

# Control-panel messages

## Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the device.

Message type	Description
Status messages	Status messages reflect the current state of the device. They inform you of normal device operation and require no interaction to clear them. They change as the state of the device changes. Whenever the device is ready, not busy, and has no pending warning messages, the status message <b>Ready</b> appears if the device is online.
Warning messages	Warning messages inform you of data and print errors. These messages typically alternate with the <b>Ready</b> or status messages and remain until you touch <b>OK</b> . Some warning messages are clearable. If <b>Clearable Warnings</b> is set to <b>Job</b> on the device <b>Device Behavior</b> menu, the next print job clears these messages.
Error messages	<p>Error messages communicate that some action must be performed, such as adding paper or clearing a jam.</p> <p>Some error messages are auto-continuable. If <b>Auto Continue</b> is set on the menus, the device will continue normal operation after an auto-continuable error message appears for 10 seconds.</p> <p> <b>NOTE</b> Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the <b>Stop</b> button pauses printing and offers the option to cancel the print job.</p>
Critical-error messages	Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the device off and then on. These messages are not affected by the <b>Auto Continue</b> setting. If a critical error persists, service is required.

## Resolve control-panel messages

Table 6-1 Control-panel messages

Control panel message	Description	Recommended action
Digital Send Server is not Responding. Contact Administrator.	The device cannot communicate with the Digital Send Server.	Contact the network administrator.
<b>10.10.00 ERROR</b>	The device cannot read or write to the print cartridge e-label, or the e-label is missing from the print cartridge.	<ol style="list-style-type: none"><li>1. Verify that a genuine HP print cartridge is installed in the device.</li><li>2. Verify that the memory tag PCA is installed in the device.</li><li>3. Verify that the memory tag connector is firmly seated in connector J510 on the ECU. You might have to remove the main cooling fan to see this connection.</li></ol>
<b>10.32.00 - Unauthorized Supply</b>	A supply has been installed that does not pass the authentication test for genuine HP supplies.	<p>If you believe you purchased a genuine HP supply, visit us at <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a>. Any repair required as a result of using non-HP supplies or unauthorized supplies is not covered under warranty. HP cannot ensure the accuracy or the availability of certain features.</p> <p>To continue printing, touch <b>OK</b>.</p>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>11.XX - Internal clock error To continue touch OK</b>	The device real time clock has experienced an error.	<p>Whenever the device is turned off and then turned on again, set the time and date at the control panel. See the <a href="#">Time/Scheduling</a> menu in the user guide.</p> <p>If the error persists, you might need to replace the formatter.</p>
<b>13.00.02 - Jam in Tray 1 Clear jam then touch OK</b>	Paper is fed from tray 2 to the device by the tray 2 pick-up roller. When energized, solenoid SL2 releases a clutch, and then the pick-up roller rotates to pick up the paper and advance it into the paper path.	<ol style="list-style-type: none"><li>1. Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the input-tray areas on page 220</a>.</li><li>2. Verify that the type and quality of the media that you are using meet HP specifications. (See <a href="#">Media specifications on page 15</a>.)</li><li>3. Verify that the media is loaded correctly and that the guides are not too tight or too loose against the stack of media.</li><li>4. Verify that the tray 2 pickup roller and separation pad are installed correctly.</li><li>5. Verify that solenoid SL2 is being energized. If you cannot hear it during a print job, remove tray 2, override the paper presence sensor flag, start a print job, and then see if the pick-up roller is rotating.</li><li>6. Verify that solenoid SL2 is firmly seated in connector J504 on the ECU.</li></ol>
<b>13.01.00 - Jam in Tray 1 Clear jam then touch OK</b>	The paper did not reach the top of page sensor within the specified period of time. The tray 1 feed roller moves paper into the paper path. When solenoid SL1 is energized, a clutch mechanism allows the paper stack in tray 1 to lift, and then allows the feed roller to rotate one time to move the paper into the paper path.	<ol style="list-style-type: none"><li>1. Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the input-tray areas on page 220</a>.</li><li>2. Verify that the type and quality of the media that you are using meet HP specifications. (See <a href="#">Media specifications on page 15</a>.)</li><li>3. Verify that the media is loaded correctly and that the guides are not too tight or too loose against the stack of media.</li><li>4. Verify that the tray 1 pickup roller and separation pad are installed correctly.</li><li>5. Verify that solenoid SL1 is firmly seated in ECU connector J508. Verify that SL1 is being energized by removing the cover and observing the solenoid during a feed operation.</li><li>6. Open and close the cartridge door to clear the error message.</li></ol>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>13.05.00 Jam inside front door</b>	Paper failed to reach the delivery sensor within a specified period of time when a print job was initiated. When troubleshooting paper jams, always observe where the leading edge of the paper stops in the jam.	<ol style="list-style-type: none"> <li>1. Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the input-tray areas on page 220</a>.</li> <li>2. Verify that nothing is obstructing paper movement within the paper path.</li> <li>3. Verify that the fuser motor (M2) connector is firmly seated. The fuser motor wiring is hard-wired to the back of the ECU at connector J501. The motor connector is free-standing behind the ECU. To see if the fuser motor is functional, observe the output stacker rollers while turning on the device. If the rollers rotate, the motor is functional. If they do not rotate, verify the connection.</li> </ol>
<b>13.15.00 - Jam inside front door Remove print cartridge</b>	Media is jammed in the fuser area.	<p>Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the print-cartridge area on page 219</a>.</p> <p>If the message persists, check the thermistor delivery sensor (J405) and delivery sensor (SR2) cable connections.</p>
<b>13.20 - Jam inside rear bin Clear jam then open and close front door</b>	Media is jammed in the output bin.	Open the rear output bin and gently remove the jammed media. Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the output-bin areas on page 223</a> .
<b>13.31.00 Jam inside front door</b>	Media is jammed in the paper path.	<p>Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the input-tray areas on page 220</a>.</p> <p>If the message persists, check the rear door (face-up bin) sensor cable connection.</p>
<b>13.65 - Jam inside rear bin Clear jam then open and close front door</b>	Media is jammed in the fuser area.	<p>Open the rear output bin and gently remove the jammed media. Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the output-bin areas on page 223</a>.</p> <p>If the message persists, check the thermistor delivery sensor (J405) and delivery sensor (SR2) cable connections.</p>
<b>13.67.00 - Jam inside front door</b>	Media is jammed in the paper path.	<p>Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the print-cartridge area on page 219</a>.</p> <p>If the message persists, check the HVPS ribbon-cable connection at J404.</p>
<b>13.XX.YY - Paper wrapped around fuser</b>	A jam has occurred because paper has wrapped around the fuser.	Follow the instructions in the onscreen dialog box.
<b>13.XX.YY - Remove Tray 2 Clear jam then touch OK</b>	Media is jammed in the duplex area.	Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the input-tray areas on page 220</a> .
<b>20 Insufficient memory To continue touch OK</b>	The device received more data than can fit in the available memory. You might have tried	Touch <b>OK</b> to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
	to transfer too many macros, soft fonts, or complex graphics.	
<b>21 Page too complex To continue touch OK</b>	The page formatting process was not fast enough for the device.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.) If this message appears often, simplify the print job.
<b>22 EIO &lt;X&gt; buffer overflow To continue touch OK</b>	Too much data was sent to the EIO card in the specified slot (X). An incorrect communications protocol might be in use.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.)  Check the host configuration. If this message persists, you might have to replace the EIO card.
<b>22 Embedded I/O buffer overflow To continue touch OK</b>	Too much data was sent to the embedded HP Jetdirect print server.	Touch <b>OK</b> to print the transferred data. (Some data might be lost.)
<b>22 USB I/O buffer overflow To continue touch OK</b>	Too much data was sent to the USB buffer.	Touch <b>OK</b> to clear the error message. (Data will be lost.)
<b>30.1.YY Scanner failure</b>	An error has occurred in the scanner.	<ol style="list-style-type: none"> <li>1. Make sure that the scanner lock is in the unlocked position.</li> <li>2. Turn the device off and then on.</li> <li>3. Check the cable connections between the ADF/scanner assembly and the formatter.</li> <li>4. If this message persists, replace the scanner assembly (see <a href="#">Scanner assembly on page 90</a>).</li> <li>5. If, after replacing the scanner assembly, the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>40 EIO &lt;X&gt; bad transmission To continue touch OK</b>	The connection between the device and the EIO card in the specified slot has been broken.	Touch <b>OK</b> to clear the error message and continue printing. Check the EIO connection.
<b>40 Embedded I/O bad transmission To continue touch OK</b>	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. If this message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>41.3 - Load tray &lt;XX&gt; To use another tray, touch OK</b>	The specified tray does not contain the specified media size.	Touch <b>OK</b> to use a tray that contains media of the correct size.
<b>41.3 - Load tray &lt;XX&gt;: &lt;Type&gt;, &lt;Size&gt;</b>	The specified tray is loaded with media that is longer or shorter in the feed direction than the size configured for the tray.	Touch <b>OK</b> to display <b>Tray &lt;X&gt; Size</b> . Reconfigure the size in a tray so that the device will use a tray that is loaded with the size of media required for the print job. If the message does not clear automatically from the control-panel display, turn the device off, and then turn the device on.
<b>41.X Error To continue touch OK</b>	A temporary printing error occurred.	<ol style="list-style-type: none"> <li>1. Touch <b>OK</b> to clear the error. If the error is not cleared, turn the device off, and then turn the device on.</li> </ol>
	<b>X description</b>	
	2 beam detect misprint	<ol style="list-style-type: none"> <li>2. If the message persists, replace the fuser (see <a href="#">Fuser on page 139</a>).</li> </ol>
	8 fuser too hot	

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>49.XXXXX ERROR To continue turn off then on</b>	A critical firmware error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. Go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> to check the latest firmware image version. If the latest firmware image version is newer than the one installed on the device, upgrade the device.</li> <li>3. Try printing a job from a different software program. If the job prints, go back to the first program and try printing a different file. If the message appears only with a certain software program or print job, then the error is in the software program and not in the device. If the job fails to print using a different software program, then turn off the device and disconnect all cables that connect the device to the network or to a computer.</li> <li>4. Remove any DIMMs and EIO cards, and then turn the device on.</li> <li>5. If, after removing DIMMs and EIO cards, the device behaves normally, turn off the device and reinstall DIMMs and EIO cards one-by-one, turning off the device off and then on again each time you reinstall a DIMM or EIO card. If a certain DIMM or EIO card causes the message to reappear, replace the DIMM or EIO card.</li> <li>6. Reconnect all cables that connect the device to the network or to a computer.</li> <li>7. If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>50.1 FUSER ERROR</b>	AC power is not being provided to the fuser assembly. AC voltage is necessary to generate heat in the fuser assembly.	<ol style="list-style-type: none"> <li>1. Verify that the connection between the fuser assembly and the ECU is fully seated.</li> <li>2. If the message persists, replace the fuser assembly.</li> </ol>
<b>50.6 FUSER ERROR</b>	The main or sub thermistors are unable to provide temperature feedback to the ECU. The main and sub thermistors monitor the fuser assembly hot-roller temperature and provide feedback to regulate the fusing temperature.	<ol style="list-style-type: none"> <li>1. Verify that the seven-wire connector is firmly seated in connector J405 on the ECU. You might have to remove the main cooling fan to see this connection.</li> <li>2. Verify that the four-wire connector is firmly seated in the fuser assembly.</li> <li>3. Verify that the AC voltage is being provided to the fuser assembly.</li> <li>4. If the message persists, replace the fuser assembly.</li> </ol>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>50.X FUSER ERROR</b> To continue turn off then on	A fuser error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. If the message persists, turn off the device to allow the fuser to cool.</li> <li>3. Verify that the correct model fuser is installed in the device.</li> <li>4. Check the cable connections between the ECU and the fuser.</li> <li>5. If, after checking the cables, the message persists, replace the fuser (see <a href="#">Fuser on page 139</a>).</li> <li>6. If, after replacing the fuser, the message persists, replace the ECU (see <a href="#">Engine control unit (ECU) on page 131</a>).</li> <li>7. If, after replacing the ECU, the message persists, replace the high-voltage power-supply (see <a href="#">High-voltage power supply (HVPS) on page 149</a>).</li> </ol>
	<b>X description</b>	
	1 low fuser temperature	
	2 fuser warmup service	
	3 fuser over-temperature	
	4 faulty fuser	
5 incorrect fuser is installed		
6 open fuser circuit		
<b>51.XY ERROR</b> To continue turn off then on	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. Check the cable connections between the laser/scanner and the ECU.</li> <li>3. If, after checking the cables, the message persists, replace the laser/scanner (see <a href="#">Laser/scanner on page 142</a>).</li> <li>4. If, after replacing the laser/scanner, the message persists, replace the ECU (see <a href="#">Engine control unit (ECU) on page 131</a>).</li> </ol>
<b>52.00 ERROR</b>	A laser/scanner motor error has occurred. Laser/scanner motor rotation is verified at the initialization of a print job.	<ol style="list-style-type: none"> <li>1. Verify that the laser/scanner motor connector and the ribbon cable from the ECU are firmly seated on the laser/scanner assembly.</li> <li>2. Verify that the laser/scanner motor connector is firmly seated in connector J402 on the ECU. You might have to remove the main cooling fan to see this connection.</li> <li>3. Verify that the ribbon cable installed in connector J403 on the ECU is fully seated. You must remove the ECU in order to verify this connection.</li> <li>4. If, after checking the cables, the message persists, replace the laser/scanner (see <a href="#">Laser/scanner on page 142</a>).</li> <li>5. If, after replacing the laser/scanner, the message persists, replace the ECU</li> </ol>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
		(see <a href="#">Engine control unit (ECU) on page 131</a> ).
<b>53.XY.ZZ CHECK RAM DIMM SLOT &lt;X&gt; To continue turn off then on</b>	<p>A problem exists with the device memory. The DIMM that caused the error will not be used.</p> <p><b>X description</b></p> <p><b>0</b> onboard memory</p> <p><b>1</b> slot 1</p>	<p>You might need to reinstall or replace the specified DIMM.</p> <ol style="list-style-type: none"> <li>1. Turn the device off, and then replace the DIMM that caused the error. See <a href="#">Install memory on page 30</a>.</li> <li>2. If, after replacing the DIMM, the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>54.XX ERROR To continue turn off then on</b>	<p>A temporary printing error has occurred.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. If the message persists, check the sensors in the device to make sure that they are working correctly.</li> <li>3. If the sensors are working correctly, but the message persists, replace the ECU (see <a href="#">Engine control unit (ECU) on page 131</a>).</li> </ol>
<b>55.05 ERROR To continue turn off then on</b>	<p>The print engine is not communicating with the formatter.</p> <p>An error occurred while performing a remote firmware upgrade.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. Try again to perform the remote firmware upgrade.</li> </ol>
<b>55.XX.YY DC CONTROLLER ERROR To continue turn off then on</b>	<p>The print engine is not communicating with the formatter.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. If the message persists, replace the ECU (see <a href="#">Engine control unit (ECU) on page 131</a>).</li> <li>3. If, after replacing the ECU, the message persists, replace the high-voltage power-supply (see <a href="#">High-voltage power supply (HVPS) on page 149</a>).</li> </ol>
<b>56.XX ERROR To continue turn off then on</b>	<p>A temporary printing error has occurred.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. If this message persists, uninstall and then reinstall all input trays, and then turn the device off.</li> <li>3. Turn the device on. If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>57.03 ERROR To continue turn off then on</b>	<p>A sub cooling fan (FM2) error has occurred. Fan operation is verified during device power-up. Fan operation occurs only during power-up or during a print job.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. Verify that nothing is hindering or blocking the fan.</li> <li>3. Verify that the fan is connected to connector J512 on the ECU PCA. You</li> </ol>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
		might have to remove the main cooling fan to see this connection.
		<b>4.</b> If the message persists, replace the fan (see <a href="#">Left-side fan on page 148</a> ).
<b>57.04 ERROR To continue turn off then on</b>	A main cooling fan (FM1) error has occurred. Fan operation is verified during device power-up. Fan operation occurs only during power-up or during a print job.	<b>1.</b> Turn the device off and then on. <b>2.</b> Verify that nothing is hindering or blocking the fan. <b>3.</b> Verify that the fan is connected to connector J509 on the ECU PCA. <b>4.</b> If the message persists, replace the fan (see <a href="#">Right-side fan on page 128</a> ).
<b>59.50 ERROR To continue turn off then on</b>	A main motor (M1) error has occurred. Motor operation is verified during device power-up.	<b>1.</b> Turn the device off, and then turn the device on. <b>2.</b> Verify that nothing is hindering the main motor. If necessary, remove all paper trays and the print cartridge, and then turn on the device and listen for motor operation. <b>3.</b> Verify that the main motor is connected to connector J407 on the ECU. You might have to remove the main cooling fan to see this connection. <b>4.</b> If the message persists, replace the motor (see <a href="#">Main motor on page 159</a> ).
<b>62 NO SYSTEM To continue turn off then on</b>	A problem exists with the device firmware.	<b>1.</b> Turn the device off, and then turn the device on. <b>2.</b> Go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> to check the latest firmware image version. If the latest firmware image version is newer than the one installed on the device, upgrade the device, if possible. <b>3.</b> If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a> ).
<b>64 ERROR To continue turn off then on</b>	A scan buffer error occurred.	<b>1.</b> Turn the device off, and then turn the device on. <b>2.</b> Go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> to check the latest firmware image version. If the latest firmware image version is newer than the one installed on the device, upgrade the device, if possible. <b>3.</b> If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a> ).

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<p><b>68.X Permanent storage full To continue touch OK</b></p> <p><b>68.X Permanent storage write fail To continue touch OK</b></p>	<p>The device NVRAM is full or the storage device is failing to write. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p> <p><b>X description</b></p> <p>0 onboard NVRAM</p> <p>1 disk drive</p>	<p>Touch <b>OK</b> to clear the message. If the message is not cleared, turn the device off, and then turn the device on.</p> <p><b>68.0, onboard NVRAM</b></p> <ol style="list-style-type: none"> <li>1. If the message persists, perform an NVRAM initialization (see <a href="#">Service mode functions on page 226</a>). Make sure that you read and understand the caution and the note in that section.</li> <li>2. If, after performing an NVRAM init, the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol> <p><b>68.1, disk drive</b></p> <ol style="list-style-type: none"> <li>1. Use the HP Web Jetadmin software to delete files from the disk drive.</li> <li>2. If, after deleting files from the disk drive, the message persists, reinitialize the disk drive (see <a href="#">Service mode functions on page 226</a>). Make sure that you read and understand the caution and the note in that section.</li> <li>3. If, after reinitializing the disk drive, the message persists, replace the disk drive (see <a href="#">Disk drive on page 113</a>).</li> </ol>
<p><b>68.X Storage error settings changed To continue touch OK</b></p>	<p>One or more device settings in NVRAM are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.</p>	<ol style="list-style-type: none"> <li>1. Touch <b>OK</b> to clear the message. If the message is not cleared, turn the device off, and then turn the device on.</li> <li>2. Check the device settings to determine which settings have changed.</li> <li>3. Perform an NVRAM initialization (see <a href="#">Service mode functions on page 226</a>). Make sure that you read and understand the caution and the note in that section.</li> <li>4. If, after performing an NVRAM initialization, the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<p><b>79.XXXX ERROR To continue turn off then on</b></p>	<p>A critical hardware error occurred.</p>	<ol style="list-style-type: none"> <li>1. Turn the device off, and then turn the device on.</li> <li>2. Go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> to check the latest firmware image version. If the latest firmware image version is newer than the one installed on the device, upgrade the device.</li> <li>3. Try printing a job from a different software program. If the job prints, go back to the first program and try printing</li> </ol>

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
		<p>a different file. If the message appears only with a certain software program or print job, then the error is in the software program and not in the device. If the job fails to print using a different software program, then turn off the device and disconnect all cables that connect the device to the network or to a computer.</p> <ol style="list-style-type: none"> <li>Remove any DIMMs and EIO cards, and then turn the device on.</li> <li>If, after removing DIMMs and EIO cards, the device behaves normally, turn off the device and reinstall DIMMs and EIO cards one-by-one, turning off the device off and then on again each time you reinstall a DIMM or EIO card. If a certain DIMM or EIO card causes the message to reappear, replace the DIMM or EIO card.</li> <li>Reconnect all cables that connect the device to the network or to a computer.</li> <li>If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>8X.YYYY EIO ERROR To continue turn off then on</b>	The EIO accessory card has encountered a critical error, as specified by <b>YYYY</b> .	<ol style="list-style-type: none"> <li>Turn the device off, and then turn the device on.</li> <li>Turn the device off, reinstall the EIO accessory, and then turn the device on.</li> <li>Replace the EIO accessory.</li> </ol>
<b>8X.YYYY EMBEDDED JETDIRECT ERROR To continue turn off then on</b>	The embedded HP Jetdirect print server has encountered a critical error, as specified by <b>YYYY</b> .	<ol style="list-style-type: none"> <li>Turn the device off, and then turn the device on.</li> <li>Go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> to check the latest firmware image version. If the latest firmware image version is newer than the one installed on the device, upgrade the device, if possible.</li> <li>If the message persists, replace the formatter (see <a href="#">Formatter on page 116</a>).</li> </ol>
<b>Action not currently available for Tray &lt;X&gt; Tray size cannot be any size/any custom</b>	A duplexed (2-sided) document was requested from a tray that is set to <b>Any size</b> or <b>Any custom</b> . Duplexing is not allowed from a tray configured to <b>Any size</b> or <b>Any custom</b> .	Select another tray or reconfigure the tray.
<b>Authentication Required</b>	Authentication has been enabled for this feature or destination. A user name and password are required.	Type the user name and password, or contact the network administrator.
<b>Authentication Required To Use This Feature</b>	A user name and password are required.	Type the user name and password, or contact the network administrator.

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>Cannot duplex close rear bin</b>	The device cannot print on both sides of the page if the rear output bin is open.	Close the rear output bin.
<b>Check the glass and remove any paper To continue press Start</b>	A digital send or copy job has been performed from the scanner glass, but the original document needs to be removed.	Remove the original document from the scanner glass, and then press <b>Start</b> .
<b>Chosen personality not available To continue touch OK</b>	A print job requested a language (personality) that is not available for this device. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the device (if possible). To see a list of available personalities, print a configuration page. See <a href="#">Use information pages on page 45</a> .
<b>CLEANING DISK X% COMPLETE</b> alternates with <b>DO NOT POWER OFF</b>	The memory disk is being cleaned. This process might take up to an hour. During this time, no jobs can be printed.	Do not turn off the device. Wait for the process to complete.  The device automatically restarts at the end of the cleaning process.
<b>Close front door</b>	The front door is open.	Close the front door. If the message persists, make sure that the front-door microswitch is installed correctly and that it is operational.
<b>Digital send communication error</b>	The device is unable to connect to the Digital Sending Software.	Make sure that the Digital Sending Software is running and that the Digital Sending Software and the device are on the network.
<b>Document feeder cover open</b>	The document feeder (ADF) cover is open.	Close the document feeder (ADF) cover. Follow the instructions in the onscreen dialog box.
<b>Document feeder empty</b>	The document feeder (ADF) does not contain paper.	Load paper in the document feeder (ADF) input tray.
<b>Document feeder pick error</b>	The document feeder (ADF) experienced an error while picking media.	Make sure that your original contains no more than 50 pages. Follow the instructions in the onscreen dialog box.  If this message appears frequently, clean the ADF roller assembly (see <a href="#">Clean the ADF on page 40</a> ). If, after cleaning the ADF roller assembly, the message persists, replace the ADF roller assembly.
<b>E-mail Gateway did not accept the job because the attachment was too large.</b>	The scanned documents have exceeded the size limit of the e-mail gateway.	Send the job again using a lower resolution, smaller file size setting, or fewer pages. See <a href="#">Use the embedded Web server on page 49</a> to learn how to reduce the size of the attachment. Contact the network administrator to enable sending the scanned documents by using multiple e-mails.
<b>E-mail Gateway did not respond. Job failed.</b>	A gateway has exceeded the time out value.	Validate the SMTP IP address. See the user guide.
<b>E-mail Gateway rejected the job because of the addressing information. Job failed.</b>	One or more of the e-mail addresses is incorrect.	Send the job again with the correct addresses.
<b>Error executing Digital Send job. Job failed.</b>	A digital send job has failed and cannot be delivered.	Try to send the job again.
<b>HP digital sending: delivery error</b>	A digital send job has failed and cannot be delivered.	Send the job again.

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>Initializing scanner</b>	The device is initializing the scanner.	Wait for the control-panel display to show <b>Ready</b> .
<b>Install black cartridge</b>	The device detects the print cartridge by detecting a voltage differential within the cartridge. The photo-conductive drum connected to the high-voltage power supply provides the reference with which to measure the differential.	<ol style="list-style-type: none"> <li>1. Verify that a print cartridge is installed in the device.</li> <li>2. Verify that the drum ground connector on the high-voltage power supply is correctly seated on the mechanical connector.</li> <li>3. Verify that the cartridge mechanism functions correctly. When the cartridge is removed from the device, the mechanism swings outward, away from the chassis. When the cartridge is inserted into the device, the mechanism closes toward the chassis.</li> </ol>
<b>Insufficient memory to load fonts/data &lt;device&gt; To continue touch OK</b>	The device does not have enough memory to load the data (for example, fonts or macros) from the location specified.	Touch <b>OK</b> to continue without this information. If the message persists, add more memory.
<b>Jam in document feeder</b>	Media is jammed in the document feeder (ADF).	<p>Remove jammed media from the document feeder (ADF). Follow the instructions in the onscreen dialog box, or see <a href="#">Clear jams from the ADF on page 217</a>.</p> <p>If the message persists after all jams have been cleared, a sensor might be stuck or broken. Check the sensors in the ADF. If a sensor is broken, replace the ADF assembly (see <a href="#">ADF assembly on page 80</a>).</p>
<b>Load Tray 1: &lt;type&gt;, &lt;size&gt;</b>	The tray is empty or configured for a different size than the size requested.	Follow the instructions in the onscreen dialog box. If the message persists, make sure that the tray 1 media-present sensor (PS902) is operational.
<b>Manually feed: &lt;type&gt;, &lt;size&gt;</b>	The specified job requires manual feed from tray 1.	<p>Load the requested media into tray 1.</p> <p>To override the message, touch <b>OK</b> to use a type and size of media that is available in another tray.</p>
<b>Non HP supply installed Economode disabled</b>	A non-HP supply or a refilled HP supply has been installed.	Follow the instructions in the onscreen dialog box.
<b>Order black cartridge</b>	The number of pages remaining for the print cartridge has reached the low threshold. The device was set to stop printing when a supply needs to be ordered.	<p>Touch <b>OK</b> to continue printing until the print cartridge is out of toner.</p> <p>To order a new print cartridge, see <a href="#">Order parts, accessories, and supplies on page 314</a>.</p>
<b>Output bin &lt;X&gt; full</b>	The specified output bin is full, and printing cannot continue.	Empty the bin to continue printing.
<b>Password or name is incorrect. Please enter correct login.</b>	The user name or password was typed incorrectly.	Retype the user name and password.
<b>PIN is incorrect. Please re-enter PIN.</b>	The PIN was typed incorrectly.	Retype the PIN.

**Table 6-1** Control-panel messages (continued)

Control panel message	Description	Recommended action
<b>Please turn device off and install hard disk.</b>	The requested job requires a hard disk, but the device does not have a hard disk installed.	Turn the device off and install a hard disk.
<b>Replace black cartridge</b>	<p>The print cartridge is out of toner.</p> <p> <b>NOTE</b> Depending on how the device is configured, this message might appear when it is time to order a new print cartridge. In this case, the message indicates that you can touch <b>OK</b> to continue printing.</p>	Replace the print cartridge. (See <a href="#">Change the print cartridge on page 27.</a> )
<b>Sanitizing disk &lt;X&gt;% complete Do not power off</b>	The hard disk is being cleaned.	Contact the network administrator.
<b>Scan failure Press Start to rescan</b>	The scan was unsuccessful and the document needs to be rescanned.	If necessary, reposition the document to rescan it, and then press <b>Start</b> .
<b>SMTP gateway not responding</b>	The SMTP gateway has exceeded a time out value.	Verify the e-mail server address. See the user guide. Contact the network administrator.
<b>The digital sending service at &lt;IP Address&gt; does not service this MFP. Contact administrator.</b>	The device cannot communicate with the specified IP address.	Verify the IP address. Contact the network administrator.
<b>The digital sending service must be upgraded to support this version of the MFP firmware. Contact administrator.</b>	The digital sending service is not supported by the device firmware version that is currently installed.	Check the firmware version. Contact the network administrator.
<b>The folder you have entered is not a valid folder.</b>	The folder name was entered incorrectly, or the folder does not exist.	Re-enter the folder name correctly, or add the folder.
<b>Tray XX Open or Empty</b>	The tray indicated is either open or empty.	Load or close the tray. Printing can continue from another tray.
<b>Unable to connect</b>	A network connection is not detected.	Verify the network connection. Contact the network administrator.
<b>Unable to copy</b>	The device was unable to copy the document. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to <a href="http://www.hp.com/support/LJM3027mfp">www.hp.com/support/LJM3027mfp</a> or <a href="http://www.hp.com/support/LJM3035mfp">www.hp.com/support/LJM3035mfp</a> .)	To temporarily hide this message in order to fax or send to e-mail, touch <b>Hide</b> .
<b>Unable to send</b>	A network connection is not detected.	Verify the network connection. Contact the network administrator.
<b>Unable to send fax. Please check fax configuration.</b>	The device is unable to send a fax job.	Contact the network administrator. Also see the <i>HP LaserJet Analog Fax Accessory 300 User Guide</i> for additional configuration and troubleshooting information.
<b>Unable to store job</b>	The device is unable to store a job.	To temporarily hide this message in order to fax or send to e-mail, touch <b>Hide</b> . If this message persists, replace the disk drive (see <a href="#">Disk drive on page 113</a> ).
<b>User name or password is incorrect. Please re-enter.</b>	The user name or password was typed incorrectly.	Retype the user name and password.
<b>User name, job name, or PIN is missing.</b>	One or more of the required items has not been selected or typed.	Select the correct user name and job name, and type the correct PIN.

# Clear jams

When clearing jams, be very careful not to tear the media. If a small piece of media remains in the device, it could cause additional jams.

## Common causes of jams

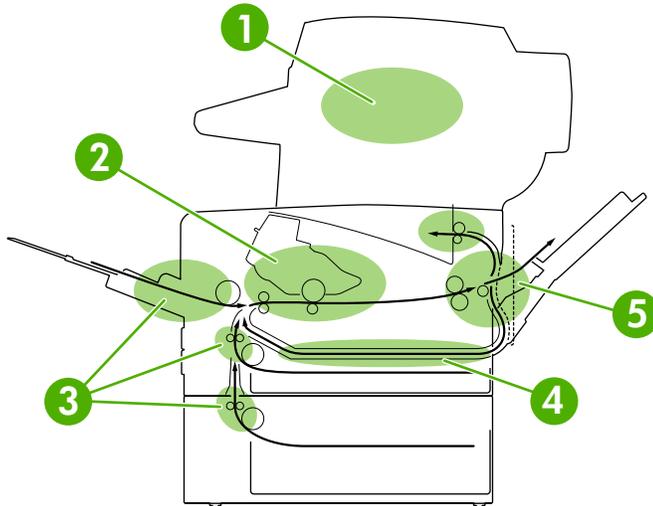
### The device is jammed.<sup>1</sup>

Cause	Solution
The media does not meet specifications.	Use only media that meets HP specifications. See <a href="#">Media specifications on page 15</a> .
A component is installed incorrectly.	Verify that the print cartridge is correctly installed.
You are using media that has already passed through a device or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See <a href="#">Install trays on page 23</a> .
The media is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The media is binding or sticking together.	Remove the media, flex it, rotate it 180°, or flip it over. Reload the media into the input tray.
The media is removed before it settles into the output bin.	Reset the device. Wait until the page completely settles in the output bin before removing it.
During two-sided printing, you removed the paper before the second side of the document was printed.	Reset the device and print the document again. Wait until the page completely settles in the output bin before removing it.
The media is in poor condition.	Replace the media.
The internal tray rollers are not picking up the media.	If the media is heavier than 120 g/m <sup>2</sup> (32 lb), it might not be picked from the tray.
The media has rough or jagged edges.	Replace the media.
The media is perforated or embossed.	Perforated or embossed media does not separate easily. Feed single sheets from tray 1.
Device supply items have reached the end of their useful life.	Check the device control panel for messages prompting you to replace supplies, or print a supplies status page to verify the remaining life of the supplies. See <a href="#">Use information pages on page 45</a> .
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.
Not all device packing material was removed.	Verify that the packing tape, cardboard, and plastic shipping locks have been removed from the device.

<sup>1</sup> If the device still continues to jam, contact HP Customer Support or your authorized HP service provider.

## Jam locations

Use this illustration to locate media jams in the device. For instructions about clearing jams, see the section listed for each jam location.



1	Automatic document feeder (ADF)	See <a href="#">Clear jams from the ADF on page 217.</a>   <b>NOTE</b> If documents jam frequently in the ADF, make sure that the ADF input tray is installed correctly (see <a href="#">Figure 5-5 Reinstalling the ADF input tray on page 83</a> ). ADF jams and skew can result from incorrect reinstallation.
2	Print cartridge	See <a href="#">Clear jams from the print-cartridge area on page 219.</a>
3	Input trays	See <a href="#">Clear jams from the input-tray areas on page 220.</a>
4	Duplex path (for two-sided printing)	See <a href="#">Clear jams from the duplexer on page 222.</a>
5	Output bins	See <a href="#">Clear jams from the output-bin areas on page 223.</a>