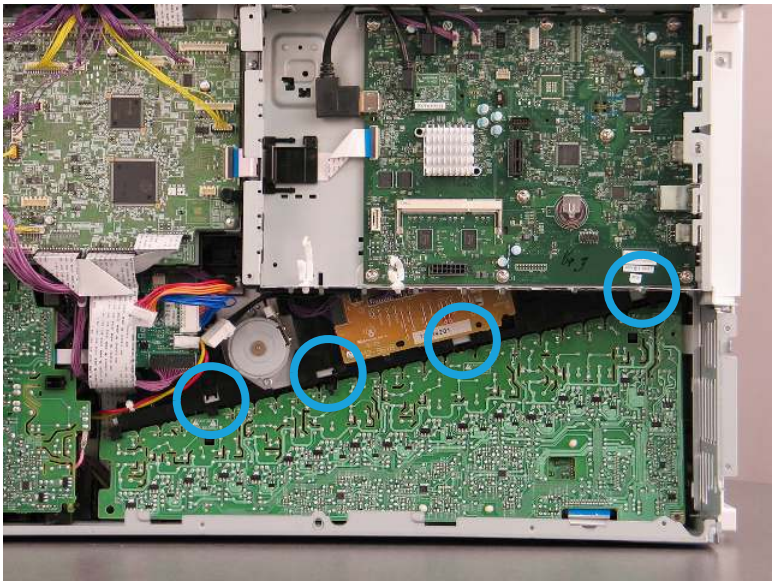
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-1485 Release the lower edge of the lower HVPS



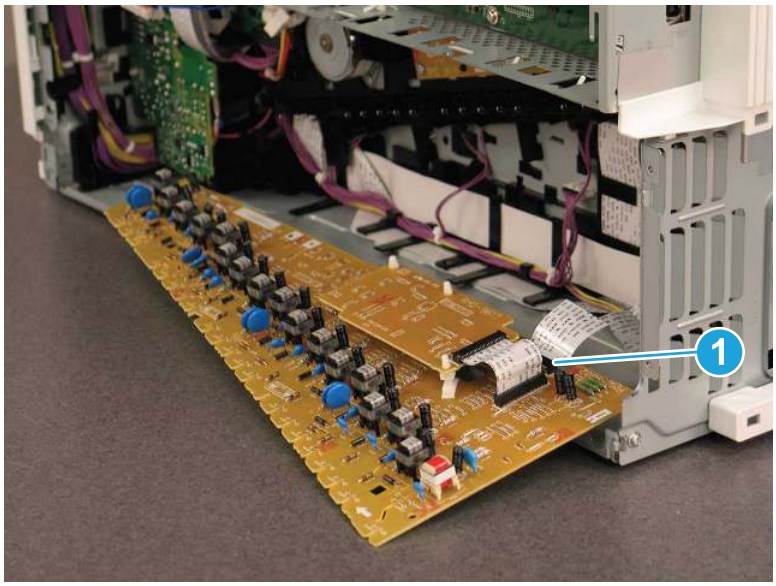
d. Release the lower HVPS from four tabs.

Figure 4-1486 Release four tabs



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

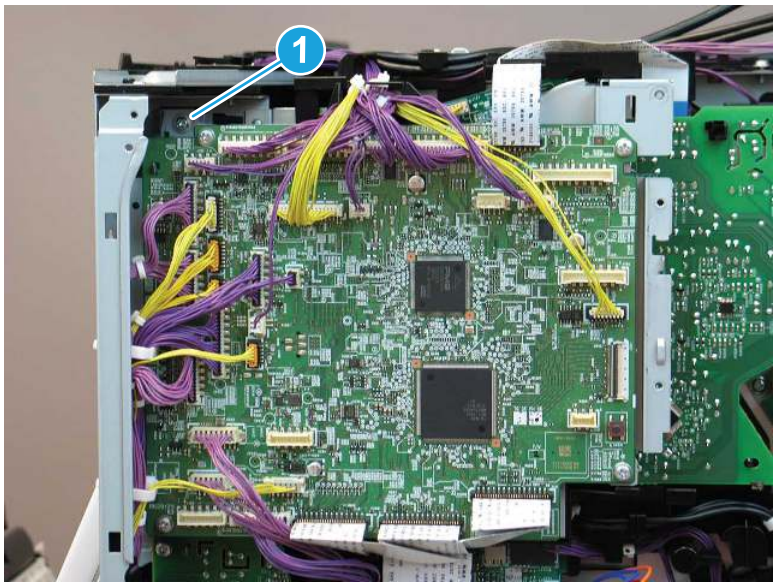
Figure 4-1487 Disconnect one flat cable



18. Remove the DC controller and case.

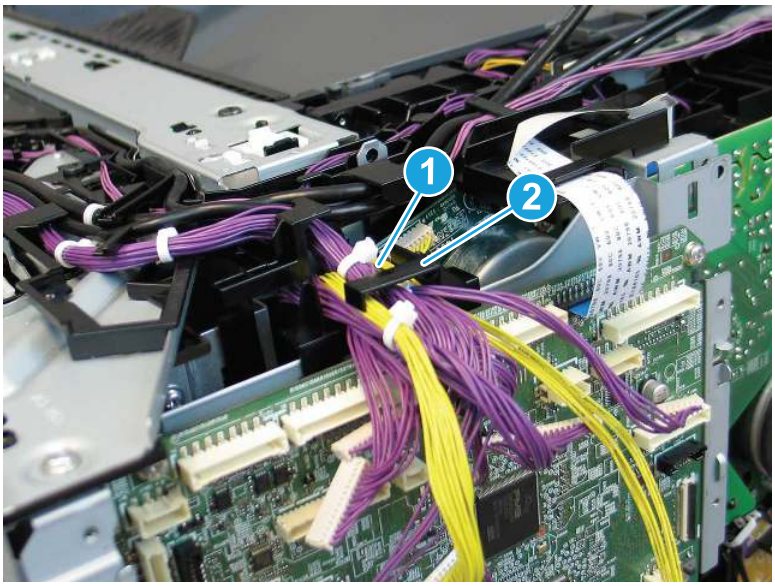
a. Disconnect all of the connectors on the DC controller, and then remove one screw (callout 1).

Figure 4-1488 Disconnect connectors and remove one screw



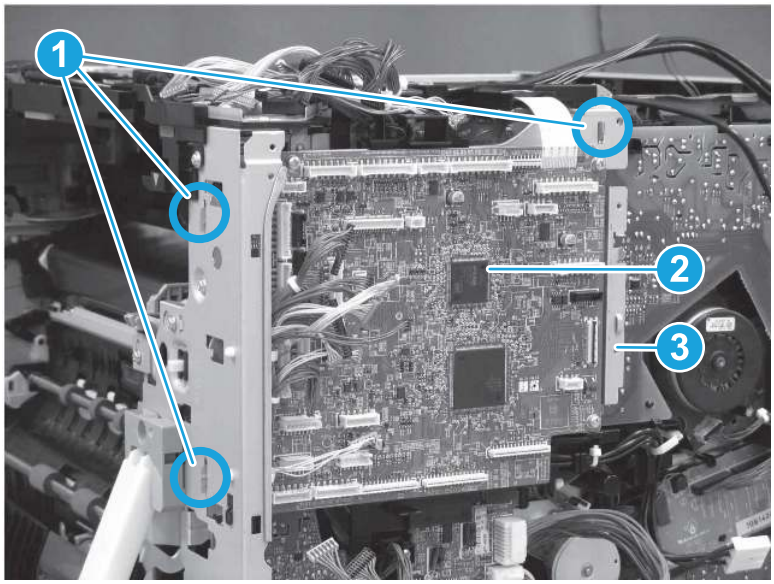
b. Release the wire harnesses (callout 1) from the retainer (callout 2).

Figure 4-1489 Remove the wire harnesses from the retainer



c. Lift up to release three tabs (callout 1), and then remove the DC controller (callout 2) together with the case (callout 3).

Figure 4-1490 Remove the DC controller and case



19. Remove the main drive assembly.

a. Open the front door.

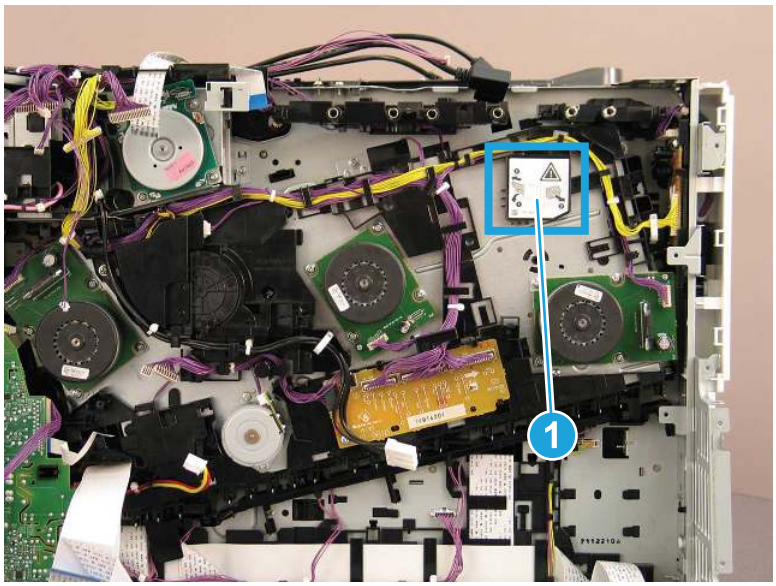
IMPORTANT: The front door must remain open during removal and installation of the main drive assembly to prevent issues.

To prevent the front door from closing on its own, install one of the toner cartridges halfway.

Figure 4-1491 Open the front door

b. Note the label (callout 1) on the main drive assembly indicating that the front door must be open and all toner cartridges and imaging drums removed before removing the main drive assembly.

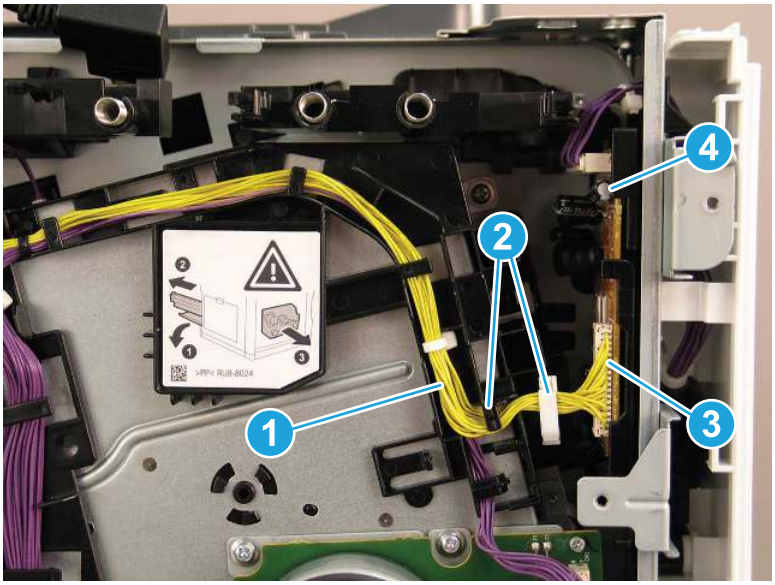
Figure 4-1492 Main drive assembly label



c. Release the cable (callout 1) from the cable guide (callout 2), and then disconnect one connector (callout 3).

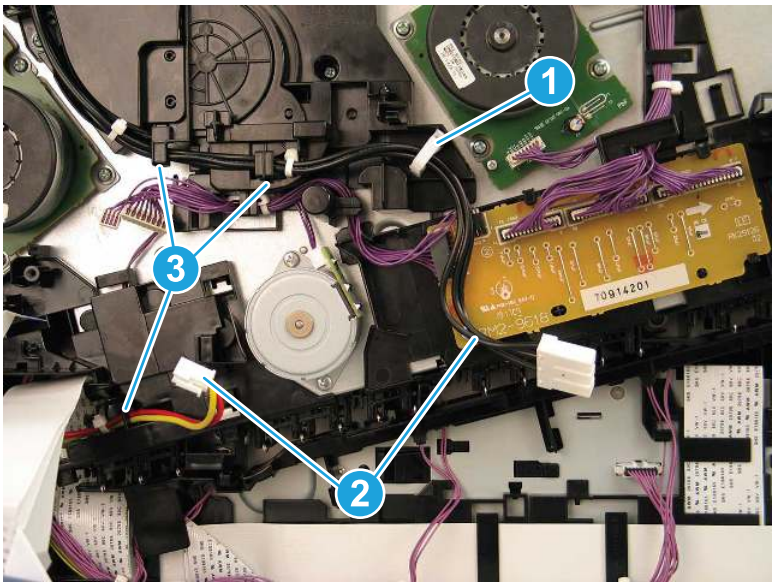
⚠ CAUTION: The capacitor on the PCA (callout 4) can rotate out and prevent the main drive assembly from reseating.

Figure 4-1493 Disconnect one connector



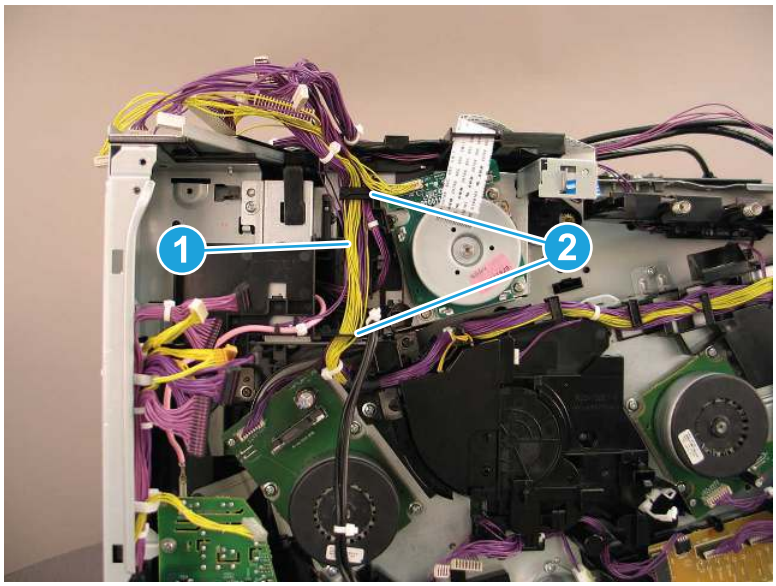
d. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-1494 Release the cables from the guides



e. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-1495 Release the cables from the guides

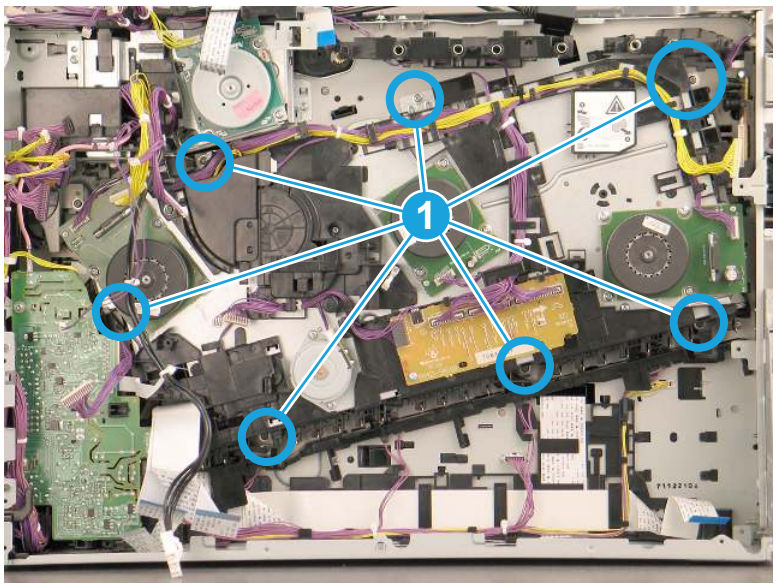


f. Remove seven screws (callout 1), and then remove the main drive assembly.

IMPORTANT: When reinstalling the main drive assembly, make sure that the front door is open.

Partially reinstall one toner cartridge to prevent the front door from closing.

Figure 4-1496 Remove seven screws and the main drive assembly



20. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

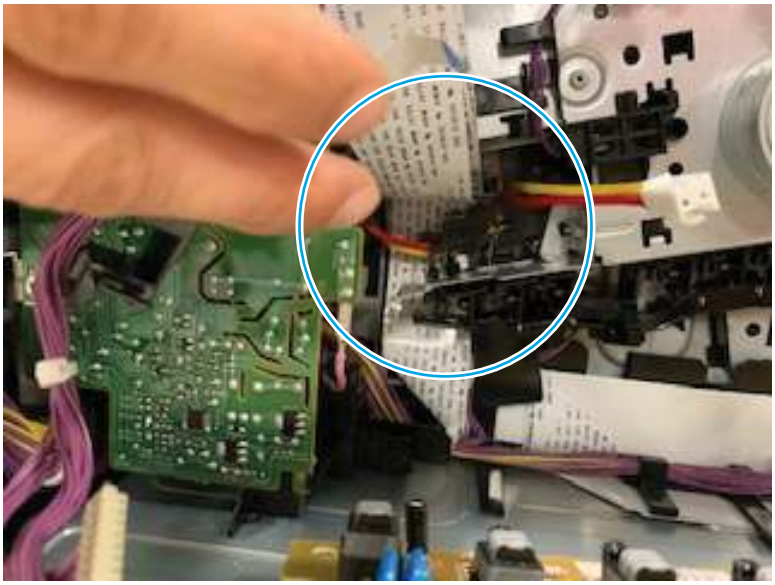
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

21. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the main drive assembly.

a. Route the red and yellow cables back into the main drive assembly guides prior to re-installation. This will prevent the cables from being pinched behind the main drive assembly.

Figure 4-1497 **Main drive wire harness**

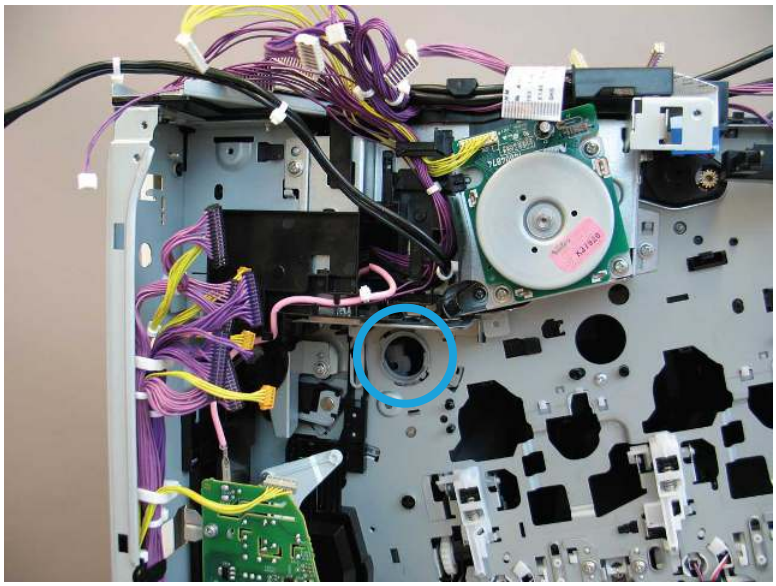


b. If the coupling estrangement cam falls off of the printer or is broken or lost in the process of removing the main drive assembly, follow these steps to reinstall it.

Figure 4-1498 Coupling estrangement cam

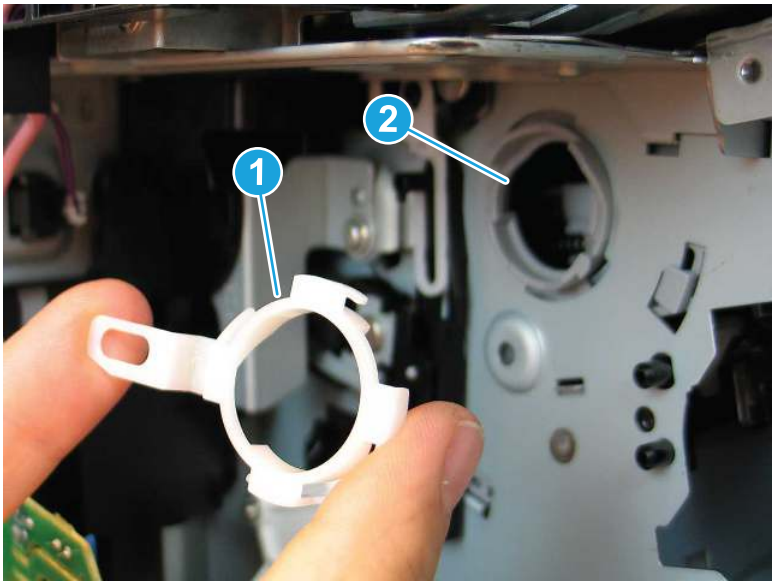
c. Note the location where the cam will be installed.

Figure 4-1499 Cam location



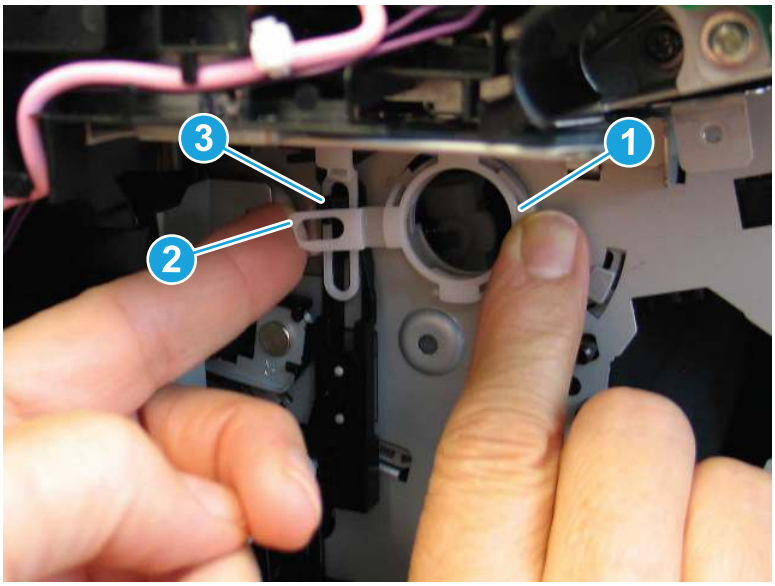
d. Position the cam (callout 1) over the gray ring (callout 2) on the printer. The tabs on the cam fit into openings on the gray ring.

Figure 4-1500 Position the cam



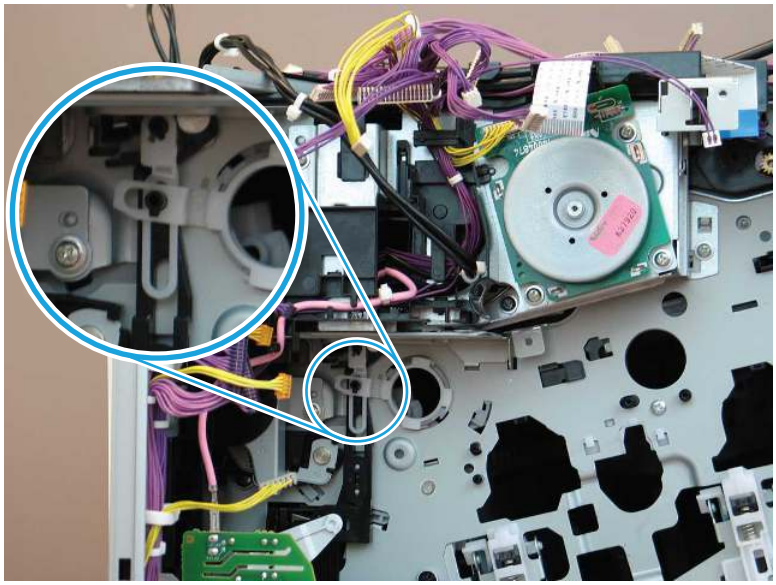
e. Hold the cam in position (callout 1), and then position the opening in the left side of the cam (callout 2) over the boss (callout 3) on the black link arm on the printer.

Figure 4-1501 Install the cam



f. When installed correctly, the cam engages with the black link arm on the printer.

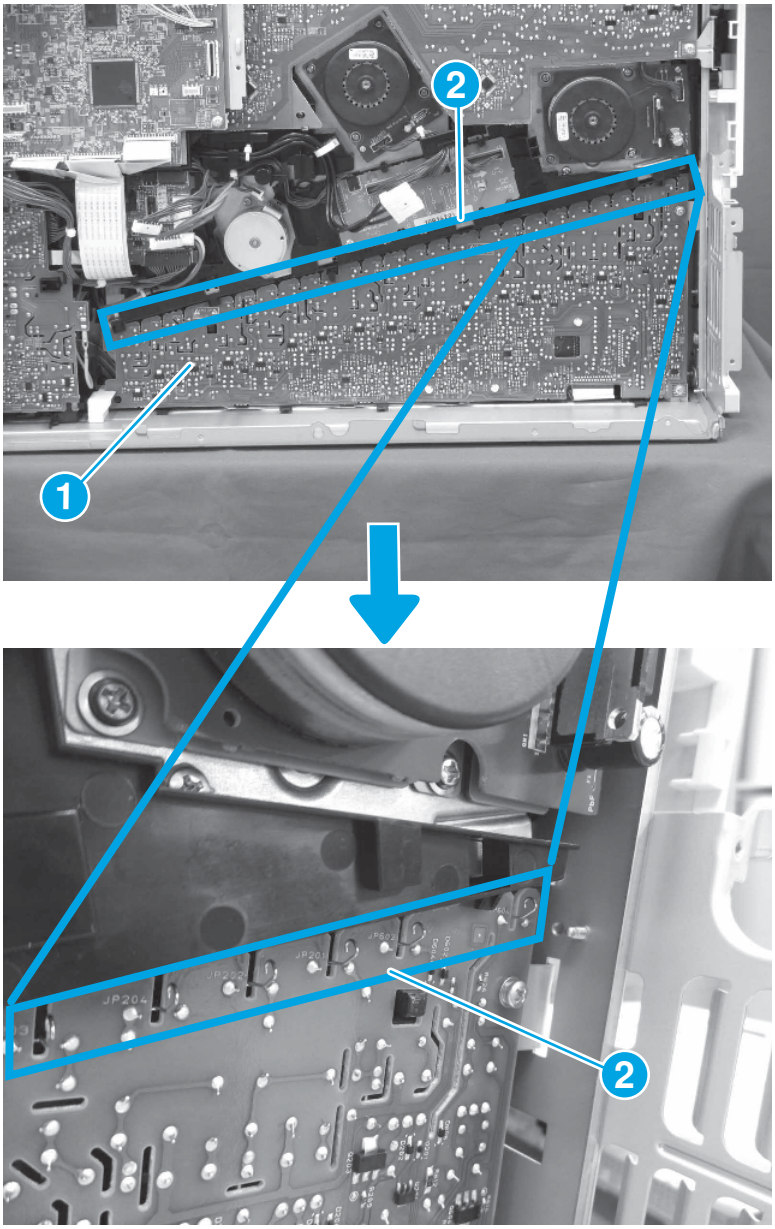
Figure 4-1502 Cam correctly installed



Install the lower HVPS

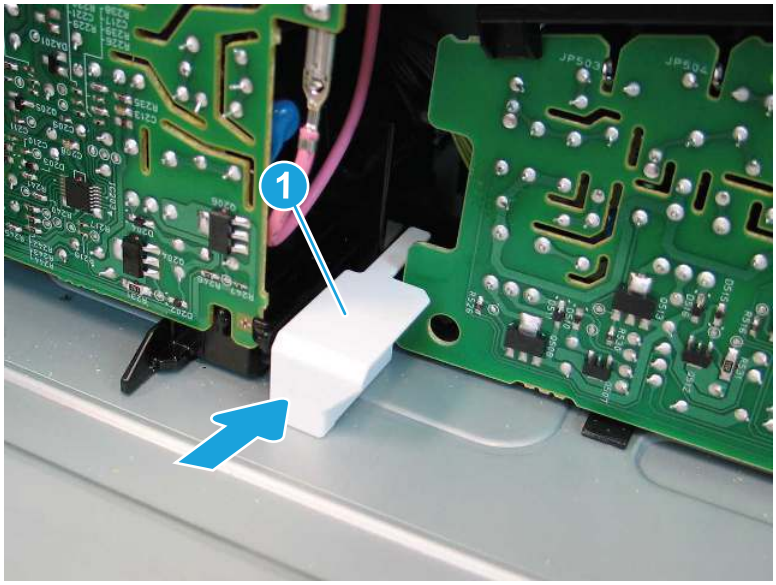
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-1503 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

Figure 4-1504 Install the stopper



Removal and replacement: Main drive assembly (M856/E85055/M776)

Learn how to remove and replace the main drive assembly.

View a video of how to remove and replace the main drive assembly.

Mean time to repair: 42 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 4-83 Part information

Part number	Part description
RM2-1614-000CN	Main drive assembly
RC5-1055-000CN	Cam, coupling estrangement (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

   Figure 4-1505 **Remove the toner cartridge**

2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-1506 Rotate the blue lever

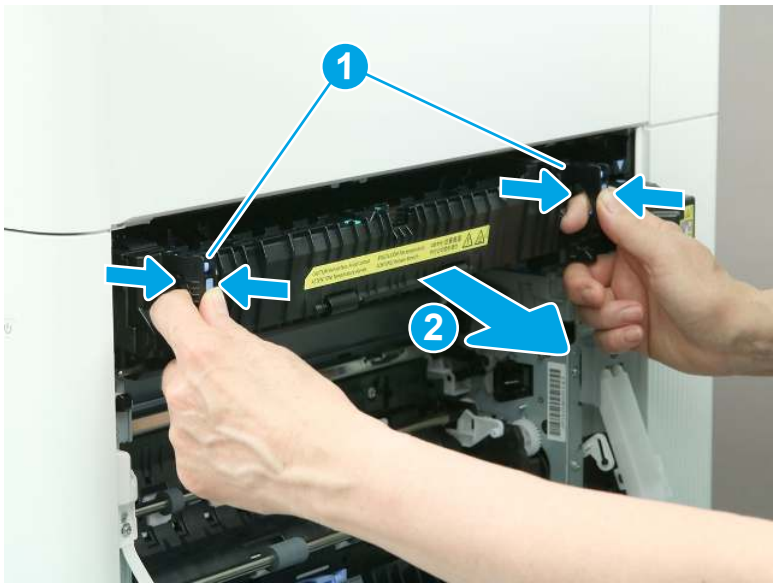
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-1507 Remove the imaging drum

3. Remove the fuser.

- Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

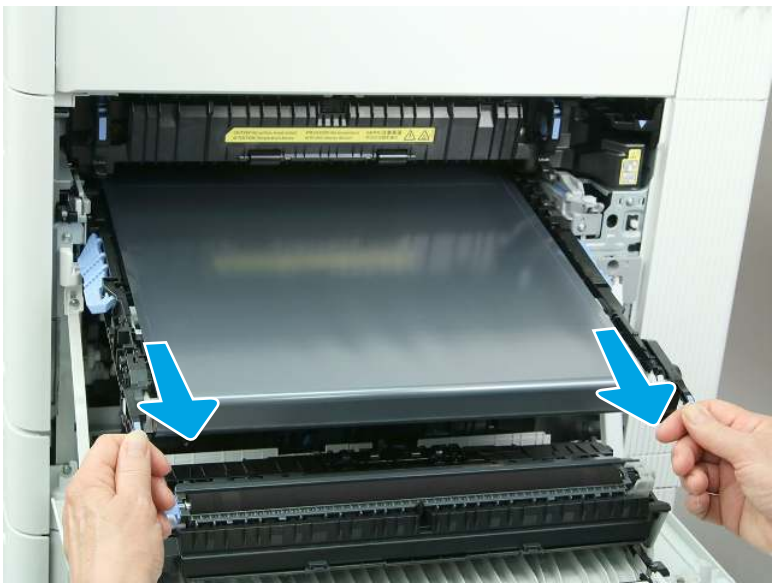
  Figure 4-1508

4. Remove the intermediate transfer belt (ITB).

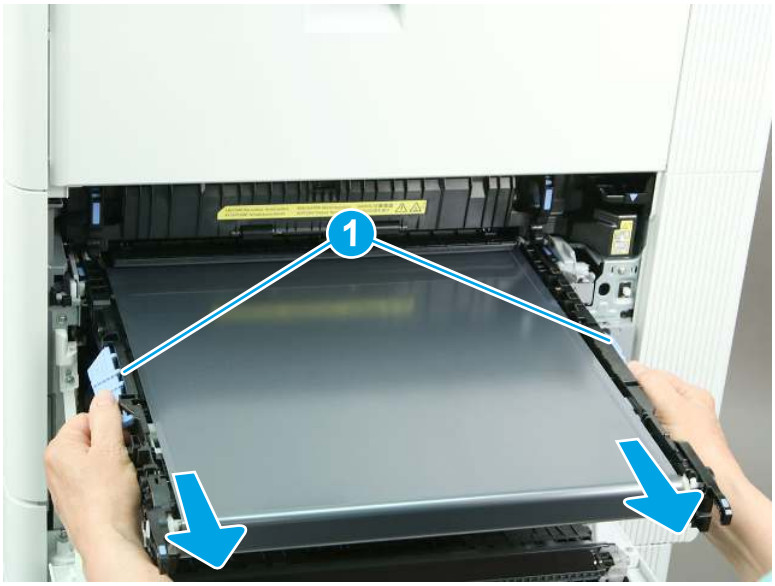
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-1509 **Partially remove the ITB**

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-1510 Remove the ITB



5. Remove the formatter cover.

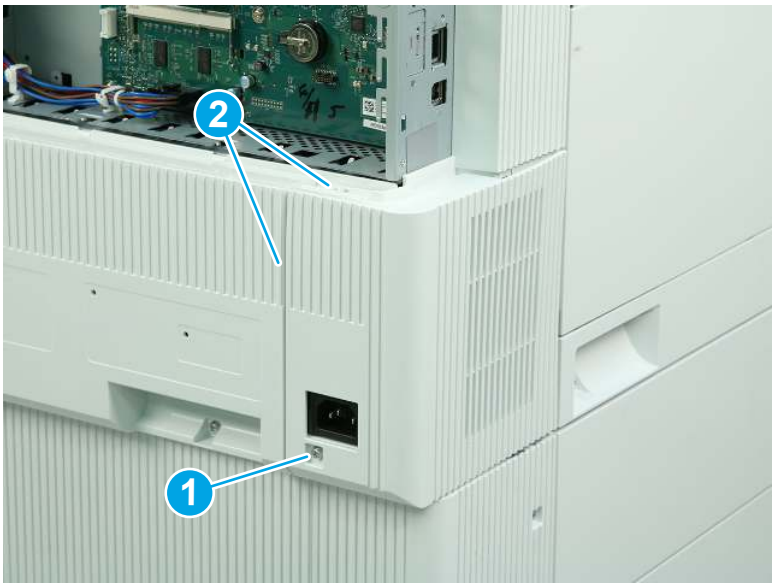
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1511 Remove the formatter cover

6. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1512 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-1513 Remove the left lower cover

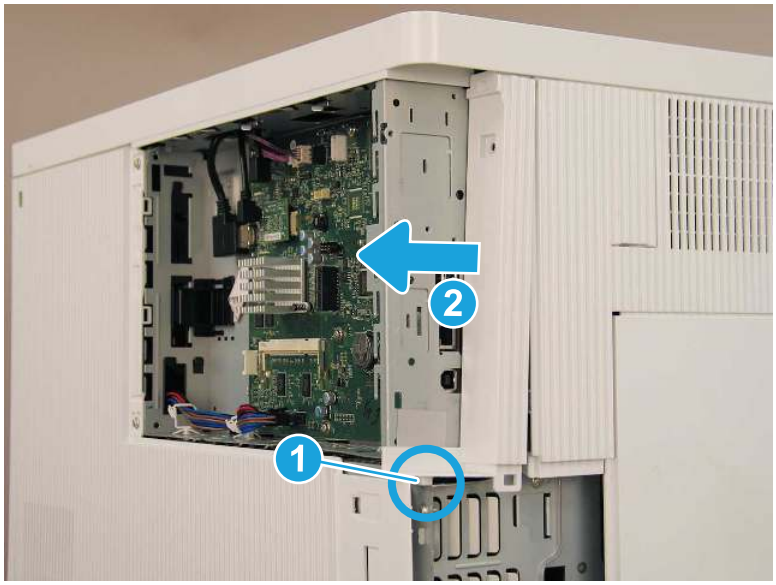
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1514 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

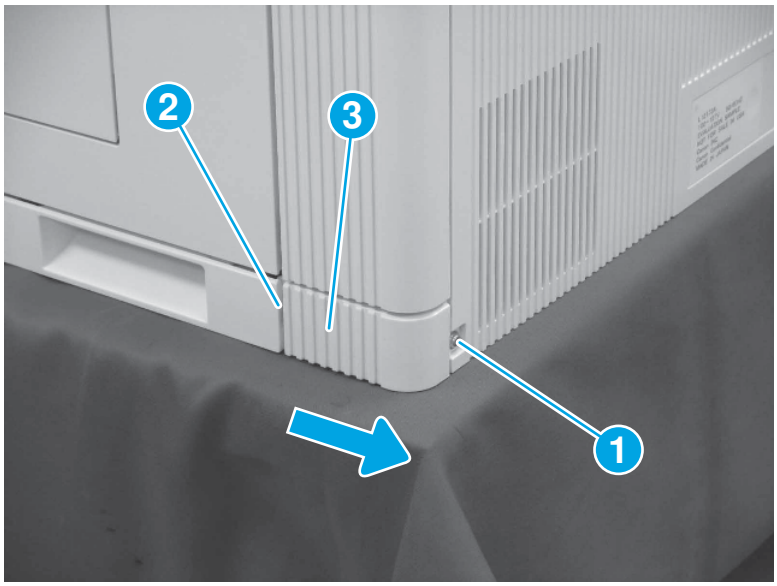
Figure 4-1515 Remove the left rear cover



8. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

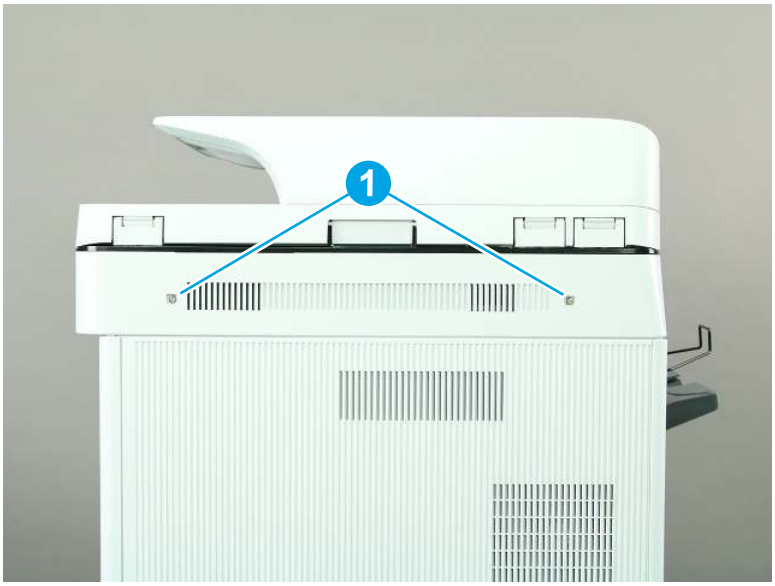
Figure 4-1516 **Remove the right rear lower cover**



9. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1517 **Remove two screws**



b. Remove the SCB cover.

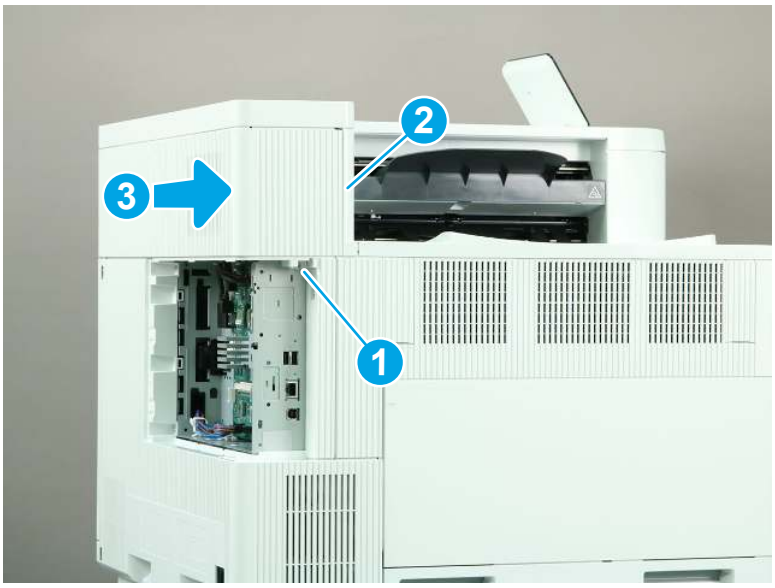
Figure 4-1518 **Remove the SCB cover**

10. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

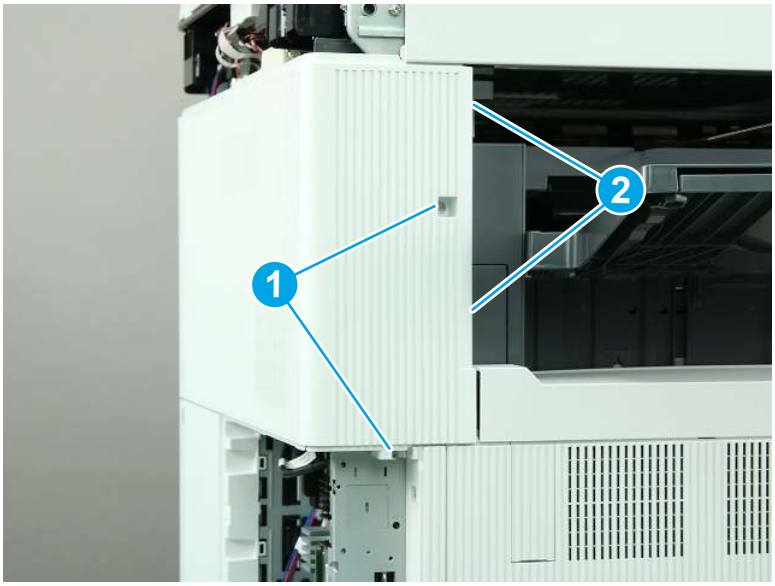
Figure 4-1519 **Remove the rear upper cover**



11. Remove the rear upper cover and left rear upper cover (M776zs).

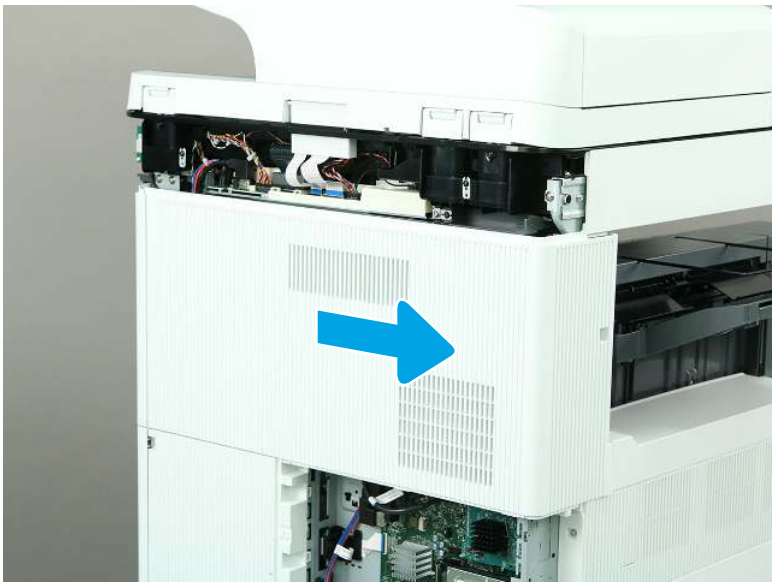
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1520 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

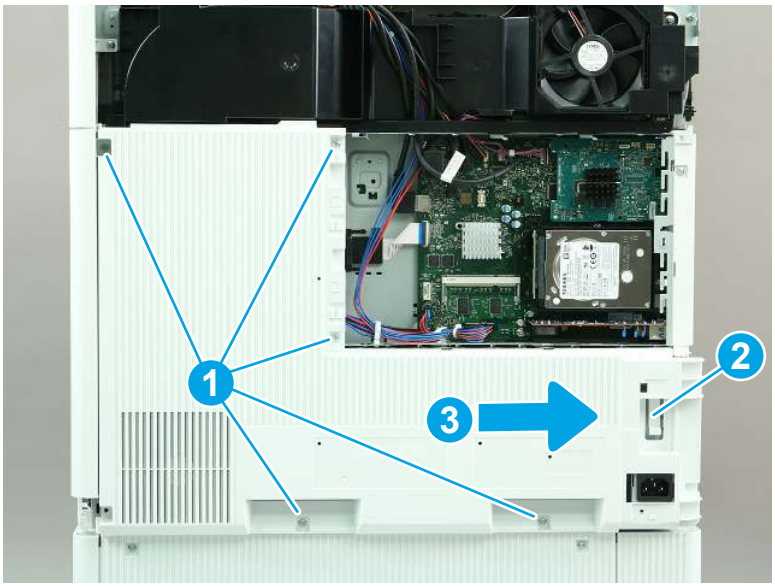
Figure 4-1521 Remove the rear upper and left rear upper cover



12. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1522 **Remove the rear cover (M856/E85055/M776)**



13. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-1523 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-1524 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

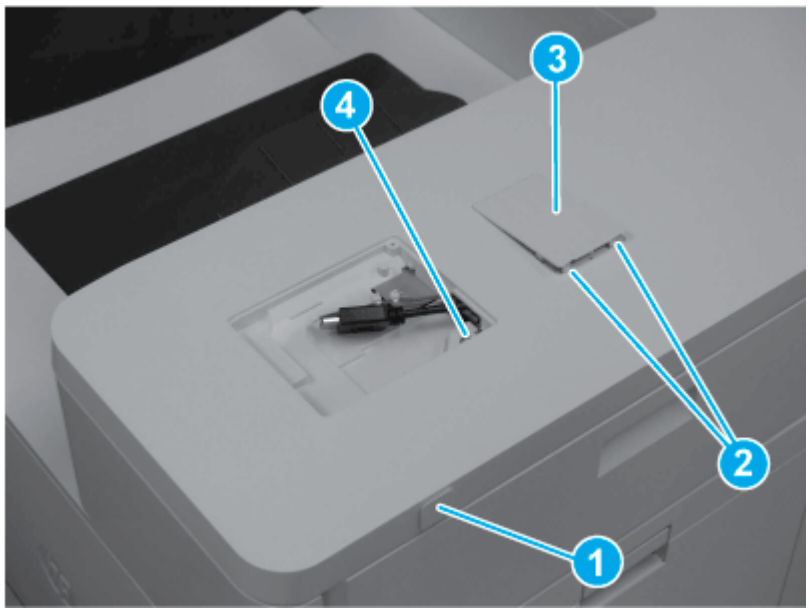
Figure 4-1525 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-1526 Disconnect two connectors

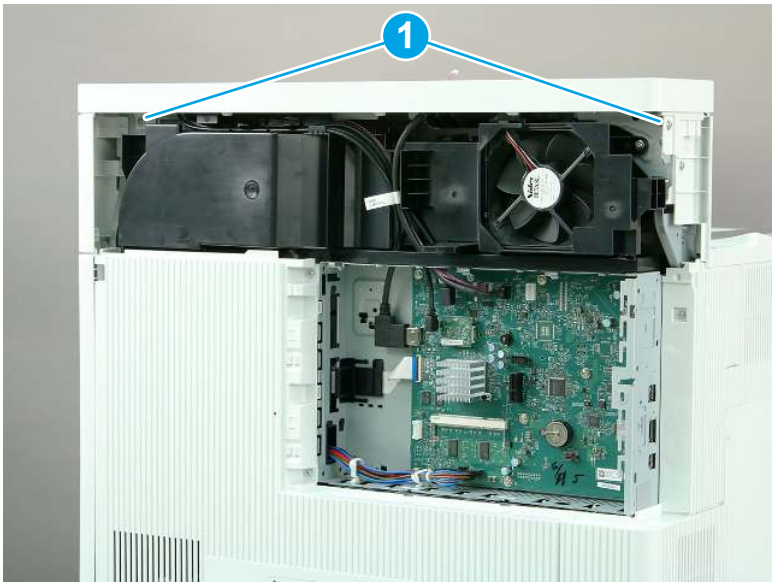
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-1527 Remove covers and one screw



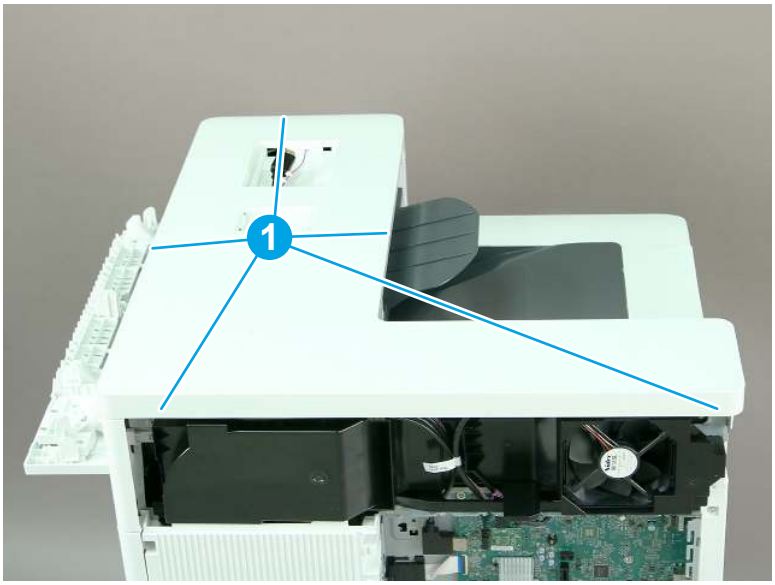
f. Remove two screws (callout 1).

Figure 4-1528 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

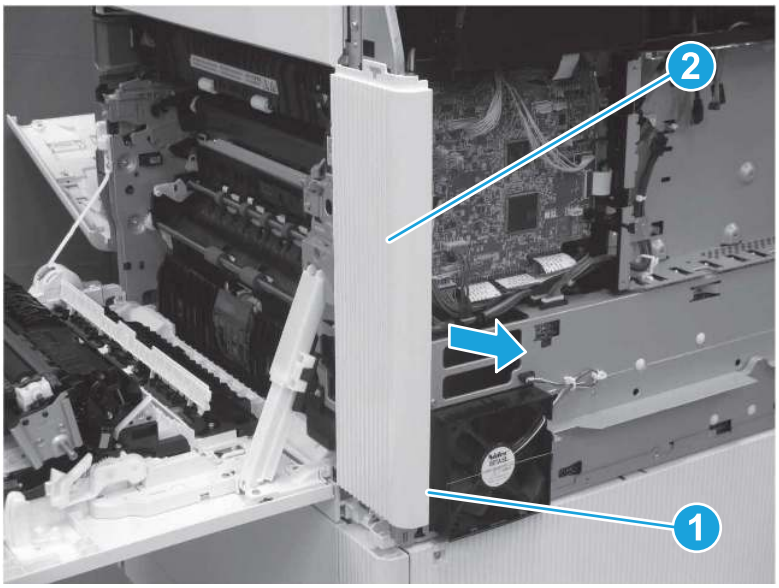
Figure 4-1529 Release five tabs



14. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

Figure 4-1530 Remove right rear cover



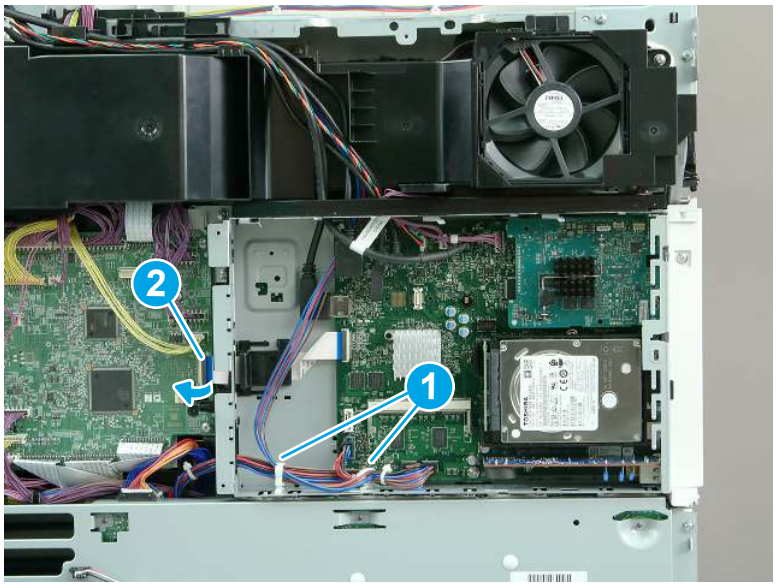
15. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

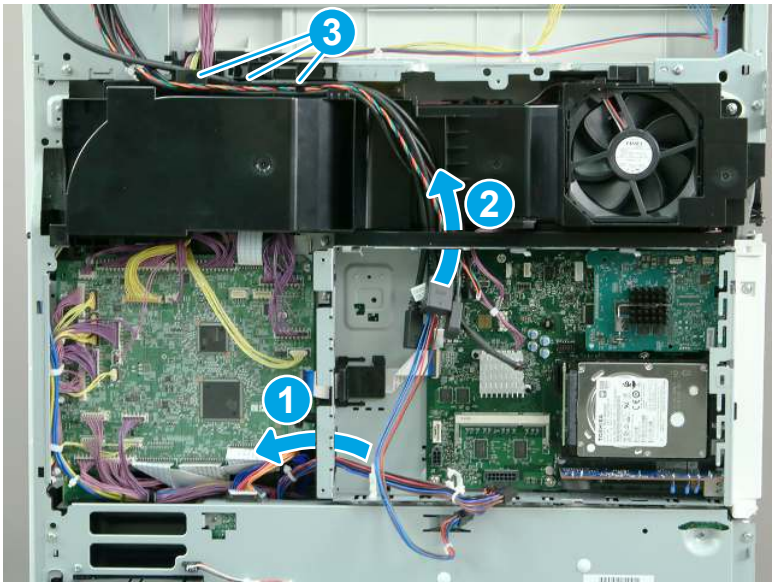
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1531 Disconnect the connectors



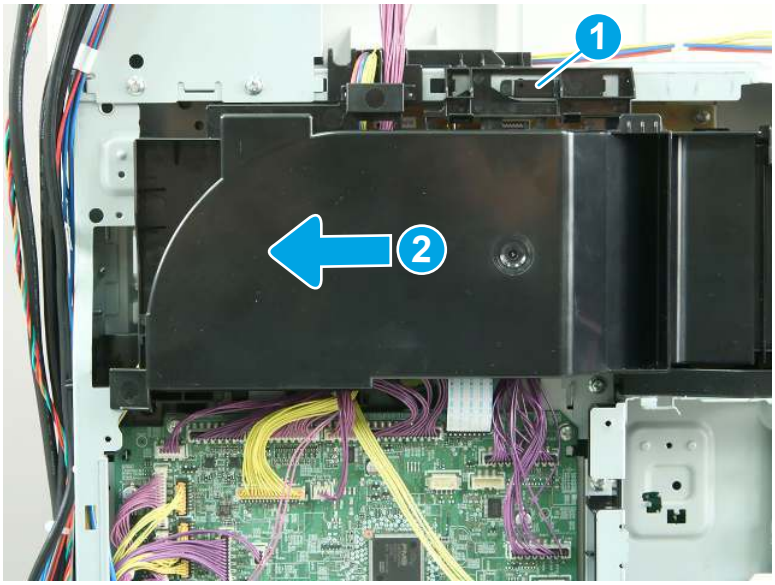
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1532 Release the cables



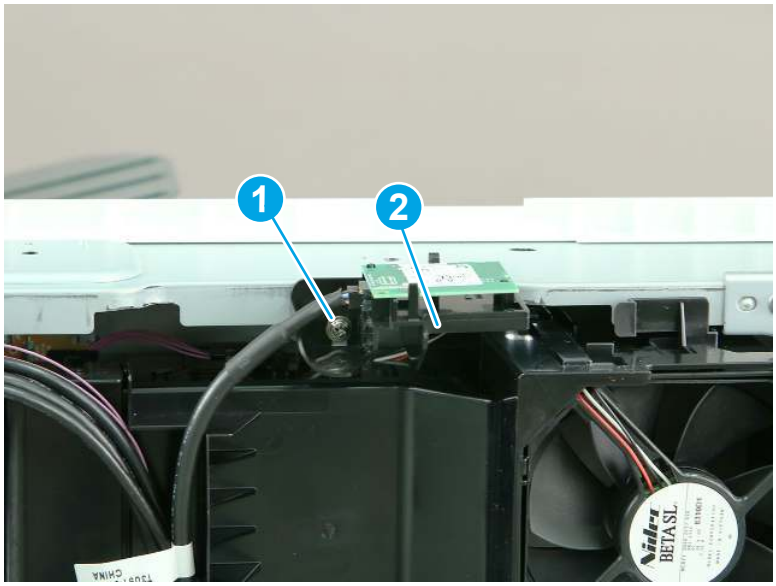
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1533 Remove the fan duct



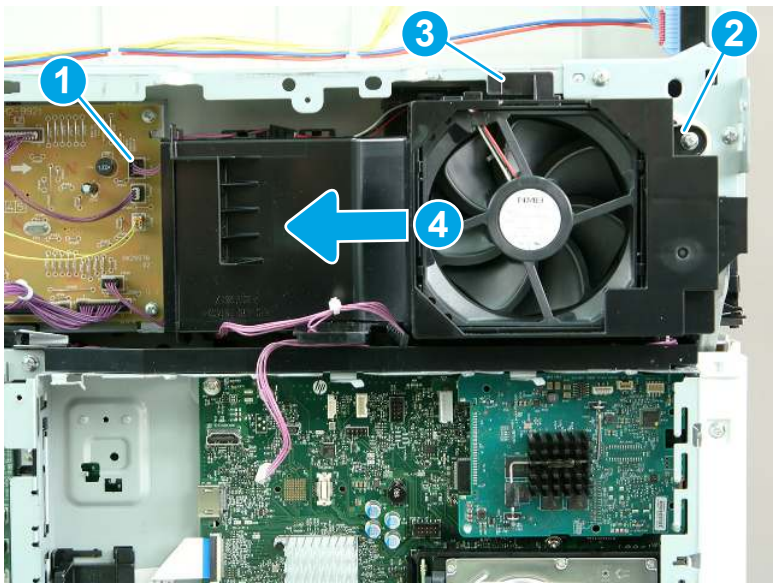
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1534 **Remove the wireless card and bracket**



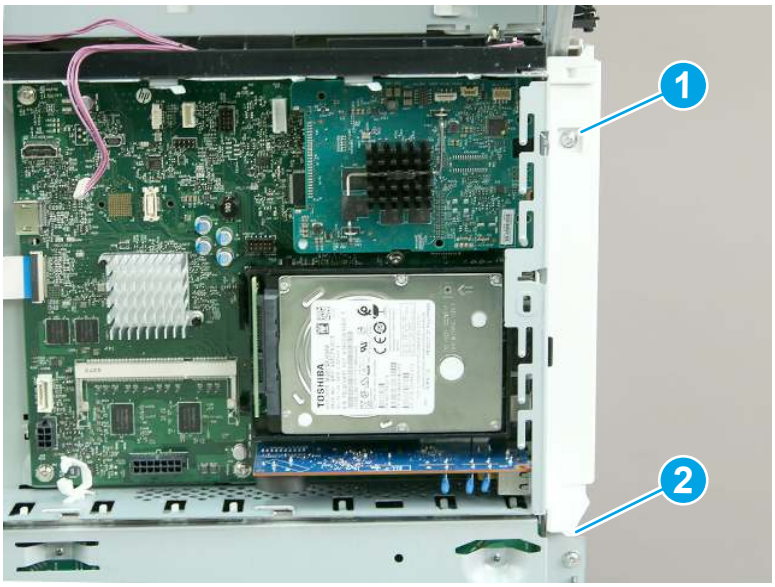
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1535 **Remove the fan assembly**



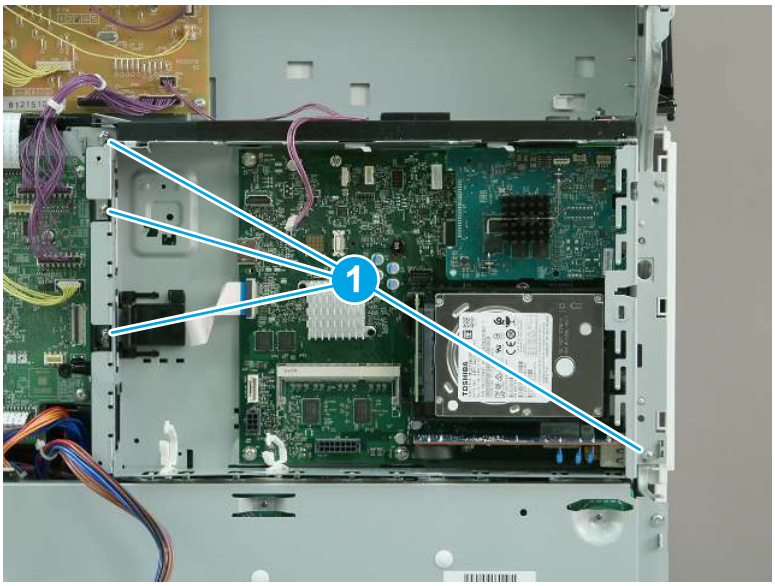
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1536 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1537 Remove four screws



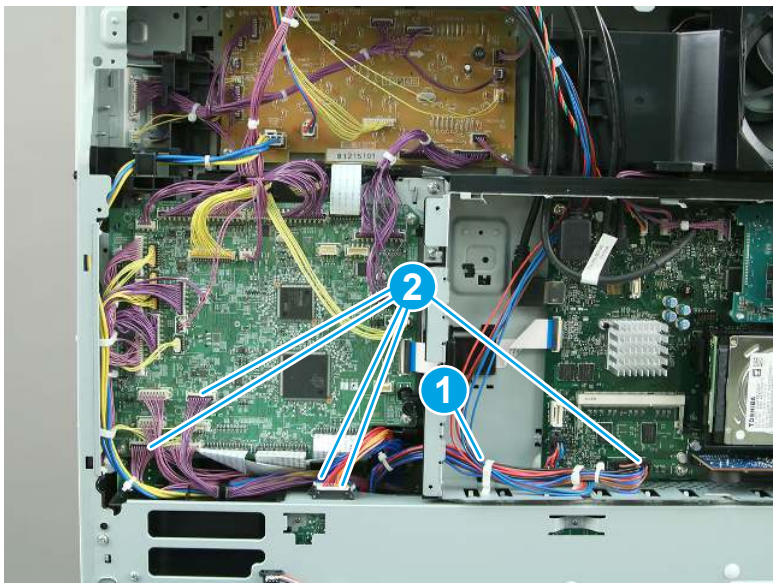
h. Remove the formatter and case.

Figure 4-1538 **Remove the formatter and case**

16. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

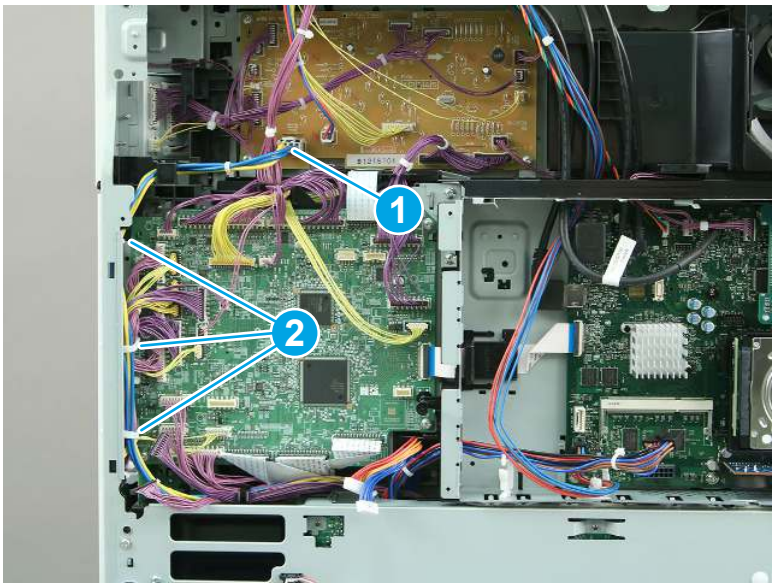
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1539 **Release the retainer and disconnect five connectors**



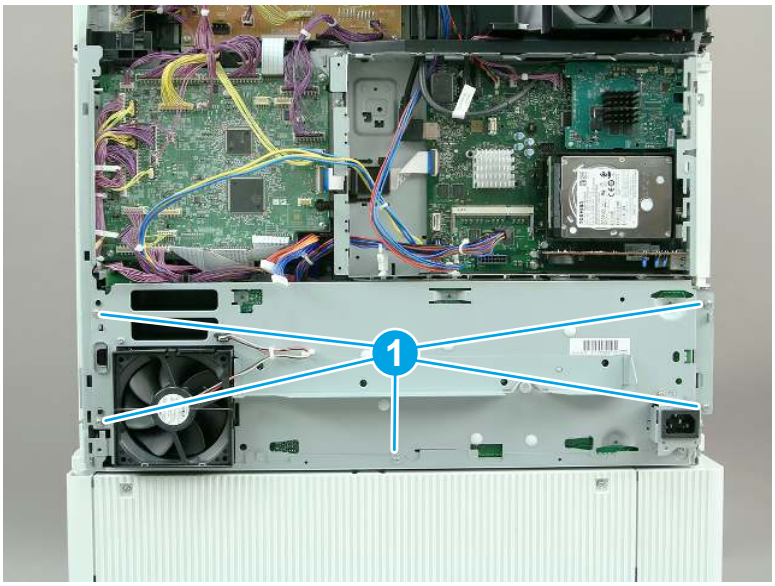
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1540 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1541 Remove five screws

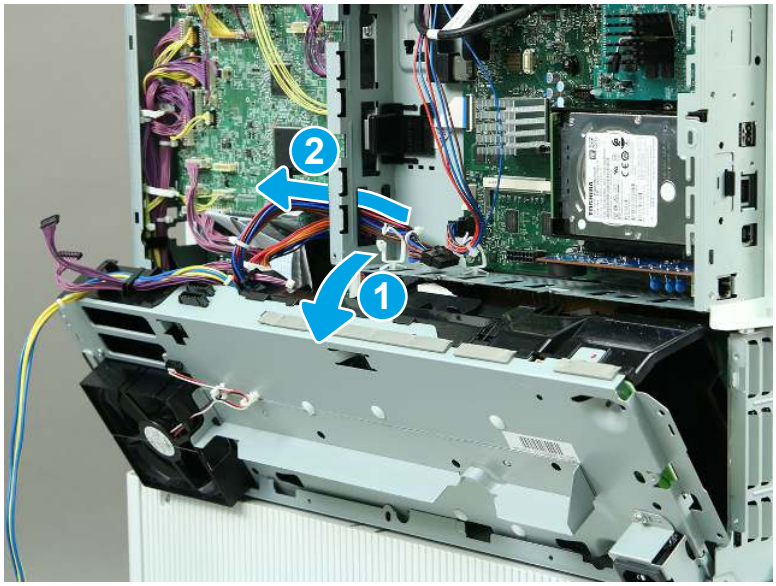


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

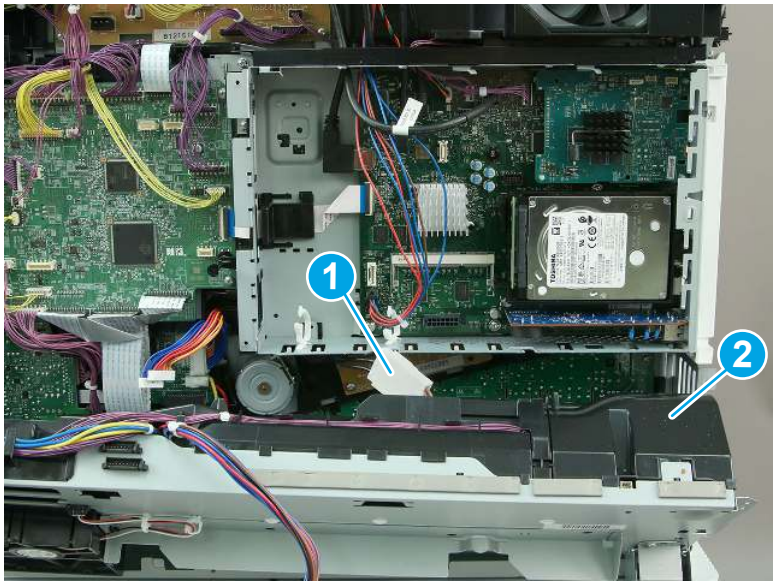
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1542 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

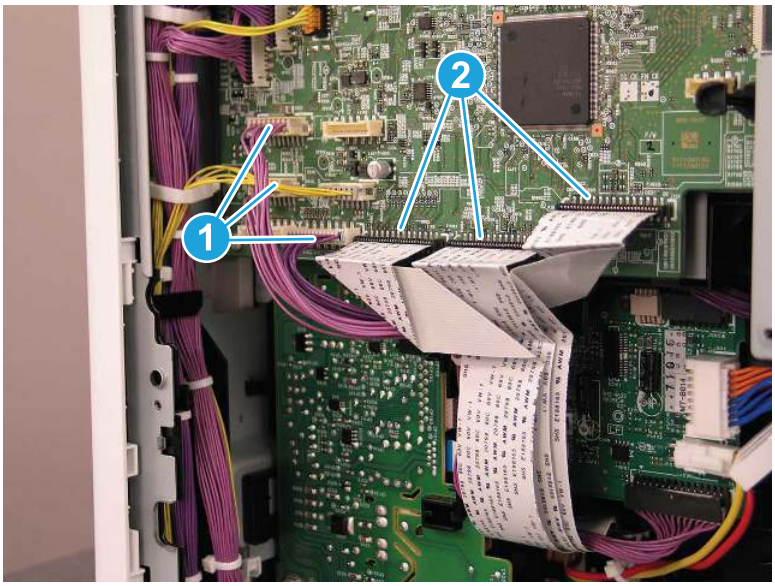
Figure 4-1543 Remove the LVPS



17. Remove the T2 connecting PCA.

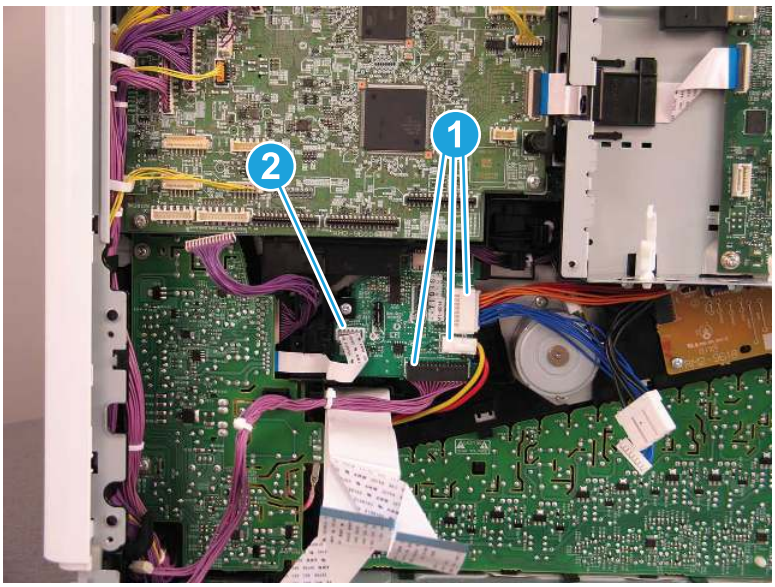
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-1544 Disconnect six connectors



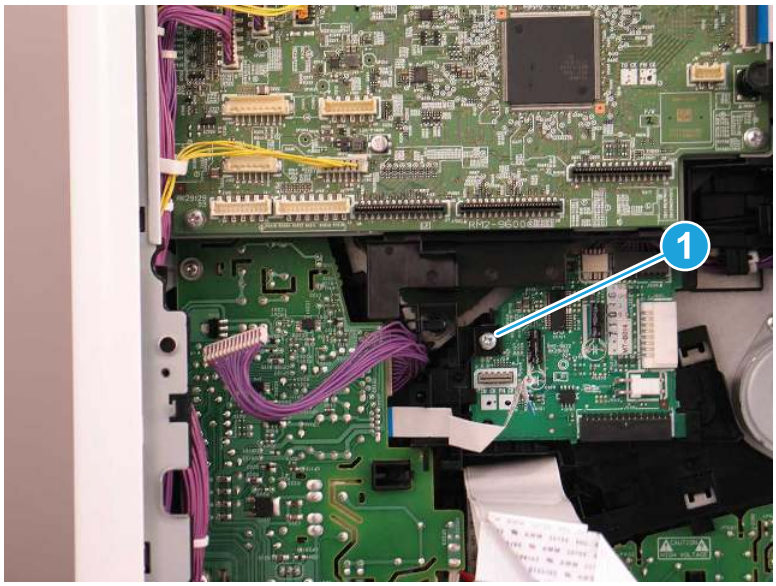
b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1545 Disconnect three connectors and one flat cable



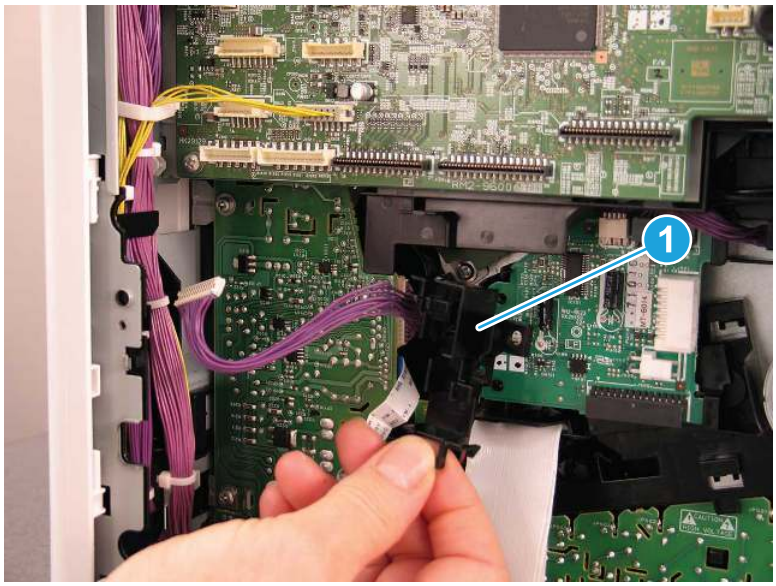
c. Remove one screw (callout 1).

Figure 4-1546 Remove one screw



d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

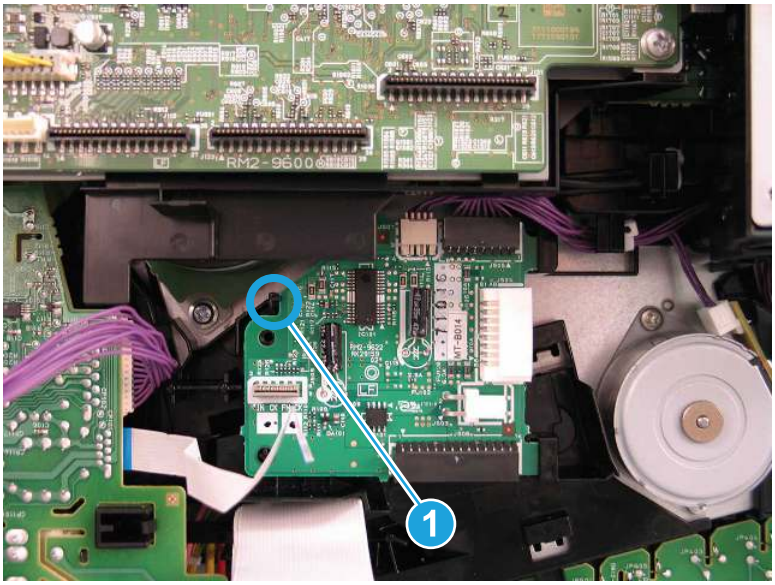
Figure 4-1547 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

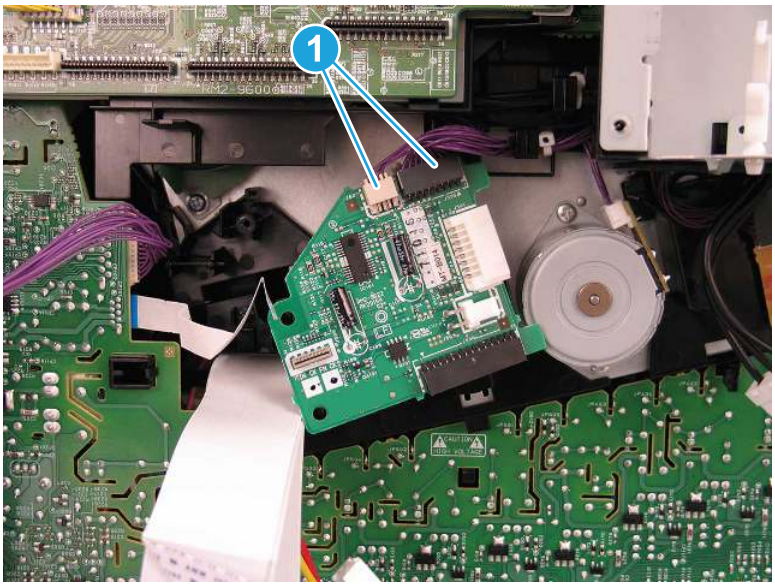
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-1548 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

Figure 4-1549 Disconnect two connectors and remove the PCA



18. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-1550 Disconnect one connector and remove one screw

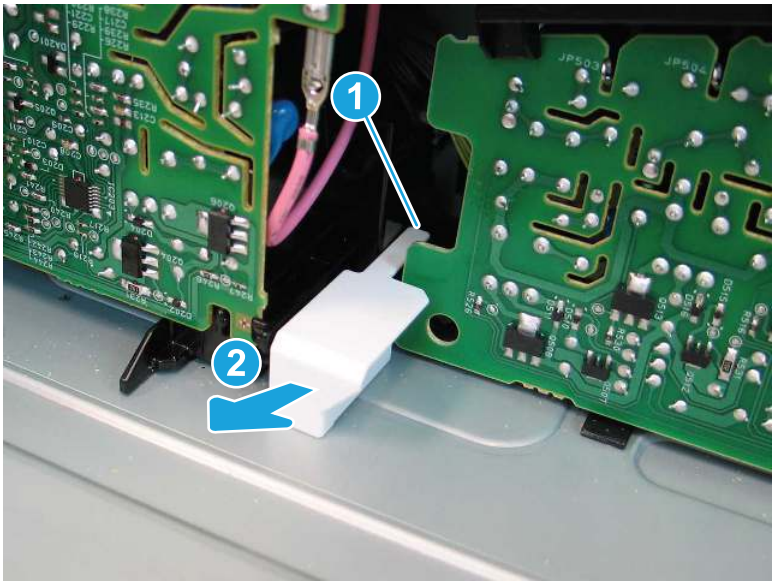
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-1551 Release six tabs

19. Remove the lower high-voltage power supply (lower HVPS).

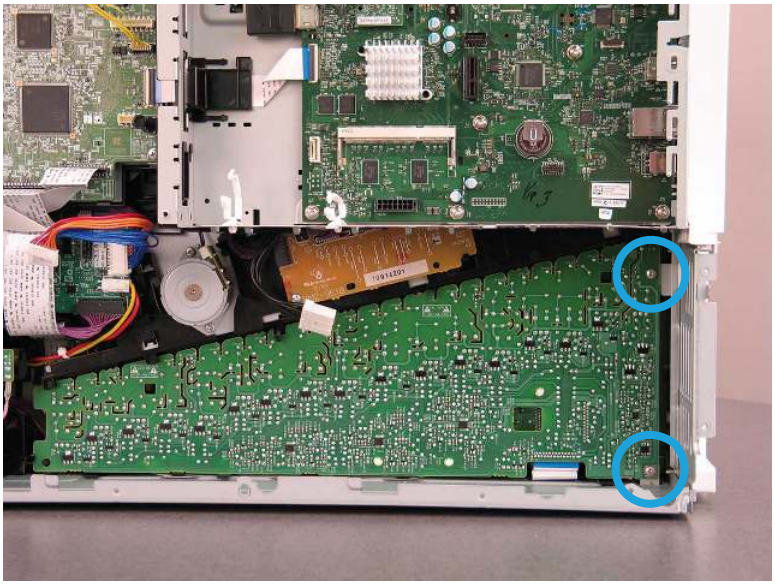
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-1552 Remove the stopper



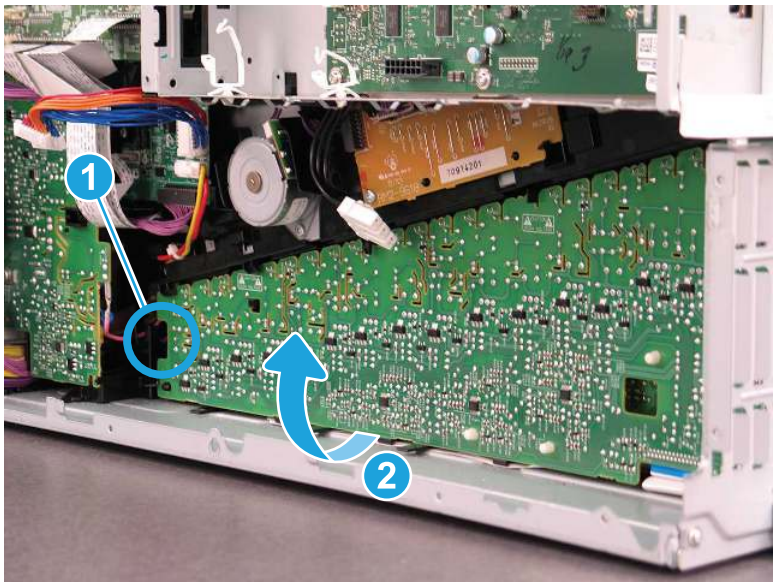
b. Remove two screws (callout 1).

Figure 4-1553 Remove two screws



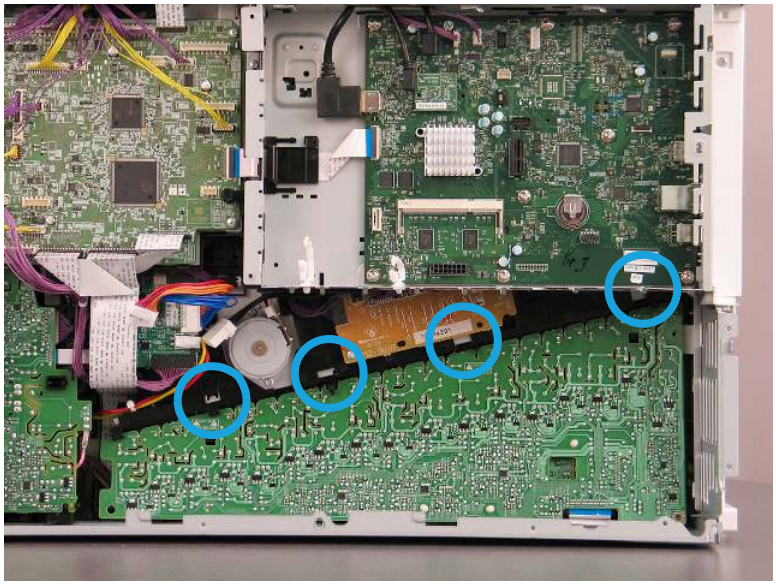
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-1554 Release the lower edge of the lower HVPS



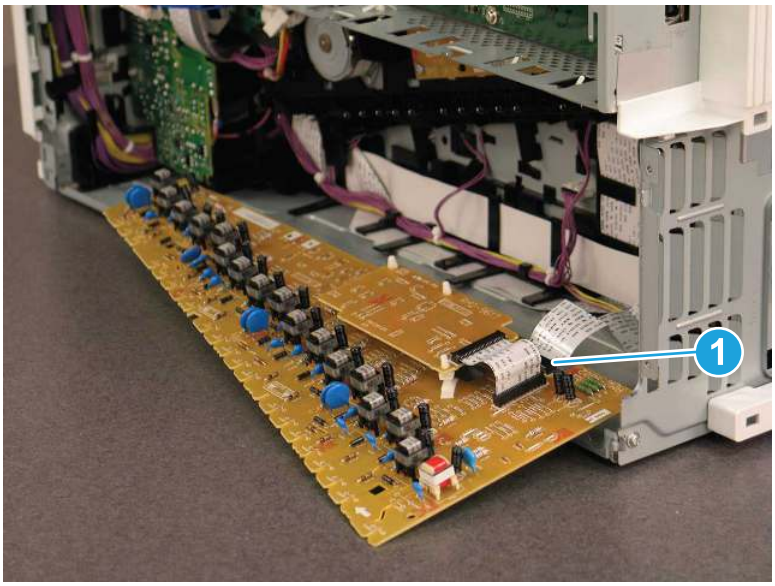
d. Release the lower HVPS from four tabs.

Figure 4-1555 Release four tabs



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

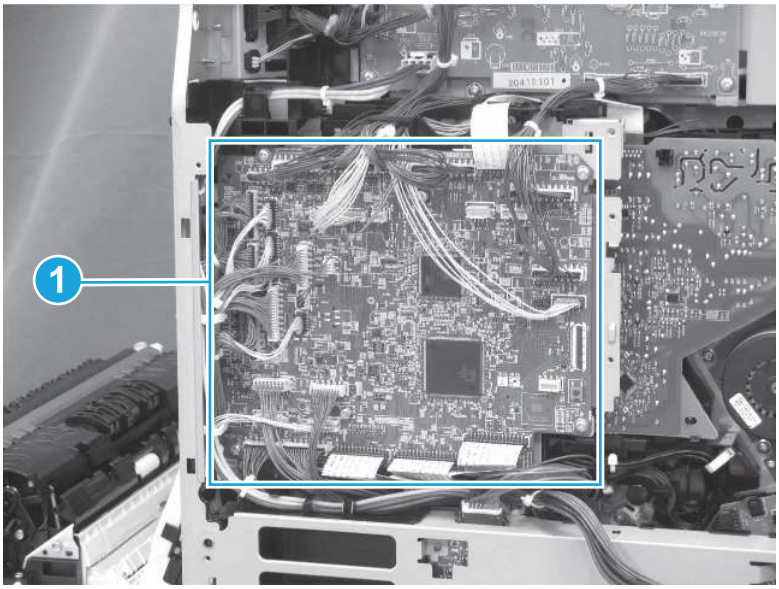
Figure 4-1556 **Disconnect one flat cable**



20. Remove the DC controller and case (M856/E85055/M776).

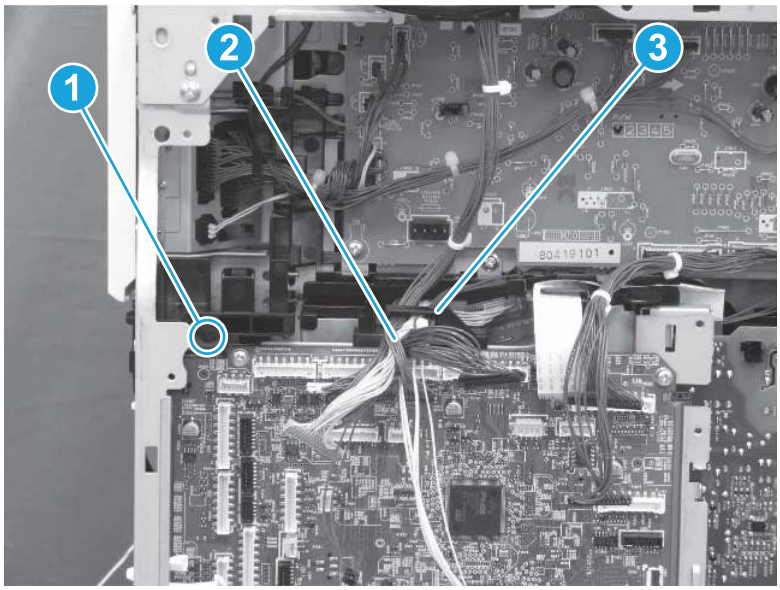
a. Disconnect all of the connectors on the DC controller.

Figure 4-1557 **Disconnect the connectors**



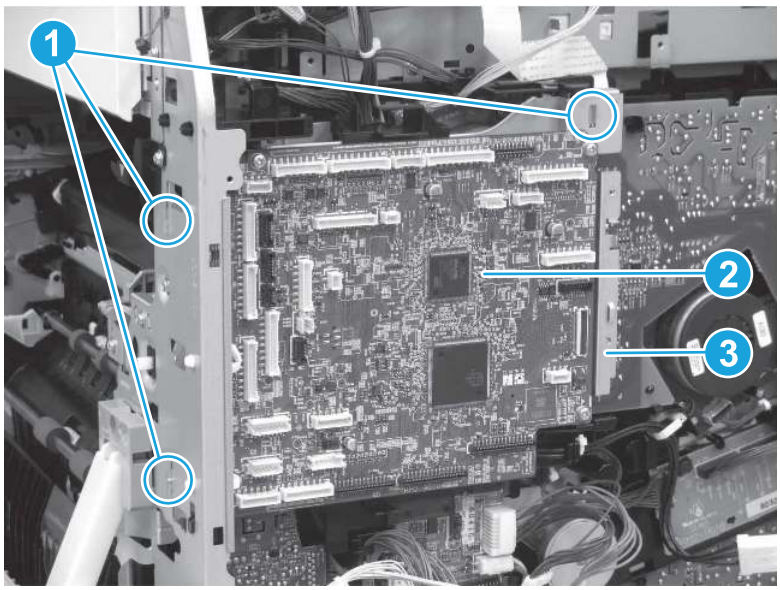
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-1558 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

Figure 4-1559 Remove the DC controller and case



21. Remove the main drive assembly.

a. Open the front door.

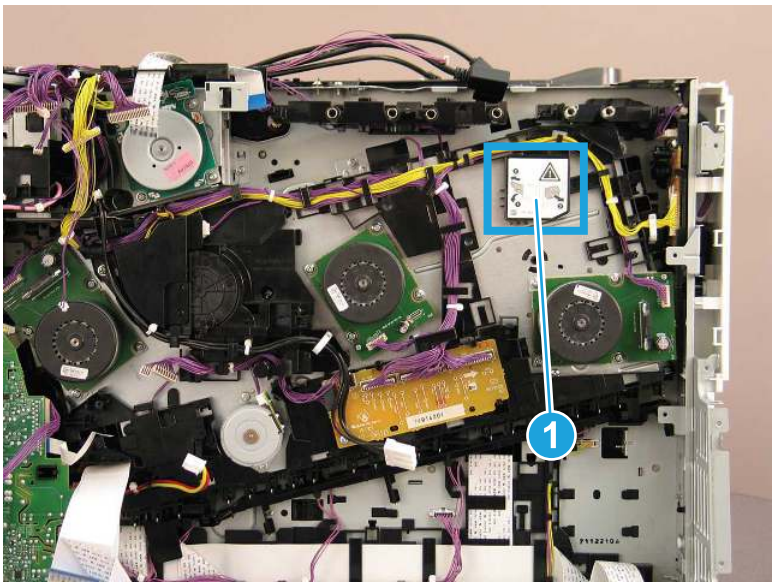
IMPORTANT: The front door must remain open during removal and installation of the main drive assembly to prevent issues.

To prevent the front door from closing on its own, install one of the toner cartridges halfway.

Figure 4-1560 Open the front door

b. Note the label (callout 1) on the main drive assembly indicating that the front door must be open and all toner cartridges and imaging drums removed before removing the main drive assembly.

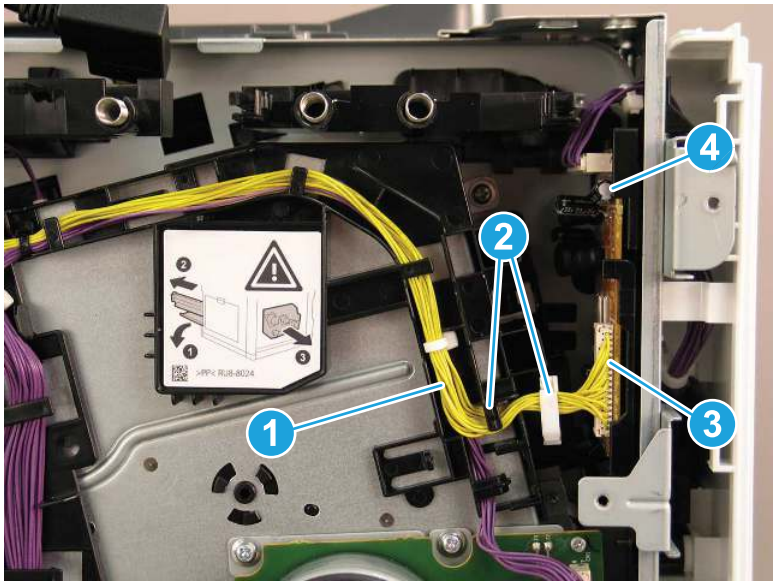
Figure 4-1561 Main drive assembly label



c. Release the cable (callout 1) from the cable guide (callout 2), and then disconnect one connector (callout 3).

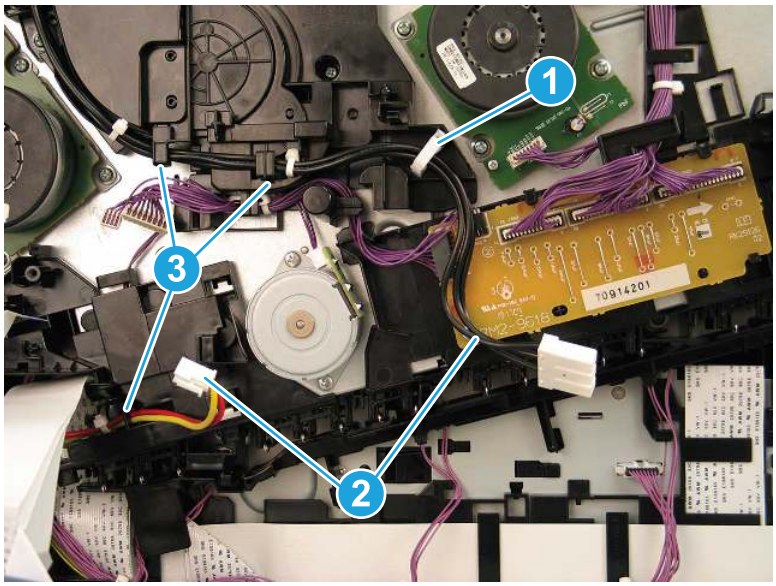
⚠ CAUTION: The capacitor on the PCA (callout 4) can rotate out and prevent the main drive assembly from reseating.

Figure 4-1562 Disconnect one connector



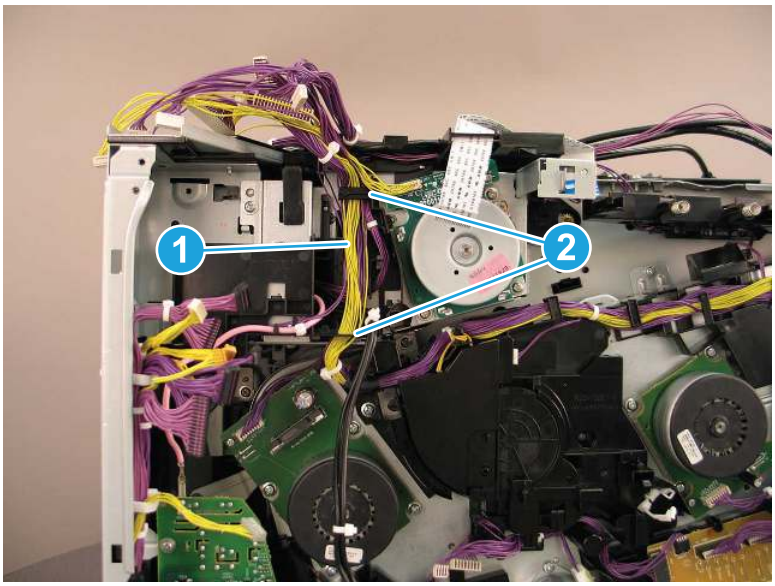
d. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-1563 Release the cables from the guides



e. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-1564 Release the cables from the guides

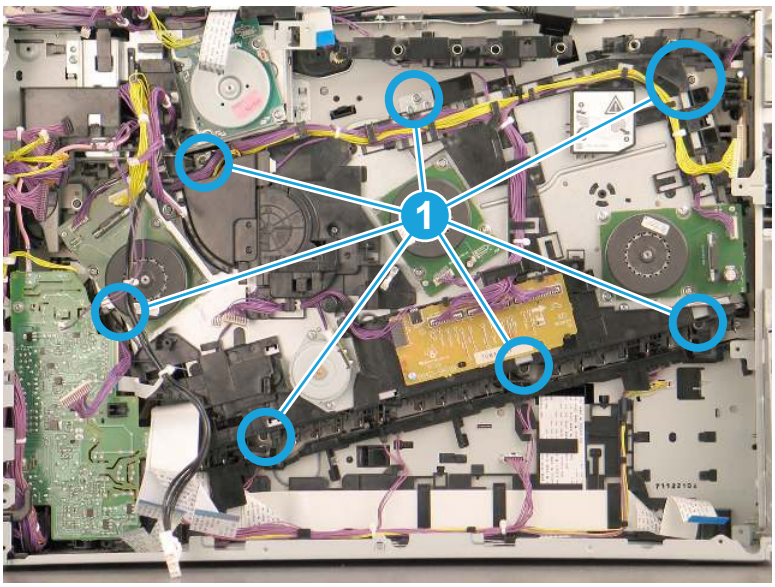


f. Remove seven screws (callout 1), and then remove the main drive assembly.

IMPORTANT: When reinstalling the main drive assembly, make sure that the front door is open.

Partially reinstall one toner cartridge to prevent the front door from closing.

Figure 4-1565 Remove seven screws and the main drive assembly



22. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

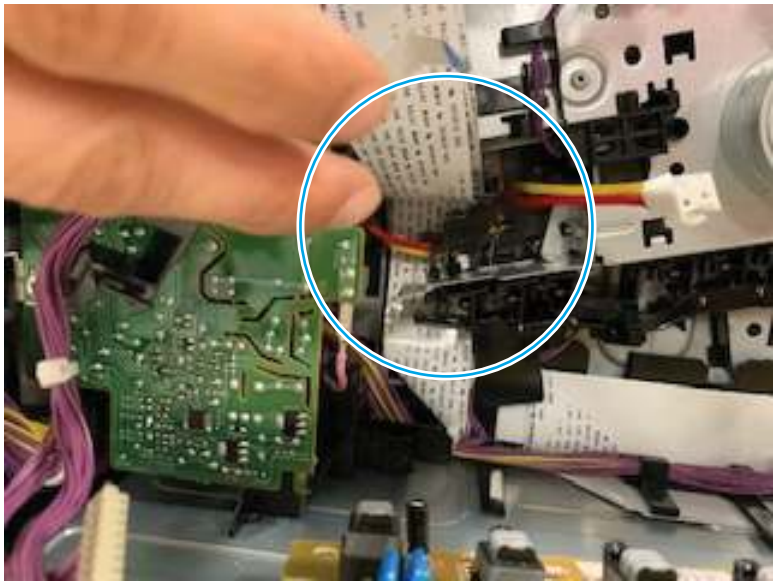
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

23. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the main drive assembly.

a. Route the red and yellow cables back into the main drive assembly guides prior to re-installation. This will prevent the cables from being pinched behind the main drive assembly.

Figure 4-1566 Main drive wire harness

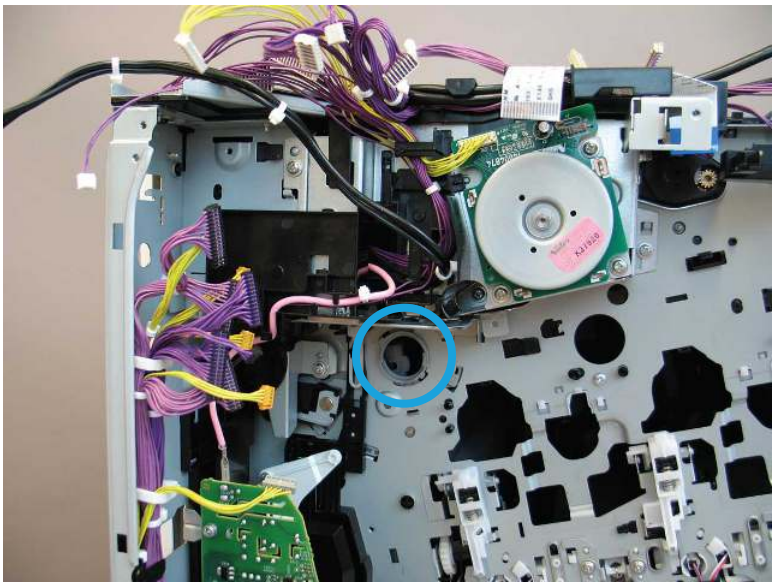


b. If the coupling estrangement cam falls off of the printer or is broken or lost in the process of removing the main drive assembly, follow these steps to reinstall it.

Figure 4-1567 Coupling estrangement cam

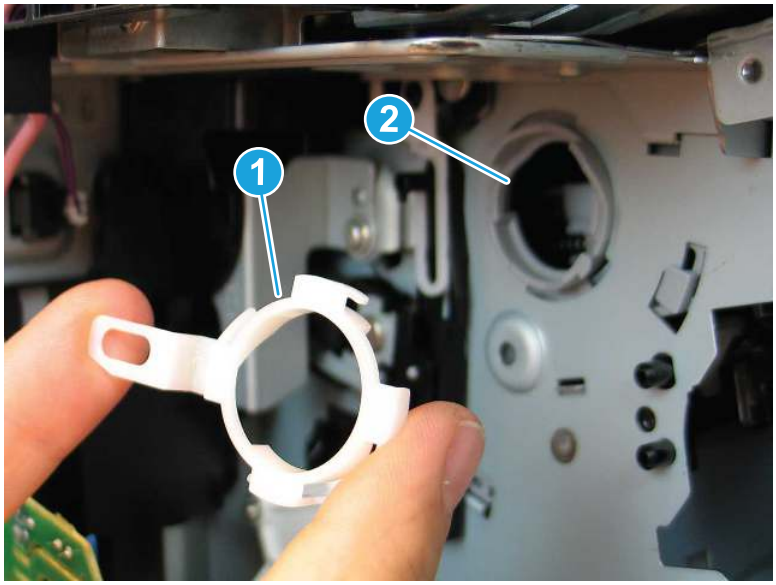
c. Note the location where the cam will be installed.

Figure 4-1568 Cam location



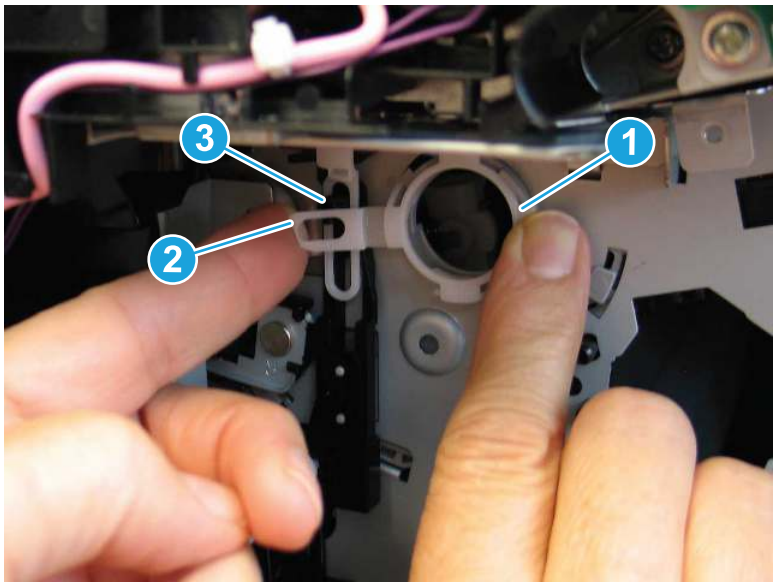
d. Position the cam (callout 1) over the gray ring (callout 2) on the printer. The tabs on the cam fit into openings on the gray ring.

Figure 4-1569 Position the cam



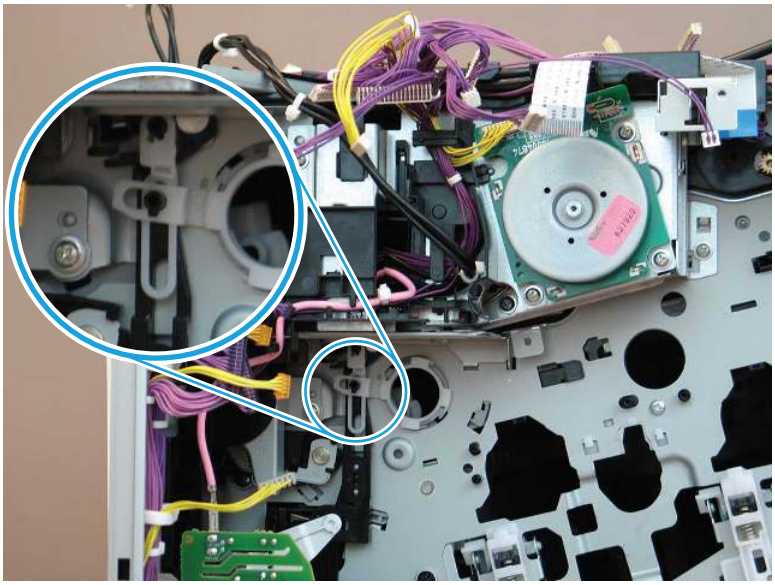
e. Hold the cam in position (callout 1), and then position the opening in the left side of the cam (callout 2) over the boss (callout 3) on the black link arm on the printer.

Figure 4-1570 Install the cam



f. When installed correctly, the cam engages with the black link arm on the printer.

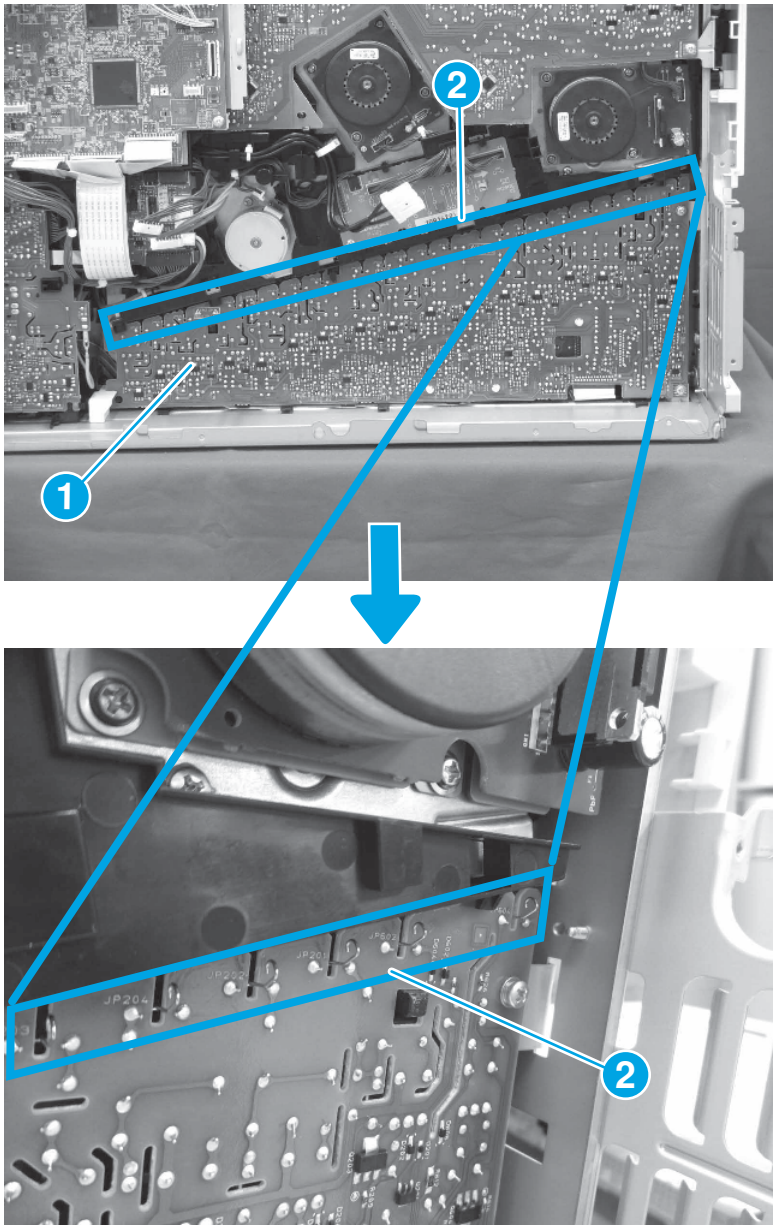
Figure 4-1571 Cam correctly installed



Install the lower HVPS

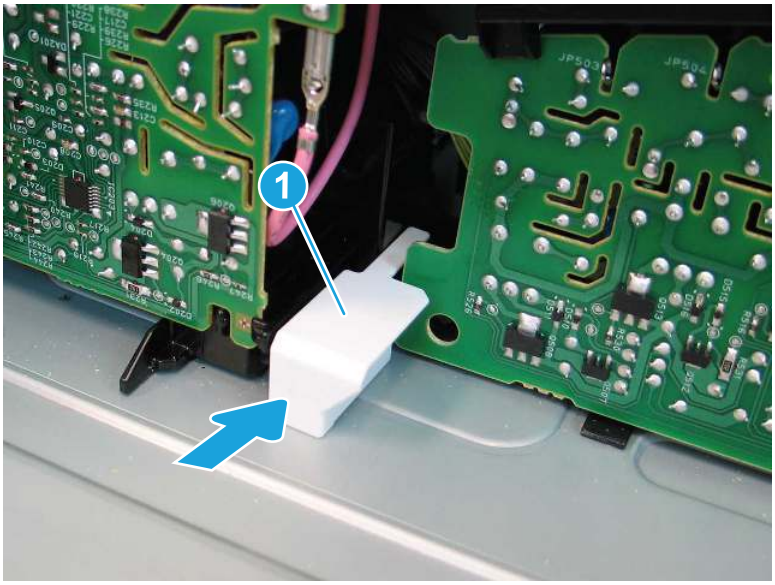
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-1572 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

Figure 4-1573 Install the stopper



Removal and replacement: Lifter drive assembly (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the lifter drive assembly.

View a video of how to remove and replace the lifter drive assembly.

Mean time to repair: 32 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 4-84 Part information

Part number	Part description
RM2-1604-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

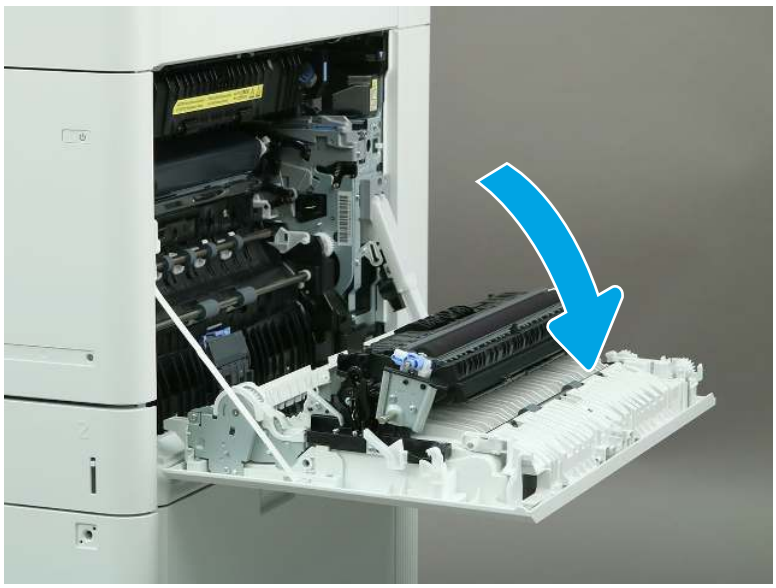
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

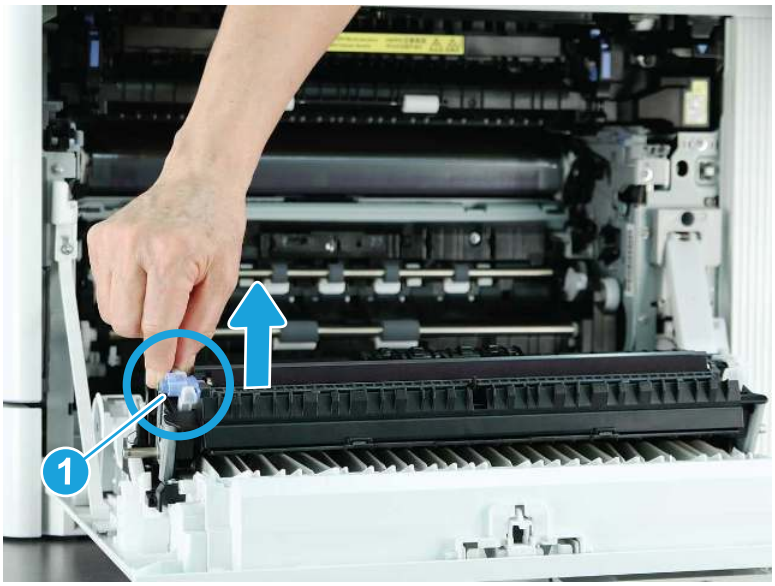
1. Remove the secondary transfer roller.
   a. Open the right door.

Figure 4-1574 Open the right door



b. Release the latch (callout 1), and then lift the left side of the roller.

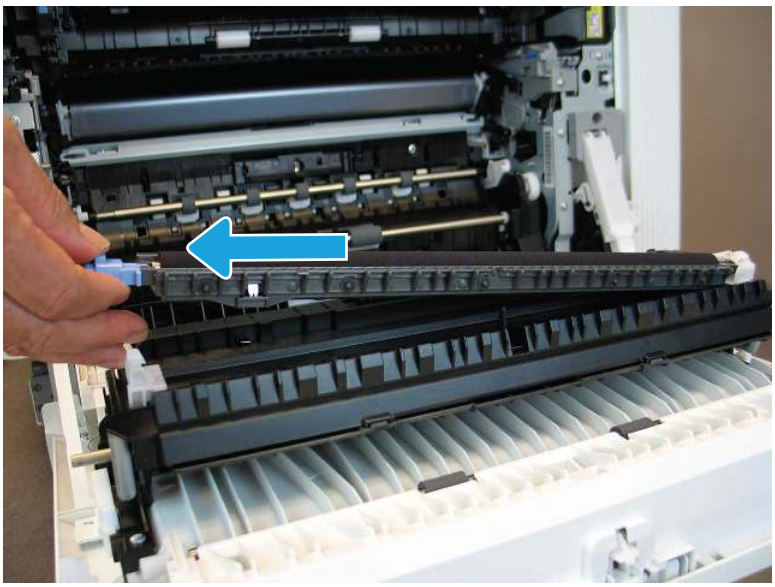
Figure 4-1575 Release the transfer roller



c. Slide the transfer roller to the left to remove it.

⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

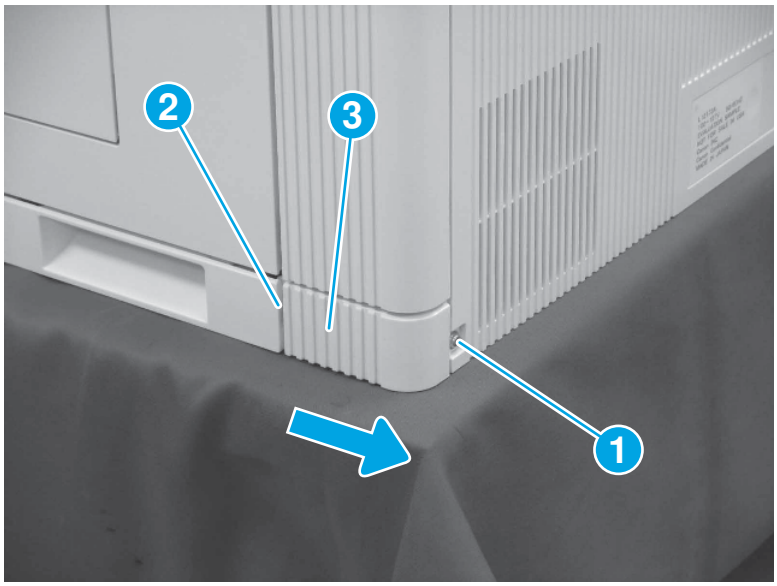
Figure 4-1576 Remove the secondary transfer roller



2. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

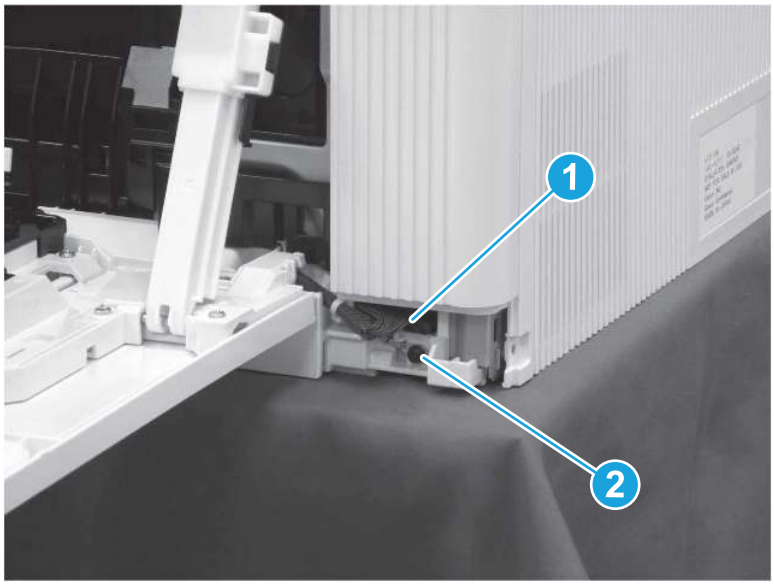
Figure 4-1577 Remove the right rear lower cover



3. Remove the right door.

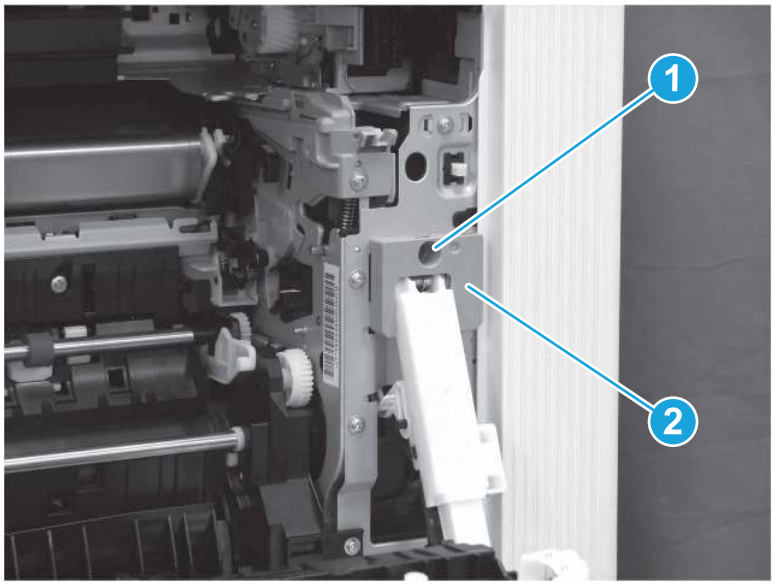
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-1578 Disconnect one connector and remove one screw



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

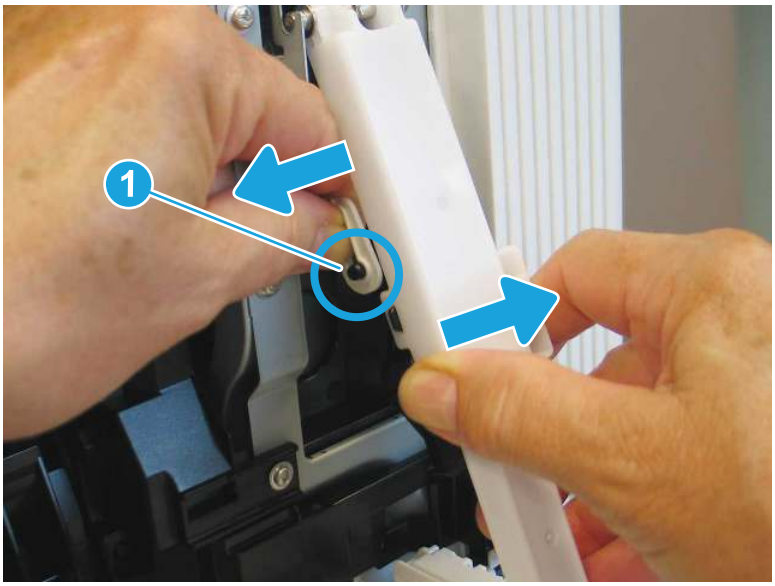
Figure 4-1579 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-1580 Release the link arm

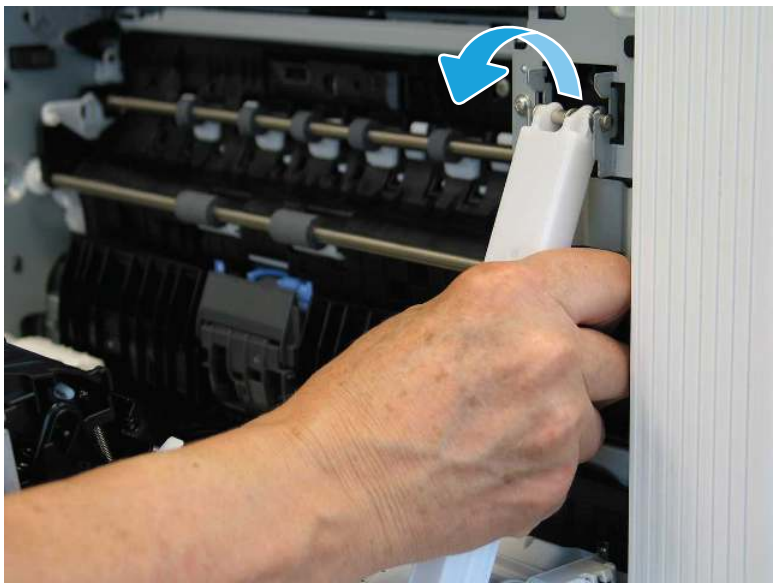


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-1581 Retract the link arm

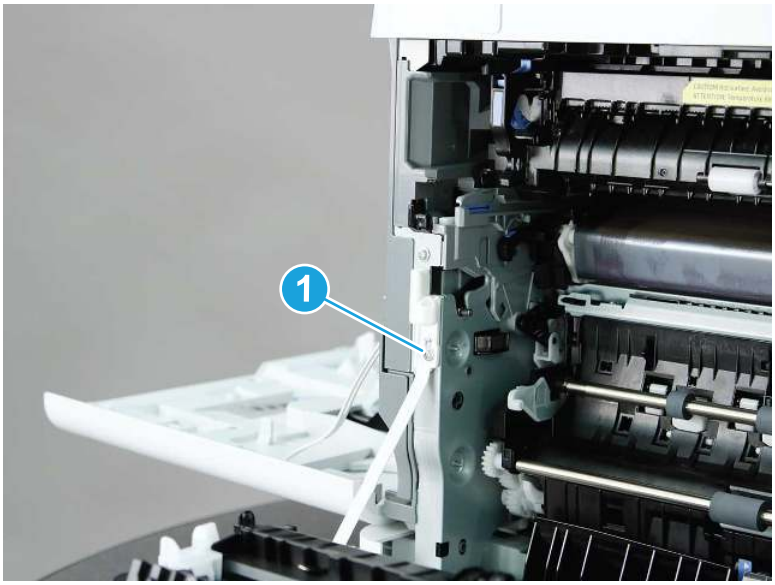
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-1582 Release the dampener



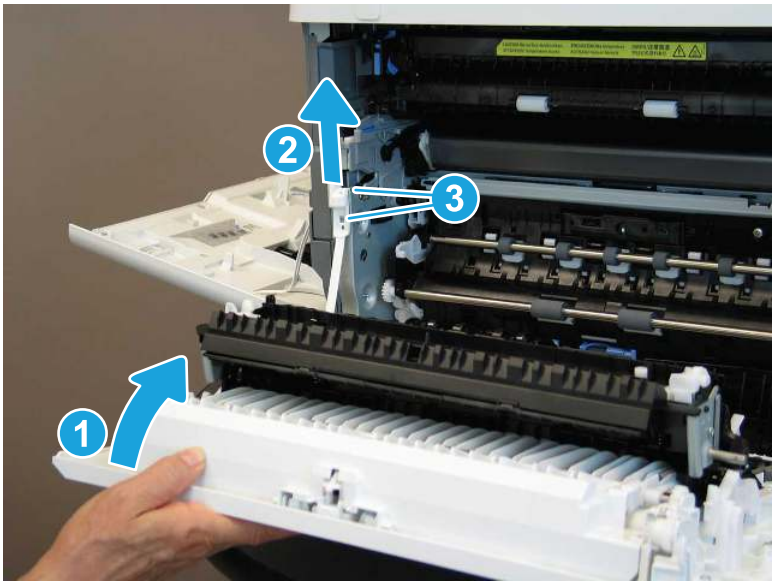
f. Remove one screw (callout 1).

Figure 4-1583 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

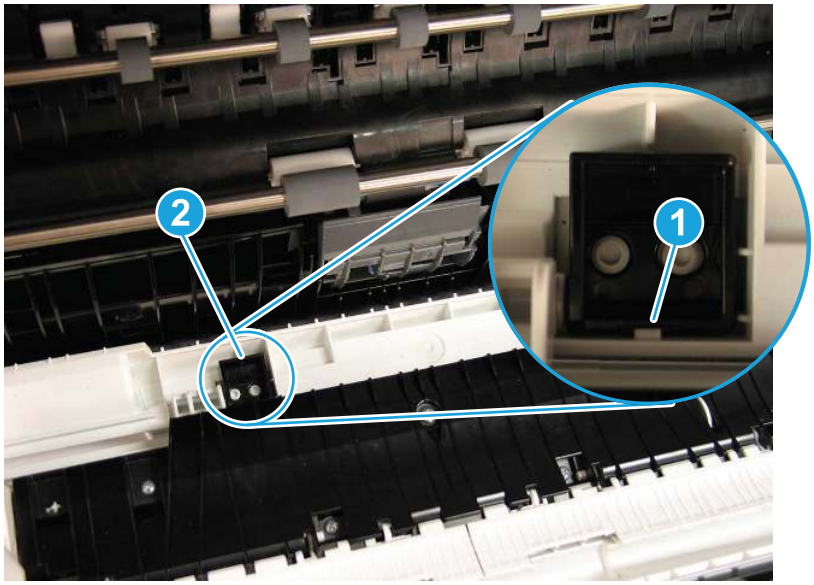
Figure 4-1584 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

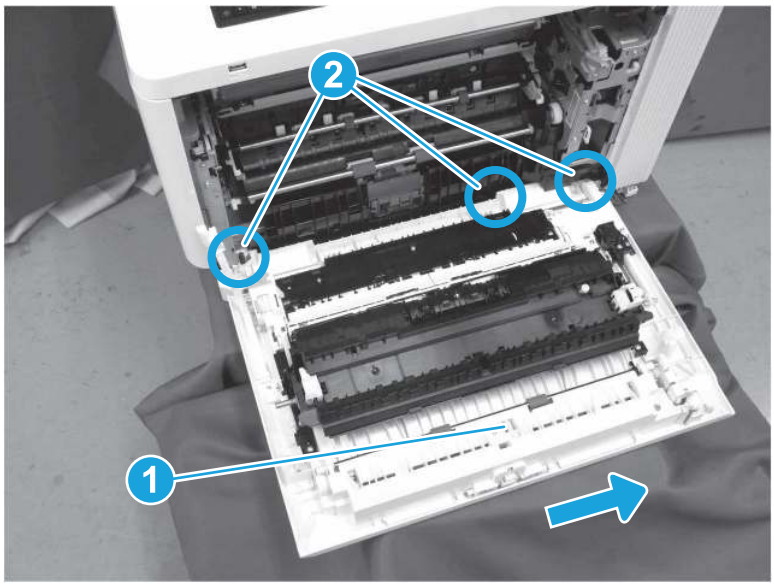
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-1585 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

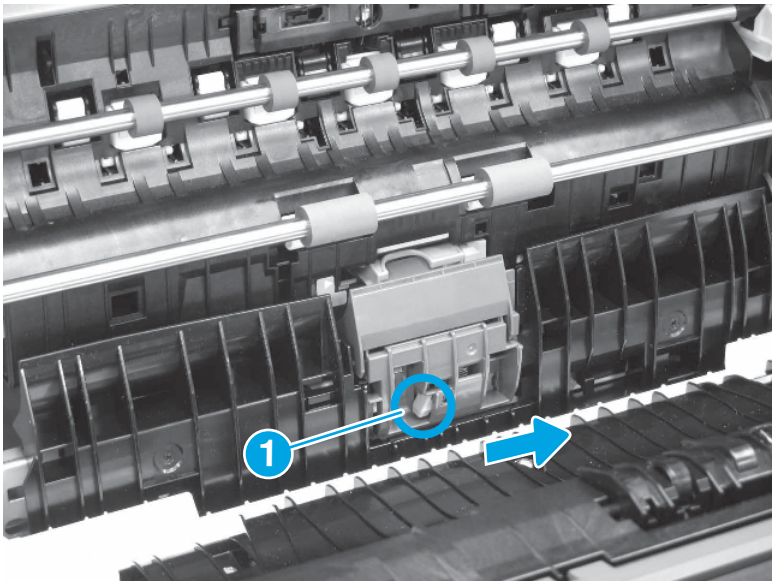
Figure 4-1586 Remove the right door



4. Remove the pickup assembly.

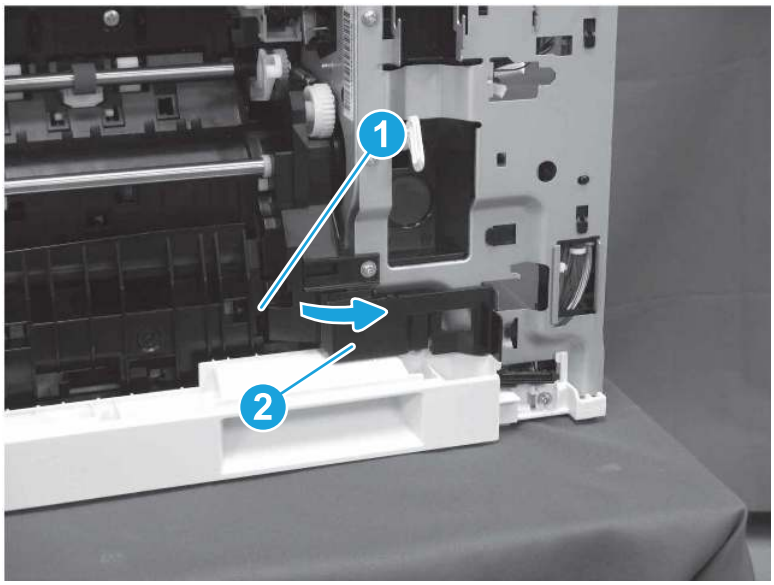
a. Press the release button (callout 1) on the Tray 2 separation roller. Slide the assembly to the right, and then pull it away from the printer to remove it.

Figure 4-1587 Remove the Tray 2 separation roller assembly



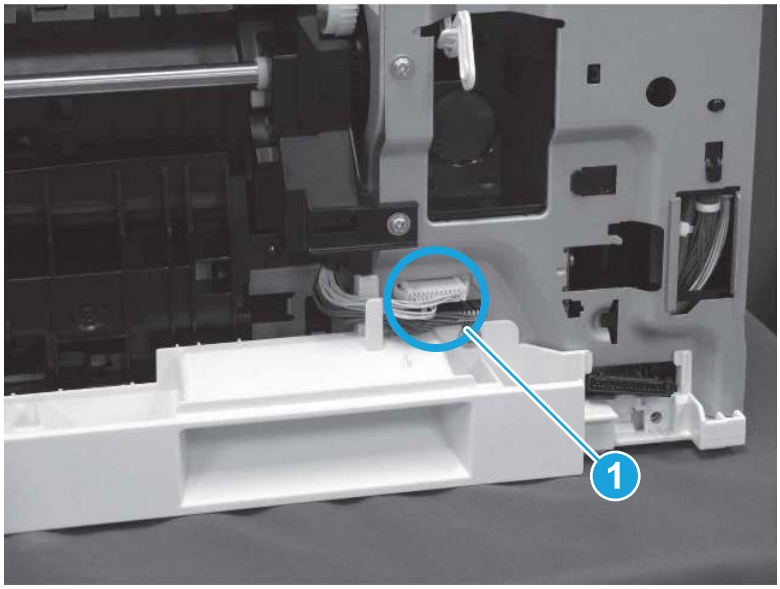
b. Release one tab (callout 1), and then rotate the cover (callout 2) away from the printer to remove it.

Figure 4-1588 Remove the cover



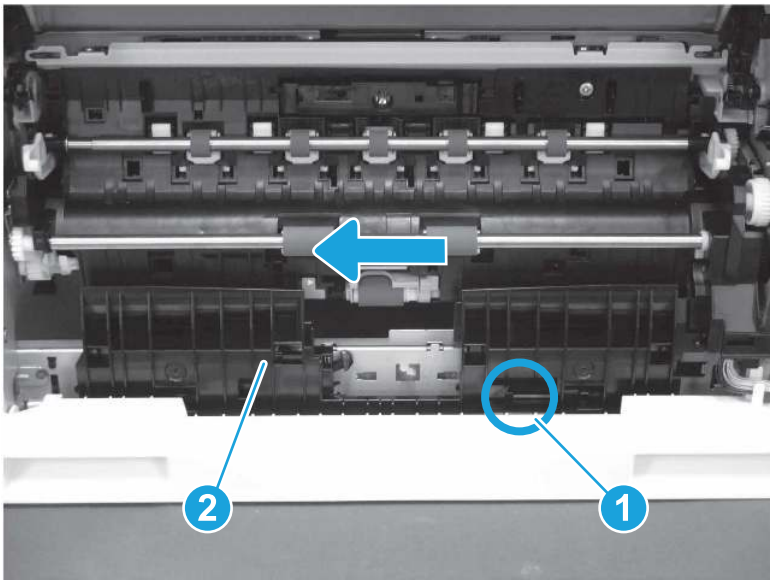
c. Disconnect two connectors (callout 1).

Figure 4-1589 Disconnect two connectors



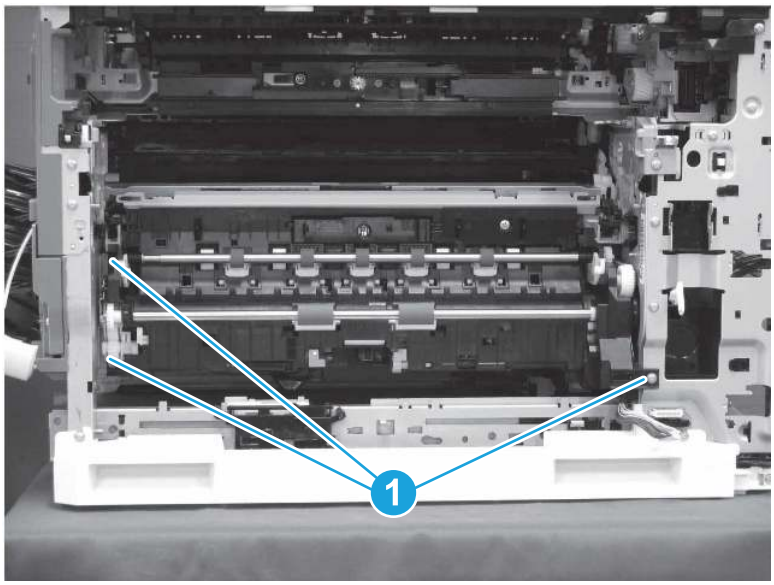
d. Release one tab (callout 1), and then slide the guide (callout 2) to the left to remove it.

Figure 4-1590 Remove the guide



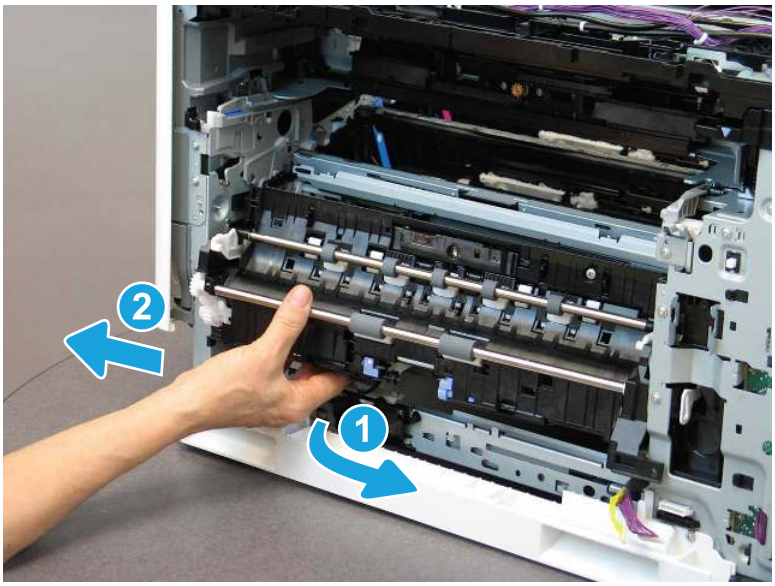
e. Remove three screws (callout 1).

Figure 4-1591 Remove three screws



f. Rotate the left side of the pickup assembly away from the printer (callout 1), and then slide the assembly to the left (callout 2) to remove it.

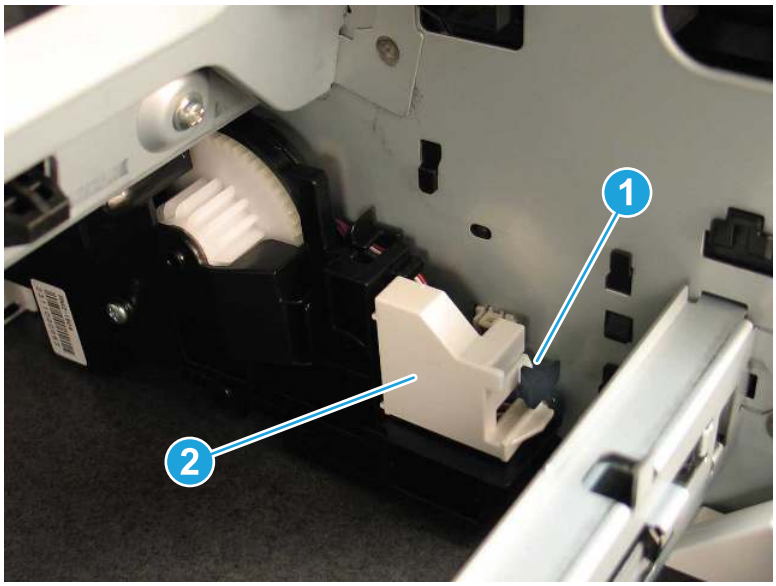
Figure 4-1592 Remove the pickup assembly



5. Remove the lifter drive assembly.

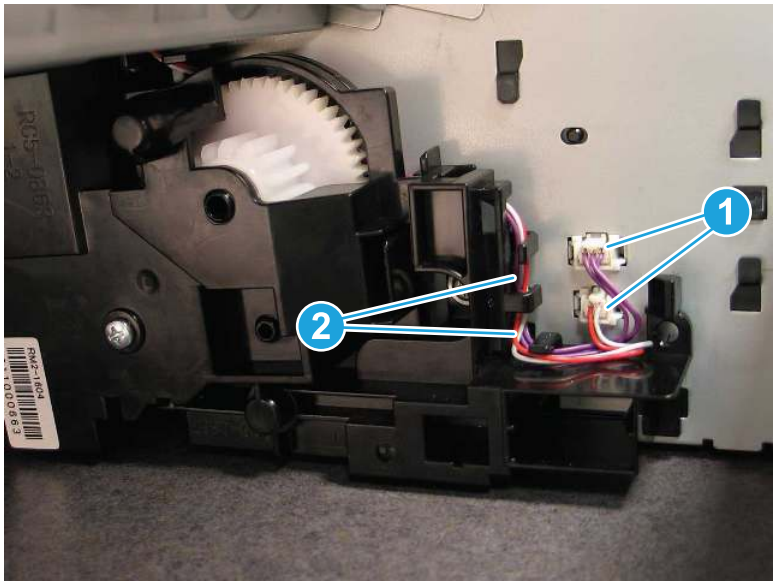
a. Release one tab (callout 1), and then remove the connector cover (callout 2).

Figure 4-1593 Remove the connector cover



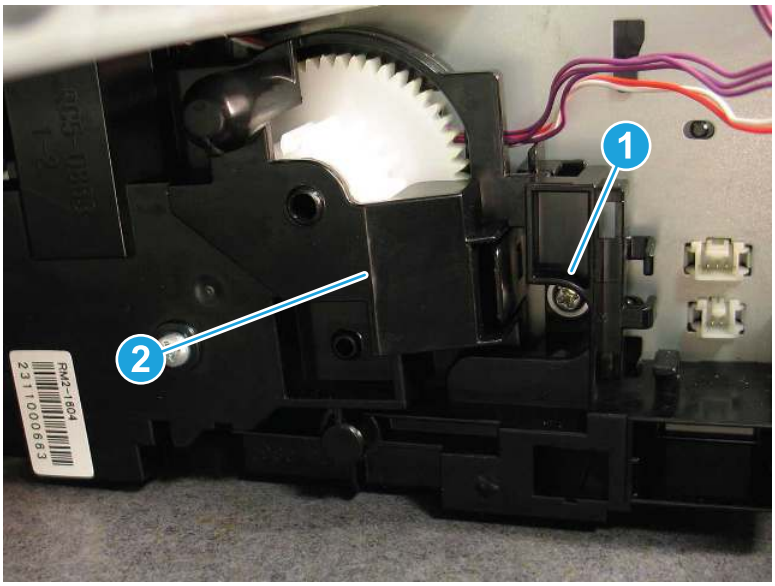
b. Disconnect two connectors (callout 1), and then release the cables from the guides (callout 2).

Figure 4-1594 Disconnect two connectors



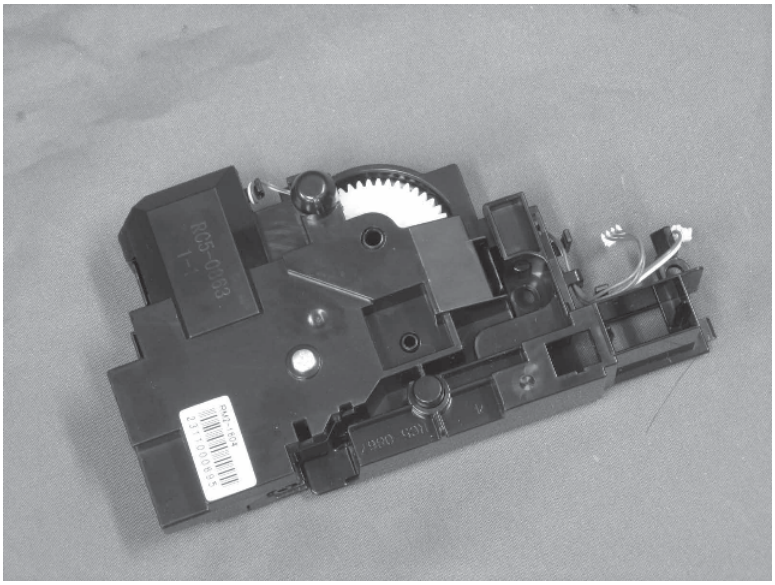
c. Remove one screw (callout 1).and then remove the lifter drive assembly and holder (callout 2).

Figure 4-1595 Remove the lifter drive assembly



d. Remove the lifter drive assembly (callout 1) from the holder (callout 2).

Figure 4-1596 Remove the holder



6. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Auto close assembly (Tray 2; M751/E75245/M856/E85055/M776)

Learn how to remove and replace the auto close assembly for Tray 2.

View a video of how to remove and replace the auto close assembly (Tray 2).

Mean time to repair: 27 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 4-85 Part information

Part number	Part description
RM2-1605-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

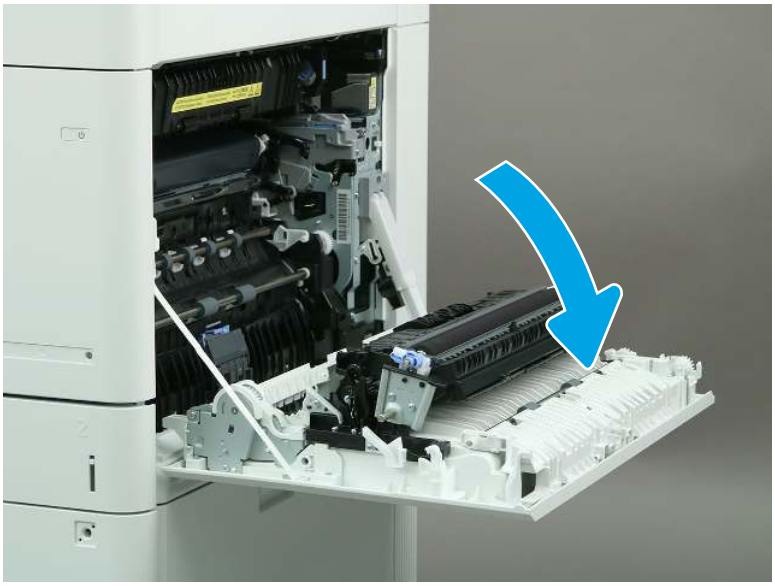
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the secondary transfer roller.

   a. Open the right door.

   Figure 4-1597 Open the right door

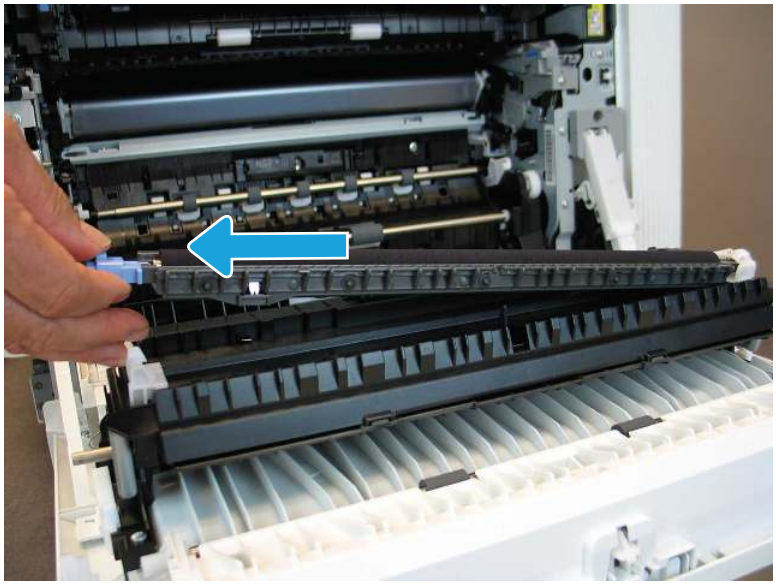
   b. Release the latch (callout 1), and then lift the left side of the roller.

   Figure 4-1598 Release the transfer roller

   c. Slide the transfer roller to the left to remove it.

   ⚠ CAUTION: Do not touch the surface of the secondary transfer roller.

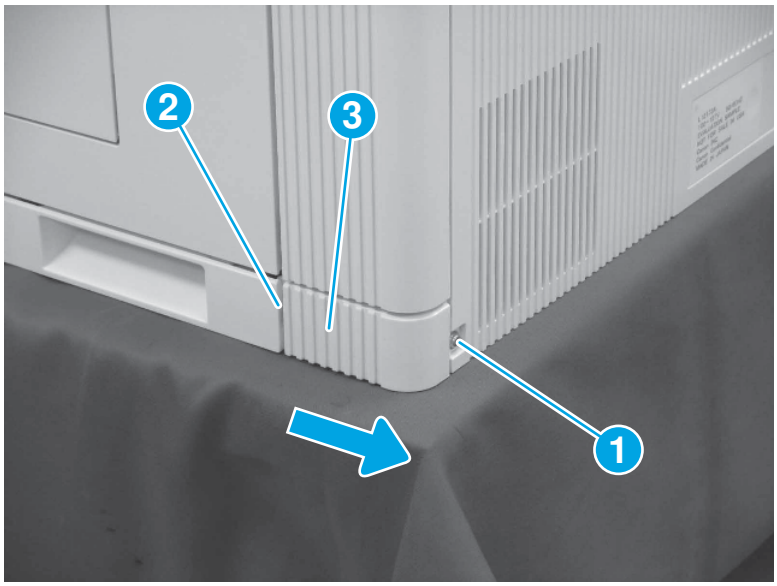
Figure 4-1599 Remove the secondary transfer roller



2. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

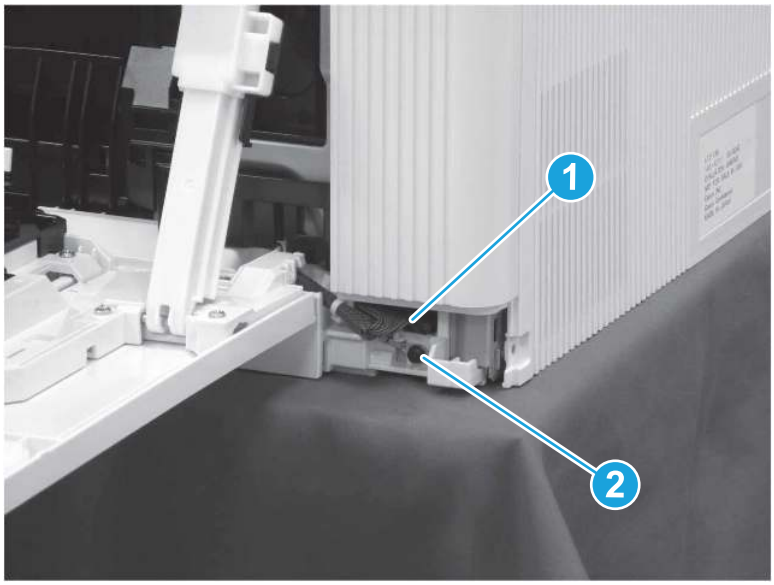
Figure 4-1600 Remove the right rear lower cover



3. Remove the right door.

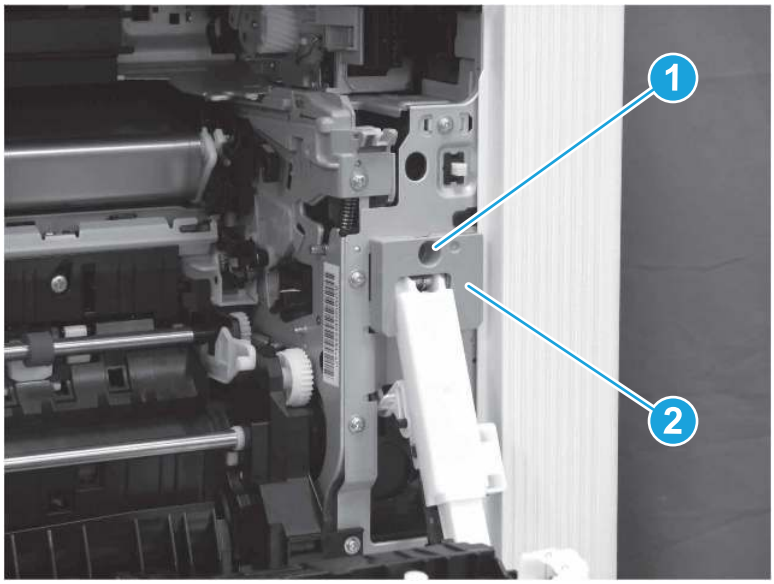
a. Disconnect one connector (callout 1), and then remove one black grounding screw (callout 2).

Figure 4-1601 Disconnect one connector and remove one screw



b. Remove one self-tapping screw (callout 1), and then remove the cover (callout 2).

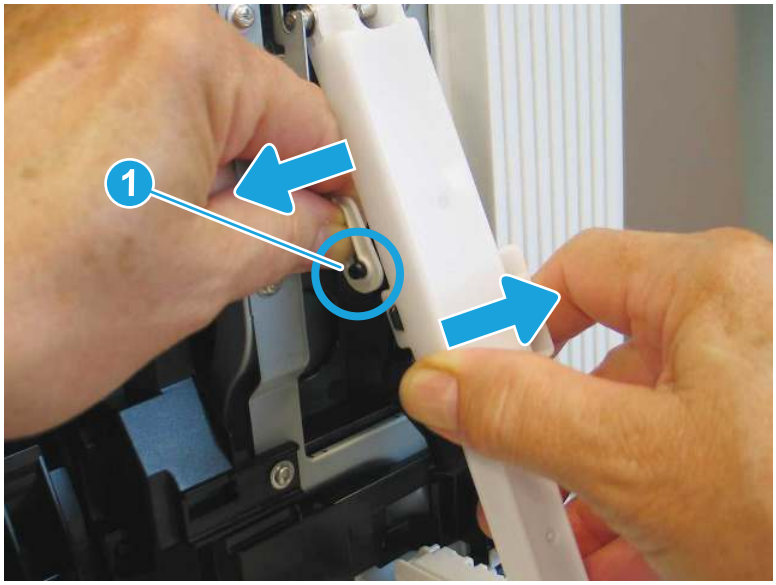
Figure 4-1602 Remove the cover



c. Push the damper slightly to the right, and gently pull the link arm to the left to release the boss (callout 1) from the link arm.

IMPORTANT: Make sure to reattach this link arm when reinstalling the right door. Failure to do so might cause damage to the link arm, requiring a larger repair.

Figure 4-1603 Release the link arm

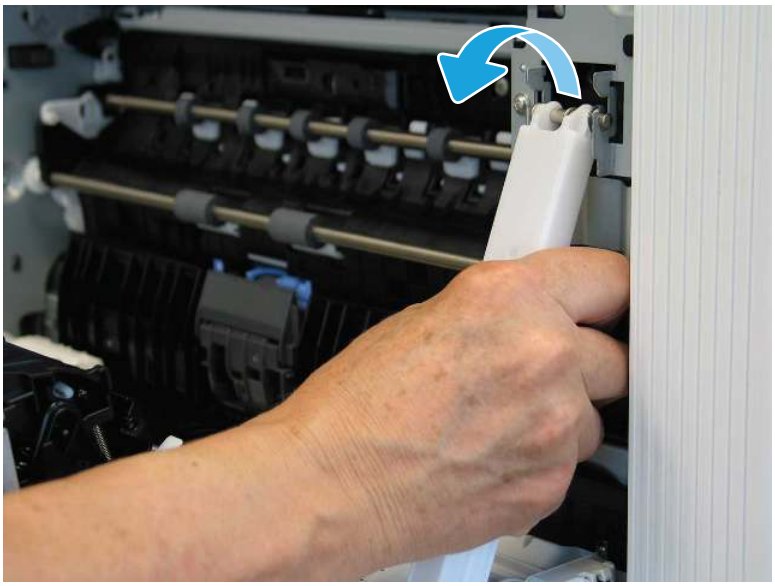


d. Retract the link arm slightly into the printer to move it out of the way.

Figure 4-1604 Retract the link arm

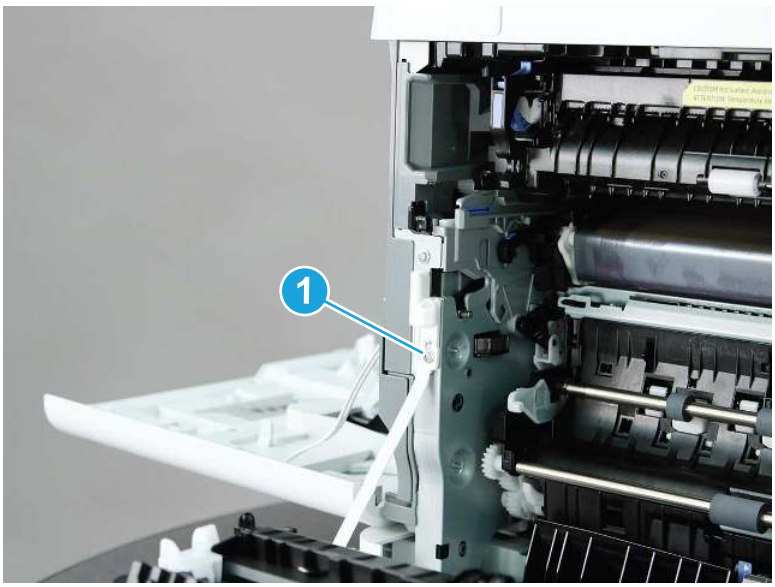
e. Lift the dampener up, and then pull it away from the printer to release it from the bushing.

Figure 4-1605 Release the dampener



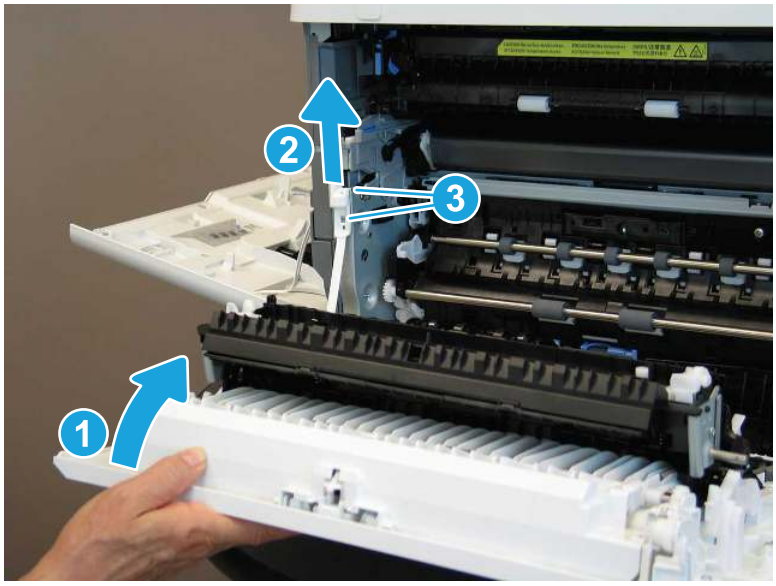
f. Remove one screw (callout 1).

Figure 4-1606 Remove one screw



g. Raise the door slightly (callout 1) to take tension off of the hinge. Slide the hinge up (callout 2) to release two hooks (callout 3).

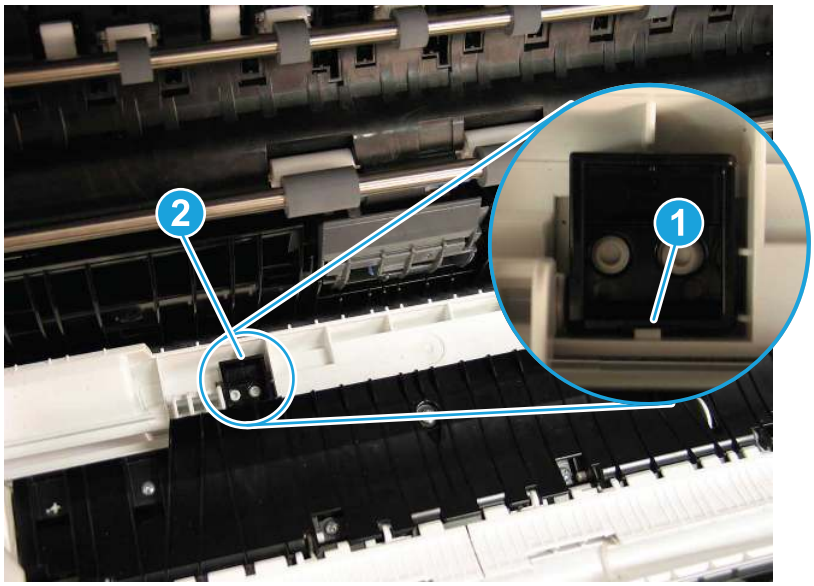
Figure 4-1607 Release the hinge



h. Release one tab (callout 1), and then remove the stopper (callout 2).

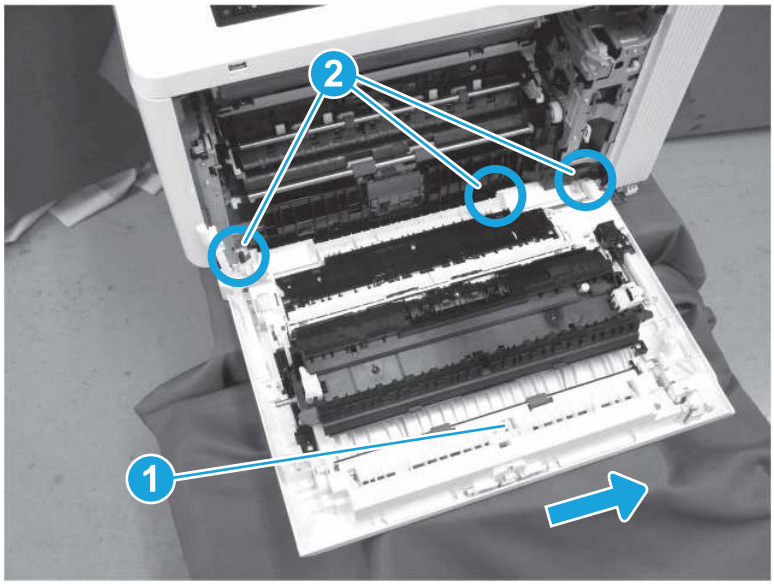
TIP: Use needle-nosed pliers to release the stopper.

Figure 4-1608 Remove the stopper



i. Slide the right door (callout 1) to the right to release it from three tabs (callout 2), and then remove the right door.

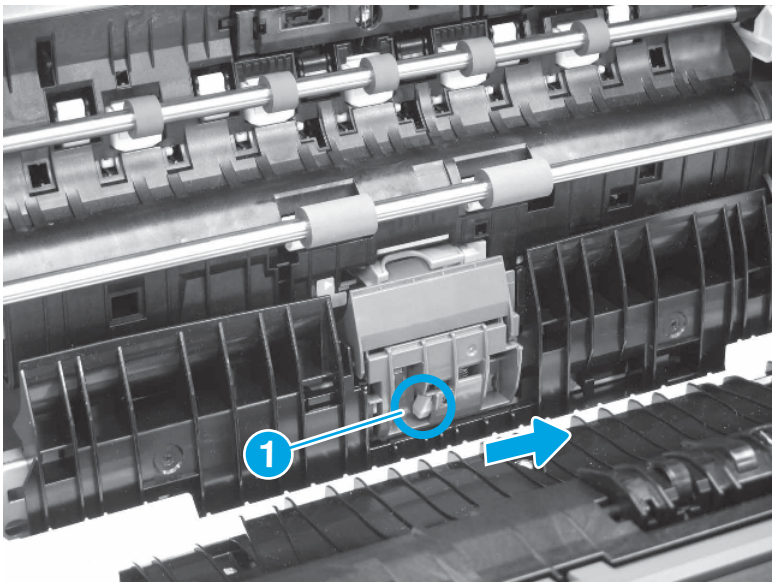
Figure 4-1609 Remove the right door



4. Remove the pickup assembly.

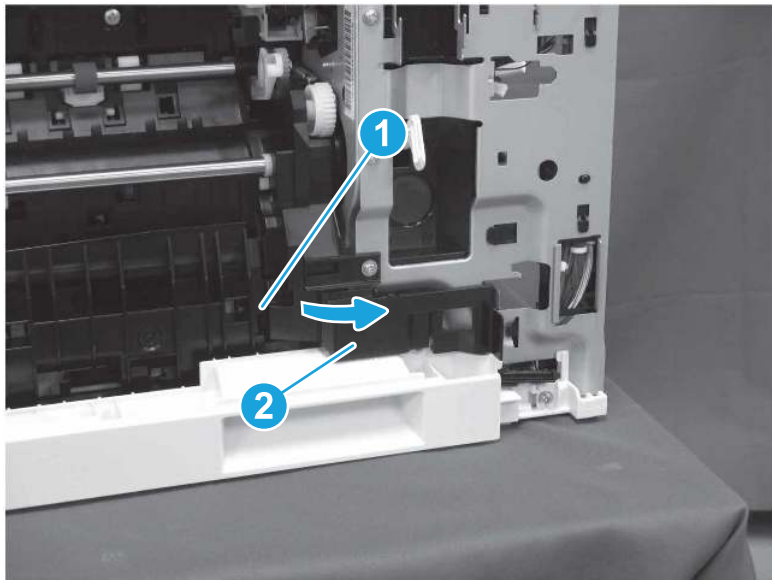
a. Press the release button (callout 1) on the Tray 2 separation roller. Slide the assembly to the right, and then pull it away from the printer to remove it.

Figure 4-1610 Remove the Tray 2 separation roller assembly



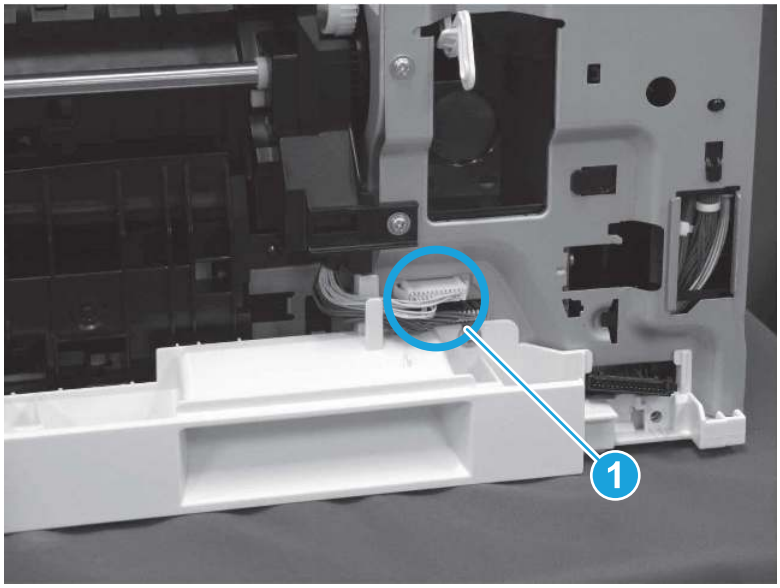
b. Release one tab (callout 1), and then rotate the cover (callout 2) away from the printer to remove it.

Figure 4-1611 Remove the cover



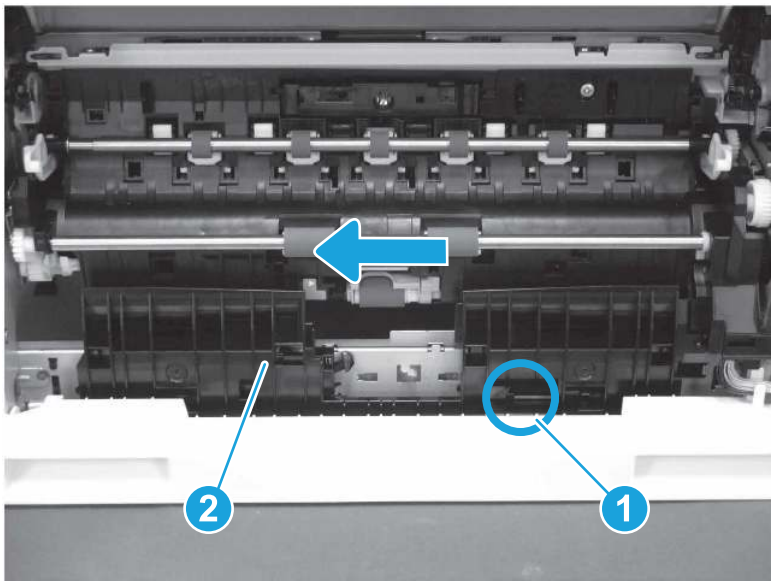
c. Disconnect two connectors (callout 1).

Figure 4-1612 Disconnect two connectors



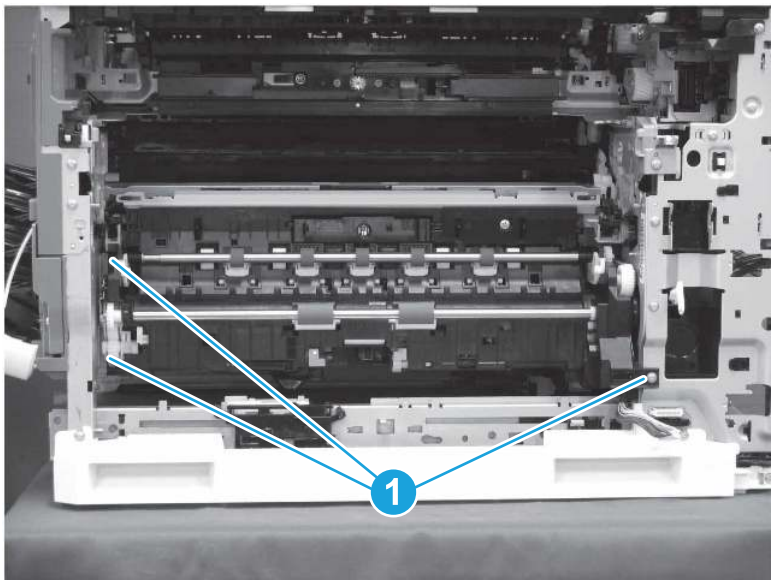
d. Release one tab (callout 1), and then slide the guide (callout 2) to the left to remove it.

Figure 4-1613 Remove the guide



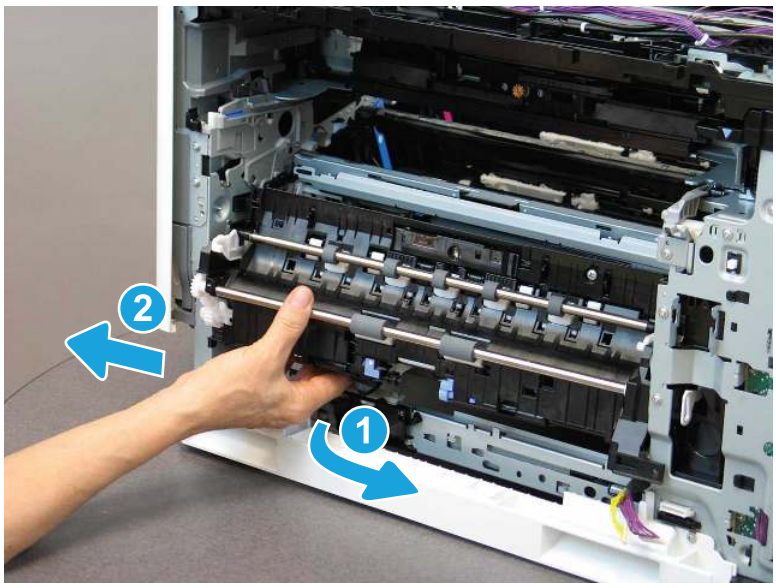
e. Remove three screws (callout 1).

Figure 4-1614 Remove three screws



f. Rotate the left side of the pickup assembly away from the printer (callout 1), and then slide the assembly to the left (callout 2) to remove it.

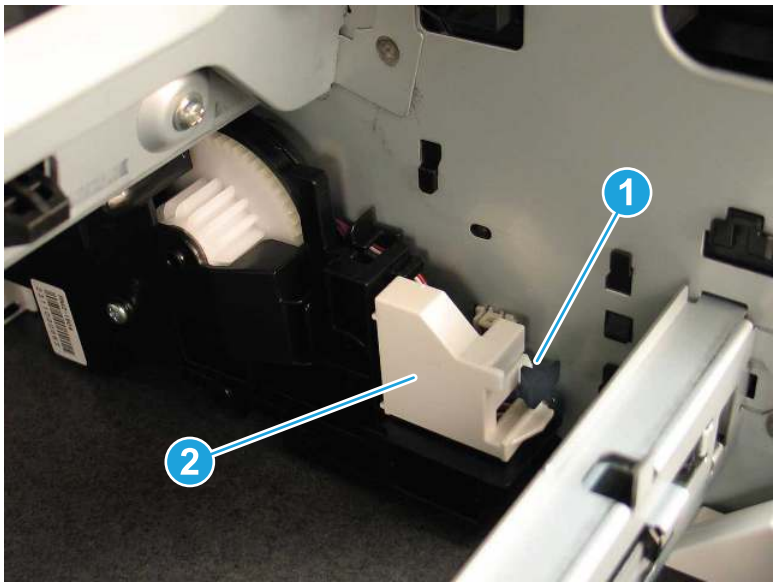
Figure 4-1615 Remove the pickup assembly



5. Remove the lifter drive assembly.

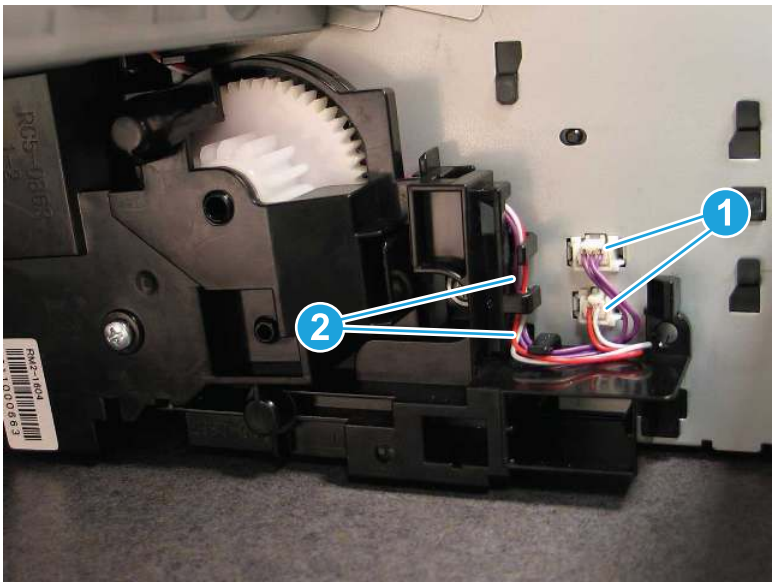
a. Release one tab (callout 1), and then remove the connector cover (callout 2).

Figure 4-1616 Remove the connector cover



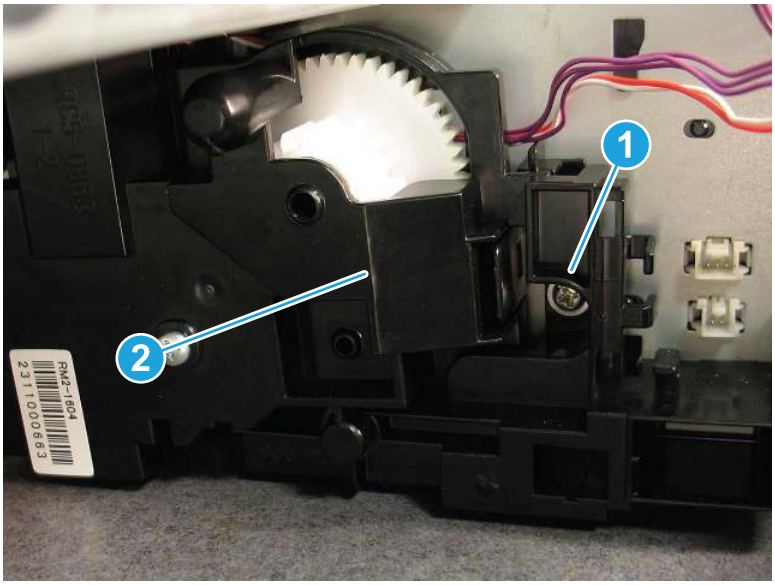
b. Disconnect two connectors (callout 1), and then release the cables from the guides (callout 2).

Figure 4-1617 Disconnect two connectors



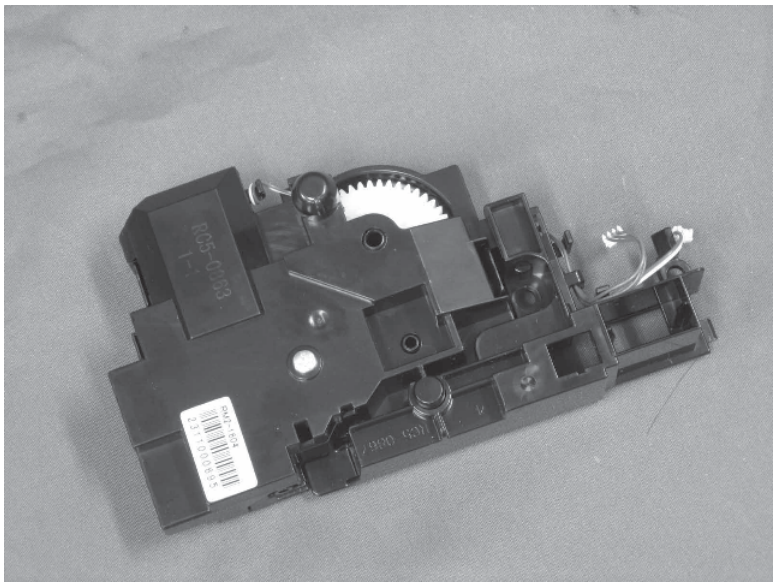
c. Remove one screw (callout 1).and then remove the lifter drive assembly and holder (callout 2).

Figure 4-1618 Remove the lifter drive assembly



d. Remove the lifter drive assembly (callout 1) from the holder (callout 2).

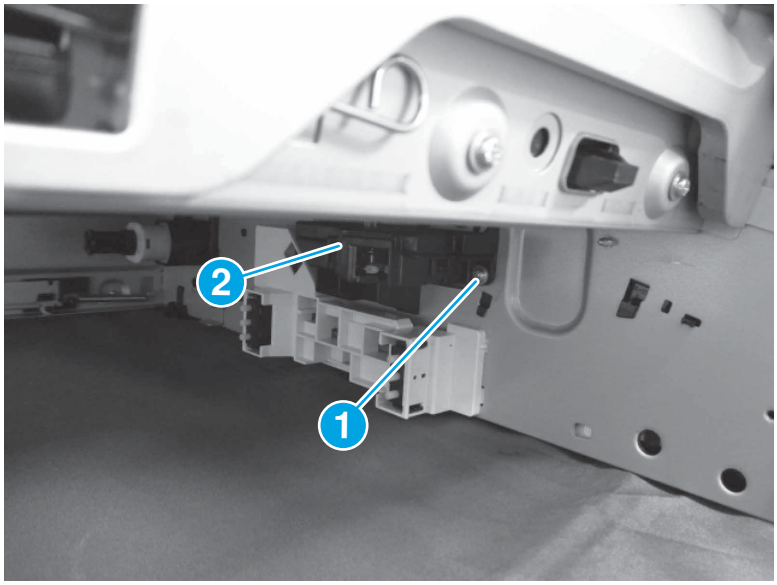
Figure 4-1619 **Remove the holder**



6. Remove the auto close assembly.

- Remove one screw (callout 1), and then remove the auto close assembly (callout 2).

Figure 4-1620 **Remove one screw and the auto close assembly**



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

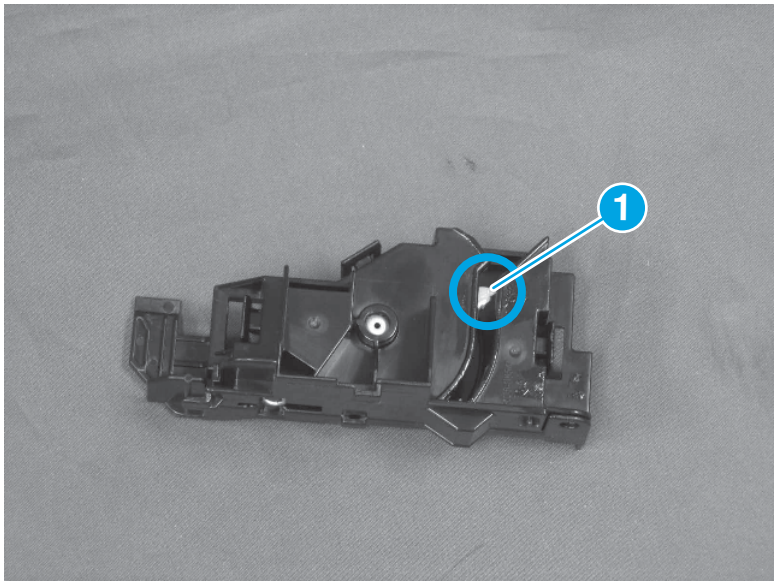
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

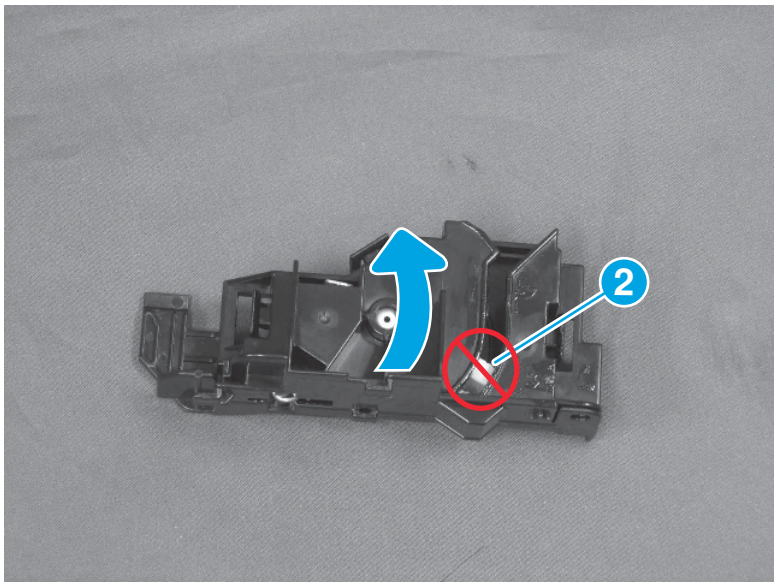
8. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Check the auto close toggle position.

- Confirm the position of the toggle when installing the auto close assembly. The correct position of the toggle is toward the top of the auto close assembly (callout 1). If the toggle is in the wrong position (callout 2), use a small, flat-blade screwdriver to rotate it up to the correct position.

Figure 4-1621 Check the toggle position





Removal and replacement: DC controller (M751/E75245)

Learn how to remove and replace the DC controller.

View a video of how to remove and replace the DC controller.

Mean time to repair: 24 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 4-86 Part information

Part number	Part description
RM2-9630-000CN	DC controller PCB assembly (M751/E75245)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

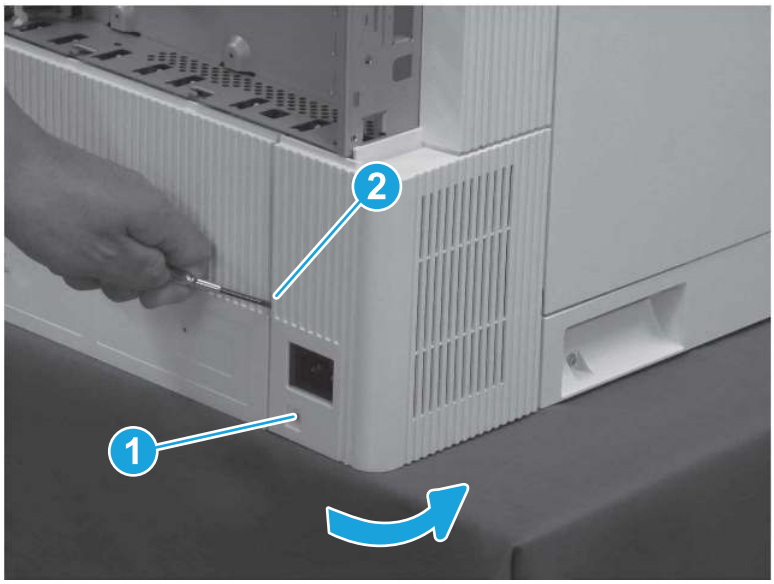
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1622 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

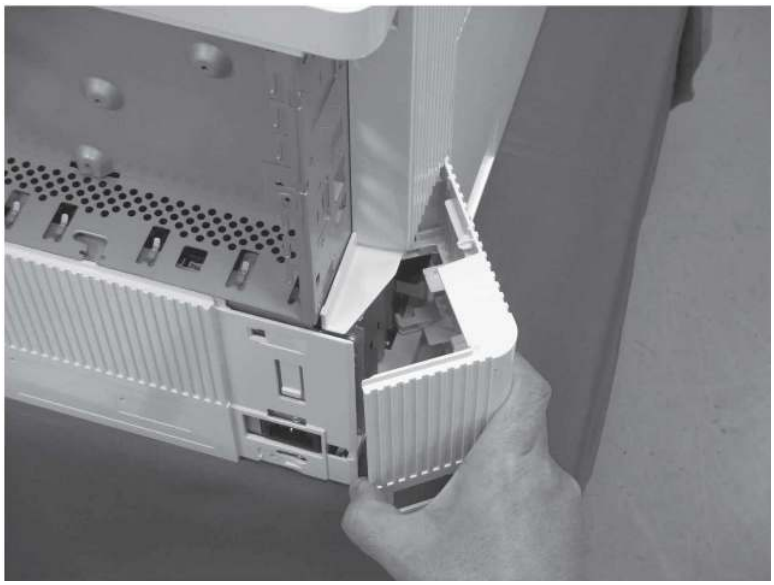
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1623 Remove one screw and release one tab



b. Remove the left lower cover.

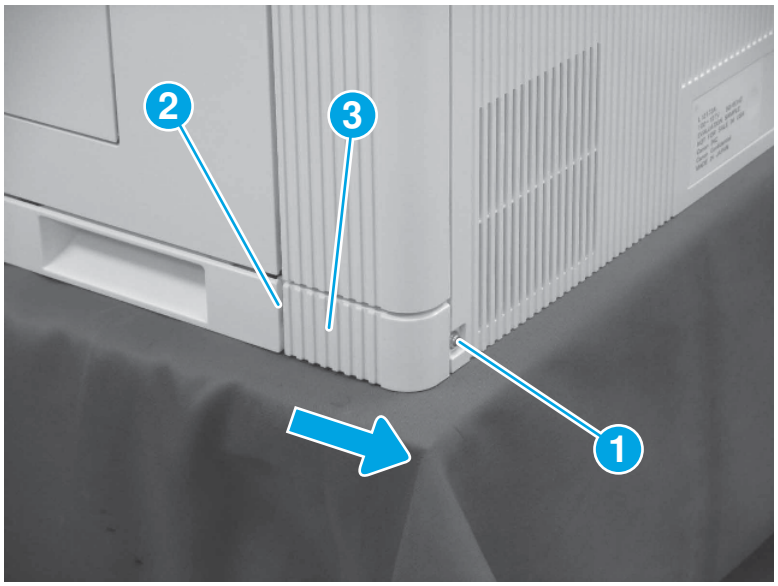
Figure 4-1624 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

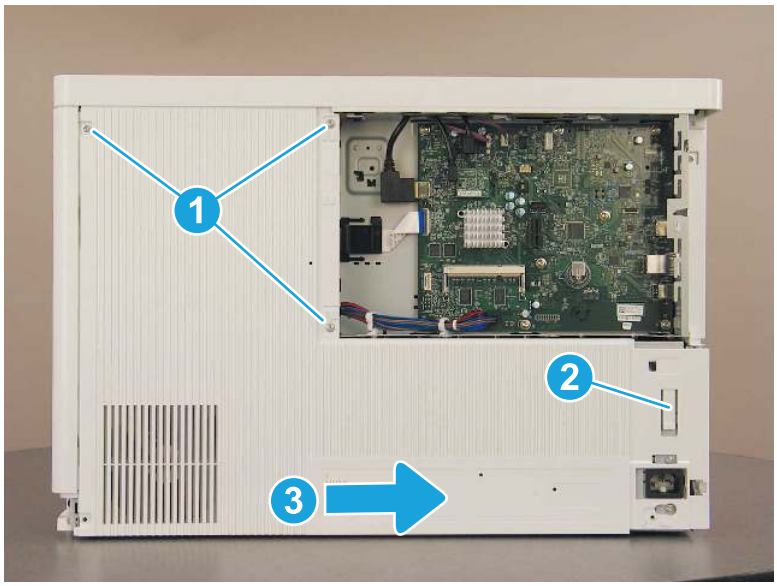
Figure 4-1625 Remove the right rear lower cover



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1626 Remove the rear cover

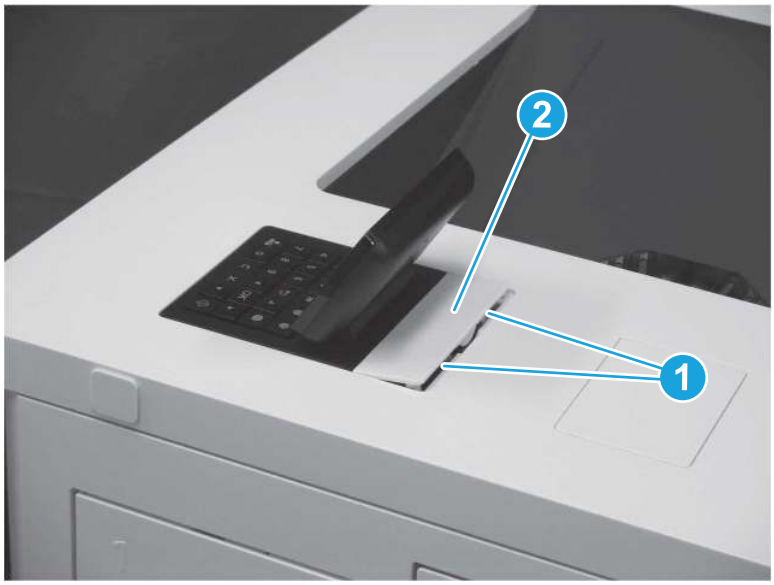


5. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1627 Remove the control panel cover



b. Remove one screw (callout 1).

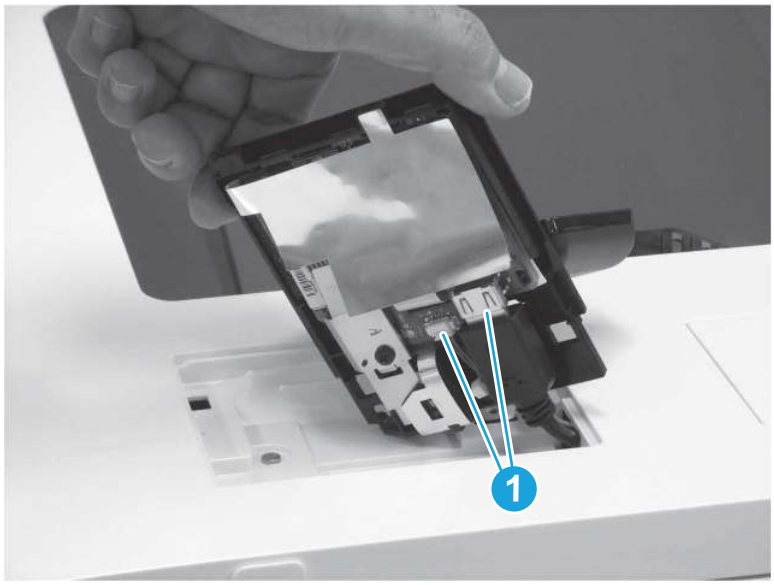
Figure 4-1628 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1629 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

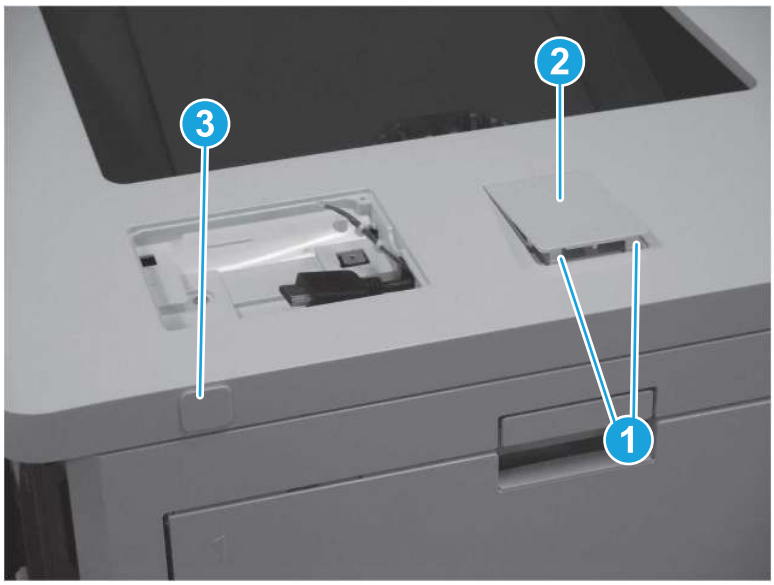
Figure 4-1630 Disconnect two connectors



6. Remove the top cover (M751/E75245).

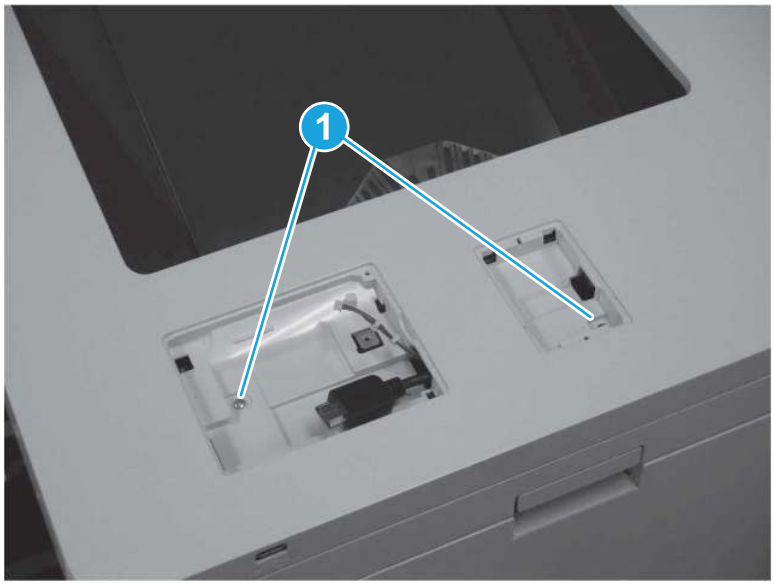
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1631 Remove the HIP cover and USB cap



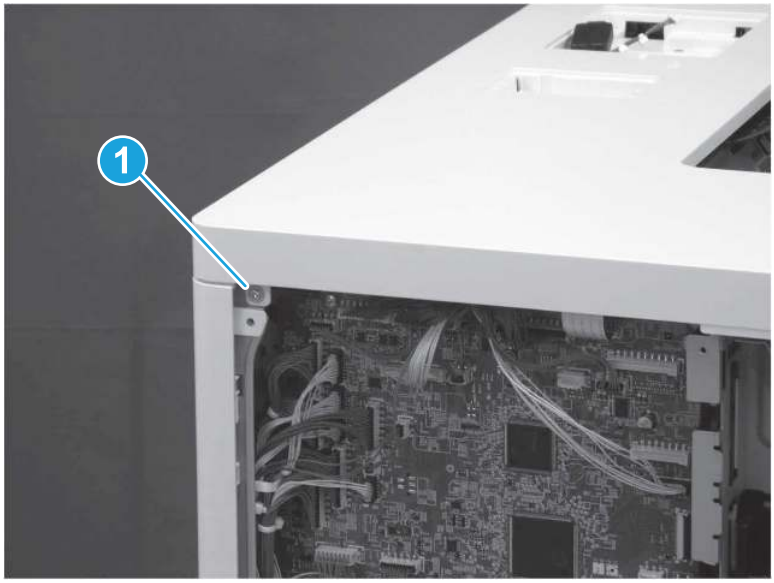
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1632 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1633 Remove one screw

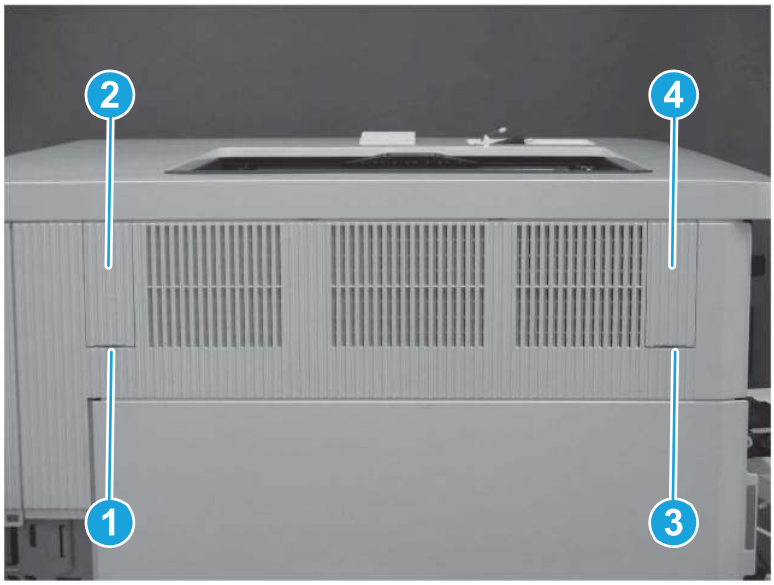


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

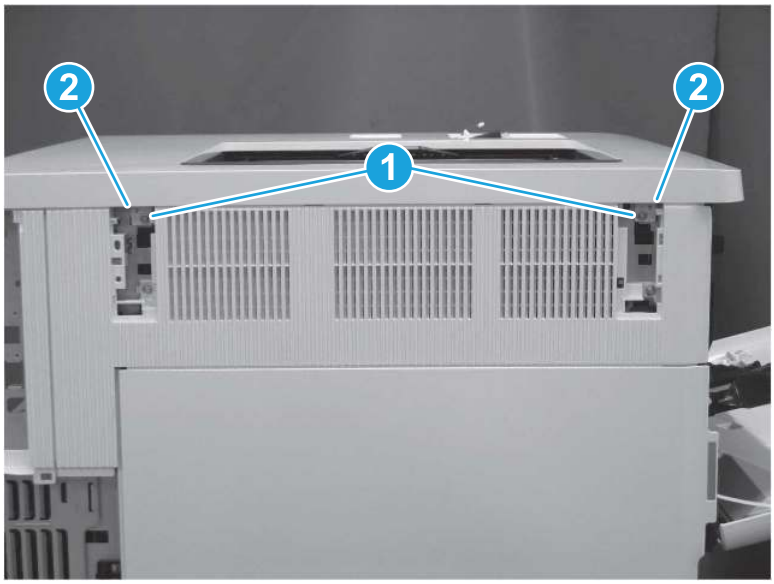
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1634 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

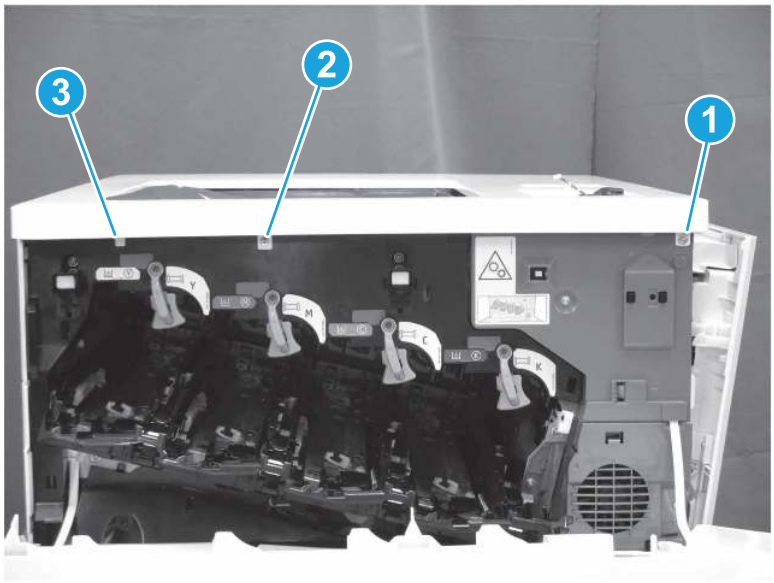
Figure 4-1635 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

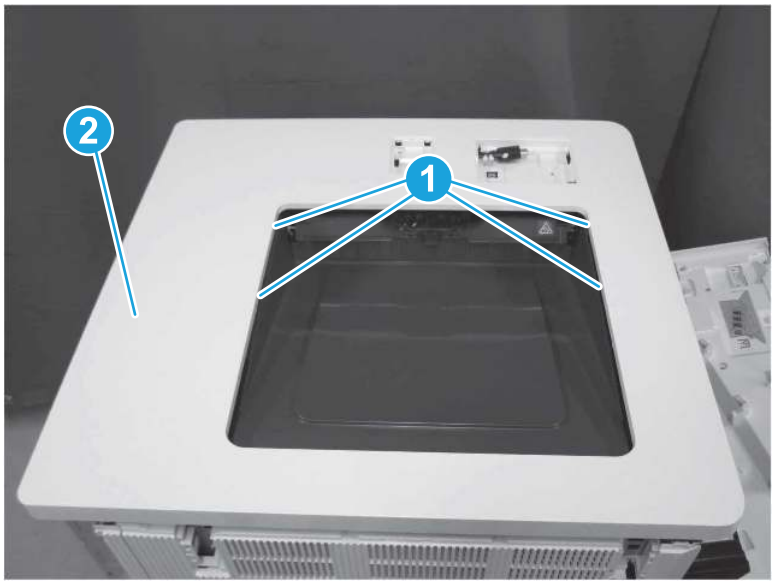
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1636 Remove two screws and release one tab

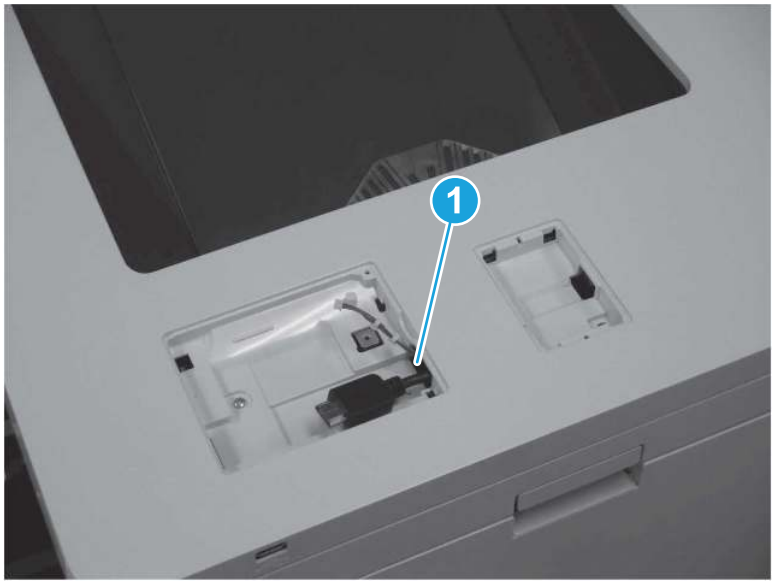


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1637 Remove the top cover



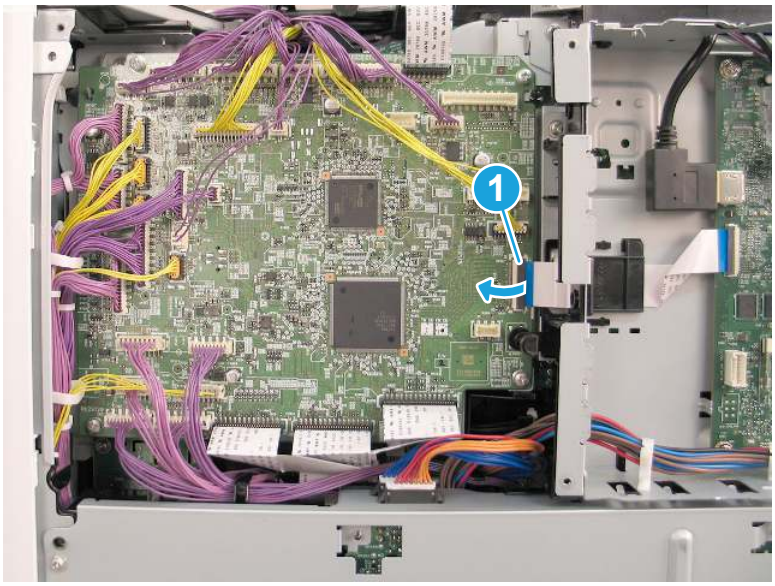
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



7. Remove the DC controller.

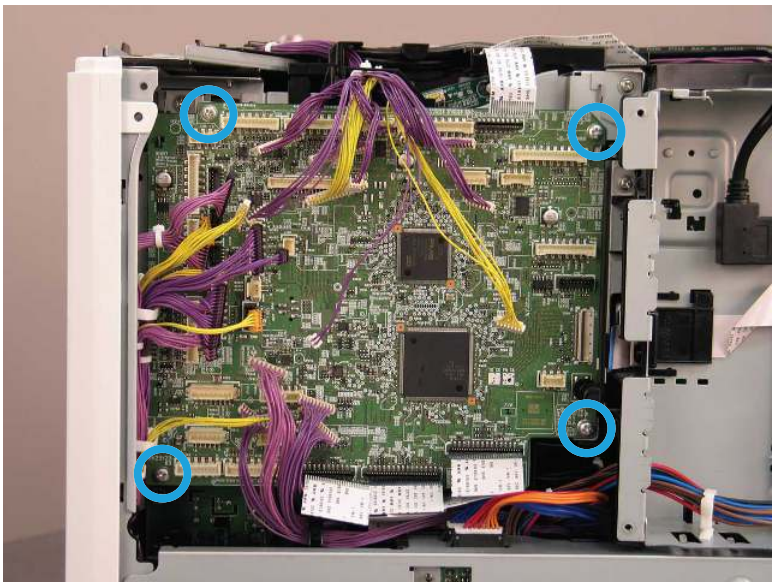
   a. Lift the latch to release the flat cable (callout 1), and then disconnect all of the remaining connectors on the DC controller.

   Figure 4-1638 Disconnect all of the connectors



b. Remove four screws, and then remove the DC controller.

Figure 4-1639 **Remove four screws**



8. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

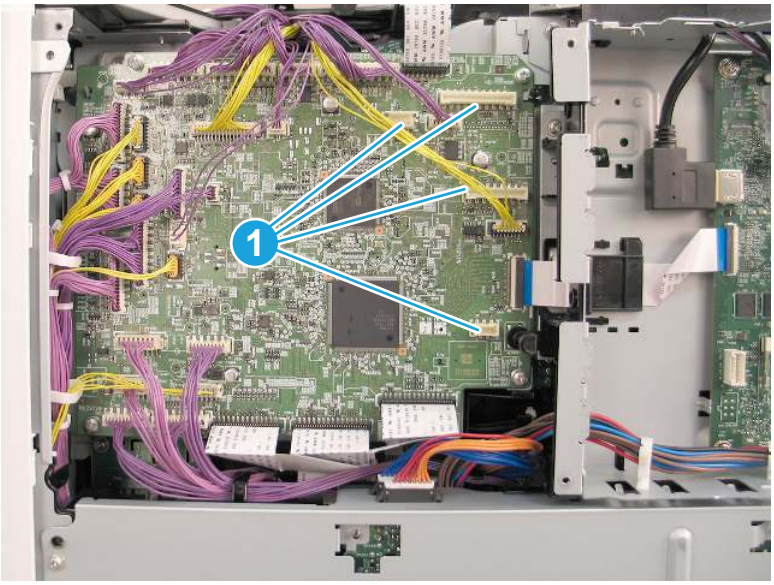
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

9. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the DC controller.

- When installing the DC controller, note four connectors (callout 1) that remain empty.

Figure 4-1640 DC controller empty connectors



Removal and replacement: DC controller (M856/E85055/M776)

Learn how to remove and replace the DC controller.

View a video of how to remove and replace the DC controller.

Mean time to repair: 24 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 4-87 Part information

Part number	Part description
RM2-9930-000CN	DC controller PCB assembly (M856/E85055/M776dn/M776z)
RM2-9931-000CN	DC controller PCB assembly (M776zs)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

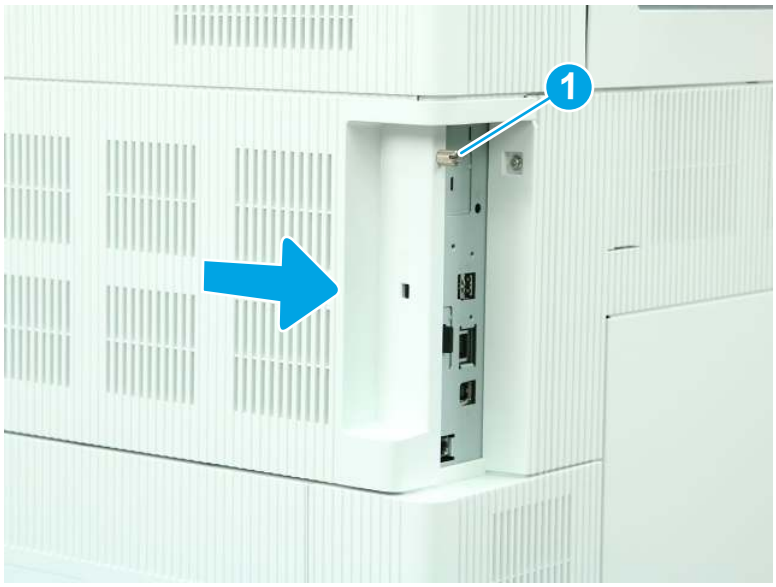
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

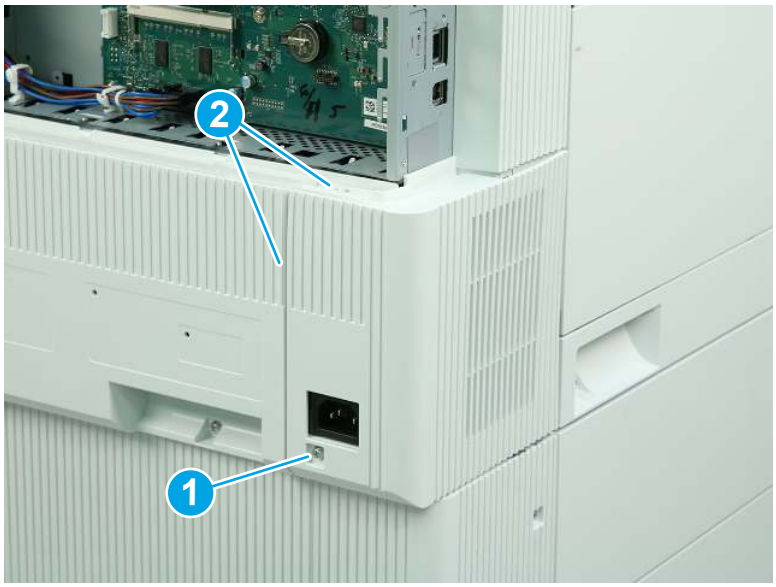
   Figure 4-1641 **Remove the formatter cover**

2. Remove the left lower cover (M856/E85055/M776).

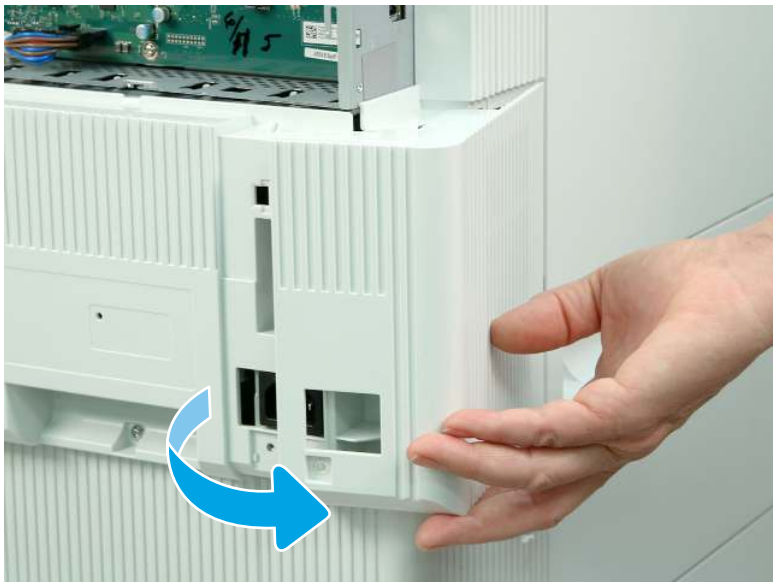
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1642 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

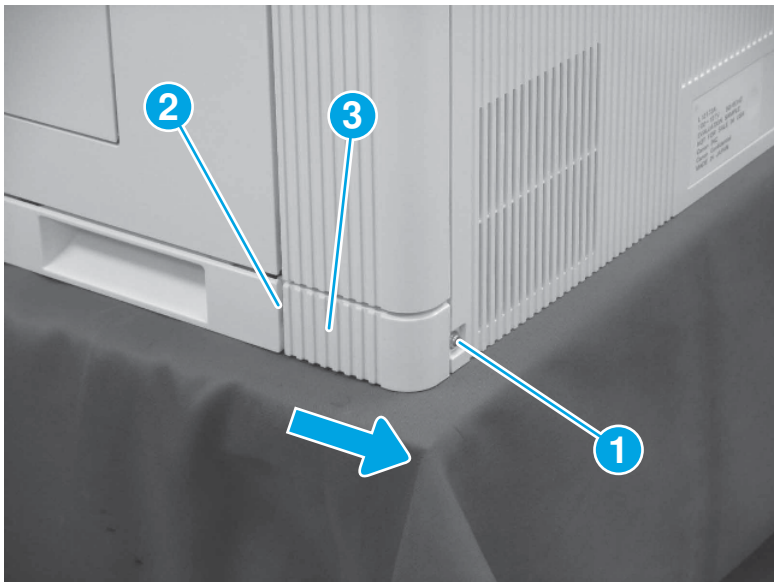
Figure 4-1643 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

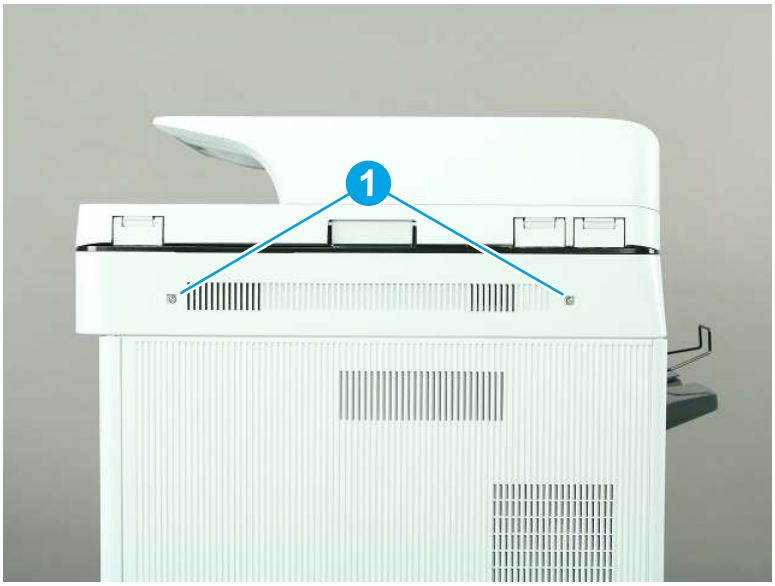
Figure 4-1644 **Remove the right rear lower cover**



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1645 **Remove two screws**



b. Remove the SCB cover.

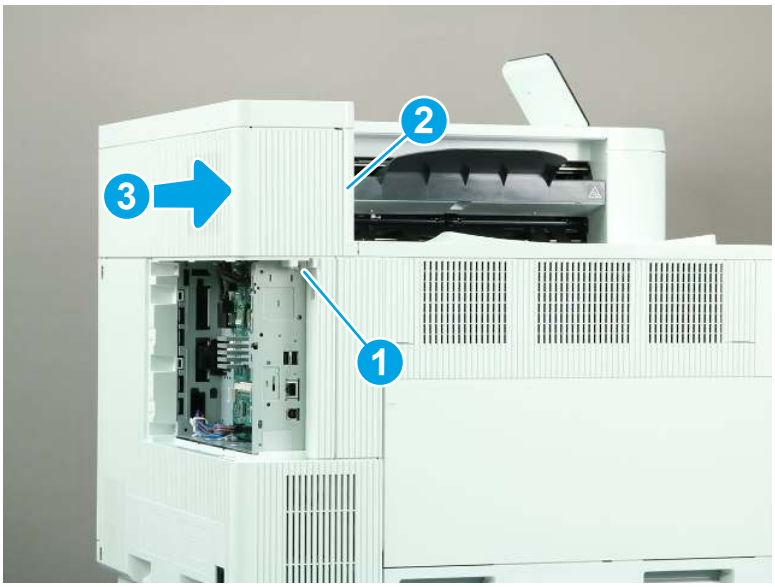
Figure 4-1646 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

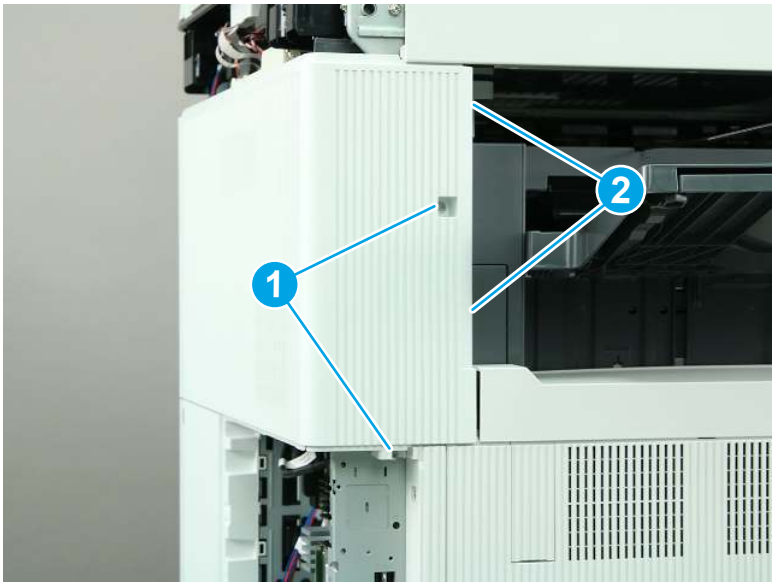
Figure 4-1647 Remove the rear upper cover



6. Remove the rear upper cover and left rear upper cover (M776zs).

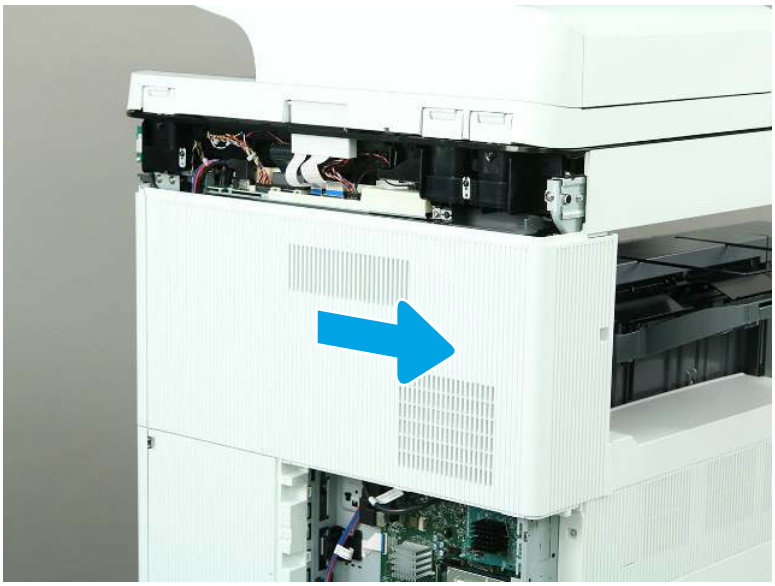
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1648 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

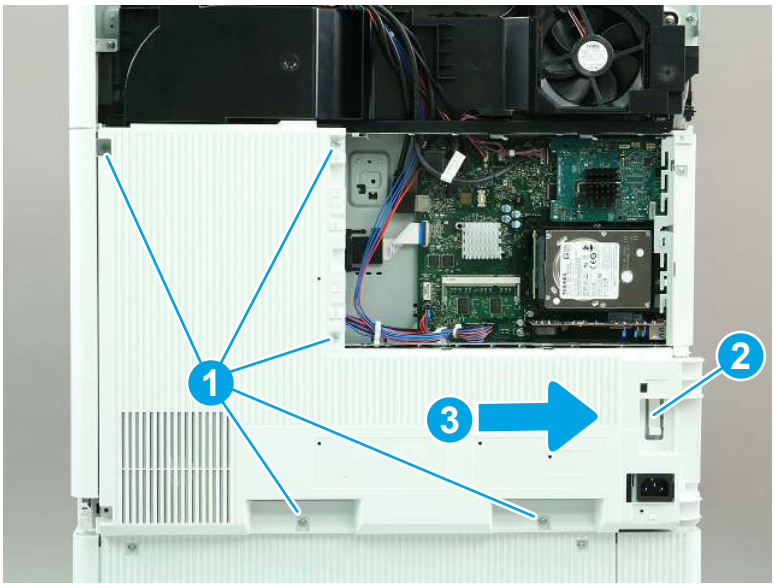
Figure 4-1649 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1650 Remove the rear cover (M856/E85055/M776)



8. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-1651 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-1652 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

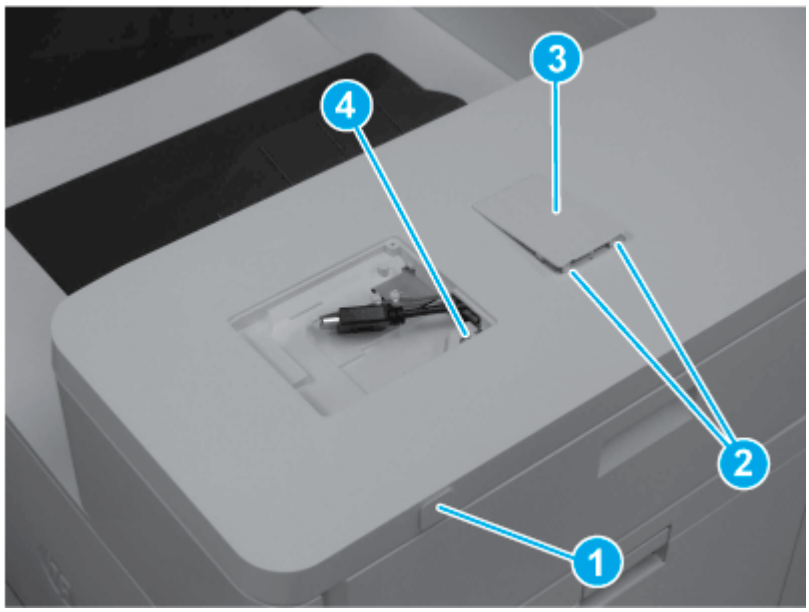
Figure 4-1653 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-1654 Disconnect two connectors

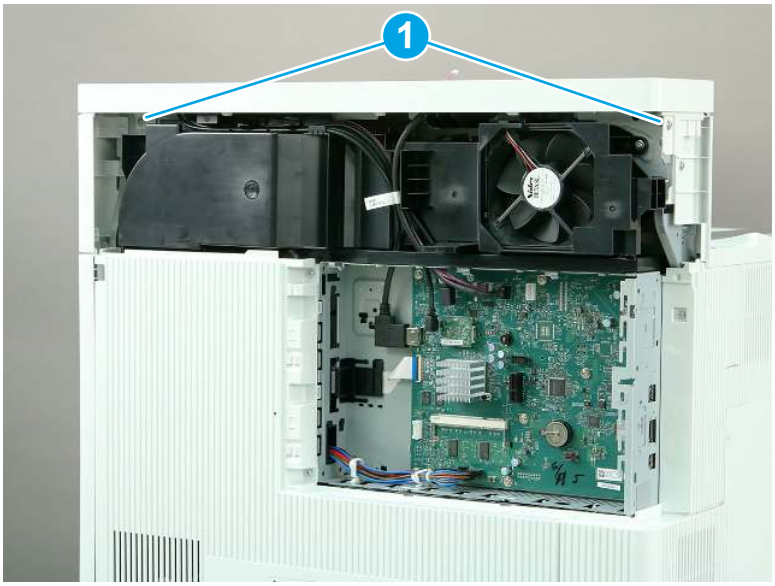
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-1655 Remove covers and one screw



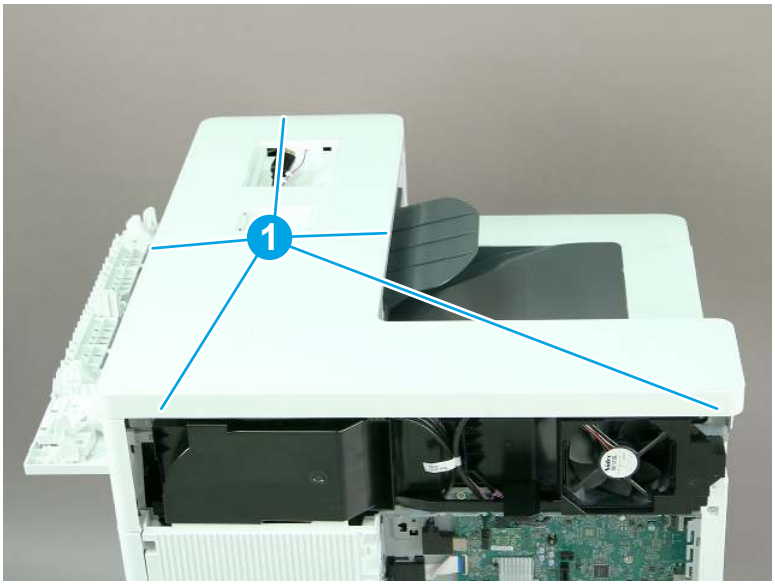
f. Remove two screws (callout 1).

Figure 4-1656 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-1657 Release five tabs

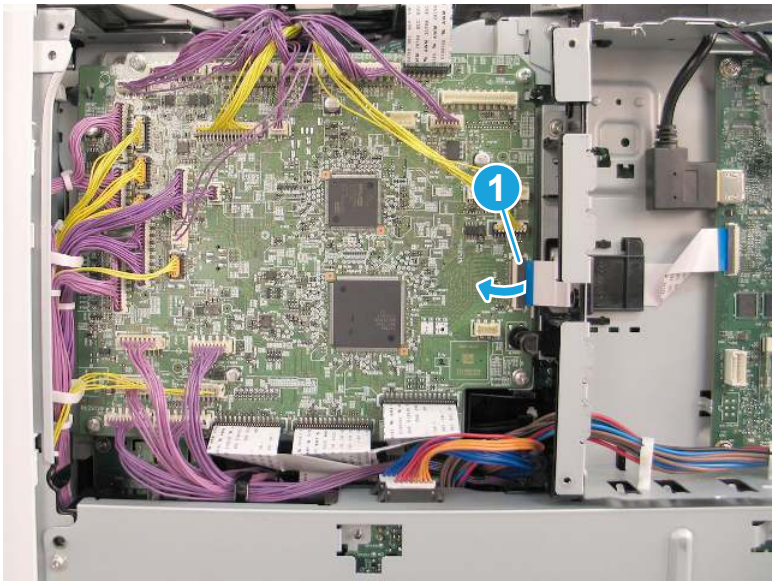


9. Remove the DC controller.

a. Lift the latch to release the flat cable (callout 1), and then disconnect all of the remaining connectors on the DC controller.

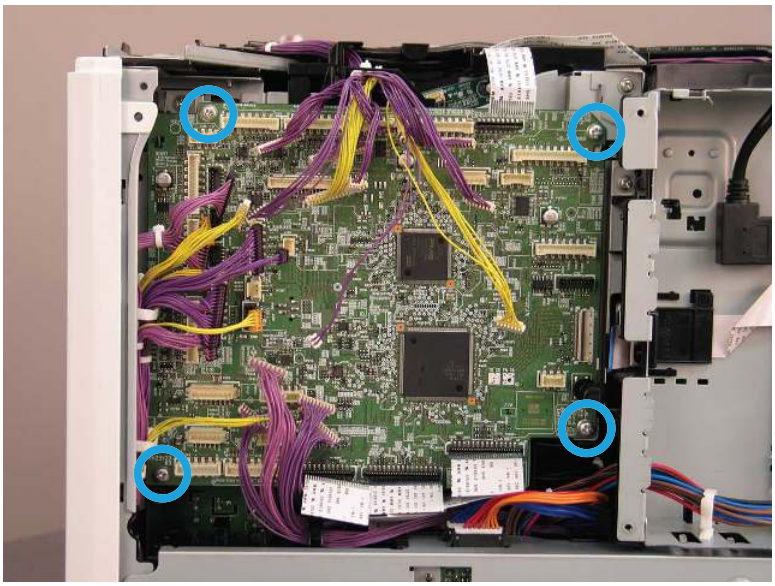
NOTE: The figures below show the M856/E85055 DC controller. The procedure is correct for all referenced models.

Figure 4-1658 Disconnect all of the connectors



b. Remove four screws, and then remove the DC controller.

Figure 4-1659 Remove four screws



10. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

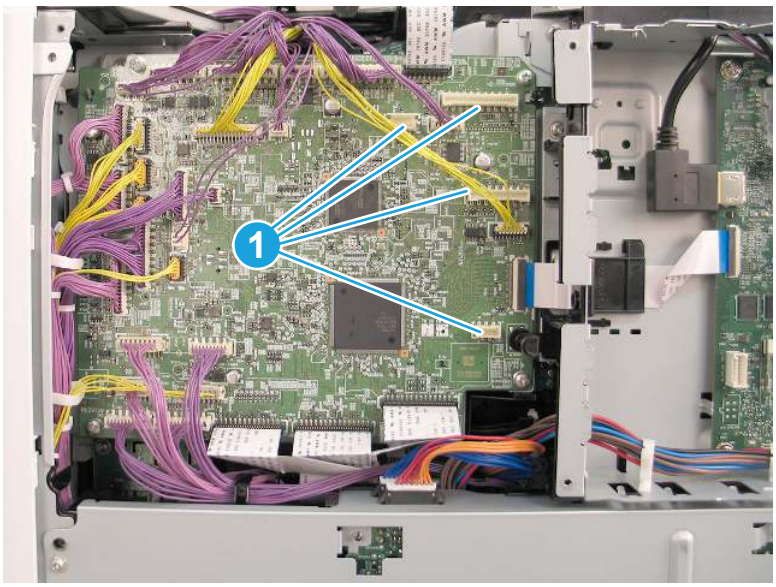
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the DC controller (M856/E85055).

- **M856/E85055 only**: When installing the DC controller, note four connectors (callout 1) that remain empty.

Figure 4-1660 **DC controller empty connectors**

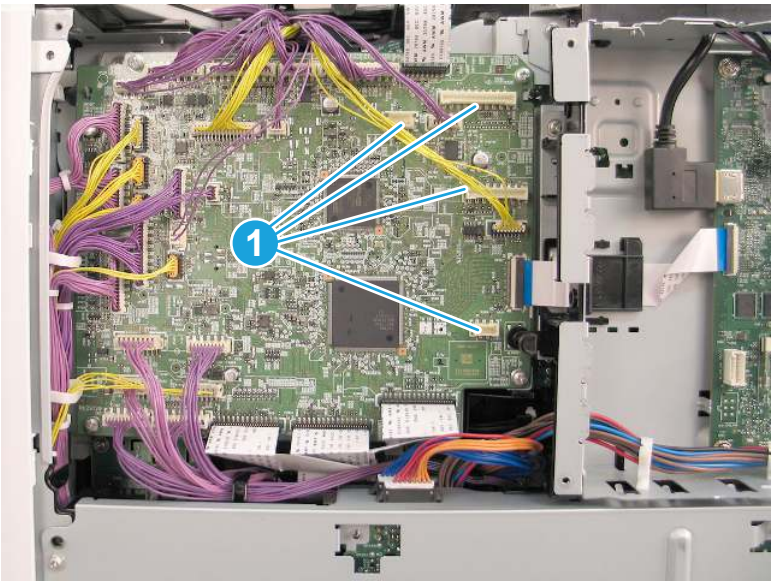


12. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the DC controller.

- When installing the DC controller, note four connectors (callout 1) that remain empty.

Figure 4-1661 DC controller empty connectors



Removal and replacement: Low-voltage power supply (M751/E75245)

Learn how to remove and replace the low-voltage power supply (LVPS).

View a video of how to remove and replace the low-voltage power supply.

Mean time to repair: 13 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 4-88 Part information

Part number	Part description
RM2-1445-000CN	Low-voltage power supply assembly (110-127V)
RM2-1453-000CN	Low-voltage power supply assembly (220-240V)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

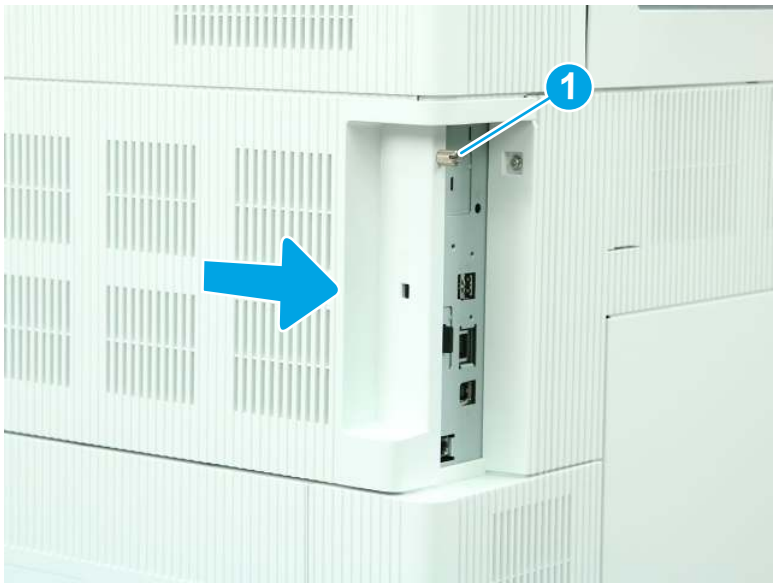
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

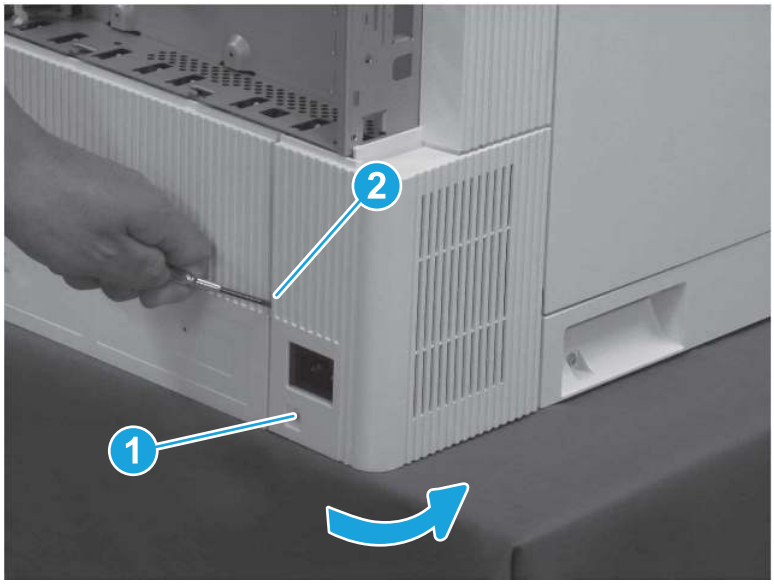
   Figure 4-1662 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

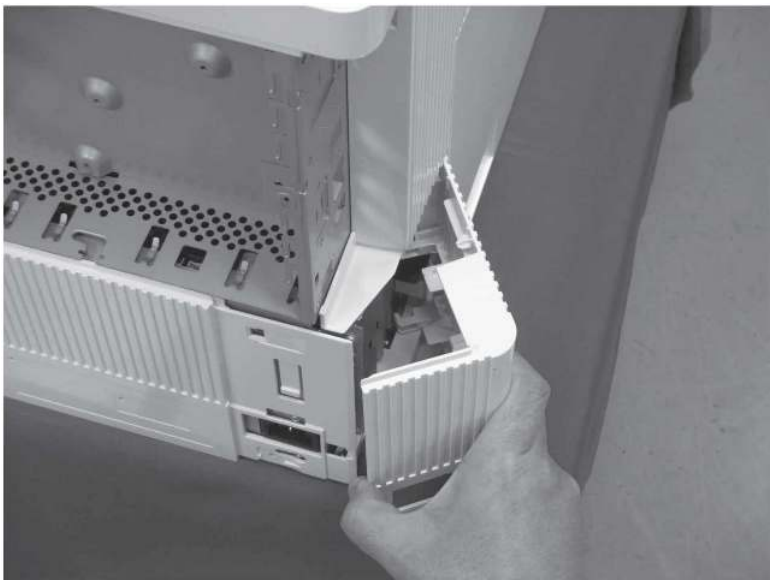
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1663 Remove one screw and release one tab



b. Remove the left lower cover.

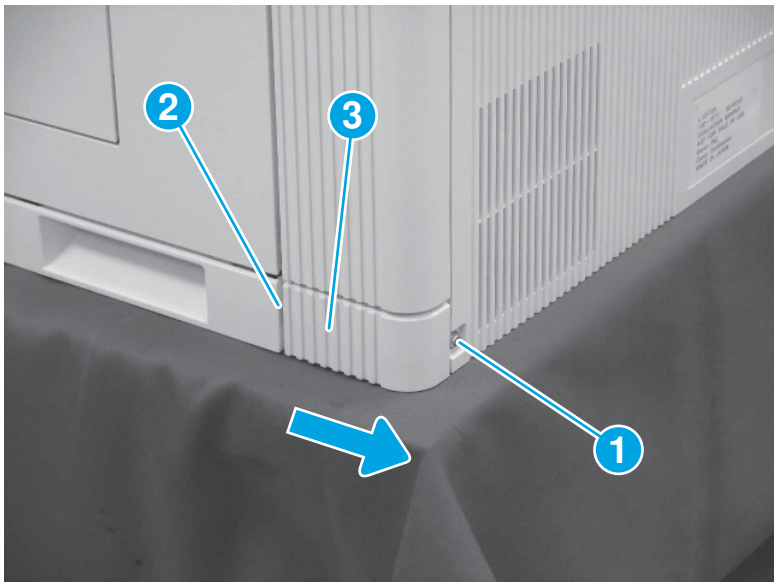
Figure 4-1664 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

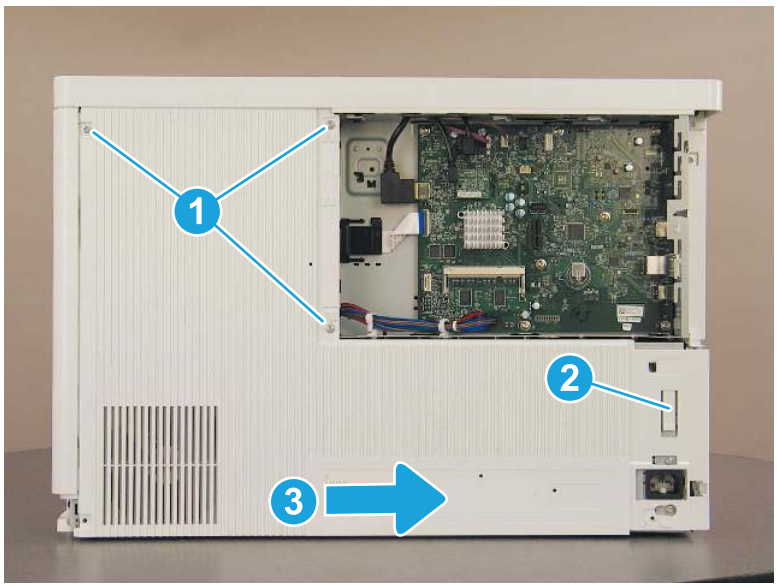
Figure 4-1665 Remove the right rear lower cover



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

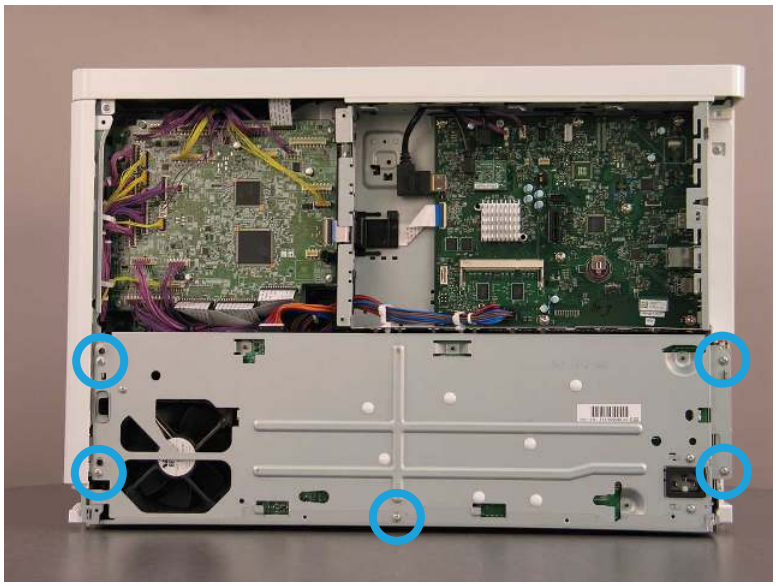
Figure 4-1666 Remove the rear cover



5. Remove the low-voltage power supply (LVPS).

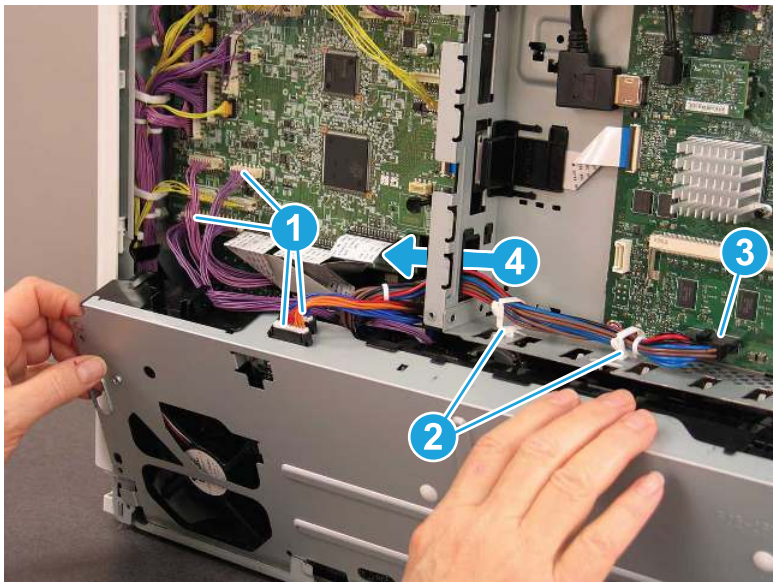
a. Remove five screws.

Figure 4-1667 Remove five screws



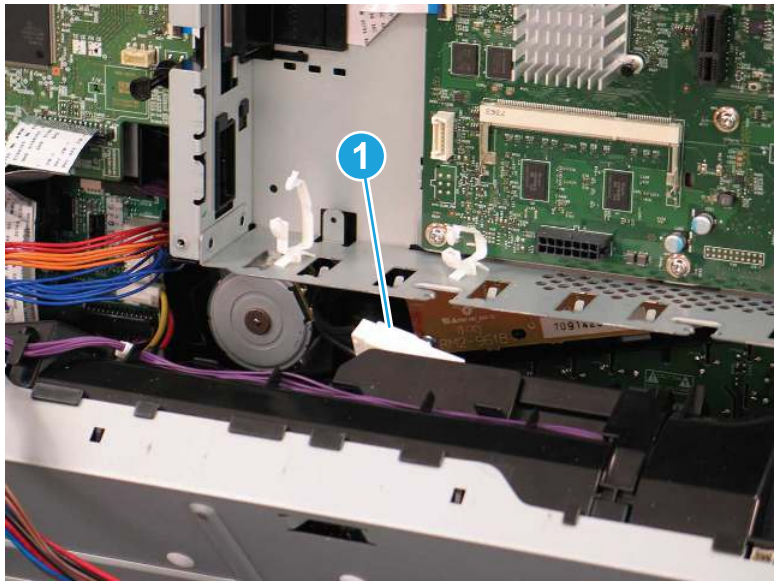
b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-1668 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

Figure 4-1669 Remove the LVPS



6. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Low-voltage power supply (LVPS) (M856/E85055/M776)

Learn how to remove and replace the low-voltage power supply (LVPS).

View a video of how to remove and replace the low-voltage power supply.

Mean time to repair: 15 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 4-89 Part information

Part number	Part description
RM2-2473-000CN	Low voltage power supply assembly (110V)
RM2-2474-000CN	Low voltage power supply assembly (220V)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

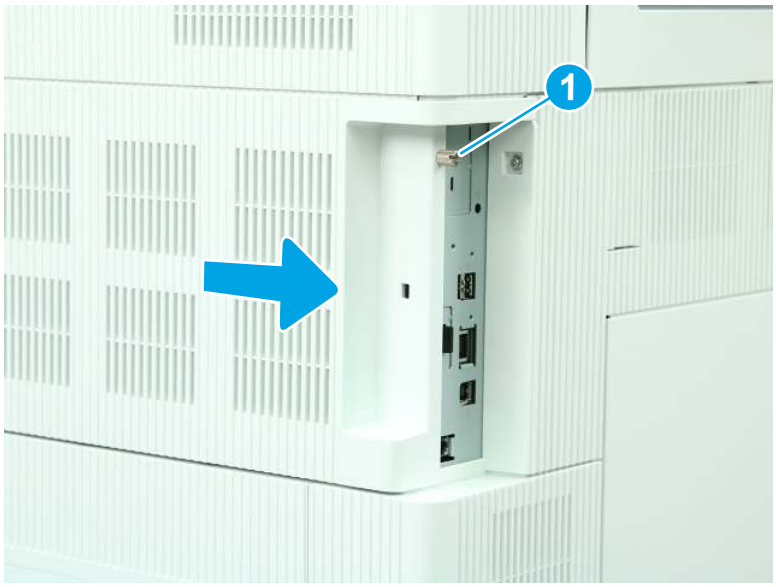
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

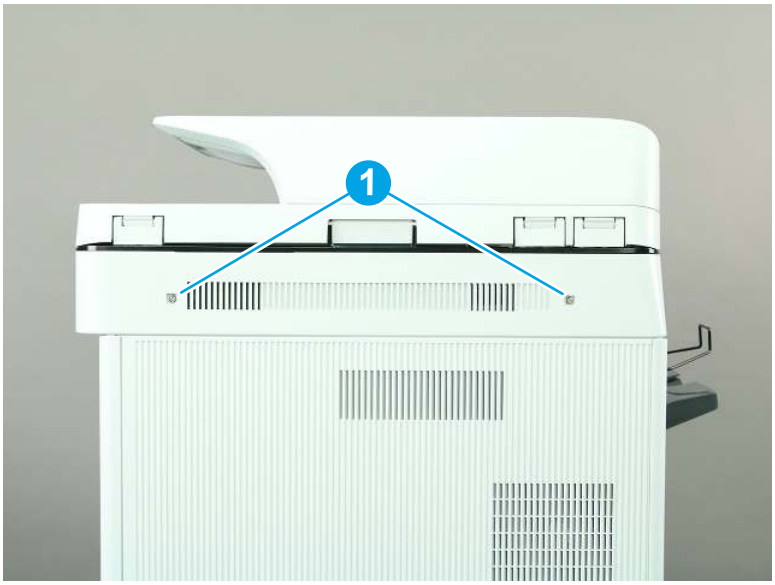
Figure 4-1670 Remove the formatter cover



2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1671 Remove two screws



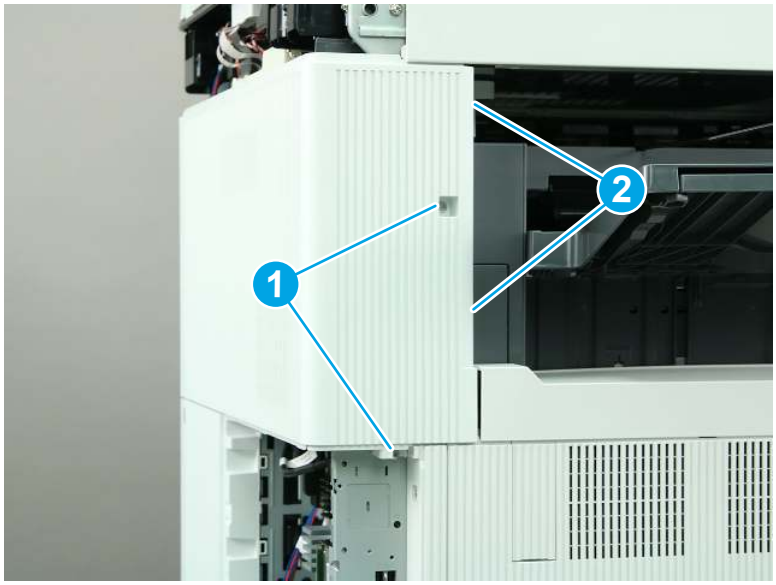
b. Remove the SCB cover.

Figure 4-1672 **Remove the SCB cover**

3. Remove the rear upper cover and left rear upper cover (M776zs).

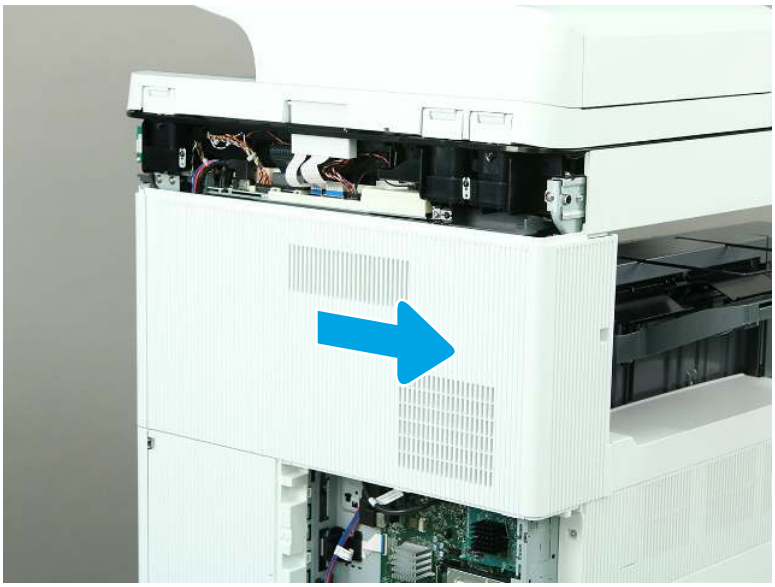
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1673 **Remove two screws and release two tabs**



b. Slide the cover to the right to remove it.

Figure 4-1674 Remove the rear upper and left rear upper cover

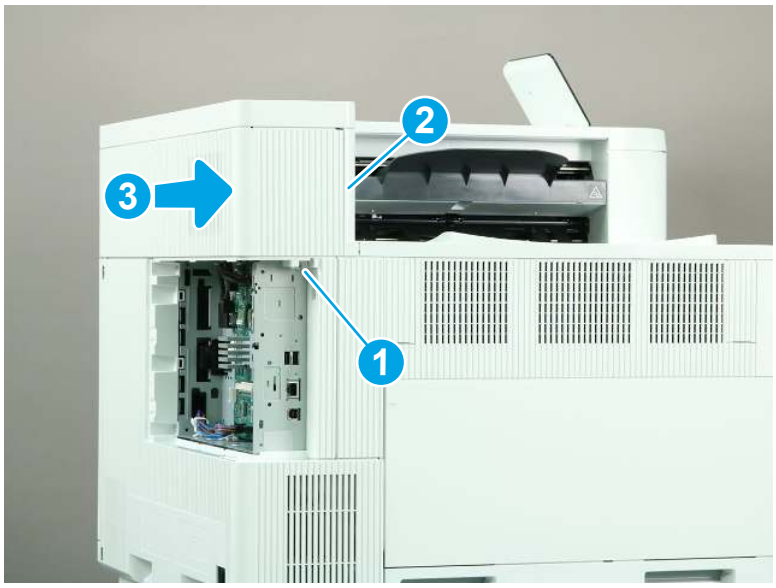


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

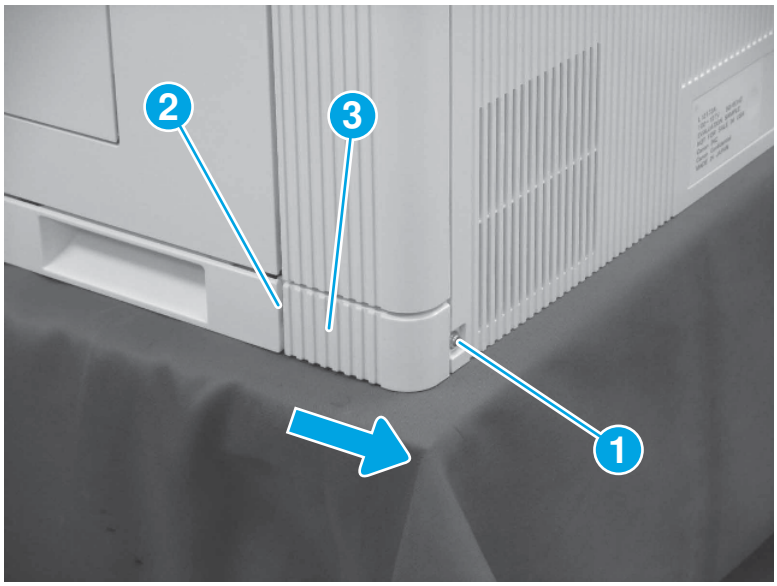
Figure 4-1675 Remove the rear upper cover



5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

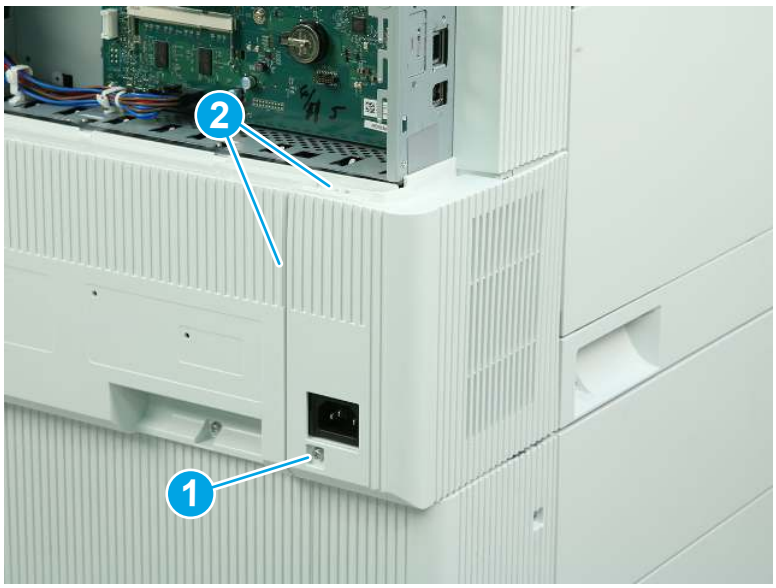
Figure 4-1676 **Remove the right rear lower cover**



6. Remove the left lower cover (M856/E85055/M776).

   a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1677 **Remove one screw and release two tabs**



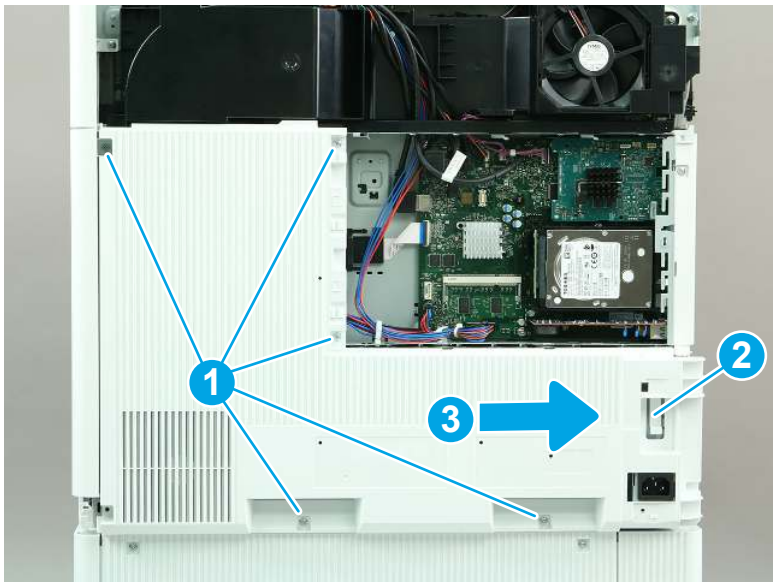
b. Rotate the cover away from the printer to remove it.

Figure 4-1678 Remove the left lower cover

7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

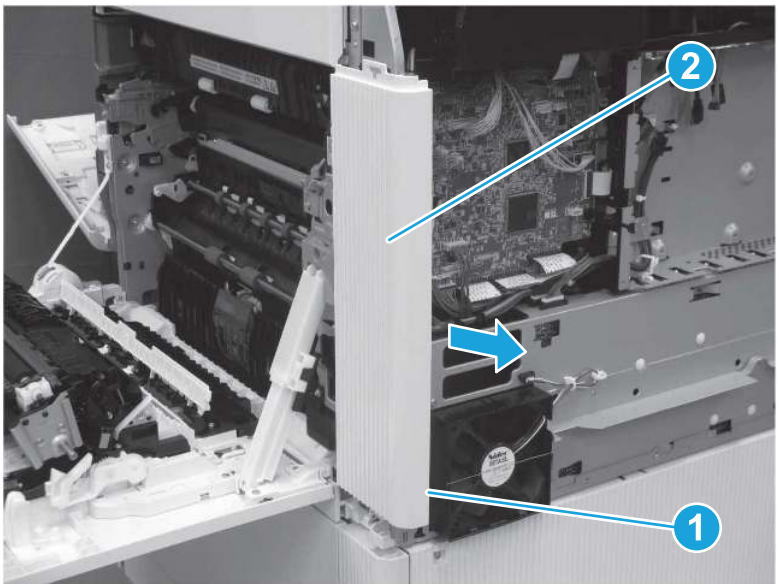
Figure 4-1679 Remove the rear cover (M856/E85055/M776)



8. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

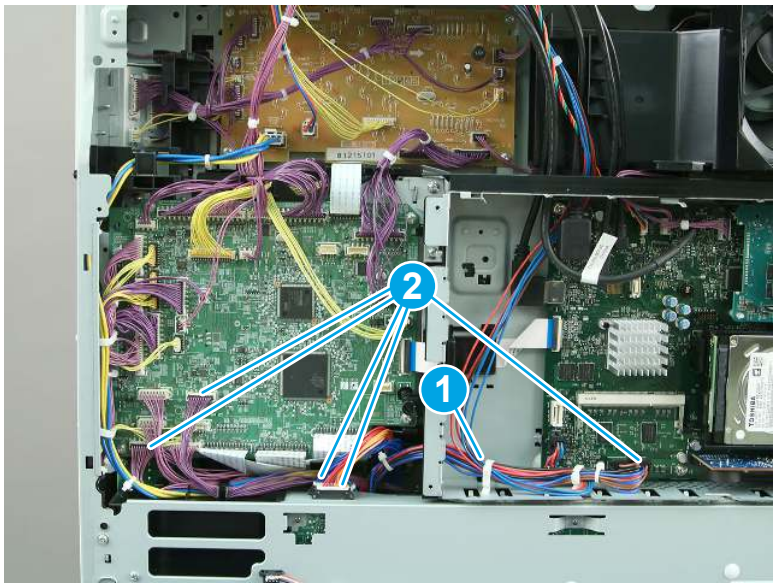
Figure 4-1680 **Remove right rear cover**



9. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

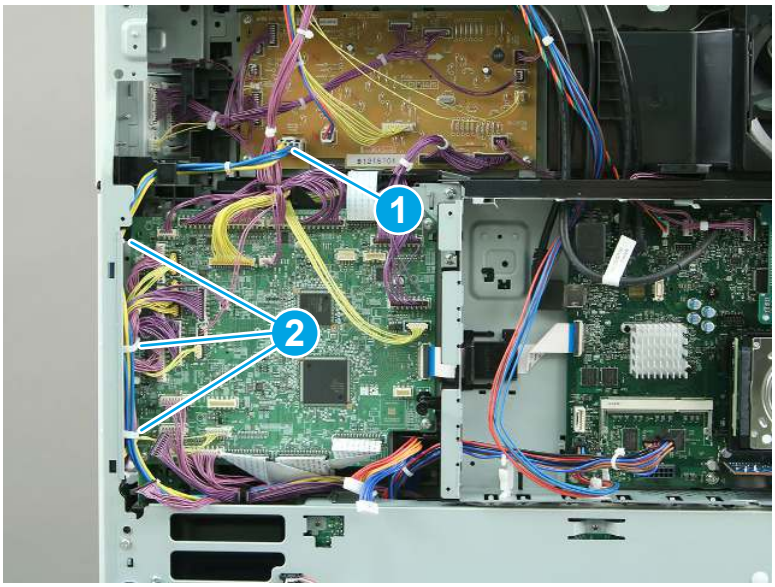
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1681 **Release the retainer and disconnect five connectors**



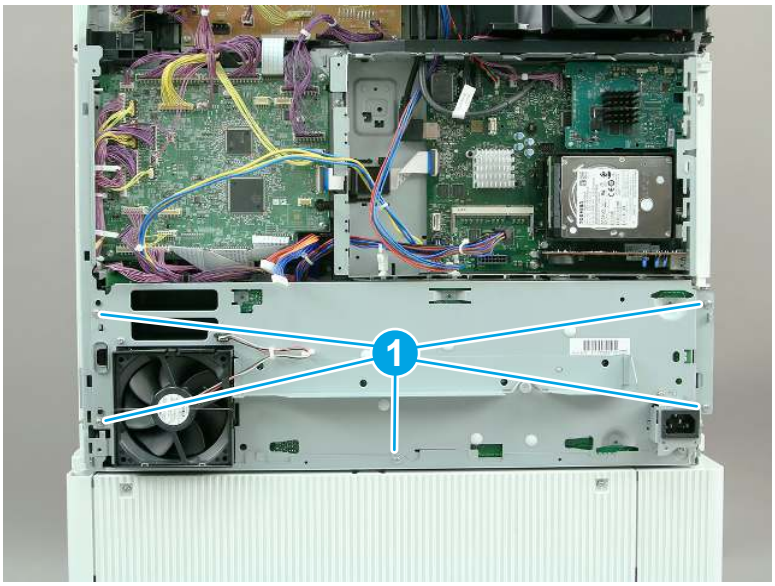
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1682 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1683 Remove five screws

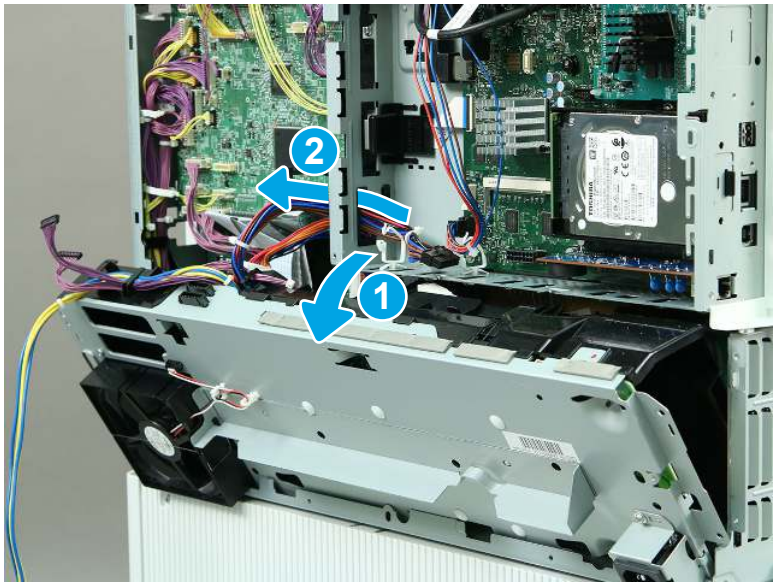


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

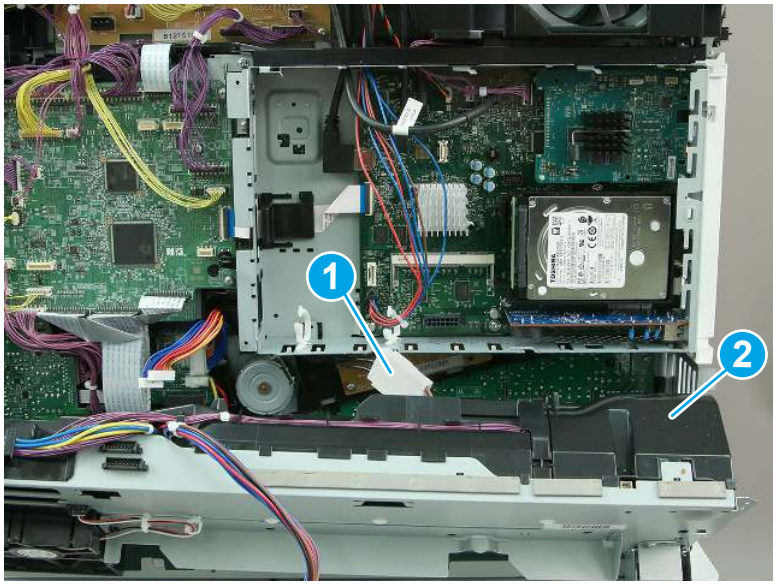
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1684 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-1685 Remove the LVPS



10. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 high-voltage power supply (M751/E75245)

Learn how to remove and replace the lower high-voltage power supply (lower HVPS).

View a video of how to remove and replace the lower HVPS.

Mean time to repair: 16 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 4-90 Part information

Part number	Part description
RM2-9624-000CN	Lower high-voltage power supply PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

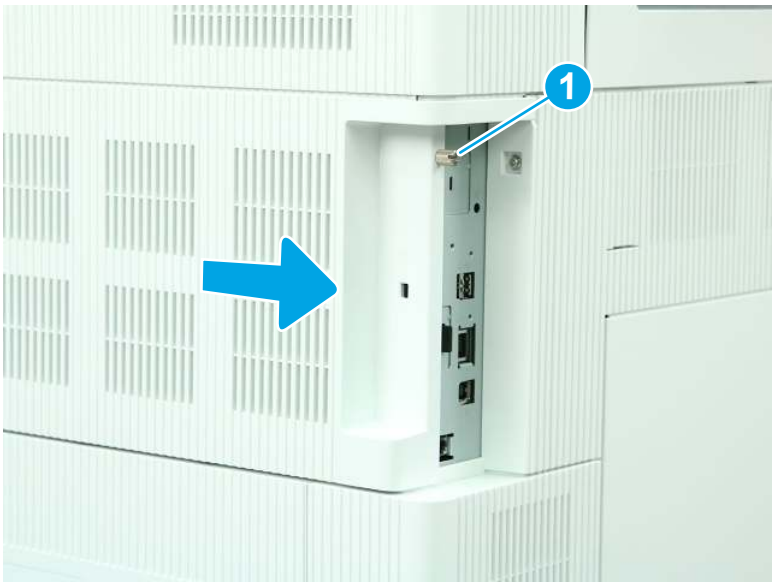
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

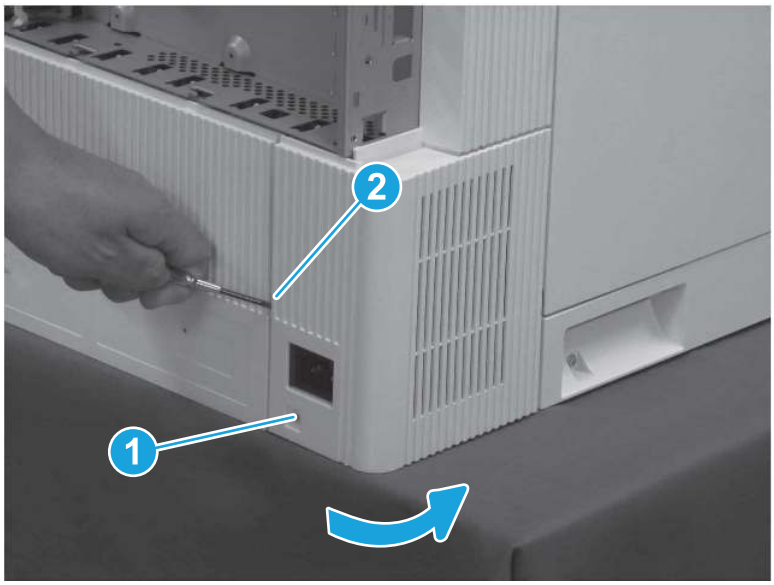
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1686 **Remove the formatter cover**

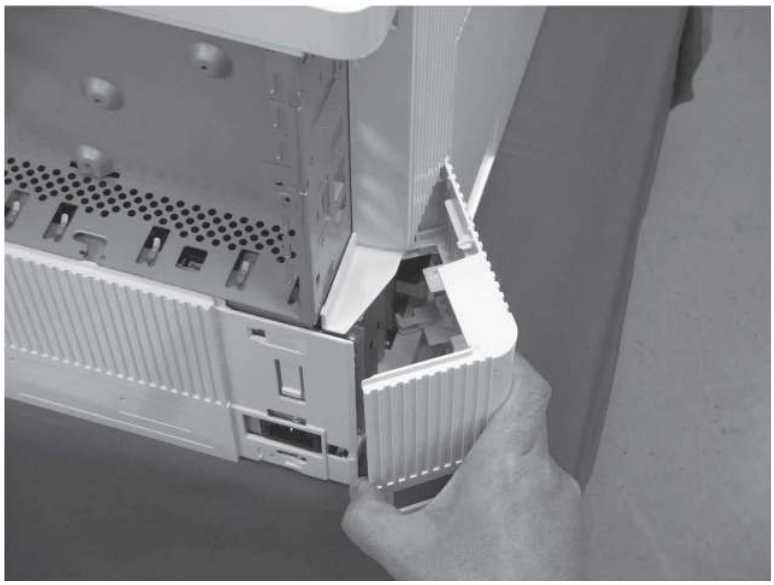
2. Remove the left lower cover (M751/E75245).
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1687 **Remove one screw and release one tab**

b. Remove the left lower cover.

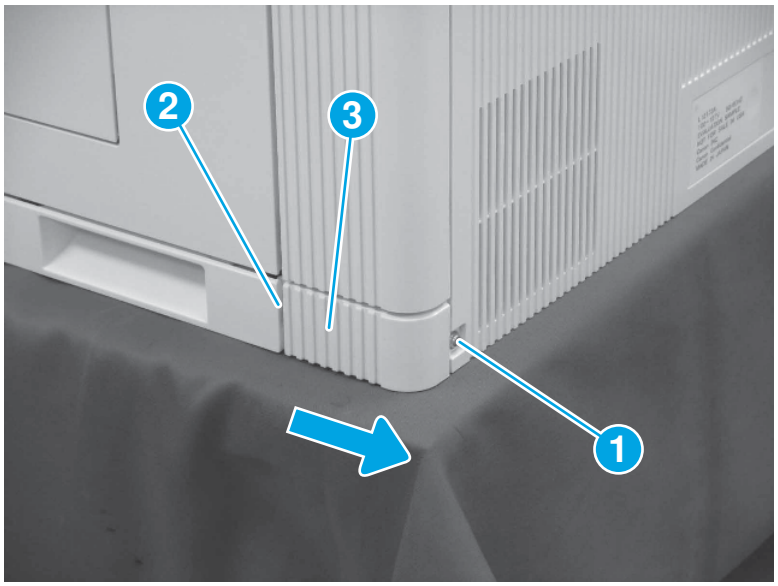
Figure 4-1688 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

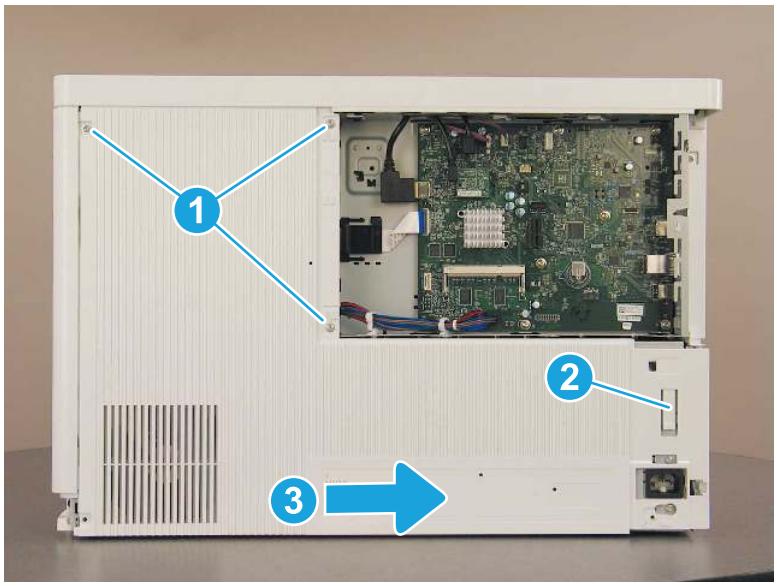
Figure 4-1689 Remove the right rear lower cover



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

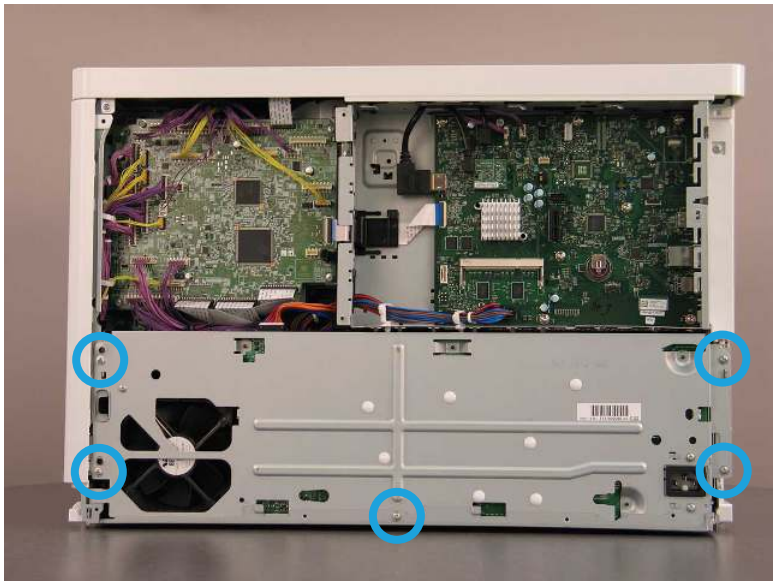
  Figure 4-1690 Remove the rear cover

5. Remove the low-voltage power supply (LVPS).

   a. Remove five screws.

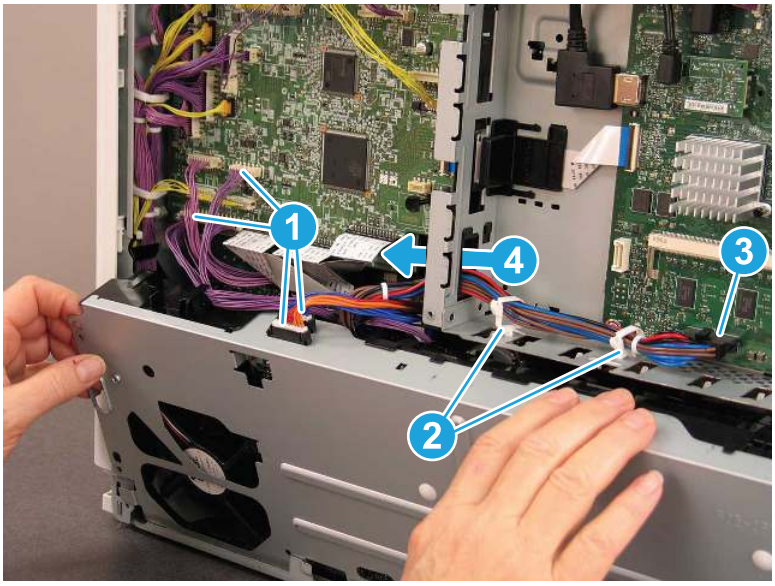
   Figure 4-1691 Remove five screws

   b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to

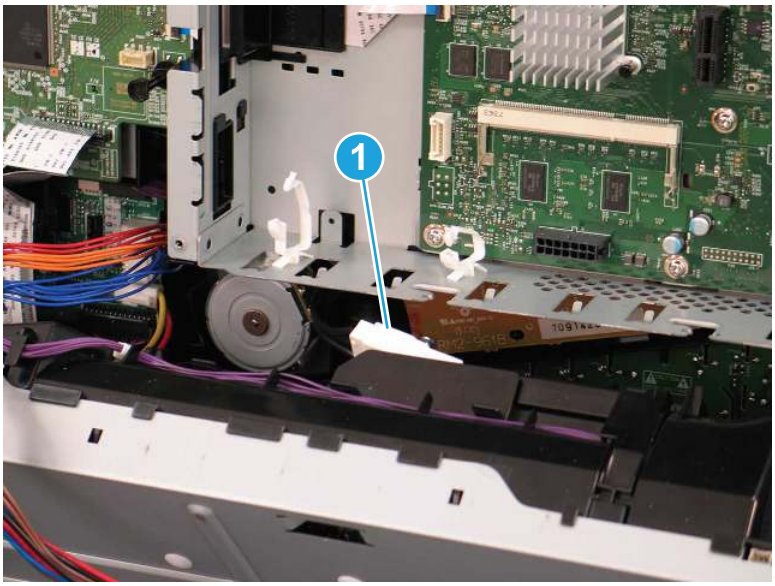
disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-1692 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

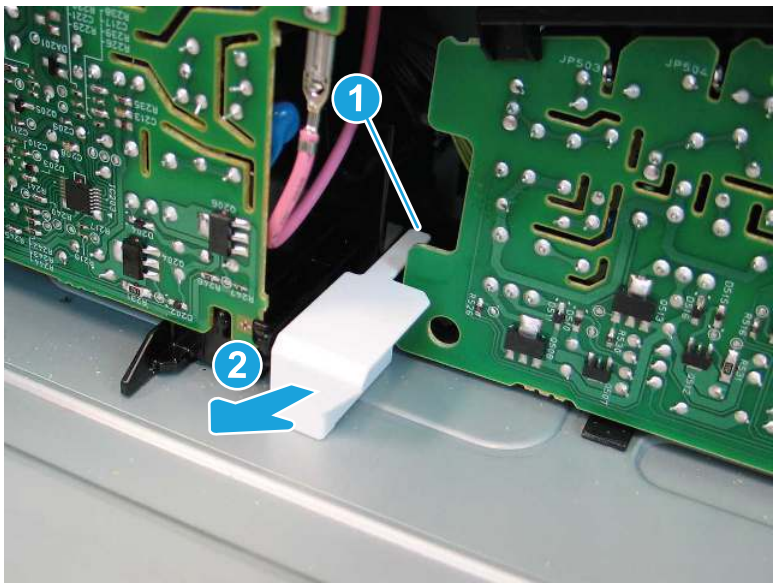
Figure 4-1693 Remove the LVPS



6. Remove the lower high-voltage power supply (lower HVPS).

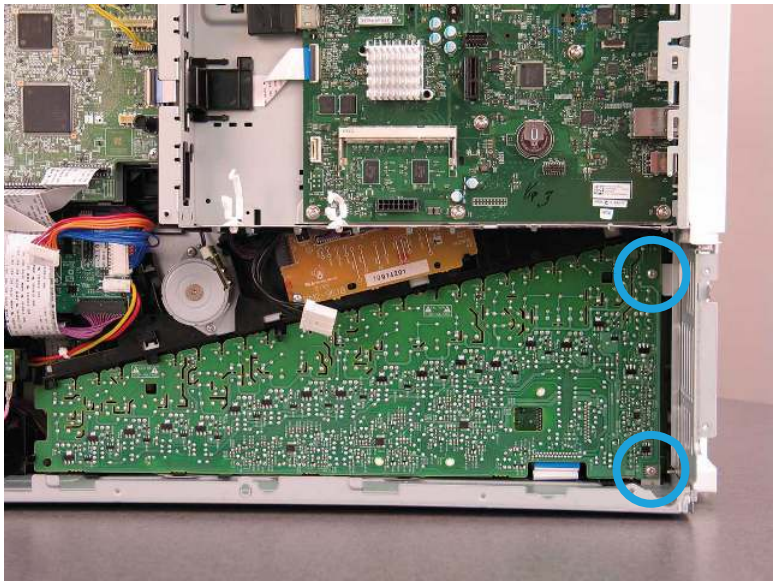
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-1694 Remove the stopper



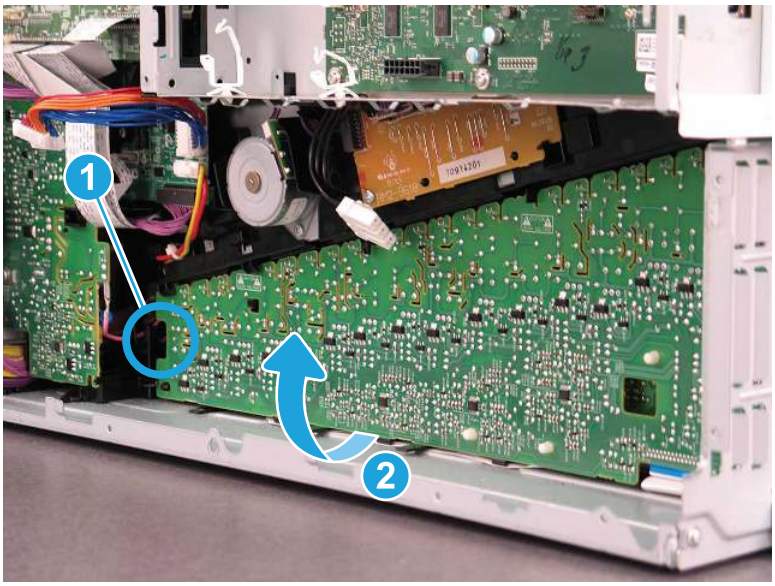
b. Remove two screws (callout 1).

Figure 4-1695 Remove two screws



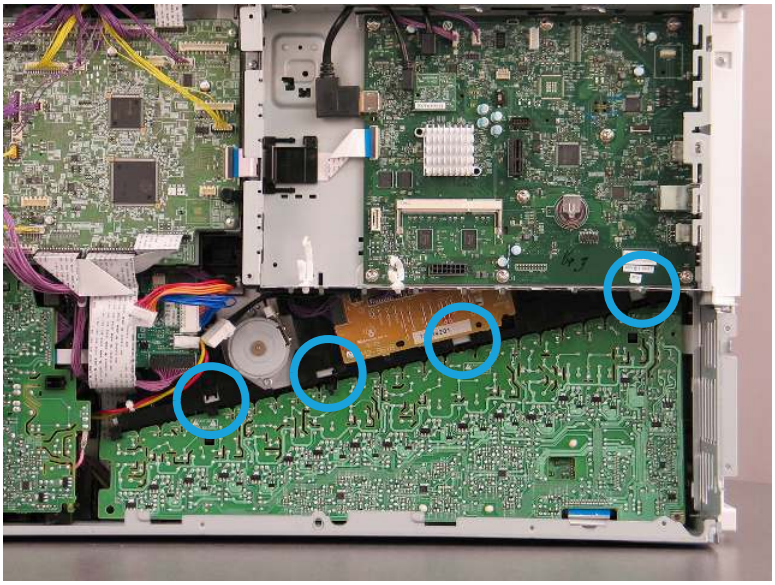
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-1696 Release the lower edge of the lower HVPS



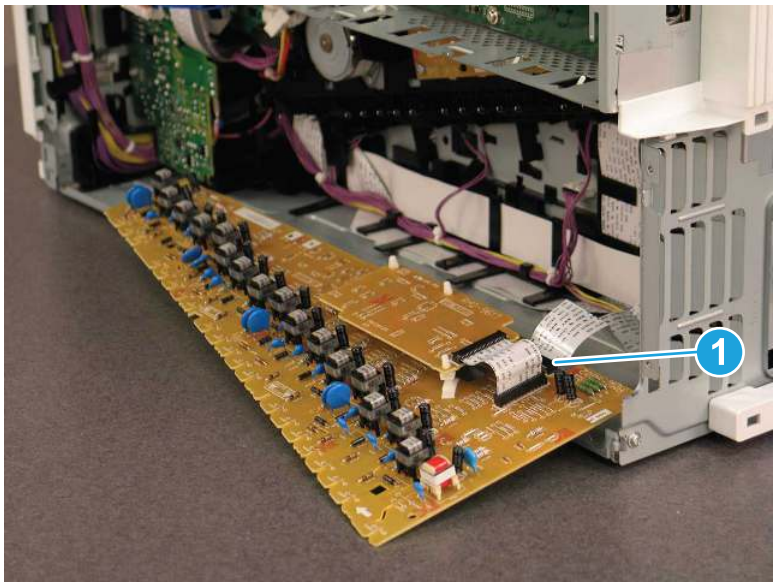
d. Release the lower HVPS from four tabs.

Figure 4-1697 Release four tabs



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

Figure 4-1698 **Disconnect one flat cable**



7. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

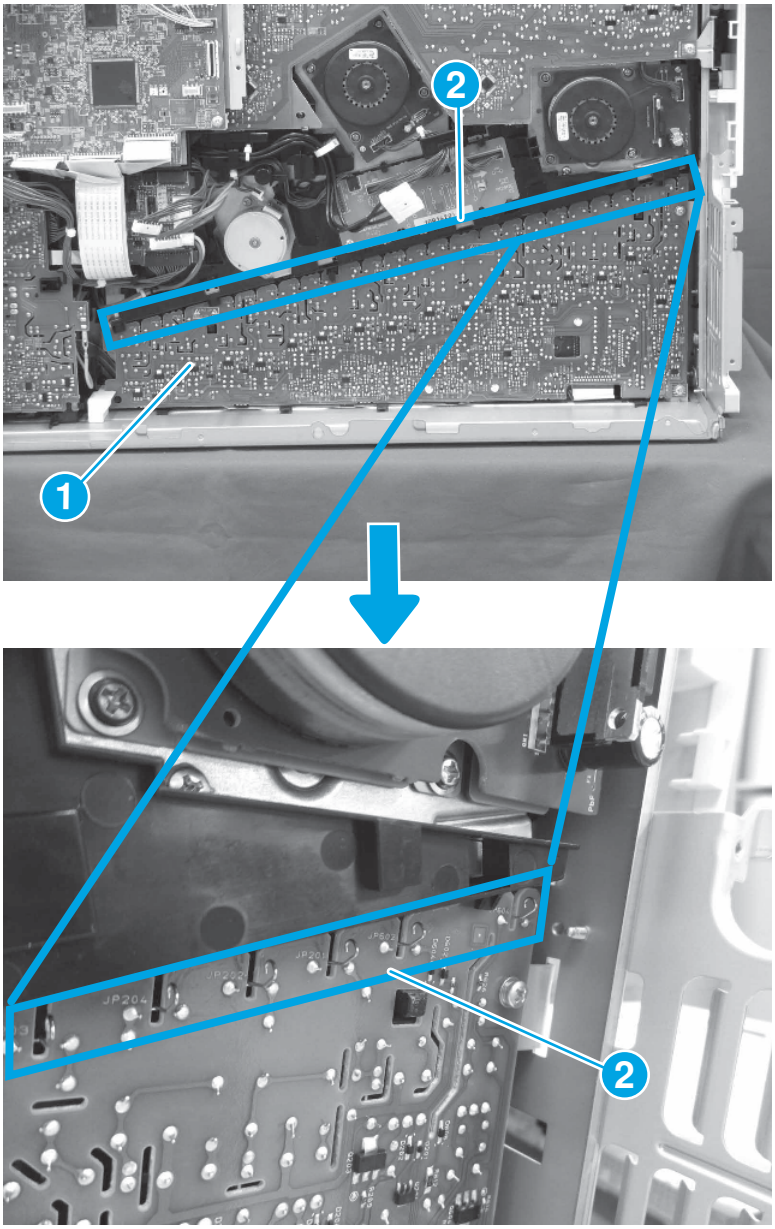
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

8. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the lower HVPS

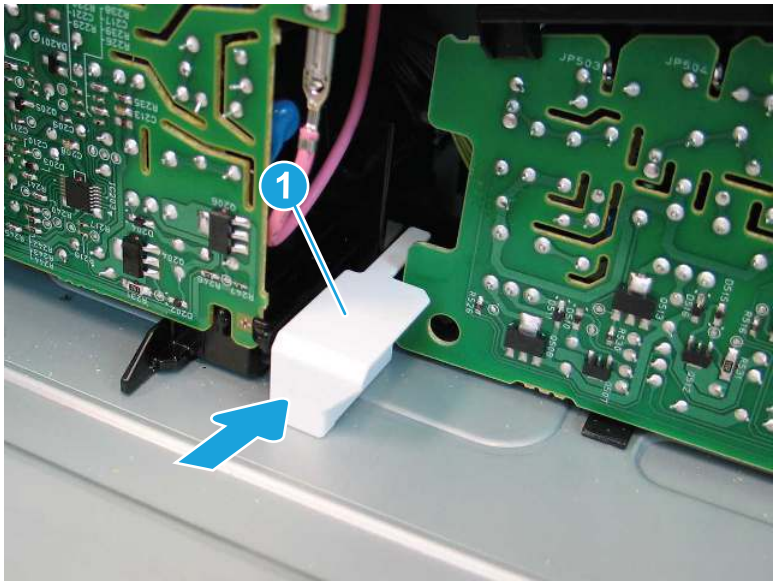
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-1699 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

Figure 4-1700 Install the stopper



Removal and replacement: Lower high-voltage power supply (M856/E85055/M776)

Learn how to remove and replace the lower high-voltage power supply (lower HVPS).

View a video of how to remove and replace the lower HVPS.

Mean time to repair: 16 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 4-91 Part information

Part number	Part description
RM2-9624-000CN	Lower high-voltage power supply PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

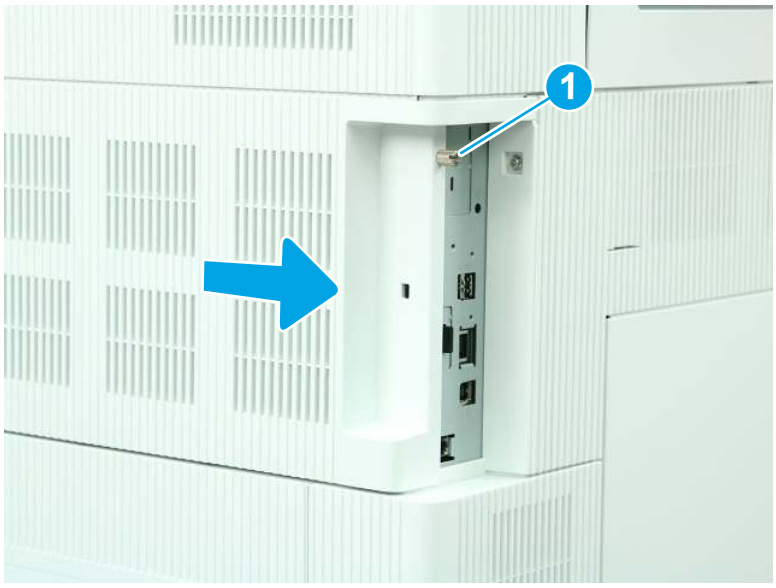
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

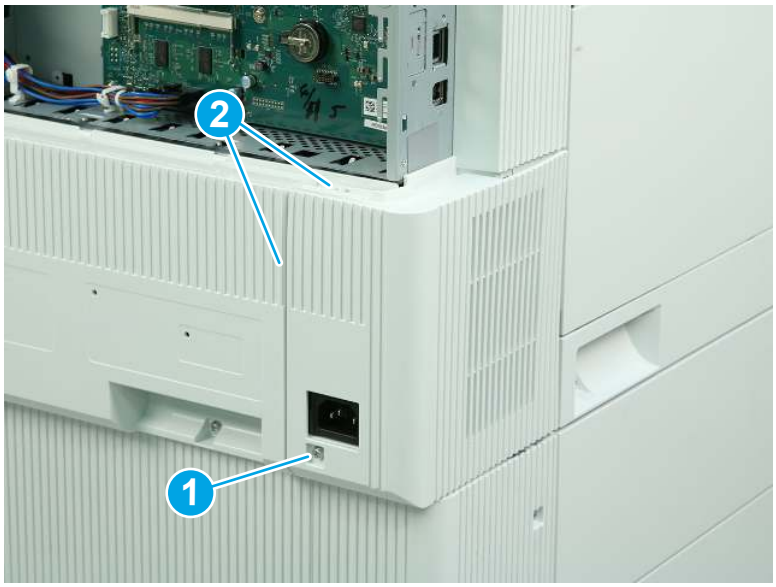
   Figure 4-1701 **Remove the formatter cover**

2. Remove the left lower cover (M856/E85055/M776).

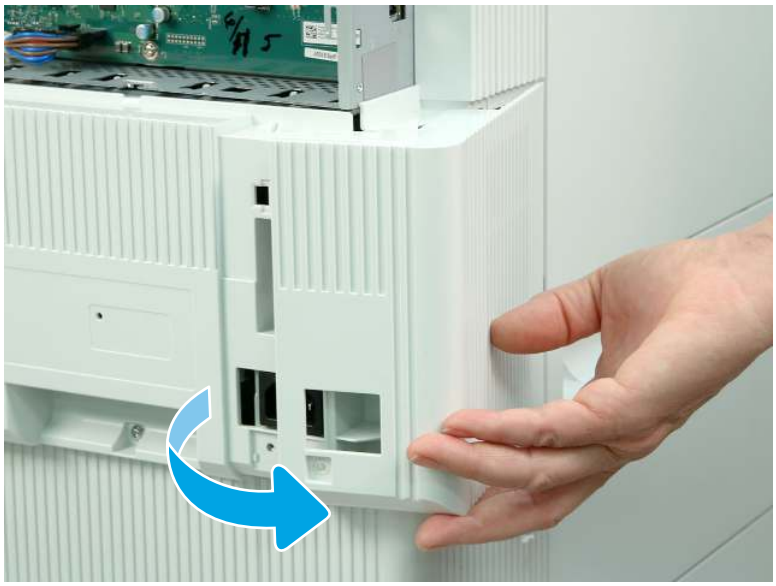
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1702 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

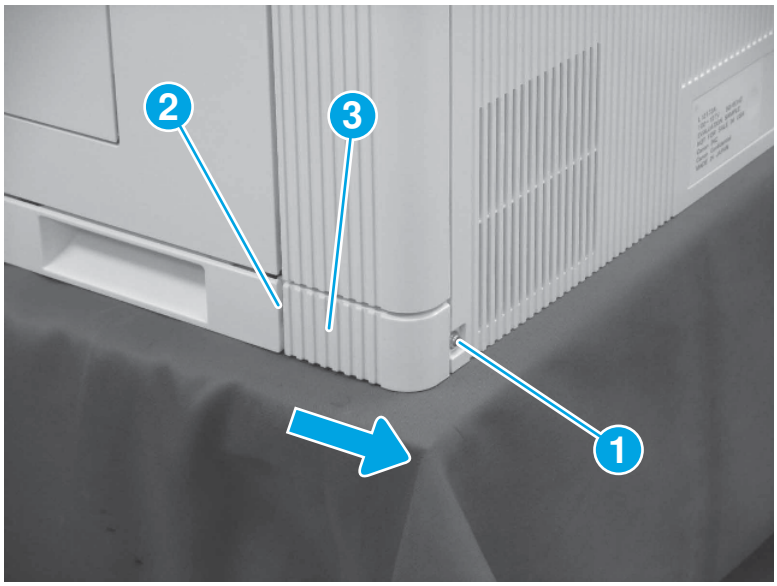
Figure 4-1703 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

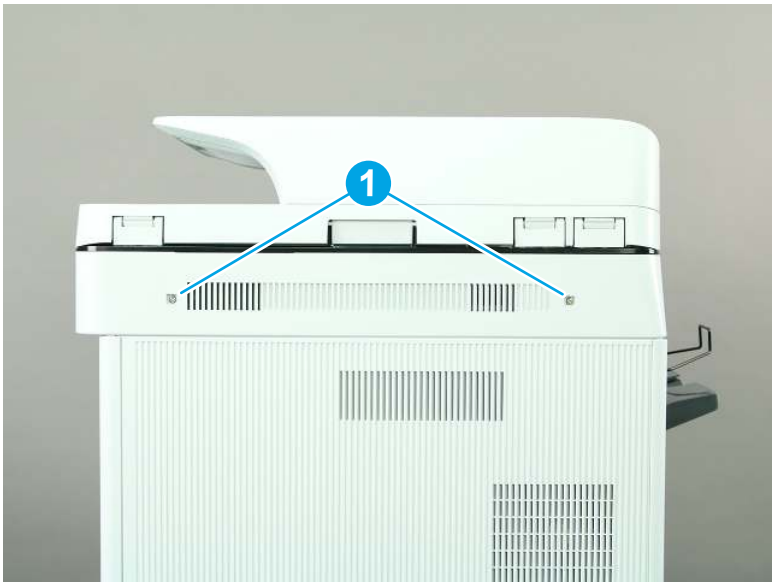
Figure 4-1704 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1705 Remove two screws



b. Remove the SCB cover.

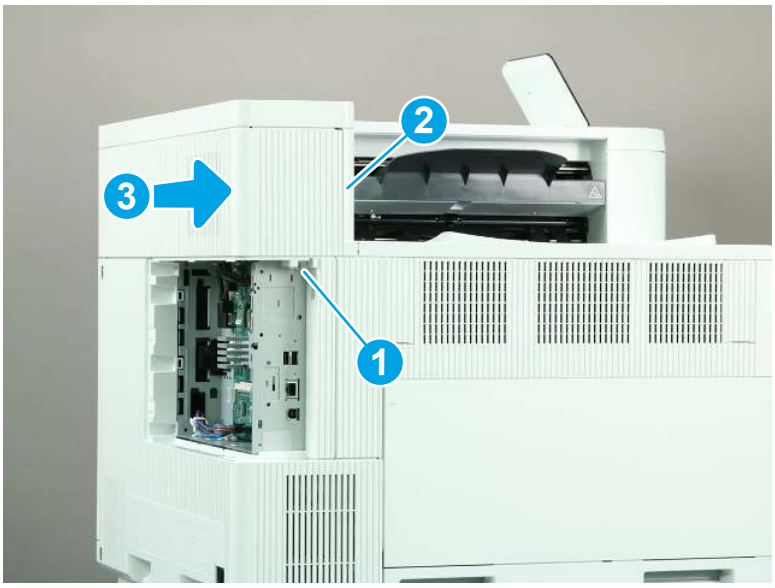
Figure 4-1706 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

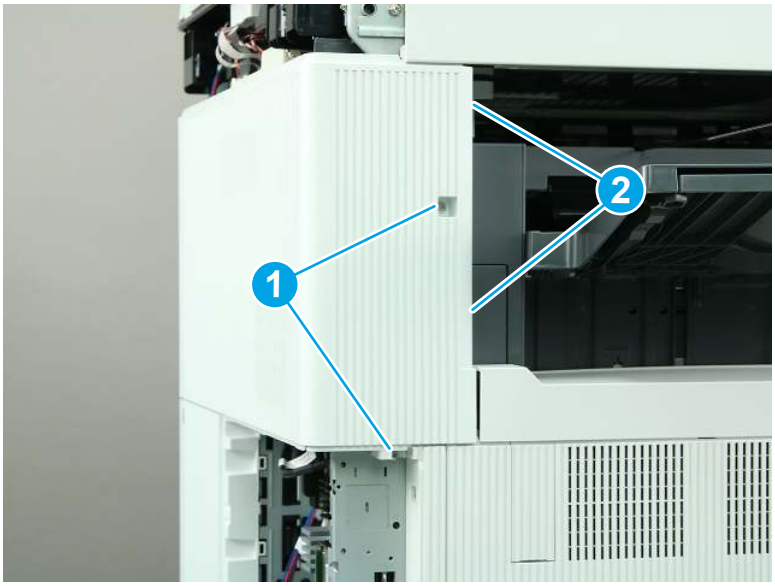
Figure 4-1707 Remove the rear upper cover



6. Remove the rear upper cover and left rear upper cover (M776zs).

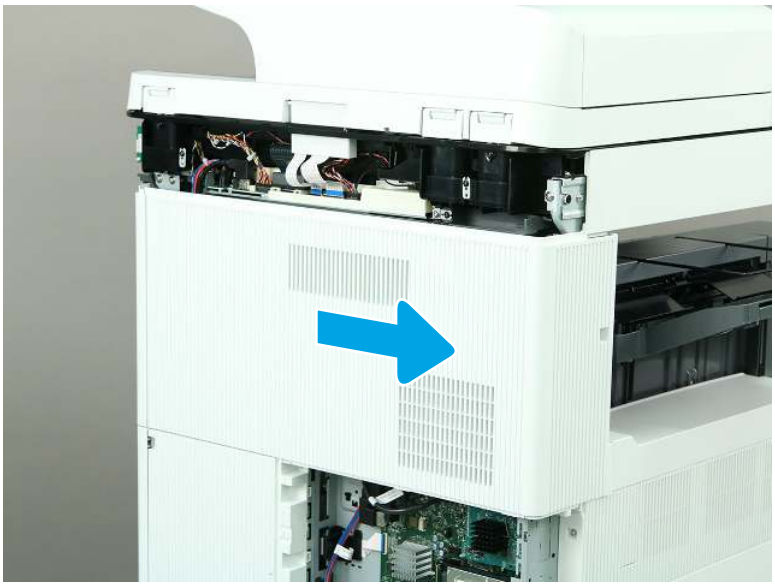
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1708 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

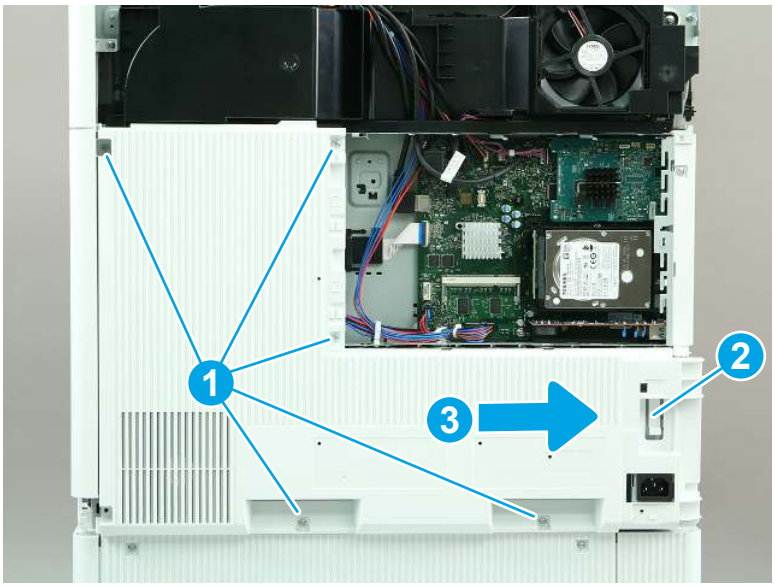
Figure 4-1709 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

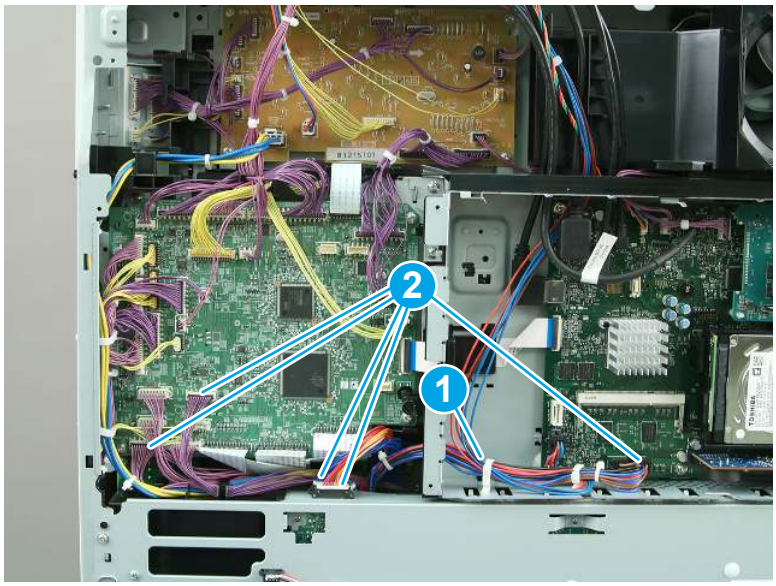
Figure 4-1710 **Remove the rear cover (M856/E85055/M776)**



8. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

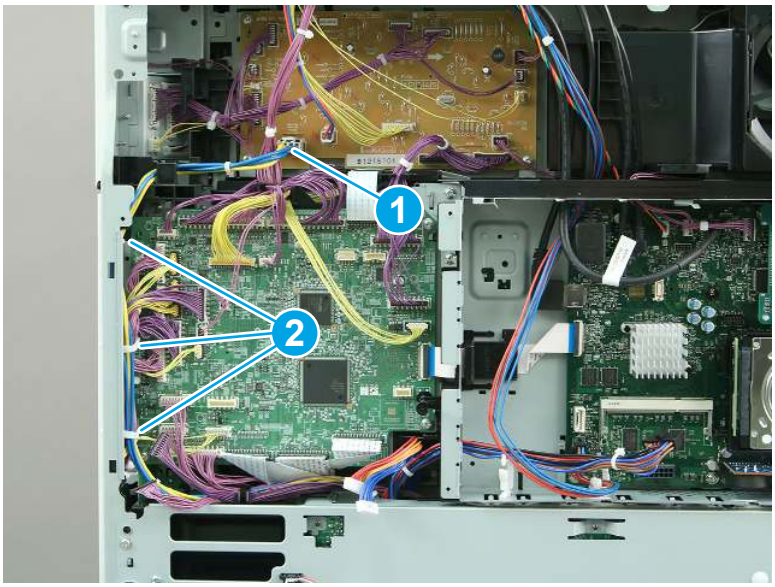
   a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1711 **Release the retainer and disconnect five connectors**



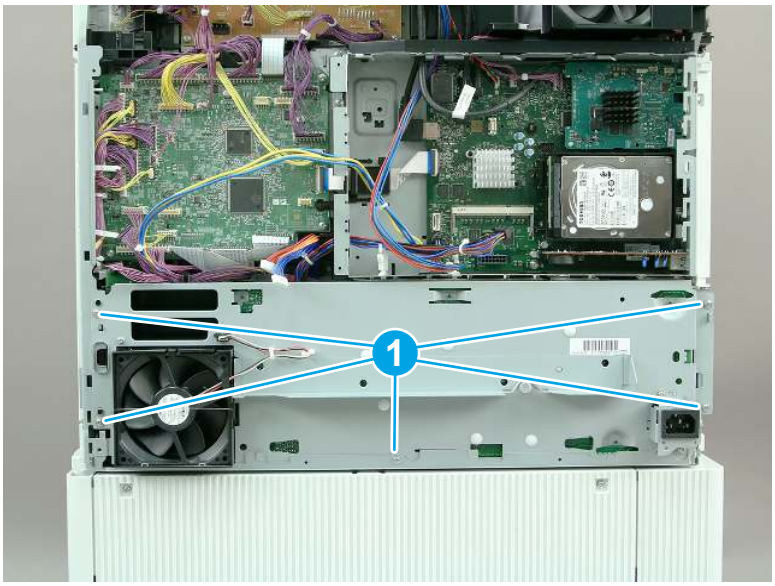
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1712 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1713 Remove five screws

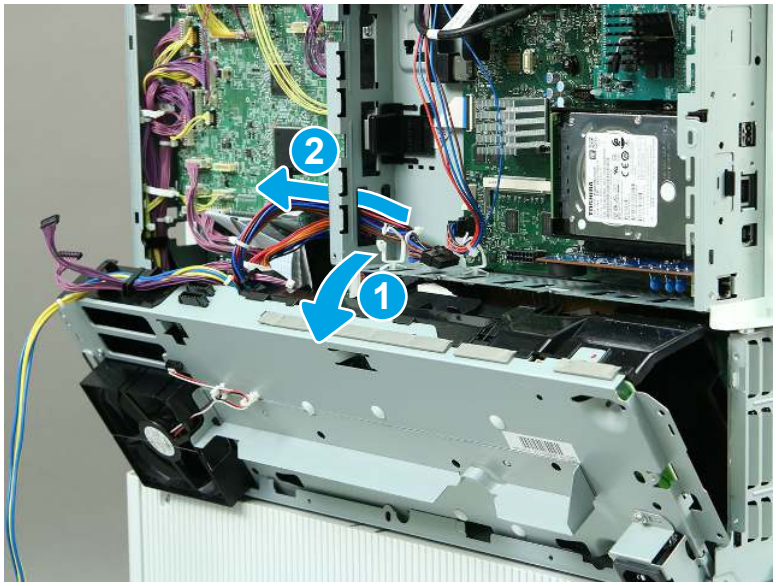


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

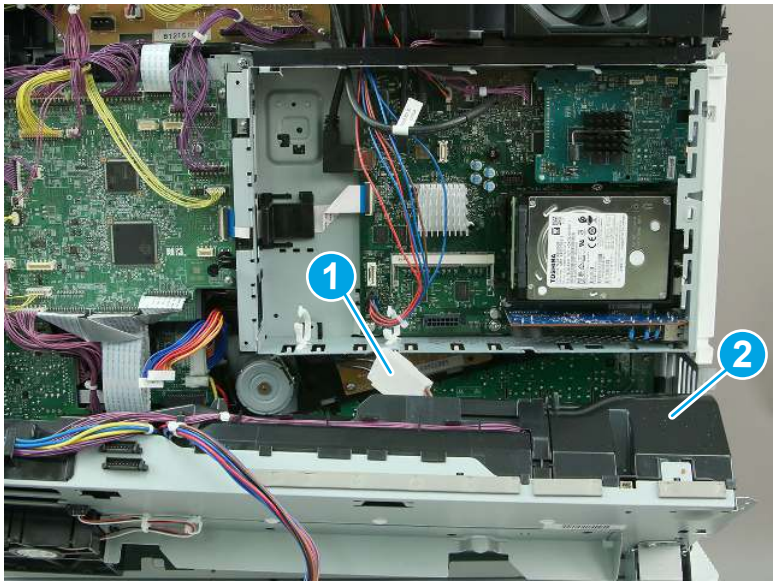
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1714 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

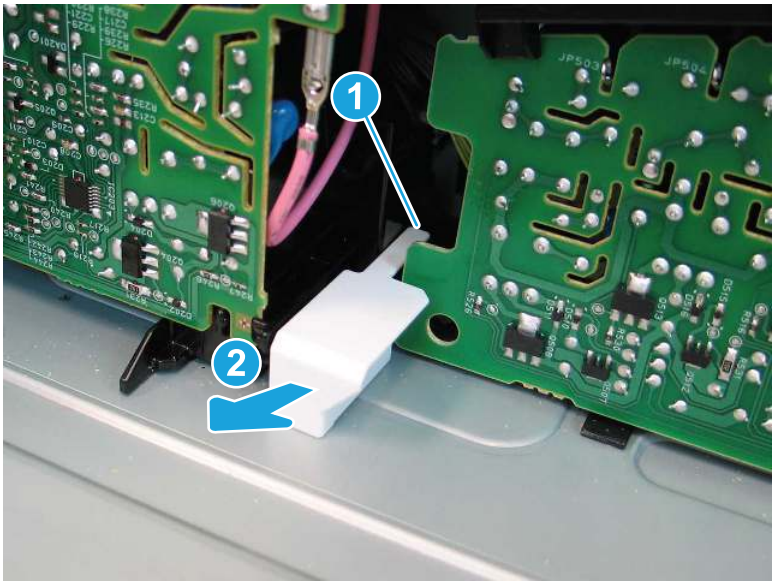
Figure 4-1715 Remove the LVPS



9. Remove the lower high-voltage power supply (lower HVPS).

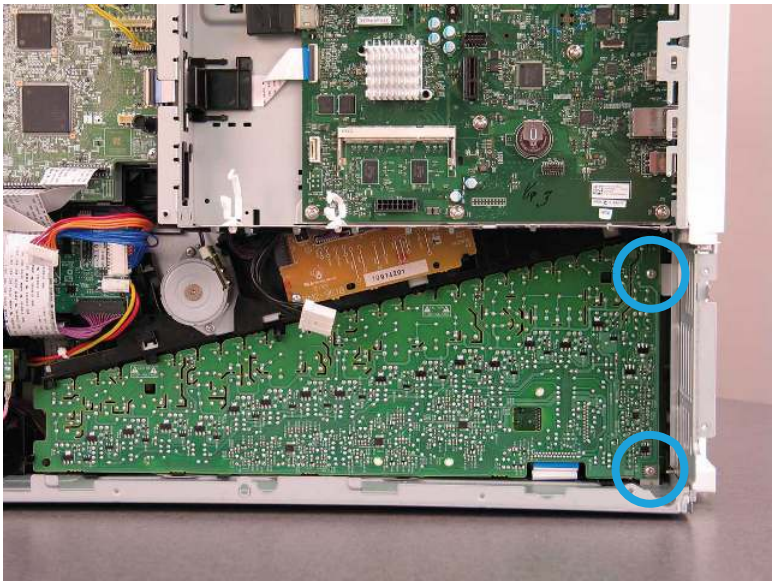
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-1716 Remove the stopper



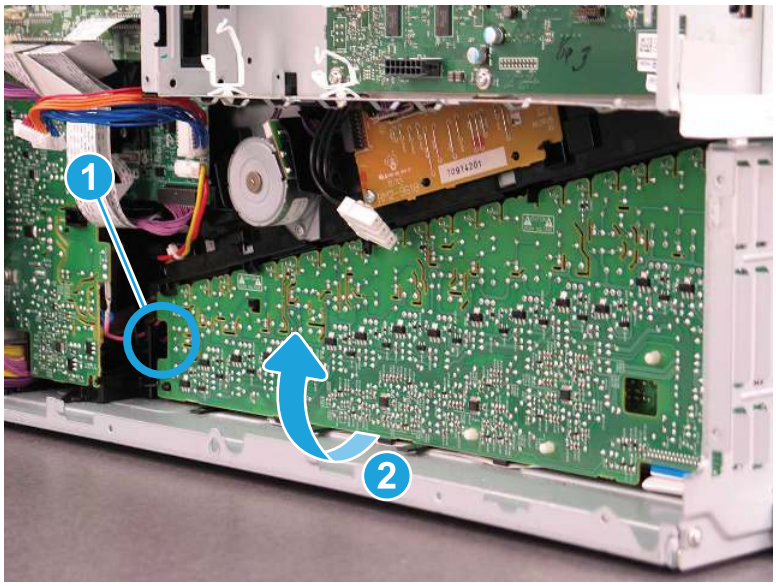
b. Remove two screws (callout 1).

Figure 4-1717 Remove two screws



c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-1718 Release the lower edge of the lower HVPS

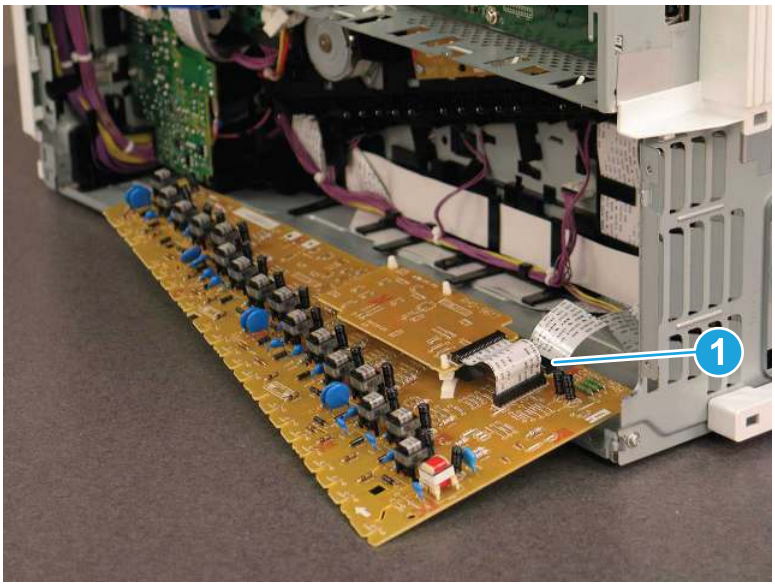


d. Release the lower HVPS from four tabs.

Figure 4-1719 Release four tabs

e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

Figure 4-1720 **Disconnect one flat cable**



10. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

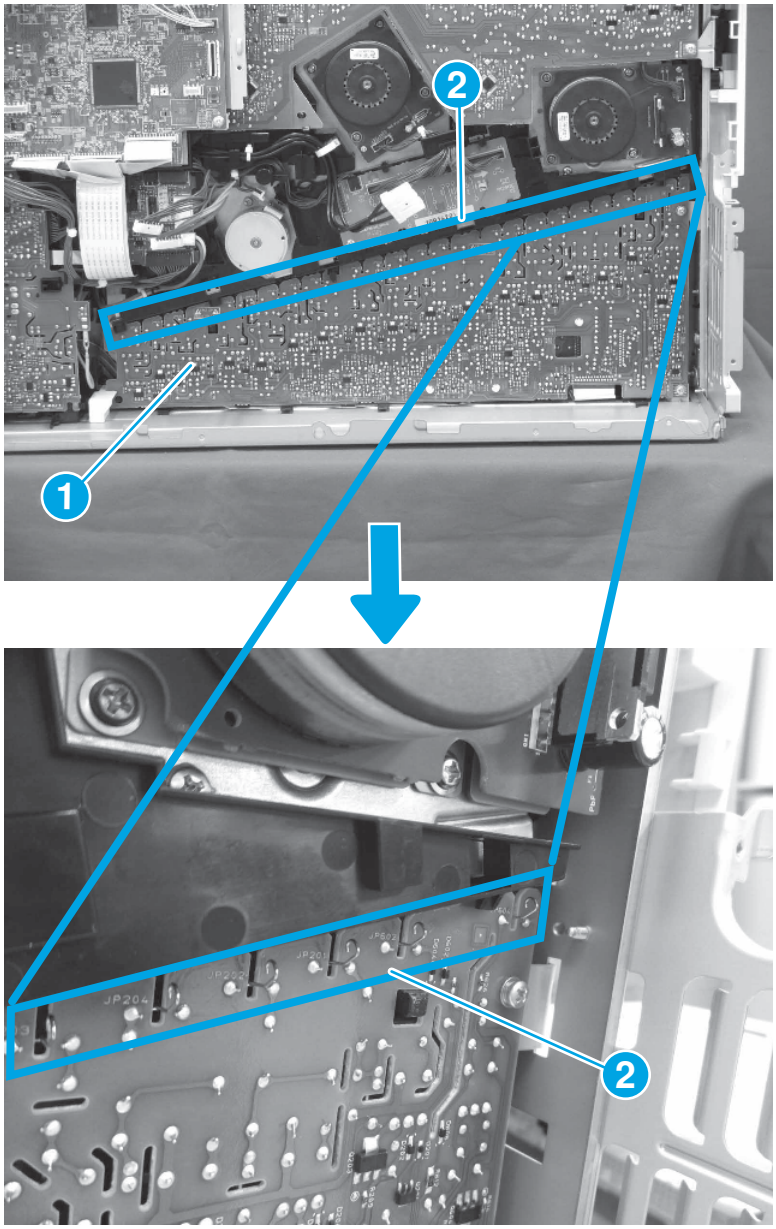
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the lower HVPS

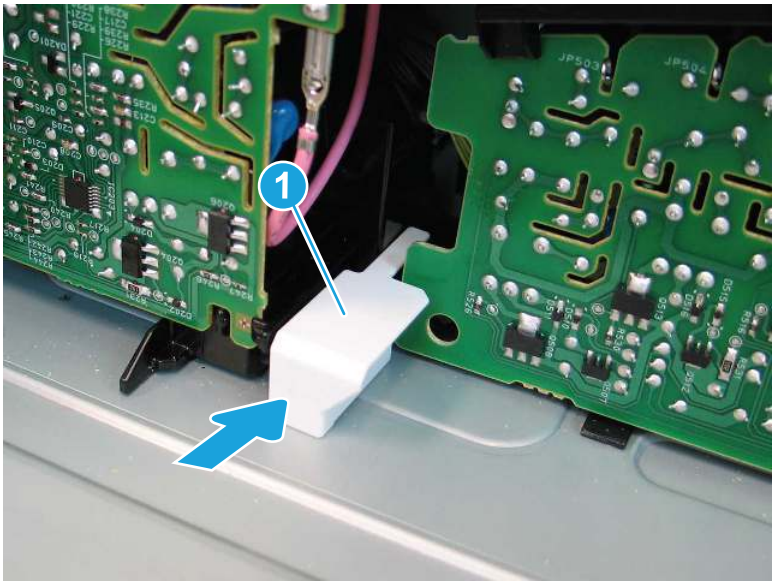
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-1721 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

Figure 4-1722 Install the stopper



Removal and replacement: Upper high-voltage power supply (M751/E75245)

Learn how to remove and replace the upper high-voltage power supply (upper HVPS).

View a video of how to remove and replace the upper HVPS.

Mean time to repair: 35 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 4-92 Part information

Part number	Part description
RM2-9601-000CN	Upper high-voltage power supply PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

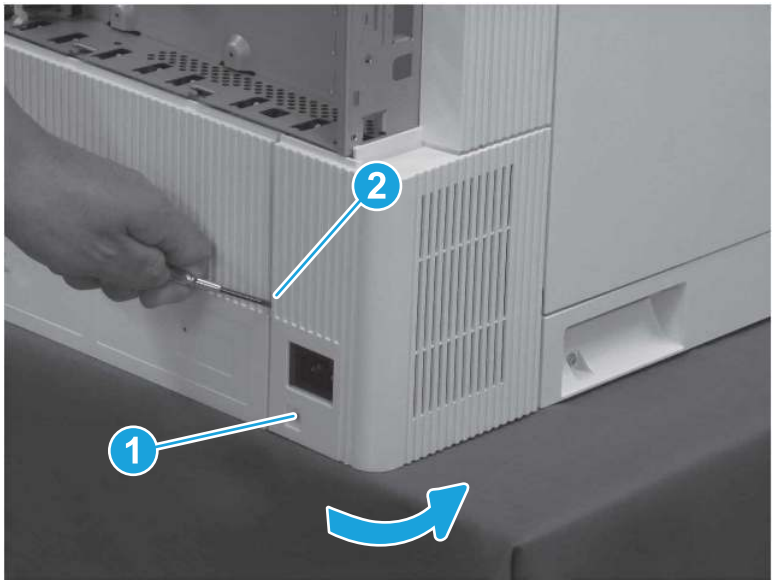
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1723 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

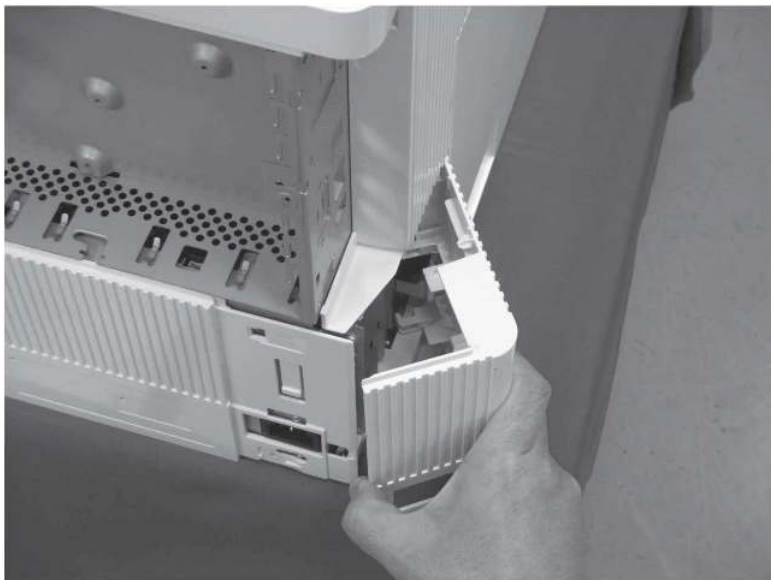
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1724 Remove one screw and release one tab



b. Remove the left lower cover.

Figure 4-1725 Remove the left lower cover



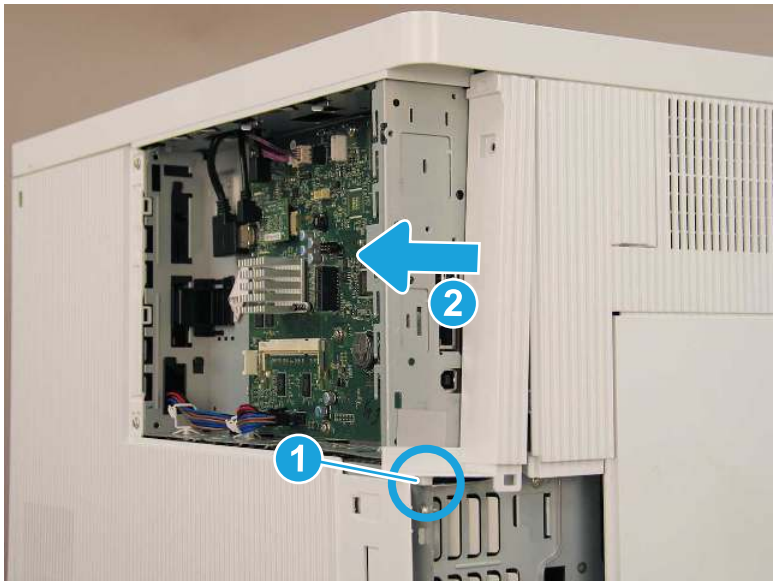
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1726 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

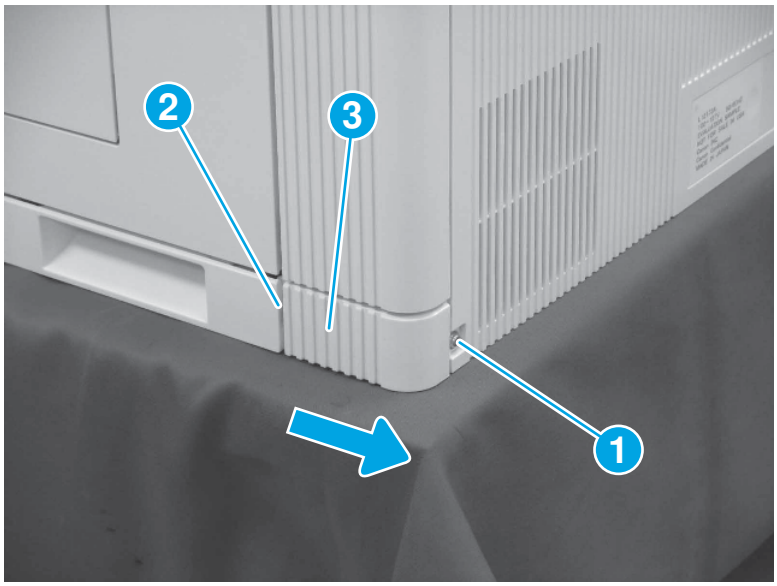
Figure 4-1727 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

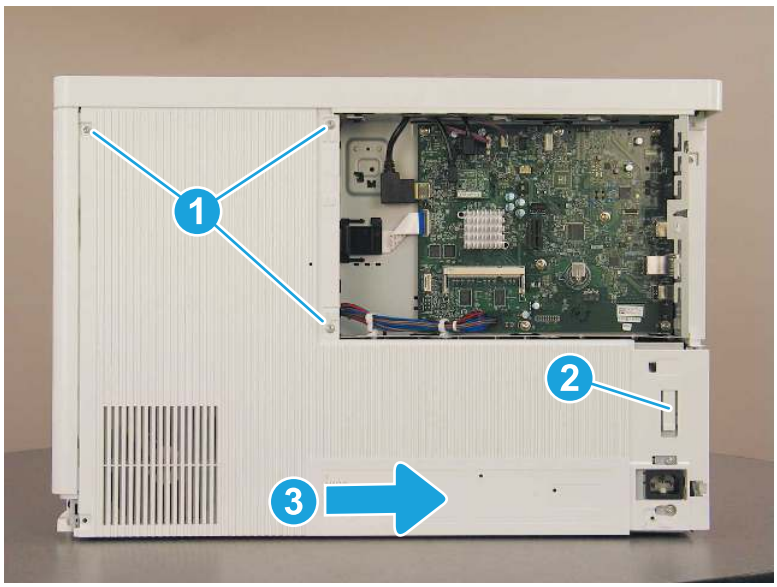
Figure 4-1728 **Remove the right rear lower cover**



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1729 **Remove the rear cover**

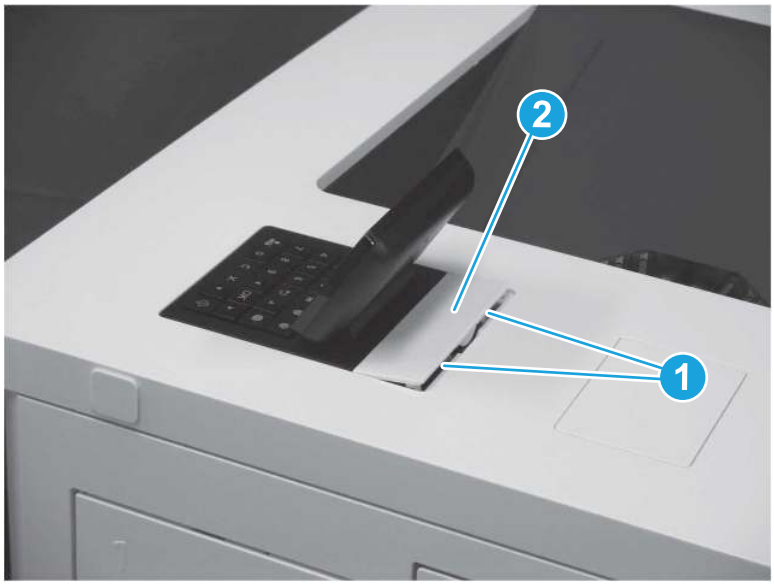


6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1730 Remove the control panel cover



b. Remove one screw (callout 1).

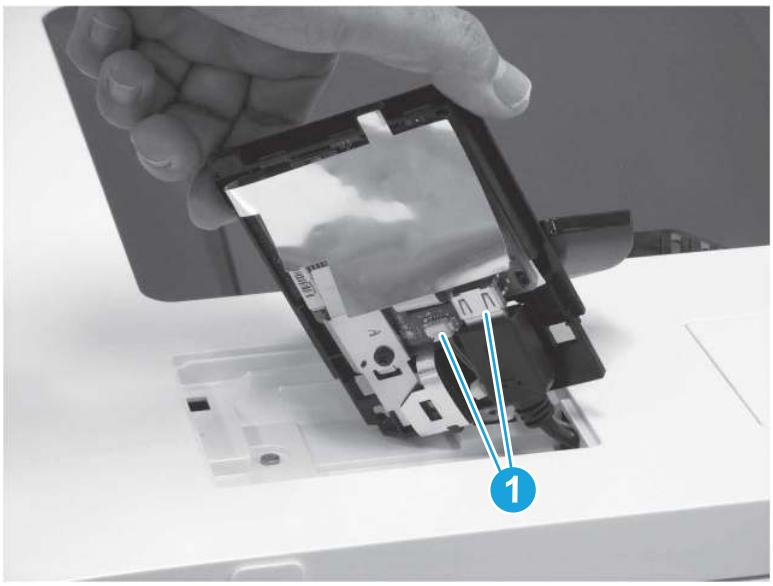
Figure 4-1731 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1732 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

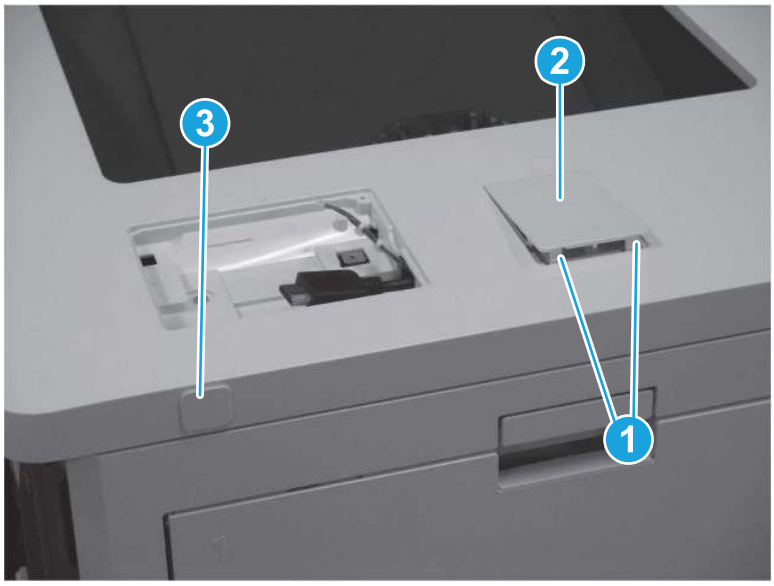
Figure 4-1733 Disconnect two connectors



7. Remove the top cover (M751/E75245).

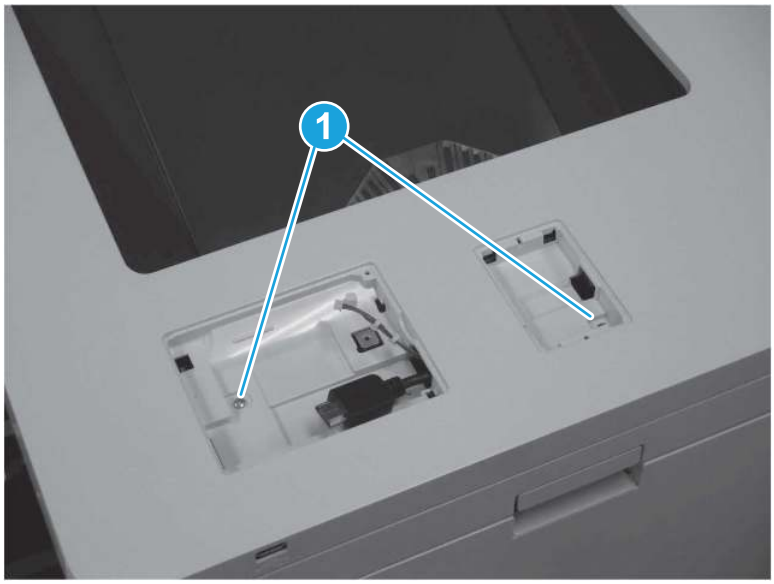
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1734 Remove the HIP cover and USB cap



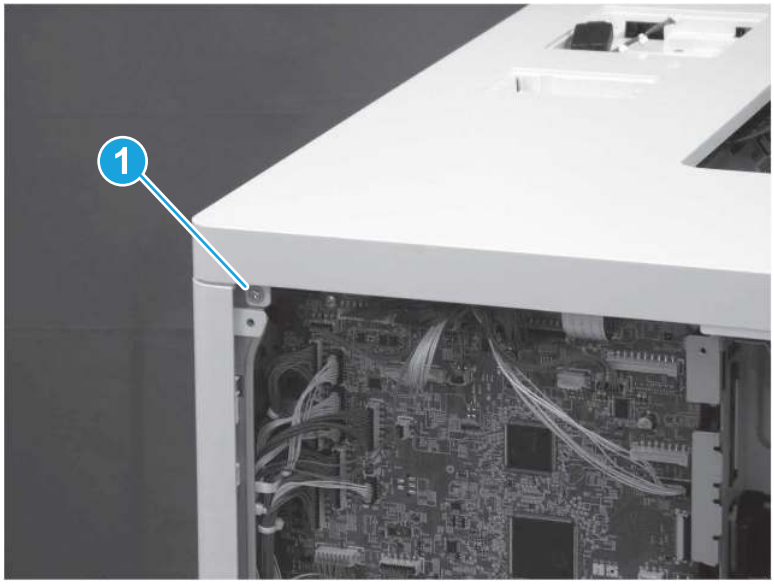
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1735 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1736 Remove one screw

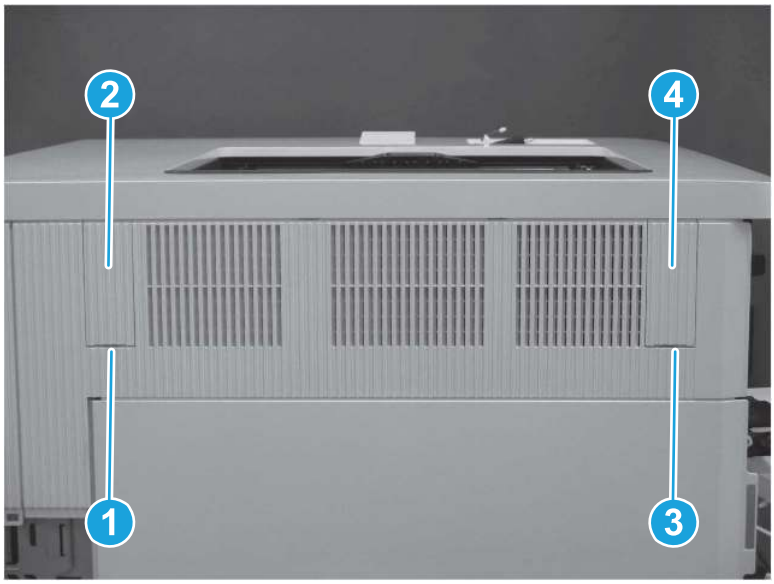


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

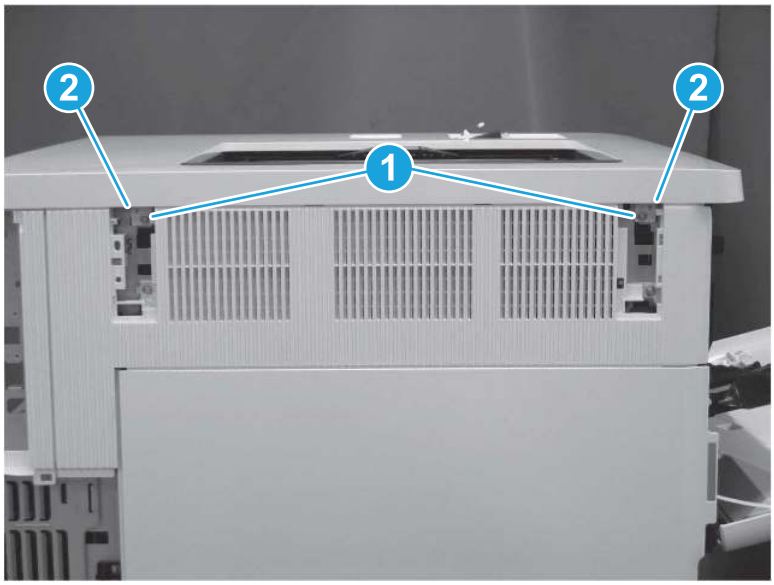
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1737 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

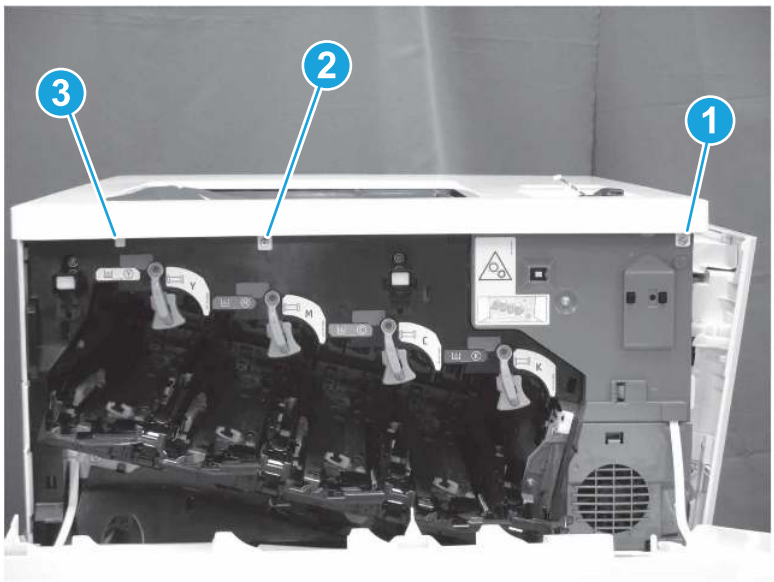
Figure 4-1738 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

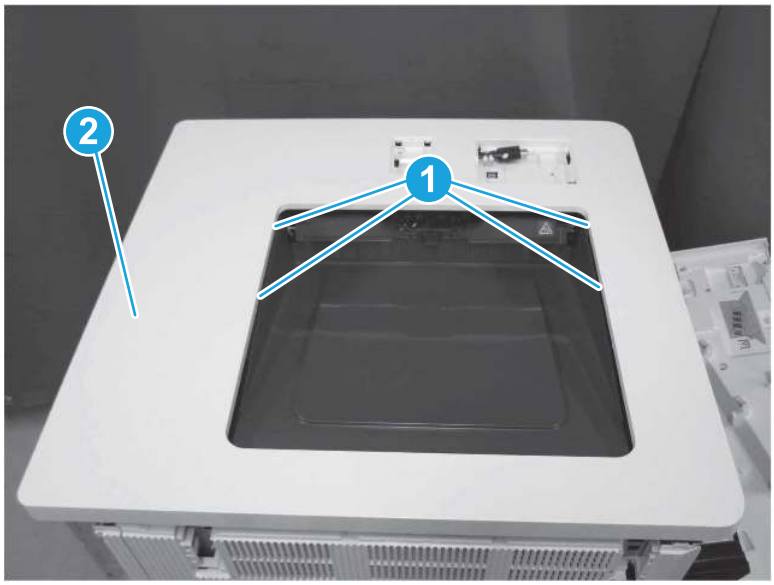
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1739 Remove two screws and release one tab

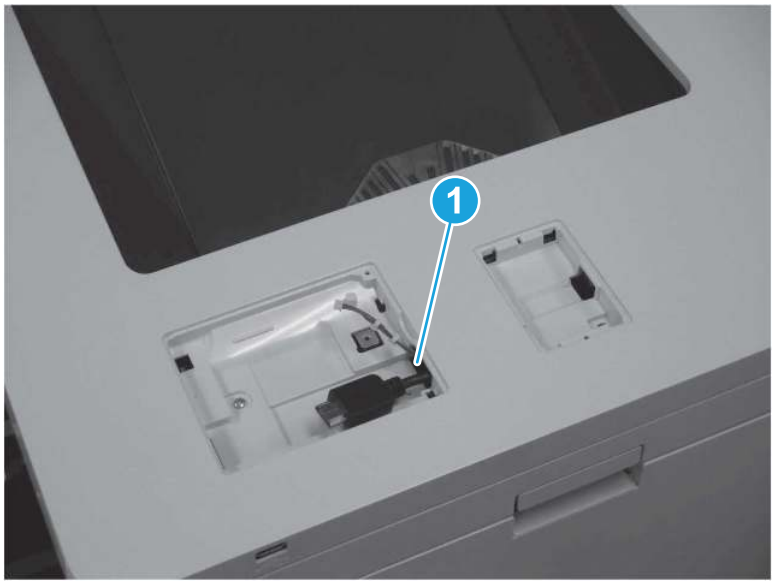


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1740 Remove the top cover



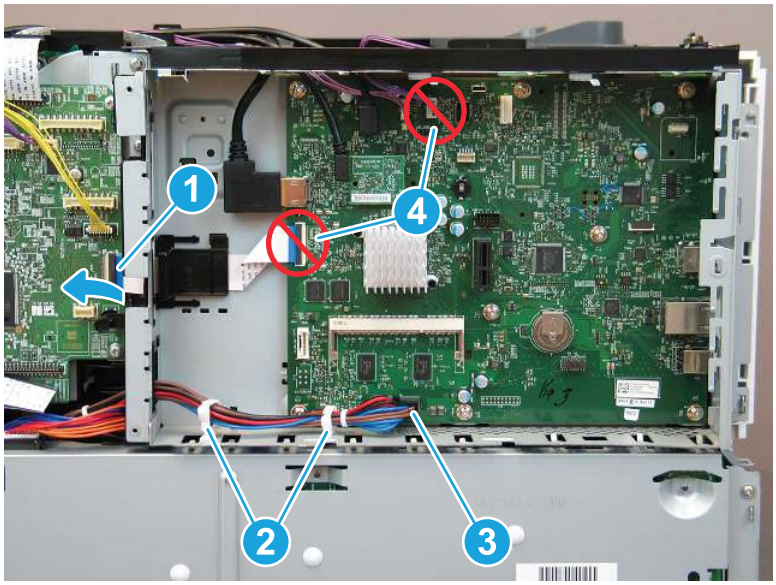
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the formatter and case.

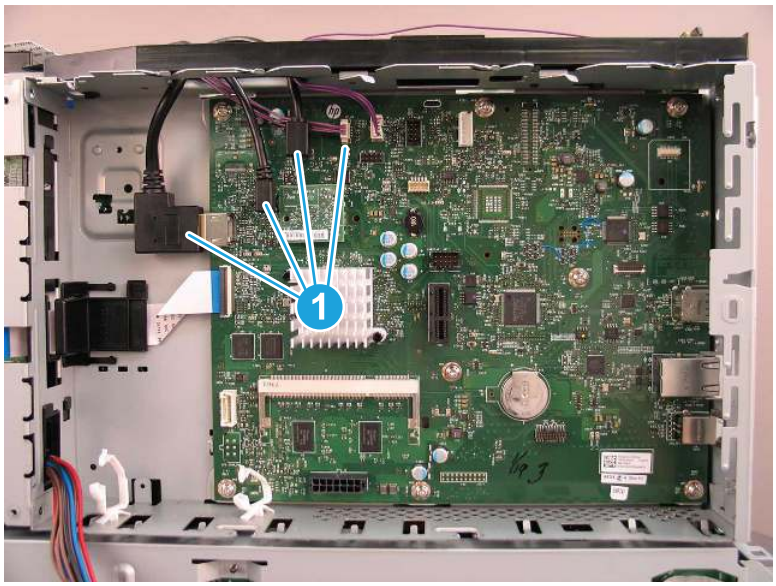
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-1741 Disconnect the connectors



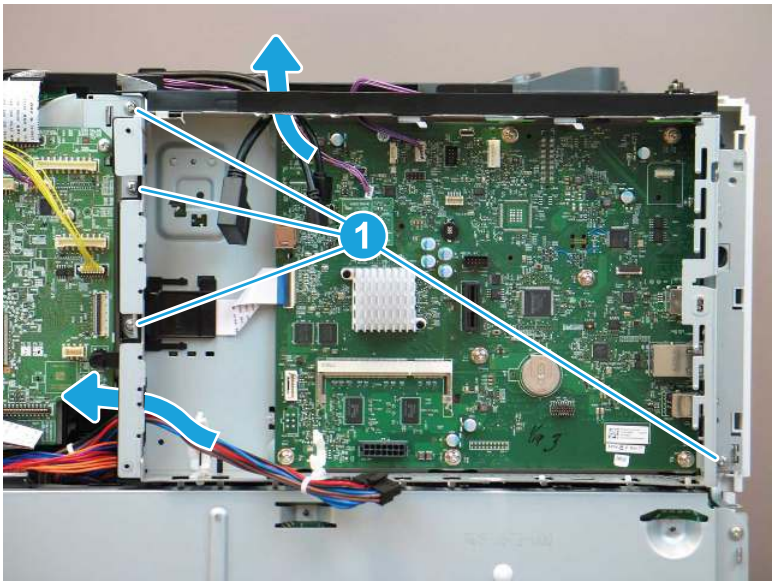
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-1742 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

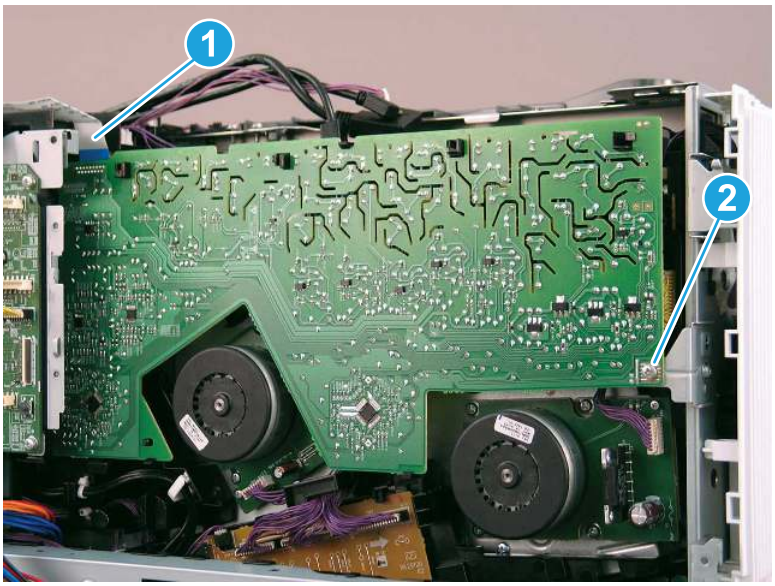
Figure 4-1743 Remove the formatter and case



9. Remove the upper high-voltage power supply A (upper HVPS).

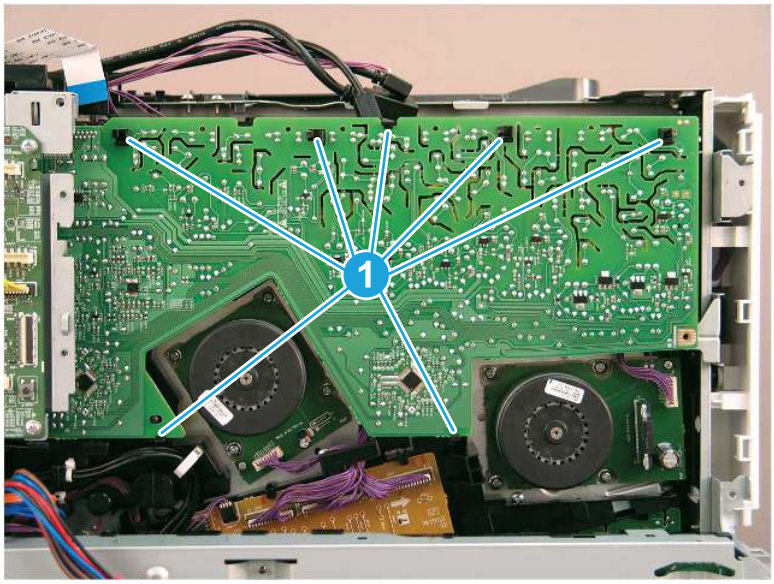
a. Disconnect one flat cable (callout 1), and then remove one screw (callout 2).

Figure 4-1744 Disconnect one flat cable and remove one screw



b. Release seven tabs (callout 1), and then remove the upper HVPS.

Figure 4-1745 Release seven tabs and remove the upper HVPS



10. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Upper high-voltage power supply (M856/E85055/M776)

Learn how to remove and replace the upper high-voltage power supply (HVPS).

View a video of how to remove and replace the upper high-voltage power supply.

Mean time to repair: 35 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 4-93 Part information

Part number	Part description
RM2-9601-000CN	Upper high-voltage power supply PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

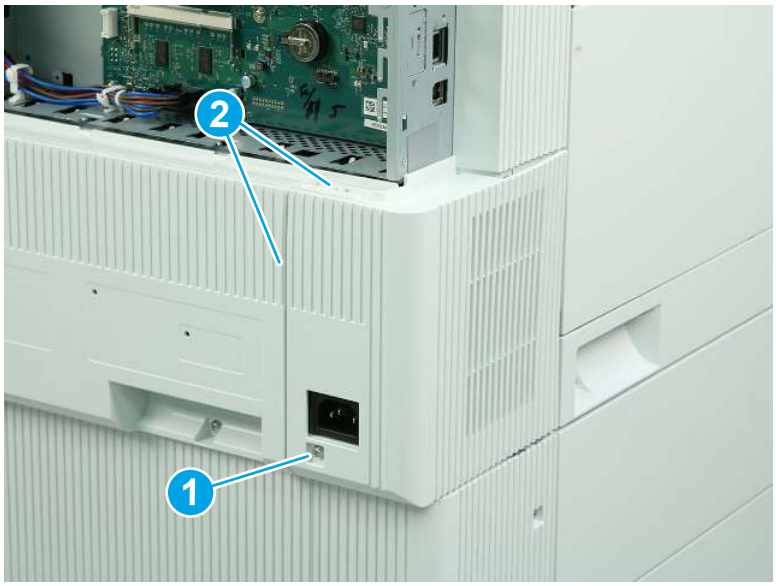
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1746 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1747 Remove one screw and release two tabs



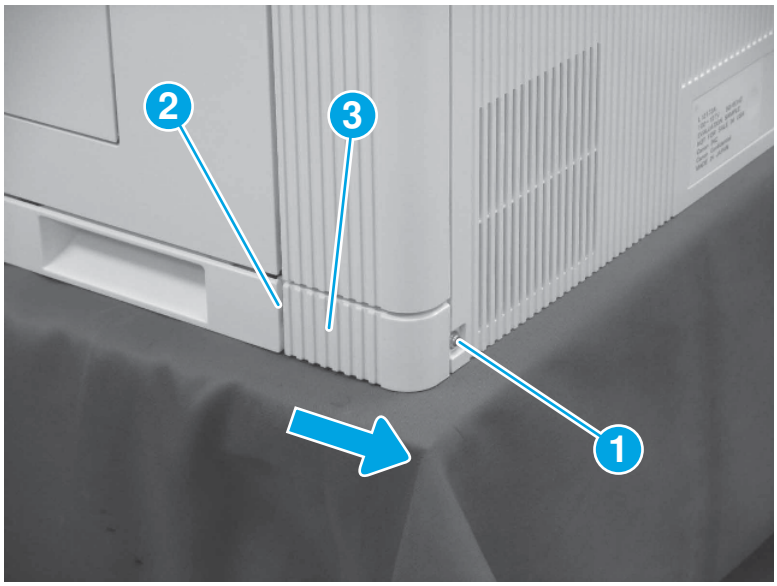
b. Rotate the cover away from the printer to remove it.

Figure 4-1748 Remove the left lower cover

3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

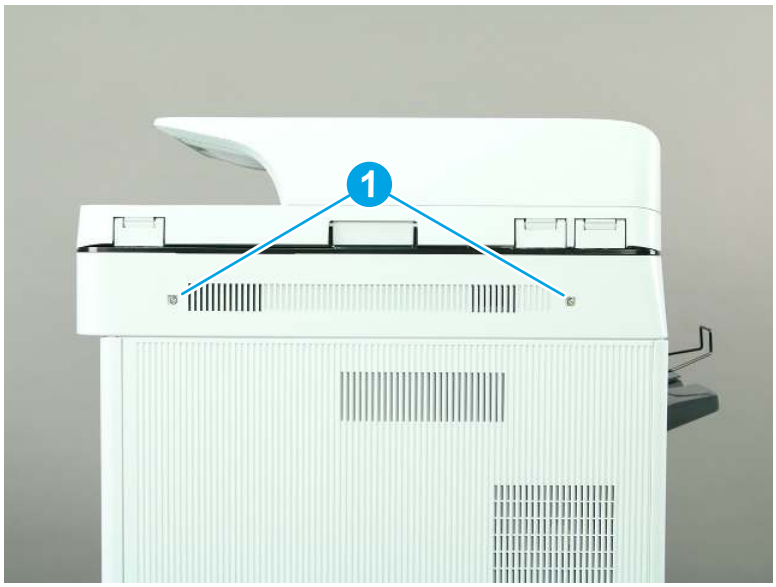
Figure 4-1749 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1750 Remove two screws



b. Remove the SCB cover.

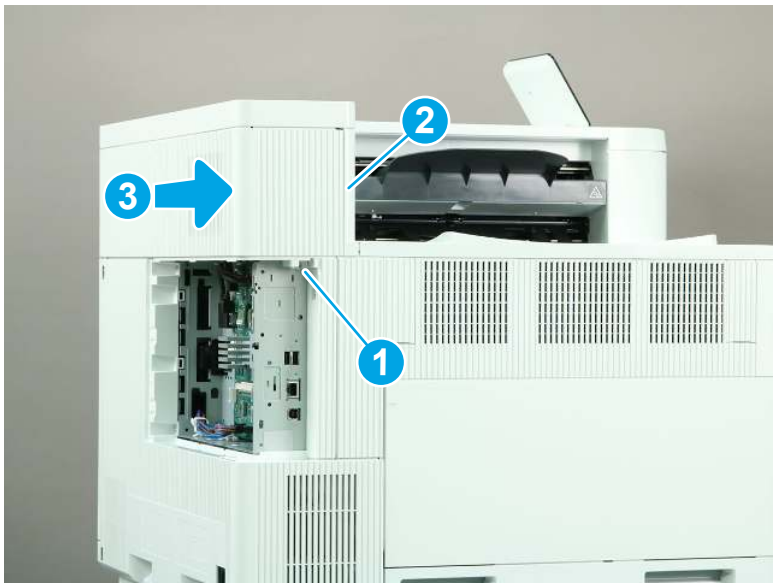
Figure 4-1751 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

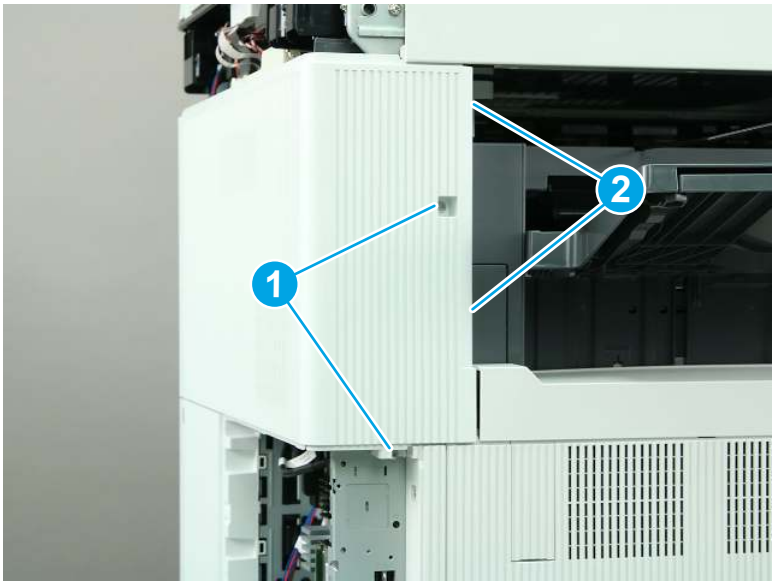
  Figure 4-1752 **Remove the rear upper cover**

6. Remove the rear upper cover and left rear upper cover (M776zs).

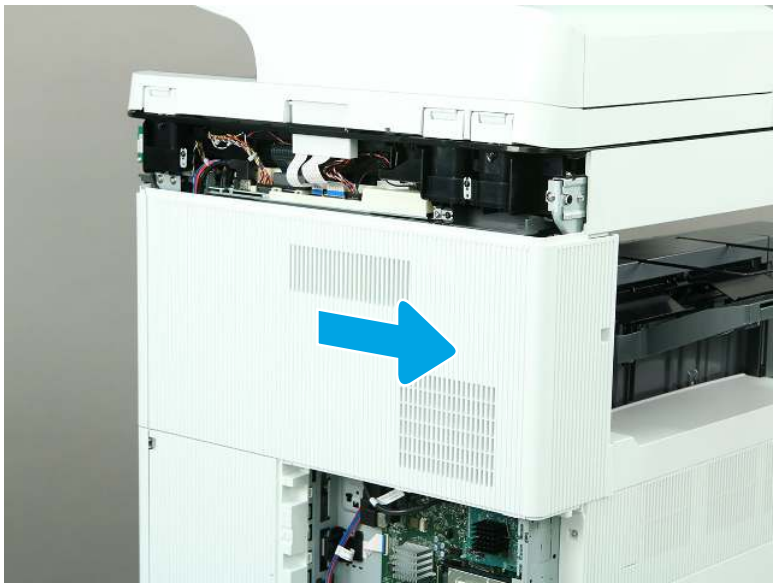
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1753 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

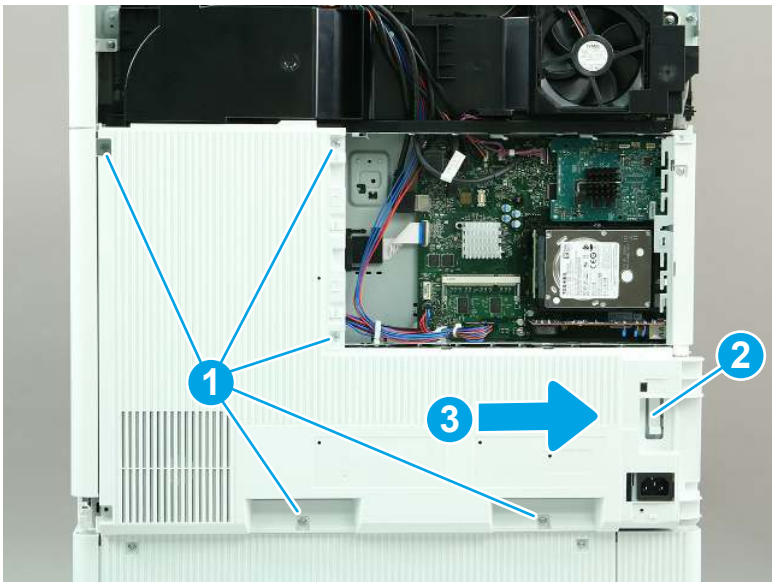
Figure 4-1754 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1755 Remove the rear cover (M856/E85055/M776)



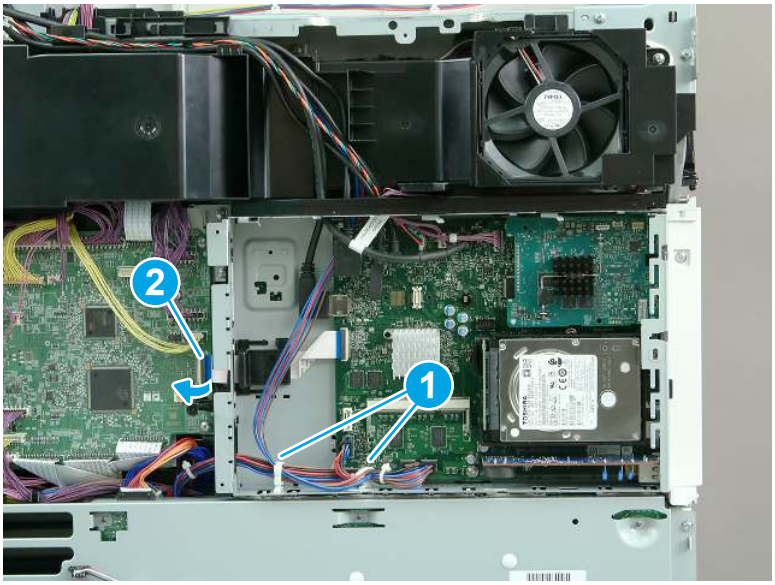
8. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

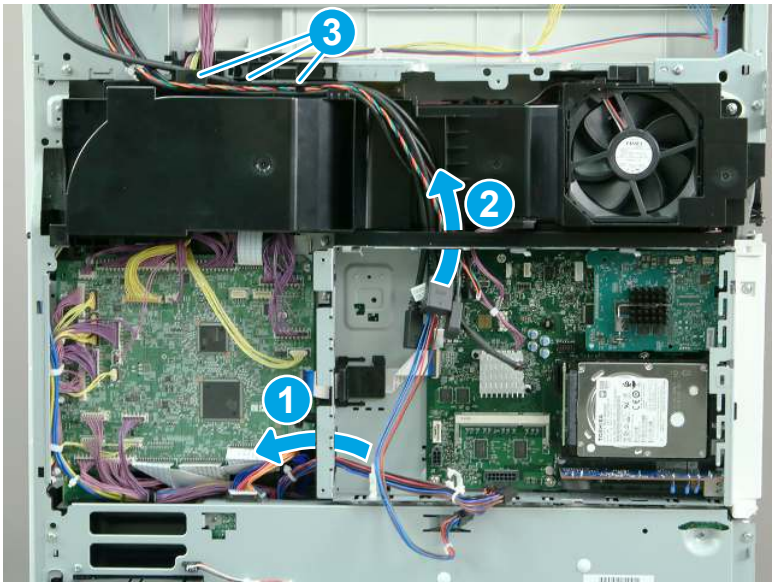
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1756 Disconnect the connectors



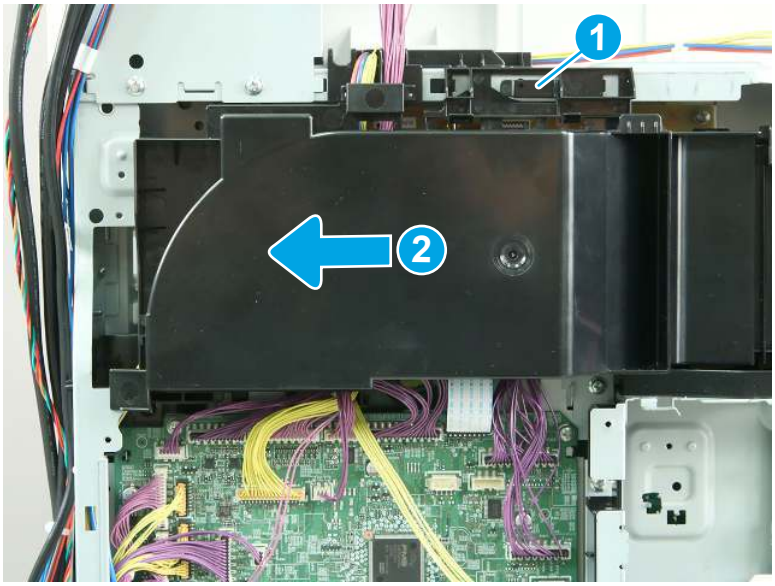
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1757 Release the cables



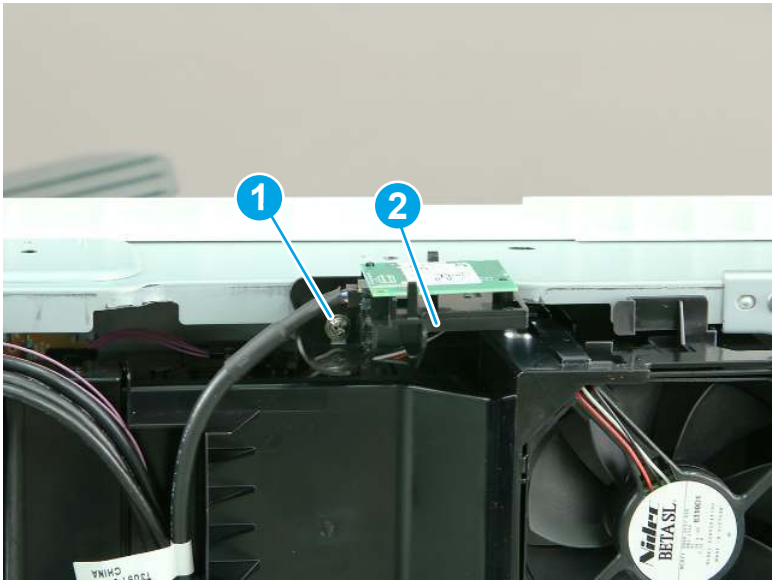
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1758 **Remove the fan duct**



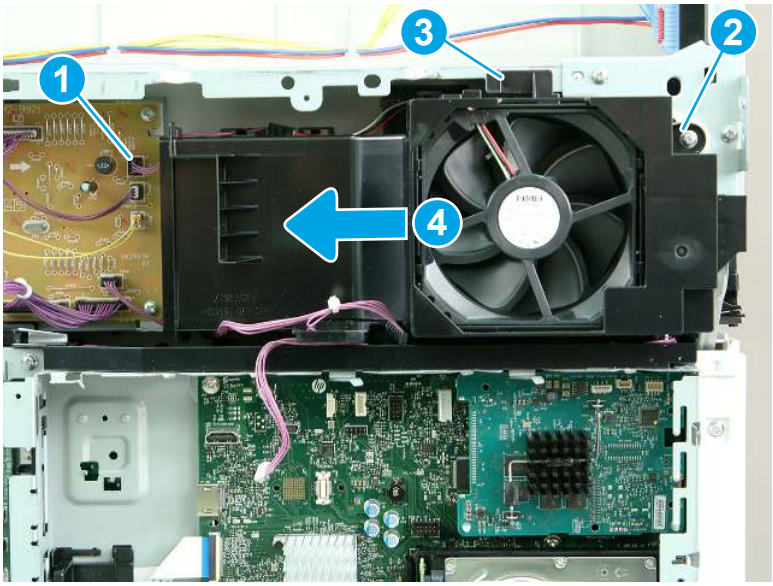
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1759 **Remove the wireless card and bracket**



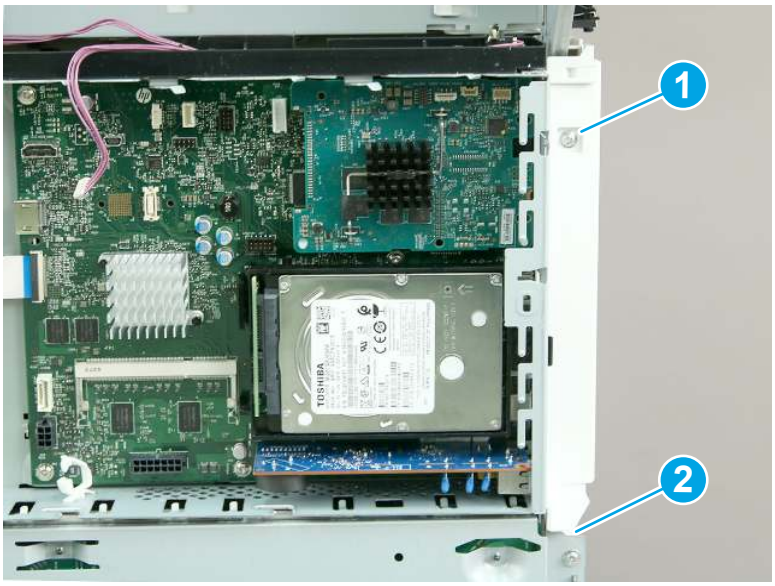
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1760 Remove the fan assembly



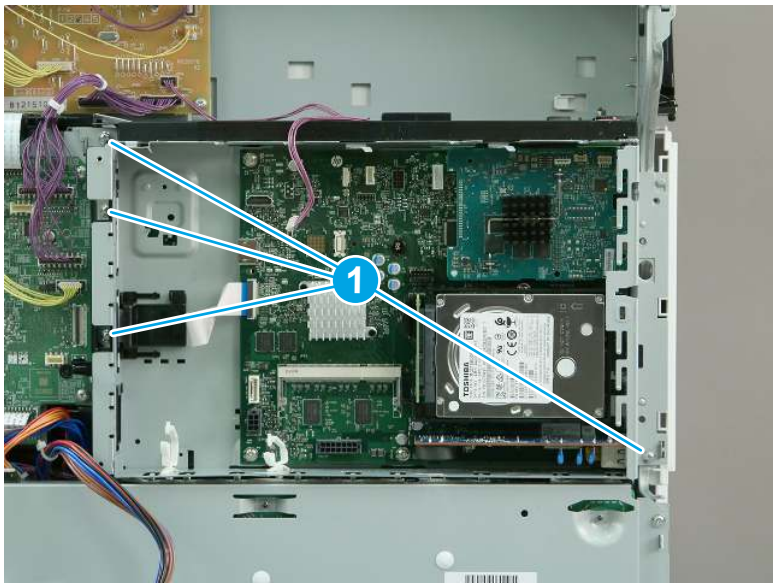
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1761 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1762 Remove four screws



h. Remove the formatter and case.

Figure 4-1763 Remove the formatter and case

9. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-1764 Disconnect one connector and remove one screw

b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-1765 Release six tabs

10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: High-voltage power supply T2 (M751/E75245)

Learn how to remove and replace the high-voltage power supply T2 (HVPS-T2).

View a video of how to remove and replace the high-voltage power supply T2.

Mean time to repair: 36 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 4-94 Part information

Part number	Part description
RM2-9623-000CN	Second transfer high voltage PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

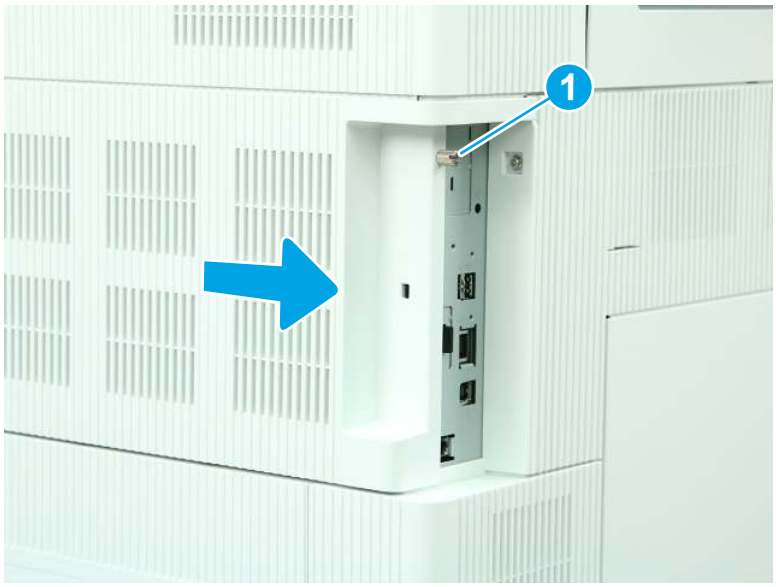
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

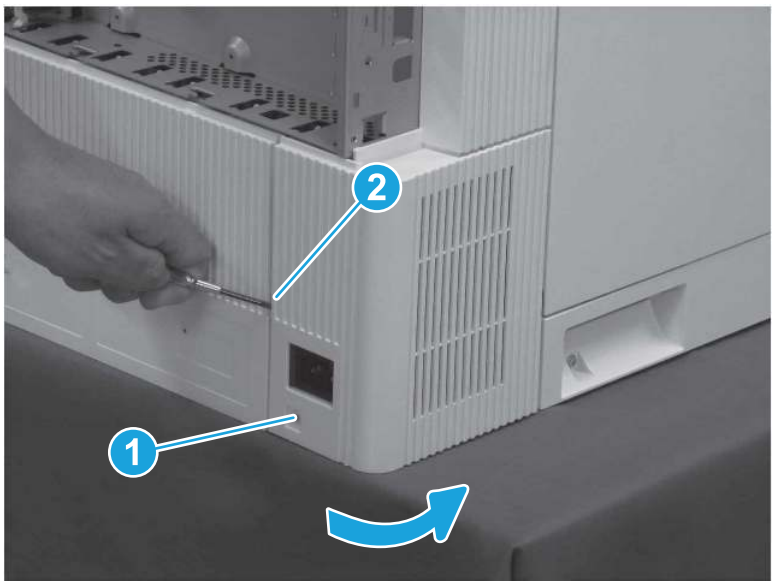
   Figure 4-1766 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

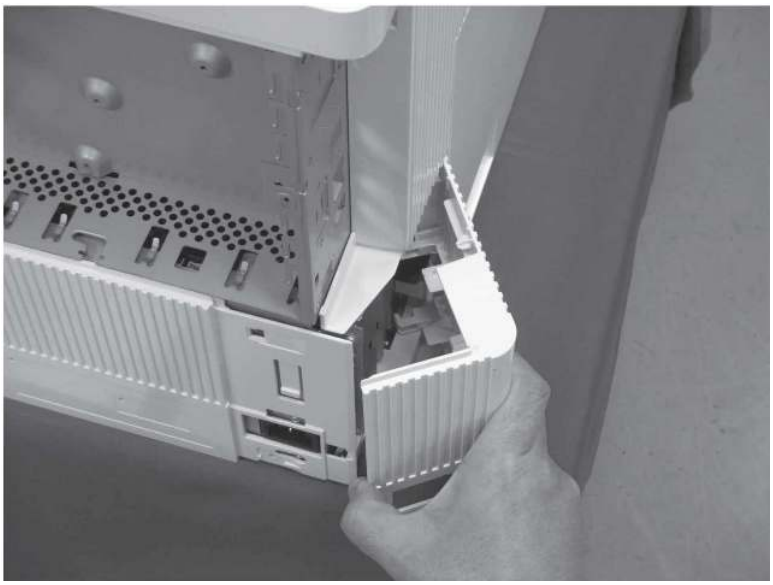
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1767 Remove one screw and release one tab

b. Remove the left lower cover.

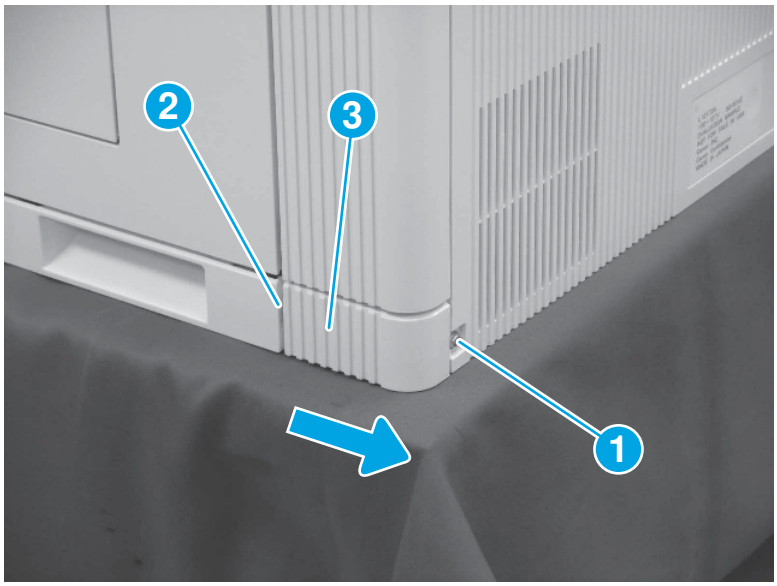
Figure 4-1768 **Remove the left lower cover**



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

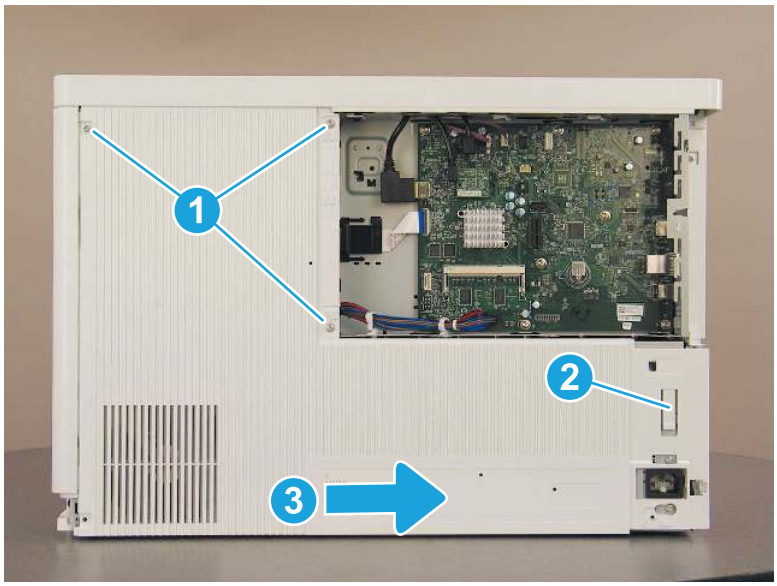
Figure 4-1769 **Remove the right rear lower cover**



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

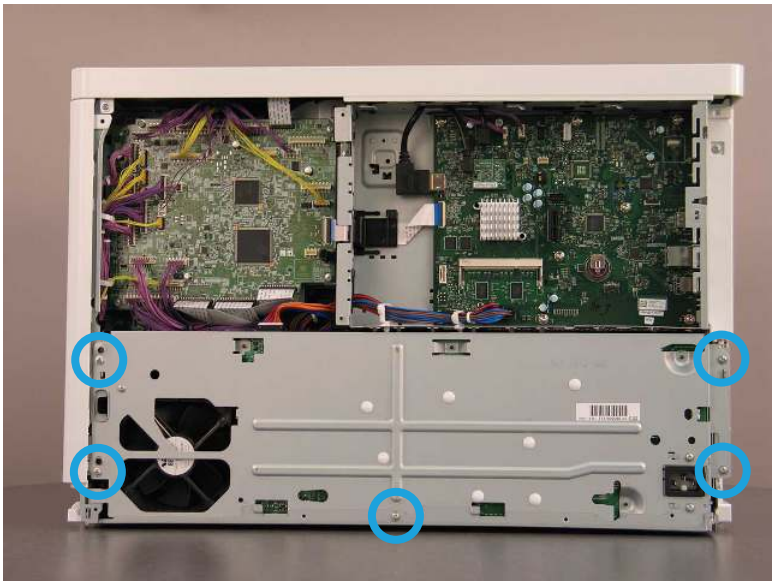
  Figure 4-1770 Remove the rear cover

5. Remove the low-voltage power supply (LVPS).

   a. Remove five screws.

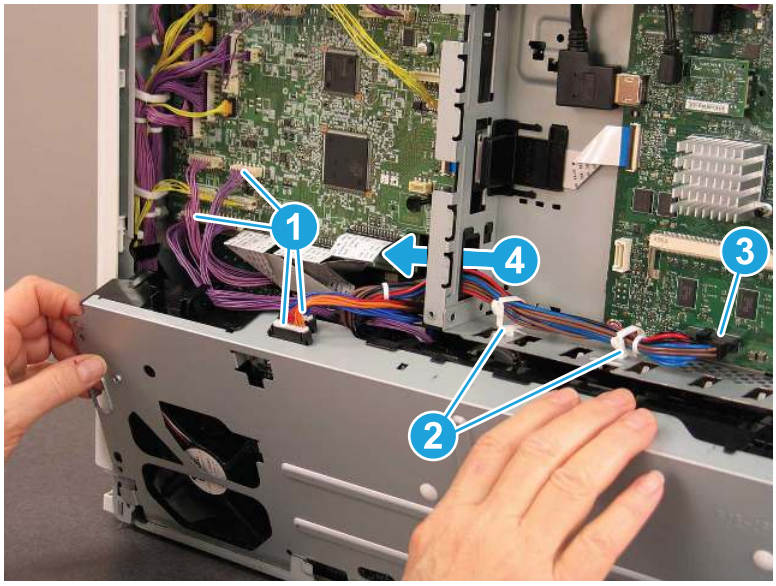
   Figure 4-1771 Remove five screws

   b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to

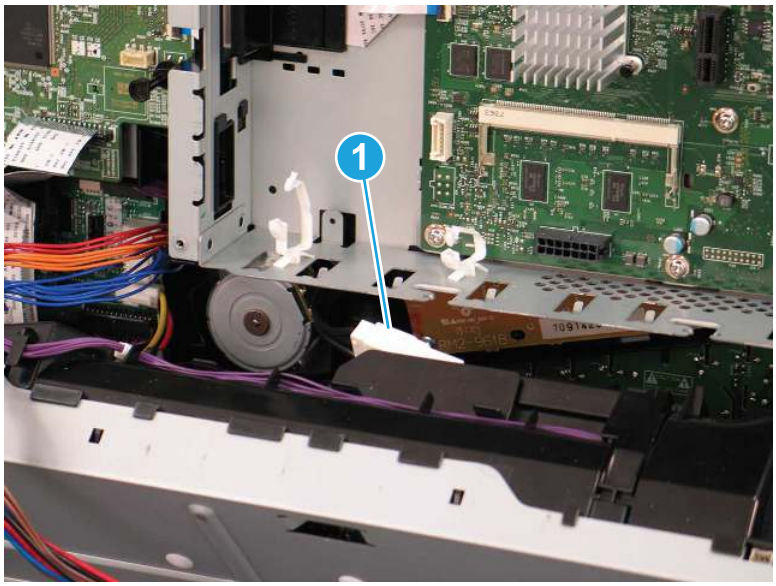
disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-1772 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

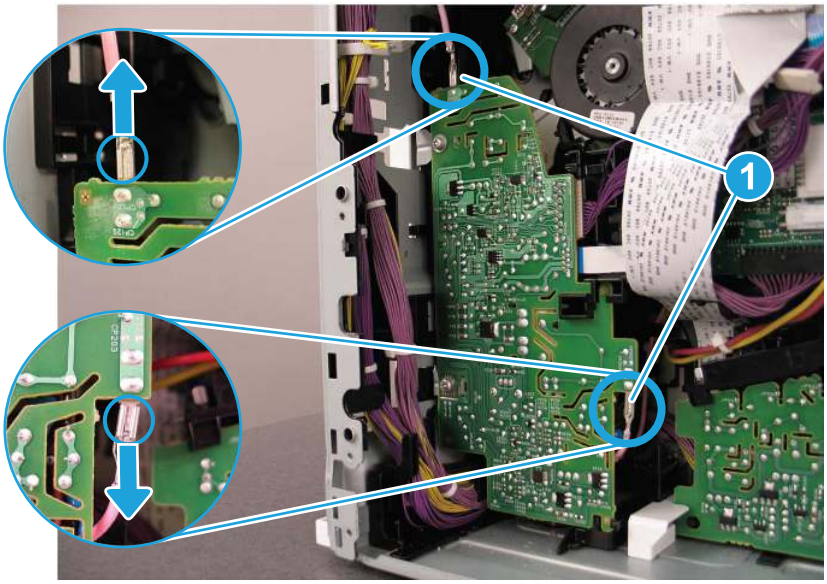
Figure 4-1773 Remove the LVPS



6. Remove the high-voltage power supply T2 (HVPS-T2).

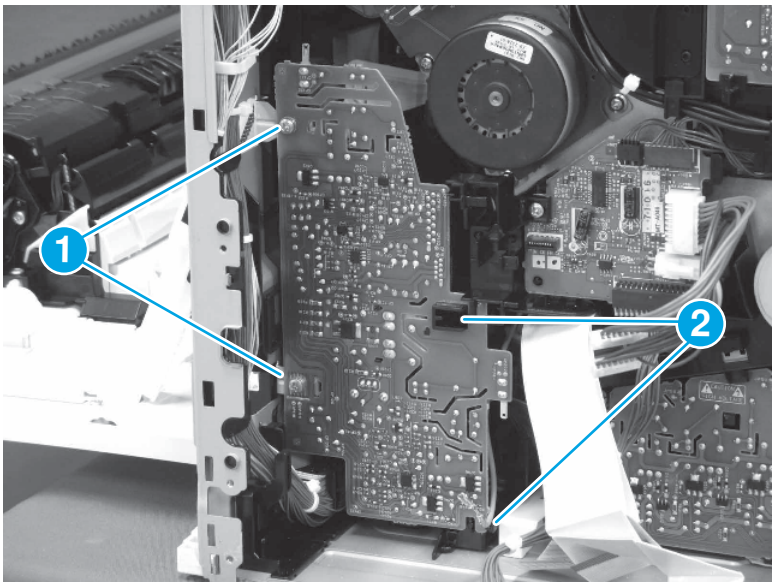
a. Disconnect two connectors (callout 1). For each connector, press and hold the small release tab, and then slide the connector away from the board to disconnect it.

Figure 4-1774 Disconnect two connectors



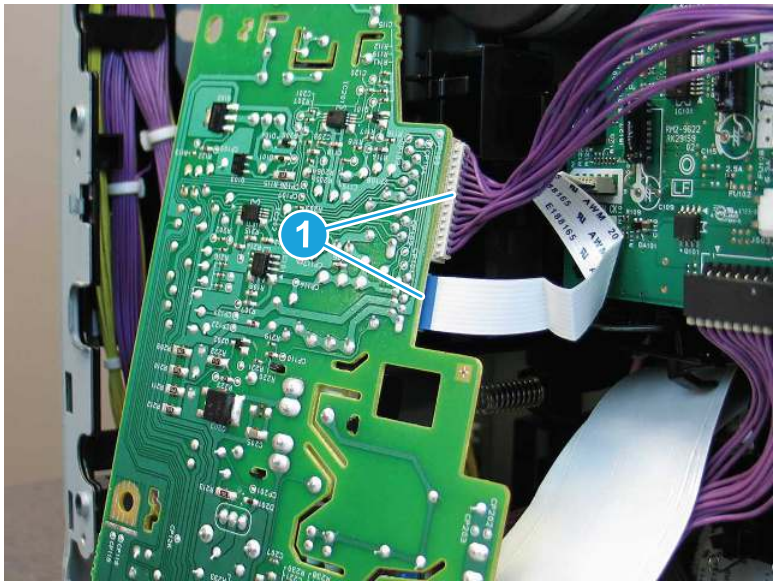
b. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1775 Remove two screws and release two tabs



c. Rotate the HVPS-T2 slightly away from the printer, and then disconnect two connectors (callout 1) to remove it.

Figure 4-1776 Disconnect two connectors and remove the HVPS-T2



7. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: High-voltage power supply T2 (M856/E85055/M776)

Learn how to remove and replace the high-voltage power supply T2 (HVPS-T2).

View a video of how to remove and replace the high-voltage power supply T2.

Mean time to repair: 36 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 4-95 Part information

Part number	Part description
RM2-9623-000CN	Second transfer high voltage PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

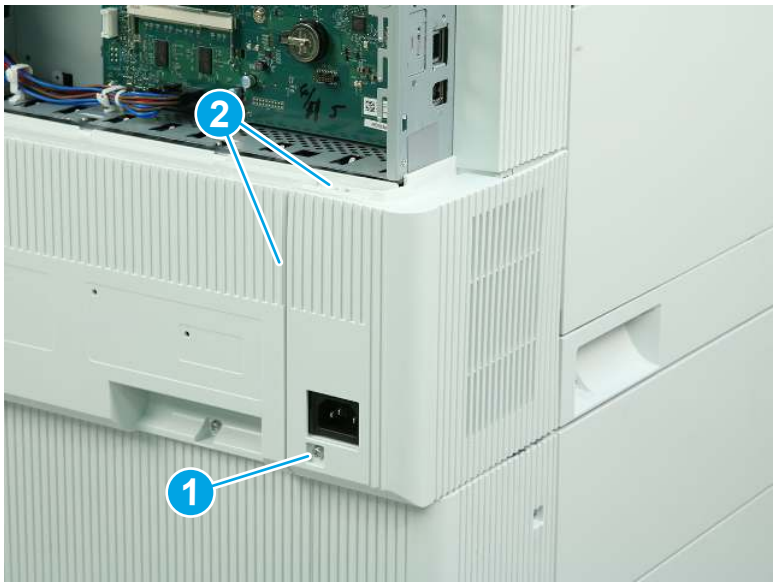
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1777 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1778 Remove one screw and release two tabs



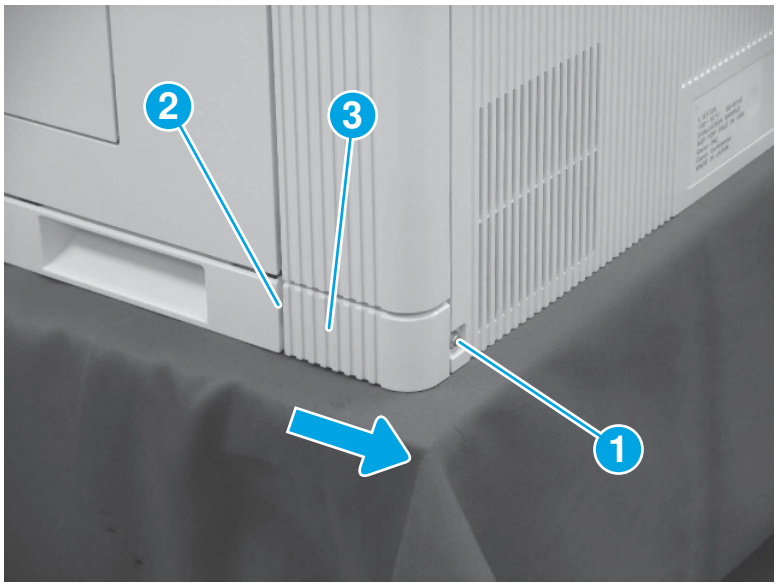
b. Rotate the cover away from the printer to remove it.

Figure 4-1779 Remove the left lower cover

3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

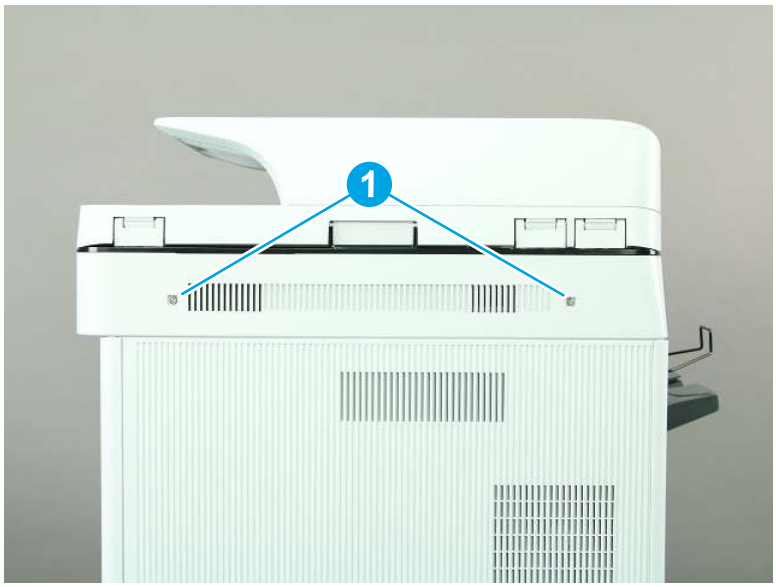
Figure 4-1780 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1781 Remove two screws



b. Remove the SCB cover.

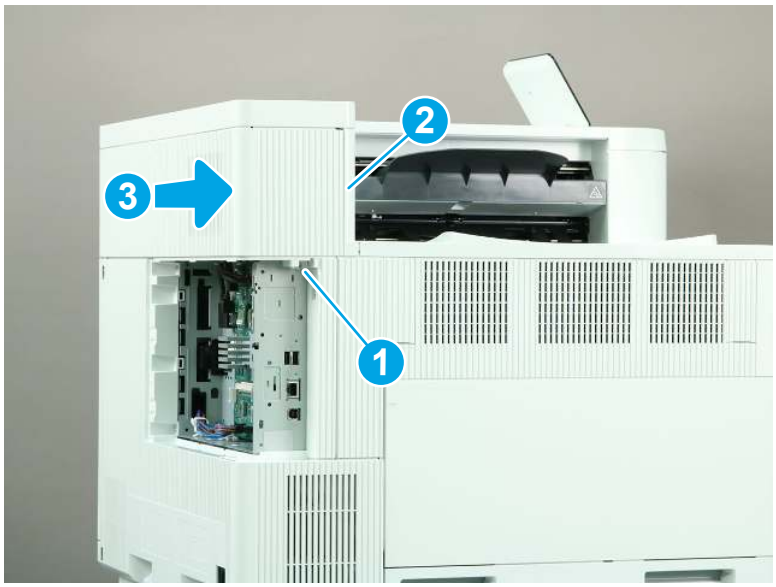
Figure 4-1782 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

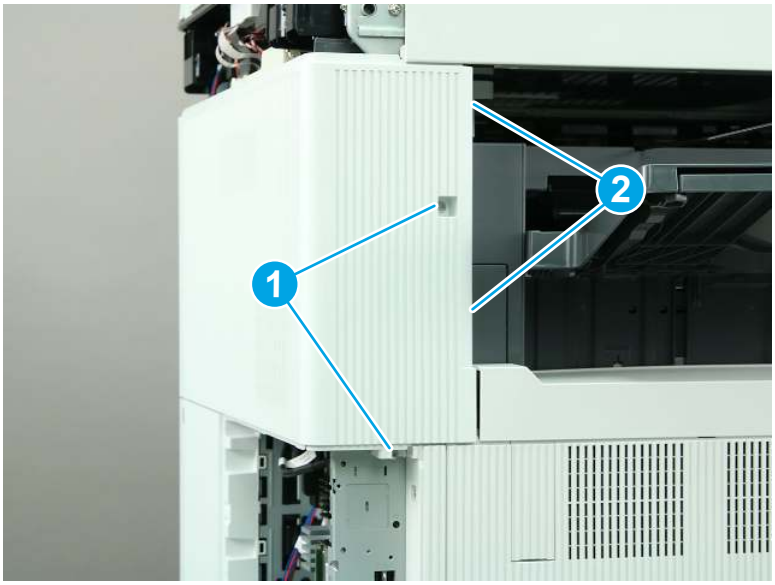
  Figure 4-1783 Remove the rear upper cover

6. Remove the rear upper cover and left rear upper cover (M776zs).

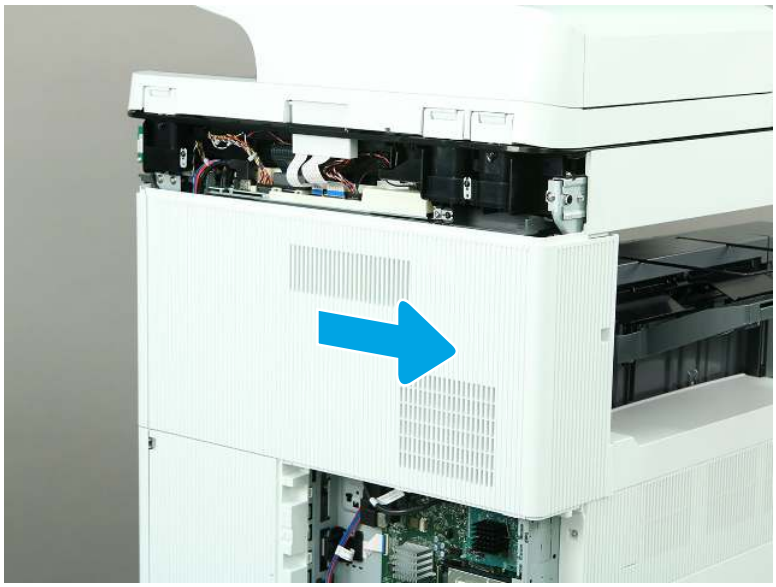
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1784 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

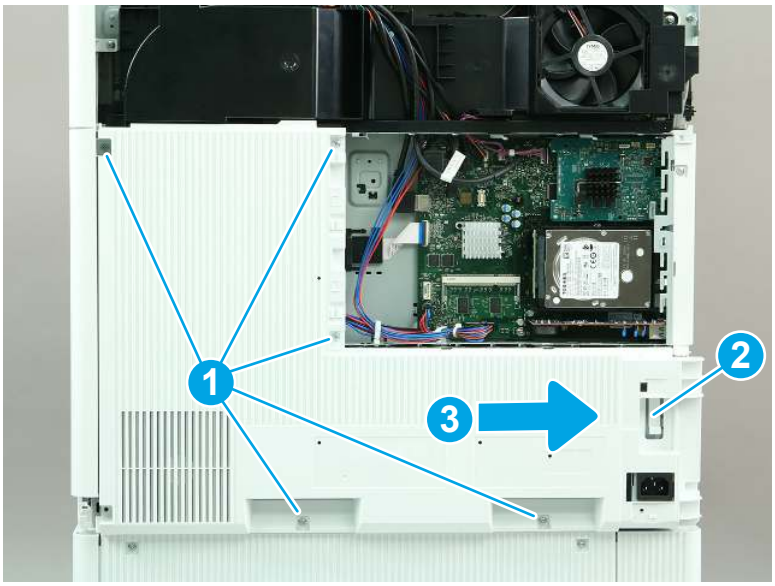
Figure 4-1785 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

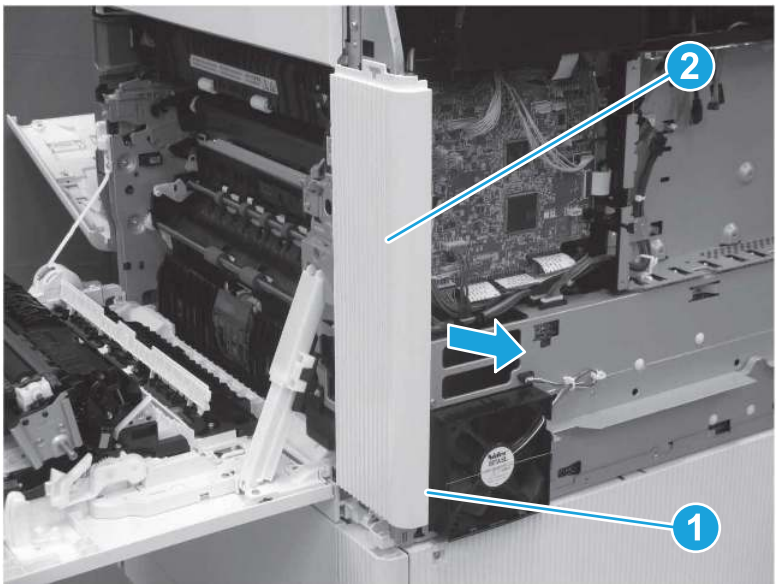
Figure 4-1786 Remove the rear cover (M856/E85055/M776)



8. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

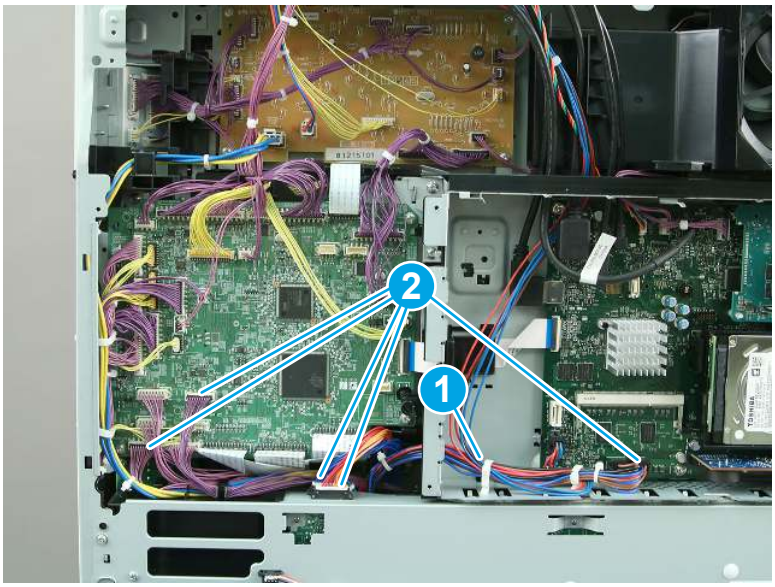
Figure 4-1787 Remove right rear cover



9. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

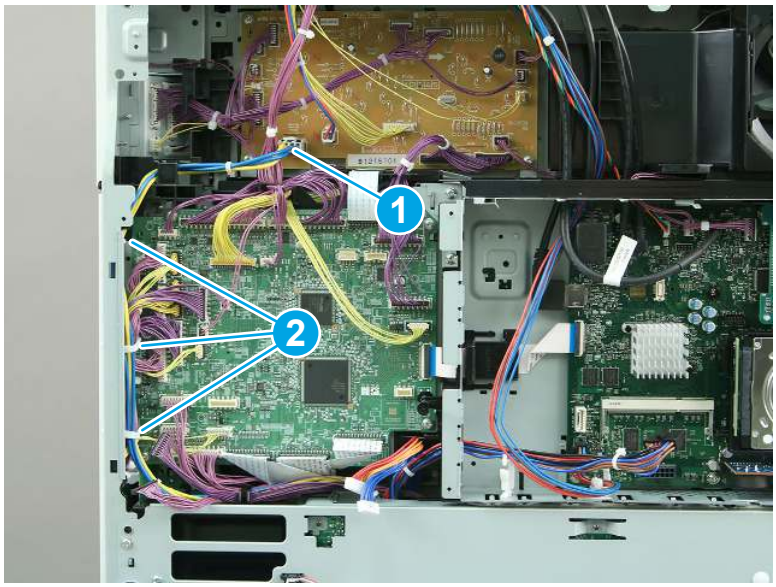
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1788 Release the retainer and disconnect five connectors



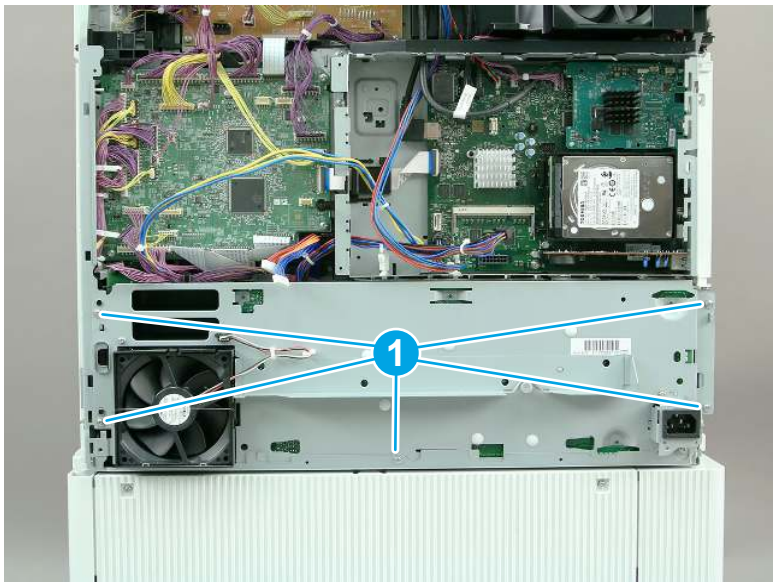
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1789 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1790 Remove five screws

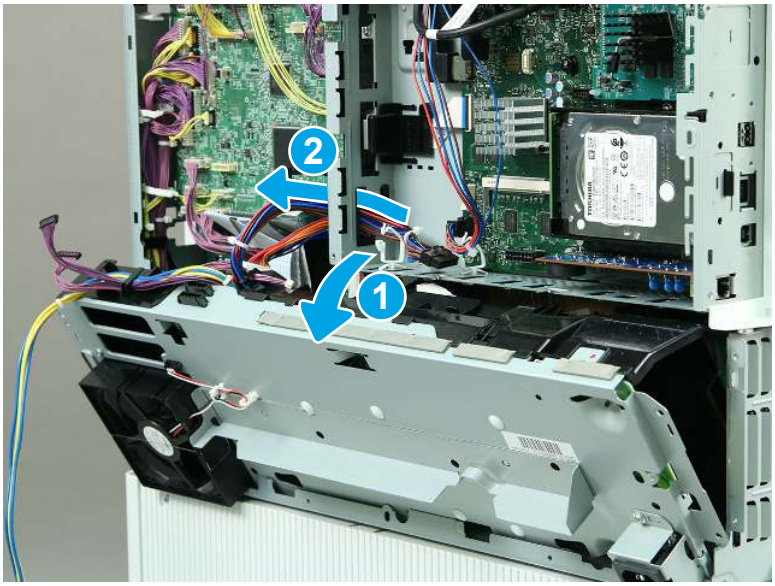


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

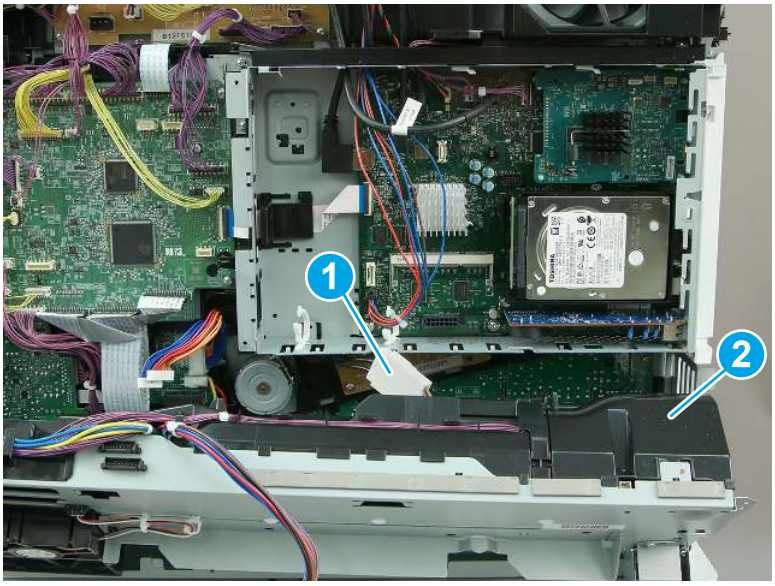
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1791 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

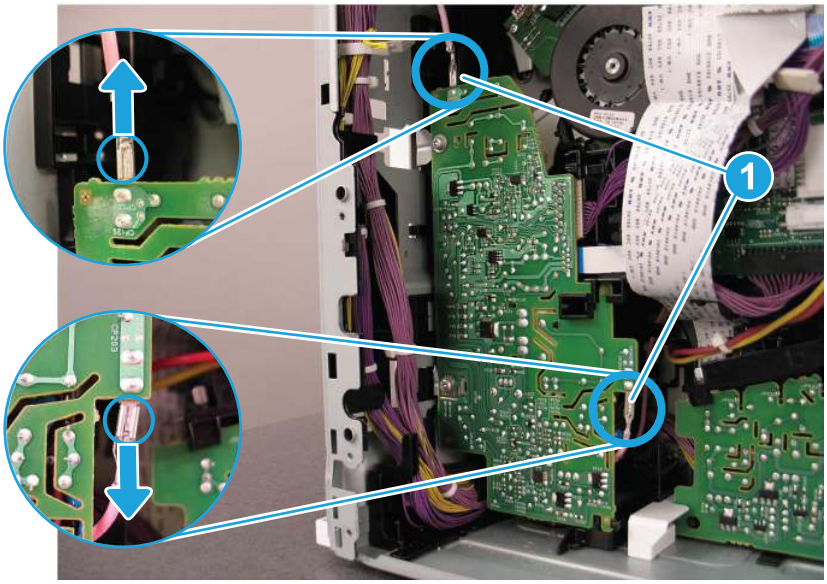
Figure 4-1792 Remove the LVPS



10. Remove the high-voltage power supply T2 (HVPS-T2).

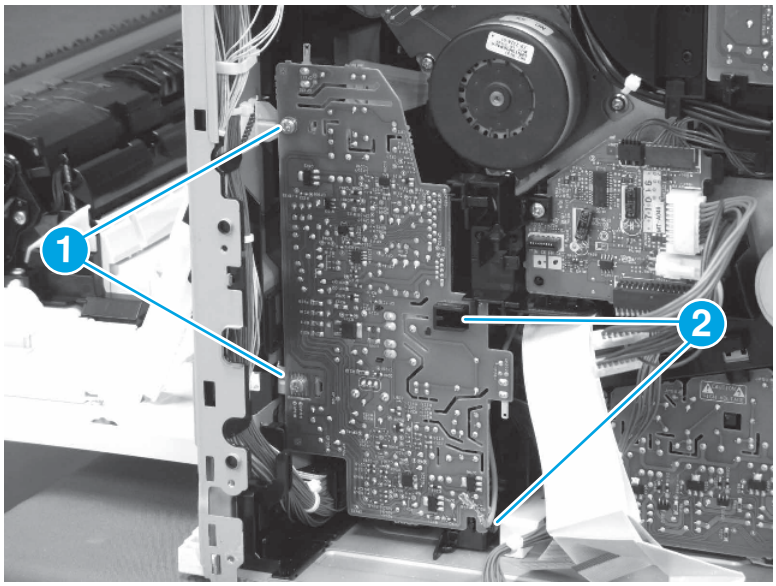
a. Disconnect two connectors (callout 1). For each connector, press and hold the small release tab, and then slide the connector away from the board to disconnect it.

Figure 4-1793 Disconnect two connectors



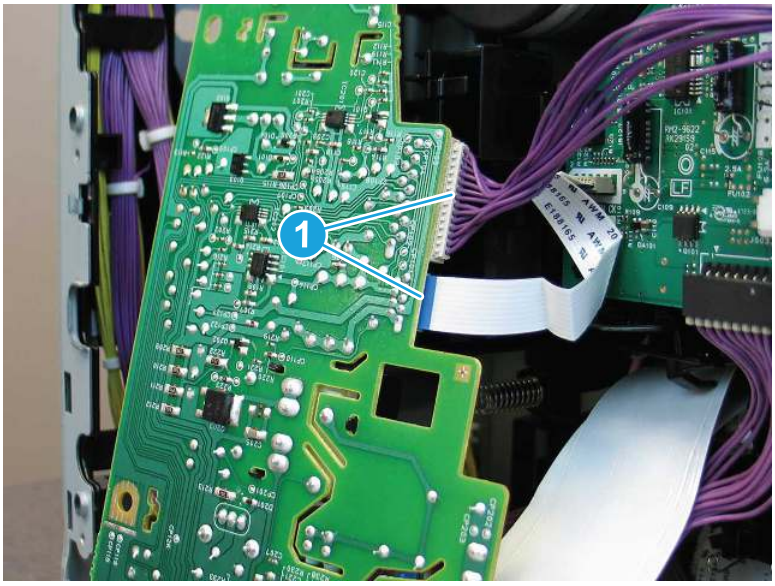
b. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-1794 Remove two screws and release two tabs



c. Rotate the HVPS-T2 slightly away from the printer, and then disconnect two connectors (callout 1) to remove it.

Figure 4-1795 Disconnect two connectors and remove the HVPS-T2



11. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: T2 connecting PCA (M751/E75245)

Learn how to remove and replace the T2 connecting PCA.

View a video of how to remove and replace the T2 connecting PCA.

Mean time to repair: 36 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 4-96 Part information

Part number	Part description
RM2-9622-000CN	Connecting PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

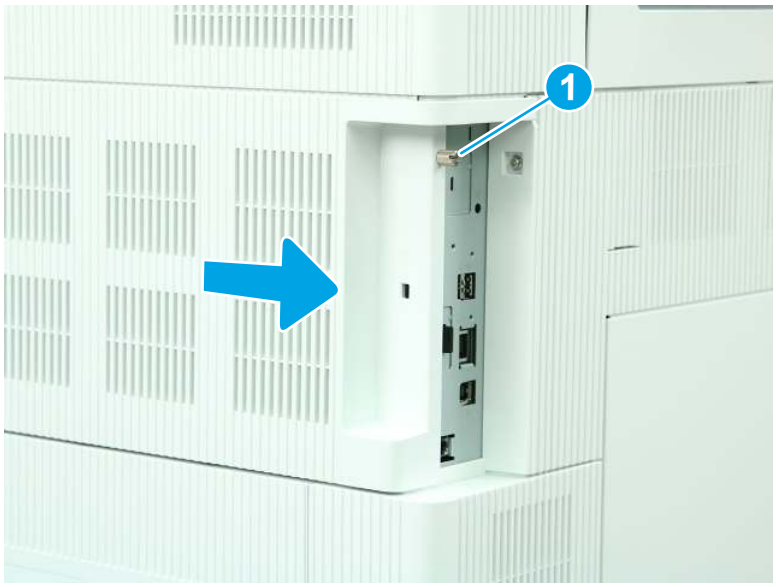
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

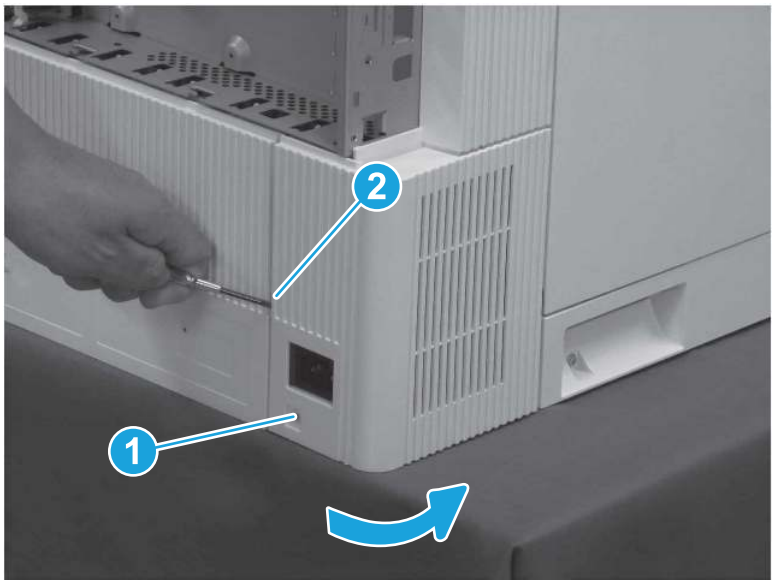
  Figure 4-1796 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

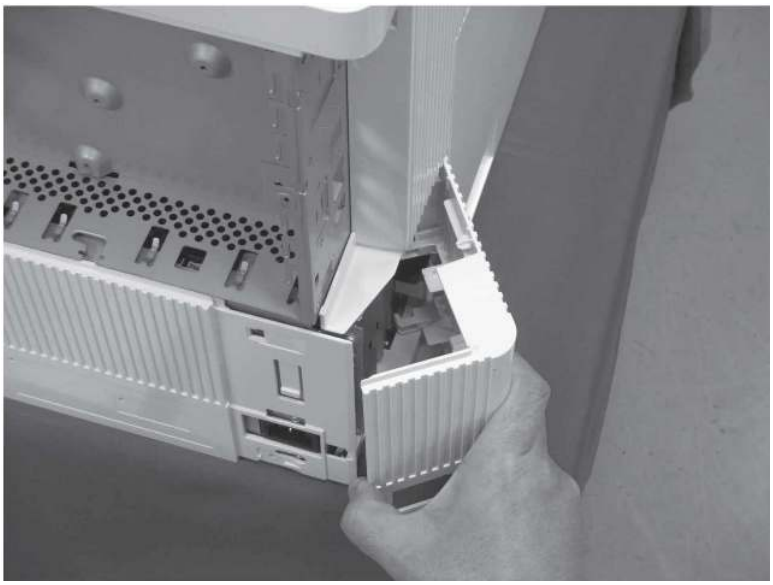
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1797 Remove one screw and release one tab

b. Remove the left lower cover.

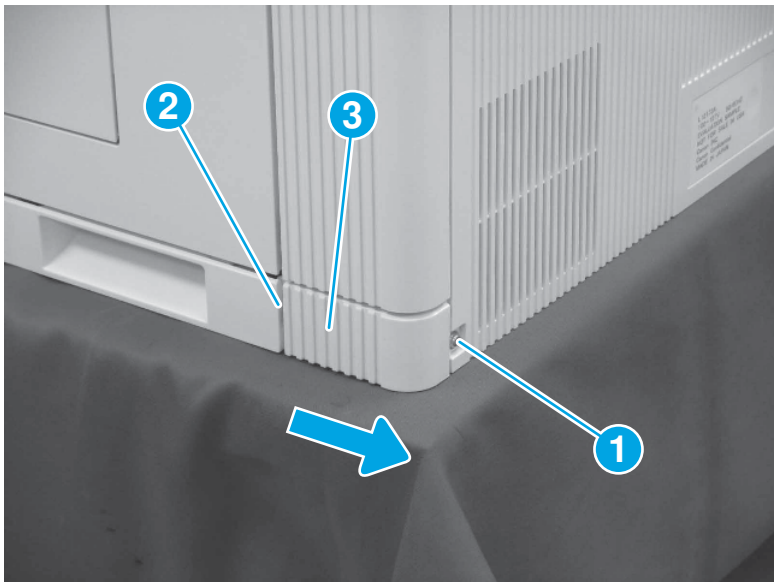
Figure 4-1798 **Remove the left lower cover**



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

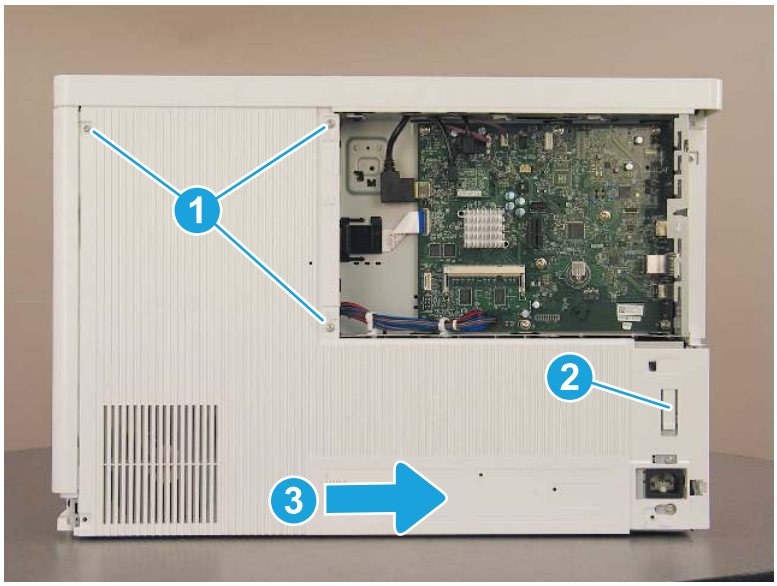
Figure 4-1799 **Remove the right rear lower cover**



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

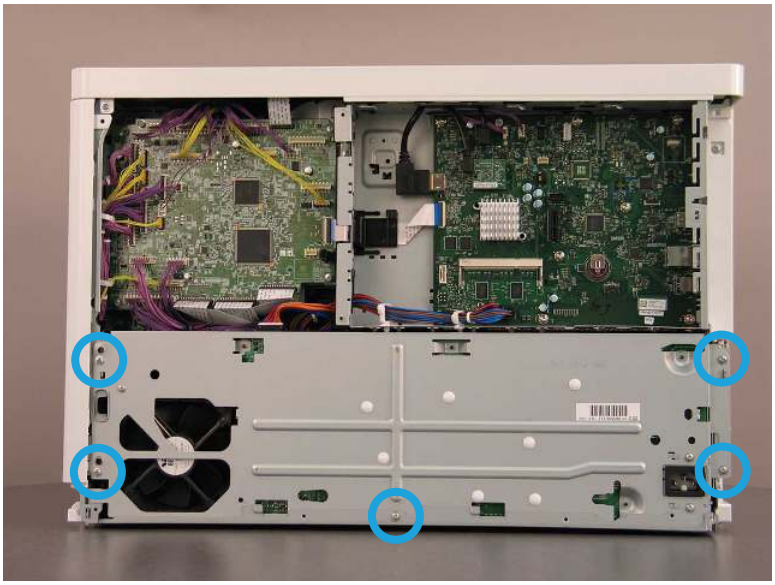
  Figure 4-1800 **Remove the rear cover**

5. Remove the low-voltage power supply (LVPS).

   a. Remove five screws.

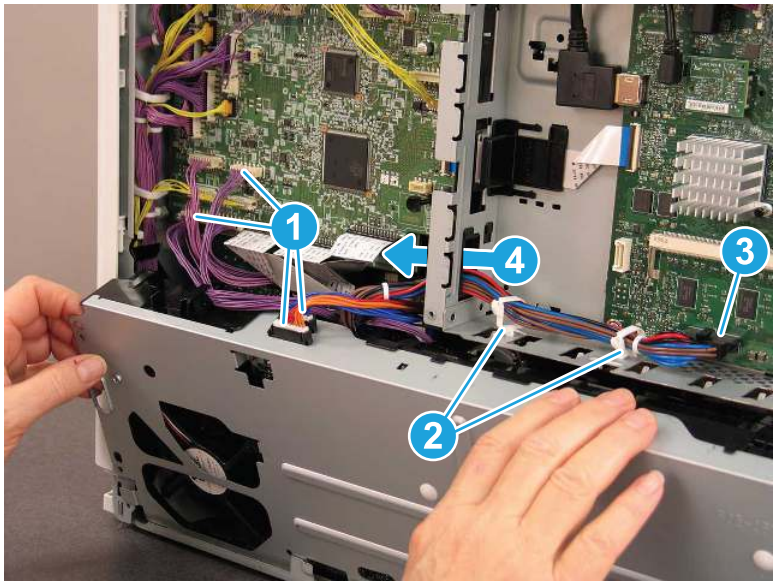
   Figure 4-1801 **Remove five screws**

   b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to

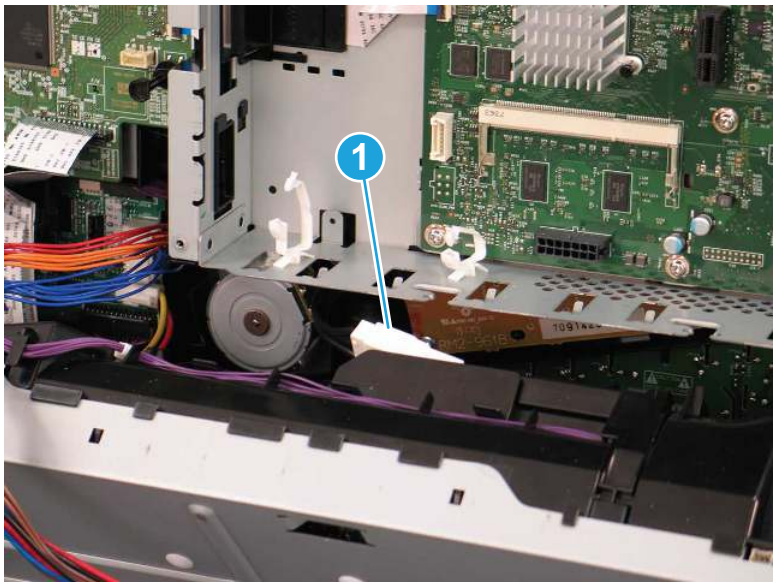
disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-1802 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

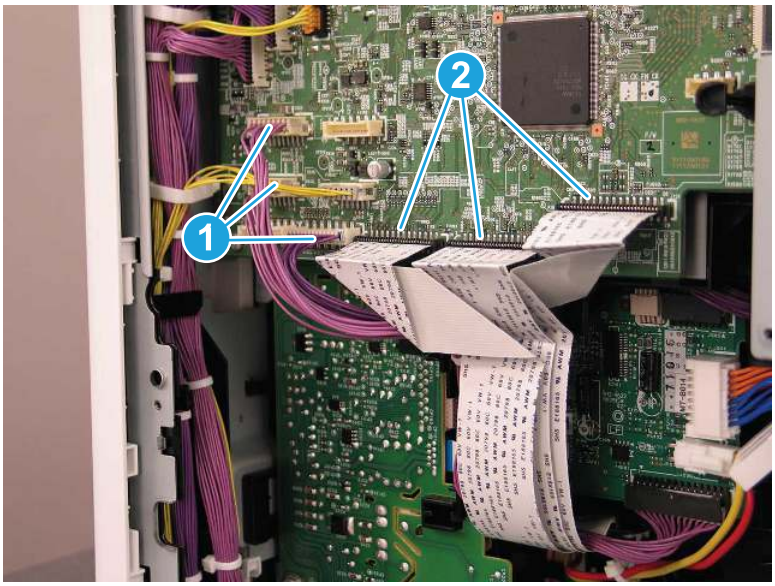
Figure 4-1803 Remove the LVPS



6. Remove the T2 connecting PCA.

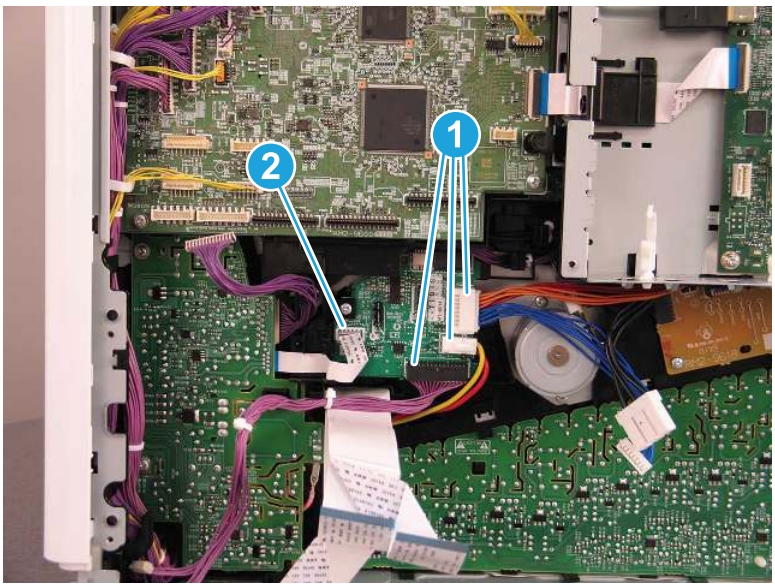
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-1804 Disconnect six connectors



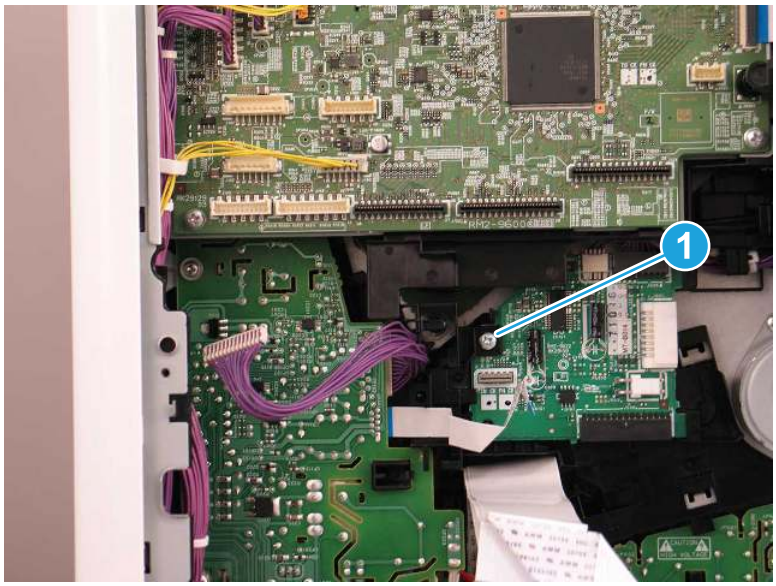
b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1805 Disconnect three connectors and one flat cable



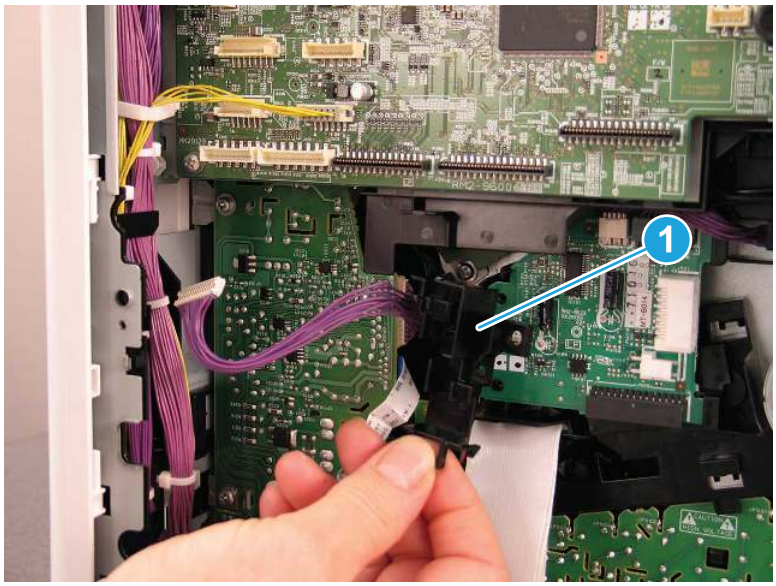
c. Remove one screw (callout 1).

Figure 4-1806 Remove one screw



d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

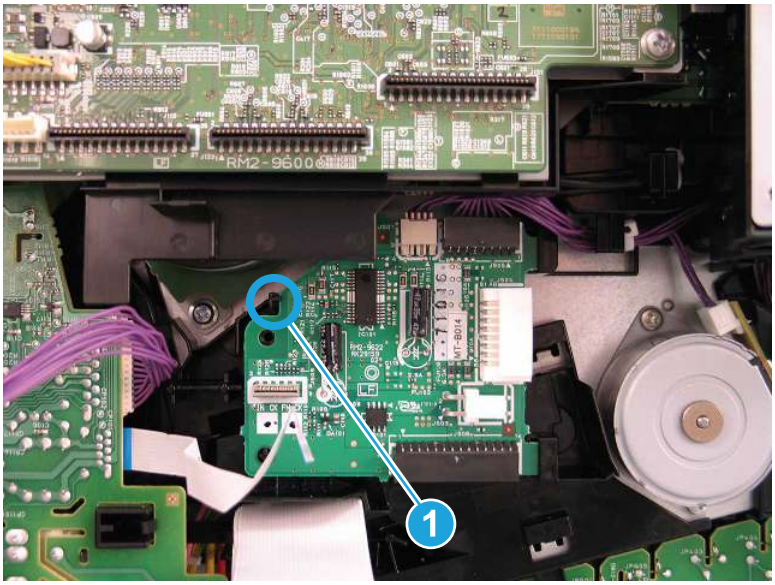
Figure 4-1807 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

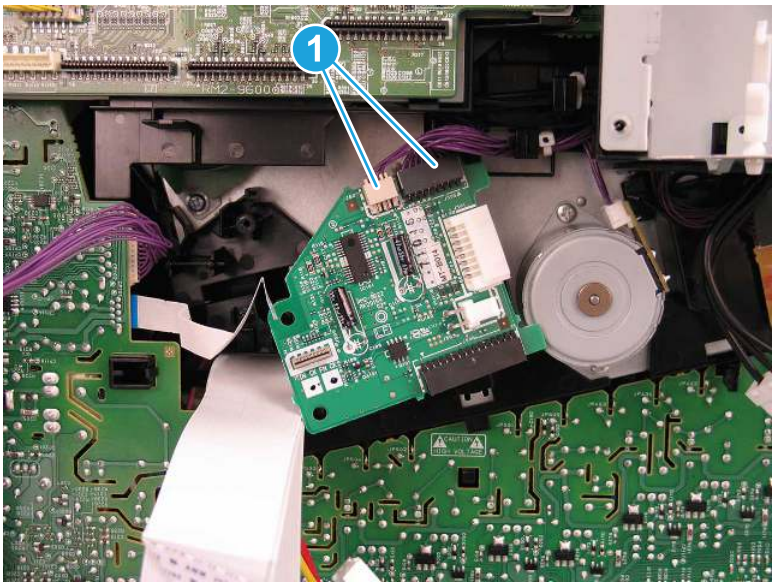
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-1808 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

Figure 4-1809 Disconnect two connectors and remove the PCA



7. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: T2 connecting PCA (M856/E85055/M776)

Learn how to remove and replace the T2 connecting PCA.

View a video of how to remove and replace the T2 connecting PCA.

Mean time to repair: 36 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 4-97 Part information

Part number	Part description
RM2-9622-000CN	Connecting PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

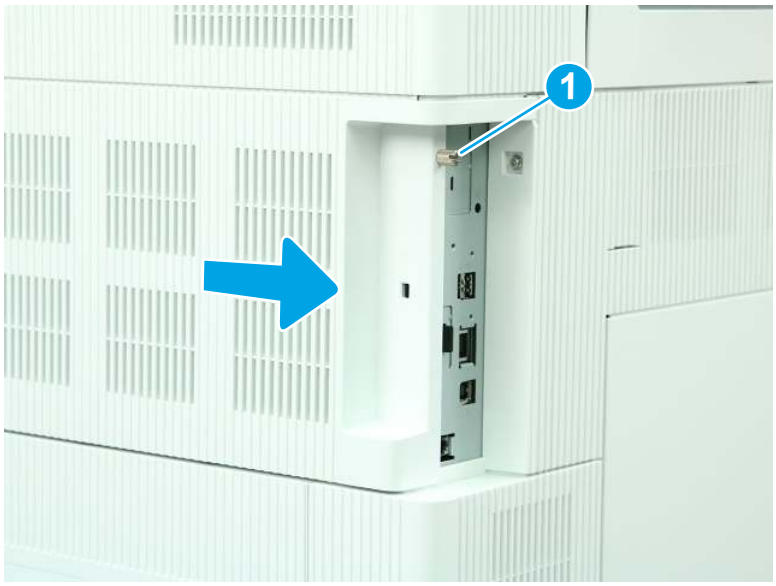
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

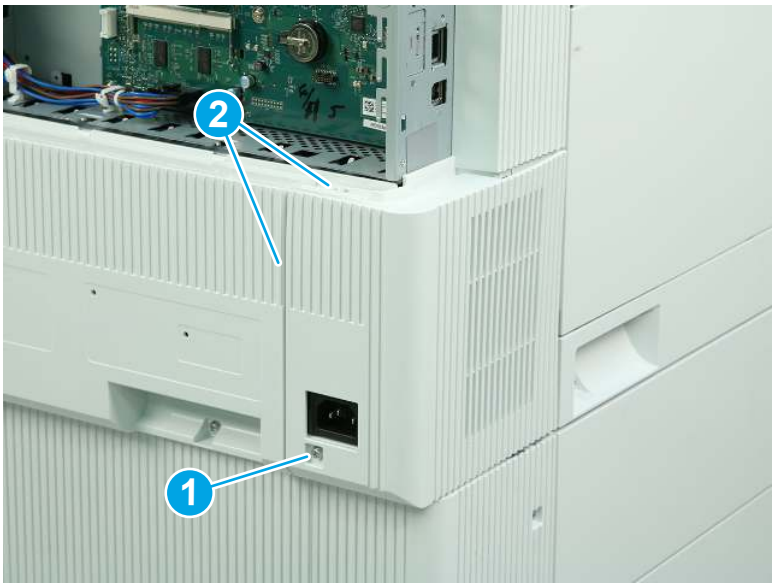
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1810 **Remove the formatter cover**

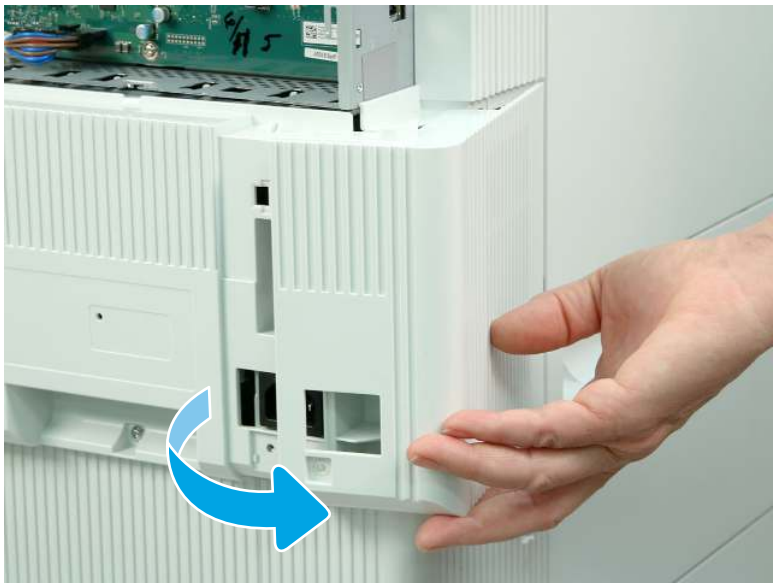
2. Remove the left lower cover (M856/E85055/M776).
   a. Remove one screw (callout 1), and then release two tabs (callout 2).

   Figure 4-1811 **Remove one screw and release two tabs**

b. Rotate the cover away from the printer to remove it.

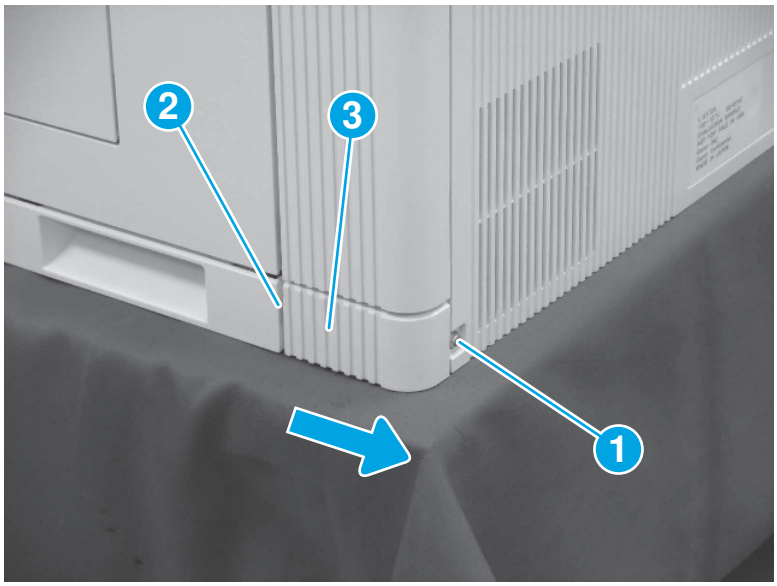
Figure 4-1812 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

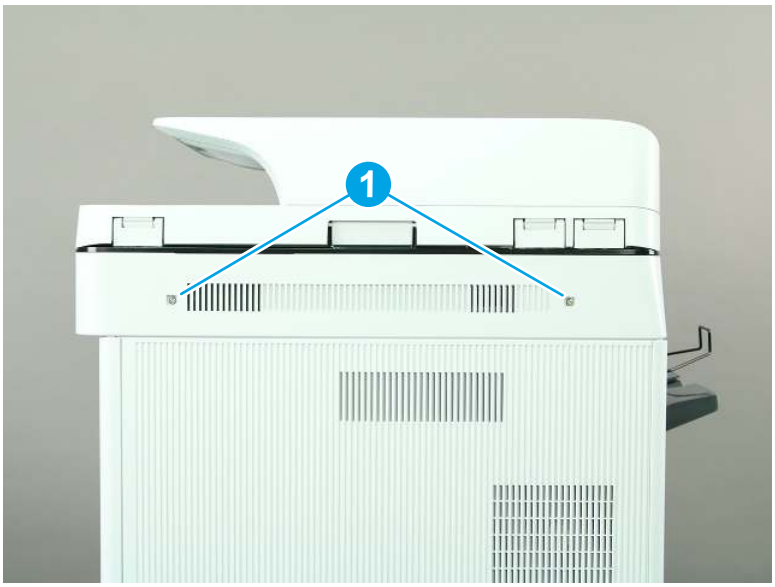
Figure 4-1813 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1814 Remove two screws



b. Remove the SCB cover.

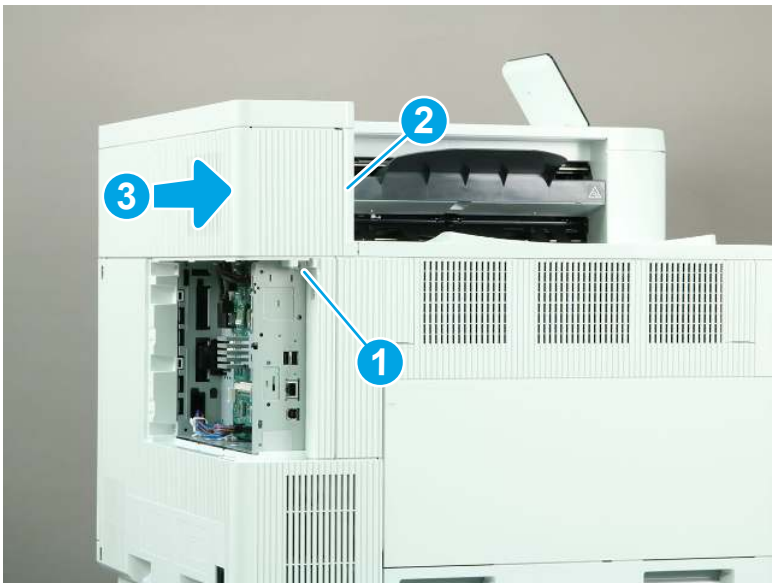
Figure 4-1815 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

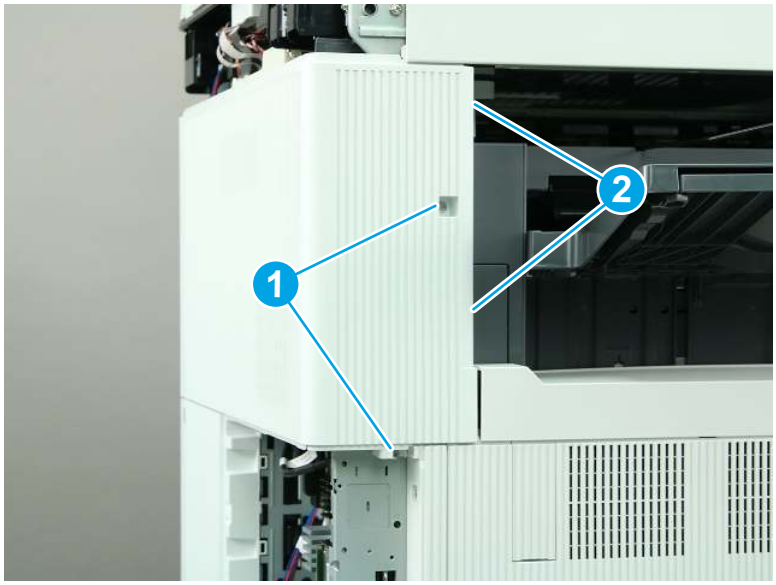
  Figure 4-1816 **Remove the rear upper cover**

6. Remove the rear upper cover and left rear upper cover (M776zs).

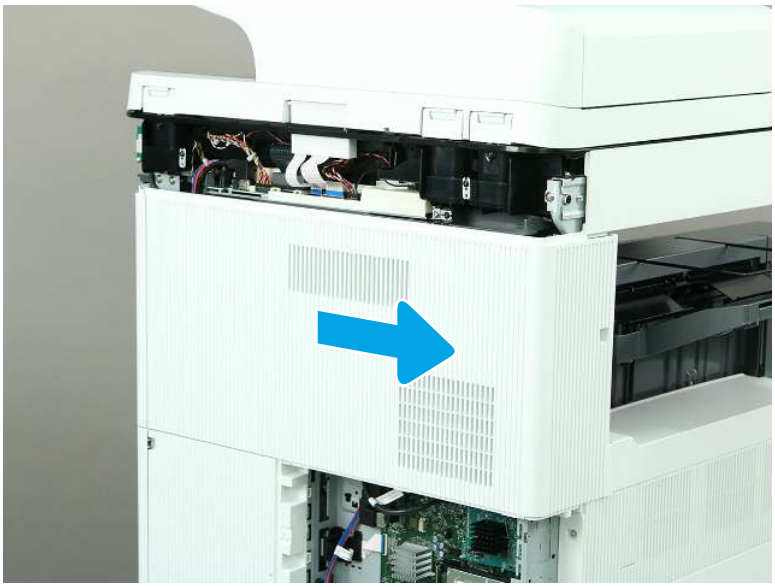
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1817 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

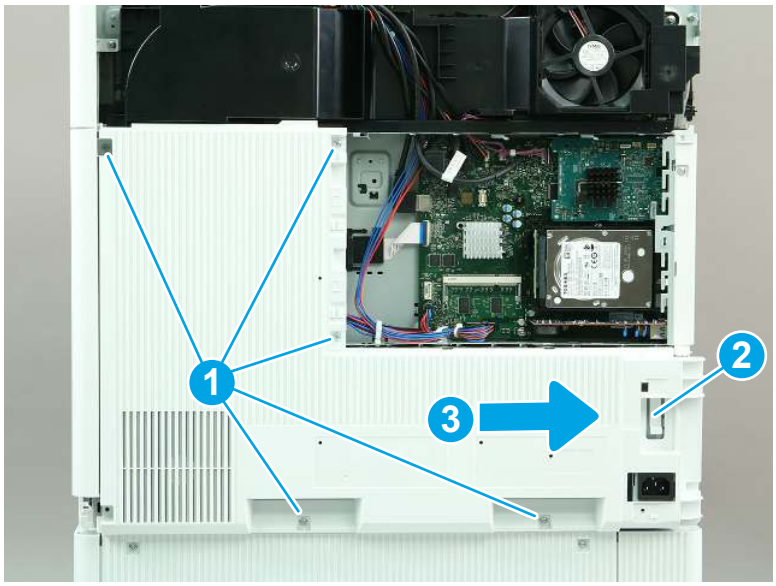
Figure 4-1818 Remove the rear upper and left rear upper cover



7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

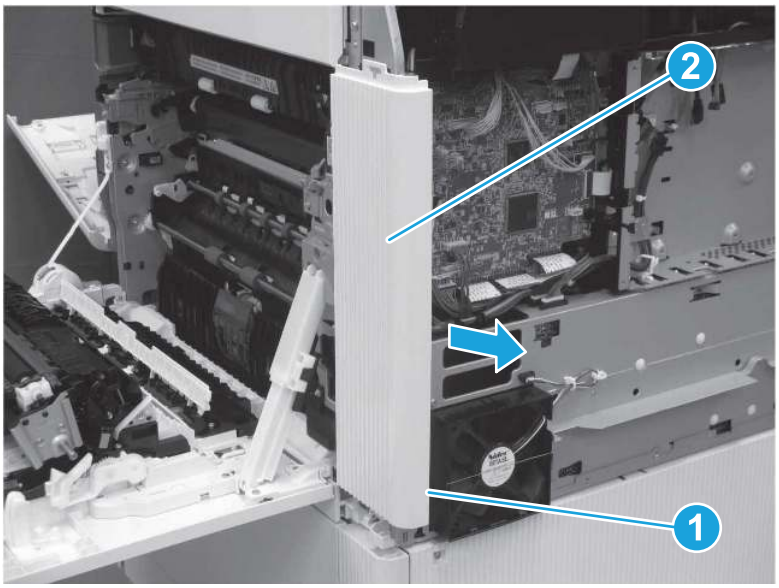
Figure 4-1819 Remove the rear cover (M856/E85055/M776)



8. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

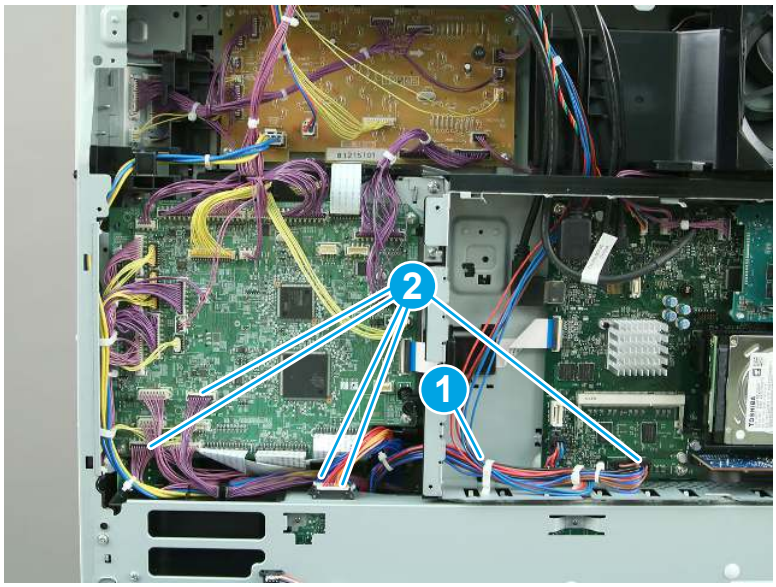
Figure 4-1820 Remove right rear cover



9. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

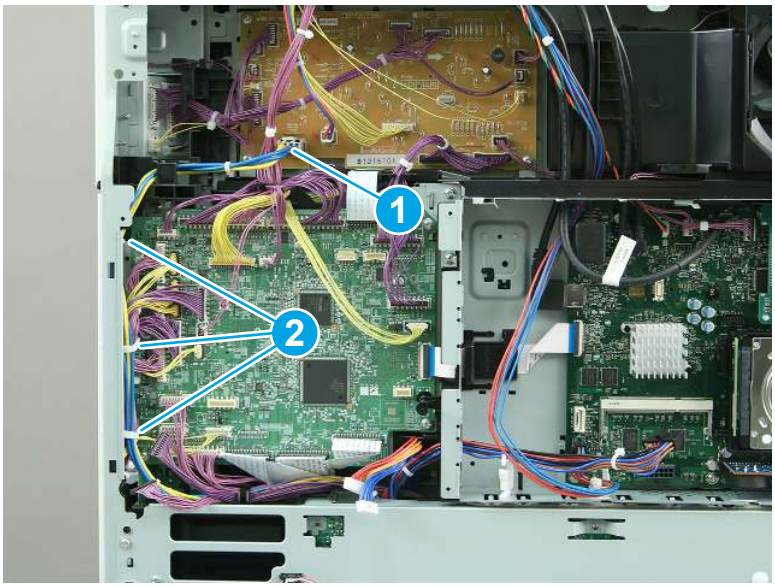
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-1821 Release the retainer and disconnect five connectors



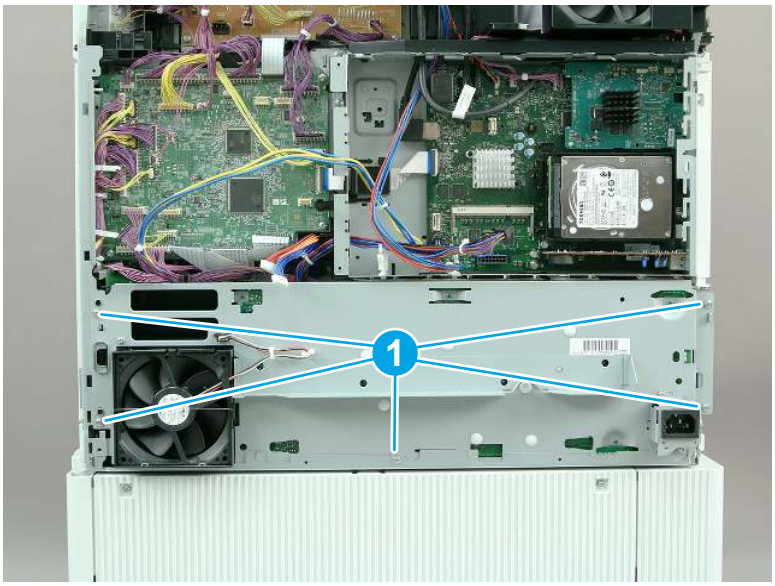
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-1822 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-1823 Remove five screws

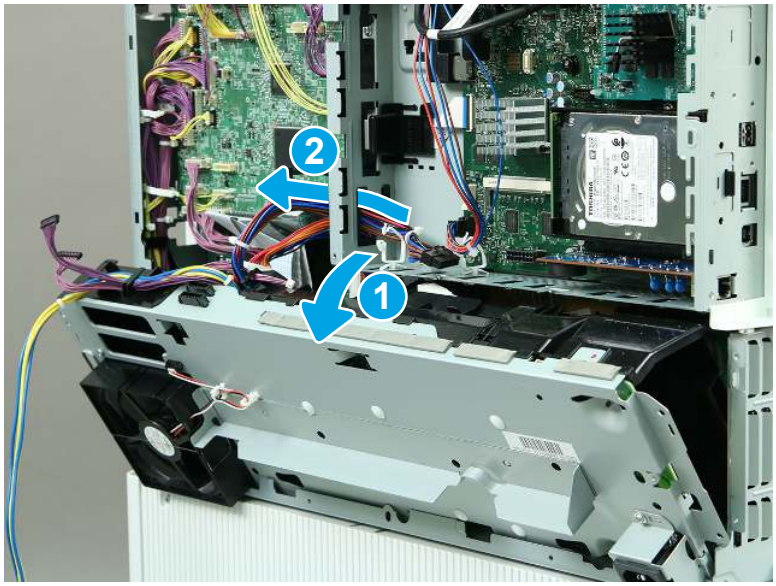


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

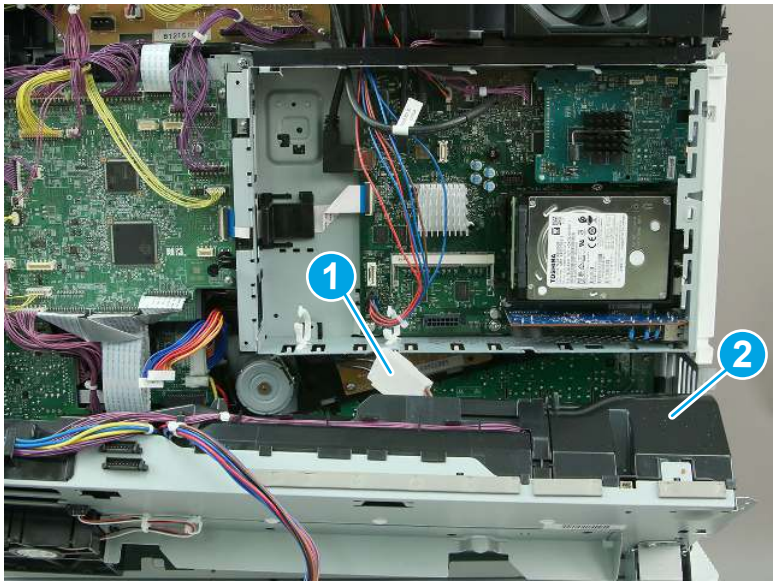
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-1824 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

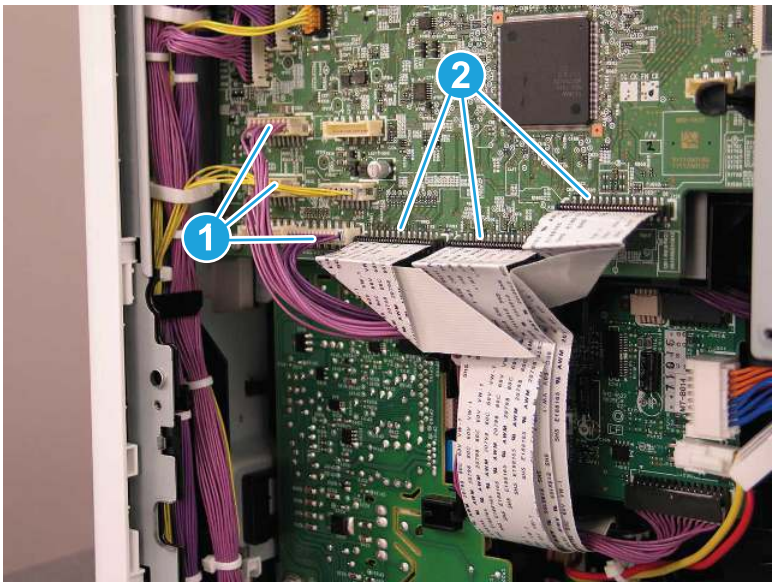
Figure 4-1825 Remove the LVPS



10. Remove the T2 connecting PCA.

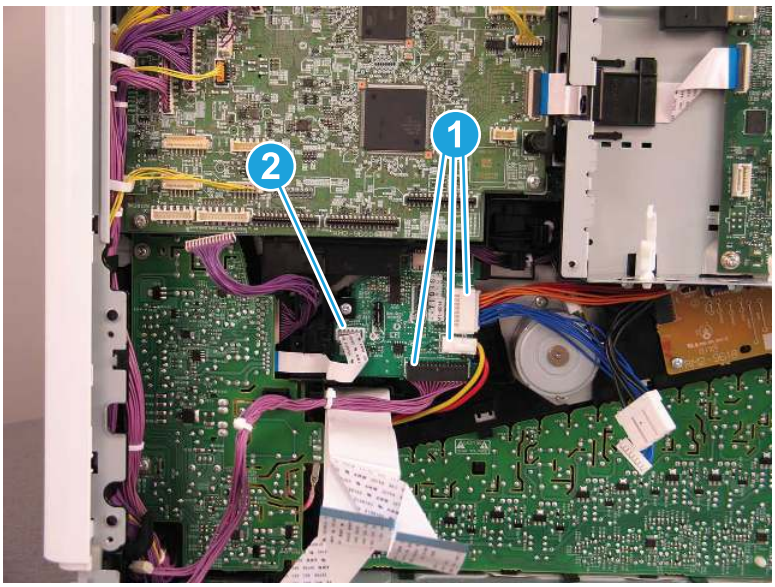
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-1826 Disconnect six connectors



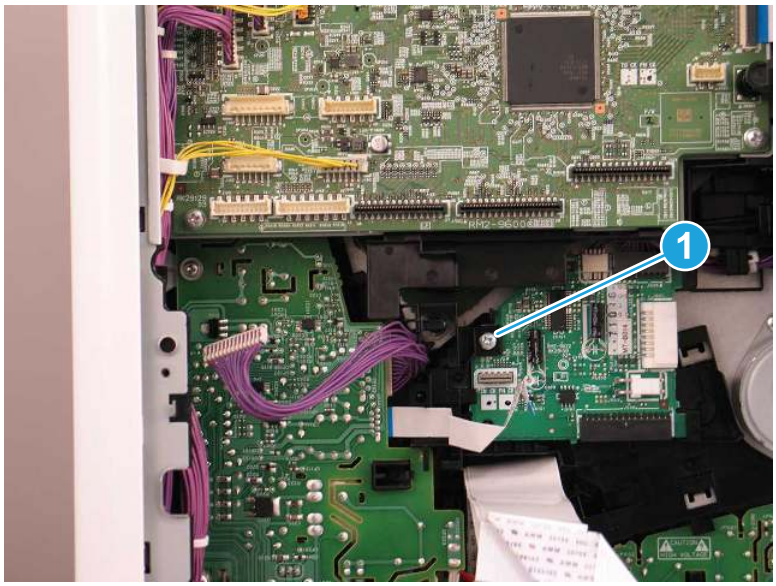
b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-1827 Disconnect three connectors and one flat cable



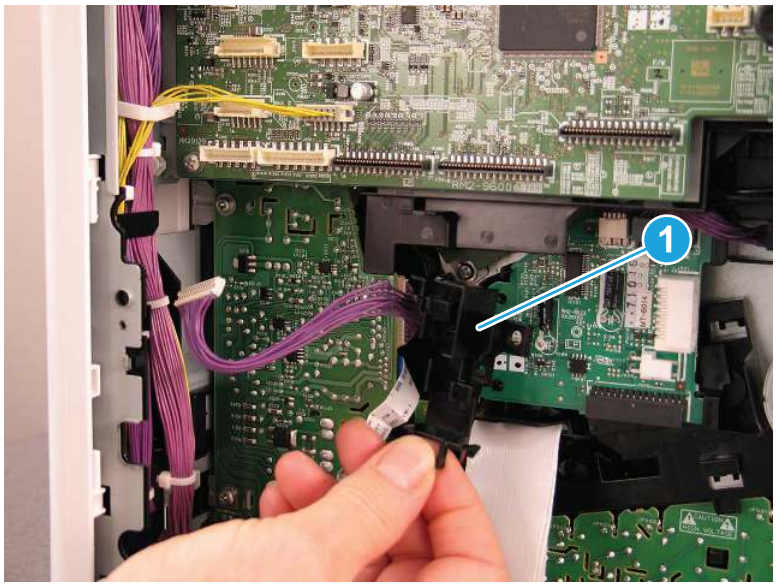
c. Remove one screw (callout 1).

Figure 4-1828 Remove one screw



d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

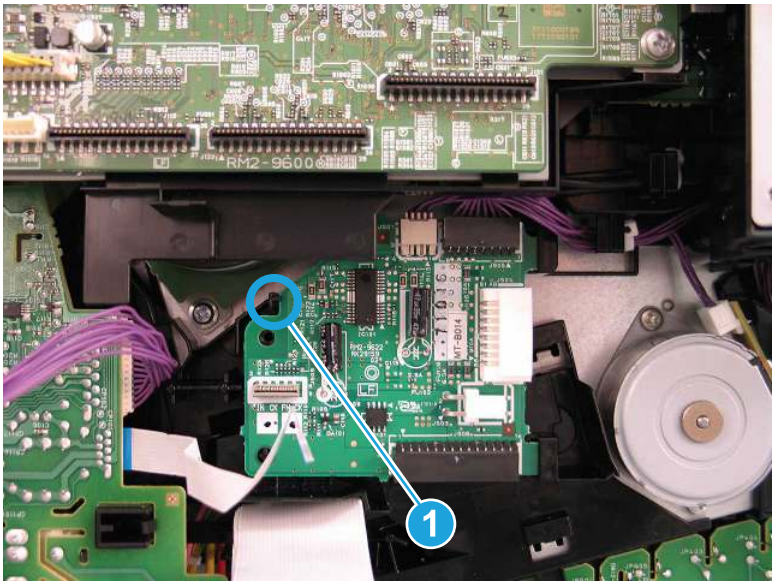
Figure 4-1829 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

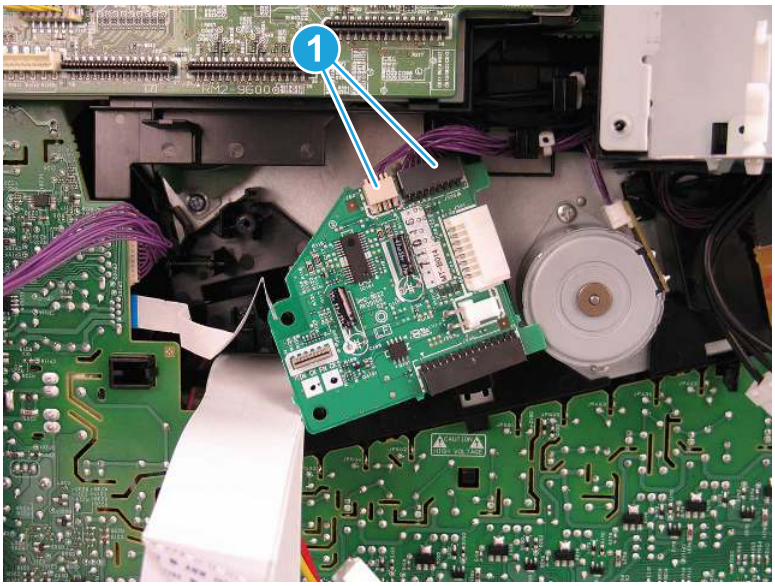
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-1830 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

Figure 4-1831 Disconnect two connectors and remove the PCA



11. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Environmental sensor PCA (M751/E75245)

Learn how to remove and replace the environmental sensor PCA.

View a video of how to remove and replace the environmental sensor PCA.

Mean time to repair: 14 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 4-98 Part information

Part number	Part description
RM2-9620-000CN	Environmental sensor PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

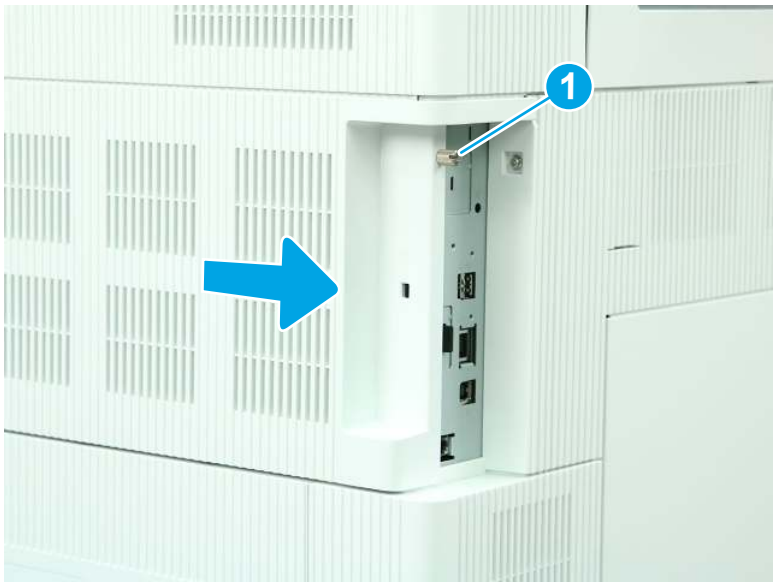
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

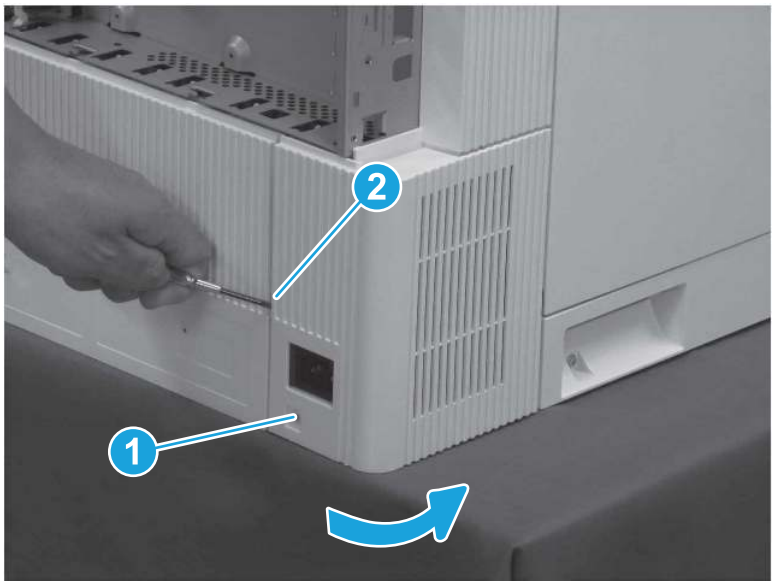
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1832 **Remove the formatter cover**

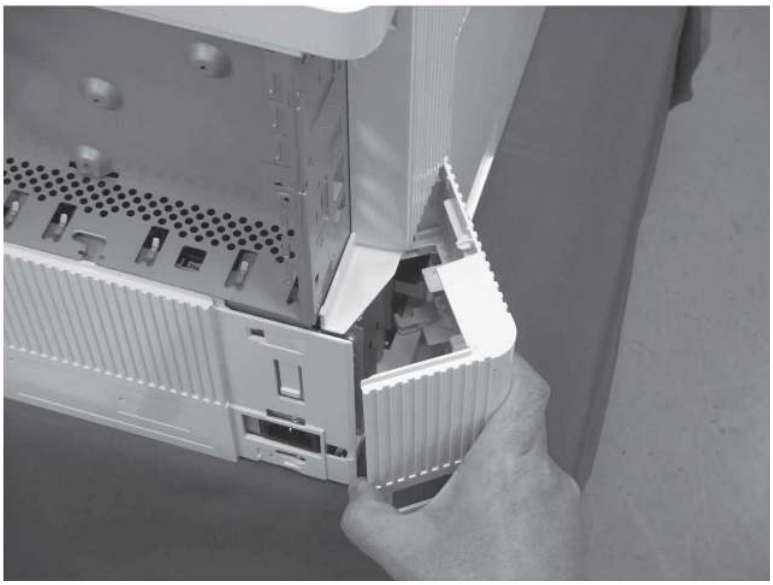
2. Remove the left lower cover (M751/E75245).
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1833 **Remove one screw and release one tab**

b. Remove the left lower cover.

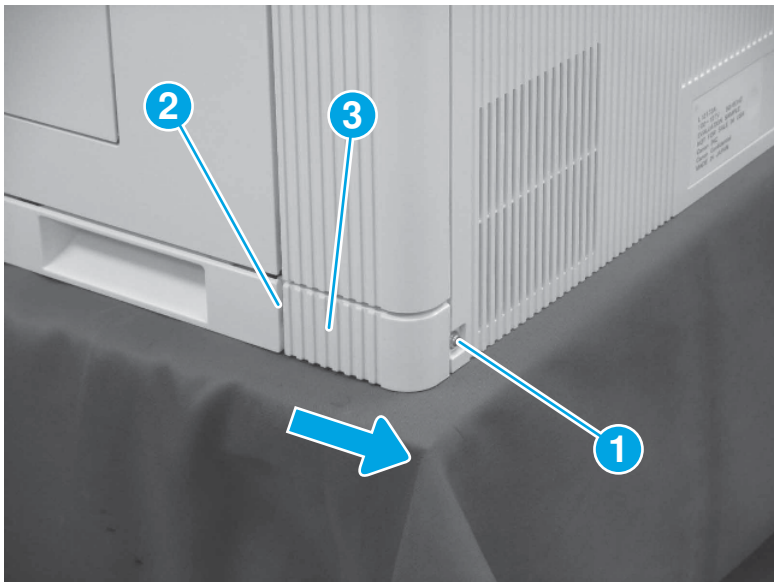
Figure 4-1834 **Remove the left lower cover**



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

Figure 4-1835 **Remove the right rear lower cover**



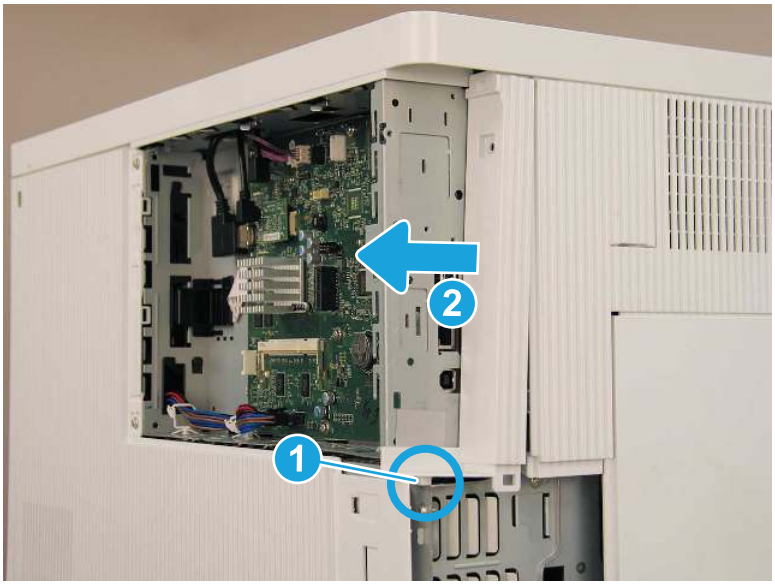
4. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1836 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

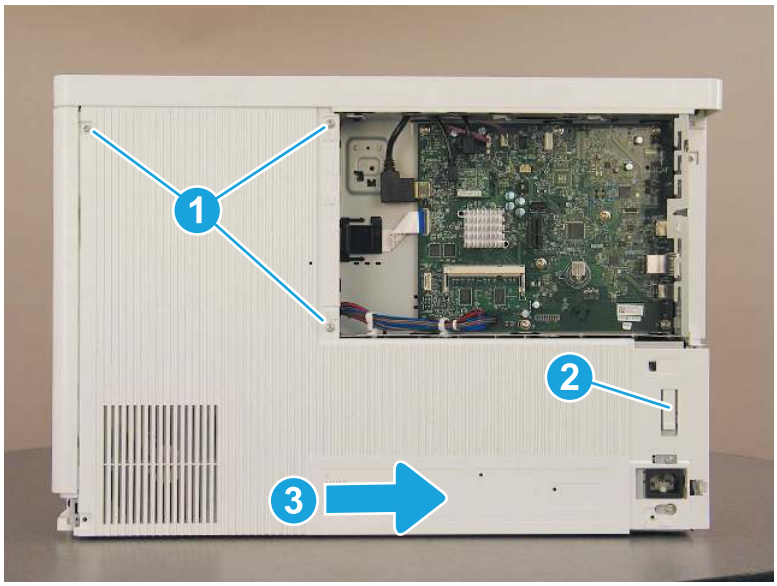
Figure 4-1837 Remove the left rear cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-1838 Remove the rear cover

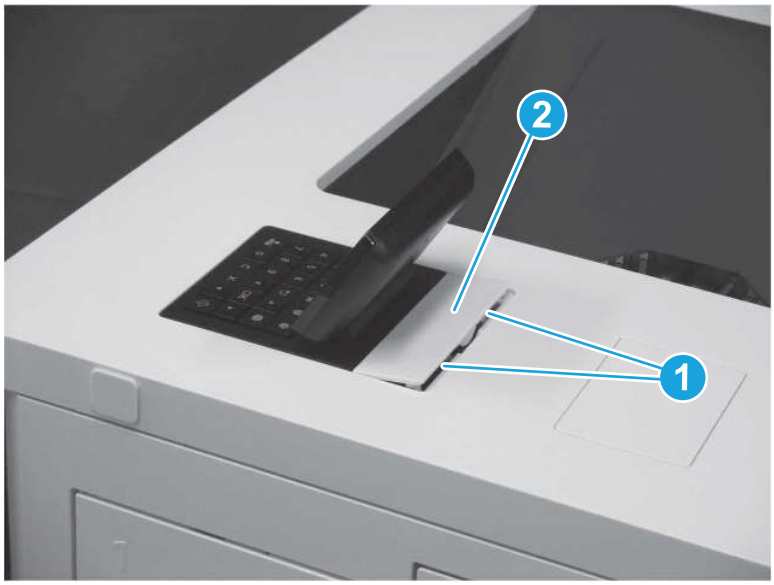
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1839 Remove the control panel cover



b. Remove one screw (callout 1).

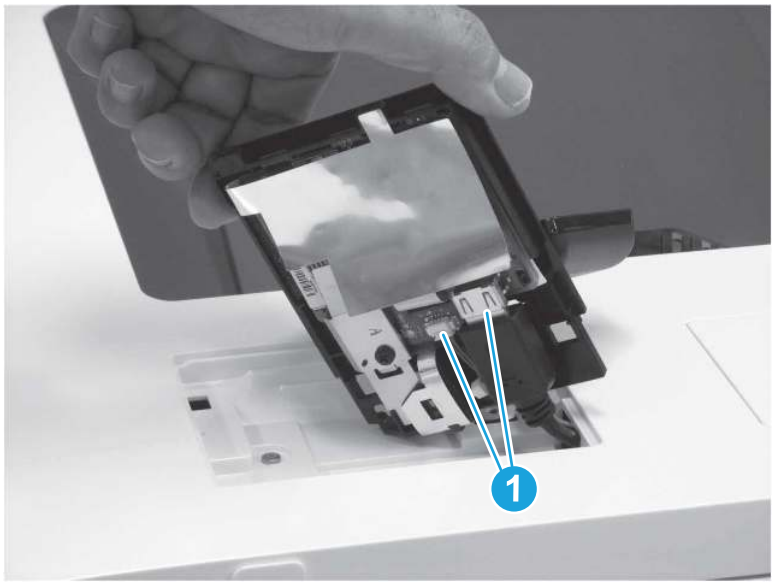
Figure 4-1840 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1841 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

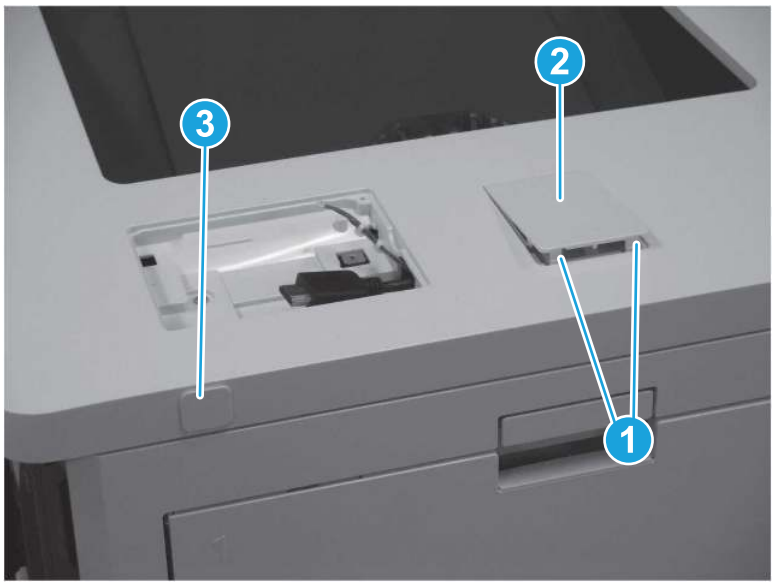
Figure 4-1842 Disconnect two connectors



7. Remove the top cover (M751/E75245).

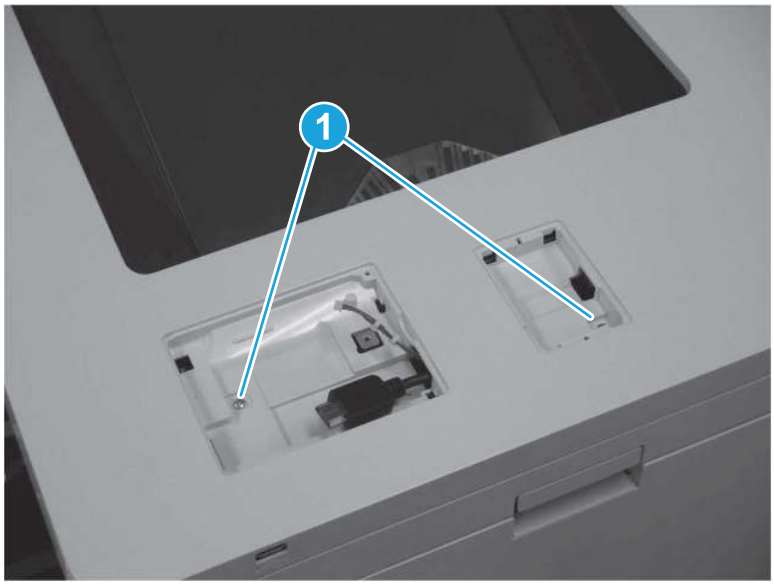
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1843 Remove the HIP cover and USB cap



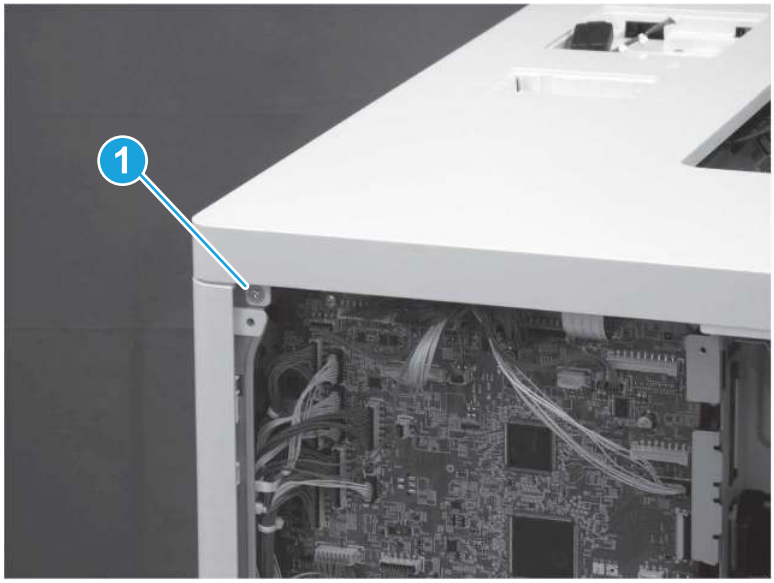
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1844 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1845 Remove one screw

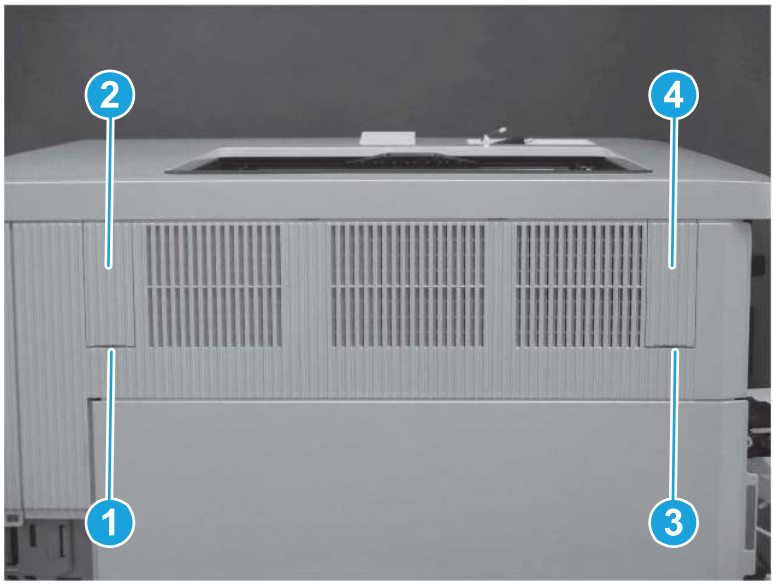


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

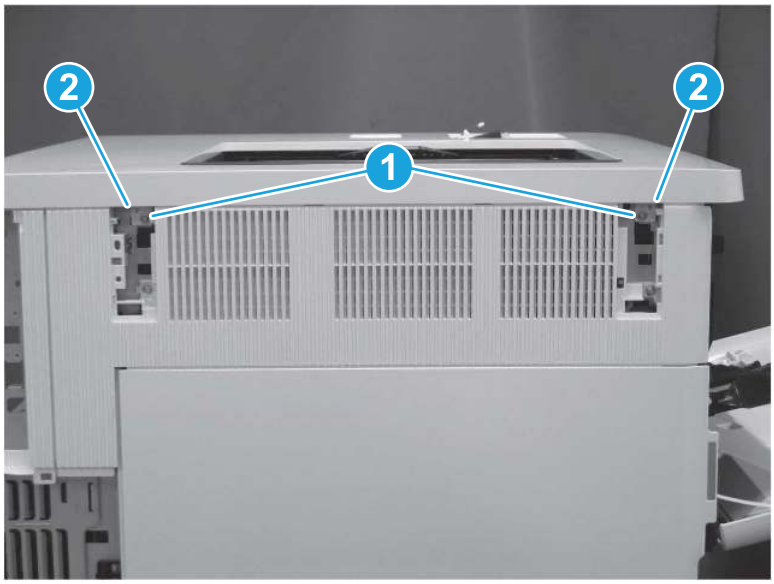
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1846 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

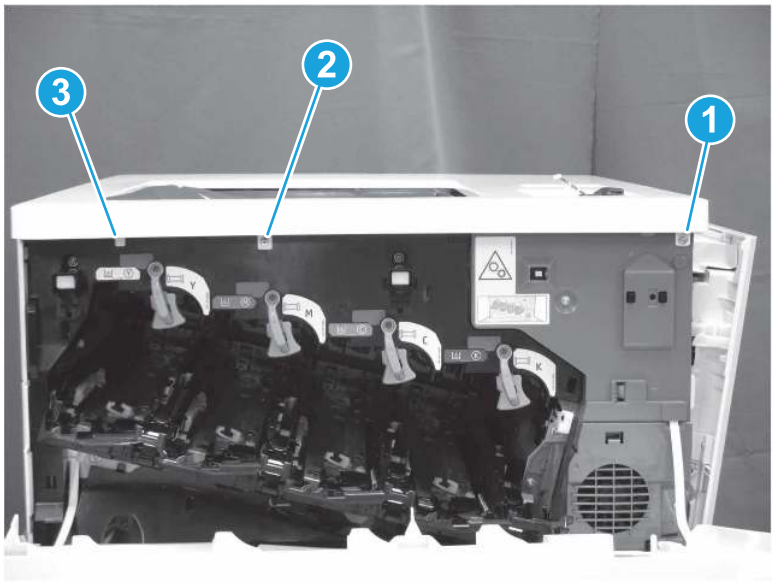
Figure 4-1847 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

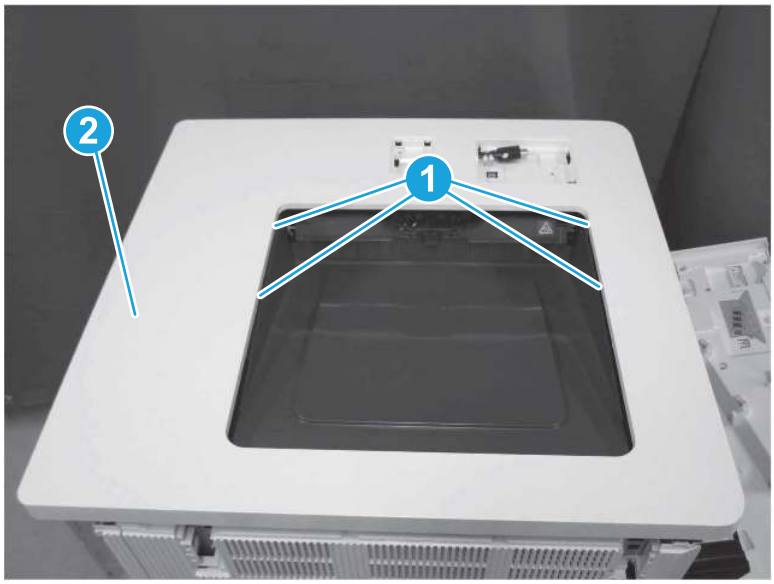
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1848 Remove two screws and release one tab

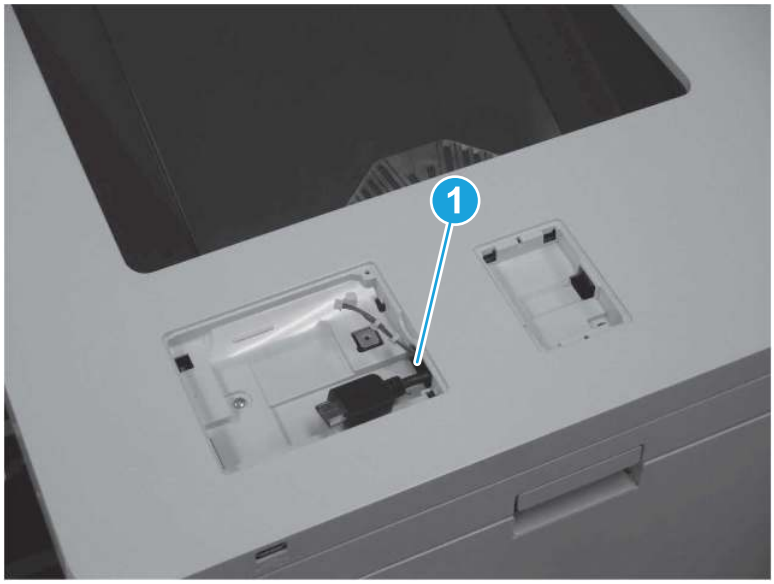


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1849 Remove the top cover



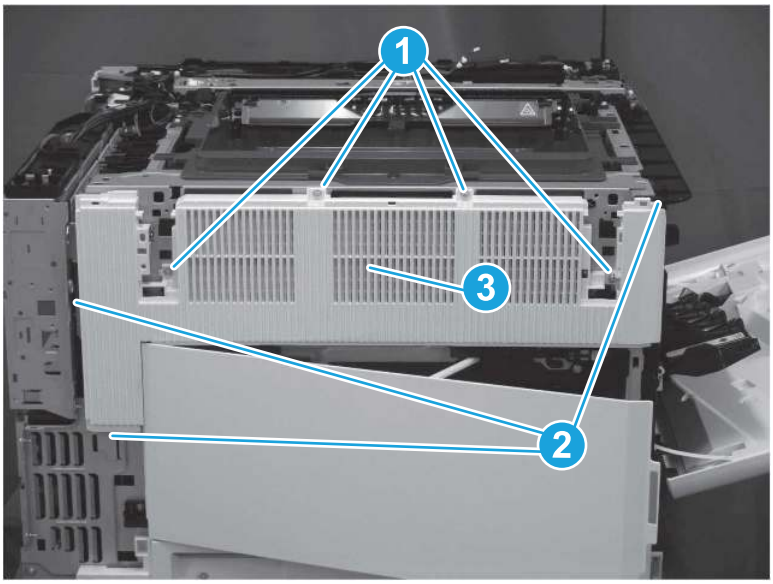
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the left upper cover (M751/E75245).

   - Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

   Figure 4-1850 **Remove the left upper cover**

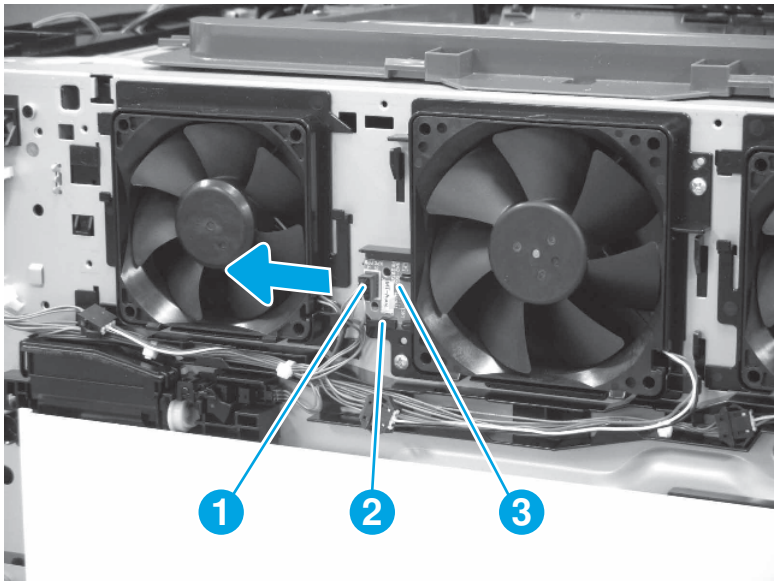


9. Remove the environmental sensor PCA.

   - Disconnect one connector (callout 1), release one tab (callout 2), and then slide the environmental sensor PCA away from the printer to remove it.

   IMPORTANT: When reinstalling the fuser fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-1851 Remove the environmental sensor PCA



10. Unpack the replacement assembly.

    a. 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

    b. 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.

    c. 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: Environmental sensor PCA (M856/E85055/M776)

Learn how to remove and replace the environmental sensor PCA.

View a video of how to remove and replace the environmental sensor PCA.

Mean time to repair: 14 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 4-99 Part information

Part number	Part description
RM2-9620-000CN	Environmental sensor PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

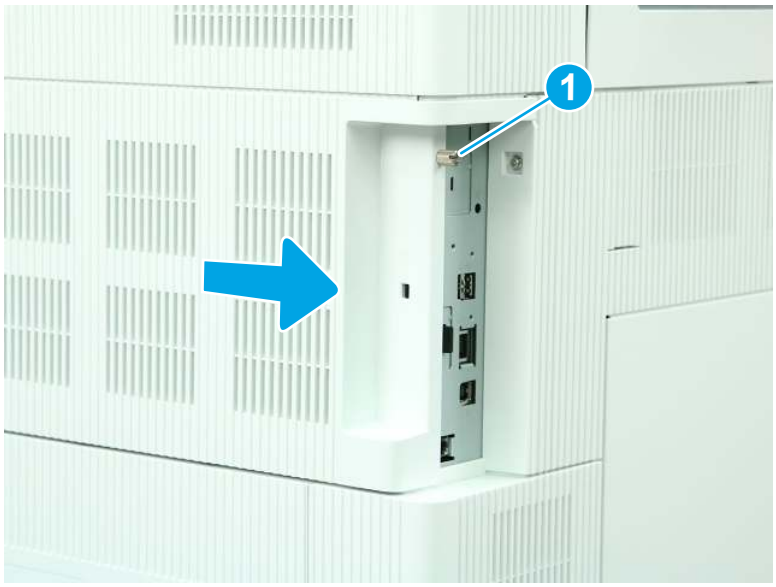
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

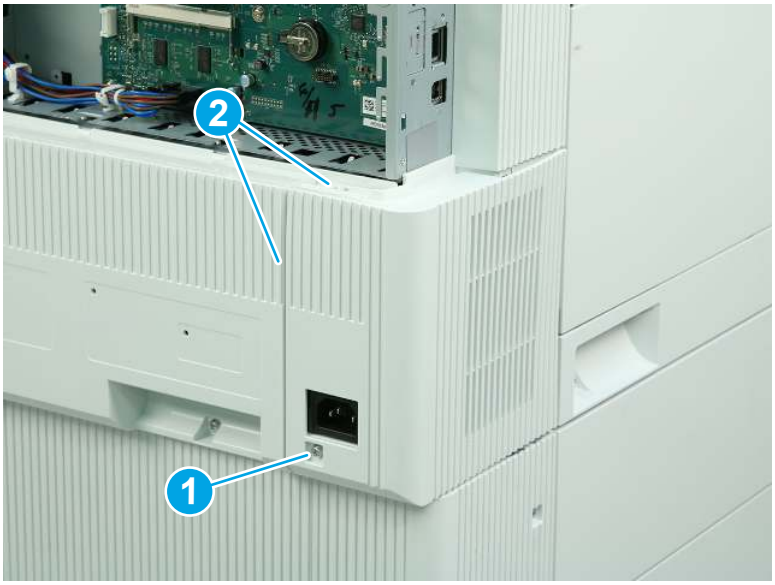
Figure 4-1852 Remove the formatter cover



2. Remove the left lower cover (M856/E85055/M776).

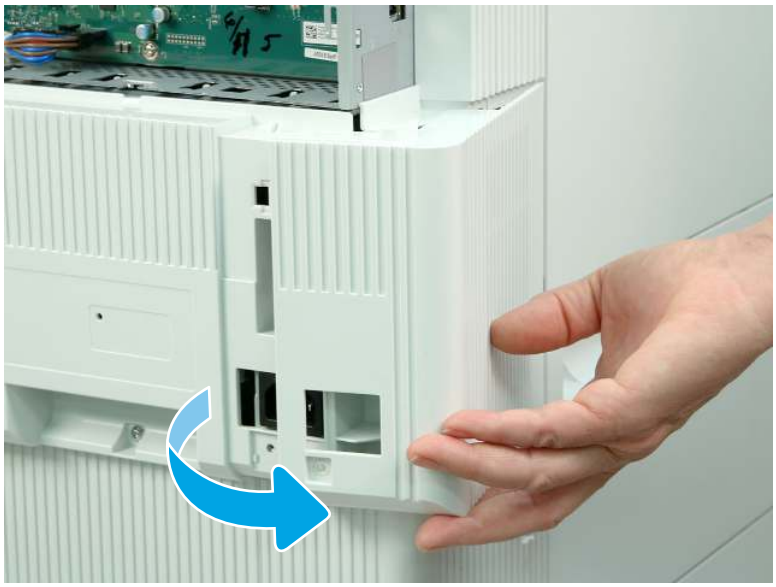
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1853 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

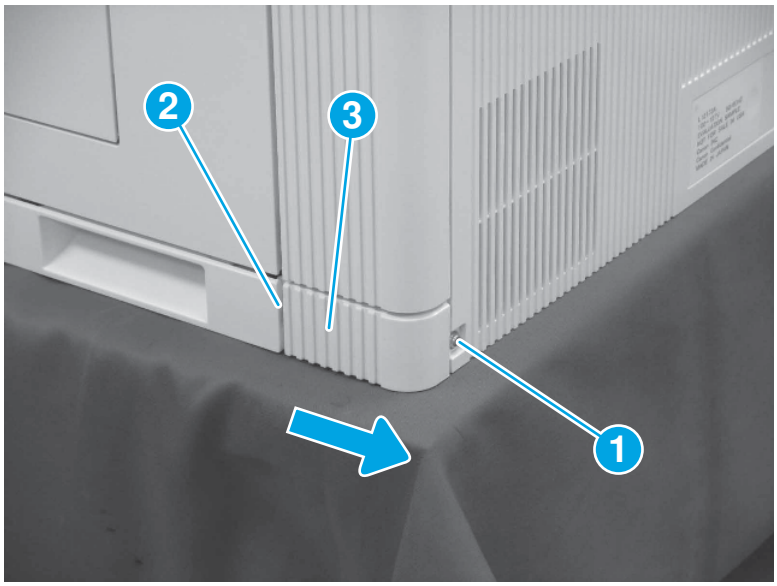
Figure 4-1854 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

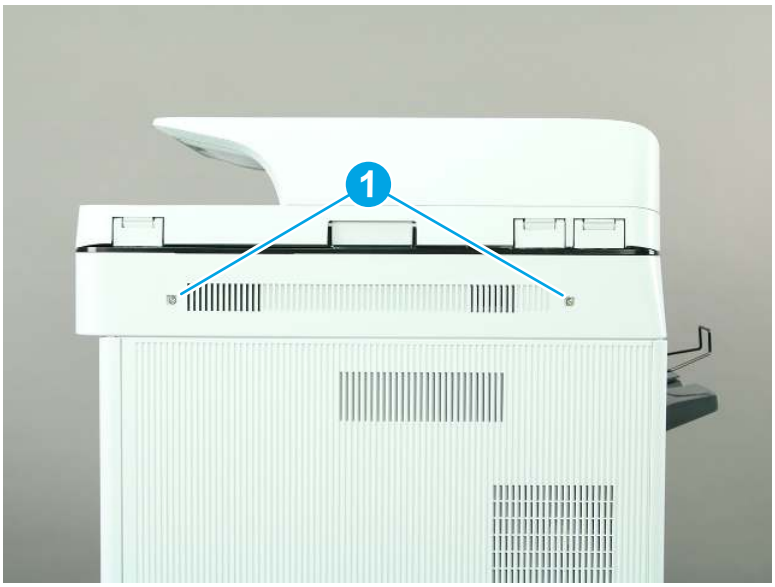
Figure 4-1855 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1856 Remove two screws



b. Remove the SCB cover.

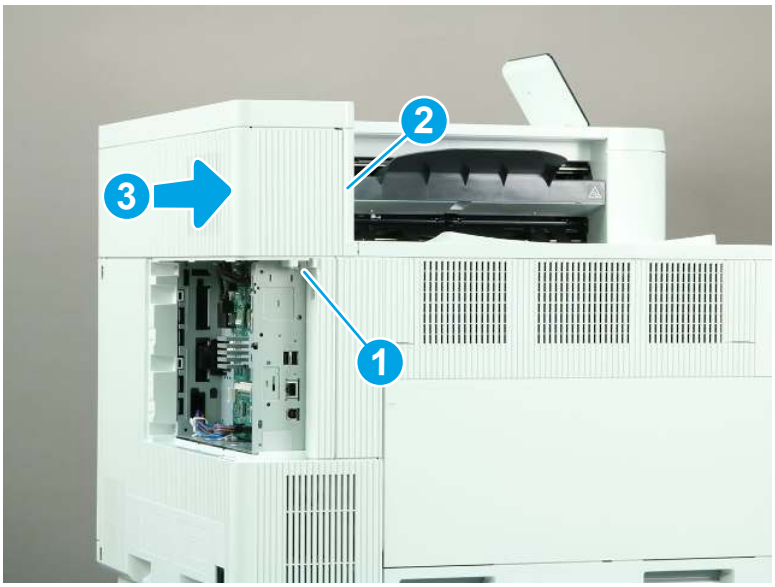
Figure 4-1857 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

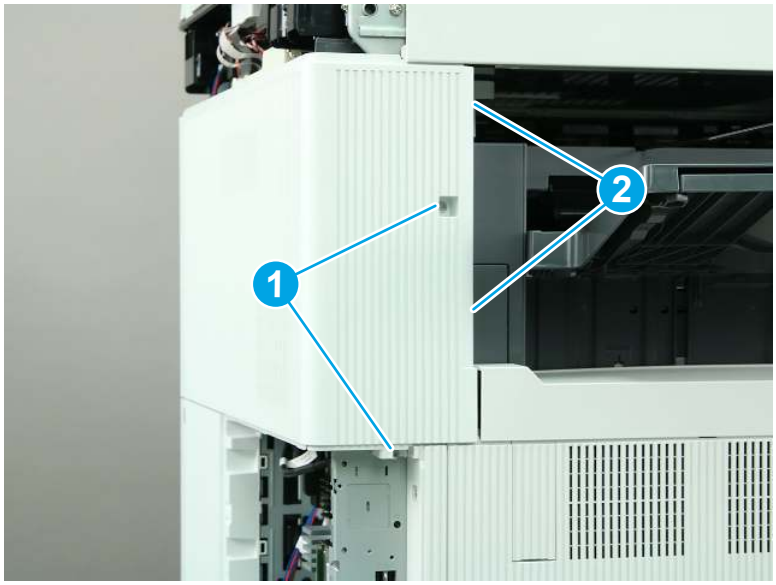
  Figure 4-1858 Remove the rear upper cover

6. Remove the rear upper cover and left rear upper cover (M776zs).

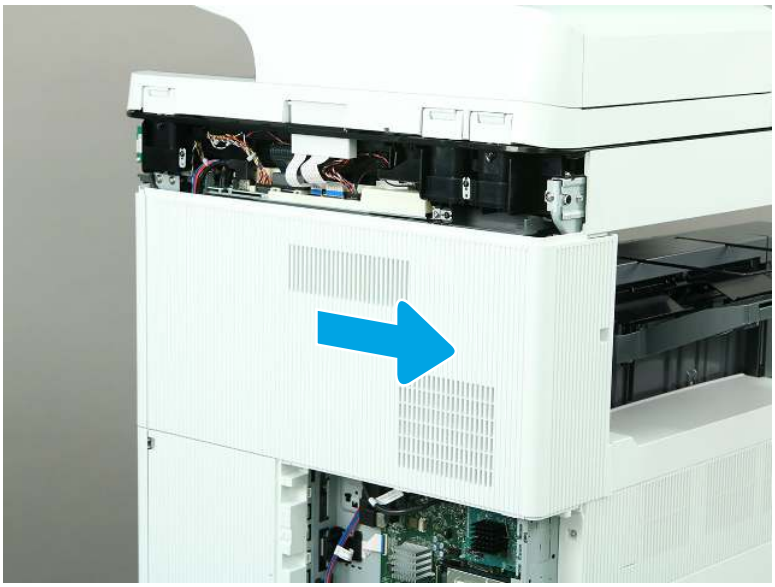
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1859 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

Figure 4-1860 Remove the rear upper and left rear upper cover



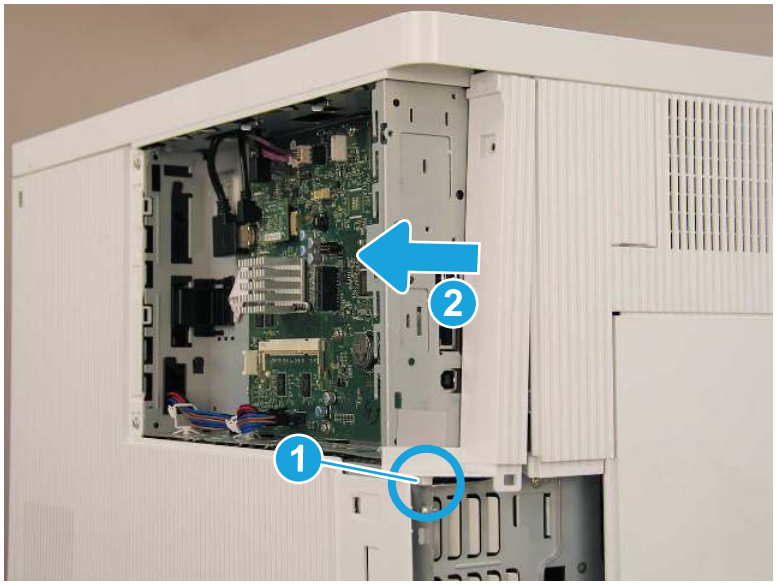
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1861 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

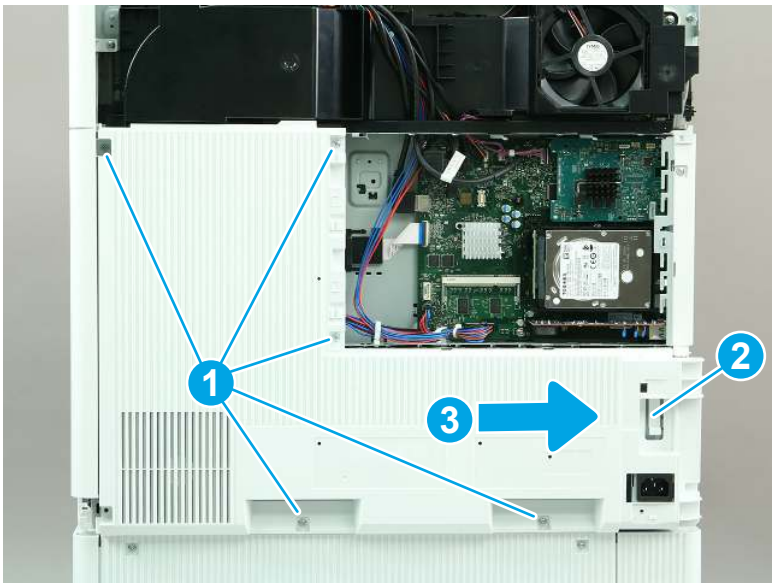
Figure 4-1862 **Remove the left rear cover**



8. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1863 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-1864 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-1865 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

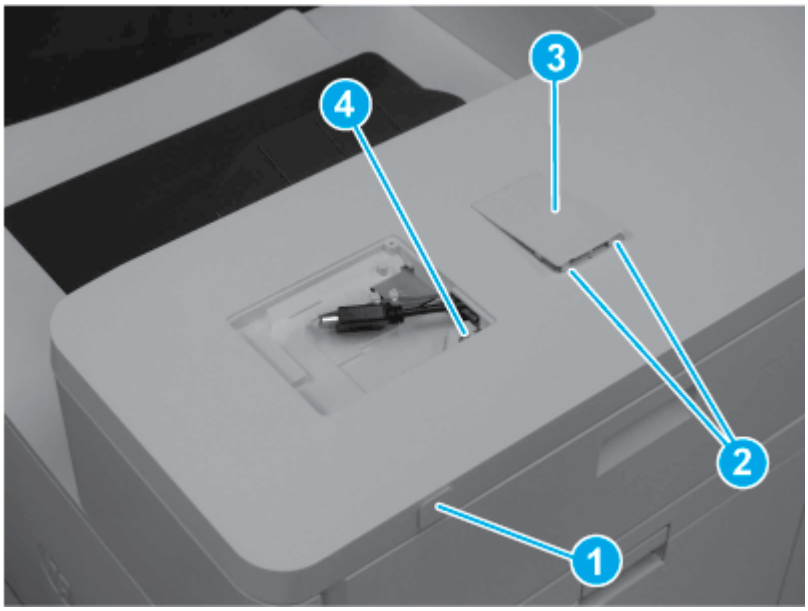
Figure 4-1866 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-1867 Disconnect two connectors

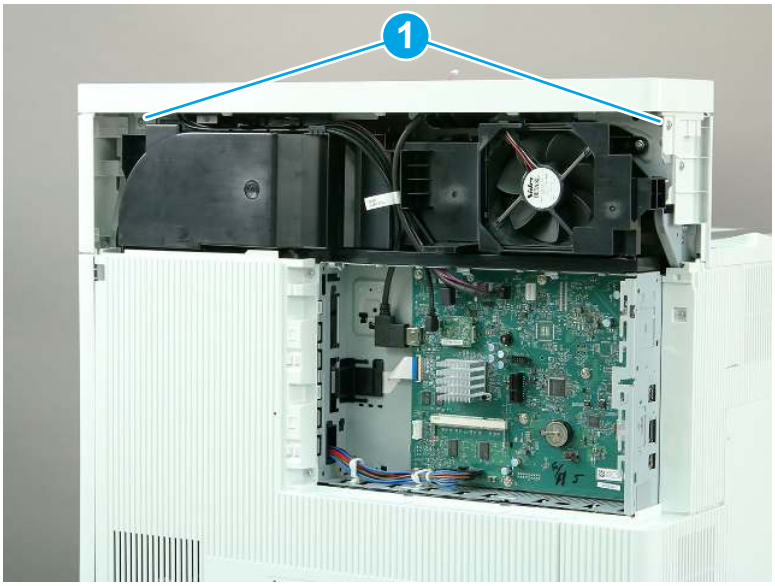
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-1868 Remove covers and one screw



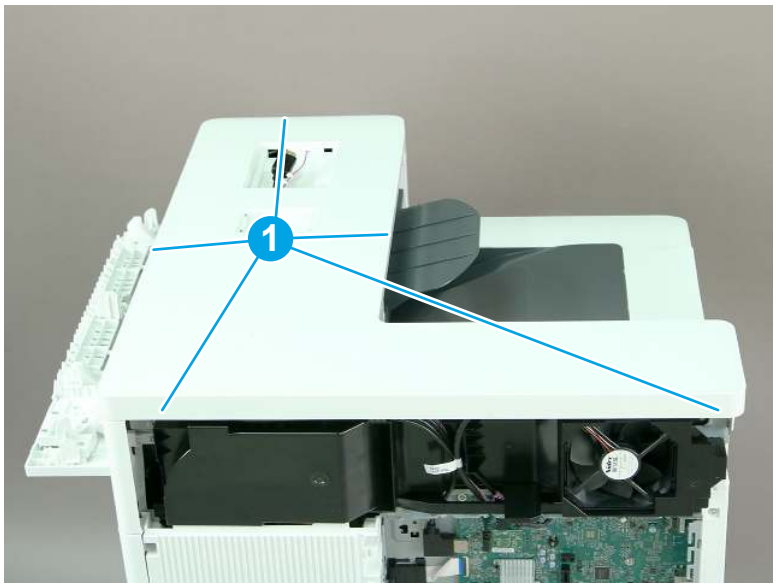
f. Remove two screws (callout 1).

Figure 4-1869 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-1870 Release five tabs

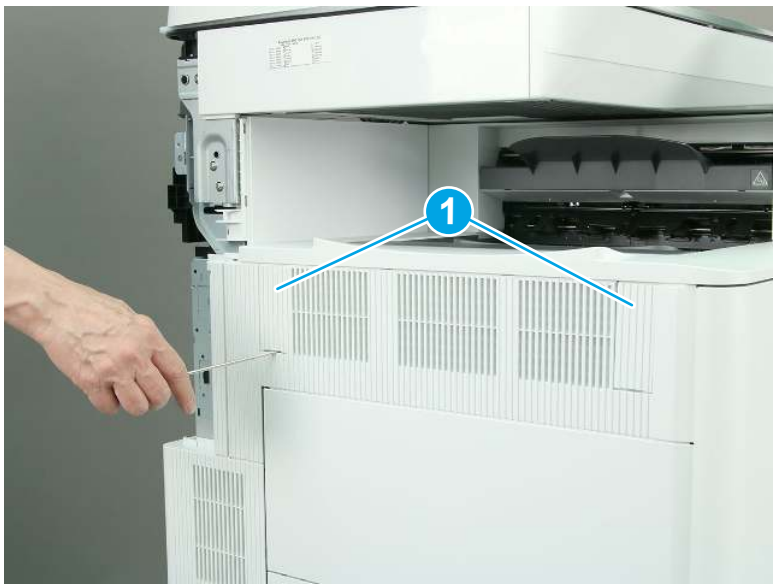


10. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

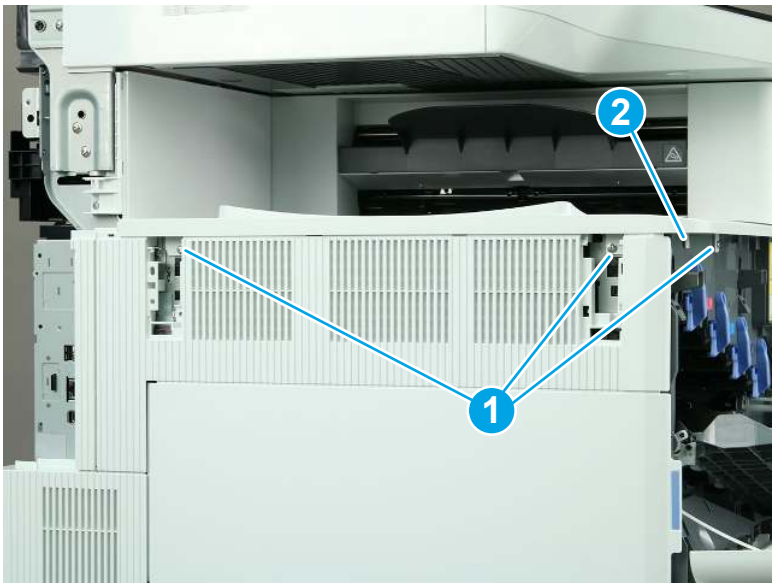
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-1871 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-1872 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

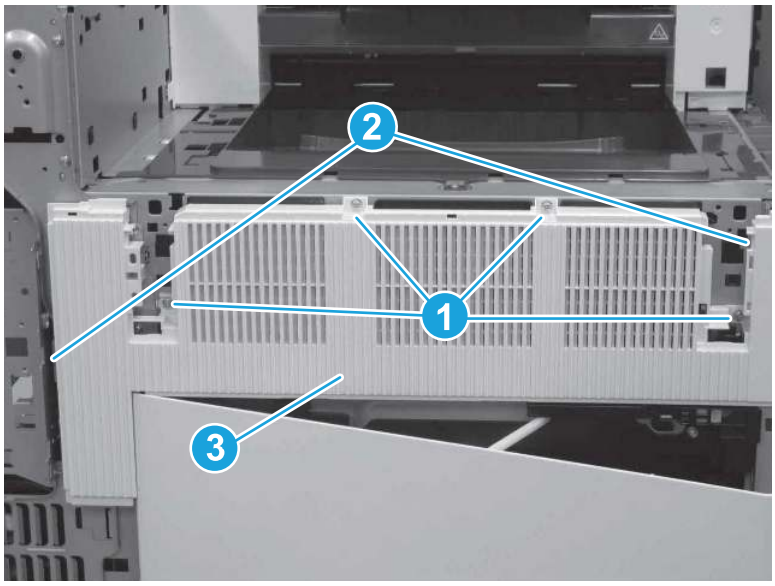
Figure 4-1873 Remove the accessory upper cover

11. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

Figure 4-1874 Remove the left upper cover

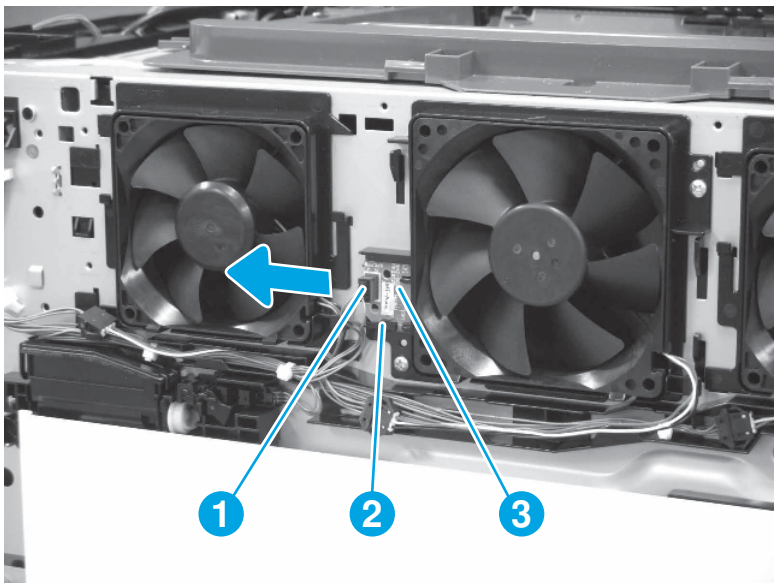


12. Remove the environmental sensor PCA.

- Disconnect one connector (callout 1), release one tab (callout 2), and then slide the environmental sensor PCA away from the printer to remove it.

IMPORTANT: When reinstalling the fuser fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-1875 Remove the environmental sensor PCA



13. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Memory PCA (M751/E75245)

Learn how to remove and replace the memory PCA.

View a video of how to remove and replace the memory PCA.

Mean time to repair: 7 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 4-100 Part information

Part number	Part description
RM2-7138-000CN	Memory PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

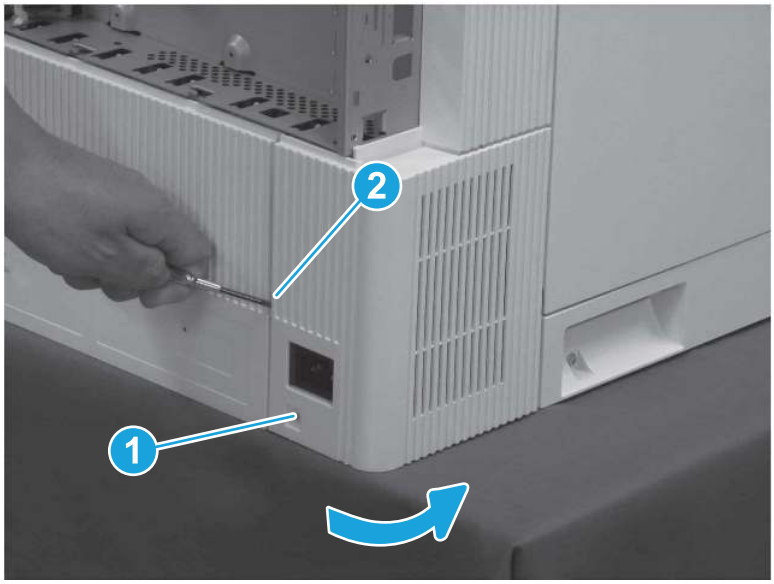
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1876 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

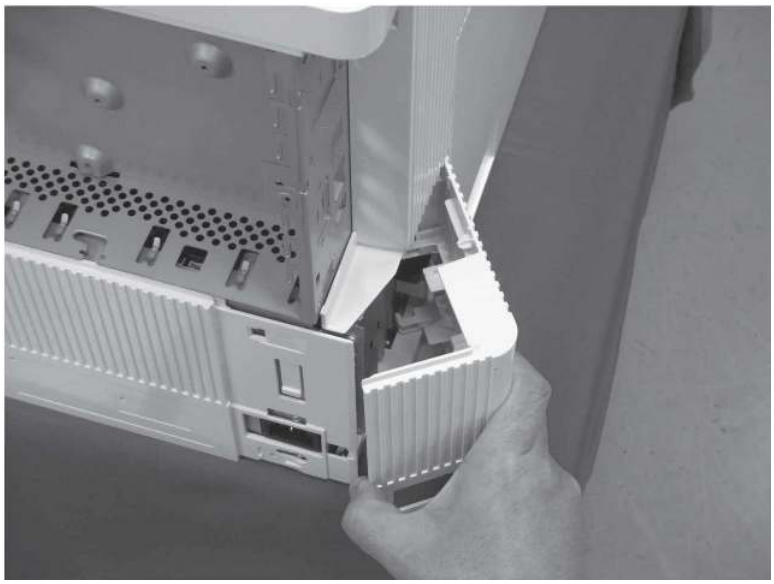
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1877 Remove one screw and release one tab



b. Remove the left lower cover.

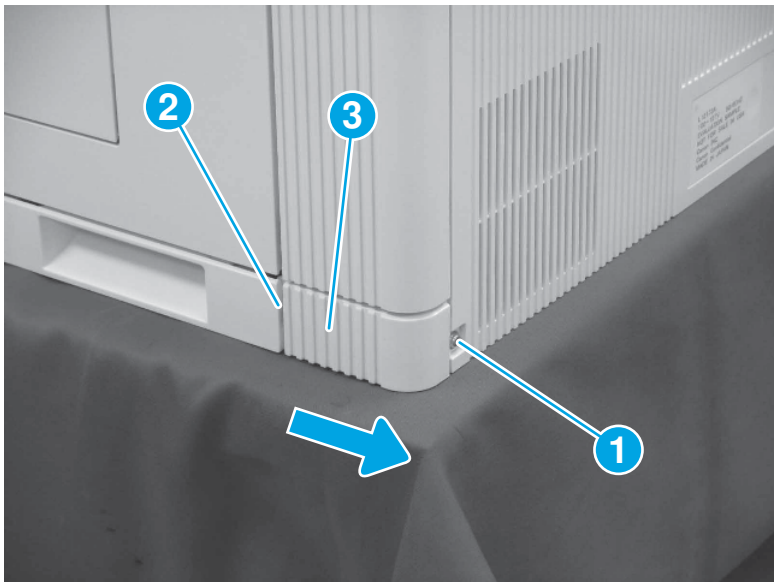
Figure 4-1878 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

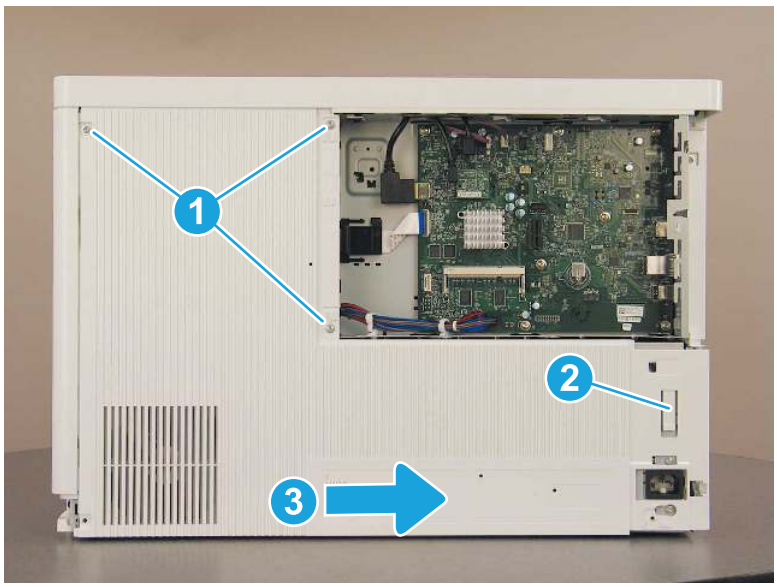
Figure 4-1879 **Remove the right rear lower cover**



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1880 **Remove the rear cover**

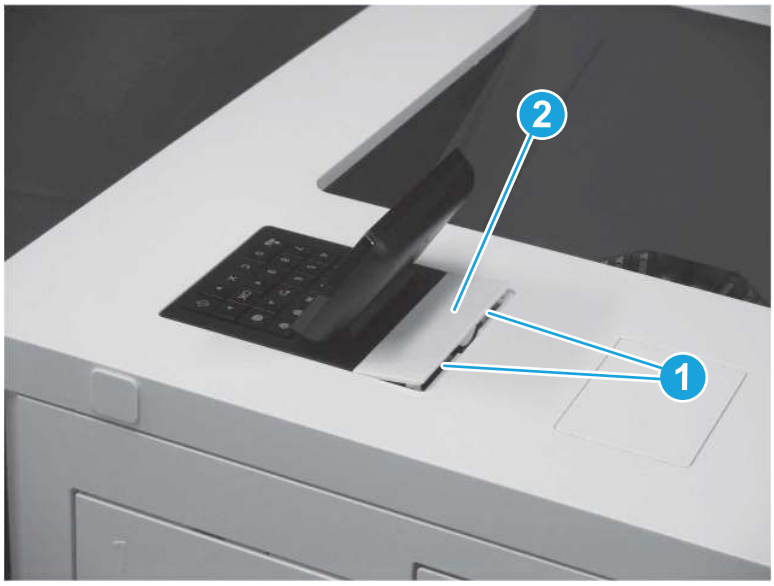


5. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1881 Remove the control panel cover



b. Remove one screw (callout 1).

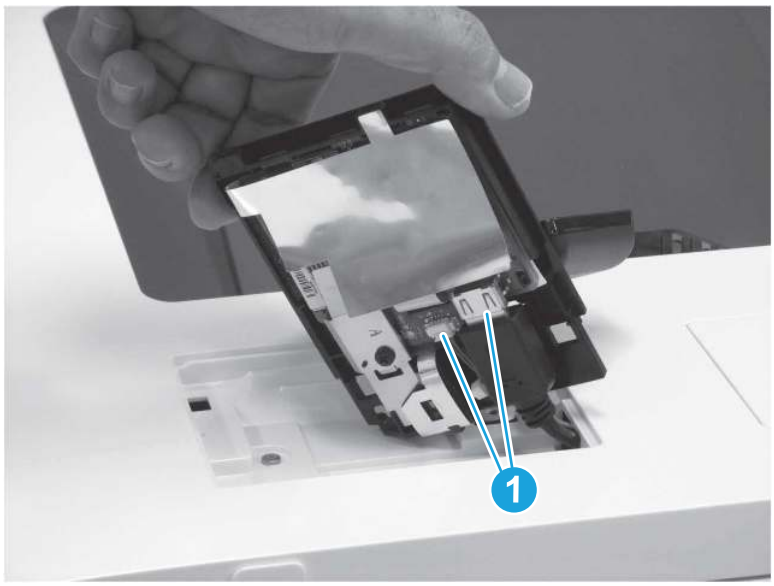
Figure 4-1882 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1883 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

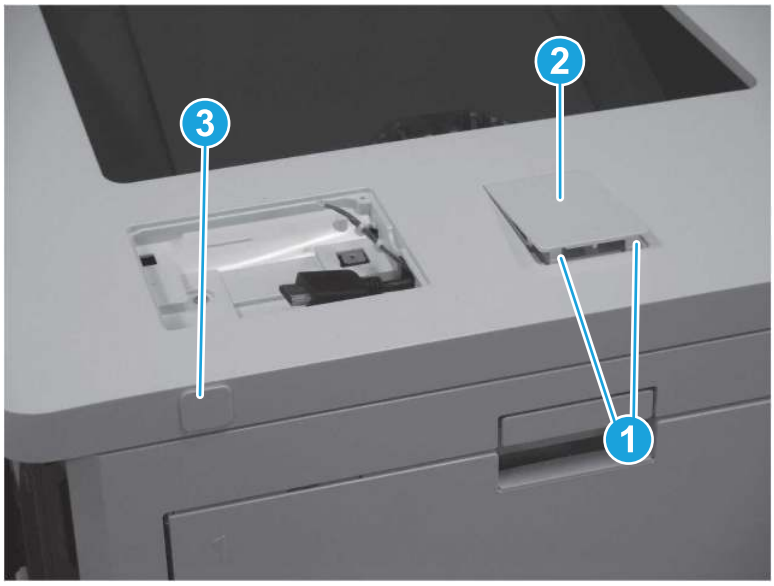
Figure 4-1884 Disconnect two connectors



6. Remove the top cover (M751/E75245).

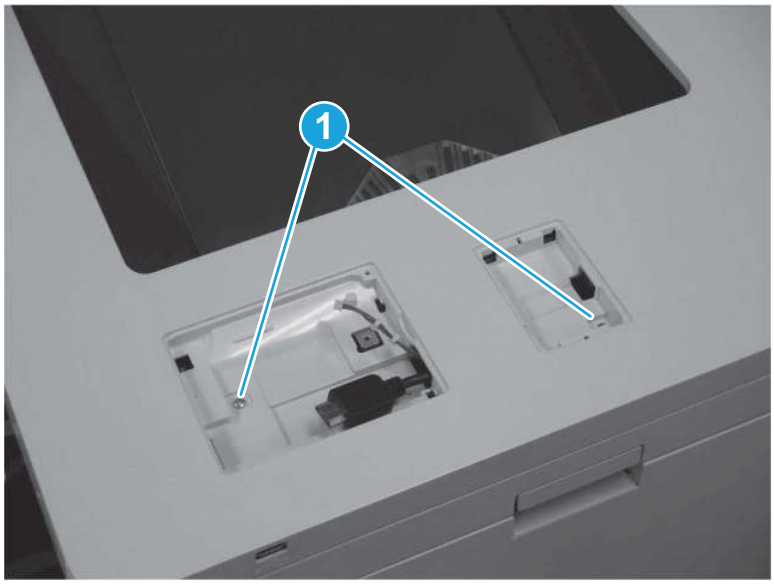
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1885 Remove the HIP cover and USB cap



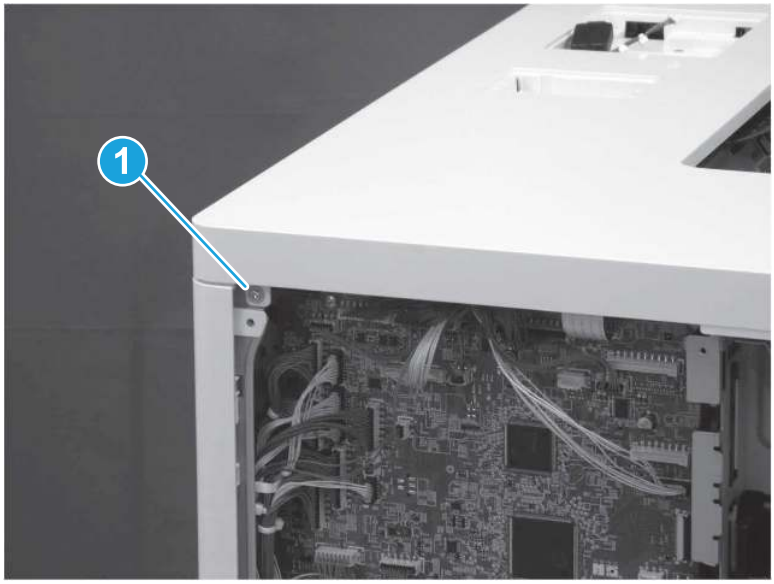
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1886 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1887 Remove one screw

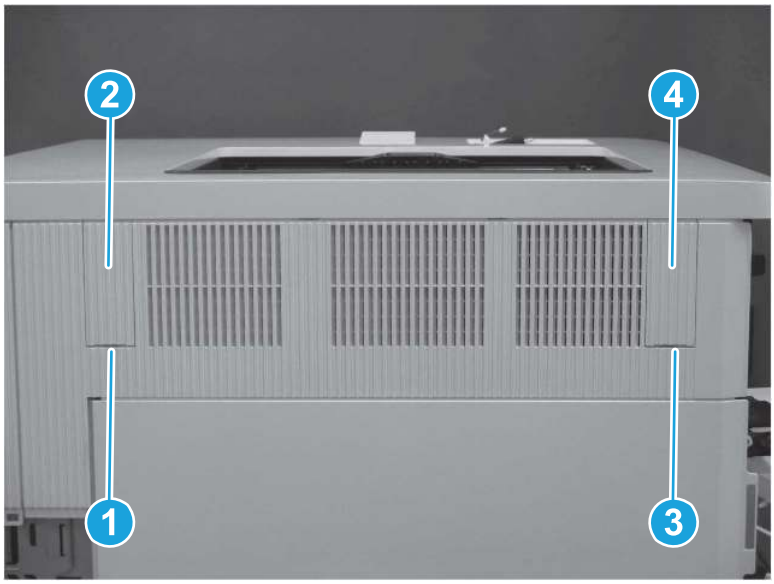


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

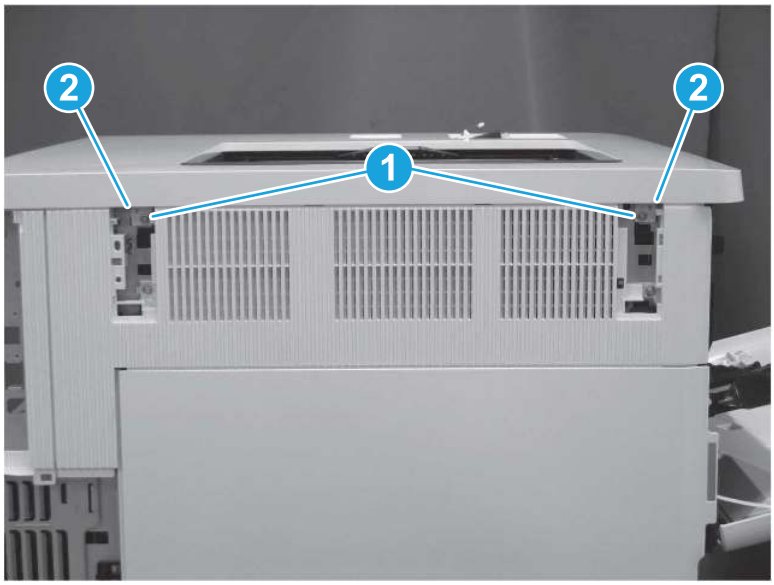
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1888 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

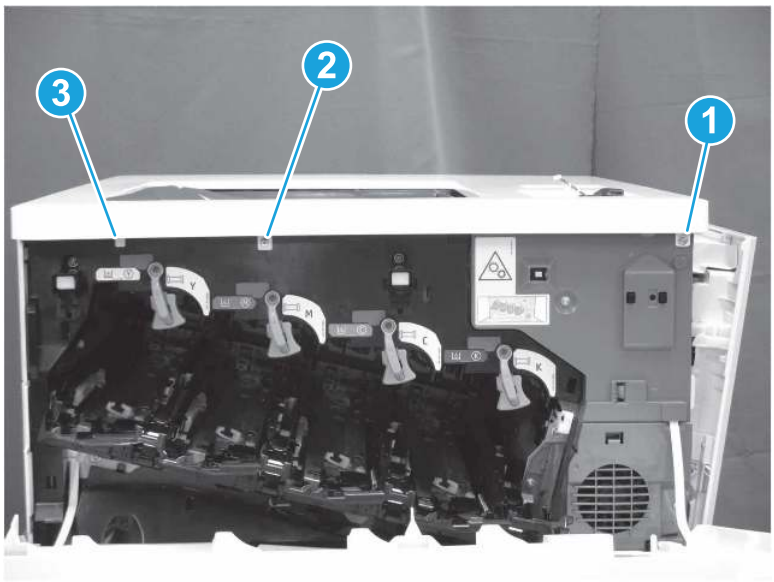
Figure 4-1889 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

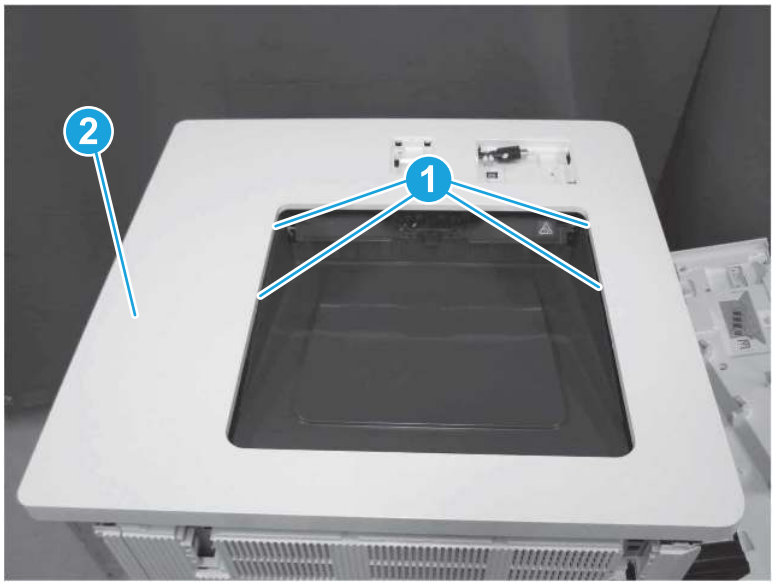
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1890 Remove two screws and release one tab

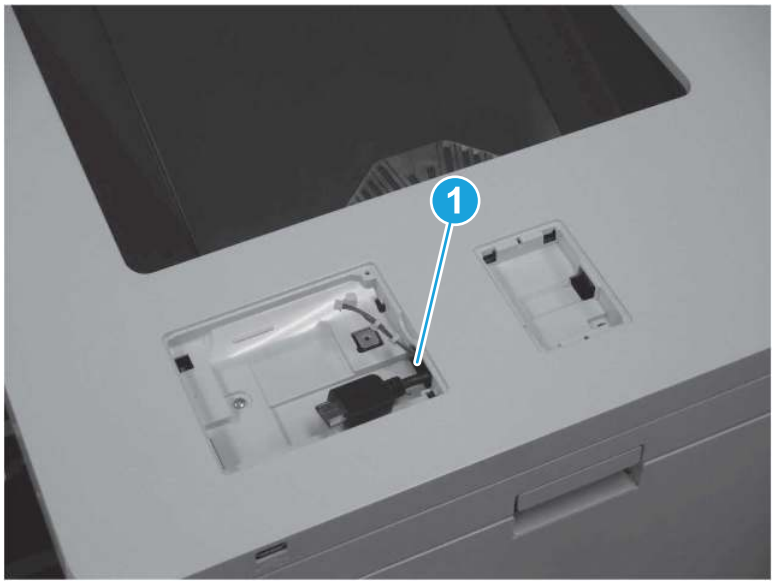


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1891 Remove the top cover



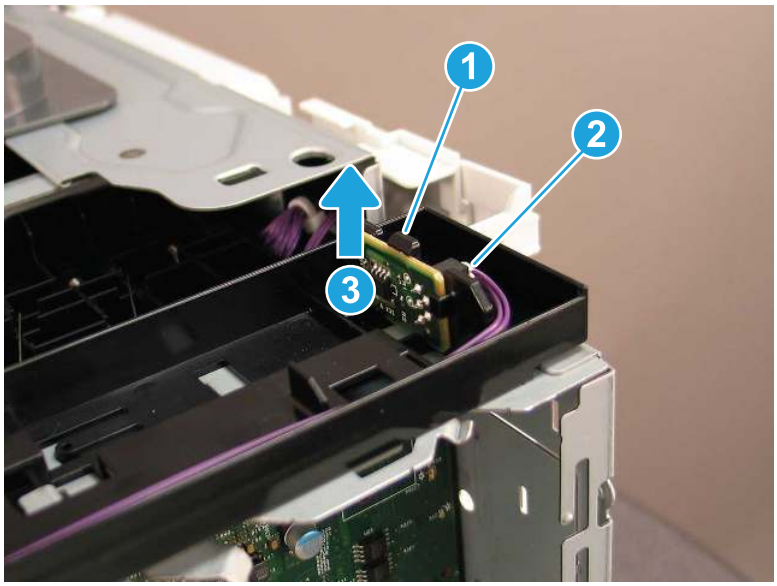
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



7. Remove the memory PCA.

- Release one tab (callout 1), disconnect one connector (callout 2), and then lift the memory PCA (callout 3) up to remove it.

  Figure 4-1892 Remove the memory PCA

8. Unpack the replacement assembly.

   a. 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

   b. 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.

   c. 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 1 (M751/E75245)

Learn how to remove and replace drum motor 1.

View a video of how to remove and replace the drum motor 1.

Mean time to repair: 30 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 4-101 Part information

Part number	Part description
RM2-1612-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

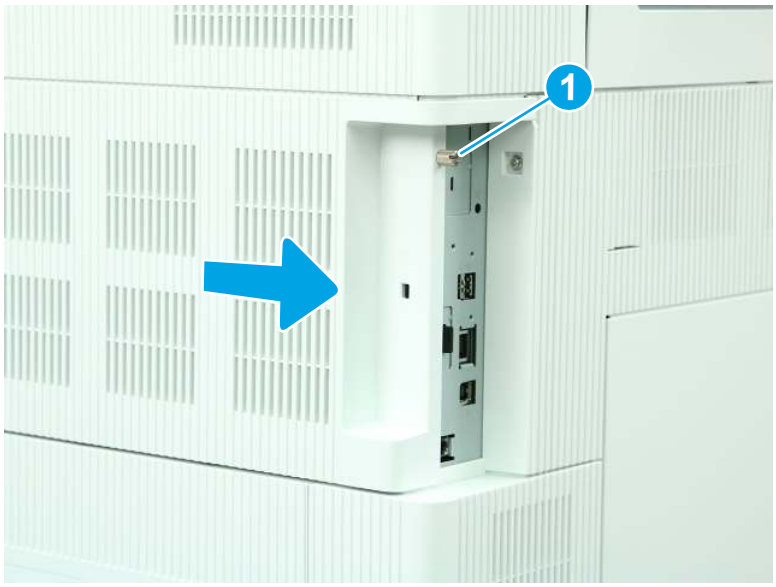
Post service test

No post service test is available for this assembly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

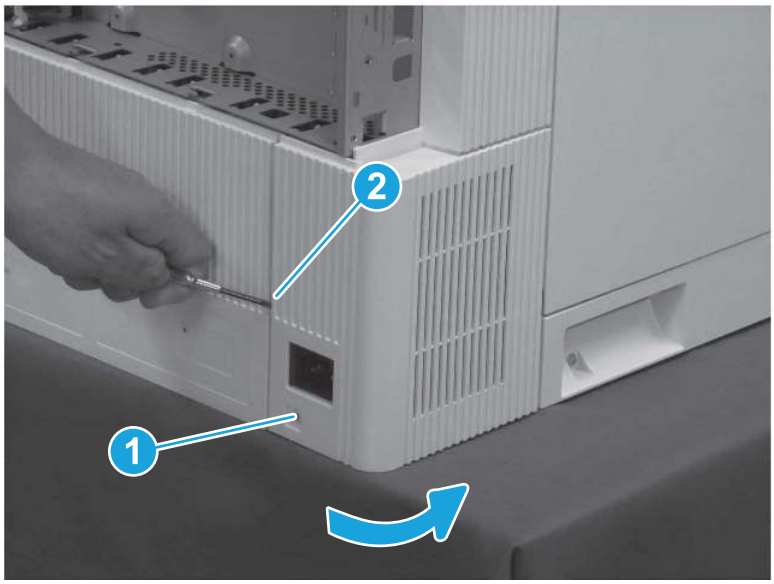
Figure 4-1893 Remove the formatter cover



2. Remove the left lower cover (M751/E75245).

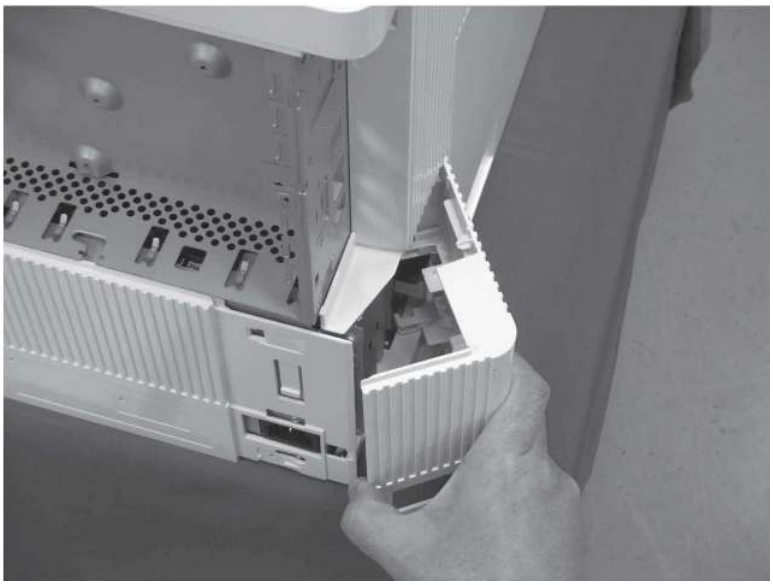
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1894 Remove one screw and release one tab



b. Remove the left lower cover.

Figure 4-1895 Remove the left lower cover



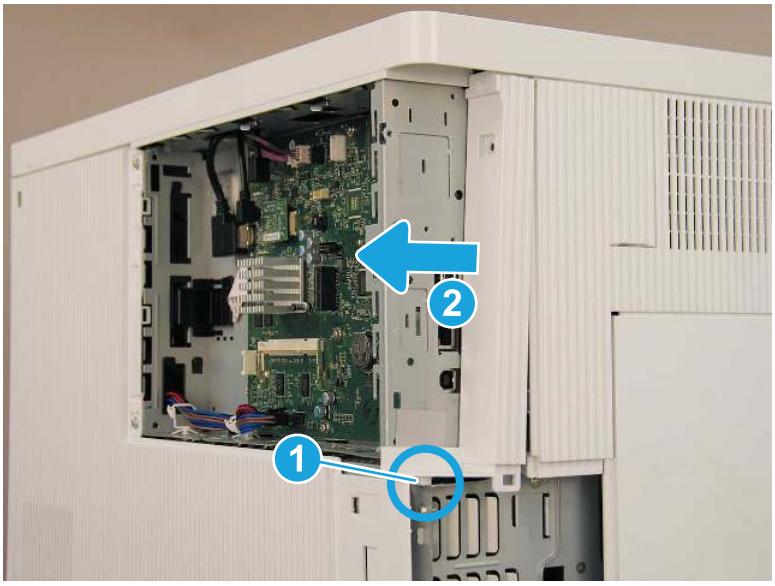
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1896 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

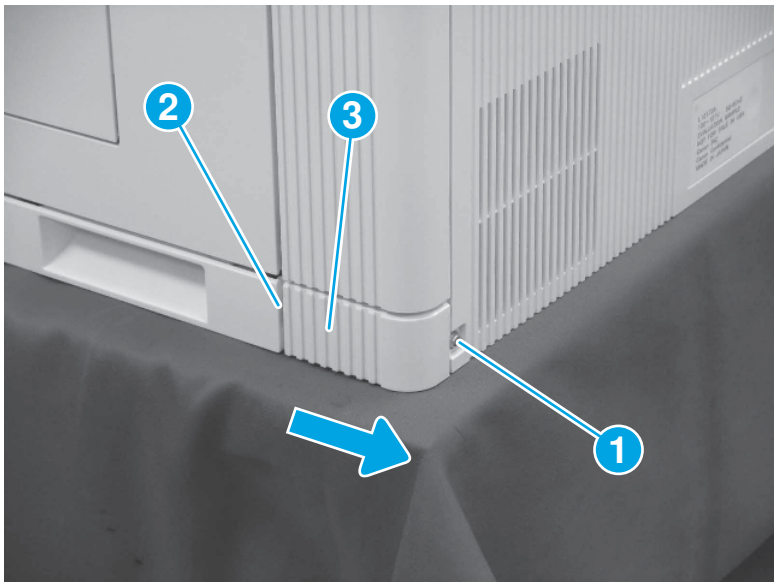
Figure 4-1897 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

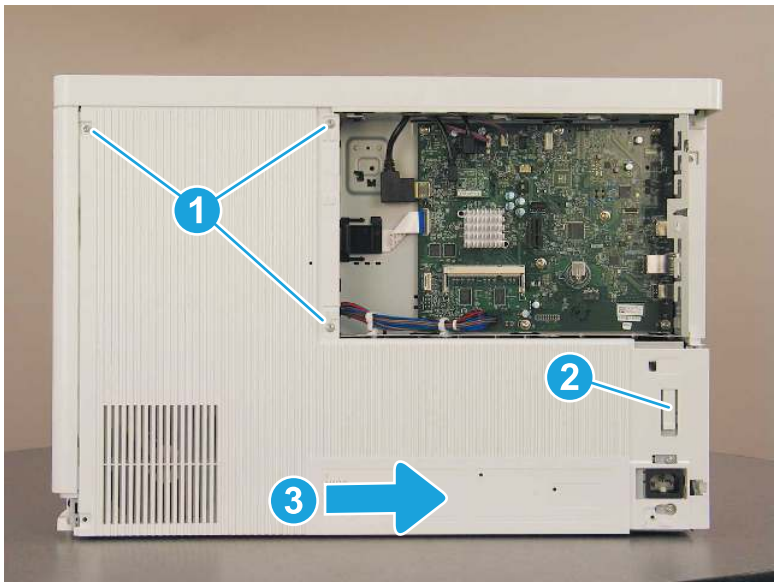
Figure 4-1898 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-1899 Remove the rear cover

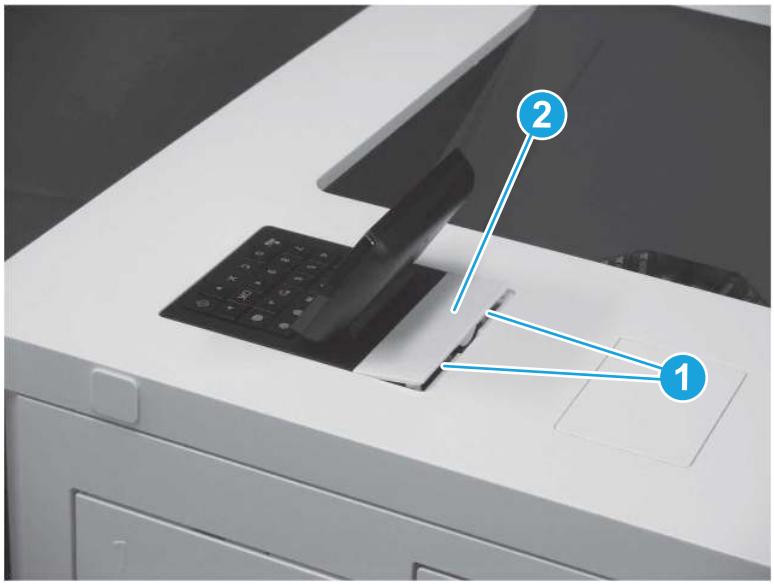
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-1900 Remove the control panel cover



b. Remove one screw (callout 1).

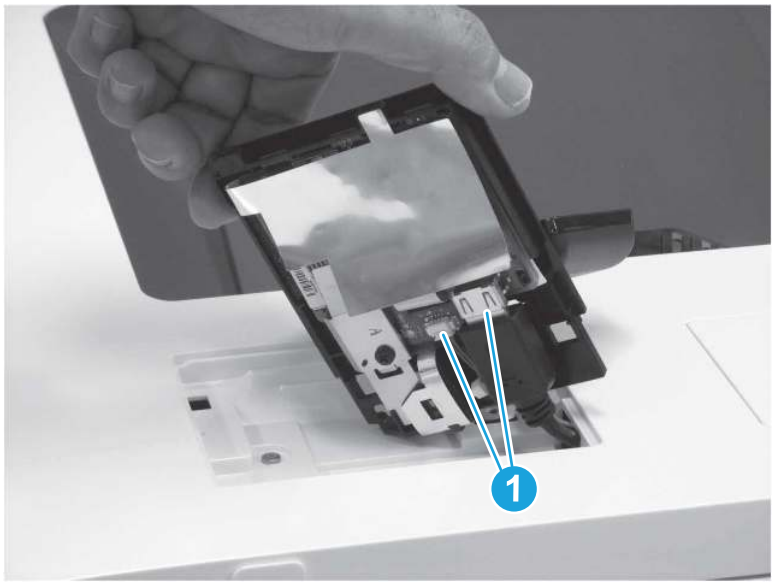
Figure 4-1901 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1902 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

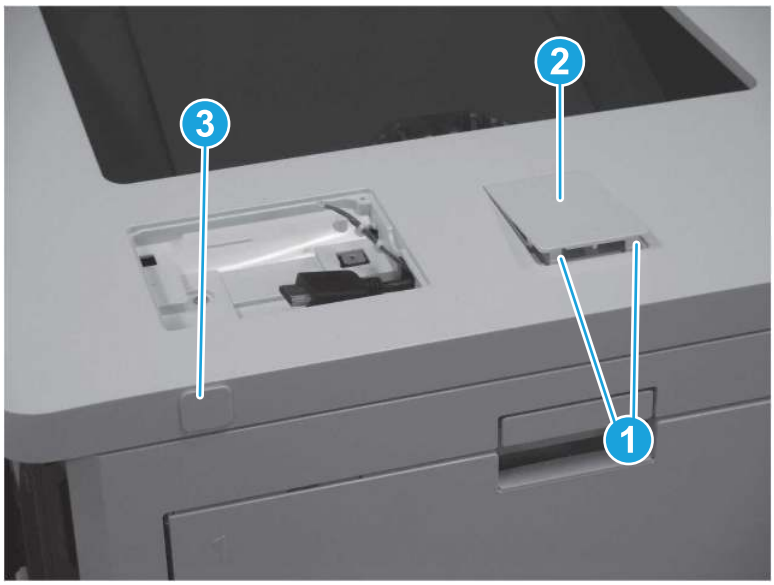
Figure 4-1903 Disconnect two connectors



7. Remove the top cover (M751/E75245).

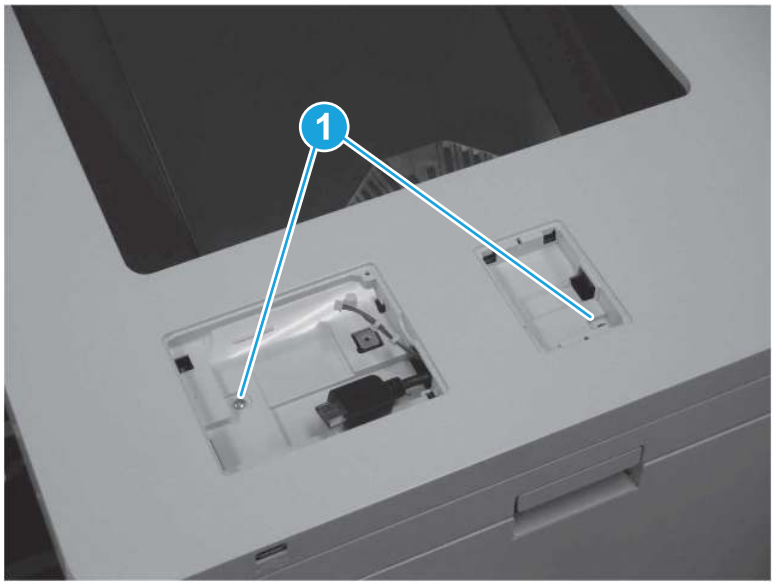
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1904 Remove the HIP cover and USB cap



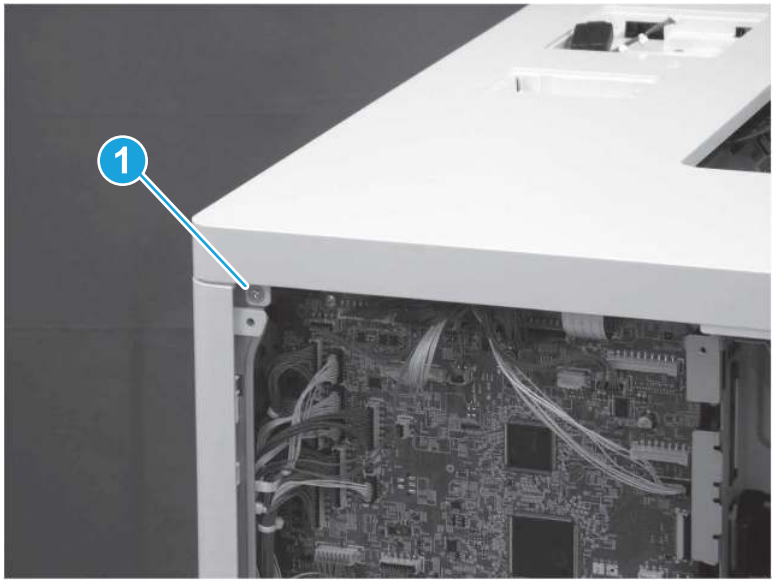
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1905 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1906 Remove one screw

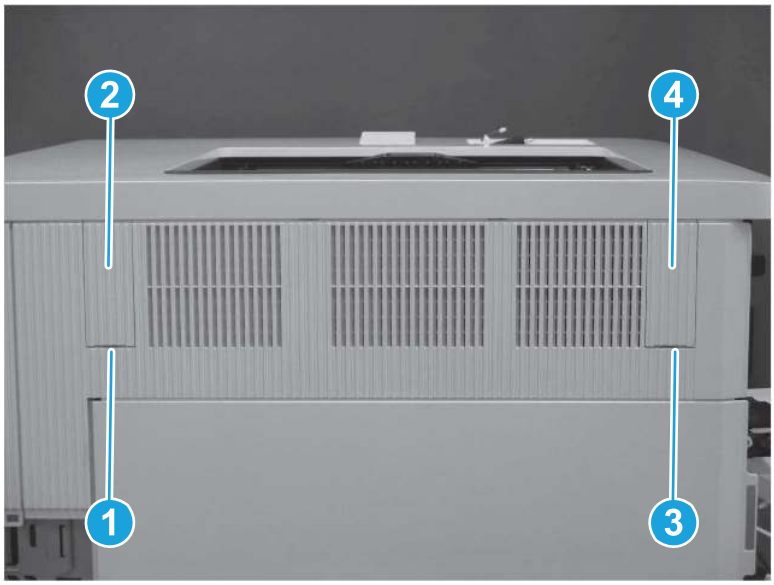


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

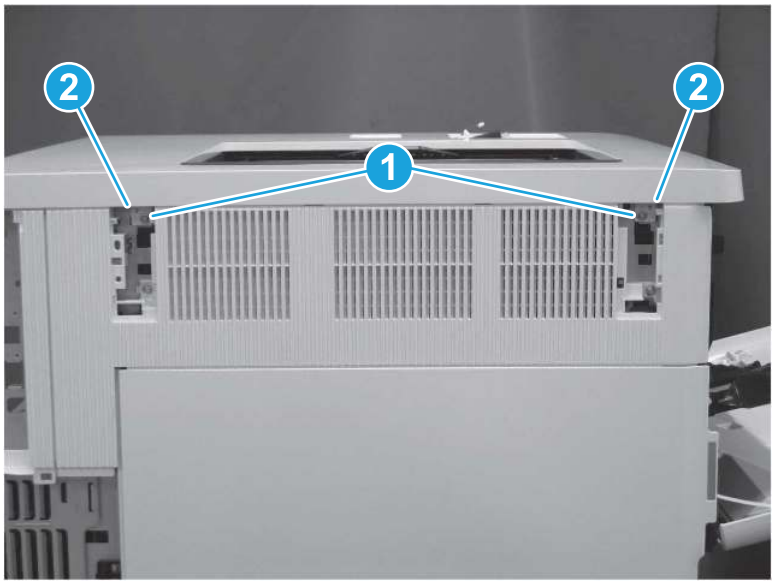
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1907 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

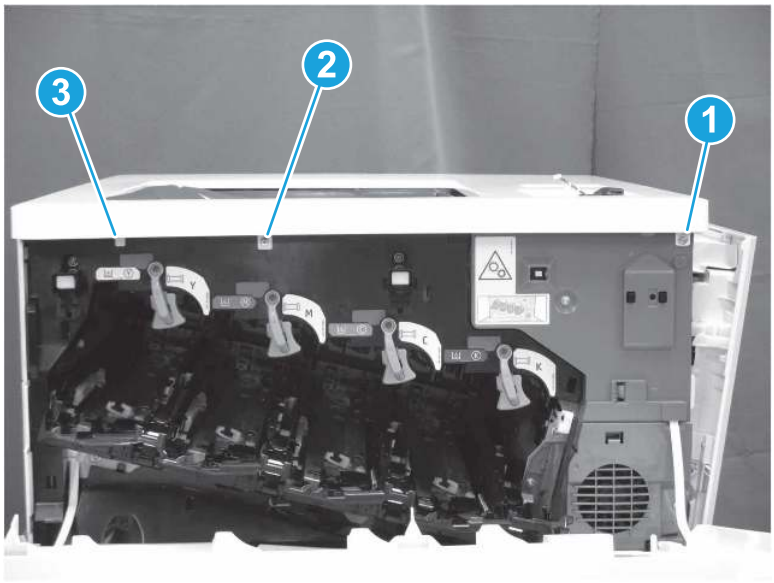
Figure 4-1908 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

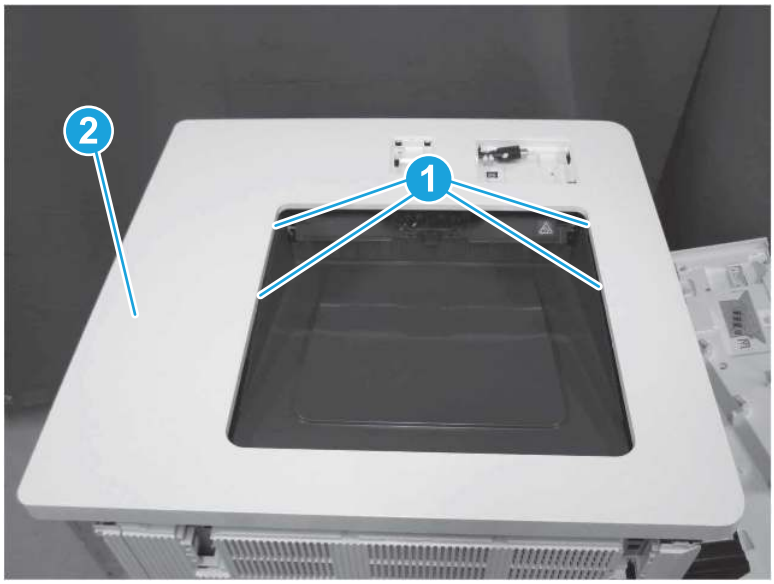
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1909 Remove two screws and release one tab

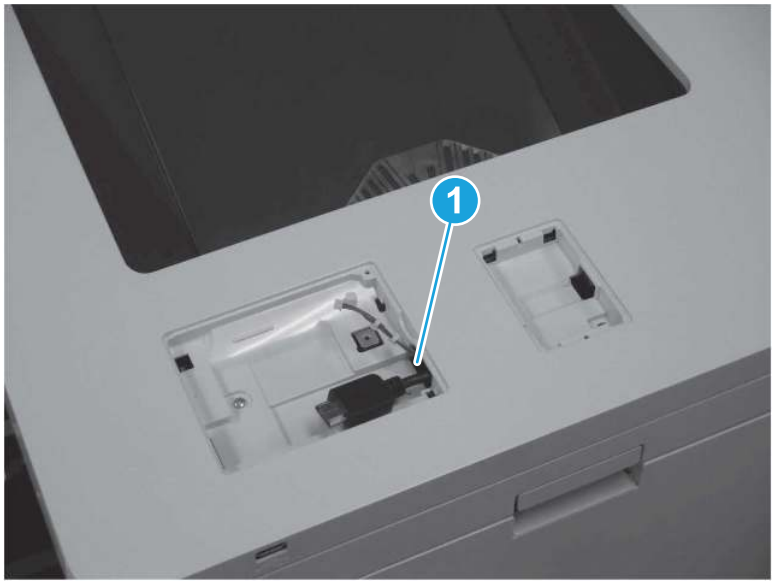


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1910 Remove the top cover



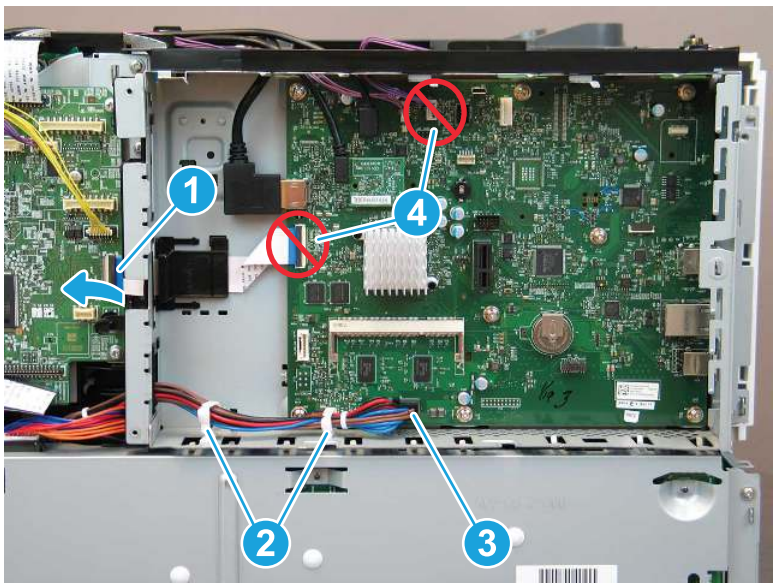
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the formatter and case.

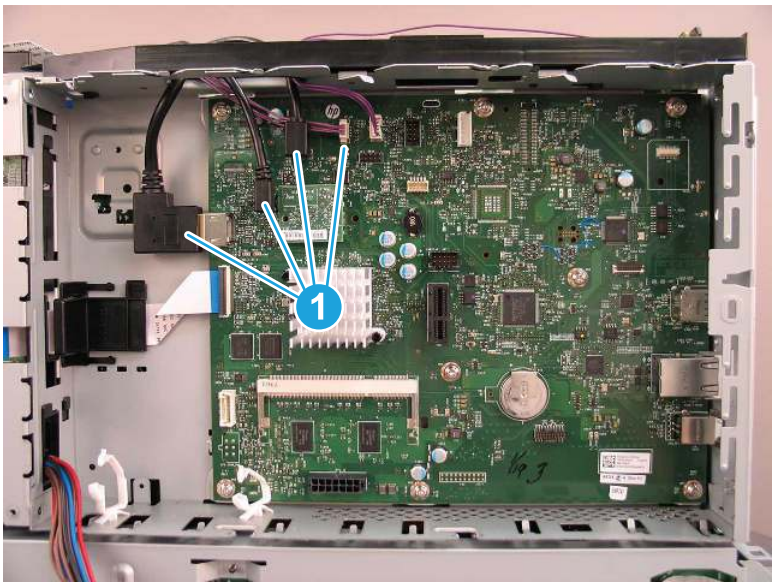
   a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

   Figure 4-1911 **Disconnect the connectors**



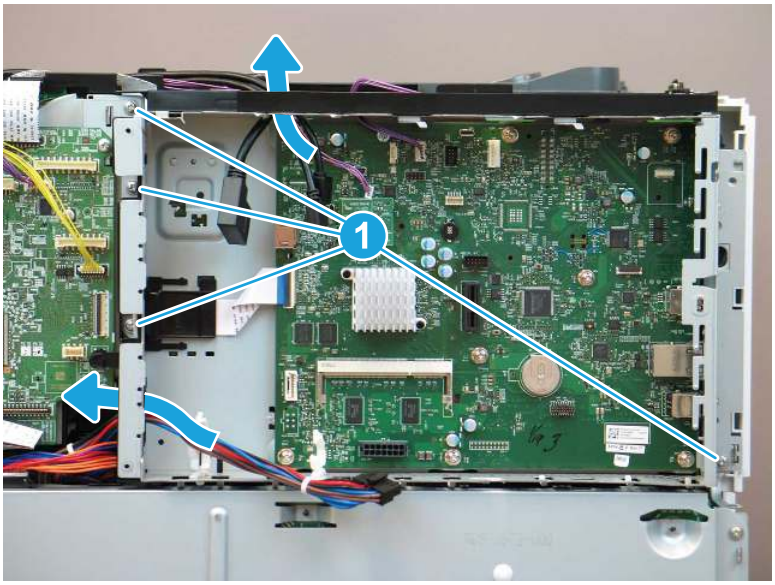
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-1912 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

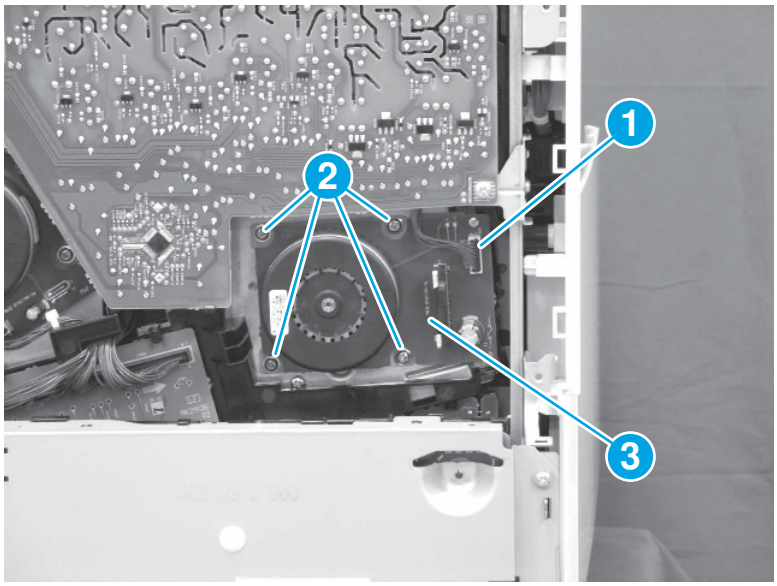
Figure 4-1913 Remove the formatter and case



9. Remove drum motor 1.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 1 (callout 3).

Figure 4-1914 Remove drum motor 1



10. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 1 (M856/E85055/M776)

Learn how to remove and replace drum motor 1.

View a video of how to remove and replace the drum motor 1.

Mean time to repair: 30 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 4-102 Part information

Part number	Part description
RM2-1612-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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 formatter cover.

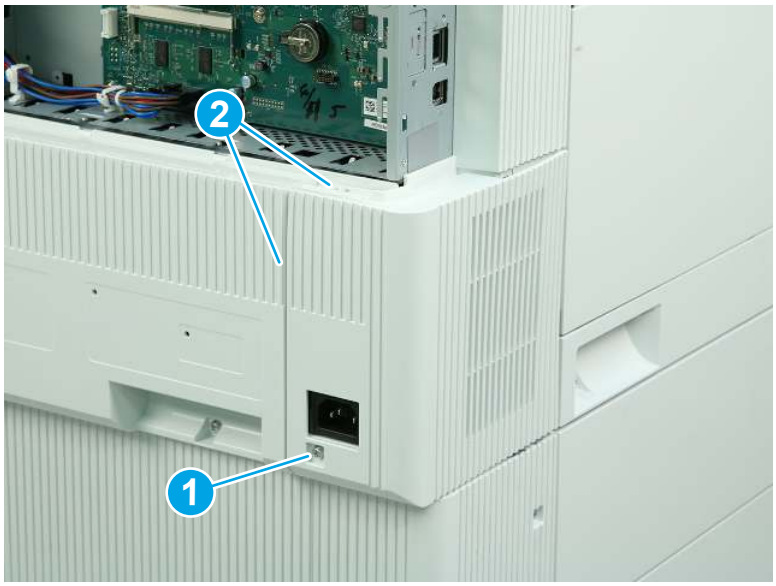
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1915 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1916 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-1917 Remove the left lower cover

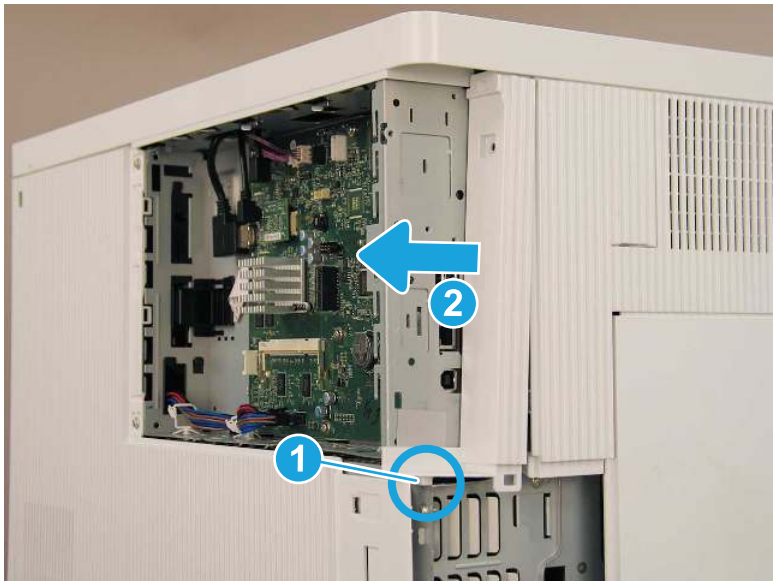
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1918 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

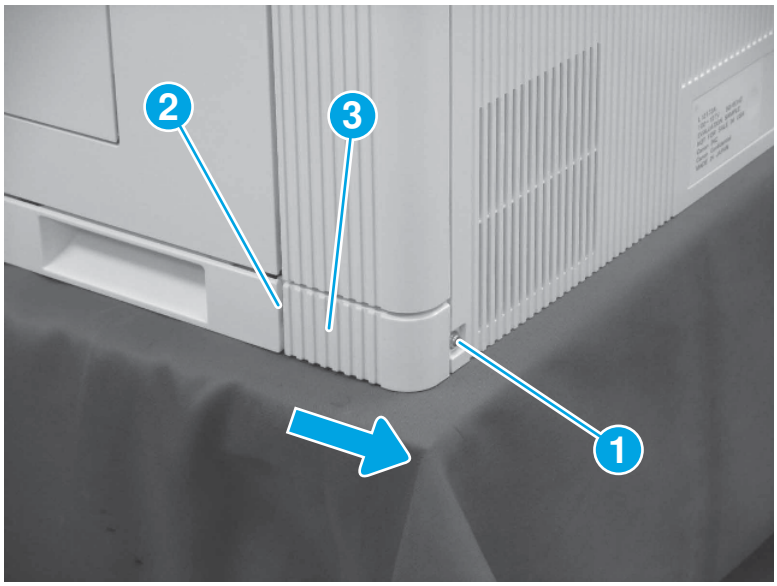
Figure 4-1919 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

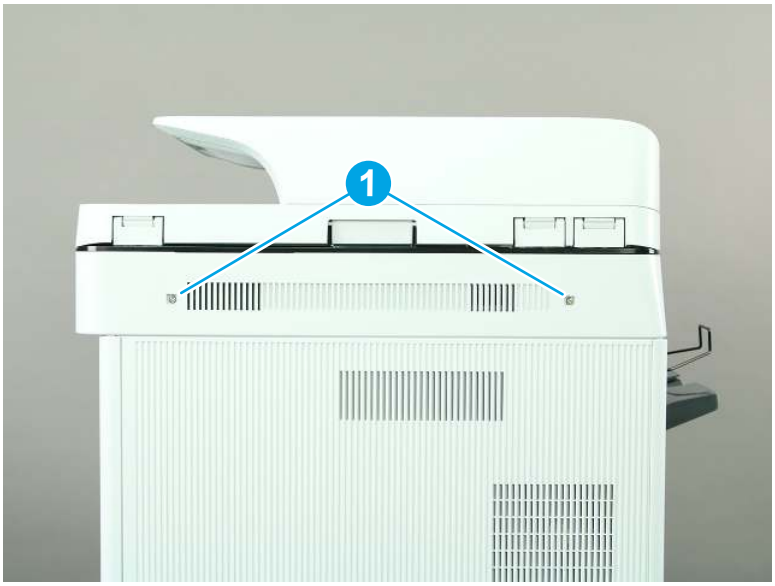
Figure 4-1920 Remove the right rear lower cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1921 **Remove two screws**



b. Remove the SCB cover.

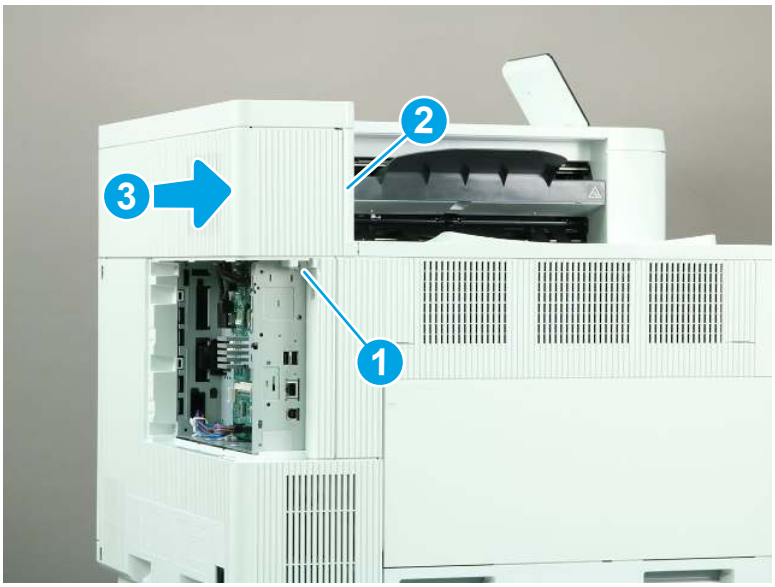
Figure 4-1922 **Remove the SCB cover**

6. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

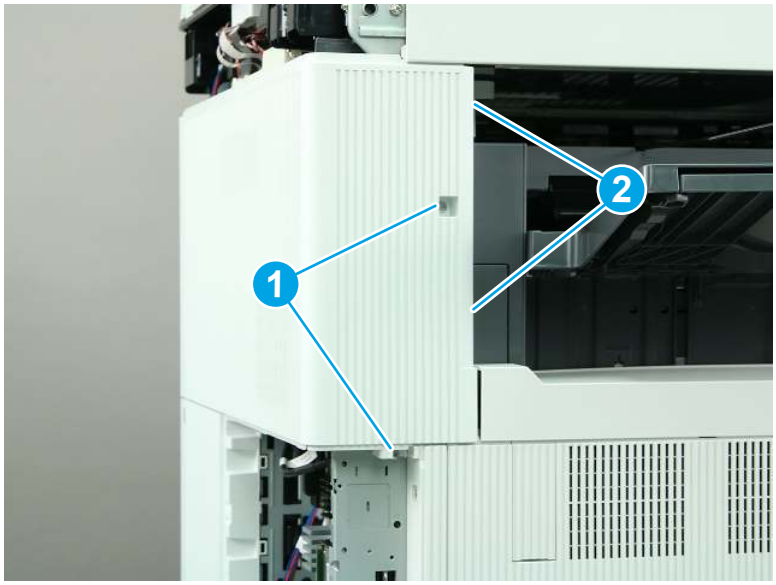
  Figure 4-1923 **Remove the rear upper cover**

7. Remove the rear upper cover and left rear upper cover (M776zs).

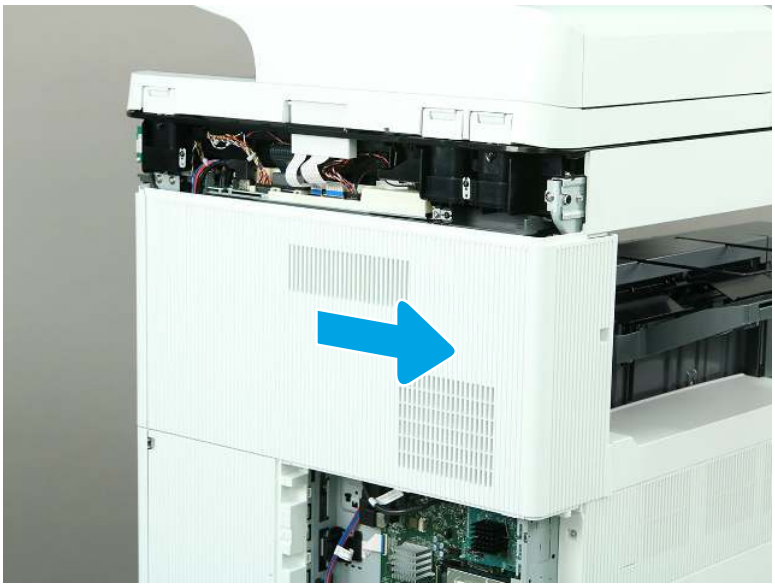
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1924 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

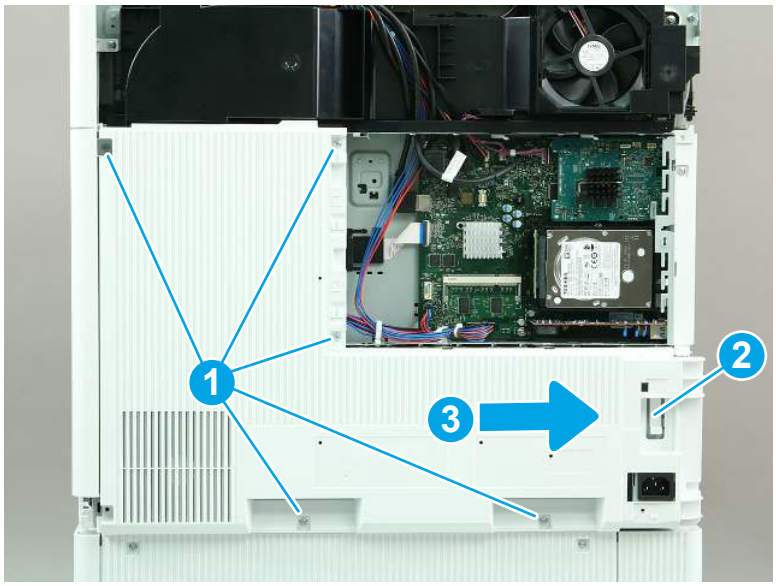
Figure 4-1925 **Remove the rear upper and left rear upper cover**



8. Remove the rear cover (M856/E85055/M776).

   - Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1926 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-1927 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-1928 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

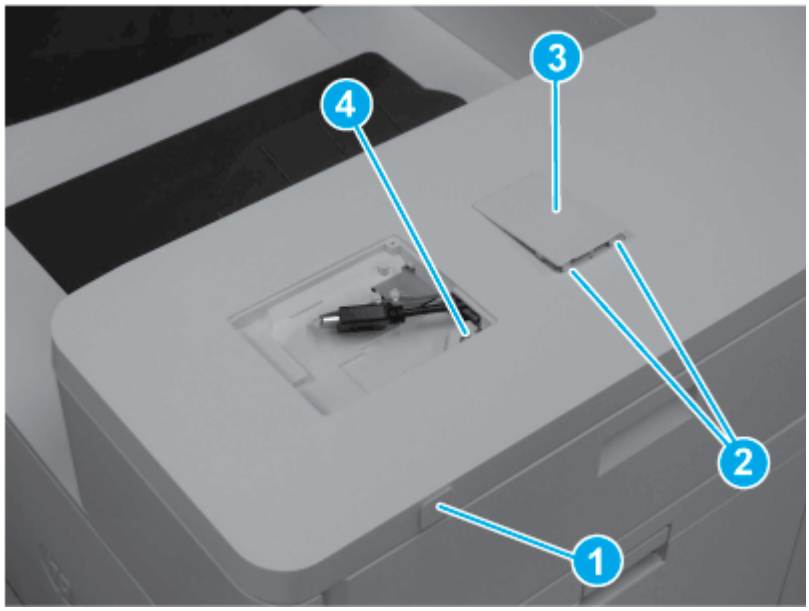
Figure 4-1929 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-1930 Disconnect two connectors

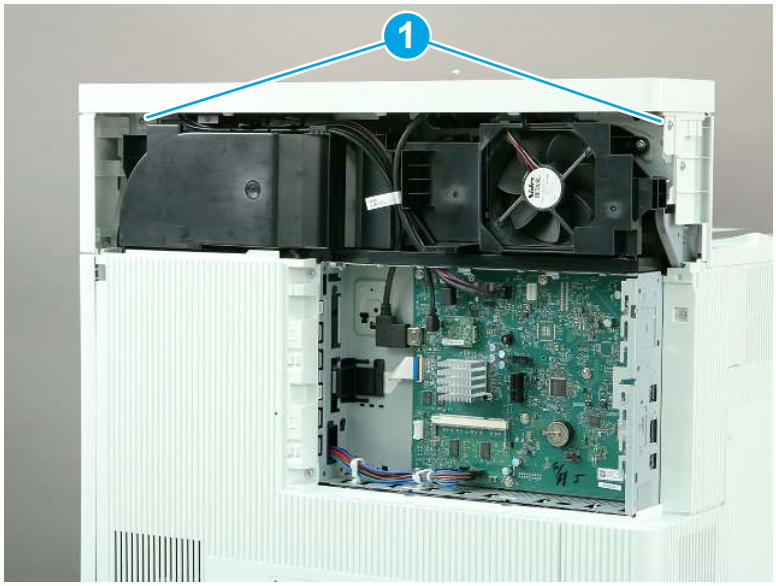
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-1931 Remove covers and one screw



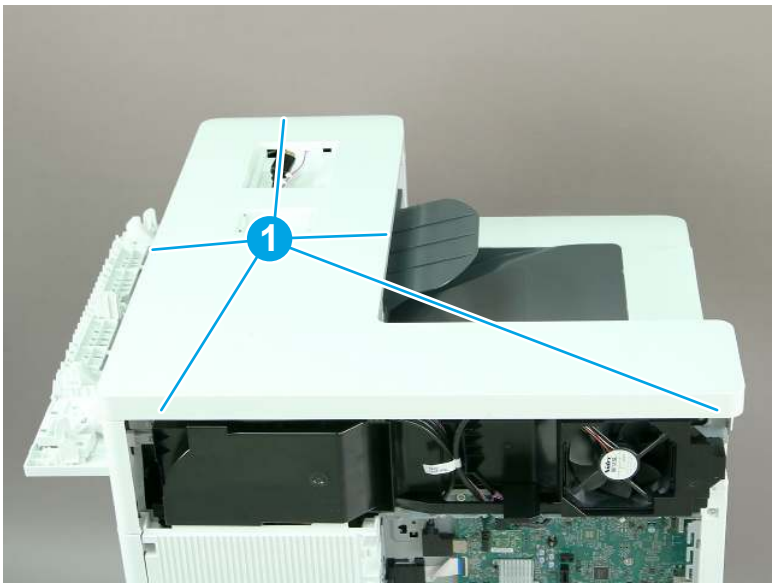
f. Remove two screws (callout 1).

Figure 4-1932 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-1933 Release five tabs



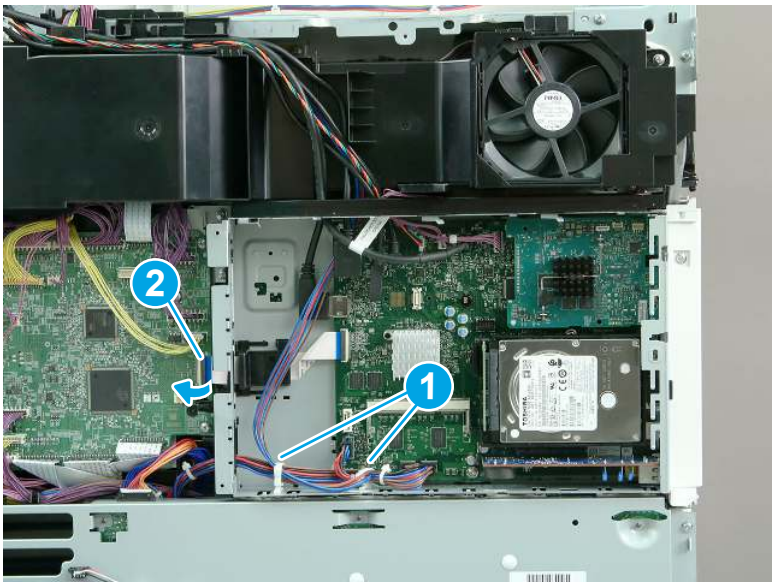
10. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

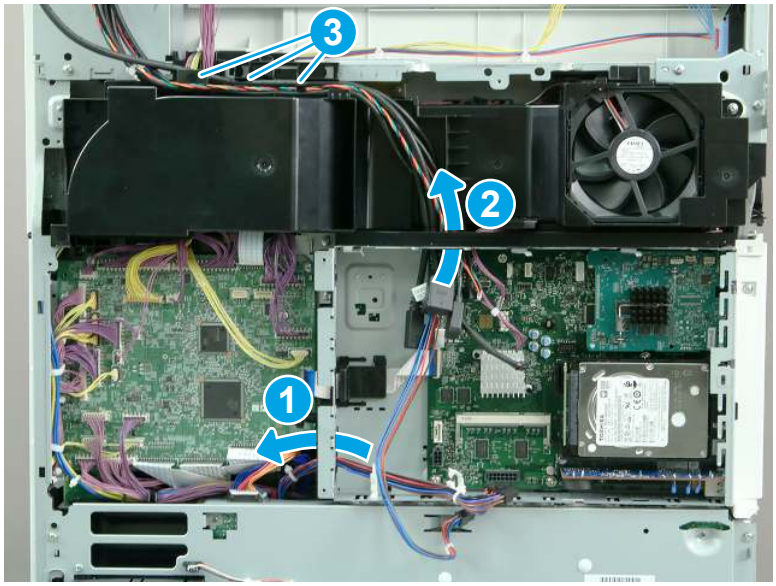
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1934 Disconnect the connectors



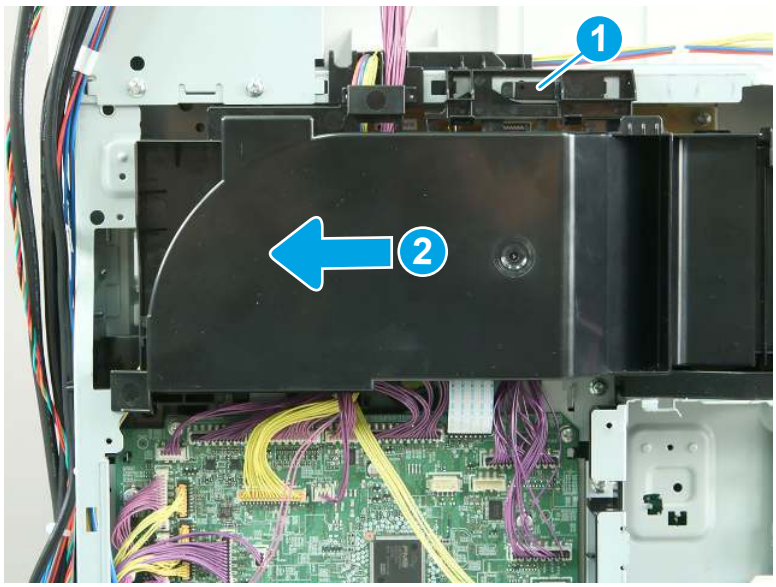
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1935 Release the cables



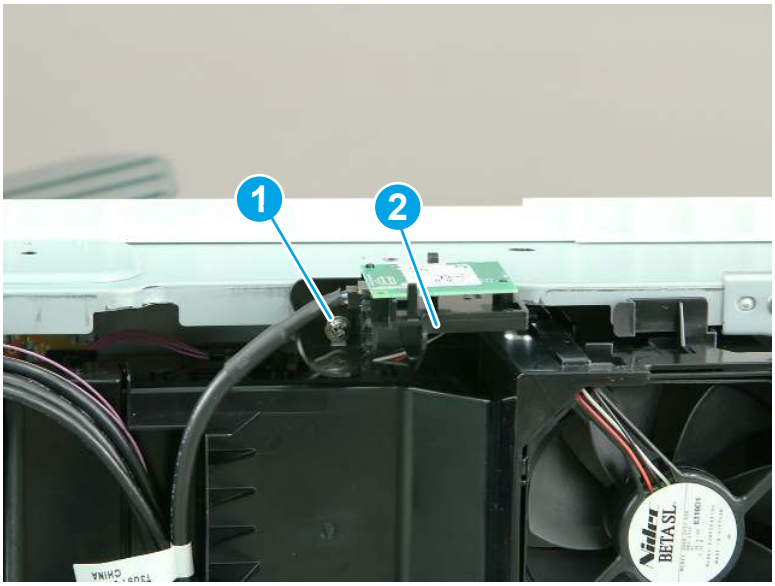
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1936 Remove the fan duct



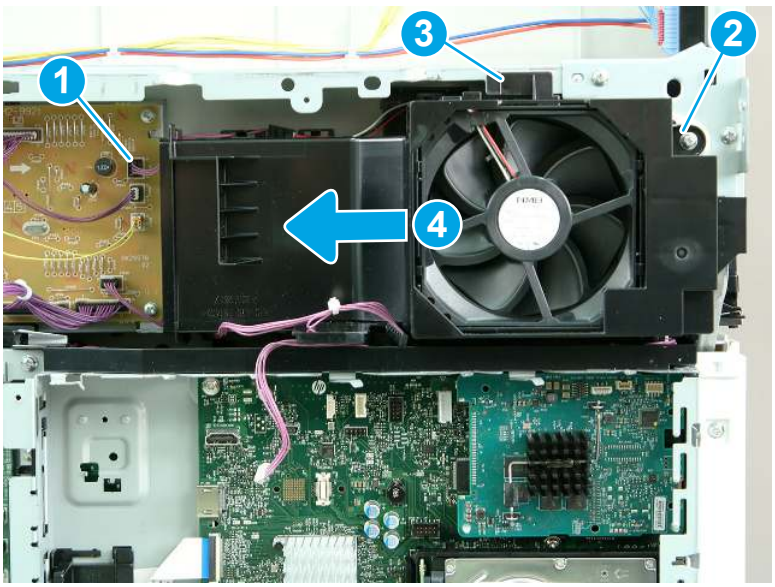
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1937 **Remove the wireless card and bracket**



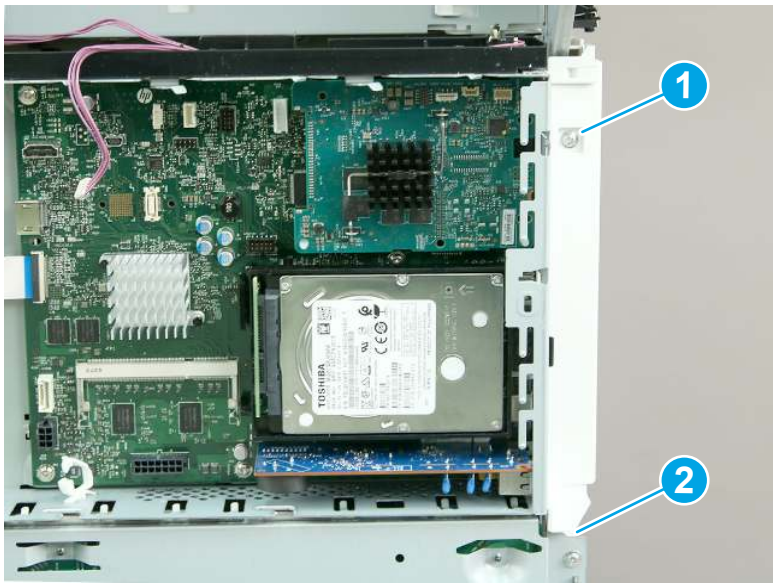
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1938 **Remove the fan assembly**



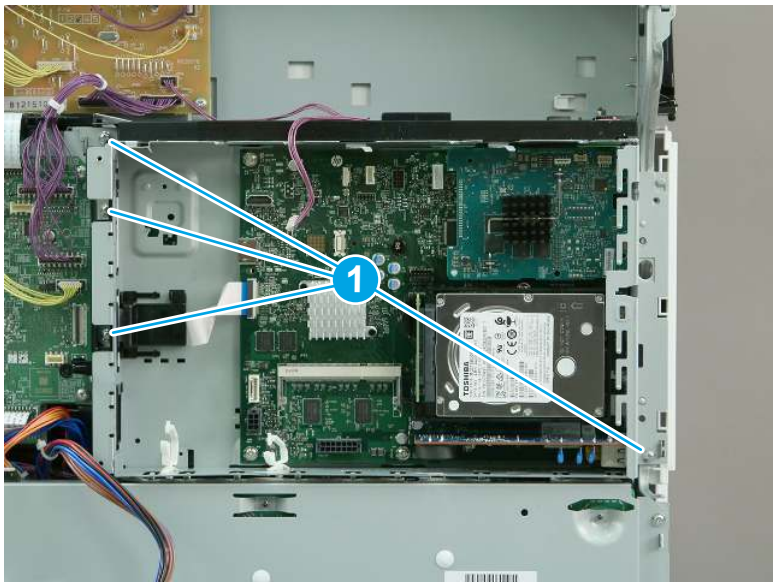
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1939 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1940 Remove four screws



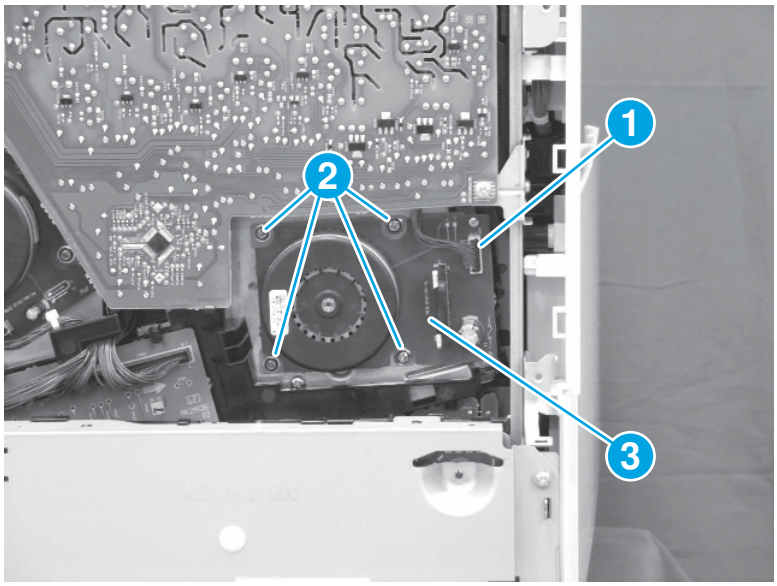
h. Remove the formatter and case.

Figure 4-1941 **Remove the formatter and case**

11. Remove drum motor 1.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 1 (callout 3).

Figure 4-1942 **Remove drum motor 1**



12. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 2 (M751/E75245)

Learn how to remove and replace drum motor 2.

View a video of how to remove and replace the drum motor 2.

Mean time to repair: 30 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 4-103 Part information

Part number	Part description
RM2-1613-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Connect the power cable.

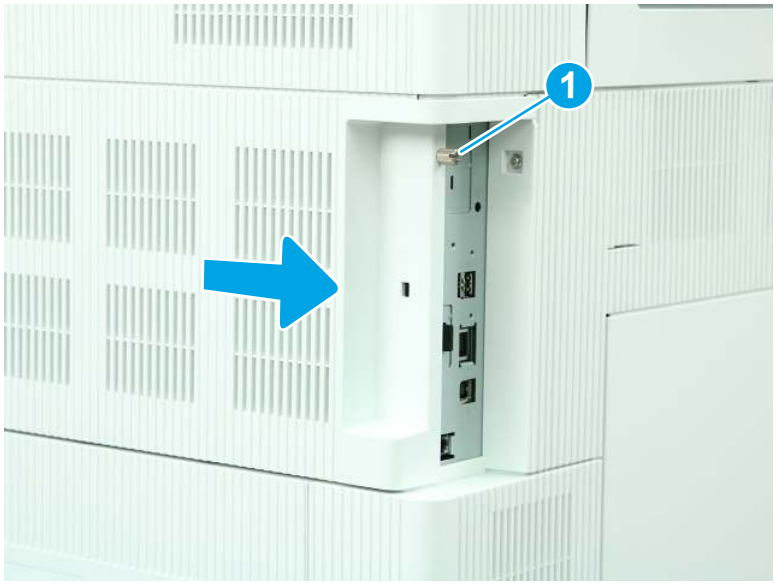
- Use the power switch to turn the power on.

Post service test

No post service test is available for this assembly.

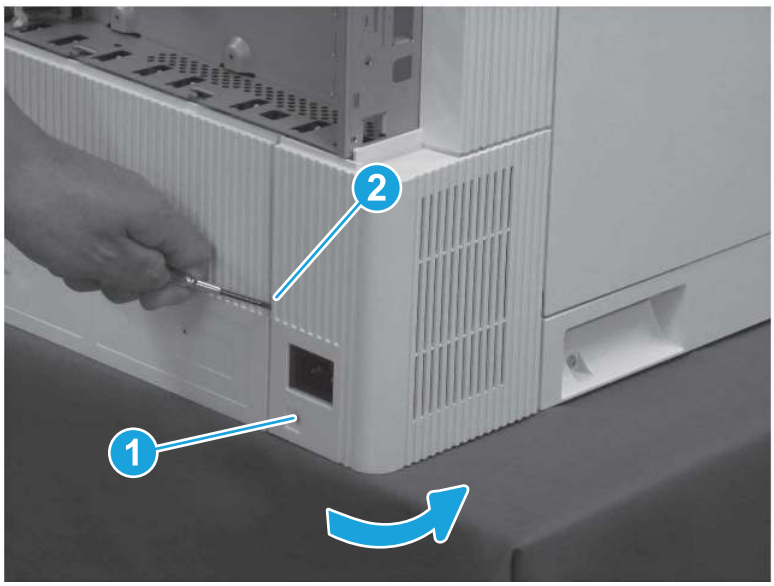
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-1943 Remove the formatter cover

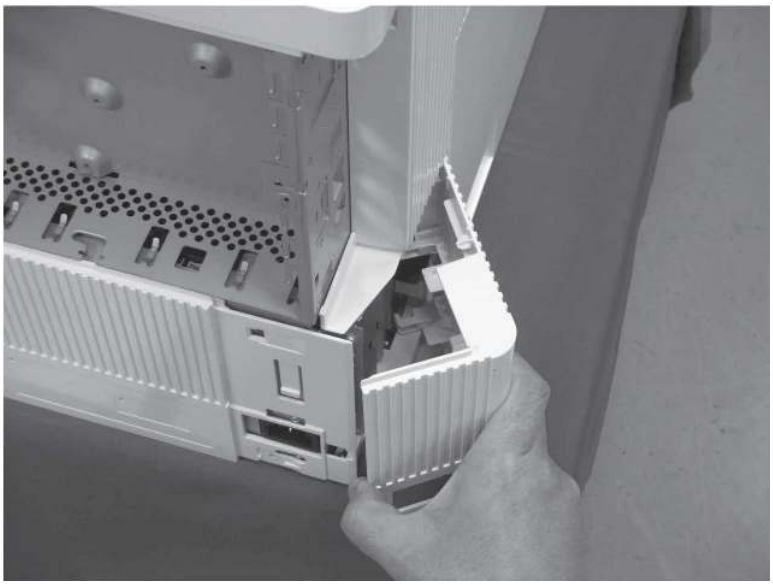
2. Remove the left lower cover (M751/E75245).
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-1944 Remove one screw and release one tab

b. Remove the left lower cover.

Figure 4-1945 Remove the left lower cover



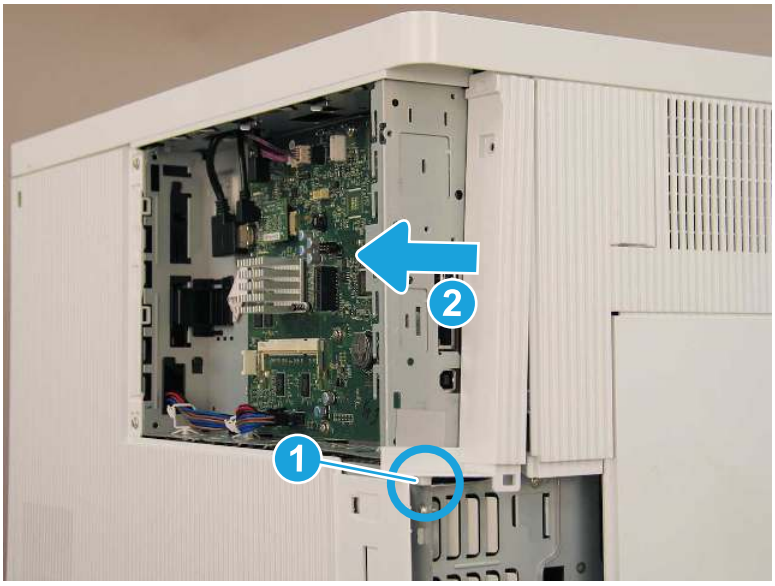
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1946 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

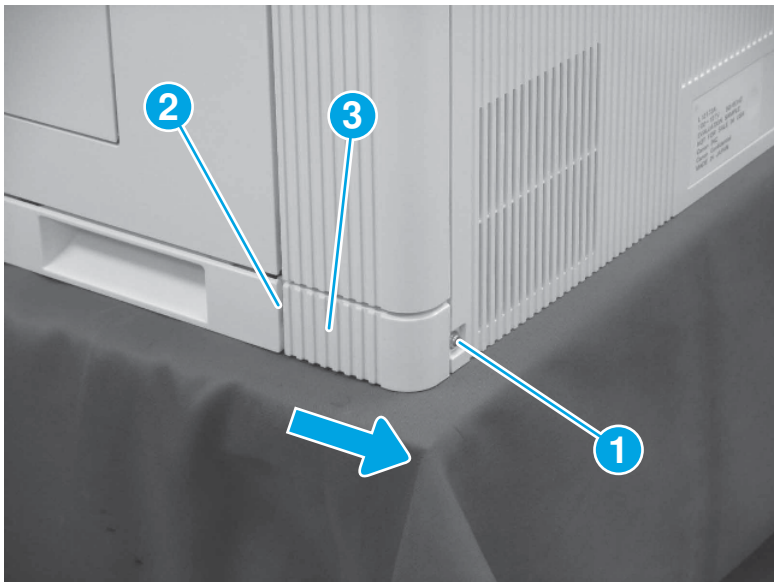
Figure 4-1947 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

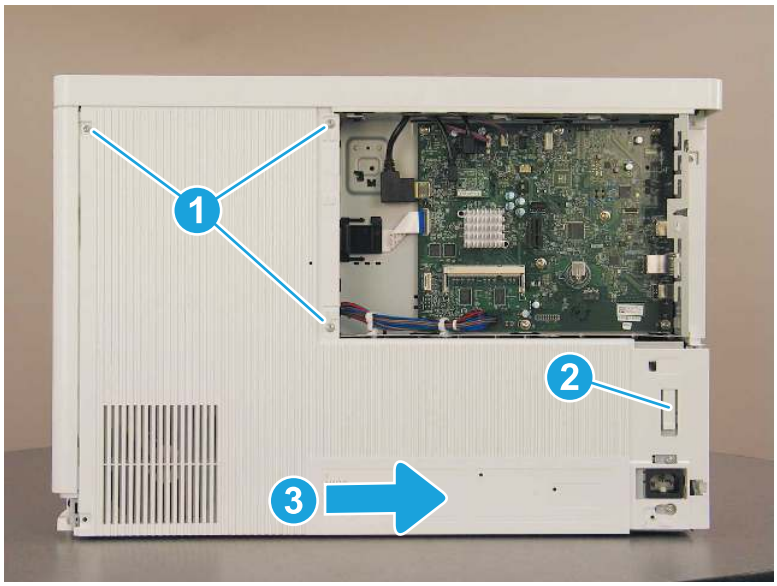
Figure 4-1948 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-1949 Remove the rear cover

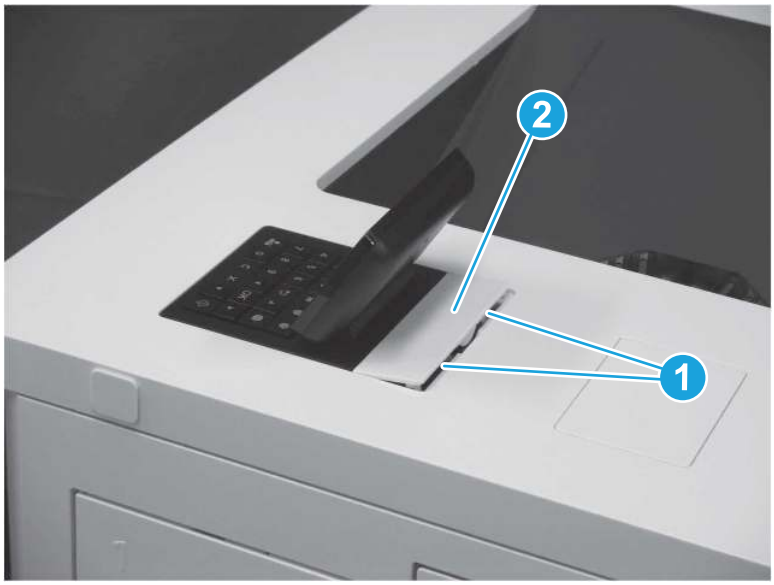
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

   Figure 4-1950 Remove the control panel cover

b. Remove one screw (callout 1).

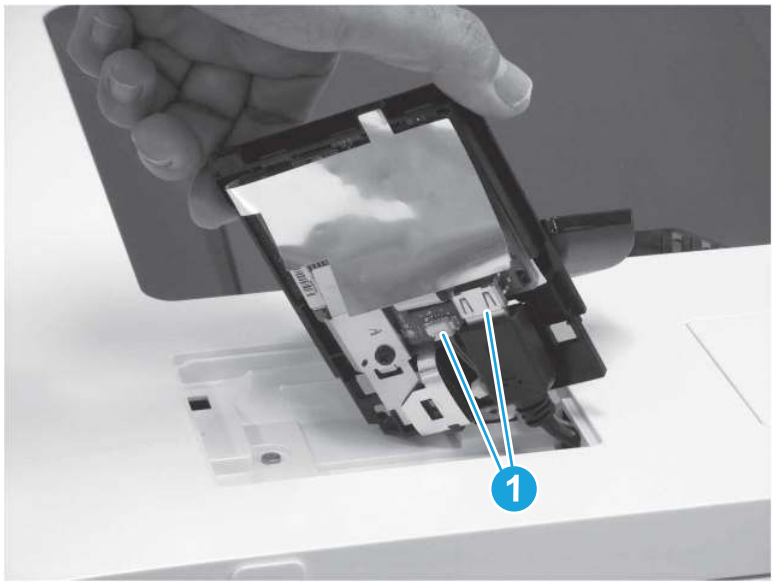
Figure 4-1951 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-1952 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

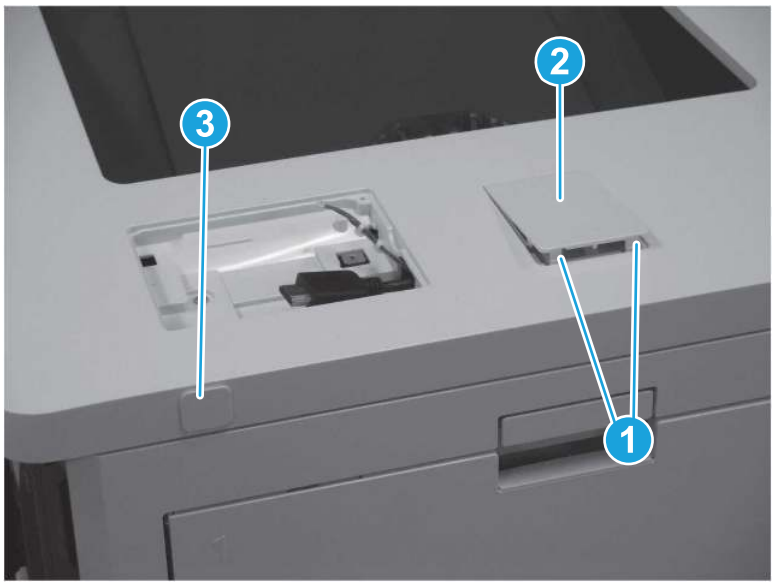
Figure 4-1953 Disconnect two connectors



7. Remove the top cover (M751/E75245).

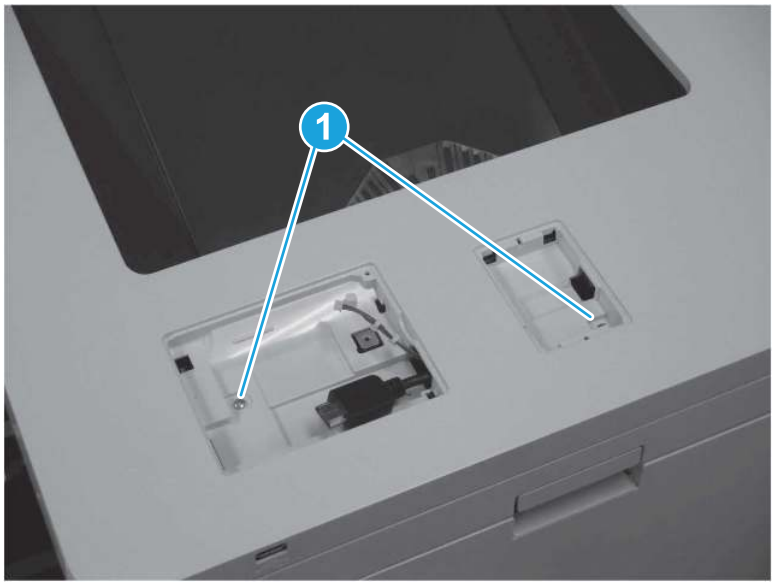
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-1954 Remove the HIP cover and USB cap



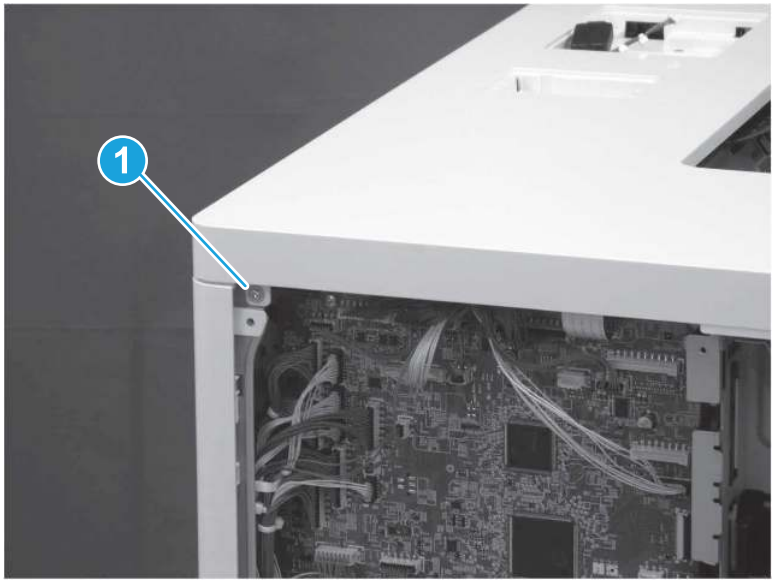
b. At the top of the printer, remove two screws (callout 1).

Figure 4-1955 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-1956 Remove one screw

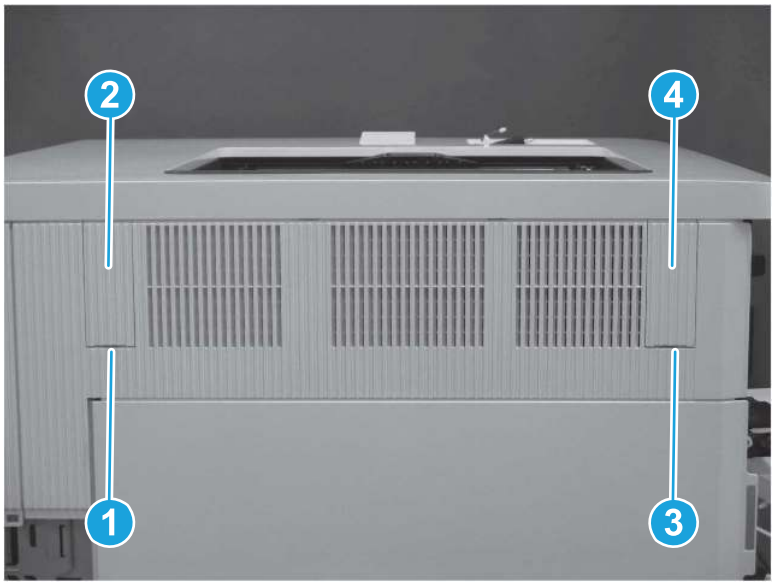


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

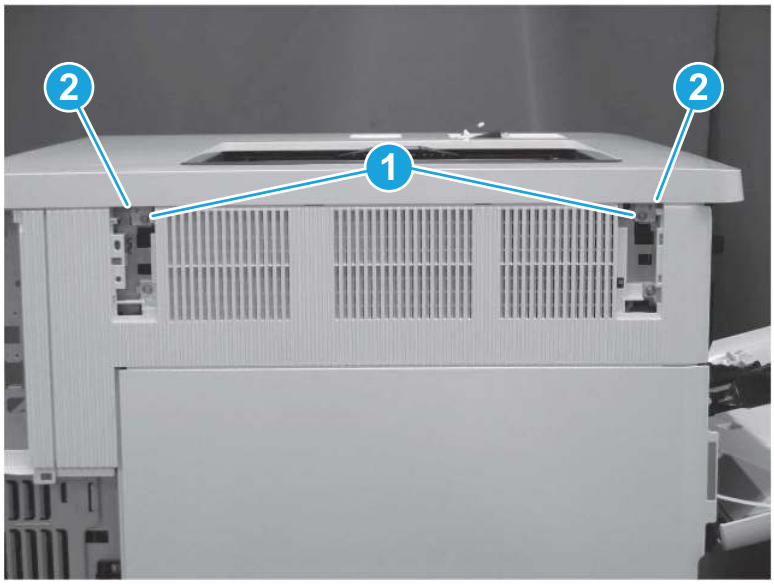
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-1957 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

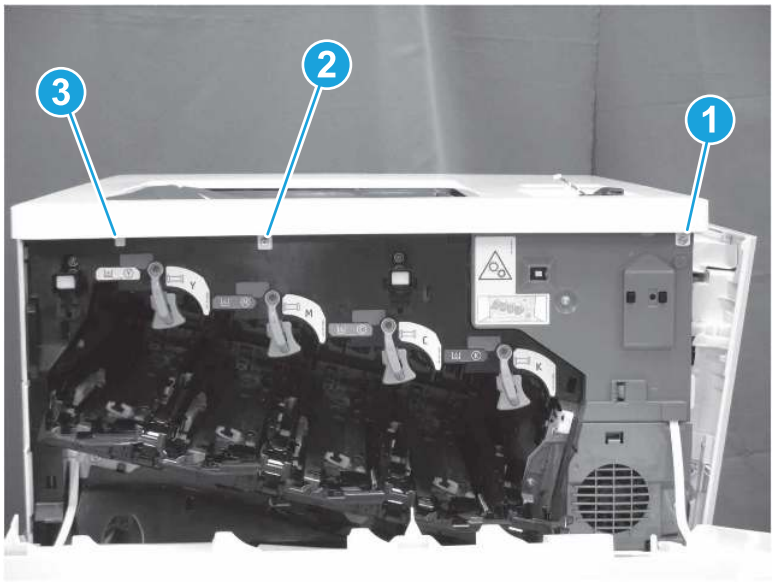
Figure 4-1958 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

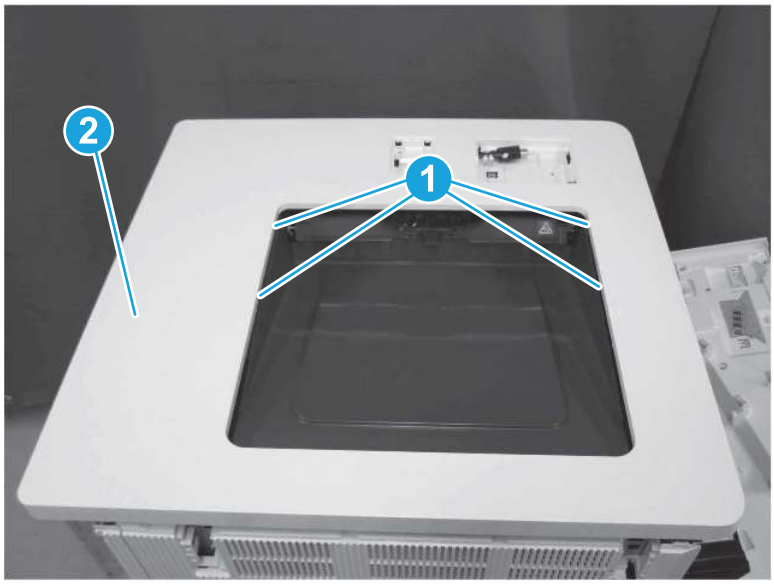
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-1959 Remove two screws and release one tab

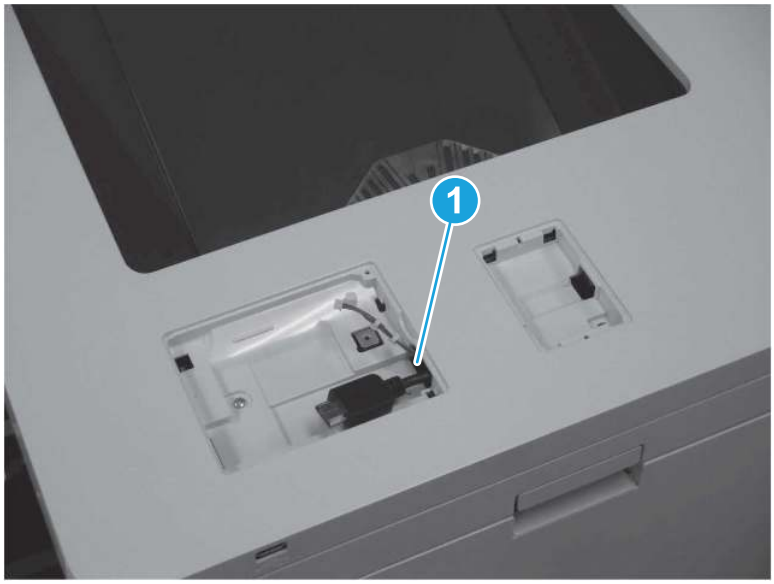


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-1960 Remove the top cover



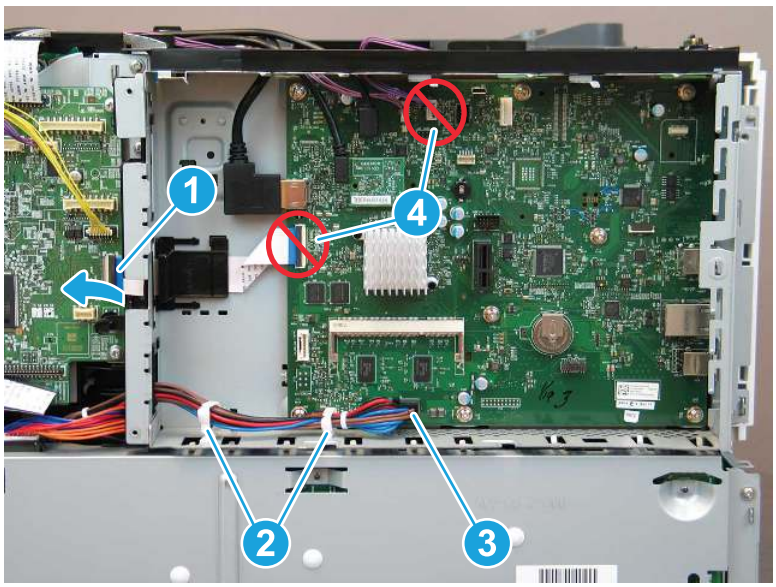
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the formatter and case.

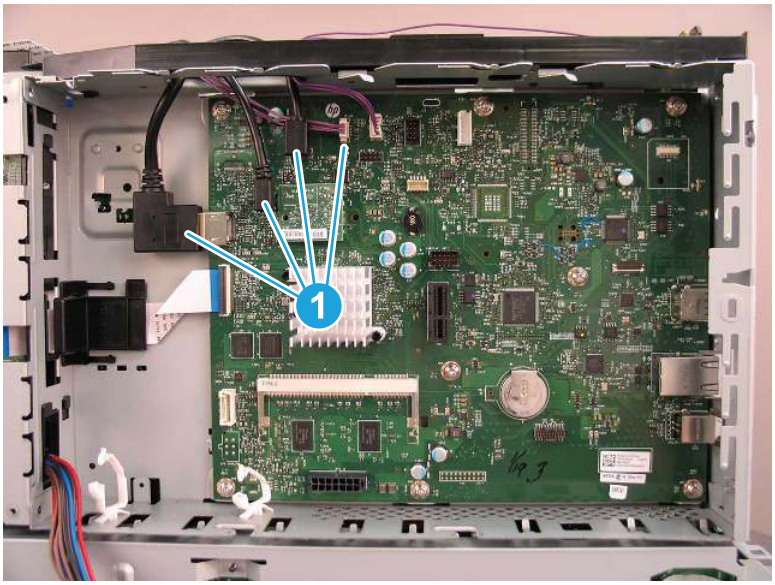
   a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

   Figure 4-1961 Disconnect the connectors



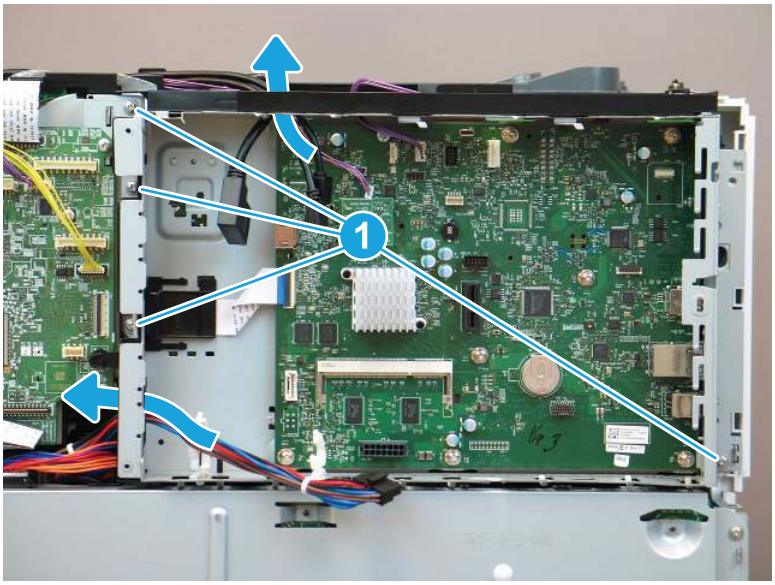
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-1962 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

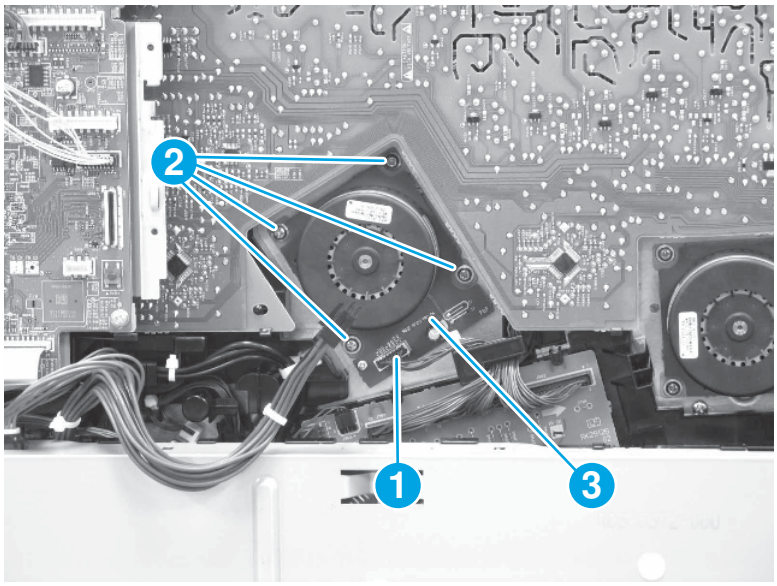
Figure 4-1963 Remove the formatter and case



9. Remove drum motor 2.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 2 (callout 3).

Figure 4-1964 Remove drum motor 2



10. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 2 (M856/E85055/M776)

Learn how to remove and replace drum motor 2.

View a video of how to remove and replace the drum motor 2.

Mean time to repair: 30 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 4-104 Part information

Part number	Part description
RM2-1613-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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 formatter cover.

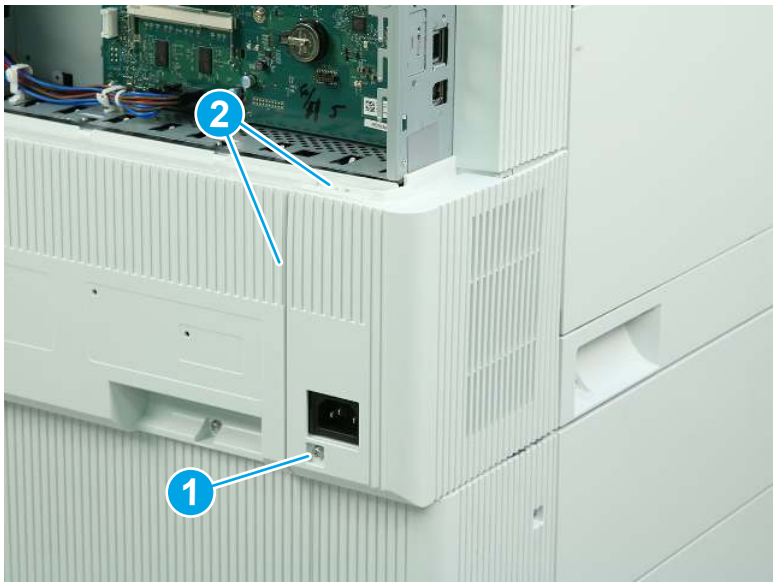
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-1965 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-1966 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-1967 Remove the left lower cover

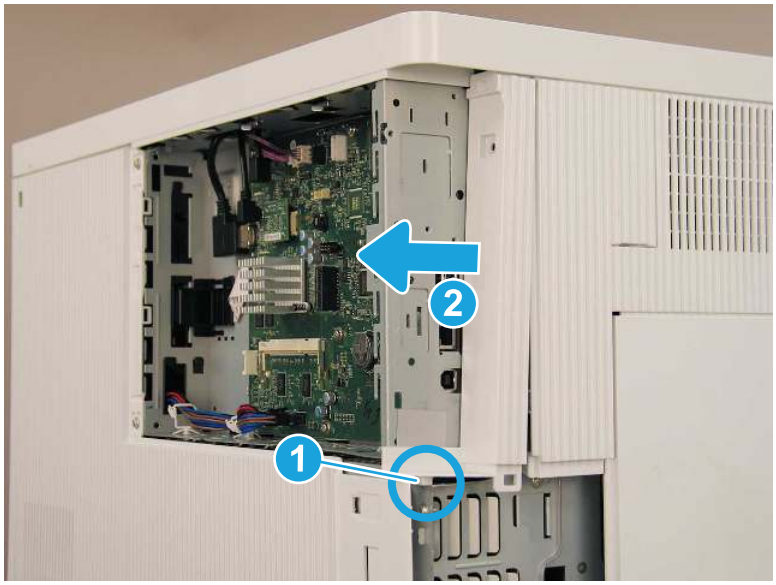
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1968 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

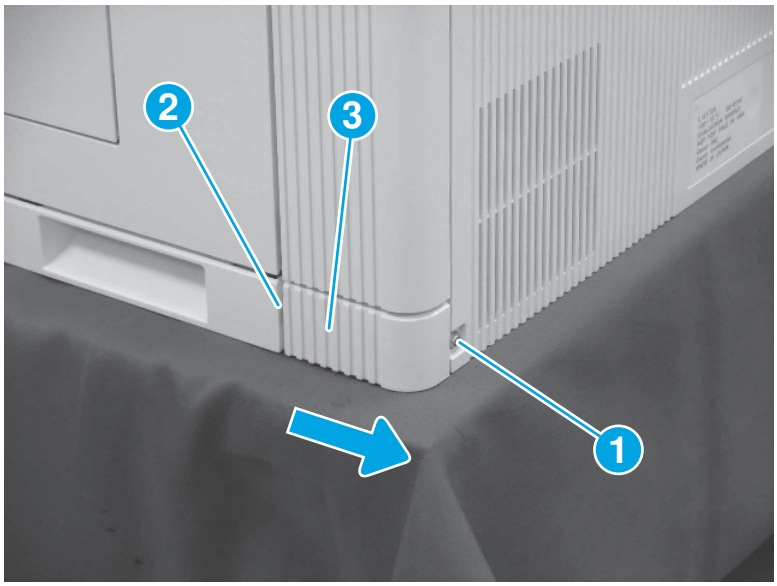
Figure 4-1969 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

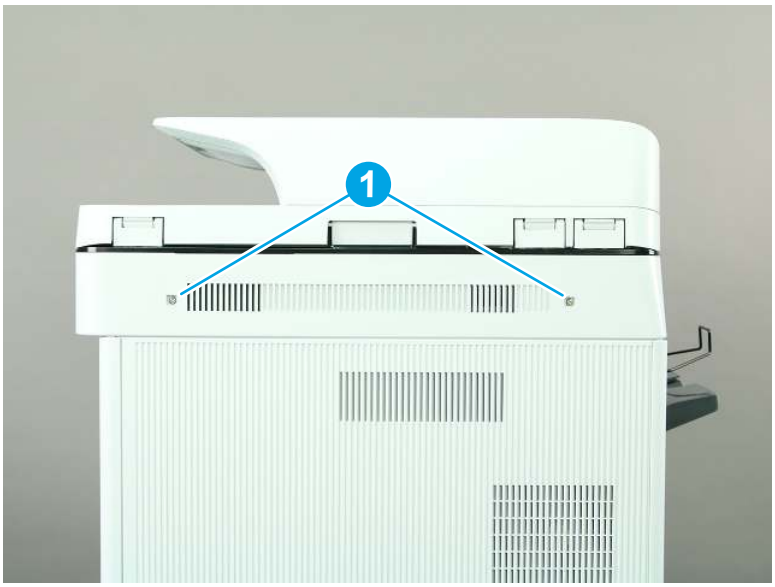
Figure 4-1970 Remove the right rear lower cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-1971 Remove two screws



b. Remove the SCB cover.

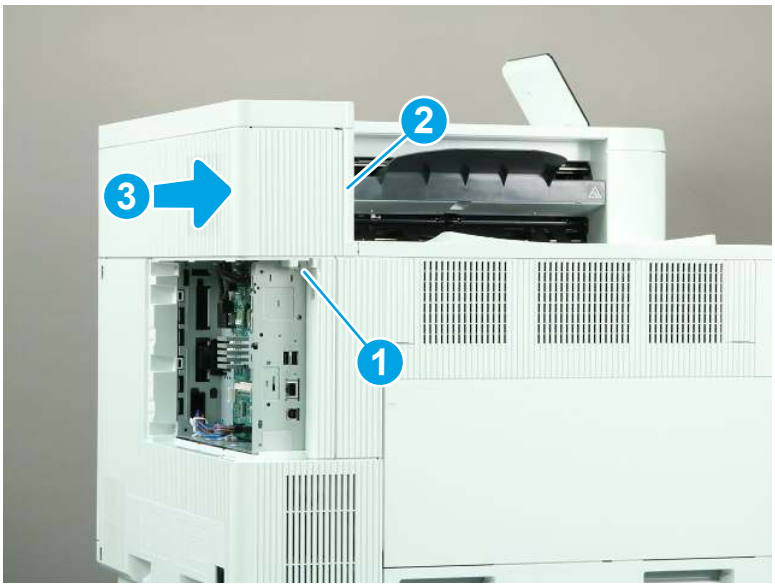
Figure 4-1972 Remove the SCB cover

6. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

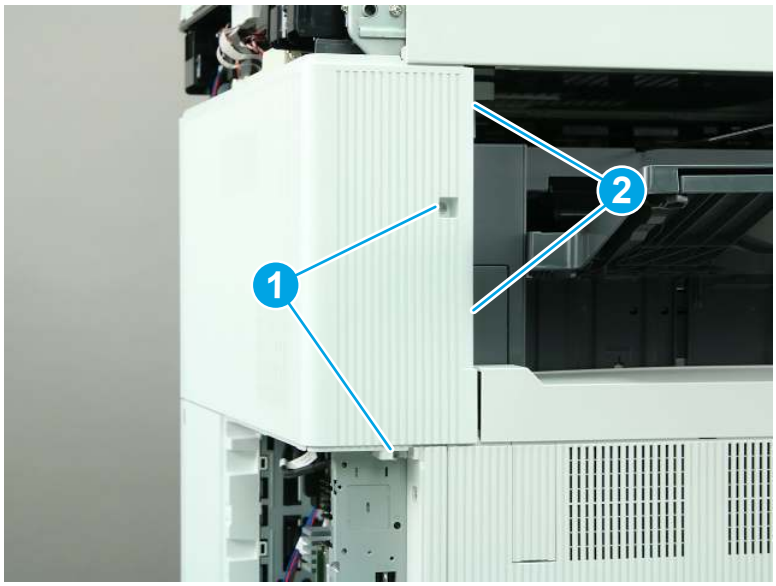
  Figure 4-1973 **Remove the rear upper cover**

7. Remove the rear upper cover and left rear upper cover (M776zs).

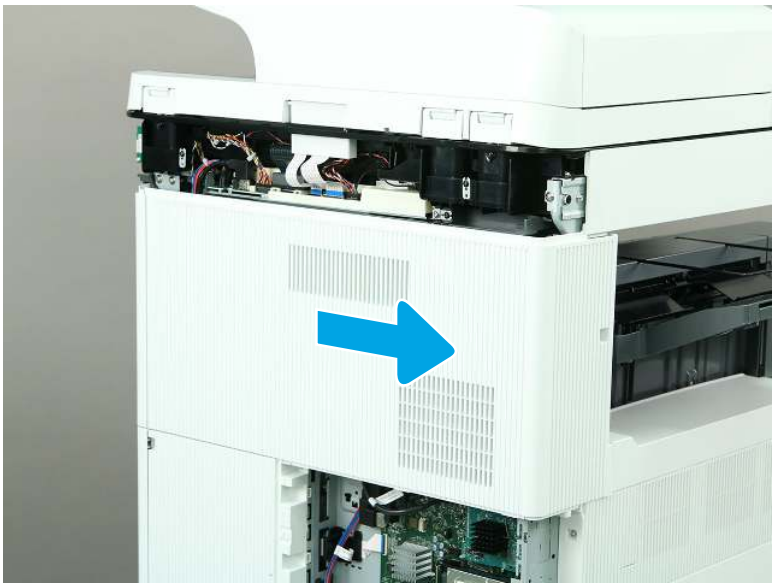
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-1974 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

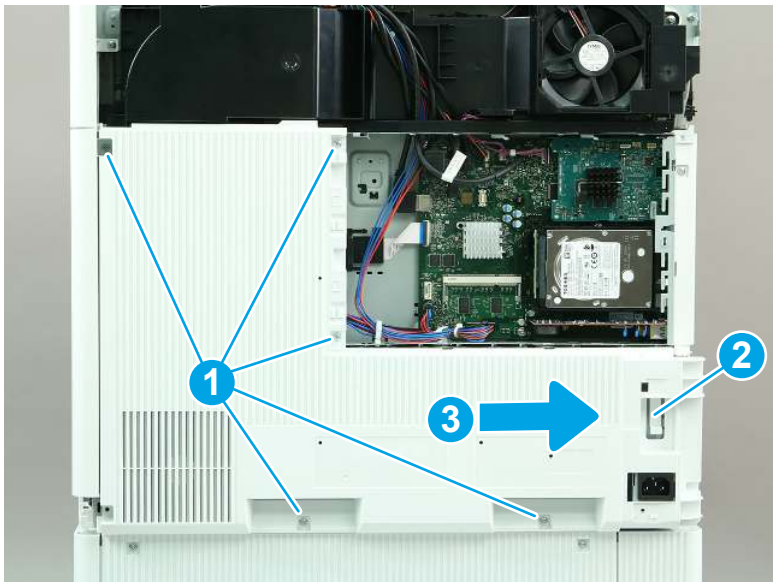
Figure 4-1975 **Remove the rear upper and left rear upper cover**



8. Remove the rear cover (M856/E85055/M776).

   - Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-1976 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-1977 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-1978 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

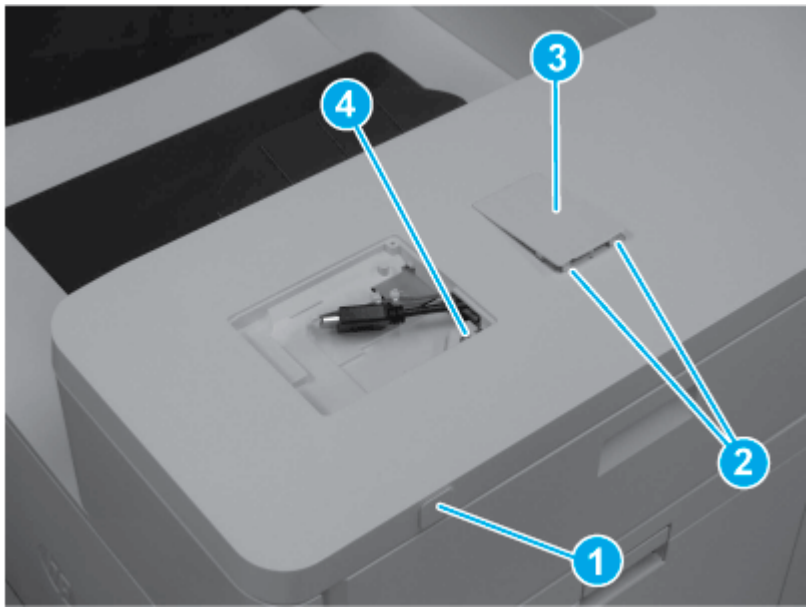
Figure 4-1979 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-1980 Disconnect two connectors

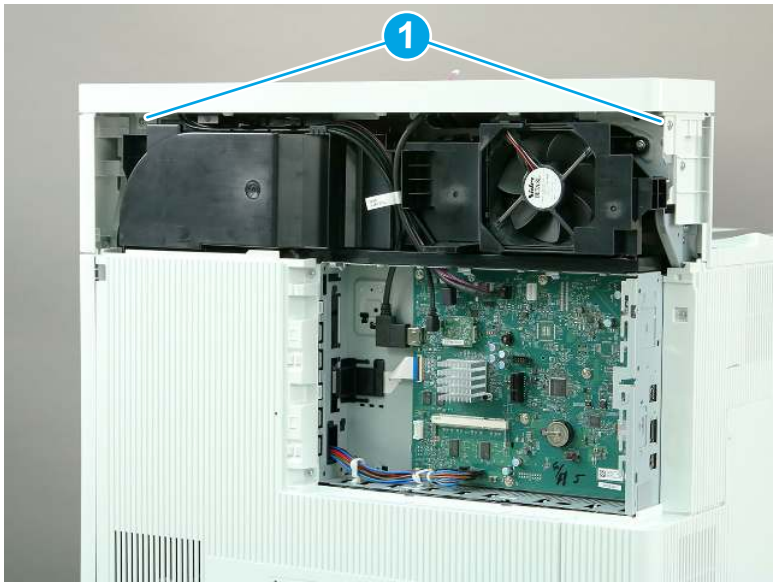
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-1981 Remove covers and one screw



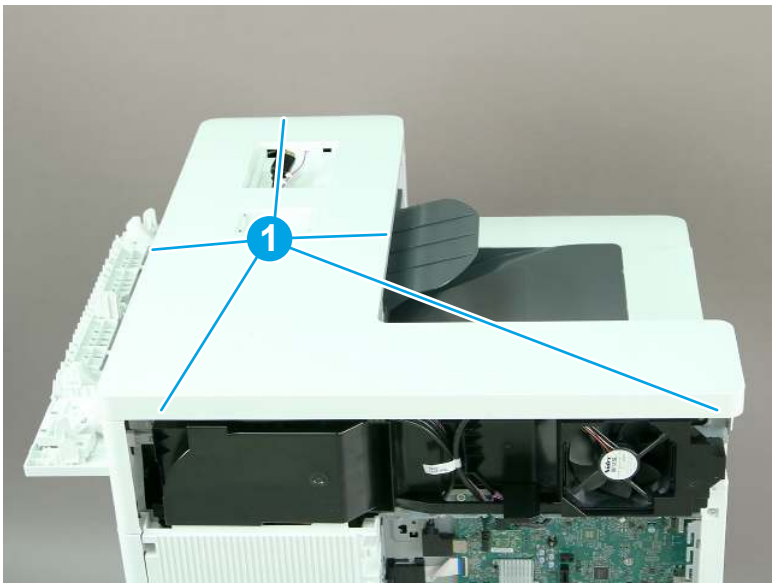
f. Remove two screws (callout 1).

Figure 4-1982 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-1983 Release five tabs



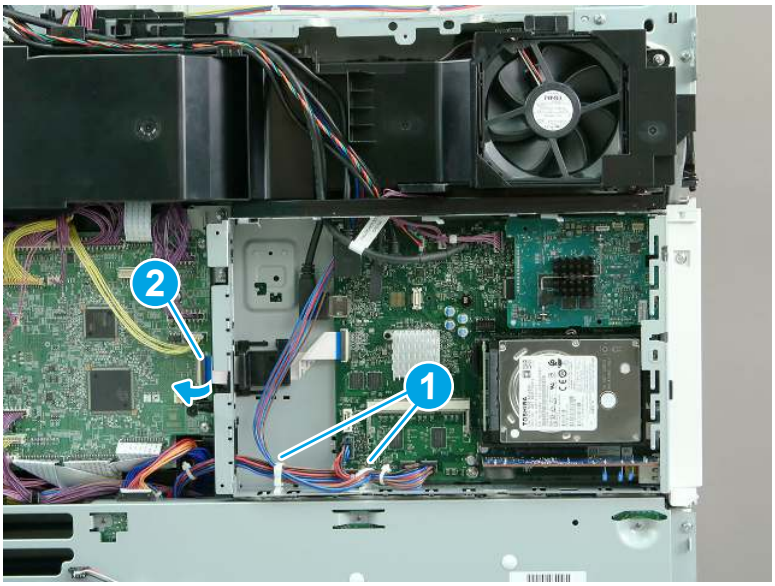
10. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

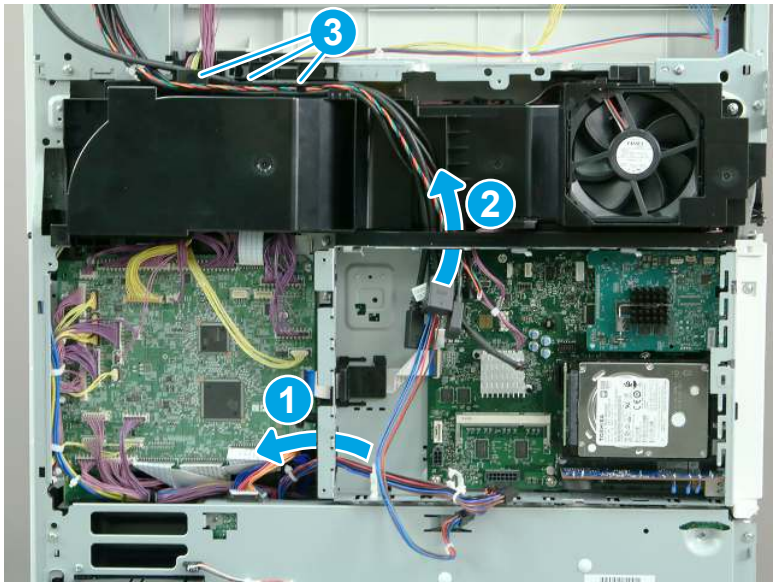
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-1984 Disconnect the connectors



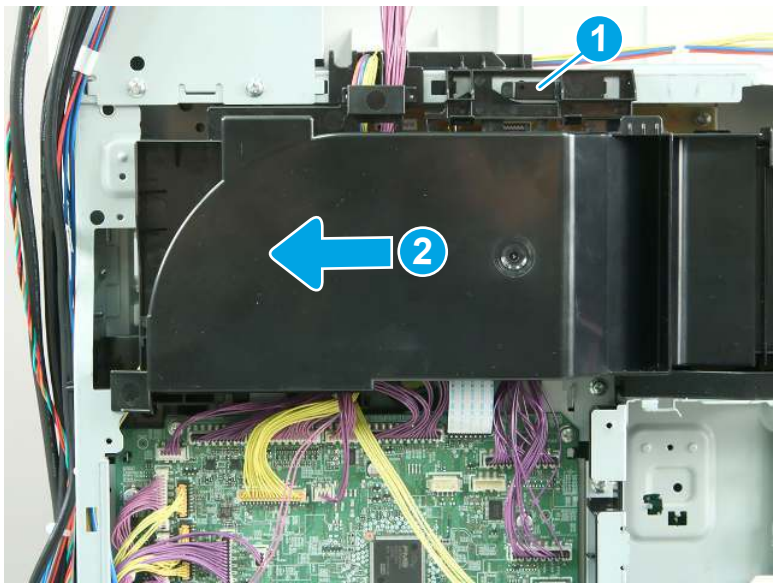
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-1985 Release the cables



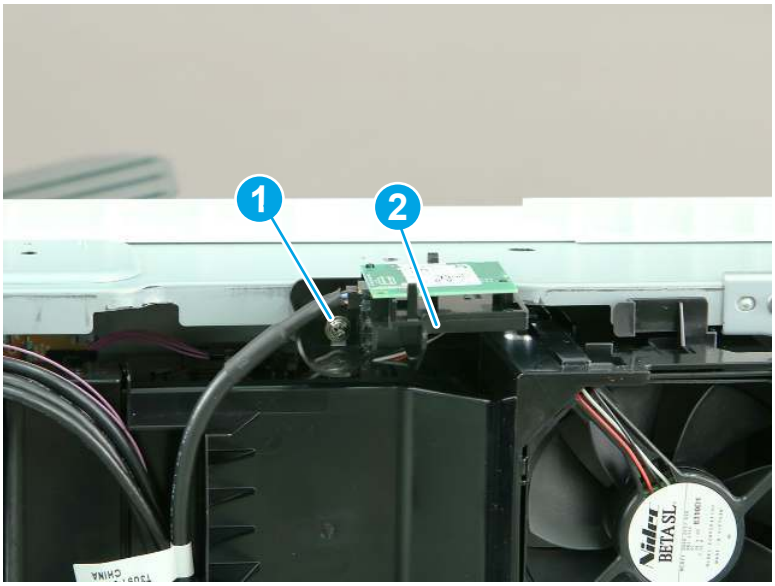
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-1986 Remove the fan duct



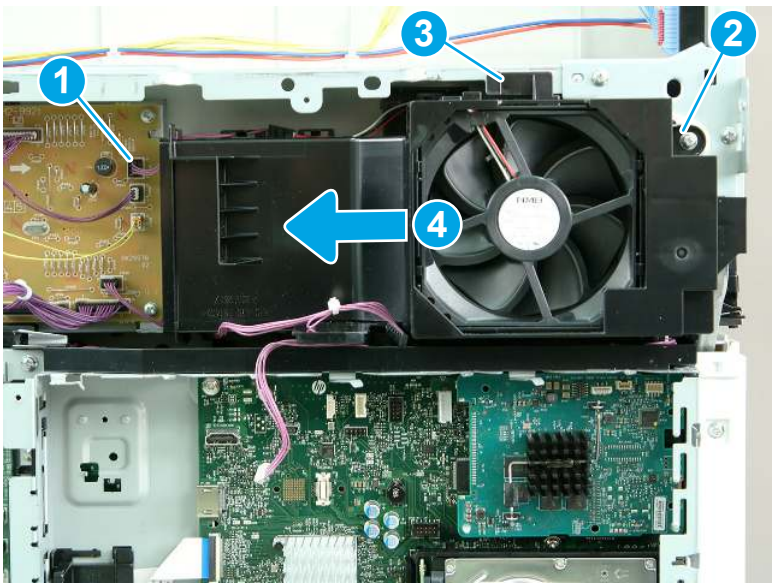
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-1987 **Remove the wireless card and bracket**



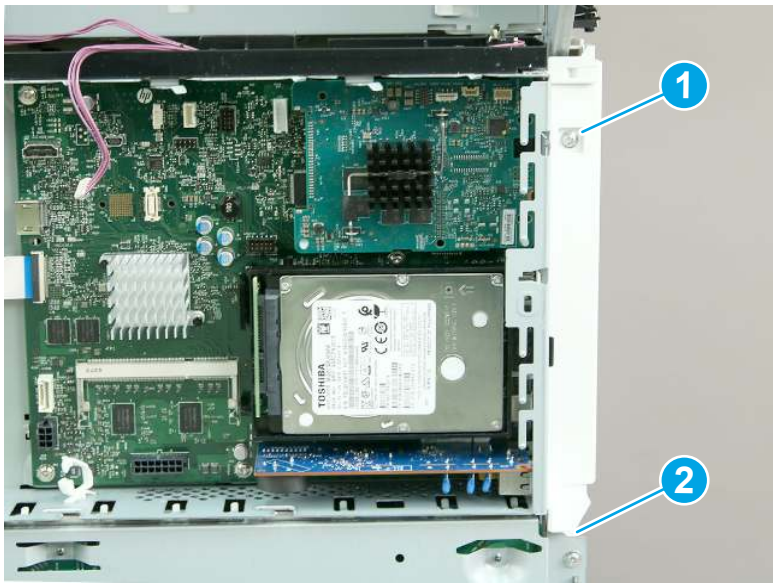
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-1988 **Remove the fan assembly**



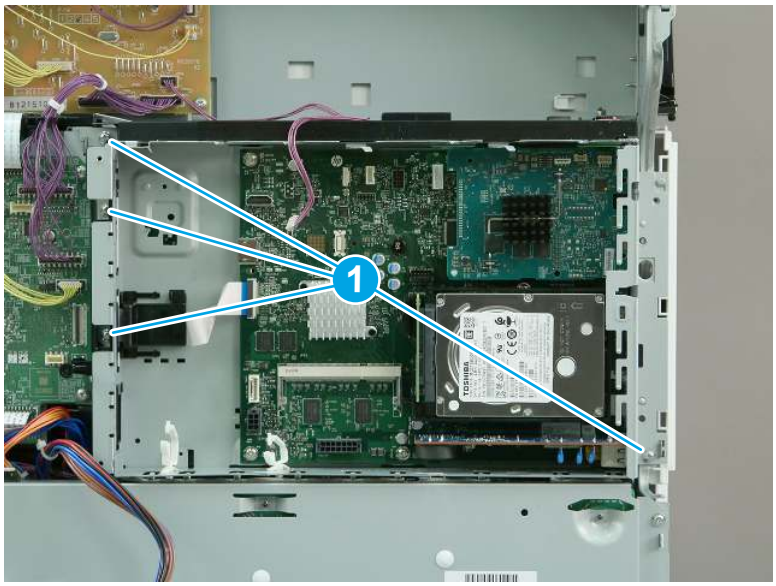
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-1989 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-1990 Remove four screws



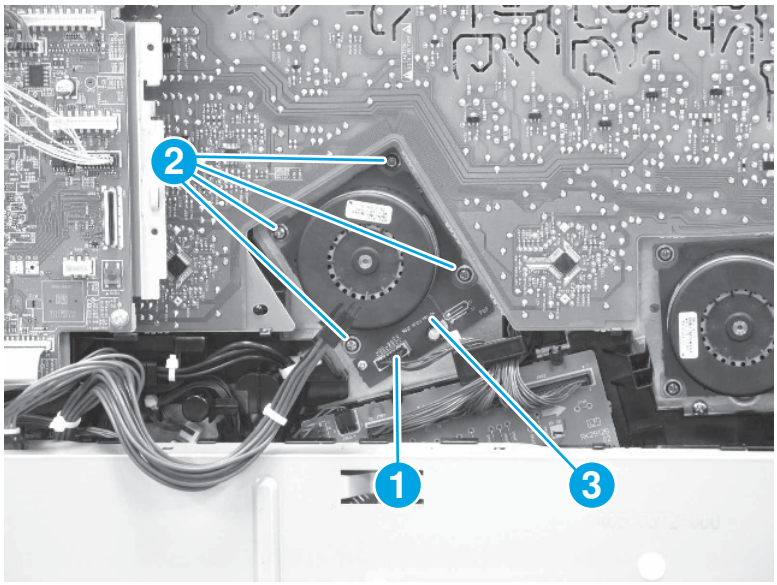
h. Remove the formatter and case.

Figure 4-1991 **Remove the formatter and case**

11. Remove drum motor 2.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 2 (callout 3).

Figure 4-1992 **Remove drum motor 2**



12. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 3 (M751/E75245)

Learn how to remove and replace drum motor 3.

View a video of how to remove and replace the drum motor 3.

Mean time to repair: 40 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 4-105 Part information

Part number	Part description
RM2-1612-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

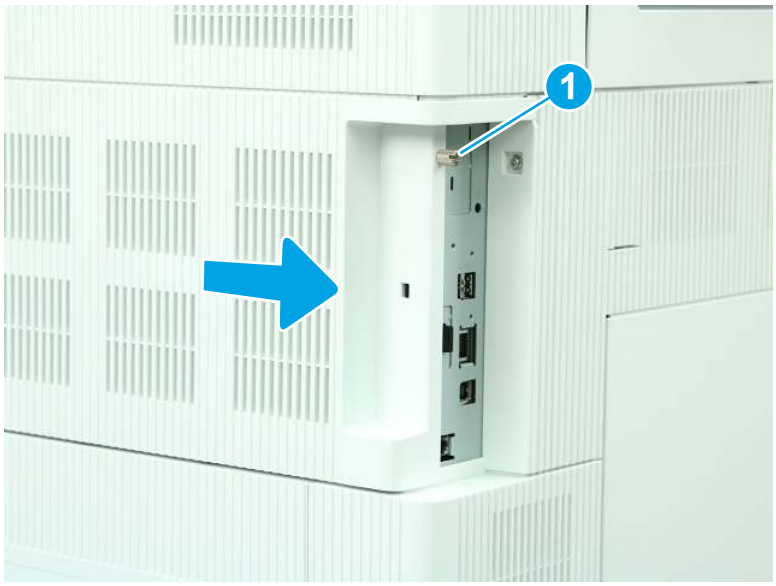
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

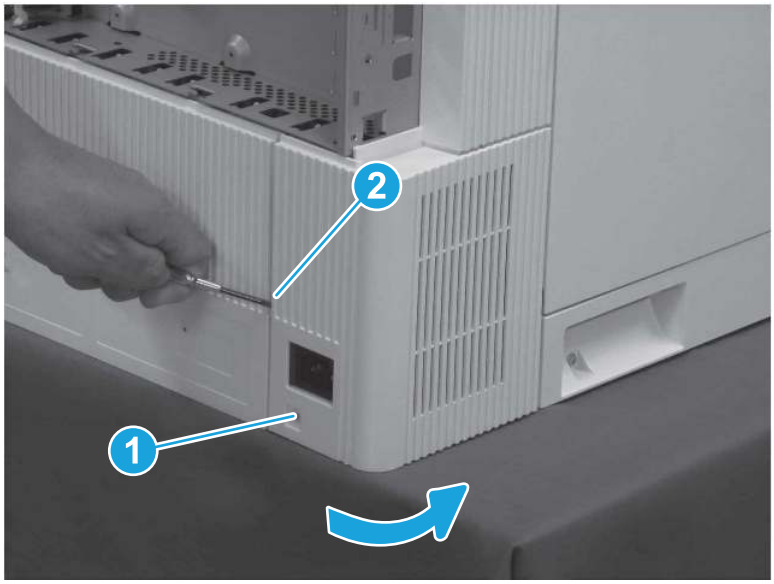
   Figure 4-1993 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

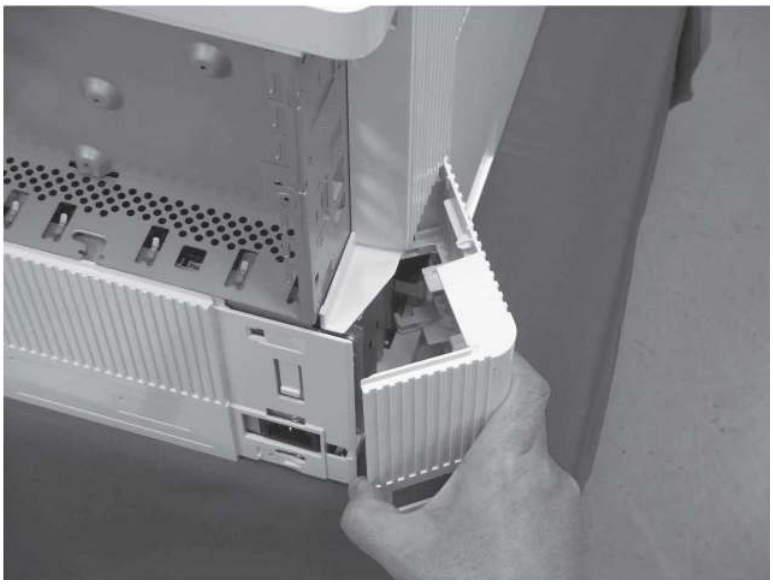
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-1994 Remove one screw and release one tab



b. Remove the left lower cover.

Figure 4-1995 Remove the left lower cover



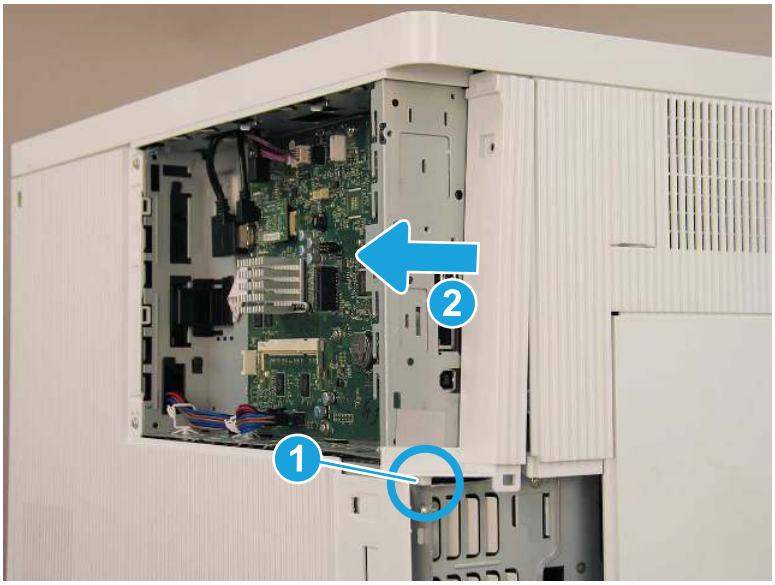
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-1996 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

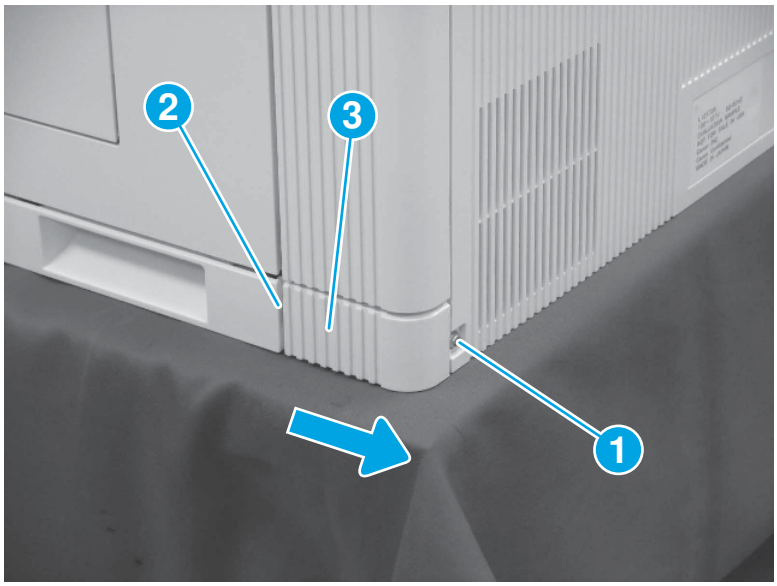
Figure 4-1997 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

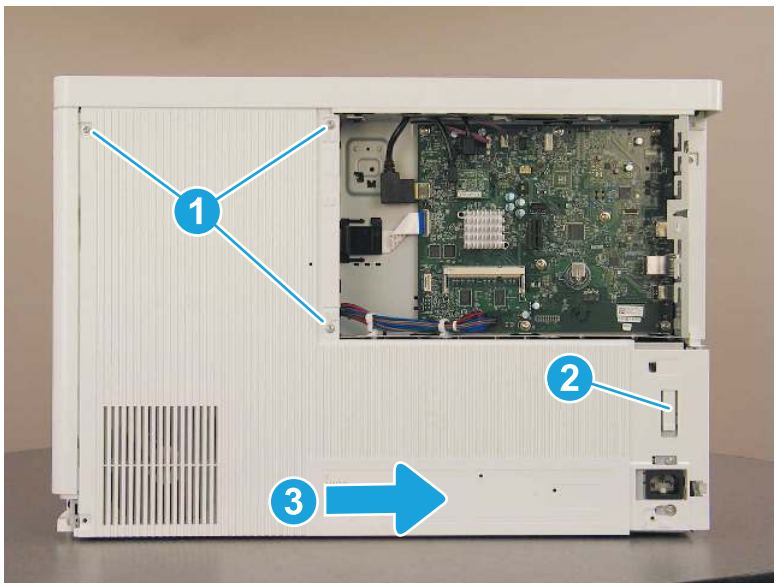
Figure 4-1998 **Remove the right rear lower cover**



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-1999 **Remove the rear cover**

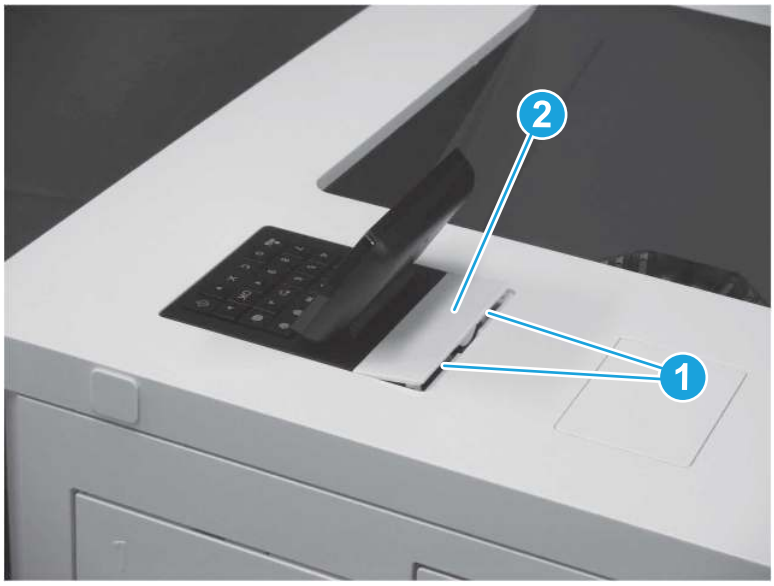


6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-2000 Remove the control panel cover



b. Remove one screw (callout 1).

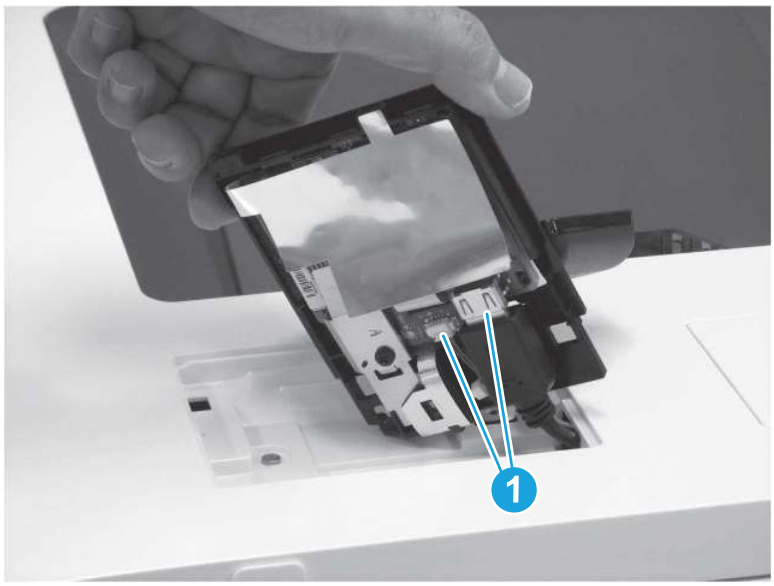
Figure 4-2001 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2002 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

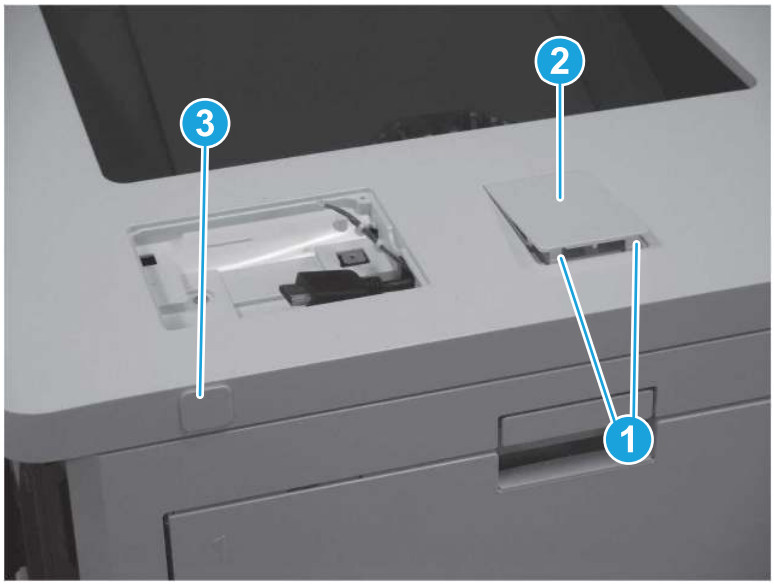
Figure 4-2003 Disconnect two connectors



7. Remove the top cover (M751/E75245).

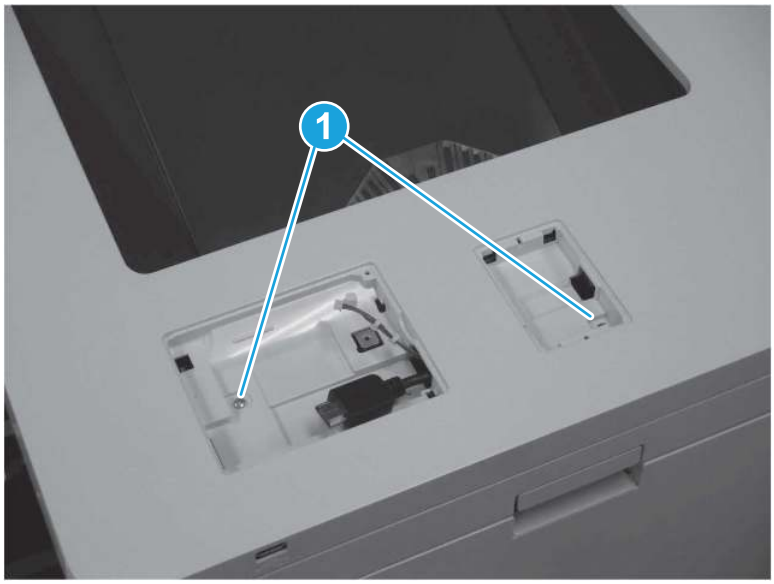
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2004 Remove the HIP cover and USB cap



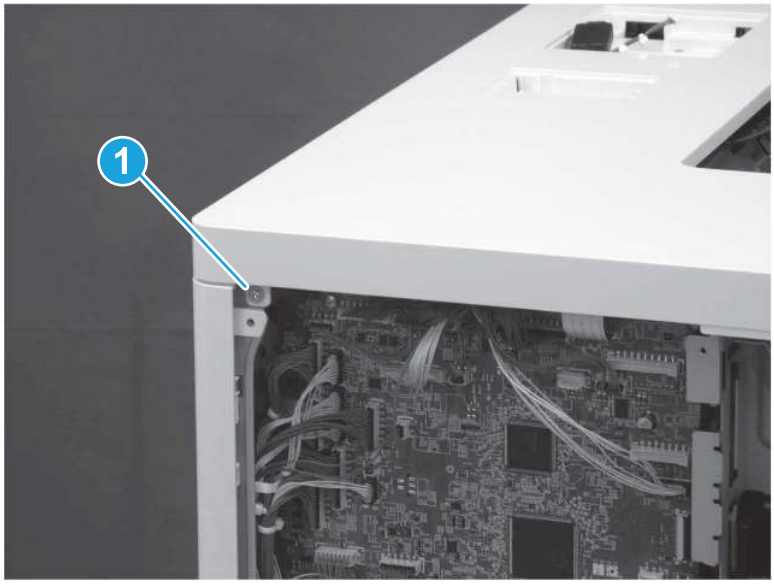
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2005 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2006 Remove one screw

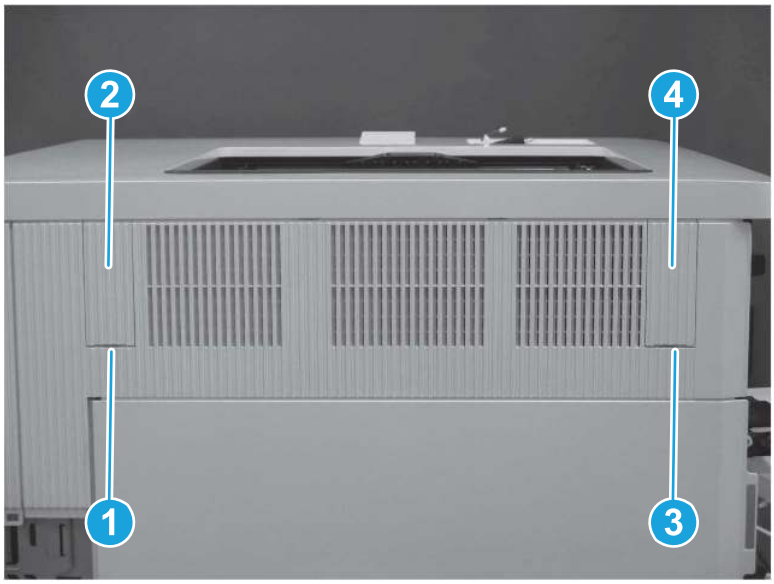


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

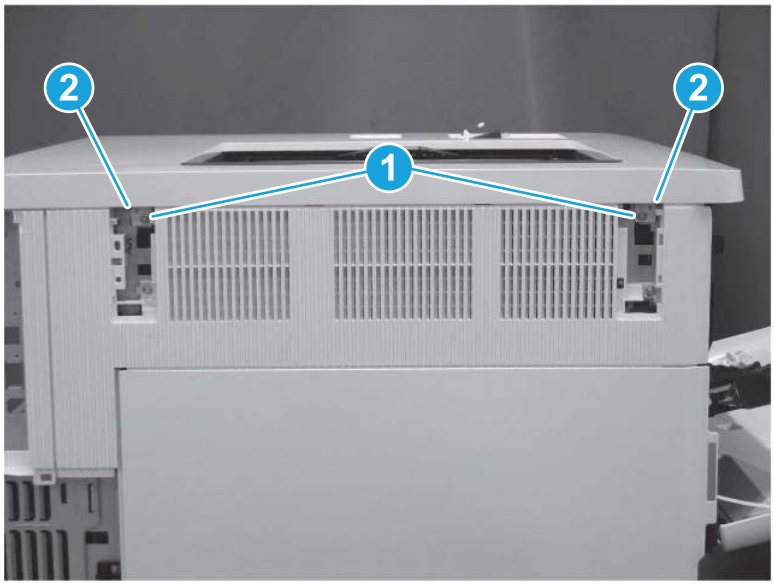
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2007 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

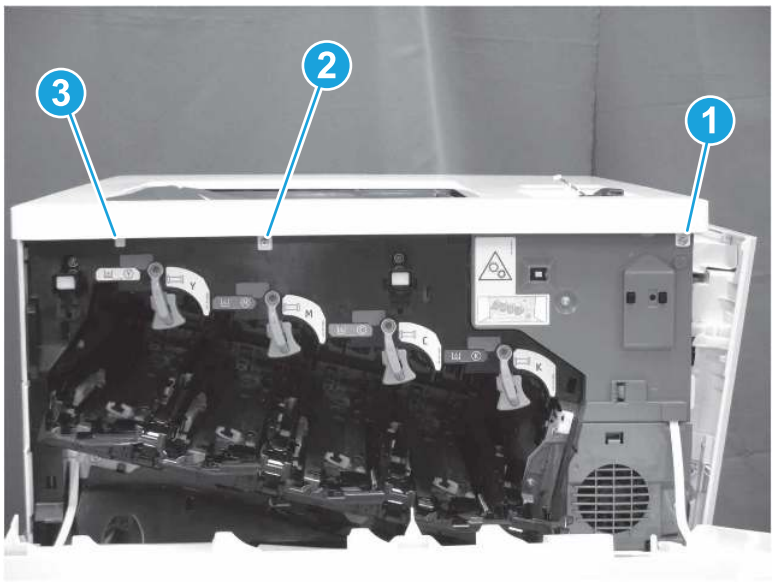
Figure 4-2008 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

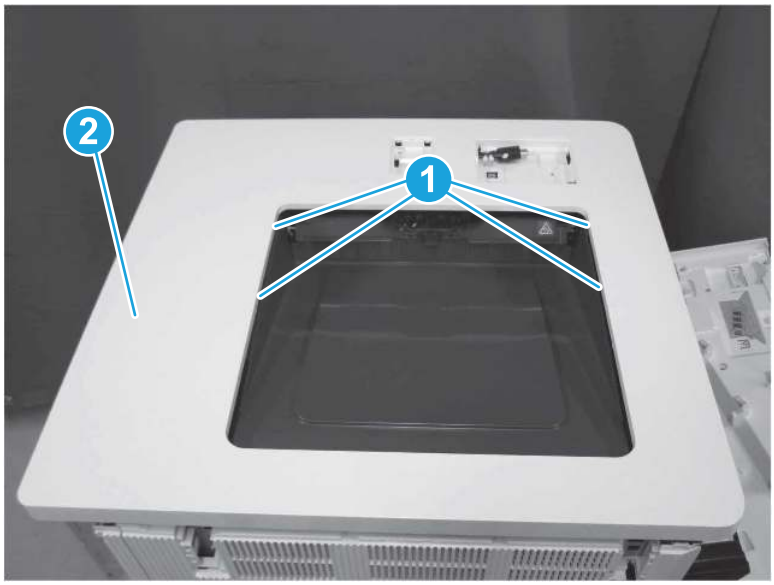
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2009 Remove two screws and release one tab

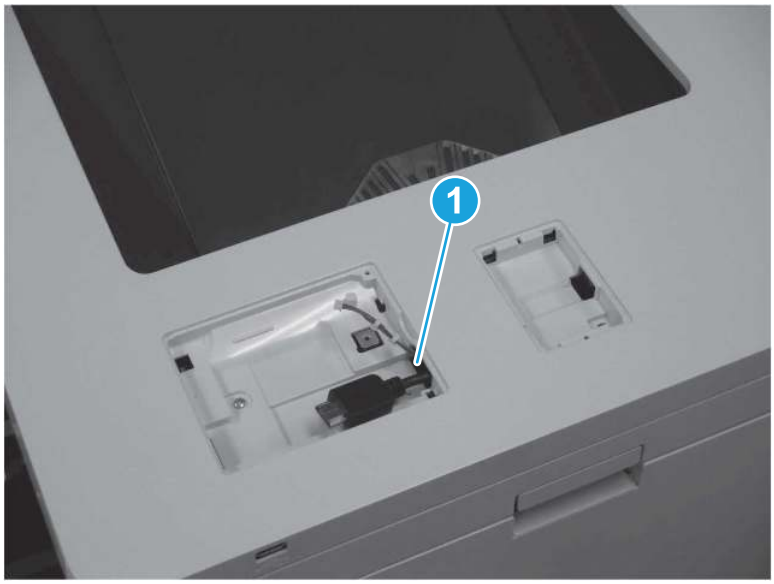


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2010 Remove the top cover



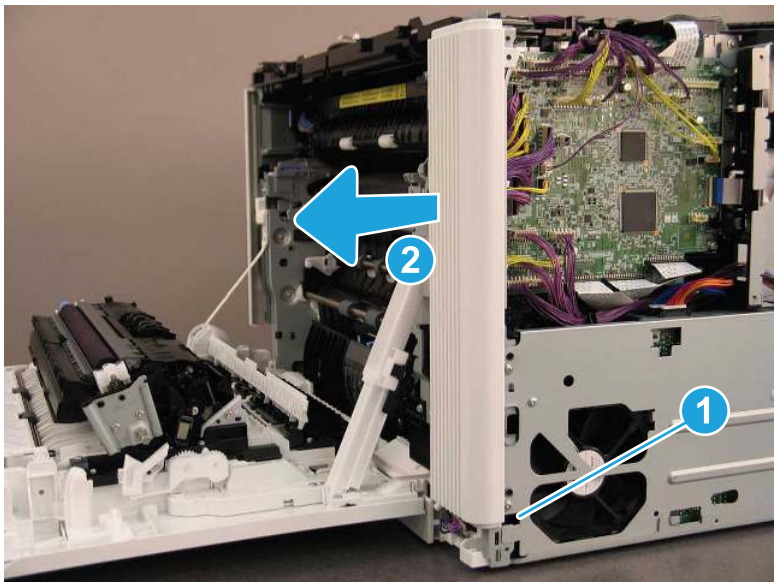
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

- Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

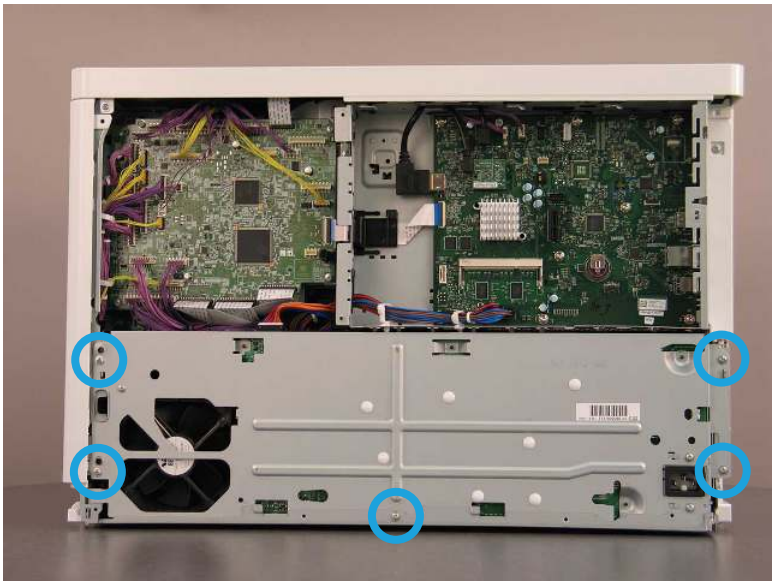
Figure 4-2011 **Remove the right rear cover**



9. Remove the low-voltage power supply (LVPS).

a. Remove five screws.

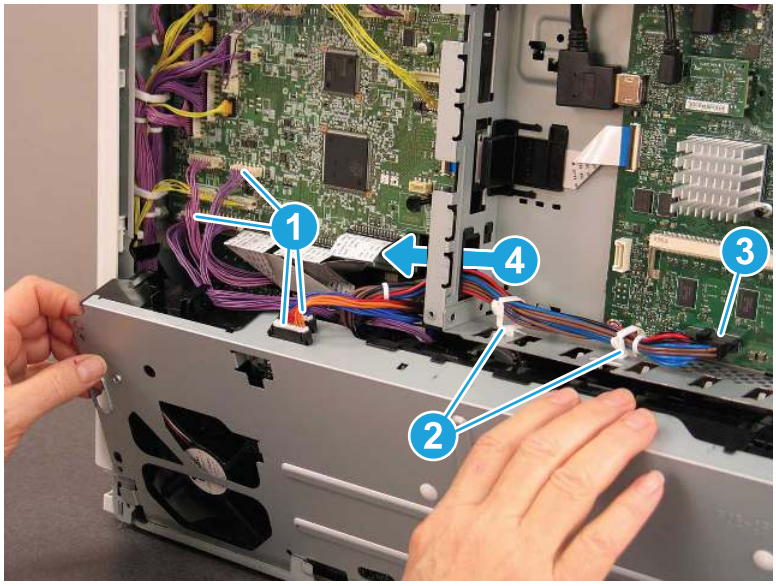
Figure 4-2012 **Remove five screws**



b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to

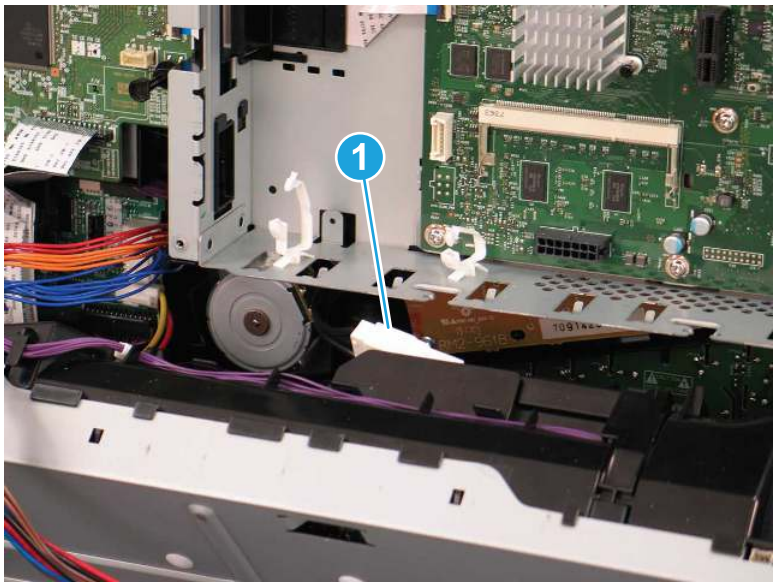
disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-2013 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

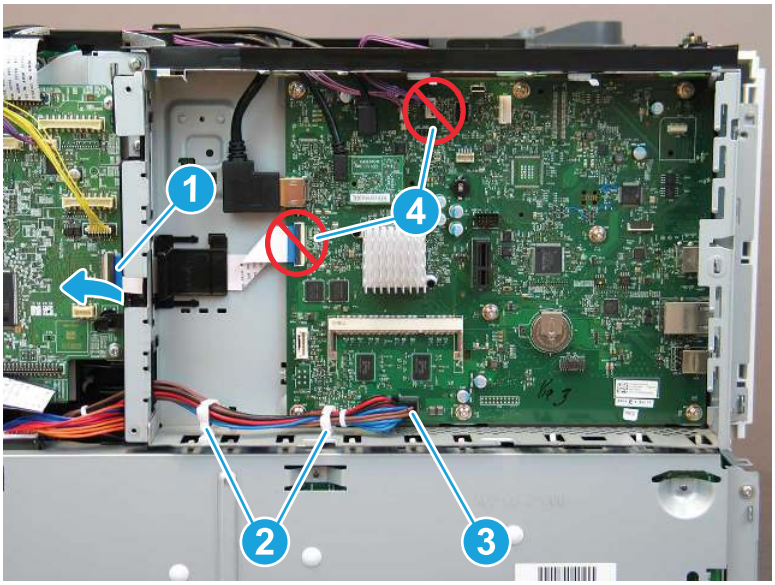
Figure 4-2014 Remove the LVPS



10. Remove the formatter and case.

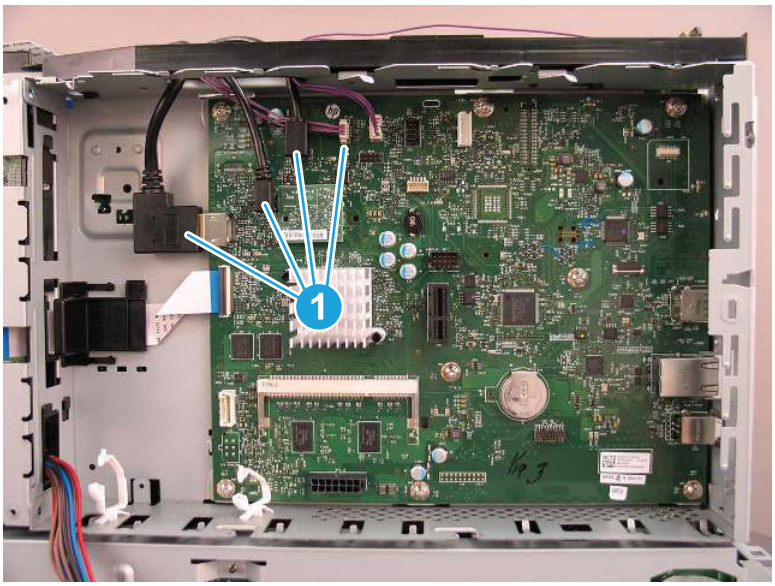
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-2015 Disconnect the connectors



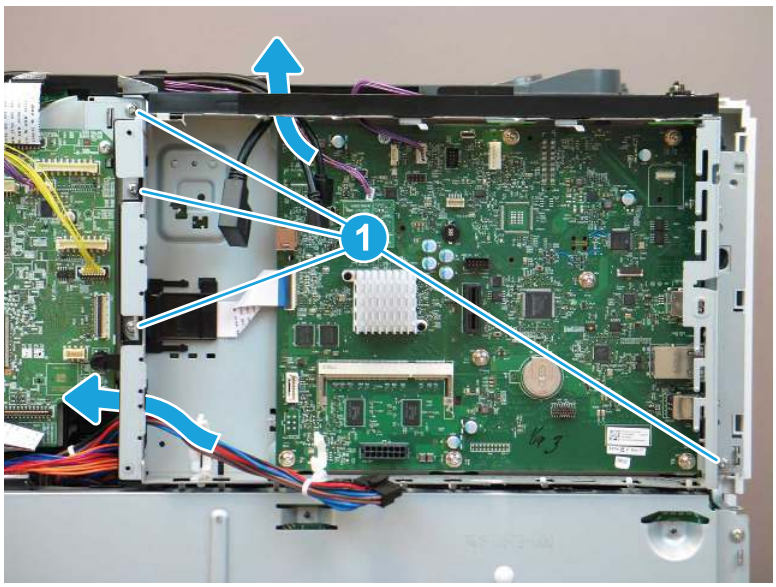
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-2016 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

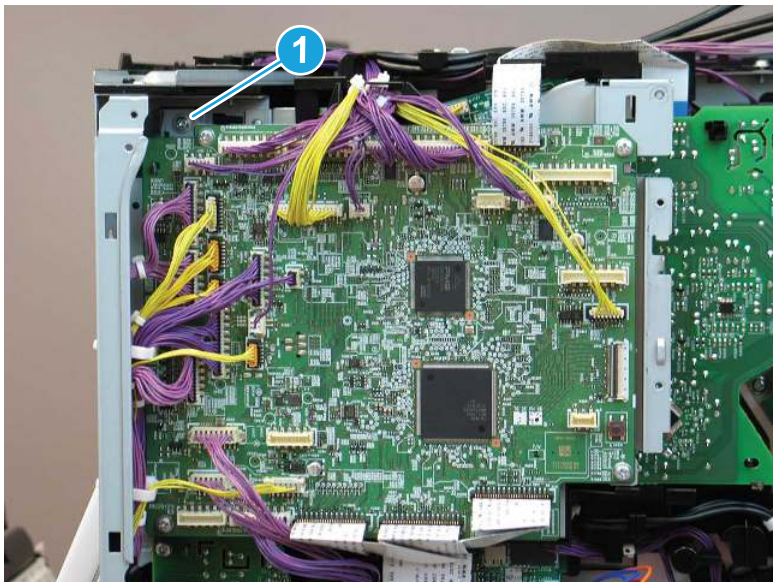
Figure 4-2017 Remove the formatter and case



11. Remove the DC controller and case.

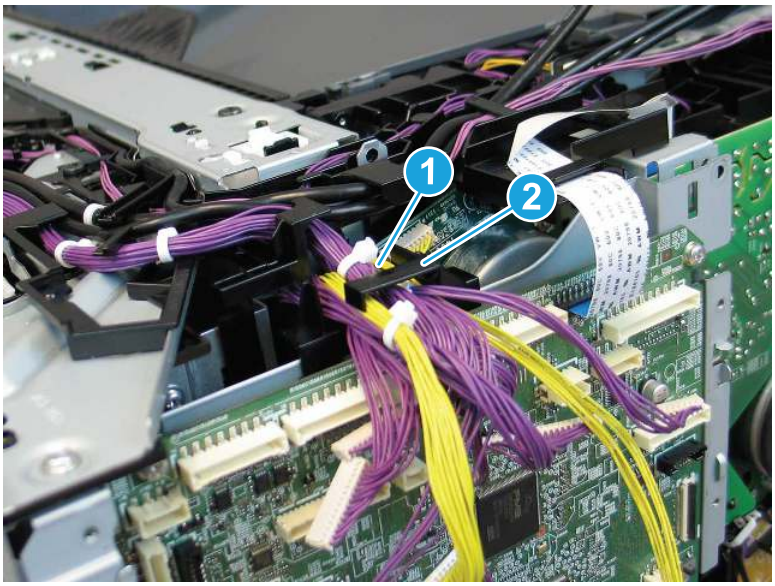
a. Disconnect all of the connectors on the DC controller, and then remove one screw (callout 1).

Figure 4-2018 Disconnect connectors and remove one screw



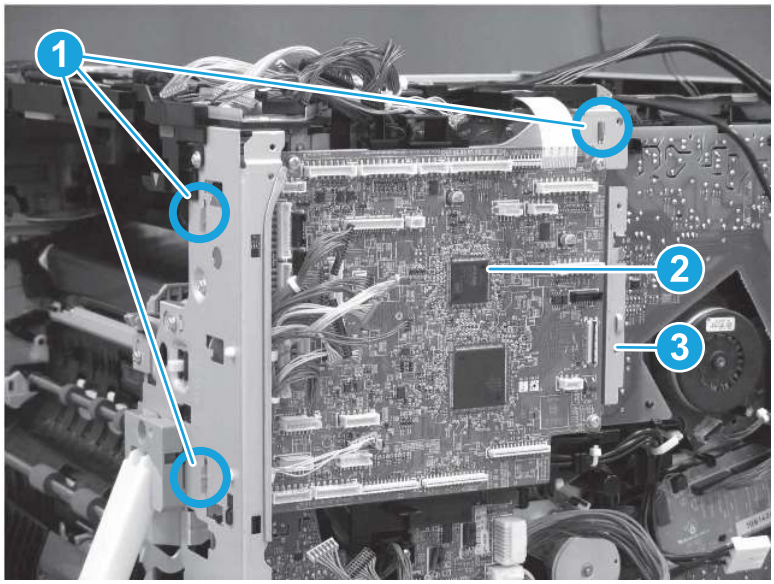
b. Release the wire harnesses (callout 1) from the retainer (callout 2).

Figure 4-2019 Remove the wire harnesses from the retainer



c. Lift up to release three tabs (callout 1), and then remove the DC controller (callout 2) together with the case (callout 3).

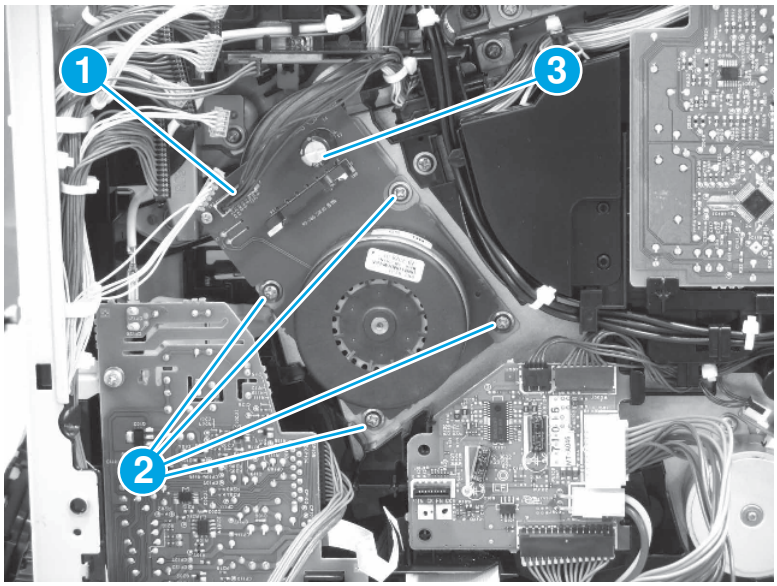
Figure 4-2020 Remove the DC controller and case



12. Remove drum motor 3.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 3 (callout 3).

  Figure 4-2021 Remove drum motor 3

13. Unpack the replacement assembly.

    a. 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

    b. 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.

    c. 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 3 (M856/E85055/M776)

Learn how to remove and replace drum motor 3.

View a video of how to remove and replace the drum motor 3.

Mean time to repair: 40 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 4-106 Part information

Part number	Part description
RM2-1612-000CN	Main motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

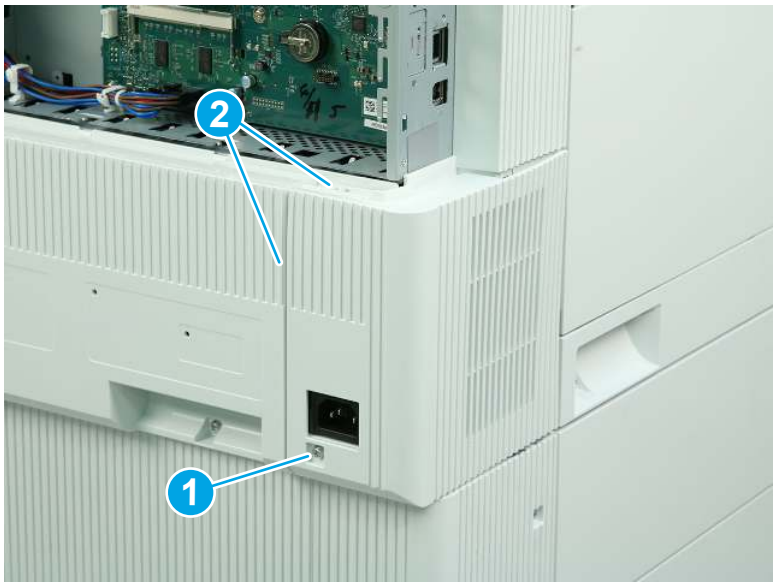
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2022 **Remove the formatter cover**

2. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2023 **Remove one screw and release two tabs**



b. Rotate the cover away from the printer to remove it.

Figure 4-2024 Remove the left lower cover

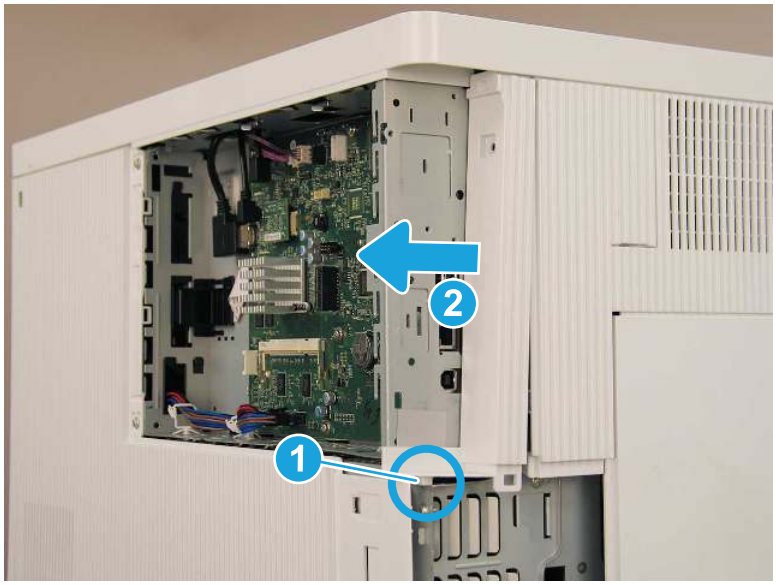
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2025 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

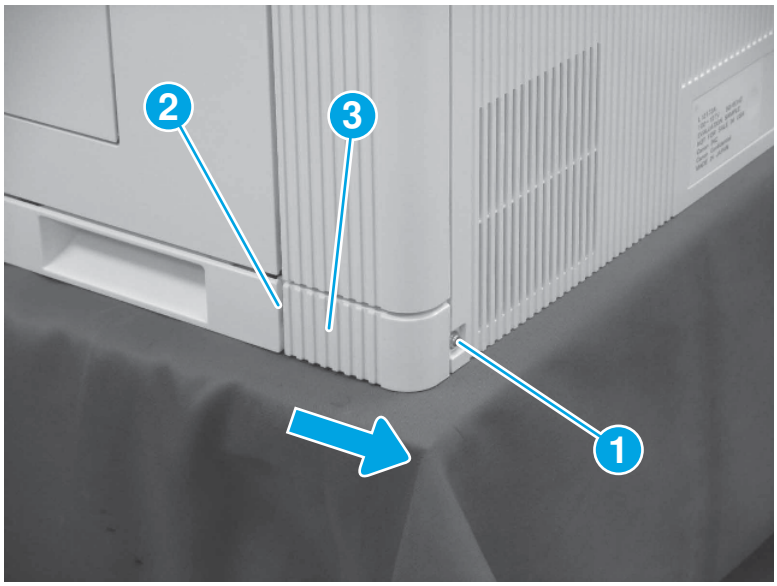
Figure 4-2026 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

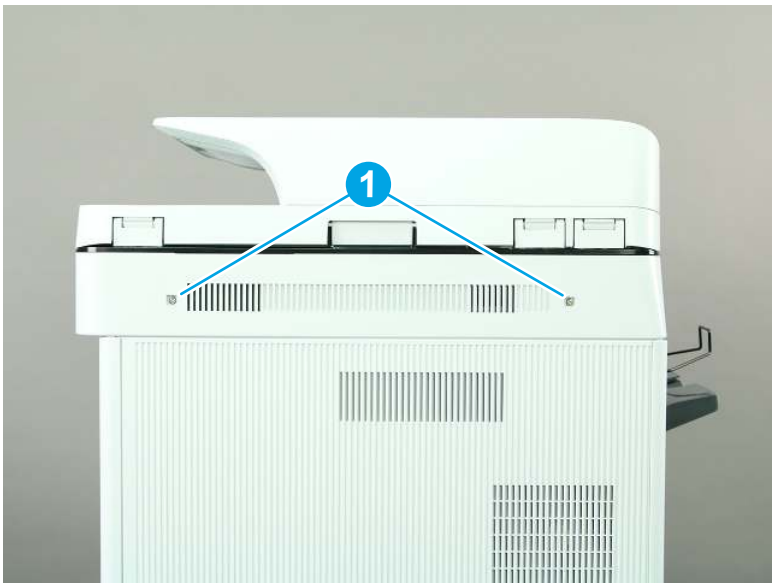
Figure 4-2027 Remove the right rear lower cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2028 Remove two screws



b. Remove the SCB cover.

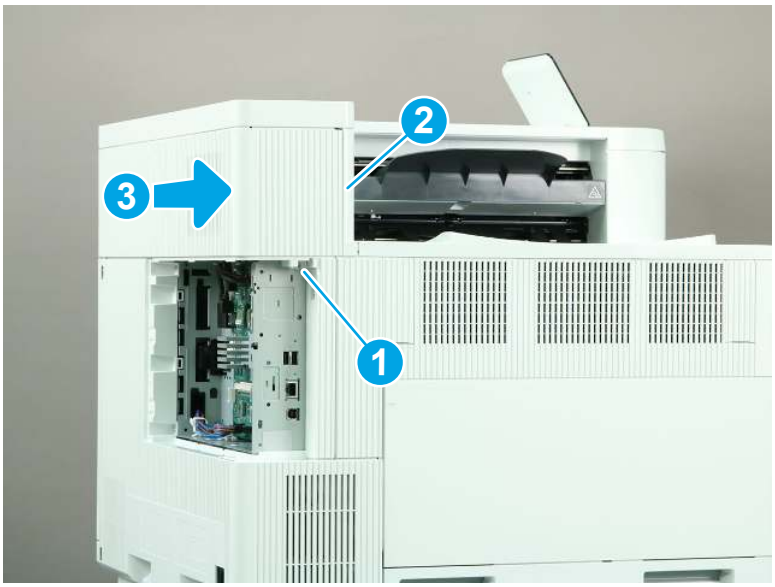
Figure 4-2029 Remove the SCB cover

6. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

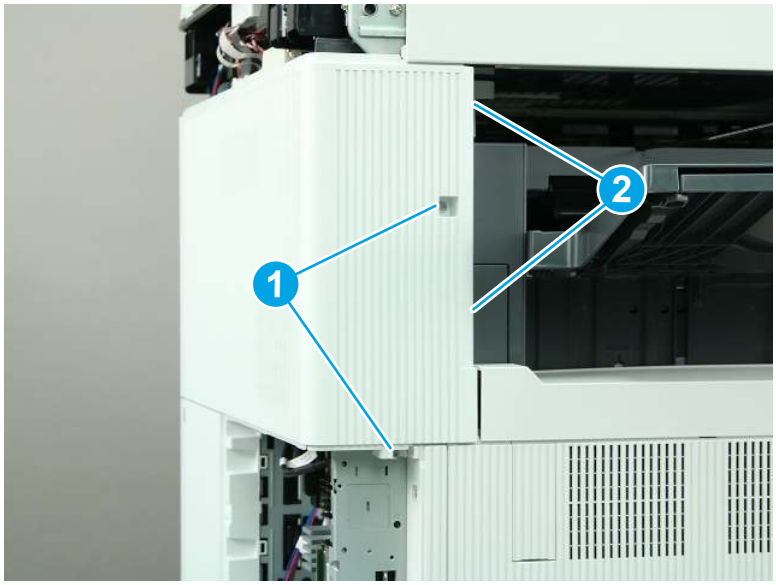
  Figure 4-2030 Remove the rear upper cover

7. Remove the rear upper cover and left rear upper cover (M776zs).

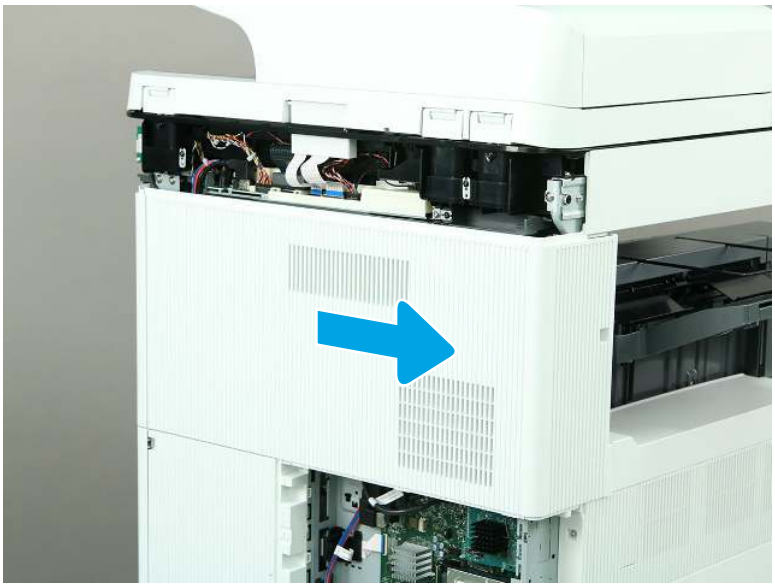
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-2031 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

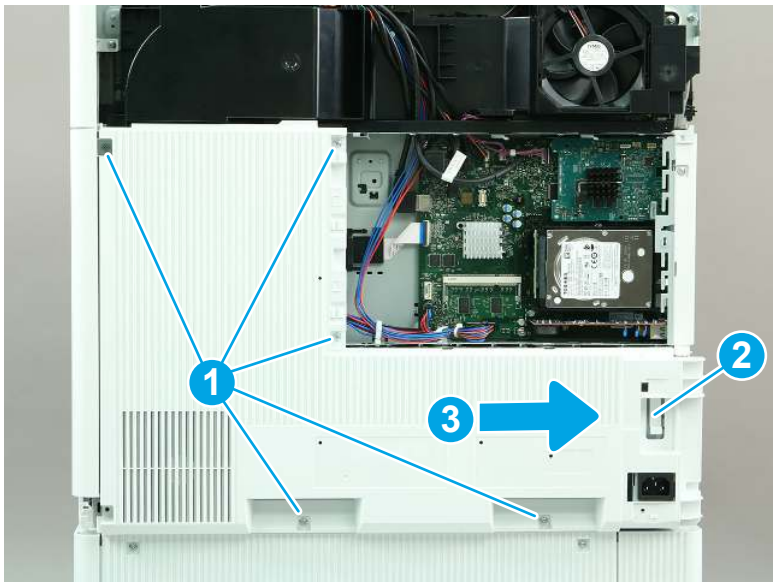
Figure 4-2032 **Remove the rear upper and left rear upper cover**



8. Remove the rear cover (M856/E85055/M776).

   - Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2033 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2034 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-2035 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

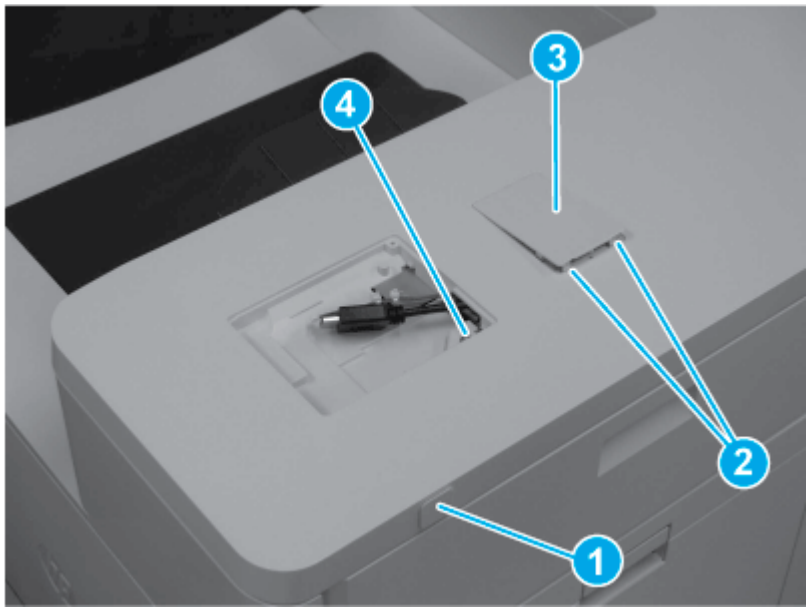
Figure 4-2036 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2037 Disconnect two connectors

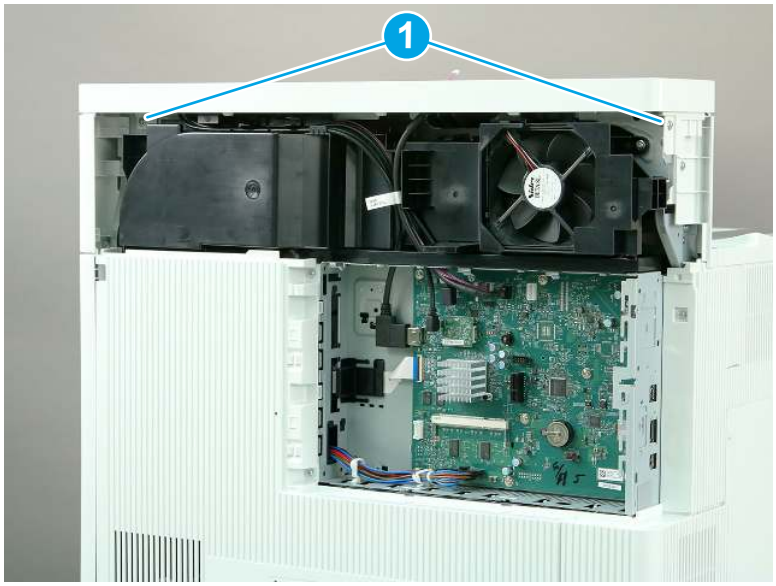
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2038 Remove covers and one screw



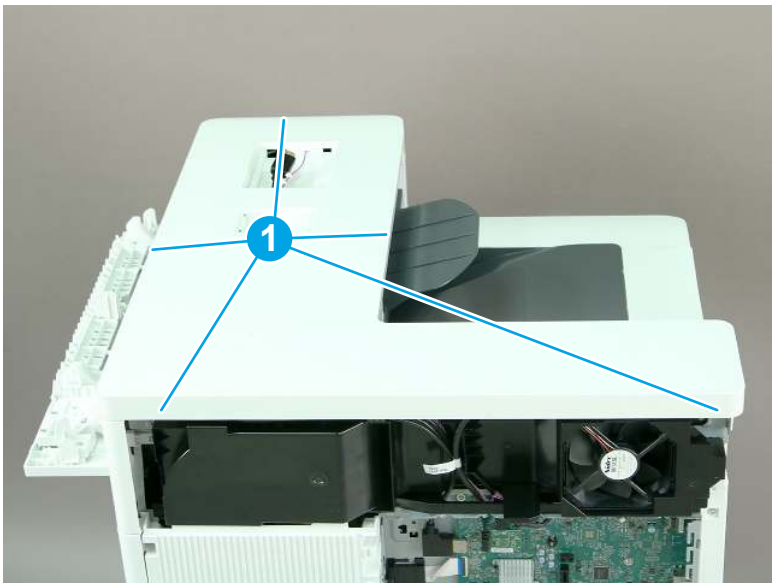
f. Remove two screws (callout 1).

Figure 4-2039 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

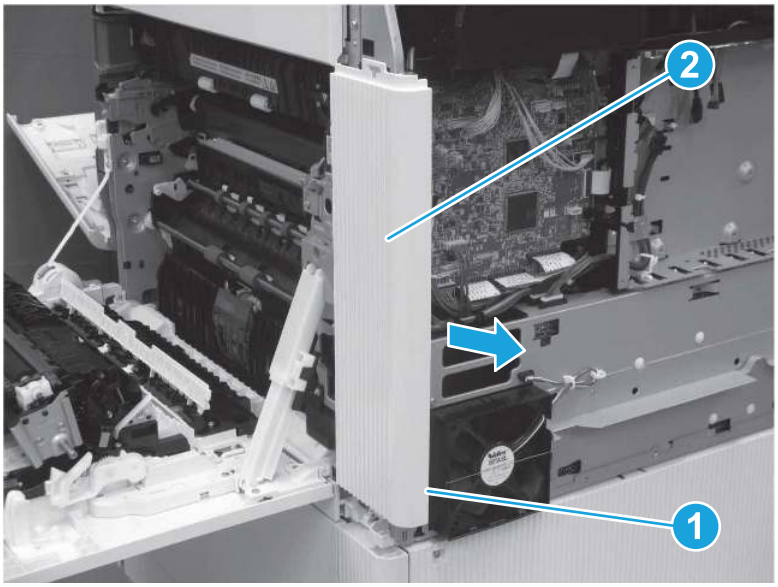
Figure 4-2040 Release five tabs



10. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

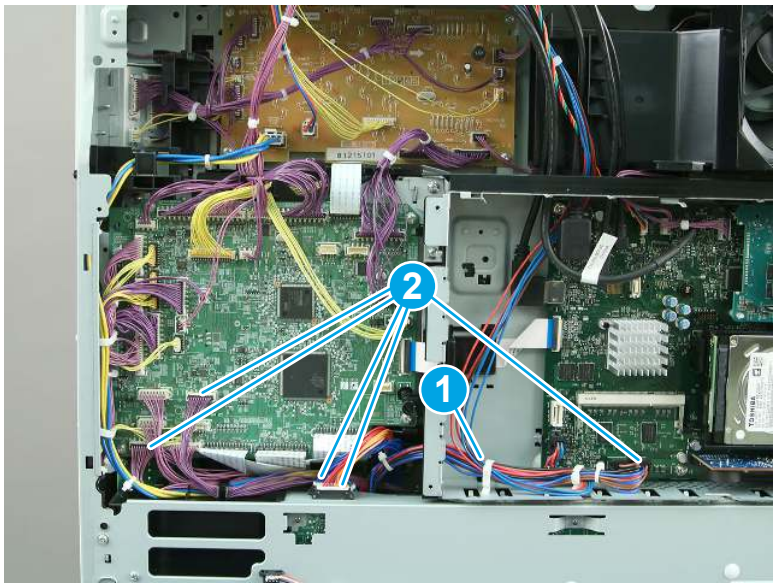
Figure 4-2041 Remove right rear cover



11. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

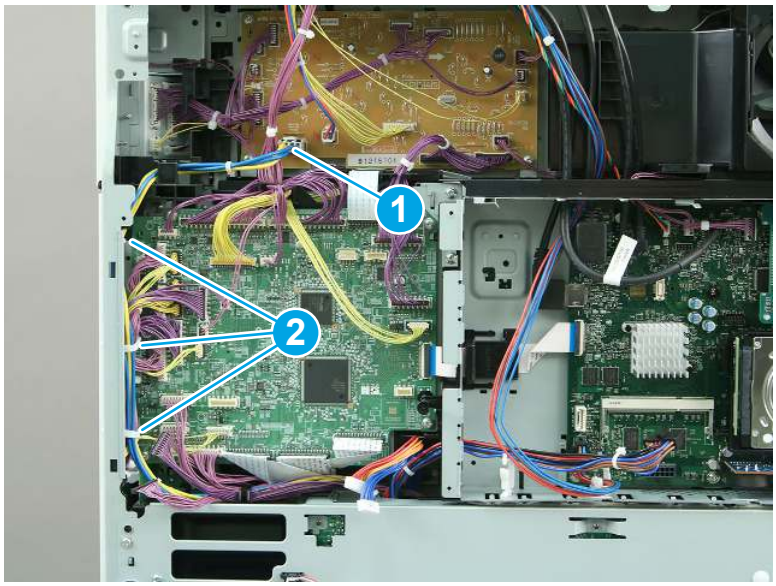
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-2042 **Release the retainer and disconnect five connectors**



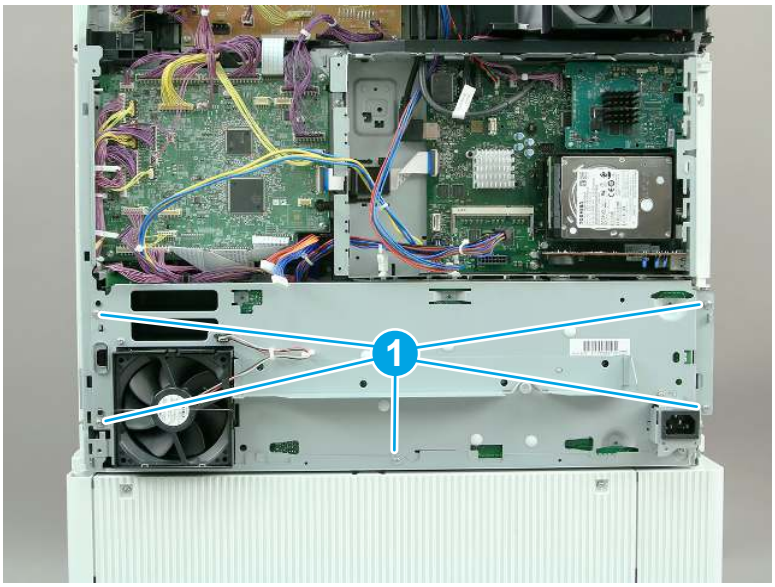
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-2043 **Disconnect one connector and release five retainers**



c. Remove five screws (callout 1).

Figure 4-2044 Remove five screws

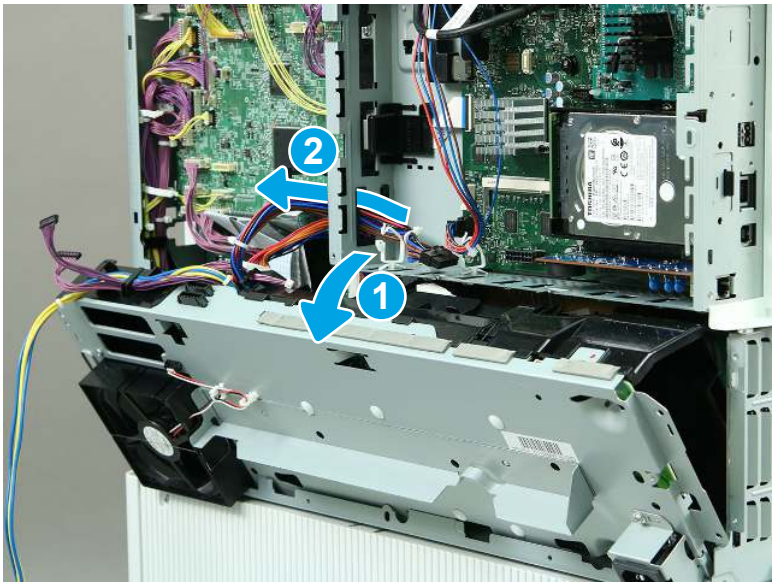


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

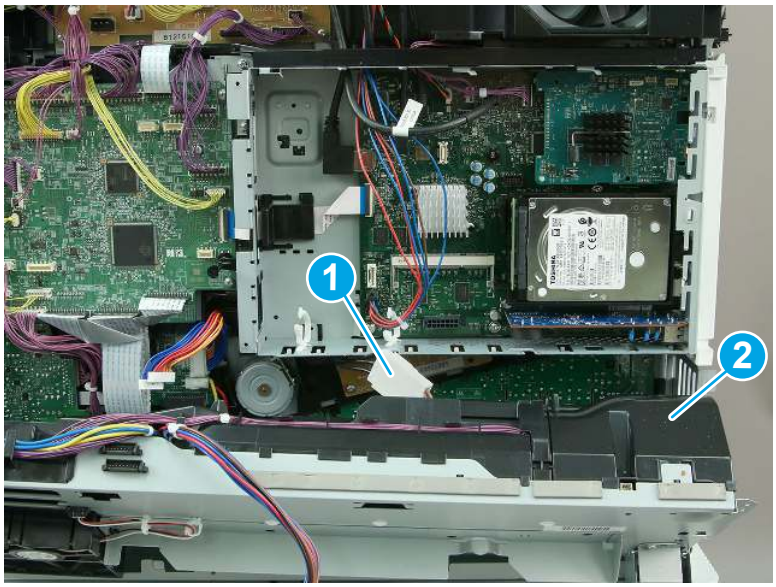
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-2045 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-2046 Remove the LVPS



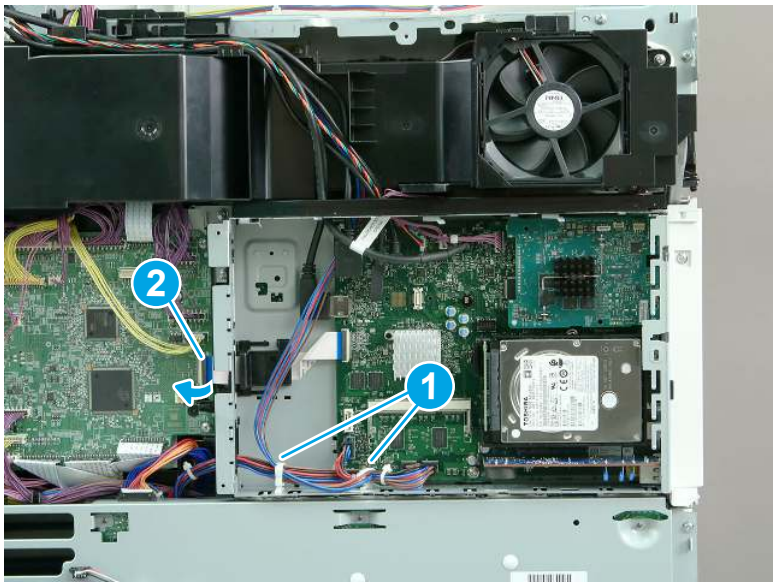
12. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

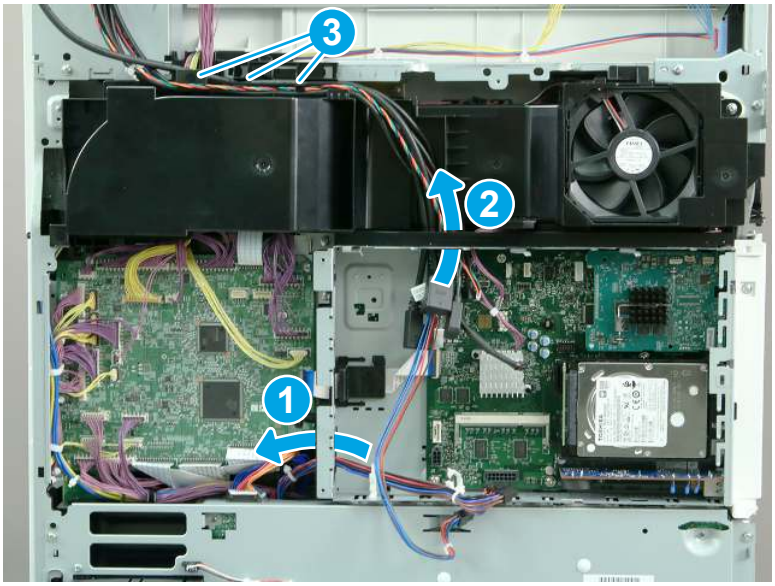
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-2047 Disconnect the connectors



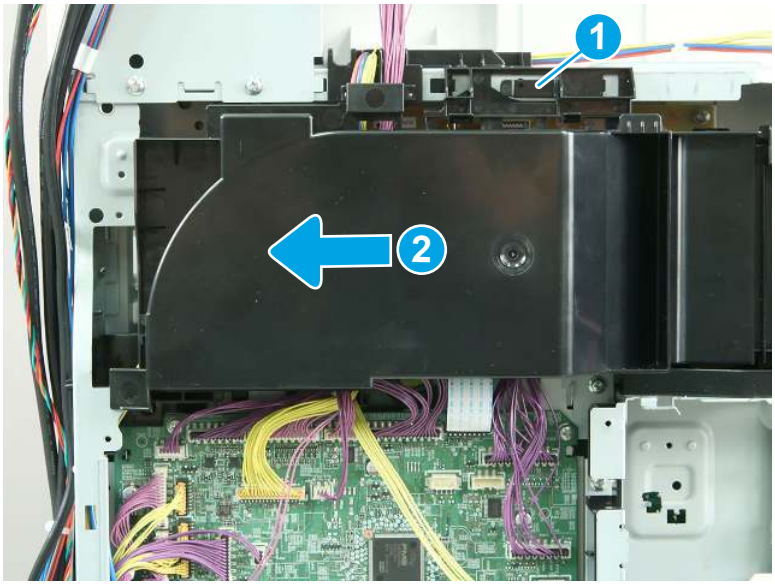
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-2048 Release the cables



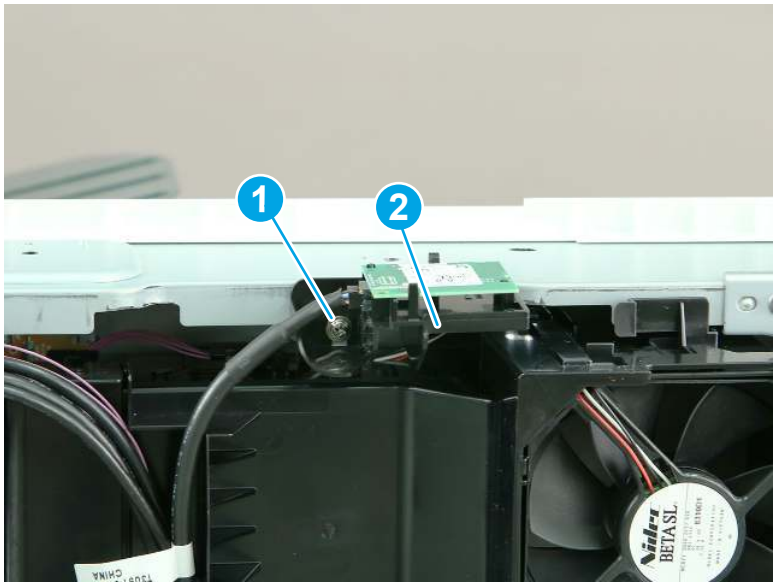
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-2049 Remove the fan duct



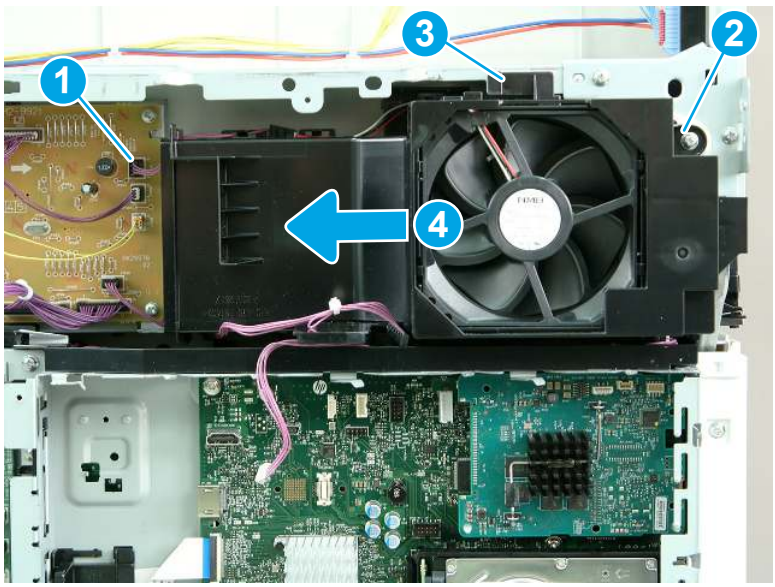
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-2050 **Remove the wireless card and bracket**



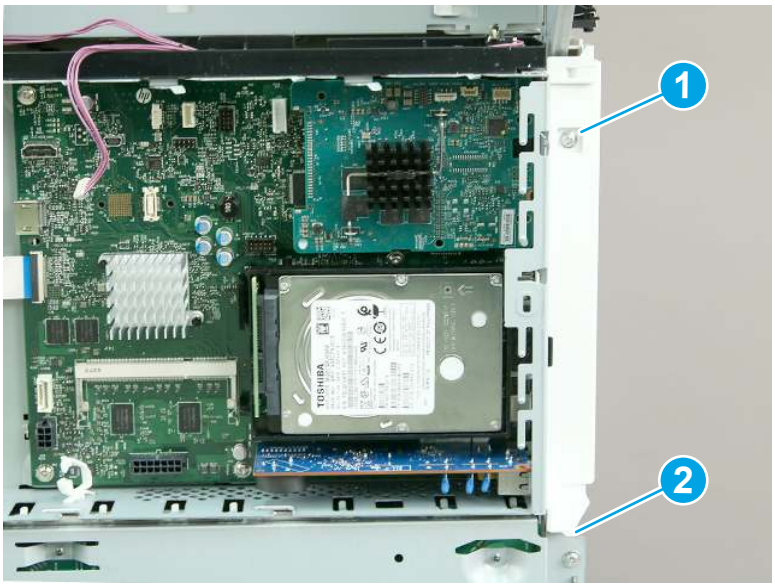
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-2051 **Remove the fan assembly**



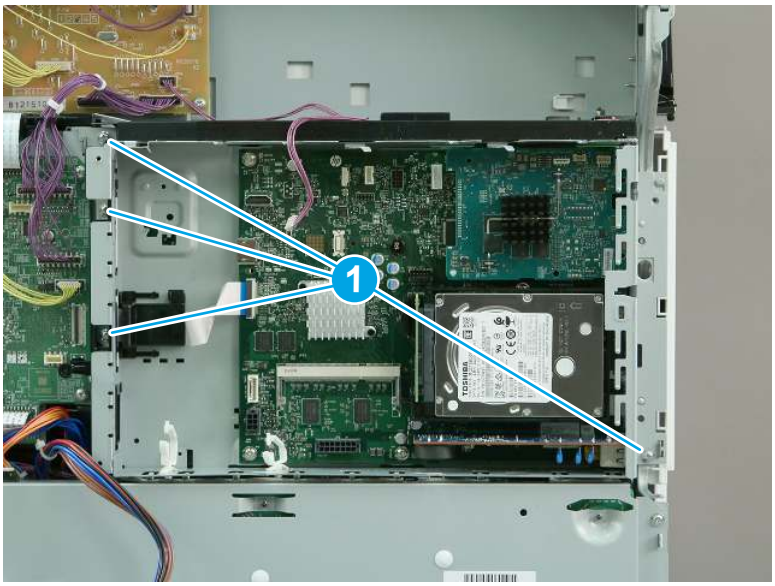
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-2052 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-2053 Remove four screws



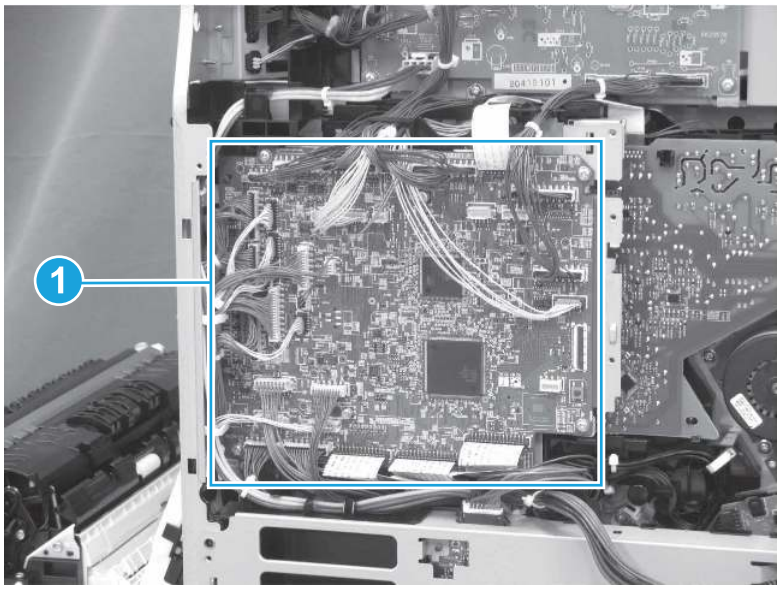
h. Remove the formatter and case.

Figure 4-2054 **Remove the formatter and case**

13. Remove the DC controller and case (M856/E85055/M776).

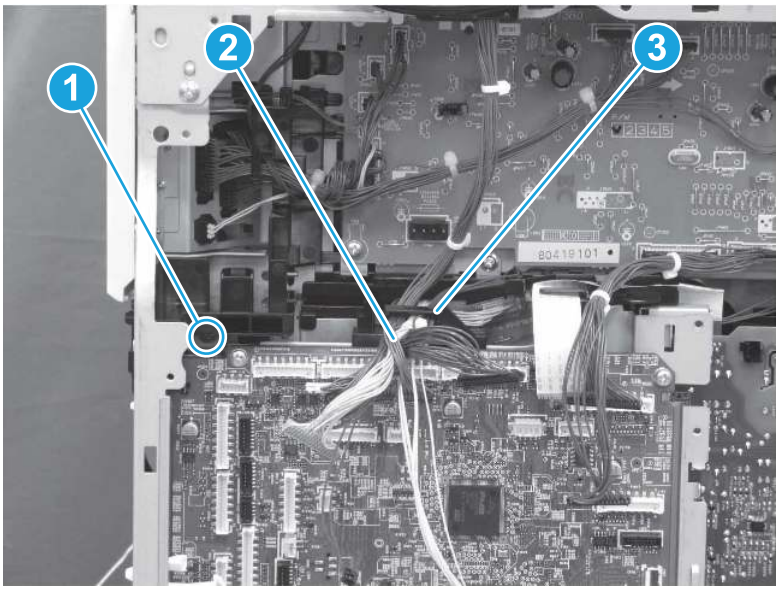
a. Disconnect all of the connectors on the DC controller.

Figure 4-2055 **Disconnect the connectors**



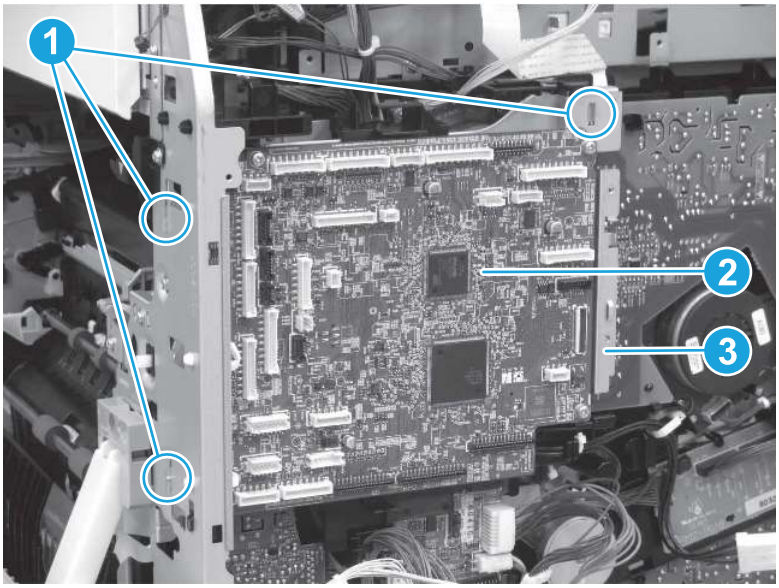
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-2056 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

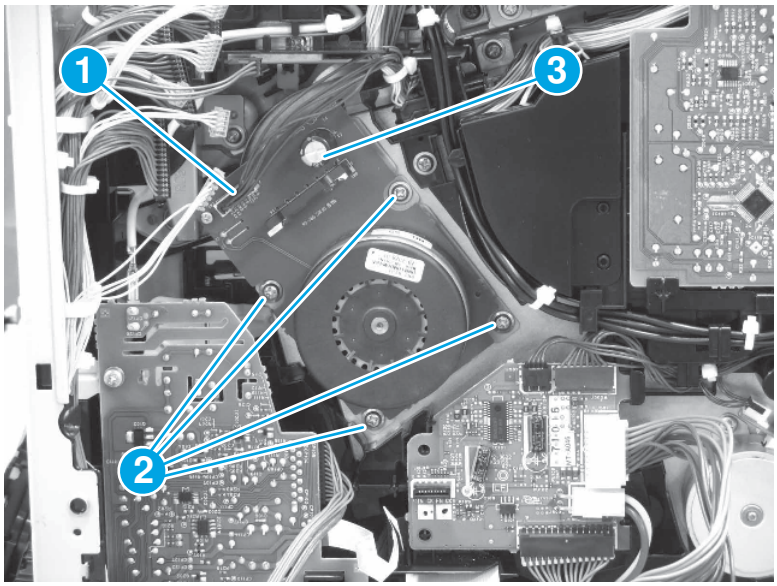
Figure 4-2057 Remove the DC controller and case



14. Remove drum motor 3.

- Disconnect one connector (callout 1), remove four screws (callout 2), and then remove drum motor 3 (callout 3).

Figure 4-2058 Remove drum motor 3



15. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Developer alienation motor (M751/E75245)

Learn how to remove and replace developer alienation motor.

View a video of how to remove and replace the developer alienation motor.

Mean time to repair: 15 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 4-107 Part information

Part number	Part description
RK2-6027-000CN	Motor, stepping

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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 formatter cover.

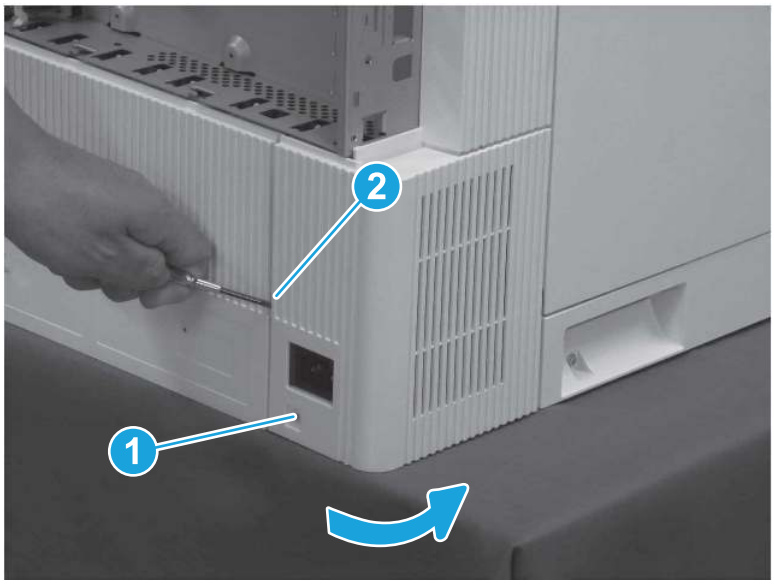
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

  Figure 4-2059 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

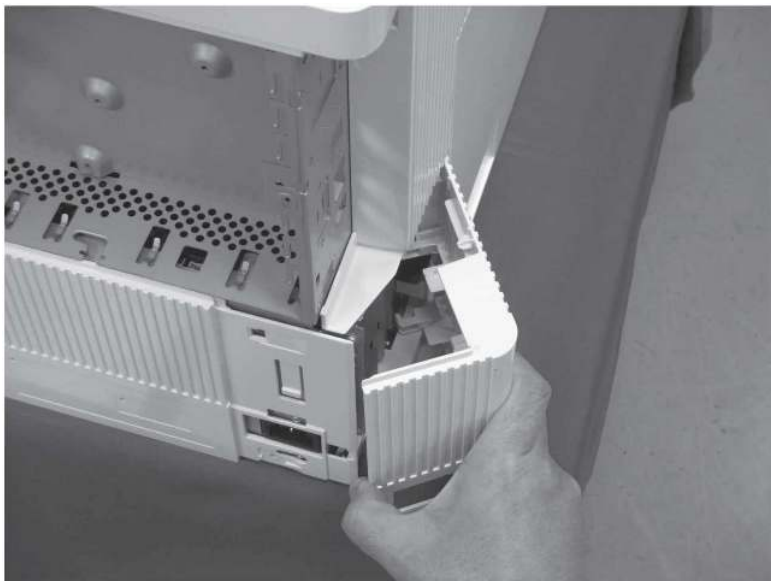
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-2060 Remove one screw and release one tab

b. Remove the left lower cover.

Figure 4-2061 Remove the left lower cover



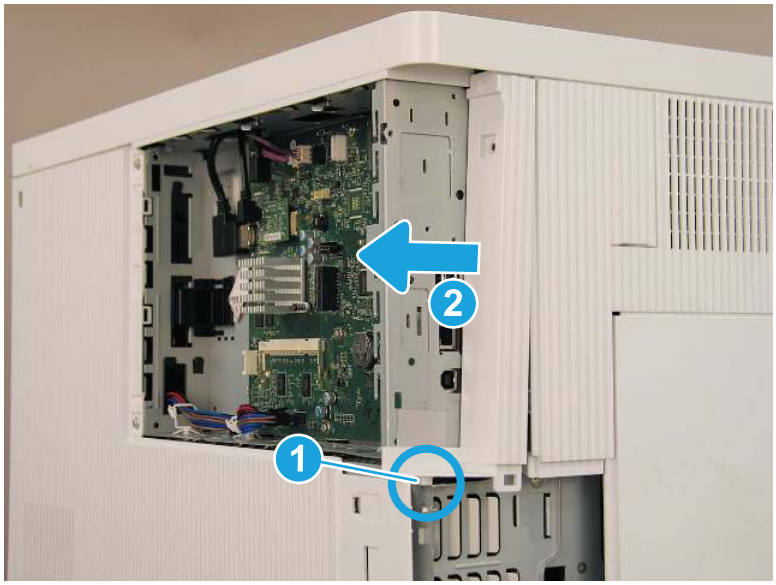
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2062 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

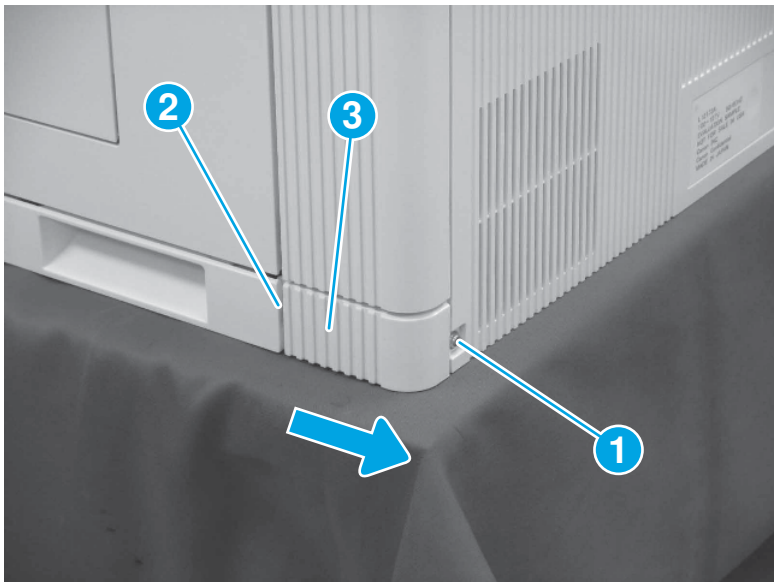
Figure 4-2063 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

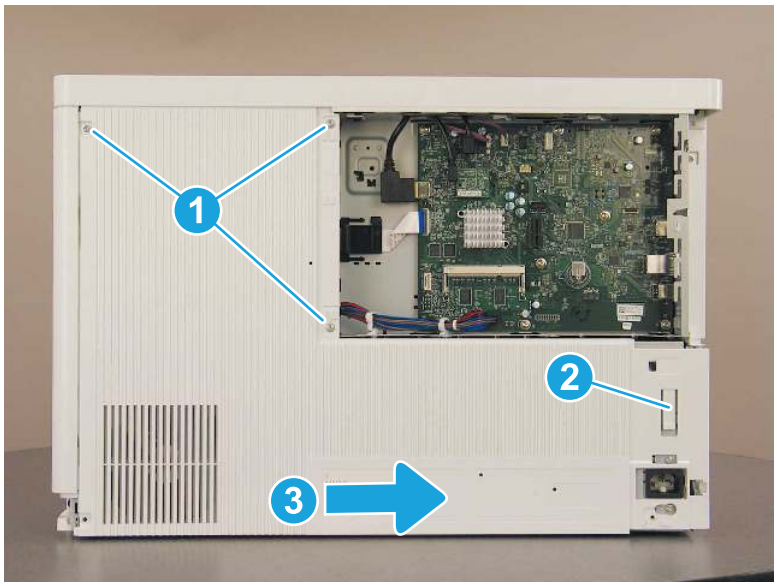
Figure 4-2064 Remove the right rear lower cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2065 Remove the rear cover

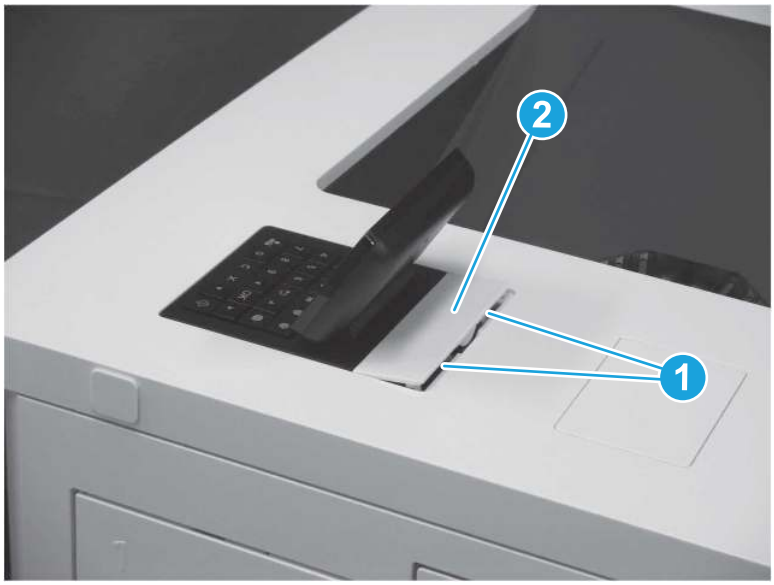
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-2066 Remove the control panel cover

b. Remove one screw (callout 1).

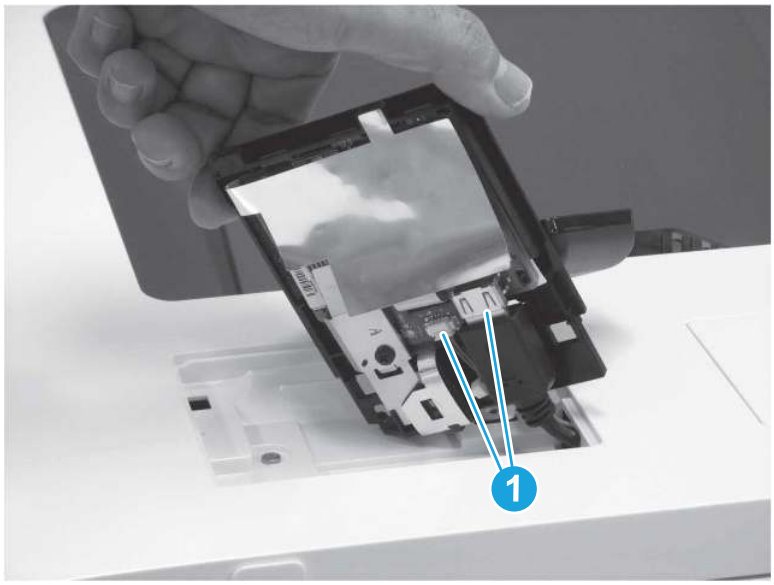
Figure 4-2067 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2068 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

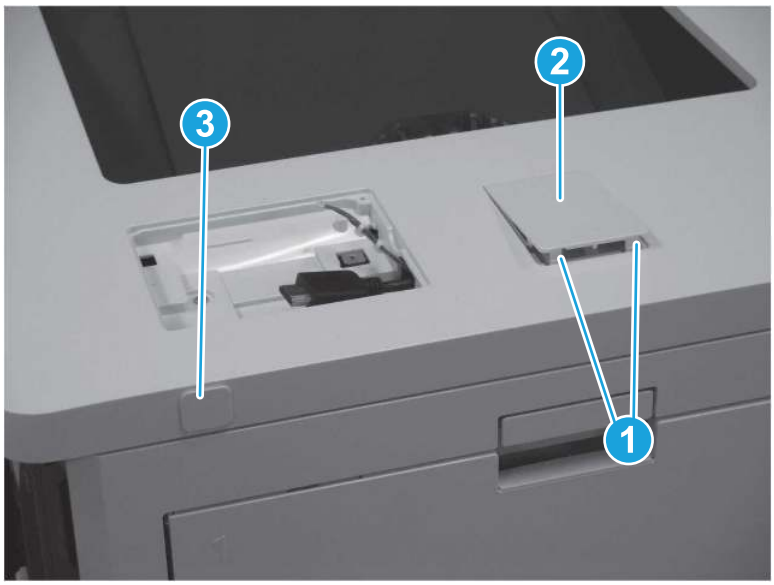
Figure 4-2069 Disconnect two connectors



7. Remove the top cover (M751/E75245).

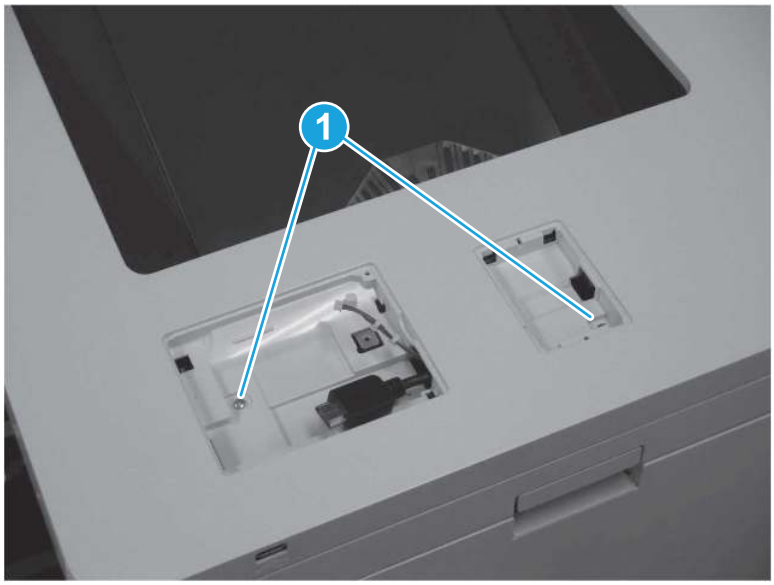
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2070 Remove the HIP cover and USB cap



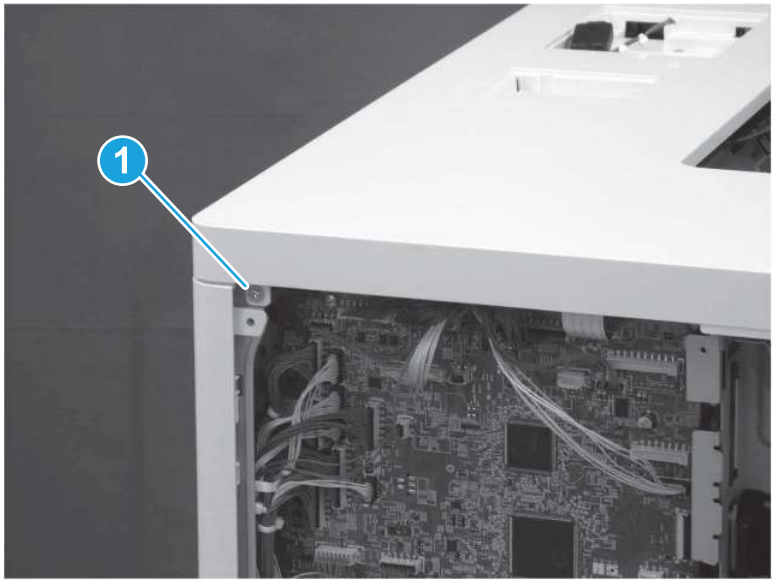
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2071 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2072 Remove one screw

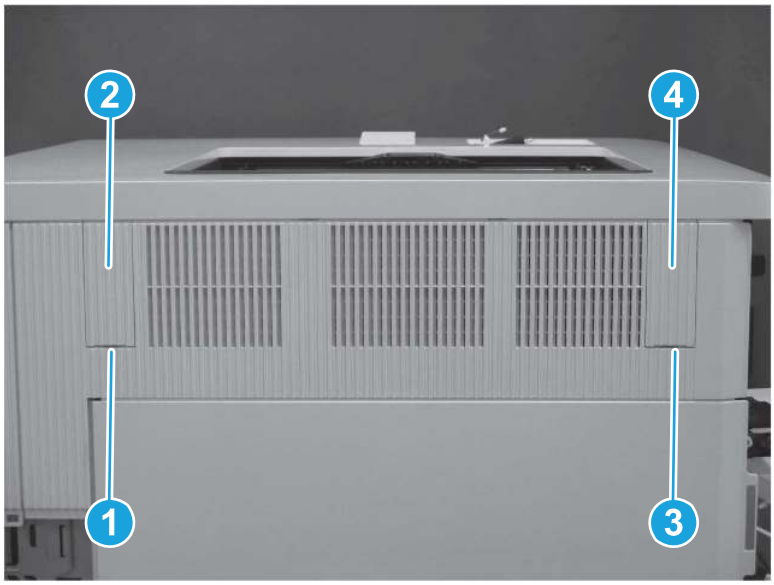


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

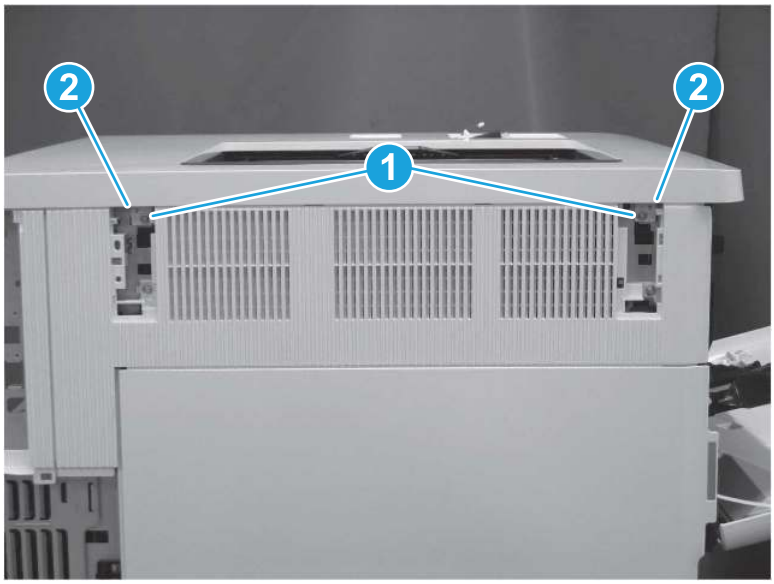
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2073 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

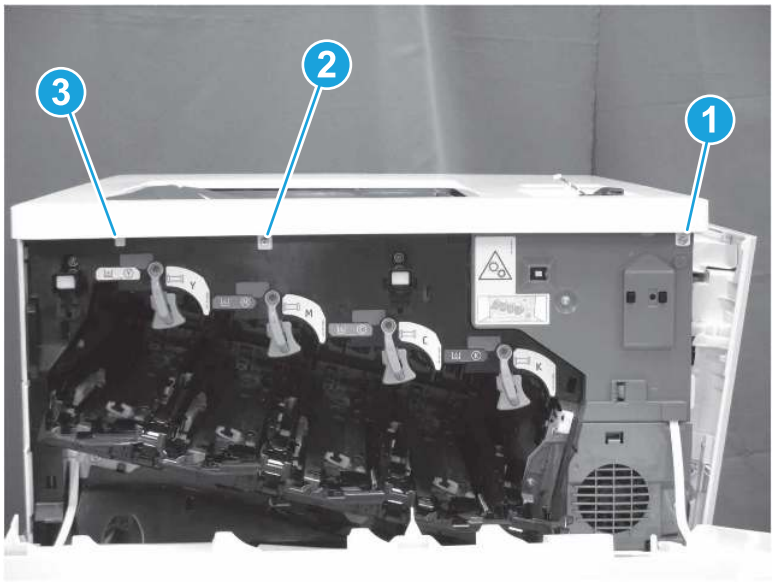
Figure 4-2074 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

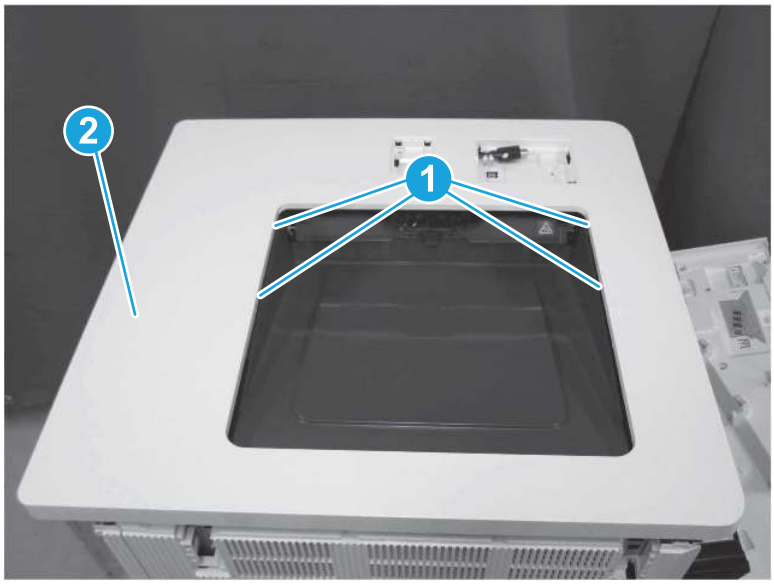
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2075 Remove two screws and release one tab

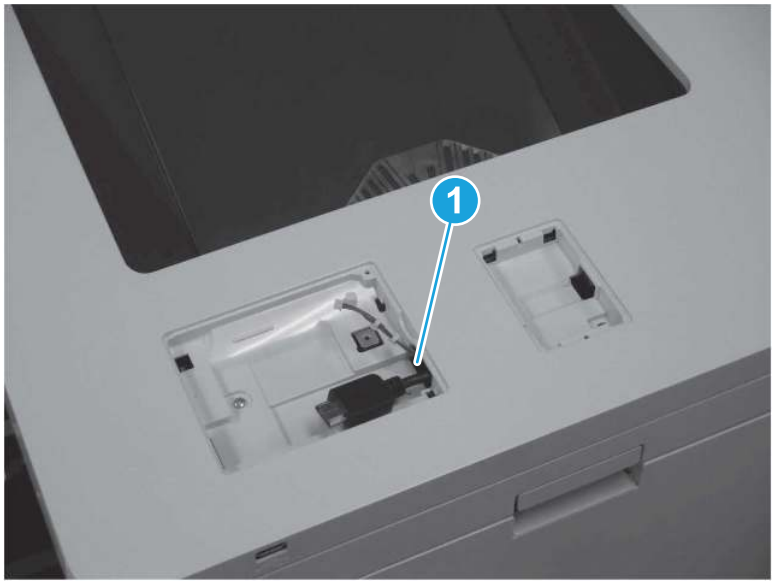


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2076 Remove the top cover



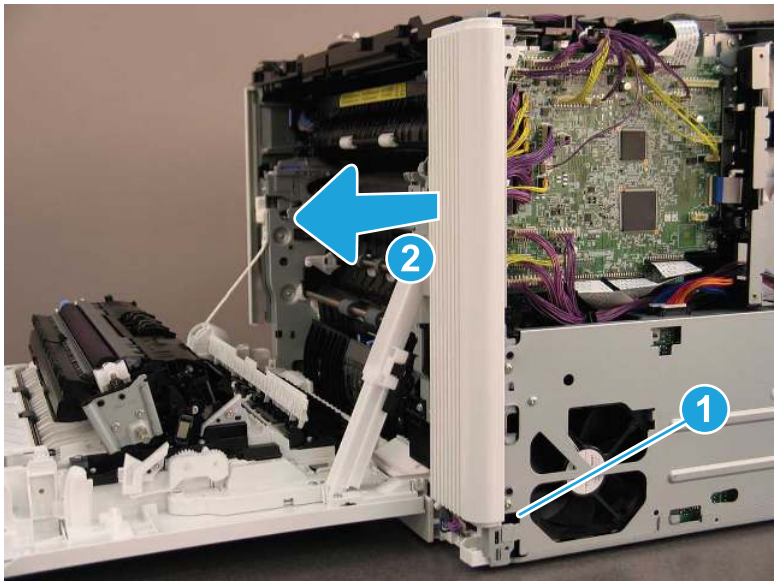
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the right rear cover (M751/E75245).

   - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

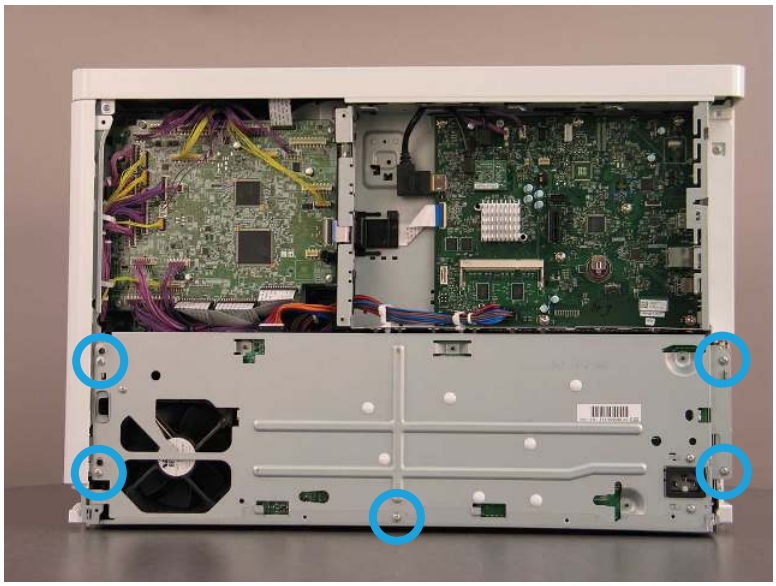
   Figure 4-2077 **Remove the right rear cover**



9. Remove the low-voltage power supply (LVPS).

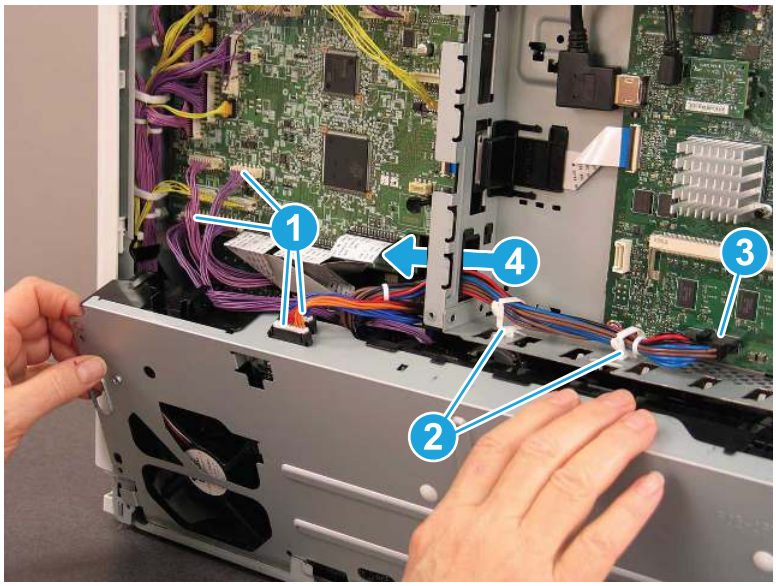
a. Remove five screws.

Figure 4-2078 Remove five screws



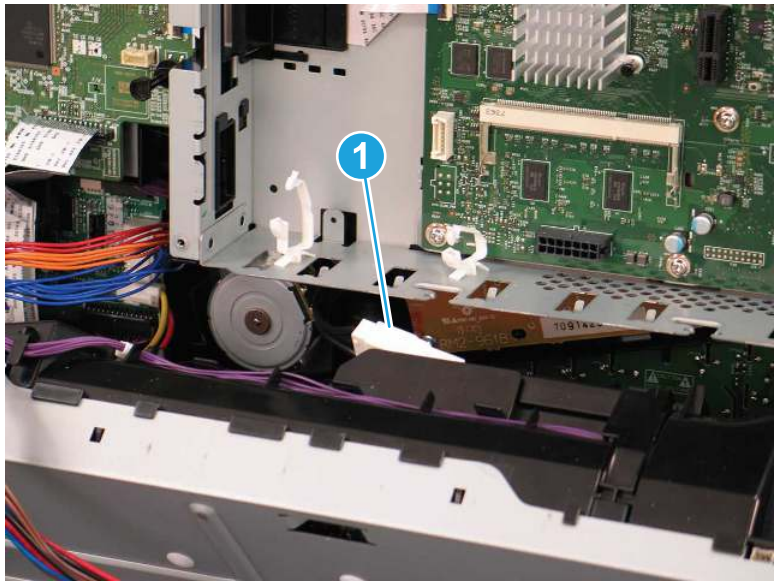
b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-2079 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

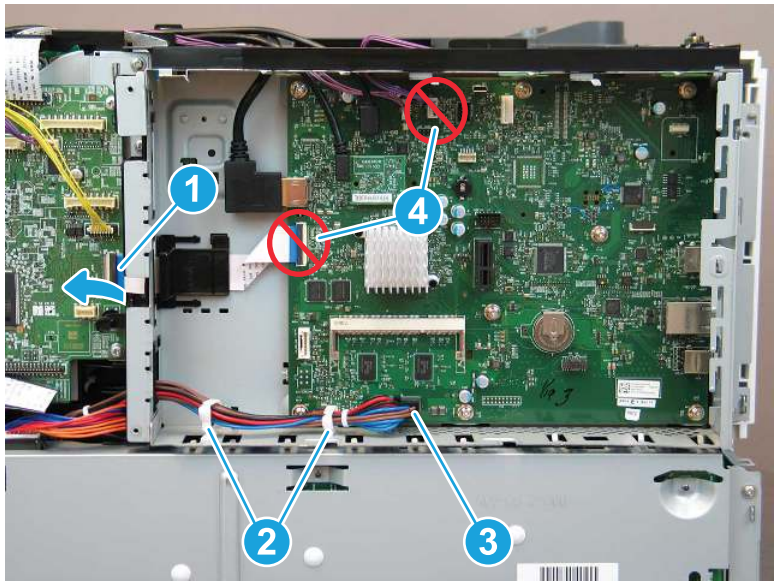
Figure 4-2080 Remove the LVPS



10. Remove the formatter and case.

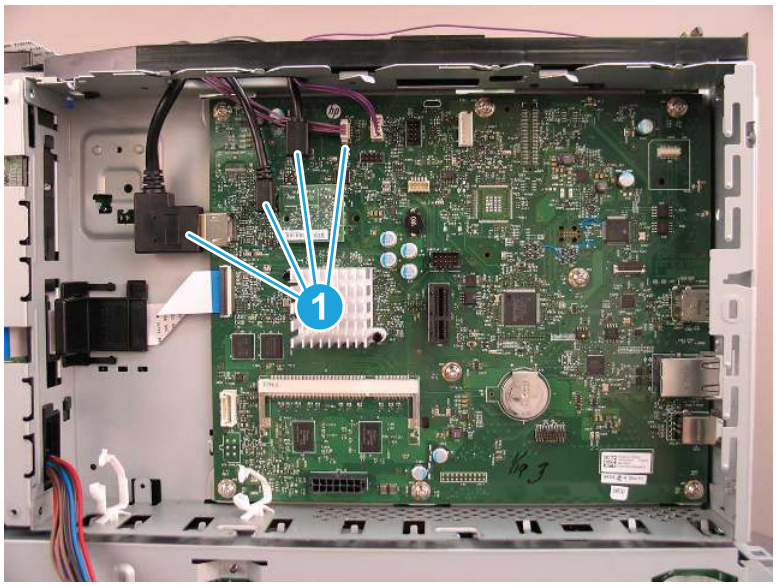
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-2081 Disconnect the connectors



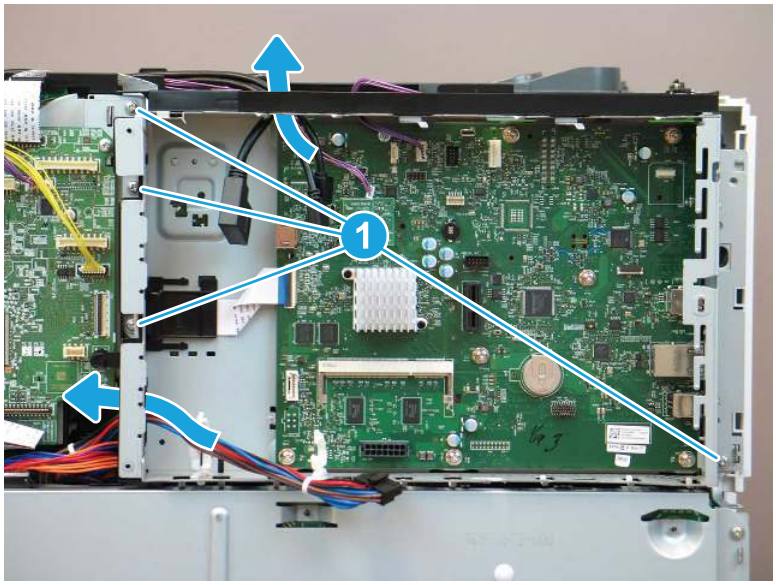
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-2082 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

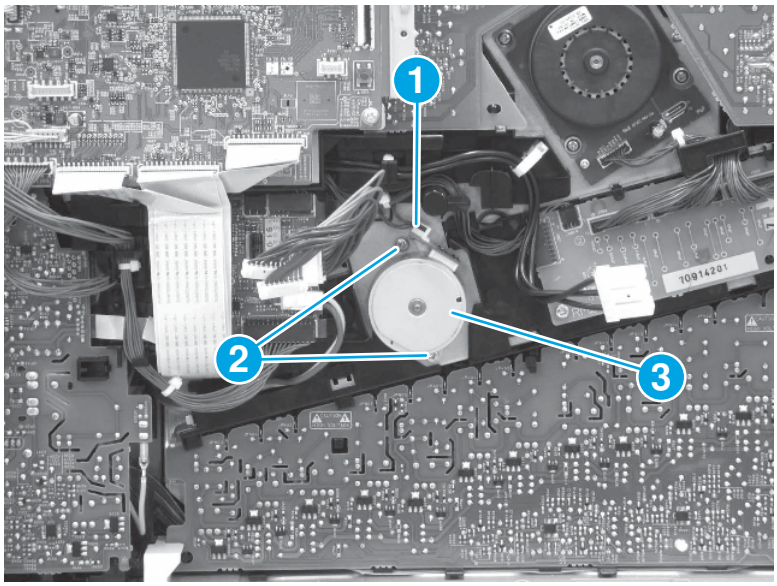
Figure 4-2083 Remove the formatter and case



11. Remove the developer alienation motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the developer alienation motor (callout 3).

Figure 4-2084 Remove the developer alienation motor



12. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Developer alienation motor (M856/E85055/M776)

Learn how to remove and replace developer alienation motor.

View a video of how to remove and replace the developer alienation motor.

Mean time to repair: 15 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 4-108 Part information

Part number	Part description
RK2-6027-000CN	Motor, stepping

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

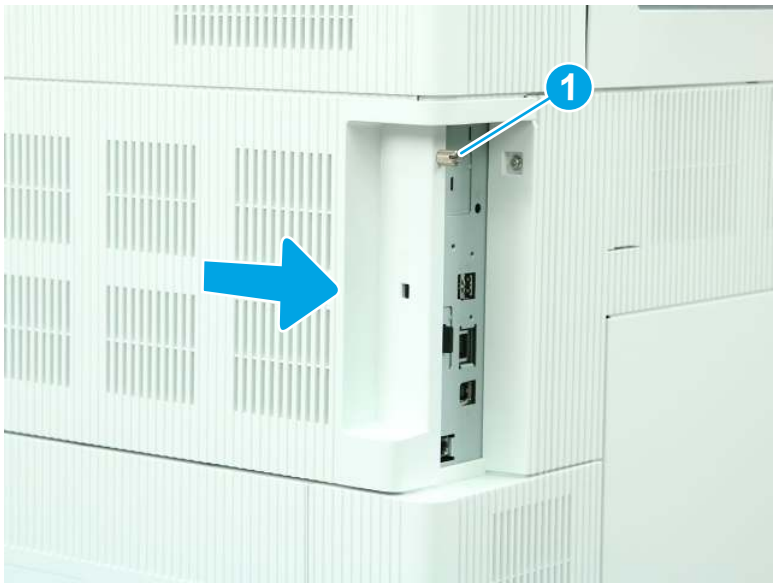
Post service test

No post service test is available for this assembly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

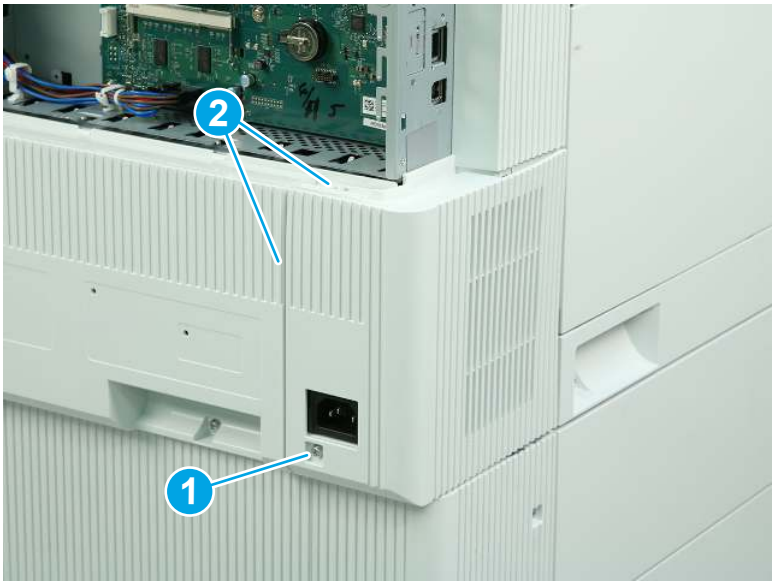
Figure 4-2085 Remove the formatter cover



2. Remove the left lower cover (M856/E85055/M776).

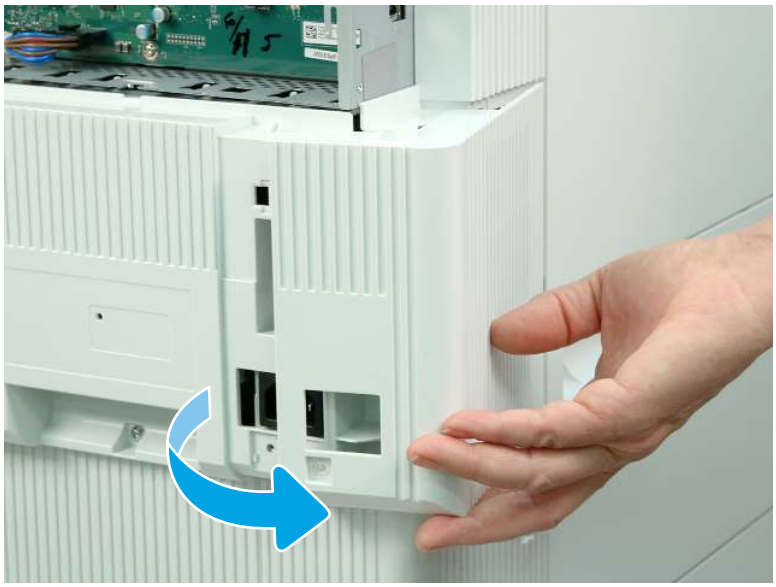
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2086 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-2087 Remove the left lower cover



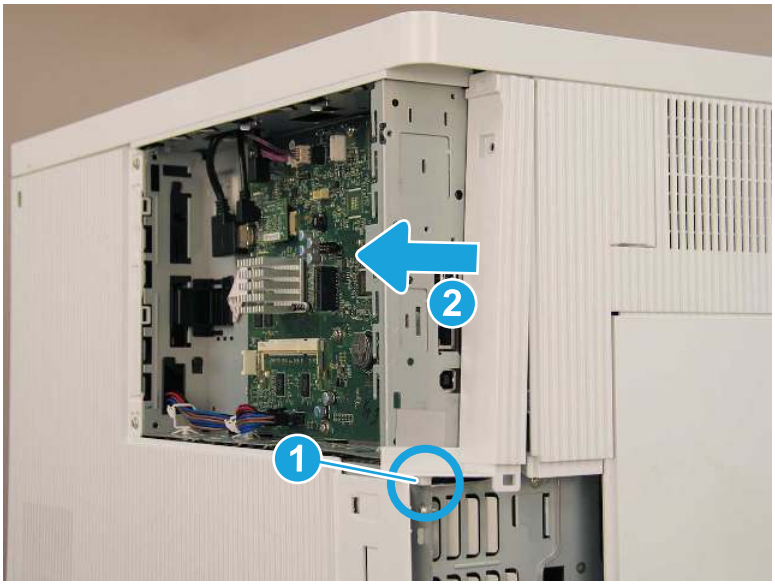
3. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2088 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

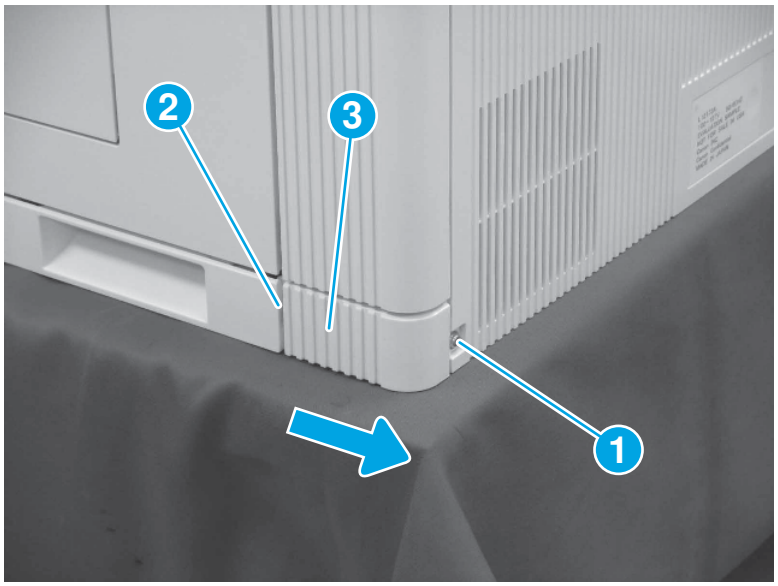
Figure 4-2089 Remove the left rear cover



4. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

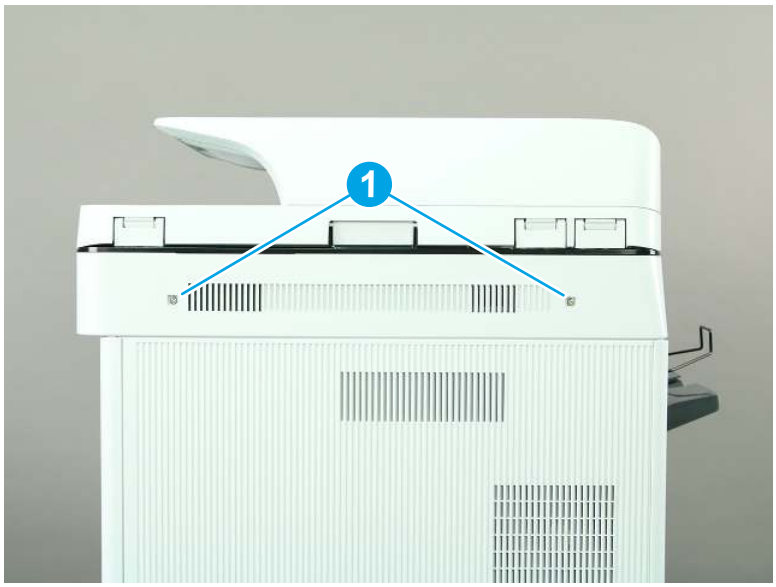
Figure 4-2090 Remove the right rear lower cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2091 Remove two screws



b. Remove the SCB cover.

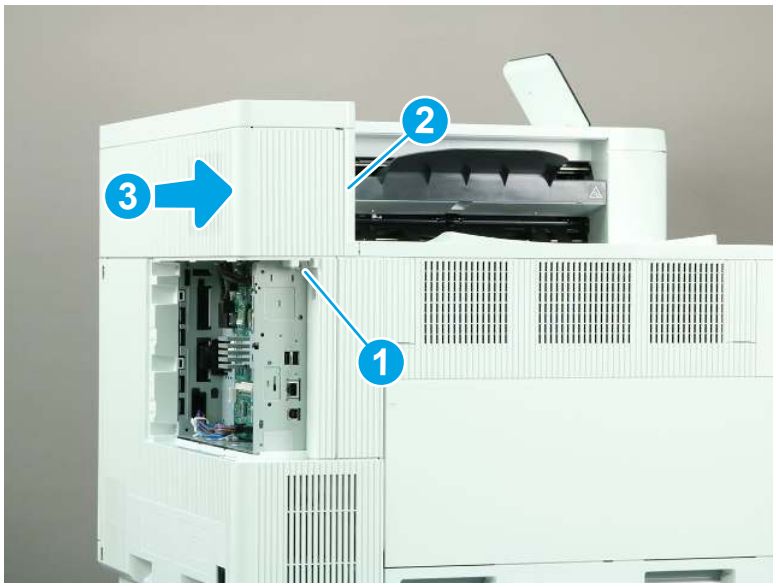
Figure 4-2092 Remove the SCB cover

6. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

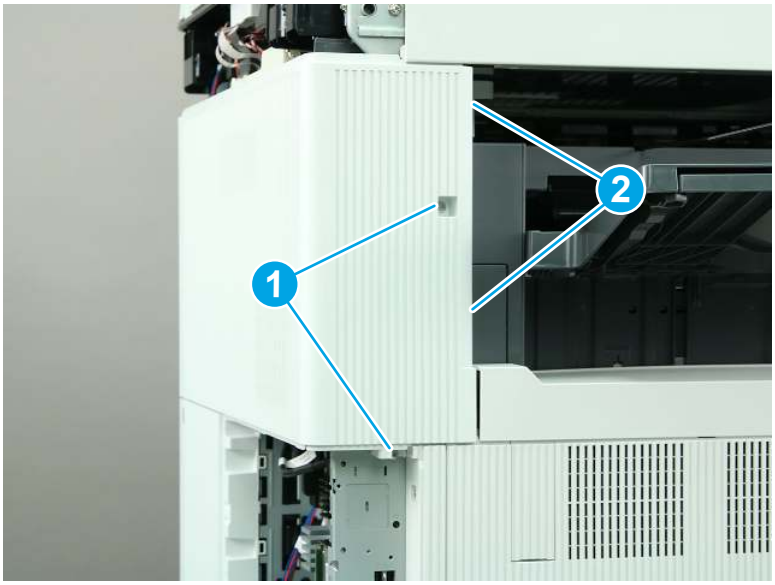
  Figure 4-2093 Remove the rear upper cover

7. Remove the rear upper cover and left rear upper cover (M776zs).

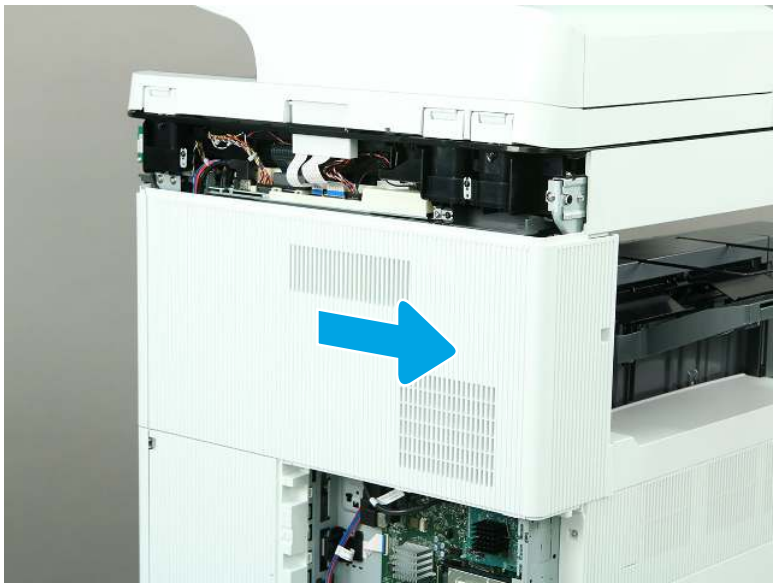
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-2094 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

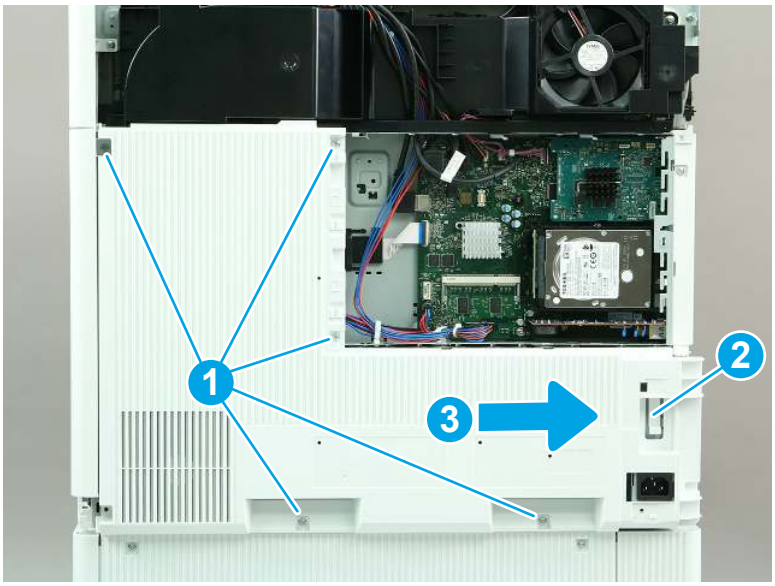
Figure 4-2095 Remove the rear upper and left rear upper cover



8. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2096 Remove the rear cover (M856/E85055/M776)



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2097 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-2098 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

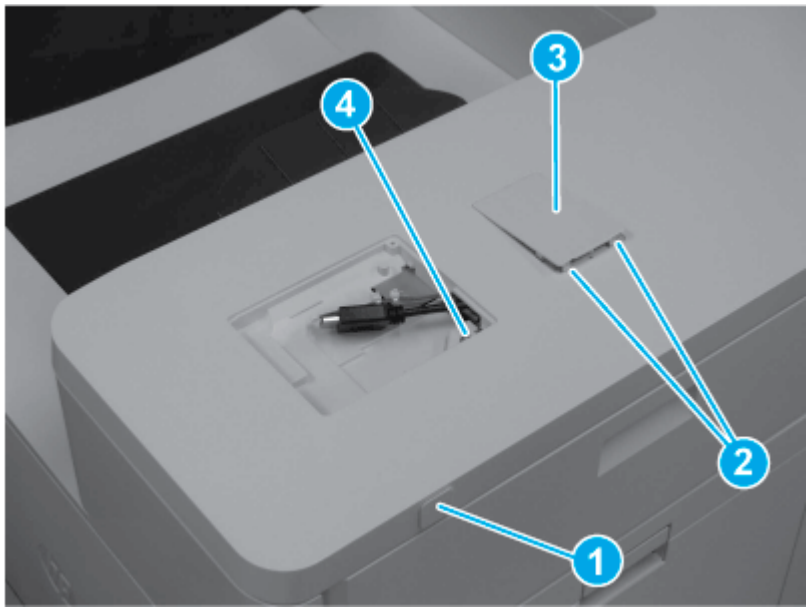
Figure 4-2099 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2100 Disconnect two connectors

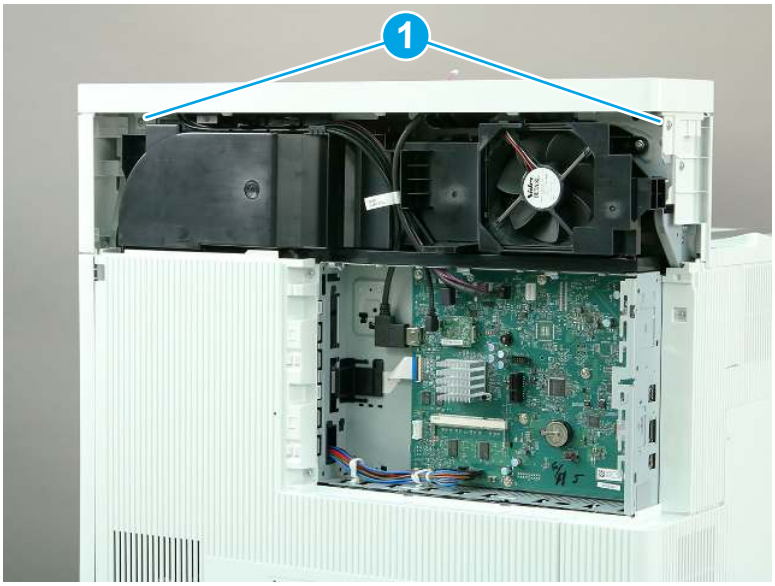
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2101 Remove covers and one screw



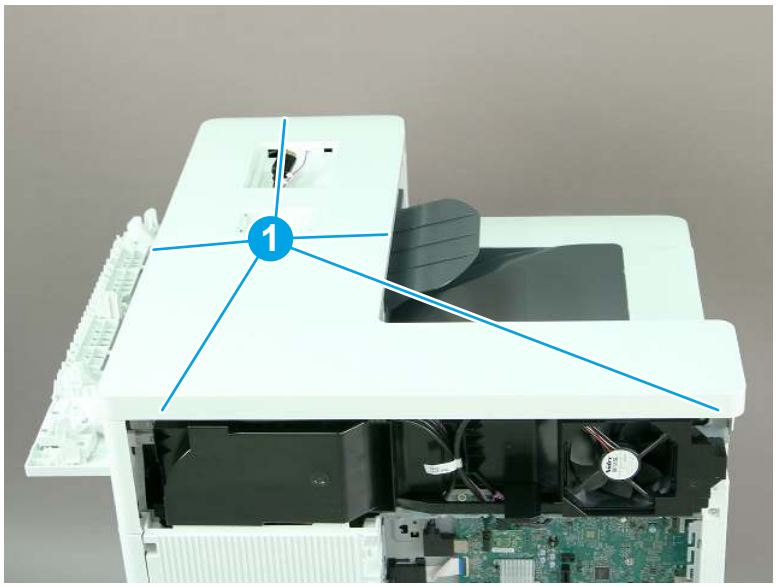
f. Remove two screws (callout 1).

Figure 4-2102 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

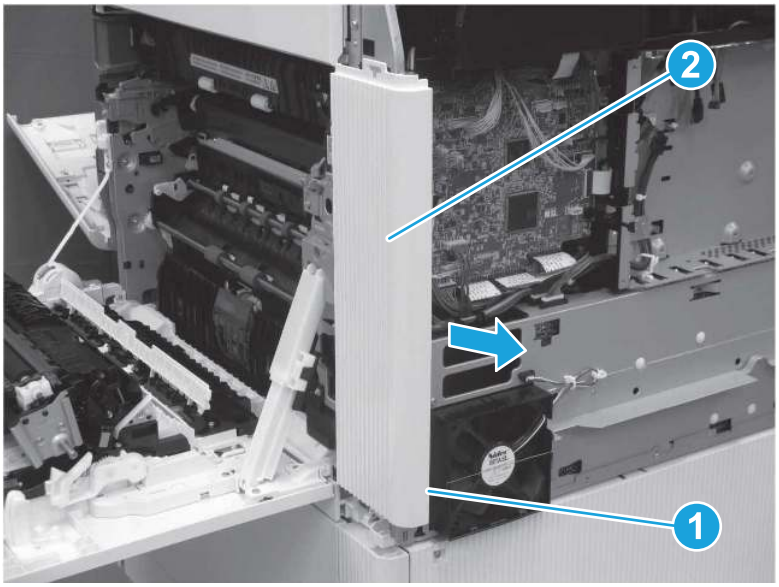
Figure 4-2103 **Release five tabs**



10. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

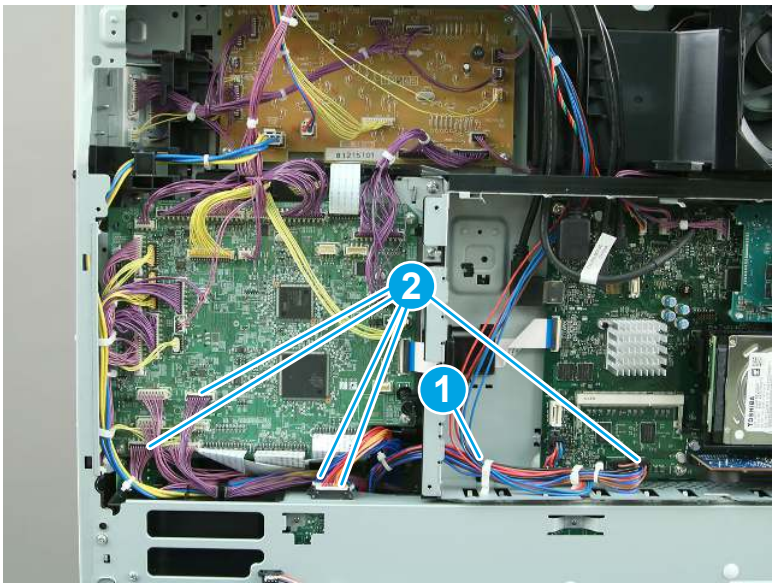
Figure 4-2104 **Remove right rear cover**



11. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

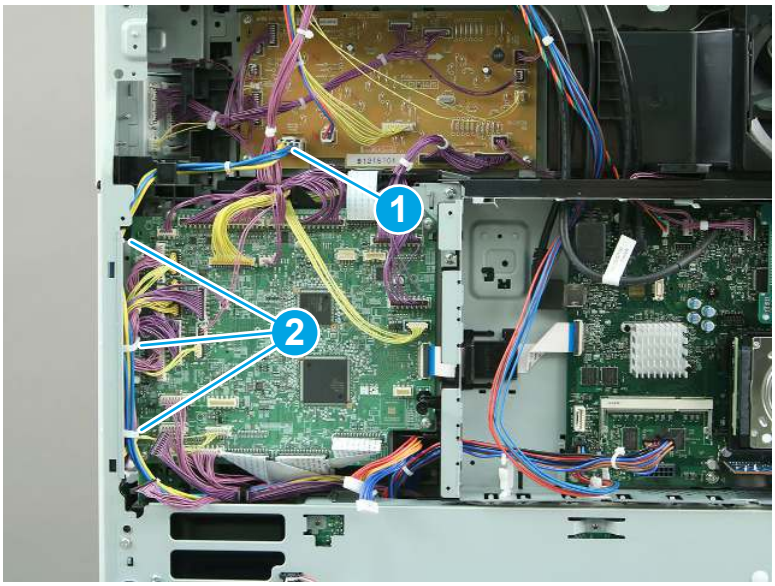
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-2105 Release the retainer and disconnect five connectors



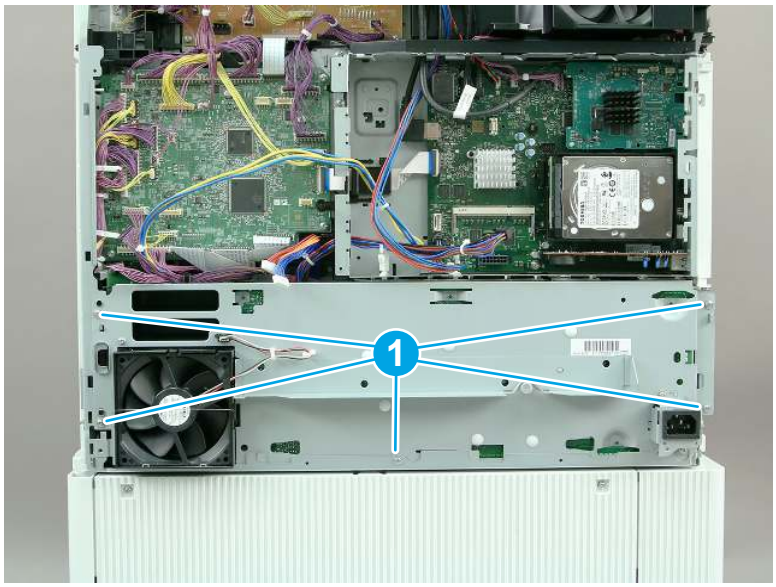
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-2106 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-2107 Remove five screws

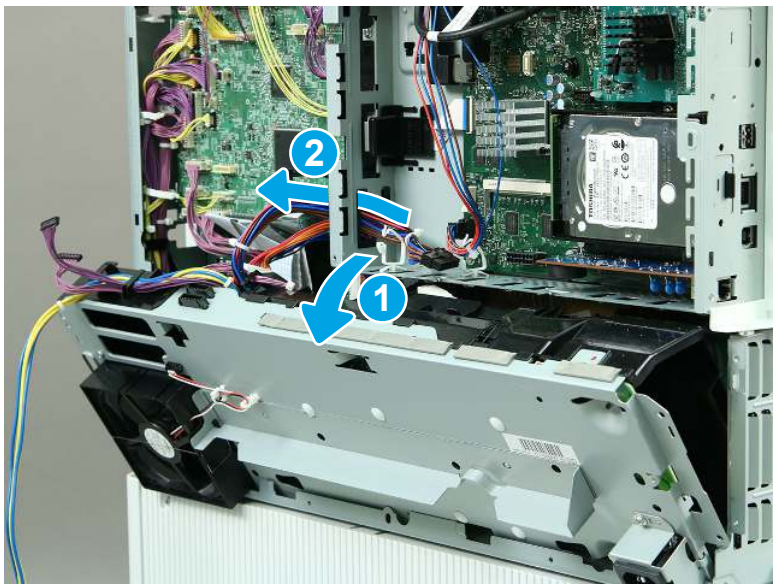


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

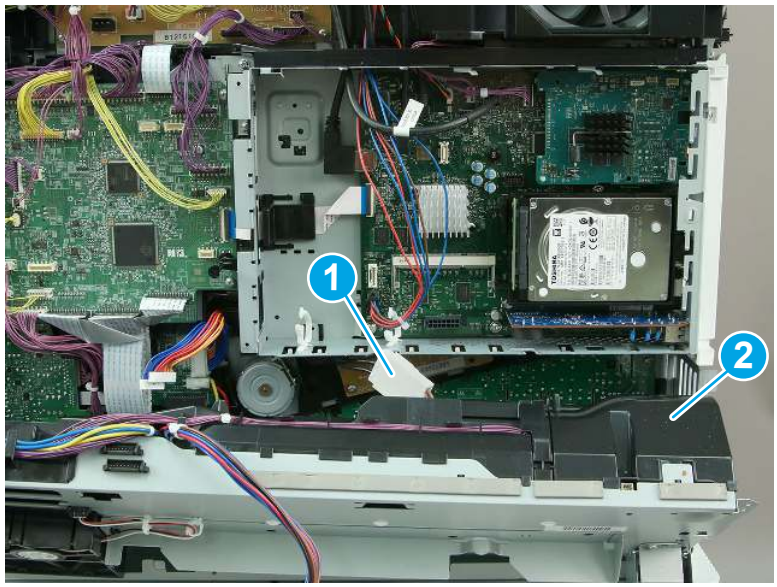
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-2108 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

Figure 4-2109 Remove the LVPS



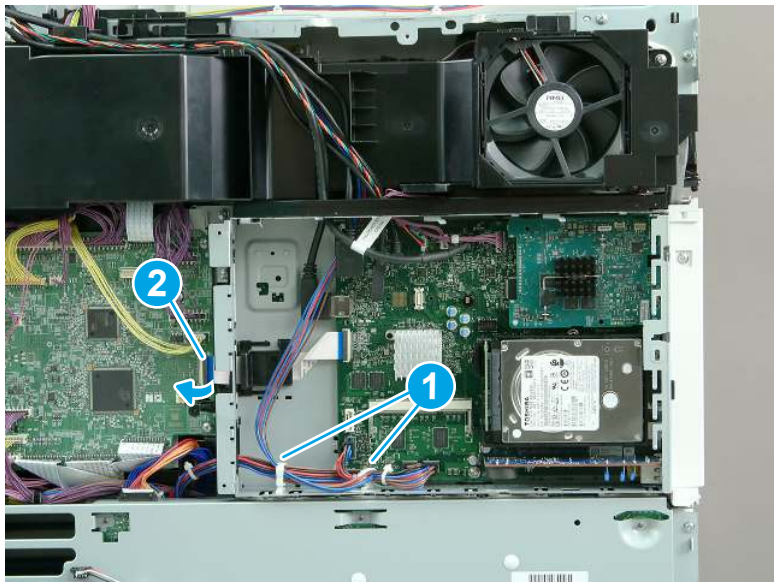
12. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

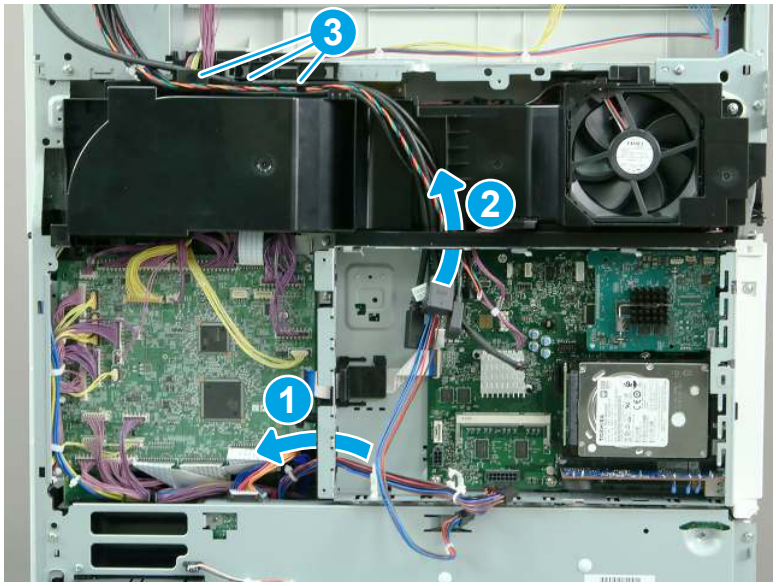
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-2110 Disconnect the connectors



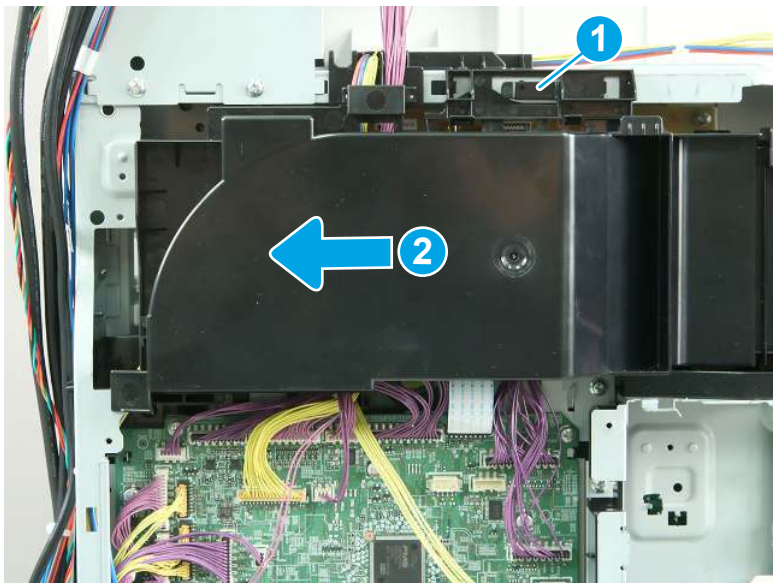
b. Release one cable through the opening in the left side of the formatter case (callout 1). Release the remaining cables through the opening in the top of the formatter case (callout 2). Release the cables from the upper cable guide (callout 3).

Figure 4-2111 Release the cables



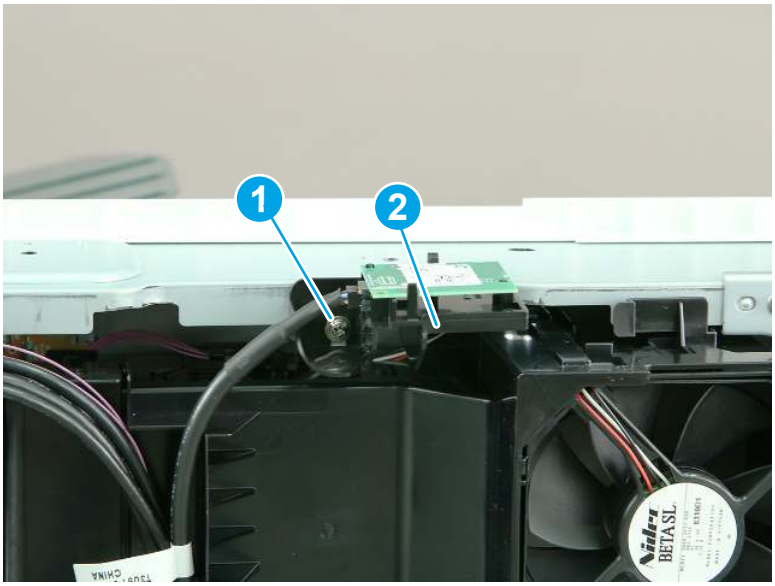
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-2112 Remove the fan duct



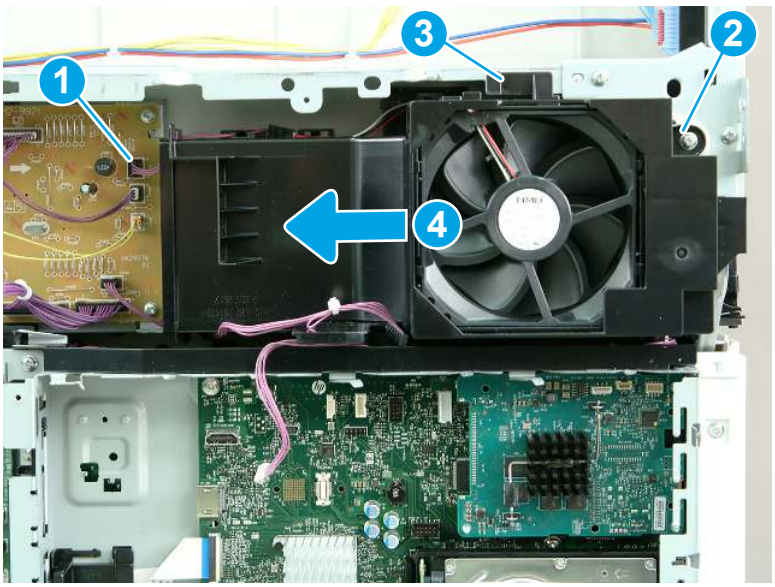
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-2113 **Remove the wireless card and bracket**



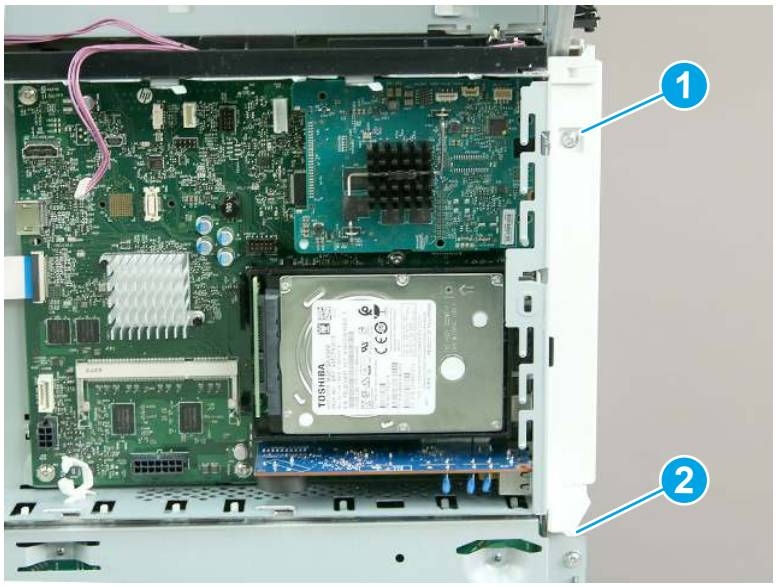
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-2114 **Remove the fan assembly**



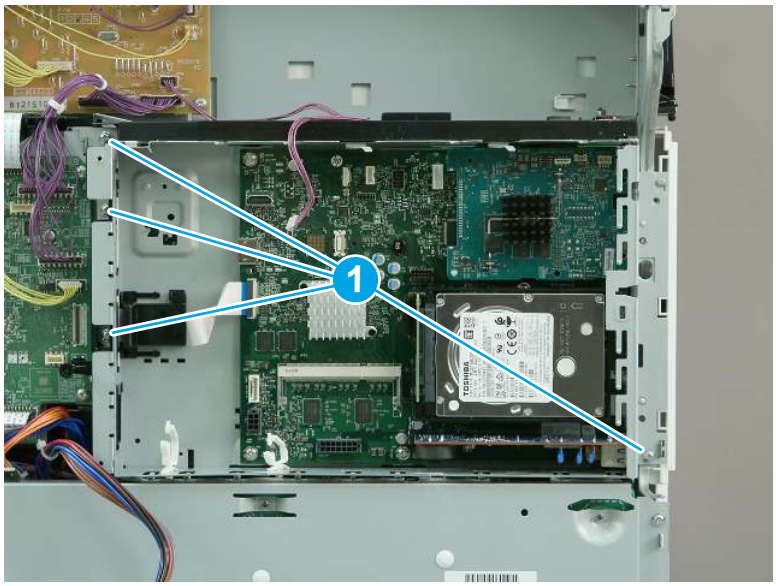
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-2115 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-2116 Remove four screws



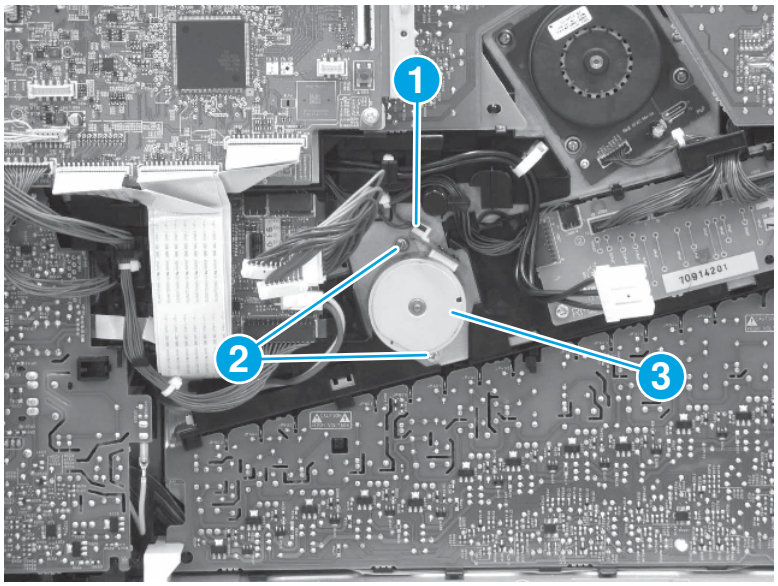
h. Remove the formatter and case.

Figure 4-2117 Remove the formatter and case

13. Remove the developer alienation motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the developer alienation motor (callout 3).

Figure 4-2118 Remove the developer alienation motor



14. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Low-voltage power supply fan (M751/E75245)

Learn how to remove and replace the low-voltage power supply (LVPS) fan.

View a video of how to remove and replace the LVPS fan.

Mean time to repair: 17 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 4-109 Part information

Part number	Part description
RK2-9148-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

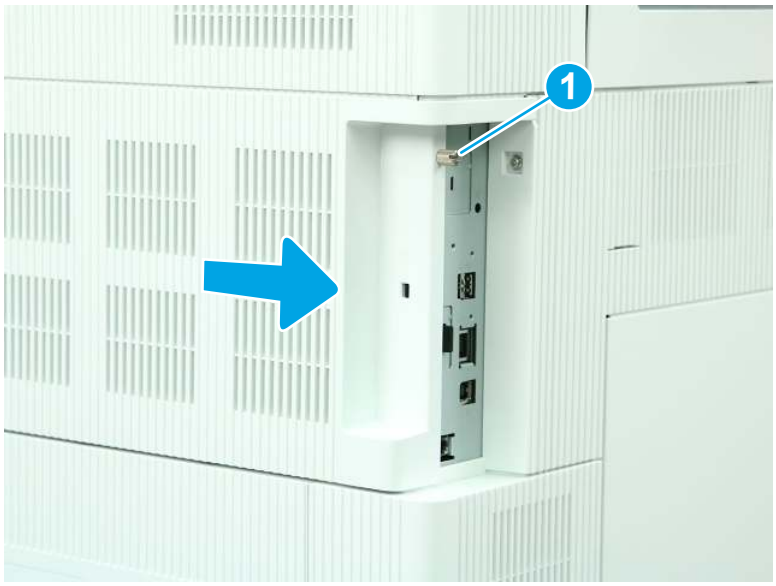
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

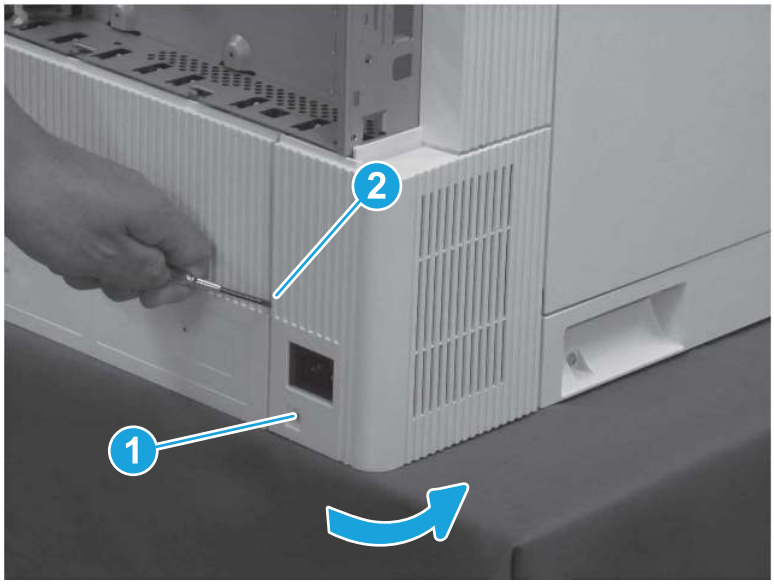
   Figure 4-2119 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

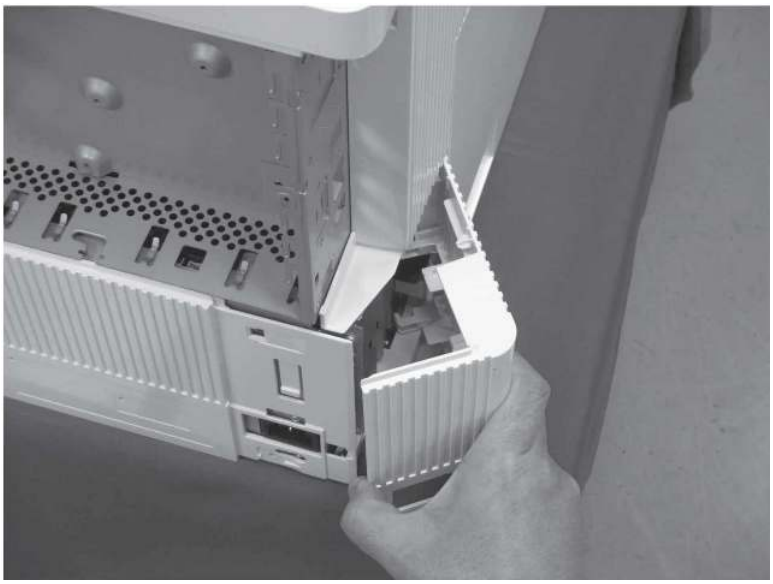
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2120 Remove one screw and release one tab



b. Remove the left lower cover.

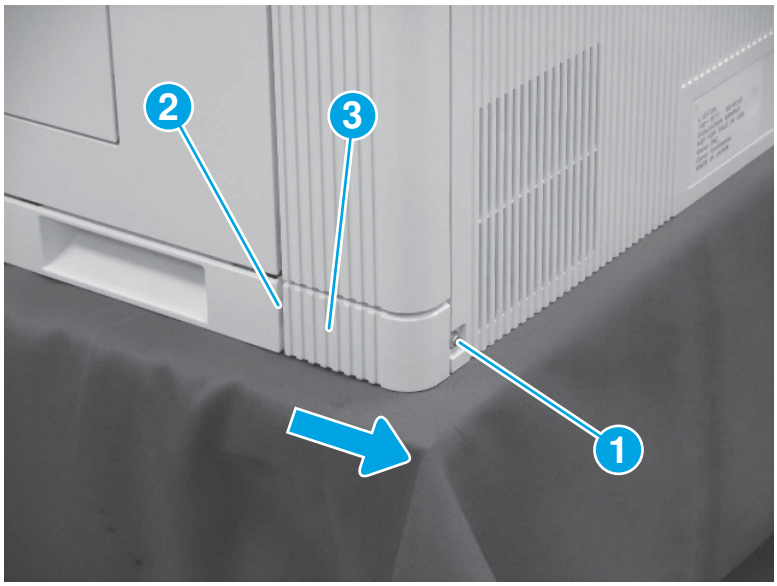
Figure 4-2121 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

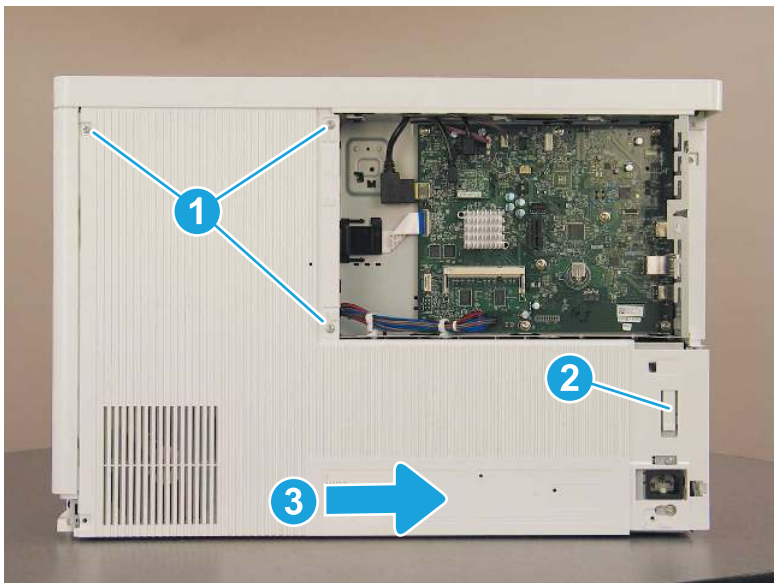
Figure 4-2122 Remove the right rear lower cover



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

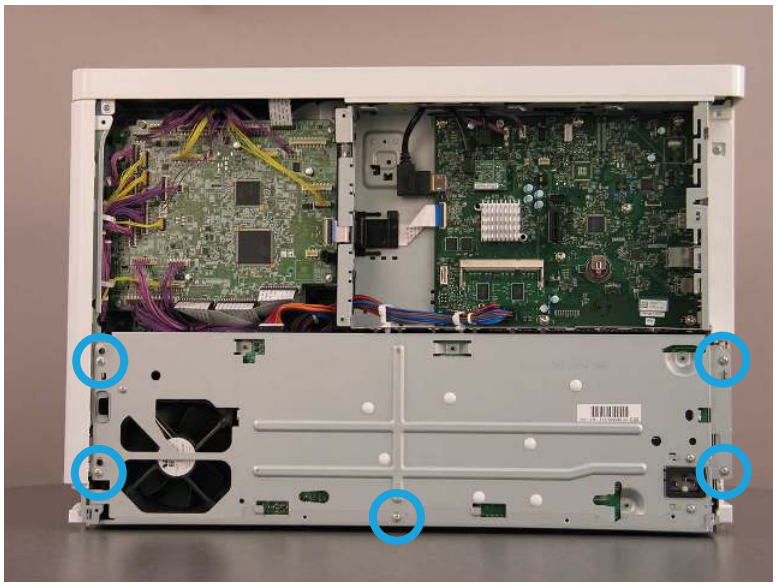
Figure 4-2123 Remove the rear cover



5. Remove the low-voltage power supply (LVPS).

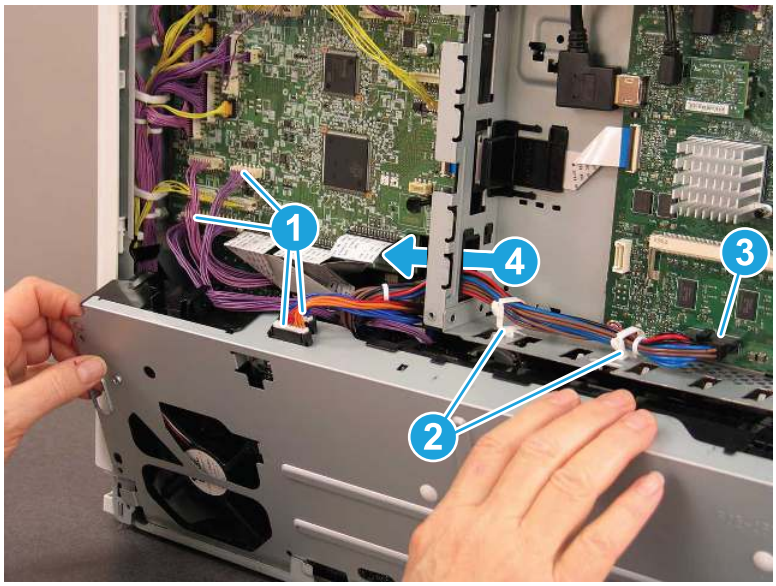
a. Remove five screws.

Figure 4-2124 Remove five screws



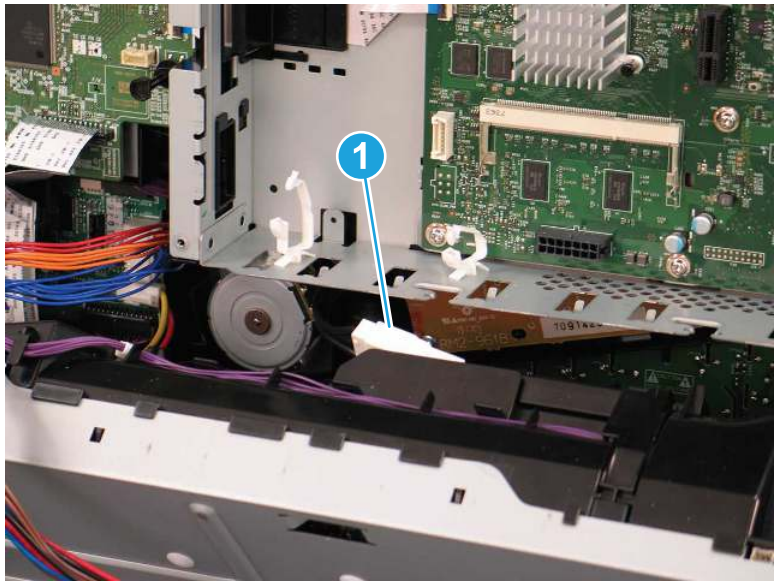
b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-2125 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

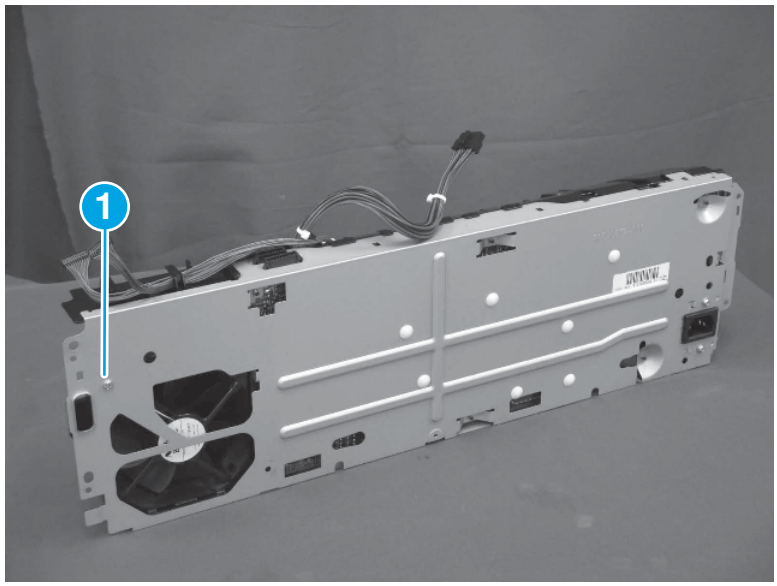
Figure 4-2126 Remove the LVPS



6. Remove the low-voltage power supply (LVPS) fan.

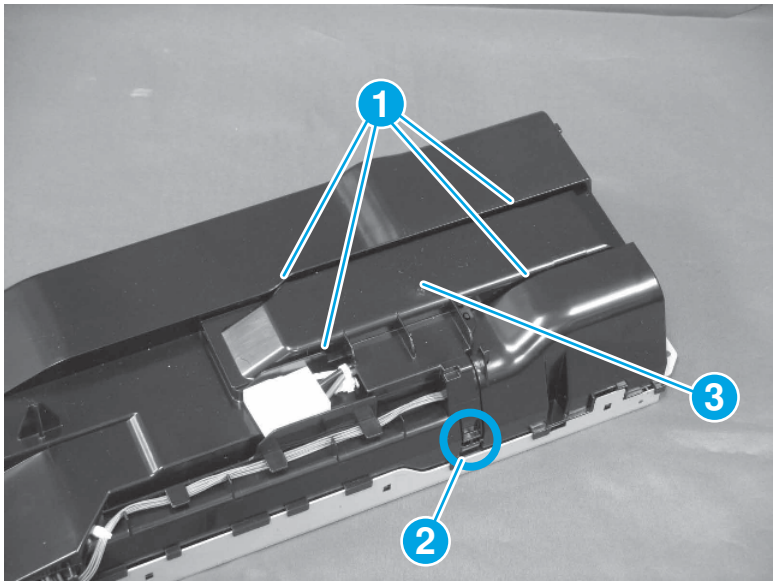
a. Remove one screw (callout 1).

Figure 4-2127 Remove one screw



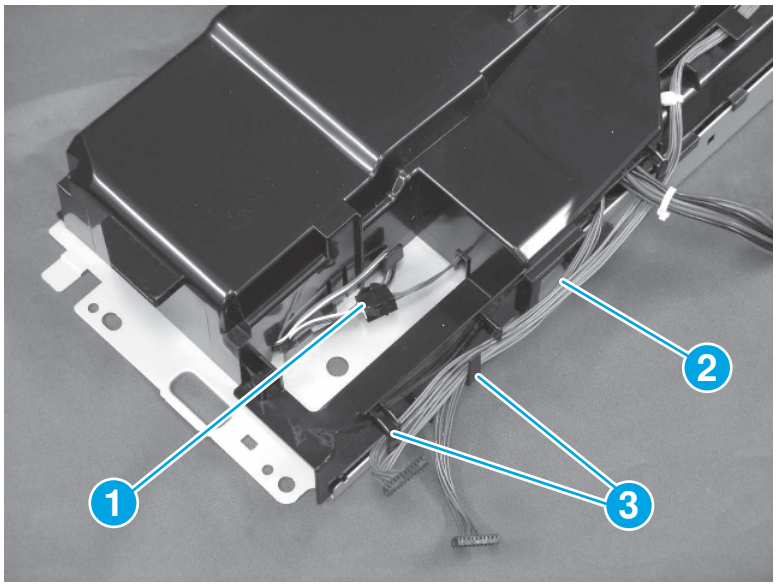
b. Release four tabs (callout 1), release one boss (callout 2), and then remove the cable cover (callout 3).

Figure 4-2128 Remove the cable cover



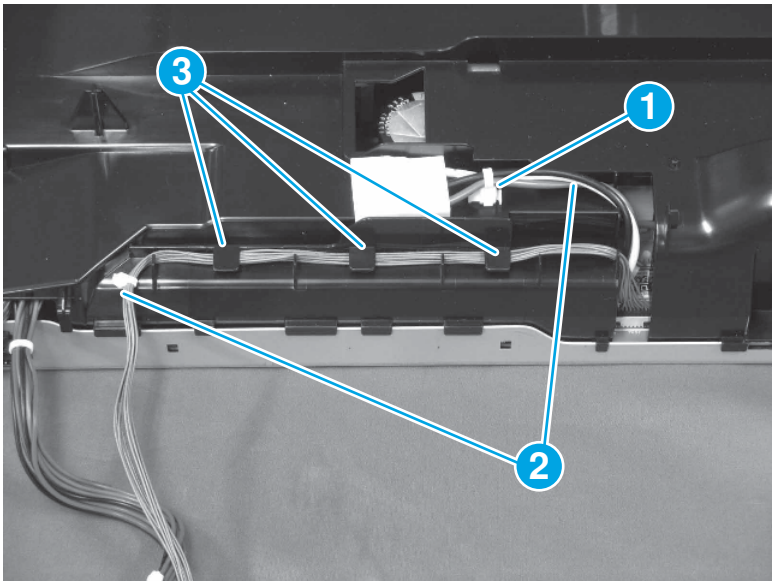
c. Disconnect one connector (callout 1), and then release the cables (callout 2) from the guides (callout 3).

Figure 4-2129 Disconnect one connector and release the cables



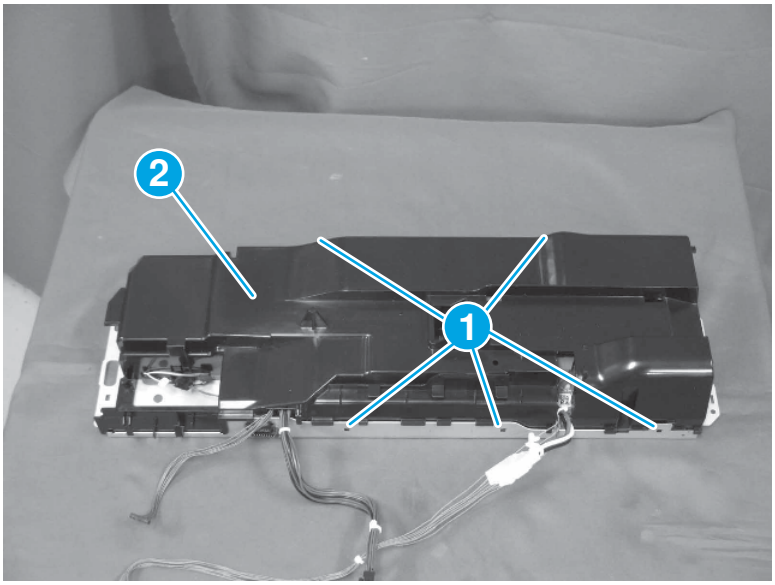
d. Pinch the clasp to release one retainer (callout 1), and then remove the cables (callout 2) from the guides (callout 3).

Figure 4-2130 Release the cables from the guides



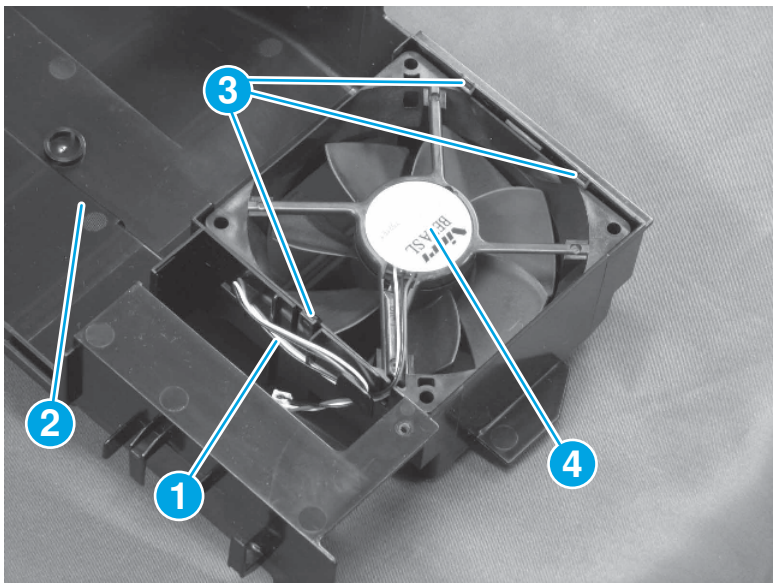
e. Release five tabs (callout 1), and then remove the power supply cover (callout 2).

Figure 4-2131 Remove the power supply cover



f. Release the cable (callout 1) from the power supply cover (callout 2). Release three tabs (callout 3), and then remove the LVPS fan (callout 4).

Figure 4-2132 **Remove the LVPS fan**



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

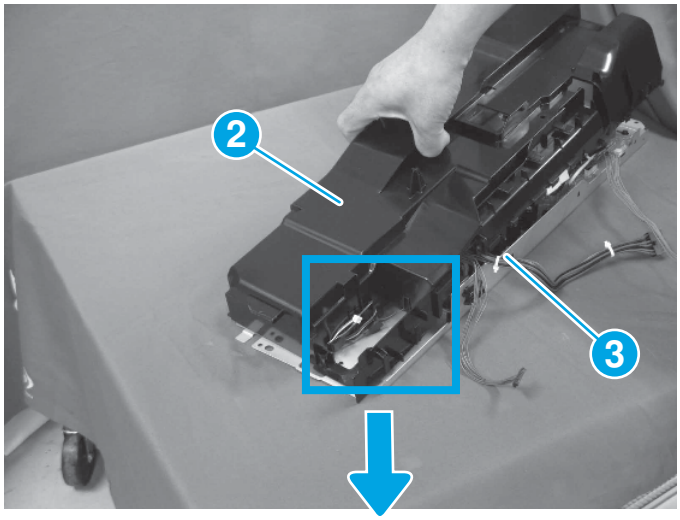
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

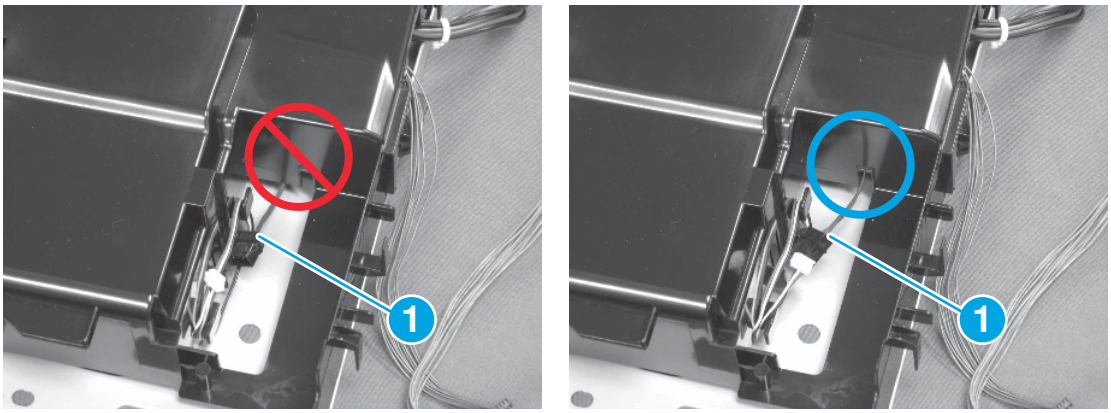
8. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the low-voltage power supply fan.

a. Make sure that the cables (callout 1) are not pinched when installing the power supply cover (callout 2) on the low-voltage power supply (callout 3).

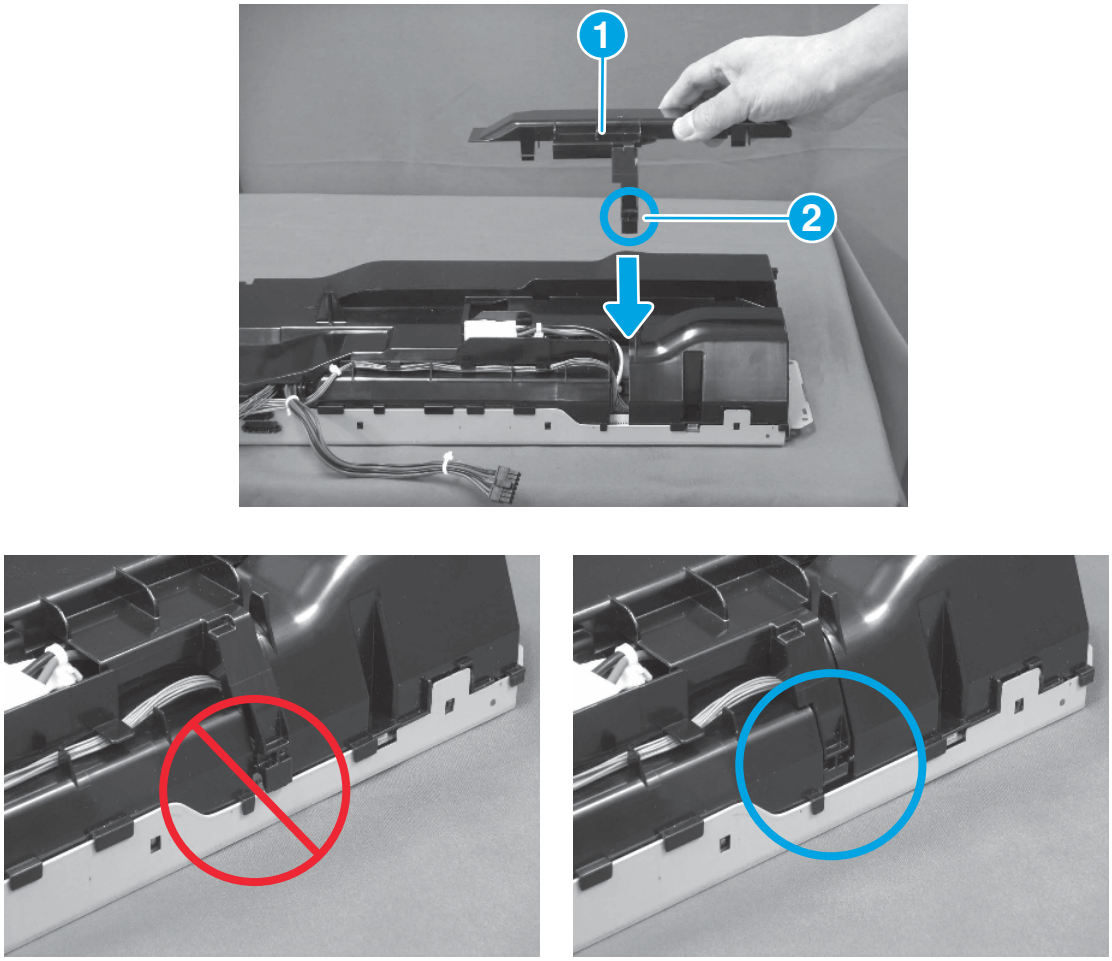
Figure 4-2133 Install the power supply cover





b. When installing the cable cover (callout 1), make sure that the tab (callout 2) is installed correctly.

Figure 4-2134 Install the cable cover



Removal and replacement: Low-voltage power supply fan (M856/E85055/M776)

Learn how to remove and replace the low-voltage power supply fan.

View a video of how to remove and replace the low-voltage power supply fan.

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 4-110 Part information

Part number	Part description
RK2-9148-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

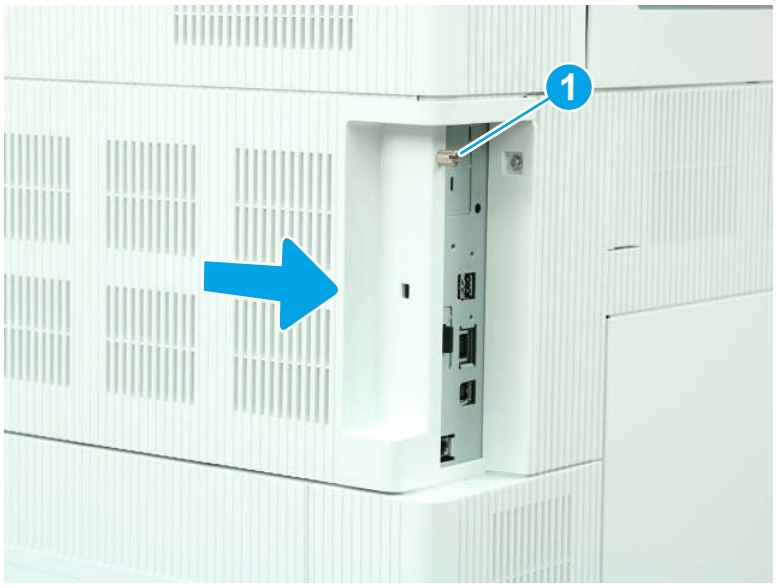
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

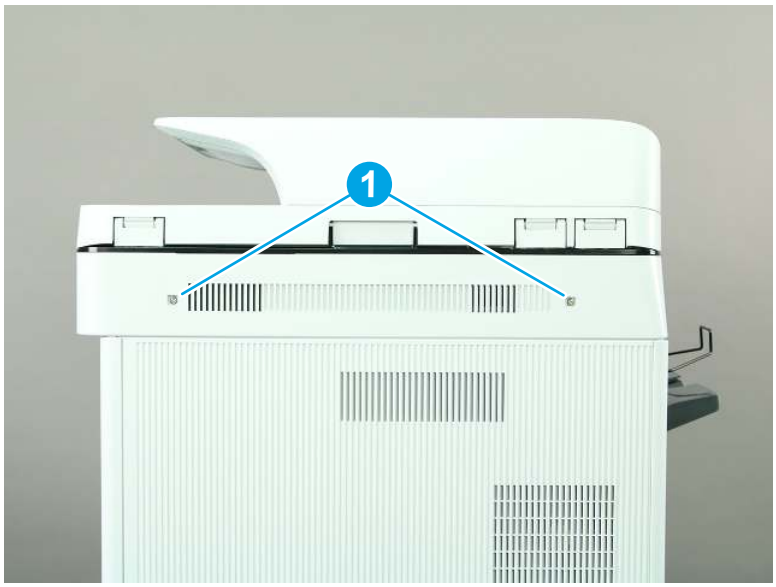
   Figure 4-2135 Remove the formatter cover

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2136 Remove two screws



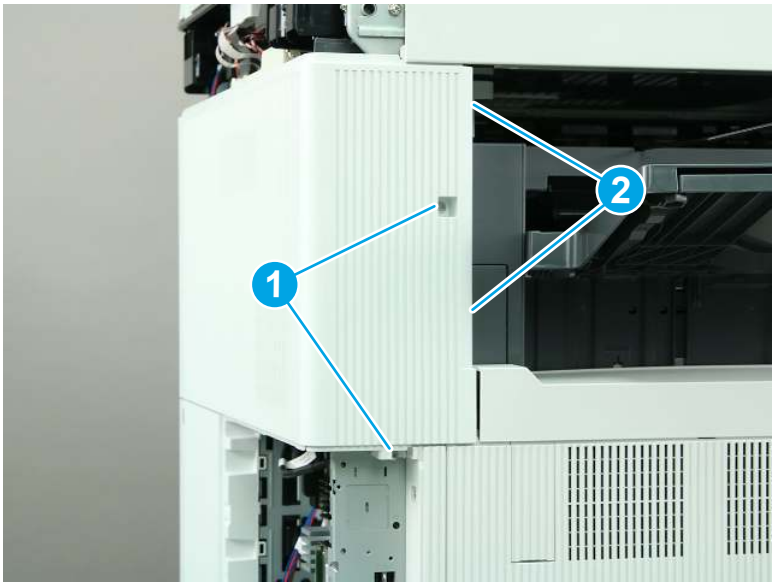
b. Remove the SCB cover.

Figure 4-2137 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

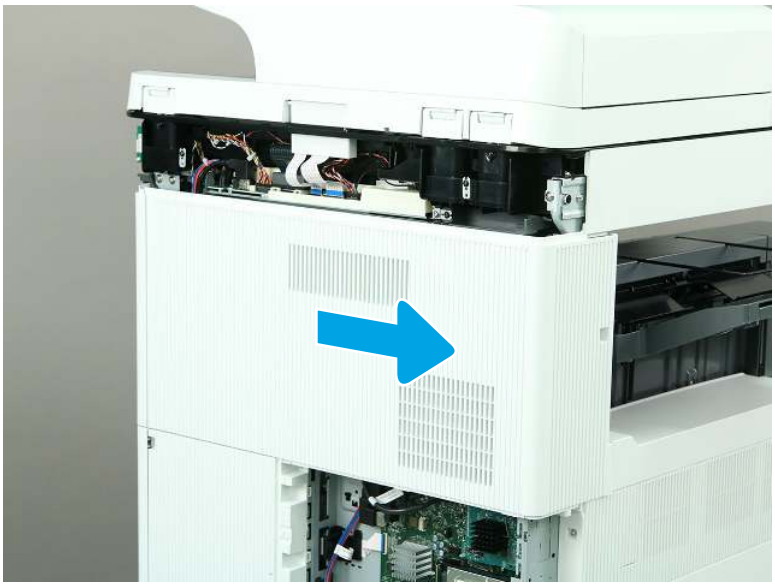
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2138 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2139 Remove the rear upper and left rear upper cover

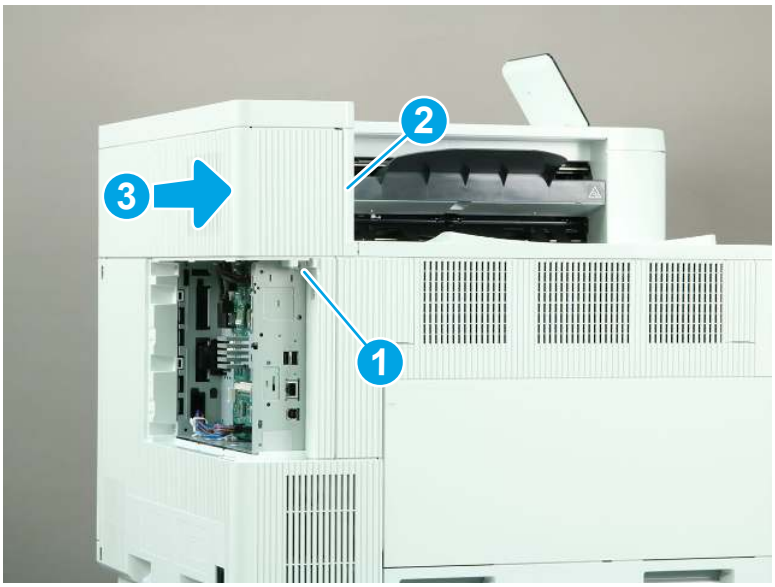


4. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

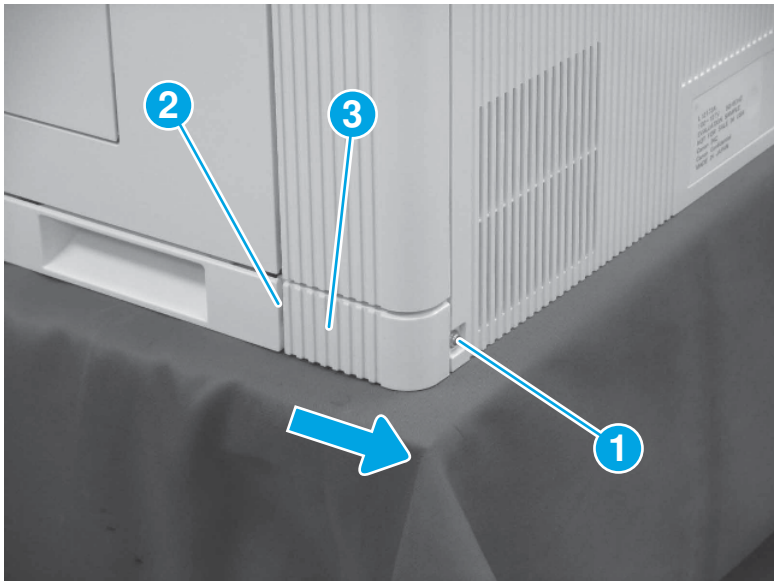
Figure 4-2140 Remove the rear upper cover



5. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

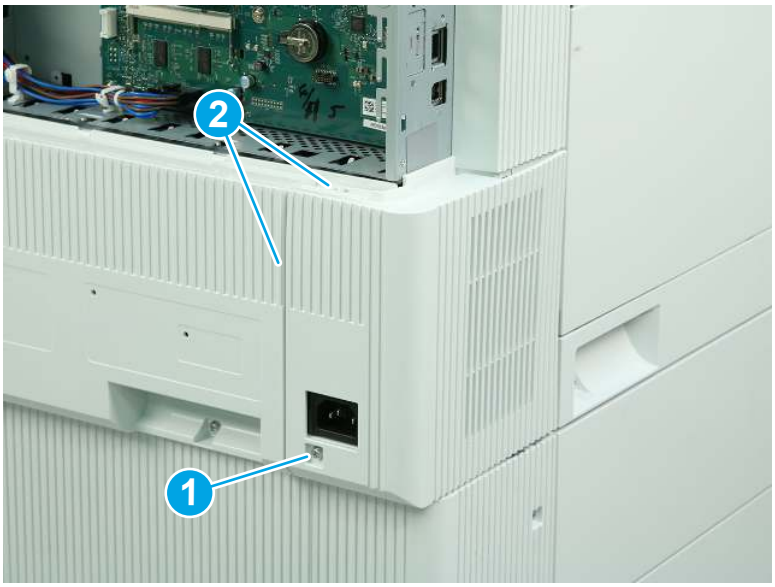
Figure 4-2141 Remove the right rear lower cover



6. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2142 Remove one screw and release two tabs



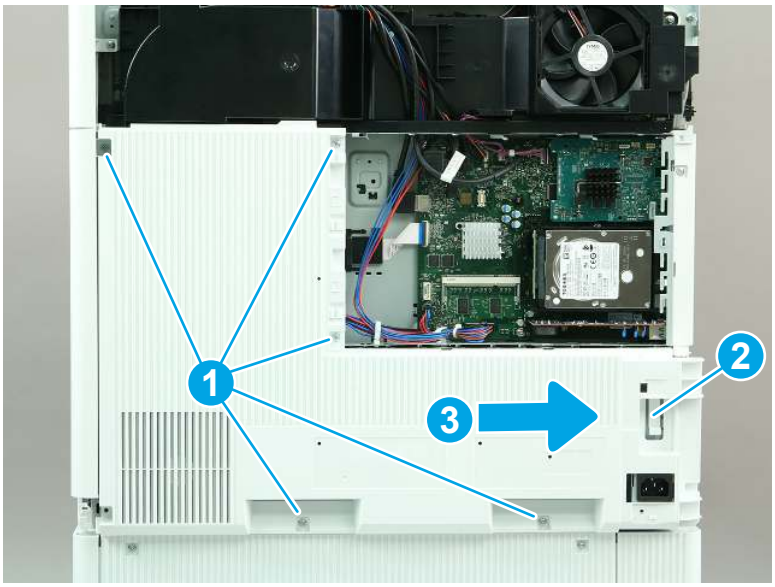
b. Rotate the cover away from the printer to remove it.

Figure 4-2143 Remove the left lower cover

7. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

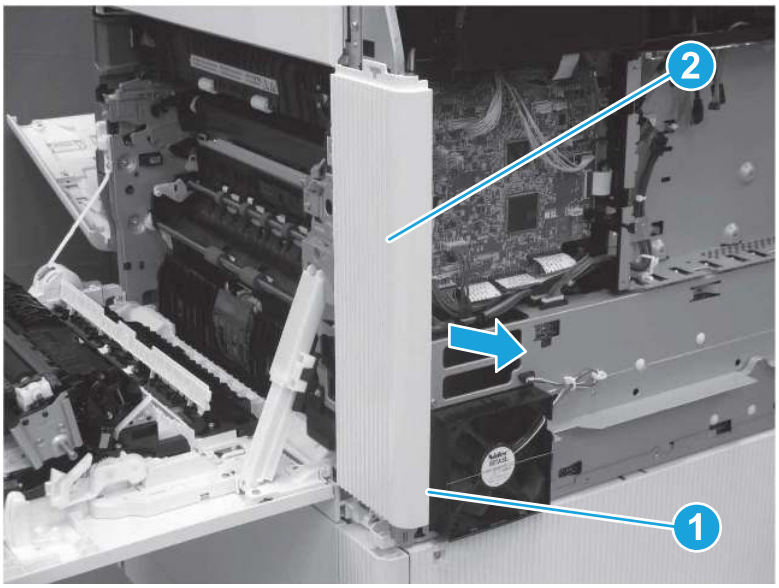
Figure 4-2144 Remove the rear cover (M856/E85055/M776)



8. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

Figure 4-2145 Remove right rear cover



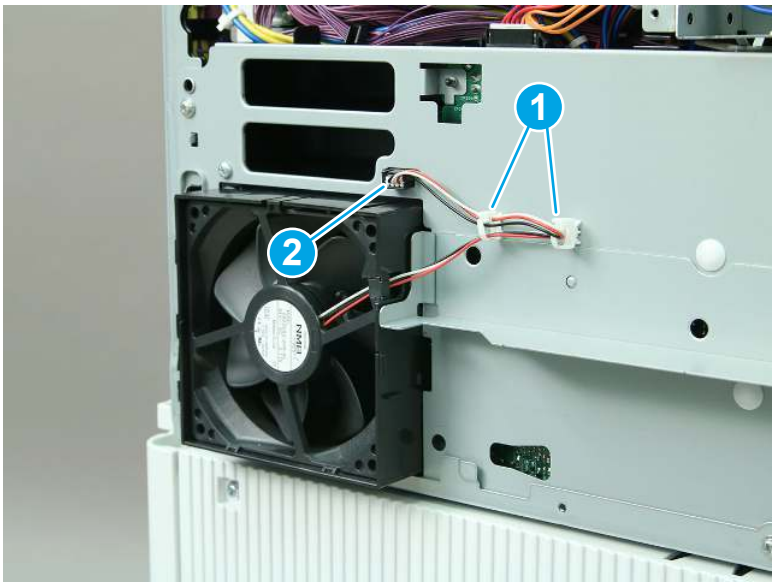
9. Remove the low-voltage power supply (LVPS) fan (M856/E85055/M776).

a. Release the spring (callout 1).

Figure 4-2146 Release the spring

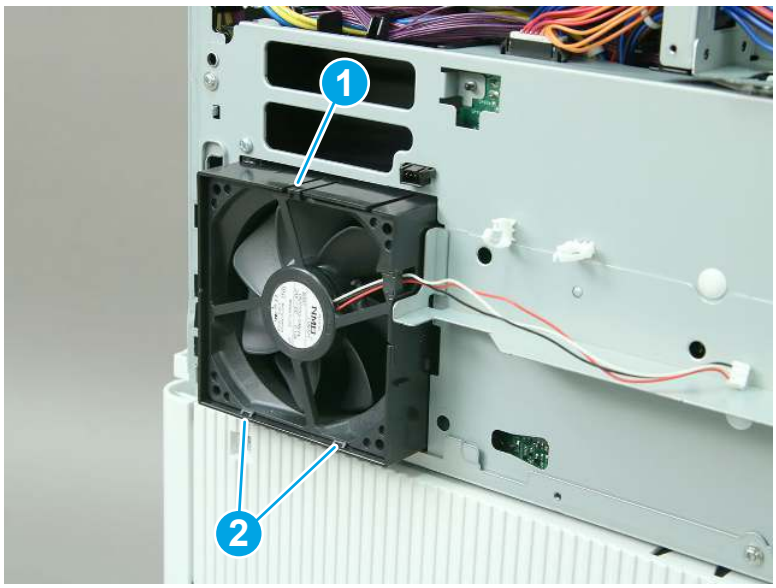
b. Release two retainers (callout 1), and then disconnect one connector (callout 2).

Figure 4-2147 Release retainers and disconnect one connector



c. Release one tab (callout 1) on the top of the fan, and then release two tabs (callout 2) at the bottom of the fan to remove it.

Figure 4-2148 Release three tabs



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Fuser fan (M751/E75245)

Learn how to remove and replace the fuser fan.

View a video of how to remove and replace the fuser fan.

Mean time to repair: 16 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 4-111 Part information

Part number	Part description
RK2-9148-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

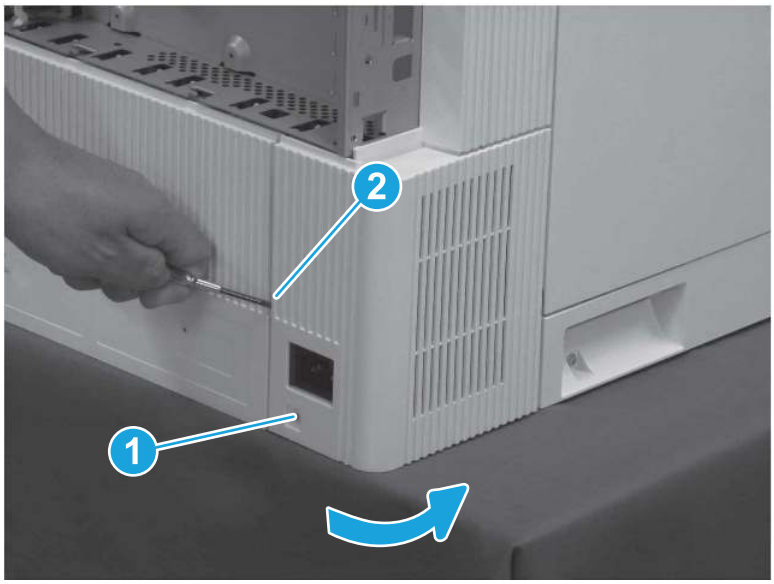
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

  Figure 4-2149 Remove the formatter cover

2. Remove the left lower cover (M751/E75245).

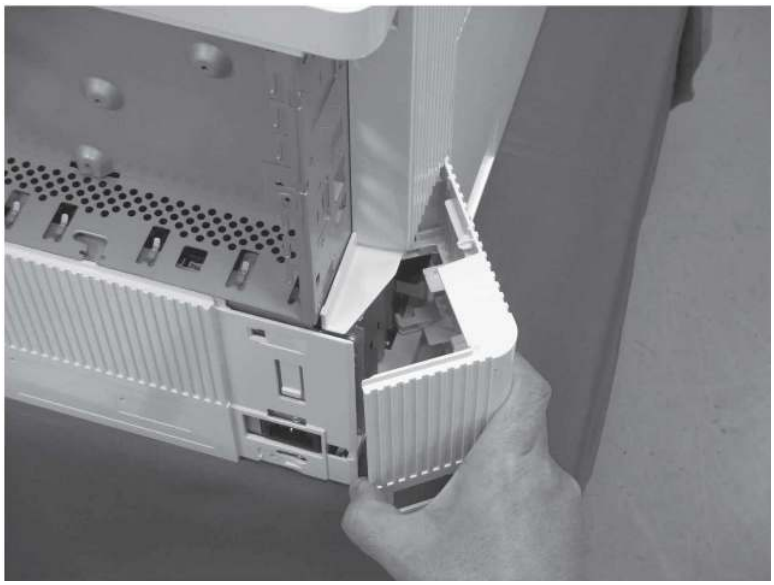
   a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

   Figure 4-2150 Remove one screw and release one tab

b. Remove the left lower cover.

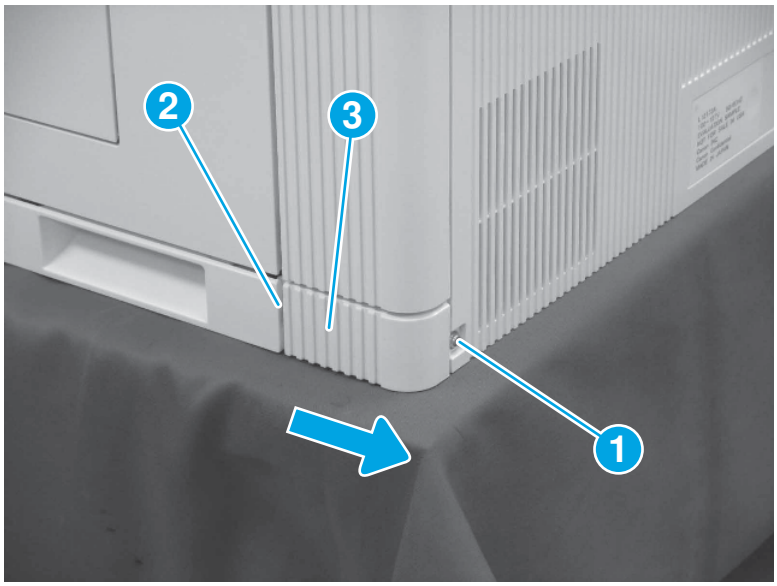
Figure 4-2151 **Remove the left lower cover**



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

Figure 4-2152 **Remove the right rear lower cover**



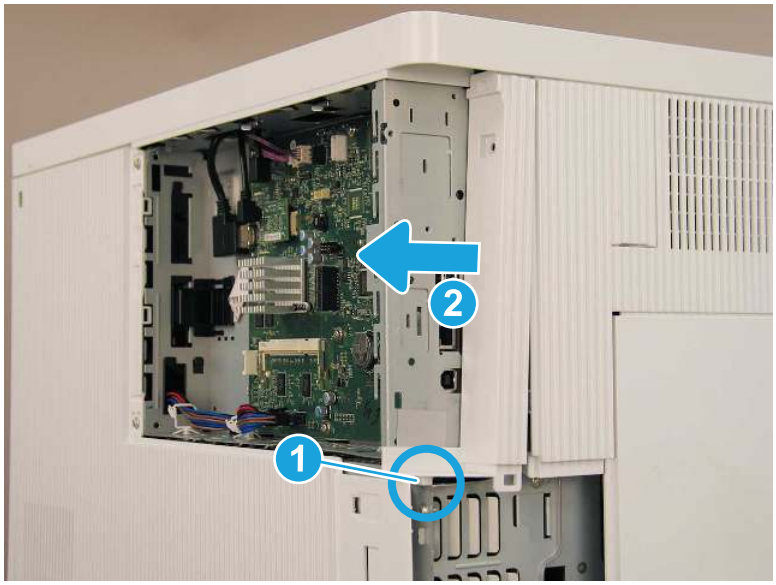
4. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2153 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

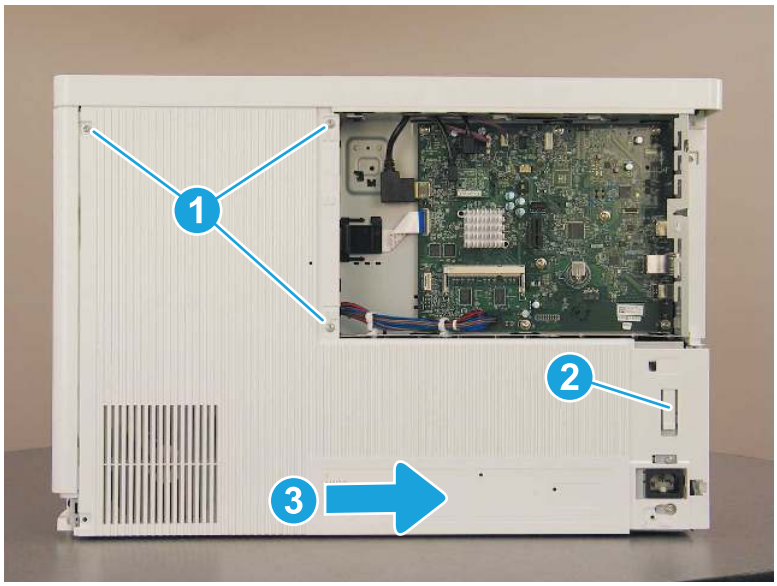
Figure 4-2154 Remove the left rear cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2155 Remove the rear cover

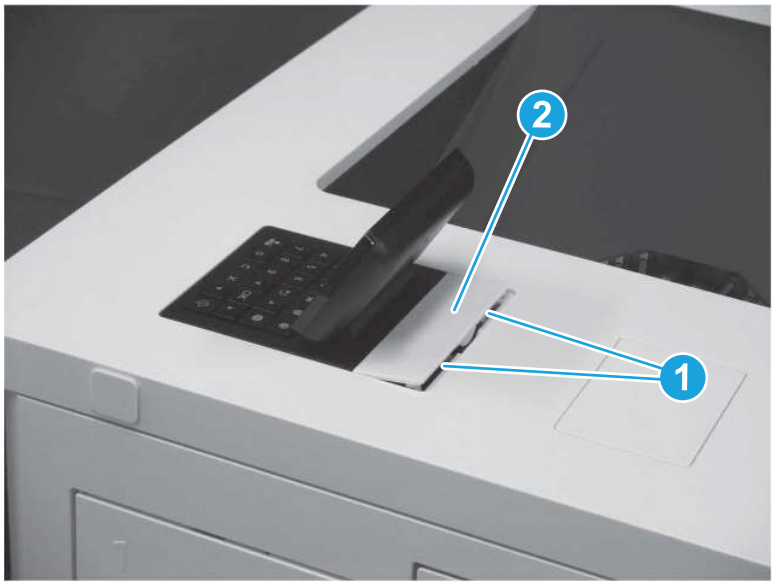
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-2156 Remove the control panel cover



b. Remove one screw (callout 1).

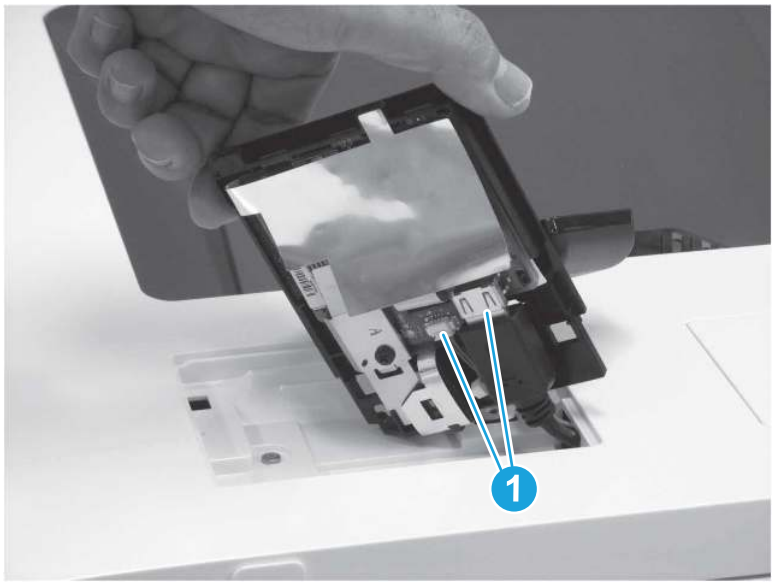
Figure 4-2157 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2158 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

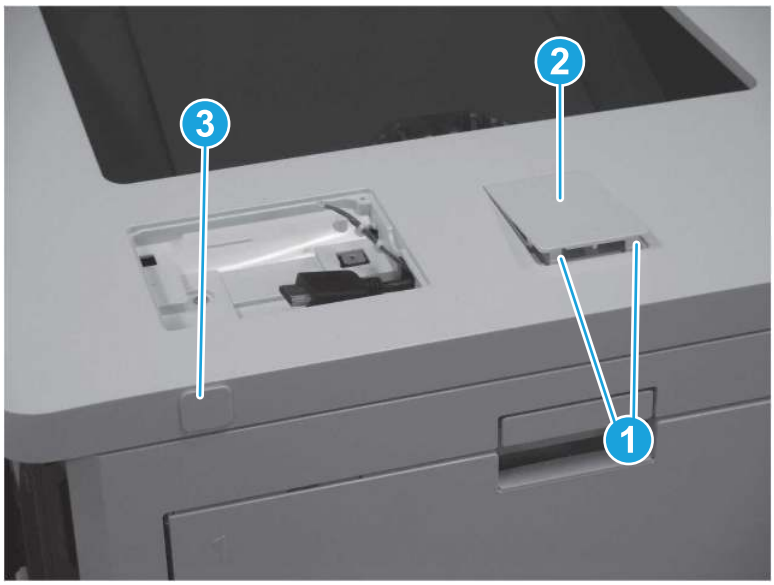
Figure 4-2159 Disconnect two connectors



7. Remove the top cover (M751/E75245).

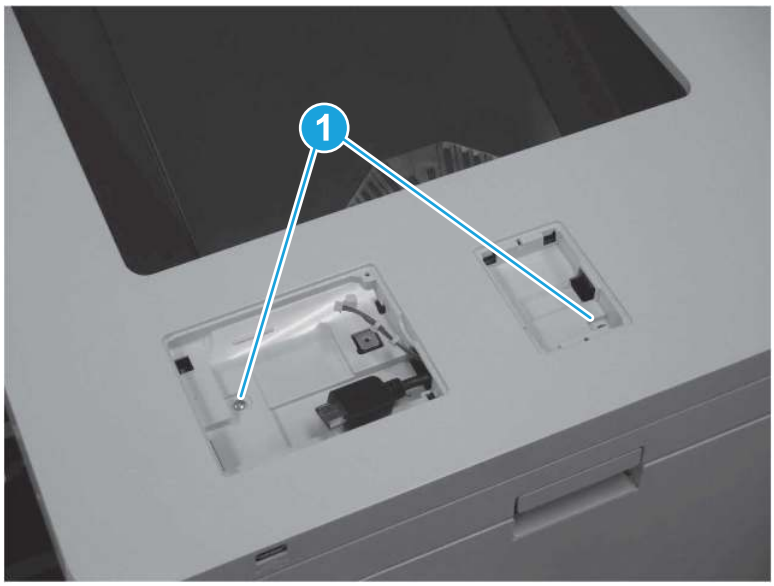
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2160 Remove the HIP cover and USB cap



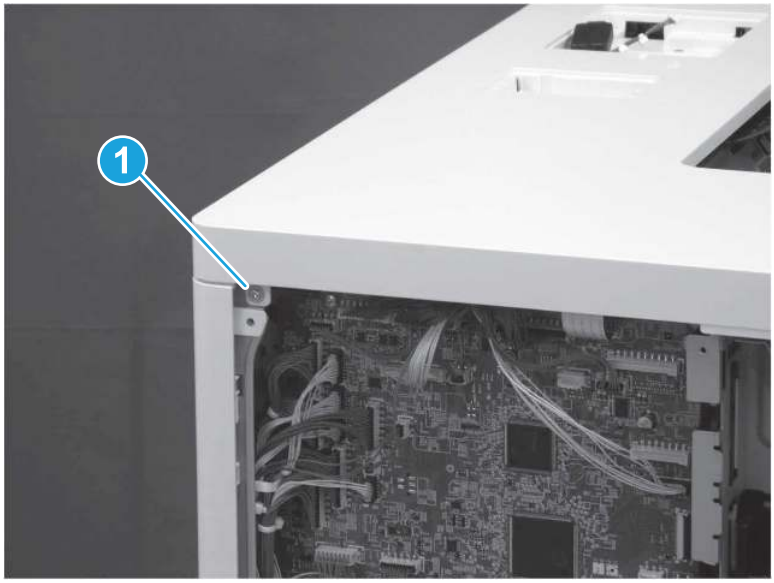
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2161 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2162 Remove one screw

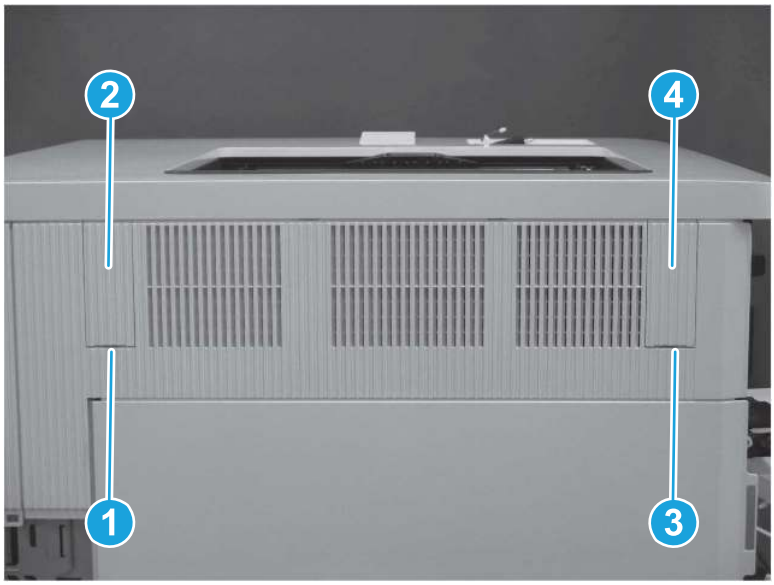


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

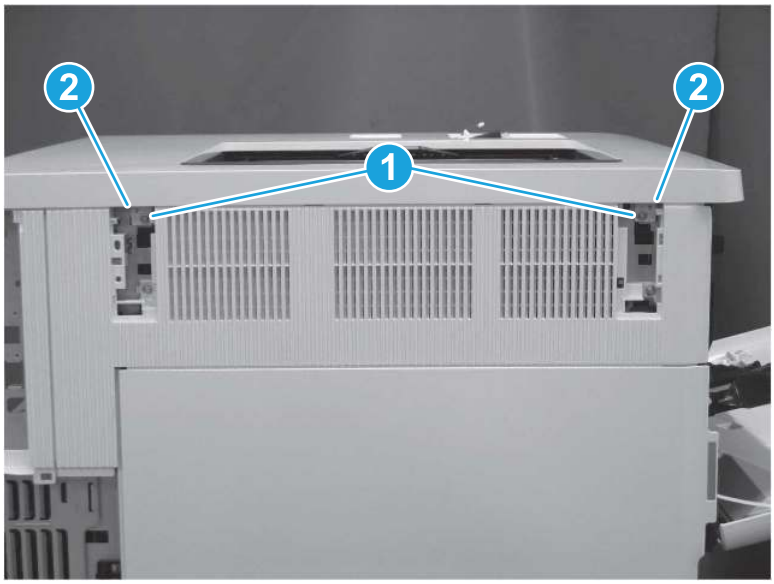
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2163 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

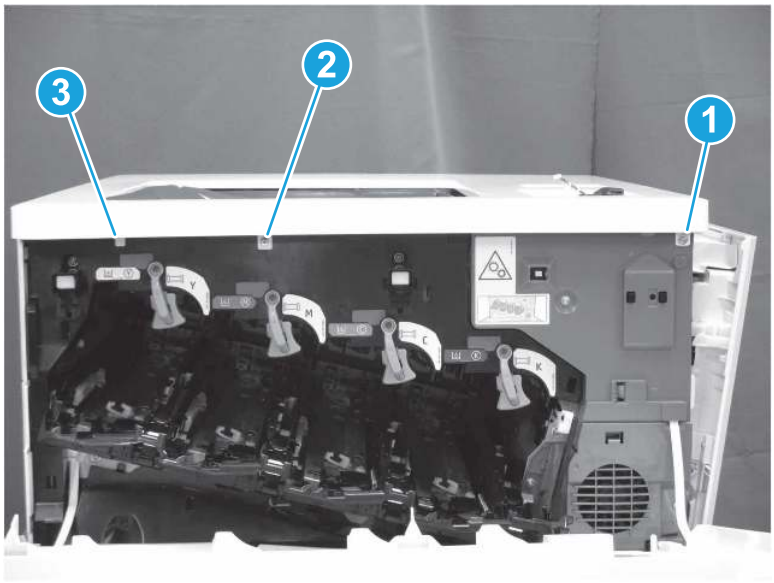
Figure 4-2164 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

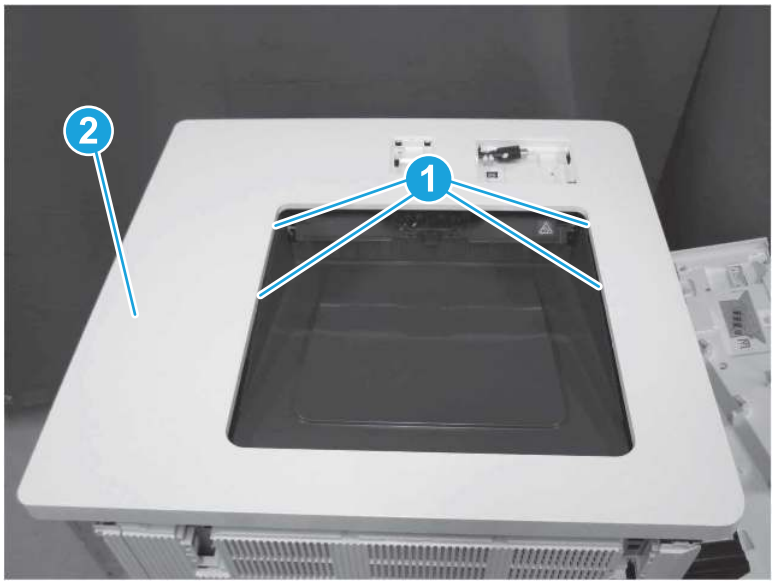
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2165 Remove two screws and release one tab

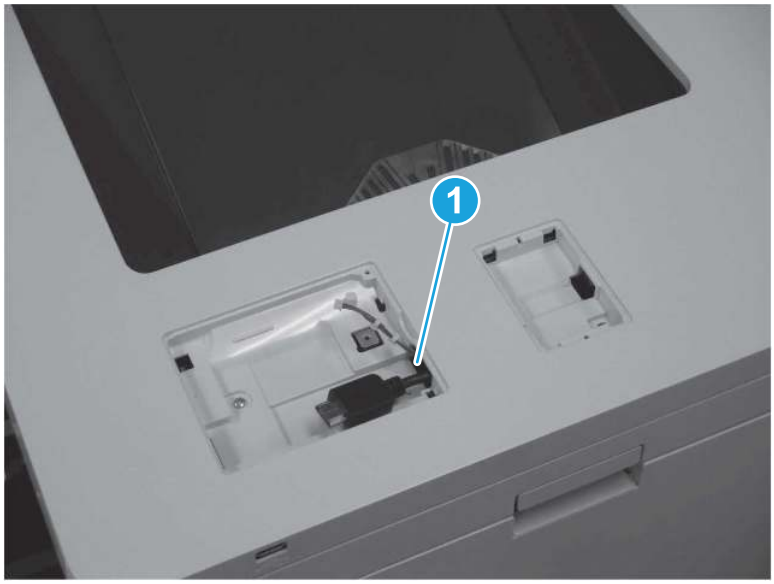


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2166 Remove the top cover



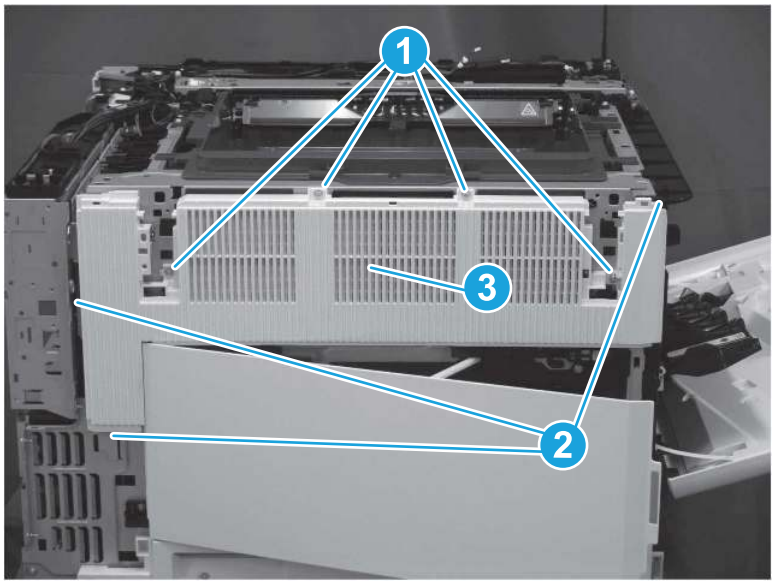
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the left upper cover (M751/E75245).

   - Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

   Figure 4-2167 **Remove the left upper cover**

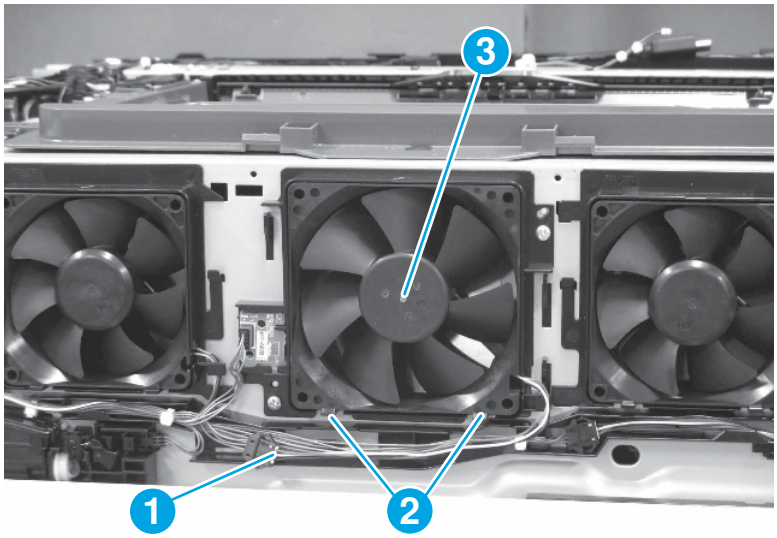


9. Remove the fuser fan.

   - Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the fuser fan (callout 3).

   IMPORTANT: When reinstalling the fuser fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2168 Remove the fuser fan



10. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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: Fuser fan (M856/E85055/M776)

Learn how to remove and replace the fuser fan.

View a video of how to remove and replace the fuser fan.

Mean time to repair: 16 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 4-112 Part information

Part number	Part description
RK2-9148-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

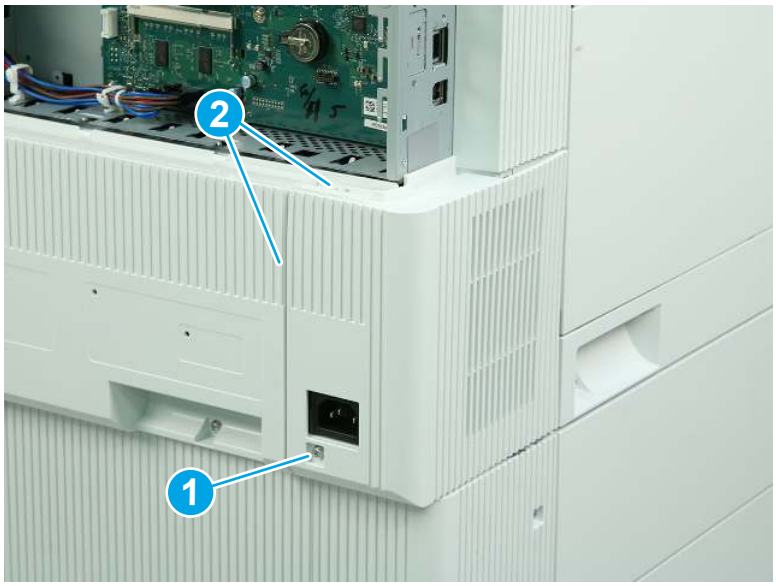
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

  Figure 4-2169 Remove the formatter cover

2. Remove the left lower cover (M856/E85055/M776).

   a. Remove one screw (callout 1), and then release two tabs (callout 2).

   Figure 4-2170 Remove one screw and release two tabs

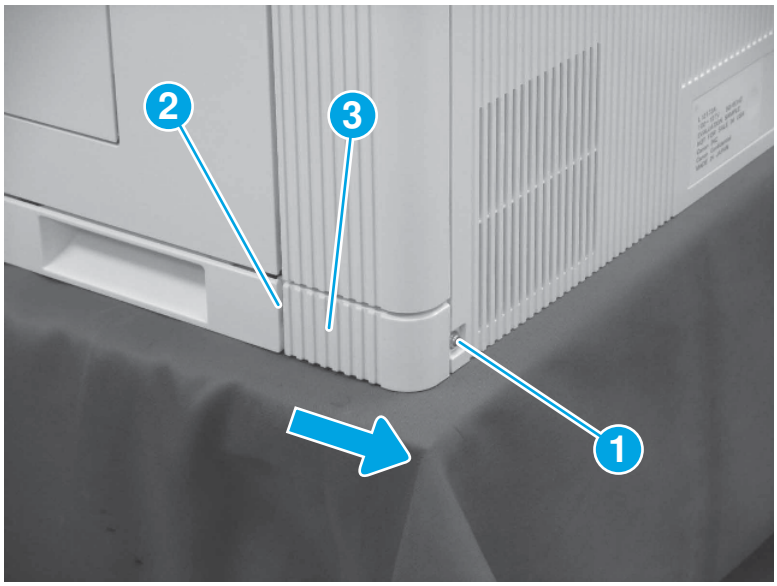
b. Rotate the cover away from the printer to remove it.

Figure 4-2171 Remove the left lower cover

3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

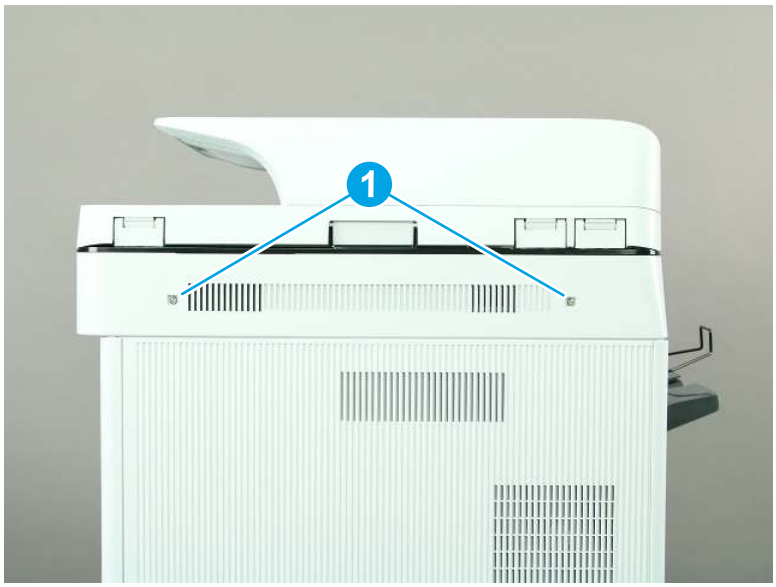
Figure 4-2172 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2173 Remove two screws



b. Remove the SCB cover.

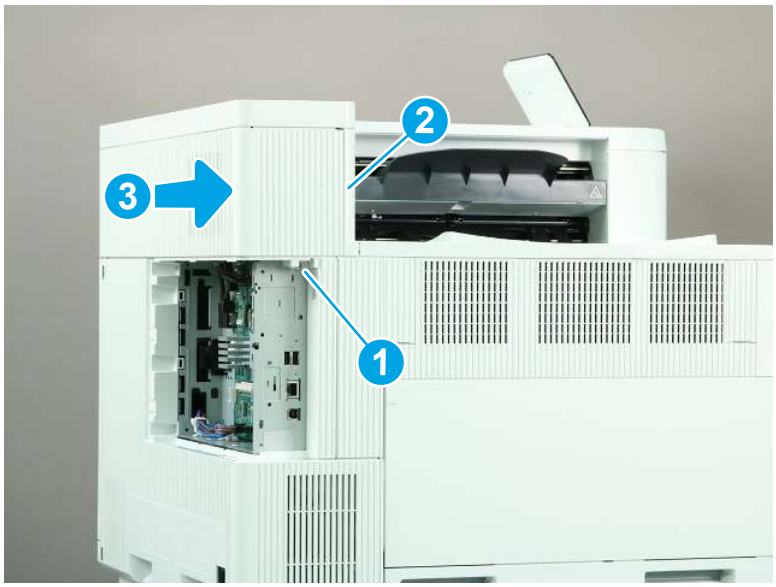
Figure 4-2174 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

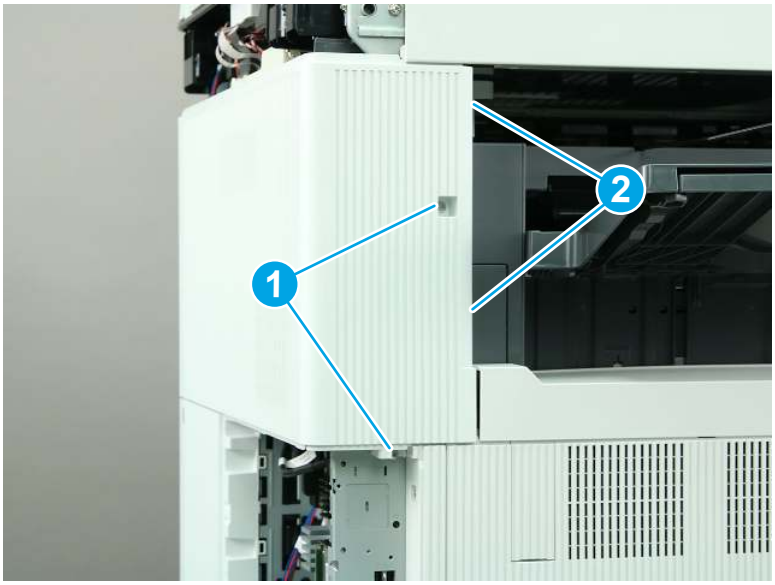
  Figure 4-2175 Remove the rear upper cover

6. Remove the rear upper cover and left rear upper cover (M776zs).

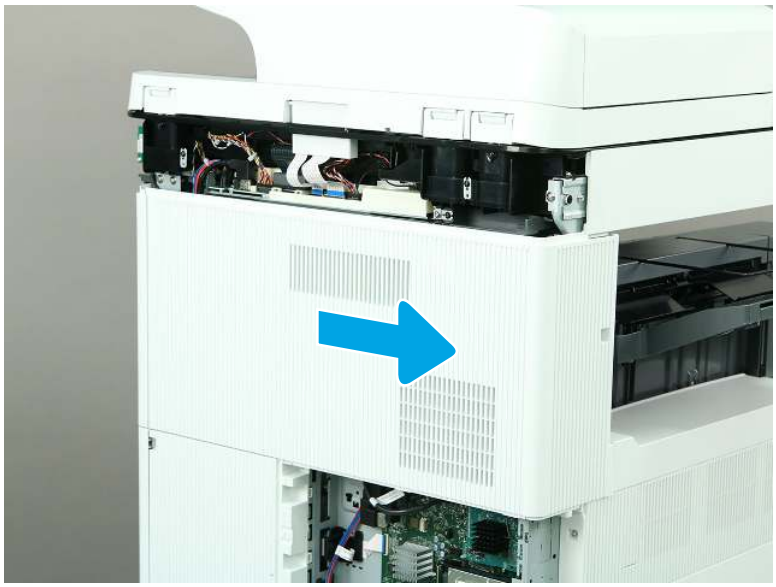
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-2176 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

Figure 4-2177 Remove the rear upper and left rear upper cover



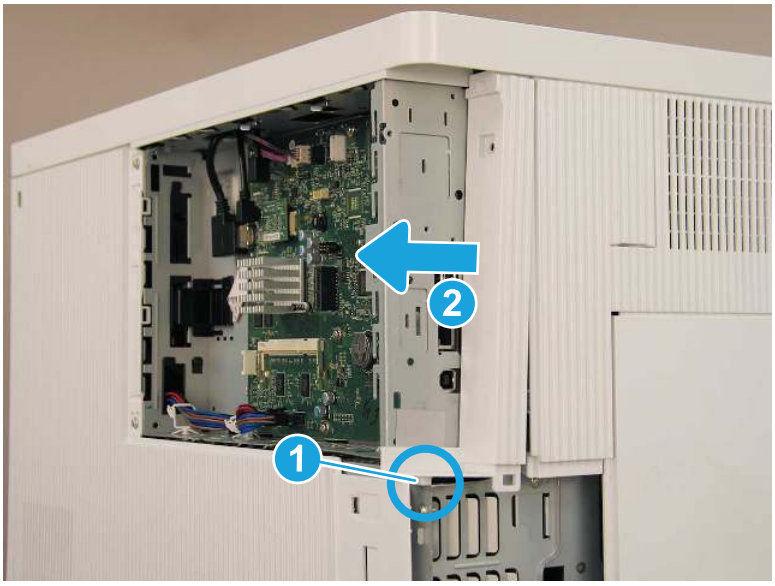
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2178 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

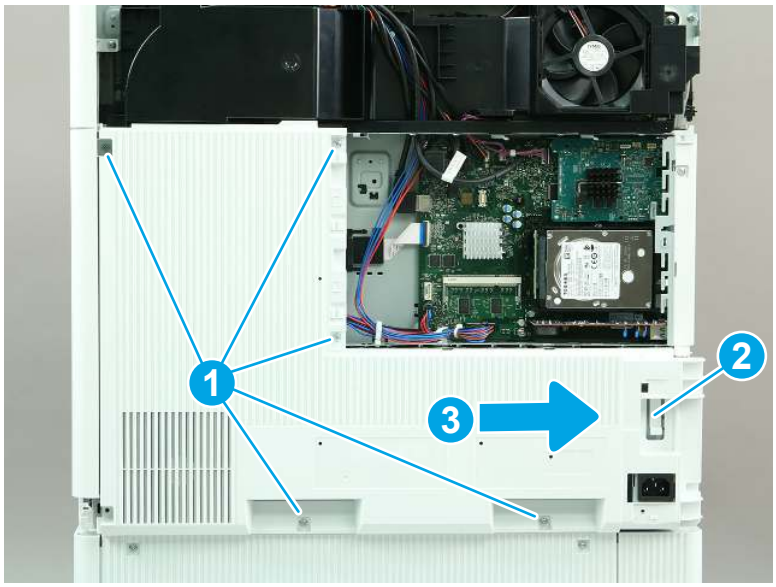
Figure 4-2179 **Remove the left rear cover**



8. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2180 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2181 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-2182 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

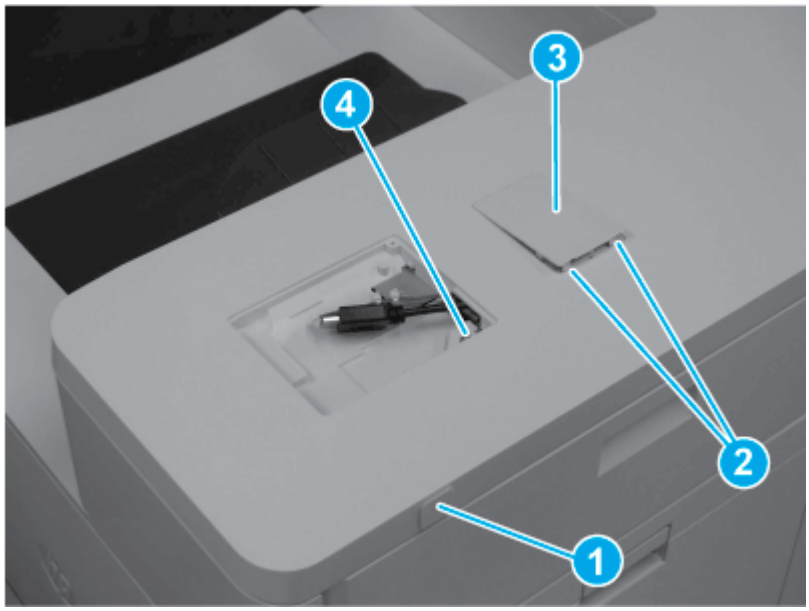
Figure 4-2183 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2184 Disconnect two connectors

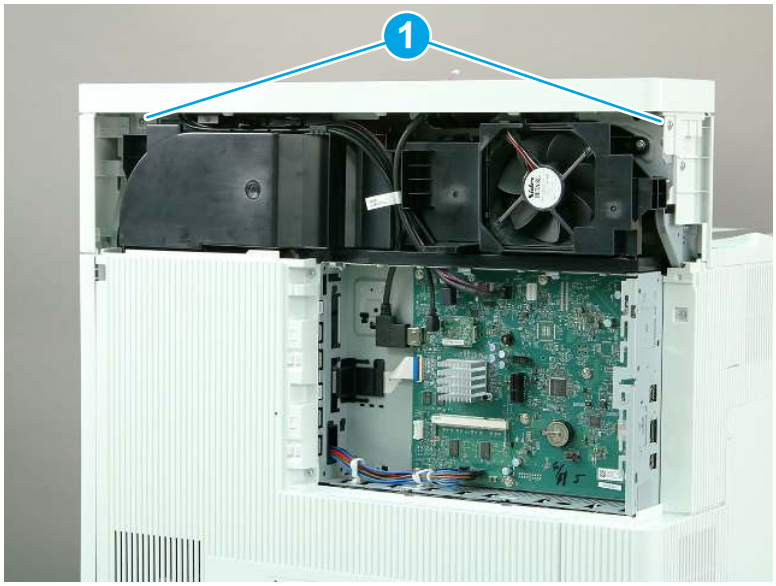
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2185 Remove covers and one screw



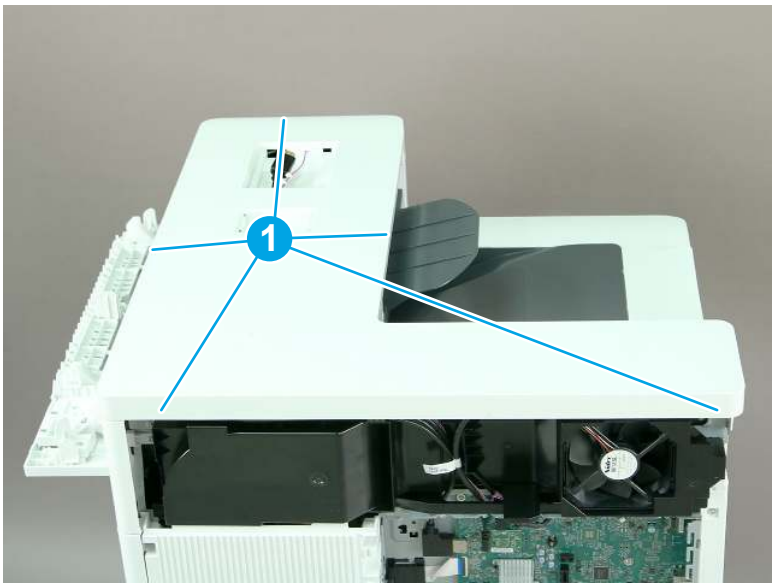
f. Remove two screws (callout 1).

Figure 4-2186 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-2187 Release five tabs

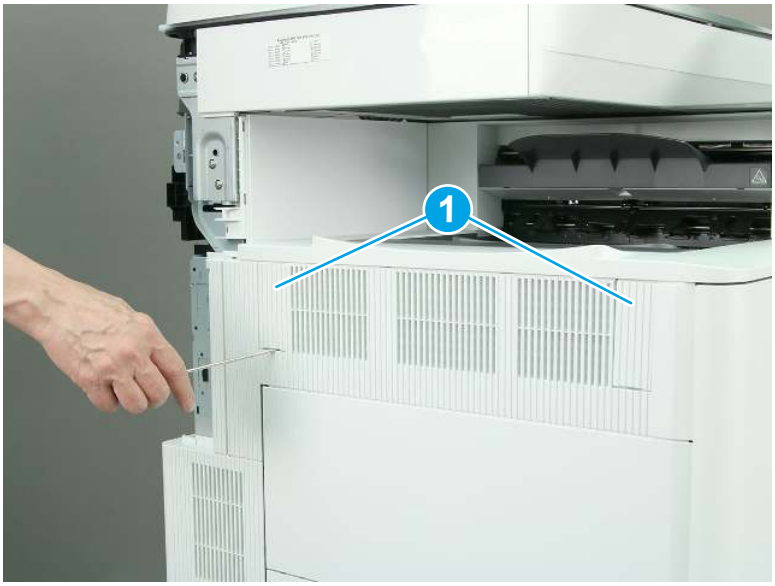


10. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

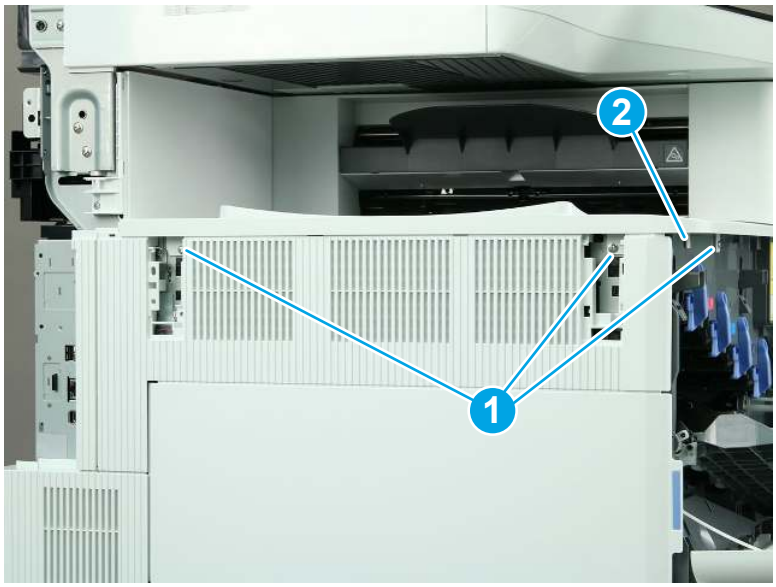
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2188 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2189 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

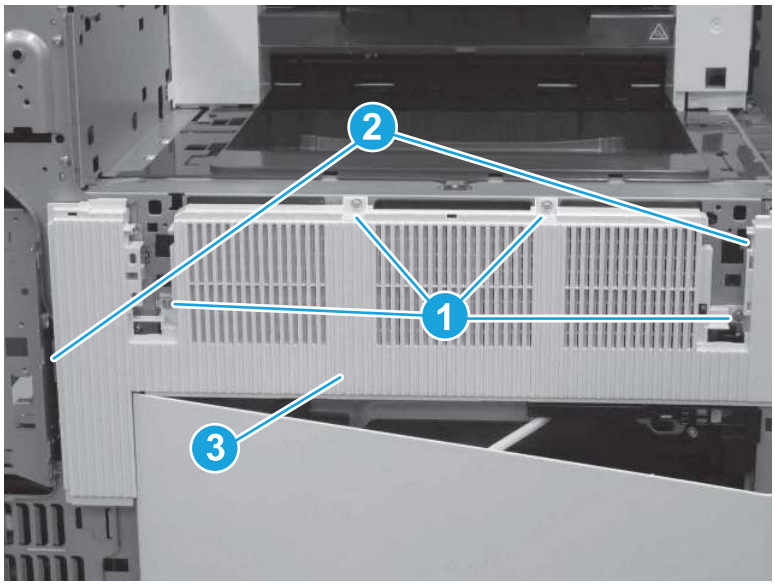
Figure 4-2190 Remove the accessory upper cover

11. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

Figure 4-2191 Remove the left upper cover

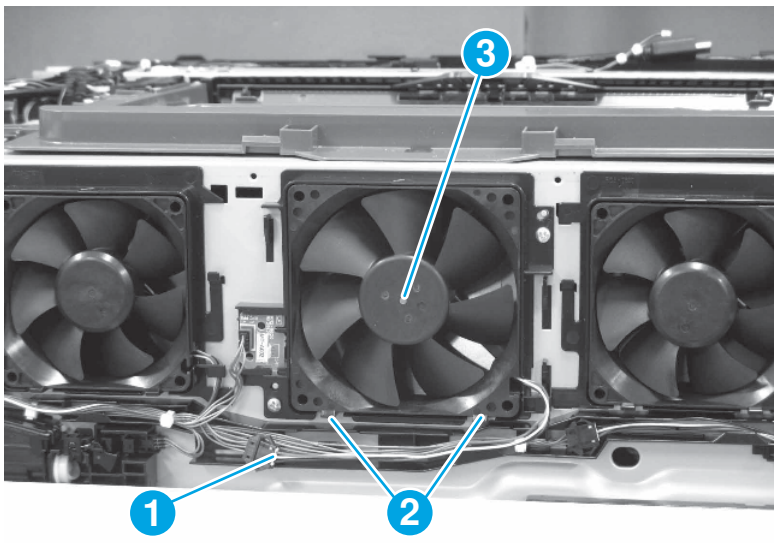


12. Remove the fuser fan.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the fuser fan (callout 3).

IMPORTANT: When reinstalling the fuser fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2192 Remove the fuser fan



13. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 front fan (M751/E75245)

Learn how to remove and replace the cartridge front fan.

View a video of how to remove and replace the cartridge front fan.

Mean time to repair: 16 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 4-113 Part information

Part number	Part description
RK2-2276-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

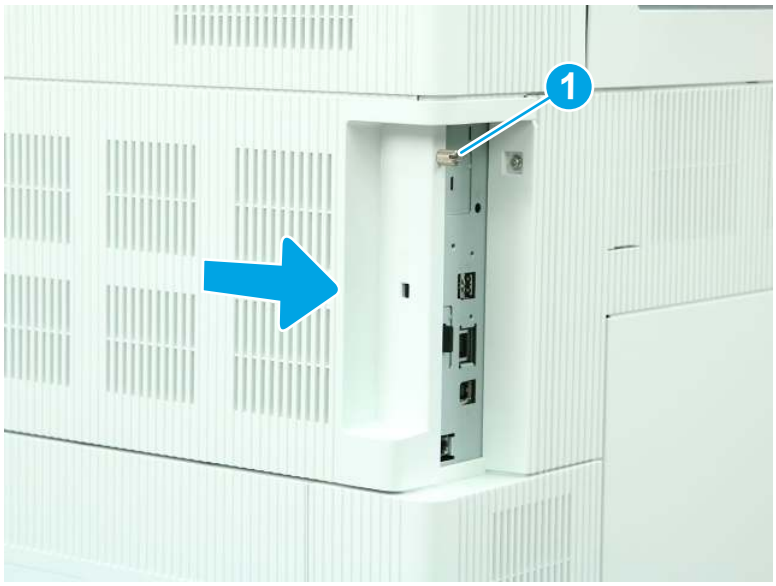
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

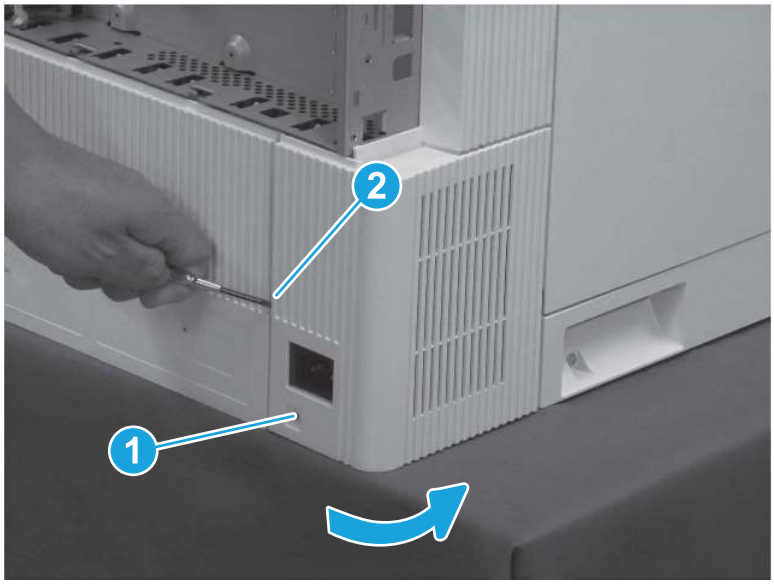
   Figure 4-2193 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

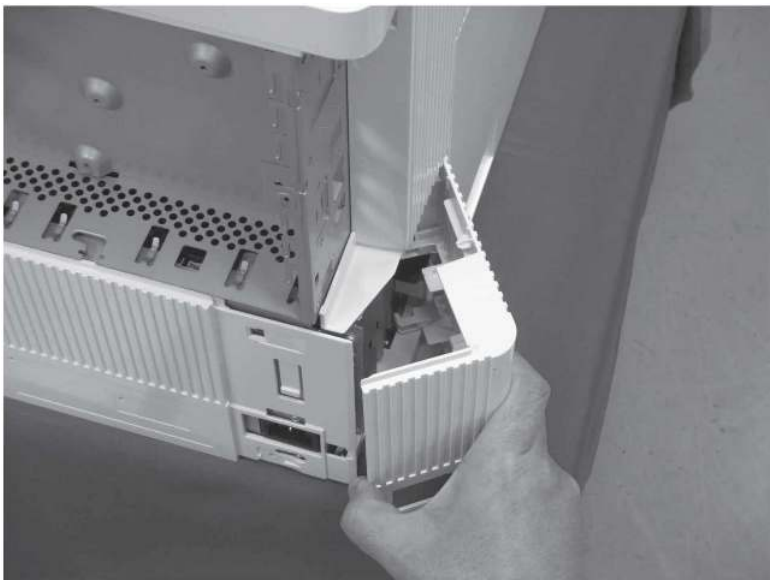
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2194 Remove one screw and release one tab



b. Remove the left lower cover.

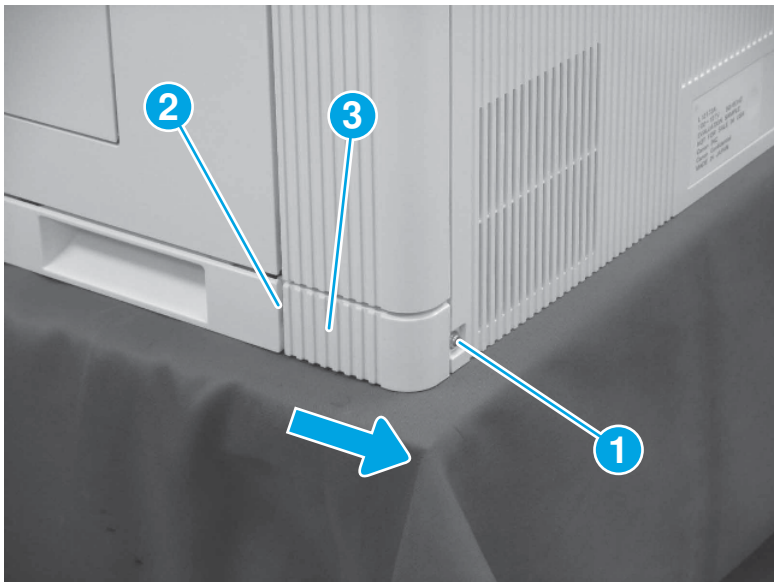
Figure 4-2195 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

Figure 4-2196 **Remove the right rear lower cover**



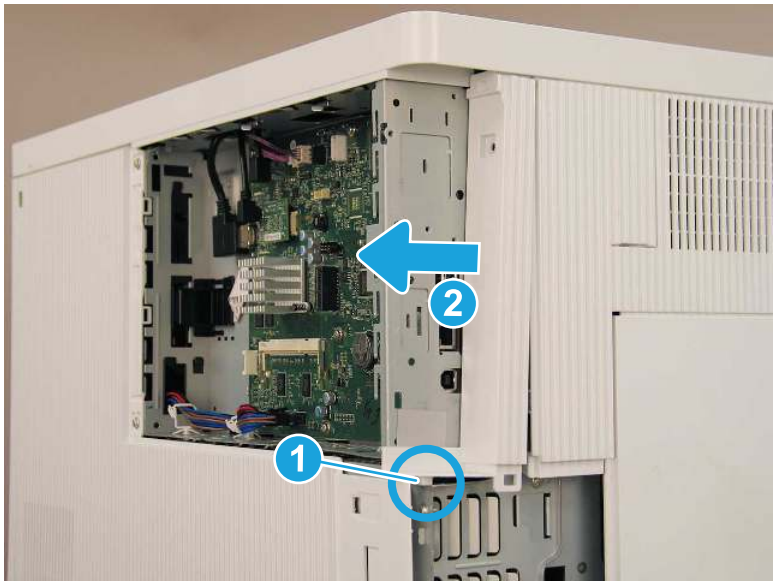
4. Remove the left rear cover (M751/E75245/M856/E85055/M776).

   a. Remove one screw (callout 1).

Figure 4-2197 **Remove one screw**

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

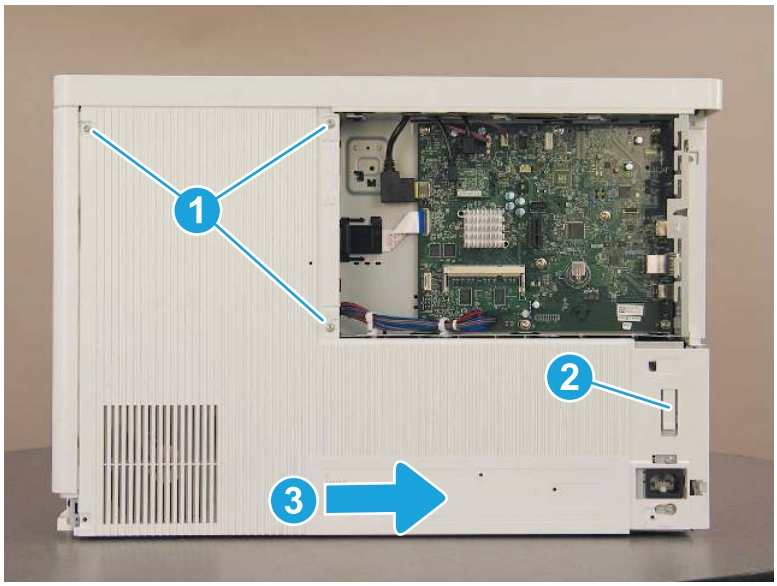
Figure 4-2198 Remove the left rear cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-2199 Remove the rear cover

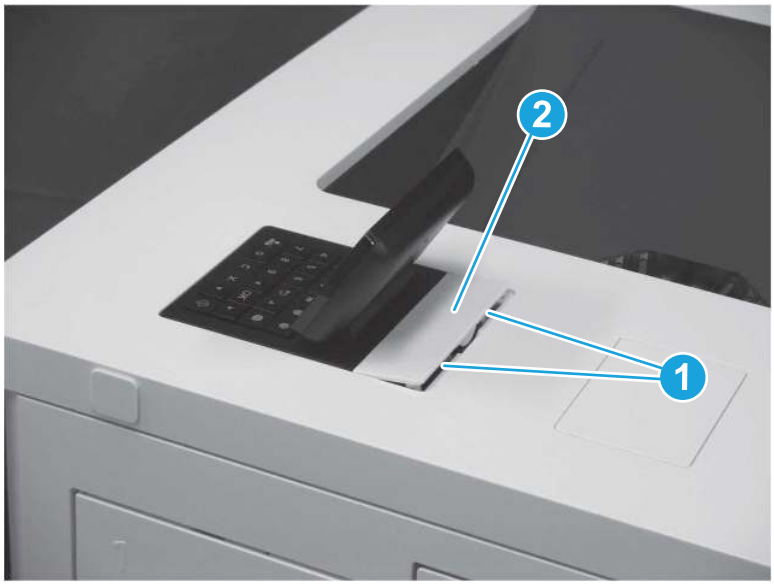


6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-2200 Remove the control panel cover



b. Remove one screw (callout 1).

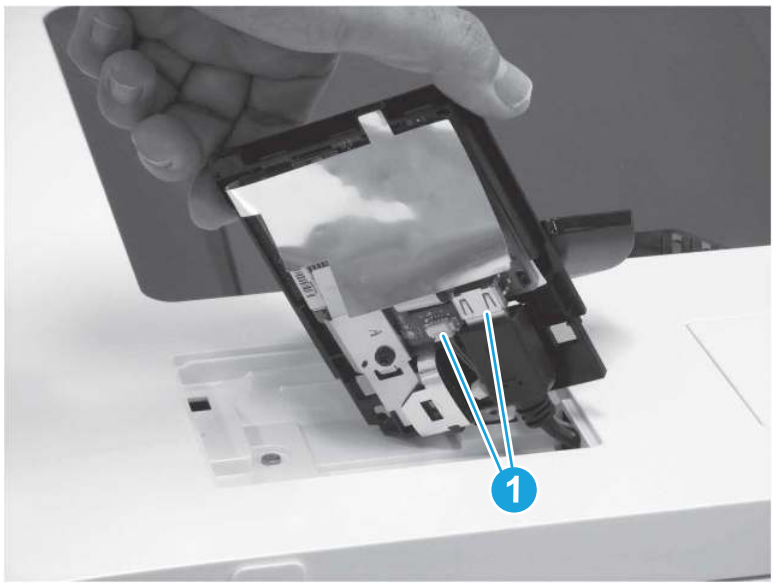
Figure 4-2201 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2202 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

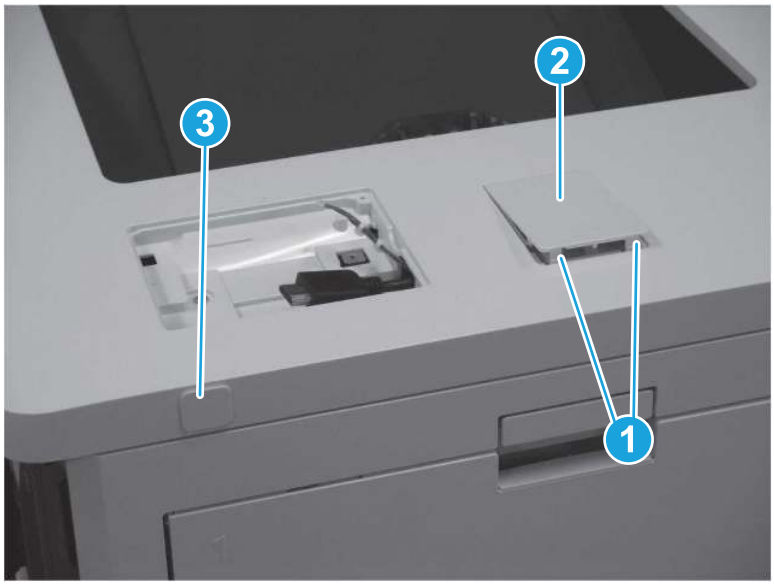
Figure 4-2203 Disconnect two connectors



7. Remove the top cover (M751/E75245).

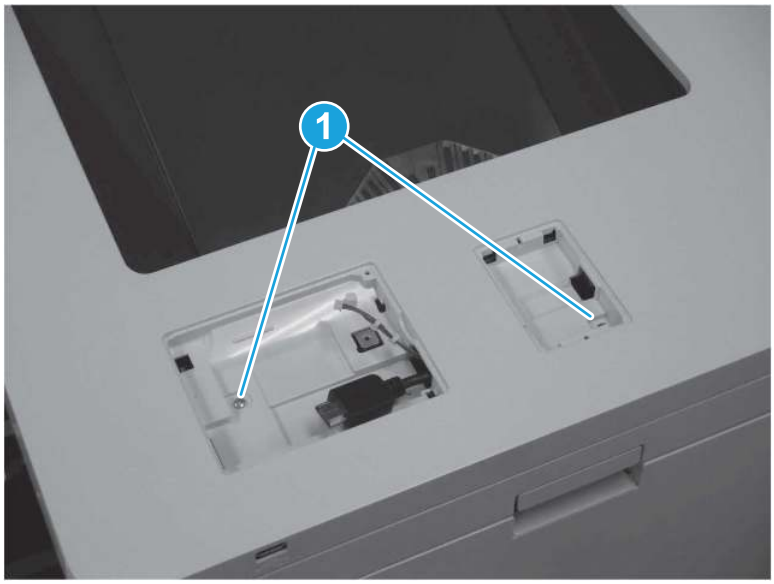
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2204 Remove the HIP cover and USB cap



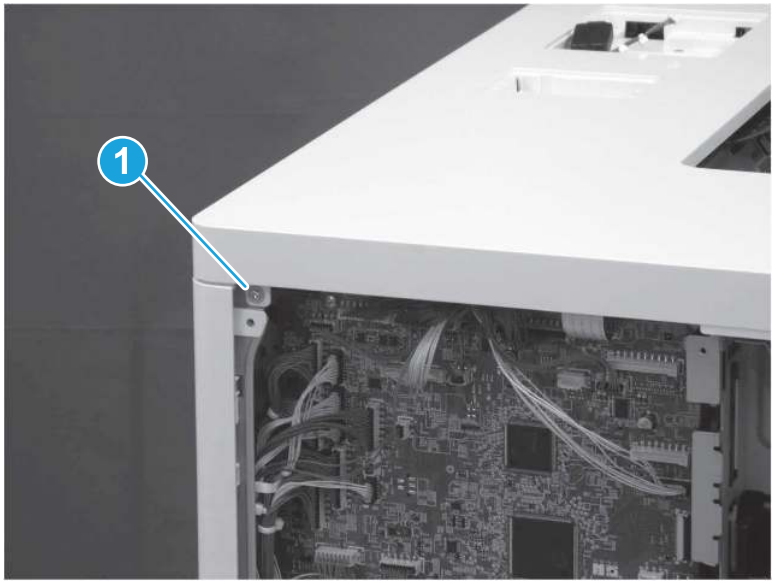
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2205 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2206 Remove one screw

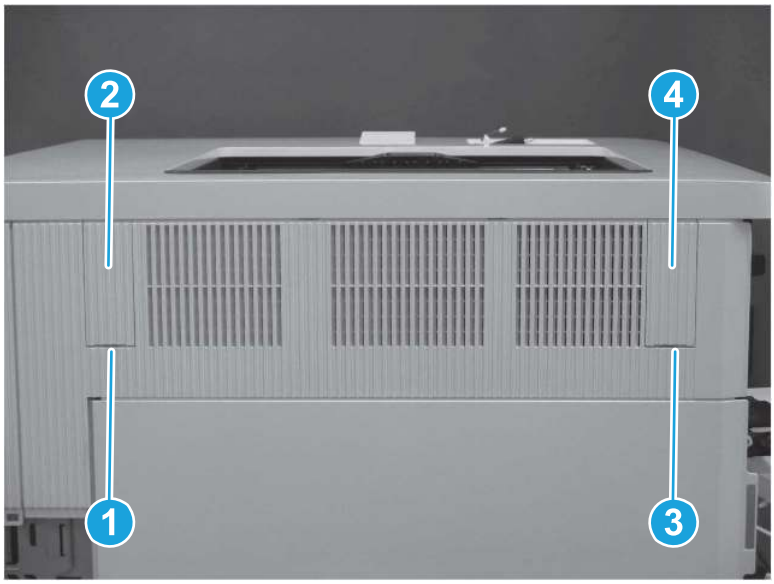


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

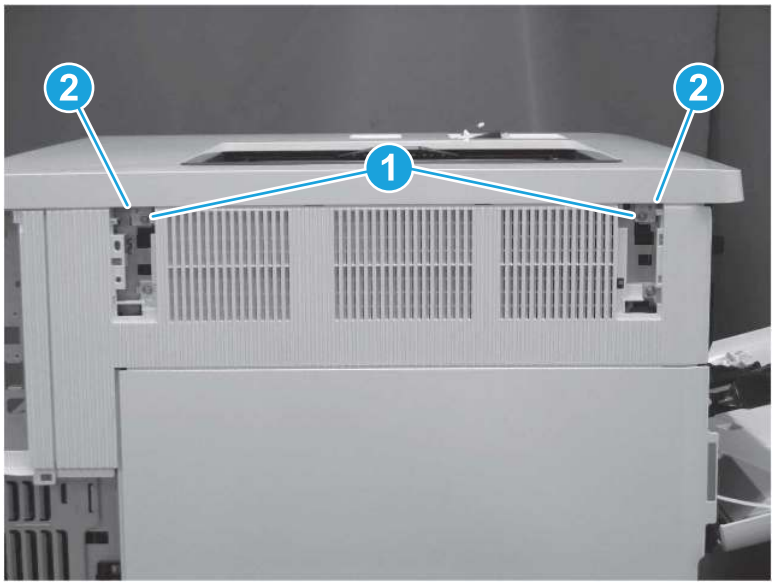
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2207 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

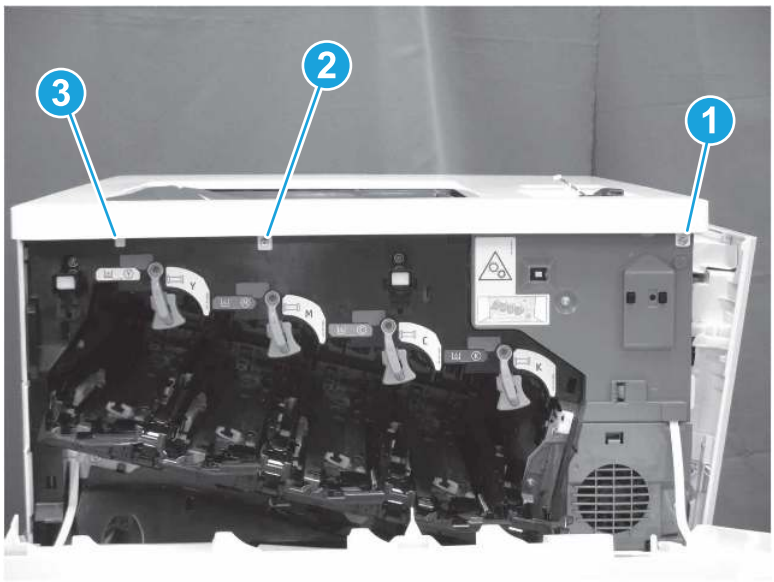
Figure 4-2208 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

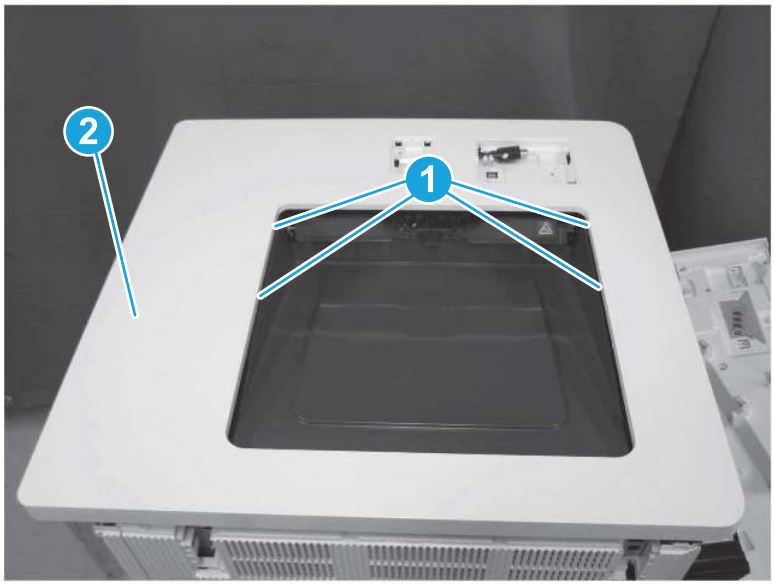
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2209 Remove two screws and release one tab

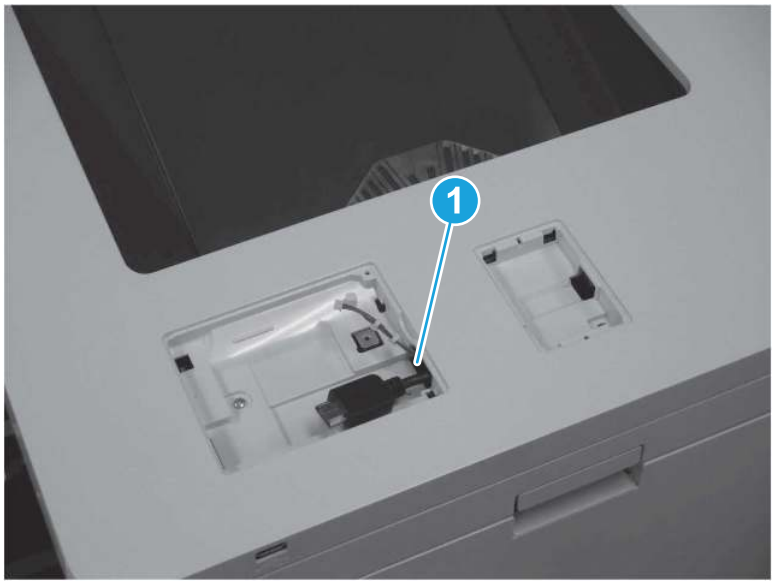


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2210 Remove the top cover



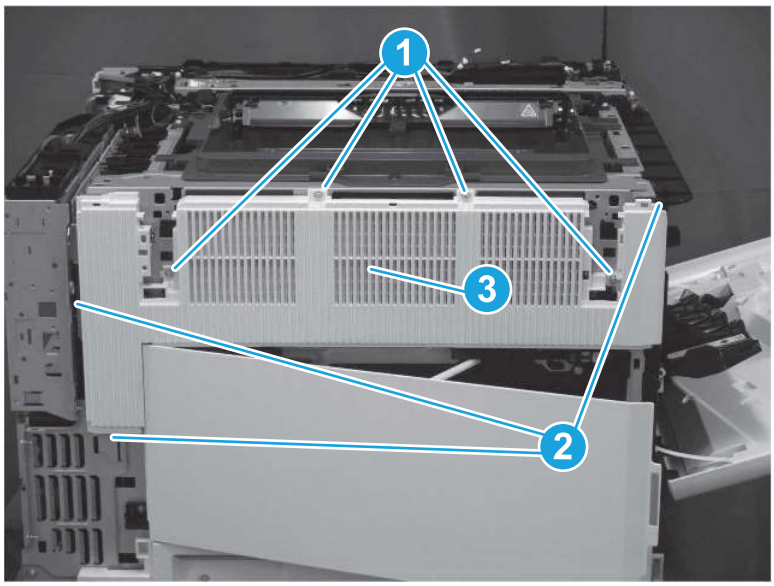
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the left upper cover (M751/E75245).

- Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

Figure 4-2211 **Remove the left upper cover**

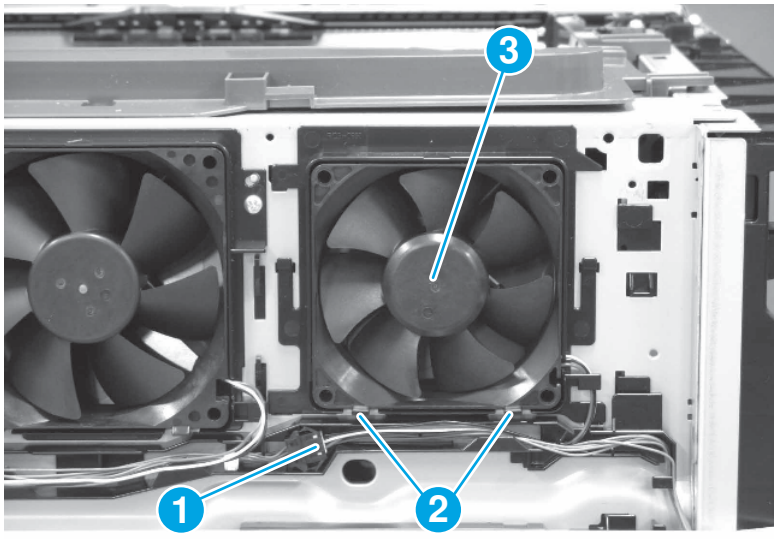


9. Remove the cartridge front fan.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the cartridge front fan (callout 3).

IMPORTANT: When reinstalling the cartridge front fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2212 **Remove the cartridge front fan**



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 front fan (M856/E85055/M776)

Learn how to remove and replace the cartridge front fan.

View a video of how to remove and replace the cartridge front fan.

Mean time to repair: 16 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 4-114 Part information

Part number	Part description
RK2-2276-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

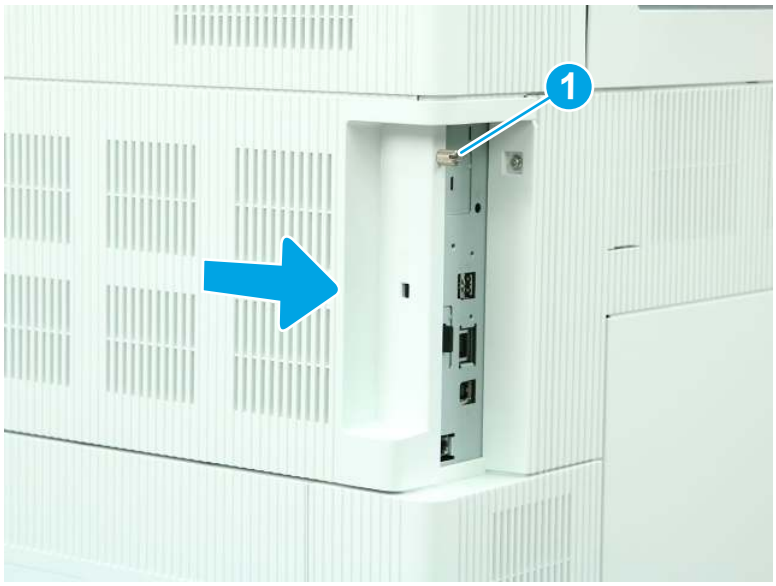
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

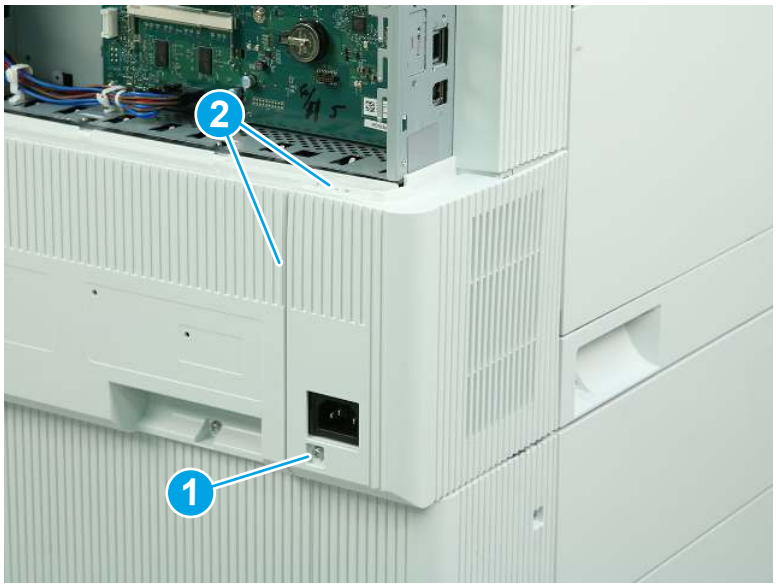
   Figure 4-2213 **Remove the formatter cover**

2. Remove the left lower cover (M856/E85055/M776).

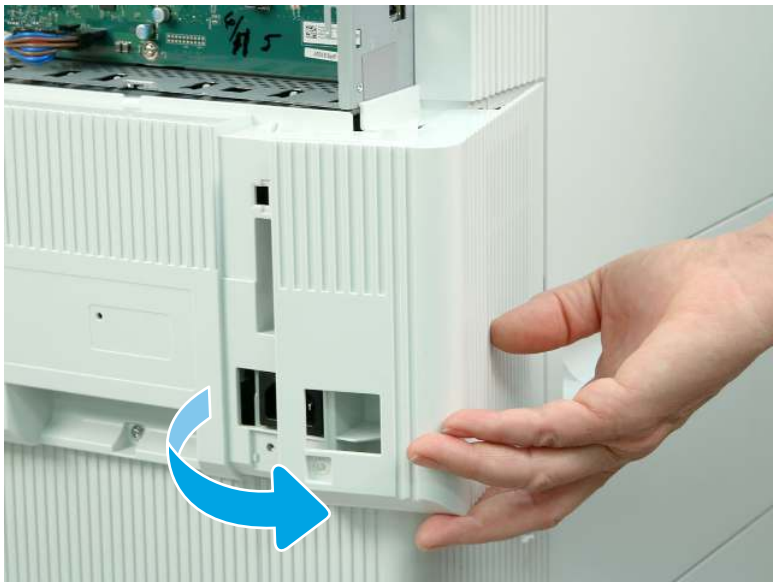
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2214 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

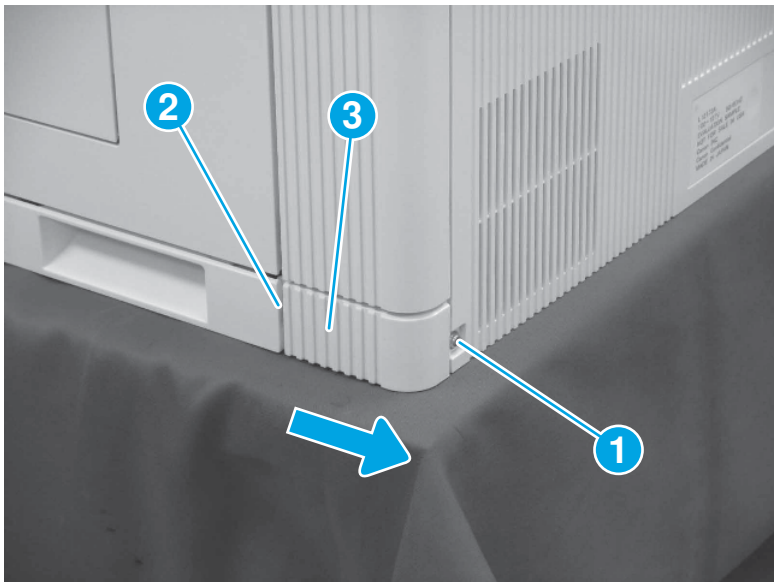
Figure 4-2215 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

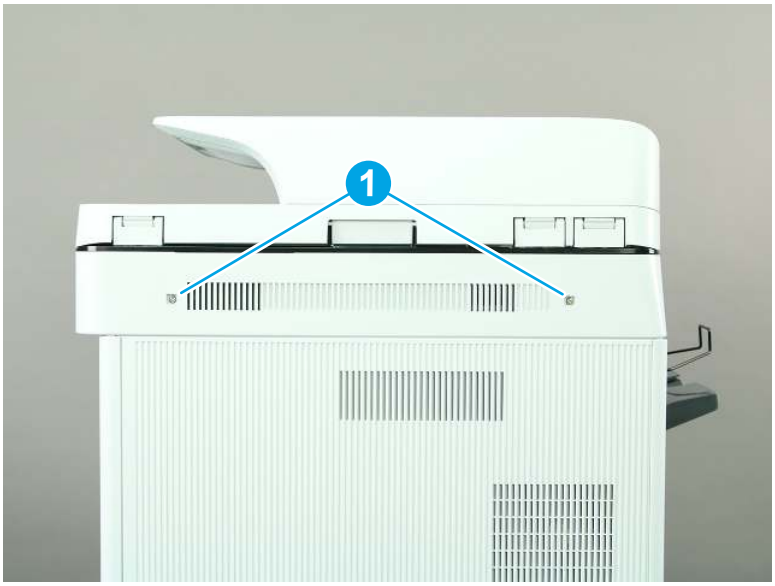
Figure 4-2216 **Remove the right rear lower cover**



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2217 **Remove two screws**



b. Remove the SCB cover.

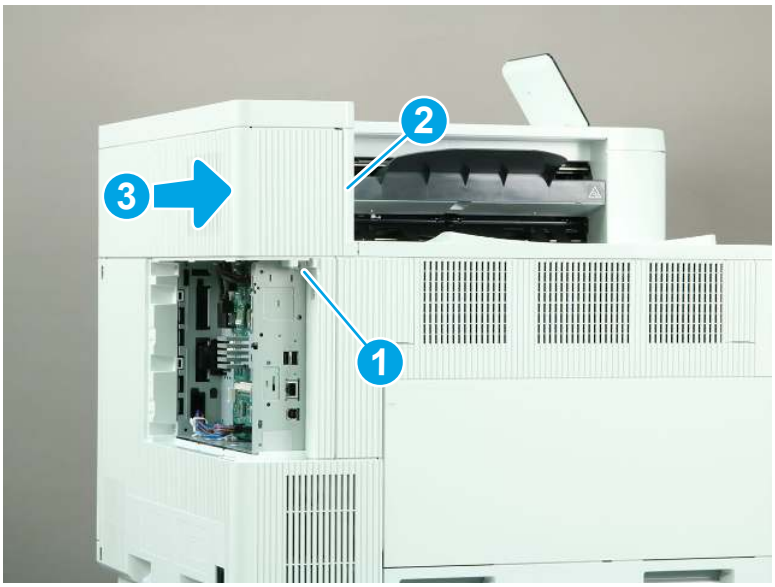
Figure 4-2218 **Remove the SCB cover**

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

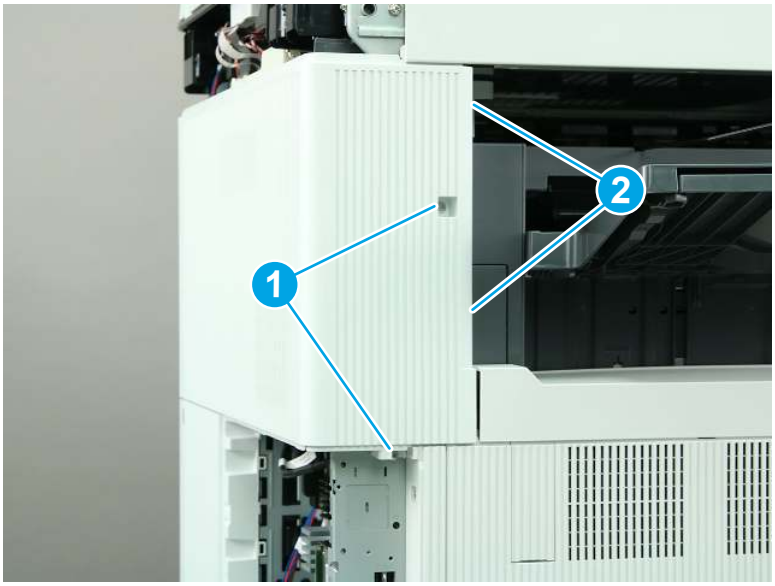
Figure 4-2219 **Remove the rear upper cover**



6. Remove the rear upper cover and left rear upper cover (M776zs).

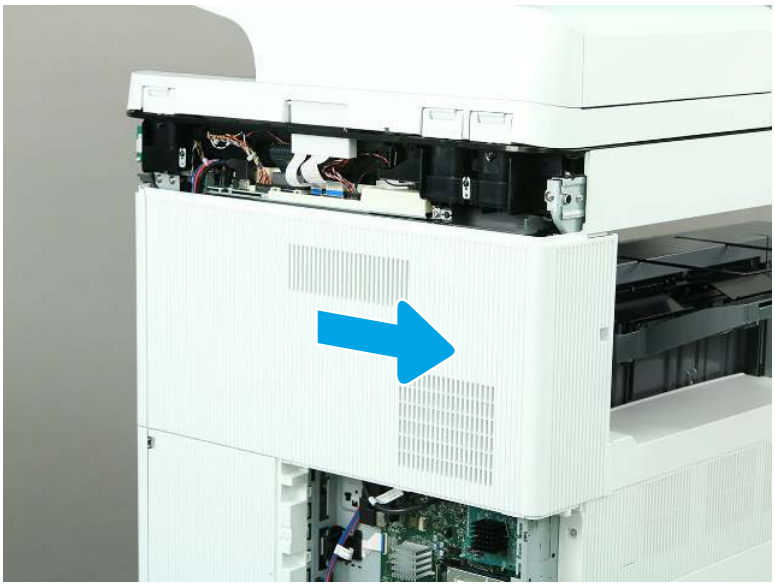
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2220 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2221 Remove the rear upper and left rear upper cover



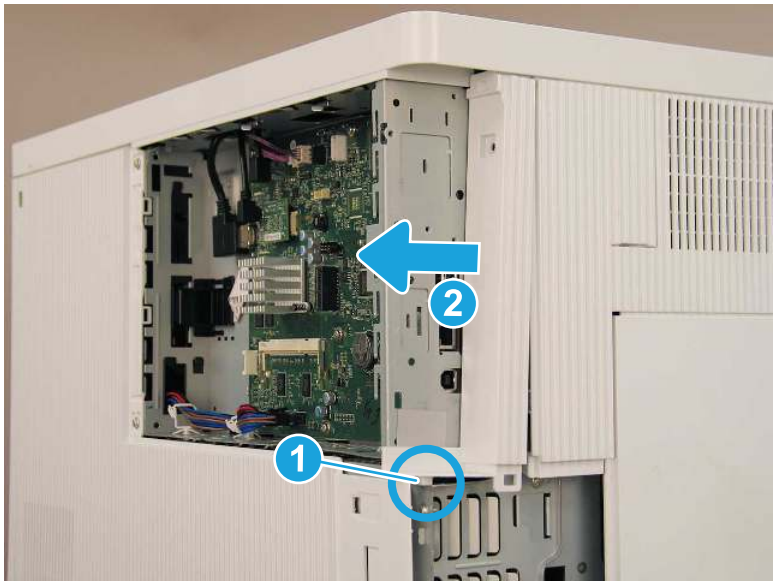
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2222 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

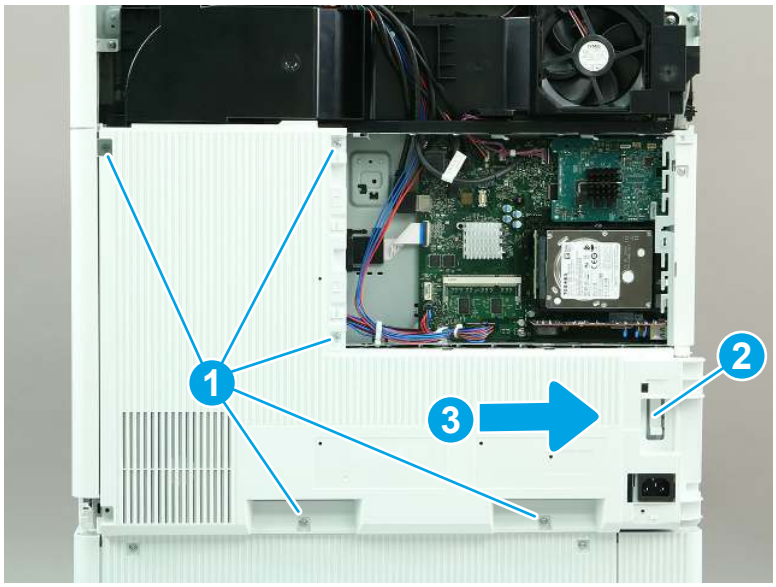
Figure 4-2223 Remove the left rear cover



8. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2224 **Remove the rear cover (M856/E85055/M776)**



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2225 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-2226 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

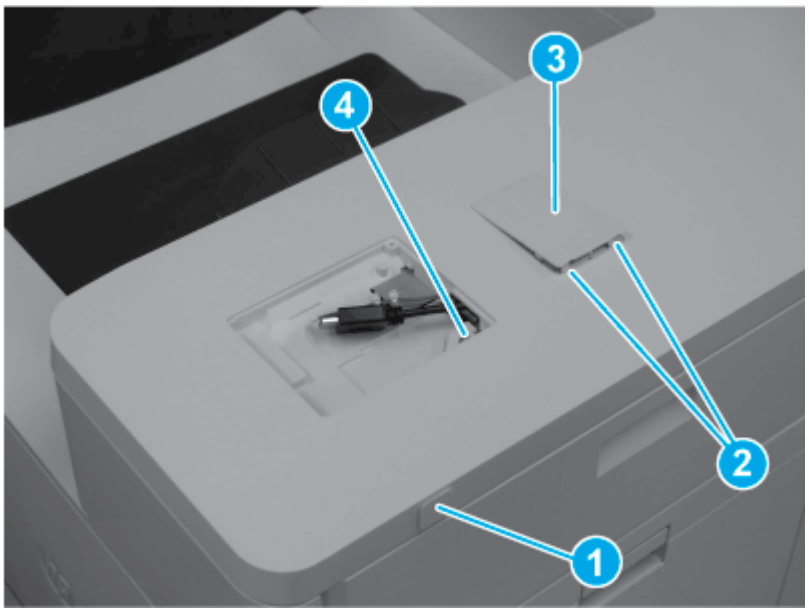
Figure 4-2227 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2228 Disconnect two connectors

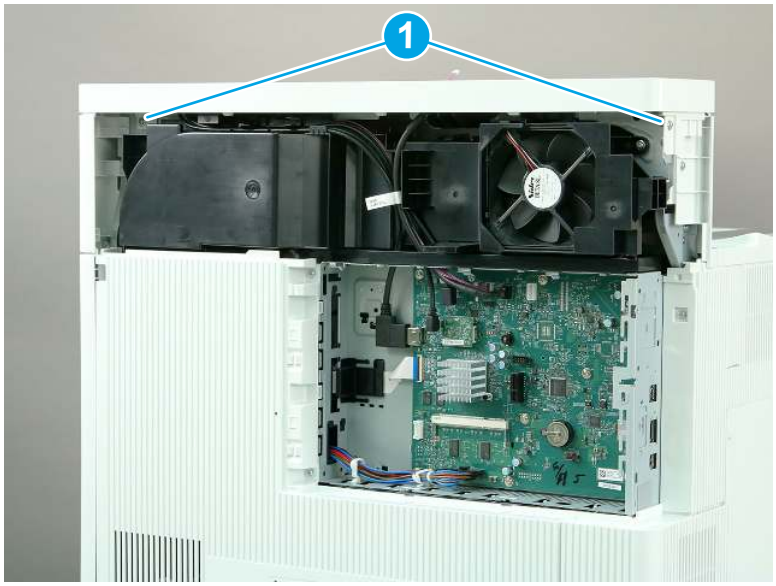
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2229 Remove covers and one screw



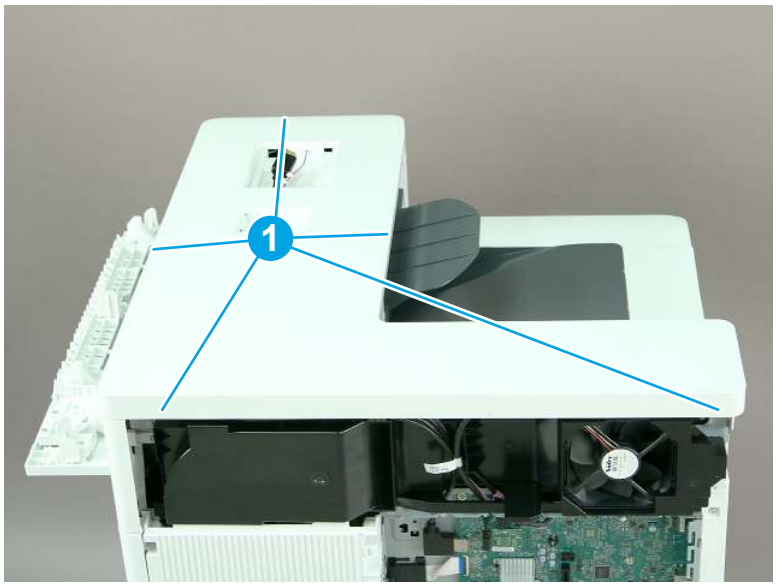
f. Remove two screws (callout 1).

Figure 4-2230 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-2231 Release five tabs

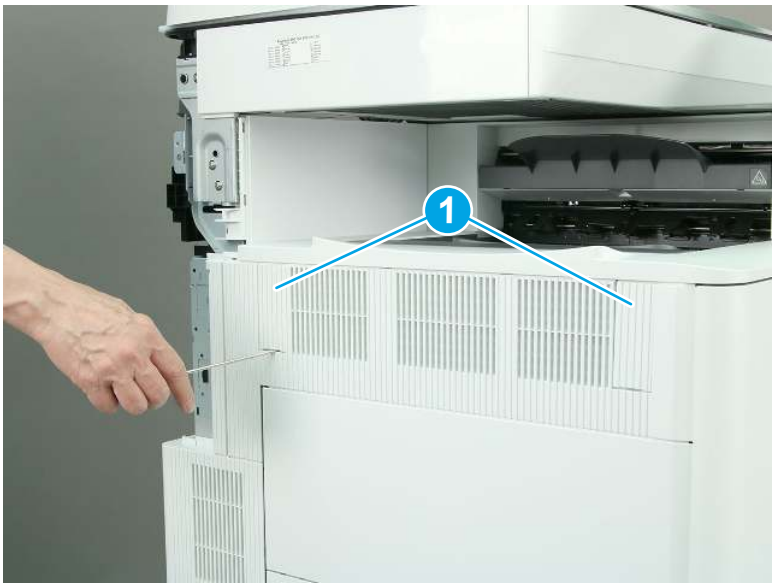


10. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

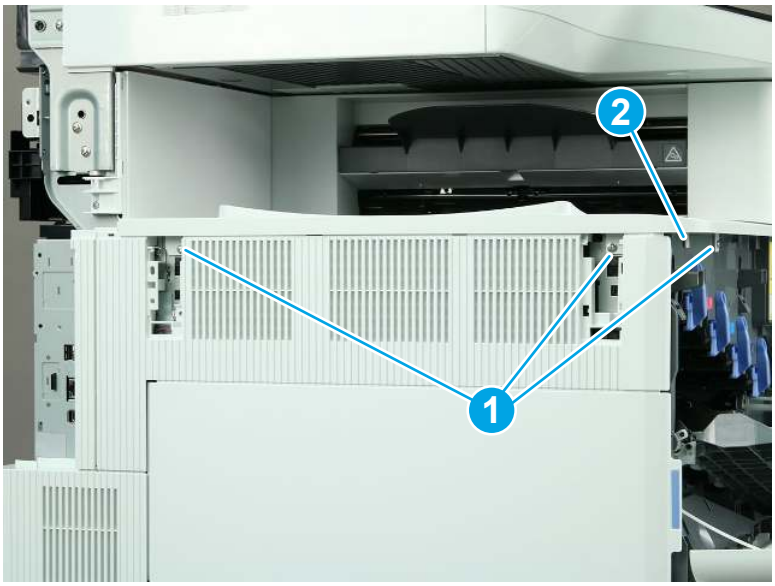
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2232 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2233 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

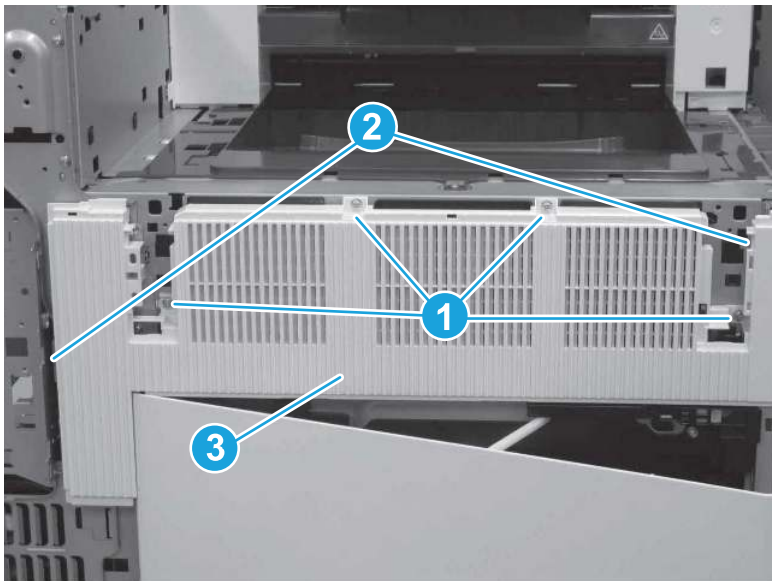
Figure 4-2234 Remove the accessory upper cover

11. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

Figure 4-2235 Remove the left upper cover

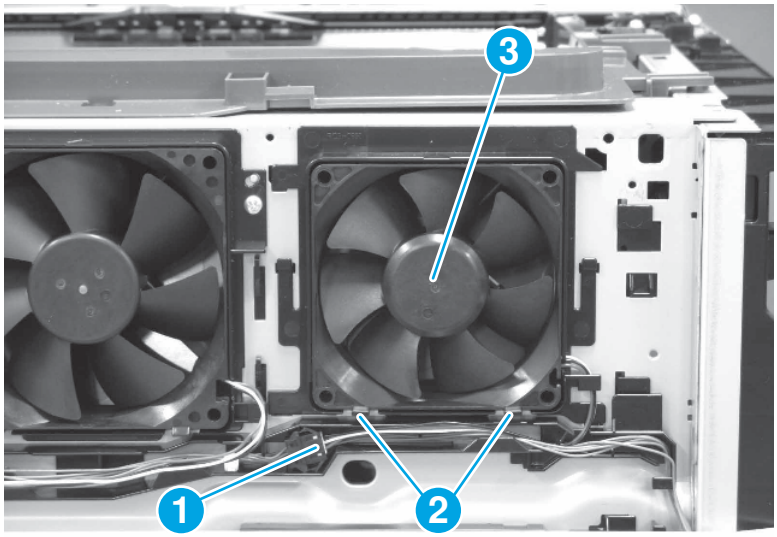


12. Remove the cartridge front fan.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the cartridge front fan (callout 3).

IMPORTANT: When reinstalling the cartridge front fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2236 Remove the cartridge front fan



13. Unpack the replacement assembly.
    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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 rear fan (M751/E75245)

Learn how to remove and replace the cartridge rear fan.

View a video of how to remove and replace the cartridge rear fan.

Mean time to repair: 16 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 4-115 Part information

Part number	Part description
RK2-2276-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

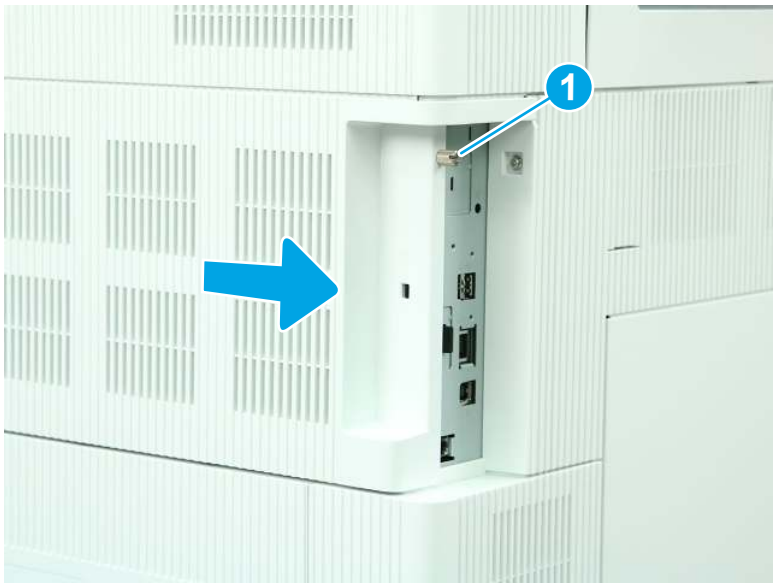
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

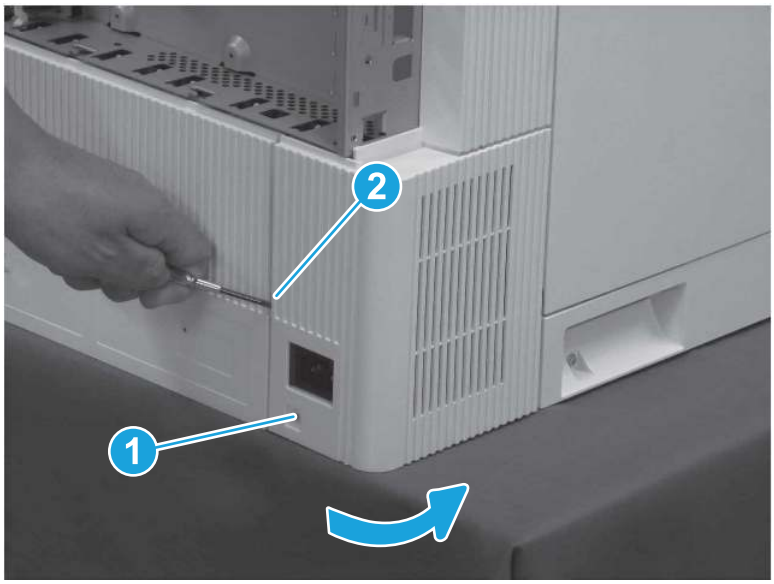
Figure 4-2237 **Remove the formatter cover**



2. Remove the left lower cover (M751/E75245).

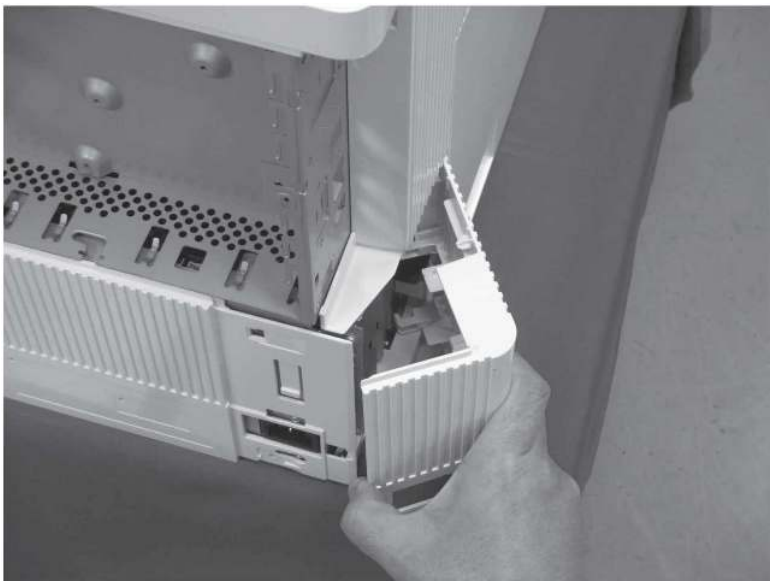
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2238 **Remove one screw and release one tab**



b. Remove the left lower cover.

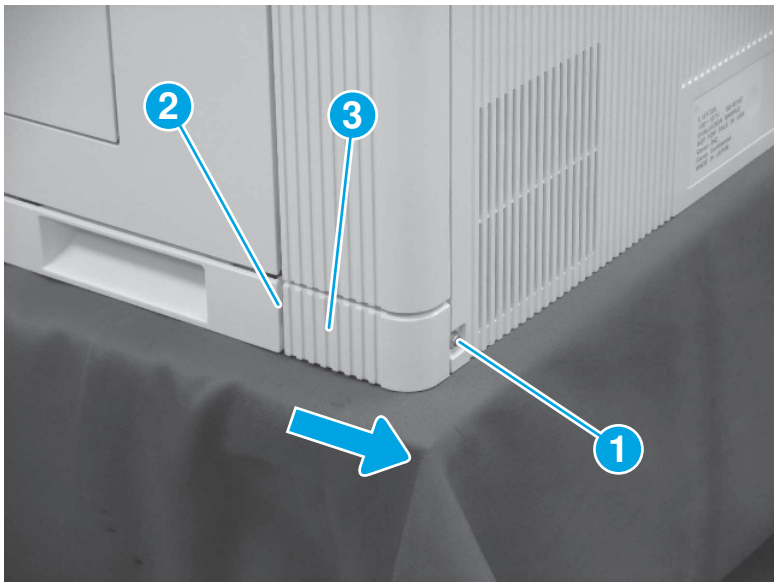
Figure 4-2239 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

Figure 4-2240 Remove the right rear lower cover



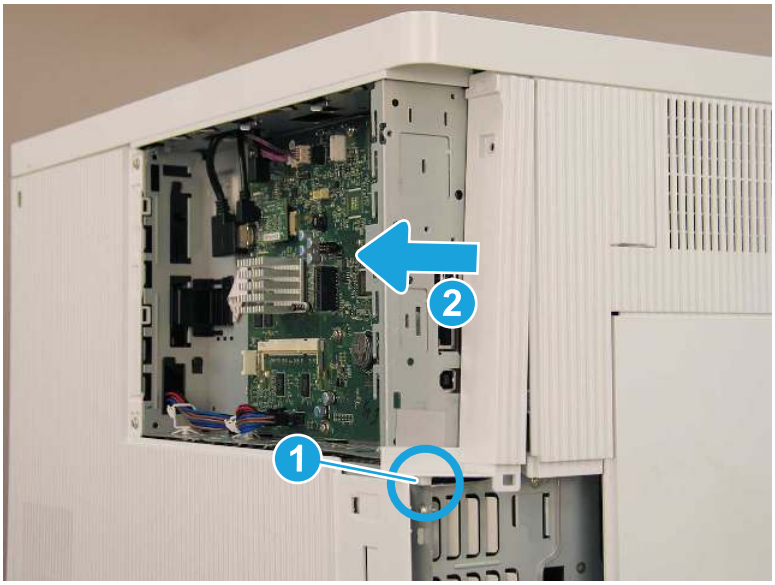
4. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2241 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

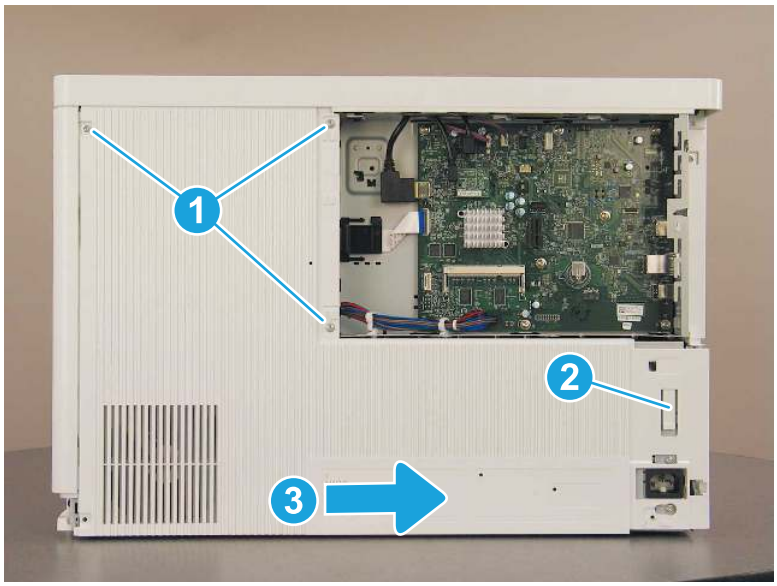
Figure 4-2242 Remove the left rear cover



5. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2243 Remove the rear cover

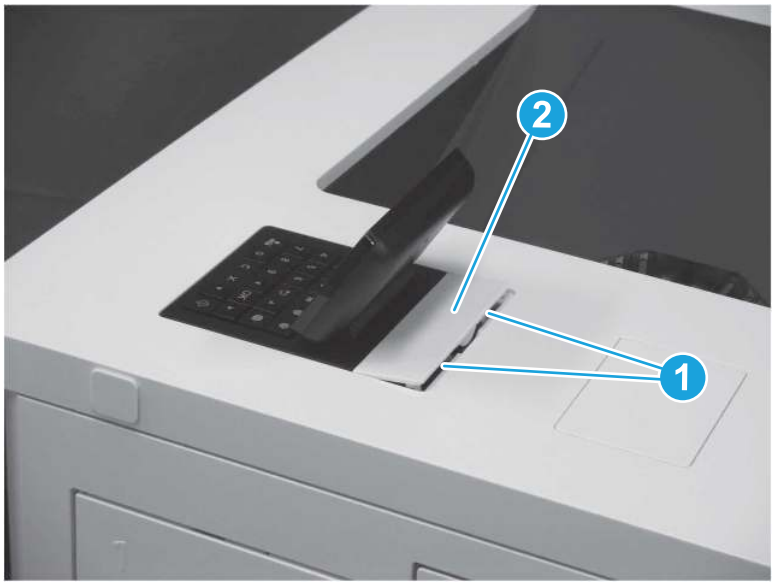
  

6. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

   Figure 4-2244 Remove the control panel cover

b. Remove one screw (callout 1).

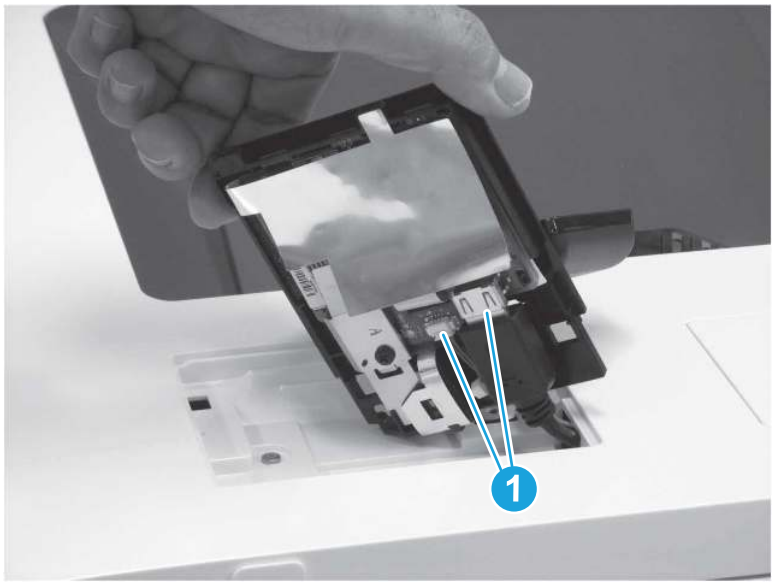
Figure 4-2245 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2246 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

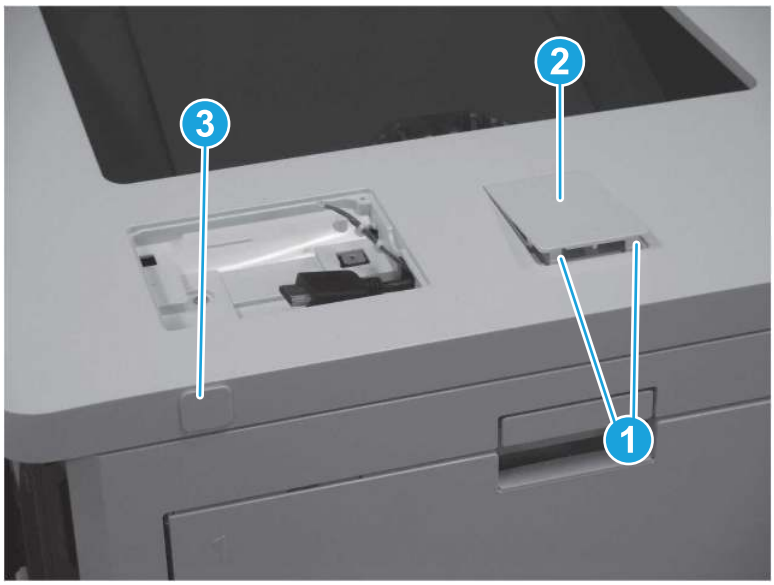
Figure 4-2247 Disconnect two connectors



7. Remove the top cover (M751/E75245).

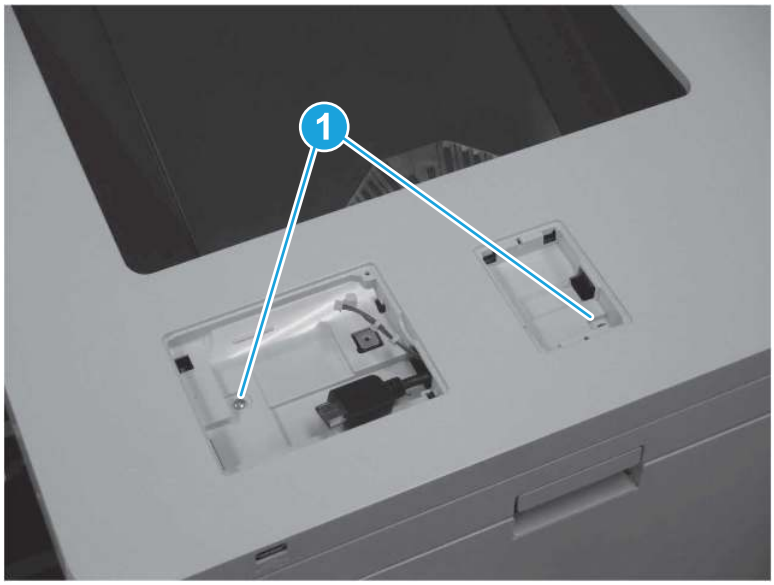
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2248 Remove the HIP cover and USB cap



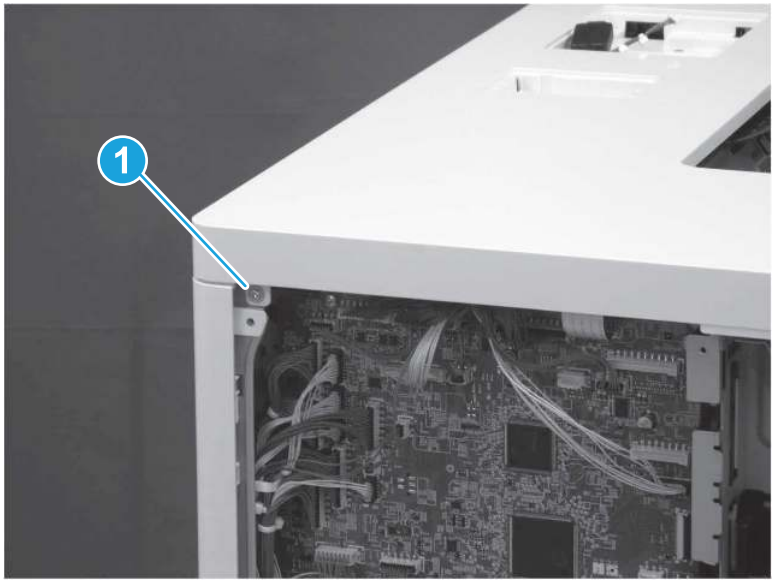
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2249 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2250 Remove one screw

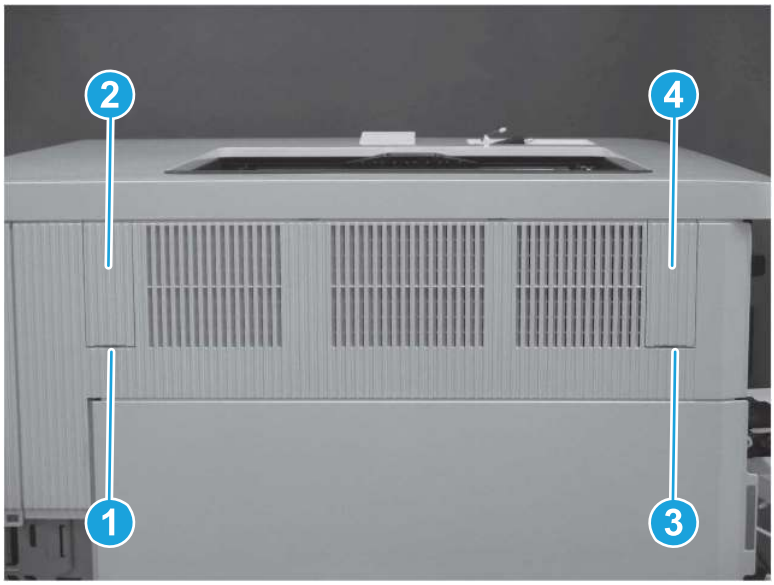


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

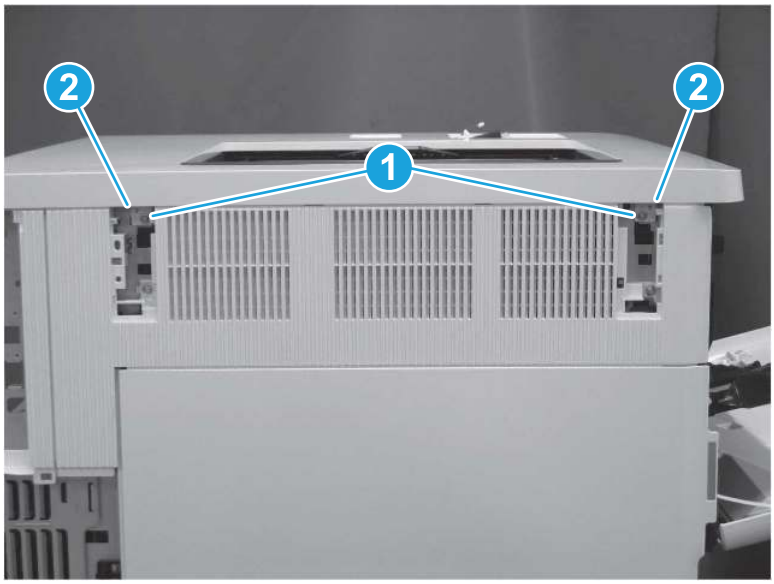
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2251 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

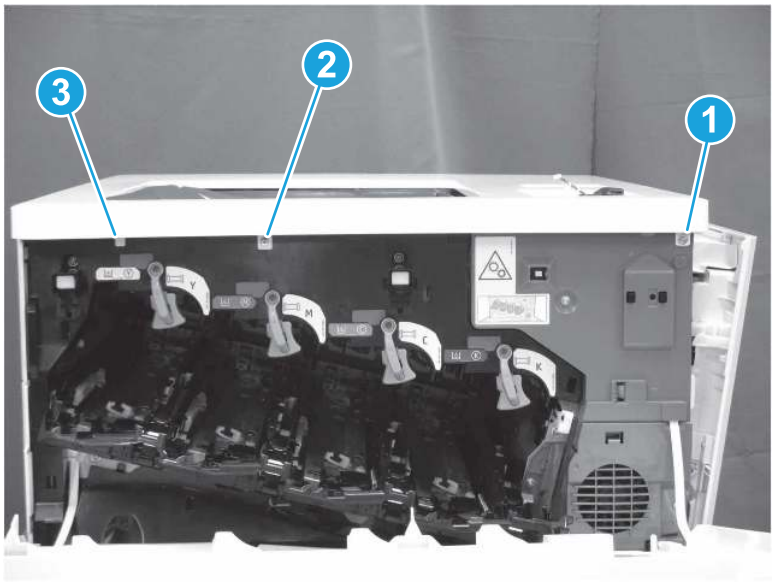
Figure 4-2252 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

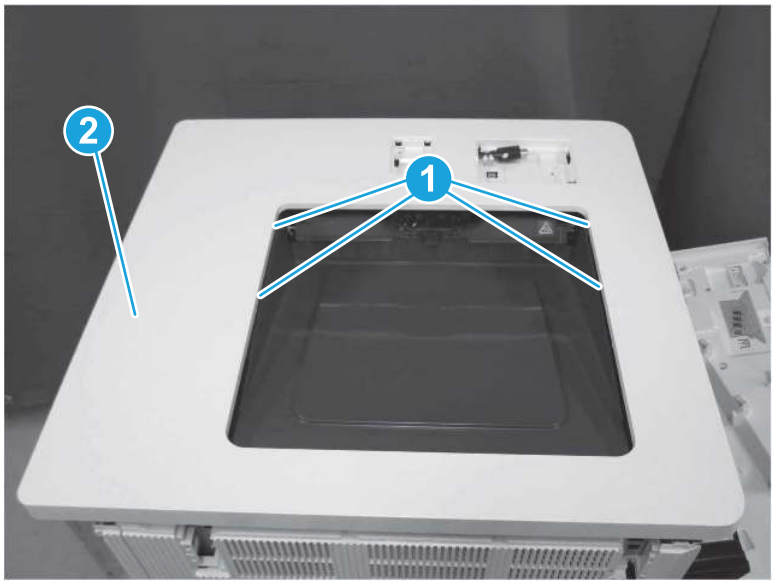
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2253 Remove two screws and release one tab

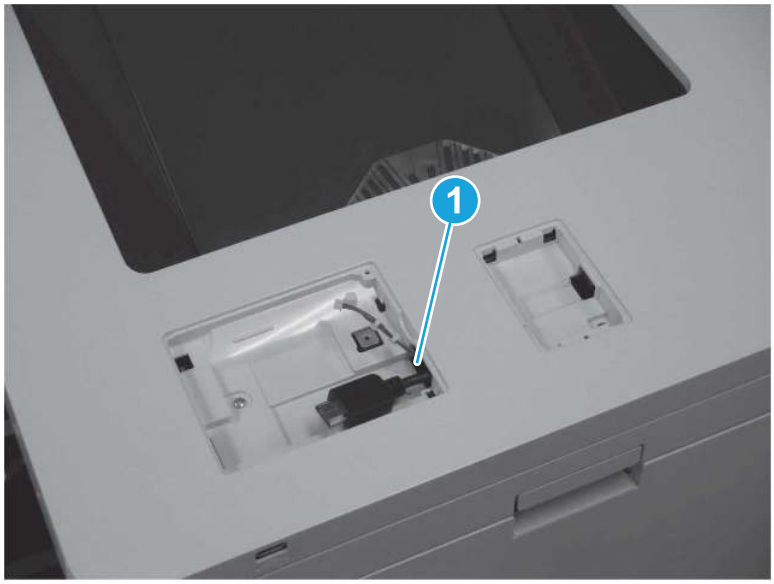


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2254 Remove the top cover



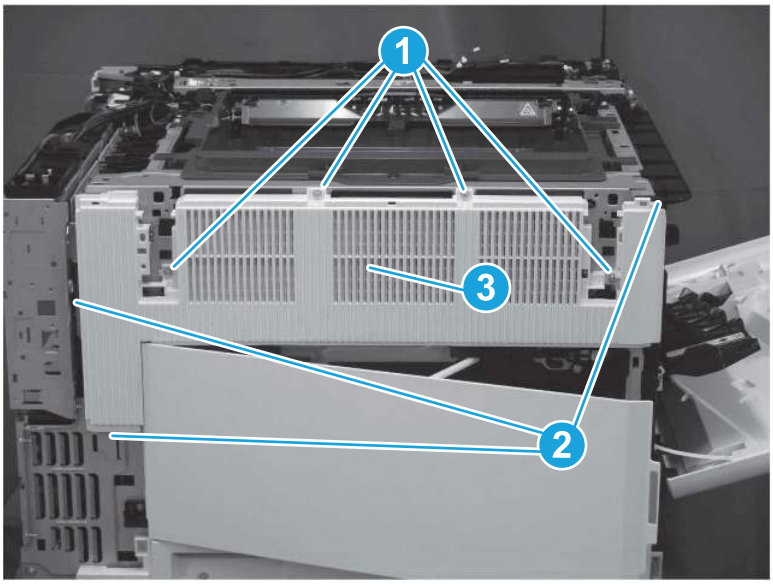
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



8. Remove the left upper cover (M751/E75245).

   - Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

   Figure 4-2255 **Remove the left upper cover**

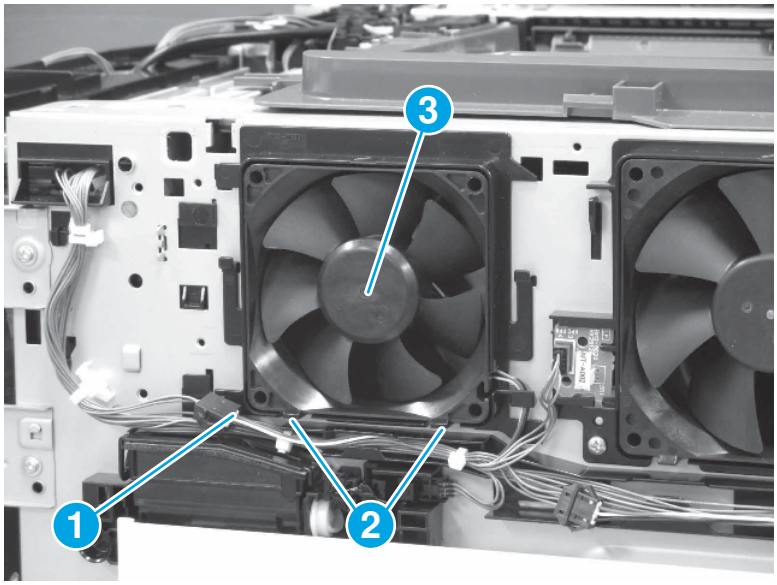


9. Remove the cartridge rear fan.

   - Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the cartridge rear fan (callout 3).

   IMPORTANT: When reinstalling the cartridge rear fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2256 Remove the cartridge rear fan



10. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. 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 rear fan (M856/E85055/M776)

Learn how to remove and replace the cartridge rear fan.

View a video of how to remove and replace the cartridge rear fan.

Mean time to repair: 16 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 4-116 Part information

Part number	Part description
RK2-2276-000CN	Fan

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

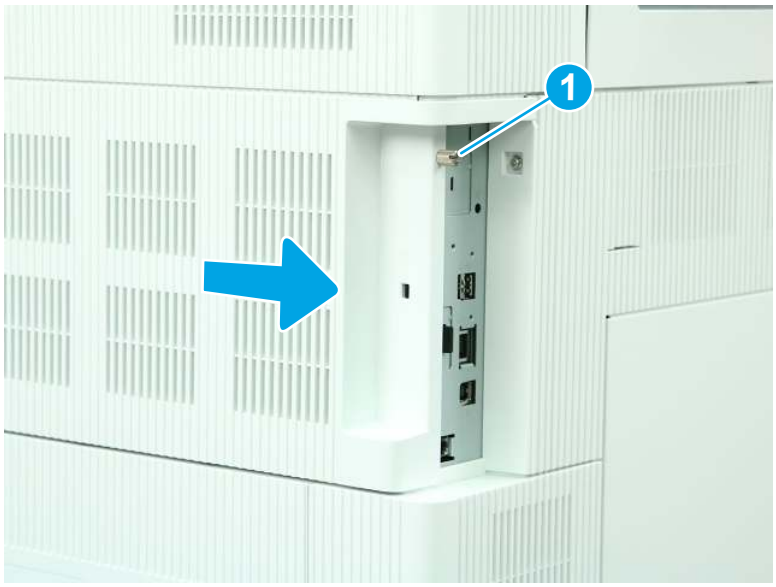
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

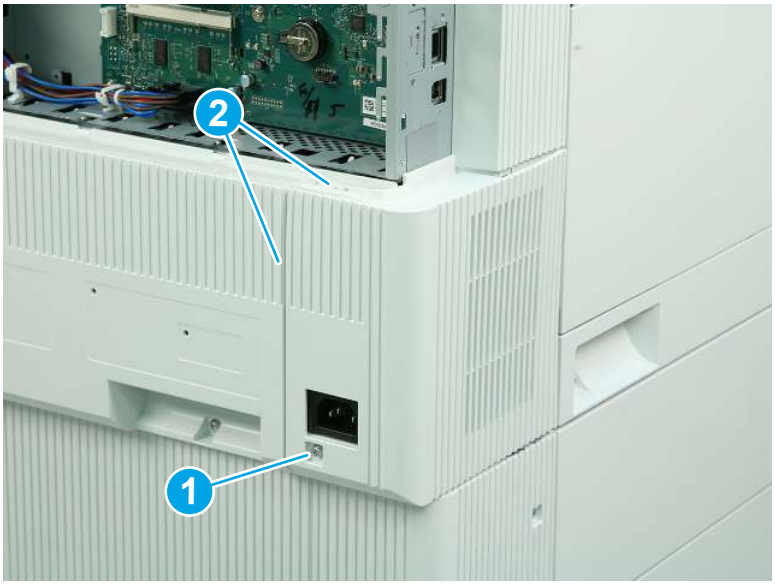
Figure 4-2257 **Remove the formatter cover**



2. Remove the left lower cover (M856/E85055/M776).

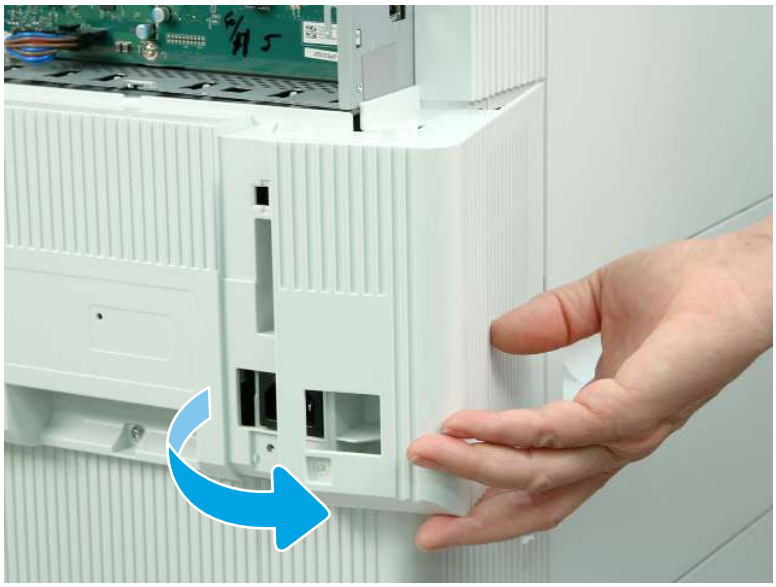
a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2258 **Remove one screw and release two tabs**



b. Rotate the cover away from the printer to remove it.

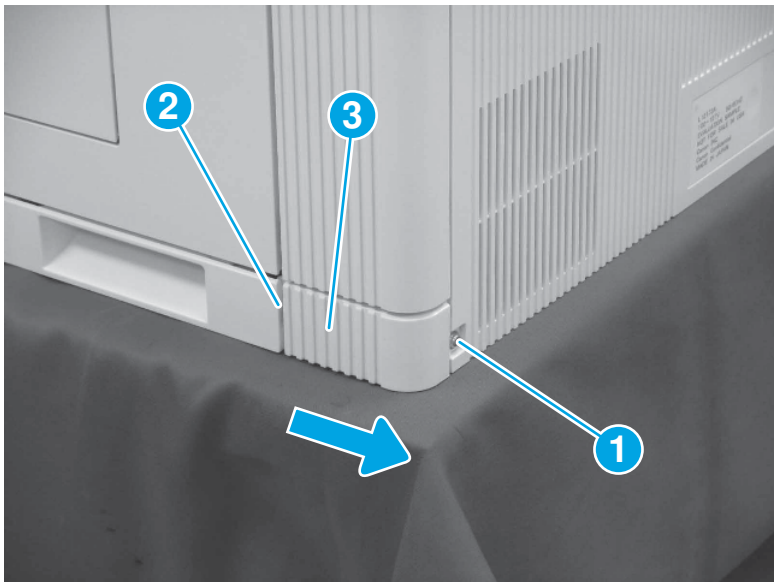
Figure 4-2259 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

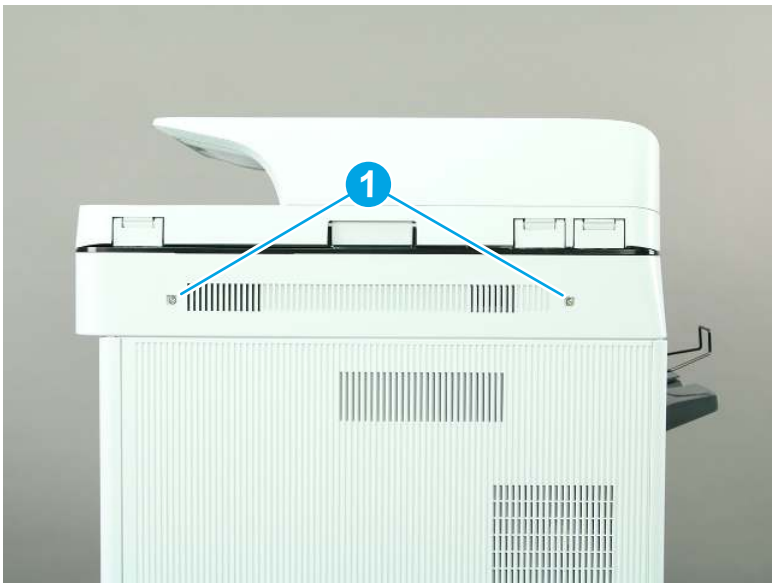
Figure 4-2260 Remove the right rear lower cover



4. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2261 Remove two screws



b. Remove the SCB cover.

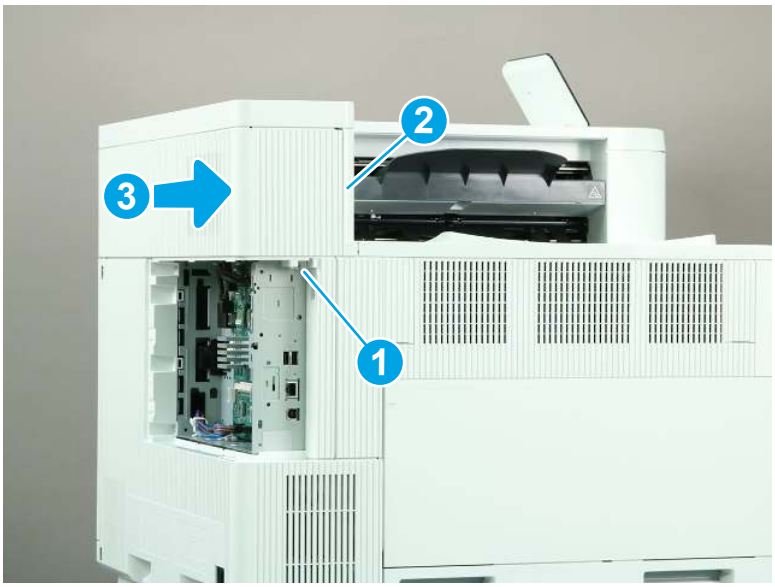
Figure 4-2262 Remove the SCB cover

5. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

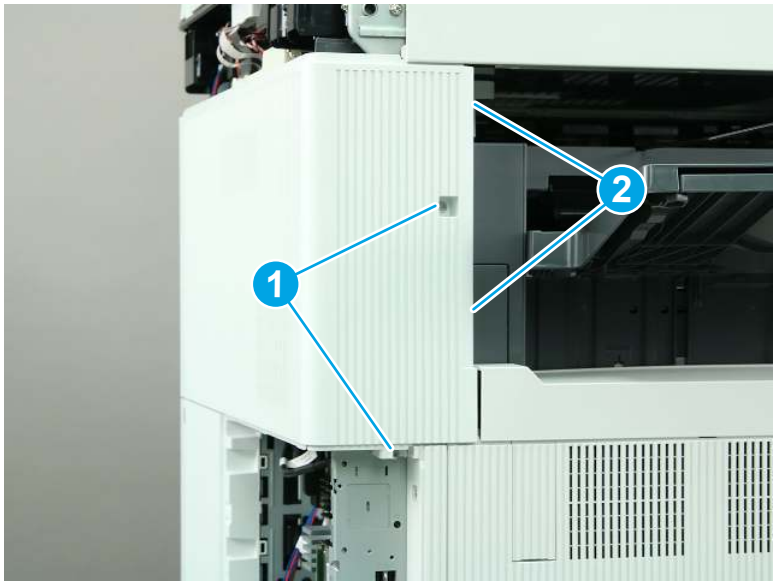
  Figure 4-2263 Remove the rear upper cover

6. Remove the rear upper cover and left rear upper cover (M776zs).

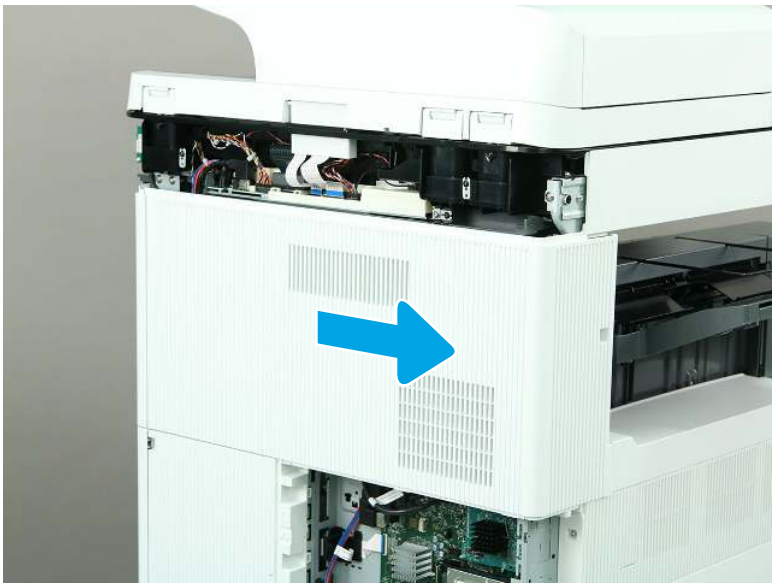
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-2264 Remove two screws and release two tabs

b. Slide the cover to the right to remove it.

Figure 4-2265 Remove the rear upper and left rear upper cover



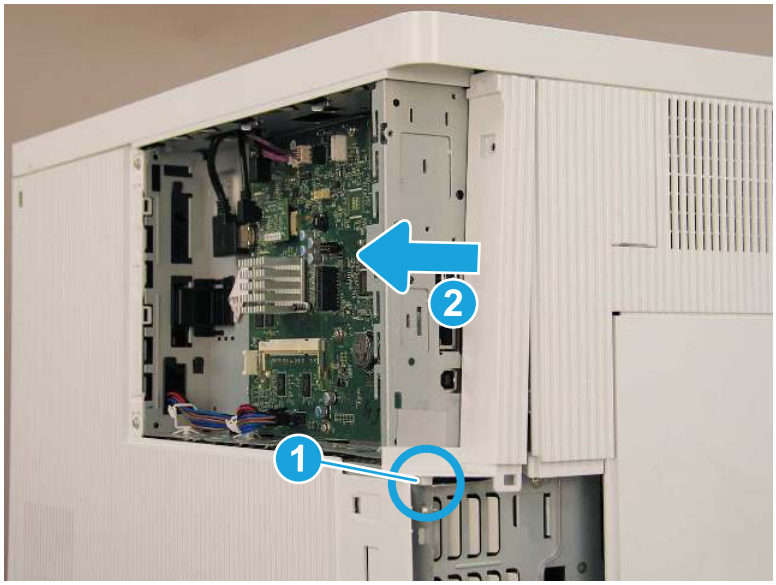
7. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2266 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

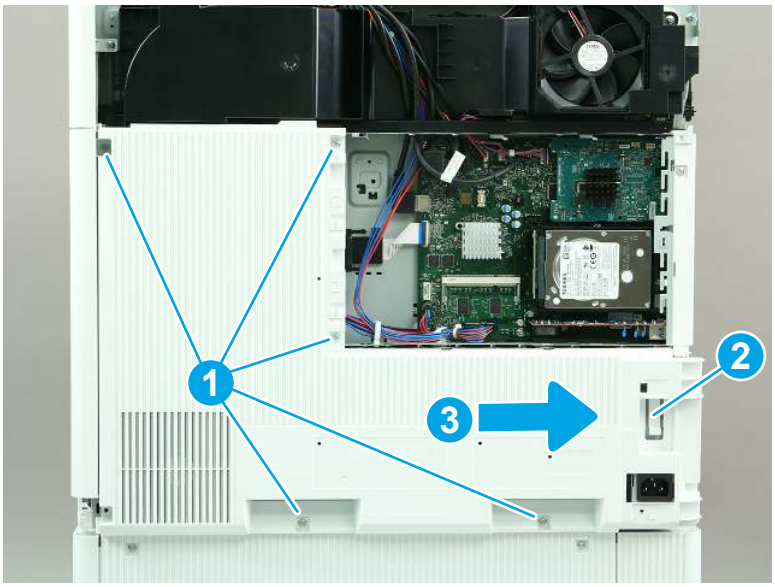
Figure 4-2267 Remove the left rear cover



8. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2268 Remove the rear cover (M856/E85055/M776)



9. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2269 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-2270 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

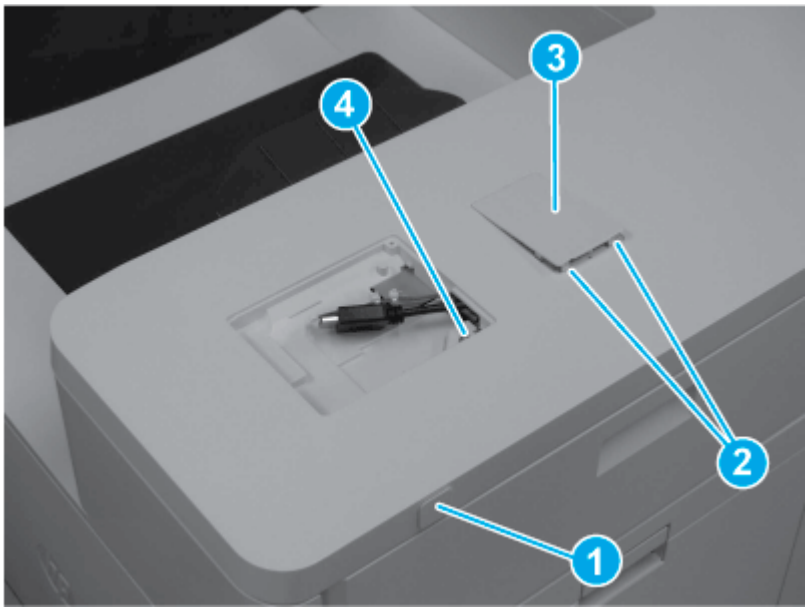
Figure 4-2271 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2272 Disconnect two connectors

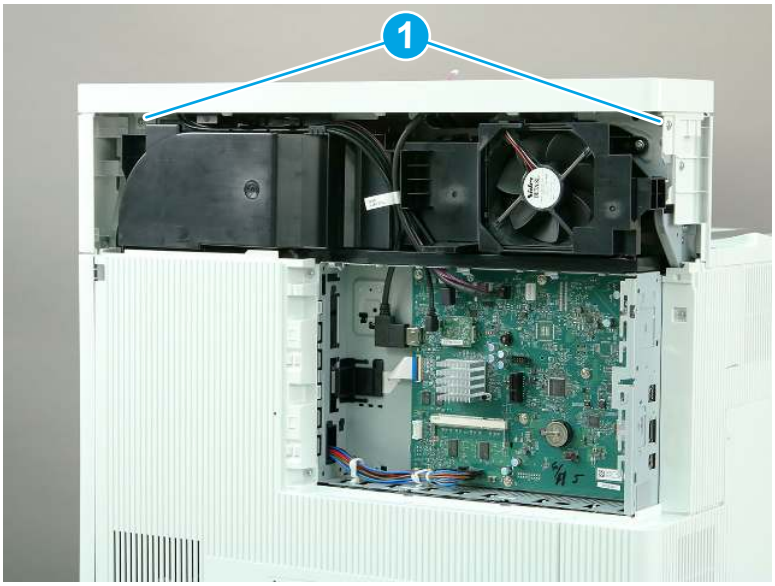
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2273 Remove covers and one screw



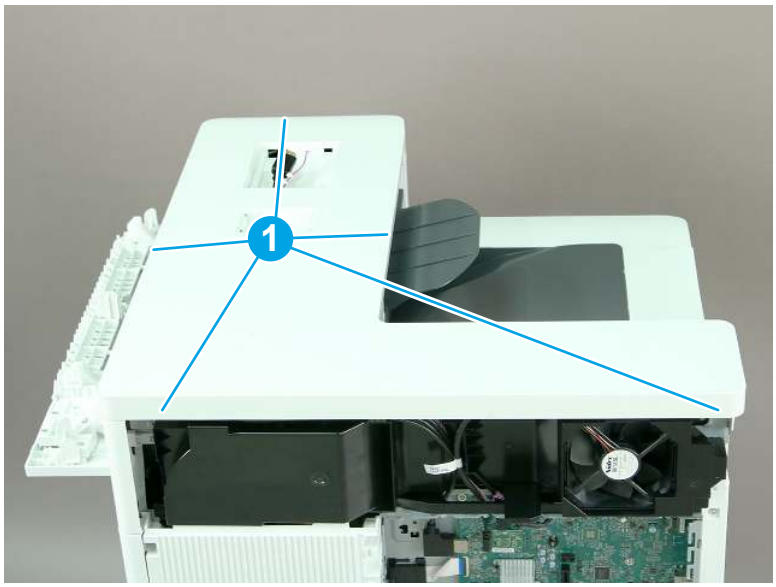
f. Remove two screws (callout 1).

Figure 4-2274 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

Figure 4-2275 Release five tabs

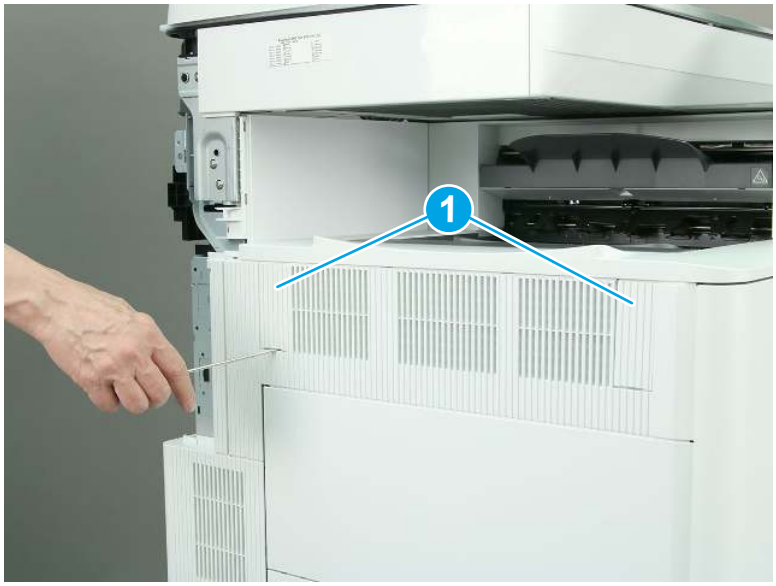


10. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

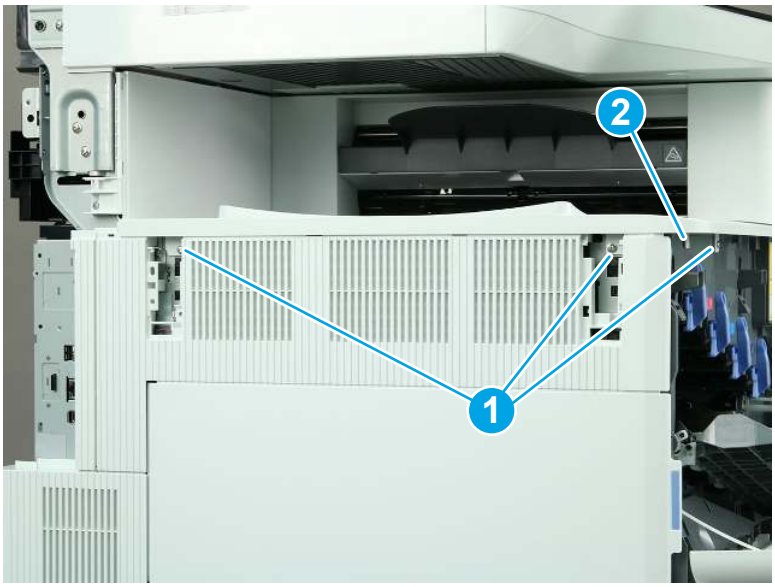
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2276 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2277 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

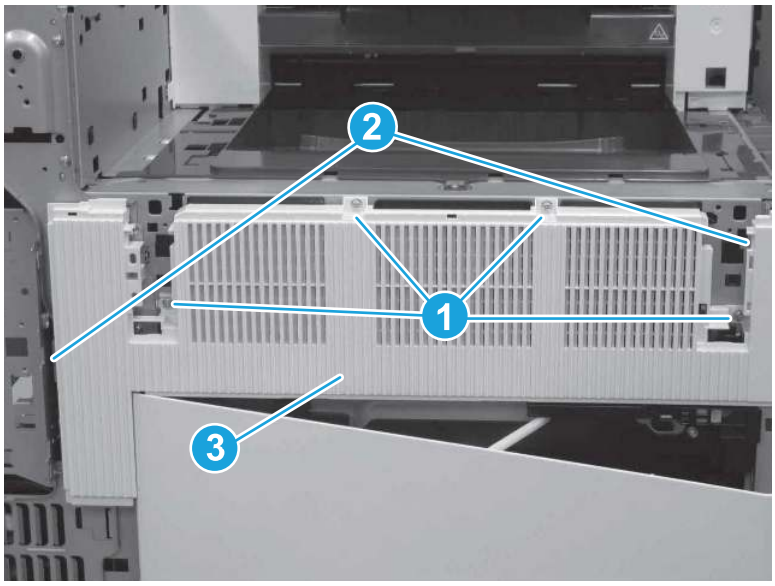
Figure 4-2278 Remove the accessory upper cover

11. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

Figure 4-2279 Remove the left upper cover

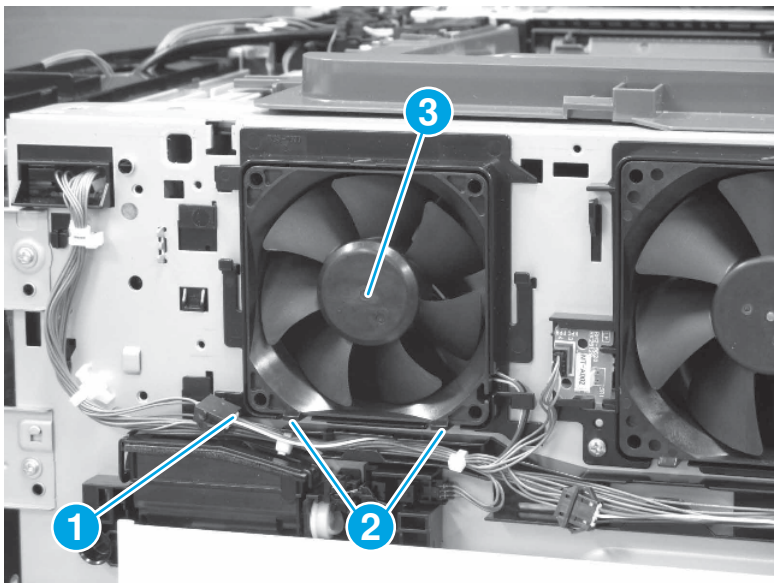


12. Remove the cartridge rear fan.

- Disconnect one connector (callout 1), release two tabs (callout 2), and then remove the cartridge rear fan (callout 3).

IMPORTANT: When reinstalling the cartridge rear fan, make sure that the cables are installed in the guides so that the fan cover fits correctly and does not pinch any wires.

Figure 4-2280 Remove the cartridge rear fan



13. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 upper guide (M751/E75245)

Learn how to remove and replace the cartridge upper guide.

View a video of how to remove and replace the cartridge upper guide.

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 4-117 Part information

Part number	Part description
RM2-1343-000CN	Cartridge upper guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-2281 **Remove the toner cartridge**

2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2282 Rotate the blue lever

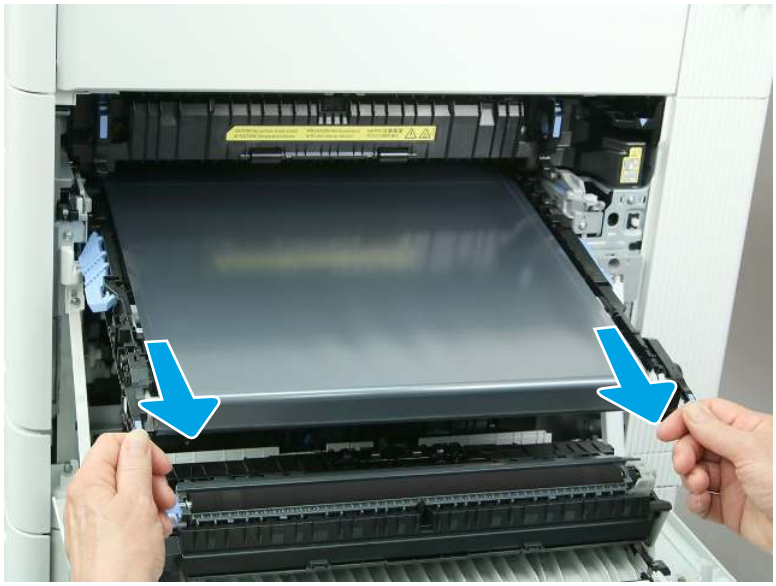
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2283 Remove the imaging drum

3. Remove the intermediate transfer belt (ITB).

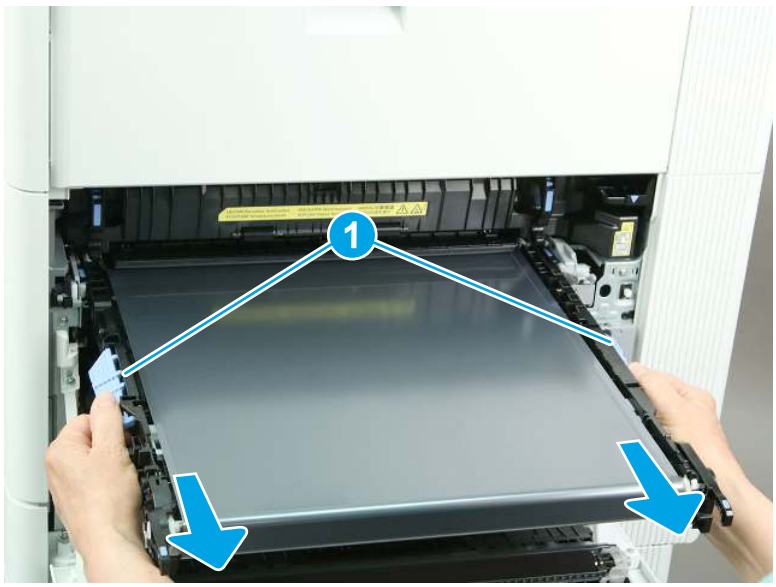
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-2284 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

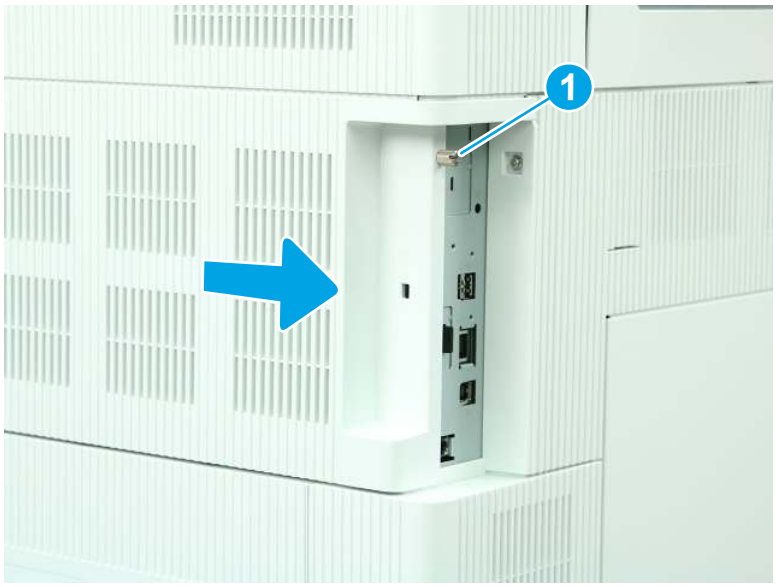
Figure 4-2285 Remove the ITB



4. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

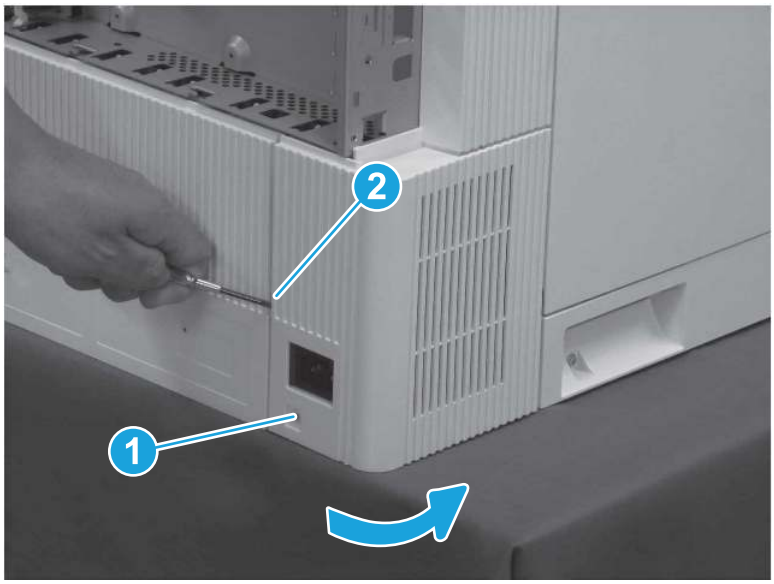
Figure 4-2286 Remove the formatter cover



5. Remove the left lower cover (M751/E75245).

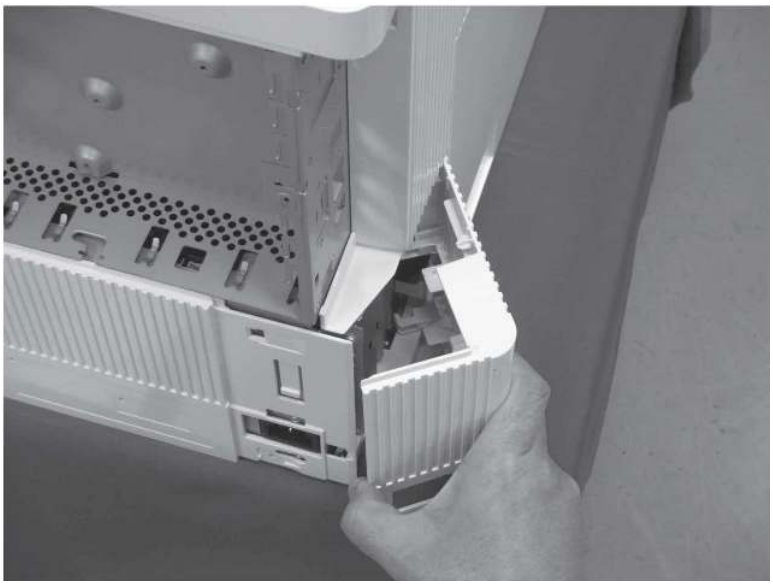
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2287 Remove one screw and release one tab



b. Remove the left lower cover.

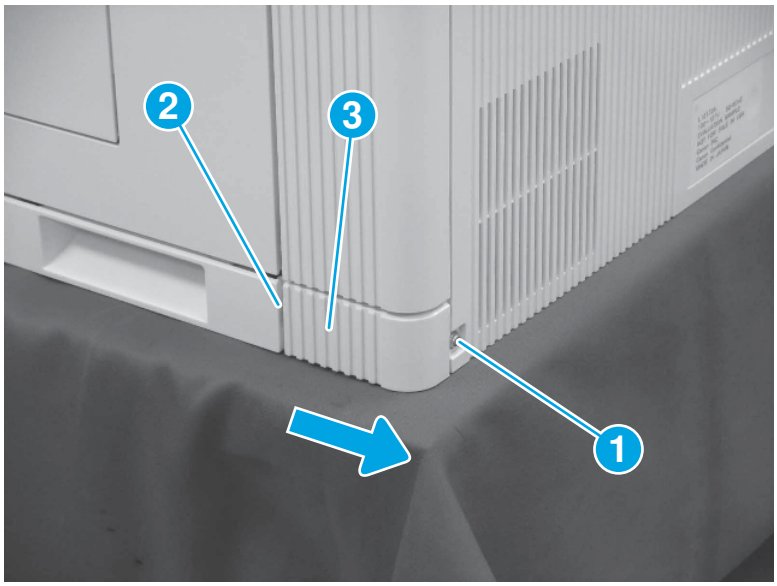
Figure 4-2288 **Remove the left lower cover**



6. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

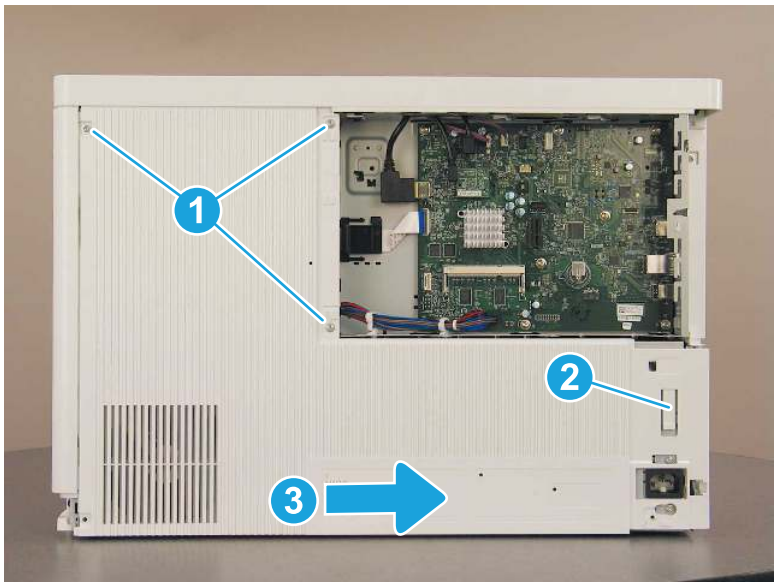
Figure 4-2289 **Remove the right rear lower cover**



7. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2290 Remove the rear cover

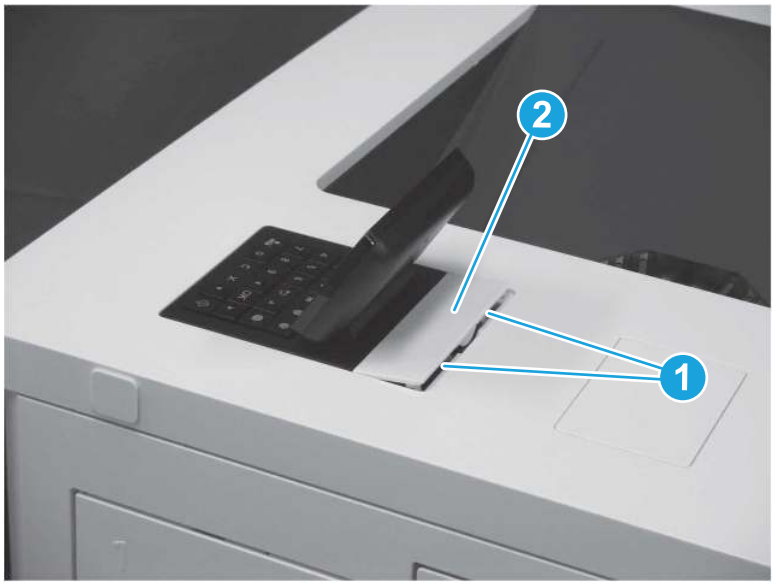
  

8. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-2291 Remove the control panel cover

b. Remove one screw (callout 1).

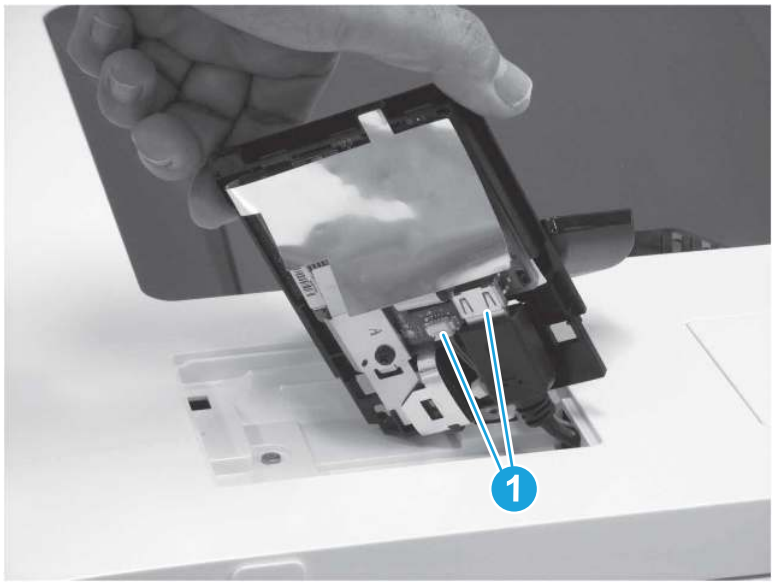
Figure 4-2292 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2293 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

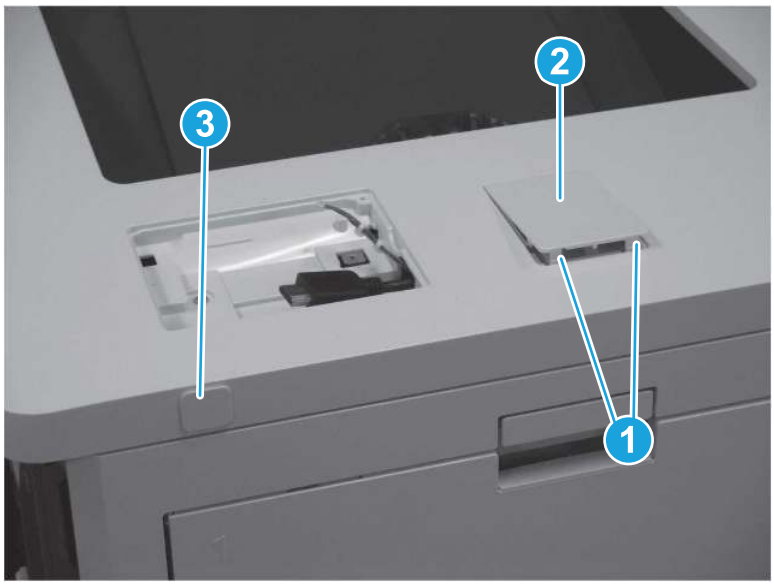
Figure 4-2294 Disconnect two connectors



9. Remove the top cover (M751/E75245).

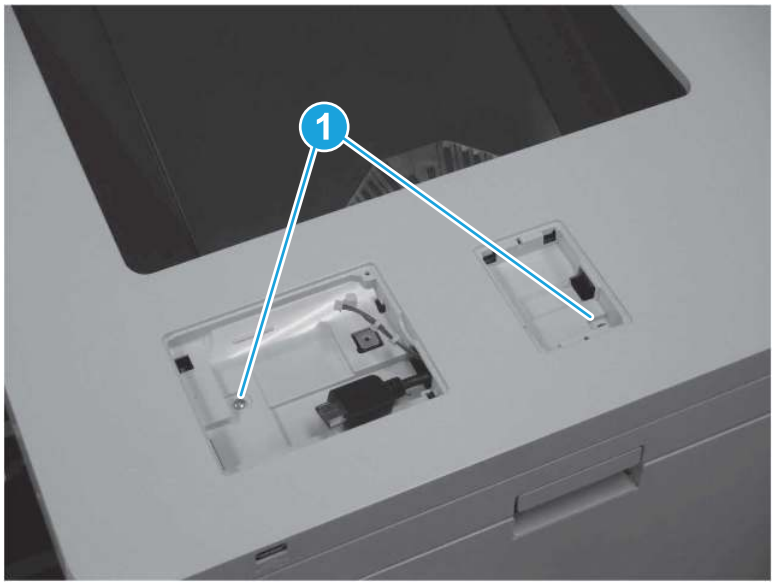
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2295 Remove the HIP cover and USB cap



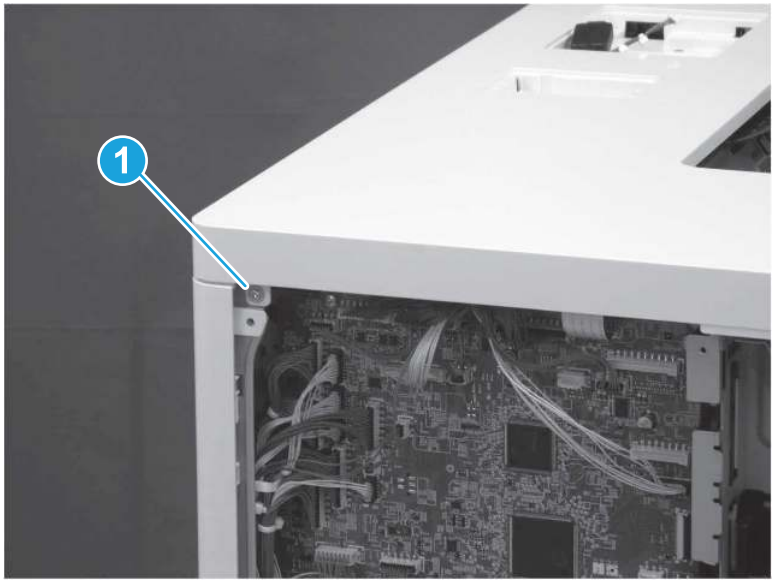
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2296 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2297 Remove one screw

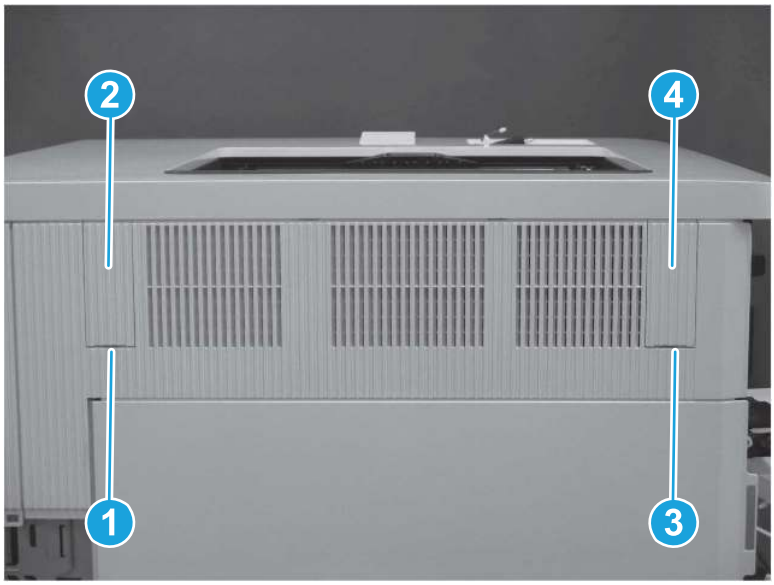


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

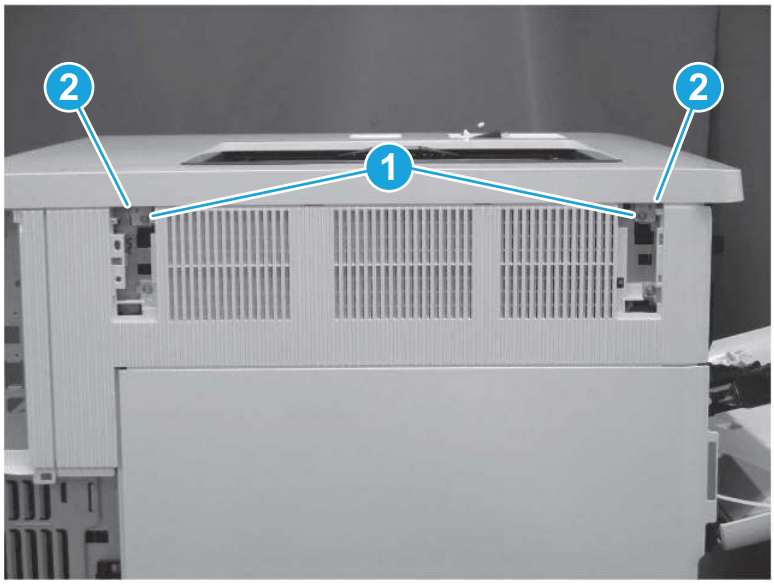
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2298 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

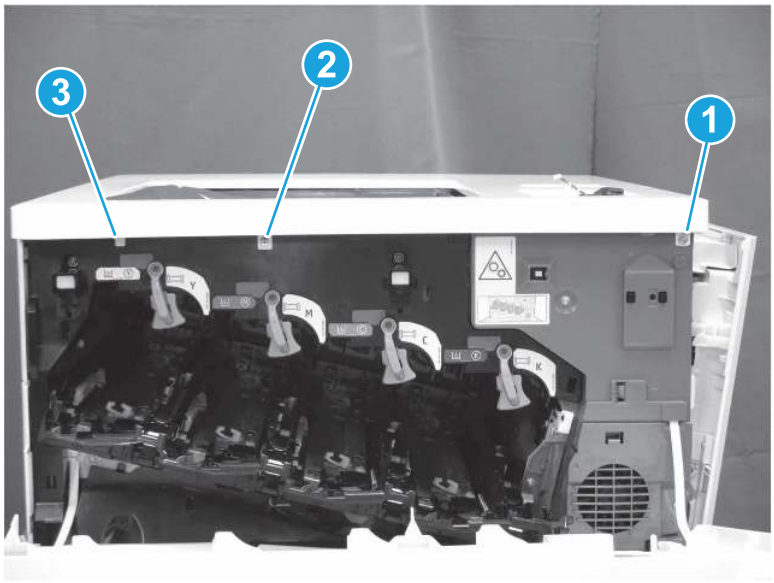
Figure 4-2299 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

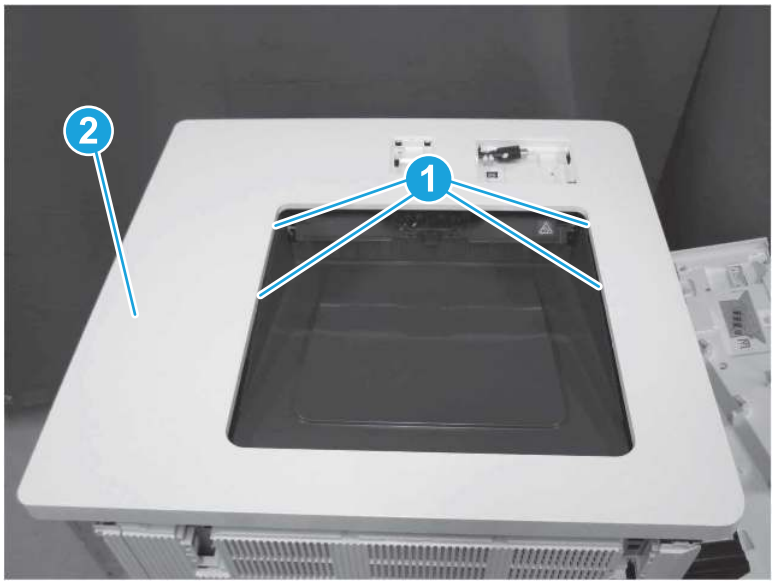
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2300 Remove two screws and release one tab

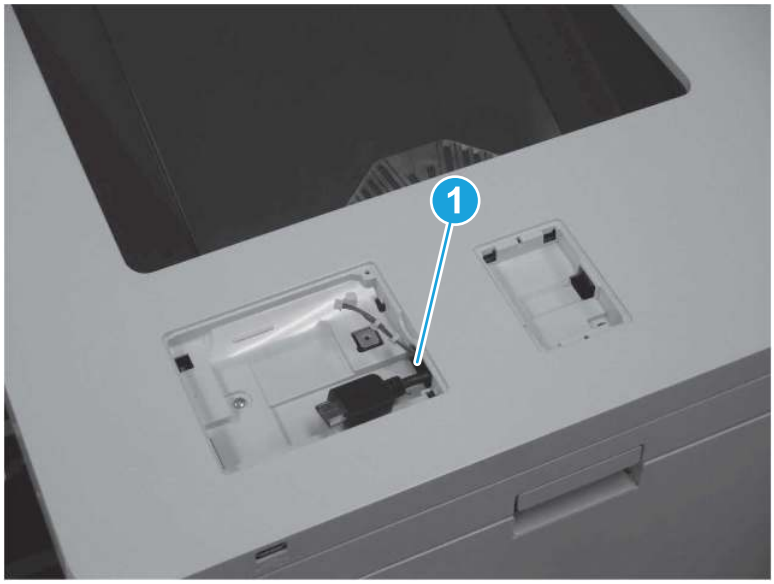


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2301 Remove the top cover



NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.

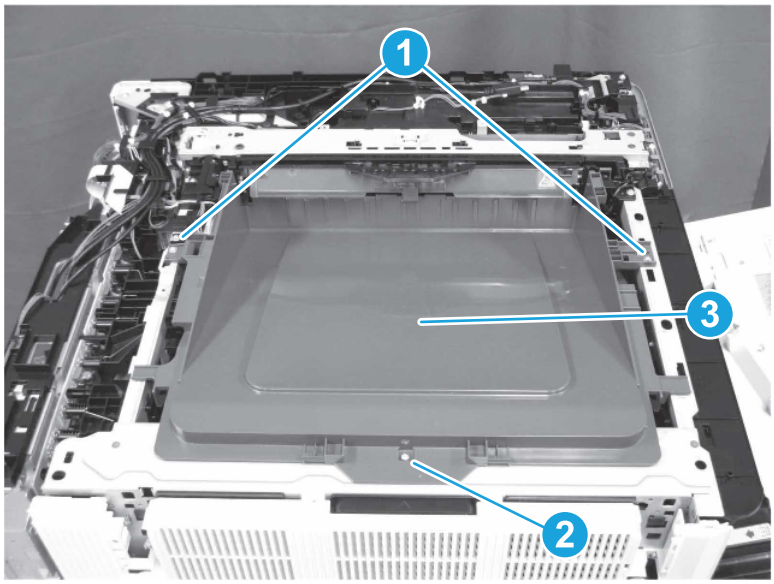


10. Remove the output bin (M751/E75245).

    - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

    NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

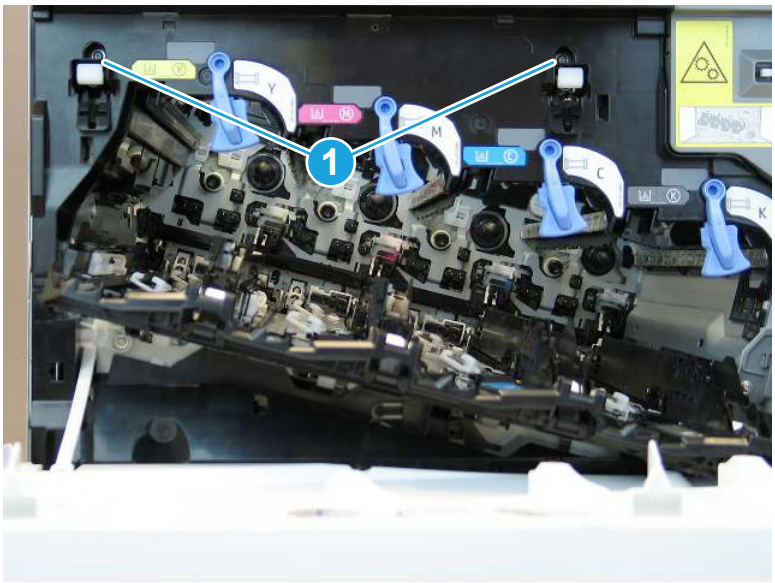
    Figure 4-2302 **Remove the output bin**



11. Remove the cartridge upper guide.

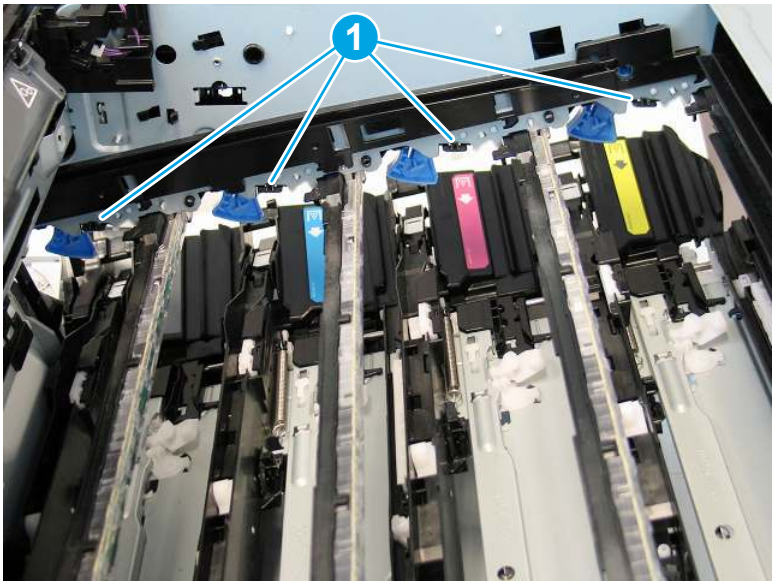
a. Remove two screws (callout 1).

Figure 4-2303 Remove two screws



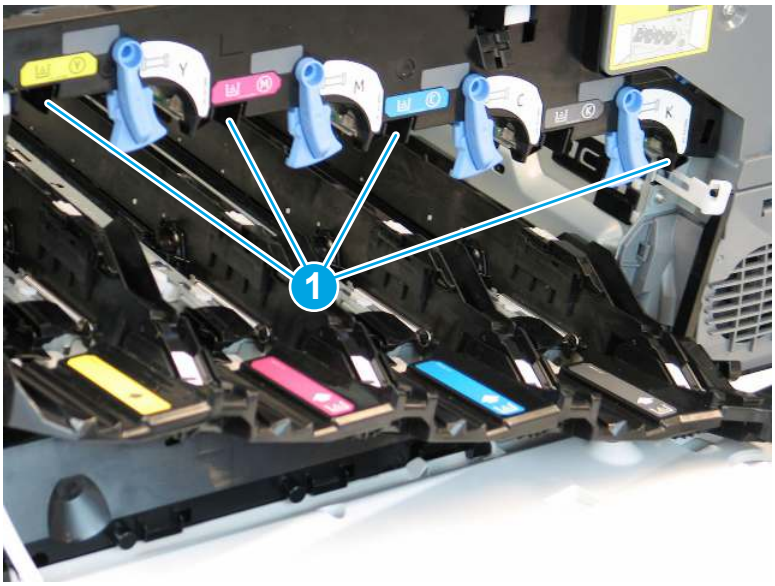
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2304 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

Figure 4-2305 Release four tabs



12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 upper guide (M856/E85055/M776dn/M776z)

Learn how to remove and replace the cartridge upper guide.

View a video of how to remove and replace the cartridge upper guide.

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 4-118 Part information

Part number	Part description
RM2-1343-000CN	Cartridge upper guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.

- Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

  Figure 4-2306 Remove the toner cartridge

2. Remove the imaging drums.

   a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

   Figure 4-2307 Rotate the blue lever

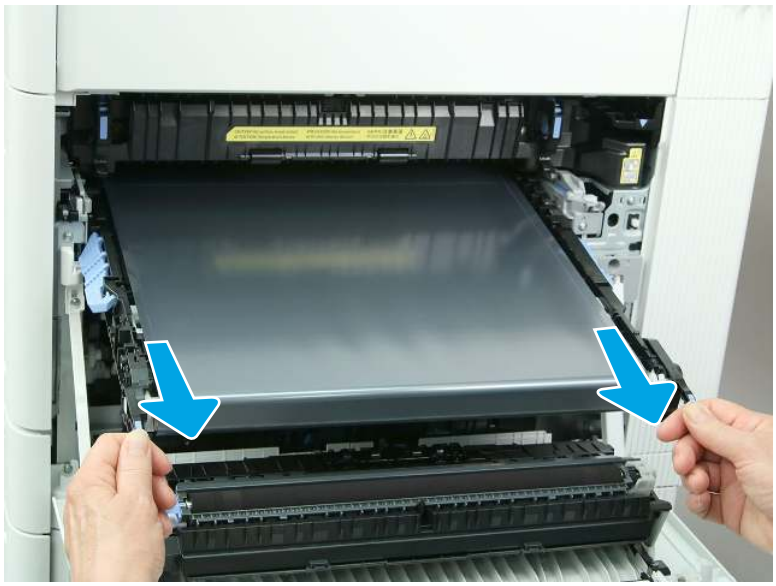
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2308 Remove the imaging drum

3. Remove the intermediate transfer belt (ITB).

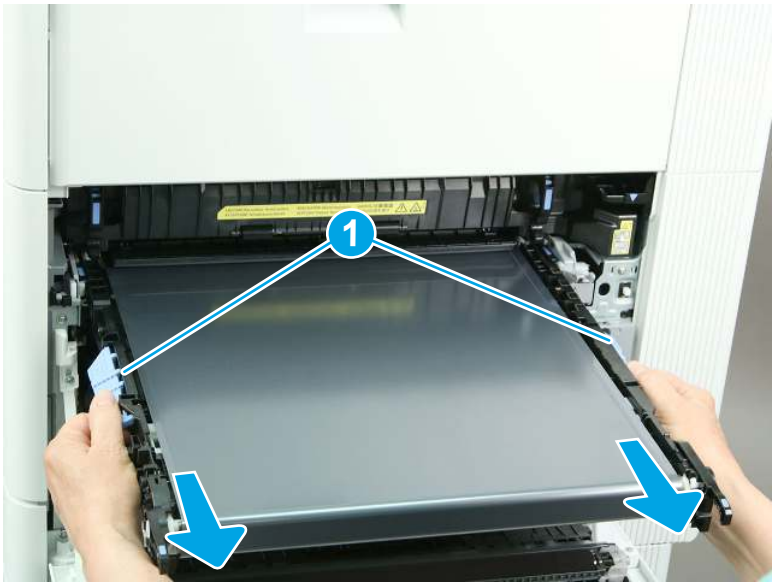
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-2309 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

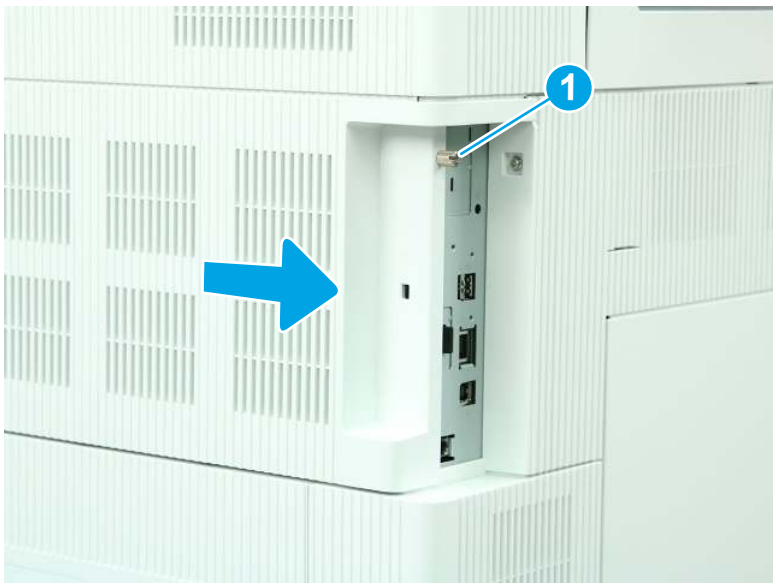
Figure 4-2310 Remove the ITB



4. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

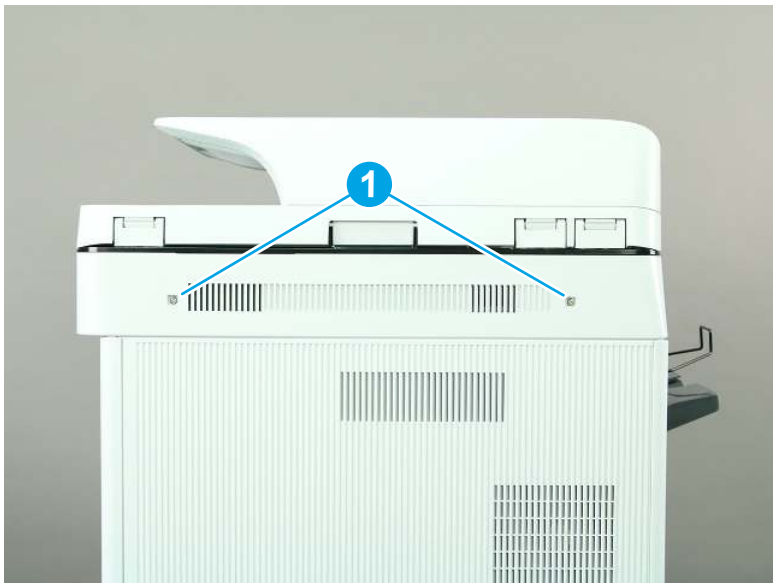
Figure 4-2311 Remove the formatter cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2312 Remove two screws



b. Remove the SCB cover.

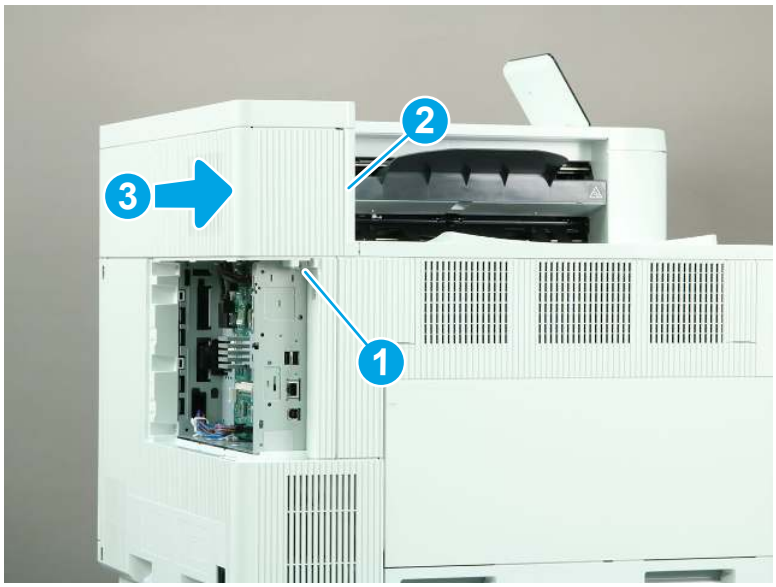
Figure 4-2313 Remove the SCB cover

6. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-2314 Remove the rear upper cover

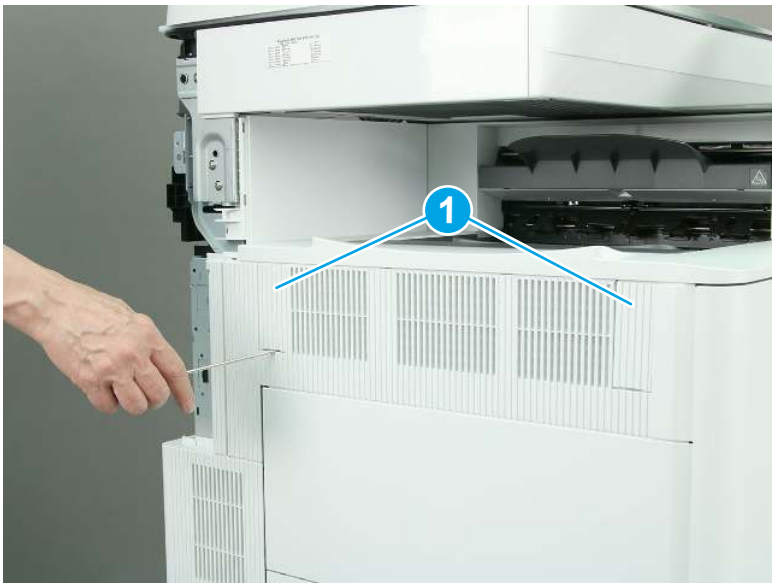


7. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

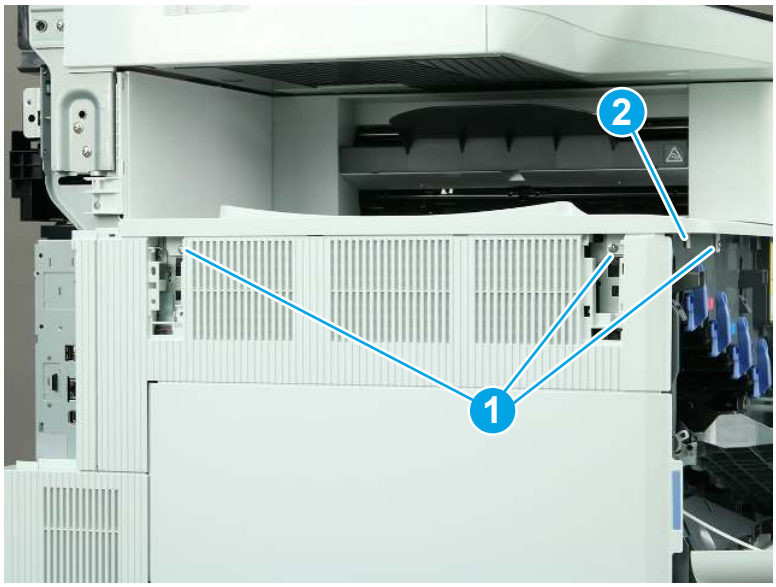
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2315 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2316 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

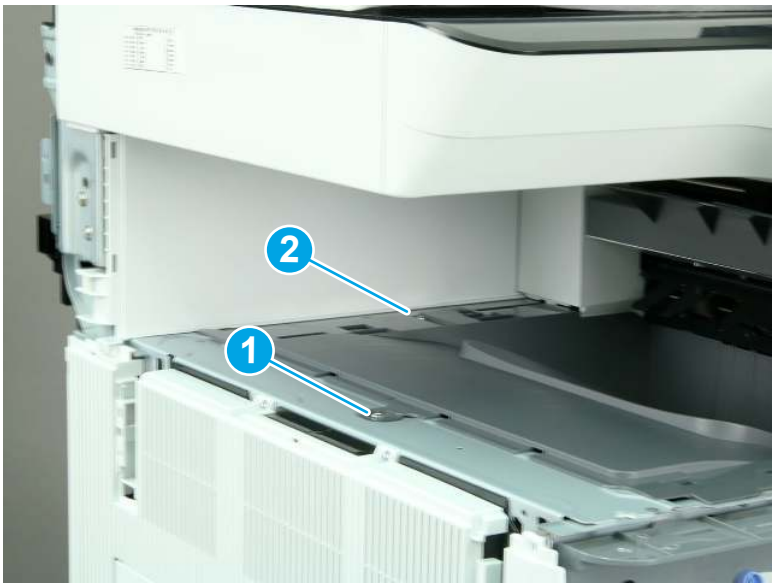
Figure 4-2317 Remove the accessory upper cover

8. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2318 Remove two screws



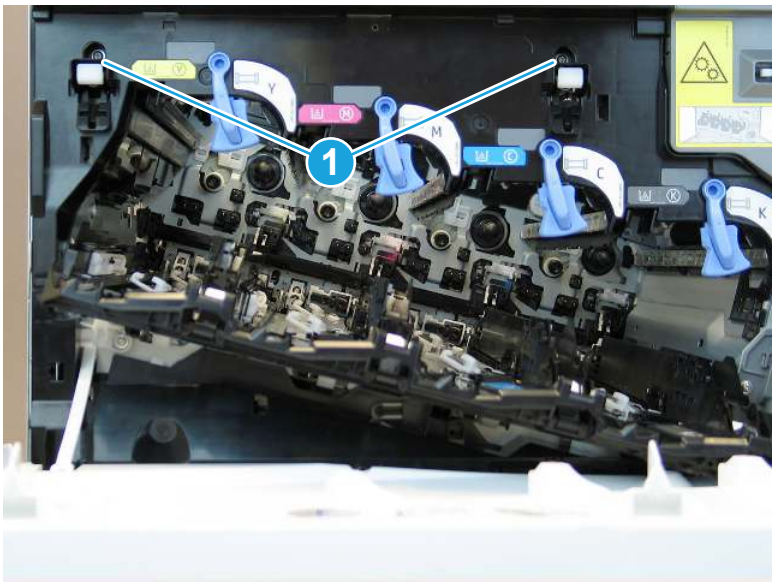
b. Remove the output bin.

Figure 4-2319 Remove the output bin

9. Remove the cartridge upper guide.

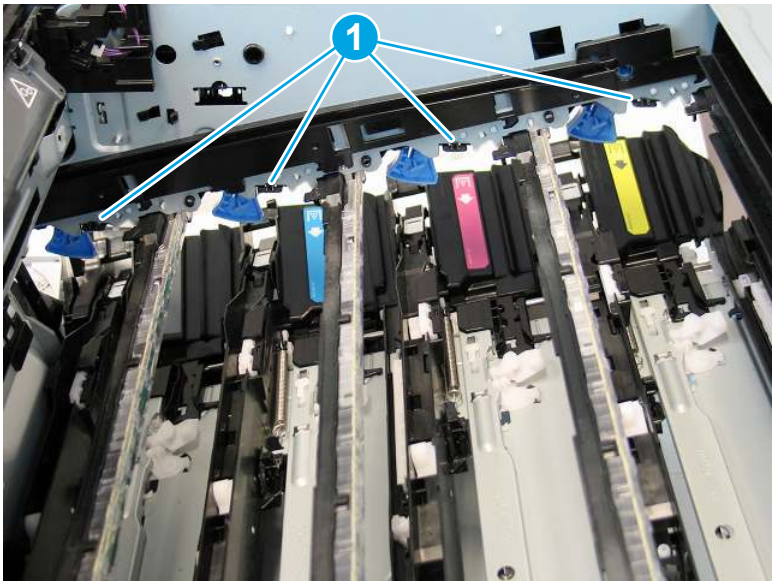
a. Remove two screws (callout 1).

Figure 4-2320 Remove two screws



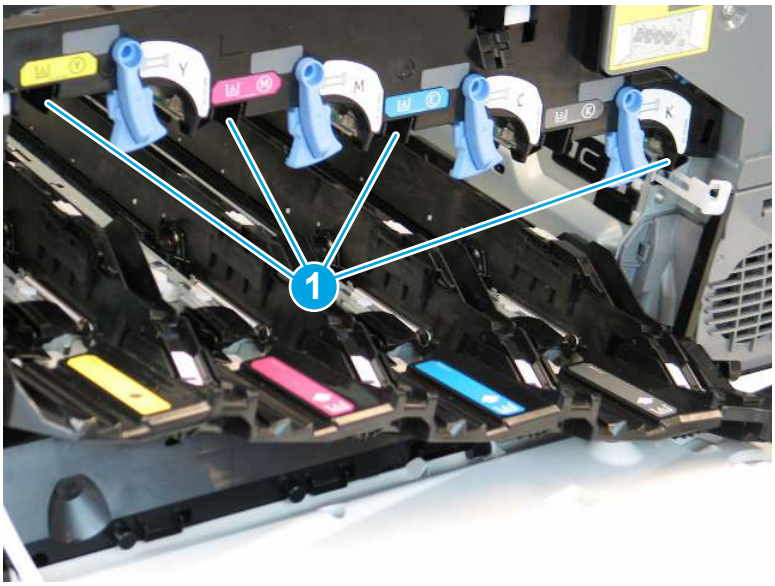
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2321 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

Figure 4-2322 **Release four tabs**



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 upper guide (M776zs)

Learn how to remove and replace the cartridge upper guide.

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 4-119 Part information

Part number	Part description
RM2-1343-000CN	Cartridge upper guide assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.

- Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

  Figure 4-2323 Remove the toner cartridge

2. Remove the imaging drums.

   a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

   Figure 4-2324 Rotate the blue lever

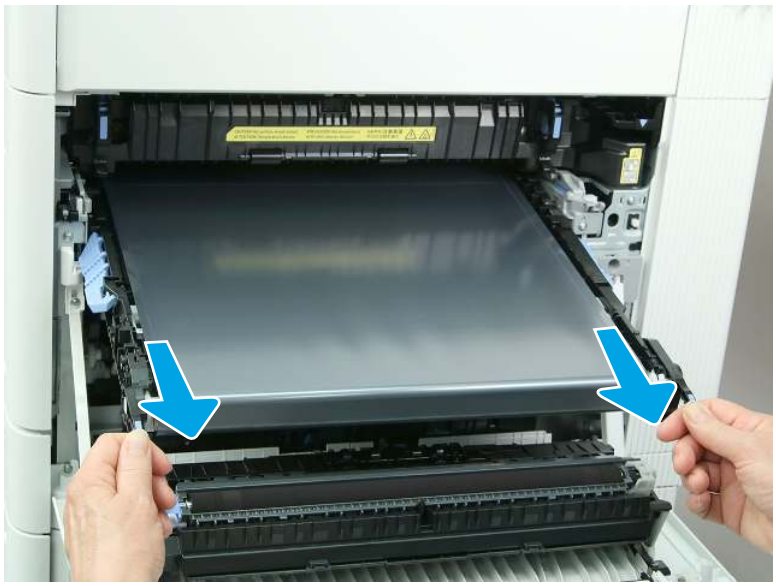
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2325 Remove the imaging drum

3. Remove the intermediate transfer belt (ITB).

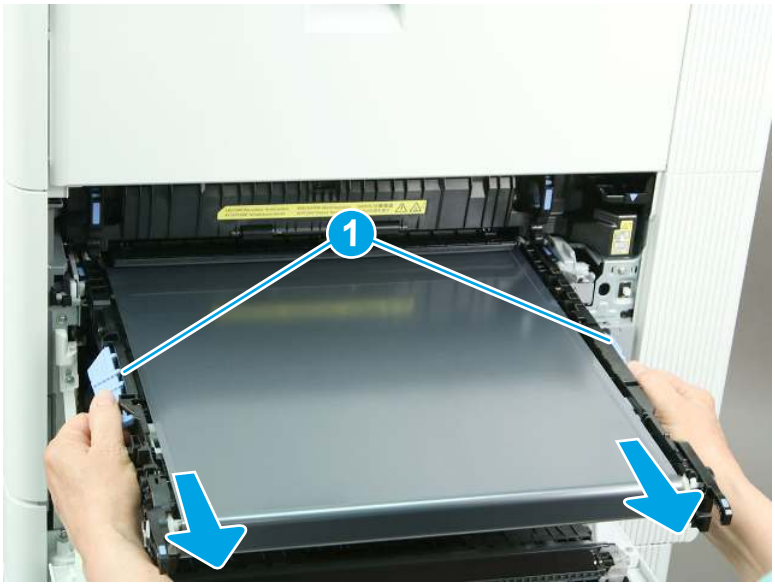
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-2326 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

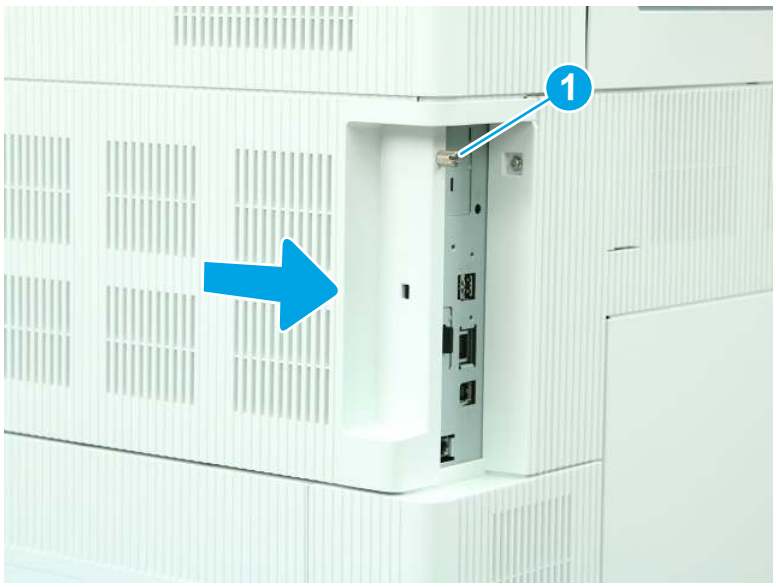
Figure 4-2327 Remove the ITB



4. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

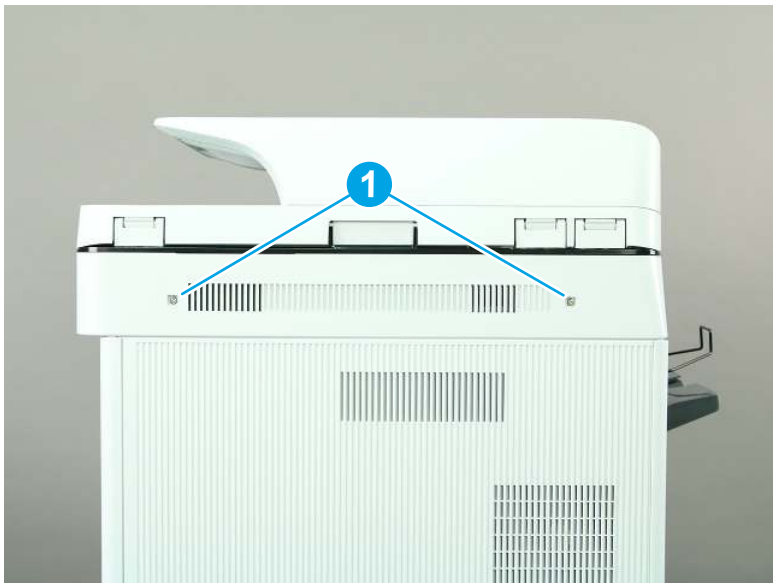
Figure 4-2328 Remove the formatter cover



5. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2329 Remove two screws



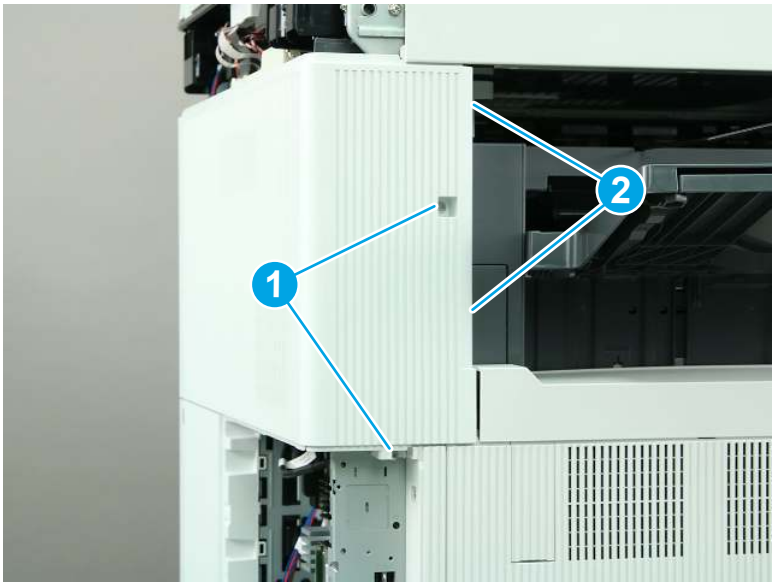
b. Remove the SCB cover.

Figure 4-2330 Remove the SCB cover

6. Remove the rear upper cover and left rear upper cover (M776zs).

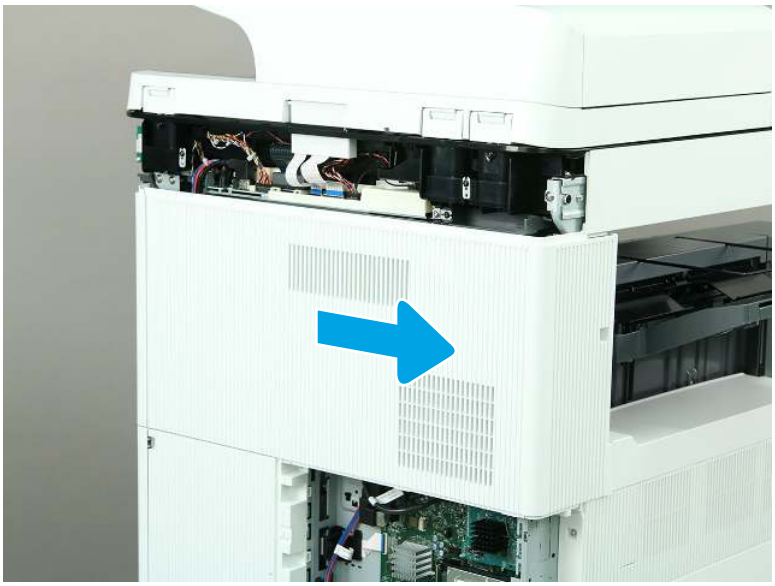
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2331 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2332 Remove the rear upper and left rear upper cover



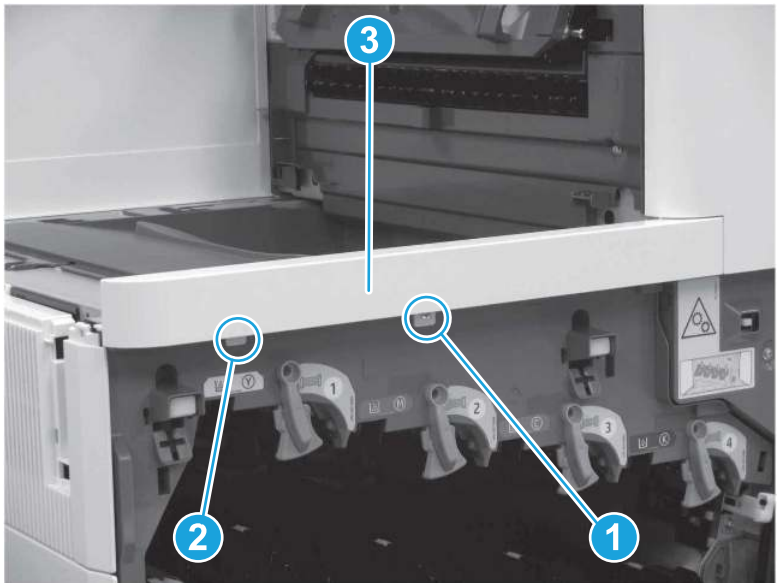
7. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-2333 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-2334 Remove the front cover



8. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-2335 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

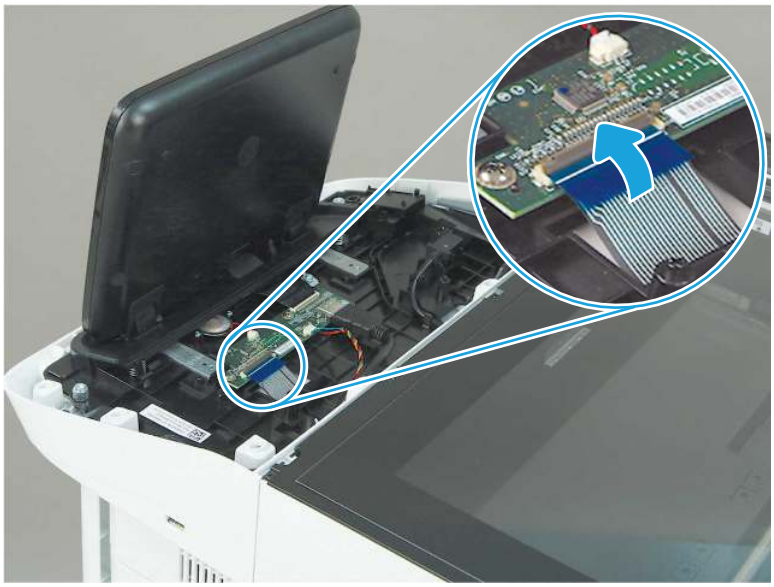
Figure 4-2336 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2337 **Remove the control panel cover**

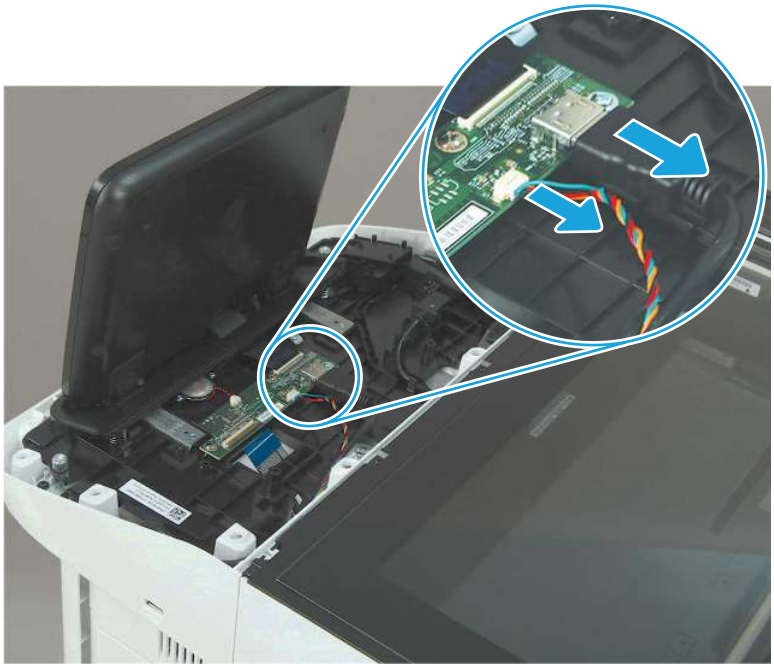
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2338 **Release the keyboard flat cable (M776z/M776zs)**



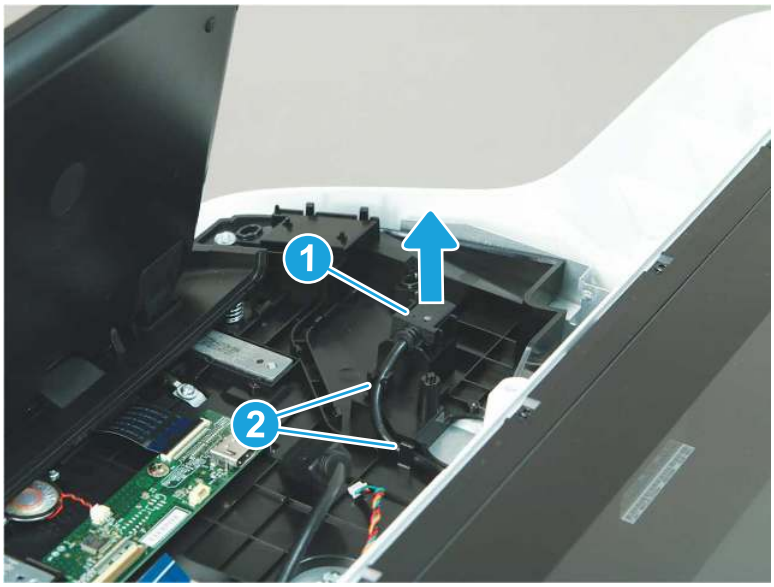
e. Disconnect two connectors

Figure 4-2339 Disconnect two connectors



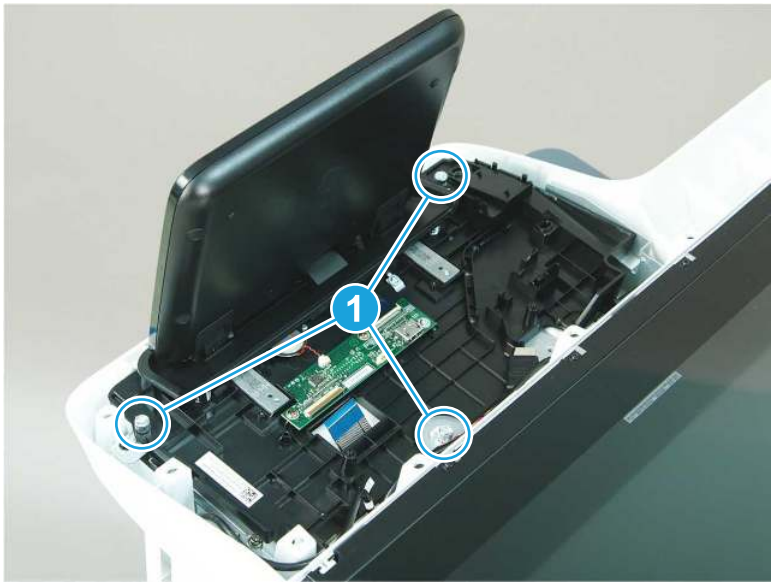
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2340 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-2341 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2342 Remove the control panel

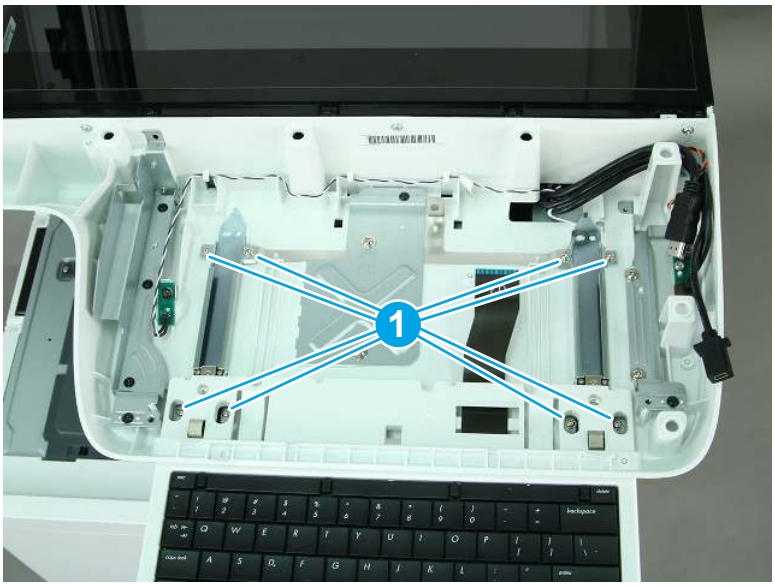
9. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2343 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-2344 Remove eight screws



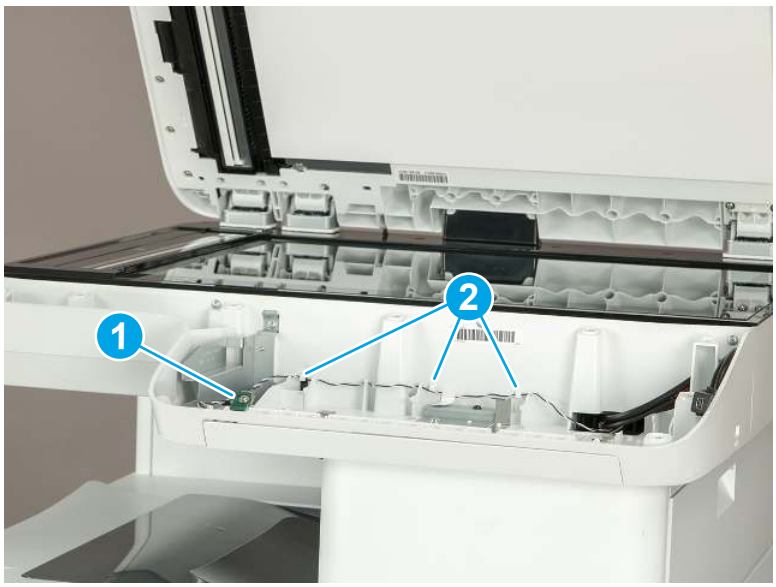
c. Remove the keyboard and rails.

Figure 4-2345 Remove the keyboard and rails

10. Remove the nose cone (M776).

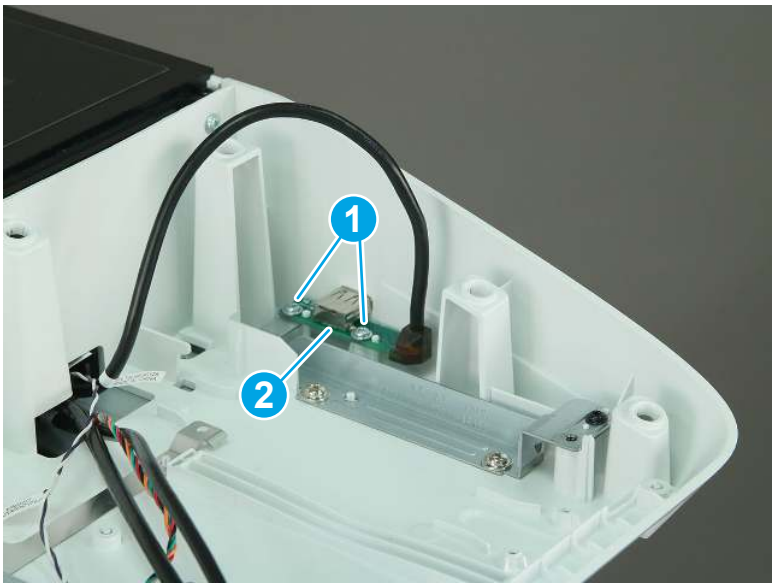
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2346 Release the light PCA



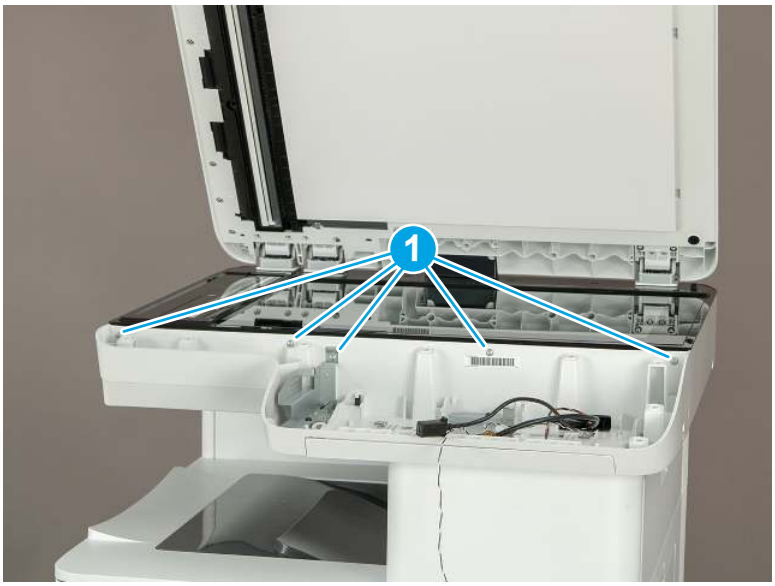
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2347 Release the USB port PCA



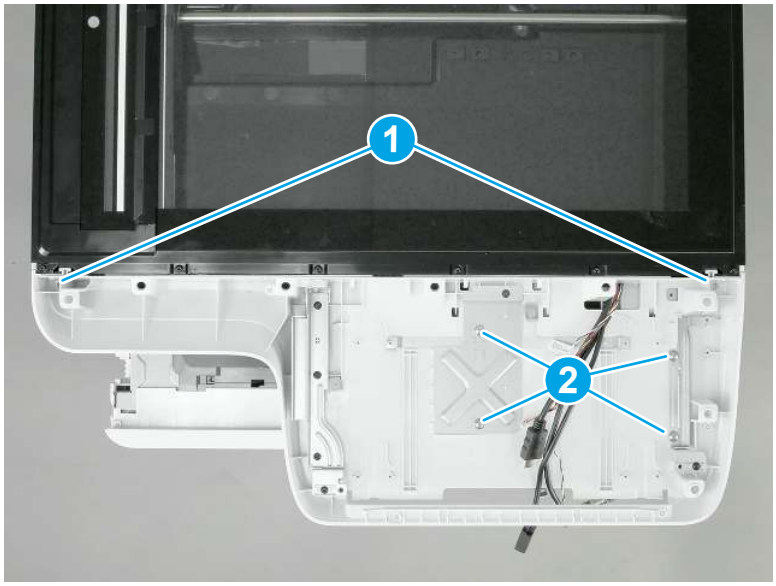
c. Remove five screws (callout 1).

Figure 4-2348 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

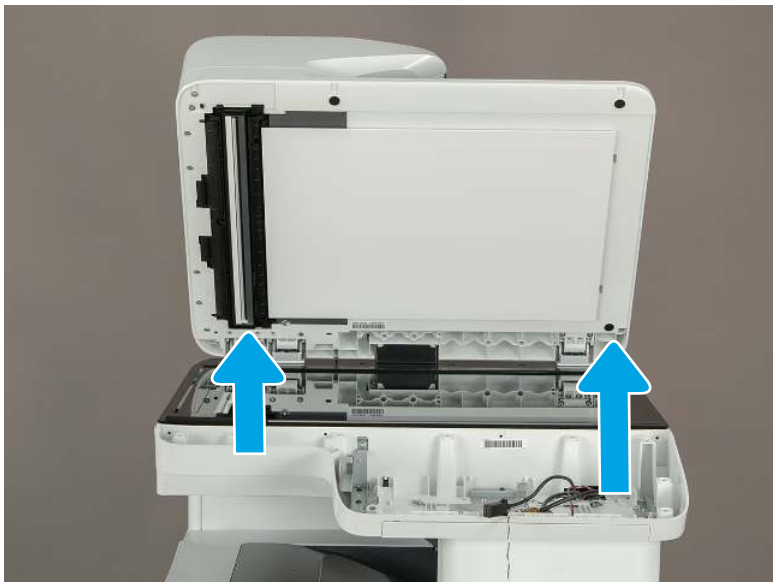
Figure 4-2349 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

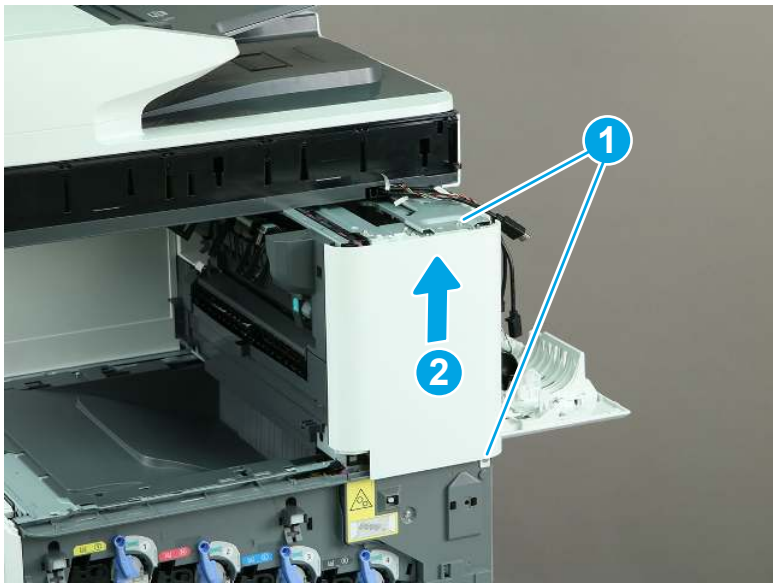
Figure 4-2350 Remove the nose cone



11. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

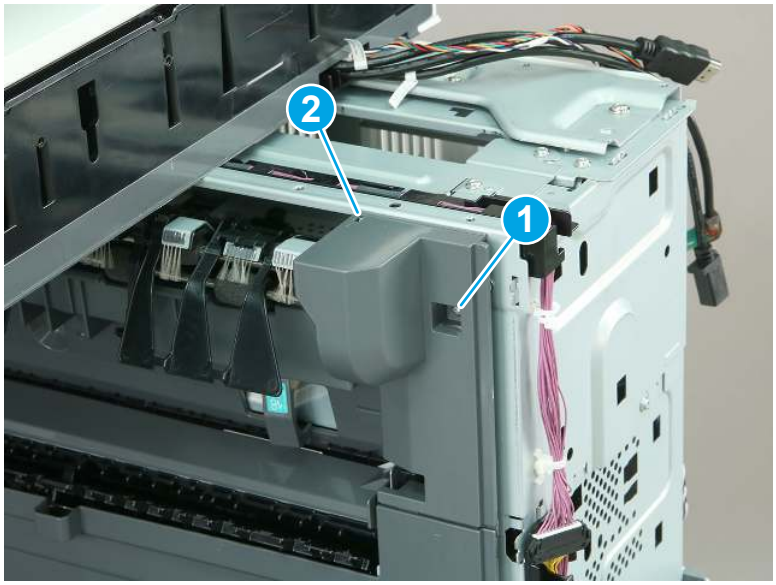
Figure 4-2351 **Remove the right front cover**



12. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

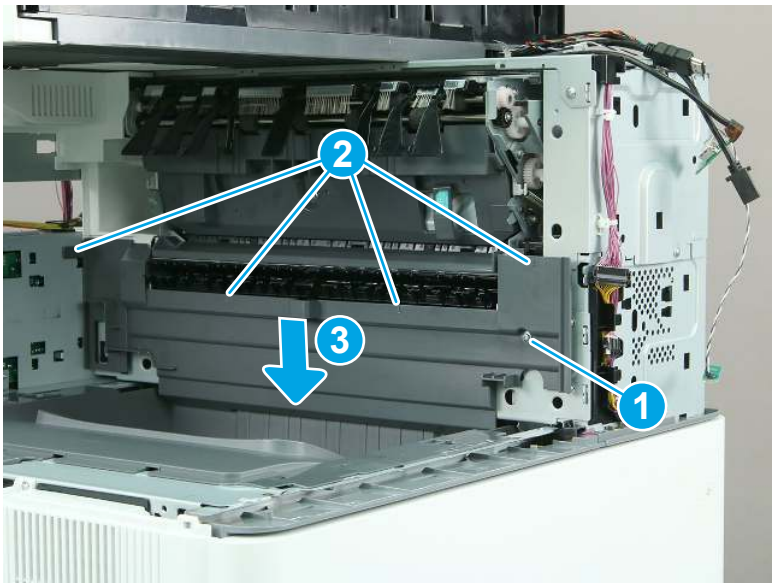
Figure 4-2352 **Remove the delivery front cover**



13. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

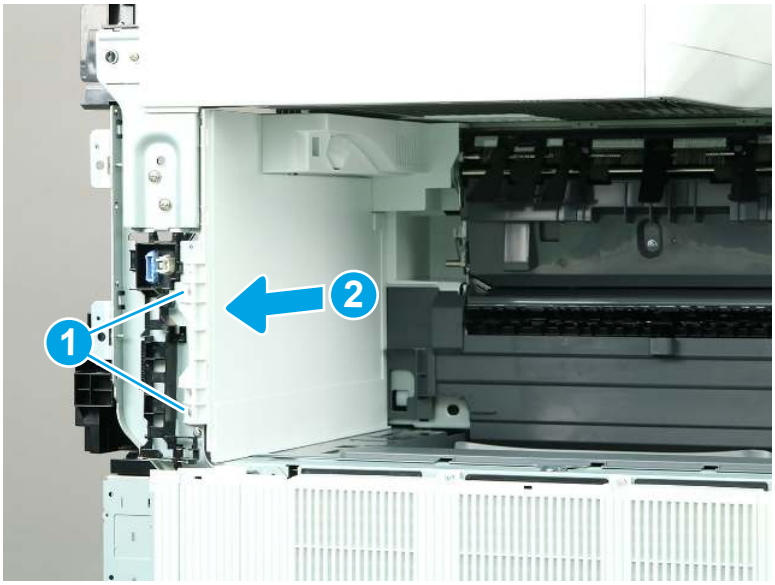
Figure 4-2353 Remove the delivery cover



14. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-2354 Remove the main cover

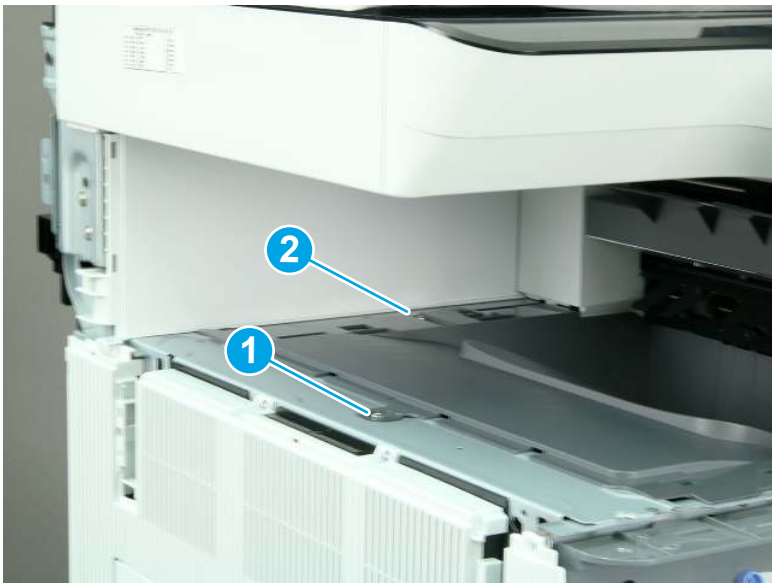


15. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2355 Remove two screws



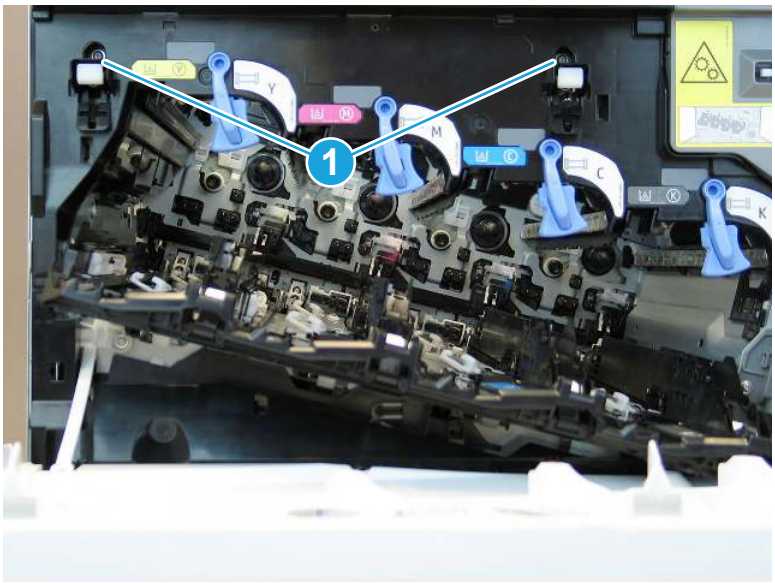
b. Remove the output bin.

Figure 4-2356 Remove the output bin

16. Remove the cartridge upper guide.

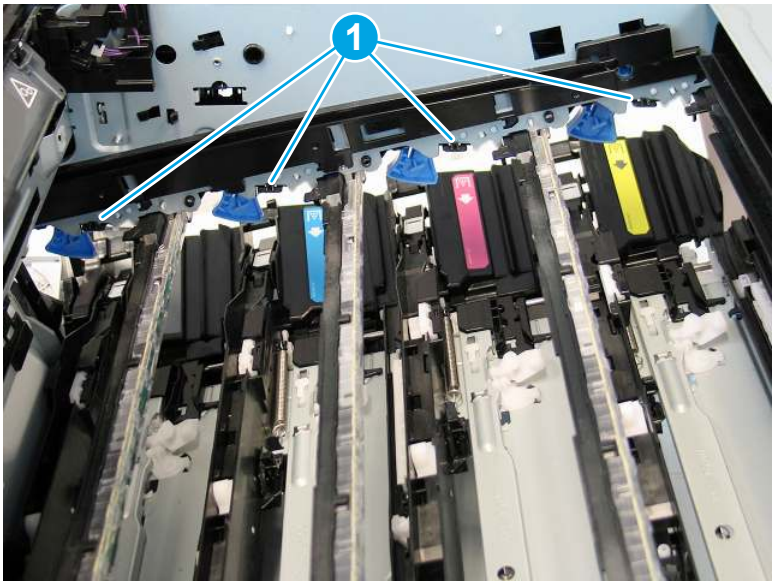
a. Remove two screws (callout 1).

Figure 4-2357 Remove two screws



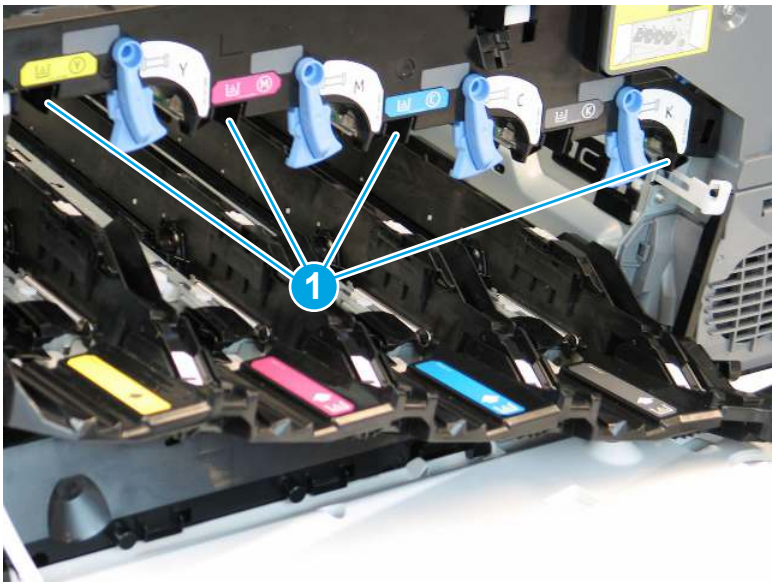
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2358 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

Figure 4-2359 Release four tabs



17. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Black pre-exposure assembly (M751/E75245)

Learn how to remove and replace the black pre-exposure assembly.

View a video of how to remove and replace the black pre-exposure assembly.

Mean time to repair: 12 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 4-120 Part information

Part number	Part description
RM2-1340-000CN	Black pre-exposure assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

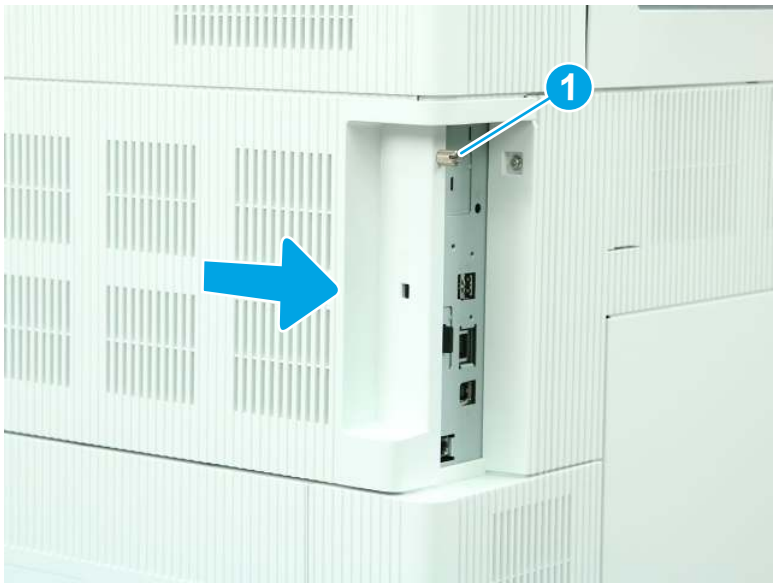
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

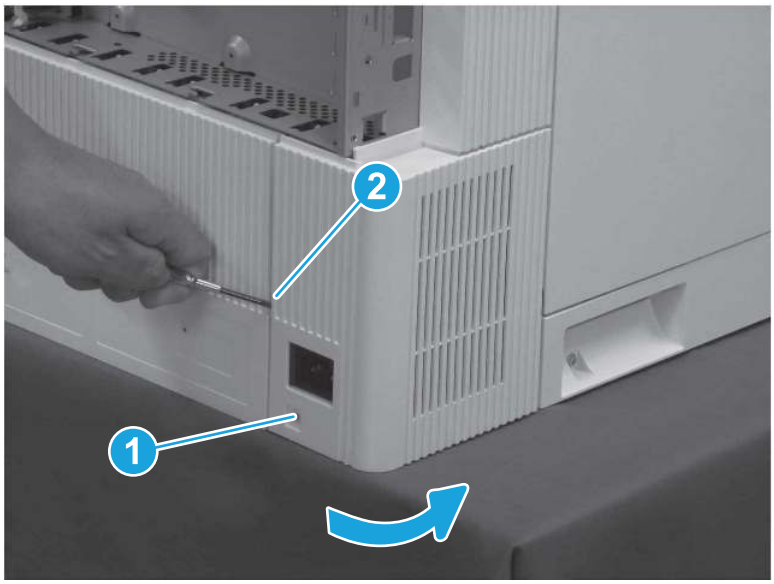
Figure 4-2360 Remove the formatter cover



2. Remove the left lower cover (M751/E75245).

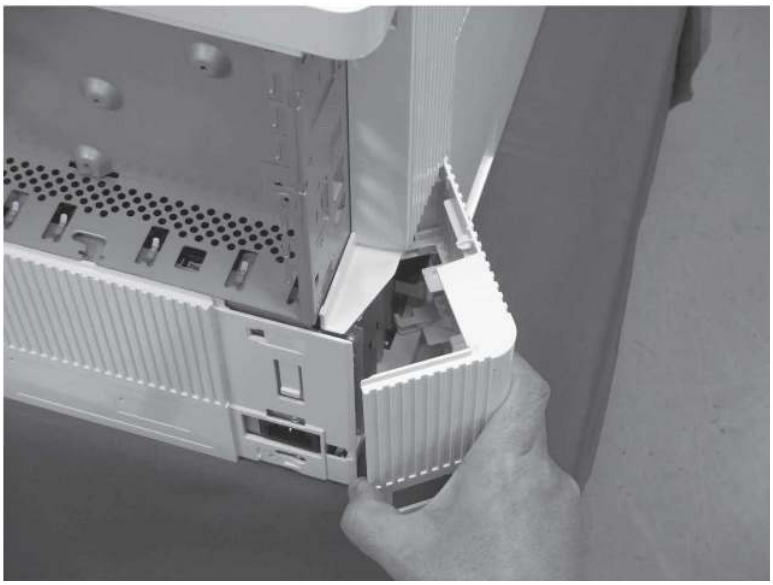
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2361 Remove one screw and release one tab



b. Remove the left lower cover.

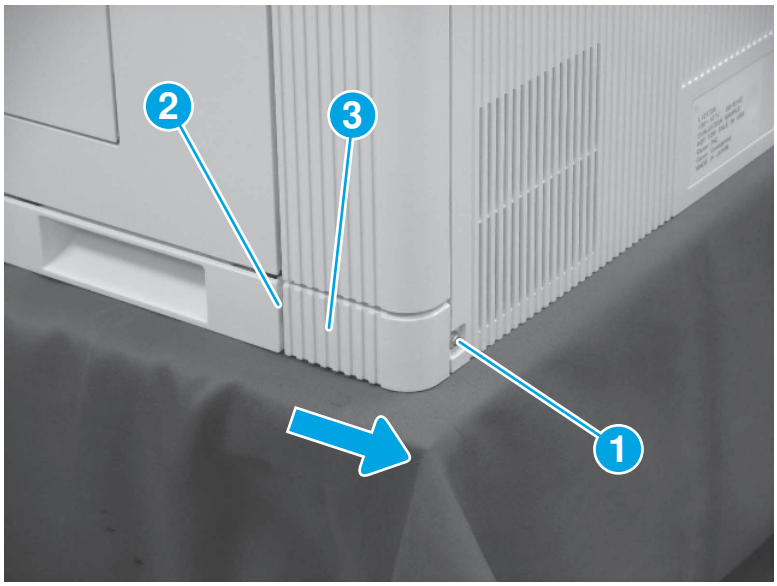
Figure 4-2362 **Remove the left lower cover**



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

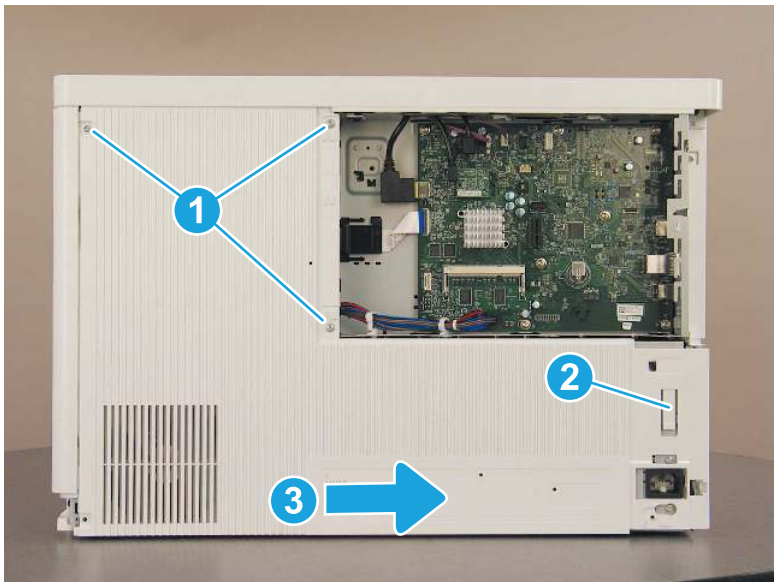
Figure 4-2363 **Remove the right rear lower cover**



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2364 Remove the rear cover

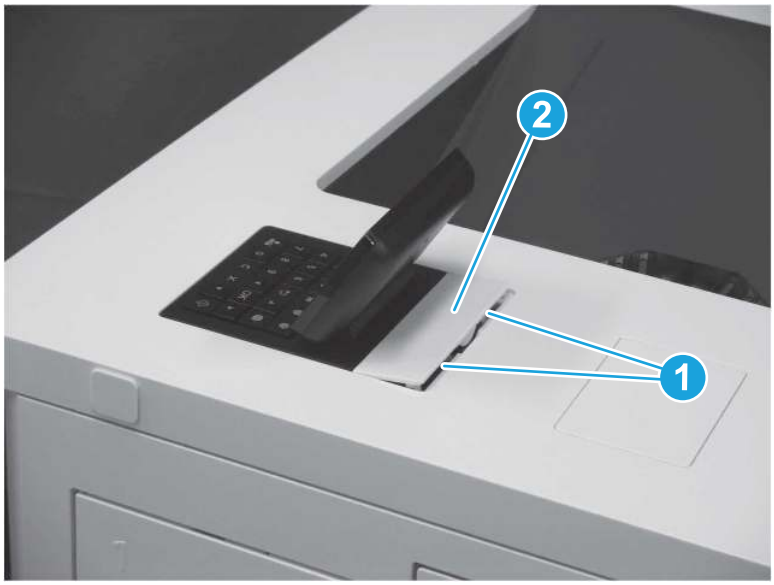
  

5. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-2365 Remove the control panel cover

b. Remove one screw (callout 1).

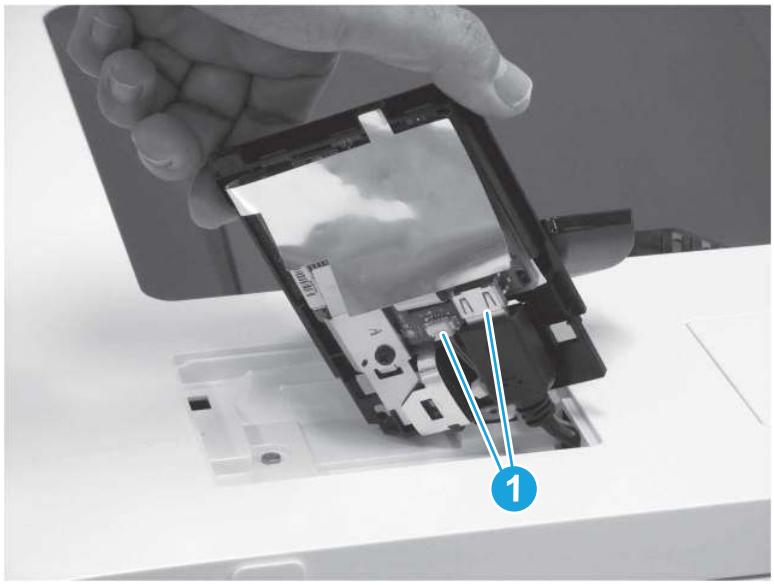
Figure 4-2366 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2367 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

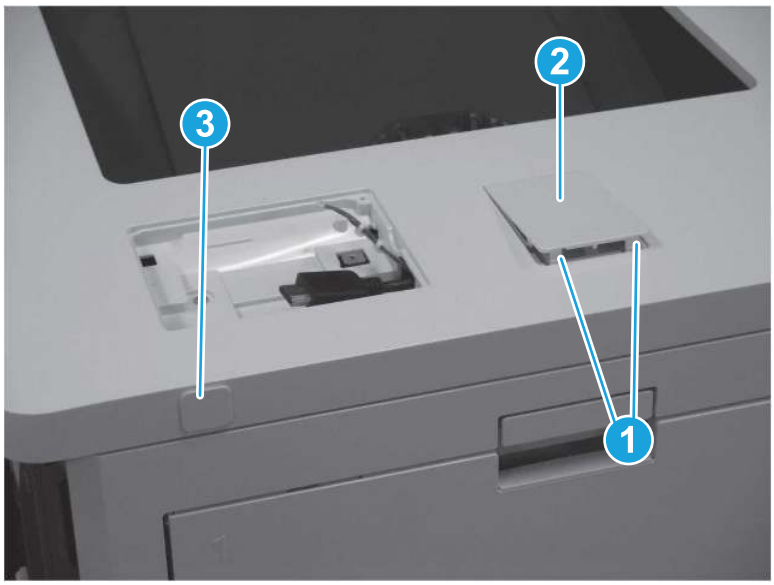
Figure 4-2368 Disconnect two connectors



6. Remove the top cover (M751/E75245).

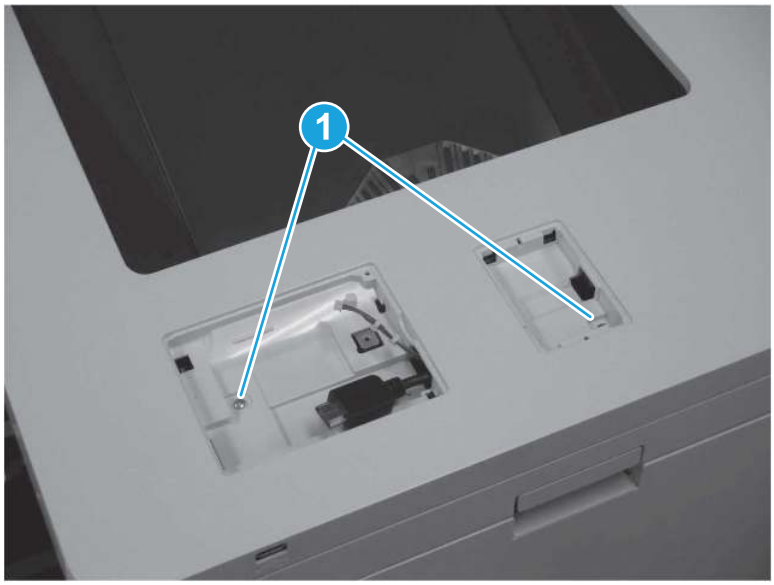
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2369 Remove the HIP cover and USB cap



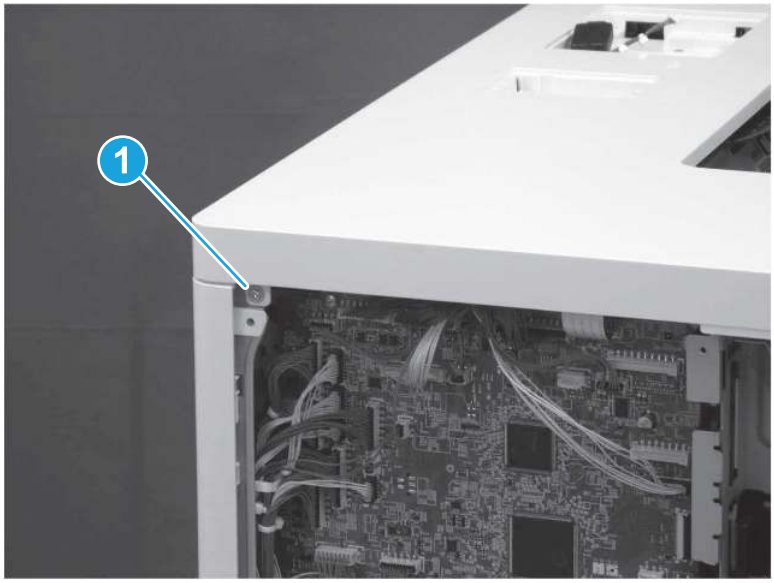
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2370 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2371 Remove one screw

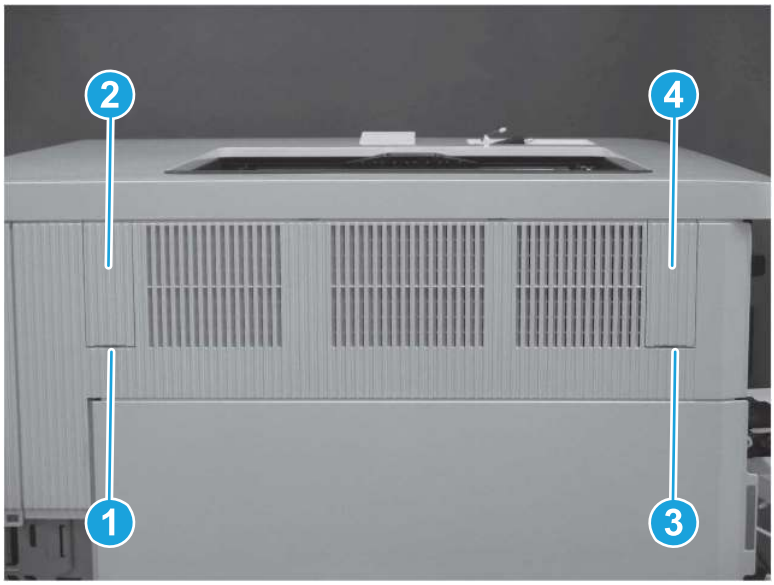


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

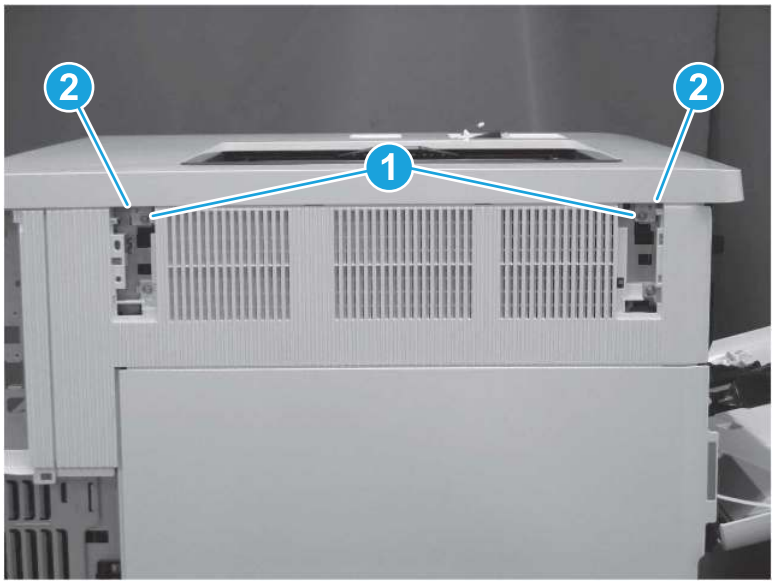
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2372 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

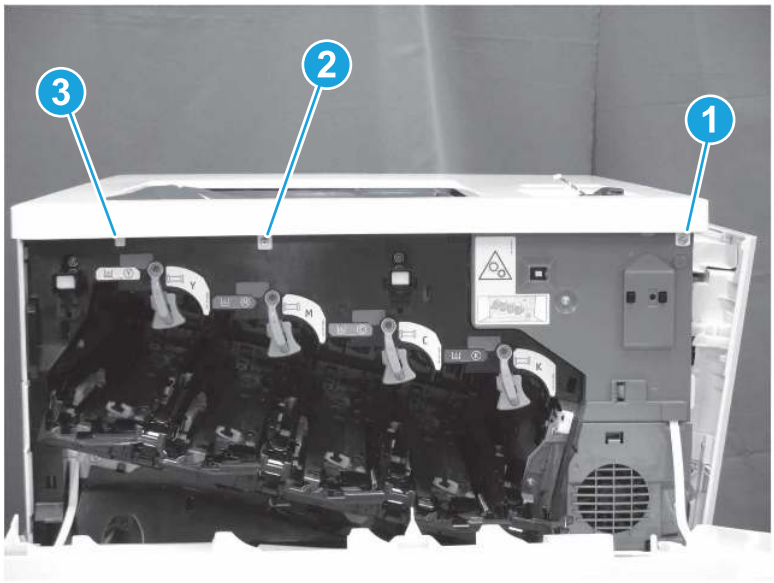
Figure 4-2373 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

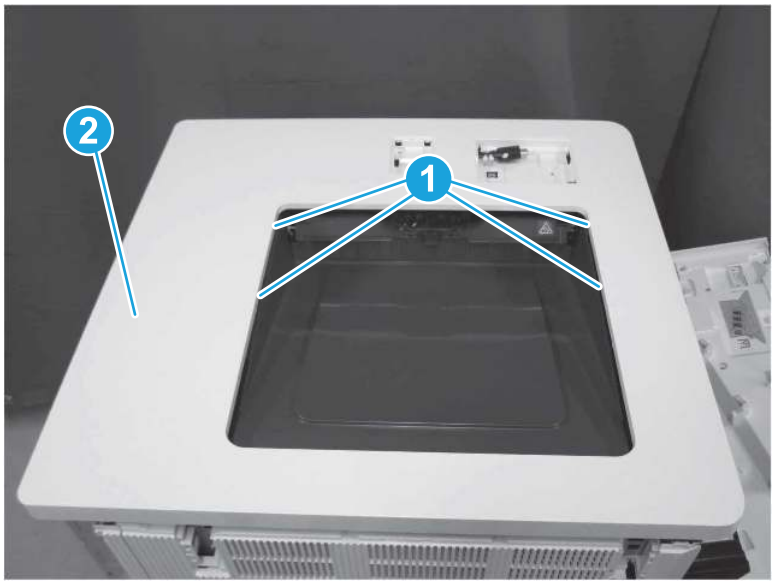
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2374 Remove two screws and release one tab

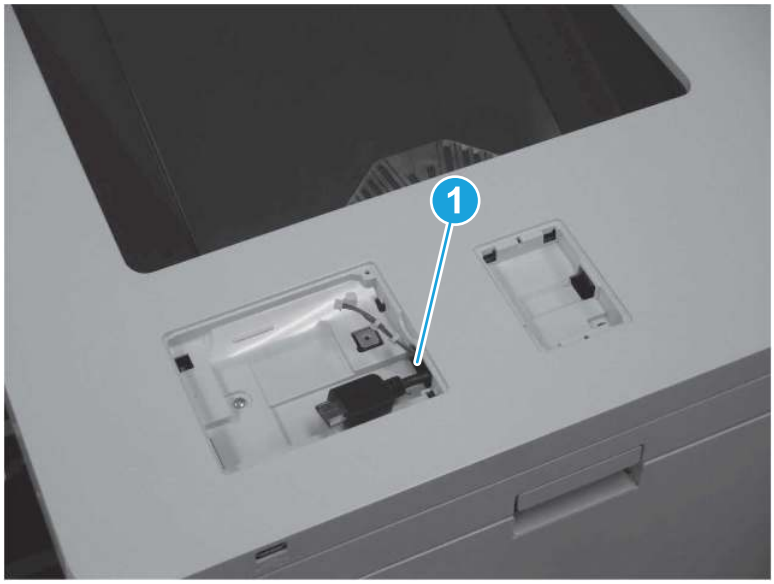


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2375 Remove the top cover



NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.

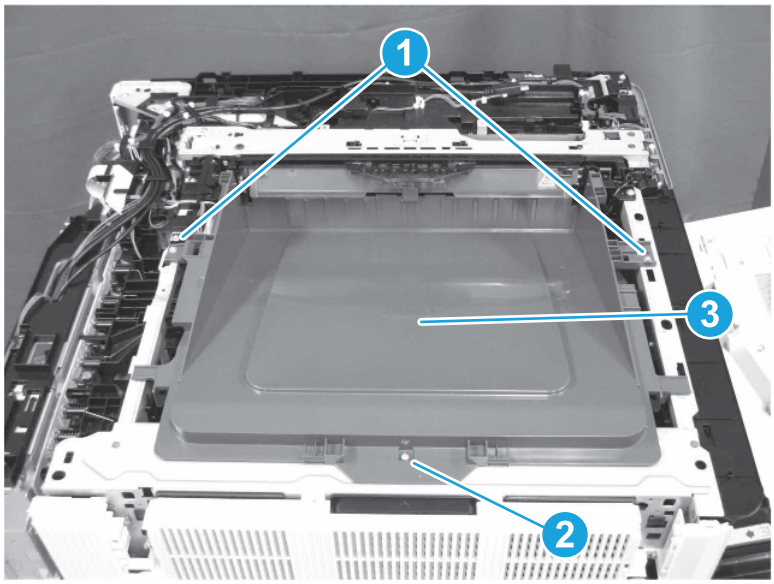


7. Remove the output bin (M751/E75245).

   - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

   NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

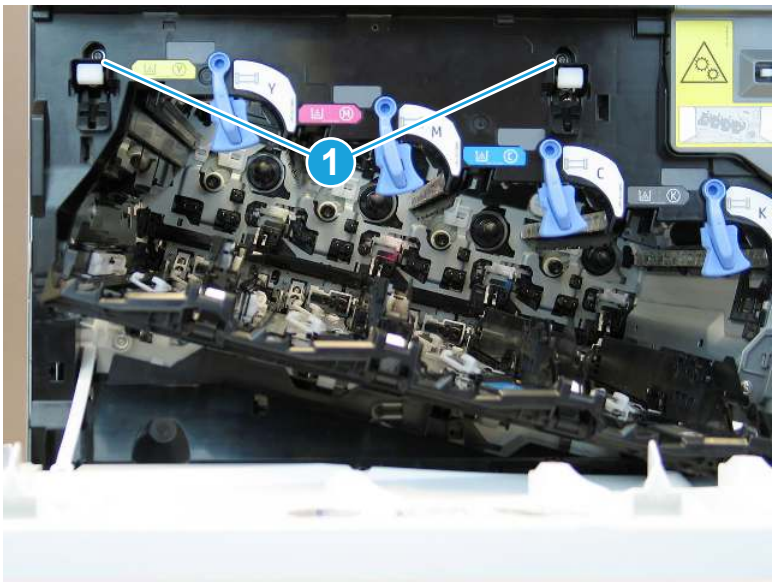
   Figure 4-2376 **Remove the output bin**



8. Remove the cartridge upper guide.

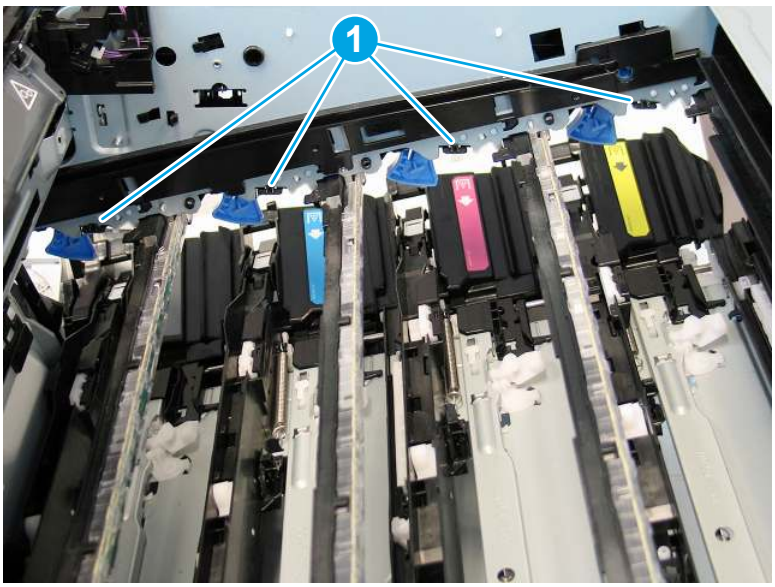
a. Remove two screws (callout 1).

Figure 4-2377 Remove two screws



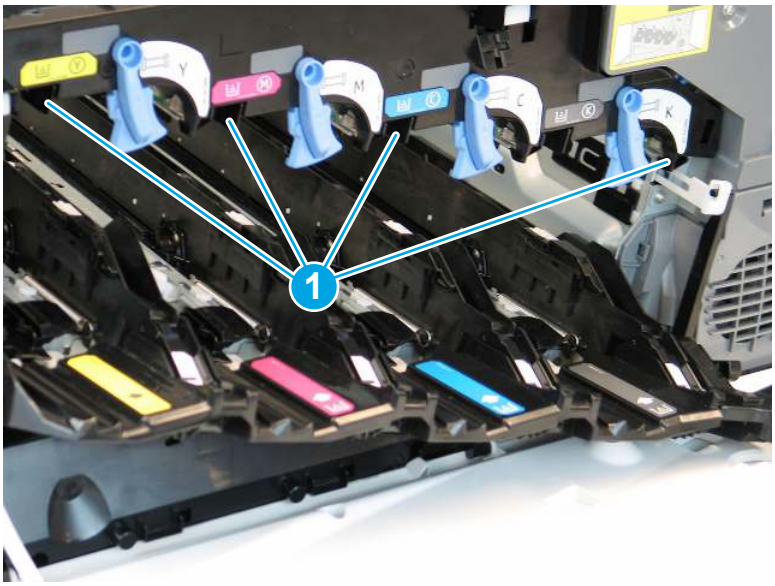
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2378 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

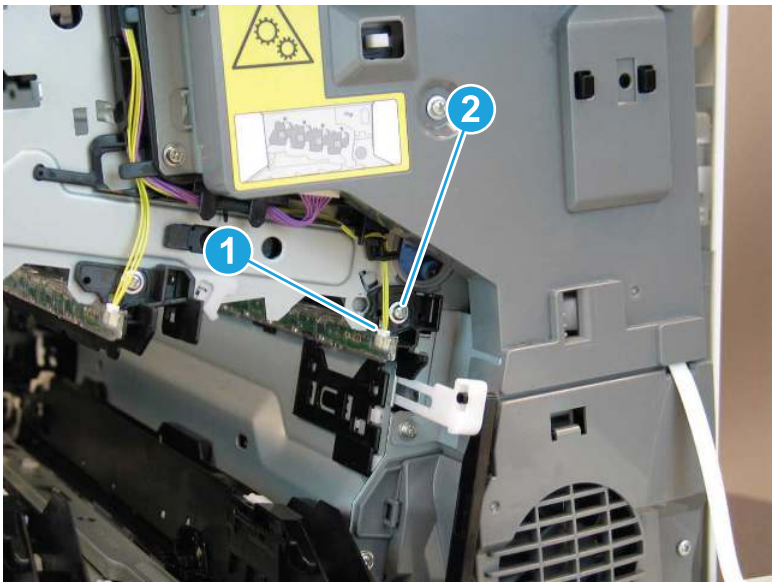
Figure 4-2379 **Release four tabs**



9. Remove the black pre-exposure assembly.

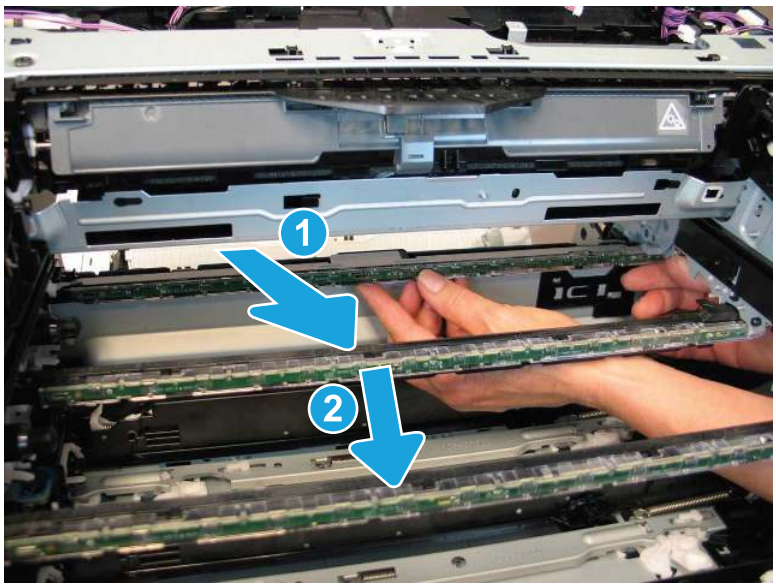
a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-2380 **Disconnect one connector and remove one screw**



b. Lift the pre-exposure assembly away from the printer (callout 1), and then lower it (callout 2) to remove it.

Figure 4-2381 **Remove the black pre-exposure assembly**



10. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

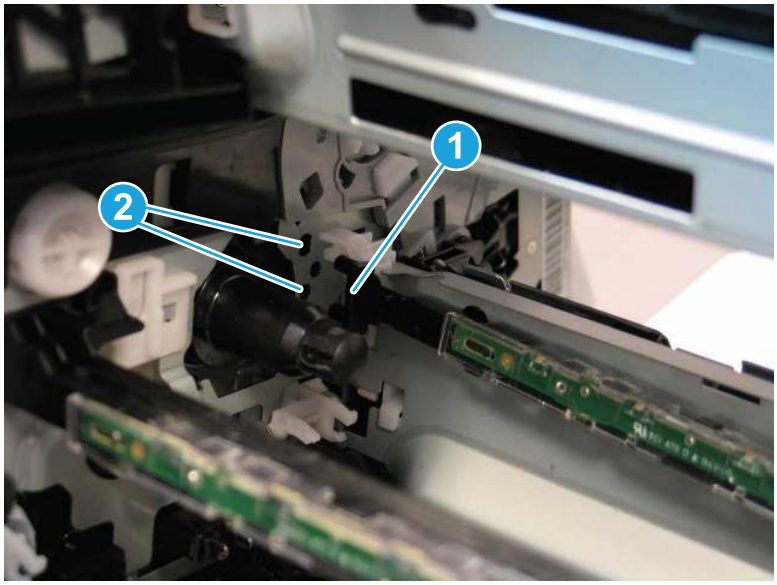
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the black pre-exposure assembly.

- When installing the black pre-exposure assembly, position the tabs (callout 1) on the end of the assembly into the holes (callout 2) in the printer.

Figure 4-2382 Install the black pre-exposure assembly



Removal and replacement: Black pre-exposure assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the black pre-exposure assembly.

View a video of how to remove and replace the black pre-exposure assembly.

Mean time to repair: 12 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 4-121 Part information

Part number	Part description
RM2-1340-000CN	Black pre-exposure assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

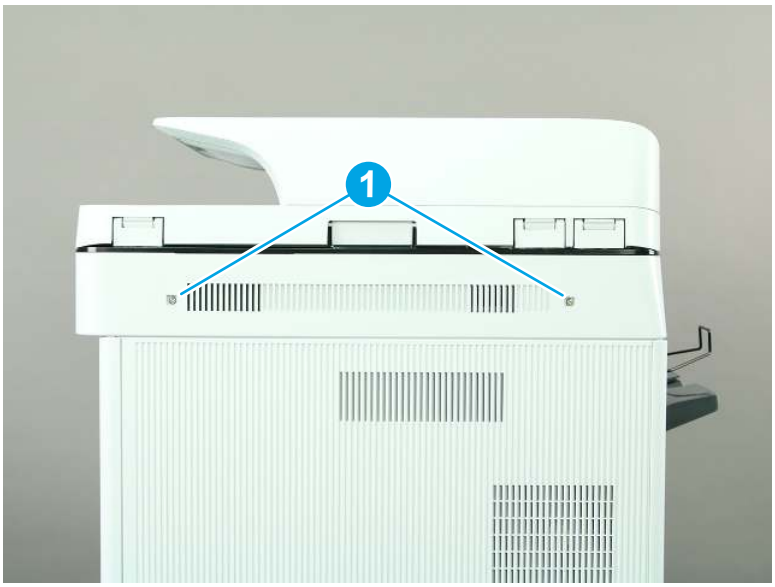
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-2383 **Remove the formatter cover**

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2384 Remove two screws



b. Remove the SCB cover.

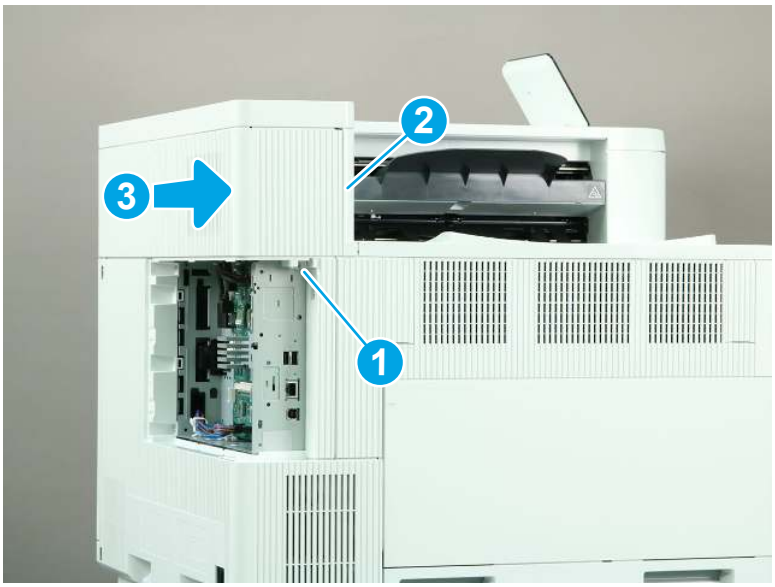
Figure 4-2385 Remove the SCB cover

3. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-2386 **Remove the rear upper cover**

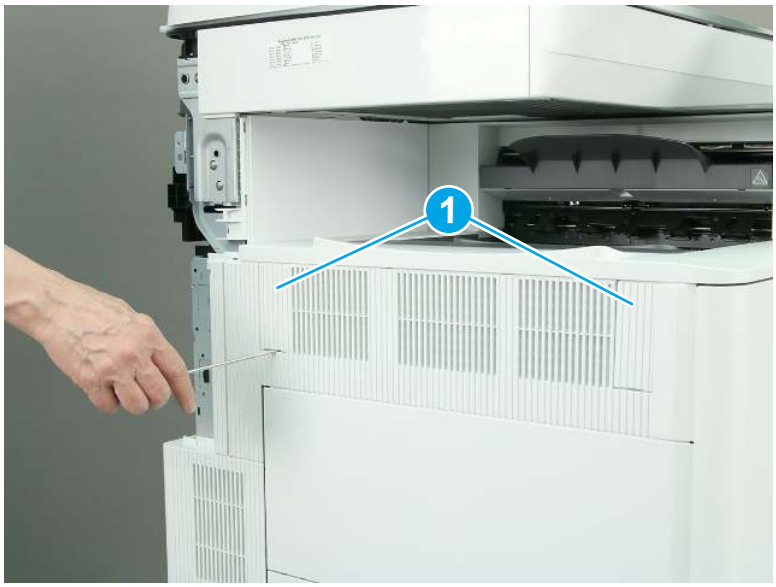


4. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

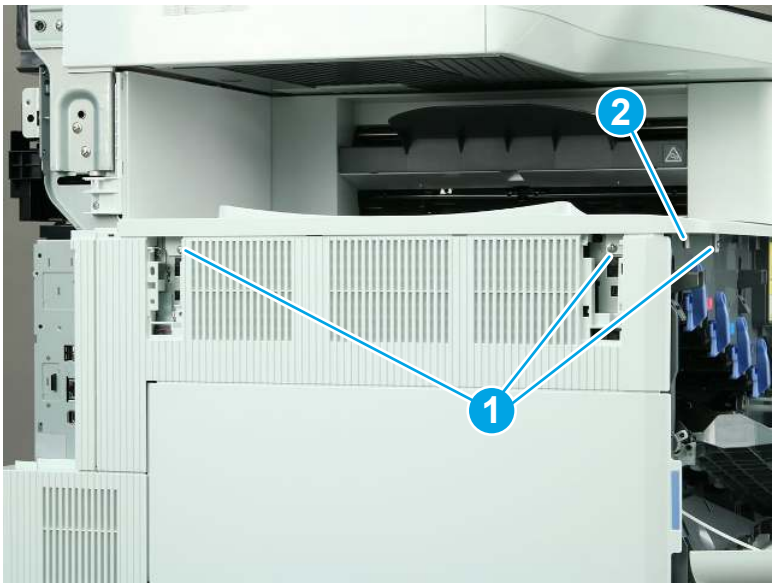
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2387 **Remove two covers**



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2388 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

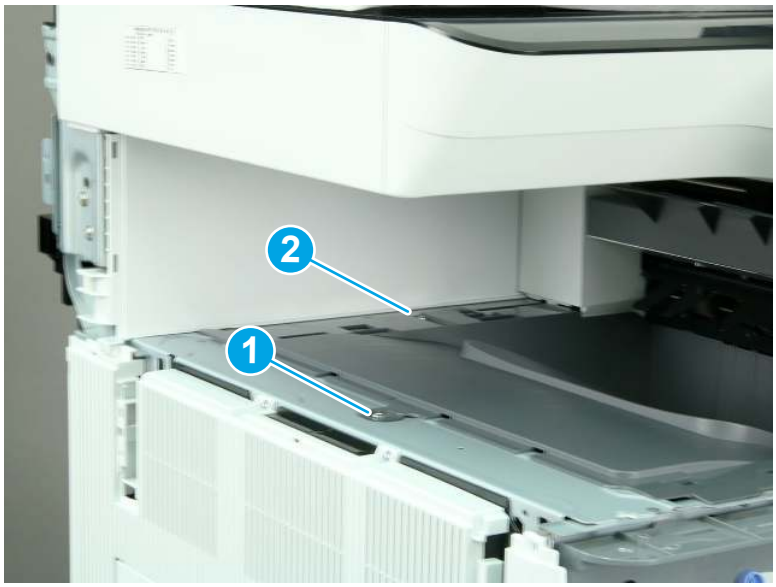
Figure 4-2389 Remove the accessory upper cover

5. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2390 Remove two screws



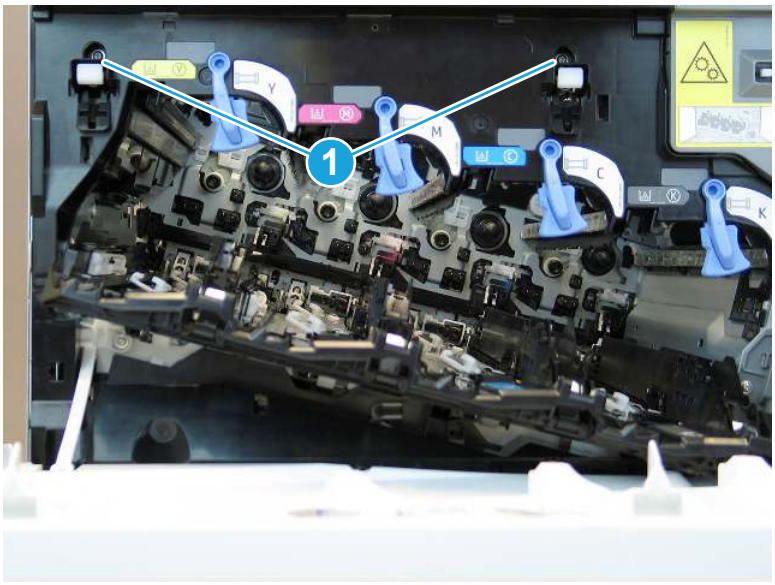
b. Remove the output bin.

Figure 4-2391 Remove the output bin

6. Remove the cartridge upper guide.

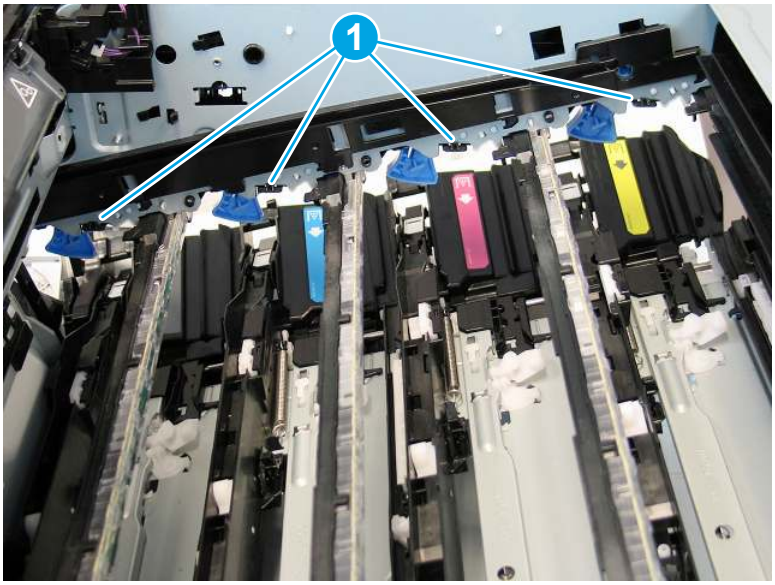
a. Remove two screws (callout 1).

Figure 4-2392 Remove two screws



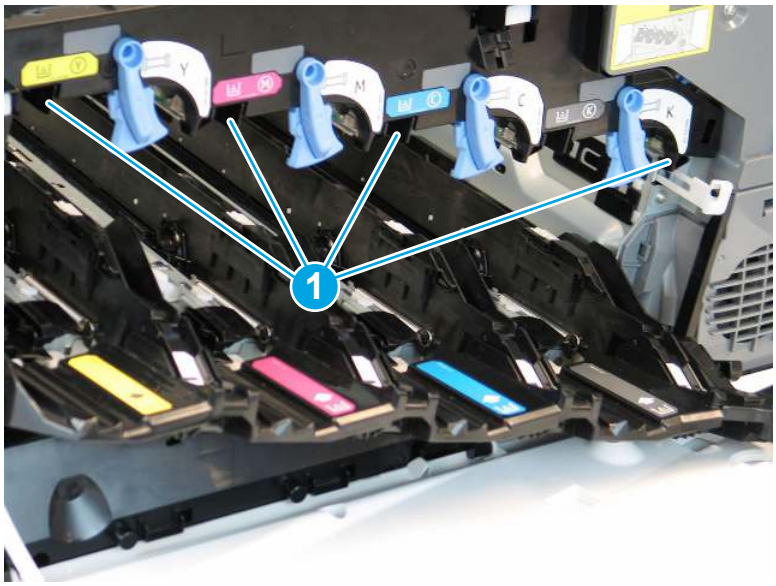
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2393 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

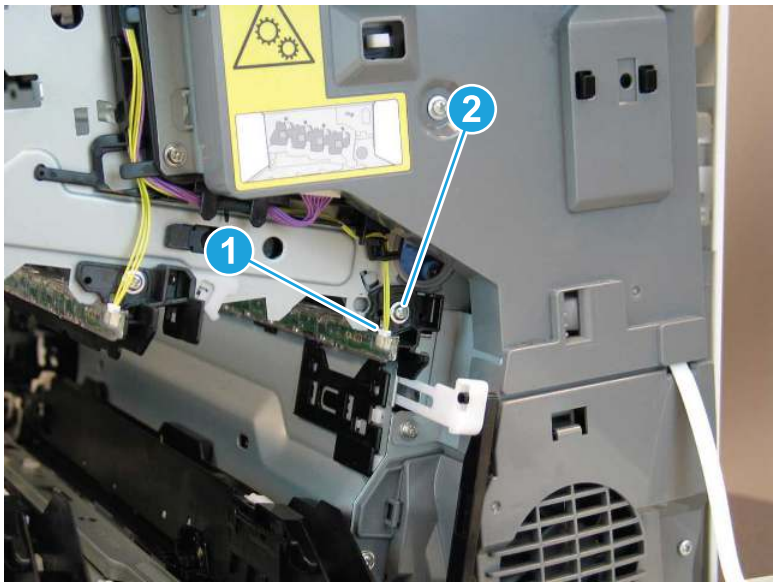
Figure 4-2394 Release four tabs



7. Remove the black pre-exposure assembly.

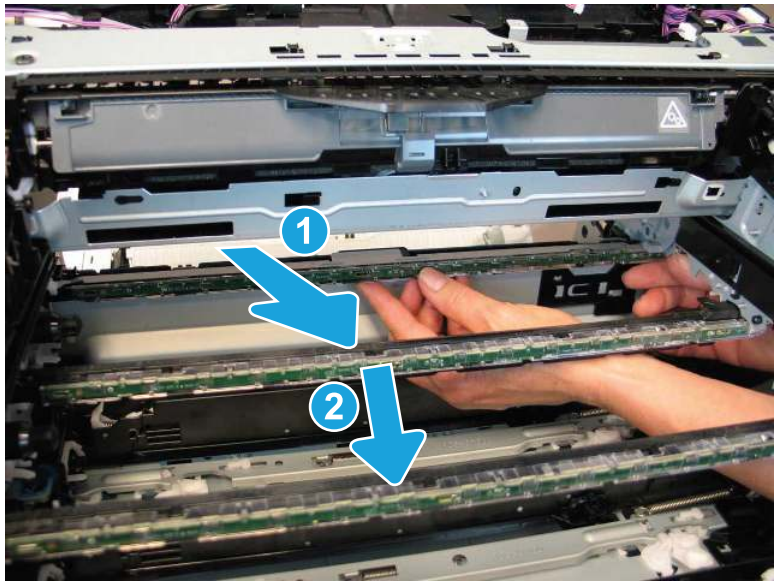
a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-2395 Disconnect one connector and remove one screw



b. Lift the pre-exposure assembly away from the printer (callout 1), and then lower it (callout 2) to remove it.

Figure 4-2396 **Remove the black pre-exposure assembly**



8. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

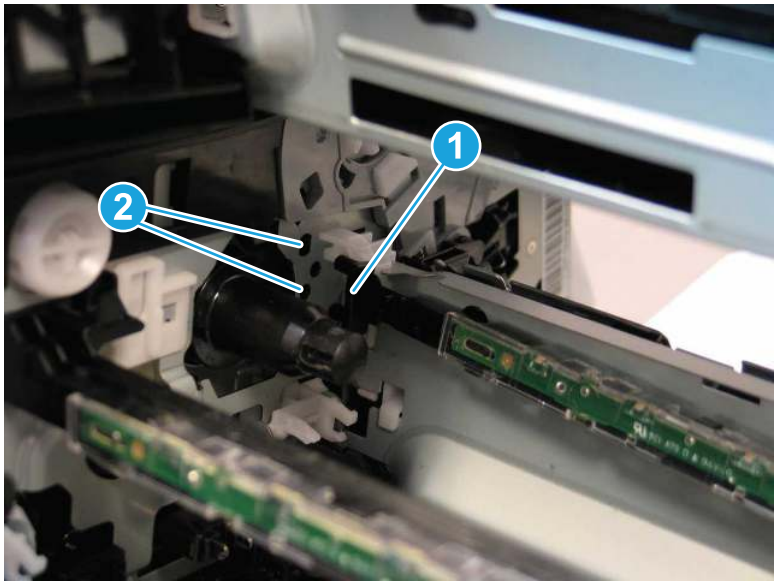
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

9. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the black pre-exposure assembly.

- When installing the black pre-exposure assembly, position the tabs (callout 1) on the end of the assembly into the holes (callout 2) in the printer.

Figure 4-2397 Install the black pre-exposure assembly



Removal and replacement: Black pre-exposure assembly (M776zs)

Learn how to remove and replace the black pre-exposure assembly.

Mean time to repair: 12 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 4-122 Part information

Part number	Part description
RM2-1340-000CN	Black pre-exposure assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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.

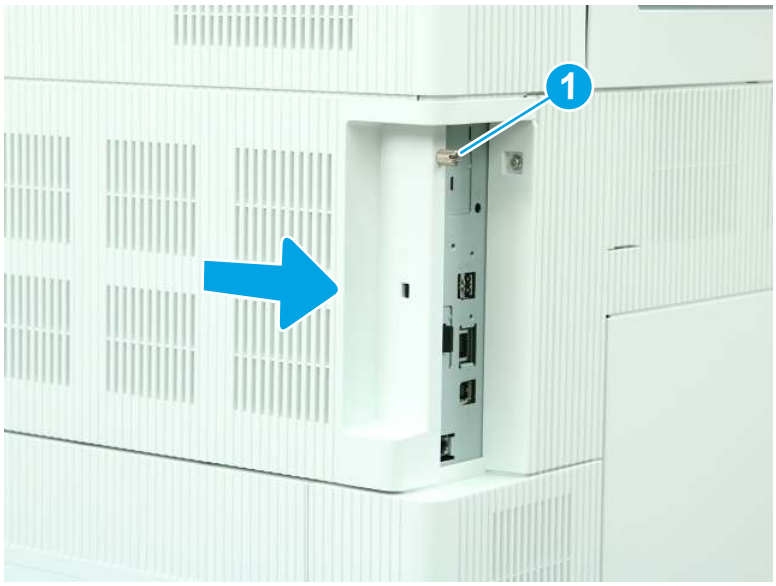
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

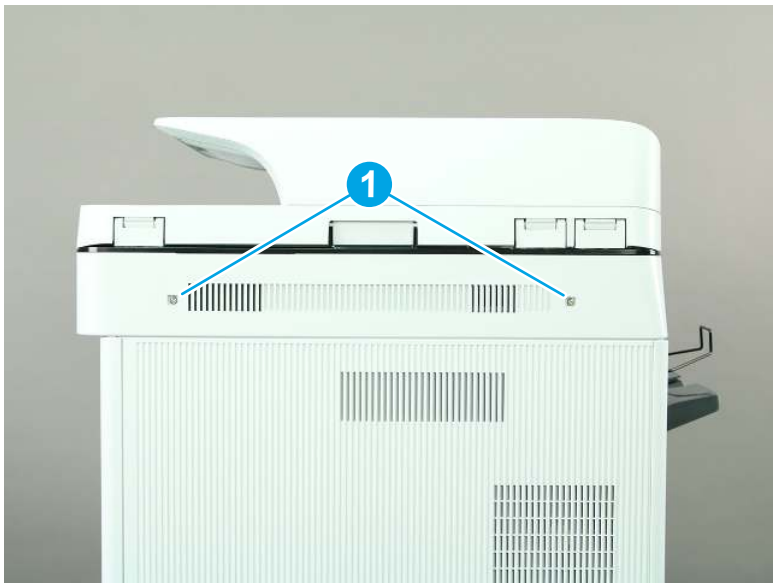
   Figure 4-2398 **Remove the formatter cover**

2. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2399 Remove two screws



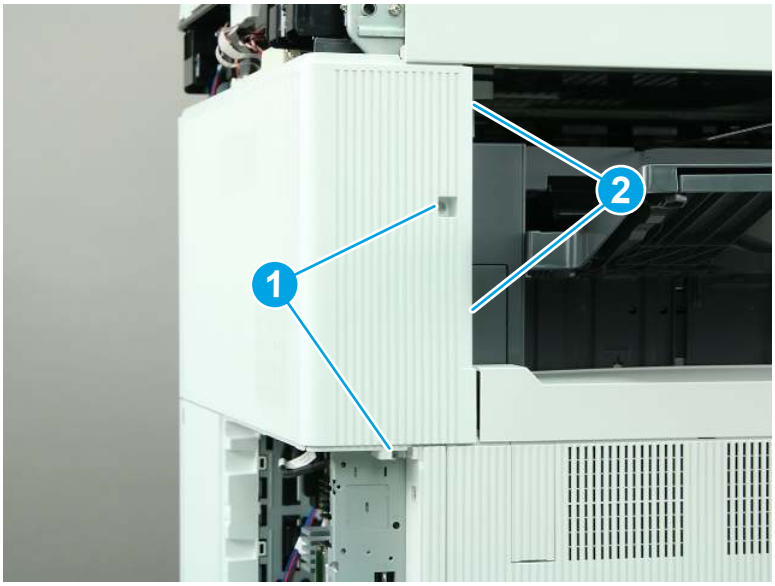
b. Remove the SCB cover.

Figure 4-2400 Remove the SCB cover

3. Remove the rear upper cover and left rear upper cover (M776zs).

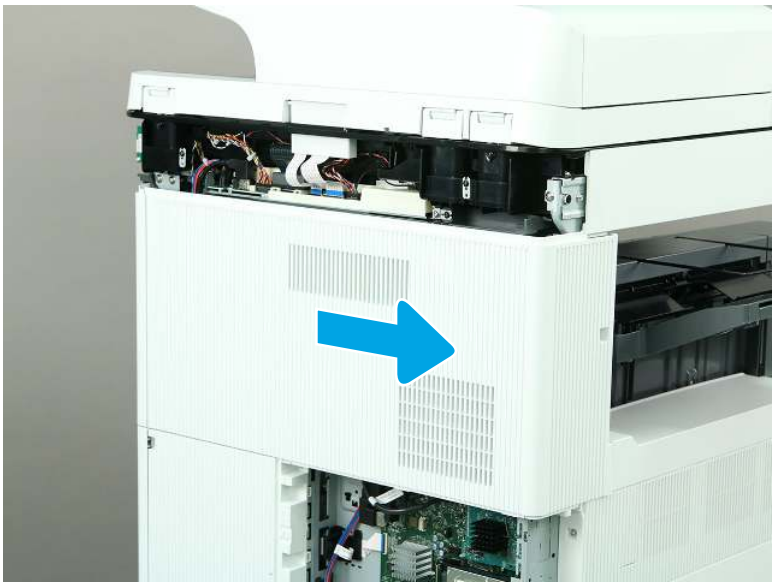
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2401 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2402 Remove the rear upper and left rear upper cover



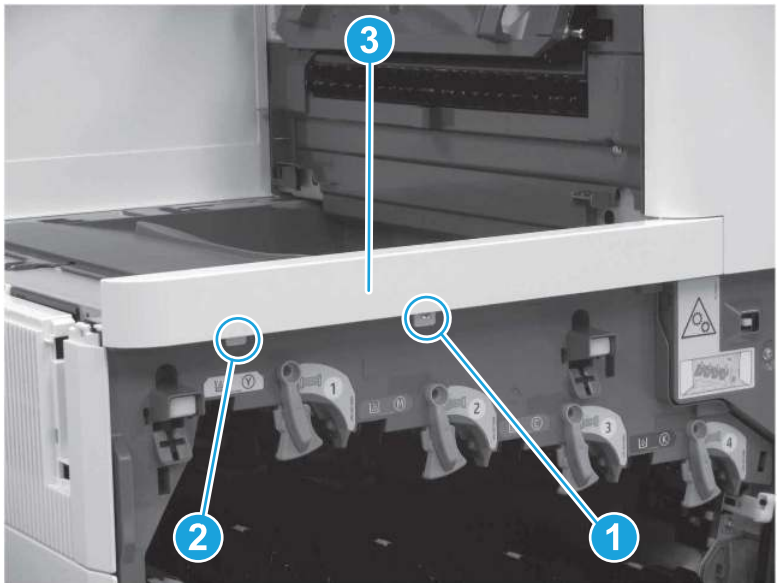
4. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-2403 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-2404 Remove the front cover



5. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-2405 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

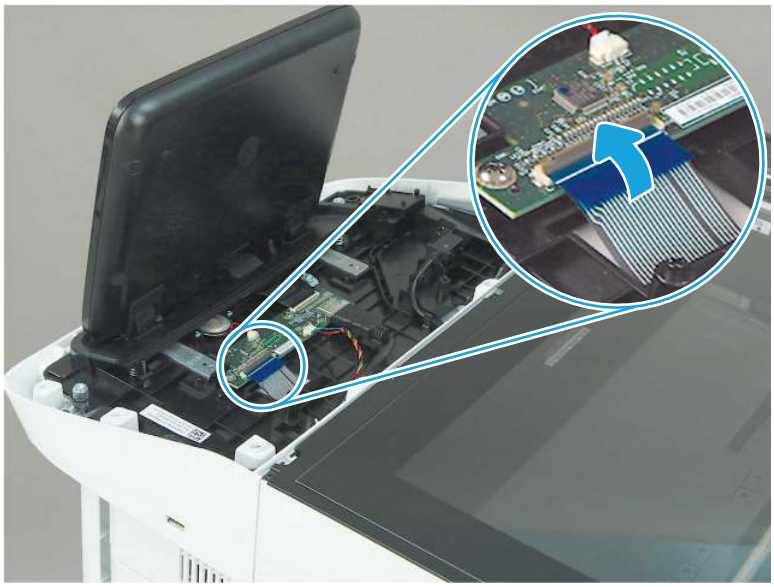
Figure 4-2406 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2407 **Remove the control panel cover**

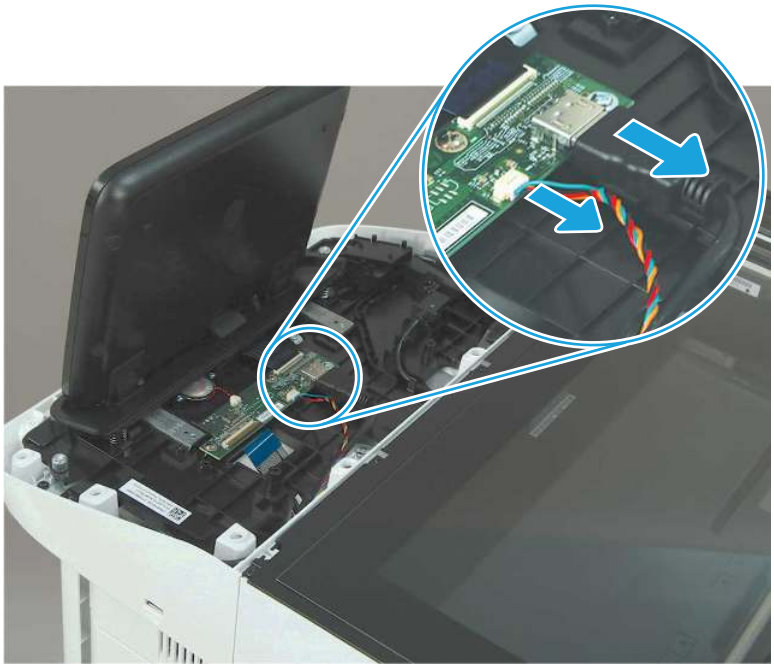
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2408 **Release the keyboard flat cable (M776z/M776zs)**



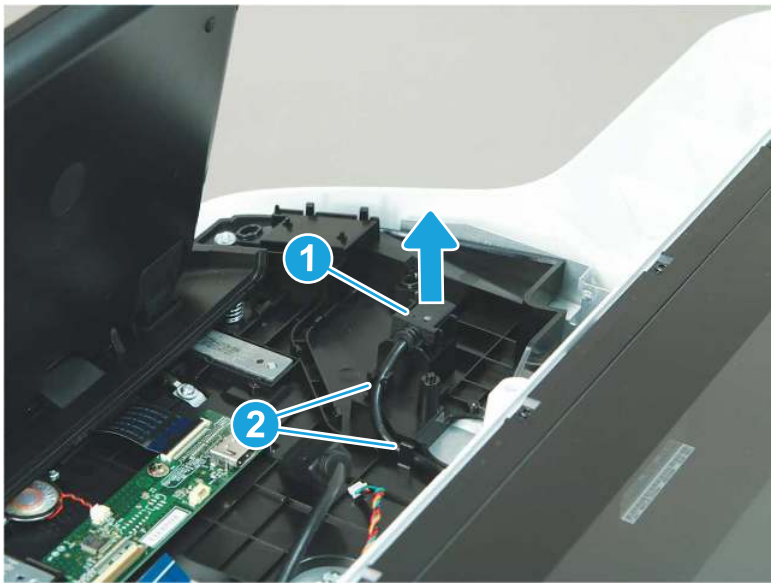
e. Disconnect two connectors

Figure 4-2409 Disconnect two connectors



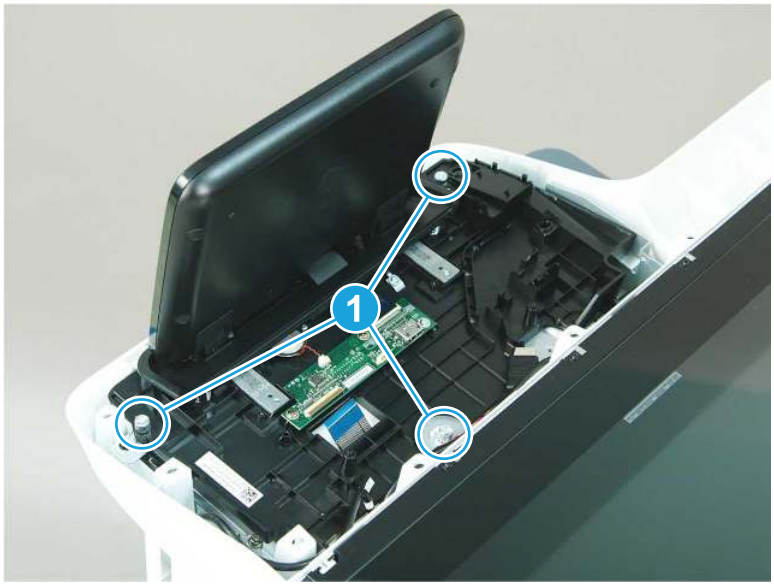
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2410 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-2411 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2412 Remove the control panel

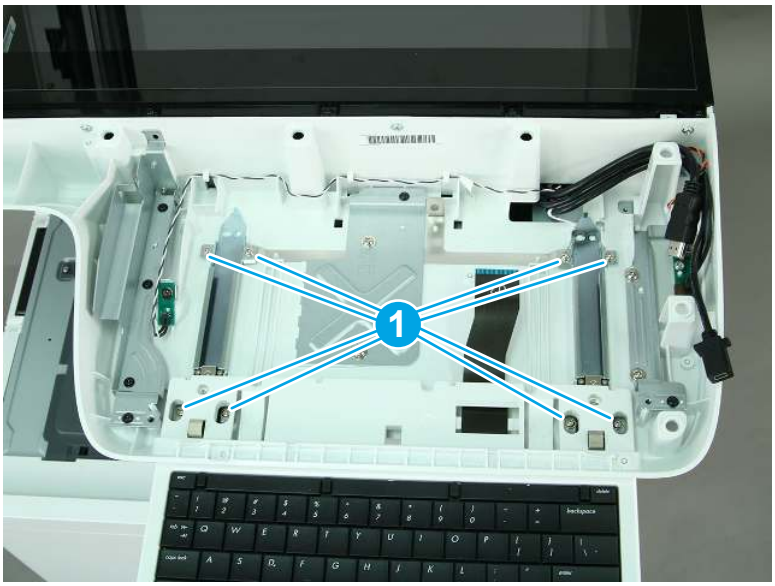
6. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2413 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-2414 Remove eight screws



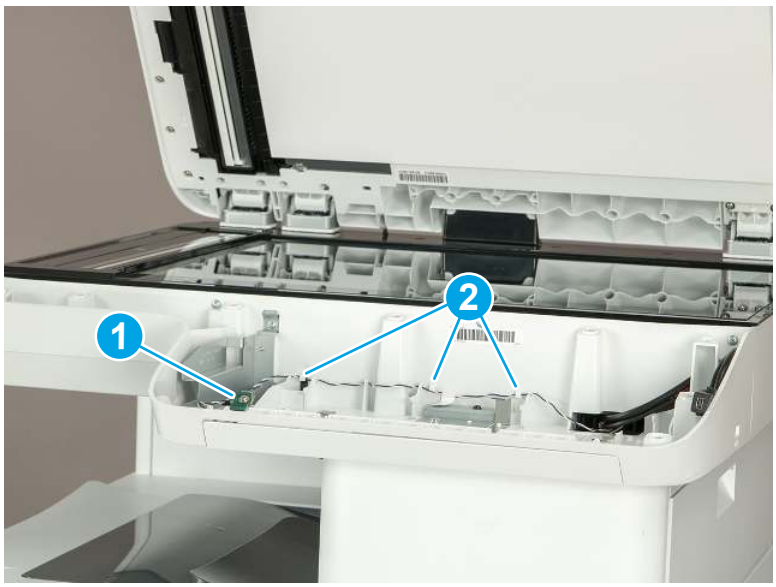
c. Remove the keyboard and rails.

Figure 4-2415 **Remove the keyboard and rails**

7. Remove the nose cone (M776).

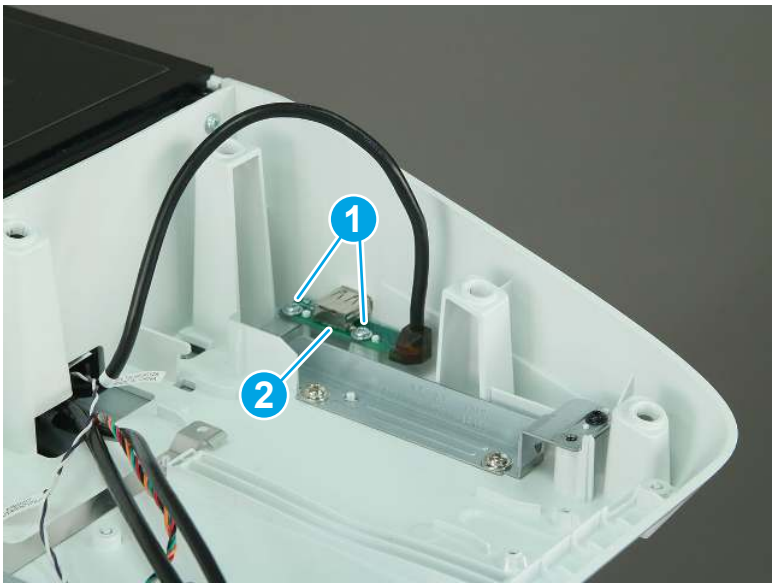
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2416 **Release the light PCA**



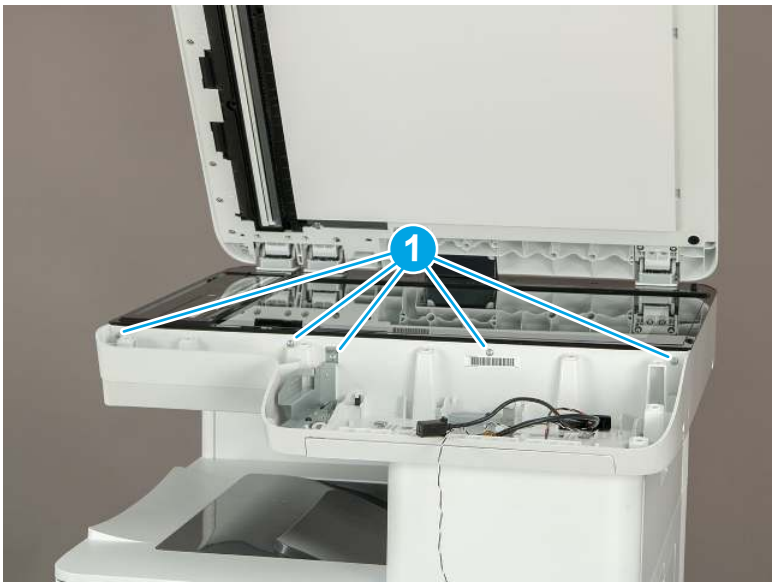
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2417 Release the USB port PCA



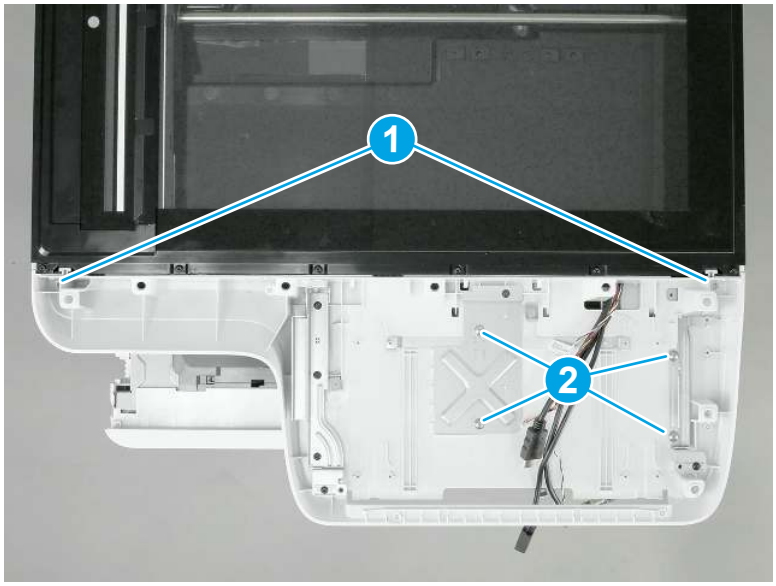
c. Remove five screws (callout 1).

Figure 4-2418 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

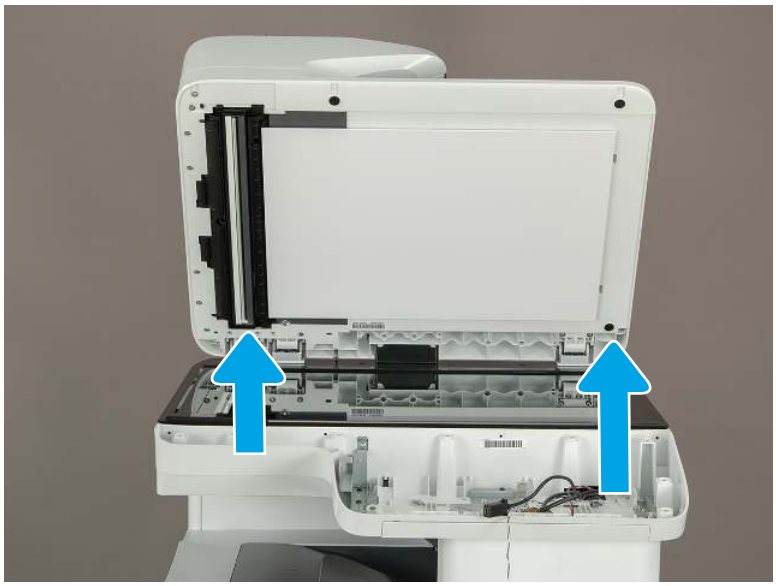
Figure 4-2419 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

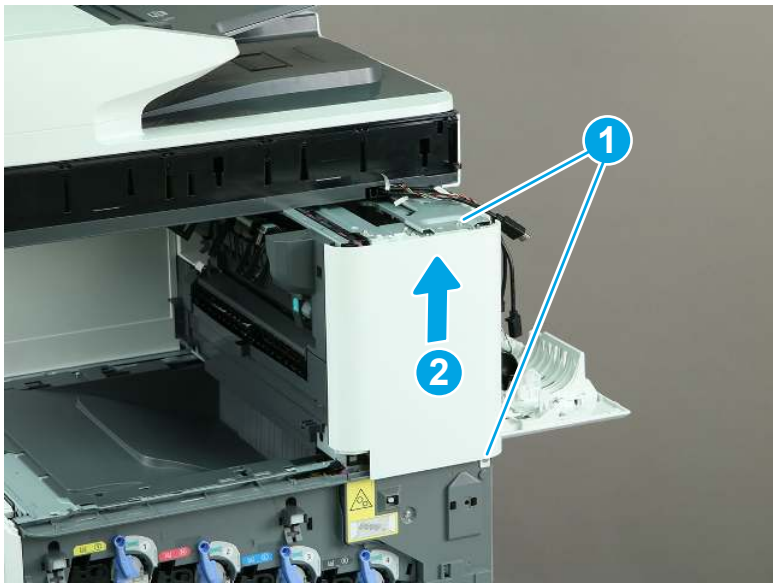
Figure 4-2420 Remove the nose cone



8. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

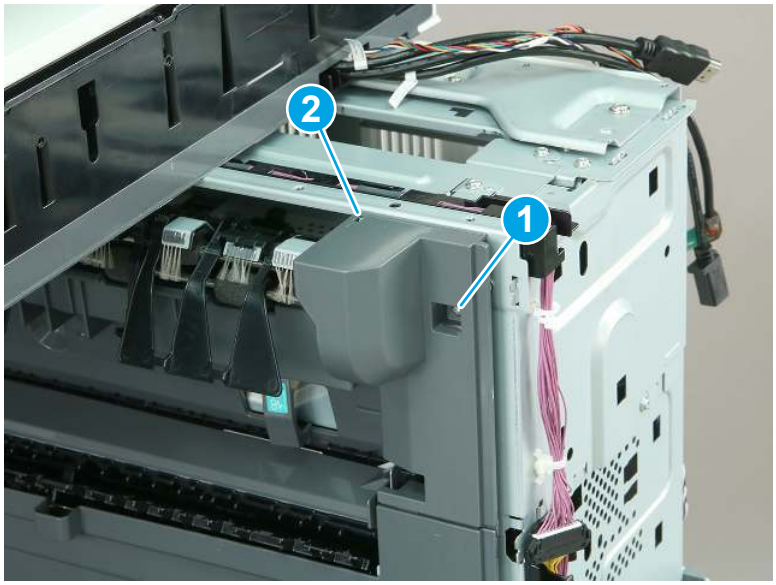
Figure 4-2421 **Remove the right front cover**



9. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

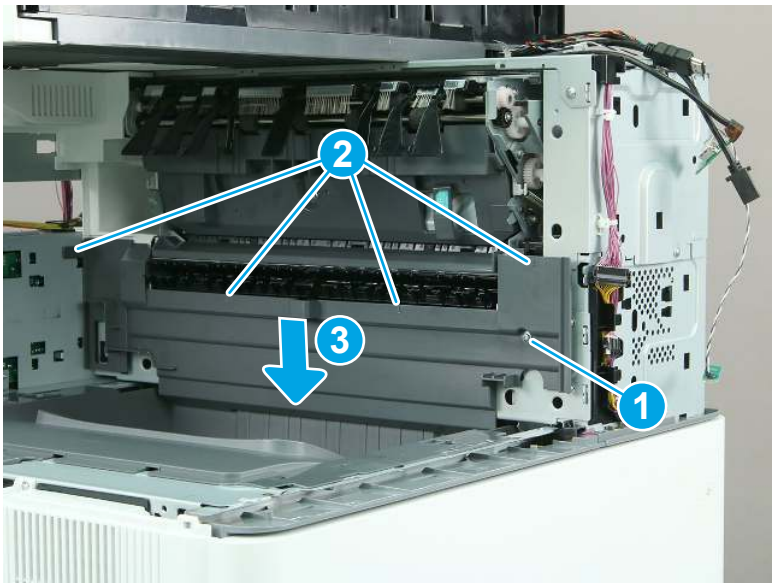
Figure 4-2422 **Remove the delivery front cover**



10. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

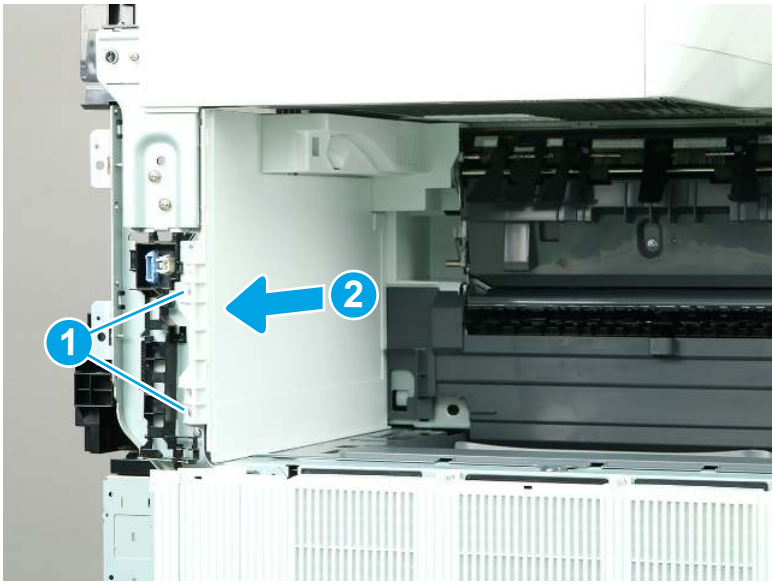
Figure 4-2423 Remove the delivery cover



11. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-2424 Remove the main cover

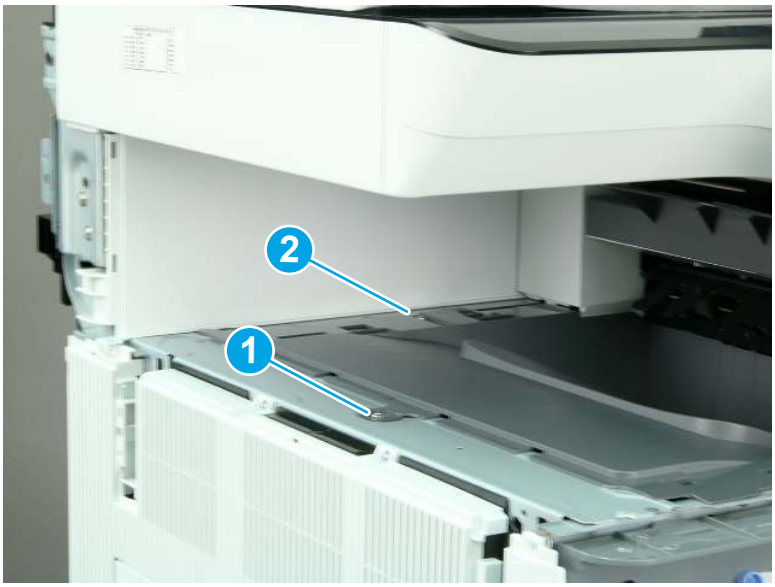


12. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2425 Remove two screws



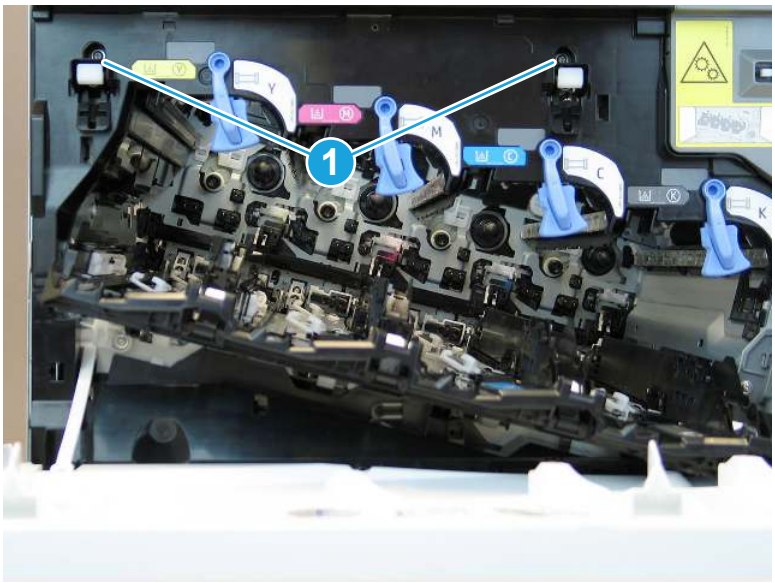
b. Remove the output bin.

Figure 4-2426 Remove the output bin

13. Remove the cartridge upper guide.

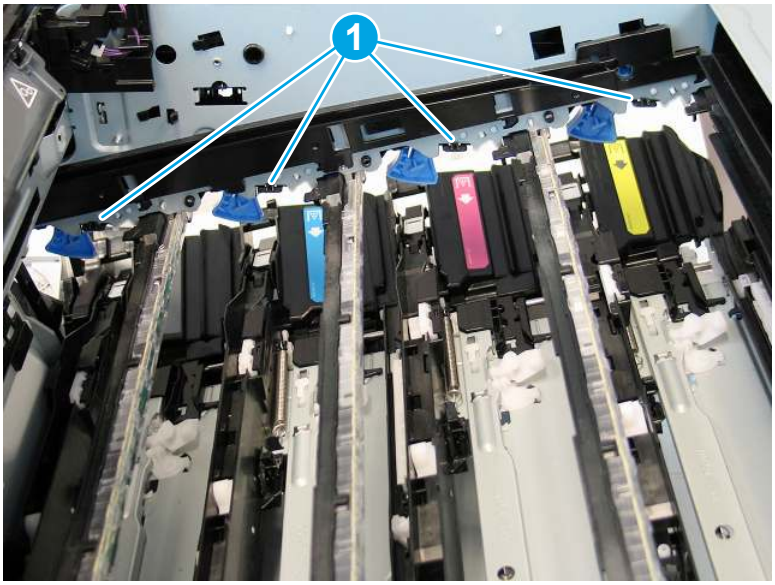
a. Remove two screws (callout 1).

Figure 4-2427 Remove two screws



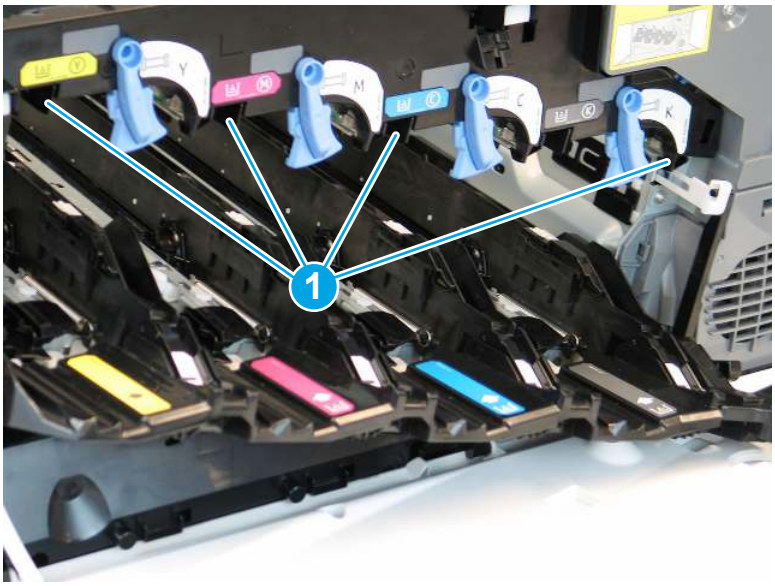
b. Inside the printer, release four tabs (callout 1) on the back side of the cartridge guide.

Figure 4-2428 Release four tabs



c. Release four tabs (callout 1), and then remove the cartridge upper guide.

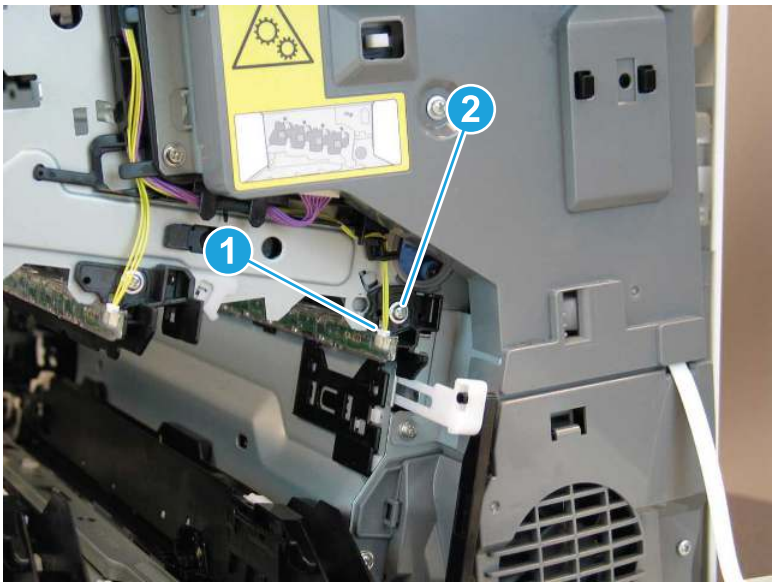
Figure 4-2429 **Release four tabs**



14. Remove the black pre-exposure assembly.

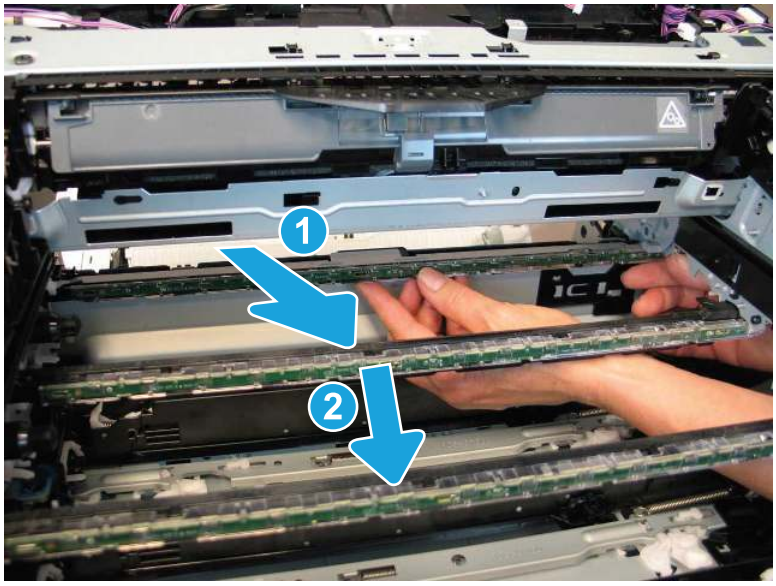
a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-2430 **Disconnect one connector and remove one screw**



b. Lift the pre-exposure assembly away from the printer (callout 1), and then lower it (callout 2) to remove it.

Figure 4-2431 **Remove the black pre-exposure assembly**



15. Unpack the replacement assembly.

a. 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

b. 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.

c. To install an assembly, reverse the removal steps.

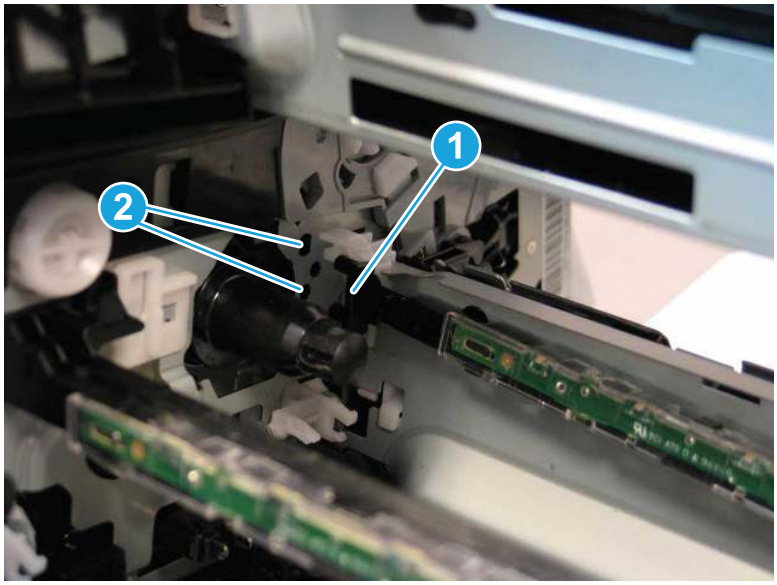
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

16. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the black pre-exposure assembly.

- When installing the black pre-exposure assembly, position the tabs (callout 1) on the end of the assembly into the holes (callout 2) in the printer.

Figure 4-2432 Install the black pre-exposure assembly



Removal and replacement: Power switch PCA (M751/E75245)

Learn how to remove and replace the power switch PCA.

View a video of how to remove and replace the power switch PCA.

Mean time to repair: 12 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 4-123 Part information

Part number	Part description
RM2-9610-000CN	Power switch PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

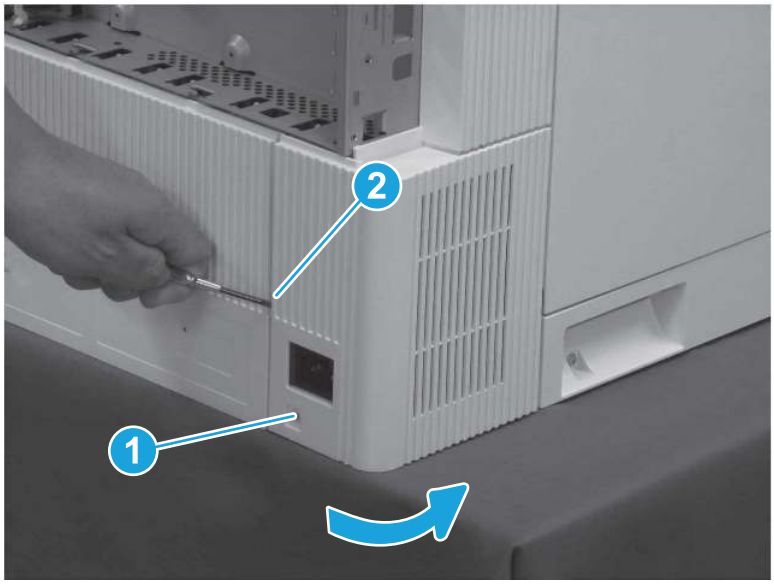
1. Remove the formatter cover.
   - Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

   Figure 4-2433 **Remove the formatter cover**

2. Remove the left lower cover (M751/E75245).

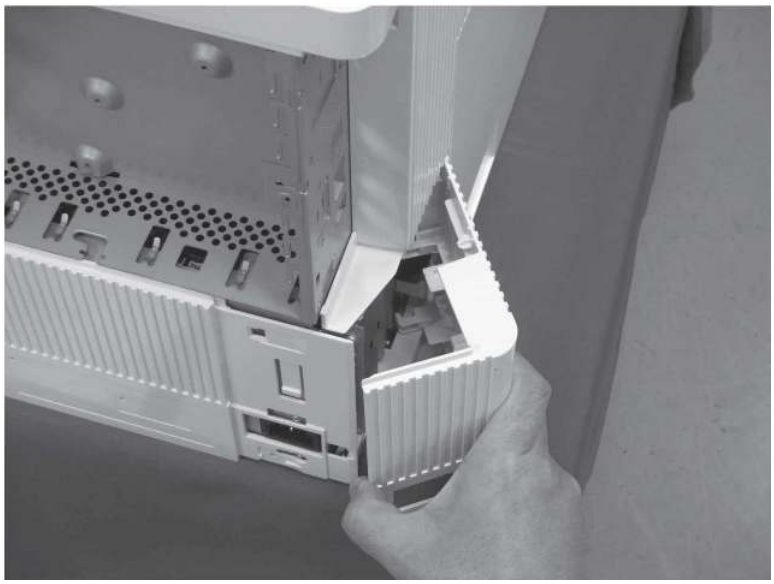
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2434 Remove one screw and release one tab



b. Remove the left lower cover.

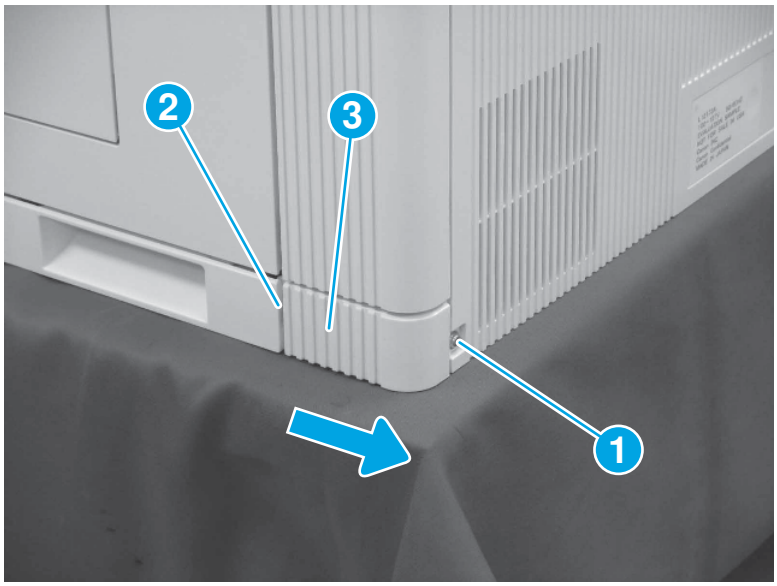
Figure 4-2435 Remove the left lower cover



3. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

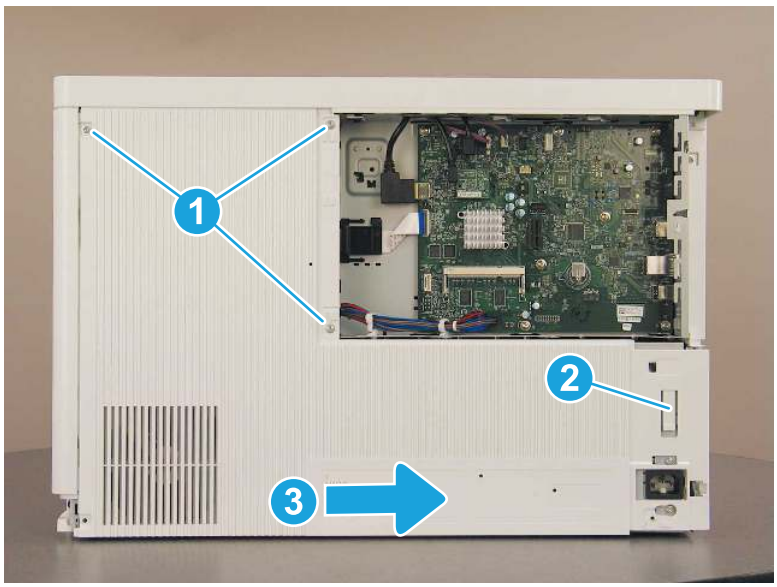
Figure 4-2436 **Remove the right rear lower cover**



4. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-2437 **Remove the rear cover**

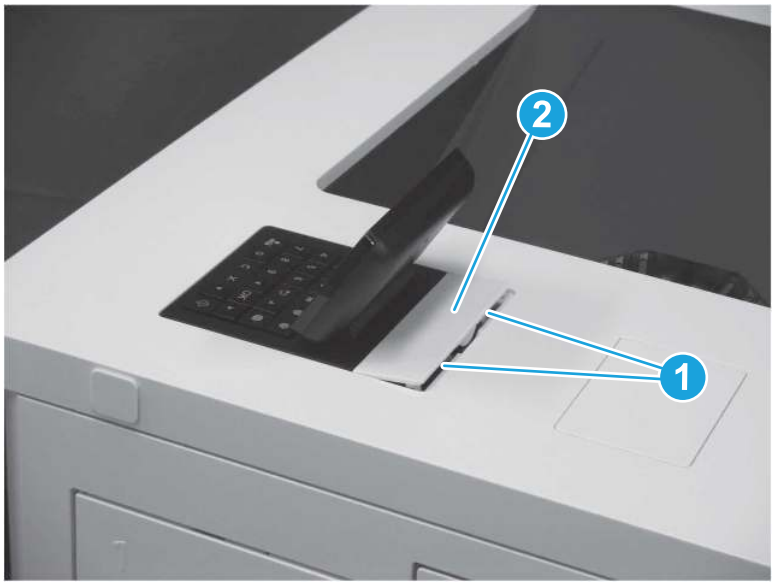


5. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-2438 Remove the control panel cover



b. Remove one screw (callout 1).

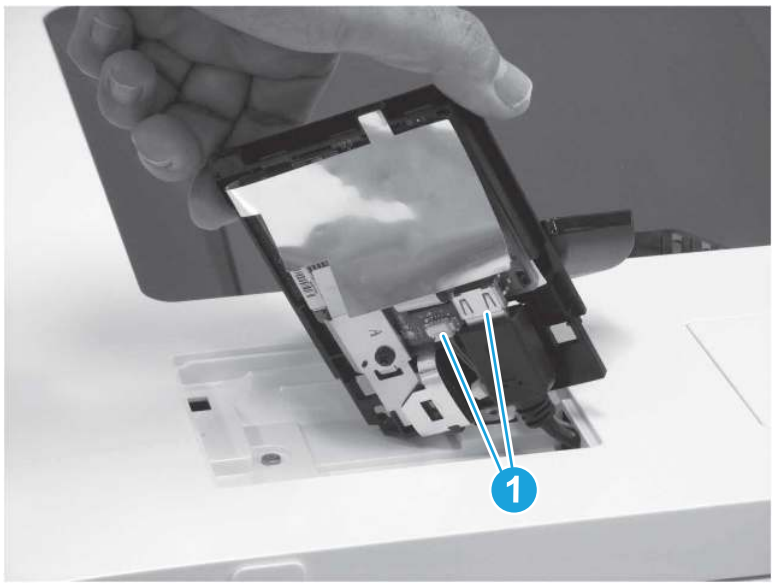
Figure 4-2439 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2440 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

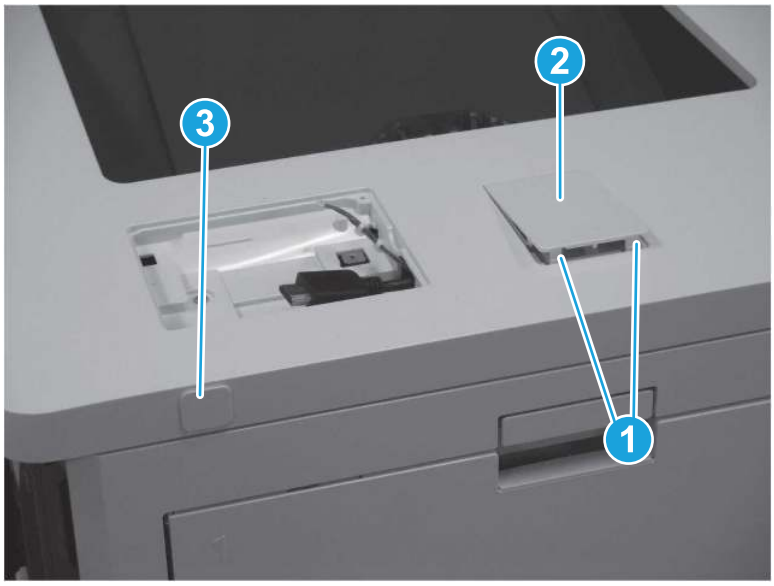
Figure 4-2441 Disconnect two connectors



6. Remove the top cover (M751/E75245).

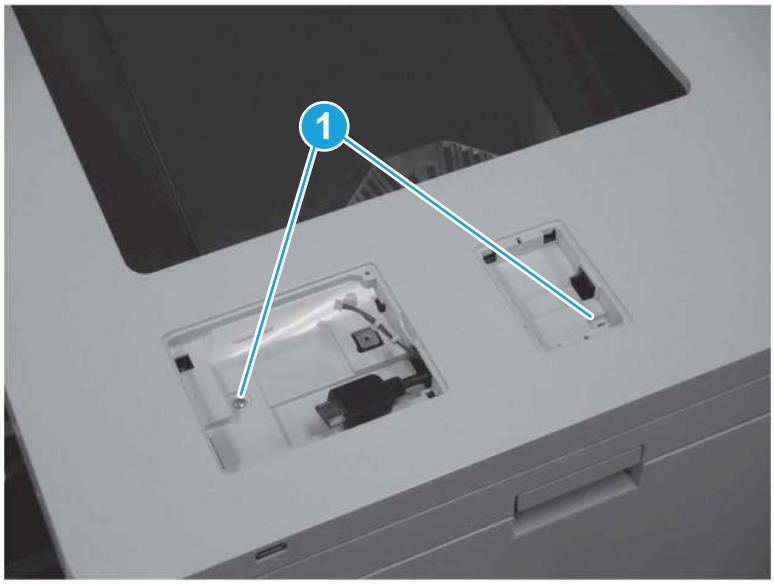
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2442 Remove the HIP cover and USB cap



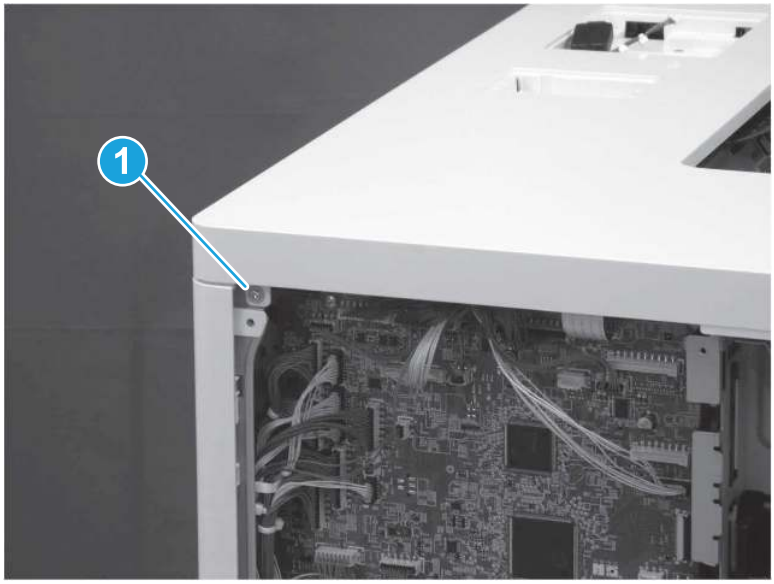
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2443 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2444 Remove one screw

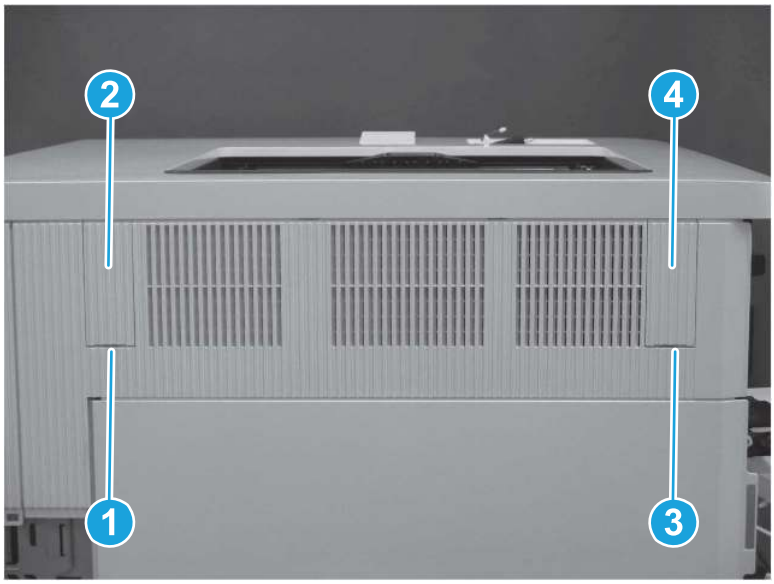


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

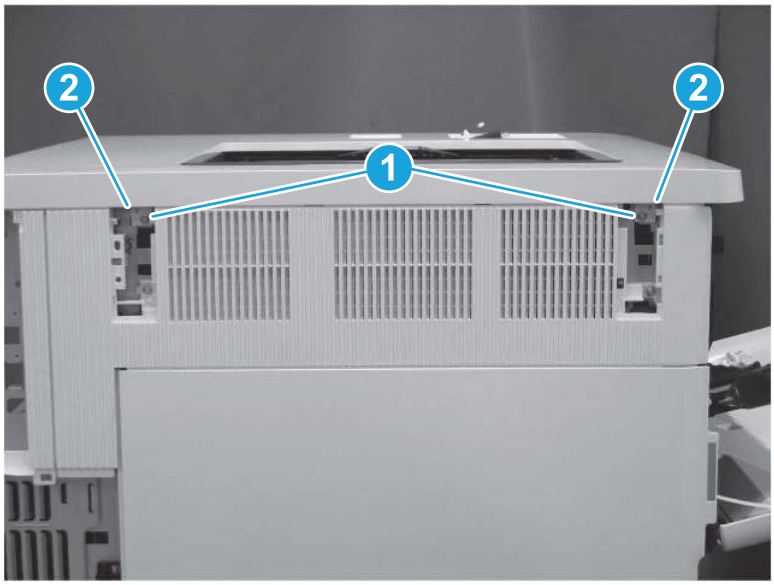
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2445 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

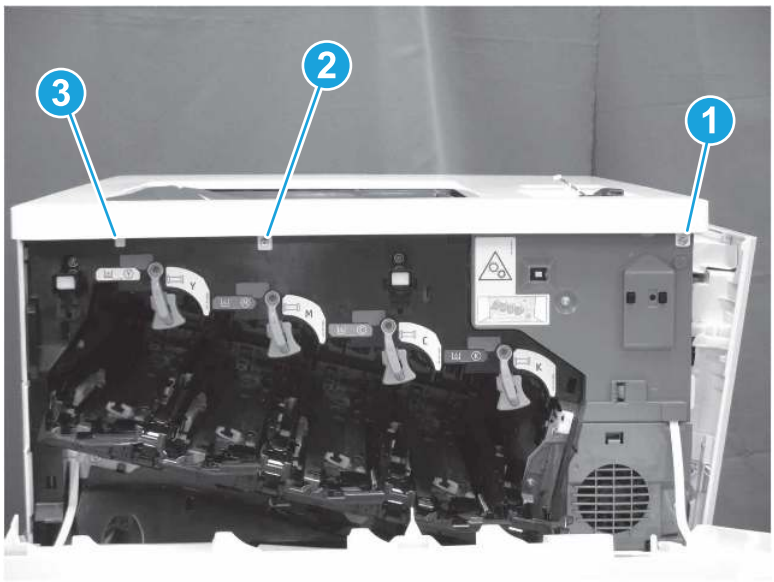
Figure 4-2446 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

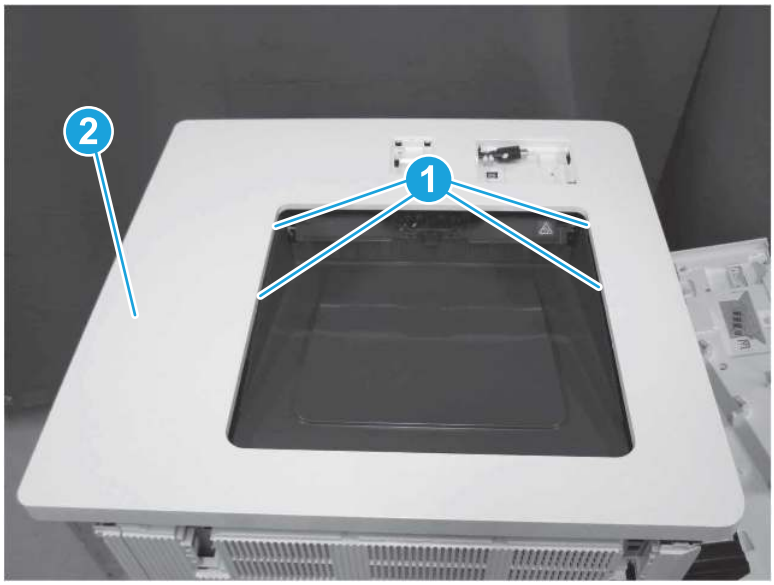
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2447 Remove two screws and release one tab

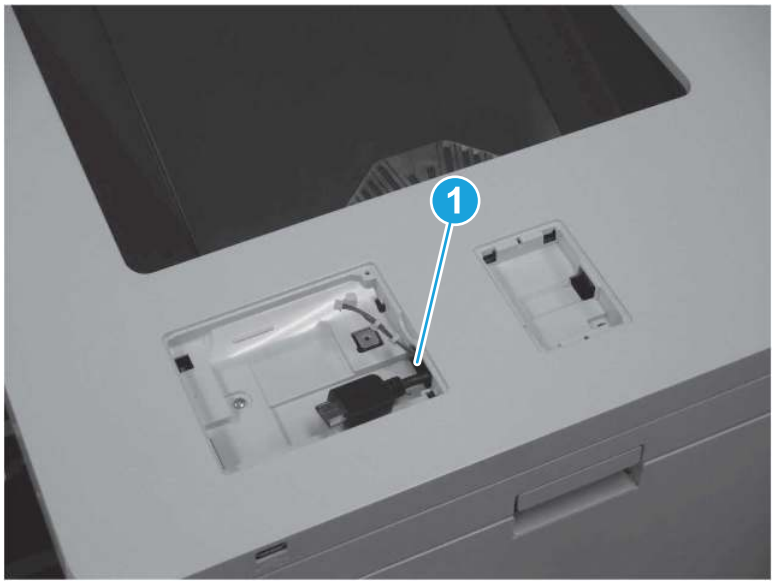


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2448 Remove the top cover



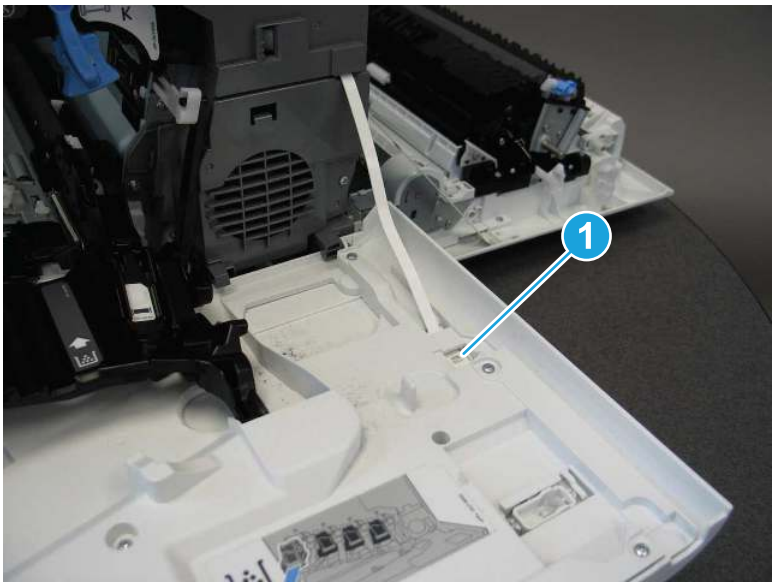
NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.



7. Remove the duplex fan cover.

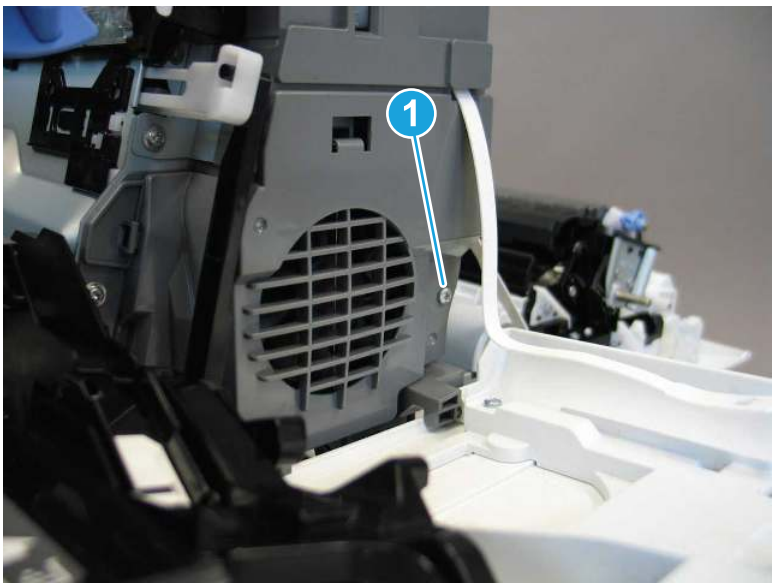
a. Use a small, flat-blade screwdriver to release the tab (callout 1) on the right front door hinge.

Figure 4-2449 Release the hinge tab



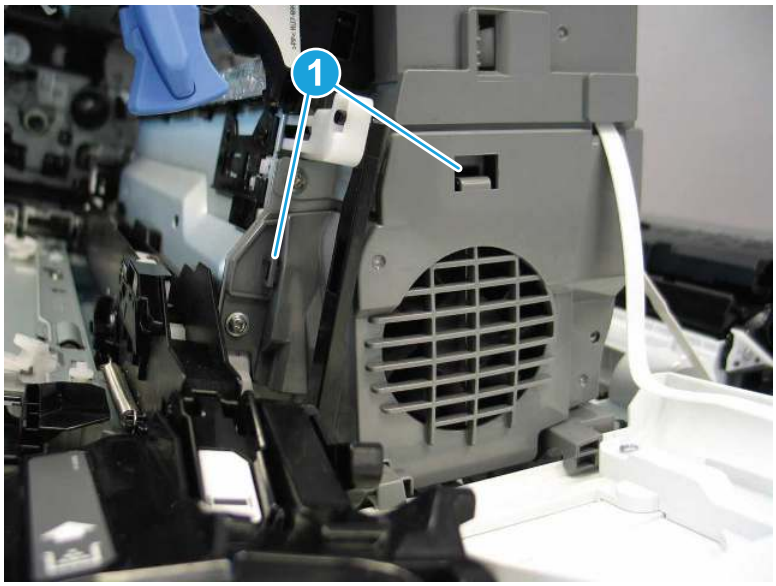
b. Remove one screw (callout 1).

Figure 4-2450 Remove one screw



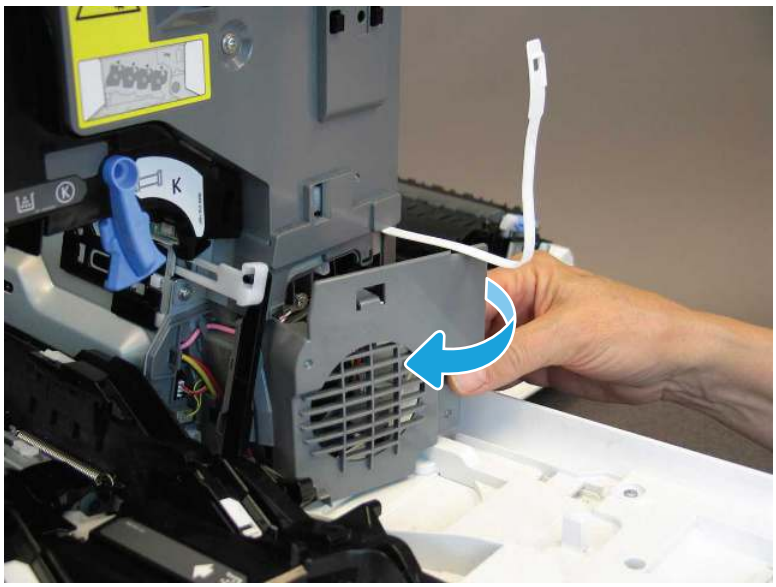
c. Release two tabs (callout 1).

Figure 4-2451 Release two tabs



d. Rotate the cover away from the printer to remove it.

Figure 4-2452 Remove the fan cover

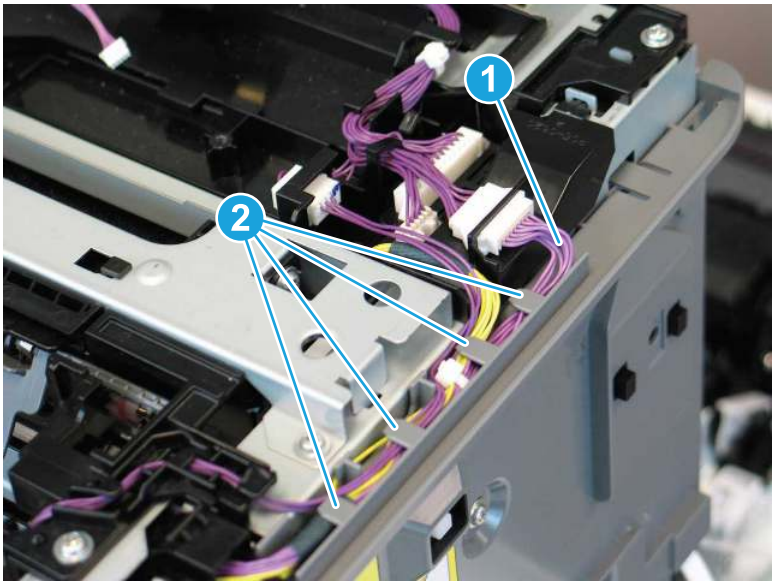


8. Remove the front inner right upper cover.

a. At the top of the printer, release the wire harness (callout 1) from the guides (callout 2).

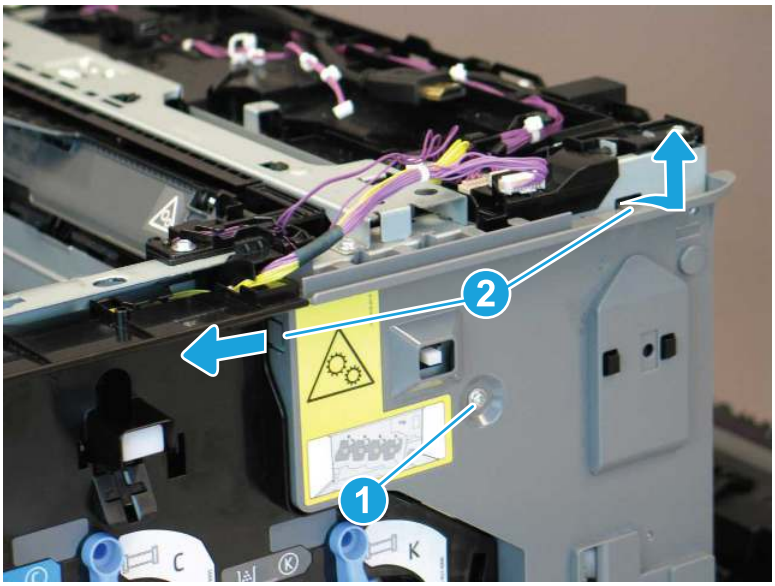
NOTE: The M751 is pictured in the figures below. The procedure is correct for all referenced models.

Figure 4-2453 Release the wires from the guides



b. Remove one screw (callout 1), release two tabs (callout 2), and then remove the front inner right upper cover.

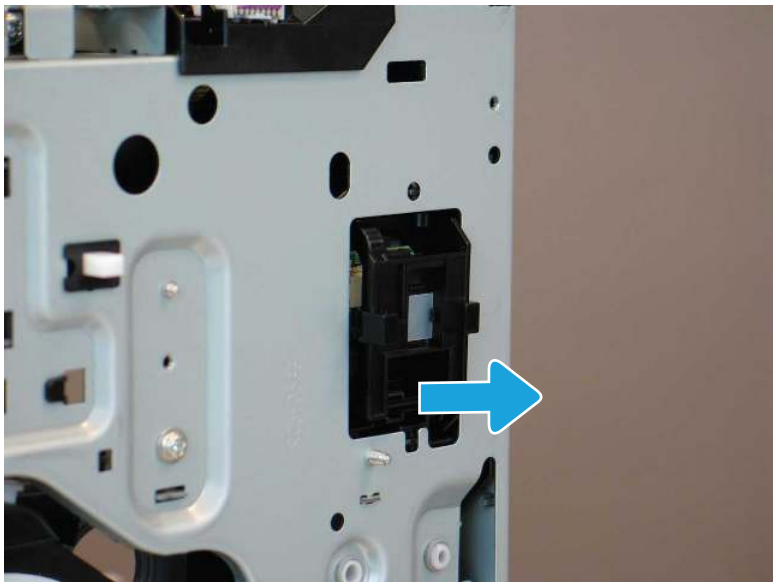
Figure 4-2454 Remove the front inner right upper cover



9. Remove the power switch PCA.

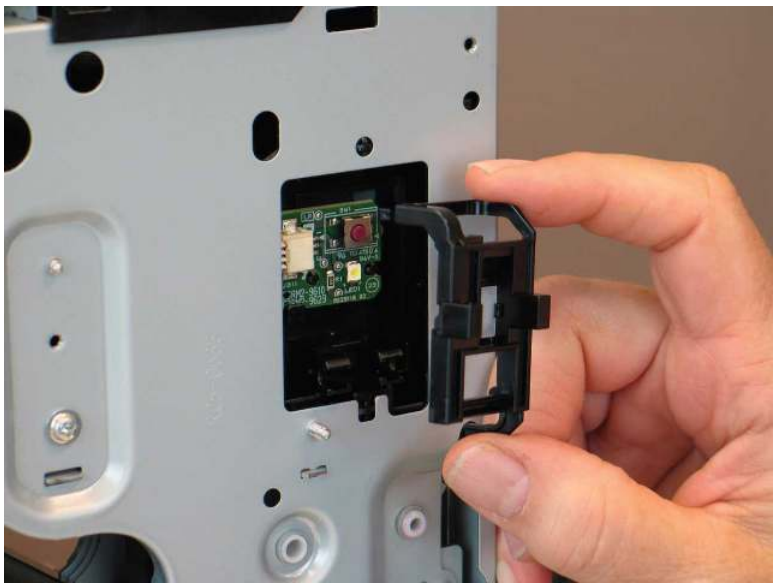
a. Pull the power switch cover away from the printer to release it.

Figure 4-2455 Release the power switch cover



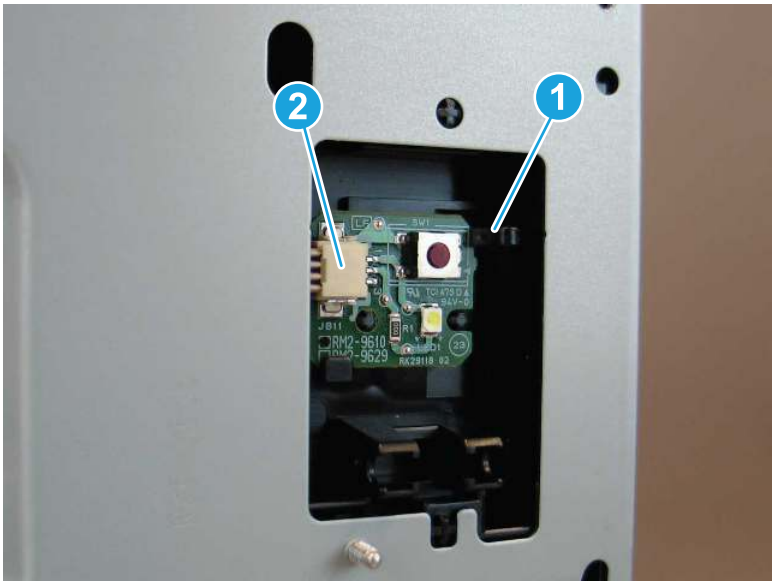
b. Remove the power switch cover.

Figure 4-2456 Remove the power switch cover



c. Release one tab (callout 1), disconnect one connector (callout 2), and then remove the power switch PCA.

Figure 4-2457 Remove the power switch PCA



10. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Power switch PCA (M856/E85055)

Learn how to remove and replace the power switch PCA.

Mean time to repair: 12 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 4-124 Part information

Part number	Part description
RM2-9610-000CN	Power switch PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

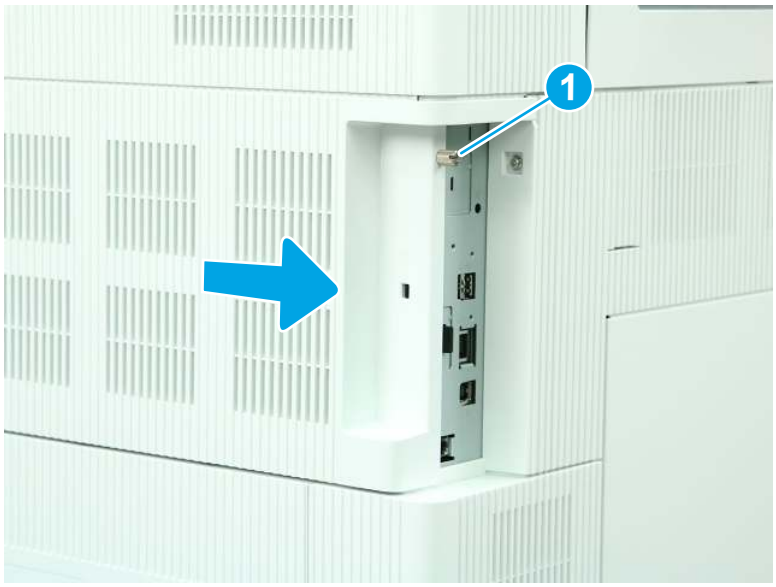
Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2458 **Remove the formatter cover**

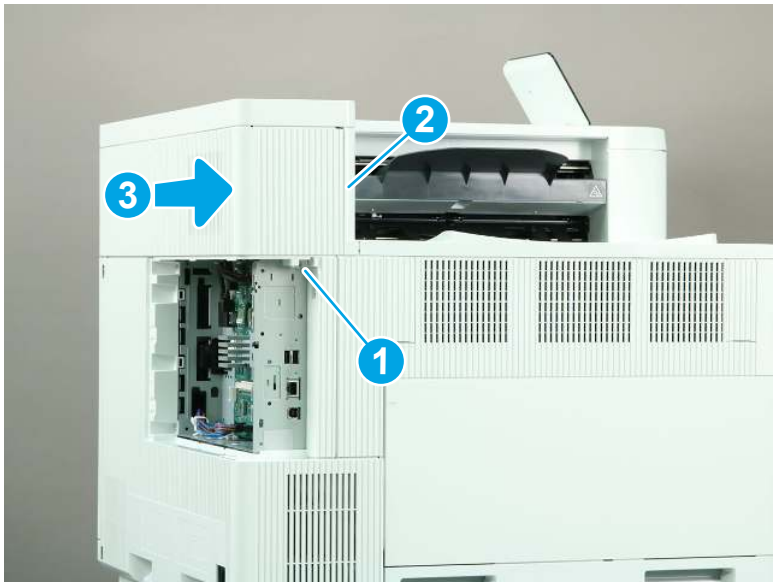


2. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-2459 **Remove the rear upper cover**



3. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2460 Remove the control panel cover

b. Remove one screw (callout 1).

Figure 4-2461 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

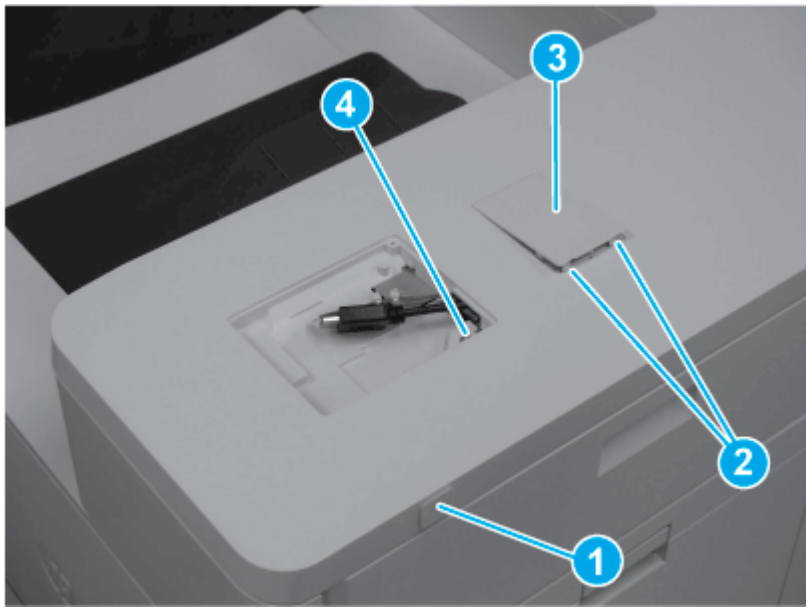
Figure 4-2462 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2463 Disconnect two connectors

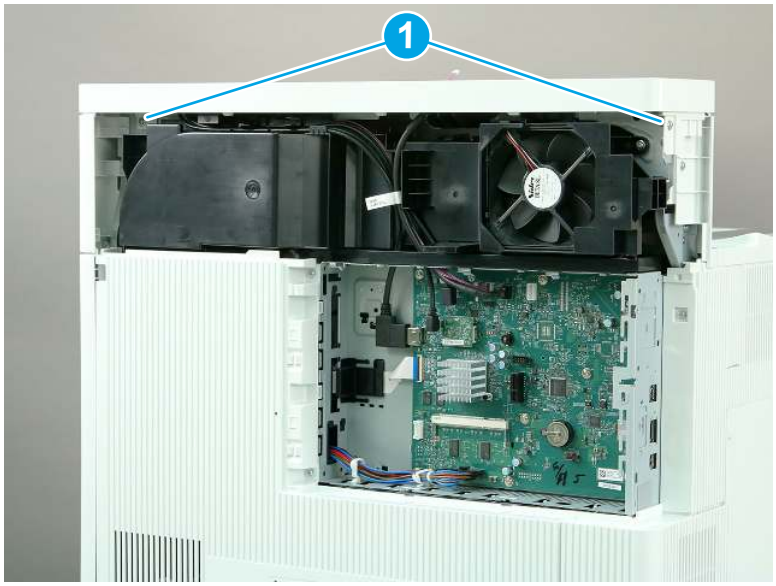
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2464 Remove covers and one screw



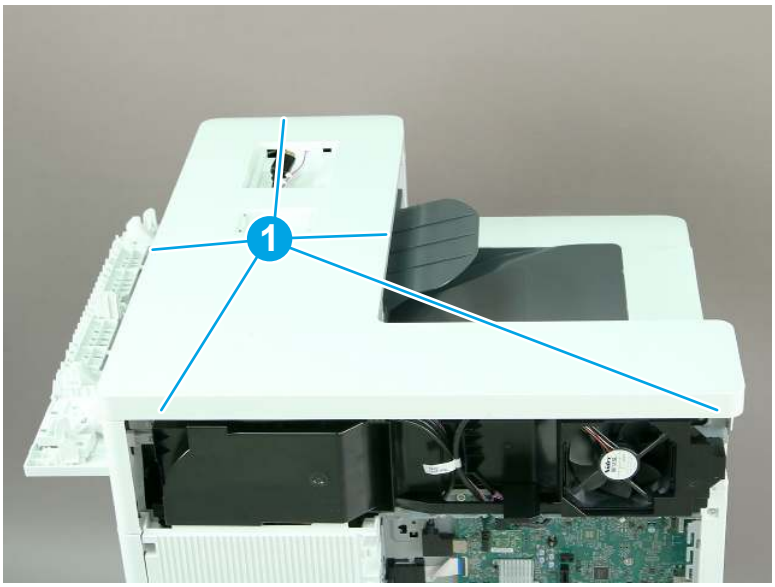
f. Remove two screws (callout 1).

Figure 4-2465 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

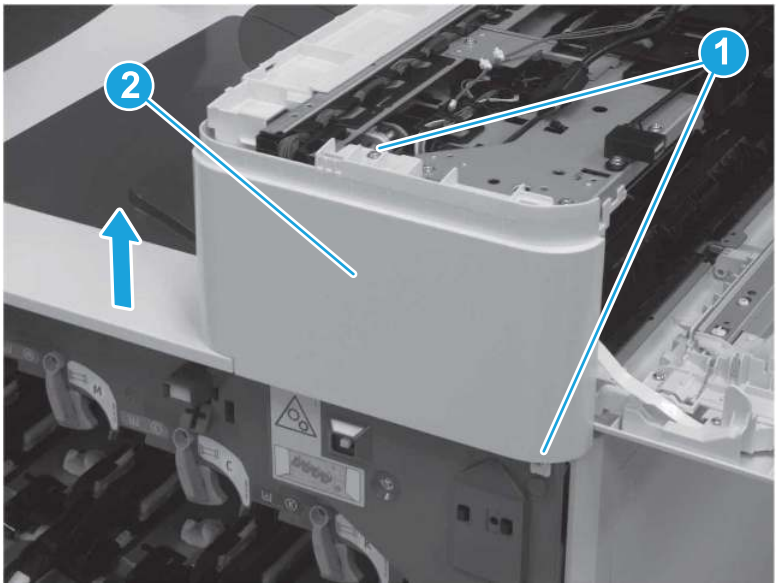
Figure 4-2466 Release five tabs



4. Remove the right front cover (M856/E85055/M776dn/M776z).

- Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

Figure 4-2467 Remove the right front cover

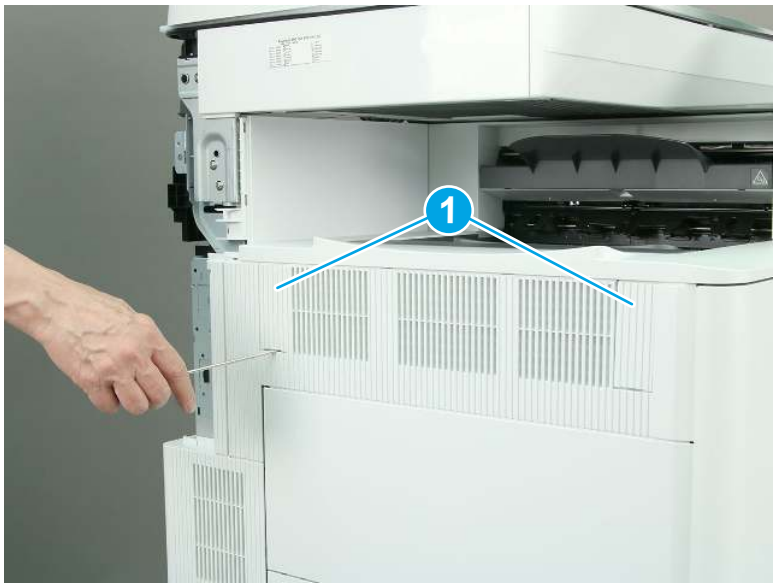


5. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

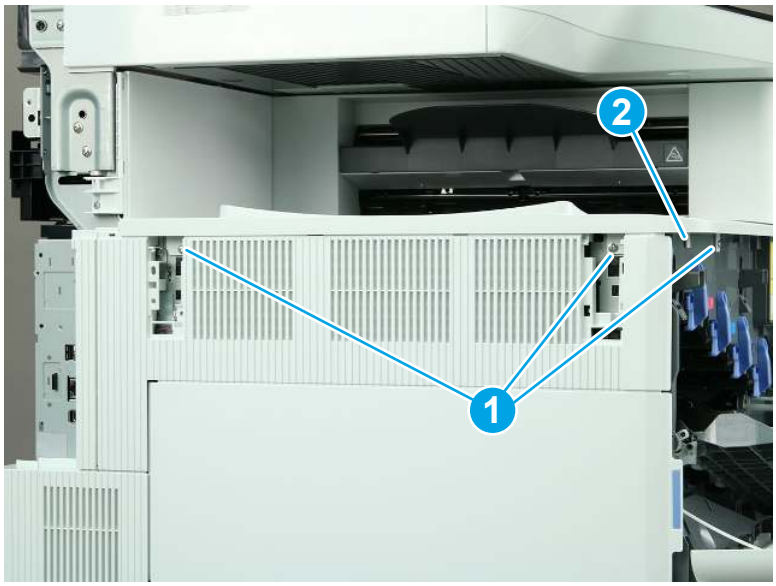
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2468 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2469 Remove three screws and release one tab



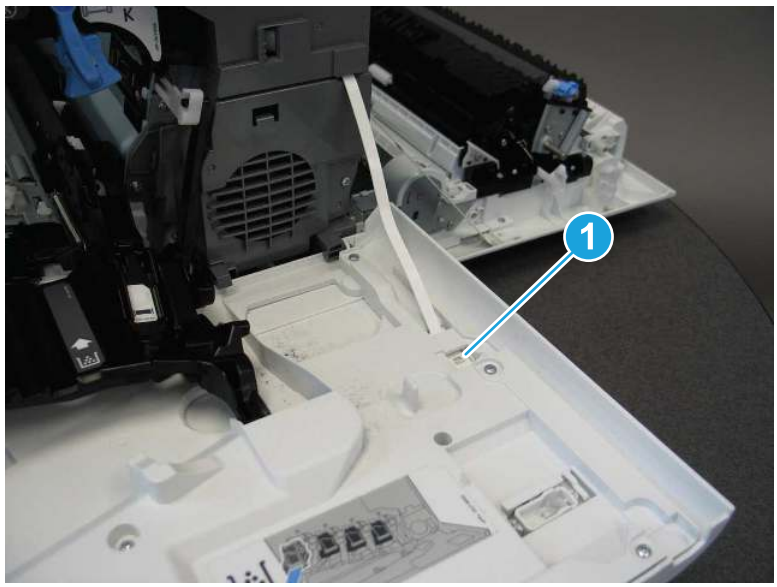
c. Slide the accessory upper cover away from the printer to remove it.

Figure 4-2470 Remove the accessory upper cover

6. Remove the duplex fan cover.

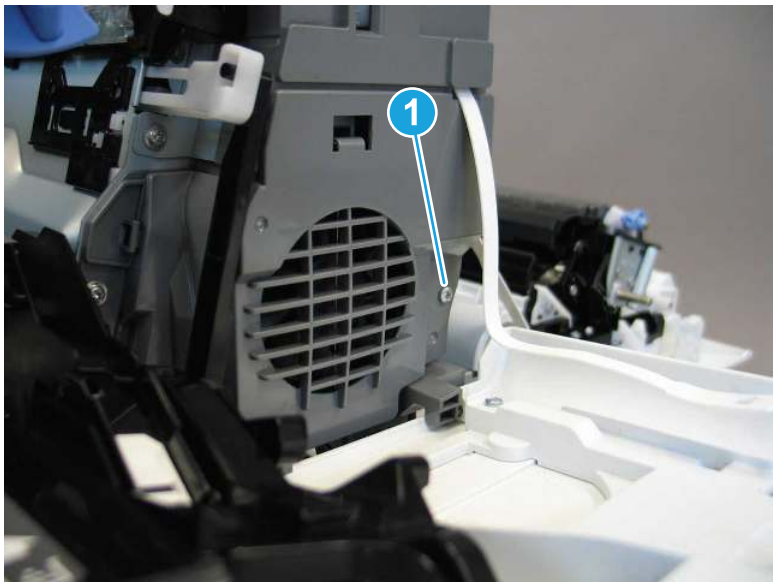
a. Use a small, flat-blade screwdriver to release the tab (callout 1) on the right front door hinge.

Figure 4-2471 Release the hinge tab



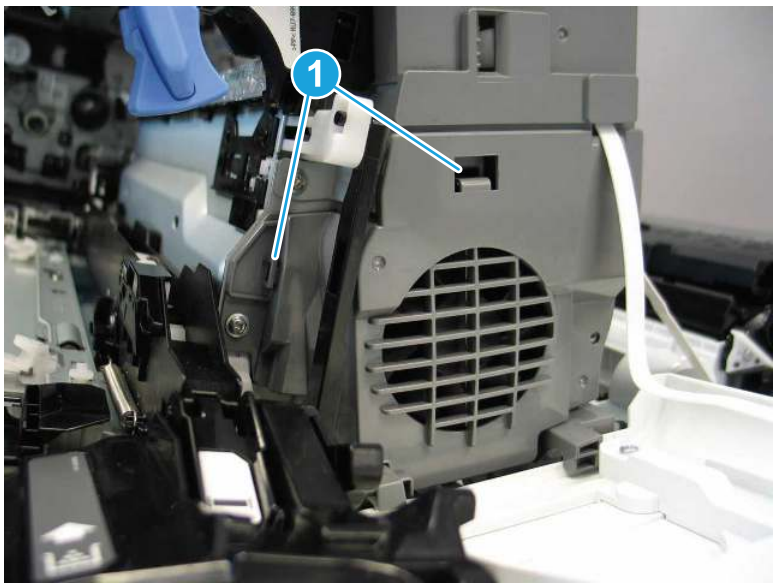
b. Remove one screw (callout 1).

Figure 4-2472 Remove one screw



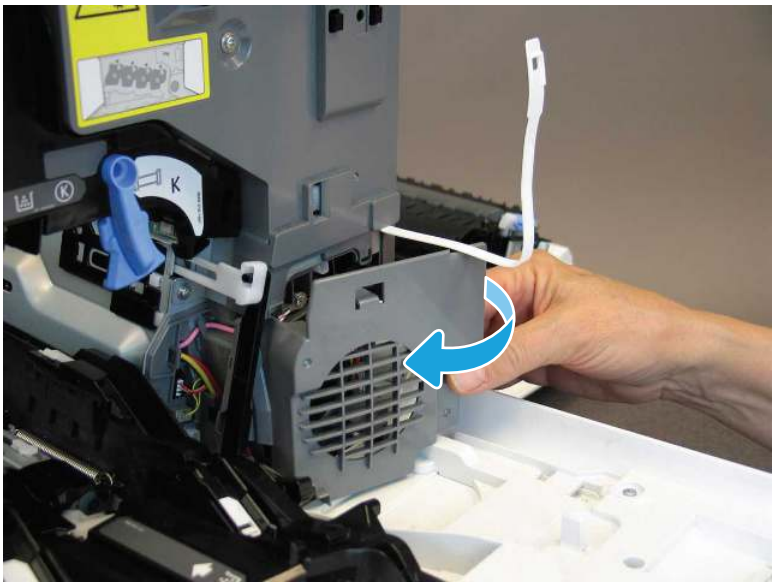
c. Release two tabs (callout 1).

Figure 4-2473 Release two tabs



d. Rotate the cover away from the printer to remove it.

Figure 4-2474 Remove the fan cover

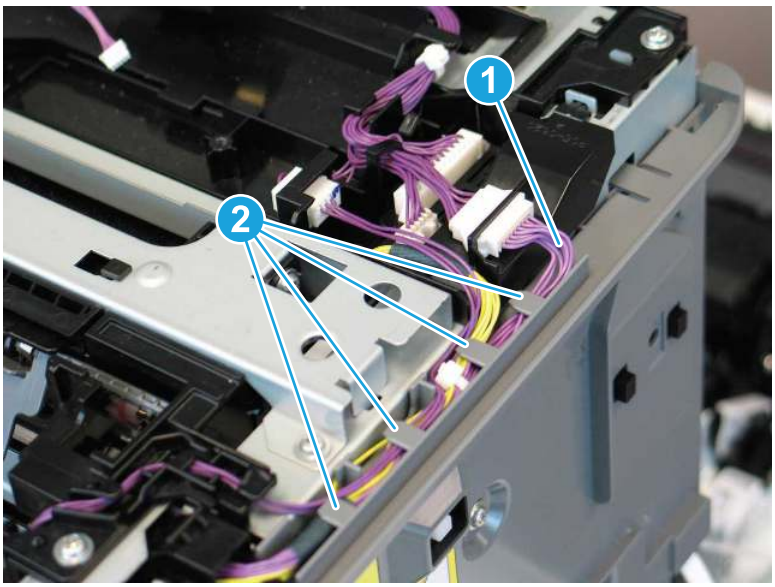


7. Remove the front inner right upper cover.

a. At the top of the printer, release the wire harness (callout 1) from the guides (callout 2).

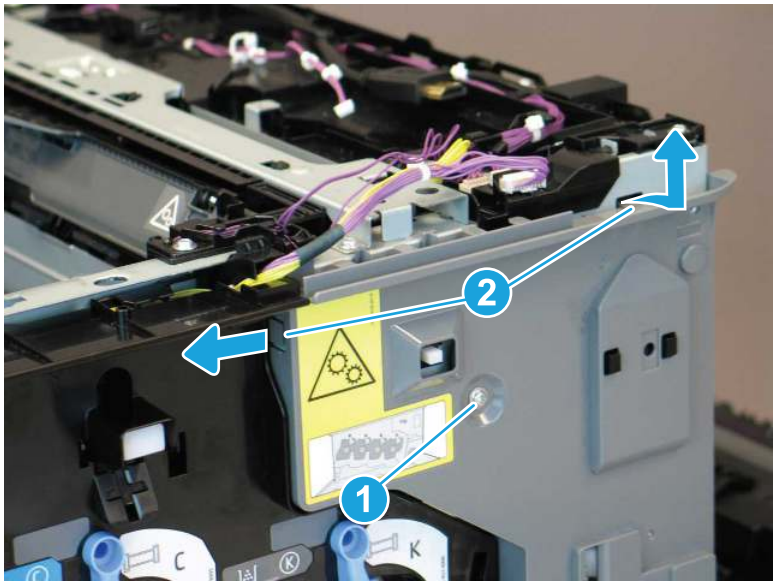
NOTE: The M751 is pictured in the figures below. The procedure is correct for all referenced models.

Figure 4-2475 Release the wires from the guides



b. Remove one screw (callout 1), release two tabs (callout 2), and then remove the front inner right upper cover.

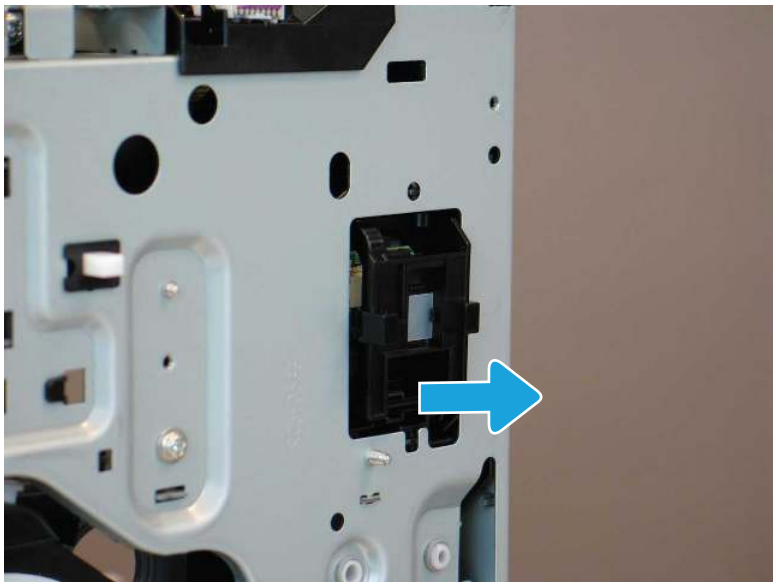
Figure 4-2476 Remove the front inner right upper cover



8. Remove the power switch PCA.

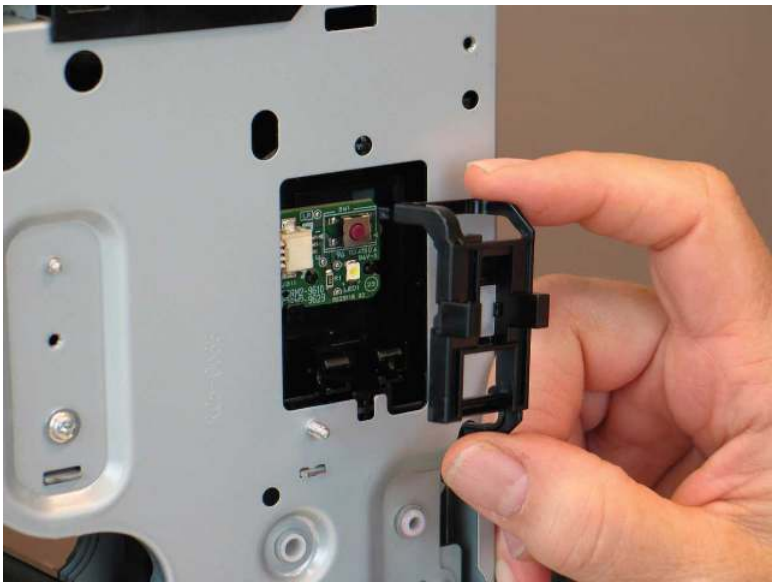
a. Pull the power switch cover away from the printer to release it.

Figure 4-2477 Release the power switch cover



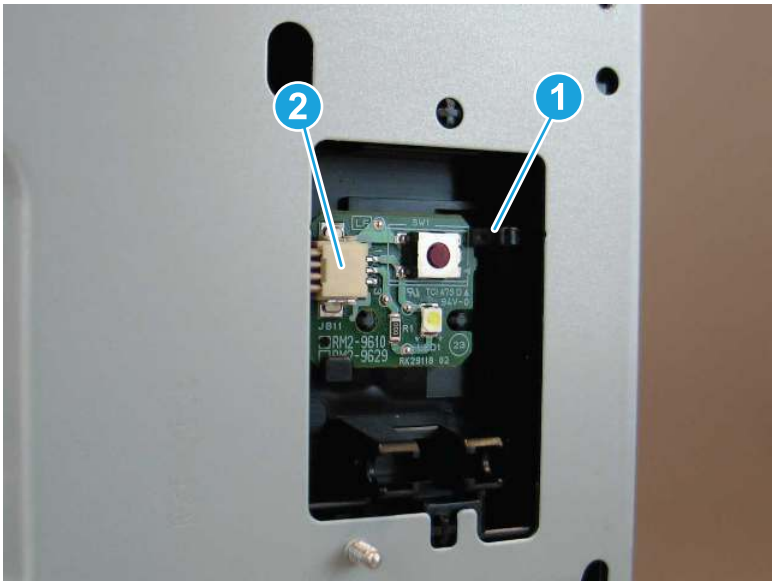
b. Remove the power switch cover.

Figure 4-2478 Remove the power switch cover



c. Release one tab (callout 1), disconnect one connector (callout 2), and then remove the power switch PCA.

Figure 4-2479 Remove the power switch PCA



9. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Power switch PCA (M776dn/M776z)

Learn how to remove and replace the power switch PCA.

View a video of how to remove and replace the power switch PCA.

Mean time to repair: 12 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 4-125 Part information

Part number	Part description
RM2-9610-000CN	Power switch PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the control panel (M776).

   a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

   Figure 4-2480 **Raise the control panel and document feeder**

   b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

   NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

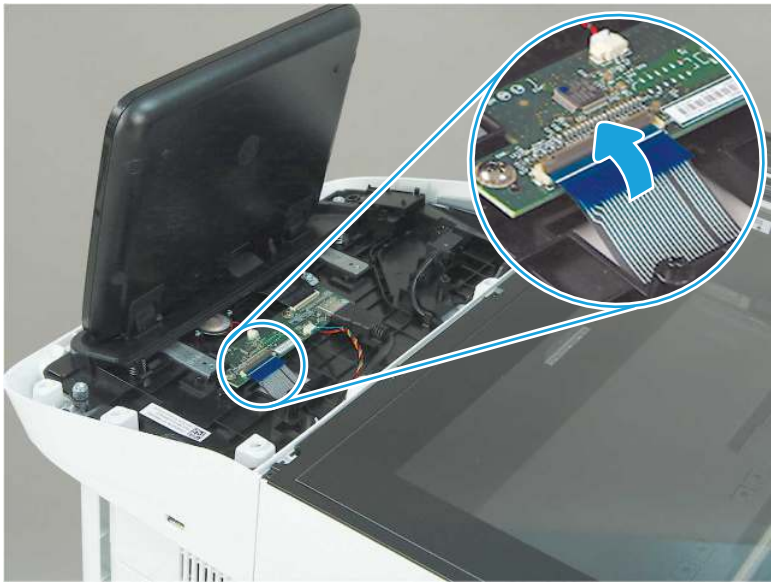
Figure 4-2481 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2482 Remove the control panel cover

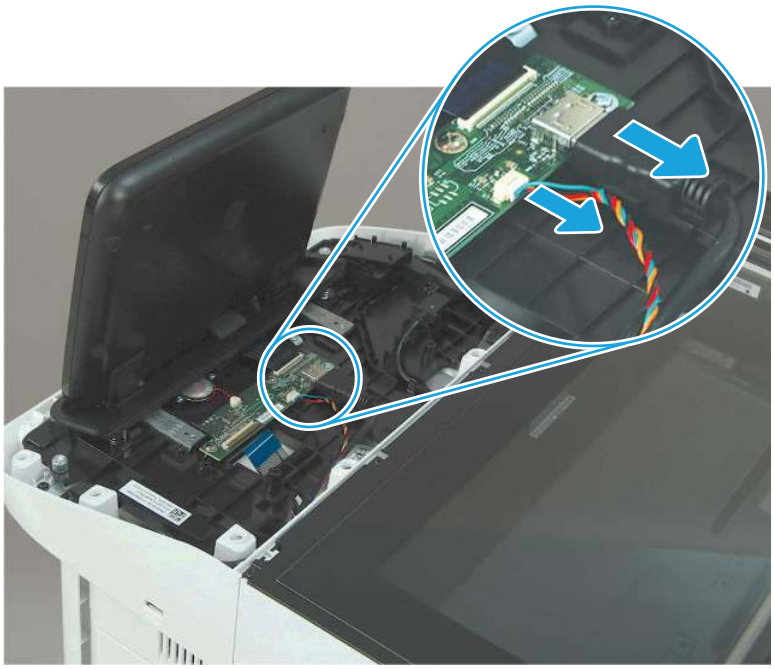
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2483 **Release the keyboard flat cable (M776z/M776zs)**



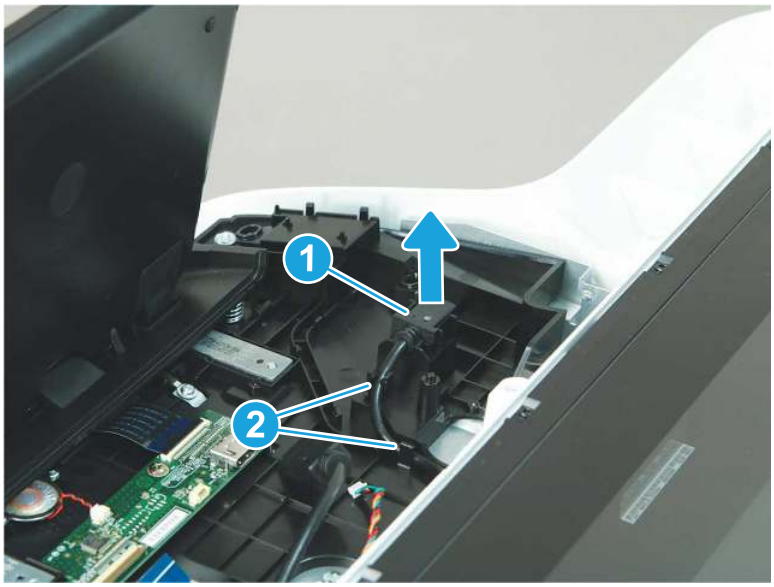
e. Disconnect two connectors

Figure 4-2484 **Disconnect two connectors**



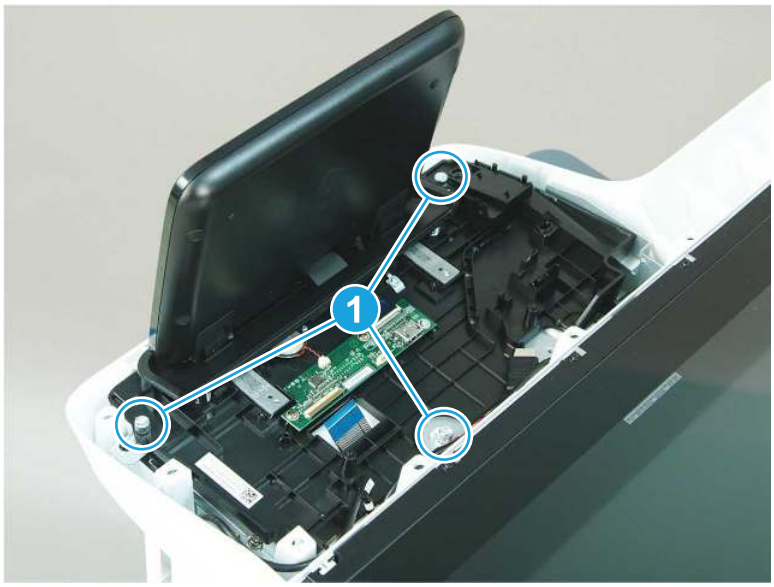
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2485 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-2486 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2487 **Remove the control panel**

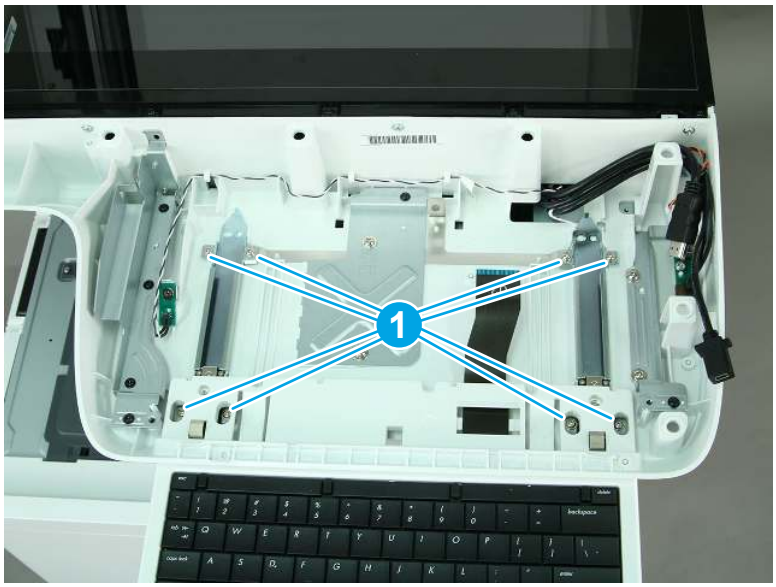
2. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2488 **Pull the keyboard out**

b. Remove eight screws (callout 1).

Figure 4-2489 Remove eight screws



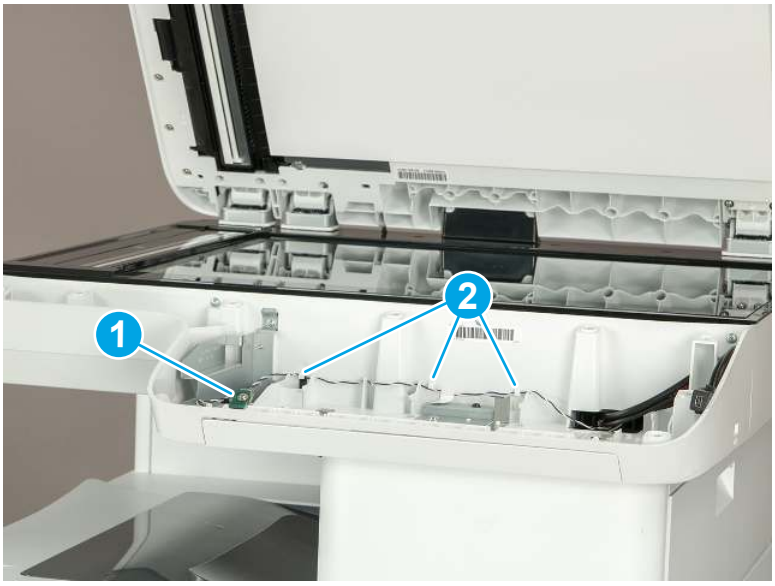
c. Remove the keyboard and rails.

Figure 4-2490 Remove the keyboard and rails

3. Remove the nose cone (M776).

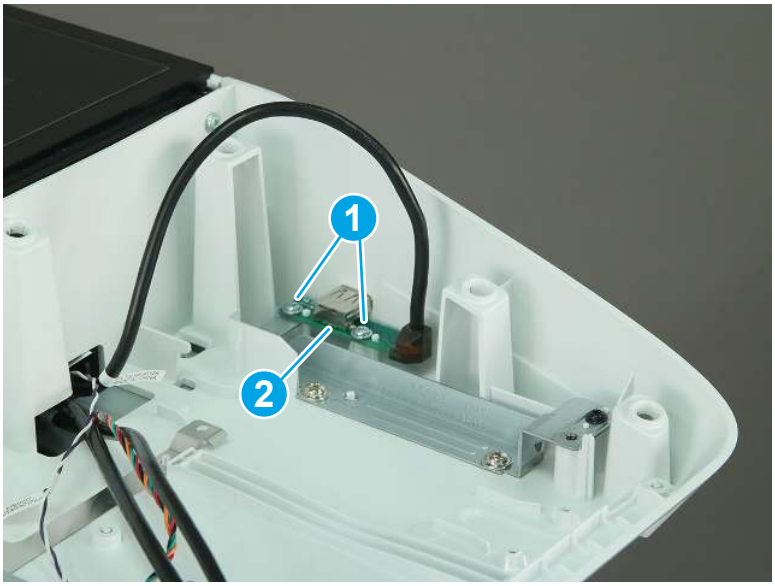
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2491 Release the light PCA



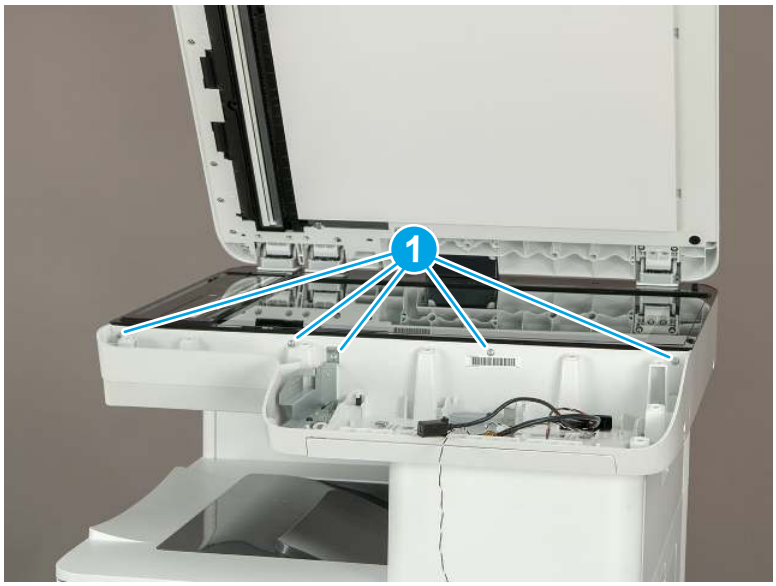
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2492 Release the USB port PCA



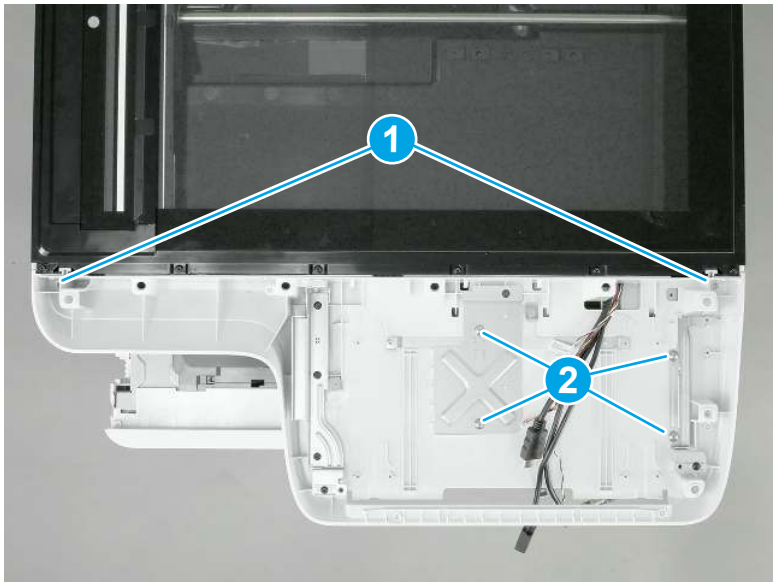
c. Remove five screws (callout 1).

Figure 4-2493 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

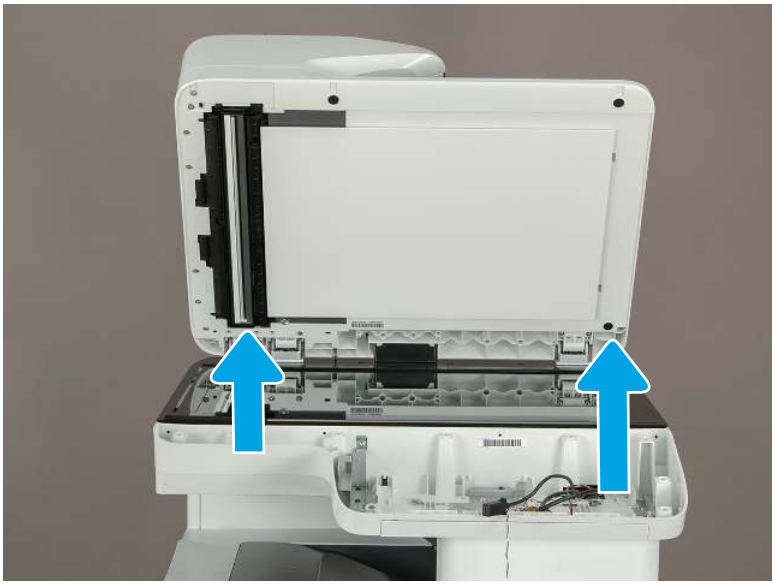
Figure 4-2494 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

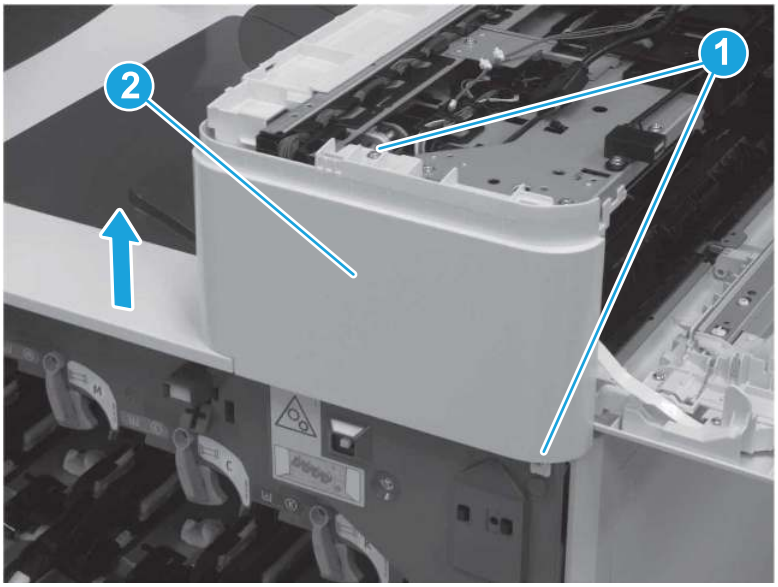
Figure 4-2495 Remove the nose cone



4. Remove the right front cover (M856/E85055/M776dn/M776z).

   - Remove two screws (callout 1), and then slide the right front cover (callout 2) up to remove it.

Figure 4-2496 Remove the right front cover

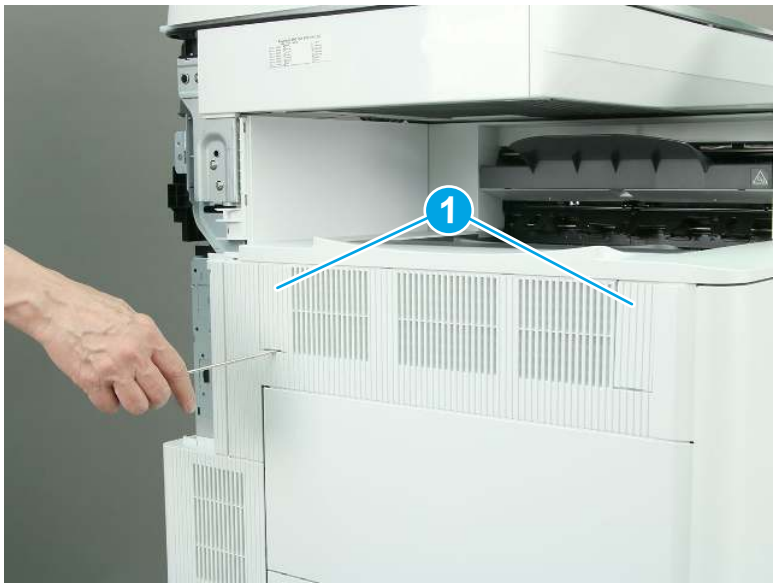


5. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

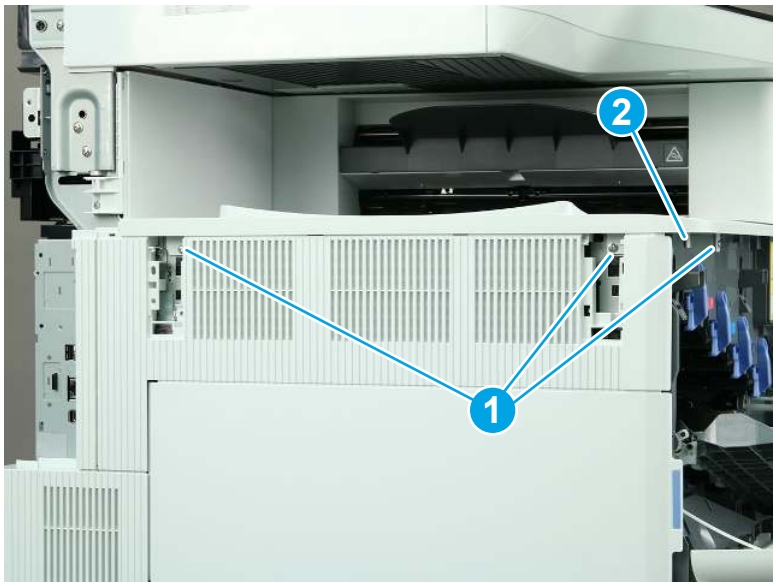
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2497 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2498 Remove three screws and release one tab



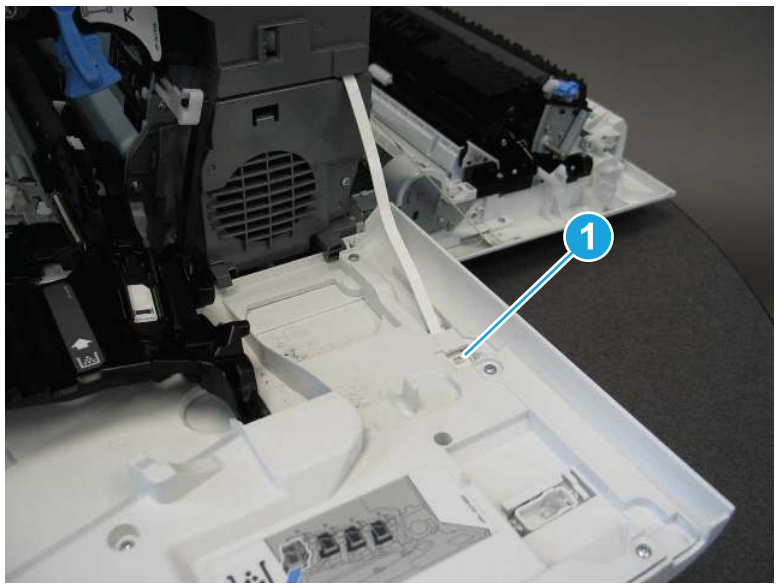
c. Slide the accessory upper cover away from the printer to remove it.

Figure 4-2499 Remove the accessory upper cover

6. Remove the duplex fan cover.

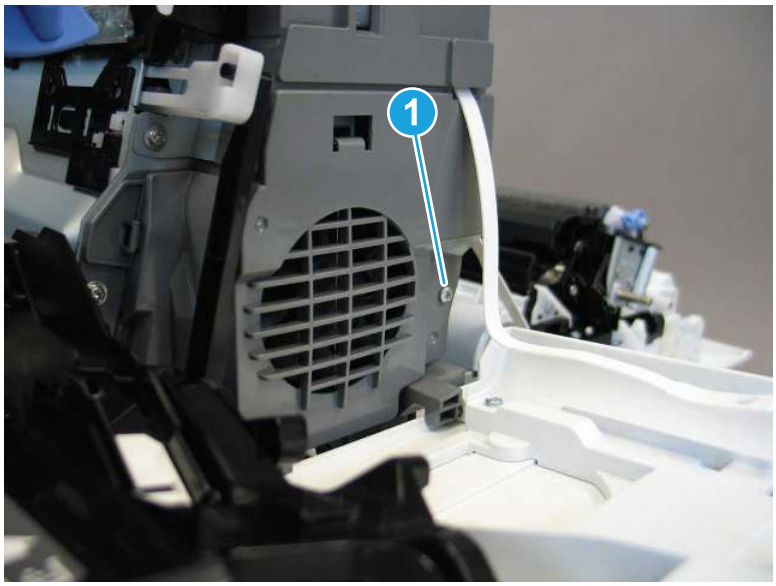
a. Use a small, flat-blade screwdriver to release the tab (callout 1) on the right front door hinge.

Figure 4-2500 Release the hinge tab



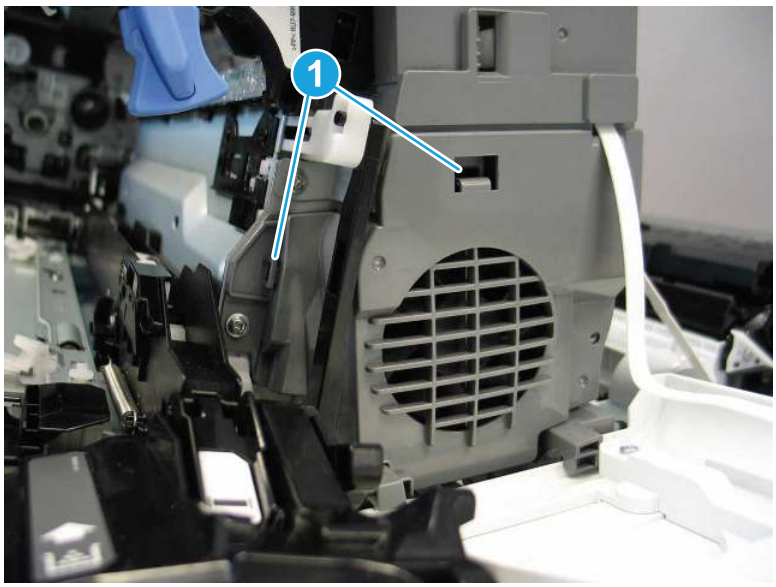
b. Remove one screw (callout 1).

Figure 4-2501 Remove one screw



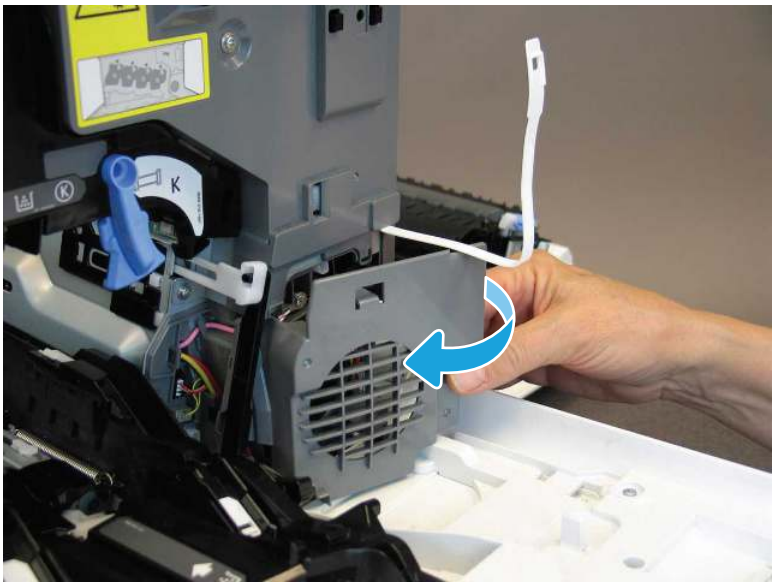
c. Release two tabs (callout 1).

Figure 4-2502 Release two tabs



d. Rotate the cover away from the printer to remove it.

Figure 4-2503 Remove the fan cover

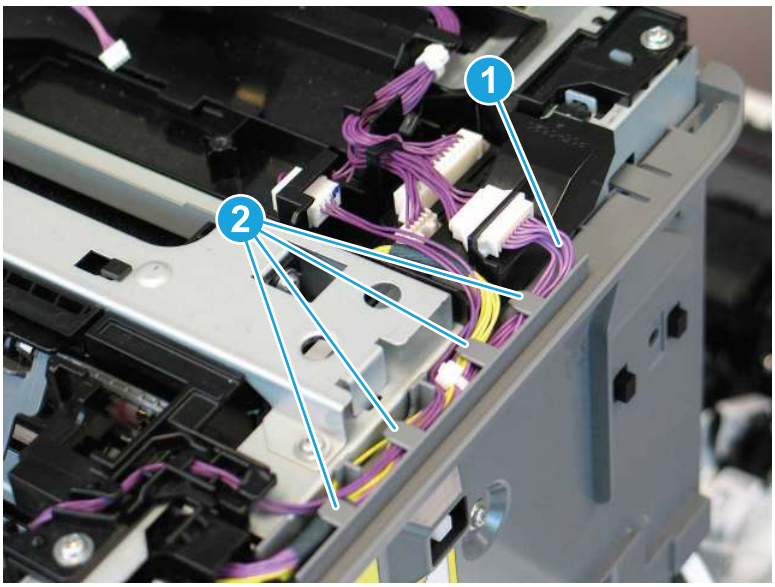


7. Remove the front inner right upper cover.

a. At the top of the printer, release the wire harness (callout 1) from the guides (callout 2).

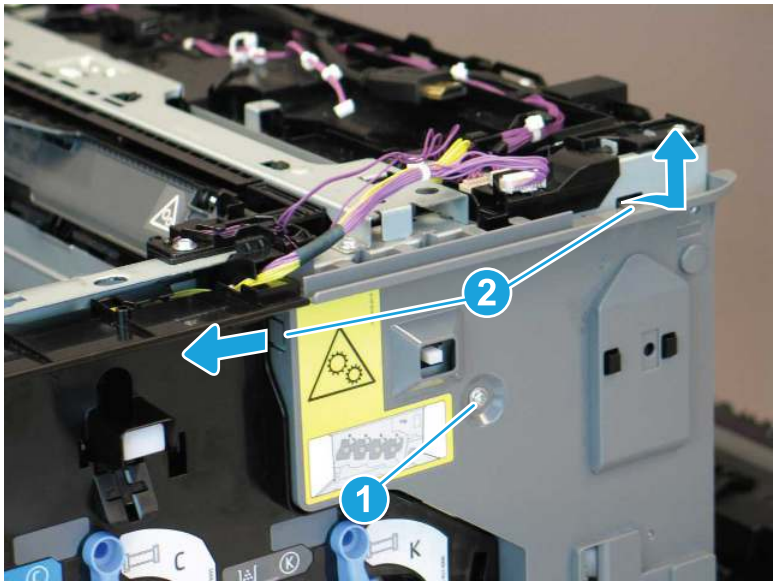
NOTE: The M751 is pictured in the figures below. The procedure is correct for all referenced models.

Figure 4-2504 Release the wires from the guides



b. Remove one screw (callout 1), release two tabs (callout 2), and then remove the front inner right upper cover.

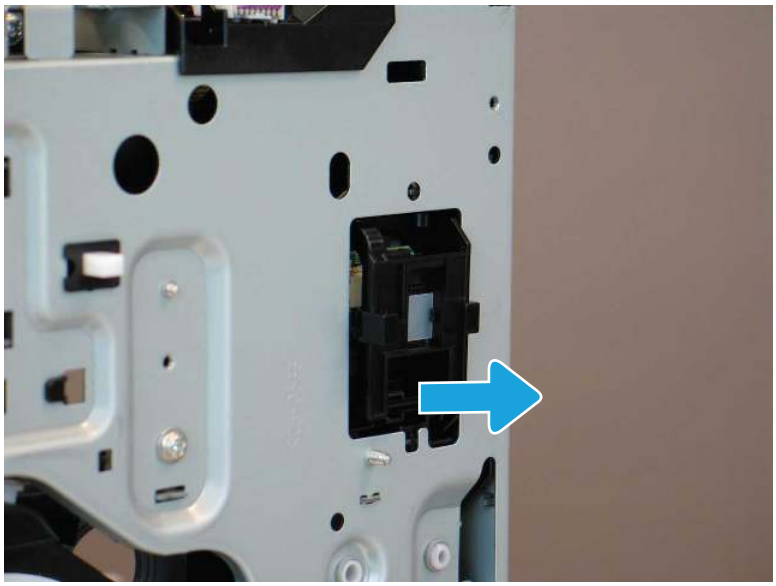
Figure 4-2505 Remove the front inner right upper cover



8. Remove the power switch PCA.

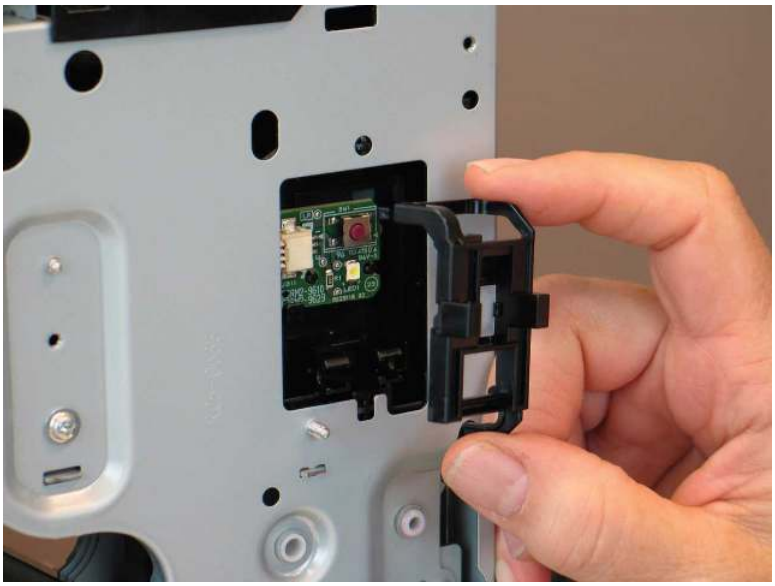
a. Pull the power switch cover away from the printer to release it.

Figure 4-2506 Release the power switch cover



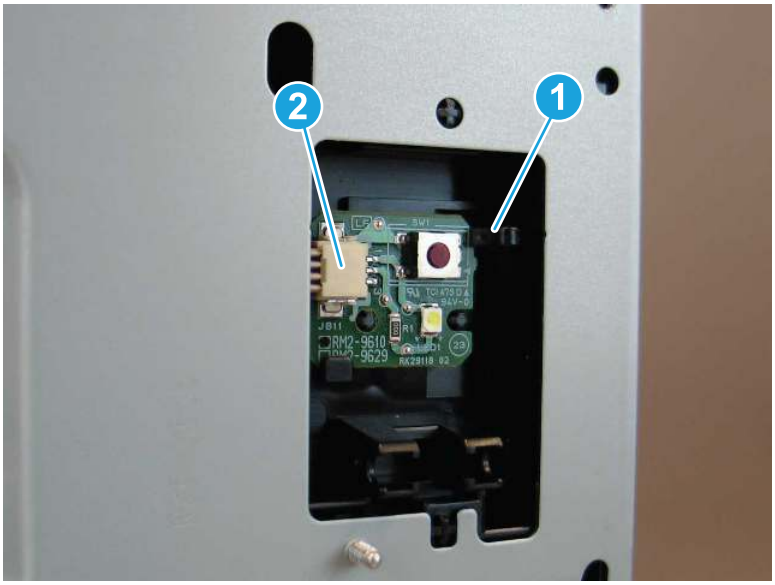
b. Remove the power switch cover.

Figure 4-2507 Remove the power switch cover



c. Release one tab (callout 1), disconnect one connector (callout 2), and then remove the power switch PCA.

Figure 4-2508 Remove the power switch PCA



9. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Power switch PCA (M776zs)

Learn how to remove and replace the power switch PCA.

Mean time to repair: 12 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 4-126 Part information

Part number	Part description
RM2-9610-000CN	Power switch PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the control panel (M776).

   a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

   Figure 4-2509 **Raise the control panel and document feeder**

   b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

   NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

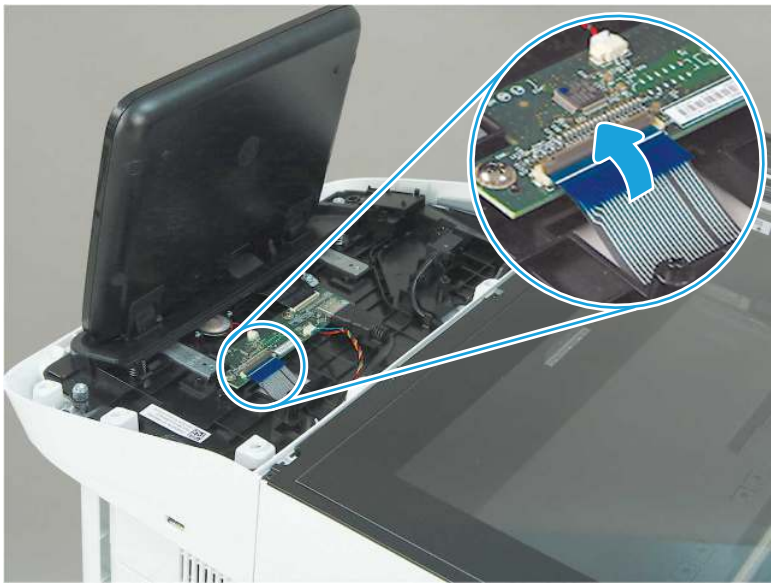
   Figure 4-2510 **Release the control panel cover**

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2511 **Remove the control panel cover**

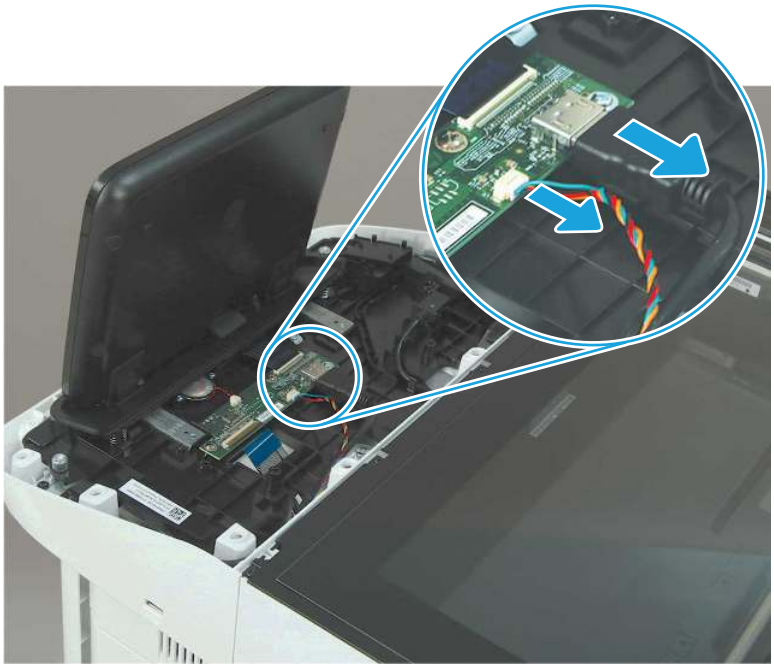
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2512 **Release the keyboard flat cable (M776z/M776zs)**



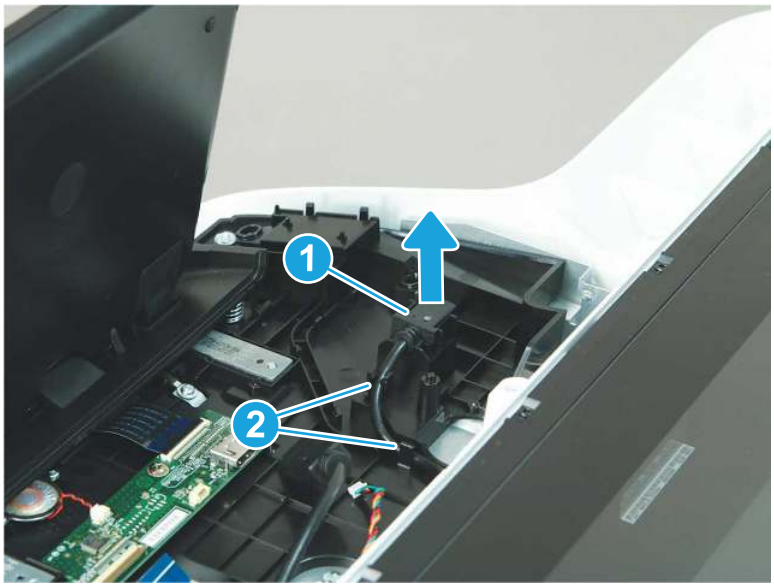
e. Disconnect two connectors

Figure 4-2513 Disconnect two connectors



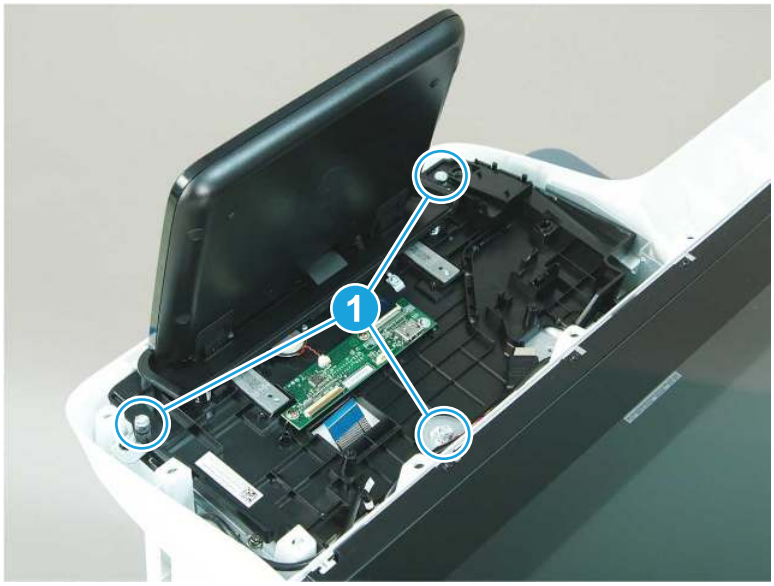
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2514 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-2515 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2516 Remove the control panel

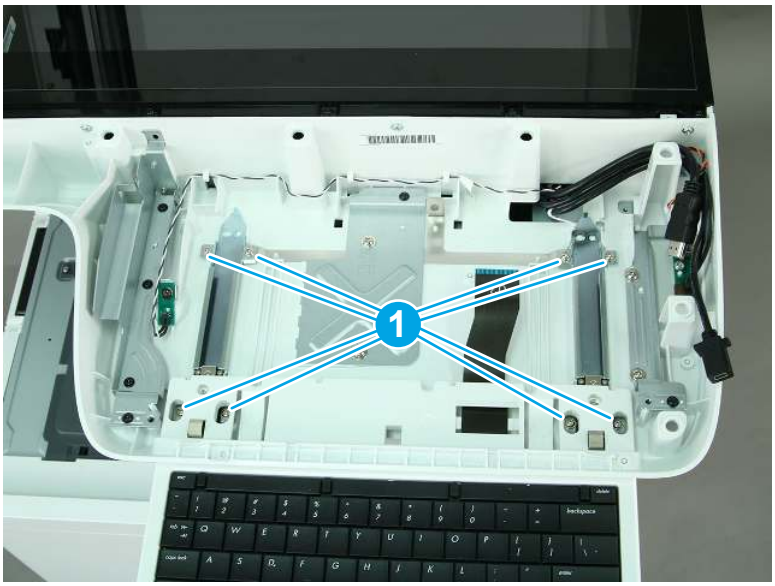
2. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2517 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-2518 Remove eight screws



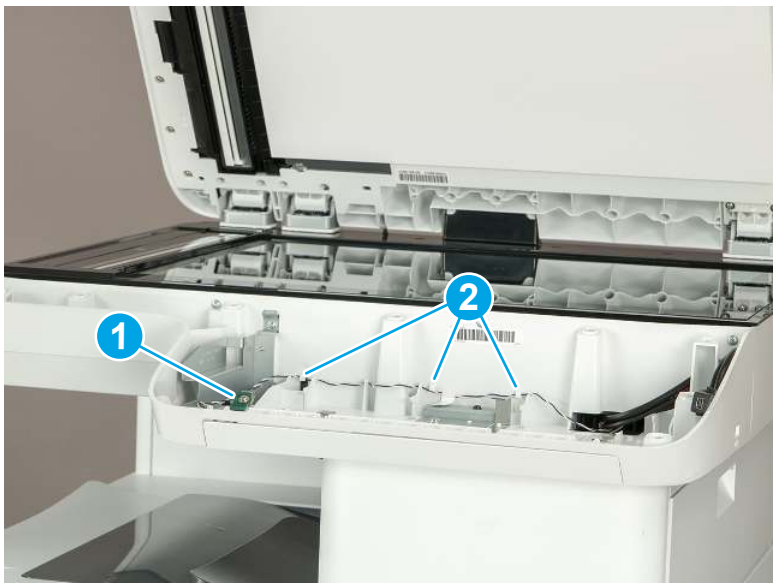
c. Remove the keyboard and rails.

Figure 4-2519 **Remove the keyboard and rails**

3. Remove the nose cone (M776).

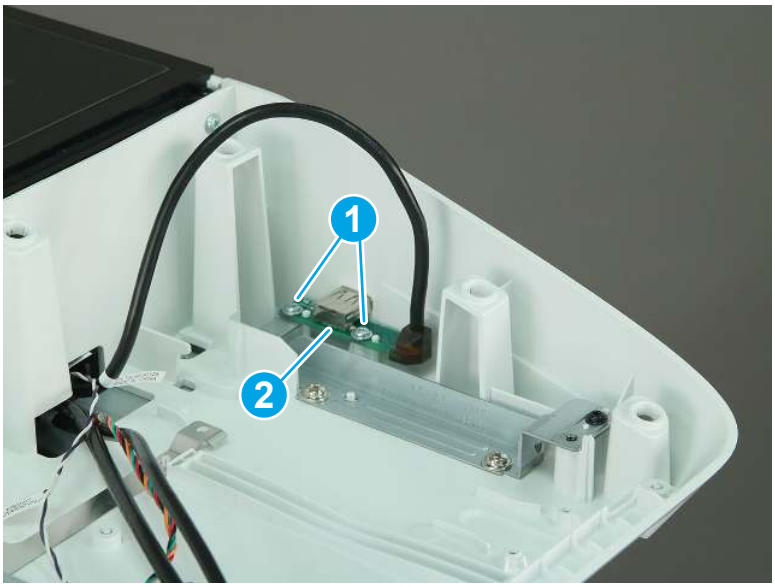
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2520 **Release the light PCA**



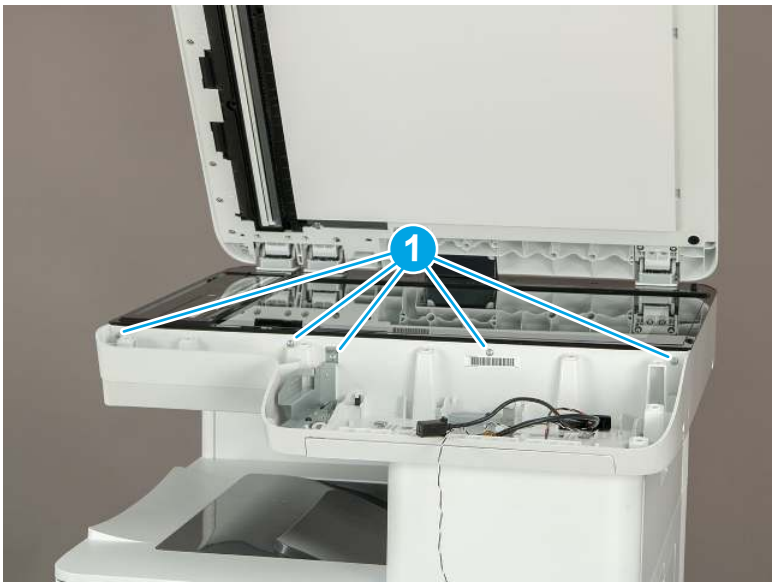
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2521 Release the USB port PCA



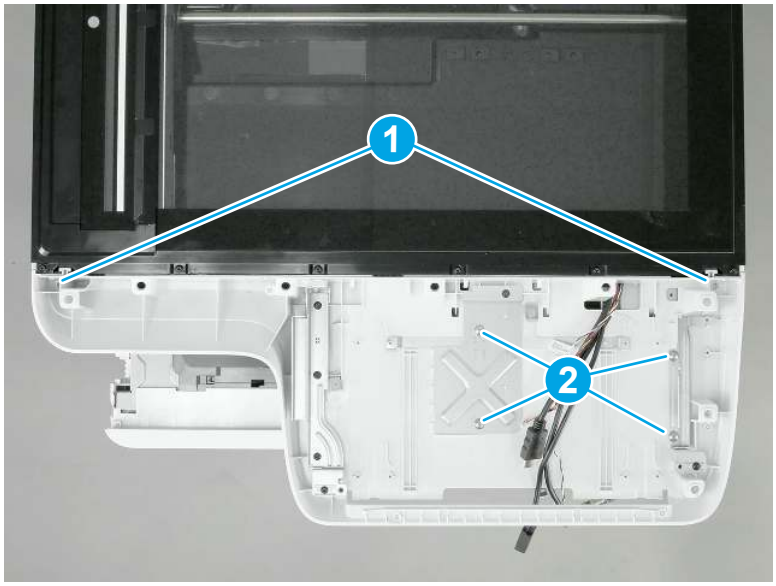
c. Remove five screws (callout 1).

Figure 4-2522 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

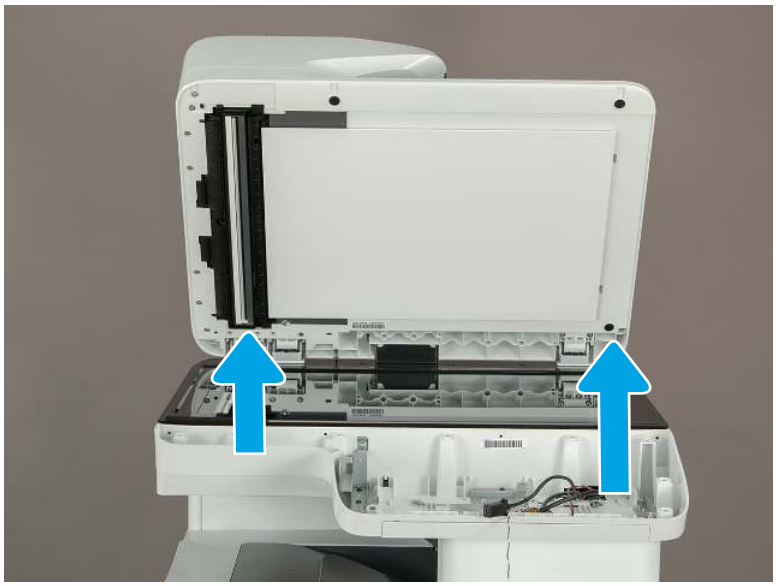
Figure 4-2523 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

Figure 4-2524 Remove the nose cone



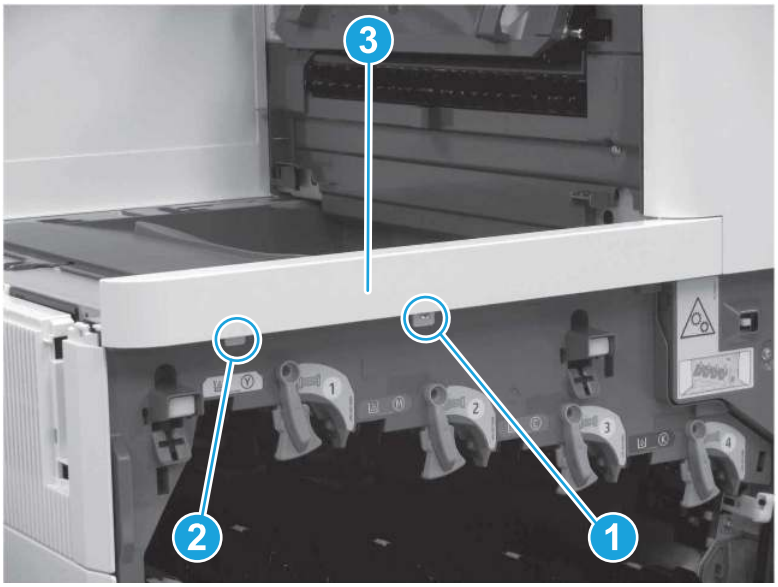
4. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-2525 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

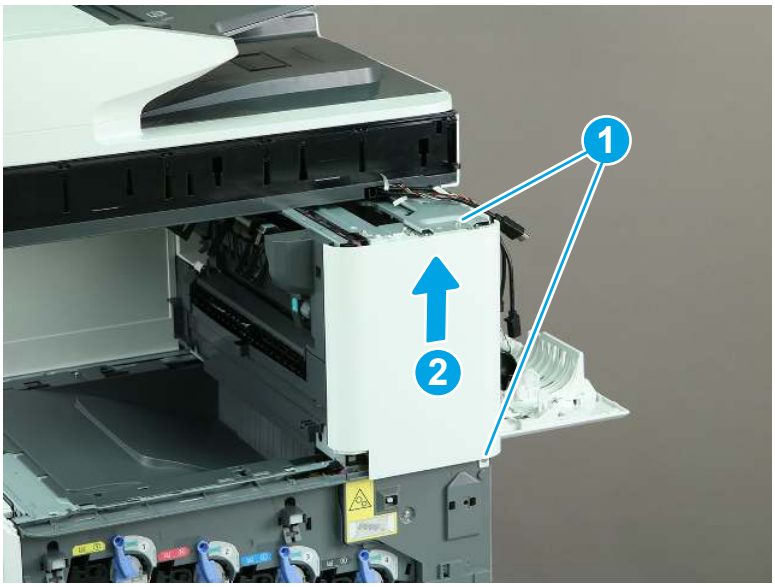
Figure 4-2526 Remove the front cover



5. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

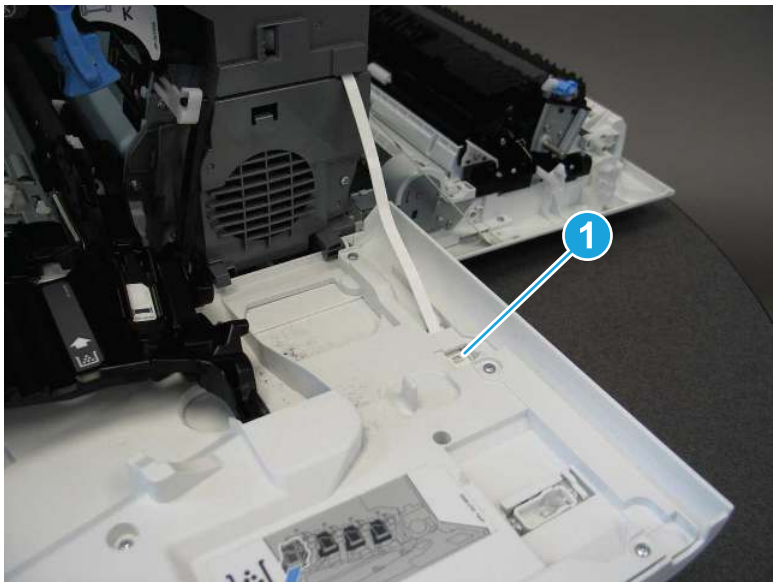
  Figure 4-2527 Remove the right front cover

6. Remove the duplex fan cover.

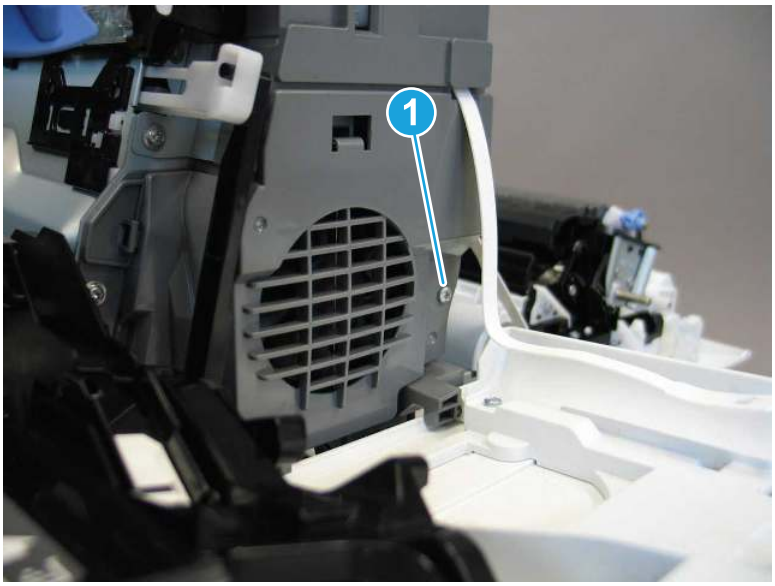
   a. Use a small, flat-blade screwdriver to release the tab (callout 1) on the right front door hinge.

   Figure 4-2528 Release the hinge tab

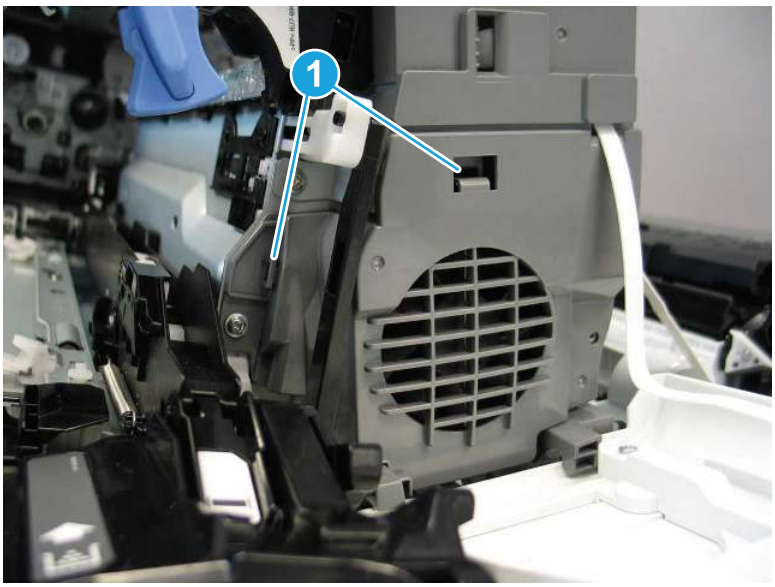
b. Remove one screw (callout 1).

Figure 4-2529 Remove one screw



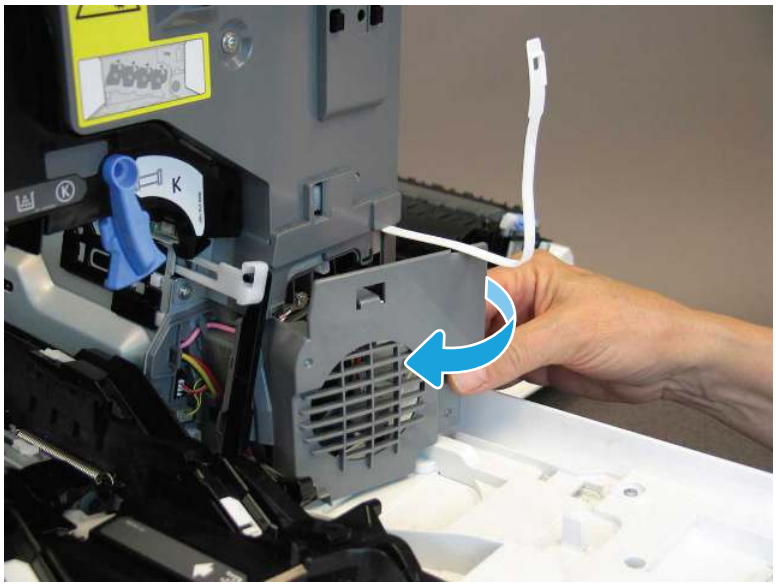
c. Release two tabs (callout 1).

Figure 4-2530 Release two tabs



d. Rotate the cover away from the printer to remove it.

Figure 4-2531 Remove the fan cover

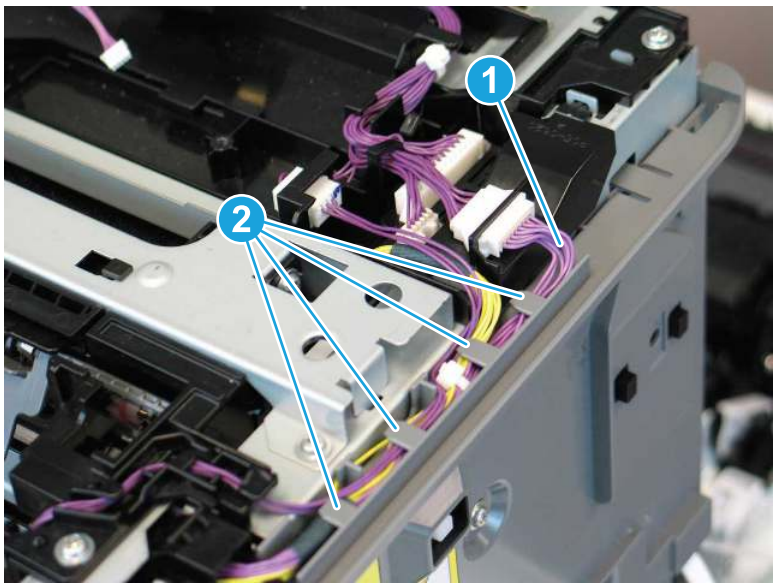


7. Remove the front inner right upper cover.

a. At the top of the printer, release the wire harness (callout 1) from the guides (callout 2).

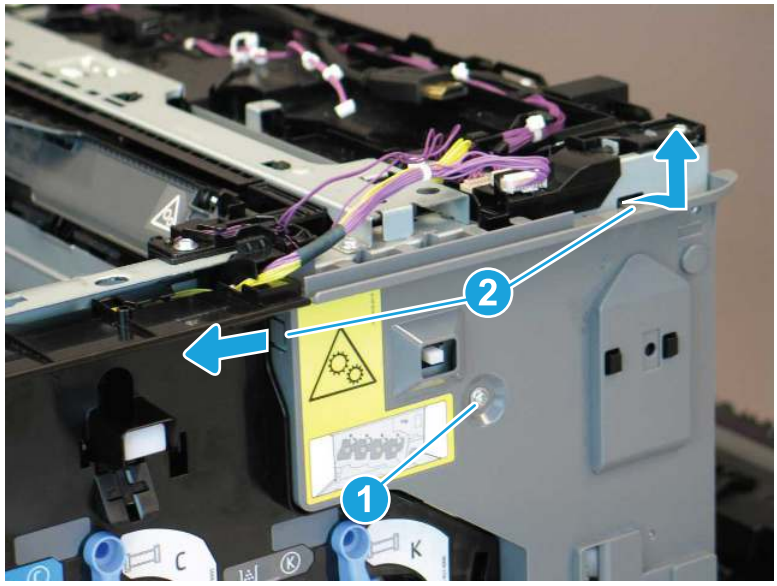
NOTE: The M751 is pictured in the figures below. The procedure is correct for all referenced models.

Figure 4-2532 Release the wires from the guides



b. Remove one screw (callout 1), release two tabs (callout 2), and then remove the front inner right upper cover.

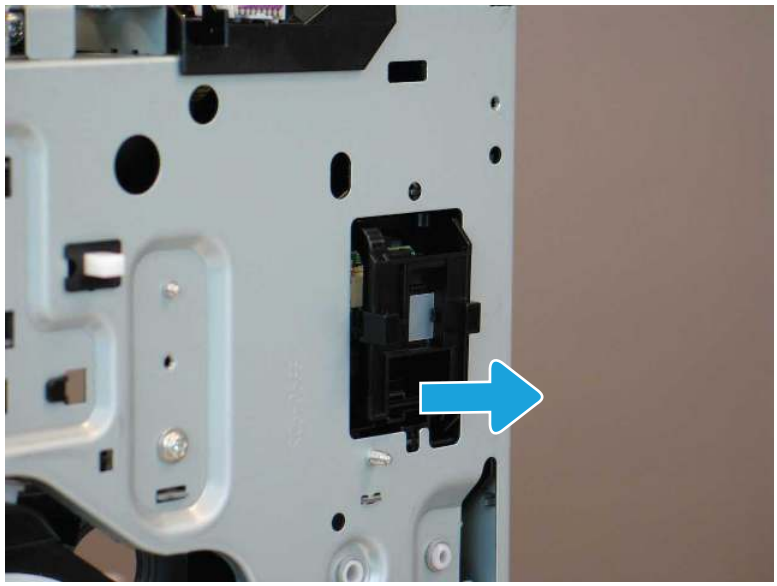
Figure 4-2533 Remove the front inner right upper cover



8. Remove the power switch PCA.

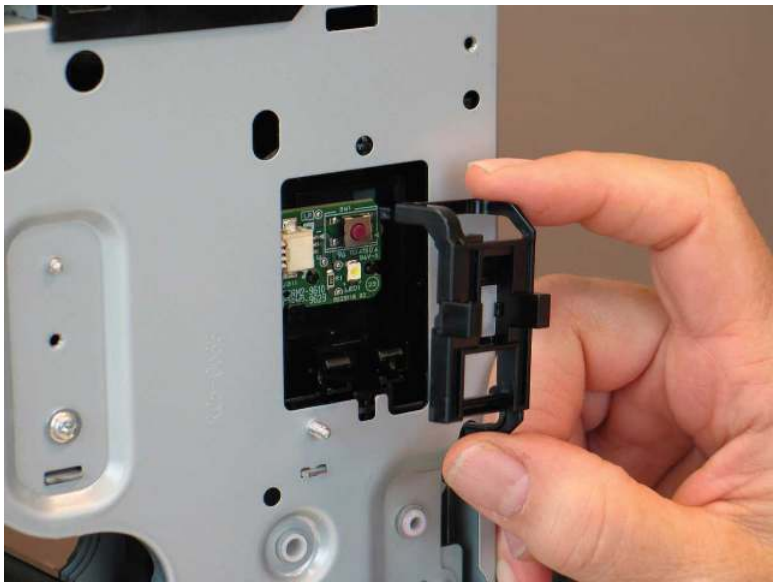
a. Pull the power switch cover away from the printer to release it.

Figure 4-2534 Release the power switch cover



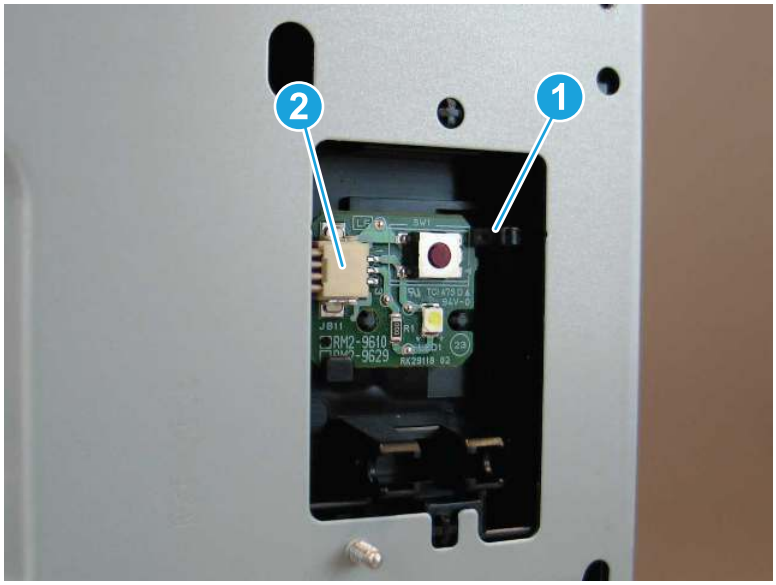
b. Remove the power switch cover.

Figure 4-2535 Remove the power switch cover



c. Release one tab (callout 1), disconnect one connector (callout 2), and then remove the power switch PCA.

Figure 4-2536 Remove the power switch PCA



9. Unpack the replacement assembly.

a. 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

b. 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.

c. 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 size detect switch (M751/E75245/M856/E85055/M776)

Learn how to remove and replace the Tray 2 size detect switch.

View a video of how to remove and replace the Tray 2 size detect switch.

Mean time to repair: 2 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 4-127 Part information

Part number	Part description
RM2-1436-000CN	Size detect switch 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

Make sure that the printer initializes to a **Ready** state.

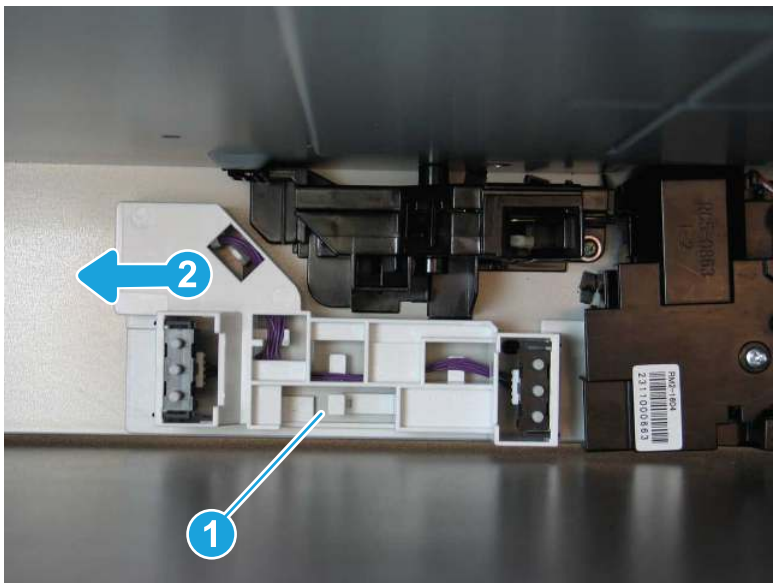
Print a page to make sure that the printer is functioning correctly.

1. Remove Tray 2.
   - Pull Tray 2 away from the printer until it stops, and then lift up slightly to remove it.

   Figure 4-2537 **Remove Tray 2**

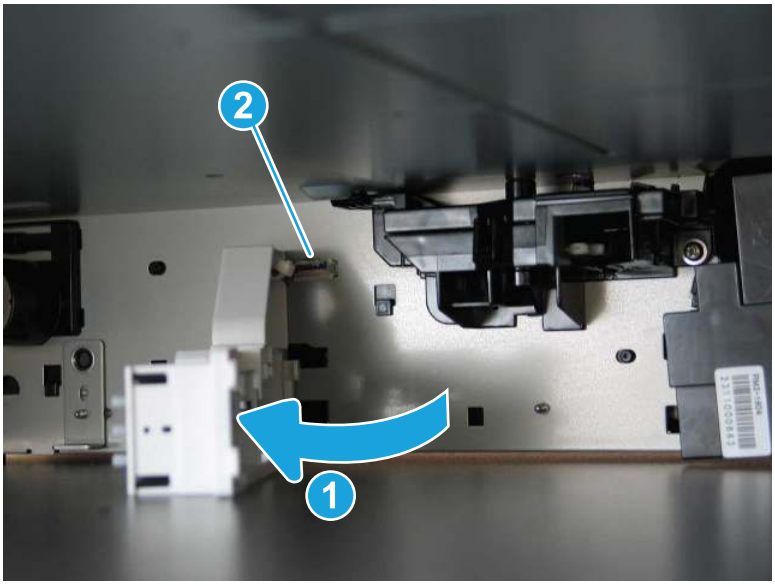
2. Remove the size detect switch.
   a. Inside the Tray 2 opening, release one tab (callout 1) and then slide the size detect sensor to the left (callout 2) to release it.

   Figure 4-2538 **Release the tab and slide left**

b. Rotate the size detect switch to the left (callout 1), and then disconnect one connector (callout 2).

Figure 4-2539 Disconnect one connector



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Waste toner feed assembly (M751/E75245)

Learn how to remove and replace the waste toner feed assembly.

View a video of how to remove and replace the waste toner feed assembly.

Mean time to repair: 18 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 4-128 Part information

Part number	Part description
RM2-1520-000CN	Waste toner feed assembly
RC5-0770-000CN	Hinge, left door, upper (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.

a. Open the front door.

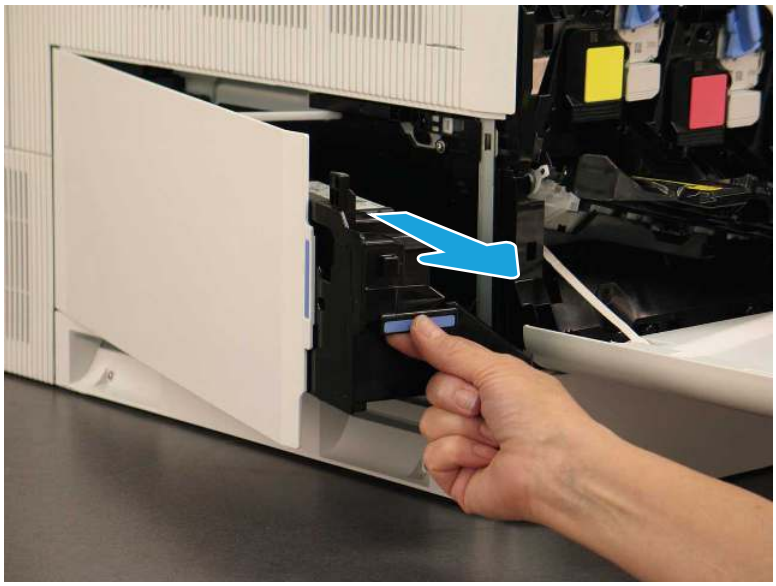
Figure 4-2540 Open the front door

b. Open the left door.

Figure 4-2541 Open the left door

c. Grasp the front of the TCU, and then remove it from the printer.

Figure 4-2542 Remove the TCU



2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2543 Rotate the blue lever

b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2544 Remove the imaging drum

3. Remove the toner cartridges.

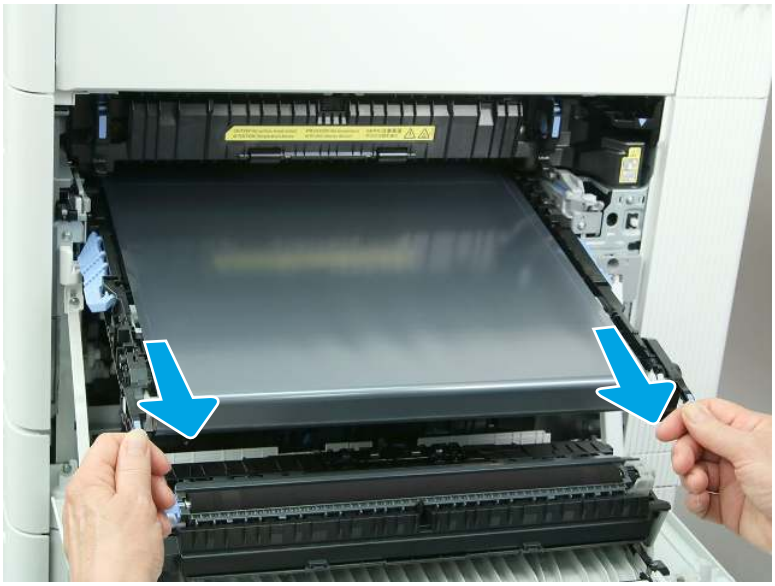
- Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

Figure 4-2545 Remove the toner cartridge

4. Remove the intermediate transfer belt (ITB).

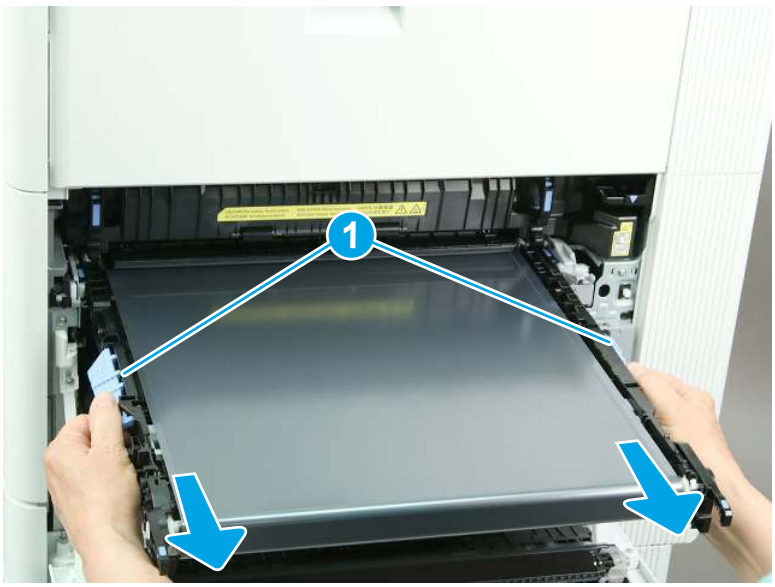
a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

Figure 4-2546 Partially remove the ITB



b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

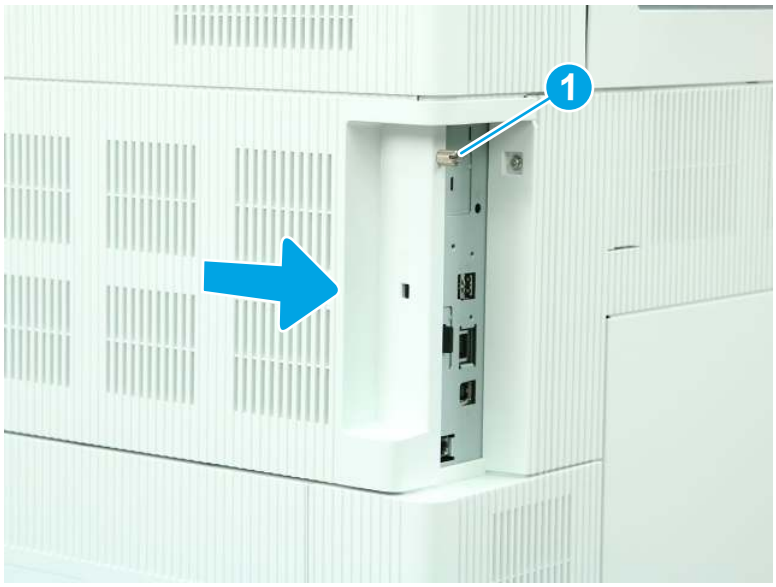
Figure 4-2547 Remove the ITB



5. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

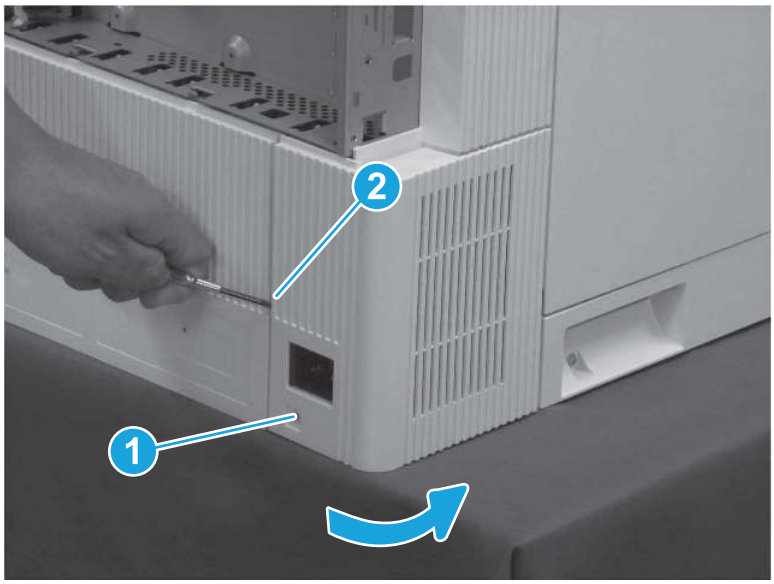
Figure 4-2548 Remove the formatter cover



6. Remove the left lower cover (M751/E75245).

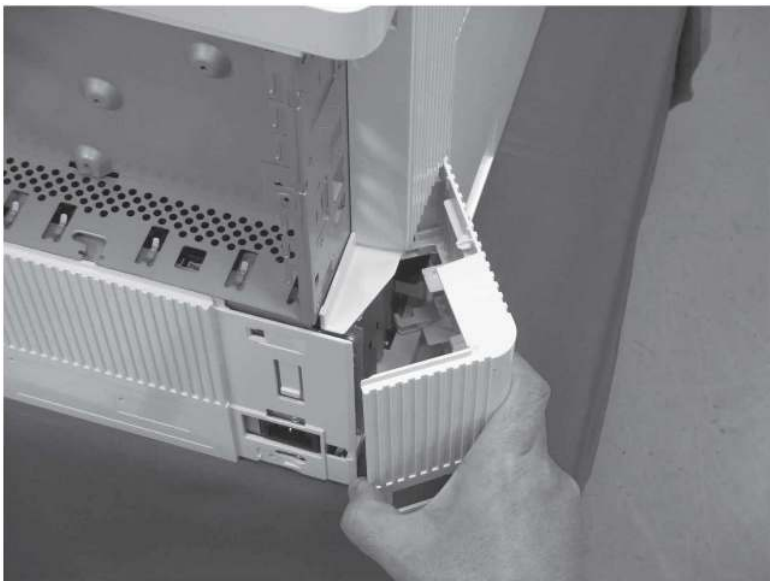
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2549 Remove one screw and release one tab



b. Remove the left lower cover.

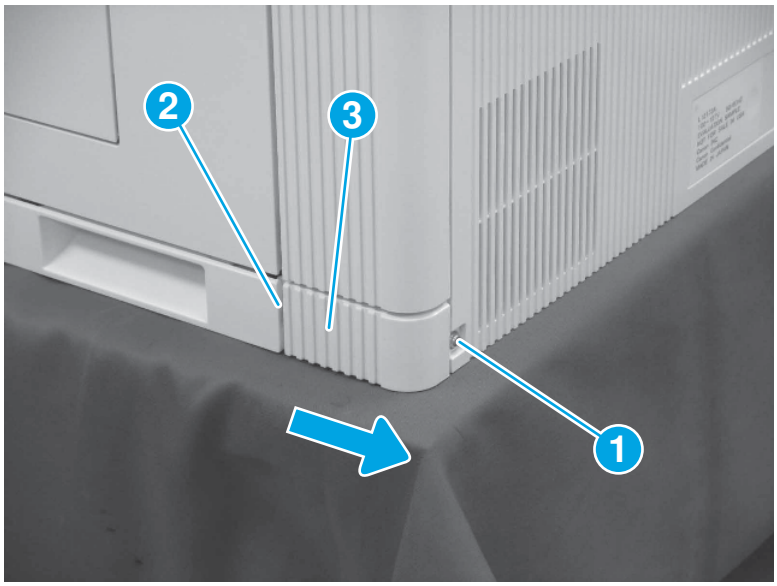
Figure 4-2550 **Remove the left lower cover**



7. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

   - Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

Figure 4-2551 **Remove the right rear lower cover**



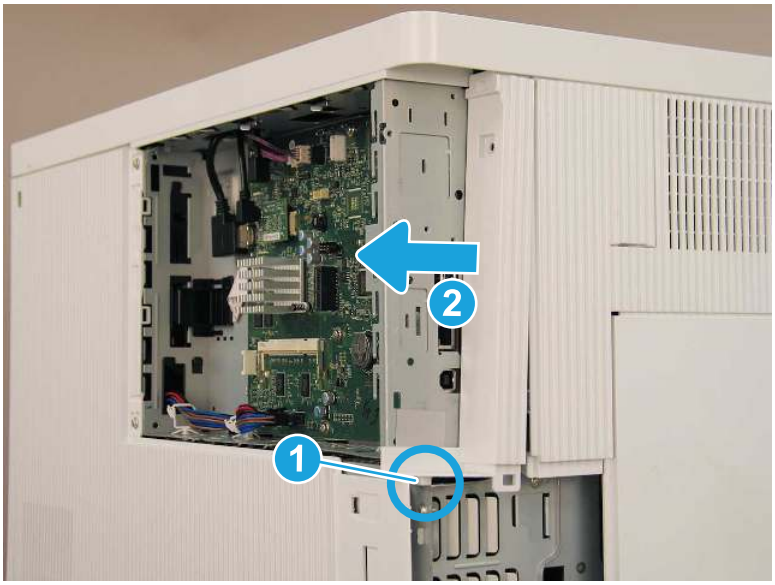
8. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2552 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

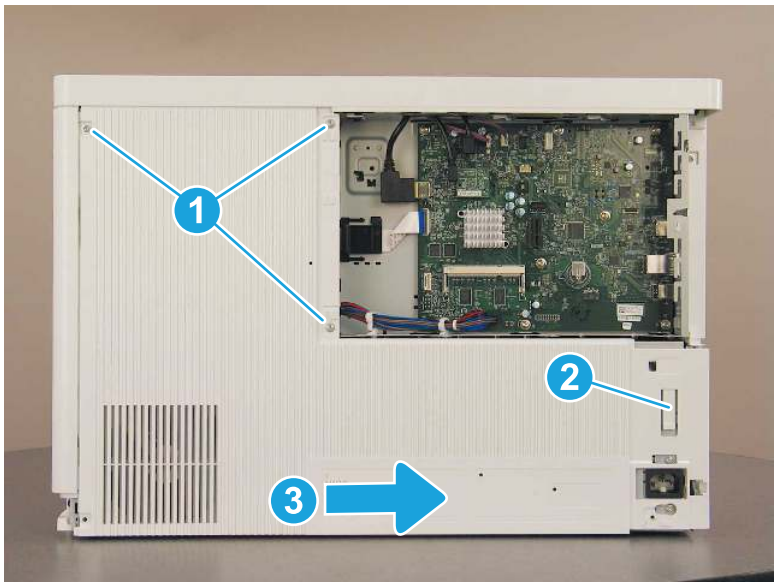
Figure 4-2553 Remove the left rear cover



9. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

Figure 4-2554 **Remove the rear cover**

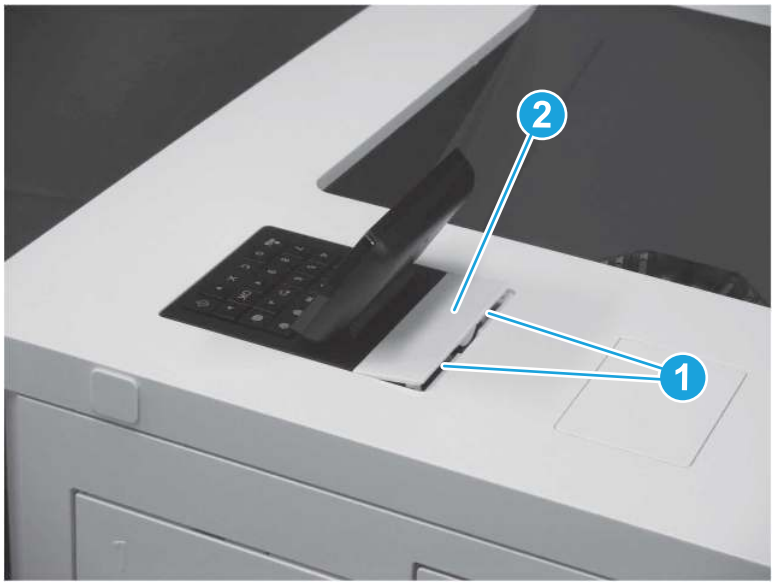


10. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

Figure 4-2555 **Remove the control panel cover**



b. Remove one screw (callout 1).

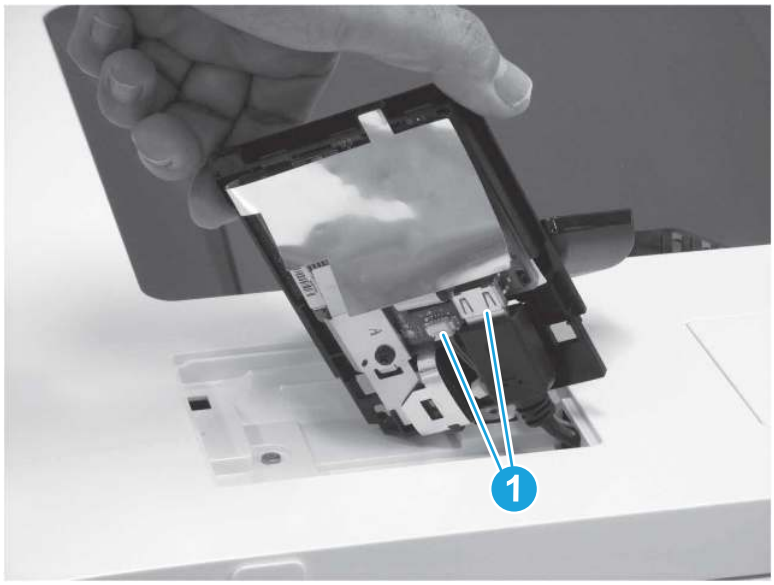
Figure 4-2556 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2557 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

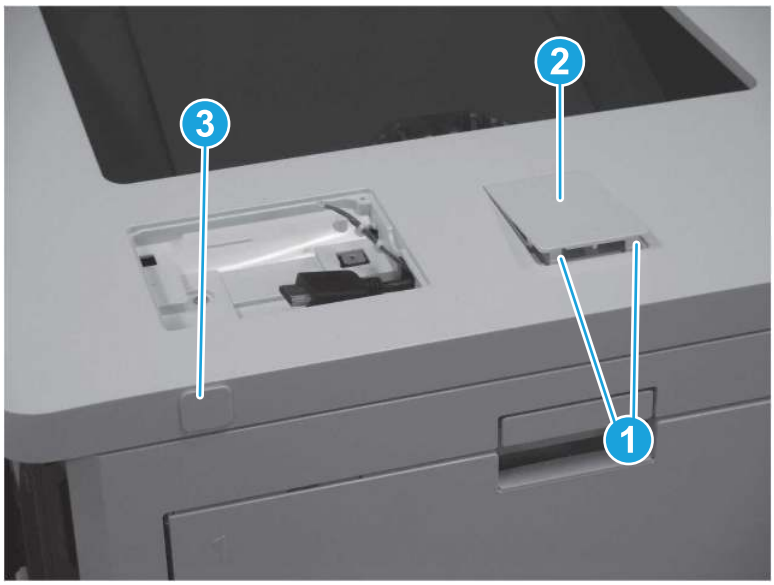
Figure 4-2558 Disconnect two connectors



11. Remove the top cover (M751/E75245).

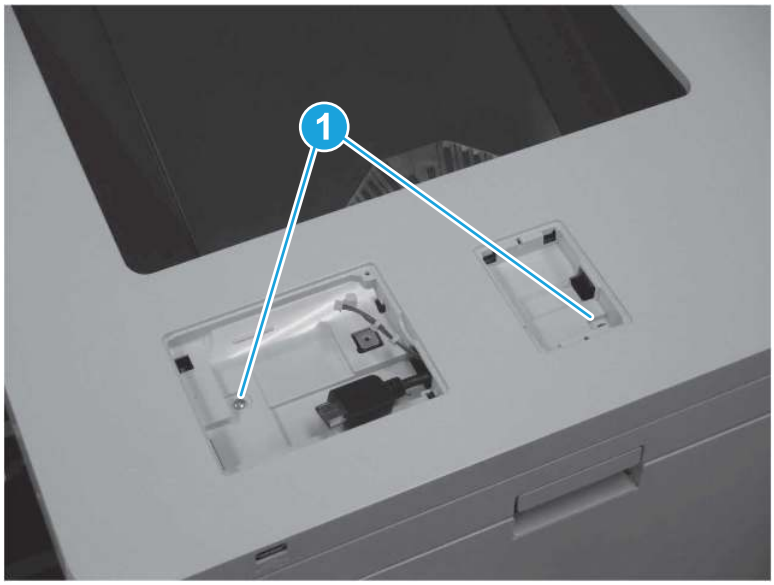
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2559 Remove the HIP cover and USB cap



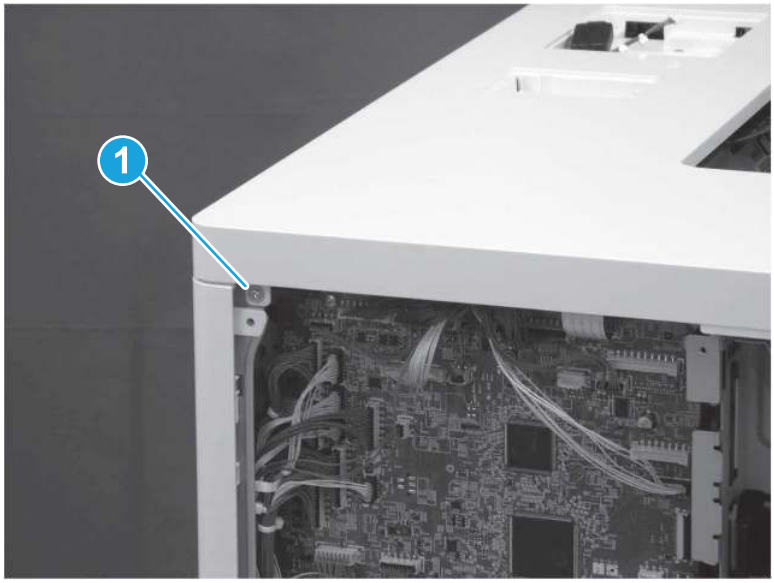
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2560 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2561 Remove one screw

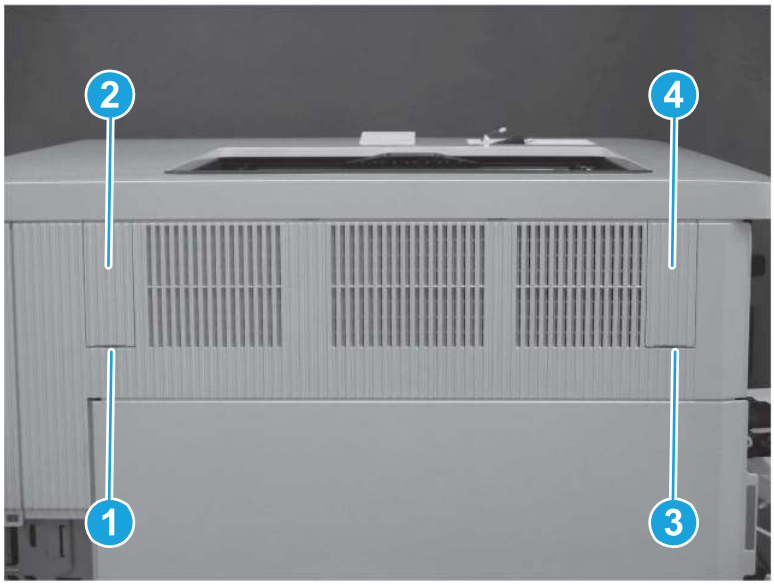


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

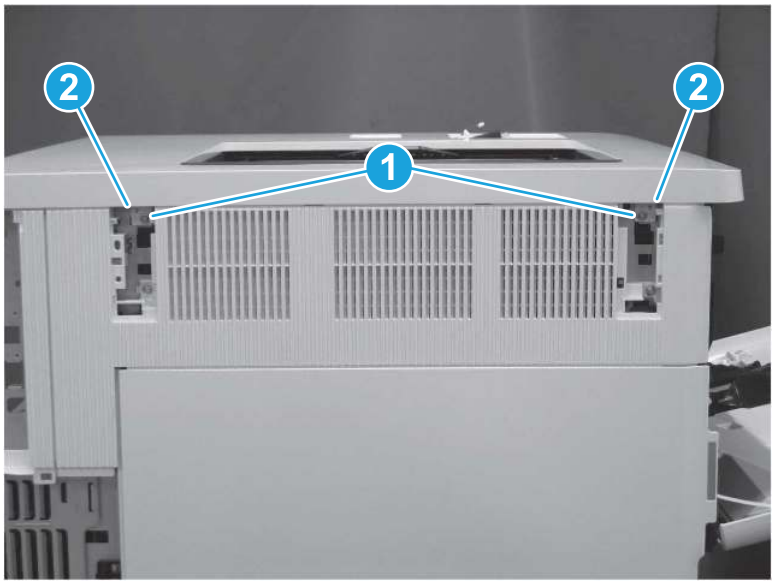
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2562 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

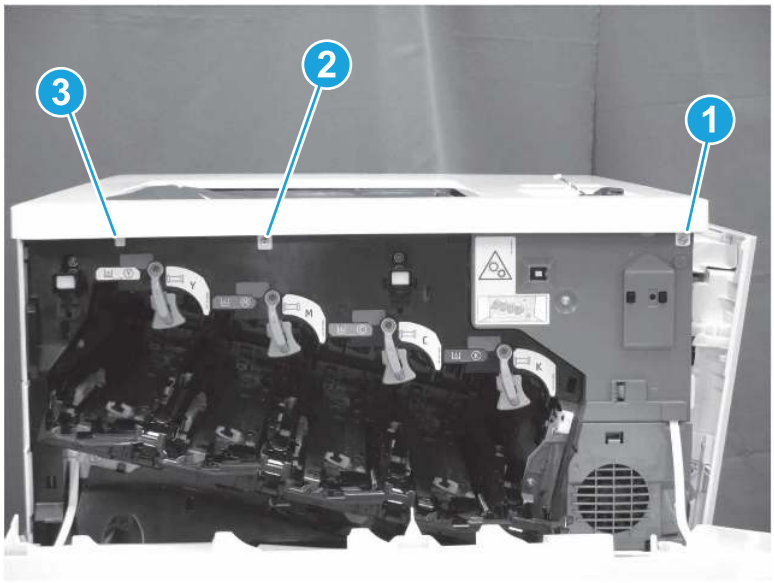
Figure 4-2563 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

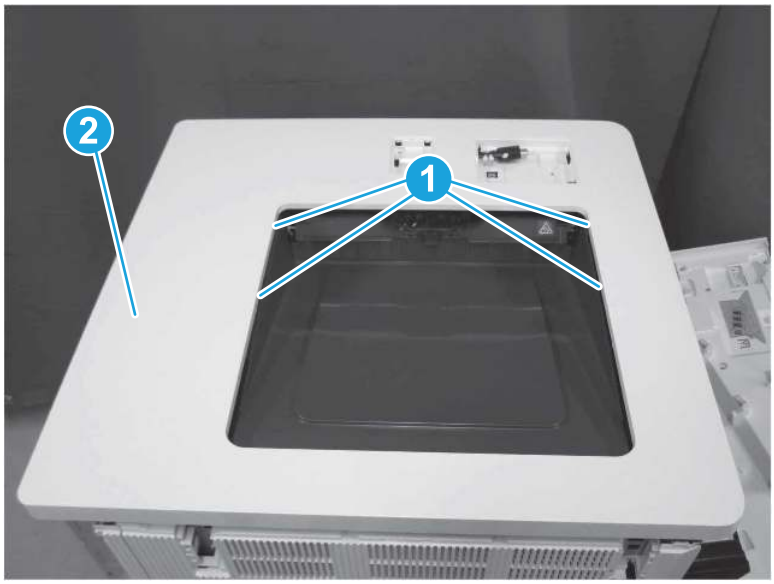
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2564 Remove two screws and release one tab

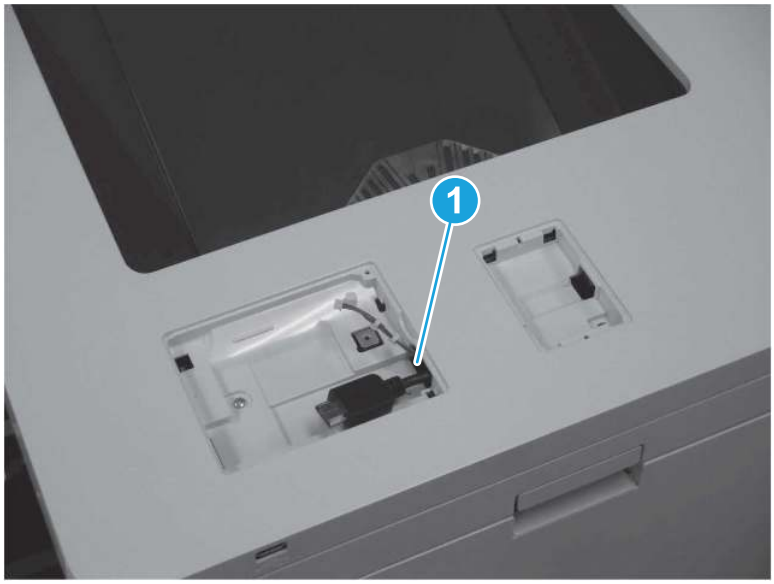


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2565 Remove the top cover



NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.

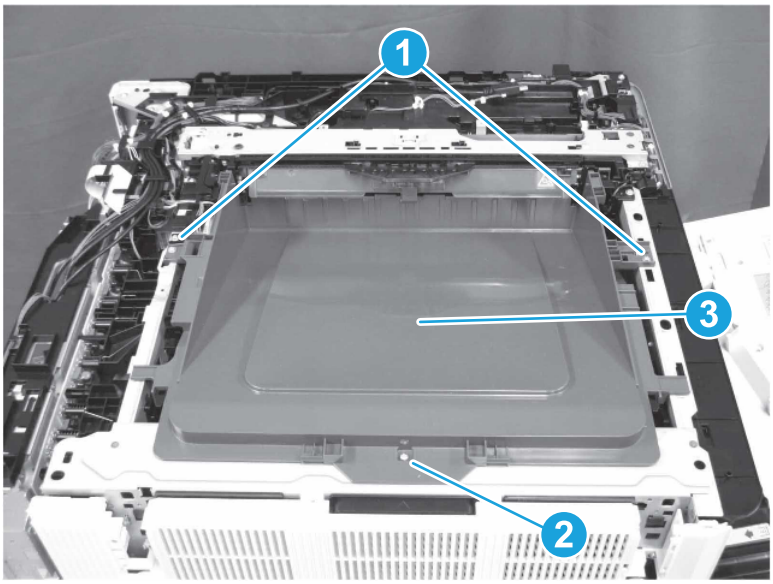


12. Remove the output bin (M751/E75245).

    - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

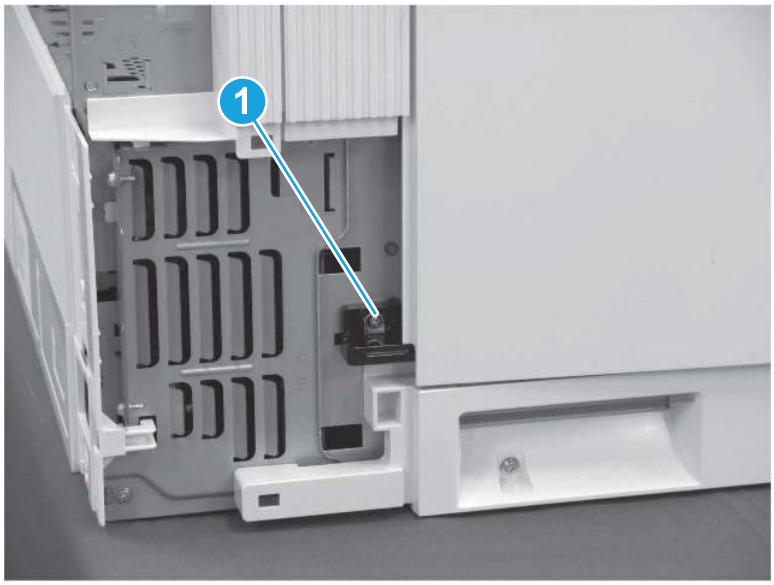
Figure 4-2566 Remove the output bin



13. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2567 Remove one screw

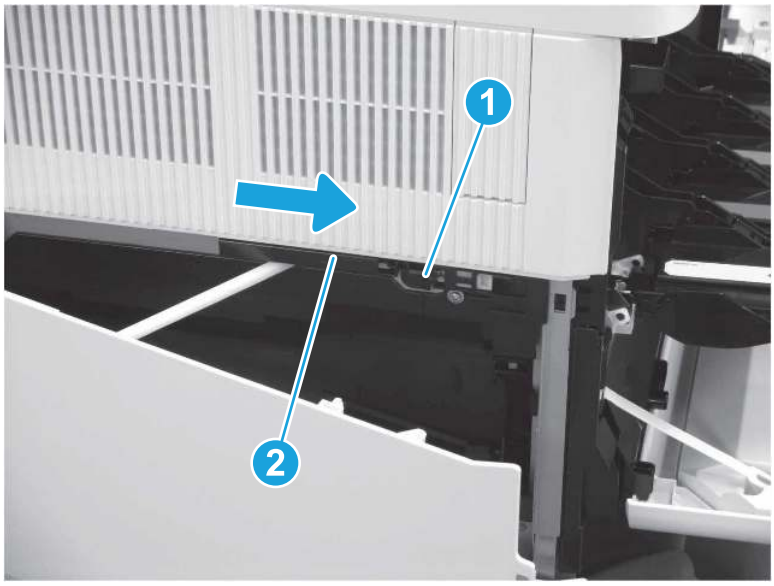


b. Release the holder, and then remove it from the printer.

Figure 4-2568 Remove the holder

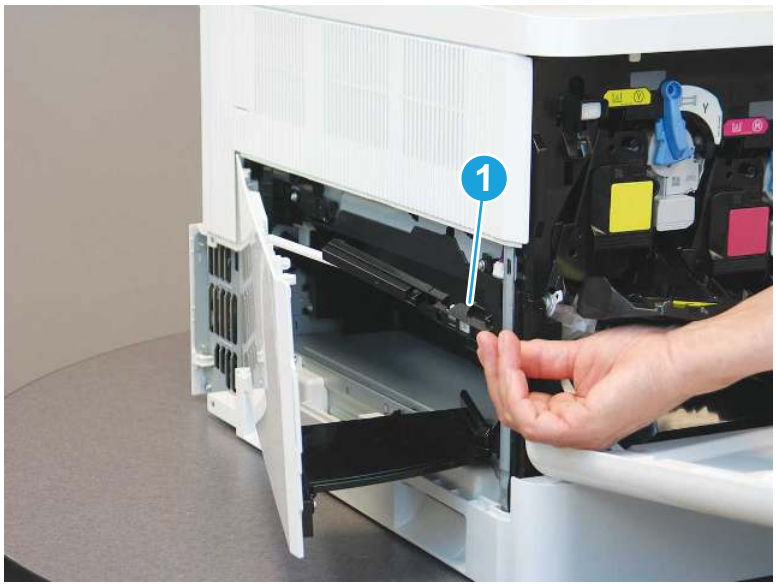
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2569 Slide the holder



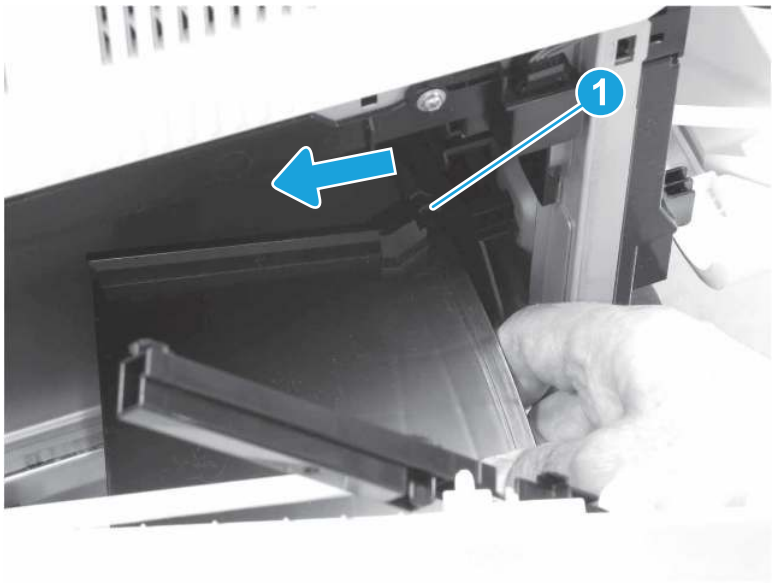
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2570 Release the holder



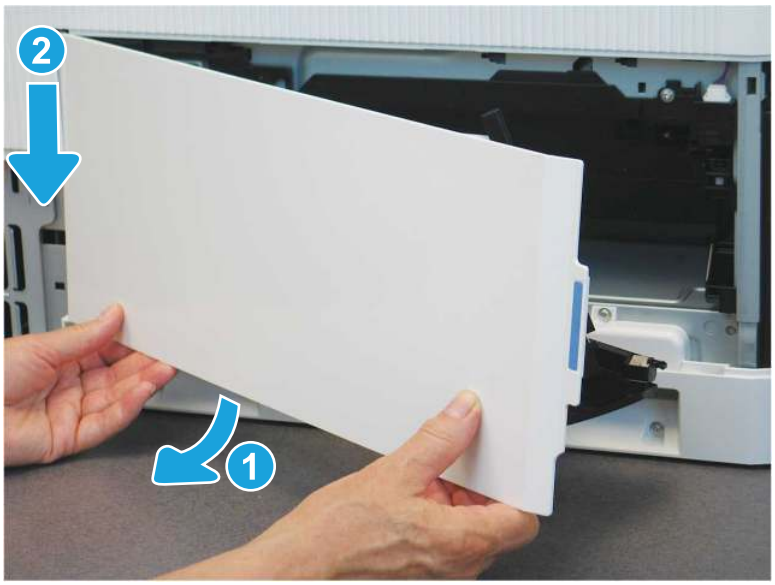
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2571 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

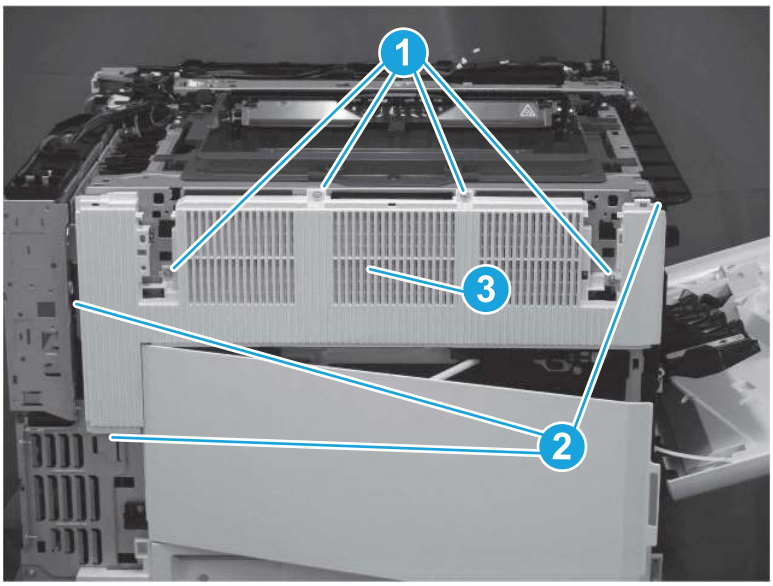
Figure 4-2572 Remove the left door



14. Remove the left upper cover (M751/E75245).

- Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

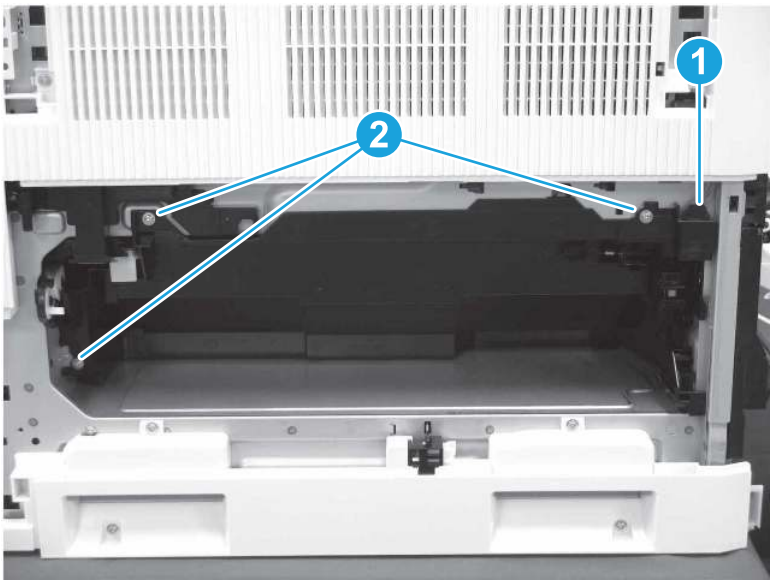
  Figure 4-2573 **Remove the left upper cover**

15. Remove the scanner cover.

    a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

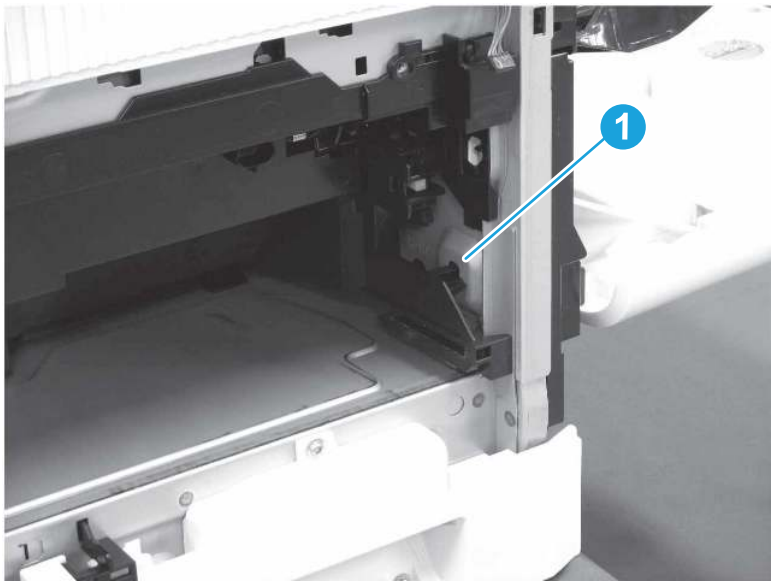
    Figure 4-2574 **Disconnect one connector and remove three screws**

    TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

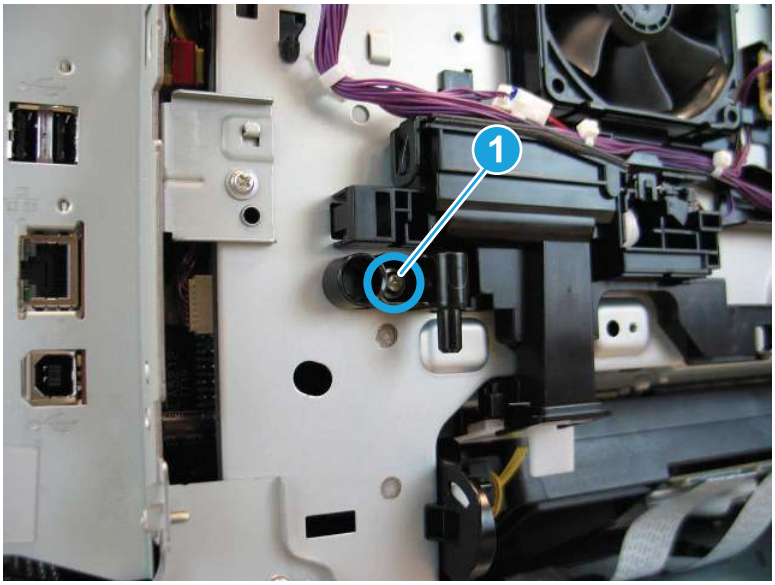
Figure 4-2575 Remove the scanner cover



16. Remove the secondary auger.

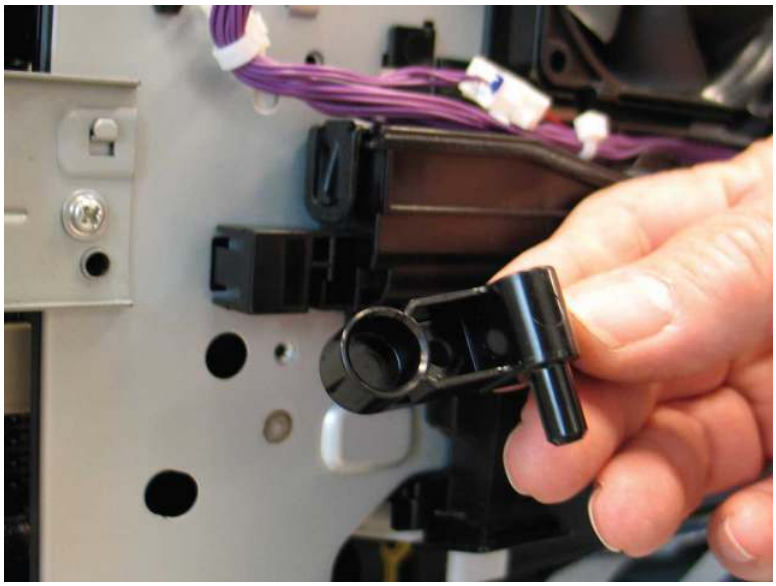
a. Remove one screw (callout 1).

Figure 4-2576 Remove one screws



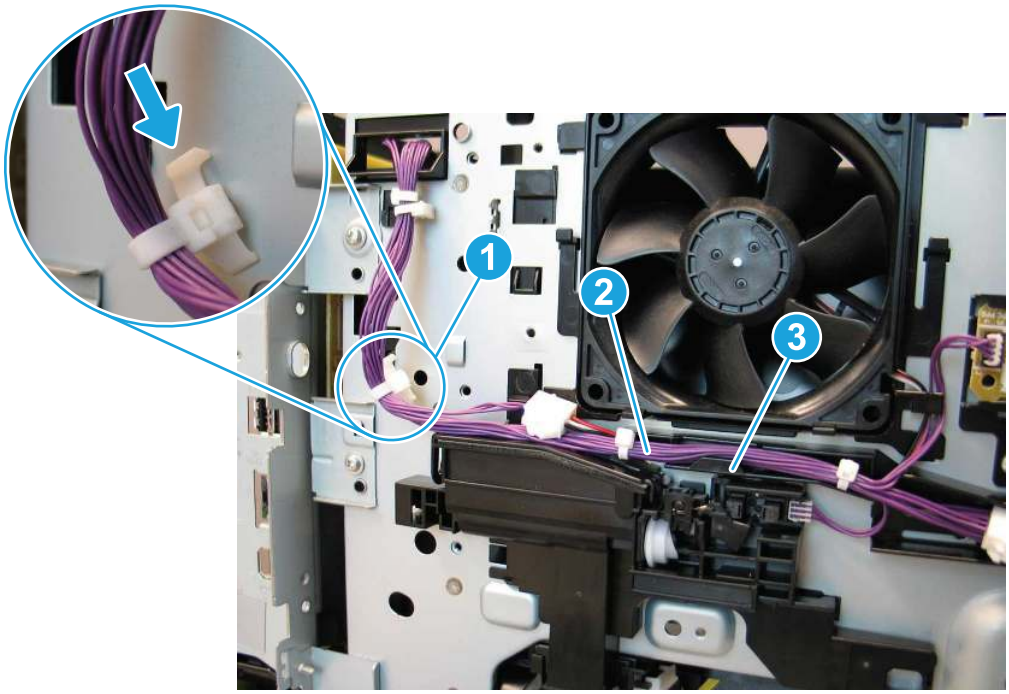
b. Remove the left door upper hinge.

Figure 4-2577 **Remove the left door upper hinge**



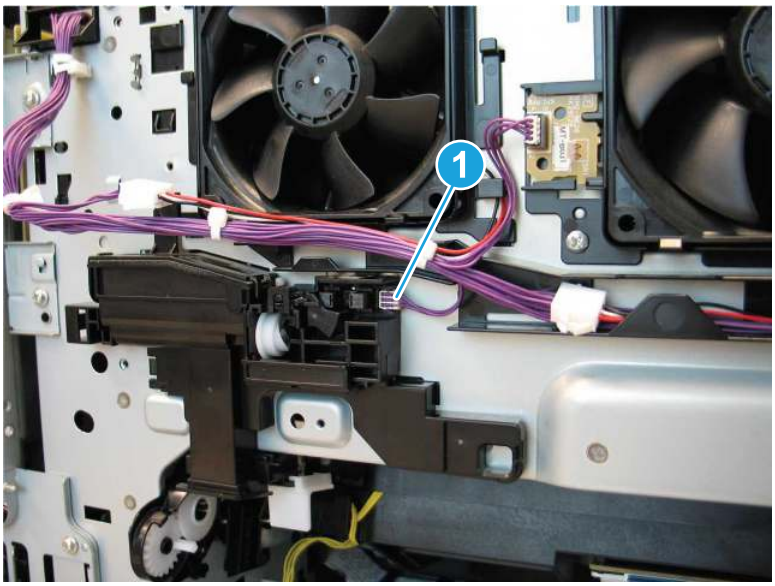
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2578 **Release the wire harness from the guides**



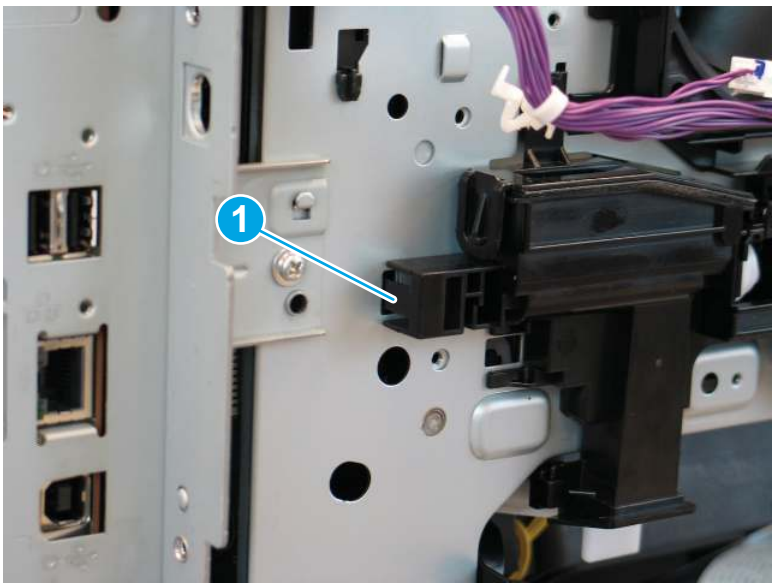
d. Disconnect one connector (callout 1).

Figure 4-2579 Disconnect one connector



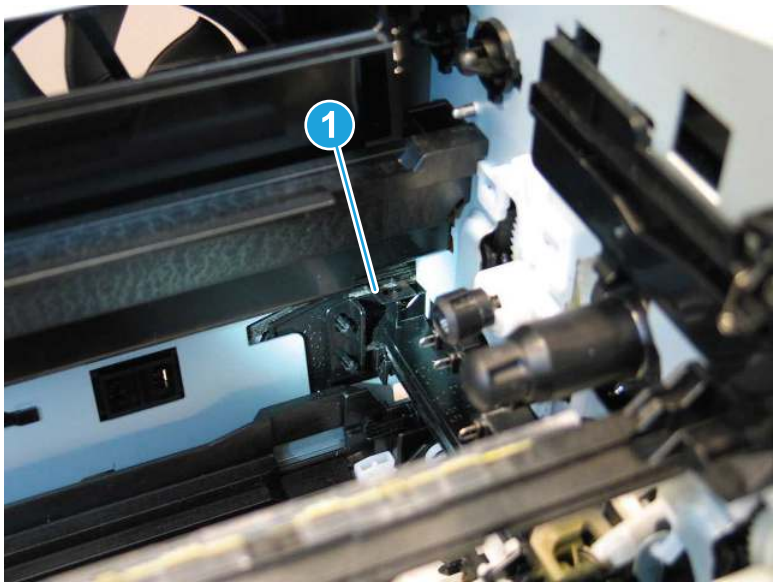
e. Release one tab (callout 1).

Figure 4-2580 Release one tab



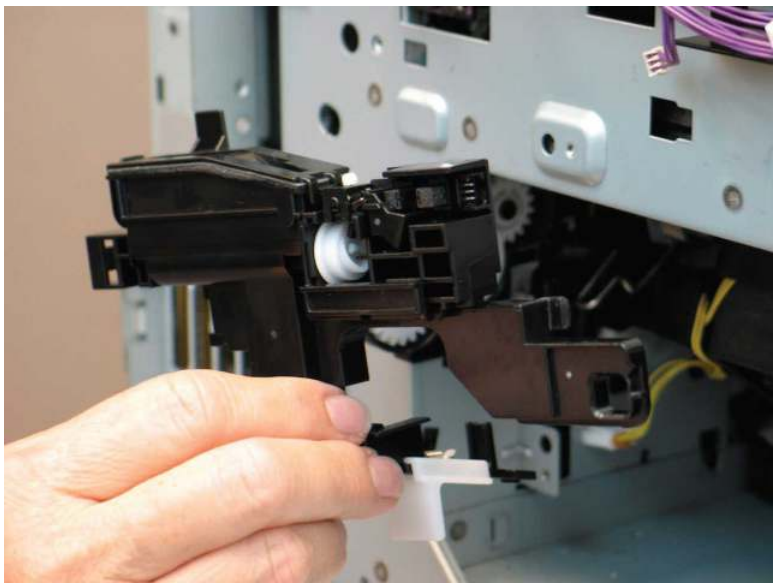
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2581 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2582 Remove the secondary auger assembly

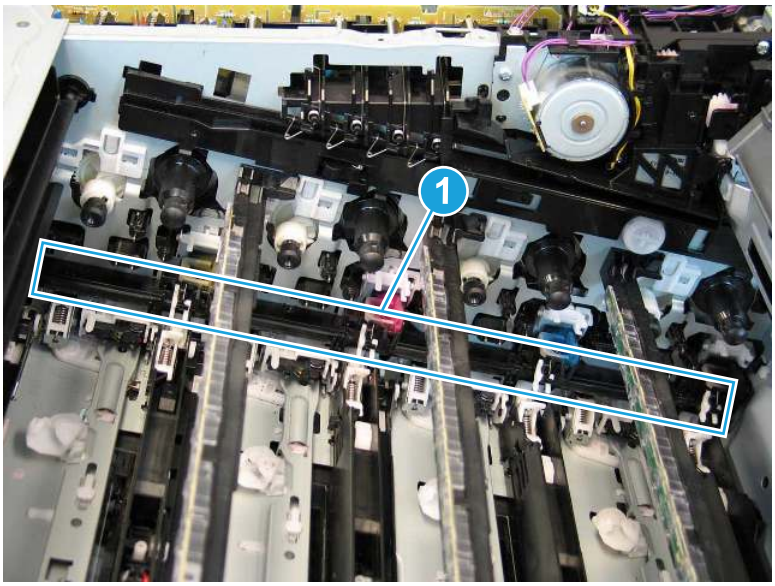


17. Remove the primary auger.

IMPORTANT: Make sure that the front door is open before removing the primary auger.

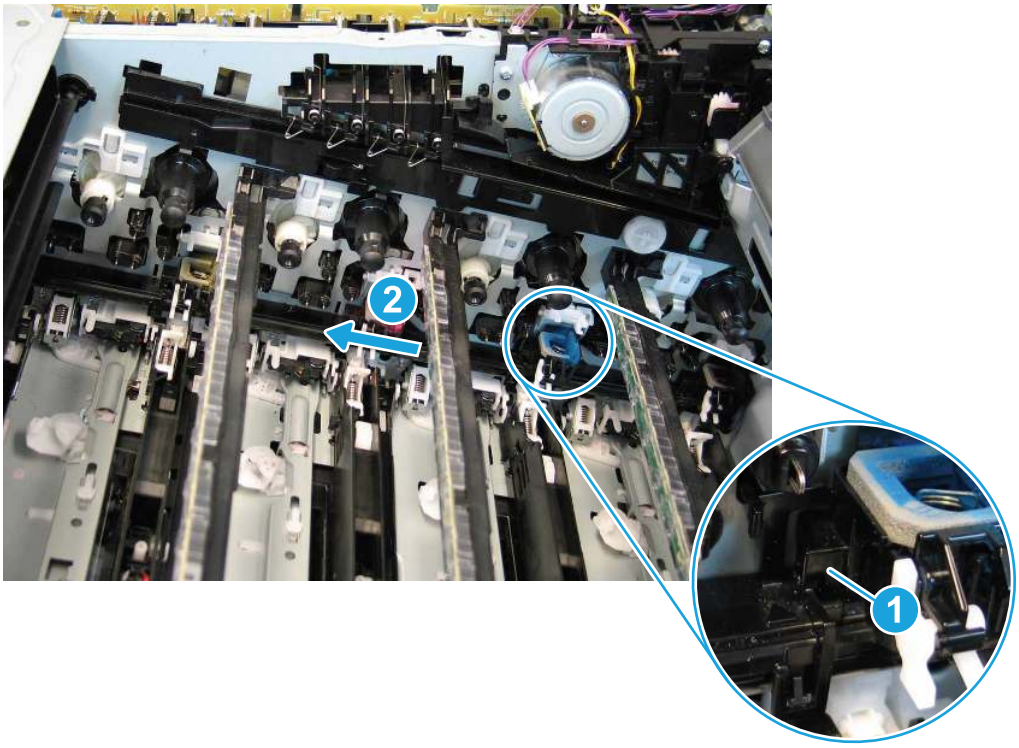
a. Inside the printer, locate the primary auger (callout 1).

Figure 4-2583 Locate the primary auger



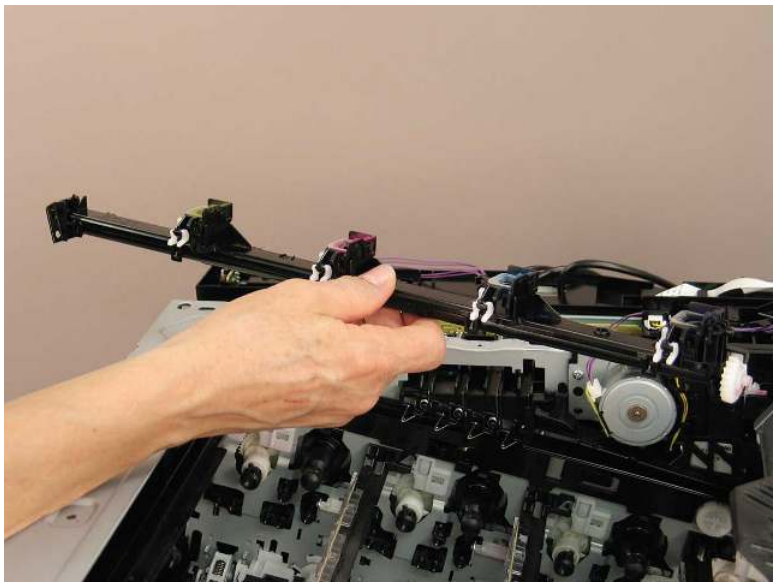
b. Release one tab (callout 1) next to the cyan opening, and then slide the primary auger toward the left side of the printer (callout 2) to release it.

Figure 4-2584 Release the primary auger



c. Turn the primary auger as needed to maneuver it out through the top of the printer.

Figure 4-2585 **Remove the primary auger**



18. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

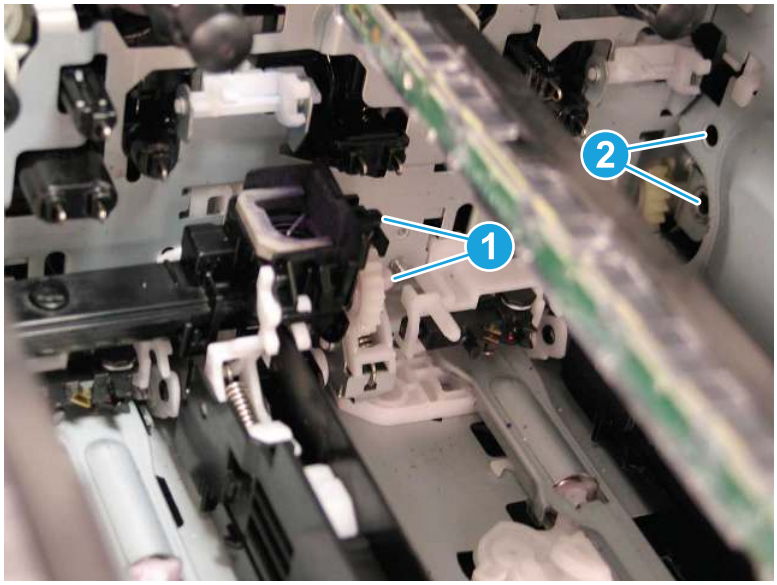
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

19. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the primary auger.

- When installing the primary auger, position the black boss and the center of the gear (callout 1) into the openings (callout 2) in the printer.

Figure 4-2586 Install the primary auger



Removal and replacement: Waste toner feed assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the waste toner feed assembly.

View a video of how to remove and replace the waste toner feed assembly.

Mean time to repair: 18 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 4-129 Part information

Part number	Part description
RM2-1520-000CN	Waste toner feed assembly
RC5-0770-000CN	Hinge, left door, upper (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.
   a. Open the front door.

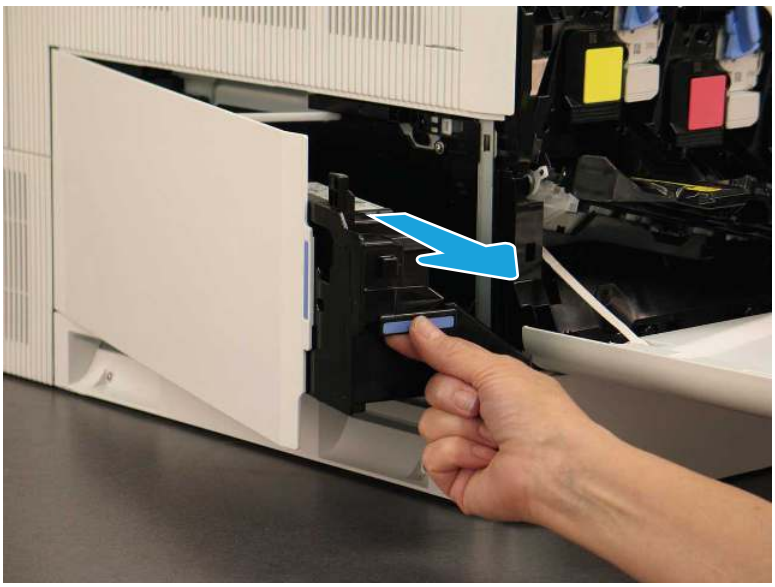
Figure 4-2587 **Open the front door**

b. Open the left door.

Figure 4-2588 Open the left door

c. Grasp the front of the TCU, and then remove it from the printer.

Figure 4-2589 Remove the TCU



2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2590 Rotate the blue lever

b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2591 Remove the imaging drum

3. Remove the toner cartridges.

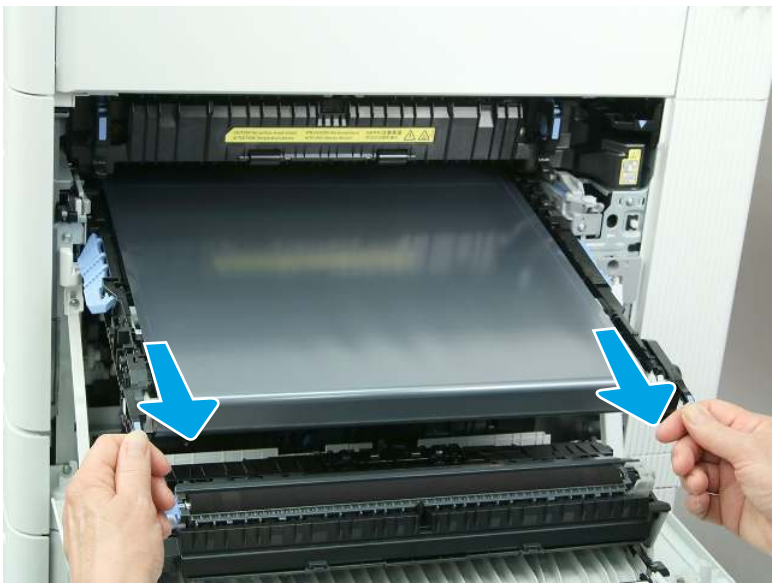
- Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

  Figure 4-2592 **Remove the toner cartridge**

4. Remove the intermediate transfer belt (ITB).

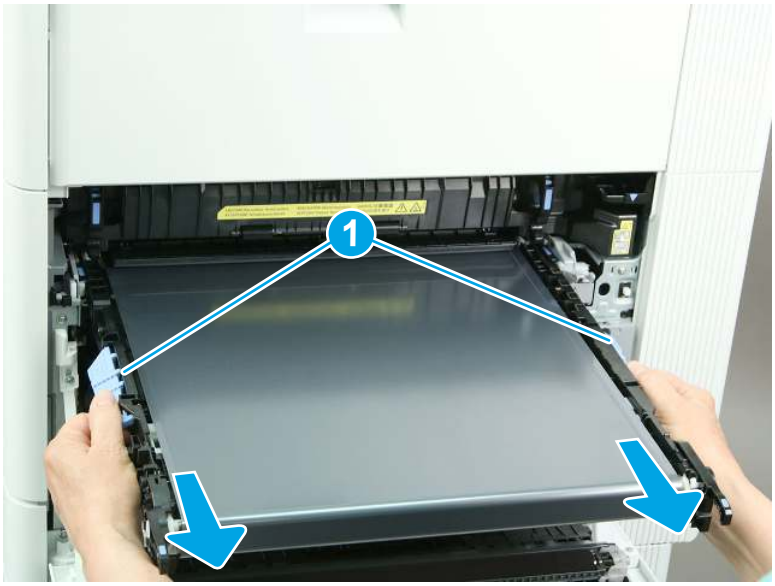
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-2593 **Partially remove the ITB**

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

Figure 4-2594 Remove the ITB



5. Remove the formatter cover.

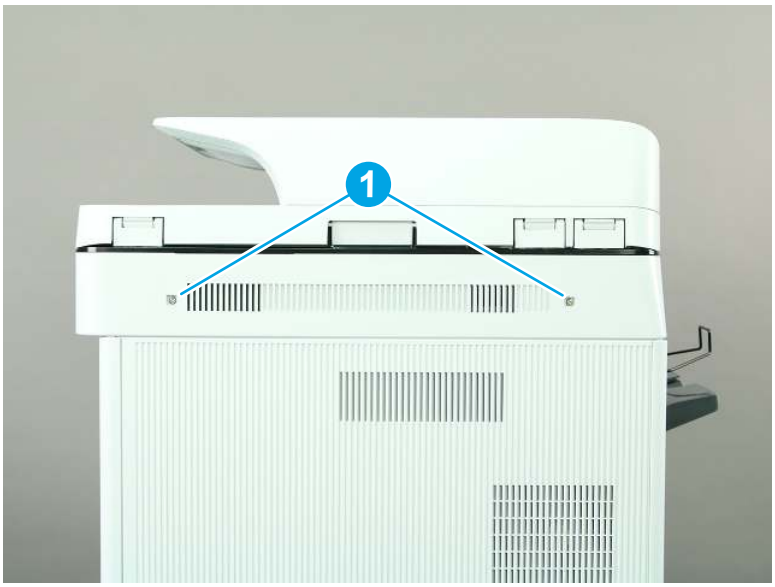
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2595 Remove the formatter cover

6. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2596 Remove two screws



b. Remove the SCB cover.

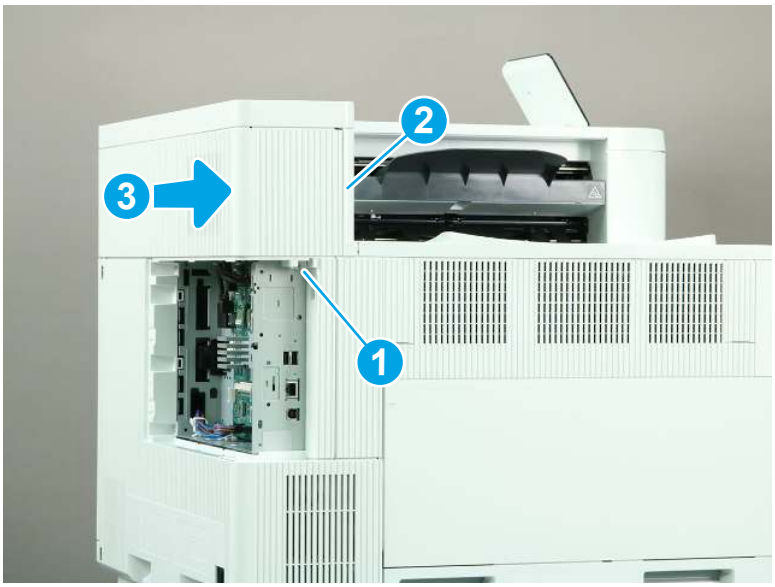
Figure 4-2597 Remove the SCB cover

7. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-2598 Remove the rear upper cover

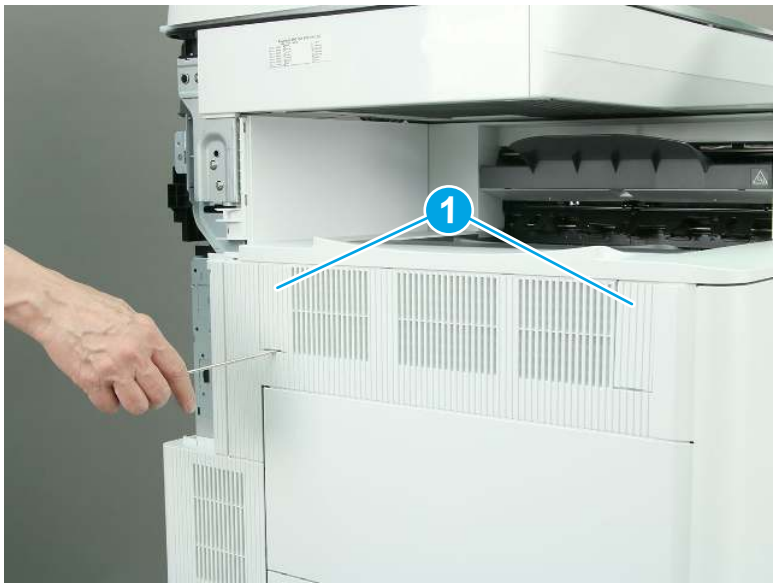


8. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

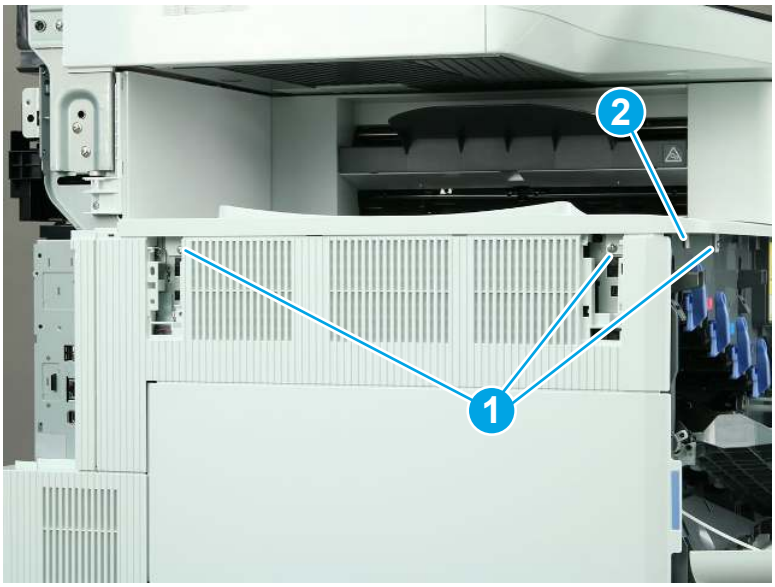
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2599 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2600 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

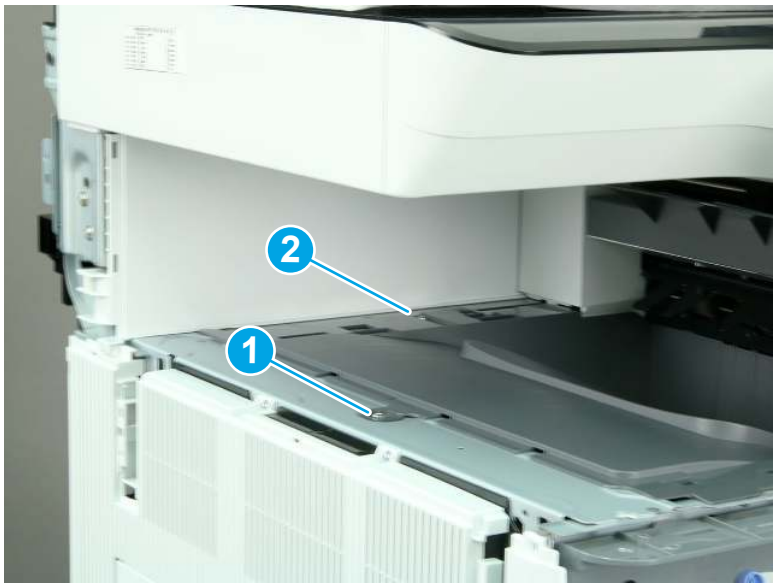
Figure 4-2601 Remove the accessory upper cover

9. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2602 Remove two screws



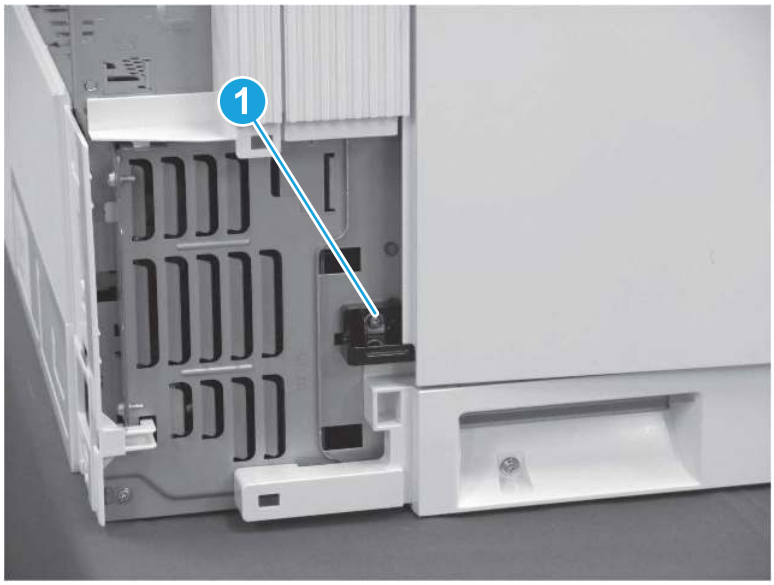
b. Remove the output bin.

Figure 4-2603 Remove the output bin

10. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2604 Remove one screw

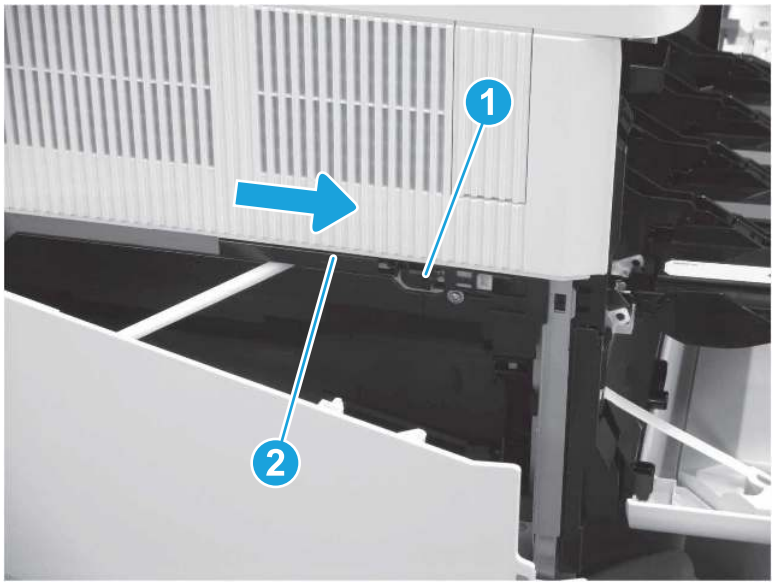


b. Release the holder, and then remove it from the printer.

Figure 4-2605 Remove the holder

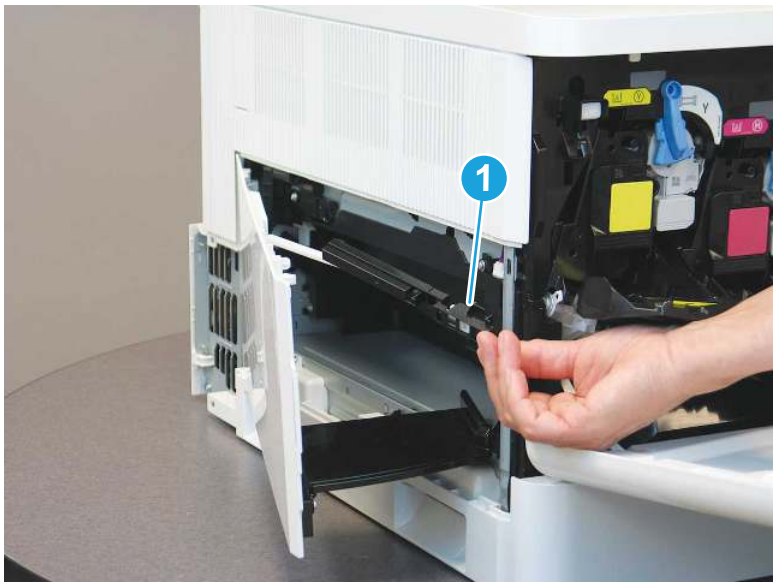
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2606 Slide the holder



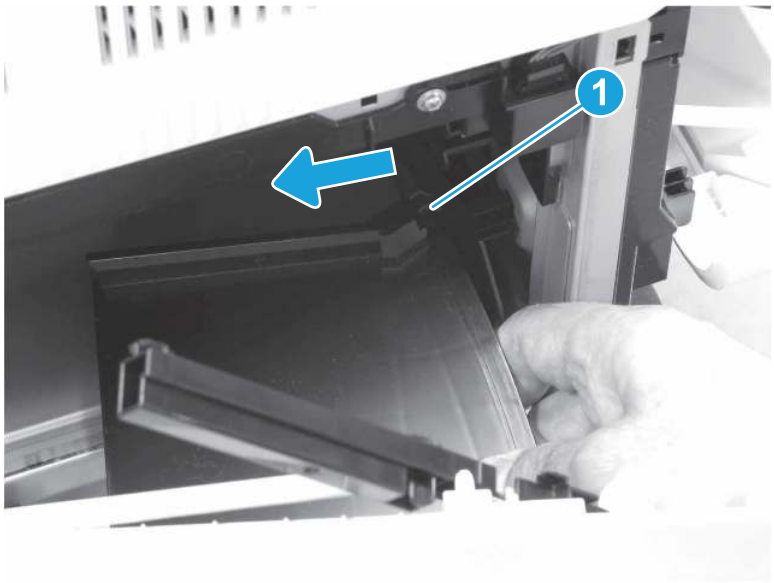
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2607 Release the holder



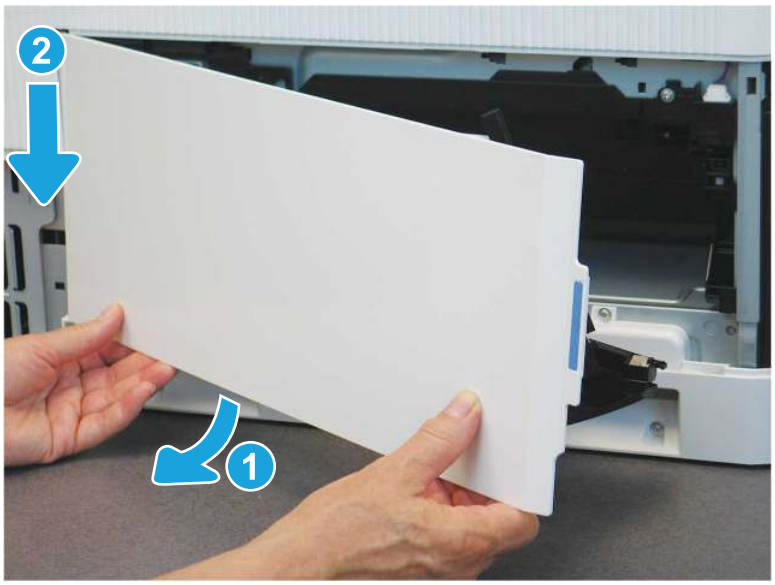
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2608 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

Figure 4-2609 Remove the left door



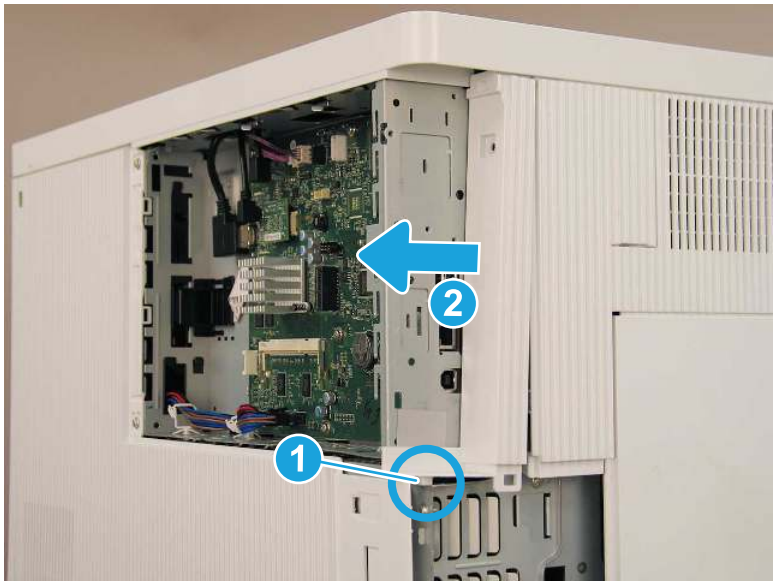
11. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2610 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

Figure 4-2611 Remove the left rear cover

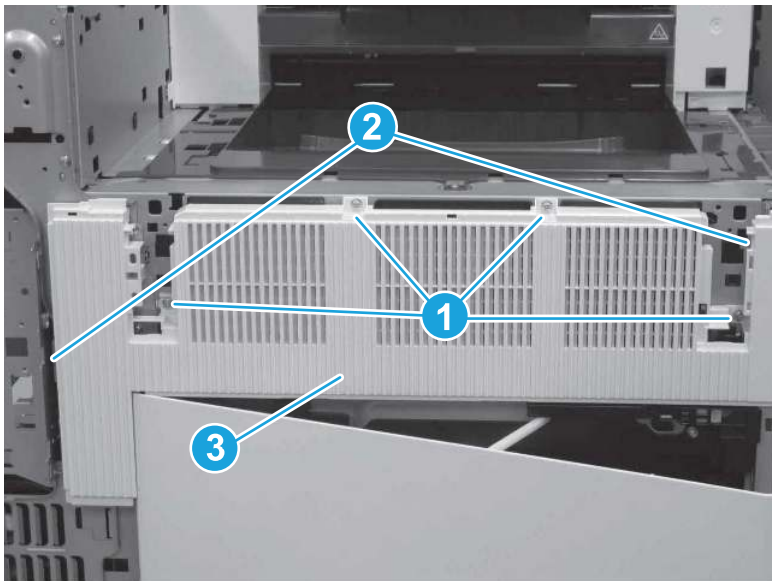


12. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

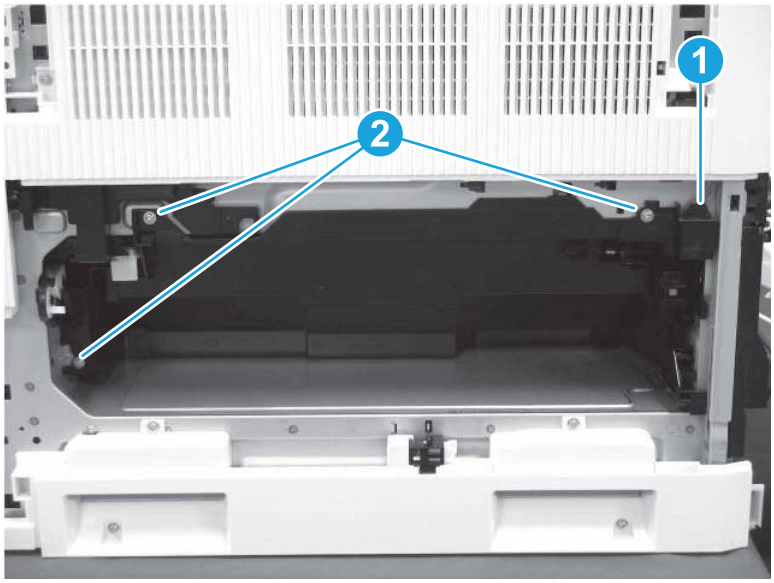
  Figure 4-2612 **Remove the left upper cover**

13. Remove the scanner cover.

    a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

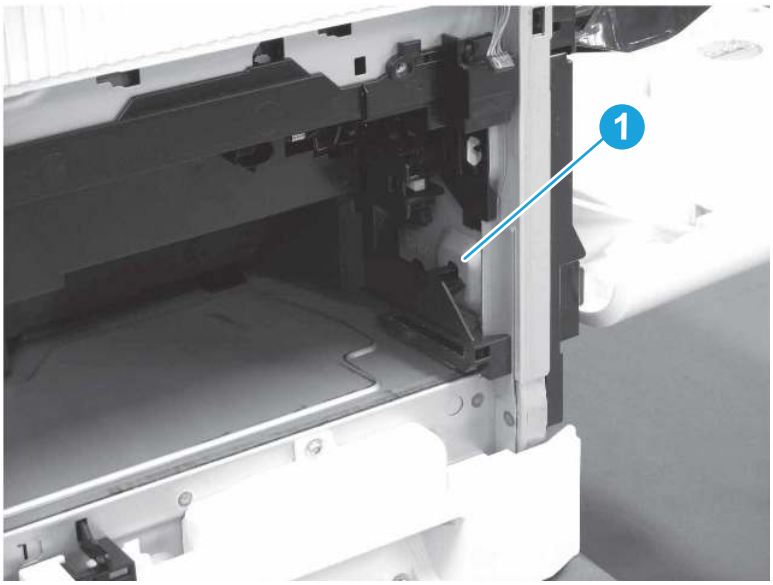
    Figure 4-2613 **Disconnect one connector and remove three screws**

    TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

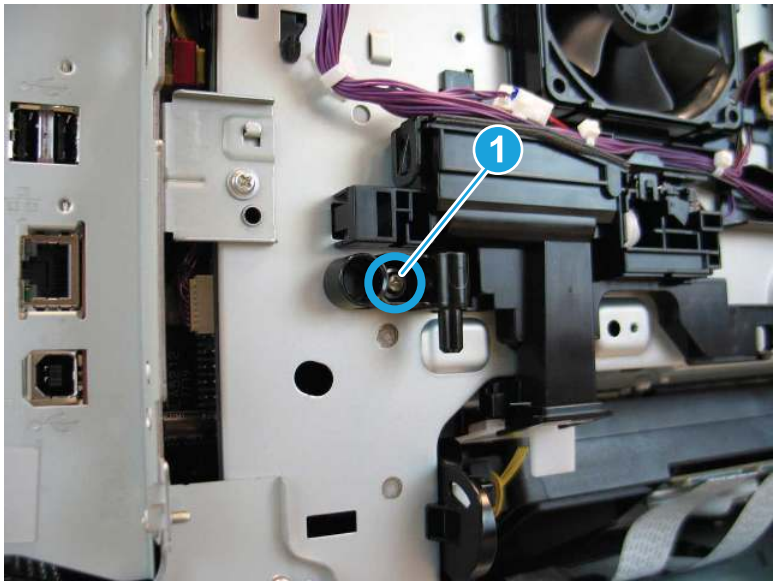
Figure 4-2614 Remove the scanner cover



14. Remove the secondary auger.

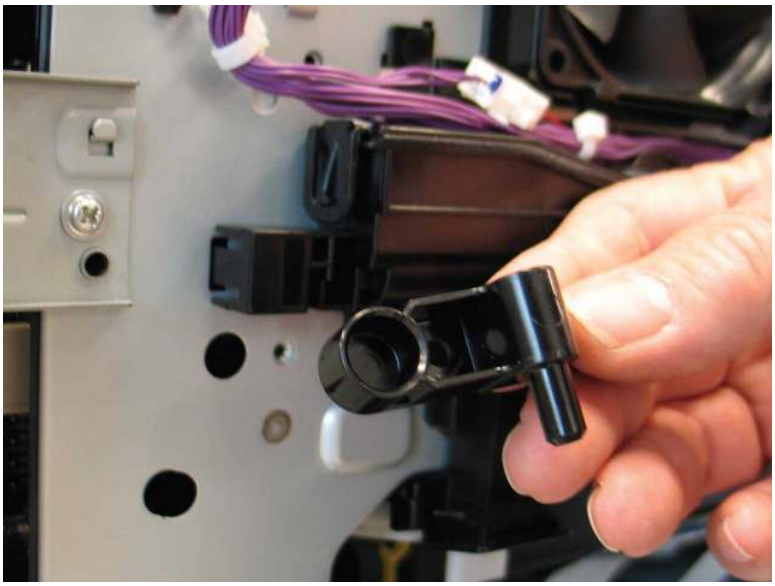
a. Remove one screw (callout 1).

Figure 4-2615 Remove one screws



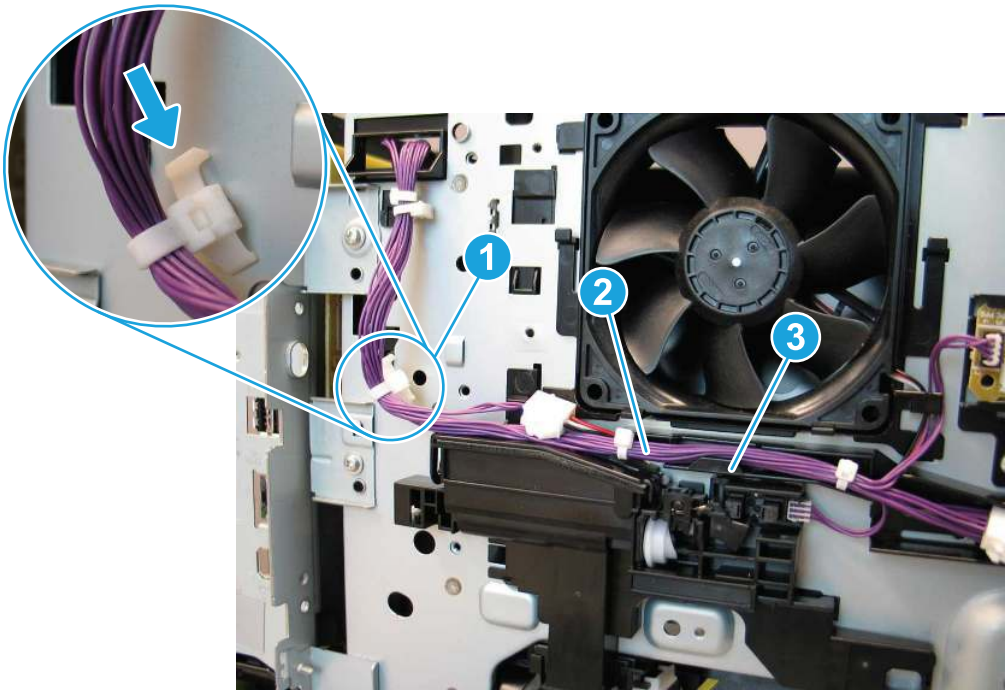
b. Remove the left door upper hinge.

Figure 4-2616 **Remove the left door upper hinge**



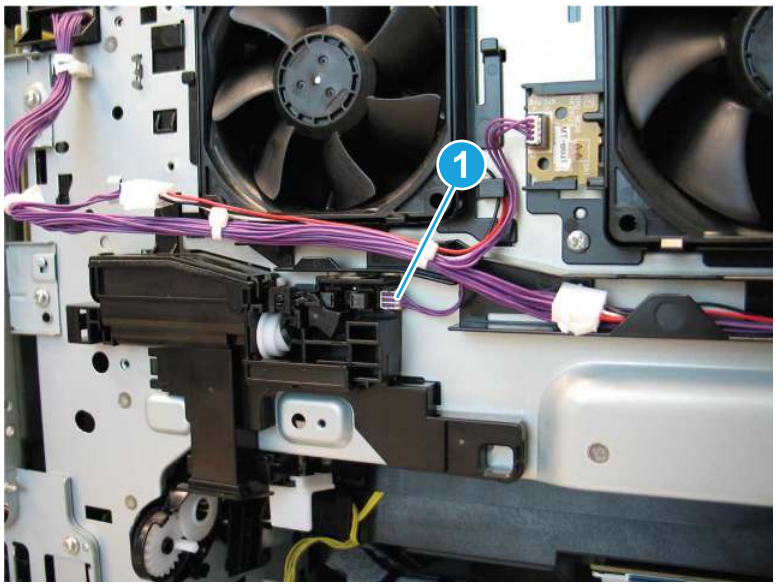
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2617 **Release the wire harness from the guides**



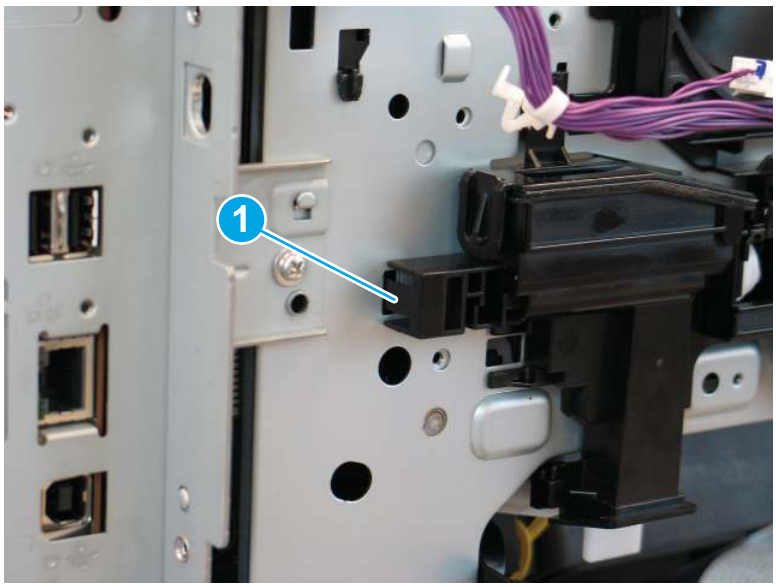
d. Disconnect one connector (callout 1).

Figure 4-2618 Disconnect one connector



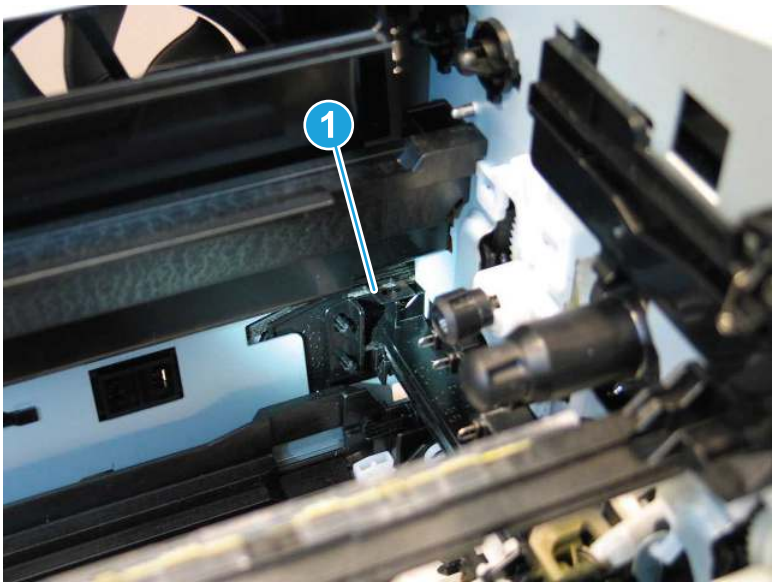
e. Release one tab (callout 1).

Figure 4-2619 Release one tab



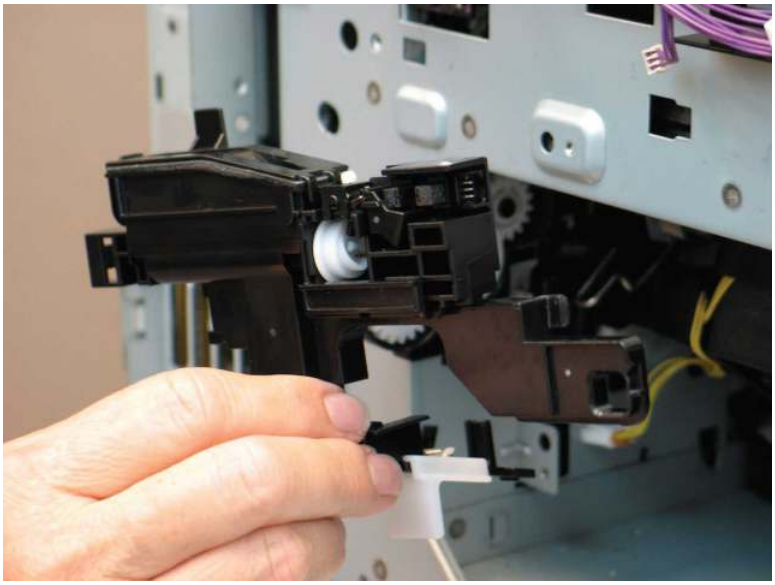
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2620 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2621 Remove the secondary auger assembly

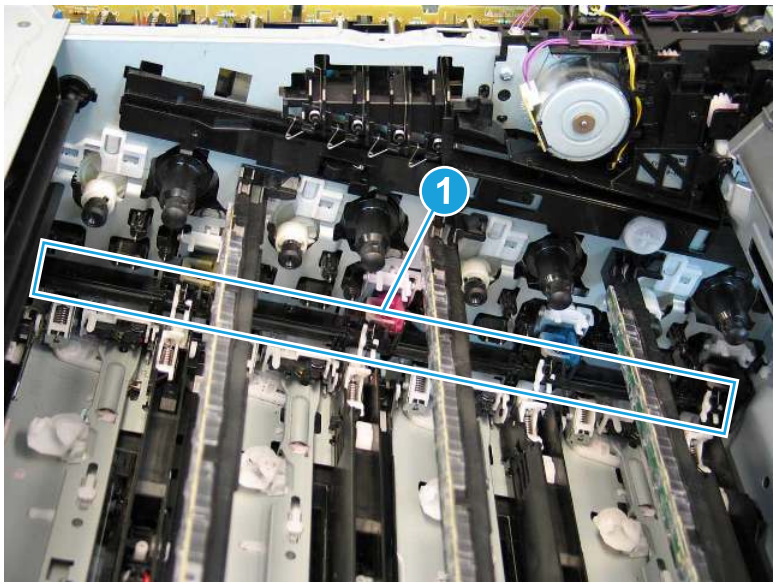


15. Remove the primary auger.

IMPORTANT: Make sure that the front door is open before removing the primary auger.

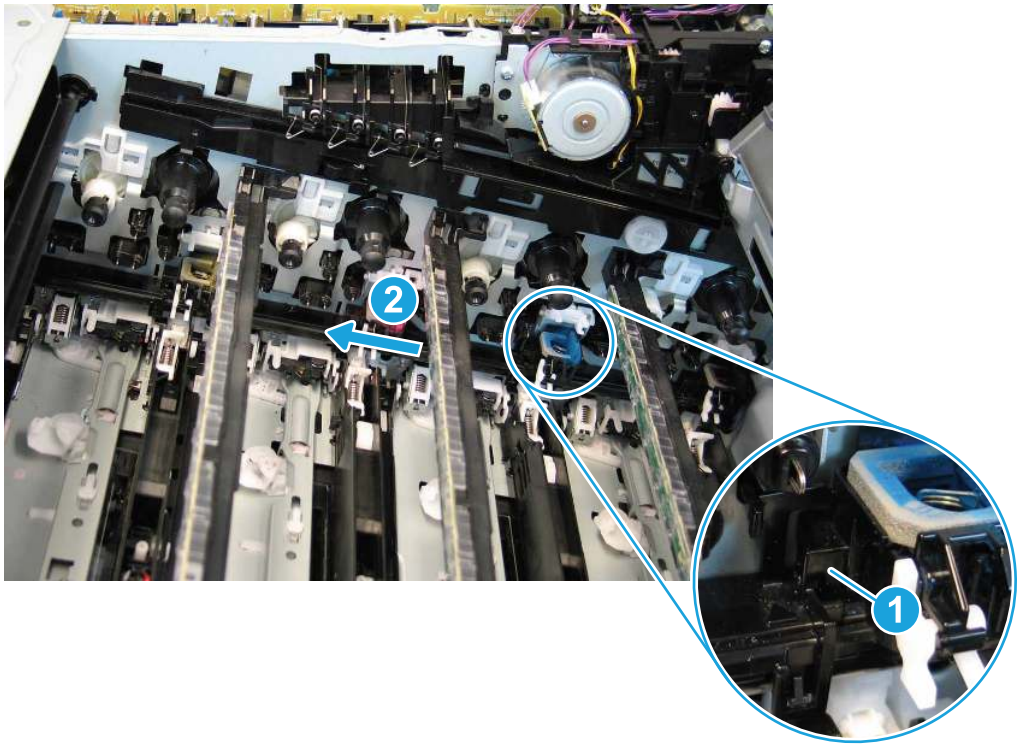
a. Inside the printer, locate the primary auger (callout 1).

Figure 4-2622 Locate the primary auger



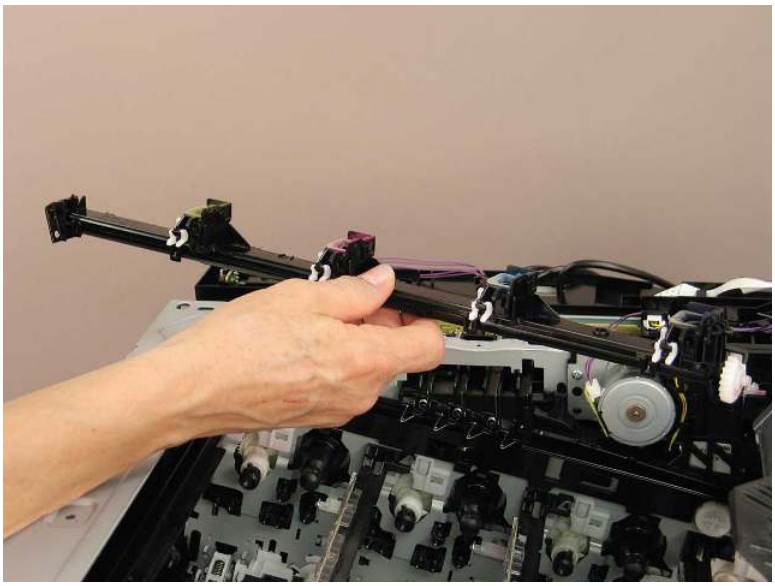
b. Release one tab (callout 1) next to the cyan opening, and then slide the primary auger toward the left side of the printer (callout 2) to release it.

Figure 4-2623 Release the primary auger



c. Turn the primary auger as needed to maneuver it out through the top of the printer.

Figure 4-2624 **Remove the primary auger**



16. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

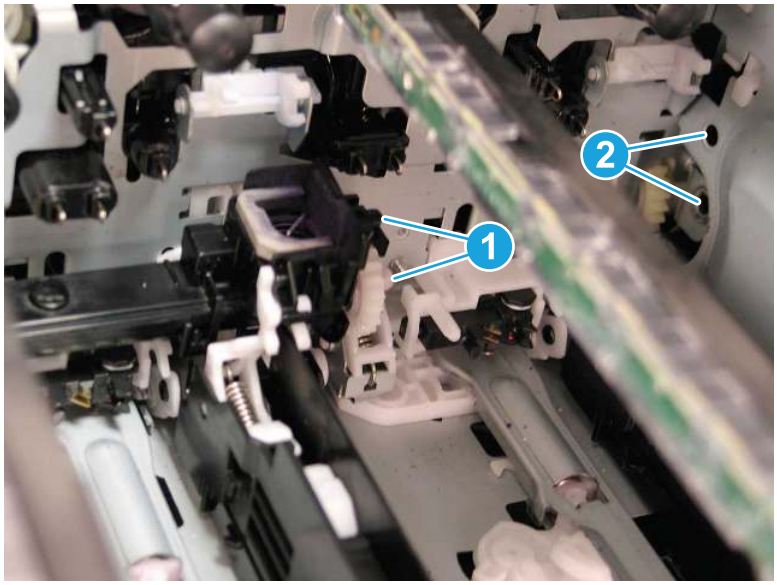
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

17. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the primary auger.

- When installing the primary auger, position the black boss and the center of the gear (callout 1) into the openings (callout 2) in the printer.

Figure 4-2625 Install the primary auger



Removal and replacement: Waste toner feed assembly (M776zs)

Learn how to remove and replace the waste toner feed assembly.

Mean time to repair: 18 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 4-130 Part information

Part number	Part description
RM2-1520-000CN	Waste toner feed assembly
RC5-0770-000CN	Hinge, left door, upper (if needed)

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the TCU.
   a. Open the front door.

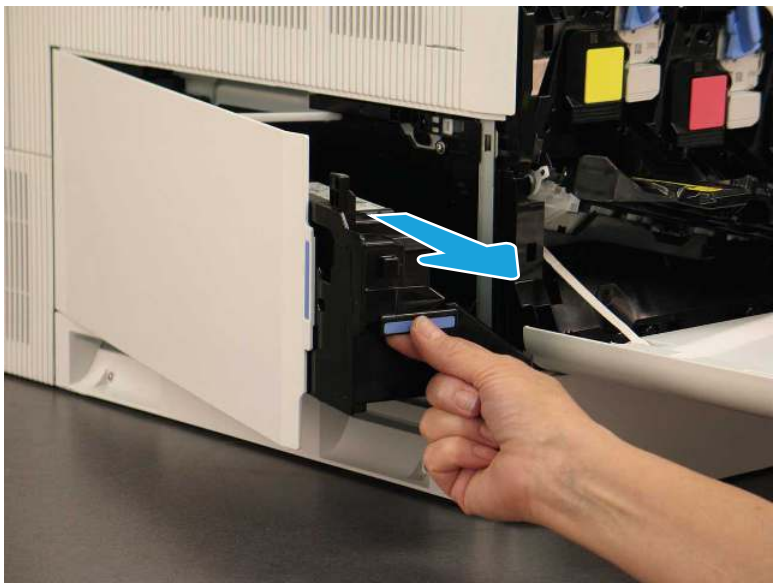
Figure 4-2626 **Open the front door**

b. Open the left door.

Figure 4-2627 **Open the left door**

c. Grasp the front of the TCU, and then remove it from the printer.

Figure 4-2628 **Remove the TCU**



2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2629 Rotate the blue lever

b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2630 Remove the imaging drum

3. Remove the toner cartridges.

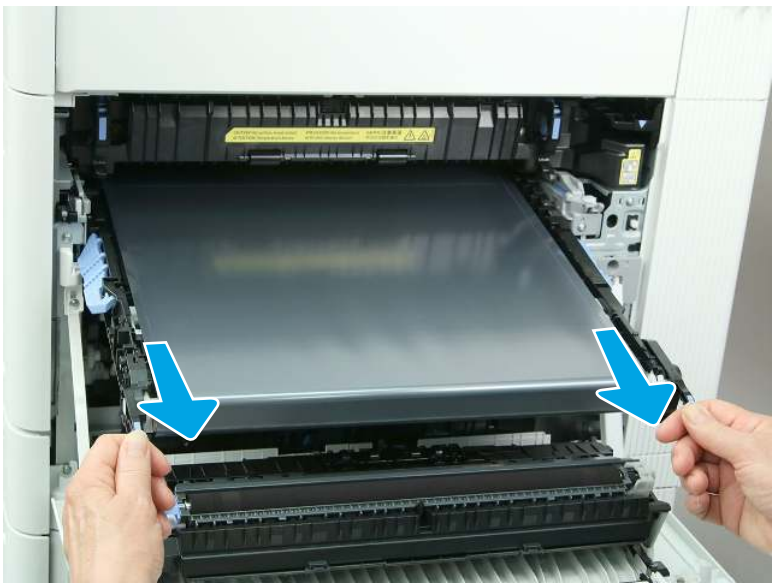
- Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

  Figure 4-2631 **Remove the toner cartridge**

4. Remove the intermediate transfer belt (ITB).

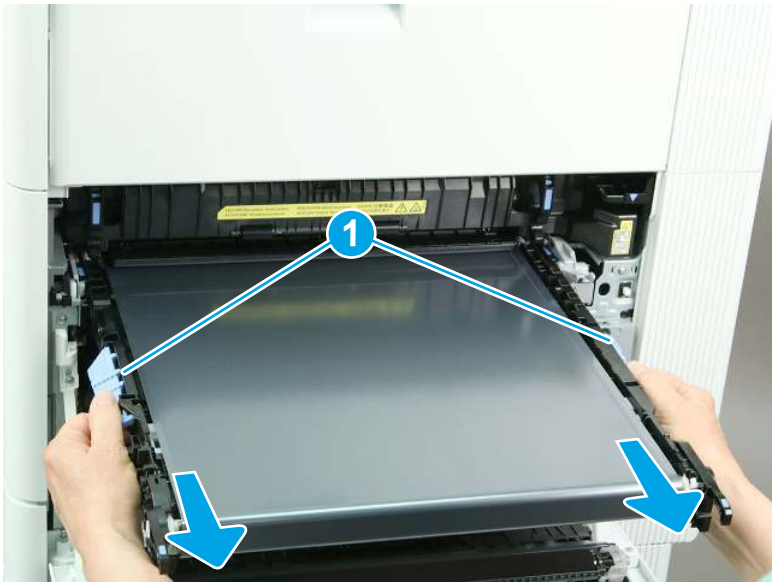
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-2632 **Partially remove the ITB**

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

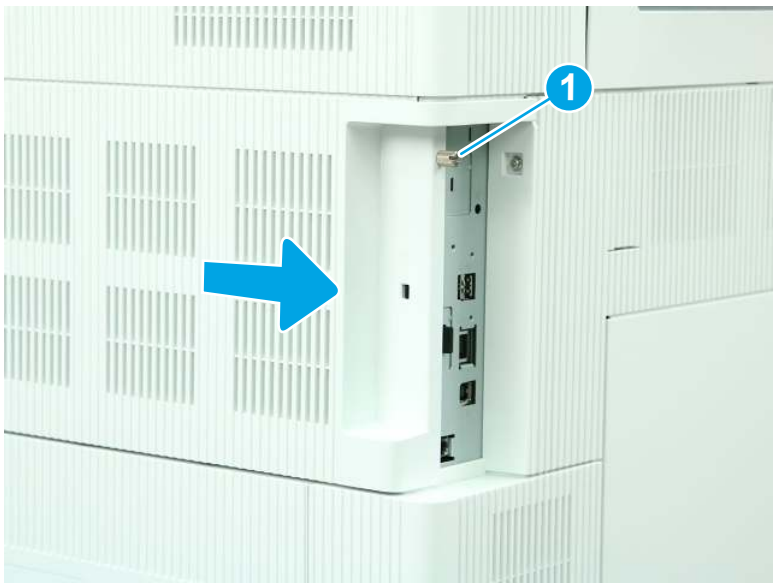
Figure 4-2633 Remove the ITB



5. Remove the formatter cover.

- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

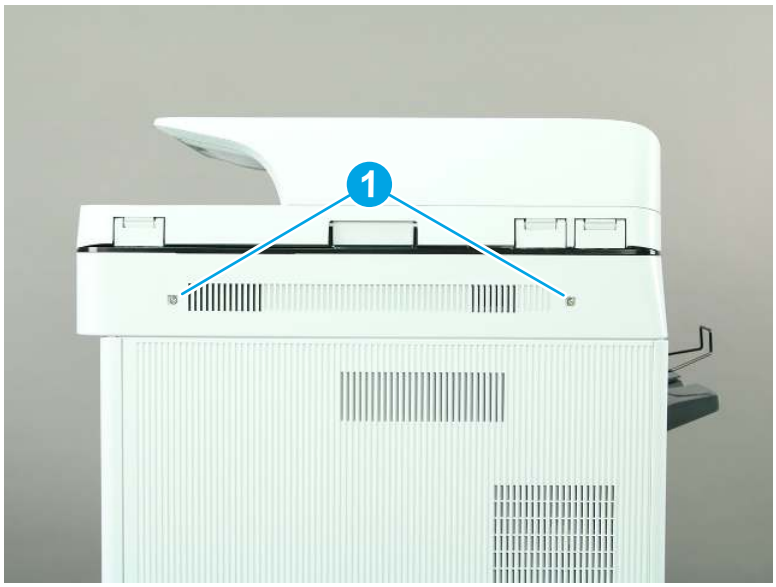
Figure 4-2634 Remove the formatter cover



6. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2635 Remove two screws



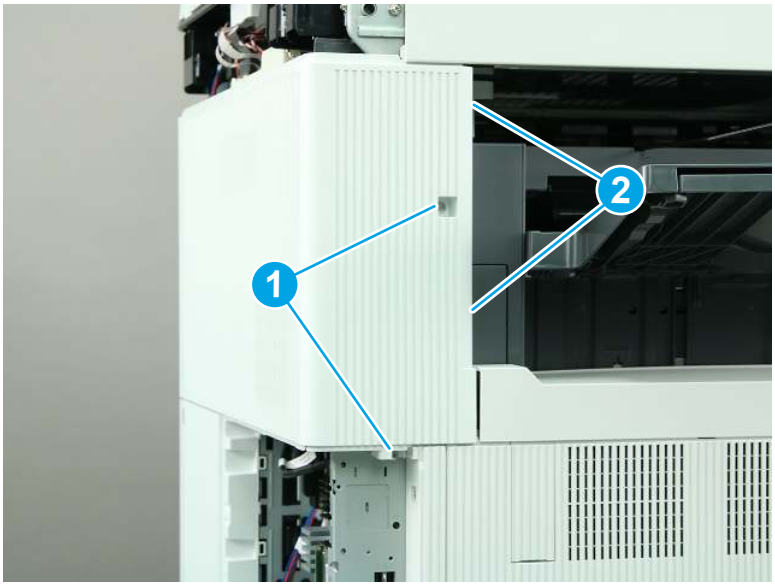
b. Remove the SCB cover.

Figure 4-2636 Remove the SCB cover

7. Remove the rear upper cover and left rear upper cover (M776zs).

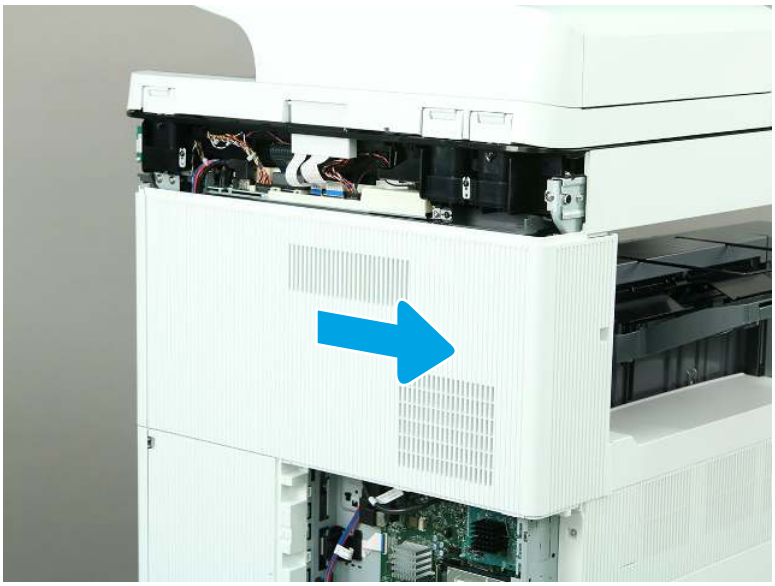
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2637 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2638 Remove the rear upper and left rear upper cover



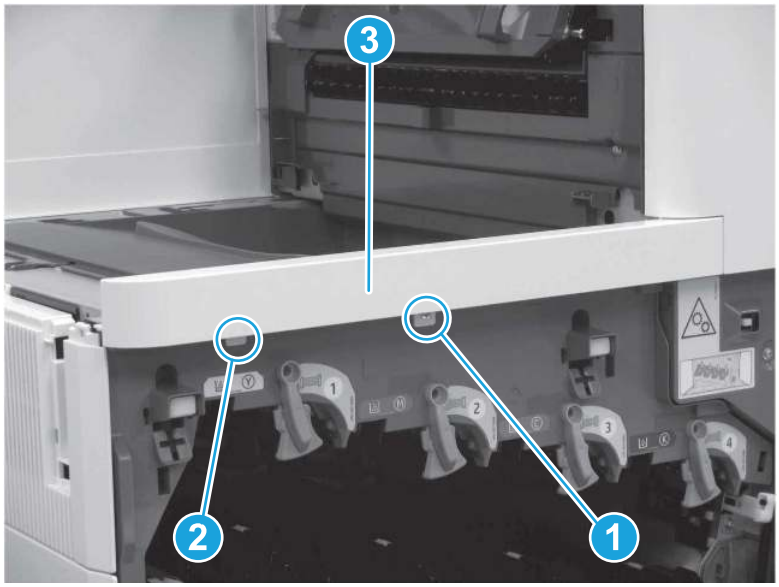
8. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-2639 Open the front door

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-2640 Remove the front cover



9. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-2641 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

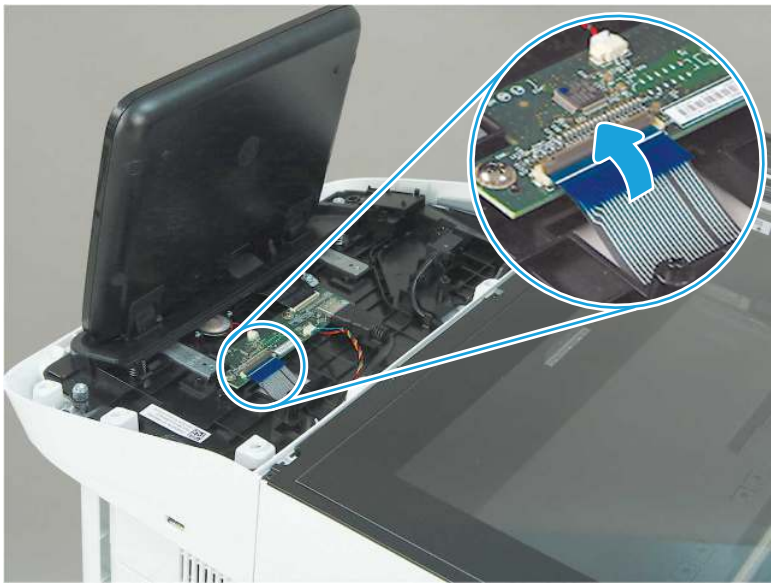
Figure 4-2642 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2643 Remove the control panel cover

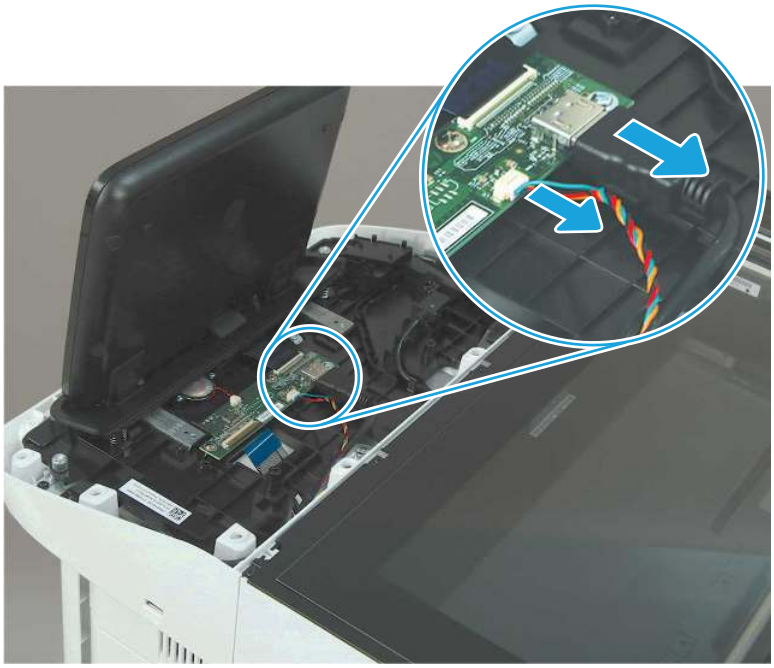
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2644 Release the keyboard flat cable (M776z/M776zs)



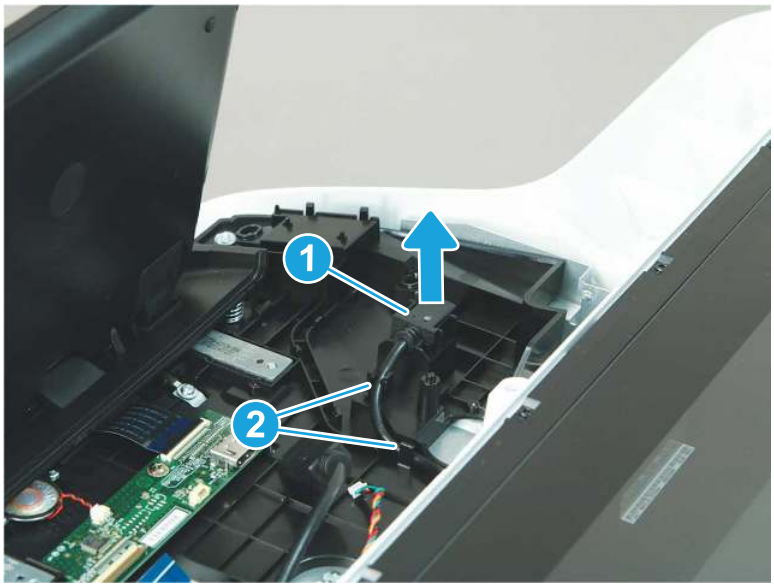
e. Disconnect two connectors

Figure 4-2645 Disconnect two connectors



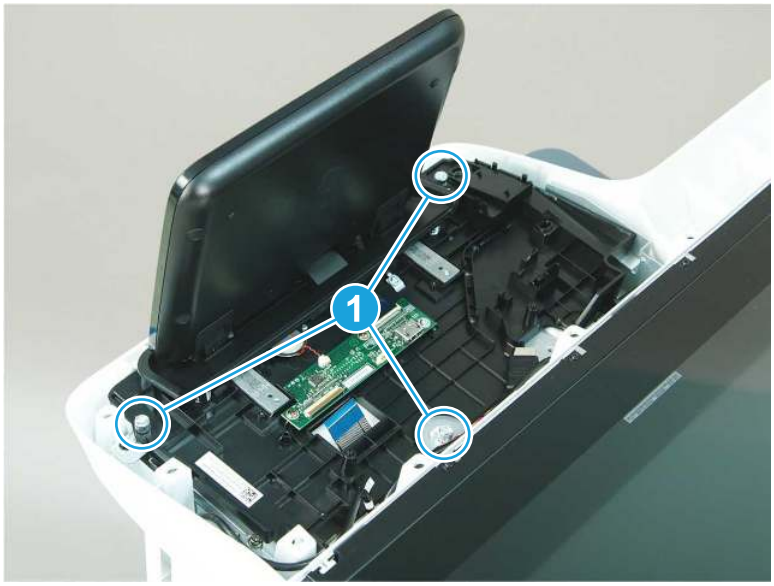
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2646 Release the USB cable



g. Remove three screws (callout 1).

Figure 4-2647 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2648 Remove the control panel

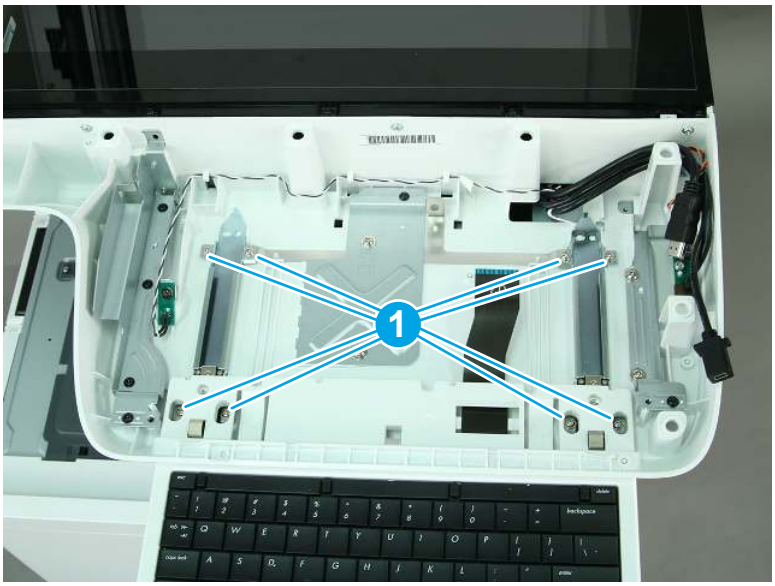
10. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2649 Pull the keyboard out

b. Remove eight screws (callout 1).

Figure 4-2650 Remove eight screws



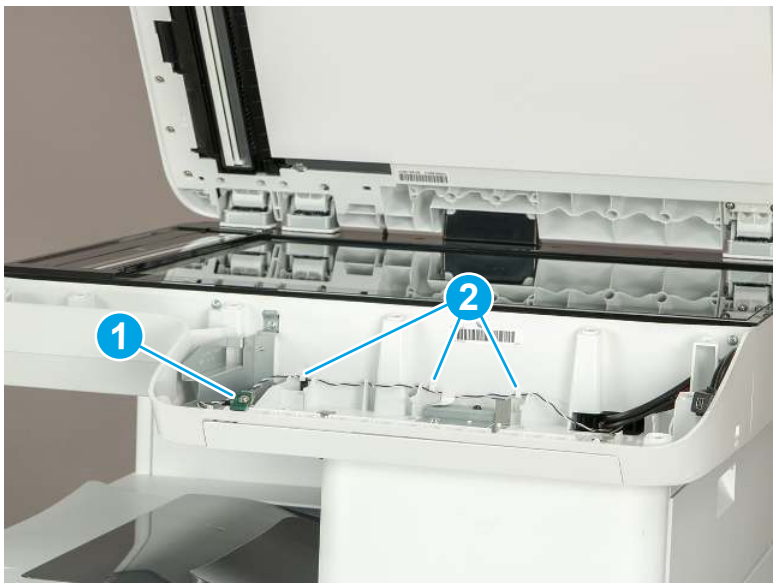
c. Remove the keyboard and rails.

Figure 4-2651 **Remove the keyboard and rails**

11. Remove the nose cone (M776).

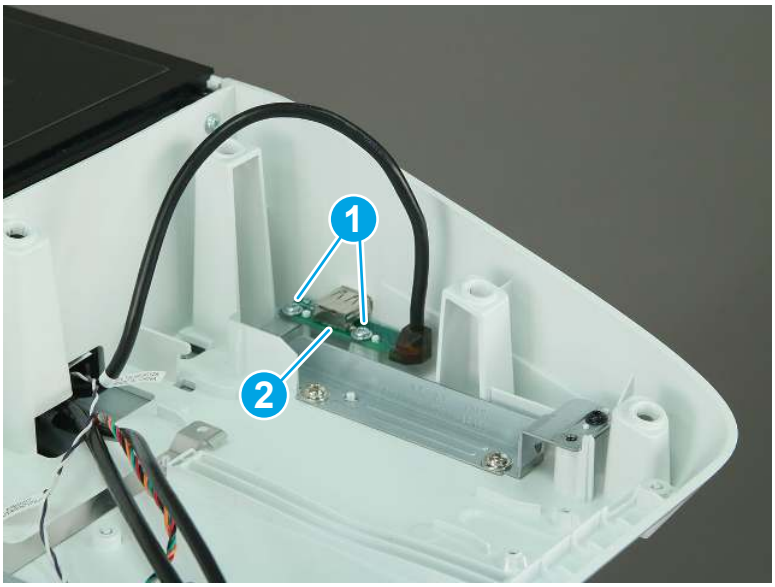
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2652 **Release the light PCA**



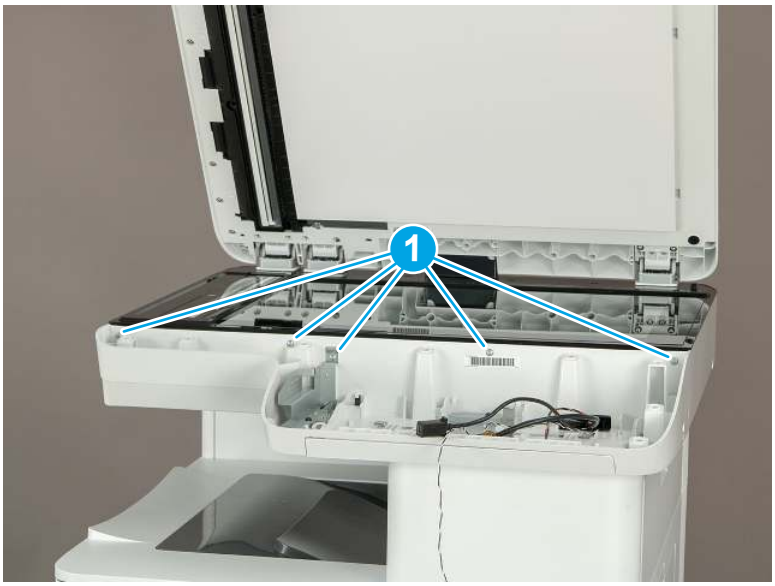
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2653 Release the USB port PCA



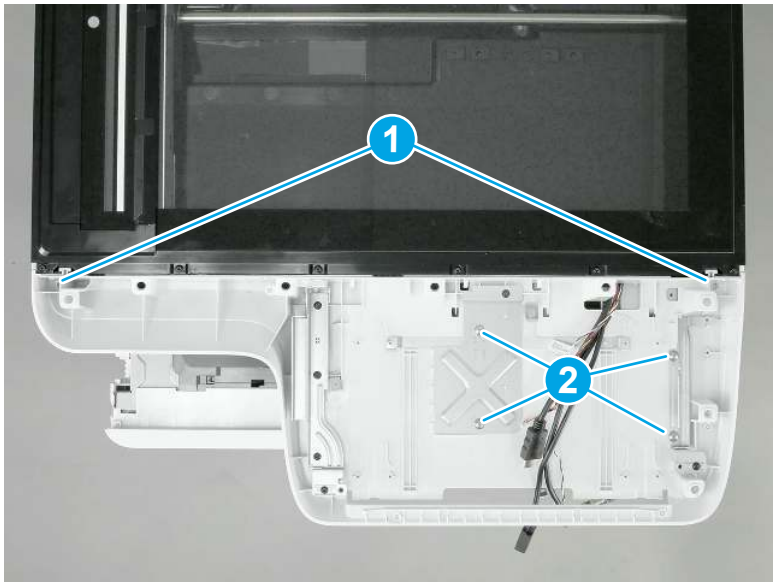
c. Remove five screws (callout 1).

Figure 4-2654 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

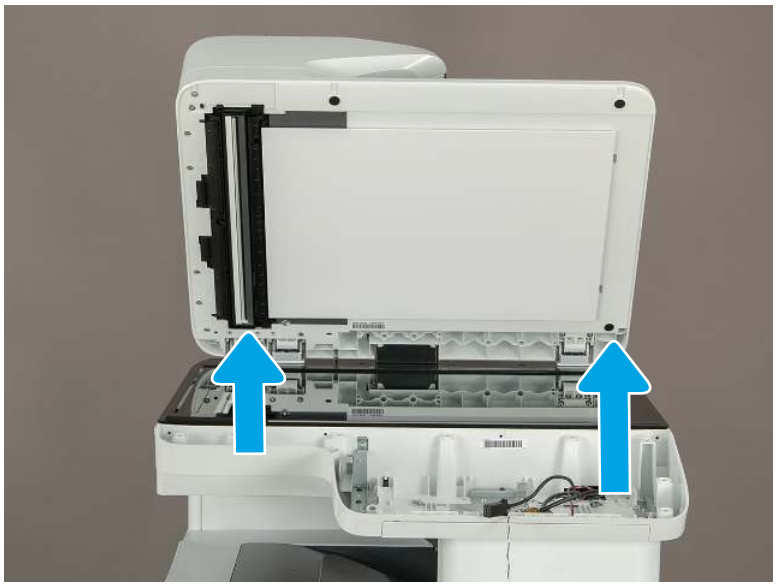
Figure 4-2655 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

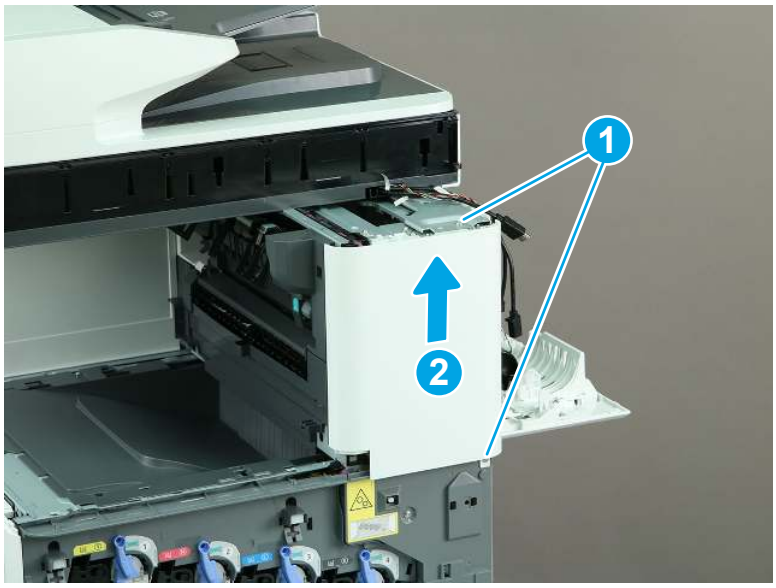
Figure 4-2656 Remove the nose cone



12. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

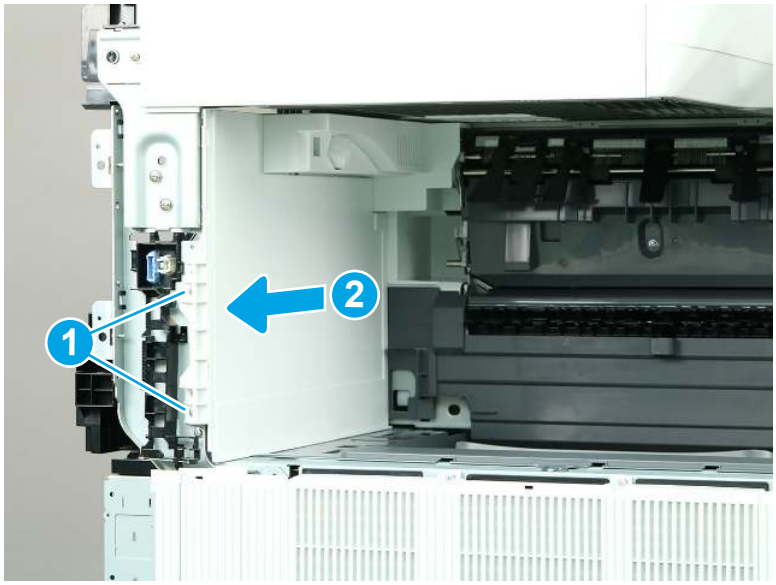
Figure 4-2657 Remove the right front cover



13. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

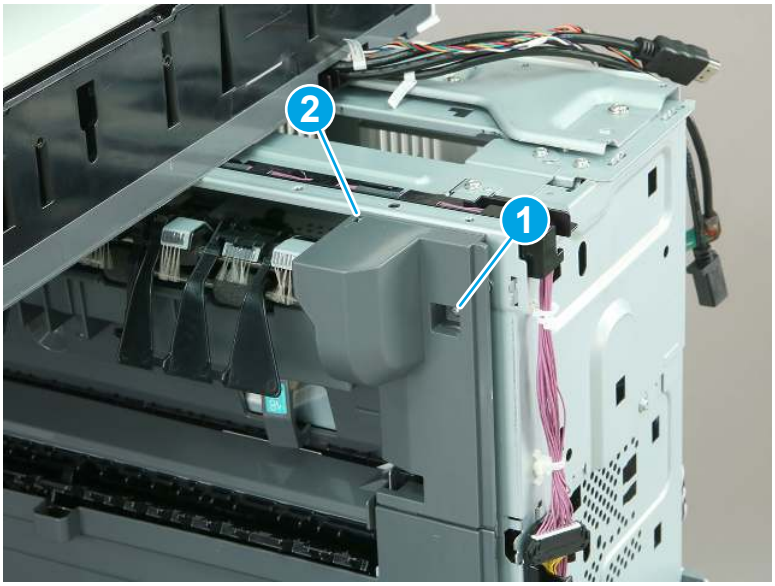
Figure 4-2658 Remove the main cover



14. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

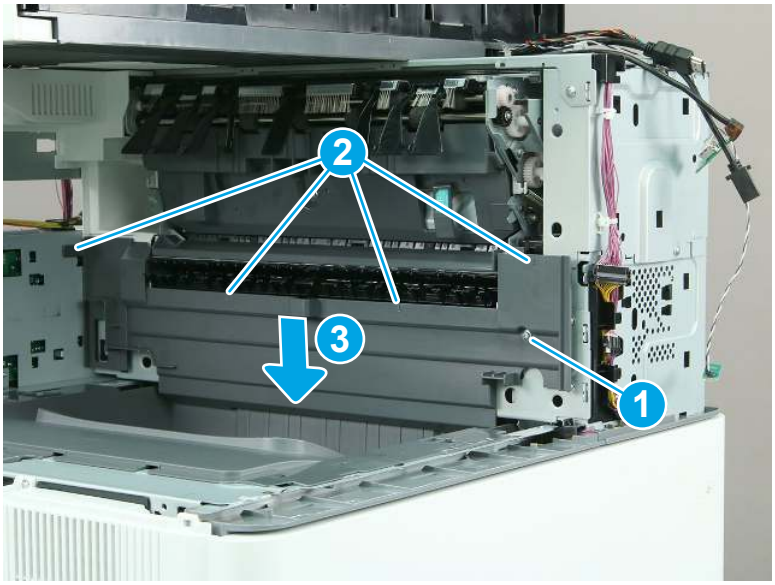
Figure 4-2659 **Remove the delivery front cover**



15. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

Figure 4-2660 **Remove the delivery cover**

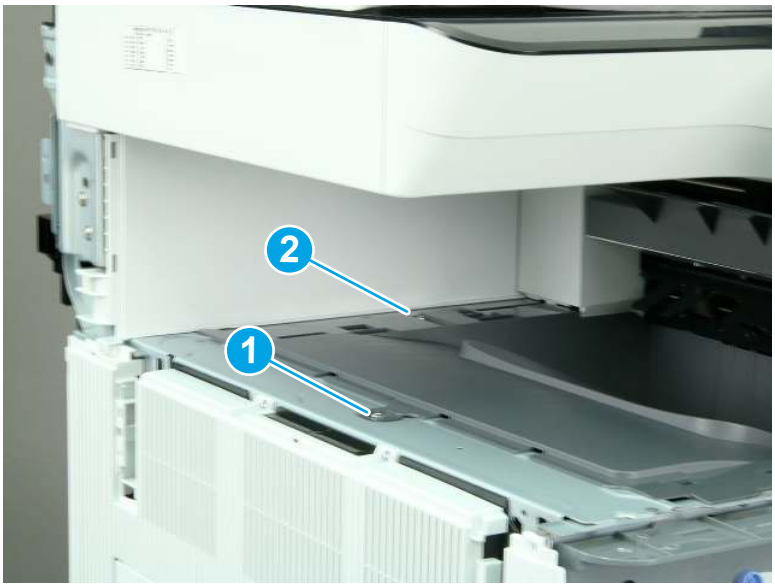


16. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2661 Remove two screws



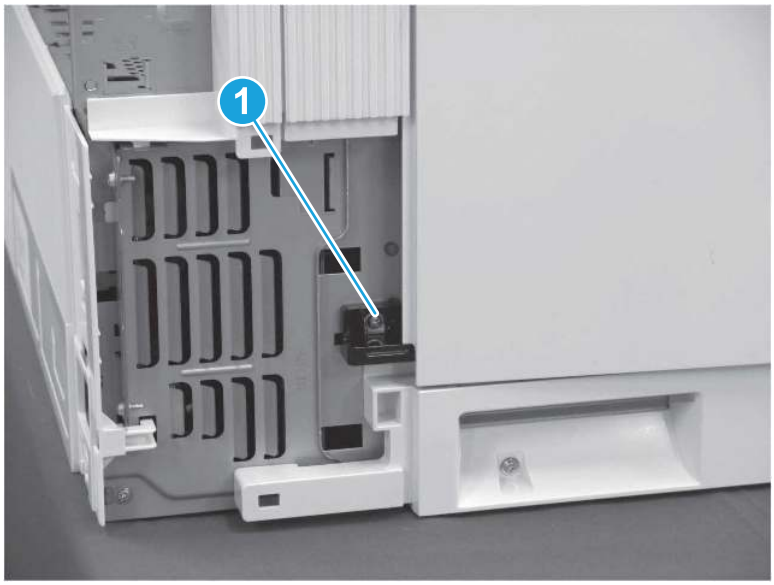
b. Remove the output bin.

Figure 4-2662 Remove the output bin

17. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2663 Remove one screw

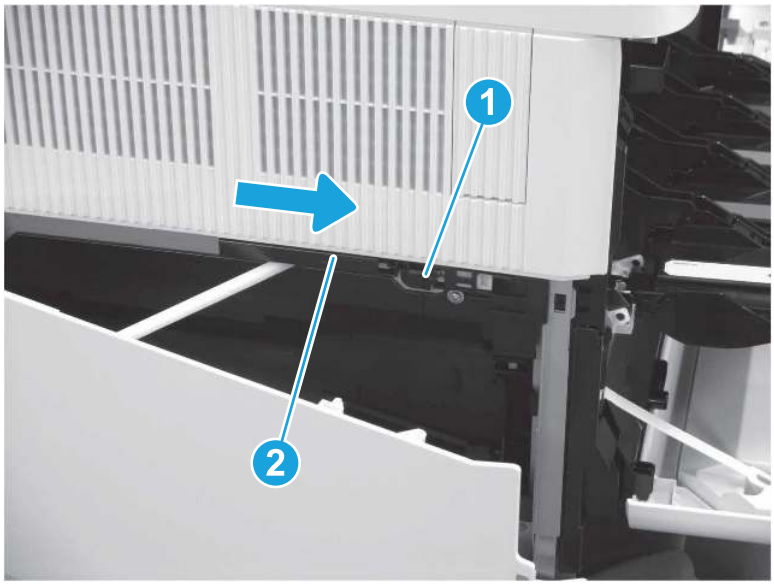


b. Release the holder, and then remove it from the printer.

Figure 4-2664 Remove the holder

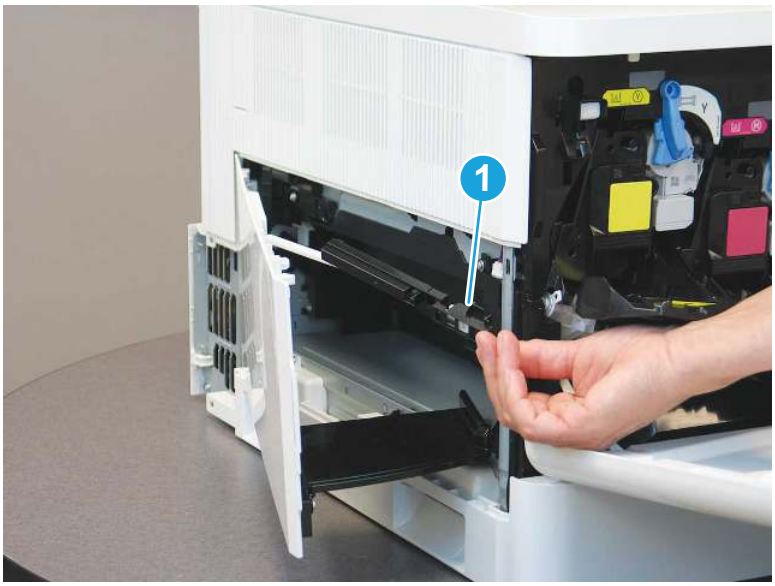
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2665 Slide the holder



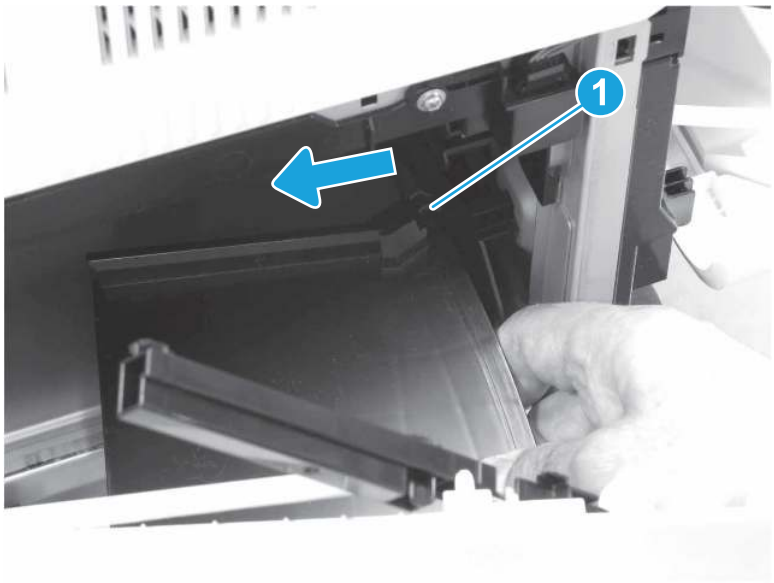
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2666 Release the holder



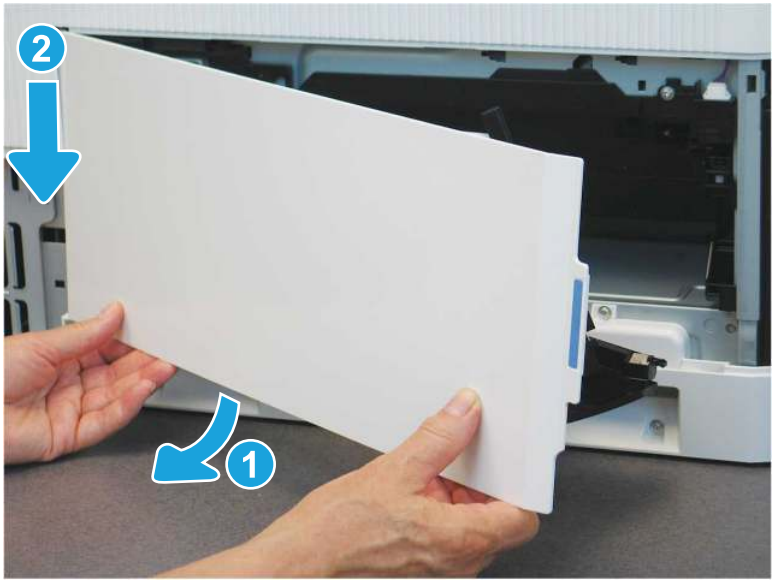
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2667 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

Figure 4-2668 Remove the left door



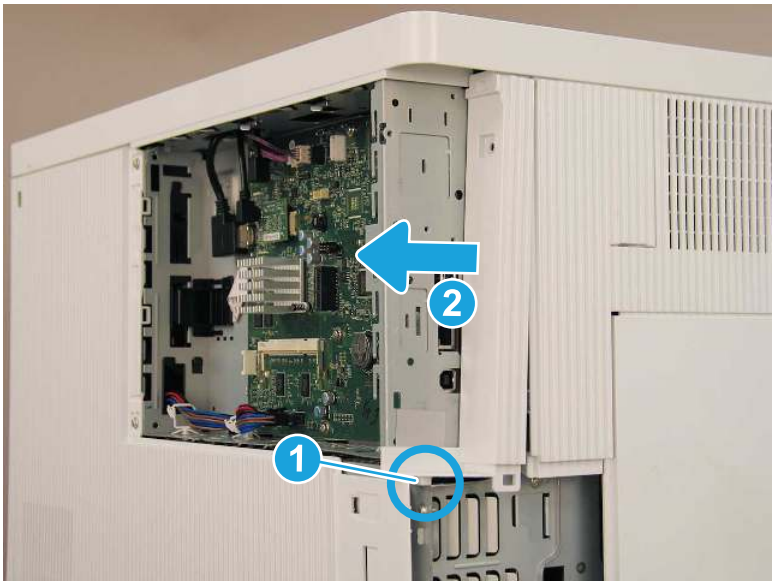
18. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2669 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

Figure 4-2670 Remove the left rear cover

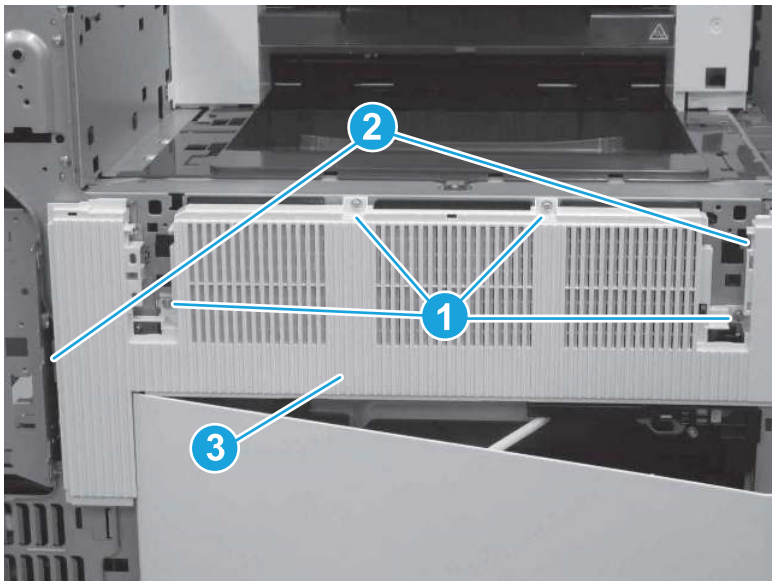


19. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

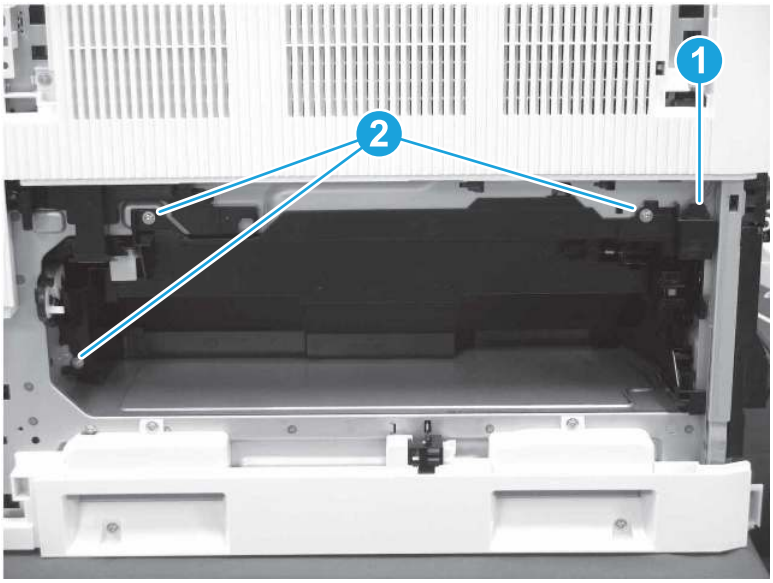
Figure 4-2671 **Remove the left upper cover**



20. Remove the scanner cover.

a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

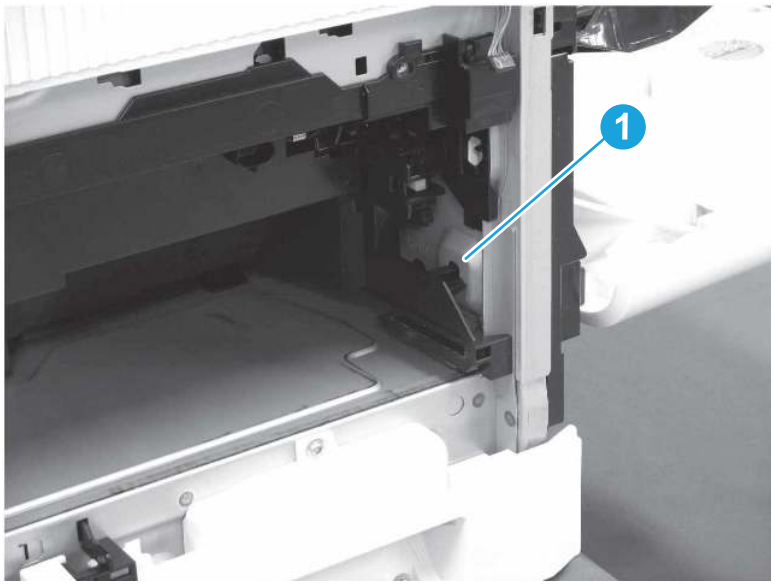
Figure 4-2672 **Disconnect one connector and remove three screws**



TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

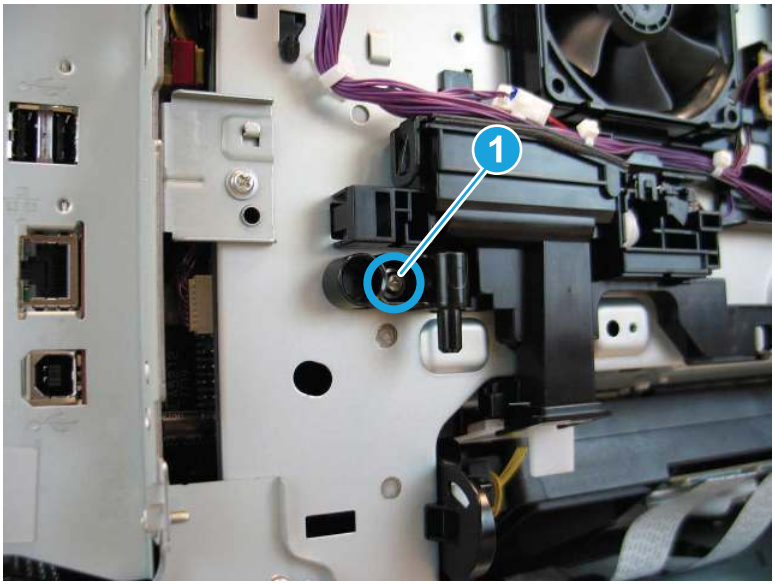
Figure 4-2673 Remove the scanner cover



21. Remove the secondary auger.

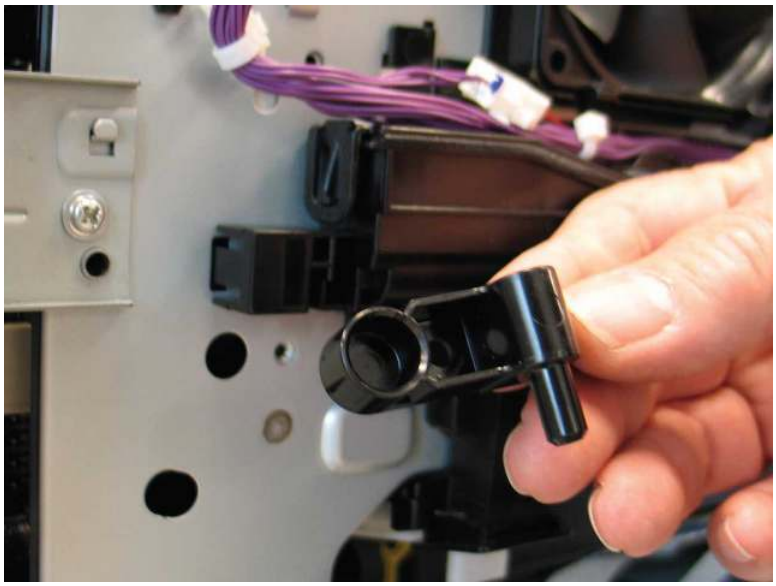
a. Remove one screw (callout 1).

Figure 4-2674 Remove one screws



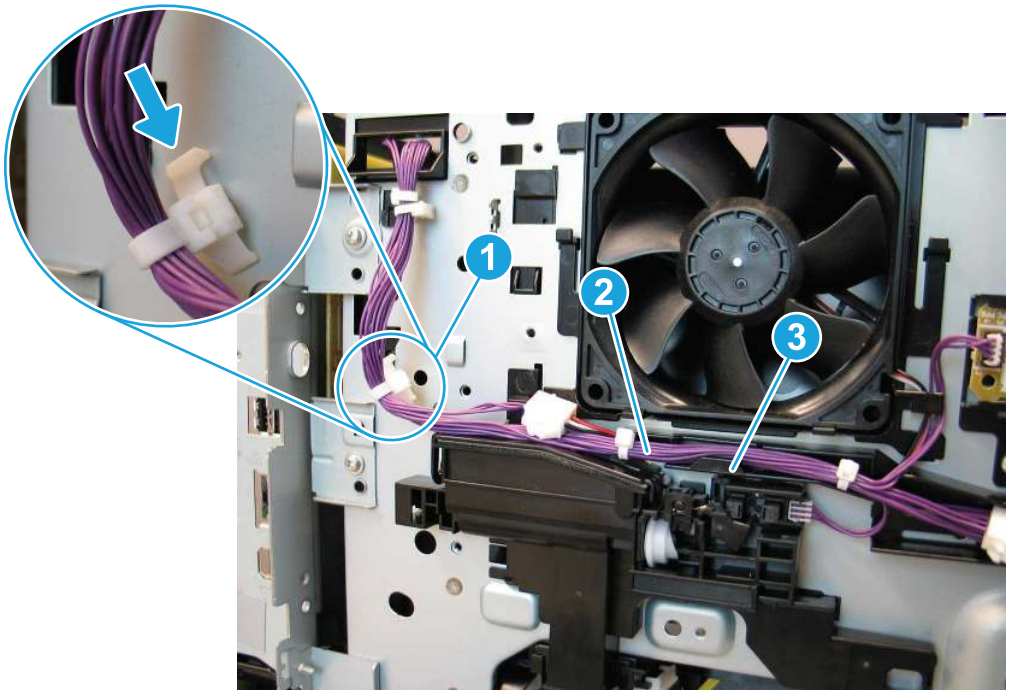
b. Remove the left door upper hinge.

Figure 4-2675 Remove the left door upper hinge



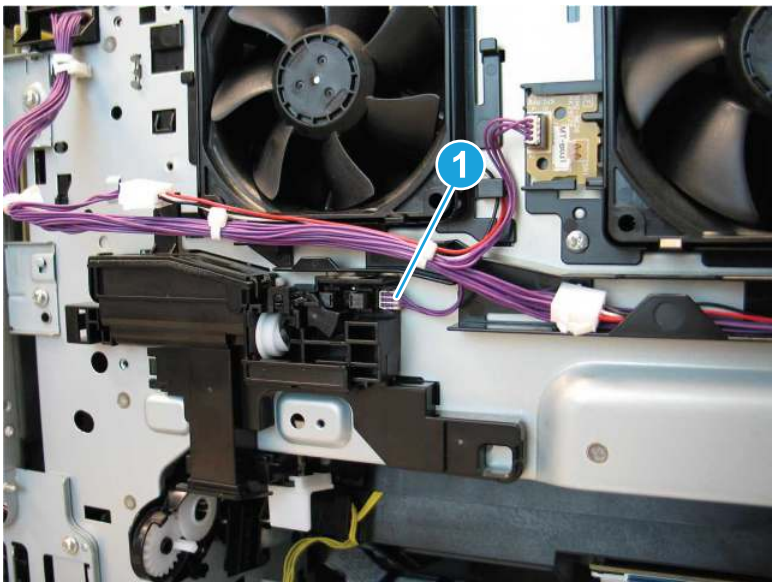
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2676 Release the wire harness from the guides



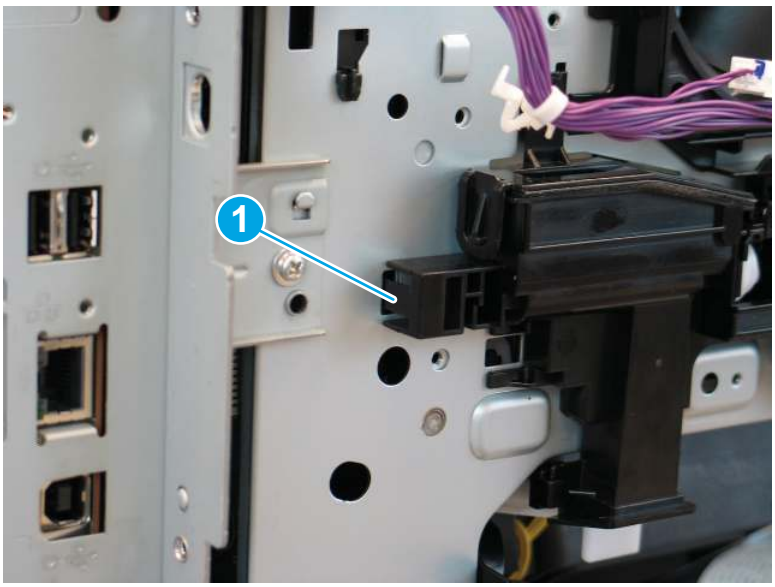
d. Disconnect one connector (callout 1).

Figure 4-2677 Disconnect one connector



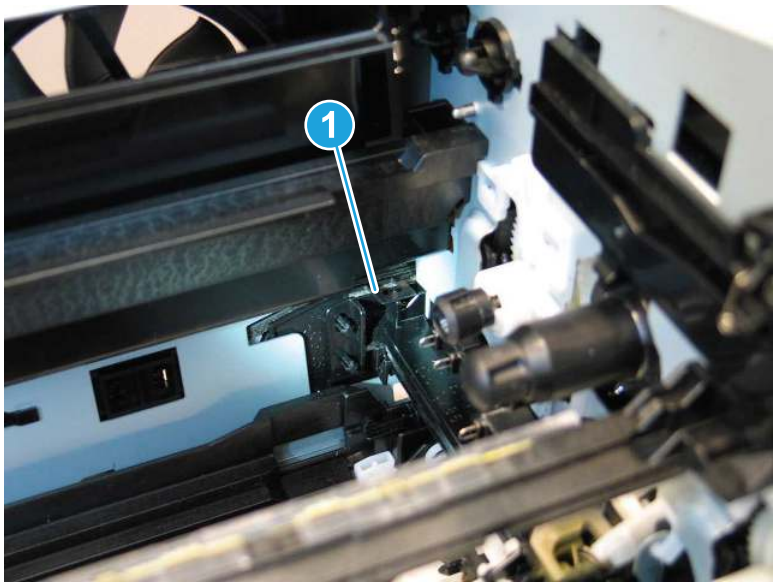
e. Release one tab (callout 1).

Figure 4-2678 Release one tab



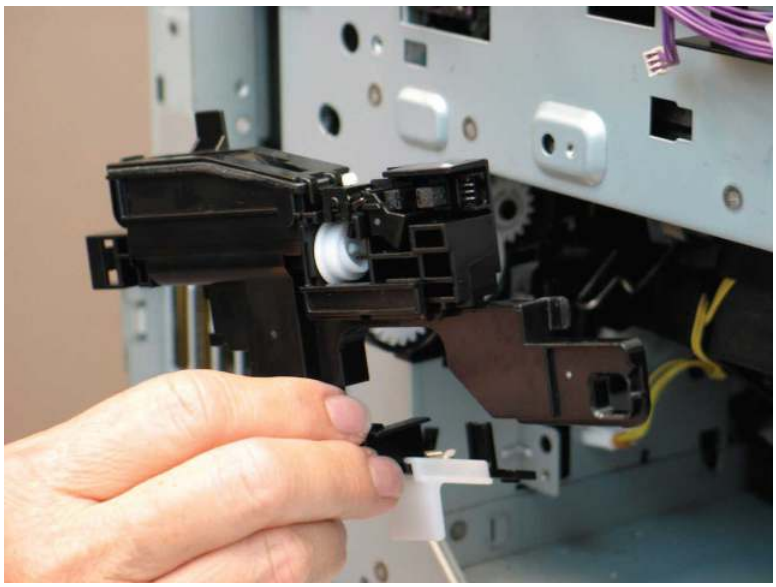
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2679 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2680 Remove the secondary auger assembly

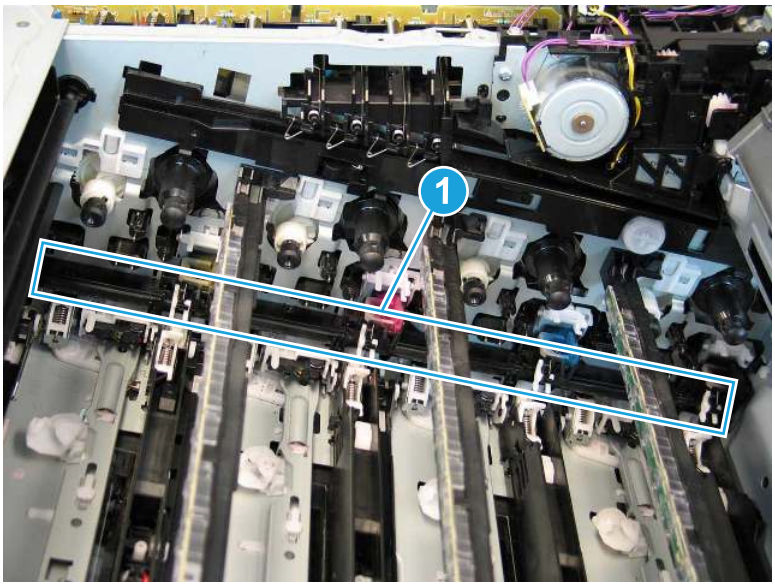


22. Remove the primary auger.

IMPORTANT: Make sure that the front door is open before removing the primary auger.

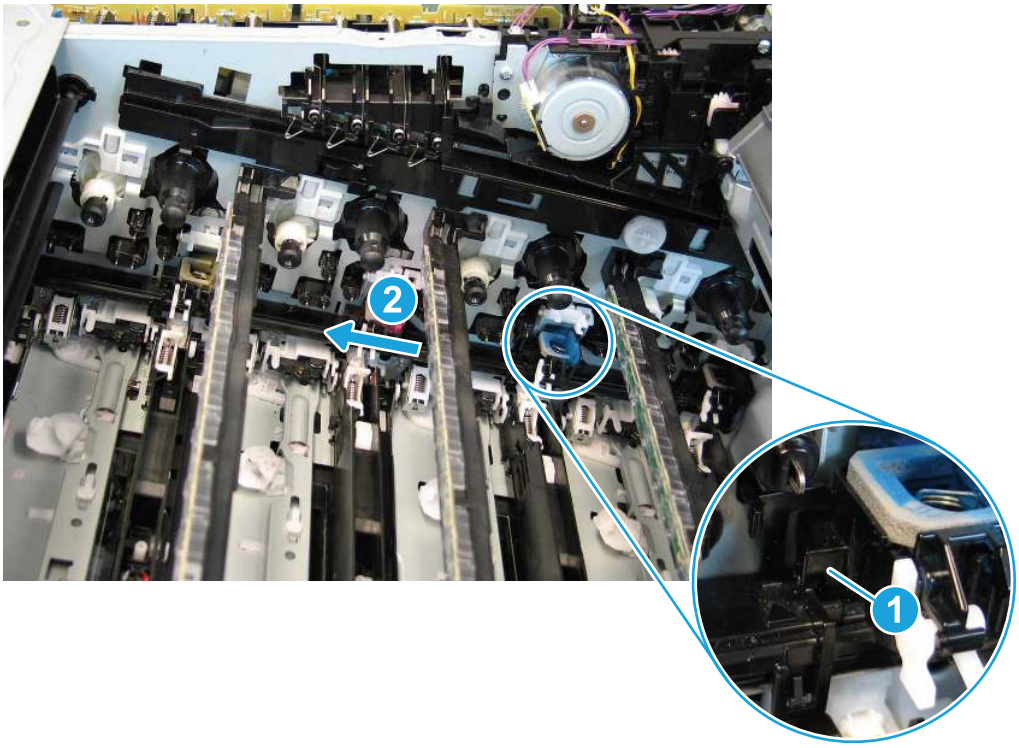
a. Inside the printer, locate the primary auger (callout 1).

Figure 4-2681 Locate the primary auger



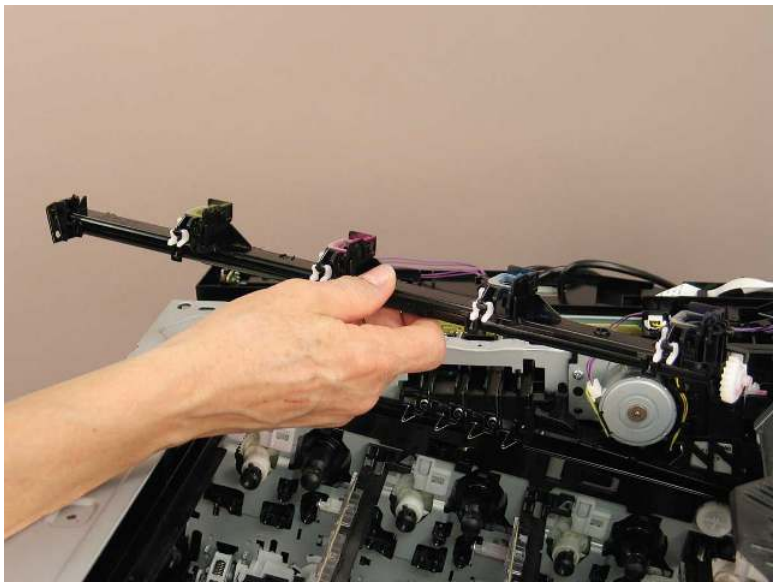
b. Release one tab (callout 1) next to the cyan opening, and then slide the primary auger toward the left side of the printer (callout 2) to release it.

Figure 4-2682 Release the primary auger



c. Turn the primary auger as needed to maneuver it out through the top of the printer.

Figure 4-2683 **Remove the primary auger**



23. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

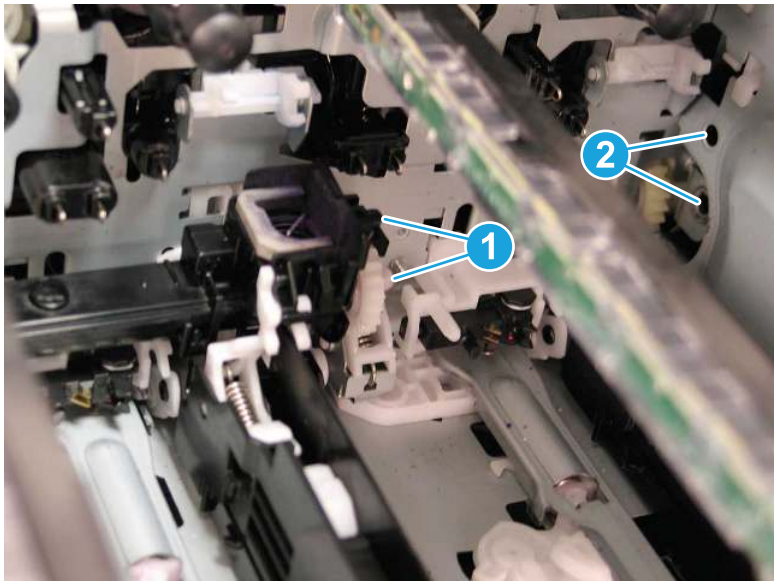
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

24. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the primary auger.

- When installing the primary auger, position the black boss and the center of the gear (callout 1) into the openings (callout 2) in the printer.

Figure 4-2684 Install the primary auger



Removal and replacement: Waste toner gear base assembly (M751/E75245)

Learn how to remove and replace the waste toner gear base assembly.

View a video of how to remove and replace the waste toner gear base assembly.

Mean time to repair: 45 minutes

Service level: Difficult

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 4-131 Part information

Part number	Part description
RM2-1364-000CN	Waste toner gear base assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-2685 **Remove the toner cartridge**

2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2686 Rotate the blue lever

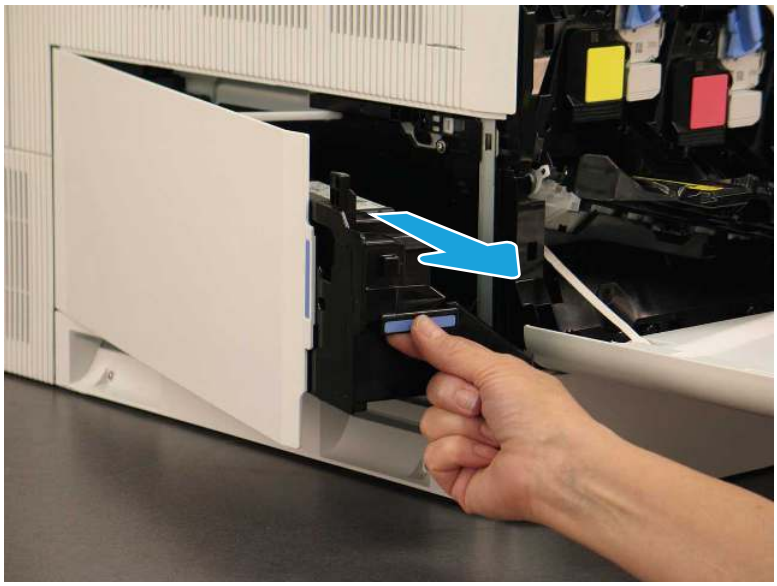
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2687 Remove the imaging drum

3. Remove the TCU.

- Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

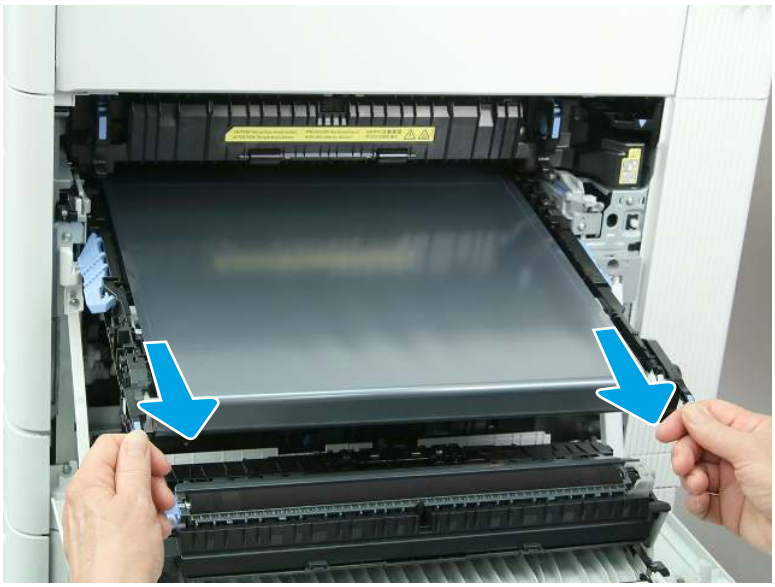
  Figure 4-2688 Remove the TCU

4. Remove the intermediate transfer belt (ITB).

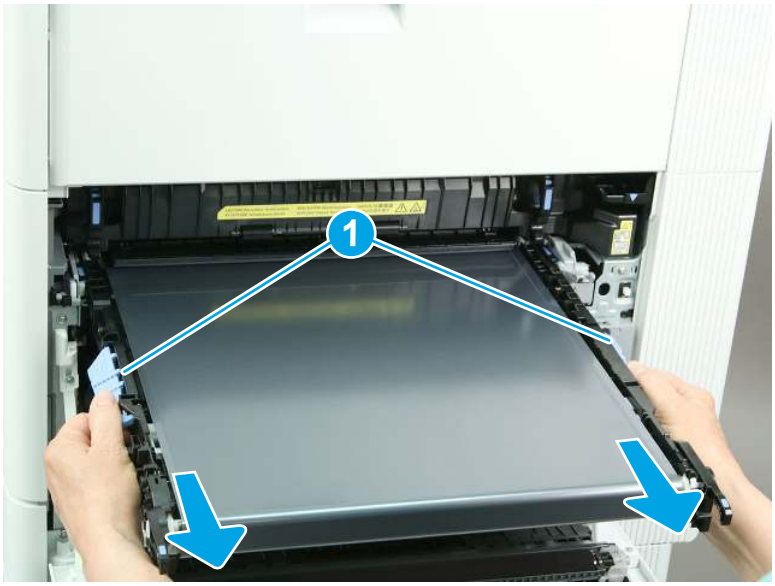
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-2689 Partially remove the ITB

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

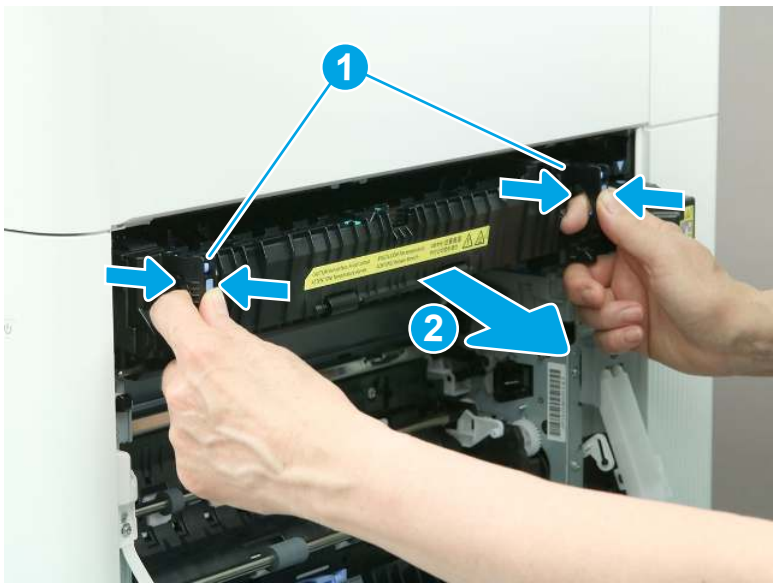
Figure 4-2690 Remove the ITB



5. Remove the fuser.

- Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-2691



6. Remove the formatter cover.

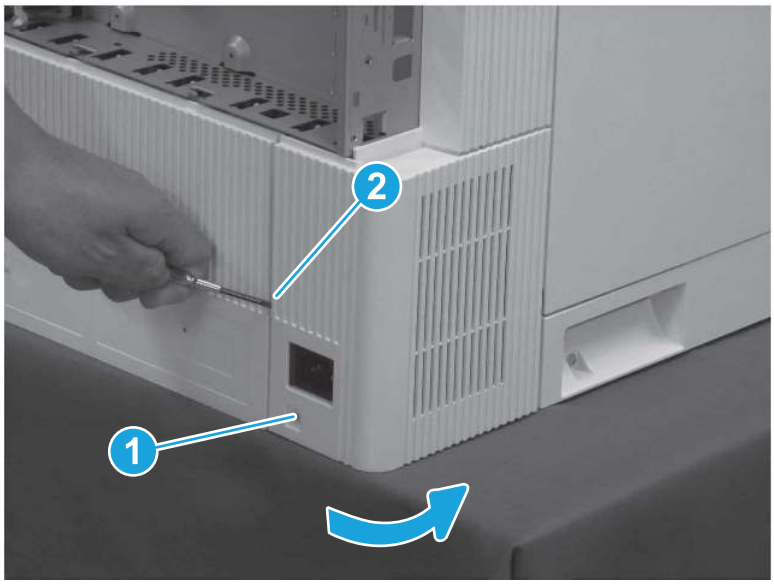
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2692 **Remove the formatter cover**

7. Remove the left lower cover (M751/E75245).

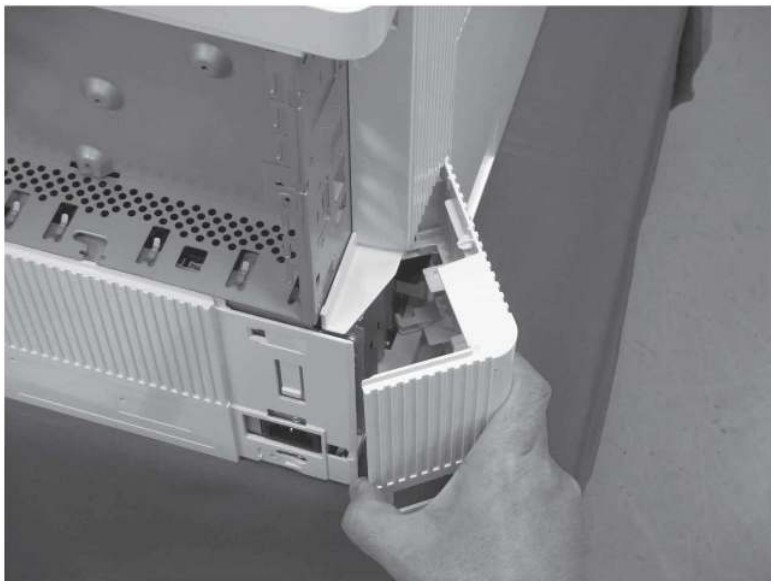
a. Remove one screw (callout 1), release one tab (callout 2), and then rotate the cover away from the printer.

Figure 4-2693 **Remove one screw and release one tab**



b. Remove the left lower cover.

Figure 4-2694 Remove the left lower cover



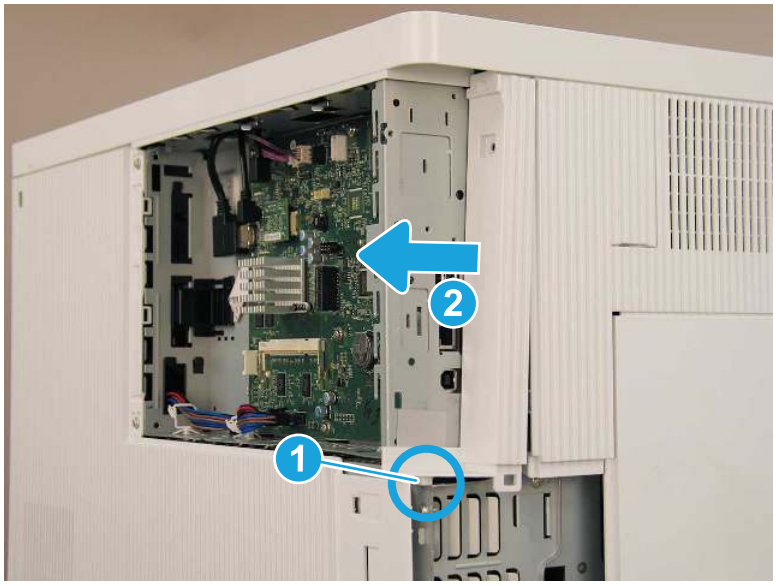
8. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2695 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

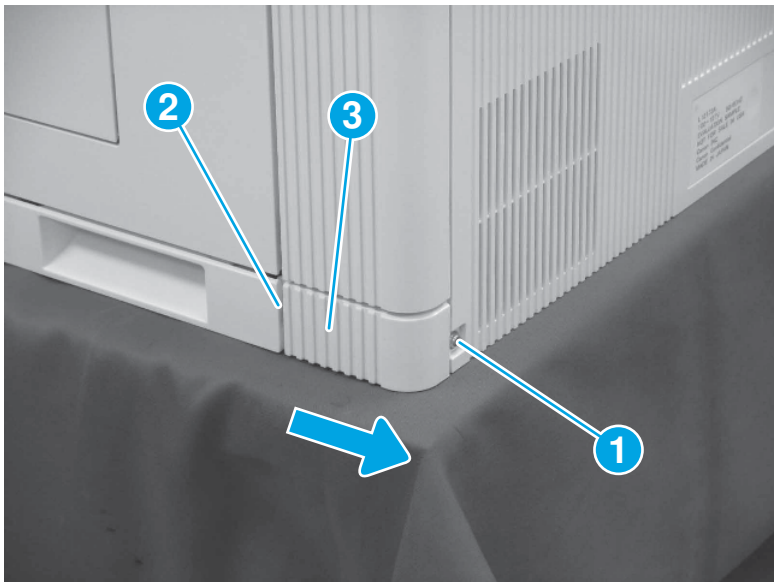
Figure 4-2696 Remove the left rear cover



9. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

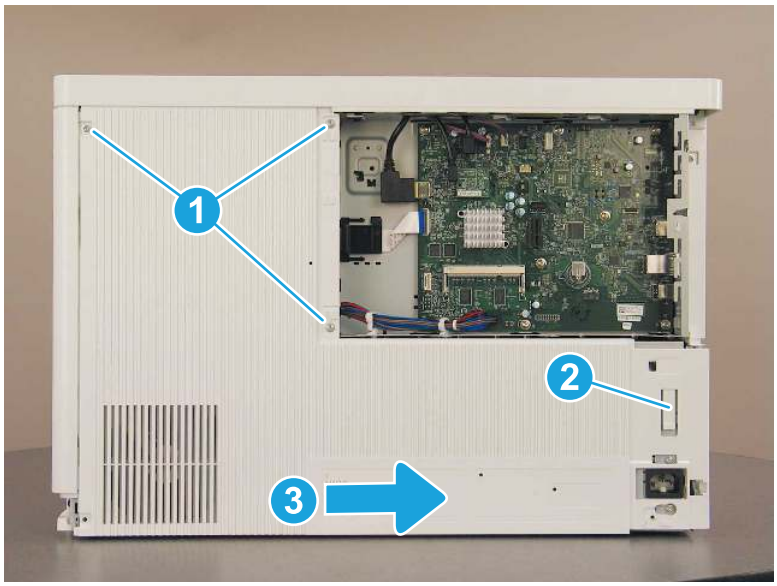
Figure 4-2697 Remove the right rear lower cover



10. Remove the rear cover (M751/E75245).

- Remove three screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right (callout 3) to remove it.

  Figure 4-2698 Remove the rear cover

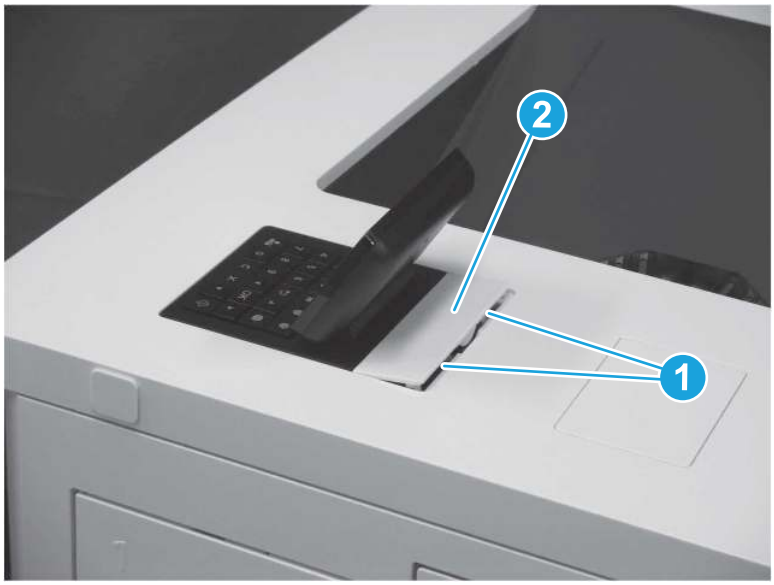
  

11. Remove the control panel.

NOTE: A screwdriver is included in the control panel kit. The screwdriver has a reversible shaft. Simply pull the shaft out of the handle, and then reinstall it with the desired end facing out.

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

  Figure 4-2699 Remove the control panel cover

b. Remove one screw (callout 1).

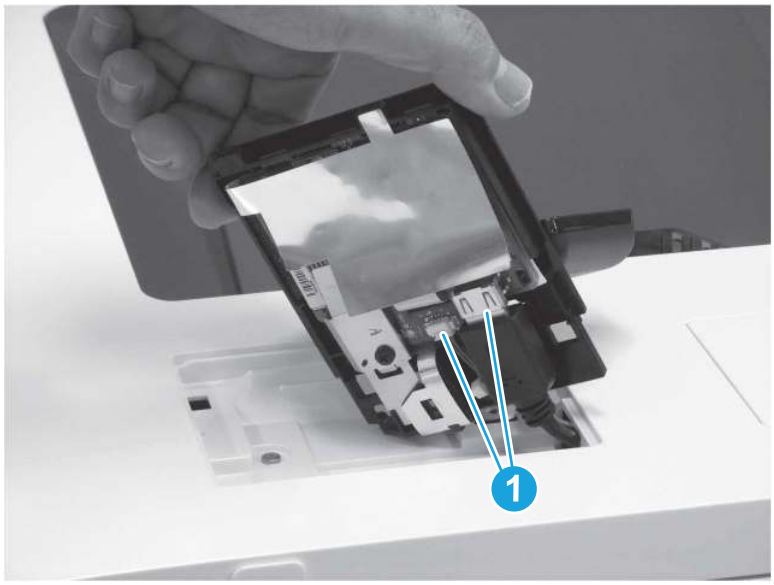
Figure 4-2700 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

Figure 4-2701 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors (callout 1) to remove the control panel.

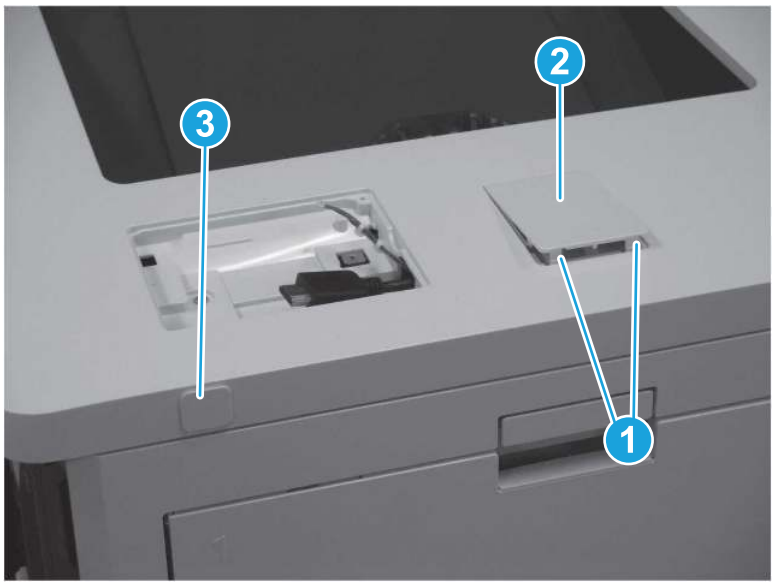
Figure 4-2702 Disconnect two connectors



12. Remove the top cover (M751/E75245).

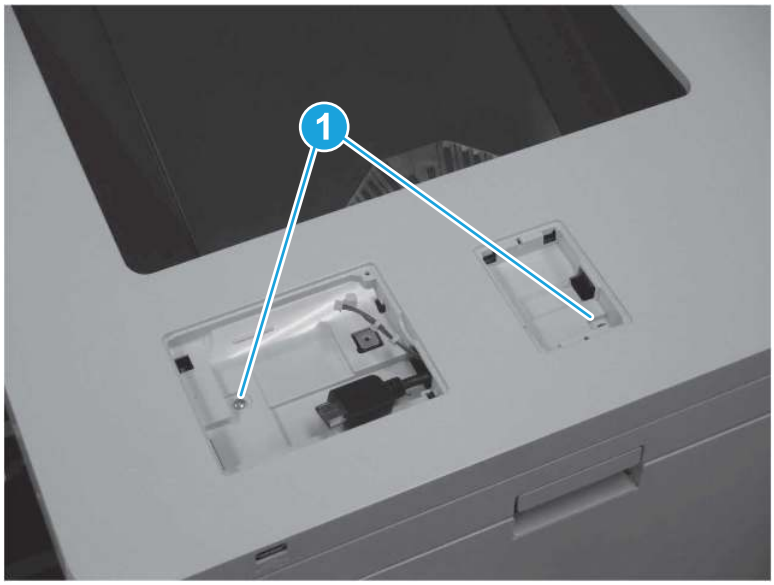
a. Release two tabs (callout 1), and then remove the HIP cover (callout 2). Pull the USB cap (callout 3) away from the printer to remove it.

Figure 4-2703 Remove the HIP cover and USB cap



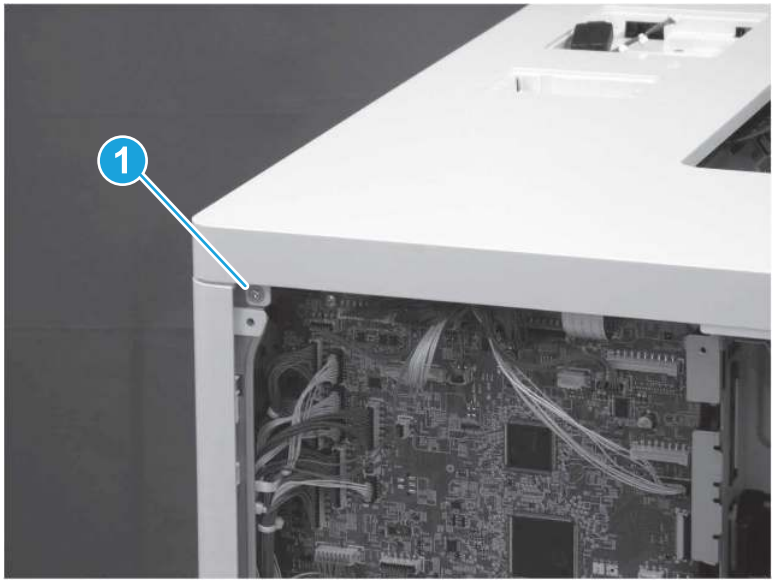
b. At the top of the printer, remove two screws (callout 1).

Figure 4-2704 Remove two screws



c. At the back of the printer, remove one screw (callout 1).

Figure 4-2705 Remove one screw

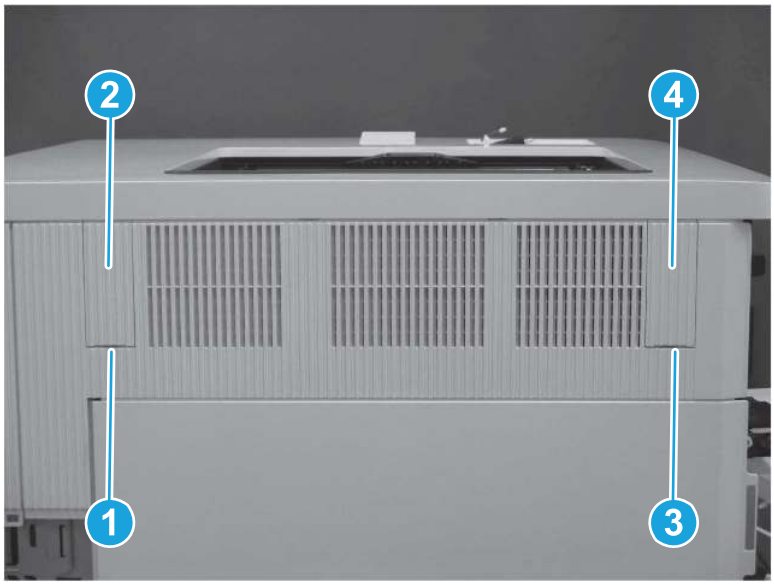


d. Use a small, flat-blade screwdriver to release one tab (callout 1) and remove the left blanking cover (callout 2). Release one tab (callout 3) and remove the right blanking cover (callout 4).

TIP: These covers are not identical. Make sure to reinstall the correct cover on the correct side.

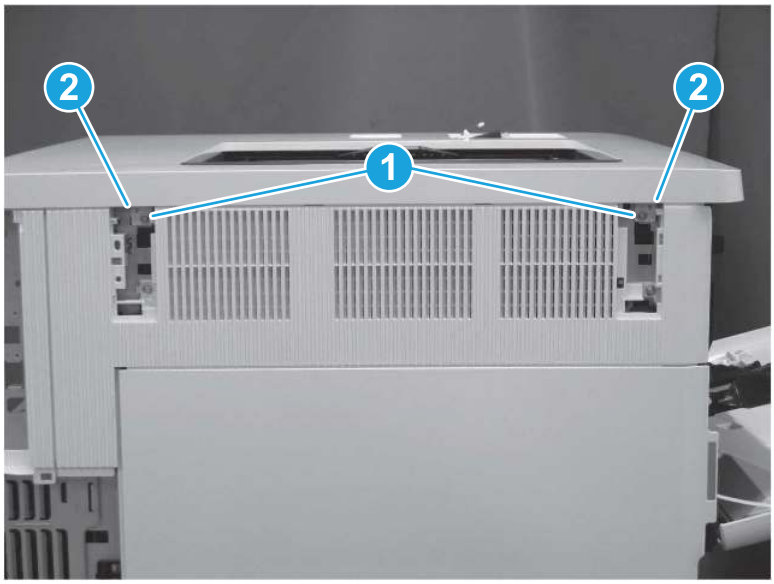
NOTE: The screw under the left blanking cover is a self-tapping screw. Make sure this screw is reinstalled in the correct location.

Figure 4-2706 Remove the left and right blanking covers



e. Remove two screws (callout 1), and then release two tabs (callout 2).

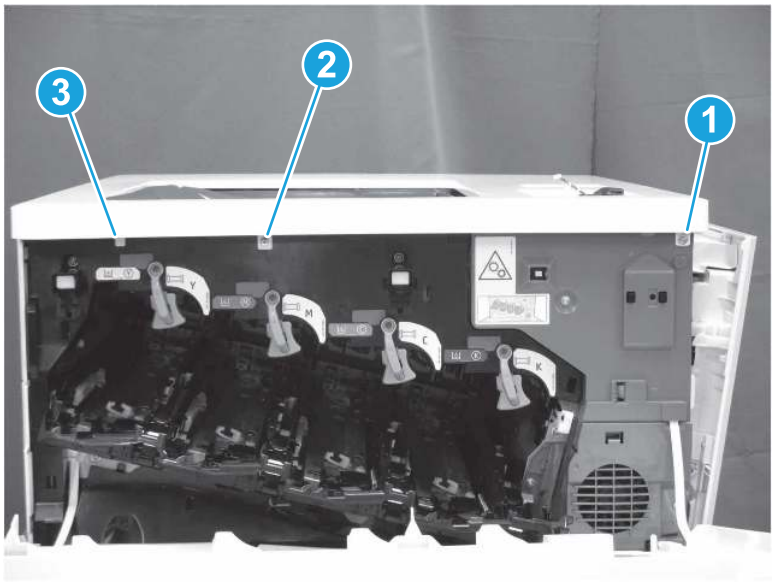
Figure 4-2707 Remove two screws and release two tabs



f. At the front of the printer, remove one washer-head screw (callout 1) and one self-tapping screw (callout 2). Release one tab (callout 3).

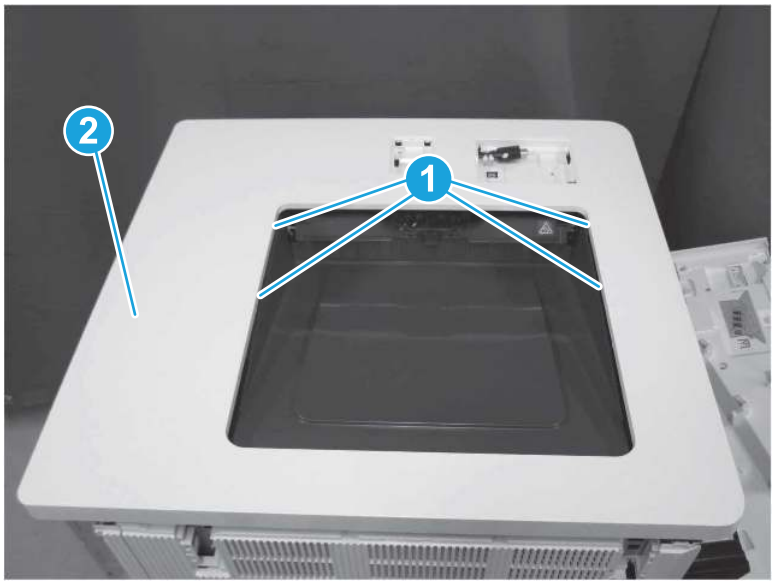
TIP: Make sure to install the correct type of screw in the correct location.

Figure 4-2708 Remove two screws and release one tab

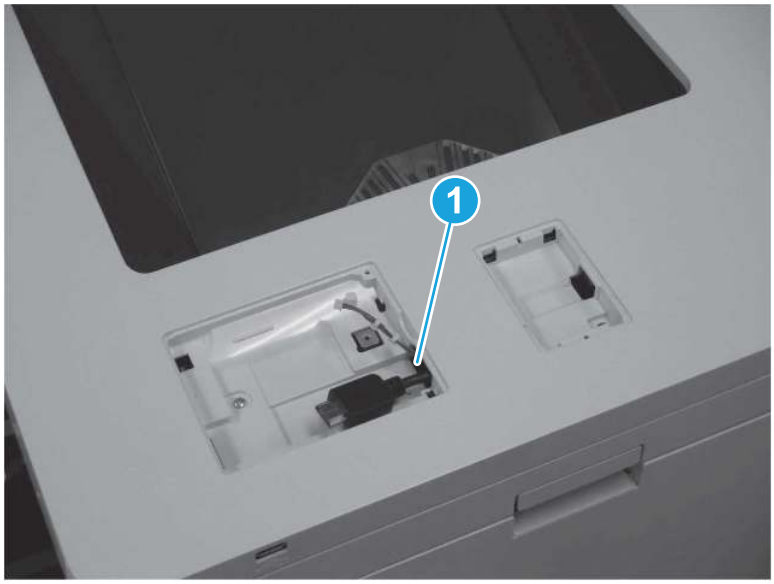


g. At the top of the printer, release four tabs (callout 1), and then remove the top cover (callout 2).

Figure 4-2709 Remove the top cover



NOTE: When removing the top cover, make sure to release the control panel cables (callout 1) through the opening.

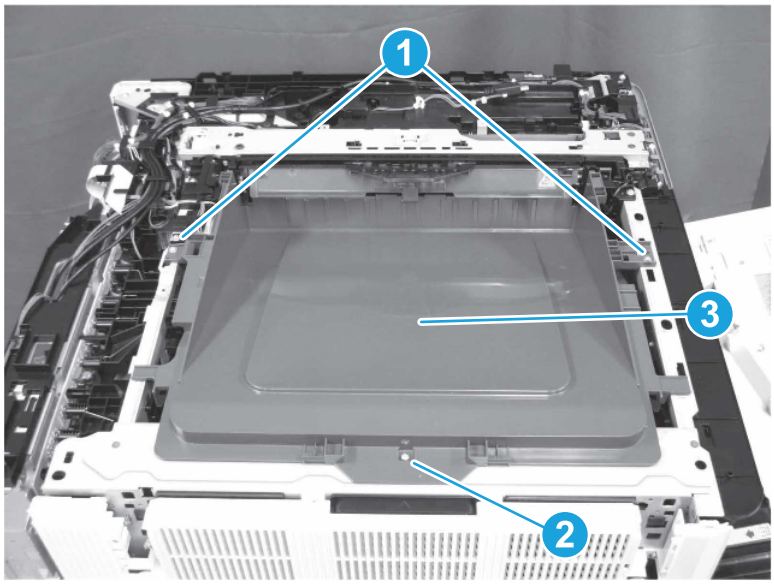


13. Remove the output bin (M751/E75245).

    - Remove two washer-head machine screws (callout 1), remove one self-tapping screw (callout 2), and then remove the output bin (callout 3).

    NOTE: When reinstalling the output bin, make sure to install the correct type of screw in the correct location.

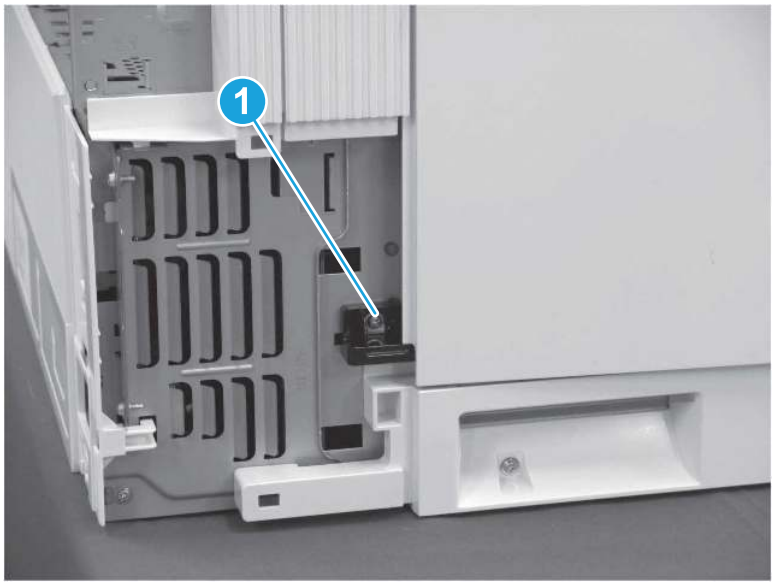
    Figure 4-2710 Remove the output bin



14. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2711 Remove one screw

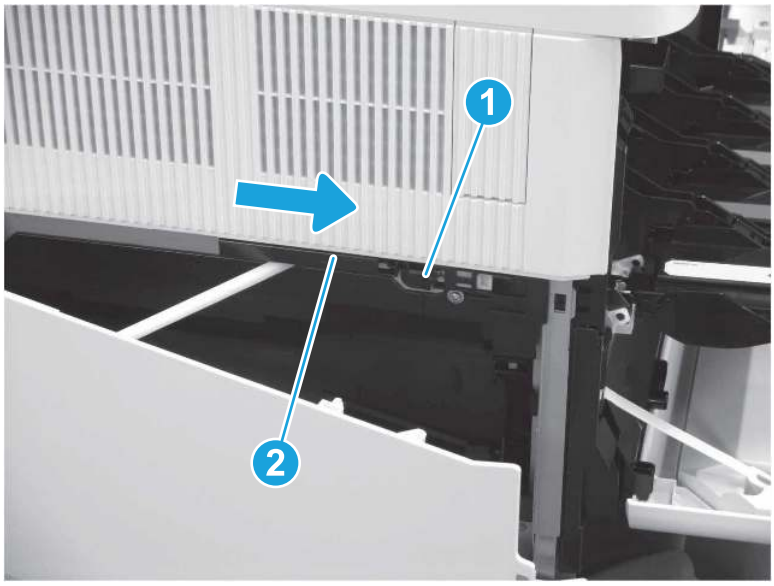


b. Release the holder, and then remove it from the printer.

Figure 4-2712 Remove the holder

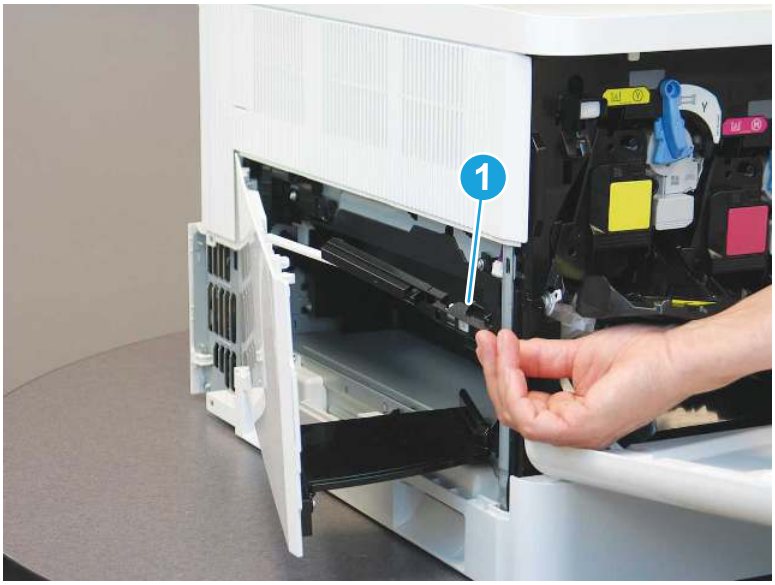
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2713 Slide the holder



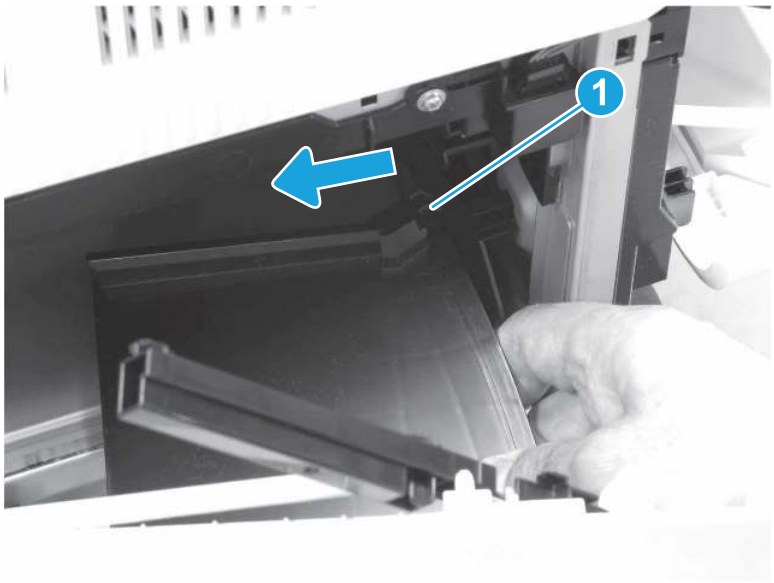
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2714 Release the holder



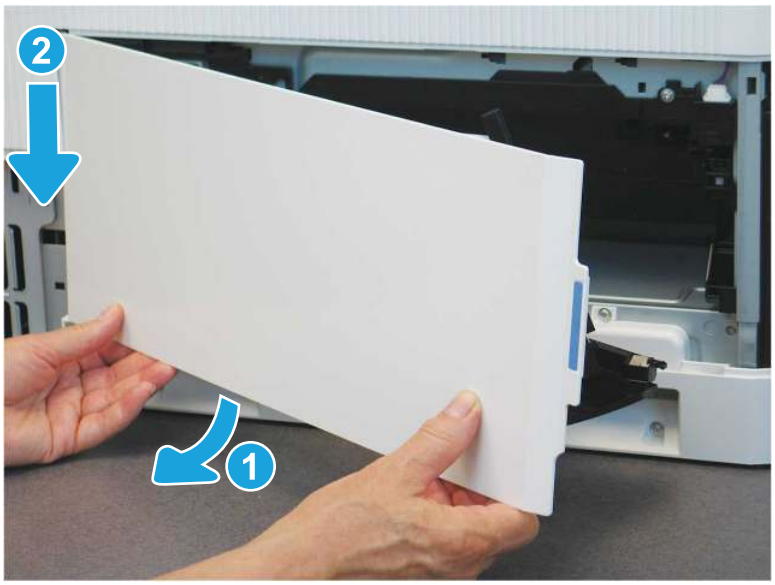
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2715 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

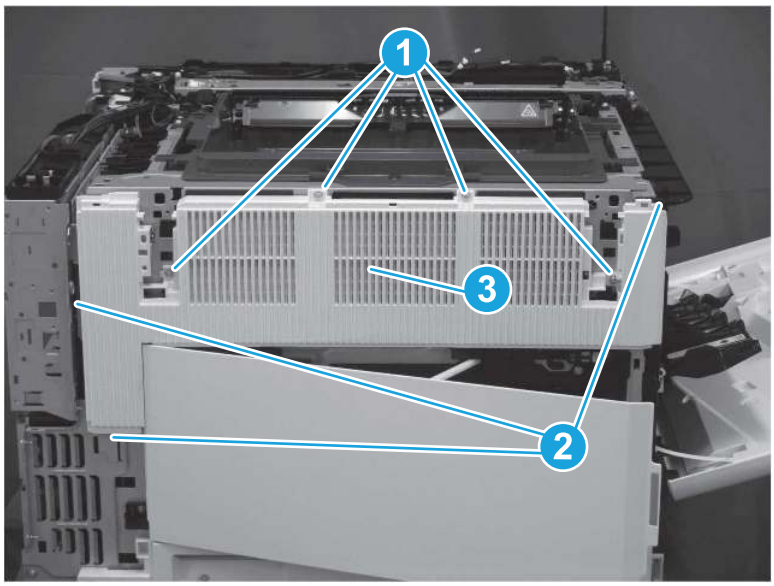
Figure 4-2716 Remove the left door



15. Remove the left upper cover (M751/E75245).

- Remove four screws (callout 1), release three tabs (callout 2), and then remove the left upper cover (callout 3).

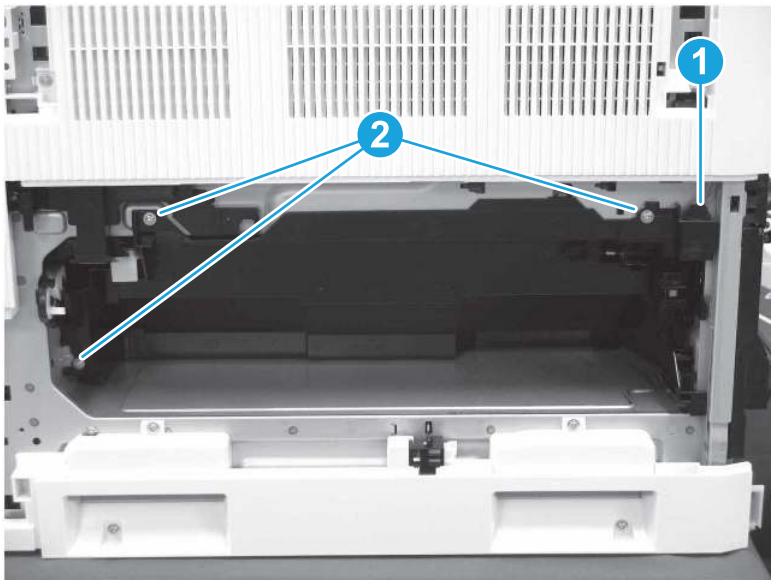
  Figure 4-2717 **Remove the left upper cover**

16. Remove the scanner cover.

    a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

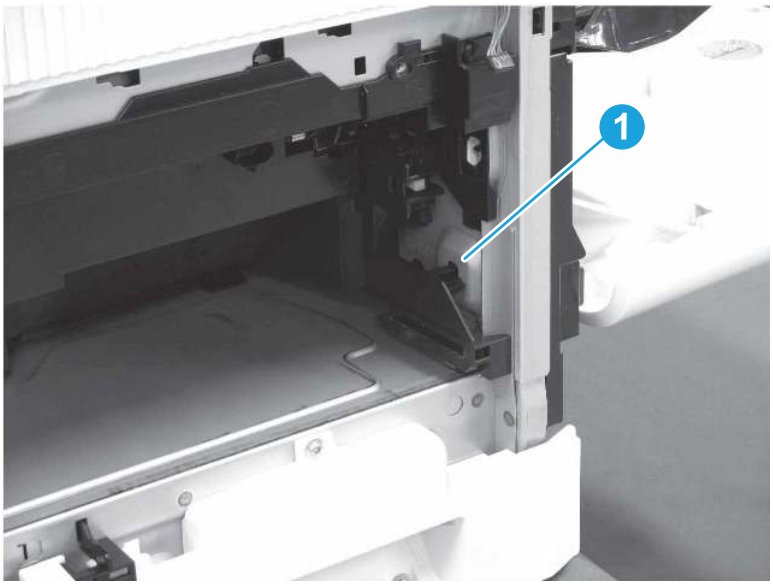
    Figure 4-2718 **Disconnect one connector and remove three screws**

    TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

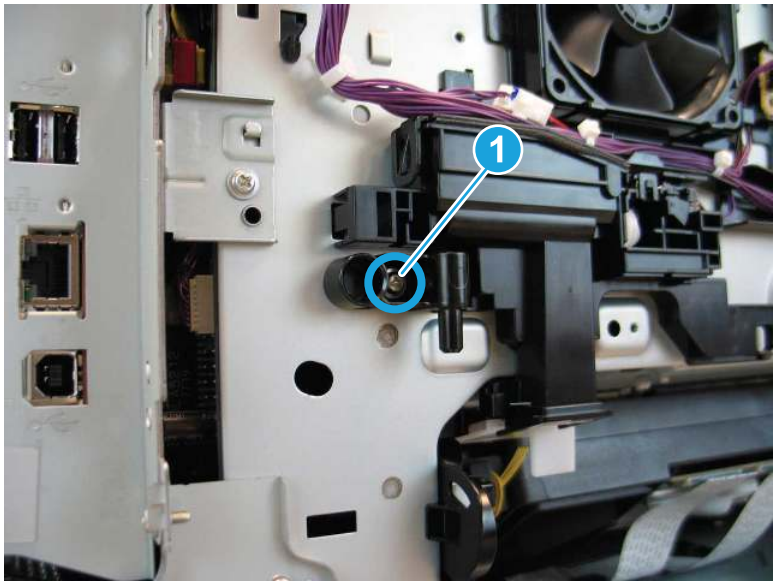
Figure 4-2719 Remove the scanner cover



17. Remove the secondary auger.

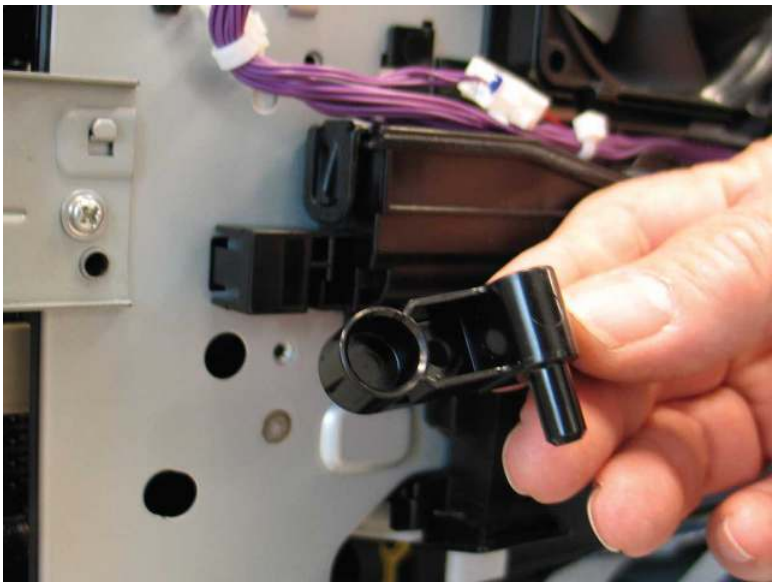
a. Remove one screw (callout 1).

Figure 4-2720 Remove one screws



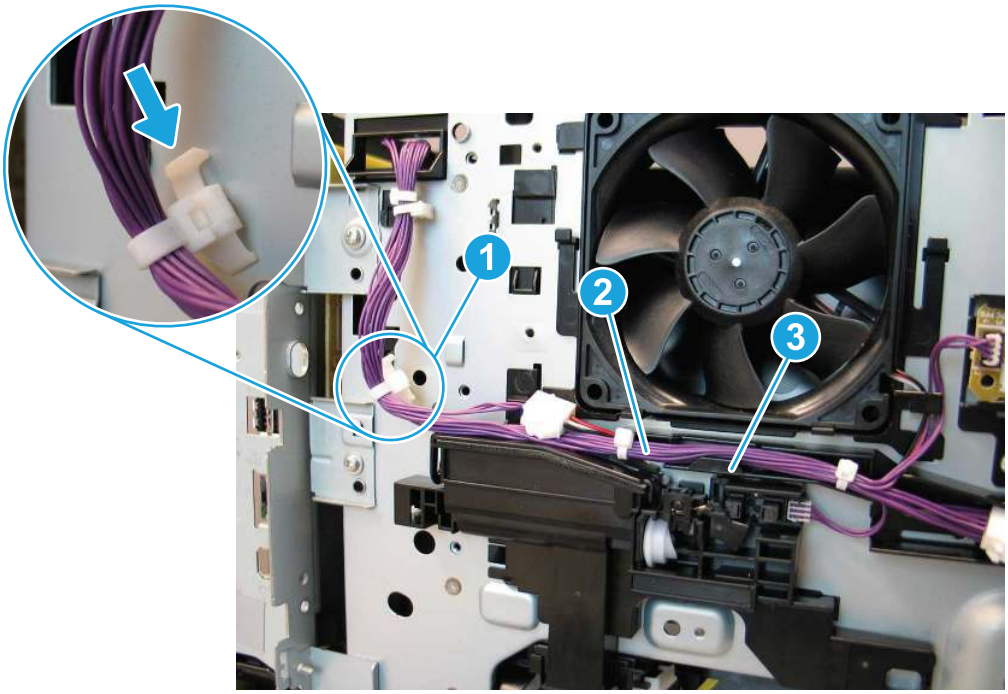
b. Remove the left door upper hinge.

Figure 4-2721 **Remove the left door upper hinge**



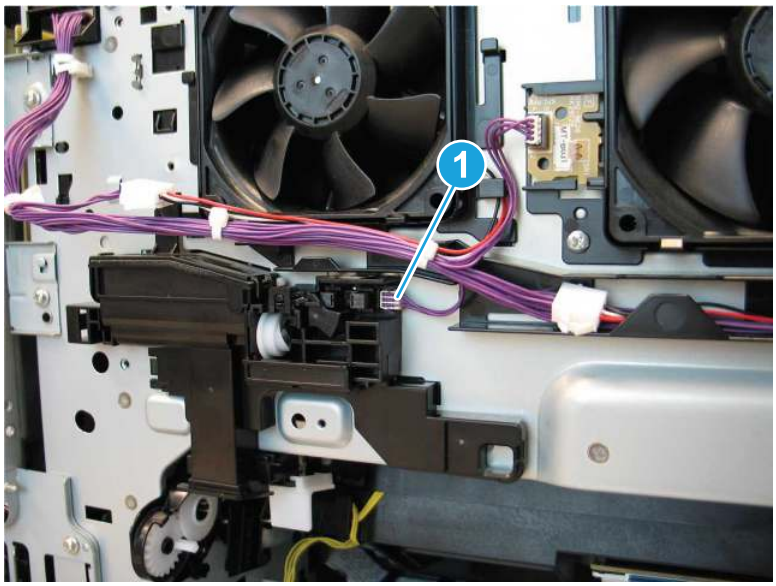
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2722 **Release the wire harness from the guides**



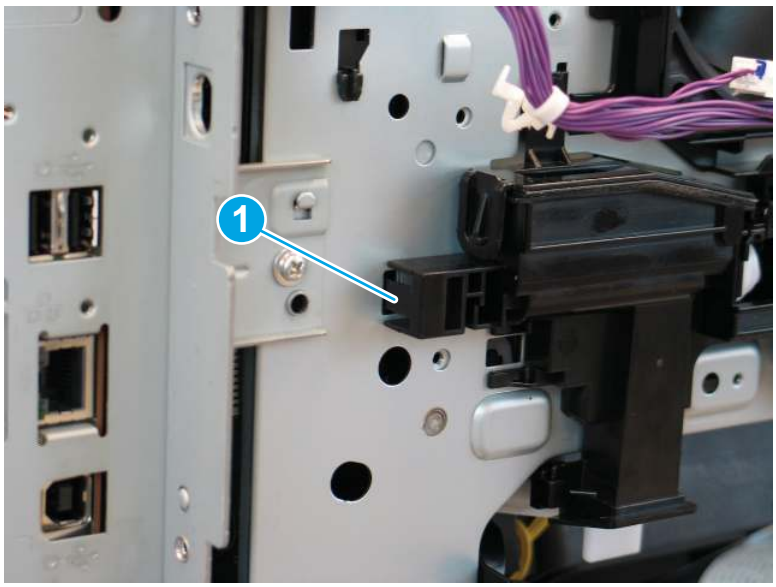
d. Disconnect one connector (callout 1).

Figure 4-2723 Disconnect one connector



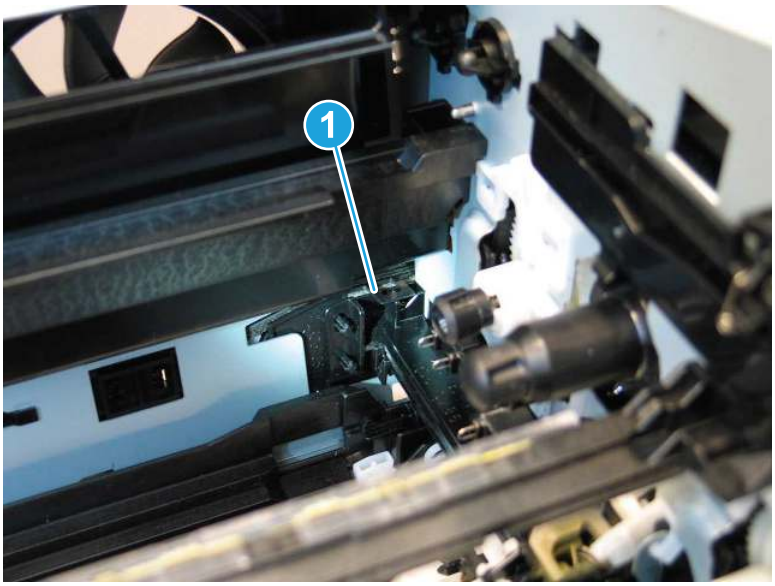
e. Release one tab (callout 1).

Figure 4-2724 Release one tab



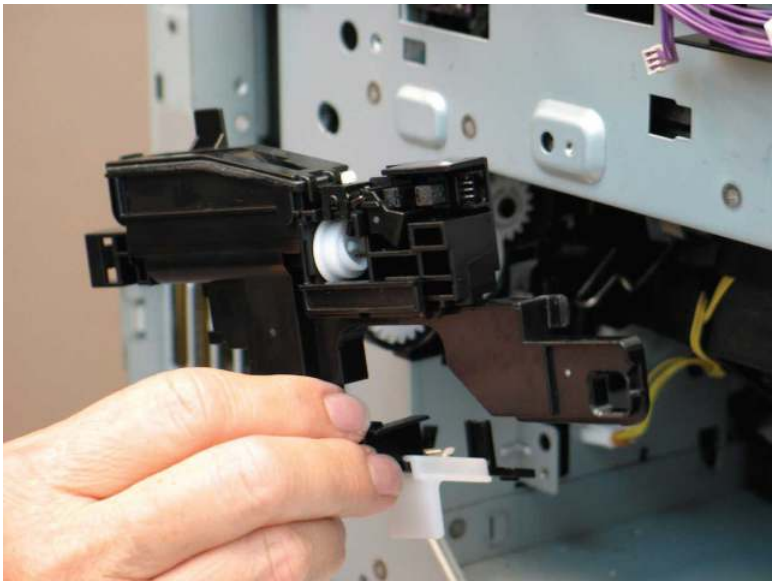
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2725 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2726 Remove the secondary auger assembly

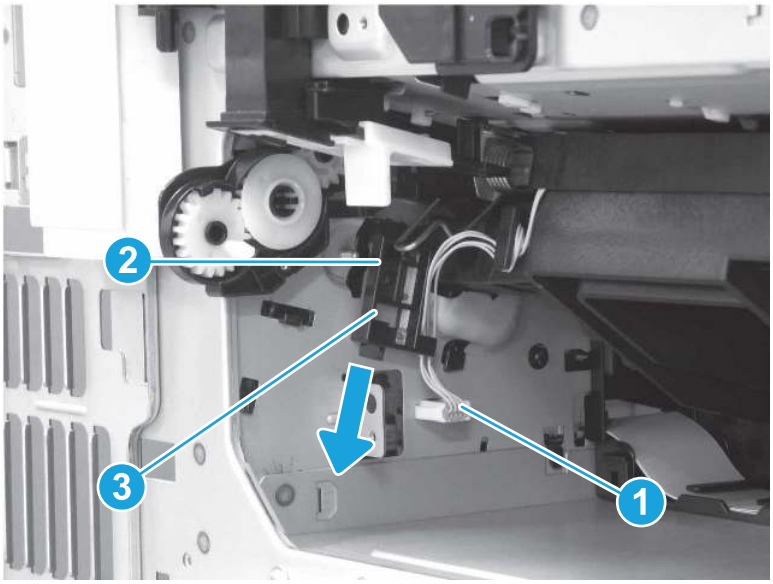


18. Remove the laser scanner.

IMPORTANT: The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.

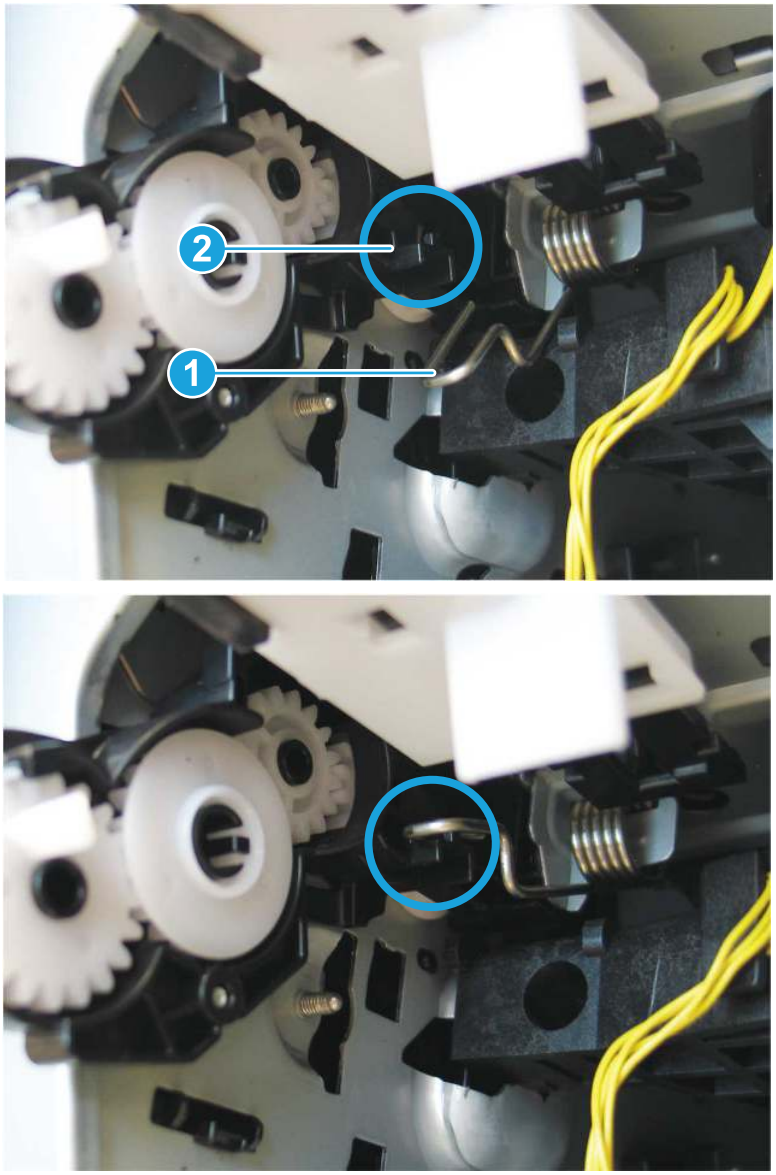
a. Disconnect one connector (callout 1), release one tab (callout 2), and then slide the stopper (callout 3) down to remove it.

Figure 4-2727 Remove the stopper

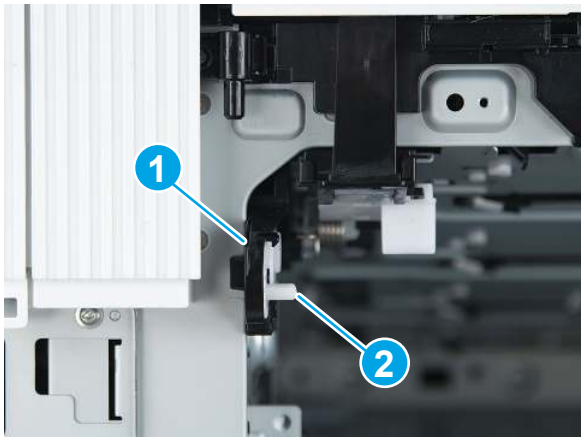


b. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-2728 Hook the spring

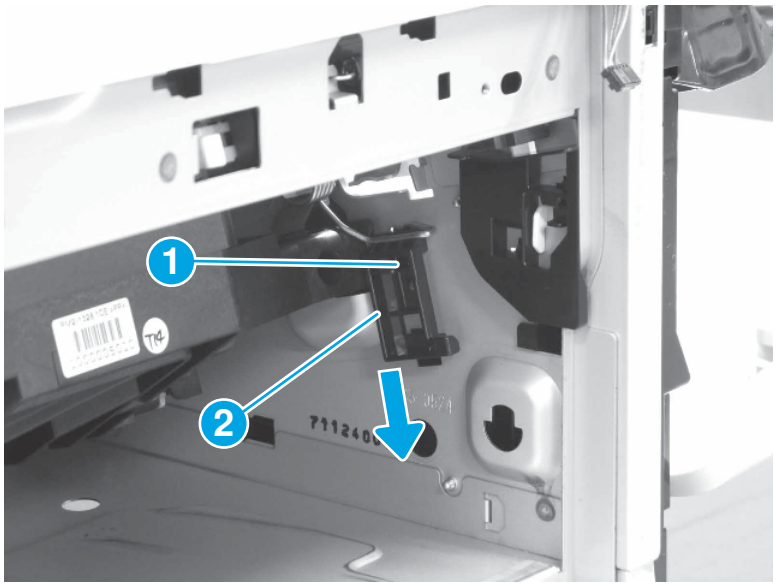


TIP: When the laser scanner is installed, make sure that the gear case is flat against the printer chassis (callout 1). The pin on the gear (callout 2) might need to be rotated out of the way when the assembly is installed.



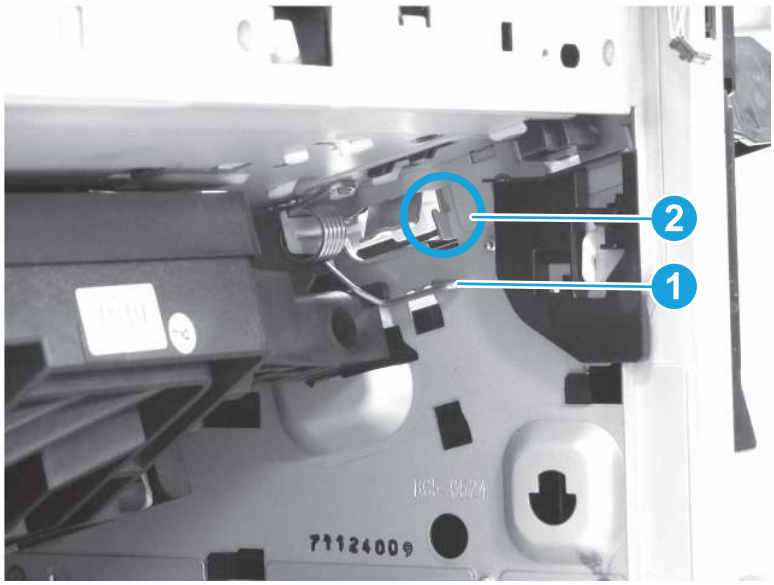
c. On the right side of the laser scanner, release one tab (callout 1), and then slide the stopper (callout 2) down to remove it.

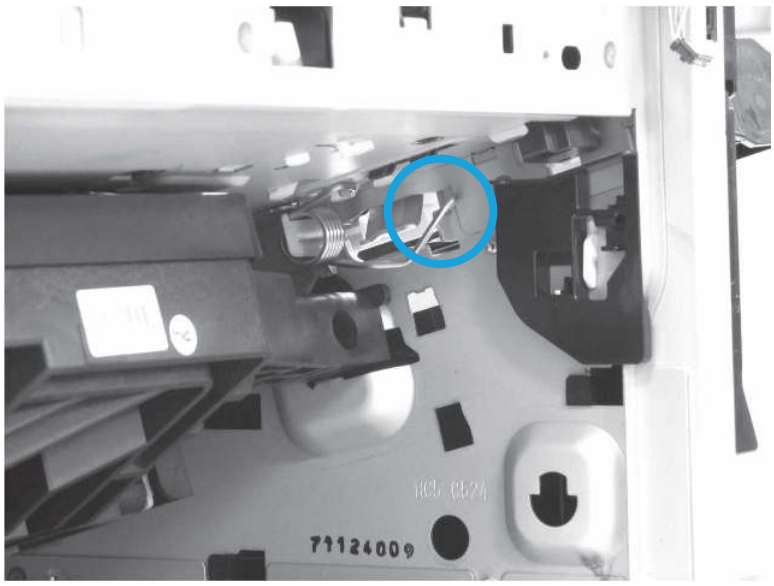
Figure 4-2729 Remove the stopper



d. Hook the spring (callout 1) on the hook (callout 2).

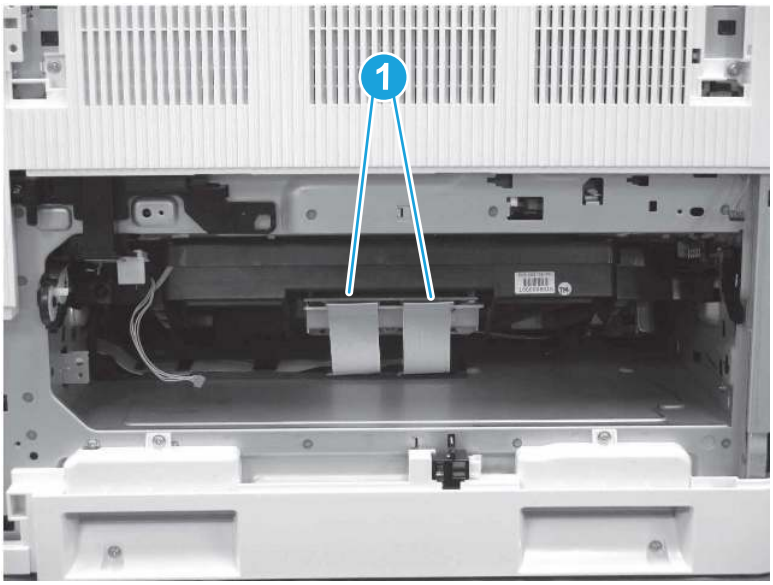
Figure 4-2730 **Hook the spring**





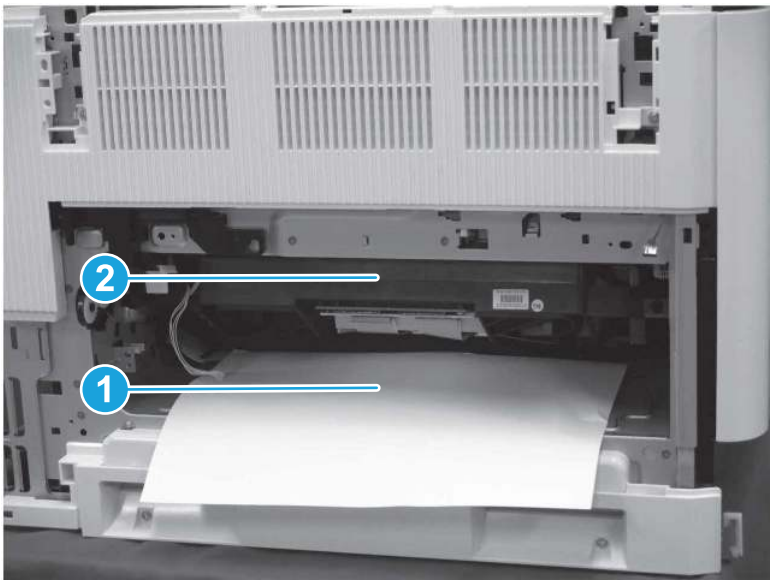
e. Disconnect two flat cables (callout 1).

Figure 4-2731 **Disconnect two flat cables**



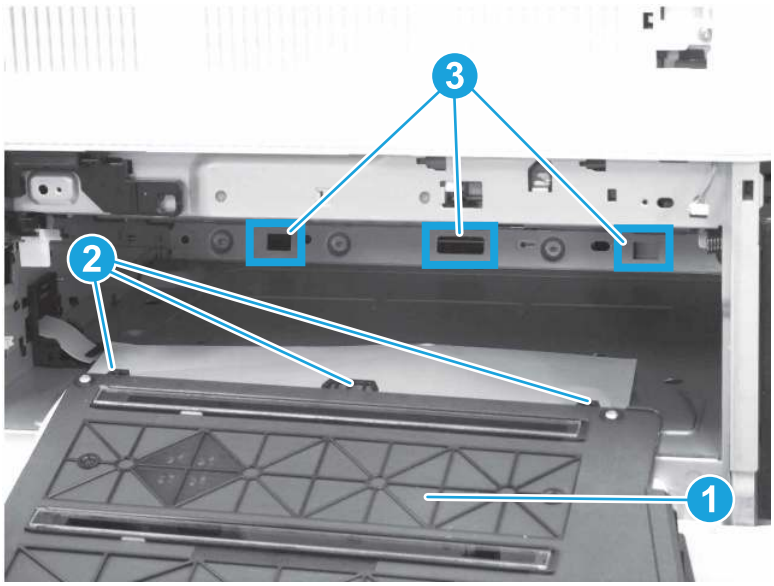
f. Lay a sheet of paper on top of the flat cables (callout 1) to protect them. Pull the laser scanner (callout 2) out of the printer to remove it.

Figure 4-2732 **Remove the laser scanner**



IMPORTANT: The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.

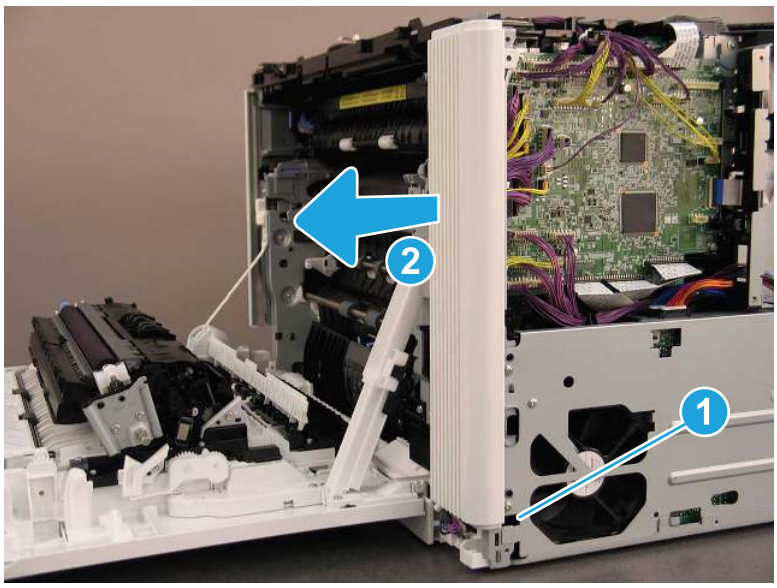
TIP: When installing the laser scanner (callout 1), position the pins (callout 2) on the laser scanner into the openings (callout 3) inside the printer.



19. Remove the right rear cover (M751/E75245).

    - Release one tab (callout 1), and then slide the right rear cover (callout 2) away from the printer to remove it.

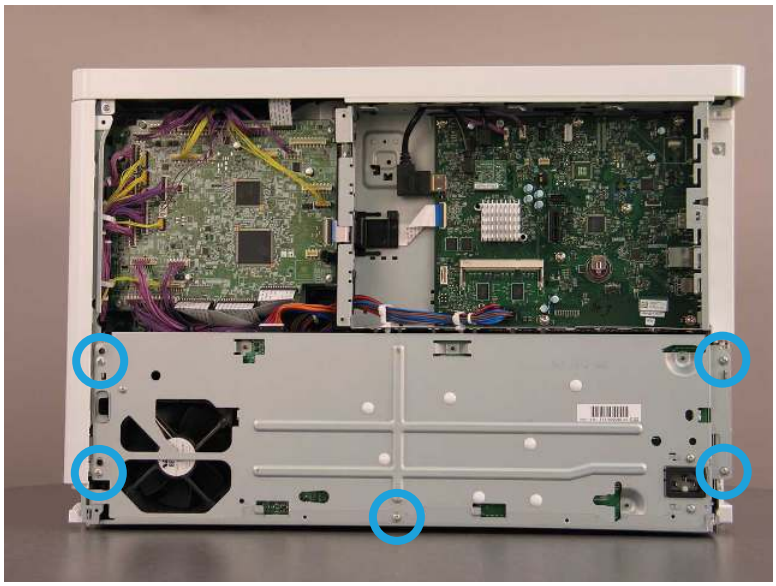
    Figure 4-2733 **Remove the right rear cover**

20. Remove the low-voltage power supply (LVPS).

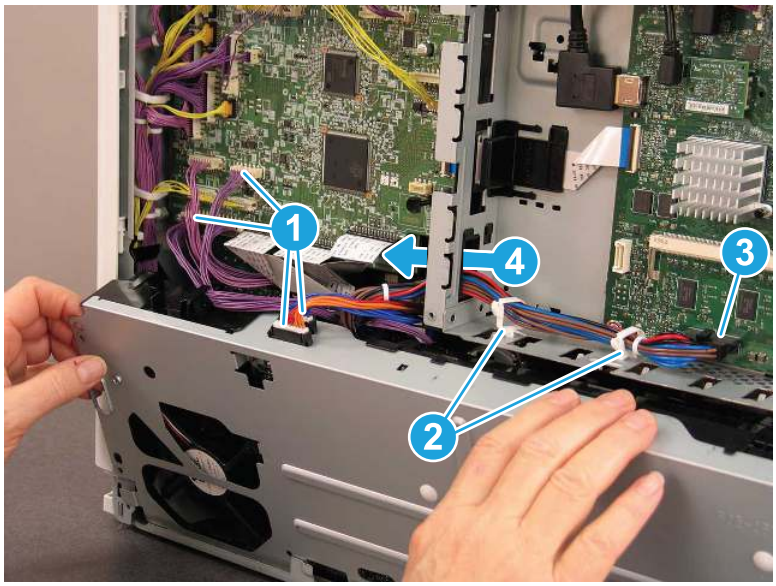
a. Remove five screws.

Figure 4-2734 Remove five screws



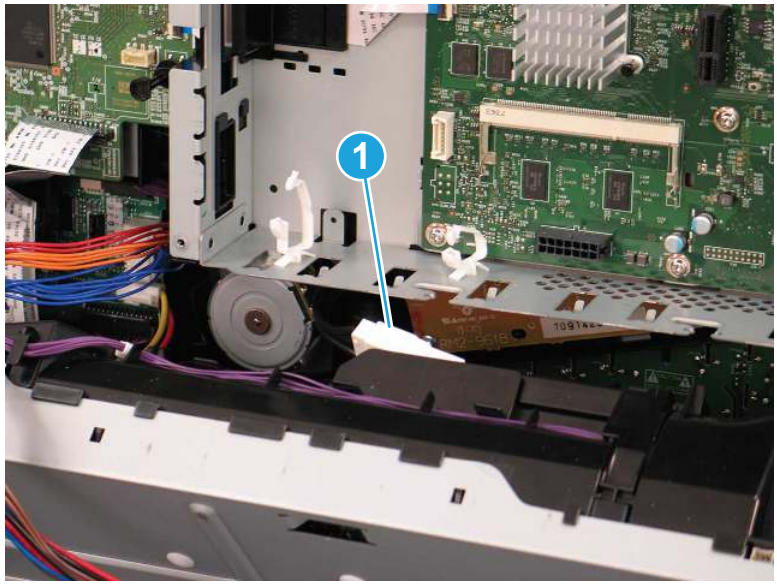
b. Lift up on the LVPS, and then slightly rotate the top away from the printer. Disconnect four connectors (callout 1), and then release two retainers (callout 2). Press down on the latch to disconnect one connector (callout 3), and then release the wires through the hole (callout 4) in the formatter case.

Figure 4-2735 Disconnect five connectors



c. Press down on the latch to disconnect one connector (callout 1), and then lift up to remove the LVPS.

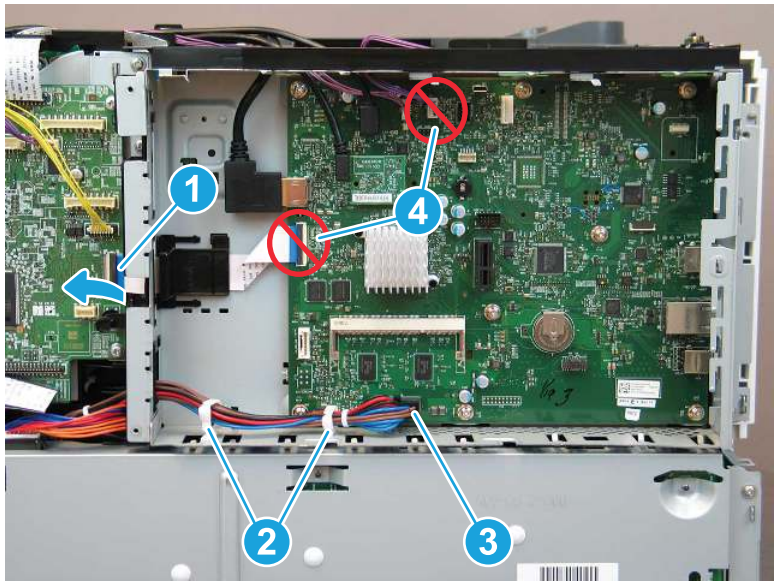
Figure 4-2736 Remove the LVPS



21. Remove the formatter and case.

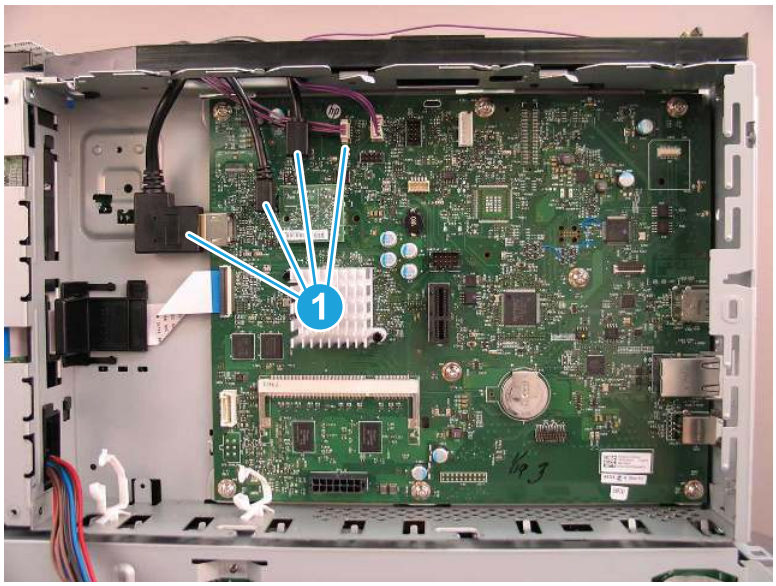
a. Open the retainer (callout 1) to release the flat cable. Release the cables from two retainers (callout 2). Squeeze the latch to disconnect the connector (callout 3) at the lower edge of the formatter. It is not necessary to disconnect two connectors (callout 4).

Figure 4-2737 Disconnect the connectors



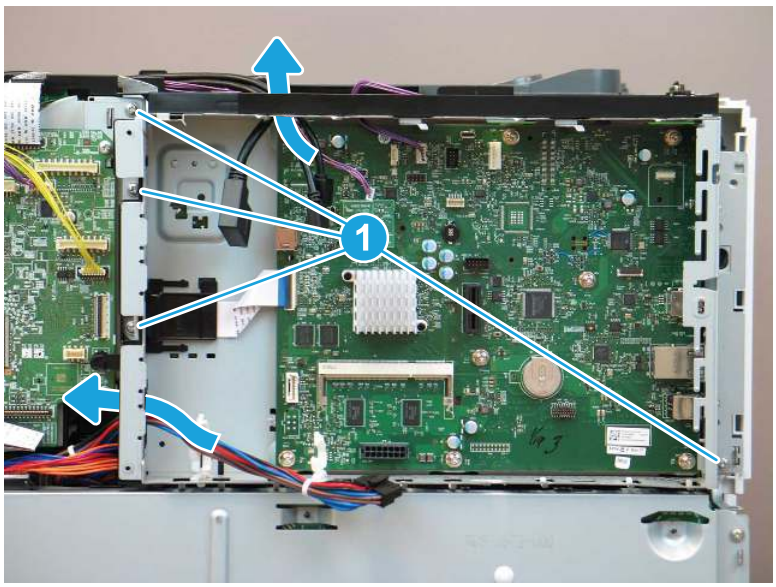
b. Disconnect all of the remaining connectors on the formatter (callout 1).

Figure 4-2738 Disconnect the connectors



c. Release the cables through the opening on top and on the left side of the formatter case. Remove four screws (callout 1), and then remove the formatter and case.

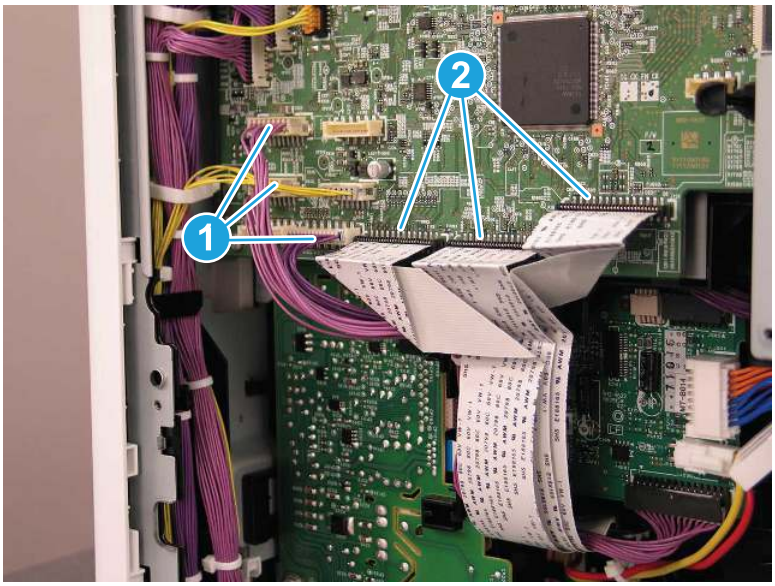
Figure 4-2739 Remove the formatter and case



22. Remove the T2 connecting PCA.

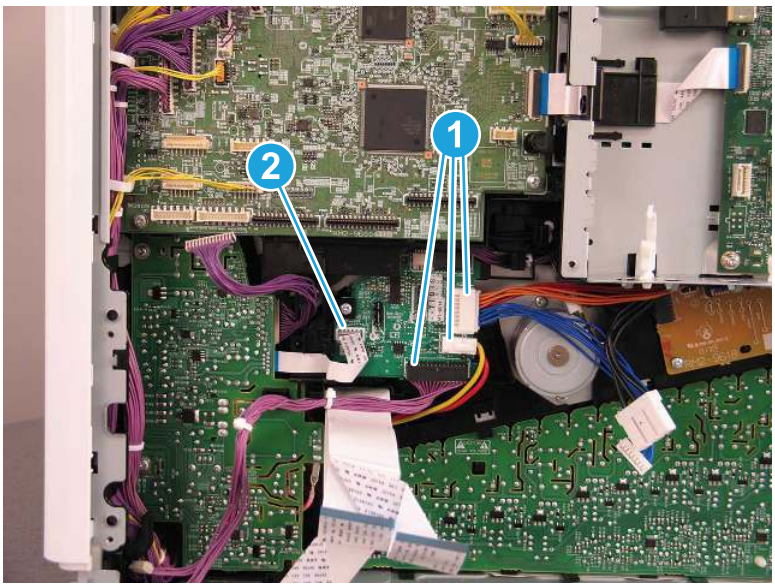
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-2740 Disconnect six connectors



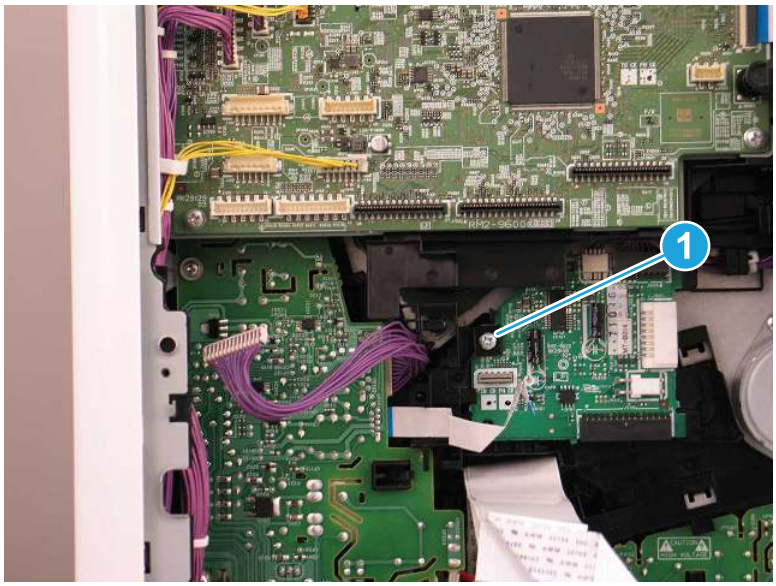
b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-2741 Disconnect three connectors and one flat cable



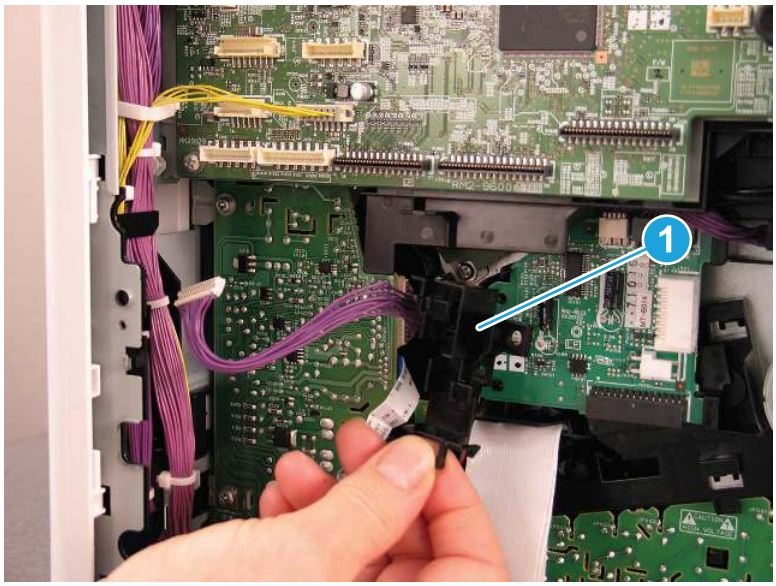
c. Remove one screw (callout 1).

Figure 4-2742 Remove one screw



d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

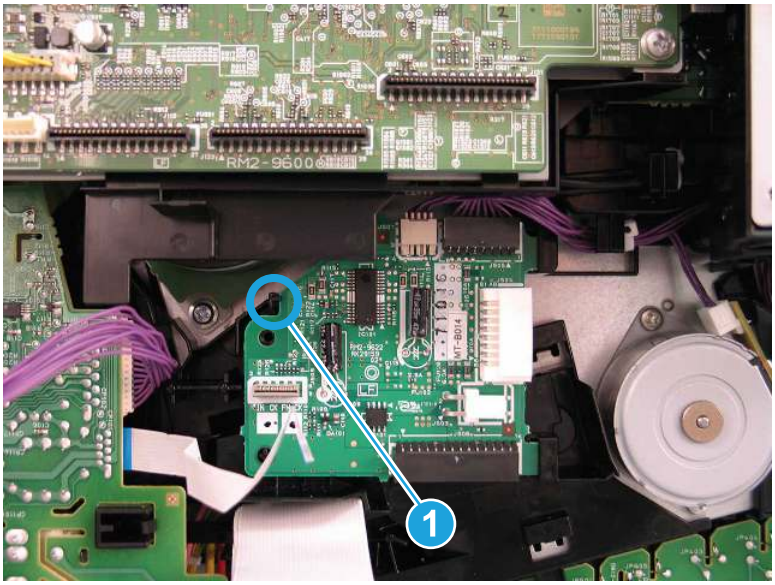
Figure 4-2743 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

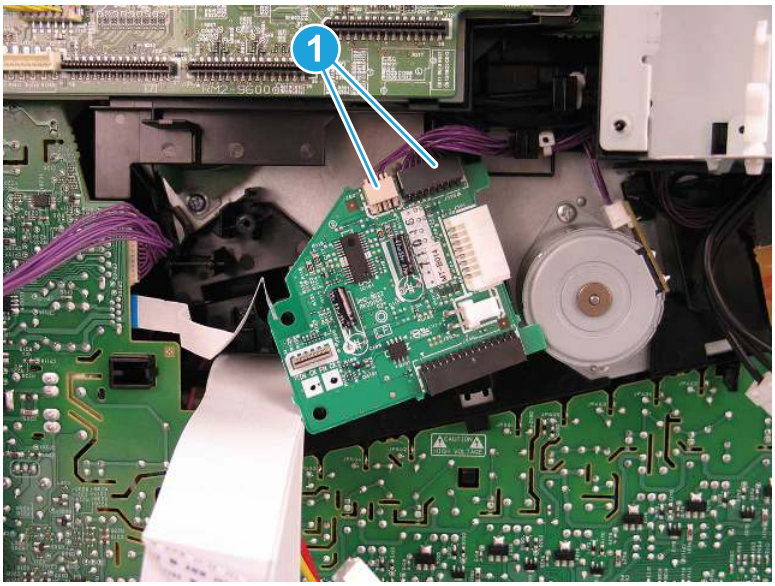
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-2744 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

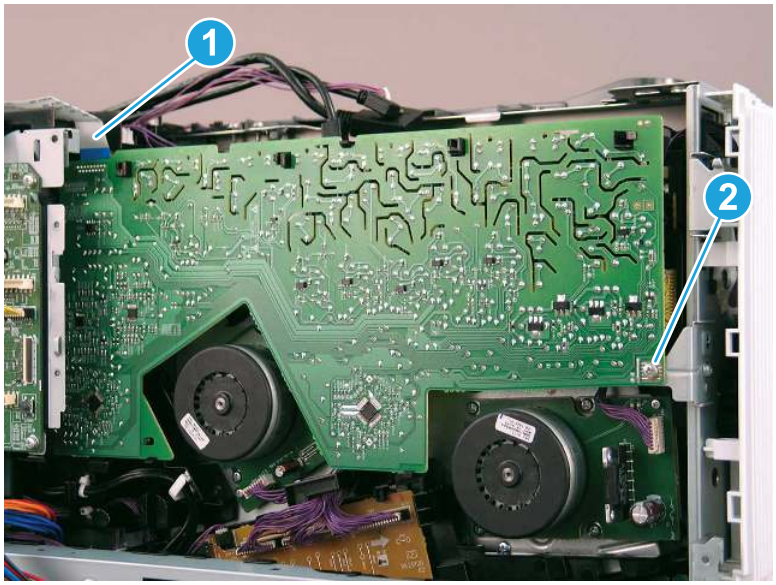
Figure 4-2745 Disconnect two connectors and remove the PCA



23. Remove the upper high-voltage power supply A (upper HVPS).

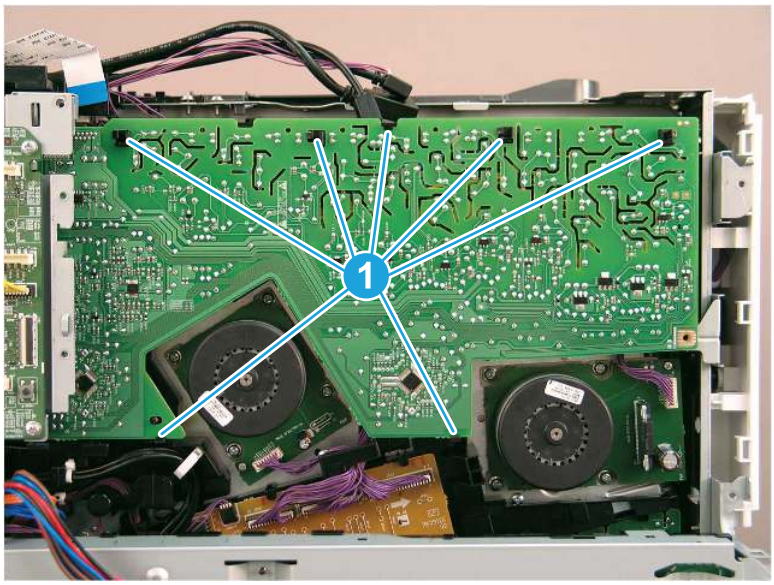
a. Disconnect one flat cable (callout 1), and then remove one screw (callout 2).

Figure 4-2746 Disconnect one flat cable and remove one screw



b. Release seven tabs (callout 1), and then remove the upper HVPS.

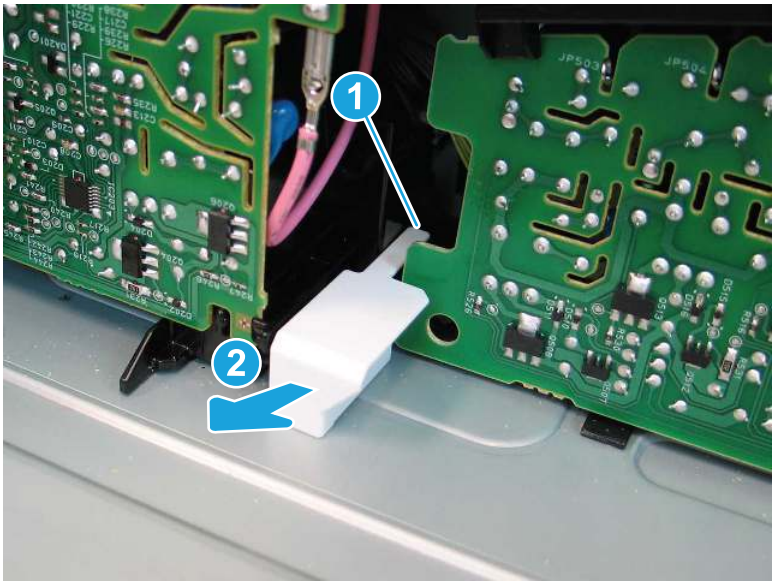
Figure 4-2747 Release seven tabs and remove the upper HVPS



24. Remove the lower high-voltage power supply (lower HVPS).

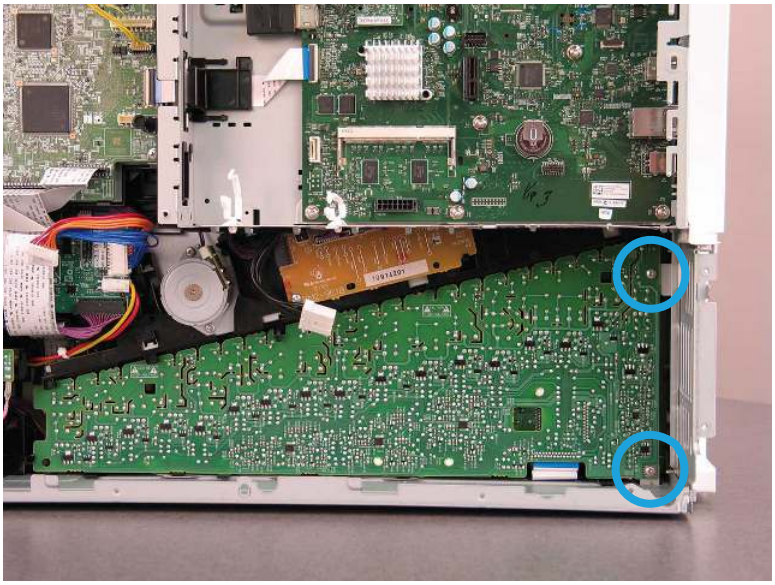
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-2748 Remove the stopper



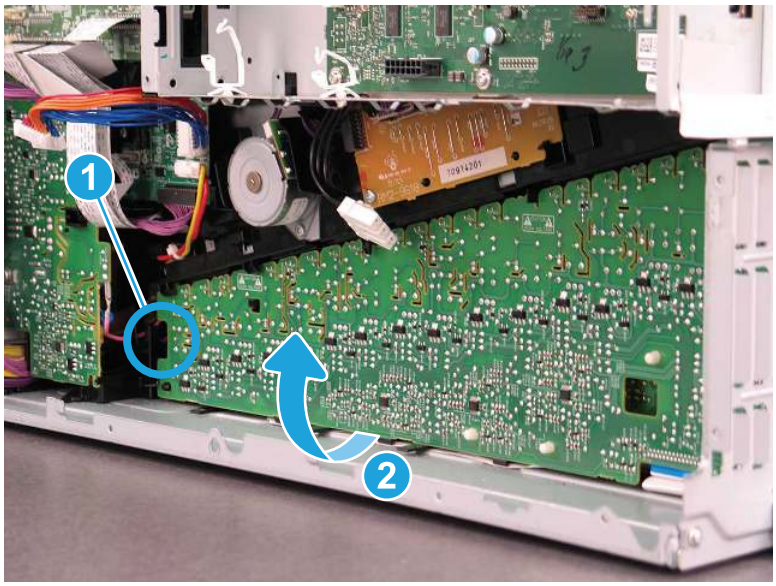
b. Remove two screws (callout 1).

Figure 4-2749 Remove two screws



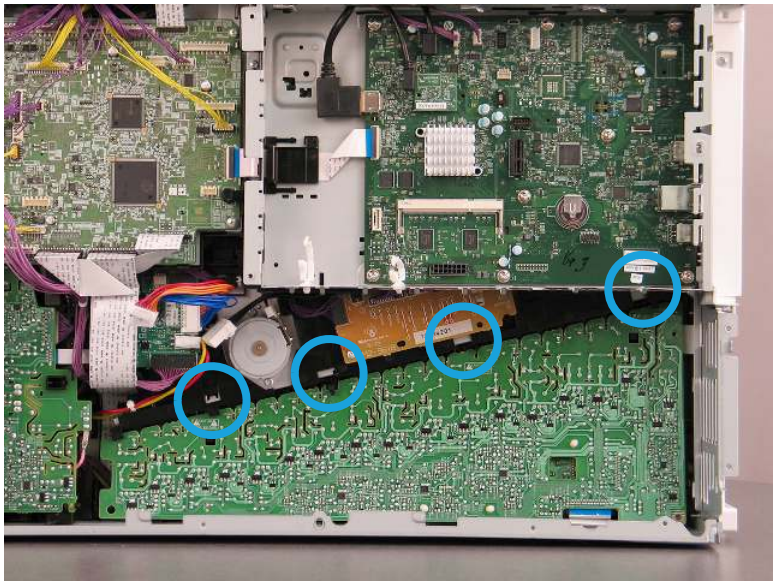
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-2750 Release the lower edge of the lower HVPS



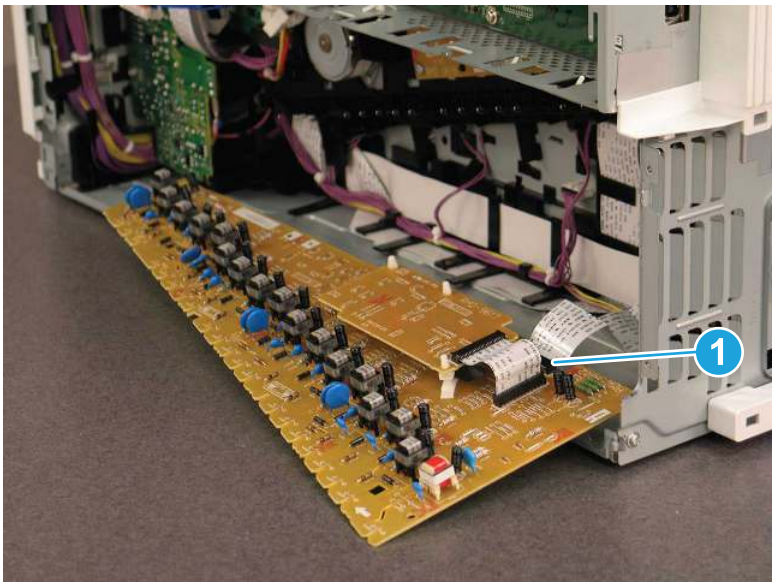
d. Release the lower HVPS from four tabs.

Figure 4-2751 Release four tabs



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

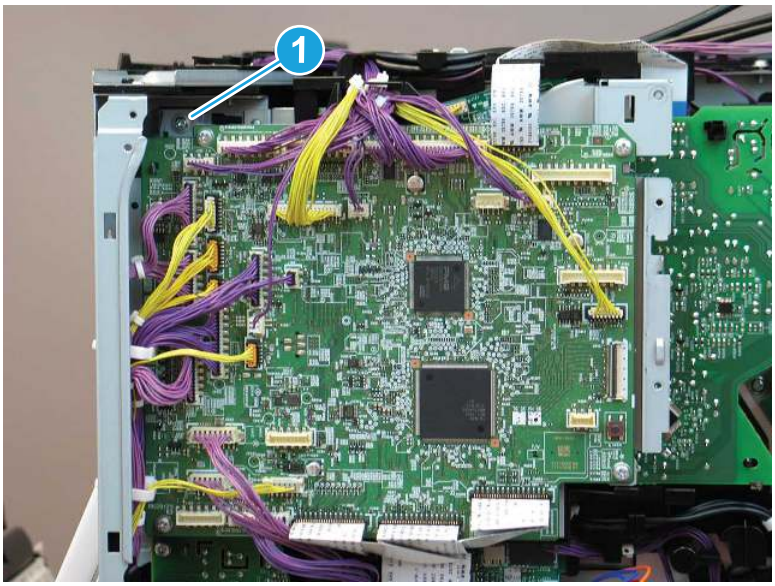
Figure 4-2752 **Disconnect one flat cable**



25. Remove the DC controller and case.

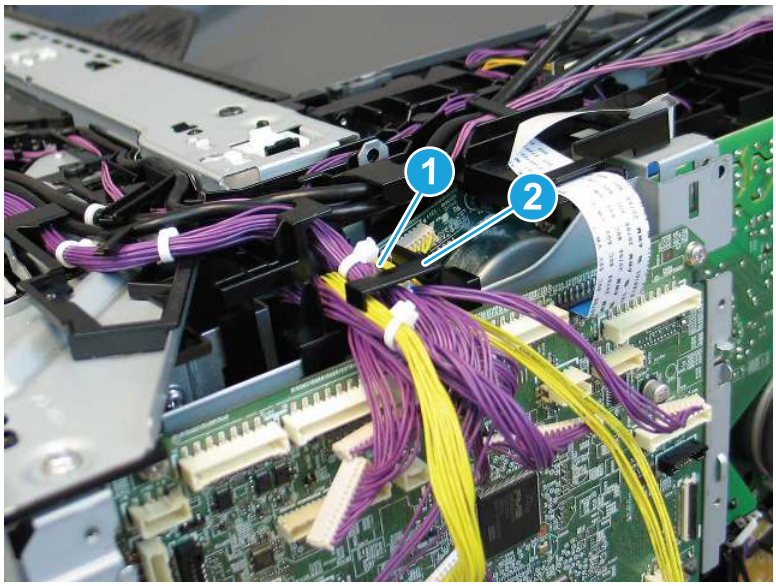
a. Disconnect all of the connectors on the DC controller, and then remove one screw (callout 1).

Figure 4-2753 **Disconnect connectors and remove one screw**



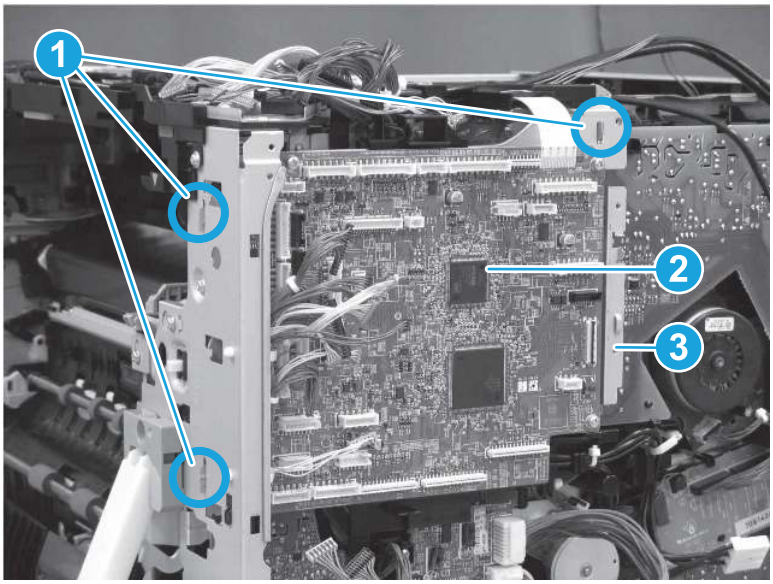
b. Release the wire harnesses (callout 1) from the retainer (callout 2).

Figure 4-2754 Remove the wire harnesses from the retainer



c. Lift up to release three tabs (callout 1), and then remove the DC controller (callout 2) together with the case (callout 3).

Figure 4-2755 Remove the DC controller and case



26. Remove the main drive assembly.

a. Open the front door.

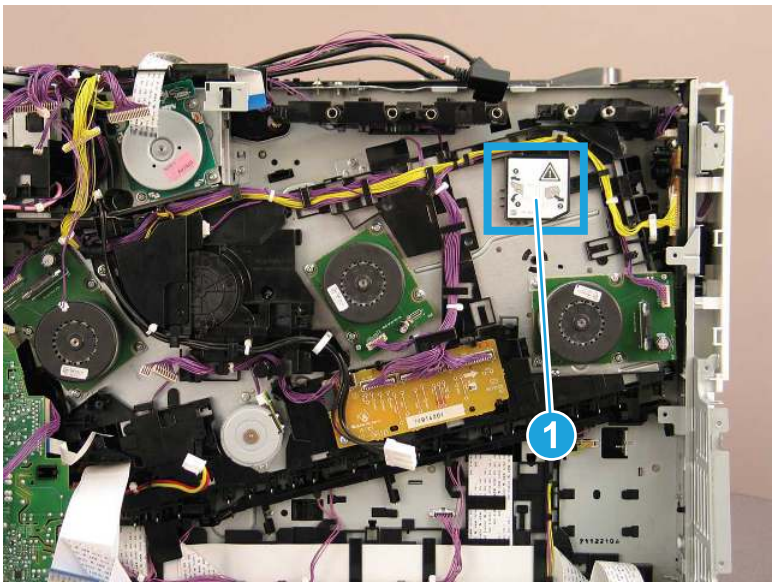
IMPORTANT: **The front door must remain open during removal and installation of the main drive assembly to prevent issues.**

To prevent the front door from closing on its own, install one of the toner cartridges halfway.

Figure 4-2756 Open the front door

b. Note the label (callout 1) on the main drive assembly indicating that the front door must be open and all toner cartridges and imaging drums removed before removing the main drive assembly.

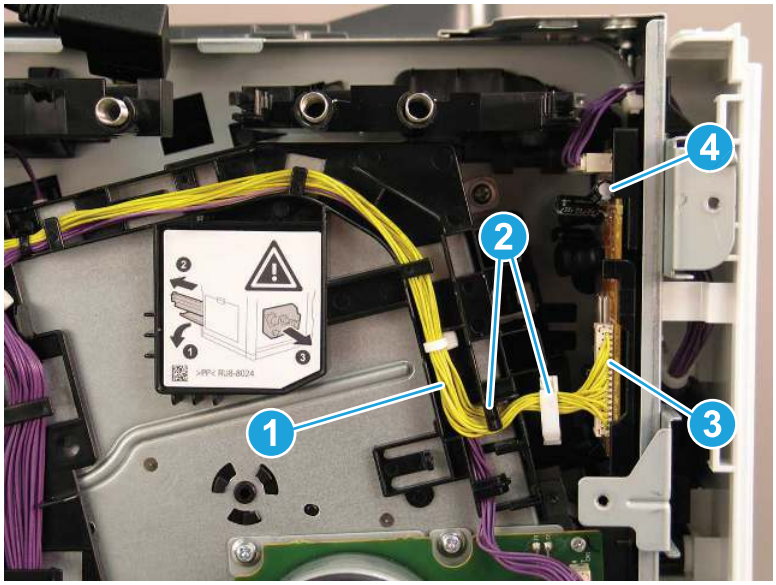
Figure 4-2757 Main drive assembly label



c. Release the cable (callout 1) from the cable guide (callout 2), and then disconnect one connector (callout 3).

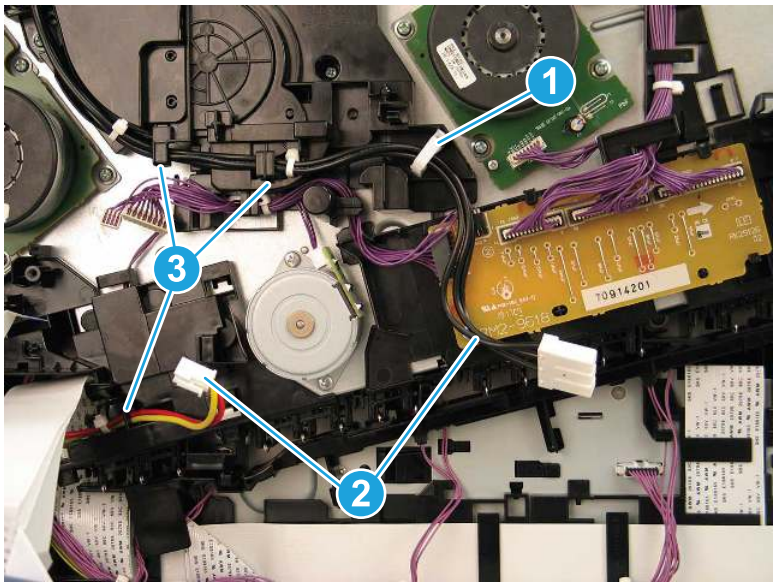
⚠ CAUTION: The capacitor on the PCA (callout 4) can rotate out and prevent the main drive assembly from reseating.

Figure 4-2758 Disconnect one connector



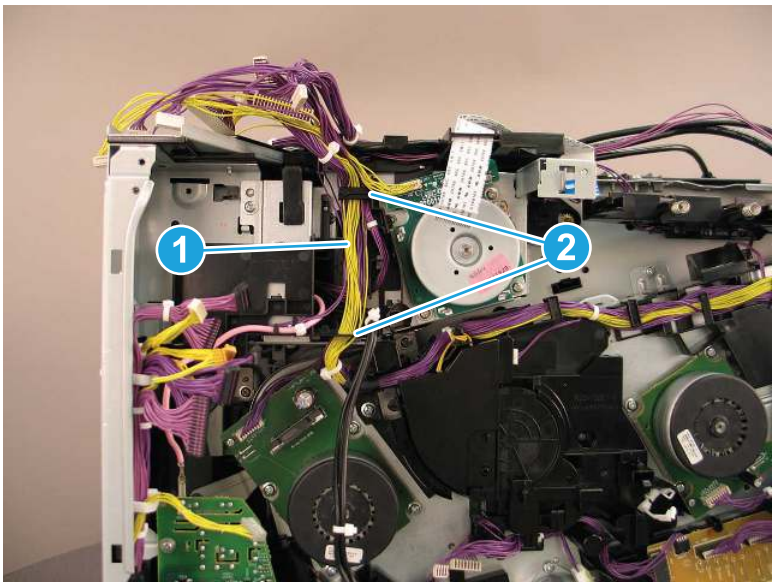
d. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2759 Release the cables from the guides



e. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2760 Release the cables from the guides

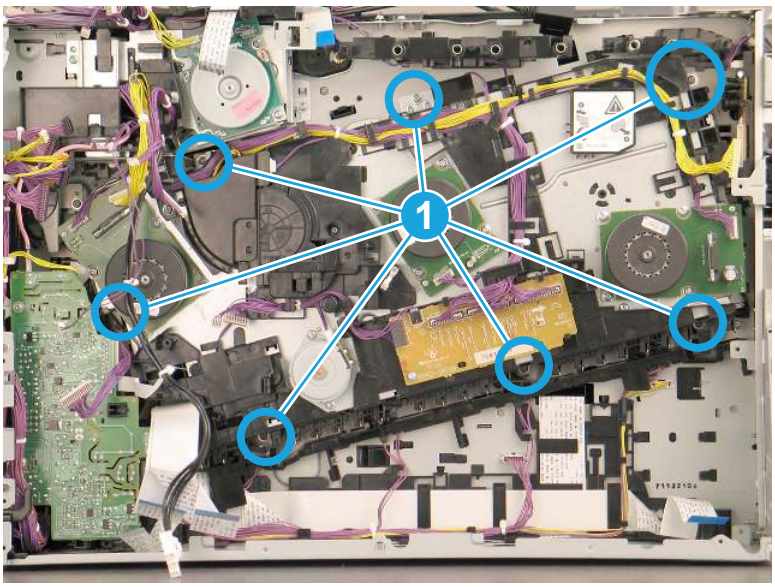


f. Remove seven screws (callout 1), and then remove the main drive assembly.

IMPORTANT: When reinstalling the main drive assembly, make sure that the front door is open.

Partially reinstall one toner cartridge to prevent the front door from closing.

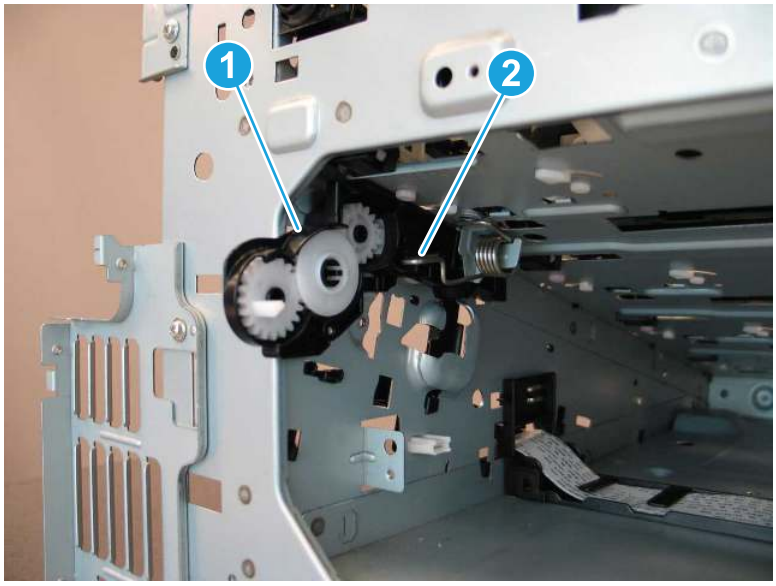
Figure 4-2761 Remove seven screws and the main drive assembly



27. Remove the waste toner gear base assembly.

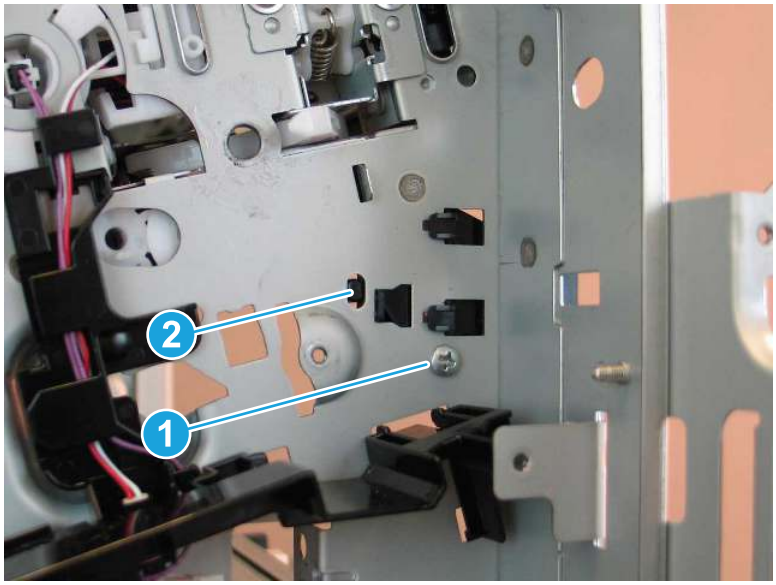
a. Locate the waste toner gear base assembly (callout 1), and then release the laser scanner spring (callout 2).

Figure 4-2762 Release the laser scanner spring



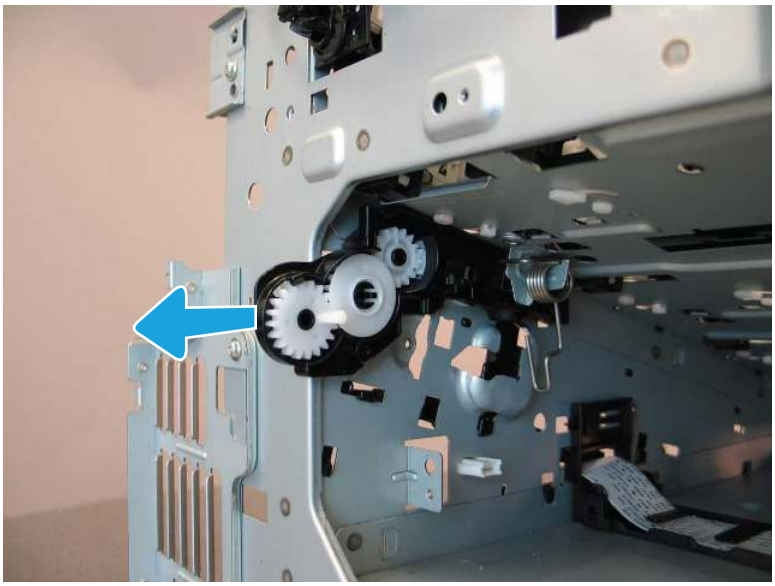
b. At the back of the printer, remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-2763 Remove one screw and release one tab



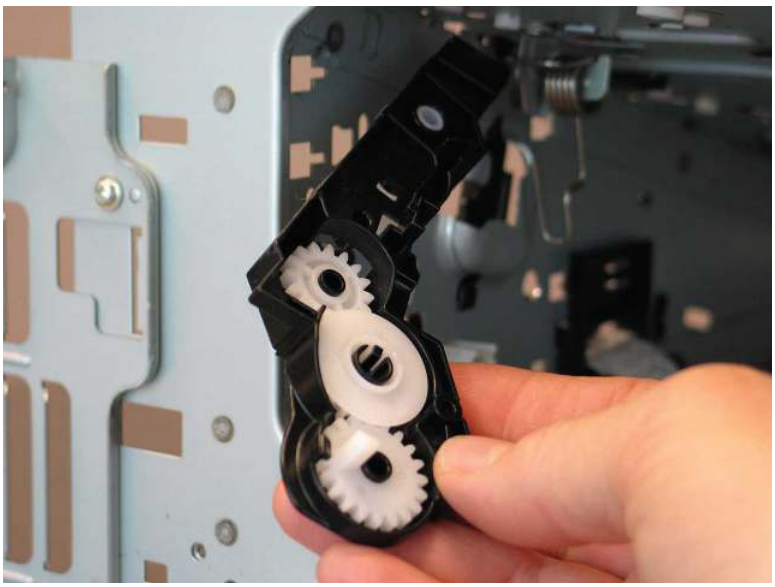
c. Slide the waste toner gear base assembly away from the printer.

Figure 4-2764 Slide the waste toner gear base assembly



d. Remove the waste toner gear base assembly.

Figure 4-2765 Remove the waste toner gear base assembly



28. Unpack the replacement assembly.

a. 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

b. 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.

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.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

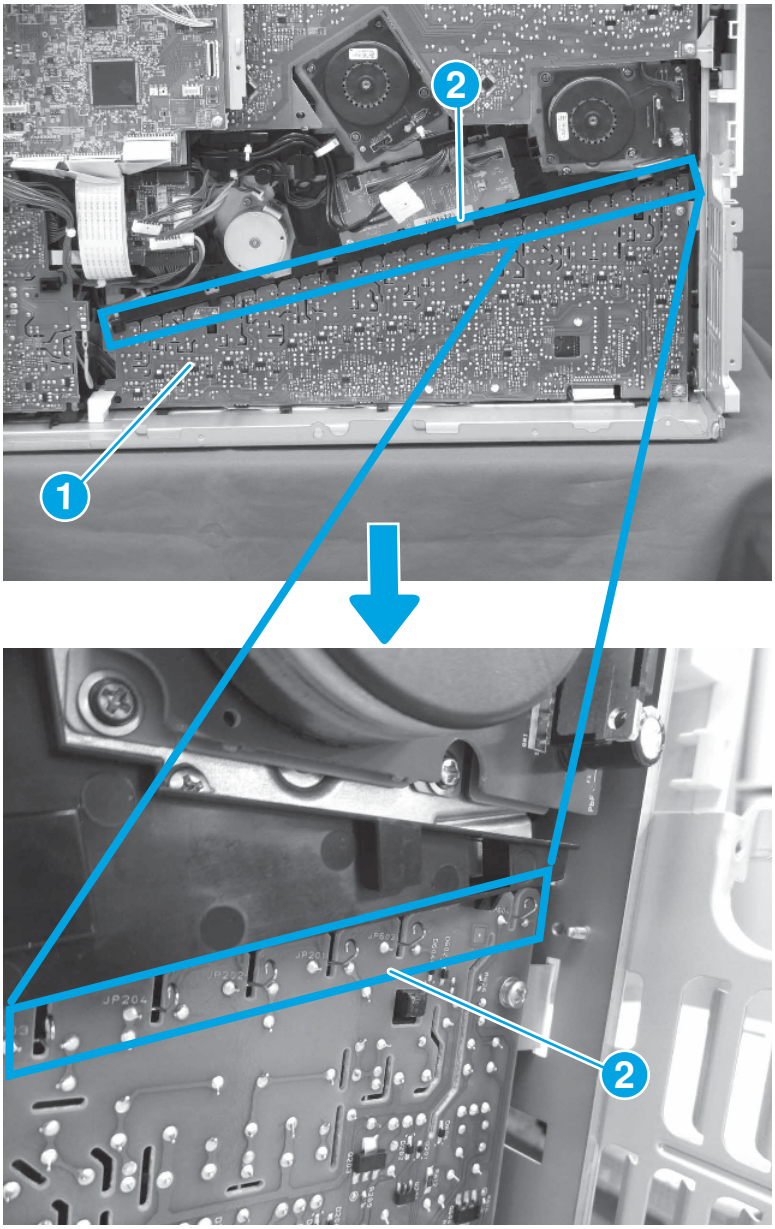
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

29. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the lower HVPS.

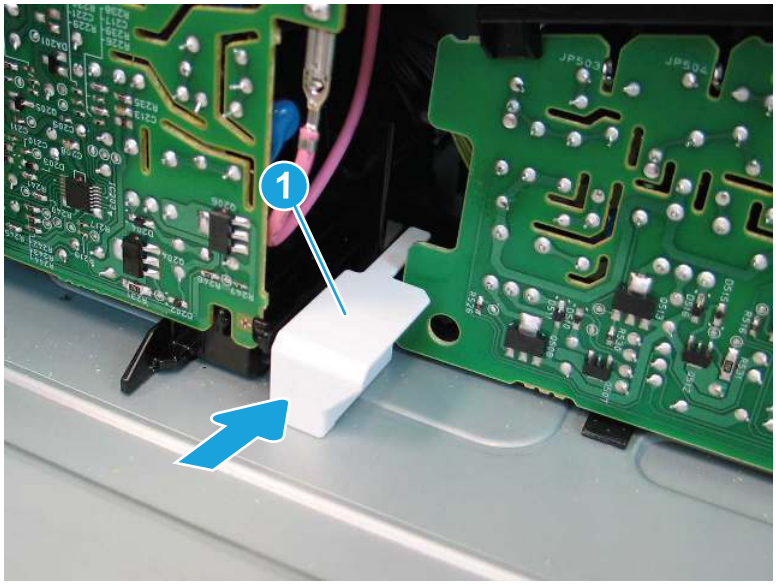
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-2766 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

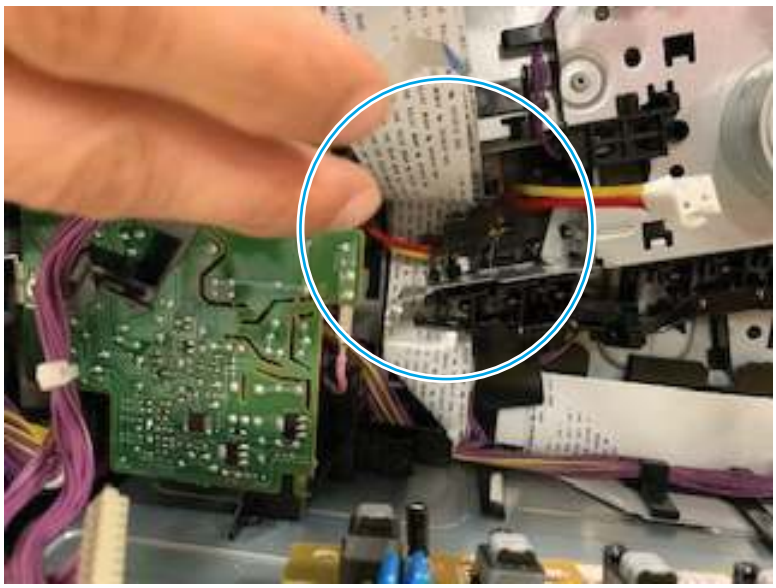
Figure 4-2767 Install the stopper



Install the main drive assembly.

a. Route the red and yellow cables back into the main drive assembly guides prior to re-installation. This will prevent the cables from being pinched behind the main drive assembly.

Figure 4-2768 Main drive wire harness

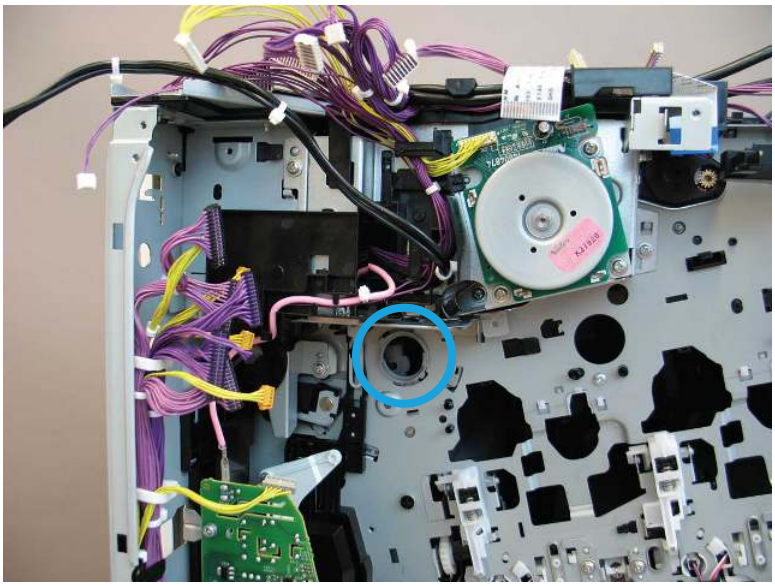


b. If the coupling estrangement cam falls off of the printer or is broken or lost in the process of removing the main drive assembly, follow these steps to reinstall it.

Figure 4-2769 Coupling estrangement cam

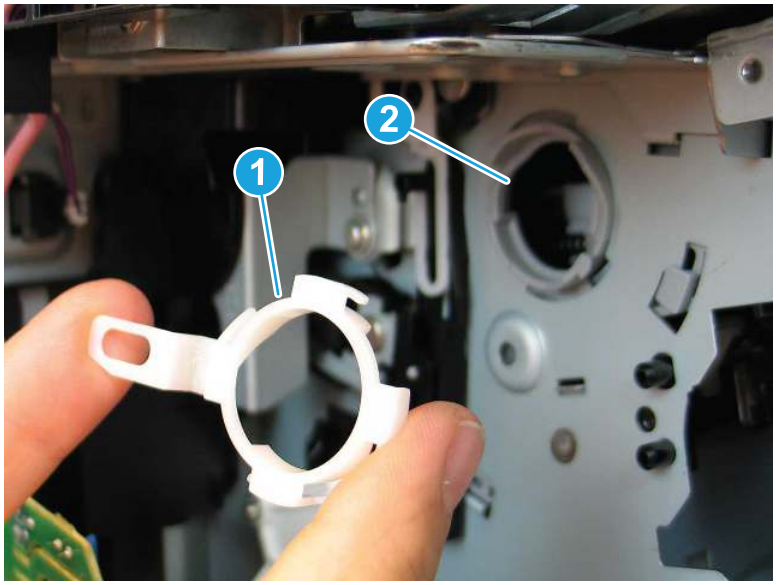
c. Note the location where the cam will be installed.

Figure 4-2770 Cam location



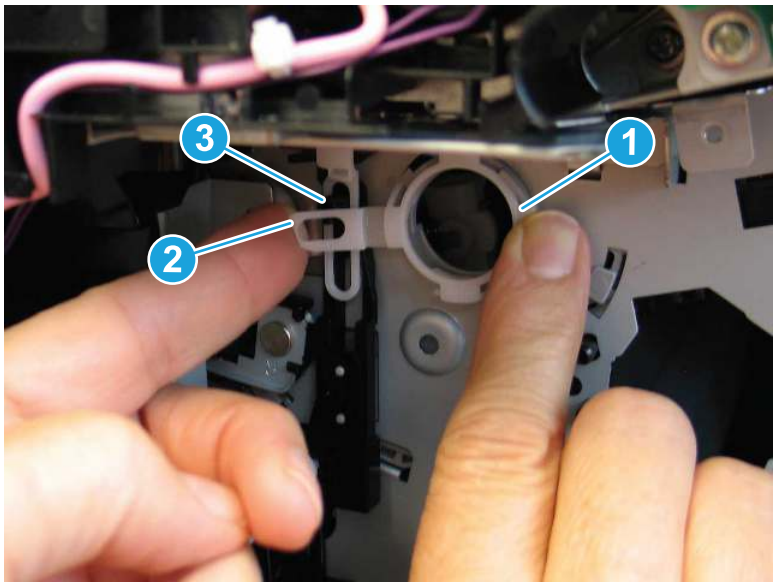
d. Position the cam (callout 1) over the gray ring (callout 2) on the printer. The tabs on the cam fit into openings on the gray ring.

Figure 4-2771 Position the cam



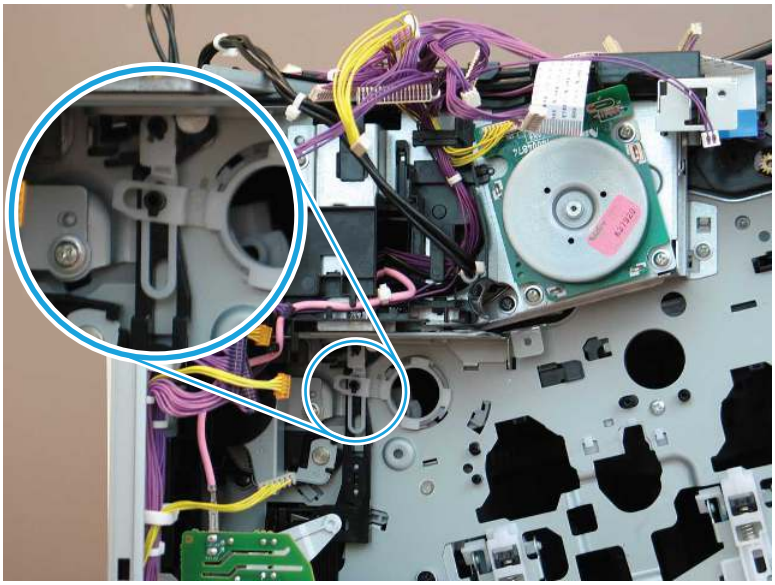
e. Hold the cam in position (callout 1), and then position the opening in the left side of the cam (callout 2) over the boss (callout 3) on the black link arm on the printer.

Figure 4-2772 Install the cam



f. When installed correctly, the cam engages with the black link arm on the printer.

Figure 4-2773 Cam correctly installed



Removal and replacement: Waste toner gear base assembly (M856/E85055/M776dn/M776z)

Learn how to remove and replace the waste toner gear base assembly.

View a video of how to remove and replace the waste toner gear base assembly.

Mean time to repair: 45 minutes

Service level: Difficult

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 4-132 Part information

Part number	Part description
RM2-1364-000CN	Waste toner gear base assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-2774 **Remove the toner cartridge**

2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2775 Rotate the blue lever

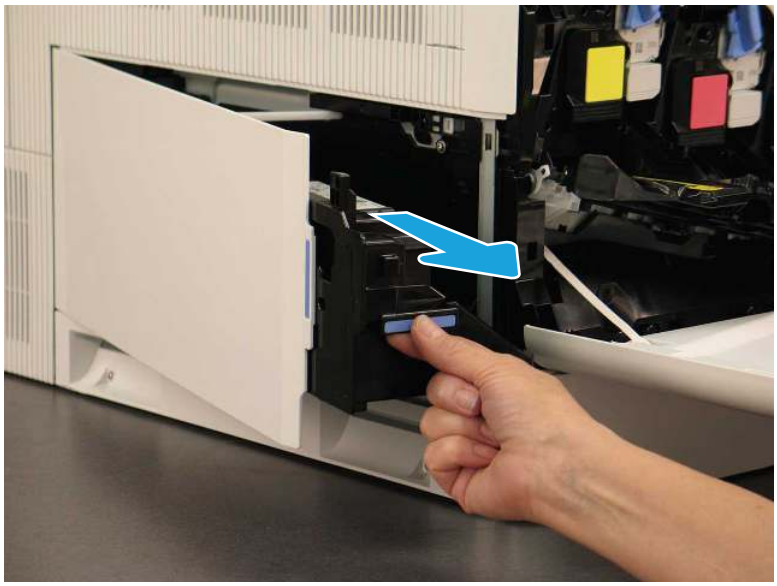
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2776 Remove the imaging drum

3. Remove the TCU.

- Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

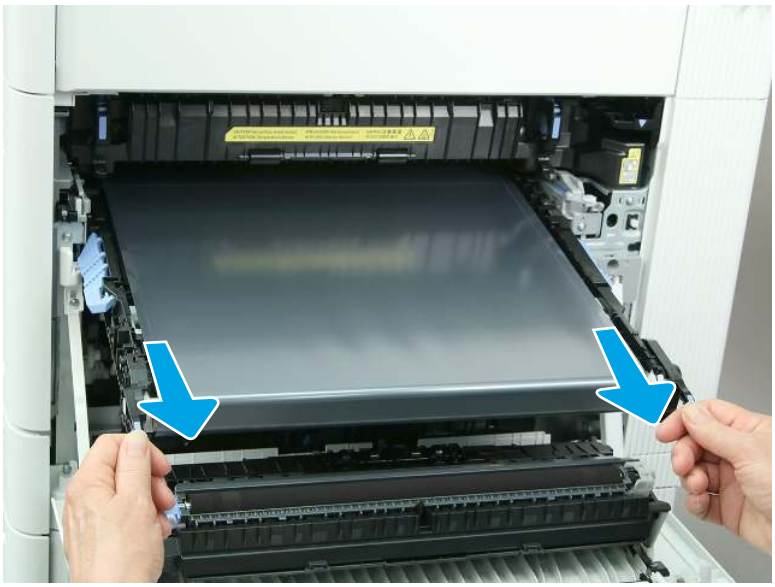
  Figure 4-2777 Remove the TCU

4. Remove the intermediate transfer belt (ITB).

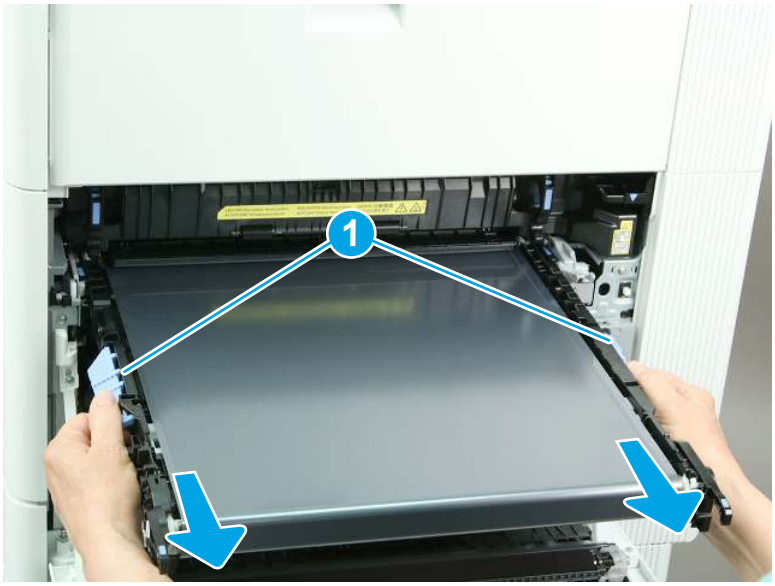
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-2778 Partially remove the ITB

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

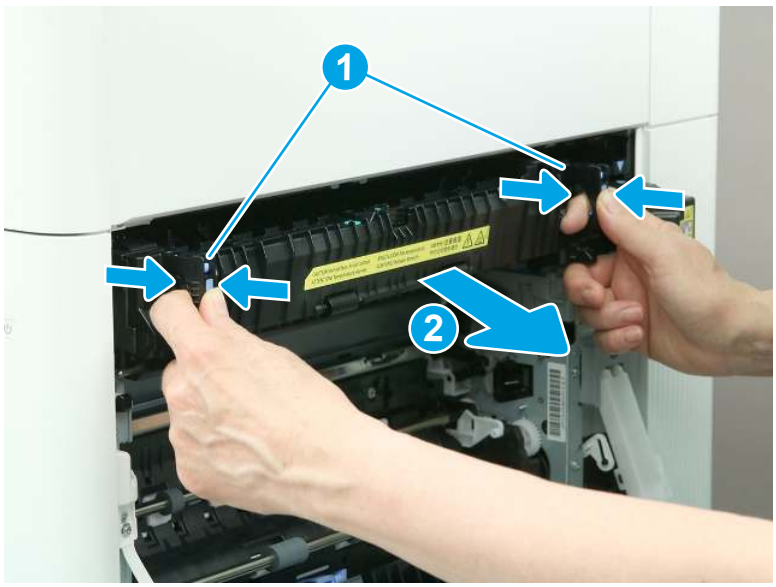
Figure 4-2779 Remove the ITB



5. Remove the fuser.

- Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-2780



6. Remove the formatter cover.

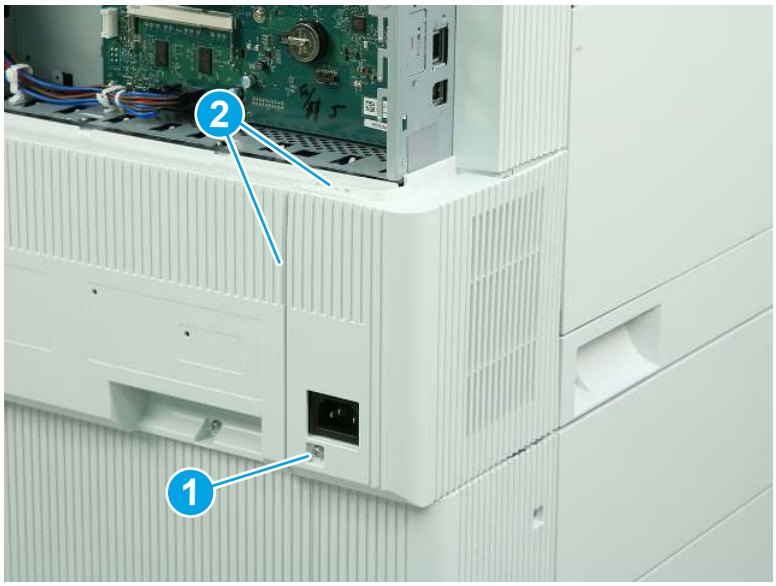
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2781 Remove the formatter cover

7. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2782 Remove one screw and release two tabs



b. Rotate the cover away from the printer to remove it.

Figure 4-2783 Remove the left lower cover

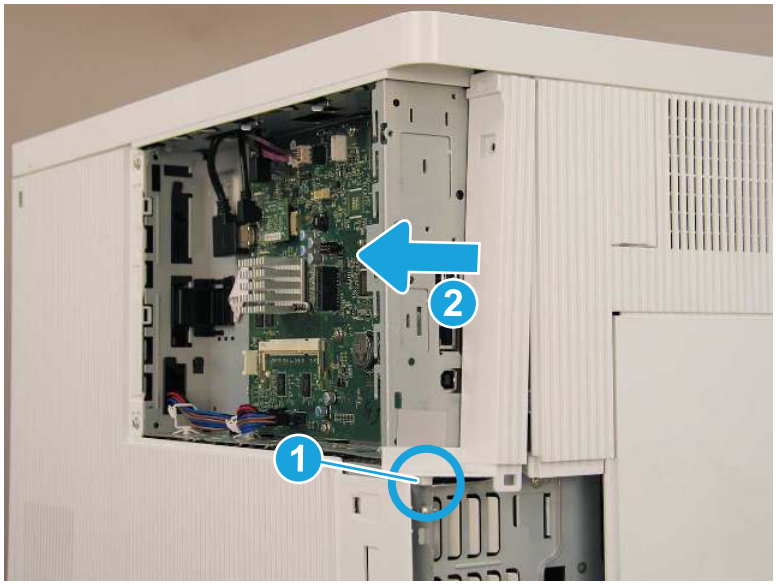
8. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2784 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

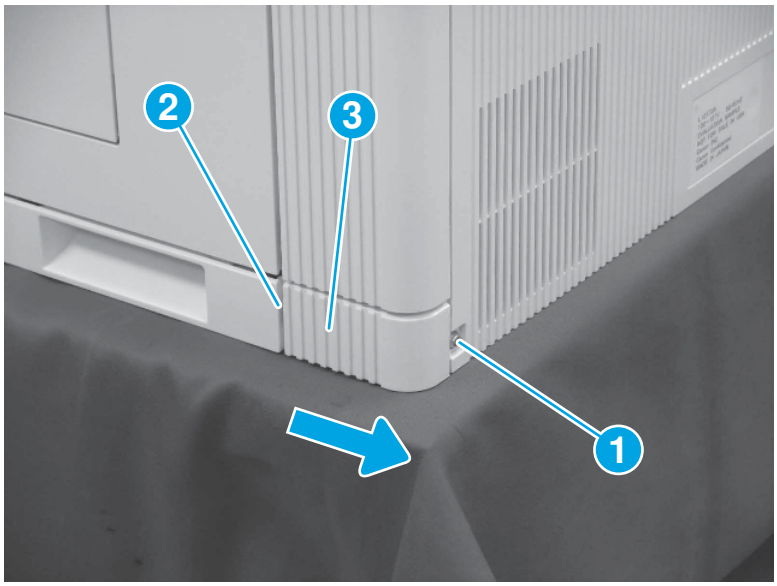
Figure 4-2785 Remove the left rear cover



9. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

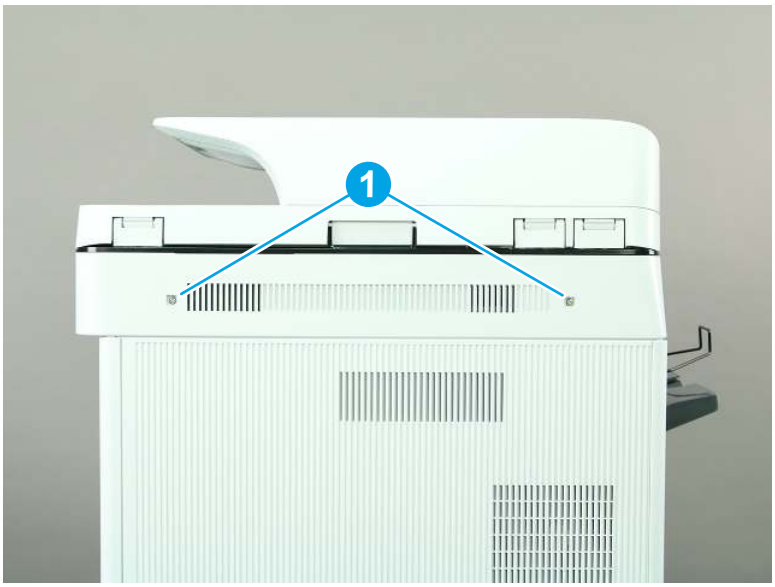
Figure 4-2786 Remove the right rear lower cover



10. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2787 Remove two screws



b. Remove the SCB cover.

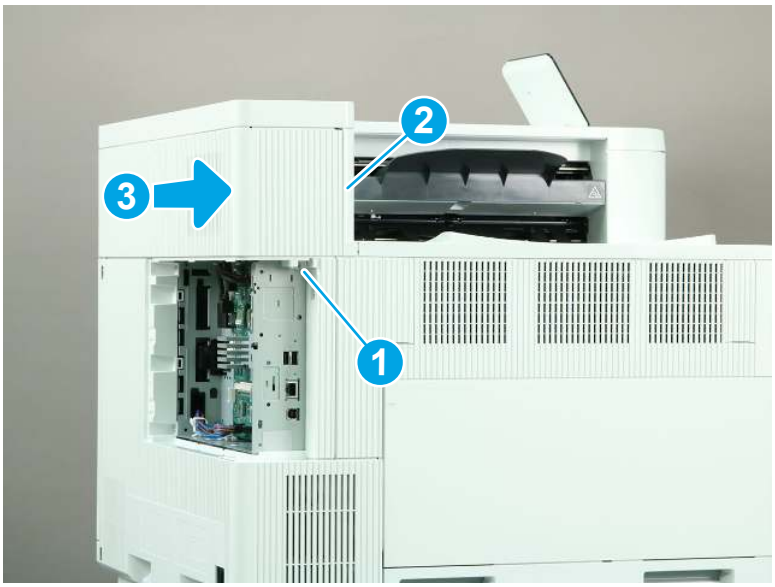
Figure 4-2788 Remove the SCB cover

11. Remove the rear upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figure shows the M856 printer. The procedure is correct for all referenced models.

- Remove one screw (callout 1), release one tab (callout 2), and then slide the rear upper cover away from the printer to remove it (callout 3).

Figure 4-2789 Remove the rear upper cover

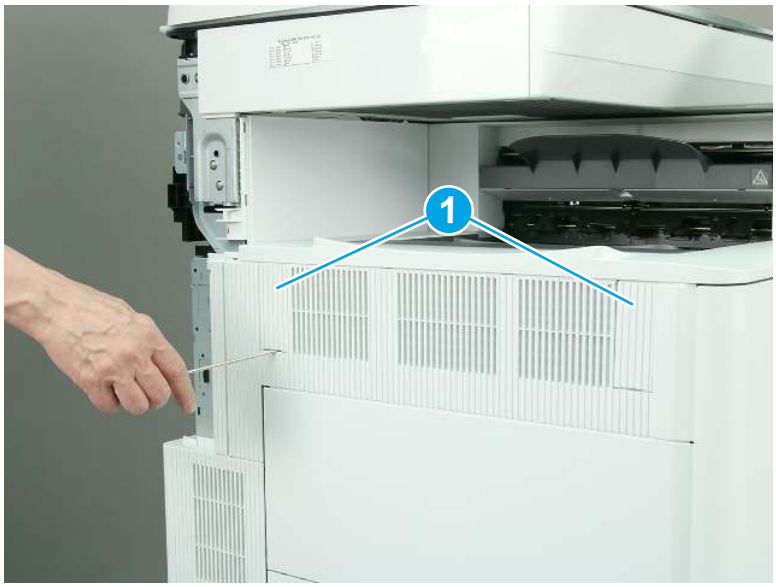


12. Remove the accessory upper cover (M856/E85055/M776dn/M776z).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

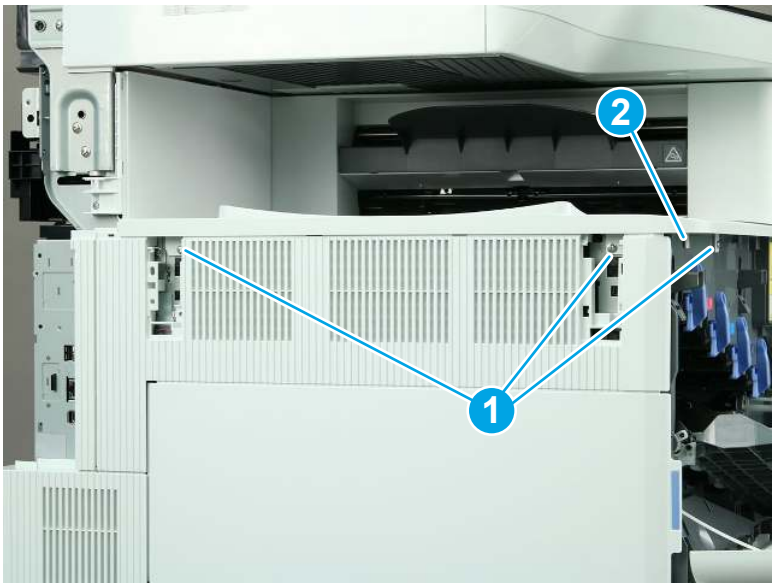
a. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2790 Remove two covers



b. Remove three screws (callout 1), and then release one tab (callout 2).

Figure 4-2791 Remove three screws and release one tab



c. Slide the accessory upper cover away from the printer to remove it.

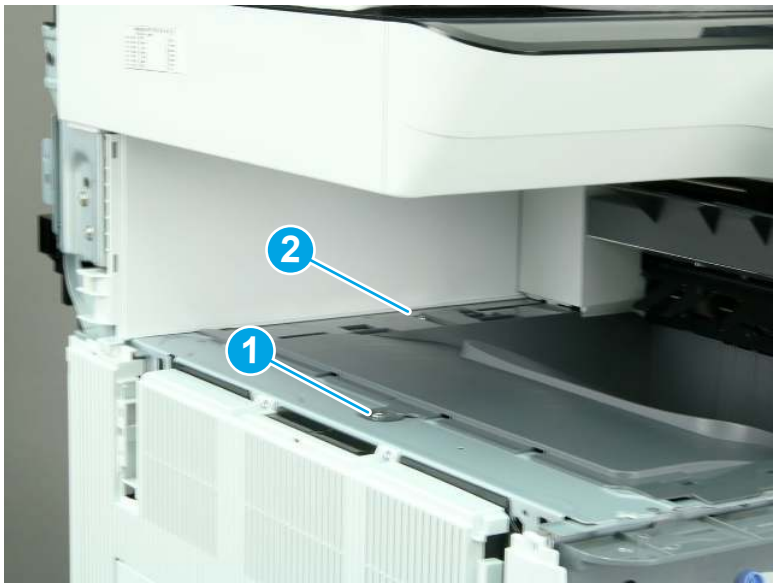
Figure 4-2792 Remove the accessory upper cover

13. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2793 Remove two screws



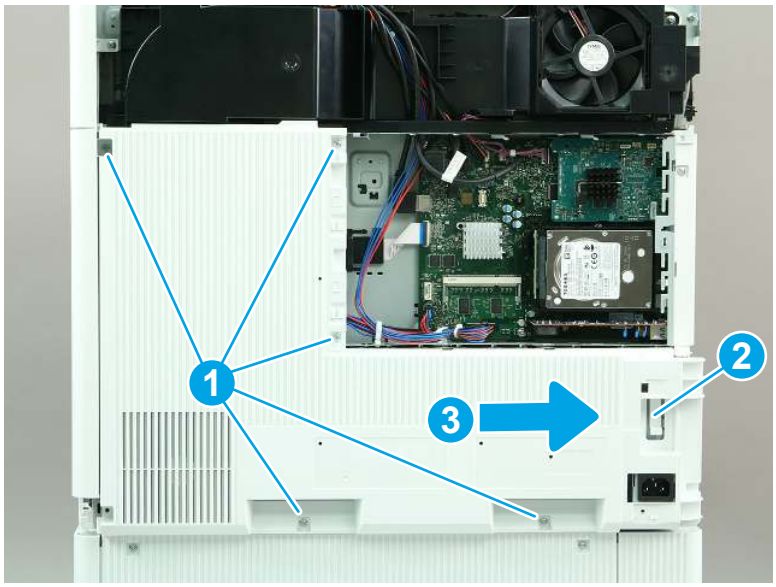
b. Remove the output bin.

Figure 4-2794 Remove the output bin

14. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

Figure 4-2795 **Remove the rear cover (M856/E85055/M776)**



15. **M856/E85055 only**: Remove the control panel and top cover.

NOTE: This step applies to only the M856/E85055 models. Skip this step for all other models.

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

Figure 4-2796 **Remove the control panel cover**

b. Remove one screw (callout 1).

Figure 4-2797 Remove one screw

c. Lift the back edge of the control panel up (callout 1), and then slide the control panel toward the back of the printer (callout 2).

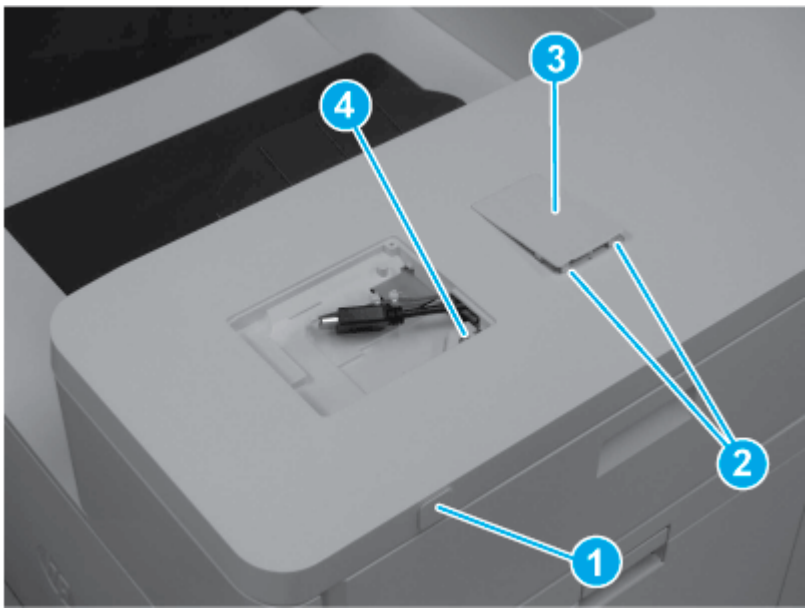
Figure 4-2798 Slide the control panel back

d. Turn the control panel so that the bottom is facing up, and then disconnect two connectors to remove the control panel.

Figure 4-2799 Disconnect two connectors

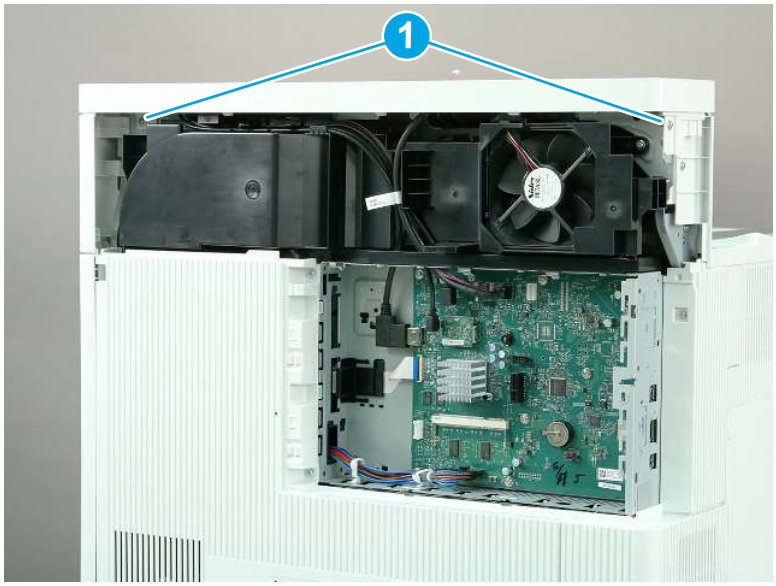
e. Remove the USB cover (callout 1). Release two tabs (callout 2), and then remove the HIP cover (callout 3). Remove one screw (callout 4).

Figure 4-2800 Remove covers and one screw



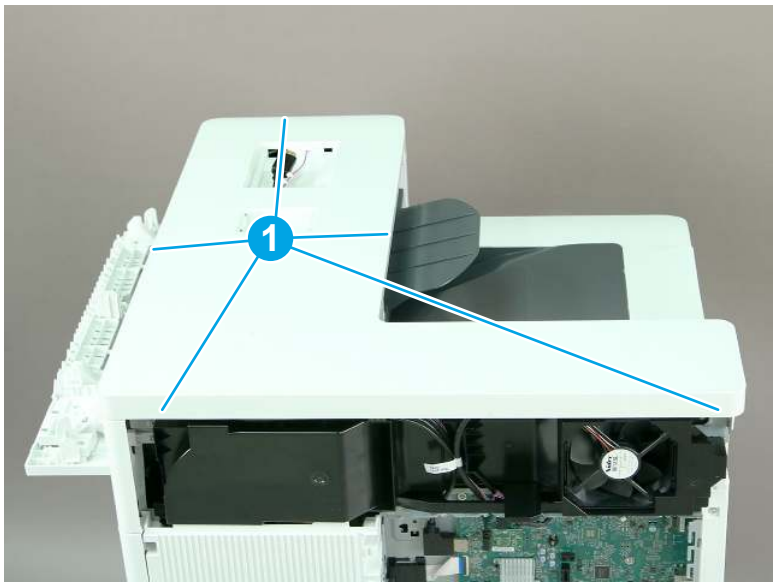
f. Remove two screws (callout 1).

Figure 4-2801 Remove two screws



g. Release five tabs (callout 1), and then remove the top cover.

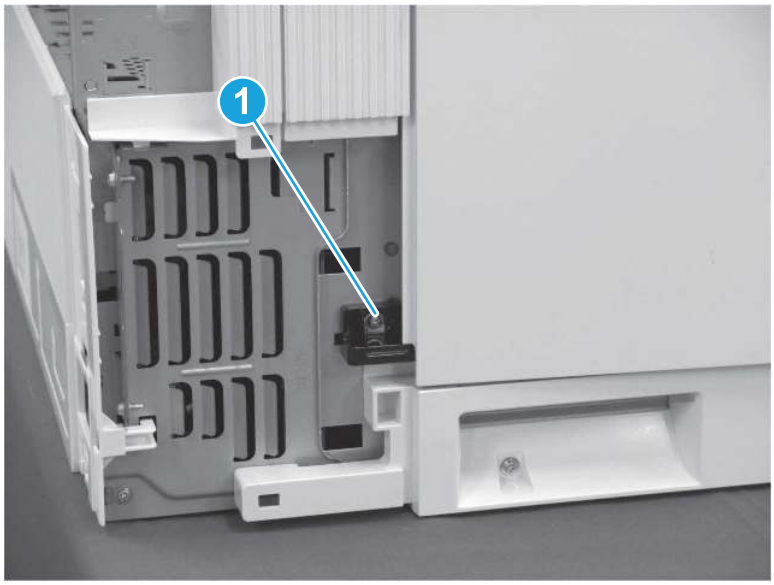
Figure 4-2802 Release five tabs



16. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2803 Remove one screw

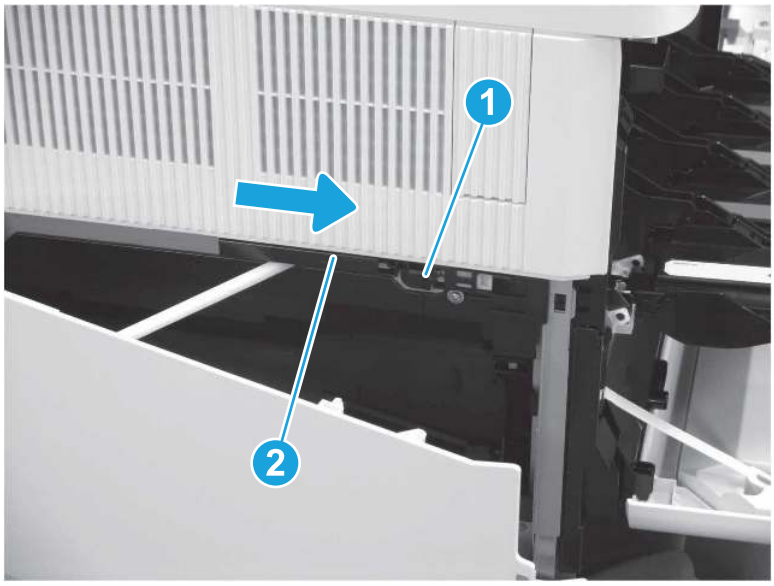


b. Release the holder, and then remove it from the printer.

Figure 4-2804 Remove the holder

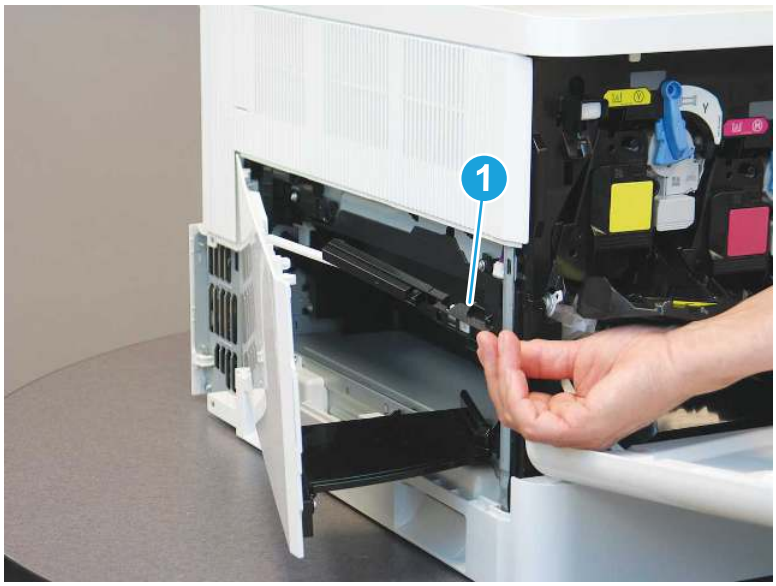
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2805 Slide the holder



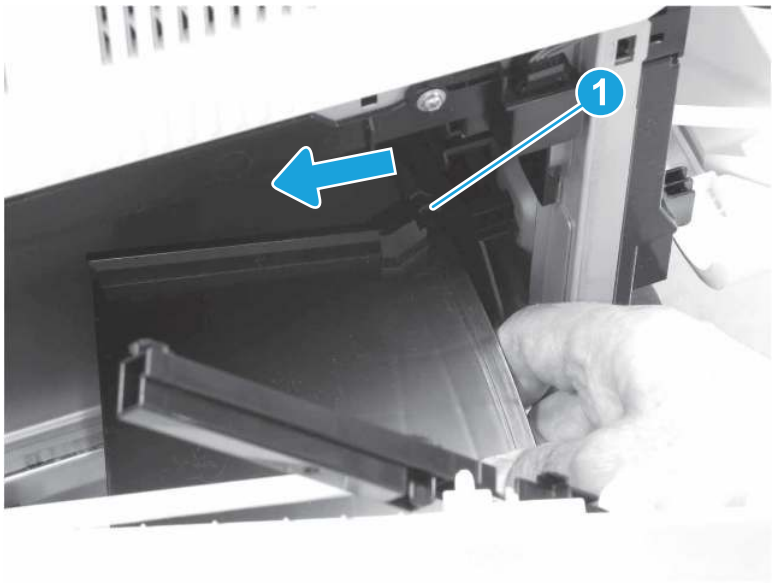
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2806 Release the holder



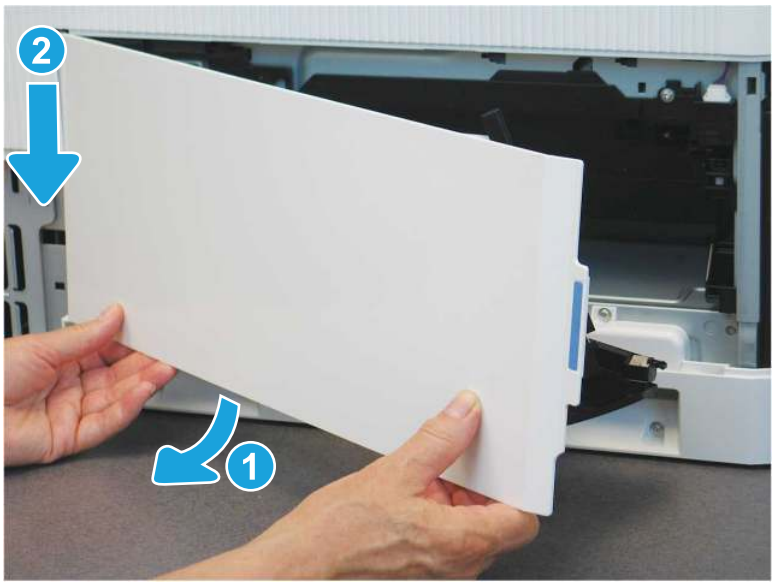
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2807 Release the stopper



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

Figure 4-2808 Remove the left door

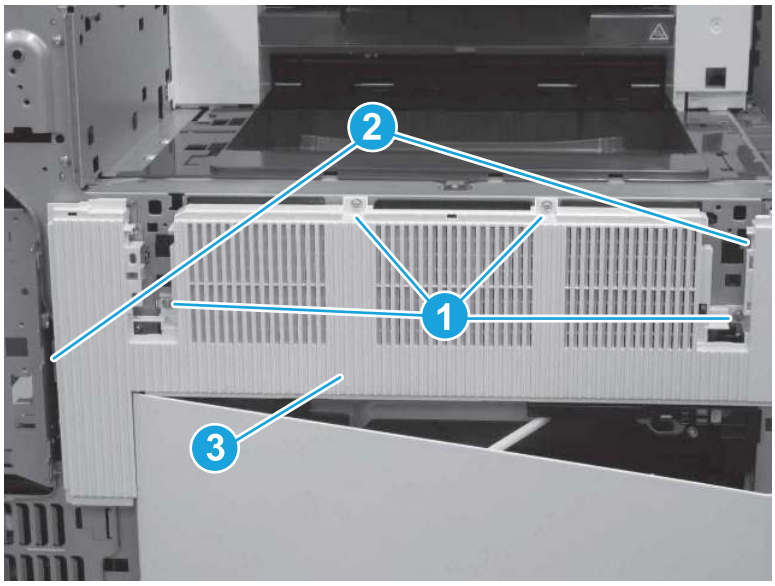


17. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

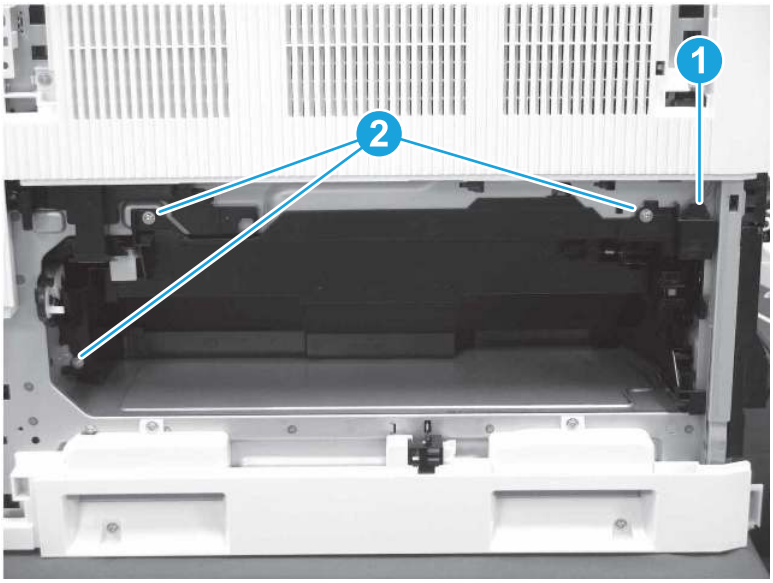
Figure 4-2809 **Remove the left upper cover**



18. Remove the scanner cover.

a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

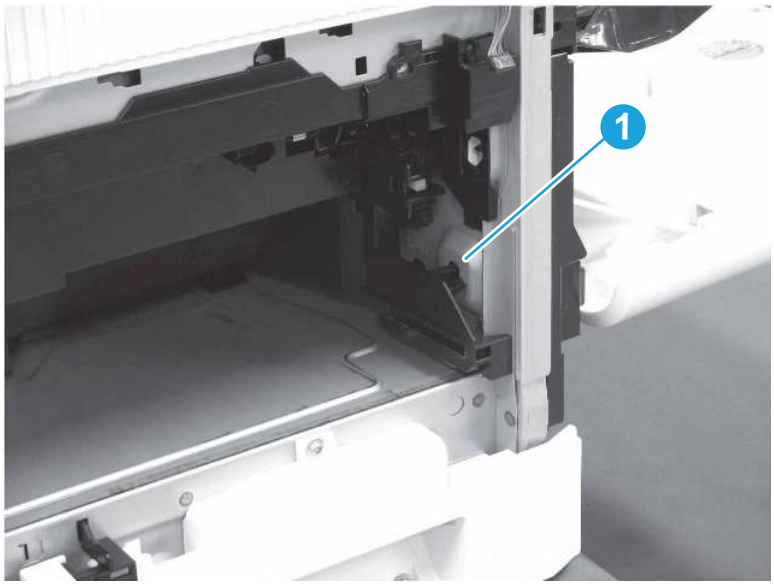
Figure 4-2810 **Disconnect one connector and remove three screws**



TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

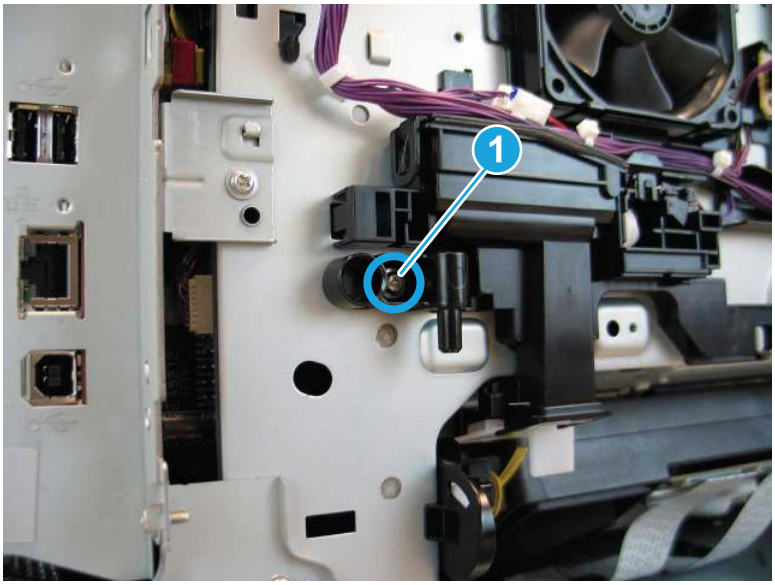
Figure 4-2811 Remove the scanner cover



19. Remove the secondary auger.

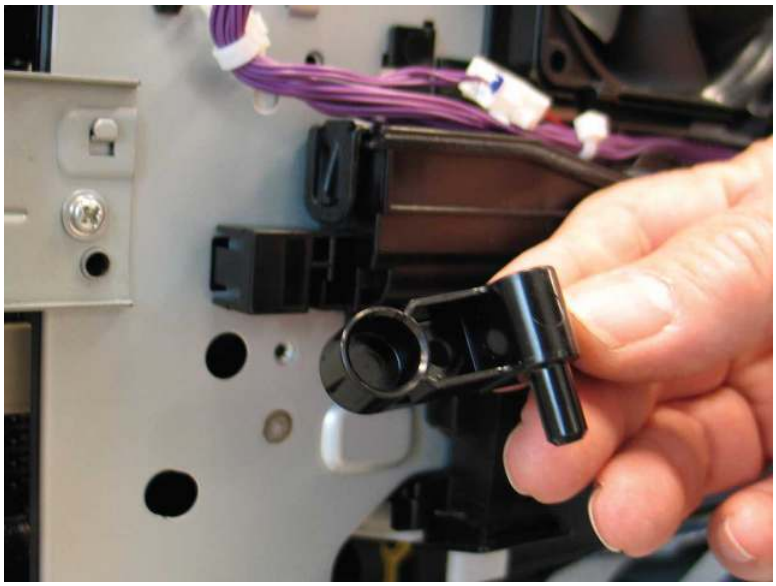
a. Remove one screw (callout 1).

Figure 4-2812 Remove one screws



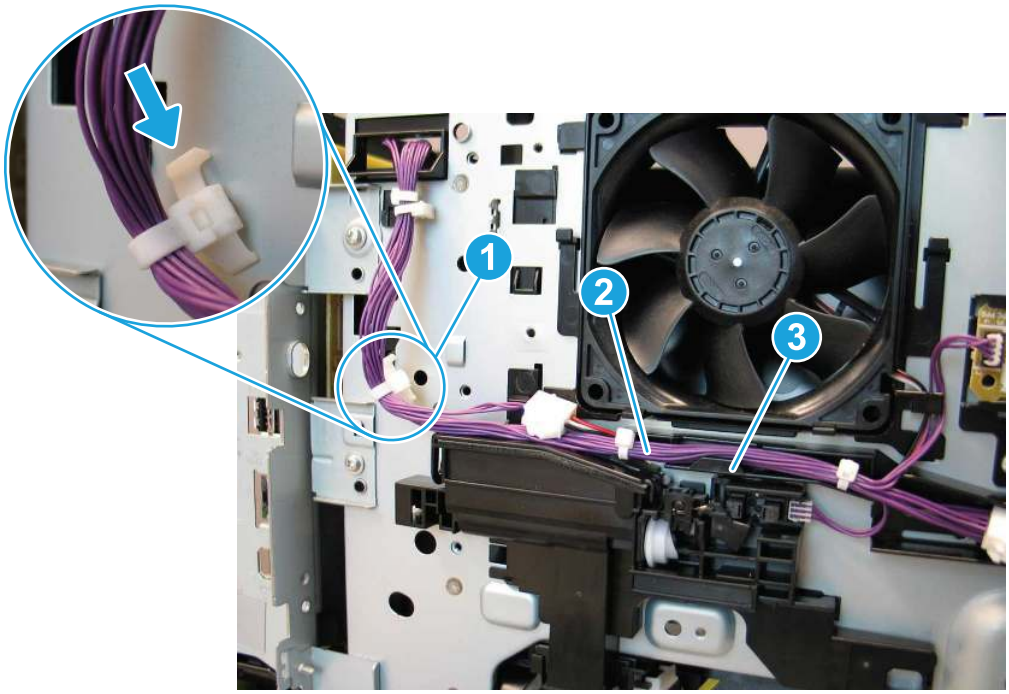
b. Remove the left door upper hinge.

Figure 4-2813 Remove the left door upper hinge



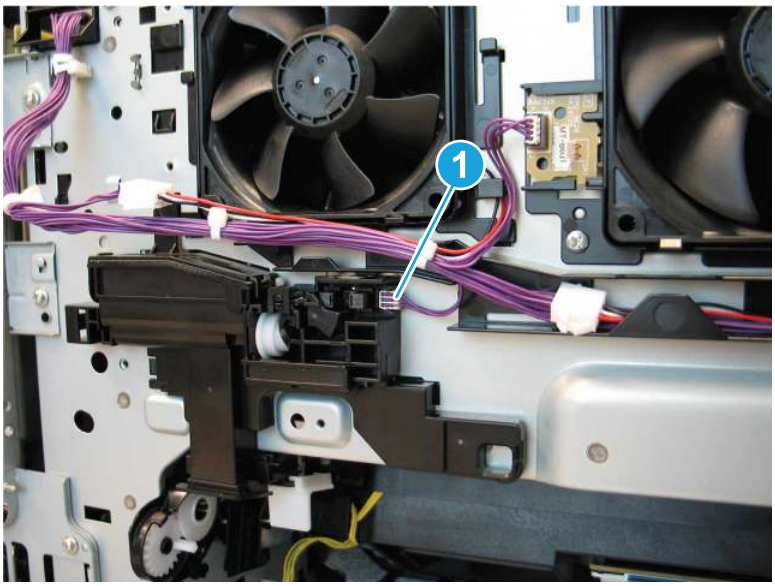
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2814 Release the wire harness from the guides



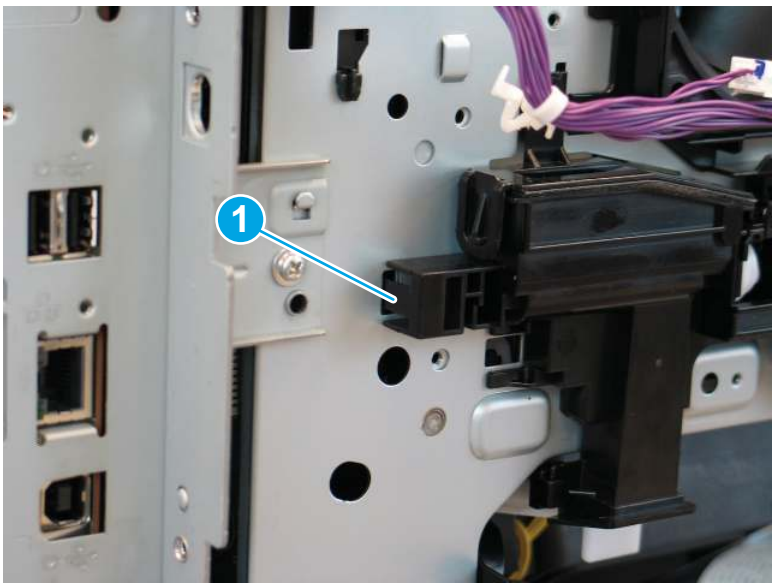
d. Disconnect one connector (callout 1).

Figure 4-2815 Disconnect one connector



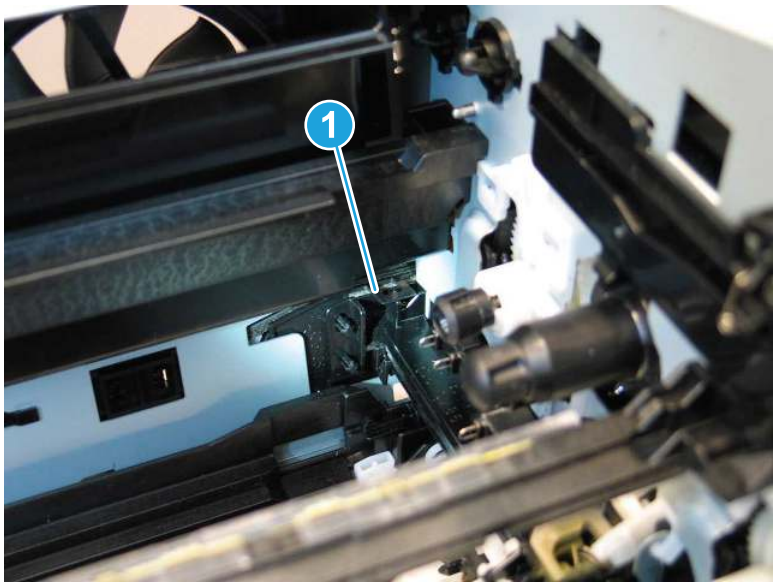
e. Release one tab (callout 1).

Figure 4-2816 Release one tab



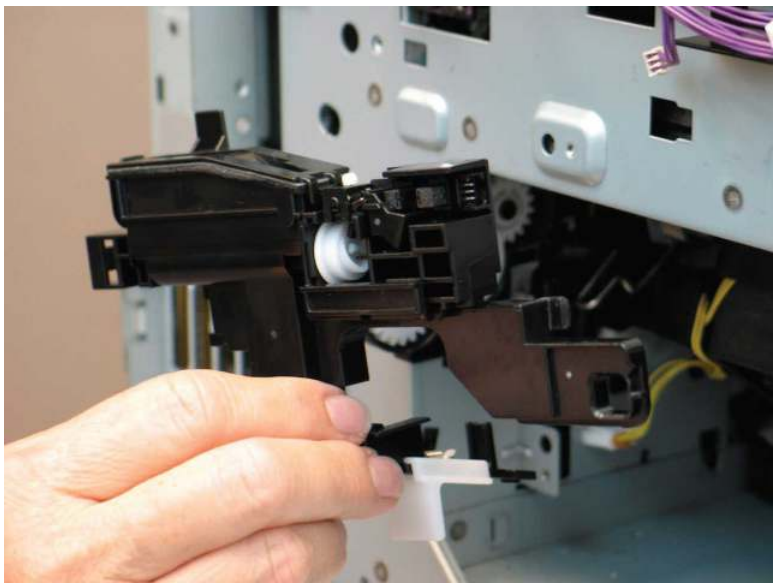
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2817 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2818 Remove the secondary auger assembly

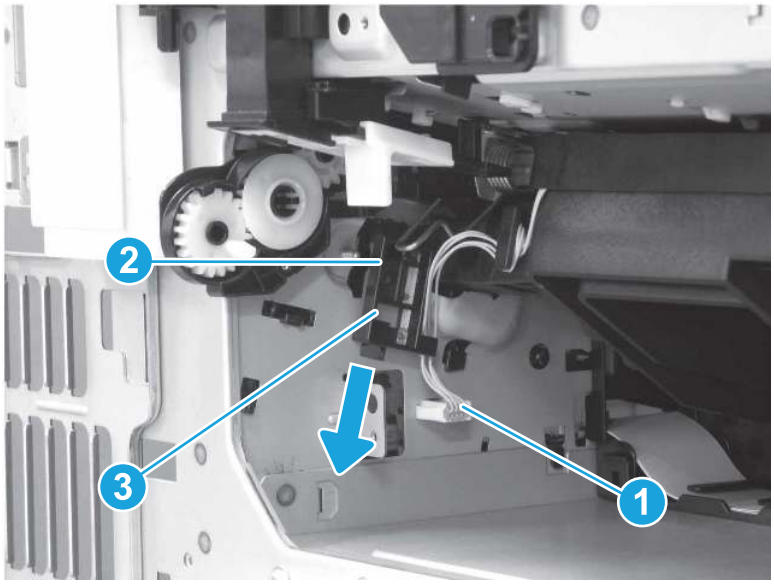


20. Remove the laser scanner.

IMPORTANT: The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.

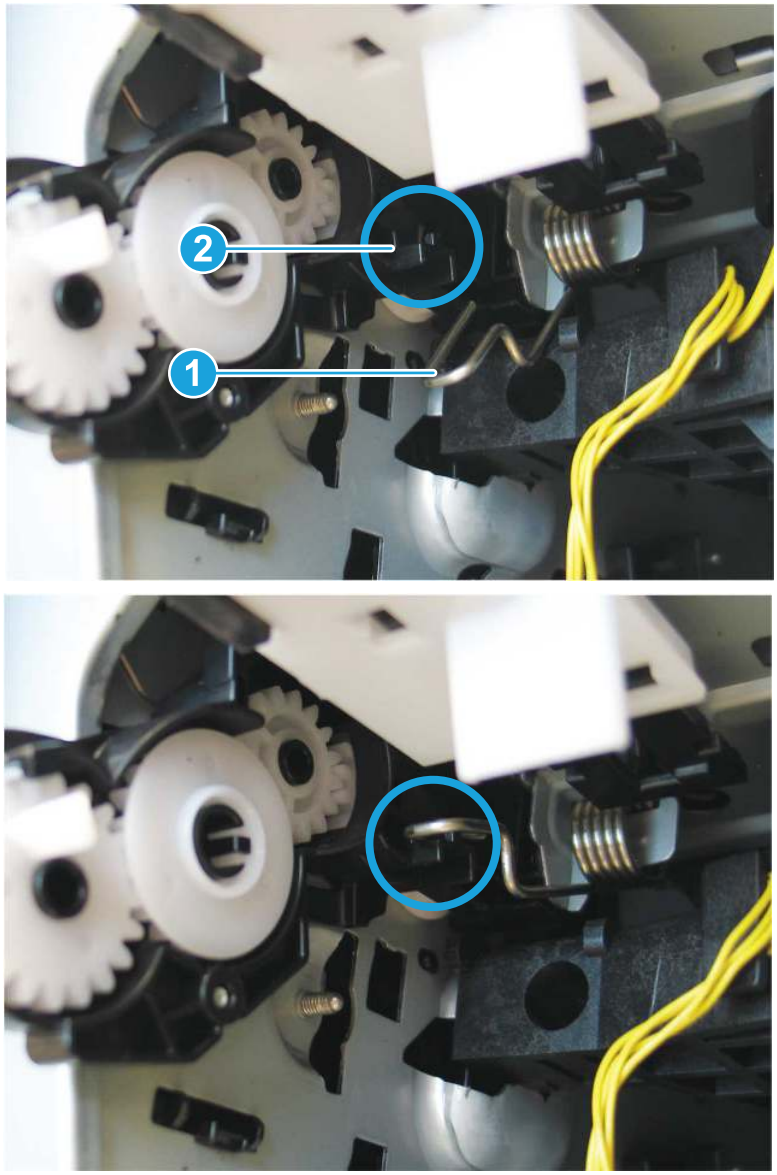
a. Disconnect one connector (callout 1), release one tab (callout 2), and then slide the stopper (callout 3) down to remove it.

Figure 4-2819 Remove the stopper

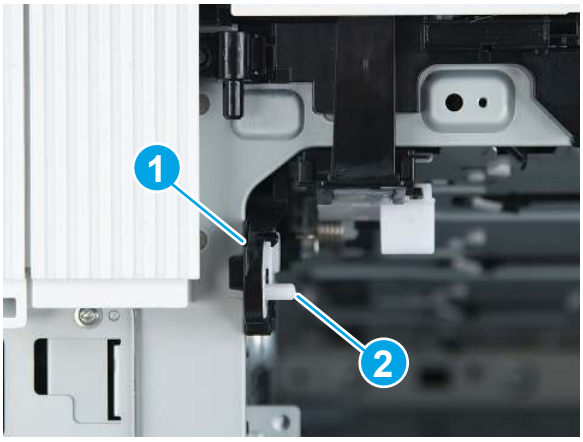


b. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-2820 Hook the spring

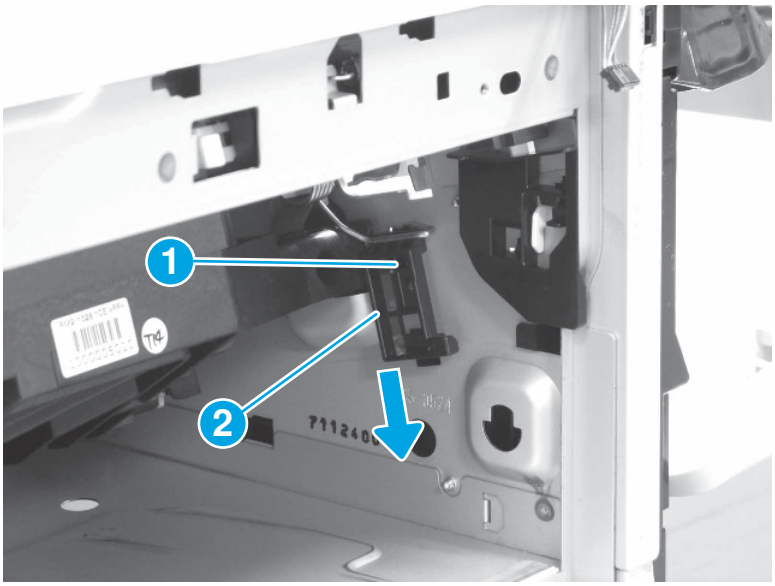


TIP: When the laser scanner is installed, make sure that the gear case is flat against the printer chassis (callout 1). The pin on the gear (callout 2) might need to be rotated out of the way when the assembly is installed.



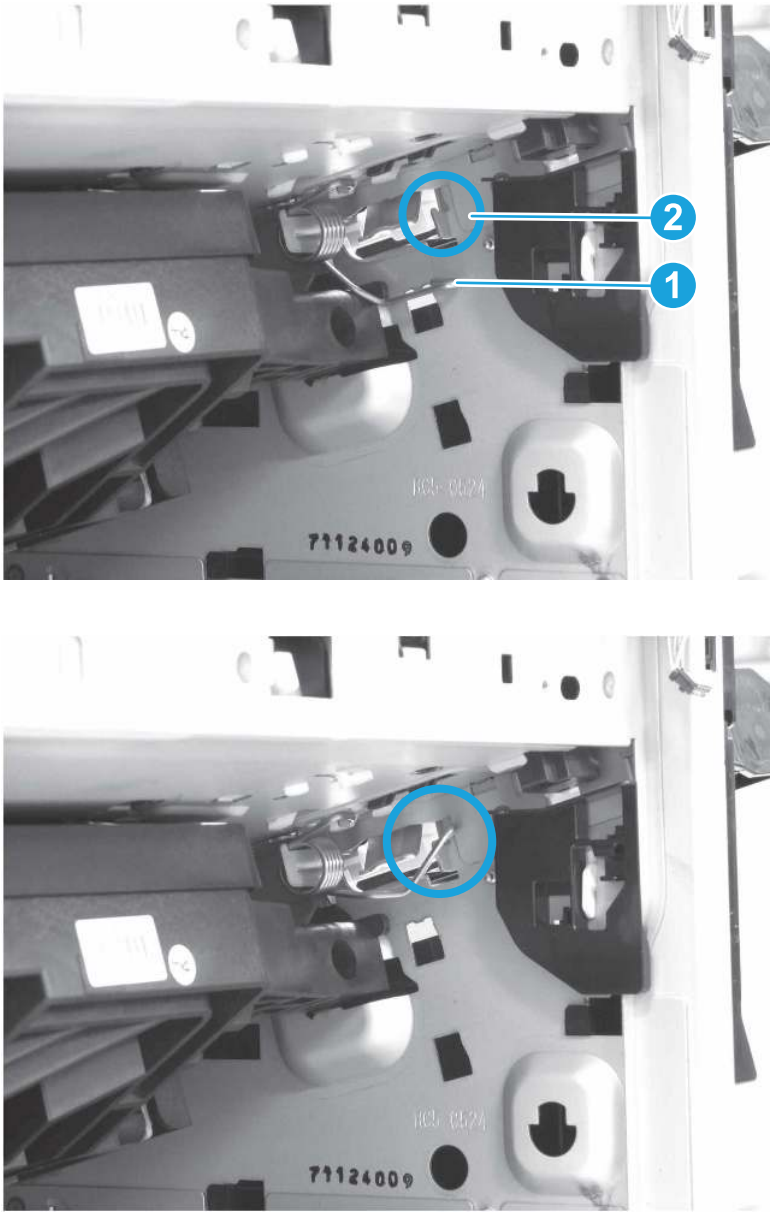
c. On the right side of the laser scanner, release one tab (callout 1), and then slide the stopper (callout 2) down to remove it.

Figure 4-2821 **Remove the stopper**



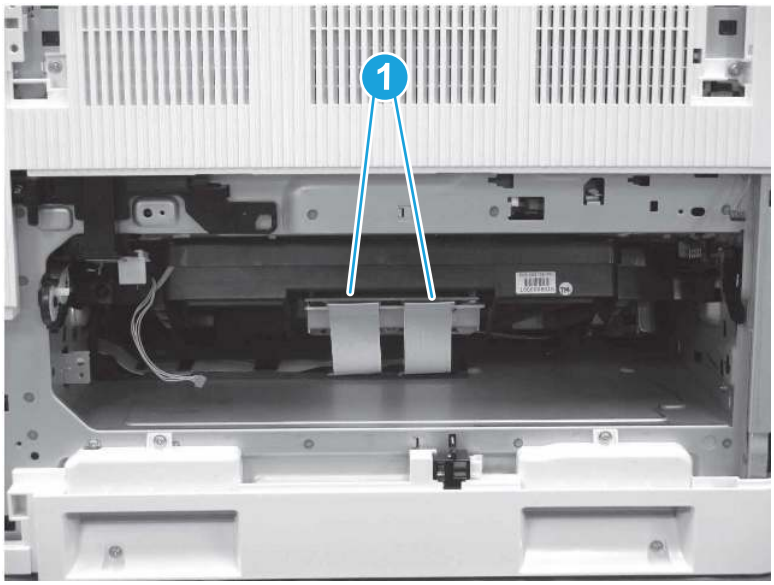
d. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-2822 **Hook the spring**



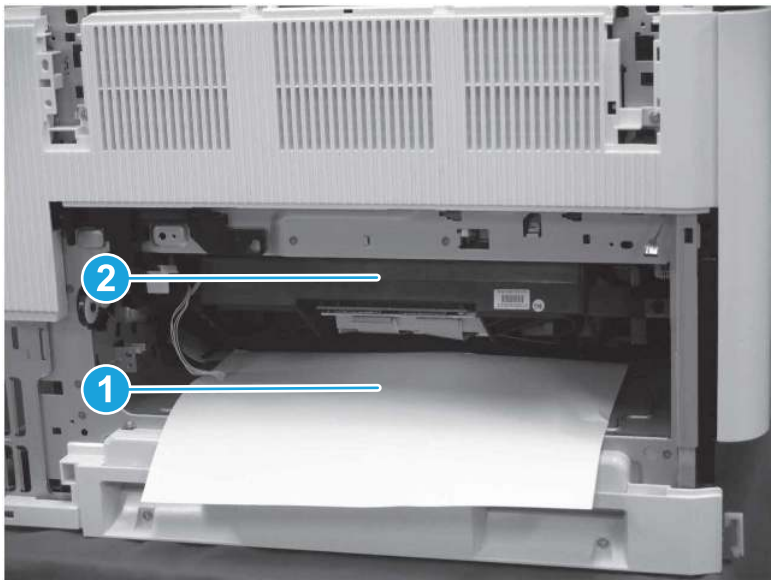
e. Disconnect two flat cables (callout 1).

Figure 4-2823 Disconnect two flat cables



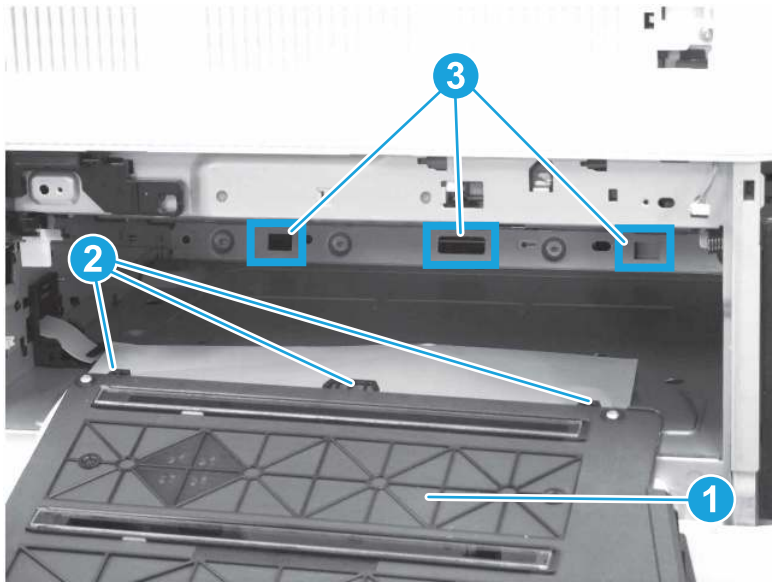
f. Lay a sheet of paper on top of the flat cables (callout 1) to protect them. Pull the laser scanner (callout 2) out of the printer to remove it.

Figure 4-2824 Remove the laser scanner



IMPORTANT: **The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.**

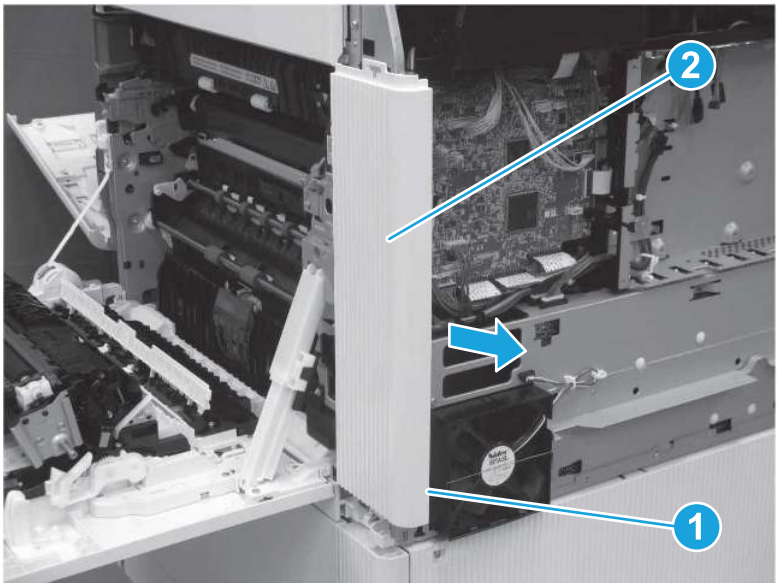
TIP: When installing the laser scanner (callout 1), position the pins (callout 2) on the laser scanner into the openings (callout 3) inside the printer.



21. Remove the right rear cover (M856/E85055/M776).

    - Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

    Figure 4-2825 **Remove right rear cover**



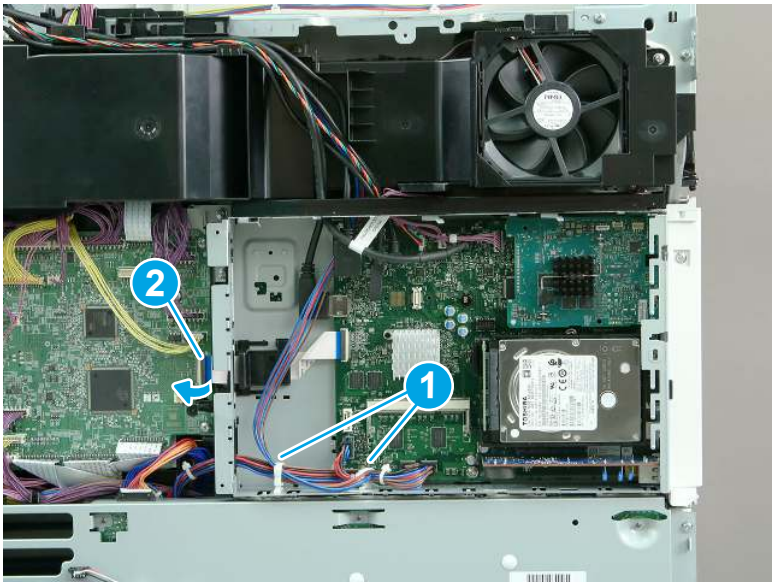
22. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

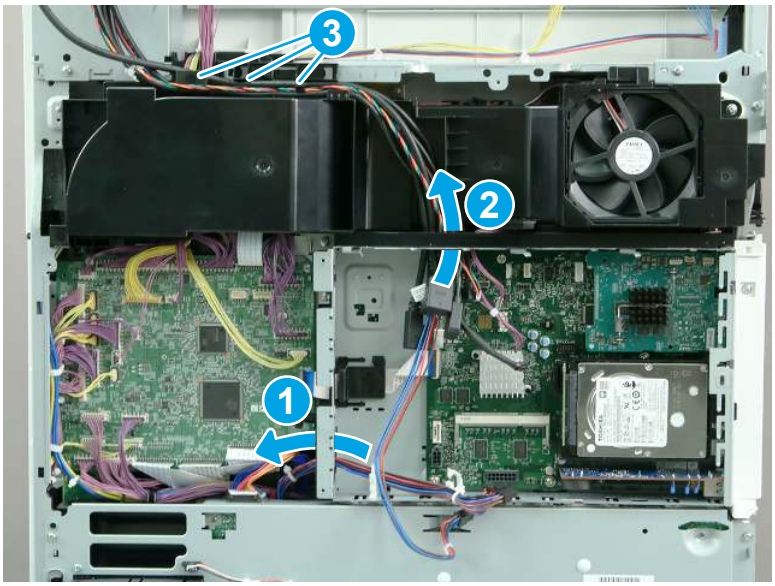
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-2826 Disconnect the connectors



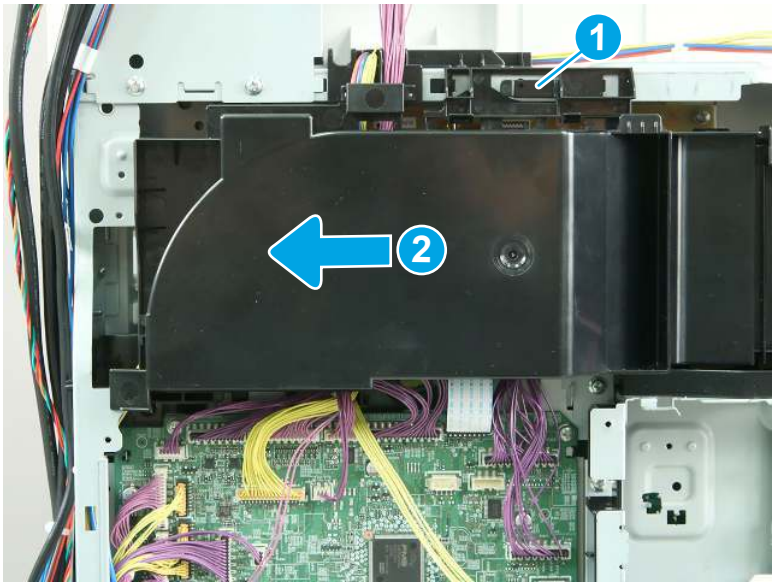
b. Release one cable through the opening in the left side of the formatter case (callout 1).
Release the remaining cables through the opening in the top of the formatter case (callout 2).
Release the cables from the upper cable guide (callout 3).

Figure 4-2827 Release the cables



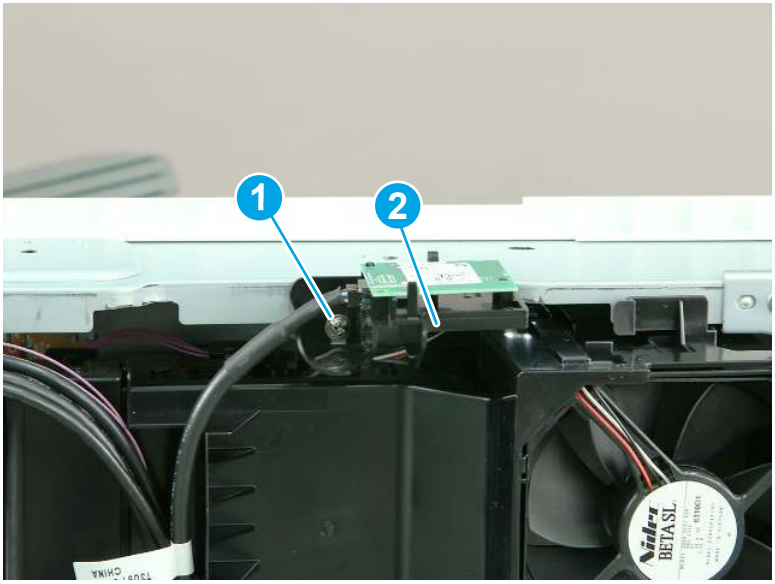
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-2828 Remove the fan duct



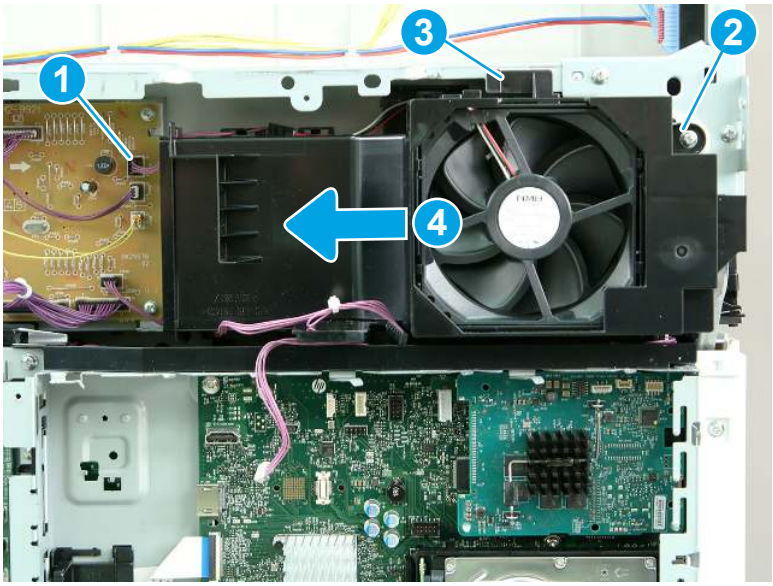
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-2829 Remove the wireless card and bracket



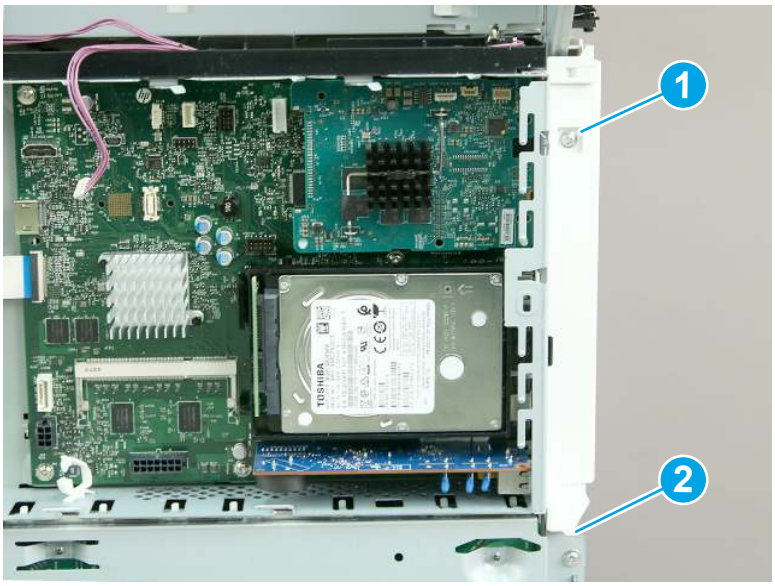
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-2830 Remove the fan assembly



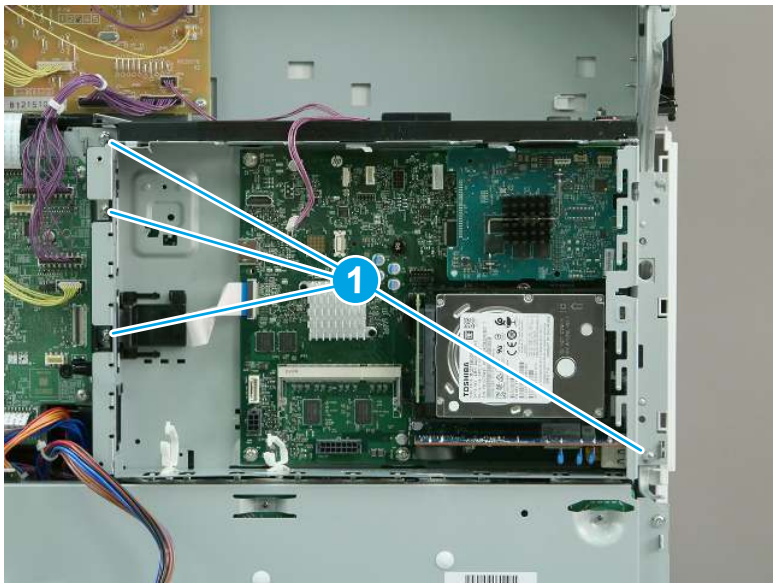
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-2831 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-2832 Remove four screws



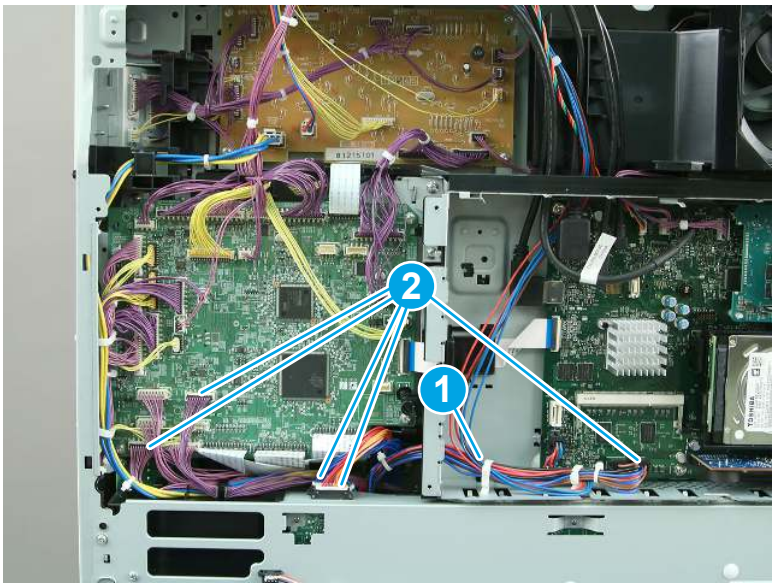
h. Remove the formatter and case.

Figure 4-2833 Remove the formatter and case

23. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

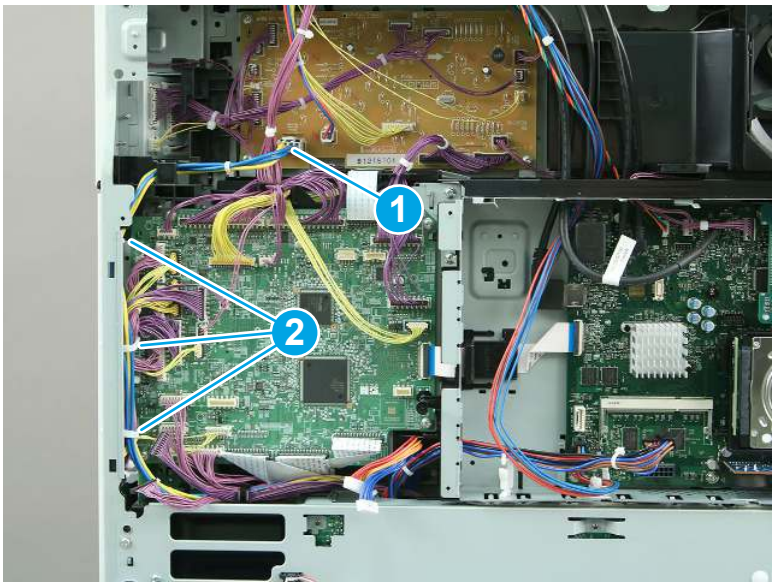
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-2834 Release the retainer and disconnect five connectors



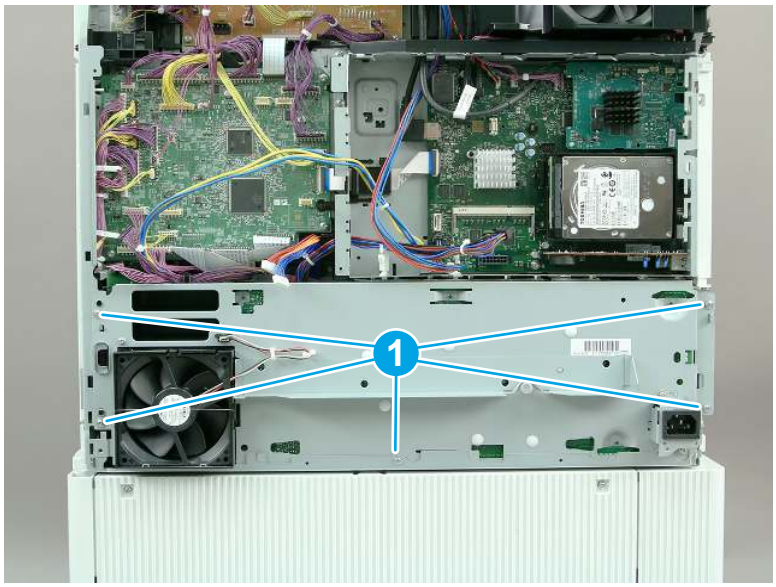
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-2835 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-2836 Remove five screws

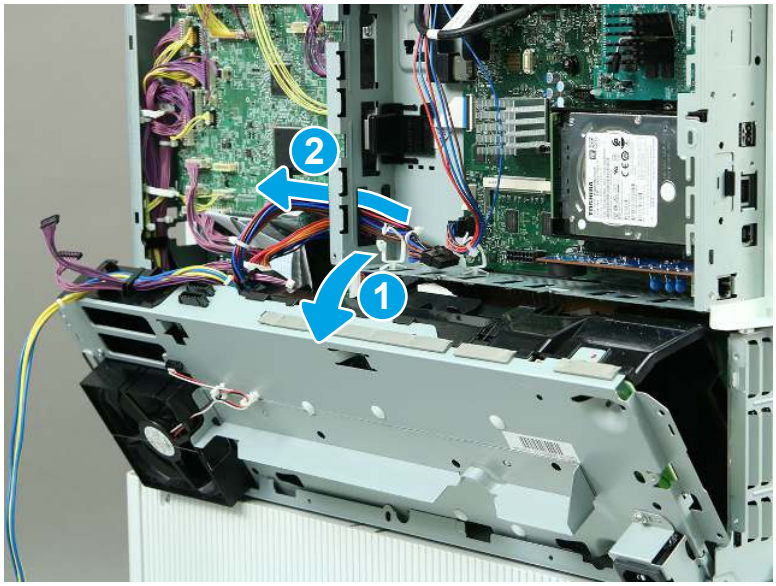


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

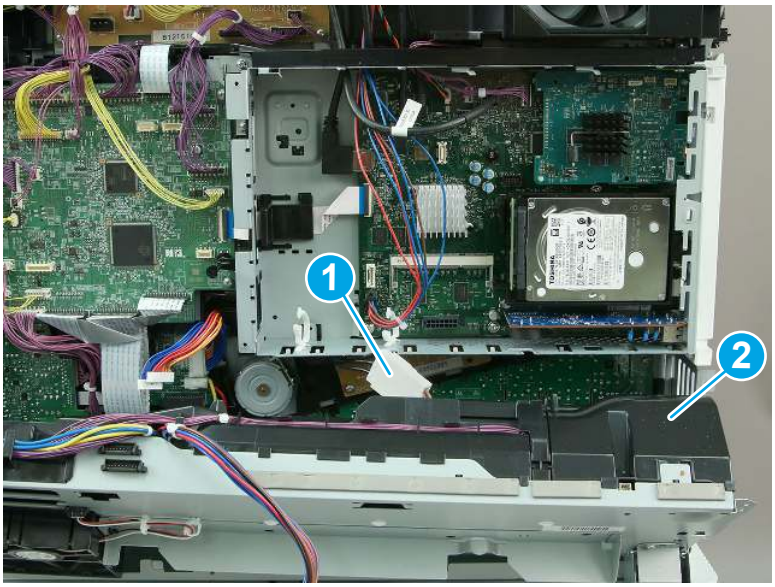
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-2837 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

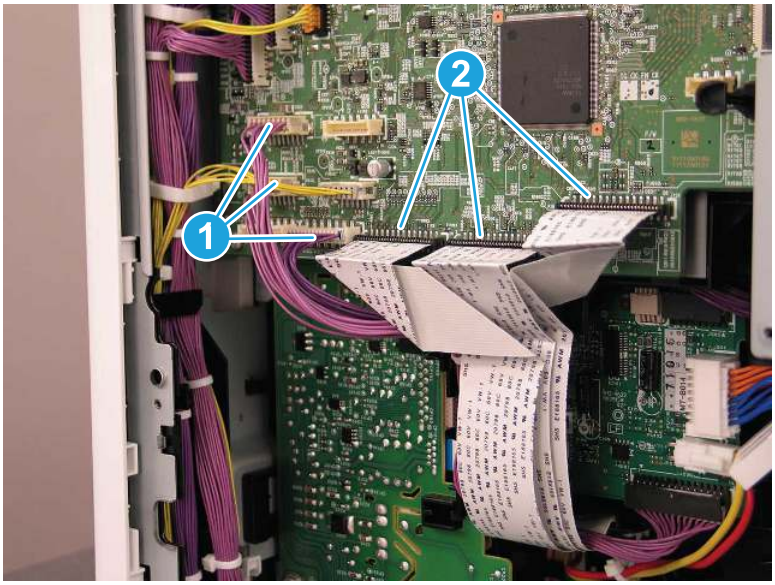
Figure 4-2838 Remove the LVPS



24. Remove the T2 connecting PCA.

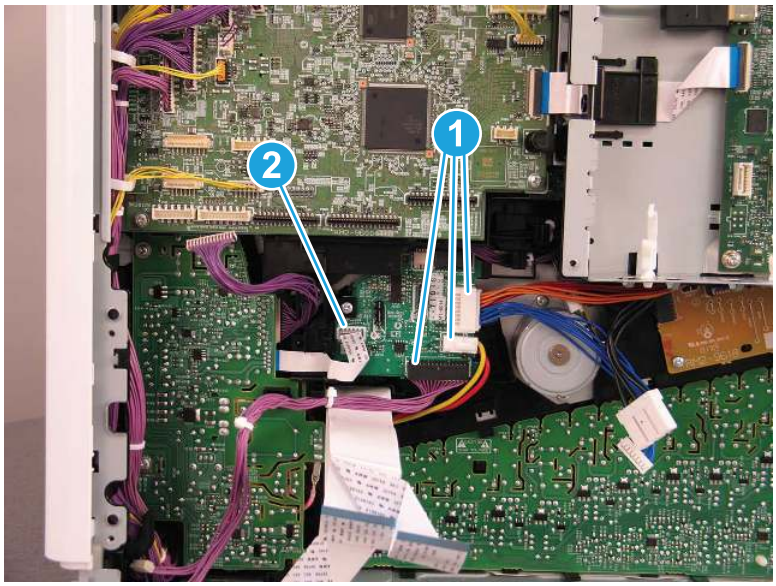
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-2839 Disconnect six connectors



b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-2840 Disconnect three connectors and one flat cable

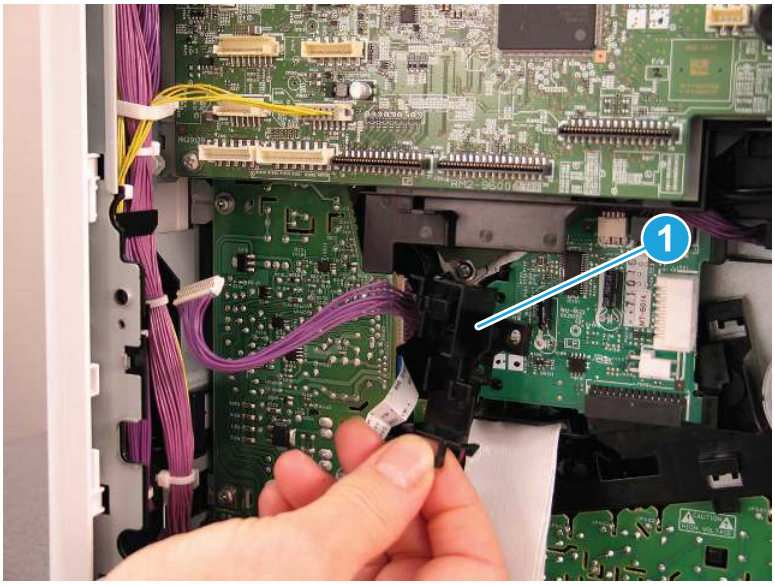


c. Remove one screw (callout 1).

Figure 4-2841 Remove one screw

d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

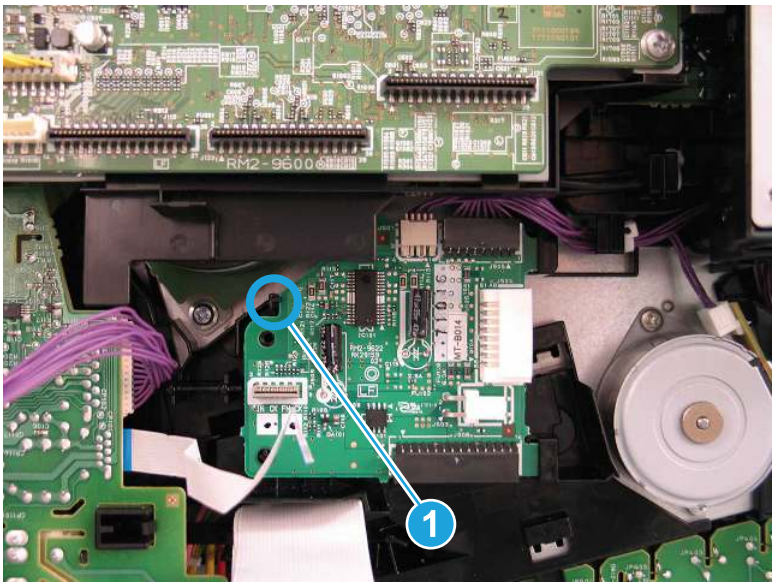
Figure 4-2842 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

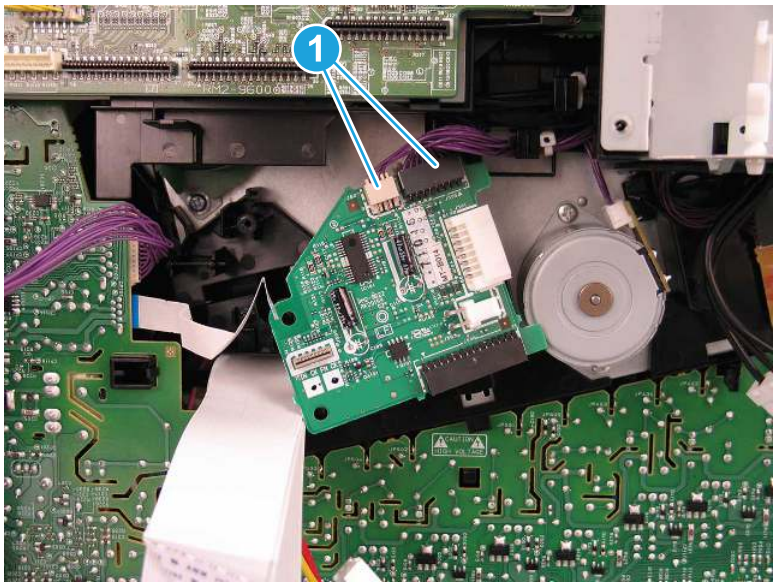
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-2843 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

Figure 4-2844 Disconnect two connectors and remove the PCA



25. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-2845 Disconnect one connector and remove one screw

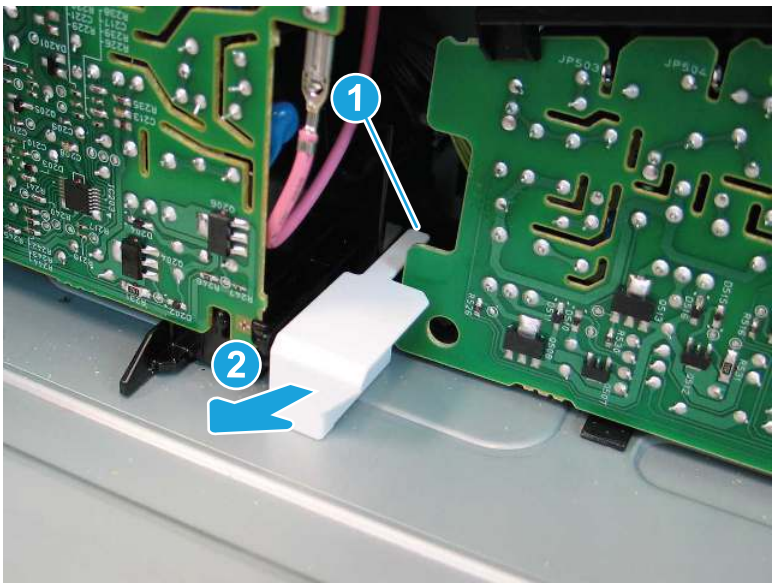
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-2846 Release six tabs

26. Remove the lower high-voltage power supply (lower HVPS).

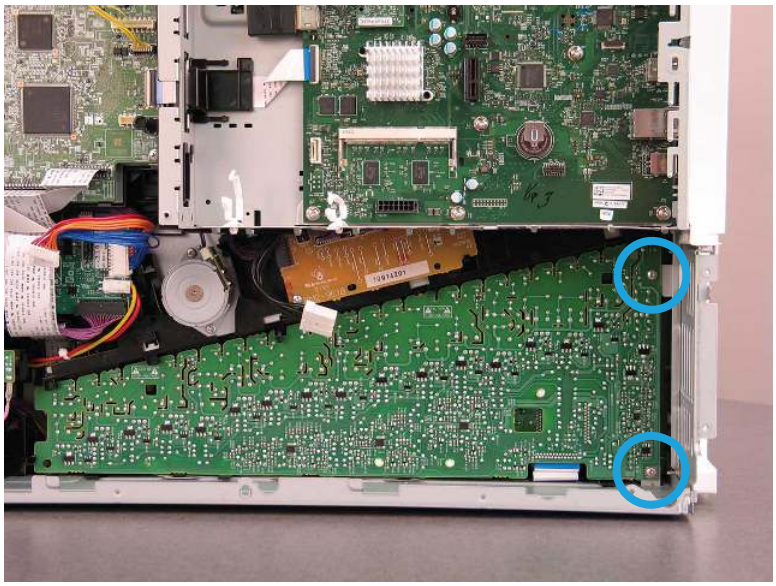
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-2847 Remove the stopper



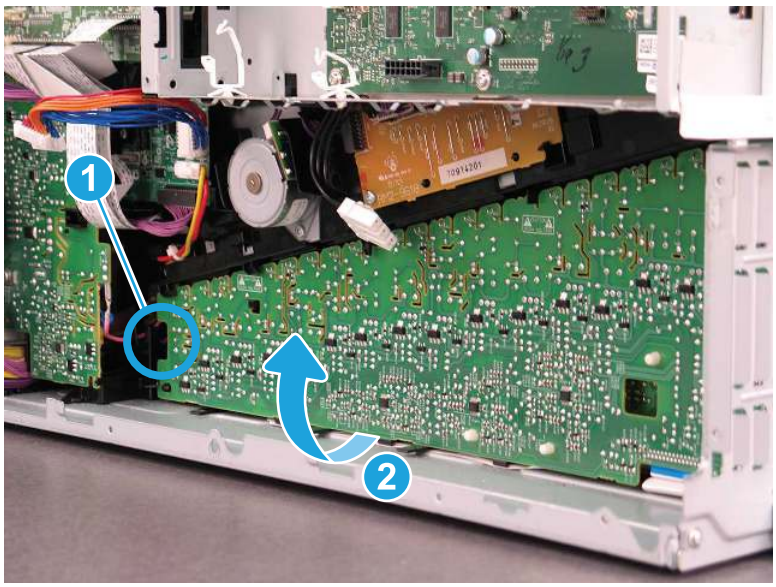
b. Remove two screws (callout 1).

Figure 4-2848 Remove two screws



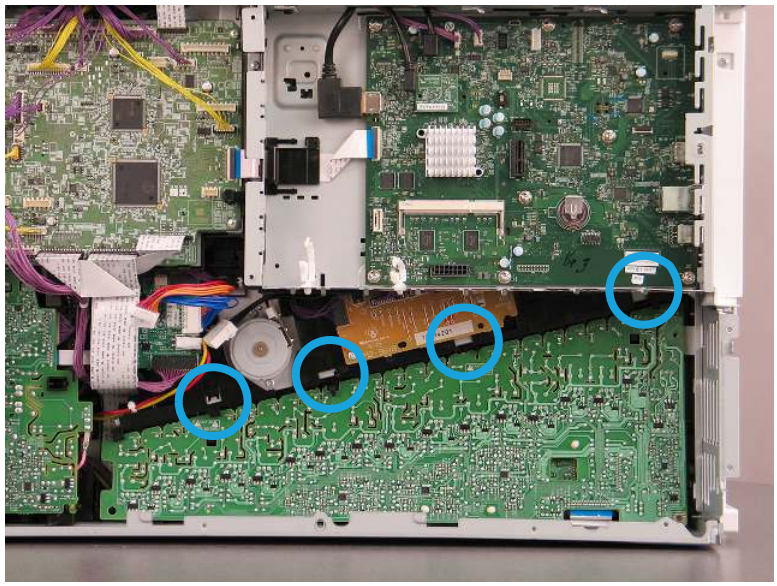
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-2849 Release the lower edge of the lower HVPS



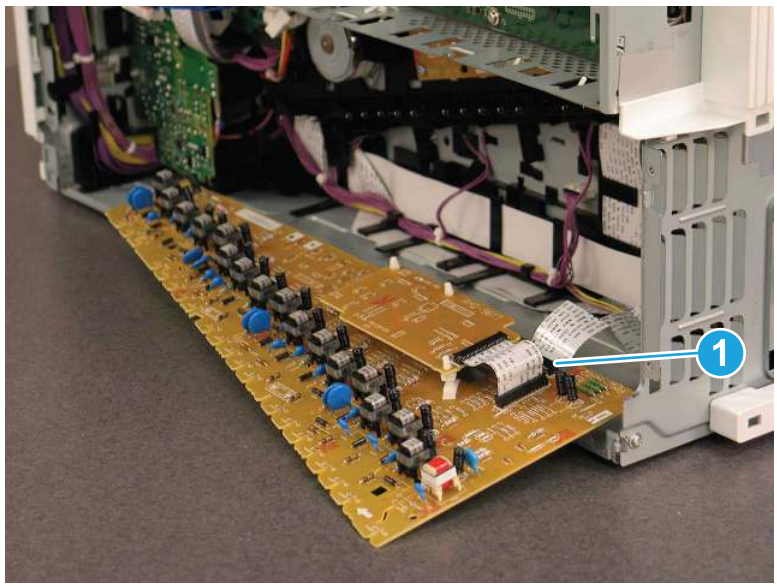
d. Release the lower HVPS from four tabs.

Figure 4-2850 Release four tabs



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

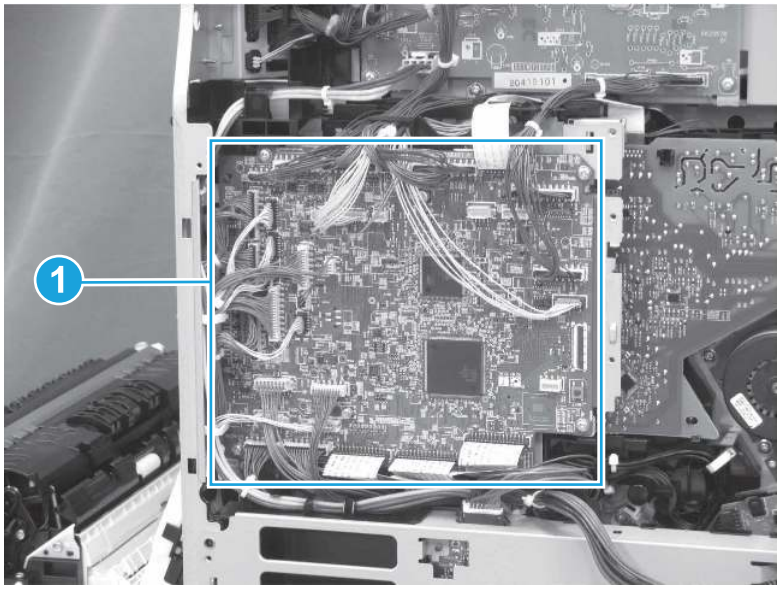
Figure 4-2851 Disconnect one flat cable



27. Remove the DC controller and case (M856/E85055/M776).

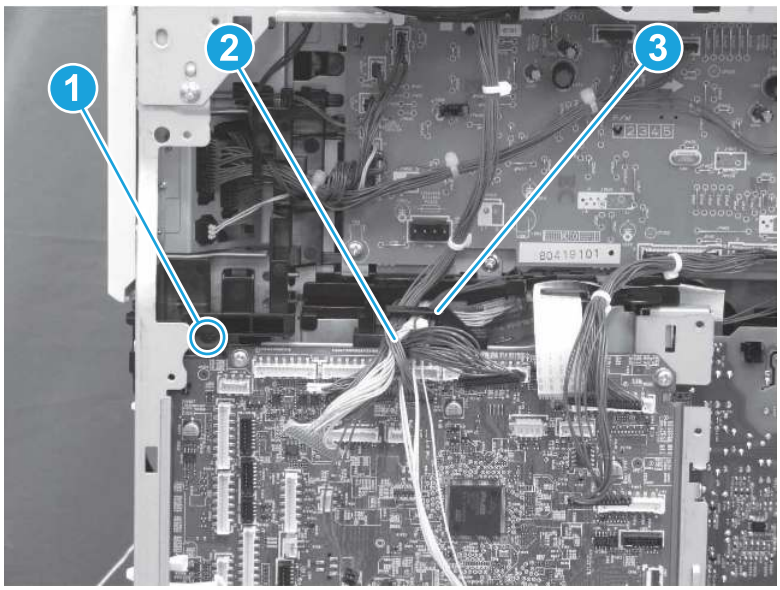
a. Disconnect all of the connectors on the DC controller.

Figure 4-2852 Disconnect the connectors



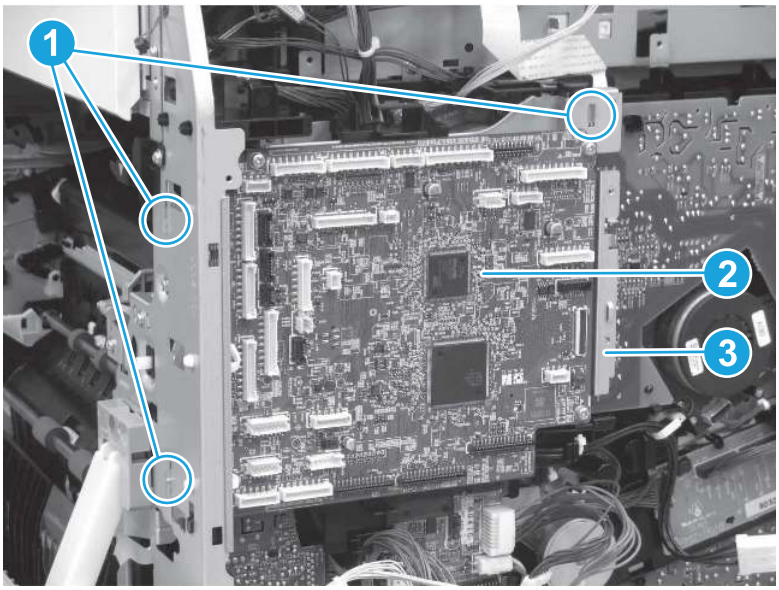
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-2853 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

Figure 4-2854 Remove the DC controller and case



28. Remove the main drive assembly.

a. Open the front door.

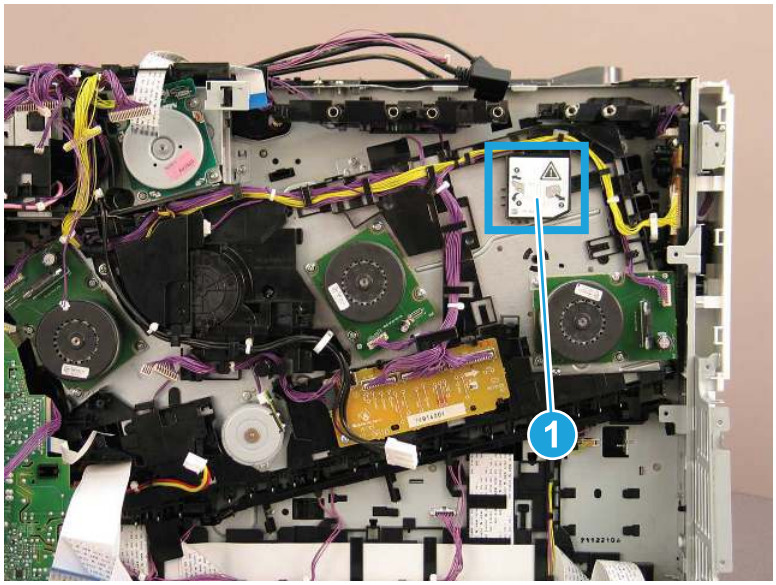
IMPORTANT: The front door must remain open during removal and installation of the main drive assembly to prevent issues.

To prevent the front door from closing on its own, install one of the toner cartridges halfway.

Figure 4-2855 Open the front door

b. Note the label (callout 1) on the main drive assembly indicating that the front door must be open and all toner cartridges and imaging drums removed before removing the main drive assembly.

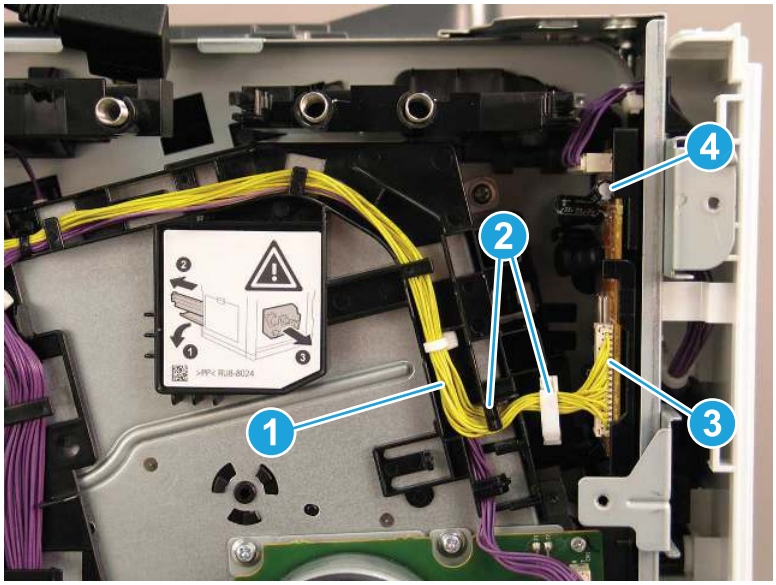
Figure 4-2856 Main drive assembly label



c. Release the cable (callout 1) from the cable guide (callout 2), and then disconnect one connector (callout 3).

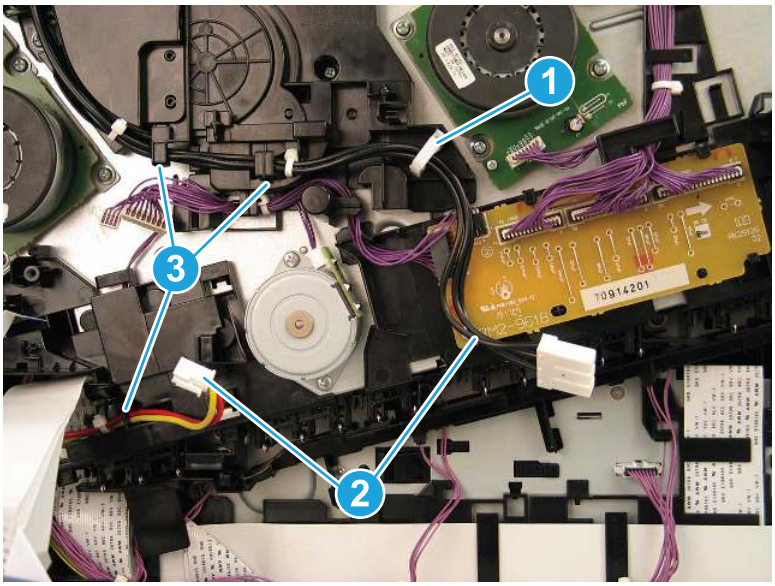
⚠ CAUTION: The capacitor on the PCA (callout 4) can rotate out and prevent the main drive assembly from reseating.

Figure 4-2857 Disconnect one connector



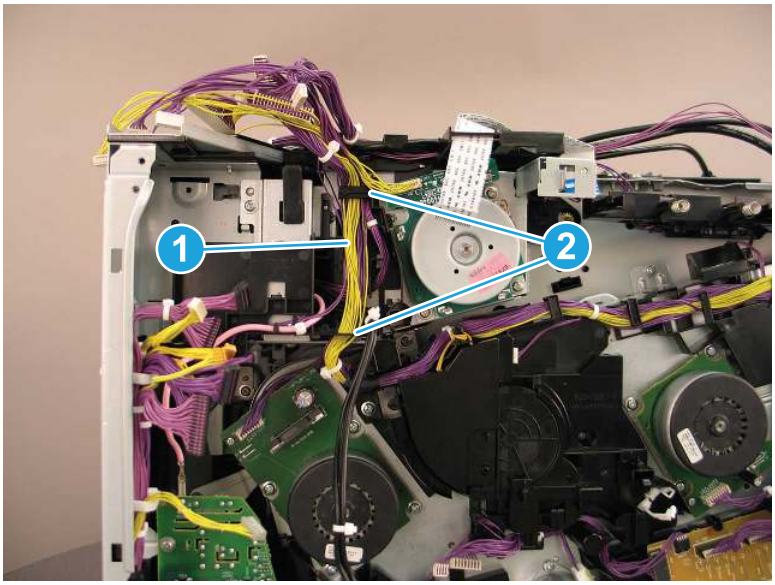
d. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2858 Release the cables from the guides



e. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2859 Release the cables from the guides

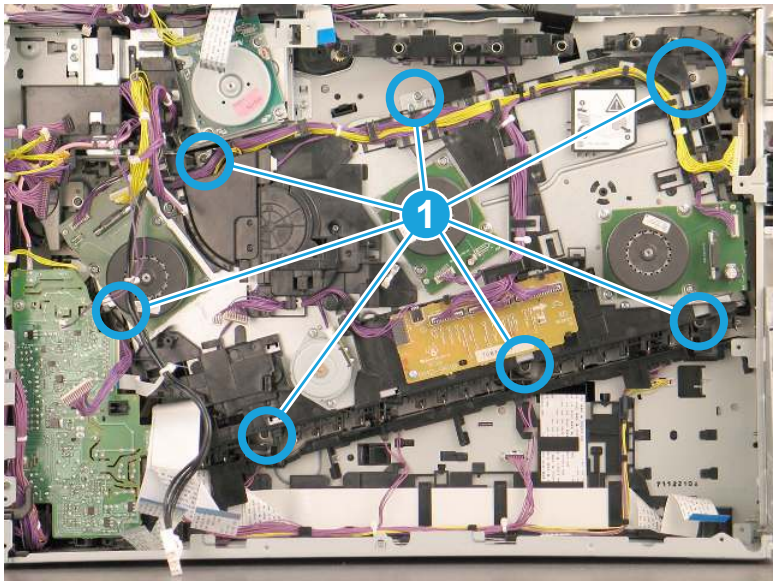


f. Remove seven screws (callout 1), and then remove the main drive assembly.

IMPORTANT: When reinstalling the main drive assembly, make sure that the front door is open.

Partially reinstall one toner cartridge to prevent the front door from closing.

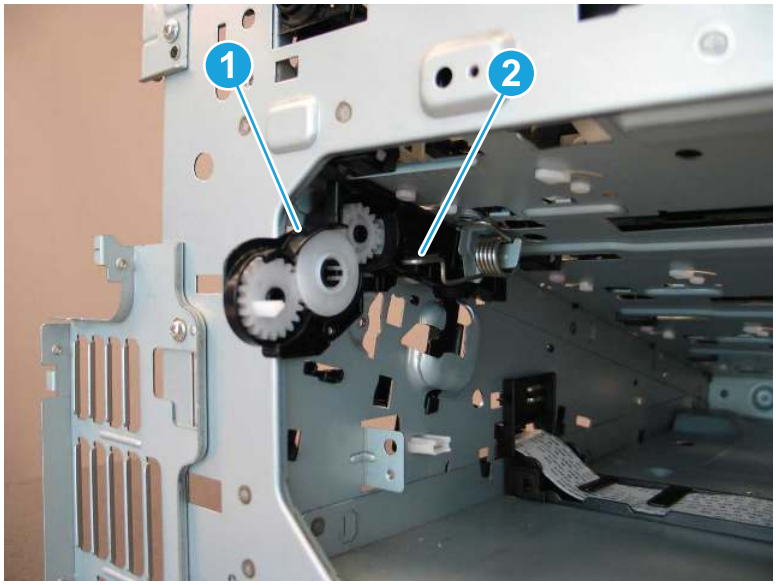
Figure 4-2860 Remove seven screws and the main drive assembly



29. Remove the waste toner gear base assembly.

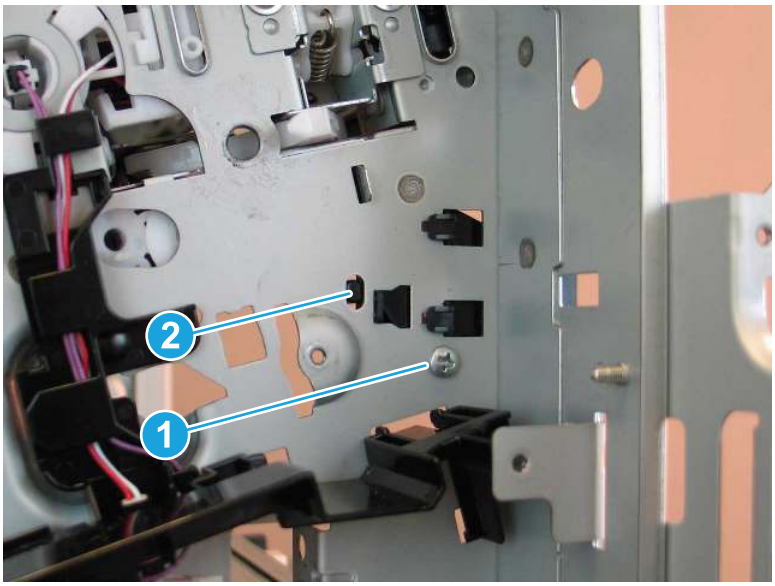
    a. Locate the waste toner gear base assembly (callout 1), and then release the laser scanner spring (callout 2).

Figure 4-2861 Release the laser scanner spring



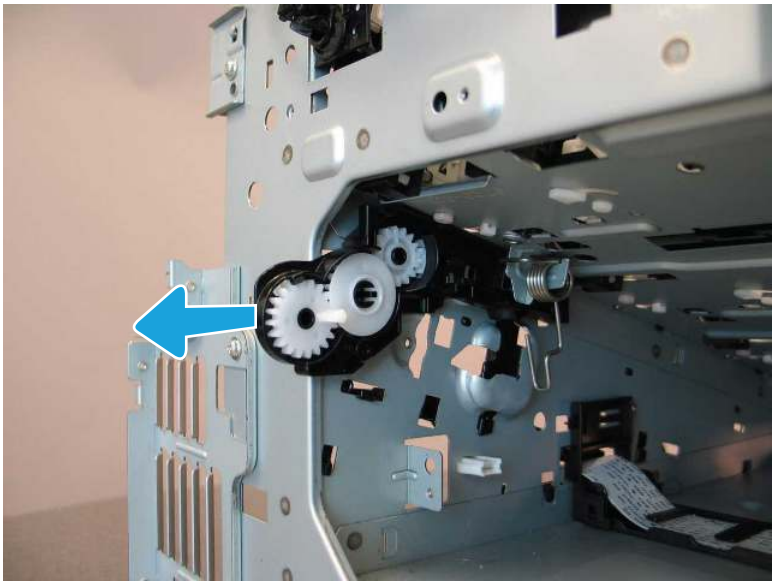
b. At the back of the printer, remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-2862 Remove one screw and release one tab



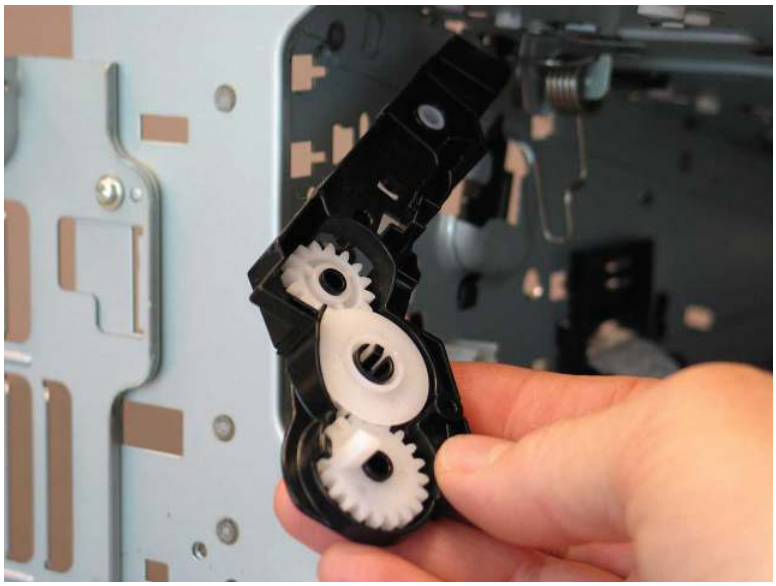
c. Slide the waste toner gear base assembly away from the printer.

Figure 4-2863 Slide the waste toner gear base assembly



d. Remove the waste toner gear base assembly.

Figure 4-2864 **Remove the waste toner gear base assembly**



30. Unpack the replacement assembly.

a. 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

b. 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.

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.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

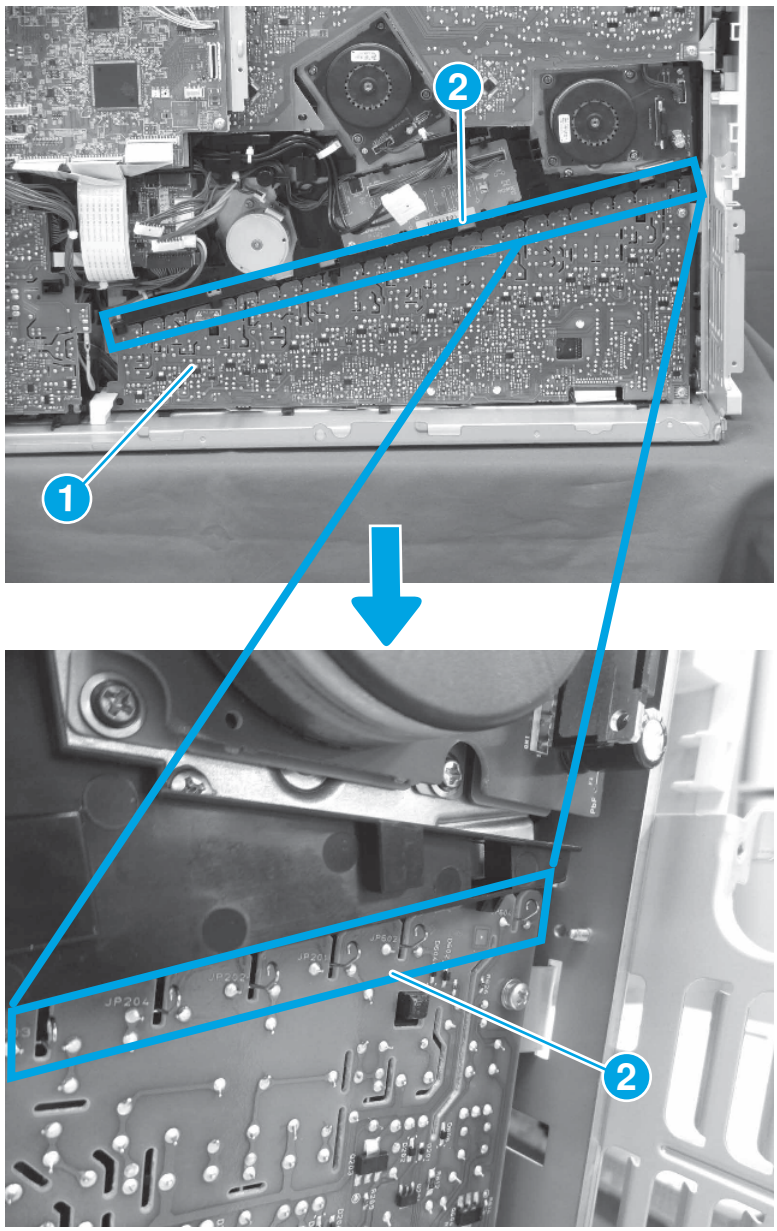
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

31. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the lower HVPS.

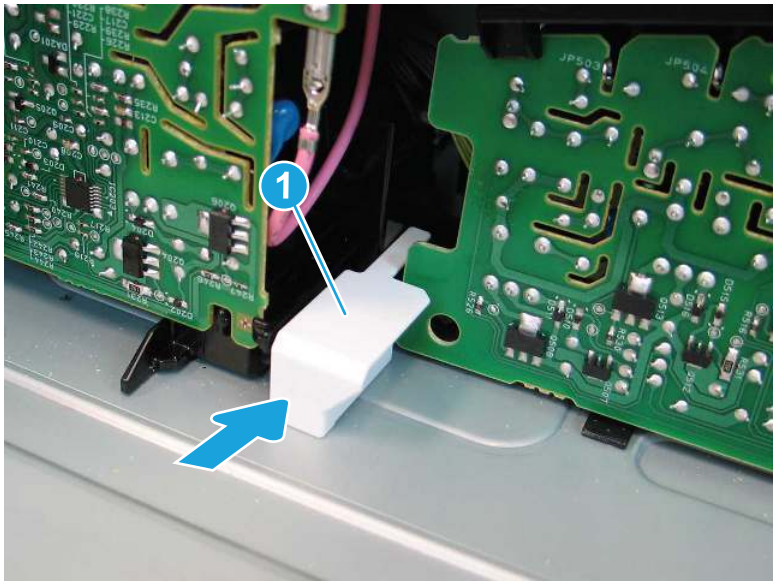
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-2865 Check the springs



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

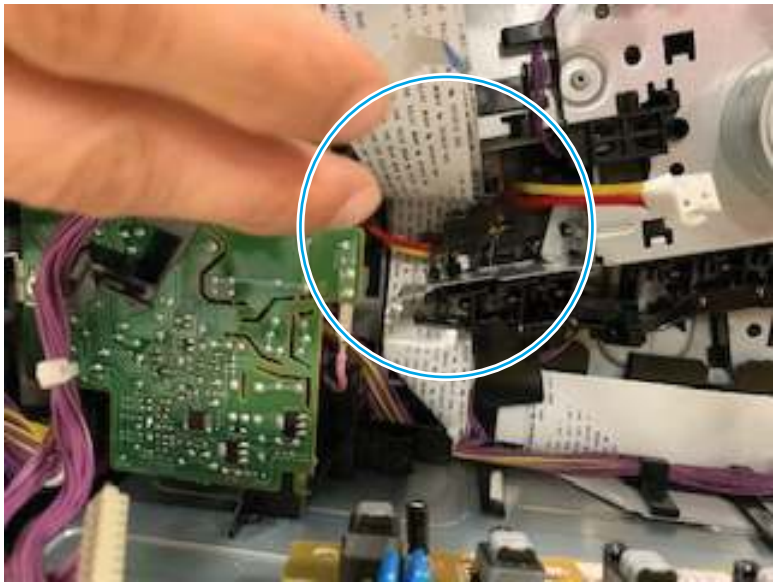
Figure 4-2866 Install the stopper



Install the main drive assembly.

a. Route the red and yellow cables back into the main drive assembly guides prior to re-installation. This will prevent the cables from being pinched behind the main drive assembly.

Figure 4-2867 Main drive wire harness

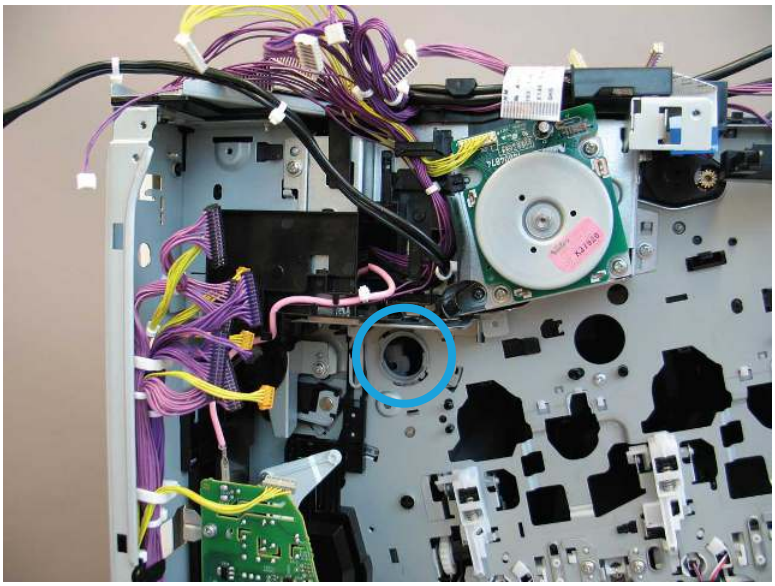


b. If the coupling estrangement cam falls off of the printer or is broken or lost in the process of removing the main drive assembly, follow these steps to reinstall it.

Figure 4-2868 Coupling estrangement cam

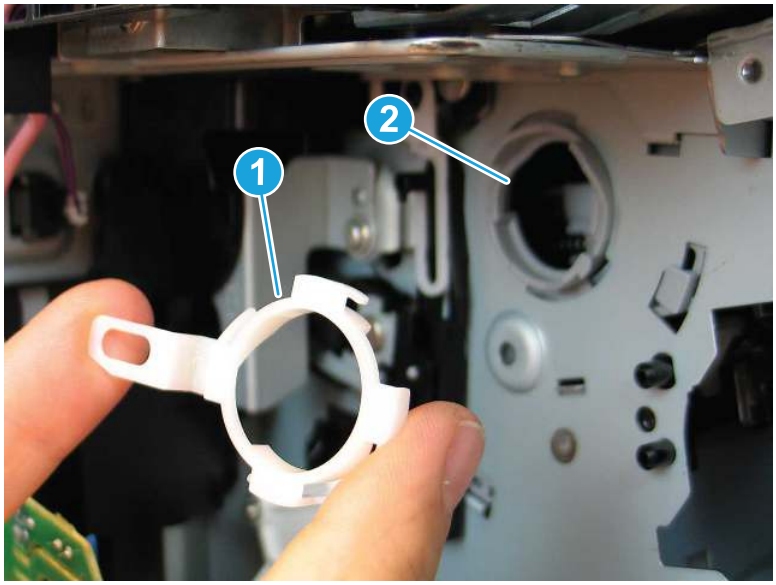
c. Note the location where the cam will be installed.

Figure 4-2869 Cam location



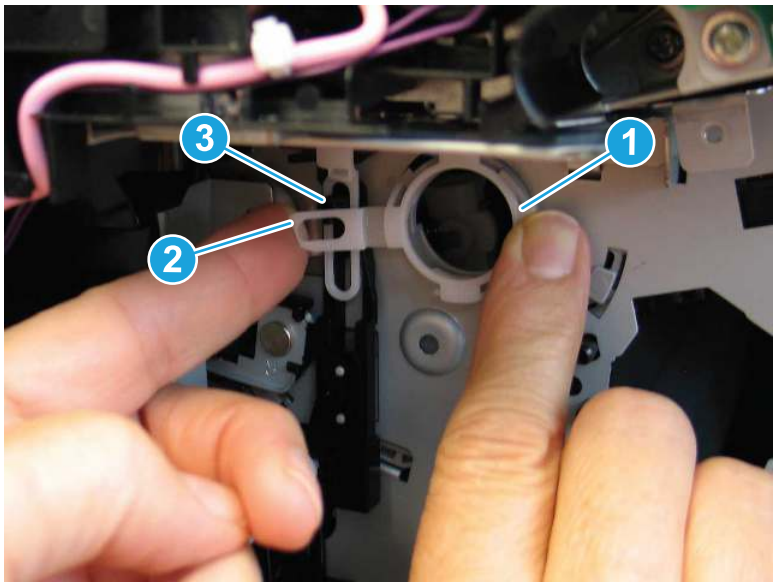
d. Position the cam (callout 1) over the gray ring (callout 2) on the printer. The tabs on the cam fit into openings on the gray ring.

Figure 4-2870 Position the cam



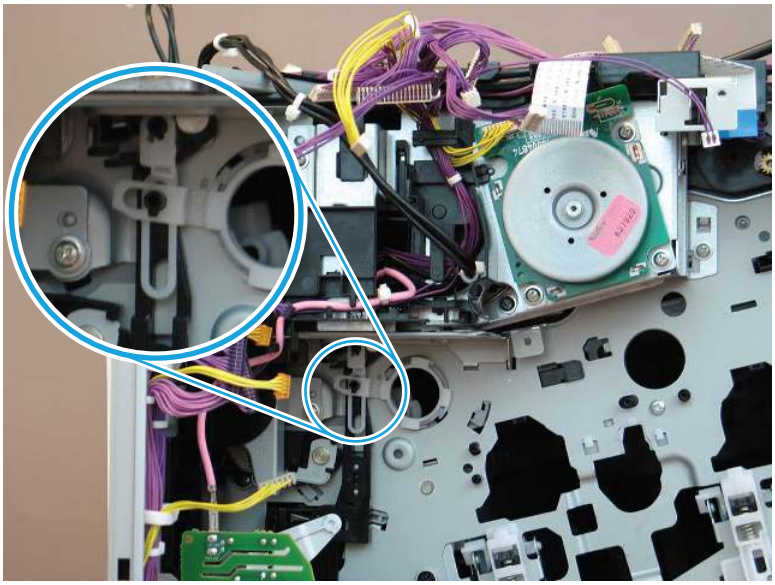
e. Hold the cam in position (callout 1), and then position the opening in the left side of the cam (callout 2) over the boss (callout 3) on the black link arm on the printer.

Figure 4-2871 Install the cam



f. When installed correctly, the cam engages with the black link arm on the printer.

Figure 4-2872 Cam correctly installed



Removal and replacement: Waste toner gear base assembly (M776zs)

Learn how to remove and replace the waste toner gear base assembly.

Mean time to repair: 45 minutes

Service level: Difficult

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 4-133 Part information

Part number	Part description
RM2-1364-000CN	Waste toner gear base assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- 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

Make sure that the printer initializes to a **Ready** state.

Print a page to make sure that the printer is functioning correctly.

1. Remove the toner cartridges.
   - Open the front door, if it is not already open. Grasp the handle of the toner cartridge and pull out to remove it. Repeat the process for the remaining toner cartridges.

     Figure 4-2873 **Remove the toner cartridge**

2. Remove the imaging drums.

a. Open the front door, if it is not already open. Rotate the blue lever in front of the imaging drum to the left.

Figure 4-2874 Rotate the blue lever

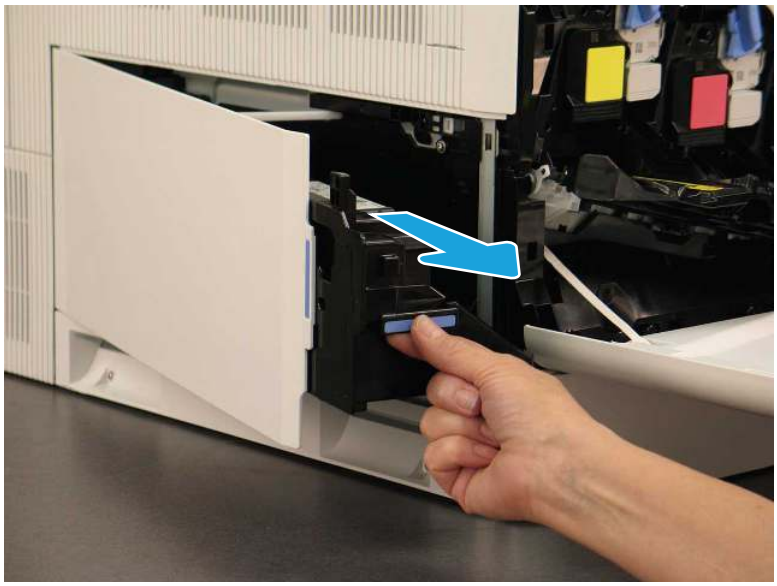
b. Grasp the handle of the imaging drum and pull out to remove it. Repeat the process for the remaining imaging drums.

Figure 4-2875 Remove the imaging drum

3. Remove the TCU.

- Open the front door, and then open the left door. Grasp the front of the toner-collection unit, and then remove it from the printer.

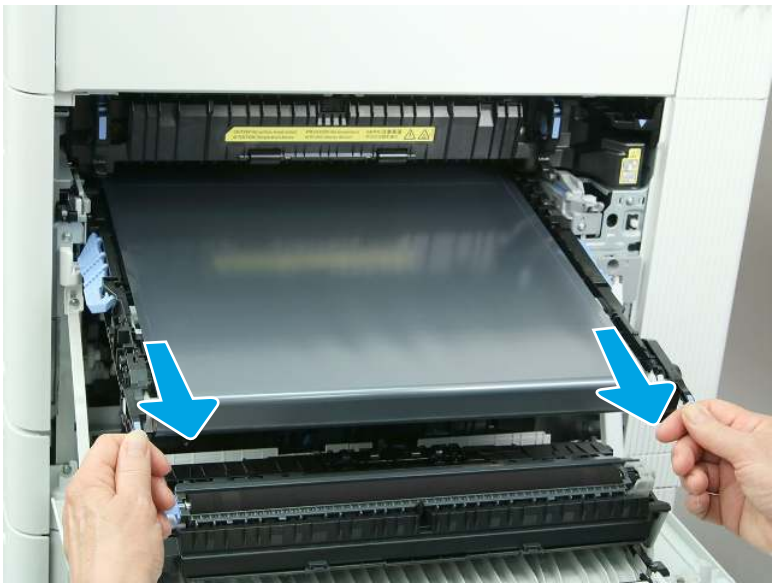
  Figure 4-2876 Remove the TCU

4. Remove the intermediate transfer belt (ITB).

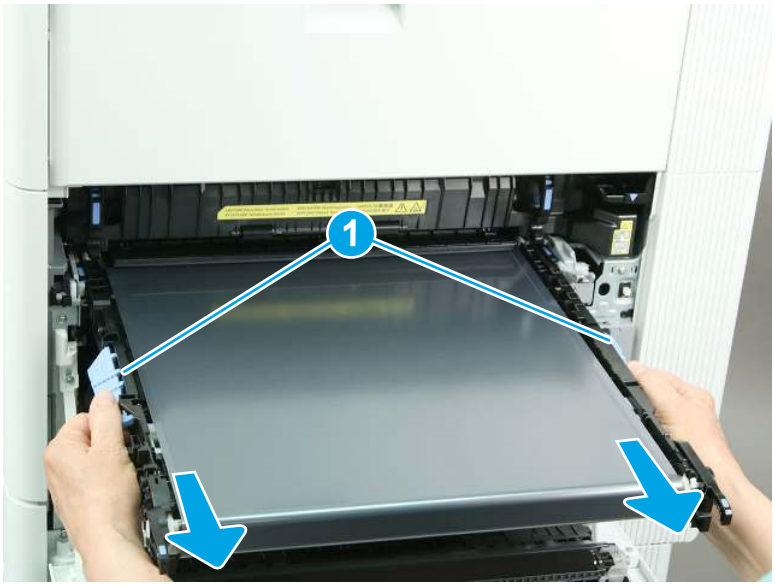
   a. Open the right door. Grasp the two blue handles on the ITB, and then pull the ITB partially out of the printer.

   Figure 4-2877 Partially remove the ITB

b. Grasp the blue handles on the side of the ITB (callout 1), and then remove the ITB from the printer.

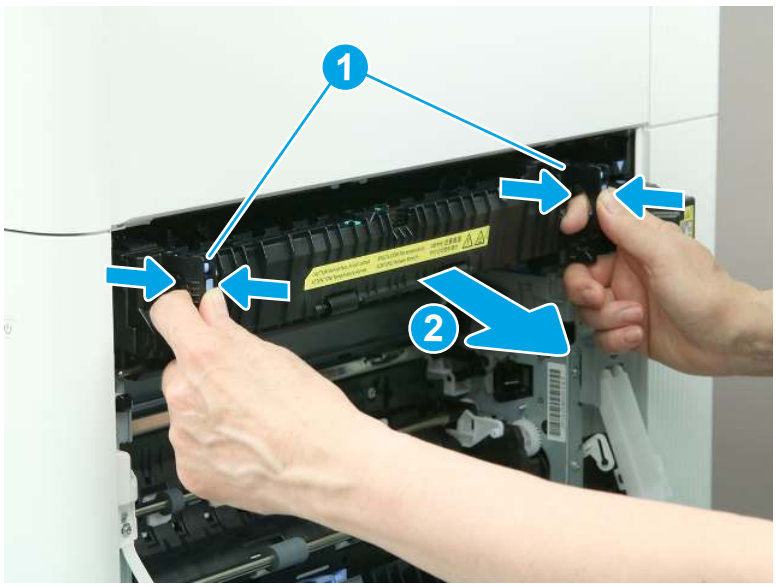
Figure 4-2878 Remove the ITB



5. Remove the fuser.

- Grasp the fuser handles, and then squeeze the release levers (callout 1). Lift up slightly, and then pull straight out to remove the fuser (callout 2).

Figure 4-2879



6. Remove the formatter cover.

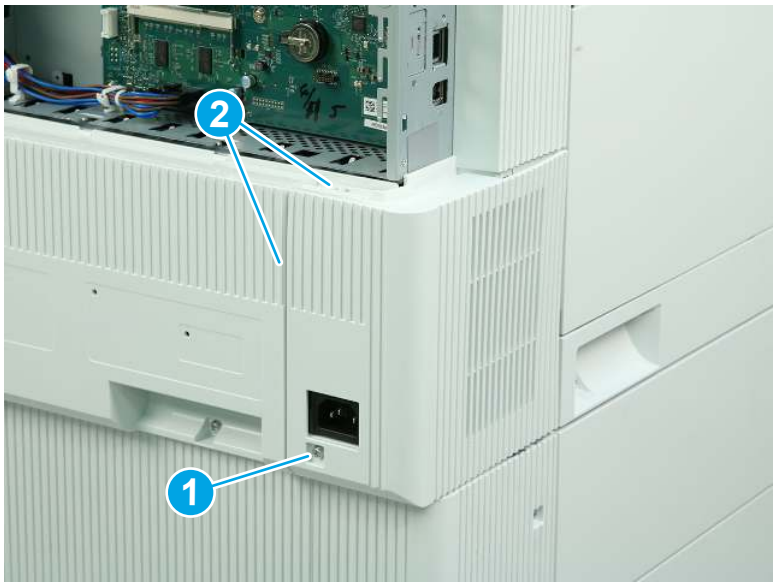
- Loosen one thumbscrew (callout 1), and then slide the formatter cover (callout 2) away from the printer to remove it.

Figure 4-2880 **Remove the formatter cover**

7. Remove the left lower cover (M856/E85055/M776).

a. Remove one screw (callout 1), and then release two tabs (callout 2).

Figure 4-2881 **Remove one screw and release two tabs**



b. Rotate the cover away from the printer to remove it.

Figure 4-2882 Remove the left lower cover

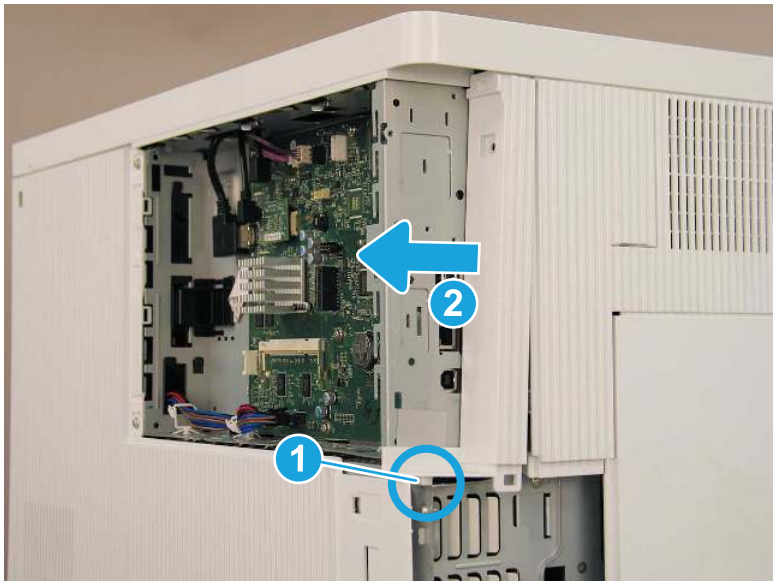
8. Remove the left rear cover (M751/E75245/M856/E85055/M776).

a. Remove one screw (callout 1).

Figure 4-2883 Remove one screw

b. Release one boss (callout 1), and then slide the cover toward the back of the printer (callout 2) to remove it.

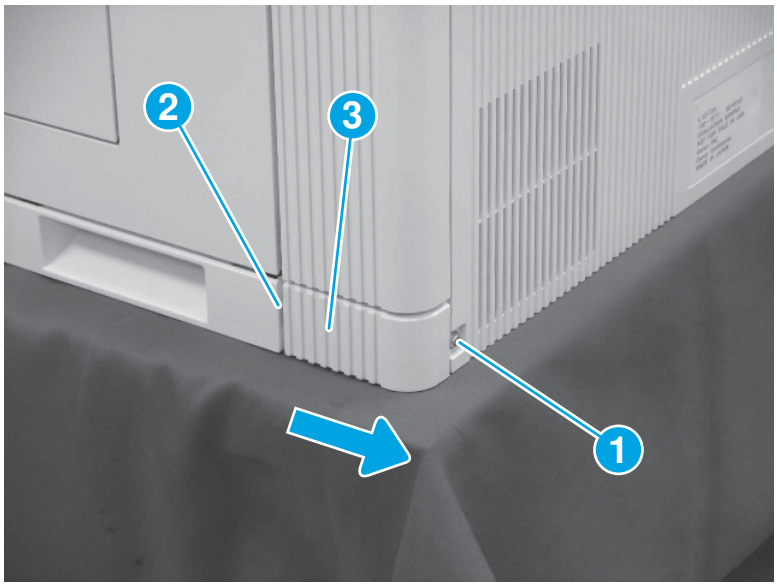
Figure 4-2884 Remove the left rear cover



9. Remove the right rear lower cover (M751/E75245/M856/E85055/M776).

- Remove one screw (callout 1), release one tab (callout 2), and then slide the right rear lower cover (callout 3) toward the back of the printer to remove it.

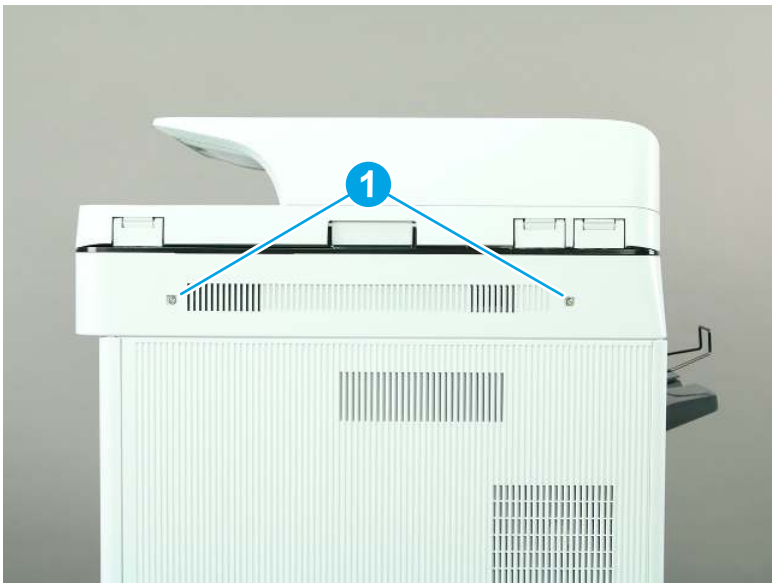
Figure 4-2885 Remove the right rear lower cover



10. Remove the scanner control board (SCB) cover (M776).

a. Remove two screws (callout 1).

Figure 4-2886 Remove two screws



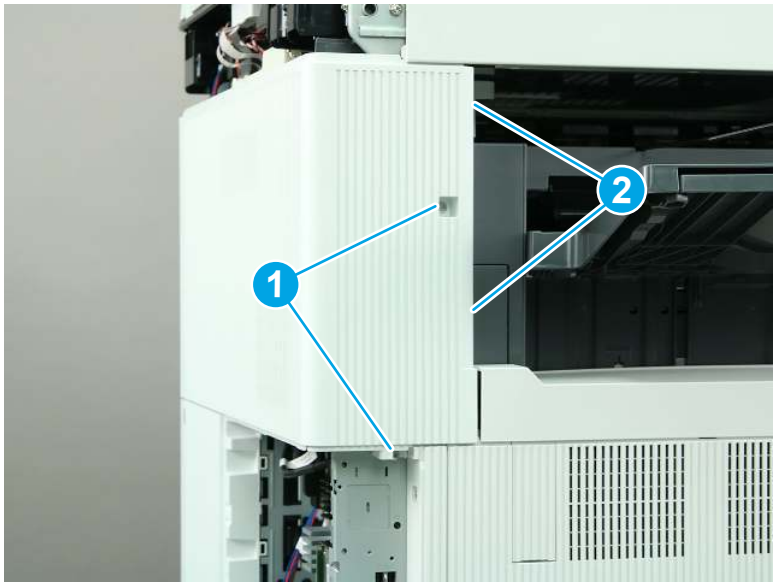
b. Remove the SCB cover.

Figure 4-2887 Remove the SCB cover

11. Remove the rear upper cover and left rear upper cover (M776zs).

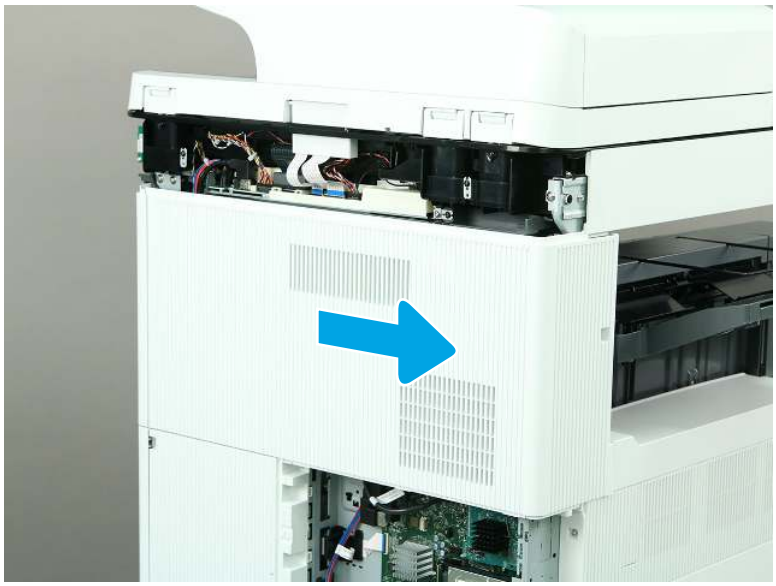
a. Remove two screws (callout 1), and then release two tabs (callout 2).

Figure 4-2888 Remove two screws and release two tabs



b. Slide the cover to the right to remove it.

Figure 4-2889 Remove the rear upper and left rear upper cover



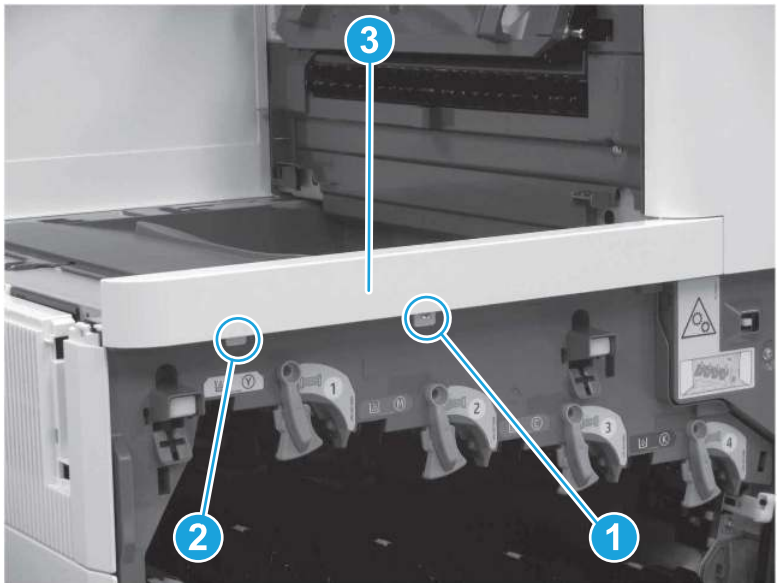
12. Remove the front cover (M776zs).

a. Open the front door.

Figure 4-2890 **Open the front door**

b. Remove one screw (callout 1), release one tab (callout 2), and then remove the front cover (callout 3).

Figure 4-2891 **Remove the front cover**



13. Remove the control panel (M776).

a. Rotate the control panel to the fully raised position (callout 1), and then raise the document feeder (callout 2).

Figure 4-2892 Raise the control panel and document feeder

b. Beginning at the right side of the control-panel cover, carefully release five tabs along the top edge of the cover.

NOTE: The thin black-plastic cover will separate from the white-plastic control-panel base.

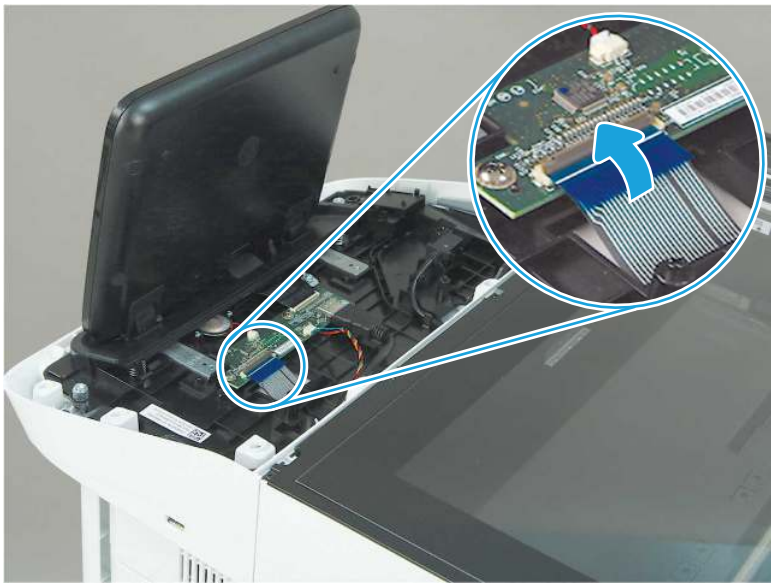
Figure 4-2893 Release the control panel cover

c. Rotate the control panel cover slightly forward (callout 1), and then lift up to remove the cover (callout 2).

Figure 4-2894 **Remove the control panel cover**

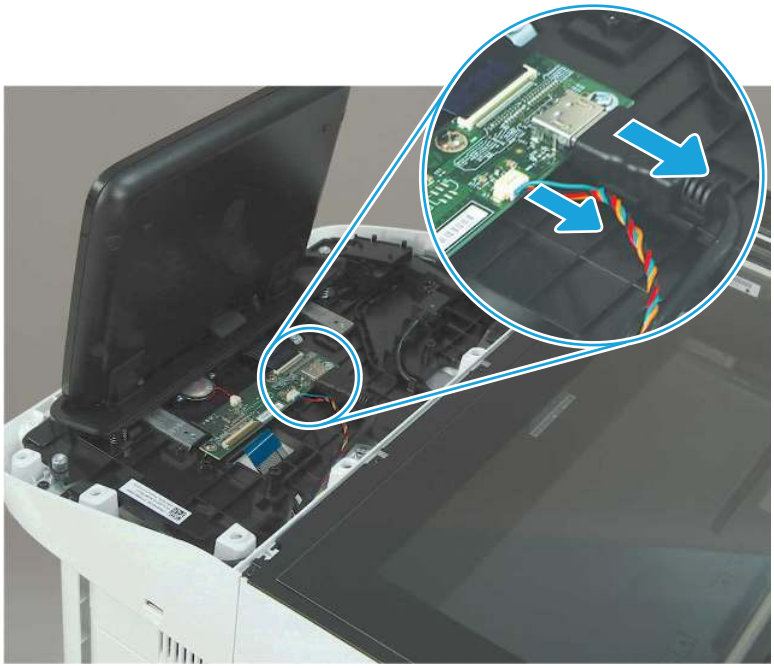
d. **M776z or M776zs only**: Open the connector latch to release the keyboard flat cable.

Figure 4-2895 **Release the keyboard flat cable (M776z/M776zs)**



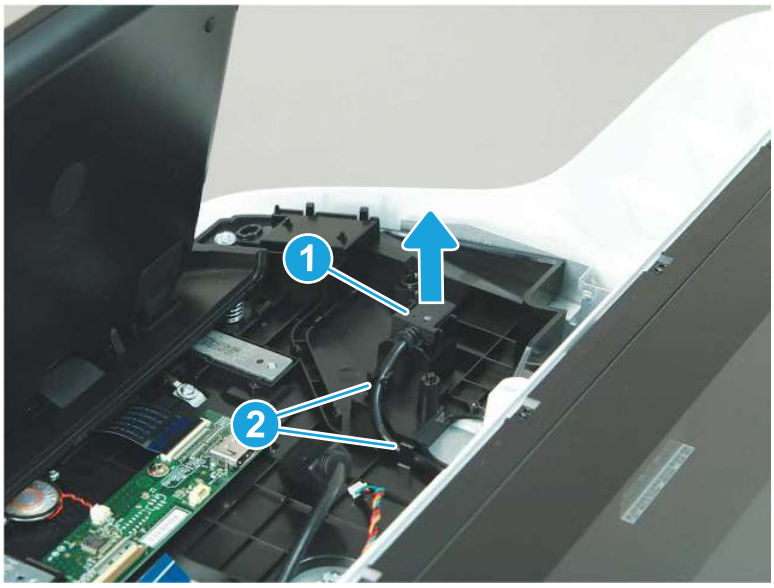
e. Disconnect two connectors

Figure 4-2896 **Disconnect two connectors**



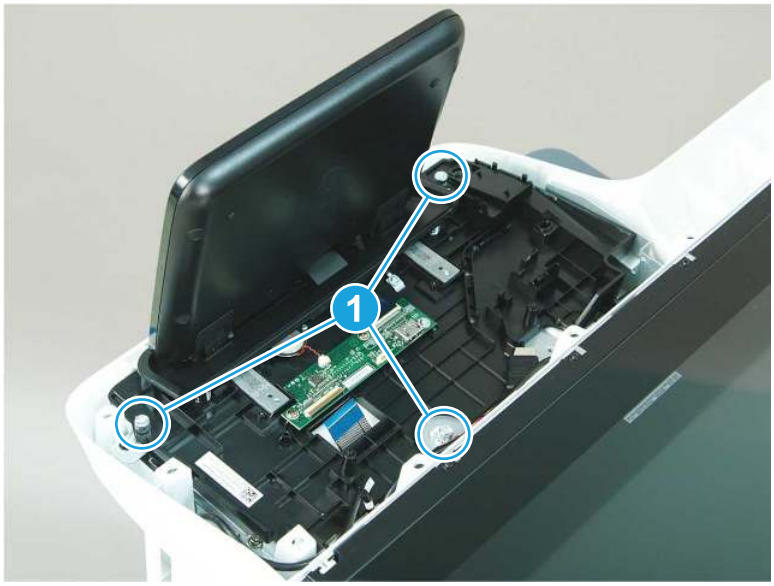
f. Remove the USB cable (callout 1) from the holder, and then release the cable from two retainers (callout 2).

Figure 4-2897 **Release the USB cable**



g. Remove three screws (callout 1).

Figure 4-2898 Remove three screws



h. Lift the front of the control panel off of the printer (callout 1), and then slide it towards the front of the printer (callout 2) to remove it.

Figure 4-2899 Remove the control panel

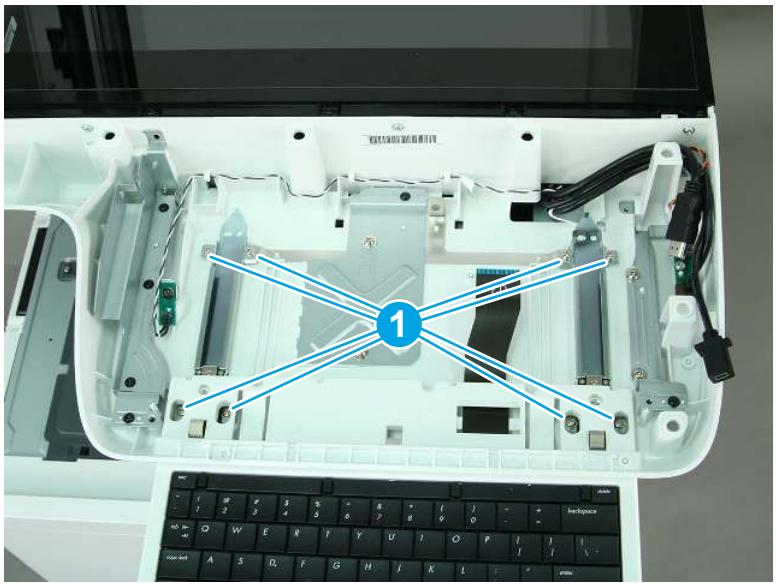
14. Remove the keyboard (M776z/M776zs).

a. Pull the keyboard out to its extended position.

Figure 4-2900 **Pull the keyboard out**

b. Remove eight screws (callout 1).

Figure 4-2901 **Remove eight screws**



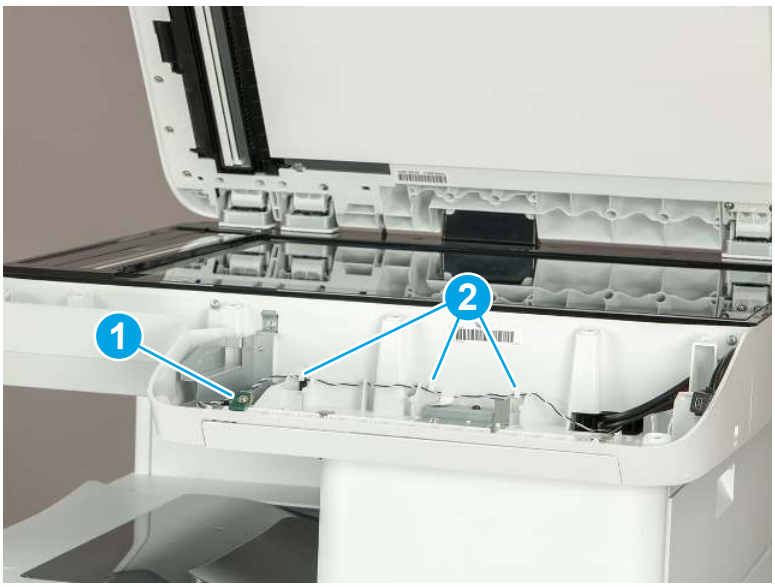
c. Remove the keyboard and rails.

Figure 4-2902 Remove the keyboard and rails

15. Remove the nose cone (M776).

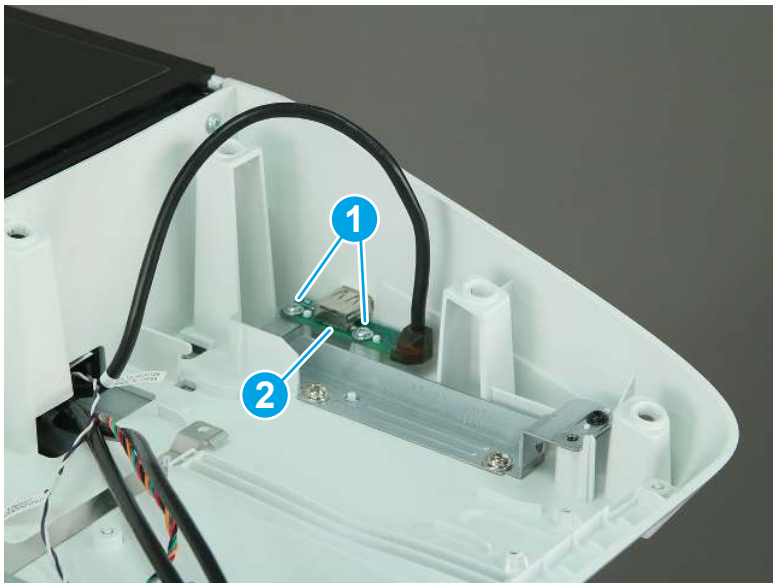
a. Remove one screw (callout 1) to release the light PCA. Release the cable from three retainers (callout 2), and then move the light PCA out of the way.

Figure 4-2903 Release the light PCA



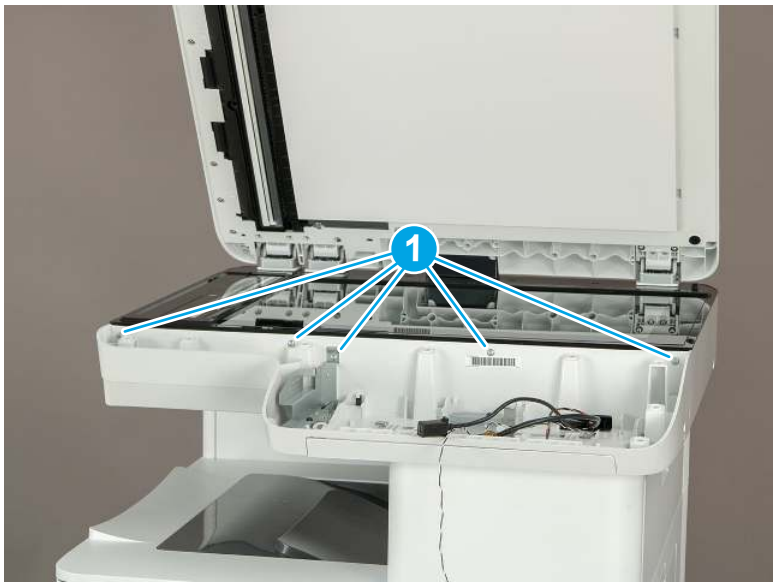
b. Remove two screws (callout 1), and then move the USB port PCA (callout 2) out of the way.

Figure 4-2904 Release the USB port PCA



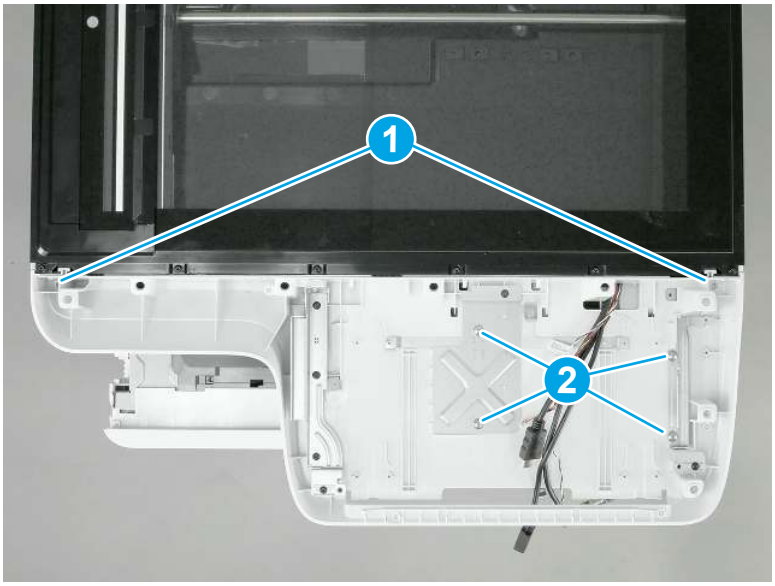
c. Remove five screws (callout 1).

Figure 4-2905 Remove four screws



d. Remove two small, self-tapping screws (callout 1), and then remove four larger machine screws (callout 2).

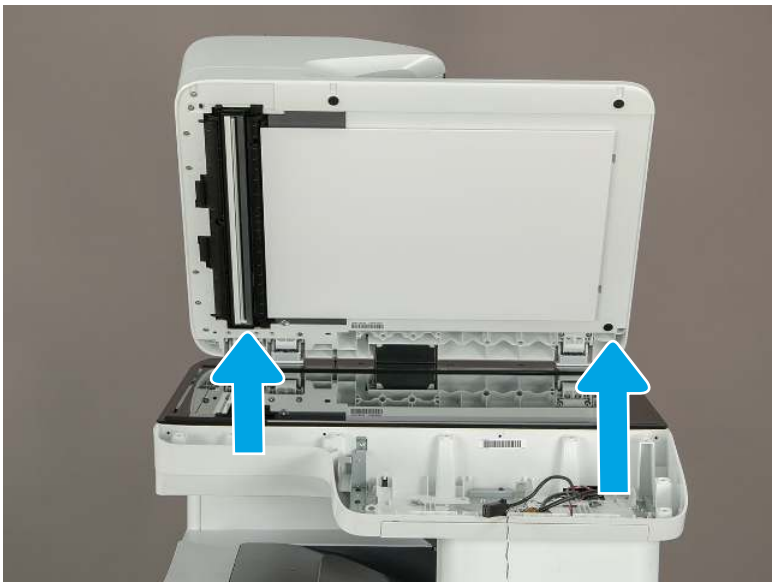
Figure 4-2906 Remove six screws



e. Lift the nose cone up and off of the printer to remove it.

NOTE: Pass the wire harnesses and cables through the opening in the nose cone when removing it.

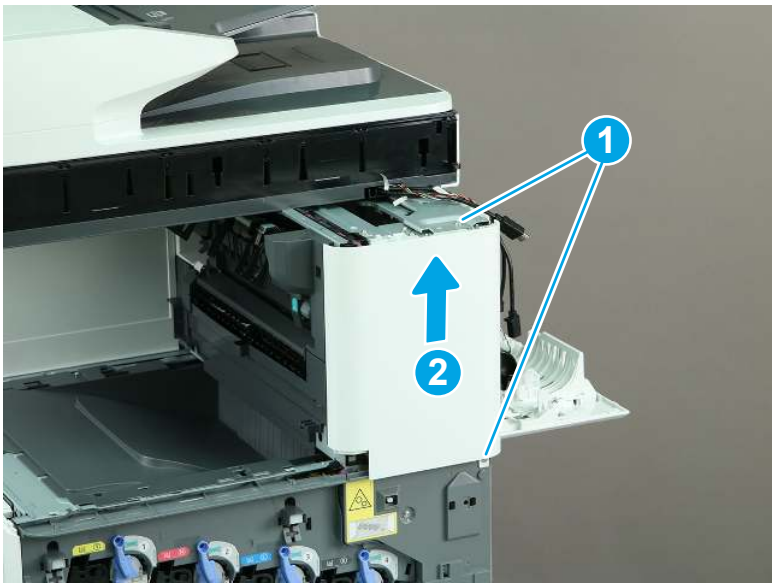
Figure 4-2907 Remove the nose cone



16. Remove the right front cover (M776zs).

- Remove two screws (callout 1), release one tab (callout 2), and then slide the right front cover up (callout 2) to remove it.

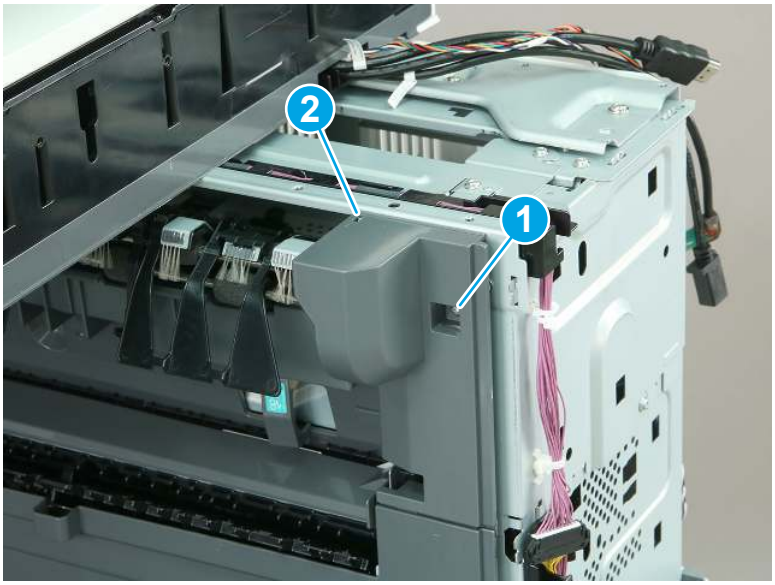
Figure 4-2908 **Remove the right front cover**



17. Remove the delivery front cover (M776zs).

- Remove one screw (callout 1), and then remove the delivery front cover (callout 2).

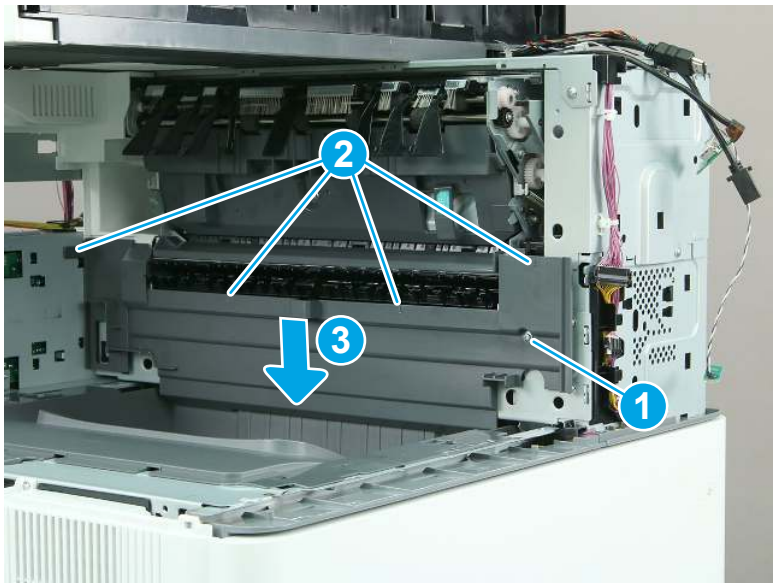
Figure 4-2909 **Remove the delivery front cover**



18. Remove the delivery cover (M776zs).

- Remove one screw (callout 1), release four tabs (callout 2), and then slide the delivery cover down (callout 3) to remove it.

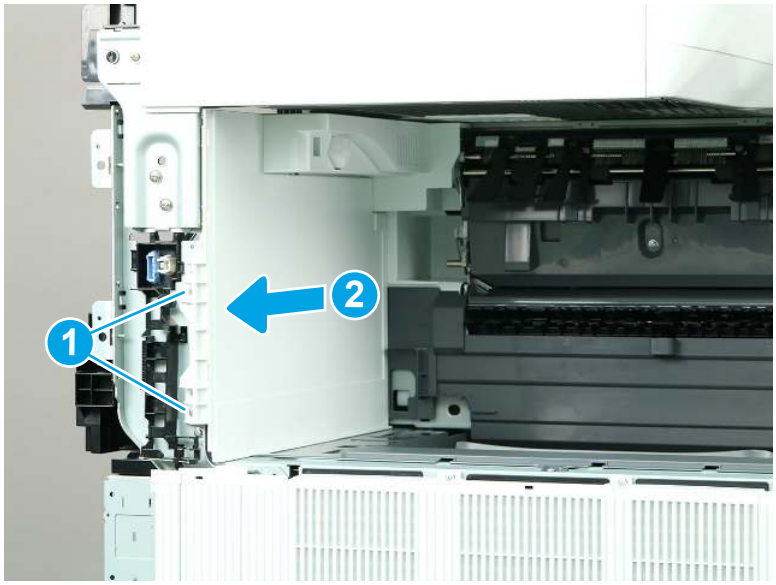
Figure 4-2910 Remove the delivery cover



19. Remove the main cover (M776zs).

- Remove two screws (callout 1), and then slide the main cover away from the printer to remove it (callout 2).

Figure 4-2911 Remove the main cover

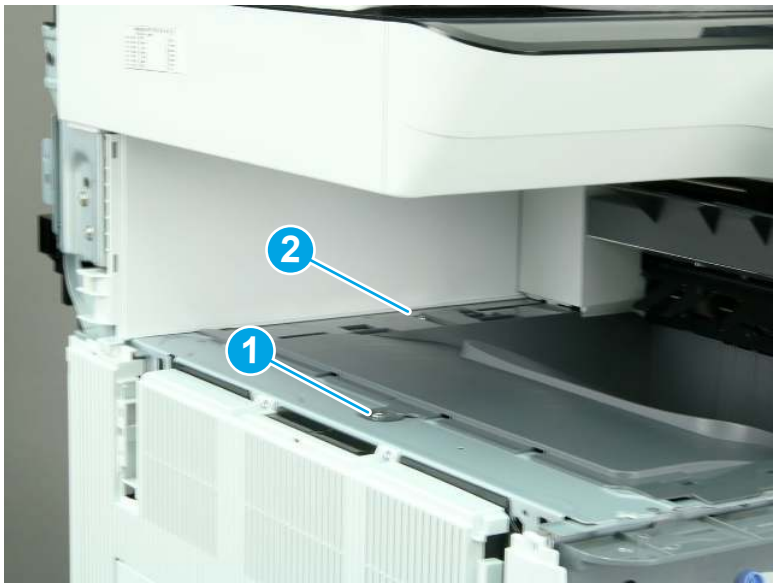


20. Remove the output bin (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

a. Remove one washer-head machine screw (callout 1), remove one self-tapping screw (callout 2).

Figure 4-2912 Remove two screws



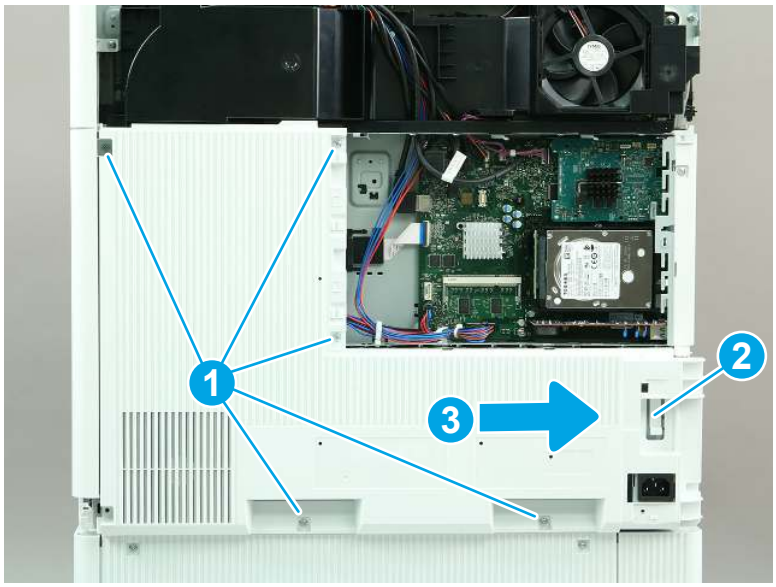
b. Remove the output bin.

Figure 4-2913 Remove the output bin

21. Remove the rear cover (M856/E85055/M776).

- Remove five screws (callout 1), release one tab (callout 2), and then slide the rear cover to the right to remove it.

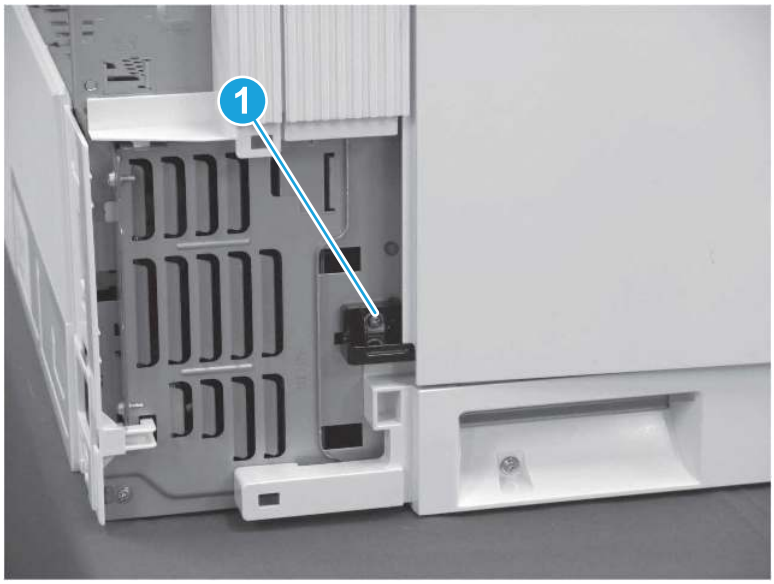
Figure 4-2914 Remove the rear cover (M856/E85055/M776)



22. Remove the left door.

a. Remove one screw (callout 1).

Figure 4-2915 Remove one screw

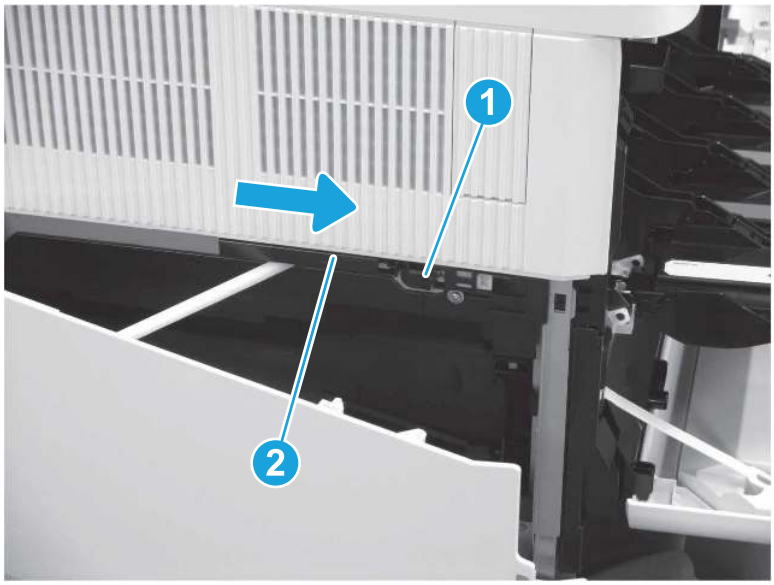


b. Release the holder, and then remove it from the printer.

Figure 4-2916 Remove the holder

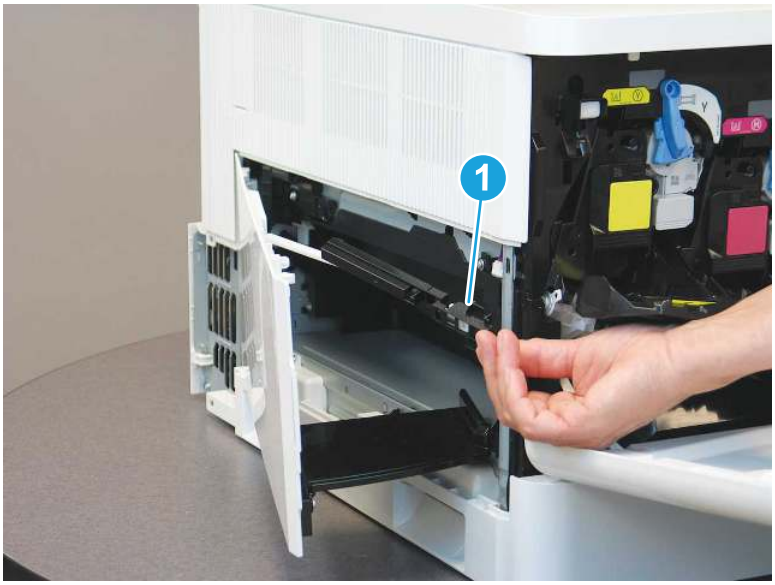
c. Open the left door, and release one tab (callout 1). Slide the holder (callout 2) toward the front of the printer.

Figure 4-2917 Slide the holder



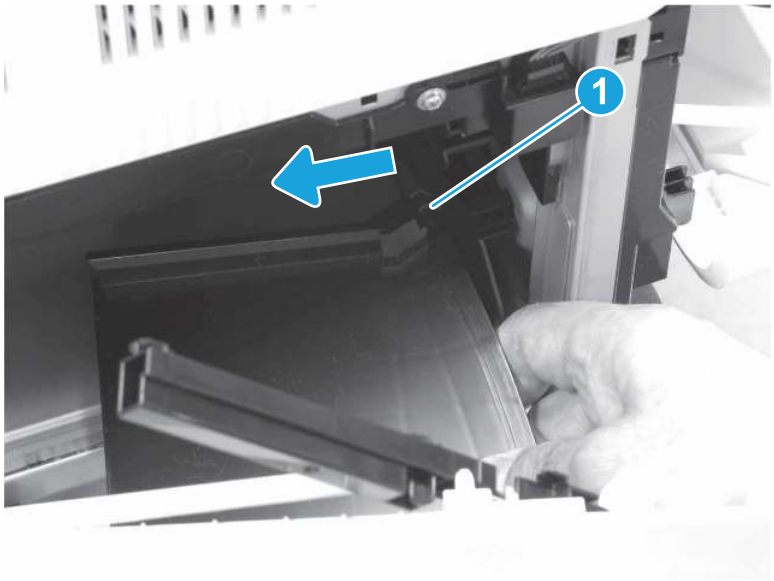
d. Release the holder (callout 1) from the printer, but leave it attached to the hinge.

Figure 4-2918 **Release the holder**



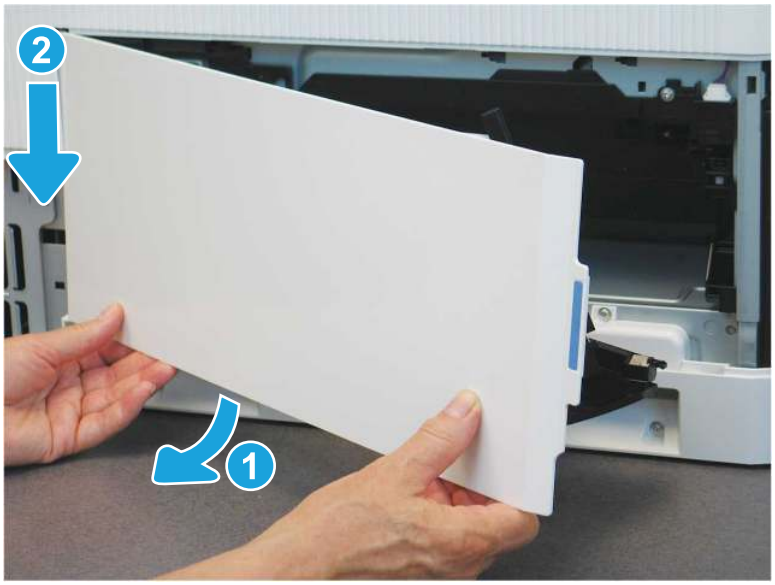
e. Press the stopper (callout 1) on the bottom of the door to the left to release it from the track.

Figure 4-2919 **Release the stopper**



f. Rotate the left, lower edge of the door away from the printer (callout 1), and then lower the door to remove it (callout 2).

Figure 4-2920 Remove the left door

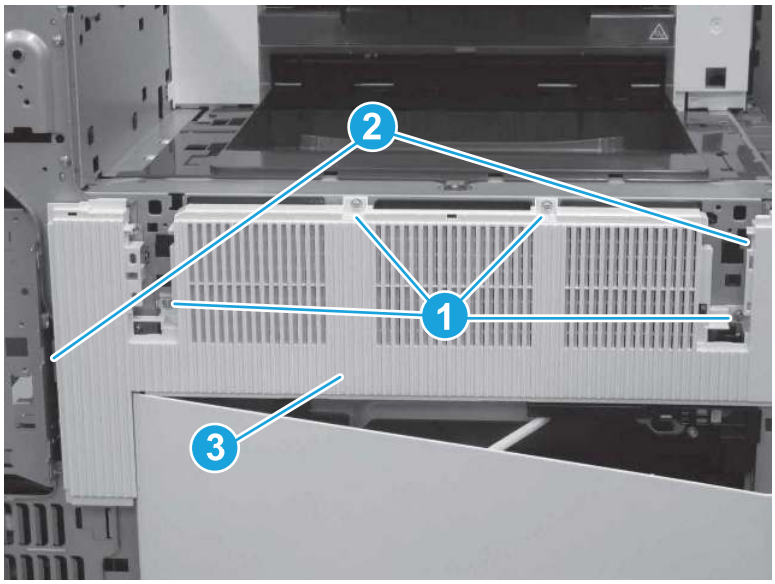


23. Remove the left upper cover (M856/E85055/M776).

NOTE: The following figures show the M776z printer. The procedure is correct for all referenced models.

- Remove four screws (callout 1), release two tabs (callout 2), and then remove the left upper cover (callout 3).

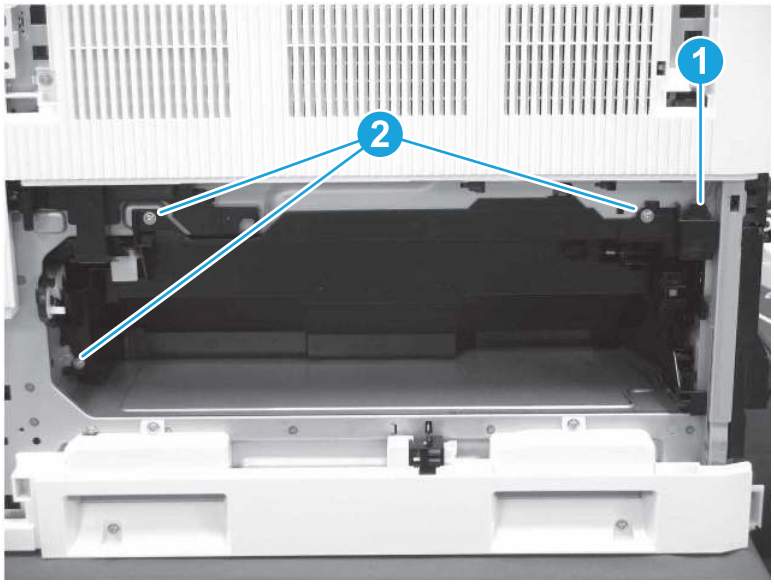
Figure 4-2921 Remove the left upper cover



24. Remove the scanner cover.

a. Disconnect one connector (callout 1), and then remove three screws (callout 2).

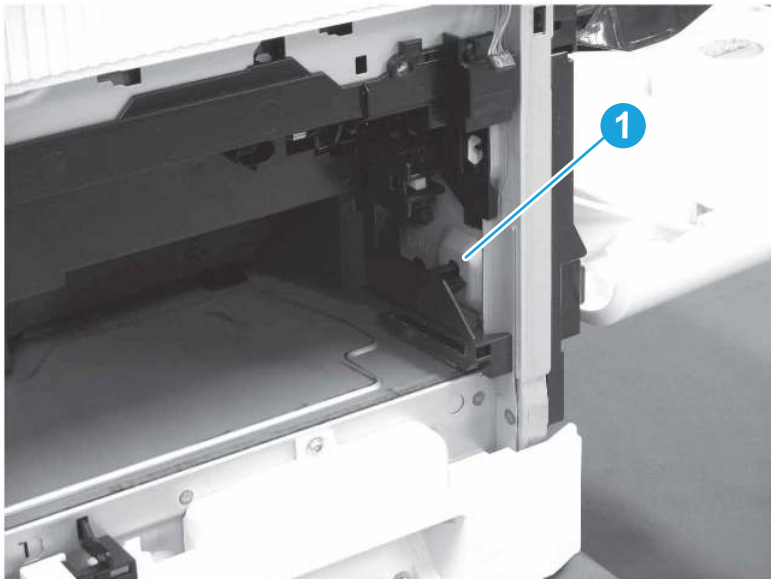
Figure 4-2922 **Disconnect one connector and remove three screws**



TIP: Connect the connector before reinstalling the screws.

b. Release one tab (callout 1), and then flex the scanner cover to remove it.

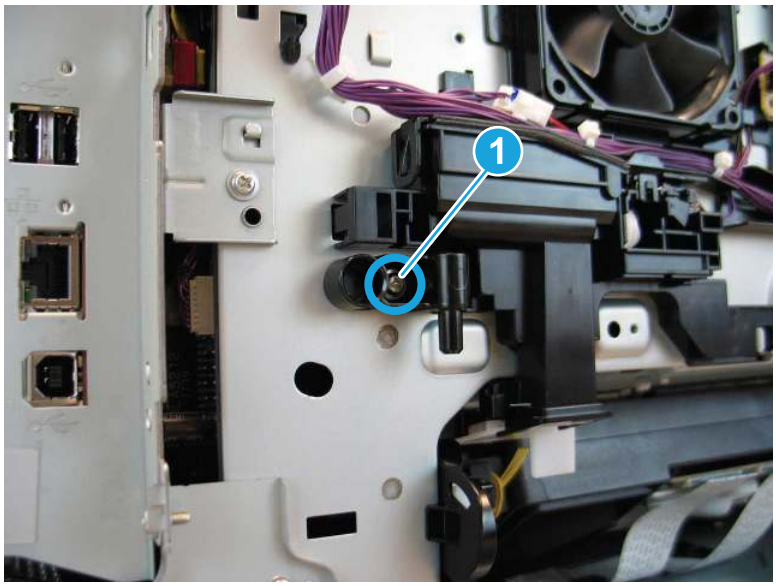
Figure 4-2923 **Remove the scanner cover**



25. Remove the secondary auger.

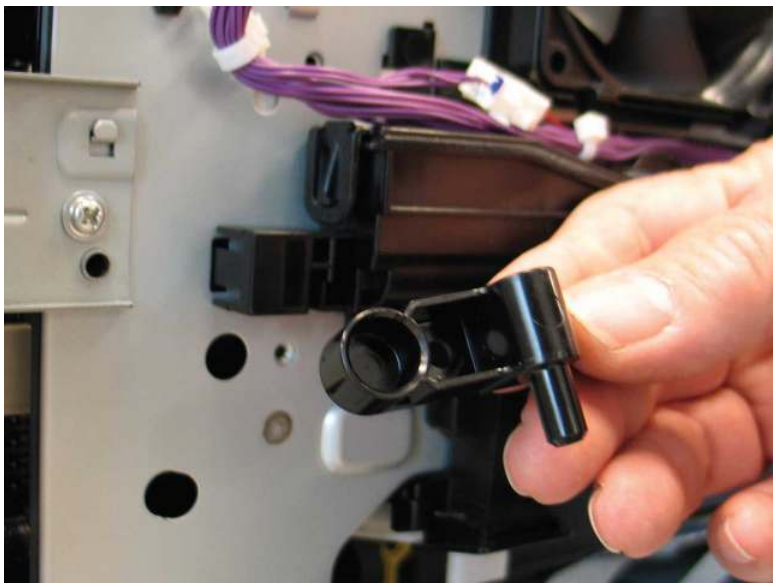
a. Remove one screw (callout 1).

Figure 4-2924 Remove one screws



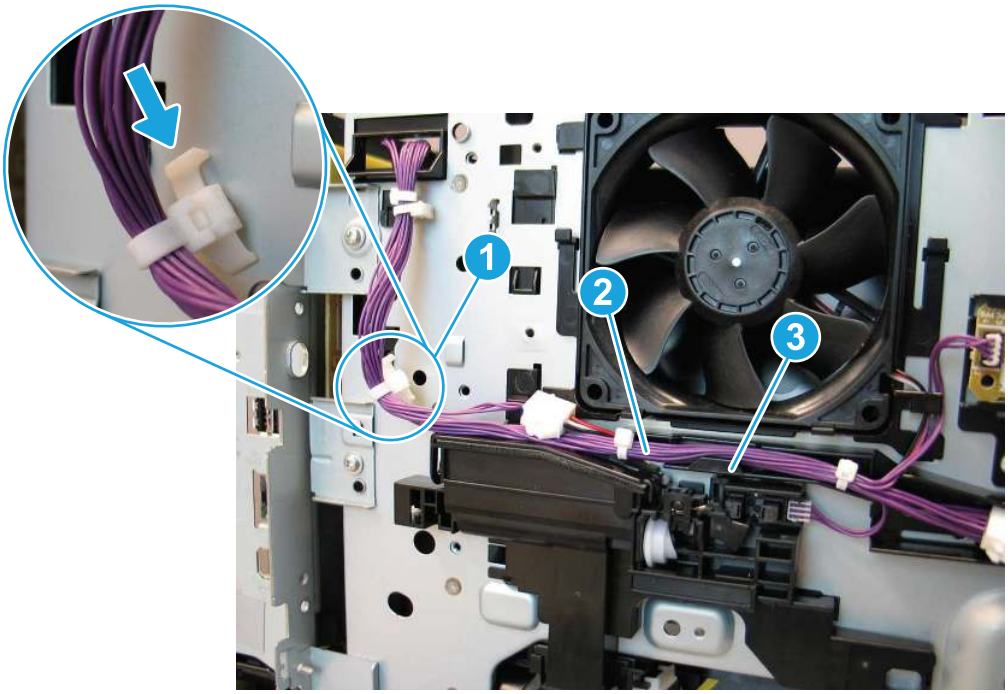
b. Remove the left door upper hinge.

Figure 4-2925 Remove the left door upper hinge



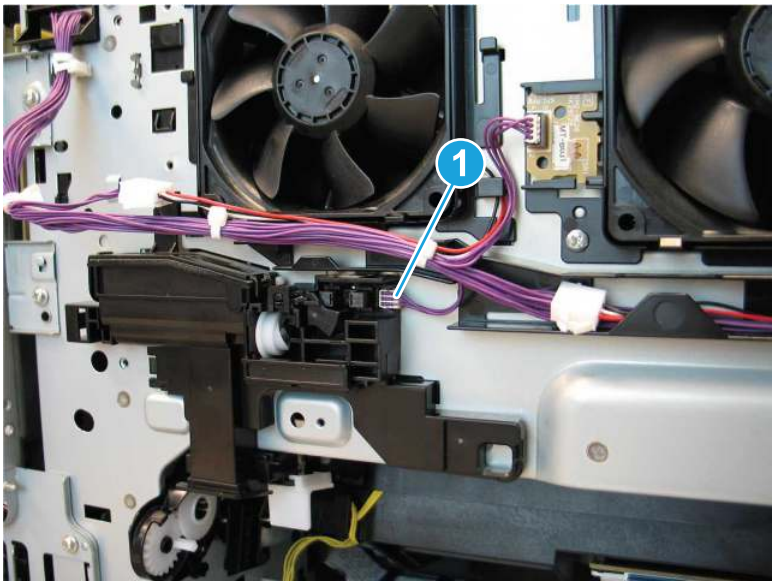
c. Press the latch to release one retainer (callout 1) from the sheet metal. Remove the wire harness (callout 2) from the guides (callout 3).

Figure 4-2926 Release the wire harness from the guides



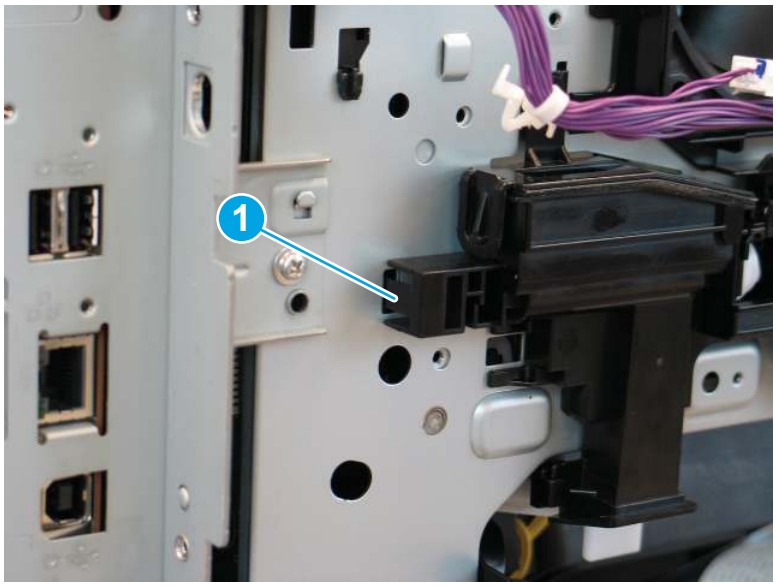
d. Disconnect one connector (callout 1).

Figure 4-2927 Disconnect one connector



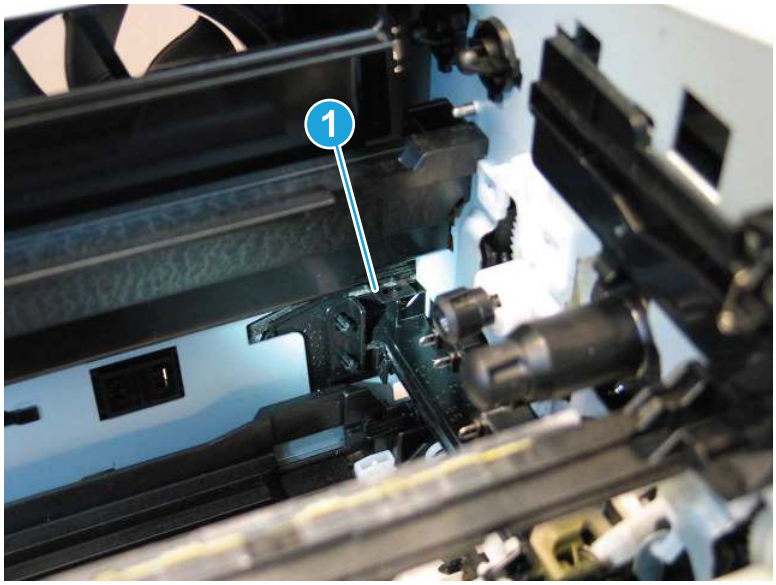
e. Release one tab (callout 1).

Figure 4-2928 Release one tab



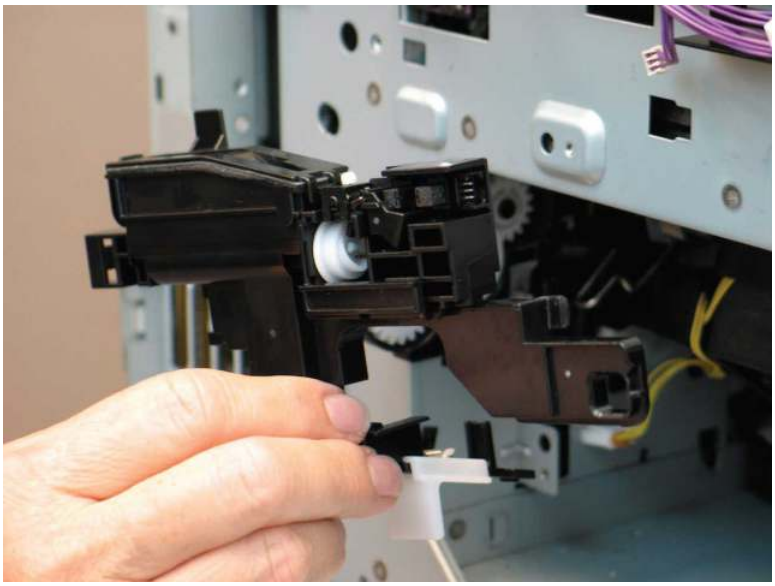
f. Inside the printer, release one tab that connects to the primary auger (callout 1).

Figure 4-2929 Release one tab



g. Remove the secondary auger assembly.

Figure 4-2930 Remove the secondary auger assembly

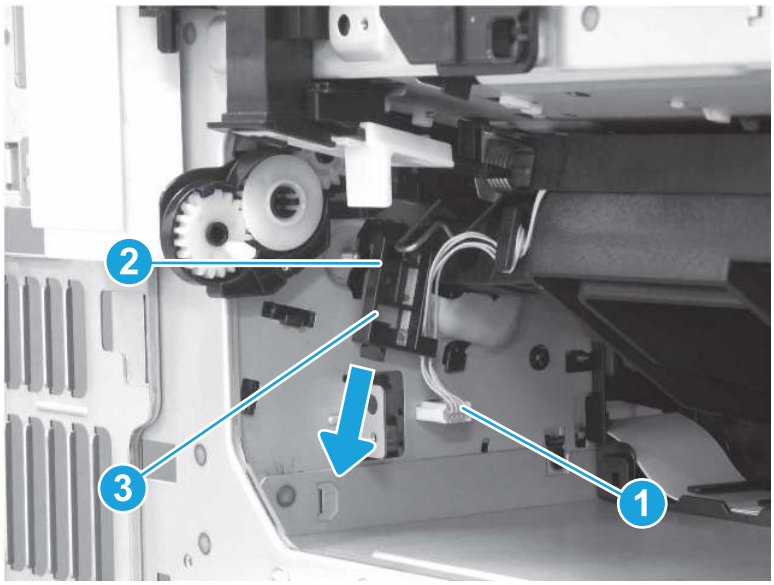


26. Remove the laser scanner.

IMPORTANT: The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.

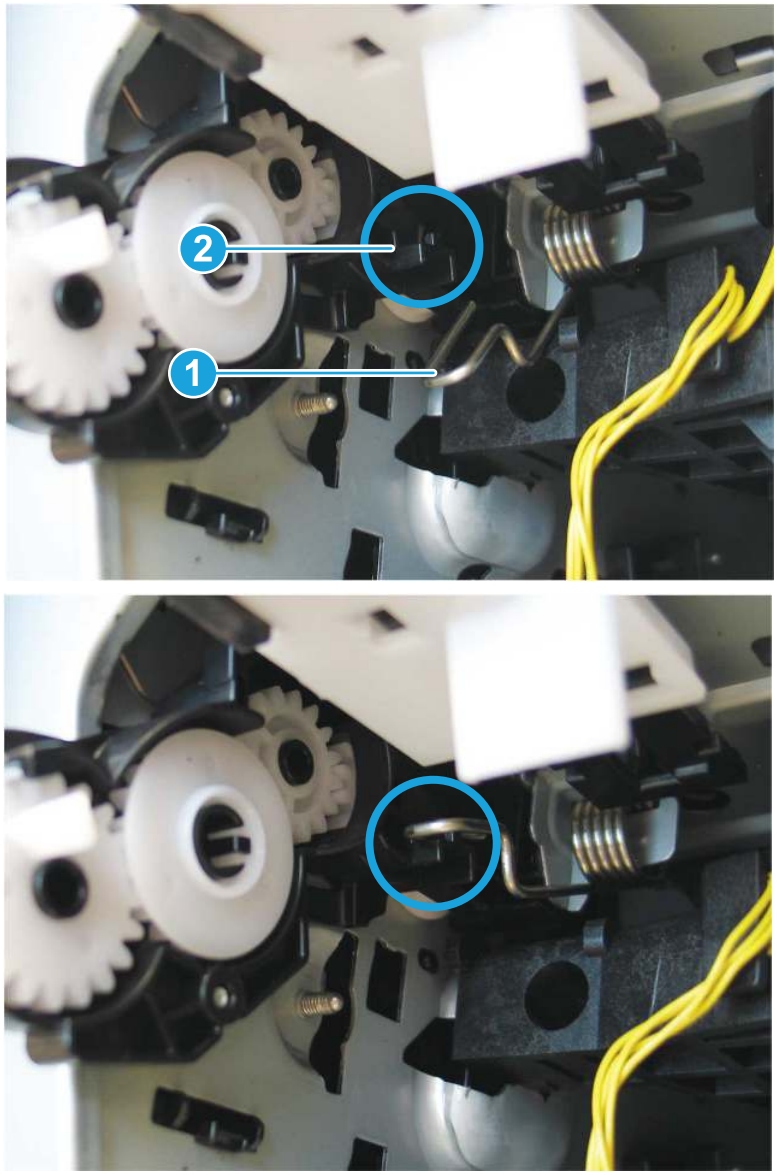
a. Disconnect one connector (callout 1), release one tab (callout 2), and then slide the stopper (callout 3) down to remove it.

Figure 4-2931 Remove the stopper

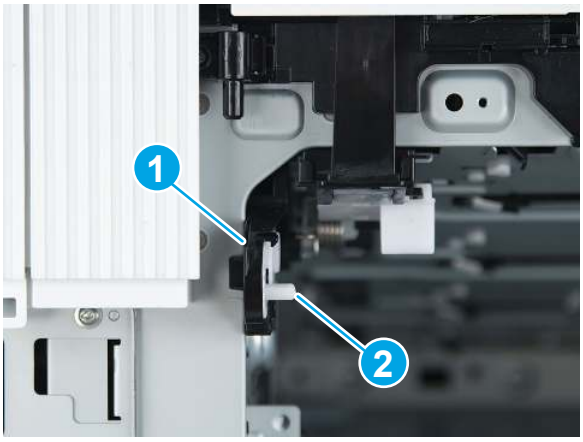


b. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-2932 **Hook the spring**

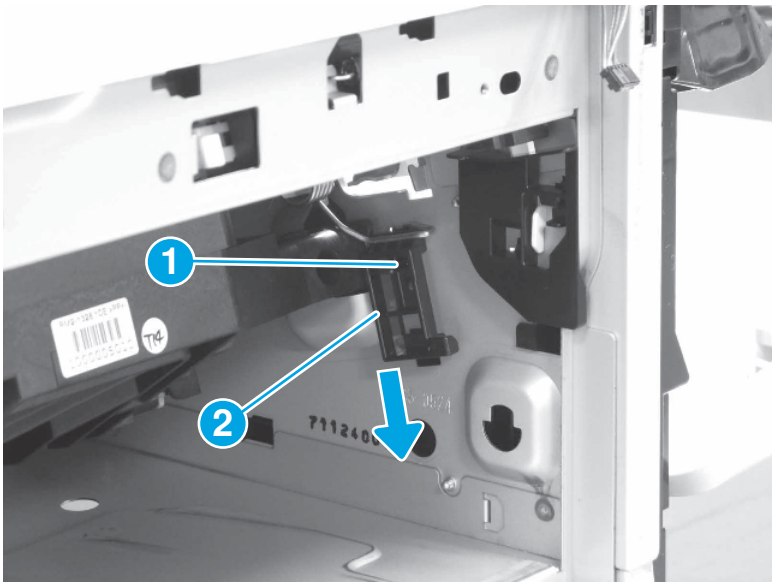


TIP: When the laser scanner is installed, make sure that the gear case is flat against the printer chassis (callout 1). The pin on the gear (callout 2) might need to be rotated out of the way when the assembly is installed.



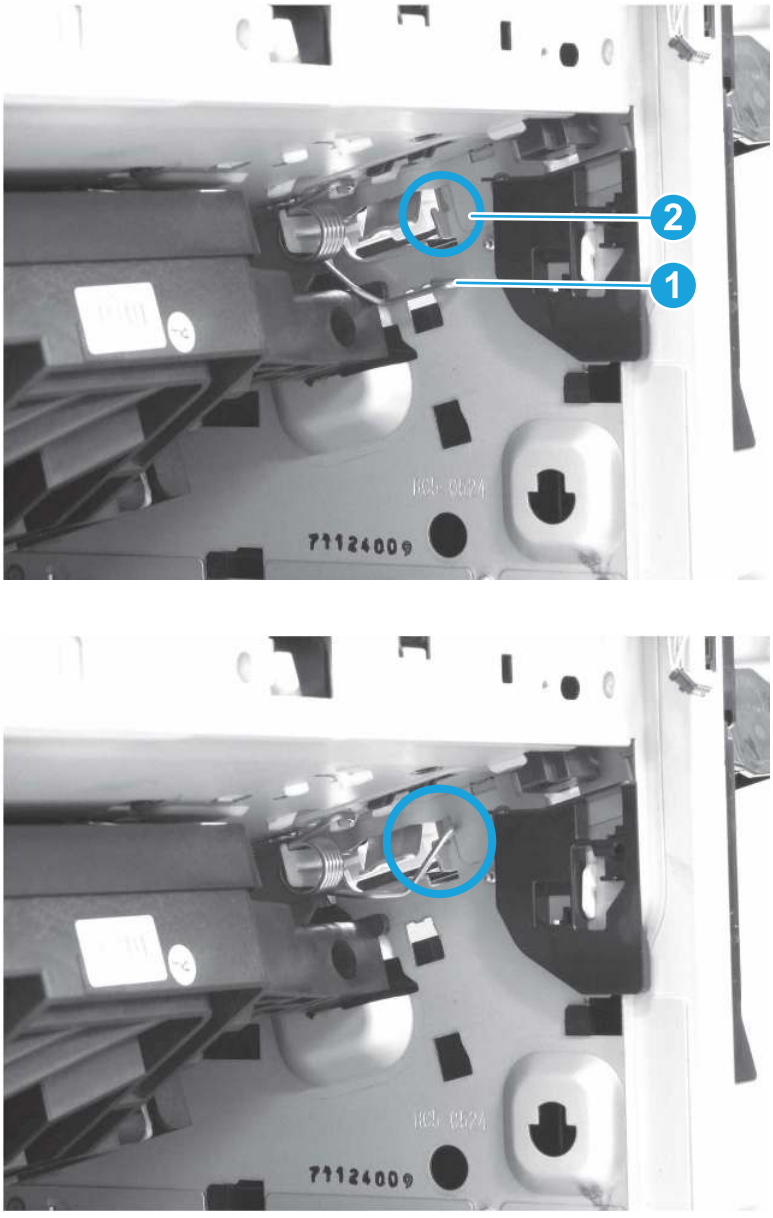
c. On the right side of the laser scanner, release one tab (callout 1), and then slide the stopper (callout 2) down to remove it.

Figure 4-2933 Remove the stopper



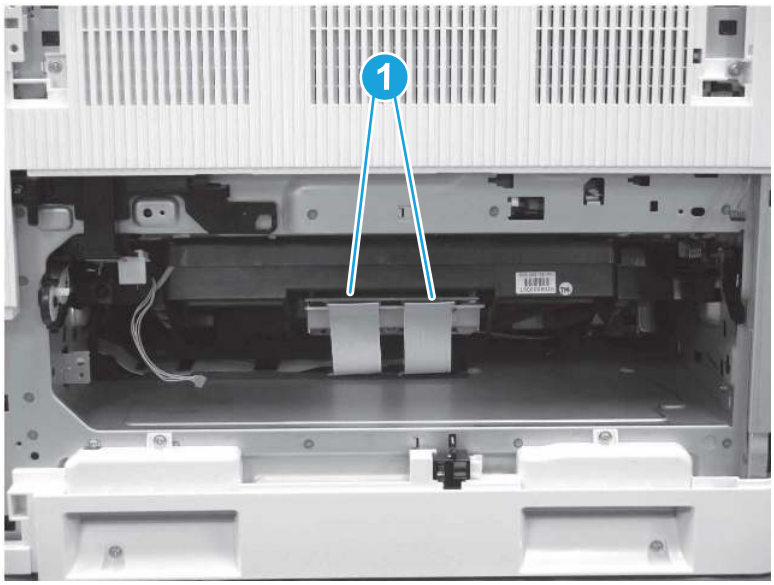
d. Hook the spring (callout 1) on the hook (callout 2).

Figure 4-2934 **Hook the spring**



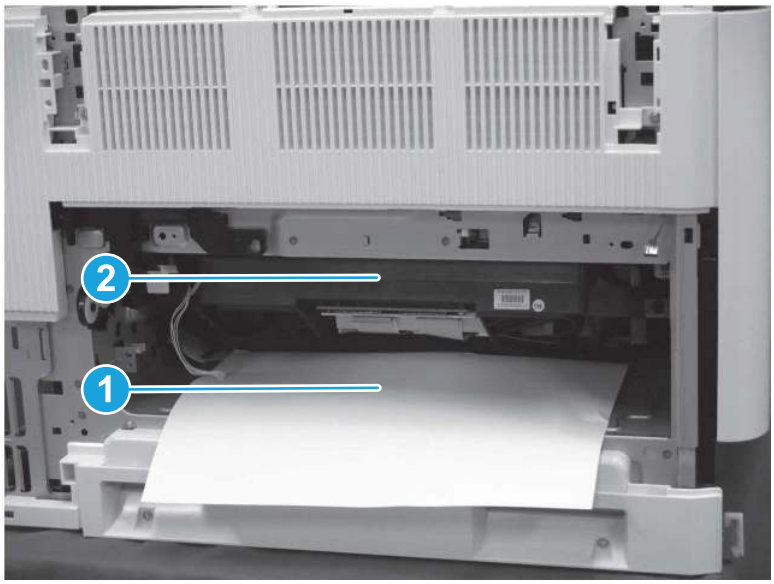
e. Disconnect two flat cables (callout 1).

Figure 4-2935 Disconnect two flat cables



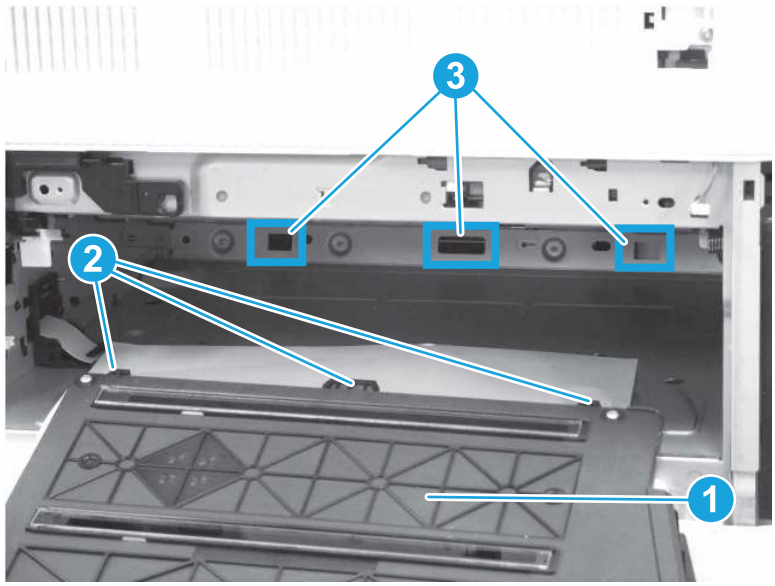
f. Lay a sheet of paper on top of the flat cables (callout 1) to protect them. Pull the laser scanner (callout 2) out of the printer to remove it.

Figure 4-2936 Remove the laser scanner



IMPORTANT: **The front door must be open while removing and installing the laser scanner to avoid damaging the laser scanner cleaning pads.**

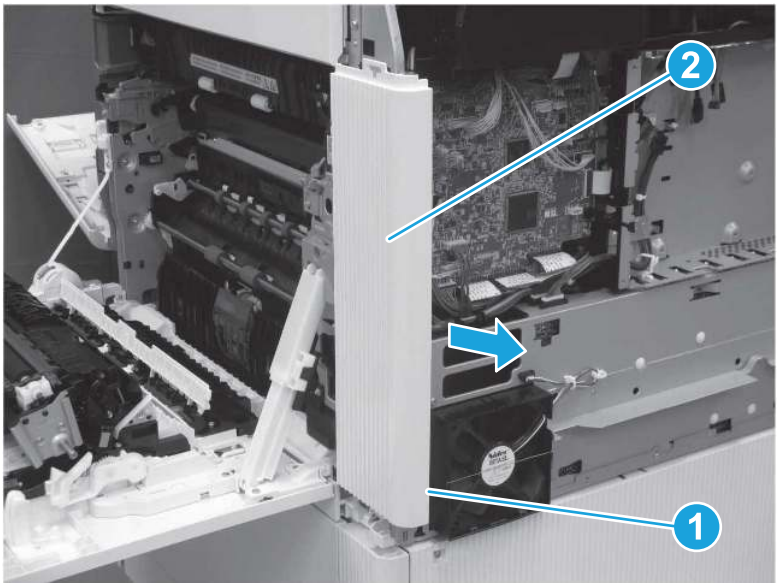
TIP: When installing the laser scanner (callout 1), position the pins (callout 2) on the laser scanner into the openings (callout 3) inside the printer.



27. Remove the right rear cover (M856/E85055/M776).

- Release one tab (callout 1), and then slide the rear cover away from the printer to remove it.

Figure 4-2937 **Remove right rear cover**



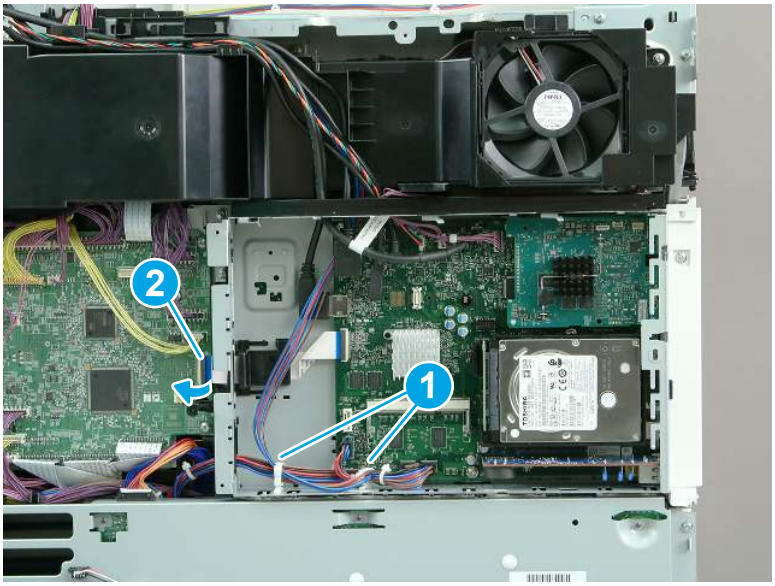
28. Remove the formatter and case (M856/E85055/M776).

NOTE: The figures below show the M776zs formatter. The procedure is correct for all referenced models.

a. Release two retainers (callout 1), and then open the retainer (callout 2) to release the flat cable. Disconnect all of the remaining connectors on the formatter board.

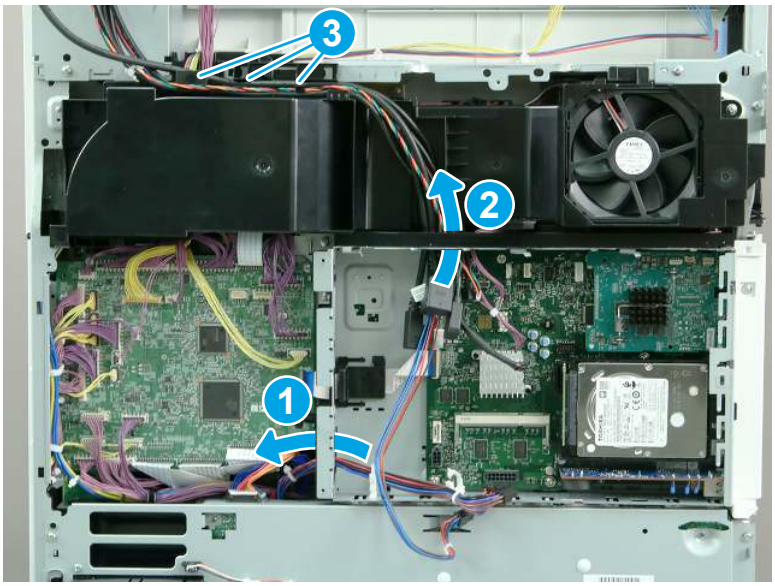
NOTE: The figures below show the M776zs model. The procedures are correct for all of the referenced models.

Figure 4-2938 Disconnect the connectors



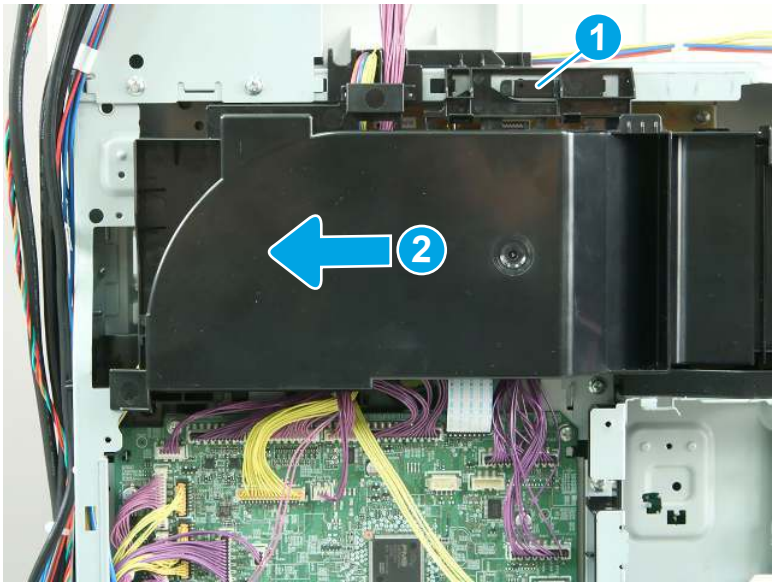
b. Release one cable through the opening in the left side of the formatter case (callout 1).
Release the remaining cables through the opening in the top of the formatter case (callout 2).
Release the cables from the upper cable guide (callout 3).

Figure 4-2939 Release the cables



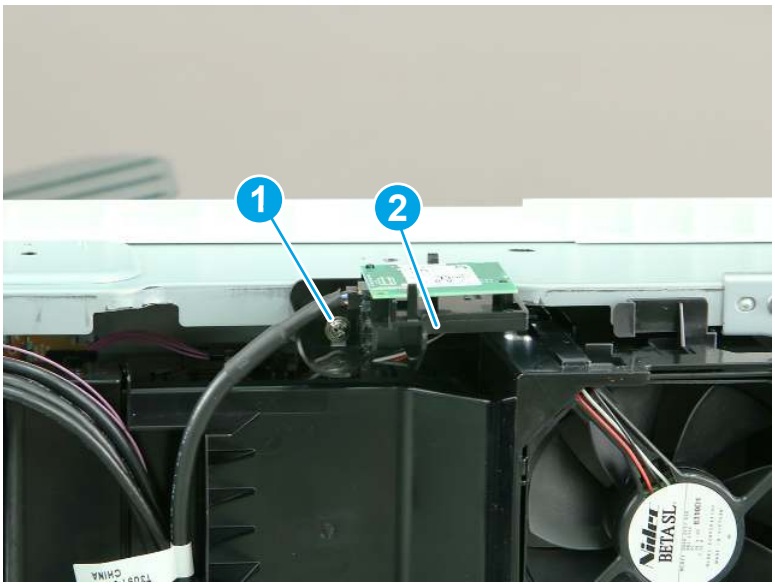
c. Release one tab (callout 1), and then slide the fan duct to the left (callout 2) to remove it.

Figure 4-2940 Remove the fan duct



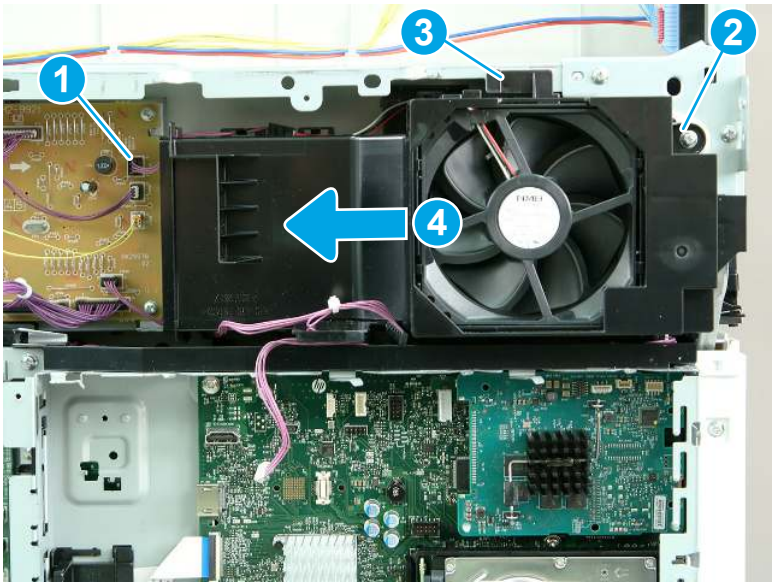
d. **M856 and E85055 only**: Remove one screw (callout 1), and then remove the wireless card and bracket (callout 2).

Figure 4-2941 Remove the wireless card and bracket



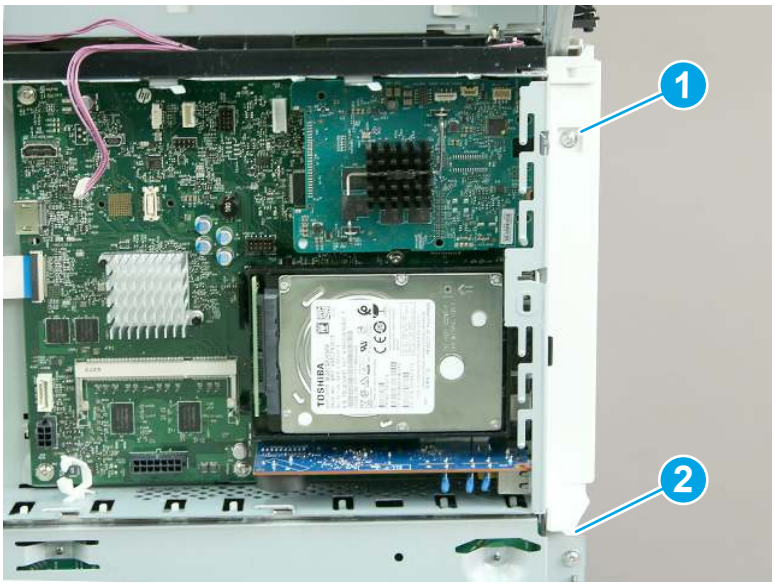
e. Disconnect one connector (callout 1), and remove one screw (callout 2). Release one tab (callout 3), and then slide the fan assembly to the left (callout 4) to remove it.

Figure 4-2942 Remove the fan assembly



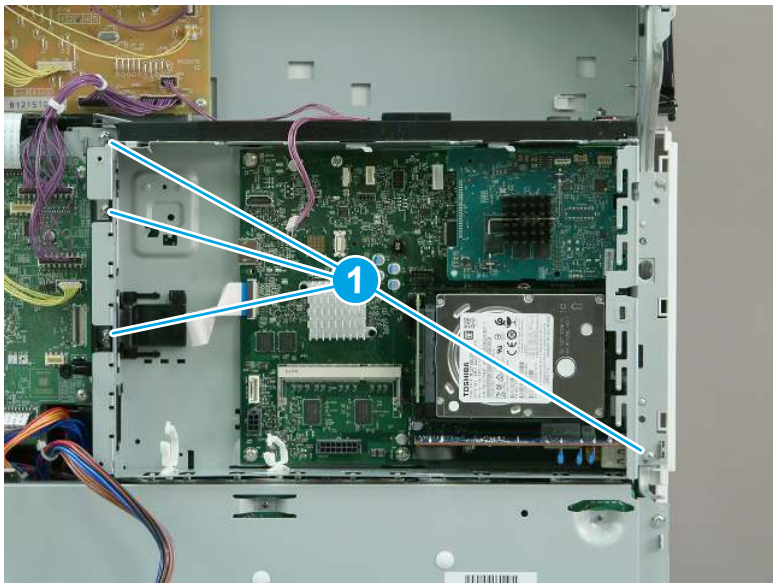
f. Remove one screw (callout 1), release one tab (callout 2), and then remove the left rear cover.

Figure 4-2943 Remove the left rear cover



g. Remove four screws (callout 1).

Figure 4-2944 Remove four screws



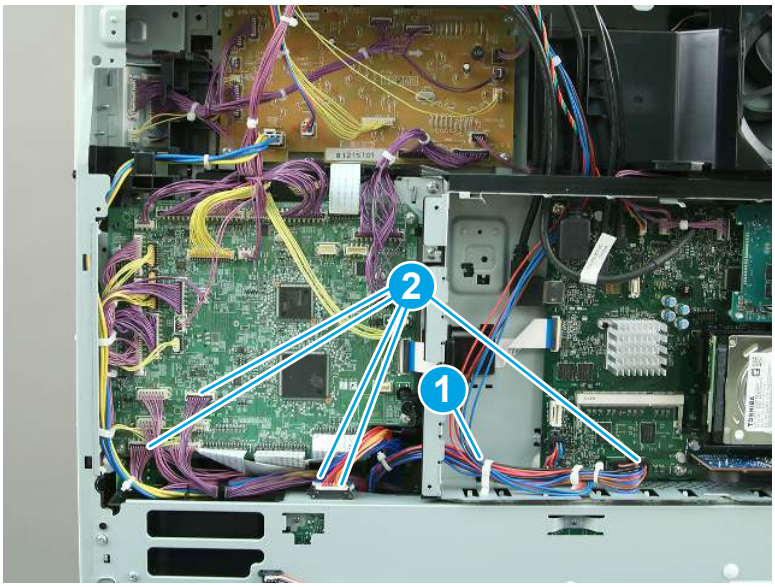
h. Remove the formatter and case.

Figure 4-2945 Remove the formatter and case

29. Remove the low-voltage power supply (LVPS) (M856/E85055/M776).

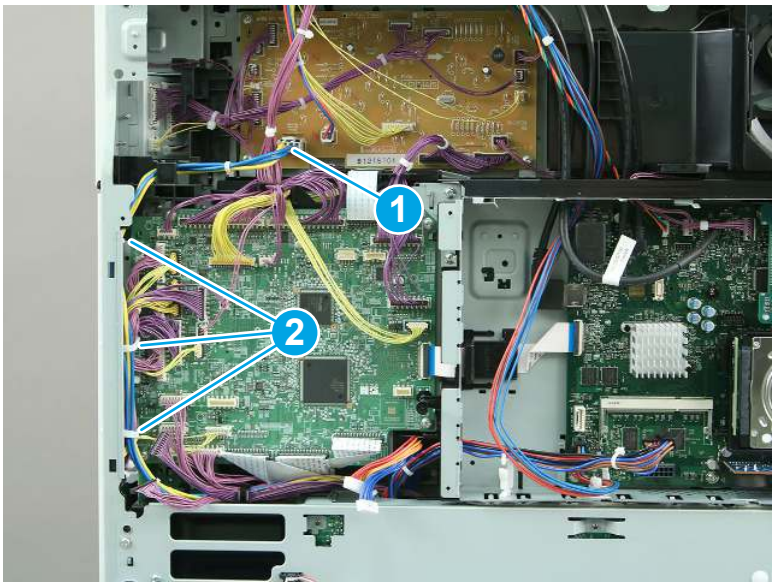
a. Release one retainer (callout 1), and then disconnect five connectors (callout 2).

Figure 4-2946 Release the retainer and disconnect five connectors



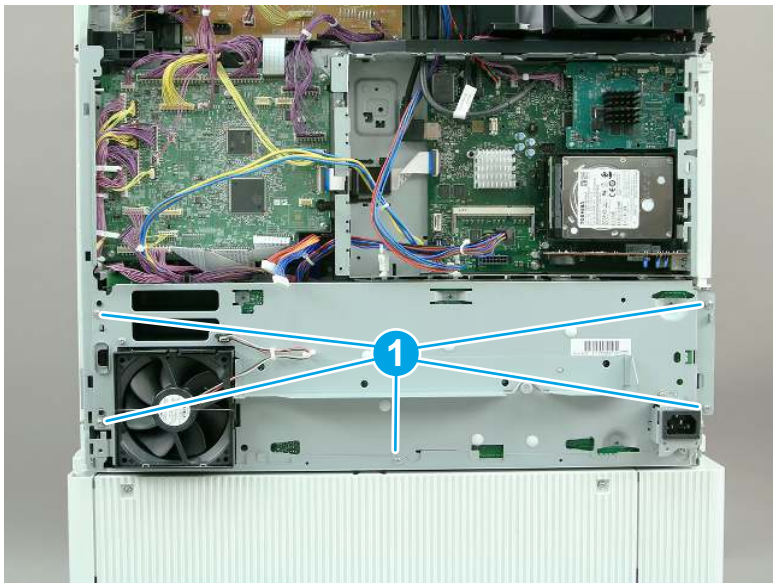
b. Disconnect one connector (callout 1), and then release three retainers (callout 2).

Figure 4-2947 Disconnect one connector and release five retainers



c. Remove five screws (callout 1).

Figure 4-2948 Remove five screws

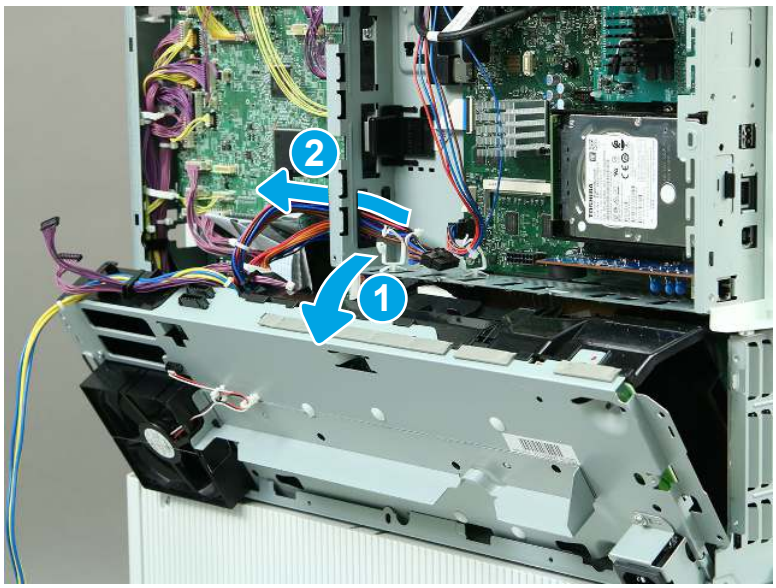


d. Tilt the LVPS away from the printer (callout 1). Thread the cable (callout 2) through the opening in the formatter case.

NOTE: Due to mechanical tolerances on the formatter cage, rotating the LVPS out might be difficult.

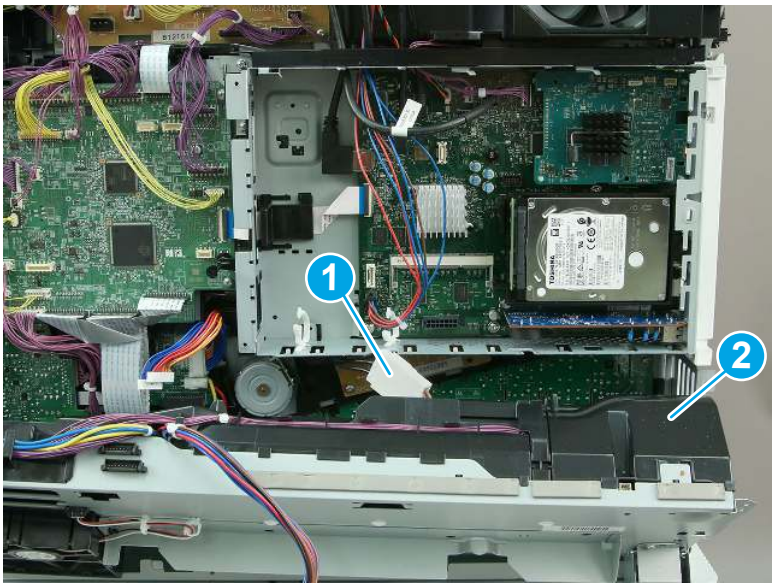
CAUTION: One connector is still connected, so tilt the LVPS carefully.

Figure 4-2949 Thread the cable



e. Disconnect one connector (callout 1), and then lift up to remove the LVPS (callout 2).

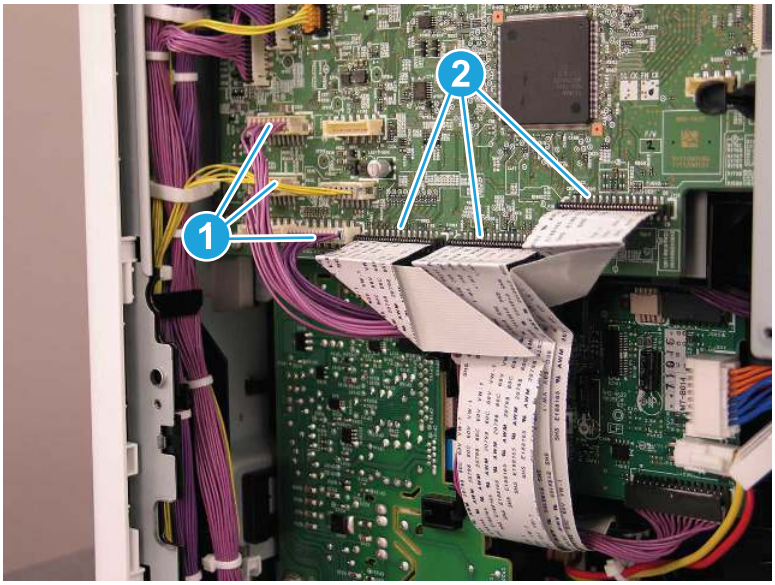
Figure 4-2950 Remove the LVPS



30. Remove the T2 connecting PCA.

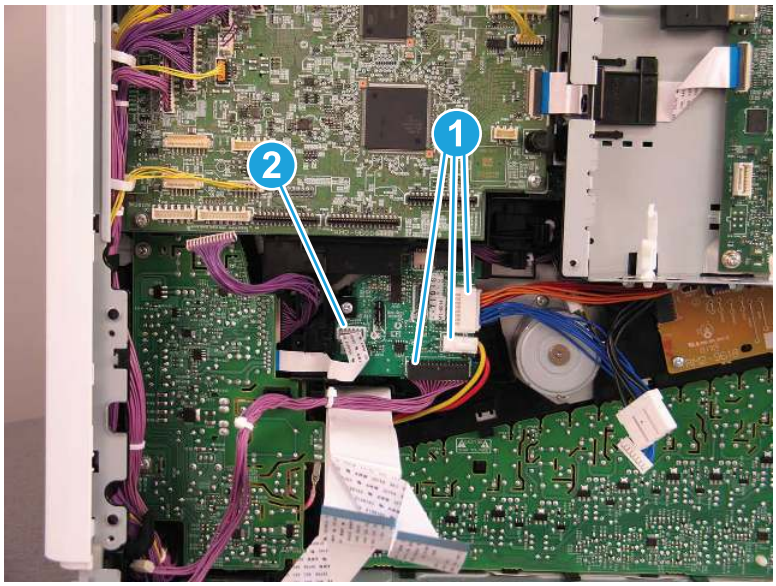
a. Disconnect three connectors (callout 1), and then disconnect three flat cables (callout 2).

Figure 4-2951 Disconnect six connectors



b. Disconnect three connectors (callout 1), and then disconnect one flat cable (callout 2).

Figure 4-2952 Disconnect three connectors and one flat cable

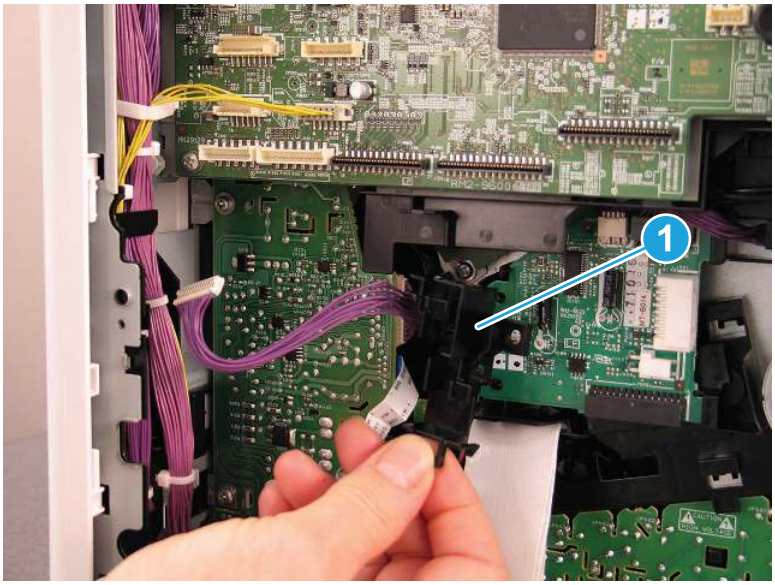


c. Remove one screw (callout 1).

Figure 4-2953 Remove one screw

d. Remove the cable guide (callout 1). If the cable guide is lost or damaged during the repair procedure, order a replacement part and install it along with the replacement T2 connecting PCA.

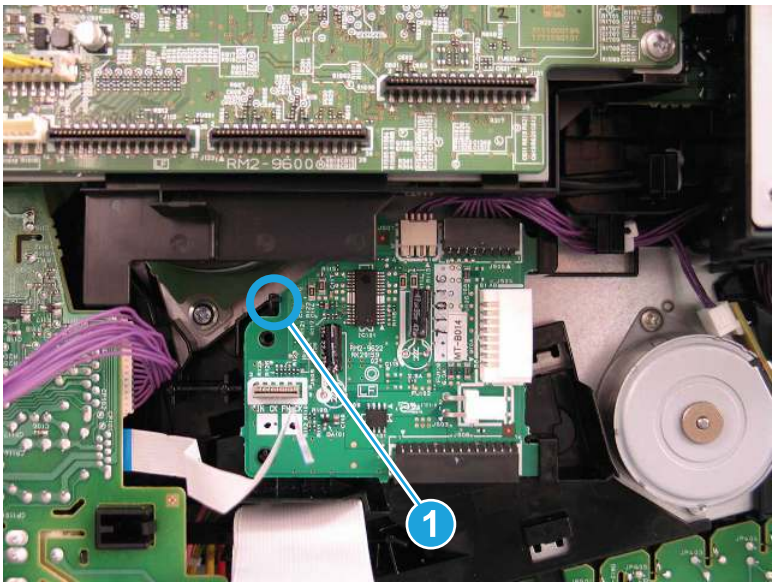
Figure 4-2954 Remove the cable guide



e. Release one tab (callout 1), and then pull the T2 connecting PCA slightly away from the printer.

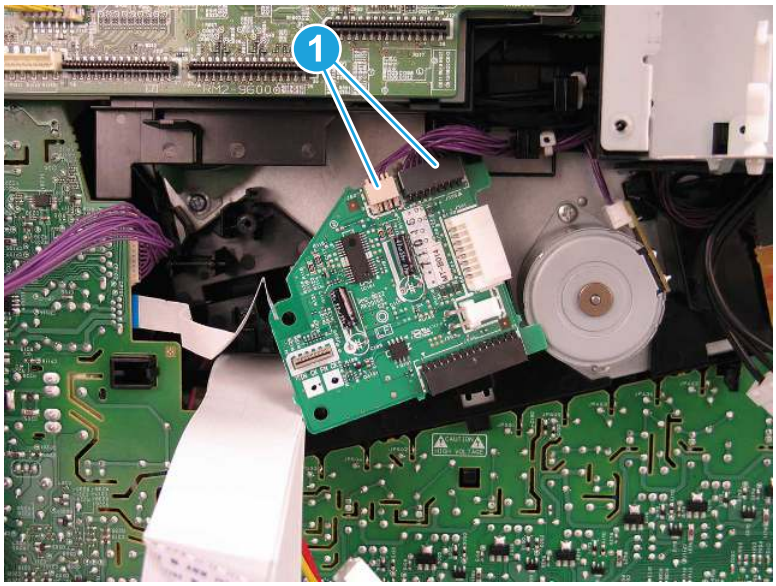
⚠ CAUTION: The T2 connecting PCA is still attached to the printer. Do not attempt to remove it completely.

Figure 4-2955 Release one tab



f. Disconnect two connectors (callout 1), and then remove the T2 connecting PCA (callout 2).

Figure 4-2956 Disconnect two connectors and remove the PCA



31. Remove the upper high-voltage power supply (HVPS) (M856/E85055/M776).

a. Disconnect one connector (callout 1), and then remove one screw (callout 2).

Figure 4-2957 Disconnect one connector and remove one screw

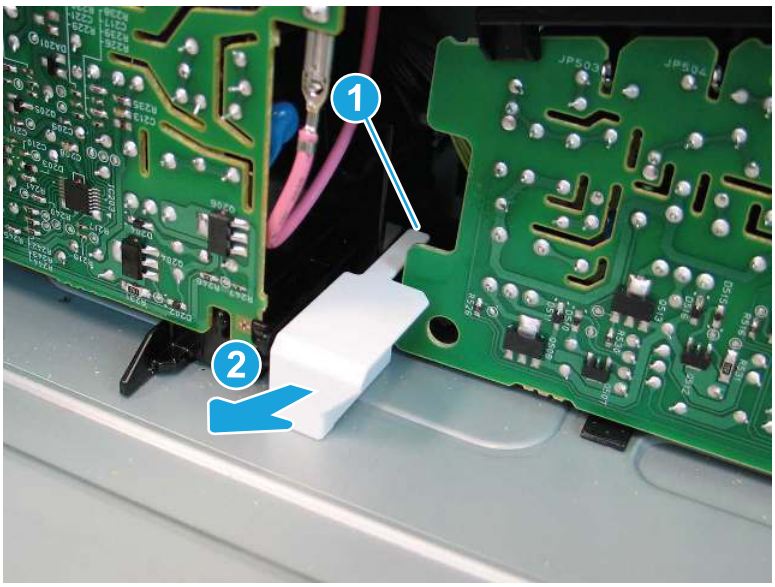
b. Release six tabs (callout 1), and then remove the upper HVPS.

Figure 4-2958 Release six tabs

32. Remove the lower high-voltage power supply (lower HVPS).

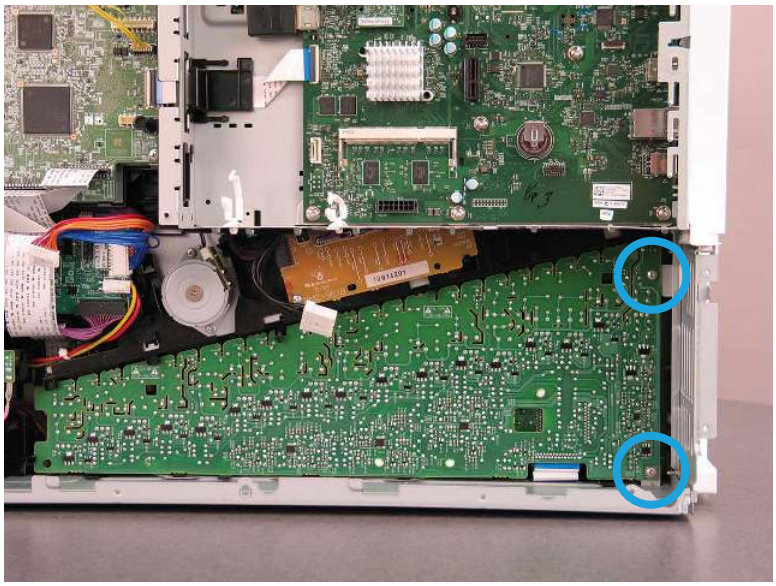
a. Release one tab (callout 1) and then slide the stopper (callout 2) away from the printer to remove it.

Figure 4-2959 Remove the stopper



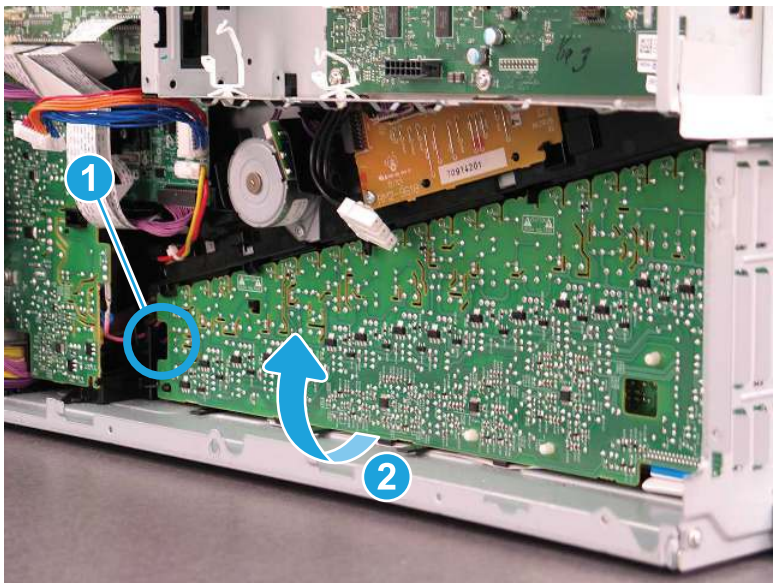
b. Remove two screws (callout 1).

Figure 4-2960 Remove two screws



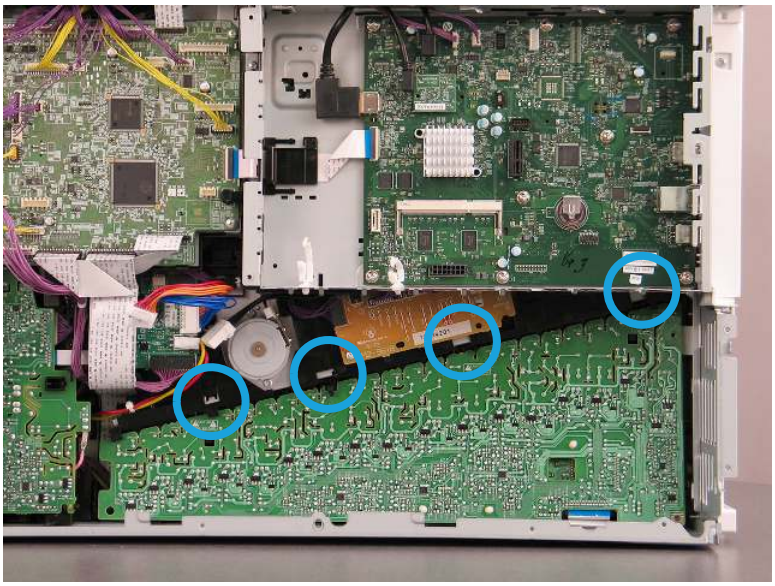
c. Release one tab (callout 1), and then gently release the lower edge of the lower HVPS.

Figure 4-2961 Release the lower edge of the lower HVPS



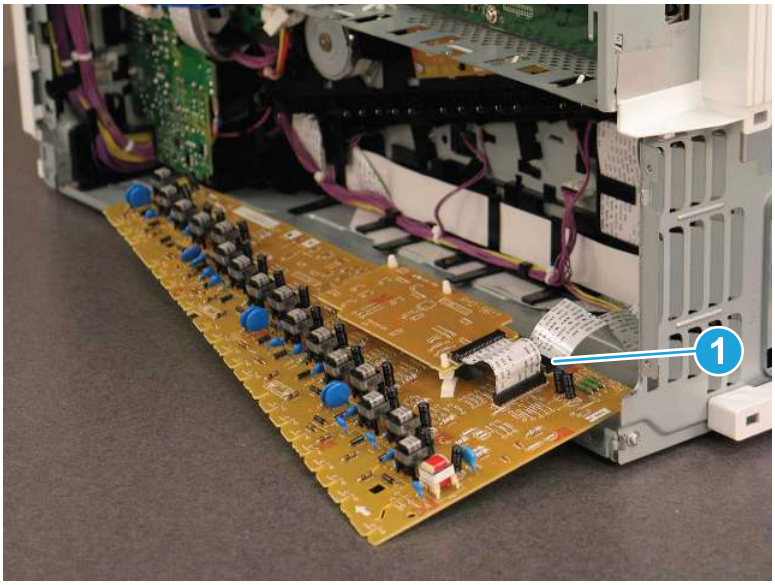
d. Release the lower HVPS from four tabs.

Figure 4-2962 **Release four tabs**



e. Disconnect one flat cable (callout 1) from the back of the lower HVPS.

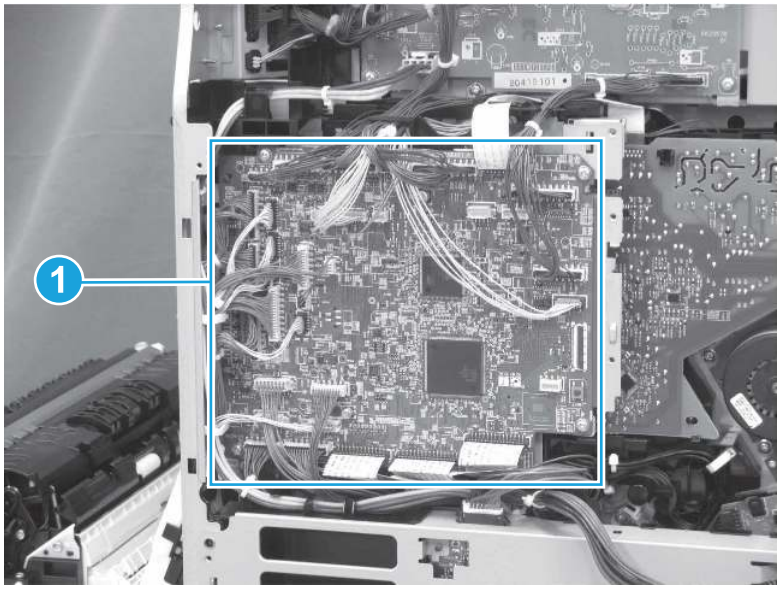
Figure 4-2963 **Disconnect one flat cable**



33. Remove the DC controller and case (M856/E85055/M776).

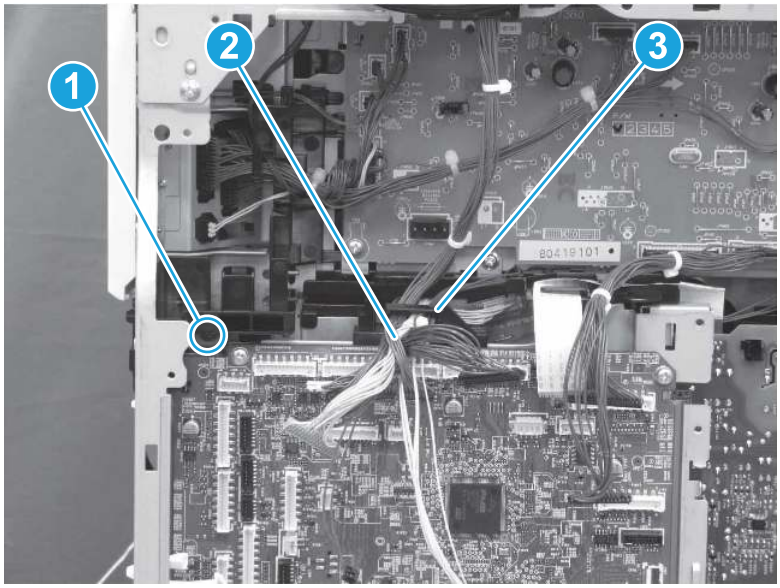
a. Disconnect all of the connectors on the DC controller.

Figure 4-2964 Disconnect the connectors



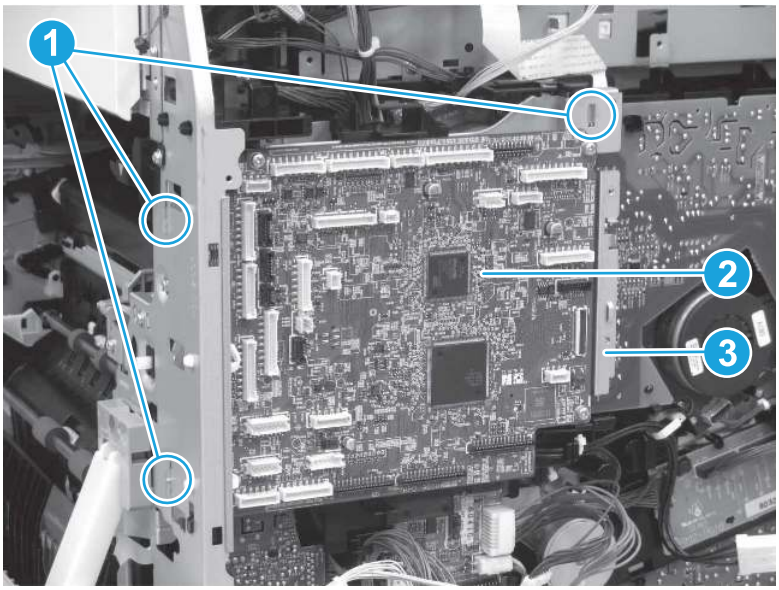
b. Remove one screw (callout 1), and then release the cables (callout 2) from the cable guide (callout 3).

Figure 4-2965 Remove one screw and release the cables



c. Remove one screw (callout 1), and then remove the DC controller (callout 2) together with the metal case (callout 3).

Figure 4-2966 Remove the DC controller and case



34. Remove the main drive assembly.

a. Open the front door.

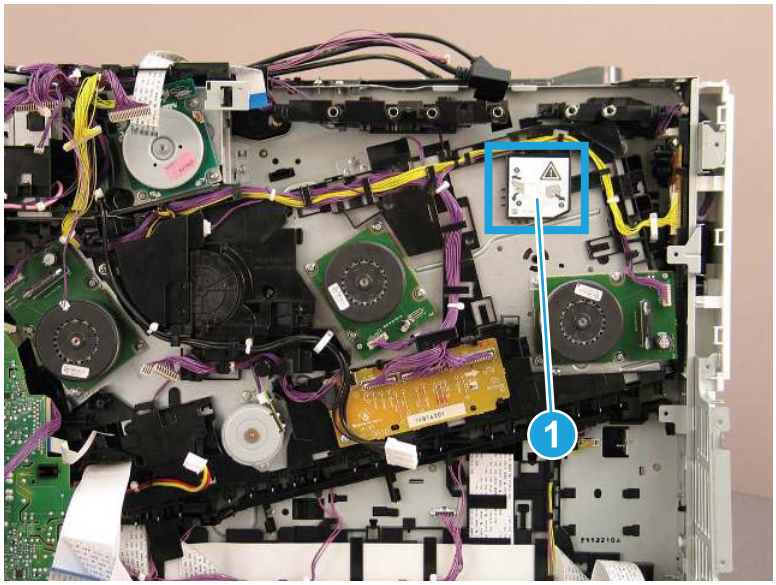
IMPORTANT: The front door must remain open during removal and installation of the main drive assembly to prevent issues.

To prevent the front door from closing on its own, install one of the toner cartridges halfway.

Figure 4-2967 Open the front door

b. Note the label (callout 1) on the main drive assembly indicating that the front door must be open and all toner cartridges and imaging drums removed before removing the main drive assembly.

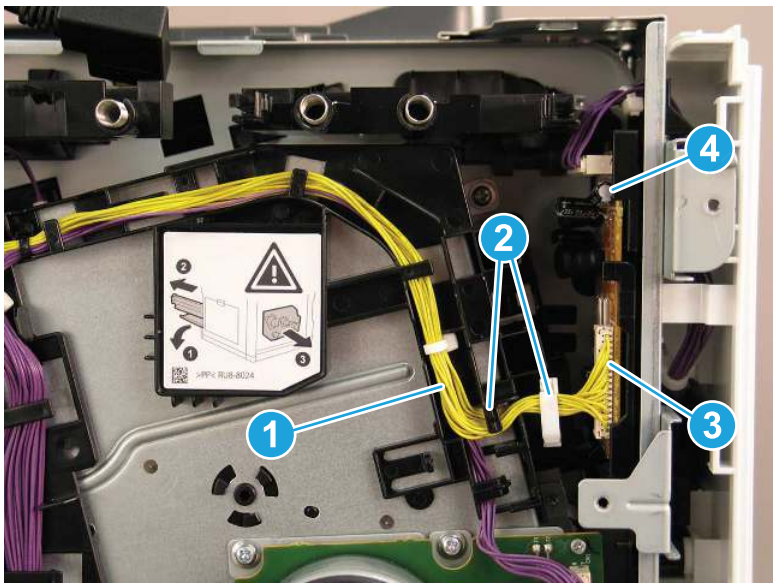
Figure 4-2968 Main drive assembly label



c. Release the cable (callout 1) from the cable guide (callout 2), and then disconnect one connector (callout 3).

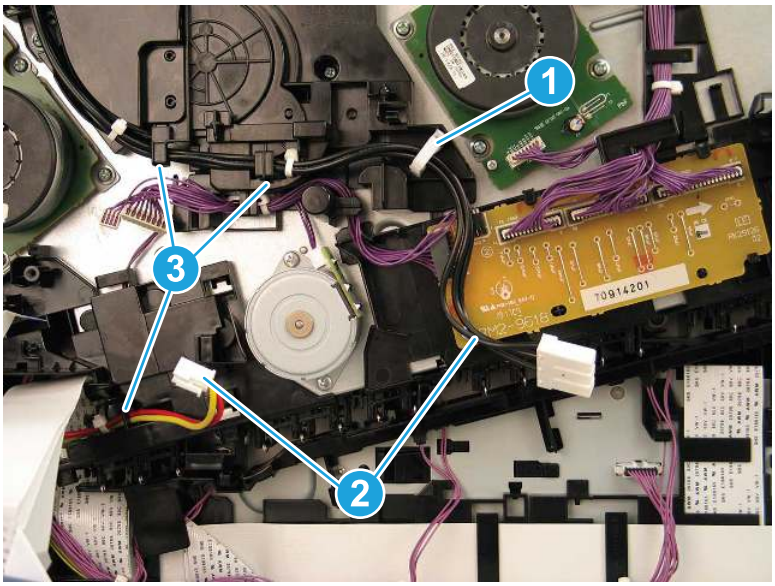
⚠ CAUTION: The capacitor on the PCA (callout 4) can rotate out and prevent the main drive assembly from reseating.

Figure 4-2969 Disconnect one connector



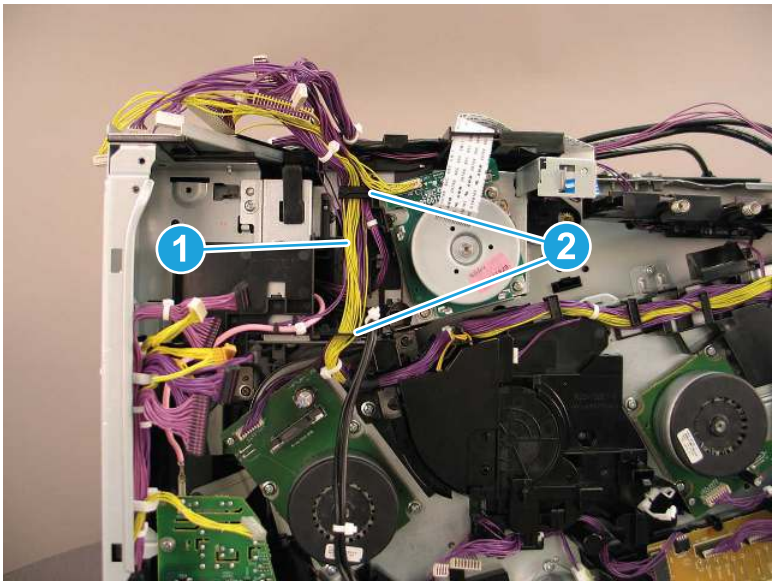
d. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2970 Release the cables from the guides



e. Release the cables (callout 1) from the cable guides (callout 2).

Figure 4-2971 Release the cables from the guides

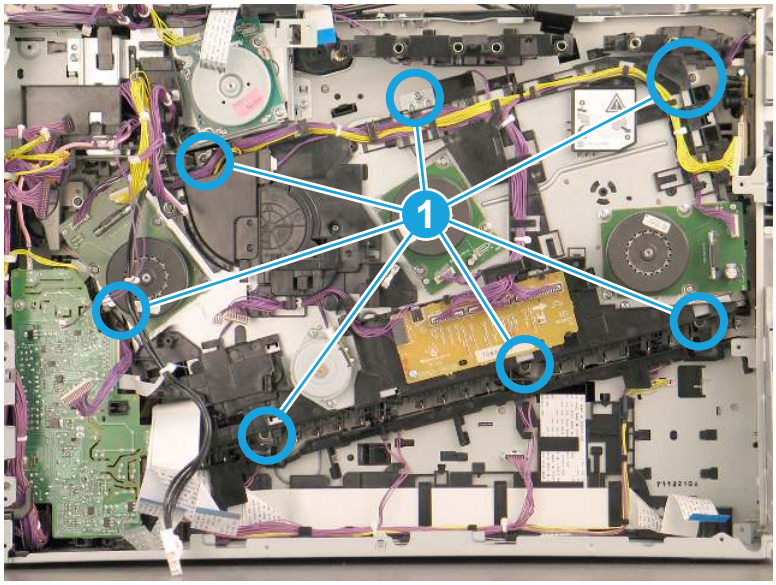


f. Remove seven screws (callout 1), and then remove the main drive assembly.

IMPORTANT: When reinstalling the main drive assembly, make sure that the front door is open.

Partially reinstall one toner cartridge to prevent the front door from closing.

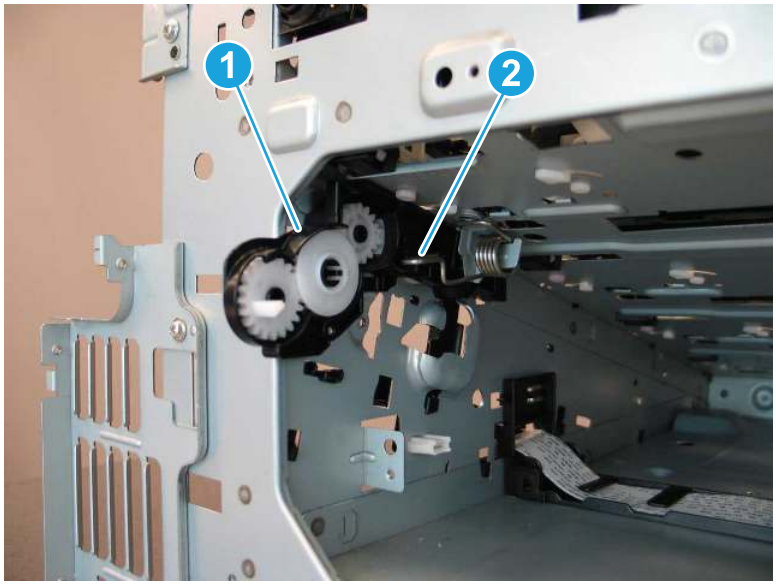
Figure 4-2972 Remove seven screws and the main drive assembly



35. Remove the waste toner gear base assembly.

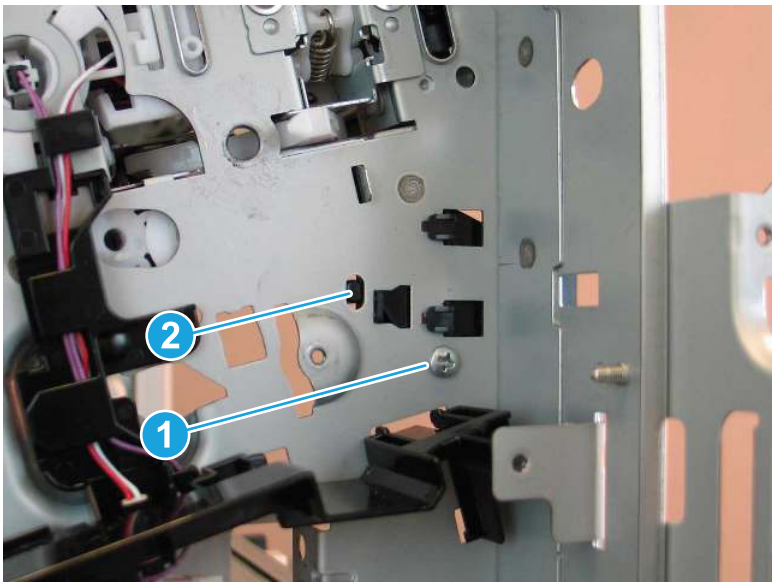
    a. Locate the waste toner gear base assembly (callout 1), and then release the laser scanner spring (callout 2).

Figure 4-2973 Release the laser scanner spring



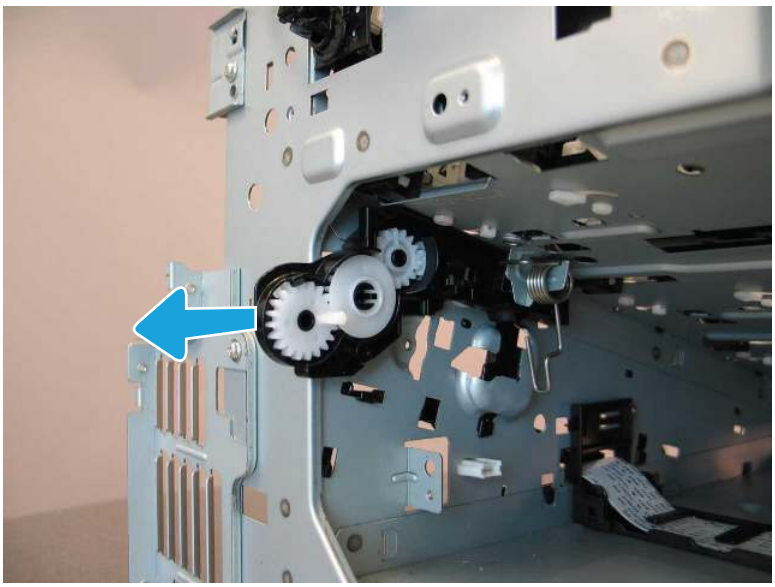
b. At the back of the printer, remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-2974 Remove one screw and release one tab



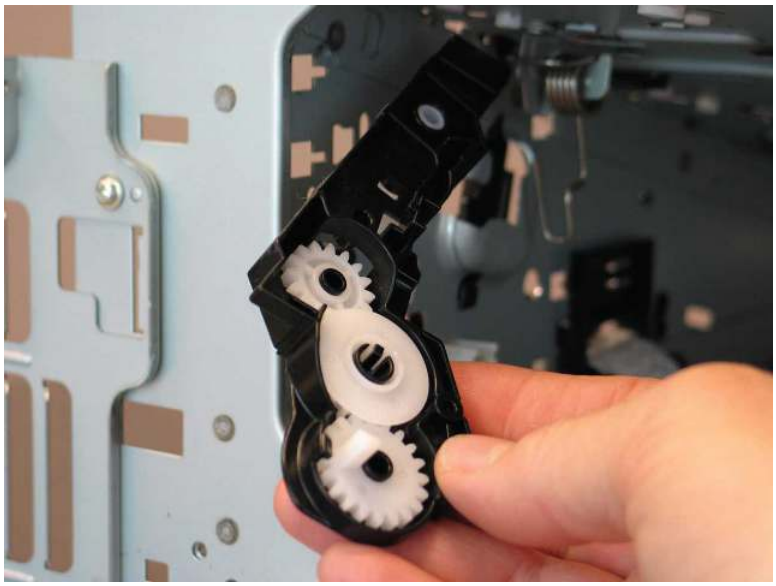
c. Slide the waste toner gear base assembly away from the printer.

Figure 4-2975 Slide the waste toner gear base assembly



d. Remove the waste toner gear base assembly.

Figure 4-2976 **Remove the waste toner gear base assembly**



36. Unpack the replacement assembly.

a. 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

b. 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.

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.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

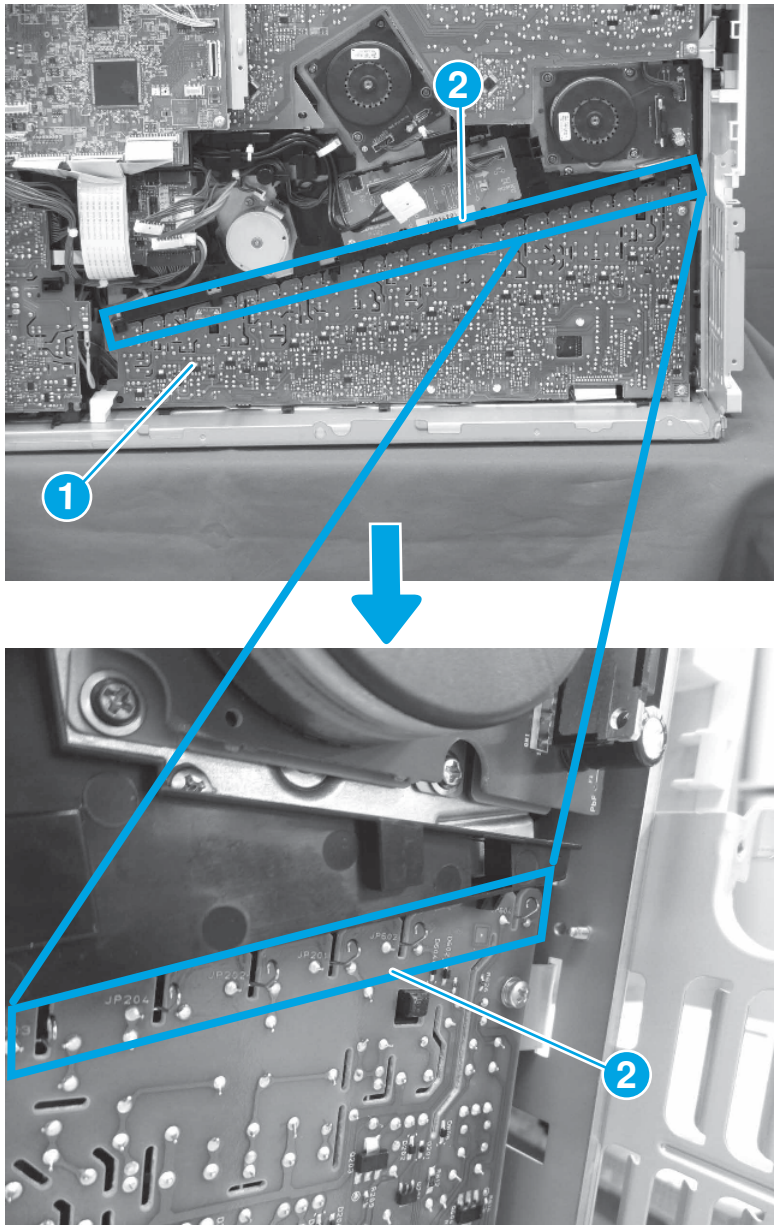
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

37. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the lower HVPS.

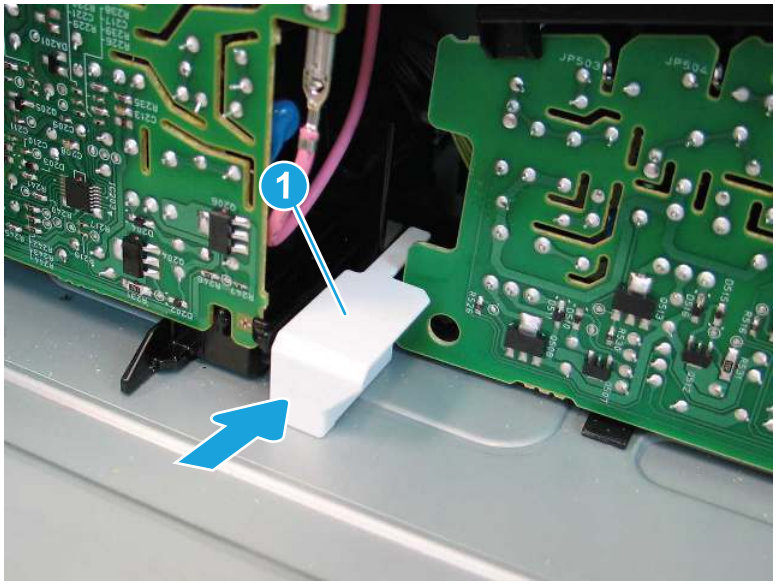
a. When reinstalling the lower HVPS (callout 1), make sure that the top of the lower HVPS engages with the contact springs (callout 2) and that the springs are in the correct position.

Figure 4-2977 **Check the springs**



b. Make sure that the stopper (callout 1) is reinstalled at the bottom of the lower HVPS.

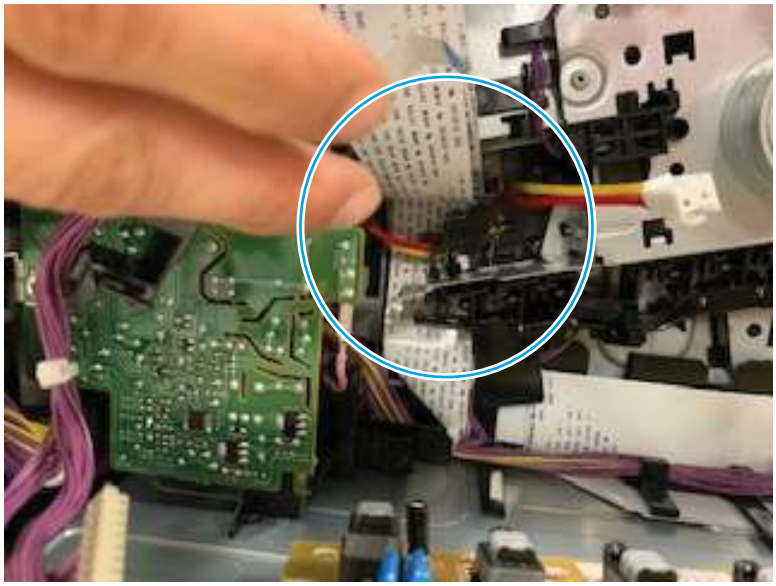
Figure 4-2978 Install the stopper



Install the main drive assembly.

a. Route the red and yellow cables back into the main drive assembly guides prior to re-installation. This will prevent the cables from being pinched behind the main drive assembly.

Figure 4-2979 Main drive wire harness

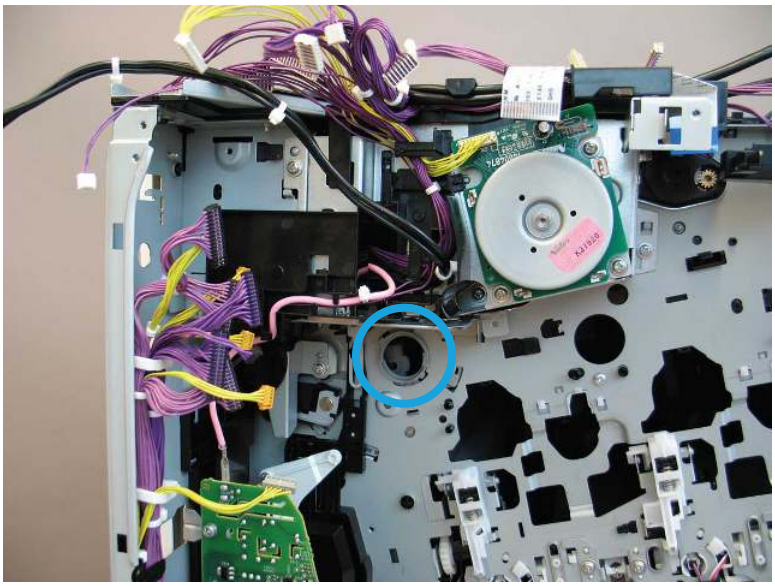


b. If the coupling estrangement cam falls off of the printer or is broken or lost in the process of removing the main drive assembly, follow these steps to reinstall it.

Figure 4-2980 Coupling estrangement cam

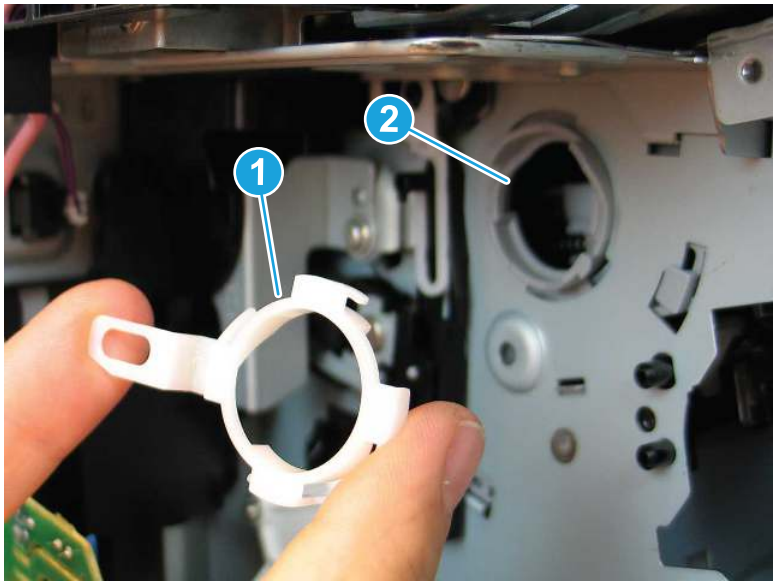
c. Note the location where the cam will be installed.

Figure 4-2981 Cam location



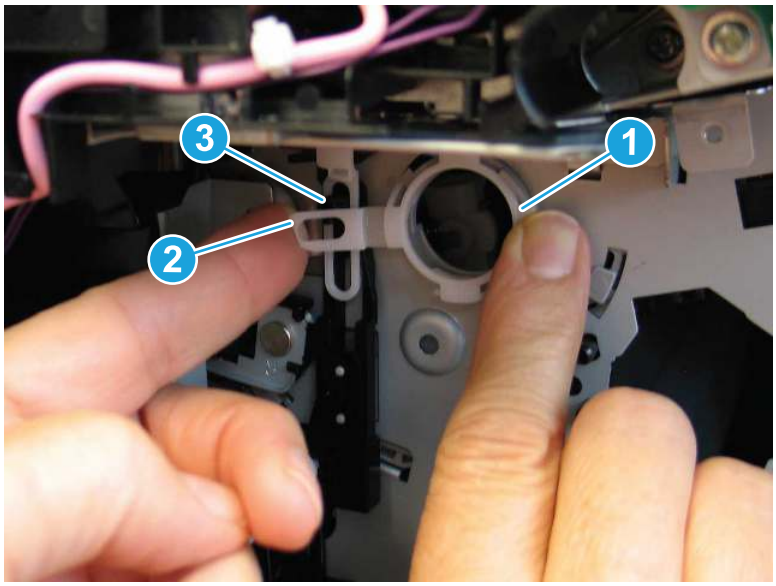
d. Position the cam (callout 1) over the gray ring (callout 2) on the printer. The tabs on the cam fit into openings on the gray ring.

Figure 4-2982 Position the cam



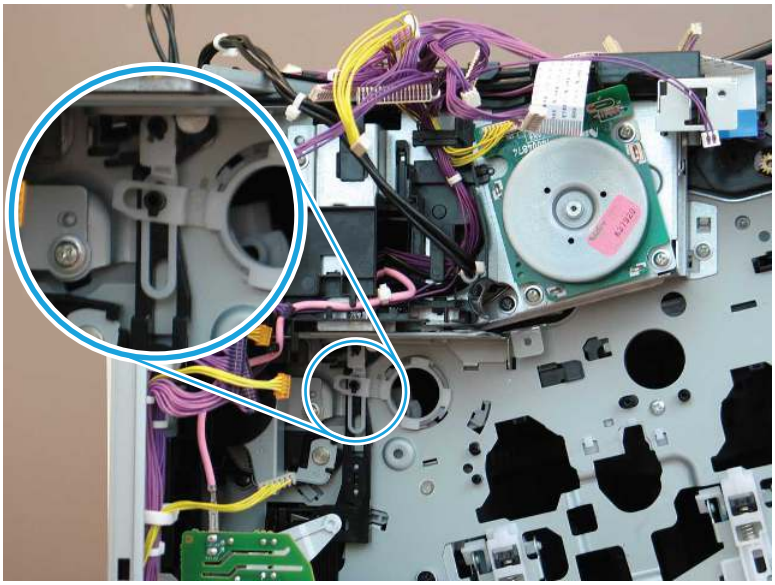
e. Hold the cam in position (callout 1), and then position the opening in the left side of the cam (callout 2) over the boss (callout 3) on the black link arm on the printer.

Figure 4-2983 Install the cam



f. When installed correctly, the cam engages with the black link arm on the printer.

Figure 4-2984 Cam correctly installed



Removal and replacement: Accessories

Learn how to remove and replace the accessories.

Removal and replacement: Inner finisher components

Learn how to remove and replace the component parts in the inner finisher.

Removal and replacement: Inner finisher (M776zs)

Learn how to remove and replace the inner finisher.

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 4-134 Part information

Part number	Part description
T3U55-67901	Inner finisher

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

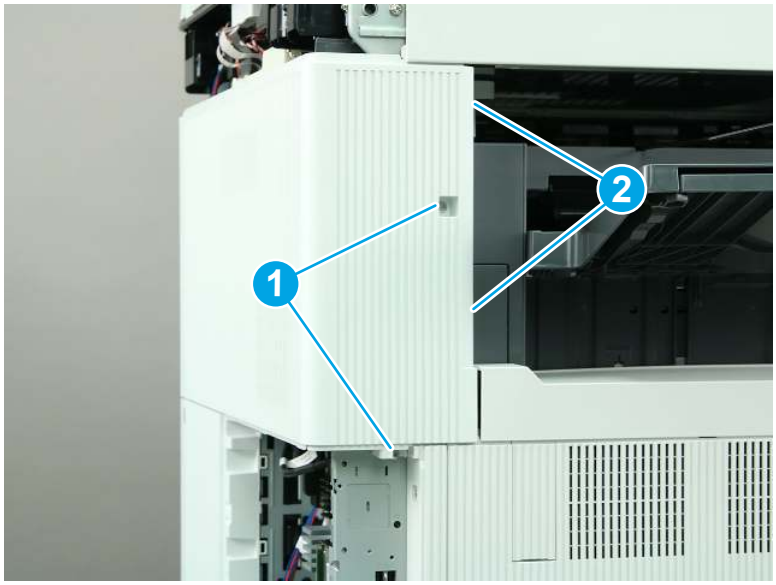
- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

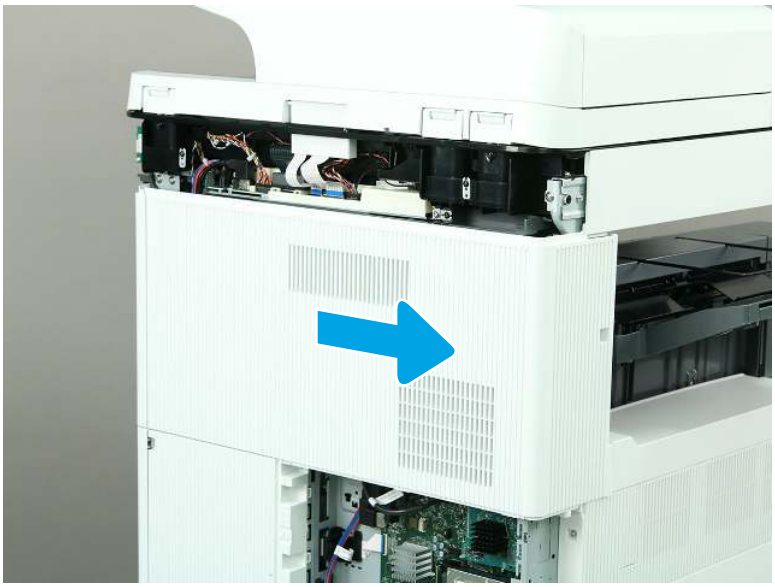
1. Remove the rear upper cover and left rear upper cover (M776zs).
   a. Remove two screws (callout 1), and then release two tabs (callout 2).

   Figure 4-2985 **Remove two screws and release two tabs**

b. Slide the cover to the right to remove it.

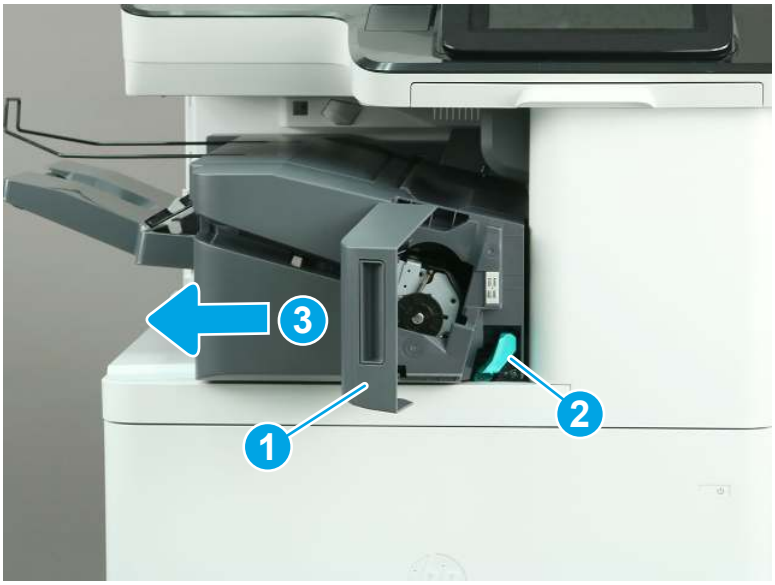
Figure 4-2986 Remove the rear upper and left rear upper cover



2. Remove the inner finisher rail cover (M776zs).

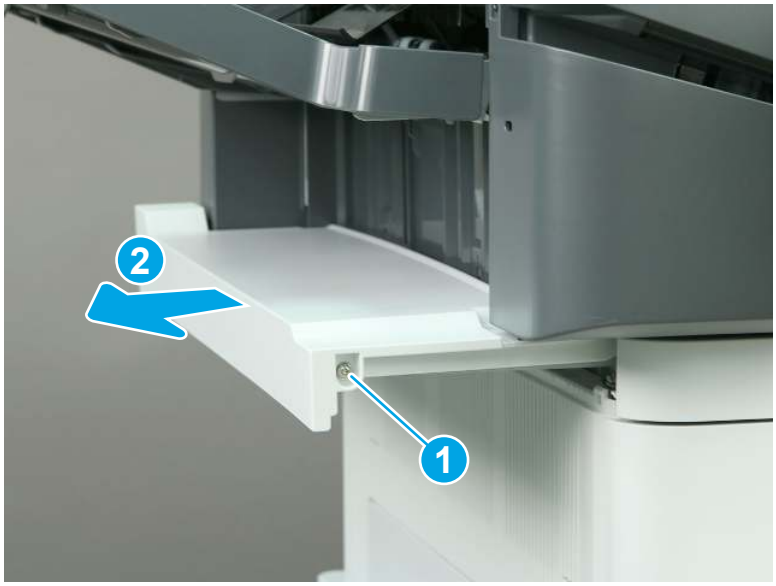
a. Open the inner finisher right door (callout 1). Release the latch (callout 2), and then slide the inner finisher toward the left side of the printer (callout 3).

Figure 4-2987 Slide the inner finisher



b. Remove one screw (callout 1), and then slide the rail cover away from the finisher (callout 2) to remove it.

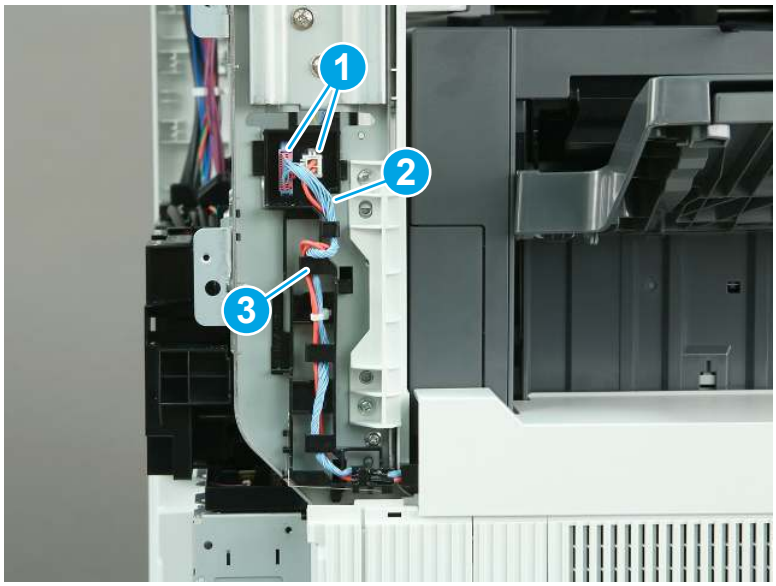
Figure 4-2988 Remove the rail cover



3. Remove the inner finisher (M776zs).

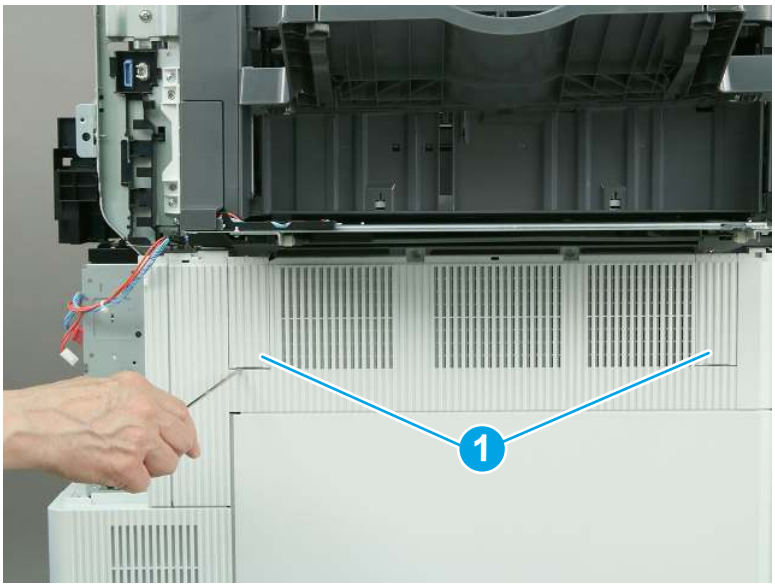
a. Disconnect two connectors (callout 1), and then remove the cables (callout 2) from the guide (callout 3).

Figure 4-2989 Disconnect two connectors



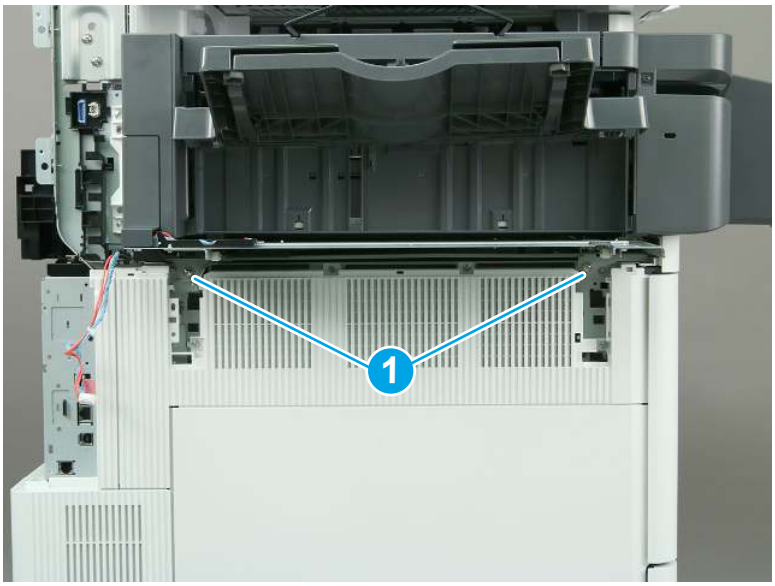
b. Use a small, flat-blade screwdriver to remove two covers (callout 1).

Figure 4-2990 Remove two covers



c. Remove two screws (callout 1).

Figure 4-2991 Remove two screws



d. Slide the inner finisher away from the printer to remove it.

Figure 4-2992 **Remove the inner finisher**

4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

> **IMPORTANT:** Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher connector cover (M776zs)

Learn how to remove and replace the inner finisher connector cover.

Mean time to repair: 2 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.

- Remove the inner finisher from 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 4-135 Part information

Part number	Part description
RC5-4834-000CN	Cover, rear, small

Required tools

- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

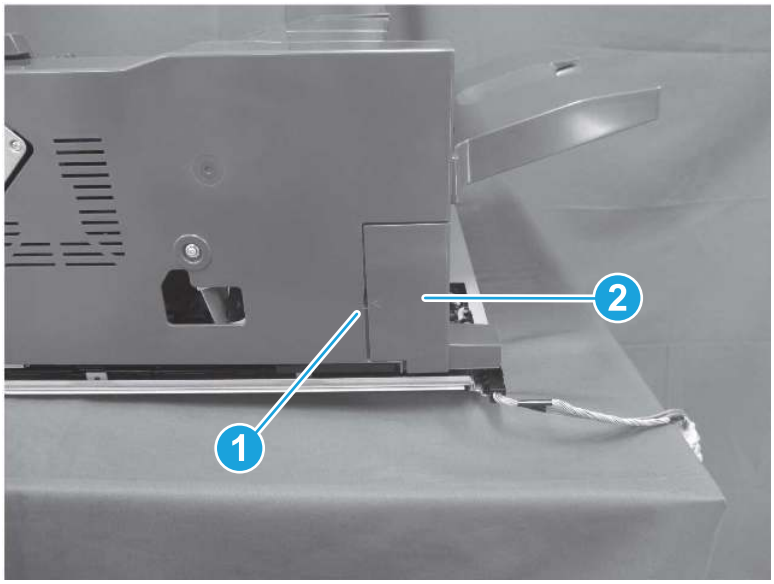
Post service test

No post service test is available for this assembly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

  Figure 4-2993 Remove the connector cover

2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Inner finisher front cover (M776zs)

Learn how to remove and replace the inner finisher front cover.

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.

- Remove the inner finisher from 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 4-136 Part information

Part number	Part description
RM2-2438-000CN	Front cover assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

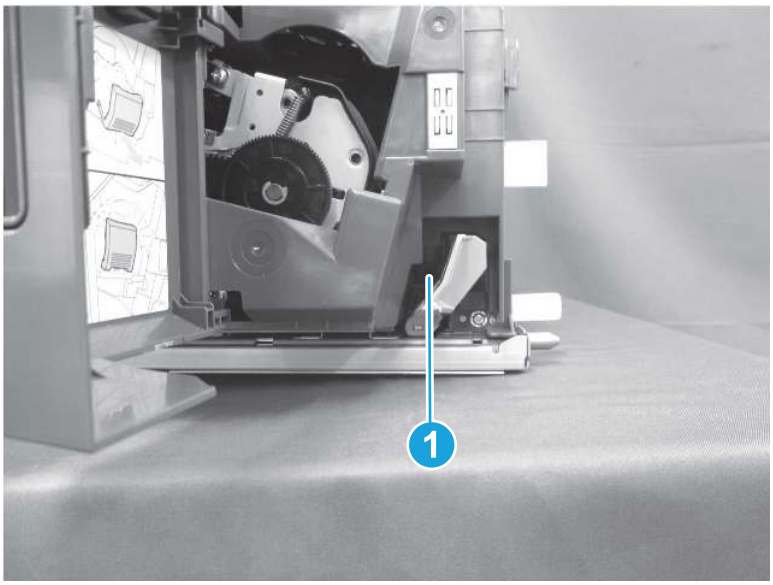
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

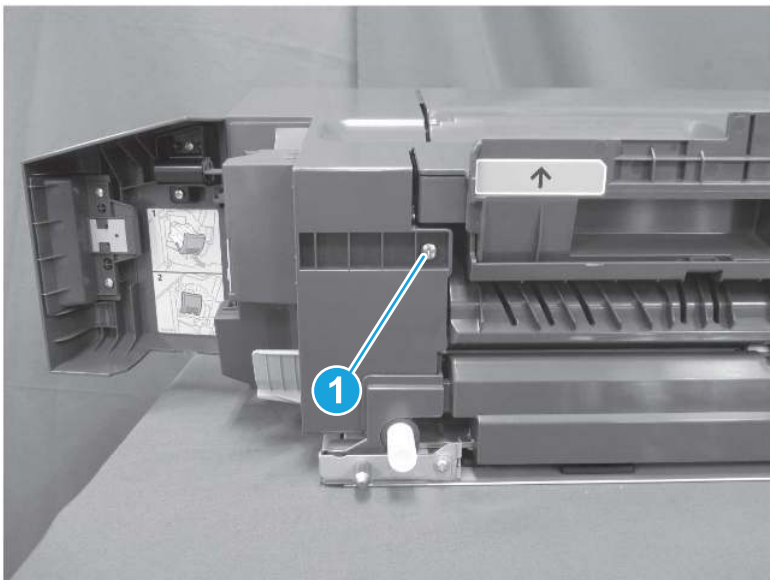
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-2994 Remove one screw



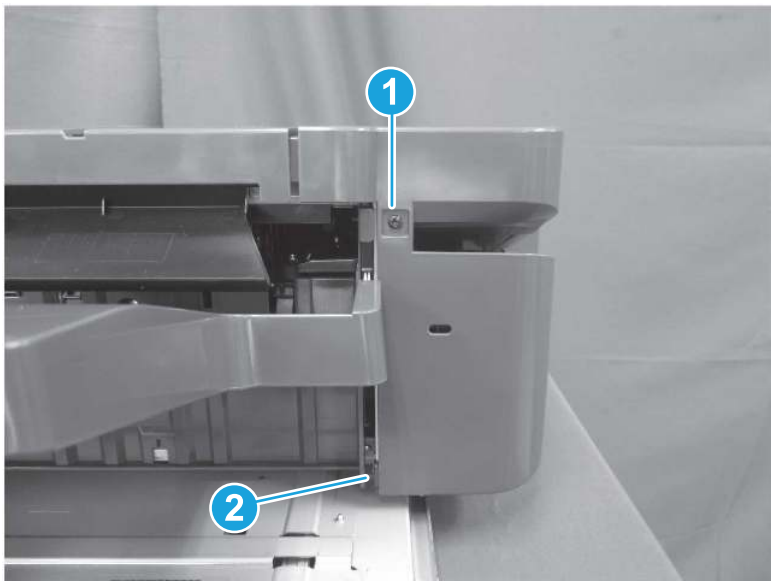
b. Remove one screw (callout 1).

Figure 4-2995 Remove one screw



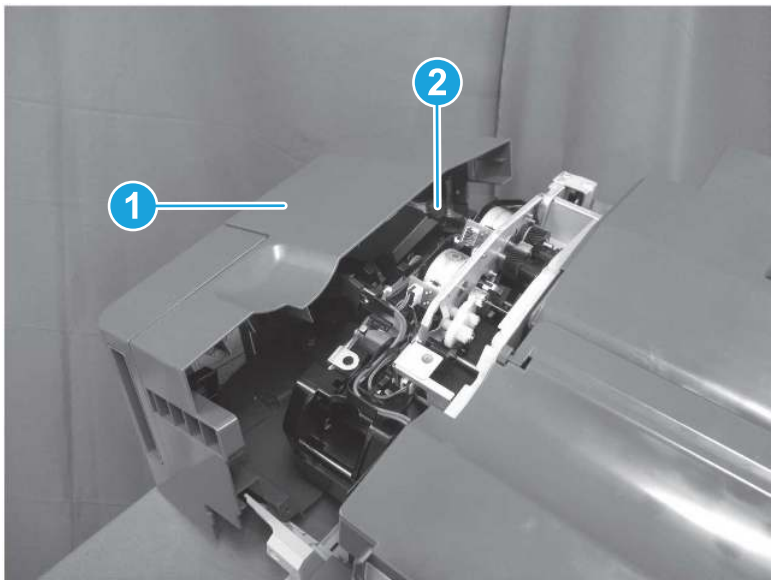
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-2996 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

Figure 4-2997 Remove the front cover



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher stack tray (M776zs)

Learn how to remove and replace the inner finisher stack tray.

Mean time to repair: 2 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.

- Remove the inner finisher from 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 4-137 Part information

Part number	Part description
RM2-2450-000CN	Stack tray assembly

Required tools

- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

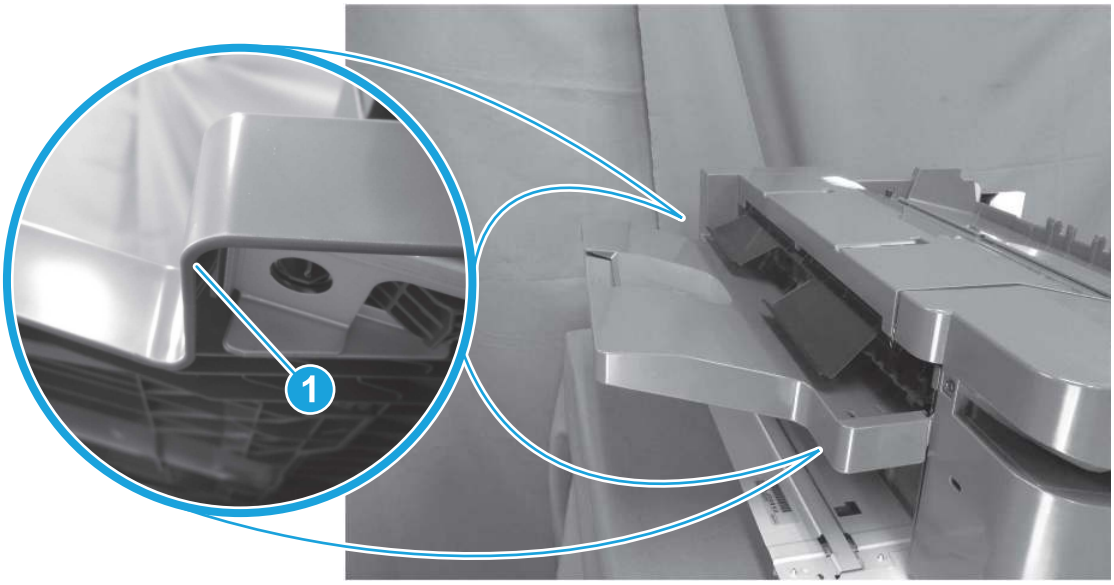
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher stack tray assembly (M776zs).

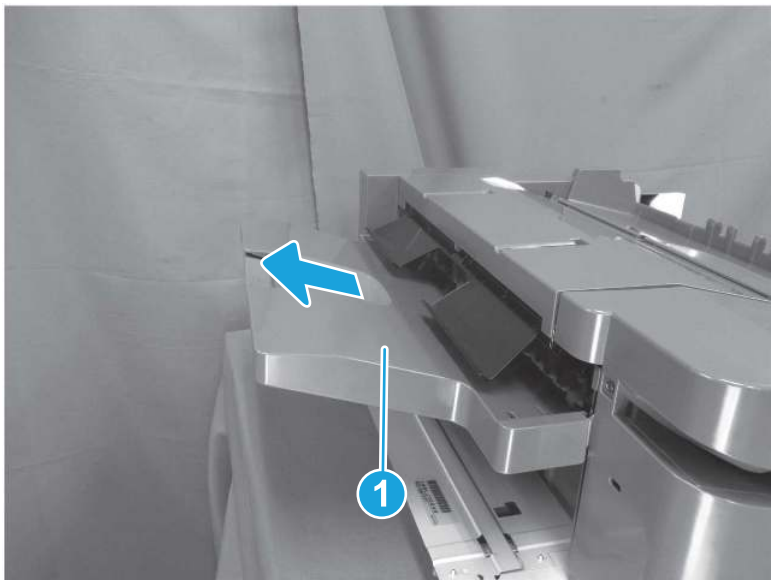
a. Release two tabs (callout 1).

Figure 4-2998 Release two tabs



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

Figure 4-2999 Remove the stack tray assembly



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher rear small cover (M776zs)

Learn how to remove and replace the inner finisher rear small cover.

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.

- Remove the inner finisher from 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 4-138 Part information

Part number	Part description
RC5-4834-000CN	Cover, rear, small

Required tools

- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

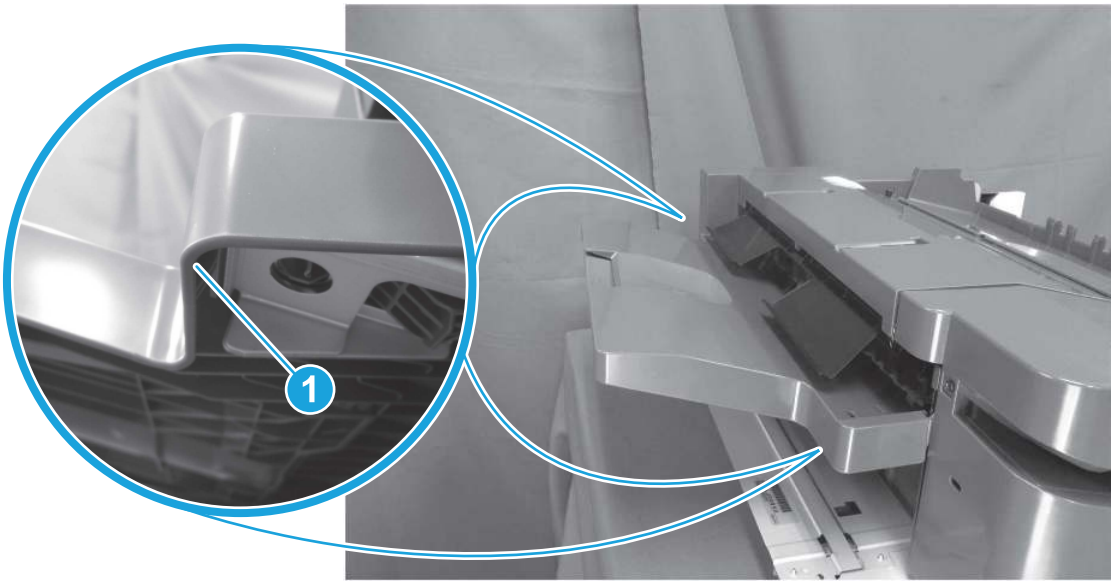
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher stack tray assembly (M776zs).

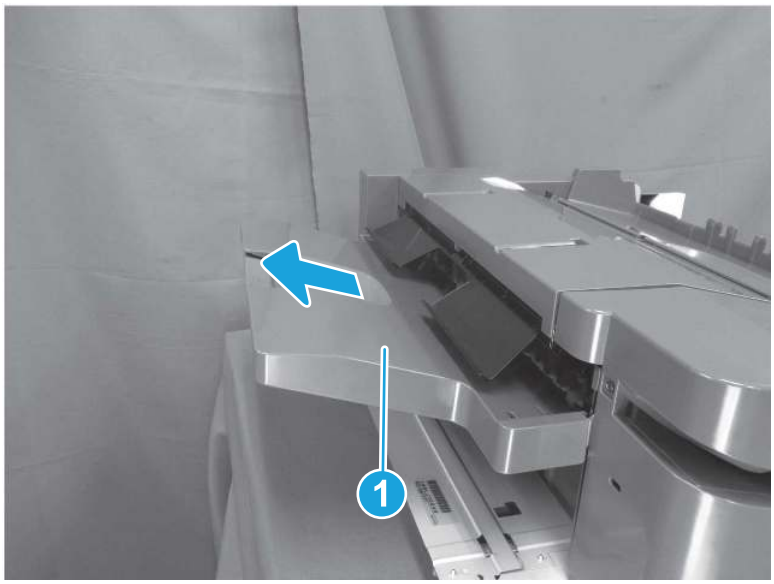
a. Release two tabs (callout 1).

Figure 4-3000 Release two tabs



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

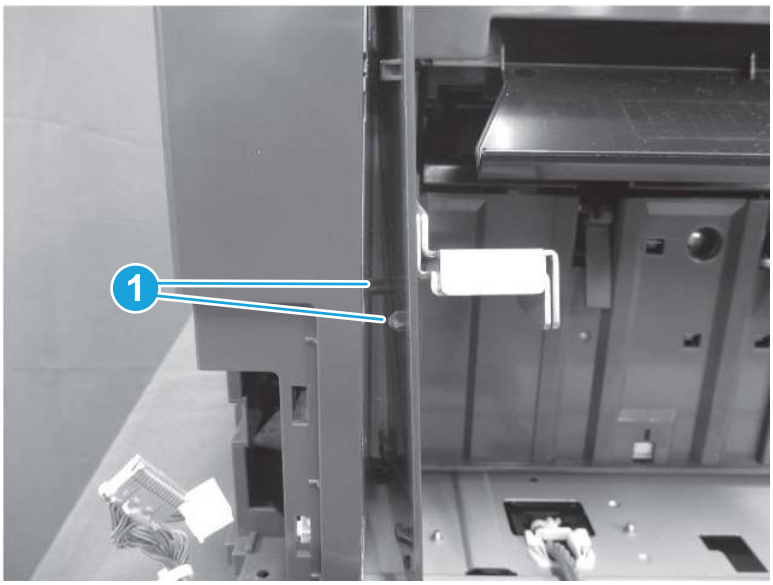
Figure 4-3001 Remove the stack tray assembly



2. Remove the inner finisher rear small cover (M776zs).

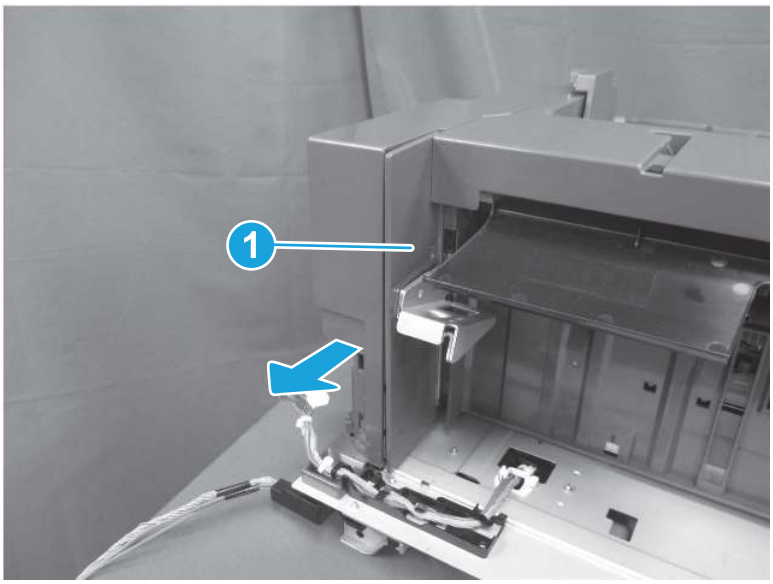
a. Release two bosses (callout 1).

Figure 4-3002 Release two bosses



b. Slide the rear small cover (callout 1) away from the finisher to remove it.

Figure 4-3003 Remove the rear small cover



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher latch cover (M776zs)

Learn how to remove and replace the inner finisher latch cover.

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.

- Remove the inner finisher from 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 4-139 Part information

Part number	Part description
RC5-4840-000CN	Cover, latch

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

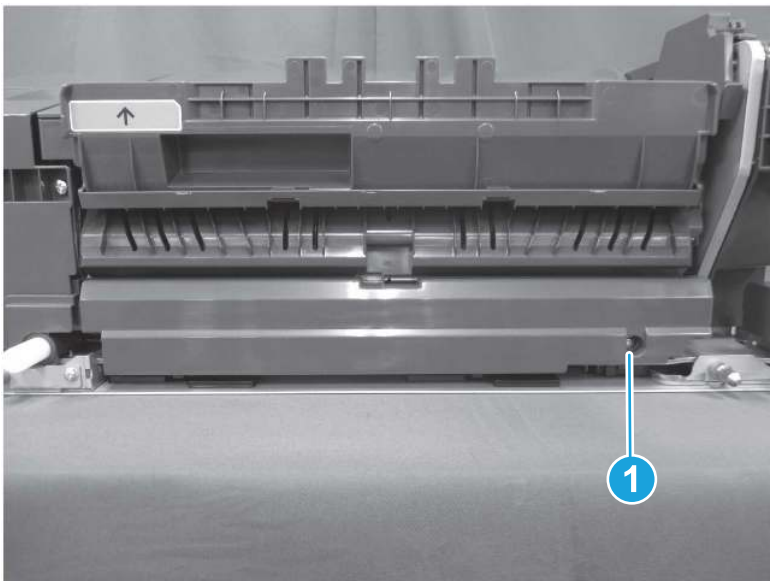
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher latch cover (M776zs).

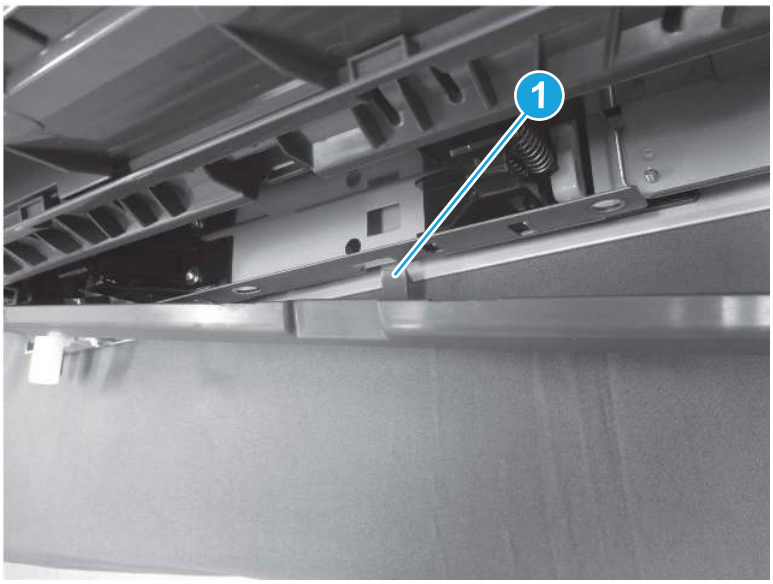
a. Remove one screw (callout 1).

Figure 4-3004 Remove one screw



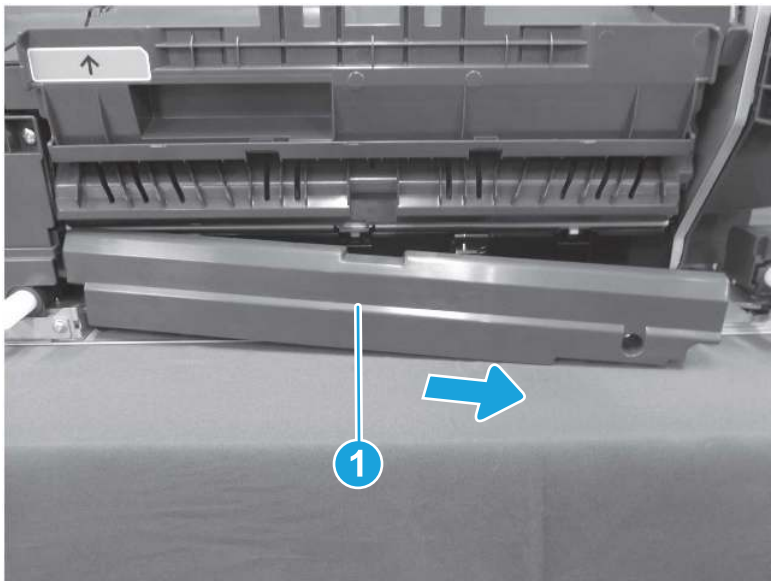
b. Release one tab (callout 1).

Figure 4-3005 Release one tab



c. Slide the latch cover (callout 1) to the right to remove it.

Figure 4-3006 **Remove the latch cover**



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher upper entrance guide (M776zs)

Learn how to remove and replace the inner finisher upper entrance guide.

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.

- Remove the inner finisher from 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 4-140 Part information

Part number	Part description
RM2-2434-000CN	Entrance guide assembly, upper

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

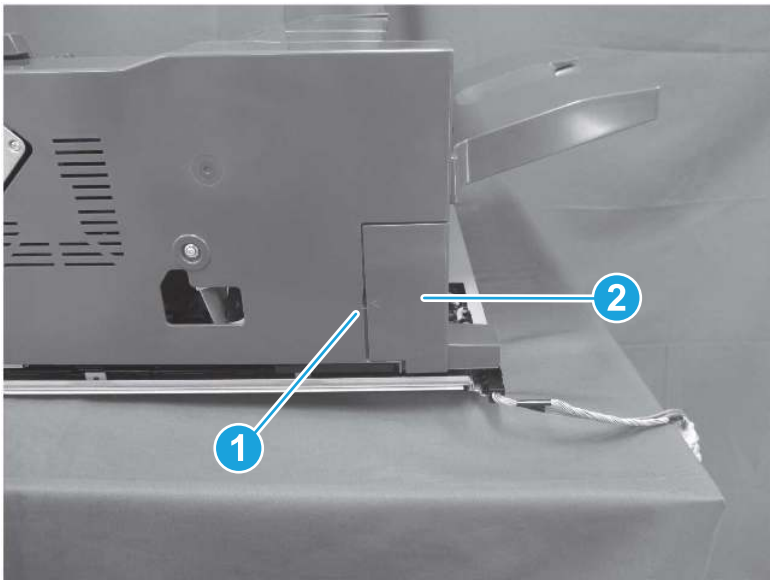
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

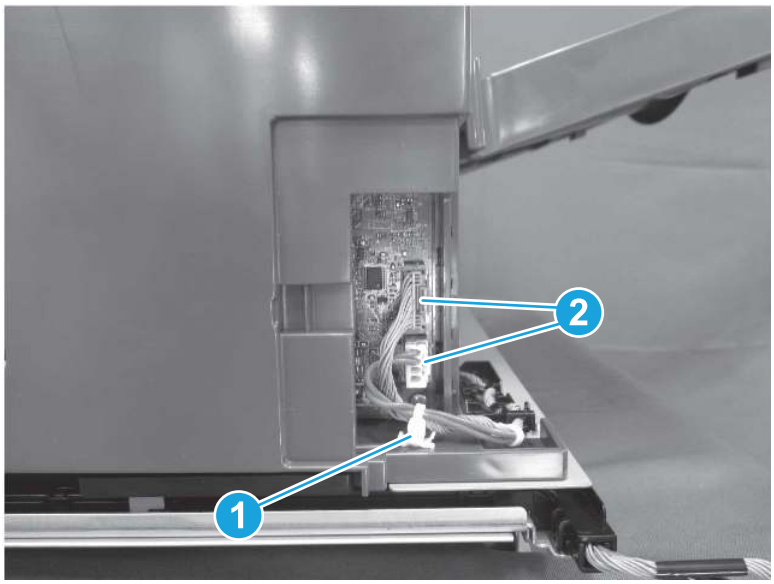
Figure 4-3007 Remove the connector cover



2. Remove the inner finisher rear cover (M776zs).

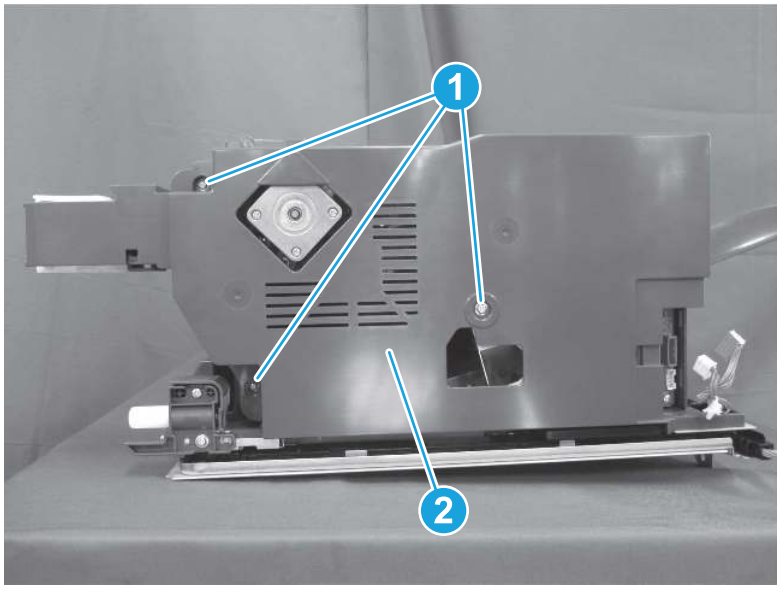
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3008 Disconnect two connectors



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

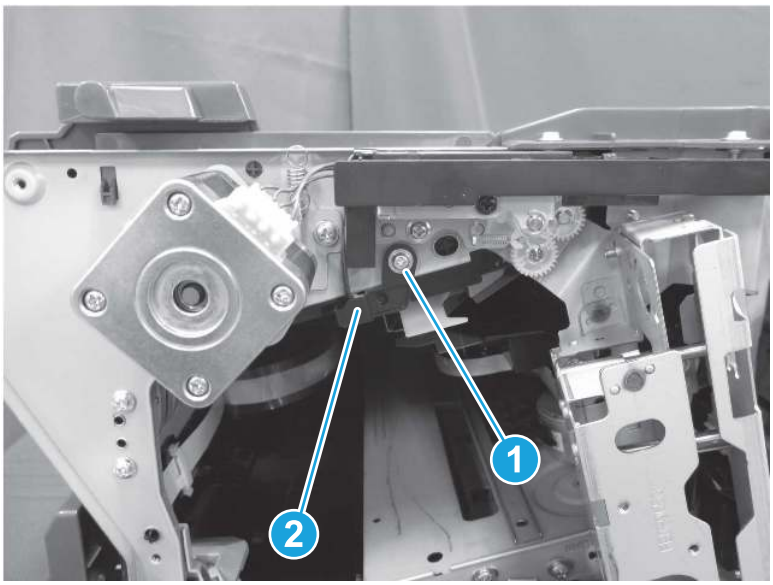
Figure 4-3009 Remove the rear cover



3. Remove the inner finisher upper entrance guide (M776zs).

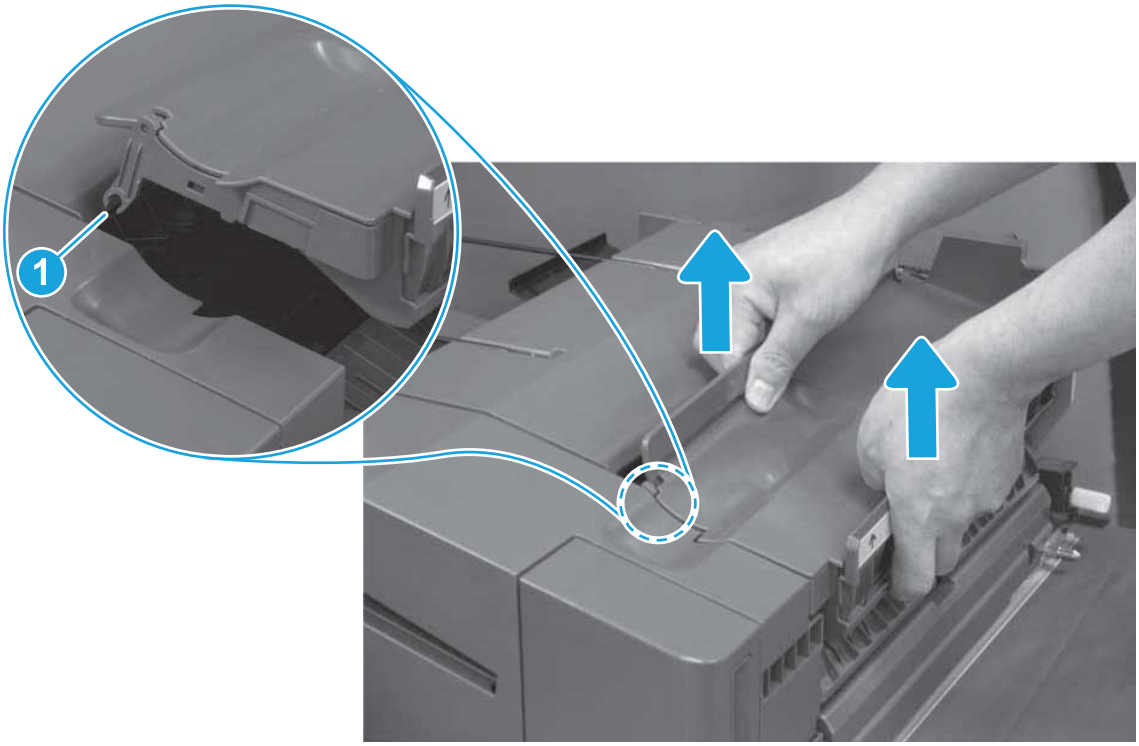
a. Remove one screw (callout 1), and then remove the fixed pin (callout 2).

Figure 4-3010 Remove one screw and pin



b. Lift up on the upper entrance guide to release the arm (callout 1) from the shaft.

Figure 4-3011 Remove the upper entrance guide



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher upper feed guide (Mc776zs)

Learn how to remove and replace the inner finisher upper feed guide.

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.

- Remove the inner finisher from 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 4-141 Part information

Part number	Part description
RM2-2432-000CN	Paper feed guide assembly, upper

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

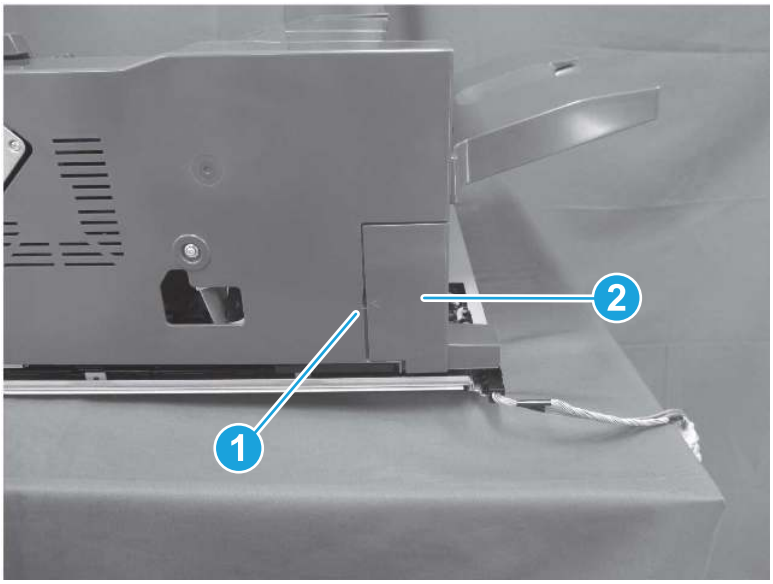
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

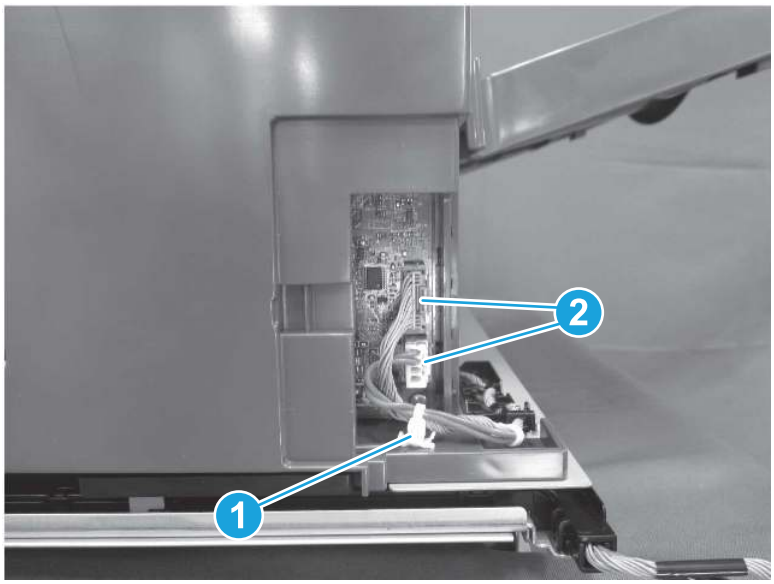
Figure 4-3012 **Remove the connector cover**



2. Remove the inner finisher rear cover (M776zs).

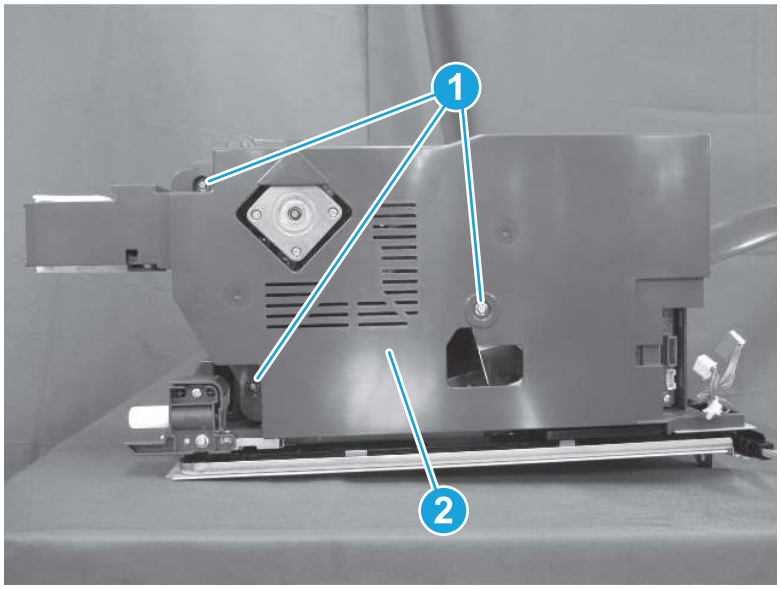
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3013 **Disconnect two connectors**



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

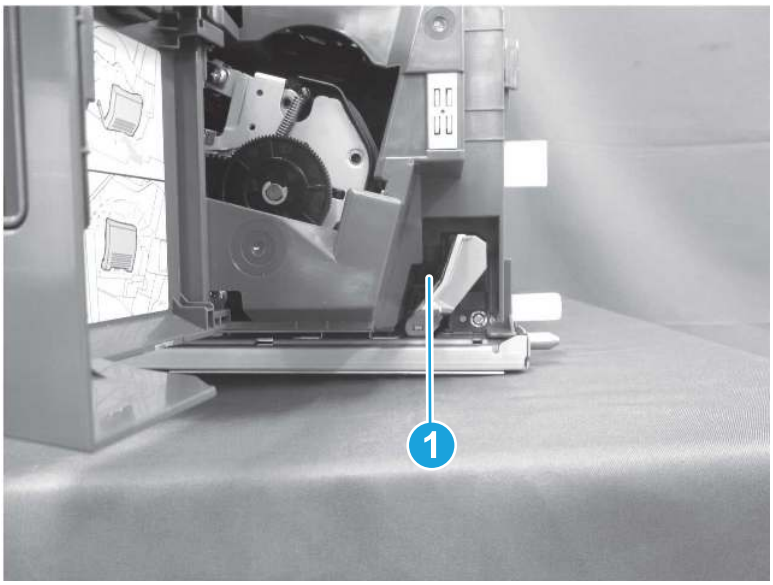
Figure 4-3014 Remove the rear cover



3. Remove the inner finisher front cover (M776zs).

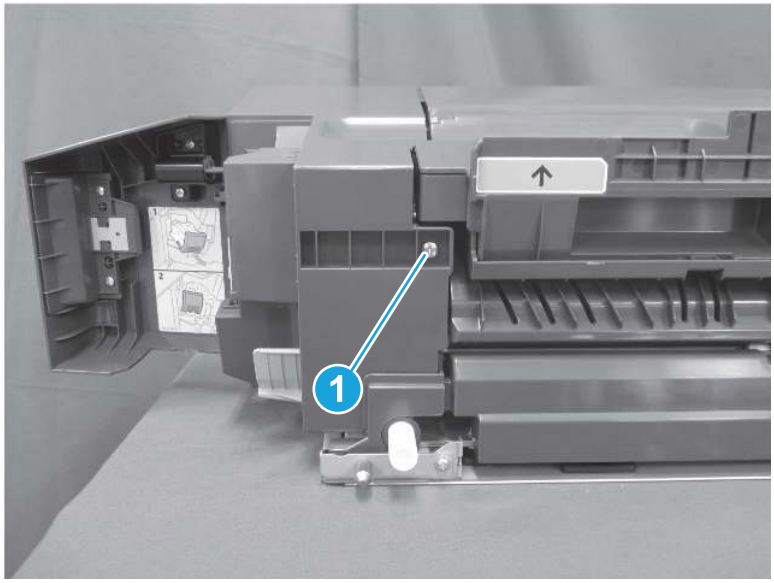
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3015 Remove one screw



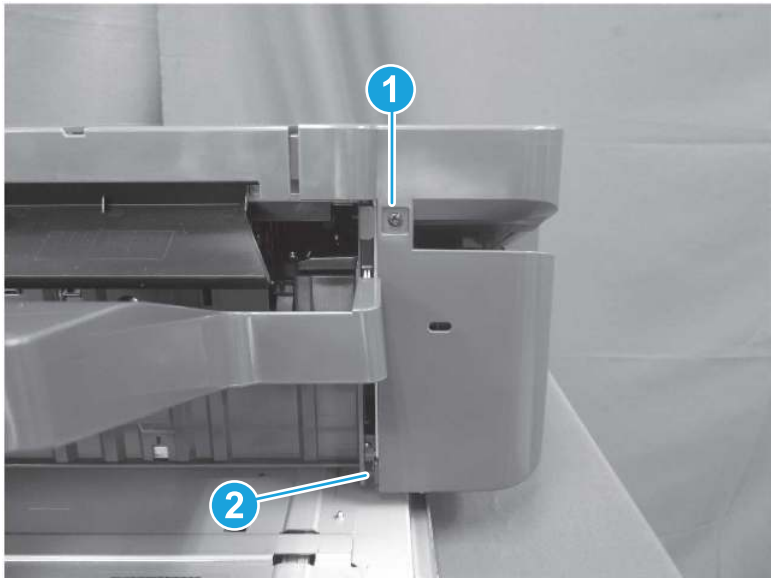
b. Remove one screw (callout 1).

Figure 4-3016 Remove one screw



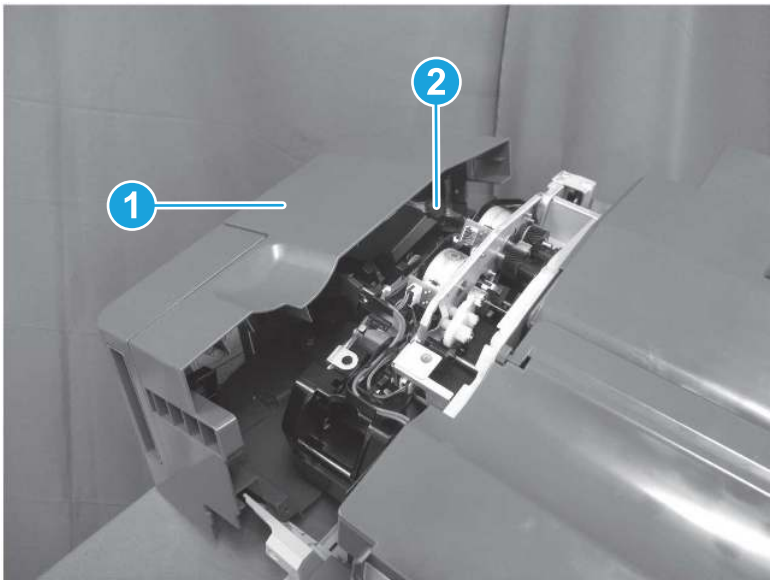
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3017 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

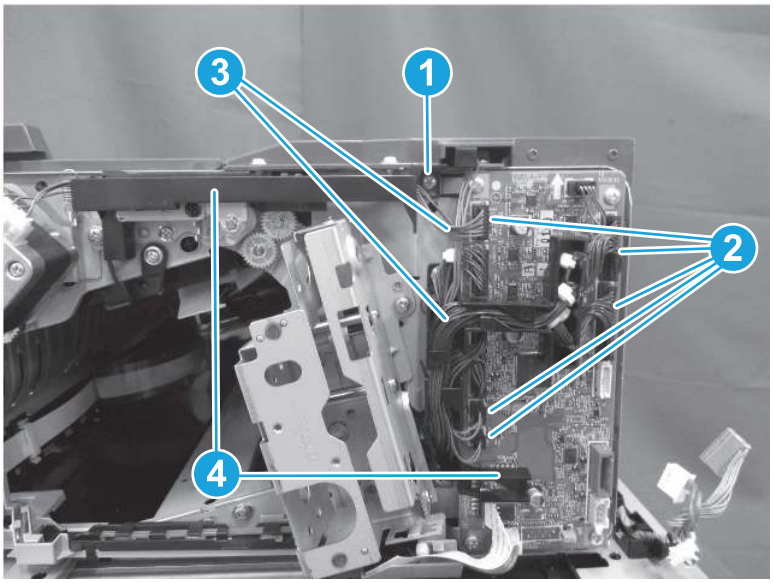
Figure 4-3018 Remove the front cover



4. Remove the inner finisher upper feed guide (M776zs).

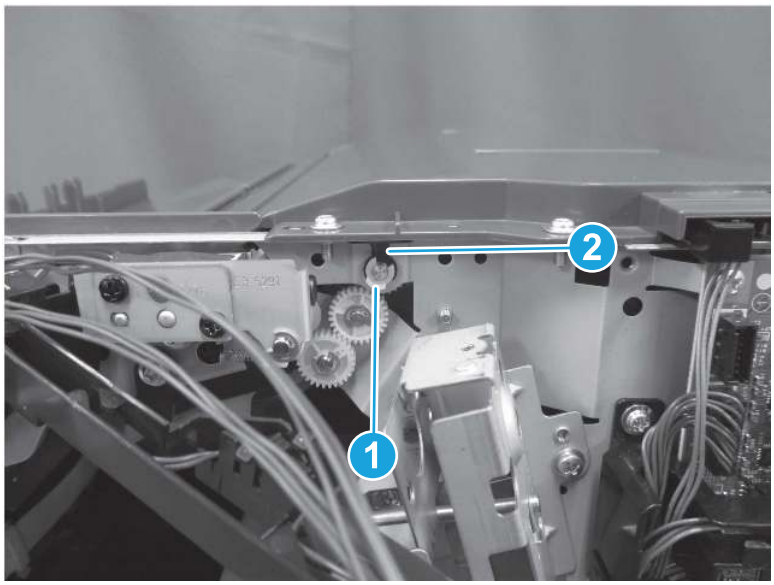
a. Remove one screw (callout 1), and then disconnect five connectors (callout 2). Release the cables (callout 3) from the guide (callout 4).

Figure 4-3019 Remove one screw and disconnect five connectors



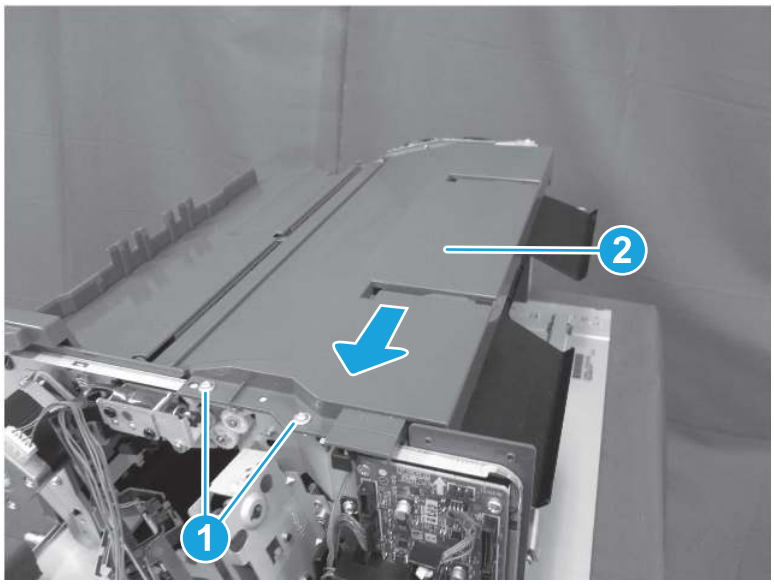
b. Remove one e-clip (callout 1), and then remove the bushing (callout 2).

Figure 4-3020 Remove e-clip and bushing



c. Remove one screw (callout 1). Lift the upper feed guide (callout 2), and then slide it towards the front of the finisher to remove it.

Figure 4-3021 Remove the upper feed guide



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher paddle assembly (M776zs)

Learn how to remove and replace the inner finisher paddle assembly.

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.

- Remove the inner finisher from 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 4-142 Part information

Part number	Part description
FM1-C422-000CN	Paddle unit

Required tools

- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

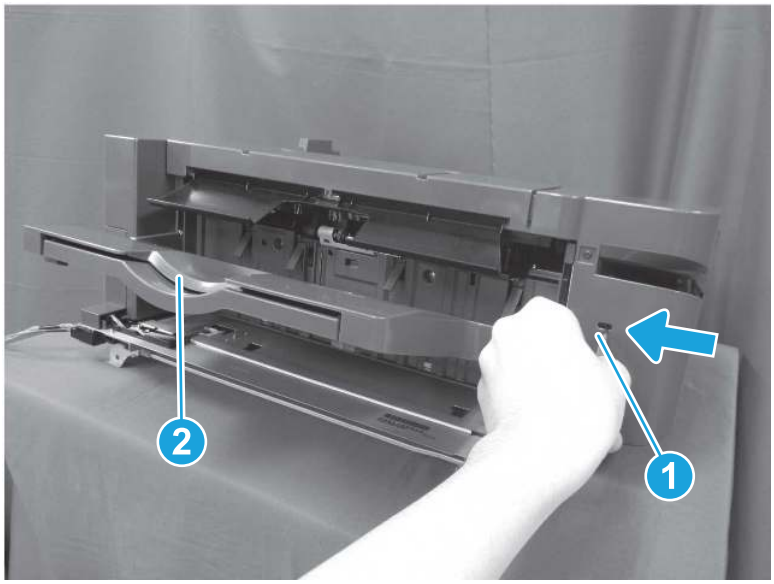
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher paddle assembly (M776zs).

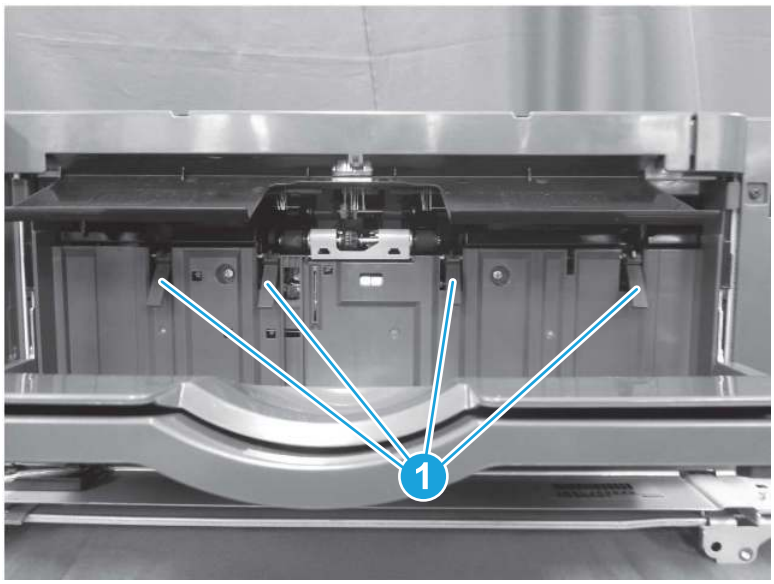
a. Insert a small, flat-blade screwdriver into the opening (callout 1). Slide the screwdriver to the left to lower the stack tray assembly (callout 2).

Figure 4-3022 Lower the stack tray assembly



b. Pull out on the paddle assembly (callout 1) to remove it.

Figure 4-3023 Remove the paddle assembly



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher paddle drive assembly (M776zs)

Learn how to remove and replace the inner finisher paddle drive assembly.

Mean time to repair: 15 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.

- Remove the inner finisher from 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 4-143 Part information

Part number	Part description
FM1-C426-000CN	Paddle drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

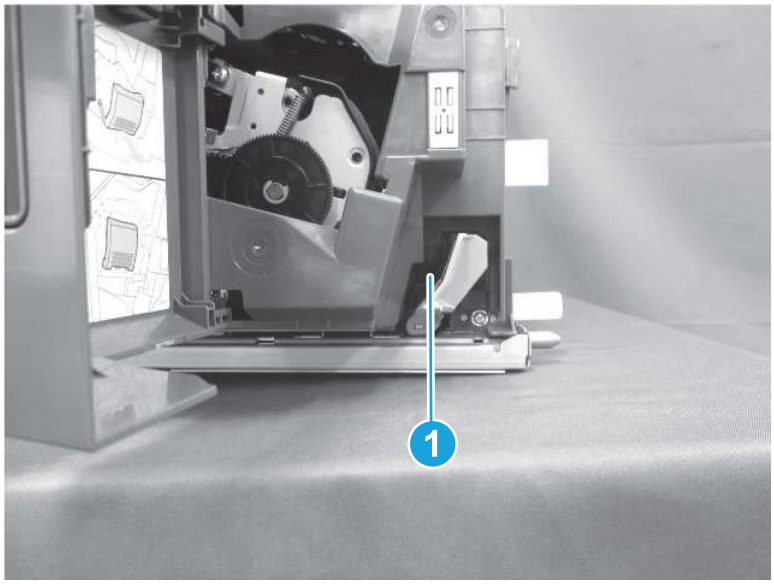
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

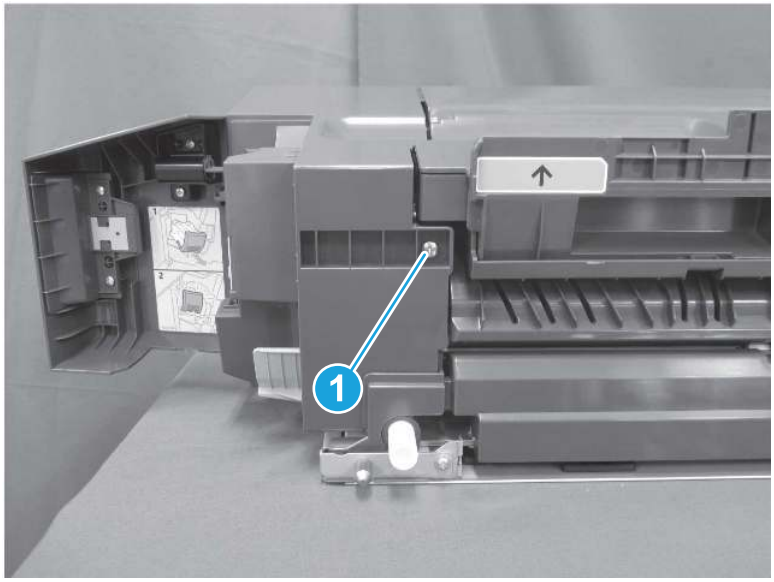
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3024 Remove one screw



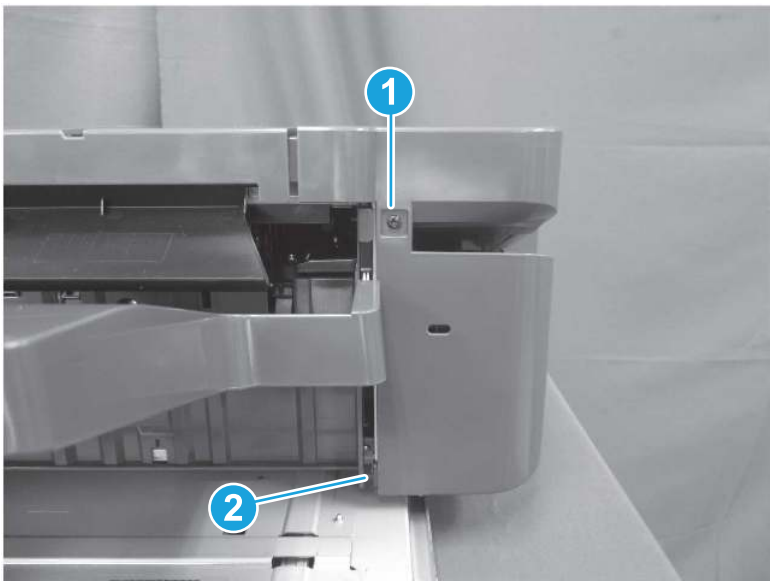
b. Remove one screw (callout 1).

Figure 4-3025 Remove one screw



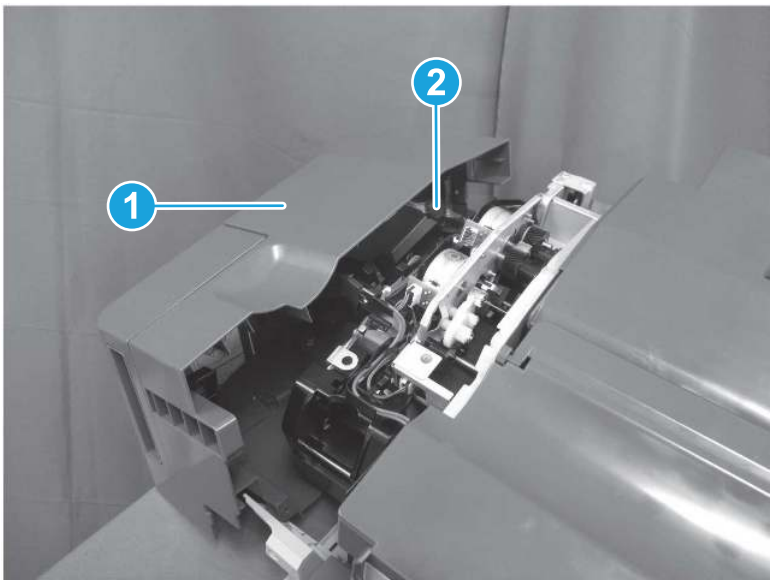
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3026 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

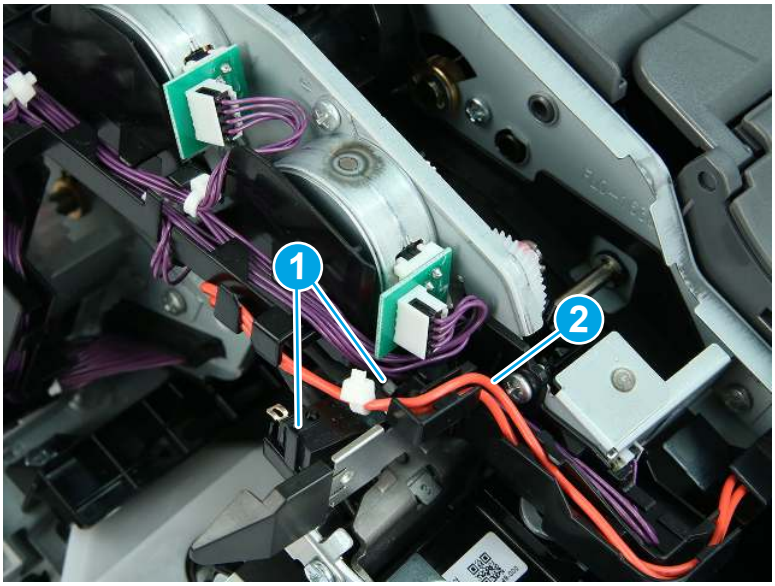
Figure 4-3027 Remove the front cover



2. Remove the inner finisher paddle drive assembly (M776zs).

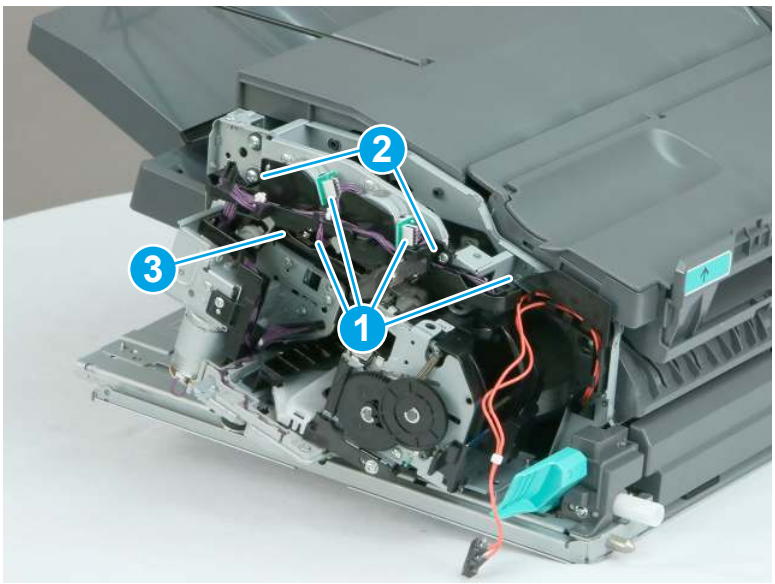
a. Release two tabs (callout 1) to release the interlock switch, and then remove the cable (callout 2) from the guide.

Figure 4-3028 Release the interlock switch



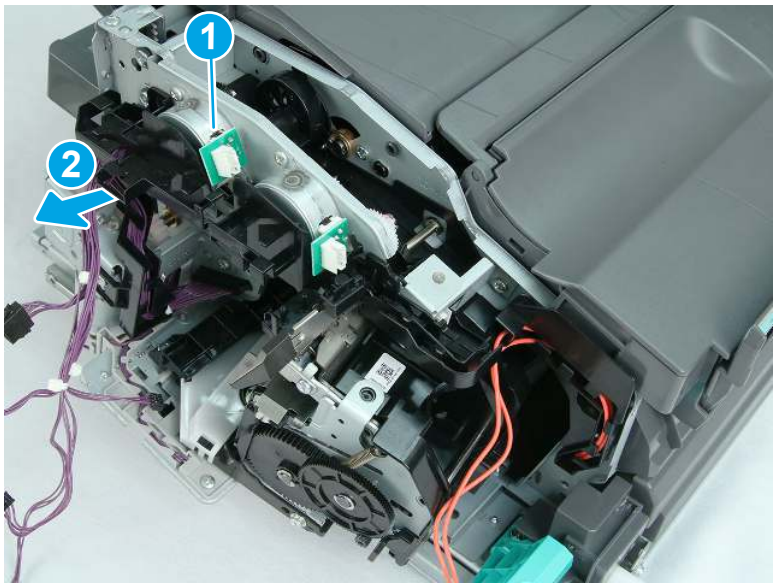
b. Disconnect four connectors (callout 1), remove two screws (callout 2), and then release the cables from the guide (callout 3).

Figure 4-3029 Disconnect four connectors and remove two screws



c. Release one tab (callout 1), and then remove the guide (callout 2).

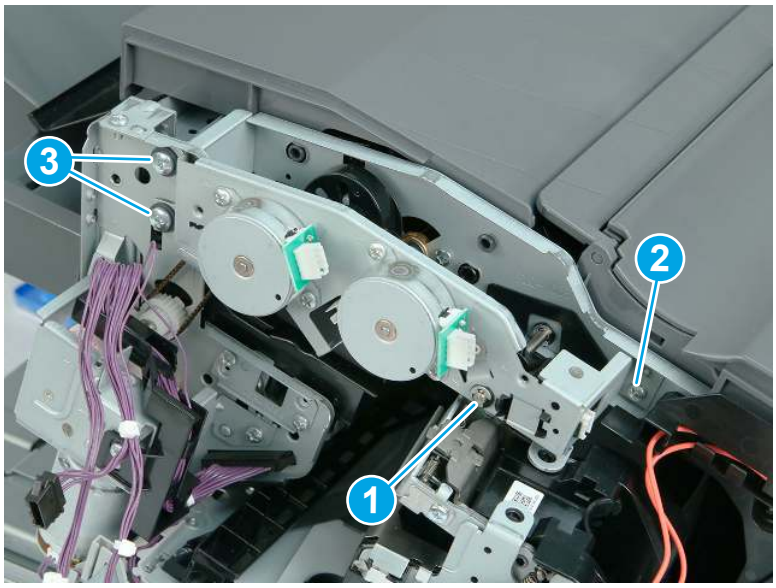
Figure 4-3030 Remove the guide



d. Remove one e-ring and bushing (callout 1), remove one screw (callout 2), then remove two screws (callout 3).

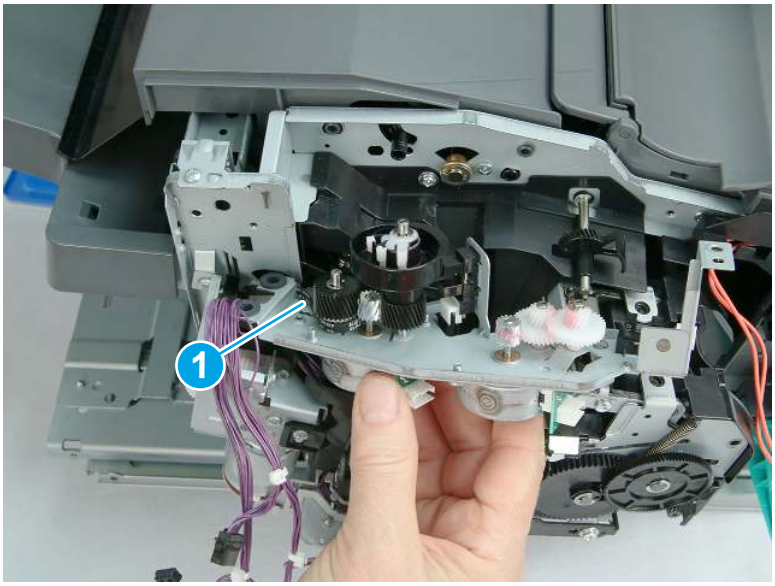
TIP: One screw (callout 2) is smaller than the other two screws. Make sure this screw is installed in the correct position.

Figure 4-3031 Remove one e-ring and bushing and two screws



e. Lift the paddle drive assembly slightly away from the finisher, and then release one belt from the gear (callout 1). Remove the paddle drive assembly.

Figure 4-3032 **Release the belt and remove the paddle drive assembly**



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher latch assembly (M776zs)

Learn how to remove and replace the inner finisher latch assembly.

Mean time to repair: 17 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.

- Remove the inner finisher from 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 4-144 Part information

Part number	Part description
RM2-2442-000CN	Latch assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

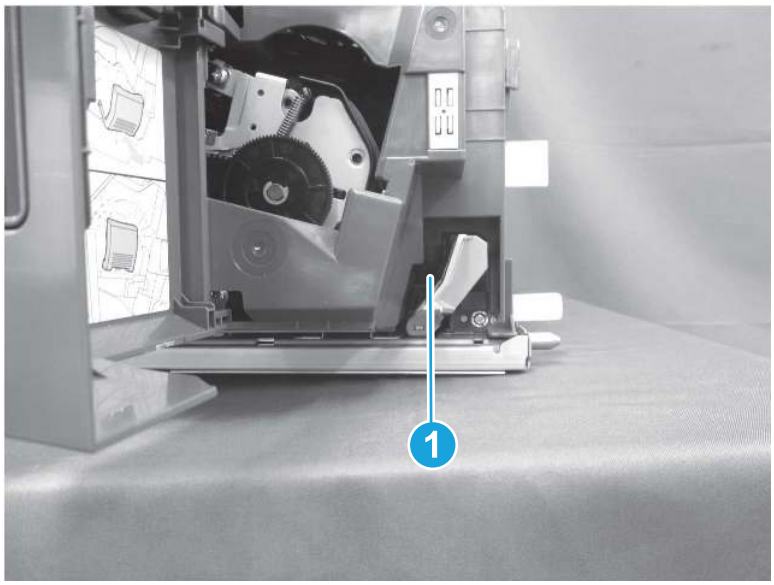
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

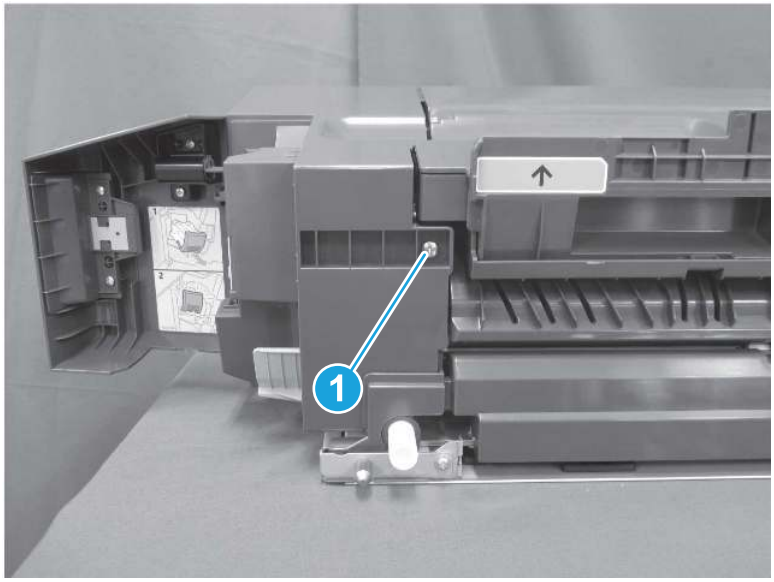
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3033 Remove one screw



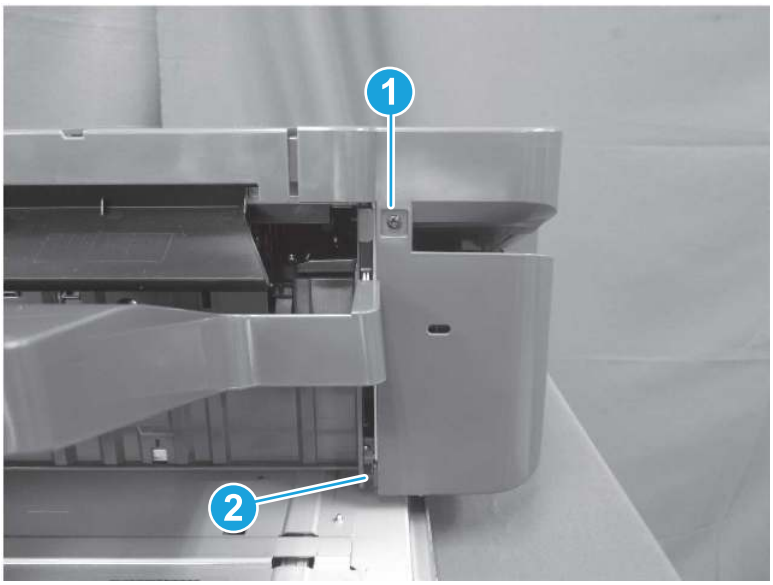
b. Remove one screw (callout 1).

Figure 4-3034 Remove one screw



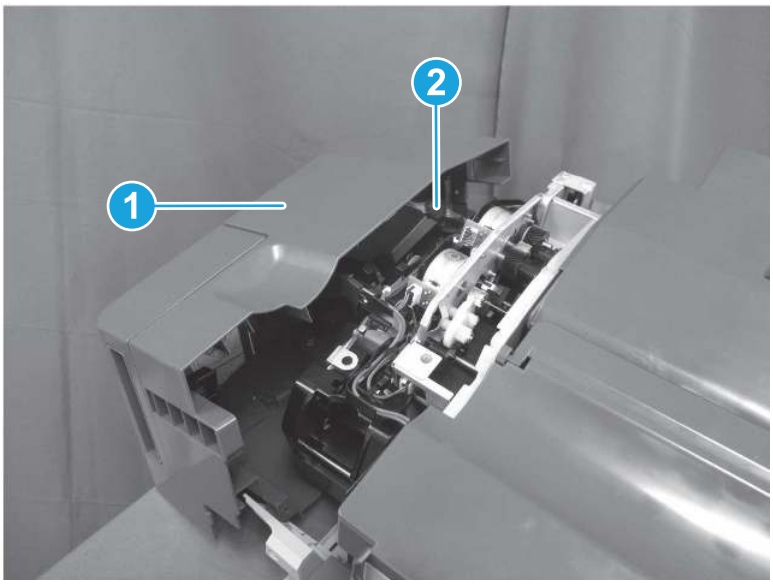
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3035 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

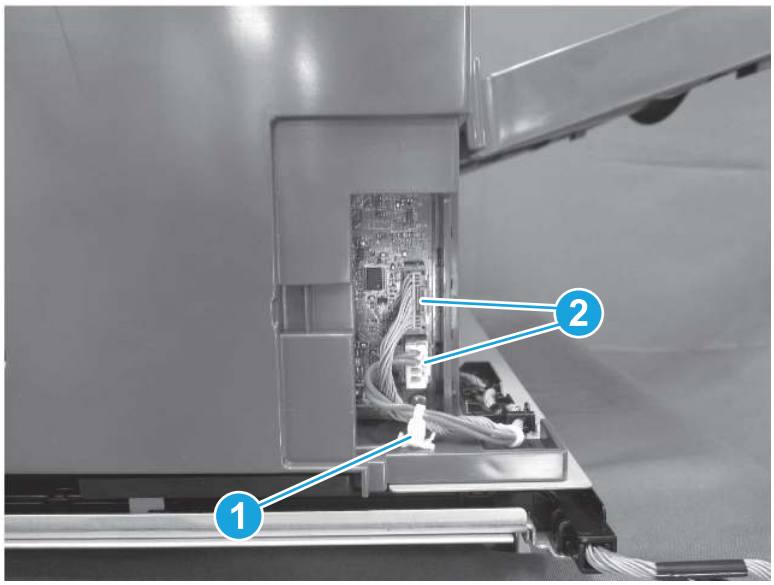
Figure 4-3036 Remove the front cover



2. Remove the inner finisher latch assembly (M776zs).

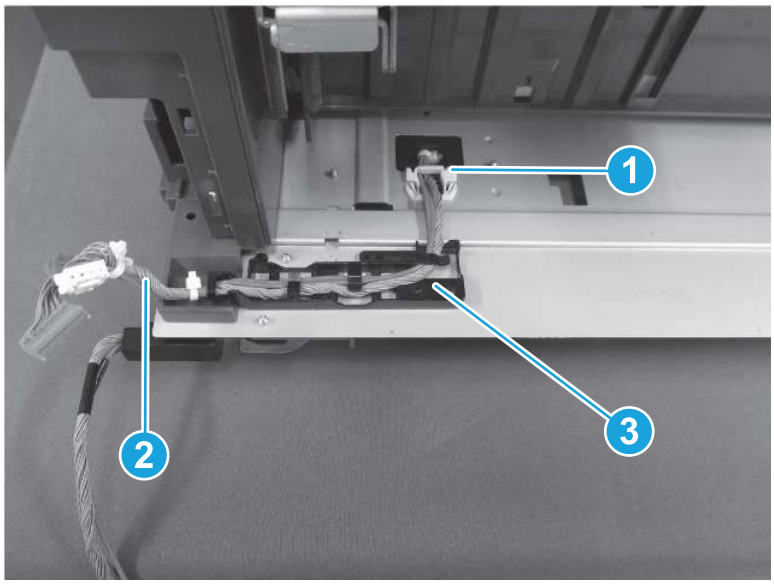
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3037 Disconnect two connectors



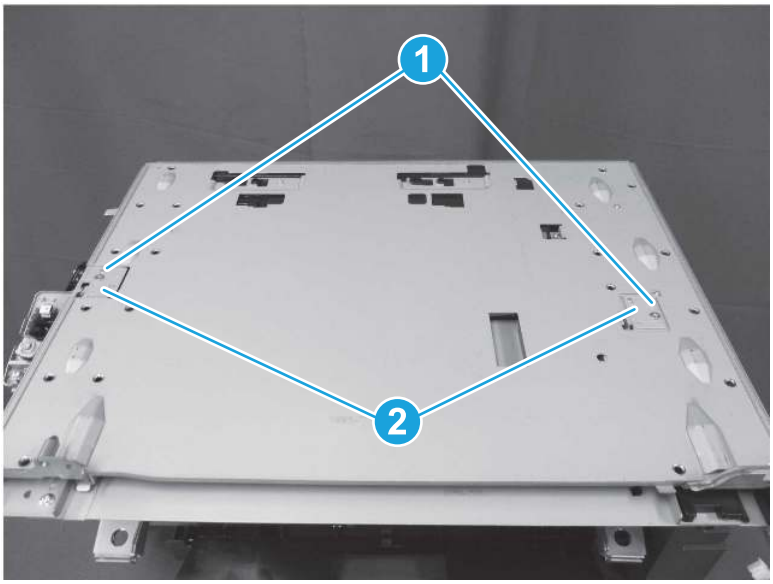
b. Open one retainer (callout 1), and then release the cables (callout 2) from the cable guides (callout 3).

Figure 4-3038 Release the cables



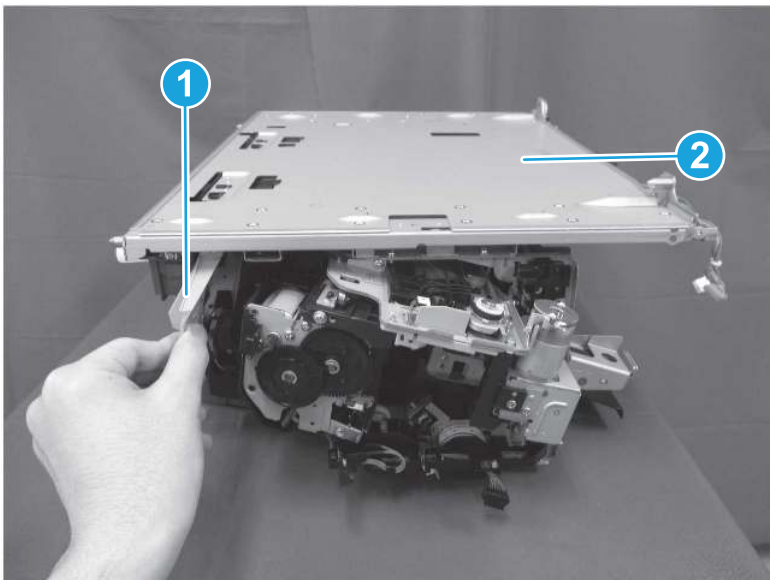
c. Place the finisher face-down. Remove two screws (callout 1), and then remove two stoppers (callout 2).

Figure 4-3039 Remove two screws and stoppers



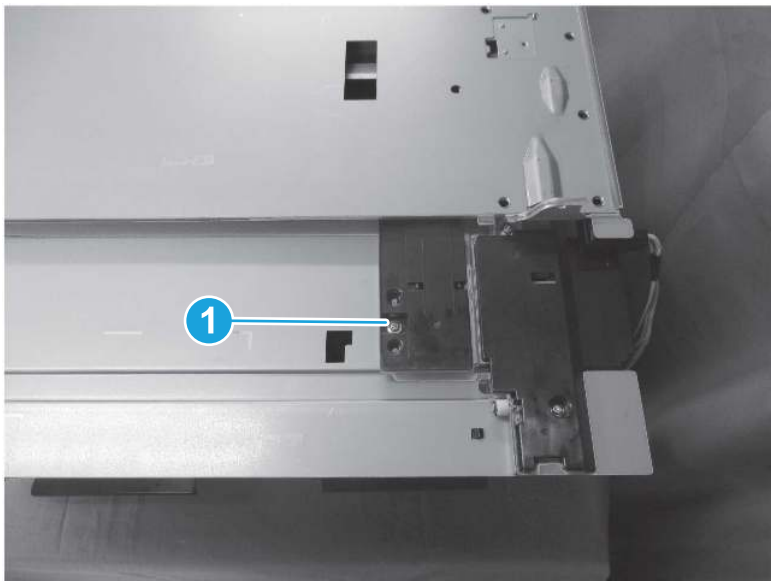
d. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to the right.

Figure 4-3040 Release the latch and slide the assembly



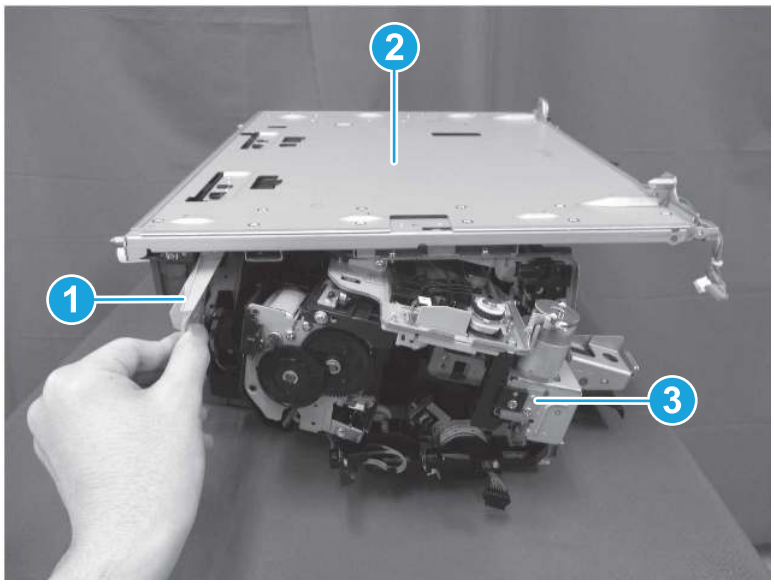
e. Remove one screw (callout 1).

Figure 4-3041 Remove one screw



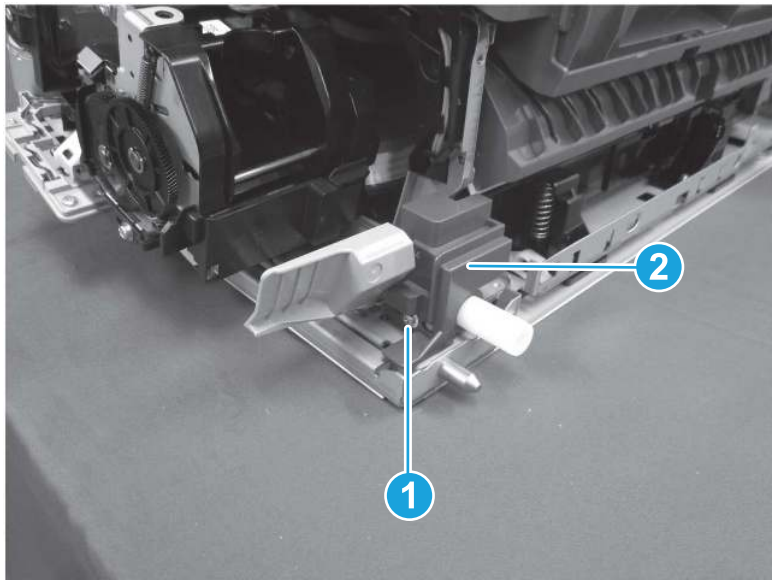
f. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to remove it from the inner finisher (callout 3).

Figure 4-3042 Remove the bottom slide assembly



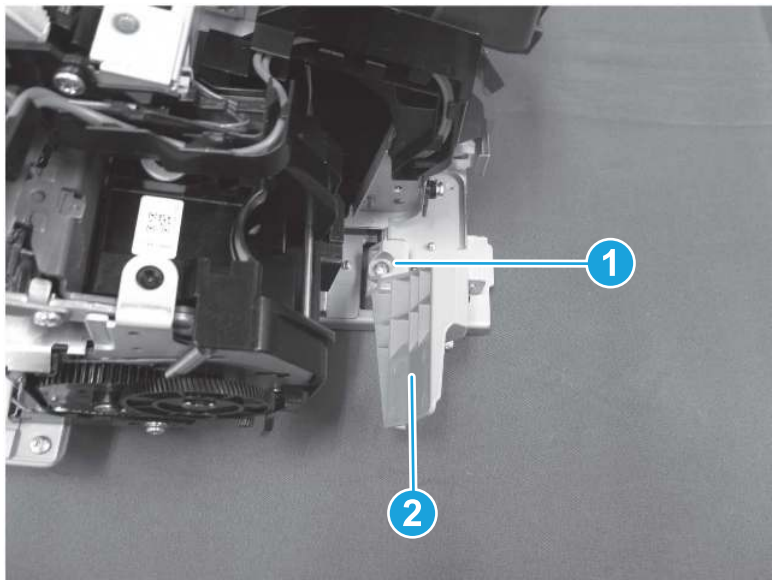
g. Place the inner finisher face-up. Remove one screw (callout 1), and then remove the push assembly (callout 2)

Figure 4-3043 Remove the push assembly



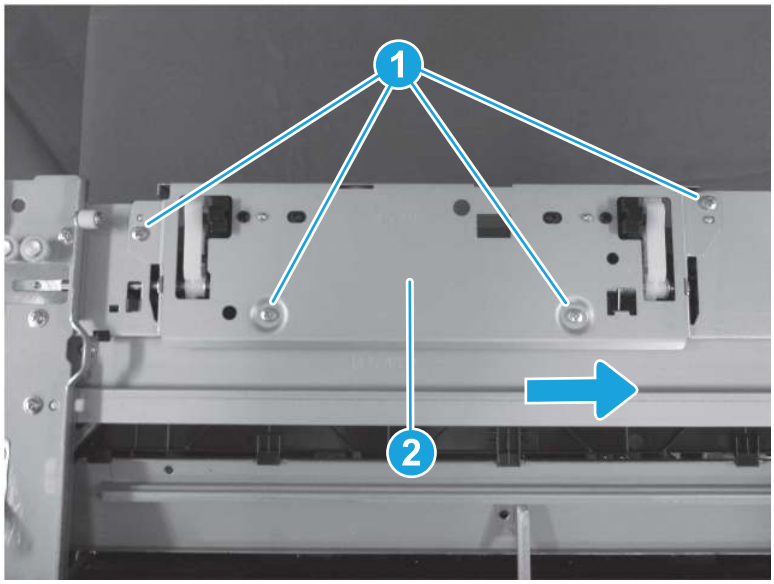
h. Remove one screw (callout 1), and then remove the release lever (callout 2)

Figure 4-3044 Remove the release lever



i. Place the finisher face-down. Remove four screws (callout 1). Slide the latch assembly (callout 2) to the right to remove it.

Figure 4-3045 Remove the latch assembly



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher stapler assembly (M776zs)

Learn how to remove and replace the inner finisher stapler assembly.

Mean time to repair: 15 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.

- Remove the inner finisher from 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 4-145 Part information

Part number	Part description
RM2-2453-000CN	Staple assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

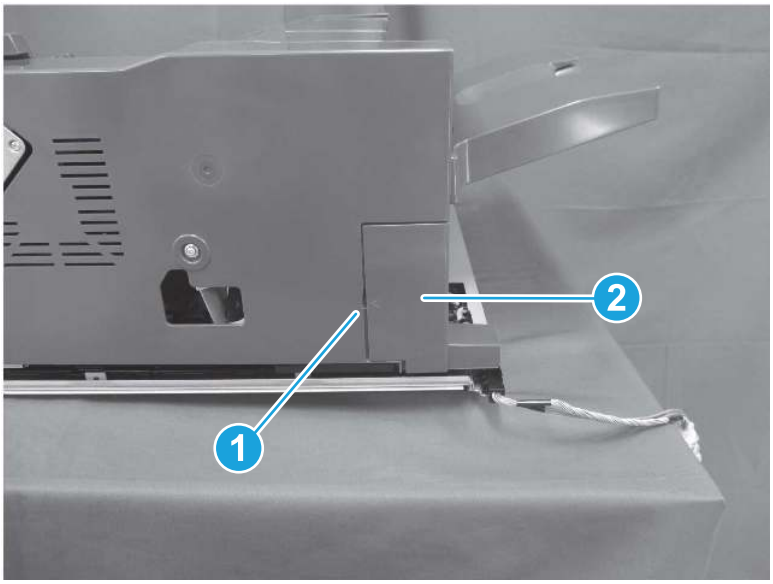
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

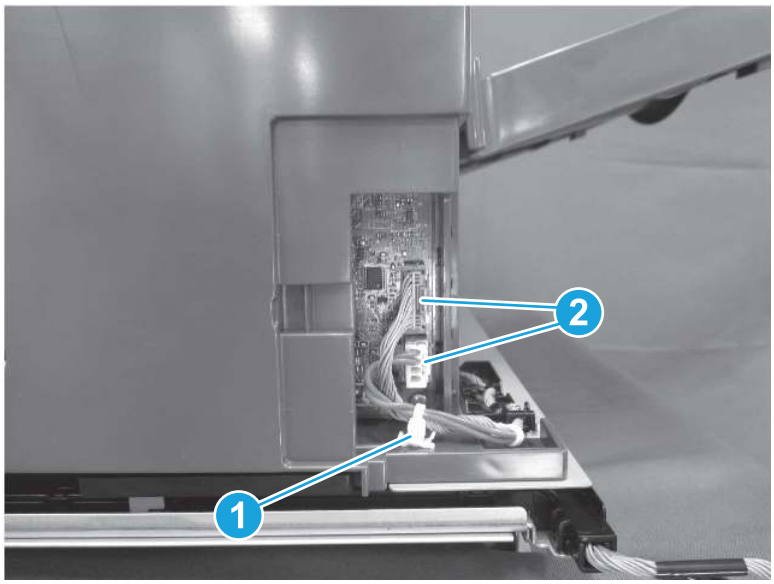
Figure 4-3046 Remove the connector cover



2. Remove the inner finisher rear cover (M776zs).

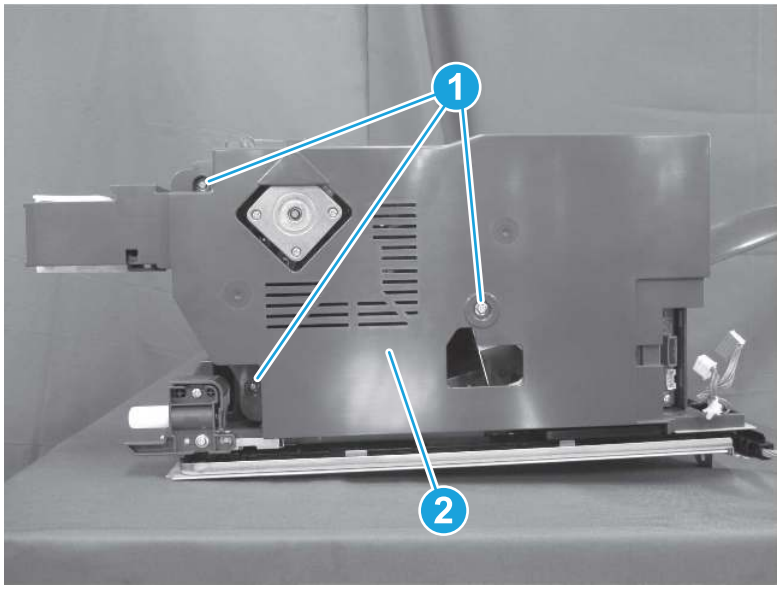
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3047 Disconnect two connectors



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

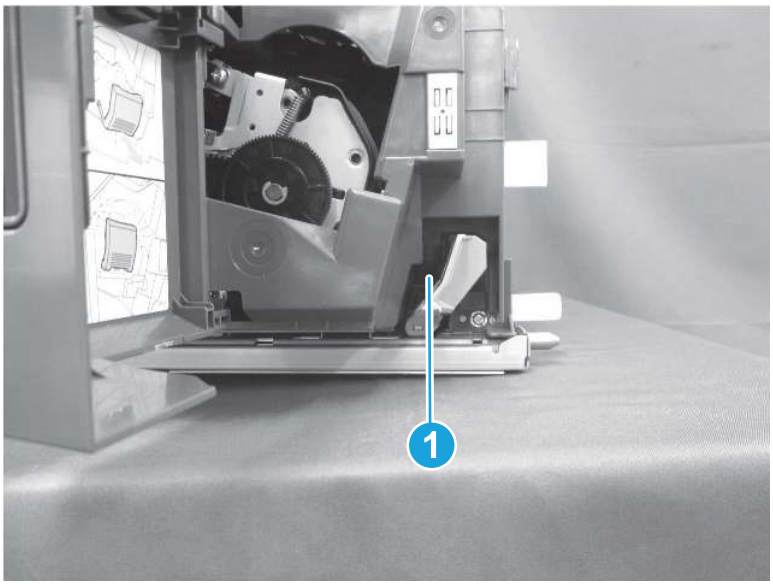
Figure 4-3048 Remove the rear cover



3. Remove the inner finisher front cover (M776zs).

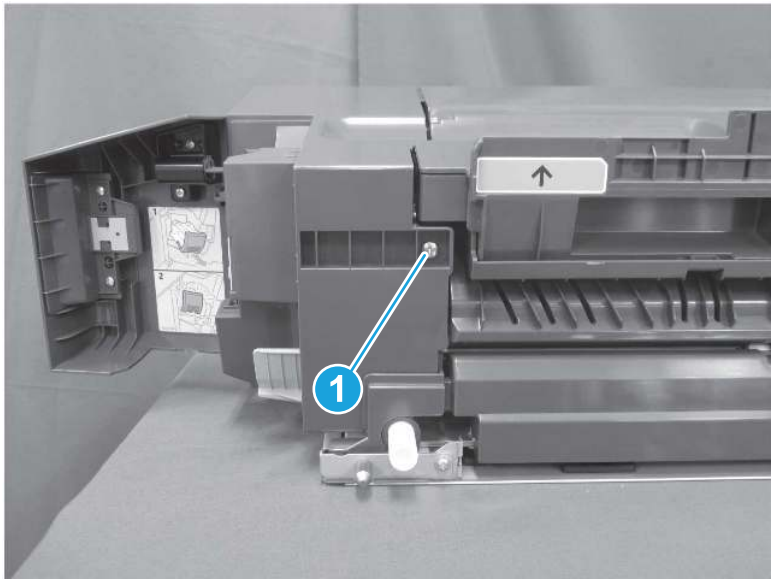
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3049 Remove one screw



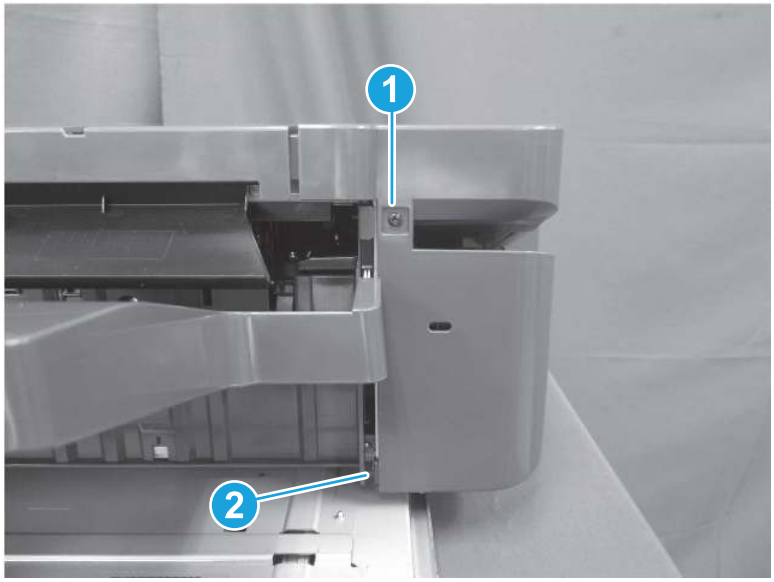
b. Remove one screw (callout 1).

Figure 4-3050 Remove one screw



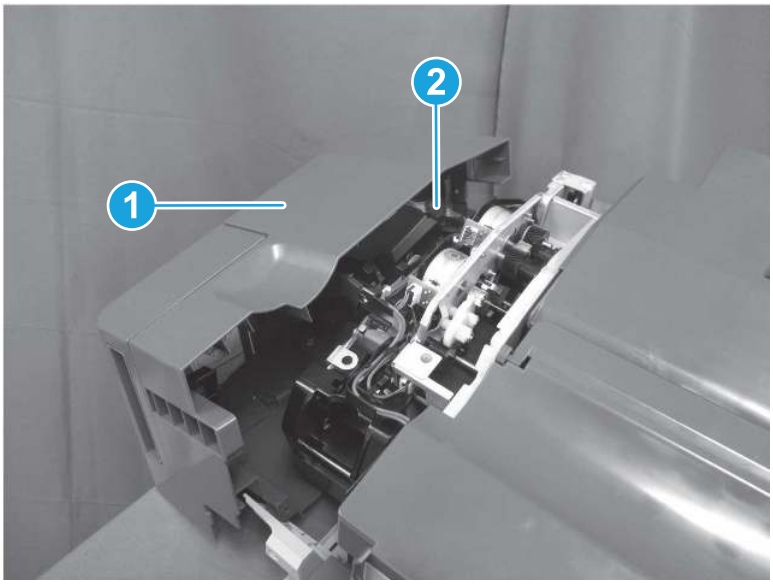
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3051 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

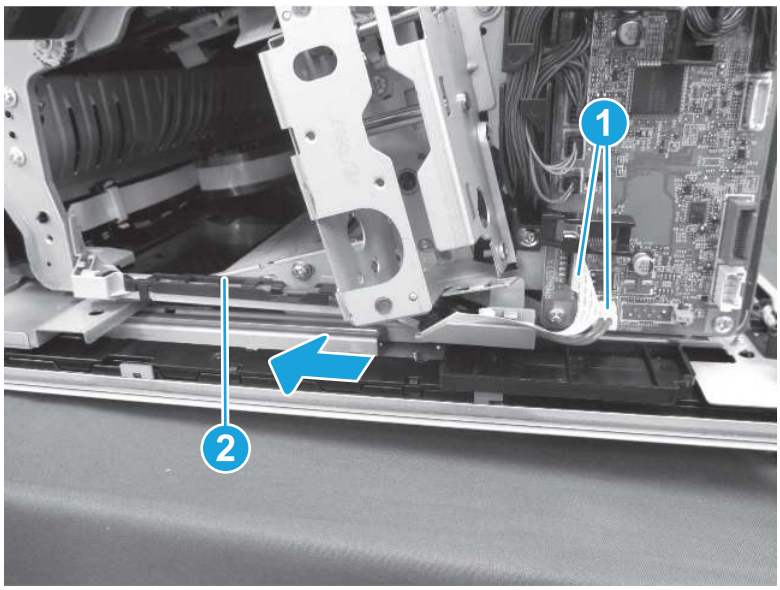
Figure 4-3052 Remove the front cover



4. Remove the inner finisher stapler assembly (M776zs).

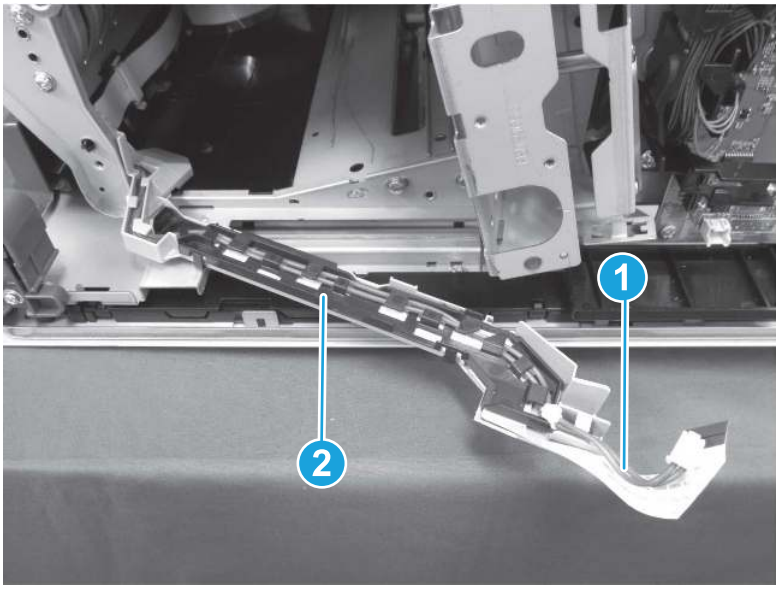
a. Disconnect two connectors (callout 1), and then slide the cable guide (callout 2) to the left to remove it.

Figure 4-3053 Disconnect two connectors and remove the cable guide



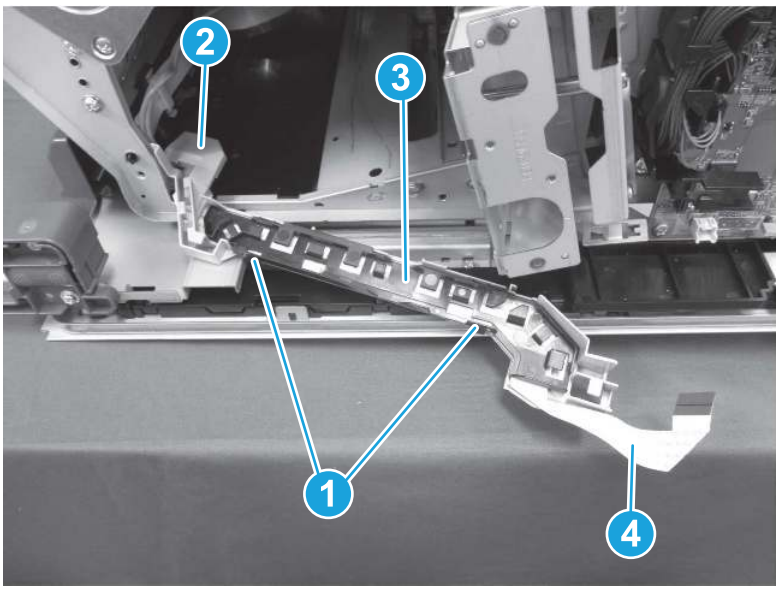
b. Release the cable (callout 1), from the cable guide (callout 2).

Figure 4-3054 Release the cable from the cable guide



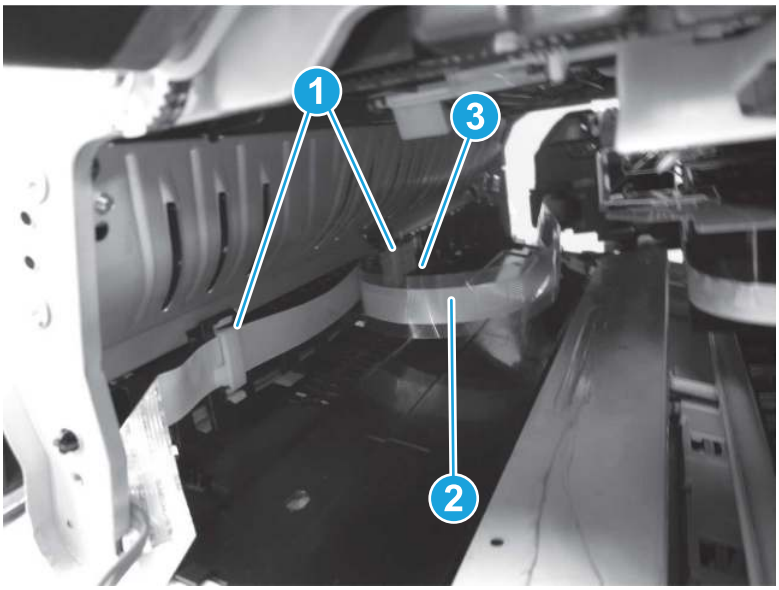
c. Release two tabs (callout 1). Release the outer cable guide (callout 2) from the inner cable guide (callout 3). Remove the flat cable (callout 4) from the cable guide.

Figure 4-3055 Release the cable guides



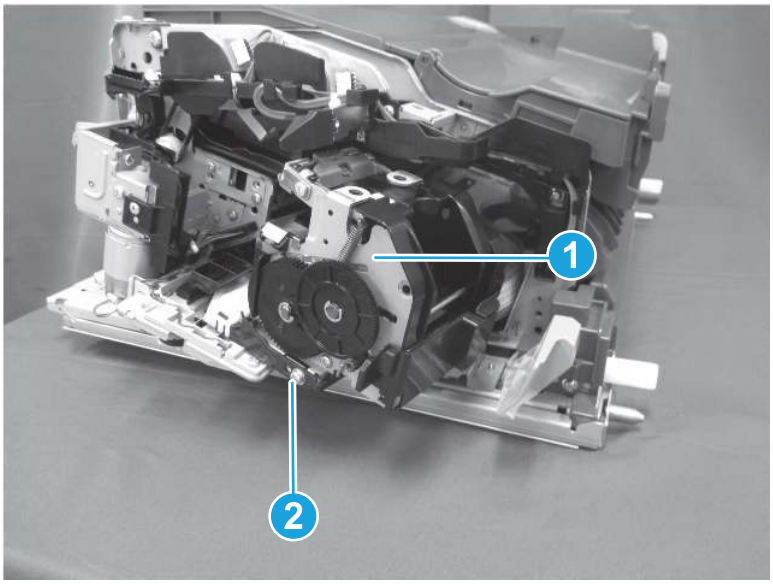
d. Release two retainers (callout 1), and then release the flat cable (callout 2) from the guide (callout 3).

Figure 4-3056 Release the flat cable



e. Slide the staple assembly (callout 1) out to the edge of the finisher. Remove one screw (callout 2),and then remove the staple assembly.

Figure 4-3057 Remove the staple assembly



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher stack wall assembly (M776zs)

Learn how to remove and replace the inner finisher stack wall assembly.

Mean time to repair: 10 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.

- Remove the inner finisher from 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 4-146 Part information

Part number	Part description
RM2-2452-000CN	Height wall assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

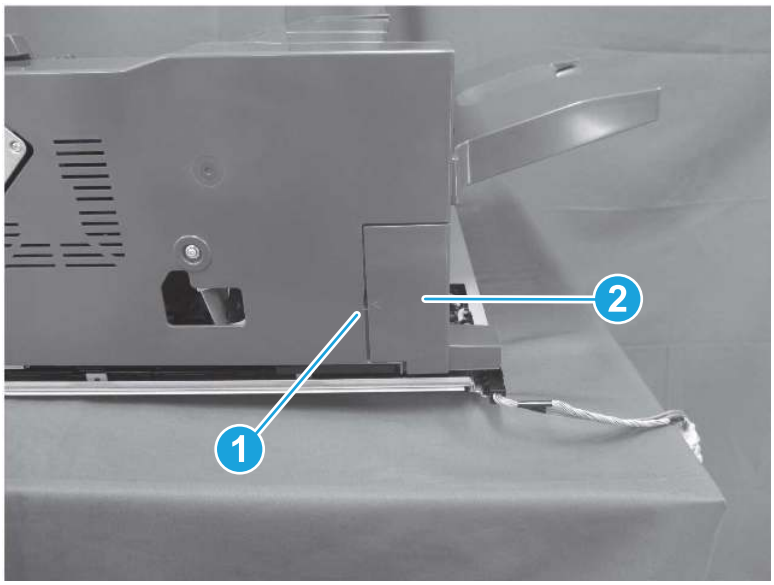
- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

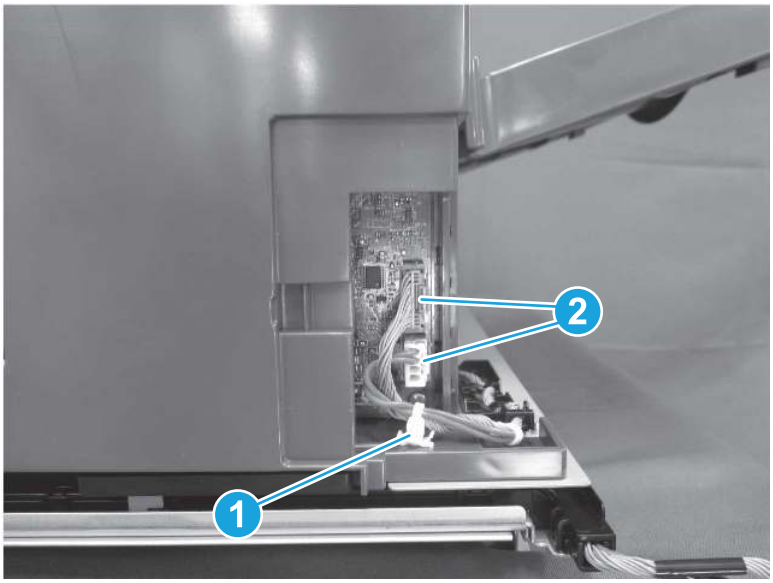
1. Remove the inner finisher connector cover (M776zs).
   - Release one tab (callout 1), and then remove the connector cover (callout 2).

     Figure 4-3058 Remove the connector cover

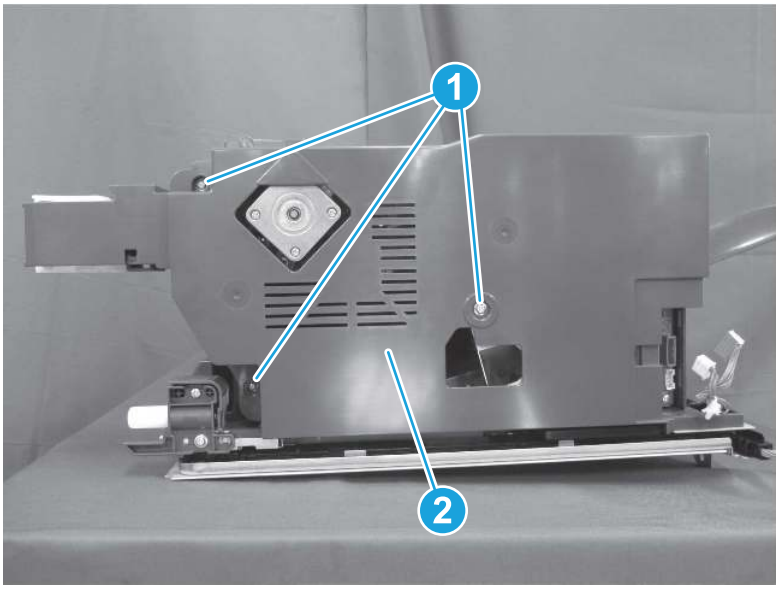
2. Remove the inner finisher rear cover (M776zs).
   a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

      Figure 4-3059 Disconnect two connectors

b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

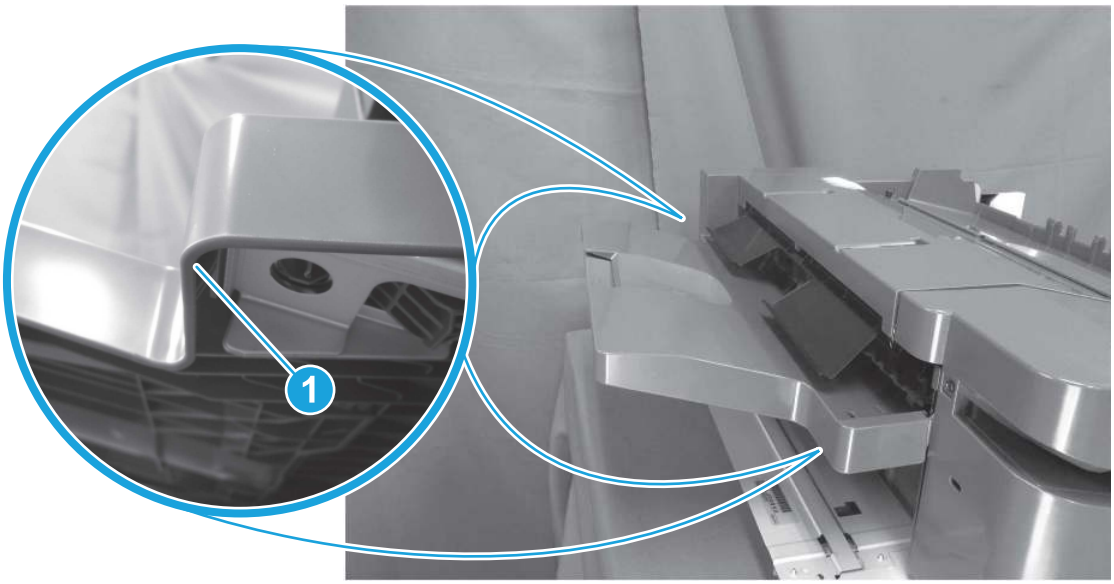
Figure 4-3060 **Remove the rear cover**



3. Remove the inner finisher stack tray assembly (M776zs).

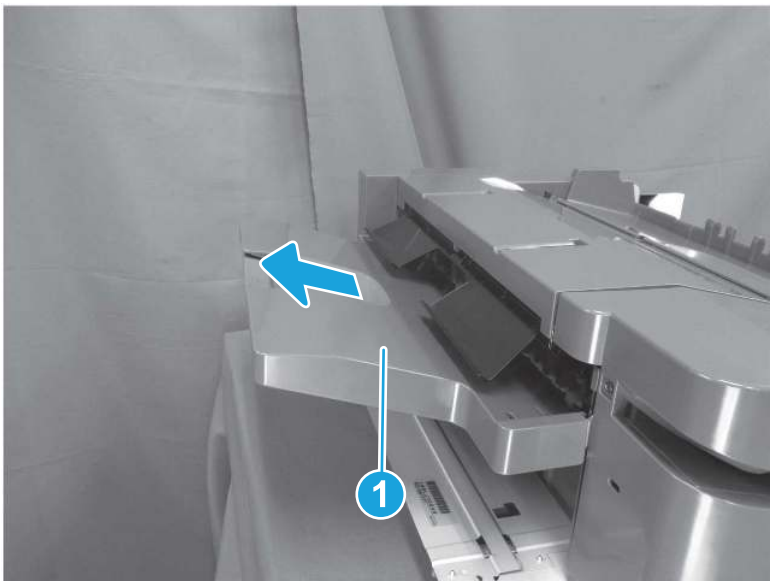
a. Release two tabs (callout 1).

Figure 4-3061 **Release two tabs**



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

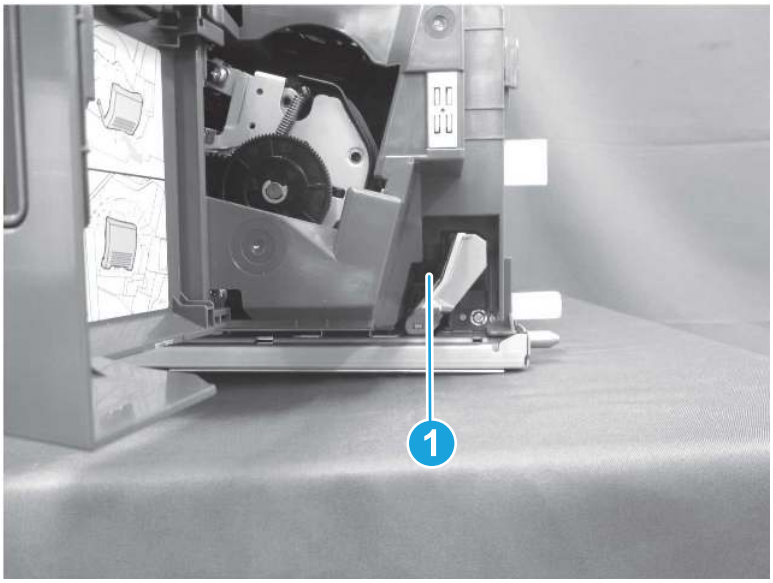
Figure 4-3062 Remove the stack tray assembly



4. Remove the inner finisher front cover (M776zs).

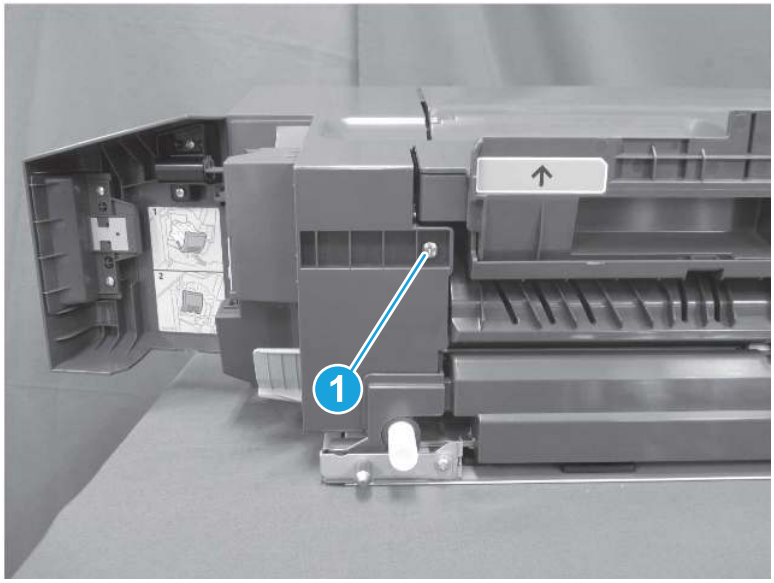
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3063 Remove one screw



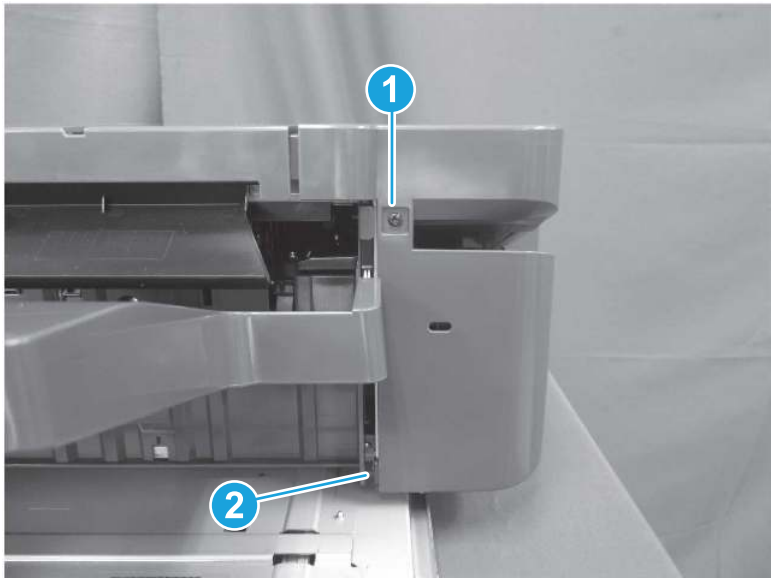
b. Remove one screw (callout 1).

Figure 4-3064 Remove one screw



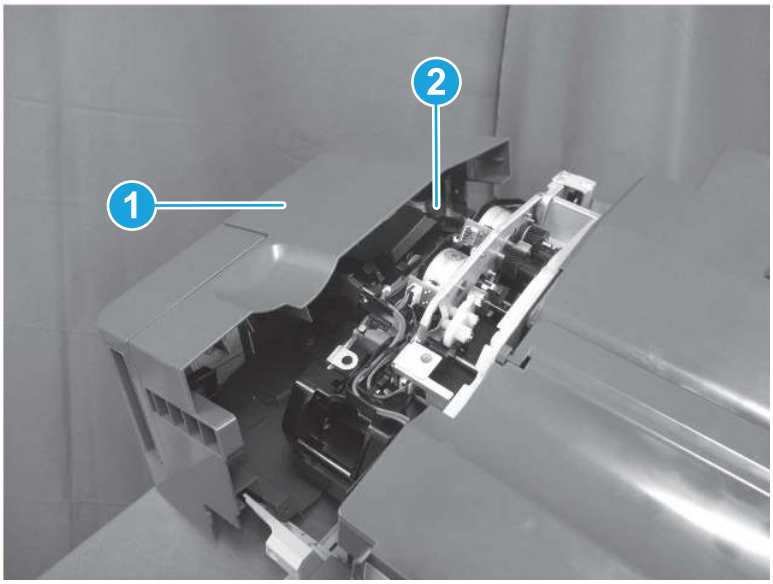
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3065 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

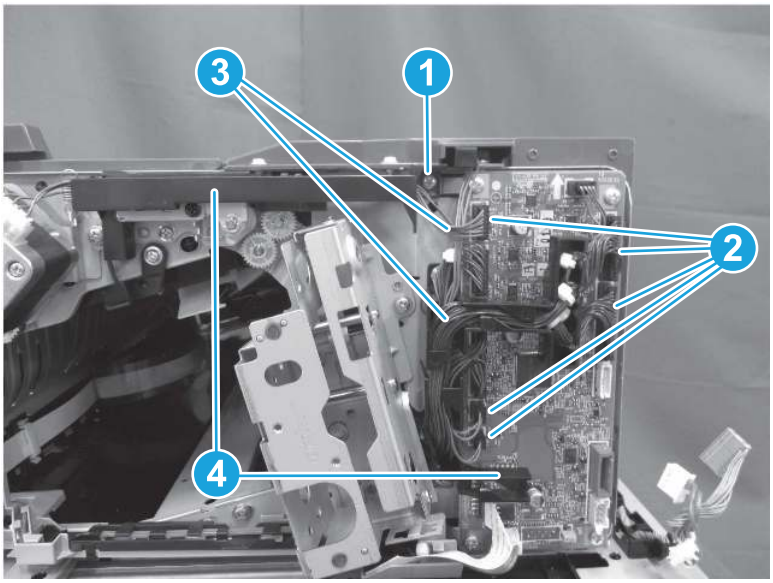
Figure 4-3066 Remove the front cover



5. Remove the inner finisher upper feed guide (M776zs).

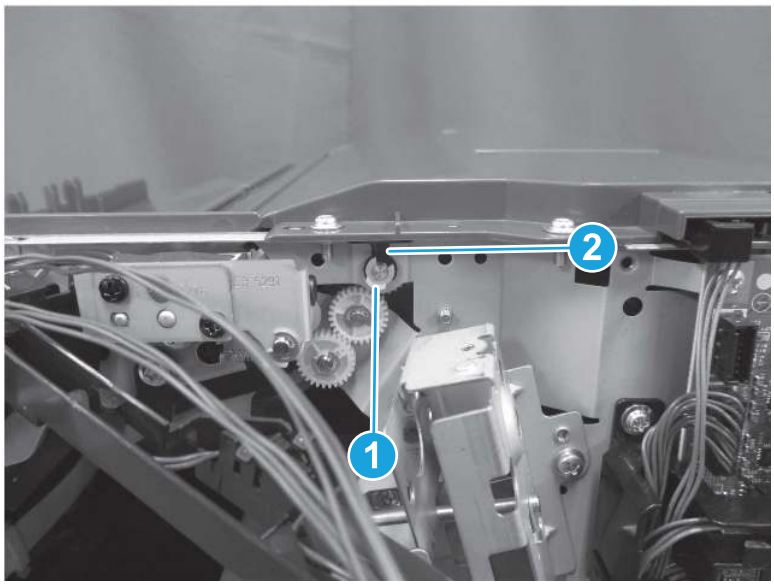
a. Remove one screw (callout 1), and then disconnect five connectors (callout 2). Release the cables (callout 3) from the guide (callout 4).

Figure 4-3067 Remove one screw and disconnect five connectors



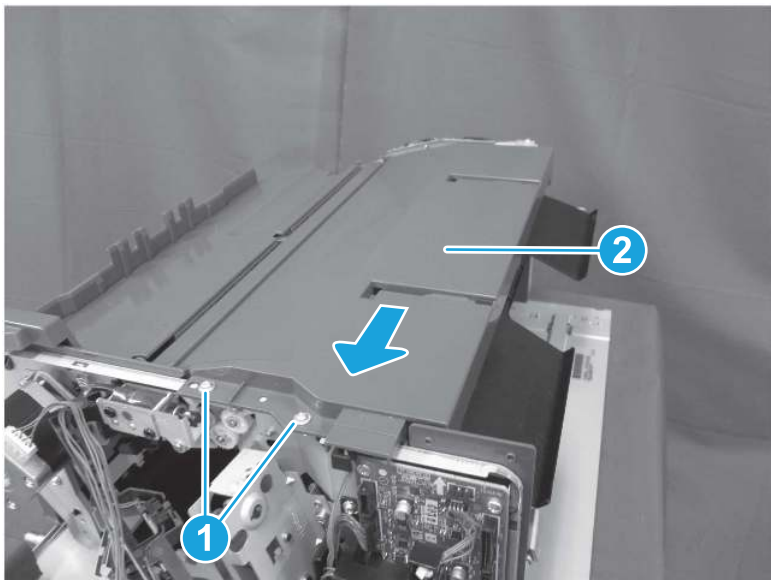
b. Remove one e-clip (callout 1), and then remove the bushing (callout 2).

Figure 4-3068 **Remove e-clip and bushing**



c. Remove one screw (callout 1). Lift the upper feed guide (callout 2), and then slide it towards the front of the finisher to remove it.

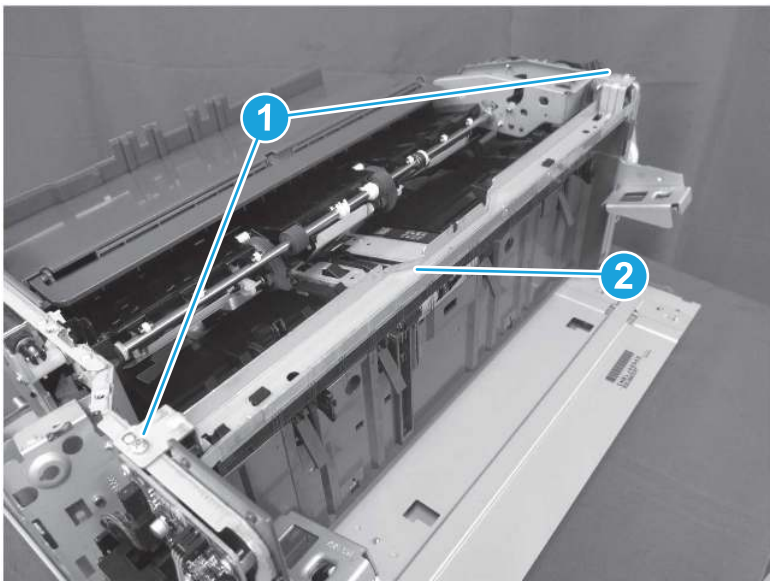
Figure 4-3069 **Remove the upper feed guide**



6. Remove the inner finisher stack wall assembly (M776zs).

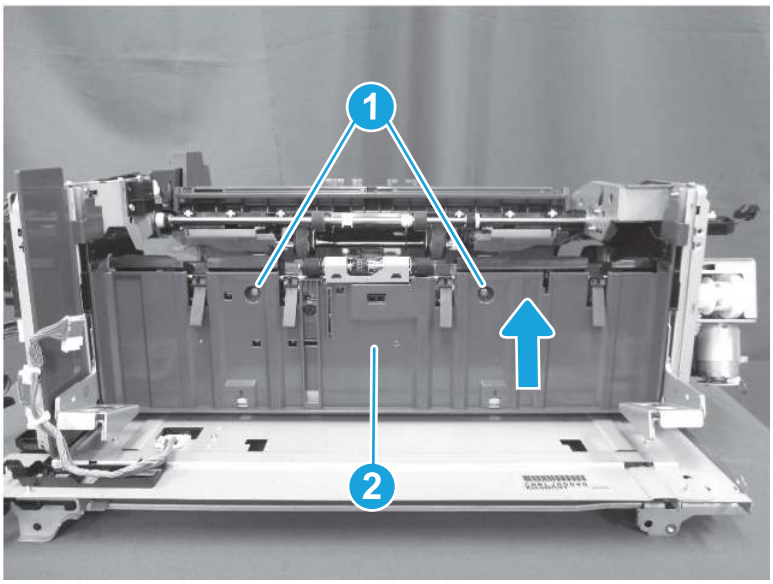
a. Remove two screws (callout 1), and then remove the upper stay (callout 2).

Figure 4-3070 Remove two screws and the upper stay



b. Remove two screws (callout 1), and then slide the stack wall assembly (callout 2) up to remove it.

Figure 4-3071 Remove the stack wall assembly



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher return belt assembly (M776zs)

Learn how to remove and replace the inner finisher return belt assembly.

Mean time to repair: 20 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.

- Remove the inner finisher from 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 4-147 Part information

Part number	Part description
FM1-H670-000CN	Return belt unit

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

IMPORTANT: After replacement, the following adjustments need to be performed.

- Return belt tension

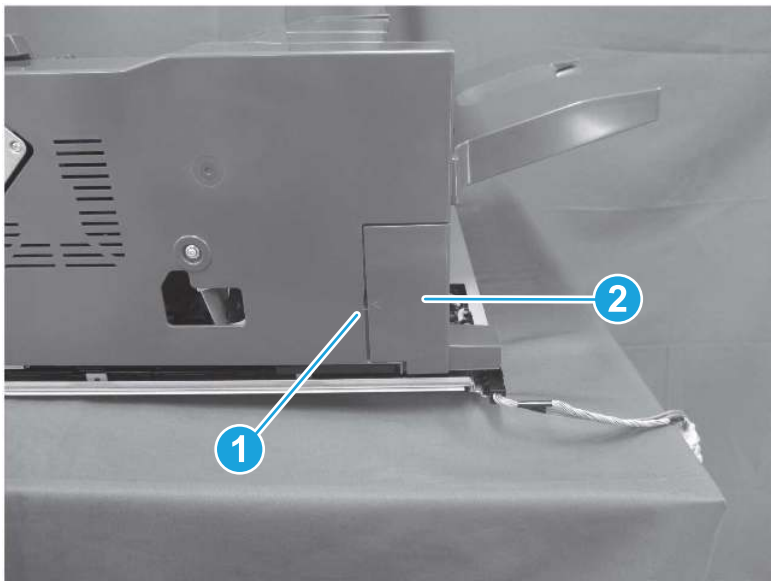
For adjustment procedure, refer to Solve problems / Solve paper handling problems / Inner finisher adjustments section in the Troubleshooting service manual.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

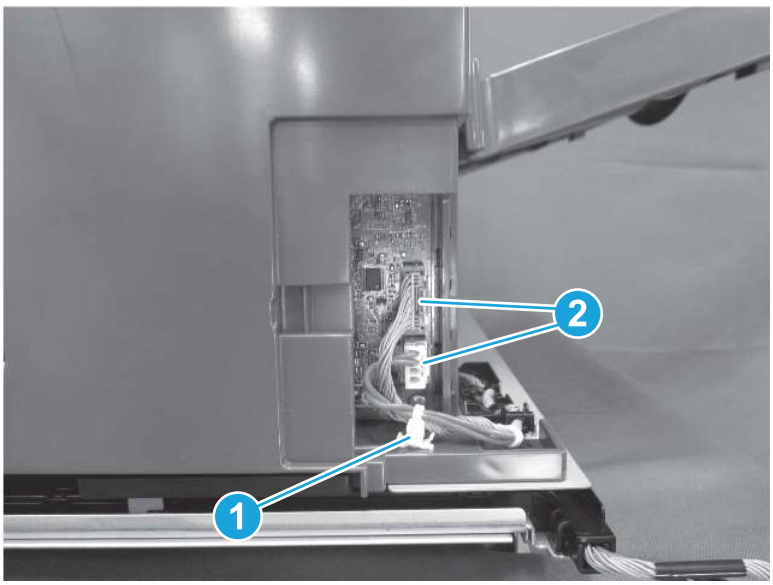
1. Remove the inner finisher connector cover (M776zs).
   - Release one tab (callout 1), and then remove the connector cover (callout 2).

   Figure 4-3072 **Remove the connector cover**

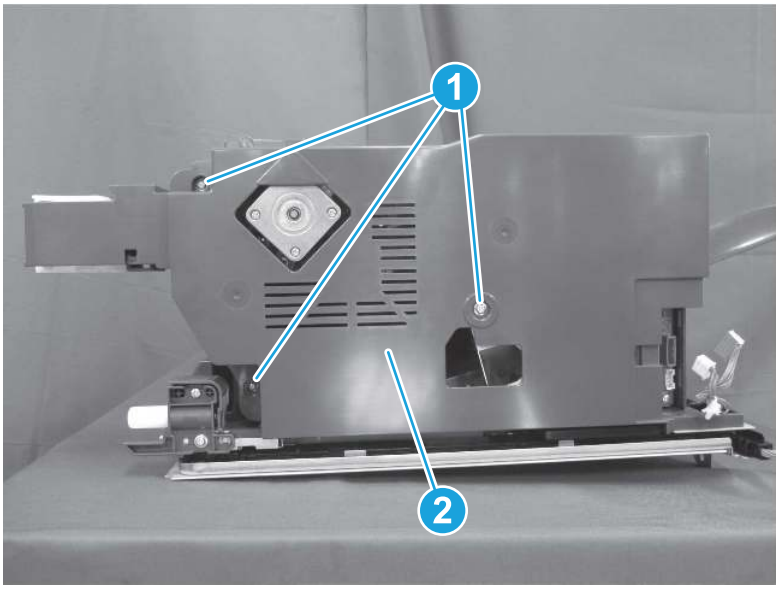
2. Remove the inner finisher rear cover (M776zs).
   a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

   Figure 4-3073 **Disconnect two connectors**

b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

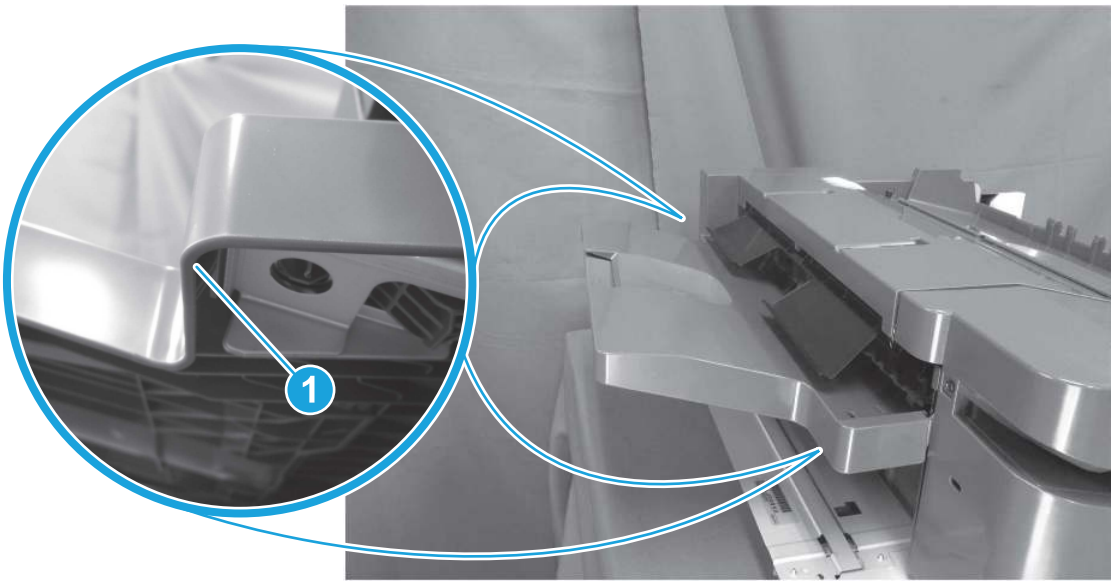
Figure 4-3074 Remove the rear cover



3. Remove the inner finisher stack tray assembly (M776zs).

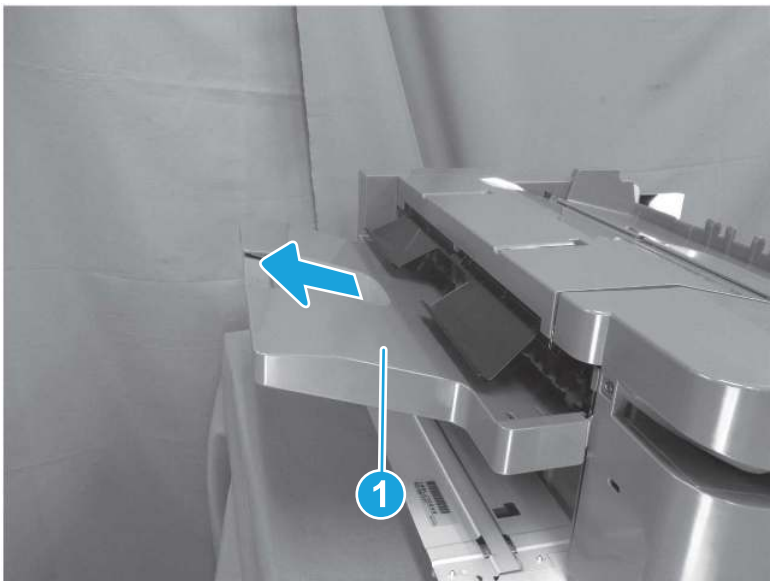
a. Release two tabs (callout 1).

Figure 4-3075 Release two tabs



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

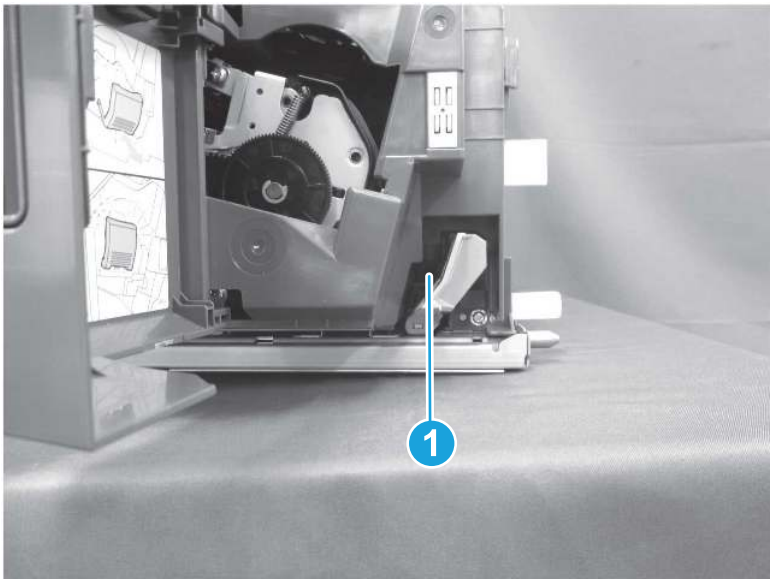
Figure 4-3076 Remove the stack tray assembly



4. Remove the inner finisher front cover (M776zs).

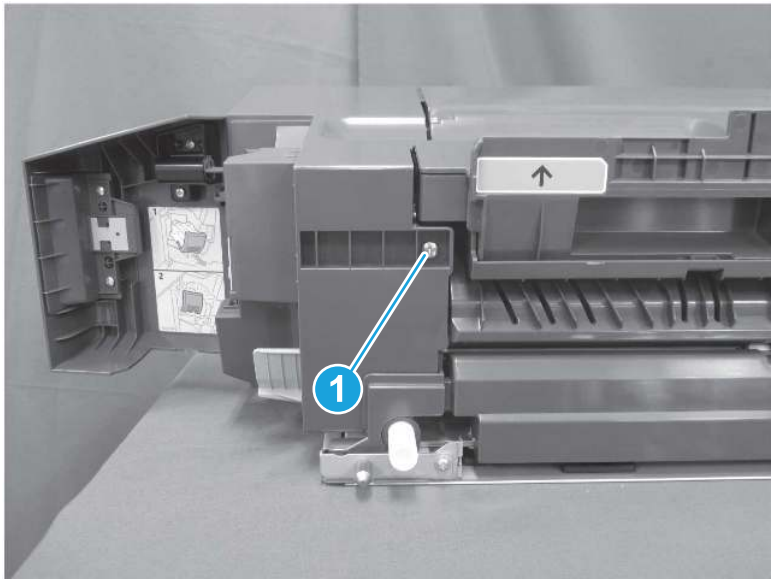
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3077 Remove one screw



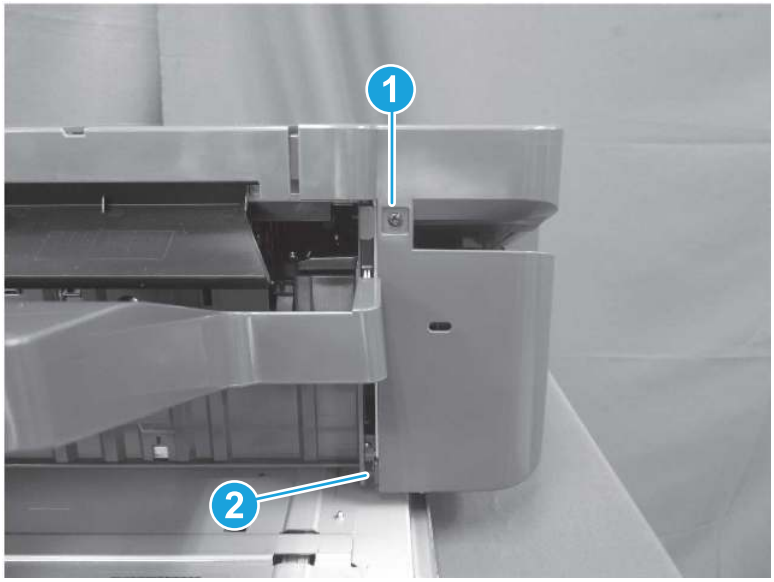
b. Remove one screw (callout 1).

Figure 4-3078 Remove one screw



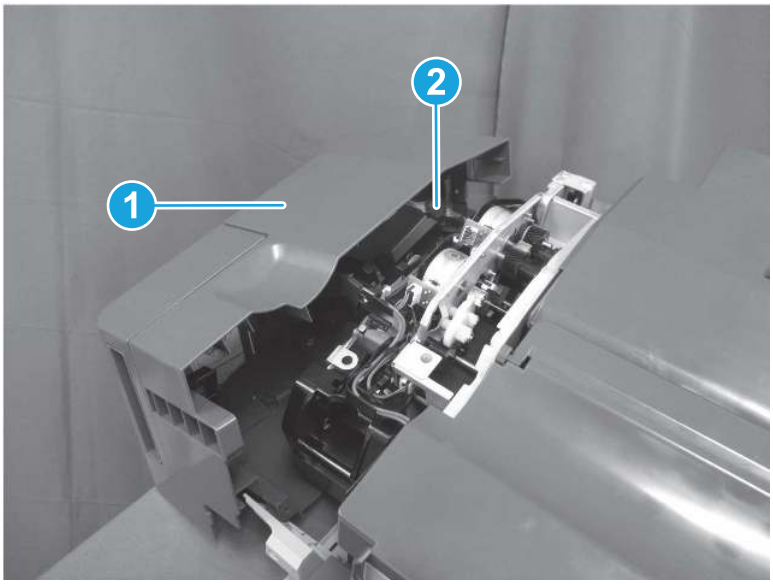
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3079 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

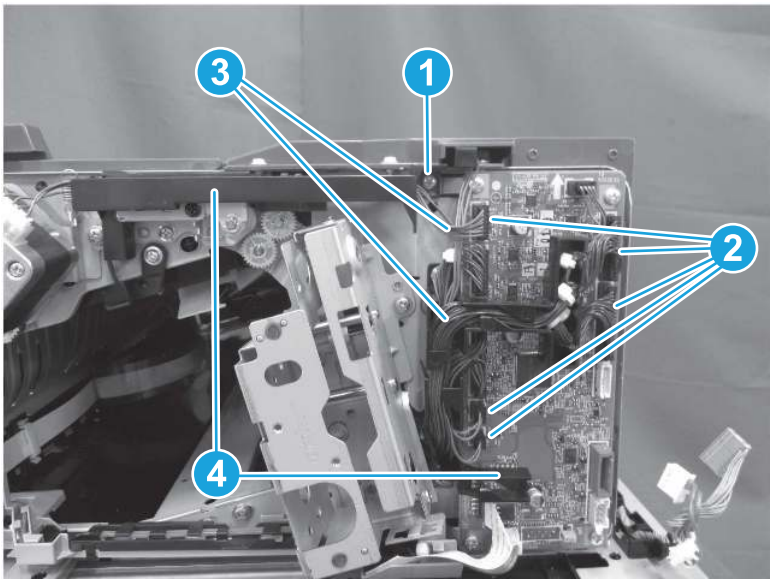
Figure 4-3080 Remove the front cover



5. Remove the inner finisher upper feed guide (M776zs).

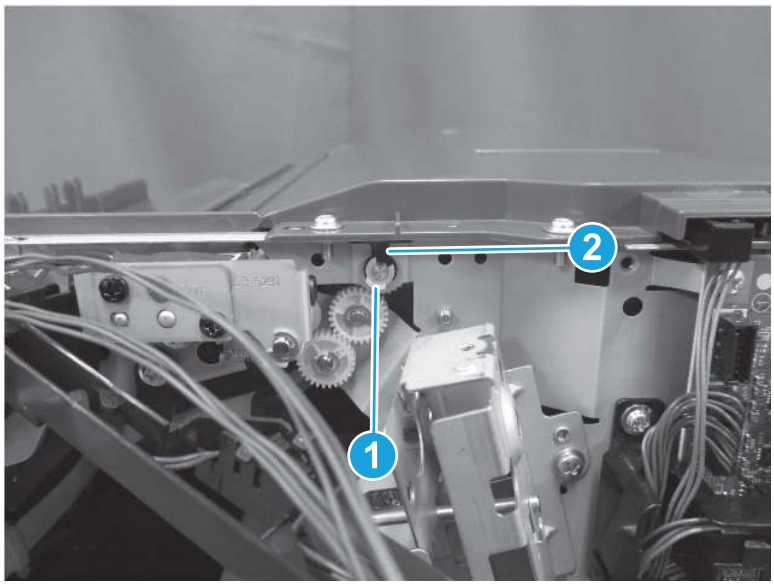
a. Remove one screw (callout 1), and then disconnect five connectors (callout 2). Release the cables (callout 3) from the guide (callout 4).

Figure 4-3081 Remove one screw and disconnect five connectors



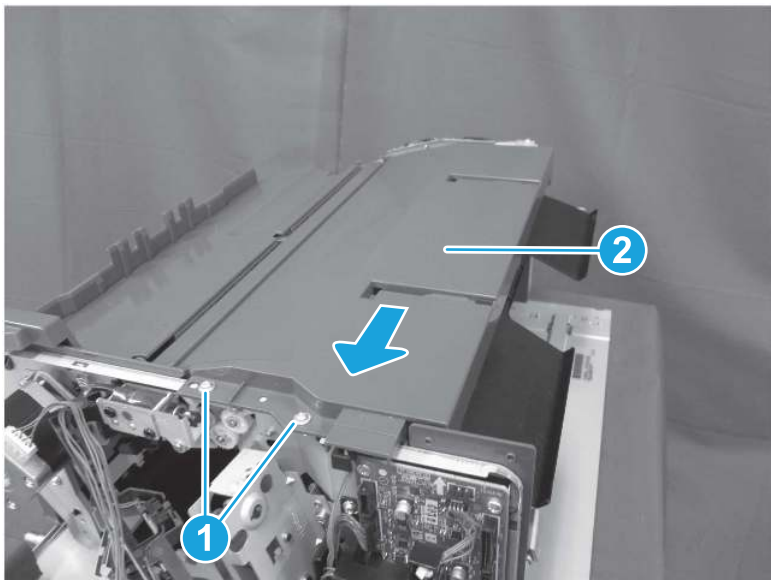
b. Remove one e-clip (callout 1), and then remove the bushing (callout 2).

Figure 4-3082 Remove e-clip and bushing



c. Remove one screw (callout 1). Lift the upper feed guide (callout 2), and then slide it towards the front of the finisher to remove it.

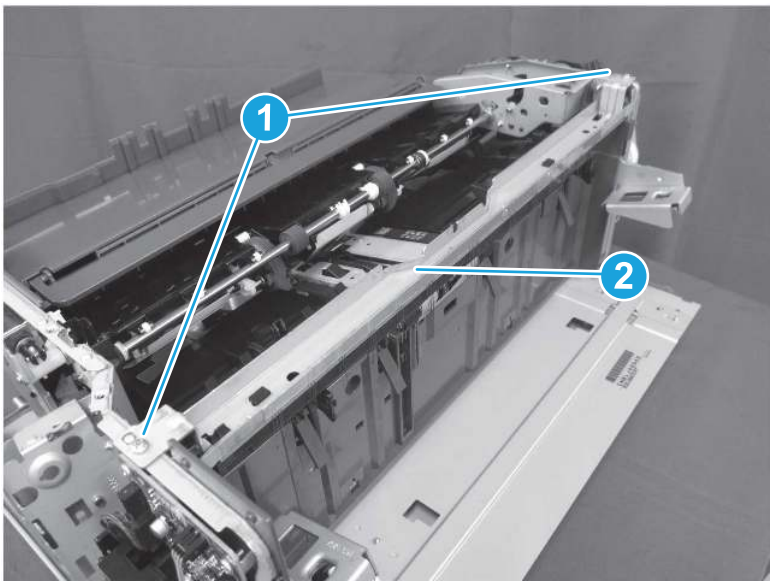
Figure 4-3083 Remove the upper feed guide



6. Remove the inner finisher return belt assembly (M776zs).

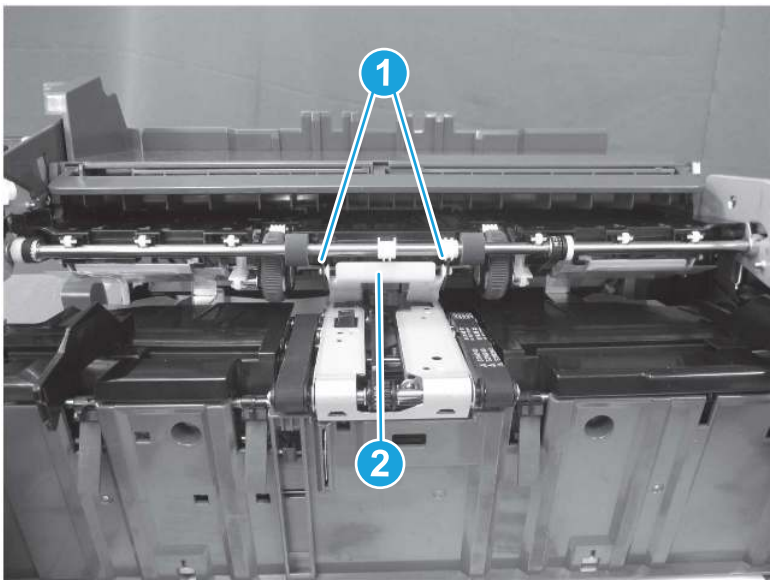
a. Remove two screws (callout 1), and then remove the upper stay (callout 2).

Figure 4-3084 Remove two screws and the upper stay



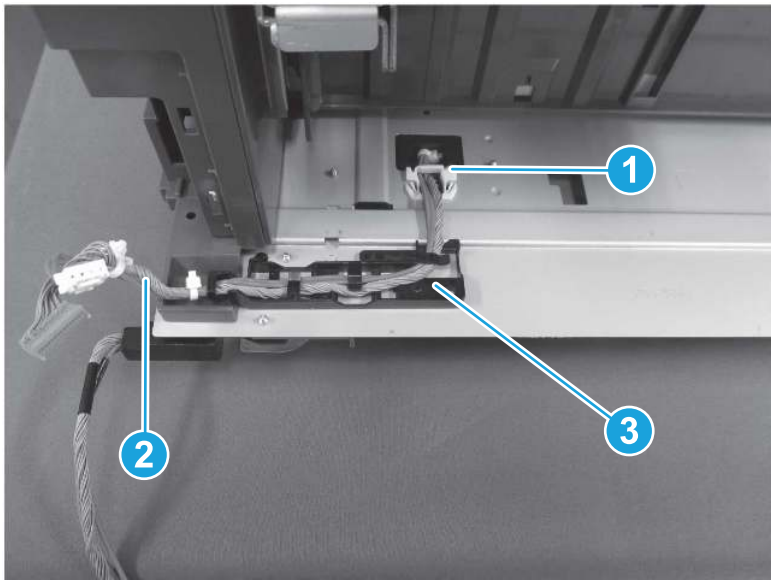
b. Release two bosses (callout 1), and then remove the guide (callout 2).

Figure 4-3085 Remove the guide



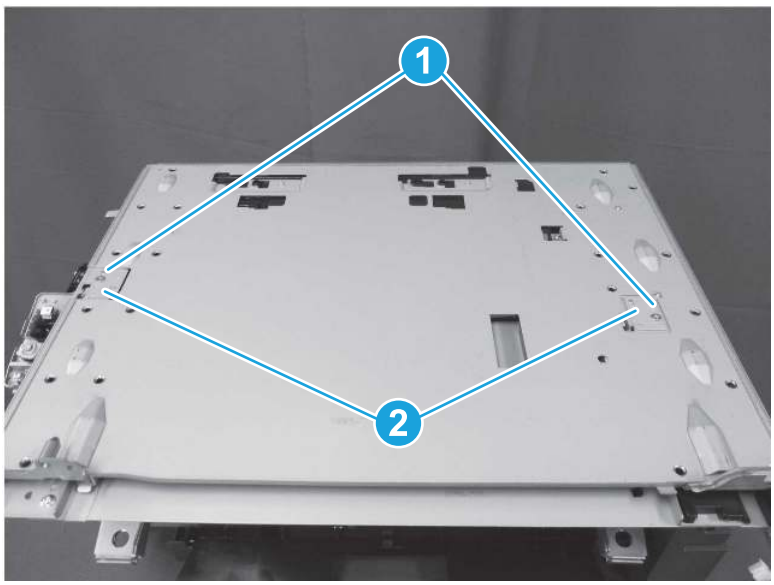
c. Open one retainer (callout 1), and then release the cables (callout 2) from the cable guides (callout 3).

Figure 4-3086 Release the cables



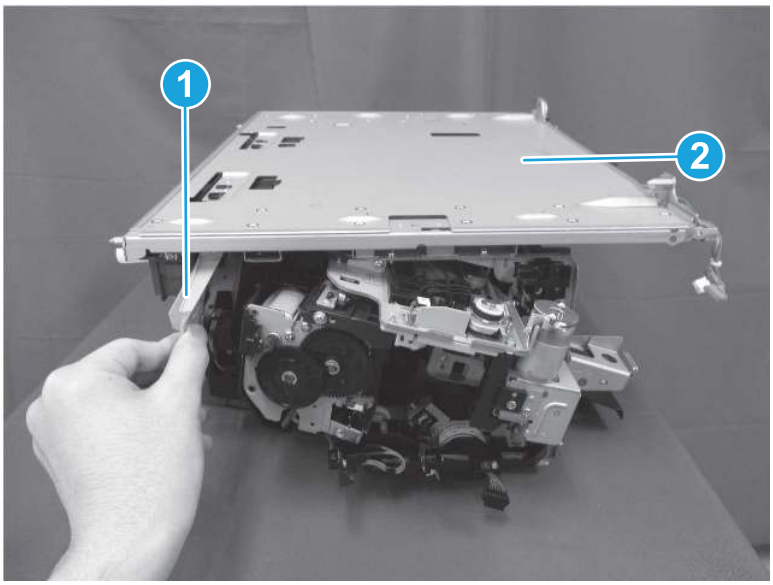
d. Place the finisher face-down. Remove two screws (callout 1), and then remove two stoppers (callout 2).

Figure 4-3087 Remove two screws and stoppers



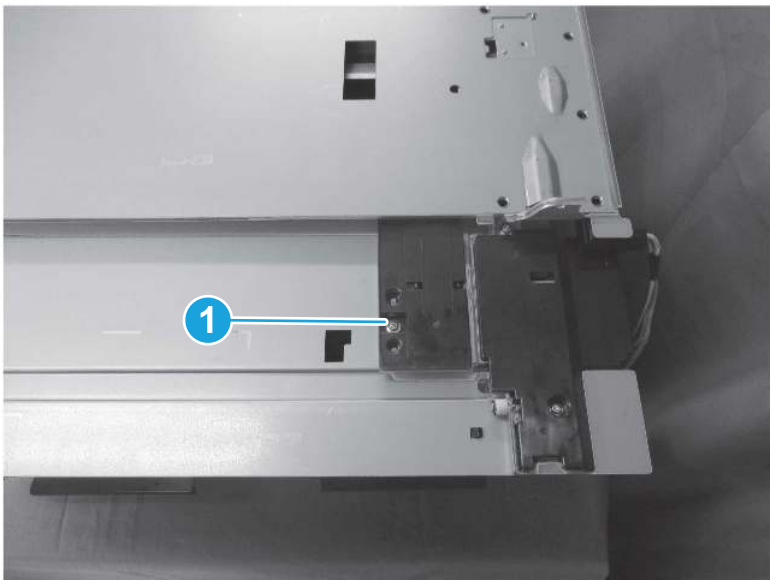
e. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to the right.

Figure 4-3088 Release the latch and slide the assembly



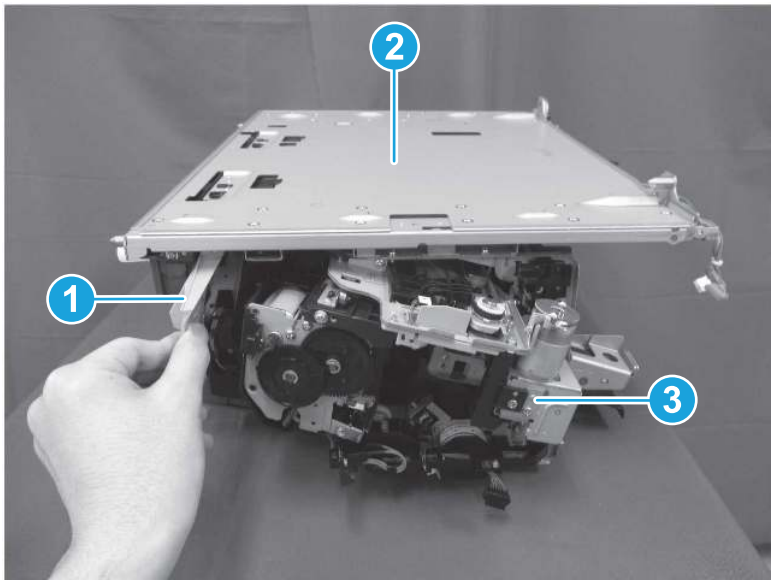
f. Remove one screw (callout 1).

Figure 4-3089 Remove one screw



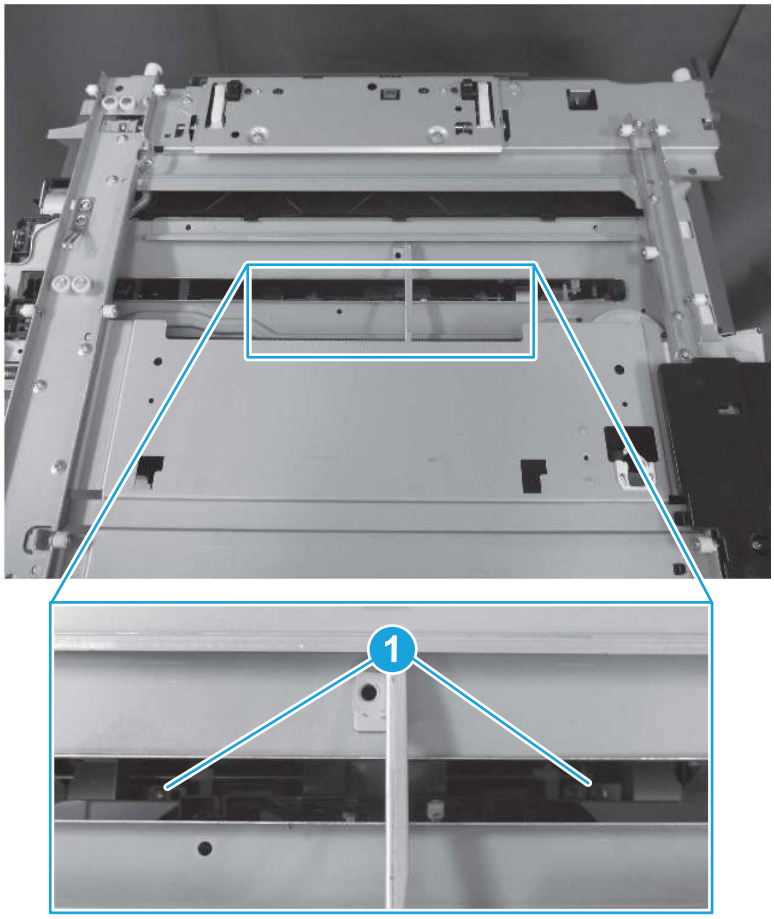
g. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to remove it from the inner finisher (callout 3).

Figure 4-3090 Remove the bottom slide assembly



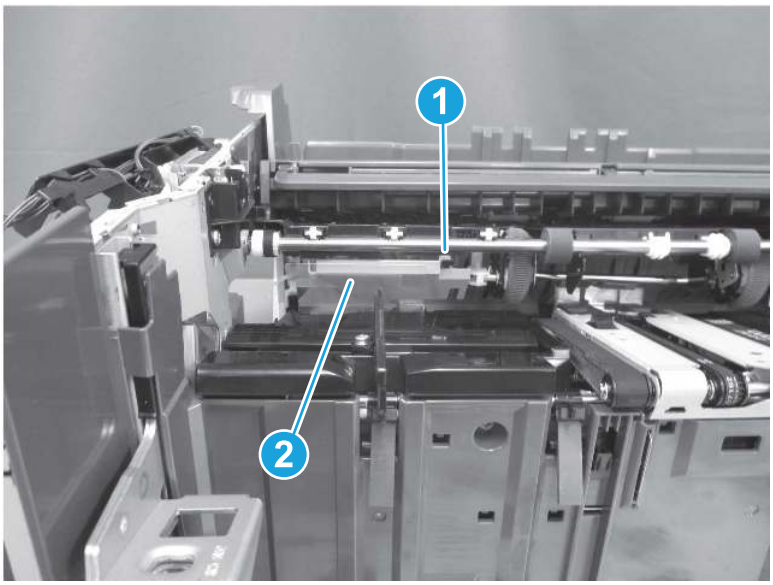
h. Remove two screws (callout 1)

Figure 4-3091 Remove two screws



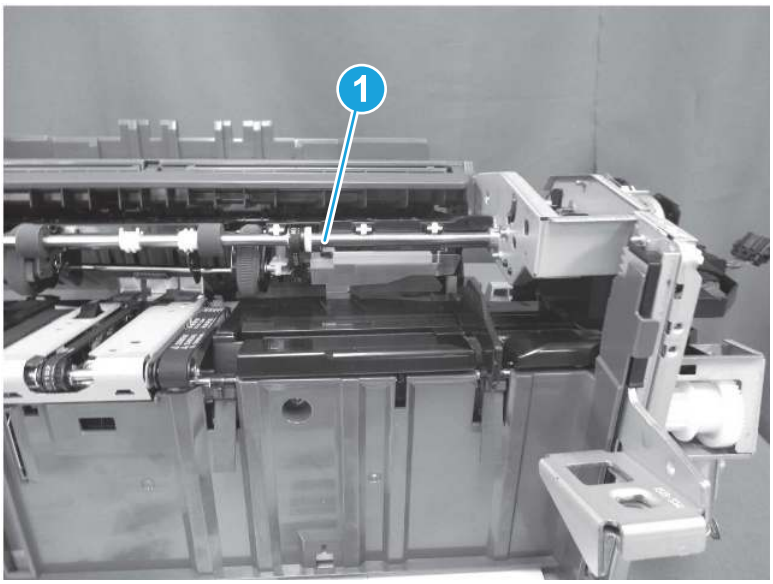
i. Place the finisher face-up. Release one boss (callout 1), and then remove the guide (callout 2).

Figure 4-3092 Remove the guide



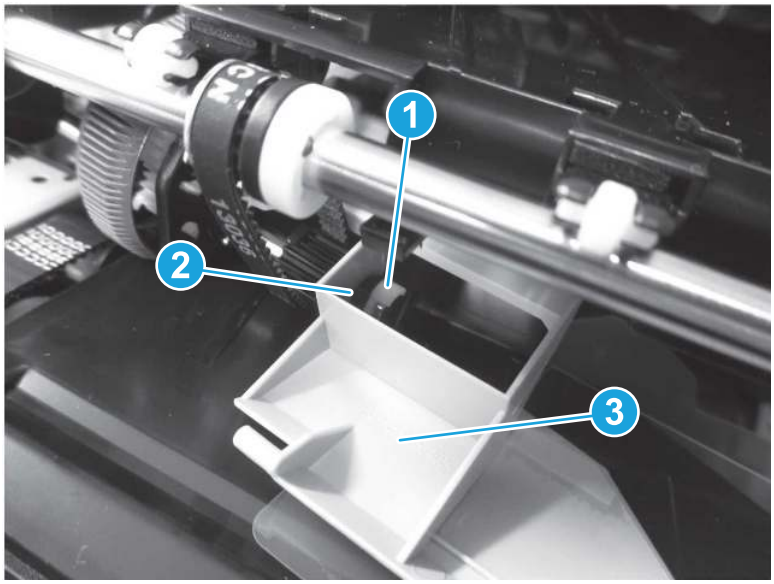
j. Release one boss (callout 1).

Figure 4-3093 Release one boss



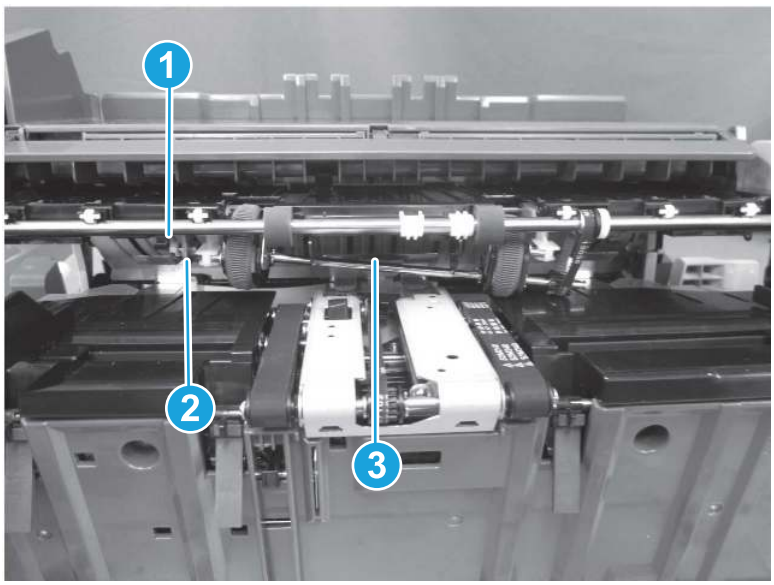
k. Remove one ring (callout 1), remove one bushing (callout 2), and then remove the guide (callout 3).

Figure 4-3094 Remove the guide



l. Remove one ring (callout 1), remove one bushing (callout 2), and then remove the return belt assembly (callout 3).

Figure 4-3095 Remove the return belt assembly



7. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher processing tray assembly (M776zs)

Learn how to remove and replace the inner finisher processing tray assembly.

Mean time to repair: 45 minutes

Service level: Hard

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.

- Remove the inner finisher from 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 4-148 Part information

Part number	Part description
RM2-2458-000CN	Processing tray assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

IMPORTANT: After replacement, the following adjustments need to be performed.

- Jogger alignment

- Return belt tension
- Stapler alignment

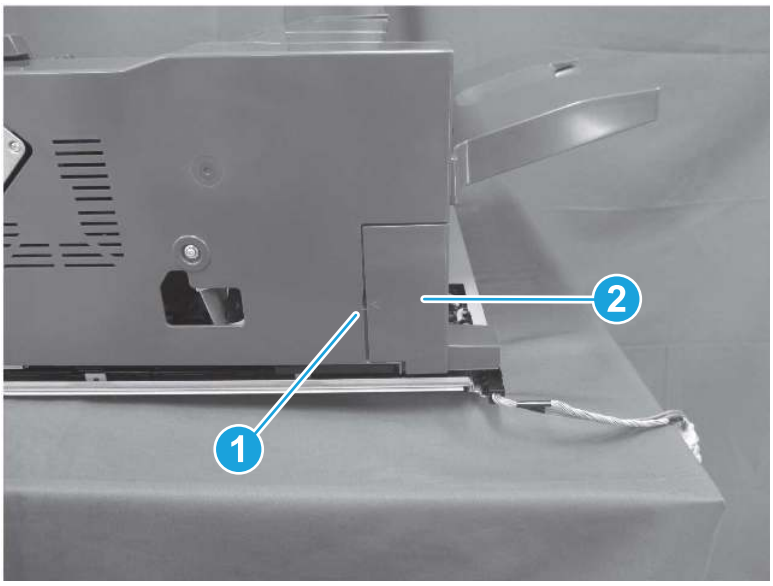
For adjustment procedure, refer to Solve problems / Solve paper handling problems / Inner finisher adjustments section in the Troubleshooting service manual.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).
   - Release one tab (callout 1), and then remove the connector cover (callout 2).

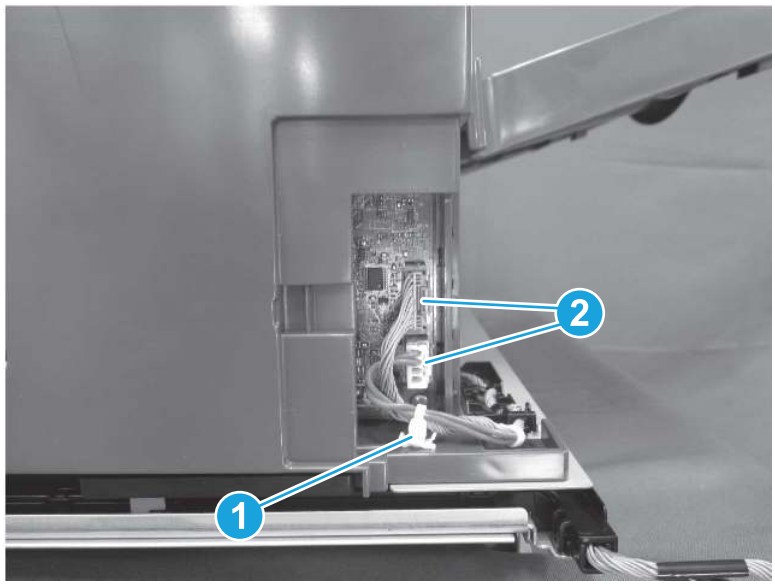
   Figure 4-3096 **Remove the connector cover**

2. Remove the inner finisher rear cover (M776zs).

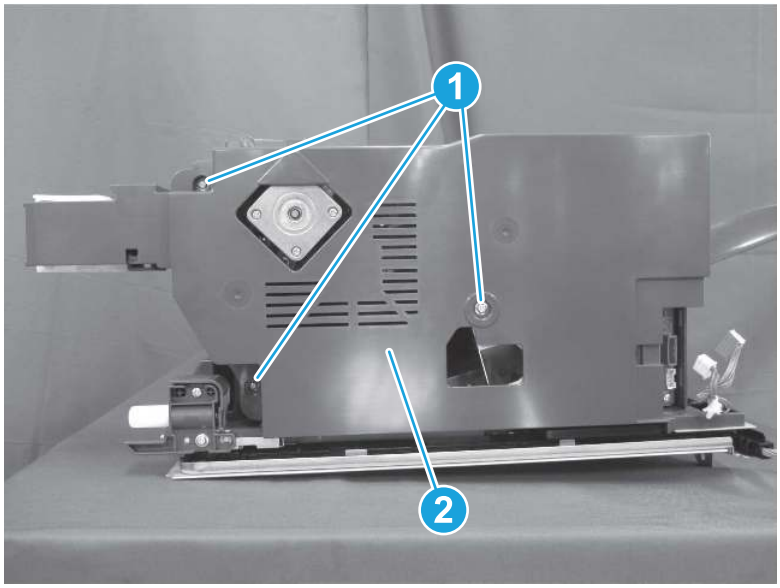
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3097 Disconnect two connectors



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

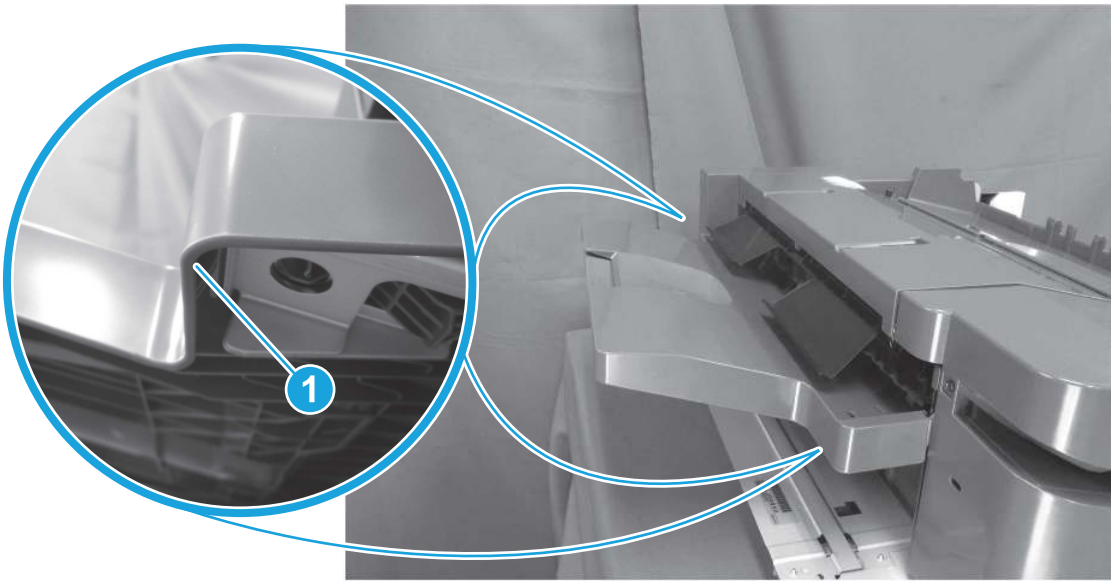
Figure 4-3098 Remove the rear cover



3. Remove the inner finisher stack tray assembly (M776zs).

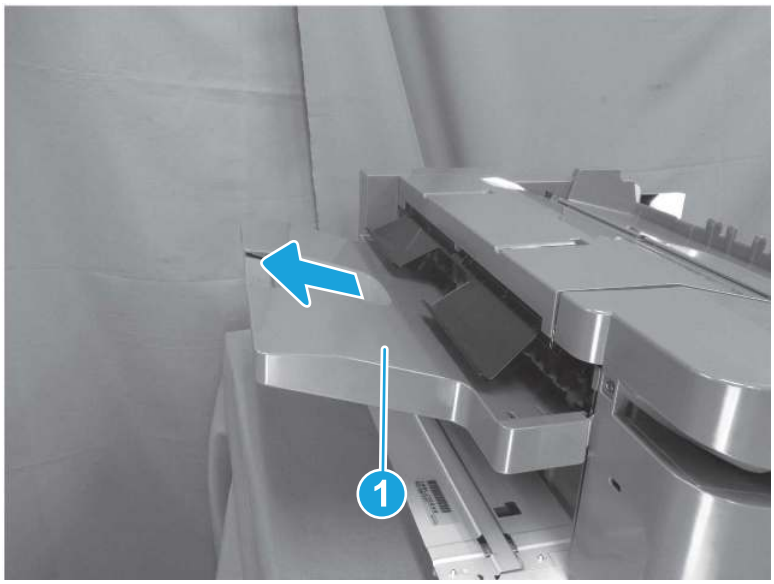
a. Release two tabs (callout 1).

Figure 4-3099 Release two tabs



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

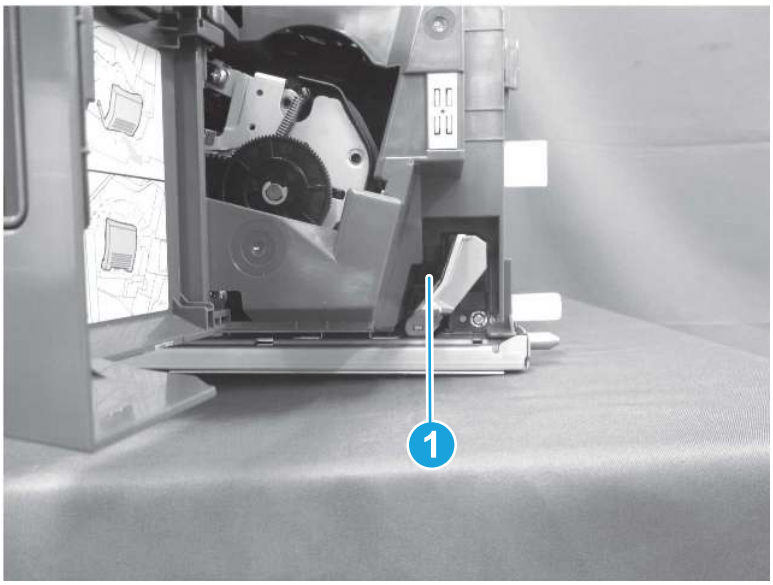
Figure 4-3100 Remove the stack tray assembly



4. Remove the inner finisher front cover (M776zs).

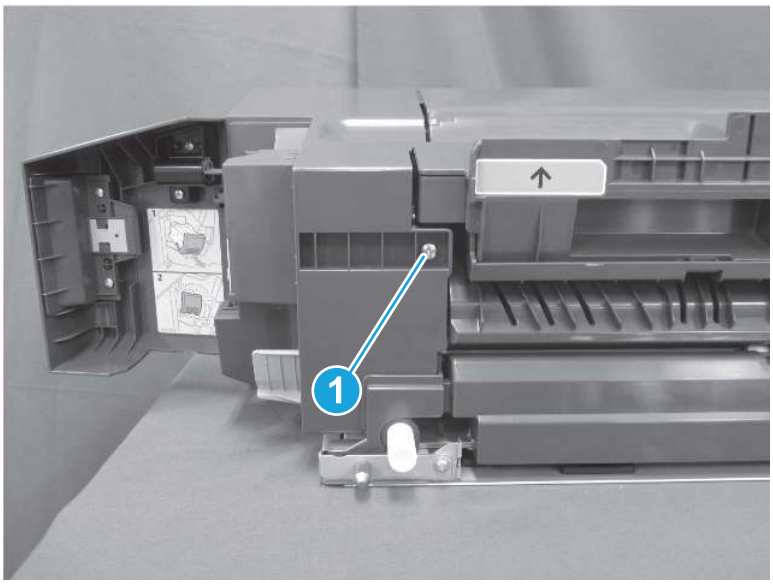
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3101 Remove one screw



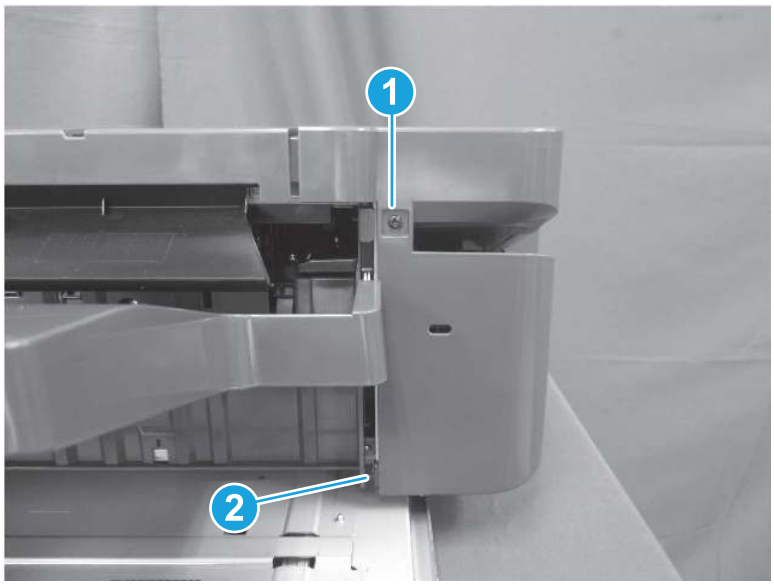
b. Remove one screw (callout 1).

Figure 4-3102 Remove one screw



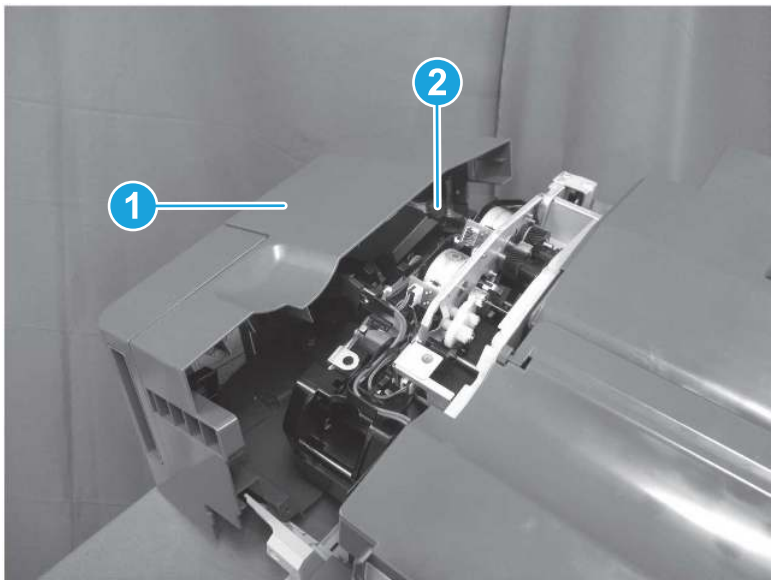
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3103 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

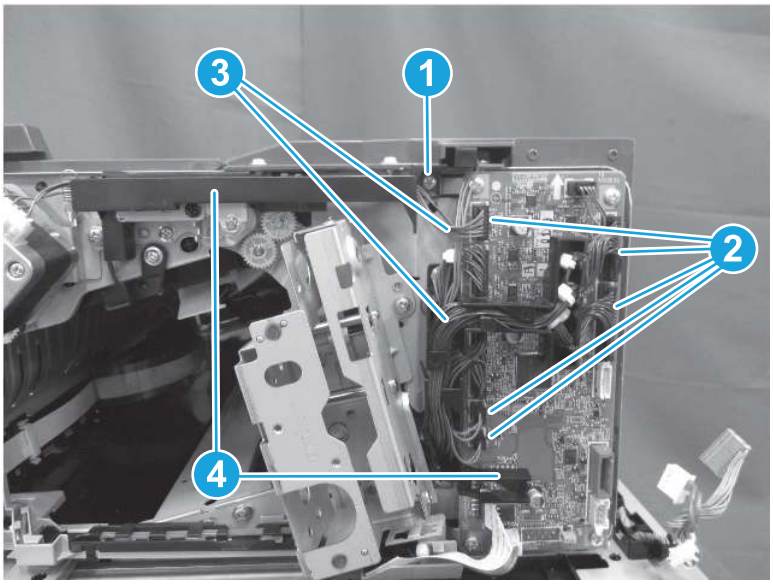
Figure 4-3104 Remove the front cover



5. Remove the inner finisher upper feed guide (M776zs).

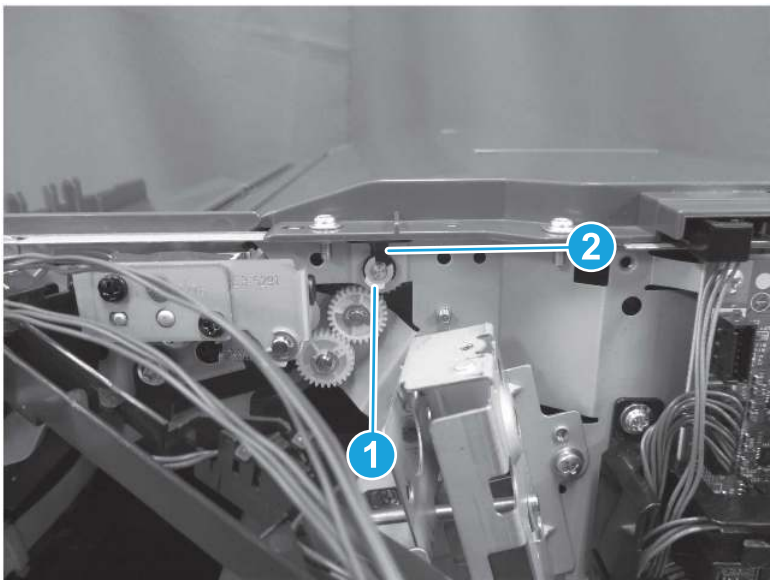
a. Remove one screw (callout 1), and then disconnect five connectors (callout 2). Release the cables (callout 3) from the guide (callout 4).

Figure 4-3105 Remove one screw and disconnect five connectors



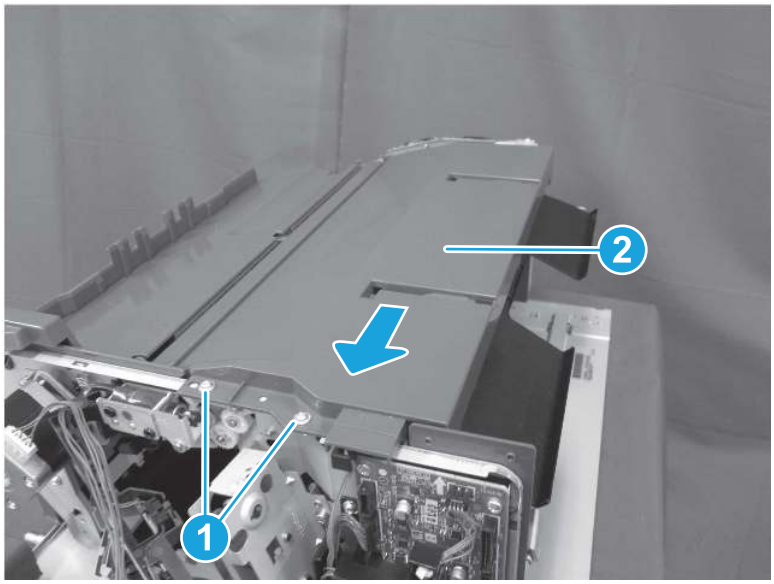
b. Remove one e-clip (callout 1), and then remove the bushing (callout 2).

Figure 4-3106 Remove e-clip and bushing



c. Remove one screw (callout 1). Lift the upper feed guide (callout 2), and then slide it towards the front of the finisher to remove it.

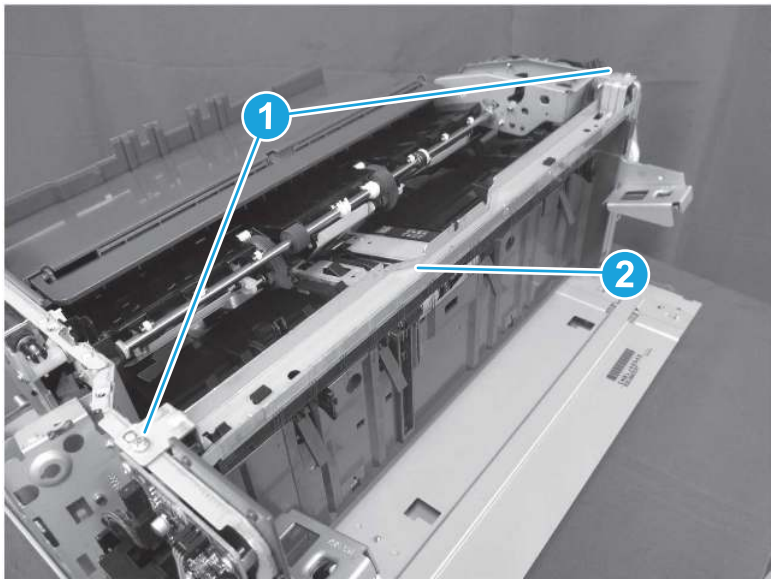
Figure 4-3107 Remove the upper feed guide



6. Remove the inner finisher stack wall assembly (M776zs).

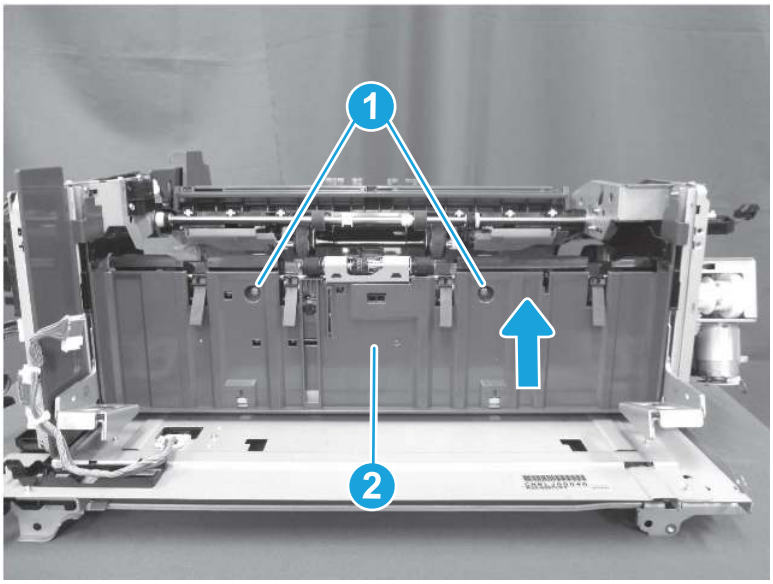
a. Remove two screws (callout 1), and then remove the upper stay (callout 2).

Figure 4-3108 Remove two screws and the upper stay



b. Remove two screws (callout 1), and then slide the stack wall assembly (callout 2) up to remove it.

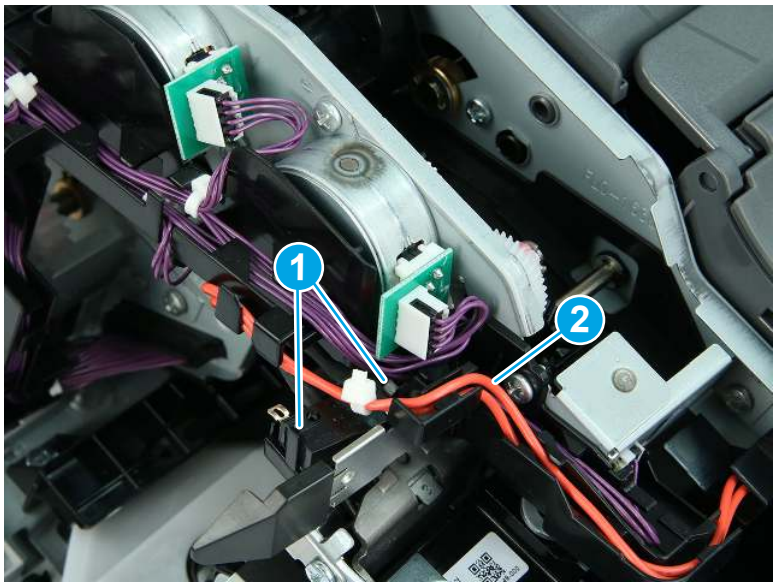
Figure 4-3109 Remove the stack wall assembly



7. Remove the inner finisher paddle drive assembly (M776zs).

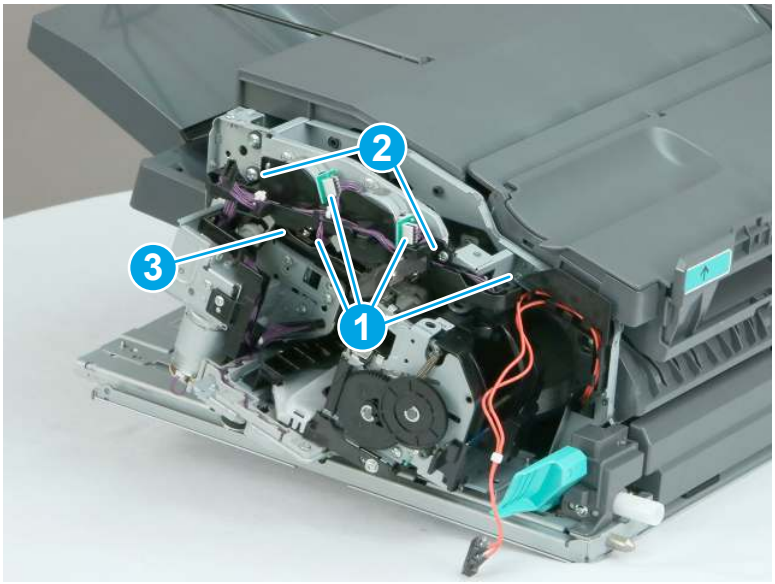
a. Release two tabs (callout 1) to release the interlock switch, and then remove the cable (callout 2) from the guide.

Figure 4-3110 Release the interlock switch



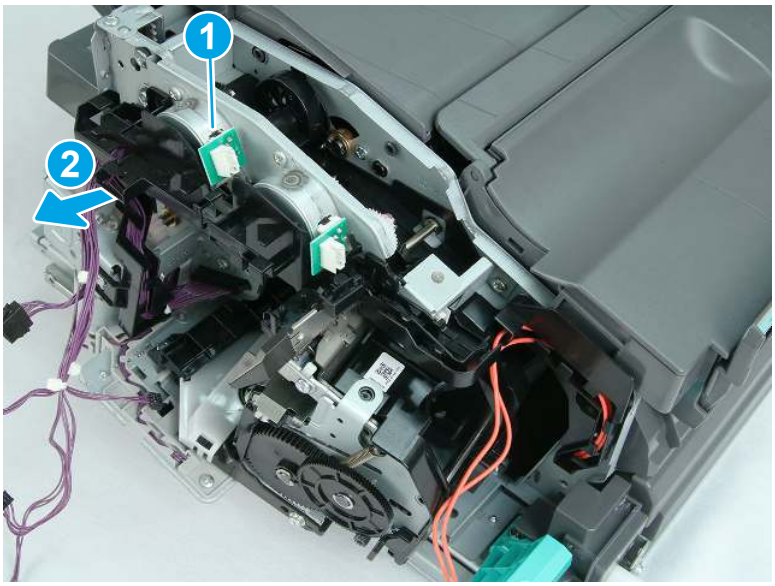
b. Disconnect four connectors (callout 1), remove two screws (callout 2), and then release the cables from the guide (callout 3).

Figure 4-3111 Disconnect four connectors and remove two screws



c. Release one tab (callout 1), and then remove the guide (callout 2).

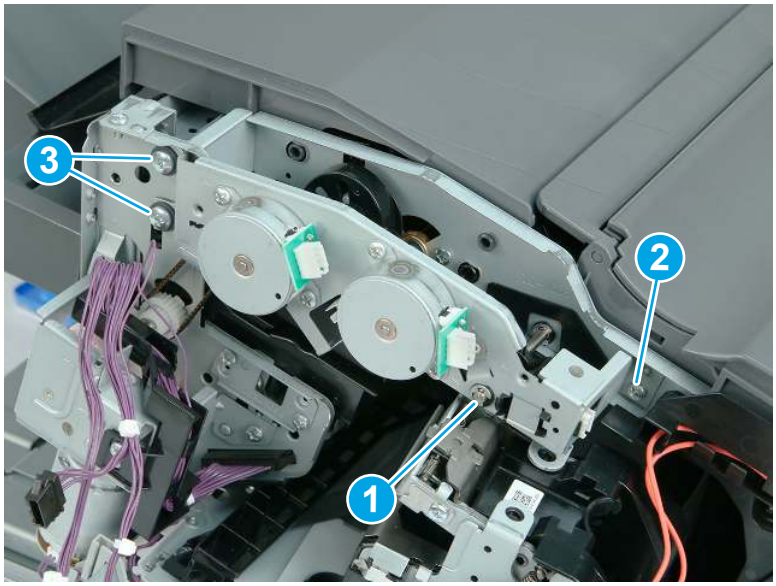
Figure 4-3112 Remove the guide



d. Remove one e-ring and bushing (callout 1), remove one screw (callout 2), then remove two screws (callout 3).

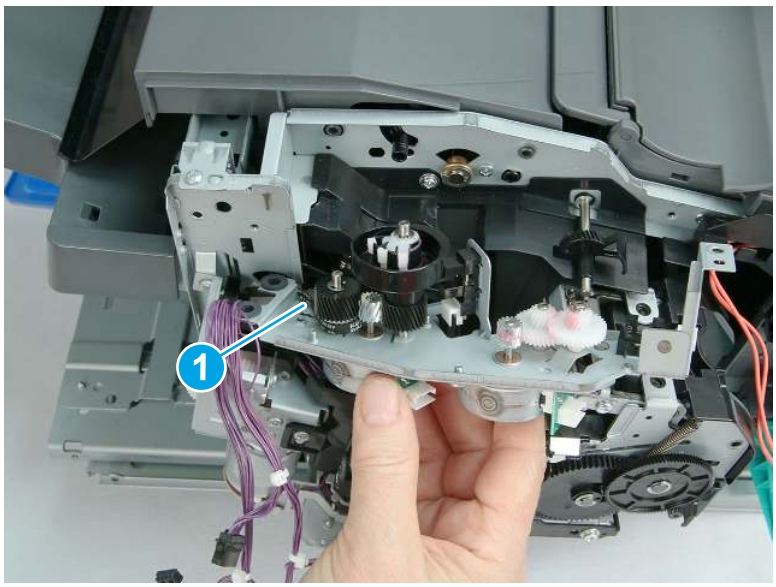
TIP: One screw (callout 2) is smaller than the other two screws. Make sure this screw is installed in the correct position.

Figure 4-3113 Remove one e-ring and bushing and two screws



e. Lift the paddle drive assembly slightly away from the finisher, and then release one belt from the gear (callout 1). Remove the paddle drive assembly.

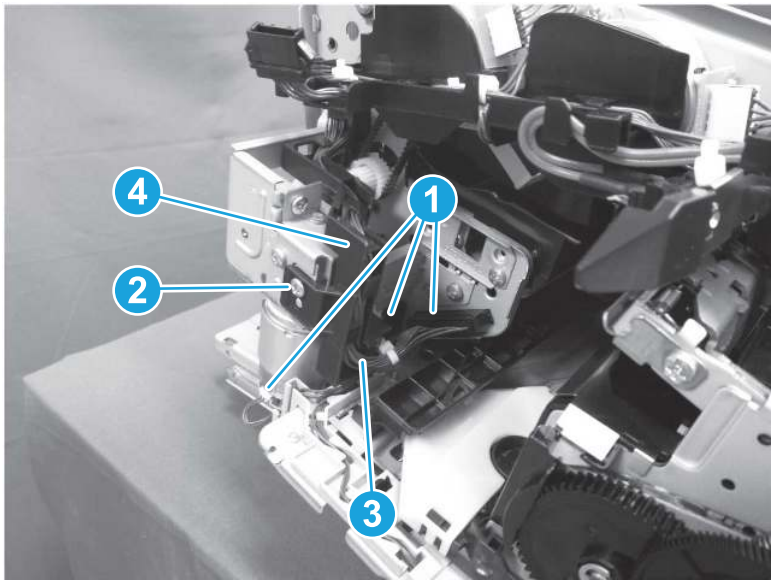
Figure 4-3114 Release the belt and remove the paddle drive assembly



8. Remove the inner finisher tray lifting motor (M776zs).

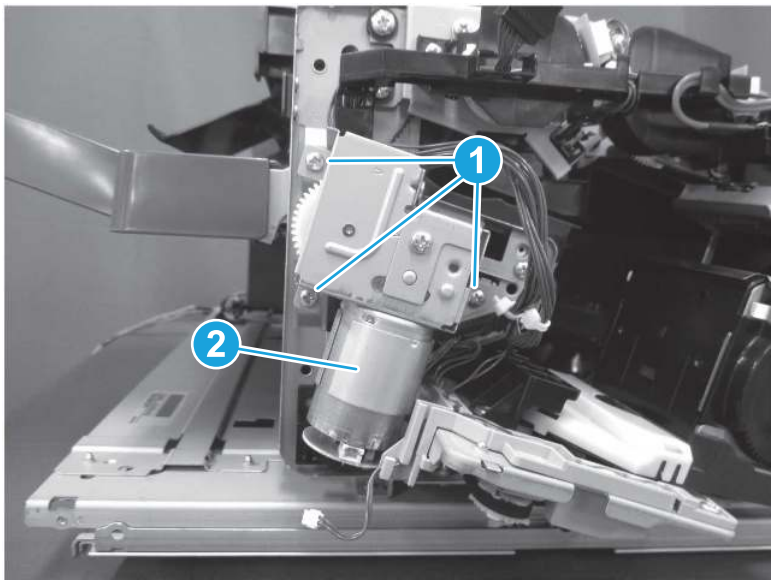
a. Disconnect three connectors (callout 1), and then remove one screw (callout 2). Release the cable (callout 3) from the guide (callout 4), and then remove the guide (callout 4).

Figure 4-3115 Disconnect three connectors and remove one screw



b. Remove three screws (callout 1), and then remove the tray lifting motor (callout 2).

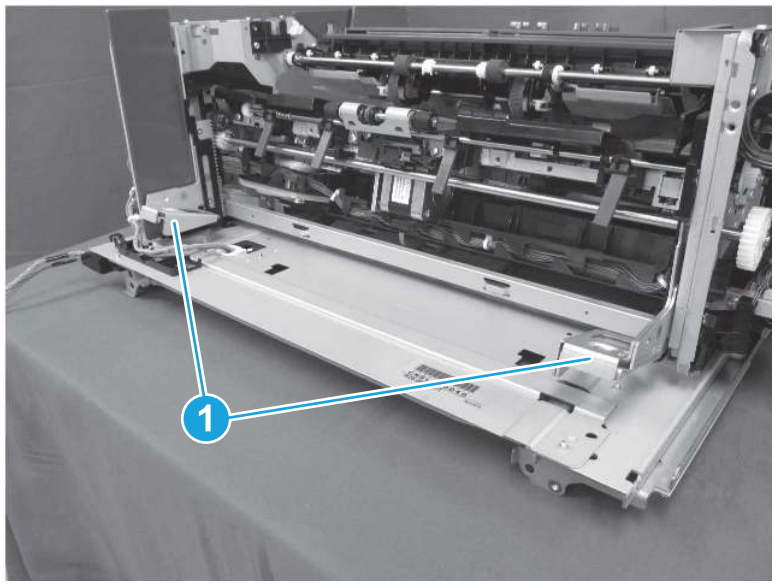
Figure 4-3116 Remove three screws and the tray lifting motor



9. Remove the inner finisher processing tray assembly (M776zs).

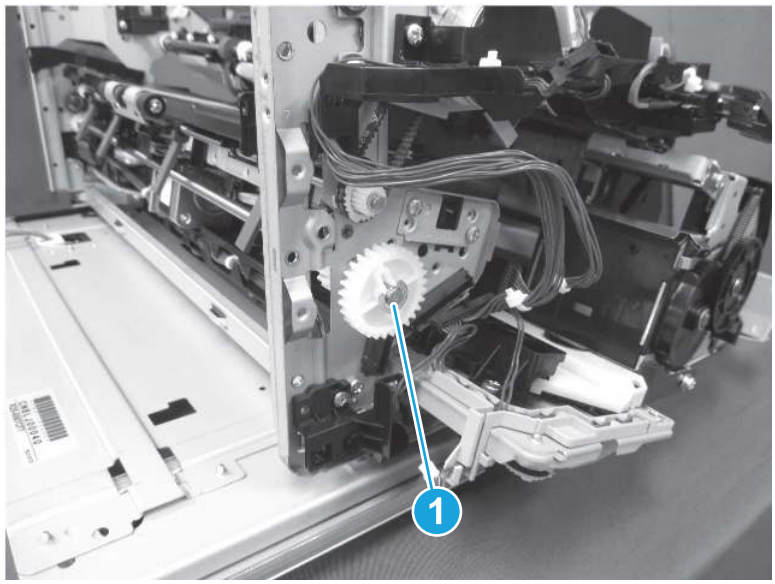
a. Slide two locks (callout 1) up to remove them.

Figure 4-3117 Remove two locks



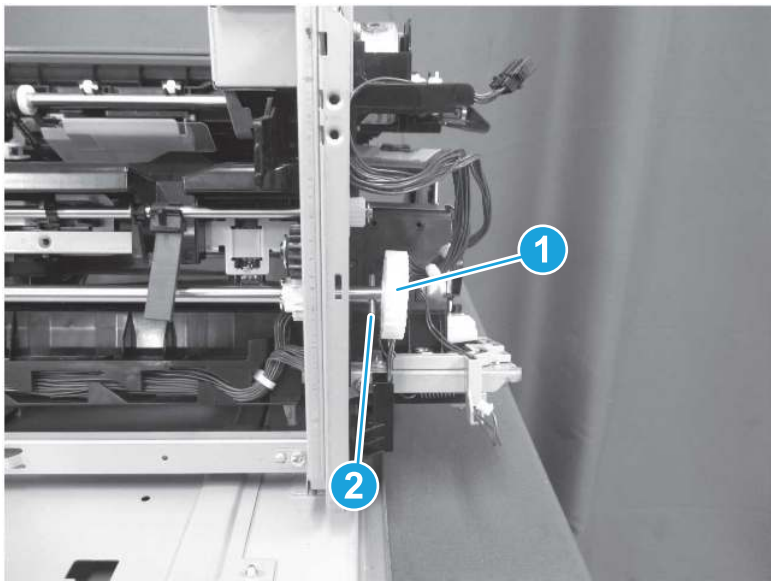
b. Remove one e-ring (callout 1).

Figure 4-3118 Remove one e-ring



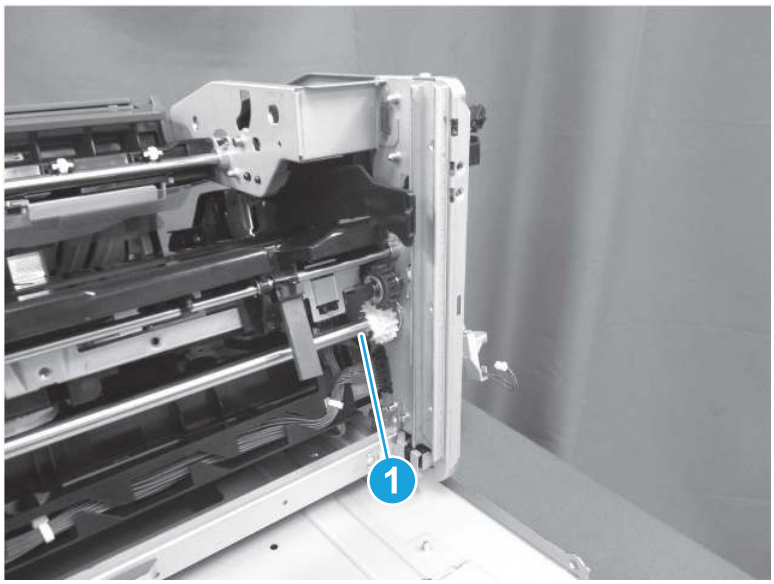
c. Remove one gear (callout 1), and then remove one dowel pin (callout 2).

Figure 4-3119 Remove one gear and dowel pin



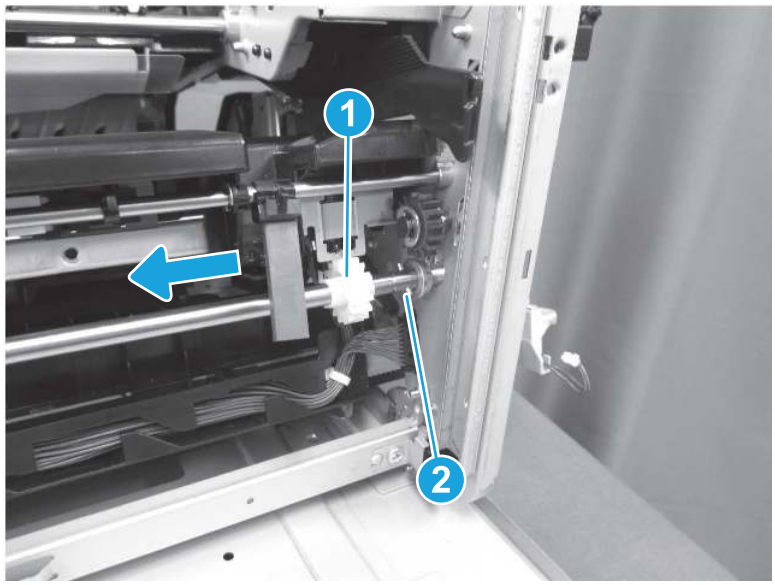
d. Remove one e-ring (callout 1).

Figure 4-3120 Remove one e-ring



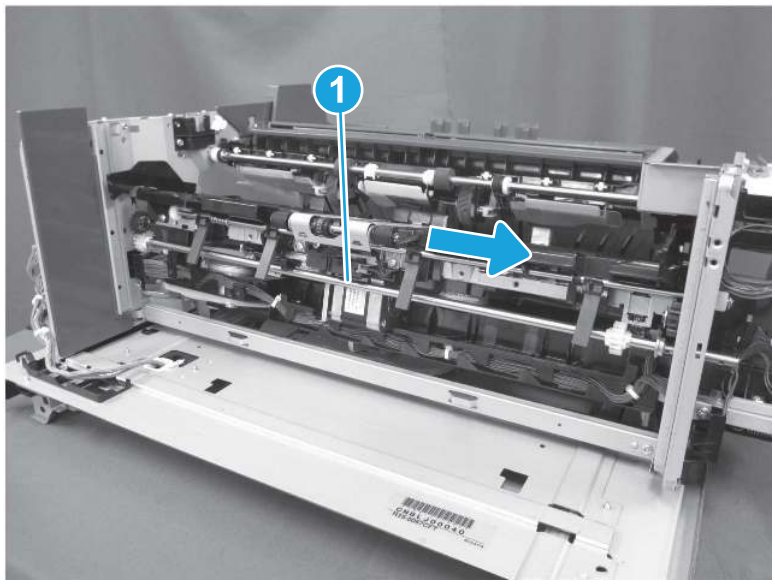
e. Slide the gear (callout 1) to the left, and then remove one dowel pin (callout 2).

Figure 4-3121 Remove one dowel pin



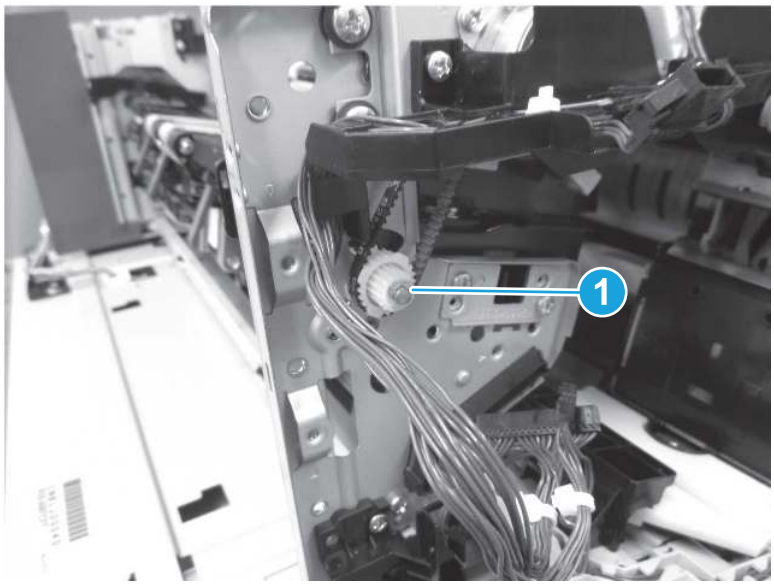
f. Slide the tray drive shaft (callout 1) to the left, and then pull it away from the finisher to remove it.

Figure 4-3122 Remove the tray drive shaft



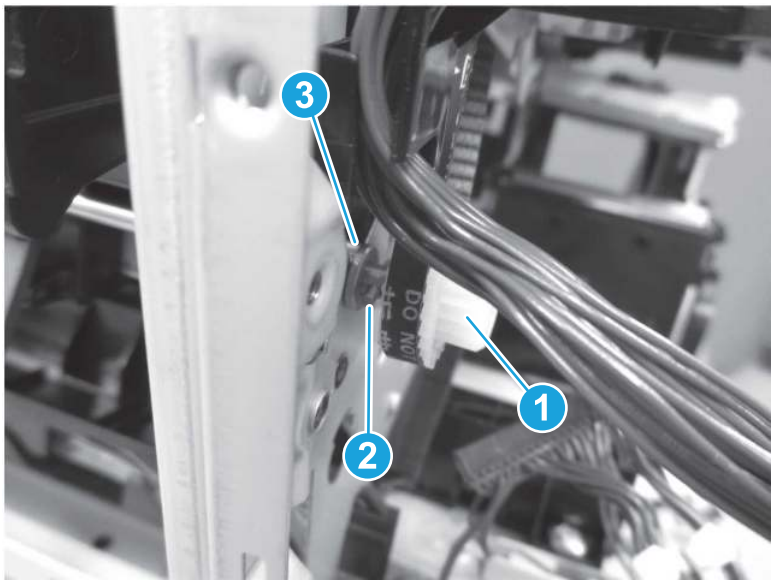
g. Remove one e-ring (callout 1).

Figure 4-3123 Remove one e-ring



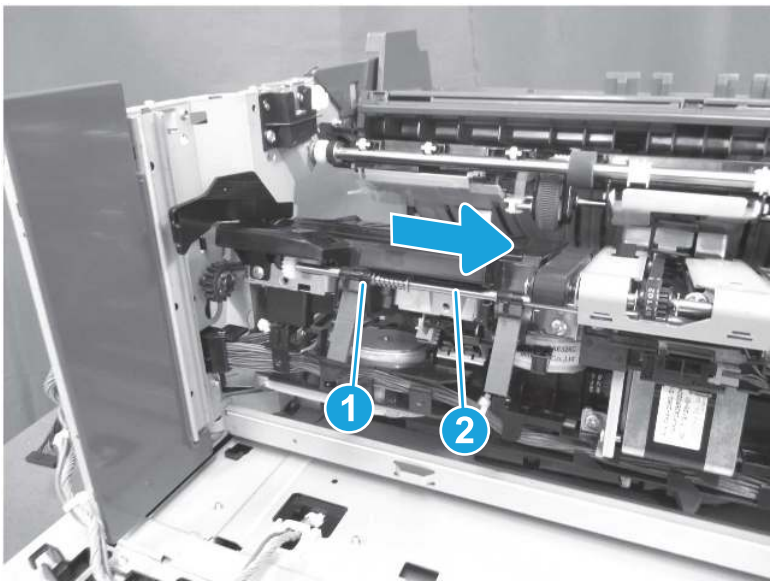
h. Remove one gear (callout 1), remove one dowel pin (callout 2), and then remove the bushing (callout 3).

Figure 4-3124 Remove gear, dowel pin, and bushing



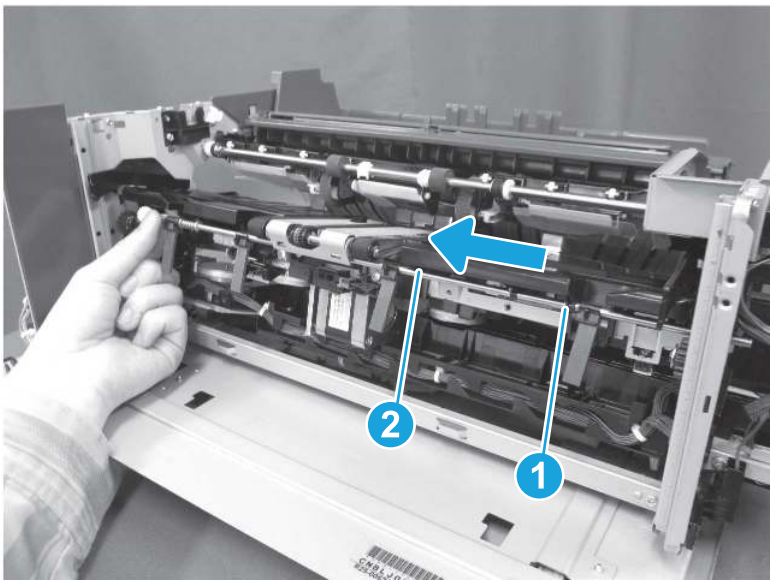
i. Slide the bushing (callout 1) to the right, and then release the paper holder (callout 2).

Figure 4-3125 Release the paper holder



j. Slide the bushing (callout 1) to the left, and then remove the paper holder (callout 2).

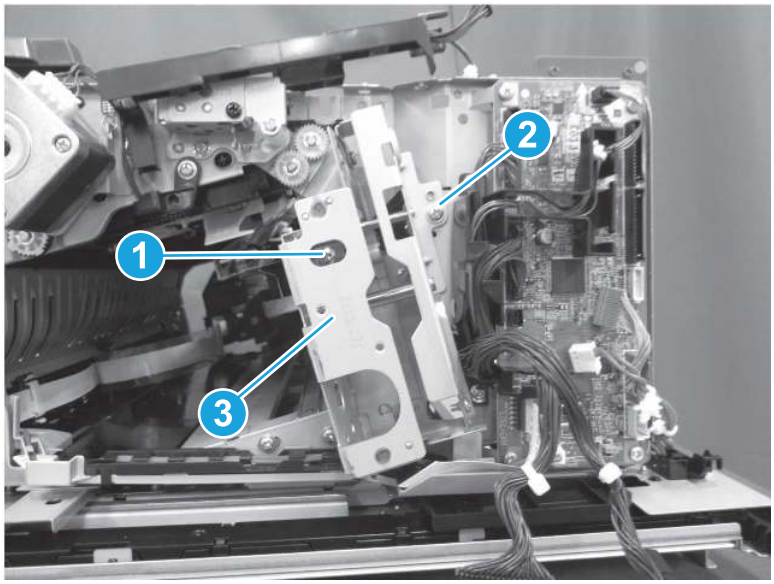
Figure 4-3126 Remove the paper holder



k. Remove one screw (callout 1), remove two screws (callout 2), and then slide the stay assembly (callout 3) up to remove it.

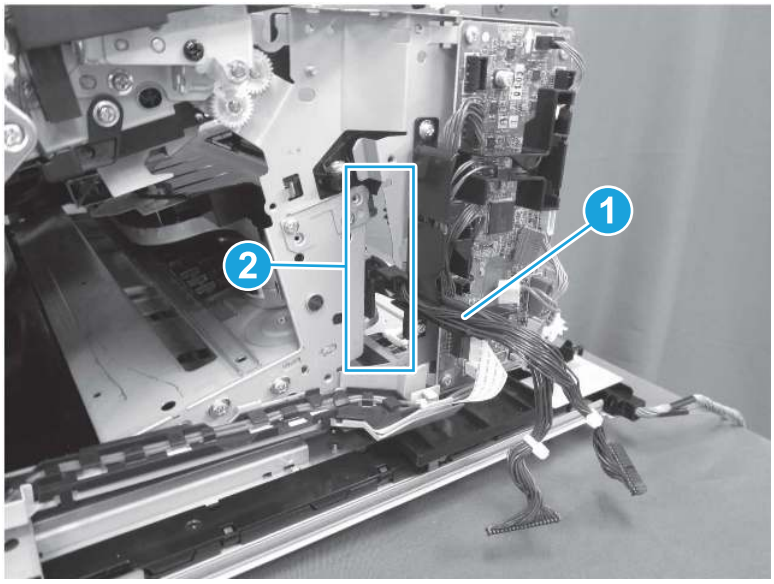
NOTE: One screw (callout 1) is larger than the other two. Make sure this screw is reinstalled in the correct position.

Figure 4-3127 Remove the stay assembly



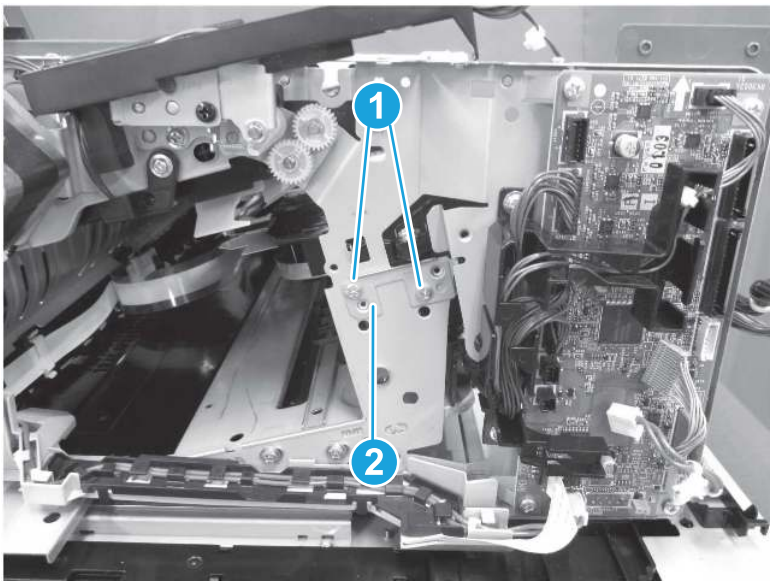
l. Pass the cable (callout 1) through the opening (callout 2) in the frame.

Figure 4-3128 Pass the cable through the opening



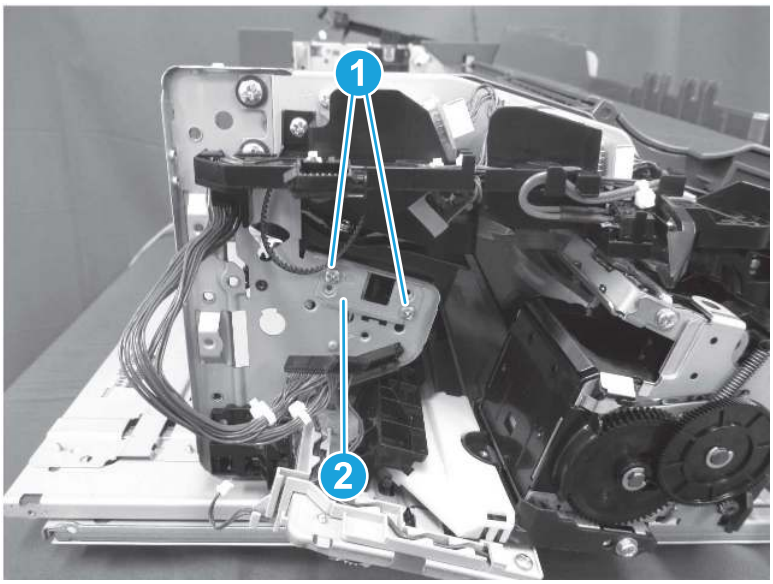
m. Remove two screws (callout 1), and then remove the fixing plate (callout 2).

Figure 4-3129 Remove the fixing plate



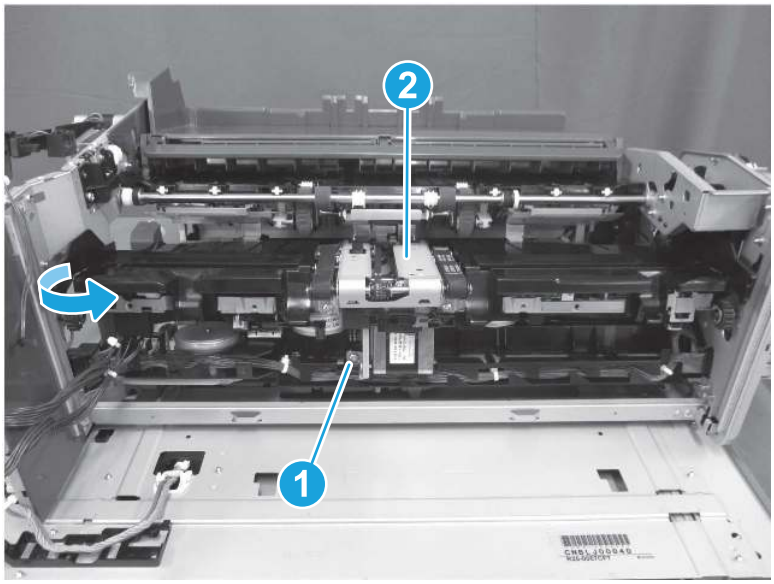
n. Remove two screws (callout 1), and then remove the fixing plate (callout 2).

Figure 4-3130 Remove the fixing plate



o. Remove one screw (callout 1). Rotate the processing tray (callout 2) away from the finisher to remove it.

Figure 4-3131 Remove the processing tray



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher staple mount assembly (M776zs)

Learn how to remove and replace the inner finisher staple mount assembly.

Mean time to repair: 45 minutes

Service level: Hard

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.

- Remove the inner finisher from 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 4-149 Part information

Part number	Part description
FM1-D645-000CN	Staple mount assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Small, flat-blade screwdriver

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

IMPORTANT: After replacement, the following adjustments need to be performed.

- Jogger alignment
- Return belt tension
- Stapler alignment

For adjustment procedure, refer to Solve problems / Solve paper handling problems / Inner finisher adjustments section in the Troubleshooting service manual.

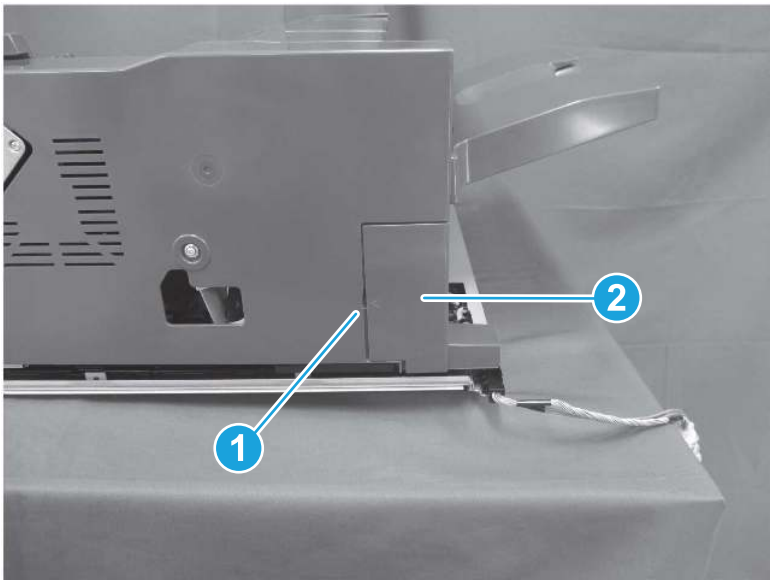
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

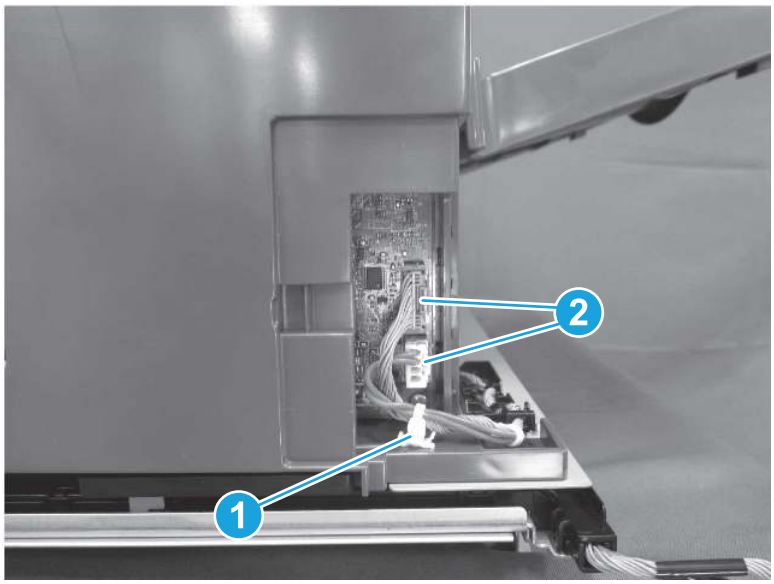
Figure 4-3132 Remove the connector cover



2. Remove the inner finisher rear cover (M776zs).

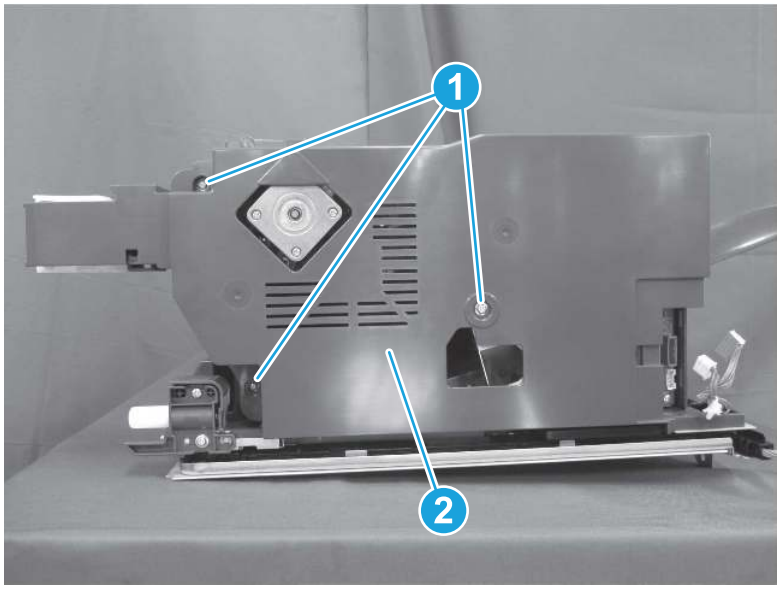
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3133 Disconnect two connectors



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

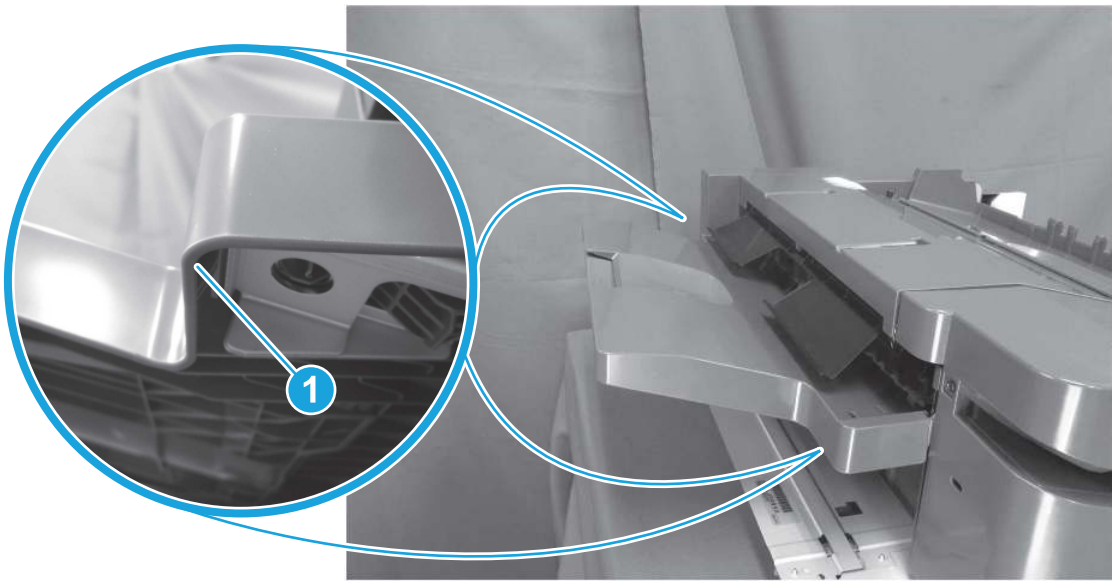
Figure 4-3134 **Remove the rear cover**



3. Remove the inner finisher stack tray assembly (M776zs).

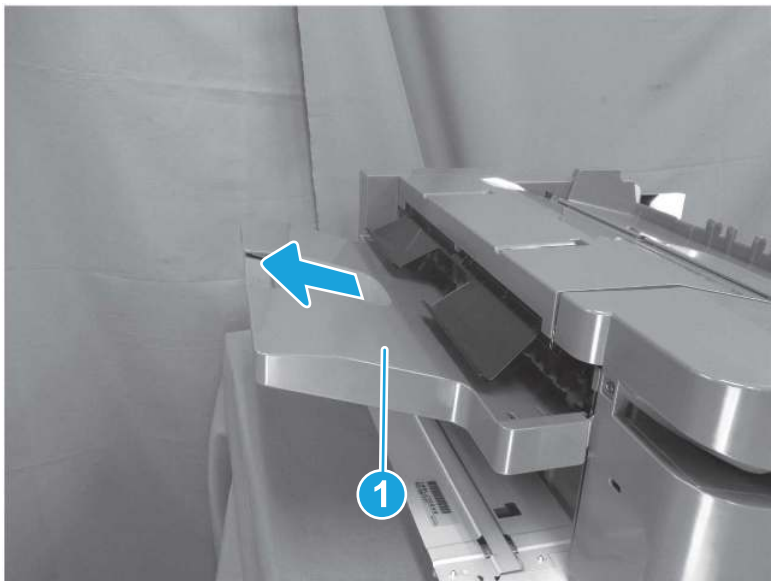
a. Release two tabs (callout 1).

Figure 4-3135 **Release two tabs**



b. Slide the stack tray assembly (callout 1) away from the finisher to remove it.

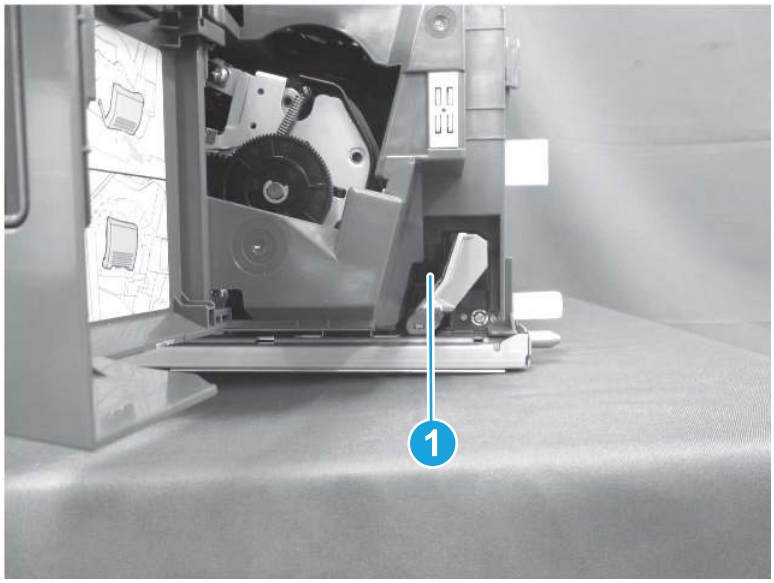
Figure 4-3136 Remove the stack tray assembly



4. Remove the inner finisher front cover (M776zs).

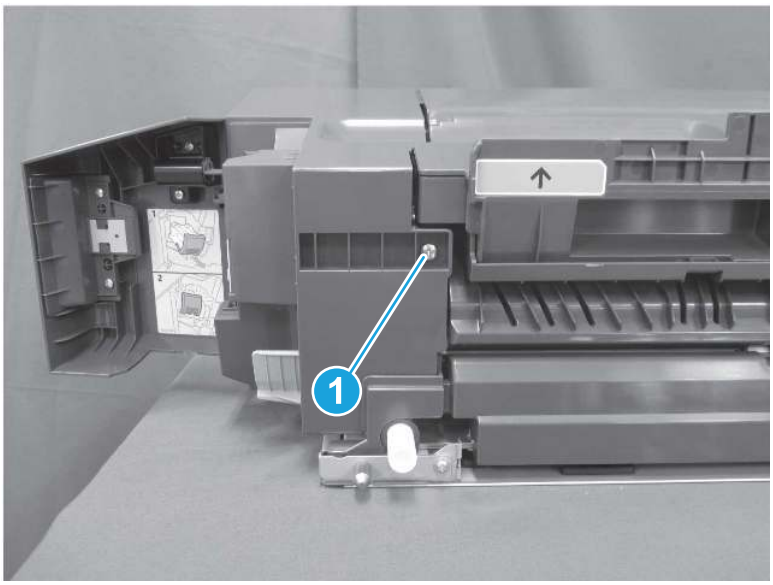
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3137 Remove one screw



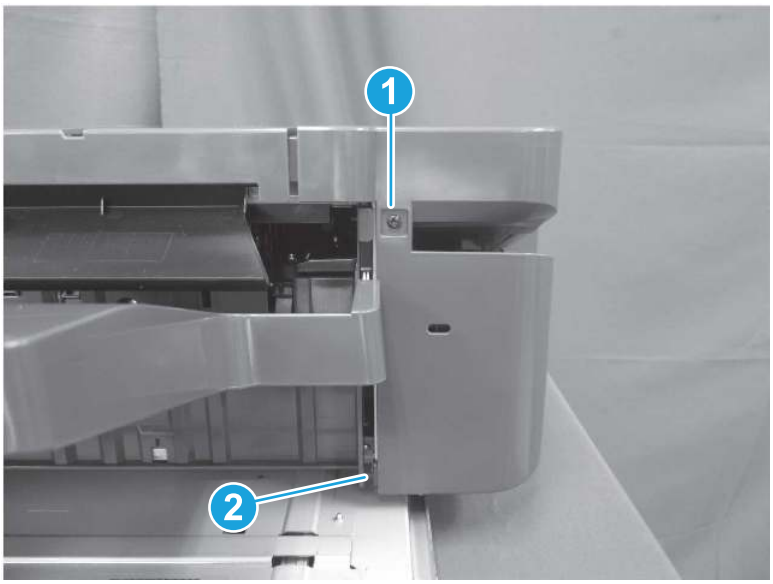
b. Remove one screw (callout 1).

Figure 4-3138 Remove one screw



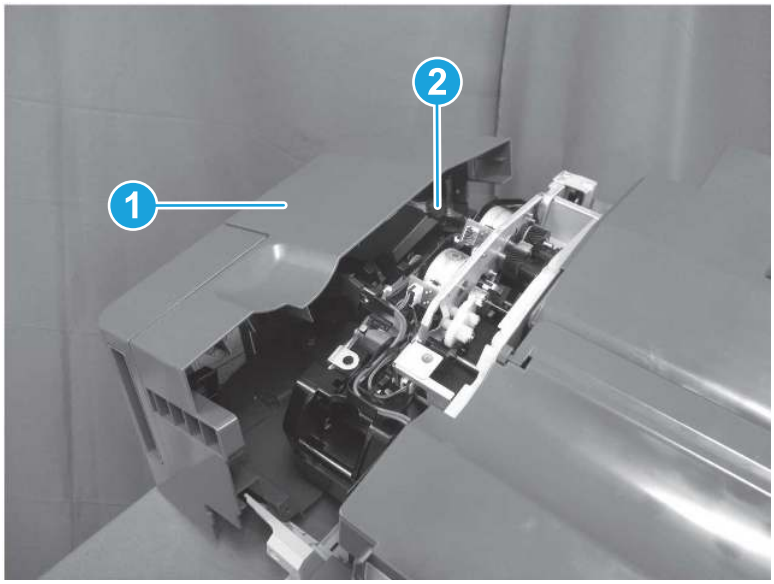
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3139 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

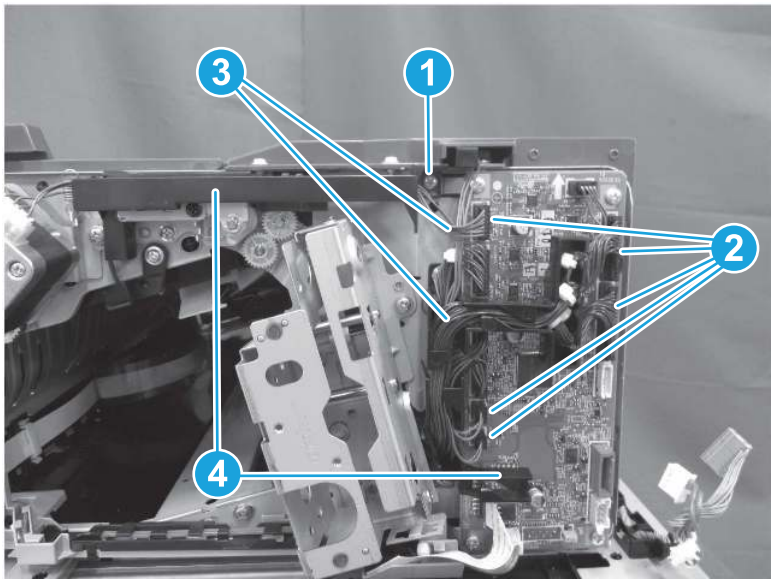
Figure 4-3140 Remove the front cover



5. Remove the inner finisher upper feed guide (M776zs).

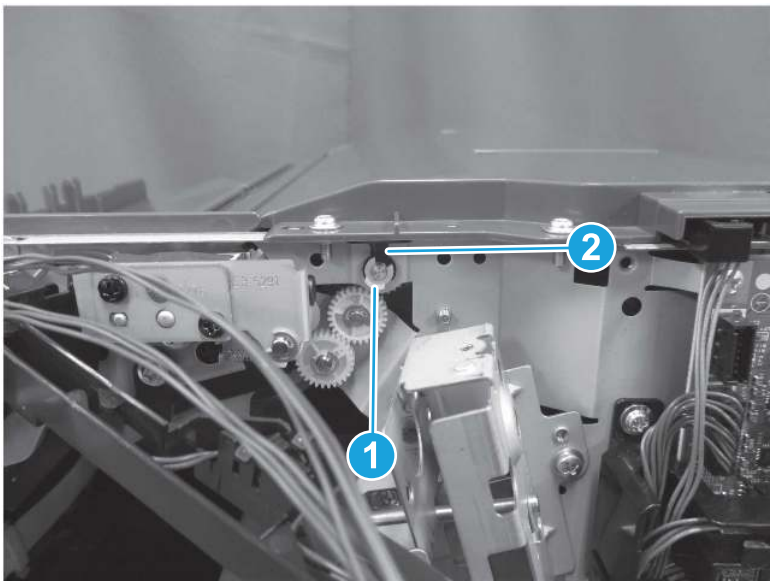
a. Remove one screw (callout 1), and then disconnect five connectors (callout 2). Release the cables (callout 3) from the guide (callout 4).

Figure 4-3141 Remove one screw and disconnect five connectors



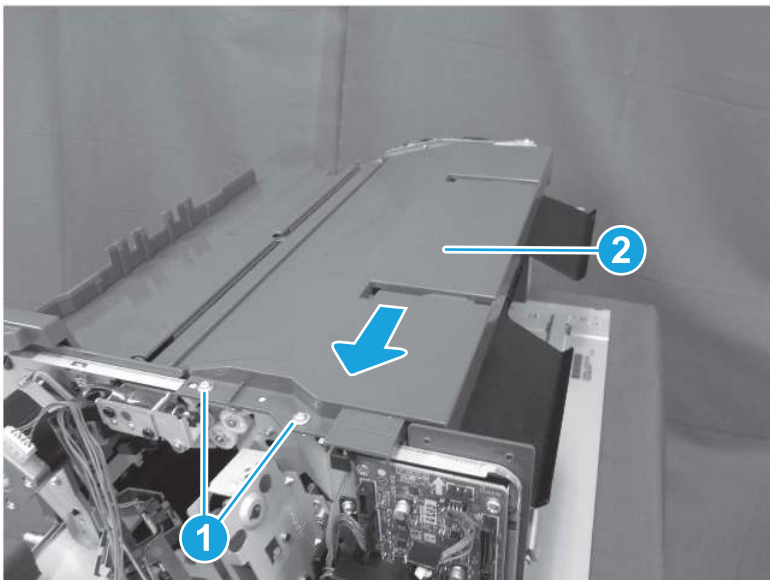
b. Remove one e-clip (callout 1), and then remove the bushing (callout 2).

Figure 4-3142 Remove e-clip and bushing



c. Remove one screw (callout 1). Lift the upper feed guide (callout 2), and then slide it towards the front of the finisher to remove it.

Figure 4-3143 Remove the upper feed guide

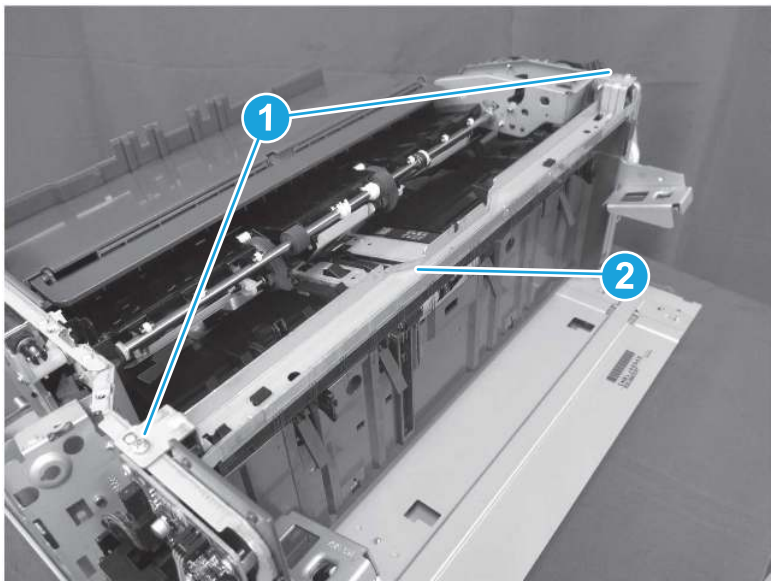


6.

7. Remove the inner finisher stack wall assembly (M776zs).

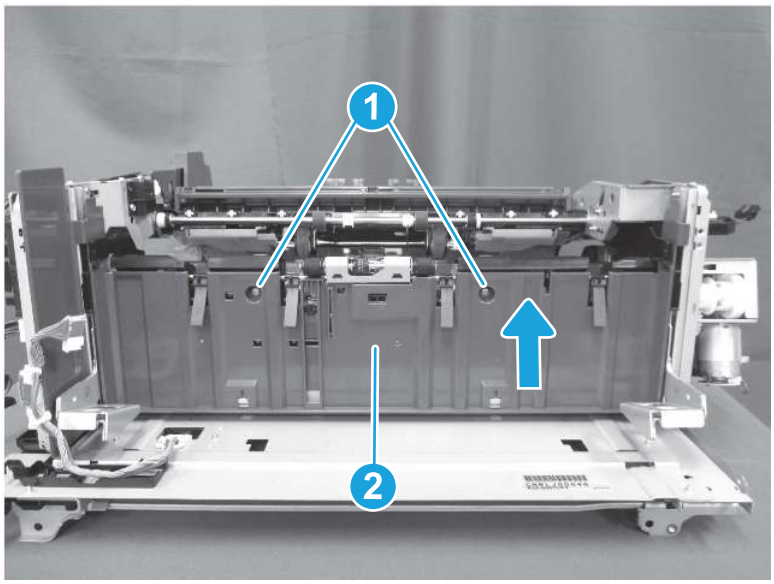
a. Remove two screws (callout 1), and then remove the upper stay (callout 2).

Figure 4-3144 Remove two screws and the upper stay



b. Remove two screws (callout 1), and then slide the stack wall assembly (callout 2) up to remove it.

Figure 4-3145 Remove the stack wall assembly

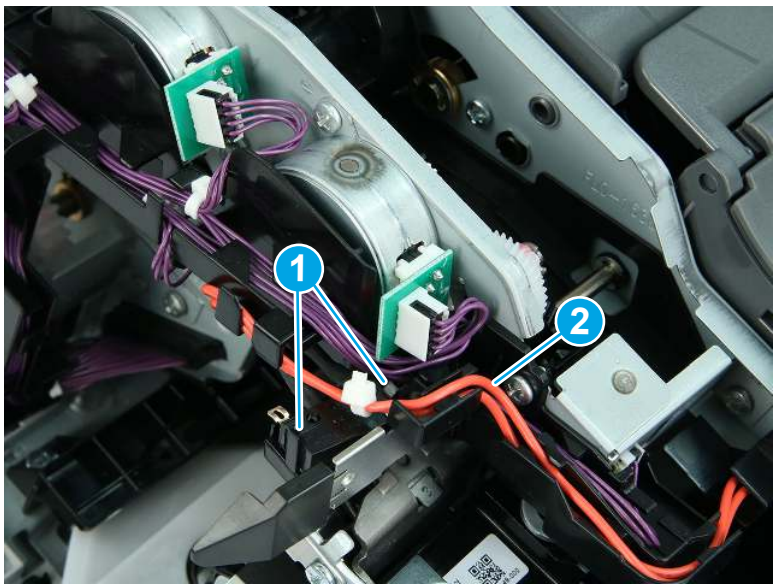


8.

9. Remove the inner finisher paddle drive assembly (M776zs).

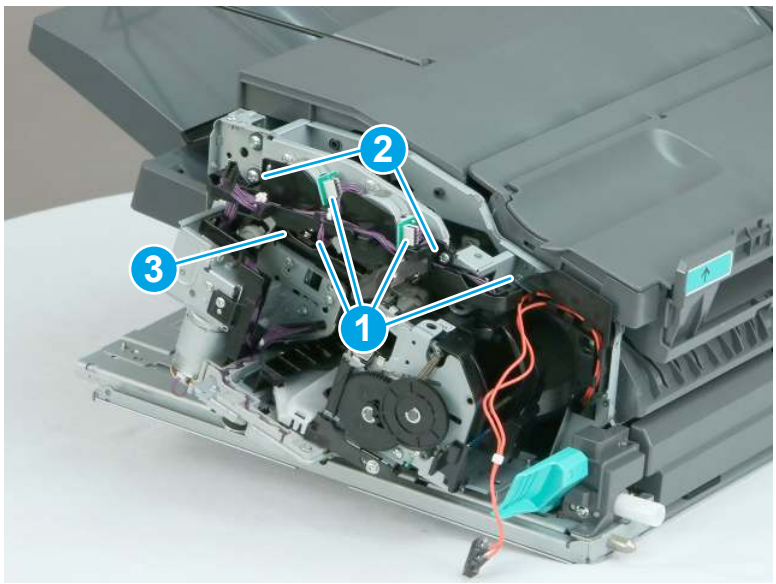
a. Release two tabs (callout 1) to release the interlock switch, and then remove the cable (callout 2) from the guide.

Figure 4-3146 Release the interlock switch



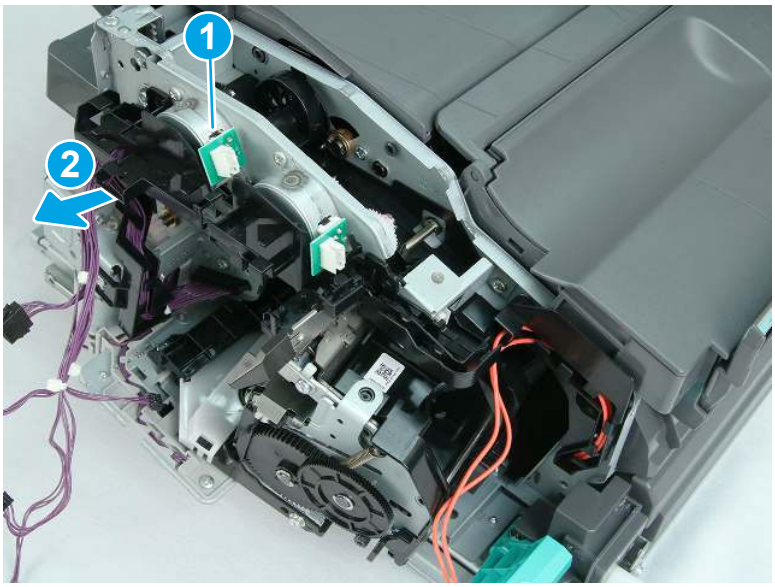
b. Disconnect four connectors (callout 1), remove two screws (callout 2), and then release the cables from the guide (callout 3).

Figure 4-3147 Disconnect four connectors and remove two screws



c. Release one tab (callout 1), and then remove the guide (callout 2).

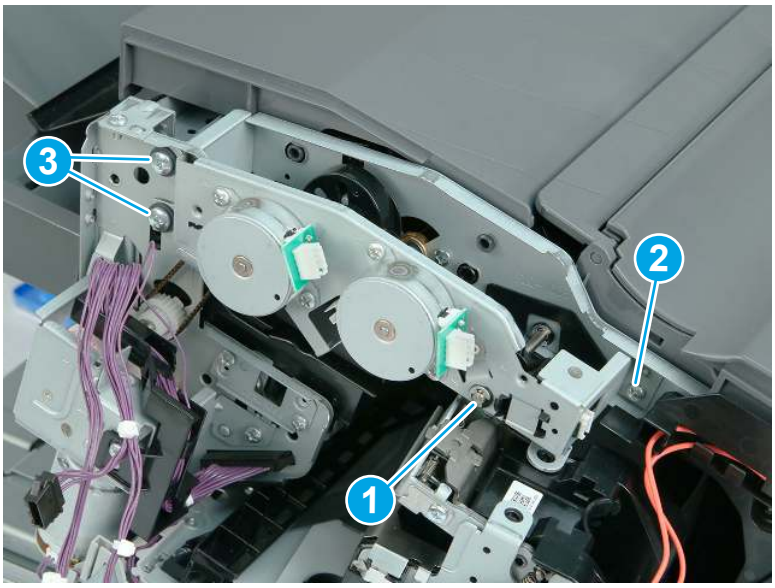
Figure 4-3148 Remove the guide



d. Remove one e-ring and bushing (callout 1), remove one screw (callout 2), then remove two screws (callout 3).

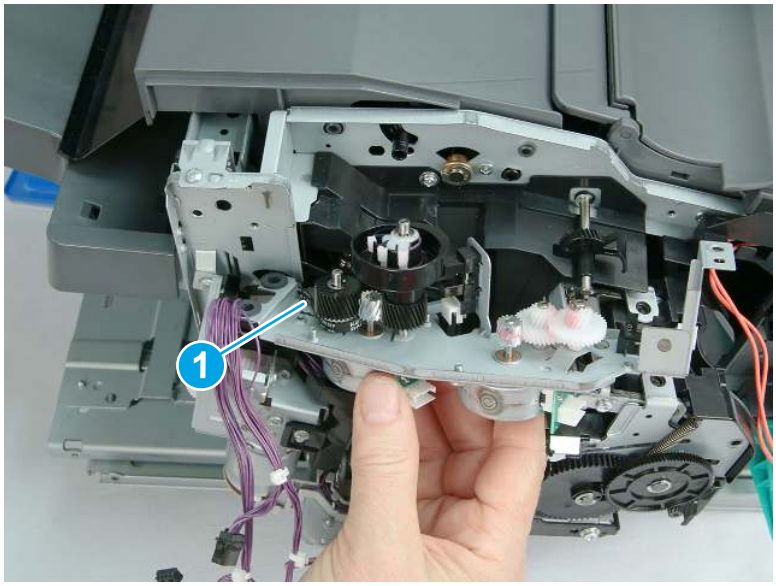
TIP: One screw (callout 2) is smaller than the other two screws. Make sure this screw is installed in the correct position.

Figure 4-3149 Remove one e-ring and bushing and two screws



e. Lift the paddle drive assembly slightly away from the finisher, and then release one belt from the gear (callout 1). Remove the paddle drive assembly.

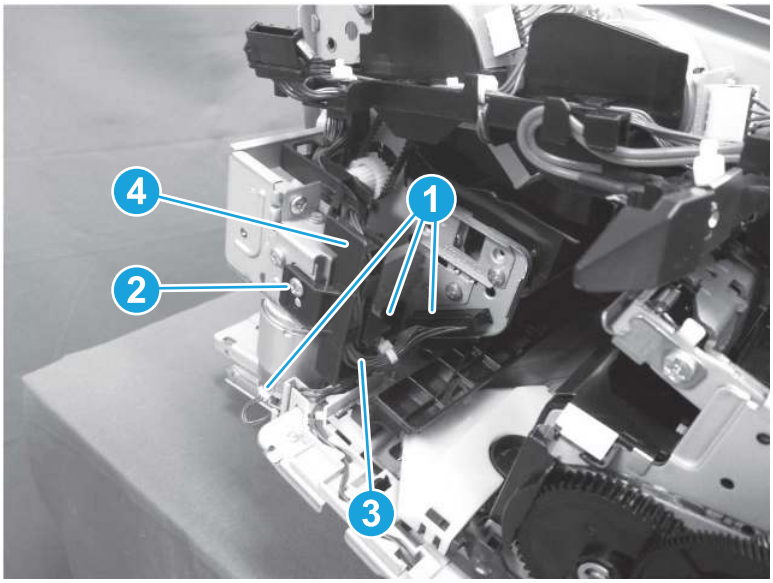
Figure 4-3150 **Release the belt and remove the paddle drive assembly**



10. Remove the inner finisher tray lifting motor (M776zs).

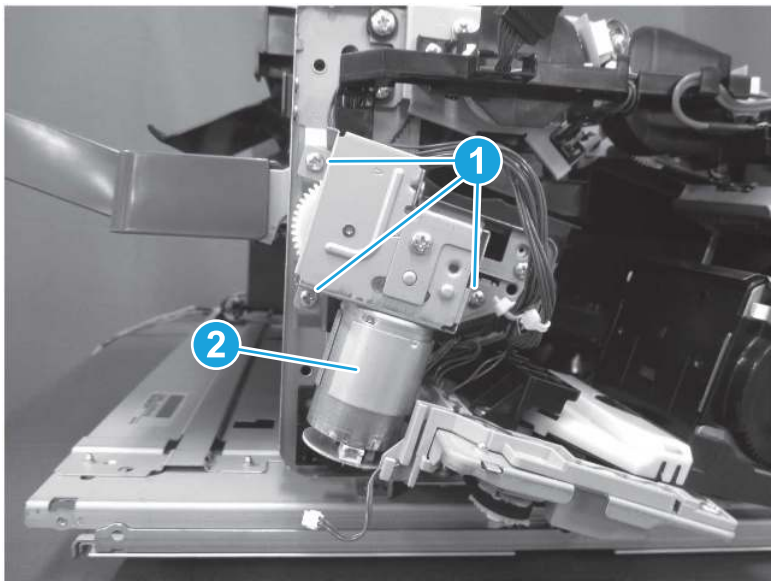
a. Disconnect three connectors (callout 1), and then remove one screw (callout 2). Release the cable (callout 3) from the guide (callout 4), and then remove the guide (callout 4).

Figure 4-3151 **Disconnect three connectors and remove one screw**



b. Remove three screws (callout 1), and then remove the tray lifting motor (callout 2).

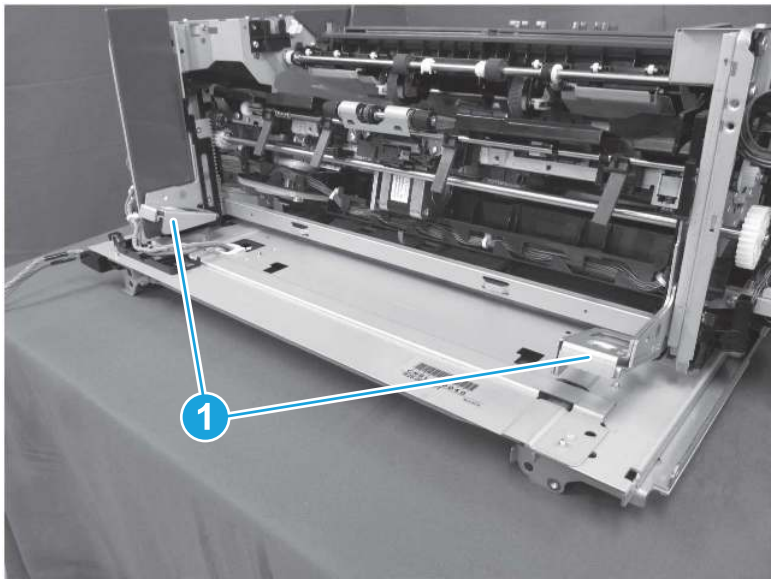
Figure 4-3152 **Remove three screws and the tray lifting motor**



11. Remove the inner finisher processing tray assembly (M776zs).

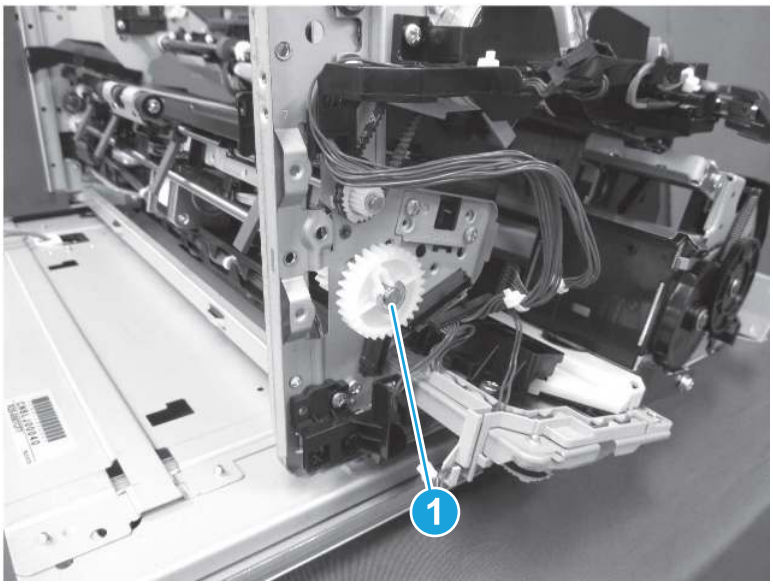
a. Slide two locks (callout 1) up to remove them.

Figure 4-3153 **Remove two locks**



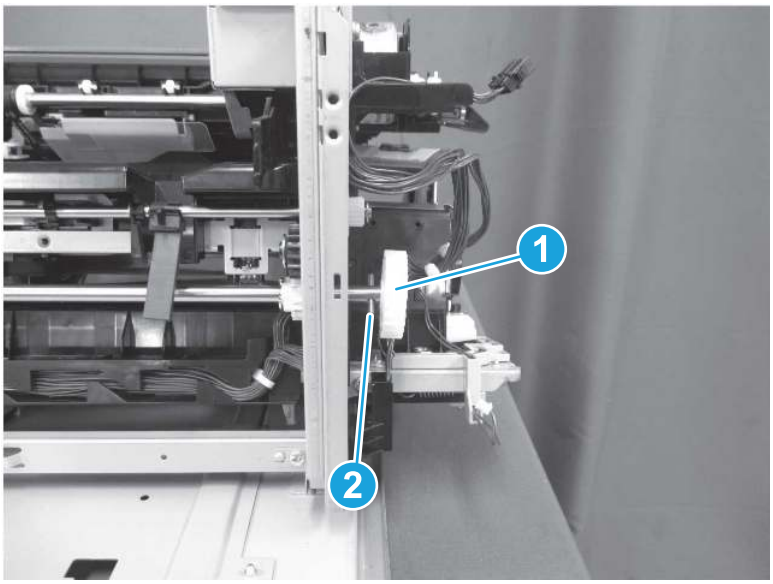
b. Remove one e-ring (callout 1).

Figure 4-3154 Remove one e-ring



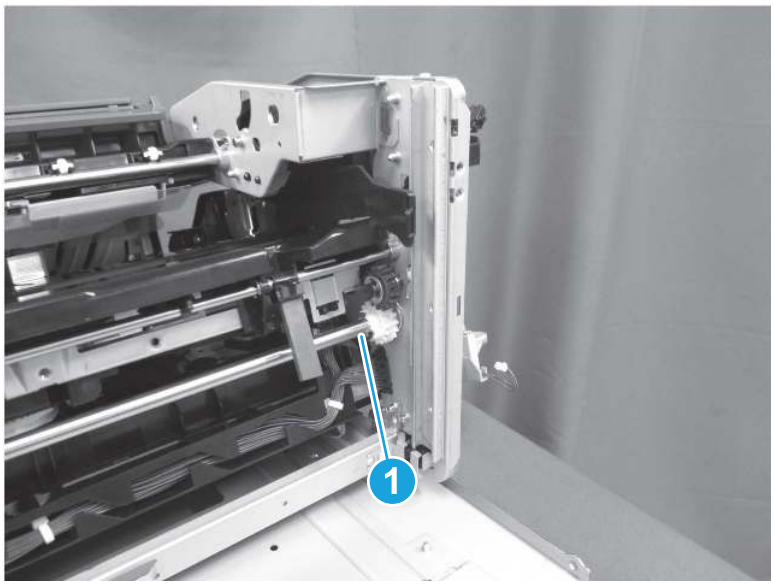
c. Remove one gear (callout 1), and then remove one dowel pin (callout 2).

Figure 4-3155 Remove one gear and dowel pin



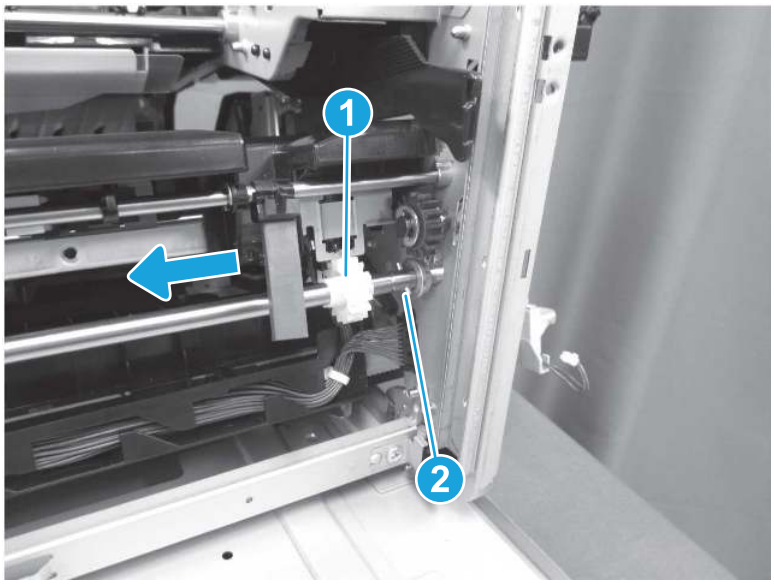
d. Remove one e-ring (callout 1).

Figure 4-3156 Remove one e-ring



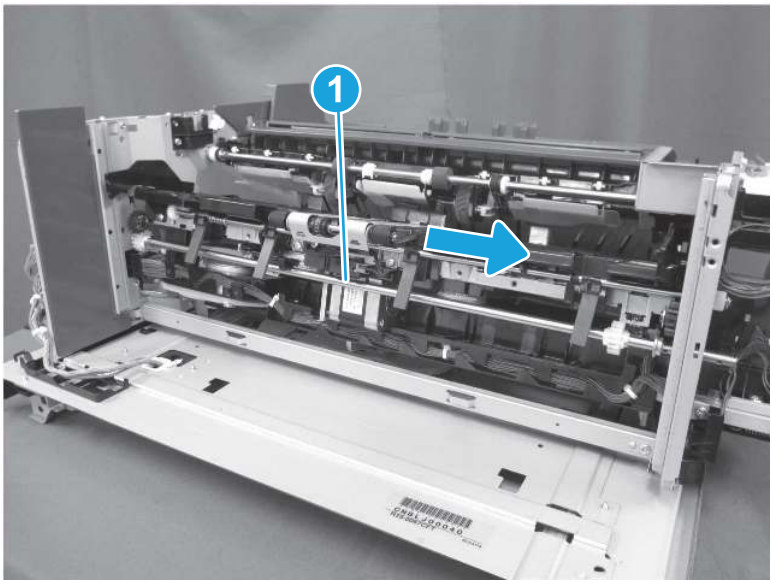
e. Slide the gear (callout 1) to the left, and then remove one dowel pin (callout 2).

Figure 4-3157 Remove one dowel pin



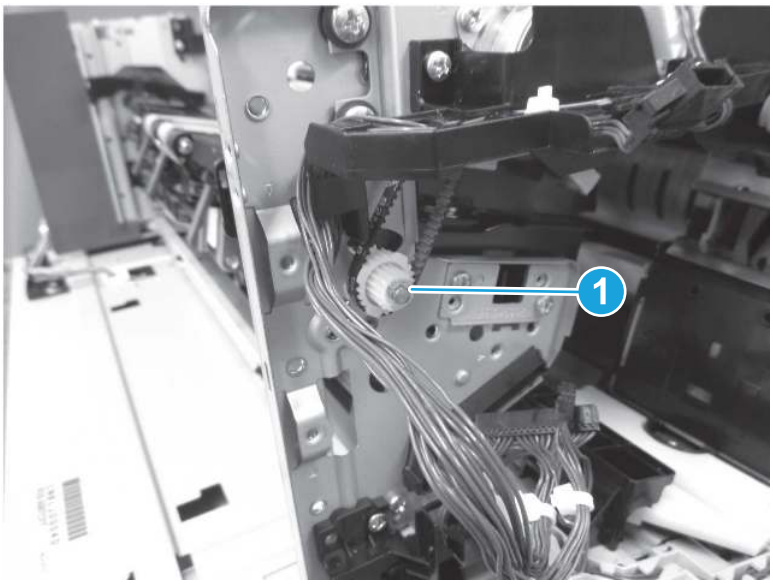
f. Slide the tray drive shaft (callout 1) to the left, and then pull it away from the finisher to remove it.

Figure 4-3158 Remove the tray drive shaft



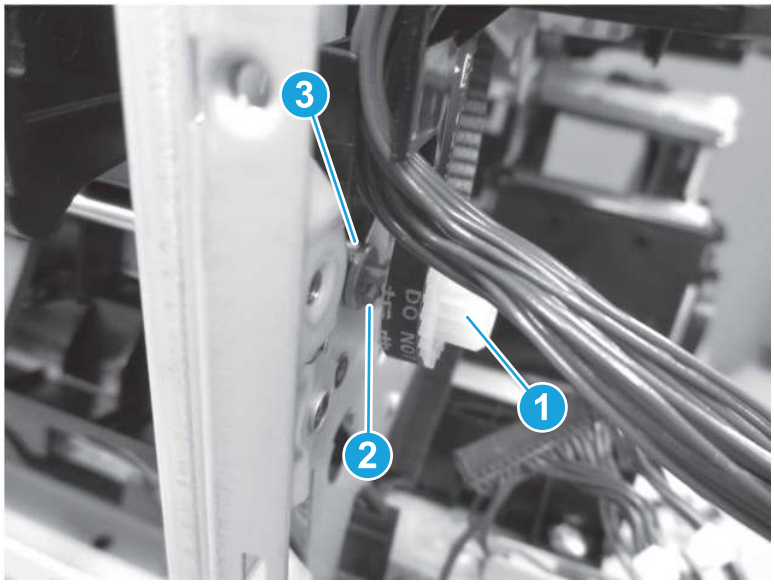
g. Remove one e-ring (callout 1).

Figure 4-3159 Remove one e-ring



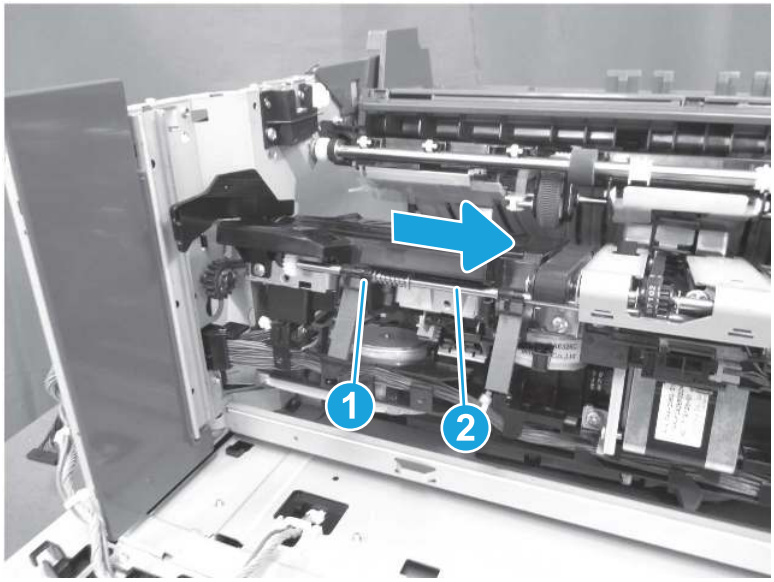
h. Remove one gear (callout 1), remove one dowel pin (callout 2), and then remove the bushing (callout 3).

Figure 4-3160 Remove gear, dowel pin, and bushing



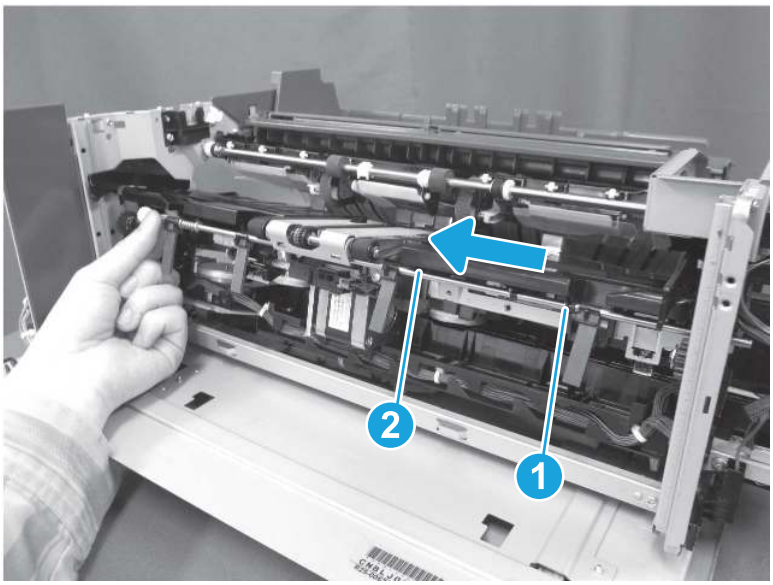
i. Slide the bushing (callout 1) to the right, and then release the paper holder (callout 2).

Figure 4-3161 Release the paper holder



j. Slide the bushing (callout 1) to the left, and then remove the paper holder (callout 2).

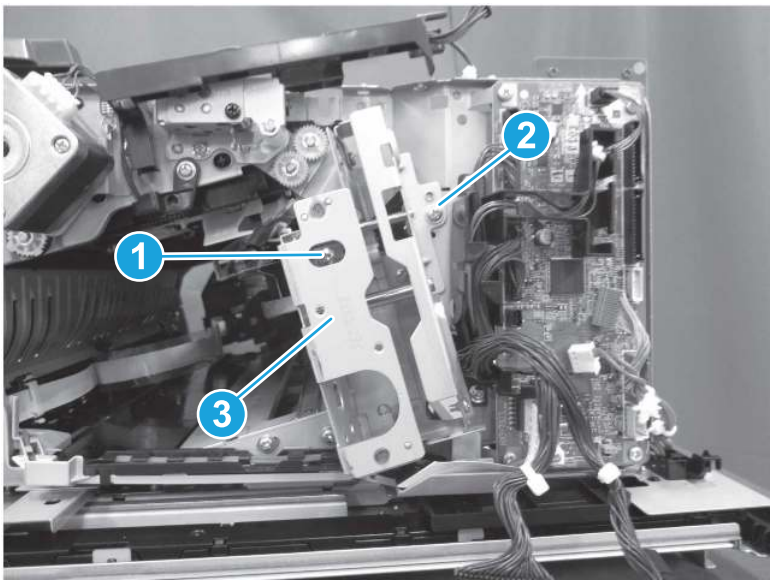
Figure 4-3162 Remove the paper holder



k. Remove one screw (callout 1), remove two screws (callout 2), and then slide the stay assembly (callout 3) up to remove it.

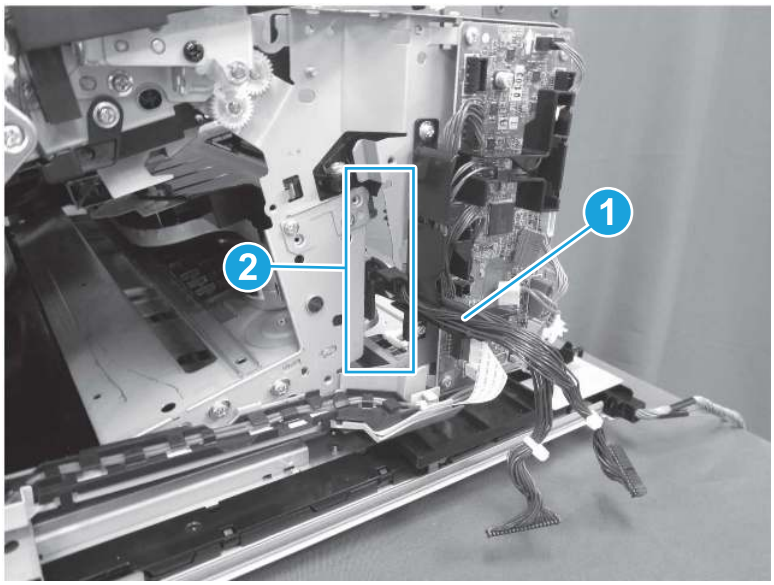
NOTE: One screw (callout 1) is larger than the other two. Make sure this screw is reinstalled in the correct position.

Figure 4-3163 Remove the stay assembly



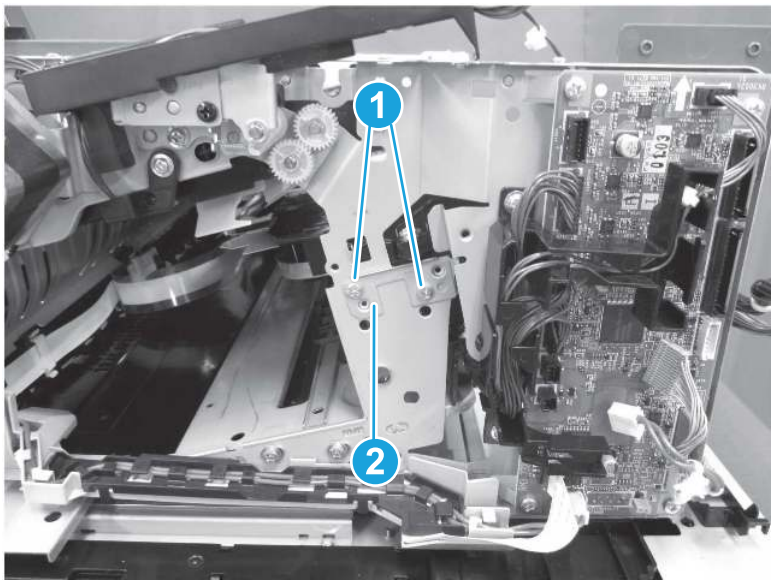
l. Pass the cable (callout 1) through the opening (callout 2) in the frame.

Figure 4-3164 Pass the cable through the opening



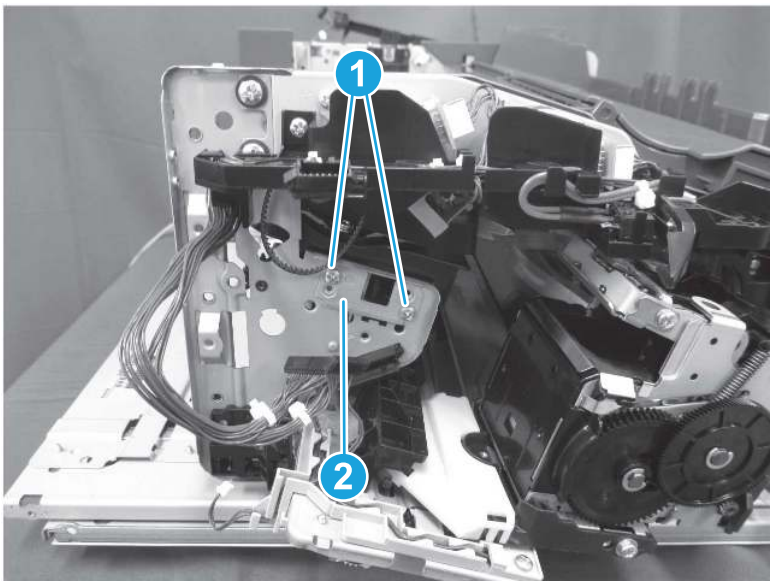
m. Remove two screws (callout 1), and then remove the fixing plate (callout 2).

Figure 4-3165 Remove the fixing plate



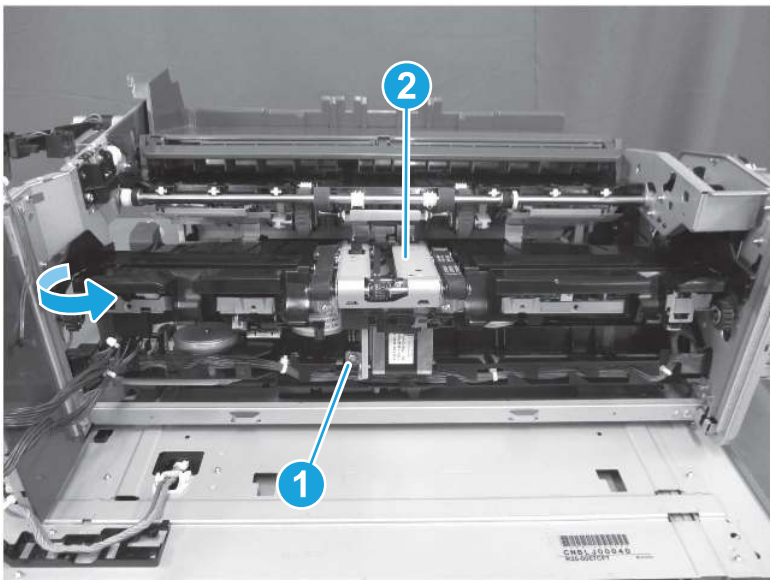
n. Remove two screws (callout 1), and then remove the fixing plate (callout 2).

Figure 4-3166 Remove the fixing plate



o. Remove one screw (callout 1). Rotate the processing tray (callout 2) away from the finisher to remove it.

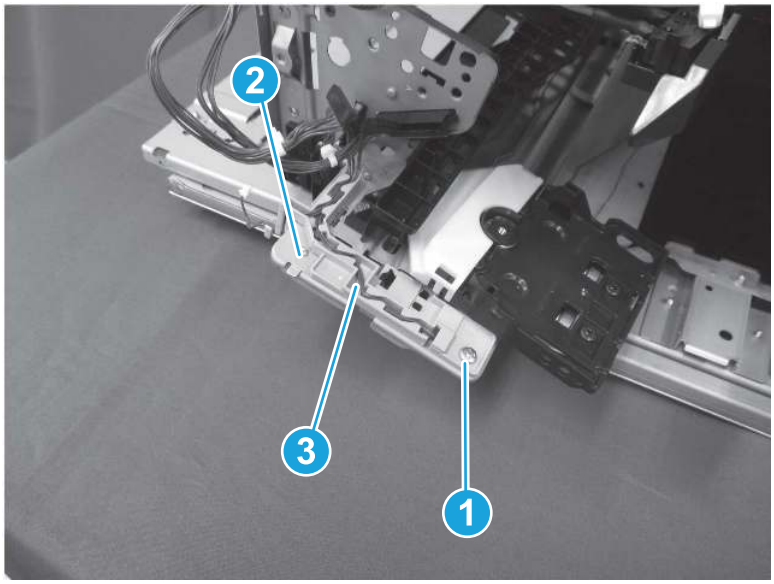
Figure 4-3167 Remove the processing tray



12. Remove the inner finisher staple mount assembly (M776zs).

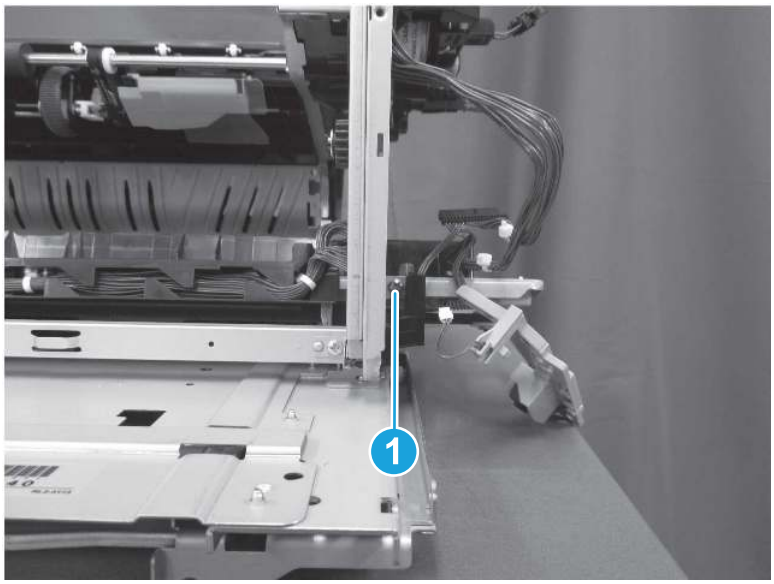
a. Remove one screw (callout 1), and then remove the cable guide (callout 2) and the cable (callout 3) together.

Figure 4-3168 Remove the cable and guide



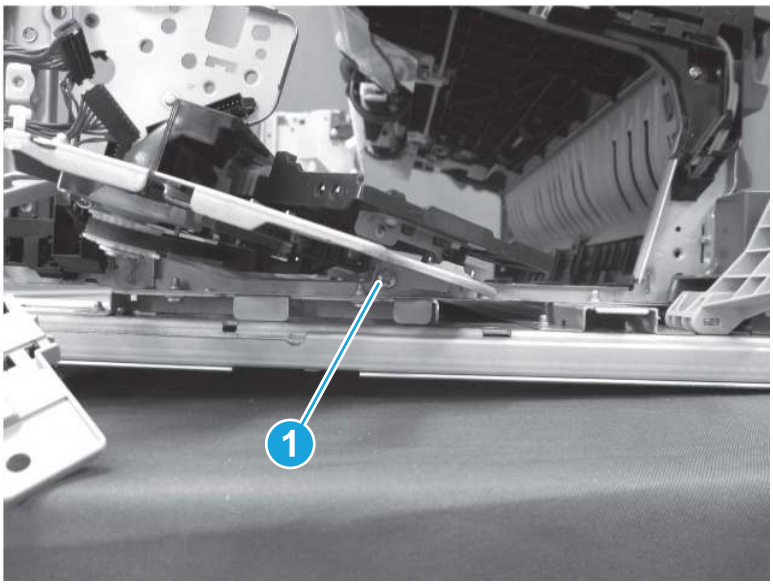
b. Remove one screw (callout 1).

Figure 4-3169 Remove one screw



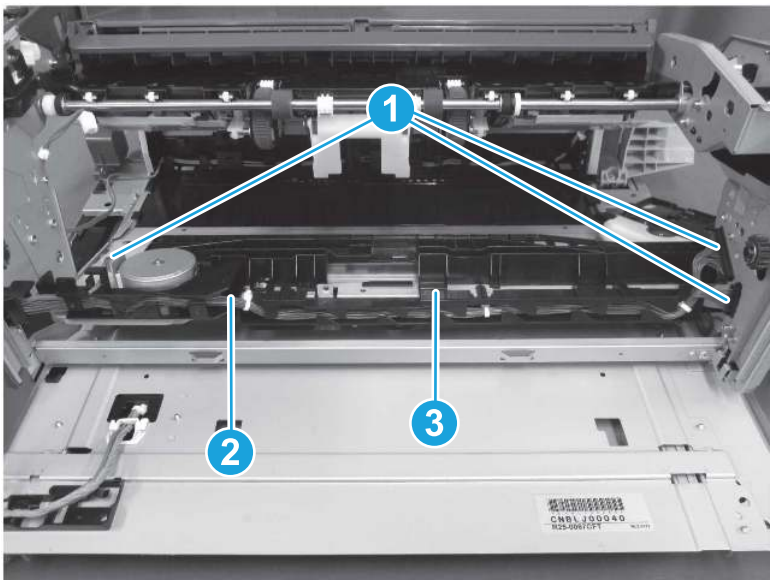
c. Remove one screw (callout 1).

Figure 4-3170 Remove one screw



d. Disconnect three connectors (callout 1), and then release the cable (callout 2) from the cable guide (callout 3).

Figure 4-3171 Disconnect three connectors and release the cable



e. Remove two screws (callout 1), and then remove the staple mount assembly (callout 2).

Figure 4-3172 **Remove the staple mount assembly**

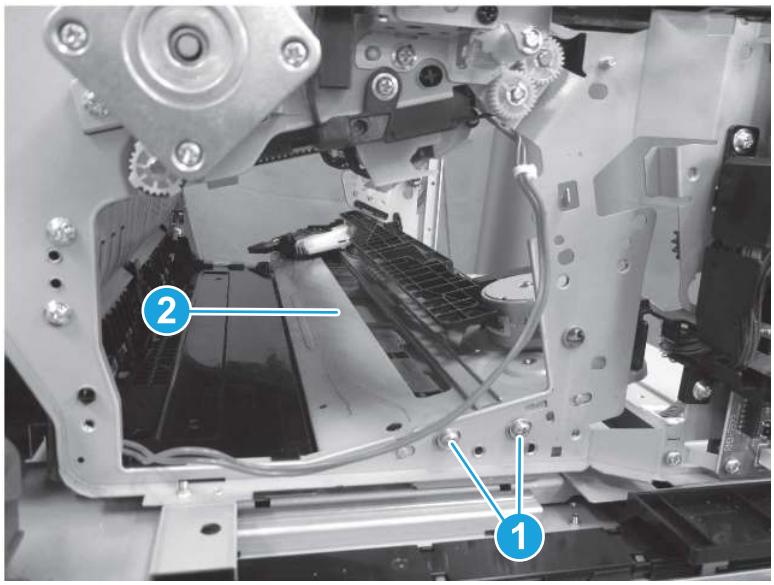
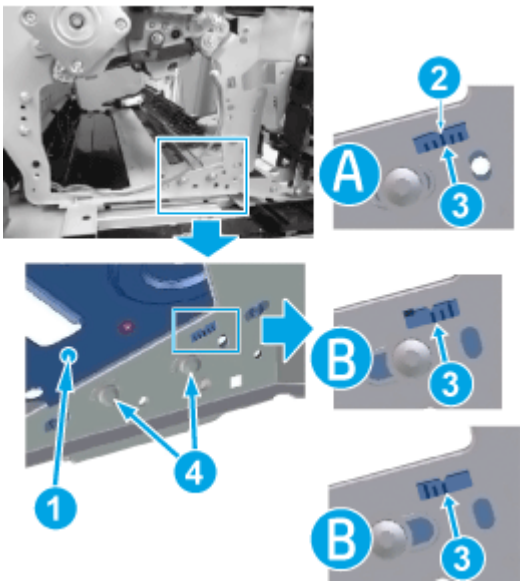


Figure 4-3173 **Staple mount assembly install**



Callout A: Correct alignment

Callout B: Incorrect alignments

NOTE: When assembling the staple mount assembly (callout 1), first align the triangular indicator of the frame (callout 2) to the center marking of the staple mount assembly (callout 3), then screw using 2 screws (callout 4).

13. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher controller PCA (M776zs)

Learn how to remove and replace the inner finisher controller PCA.

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.

- Remove the inner finisher from 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 4-150 Part information

Part number	Part description
RM3-7323-000CN	Staple stacker PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

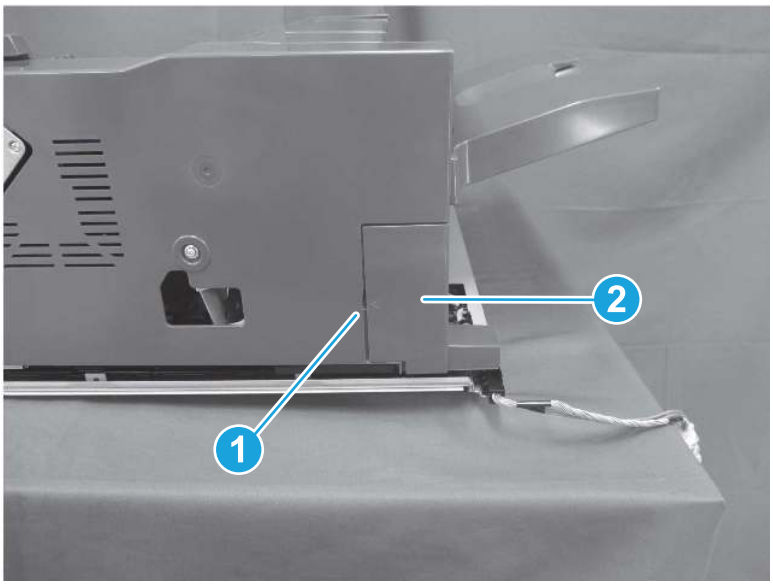
- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

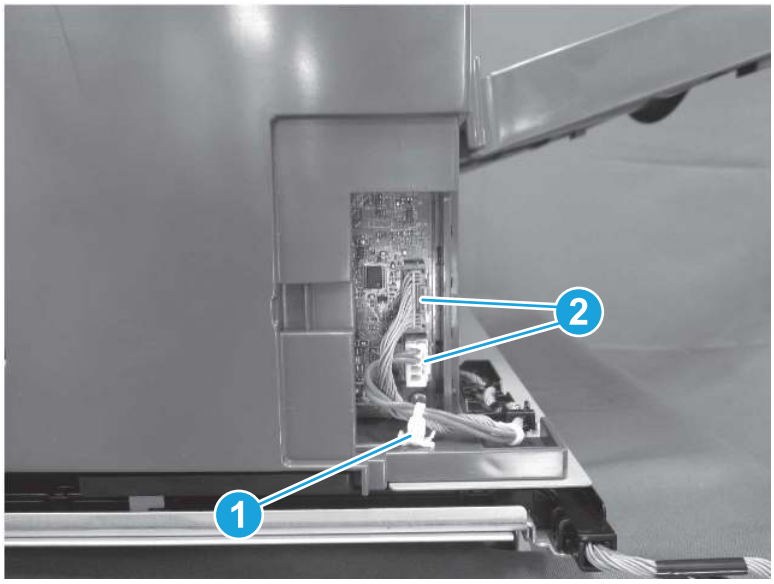
1. Remove the inner finisher connector cover (M776zs).
   - Release one tab (callout 1), and then remove the connector cover (callout 2).

   Figure 4-3174 **Remove the connector cover**

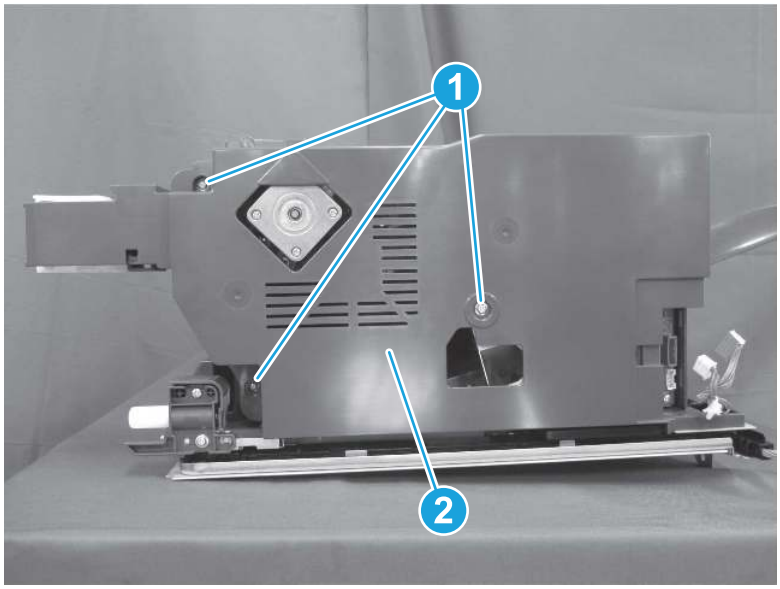
2. Remove the inner finisher rear cover (M776zs).
   a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

   Figure 4-3175 **Disconnect two connectors**

b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

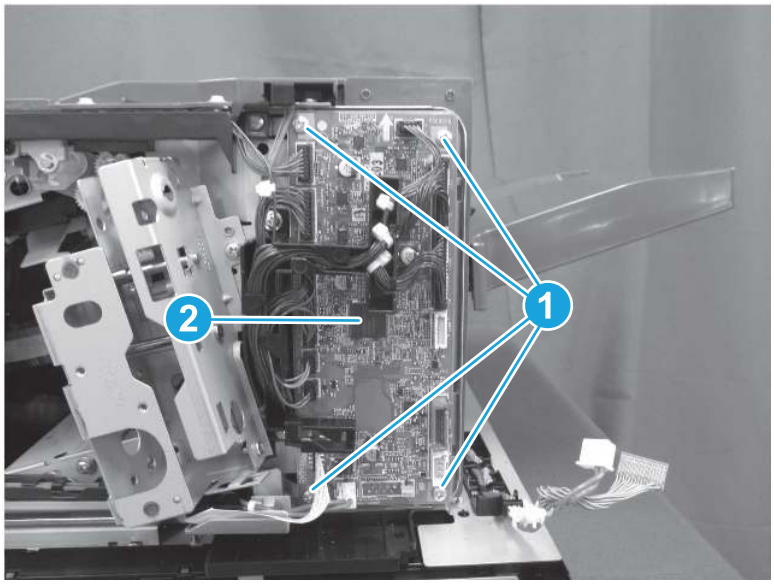
Figure 4-3176 Remove the rear cover



3. Remove the inner finisher controller PCA (M776zs).

- Disconnect all of the connectors on the controller PCA, remove four screws (callout 1), and then remove the controller PCA (callout 2).

Figure 4-3177 Remove the controller PCA



4. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: Inner finisher feed motor (M776zs)

Learn how to remove and replace the inner finisher feed motor.

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.

- Remove the inner finisher from 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 4-151 Part information

Part number	Part description
FK4-2060-000CN	Motor, stepping

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.

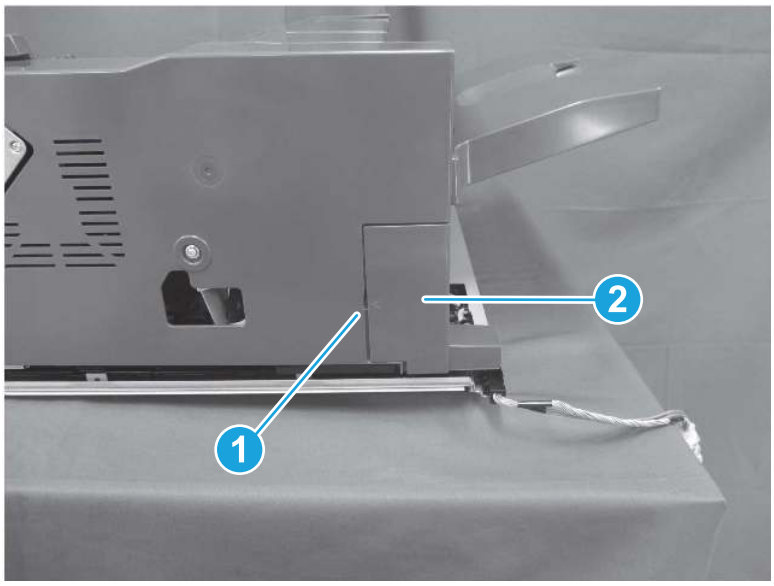
- Use the power switch to turn the power on.

Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

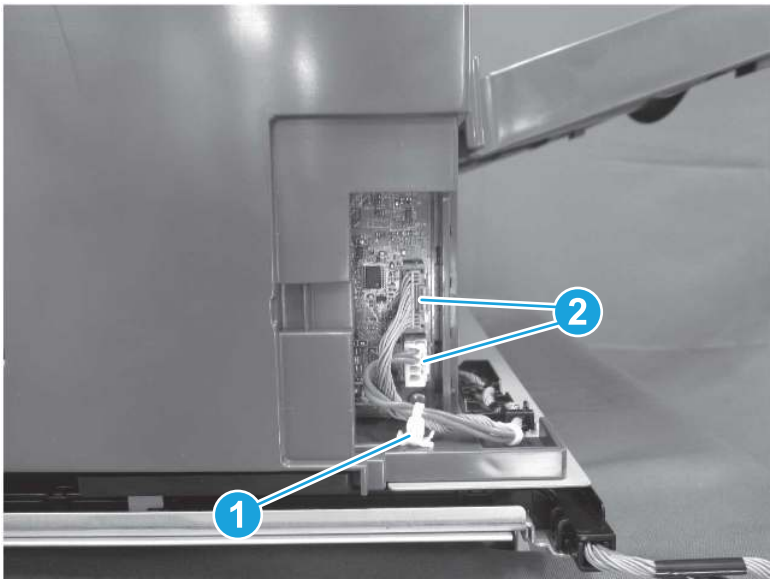
1. Remove the inner finisher connector cover (M776zs).
   - Release one tab (callout 1), and then remove the connector cover (callout 2).

   Figure 4-3178 **Remove the connector cover**

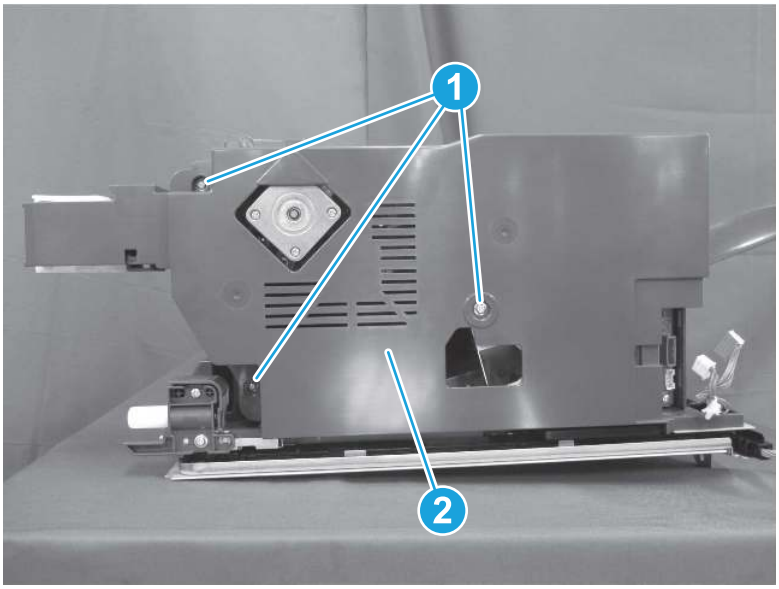
2. Remove the inner finisher rear cover (M776zs).
   a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

   Figure 4-3179 **Disconnect two connectors**

b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

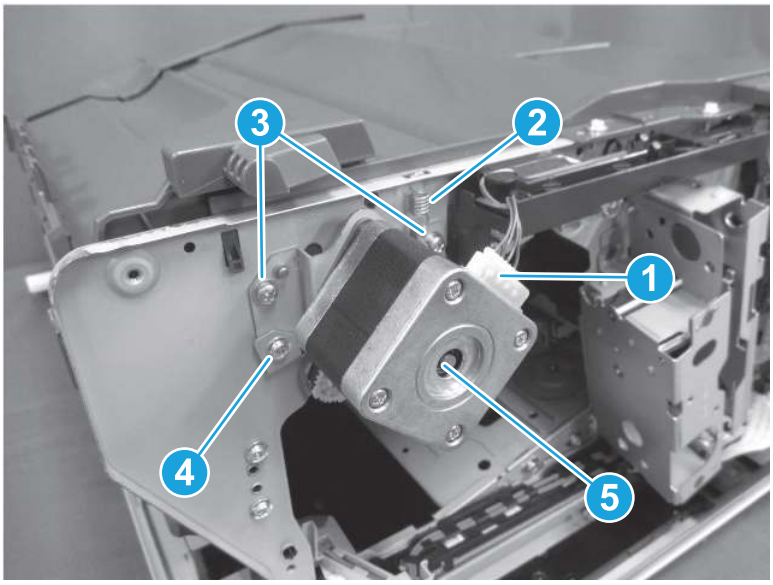
Figure 4-3180 Remove the rear cover



3. Remove the inner finisher feed motor (M776zs).

- Disconnect one connector (callout 1), and then unhook one spring (callout 2). Remove two screws with washers (callout 3), and then remove one machine screw (callout 4). Remove the feed motor (callout 5).

Figure 4-3181 Remove the feed motor



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher tray lifting motor (M776zs)

Learn how to remove and replace the inner finisher tray lifting motor.

Mean time to repair: 10 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.

- Remove the inner finisher from 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 4-152 Part information

Part number	Part description
FM1-C439-000CN	Height tray motor assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

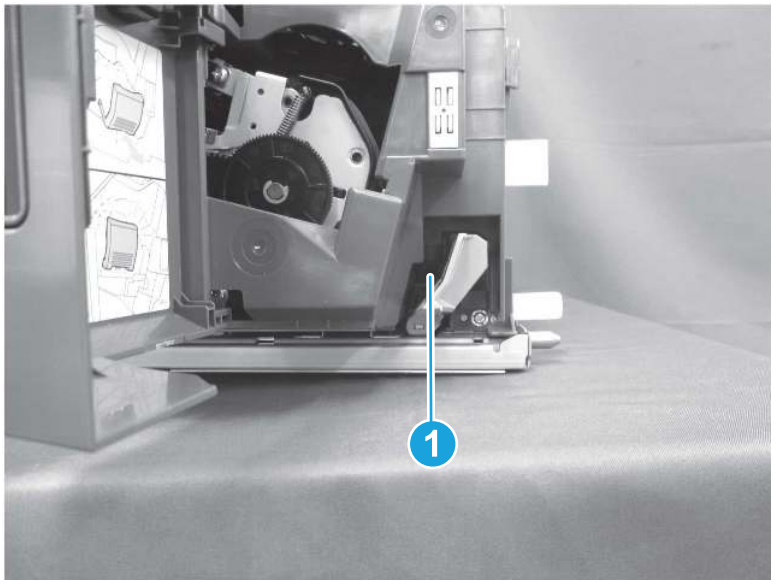
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

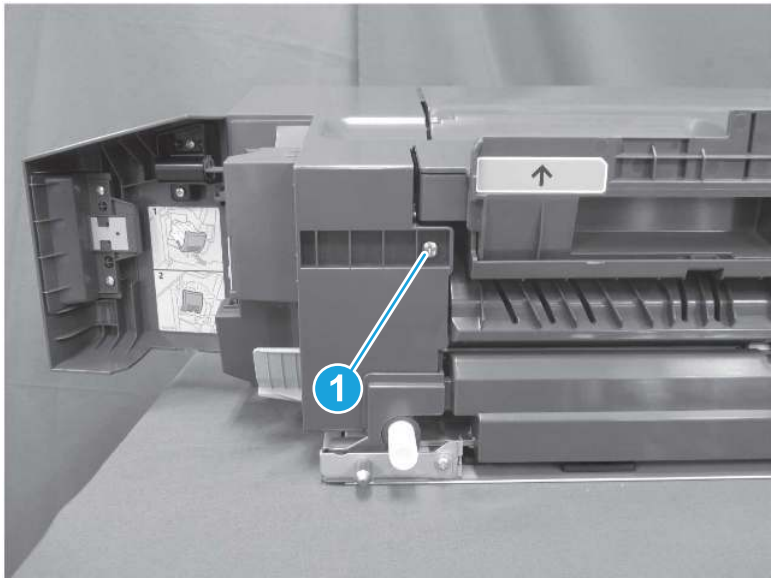
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3182 Remove one screw



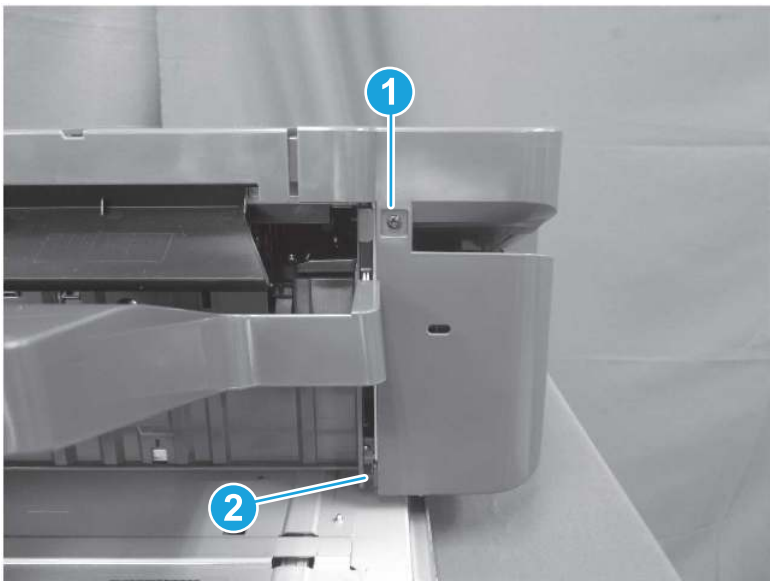
b. Remove one screw (callout 1).

Figure 4-3183 Remove one screw



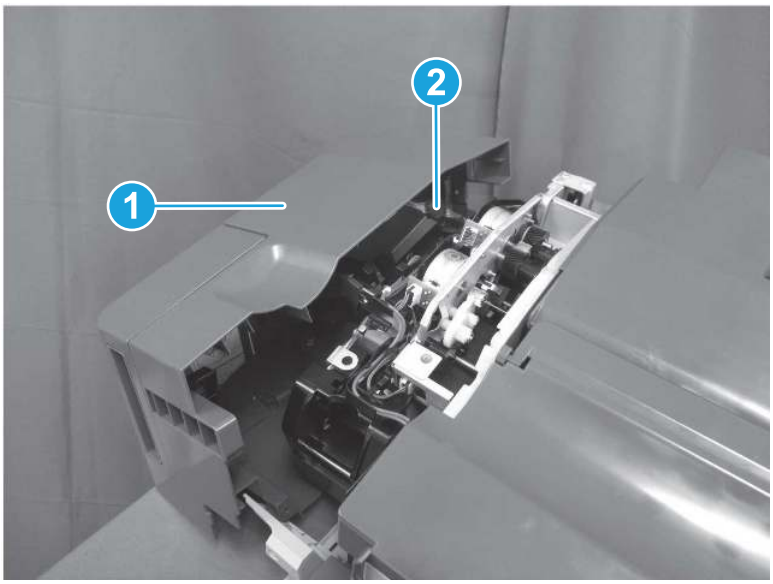
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3184 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

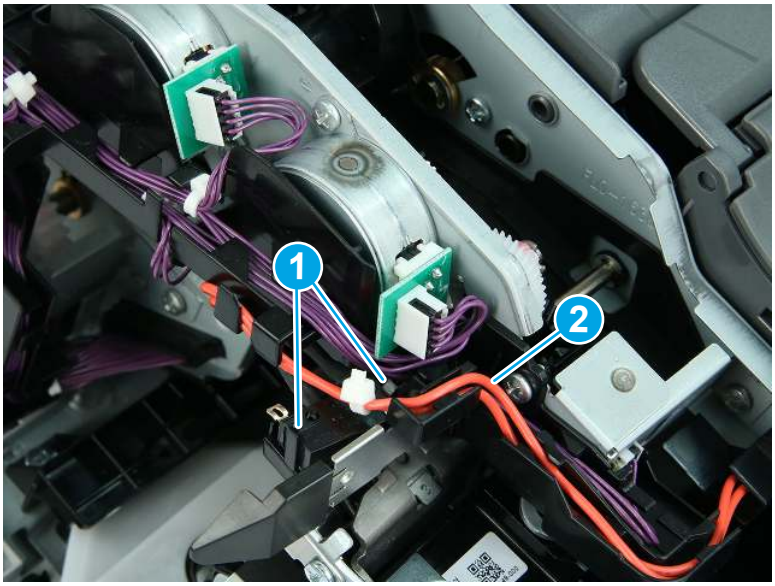
Figure 4-3185 Remove the front cover



2. Remove the inner finisher paddle drive assembly (M776zs).

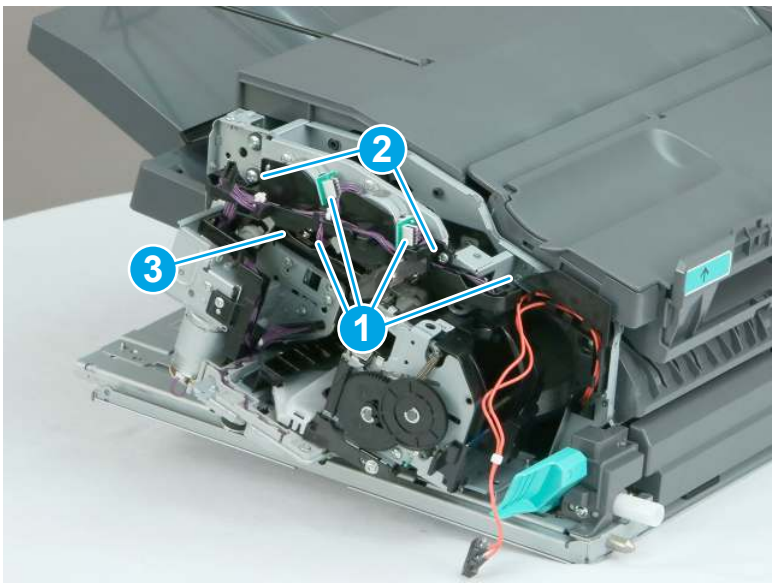
a. Release two tabs (callout 1) to release the interlock switch, and then remove the cable (callout 2) from the guide.

Figure 4-3186 Release the interlock switch



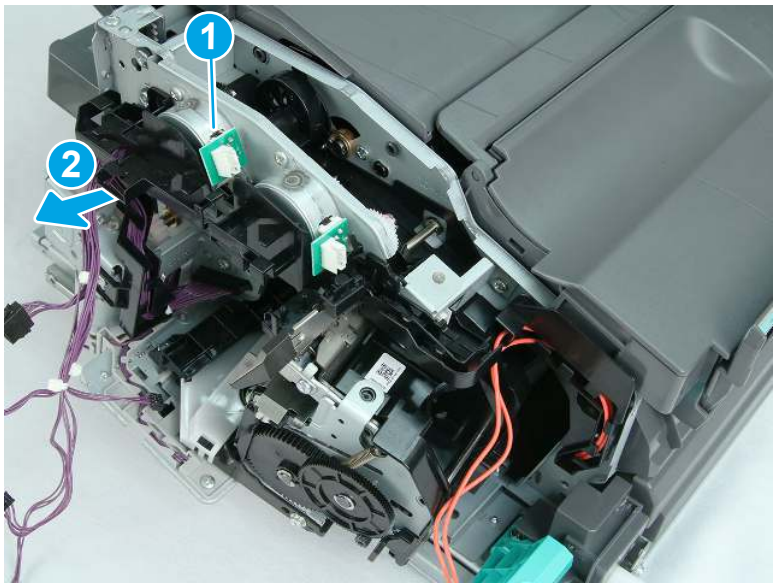
b. Disconnect four connectors (callout 1), remove two screws (callout 2), and then release the cables from the guide (callout 3).

Figure 4-3187 Disconnect four connectors and remove two screws



c. Release one tab (callout 1), and then remove the guide (callout 2).

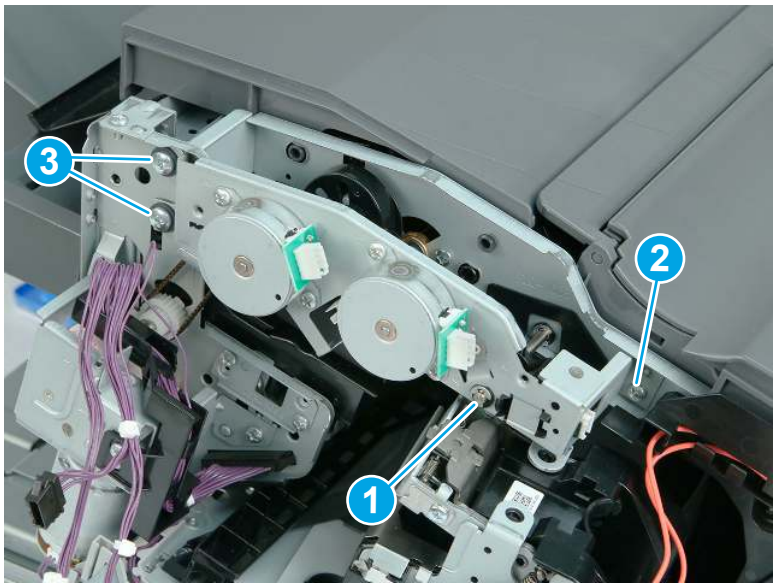
Figure 4-3188 Remove the guide



d. Remove one e-ring and bushing (callout 1), remove one screw (callout 2), then remove two screws (callout 3).

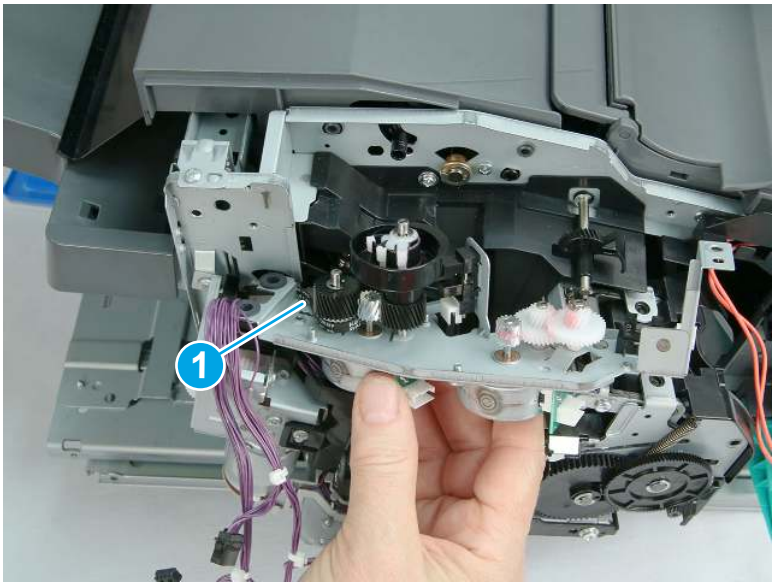
TIP: One screw (callout 2) is smaller than the other two screws. Make sure this screw is installed in the correct position.

Figure 4-3189 Remove one e-ring and bushing and two screws



e. Lift the paddle drive assembly slightly away from the finisher, and then release one belt from the gear (callout 1). Remove the paddle drive assembly.

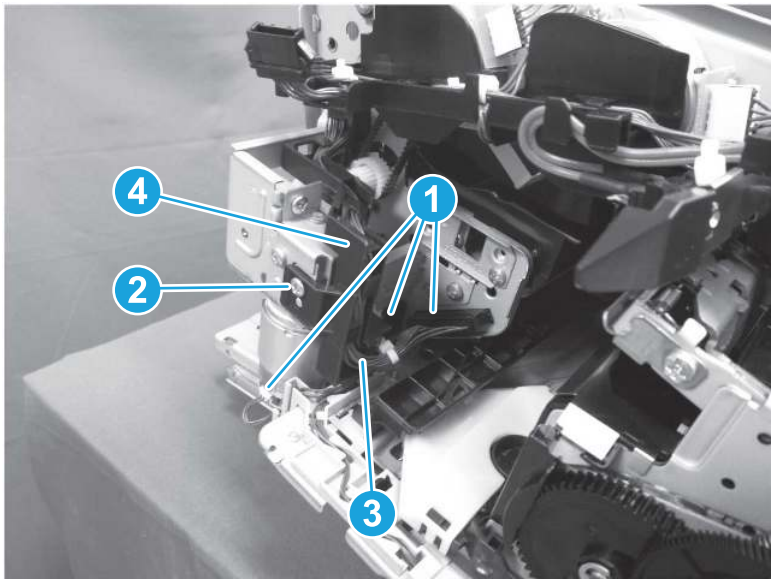
Figure 4-3190 Release the belt and remove the paddle drive assembly



3. Remove the inner finisher tray lifting motor (M776zs).

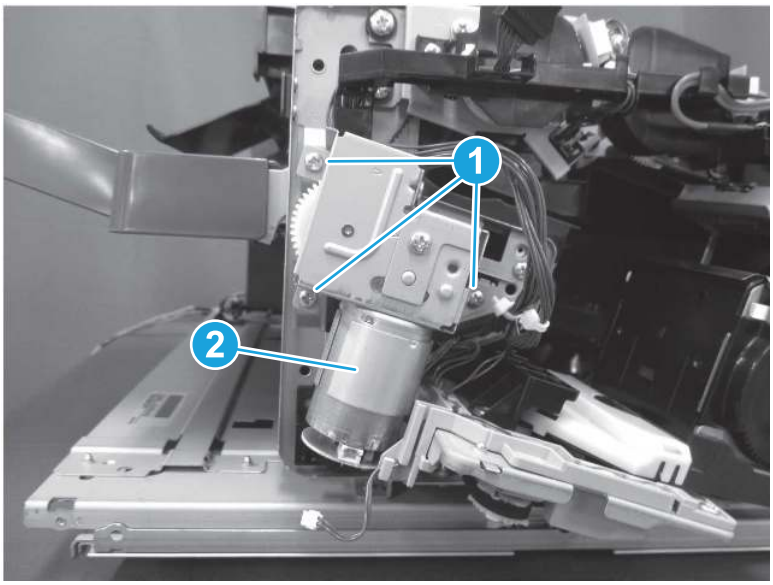
a. Disconnect three connectors (callout 1), and then remove one screw (callout 2). Release the cable (callout 3) from the guide (callout 4), and then remove the guide (callout 4).

Figure 4-3191 Disconnect three connectors and remove one screw



b. Remove three screws (callout 1), and then remove the tray lifting motor (callout 2).

Figure 4-3192 **Remove three screws and the tray lifting motor**



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher trailing edge dropping solenoid (M776zs)

Learn how to remove and replace the inner finisher trailing edge dropping solenoid.

Mean time to repair: 10 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.

- Remove the inner finisher from 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 4-153 Part information

Part number	Part description
FM1-F201-000CN	Estrangement solenoid assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

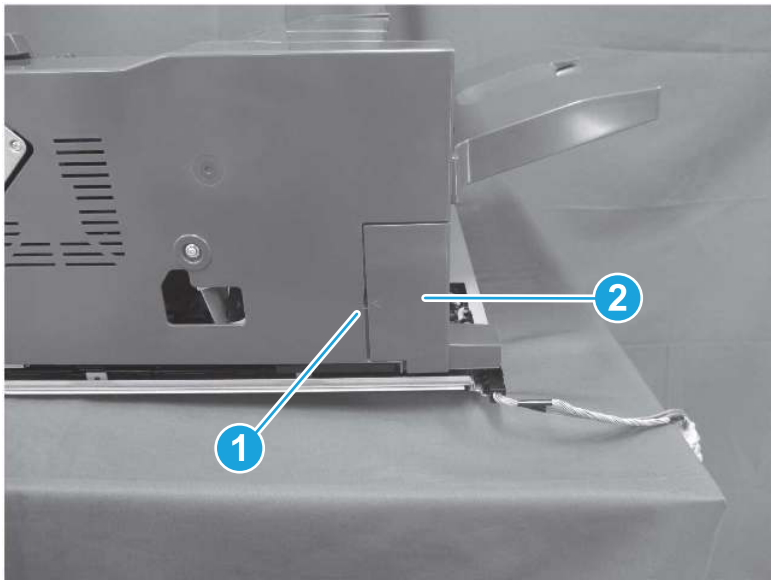
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher connector cover (M776zs).

- Release one tab (callout 1), and then remove the connector cover (callout 2).

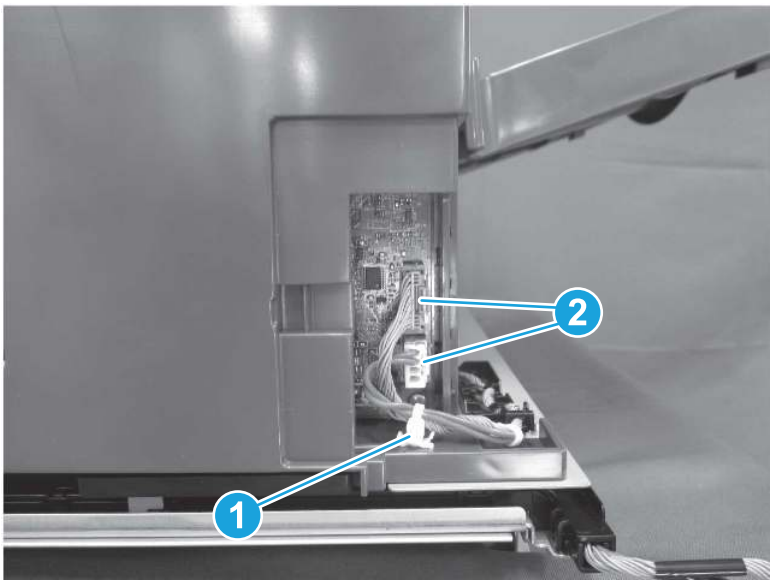
Figure 4-3193 Remove the connector cover



2. Remove the inner finisher rear cover (M776zs).

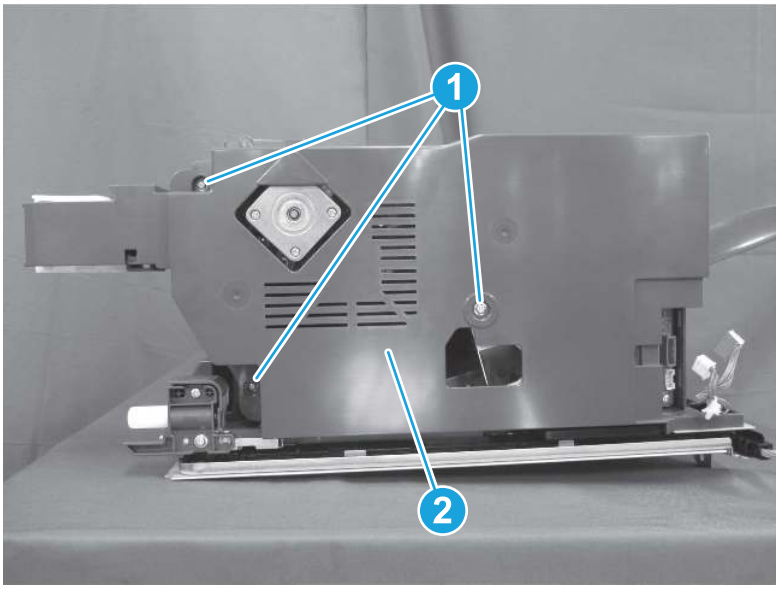
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3194 Disconnect two connectors



b. Remove three screws (callout 1), and then remove the rear cover (callout 2).

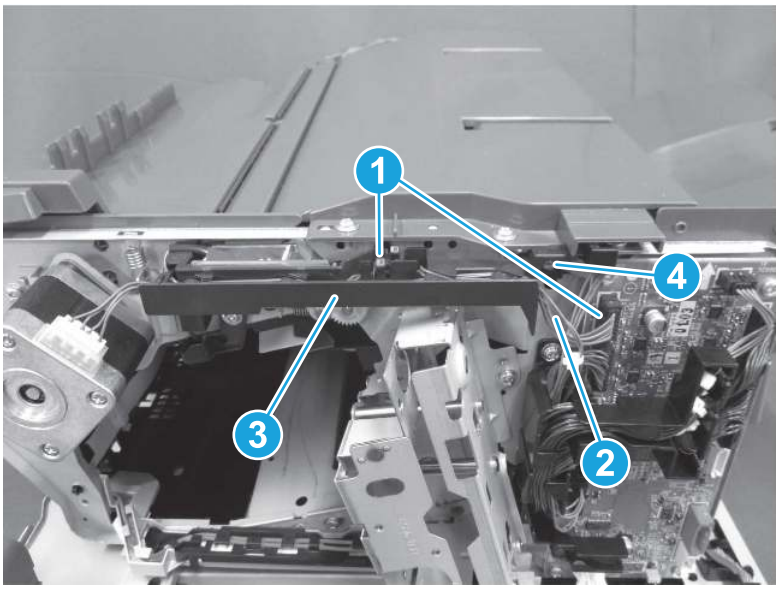
Figure 4-3195 Remove the rear cover



3. Remove the inner finisher trailing edge dropping solenoid (M776zs).

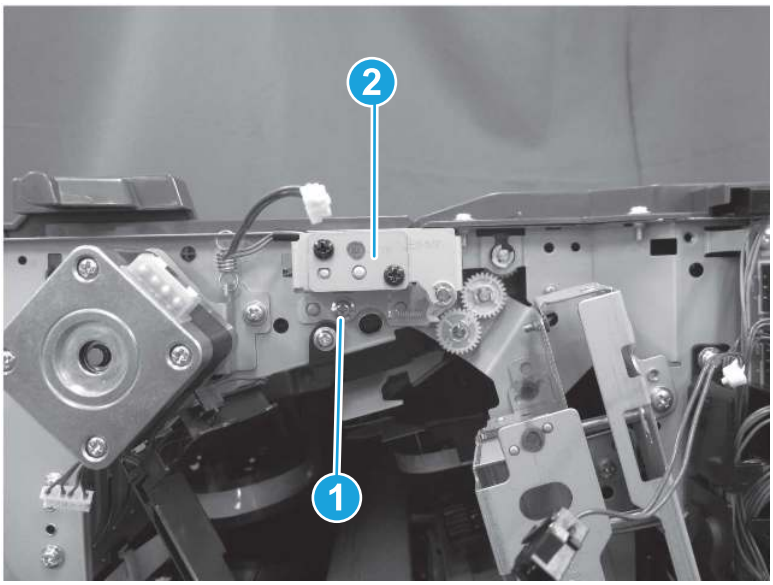
a. Disconnect two connectors (callout 1), and then release the cable (callout 2) from the guide (callout 3). Remove one screw (callout 4), and then remove the cable guide (callout 3).

Figure 4-3196 Disconnect two connectors and remove the cable guide



b. Remove one screw (callout 1), and then remove the trailing edge dropping solenoid (callout 2).

Figure 4-3197 **Remove the trailing edge dropping solenoid**



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher cable duct assembly (M776zs)

Learn how to remove and replace the inner finisher cable duct assembly.

Mean time to repair: 15 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.

- Remove the inner finisher from 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 4-154 Part information

Part number	Part description
RM2-2444-000CN	Cable duct assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

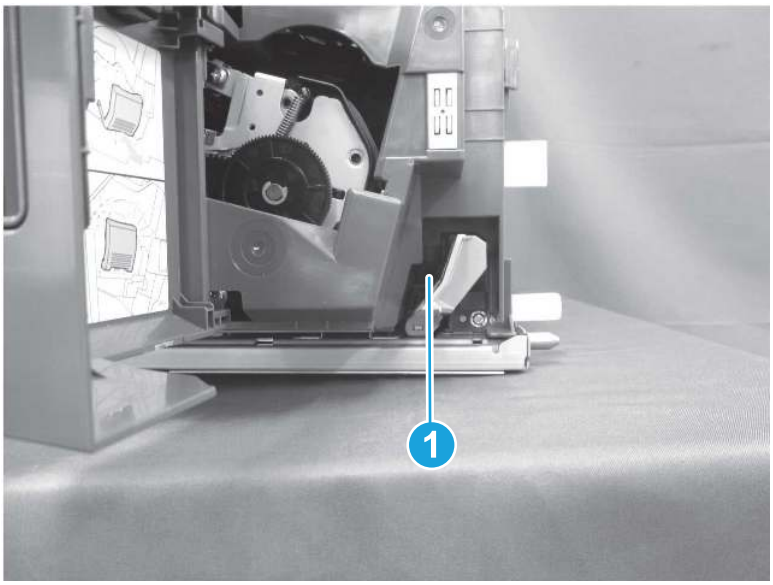
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

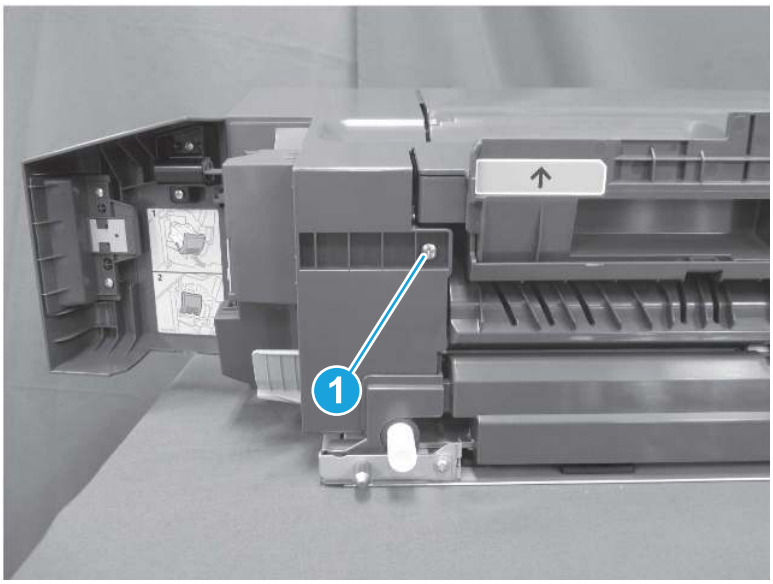
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3198 Remove one screw



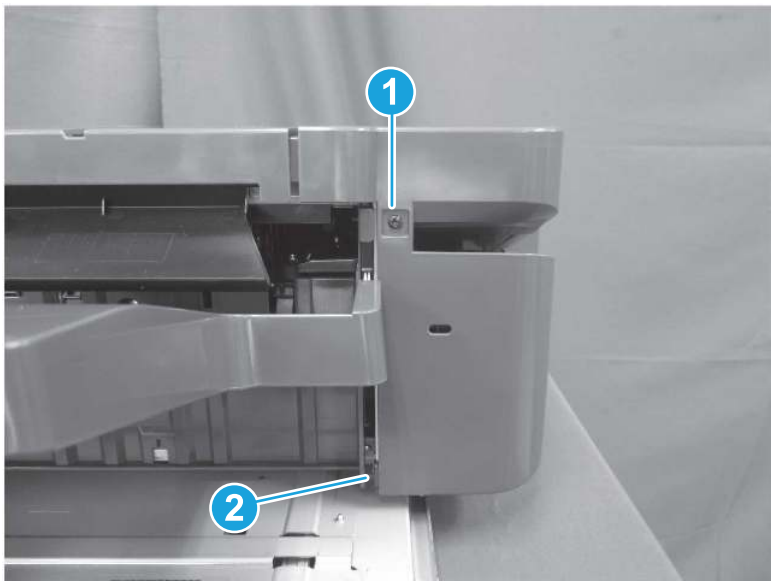
b. Remove one screw (callout 1).

Figure 4-3199 Remove one screw



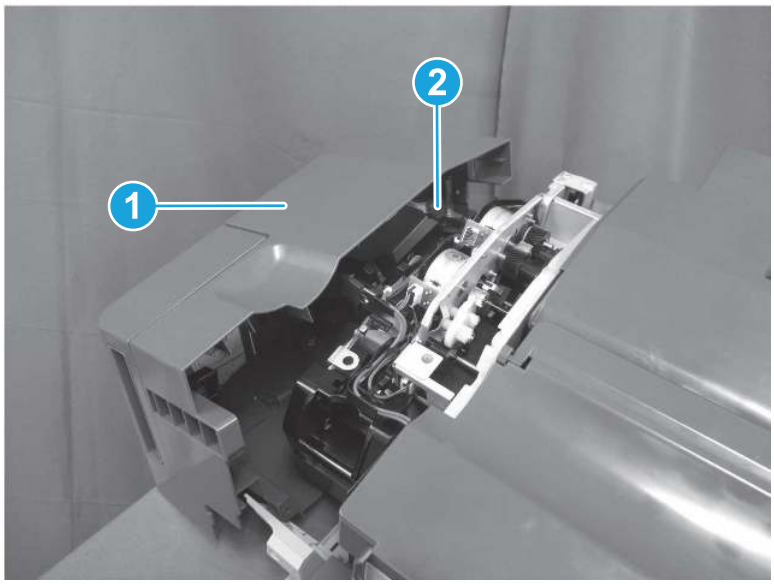
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3200 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

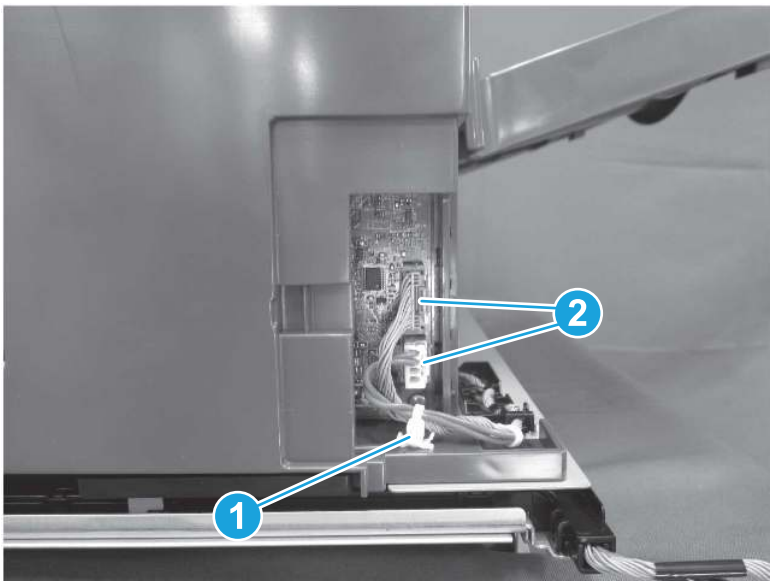
Figure 4-3201 Remove the front cover



2. Remove the inner finisher cable duct assembly (M776zs).

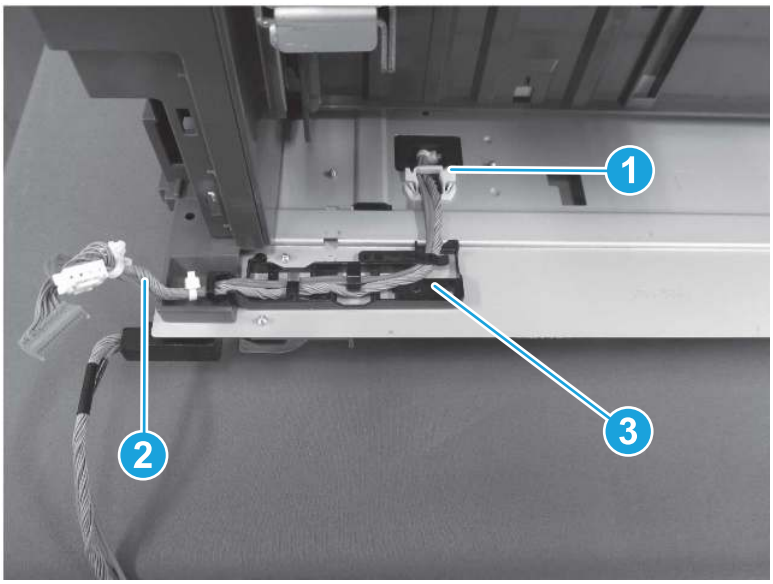
a. Release one retainer (callout 1), and then disconnect two connectors (callout 2).

Figure 4-3202 Disconnect two connectors



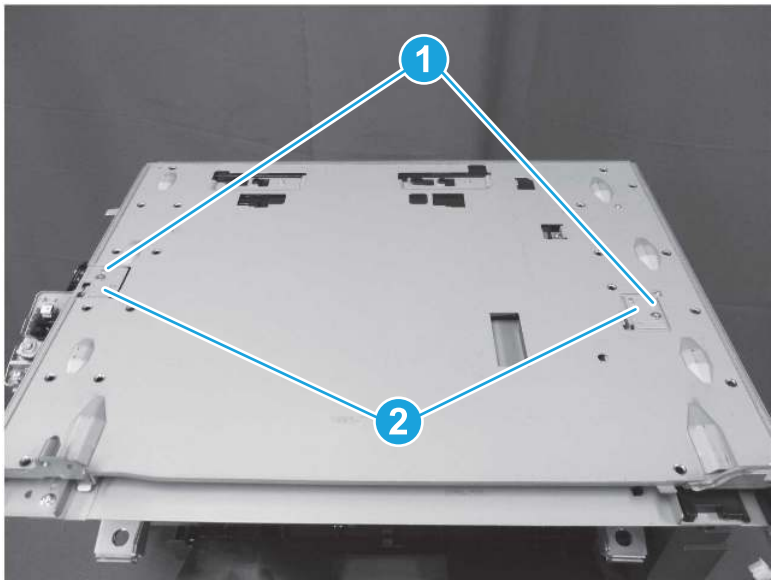
b. Open one retainer (callout 1), and then release the cables (callout 2) from the cable guides (callout 3).

Figure 4-3203 Release the cables



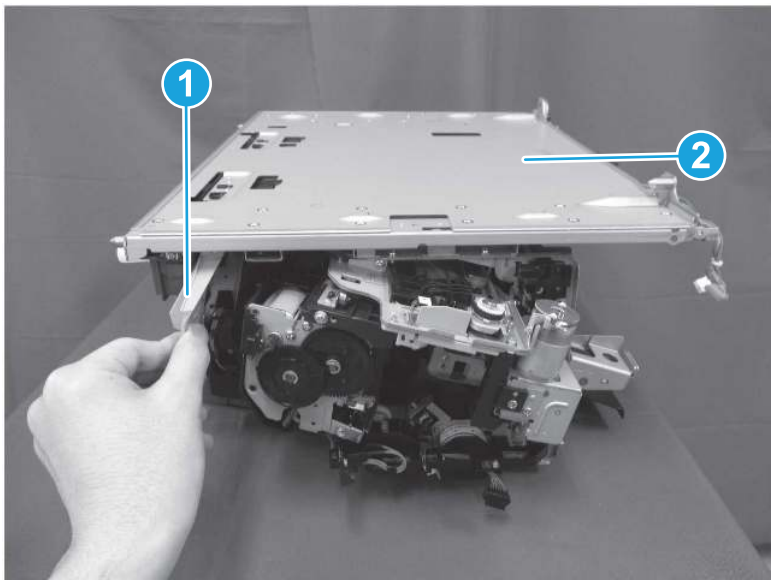
c. Place the finisher face-down. Remove two screws (callout 1), and then remove two stoppers (callout 2).

Figure 4-3204 Remove two screws and stoppers



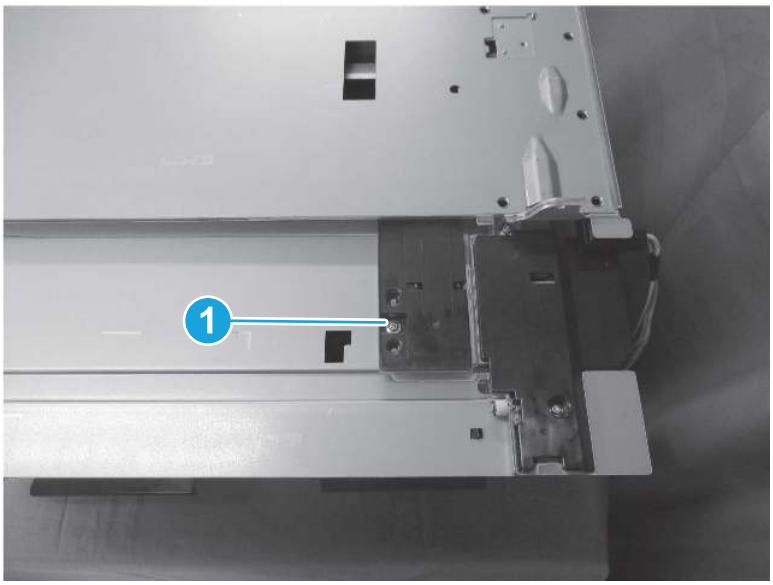
d. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to the right.

Figure 4-3205 Release the latch and slide the assembly



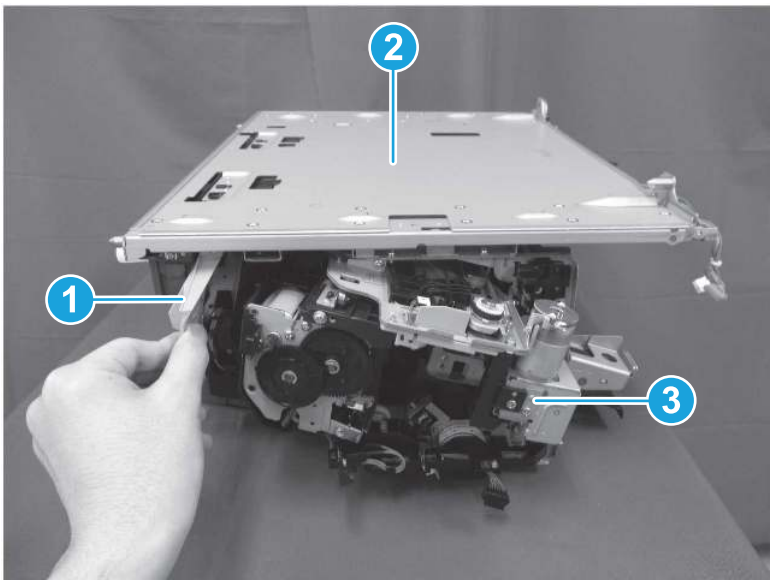
e. Remove one screw (callout 1).

Figure 4-3206 Remove one screw



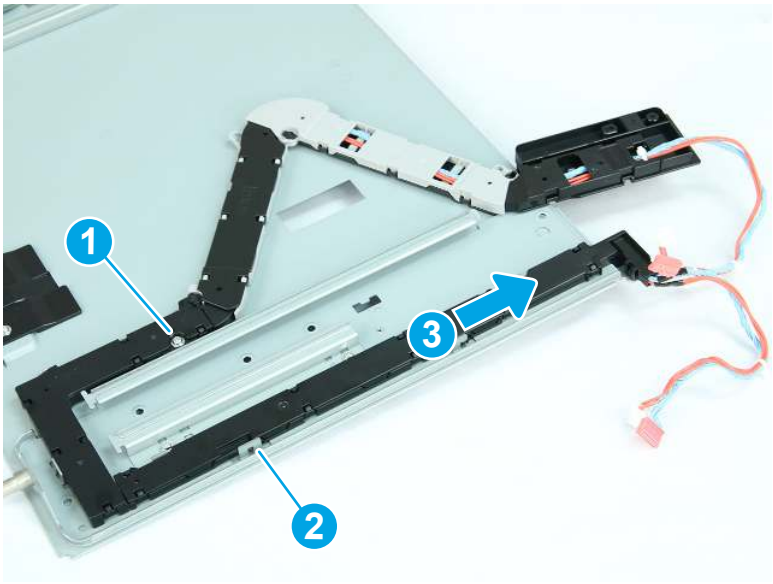
f. Tilt the release lever (callout 1), and then slide the bottom slide assembly (callout 2) to remove it from the inner finisher (callout 3).

Figure 4-3207 Remove the bottom slide assembly



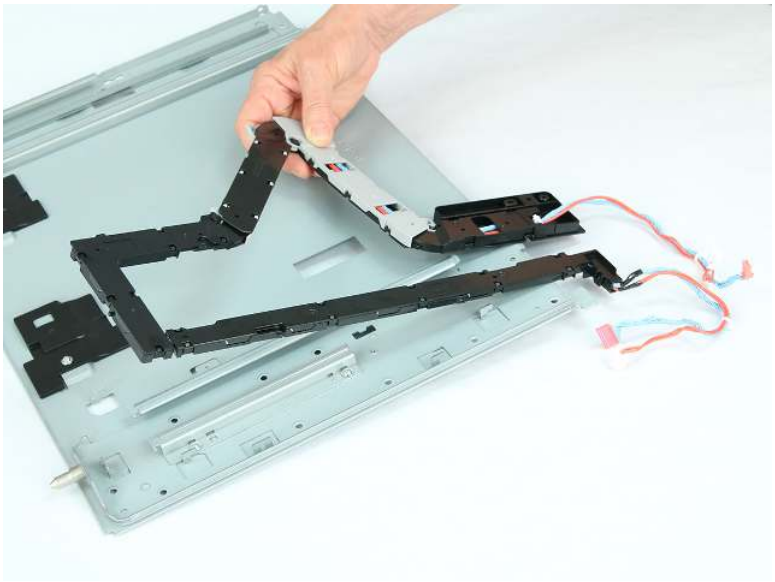
g. Remove one screw (callout 1), release one tab (callout 2), and then slide the cable assembly to the right to release it.

Figure 4-3208 Remove one screw and release one tab



h. Remove the cable duct assembly.

Figure 4-3209 Remove the cable duct assembly



Removal and replacement: Inner finisher front push assembly (M776zs)

Learn how to remove and replace the inner finisher front push assembly.

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.

- Remove the inner finisher from 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 4-155 Part information

Part number	Part description
RM2-2460-000CN	Push assembly, front

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

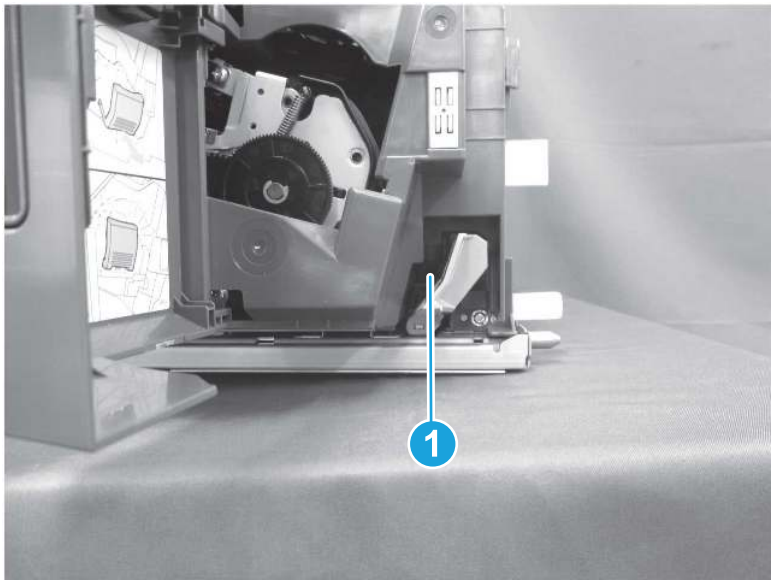
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

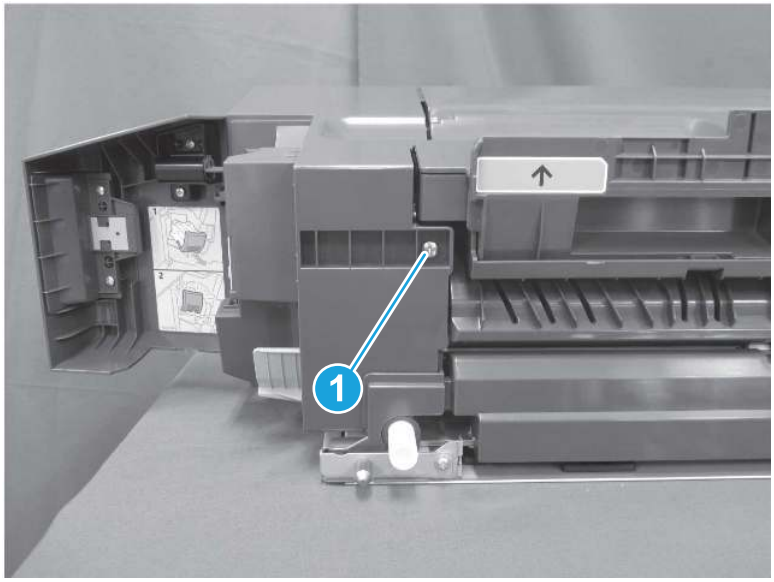
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3210 Remove one screw



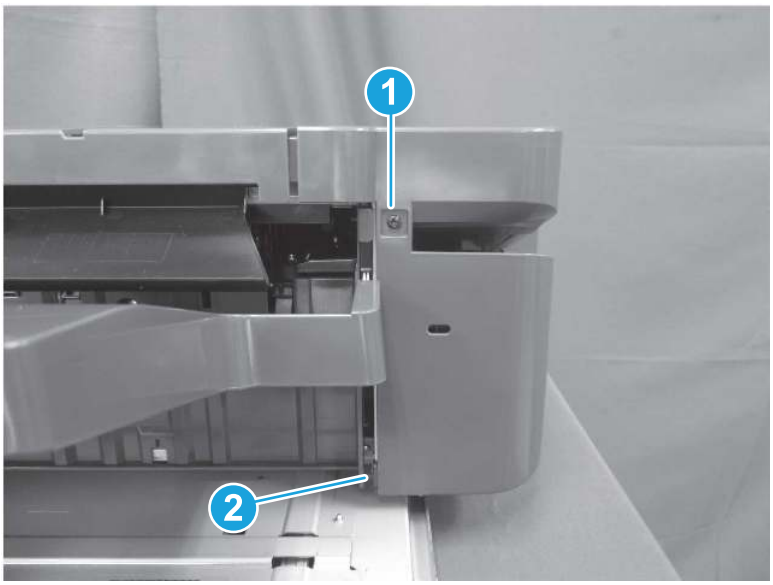
b. Remove one screw (callout 1).

Figure 4-3211 Remove one screw



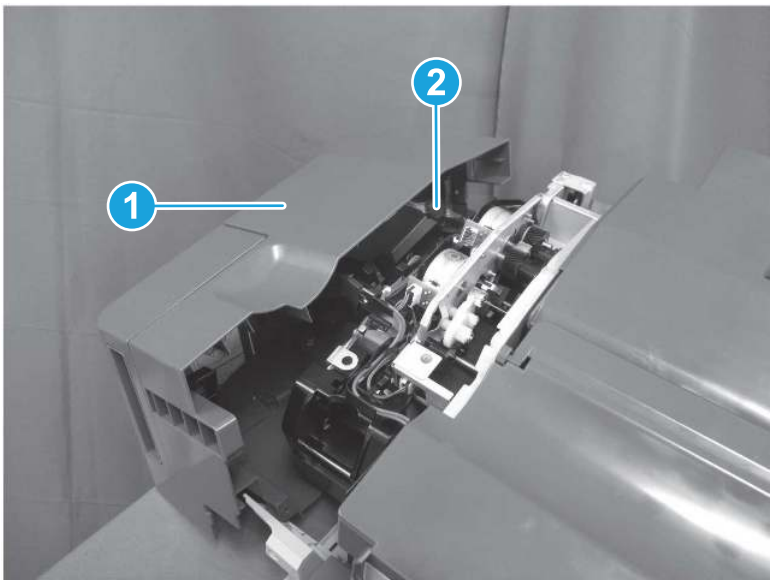
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3212 **Remove one screw and release one tab**



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

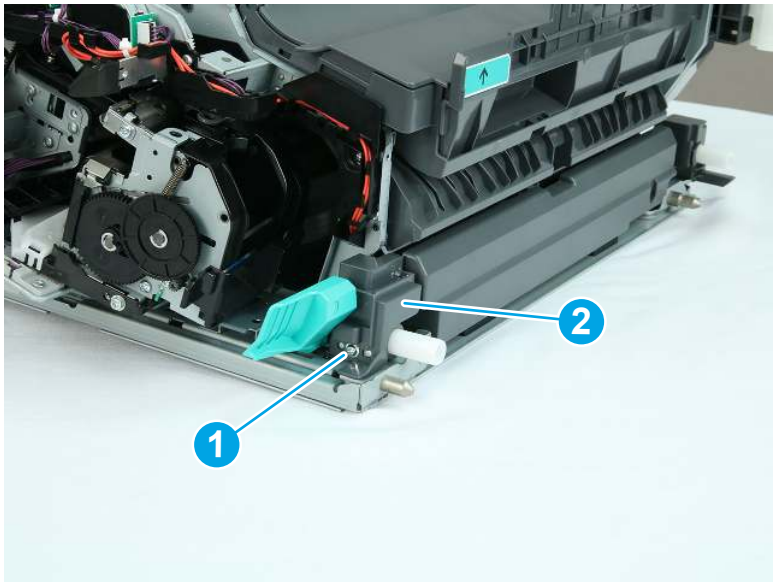
Figure 4-3213 **Remove the front cover**



2. Remove the inner finisher front push assembly (M776zs).

- Remove one screw (callout 1), and then remove the front push assembly (callout 2).

Figure 4-3214 Remove the front push assembly



3. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Inner finisher release handle (M776zs)

Learn how to remove and replace the inner finisher release handle.

Mean time to repair: 10 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.

- Remove the inner finisher from 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 4-156 Part information

Part number	Part description
RC5-4839-000CN	Handle, release

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

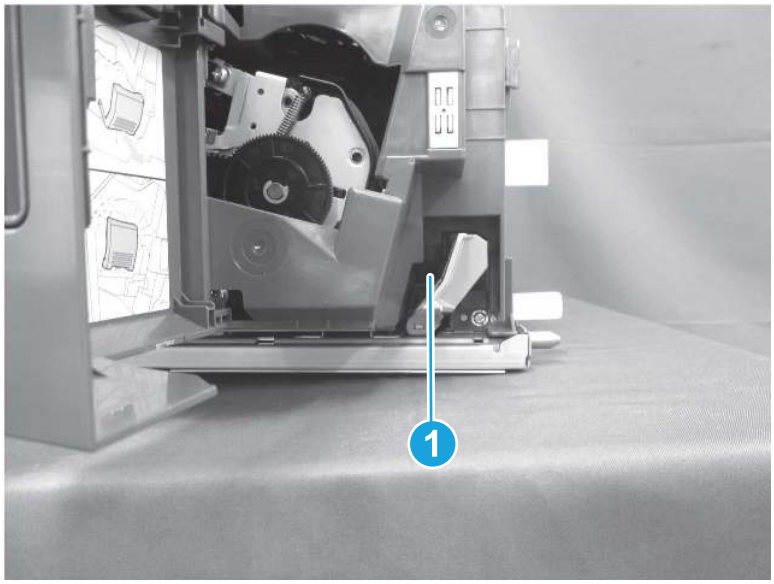
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher front cover (M776zs).

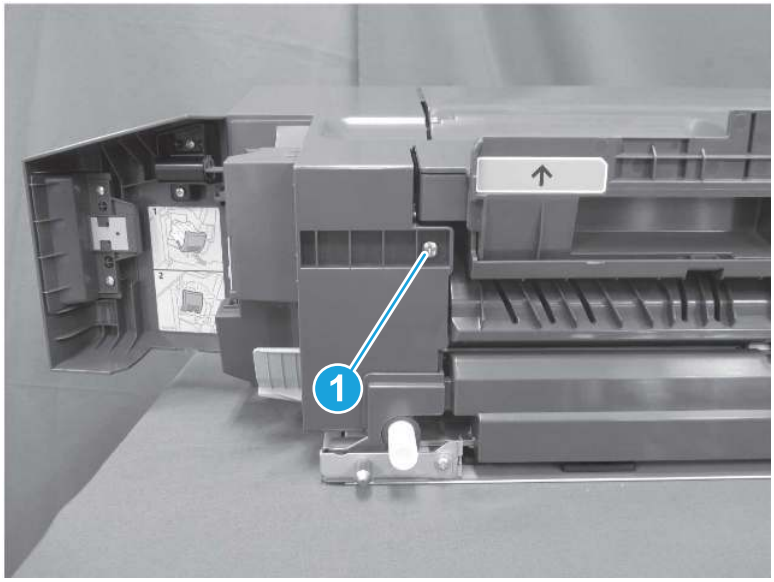
a. Open the inner finisher front door, and then remove one screw (callout 1).

Figure 4-3215 Remove one screw



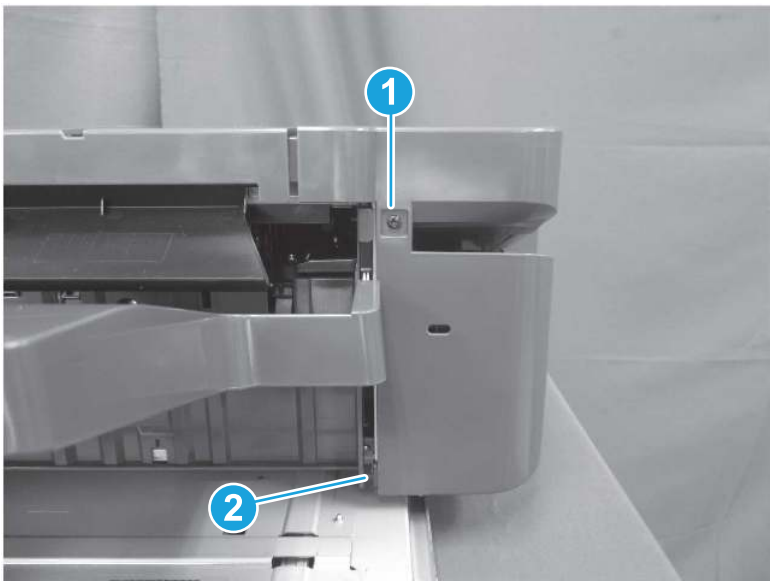
b. Remove one screw (callout 1).

Figure 4-3216 Remove one screw



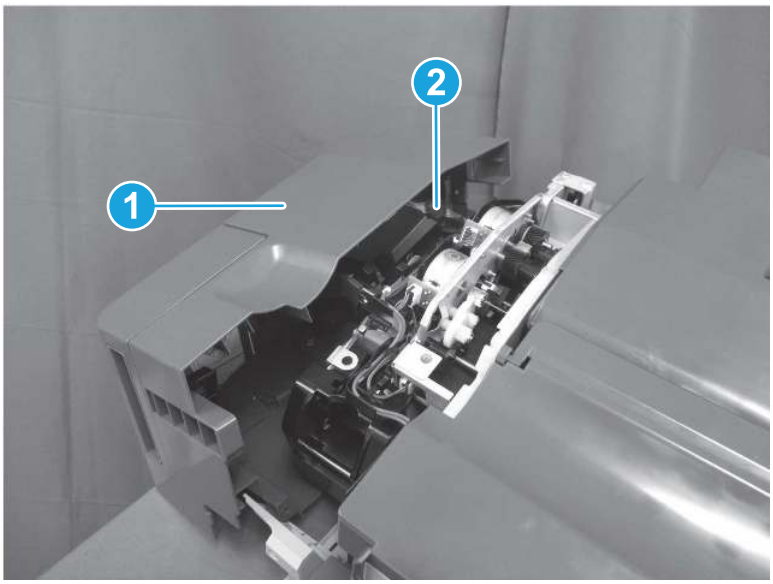
c. Remove one screw (callout 1), and then release one tab (callout 2).

Figure 4-3217 Remove one screw and release one tab



d. Pull the front cover (callout 1) slightly away from the finisher, disconnect one connector (callout 2), and then remove the front cover.

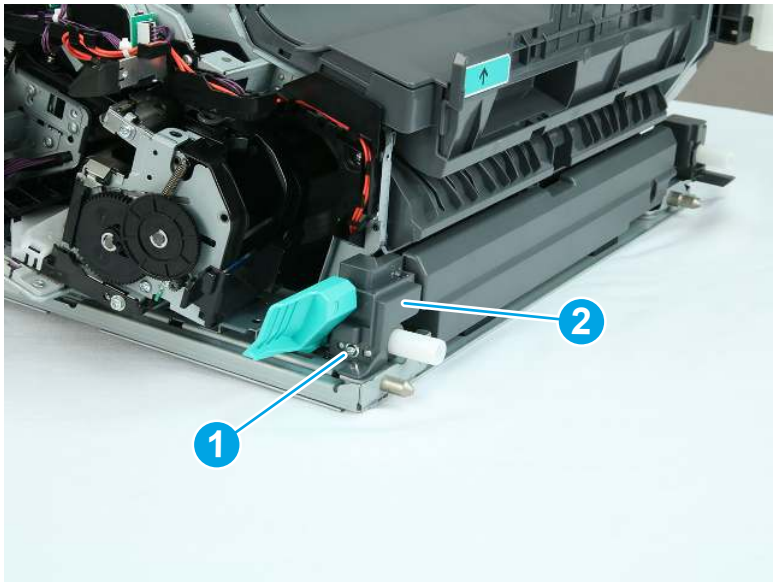
Figure 4-3218 Remove the front cover



2. Remove the inner finisher front push assembly (M776zs).

- Remove one screw (callout 1), and then remove the front push assembly (callout 2).

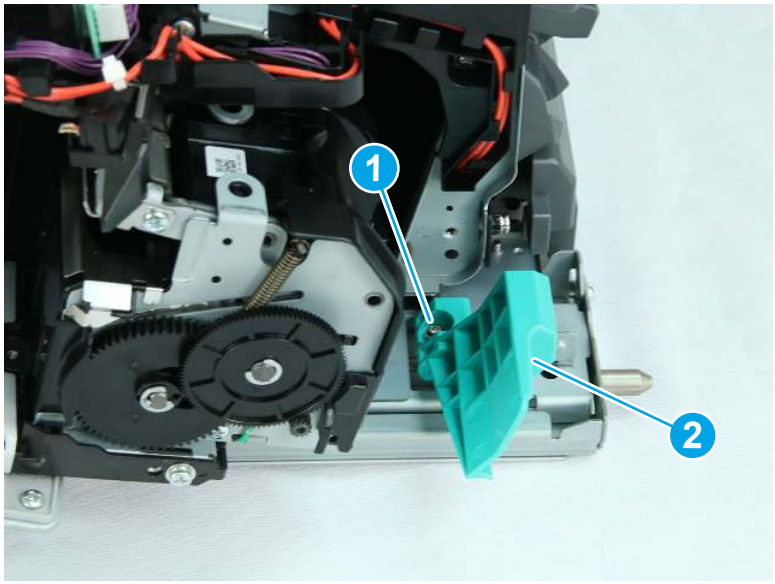
Figure 4-3219 Remove the front push assembly



3. Remove the inner finisher release handle (M776zs).

- Remove one screw (callout 1), and then remove the release handle (callout 2).

Figure 4-3220 Remove the release handle



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: Inner finisher rear push assembly (M776zs)

Learn how to remove and replace the inner finisher rear push assembly.

Mean time to repair: 2 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.

- Remove the inner finisher from 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 4-157 Part information

Part number	Part description
RM2-2526-000CN	Push assembly, rear

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

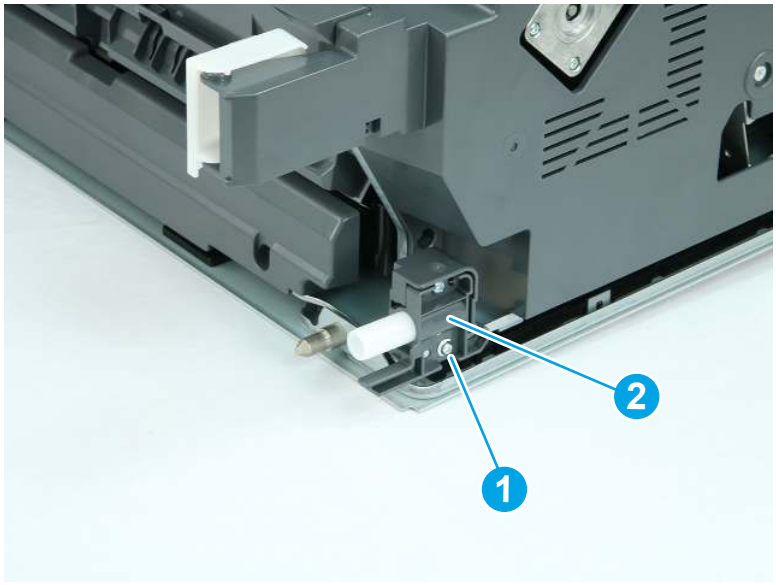
Post service test

Send a print job to the inner finisher and verify it is functioning correctly.

1. Remove the inner finisher rear push assembly (M776zs).

- Remove one screw (callout 1), and then remove the rear push assembly (callout 2).

Figure 4-3221 **Remove the rear push assembly**



2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: Inner finisher wire sub-tray (M776zs)

Learn how to remove and replace the inner finisher wire sub-tray.

Mean time to repair: 2 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.

- Remove the inner finisher from 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 4-158 Part information

Part number	Part description
RC5-4905-000CN	Tray, wire sub

Required tools

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

After performing service

Turn the printer power on

- Reinstall the inner finisher
- Connect the power cable.
- Use the power switch to turn the power on.

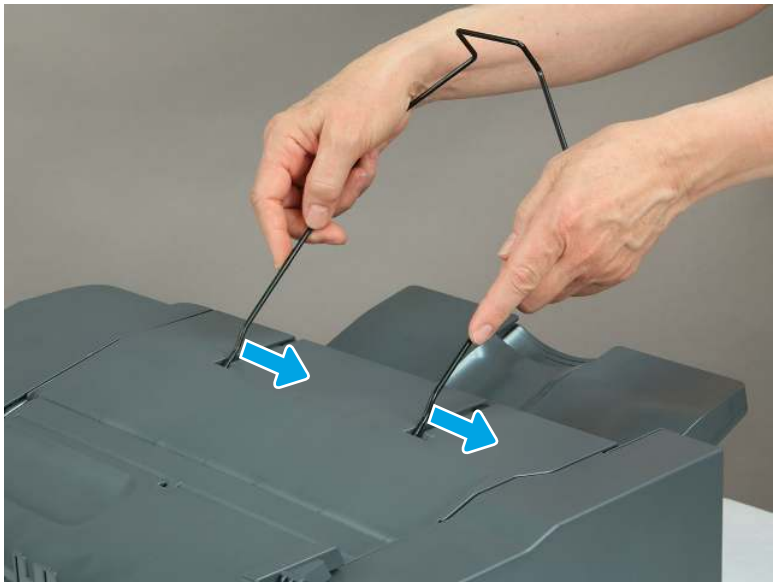
Post service test

No post service test is available for this assembly.

1. Remove the inner finisher wire sub-tray (M776zs).

- Slide the wire sub-tray to the left to release it, and then remove it from the inner finisher.

Figure 4-3222 **Remove the wire sub-tray**



2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 tray components

Learn how to remove and replace the component parts in the 550-sheet paper tray.

Removal and replacement: 550-sheet paper tray

Learn how to remove and replace the paper tray for the 550-sheet paper tray.

View a video of how to remove and replace the 550-sheet paper tray.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-159 Part information

Part number	Part description
RM2-1706-000CN	Cassette 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

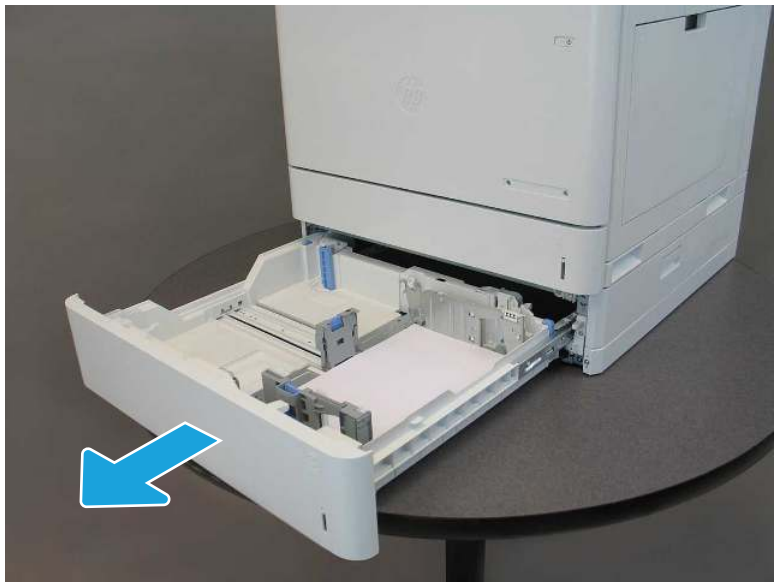
Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

1. Remove the 550-sheet paper tray.

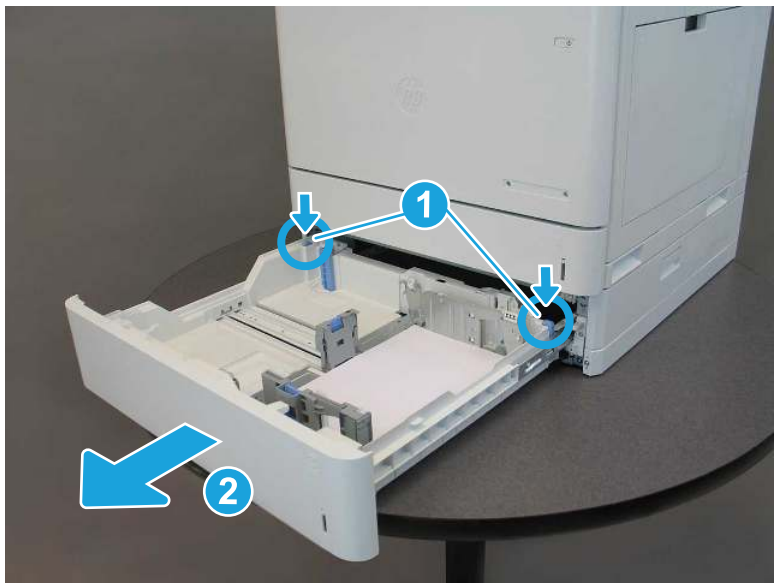
a. Pull the tray away from the printer until it stops.

Figure 4-3223 **Pull the tray out**



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

Figure 4-3224 **Remove the tray**



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 tray pickup and separation rollers

Learn how to remove and replace the 550-sheet paper tray pickup and separation rollers.

View a video of how to remove and replace the 550-sheet paper tray pickup and separation rollers.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-160 Part information

Part number	Part description
RM2-1526-000CN	Tray 2-x pickup and separation rollers

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

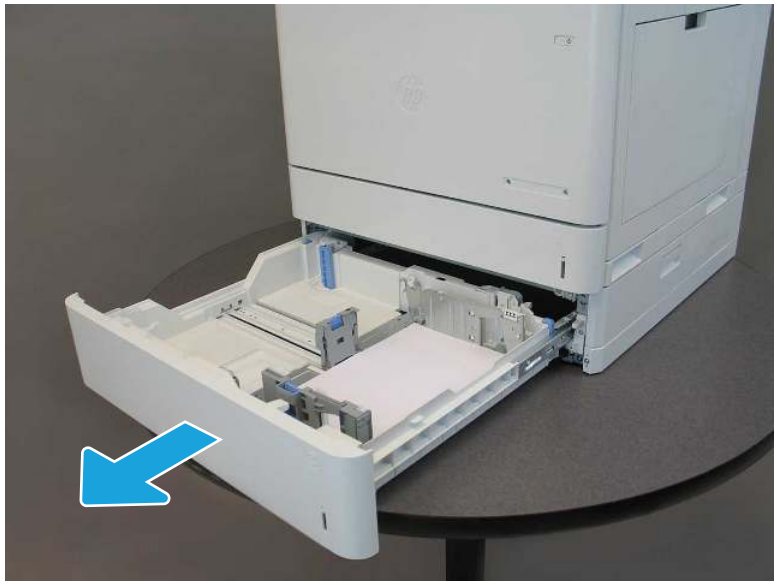
Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

1. Remove the 550-sheet paper tray separation roller.

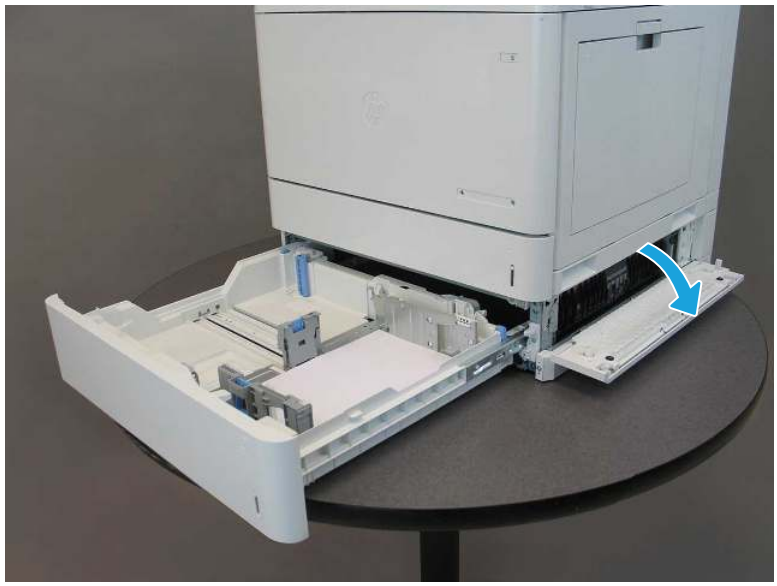
   a. Open the tray.

   Figure 4-3225 **Open the tray**

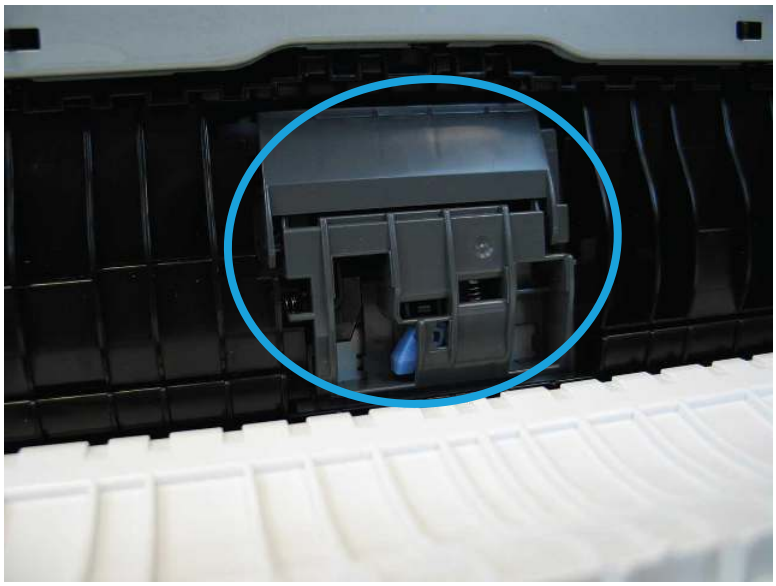
   b. Open the right door.

   Figure 4-3226 **Open the right door**

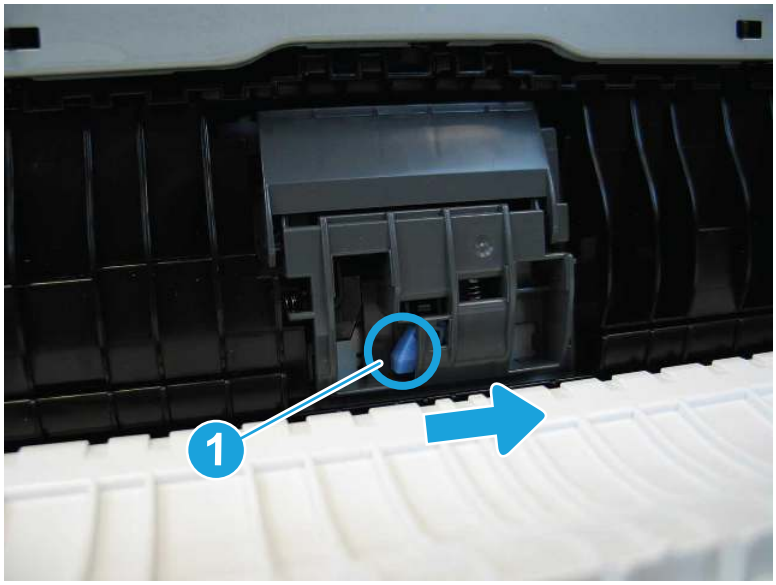
c. Locate the separation roller

Figure 4-3227 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it.

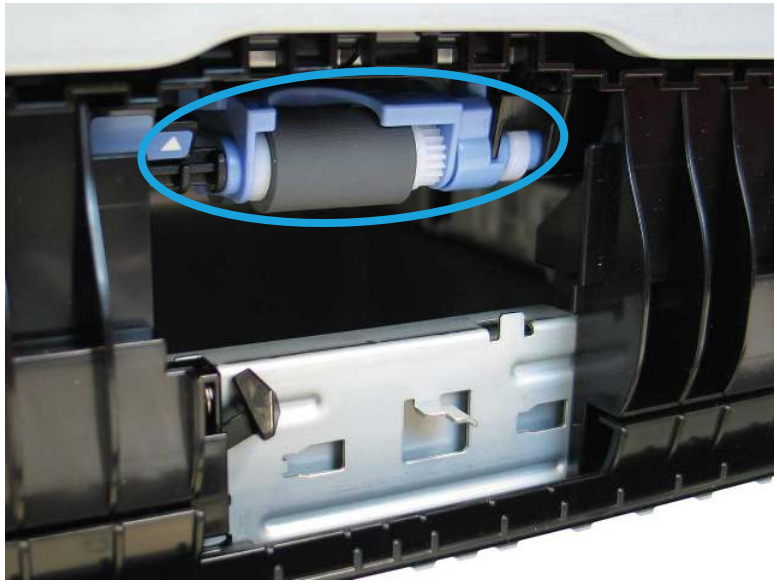
Figure 4-3228 Remove the separation roller



2. Remove the 550-sheet paper tray pickup roller.

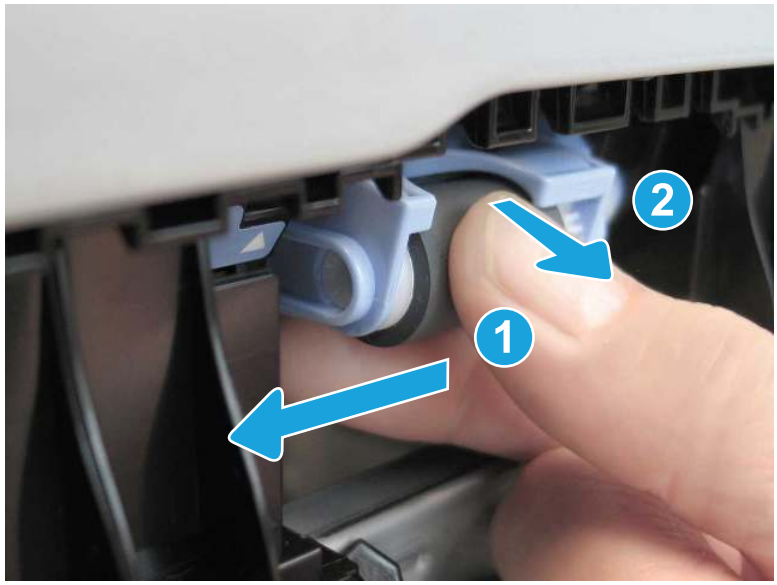
a. Locate the pickup roller.

Figure 4-3229 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-3230 Release the pickup roller



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

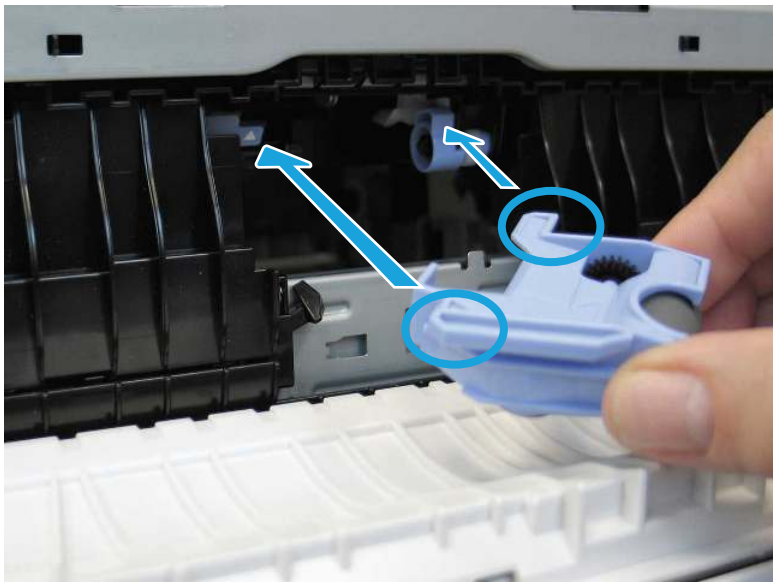
IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the 550-sheet paper tray pickup roller.

NOTE: Make sure that the tray is open before installing the roller.

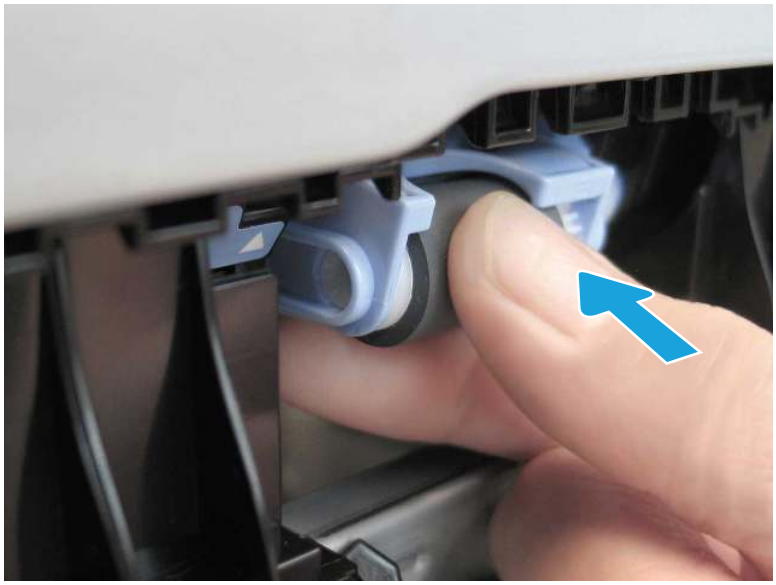
a. Align the edges of the pickup roller assembly with the slots in the printer.

Figure 4-3231 Position the pickup roller



b. Slide the roller assembly into the printer until it stops.

Figure 4-3232 Install the pickup roller

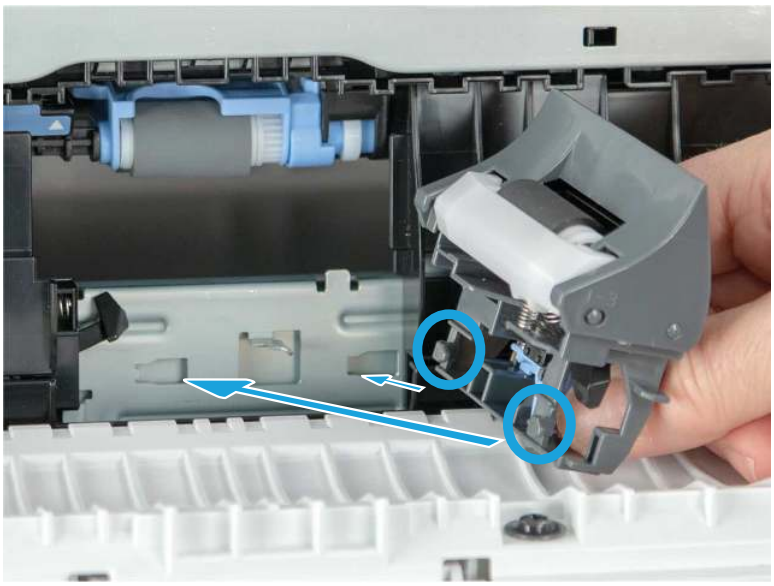


5. Install the 550-sheet paper tray separation roller.

NOTE: Make sure that the tray is open before installing the roller.

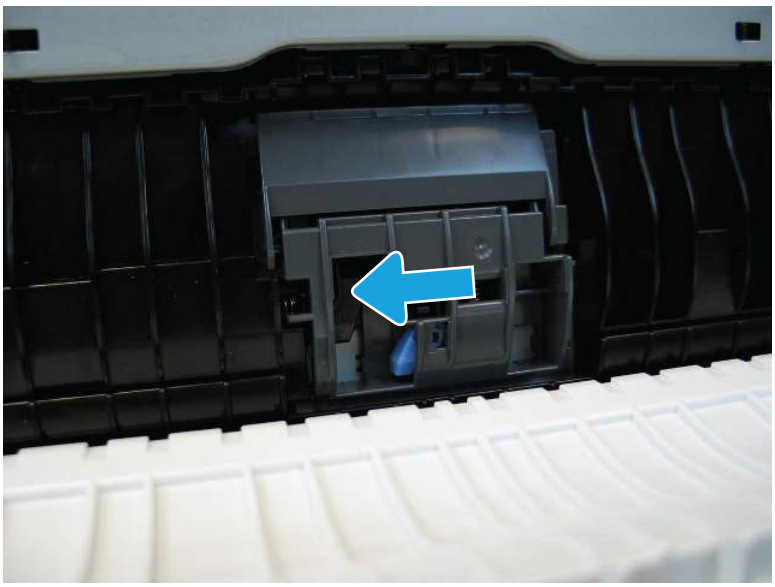
a. Position the tabs on the roller assembly into the slots on the printer.

Figure 4-3233 Position the separation roller assembly



b. Slide the roller assembly to the left until it snaps into place.

Figure 4-3234 Install the separation roller assembly



Removal and replacement: 550-sheet paper tray right door

Learn how to remove and replace the right door for the 550-sheet paper tray.

View a video of how to remove and replace the 550-sheet paper tray right door.

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 4-161 Part information

Part number	Part description
RM2-1716-000CN	Right door assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

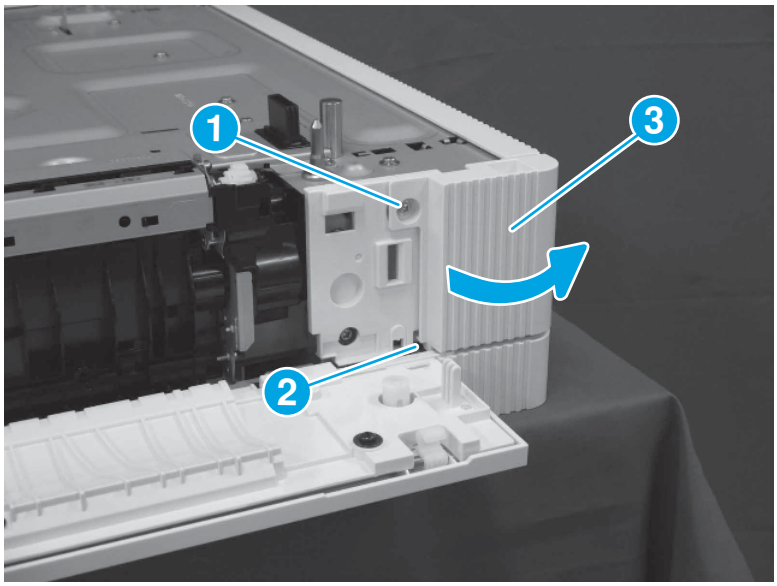
Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

1. Remove the 550-sheet paper tray right rear cover.

- Open the right door. Remove one screw (callout 1), release one tab (callout 2), and then remove the right rear cover (callout 3).

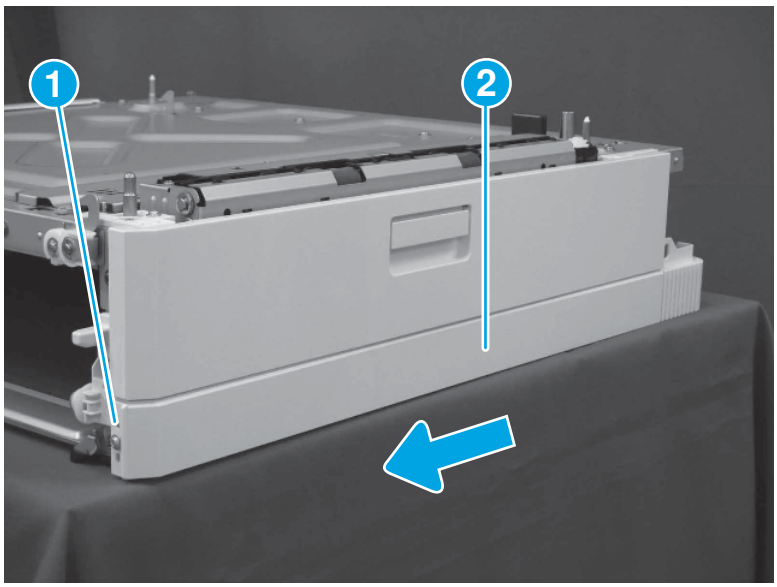
Figure 4-3235 Remove the right rear cover



2. Remove the 550-sheet paper tray right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

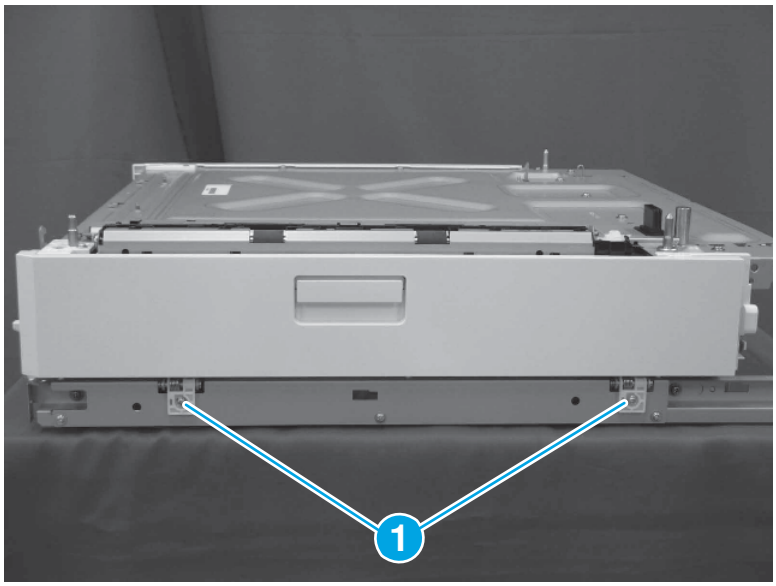
Figure 4-3236 Remove the right lower cover



3. Remove the 550-sheet paper tray right door.

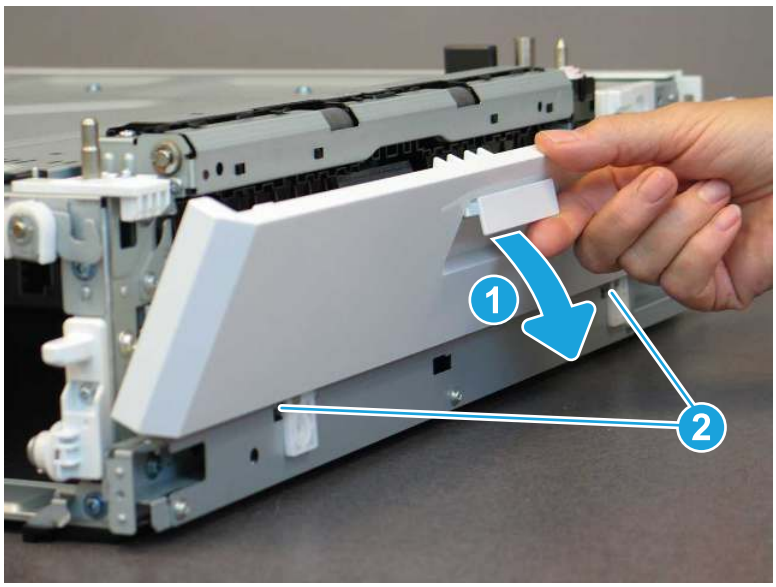
a. Close the right door, and then remove two screws (callout 1).

Figure 4-3237 Remove two screws



b. Open the right door (callout 1), and then release two bosses (callout 2) to remove the door.

Figure 4-3238 Remove the right door



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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 tray pickup motor

Learn how to remove and replace the pickup motor for the 550-sheet paper tray.

View a video of how to remove and replace the 550-sheet paper tray pickup motor.

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 4-162 Part information

Part number	Part description
RK2-9410-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

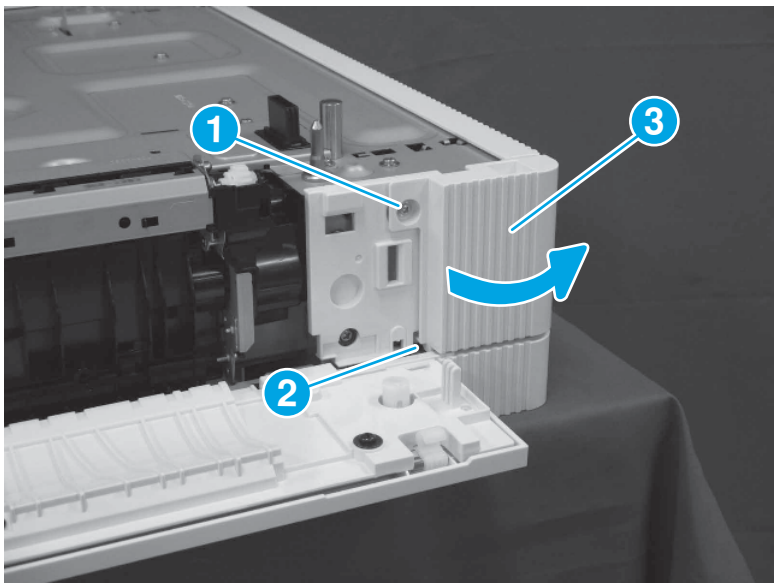
Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

1. Remove the 550-sheet paper tray right rear cover.

   - Open the right door. Remove one screw (callout 1), release one tab (callout 2), and then remove the right rear cover (callout 3).

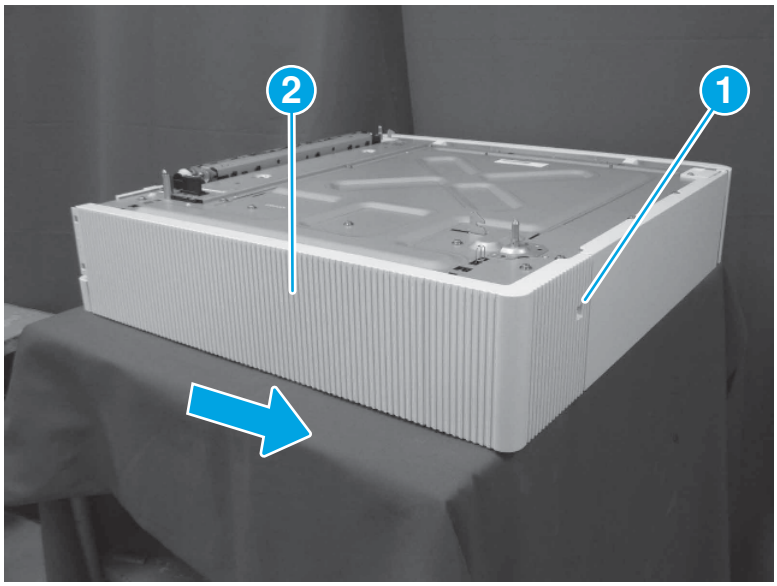
   Figure 4-3239 Remove the right rear cover

2. Remove the 550-sheet paper tray rear cover.

   - Remove one screw (callout 1), and then slide the rear cover (callout 2) toward the left side of the feeder to remove it.

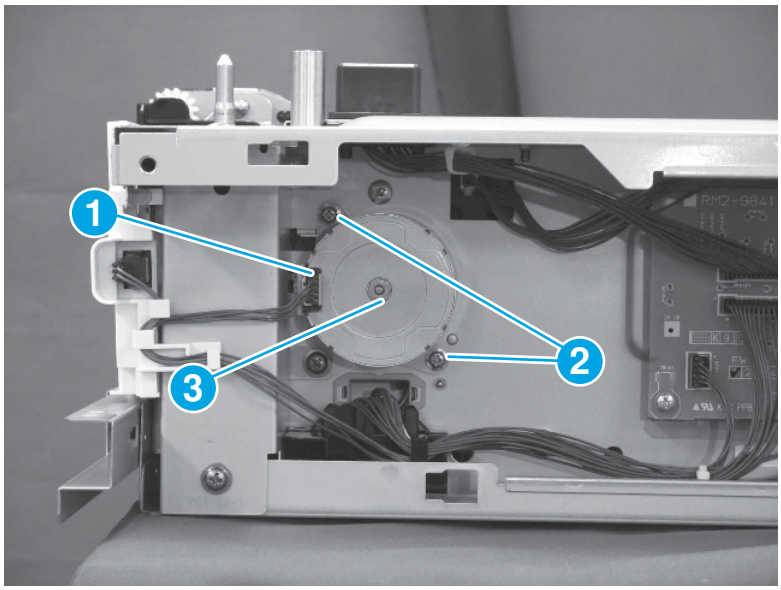
   Figure 4-3240 Remove the rear cover

3. Remove the 550-sheet paper tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

  Figure 4-3241 Remove the pickup motor

4. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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 tray pickup assembly

Learn how to remove and replace the 550-sheet paper tray pickup assembly.

View a video of how to remove and replace the 550-sheet paper tray pickup assembly.

Mean time to repair: 15 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 4-163 Part information

Part number	Part description
RM2-1717-000CN	Paper pickup assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

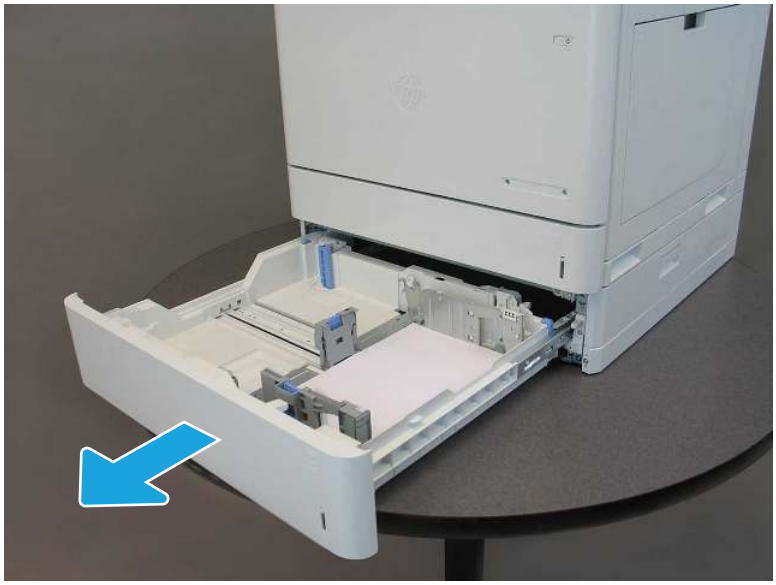
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

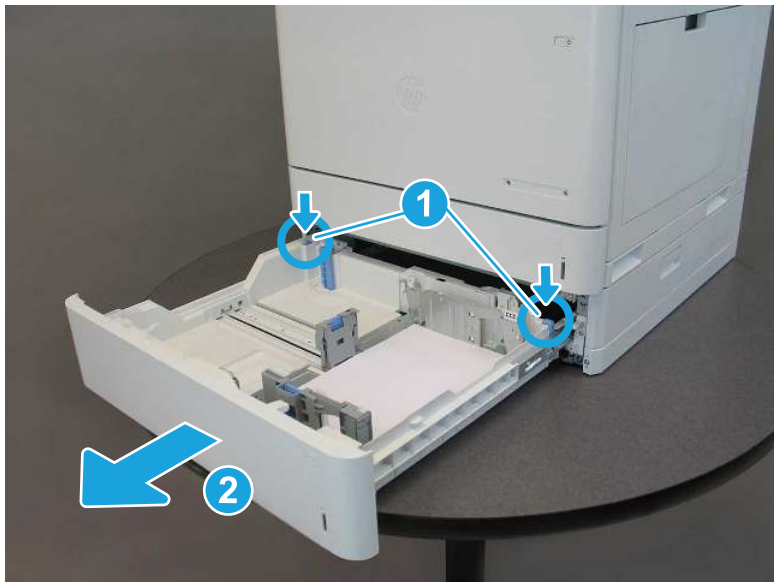
1. Remove the 550-sheet paper tray.
   a. Pull the tray away from the printer until it stops.

Figure 4-3242 Pull the tray out



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

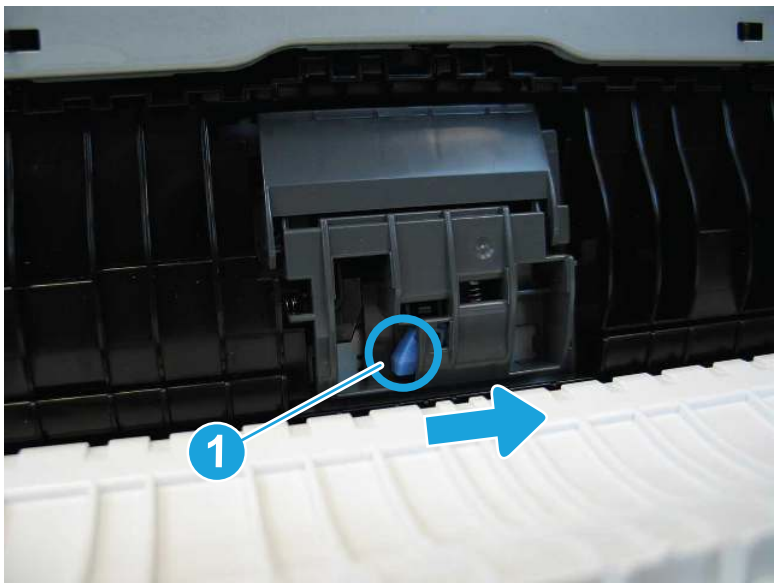
Figure 4-3243 Remove the tray



2. Remove the 550-sheet paper tray separation roller.

- Open the right door. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it.

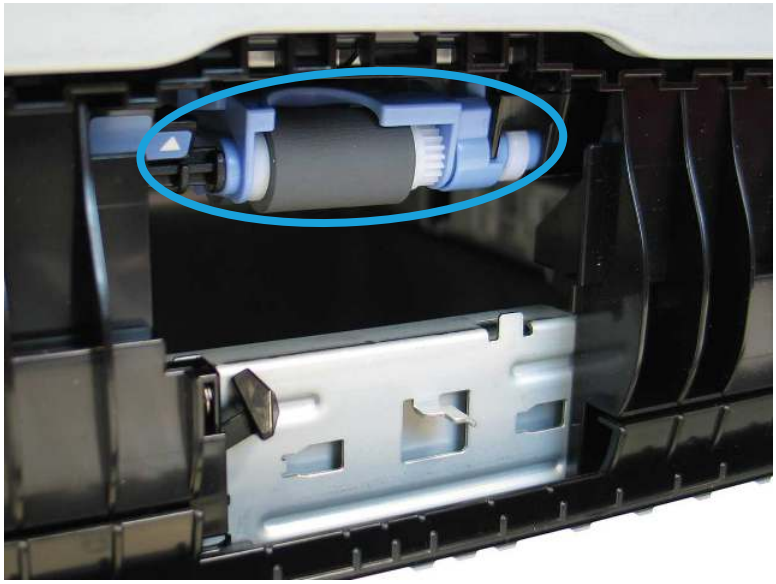
Figure 4-3244 Remove the separation roller



3. Remove the 550-sheet paper tray pickup roller.

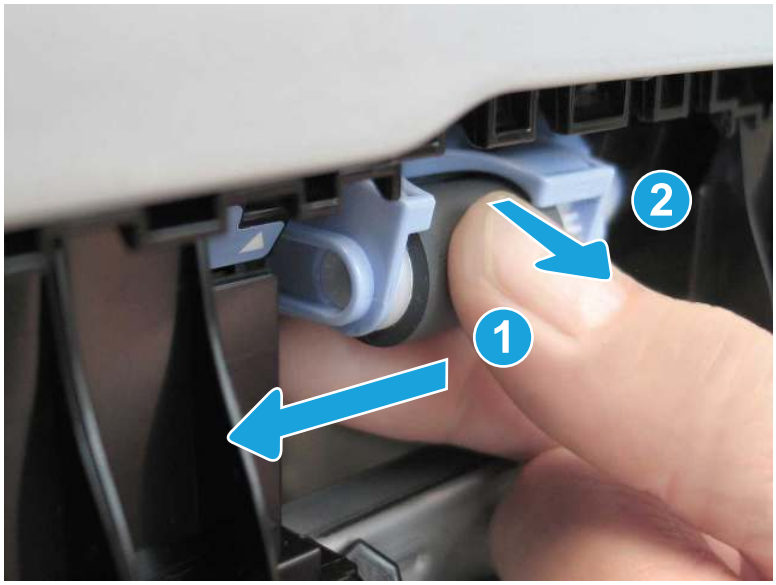
a. Locate the pickup roller.

Figure 4-3245 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

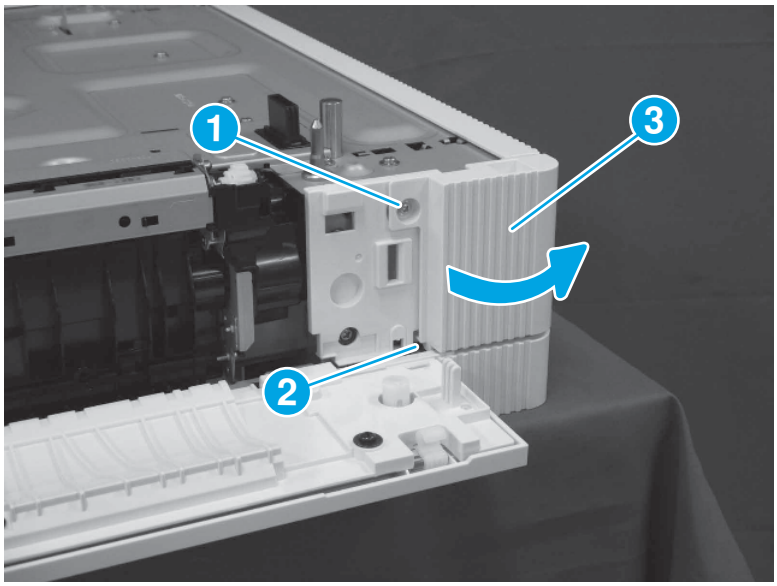
Figure 4-3246 Release the pickup roller



4. Remove the 550-sheet paper tray right rear cover.

- Open the right door. Remove one screw (callout 1), release one tab (callout 2), and then remove the right rear cover (callout 3).

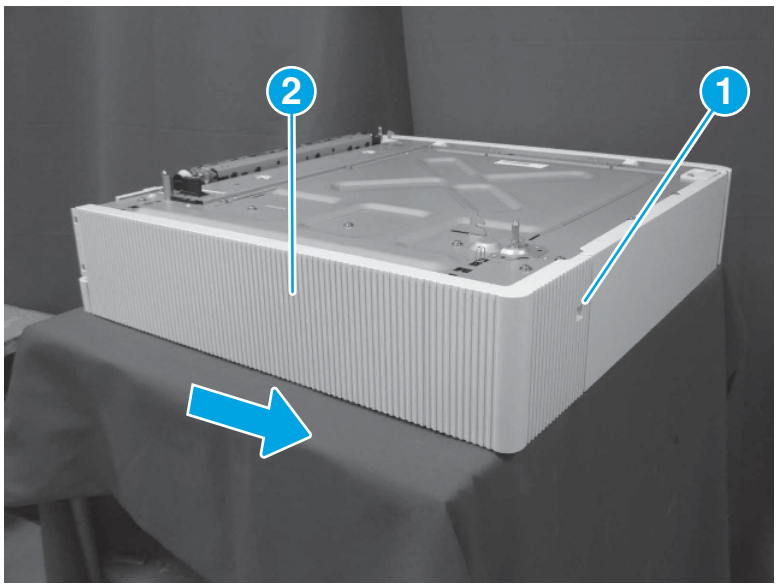
Figure 4-3247 Remove the right rear cover



5. Remove the 550-sheet paper tray rear cover.

- Remove one screw (callout 1), and then slide the rear cover (callout 2) toward the left side of the feeder to remove it.

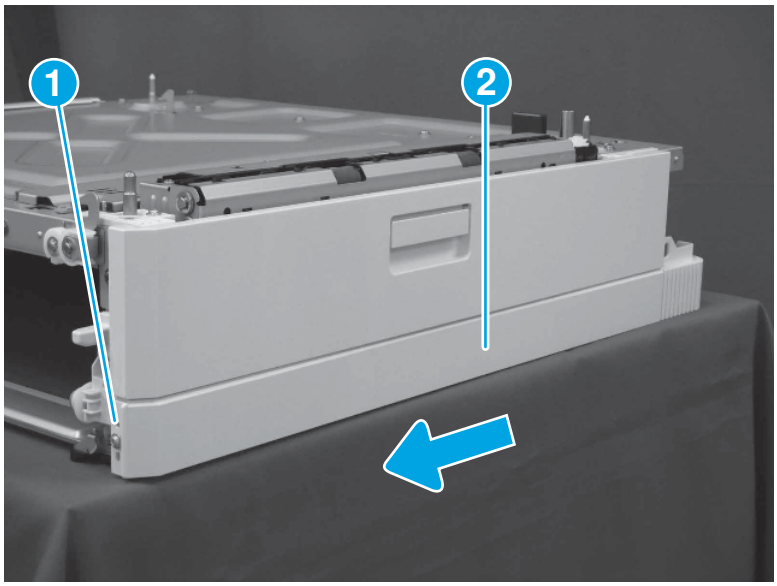
Figure 4-3248 Remove the rear cover



6. Remove the 550-sheet paper tray right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

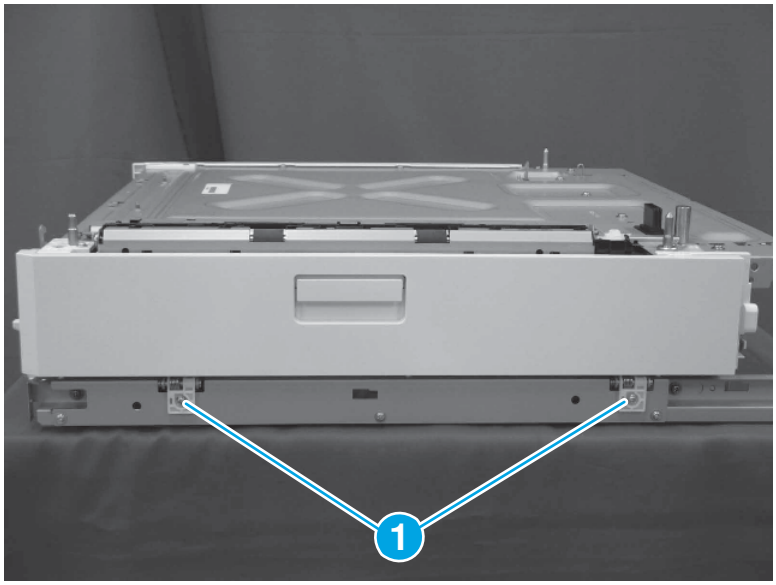
Figure 4-3249 Remove the right lower cover



7. Remove the 550-sheet paper tray right door.

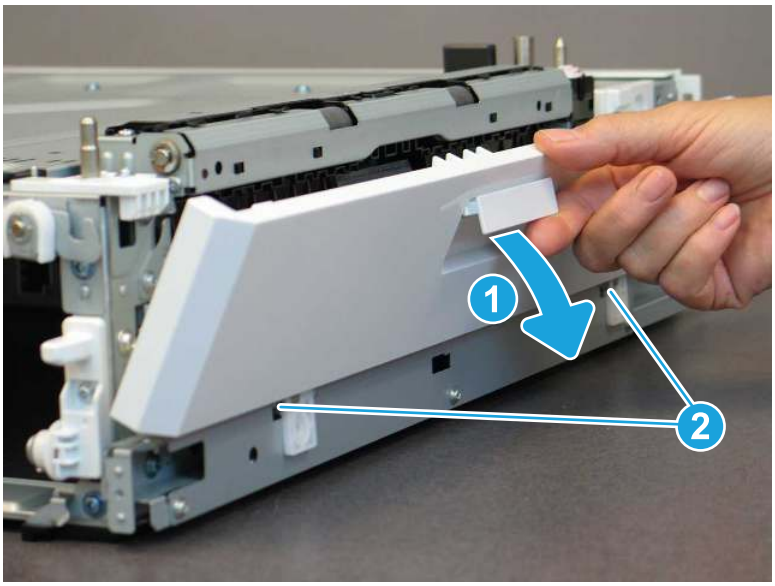
a. Close the right door, and then remove two screws (callout 1).

Figure 4-3250 Remove two screws



b. Open the right door (callout 1), and then release two bosses (callout 2) to remove the door.

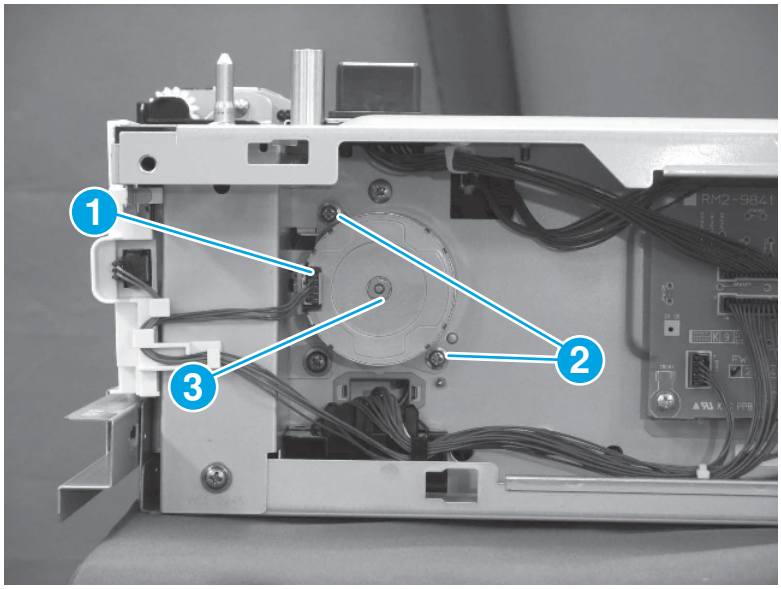
Figure 4-3251 Remove the right door



8. Remove the 550-sheet paper tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

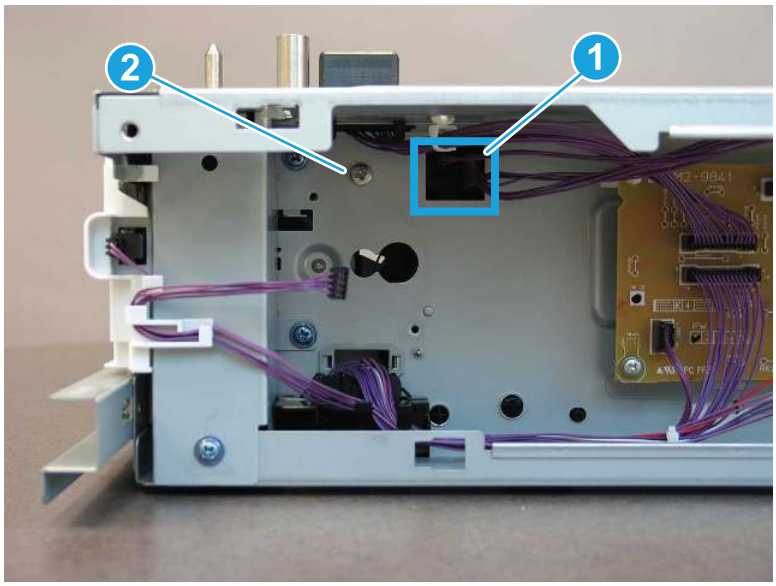
Figure 4-3252 Remove the pickup motor



9. Remove the 550-sheet paper tray pickup assembly.

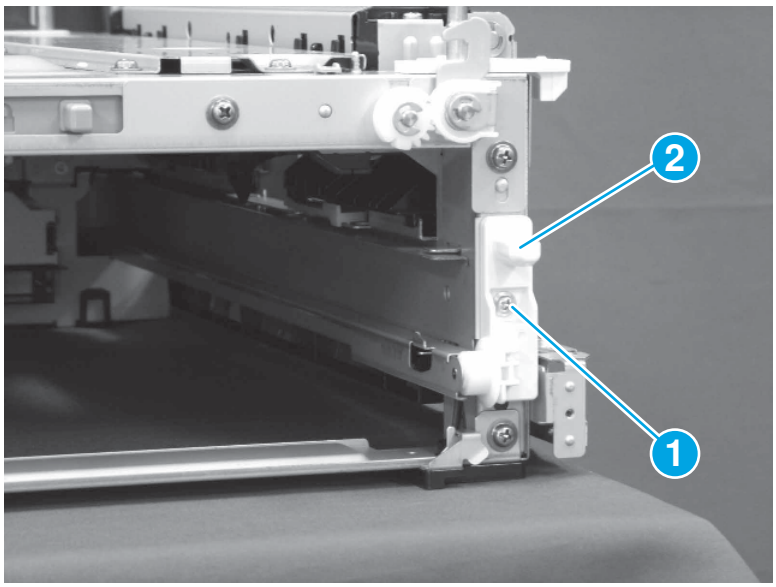
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3253 Disconnect two connectors and remove one screw



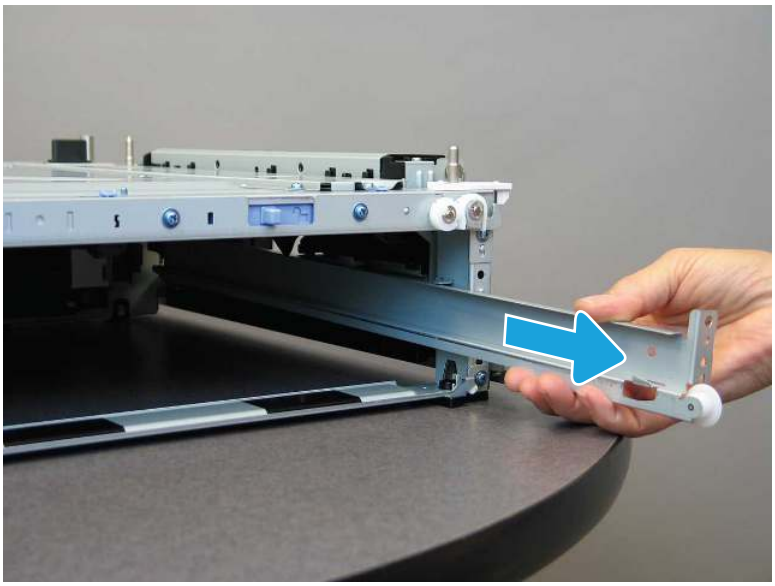
b. At the front of the feeder, remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3254 Remove one screw and the cover



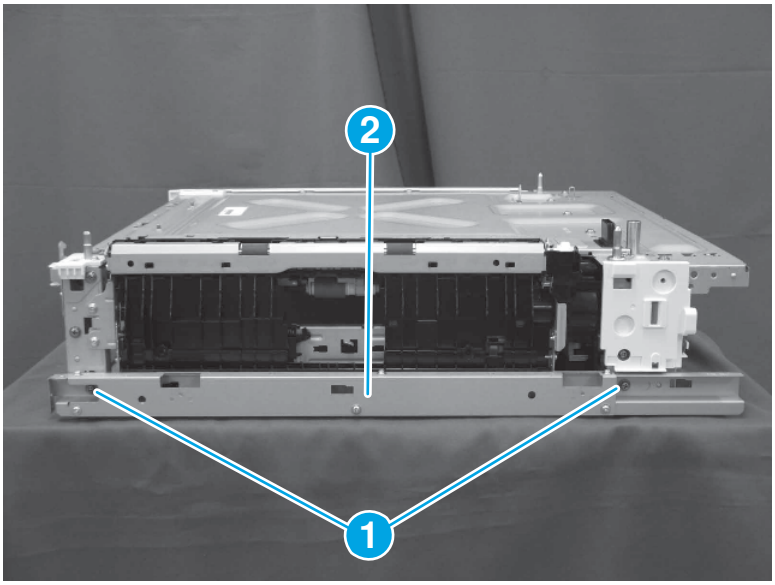
c. Slide the cassette rail away from the printer to remove it.

Figure 4-3255 Remove the cassette rail



d. On the right side of the feeder, remove two screws (callout 1), and then pull the right lower frame (callout 2) away from the printer to remove it.

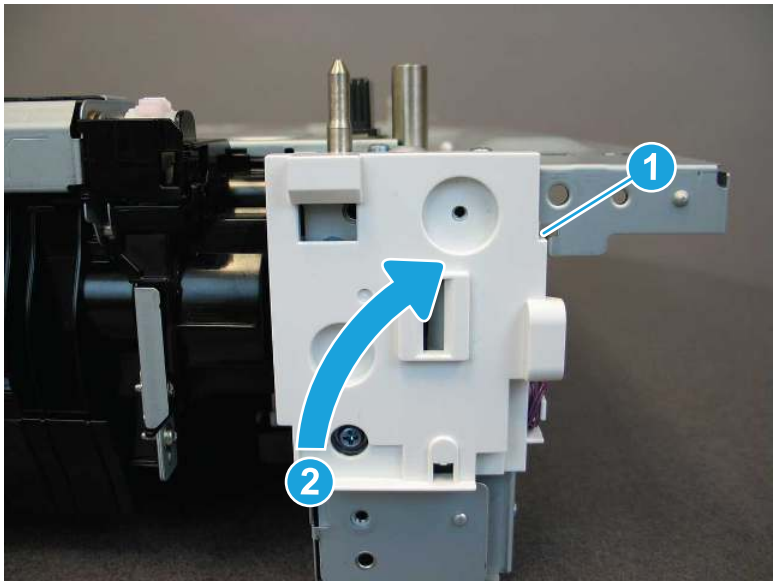
Figure 4-3256 Remove the right lower frame



e. Release one tab (callout 1), and then rotate the right rear inner cover away from the feeder.

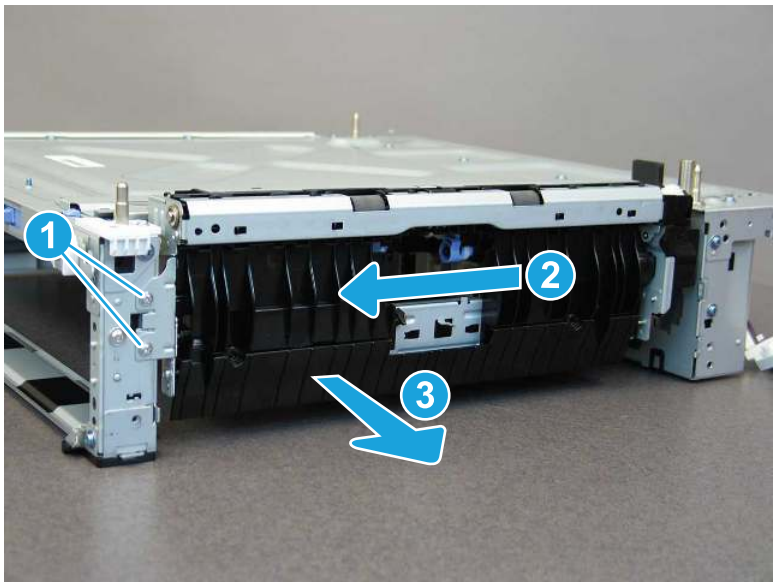
NOTE: The cover is still attached to the feeder. Do not attempt to remove it completely.

Figure 4-3257 Release the right rear inner cover



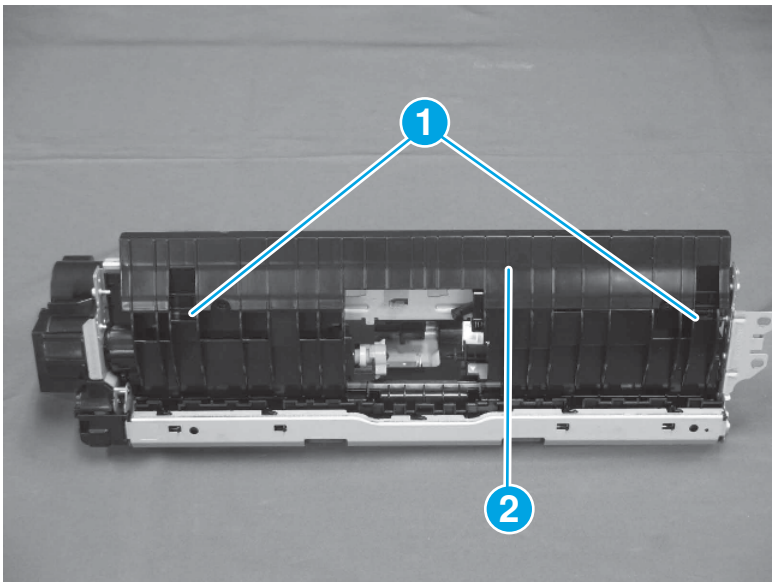
f. Remove two screws (callout 1). Slide the pickup assembly (callout 2) toward the front of the feeder, and then pull it away from the feeder (callout 3) to remove it.

Figure 4-3258 Remove the pickup assembly



g. Release two tabs (callout 1), and then remove the guide (callout 2).

Figure 4-3259 **Remove the guide**



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

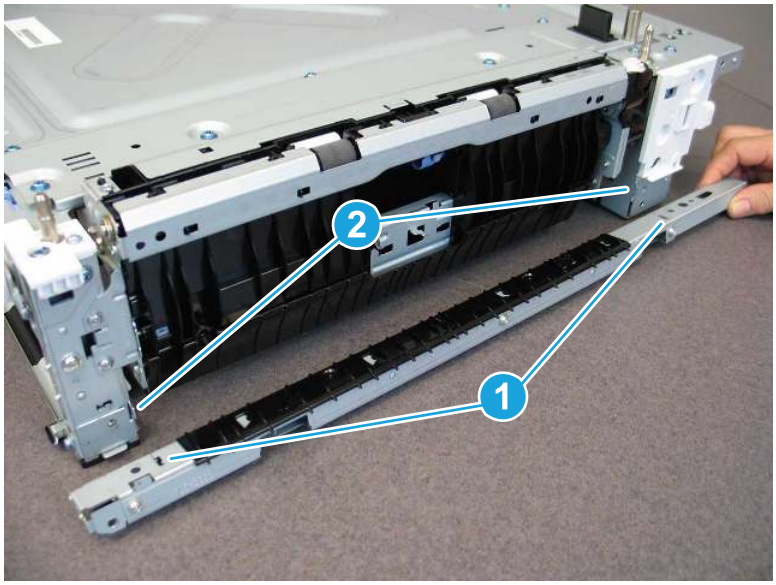
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the 550-sheet paper tray pickup assembly.

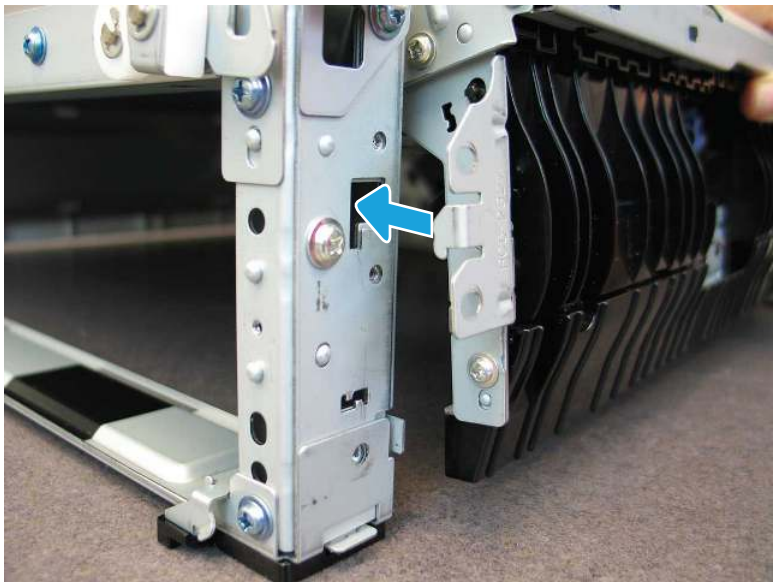
a. When reinstalling the right lower frame, position the slots (callout 1) on the frame over the tabs (callout 2) on the feeder.

Figure 4-3260 Install the right lower frame



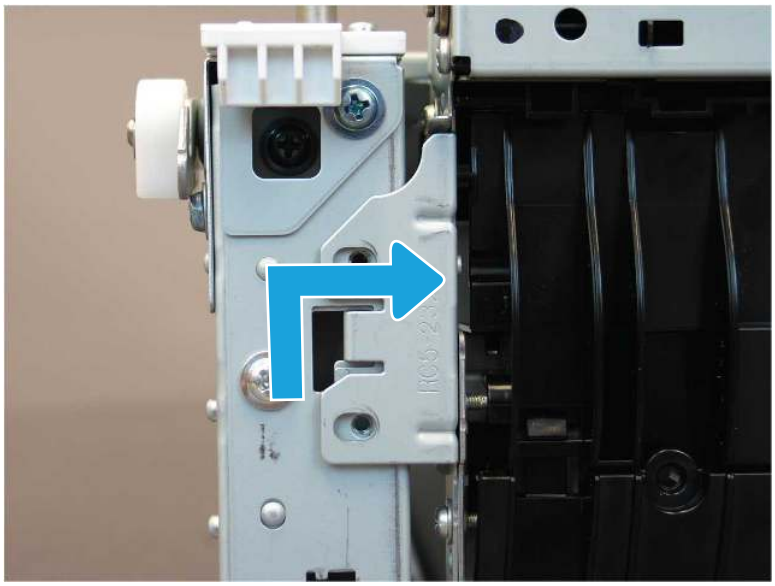
b. When reinstalling the pickup assembly, install the tab in the slot.

Figure 4-3261 Install the tab



c. Lift the pickup assembly up, and then slide to the right.

Figure 4-3262 Install the pickup assembly



Removal and replacement: 550-sheet paper tray lifter drive

Learn how to remove and replace the 550-sheet paper tray lifter drive.

View a video of how to remove and replace the 550-sheet paper tray lifter drive.

Mean time to repair: 18 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 4-164 Part information

Part number	Part description
RM2-1703-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

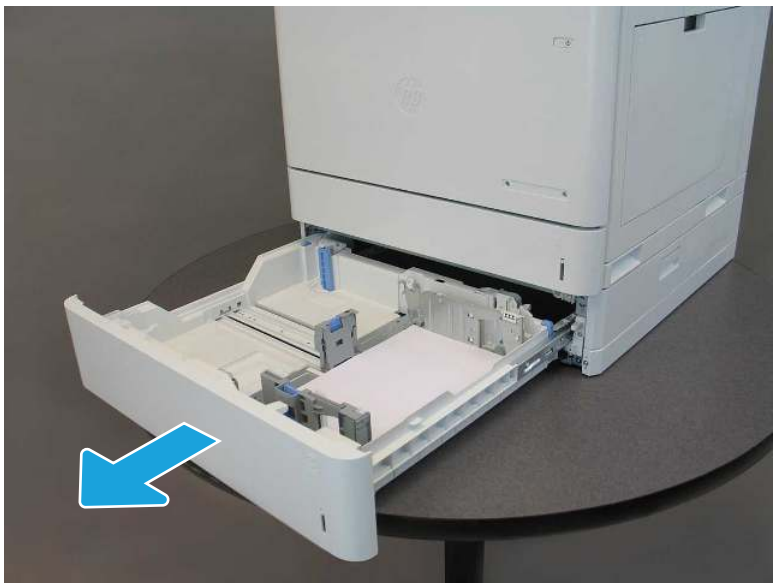
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

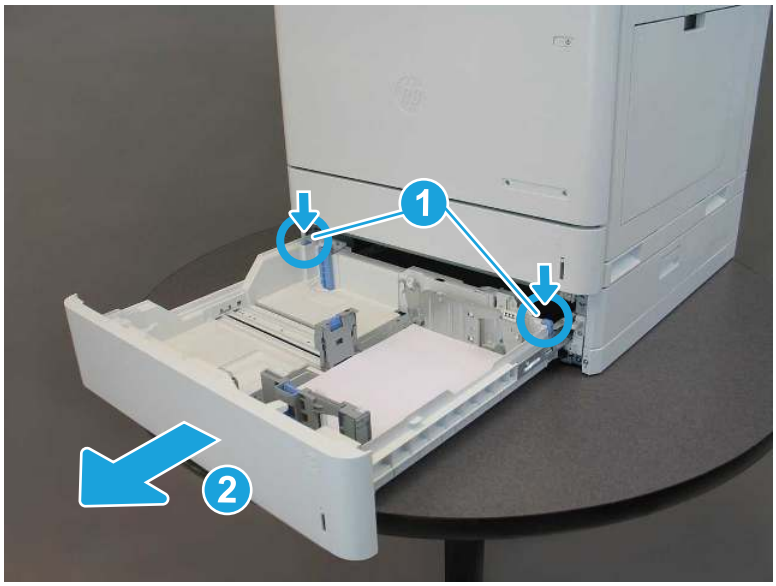
1. Remove the 550-sheet paper tray.
   a. Pull the tray away from the printer until it stops.

      Figure 4-3263 **Pull the tray out**

   b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

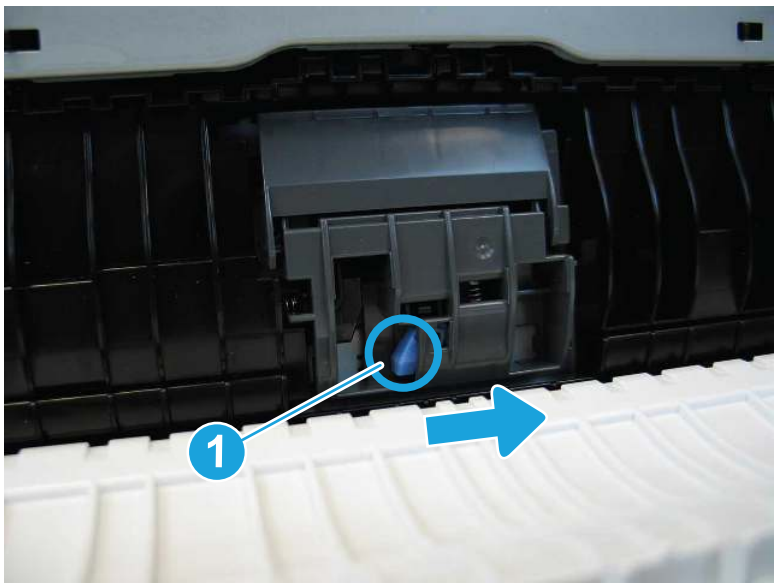
      Figure 4-3264 **Remove the tray**

2. Remove the 550-sheet paper tray separation roller.

   - Open the right door. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it.

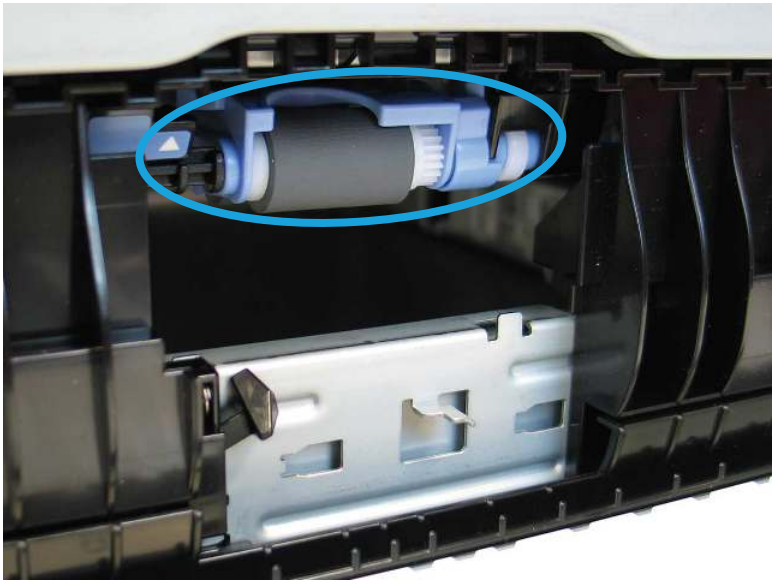
     Figure 4-3265 Remove the separation roller

3. Remove the 550-sheet paper tray pickup roller.

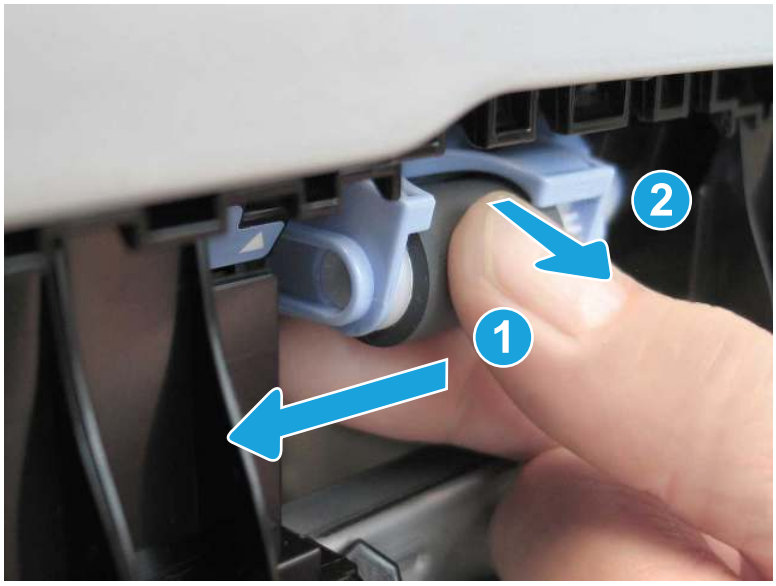
   a. Locate the pickup roller.

      Figure 4-3266 Locate the pickup roller

b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

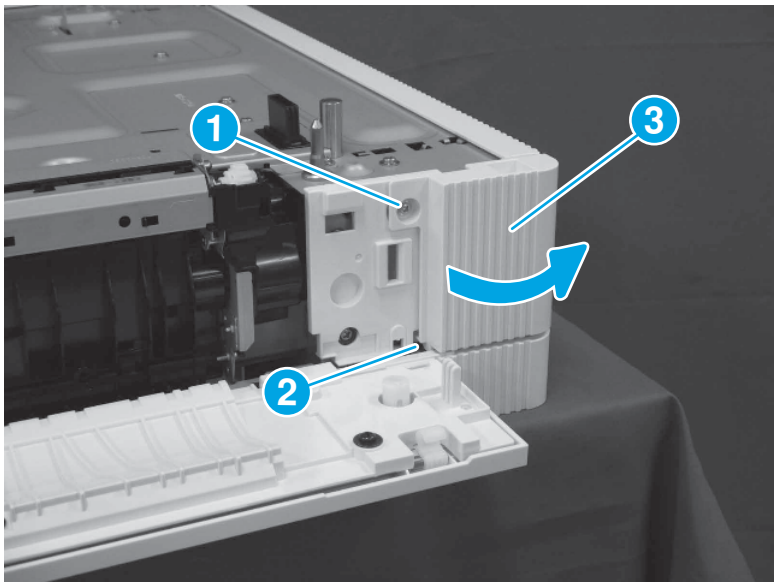
Figure 4-3267 Release the pickup roller



4. Remove the 550-sheet paper tray right rear cover.

- Open the right door. Remove one screw (callout 1), release one tab (callout 2), and then remove the right rear cover (callout 3).

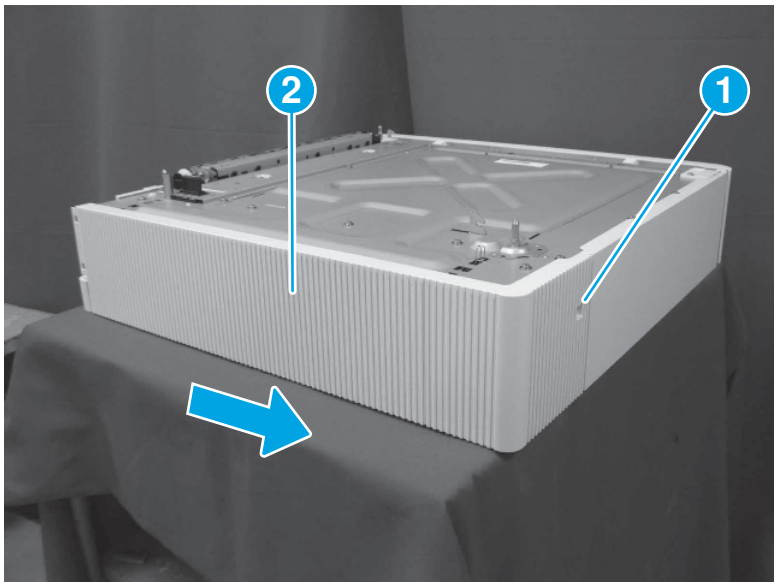
Figure 4-3268 Remove the right rear cover



5. Remove the 550-sheet paper tray rear cover.

- Remove one screw (callout 1), and then slide the rear cover (callout 2) toward the left side of the feeder to remove it.

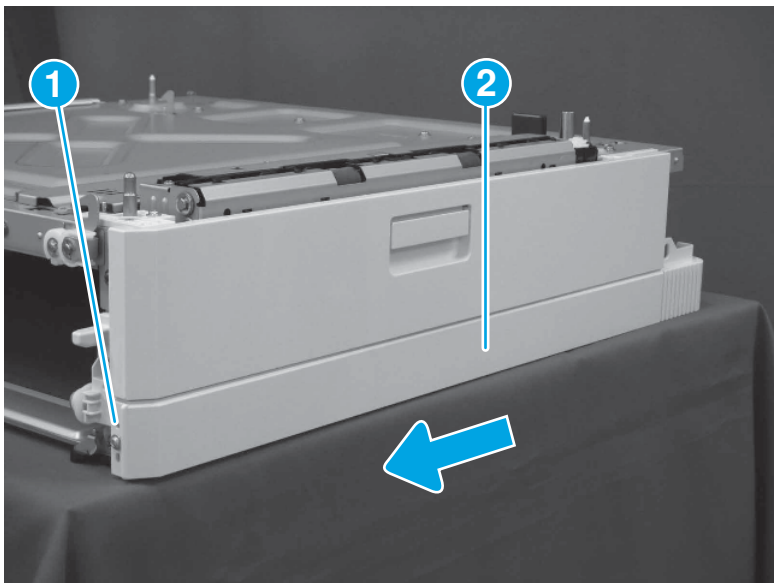
Figure 4-3269 Remove the rear cover



6. Remove the 550-sheet paper tray right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

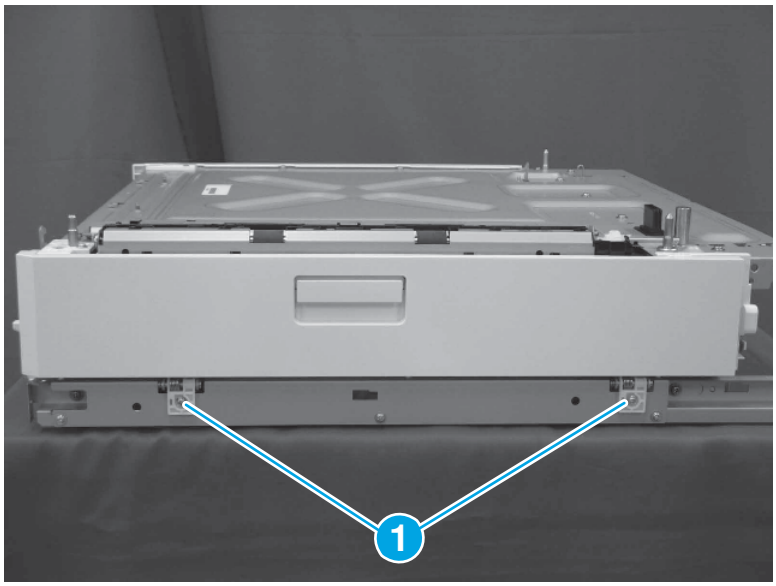
Figure 4-3270 Remove the right lower cover



7. Remove the 550-sheet paper tray right door.

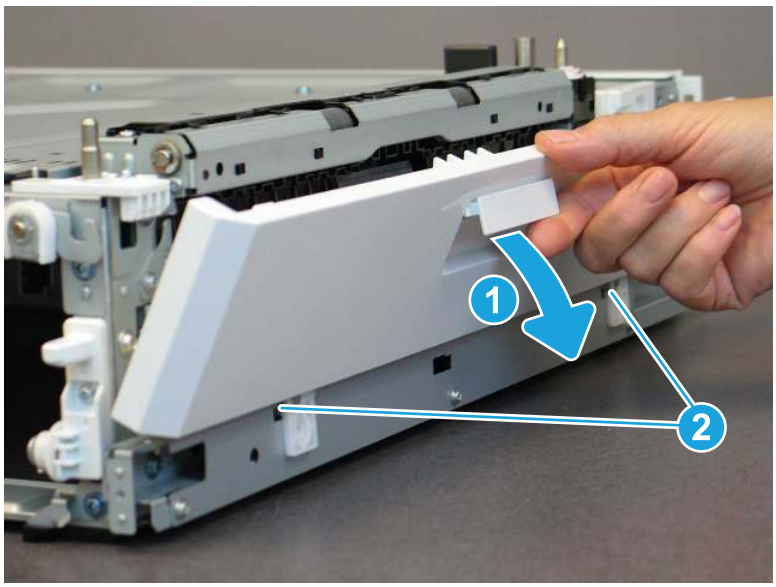
a. Close the right door, and then remove two screws (callout 1).

Figure 4-3271 Remove two screws



b. Open the right door (callout 1), and then release two bosses (callout 2) to remove the door.

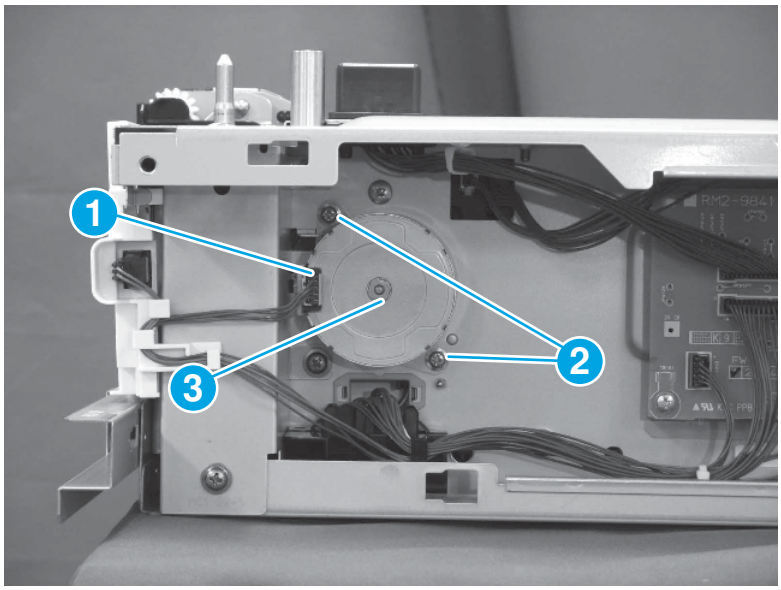
Figure 4-3272 Remove the right door



8. Remove the 550-sheet paper tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

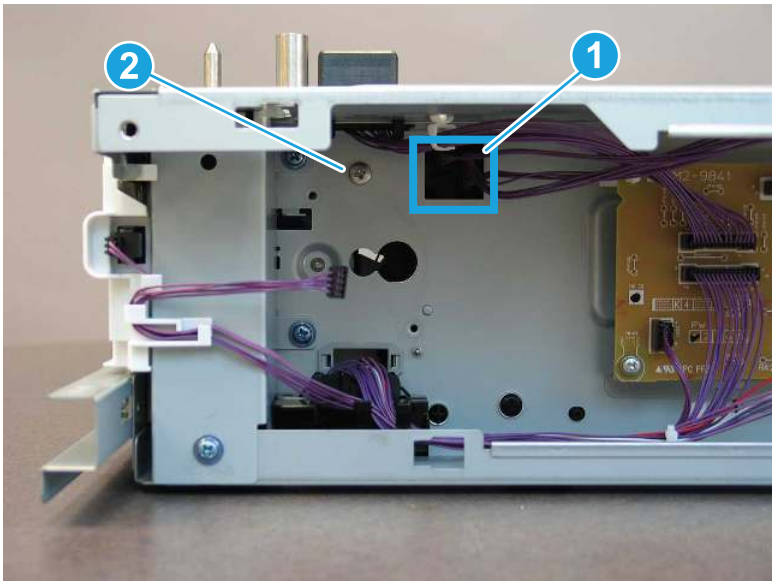
  Figure 4-3273 Remove the pickup motor

9. Remove the 550-sheet paper tray pickup assembly.

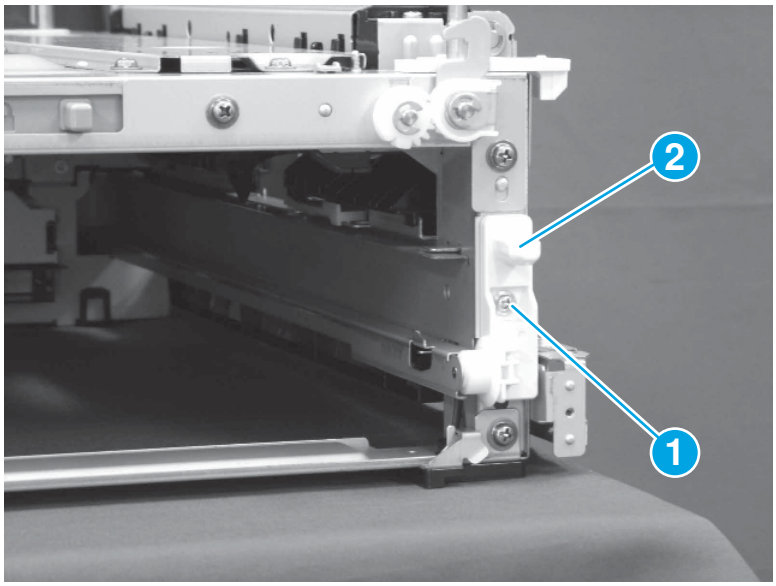
   a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

   Figure 4-3274 Disconnect two connectors and remove one screw

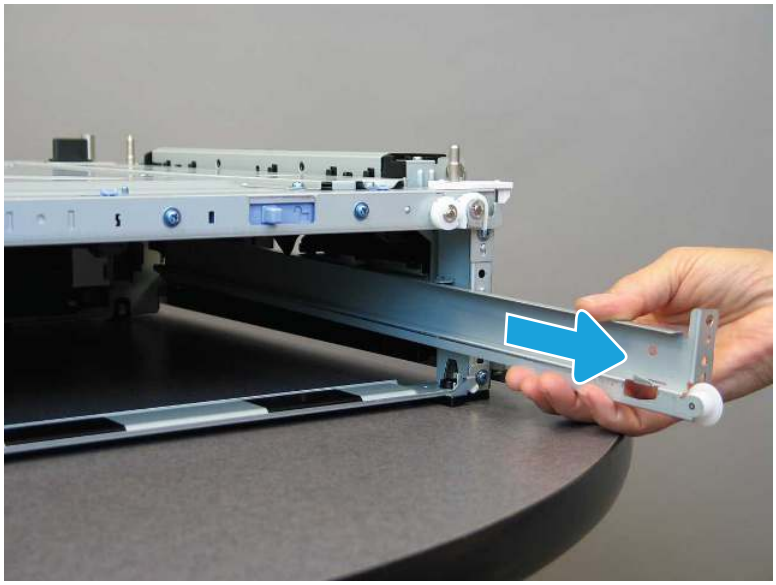
b. At the front of the feeder, remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3275 Remove one screw and the cover



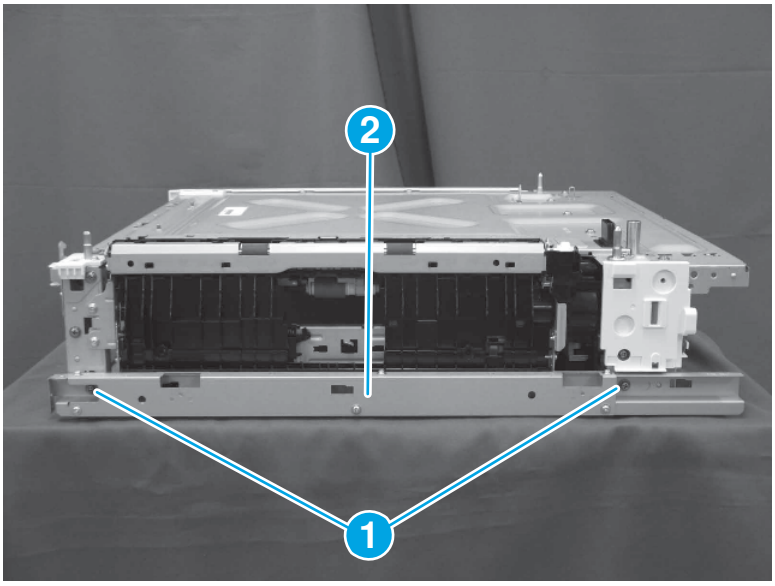
c. Slide the cassette rail away from the printer to remove it.

Figure 4-3276 Remove the cassette rail



d. On the right side of the feeder, remove two screws (callout 1), and then pull the right lower frame (callout 2) away from the printer to remove it.

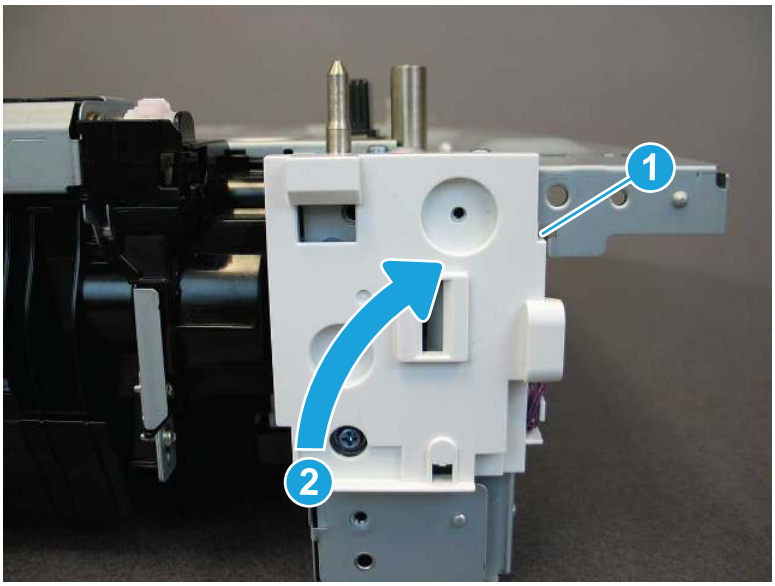
Figure 4-3277 Remove the right lower frame



e. Release one tab (callout 1), and then rotate the right rear inner cover away from the feeder.

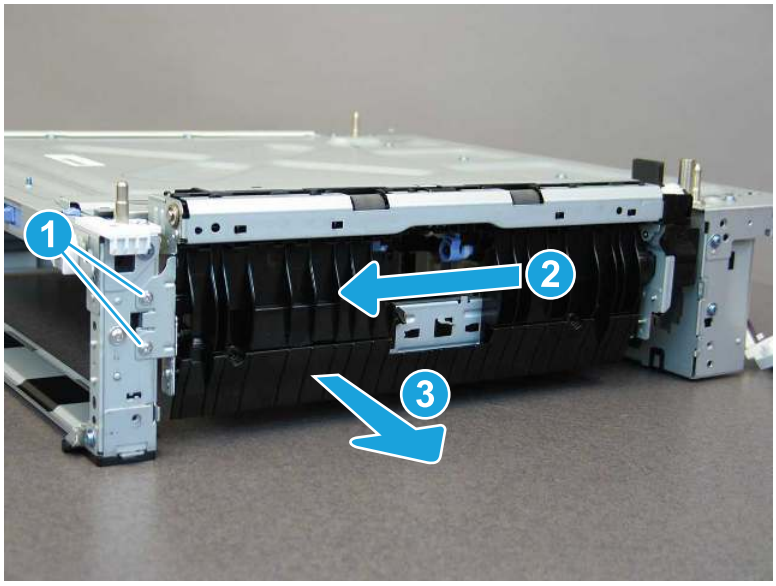
⚠ CAUTION: The cover is still attached to the feeder. Do not attempt to remove it completely.

Figure 4-3278 Release the right rear inner cover



f. Remove two screws (callout 1). Slide the pickup assembly (callout 2) toward the front of the feeder, and then pull it away from the feeder (callout 3) to remove it.

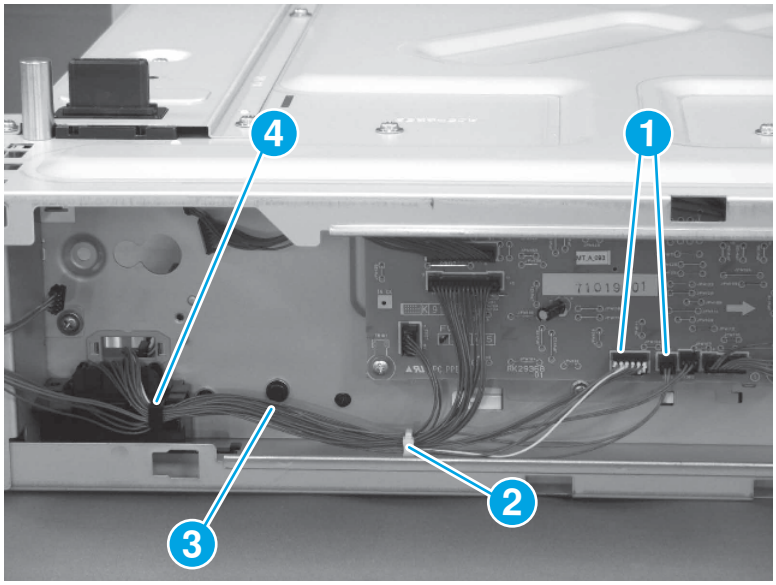
Figure 4-3279 Remove the pickup assembly



10. Remove the 550-sheet paper tray lifter drive assembly.

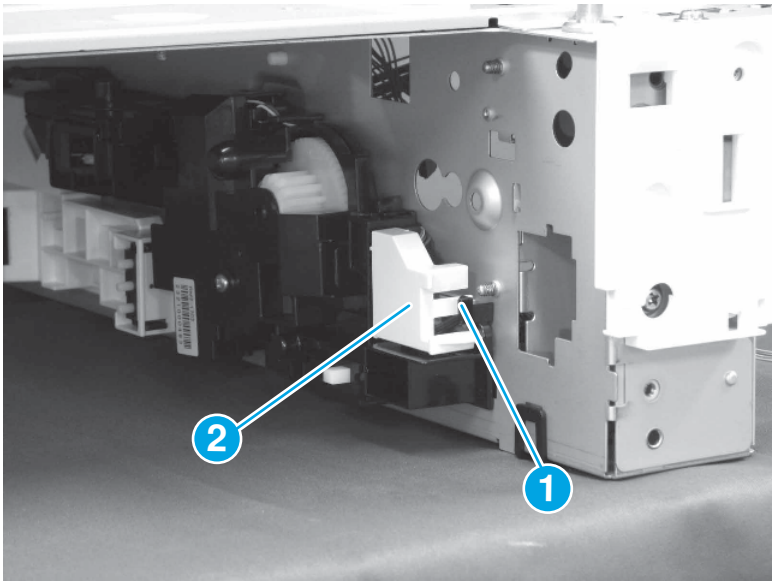
a. Disconnect two connectors (callout 1). Open one retainer (callout 2), and then remove the cables (callout 3) from the guide (callout 4).

Figure 4-3280 Disconnect two connectors and release cables



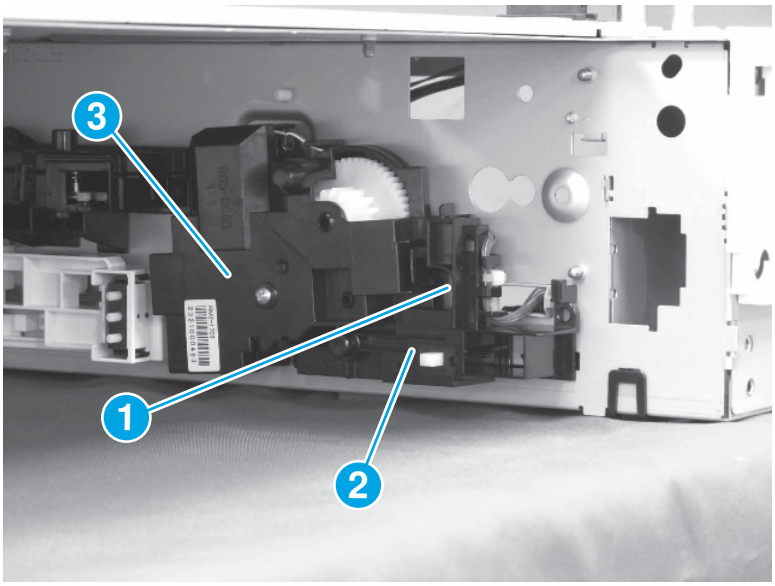
b. On the right side of the feeder, release one tab (callout 1), and then remove the connector cover (callout 2).

Figure 4-3281 Remove the connector cover



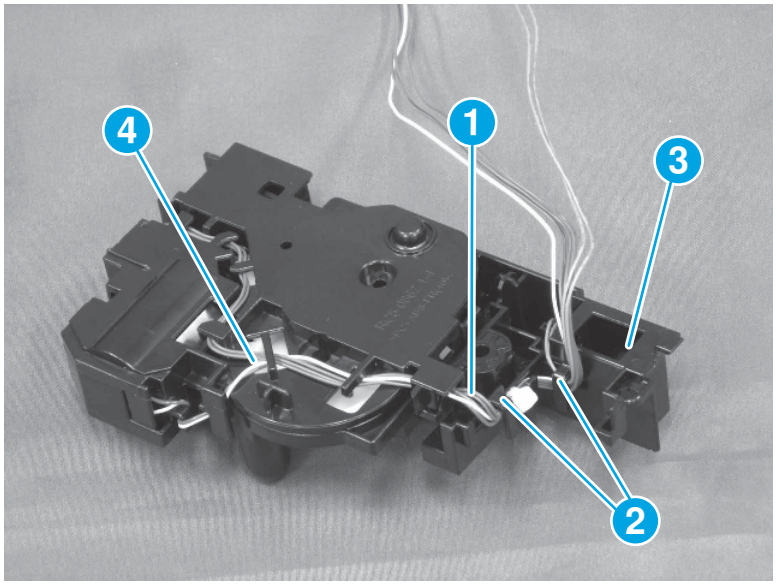
c. Remove one screw (callout 1), and then remove the holder (callout 2) and the lifter drive (callout 3) together.

Figure 4-3282 Remove the lifter drive and holder



d. Release the cables (callout 1) from the guides (callout 2). Remove the holder (callout 3) from the lifter drive (callout 4).

Figure 4-3283 **Remove the holder from the lifter drive**



11. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

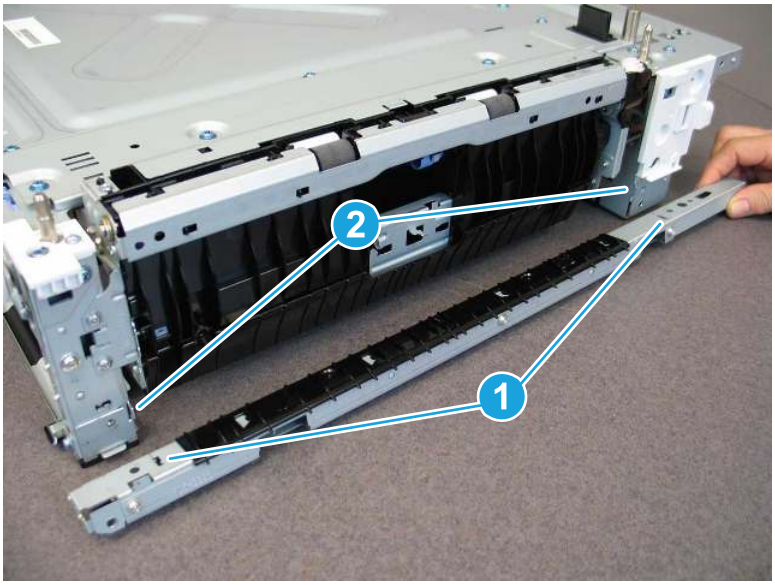
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

12. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the 550-sheet paper tray pickup assembly.

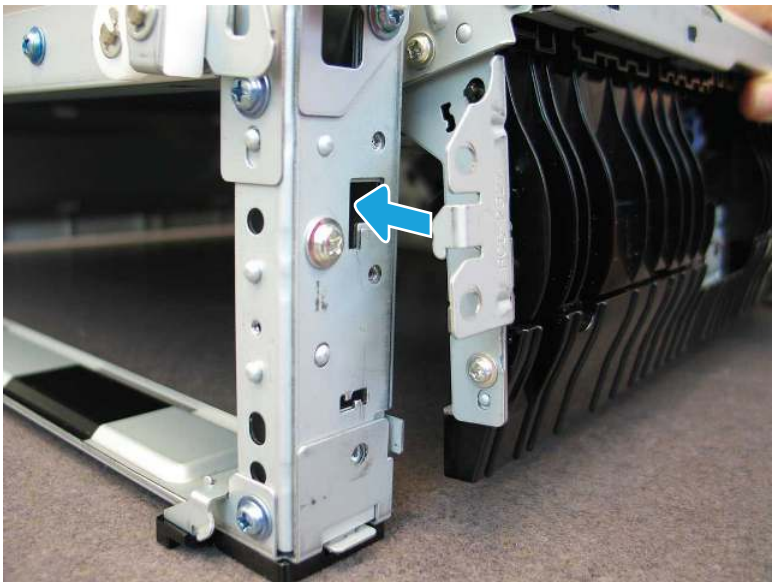
a. When reinstalling the right lower frame, position the slots (callout 1) on the frame over the tabs (callout 2) on the feeder.

Figure 4-3284 Install the right lower frame



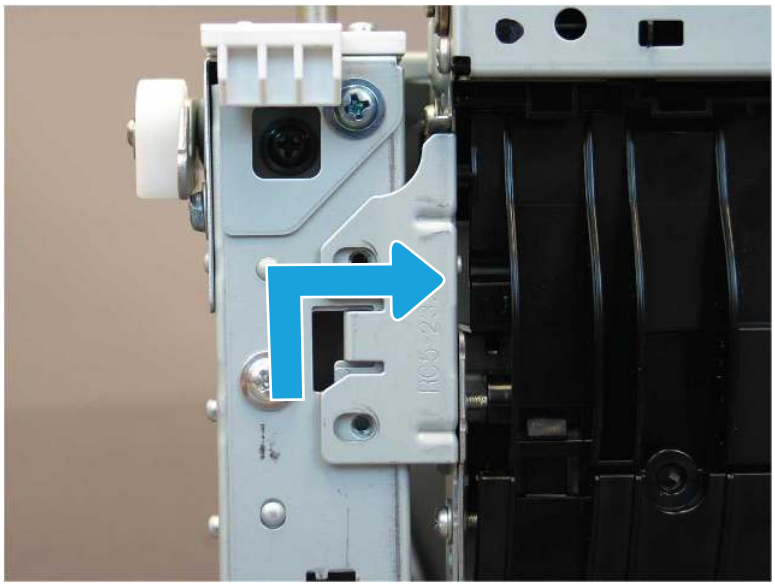
b. When reinstalling the pickup assembly, install the tab in the slot.

Figure 4-3285 Install the tab



c. Lift the pickup assembly up, and then slide to the right.

Figure 4-3286 Install the pickup assembly



Removal and replacement: 550-sheet paper tray auto close assembly

Learn how to remove and replace the 550-sheet tray auto close assembly.

View a video of how to remove and replace the 550-sheet paper tray auto close assembly.

Mean time to repair: 15 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 4-165 Part information

Part number	Part description
RM2-1760-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

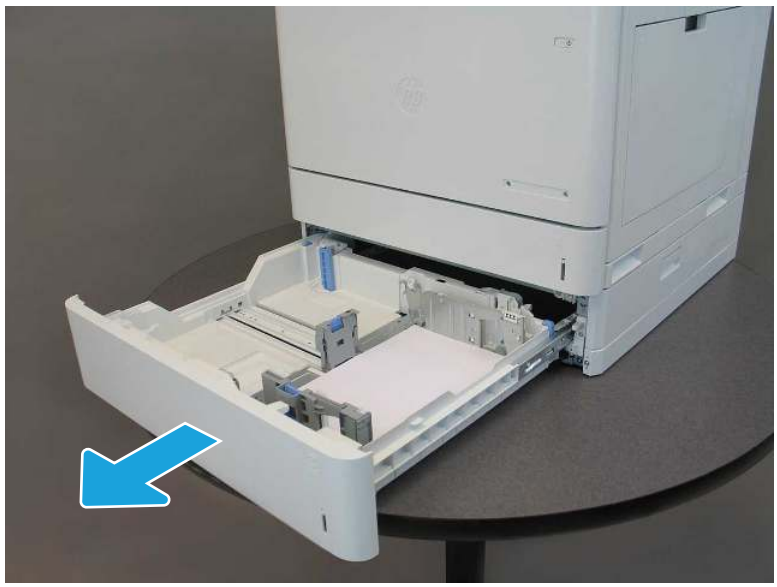
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

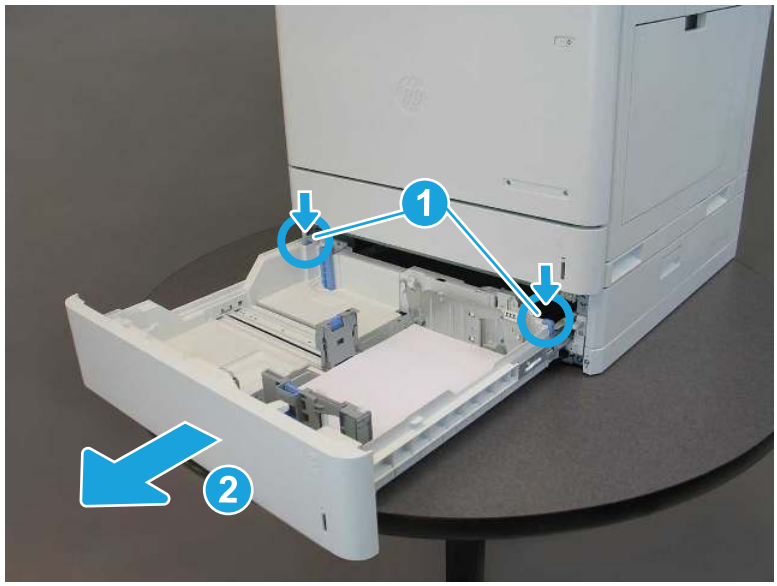
1. Remove the 550-sheet paper tray.
   a. Pull the tray away from the printer until it stops.

   Figure 4-3287 **Pull the tray out**

   b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

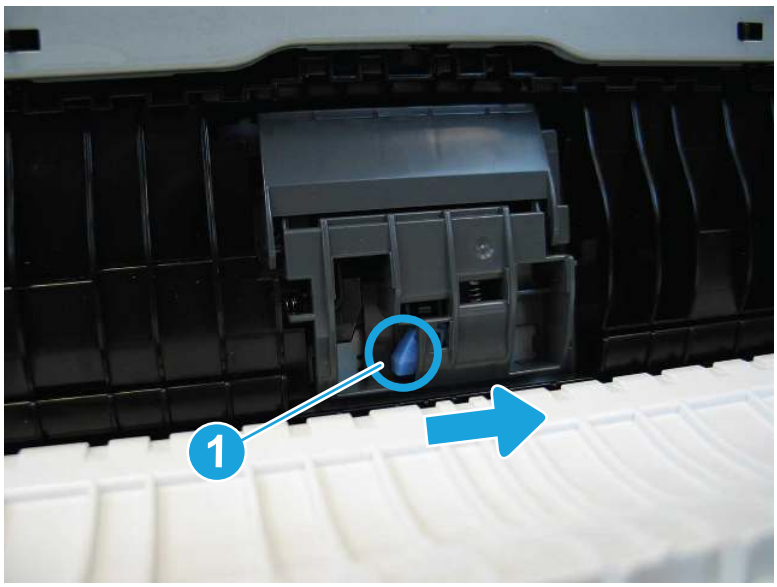
   Figure 4-3288 **Remove the tray**

2. Remove the 550-sheet paper tray separation roller.

   - Open the right door. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it.

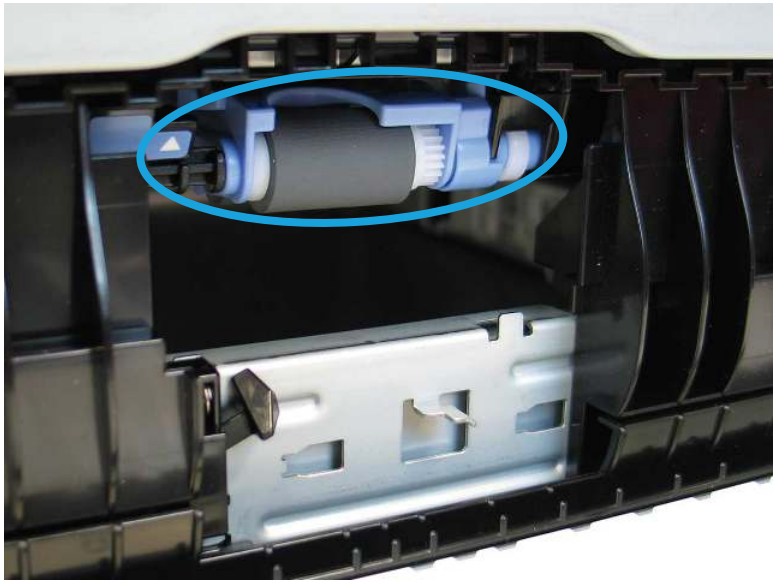
     Figure 4-3289 Remove the separation roller

3. Remove the 550-sheet paper tray pickup roller.

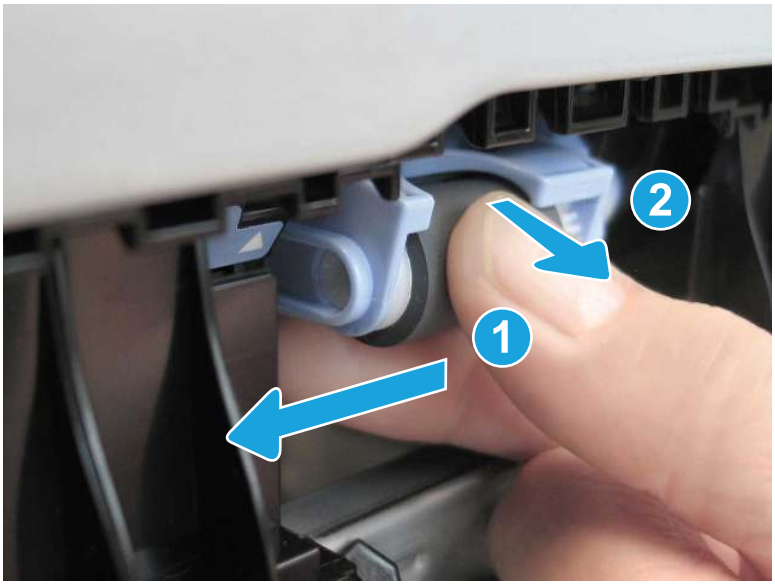
   a. Locate the pickup roller.

      Figure 4-3290 Locate the pickup roller

b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

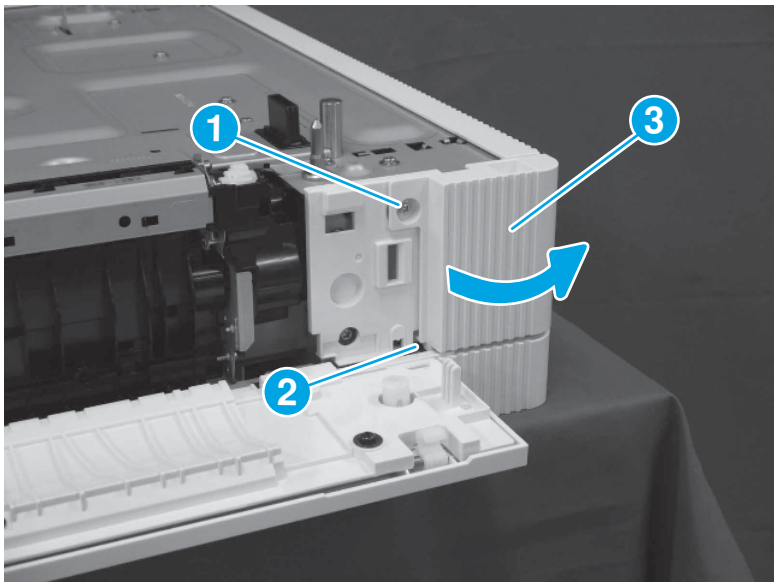
Figure 4-3291 Release the pickup roller



4. Remove the 550-sheet paper tray right rear cover.

- Open the right door. Remove one screw (callout 1), release one tab (callout 2), and then remove the right rear cover (callout 3).

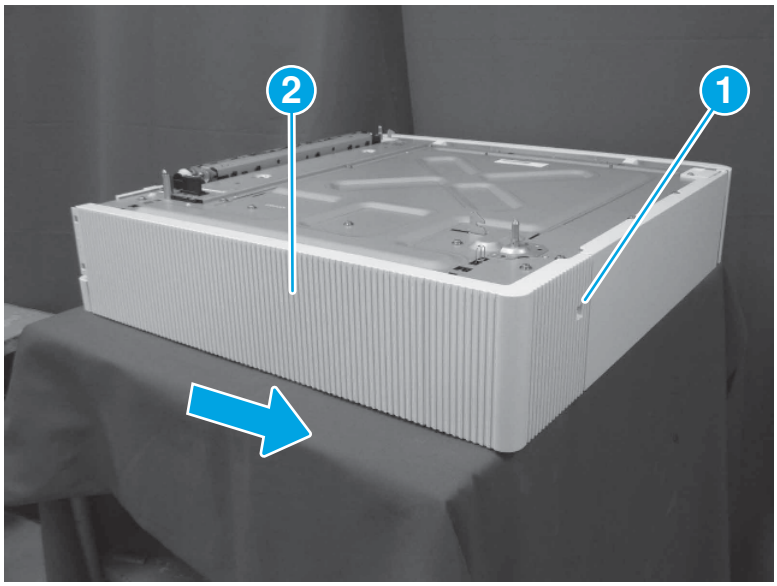
Figure 4-3292 Remove the right rear cover



5. Remove the 550-sheet paper tray rear cover.

- Remove one screw (callout 1), and then slide the rear cover (callout 2) toward the left side of the feeder to remove it.

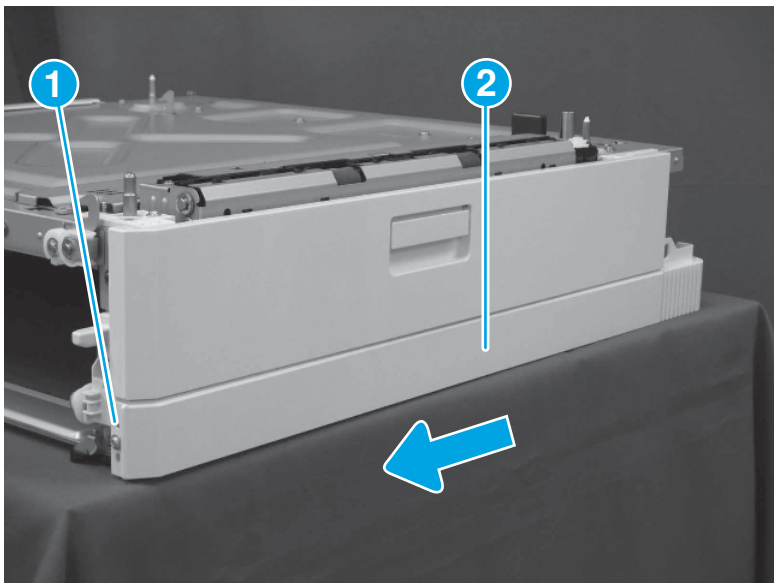
Figure 4-3293 Remove the rear cover



6. Remove the 550-sheet paper tray right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

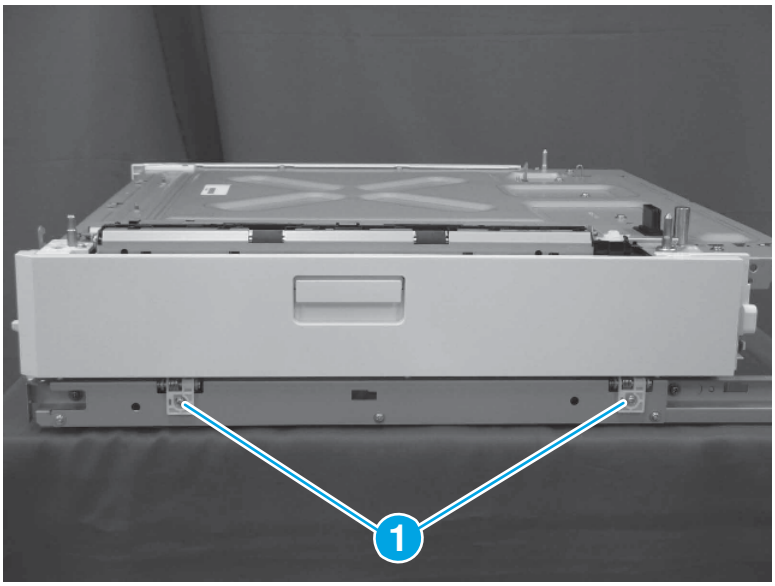
Figure 4-3294 Remove the right lower cover



7. Remove the 550-sheet paper tray right door.

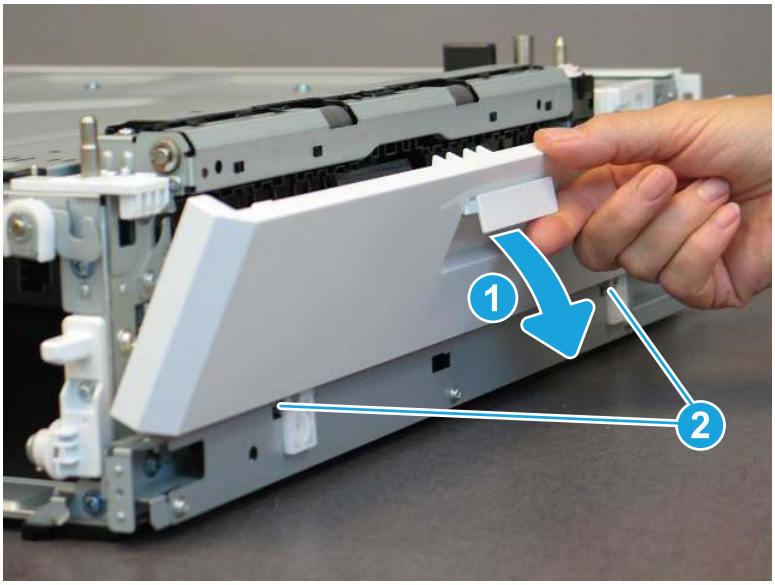
a. Close the right door, and then remove two screws (callout 1).

Figure 4-3295 Remove two screws



b. Open the right door (callout 1), and then release two bosses (callout 2) to remove the door.

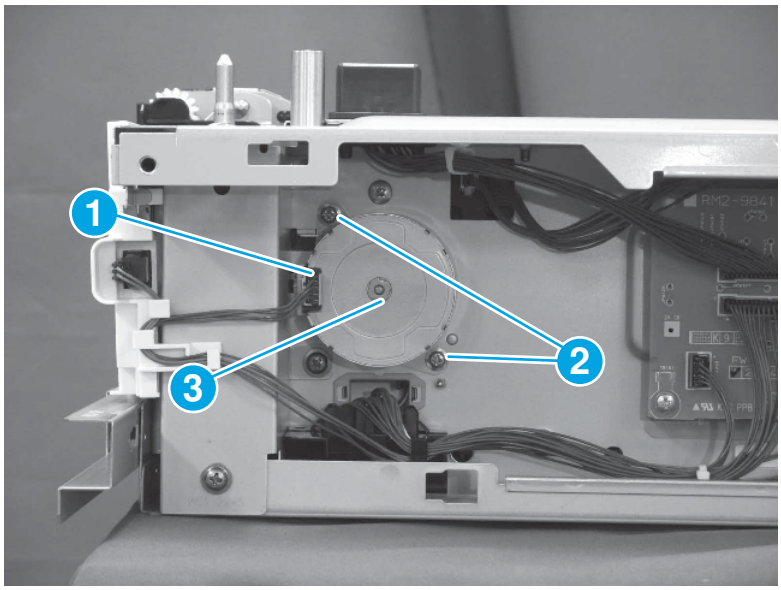
Figure 4-3296 Remove the right door



8. Remove the 550-sheet paper tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

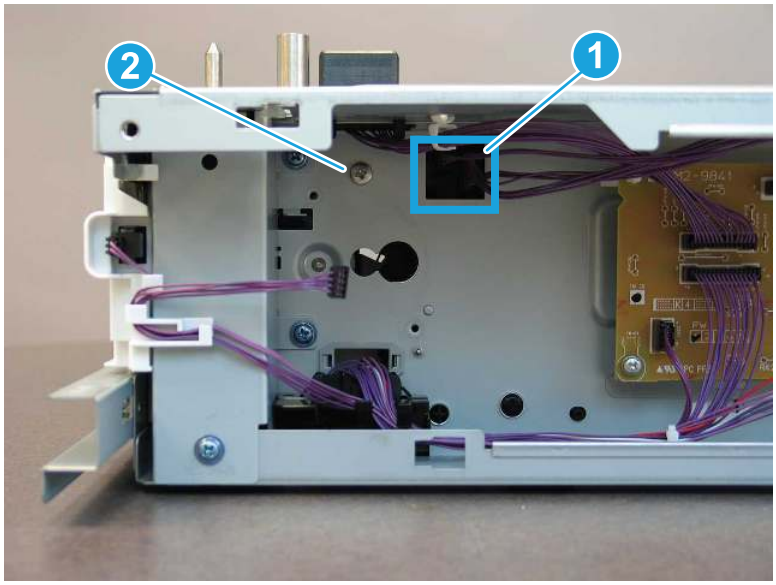
Figure 4-3297 Remove the pickup motor



9. Remove the 550-sheet paper tray pickup assembly.

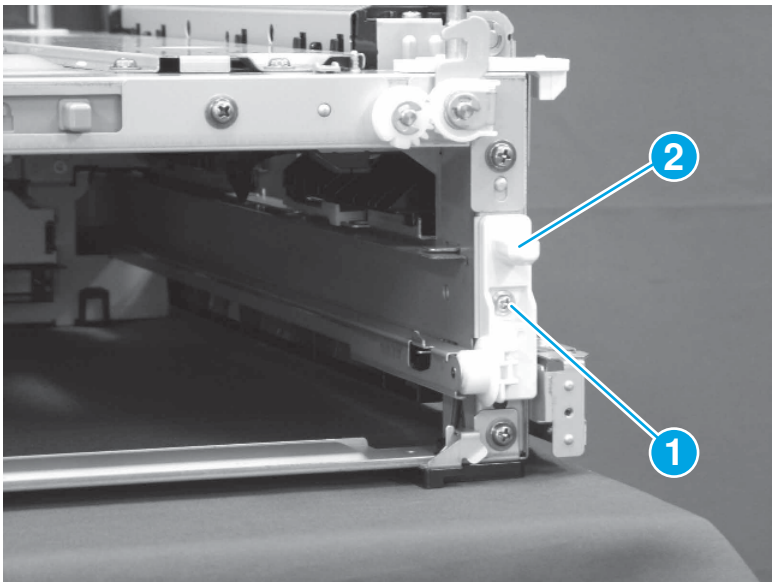
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3298 Disconnect two connectors and remove one screw



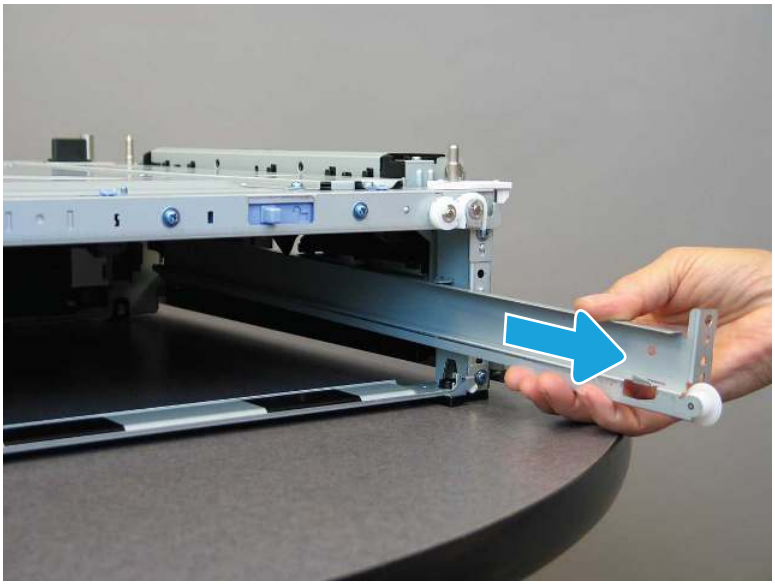
b. At the front of the feeder, remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3299 Remove one screw and the cover



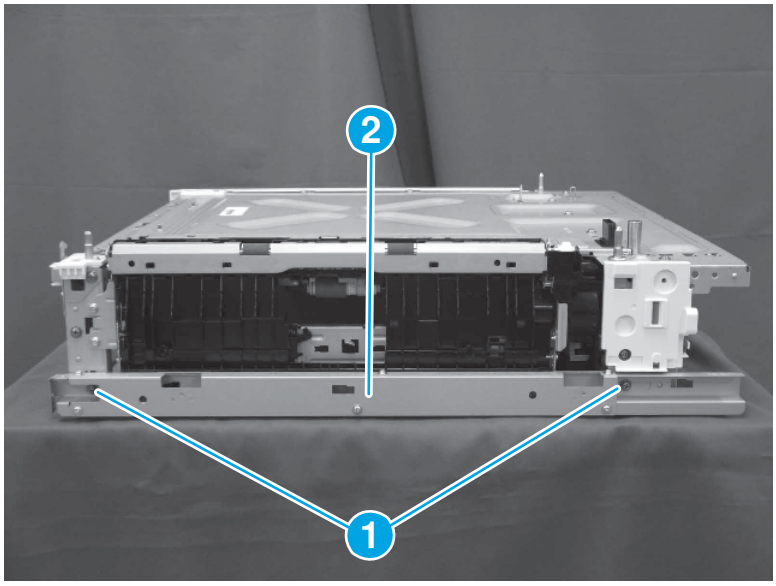
c. Slide the cassette rail away from the printer to remove it.

Figure 4-3300 Remove the cassette rail



d. On the right side of the feeder, remove two screws (callout 1), and then pull the right lower frame (callout 2) away from the printer to remove it.

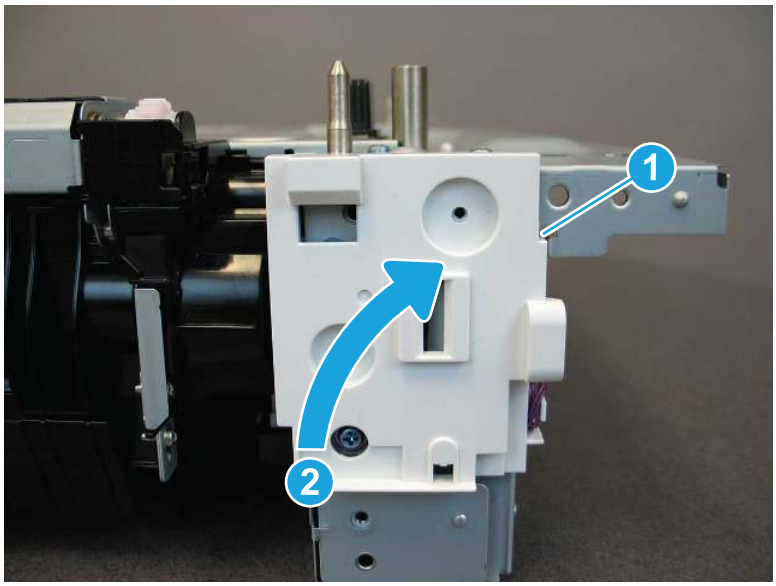
Figure 4-3301 Remove the right lower frame



e. Release one tab (callout 1), and then rotate the right rear inner cover away from the feeder.

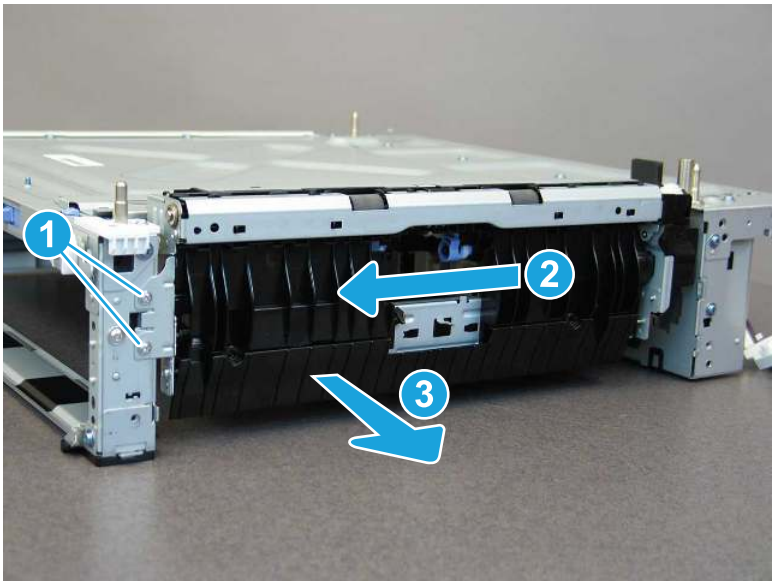
⚠ CAUTION: The cover is still attached to the feeder. Do not attempt to remove it completely.

Figure 4-3302 Release the right rear inner cover



f. Remove two screws (callout 1). Slide the pickup assembly (callout 2) toward the front of the feeder, and then pull it away from the feeder (callout 3) to remove it.

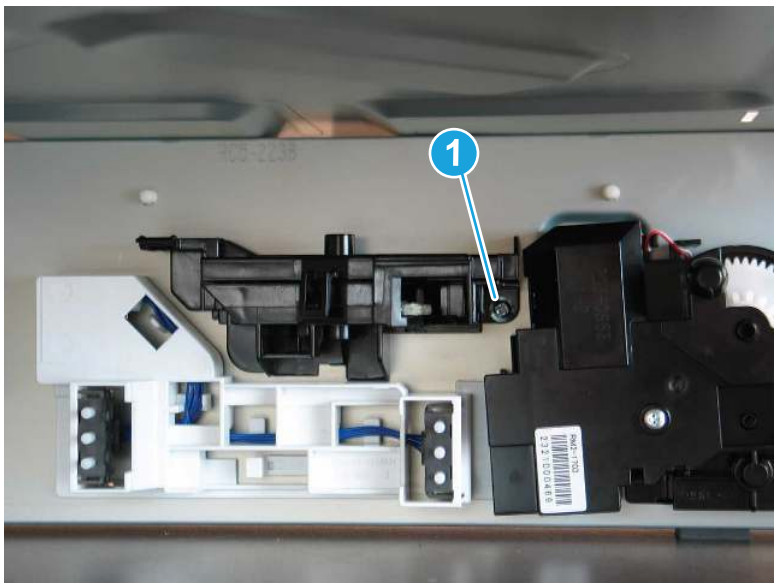
Figure 4-3303 Remove the pickup assembly



10. Remove the 550-sheet paper tray auto close assembly.

- Remove one screw (callout 1), and then slide the auto close assembly to the right to remove it.

Figure 4-3304 Remove the auto close assembly



11. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

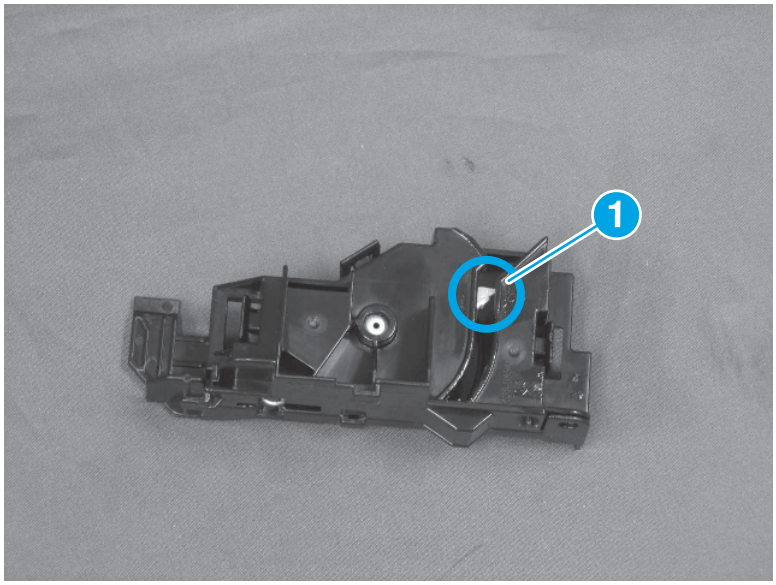
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

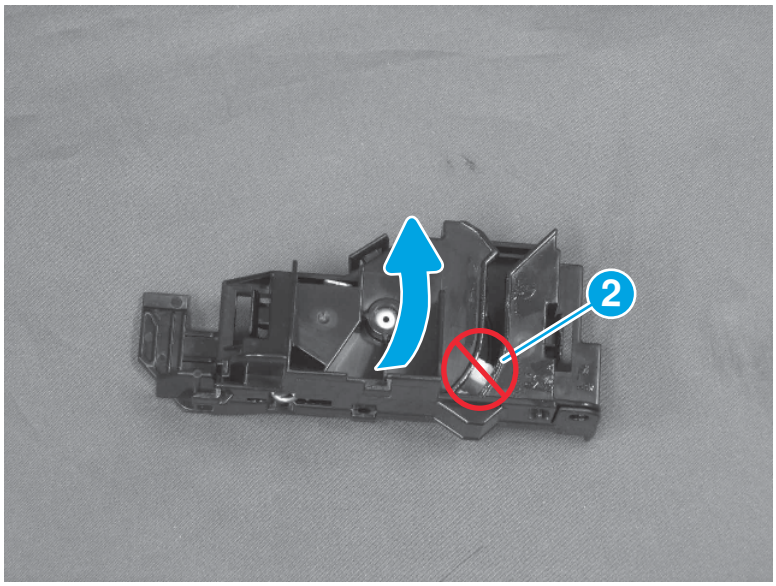
12. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Check the auto close toggle position

- Confirm the position of the toggle when installing the auto close assembly. The correct position of the toggle is toward the top of the auto close assembly (callout 1). If the toggle is in the wrong position (callout 2), use a small, flat-blade screwdriver to rotate it up to the correct position.

Figure 4-3305 Check the toggle position

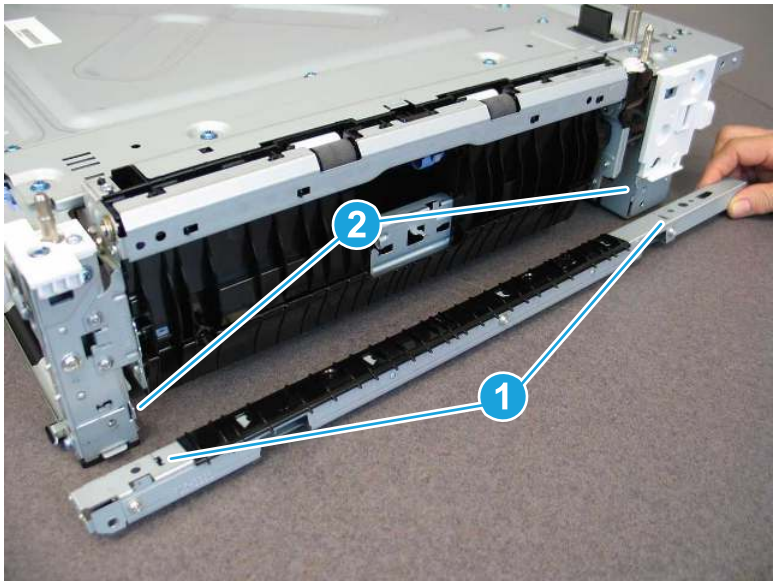




Install the 550-sheet paper tray pickup assembly

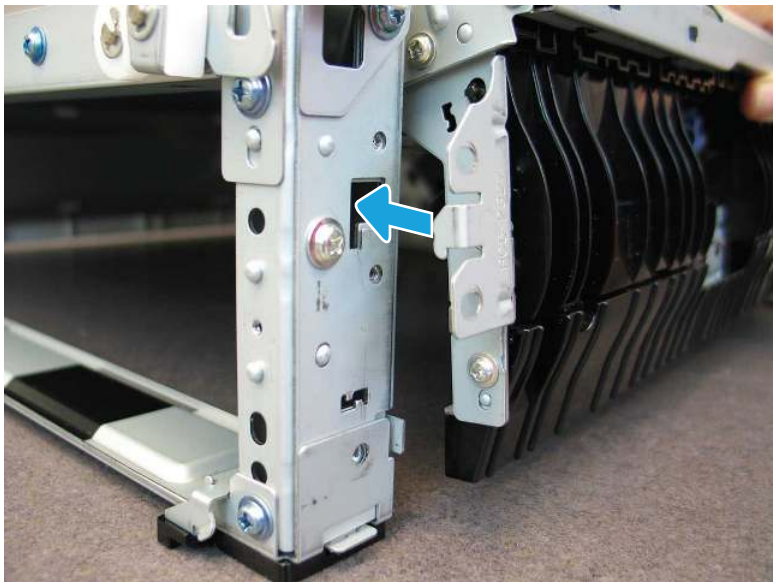
a. When reinstalling the right lower frame, position the slots (callout 1) on the frame over the tabs (callout 2) on the feeder.

Figure 4-3306 Install the right lower frame



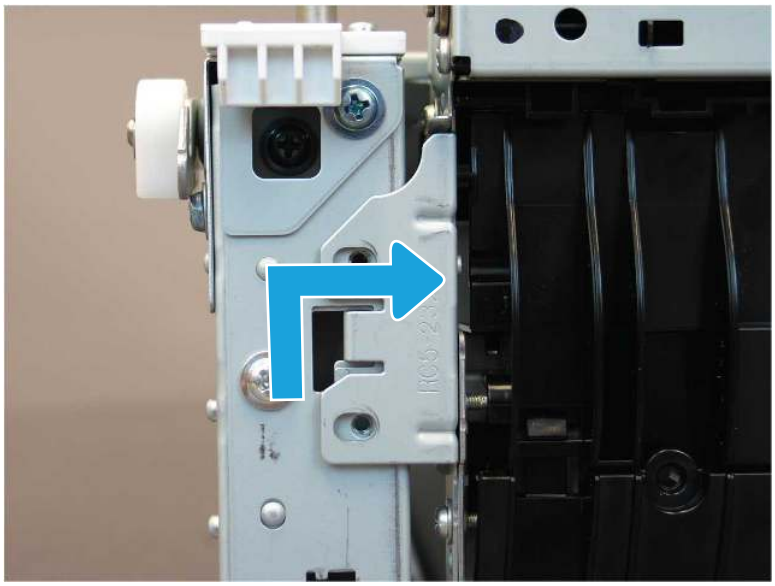
b. When reinstalling the pickup assembly, install the tab in the slot.

Figure 4-3307 Install the tab



c. Lift the pickup assembly up, and then slide to the right.

Figure 4-3308 Install the pickup assembly



Removal and replacement: 550-sheet paper tray size detect switch

Learn how to remove and replace the 550-sheet paper tray size detect switch.

View a video of how to remove and replace the 550-sheet paper tray size detect switch.

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 4-166 Part information

Part number	Part description
RM2-1711-000CN	Size detect switch assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

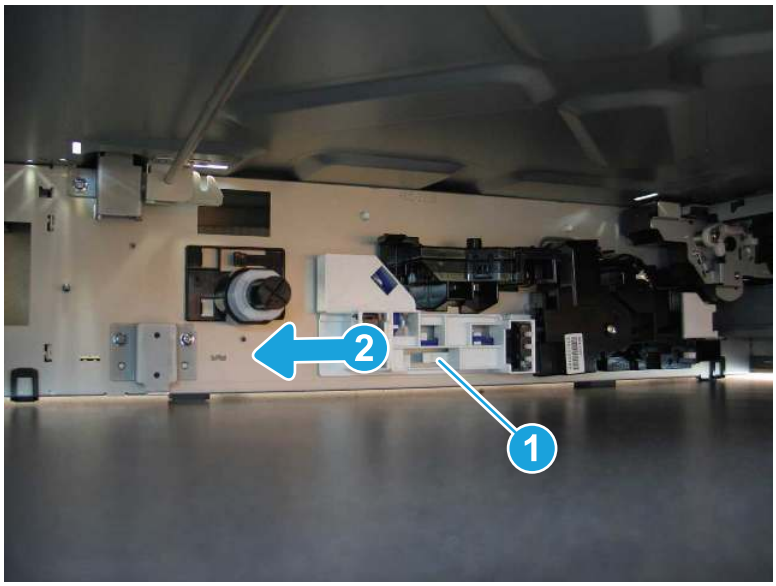
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 550-sheet tray to make sure that the printer is functioning correctly.

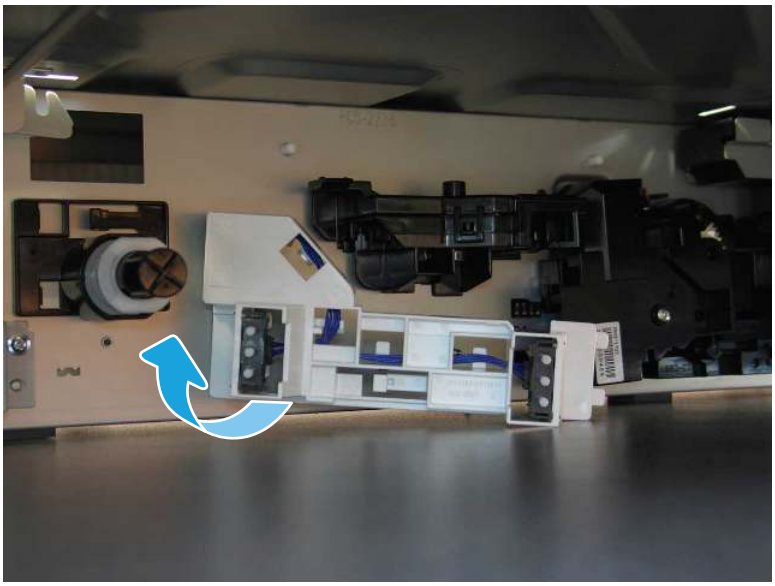
1. Remove the 550-sheet paper tray size detect switch.
   a. Remove the 550-sheet paper tray.
   b. Inside the tray opening, release one tab (callout 1), and then slide the switch assembly to the left (callout 2) to release it.

   Figure 4-3309 **Release one tab and slide the switch assembly**

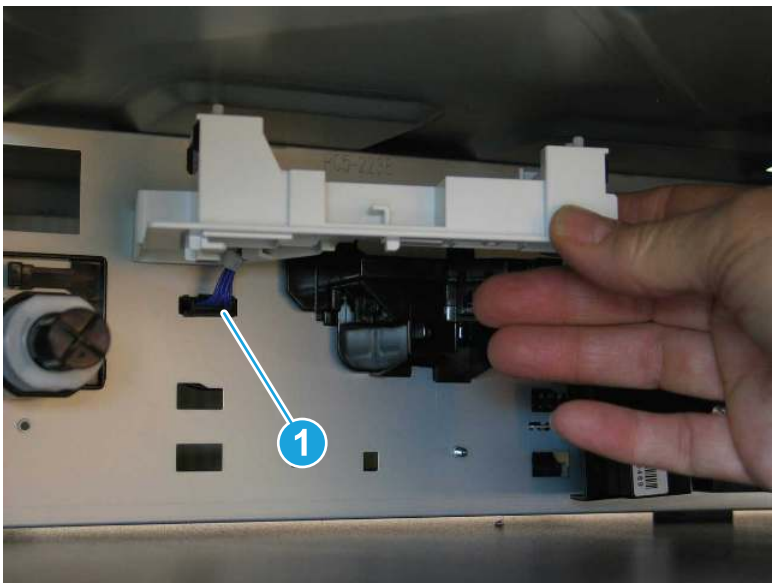
c. Rotate the switch assembly up.

Figure 4-3310 Rotate the switch assembly up



d. Disconnect one connector (callout 1), and then remove the size detect switch.

Figure 4-3311 Disconnect one connector and remove the switch



2. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand components

Learn how to remove and replace the component parts in the 2x550-sheet paper tray and stand.

Removal and replacement: 2x550-sheet paper tray and stand paper tray

Learn how to remove and replace the paper tray for the 2x550-sheet paper tray and stand.

View a video of how to remove and replace the 2x550-sheet paper tray and stand paper tray.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-167 Part information

Part number	Part description
RM2-1706-000CN	Cassette assembly (upper tray)
RM2-1720-000CN	Cassette assembly (lower tray)

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

Make sure that the printer initializes to a **Ready** state.

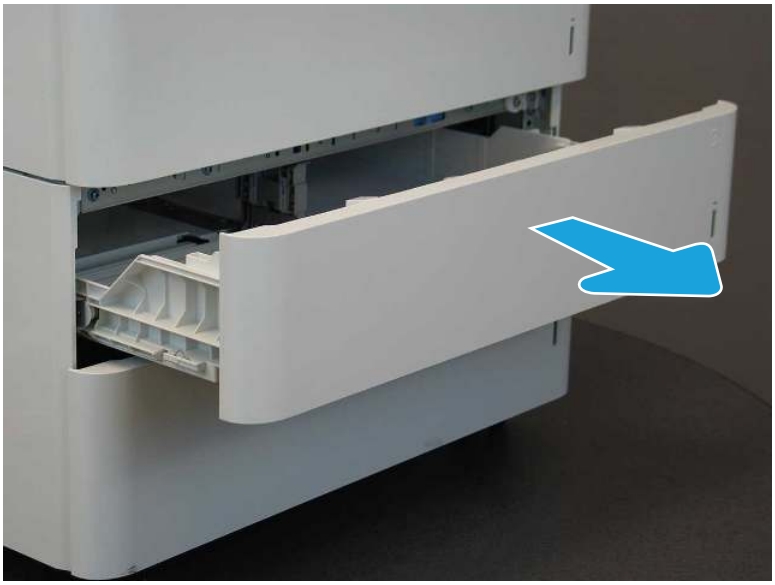
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand tray.

NOTE: The upper tray is shown in the steps below. The procedure is the same for the lower tray.

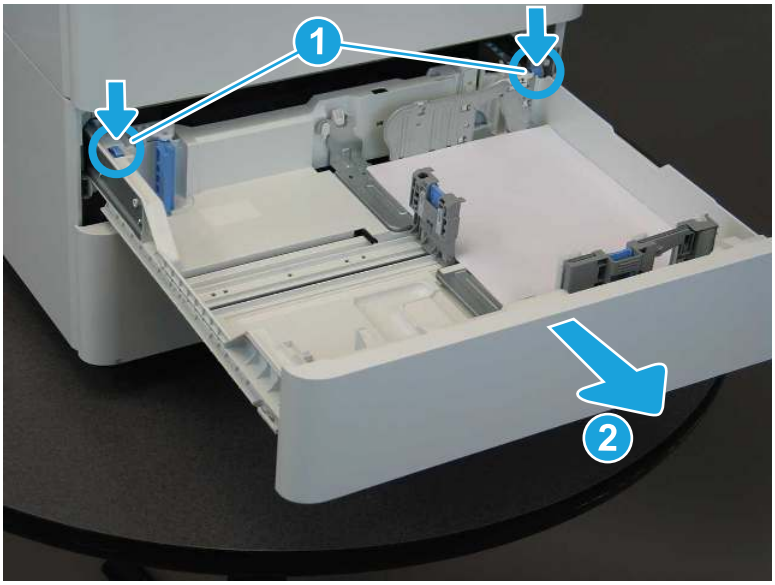
a. Pull the tray away from the printer until it stops.

Figure 4-3312 **Pull the tray out**



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

Figure 4-3313 **Remove the tray**



2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: 2x550-sheet paper tray and stand pickup and separation rollers

Learn how to remove and replace the 2x550-sheet paper tray and stand pickup and separation rollers.

View a video of how to remove and replace the 2x550-sheet paper tray and stand pickup and separation rollers.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-168 Part information

Part number	Part description
RM2-1526-000CN	Tray 2-x pickup and separation rollers

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

Make sure that the printer initializes to a **Ready** state.

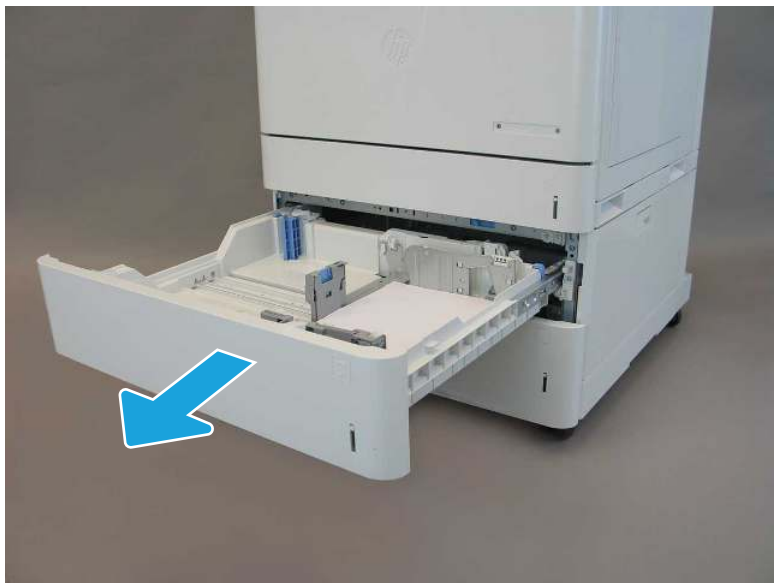
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

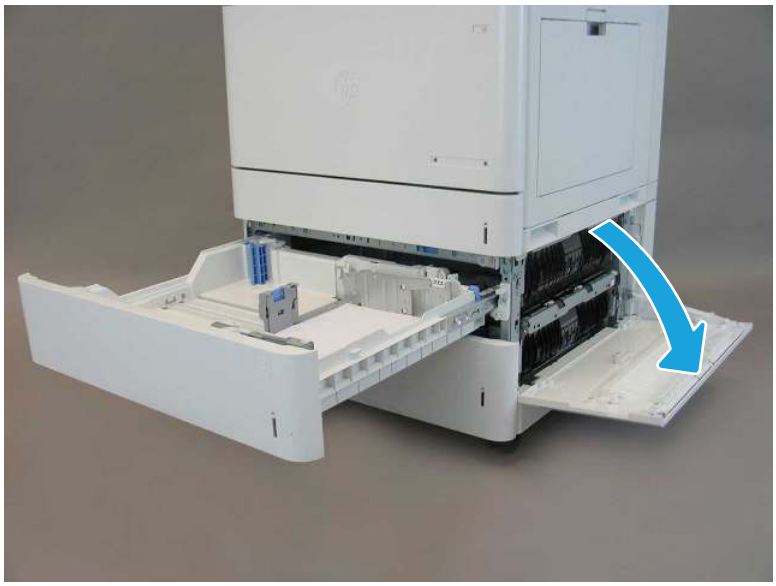
a. Open the tray.

Figure 4-3314 **Open the tray**



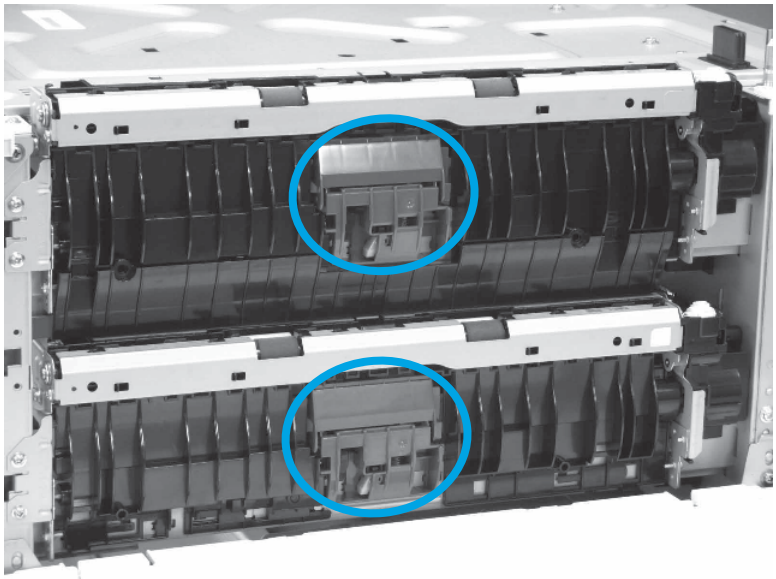
b. Open the right door.

Figure 4-3315 Open the right door



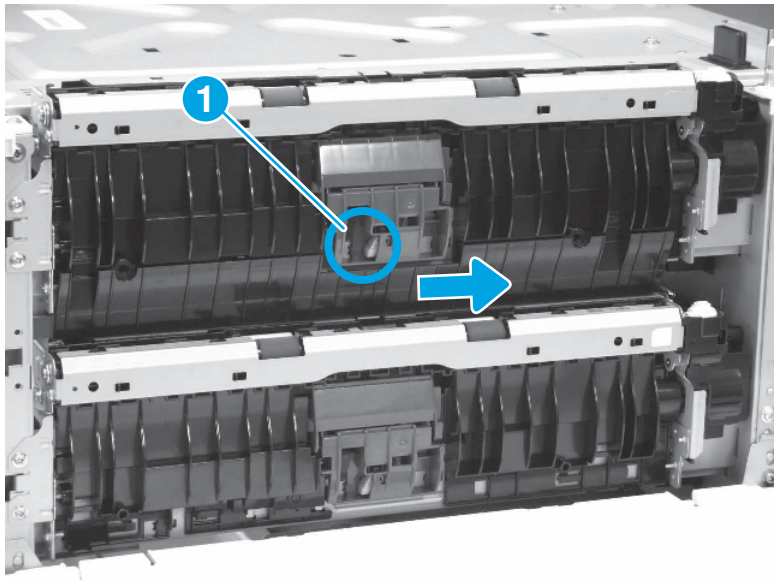
c. Locate the separation roller.

Figure 4-3316 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

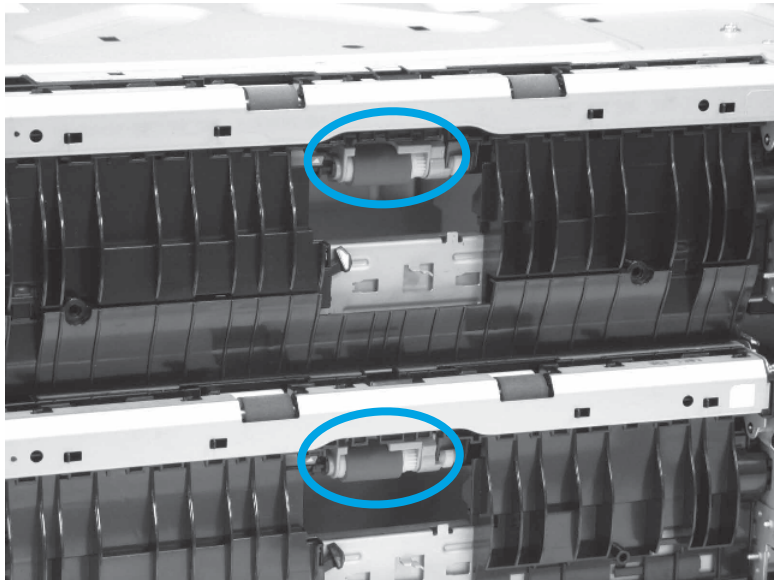
Figure 4-3317 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

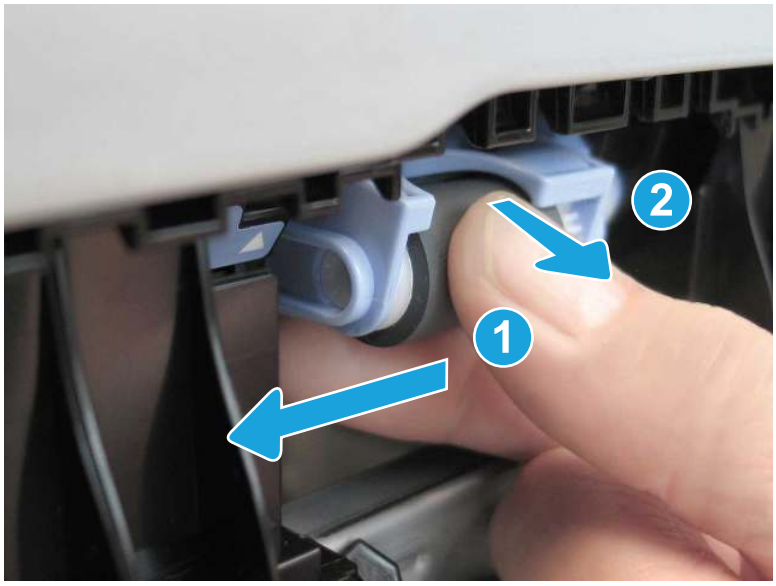
a. Locate the pickup roller.

Figure 4-3318 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-3319 **Remove the pickup roller**



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the 2x550-sheet paper tray and stand pickup roller.

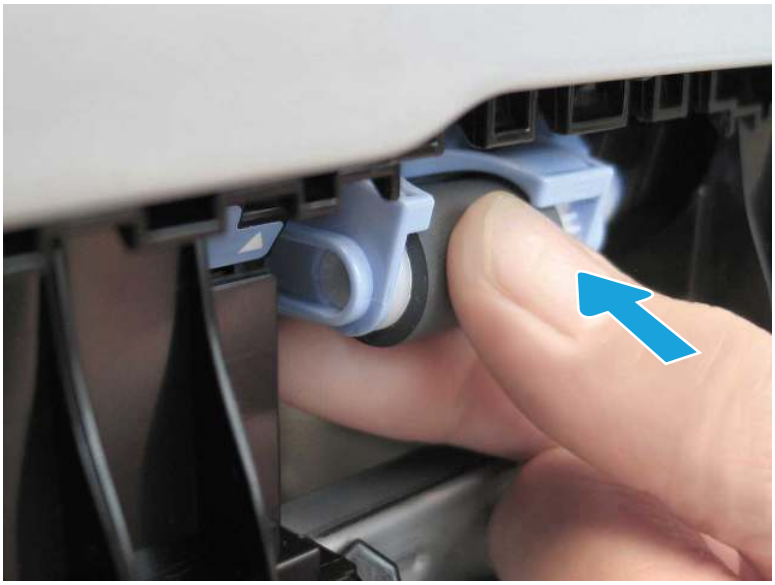
NOTE: Make sure that the tray is open before installing the roller.

a. Align the edges of the pickup roller assembly with the slots in the printer.

Figure 4-3320 Position the pickup roller

b. Slide the roller assembly into the printer until it stops.

Figure 4-3321 Install the pickup roller

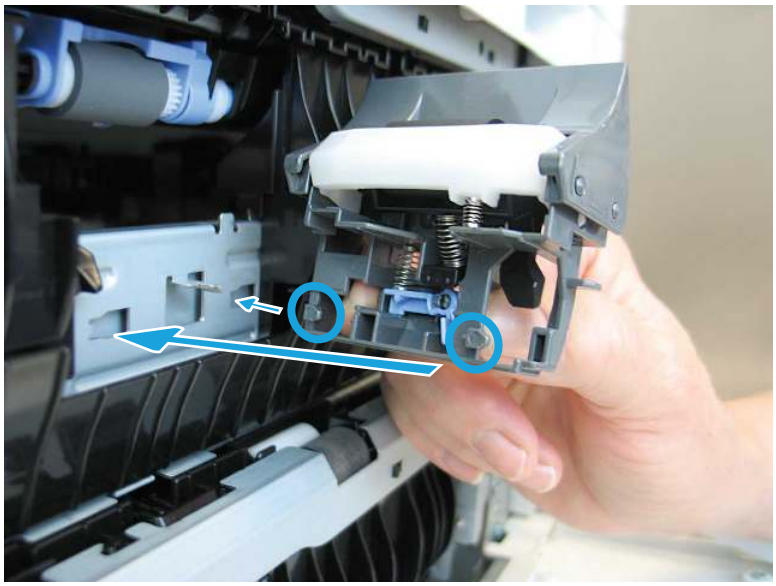


5. Install the 2x550-sheet paper tray and stand separation roller.

NOTE: Make sure that the tray is open before installing the roller.

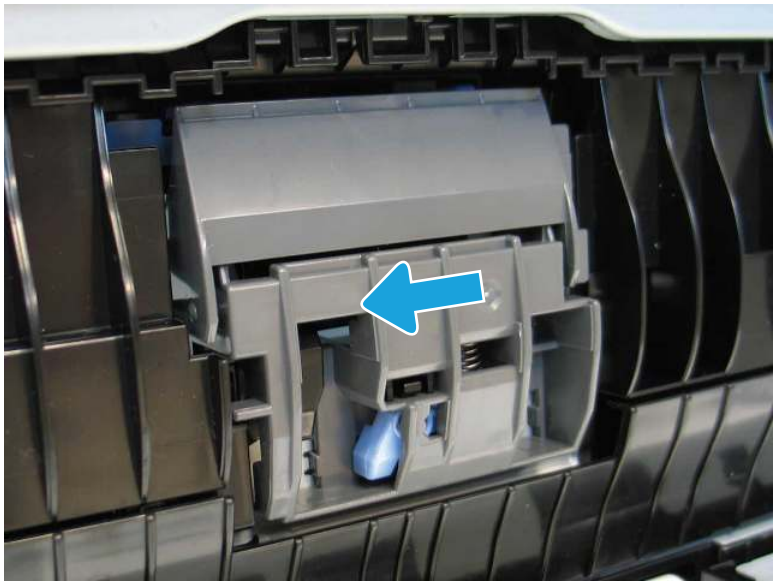
a. Position the tabs on the separation roller into the slots on the feeder.

Figure 4-3322 Position the separation roller



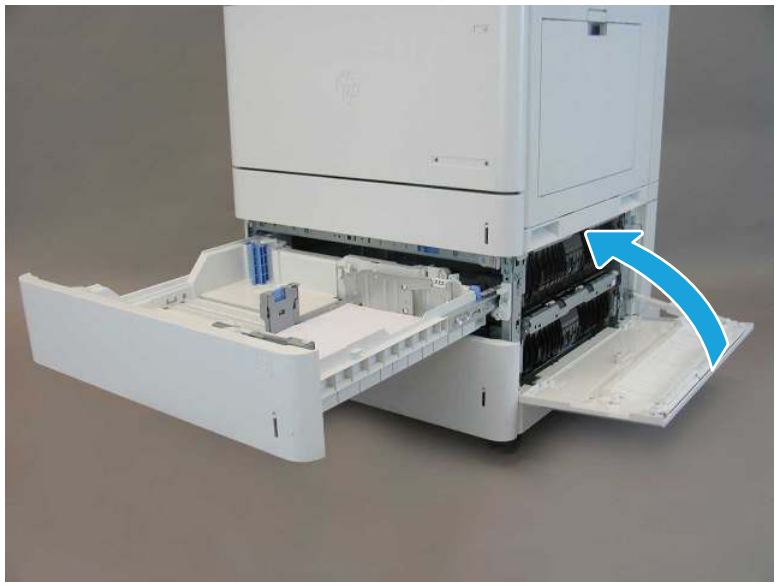
b. Slide the roller assembly to the left until it snaps into place.

Figure 4-3323 Install the separation roller



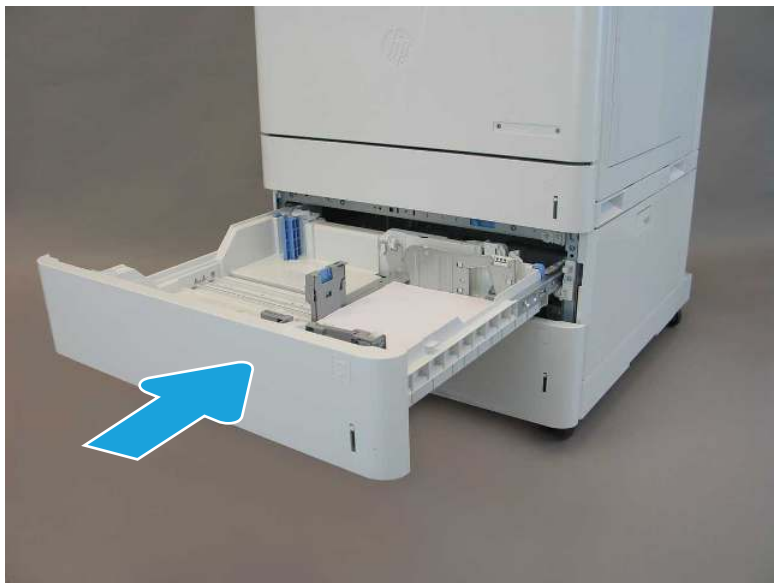
c. Close the right door.

Figure 4-3324 **Close the right door**



d. Close the tray.

Figure 4-3325 **Close the tray**



Removal and replacement: 2x550-sheet paper tray and stand right lower cover

Learn how to remove and replace the 2x550-sheet paper tray and stand right lower cover.

View a video of how to remove and replace the 2x550-sheet paper tray and stand right lower cover.

Mean time to repair: 2 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 4-169 Part information

Part number	Part description
RC5-2064-000CN	Cover, right, lower

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

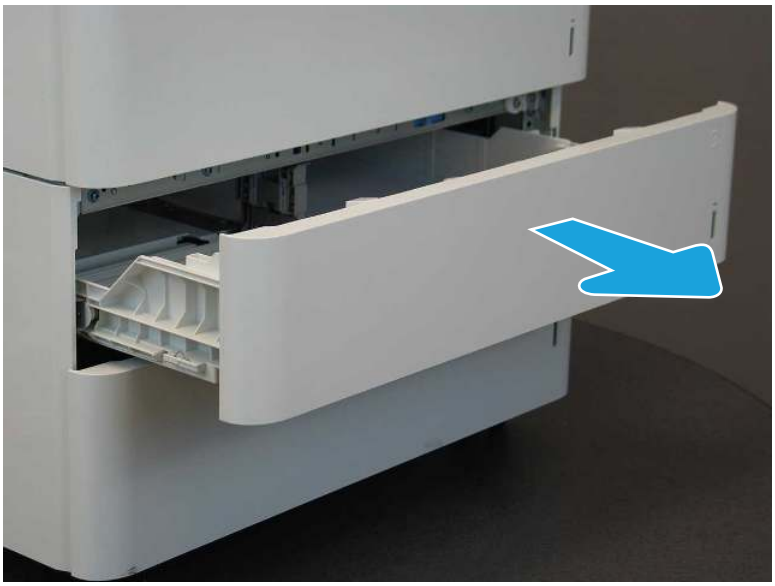
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove both of the 2x550-sheet paper tray and stand trays.

> **NOTE:** The upper tray is shown in the steps below. Follow the same procedure to remove the lower tray.

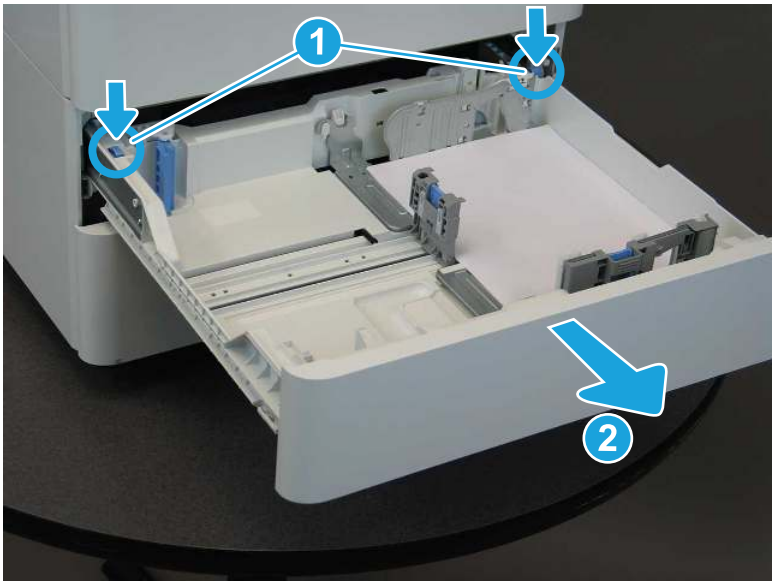
a. Pull the tray away from the printer until it stops.

Figure 4-3326 Pull the tray out



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

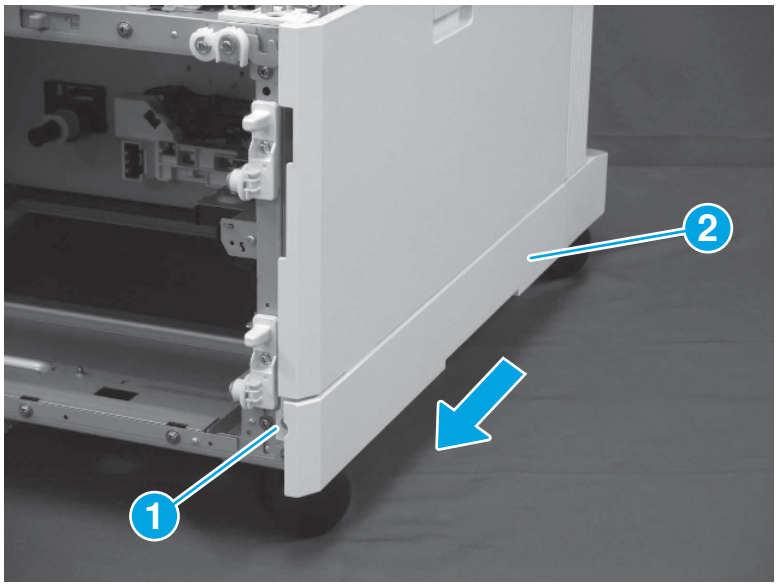
Figure 4-3327 Remove the tray



2. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

  Figure 4-3328 Remove the right lower cover

3. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: 2x550-sheet paper tray and stand right door

Learn how to remove and replace the 2x550-sheet paper tray and stand right door.

View a video of how to remove and replace the 2x550-sheet paper tray and stand right door.

Mean time to repair: 10 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 4-170 Part information

Part number	Part description
RM2-1729-000CN	Right door assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

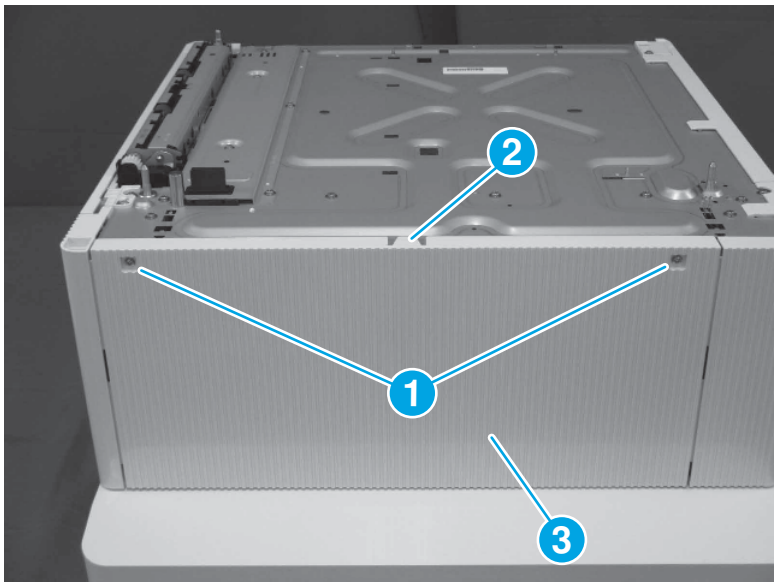
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

  Figure 4-3329 Remove the rear upper cover

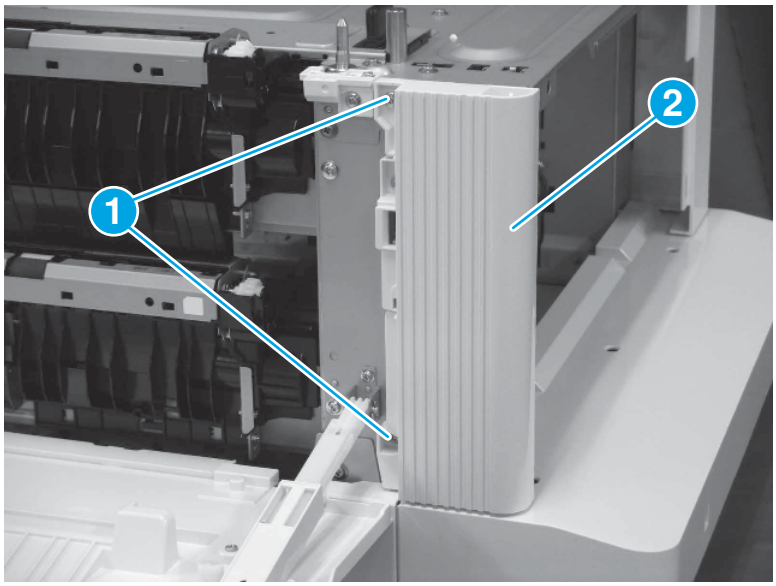
  

2. Remove the 2x550-sheet paper tray and stand right rear cover.

   a. Open the right door.

   b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

   Figure 4-3330 Remove the right rear cover

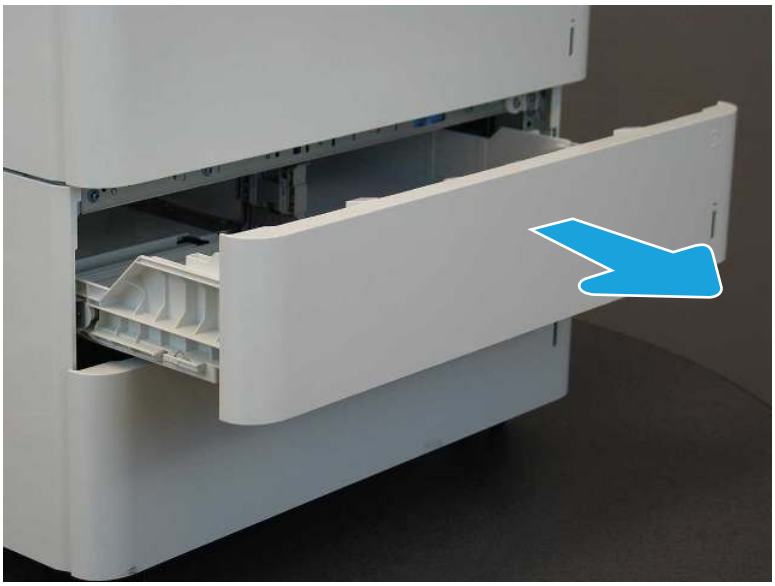
   

3. Remove both of the 2x550-sheet paper tray and stand trays.

NOTE: The upper tray is shown in the steps below. Follow the same procedure to remove the lower tray.

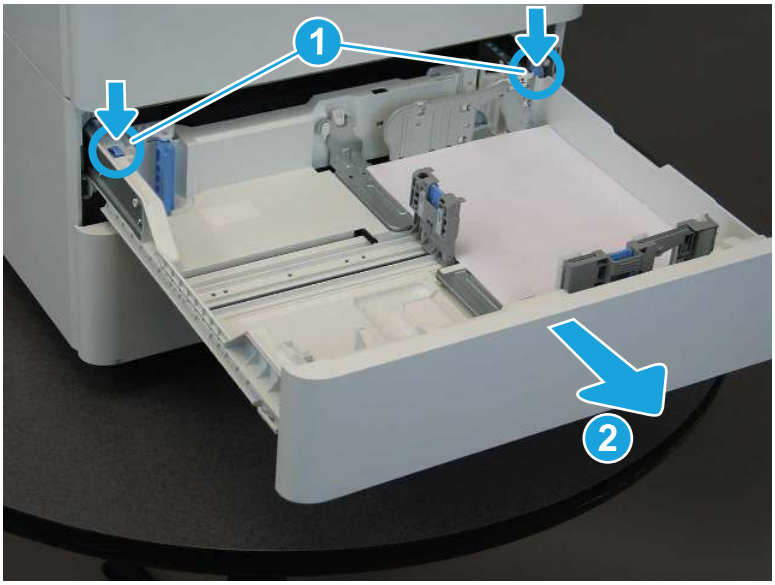
a. Pull the tray away from the printer until it stops.

Figure 4-3331 Pull the tray out



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

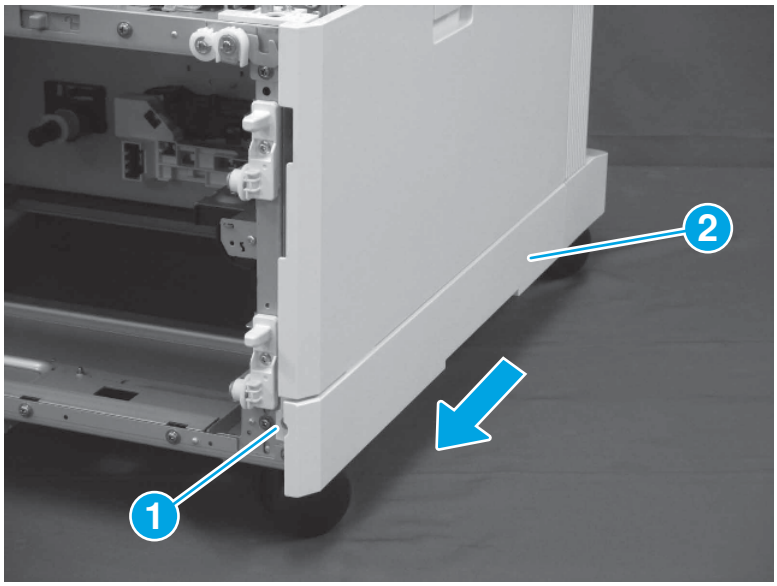
Figure 4-3332 Remove the tray



4. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

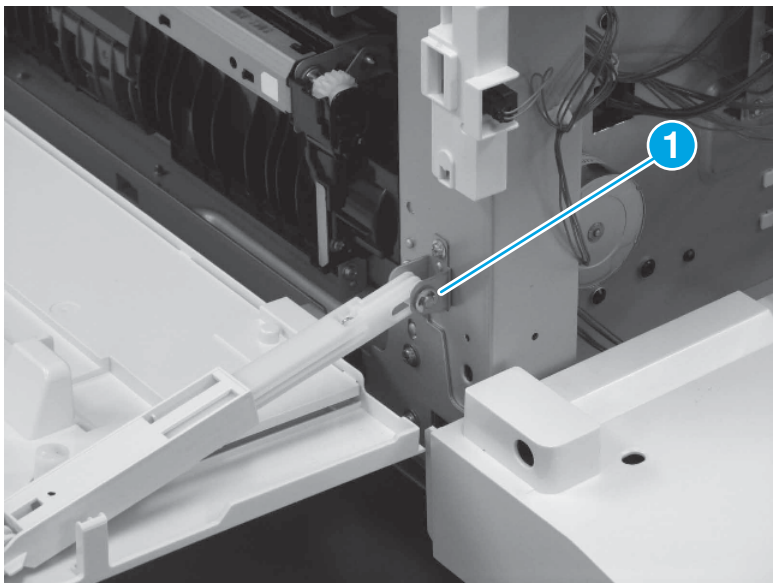
Figure 4-3333 Remove the right lower cover



5. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

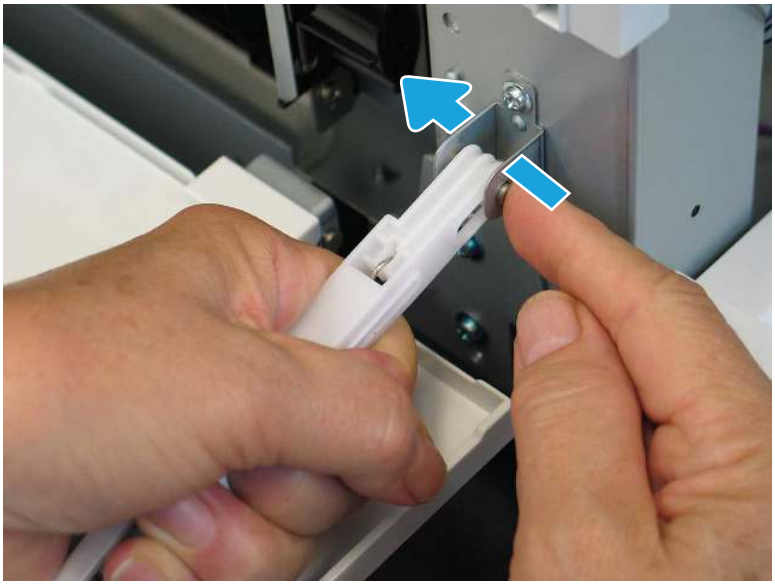
Figure 4-3334 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

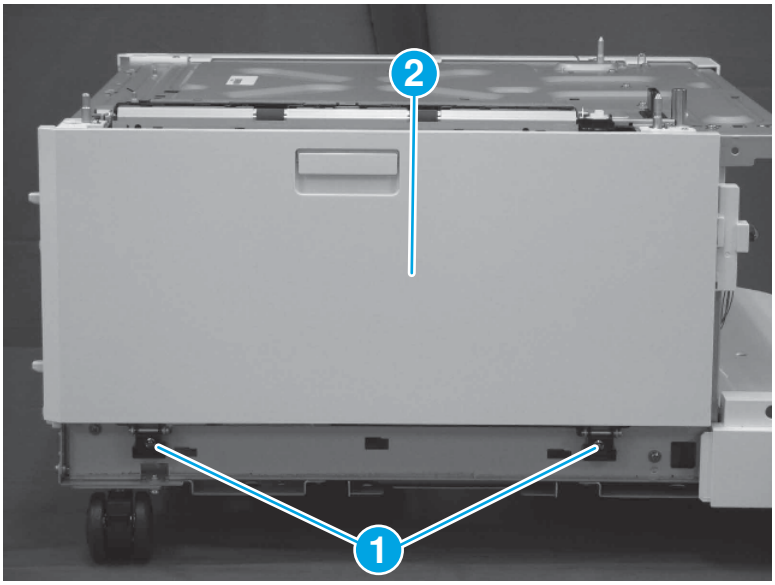
Figure 4-3335 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

Figure 4-3336 Remove two screws and the right door



6. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand tray 1 pickup motor

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 1 pickup motor.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 1 pickup motor.

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 4-171 Part information

Part number	Part description
RK2-9410-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

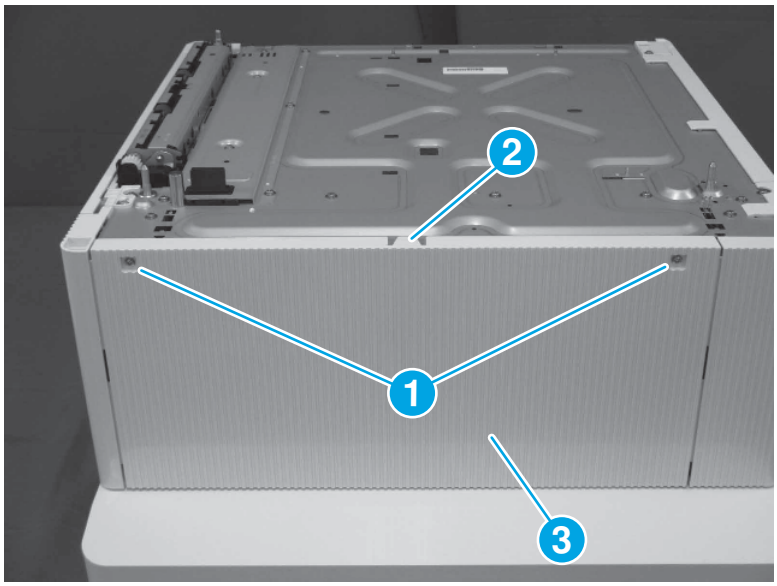
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand rear upper cover.

   - Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

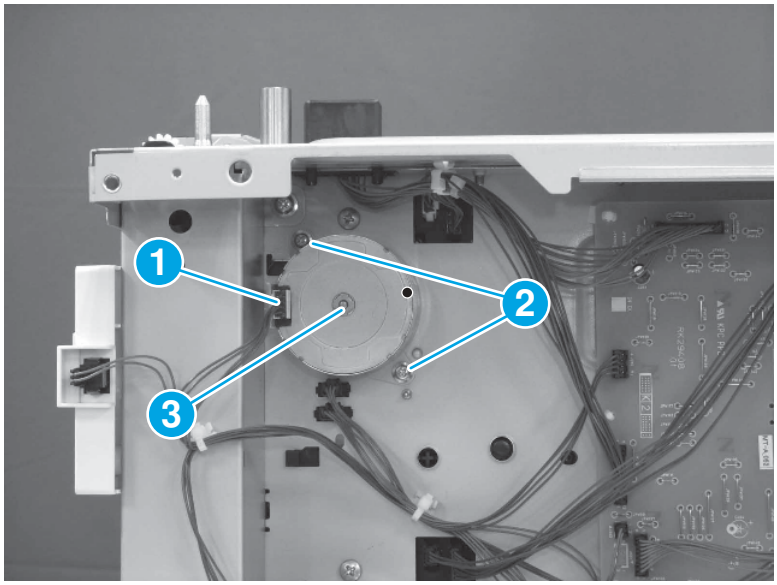
   Figure 4-3337 Remove the rear upper cover

2. Remove the 2x550-sheet paper tray and stand tray 1 pickup motor.

   - Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

   Figure 4-3338 Remove the pickup motor

3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2x550-sheet paper tray and stand tray 1 pickup assembly

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 1 pickup assembly.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 1 pickup assembly.

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 4-172 Part information

Part number	Part description
RM2-1717-000CN	Paper pickup assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

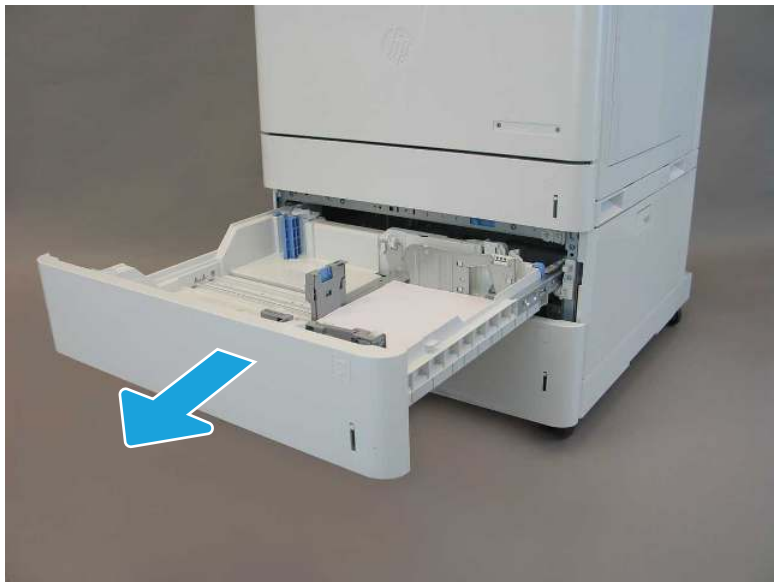
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

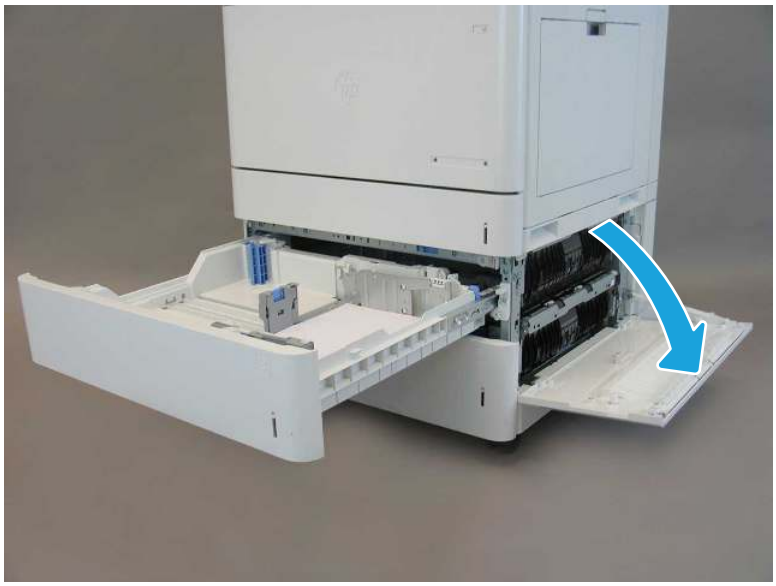
a. Open the tray.

Figure 4-3339 **Open the tray**



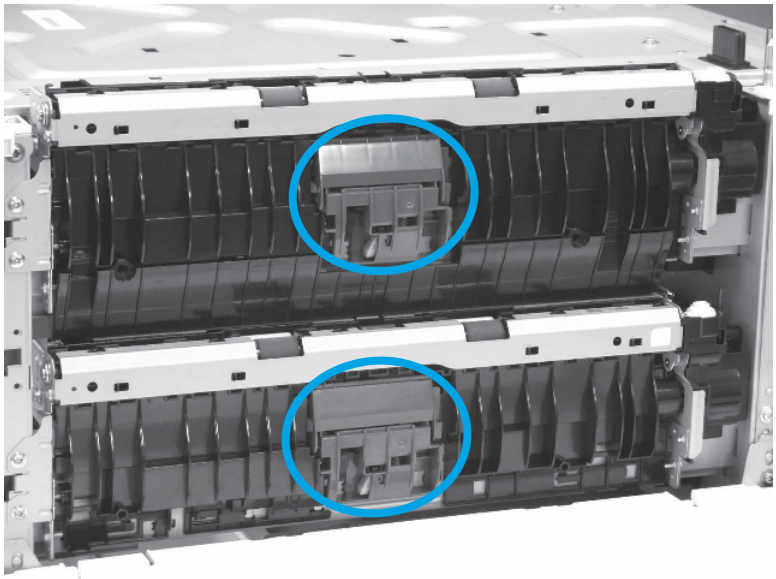
b. Open the right door.

Figure 4-3340 Open the right door



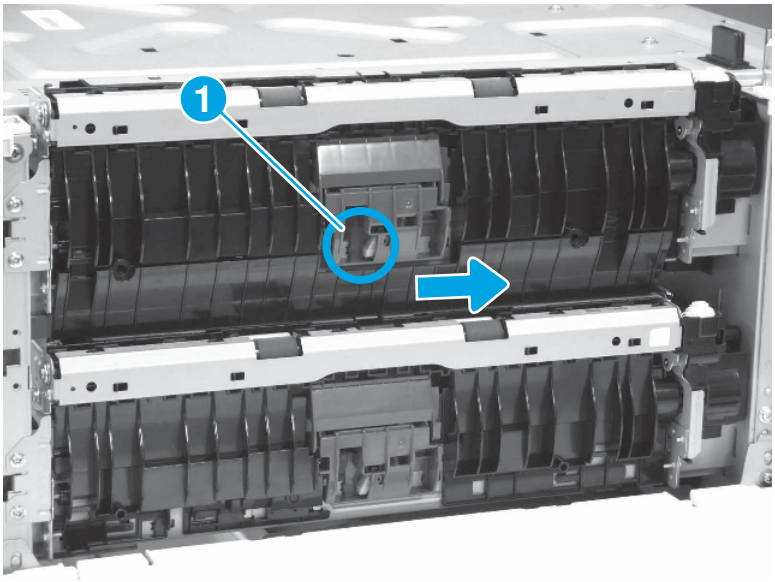
c. Locate the separation roller.

Figure 4-3341 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

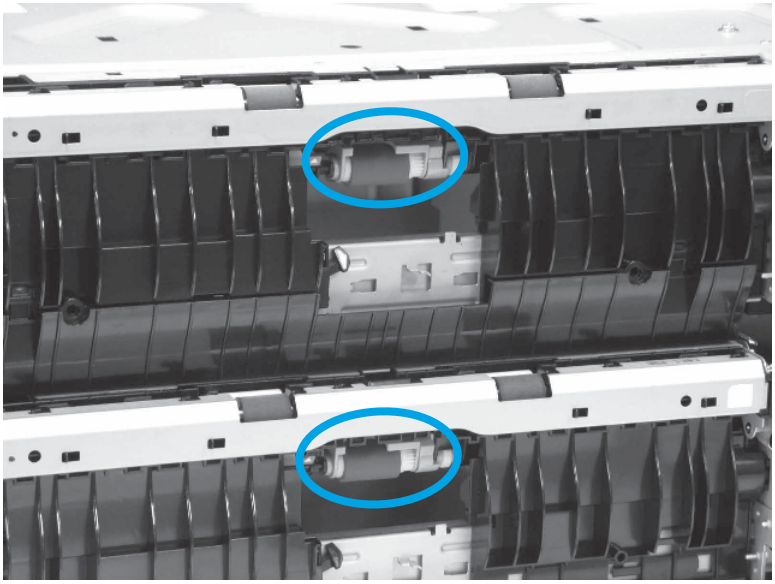
Figure 4-3342 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

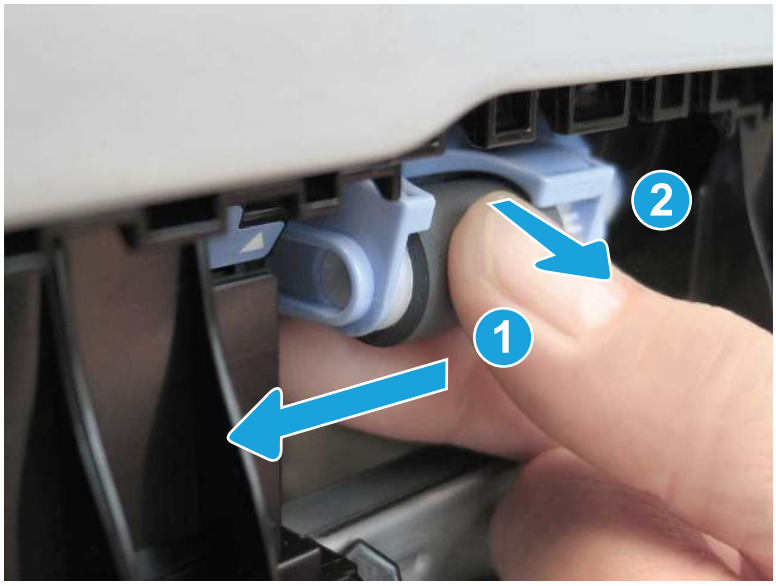
a. Locate the pickup roller.

Figure 4-3343 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

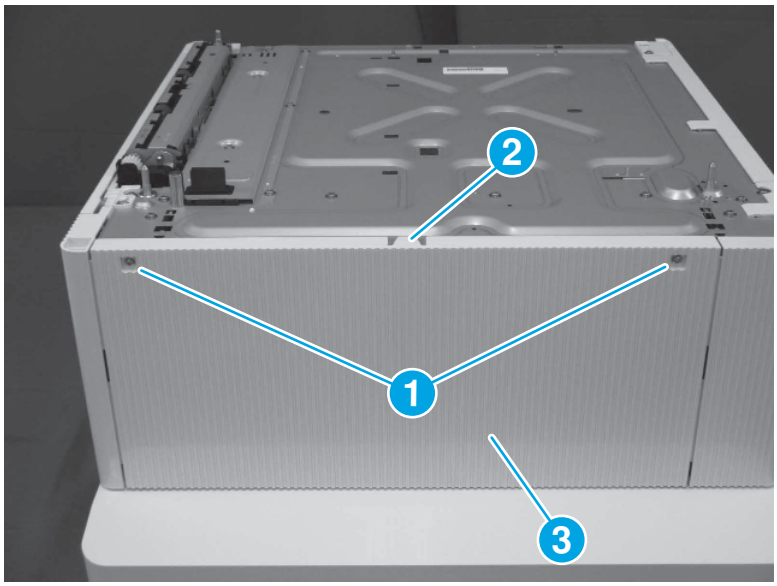
Figure 4-3344 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

Figure 4-3345 Remove the rear upper cover

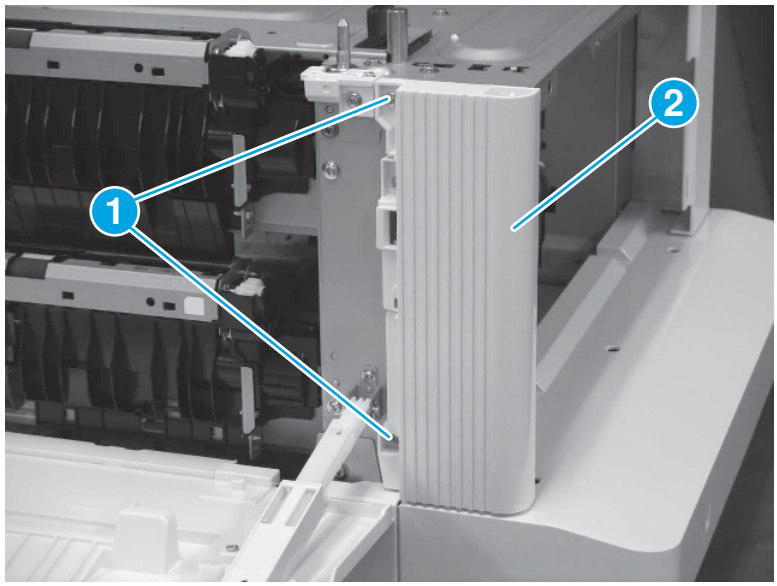


4. Remove the 2x550-sheet paper tray and stand right rear cover.

a. Open the right door.

b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

Figure 4-3346 Remove the right rear cover

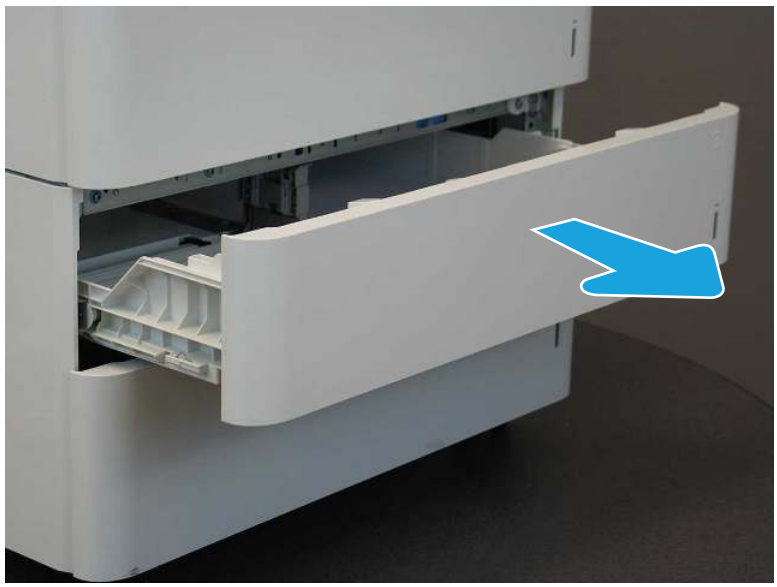


5. Remove both of the 2x550-sheet paper tray and stand trays.

NOTE: The upper tray is shown in the steps below. Follow the same procedure to remove the lower tray.

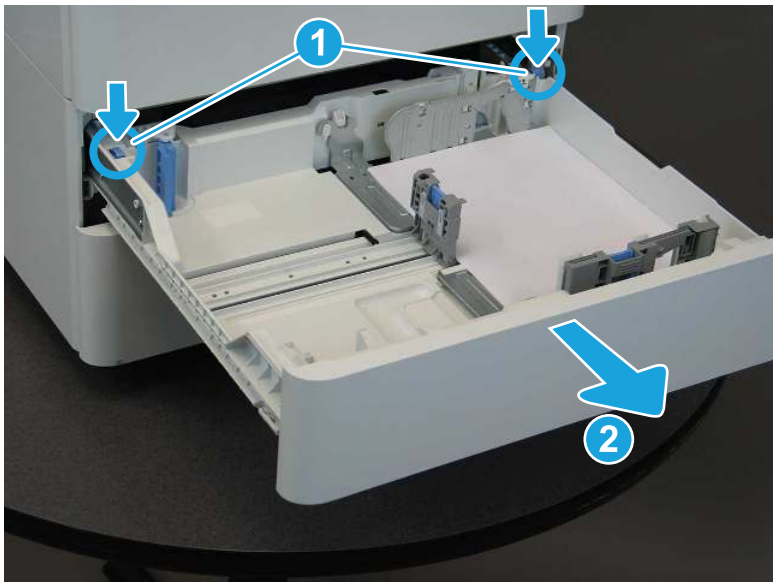
a. Pull the tray away from the printer until it stops.

Figure 4-3347 Pull the tray out



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

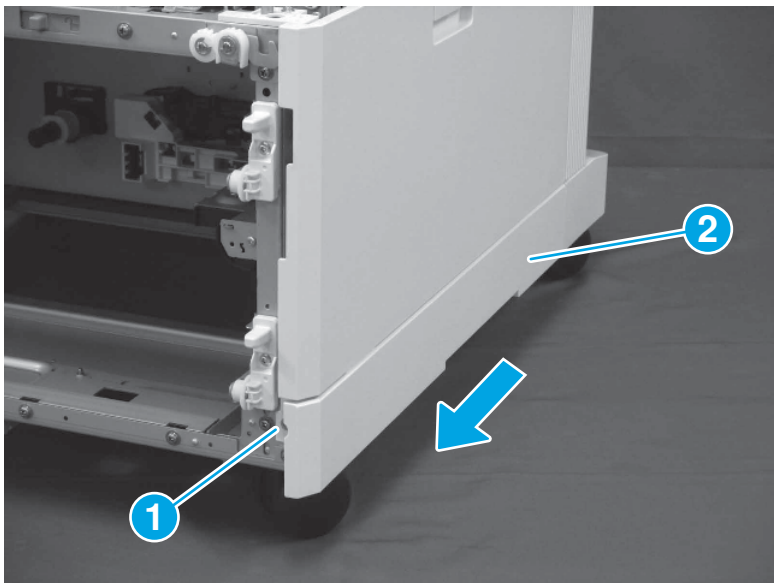
Figure 4-3348 Remove the tray



6. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

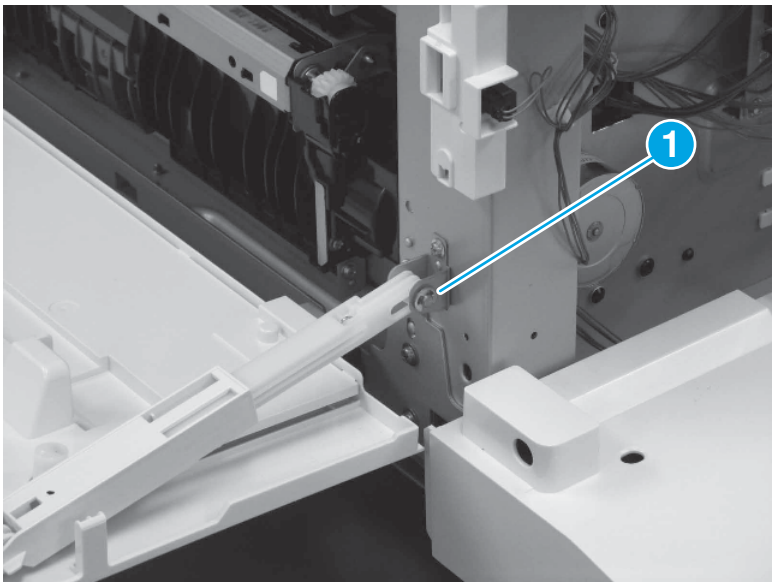
Figure 4-3349 Remove the right lower cover



7. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

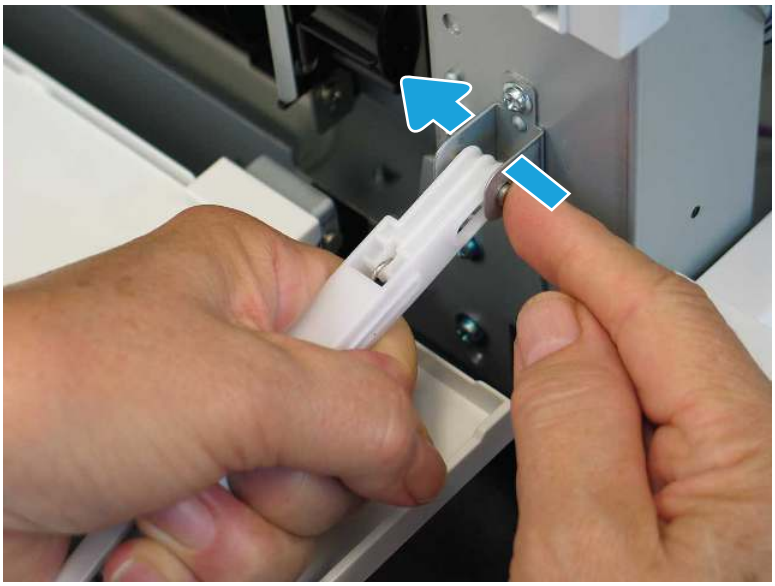
Figure 4-3350 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

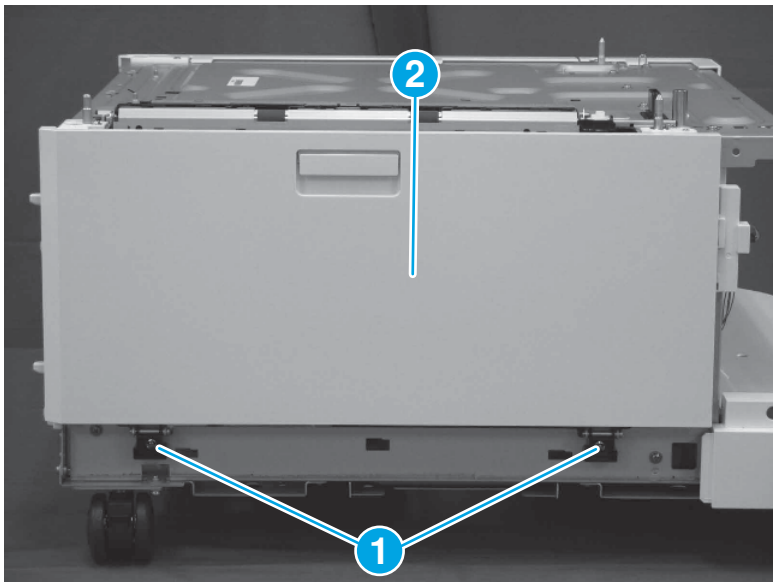
Figure 4-3351 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

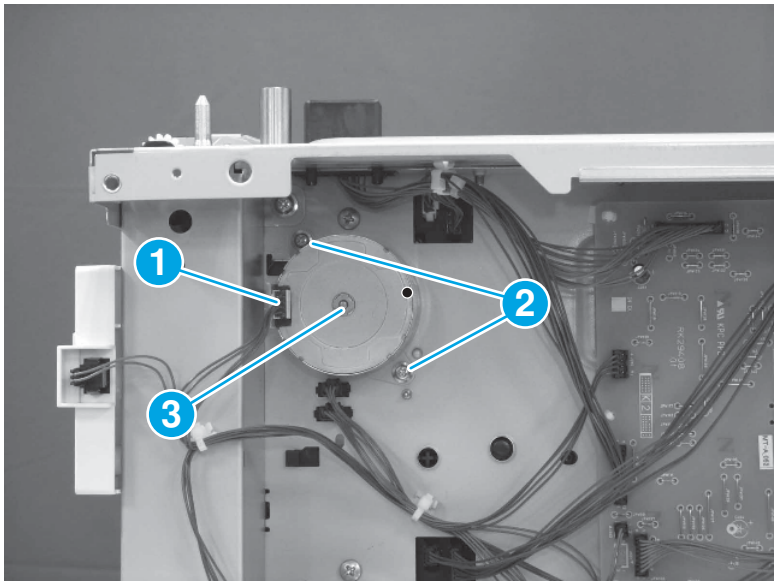
Figure 4-3352 **Remove two screws and the right door**



8. Remove the 2x550-sheet paper tray and stand tray 1 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

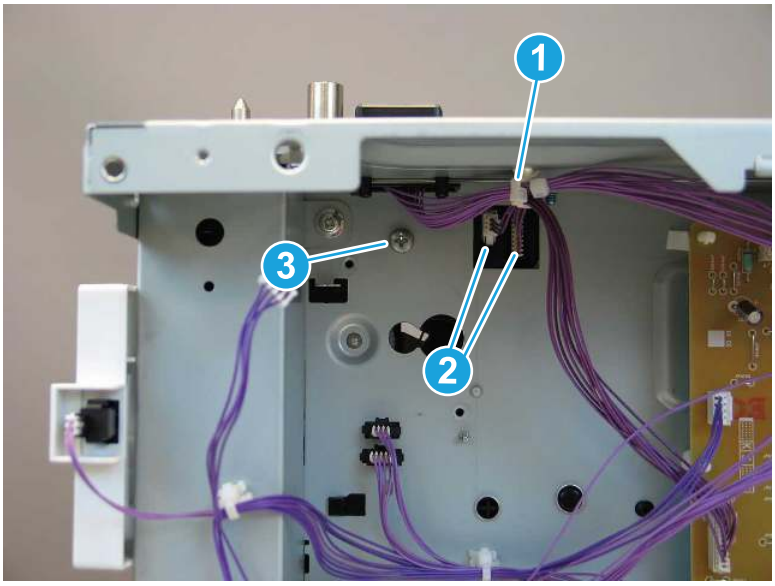
Figure 4-3353 **Remove the pickup motor**



9. Remove the 2x550-sheet paper tray and stand tray 1 pickup assembly.

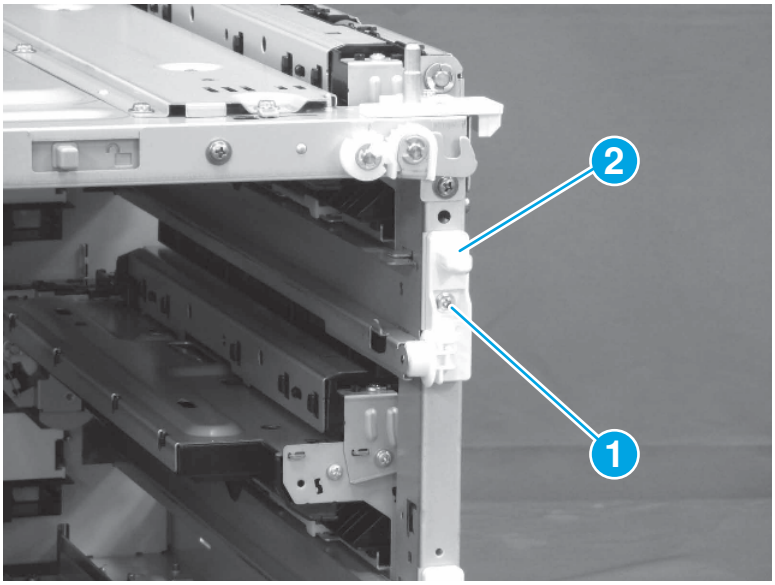
a. Release one retainer (callout 1). Disconnect two connectors (callout 2), and then remove one screw (callout 3).

Figure 4-3354 Disconnect two connectors and remove two screws



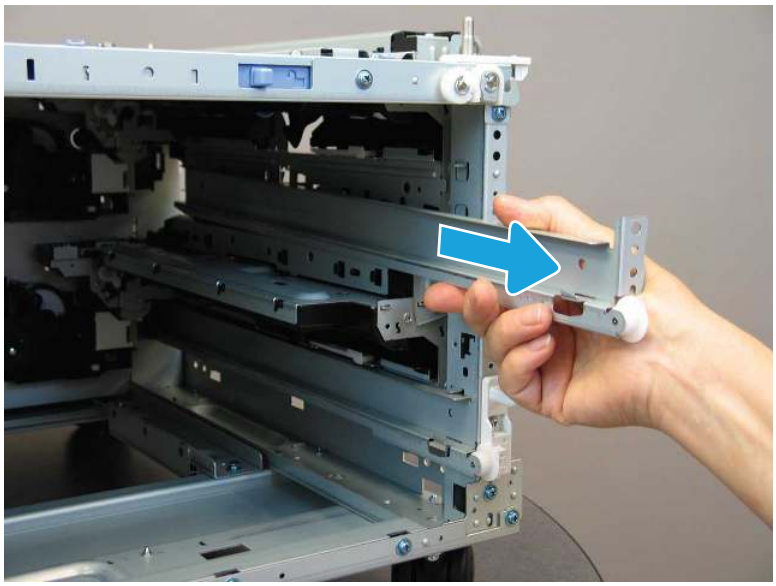
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3355 Remove the cover



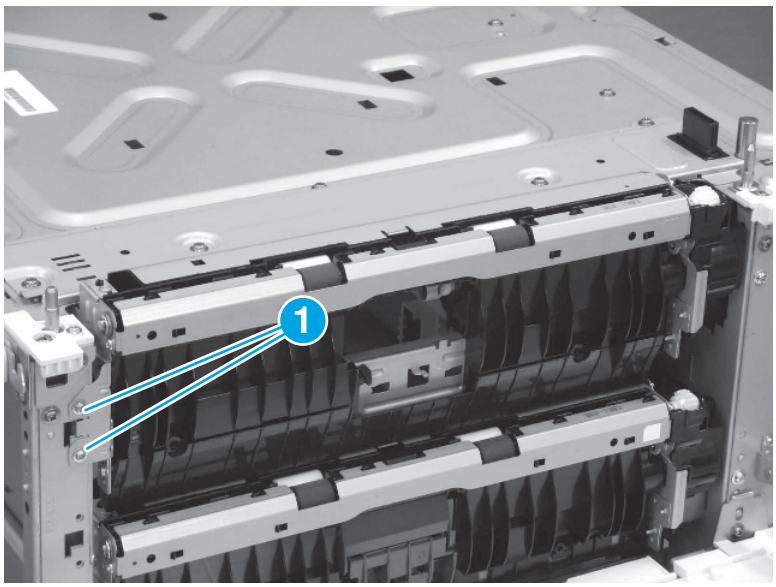
c. Remove the cassette rail.

Figure 4-3356 Remove the cassette rail



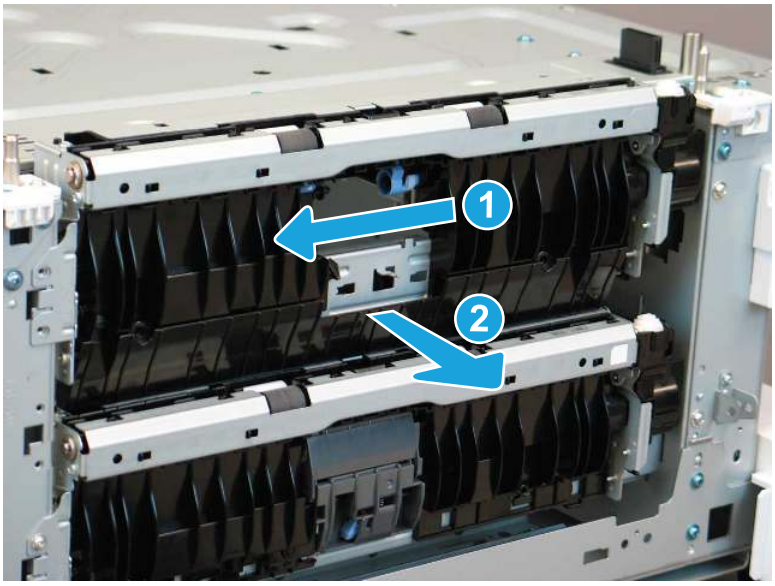
d. Remove two screws (callout 1).

Figure 4-3357 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

Figure 4-3358 Remove the pickup assembly



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand tray 2 pickup motor

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 2 pickup motor.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 2 pickup motor.

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 4-173 Part information

Part number	Part description
RK2-9410-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

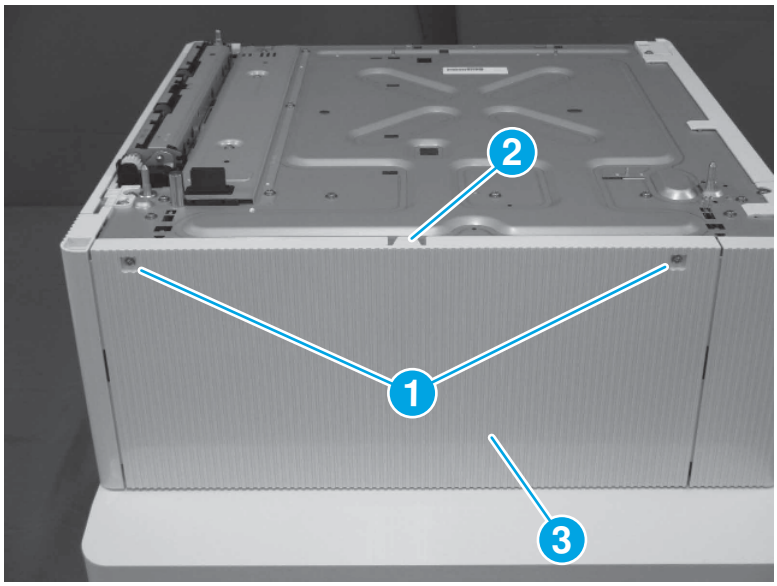
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

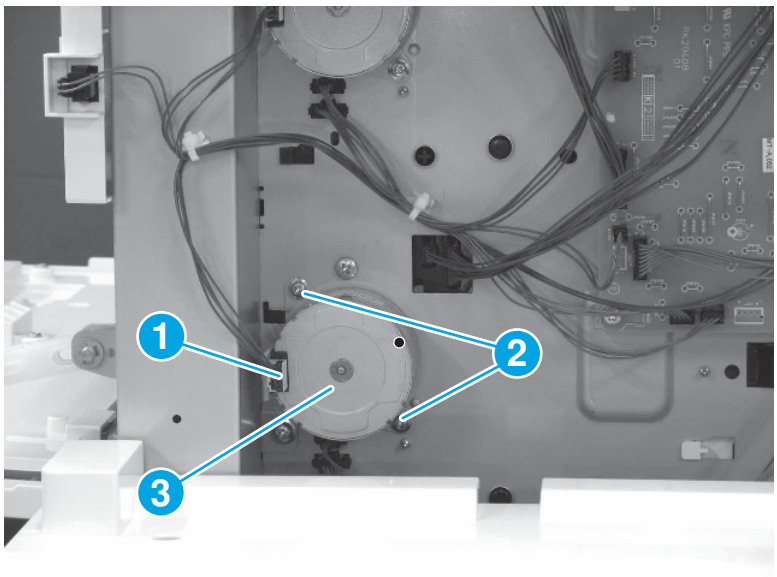
Figure 4-3359 Remove the rear upper cover



2. Remove the 2x550-sheet paper tray and stand tray 2 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

Figure 4-3360 Remove the pickup motor



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2x550-sheet paper tray and stand tray 2 pickup assembly

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 2 pickup assembly.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 2 pickup assembly.

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 4-174 Part information

Part number	Part description
RM2-1717-000CN	Paper pickup assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

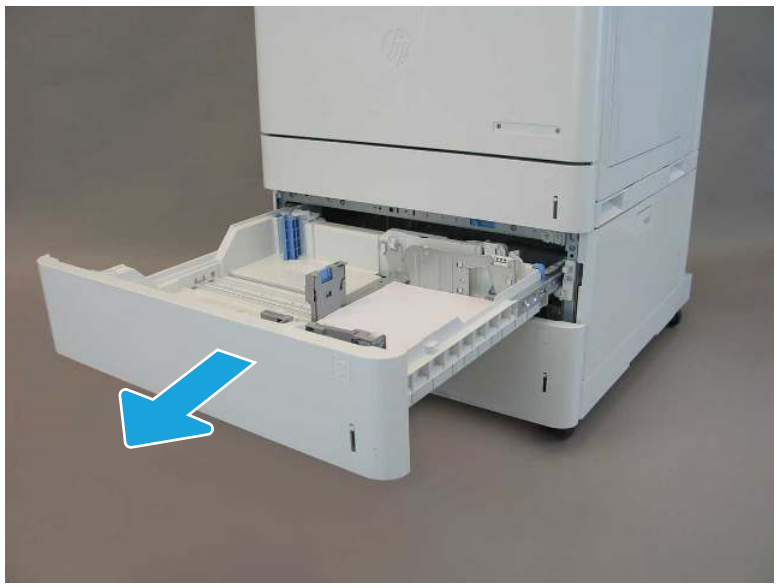
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

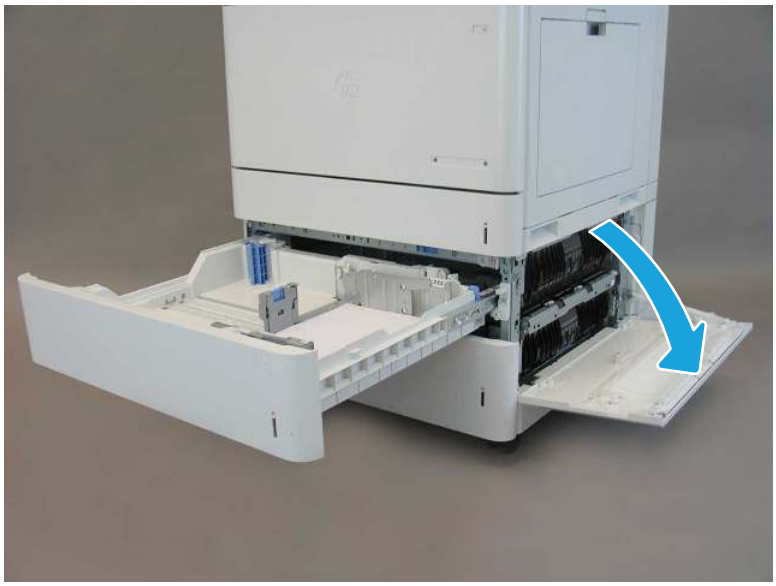
a. Open the tray.

Figure 4-3361 **Open the tray**



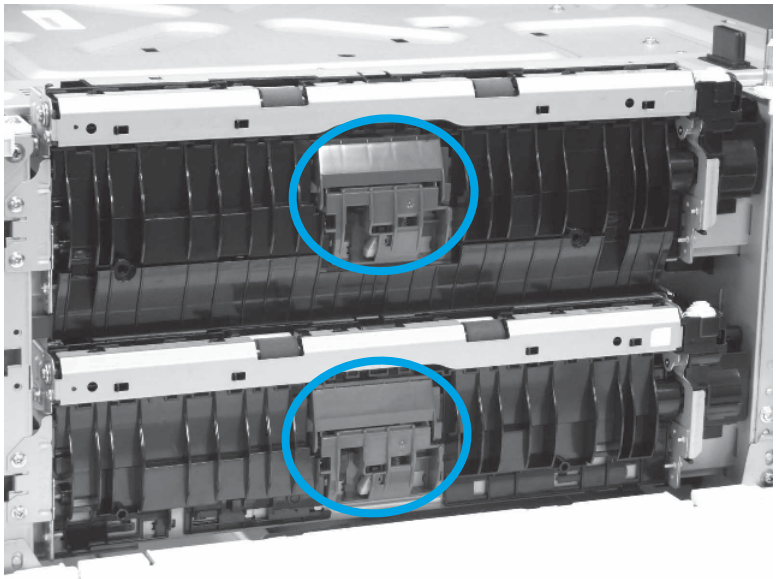
b. Open the right door.

Figure 4-3362 Open the right door



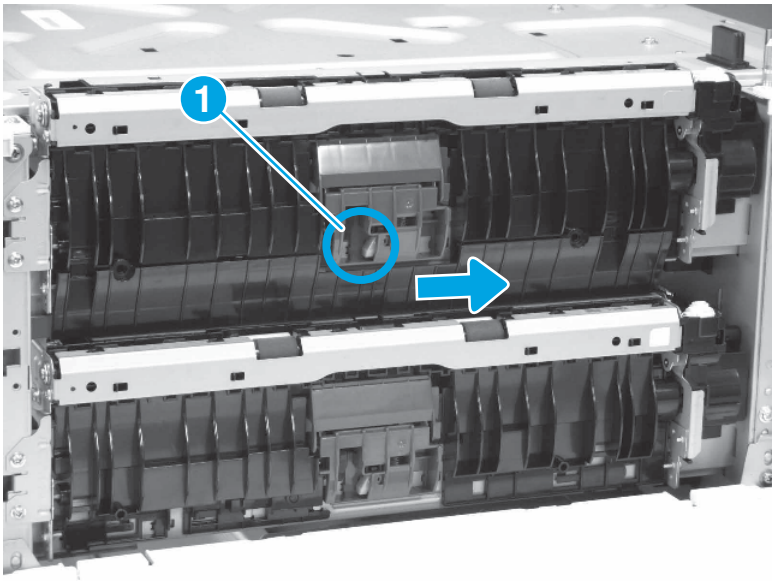
c. Locate the separation roller.

Figure 4-3363 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

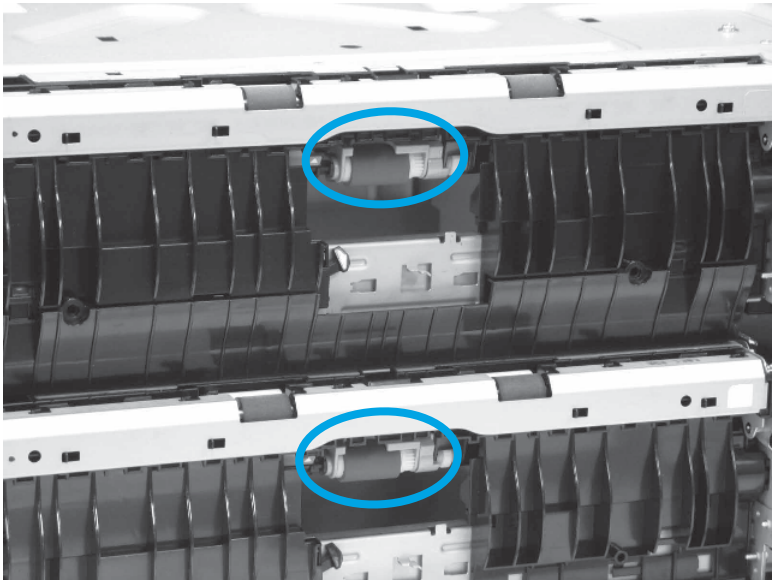
Figure 4-3364 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

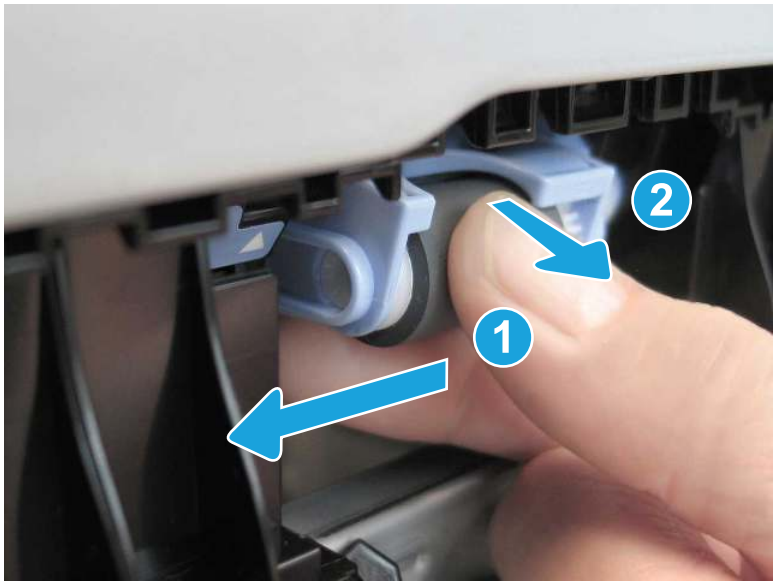
a. Locate the pickup roller.

Figure 4-3365 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

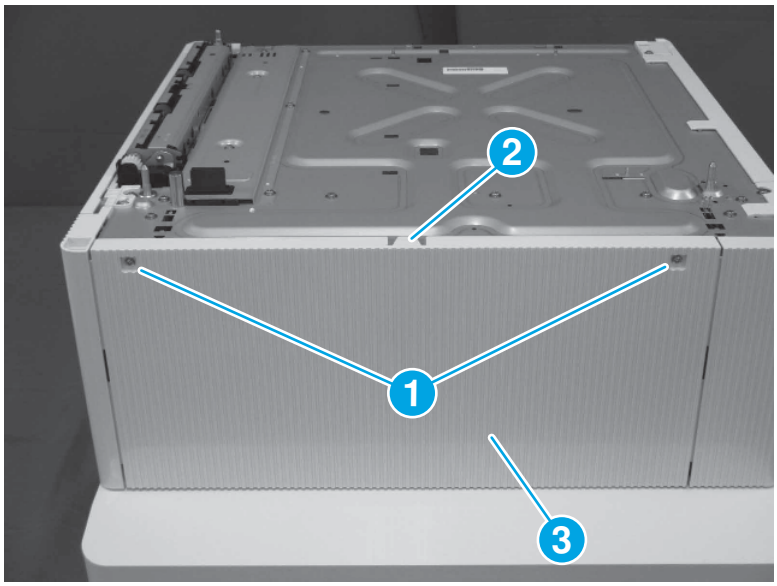
Figure 4-3366 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

Figure 4-3367 Remove the rear upper cover

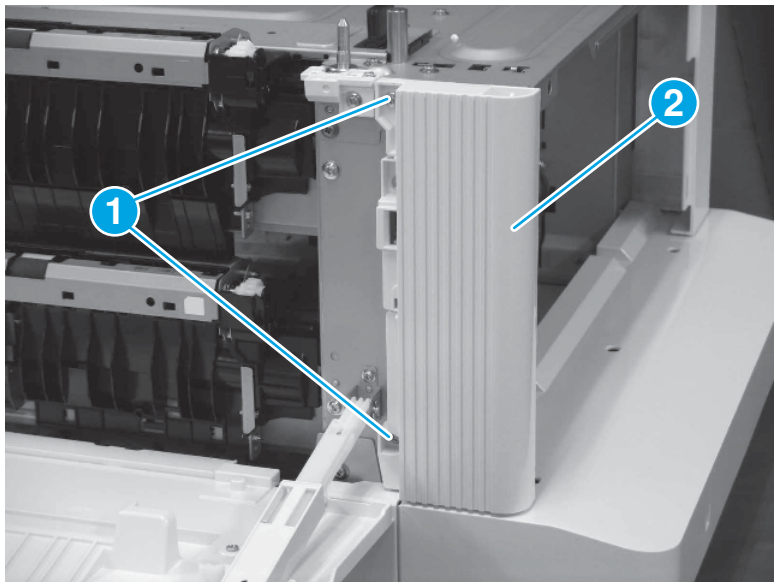


4. Remove the 2x550-sheet paper tray and stand right rear cover.

a. Open the right door.

b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

Figure 4-3368 **Remove the right rear cover**

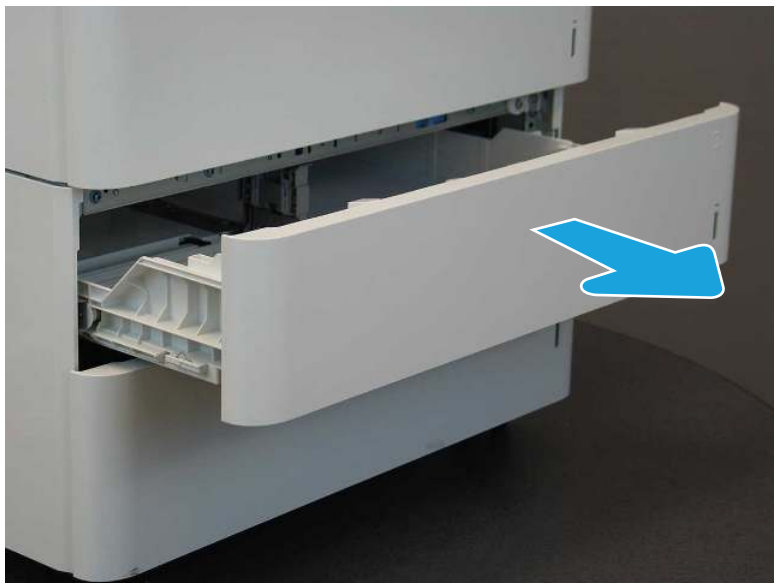


5. Remove both of the 2x550-sheet paper tray and stand trays.

NOTE: The upper tray is shown in the steps below. Follow the same procedure to remove the lower tray.

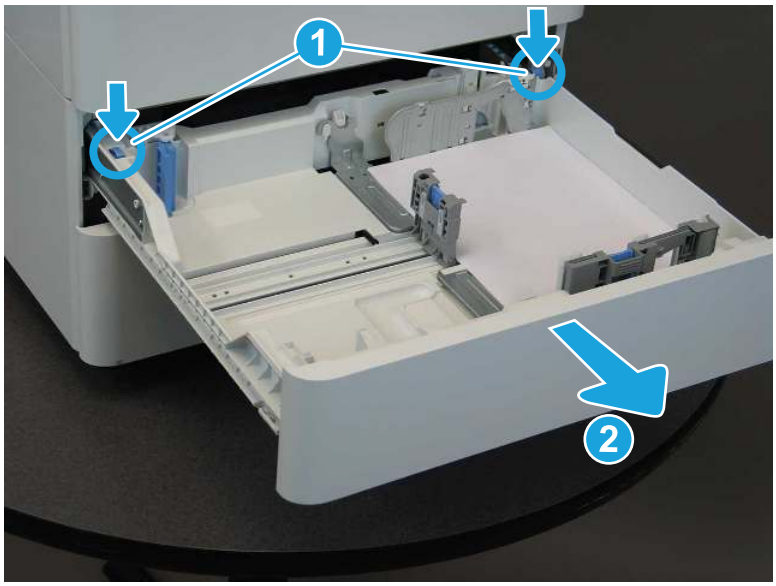
a. Pull the tray away from the printer until it stops.

Figure 4-3369 **Pull the tray out**



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

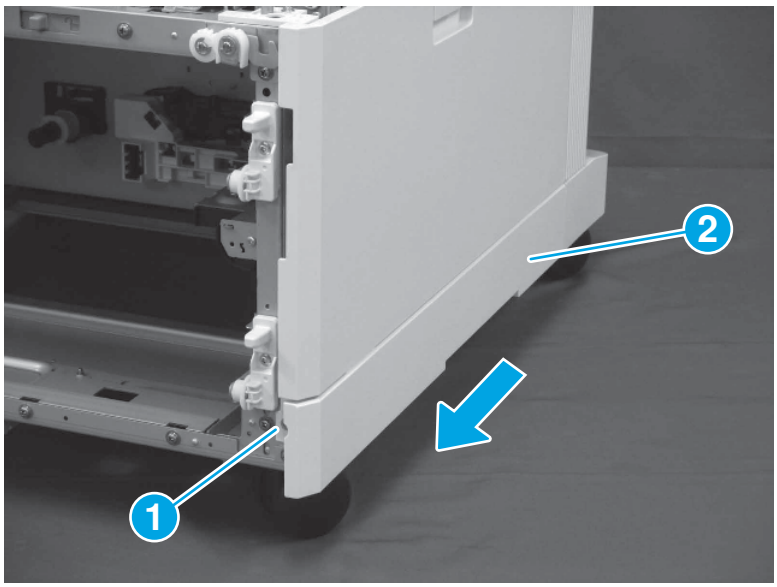
Figure 4-3370 Remove the tray



6. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

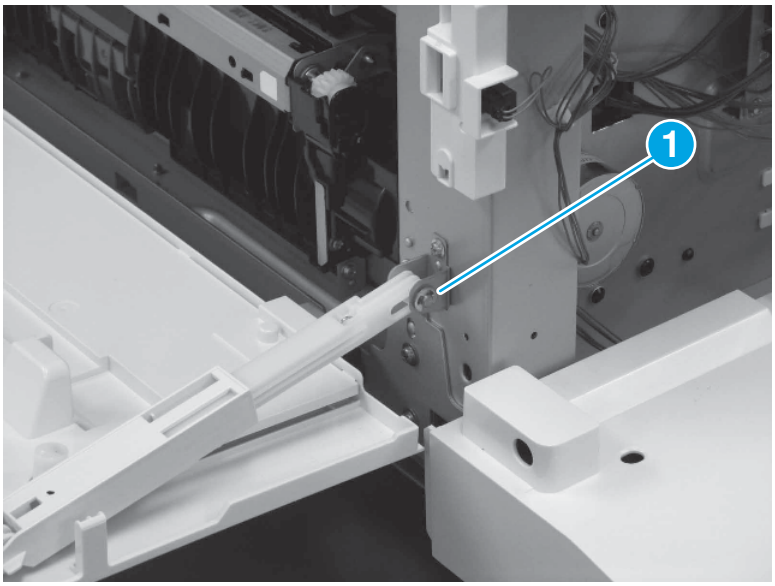
Figure 4-3371 Remove the right lower cover



7. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

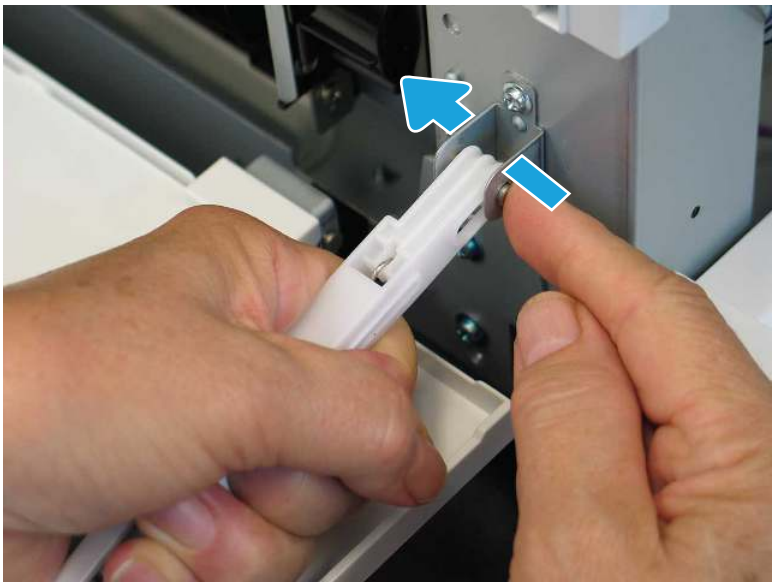
Figure 4-3372 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

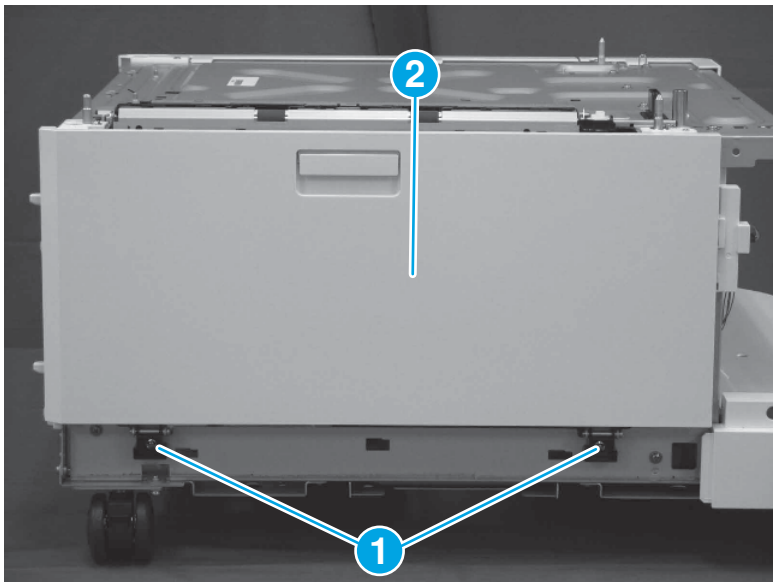
Figure 4-3373 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

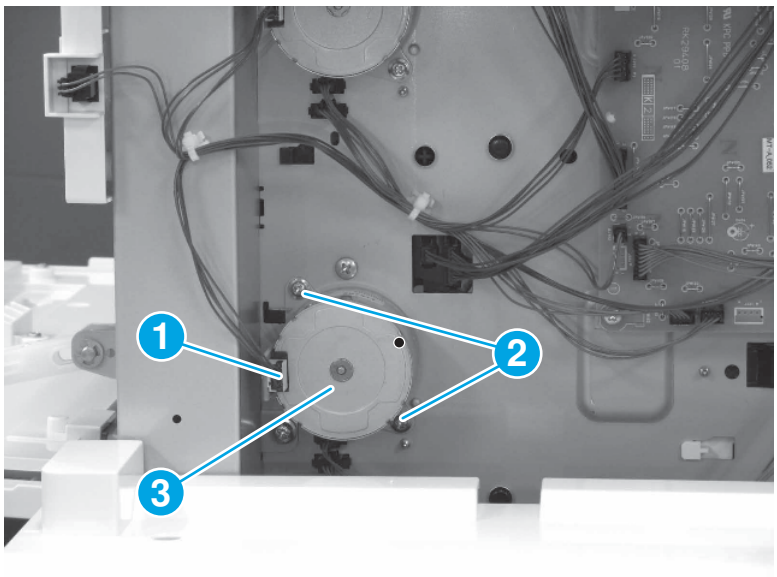
Figure 4-3374 Remove two screws and the right door



8. Remove the 2x550-sheet paper tray and stand tray 2 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

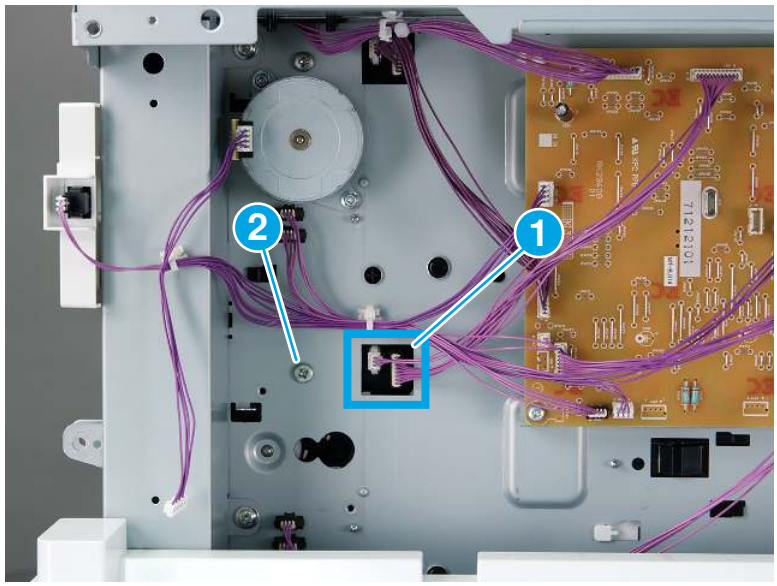
Figure 4-3375 Remove the pickup motor



9. Remove the 2x550-sheet paper tray and stand tray 2 pickup assembly.

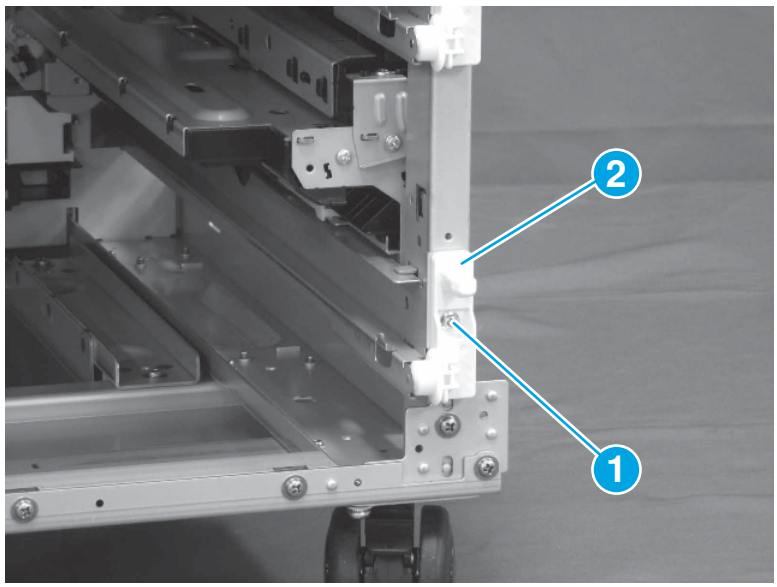
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3376 Disconnect two connectors and remove one screw



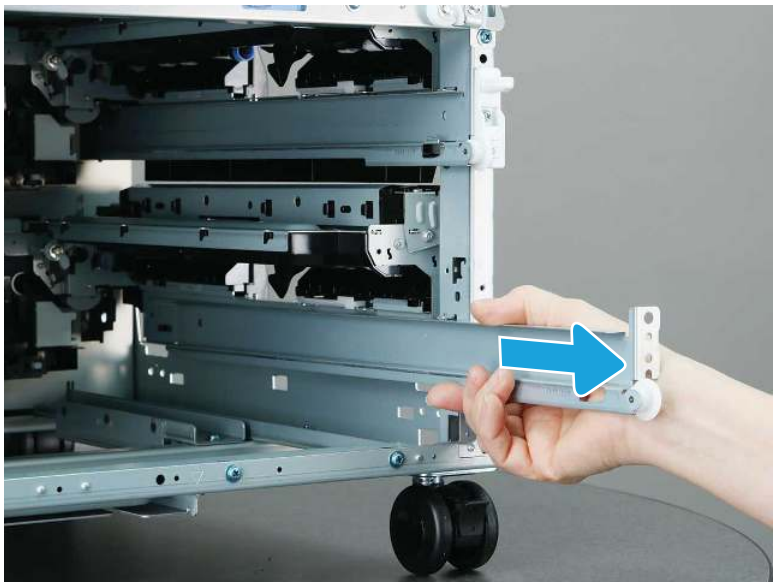
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3377 Remove the cover



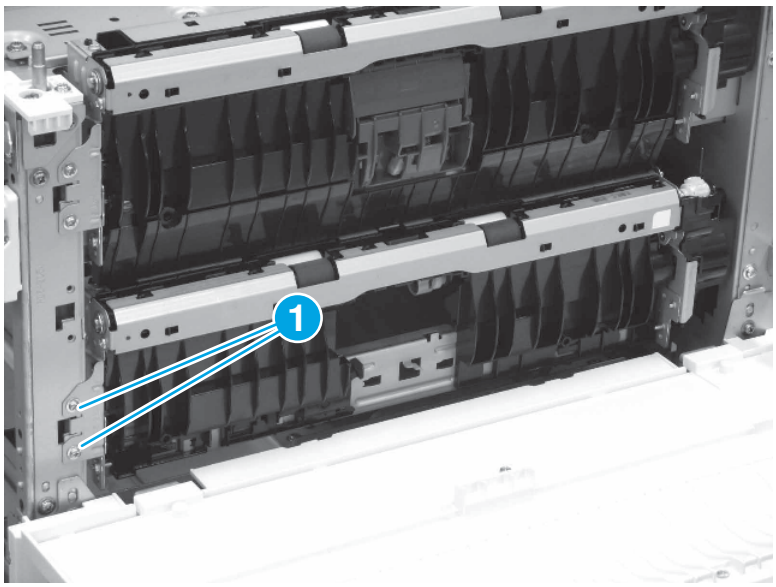
c. Remove the cassette rail.

Figure 4-3378 Remove the rail



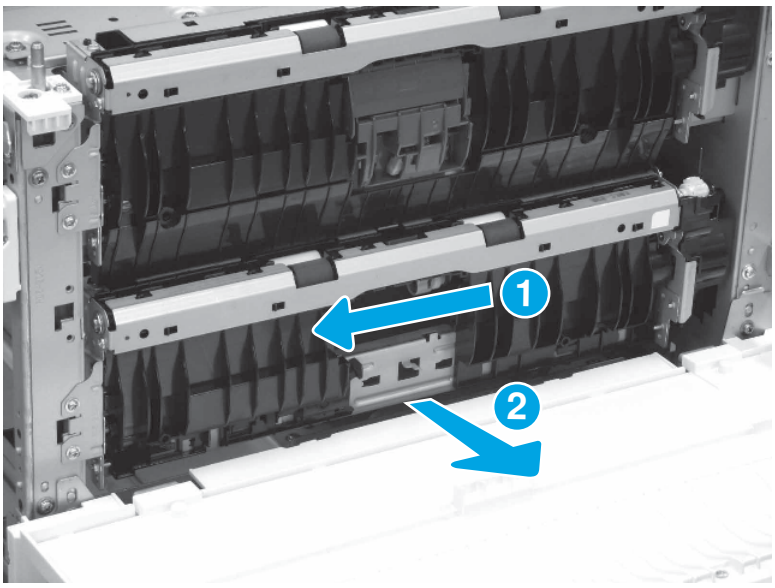
d. Remove two screws (callout 1).

Figure 4-3379 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

Figure 4-3380 Remove the pickup assembly



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand tray 1 lifter drive

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 1 lifter drive.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 1 lifter drive.

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 4-175 Part information

Part number	Part description
RM2-1704-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

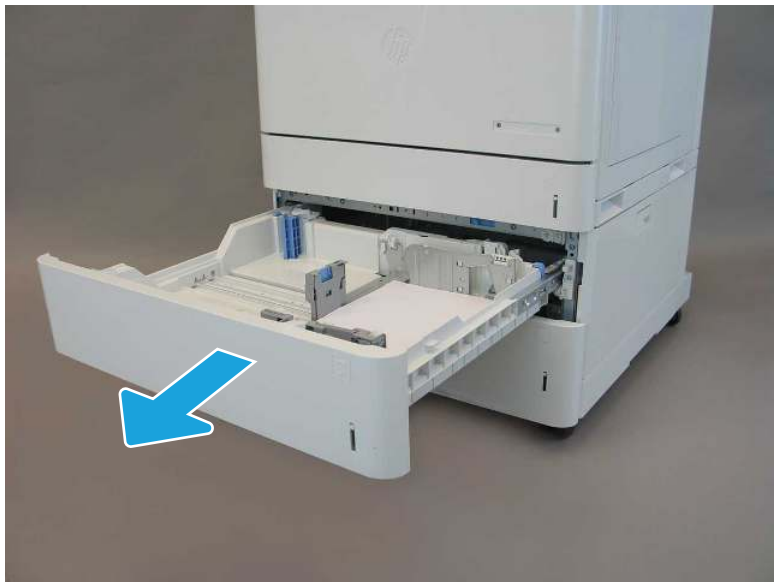
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

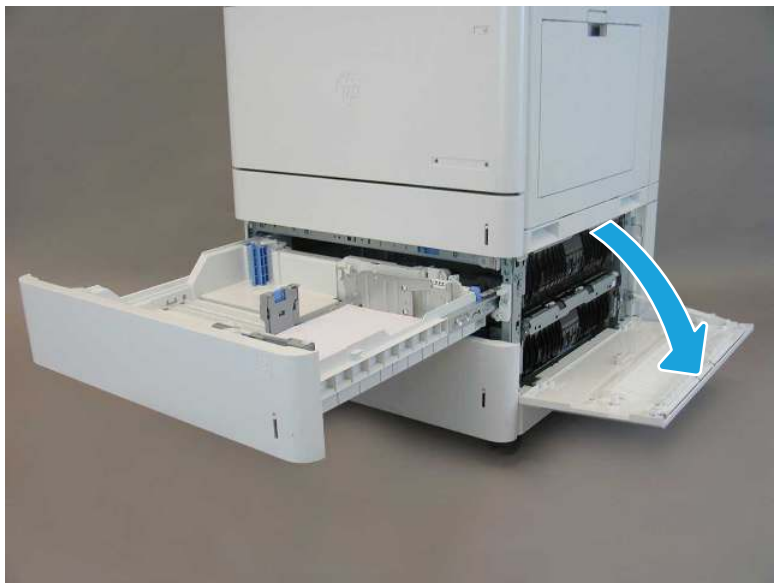
a. Open the tray.

Figure 4-3381 Open the tray



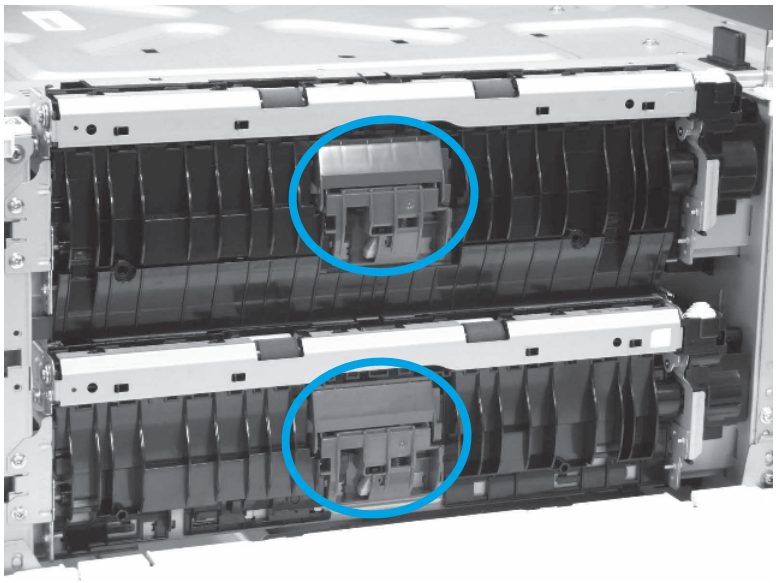
b. Open the right door.

Figure 4-3382 Open the right door



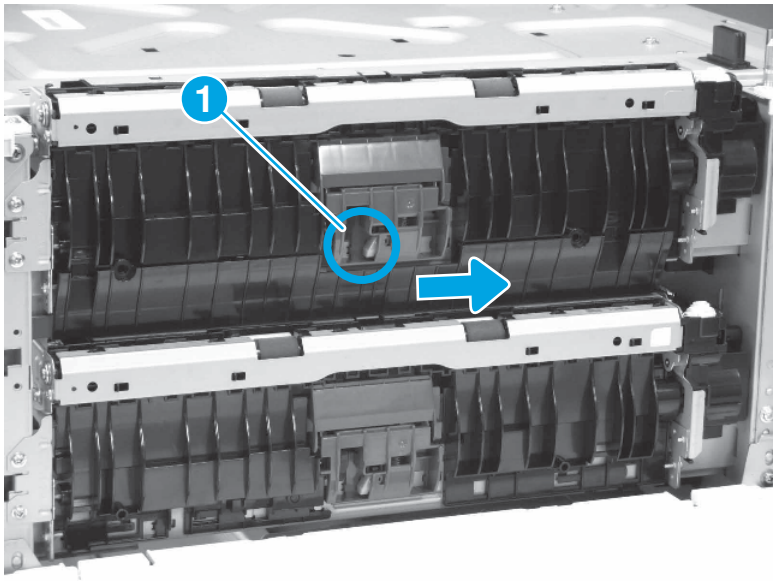
c. Locate the separation roller.

Figure 4-3383 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

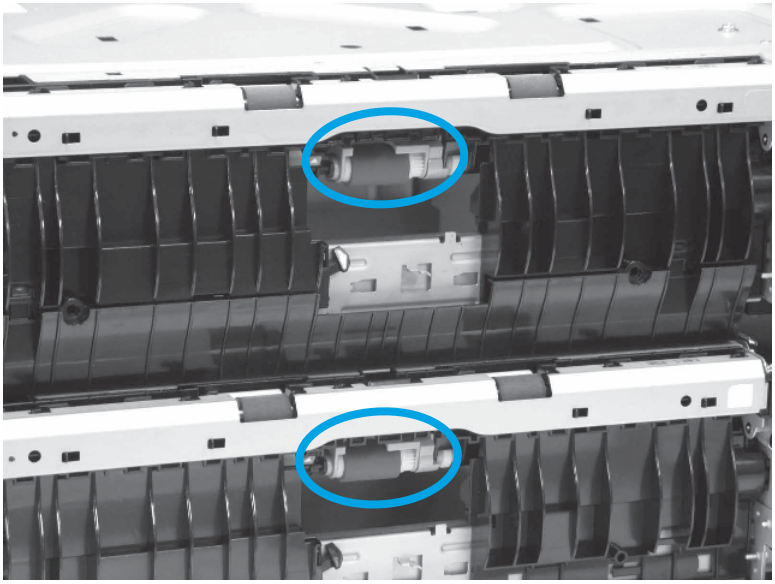
Figure 4-3384 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

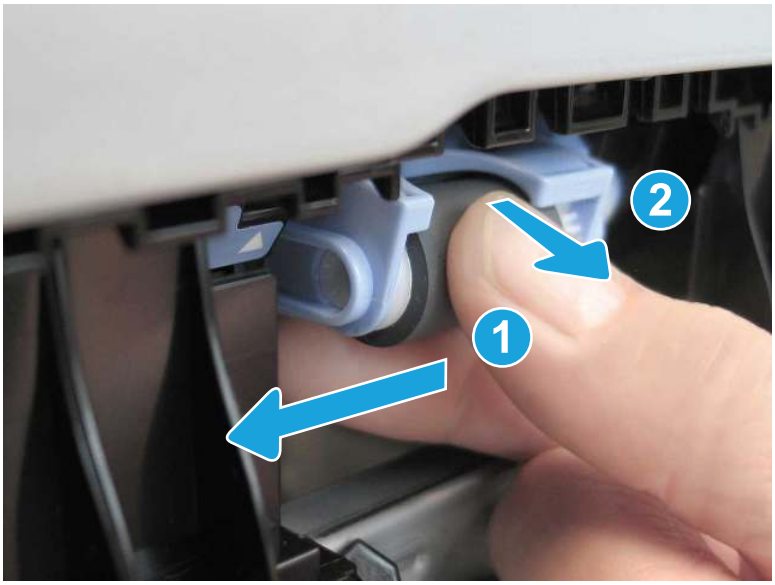
a. Locate the pickup roller.

Figure 4-3385 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

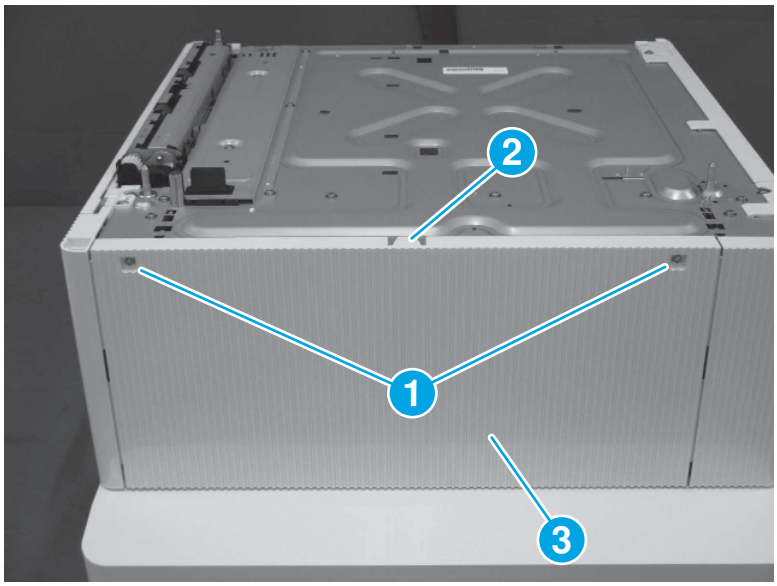
Figure 4-3386 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

  Figure 4-3387 Remove the rear upper cover

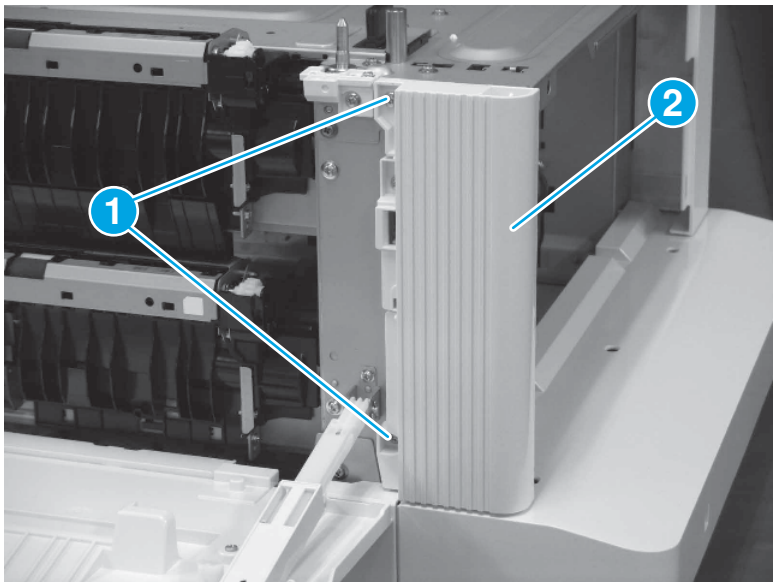
  

4. Remove the 2x550-sheet paper tray and stand right rear cover.

   a. Open the right door.

   b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

   Figure 4-3388 Remove the right rear cover

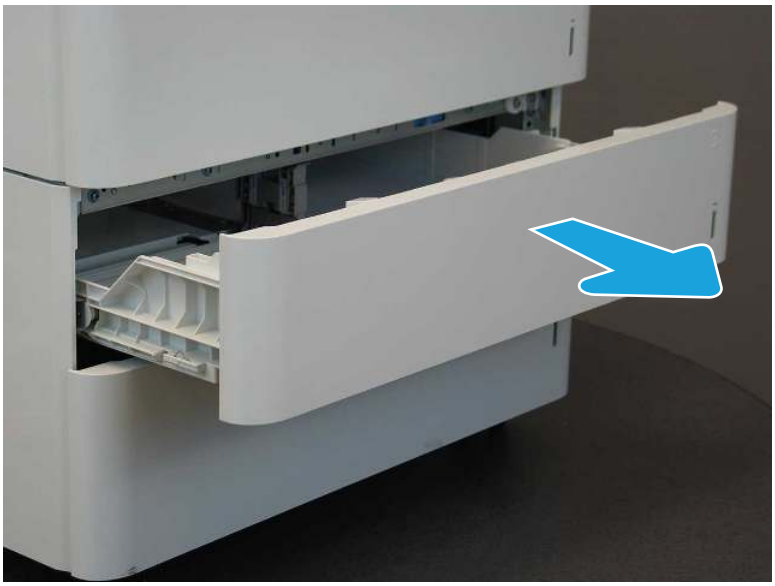
   

5. Remove both of the 2x550-sheet paper tray and stand trays.

NOTE: The upper tray is shown in the steps below. Follow the same procedure to remove the lower tray.

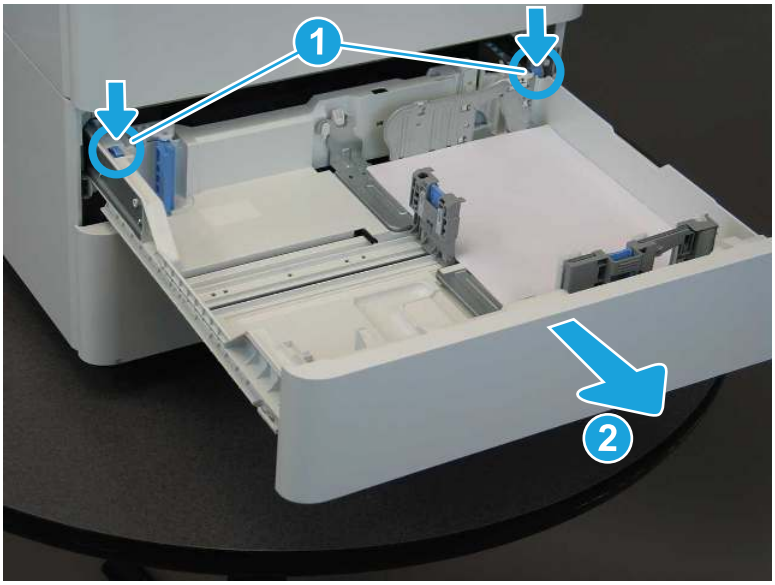
a. Pull the tray away from the printer until it stops.

Figure 4-3389 Pull the tray out



b. Push down to release two tabs (callout 1), and then remove the tray (callout 2).

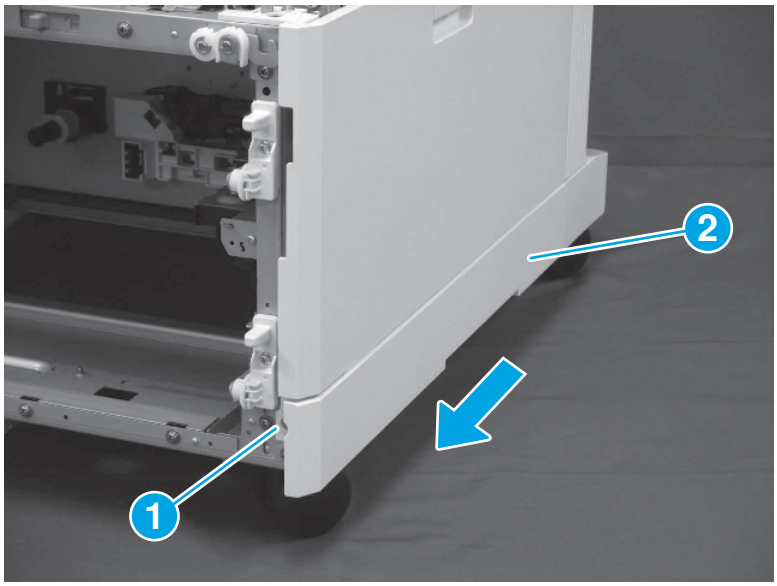
Figure 4-3390 Remove the tray



6. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

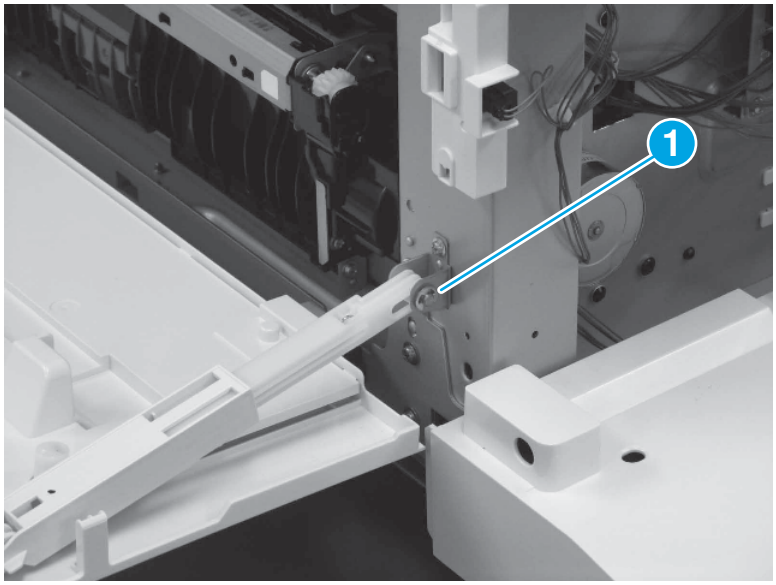
Figure 4-3391 Remove the right lower cover



7. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

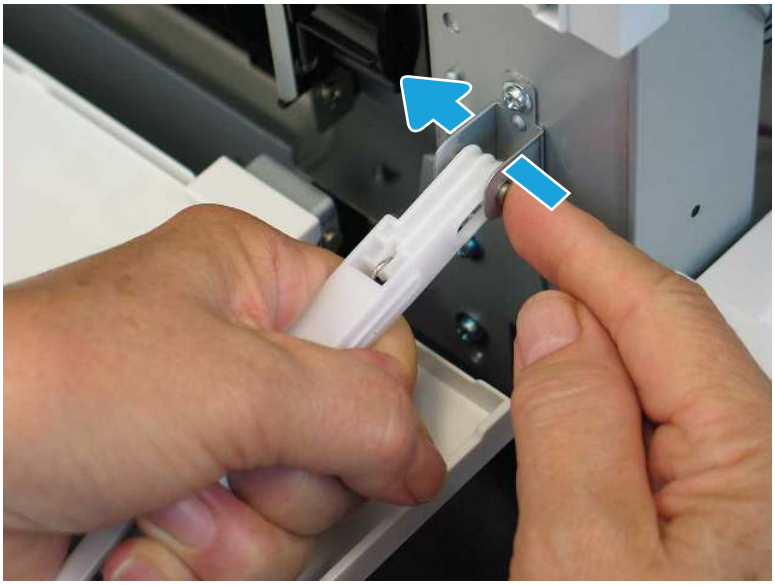
Figure 4-3392 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

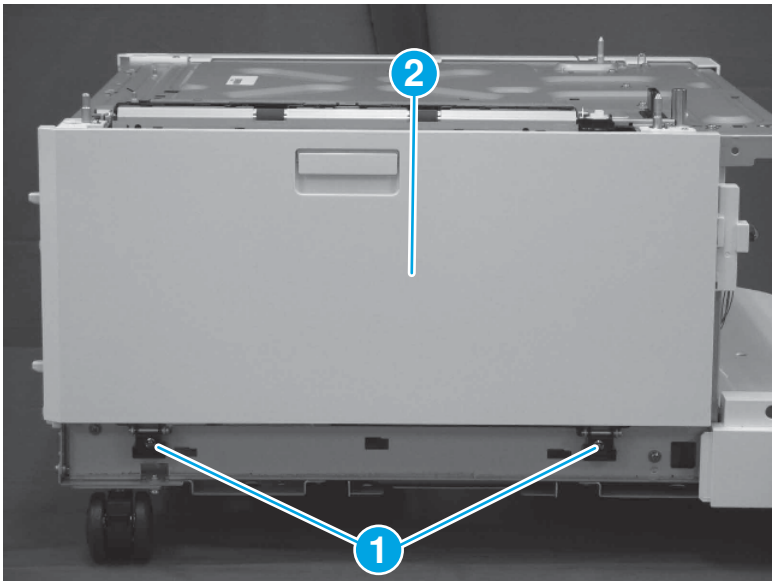
Figure 4-3393 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

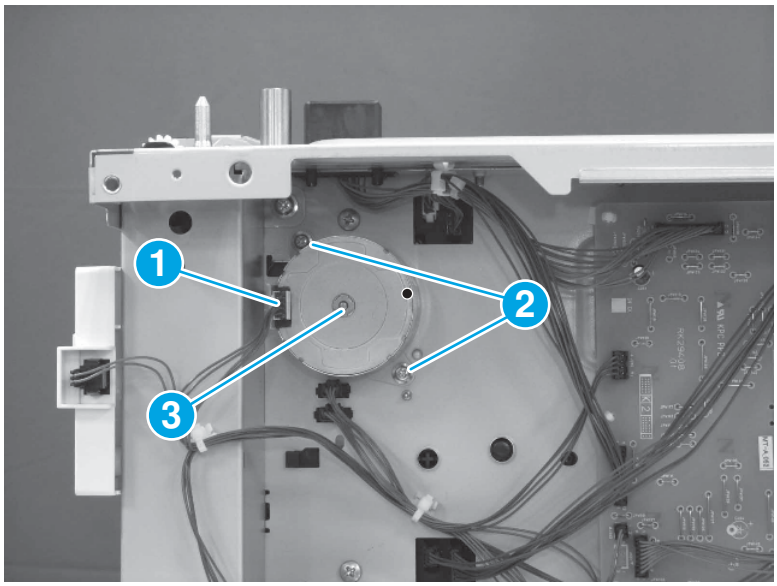
Figure 4-3394 Remove two screws and the right door



8. Remove the 2x550-sheet paper tray and stand tray 1 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

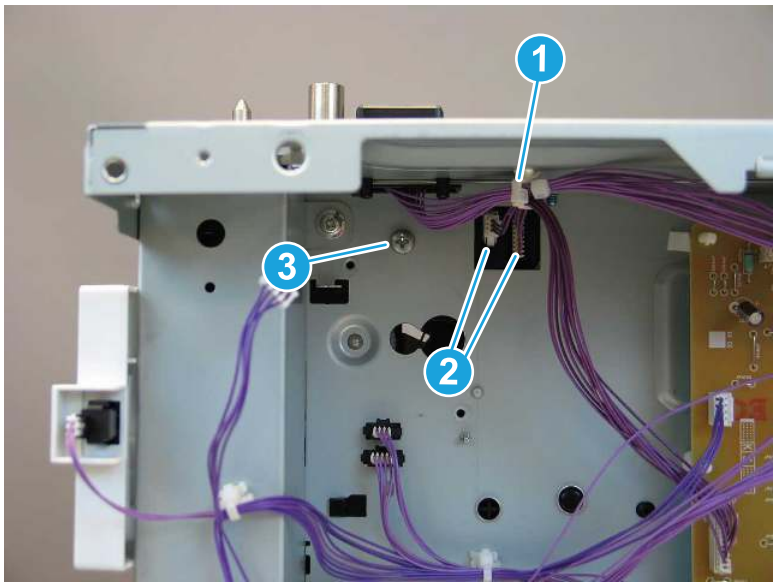
  Figure 4-3395 Remove the pickup motor

9. Remove the 2x550-sheet paper tray and stand tray 1 pickup assembly.

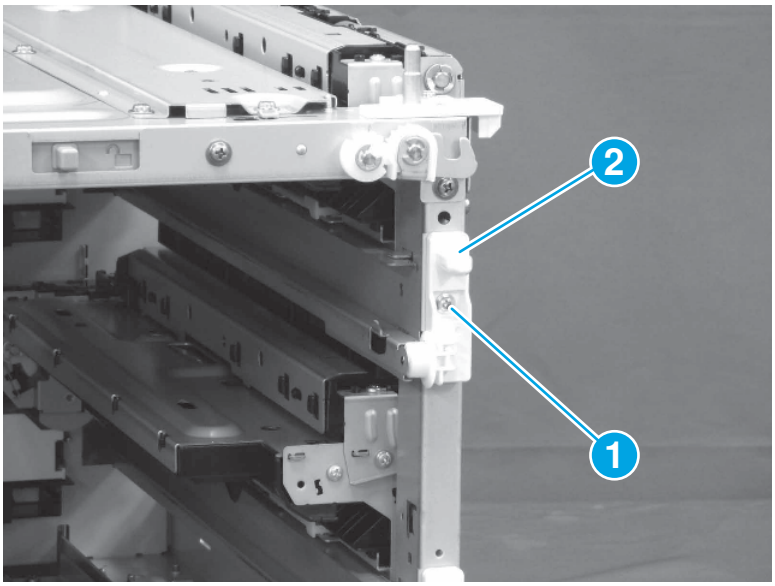
   a. Release one retainer (callout 1). Disconnect two connectors (callout 2), and then remove one screw (callout 3).

   Figure 4-3396 Disconnect two connectors and remove two screws

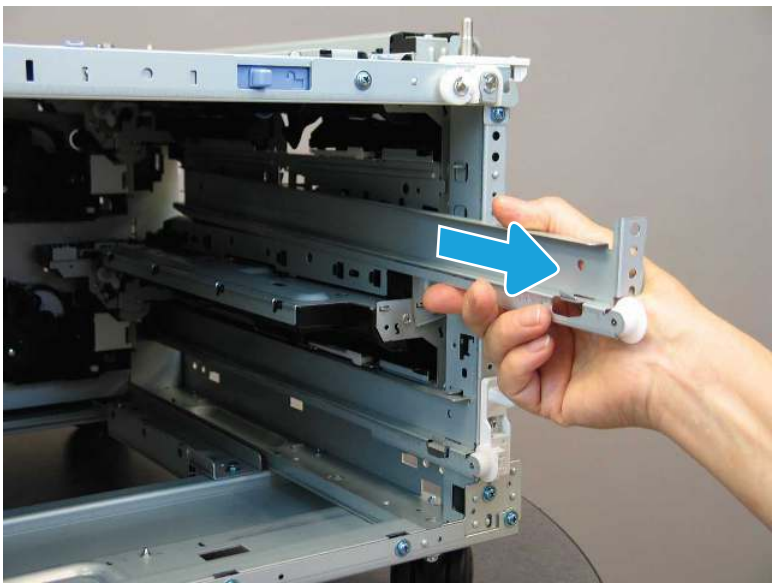
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3397 Remove the cover



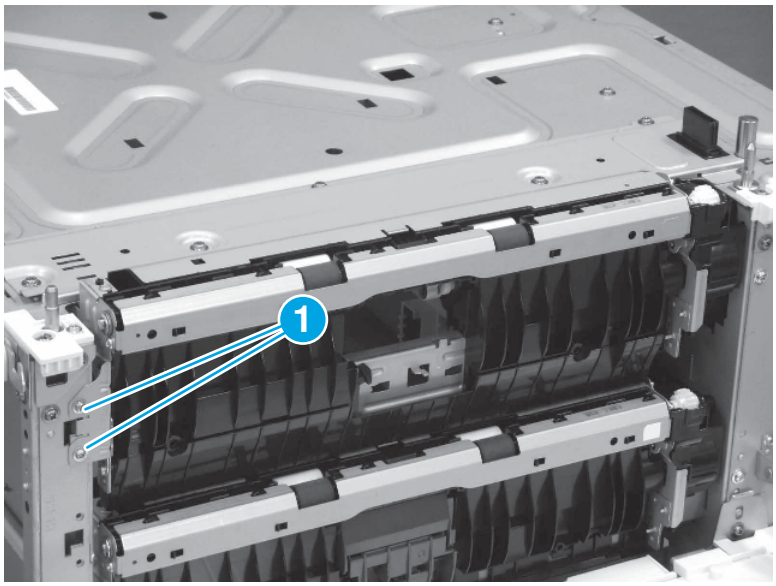
c. Remove the cassette rail.

Figure 4-3398 Remove the cassette rail



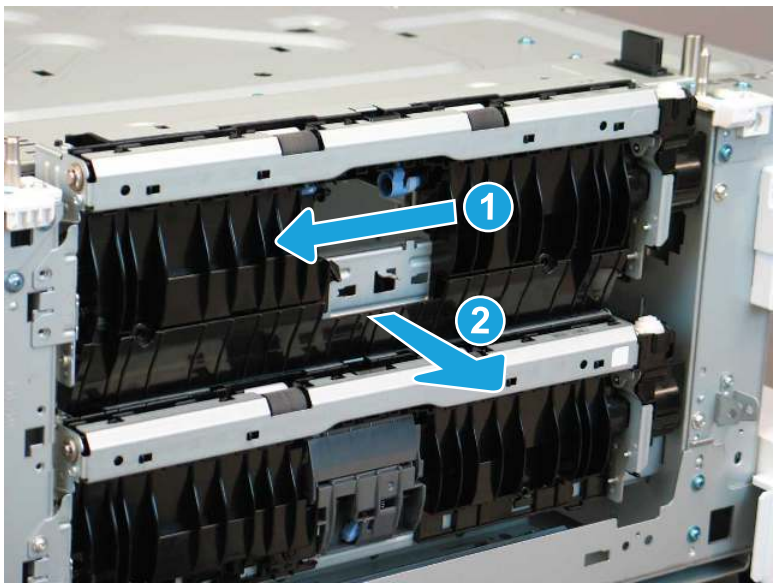
d. Remove two screws (callout 1).

Figure 4-3399 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

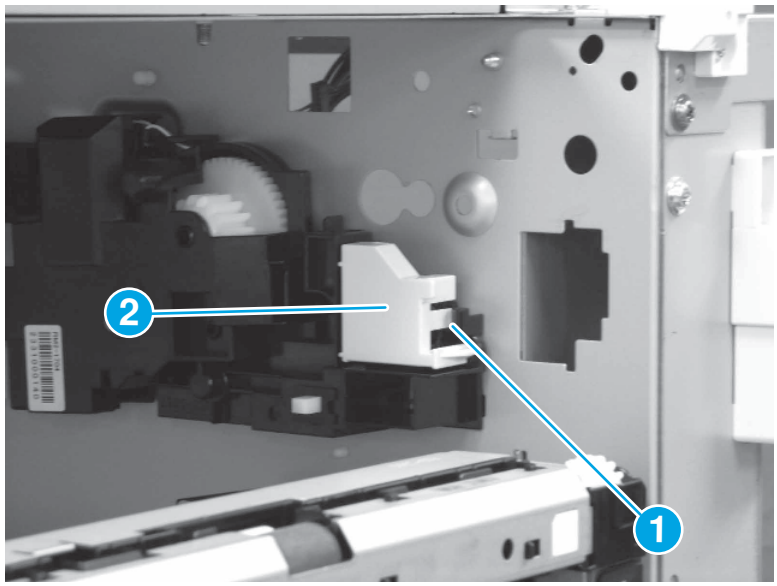
Figure 4-3400 Remove the pickup assembly



10. Remove the 2x550-sheet paper tray and stand tray 1 lifter drive.

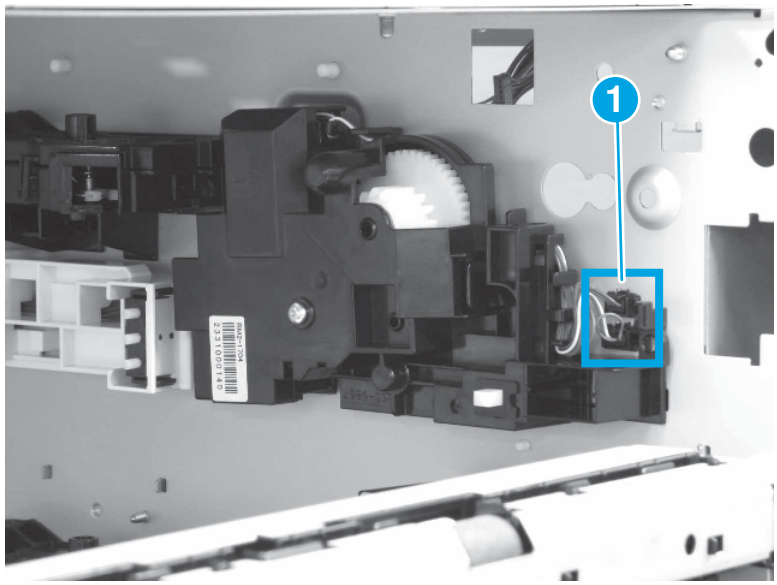
a. Release one tab (callout 1), and then remove the connector cover (callout 2).

Figure 4-3401 Remove the connector cover



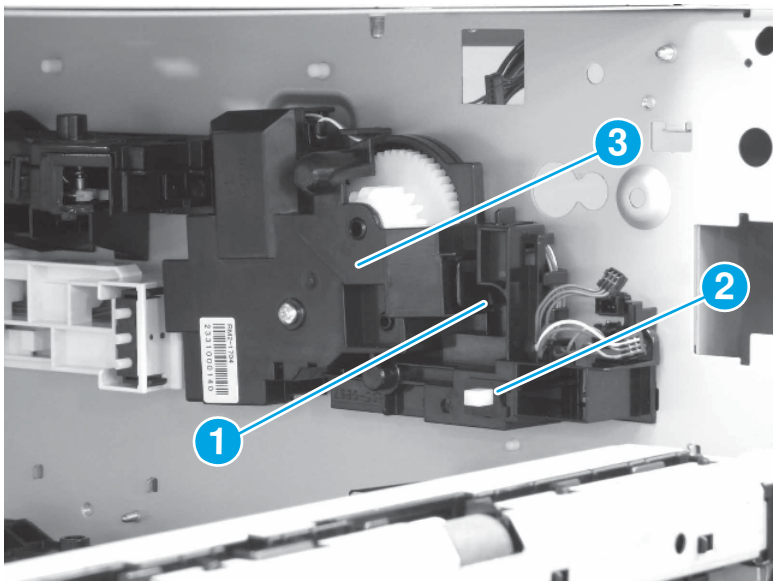
b. Disconnect two connectors (callout 1).

Figure 4-3402 Disconnect two connectors



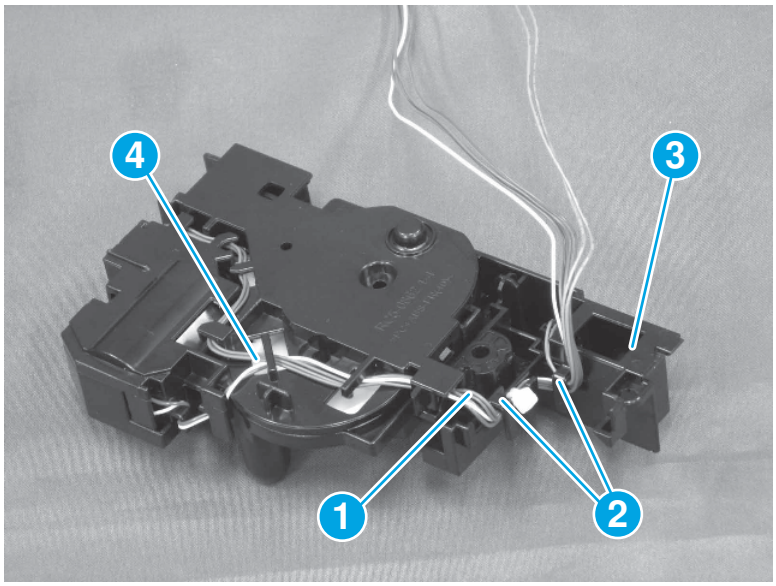
c. Remove one screw (callout 1). Remove the holder (callout 2) and the lifter drive (callout 3) together.

Figure 4-3403 Remove the lifter drive and holder



d. Release the cables (callout 1) from the cable guide (callout 2). Remove the holder (callout 3) from the lifter drive (callout 4).

Figure 4-3404 Remove the holder



11. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand tray 2 lifter drive

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 2 lifter drive.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 2 lifter drive.

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 4-176 Part information

Part number	Part description
RM2-1704-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

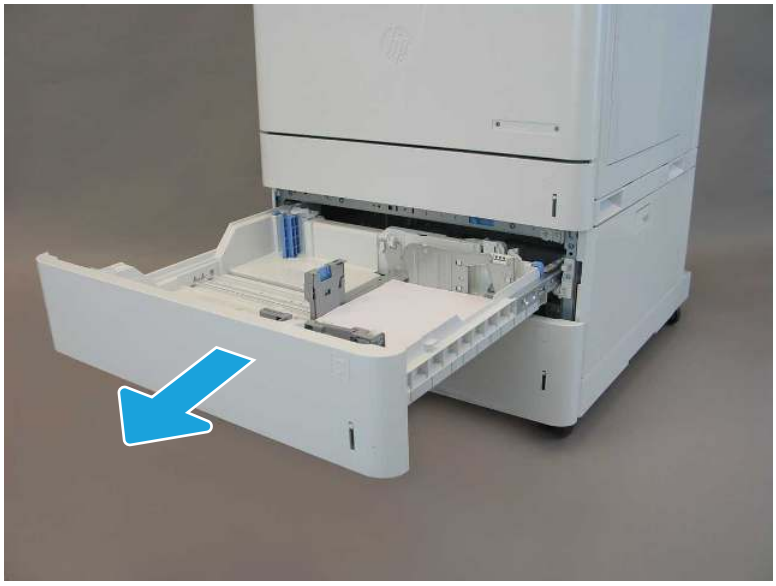
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

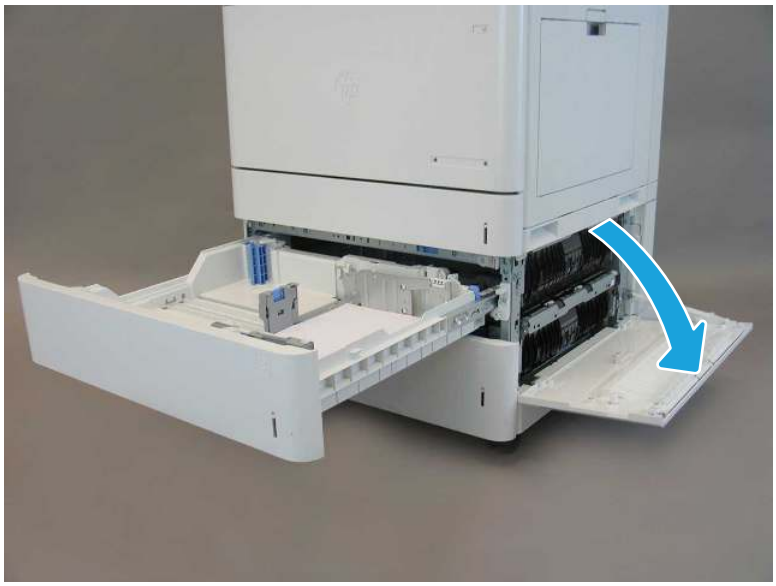
a. Open the tray.

Figure 4-3405 Open the tray



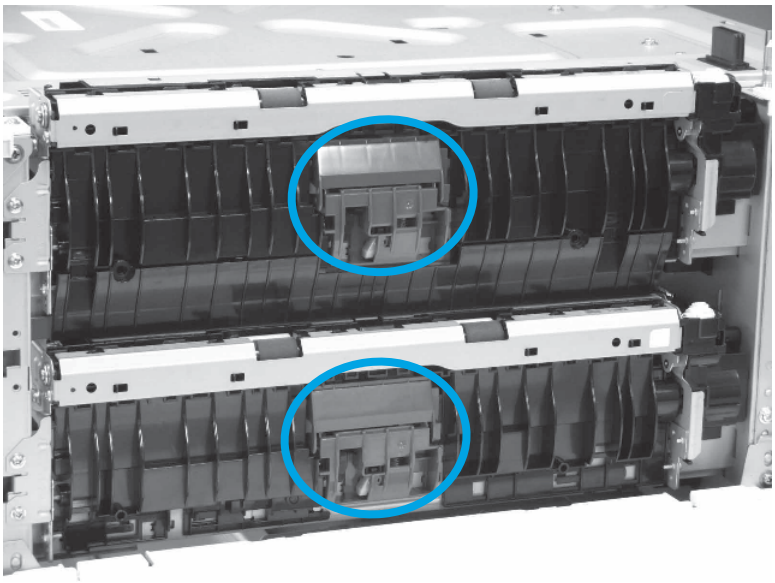
b. Open the right door.

Figure 4-3406 Open the right door



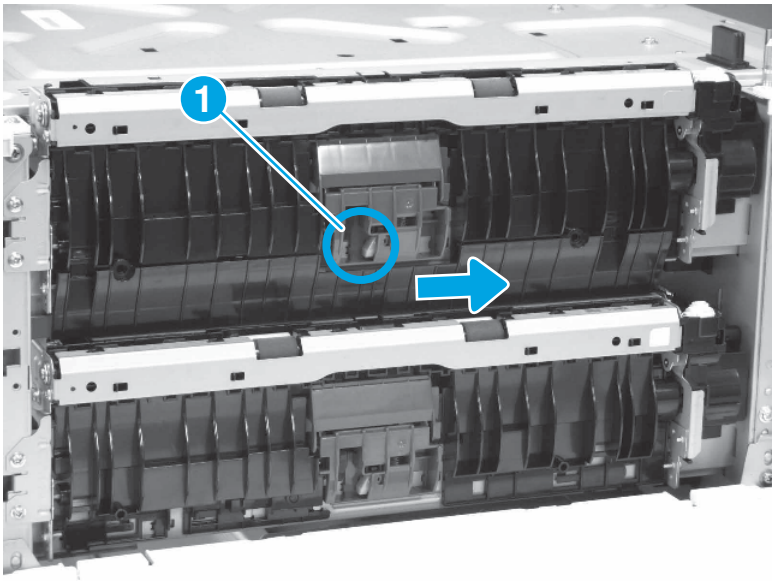
c. Locate the separation roller.

Figure 4-3407 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

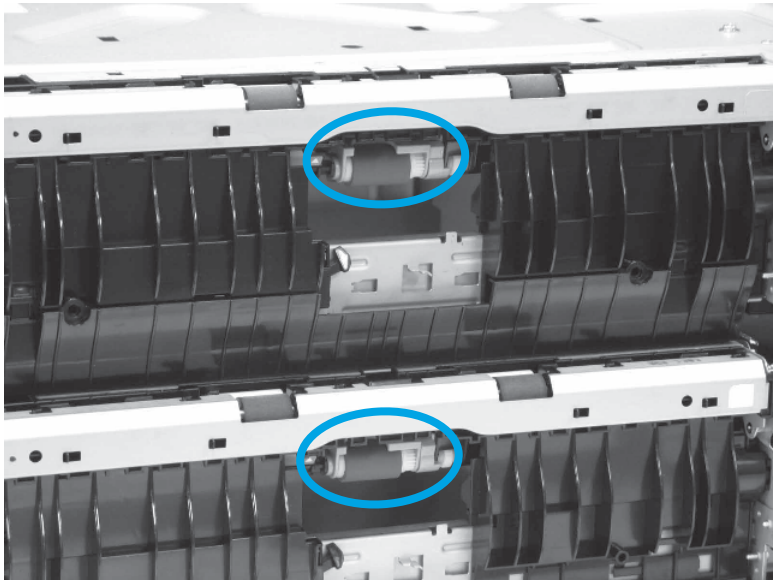
Figure 4-3408 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

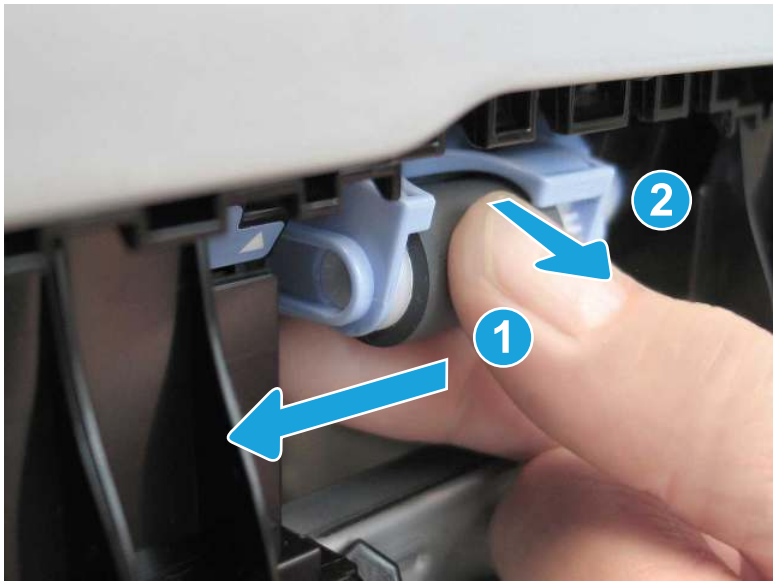
a. Locate the pickup roller.

Figure 4-3409 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

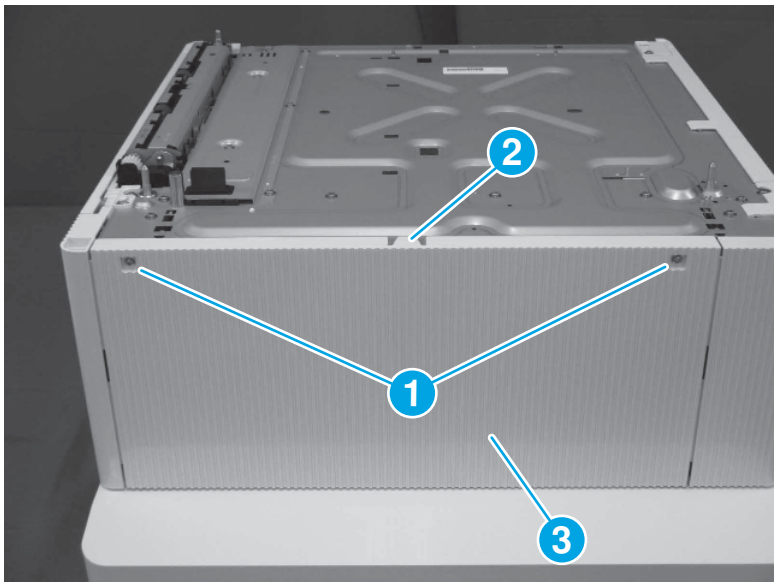
Figure 4-3410 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

  Figure 4-3411 Remove the rear upper cover

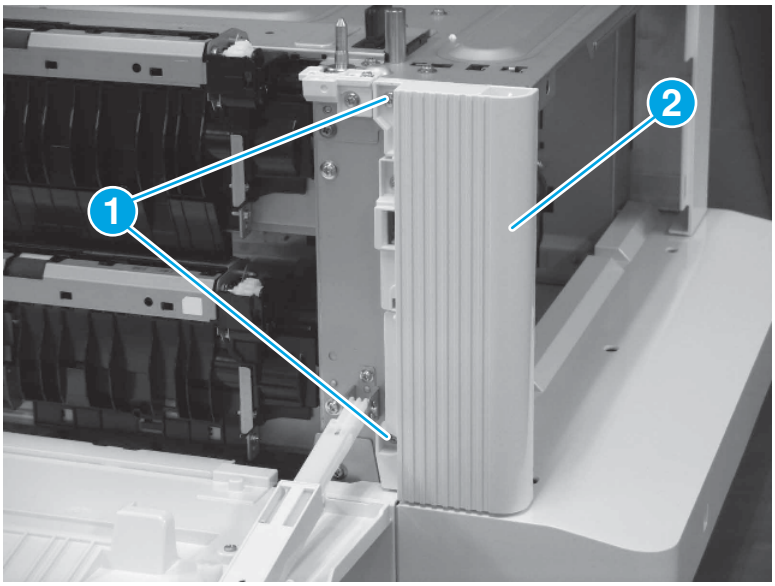
  

4. Remove the 2x550-sheet paper tray and stand right rear cover.

   a. Open the right door.

   b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

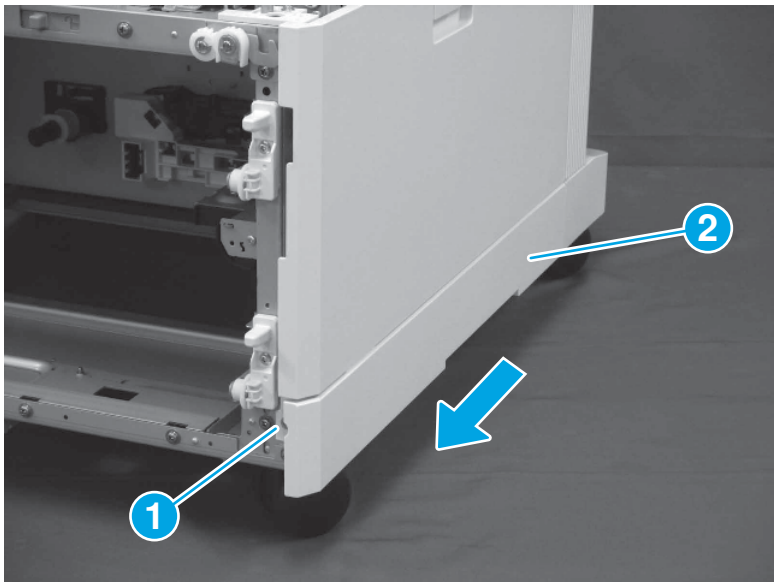
   Figure 4-3412 Remove the right rear cover

5. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

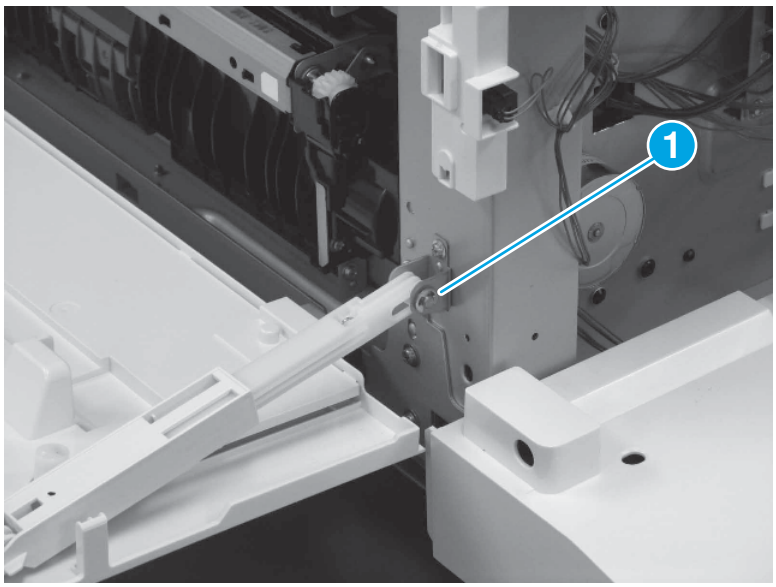
Figure 4-3413 Remove the right lower cover



6. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

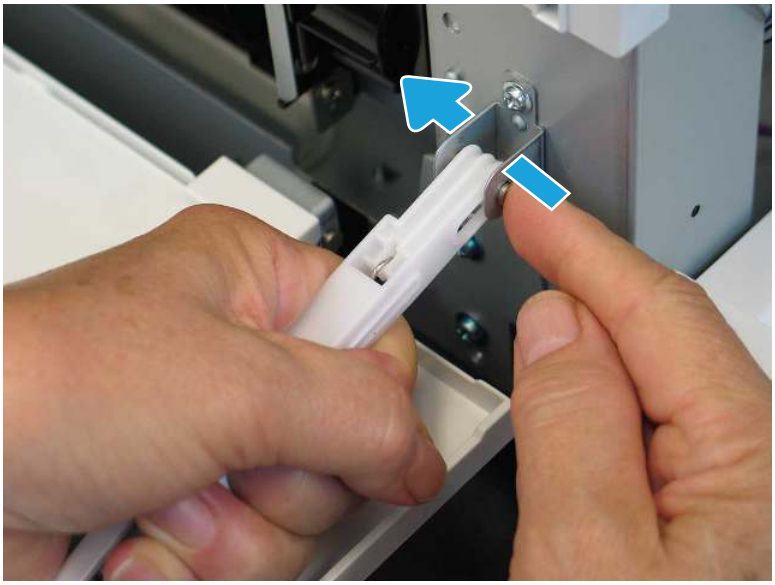
Figure 4-3414 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

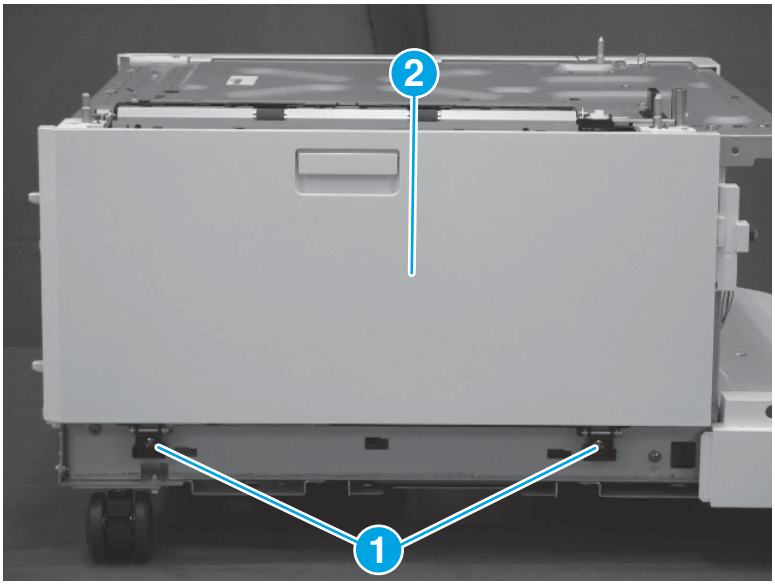
Figure 4-3415 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

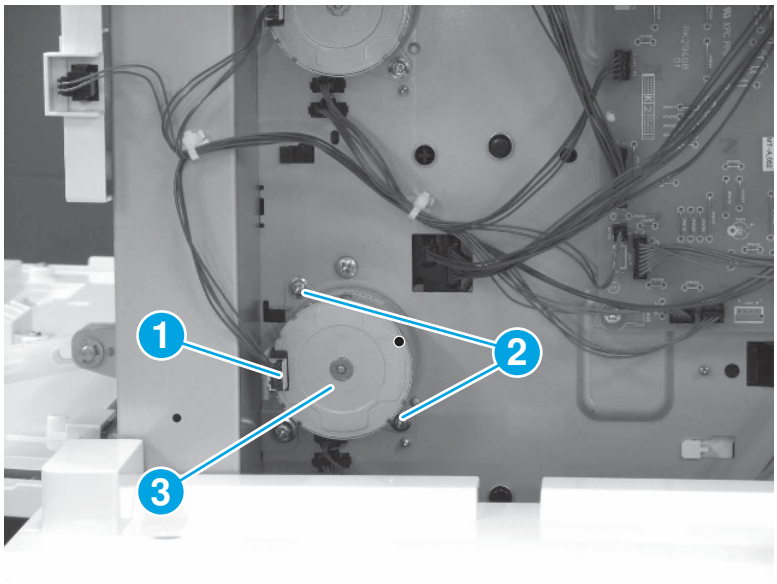
Figure 4-3416 Remove two screws and the right door



7. Remove the 2x550-sheet paper tray and stand tray 2 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

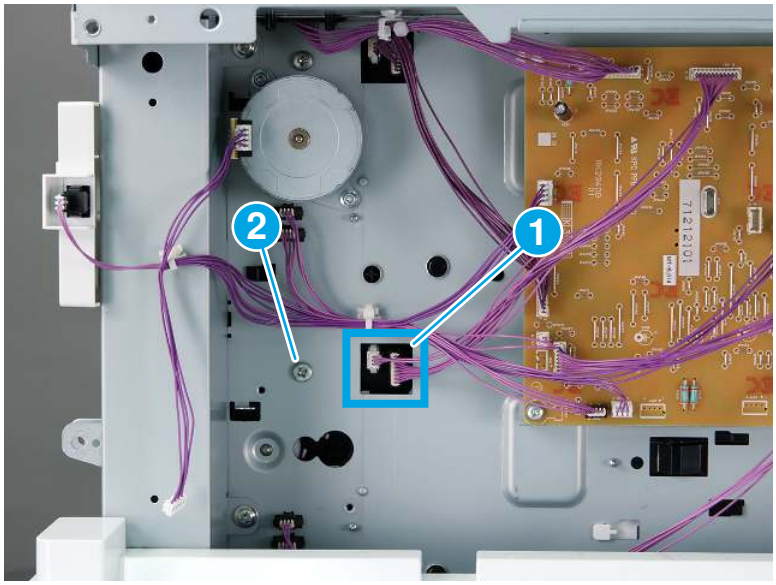
Figure 4-3417 Remove the pickup motor



8. Remove the 2x550-sheet paper tray and stand tray 2 pickup assembly.

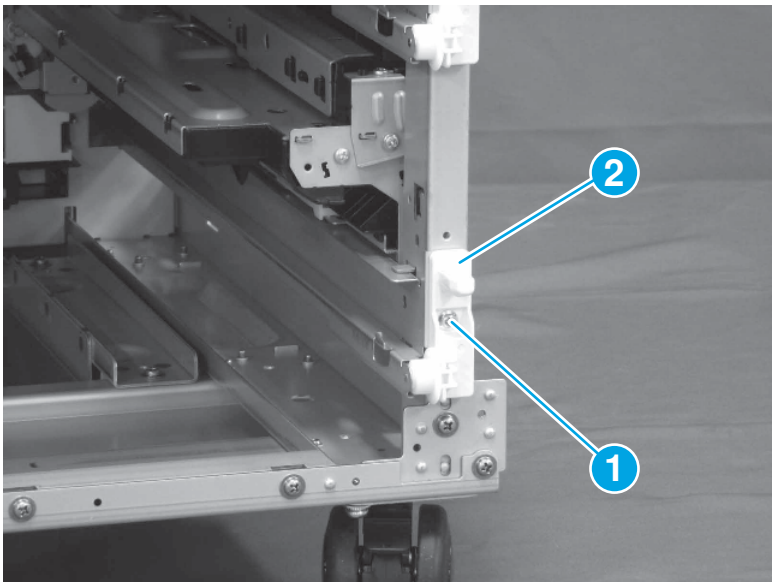
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3418 Disconnect two connectors and remove one screw



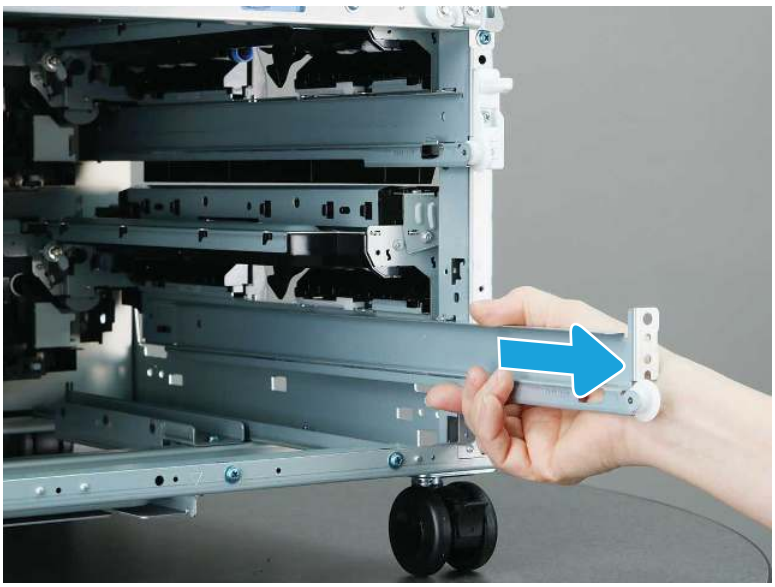
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3419 Remove the cover



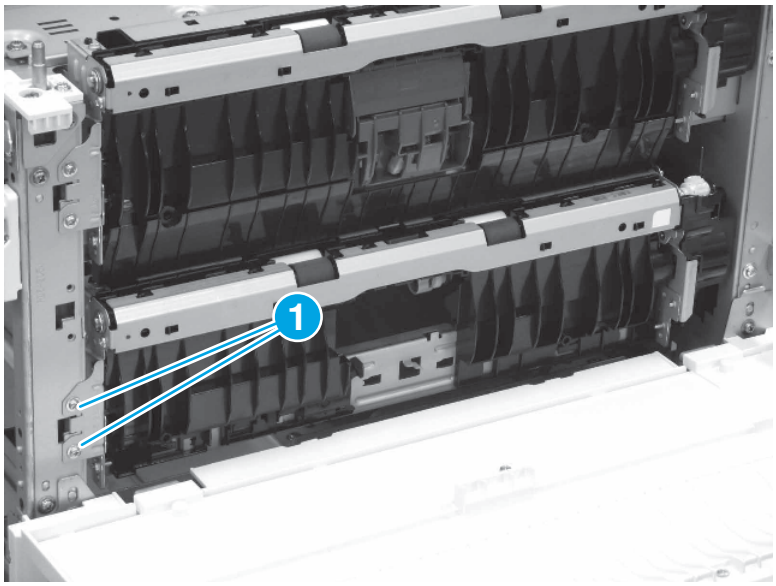
c. Remove the cassette rail.

Figure 4-3420 Remove the rail



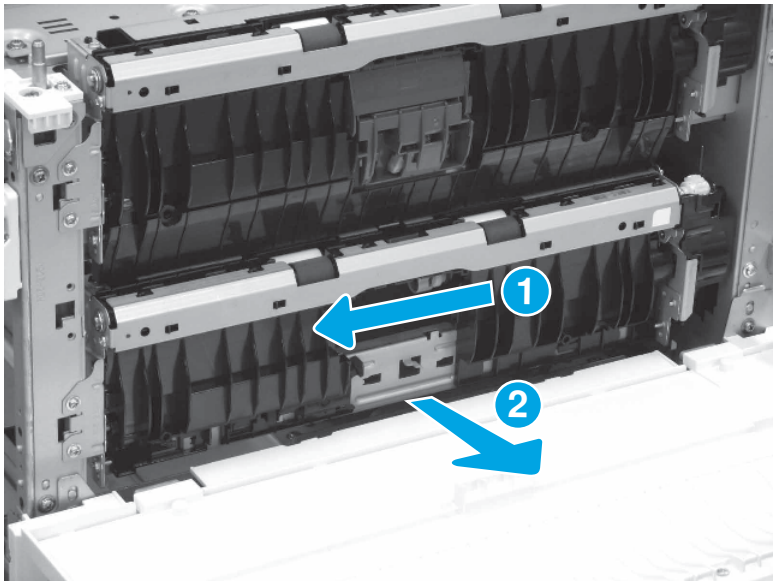
d. Remove two screws (callout 1).

Figure 4-3421 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

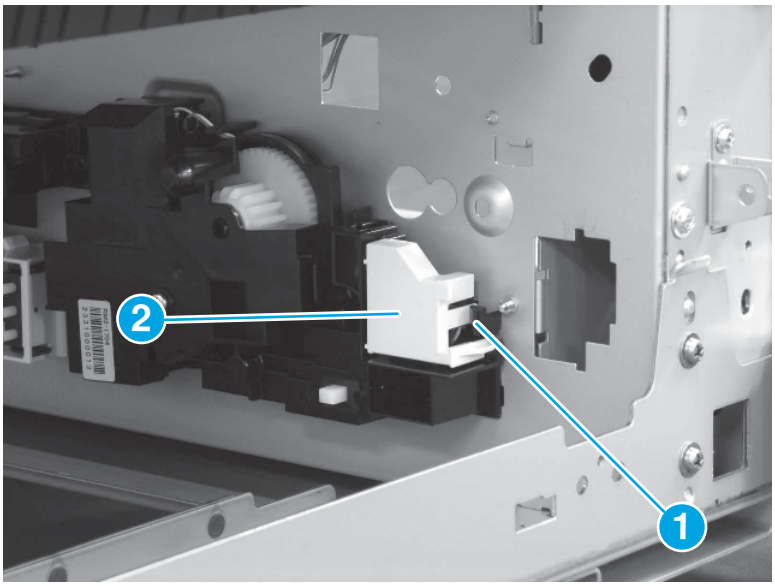
Figure 4-3422 Remove the pickup assembly



9. Remove the 2x550-sheet paper tray and stand tray 2 lifter drive.

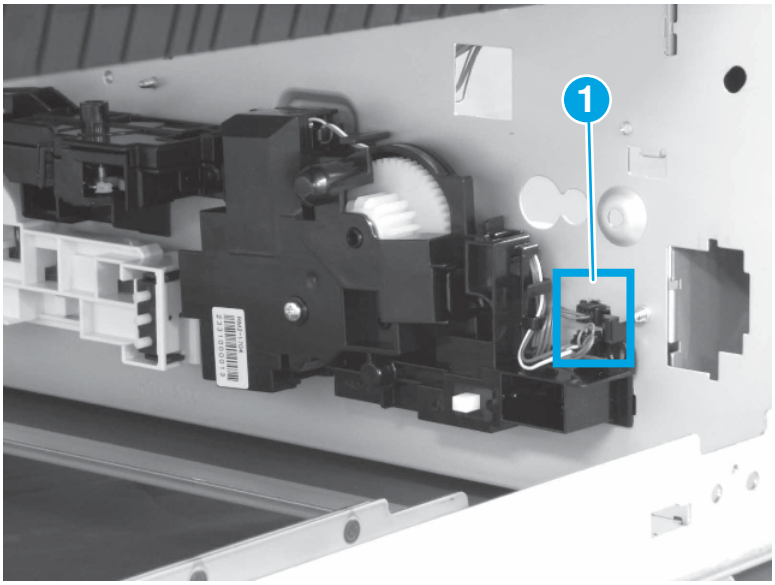
a. Release one tab (callout 1), and then remove the connector cover (callout 2).

Figure 4-3423 Remove the connector cover



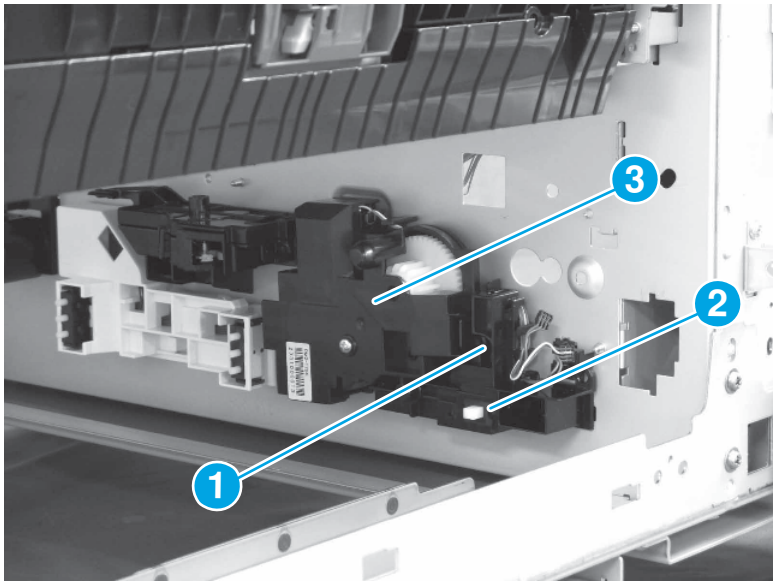
b. Disconnect two connectors (callout 1).

Figure 4-3424 Disconnect two connectors



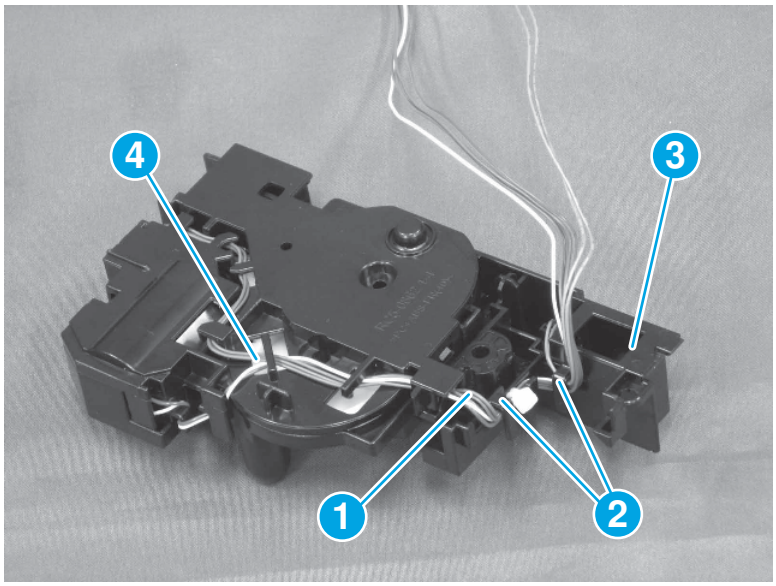
c. Remove one screw (callout 1). Remove the holder (callout 2) and the lifter drive (callout 3) together.

Figure 4-3425 Remove the holder and lifter drive



d. Release the cables (callout 1) from the cable guide (callout 2). Remove the holder (callout 3) from the lifter drive (callout 4).

Figure 4-3426 Remove the holder



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2x550-sheet paper tray and stand tray 1 auto close assembly

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 1 auto close assembly.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 1 auto close assembly.

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 4-177 Part information

Part number	Part description
RM2-1760-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

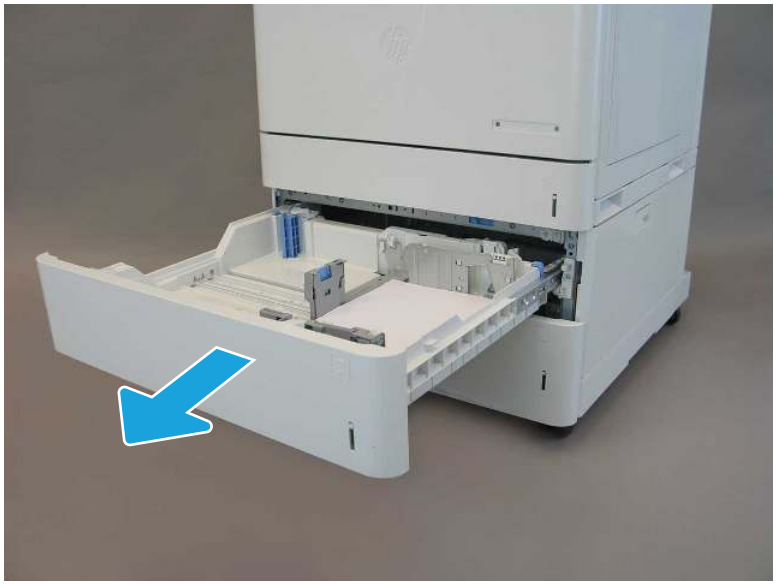
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

NOTE: The upper tray is shown in the figures below. The procedure is the same for the lower tray.

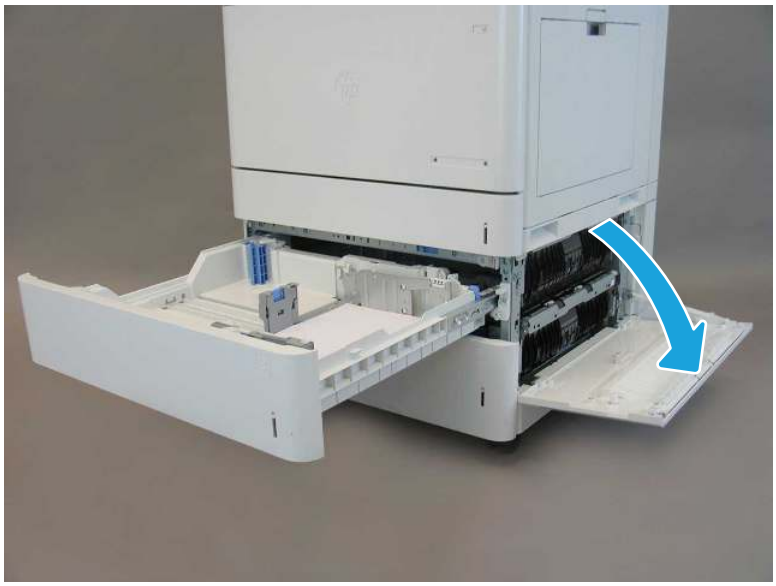
a. Open the tray.

Figure 4-3427 Open the tray



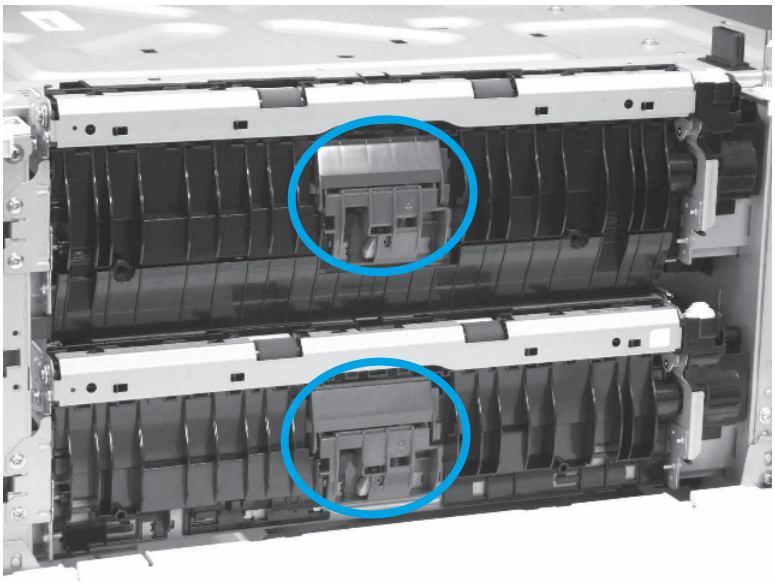
b. Open the right door.

Figure 4-3428 Open the right door



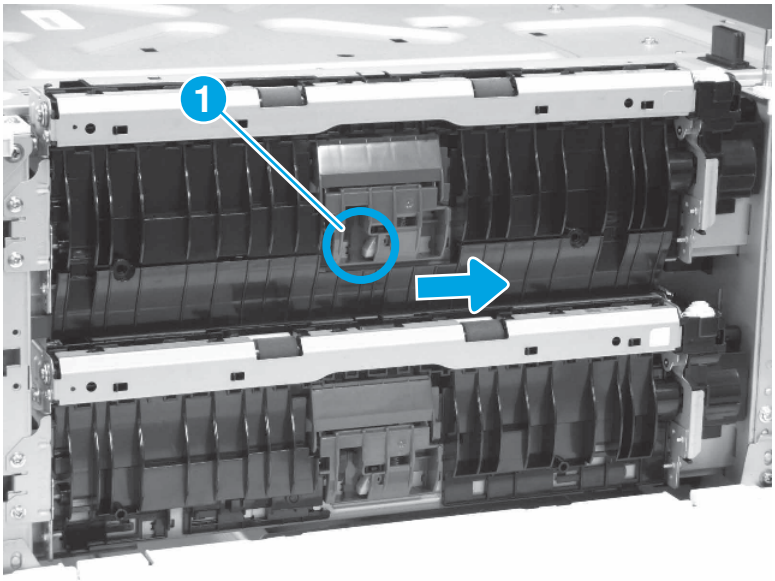
c. Locate the separation roller.

Figure 4-3429 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

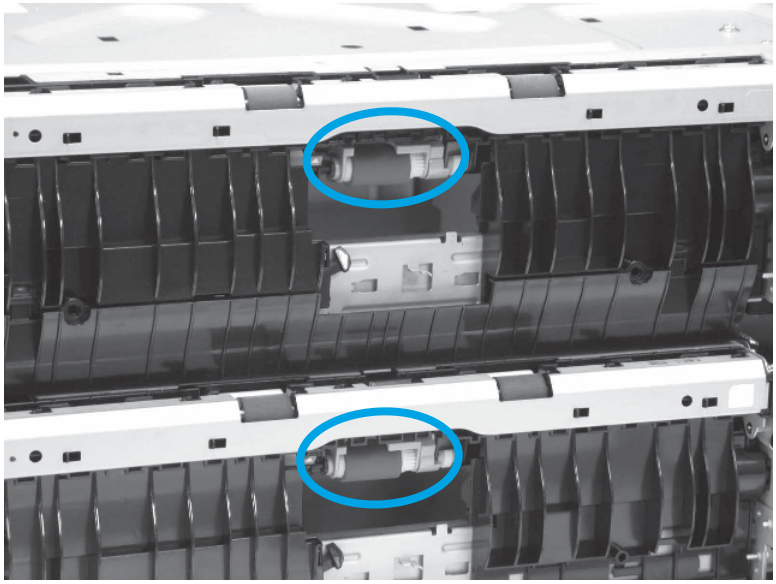
Figure 4-3430 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

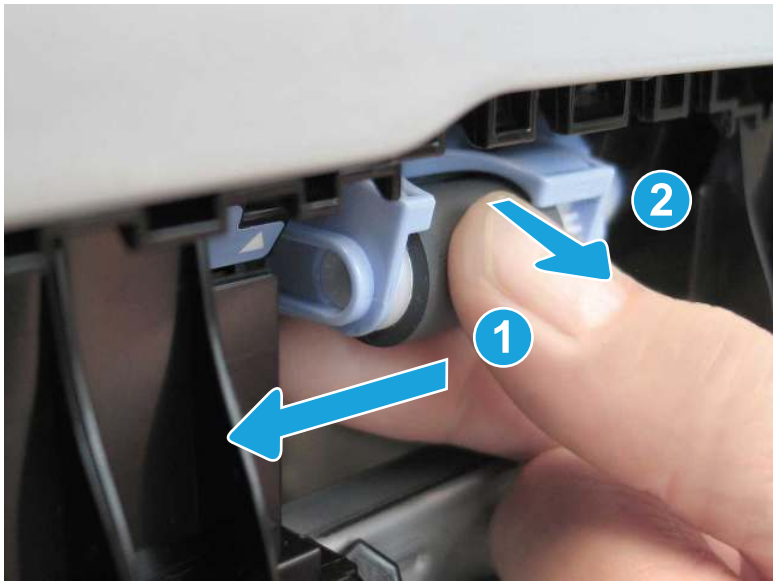
a. Locate the pickup roller.

Figure 4-3431 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

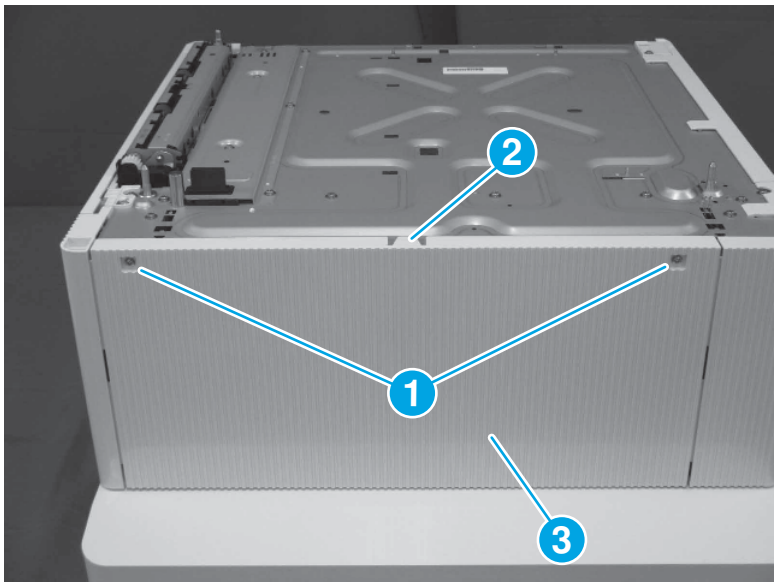
Figure 4-3432 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

  Figure 4-3433 Remove the rear upper cover

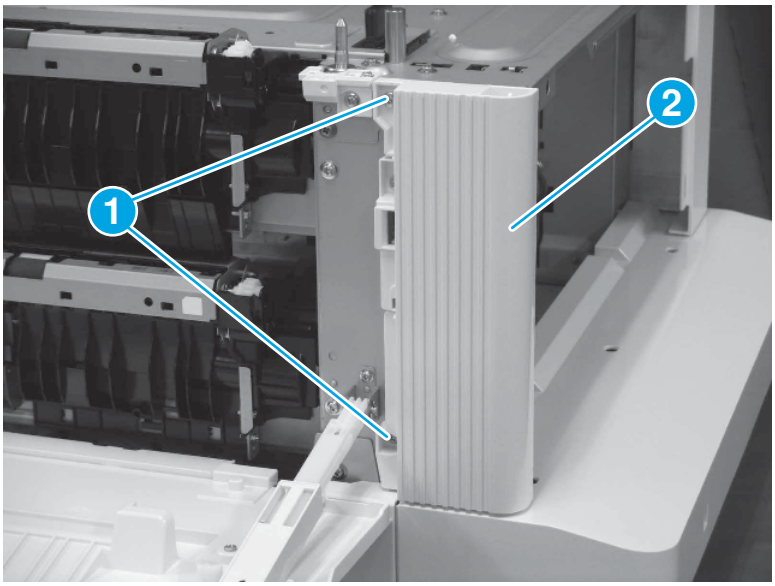
  

4. Remove the 2x550-sheet paper tray and stand right rear cover.

   a. Open the right door.

   b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

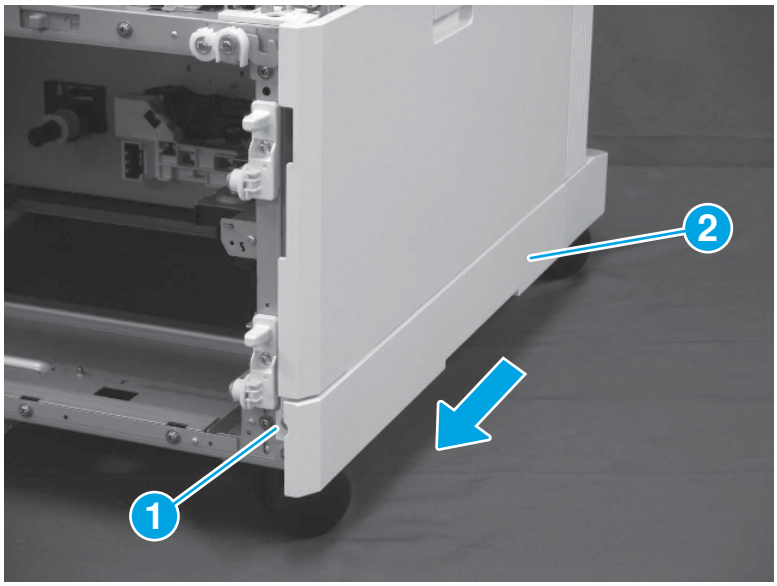
   Figure 4-3434 Remove the right rear cover

5. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

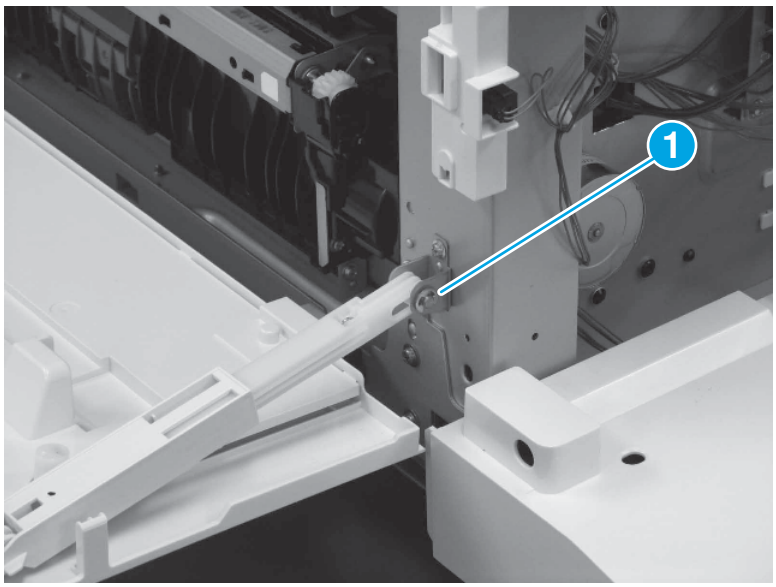
Figure 4-3435 Remove the right lower cover



6. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

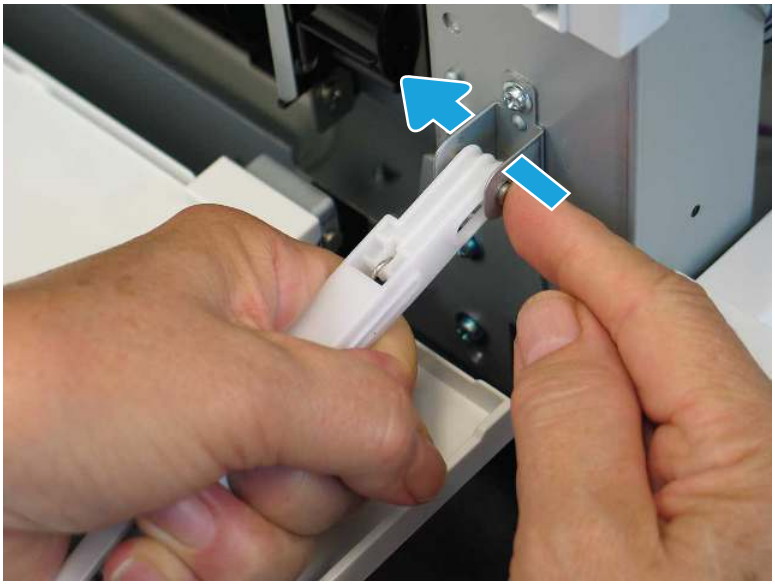
Figure 4-3436 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

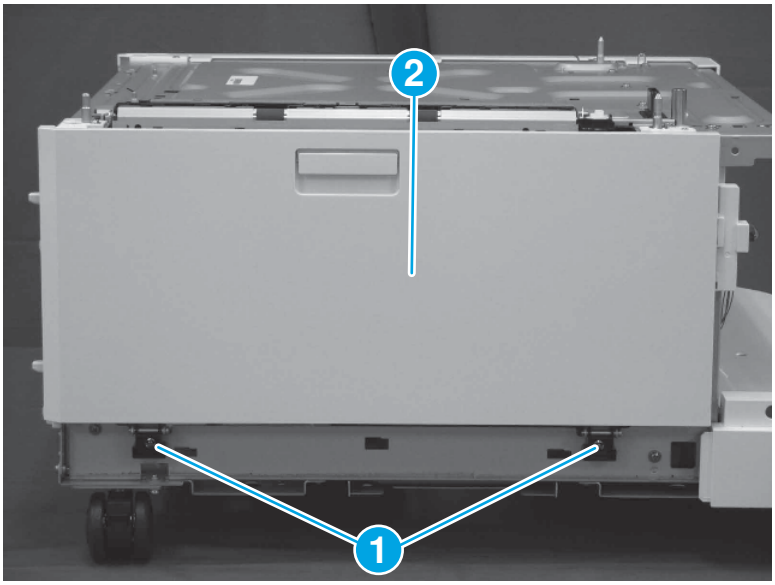
Figure 4-3437 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

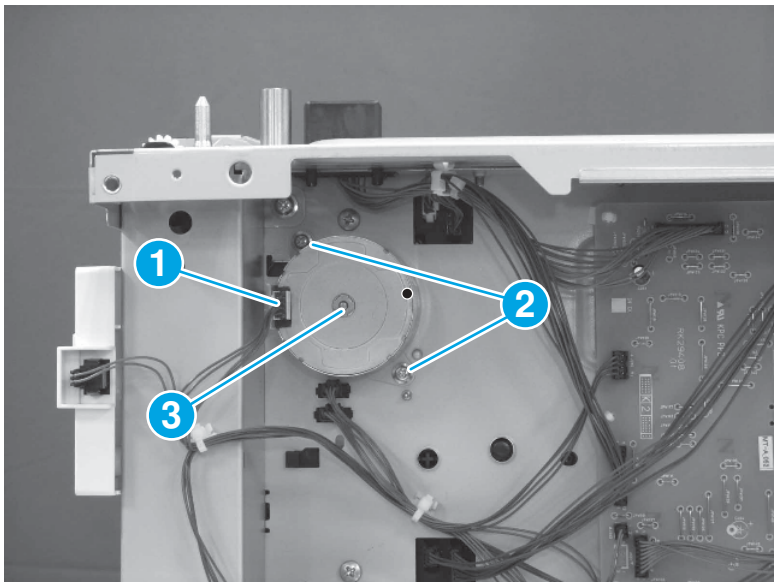
Figure 4-3438 Remove two screws and the right door



7. Remove the 2x550-sheet paper tray and stand tray 1 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

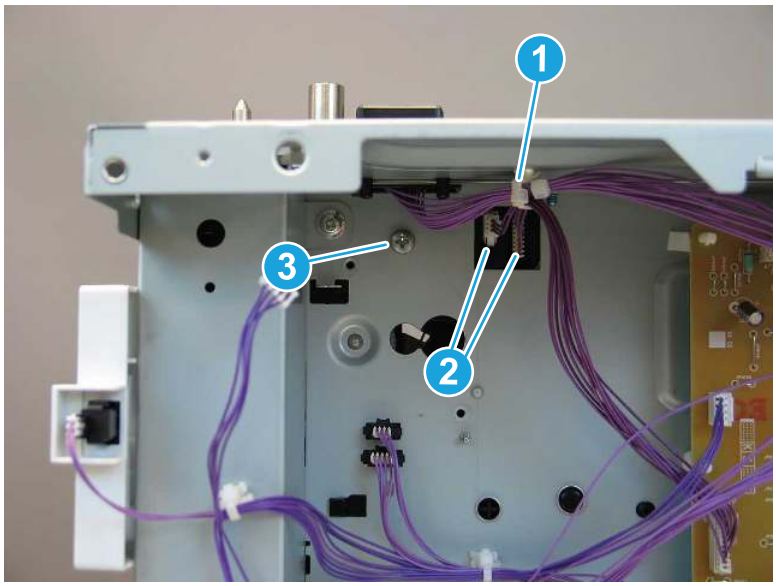
Figure 4-3439 Remove the pickup motor



8. Remove the 2x550-sheet paper tray and stand tray 1 pickup assembly.

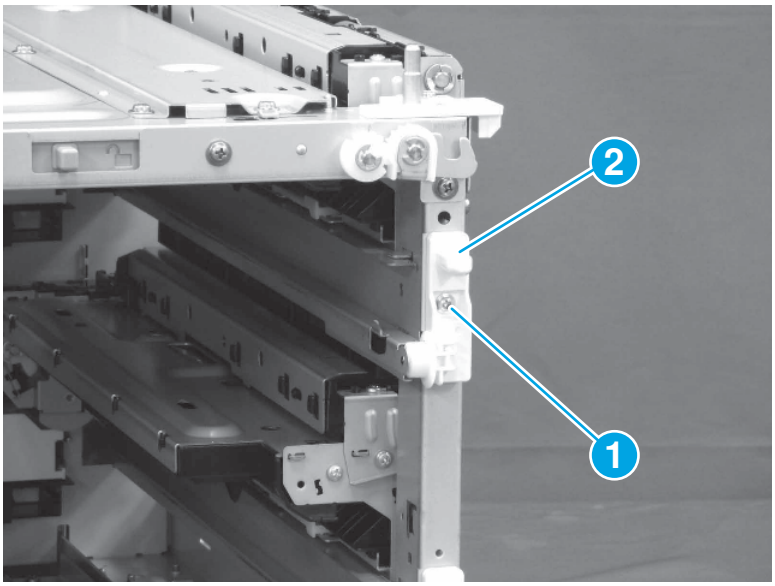
a. Release one retainer (callout 1). Disconnect two connectors (callout 2), and then remove one screw (callout 3).

Figure 4-3440 Disconnect two connectors and remove two screws



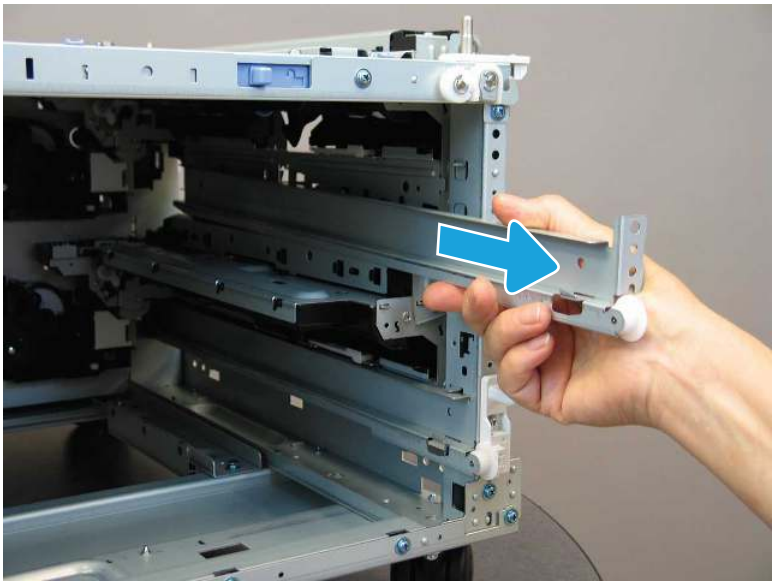
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3441 Remove the cover



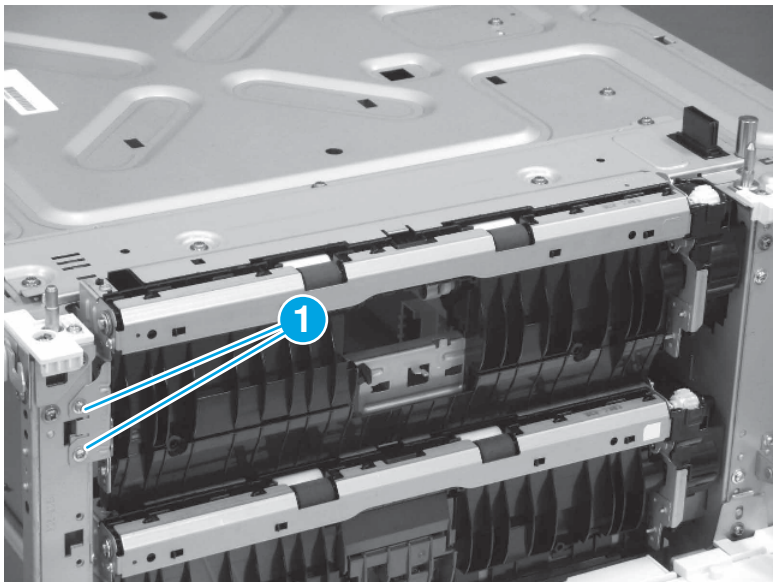
c. Remove the cassette rail.

Figure 4-3442 Remove the cassette rail



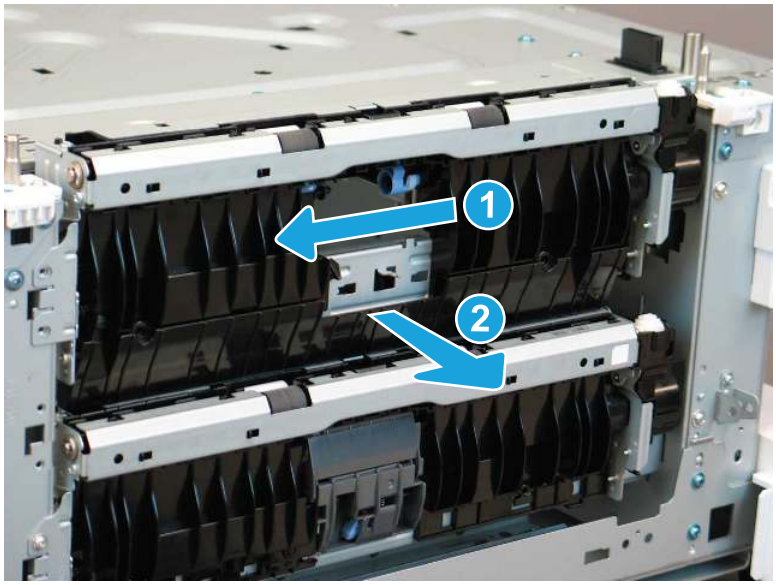
d. Remove two screws (callout 1).

Figure 4-3443 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

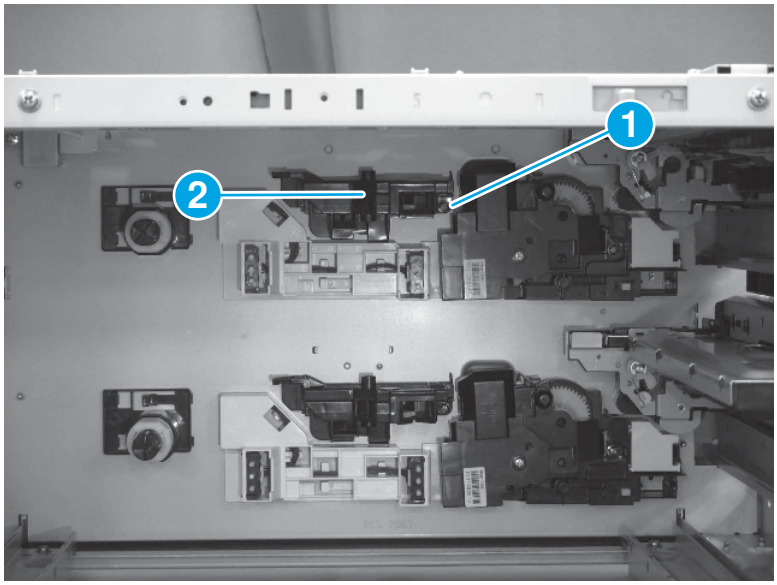
Figure 4-3444 Remove the pickup assembly



9. Remove the 2x550-sheet paper tray and stand tray 1 auto close assembly.

- Remove one screw (callout 1), and then remove the auto close assembly (callout 2).

Figure 4-3445 **Remove the auto close assembly**



10. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. To install an assembly, reverse the removal steps.

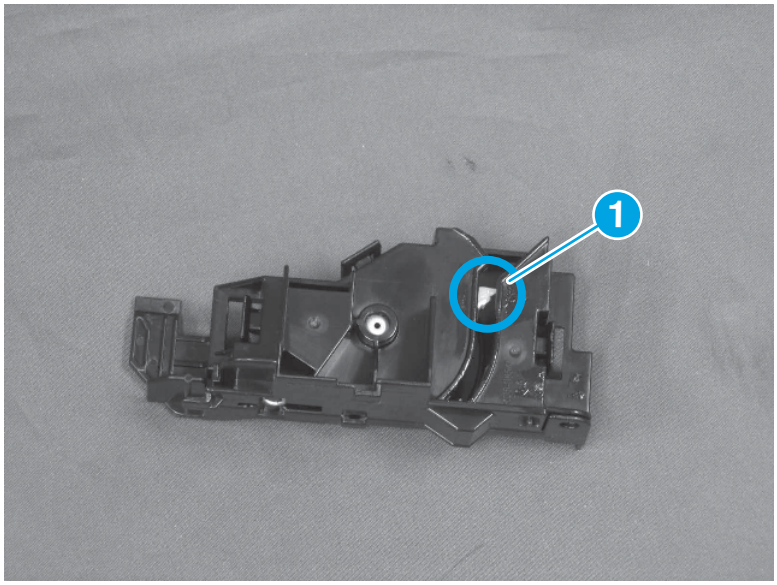
    NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

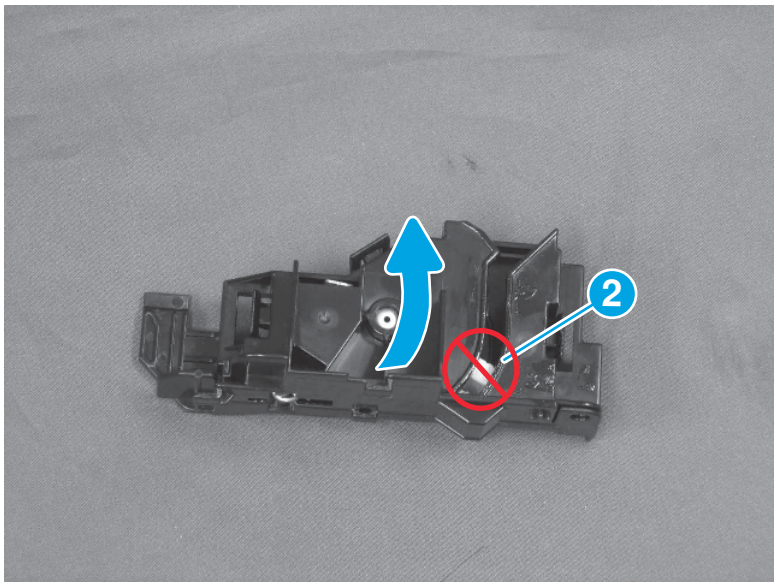
11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

    Check the toggle position

    - Confirm the position of the toggle when installing the auto close assembly. The correct position of the toggle is toward the top of the auto close assembly (callout 1). If the toggle is in the wrong position (callout 2), use a small, flat-blade screwdriver to rotate it up to the correct position.

Figure 4-3446 Check the toggle position





Removal and replacement: 2x550-sheet paper tray and stand tray 2 auto close assembly

Learn how to remove and replace the 2x550-sheet paper tray and stand tray 2 auto close assembly.

View a video of how to remove and replace the 2x550-sheet paper tray and stand tray 2 auto close assembly.

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 4-178 Part information

Part number	Part description
RM2-1760-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

Make sure that the printer initializes to a **Ready** state.

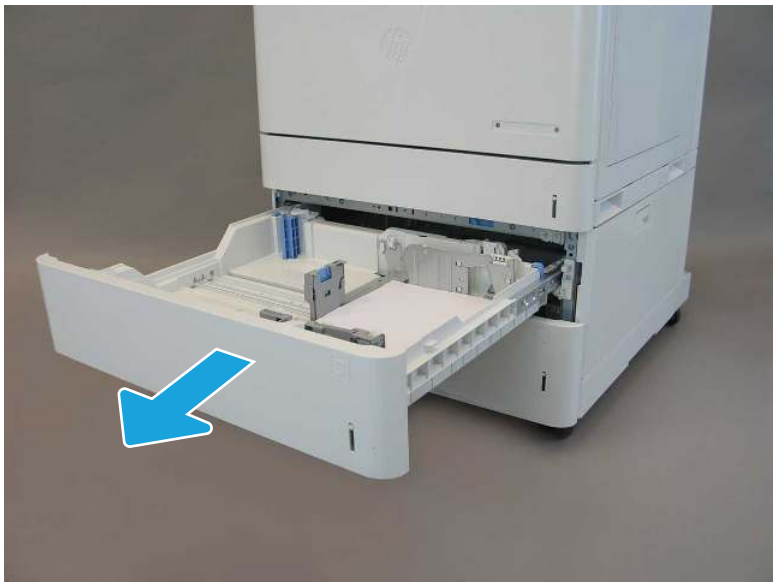
Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand separation roller.

> **NOTE:** The upper tray is shown in the figures below. The procedure is the same for the lower tray.

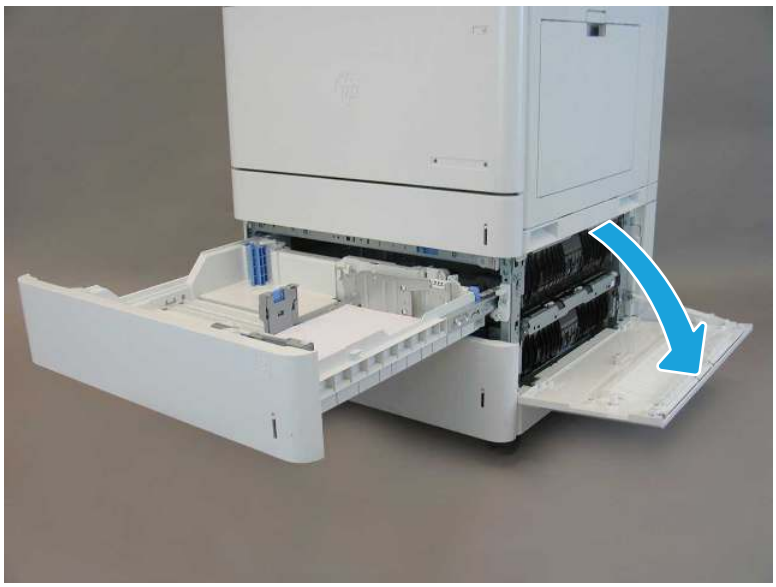
a. Open the tray.

Figure 4-3447 Open the tray



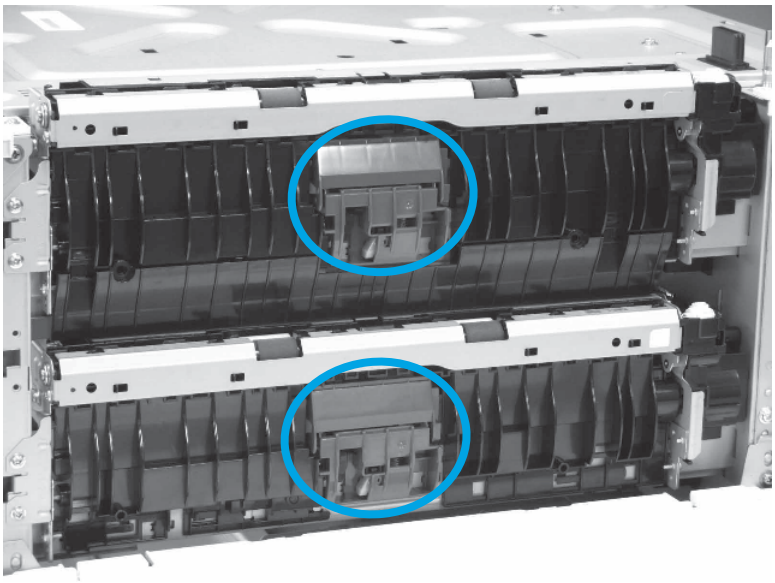
b. Open the right door.

Figure 4-3448 Open the right door



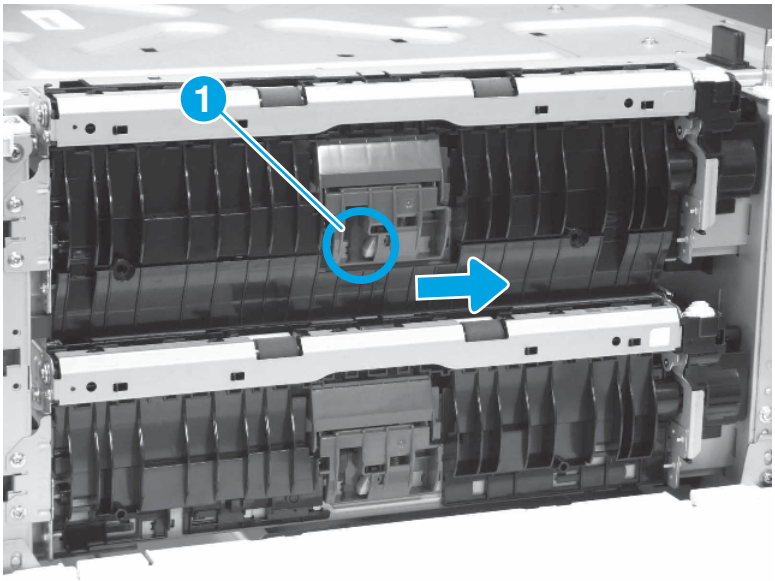
c. Locate the separation roller.

Figure 4-3449 Locate the separation roller



d. Press the release button (callout 1), slide the separation roller assembly to the right, and then pull it away from the printer to remove it .

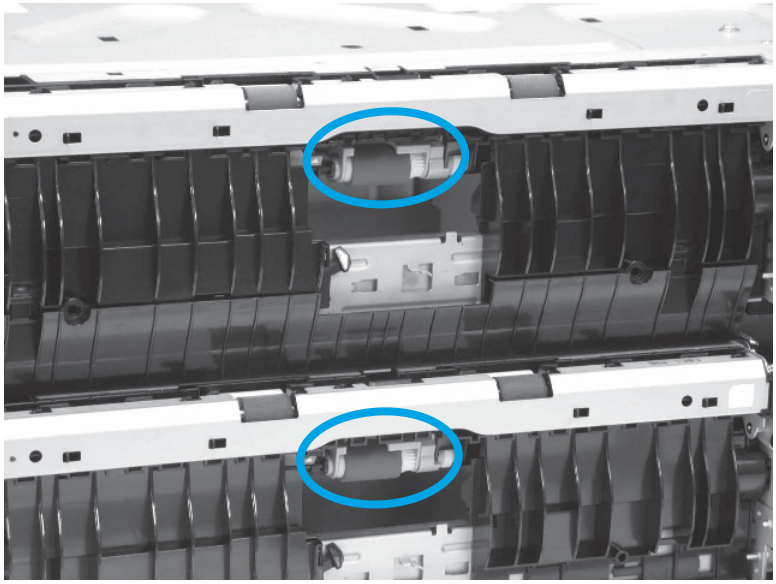
Figure 4-3450 Remove the separation roller



2. Remove the 2x550-sheet paper tray and stand tray pickup roller.

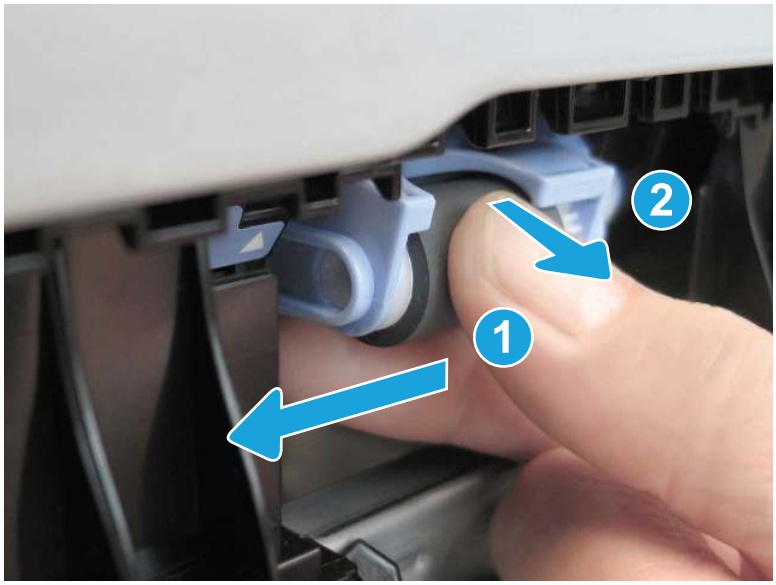
a. Locate the pickup roller.

Figure 4-3451 Locate the pickup roller



b. Slide the pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

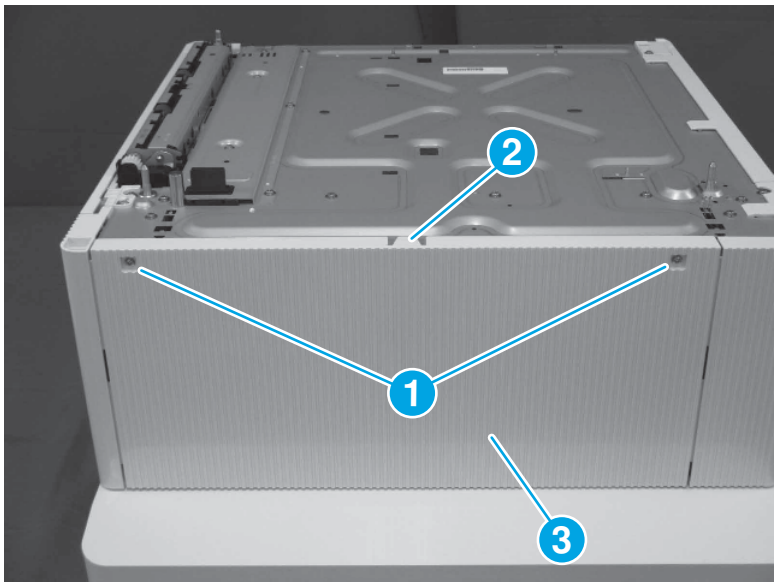
Figure 4-3452 Remove the pickup roller



3. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

  Figure 4-3453 Remove the rear upper cover

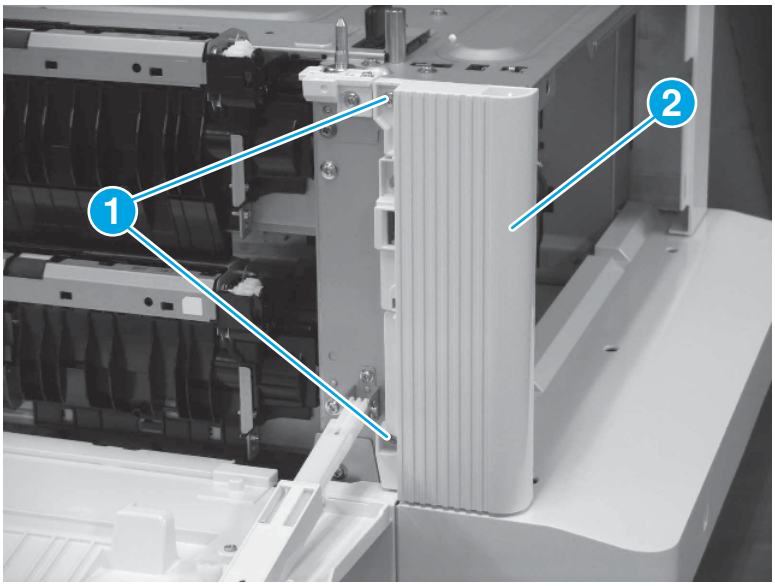
  

4. Remove the 2x550-sheet paper tray and stand right rear cover.

   a. Open the right door.

   b. Remove two screws (callout 1), and then remove the right rear cover (callout 2).

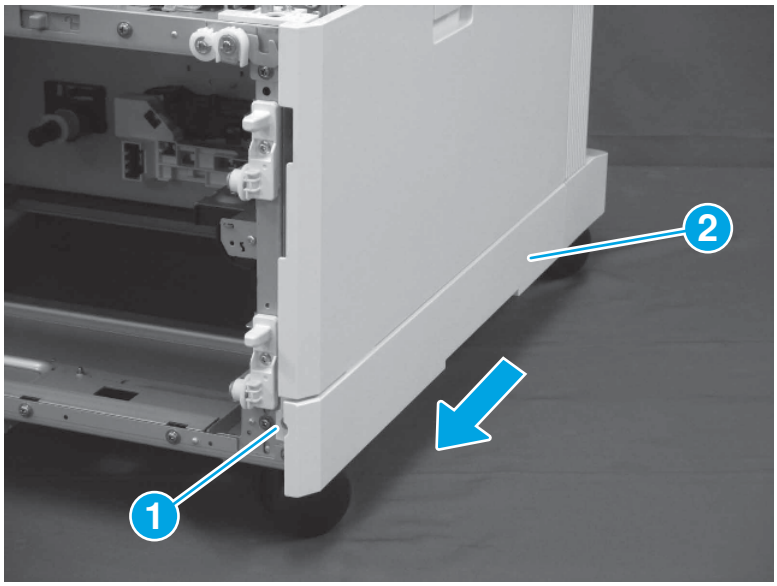
   Figure 4-3454 Remove the right rear cover

5. Remove the 2x550-sheet paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

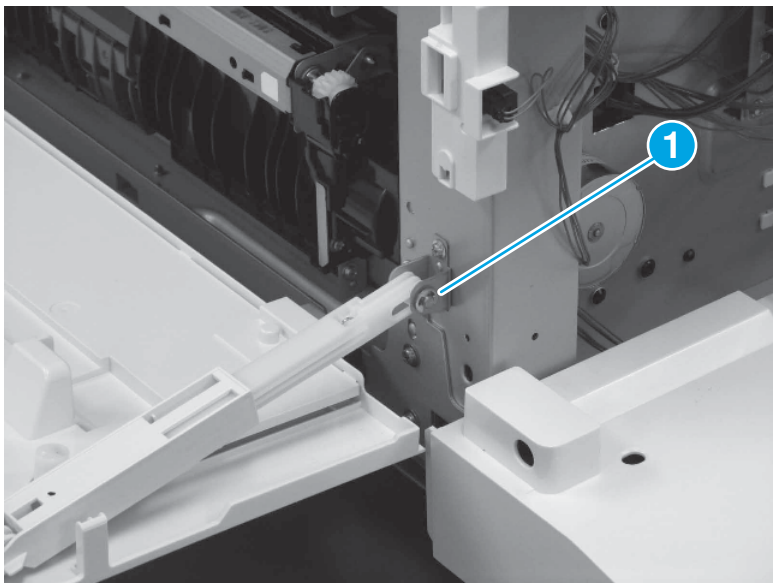
Figure 4-3455 Remove the right lower cover



6. Remove the 2x550-sheet paper tray and stand right door.

a. Remove one E-ring (callout 1).

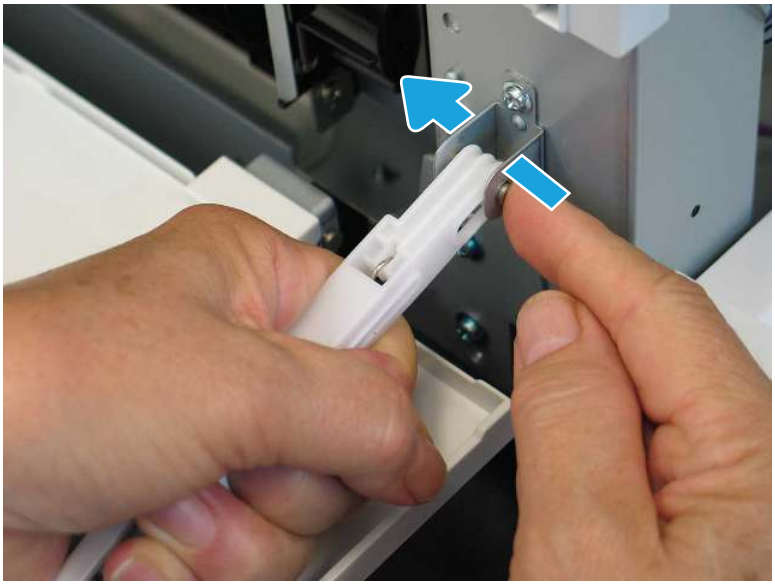
Figure 4-3456 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

⚠ CAUTION: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

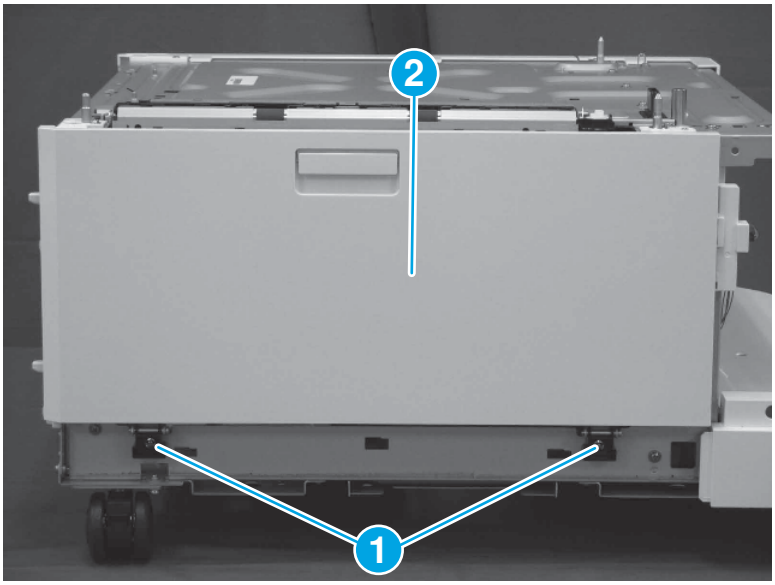
Figure 4-3457 Release the hinge arm



c. Close the right door assembly.

d. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

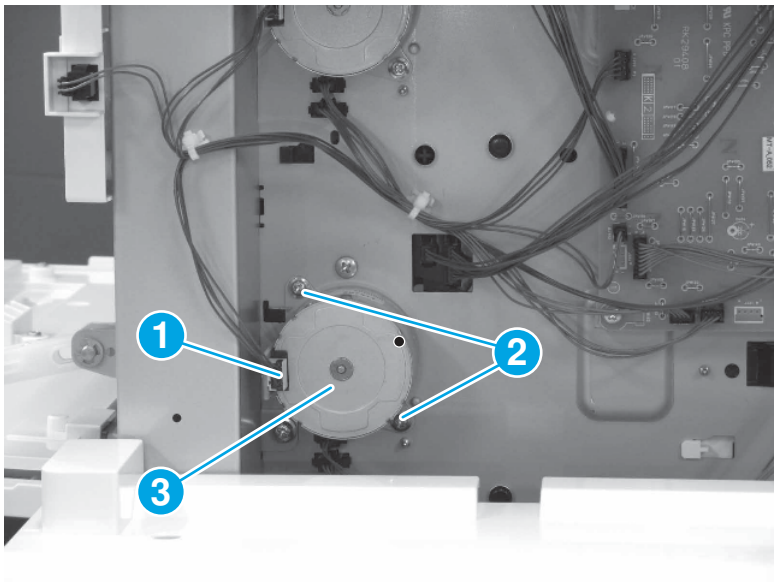
Figure 4-3458 Remove two screws and the right door



7. Remove the 2x550-sheet paper tray and stand tray 2 pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the pickup motor (callout 3).

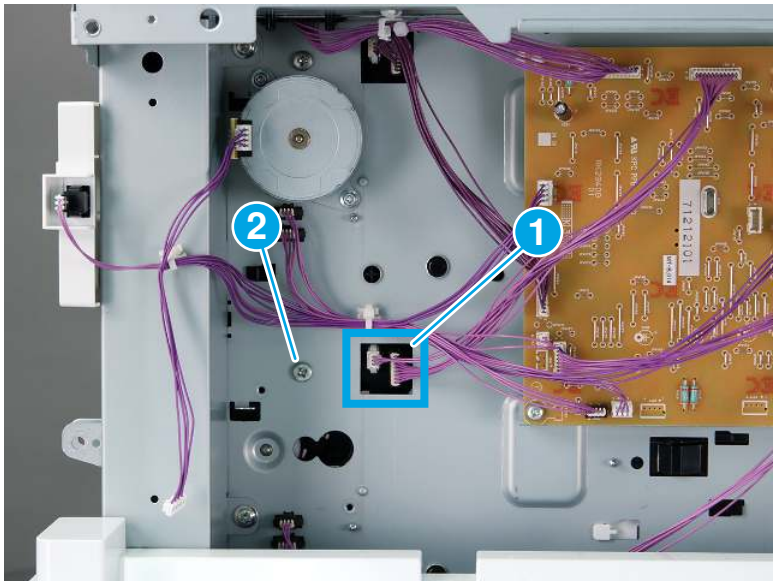
Figure 4-3459 Remove the pickup motor



8. Remove the 2x550-sheet paper tray and stand tray 2 pickup assembly.

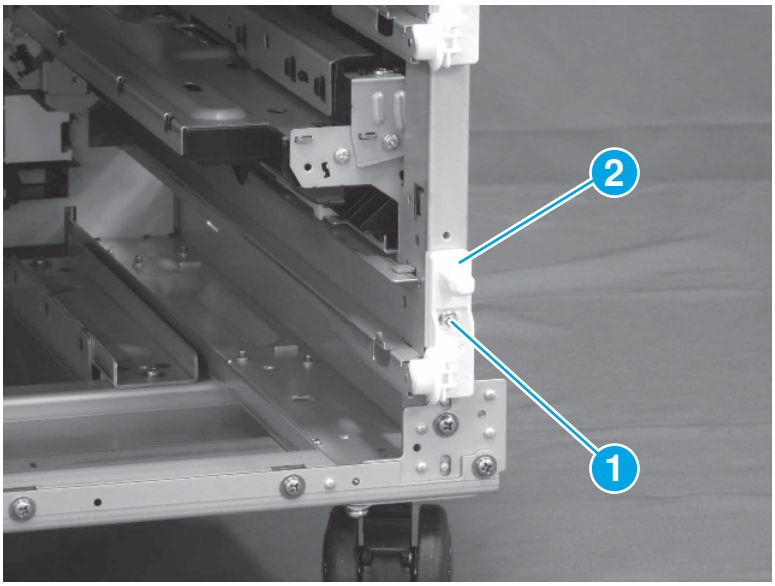
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3460 Disconnect two connectors and remove one screw



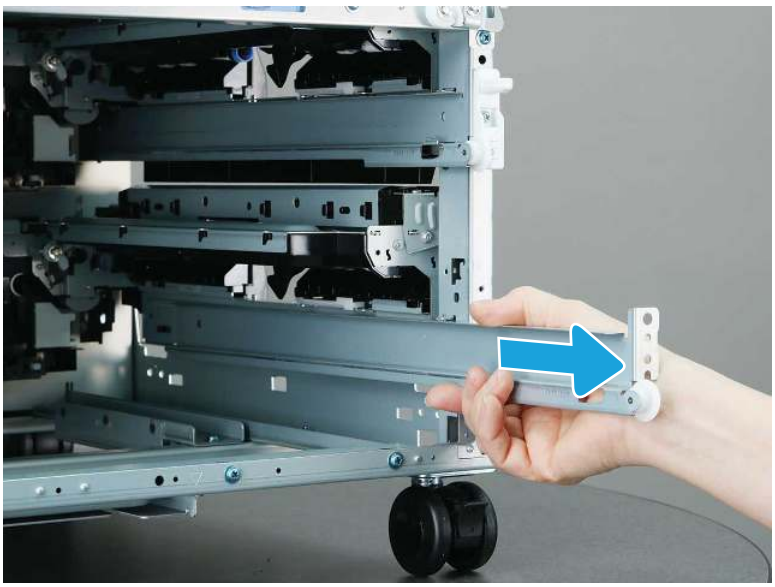
b. Remove one screw (callout 1), and then remove the cover (callout 2).

Figure 4-3461 Remove the cover



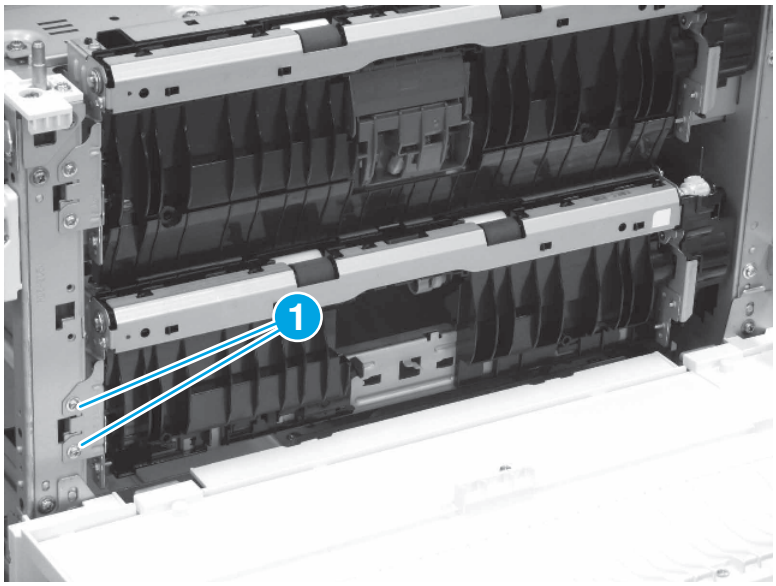
c. Remove the cassette rail.

Figure 4-3462 Remove the rail



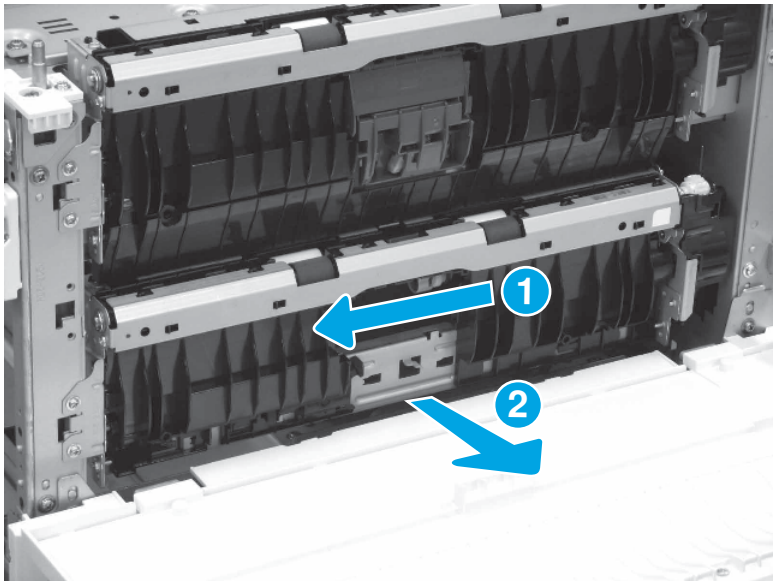
d. Remove two screws (callout 1).

Figure 4-3463 Remove two screws



e. Slide the pickup assembly toward the front of the feeder (callout 1), and then slide it away from the feeder (callout 2) to remove it.

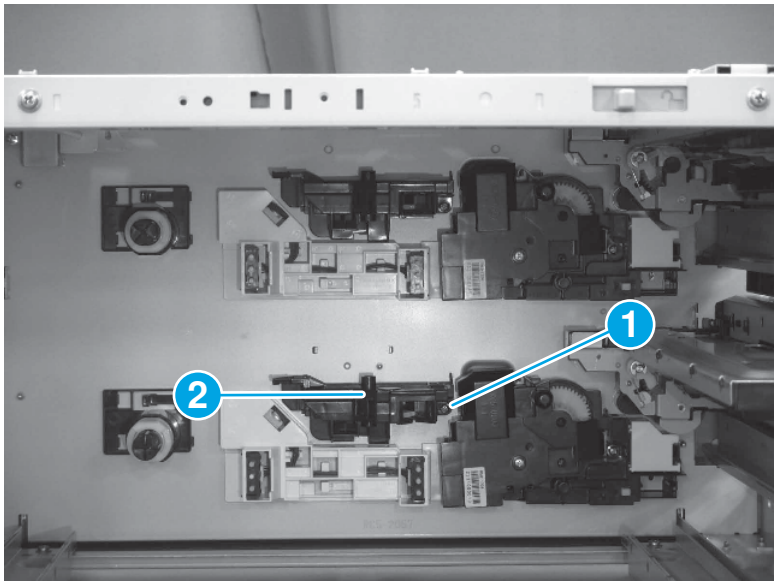
Figure 4-3464 Remove the pickup assembly



9. Remove the 2x550-sheet paper tray and stand tray 2 auto close assembly.

- Remove one screw (callout 1), and then remove the auto close assembly (callout 2).

Figure 4-3465 **Remove the auto close assembly**



10. Unpack the replacement assembly.

    a. 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

    b. Unpack the replacement part from the packaging.

    IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

    c. To install an assembly, reverse the removal steps.

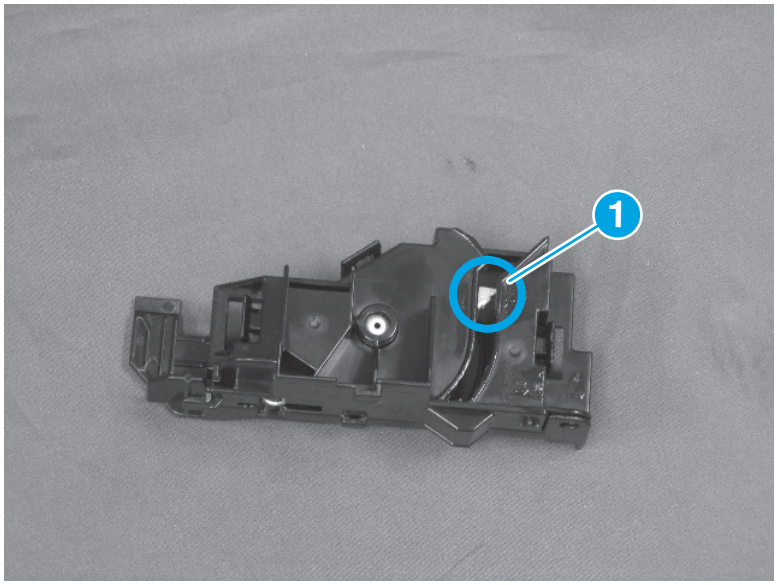
    NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

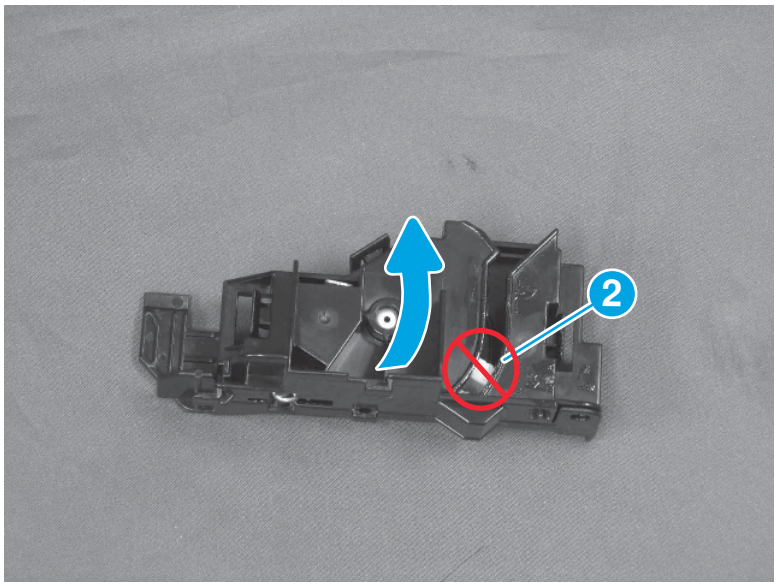
11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

    Check the toggle position

    - Confirm the position of the toggle when installing the auto close assembly. The correct position of the toggle is toward the top of the auto close assembly (callout 1). If the toggle is in the wrong position (callout 2), use a small, flat-blade screwdriver to rotate it up to the correct position.

Figure 4-3466 Check the toggle position





Removal and replacement: 2x550-sheet paper tray and stand controller PCA

Learn how to remove and replace the 2x550-sheet paper tray and stand controller PCA.

View a video of how to remove and replace the 2x550-sheet paper tray and stand controller PCA.

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 4-179 Part information

Part number	Part description
RM2-9885-000CN	Paper deck controller PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip
- Needle-nose pliers

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

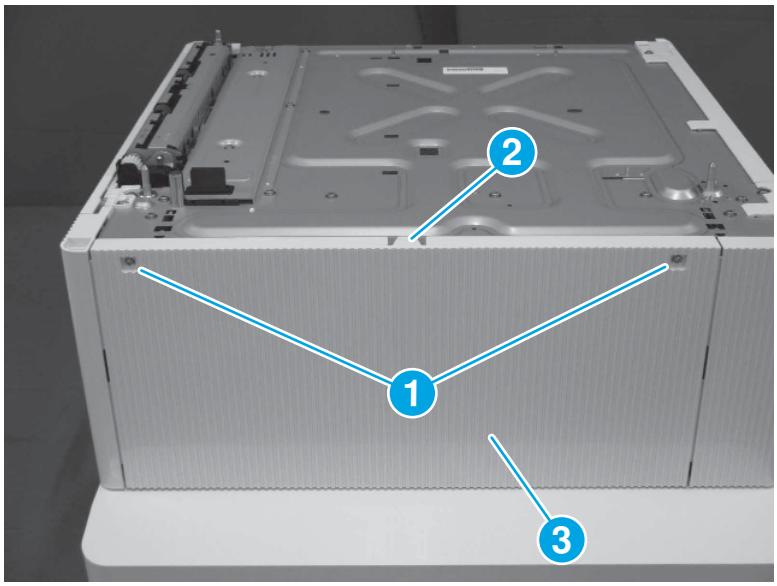
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2x550-sheet paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2x550-sheet paper tray and stand rear upper cover.

- Remove two screws (callout 1), release one tab (callout 2), and then lift up to remove the rear upper cover (callout 3).

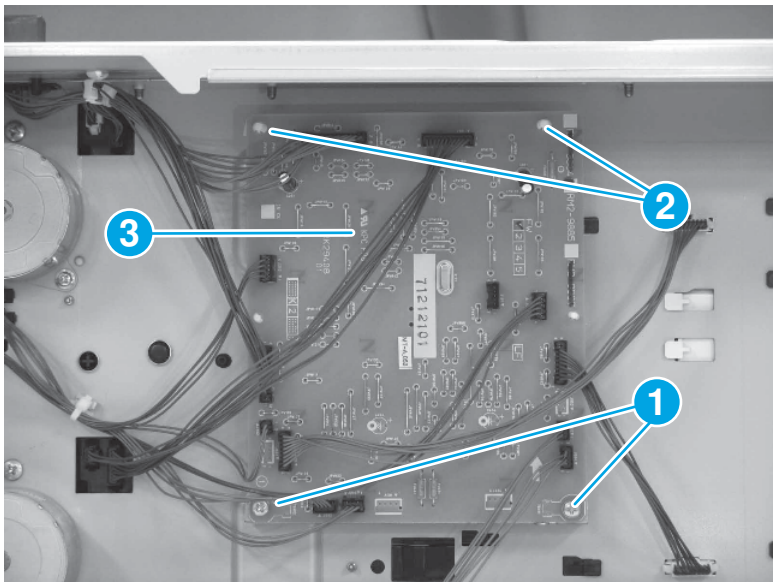
  Figure 4-3467 Remove the rear upper cover

2. Remove the 2x550-sheet paper tray and stand controller PCA.

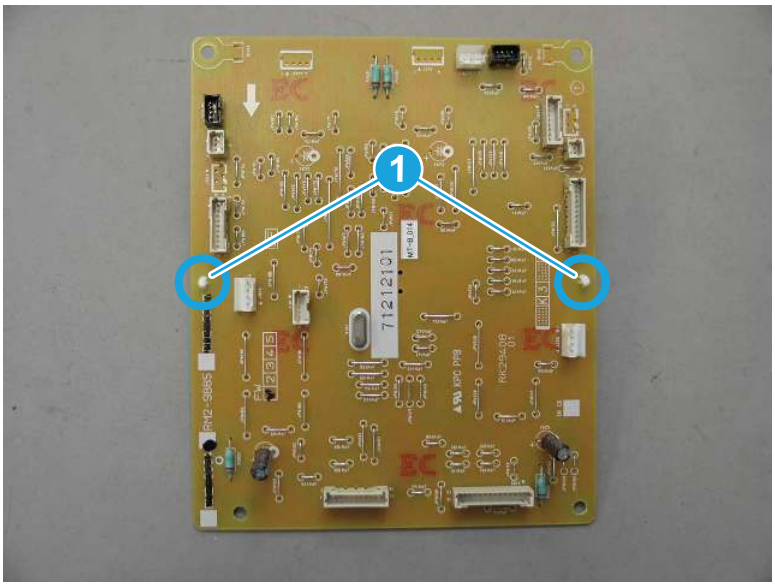
   a. Disconnect all of the connectors on the controller PCA. Remove two screws (callout 1), release two tabs (callout 2), and then remove the controller PCA (callout 3).

   Figure 4-3468 Remove the controller PCA

b. Locate two supports (callout 1) on the controller PCA.

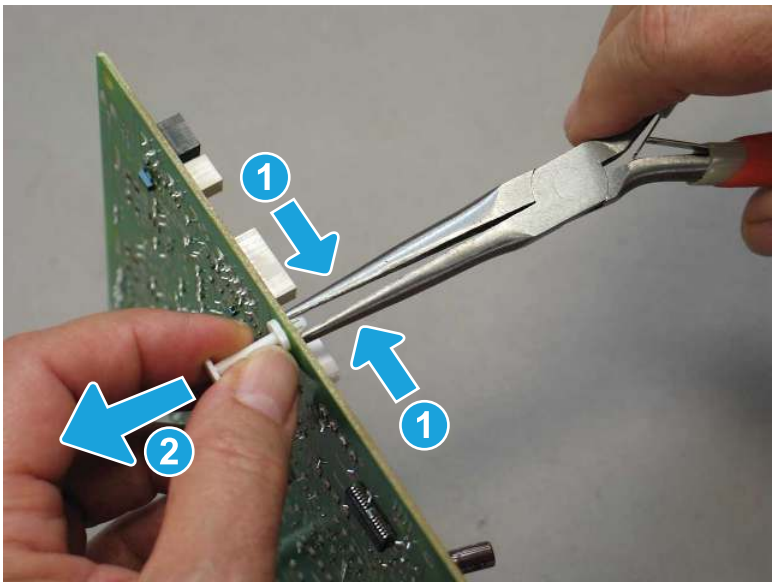
Figure 4-3469 Locate two supports



c. For each support, use needle-nose pliers to compress two tabs on the front of the controller PCA (callout 1), and then slide the support (callout 2) away from the PCA.

NOTE: Save these supports and install them on the replacement controller PCA.

Figure 4-3470 Remove the supports



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2,700-sheet HCI paper tray and stand components

Learn how to remove and replace the component parts in the 2,700-sheet HCI paper tray and stand.

Removal and replacement: 2,700-sheet HCI paper tray and stand right paper tray

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right paper tray.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right paper tray.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-180 Part information

Part number	Part description
RM2-1748-000CN	Right tray 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.

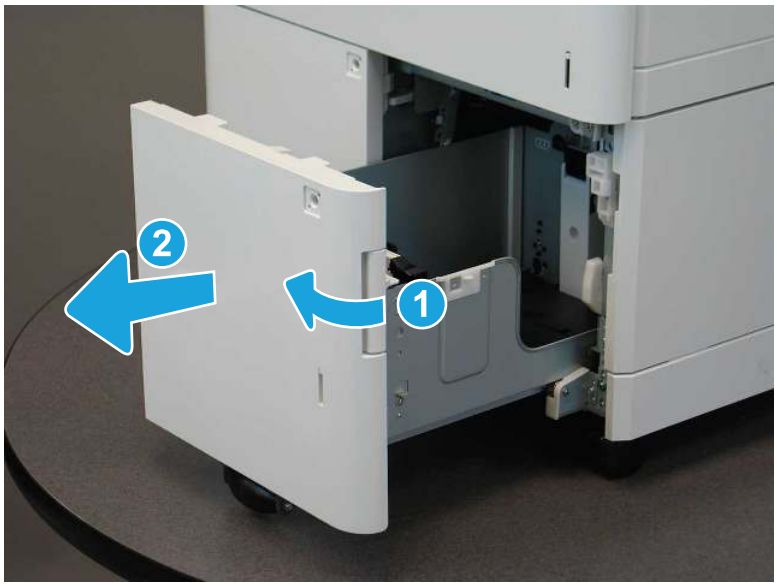
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray.
   - Release the handle (callout 1), pull the tray out away from the feeder (callout 2), and then lift up slightly to remove the tray.

   Figure 4-3471 **Remove the right tray**

2. Unpack the replacement assembly.
   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand left paper tray

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left paper tray.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left paper tray.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-181 Part information

Part number	Part description
RM2-1743-000CN	Left tray 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

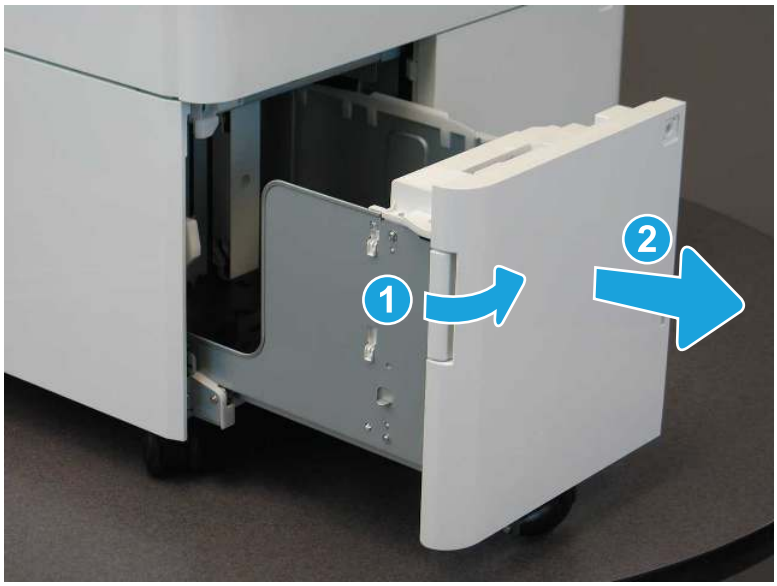
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand left tray.

- Release the handle (callout 1), pull the tray out away from the feeder (callout 2), and then lift up slightly to remove the tray.

  Figure 4-3472 **Remove the left tray**

2. Unpack the replacement assembly.

   a. 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

   b. Unpack the replacement part from the packaging.

   IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

   c. 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: 2,700-sheet HCI paper tray and stand left tray pickup and separation rollers

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup and separation rollers.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup and separation rollers.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-182 Part information

Part number	Part description
RM2-1526-000CN	Tray 2-x pickup and separation rollers

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

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

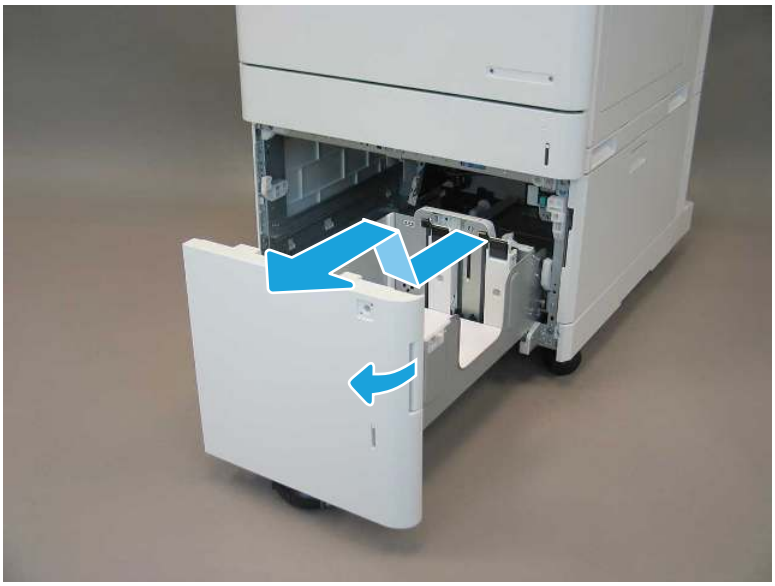
1. Remove the 2,700-sheet HCI paper tray and stand left tray separation roller.

a. Release the handle (callout 1) on the left tray, pull the tray out away from the feeder (callout 2), and then lift up slightly to remove the tray.

Figure 4-3473 Remove the left tray

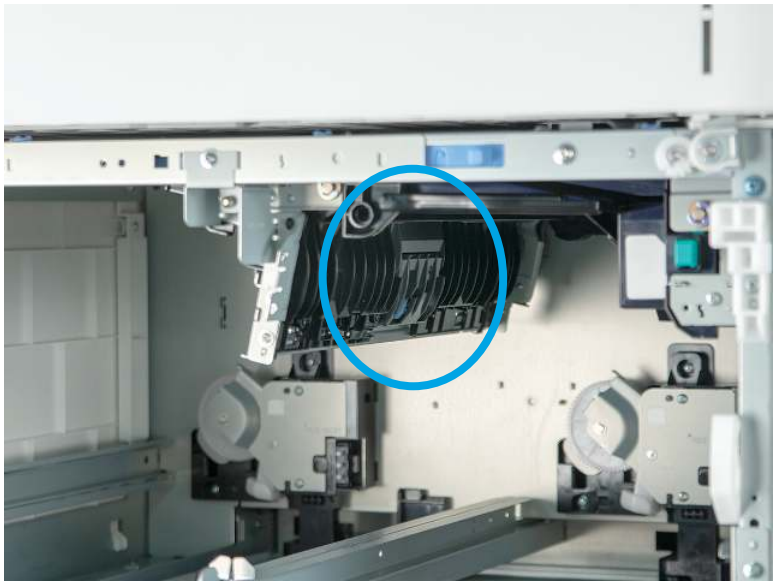
b. Release the handle (callout 1) on the right tray, pull the tray out away from the feeder (callout 2), and then lift up slightly to remove the tray.

Figure 4-3474 Remove the right tray



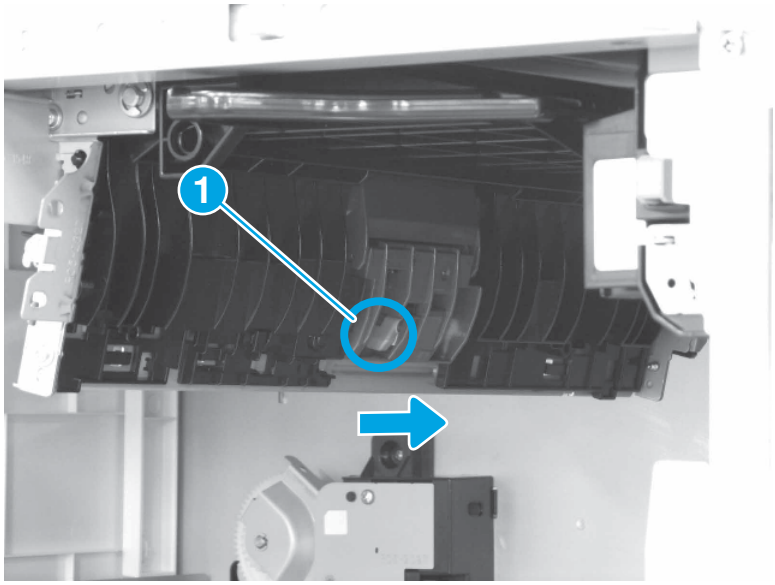
c. Locate the left tray separation roller inside the right tray opening.

Figure 4-3475 Locate the left tray separation roller



d. Press the release button (callout 1), slide the left tray separation roller assembly to the right, and then pull it away from the printer to remove it.

Figure 4-3476 Remove the left tray separation roller



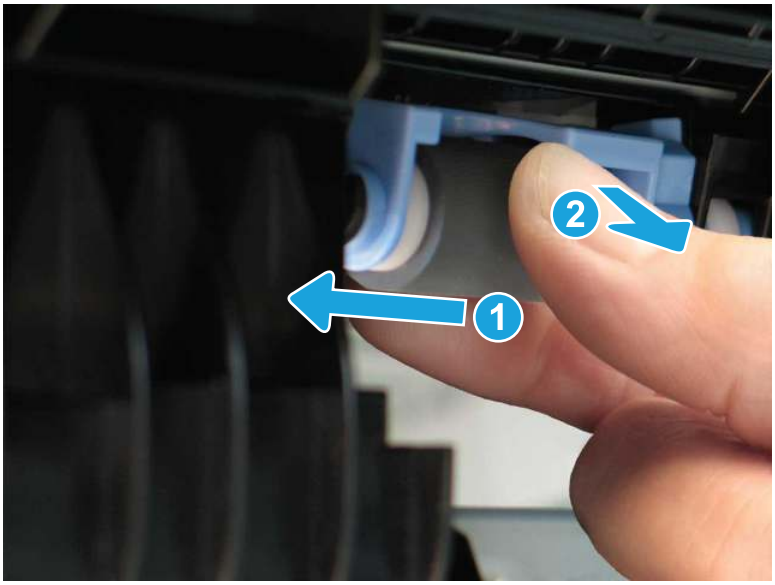
2. Remove the 2,700-sheet HCI paper tray and stand left tray pickup roller.

a. Locate the left tray pickup roller inside the right tray opening.

Figure 4-3477 Locate the left tray pickup roller

b. Slide the left tray pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-3478 Remove the left tray pickup roller



3. Unpack the replacement assembly.

a. 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

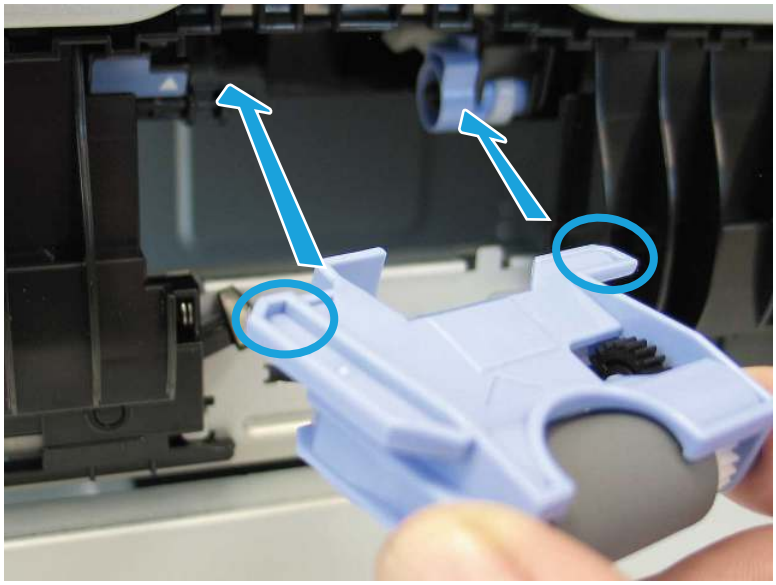
b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the 2,700-sheet HCI paper tray and stand left tray pickup roller.

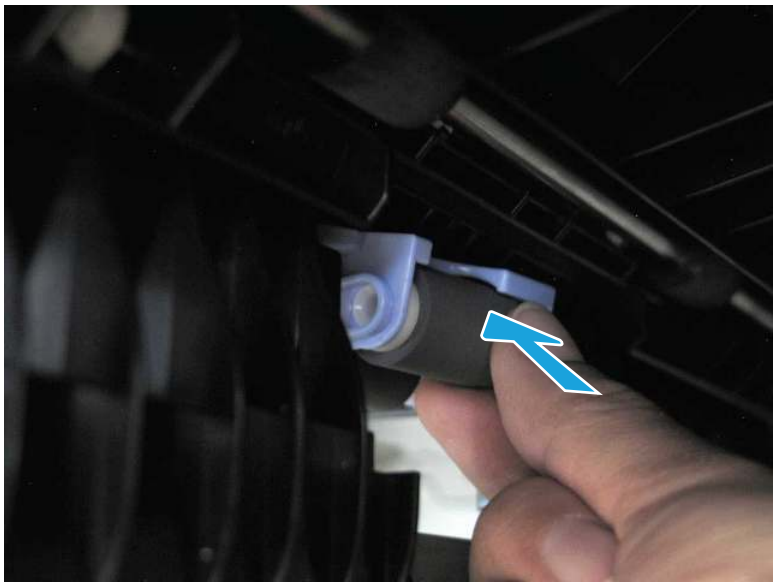
a. Inside the printer opening, align the edges of the left tray pickup roller assembly with the slots in the printer.

Figure 4-3479 Position the left tray pickup roller



b. Slide the roller assembly into the printer until it stops.

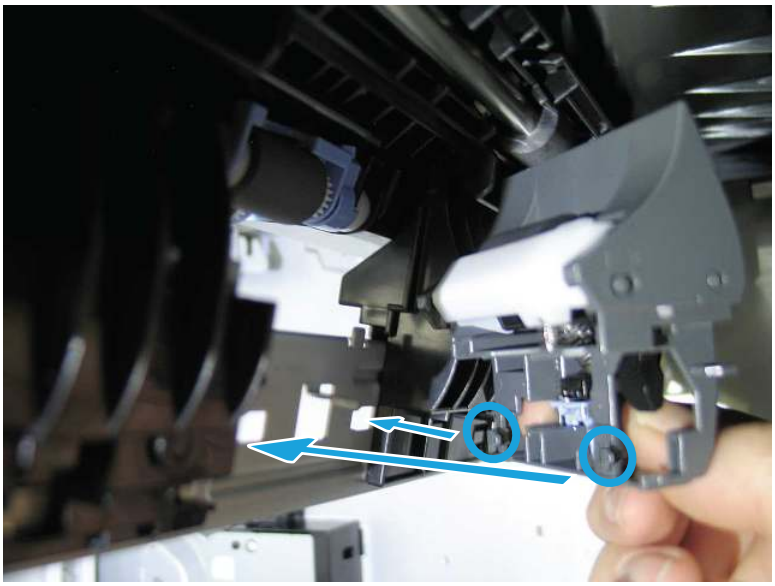
Figure 4-3480 Install the left tray pickup roller



5. Install the 2,700-sheet HCI paper tray and stand left tray separation roller.

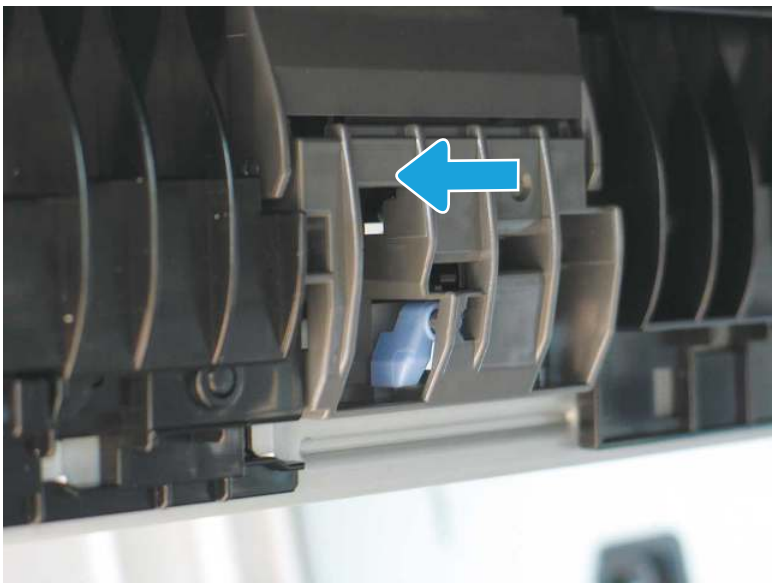
a. Inside the tray opening, position the tabs on the separation roller into the slots on the feeder.

Figure 4-3481 Position the separation roller



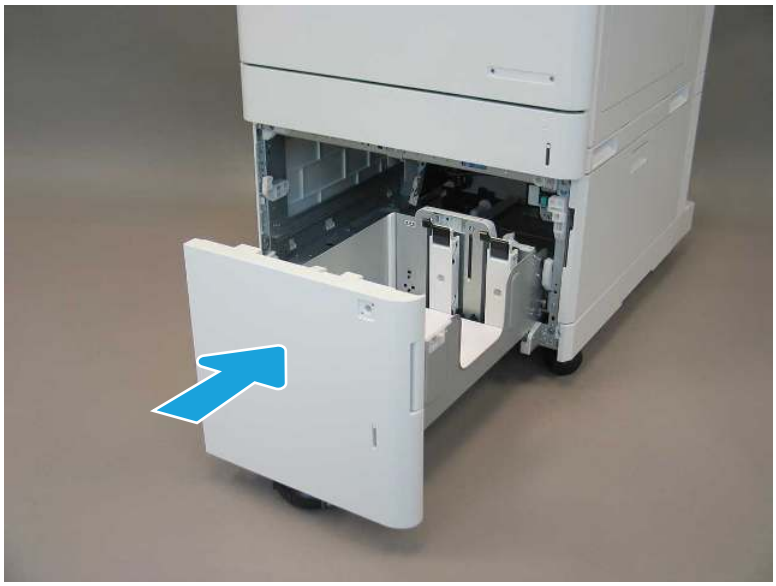
b. Slide the roller assembly to the left until it snaps into place.

Figure 4-3482 Install the separation roller



c. Install the right tray.

Figure 4-3483 **Install the right tray**



d. Install the left tray.

Figure 4-3484 **Install the left tray**

Removal and replacement: 2,700-sheet HCI paper tray and stand right tray pickup and separation rollers

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup and separation rollers.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup and separation rollers.

Mean time to repair: 2 minutes

Service level: CSR A

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 4-183 Part information

Part number	Part description
RM2-1526-000CN	Tray 2-x pickup and separation rollers

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

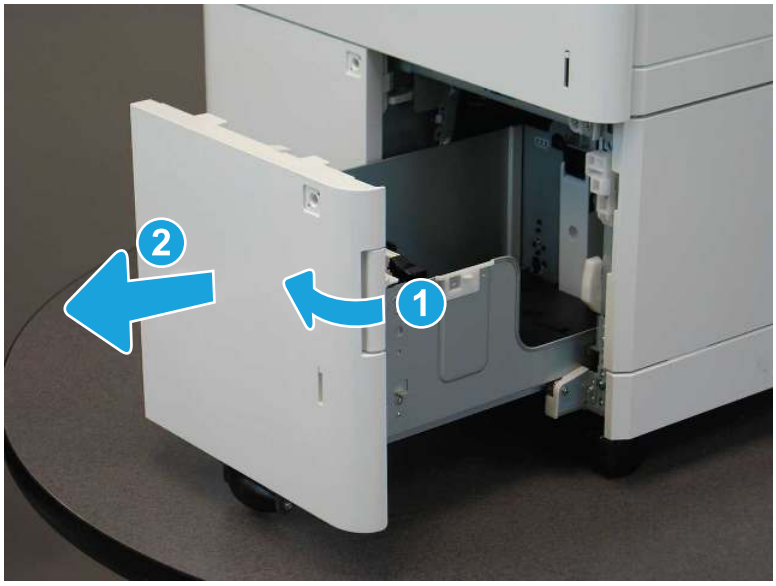
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray separation roller

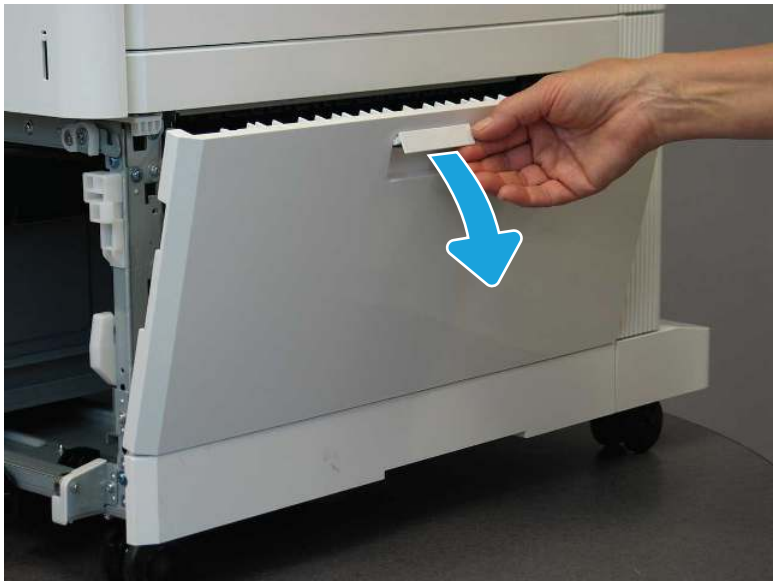
a. Open the right tray by releasing the handle (callout 1) and pulling the tray out away from the feeder (callout 2).

Figure 4-3485 Open the right tray



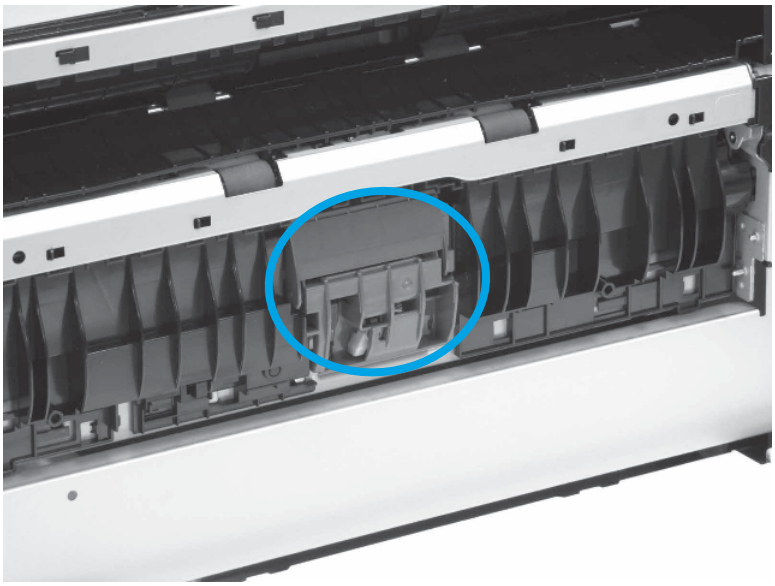
b. Open the right door.

Figure 4-3486 Open the right door



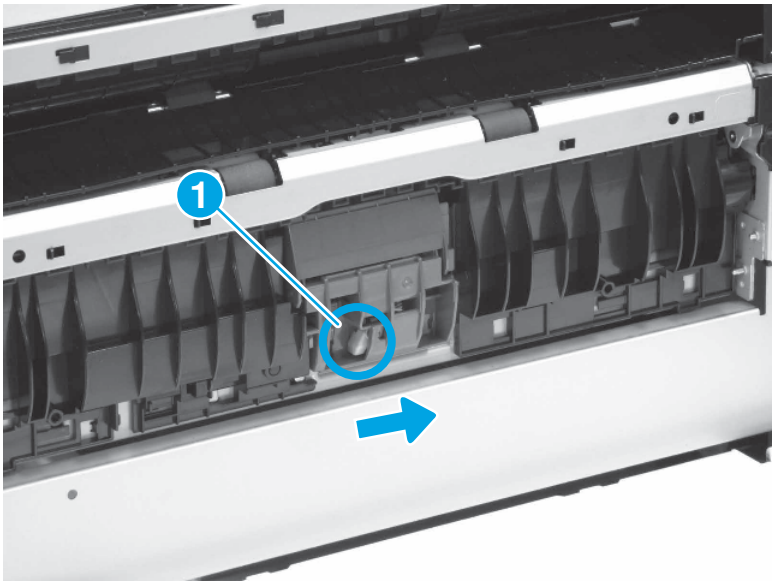
c. Locate the right tray separation roller.

Figure 4-3487 Locate the separation roller



d. Press the release button (callout 1), slide the right tray separation roller assembly to the right, and then pull it away from the printer to remove it .

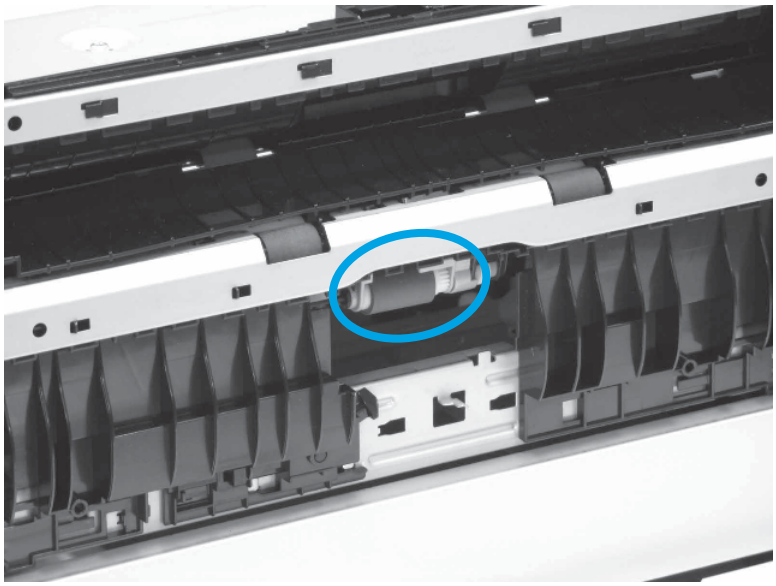
Figure 4-3488 Remove the separation roller assembly



2. Remove the 2,700-sheet HCI paper tray and stand right tray pickup roller.

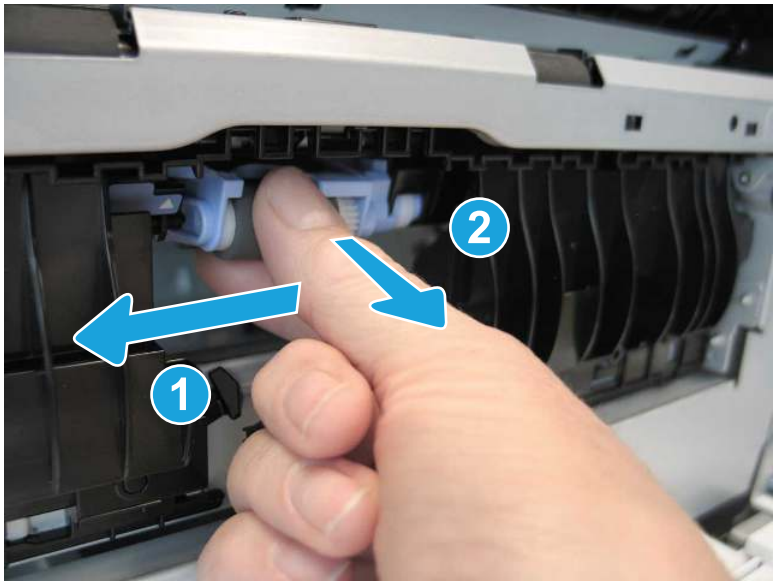
a. Locate the right tray pickup roller on the right side of the feeder.

Figure 4-3489 Locate the pickup roller



b. Slide the right tray pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

Figure 4-3490 Remove the right tray pickup roller



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

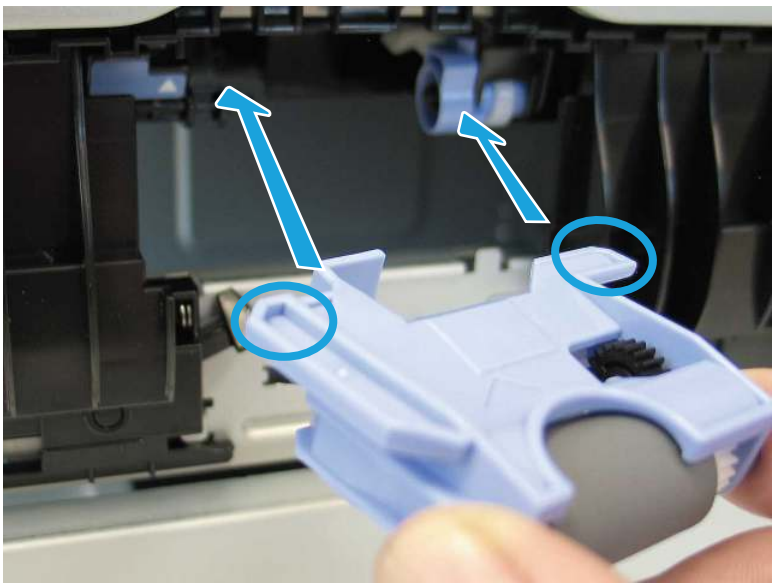
IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

4. Install the 2,700-sheet HCI paper tray and stand right tray pickup roller.

NOTE: Make sure that the tray is open before installing the roller.

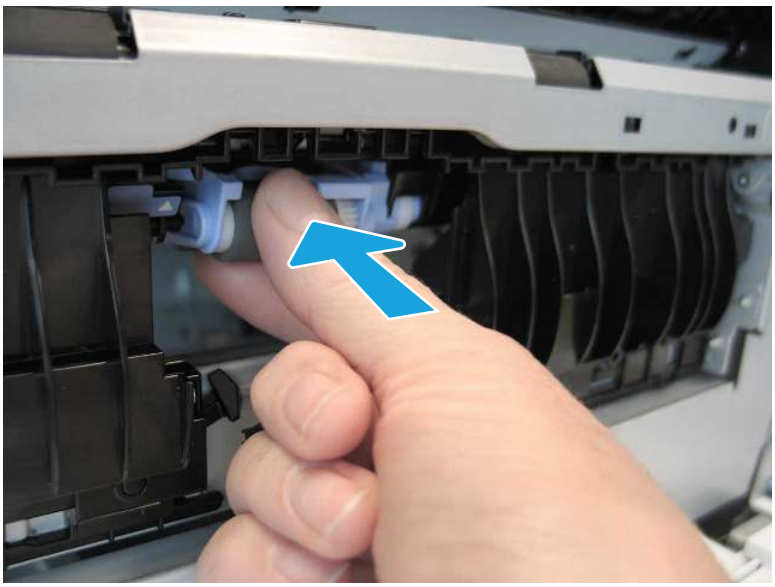
a. On the right side of the printer, align the edges of the right tray pickup roller assembly with the slots in the printer.

Figure 4-3491 Position the right tray pickup roller



b. Slide the roller assembly into the printer until it stops.

Figure 4-3492 Install the right tray pickup roller

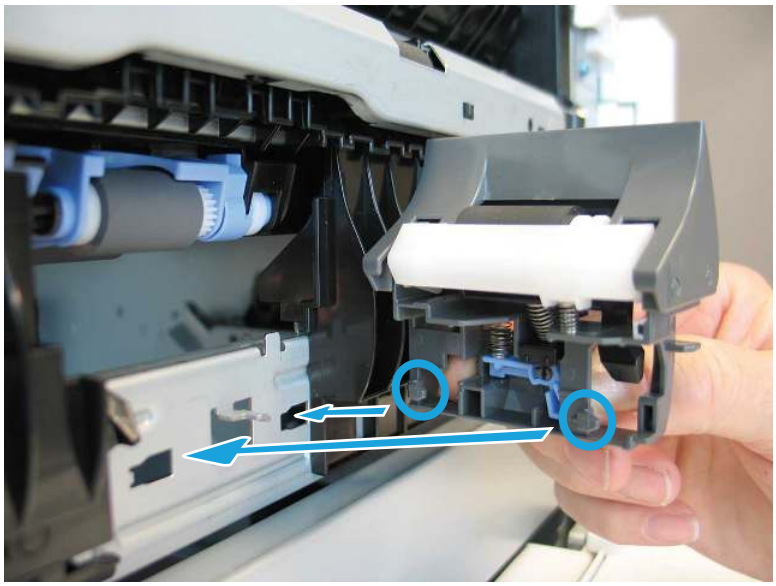


5. Install the 2,700-sheet HCI paper tray and stand right tray separation roller.

NOTE: Make sure that the tray is open before installing the roller.

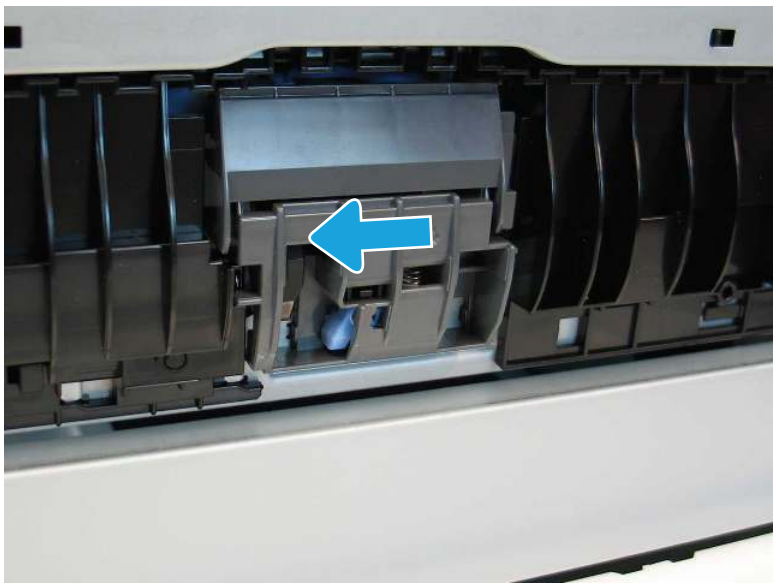
a. On the right side of the feeder, position the tabs on the separation roller into the slots on the feeder.

Figure 4-3493 Position the separation roller



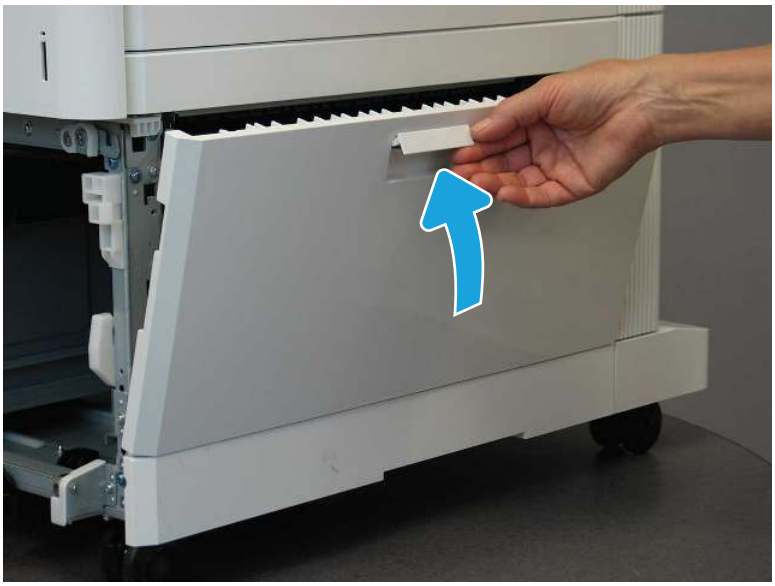
b. Slide the roller assembly to the left until it snaps into place.

Figure 4-3494 Install the separation roller



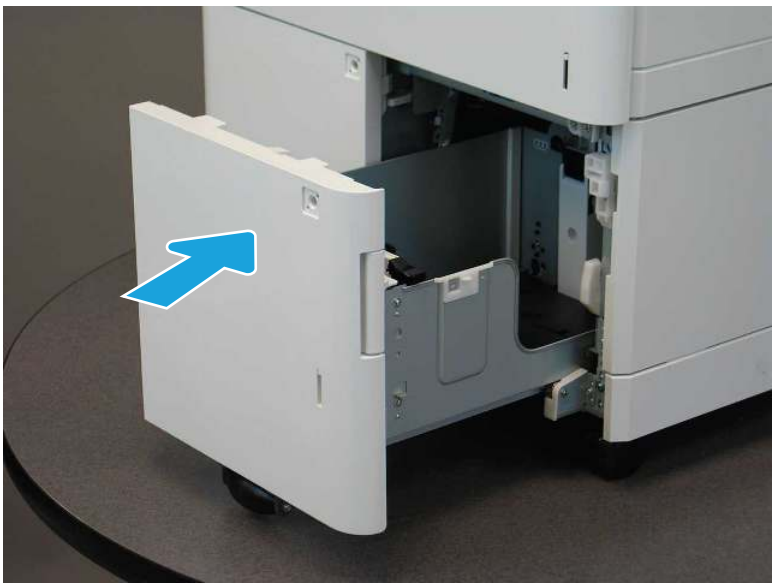
c. Close the right door.

Figure 4-3495 **Close the right door**



d. Close the right tray.

Figure 4-3496 **Close the right tray**



Removal and replacement: 2,700-sheet HCI paper tray and stand right lower cover

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right lower cover.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right lower cover.

Mean time to repair: 2 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 4-184 Part information

Part number	Part description
RC5-2064-000CN	Cover, right, lower

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

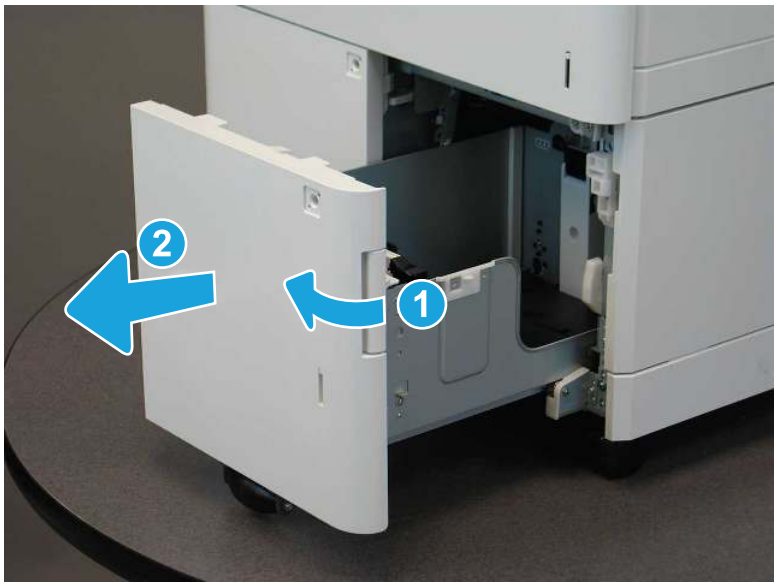
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray.

- Release the handle (callout 1), pull the tray out away from the feeder (callout 2), and then lift up slightly to remove the tray.

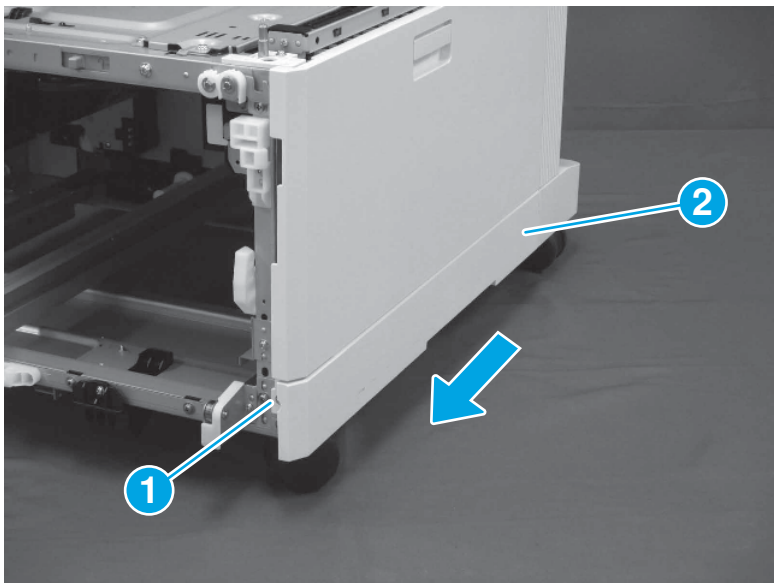
Figure 4-3497 Remove the right tray



2. Remove the 2,700-sheet HCI paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

Figure 4-3498 Remove the right lower cover



3. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand right door

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right door.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right door.

Mean time to repair: 10 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 4-185 Part information

Part number	Part description
RM2-1740-000CN	Right door assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

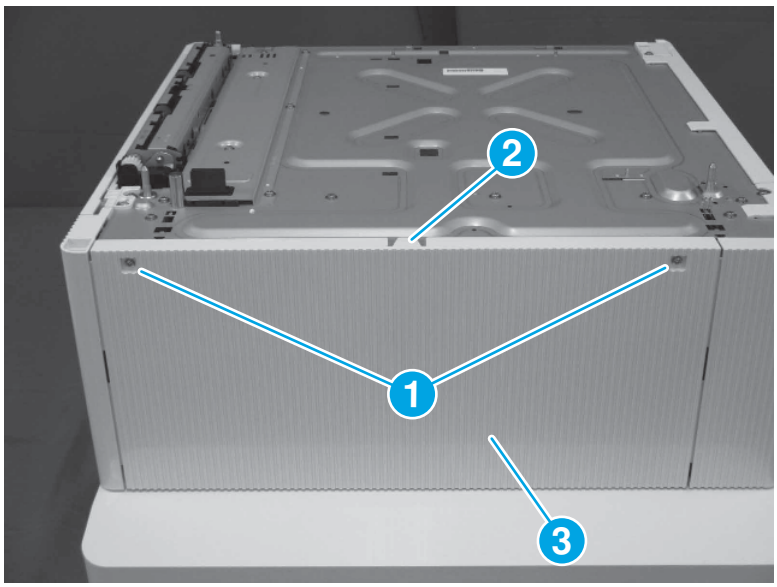
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

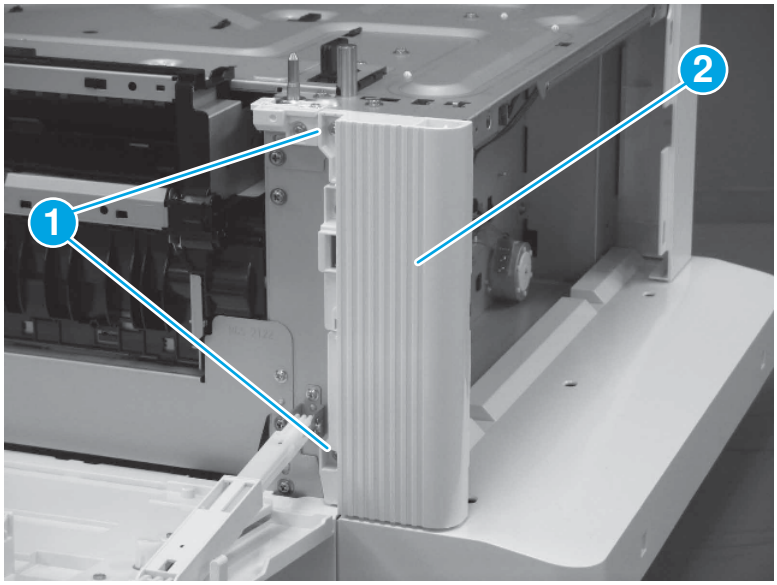
   Figure 4-3499 Remove the rear upper cover

2. Remove the 2,700-sheet HCI paper tray and stand right rear cover.

   - Remove two screws (callout 1), and then remove the right rear cover (callout 2).

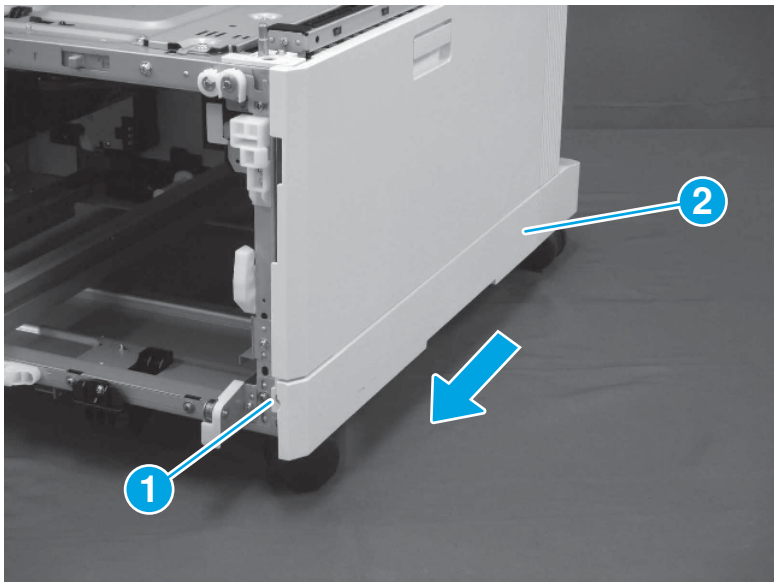
   Figure 4-3500 Remove the right rear cover

3. Remove the 2,700-sheet HCI paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

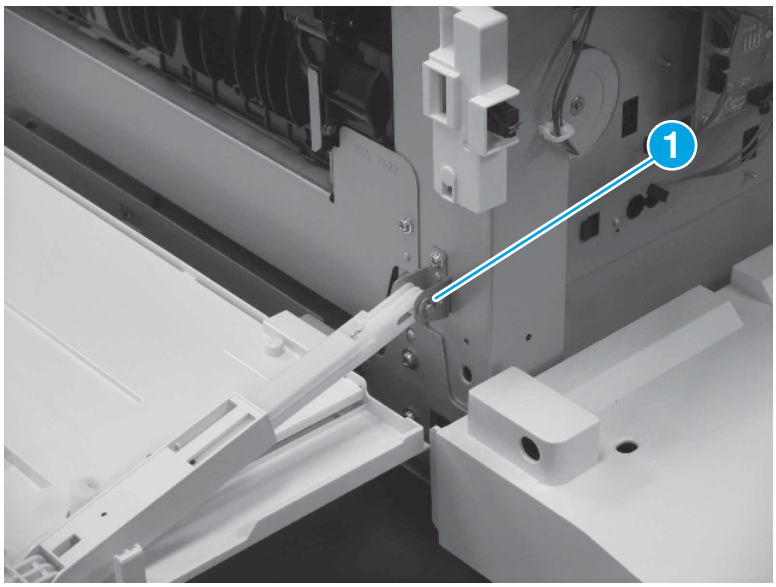
Figure 4-3501 Remove the right lower cover



4. Remove the 2,700-sheet HCI paper tray and stand right door.

a. Remove one E-ring (callout 1).

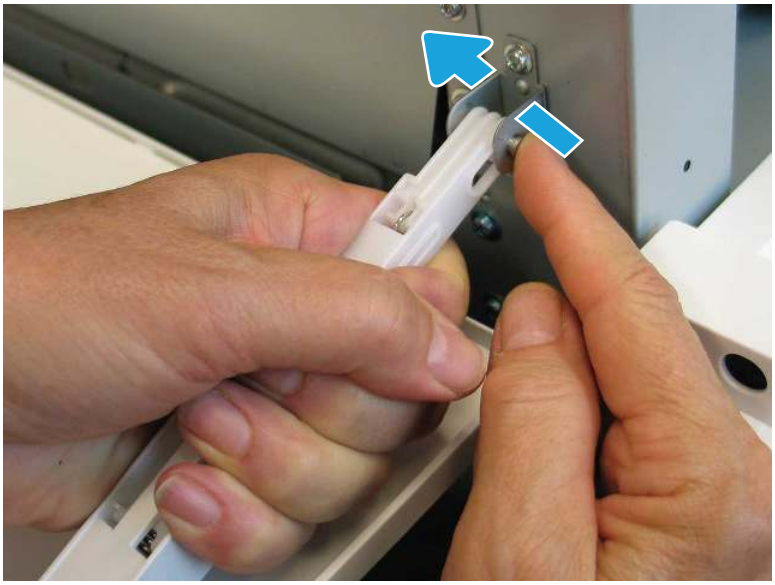
Figure 4-3502 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

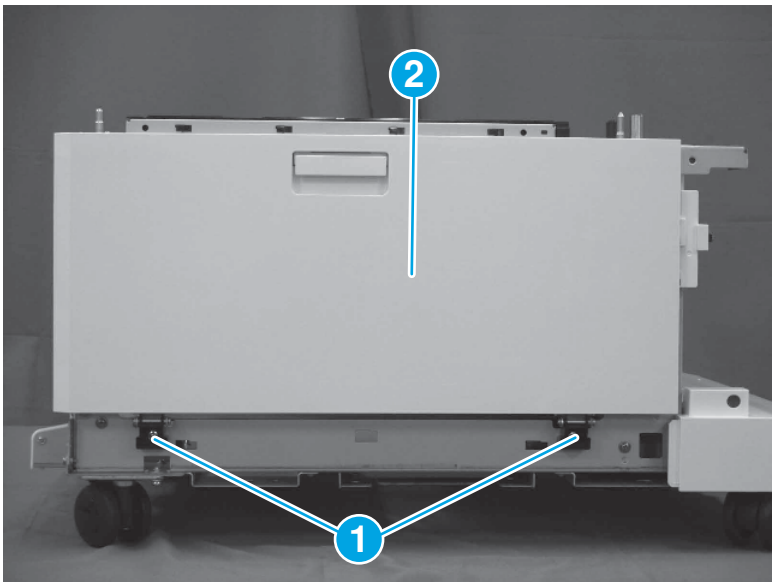
NOTE: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

Figure 4-3503 Release the hinge arm



c. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

Figure 4-3504 Remove the right door



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand right tray pickup motor

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup motor.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup motor.

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 4-186 Part information

Part number	Part description
RK2-9410-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

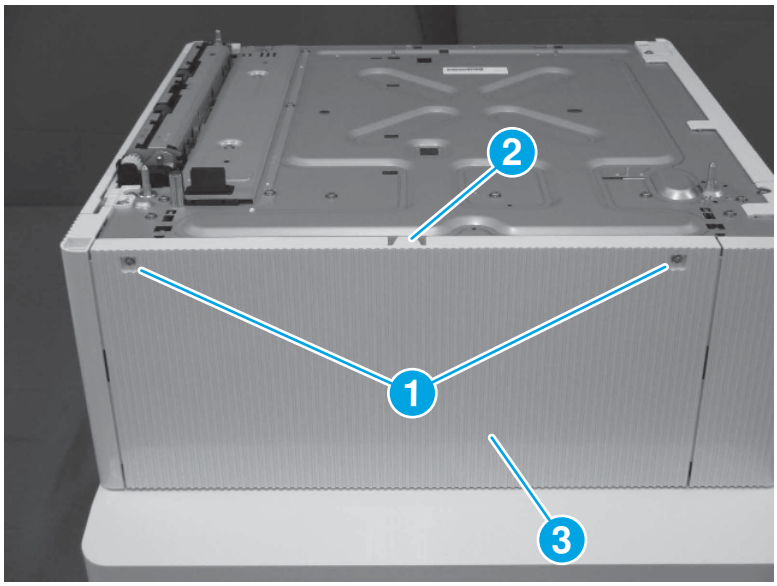
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

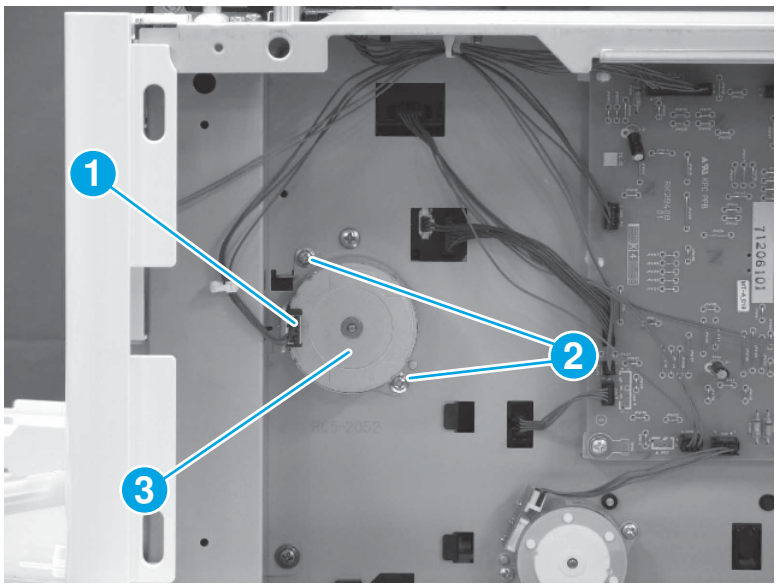
Figure 4-3505 Remove the rear upper cover



2. Remove the 2,700-sheet HCI paper tray and stand right tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI right tray pickup motor (callout 3).

Figure 4-3506 Remove the right tray pickup motor



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2,700-sheet HCI paper tray and stand right tray pickup assembly

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup assembly.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray pickup assembly.

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 4-187 Part information

Part number	Part description
RM2-1717-000CN	Paper pickup assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.

- Use the power switch to turn the power on.

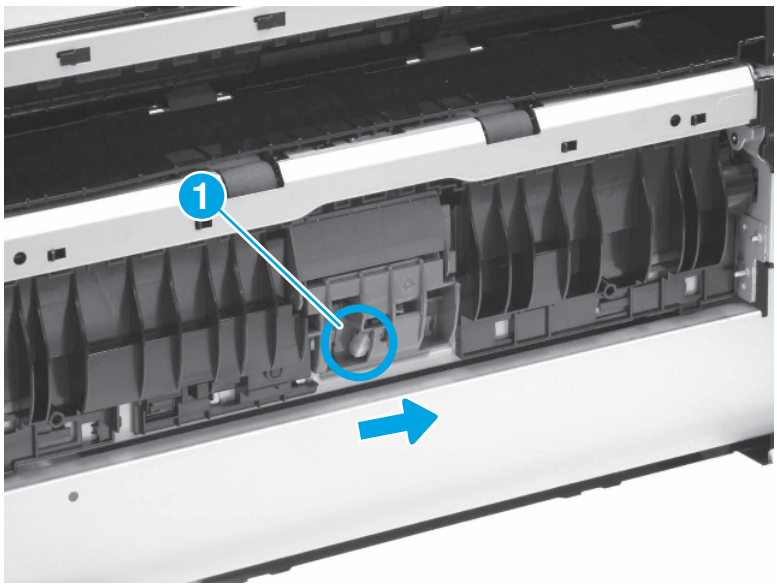
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray separation roller.
   - Press the release button (callout 1), slide the right tray separation roller assembly to the right, and then pull it away from the printer to remove it .

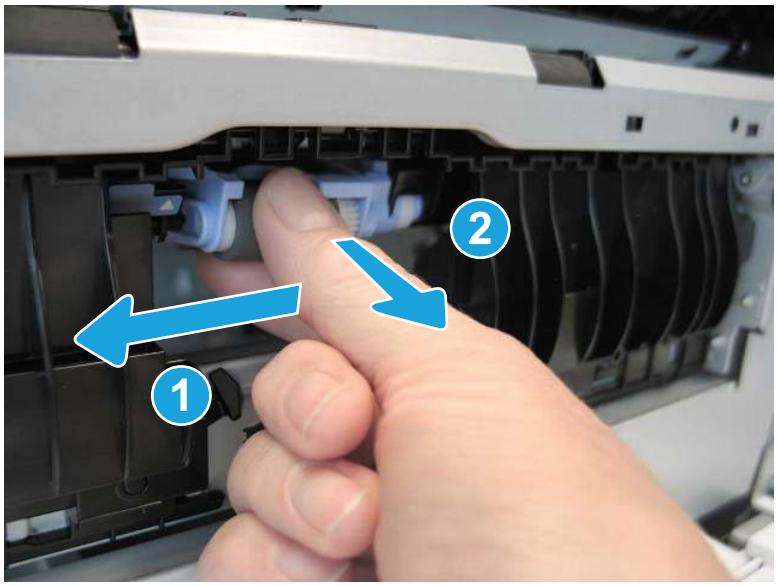
   Figure 4-3507 **Remove the separation roller assembly**

2. Remove the 2,700-sheet HCI paper tray and stand right tray pickup roller.

- On the right side of the feeder, slide the right tray pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

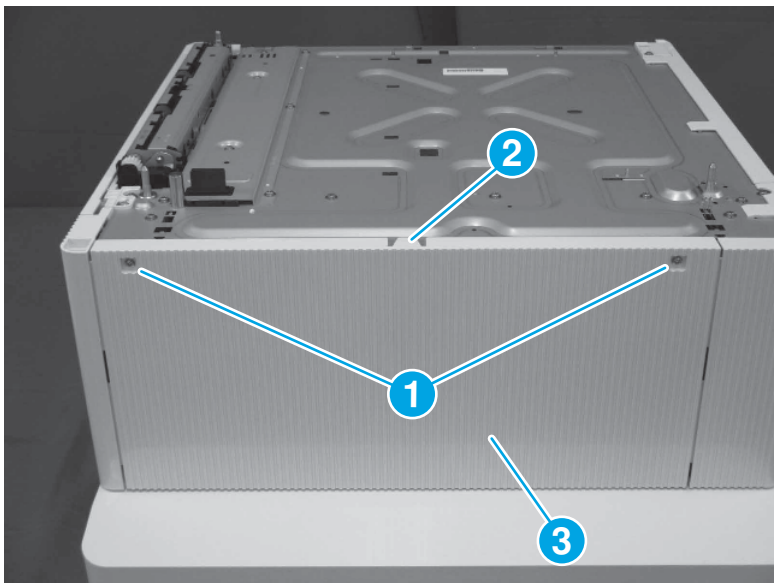
Figure 4-3508 Remove the right tray pickup roller



3. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

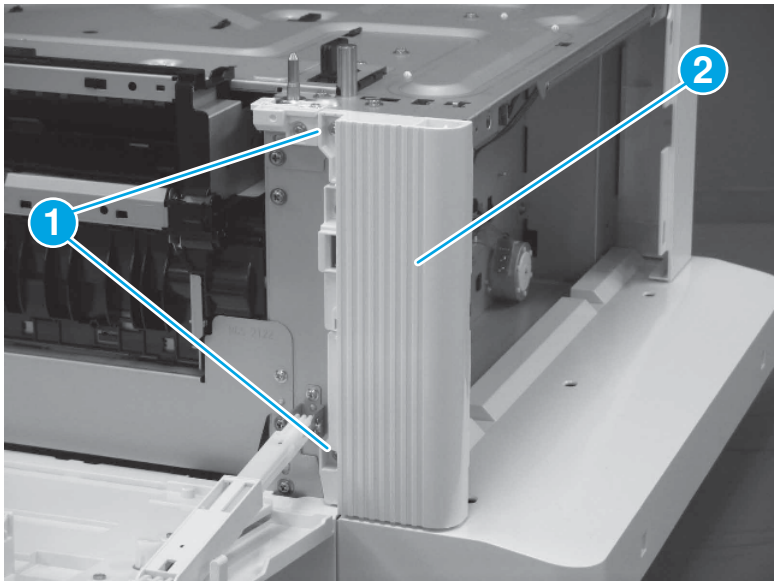
Figure 4-3509 Remove the rear upper cover



4. Remove the 2,700-sheet HCI paper tray and stand right rear cover.

- Remove two screws (callout 1), and then remove the right rear cover (callout 2).

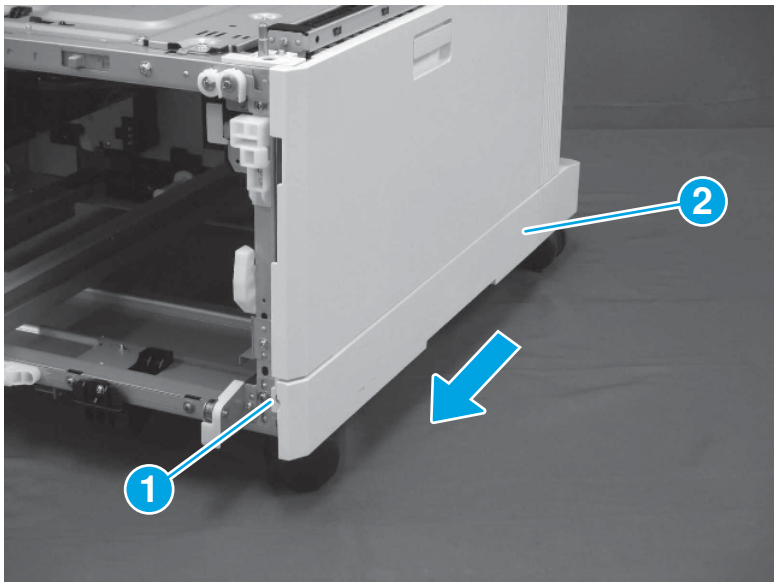
Figure 4-3510 Remove the right rear cover



5. Remove the 2,700-sheet HCI paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

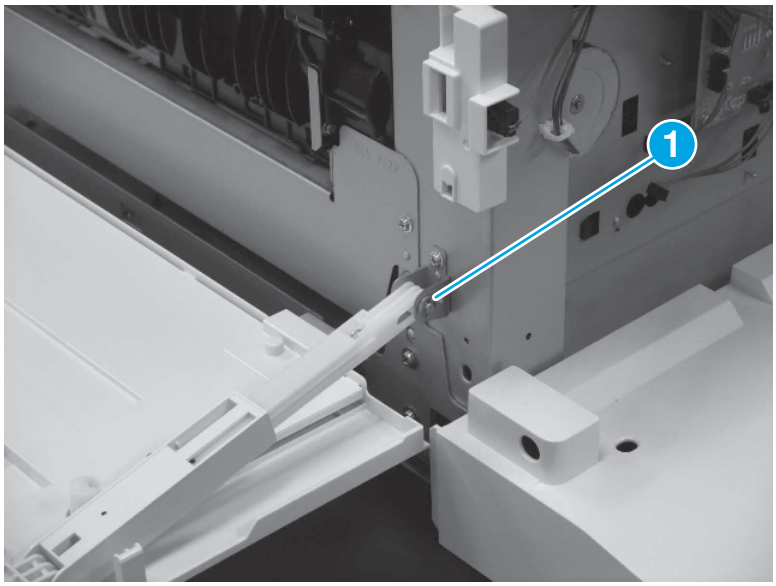
Figure 4-3511 Remove the right lower cover



6. Remove the 2,700-sheet HCI paper tray and stand right door.

a. Remove one E-ring (callout 1).

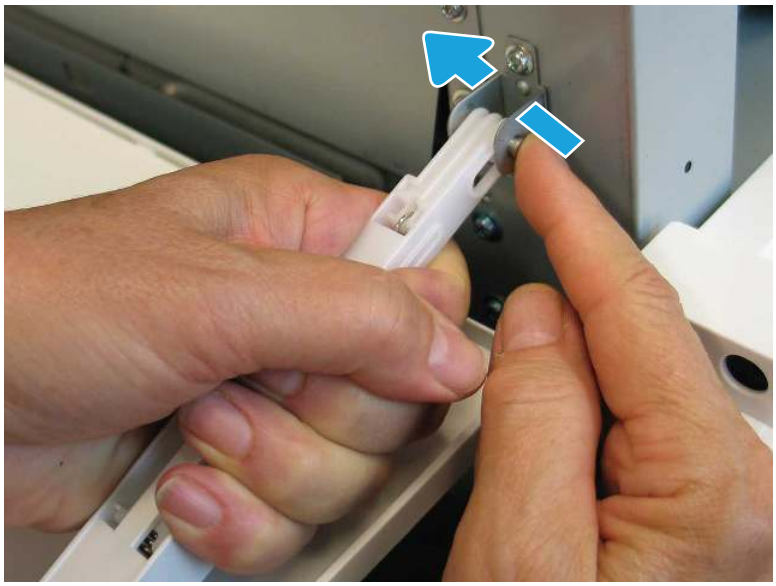
Figure 4-3512 Remove one E-ring



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

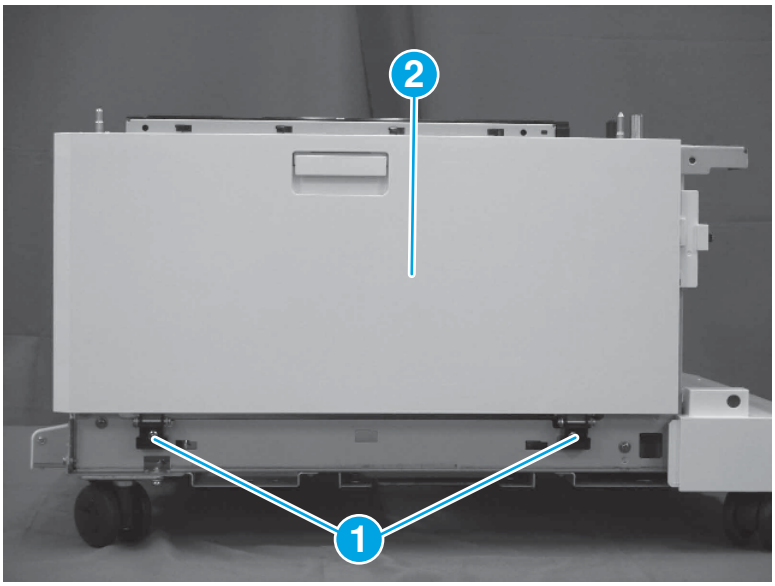
NOTE: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

Figure 4-3513 Release the hinge arm



c. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

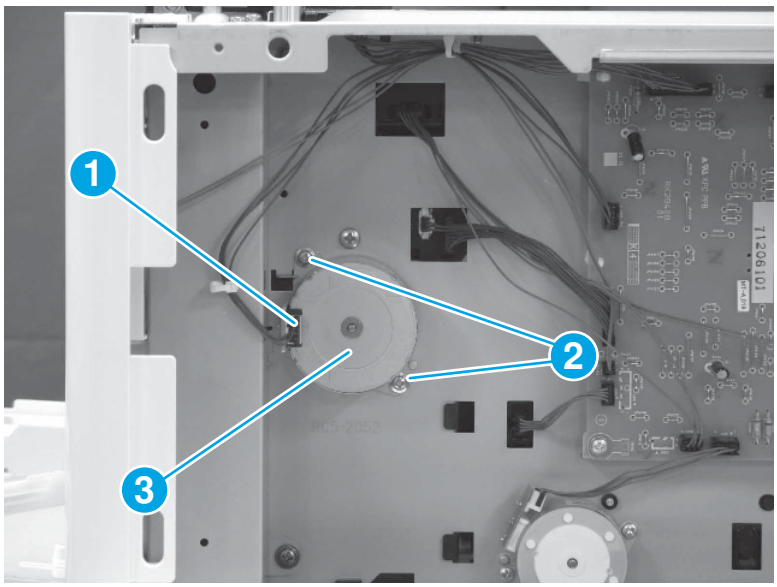
Figure 4-3514 Remove the right door



7. Remove the 2,700-sheet HCI paper tray and stand right tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI right tray pickup motor (callout 3).

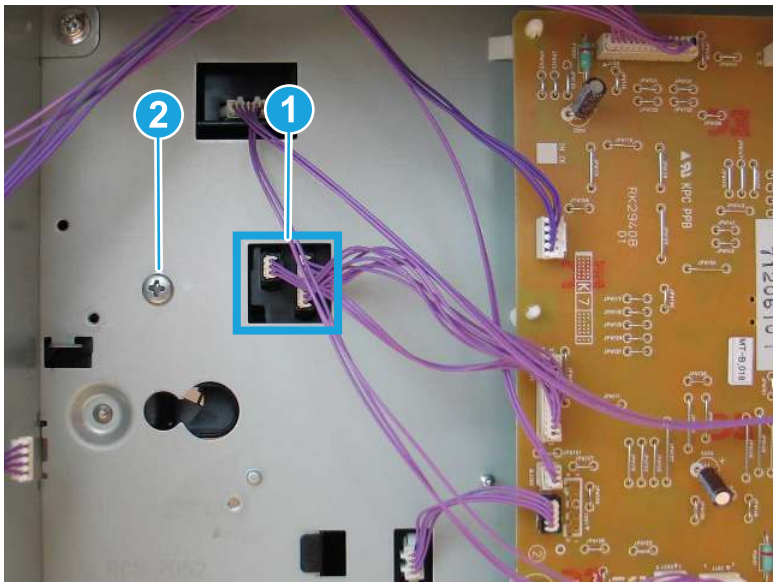
Figure 4-3515 Remove the right tray pickup motor



8. Remove the 2,700-sheet HCI paper tray and stand right tray pickup assembly.

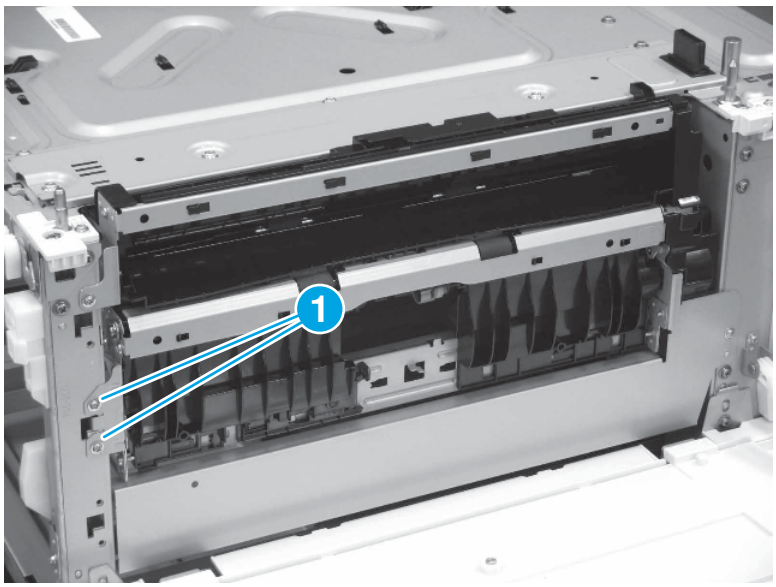
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3516 Disconnect two connectors and remove one screw



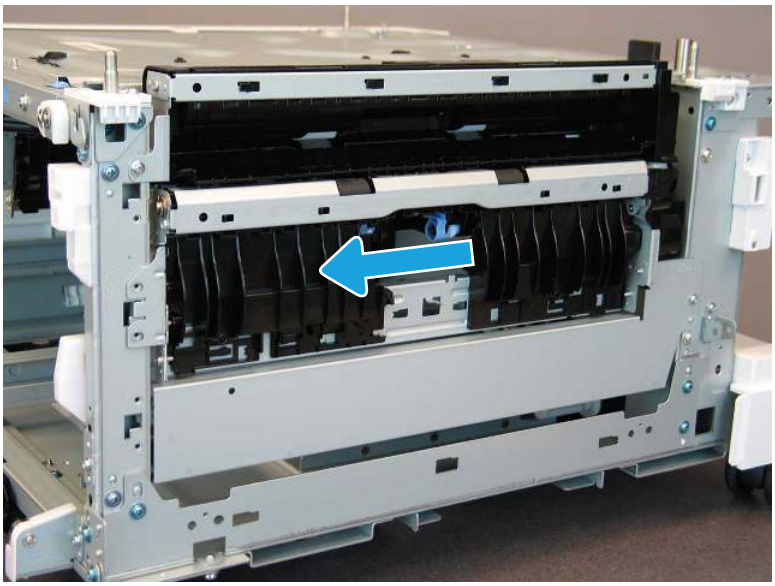
b. Remove two screws (callout 1).

Figure 4-3517 Remove two screws



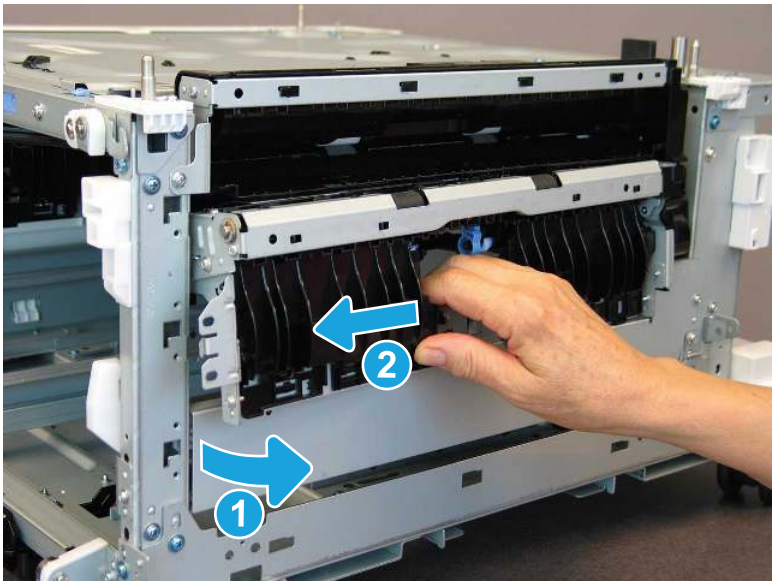
c. Slide the pickup assembly toward the front of the feeder.

Figure 4-3518 Slide the pickup assembly



d. Rotate the left side of the assembly away from the feeder (callout 1), and then slide it to the left (callout 2) to remove it.

Figure 4-3519 Remove the pickup assembly



9. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

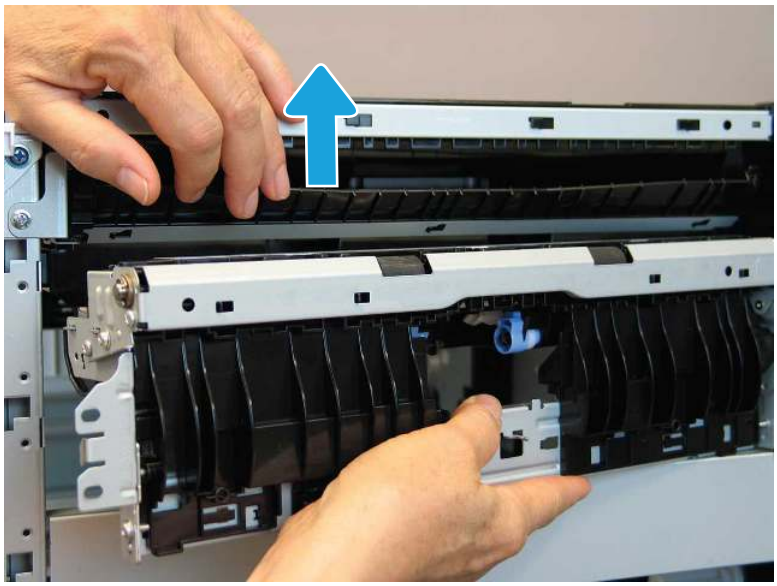
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

10. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the 2,700-sheet HCI paper tray and stand right tray pickup assembly

- Raise the flap on the feed assembly to install the right tray pickup assembly.

Figure 4-3520 Raise the feed assembly flap



Removal and replacement: 2,700-sheet HCI paper tray and stand feed assembly

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand feed assembly.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand feed assembly.

Mean time to repair: 21 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 4-188 Part information

Part number	Part description
RM2-1730-000CN	Paper feed assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

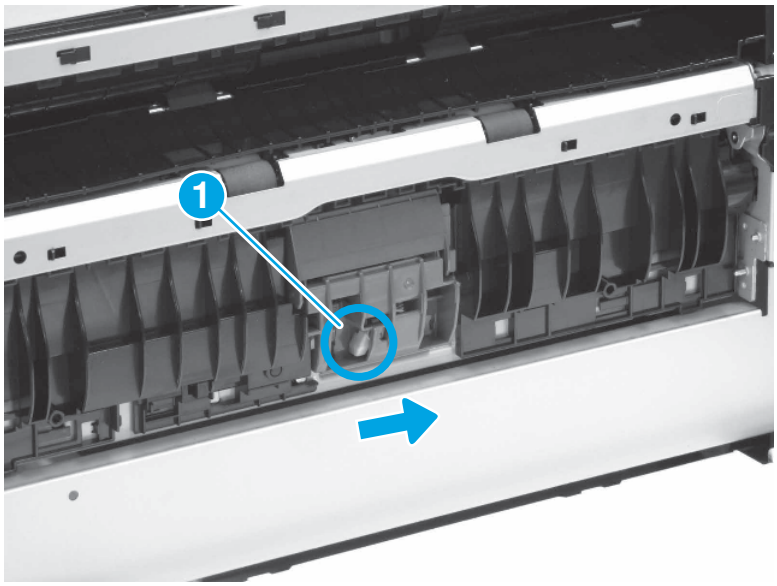
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray separation roller.

- Press the release button (callout 1), slide the right tray separation roller assembly to the right, and then pull it away from the printer to remove it .

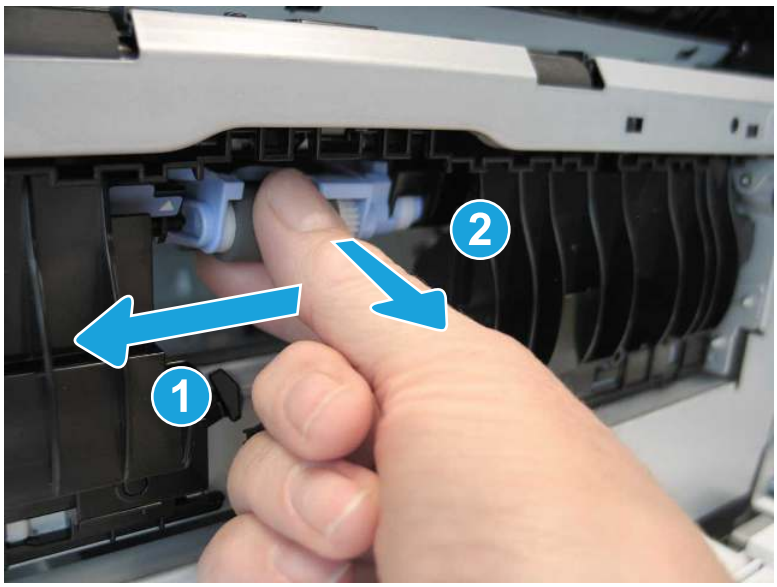
Figure 4-3521 Remove the separation roller assembly



2. Remove the 2,700-sheet HCI paper tray and stand right tray pickup roller.

- On the right side of the feeder, slide the right tray pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

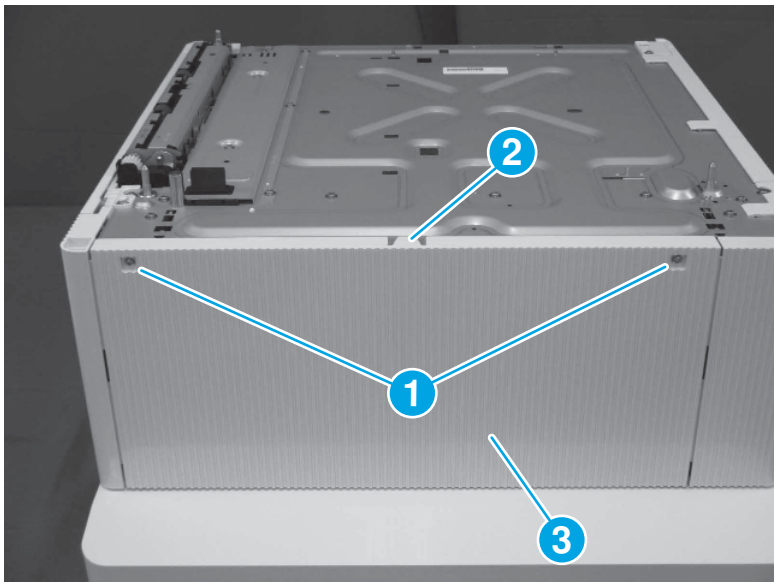
Figure 4-3522 Remove the right tray pickup roller



3. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

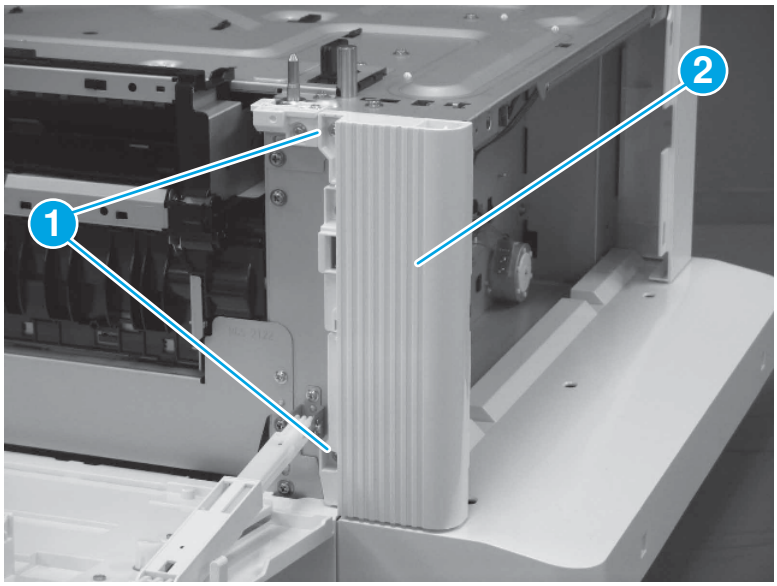
Figure 4-3523 Remove the rear upper cover



4. Remove the 2,700-sheet HCI paper tray and stand right rear cover.

- Remove two screws (callout 1), and then remove the right rear cover (callout 2).

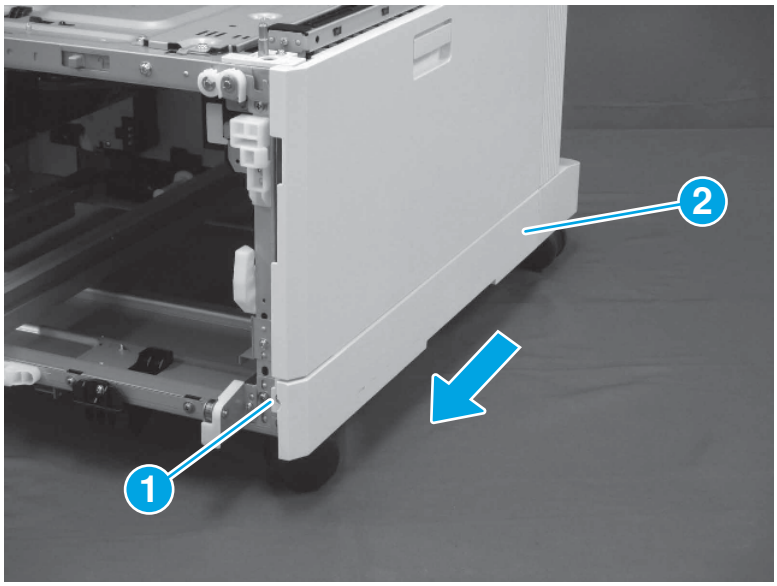
Figure 4-3524 Remove the right rear cover



5. Remove the 2,700-sheet HCI paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

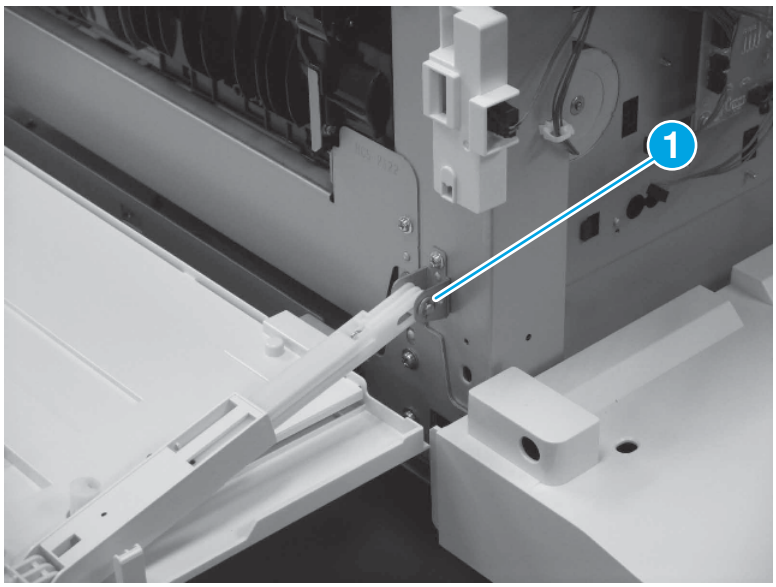
Figure 4-3525 **Remove the right lower cover**



6. Remove the 2,700-sheet HCI paper tray and stand right door.

a. Remove one E-ring (callout 1).

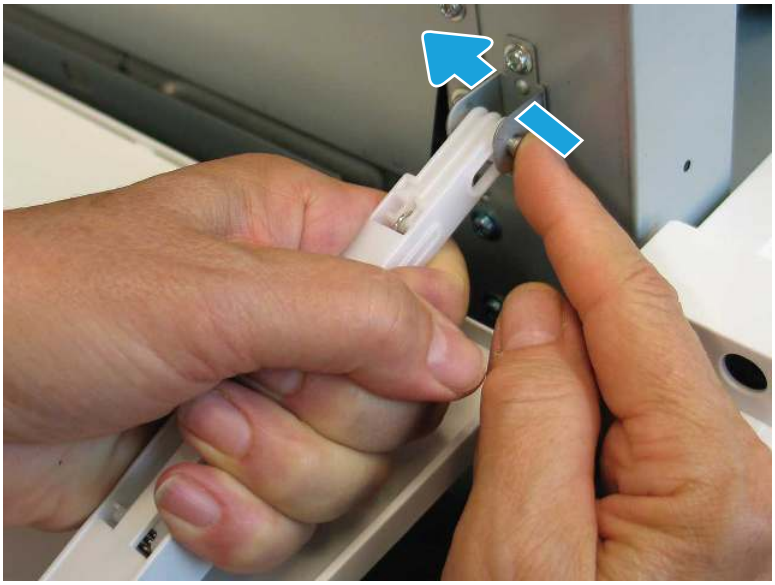
Figure 4-3526 **Remove one E-ring**



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

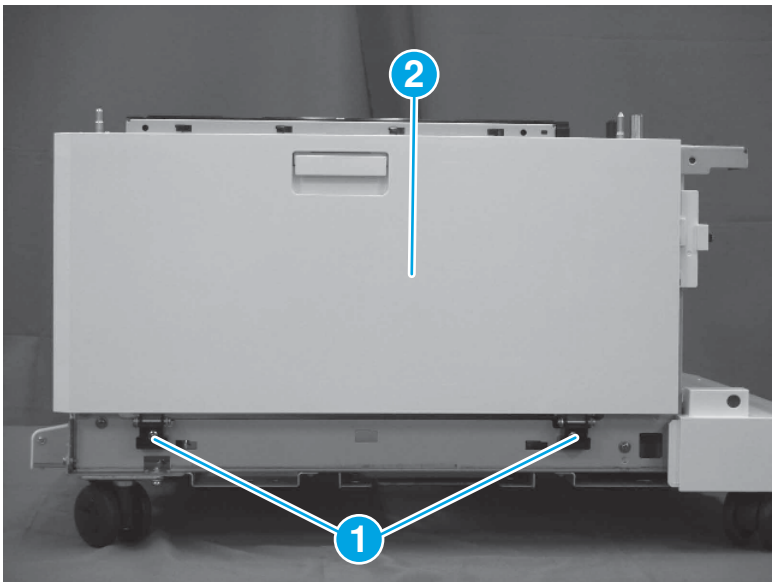
NOTE: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

Figure 4-3527 Release the hinge arm



c. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

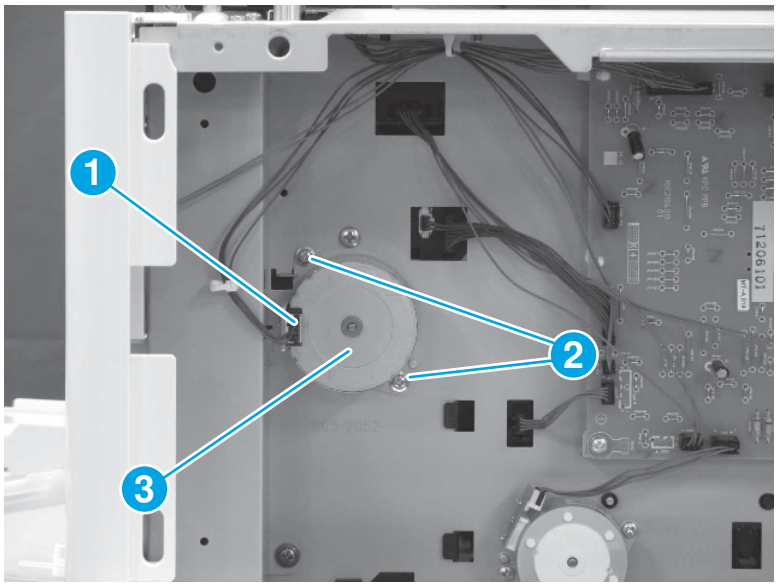
Figure 4-3528 Remove the right door



7. Remove the 2,700-sheet HCI paper tray and stand right tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI right tray pickup motor (callout 3).

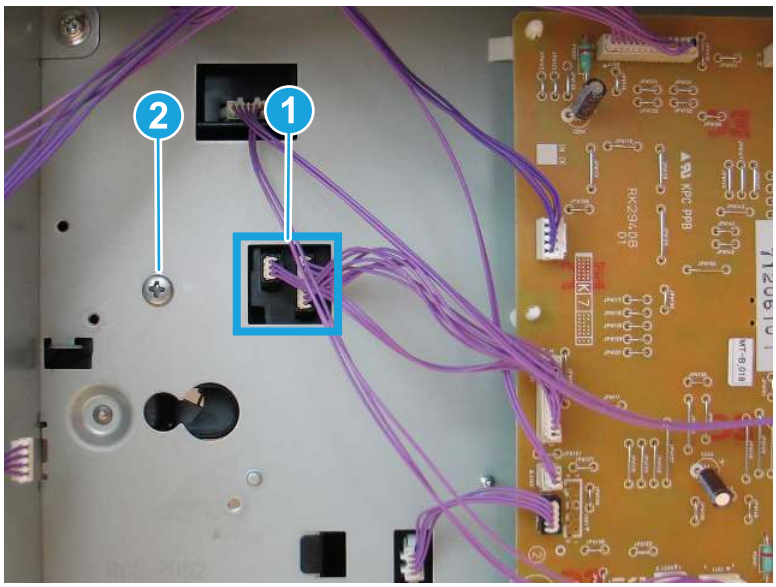
Figure 4-3529 Remove the right tray pickup motor



8. Remove the 2,700-sheet HCI paper tray and stand right tray pickup assembly.

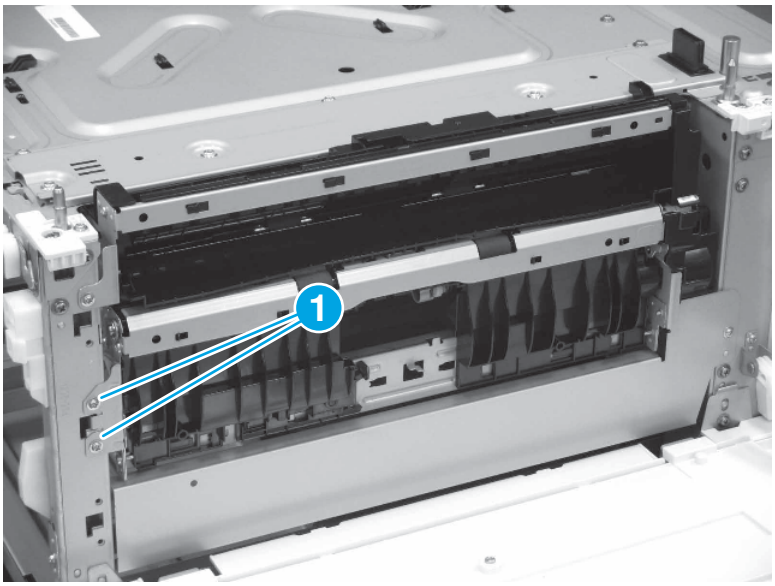
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3530 Disconnect two connectors and remove one screw



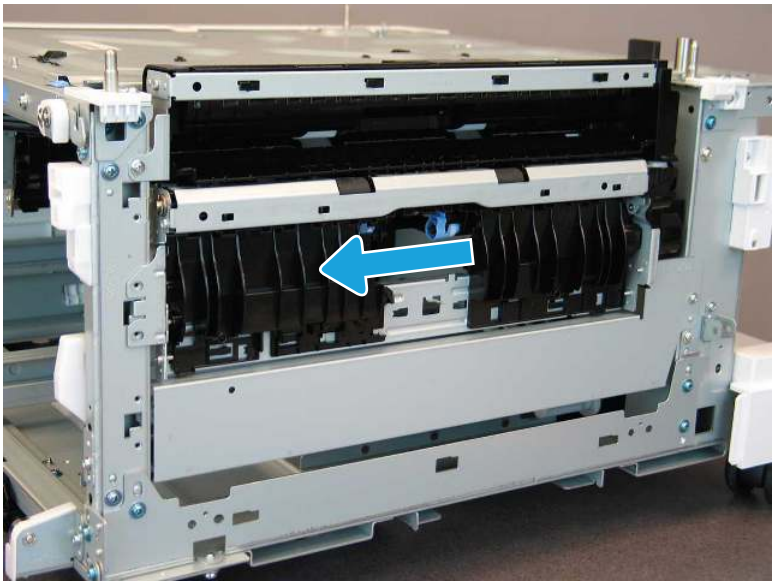
b. Remove two screws (callout 1).

Figure 4-3531 Remove two screws



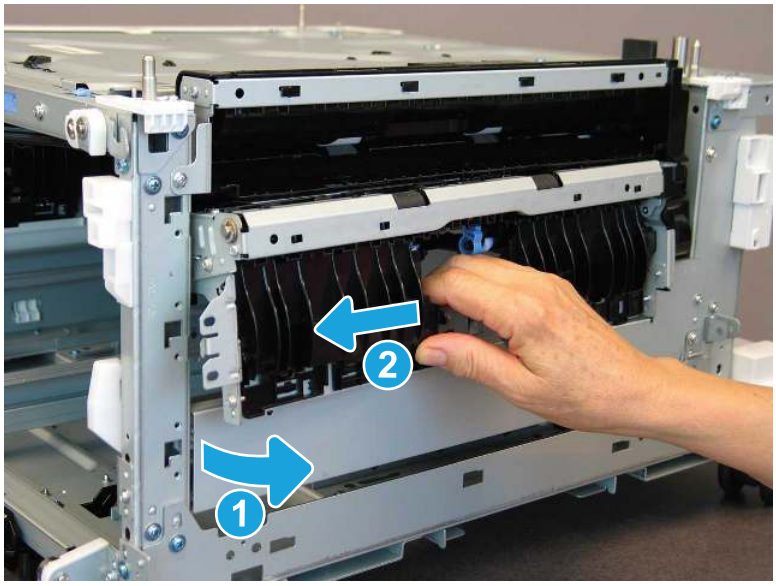
c. Slide the pickup assembly toward the front of the feeder.

Figure 4-3532 Slide the pickup assembly



d. Rotate the left side of the assembly away from the feeder (callout 1), and then slide it to the left (callout 2) to remove it.

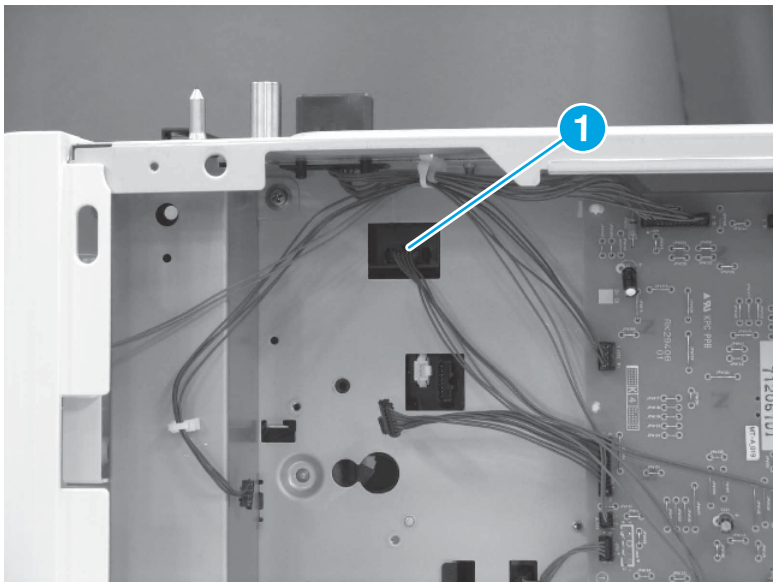
Figure 4-3533 Remove the pickup assembly



9. Remove the 2,700-sheet HCI paper tray and stand feed assembly.

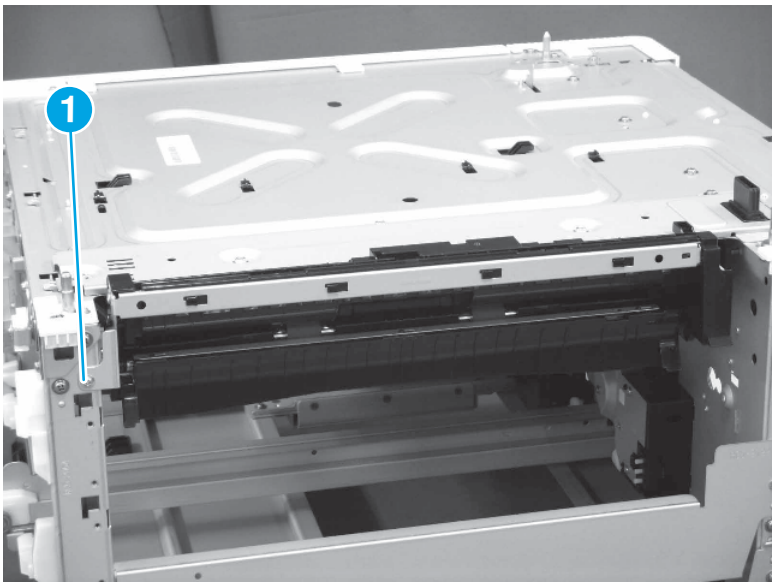
a. Disconnect one connector (callout 1).

Figure 4-3534 Disconnect one connector



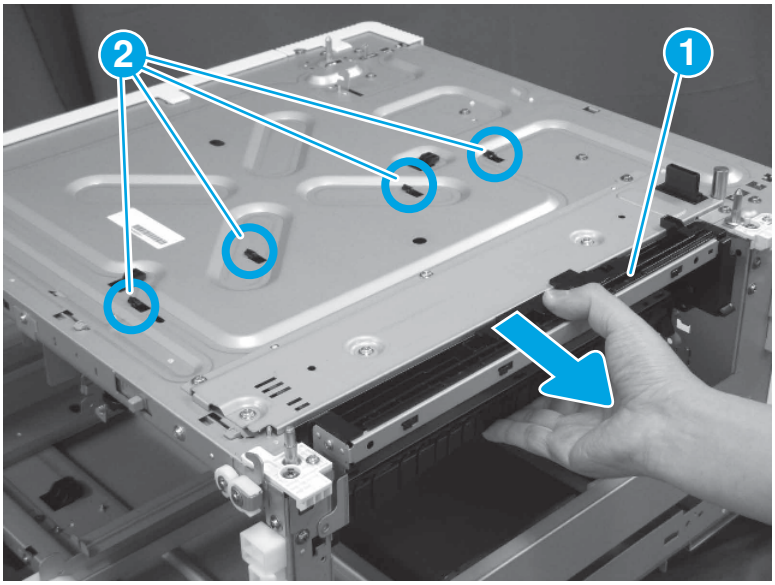
b. Remove one screw.

Figure 4-3535 Remove one screw



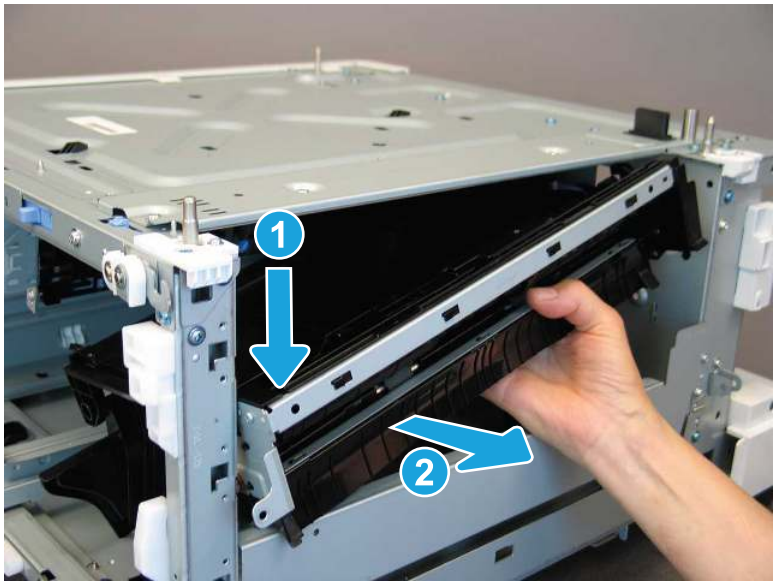
c. Slide the feed assembly (callout 1) toward the front of the feeder to release four lugs (callout 2), and then lower the assembly.

Figure 4-3536 Release four lugs



d. Rotate the left side of the feed assembly down (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

Figure 4-3537 **Remove the feed assembly**



10. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

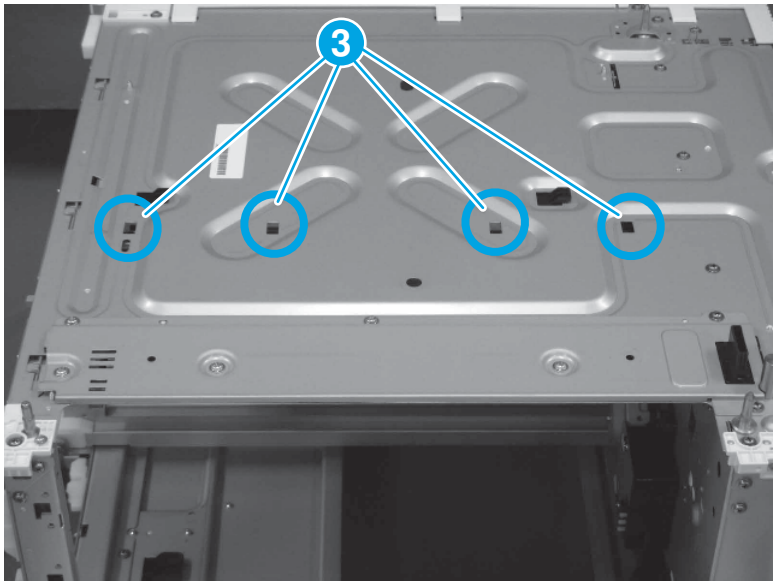
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

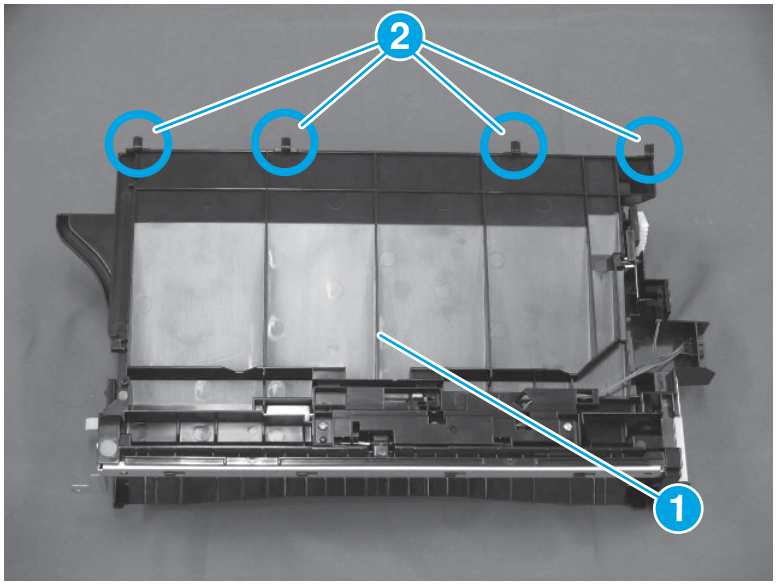
11. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the 2,700-sheet HCI paper tray and stand feed assembly

- When installing the feed assembly (callout 1), make sure that the four hooks (callout 2) on the assembly fit into the openings (callout 3) on the feeder.

Figure 4-3538 Install the feed assembly

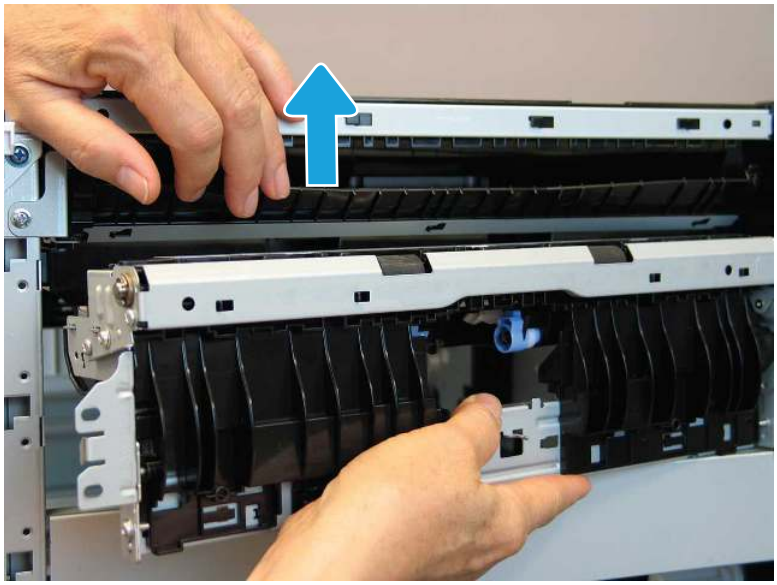




Install the 2,700-sheet HCI paper tray and stand right tray pickup assembly

- Raise the flap on the feed assembly to install the right tray pickup assembly.

Figure 4-3539 Raise the feed assembly flap



Removal and replacement: 2,700-sheet HCI paper tray and stand left tray pickup motor

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup motor.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup motor.

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 4-189 Part information

Part number	Part description
RK2-9410-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

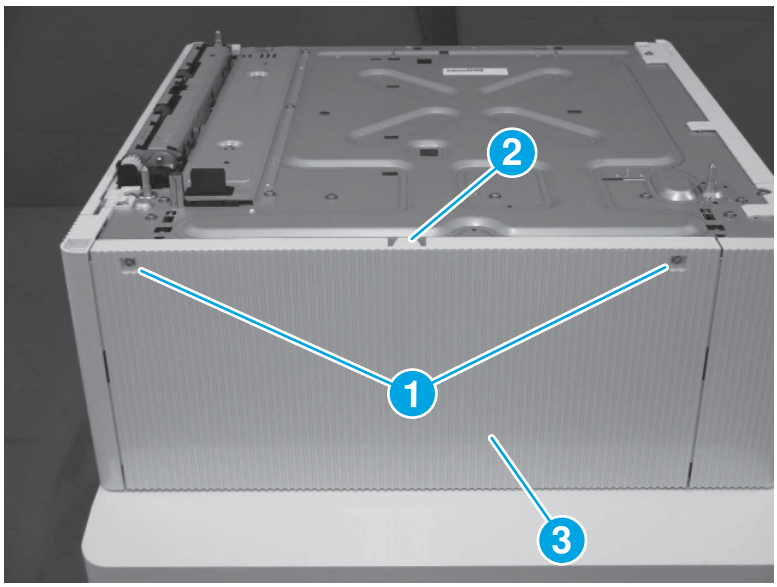
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover
   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

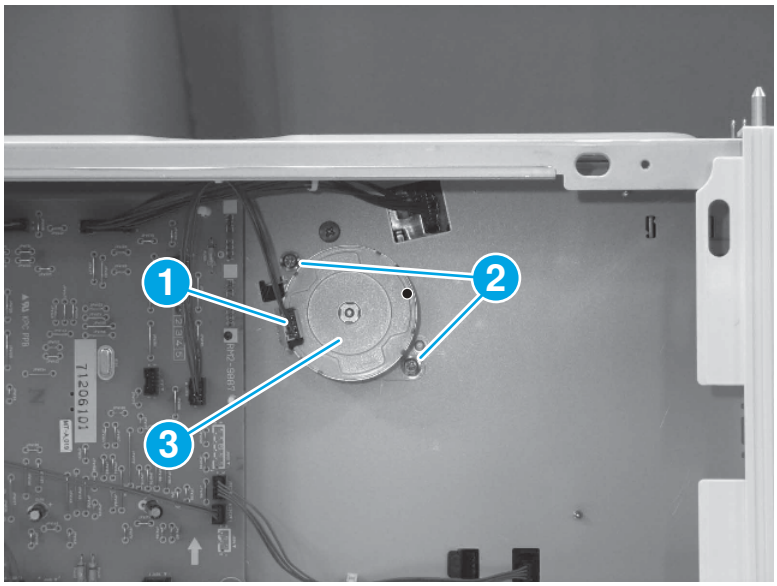
   Figure 4-3540 **Remove the rear upper cover**

2. Remove the 2,700-sheet HCI paper tray and stand left tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI left tray pickup motor (callout 3).

  Figure 4-3541 Remove the left tray pickup motor

3. Unpack the replacement assembly.

   a. 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

   b. 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.

   c. 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: 2,700-sheet HCI paper tray and stand left tray pickup assembly

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup assembly.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray pickup assembly.

Mean time to repair: 25 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 4-190 Part information

Part number	Part description
RM2-1741-000CN	Paper pickup assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

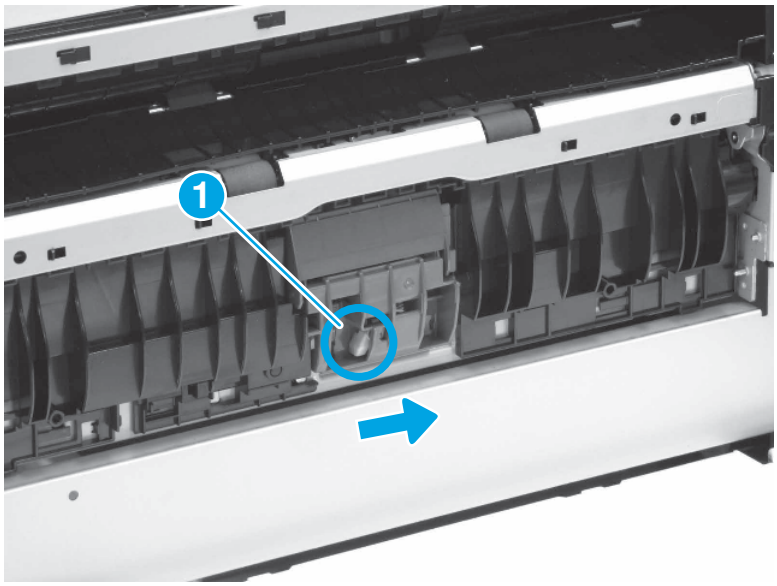
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand right tray separation roller.

- Press the release button (callout 1), slide the right tray separation roller assembly to the right, and then pull it away from the printer to remove it .

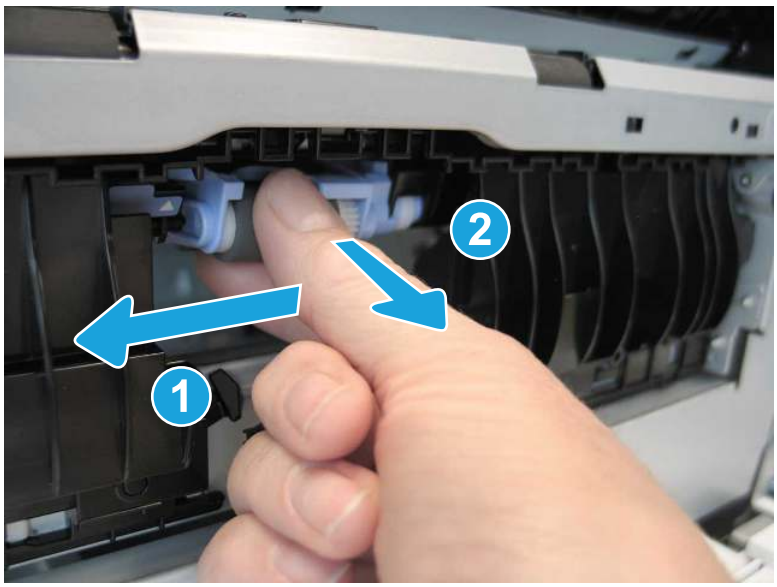
Figure 4-3542 Remove the separation roller assembly



2. Remove the 2,700-sheet HCI paper tray and stand right tray pickup roller.

- On the right side of the feeder, slide the right tray pickup roller assembly to the left (callout 1), and then pull it away from the printer (callout 2) to remove it.

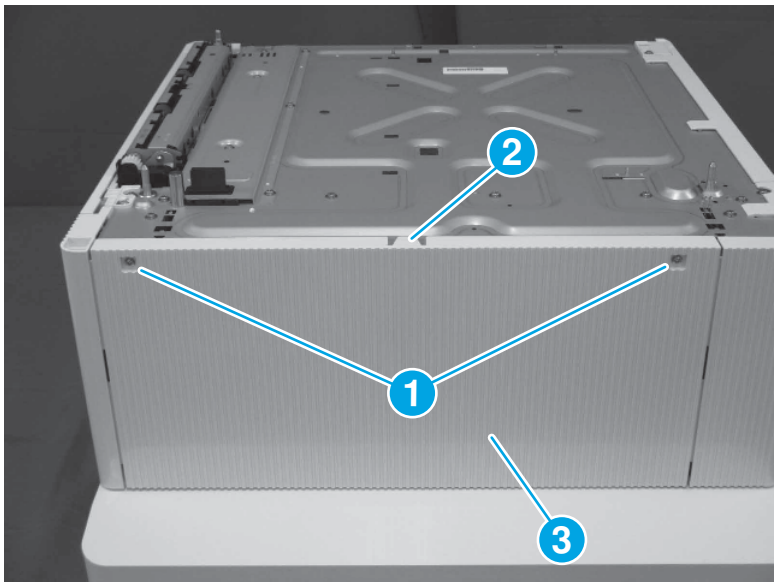
Figure 4-3543 Remove the right tray pickup roller



3. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

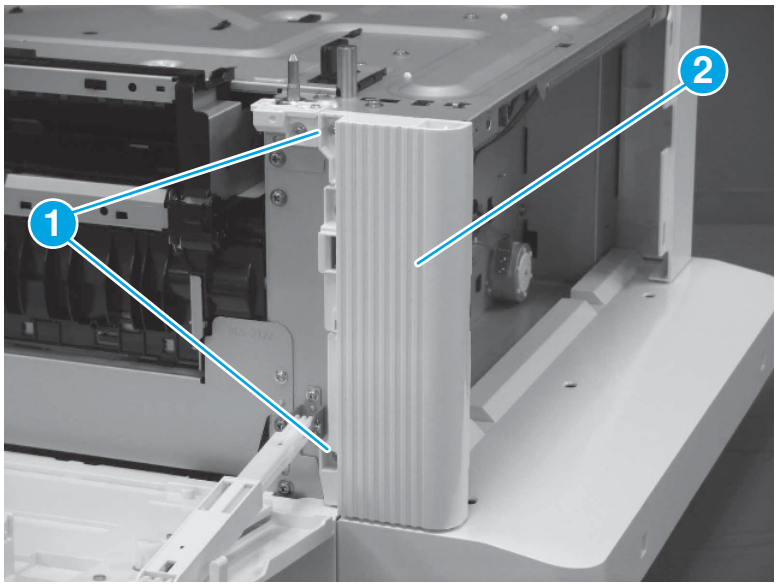
Figure 4-3544 Remove the rear upper cover



4. Remove the 2,700-sheet HCI paper tray and stand right rear cover.

- Remove two screws (callout 1), and then remove the right rear cover (callout 2).

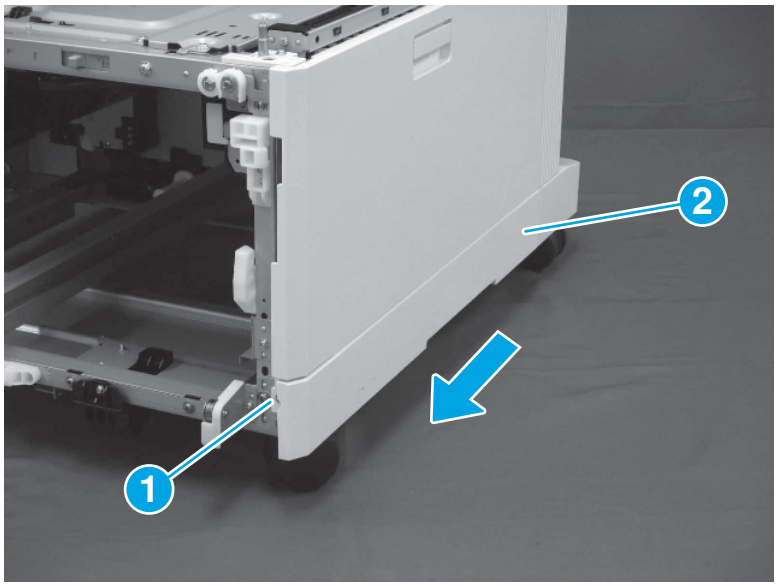
Figure 4-3545 Remove the right rear cover



5. Remove the 2,700-sheet HCI paper tray and stand right lower cover.

- Remove one screw (callout 1), and then slide the right lower cover (callout 2) toward the front of the feeder to remove it.

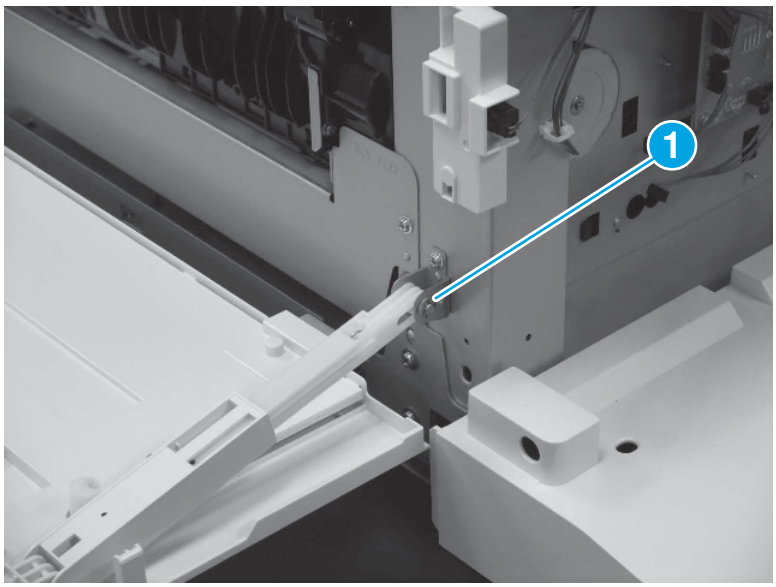
Figure 4-3546 **Remove the right lower cover**



6. Remove the 2,700-sheet HCI paper tray and stand right door.

a. Remove one E-ring (callout 1).

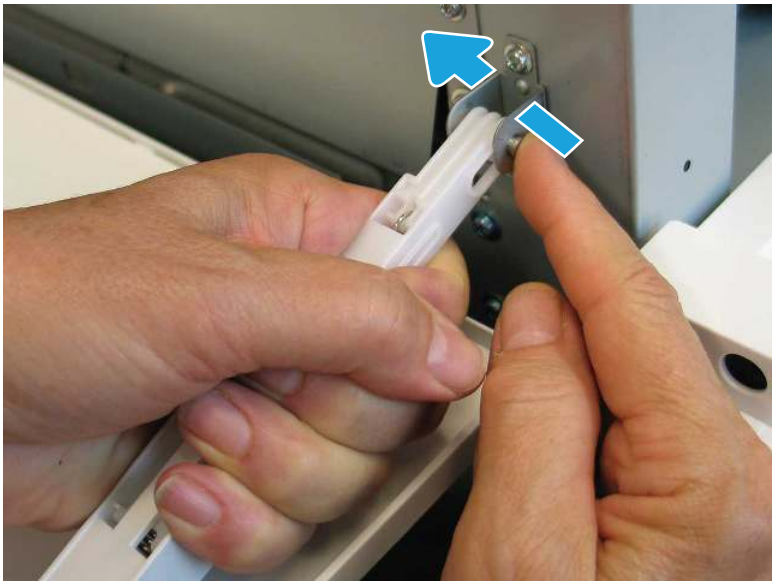
Figure 4-3547 **Remove one E-ring**



b. Hold the hinge arm securely, and then slide the shaft to the left to remove it.

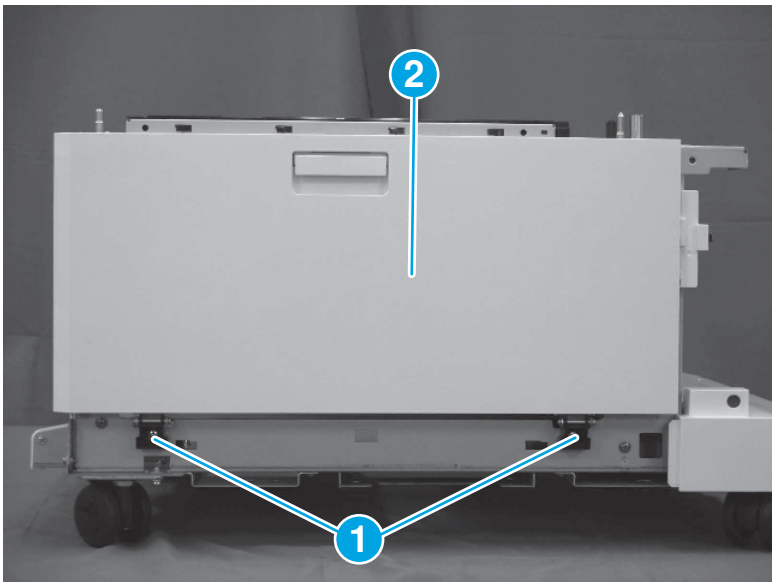
NOTE: The hinge arm is spring-loaded and may snap back suddenly when the shaft is removed.

Figure 4-3548 Release the hinge arm



c. Remove two screws (callout 1), and then remove the right door assembly (callout 2).

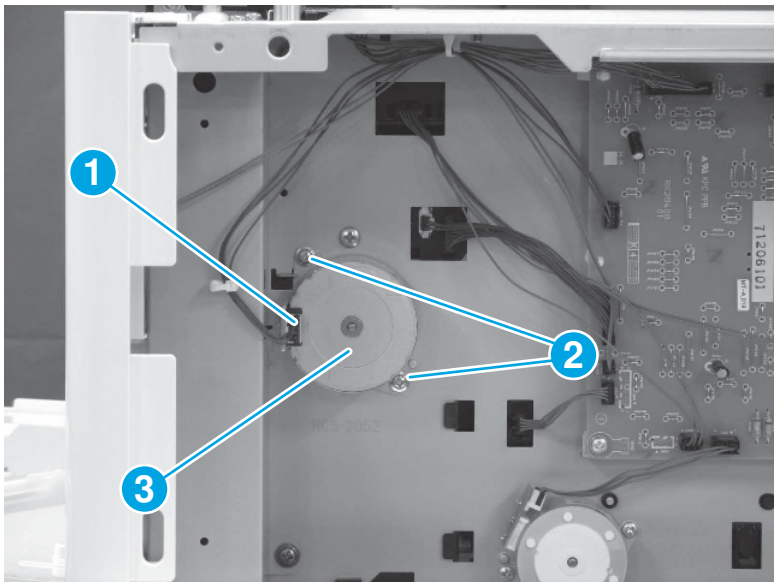
Figure 4-3549 Remove the right door



7. Remove the 2,700-sheet HCI paper tray and stand right tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI right tray pickup motor (callout 3).

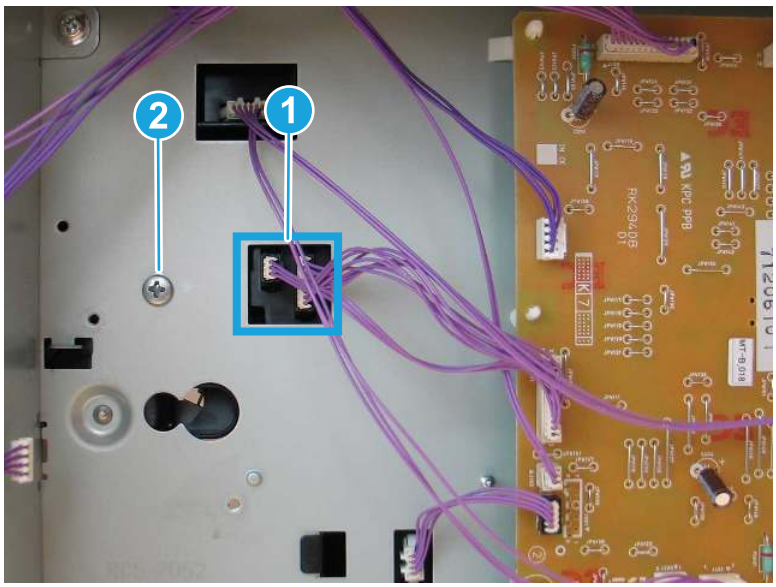
Figure 4-3550 Remove the right tray pickup motor



8. Remove the 2,700-sheet HCI paper tray and stand right tray pickup assembly.

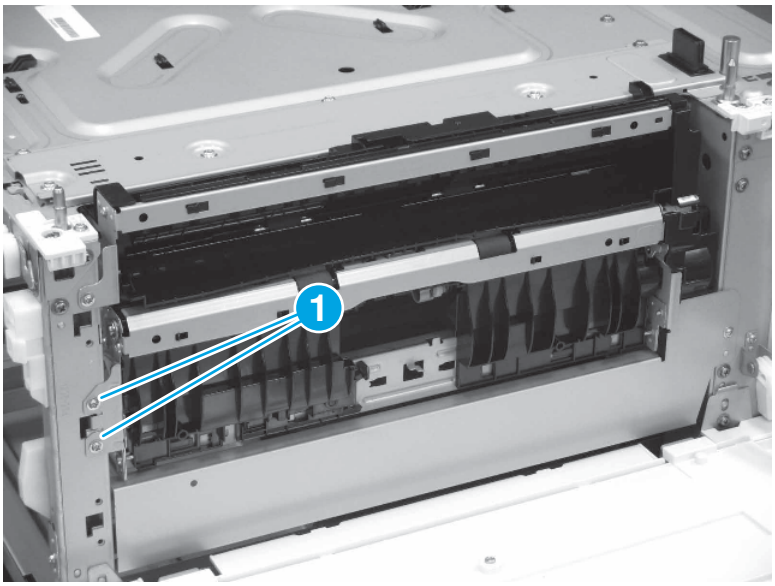
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3551 Disconnect two connectors and remove one screw



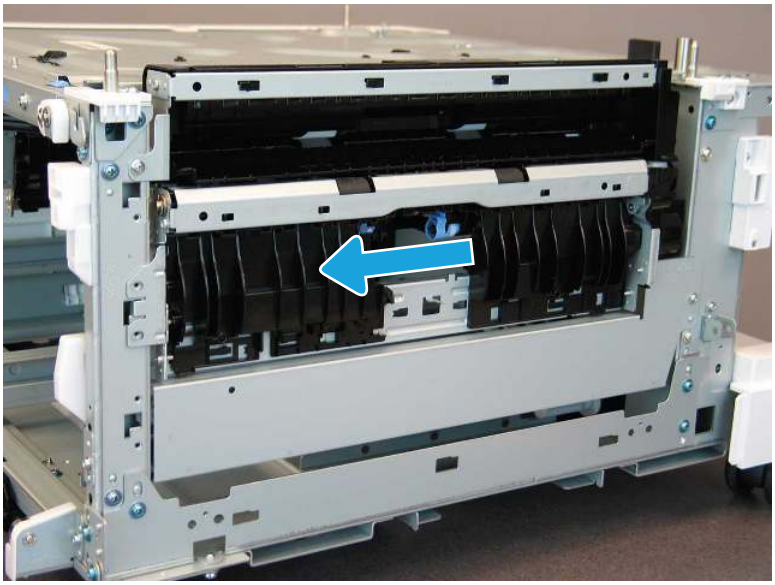
b. Remove two screws (callout 1).

Figure 4-3552 Remove two screws



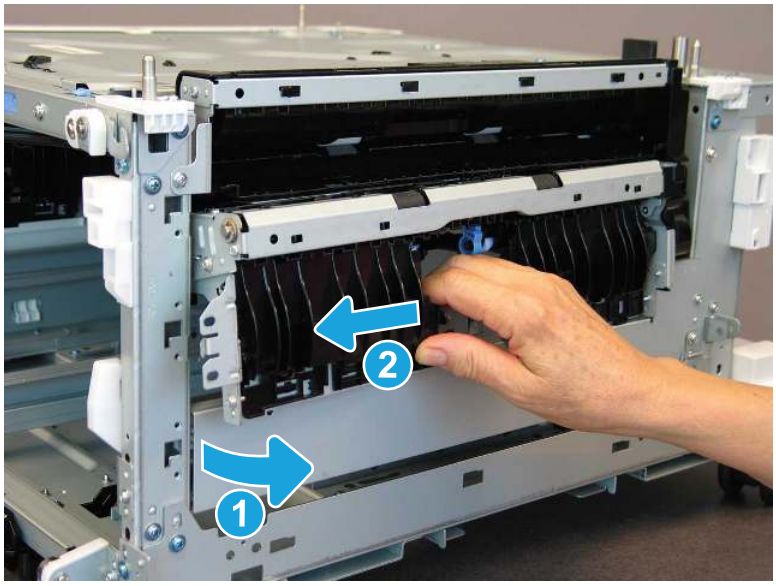
c. Slide the pickup assembly toward the front of the feeder.

Figure 4-3553 Slide the pickup assembly



d. Rotate the left side of the assembly away from the feeder (callout 1), and then slide it to the left (callout 2) to remove it.

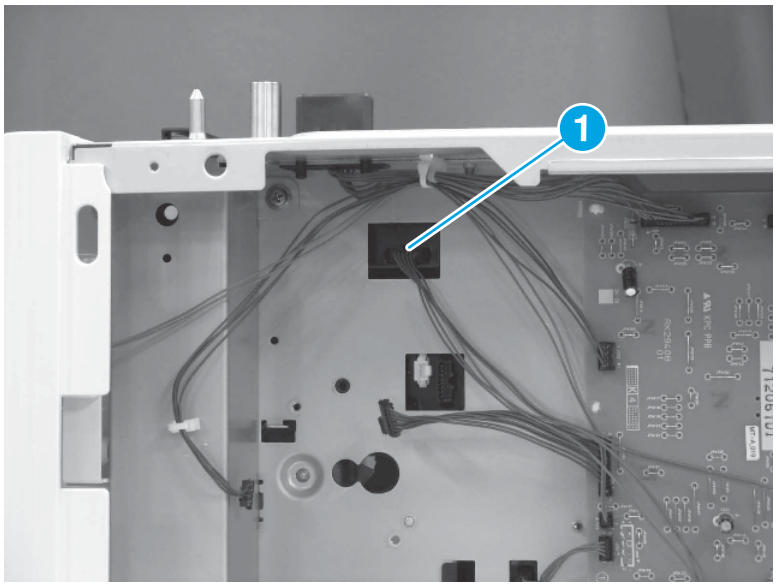
Figure 4-3554 Remove the pickup assembly



9. Remove the 2,700-sheet HCI paper tray and stand feed assembly.

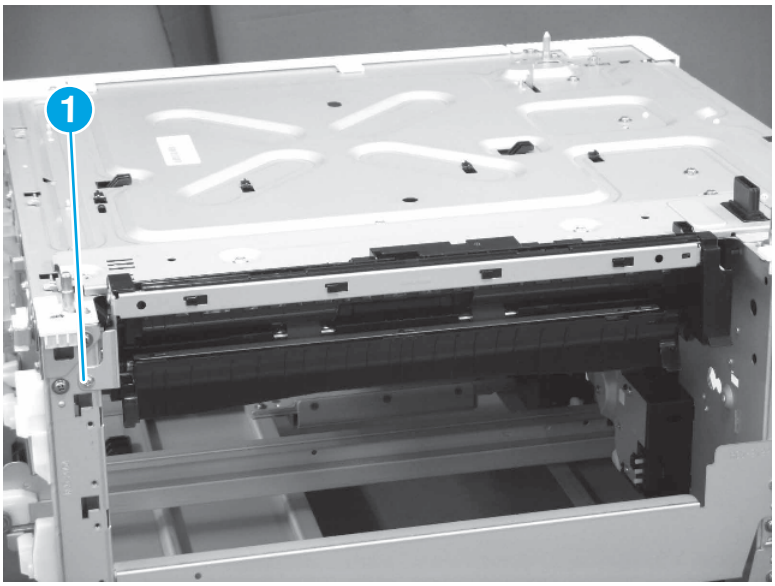
a. Disconnect one connector (callout 1).

Figure 4-3555 Disconnect one connector



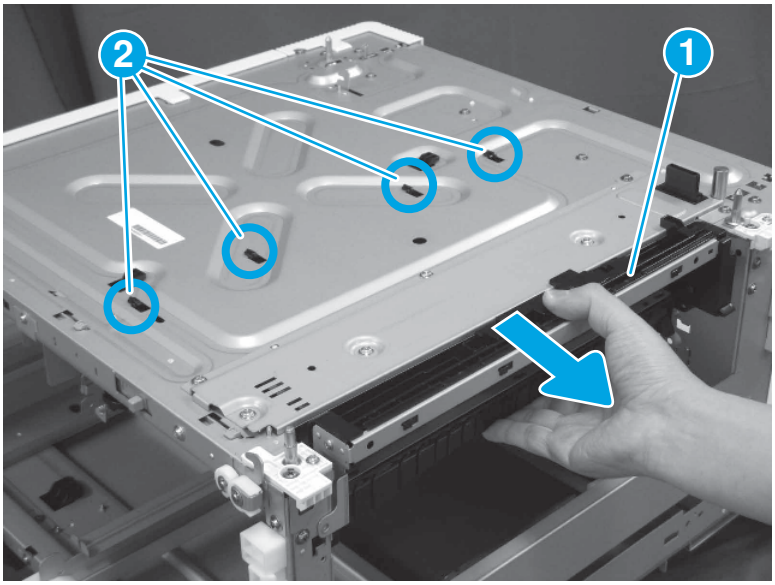
b. Remove one screw.

Figure 4-3556 Remove one screw



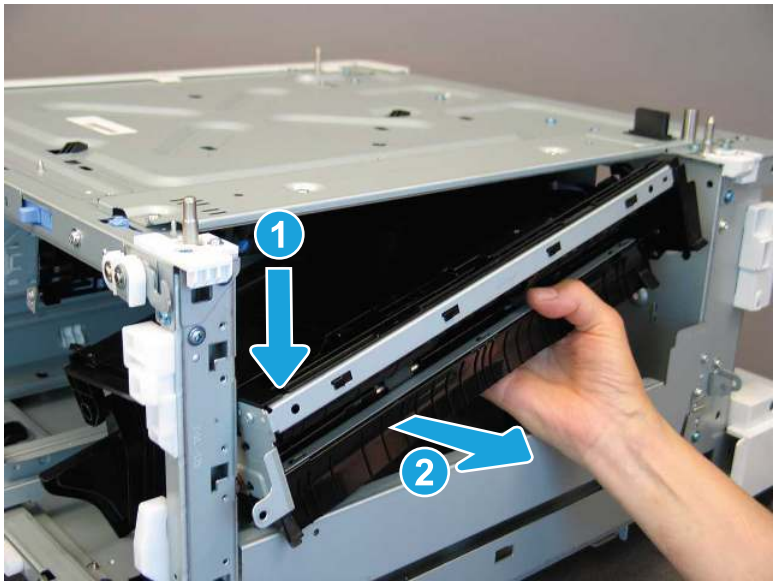
c. Slide the feed assembly (callout 1) toward the front of the feeder to release four lugs (callout 2), and then lower the assembly.

Figure 4-3557 Release four lugs



d. Rotate the left side of the feed assembly down (callout 1), and then pull the assembly away from the printer (callout 2) to remove it.

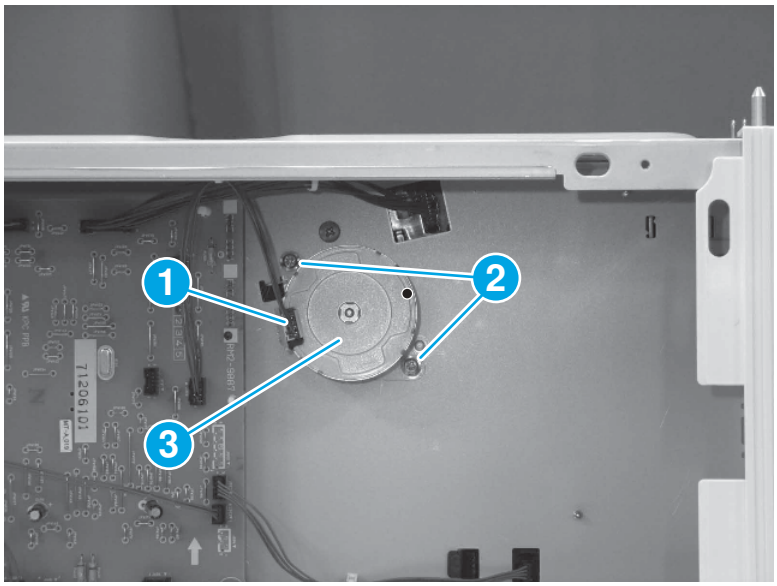
Figure 4-3558 Remove the feed assembly



10. Remove the 2,700-sheet HCI paper tray and stand left tray pickup motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the HCI left tray pickup motor (callout 3).

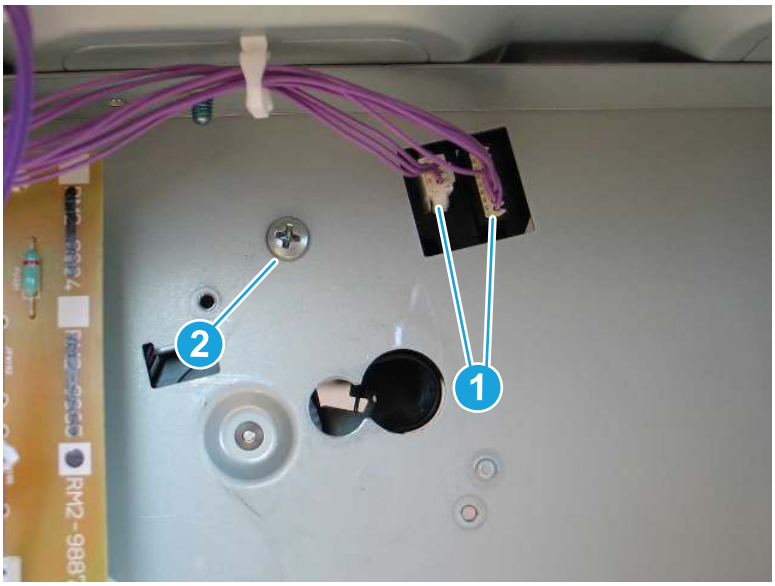
Figure 4-3559 Remove the left tray pickup motor



11. Remove the 2,700-sheet HCI paper tray and stand left tray pickup assembly.

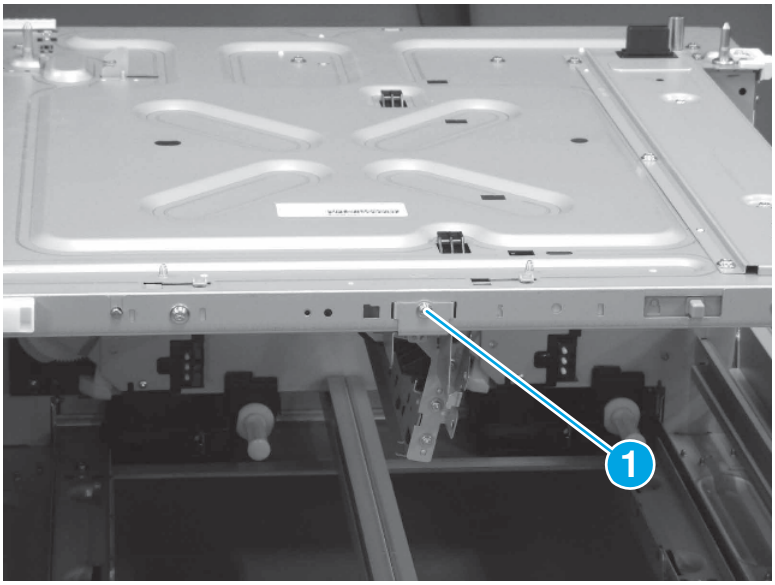
a. Disconnect two connectors (callout 1), and then remove one screw (callout 2).

Figure 4-3560 Disconnect two connectors and remove one screw



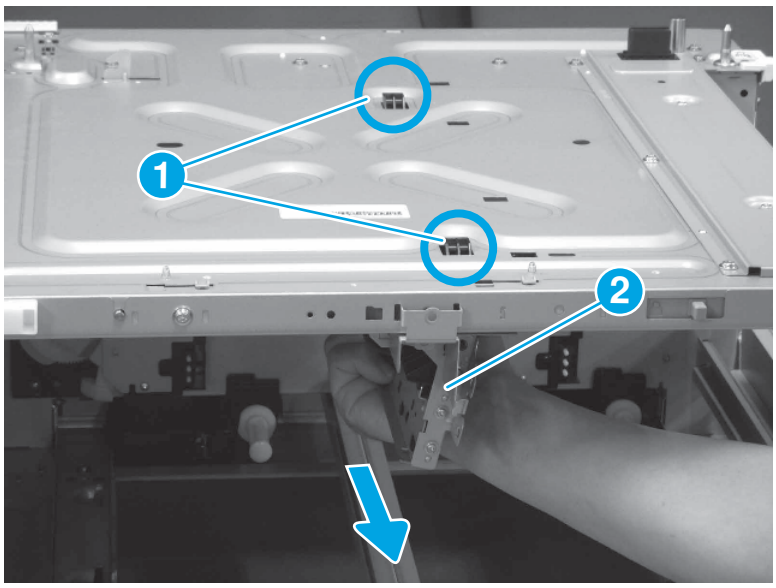
b. Remove one screw (callout 1).

Figure 4-3561 Remove one screw



c. Slide the pickup assembly away from the feeder to release two lugs (callout 1), and then remove the pickup assembly (callout 2).

Figure 4-3562 **Remove the pickup assembly**



12. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. To install an assembly, reverse the removal steps.

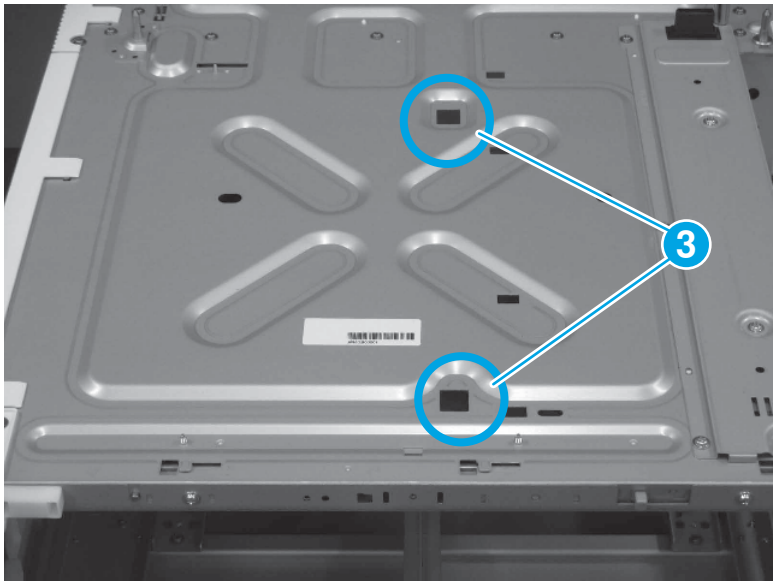
NOTE: When applicable, special installation instructions are provided for an assembly at the end of the removal procedure. Always completely read the removal instructions and follow all special installation instructions.

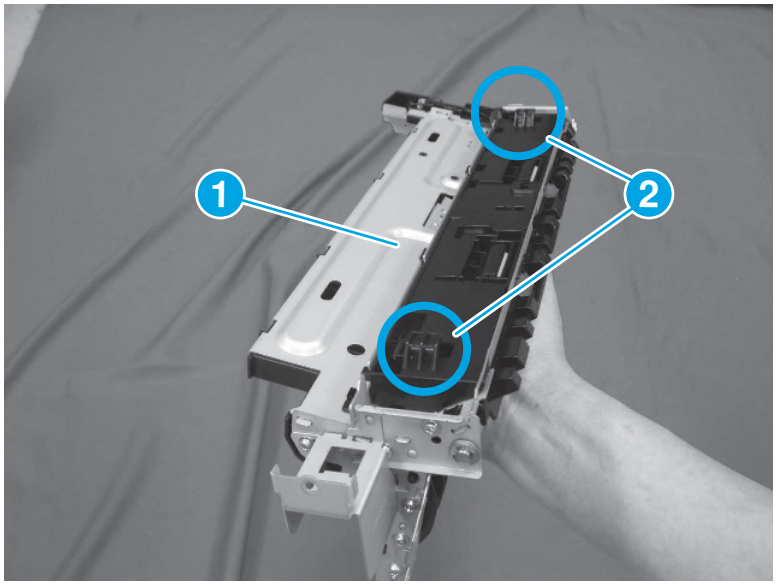
13. Reverse the removal steps to install the assembly. Also use the following **special installation instructions**.

Install the 2,700-sheet HCI paper tray and stand left tray pickup assembly

- When installing the HCI left tray pickup assembly (callout 1), make sure that two hooks (callout 2) on the pickup assembly engage with two openings (callout 3) on the feeder.

Figure 4-3563 Engage two hooks

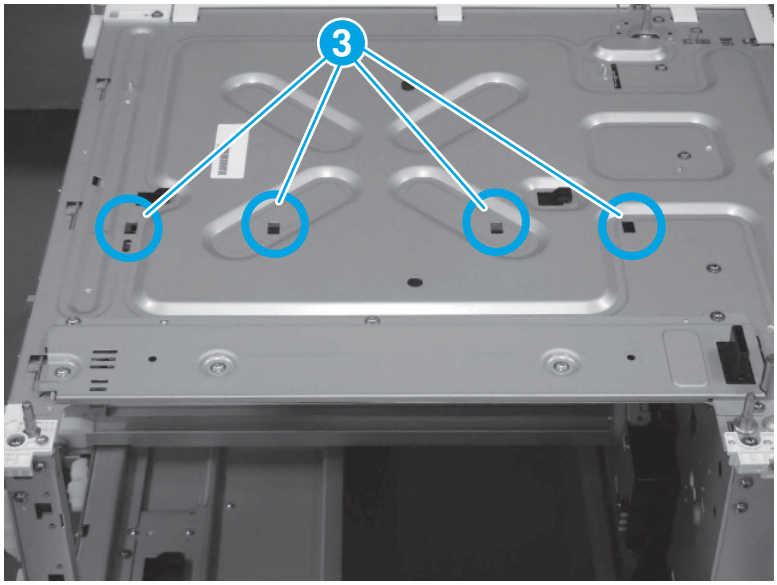


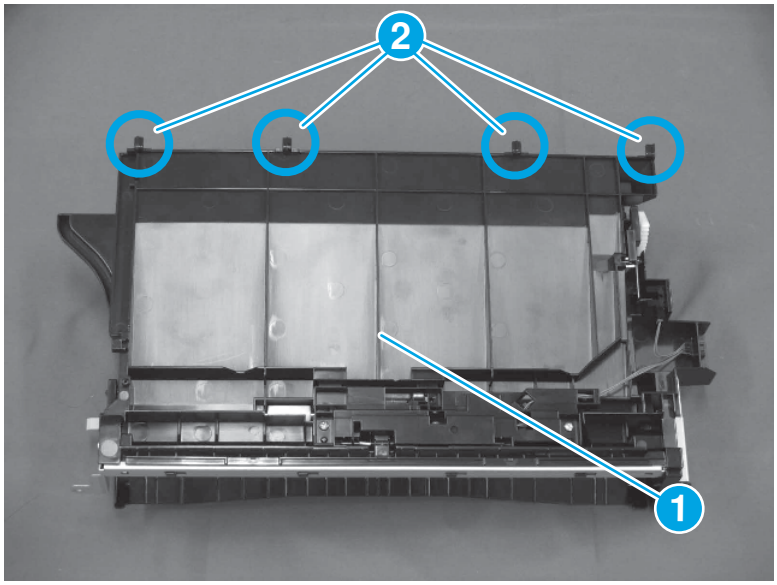


Install the 2,700-sheet HCI paper tray and stand feed assembly

- When installing the feed assembly (callout 1), make sure that the four hooks (callout 2) on the assembly fit into the openings (callout 3) on the feeder.

Figure 4-3564 Install the feed assembly

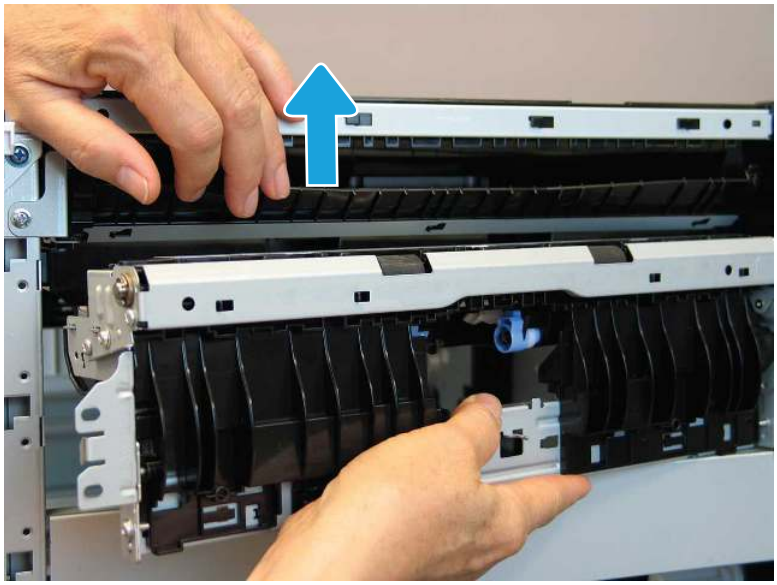




Install the 2,700-sheet HCI paper tray and stand right tray pickup assembly

- Raise the flap on the feed assembly to install the right tray pickup assembly.

Figure 4-3565 Raise the feed assembly flap



Removal and replacement: 2,700-sheet HCI paper tray and stand left tray lifter motor

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray lifter motor.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray lifter motor.

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 4-191 Part information

Part number	Part description
RK2-7818-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

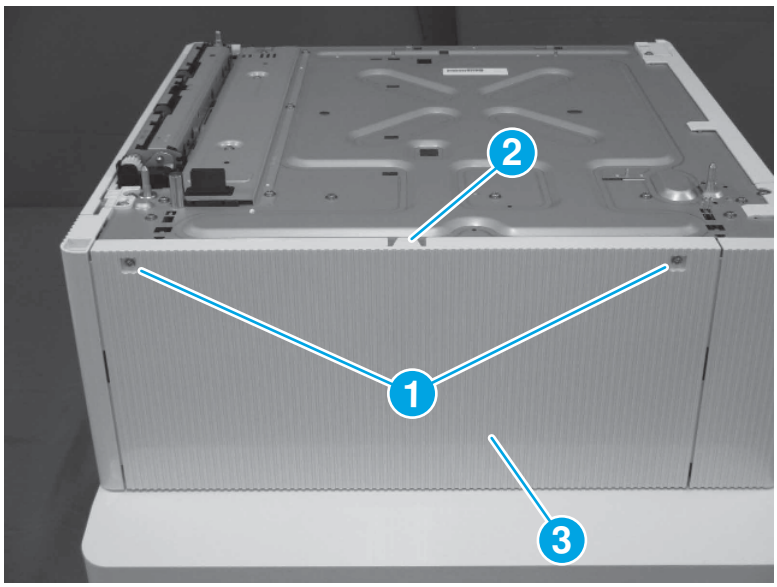
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover
   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

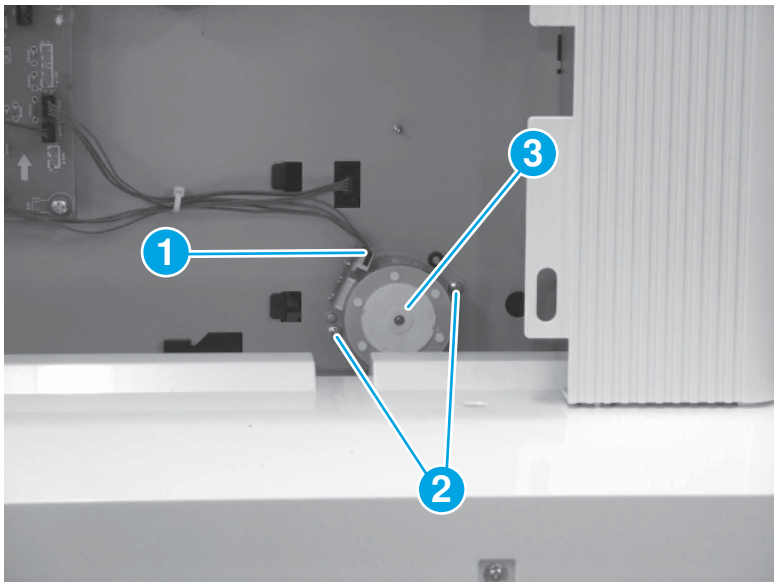
   Figure 4-3566 **Remove the rear upper cover**

2. Remove the 2,700-sheet HCI paper tray and stand left tray lifter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

Figure 4-3567 Remove the left tray lifter drive motor



3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2,700-sheet HCI paper tray and stand left tray lifter drive

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray lifter drive.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray lifter drive.

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 4-192 Part information

Part number	Part description
RM2-1704-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

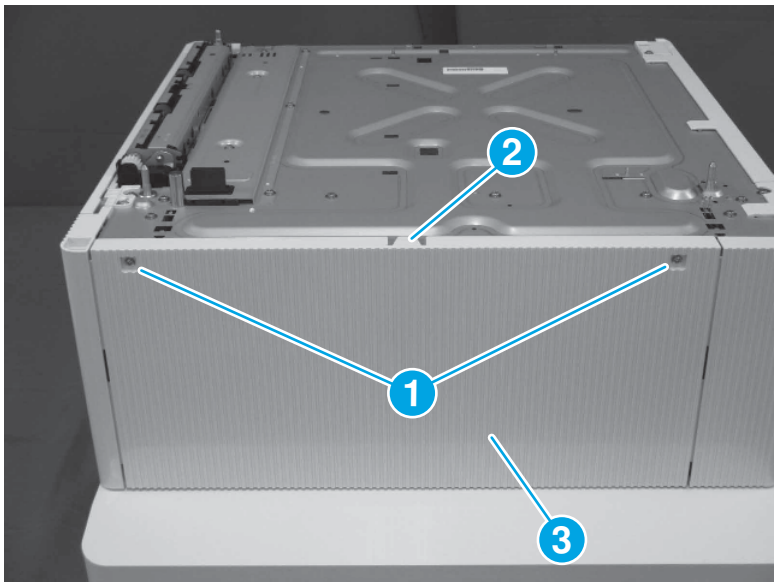
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

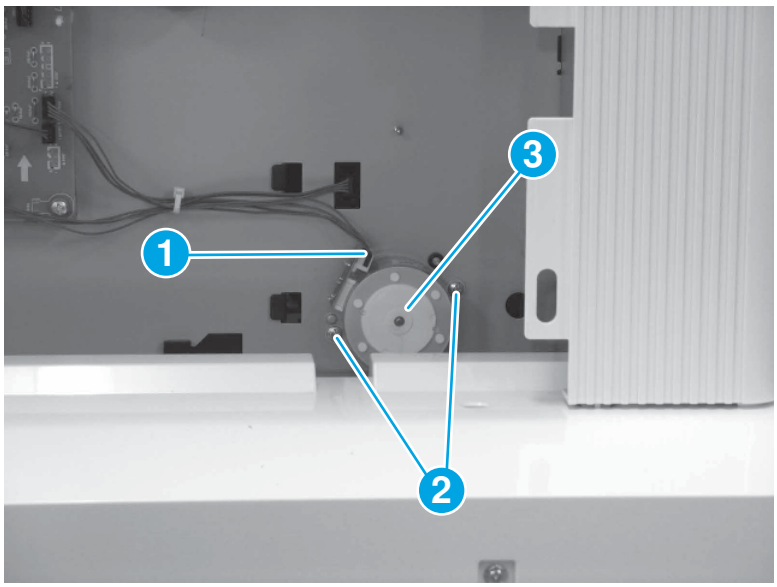
Figure 4-3568 Remove the rear upper cover



2. Remove the 2,700-sheet HCI paper tray and stand left tray lifter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

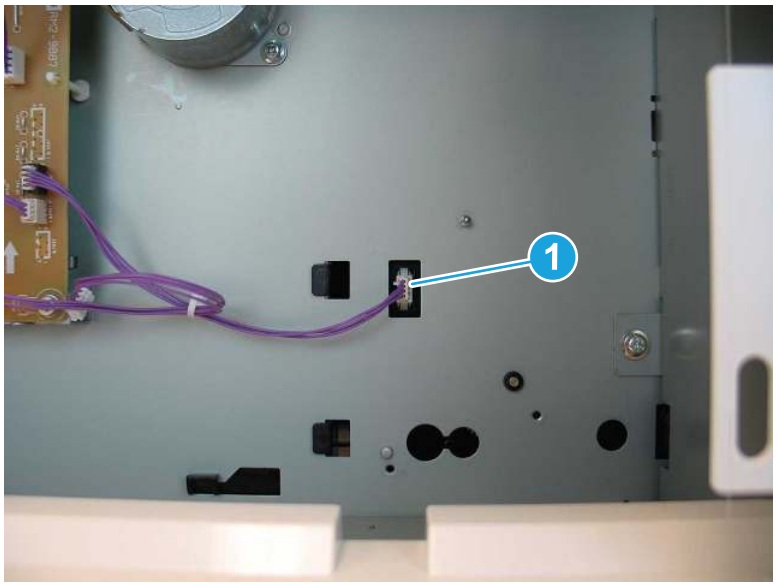
Figure 4-3569 Remove the left tray lifter drive motor



3. Remove the 2,700-sheet HCI paper tray and stand left tray lifter drive.

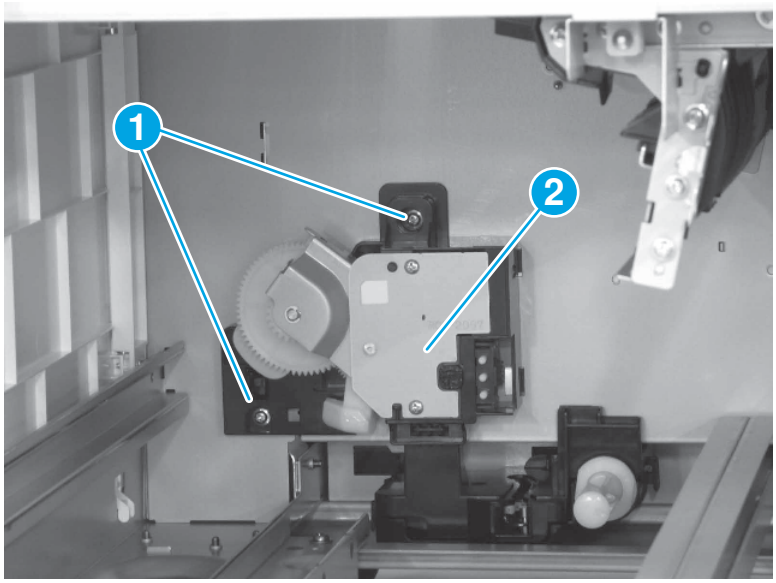
a. Disconnect one connector (callout 1) on the back of the feeder.

Figure 4-3570 Disconnect one connector



b. Remove two screws (callout 1), and then remove the lifter drive (callout 2).

Figure 4-3571 Remove the lifter drive



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand left tray auto close assembly

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand left tray auto close assembly.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand left tray auto close assembly.

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 4-193 Part information

Part number	Part description
RM2-1734-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

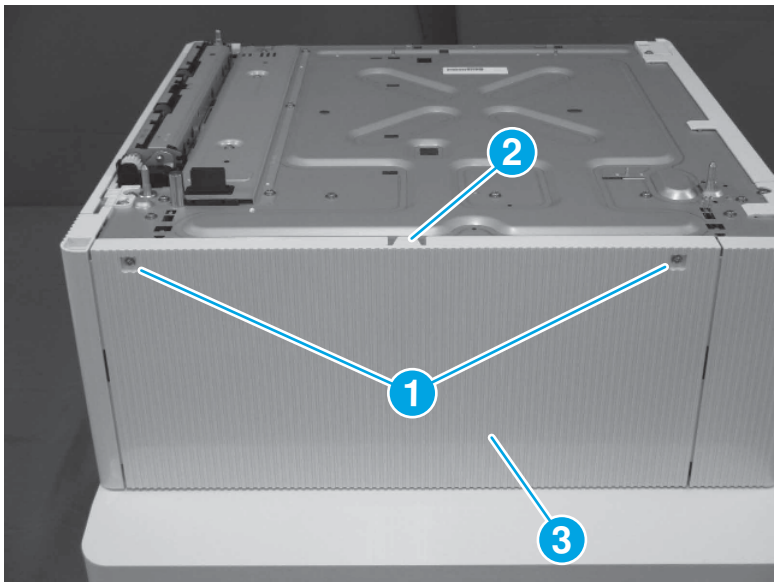
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

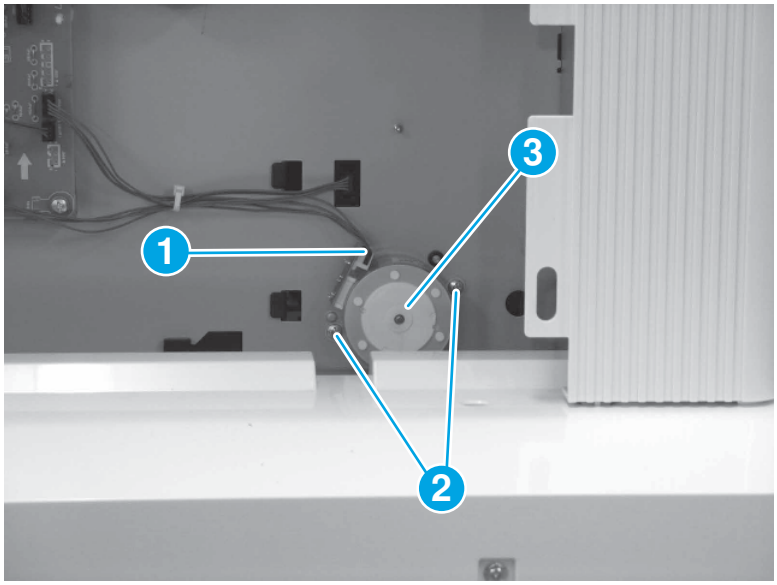
   Figure 4-3572 **Remove the rear upper cover**

2. Remove the 2,700-sheet HCI paper tray and stand left tray lifter motor.

   - Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

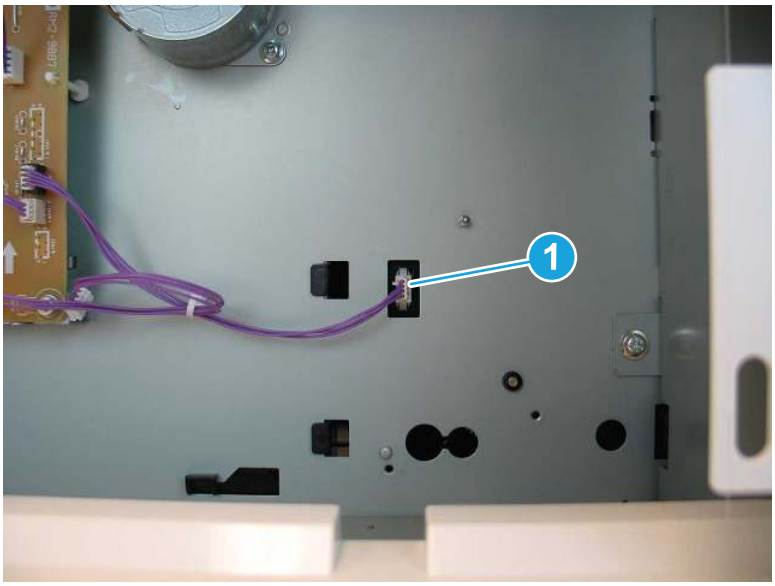
   Figure 4-3573 **Remove the left tray lifter drive motor**

3. Remove the 2,700-sheet HCI paper tray and stand left tray lifter drive.

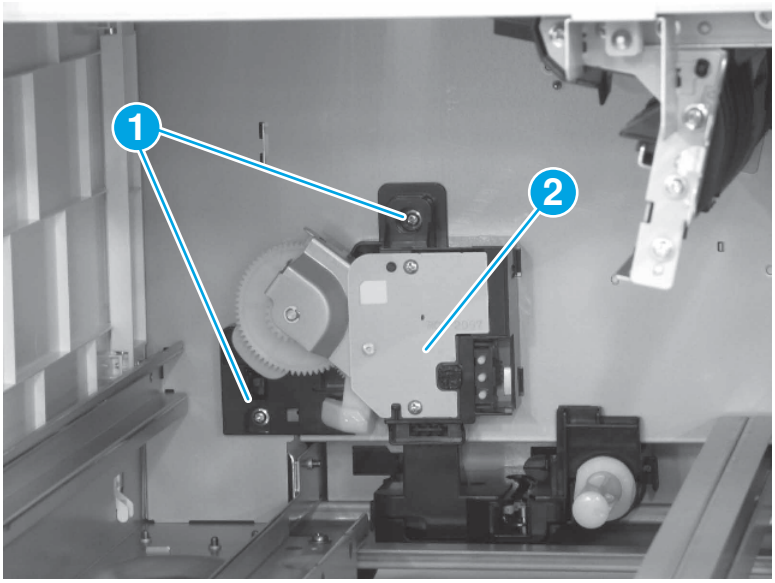
a. Disconnect one connector (callout 1) on the back of the feeder.

Figure 4-3574 Disconnect one connector



b. Remove two screws (callout 1), and then remove the lifter drive (callout 2).

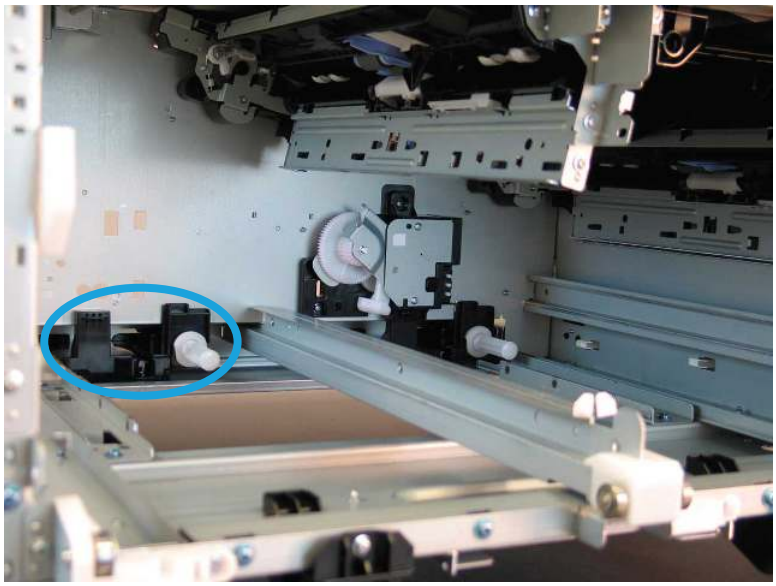
Figure 4-3575 Remove the lifter drive



4. Remove the 2,700-sheet HCI paper tray and stand left tray auto close assembly.

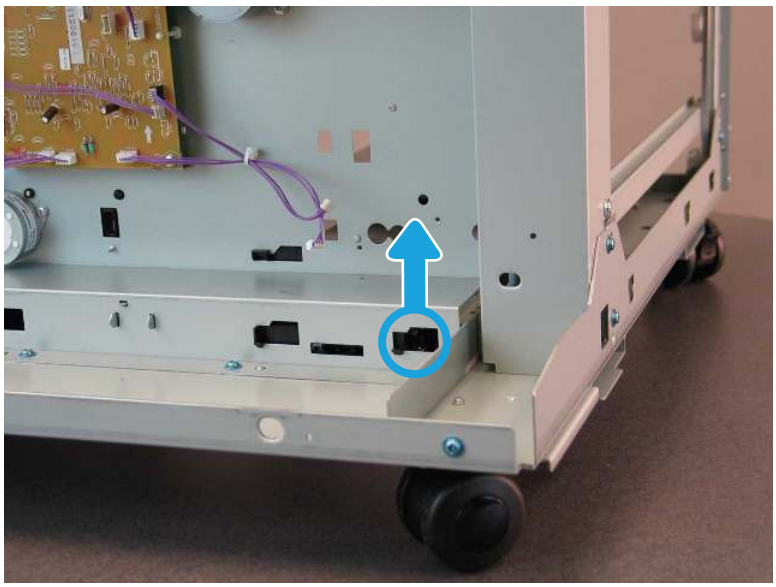
a. Locate the left tray auto close assembly inside the tray opening.

Figure 4-3576 Locate the left tray auto close assembly



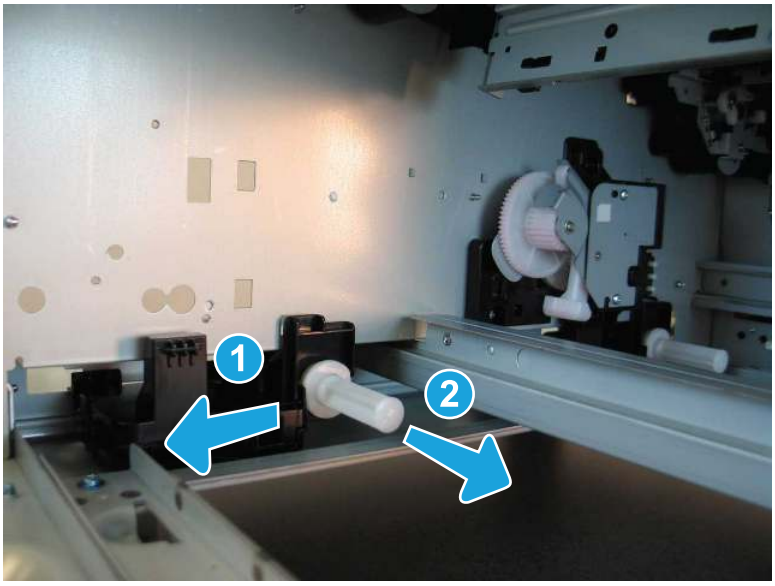
b. On the back of the HCI, release one tab.

Figure 4-3577 Release one tab



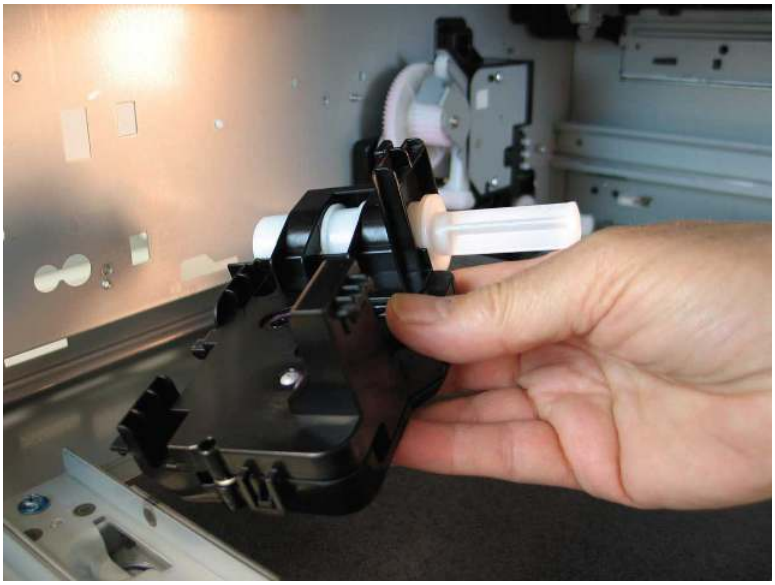
c. Inside the tray opening, slide the auto close assembly to the left (callout 1), and then slide it toward the front of the HCI (callout 2).

Figure 4-3578 Slide the auto close assembly



d. Remove the left tray auto close assembly.

Figure 4-3579 Remove the auto close assembly



5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand right tray lifter motor

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray lifter motor.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray lifter motor.

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 4-194 Part information

Part number	Part description
RK2-7818-000CN	Motor, stepping, DC

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

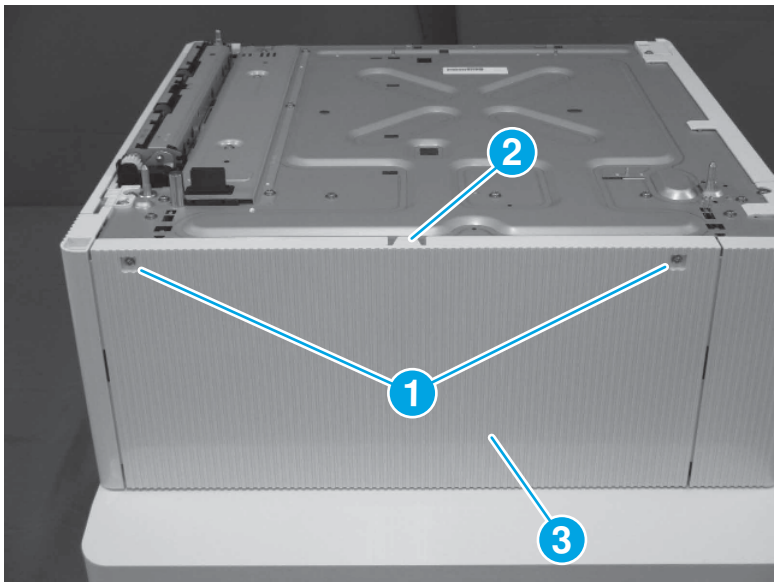
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

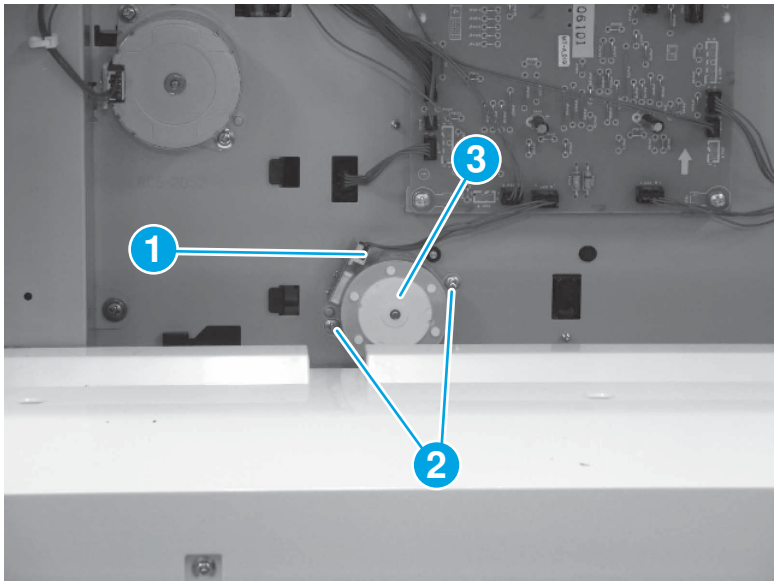
   Figure 4-3580 **Remove the rear upper cover**

2. Remove the 2,700-sheet HCI paper tray and stand right tray lifter motor.

   - Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

   Figure 4-3581 **Remove the right tray lifter motor**

3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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: 2,700-sheet HCI paper tray and stand right tray lifter drive

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray lifter drive.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray lifter drive.

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 4-195 Part information

Part number	Part description
RM2-1704-000CN	Lifter drive assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

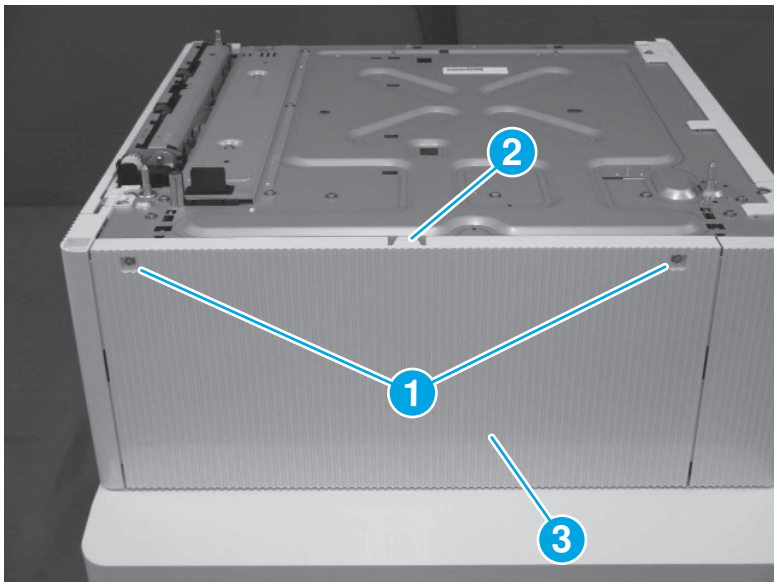
Post service test

Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover
   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

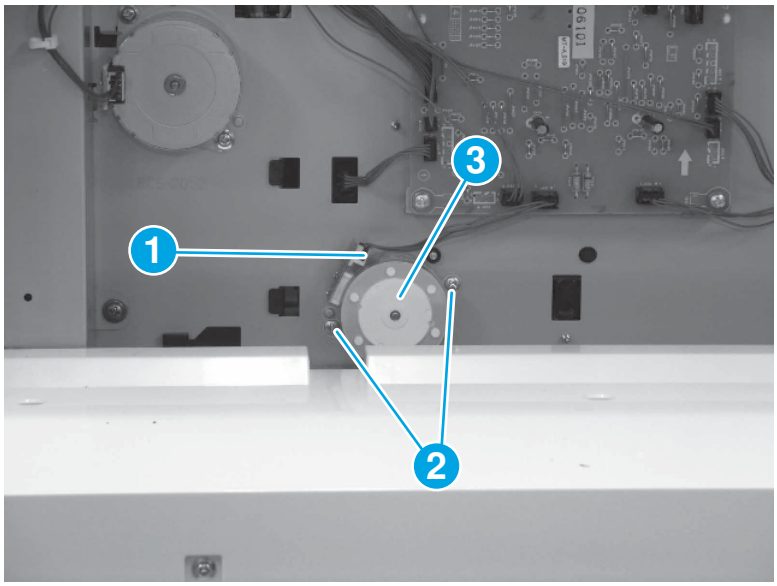
   Figure 4-3582 **Remove the rear upper cover**

2. Remove the 2,700-sheet HCI paper tray and stand right tray lifter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

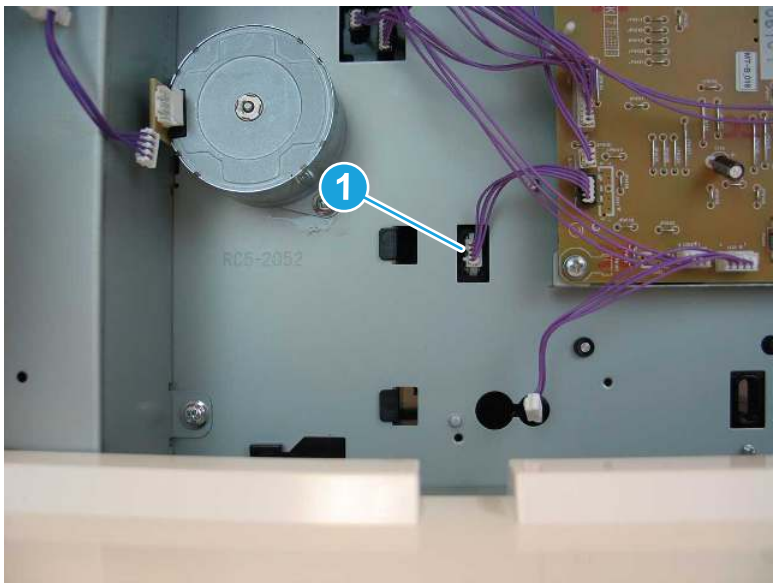
Figure 4-3583 Remove the right tray lifter motor



3. Remove the 2,700-sheet HCI paper tray and stand right tray lifter drive.

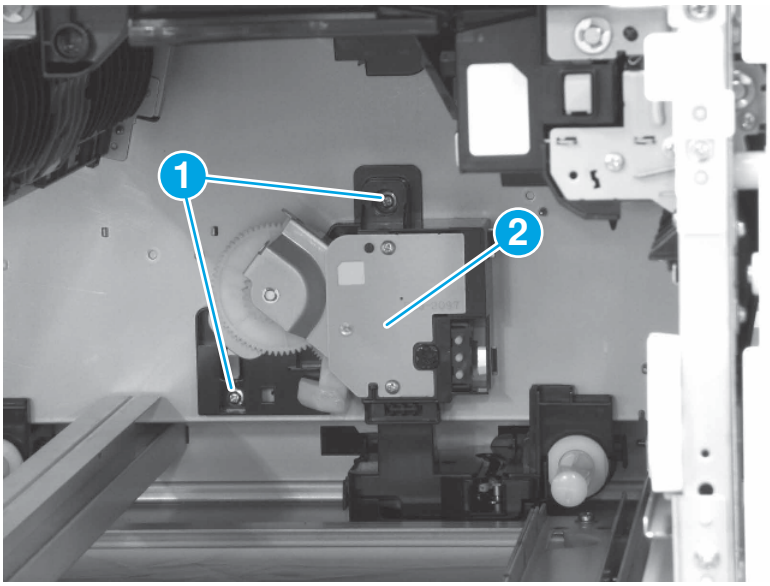
a. Disconnect one connector (callout 1) on the back of the feeder.

Figure 4-3584 Disconnect one connector



b. Remove two screws (callout 1), and then remove the lifter drive (callout 2).

Figure 4-3585 Remove the right tray lifter drive



4. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand right tray auto close assembly

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand right tray auto close assembly.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand right tray auto close assembly.

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 4-196 Part information

Part number	Part description
RM2-1734-000CN	Auto close assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

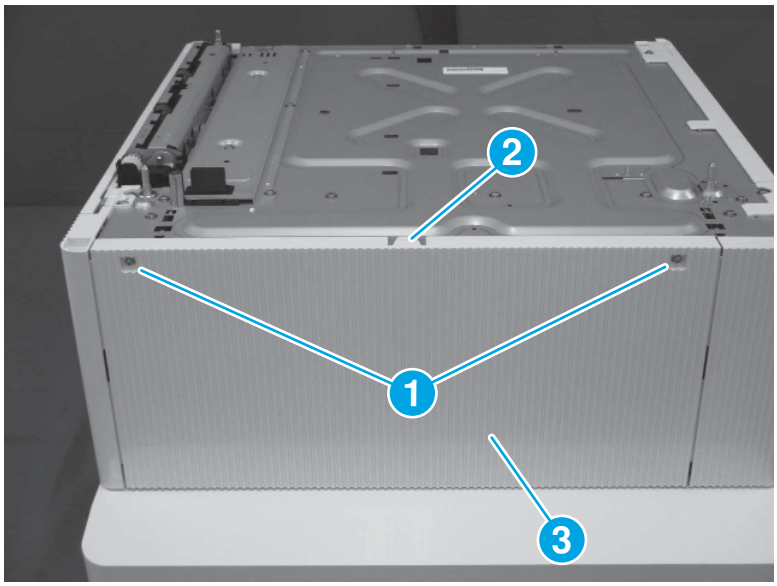
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

- Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

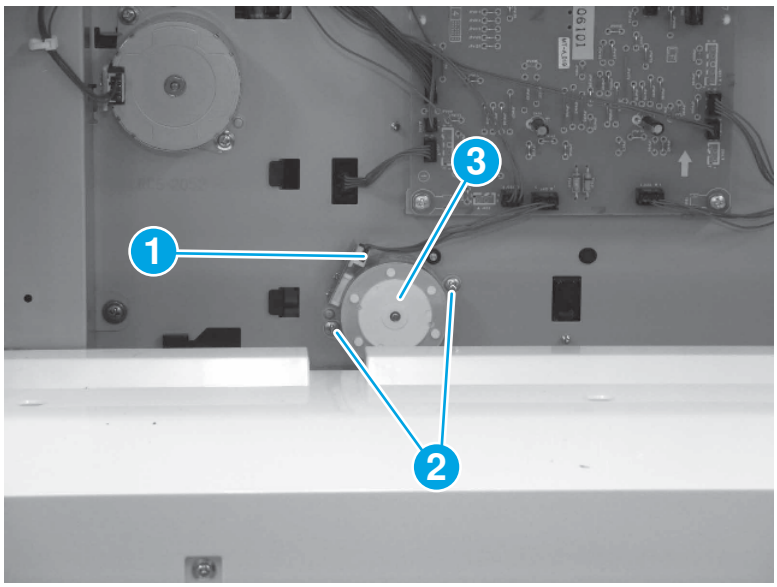
Figure 4-3586 Remove the rear upper cover



2. Remove the 2,700-sheet HCI paper tray and stand right tray lifter motor.

- Disconnect one connector (callout 1), remove two screws (callout 2), and then remove the lifter motor (callout 3).

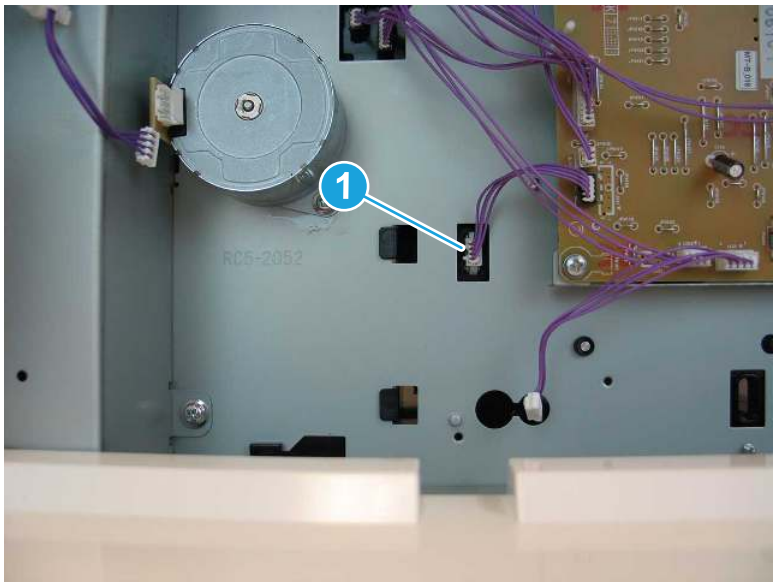
Figure 4-3587 Remove the right tray lifter motor



3. Remove the 2,700-sheet HCI paper tray and stand right tray lifter drive.

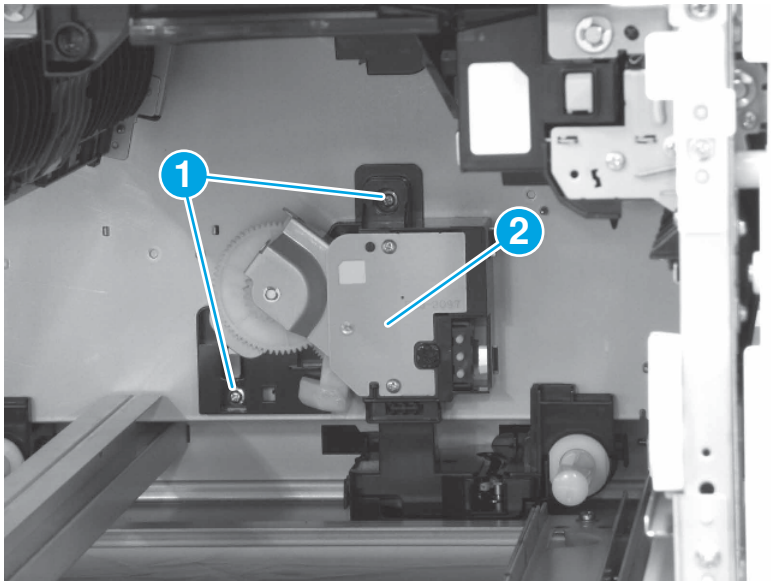
a. Disconnect one connector (callout 1) on the back of the feeder.

Figure 4-3588 Disconnect one connector



b. Remove two screws (callout 1), and then remove the lifter drive (callout 2).

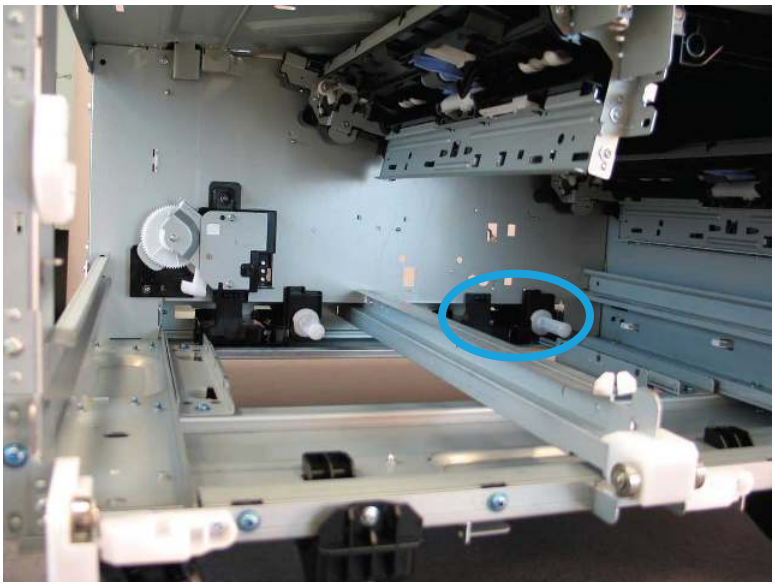
Figure 4-3589 Remove the right tray lifter drive



4. Remove the 2,700-sheet HCI paper tray and stand right tray auto close assembly.

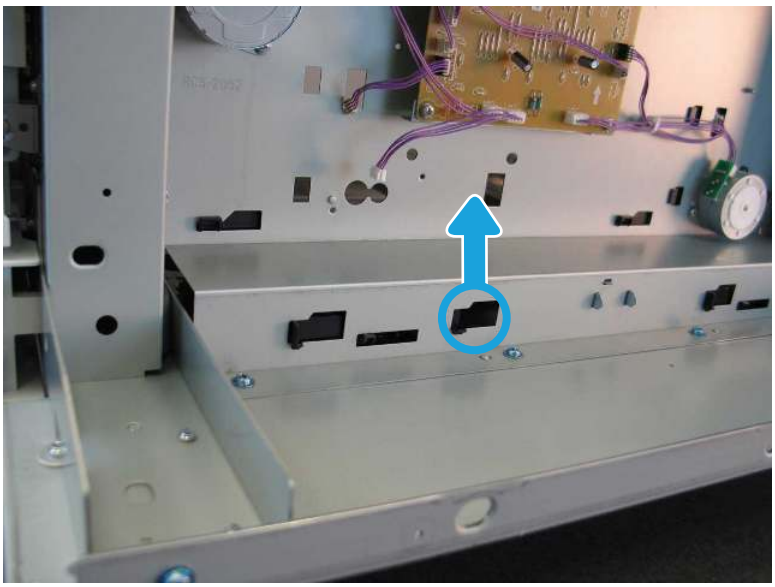
a. Locate the right tray auto close assembly inside the tray opening.

Figure 4-3590 Locate the right tray auto close assembly



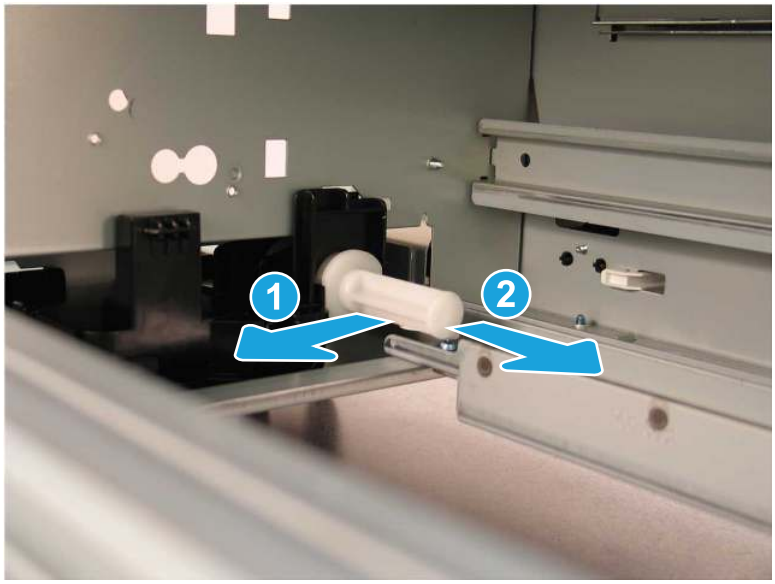
b. On the back of the HCI, release one tab.

Figure 4-3591 Release one tab



c. Inside the tray opening, slide the auto close assembly to the left (callout 1), and then slide it toward the front of the HCI (callout 2).

Figure 4-3592 Slide the auto close assembly



d. Remove the right tray auto close assembly.

Figure 4-3593 Remove the right tray auto close assembly

5. Unpack the replacement assembly.

a. 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

b. Unpack the replacement part from the packaging.

IMPORTANT: Make sure that all of the shipping materials (for example shipping tape) are removed from the replacement part prior to installation.

c. 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: 2,700-sheet HCI paper tray and stand controller PCA

Learn how to remove and replace the 2,700-sheet HCI paper tray and stand controller PCA.

View a video of how to remove and replace the 2,700-sheet HCI paper tray and stand controller PCA.

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 4-197 Part information

Part number	Part description
RM2-9887-000CN	Paper deck controller PCB assembly

Required tools

- #2 Phillips screwdriver with a magnetic tip

After performing service

Turn the printer power on

- Connect the power cable.
- Use the power switch to turn the power on.

Post service test

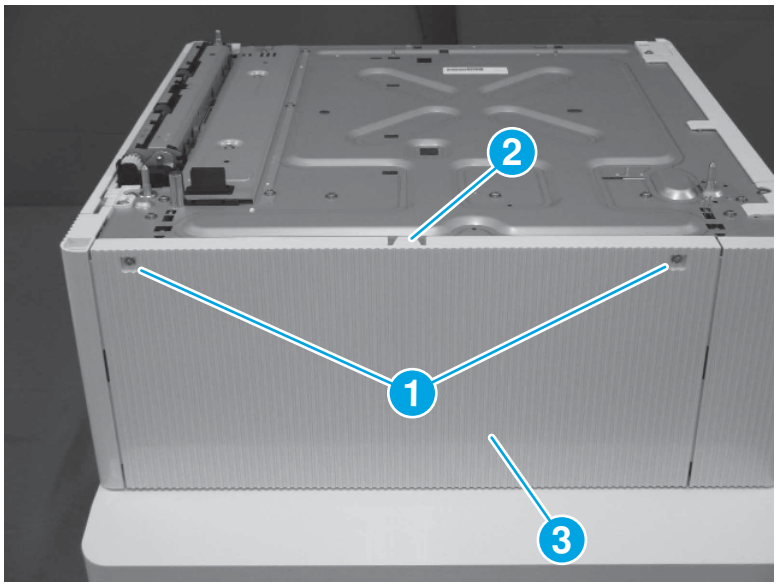
Make sure that the printer initializes to a **Ready** state.

Print a page from the 2,700-sheet HCI paper tray and stand to make sure that the printer is functioning correctly.

1. Remove the 2,700-sheet HCI paper tray and stand rear upper cover

   - Remove two screws (callout 1), release one tab (callout 2), and then remove the rear upper cover (callout 3).

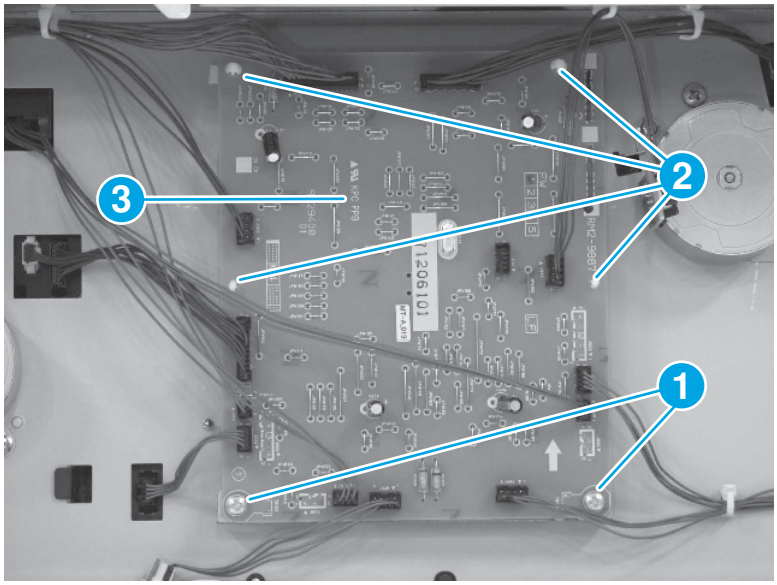
   Figure 4-3594 Remove the rear upper cover

2. Remove the 2,700-sheet HCI paper tray and stand controller PCA.

   - Disconnect all of the connectors on the PCA. Remove two screws (callout 1), release four tabs (callout 2), and then remove the PCA (callout 3).

   Figure 4-3595 Remove the controller PCA

3. Unpack the replacement assembly.

a. 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

b. 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.

c. 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

Printer parts information including exploded assembly diagrams and part number lists.

Order parts by authorized service providers

Find information about ordering parts and supplies for the printer.

Ordering

Order parts by authorized service providers.

Table 5-1 Ordering

Item or provider	Description
Order supplies and paper	www.hp.com/go/suresupply
Order parts from authorized service providers	www.hp.com/buy/parts or partsurfer.hp.com
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply web site, which provides options for purchasing Original HP supplies.

Orderable parts

Not all of the parts shown in the exploded assembly diagrams are orderable parts.

Refer to the tables following the diagrams or the alphabetical/numerical parts lists to determine if a part is orderable.

Supplies and accessories

Following are the part numbers for the supplies and accessories that are available for the printers.

To order cartridges, visit http://www.hp.com (some portions of the HP Web site are available in English only). Ordering cartridges online is not supported in all countries/regions. However, many countries/regions have information about ordering by telephone, locating a local store, and printing a shopping list. In addition, go to hp.com/supplies to obtain information about purchasing HP products in your country/region.

Use only the replacement cartridges that have the same cartridge number as the cartridge that is being replaced. Find the cartridge number in the following places:

- On the label of the cartridge that is being replaced.
- On a sticker inside the printer. Open the cartridge door to locate the sticker.
- Open the printer software (**HP Printer Assistant**), and then click **Shop** > **Shop For Supplies Online**.
- Open the HP Embedded Web Server (EWS), and then click **Tools** > **Supply Status** (under the **Product Information** item).

Table 5-2 Supplies part numbers (M751)

Item	Description	Cartridge number	Part number
HP 660A Original LaserJet Imaging Drum	Replacement imaging drum	660A	W2004A (service: W2004-67901)
HP 658A Black Original LaserJet Toner Cartridge	Standard-yield replacement black toner cartridge	658A	W2000A (service: W2000-67901)
HP 658A Cyan Original LaserJet Toner Cartridge	Standard-yield replacement cyan toner cartridge	658A	W2001A (service: W2001-67901)
HP 658A Yellow Original LaserJet Toner Cartridge	Standard-yield replacement yellow toner cartridge	658A	W2002A (service: W2002-67901)
HP 658A Magenta Original LaserJet Toner Cartridge	Standard-yield replacement magenta toner cartridge	658A	W2003A (service: W2003-67901)
HP 658X High Yield Black Original LaserJet Toner Cartridge	High-yield replacement black toner cartridge	658X	W2000X (service: W2000-67902)
HP 658X High Yield Cyan Original LaserJet Toner Cartridge	High-yield replacement cyan toner cartridge	658X	W2001X (service: W2001-67902)
HP 658X High Yield Yellow Original LaserJet Toner Cartridge	High-yield replacement yellow toner cartridge	658X	W2002X (service: W2002-67902)
HP 658X High Yield Magenta Original LaserJet Toner Cartridge	High-yield replacement magenta toner cartridge	658X	W2003X (service: W2003-67902)

Table 5-3 Supplies part numbers (E75245)

Item	Description	Cartridge number	Part number
HP 660A Original LaserJet Imaging Drum	Replacement imaging drum	660A	W2004A (service: W2004-67901)
HP Black Managed LaserJet Toner Cartridge	Managed replacement black toner cartridge	N/A	W9020MC (service: W9020-67901)
HP Cyan Managed LaserJet Toner Cartridge	Managed replacement cyan toner cartridge	N/A	W9021MC (service: W9021-67901)
HP Yellow Managed LaserJet Toner Cartridge	Managed replacement yellow toner cartridge	N/A	W9022MC (service: W9022-67901)

Table 5-3 Supplies part numbers (E75245) (continued)

Item	Description	Cartridge number	Part number
HP Magenta Managed LaserJet Toner Cartridge	Managed replacement magenta toner cartridge	N/A	W9023MC (service: W9023-67901)

Table 5-4 Supplies part numbers (M856/M776)

Item	Description	Cartridge number	Part number
HP 660A Original LaserJet Imaging Drum	Replacement imaging drum	660A	W2004A (service: W2004-67901)
HP 659A Black Original LaserJet Toner Cartridge	Standard-yield replacement black toner cartridge	659A	W2000A (service: 5851-7901)
HP 659A Cyan Original LaserJet Toner Cartridge	Standard-yield replacement cyan toner cartridge	659A	W2001A (service: 5851-7902)
HP 659A Yellow Original LaserJet Toner Cartridge	Standard-yield replacement yellow toner cartridge	659A	W2002A (service: 5851-7903)
HP 659A Magenta Original LaserJet Toner Cartridge	Standard-yield replacement magenta toner cartridge	659A	W2003A (service: 5851-7904)
HP 659X High Yield Black Original LaserJet Toner Cartridge	High-yield replacement black toner cartridge	659X	W2000X (service: 5851-7905)
HP 659X High Yield Cyan Original LaserJet Toner Cartridge	High-yield replacement cyan toner cartridge	659X	W2001X (service: 5851-7906)
HP 659X High Yield Yellow Original LaserJet Toner Cartridge	High-yield replacement yellow toner cartridge	659X	W2002X (service: 5851-7907)
HP 659X High Yield Magenta Original LaserJet Toner Cartridge	High-yield replacement magenta toner cartridge	659X	W2003X (service: 5851-7908)

Table 5-5 Supplies part numbers (E85055)

Item	Description	Cartridge number	Part number
HP 660A Original LaserJet Imaging Drum	Replacement imaging drum	660A	W2004A (service: W2004-67901)
HP Black Managed LaserJet Toner Cartridge	Managed replacement black toner cartridge	N/A	W9020MC (service: 5851-7897)
HP Cyan Managed LaserJet Toner Cartridge	Managed replacement cyan toner cartridge	N/A	W9021MC (service: 5851-7898)
HP Yellow Managed LaserJet Toner Cartridge	Managed replacement yellow toner cartridge	N/A	W9022MC (service: 5851-7899)
HP Magenta Managed LaserJet Toner Cartridge	Managed replacement magenta toner cartridge	N/A	W9023MC (service: 5851-7900

Table 5-6 Accessories

Item	Description	Part number
HP LaserJet 550-sheet Paper Tray	Optional 550-sheet paper tray NOTE: The printer supports up to two 550-sheet paper trays.	T3V27A (service: T3V27-67901)
HP LaserJet 2 x 550-sheet Paper Tray and Stand	Optional 2 x 550-sheet paper tray and stand to support the printer	T3V29A (service: T3V29-67901)
HP LaserJet 2,700-sheet HCI Paper Tray and Stand	Optional 2,700-sheet paper tray and stand to support the printer	T3V30A (service: T3V30-67901)
HP LaserJet Stand	Optional stand	T3V28A (service: T3V28-67901)
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031A (service: J8031-61001)
HP Jetdirect 3100w BLE/NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" and Bluetooth printing from mobile devices	3JN69A (service: 3JN69-61001)
HP Internal USB Ports	Two optional USB ports for connecting third-party devices	B5L28A (service: B5L28-67902)
HP SmartCard NIPERNet Solution NOTE: Requires the B5L28A - HP Internal USB Ports accessory	HP SmartCard U.S. Government NIPRNet Solution for CAC and PIV tokens. Takes advantage of U.S. Government smartcard technology.	CC543B (service: CC543-69011)
HP SmartCard SIPERNet Solution NOTE: Requires the B5L28A - HP Internal USB Ports accessory	HP Smartcard U.S. Government SIPRNet Solution for SIPRNet tokens. Takes advantage of U.S. Government smartcard technology.	F8B30A (service: F8B30-69001)
HP Foreign Interface Harness	Optional port accessory for connecting third-party devices.	B5L31A (service: B5L31-67902)
Hard disk drive, 500GB 5400RPM SED	Optional hard disk drive.	L41606-011
Hard disk drive, 500GB 5400RPM FIPS/CCC OPAL2 7MM	Optional hard disk drive.	L42243-021
Hard disk drive, 500GB FIPS/CCC/TAA OPAL2 7MM	Optional hard disk drive.	L42244-031
HP 1GB DDR3 x32 144-Pin 800MHz SODIMM	Optional 1GB DIMM for expanding the memory	E5K48A (service: E5K48-67902)
HP 2GB DDR3 x32 144-Pin 800MHz SODIMM	Optional 2GB DIMM for expanding the memory	E5K49A (service: 5851-6581)

Customer self-repair kits

Following are the available customer self-repair kits part numbers.

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time. More information about the CSR program and benefits can be found at www.hp.com/go/csr-support and www.hp.com/go/csr-faq.

Genuine HP replacement parts can be ordered at www.hp.com/buy/parts or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), printer number, or printer name.

- Parts listed as **A**: Easy
- Parts listed as **B**: Difficult and/or requires tools

Table 5-7 Customer self-repair kits

Kit	Description	CSR level	Part number
Control panel (M751/ E75245)	Control panel and screwdriver	A	RM2-1267-010CN
Control panel (M856/ E85055)	Control panel and screwdriver	A	K0Q15-67901
Control panel (M776)	Control panel and screwdriver	A	J7Z09-67928
HP 1GB DDR3 x32 144-pin 800MHz SODIMM	Optional DIMM for expanding the memory	A	E5K48-67902
HP 2GB DDR3 x32 144-pin 800MHz SODIMM	Optional DIMM for expanding the memory	A	5851-6581
Hard disk drive 500GB 5400RPM SED (Secure Encrypted Drive)	Replacement hard disk drive SED (Secure Encrypted Drive)	A	L41606-011
Hard disk drive 500GB 5400RPM FIPS/CCC OPAL2 7MM (higher level of security than SED)	Replacement hard disk drive (higher level of security than SED)	A	L42243-021
Hard disk drive 500GB FIPS/CCC/TAA OPAL2 7MM (for use in US government contracts)	Replacement hard disk drive (for use in US government contracts)	A	L42244-031
Tray 1 rollers	Replacement pickup and separation rollers for Tray 1	A	RM2-1525-000CN
Tray 2-x rollers	Replacement pickup and separation rollers for Trays 2-x	A	RM2-1526-000CN
Fuser	Replacement fuser	A	3WT87-67901 (M751/ E75245; 110V) 3WT88-67901 (M751/ E75245; 220V) 4YL16-67901 (M856/ E85055/M776; 110V) 4YL17-67901 (M856/ E85055/M776; 220V)
Intermediate transfer belt (ITB)	Replacement ITB	A	RM2-1504-000CN
Toner collection unit (TCU)	Replacement TCU	A	3WT90-67901
Secondary transfer roller	Replacement secondary transfer roller	A	RM2-1399-000CN

How to use the parts lists and diagrams

Learn how to use the parts lists and diagrams.

The figures in this chapter show the major sub-assemblies in the printer and their component parts. A parts list table follows each exploded view assembly diagram. The table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

NOTE: The abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

Parts and diagrams: Document feeder and image scanner (M776)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-1 Document feeder and image scanner (M776)

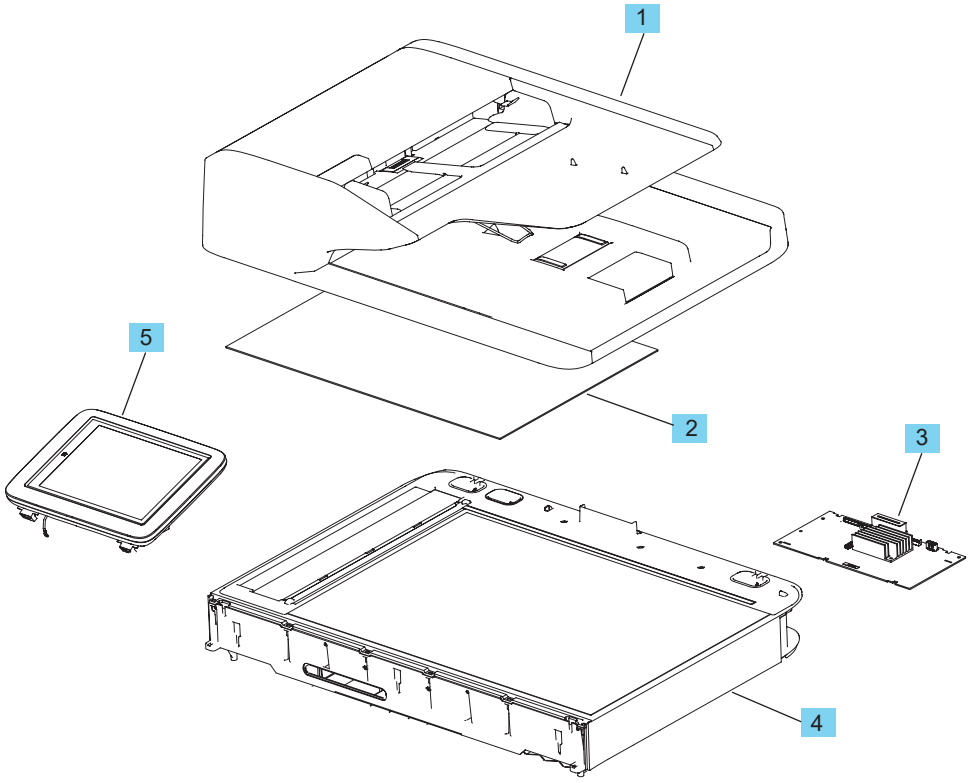


Table 5-8 Document feeder and image scanner (M776)

Ref	Part number	Description	Qty
1	5851-7930	ADF whole unit enterprise	1
1	5851-7931	ADF whole unit work flow	1
2	J7Z09-67926	White backing A3 kit	1
3	5851-7916	SCB enterprise	1
3	5851-7917	SCB work flow	1
4	5851-7915	Image scanner whole unit	1
5	J7Z09-67928	Control panel (M776)	1
Not shown	5851-7202	Document feeder roller kit	1
Not shown	J7Z09-67927	White backing retention clip kit	1
Not shown	J7Z09-67931	ADF hinges kit	1

Parts and diagrams: Discrete cables (M776)

Parts diagram and parts list for the discrete cables.

Figure 5-2 Discrete cables (M776)

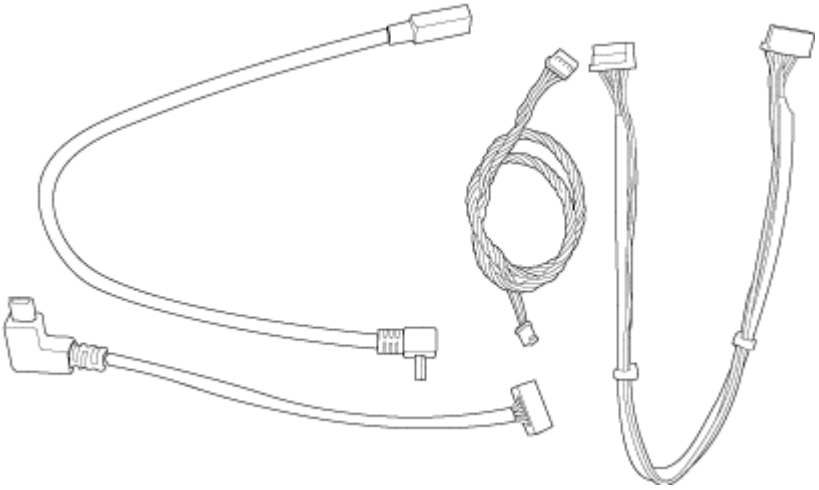


Table 5-9 Discrete cables (M776)

Ref No	Part number	Description	Qty
Not shown	5851-7918	Cable, HDMI control panel	1
Not shown	5851-7919	Cable, CP discrete power	1
Not shown	5851-7920	Cable, USB HIP2	1
Not shown	5851-7921	Cable, walk-up USB	1
Not shown	5851-7922	Cable, HDMI CP in-cave	1
Not shown	5851-7923	Cable, CP discrete power in-cave	1
Not shown	5851-7924	Cable, USB HIP2 in-cave	1
Not shown	5851-7925	Cable, walk-up USB in-cave	1
Not shown	5851-7926	HDMI engine to SCB in-cave	1
Not shown	5851-7927	HDMI engine to SCB base	1
Not shown	5851-7928	Power engine to SCB in-ave	1
Not shown	5851-7929	Power engine to SCB base	1

Parts and diagrams: Printer components

View parts diagrams and parts lists for printer components.

Parts and diagrams: Printer components (M751/E75245)

View parts diagrams and parts lists for the M751/E75245 printer components.

Parts and diagrams: Printer covers (M751/E75245)

Parts diagram and parts list for the printer covers (M751/E75245).

Figure 5-3 **Printer covers (M751/E75245)**

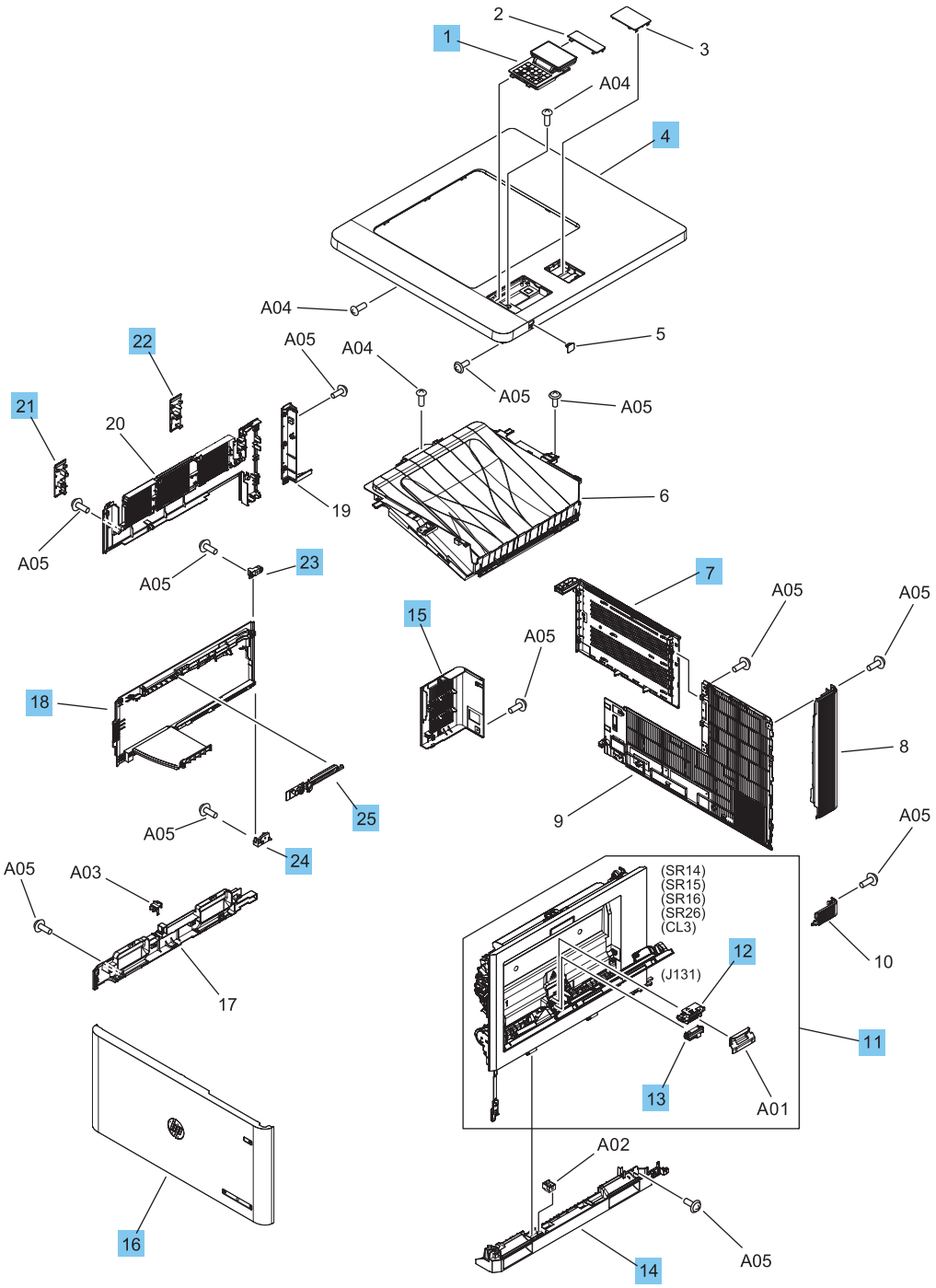


Table 5-10 Printer covers (M751/E75245)

Ref	Part number	Description	Qty
1	RM2-1267-010CN	Control panel (M751/E75245)	1
4	RC5-0658-000CN	Cover, upper	1
7	RM2-1346-000CN	Formatter cover assembly	1
11	RM2-1494-000CN	Right door assembly	1
12	RM2-1525-000CN	Tray 1 pickup roller	1
13	RM2-1525-000CN	Tray 1 separation roller	1
14	RM2-1376-000CN	Right handle assembly	1
15	RC5-1804-000CN	Cover, left rear	1
16	RM2-1368-000CN	Front door assembly	1
18	RM2-1351-000CN	Left door assembly	1
21	RC5-1805-000CN	Cover, left upper, F	1
22	RC5-1806-000CN	Cover, left upper, R	1
23	RC5-0770-000CN	Hinge, left door, upper	1
24	RC5-0801-000CN	Hinge, cover, left	1
25	RM2-1350-000CN	Left cover lock assembly	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 1 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-4 **Printer internal assemblies (M751/E75245; 1 of 7)**

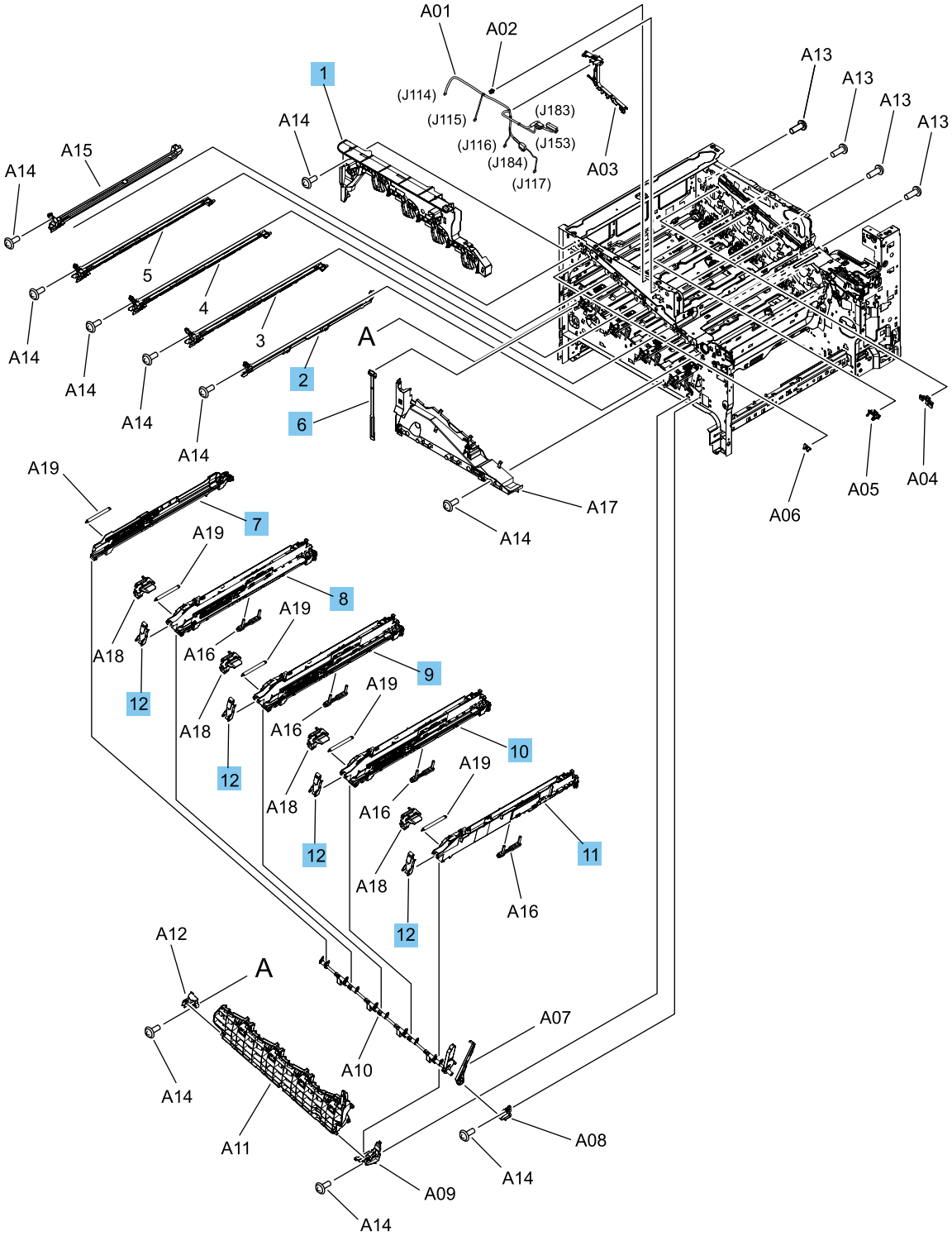


Table 5-11 **Printer internal assemblies (M751/E75245; 1 of 7)**

Ref	Part number	Description	Qty
1	RM2-1343-000CN	Cartridge upper guide assembly	1
2	RM2-1340-000CN	Black pre-exposure assembly	1
6	RC5-0722-000CN	Arm, front door, left	1
7	RM2-1357-000CN	DT cartridge rail assembly	1
8	RM2-1354-000CN	First cartridge rail assembly	1
9	RM2-1353-000CN	Second cartridge rail assembly	1
10	RM2-1355-000CN	Third cartridge rail assembly	1
11	RM2-1356-000CN	Black cartridge rail assembly	1
12	RL2-2091-000CN	Cartridge guide	4

Parts and diagrams: Printer internal assemblies (M751/E75245; 2 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-5 **Printer internal assemblies (M751/E75245; 2 of 7)**

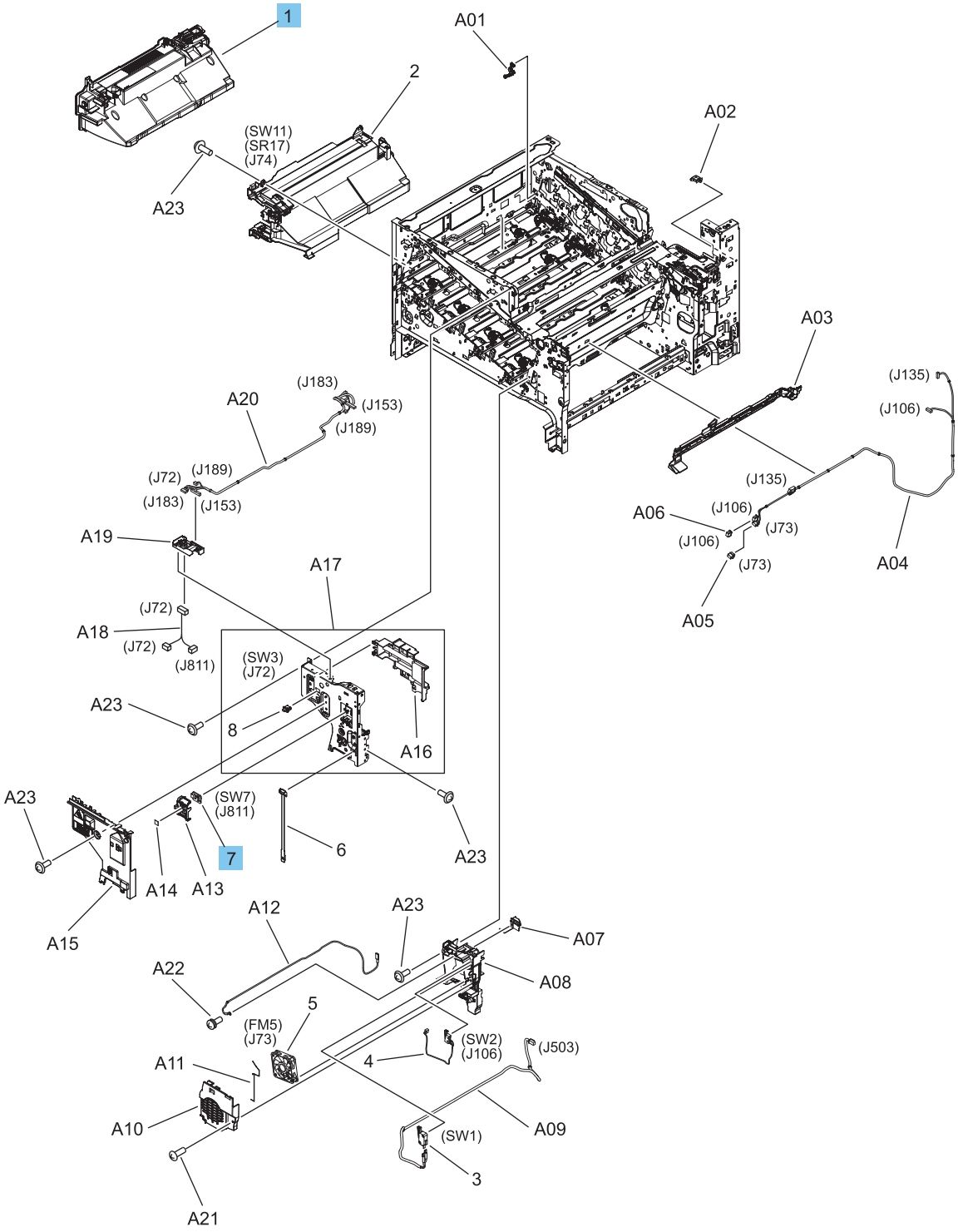


Table 5-12 Printer internal assemblies (M751/E75245; 2 of 7)

Ref	Part number	Description	Qty
1	3WT90-67901	Toner collection unit	1
7	RM2-9610-000CN	Power switch PCB assembly	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 3 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-6 **Printer internal assemblies (M751/E75245; 3 of 7)**

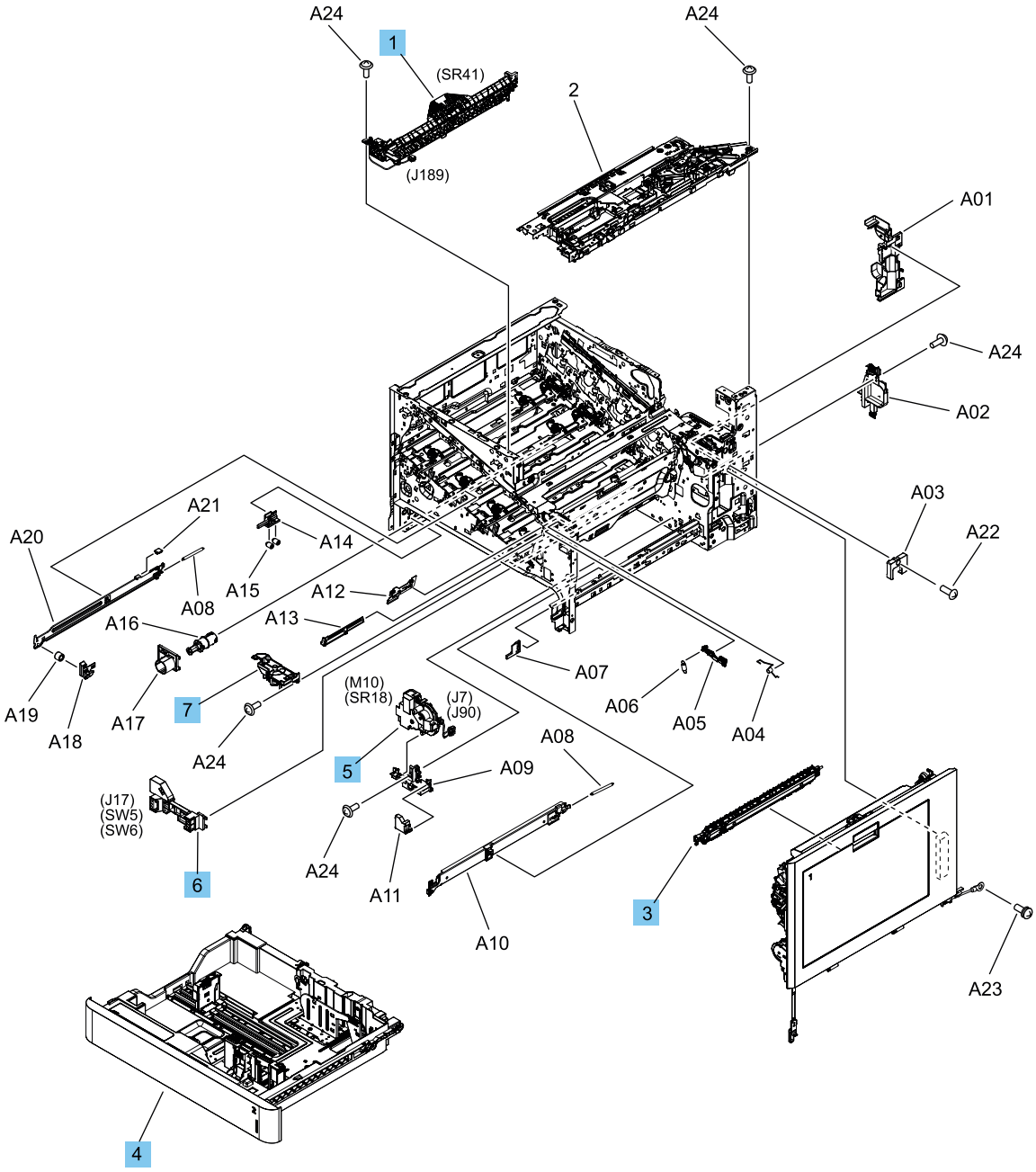


Table 5-13 **Printer internal assemblies (M751/E75245; 3 of 7)**

Ref	Part number	Description	Qty
1	RM2-1498-000CN	Paper delivery assembly	1
2	RM2-1521-000CN	Duplexing assembly	1
3	RM2-1399-010CN	Secondary transfer roller	1

Table 5-13 Printer internal assemblies (M751/E75245; 3 of 7) (continued)

Ref	Part number	Description	Qty
4	RM2-1394-000CN	Cassette assembly	1
5	RM2-1604-000CN	Lifter drive assembly	1
6	RM2-1436-000CN	Size detect switch assembly	1
7	RM2-1605-000CN	Auto close assembly	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 4 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-7 **Printer internal assemblies (M751/E75245; 4 of 7)**

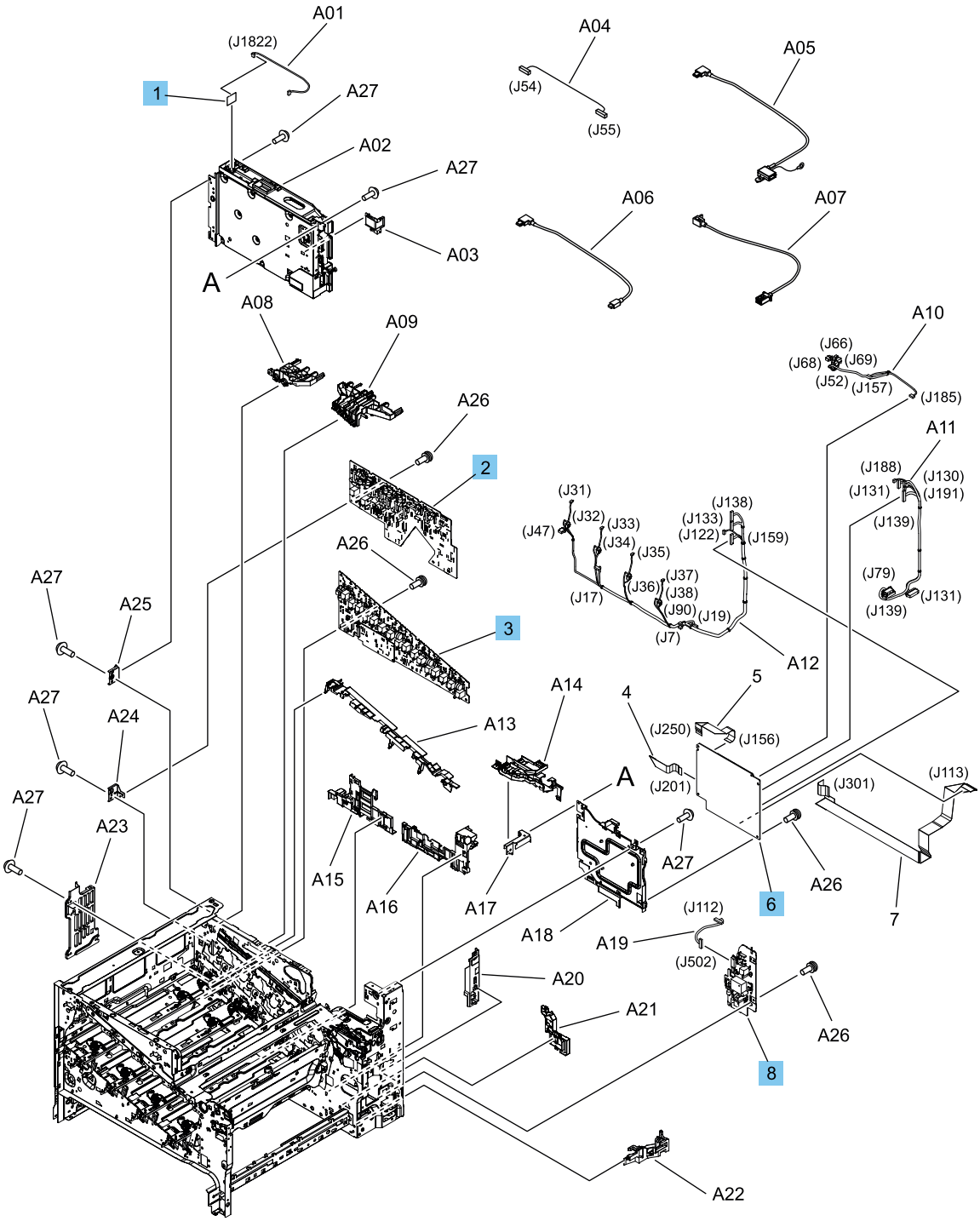


Table 5-14 **Printer internal assemblies (M751/E75245; 4 of 7)**

Ref	Part number	Description	Qty
1	RM3-7351-000CN	Memory PCB assembly	1

Table 5-14 Printer internal assemblies (M751/E75245; 4 of 7) (continued)

Ref	Part number	Description	Qty
2	RM2-9601-000CN	Upper high-voltage power supply PCB assembly	1
3	RM2-9624-000CN	Lower high-voltage power supply PCB assembly	1
6	RM2-9630-000CN	DC controller PCB assembly	1
8	RM2-9623-000CN	Second transfer high-voltage PCB assembly	1
Not shown	5851-7702	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)	1
Not shown	5851-7703	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	1
Not shown	5851-7704	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)	1
Not shown	5851-7705	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	1
Not shown	0960-3659	Wireless PCA board	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 5 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-8 **Printer internal assemblies (M751/E75245; 5 of 7)**

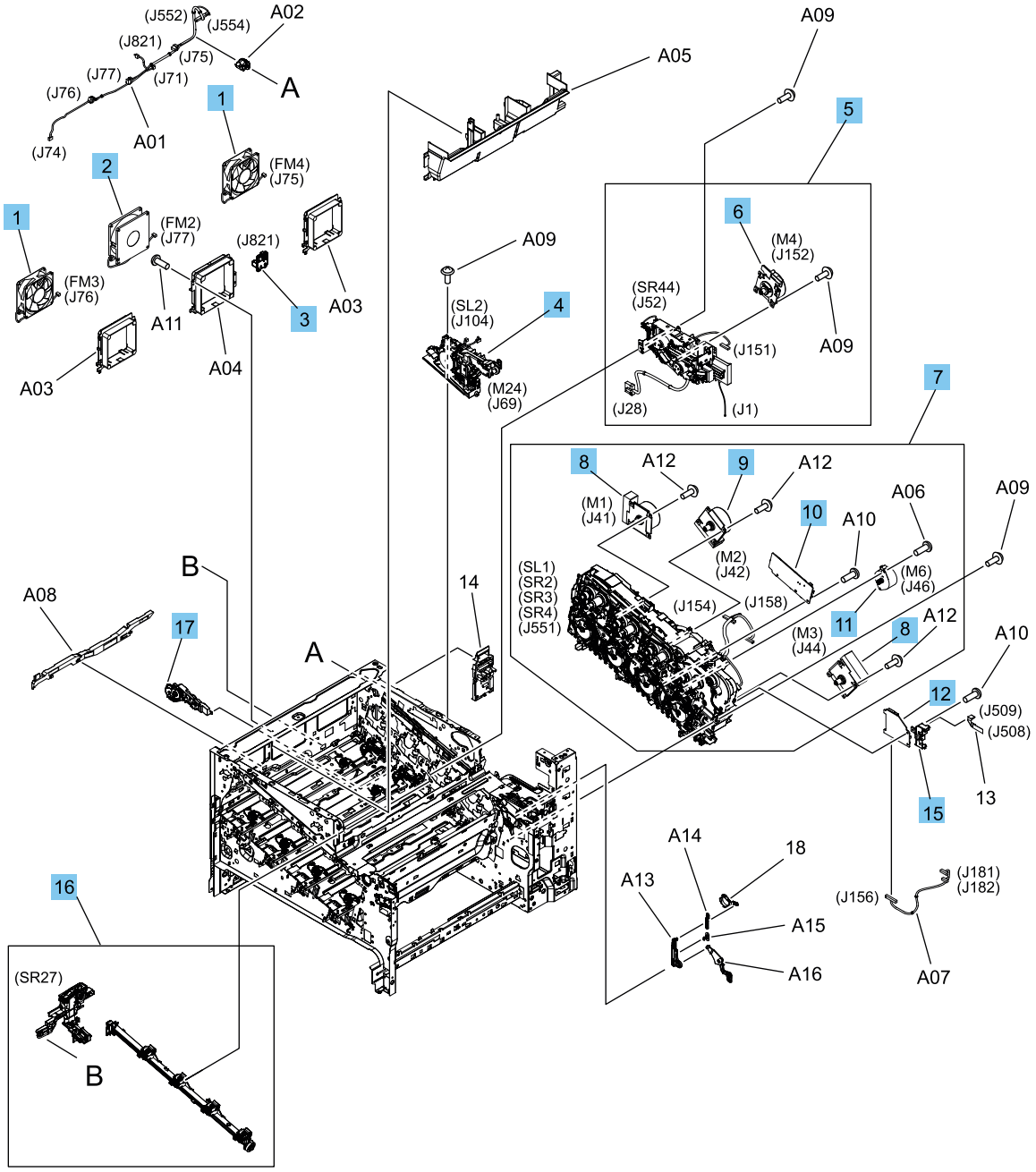


Table 5-15 **Printer internal assemblies (M751/E75245; 5 of 7)**

Ref	Part number	Description	Qty
1	RK2-2276-000CN	Fan	2
2	RK2-9148-000CN	Fan	1
3	RM2-9620-000CN	Environment sensor PCB assembly	1

Table 5-15 Printer internal assemblies (M751/E75245; 5 of 7) (continued)

Ref	Part number	Description	Qty
4	RM2-1392-000CN	Duplexing drive assembly	1
5	RM2-1391-000CN	Fuser drive assembly	1
6	RM2-1456-000CN	Fuser motor assembly	1
7	RM2-1614-000CN	Main drive assembly	1
8	RM2-1612-000CN	Main motor assembly	2
9	RM2-1613-000CN	Main motor assembly	1
10	RM2-9618-000CN	Main connecting PCB assembly	1
11	RK2-6027-000CN	Motor, stepping	1
12	RM2-9622-000CN	Connecting PCB assembly	1
15	RC5-1656-000CN	Guide, PCB cable	1
16	RM2-1520-000CN	Waste toner feed assembly	1
17	RM2-1364-000CN	Waste toner gear base assembly	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 6 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-9 **Printer internal assemblies (M751/E75245; 6 of 7)**

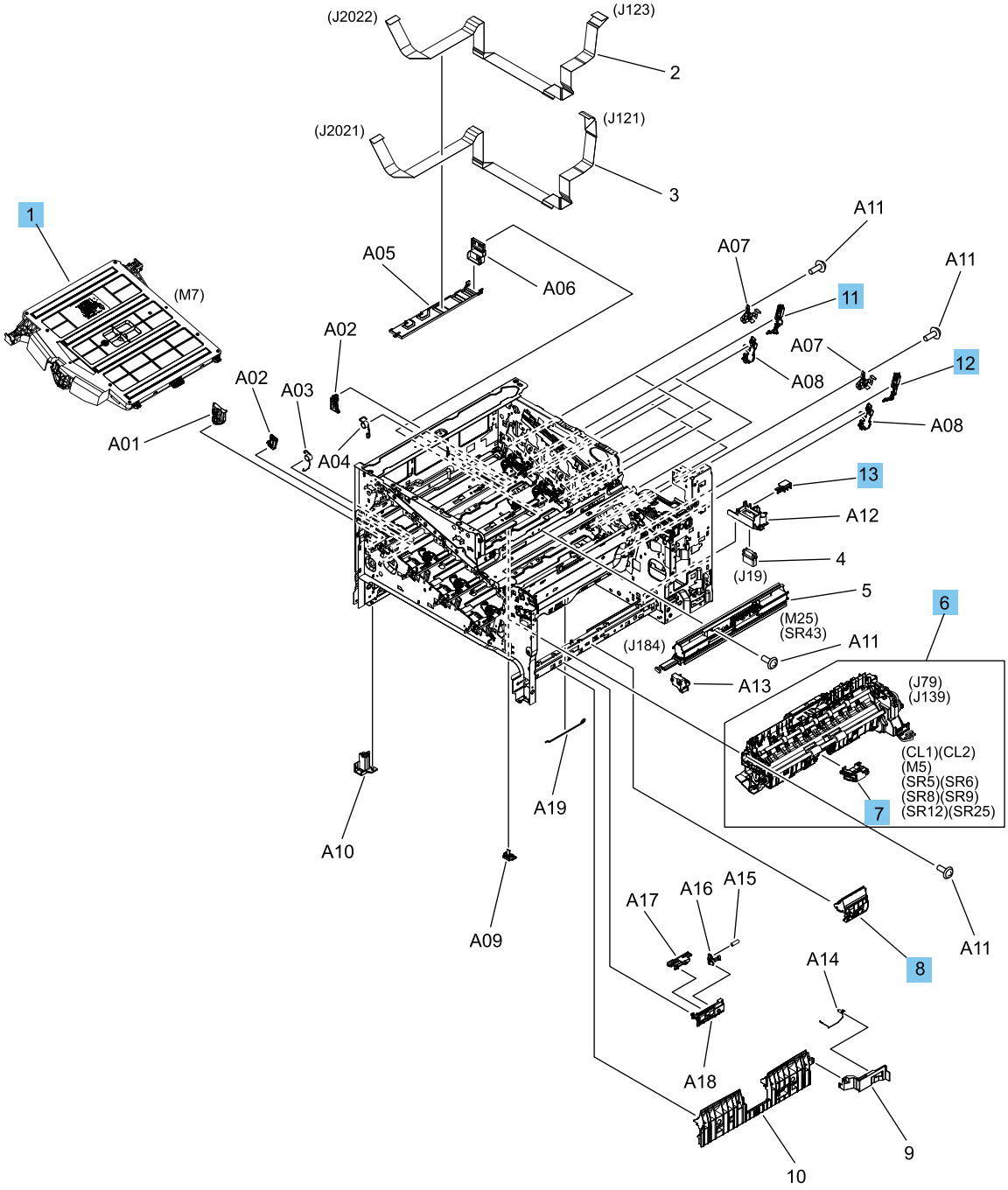


Table 5-16 **Printer internal assemblies (M751/E75245; 6 of 7)**

Ref	Part number	Description	Qty
1	RM2-1328-020CN	Laser scanner assembly	1
6	RM2-1393-010CN	Paper pickup assembly	1

Table 5-16 Printer internal assemblies (M751/E75245; 6 of 7) (continued)

Ref	Part number	Description	Qty
7	RM2-1526-000CN	Paper pickup roller assembly	1
8	RM2-1526-000CN	Separation roller holder assembly	1
11	RM2-1366-000CN	Waste toner feed link assembly	3
12	RM2-1367-000CN	Waste toner feed link assembly	1
13	RC5-1681-000CN	Spacer, drawer holder	1

Parts and diagrams: Printer internal assemblies (M751/E75245; 7 of 7)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-10 **Printer internal assemblies (M751/E75245; 7 of 7)**

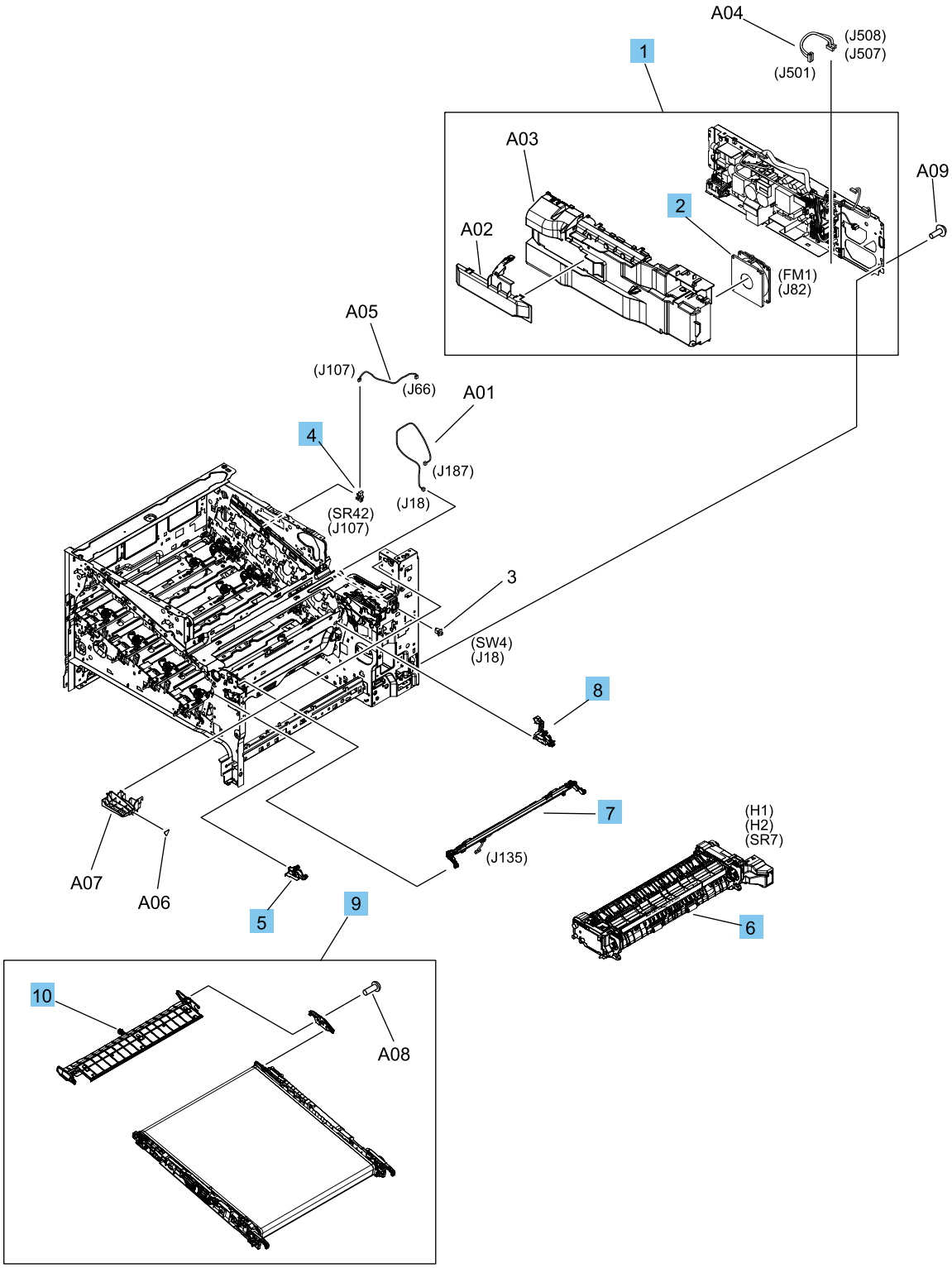


Table 5-17 **Printer internal assemblies (M751/E75245; 7 of 7)**

Ref	Part number	Description	Qty
1	RM2-1445-000CN	Low-voltage power supply (110V-127V)	1
1	RM2-1453-000CN	Low-voltage power supply (220V-240V)	1
2	RK2-9148-000CN	Fan	1
4	WG8-5935-000CN	IC, photointerrupter	2
5	RM2-1389-000CN	RD pressure link assembly, front	1
6	3WT87-67901	Fuser Kit (110V)	1
6	3WT88-67901	Fuser Kit (220V)	1
7	RM2-1501-000CN	Registration density sensor assembly	1
8	RM2-1390-000CN	RD pressure link assembly, rear	1
9	RM2-1504-000CN	Intermediate transfer belt	1
10	RM2-1490-000CN	Transfer cleaner assembly	1

Parts and diagrams: Printer components (M856/E85055/M776dn/M776z)

View parts diagrams and parts lists for the M856/E85055/M776dn/M776z printer components.

Parts and diagrams: Printer covers (M856/E85055)

Parts diagram and parts list for the printer covers (M856/E85055).

Figure 5-11 Printer covers (M856/E85055)

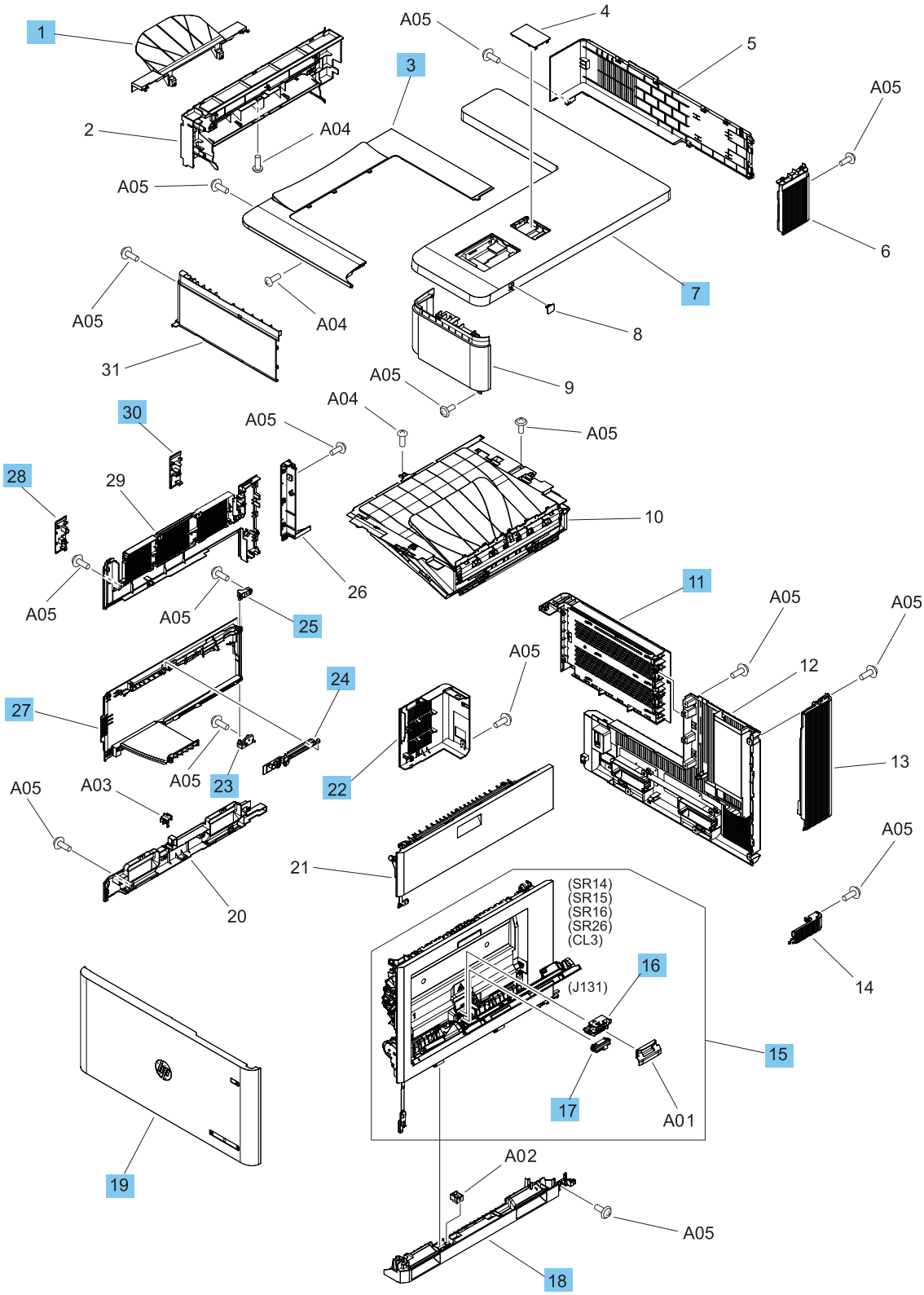


Table 5-18 Printer covers (M856/E85055)

Ref	Part number	Description	Qty
1	RL2-2563-000CN	Tray, reverse	1
3	RC5-2621-000CN	Cover, option, upper	1
7	RC5-2623-000CN	Cover, upper	1
11	RM2-2683-000CN	Formatter cover assembly	1
15	RM2-3434-000CN	Right door assembly	1
16	RM2-1525-000CN	Tray 1 pickup roller	1
17	RM2-1525-000CN	Tray 1 separation roller	1
18	RM2-1376-000CN	Right handle assembly	1
19	RM2-1368-000CN	Front door assembly	1
22	RC5-2632-000CN	Cover, left rear	1
23	RC5-0801-000CN	Hinge, cover, left	1
24	RM2-1350-000CN	Left cover lock assembly	1
25	RC5-0770-000CN	Hinge, left door, upper	1
27	RM2-1351-000CN	Left door assembly	1
28	RC5-1805-000CN	Cover, left upper, F	1
30	RC5-1806-000CN	Cover, left upper, R	1
Not shown	K0Q15-67901	Control panel (M856/E85055)	1

Parts and diagrams: Printer covers (M776dn/M776z)

Parts diagram and parts list for the printer covers (M776dn/M776z).

Figure 5-12 **Printer covers (M776dn/M776z)**

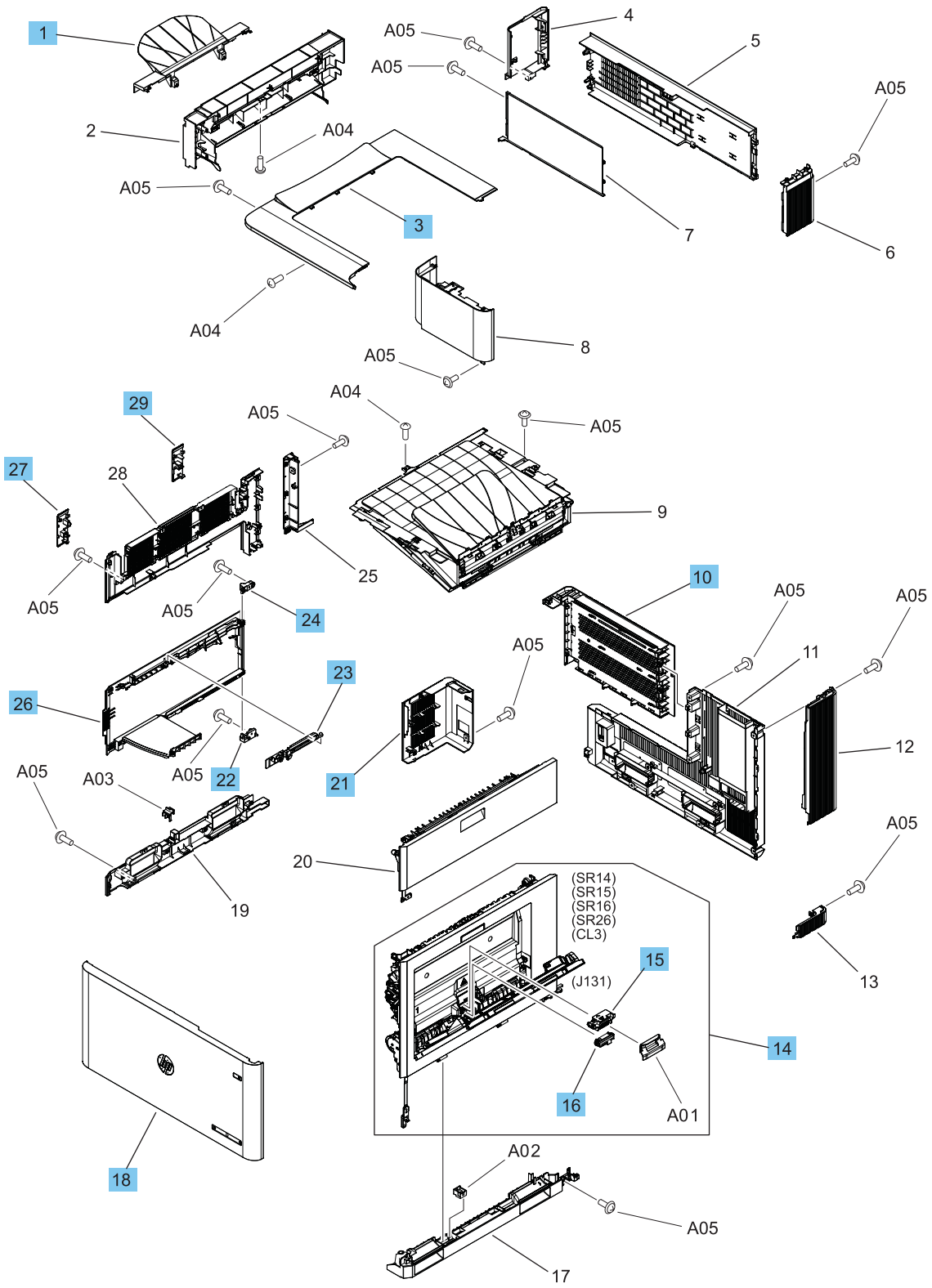


Table 5-19 Printer covers (M776dn/M776z)

Ref	Part number	Description	Qty
1	RL2-2563-000CN	Tray, reverse	1
3	RC5-2621-000CN	Cover, option, upper	1
10	RM2-2683-000CN	Formatter cover assembly	1
14	RM2-3434-000CN	Right door assembly	1
15	RM2-1525-000CN	Tray 1 pickup roller	1
16	RM2-1525-000CN	Tray 1 separation roller	1
18	RM2-1368-000CN	Front door assembly	1
21	RC5-2632-000CN	Cover, left rear	1
22	RC5-0801-000CN	Hinge, cover, left	1
23	RM2-1350-000CN	Left cover lock assembly	1
24	RC5-0770-000CN	Hinge, left door, upper	1
26	RM2-1351-000CN	Left door assembly	1
27	RC5-1805-000CN	Cover, left upper, F	1
29	RC5-1806-000CN	Cover, left upper, R	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 1 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-13 **Printer internal assemblies (M856/E85055, M776dn/M776z; 1 of 8)**

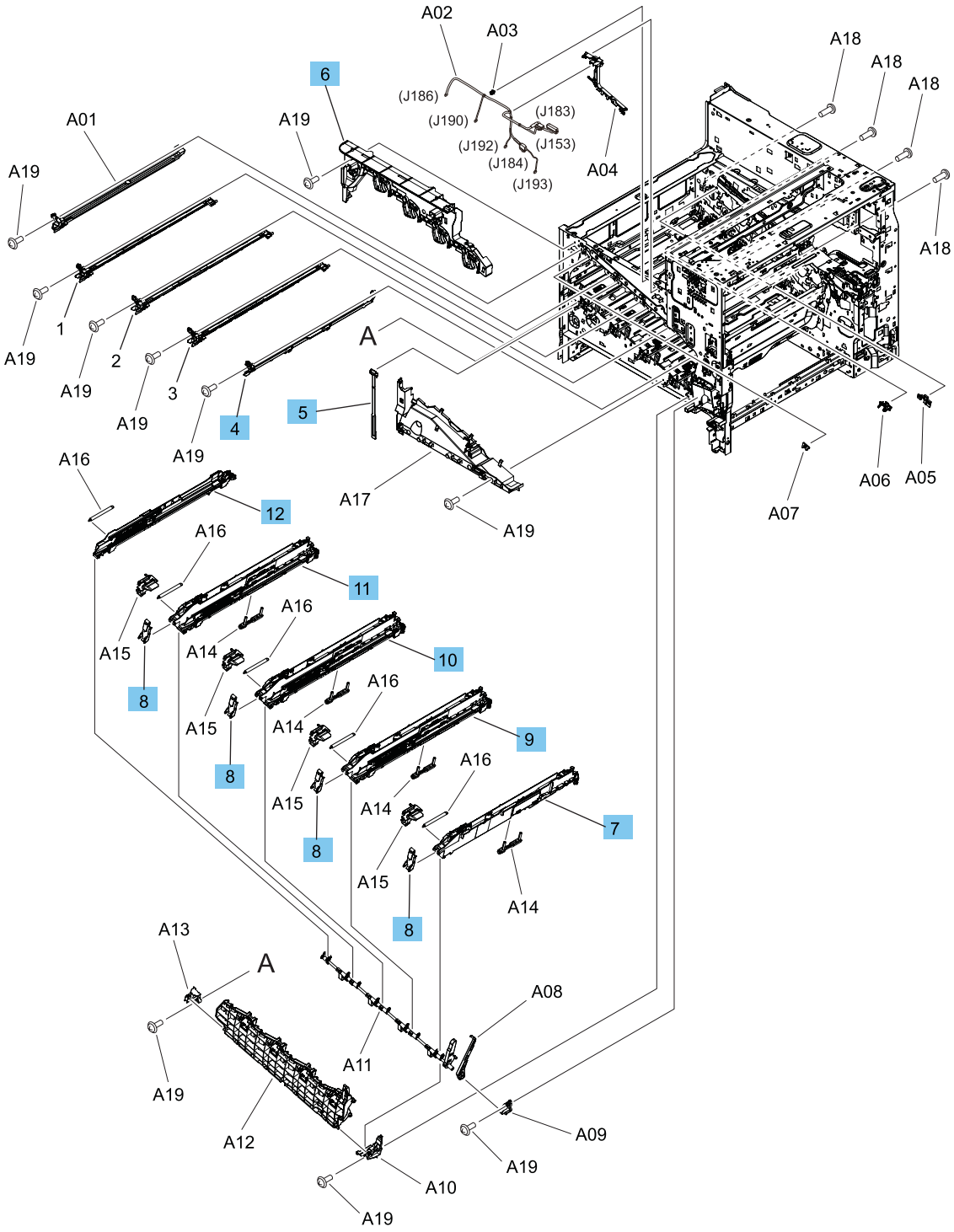


Table 5-20 **Printer internal assemblies (M856/E85055, M776dn/M776z; 1 of 8)**

Ref	Part number	Description	Qty
4	RM2-1340-000CN	Black pre-exposure assembly	1
5	RC5-0722-000CN	Arm, front door, left	1
6	RM2-1343-000CN	Cartridge upper guide assembly	1
7	RM2-1356-000CN	Black cartridge rail assembly	1
8	RL2-2091-000CN	Guide cartridge	4
9	RM2-2482-000CN	Third cartridge rail assembly	1
10	RM2-2480-000CN	Second cartridge rail assembly	1
11	RM2-2481-000CN	First cartridge rail assembly	1
12	RM2-2479-000CN	DT cartridge rail assembly	4

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 2 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-14 Printer internal assemblies (M856/E85055, M776dn/M776z; 2 of 8)

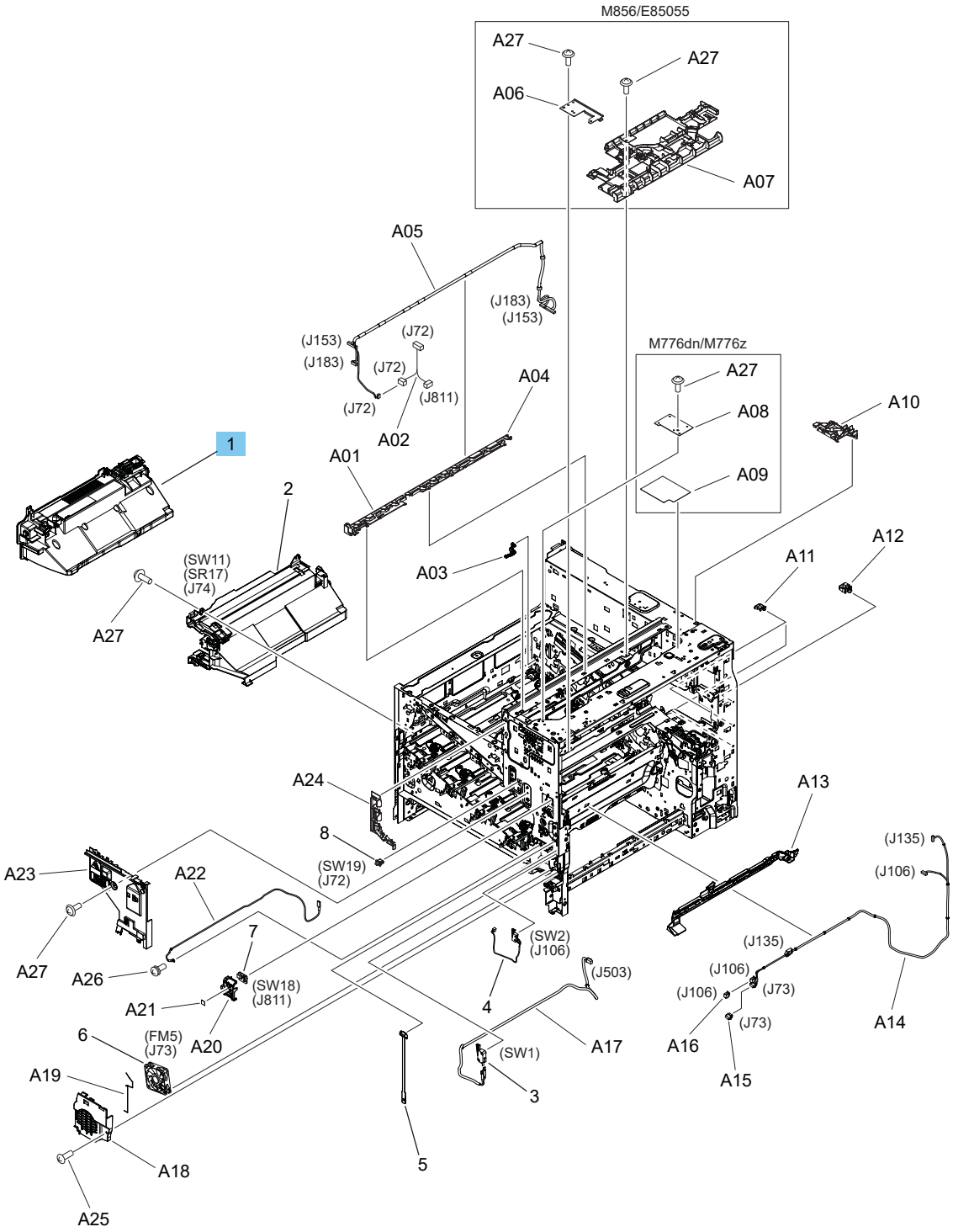


Table 5-21 Printer internal assemblies (M856/E85055, M776dn/M776z; 2 of 8)

Ref	Part number	Description	Qty
1	3WT90-67901	Toner collection unit	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 3 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-15 **Printer internal assemblies (M856/E85055, M776dn/M776z; 3 of 8)**

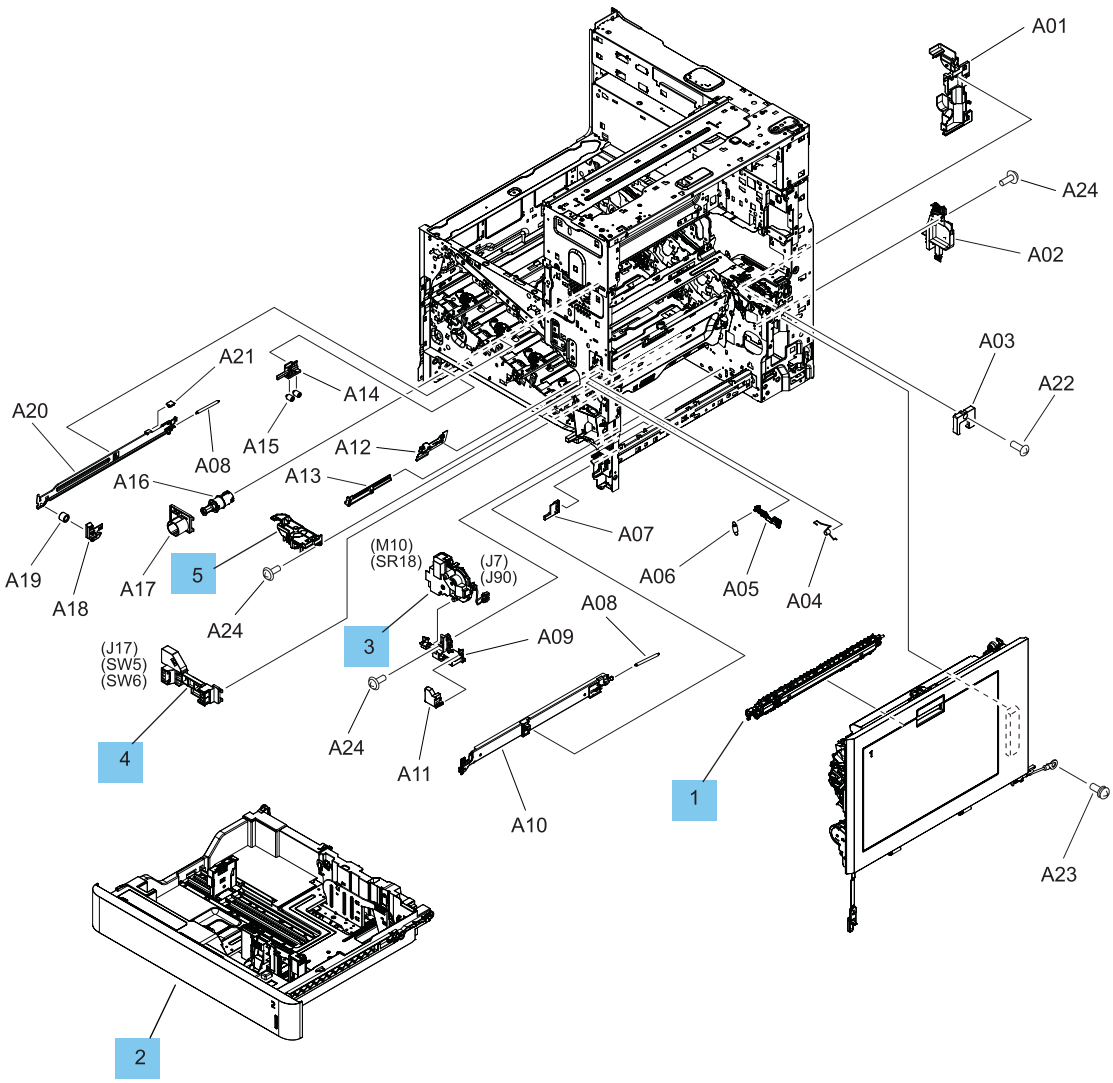


Table 5-22 **Printer internal assemblies (M856/E85055, M776dn/M776z; 3 of 8)**

Ref	Part number	Description	Qty
1	RM2-1399-010CN	Secondary transfer roller	1
2	RM2-1394-000CN	Cassette assembly	1
3	RM2-1604-000CN	Lifter drive assembly	1
4	RM2-1436-000CN	Size detect switch assembly	1
5	RM2-1605-000CN	Auto close assembly	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 4 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-16 Printer internal assemblies (M856/E85055, M776dn/M776z; 4 of 8)

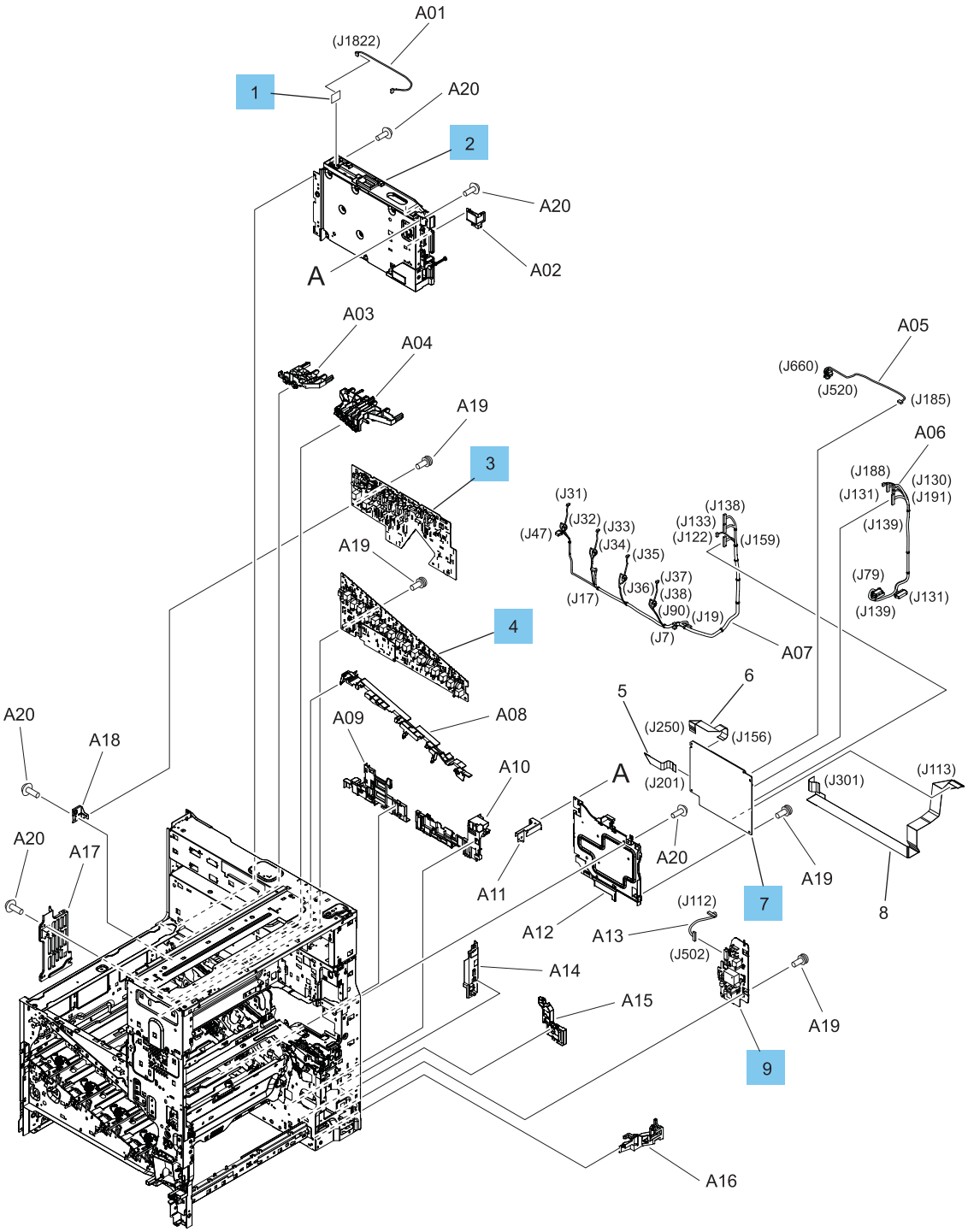


Table 5-23 **Printer internal assemblies (M856/E85055, M776dn/M776z; 4 of 8)**

Ref	Part number	Description	Qty
1	RM3-7351-000CN	Memory PCB assembly	1
2	RM2-2476-000CN	Formatter case assembly	1
3	RM2-9601-000CN	Upper high-voltage power supply PCB assembly	1
4	RM2-9624-000CN	Lower high-voltage power supply PCB assembly	1
7	RM2-9930-000CN	DC controller PCB assembly	1
9	RM2-9623-000CN	Second transfer H.V.T. PCB assembly	1
Not shown	5851-7702	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)	1
Not shown	5851-7703	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	1
Not shown	5851-7704	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)	1
Not shown	5851-7705	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	1
Not shown	5851-7913	Formatter PCA (M776) (sPAB - SFP)	1
Not shown	5851-7914	Formatter PCA (M776) (sPAB - SFP; India/China)	1
Not shown	0960-3659	Wireless PCA board	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 5 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-17 **Printer internal assemblies (M856/E85055, M776dn/M776z; 5 of 8)**

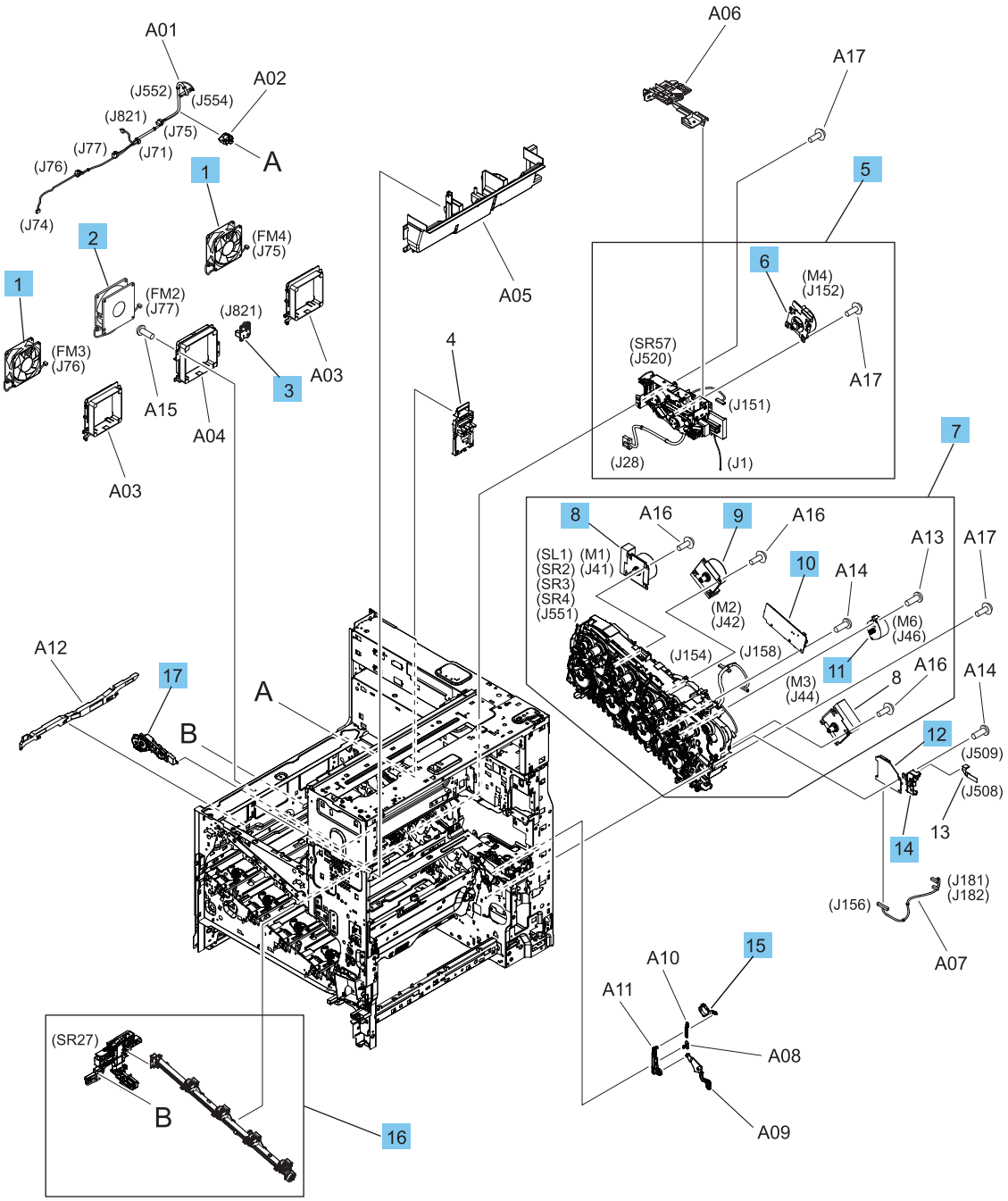


Table 5-24 **Printer internal assemblies (M856/E85055, M776dn/M776z; 5 of 8)**

Ref	Part number	Description	Qty
1	RK2-2276-000CN	Fan	2
2	RK2-9148-000CN	Fan	1

Table 5-24 Printer internal assemblies (M856/E85055, M776dn/M776z; 5 of 8) (continued)

Ref	Part number	Description	Qty
3	RM2-9620-000CN	Environment sensor PCB assembly	1
5	RM2-1391-000CN	Fuser drive assembly	1
6	RM2-1456-000CN	Fuser motor assembly	1
7	RM2-1614-000CN	Main drive assembly	1
8	RM2-1612-000CN	Main motor assembly	2
9	RM2-1613-000CN	Main motor assembly	1
10	RM2-9618-000CN	Connecting PCB assembly	1
11	RK2-6027-000CN	Motor, stepping	1
12	RM2-9622-000CN	Connecting PCB assembly	1
14	RC5-1656-000CN	Guide, PCB cable	1
15	RC5-1055-000CN	Cam, coupling estrangement	1
16	RM2-1520-000CN	Waste toner auger service kit	1
17	RM2-1364-000CN	Waste toner gear base assembly	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 6 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-18 Printer internal assemblies (M856/E85055, M776dn/M776z; 6 of 8)

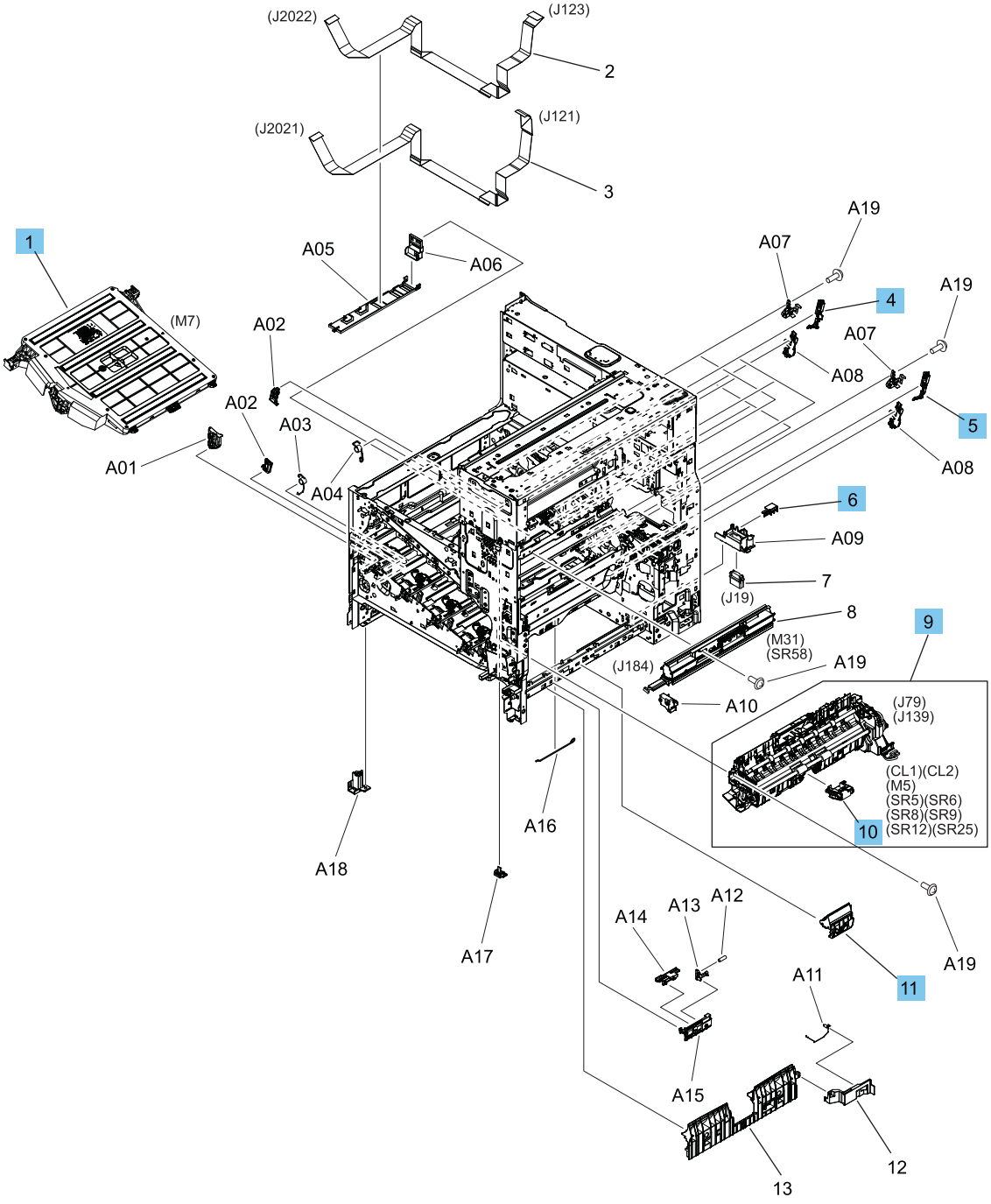


Table 5-25 Printer internal assemblies (M856/E85055, M776dn/M776z; 6 of 8)

Ref	Part number	Description	Qty
1	RM2-1328-020CN	Laser scanner assembly	1
4	RM2-1366-000CN	Waste toner feed link assembly	3

Table 5-25 Printer internal assemblies (M856/E85055, M776dn/M776z; 6 of 8) (continued)

Ref	Part number	Description	Qty
5	RM2-1367-000CN	Waste toner feed link assembly	1
6	RC5-1681-000CN	Spacer, drawer holder	1
9	RM2-3908-000CN	Paper pickup assembly	1
10	RM2-1526-000CN	Paper pickup roller assembly	1
11	RM2-1526-000CN	Separation roller holder assembly	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 7 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-19 Printer internal assemblies (M856/E85055, M776dn/M776z; 7 of 8)

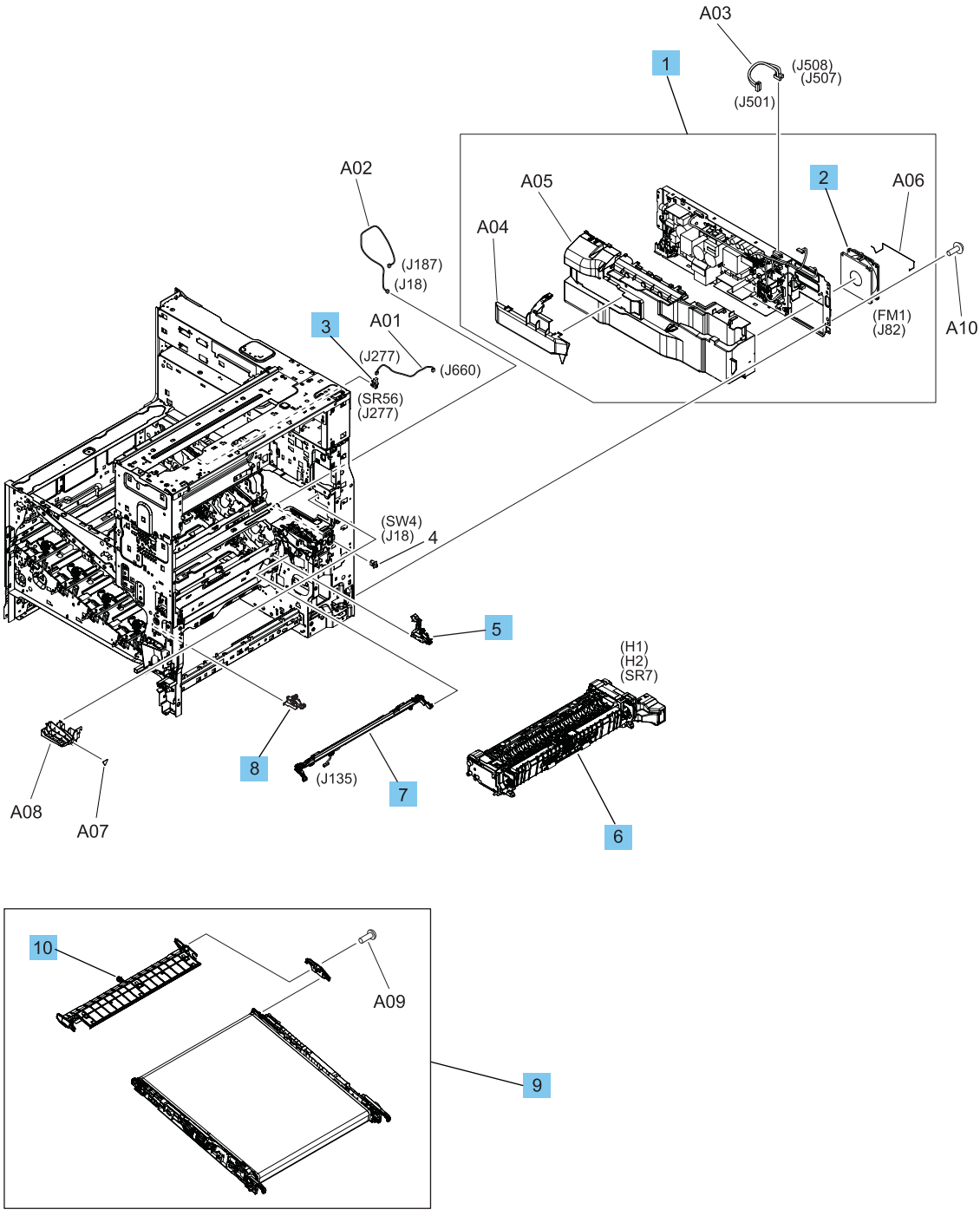


Table 5-26 Printer internal assemblies (M856/E85055, M776dn/M776z; 7 of 8)

Ref	Part number	Description	Qty
1	RM2-2473-000CN	Low-voltage power supply (110V-127V)	1

Table 5-26 Printer internal assemblies (M856/E85055, M776dn/M776z; 7 of 8) (continued)

Ref	Part number	Description	Qty
1	RM2-2474-000CN	Low-voltage power supply (220V-240V)	1
2	RK2-9148-000CN	Fan	1
3	WG8-5935-000CN	IC, photointerrupter	1
5	RM2-1390-000CN	RD pressure link assembly, rear	1
6	4YL16-67901	Fuser kit (110V)	1
6	4YL17-67901	Fuser kit (220V)	1
7	RM2-1501-000CN	Registration density sensor assembly, front	1
8	RM2-1389-000CN	RD pressure link assembly, front	1
9	RM2-1504-000CN	Intermediate transfer belt assembly	1
10	RM2-1490-000CN	Transfer cleaner assembly	1

Parts and diagrams: Printer internal assemblies (M856/E85055, M776dn/M776z; 8 of 8)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-20 Printer internal assemblies (M856/E85055, M776dn/M776z; 8 of 8)

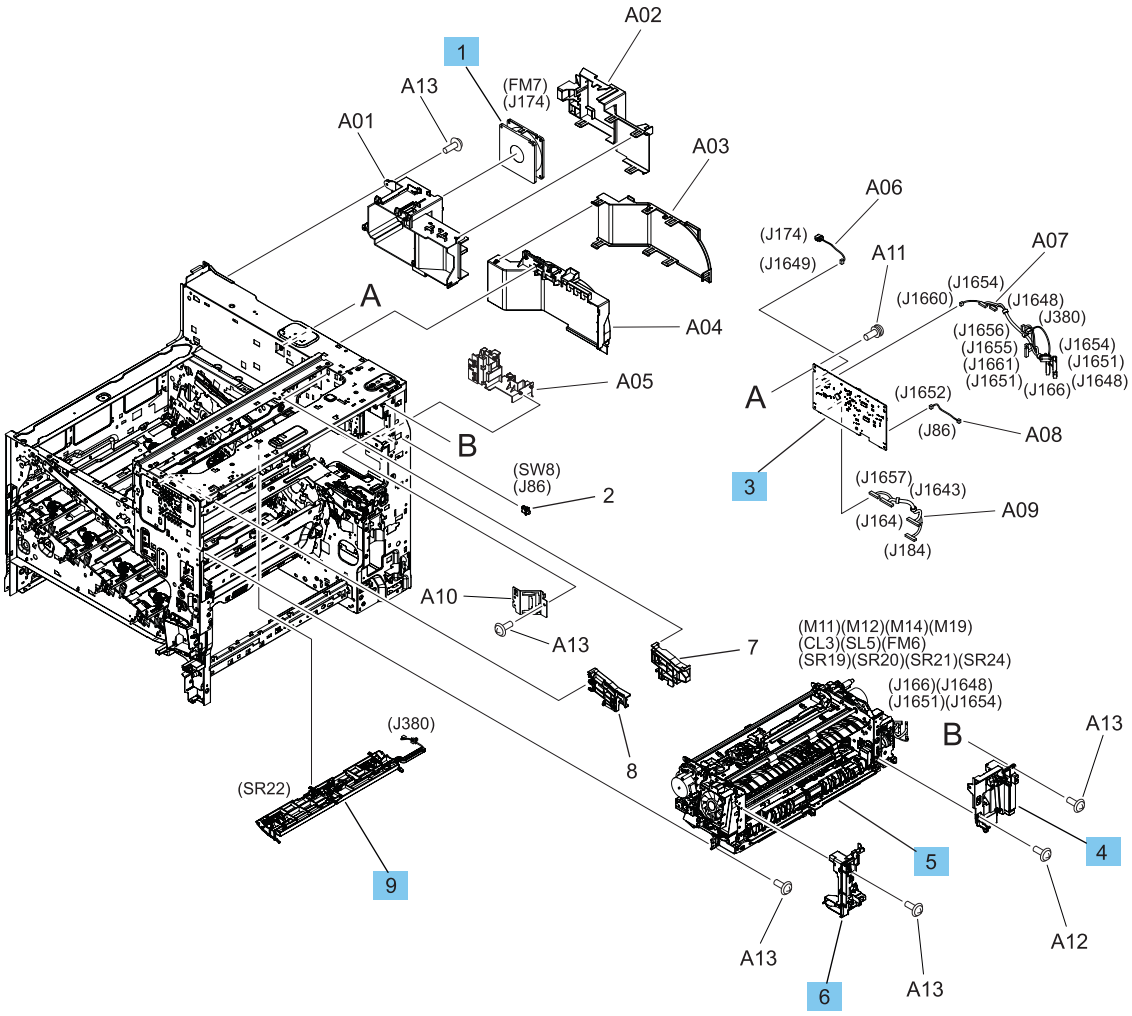


Table 5-27 Printer internal assemblies (M856/E85055, M776dn/M776z; 8 of 8)

Ref	Part number	Description	Qty
1	RK2-9148-000CN	Fan	1
3	RM2-9921-000CN	Duplexing controller PCB assembly	1
4	RM2-1763-000CN	Toggle rear assembly	1
5	RM2-3910-000CN	Paper delivery assembly	1
6	RM2-1764-000CN	Toggle front assembly	1
9	RM2-2690-000CN	Duplexing reverse guide assembly	1

Parts and diagrams: Printer components (M776zs)

View parts diagrams and parts lists for the M776zs printer components.

Parts and diagrams: Printer covers (M776zs)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-21 **Printer covers (M776zs)**

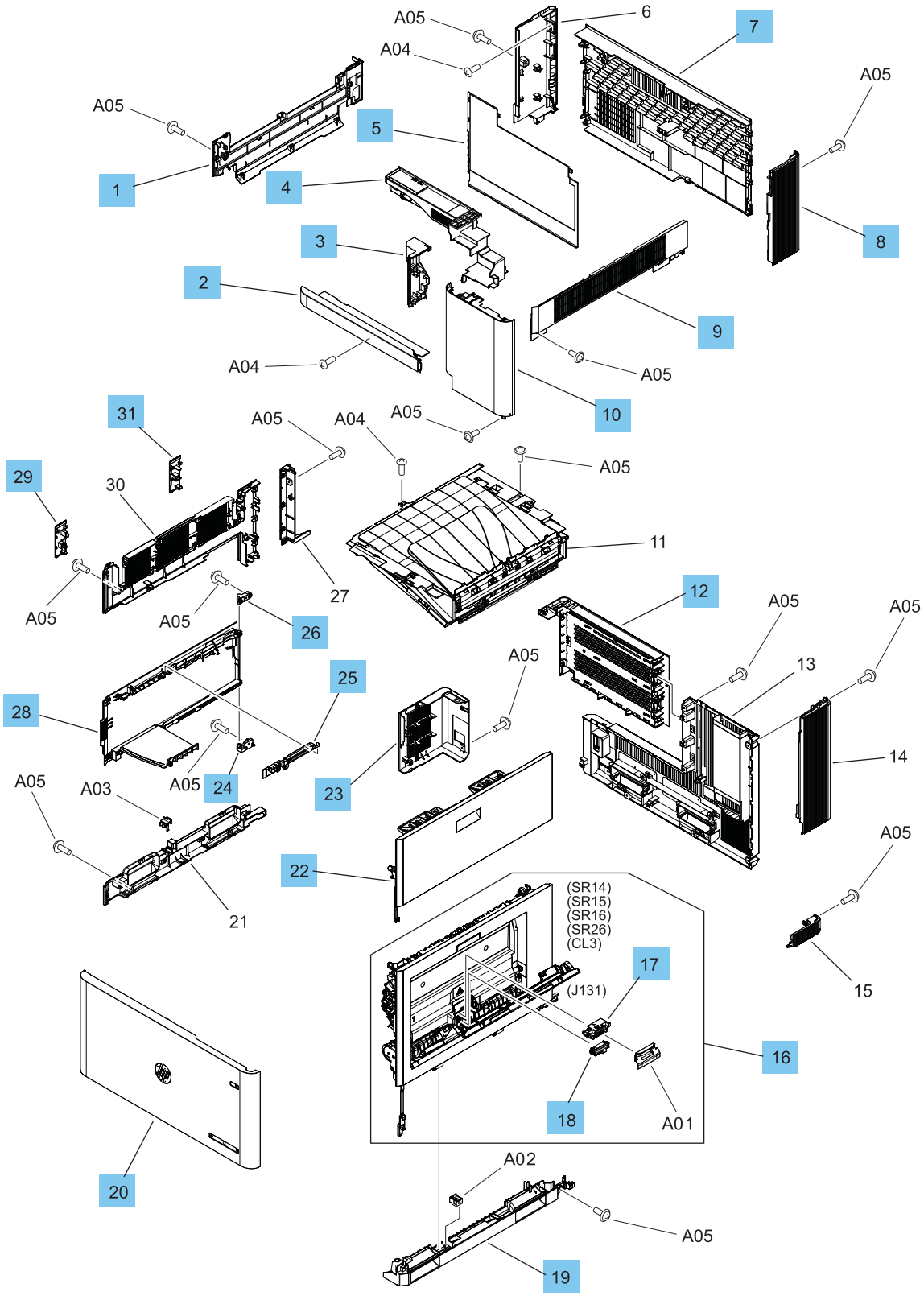


Table 5-28 Printer covers (M776zs)

Ref	Part number	Description	Qty
1	RC5-2734-000CN	Cover, paper delivery	1
2	RC5-2732-000CN	Cover, front	1
3	RC5-2728-000CN	Cover, paper delivery, front	1
4	RM2-1782-000CN	Rear delivery cover assembly	1
5	RC5-2731-000CN	Cover, main	1
7	RC5-2730-000CN	Cover, rear upper	1
8	RC5-2735-000CN	Cover, rear right, upper	1
9	RC5-2733-000CN	Cover, right upper	1
10	RM2-2661-000CN	Right front cover assembly	1
12	RM2-2683-000CN	Formatter cover assembly	1
16	RM2-3434-000CN	Right door assembly	1
17	RM2-1525-000CN	Tray 1 pickup roller	1
18	RM2-1525-000CN	Tray 1 separation roller	1
19	RM2-2660-000CN	Right handle assembly	1
20	RM2-1368-000CN	Front door assembly	1
22	RM2-1785-000CN	Right upper door assembly	1
23	RC5-2632-000CN	Cover, left rear	1
24	RC5-0801-000CN	Hinge, cover, left	1
25	RM2-1350-000CN	Left cover lock assembly	1
26	RC5-0770-000CN	Hinge, left door, upper	1
28	RM2-1351-000CN	Left door assembly	1
29	RC5-1805-000CN	Cover, left upper, F	1
31	RC5-1806-000CN	Cover, left upper, R	1

Parts and diagrams: Printer internal assemblies (M776zs; 1 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-22 Printer internal assemblies (M776zs; 1 of 9)

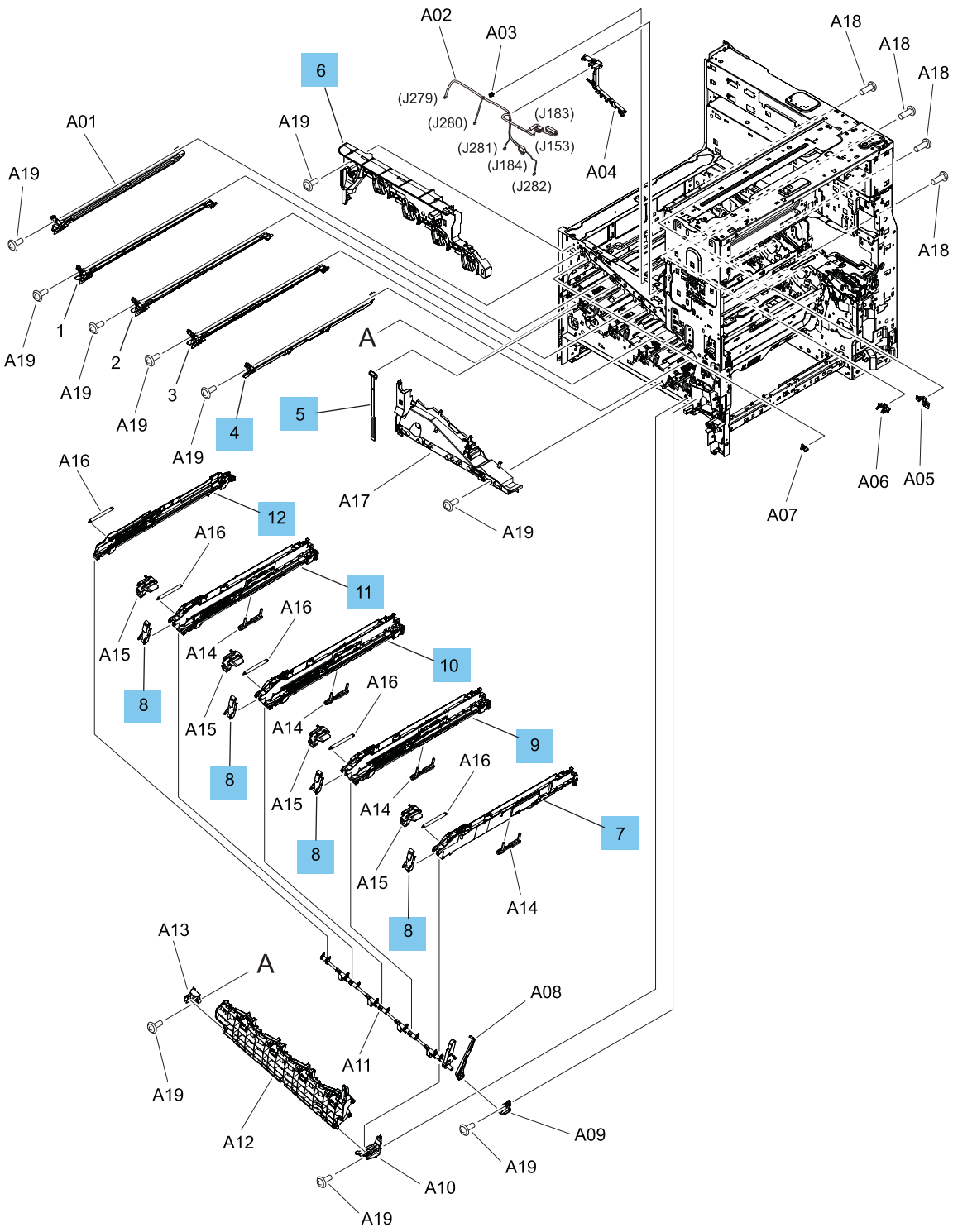


Table 5-29 **Printer internal assemblies (M776zs; 1 of 9)**

Ref	Part number	Description	Qty
4	RM2-1340-000CN	Black pre-exposure assembly	1
5	RC5-0722-000CN	Arm, front door, left	1
6	RM2-1343-000CN	Cartridge upper guide assembly	1
7	RM2-1356-000CN	Black cartridge rail assembly	1
8	RL2-2091-000CN	Guide, cartridge	4
9	RM2-2682-000CN	Third cartridge rail assembly	1
10	RM2-2480-000CN	Second cartridge rail assembly	1
11	RM2-2681-000CN	First cartridge rail assembly	1
12	RM2-2479-000CN	DT Cartridge rail assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 2 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-23 **Printer internal assemblies (M776zs; 2 of 9)**

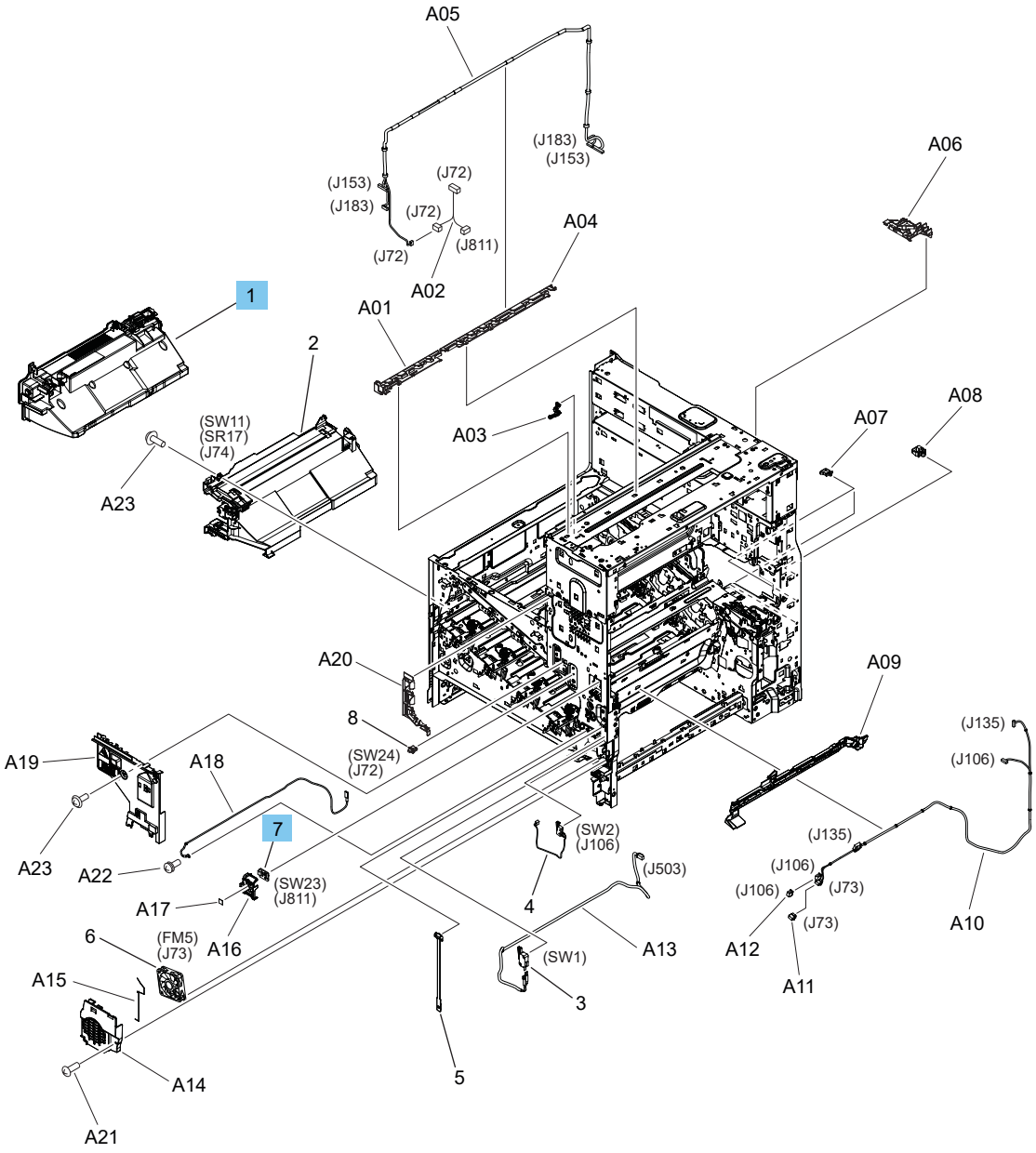


Table 5-30 **Printer internal assemblies (M776zs; 2 of 9)**

Ref	Part number	Description	Qty
1	3WT90-67901	Toner collection unit	1
7	RM2-9610-000CN	Power switch PCB assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 3 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-24 Printer internal assemblies (M776zs; 3 of 9)

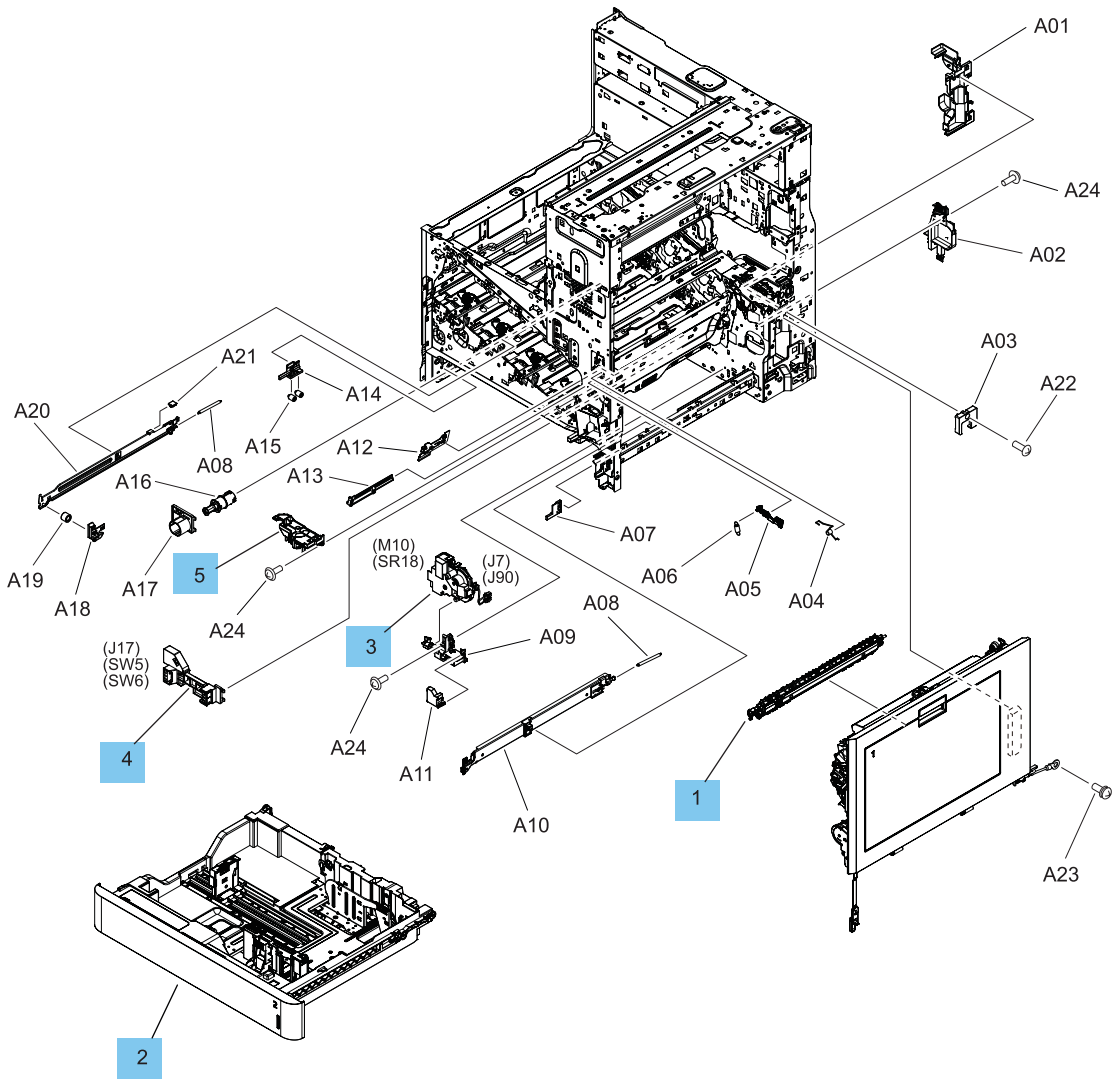


Table 5-31 Printer internal assemblies (M776zs; 3 of 9)

Ref	Part number	Description	Qty
1	RM2-1399-010CN	Second transfer, roller assembly	1
2	RM2-1394-000CN	Cassette Assembly	1
3	RM2-1604-000CN	Lifter drive assembly	1
4	RM2-1436-000CN	Size detect switch assembly	1
5	RM2-1605-000CN	Auto close assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 4 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-25 Printer internal assemblies (M776zs; 4 of 9)

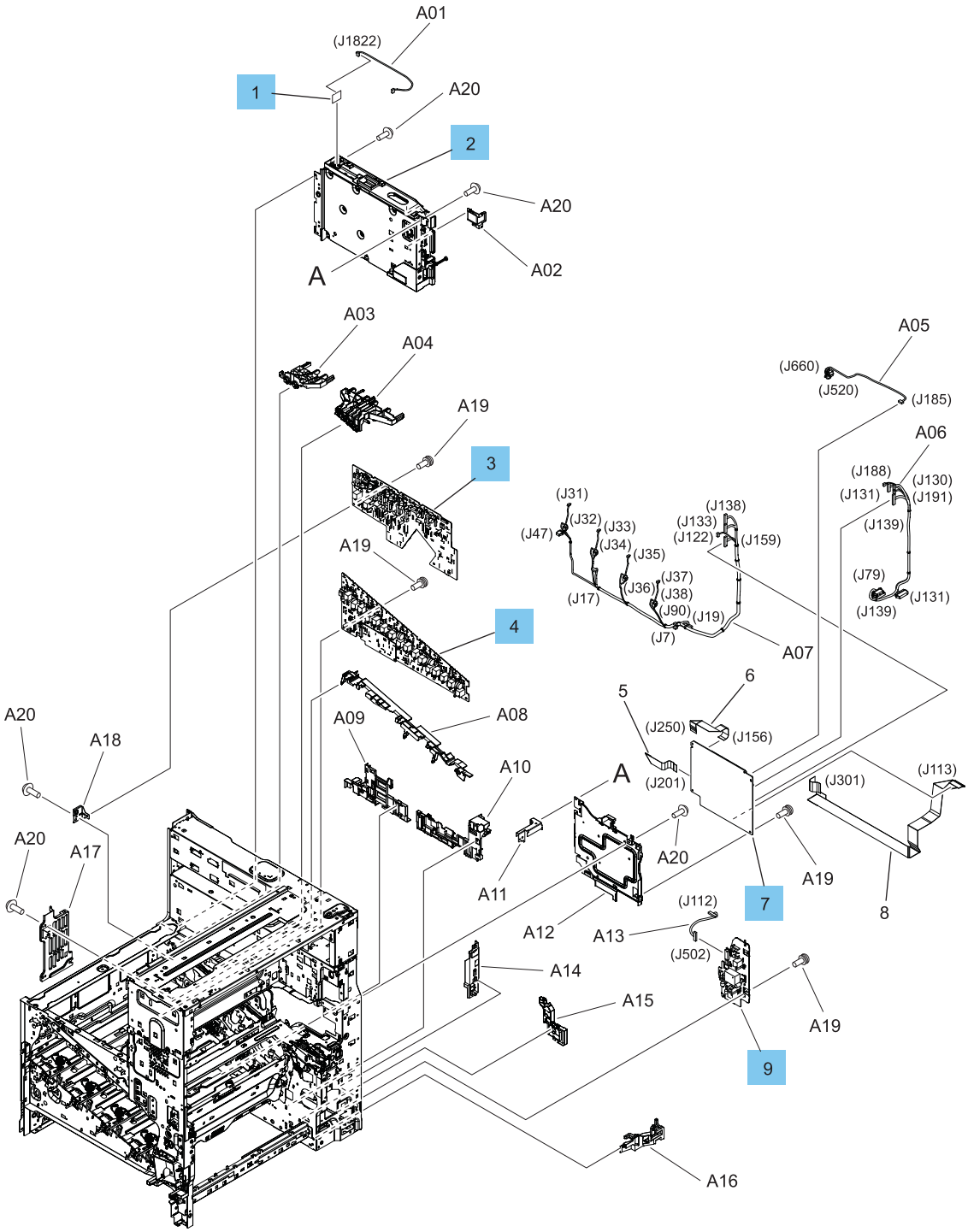


Table 5-32 **Printer internal assemblies (M776zs; 4 of 9)**

Ref	Part number	Description	Qty
1	RM3-7351-000CN	Memory PCB assembly	1
2	RM2-2476-000CN	Formatter case assembly	1
3	RM2-9601-000CN	Upper high voltage power supply PCB assembly	1
4	RM2-9624-000CN	Lower high voltage power supply PCB assembly	1
7	RM2-9931-000CN	DC controller PCB assembly	1
9	RM2-9623-000CN	Second transfer H.V.T. PCB assembly	1
Not shown	5851-7913	Formatter PCA (M776) (sPAB - SFP)	1
Not shown	5851-7914	Formatter PCA (M776) (sPAB - SFP; India/ China)	1
Not shown	0960-3659	Wireless PCA board	1

Parts and diagrams: Printer internal assemblies (M776zs; 5 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-26 **Printer internal assemblies (M776zs; 5 of 9)**

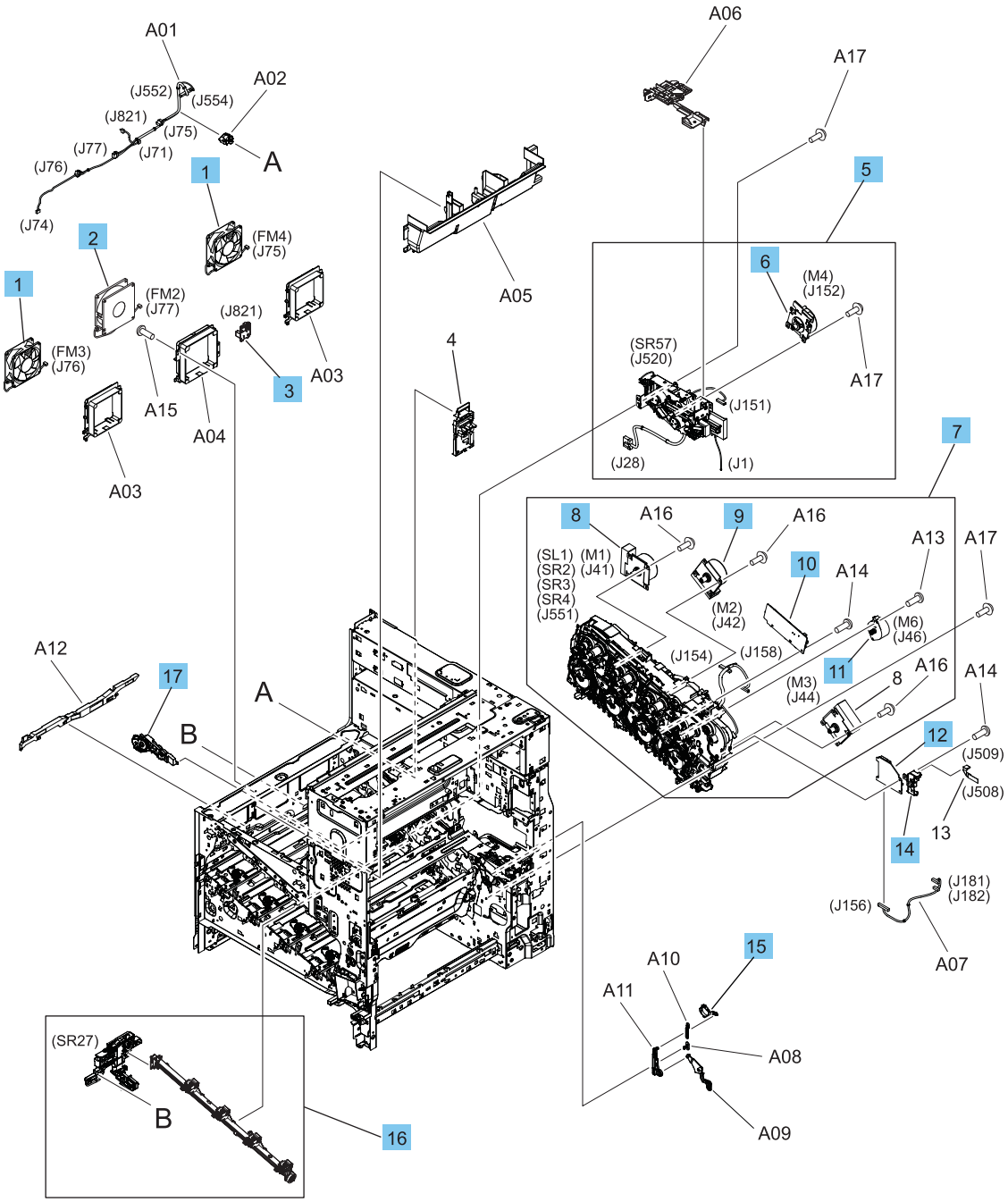


Table 5-33 **Printer internal assemblies (M776zs; 5 of 9)**

Ref	Part number	Description	Qty
1	RK2-2276-000CN	Fan	2
2	RK2-9148-000CN	Fan	1

Table 5-33 **Printer internal assemblies (M776zs; 5 of 9) (continued)**

Ref	Part number	Description	Qty
3	RM2-9620-000CN	Environment sensor PCB assembly	1
5	RM2-1391-000CN	Fuser drive assembly	1
6	RM2-1456-000CN	Fuser motor assembly	1
7	RM2-1614-000CN	Main drive assembly	1
8	RM2-1612-000CN	Main motor assembly	2
9	RM2-1613-000CN	Main motor assembly	1
10	RM2-9618-000CN	Main connecting PCB assembly	1
11	RK2-6027-000CN	Motor, stepping	1
12	RM2-9622-000CN	Connecting PCB assembly	1
14	RC5-1656-000CN	Guide, PCB cable	1
15	RC5-1055-000CN	Cam, coupling estrangement	1
16	RM2-1520-000CN	Waste toner auger service kit	1
17	RM2-1364-000CN	Waste toner gear base assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 6 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-27 **Printer internal assemblies (M776zs; 6 of 9)**

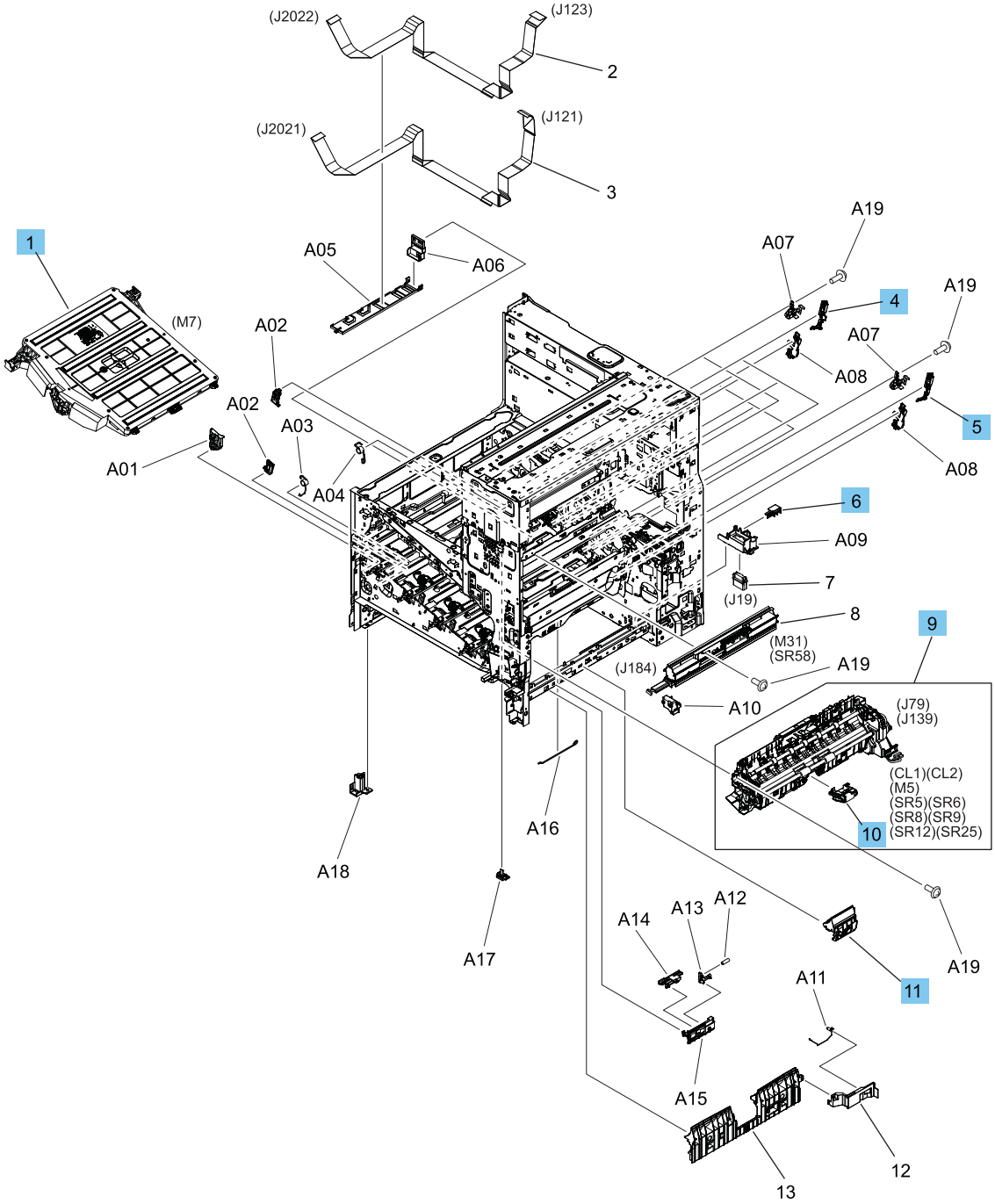


Table 5-34 **Printer internal assemblies (M776zs; 6 of 9)**

Ref	Part number	Description	Qty
1	RM2-1328-020CN	Laser scanner assembly	1
4	RM2-1366-000CN	Waste toner feed link assembly	3

Table 5-34 Printer internal assemblies (M776zs; 6 of 9) (continued)

Ref	Part number	Description	Qty
5	RM2-1367-000CN	Waste toner feed link assembly	1
6	RC5-1681-000CN	Spacer, drawer holder	1
9	RM2-3908-000CN	Paper pickup assembly	1
10	RM2-1526-000CN	Paper pickup roller assembly	1
11	RM2-1526-000CN	Separation roller holder assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 7 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-28 **Printer internal assemblies (M776zs; 7 of 9)**

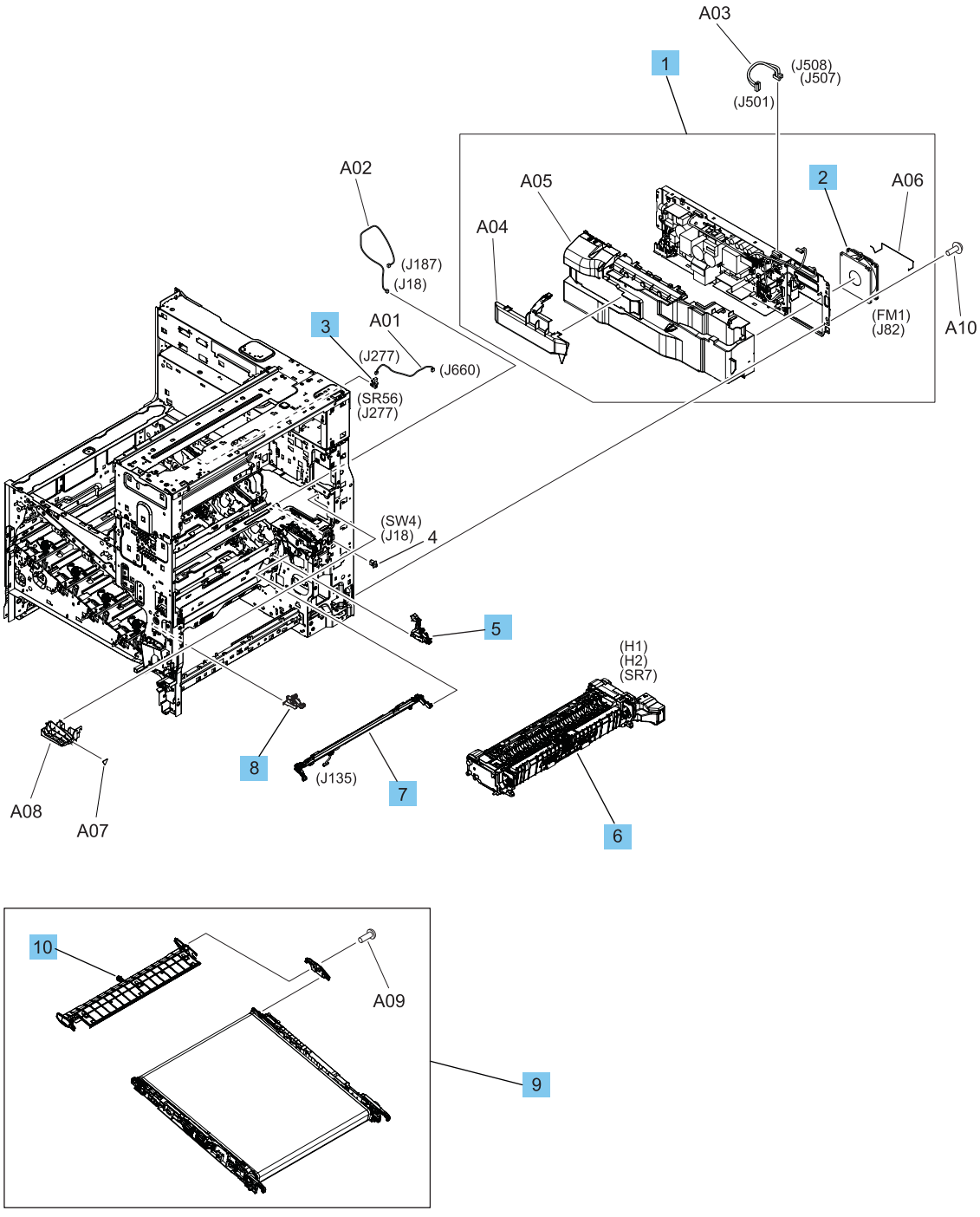


Table 5-35 **Printer internal assemblies (M776zs; 7 of 9)**

Ref	Part number	Description	Qty
1	RM2-2473-000CN	Low voltage power supply assembly	1

Table 5-35 **Printer internal assemblies (M776zs; 7 of 9) (continued)**

Ref	Part number	Description	Qty
1	RM2-2474-000CN	Low voltage power supply assembly	1
2	RK2-9148-000CN	Fan	1
3	WG8-5935-000CN	IC, photointerrupter	1
5	RM2-1390-000CN	RD pressure link assembly, rear	1
6	4YL16-67901	Fuser kit (110V)	1
6	4YL17-67901	Fuser kit (220V)	1
7	RM2-1501-000CN	Registration density sensor assembly	1
8	RM2-1389-000CN	RD pressure link assembly, front	1
9	RM2-1504-000CN	Intermediate transfer belt assembly	1
10	RM2-1490-000CN	Transfer cleaner assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 8 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-29 **Printer internal assemblies (M776zs; 8 of 9)**

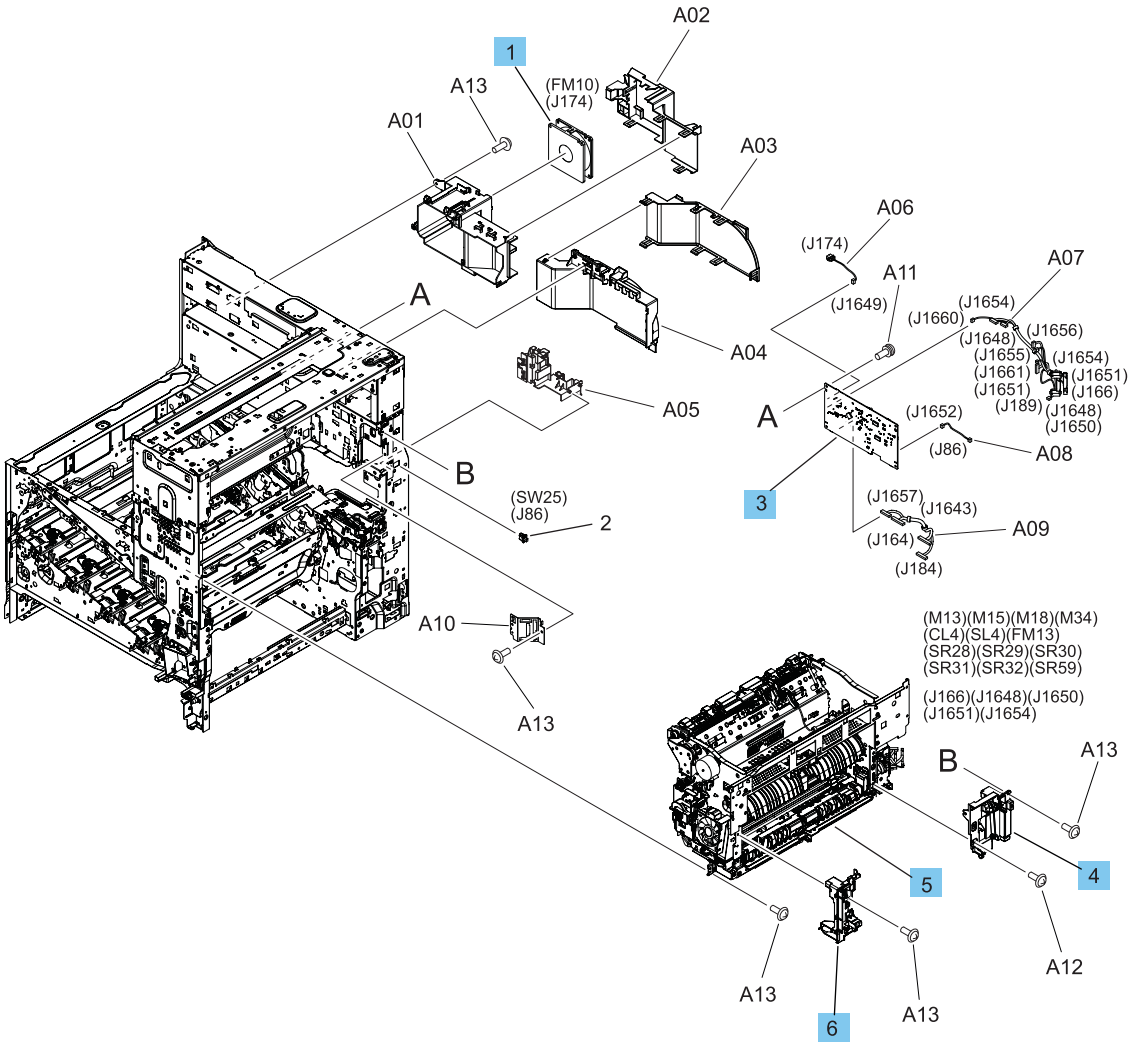


Table 5-36 **Printer internal assemblies (M776zs; 8 of 9)**

Ref	Part number	Description	Qty
1	RK2-9148-000CN	Fan	1
3	RM3-7380-000CN	Duplexing controller PCB assembly	1
4	RM2-1763-000CN	Toggle rear assembly	1
5	RM2-1786-000CN	Paper delivery assembly	1
6	RM2-1764-000CN	Toggle front assembly	1

Parts and diagrams: Printer internal assemblies (M776zs; 9 of 9)

Parts diagram and parts list for the internal printer assemblies.

Figure 5-30 **Printer internal assemblies (M776zs; 9 of 9)**

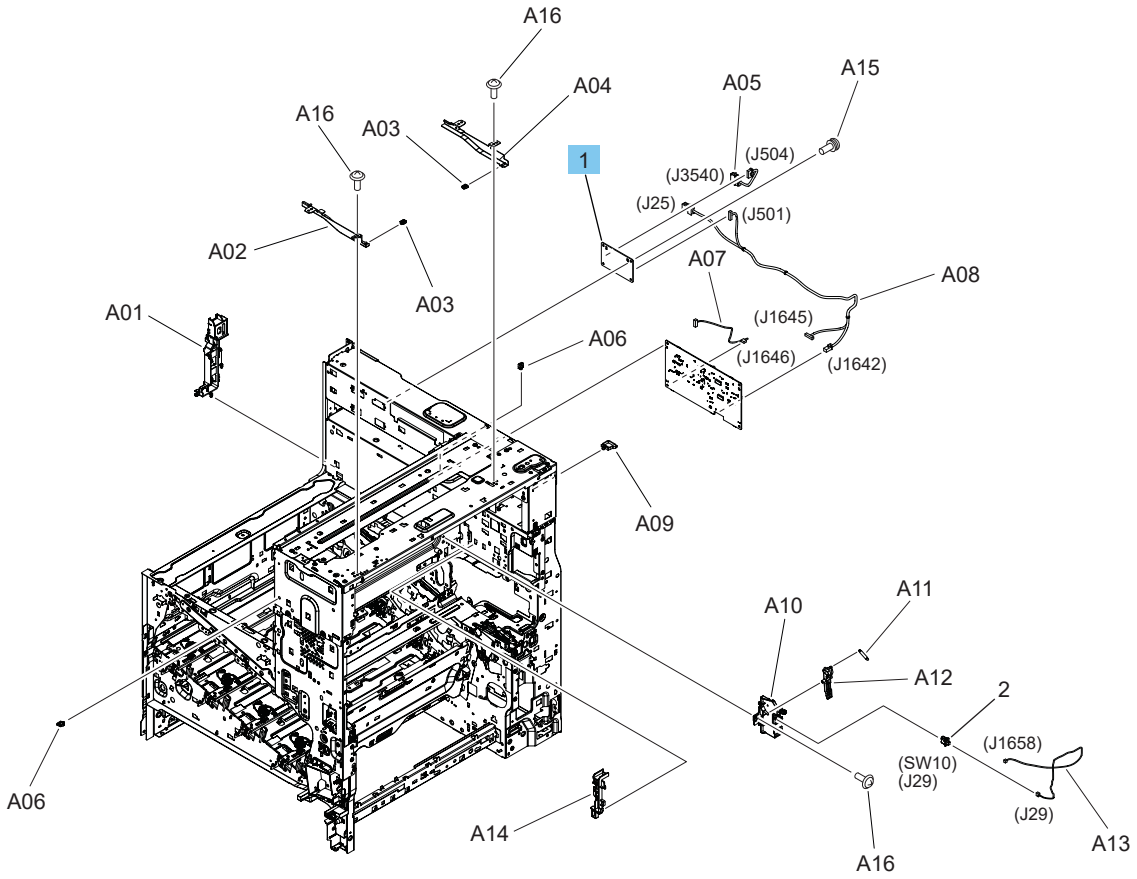


Table 5-37 **Printer internal assemblies (M776zs; 9 of 9)**

Ref	Part number	Description	Qty
1	RM3-7341-000CN	Communication PCB Assembly	1

Parts and diagrams: Inner finisher components

View parts diagrams and parts lists for the inner finisher components.

Parts and diagrams: Printer covers (Inner finisher)

Parts diagram and parts list for the inner finisher.

Figure 5-31 Inner finisher covers

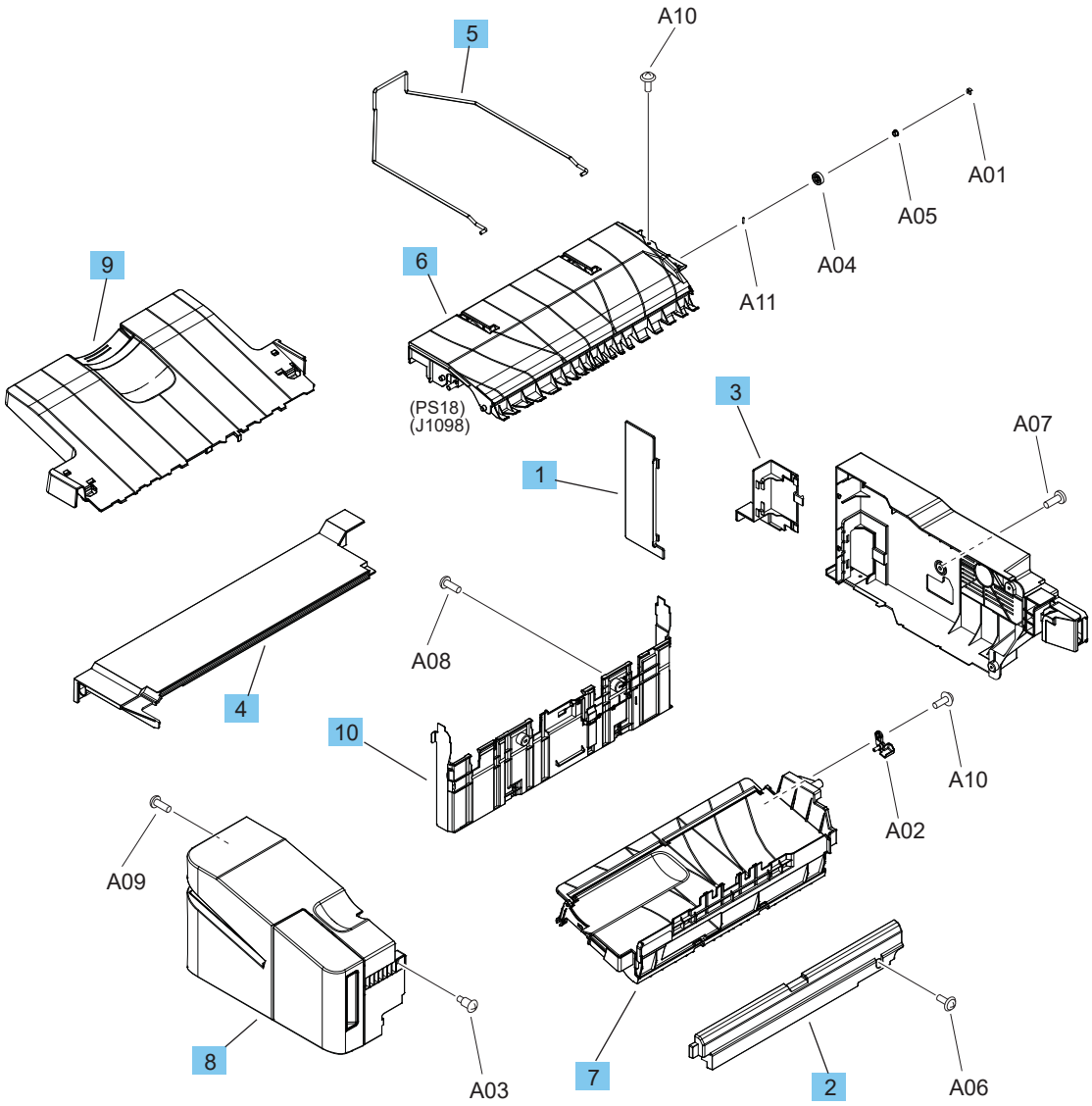


Table 5-38 Inner finisher covers

Ref	Part number	Description	Qty
All	T3U55-67901	Complete inner finisher	1
1	RC5-4834-000CN	Cover, rear, small	1
2	RC5-4840-000CN	Cover, latch	1
3	RC5-4842-000CN	Cap, cover, rear	1
4	RC5-4887-000CN	Cover, rail	1
5	RC5-4905-000CN	Tray, wire sub	1
6	RM2-2432-000CN	Paper feed guide assembly, upper	1
7	RM2-2434-000CN	Entrance guide assembly, upper	1
8	RM2-2438-000CN	Front cover assembly	1

Table 5-38 Inner finisher covers (continued)

Ref	Part number	Description	Qty
9	RM2-2450-000CN	Stack tray assembly	1
10	RM2-2452-000CN	Height wall assembly	1

Parts and diagrams: Printer internal assemblies (inner finisher; 1 of 3)

Parts diagram and parts list for the inner finisher.

Figure 5-32 **Inner finisher internal assemblies (1 of 3)**

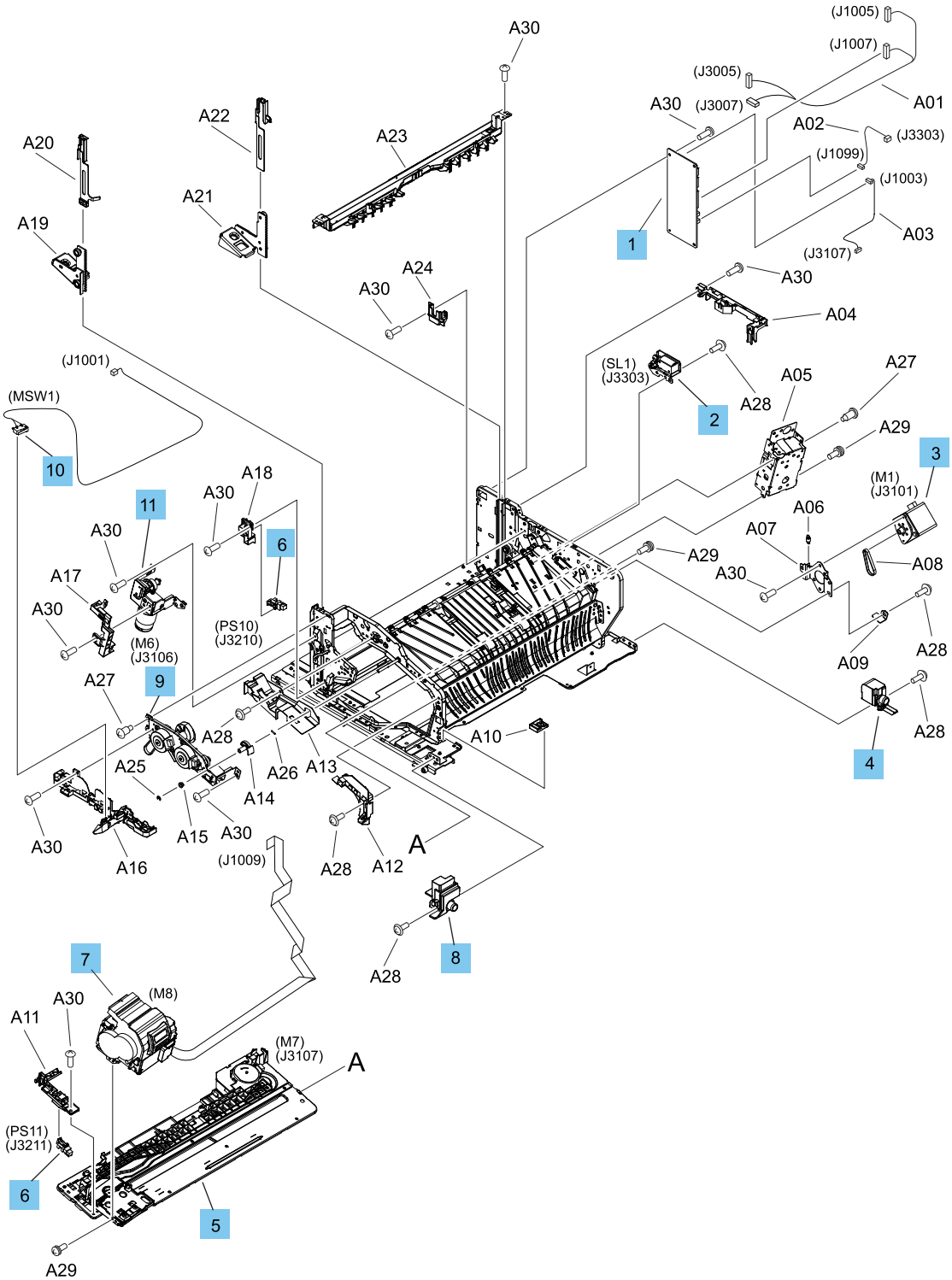


Table 5-39 Inner finisher internal assemblies (1 of 3)

Ref	Part number	Description	Qty
All	T3U55-67901	Complete inner finisher	1
1	RM3-7323-000CN	Staple stacker PCB assembly	1
2	FM1-F201-000CN	Estrangement solenoid assembly	1
3	FK4-2060-000CN	Motor stepping	1
4	RM2-2526-000CN	Push assembly, rear	1
5	FM1-D645-000CN	Staple mount assembly	1
6	WG8-5783-000CN	IC, photo-interrupter, LG248NL1A	2
7	RM2-2453-000CN	Staple assembly	1
8	RM2-2460-000CN	Push assembly, front	1
9	FM1-C426-000CN	Paddle drive assembly	1
10	FM1-E959-000CN	Cable, interlock	1
11	FM1-C439-000CN	Height tray motor assembly	1

Parts and diagrams: Printer internal assemblies (inner finisher; 2 of 3)

Parts diagram and parts list for the inner finisher.

Figure 5-33 Inner finisher internal assemblies (2 of 3)

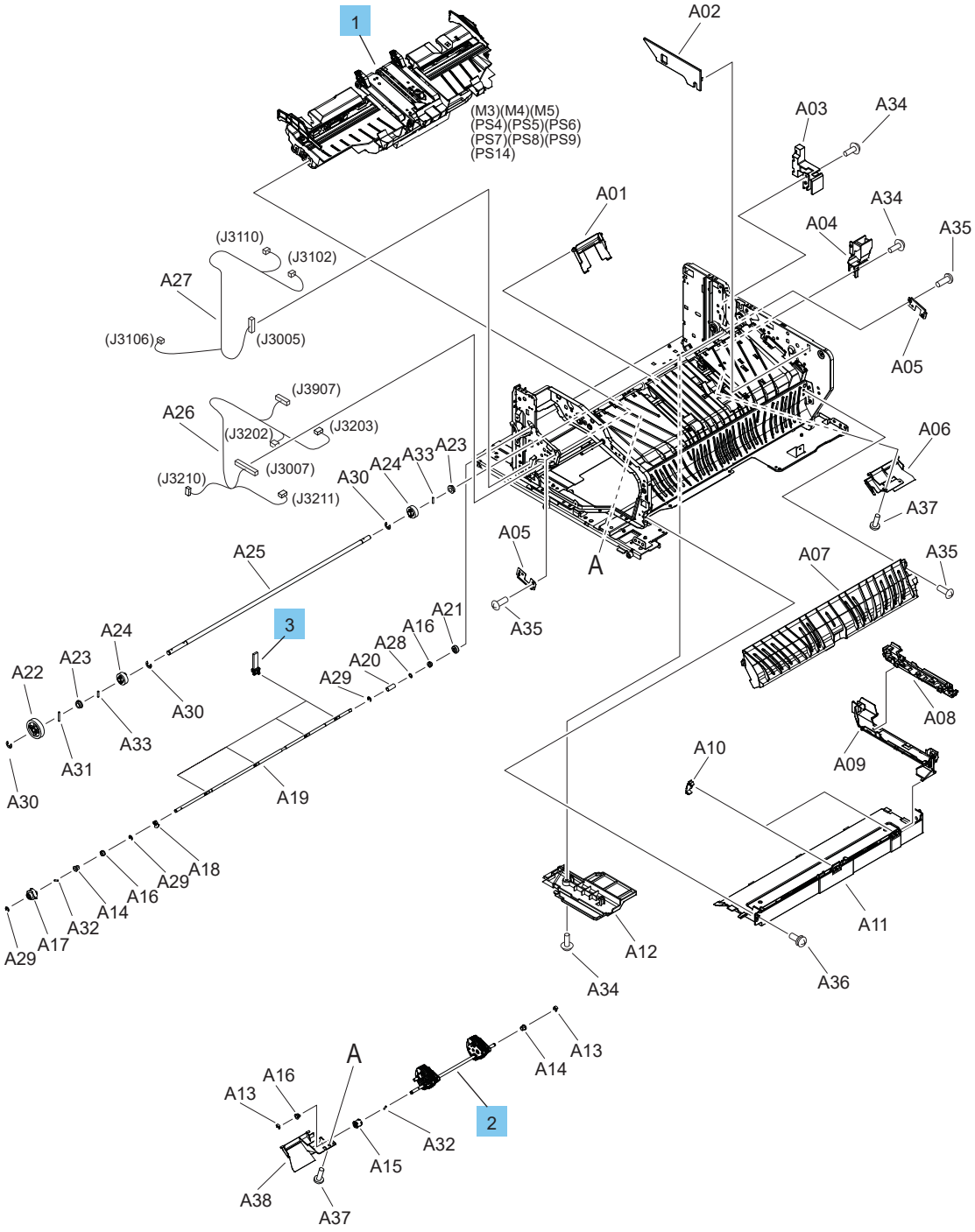


Table 5-40 Inner finisher internal assemblies (2 of 3)

Ref	Part number	Description	Qty
All	T3U55-67901	Complete inner finisher	1

Table 5-40 Inner finisher internal assemblies (2 of 3) (continued)

Ref	Part number	Description	Qty
1	RM2-2458-000CN	Processing tray assembly	1
2	FM1-H670-000CN	Return belt unit	1
3	FM1-C422-000CN	Paddle unit	4

Parts and diagrams: Printer internal assemblies (inner finisher; 3 of 3)

Parts diagram and parts list for the inner finisher.

Figure 5-34 Inner finisher internal assemblies (3 of 3)

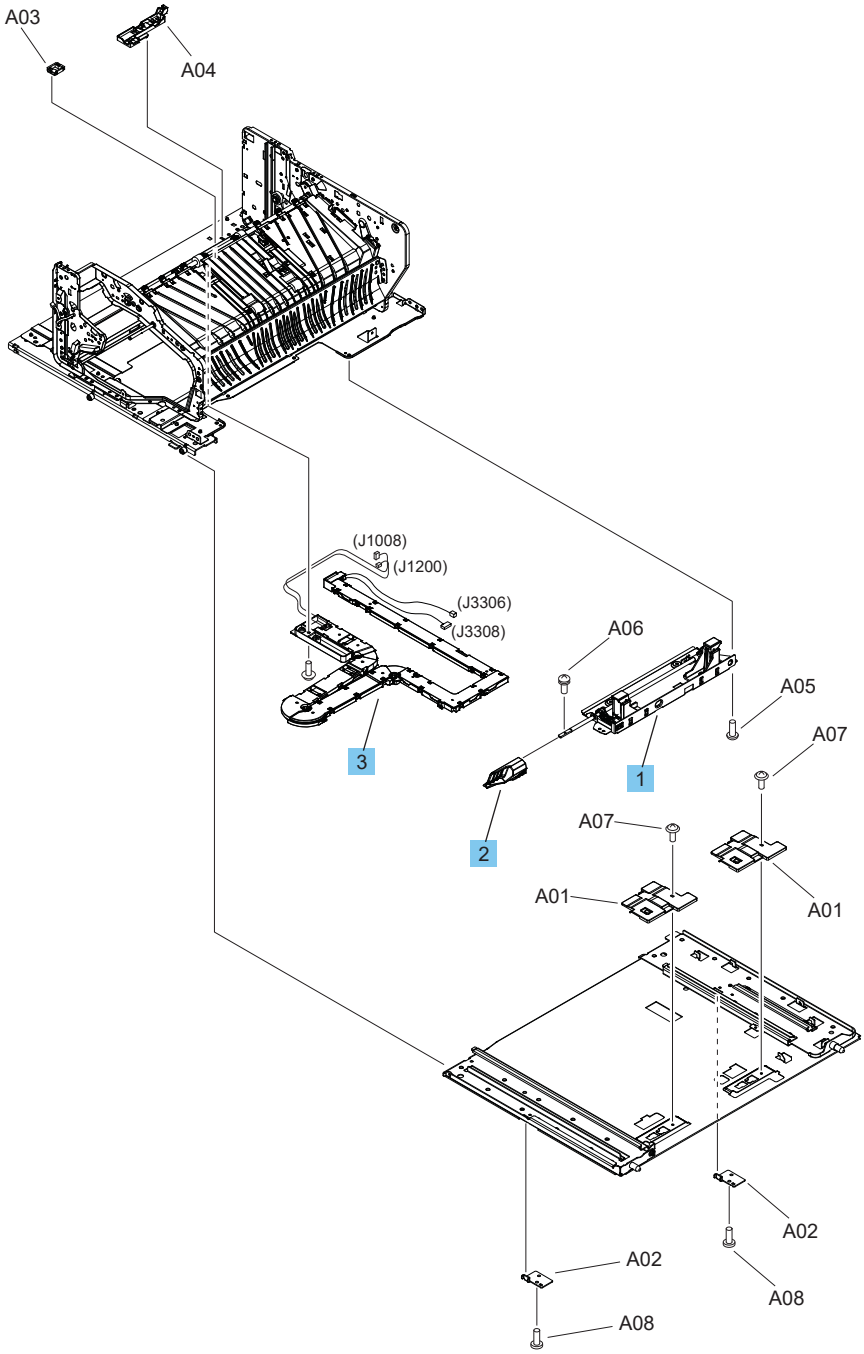


Table 5-41 Inner finisher internal assemblies (3 of 3)

Ref	Part number	Description	Qty
All	T3U55-67901	Complete inner finisher	1
1	RM2-2442-000CN	Latch assembly	1

Table 5-41 Inner finisher internal assemblies (3 of 3) (continued)

Ref	Part number	Description	Qty
2	RC5-4839-000CN	Handle, release	1
3	RM2-2444-000CN	Cable duct assembly	1

Parts and diagrams: 550-sheet tray components

View parts diagrams and parts lists for the 550-sheet tray components.

Parts and diagrams: 550-sheet tray covers

Parts diagram and parts list for the 550-sheet tray covers.

Figure 5-35 **550-sheet tray covers**

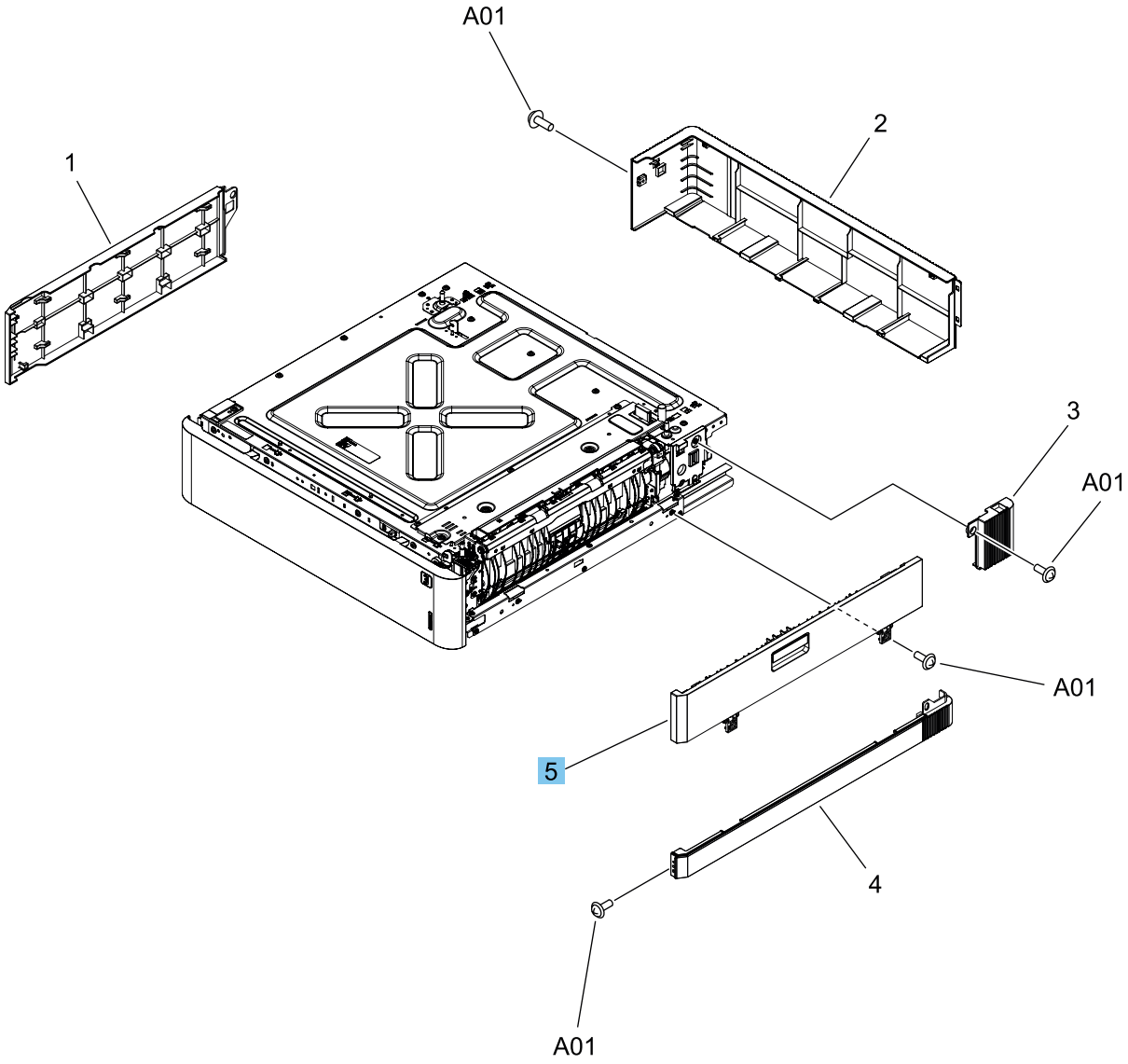


Table 5-42 **550-sheet tray covers**

Ref	Part number	Description	Qty
5	RM2-1716-000CN	Right door assembly	1

Parts and diagrams: 550-sheet paper tray internal assemblies

Parts diagram and parts list for the 550-sheet paper tray internal assemblies.

Figure 5-36 550-sheet paper tray internal assemblies

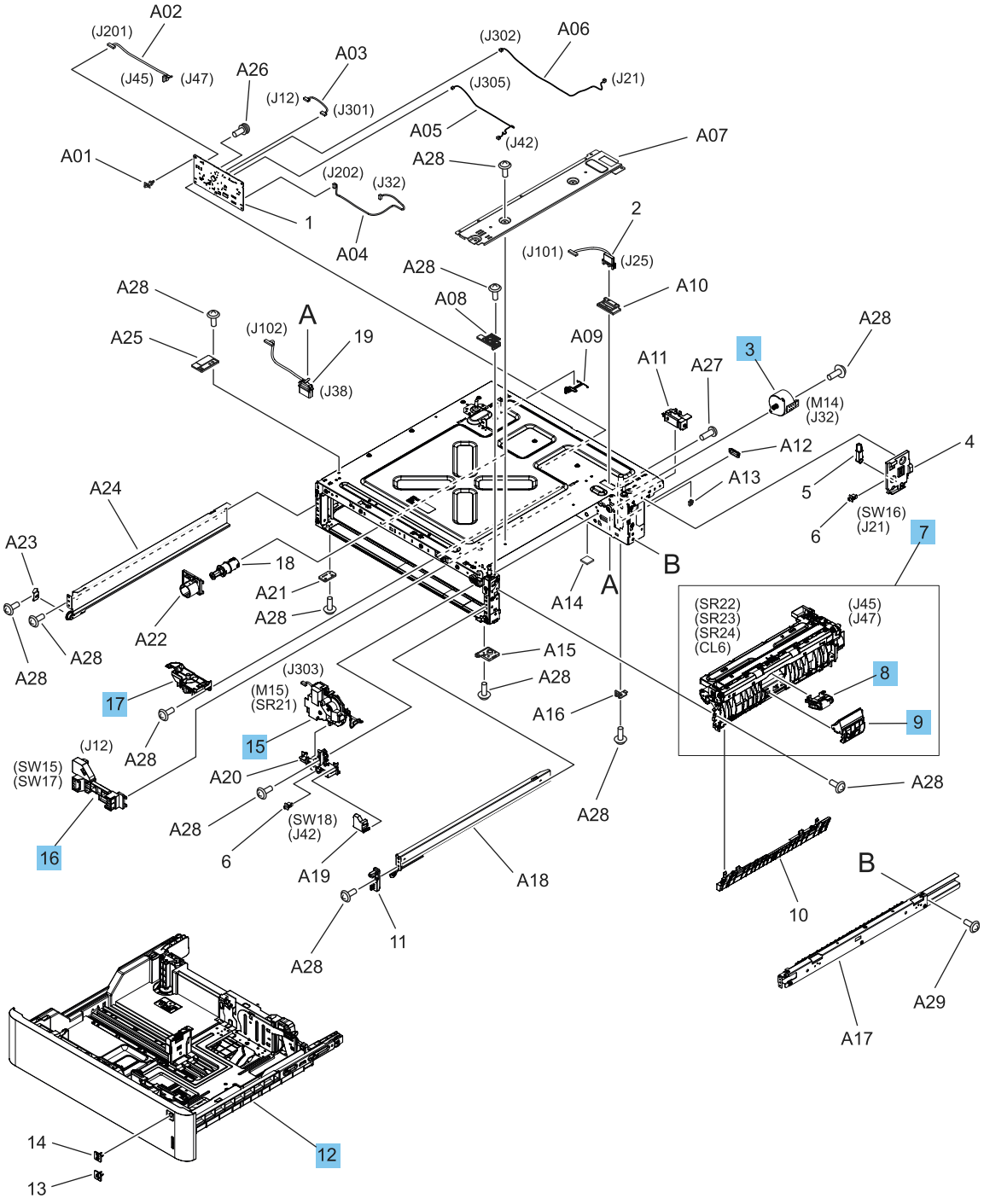


Table 5-43 550-sheet paper tray internal assemblies

Ref	Part number	Description	Qty
3	RK2-9410-000CN	Motor, stepping, DC	1

Table 5-43 550-sheet paper tray internal assemblies (continued)

Ref	Part number	Description	Qty
7	RM2-1717-000CN	Paper pickup assembly	1
8	RM2-1526-000CN	Paper pickup roller assembly	1
9	RM2-1526-000CN	Separation roller holder assembly	1
12	RM2-1706-000CN	Cassette assembly	1
15	RM2-1703-000CN	Lifter drive assembly	1
16	RM2-1711-000CN	Size detect switch assembly	1
17	RM2-1760-000CN	Auto-close assembly	1

Parts and diagrams: 2x550-sheet tray components

View parts diagrams and parts lists for the 2x550-sheet tray components.

Parts and diagrams: 2x550-sheet tray covers

Parts diagram and parts list for the 2x550-sheet tray covers.

Figure 5-37 **2x550-sheet tray covers**

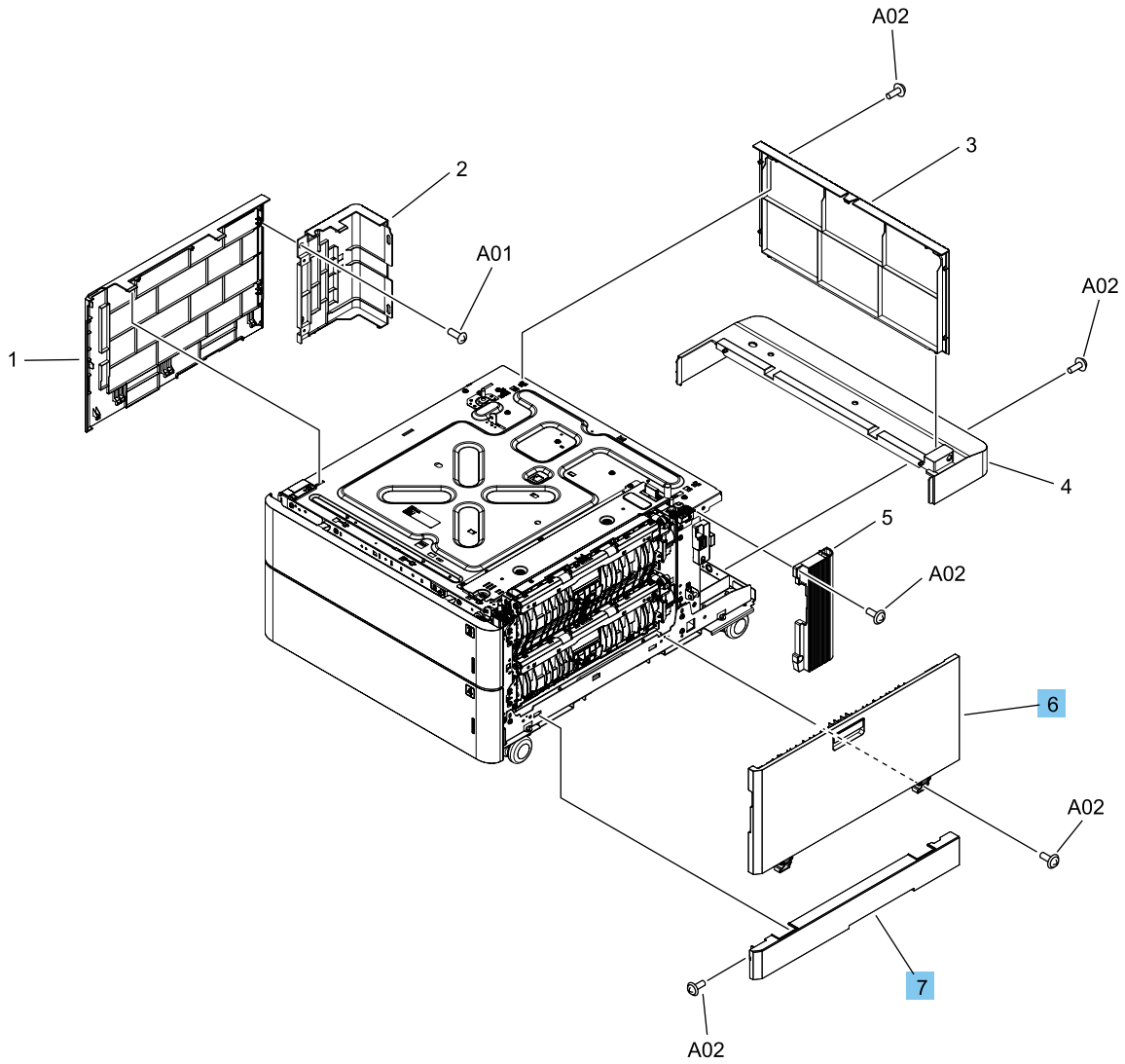


Table 5-44 **2x550-sheet tray covers**

Ref	Part number	Description	Qty
6	RM2-1729-000CN	Right door assembly	1
7	RC5-2064-000CN	Cover, right, lower	1

Parts and diagrams: 2x550-sheet paper tray internal assemblies (1 of 2)

Parts diagram and parts list for the 2x550-sheet paper tray internal assemblies.

Figure 5-38 **2x550-sheet paper tray internal assemblies (1 of 2)**

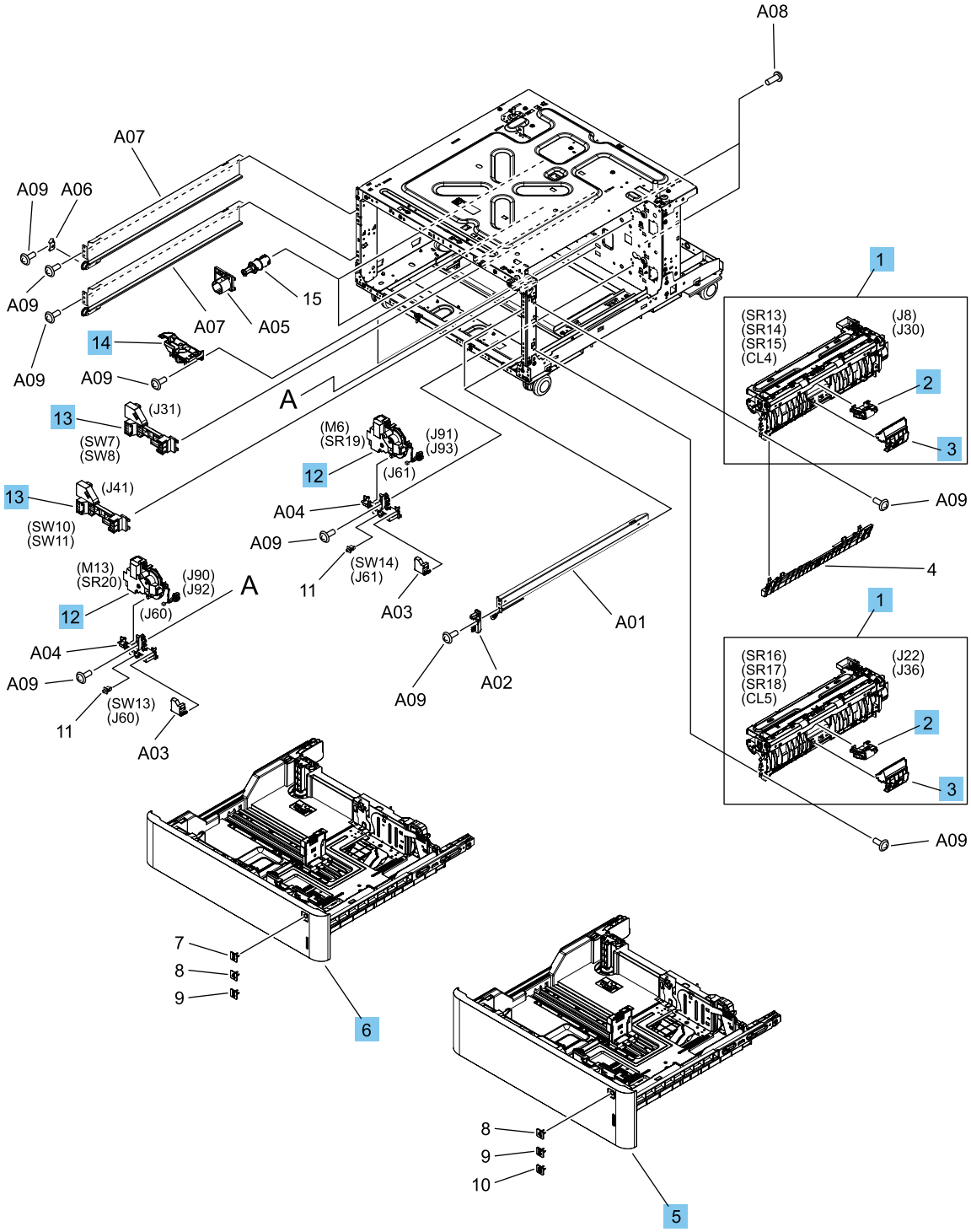


Table 5-45 2x550-sheet paper tray internal assemblies (1 of 2)

Ref	Part number	Description	Qty
1	RM2-1717-000CN	Paper pickup assembly	2
2	RM2-1526-000CN	Paper pickup roller assembly	2
3	RM2-1526-000CN	Separation roller holder assembly	2
5	RM2-1720-000CN	Cassette assembly	1
6	RM2-1706-000CN	Cassette assembly	1
12	RM2-1704-000CN	Lifter drive assembly	2
13	RM2-1711-000CN	Size detect switch assembly	2
14	RM2-1760-000CN	Auto-close assembly	2

Parts and diagrams: 2x550-sheet paper tray internal assemblies (2 of 2)

Parts diagram and parts list for the 2x550-sheet paper tray internal assemblies.

Figure 5-39 **2x550-sheet paper tray internal assemblies (2 of 2)**

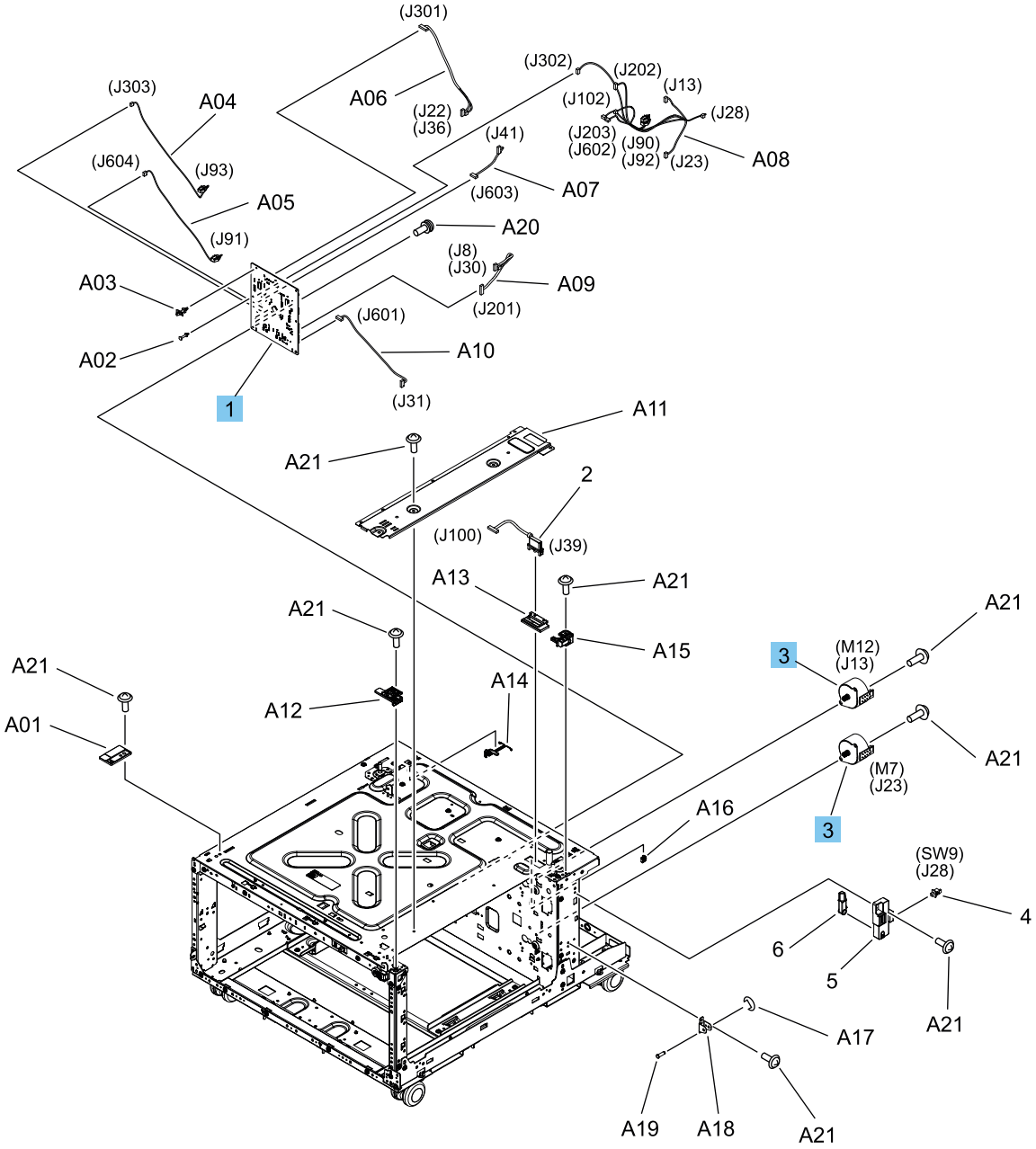


Table 5-46 **2x550-sheet paper tray internal assemblies (2 of 2)**

Ref	Part number	Description	Qty
1	RM2-9885-000CN	Paper deck controller PCB assembly	1
3	RK2-9410-000CN	Motor, stepping, DC	2

Parts and diagrams: High-capacity input (HCI) tray components

View parts diagrams and parts lists for the HCI tray components.

Parts and diagrams: High-capacity input (HCI) tray covers

Parts diagram and parts list for the HCI tray covers.

Figure 5-40 HCI tray covers

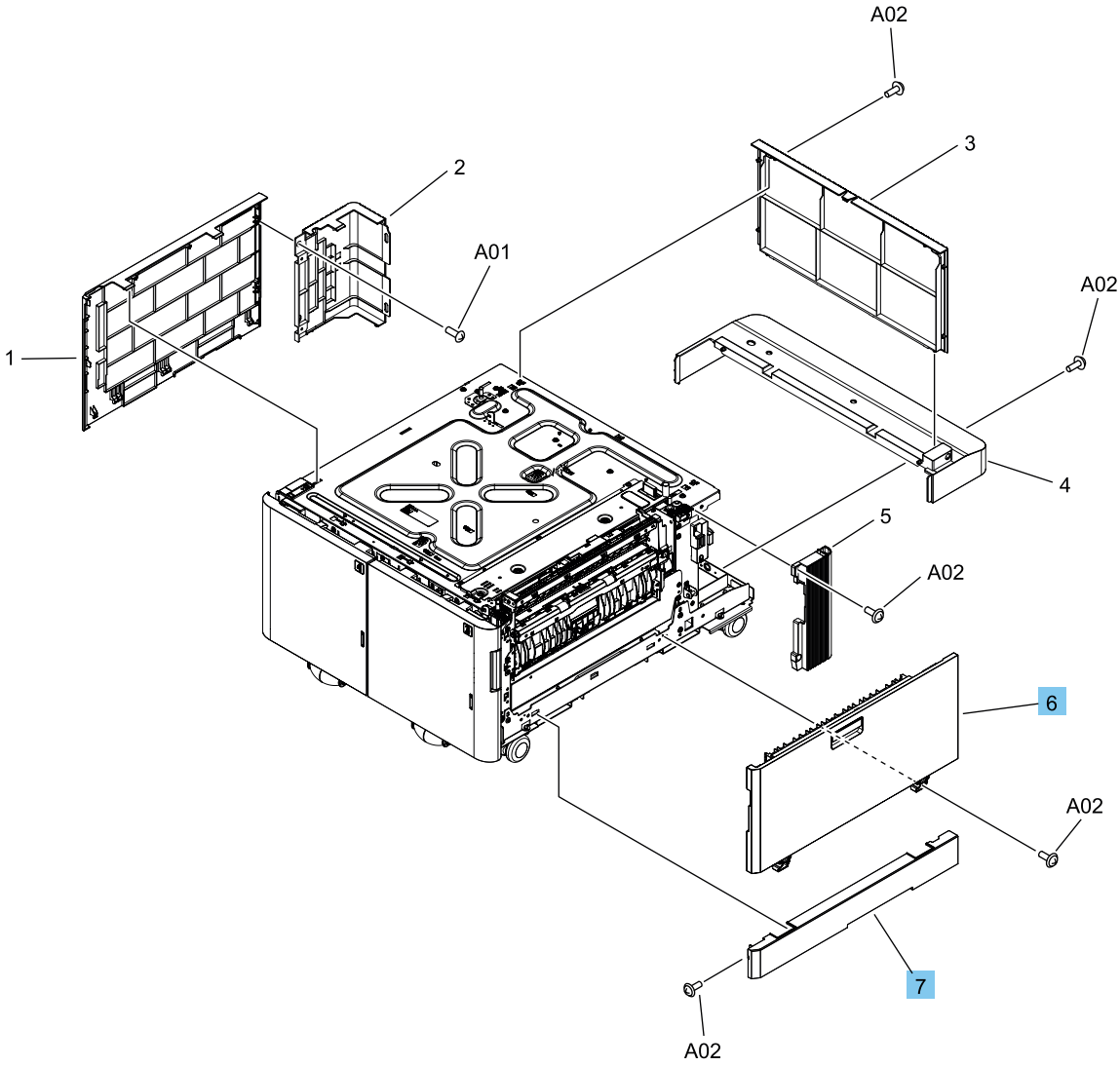


Table 5-47 HCI tray covers

Ref	Part number	Description	Qty
6	RM2-1740-000CN	Right door assembly	1
7	RC5-2064-000CN	Cover, right, lower	1

Parts and diagrams: High-capacity input (HCI) tray internal assemblies (1 of 2)

Parts diagram and parts list for the HCI tray internal assemblies.

Figure 5-41 **HCI tray internal assemblies (1 of 2)**

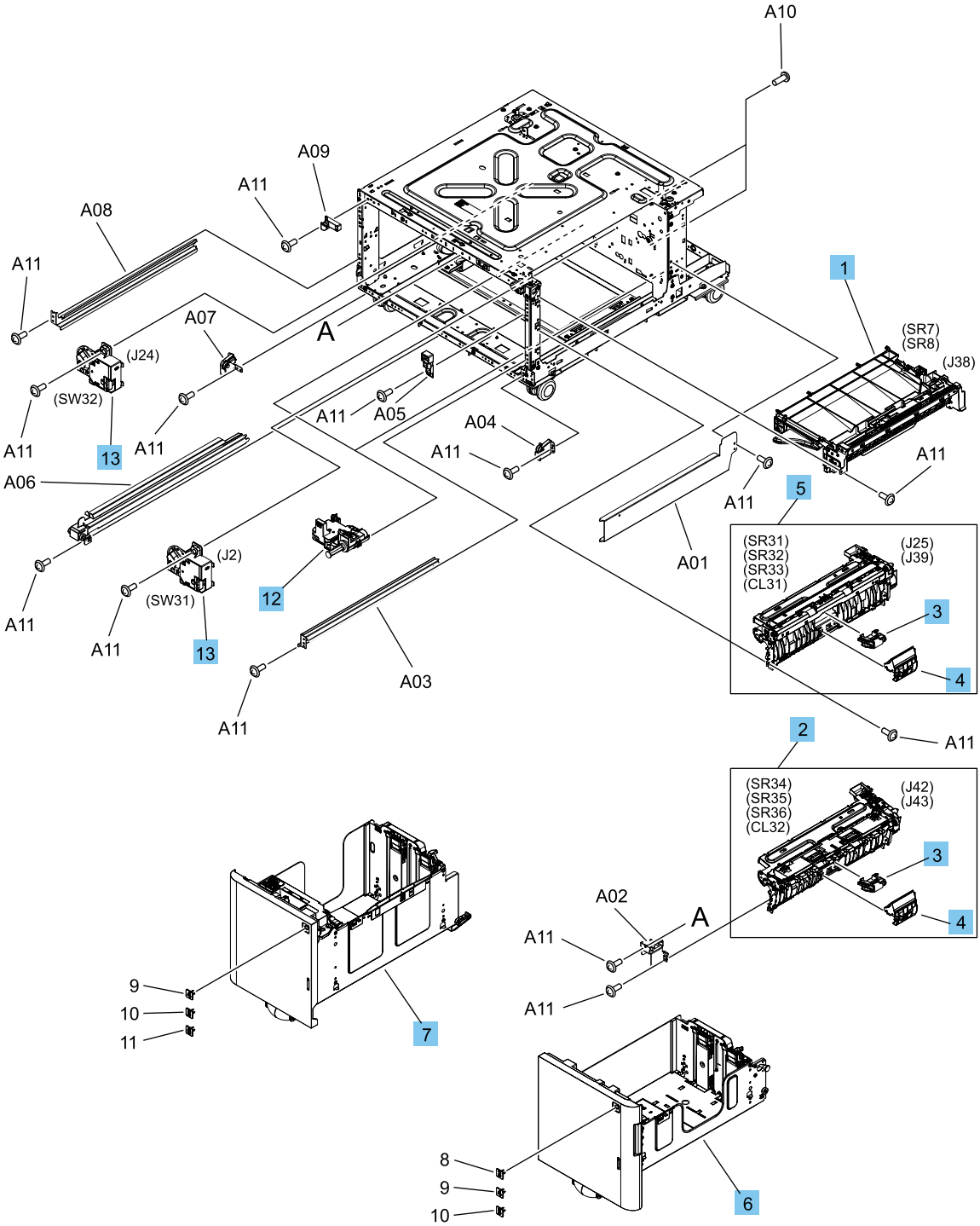


Table 5-48 HCI tray internal assemblies (1 of 2)

Ref	Part number	Description	Qty
1	RM2-1730-000CN	Paper feed assembly	1
2	RM2-1741-000CN	Paper pickup assembly	1
3	RM2-1526-000CN	Paper pickup roller assembly	2
4	RM2-1526-000CN	Separation roller holder assembly	2
5	RM2-1717-000CN	Paper pickup assembly	1
6	RM2-1748-000CN	Right tray assembly	1
7	RM2-1743-000CN	Left tray assembly	1
12	RM2-1734-000CN	Auto-close assembly	2
13	RM2-1736-000CN	Lifter drive assembly	2

Parts and diagrams: High-capacity input (HCI) tray internal assemblies (2 of 2)

Parts diagram and parts list for the HCI tray internal assemblies.

Figure 5-42 HCI tray internal assemblies (2 of 2)

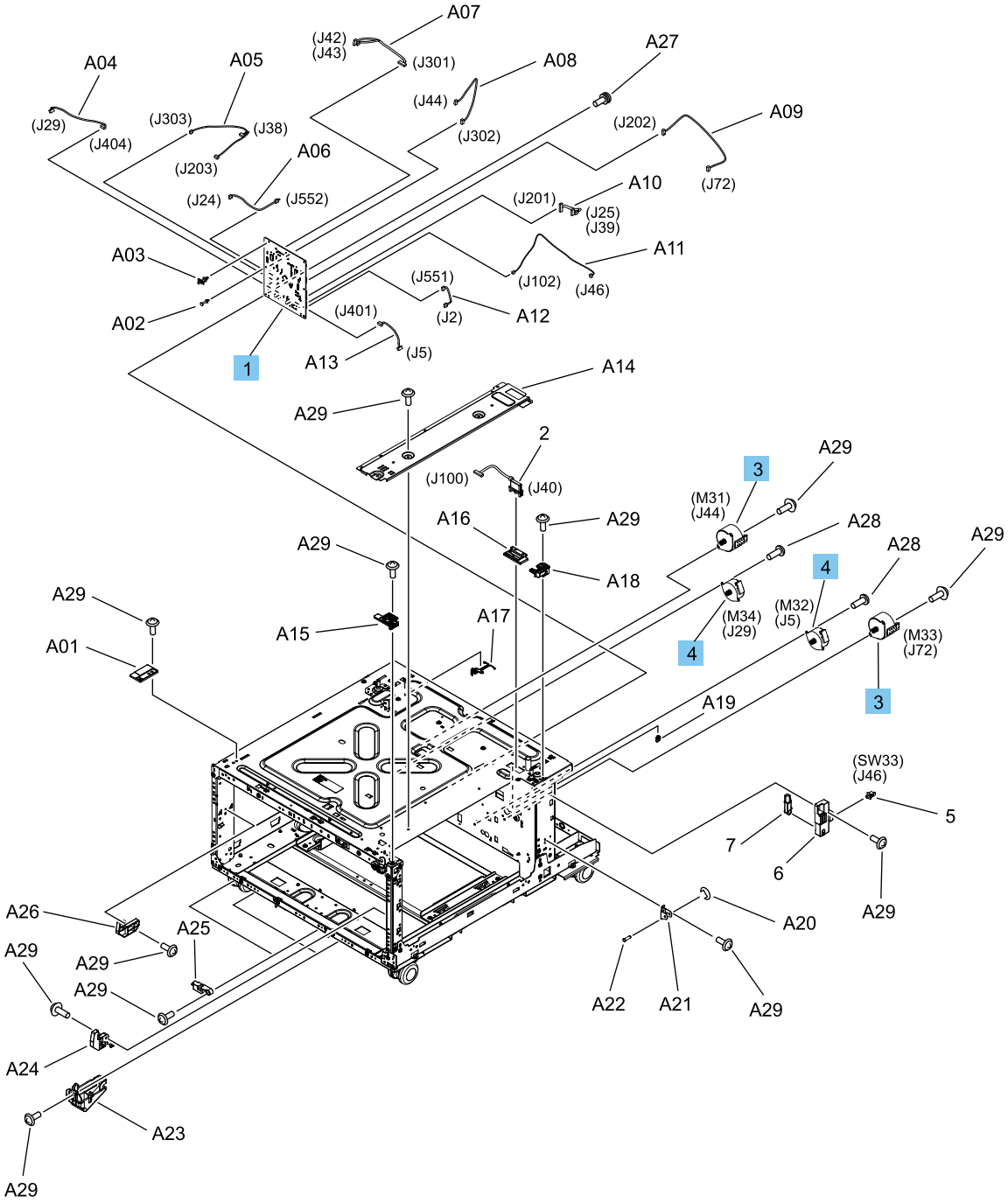


Table 5-49 HCI tray internal assemblies (2 of 2)

Ref	Part number	Description	Qty
1	RM2-9887-000CN	Paper deck controller PCB assembly	1
3	RK2-9410-000CN	Motor, stepping, DC	2

Table 5-49 HCI tray internal assemblies (2 of 2) (continued)

Ref	Part number	Description	Qty
4	RK2-7818-000CN	Motor, stepping, DC	2

Alphabetical parts list

Table 5-50 Alphabetical parts list

Description	Part number	Table and page
Arm, front door, left	RC5-0722-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Auto close assembly	RM2-1605-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Auto-close assembly	RM2-1734-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Auto-close assembly	RM2-1760-000CN	550-sheet paper tray internal assemblies on page 2440
Auto-close assembly	RM2-1760-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Black cartridge rail assembly	RM2-1356-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Black pre-exposure assembly	RM2-1340-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Cartridge guide	RL2-2091-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Cartridge upper guide assembly	RM2-1343-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Cassette assembly	RM2-1394-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Cassette assembly	RM2-1706-000CN	550-sheet paper tray internal assemblies on page 2440
Cassette assembly	RM2-1706-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Cassette assembly	RM2-1720-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Connecting PCB assembly	RM2-9622-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Control panel (M751/E75245)	RM2-1267-010CN	Printer covers (M751/E75245) on page 2382
Cover, left rear	RC5-1804-000CN	Printer covers (M751/E75245) on page 2382
Cover, left upper, F	RC5-1805-000CN	Printer covers (M751/E75245) on page 2382

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover, left upper, R	RC5-1806-000CN	Printer covers (M751/E75245) on page 2382
Cover, right, lower	RC5-2064-000CN	2x550-sheet tray covers on page 2442
Cover, right, lower	RC5-2064-000CN	HCI tray covers on page 2446
Cover, upper	RC5-0658-000CN	Printer covers (M751/E75245) on page 2382
DC controller PCB assembly	RM2-9630-000CN	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
DT cartridge rail assembly	RM2-1357-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Duplexing assembly	RM2-1521-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Duplexing drive assembly	RM2-1392-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Environment sensor PCB assembly	RM2-9620-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Fan	RK2-2276-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Fan	RK2-9148-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Fan	RK2-9148-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
First cartridge rail assembly	RM2-1354-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)	5851-7702	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	5851-7703	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)	5851-7704	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	5851-7705	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Formatter cover assembly	RM2-1346-000CN	Printer covers (M751/E75245) on page 2382

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Front door assembly	RM2-1368-000CN	Printer covers (M751/E75245) on page 2382
Fuser Kit (110V)	3WT87-67901	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Fuser Kit (220V)	3WT88-67901	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Fuser drive assembly	RM2-1391-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Fuser motor assembly	RM2-1456-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Guide, PCB cable	RC5-1656-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Hinge, cover, left	RC5-0801-000CN	Printer covers (M751/E75245) on page 2382
Hinge, left door, upper	RC5-0770-000CN	Printer covers (M751/E75245) on page 2382
IC, photointerrupter	WG8-5935-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Intermediate transfer belt	RM2-1504-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Laser scanner assembly	RM2-1328-020CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
Left cover lock assembly	RM2-1350-000CN	Printer covers (M751/E75245) on page 2382
Left door assembly	RM2-1351-000CN	Printer covers (M751/E75245) on page 2382
Left tray assembly	RM2-1743-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Lifter drive assembly	RM2-1604-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Lifter drive assembly	RM2-1703-000CN	550-sheet paper tray internal assemblies on page 2440
Lifter drive assembly	RM2-1704-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Lifter drive assembly	RM2-1736-000CN	HCI tray internal assemblies (1 of 2) on page 2448

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Low-voltage power supply (110V-127V)	RM2-1445-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Low-voltage power supply (220V-240V)	RM2-1453-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Lower high-voltage power supply PCB assembly	RM2-9624-000CN	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Main connecting PCB assembly	RM2-9618-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Main drive assembly	RM2-1614-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Main motor assembly	RM2-1612-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Main motor assembly	RM2-1613-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Memory PCB assembly	RM3-7351-000CN	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Motor, stepping	RK2-6027-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Motor, stepping, DC	RK2-7818-000CN	HCI tray internal assemblies (2 of 2) on page 2449
Motor, stepping, DC	RK2-9410-000CN	550-sheet paper tray internal assemblies on page 2440
Motor, stepping, DC	RK2-9410-000CN	2x550-sheet paper tray internal assemblies (2 of 2) on page 2445
Motor, stepping, DC	RK2-9410-000CN	HCI tray internal assemblies (2 of 2) on page 2449
Paper deck controller PCB assembly	RM2-9885-000CN	2x550-sheet paper tray internal assemblies (2 of 2) on page 2445
Paper deck controller PCB assembly	RM2-9887-000CN	HCI tray internal assemblies (2 of 2) on page 2449
Paper delivery assembly	RM2-1498-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Paper feed assembly	RM2-1730-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Paper pickup assembly	RM2-1393-010CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Paper pickup assembly	RM2-1717-000CN	550-sheet paper tray internal assemblies on page 2440
Paper pickup assembly	RM2-1717-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Paper pickup assembly	RM2-1717-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Paper pickup assembly	RM2-1741-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Paper pickup roller assembly	RM2-1526-000CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
Paper pickup roller assembly	RM2-1526-000CN	550-sheet paper tray internal assemblies on page 2440
Paper pickup roller assembly	RM2-1526-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Paper pickup roller assembly	RM2-1526-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Power switch PCB assembly	RM2-9610-000CN	Printer internal assemblies (M751/E75245; 2 of 7) on page 2386
RD pressure link assembly, front	RM2-1389-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RD pressure link assembly, rear	RM2-1390-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Registration density sensor assembly	RM2-1501-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Right door assembly	RM2-1494-000CN	Printer covers (M751/E75245) on page 2382
Right door assembly	RM2-1716-000CN	550-sheet tray covers on page 2439
Right door assembly	RM2-1729-000CN	2x550-sheet tray covers on page 2442
Right door assembly	RM2-1740-000CN	HCI tray covers on page 2446
Right handle assembly	RM2-1376-000CN	Printer covers (M751/E75245) on page 2382
Right tray assembly	RM2-1748-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Second cartridge rail assembly	RM2-1353-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Second transfer high-voltage PCB assembly	RM2-9623-000CN	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Secondary transfer roller	RM2-1399-010CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Separation roller holder assembly	RM2-1526-000CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
Separation roller holder assembly	RM2-1526-000CN	550-sheet paper tray internal assemblies on page 2440
Separation roller holder assembly	RM2-1526-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Separation roller holder assembly	RM2-1526-000CN	HCI tray internal assemblies (1 of 2) on page 2448
Size detect switch assembly	RM2-1436-000CN	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
Size detect switch assembly	RM2-1711-000CN	550-sheet paper tray internal assemblies on page 2440
Size detect switch assembly	RM2-1711-000CN	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
Spacer, drawer holder	RC5-1681-000CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
Third cartridge rail assembly	RM2-1355-000CN	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
Toner collection unit	3WT90-67901	Printer internal assemblies (M751/E75245; 2 of 7) on page 2386
Transfer cleaner assembly	RM2-1490-000CN	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
Tray 1 pickup roller	RM2-1525-000CN	Printer covers (M751/E75245) on page 2382
Tray 1 separation roller	RM2-1525-000CN	Printer covers (M751/E75245) on page 2382
Upper high-voltage power supply PCB assembly	RM2-9601-000CN	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
Waste toner feed assembly	RM2-1520-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Waste toner feed link assembly	RM2-1366-000CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393

Table 5-50 Alphabetical parts list (continued)

Description	Part number	Table and page
Waste toner feed link assembly	RM2-1367-000CN	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
Waste toner gear base assembly	RM2-1364-000CN	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
Wireless PCA board	0960-3659	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389

Numerical parts list

Table 5-51 Numerical parts list

Part number	Description	Table and page
0960-3659	Wireless PCA board	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
3WT87-67901	Fuser Kit (110V)	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
3WT88-67901	Fuser Kit (220V)	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
3WT90-67901	Toner collection unit	Printer internal assemblies (M751/E75245; 2 of 7) on page 2386
5851-7702	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP)	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
5851-7703	Formatter PCA (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
5851-7704	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP)	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
5851-7705	Formatter PCA + SDS (M751/E75245/M856/E85055) (sPAB - SFP; India/China)	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
RC5-0658-000CN	Cover, upper	Printer covers (M751/E75245) on page 2382
RC5-0722-000CN	Arm, front door, left	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RC5-0770-000CN	Hinge, left door, upper	Printer covers (M751/E75245) on page 2382
RC5-0801-000CN	Hinge, cover, left	Printer covers (M751/E75245) on page 2382
RC5-1656-000CN	Guide, PCB cable	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RC5-1681-000CN	Spacer, drawer holder	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RC5-1804-000CN	Cover, left rear	Printer covers (M751/E75245) on page 2382
RC5-1805-000CN	Cover, left upper, F	Printer covers (M751/E75245) on page 2382
RC5-1806-000CN	Cover, left upper, R	Printer covers (M751/E75245) on page 2382

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RC5-2064-000CN	Cover, right, lower	2x550-sheet tray covers on page 2442
RC5-2064-000CN	Cover, right, lower	HCI tray covers on page 2446
RK2-2276-000CN	Fan	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RK2-6027-000CN	Motor, stepping	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RK2-7818-000CN	Motor, stepping, DC	HCI tray internal assemblies (2 of 2) on page 2449
RK2-9148-000CN	Fan	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RK2-9148-000CN	Fan	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RK2-9410-000CN	Motor, stepping, DC	550-sheet paper tray internal assemblies on page 2440
RK2-9410-000CN	Motor, stepping, DC	2x550-sheet paper tray internal assemblies (2 of 2) on page 2445
RK2-9410-000CN	Motor, stepping, DC	HCI tray internal assemblies (2 of 2) on page 2449
RL2-2091-000CN	Cartridge guide	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1267-010CN	Control panel (M751/E75245)	Printer covers (M751/E75245) on page 2382
RM2-1328-020CN	Laser scanner assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1340-000CN	Black pre-exposure assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1343-000CN	Cartridge upper guide assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1346-000CN	Formatter cover assembly	Printer covers (M751/E75245) on page 2382
RM2-1350-000CN	Left cover lock assembly	Printer covers (M751/E75245) on page 2382
RM2-1351-000CN	Left door assembly	Printer covers (M751/E75245) on page 2382
RM2-1353-000CN	Second cartridge rail assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1354-000CN	First cartridge rail assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1355-000CN	Third cartridge rail assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1356-000CN	Black cartridge rail assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1357-000CN	DT cartridge rail assembly	Printer internal assemblies (M751/E75245; 1 of 7) on page 2384
RM2-1364-000CN	Waste toner gear base assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1366-000CN	Waste toner feed link assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1367-000CN	Waste toner feed link assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1368-000CN	Front door assembly	Printer covers (M751/E75245) on page 2382
RM2-1376-000CN	Right handle assembly	Printer covers (M751/E75245) on page 2382
RM2-1389-000CN	RD pressure link assembly, front	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1390-000CN	RD pressure link assembly, rear	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1391-000CN	Fuser drive assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1392-000CN	Duplexing drive assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1393-010CN	Paper pickup assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1394-000CN	Cassette assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1399-010CN	Secondary transfer roller	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1436-000CN	Size detect switch assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1445-000CN	Low-voltage power supply (110V-127V)	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1453-000CN	Low-voltage power supply (220V-240V)	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1456-000CN	Fuser motor assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1490-000CN	Transfer cleaner assembly	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1494-000CN	Right door assembly	Printer covers (M751/E75245) on page 2382
RM2-1498-000CN	Paper delivery assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1501-000CN	Registration density sensor assembly	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1504-000CN	Intermediate transfer belt	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396
RM2-1520-000CN	Waste toner feed assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1521-000CN	Duplexing assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1525-000CN	Tray 1 pickup roller	Printer covers (M751/E75245) on page 2382
RM2-1525-000CN	Tray 1 separation roller	Printer covers (M751/E75245) on page 2382
RM2-1526-000CN	Paper pickup roller assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1526-000CN	Paper pickup roller assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1526-000CN	Paper pickup roller assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1526-000CN	Paper pickup roller assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1526-000CN	Separation roller holder assembly	Printer internal assemblies (M751/E75245; 6 of 7) on page 2393
RM2-1526-000CN	Separation roller holder assembly	550-sheet paper tray internal assemblies on page 2440

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1526-000CN	Separation roller holder assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1526-000CN	Separation roller holder assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1604-000CN	Lifter drive assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1605-000CN	Auto close assembly	Printer internal assemblies (M751/E75245; 3 of 7) on page 2387
RM2-1612-000CN	Main motor assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1613-000CN	Main motor assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1614-000CN	Main drive assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-1703-000CN	Lifter drive assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1704-000CN	Lifter drive assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1706-000CN	Cassette assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1706-000CN	Cassette assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1711-000CN	Size detect switch assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1711-000CN	Size detect switch assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1716-000CN	Right door assembly	550-sheet tray covers on page 2439
RM2-1717-000CN	Paper pickup assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1717-000CN	Paper pickup assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-1717-000CN	Paper pickup assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1720-000CN	Cassette assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RM2-1729-000CN	Right door assembly	2x550-sheet tray covers on page 2442
RM2-1730-000CN	Paper feed assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1734-000CN	Auto-close assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1736-000CN	Lifter drive assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1740-000CN	Right door assembly	HCI tray covers on page 2446
RM2-1741-000CN	Paper pickup assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1743-000CN	Left tray assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1748-000CN	Right tray assembly	HCI tray internal assemblies (1 of 2) on page 2448
RM2-1760-000CN	Auto-close assembly	550-sheet paper tray internal assemblies on page 2440
RM2-1760-000CN	Auto-close assembly	2x550-sheet paper tray internal assemblies (1 of 2) on page 2444
RM2-9601-000CN	Upper high-voltage power supply PCB assembly	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
RM2-9610-000CN	Power switch PCB assembly	Printer internal assemblies (M751/E75245; 2 of 7) on page 2386
RM2-9618-000CN	Main connecting PCB assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-9620-000CN	Environment sensor PCB assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-9622-000CN	Connecting PCB assembly	Printer internal assemblies (M751/E75245; 5 of 7) on page 2391
RM2-9623-000CN	Second transfer high-voltage PCB assembly	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
RM2-9624-000CN	Lower high-voltage power supply PCB assembly	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
RM2-9630-000CN	DC controller PCB assembly	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
RM2-9885-000CN	Paper deck controller PCB assembly	2x550-sheet paper tray internal assemblies (2 of 2) on page 2445

Table 5-51 Numerical parts list (continued)

Part number	Description	Table and page
RM2-9887-000CN	Paper deck controller PCB assembly	HCI tray internal assemblies (2 of 2) on page 2449
RM3-7351-000CN	Memory PCB assembly	Printer internal assemblies (M751/E75245; 4 of 7) on page 2389
WG8-5935-000CN	IC, photointerrupter	Printer internal assemblies (M751/E75245; 7 of 7) on page 2396

Glossary of terms

802.11

802.11 is a set of standards for wireless local area network (WLAN) communication, developed by the IEEE LAN/MAN Standards Committee (IEEE 802).

802.11b/g/n

802.11b/g/n can share the same hardware and use the 2.4 GHz band. 802.11b supports bandwidth up to 11 Mbps, 802.11n supports bandwidth up to 150 Mbps. 802.11b/g/n devices might occasionally suffer interferences from microwave ovens, cordless telephones, and Bluetooth devices.

AC

An electric current that reverses its direction many times a second at regular intervals. For example, the 110V line current found in a typical US electrical wall receptacle.

AC Control Module (PageWide)

The AC Control Module controls the heating elements in the airflow assembly. Functions include voltage monitoring (ensuring correct operation in a low-quality-power environment), isolation (low voltage heater control signals are isolated from the high voltage AC power for safety), AC switching (power is switched on/off to the heater), and heating element configuration (heating element configuration is changed between series and parallel for temperature predictability).

ADF

An Automatic Document Feeder (ADF) is a device that automatically feeds an original sheet (or multiple sheets) of paper into the image scanner. The document feeder is a component of the integrated scanner assembly (ADF and image scanner).

Airflow System (PageWide)

The airflow system conditions the printed pages to avoid page curling due to the ink on the page. The airflow system functionally consists of a fan and heating elements. The pressurized air is blown on the page through the nozzles that are placed on the paper path of the airflow system between print and eject zone.

BOOTP

Bootstrap Protocol. A network protocol used by a network client to obtain its IP address automatically. This is usually done in the bootstrap process of computers or operating systems running on them. The BOOTP servers assigns an IP address from a pool of addresses to each client. BOOTP enables “diskless workstation” computers to obtain an IP address prior to loading any advanced operating system.

CCD

A Charged Coupled Device (CCD) is the scanner module which enables a scan job. A CCD locking mechanism is used to hold the CCD module to prevent any damage when the printer is moved.

CIS

A Contact Image Sensor (CIS) scanner captures an image using the printer's optical path. Red, green, and blue LEDs sequentially illuminate a small strip of the document (often called a raster line), and the optical system captures each color in a single row of Charged Coupled Device (CCD) sensors that cover the entire page width.

Collation

Collation is a process of printing a multiple-copy job in sets. When collation is selected, the device prints an entire set before printing additional copies.

Control Panel

The control panel is a flat, typically vertical panel or screen where the user can control and/or monitor the printer. The control panel is found on the front of the printer.

Coverage

Coverage is the printing term used for a toner usage measurement on printing. For example, 5% coverage means that an A4 sided paper has about 5% image or text on it. If the paper or original has complicated images or a large amount of text, the coverage will be higher and at the same time, a toner usage will be as much as the coverage.

DC

An electric current flowing in one direction only. Typically, a low voltage load current supplied to an electrical assembly.

DCC

The DC controller (DCC) controls the operation of the printer sub-systems and electrical components. the DCC sends out various signals to operate motors, solenoids, and other printer components based on the print command and image data that the host computer sends the formatter.

Default

The value or setting that is in effect when a printer is unboxed, reset, or initialized.

DHCP

Dynamic Host Configuration Protocol (DHCP) is a client-server networking protocol. A DHCP server provides configuration parameters specific to the DHCP client host requesting, generally, information required by the client host to participate on an IP network. The DHCP also provides a mechanism for allocation of IP addresses to client hosts.

Digital Send Software

Digital send software allows a mufti-function printer (MFP) to scan and send information quickly and securely to email, network folders, other printers, and fax services.

DIMM

A Dual Inline Memory Module (DIMM) is a small circuit board that holds memory. The DIMM stores all data within the printer, such as printing data and received fax data.

DPI

Dots Per Inch (DPI) is a measurement of resolution that is used for scanning and printing. Generally, higher DPI results in a higher resolution (more visible detail in the image and a larger file size).

Duplex

A mechanism that automatically turns over a sheet of paper so that the printer can print (or scan) on both sides of the paper. A printer equipped with a duplex unit can print on both sides of the paper during one print cycle.

Duty Cycle

Duty cycle is the page quantity which does not affect printer performance for a month. Generally, the printer has the lifespan limitation such as pages per year. The lifespan means the average capacity of print-outs, usually within the warranty period. For example, if the duty cycle is 48,000 pages per month the printer limit is 2,400 pages a day (assuming 20 working days/month).

Dynamic Security

Dynamic Security is a toner cartridge design and process for authenticating genuine HP supplies. HP printers use toner cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip, or modified chip, or non-HP circuitry might not work (now or in the future).

e-Duplex

Single-pass electronic duplex (e-Duplex) printer use two separate scan modules to scan the front-side and back-side of an e-duplex copy job page in a single pass through the document feeder.

EMC

EMC is a measure of a device's ability to operate as intended in its shared operating environment while, at the same time, not affecting the ability of other equipment within the same environment to operate as intended.

EMI

EMI is the electromagnetic energy which affects the functioning of an electronic device. Electronic devices (like printers) are a source of EMI. Because it is rare for electronics to operate in isolation, products are generally engineered to function in the presence of some amount of EMI.

eMMC

An embedded Multi-Media Card is a compact memory device consisting of NAND flash memory and a simple storage controller.

Emulation

Emulation is a technique of one machine obtaining the same results as another. An emulator duplicates the functions of one system with a different system, so that the second system behaves like the first system. Emulation focuses on exact reproduction of external behavior. This is different from simulation, which concerns an abstract model of the system being simulated, often considering its internal state.

EPS

Encapsulated PostScript (EPS) is a PostScript (PS) code file which is used for storing font and vector graphic image information.

ESD

An electrostatic discharge (ESD) is a sudden flow of electricity between two electrically charged objects caused by contact, an electrical short, or dielectric breakdown. Discharge of built up static electricity.

Ethernet

Ethernet is a frame-based computer networking technology for local area networks (LANs). It defines wiring and signaling for the physical layer, and frame formats and protocols for the media access control (MAC)/data link layer of the OSI model. Ethernet is mostly standardized as IEEE 802.3. Ethernet has become the most widespread LAN technology in use during the 1990s to present.

Ferrite

A ferrite is used to reduce the amount of radio frequency noise (or interference) in a wire or cable. A ferrite enables proper EMC/EMI performance for regulatory purposes.

FFC

Flat Flexible Cables (FFCs) are designed for Printed Circuit Assembly (PCA) to PCA connections (for example, connecting a fax PCA to the formatter).

FIH

A Foreign Interface Harness (FIH) is a port that enables HP multifunction printers (MFPs) to use third-party devices to extend the capabilities of the MFP.

Firmware

The formatter stores the printer firmware. A remote firmware upgrade process is used to overwrite and upgrade the firmware.

Flash memory

Flash memory is non-volatile, meaning it retains stored data even when the power is turned off.

Flow integrated scanner assembly

A printer scanner assembly that includes a slide-out external physical keyboard.

Formatter (LaserJet)

The formatter controls printer functions like receiving and processes print data, developing and coordinating data placement and timing with the DC controller PCA, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

FTP

FTP stands for File Transfer Protocol. FTP is a protocol designed for transferring files over the Internet. Files stored on an FTP server can be accessed using an FTP client, such as a web browser, FTP software program, or a command line interface.

Fuser Unit

The fuser unit is part of a laser printer that adheres the toner onto the printed page. It consists of a heat roller and a pressure roller. After toner is transferred onto the paper, the fuser unit applies heat and pressure to make sure that the toner stays on the paper permanently (which is why paper is warm when it comes out of a laser printer).

Gateway

A connection between computer networks, or between a computer network and a telephone line. A gateway is used to connect two different computer networks, especially a connection to the Internet.

Grayscale

Shades of gray that represent light and dark portions of a color image printed in monochrome. Colors are represented by a range of gray shades from white to black.

Halftone

Halftone is a way of reproducing a photograph or other image in which the various tones of gray or color are produced by variously sized dots of ink or toner. Halftone simulates grayscale by varying the number of dots. Highly colored areas consist of a large number of dots, while lighter areas consist of a smaller number of dots.

HDD

A Hard-Disk Drive (HDD) (commonly referred to as a hard drive or hard disk) is a non-volatile storage device which stores digitally-encoded data on rapidly rotating platters with magnetic surfaces.

IEEE

The Institute of Electrical and Electronics Engineers (IEEE) is an international non-profit, professional organization for the advancement of technology related to electricity.

Image scanner

The image scanner (or Sub Scanner Assembly) contains the components to digitally scan an original source document. The image scanner is a component of the integrated scanner assembly (ADF and image scanner).

IP address

An Internet Protocol (IP) address is a unique number that a device uses in order to identify and communicate with other devices on a network utilizing the Internet Protocol standard.

IPM

The Images Per Minute (IPM) is a method of measuring the speed of a printer. An IPM rate indicates the number of single-sided sheets a printer can complete in one minute.

IPP

The Internet Printing Protocol (IPP) defines a standard protocol for printing and managing print jobs, media size, resolution, etc. IPP can be used locally, or over the internet to reach hundreds of printers. IPP also supports access control, authentication, and encryption, making it a capable and secure printing solution.

ISA

The Integrated Scanner Assembly (ISA) includes the document feeder and image scanner.

ISO

The International Organization for Standardization (ISO) is an international standard-setting body composed of representatives from national standards bodies. In produces world-wide industrial and commercial standards.

JBIG

Joint Bi-level Image Experts Group (JBIG) is an image compression standard with no loss of accuracy or quality. It was designed for compression of binary images, particularly for faxes, but can also be used for other images.

JPEG

Joint Photographic Experts Group (JPEG) is a commonly used standard method of loss compression for photographic images. It is the format used for storing and transmitting photographs on the World Wide Web.

LDAP

The Lightweight Directory Access Protocol (LDAP) is a networking protocol for querying and modifying directory services running over TCP/IP.

LED

A Light-Emitting Diode (LED) is a semiconductor device that can indicate the status of a printer (formatter LEDs) or a component in a contact image sensor (CIS) scanner that helps capture an image.

LEDM

Low end data model (LEDM) provides one consistent data representation method and defines the dynamic and capabilities tickets shared between clients and devices, as well as the access protocol, event, security, and discovery methods.

LPDC

Late point differentiation configuration (LPDC) allows the channel partner to configure the speed to the printer depending on the customer's order. LPDC configuration is stored on the Trusted Platform Module (TPM).

LVPS - SMPS

Low Voltage Power Supplies (LVPS) and Switching Mode Power Supplies (SMPS) supply direct current (DC) voltages to various printer components and assemblies.

MAC address

Media Access Control (MAC) address is a unique identifier associated with a network adapter. MAC address is a unique 48-bit identifier usually written as 12 hexadecimal characters grouped in pairs (for example, 00-00-0c-34-11-4e). This address is usually hard-coded into a Network Interface Card (NIC) by the manufacturer and used as an aid for routers trying to locate machines on a large network.

MEt

HP Memory Enhancement technology (MEt) effectively doubles the standard memory through a variety of font- and data-compression methods. MEt is available only in Printer Command Language (PCL) mode; it is not functional when printing in PostScript (PS) mode.

MFP

A Multi Function Printer (MFP) is a printer that incorporates multiple functionalities in a single physical body. For example, an MFP printer can scan, digitally send, fax, copy, and print.

MHV

Miniature High Voltage (MHV) is designed for high voltage applications of BNC connectors (DC voltage between 500 V and 5 kV).

Modem

A device that modulates a carrier signal to encode digital information, and also demodulates such a carrier signal to decode transmitted information.

MPCA (PageWide)

The MPCA integrates both formatter (LaserJet) and engine control electronics (DC controller) into a single assembly. The Main PCA (MPCA) controls printer functions like receiving and processes print data, developing and coordinating data placement, storing font and customer configuration information, communicating with the host computer, and monitoring control panel functions and relaying printer status information through the control panel.

NAND

NAND is not an acronym (the term is short for **NOT AND** a Boolean operator and logic gate). NAND (flash) memory is non-volatile, meaning it retains stored data even when the power is turned off.

NVRAM

Nonvolatile random access memory (NVRAM) is used to store I/O and information about the print environment configuration (stored data even when the power is turned off).

OPC

Organic Photo Conductor (OPC) is a mechanism that makes a virtual image for print using a laser beam emitted from a laser printer. It is usually green or rust colored and has a cylinder shape. An imaging unit containing a drum slowly wears the drum surface during its usage in the printer, and it should be replaced appropriately due to wear from contact with the cartridge development brush, cleaning mechanism, and paper.

Originals

The first example of something, such as a document, photograph, or text which is copied, reproduced, or translated to produce additional copies. The original itself is not copied or derived from something else.

PCA

Printed Circuit Assembly (PCA). Once the printed circuit board (PCB) is complete, electronic components must be assembled to form a functional printed circuit assembly or PCA.

PCL

Printer Command Language (PCL) is a Page Description Language (PDL) developed by HP as a printer protocol. PCL has become an industry standard. Originally developed for early Inkjet printers, PCL has been released in varying levels for thermal, dot matrix printers and laser printers.

PDF

Portable Document Format (PDF) is a proprietary file format developed by Adobe Systems. A PDF represents two dimension documents in a device independent and resolution independent format.

PJL

Printer job language (PJL) is an integral part of printer configuration, in addition to the standard PCL and PostScript (PS). With standard cabling, the printer can use PJL to perform a variety of functions like dynamic I/O switching, context-sensitive switching, and isolation of print environment settings from one print job to the next.

PML

Printer management language (PML) allows remote configuration of the printer and status read-back from the printer through the I/O ports.

PostScript (PS)

PostScript (PS) is a Page Description Language (PDL) and programming language used primarily in electronic and desktop publishing. PostScript is run in an interpreter to generate an image.

PPM

Pages Per Minute (PPM) is a method of measurement for determining how fast a printer works, meaning the number of pages a printer can produce in one minute.

Print Media

Media like paper, envelopes, labels, and transparencies which can be used in a printer, scanner, fax, or copier.

Printer Driver

A program used to send commands and transfer data from the computer to the printer.

Printhead (PageWide)

The printhead converts the digital firing instructions from the printer electronics into properly formed and timed microscopic drops of the four ink colors.

Printhead Wiper (PageWide)

The printhead wiper system keeps the printhead nozzles firing correctly throughout the life of the printer as it performs the wiping and capping functions. The wiping function cleans the nozzles of ink residue and particulates. The capping function keeps the nozzles moist during storage and when the printer is idle.

Protocol

A convention or standard that controls or enables the connection, communication, and data transfer between two computing endpoints.

RAM

Random Access Memory (RAM) is the printer memory device where the data in current use is kept so it can be quickly retrieved by the device's processor. This memory is an important factor in avoiding errors and printing documents properly. Printer memory is used to store, and process print jobs as they are sent to the printer from a computer. After printing, the job is cleared from the memory to make room for more print jobs. Printer memory is directly linked to two print characteristics: speed and print quality. More memory allows you to print faster and print larger, high-quality graphics.

REDI sensor

An optical reflective edge detection interrupter (REDI) sensor. Usually used in conjunction with mirrors to sense the presence or absence of paper in the paper path. These sensors are carefully aligned and calibrated at the factory, so care must be taken when servicing these sensors.

Resolution

The sharpness of an image is measured in Dots Per Inch (DPI). The higher the DPI, the greater the resolution.

SCB

The Scanner Control Board (SCB) controls the functions of the image scanner components in the Sub Scanner Assembly (SSA).

Service fluid and aerosol management systems (PageWide)

There are two types of service fluid, shipping fluid and ink. The service fluid management system is contained entirely within the duplex module. Service fluid is discharged as droplets from the printhead, and then collected in a container inside the duplex module. Some of the droplets are called aerosol because they are lighter than air. Aerosol can float inside the printer and collect on the lens of optical sensors, producing false failures. The aerosol management system transports the aerosol and collects it in a safe place. Aerosol management consists of an aerosol fan, mounted on the rear wall of the air flow assembly, which creates air flow that pulls the aerosol through the holes in the platen and into the aerosol filter inside the duplex module.

SFP

A single-function printer only processes print jobs sent from a host computer or from an USB port on the printer.

SMB

Server Message Block (SMB) is a network protocol mainly applied to share files, printers, serial ports, and miscellaneous communications between nodes on a network. SMB also provides an authenticated inter-process communication mechanism.

SMTP

Simple Mail Transfer Protocol (SMTP) is the standard for email transmissions across the internet. SMTP is a relatively simple, text-based protocol, where one or more recipient of a message is specified, and the message text is transferred. It is a client server protocol where the client transmits an email message to the server.

SODIMM

Small outline dual in-line memory module (SODIMM) is a thin profile memory storage device (a smaller alternative to a standard DIMM device).

SSA

The Sub-Scanner Assembly is the image scanner component of the Integrated Scanner Assembly (ISA, which includes the document feeder and the image scanner).

Subnet Mask

The subnet mask is used in conjunction with the network address to determine which part of the address is the network address and which part is the host address.

TCP/IP

The Transmission Control Protocol (TCP) and the Internet Protocol (IP) are the set of communications protocols that implement the protocol stack on which the internet and most commercial networks run.

TIFF

Tagged Image File Format (TIFF) is a variable-resolution bit mapped image format. TIFF describes image data that typically come from scanners. TIFF images use tags, keywords defining the characteristics of the image that is included in the file. This flexible and platform-independent format can be used for pictures that have been made by various image processing applications.

Toner Cartridge

A bottle or container that holds toner, which is used in a machine like a printer. Toner is a powder used in laser printers and photocopiers. The toner forms the text and images on printed paper. Toner can be fused by a combination of heat/pressure from the fuser, causing it to bind the fibers in the paper.

TPM

The HP Trusted Platform Module (TPM) is a security accessory for printers. The TPM strengthens protection of encrypted credentials and data stored on your printer. Certificate private keys are both generated by and protected by the TPM. Once installed, the printer and the TPM are sealed, and the printer owns the TPM. The TPM may not be moved to another device without losing its ownership from the original printer. Installing a TPM accessory might necessitate a firmware upgrade. The TPM prevents the printer from starting if the TPM is missing. If the TPM is removed from the printer, a control-panel error message appears indicating that the TPM is missing.

NOTE: The TPM is not a service part for some printer models. Check the printer service manual to determine if the TPM is a replaceable service part.

TWAIN

An industry standard for scanners and software. By using a TWAIN compliant scanner with TWAIN-compliant software, a scan can be initiated from the program. TWAIN is an image capture API for Microsoft Windows and Apple Macintosh operating systems.

URL

Uniform Resource Locator (URL) is the global address of documents and resources on the internet. The first part of the address indicates what protocol to use. The second part specifies the IP address or the domain name where the resource is located.

USB

Universal Serial Bus (USB) is a standard that was developed by the USB Implementers Forum, Inc., to connect computers and peripherals. Unlike the parallel port, USB is designed to concurrently connect a single computer USB port to multiple peripherals.

Walk-up USB

Some printers support direct printing from a USB flash drive (the walk-up USB port is usually near the control panel).

Watermark

A watermark is a recognizable image or pattern in paper that appears lighter when viewed by transmitted light. Watermarks were first introduced in Bologna, Italy in 1282. Watermarks have been used by paper makers to identify their product, and also on postage stamps, currency, and other government documents to discourage counterfeiting.

XPS

XML Paper Specification (XPS) is a specification for a Page Description Language (PDL) and a new document format developed by Microsoft. This has benefits for portable document and electronic documents. It is an XML-based specification based on a new print path and vector-based, device-independent document format.

ZIF Connector

Zero insertion force (ZIF) connectors use a mechanical locking method to secure Flat Flexible Cables (FFCs) to a Printed Circuit Assembly (PCA).

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