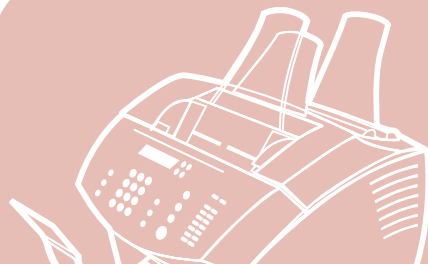




i n v e n t



hp LaserJet 3200/3200m
printer • fax • copier • scanner

**service
manual**

**LaserJet
all-in-one**



HP LaserJet 3200 product
HP LaserJet 3200M product

Service manual

Copyright Information

© 2001 Hewlett-Packard Company

All Rights Reserved.
Reproduction, adaptations, or translation without prior written permission is prohibited except as allowed under copyright laws.

Part number C7052-90930
First edition, February 2001

Warranty

The information contained in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with respect to this information. HEWLETT-PACKARD SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Hewlett-Packard shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

NOTICE TO U.S. GOVERNMENT USERS: RESTRICTED RIGHTS COMMERCIAL COMPUTER SOFTWARE: "Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c) (1)(ii) of the Rights in Technical Data Clause at DFARS 52.227-7013."

Trademark Credits

Microsoft, Windows, and MS-DOS are U.S. registered trademarks of Microsoft Corporation.

ENERGY STAR is a U.S. registered service mark of the U.S. EPA.

All other products mentioned herein may be trademarks of their respective companies.

This product is approved for use only in the country in which it was purchased.

Local country laws may prohibit the use of this product outside of the countries specified. It is strictly forbidden by law in most countries to connect nonapproved telecommunications equipment (fax machines) to public telephone networks.



Safety Information

WARNING!

Potential Shock Hazard

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- 1 Read and understand all instructions in the user guide.
- 2 Observe all warnings and instructions marked on the product.

- 3 Use only a grounded electrical outlet when connecting the product to a power source. If you don't know whether the outlet is grounded, check with a qualified electrician.
- 4 Do not touch the contacts on the end of the telephone cord or any of the sockets on the product. Replace damaged cords immediately.
- 5 Never install telephone wiring during a lightning storm.
- 6 Unplug this product from wall outlets and telephone jacks before cleaning.
- 7 Do not install or use this product near water or when you are wet.
- 8 Install the product securely on a stable surface.
- 9 Install the product in a protected location where no one can step on or trip over the line cord and the line cord will not be damaged.
- 10 If the product does not operate normally, see the online user guide.
- 11 Refer all servicing questions to qualified personnel.

Information regarding FCC Class B, Parts 15 and 68 requirements can be found in the *user guide*.

Contents

1 Product information

| | |
|--|----|
| Introduction | 14 |
| Hardware description | 14 |
| Firmware description | 15 |
| Product specifications | 16 |
| Model and serial numbers | 19 |
| Product overview | 20 |
| Warranty statement | 23 |
| Hewlett-Packard limited warranty statement | 23 |
| Declaration of Conformity | 25 |
| Toner cartridge information | 26 |
| Additional product stewardship | 27 |
| Environmental conformity | 27 |

2 Installation and operation

| | |
|--|----|
| Operating environment | 30 |
| Identifying product components | 31 |
| Control panel lights and keys | 31 |
| Using the control panel menu structure | 33 |
| Control panel error messages | 35 |
| Selecting media | 43 |
| Selecting media to print | 43 |
| Selecting media to fax, copy, or scan | 44 |
| Loading media | 45 |
| Loading media to fax, copy, or scan | 45 |
| Loading media to be printed | 48 |
| Selecting the output path | 50 |

3 Maintenance

| | |
|--|----|
| Life expectancies of consumables | 52 |
| Cleaning and maintaining the equipment | 53 |
| Cleaning the product | 54 |
| Cleaning the scanner path | 57 |
| Recalibrating the scanner | 59 |
| User-replaceable parts | 60 |

4 Operational overview

| | |
|--|----|
| Basic functions | 62 |
| Optical system | 63 |
| Formatter system | 65 |
| Control panel | 66 |
| Draft mode | 66 |
| MEt | 66 |
| Enhanced I/O | 66 |
| Page Protect | 67 |
| PJL Overview | 67 |
| Printer functions | 68 |
| Engine control unit/power system | 69 |
| Image formation system | 74 |
| Printer paper feed system | 77 |
| Basic sequence of operation (formatter-to-printer) | 82 |

5 Removal and replacement

| | |
|----------------------------------|-----|
| Removal and replacement strategy | 87 |
| Required tools | 87 |
| Parts removal order | 88 |
| Covers | 89 |
| DIMMs | 89 |
| Back cover | 90 |
| Right side cover | 91 |
| Left side cover | 93 |
| Internal paper guide | 94 |
| Top cover | 95 |
| Document scanner assemblies | 96 |
| Printer door | 96 |
| Document scanner assembly | 100 |
| Contact image sensor | 103 |
| Document scanner pickup roller | 105 |
| Document scanner separation pad | 106 |
| Document scanner motor | 107 |
| Upper guide assembly | 108 |
| Control panel/scanner board | 112 |
| Internal assemblies | 113 |
| Laser/scanner assembly | 113 |
| Output roller | 114 |
| Delivery assembly | 116 |
| Paper exit-sensor flag | 118 |
| Fusing element | 119 |

| | |
|---------------------------------|-----|
| Gear train motor | 124 |
| Solenoid | 127 |
| Pressure roller | 128 |
| Transfer roller | 130 |
| Pickup roller | 131 |
| Paper-pickup assembly | 132 |
| Kick plate | 134 |
| Separation pad | 135 |
| Bottom assemblies | 137 |
| Formatter pan | 137 |
| Formatter and LIU | 138 |
| ECU pan | 139 |
| Paper-feed assembly | 141 |

6 Troubleshooting

| | |
|--|-----|
| Basic troubleshooting | 146 |
| Errors | 149 |
| Image formation troubleshooting | 155 |
| Checking the toner cartridge | 155 |
| Solving image-quality problems | 156 |
| Solving paper feed problems | 162 |
| Functional checks | 165 |
| Engine test | 165 |
| Half-self-test functional check | 166 |
| Drum rotation functional check | 167 |
| Heating element check | 168 |
| High-voltage power supply check | 169 |
| Paper path check | 171 |
| Service mode functions | 172 |
| Secondary service menu | 172 |
| Developer's menu | 173 |
| Diagnostic mode | 181 |
| NVRAM init | 183 |
| PJL software commands | 183 |
| Troubleshooting tools | 186 |
| Internal reports | 186 |
| Printing all fax reports at once | 187 |
| T.30 protocol trace | 188 |
| Repetitive image defect ruler | 207 |
| Document scanner recalibration | 208 |
| Main wiring | 210 |
| Locations of connectors | 212 |

7 Parts and diagrams

| | |
|---|-----|
| Ordering parts and supplies | 216 |
| Parts | 216 |
| Parts exchange program | 217 |
| Related documentation and software | 217 |
| Consumables | 217 |
| Accessories | 218 |
| How to use the parts lists and diagrams | 219 |
| Common hardware | 220 |
| Assembly locations | 221 |
| Covers | 222 |
| Trays and bins | 223 |
| External covers and panels | 225 |
| Document scanner assemblies | 226 |
| Document scanner assemblies | 227 |
| Document feeder | 229 |
| Upper guide assembly | 231 |
| Internal assemblies | 232 |
| Internal components (1 of 4) | 233 |
| Internal components (2 of 4) | 235 |
| Internal components (3 of 4) | 237 |
| Internal components (4 of 4) | 239 |
| Feed assembly | 241 |
| Electrical components | 243 |
| Alphabetical parts list | 244 |
| Numerical parts list | 249 |

Figures

| | | |
|------------|---|-----|
| Figure 1. | Model and serial number label | 19 |
| Figure 2. | Front and side view | 20 |
| Figure 3. | Top view | 21 |
| Figure 4. | Rear view | 22 |
| Figure 5. | Product dimensions (in North America) | 30 |
| Figure 6. | Product dimensions (outside of North America) | 30 |
| Figure 7. | Control panel | 31 |
| Figure 8. | Basic configuration | 62 |
| Figure 9. | Document scanner path | 64 |
| Figure 10. | Printer unit functional block diagram | 68 |
| Figure 11. | ECU loads | 70 |
| Figure 12. | Overview of laser/scanner operation | 71 |
| Figure 13. | High-voltage power supply circuit. | 73 |
| Figure 14. | Image formation block diagram | 74 |
| Figure 15. | Printer path | 78 |
| Figure 16. | Solenoid, photosensors, and switches | 80 |
| Figure 17. | General timing diagram | 83 |
| Figure 18. | DIMMs removal | 89 |
| Figure 19. | Back cover removal | 90 |
| Figure 20. | Right side cover removal (1 of 2) | 91 |
| Figure 21. | Right side cover removal (2 of 2) | 92 |
| Figure 22. | Internal paper guide removal | 94 |
| Figure 23. | Top cover removal | 95 |
| Figure 24. | Printer door removal (1 of 4). | 96 |
| Figure 25. | Printer door removal (2 of 4). | 97 |
| Figure 26. | Printer door removal (3 of 4). | 98 |
| Figure 27. | Printer door removal (4 of 4). | 99 |
| Figure 28. | Document scanner assembly removal (1 of 3). | 100 |
| Figure 29. | Document scanner assembly removal (2 of 3). | 101 |
| Figure 30. | Document scanner assembly removal (3 of 3). | 102 |
| Figure 31. | Contact image sensor removal (1 of 2) | 103 |
| Figure 32. | Contact image sensor removal (2 of 2) | 104 |
| Figure 33. | Document scanner pickup roller removal | 105 |
| Figure 34. | Document scanner separation pad removal. | 106 |
| Figure 35. | Document scanner motor | 107 |
| Figure 36. | Upper guide assembly removal (1 of 4) | 108 |
| Figure 37. | Upper guide assembly removal (2 of 4) | 109 |
| Figure 38. | Upper guide assembly removal (3 of 4) | 110 |
| Figure 39. | Upper guide assembly removal (4 of 4) | 111 |
| Figure 40. | Control panel/scanner board | 112 |
| Figure 41. | Laser/scanner assembly removal. | 113 |

| | | |
|------------|--|-----|
| Figure 42. | Output roller removal (1 of 2) | 114 |
| Figure 43. | Output roller removal (2 of 2) | 115 |
| Figure 44. | Delivery assembly removal (1 of 2) | 116 |
| Figure 45. | Delivery assembly removal (2 of 2) | 117 |
| Figure 46. | Paper exit-sensor flag removal. | 118 |
| Figure 47. | Fusing element removal (1 of 4). | 119 |
| Figure 48. | Fusing element metal clips reinstallation | 120 |
| Figure 49. | Fusing element removal (2 of 4). | 121 |
| Figure 50. | Fusing element removal (3 of 4). | 122 |
| Figure 51. | Fusing element removal (4 of 4). | 123 |
| Figure 52. | Gear train motor (1 of 3). | 124 |
| Figure 53. | Gear train motor (2 of 3). | 125 |
| Figure 54. | Gear train motor (3 of 3). | 126 |
| Figure 55. | Solenoid removal | 127 |
| Figure 56. | Pressure roller removal (1 of 2) | 128 |
| Figure 57. | Pressure roller removal (2 of 2) | 129 |
| Figure 58. | Transfer roller removal | 130 |
| Figure 59. | Paper-pickup assembly removal (1 of 2) | 132 |
| Figure 60. | Paper-pickup assembly removal (2 of 2) | 133 |
| Figure 61. | Kick plate removal | 134 |
| Figure 62. | Separation pad removal (1 of 2). | 135 |
| Figure 63. | Separation pad removal (2 of 2). | 136 |
| Figure 64. | Formatter pan removal | 137 |
| Figure 65. | Formatter and LIU | 138 |
| Figure 66. | ECU pan removal (1 of 2). | 139 |
| Figure 67. | ECU pan removal (2 of 2). | 140 |
| Figure 68. | Paper-feed assembly removal (1 of 3) | 141 |
| Figure 69. | Paper-feed assembly removal (2 of 3) | 142 |
| Figure 70. | Paper-feed assembly removal (3 of 3) | 143 |
| Figure 71. | Engine test switch. | 165 |
| Figure 72. | Toner cartridge high-voltage connection points | 169 |
| Figure 73. | High-voltage connector assembly | 170 |
| Figure 74. | Overriding SW301 | 171 |
| Figure 75. | NVRAM PJI factory variables | 184 |
| Figure 76. | Example of a successfully sent fax. | 205 |
| Figure 77. | Example of a successfully received fax | 206 |
| Figure 78. | Repetitive image defect ruler | 207 |
| Figure 79. | Main wiring (1 of 2). | 210 |
| Figure 80. | Main wiring (2 of 2). | 211 |
| Figure 81. | Locations of connectors (1 of 3) | 212 |
| Figure 82. | Locations of connectors (2 of 3) | 213 |
| Figure 83. | Locations of connectors (3 of 3) | 213 |
| Figure 84. | Assembly locations. | 221 |
| Figure 85. | Trays and bins | 222 |
| Figure 86. | External covers and panels | 224 |
| Figure 87. | Document scanner assemblies | 226 |
| Figure 88. | Document feeder | 228 |

| | | |
|------------|---------------------------------------|-----|
| Figure 89. | Upper guide assembly | 230 |
| Figure 90. | Internal components (1 of 4). | 232 |
| Figure 91. | Internal components (2 of 4). | 234 |
| Figure 92. | Internal components (3 of 4). | 236 |
| Figure 93. | Internal components (4 of 4). | 238 |
| Figure 94. | Feed assembly | 240 |
| Figure 95. | Electrical components | 242 |

Tables

| | | |
|-----------|--|-----|
| Table 1. | Physical specifications | 16 |
| Table 2. | Environmental specifications | 16 |
| Table 3. | Power specifications | 17 |
| Table 4. | Performance | 17 |
| Table 5. | Operating acoustical emissions (per ISO 9296) specifications | 18 |
| Table 6. | Skew specifications | 18 |
| Table 7. | Control panel error messages | 35 |
| Table 8. | Media types | 43 |
| Table 9. | Life expectancies of consumables | 52 |
| Table 10. | Basic troubleshooting | 146 |
| Table 11. | Control panel error messages | 149 |
| Table 12. | Solving image-quality problems | 156 |
| Table 13. | Solving paper feed problems | 162 |
| Table 14. | Country codes | 174 |
| Table 15. | Parameter ID numbers (Fall, 2000 release) | 175 |
| Table 16. | Parameter ID numbers (Spring, 2001 release) | 178 |
| Table 17. | Diagnostic mode key sequences | 181 |
| Table 18. | Fax receive error codes | 189 |
| Table 19. | Fax send error codes | 194 |
| Table 20. | Fax phase sequence | 201 |
| Table 21. | Appropriate responses | 202 |
| Table 22. | Fax abbreviations | 203 |
| Table 23. | Authorized parts resellers in the United States | 216 |
| Table 24. | Technical support websites | 217 |
| Table 25. | Accessories | 218 |
| Table 26. | Common fasteners | 220 |
| Table 27. | Trays and bins | 223 |
| Table 28. | External covers and panels | 225 |
| Table 29. | Document scanner assemblies | 227 |
| Table 30. | Document feeder | 229 |
| Table 31. | Upper guide assembly | 231 |
| Table 32. | Internal components (1 of 4) | 233 |
| Table 33. | Internal components (2 of 4) | 235 |
| Table 34. | Internal components (3 of 4) | 237 |
| Table 35. | Internal components (4 of 4) | 239 |
| Table 36. | Feed assembly | 241 |
| Table 37. | Electrical components | 243 |
| Table 38. | Alphabetical parts list | 244 |
| Table 39. | Numerical parts list | 249 |

1

Product information

Chapter contents

| | |
|--|----|
| Introduction | 14 |
| Hardware description | 14 |
| Firmware description | 15 |
| Product specifications | 16 |
| Model and serial numbers | 19 |
| Product overview | 20 |
| Warranty statement | 23 |
| Declaration of Conformity | 25 |
| Toner cartridge information | 26 |
| Additional product stewardship | 27 |
| Environmental conformity | 27 |

Introduction

The HP LaserJet 3200 product and HP LaserJet 3200M product are powerful business tools with the capabilities of a full range of office equipment. With the product, you can:

- **Print**—Print documents easily with the laser quality you have come to expect from an HP LaserJet printer.
- **Fax**—Use the product as a standalone fax machine to send and receive faxes, as well as perform advanced tasks such as forwarding faxes to other locations. Use the software to send faxes from and receive them to your computer.
- **Copy**—Make superior laser-quality copies. You can make up to 99 copies of a 30-page original. You can also enlarge, reduce, adjust contrast, and collate.
- **Scan**—Scan important documents to create electronic files.
- **Use software**—Use the software to print, fax, copy, or scan. Also use the software to store and organize scanned documents.

Hardware description

The product provides 1200 dot-per-inch (dpi) printing, plus scanning capabilities. The scanner scans at 600 dpi/24 bits per pixel (bpp) and contains a document feeder that holds up to 30 pages.

The product prints nine pages per minute (ppm). It provides an excellent Windows printing solution, ease of use, and higher performance. With 1200 dpi printing resolution, the product has exceptional text and graphics print quality. The simplified control panel and improved paper handling make this product very simple to use.

There is one main media input tray with a 125-sheet capacity for continuous, multiple-page printing. Manual, single-sheet printing is possible through the single-sheet input tray. Both trays are center-justified for all supported paper sizes. The output tray holds up to 100 sheets.

The product has a very fast first-page-out, at less than eighteen seconds. The formatter board contains 12 MB of ROM on a DIMM, 8 MB of RAM on a DIMM in the third DIMM slot (or 16 MB on a DIMM in the second DIMM slot for the "M" version), and a 32-bit MCF5202 chip. There is one DIMM slot available for DIMM expansion

(supporting an 8 MB, 16 MB, 32 MB, or 64 MB DIMM). The engine has a 1,000 average (10,000 peak) page-per-month duty cycle and has no fan. The toner life is 2,500 pages.

Firmware description

Product firmware includes:

- Enhanced PCL 6 with status readback
- 45 fonts in Intellifont format, plus Cyrillic
- Full-page 600 dpi bitmap
- Pixel placement, mosaic characters
- Memory Enhancement technology (MEt) with hardware compression/decompression

The firmware also has REt and EconoMode functionality. Scan capability includes 600 dpi and 24-bit color.

Product specifications

Table 1. Physical specifications

| Category | Specification |
|------------------------------|--|
| Height | 272 mm (10.71 inches) without supports attached; 404 mm (15.91 inches) with supports attached |
| Depth | 390 mm (15.36 inches) without supports attached; 598 mm (23.55 inches) with supports attached |
| Width | 384 mm (15.12 inches) |
| Weight (cartridge installed) | 10.6 kilograms (23.37 pounds) |

Table 2. Environmental specifications

| Category | Specification |
|-----------------------|--|
| Operating environment | Printer plugged into an AC outlet: <ul style="list-style-type: none">• Temperature: 15 to 32.5 degrees Celsius (C); 59 to 90.5 degrees Fahrenheit (F)• Humidity: 20 to 80 percent relative humidity (no condensation) |
| Storage environment | Printer unplugged from an AC outlet: <ul style="list-style-type: none">• Temperature: 0 to 40 degrees C (32 to 104 degrees F)• Humidity: 10 to 90 percent relative humidity (no condensation) |

Table 3. Power specifications

| Category | Specification |
|--|---|
| Power requirements | <ul style="list-style-type: none"> ● 100 to 120 Volts alternating current (Vac), 50/60 Hz ($\pm 2\%$); 127 Vac, 60 Hz NOM <p>-Or-</p> <ul style="list-style-type: none"> ● 220 Vac ($\pm 10\%$), 50/60 Hz (± 2 Hz) ● 220-240 Vac ($\pm 10\%$), 50 Hz (± 2 Hz) <hr/> <p>Note Power sources are not interchangeable.</p> |
| Power consumption (in continuous copy mode) | 200 watts |
| Power consumption (idle) | 6 watts |
| Minimum recommended circuit capacity | 4.5 amps at 115 V 2.5 amps at 230 V |

Table 4. Performance

| Category | Specification |
|-------------------------|--|
| Print resolution | 1200 dpi |
| Scan resolution | 600 dpi optical, with 256 levels of gray and 24-bit color |
| Fax resolution | Standard: 203 by 98 dpi Fine: 203 by 196 dpi Superfine: 300 by 300 dpi (no halftone) Photo: 300 by 300 dpi (halftone enabled) |
| Print speed | 9 ppm |
| Copy speed | 9 ppm |

Table 5. Operating acoustical emissions (per ISO 9296) specifications

| Category | Specification |
|---|----------------------|
| Sound Power Level, $L_{WA,d}$ (1 bel = 10 decibels) | 6.3 bels (B) |
| Sound Pressure Level, L_{pAm} (operator position) | 57 decibels (dB) |
| Sound Pressure Level, L_{pAm} (bystander position) | 48 dB |

Table 6. Skew specifications

| Category | Specification |
|------------------------------------|-------------------------------------|
| Print skew—left | 0.6% (1.5 mm over 250 mm in length) |
| Print skew—right angle accuracy | 0.64% (1.2 mm over 190 mm in width) |
| Scan skew | 1.2% |

Model and serial numbers

The model number and serial number are listed on an identification label located on the back of the printer.

The serial number contains information about the country of origin, the revision level, the production code, and production number.

The label also contains power rating and regulatory information.

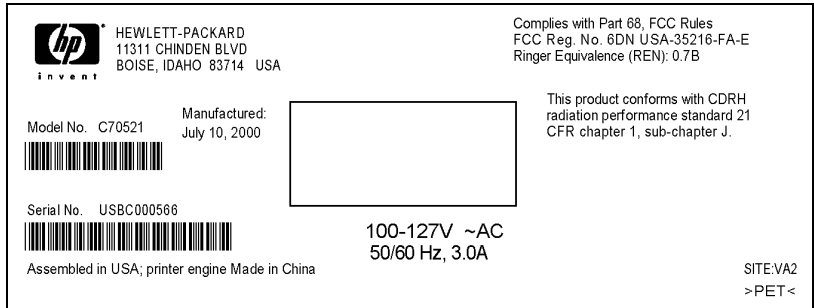


Figure 1. Model and serial number label

Product overview

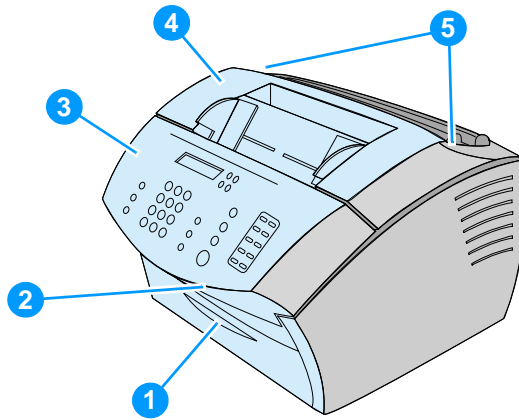


Figure 2. Front and side view

- 1 Front paper path door
- 2 Document output slot
- 3 Control panel/document release door
- 4 Printer door
- 5 Printer door release latches

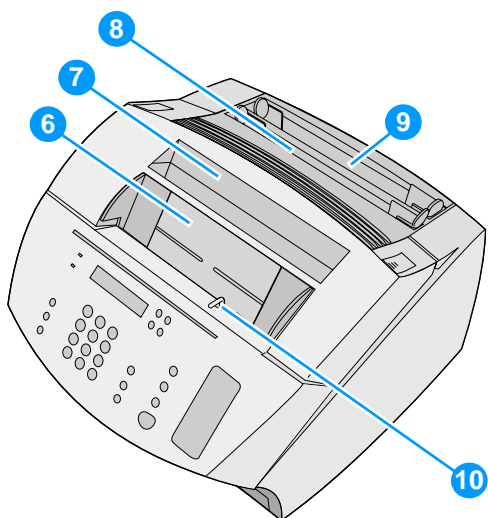


Figure 3. Top view

- 6** Document feeder tray
- 7** Paper output bin
- 8** Single-sheet input tray
- 9** Paper input tray
- 10** Special media lever

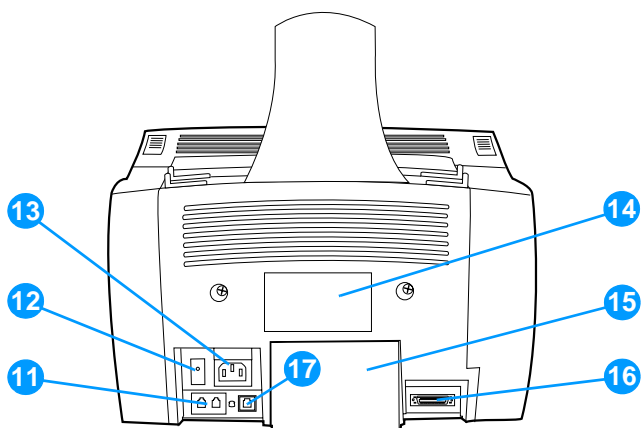


Figure 4.

Rear view

- 11 Phone line connectors
- 12 On/off switch (on 220 V models only)
- 13 Power cable connector
- 14 Model and serial number label
- 15 Memory door
- 16 Parallel cable connector
- 17 USB connector

Warranty statement

This warranty gives specific legal rights. There may also be other rights which vary from area to area. See the user guide for further warranty information or see the warranty card included with the printer.

Hewlett-Packard limited warranty statement

HP LaserJet 3200 product ONE-YEAR LIMITED WARRANTY

- 1 HP warrants to you, the end-user customer, that HP hardware, accessories, and supplies, will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or like-new.
- 2 HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software media which does not execute its programming instructions due to such defects.
- 3 HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.
- 4 HP products may contain remanufactured parts equivalent to a new in performance or may have been subject to incidental use.
- 5 Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (d) improper site preparation or maintenance.
- 6 **HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL. TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OR MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR**

PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. Some countries, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.

- 7 TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- 8 (AUSTRALIA and NEW ZEALAND ONLY) THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Declaration of Conformity

Declaration of Conformity
according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet 3200 product
Model Number: C7052A, 7053A, 7055A (Printer/Fax/Scanner/Copier)
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950:1991+A1+A2+A3+A4/EN 60950:1992+A1+A2+A3+A4+A11
IEC60825-1:1993+A1/EN 60825-1:1994+A11 Class 1 Laser/LED Product

EMC: CISPR 22:1997/EN 55022:1998 Class B¹
CISPR 24:1997/EN 55024:1998
IEC 61000-3-2:1995/EN61000-3-2:1995
IEC61000-3-3:1994/EN61000-3-3:1995
FCC Title 47 CFR, Part 15 Class B² / ICES-003, Issue 2
AS / NZS 3548:1995

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, the EMC Directive 89/336/EEC, and the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-marking accordingly.

- 1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
- 2) This Device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

April 18, 2000

For Compliance Information ONLY, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Strasse 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

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

Toner cartridge information

The toner cartridge is designed to simplify replacement of the major consumable parts. The toner cartridge contains the printing mechanism and a supply of toner.

At five percent page coverage, a toner cartridge will print approximately 2,500 pages. However, a toner cartridge should print more pages if it regularly prints pages with less coverage, such as short memos. The cartridge might print fewer pages if heavy or bold print is used.

Note

For best results, always use a toner cartridge before the expiration date stamped on the toner cartridge box.

Refilled toner cartridges

While Hewlett-Packard does not prohibit the use of refilled toner cartridges during the warranty period or while the printer is under a maintenance contract, it is not recommended for the following reasons:

- Repairs resulting from the use of refilled toner cartridges are not covered under Hewlett-Packard warranty or maintenance contracts.
- Hewlett-Packard has no control or process to ensure that a refilled toner cartridge functions at the high level of reliability of a new HP LaserJet toner cartridge. Hewlett-Packard also cannot predict the long term reliability effect on the printer from using different toner formulations found in refilled cartridges.
- The print quality of HP LaserJet toner cartridges influences the customer's perception of the printer. Hewlett-Packard has no control over the actual print quality of a refilled toner cartridge.

Recycling toner cartridges

In order to reduce waste, Hewlett-Packard offers a recycling program. Cartridge components that do not wear out are recycled. Plastics and other materials are recycled. Hewlett-Packard pays the shipping costs from the user to the recycling plant. To join this recycling effort, follow the instructions inside the toner cartridge box.

Additional product stewardship

Environmental conformity

The design of this HP LaserJet product facilitates the recycling of:

Printer and parts

Design for recycling has been incorporated into this printer and its accessories. The number of materials has been kept to a minimum while ensuring proper functionality and high product reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove with common tools. High-priority parts have been designed to be accessed quickly for efficient disassembly and repair. Plastic parts have been primarily designed in two colors to enhance recycling options. A few small parts are colored specifically to highlight customer access points. The plastics used in the printer housing and chassis are technically recyclable.

HP provides a product return system for customers in Germany. Many of the functional parts are recovered, tested, and reused as fully warranted service parts. Used parts are not placed into new products. Remaining product parts are recycled, if possible. For product return information, contact the address below:

Hewlett-Packard GmbH
Wertstoffzentrum
Fronackerstr.30
71063 Sindelfingen

2 Installation and operation

Chapter contents

| | |
|--|----|
| Operating environment | 30 |
| Identifying product components | 31 |
| Control panel lights and keys | 31 |
| Using the control panel menu structure | 33 |
| Control panel error messages | 35 |
| Selecting media | 43 |
| Selecting media to print | 43 |
| Selecting media to fax, copy, or scan | 44 |
| Loading media | 45 |
| Loading media to fax, copy, or scan | 45 |
| Loading media to be printed | 48 |
| Selecting the output path | 50 |

Operating environment

Place the product on a sturdy, level surface in a well-ventilated area that meets the following environmental requirements:

- temperature: 15 to 32.5 degrees C (59 to 90.5 degrees F)
- humidity: 20 to 80 percent relative humidity (no condensation)
- away from direct sunlight, open flames, and ammonia fumes
- sufficient space around the product to allow for proper access and ventilation, as shown in the figure below:

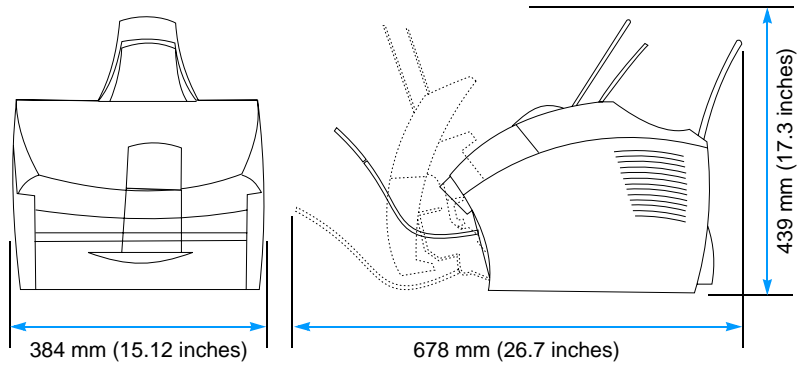


Figure 5. Product dimensions (in North America)

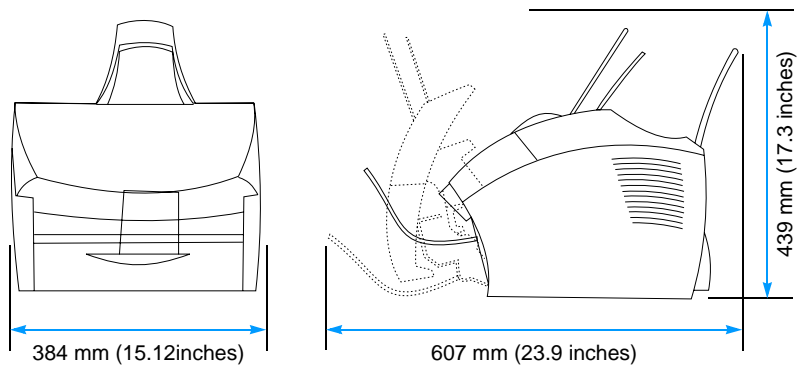


Figure 6. Product dimensions (outside of North America)

Identifying product components

Control panel lights and keys

The lights on the control panel provide status of the product and the keys are used to fax paper-based documents, make copies, scan documents, and adjust settings for the product. See “Using the control panel menu structure” on page 33 for more information about menu settings.

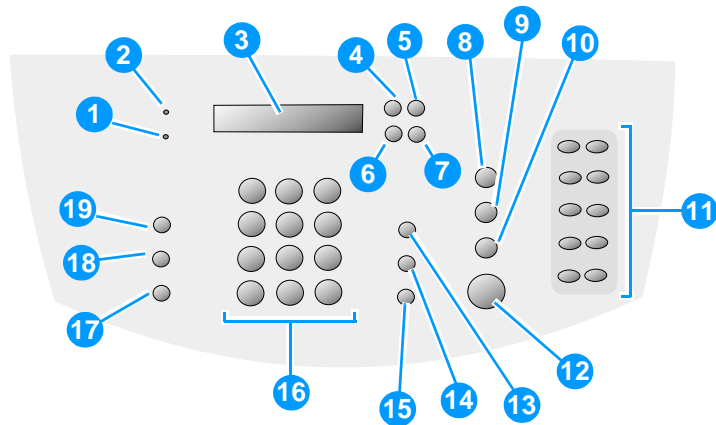


Figure 7. Control panel

- 1 Error light**—when solid, indicates an error condition.
- 2 Ready light**—when solid, indicates the product is ready and has no error conditions; when blinking, indicates that the product is processing a job.
- 3 Control panel display**—displays messages or Menu settings.
- 4 Enter/Menu**—use to gain access to the Menu, save a selection, or go down one level in the Menu settings.
- 5 Back space**—use to go up one level in the Menu settings or to backspace when typing text.
- 6 < (back arrow)**—use to scroll back through items at the same Menu level, move back through text.
- 7 > (forward arrow)**—use to scroll forward through items at the same Menu level; also use to insert a space when typing text or scroll forward.

- 8 **Stop/Clear**—stops or clears any action in progress or exits the Menu settings.
- 9 **Scan**—starts scanning documents loaded in the document feeder.
- 10 **Copy**—starts the copy function.
- 11 **One-touch keypad**—use the keys on the one-touch keypad to store frequently dialed fax numbers.
- 12 **Fax/Send**—use to start sending paper faxes.
- 13 **Volume**—use to adjust the line monitor volume for incoming and outgoing fax connection sounds.
- 14 **Speed-Dial**—press this key, plus a one-, two- or three-digit code to fax to previously stored fax numbers.
- 15 **Redial/Pause**—press to redial the last fax number or use to insert a pause into a fax number.
- 16 **Numeric keys**—use to enter fax numbers. Also use to add letters when typing a name in the fax header or for speed-dials.
- 17 **Reduce/Enlarge**—use to adjust the size of the current copy job.
- 18 **Resolution**—use to adjust the resolution, or sharpness, for the current fax or copy job.
- 19 **Contrast**—use to adjust the contrast, or difference between light and dark areas, for the current fax or copy job.

Using the control panel menu structure

What follows is a hierarchical diagram of the control panel menu structure. Refer to this menu structure when you make changes to settings and features.

To print a copy of the menu structure, see “Internal reports” on page 186. To see which settings are currently selected, print a configuration report. See “Internal reports” on page 186 for instructions. The following is a general procedure for using the control panel menu.

To use the control panel keys:

- 1 Press **ENTER/MENU** to begin.
- 2 Use the **<** or **>** key to select one of the choices from the main Menu, and then press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select one of the choices from the Submenu and press **ENTER/MENU**.
- 4 If applicable, use the **<** or **>** key to select one of the choices from the second Submenu and press **ENTER/MENU**.

To print the control panel menu structure

- 1 Press **ENTER/MENU**.
- 2 Use the **<** or **>** key to select **REPORTS** and then press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select **MENU STRUCTURE** and then press **ENTER/MENU**. The product exits the Menu settings and prints the report.

| Main Menu | Submenu | Submenu |
|-------------------------|---|--|
| Fax job status | | |
| Fax functions | Send fax later Stop receive to PC Reprint last faxes Polling receive Clear stored faxes | |
| Time/date, header | Time/date Fax header | |
| Copy setup | Default quality Default contrast Default collation Default # of copies Default reduce/enlarge | |
| Reports | Demo page Fax activity log | Print fax log now Auto. log printing |
| | Fax call report | Print fax log now Print report Include first page |
| | Speed dial report Menu structure Configuration report Block fax list PCL font list All fax reports | |
| Fax setup..... | Speed dials | Individual setup Group setup Delete all entries |
| | Fax send setup | Default resolution Default contrast Dialing mode Redial on busy Redial on no answer Dial prefix Detect dial tone Billing codes |
| | Fax receive setup..... | Answer mode Rings to answer Answer ring pattern Extension phone Silence detection Fit to page Stamp received faxes Forward fax Block faxes |
| | All faxes | Error correction V. 34 |
| Common settings..... | Language Default paper size Print density Volume settings | Alarm volume Ring volume Key press volume |
| Service..... | Scan calibration Print T.30 trace Restore defaults Cleaning mode | |

Control panel error messages

These control panel error messages are listed alphabetically. Messages are accompanied by the cause of the message and steps to resolve the problem.

Table 7. Control panel error messages

| Message | Cause | Solution |
|---|---|---|
| ###: [GROUP NAME] ONE-TOUCH/SPEED DIAL | The product is waiting for you to press a programmed one-touch key or enter a speed-dial code to a group-dial code. | Begin adding fax numbers to the group-dial code. See "Programming group-dial codes" in the online user guide. |
| ### NOT PROGRAMMED [ENTER] TO PROGRAM | The one-touch key or speed-dial code has not been programmed and therefore cannot be added to a group. | Press ENTER/MENU to program the one-touch or speed-dial. If you want to program a group-dial, press STOP/CLEAR and use the control panel menu to create a new group. Press STOP/CLEAR if you do not want to program the one-touch or speed-dial. |
| 50 FUSER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 51 LASER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 52 SCANNER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 53 PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|---|---|--|
| 54 PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 55 DC CONTROLLER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 62.X PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 79 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 80 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| 81 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message does not clear, see chapter 6, "Troubleshooting." |
| CANCELED COPY. CLEAR DOCUMENT FEEDER | The STOP/CLEAR key was pressed to cancel the current job while pages were feeding from the document feeder. The cancel process will not automatically clear the document feeder. | Pull the document release door open, remove the jammed item, and close the door. Then, clear the items in the document feeder tray and start over. |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|--|--|---|
| CANCELED FAX. CLEAR DOCUMENT FEEDER. | The STOP/CLEAR key was pressed to cancel the current job while pages were feeding from the document feeder tray. The cancel process will not automatically clear the document feeder. | Pull the document release door open, remove the jammed item, and close the door. Then, clear the items in the document feeder tray and start over. |
| CANCELED SCAN. CLEAR DOCUMENT FEEDER | The STOP/CLEAR key was pressed to cancel the current job while pages were feeding from the document feeder. The cancel process will not automatically clear the document feeder. | Pull the document release door open, remove the jammed item, and close the door. Then, clear the items in the document feeder tray and start over. |
| COMMUNICATION ERROR | Fax communication error occurred between the product and the sender or receiver. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| COPY COUNT SET TO 1 | The product does not have enough memory to complete the collated copy job. | Continue completing the collated copy job. |
| DEVICE BUSY. TRY AGAIN LATER | The product is currently in use. | Wait for the product to finish the current job. |
| DEVICE ERROR. PRESS [ENTER] TO RESUME | There was an internal error in the product. | Press ENTER/MENU to resume the job. |
| DOCUMENT FEEDER JAM | A piece of media is jammed in the document feeder tray. | Open the document release door, clear the jam, close the document release door, and reload the paper into the document feeder tray. |
| DOCUMENT FEEDER MISPICK. RELOAD MEDIA | Media in the document feeder tray was not picked up. | Remove and reload the media into the document feeder tray. |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|---------------------------------------|--|---|
| FAX DOES NOT ANSWER CANCELED SEND | Attempts to redial a fax number failed or the redial on no answer option was turned off. | Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial option is enabled. Unplug the telephone cord from both the product and the wall and replug the cord. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| FAX DOES NOT ANSWER REDIAL PENDING | You tried to send a fax, but the receiving fax line did not answer. The product attempts to redial after a few minutes. | Allow the product to retry sending the fax. Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial on no answer option is enabled. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| FAX MEMORY FULL CANCELING RECEIVE | During the fax transmission, the product ran out of memory. Only the pages that fit into memory will be printed. | Print all of the faxes and have the sender resend the fax. Cancel all fax jobs or clear the faxes from memory (see "Clearing faxes from memory" in the online user guide). |
| FAX MEMORY FULL CANCELING SEND | During the fax job, the memory filled. All pages of the fax have to be in memory for a fax job to work correctly. Only the pages that fit into memory were sent. | Print all received faxes or wait until all pending faxes are sent. Cancel all fax jobs or clear the faxes from memory (see "Clearing faxes from memory" in the online user guide). |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|--|--|---|
| FAX RECEIVE ERROR | An error occurred while trying to receive a fax. | Ask the sender to resend the fax. Try faxing back to sender or another fax machine. Check that the telephone cord is securely connected by unplugging and replugging the cord. Check for a dial tone on the phone line by pressing FAX/SEND . Make sure the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call. Connect the product to a different phone line. |
| FAX SEND ERROR | An error occurred while trying to send a fax. | Try resending the fax. Try faxing to another fax number. Check that the telephone cord is securely connected by unplugging and replugging the cord. Check for a dial tone on the phone line by pressing FAX/SEND . Make sure the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call. Connect the product to a different phone line. |
| GROUP DIAL NOT ALLOWED IN GROUP | The speed-dial code you entered is programmed for a group. Adding a group-dial to another group-dial is not allowed. | Enter one-touch keys (programmed as an individual speed dial) or speed-dial codes to a group-dial |
| GROUP IS FULL, [FAX] TO START | The maximum number of fax numbers that can be added to an ad hoc group is 20. | Resend to the ad hoc group using less fax numbers. |
| IN CLEANING MODE. PLEASE WAIT 1-3 MIN. | The product is running an internal cleaning cycle. | Wait for the product to finish the cleaning cycle. The message will clear when the cycle is finished. |
| INVALID DATE | An invalid date was entered, such as June 35. | Reenter the date. |
| INVALID TIME | An invalid time was entered, such as 25:99 P.M. | Reenter the time. |
| JOB SETTINGS CLEARED | The product has cleared job settings. | Reenter any desired job settings. |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|---------------------------------------|--|---|
| MEMORY LOW. ONLY 1 COPY. PRESS [STOP] | The product completed making one copy. The remaining copies have been canceled because of low product memory. | Press STOP/CLEAR to clear the error. Use the HP LaserJet Director to make multiple copies of large documents, or break the job into smaller jobs containing fewer pages. |
| MEMORY LOW. [STOP] TO CANCEL. | The product memory has been almost completely filled. | Allow the product to finish the job or press STOP/CLEAR to cancel the job. |
| NO DIAL TONE. | The product could not detect a dial tone. | Unplug the telephone cord from both the product and the wall and replug the cord. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See "Changing the detect dial tone setting" in the online user guide. Also see chapter 6, "Troubleshooting." |
| NO DOCUMENT SENT | The fax forwarding setting is on and the product unsuccessfully received a fax because of low memory or some other reason. The product deleted the incomplete received data before attempting to forward the deleted data. | Print the faxes in memory and have the sender resend the missing page(s) of the document. |
| NO FAX DETECTED | The product answered the incoming call but could not determine that the caller was a fax machine. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| NO FAX PAGES IN MEMORY TO REPRINT | The product attempted to execute "Reprint Last Fax" when nothing was in memory. | Receive a fax before attempting to use this option. |
| NOT ENOUGH MEMORY. TRY AGAIN LATER | There is not enough memory to start a new job. | Wait until the current job is finished before starting a new job. |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|--|--|--|
| POWER FAIL RECOVERY. CHECKING SYSTEM | The product has detected a power failure and is performing a self-test. | The product should go back to the ready state on its own. If this message does not go away in a couple of minutes, disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. |
| POWER FAIL RECOVERY. FAX SETTING RESET | The product has detected a power failure and the last update to the fax settings was corrupted. The product is resetting all fax settings to the factory default settings. | Press STOP/CLEAR to clear the error. The product should return to the ready state. |
| POWER FAIL RECOVERY. PRINTING FAXES | The product has detected a power failure and is printing all of the faxes that it did not previously print. | The product prints all of the received faxes that it did not previously print. Once the faxes are printed, the product will return to the ready state. |
| POWER FAIL RECOVERY. SEND:[FAX NUMBER] | The product has detected a power failure and has also detected unsent faxes and will try to resend them. | The product resents the unsent faxes. Once the faxes are sent, the product will return to the ready state. |
| POWER OFF. CHECK DIMM #[1-3] | The DIMM in the indicated slot has failed. | Turn off the product and check the indicated DIMM. |
| PRINTER PAPER JAM CLEAR PAPER PATH | The product has detected that a jam has occurred. | Clear the jam. The job should continue to print. If it does not, try reprinting the job. |
| PRINTER DOOR OPEN OR NO TONER CARTRIDGE | The printer door is open or the toner cartridge is not installed properly. | Make sure the printer door is closed. Check the toner cartridge for proper installation. |
| PRINTER PAPER TRAY IS EMPTY. ADD PAPER | The paper input tray is empty. | Load media. If media is already loaded, remove it. Check for and remove any jam, and then reload the stack of media in the paper input tray. |
| PRINTER TRAY MISPICK. [ENTER] TO RESUME | The print engine has failed to pick up a piece of media. | Reload the paper in the paper input tray and press ENTER/MENU to continue the job. |

Table 7. Control panel error messages (continued)

| Message | Cause | Solution |
|---|--|--|
| RECEIVING FAX BUSY CANCELED FAX | The fax line to which you were sending a fax was busy. The product has cancelled sending the fax. | Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial on busy option is enabled. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| RECEIVING FAX BUSY REDIAL PENDING | The fax line to which you were sending a fax was busy. The product automatically redials the busy number. (See "Changing how the product redials" in the online user guide.) | Allow the product to retry sending the fax. Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See chapter 6, "Troubleshooting." |
| SCANNER RESERVED FOR PC SCAN | The product is being used to create a scan by a computer. | Wait until the PC scan has finished, or cancel the scan from the computer software, or press STOP/CLEAR . |
| SCANNING ERROR. CANNOT CONNECT TO PC | The product cannot transmit scan information to a computer. | Check the connection cable and try the scan again. |

Selecting media

Selecting media to print

You can use paper with up to 100 percent recycled fiber content if it meets HP's specifications. To order HP paper or the *Print Media Guide* for HP LaserJet printers, see "Ordering parts and supplies" on page 216.

Highly textured stock might not print evenly. Very glossy papers might jam or repel toner. Multipart forms can wrinkle or get jammed in the product. And paper in poor condition, such as paper with tears, wrinkles, or bent edges, can jam.

Avoid envelopes that have a very slick finish, ones that have self-stick adhesives, or those with clasps or windows. Also avoid envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.

Use a sturdy envelope of approximately 7.25 to 12.25 kg (16- to 27-pound) weight. Use tightly constructed envelopes and make sure the folds are sharply creased.

The paper input tray can hold up to 125 sheets of 75 g/m² (20 lb) print media. The single-sheet input tray is designed for one sheet. Both can be adjusted to hold media measuring from 76.2 by 127 mm (3 by 5 inches) to 216 by 356 mm (8.5 by 14 inches). This includes, but is not limited to, the following paper and envelope sizes:

Table 8. Media types

| Paper type | Metric | English |
|-------------------------|------------------|------------------|
| Letter | 216 by 279 mm | 8.5 by 11 in |
| Legal | 216 by 356 mm | 8.5 by 14 in |
| Executive | 184 by 267 mm | 7.25 by 10.5 in |
| A4 | 210 by 297 mm | 8.25 by 11.75 in |
| COM10 Envelopes | 105 by 241 mm | 4.125 by 9.5 in |
| DL Envelopes | 110 by 220 mm | 4.33 by 8.67 in |
| C5 Envelopes | 162 by 229 mm | 6.4 by 9 in |
| B5 Envelopes | 176 by 250 mm | 6.9 by 9.85 in |
| Monarch Envelopes | 98.5 by 190.5 mm | 3.875 by 7.5 in |
| Other custom size media | custom | custom |

Selecting media to fax, copy, or scan

The product can scan items of various sizes, from 2 by 3.5 inches (51 by 89 mm) (the size of a business card) to 8.5 by 14 inches (215 by 356 mm). The product can fax and copy items ranging from 2 by 3.5 inches (51 by 89 mm) to 8.5 by 35 inches (215 by 889 mm).

The product accepts bond paper, onionskin paper, newspaper pages, magazine pages, recycled paper, transparencies, and photographs, and accepts other items in carrier sheets. Coarse papers scan more easily than smooth items. Slick papers can go through the product, although they can be more difficult to feed through. For best results, feed slick sheets one at a time, and set the special media lever correctly.

Perform the following actions to minimize the possibility of jams:

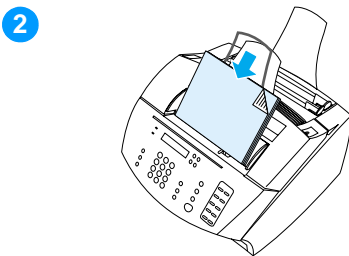
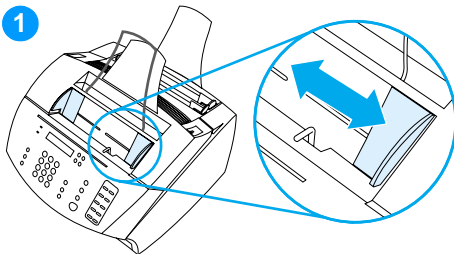
- Remove self-stick notes.
- Remove staples and paper clips.
- Straighten any curls or wrinkles in documents before putting them into the document feeder tray.
- Do not insert any document with glue, correction fluid, or wet ink on it.
- Do not insert gum-backed paper or labels.
- Place documents with tears, perforations, or punch holes in a carrier sheet, which you can buy or make. (See “To load special items” on page 46.)
- Avoid multiple-copy forms.

Loading media

The following sections explain how to load media for sending and receiving faxes, copying, scanning, and printing.

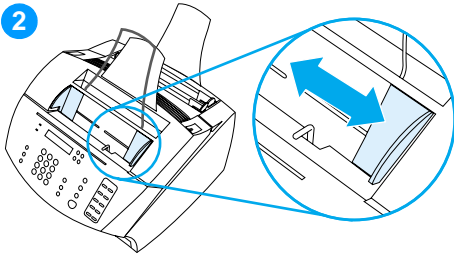
Loading media to fax, copy, or scan

Whether you want to fax, copy, or scan, the procedure for loading the document is the same. If your document is on a regular-weight paper (from 12 to 28 lb, or 46 to 105 g/m²), see "To load normal media" below. If your document is a transparency, is in a carrier sheet, or is not on regular-weight paper, use the directions for "To load special items" on page 46.



To load normal media

- 1 Adjust the guides in the document feeder tray to fit the size of the item you are loading.
- 2 Place up to 30 pages leading edge first, face down, into the document feeder tray.



To load special items

When loading items to be faxed, copied, or scanned, you need to protect small, fragile, lightweight (less than 12 lb. or 46 g/m²), or irregularly sized items such as receipts, newspaper clippings, photographs, and old or worn documents.

1 Do one of the following:

- Place the item in a carrier sheet. You can buy a carrier sheet, or you can make one by taping a transparency and piece of paper together along one of the short sides. Insert the item to be faxed, copied, or scanned into the carrier, and insert the carrier into the document feeder tray, taped edge first.

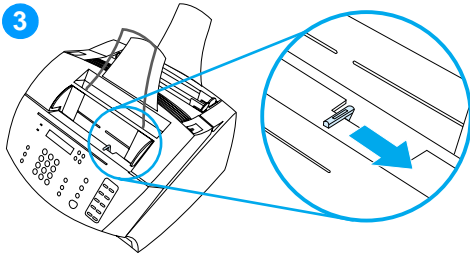
- Or -

- Using clear tape, tape the leading and trailing edges of the item to a sheet of letter- or A4-size paper. If the item is not square or rectangular, tape all edges of the item to the paper.

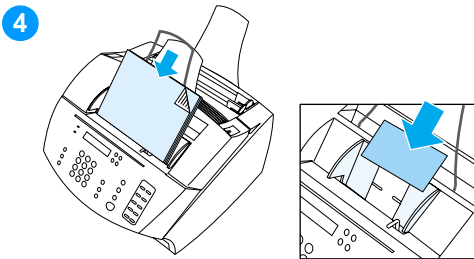
- Or -

- If you have use of a full-size copier, copy the item first and then send the copy through the scanner.

2 Adjust the guides in the document feeder tray to fit the size of the item you are loading.



- 3 Locate the special media lever (see figure 3 on page 21) on the top edge of the control panel and move it to the right. The special media lever opens the document feeder mechanism, allowing you to feed thick items, one at a time, into the document scanner.



Note

Move the special media lever back to the left after special items have been fed. A stack of regular pages sent with the lever to the right feed in multiples and cause jams.

CAUTION

Do not move the lever after the product has begun sending the page.

- 4 Load only one sheet at a time, leading edge first, face down, into the document feeder tray.

Note

If you are loading a business card, load it *long* edge first.

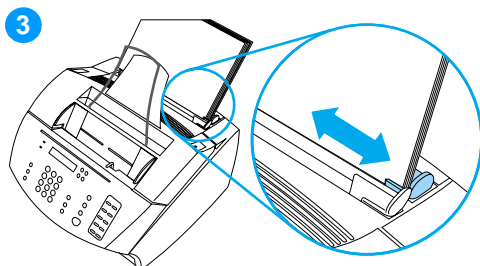
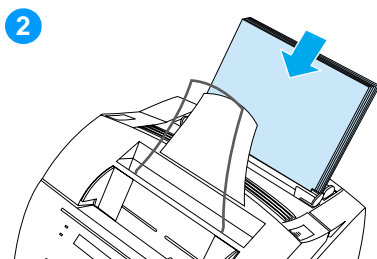
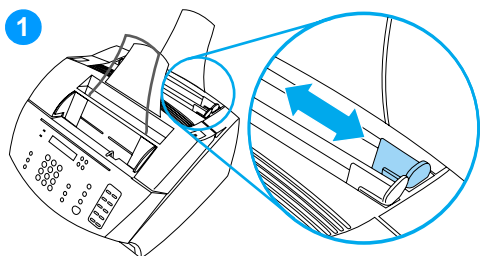
Loading media to be printed

Loading the paper input tray

You can load up to 125 sheets of 20 lb (75 g/m²) media into the paper input tray or feed one sheet at a time into the single-sheet input tray.

Note

Insert all media vertically (portrait orientation) into the paper input tray or single-sheet input tray. If you want to print horizontally (landscape orientation), make this selection through your software. Do not print on paper smaller than 3 by 5 inches (76.2 by 127 mm).



To load the paper input tray

The product prints, copies, and prints received faxes using media from the paper input tray (or the single-sheet input tray).

- 1 Adjust the guides on the paper input tray to fit the size of media you are loading.
- 2 Insert up to 125 sheets of paper into the paper input tray. Be careful not to overfill the bin.

Note

When adding media to an existing stack in the paper input tray, always remove the existing media and realign it with the new media before loading to reduce multiple feeds or jams.

Note

If you have loaded special media, make sure to choose the lower paper output path. See "To select the output path" on page 50.

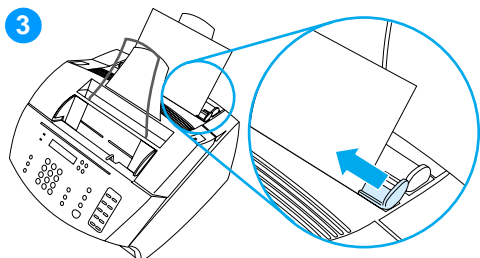
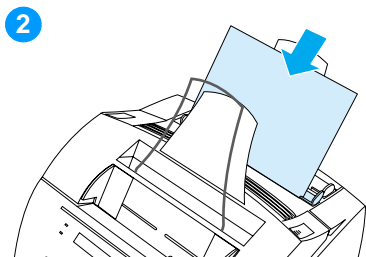
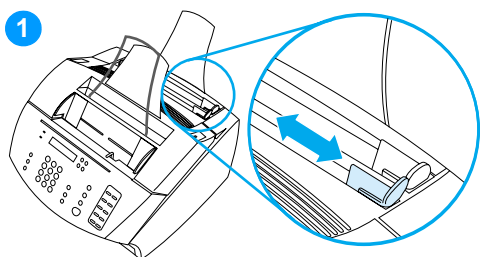
- 3 Readjust the guides to center the stack.

Using the single-sheet input tray

Using the single-sheet input tray, you can print one sheet of media at a time without using the paper input tray. The product takes media loaded in the single-sheet input tray before it takes from the paper input tray.

Note

The single-sheet input tray is helpful when the first page of your job is different from the rest. For example, you might want the first page of your print job on letterhead, or you may want to print an envelope first.



To print using the single-sheet input tray

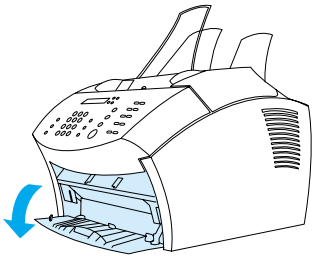
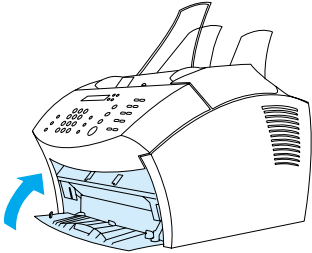
- 1 Adjust the guides to the approximate size of the sheet you are using.
- 2 Insert one sheet of media into the single-sheet input tray. If loading special media or letterhead, insert media top first, facing forward.
- 3 Readjust the guides to center the sheet.

Note

If you have loaded special media, make sure to choose the lower paper output path. See “To select the output path” on page 50.

Selecting the output path

Use this procedure to determine if printed pages should come out of the paper output bin or the front paper output slot. Choose the front paper output slot if you are printing on special media, such as 28 lb (100 g/m²) or heavier weight paper, envelopes, transparencies, or labels. This prevents wrinkling and paper curl.



To select the output path

- To use the paper output bin, make sure that the front paper path door is closed.
- Or -
- To use the front paper output slot, open the front paper path door. All printed media coming out of the front paper output slot will be in reverse order. If you open the front paper path door and media does not go through the front paper output slot, make sure the front paper path door is all the way open.

Note

Keep the area in front of the front paper output slot clear so that media can easily exit the slot.

3 Maintenance

Chapter contents

| | |
|--|----|
| Life expectancies of consumables | 52 |
| Cleaning and maintaining the equipment | 53 |
| Cleaning the product | 54 |
| Cleaning the scanner path | 57 |
| Recalibrating the scanner | 59 |
| User-replaceable parts | 60 |

Life expectancies of consumables

Inspect the consumables when servicing the product. Replace consumables as needed, based on failures or wear, not strictly on usage.

The following table lists approximate schedules for replacing consumables.

Table 9. Life expectancies of consumables

| Description | Part number | Estimated life (pages) | Remarks |
|---|--|------------------------|--|
| Toner cartridge (user replaceable) | C4092A | 2,500* | When print becomes faint, redistribute toner in the cartridge by gently shaking the cartridge from side to side. |
| Printer transfer roller | RB5-4657-000CN | 25,000 | Can affect print quality and/or paper movement. |
| Printer pickup roller | RG2-4026-000CN | 25,000 | Look for glazing and/or cracks. |
| Printer separation pad | RF5-2886-000CN | 25,000 | Can affect paper movement. |
| Printer subpads | RY7-5050-000CN | 25,000 | Can affect paper movement. |
| Fusing element | RG5-4589-000CN (110V) RG5-4590-000CN (220V) | 25,000 | Can affect print quality and paper movement. |
| Pressure roller | RF5-2823-020CN | 25,000 | Can affect print quality and paper movement. |
| Document scanner pickup roller assembly | RG5-5401-000CN | 10,000 | Look for glazing or cracks. |
| Document scanner separation pad kit | RY7-5055-000CN | 10,000 | Can affect document movement. |
| Document scanner feed roller and document scanner delivery roller | RG5-5399-000CN (Document scanner assembly) | 10,000 | Can affect document movement. |

* The estimated toner cartridge life is based on letter- or A4-sized paper with an average of five percent toner coverage and a medium density setting. Toner cartridge life can be extended further by conserving toner using draft mode settings.

Cleaning and maintaining the equipment

WARNING!

Before you perform these steps, unplug the printer to avoid shock hazard.

To maintain quality, thoroughly clean the product:

- any time a new toner cartridge is installed.
- after printing approximately 2,500 pages.
- whenever print quality problems appear.

Clean the outside of the printer with a water-dampened cloth. Clean the inside with only a dry, lint-free cloth (such as lens tissue).

To avoid permanent damage to the toner cartridge, do not use ammonia-based cleaners on or around the product.

WARNING!

When cleaning around the printer door area, avoid touching the heating element. It might be very hot and can cause burns.

CAUTION

Do not touch the surface of the transfer roller. Contaminants on the roller can cause print quality problems.

Note

Be careful not to touch the glass surface of the image sensor. If you inadvertently touch the glass, clean it according to the instructions on the following pages.

Cleaning the product

Use this process if you discover toner specks or dots on printouts. This process produces a page with toner debris, which should be discarded.

To clean the print path

Note

This process requires copier-grade paper to remove dust and toner from the print paper path. Do not use bond or rough paper.

- 1 Place the copier grade paper into the document feeder tray.
- 2 Ensure that the product is in the `READY` state, and then press `ENTER/MENU`.
- 3 Use the `<` or `>` key to select `SERVICE`, and then press `ENTER/MENU`.
- 4 Use the `<` or `>` key to select `CLEANING MODE`, and then press `ENTER/MENU`.
- 5 Press `ENTER/MENU` to start the cleaning mode.

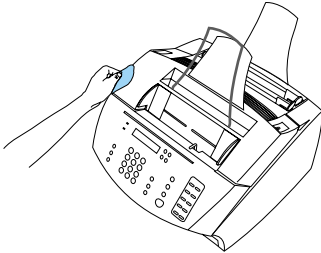
The device displays the message `IN CLEANING MODE` until this process is completed.

Note

If toner spills on carpets or upholstery, remove it using a clean cloth dipped in cold water. Hot water can set toner into fabric.

WARNING!

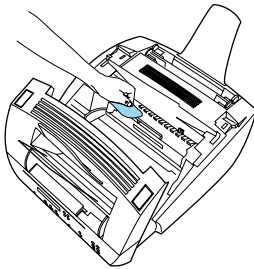
Before cleaning the product and replacing the pickup roller, disconnect it from the power source.

1**To clean the product and replace the pickup roller**

- 1 Clean the outside of the device with a slightly damp cloth (use only water).

CAUTION

Using ammonia-based cleaners on or around the product can cause damage to it. Also, do not touch the long black sponge roller in the bottom. Touching it can reduce the print quality of output.

2

- 2 Use the two latches on the printer door to open it. Clean the inside of the product with a dry, lint-free cloth. Remove all dust, spilled toner, and particles of paper.

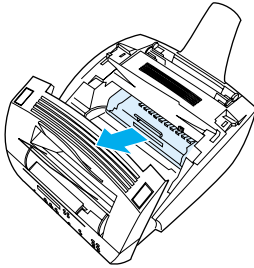
Note

Only use a dry, lint-free cloth to remove dust and toner. Using a vacuum or other device to clean inside the product can damage it.

Note

If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water and the heat of the dryer sets toner into the fabric.

3

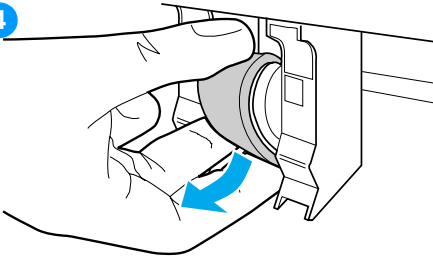


3 Remove the toner cartridge.

Note

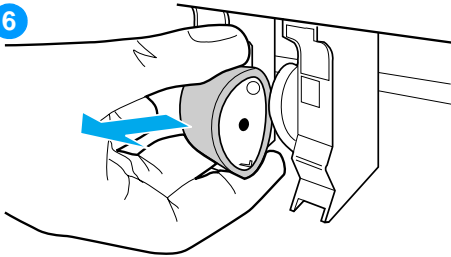
If you notice excessive amounts of toner inside the product, the toner cartridge might be defective. Use HP LaserJet toner cartridges to ensure high quality printing and to reduce incidents of excessive toner.

4



4 Locate the light gray pickup roller near the center in the opening and then rotate the bottom of the pickup roller towards the front of the printer.

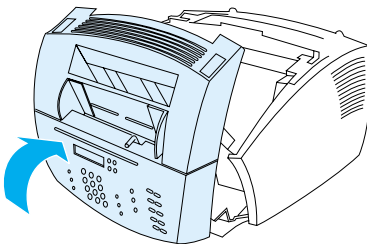
6



CAUTION

Do not touch the long black sponge roller inside the product. Touching it can reduce the print quality of output.

7



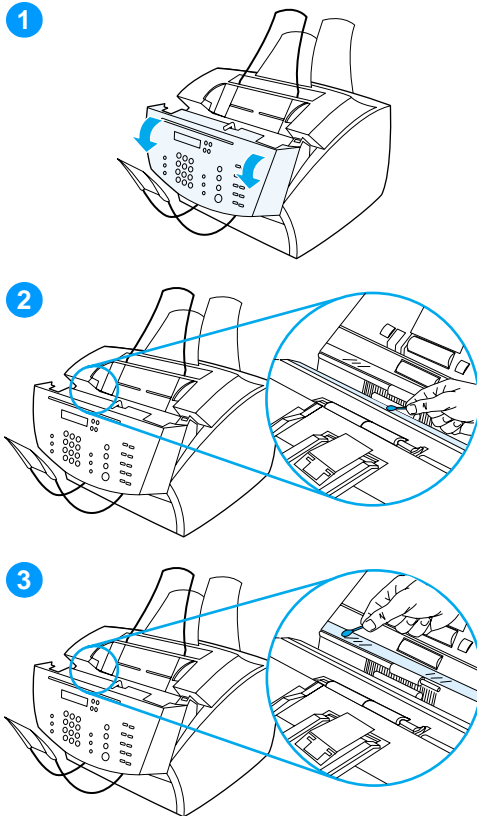
- 5 Gently pull the pickup roller straight out.
- 6 Replace the pickup roller with a new roller (part number RG2-4026-000CN).
- 7 Replace the toner cartridge and close the printer door.

Cleaning the scanner path

You might have to clean parts of the scanner if the ink on items you are scanning can be smudged with your hand or if the items have excessive amounts of dust or dirt on them. You might also have to clean parts if there are smudges or other marks on documents or scans of documents.

WARNING!

Before cleaning the product, disconnect it from the power source.



To clean the scanner path

- 1 Press the two printer door release latches and open the printer door.
- 2 If the long, white strip on the inside of the document release door is dirty, clean it with a dry cotton swab. If there is still something on the strip, dab a swab in a small amount of isopropyl alcohol and gently clean the strip.

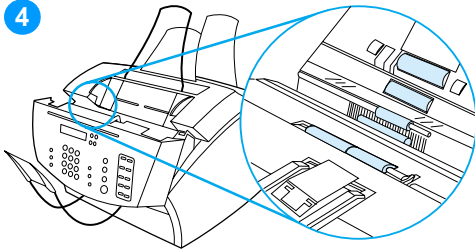
WARNING!

Alcohol is flammable. Keep it away from open flame. Allow the alcohol to dry completely before closing the printer and plugging in the power cord.

CAUTION

If you must use alcohol, only use a very small amount. Exposing internal parts to dripping alcohol can damage them.

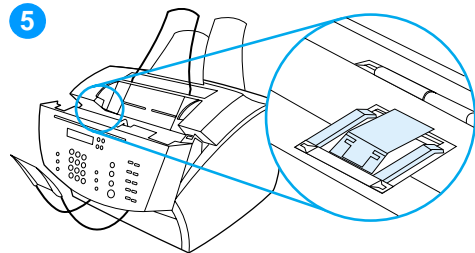
- 3 If the long strip of glass opposite the long, white strip is dirty, clean it with a dry cotton swab. If there is still something on the glass strip, dab a swab in a small amount of isopropyl alcohol and gently clean the glass.



- 4 Inspect each of the six rollers in the scanner area for dirt or debris. Clean any dirty rollers with a lint-free cloth (such as lens tissues) dampened with a small amount of isopropyl alcohol.

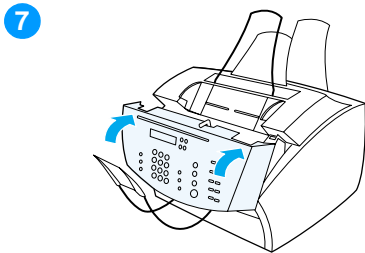
CAUTION

Do not spray alcohol or any other liquid directly into the product. Doing so can damage the product.



CAUTION

As much as possible, avoid touching the white strip and glass strip with alcohol.



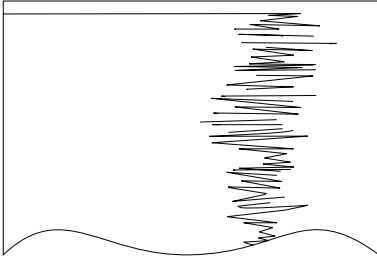
- 5 Near the top, inside edge of the document release door, inspect the two pressure feet and pad for dirt or debris. If they are dirty, clean them with a lint-free cloth sprayed with a small amount of alcohol.
- 6 Using a dry, lint-free cloth, wipe rollers, pads, and feet in a side-to-side motion to remove loosened dirt.
- 7 After alcohol inside the scanner area has dried completely, close the document release door.

Every time you clean the scanner path, you should recalibrate the scanner. See “Recalibrating the scanner” on page 59.

Recalibrating the scanner

The product was calibrated at the factory. However, you might have to recalibrate the scanner if you notice that sent faxes, copies, or items scanned to the computer have black or white lines running through them.

4



To recalibrate the scanner

- 1 Clean the product before recalibrating the scanner. (See “Cleaning the product” on page 54 and “Cleaning the scanner path” on page 57.)
- 2 On the control panel, press **ENTER/MENU**.
- 3 Press the **<** button once to display **SERVICE** and press **ENTER/MENU**.
- 4 Use the **<** and **>** buttons to select **SCAN CALIBRATION** and press **ENTER/MENU**.
The product begins recalibration and prints a recalibration test page.
- 5 For information about interpreting the recalibration test page, see “Document scanner recalibration” on page 208.

User-replaceable parts

End-users can replace the printer pickup roller, printer separation pad, and document scanner separation pad when the parts near the end of their life expectancies or when users notice an increase in misfeeds in the printer path or document scanner path.

Instructions for replacing the printer pickup roller and document scanner appear in chapter 5, "Removal and replacement."

- For instructions about replacing the printer pickup roller, see "Pickup roller" on page 131.
- For instructions about replacing the document scanner separation pad, see "Document scanner separation pad" on page 106.

Instructions for installing a new printer separation pad are contained with the pad itself. When you receive a new separation pad (part number RF5-2886-000CN), you also receive an HP Separation Pad Installation Guide.

4 Operational overview

Chapter contents

| | |
|--|----|
| Basic functions | 62 |
| Optical system | 63 |
| Formatter system | 65 |
| Control panel | 66 |
| Draft mode | 66 |
| MEt | 66 |
| Enhanced I/O | 66 |
| PJL Overview | 67 |
| Page Protect. | 67 |
| Printer functions | 68 |
| Engine control unit/power system. | 69 |
| Image formation system | 74 |
| Printer paper feed system | 77 |
| Basic sequence of operation (formatter-to-printer) | 82 |

Basic functions

This chapter presents a functional overview of processes. The following systems are discussed:

- optical system (document scanner)
- formatter
- printer functions
 - ECU (engine controller unit) system/power system
 - image formation system
 - paper-feed system (printer) and document-feed system (document scanner)

The product consists of the printer and the document scanner. Operation sequences of the printer are controlled by the ECU. Operation sequences of the document scanner are controlled by the formatter.

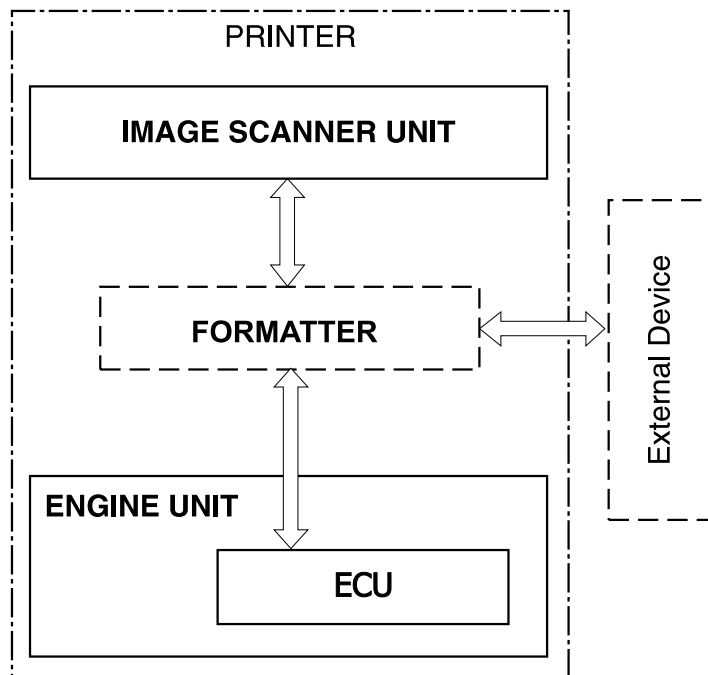


Figure 8. Basic configuration

Optical system

The document scanner system consists of the optical system and document pickup and feed systems.

The optical system, also known as the contact image sensor, contains the following:

- light-emitting diode (LED) array
- contact glass
- rod lens array
- sensor array

The light source has three LEDs (red, green, and blue) and is controlled by the formatter. Light reflected from documents passes through the rod lens array and focuses on the sensor array.

The sensor array consists of 5,160 phototransistors: 15 driver circuits amplify the light reception output in units of 344 phototransistors. The image data is converted and sent from the driver circuits to the formatter.

The document pickup and feed systems contain a pickup roller, feed roller, and delivery roller, all of which are driven by the document scanner motor (M101).

The following figure shows the document scanner path.

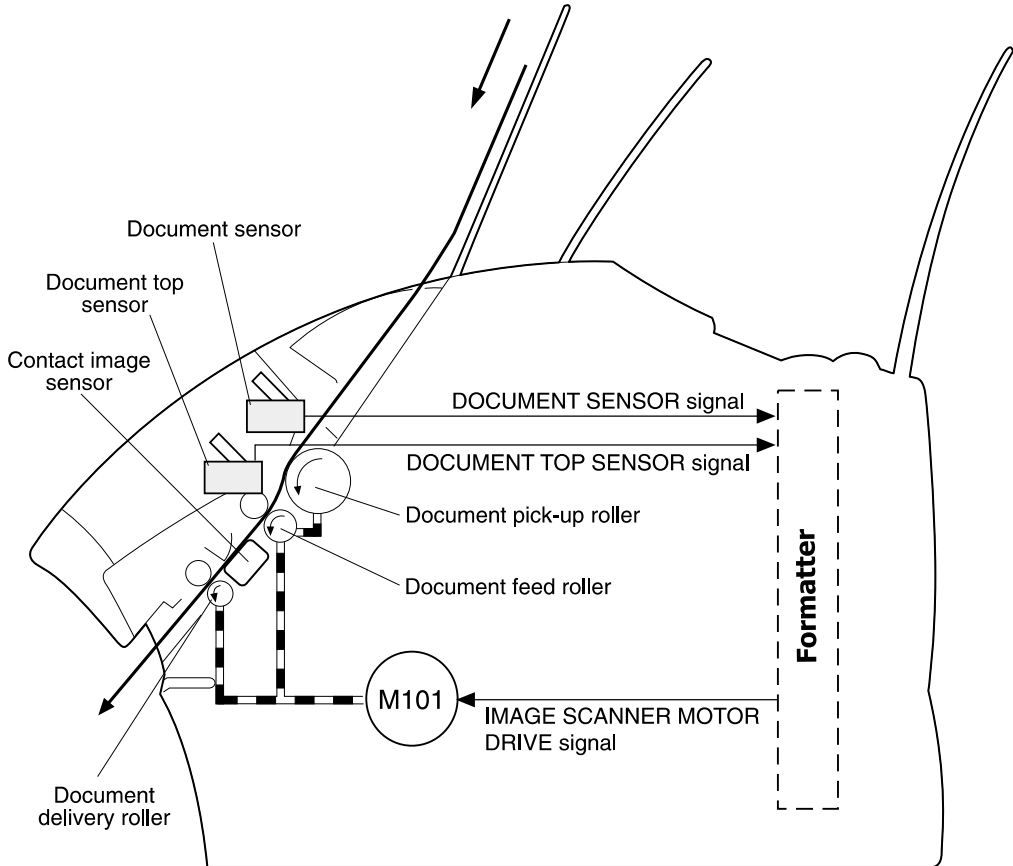


Figure 9. Document scanner path

Formatter system

The formatter is responsible for the following:

- controlling the document scanner
- formatting and controlling faxes
- formatting and controlling copies
- receiving and processing print data from the printer interface
- monitoring the control panel and relaying printer status information
- developing and coordinating data placement and timing with the print engine
- communicating with the host computer through the bidirectional interface

The formatter receives print data from the bidirectional Extended Capabilities Port (ECP) mode interface or USB interface and converts it into a dot image. The ECU synchronizes the image formation system with the paper feed system and signals the formatter to send the print image data. The formatter sends the print image data (dots) in the form of a video signal and the printing process begins.

Central processing unit

The formatter incorporates an MCF5202 custom microprocessor operating at 35 MHz.

RAM

- One bank of Non-Volatile RAM (NVRAM) stores parameters
- DRAM provides temporary storage of copy, scan, and print data

Parallel interface or Universal Serial Bus (USB) interface

The formatter receives incoming data through its bidirectional ECP or USB interface. This interface provides high speed and two-way communication between the printer and the host, allowing the user to change printer settings and monitor printer status from the host computer.

Control panel

- two front panel status lights
- control panel keyboard
- control panel display

Draft mode

Depending on which printer driver is used, selecting draft or EconoMode from the printer driver allows the product to use approximately 50 percent less toner, extending the life of the toner cartridge.

MEt

The Hewlett-Packard Memory Enhancement technology effectively doubles the standard memory through a variety of font and data-compression methods.

Enhanced I/O

The Enhanced I/O feature allows printer memory to be used for storing data received from the host computer. When Enhanced I/O is enabled, you can send more data to the printer in shorter amounts of time, which allows you to return to your application sooner. Enhanced I/O has the following options:

- **Auto**—allows the printer to use Enhanced I/O memory allocation to increase the speed of data transfer from the host computer to the printer, if necessary.
- **Off**—uses the minimum amount of printer memory for storing data sent from the host computer.

Page Protect

Page complexity (ruling lines, complex graphics, or dense text) can exceed the printer's ability to create the page image fast enough to keep pace with the image formation process. If Page Protect is disabled and a page is too complex, the page might print in parts (for example, the top half on one page and the bottom half on the next page). Some print-data loss is likely in these instances, and the printer will display an error message.

Page Protect allows the formatter to create the entire page image in page buffer memory before physically moving the paper through the printer. This process ensures that the entire page will be printed. The default setting is Auto.

PJL Overview

Printer Job Language (PJL) is an integral part of configuration, in addition to the standard Printer Command Language (PCL). With standard ECP cabling, PJL allows the printer to perform functions such as:

- **Two-way communication** with the host computer through a bidirectional parallel or USB connection. The printer can tell the host such things as the control panel status.
- **Isolation of print environment settings** from one print job to the next. For example, if a print job is sent to the printer in landscape mode, the subsequent print jobs print in landscape only if they are formatted for landscape printing.

Printer functions

Printer functions are divided into three groups:

- engine control
- image formation
- pickup and feed

The following figure is a block diagram of the printer unit:

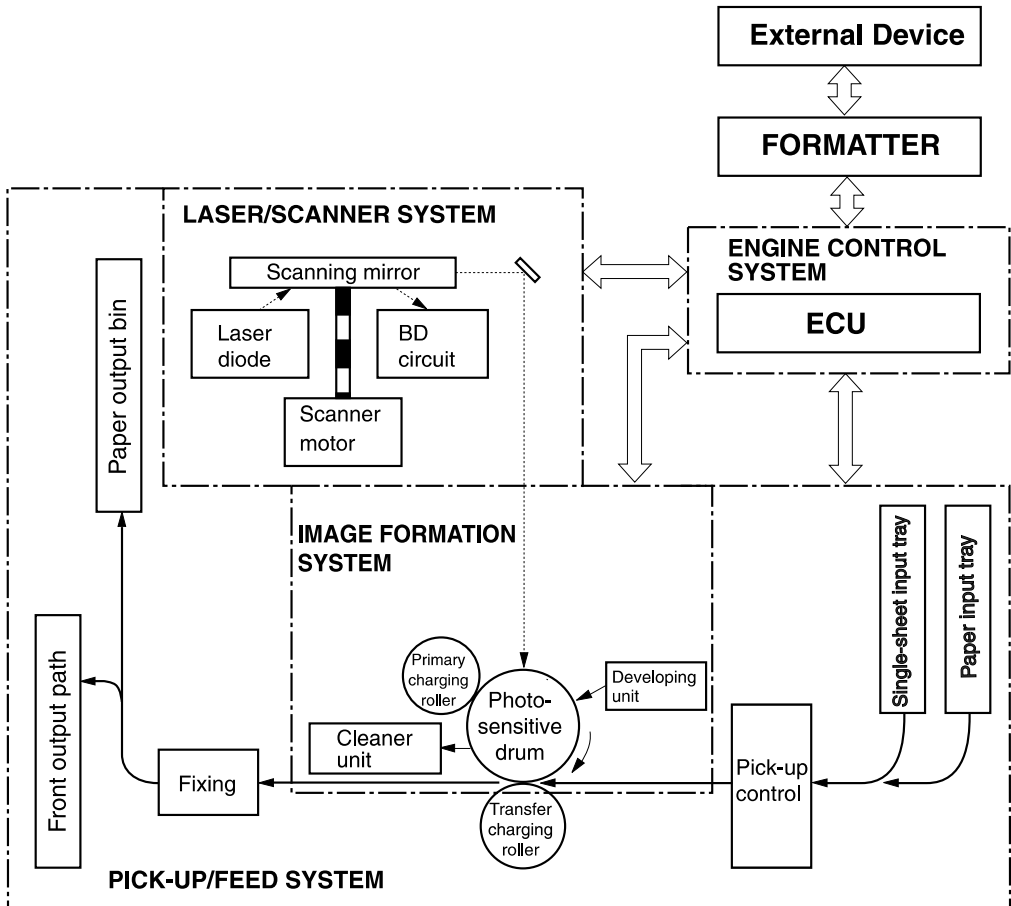


Figure 10. Printer unit functional block diagram

Engine control unit/power system

The ECU coordinates all print engine activities, drives the laser, and coordinates print data from the formatter with the image formation process. The ECU also includes power supply and distribution circuitry.

Note

In several other HP LaserJet products, the ECU is also known as the controller PCA or the DC controller PCA.

The ECU controls the following systems and functions:

- **Printer engine control**
 - paper motion monitoring and control (printing)
 - motor
- **Printer laser/scanner**
- **Power system**
 - AC power distribution
 - DC power distribution
 - overvoltage/undervoltage protection
 - high-voltage power distribution

The following figure shows the various ECU loads:

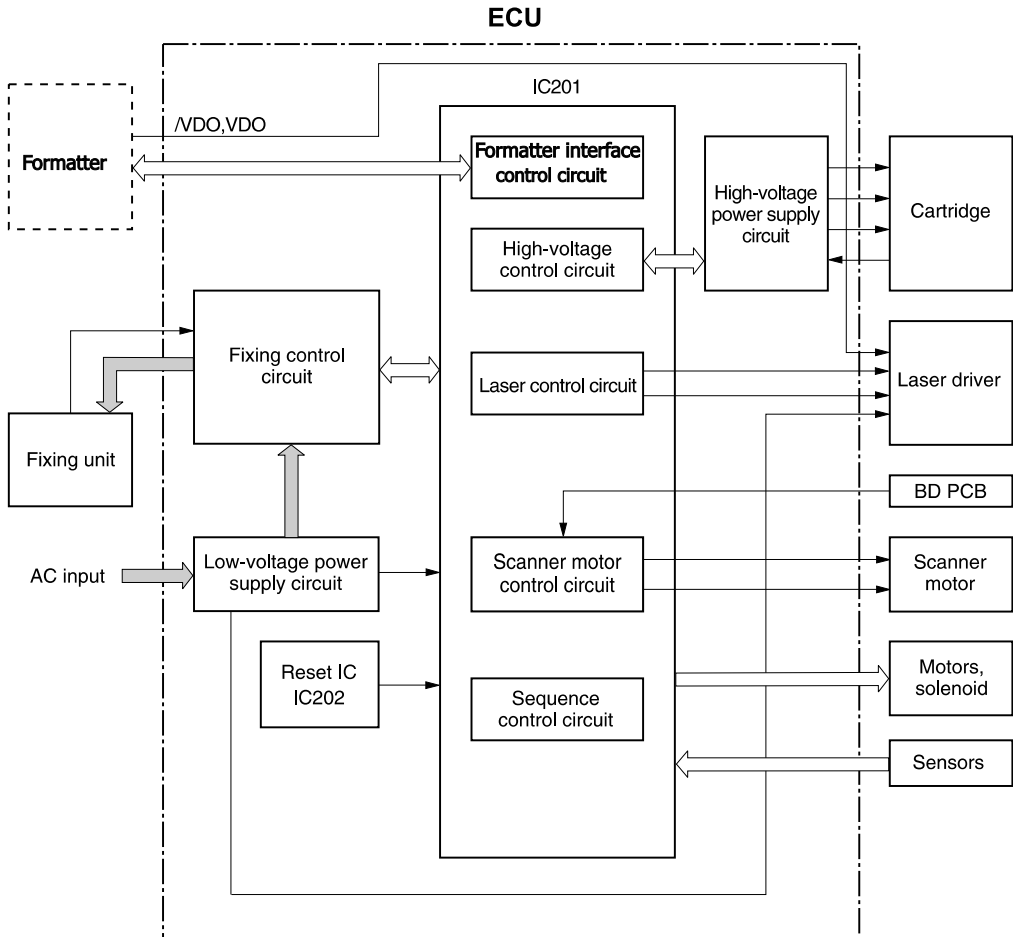


Figure 11. ECU loads

Printer engine control system

Paper motion monitoring and control (printing)

The ECU controls paper motion in the printer by continuously monitoring the various paper sensors and coordinating the timing with the other print processes.

For a detailed explanation of paper movement and the interaction of photosensors and solenoid with the paper movement process, see “Printer paper feed system” on page 77.

Motor

The motor is controlled by the ECU. The motor provides all of the printer's paper movement.

Printer laser/scanner drive

The ECU sends signals to the laser/scanner assembly to modulate the laser diode “on” and “off” and to drive the laser/scanner motor.

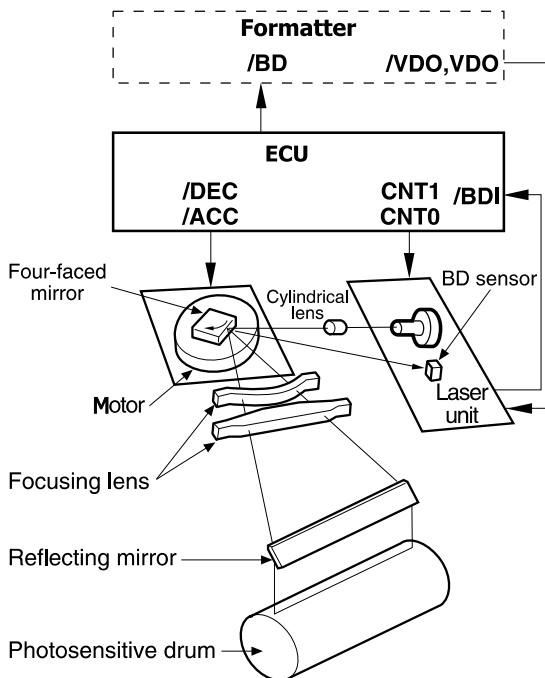


Figure 12. Overview of laser/scanner operation

Power system on ECU

The AC, DC, and high-voltage power supply circuits are all contained within the ECU.

AC power distribution

The AC power circuitry supplies AC voltage whenever the power cord is connected to the AC power source. AC voltage is distributed to the DC power supply circuitry and to the AC driver circuitry, which controls AC voltage to the fusing assembly's heating element.

DC power distribution

The DC power distribution circuitry, located on the ECU, distributes +3.3 Vdc, +5 Vdc, and +24 Vdc as follows:

- +3.3 Vdc: Formatter
 Laser/beam detect circuitry ECU
- +5 Vdc: Formatter
 Photosensors
 ECU
 Laser/beam detect circuitry
- +24 Vdc: Motor
 Laser scanner motor
 Document scanner motor
 Solenoid
 Formatter
- +24VAdc: High voltage power supply

Overcurrent/overvoltage

There are two overvoltage devices in this printer:

- Fuse F101 provides overcurrent protection for the fusing system circuitry. Checking or replacing the fuse requires the removal of the ECU. Fuse F102 (found only on 110V units) provides overcurrent protection to the printer DC power supply circuitry.
- In addition, the +24Vdc, +3.3 Vdc, and +5Vdc power circuitry contains an overcurrent protection circuit that automatically shuts off the output voltage when an overcurrent condition occurs as a result of a short or an abnormal voltage on the load side.

High-voltage power distribution

The high-voltage power supply PCA applies an overlap of DC and AC voltage to the primary charging roller and the developing roller. This circuit also applies a positive or negative DC voltage to the transfer roller according to the instructions from the ECU.

This circuit also controls the image density by changing the primary AC voltage and the developing AC bias according to the print density setting.

High voltage is disabled when the printer door is open.

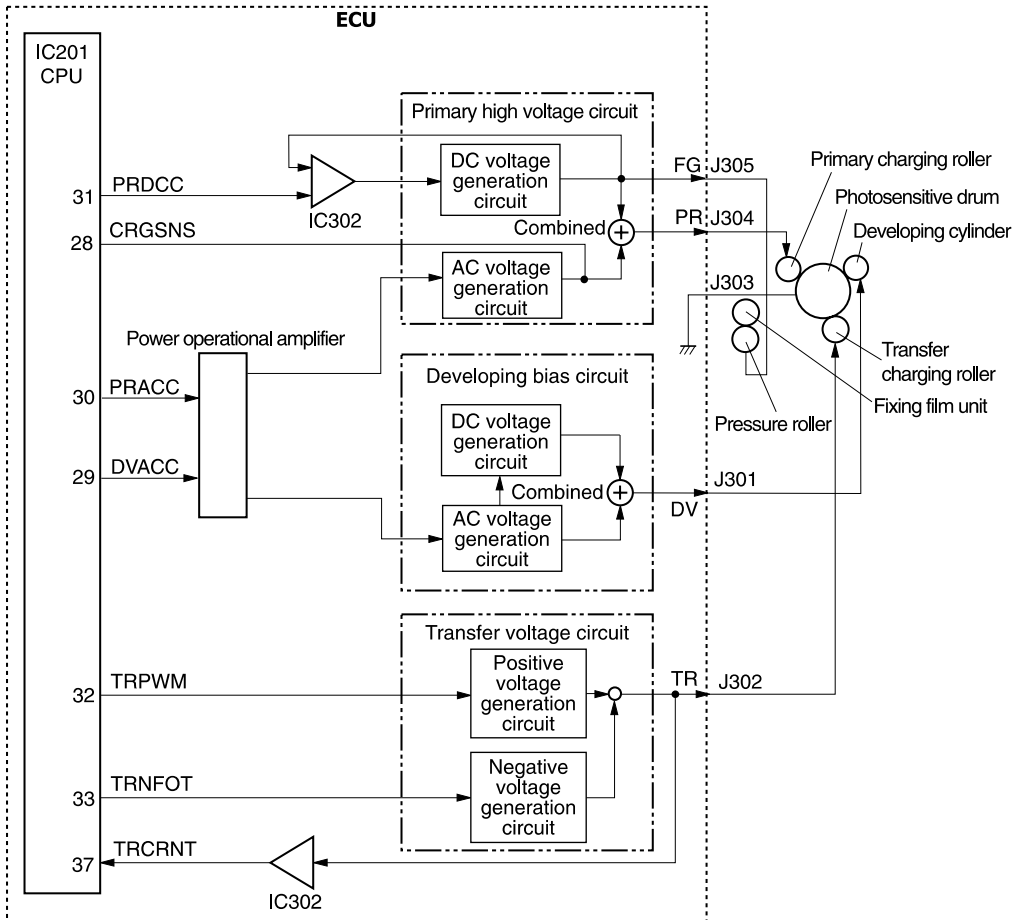


Figure 13. High-voltage power supply circuit

Image formation system

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

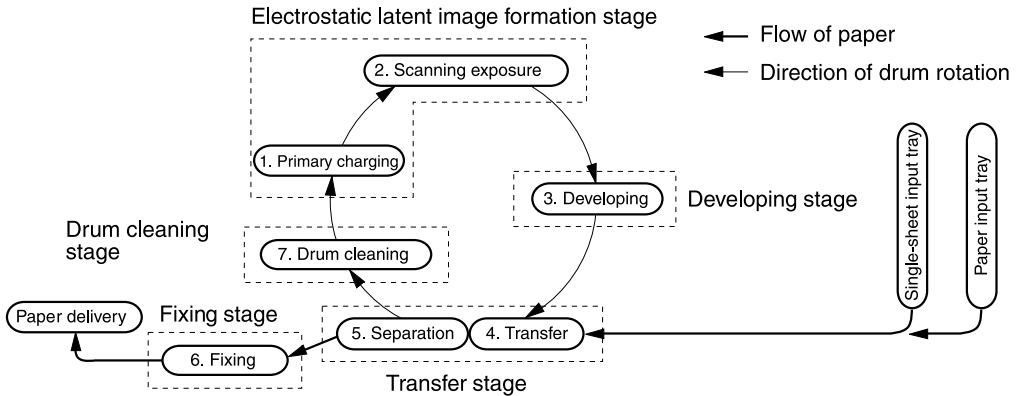


Figure 14. Image formation block diagram

Toner cartridge

As the heart of the image formation system, the toner cartridge houses the cleaning, conditioning, and developing steps of the process. The toner cartridge contains the photosensitive primary charging roller, developing station, toner cavity, and cleaning station. Including these components (which wear, degrade, or are consumed) in the replaceable toner cartridge eliminates the need for a service call when replacement is required. The special photosensitive properties of the drum allow an image to be formed on the drum surface and then transferred to paper.

CAUTION

The printer's toner cartridge does not include a light-blocking shutter. Be careful to avoid exposing the drum to light, which can permanently damage the drum. Protect the toner cartridge whenever removing it from the printer.

Breakdown of the seven image formation processes

Step 1 Conditioning (primary charging). This process consists of applying a uniform negative charge to the surface of the drum with the primary charging roller located in the toner cartridge. The primary charging roller is coated with conductive rubber. An AC bias is applied to the roller to erase any residual charges from any previous image. In addition, a negative DC bias is applied by the charging roller to create a uniform negative potential on the drum surface. The amount of DC voltage is modified by the print density setting.

Step 2 Writing (scanning exposure). During this process, a modulated laser diode projects the beam onto a rotating scanning mirror. As the mirror rotates, the beam reflects off the mirror, first through a set of focusing lenses, then off a mirror, and finally through a slot in the top of the toner cartridge, and onto the photosensitive drum. The beam sweeps the drum from left to right, discharging the negative potential wherever the beam strikes the surface. This creates a latent electrostatic image, which later is developed into a visible image.

Because the beam is sweeping the entire length of the drum and the drum is rotating, the entire surface area of the drum can be covered. At the end of each sweep, the beam strikes the beam detect lens, generating the beam detect signal (BD signal). The BD signal is sent to the ECU where it is converted to an electrical signal used to synchronize the output of the next scan line of data.

Step 3 Developing. At this stage of the process, the latent electrostatic image is present on the drum. The toner particles obtain a negative surface charge by rubbing against the developing cylinder which is connected to a negative DC supply. The negatively charged toner is attracted to the discharged (exposed, grounded) areas of the drum, and repelled from the negatively charged (unexposed) areas.

Step 4 Transfer. During the transferring process, the toner image on the drum surface is transferred to the paper. A positive charge applied to the back of the paper by the transfer roller causes the negatively charged toner on the drum surface to be attracted to the paper. After separation, the drum is cleaned and conditioned for the next image.

- Step 5 Separation.** During the separating process, the paper separates from the drum. To stabilize the feed system and prevent dropouts on the printed image at low temperature and humidity, the charge on the back of the paper is reduced by the static charge eliminator.
- Step 6 Fixing.** During the fixing process, the toner is fused into the paper by heat and pressure to produce a permanent image. The paper passes between a heated fusing element and a soft pressure roller. This melts the toner and presses it into the paper.
- Step 7 Drum cleaning.** The cleaning blade is in contact with the surface of the drum at all times. As the drum rotates during printing, excess toner is wiped off and stored in the waste toner receptacle.

Printer paper feed system

The paper input tray and the single-sheet input tray merge into one, main input area. Paper placed in either of these areas enables the paper-out sensor (PS001), which informs the ECU that paper is present. The following steps occur when the printer receives a print job:

- Step 1** The ECU enables the laser/scanner assembly and the motor. Paper motion begins when the ECU energizes the solenoid (SL001).
- Step 2** The paper pickup roller rotates once. The paper kick plate pushes the paper against the pickup roller.
- Step 3** The pickup roller grabs the top sheet and advances it to the feed assembly drive rollers. To ensure that only one sheet is fed, a main separation pad and two subpads hold the remainder of the stack in place.
- Step 4** The feed assembly drive rollers advance the paper to the paper top photosensor (PS002). This sensor informs the ECU of the exact location of the paper's leading edge, so that the image being written on the photosensitive drum can be precisely positioned on the page.
- Step 5** The feed assembly drive rollers then advance the paper to the transfer area where the toner image on the photosensitive drum is transferred to paper.
- Step 6** After the image is transferred, the paper enters the fusing assembly where heat from the fuser and pressure from the pressure roller permanently bond the toner image to paper. The paper exit sensor (PS201) determines that paper has successfully moved out of the fusing area.
- Step 7** The fusing assembly exit rollers deliver paper to either the paper output bin or the front paper output slot, depending upon the position of the front paper path door.

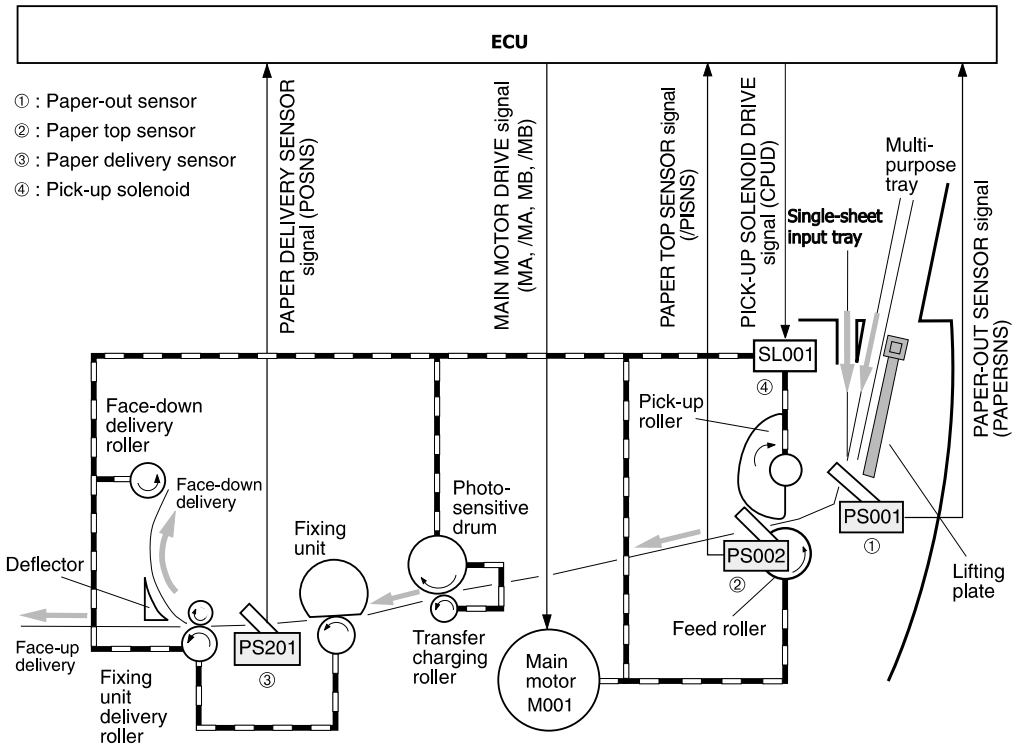


Figure 15. Printer path

Jam detection

The paper-out sensor (PS001) detects the presence of media in either the single-sheet input tray or the paper input tray. The paper top sensor (PS002) and the paper delivery sensor (PS201) detect media moving through the product. If a jam is detected, the ECU immediately stops the printing process and displays a jam message on the control panel.

A jam can be detected under any of the following conditions:

- **Pickup delay jam.** Media does not reach the paper top sensor after the pickup solenoid (SL001) has been turned on three times (the initial pickup attempt plus two retries) within 7.9 seconds.
- **Pickup stationary jam.** The paper top sensor does not detect the trailing edge of media within 7.8 seconds of detecting the leading edge.
- **Delivery-delay jam.** The paper delivery sensor does not detect the leading edge of media within 3.2 seconds after the paper top sensor detects the leading edge.
- **Wrapping jam.** The paper delivery sensor does not detect the trailing edge of media within 2.4 seconds after the paper top sensor detects the trailing edge.
- **Delivery-stationary jam.** The paper delivery sensor detects media for three seconds after the paper top sensor detects the trailing edge of the media.
- **Initial residual-paper jam.** The paper delivery sensor or the paper top sensor detect media in the initial rotation period.

Solenoid, photosensors, and switches

The following figure shows the locations of the solenoid, photosensors, and switches.

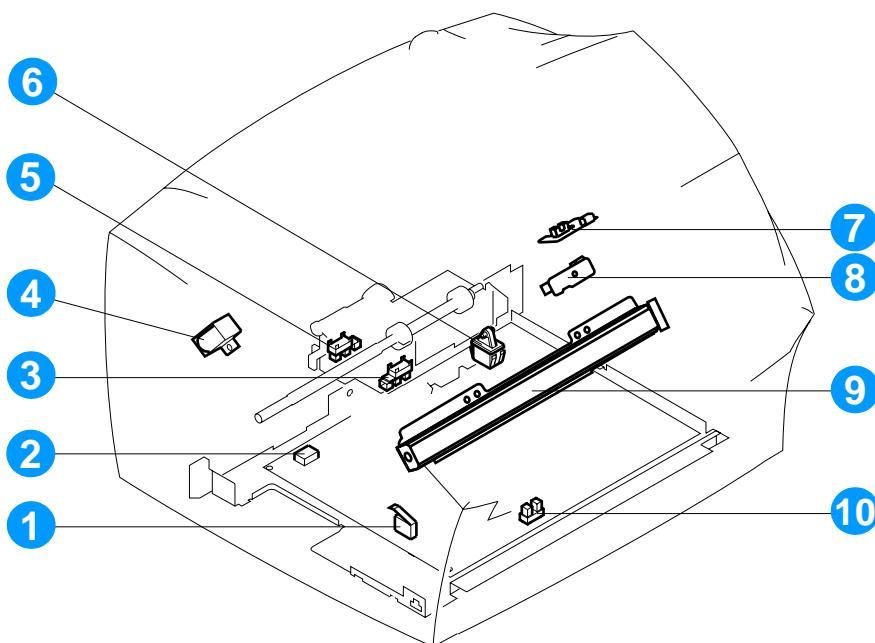


Figure 16. Solenoid, photosensors, and switches

- 1 Door-open switch (SW301) detects whether or not the printer door is closed and the toner cartridge is present. Printing cannot continue until the printer door is closed and the toner cartridge is in its correct position.
- 2 Engine-test switch (SW201); see “Engine test” on page 165 for an explanation of the switch.
- 3 Paper-top sensor (SL001) detects the leading and trailing edges of the paper. Synchronizes the photosensitive drum and the top of the paper.
- 4 Pickup solenoid (SL001) enables the pickup roller.

- 5 Paper-out sensor (PS001) senses whether or not media is loaded in the paper input tray. Paper must be loaded before printing can resume.
- 6 Power switch

Note

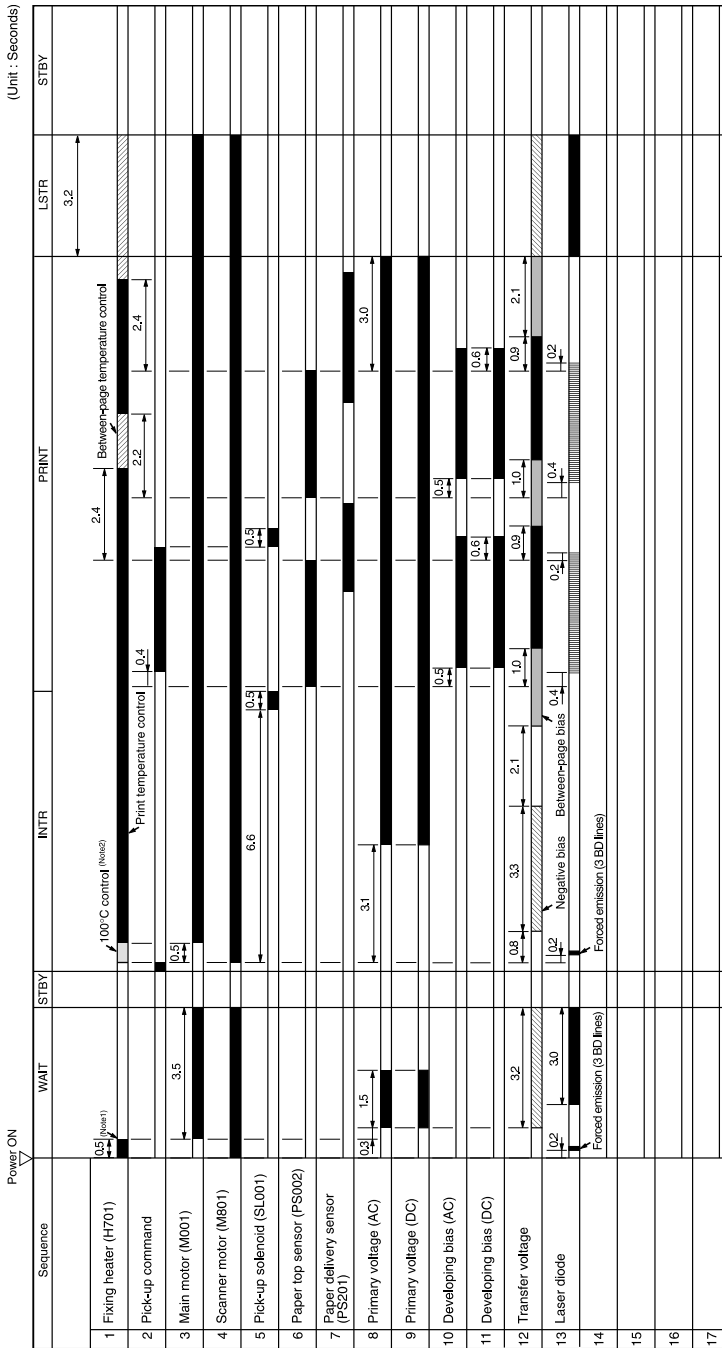
Products sold in North America do not have power switches.

- 7 Document sensor (PS1) detects the presence of a document in the document feeder.
- 8 Document-top sensor detects the leading edge of a document in the document path.
- 9 Contact image sensor.
- 10 Paper-delivery sensor (PS201) senses when paper has successfully moved out of the fusing area.

Basic sequence of operation (formatter-to-printer)

The formatter and the ECU share information during printer operation. The ECU-to-formatter connector (J201) forms a link that operates as a serial data bus. This allows printer status, command information, and dot-image data to be passed between the two. The following events take place during normal printer operation:

| Period | Purpose | Remarks |
|---|---|---|
| WAIT From the power-ON until the end of the main motor initial rotation. | To clear the drum surface of potential and to clean the transfer charging roller. | Detects whether or not the cartridge is installed. |
| STBY (Standby) From the end of the WAIT period or the LSTR period until the pickup command is input from the formatter. Or, from the end of the LSTR period until power-OFF. | To keep the printer ready to print. | |
| INTR (Initial Rotation Period) After the pickup command has been input from the formatter until the paper reaches the paper top sensor. | To stabilize the photosensitive drum sensitivity in preparation for printing. Also to clean the transfer charging roller. | |
| PRINT (Print) From the end of the initial rotation until the primary voltage goes OFF. | To form images on the photosensitive drum based on the VIDEO signals (/VDO, VDO) input from the formatter and to transfer the toner image onto the paper. | |
| LSTR (Last Rotation Period) After the primary voltage goes OFF until the main motor stops rotating. | To delivery the last page. Also to clean the transfer charging roller. | When the pickup command is input from the formatter, the printer enters the INTR period immediately after the end of the LSTR period. |



Note1 : The heater is turned OFF when the thermistor temperature reaches 100°C.
 Note2 : 100°C control is not executed when thermistor temperature is already 100°C.

Figure 17. General timing diagram

5 Removal and replacement

Chapter contents

| | |
|--|-----|
| Removal and replacement strategy | 87 |
| Required tools | 87 |
| Covers | 89 |
| DIMMs | 89 |
| Back cover | 90 |
| Right side cover | 91 |
| Left side cover | 93 |
| Internal paper guide | 94 |
| Top cover | 95 |
| Document scanner assemblies | 96 |
| Printer door. | 96 |
| Document scanner assembly | 100 |
| Contact image sensor. | 103 |
| Document scanner pickup roller | 105 |
| Document scanner separation pad. | 106 |
| Document scanner motor | 107 |
| Upper guide assembly | 108 |
| Control panel/scanner board | 112 |
| Internal assemblies | 113 |
| Laser/scanner assembly. | 113 |
| Output roller | 114 |
| Delivery assembly | 116 |
| Paper exit-sensor flag. | 118 |
| Fusing element. | 119 |

| | |
|---------------------------------|-----|
| Gear train motor | 124 |
| Solenoid | 127 |
| Pressure roller | 128 |
| Transfer roller | 130 |
| Pickup roller | 131 |
| Paper-pickup assembly | 132 |
| Kick plate | 134 |
| Separation pad | 135 |
| Bottom assemblies | 137 |
| Formatter pan | 137 |
| Formatter and LIU | 138 |
| ECU pan | 139 |
| Paper-feed assembly | 141 |

Removal and replacement strategy

This chapter documents removal and replacement of field replaceable units (FRUs) only.

Replacement is generally the reverse of removal. Occasionally, notes are included to provide directions for difficult or critical replacement procedures.

WARNING!

Unplug the power cord from the power outlet before attempting to service the product. If this warning is not followed, severe injury can result. Certain functional checks during troubleshooting must be performed with power supplied to the product. However, the power supply should be disconnected during removal.

Never operate or service the product with the protective cover removed from the laser/scanner assembly. The reflected beam, although invisible, can damage your eyes.

Sheet metal edges can be sharp. Use caution when working on the product.

CAUTION

The product contains parts that are electrostatic discharge (ESD) sensitive. Always perform service work at an ESD-protected workstation.

Note

To install a self-tapping screw, first turn it counterclockwise to align it with the existing thread pattern, then carefully turn clockwise to tighten. Do not overtighten. If a self-tapping screw-hole becomes stripped, repair the screw-hole or replace the affected assembly.

Always remove the toner cartridge before removing or replacing parts.

Required tools

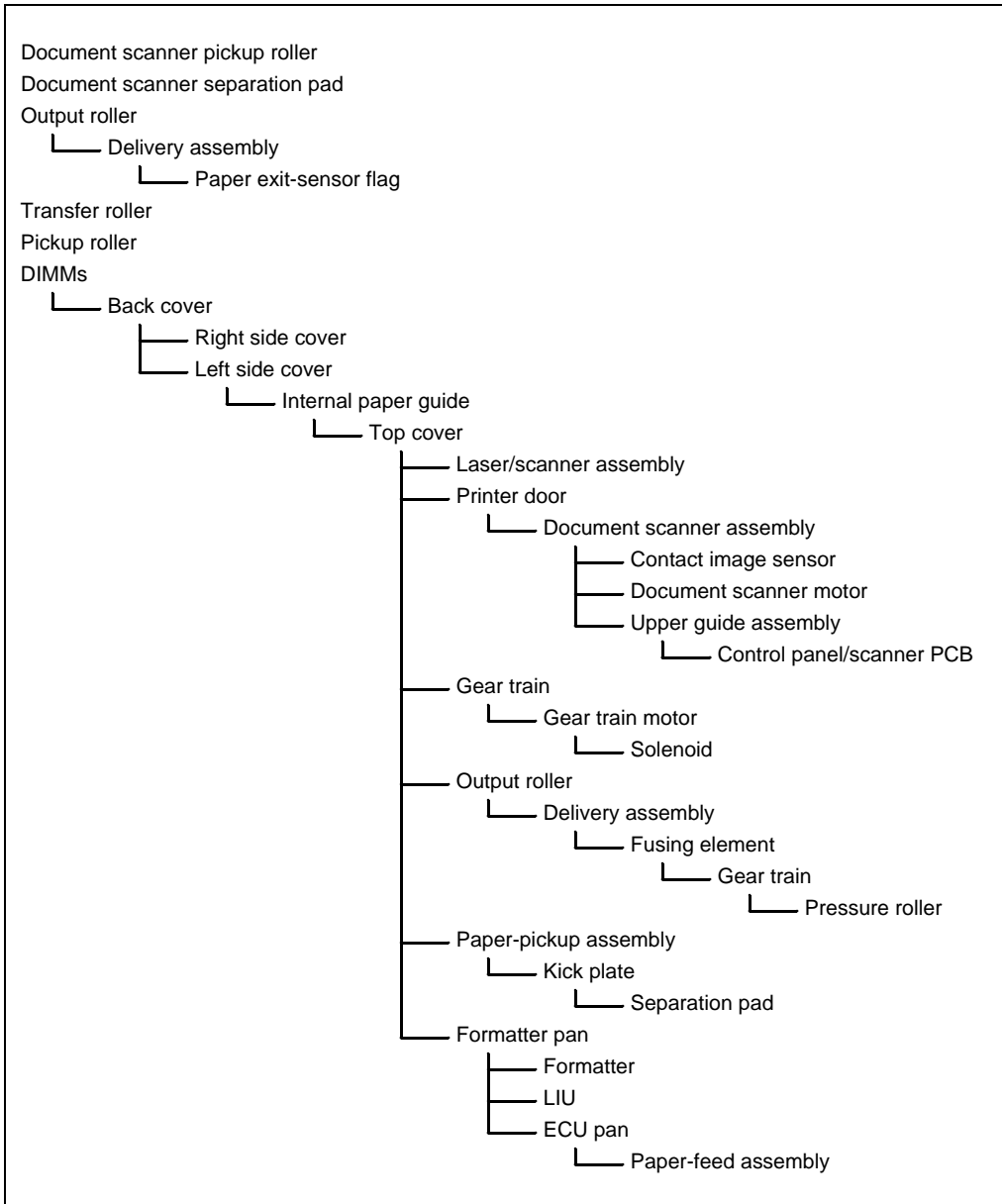
- #2 Phillips screwdriver with magnetic tip
- Small flatblade screwdriver
- Needle nose pliers
- ESD mat

CAUTION

A Posidriv screwdriver will damage screw heads. Use Phillips screwdriver only.

Parts removal order

Use the following diagram to determine which parts must be removed before removing other parts:



DIMMs

- 1 Turn the product so that you face the back.
- 2 Lift open the door at the back of the product.
- 3 Push the anchors on each side away from the DIMMs.



Figure 18. DIMMs removal

- 4 If there is a DIMM in slot 1, lift it straight up to remove it, and then place it on an ESD mat.
- 5 Repeat step 4 for the DIMM in slot 2 (memory DIMM) and slot 3 (ROM DIMM).

Note

When reinstalling DIMMs, they must be reinstalled to the slots from which they were removed.

- 6 After you remove the DIMMs, press the anchors back to their closed position. If the anchors remain in the open position, they can interfere with smooth removal of the back cover.

Back cover

- 1 Remove the DIMMs (see page 89).
- 2 Remove two screws from the deep holes (callout 1) in the back cover.
- 3 Remove a third screw (callout 2) from inside the door on the rear of the product.

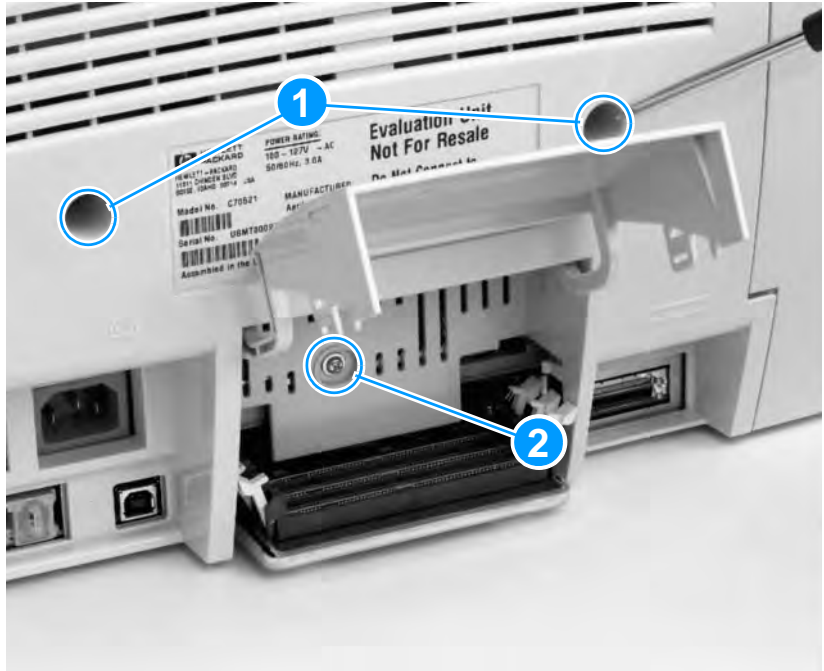


Figure 19. Back cover removal

- 4 In one motion, lift the back cover up and pull it away from the product.

Right side cover

- 1 Remove the DIMMs and the back cover (see pages 89 and 90).
- 2 Turn the product so that you face its right side.
- 3 Press the printer door release latches and open the printer door.
- 4 Remove one screw (callout 1) from the top of the right side cover.
- 5 Use a flatblade screwdriver to pop the latch (callout 2) at the top of the cover.

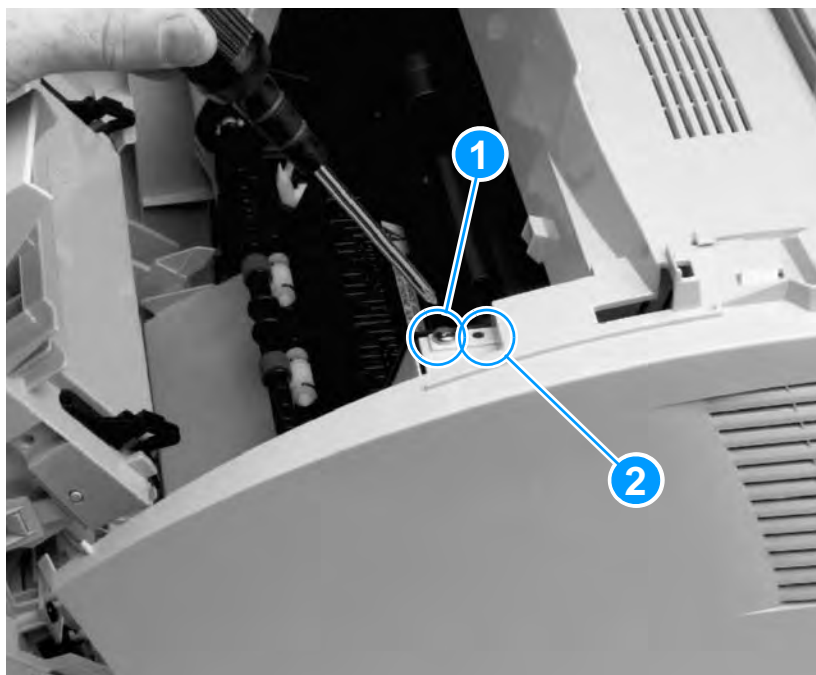


Figure 20. Right side cover removal (1 of 2)

- 6 Release three latches:
- at the top (callout 1)
 - at the front (callout 2)
 - at the back (callout 3)

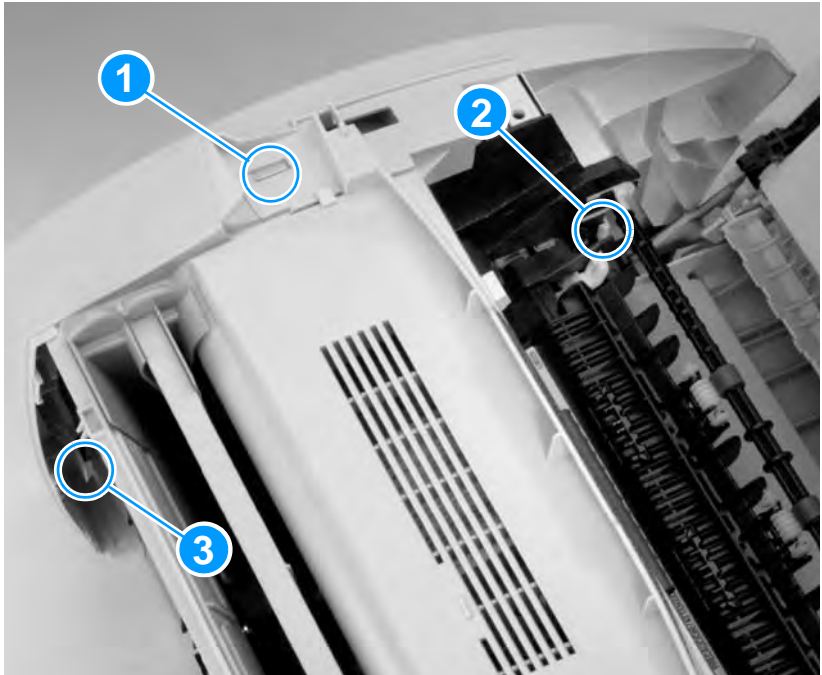


Figure 21. Right side cover removal (2 of 2)

- 7 Rotate the top of the cover away from the product, and then lift the cover off.

Note

You might have to lift the right side of the product slightly to remove the cover.

Left side cover

Removal of the left side cover is similar to that of the right side cover.

- 1 Remove the DIMMs and the back cover (see pages 89 and 90).
- 2 Turn the product so that you face its left side.
- 3 Remove one screw from the top of the left side cover.
- 4 Use a flatblade screwdriver to pop the latch at the top of the cover.
- 5 Release three latches:
 - at the top
 - at the front
 - at the back
- 6 Rotate the top of the cover away from the product, and then lift the cover off.

Note

You might have to lift the left side of the product slightly to remove the cover.

Internal paper guide

- 1 Remove the DIMMs and the back, right, and left covers (see pages 89 through 93).
- 2 There are no screws securing the paper guide. Remove it by pulling it up and out (two small snaps will release as you pull on the paper guide).

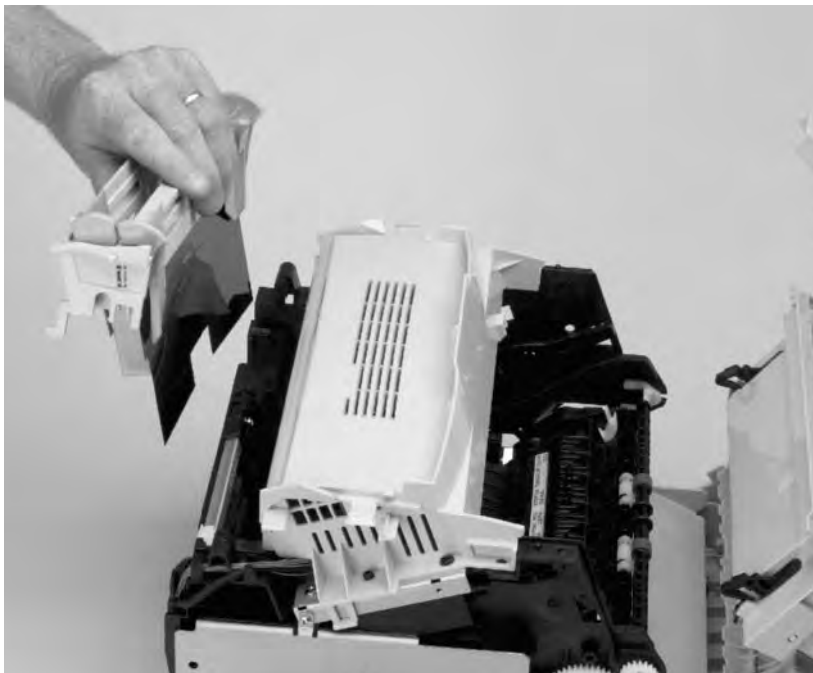


Figure 22. Internal paper guide removal

Top cover

- 1 Remove the DIMMs, the back, right, and left covers, and the internal paper guide (see pages 89 through 94).
- 2 Remove two screws (callout 1), one from each side of the top cover.
- 3 Release two latches (callout 2), one at each side of the cover.

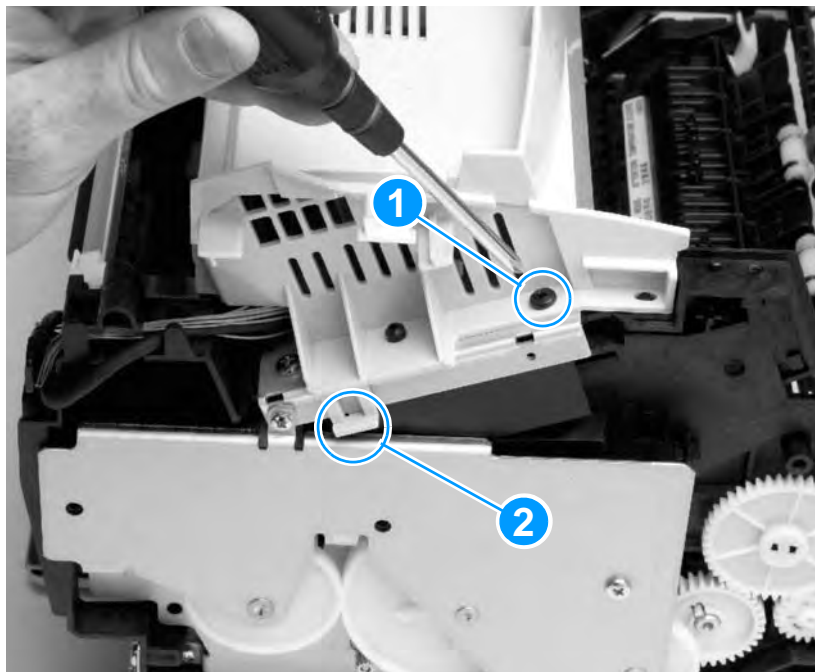


Figure 23. Top cover removal

- 4 Lift the cover straight up and off of the product.

Document scanner assemblies

Printer door

Removal of the printer door begins at the bottom of the product. Cables that control the control panel, scanner, and document feeder are attached to the formatter at the bottom of the product.

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Close the printer door.
- 3 Turn the product so that you face its right side, and then tip the product up so that it rests on its left side.
- 4 Remove two screws (callout 1) from the bottom of the formatter pan.
- 5 Remove a third screw from the bottom of the pan (callout 2).

Note

Callout 2 also shows a metal clip that helps to hold the formatter pan on the ECU pan.

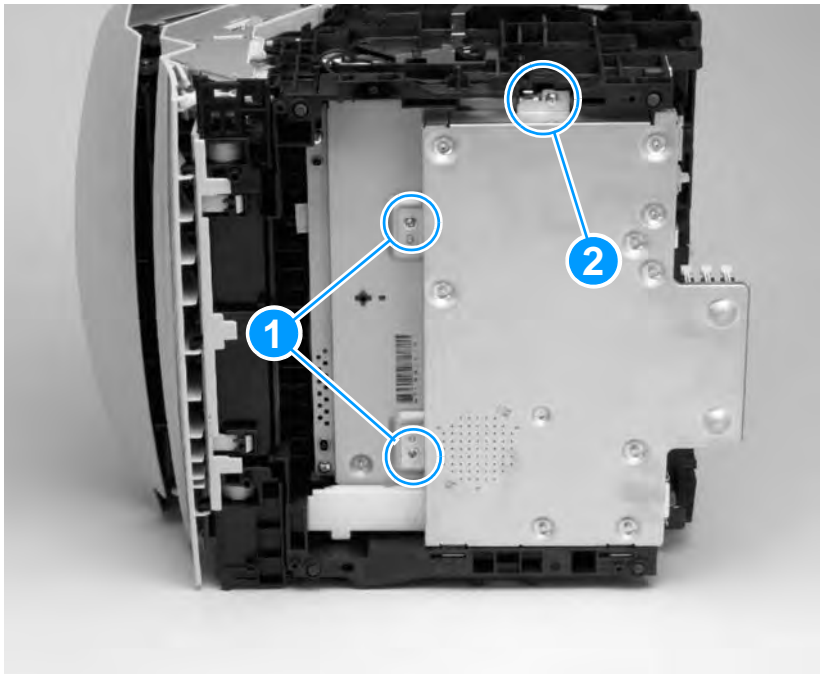


Figure 24. Printer door removal (1 of 4)

- 6 Lift the formatter pan up slightly, toward the right side of the product, and then rotate the formatter pan down so that it rests on the ESD mat.
- 7 Release the scanner cable cover (callout 1) by pushing it in the direction of the arrow, and then lift the cover away from the product.
- 8 Release the connector stay, and then pull the flat, flexible cable (callout 2) out of its connector on the formatter.

Note

The cable is “notched” so that it clears the speaker. Make sure the cable is reattached in the correct orientation when you reassemble the product.

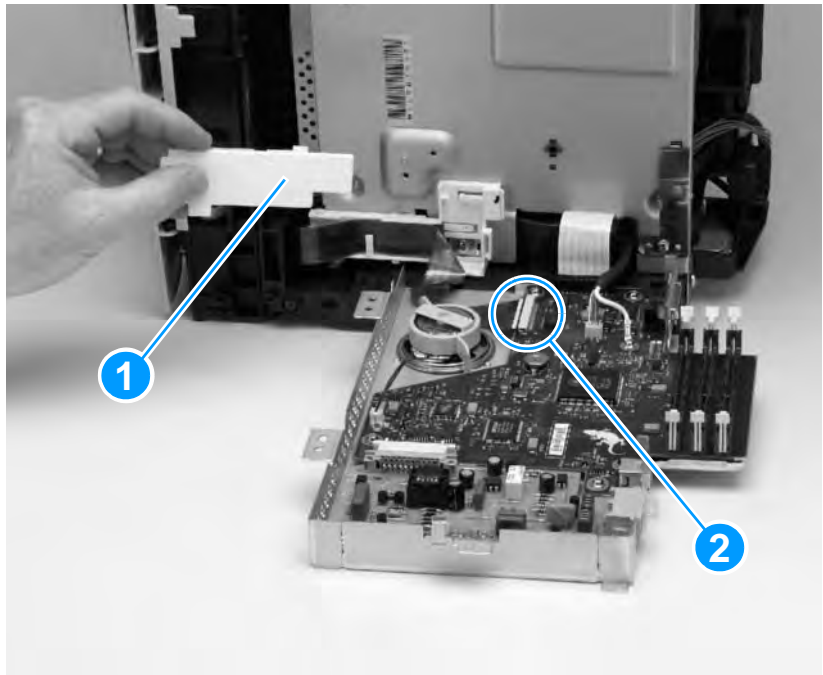


Figure 25. Printer door removal (2 of 4)

- 9 Remove the grounding screw (callout 1) from the flat metal grounding strap.

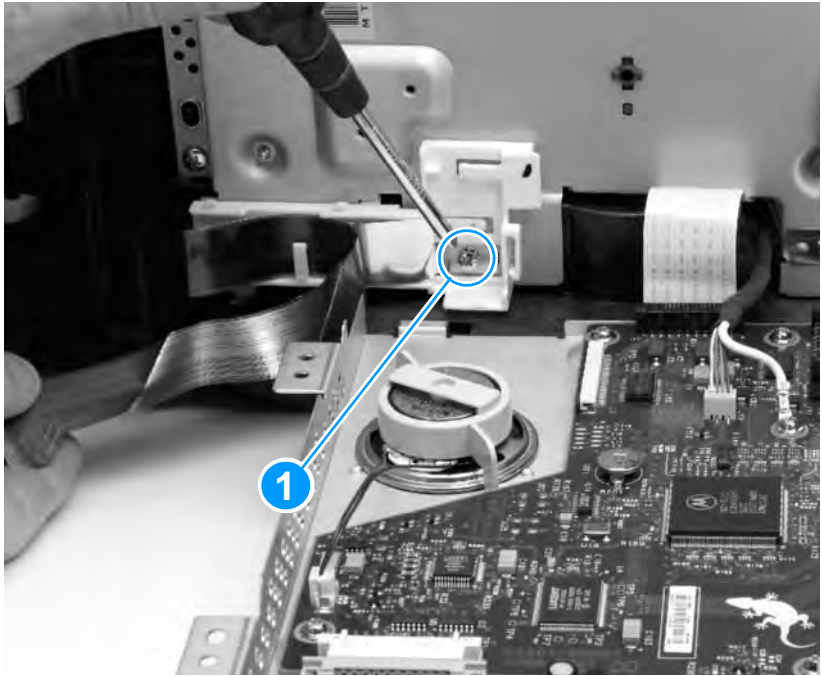


Figure 26. Printer door removal (3 of 4)

- 10 Release the flat cable and the strap together from the cable guide.
- 11 Lift the formatter pan back into place.
- 12 Replace the three screws in the formatter pan.

- 13 Tip the product back down so that it rests on its feet.
- 14 On the right side of the printer door, pull up on the front output door arm (callout 1) to separate it from the front output door.
- 15 On each side of the printer door, release the tab securing the hinge clip (callout 2) to the hinge, and pull the clip away from the printer door.

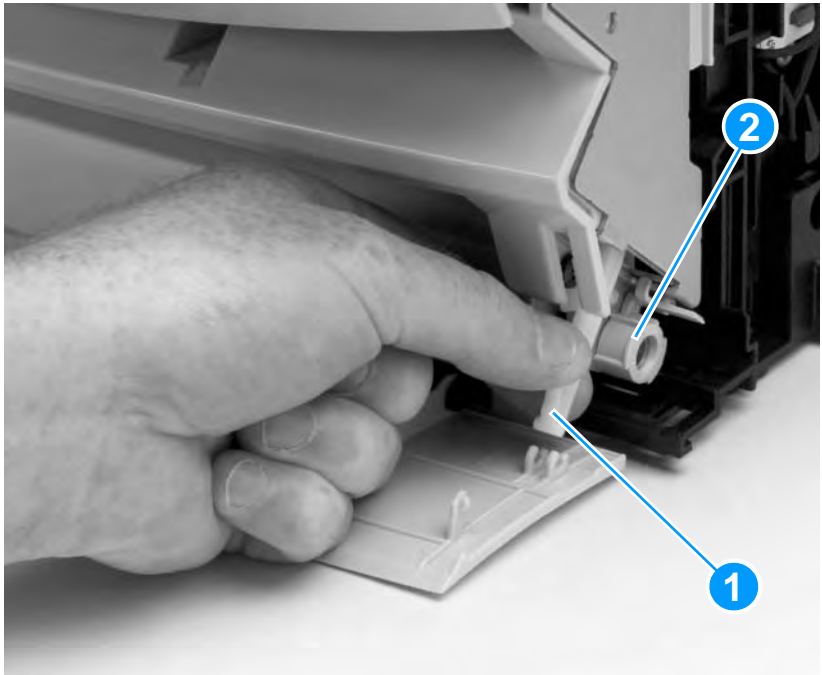


Figure 27. Printer door removal (4 of 4)

- 16 Open the printer door approximately halfway, and then lift the printer door off of its hinges.

Note

As you lift the printer door away from the product, make sure that the flat, flexible cable moves smoothly through the slot in the product.

Document scanner assembly

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover, and the printer door (see pages 89 through 99).
- 2 On the back, towards the left side, of the printer door, remove one grounding screw (callout 1) to release the grounding strap.

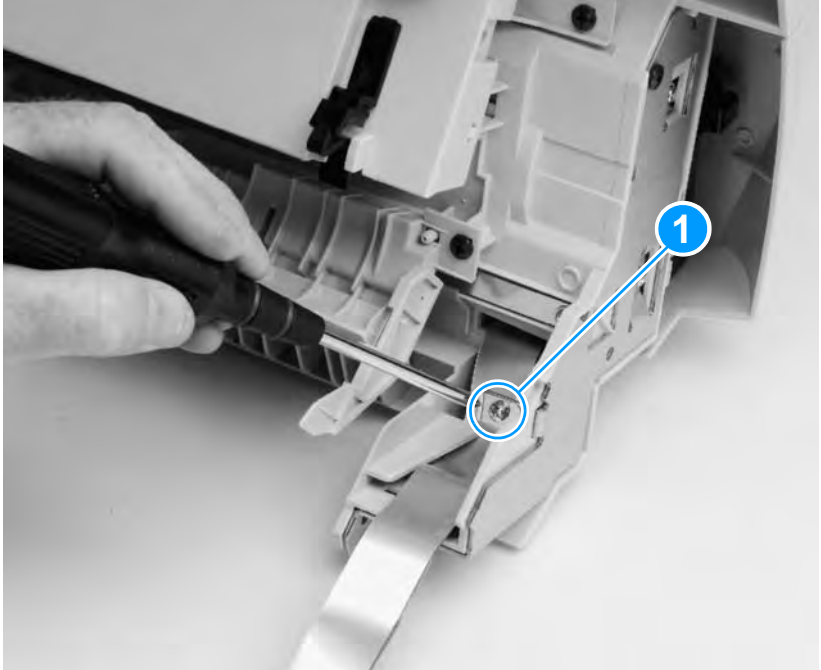


Figure 28. Document scanner assembly removal (1 of 3)

- 3 Open the document release door.
- 4 Rotate the plastic strap at the left side of the printer door clockwise to release the strap.

To reinstall

Make sure you rethread the grounding strap and cable correctly. Failure to do so can damage the cable.

- 5 Remove the document scanner guide by lifting it up while pressing the two tabs (callout 1) at the left side of the assembly.

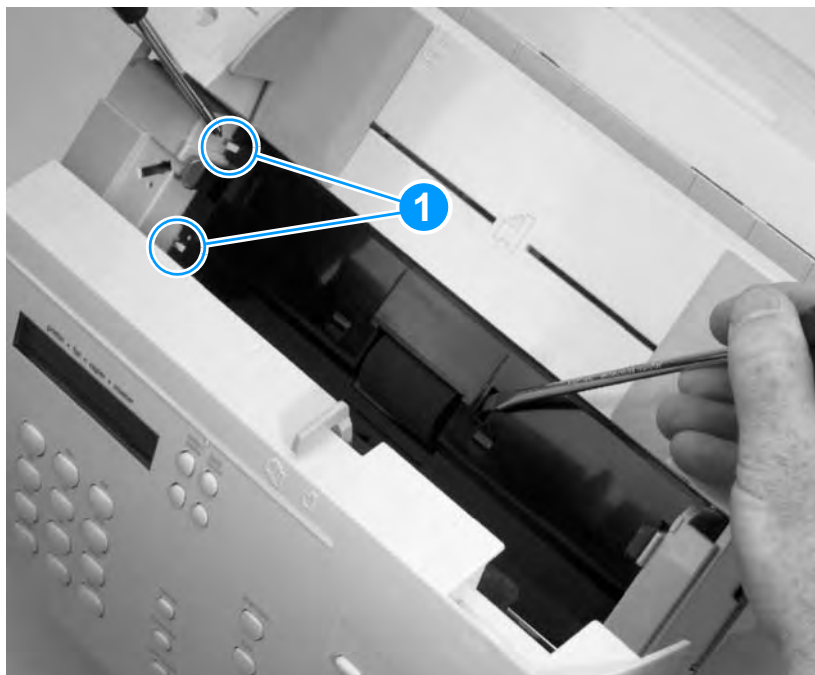


Figure 29. Document scanner assembly removal (2 of 3)

- 6 Remove two screws (callout 1) from the document scanner assembly.
- 7 Use a flatblade screwdriver to press the tab (callout 2) at the center of the assembly, and lift the assembly off of the printer door.

Note

Make sure the contact image sensor cable, at the left side of the product, moves smoothly through the slot as you remove the document scanner assembly.

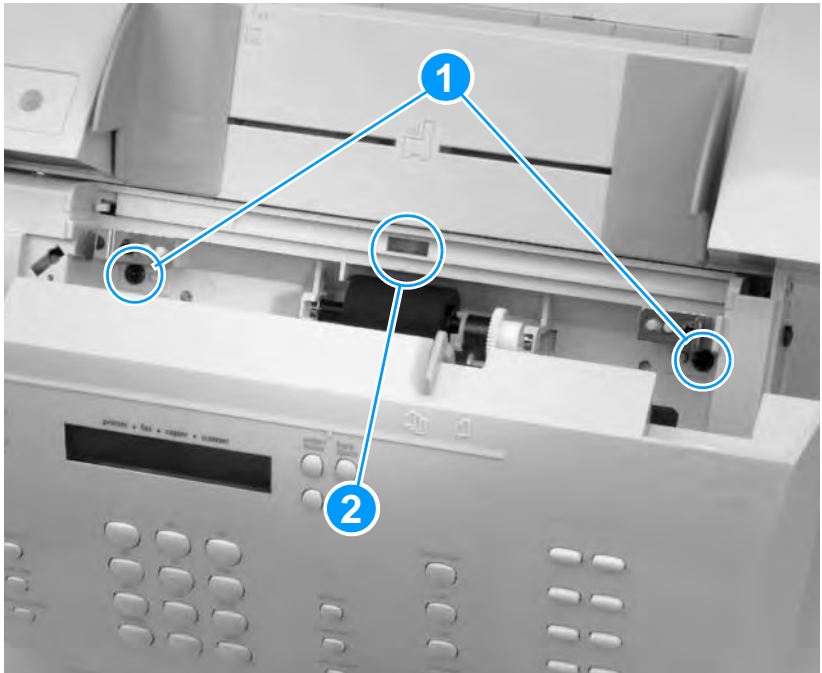


Figure 30. Document scanner assembly removal (3 of 3)

Contact image sensor

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover, the printer door, and the document scanner assembly (see pages 89 through 102).
- 2 Use a flatblade screwdriver to pry the two tabs (callout 1) on the cable cover, releasing the cable cover, and then lift the cable cover off of the document scanner assembly.

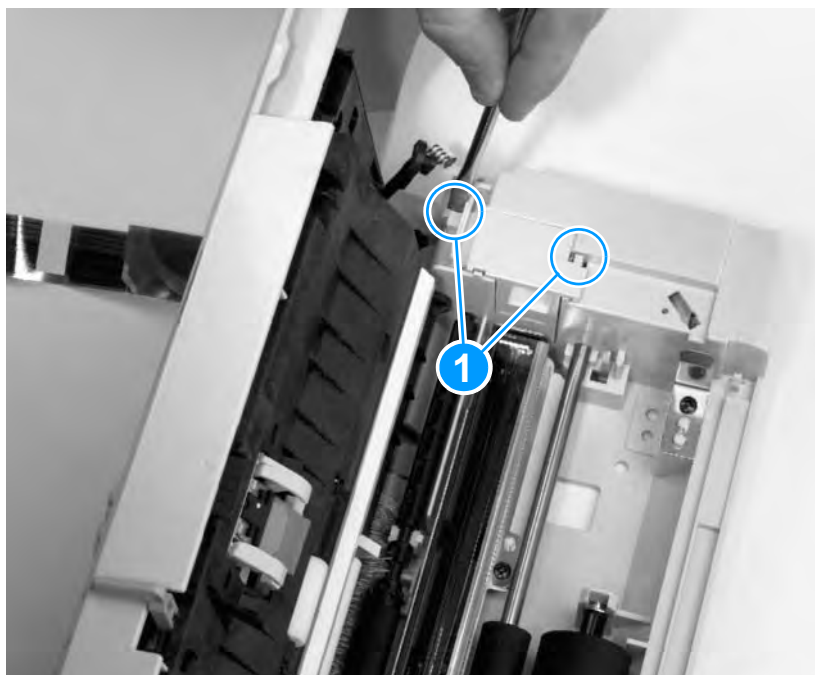


Figure 31. Contact image sensor removal (1 of 2)

- 3 Release the contact image sensor with its mounting plate and cover by removing the two screws (callout 1) from the mounting plate and cover.

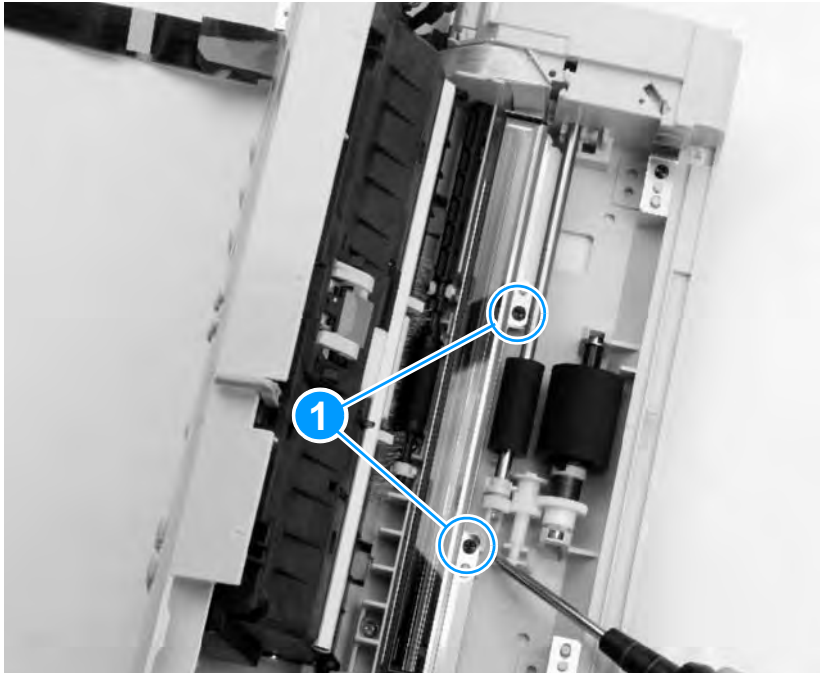


Figure 32. Contact image sensor removal (2 of 2)

- 4 Lift up the contact image sensor together with its mounting plate and cover.
- 5 Disconnect the cable from the bottom of the contact image sensor.

Note

Clean the scanner glass after the contact image sensor is reinstalled.

Document scanner pickup roller

The document scanner pickup roller can be removed and replaced without removing any other parts.

- 1 Open the document release door.
- 2 Use the small flatblade screwdriver to pry the right end of the pickup roller shaft from its plastic mounting.



Figure 33. Document scanner pickup roller removal

- 3 Lift the right end of the pickup roller shaft out of its mounting; the left end should follow easily.

Note

Once the pickup roller shaft has been removed, parts can easily fall off of the shaft. Upon reinstallation, make sure that all of the parts have been replaced on the shaft in the correct order.

Document scanner separation pad

The document scanner pickup roller can be removed and replaced without removing any other parts.

- 1 Open the document release door.
- 2 Pull the separation pad straight up to separate it and the separation pad holder from the document release door.



Figure 34. Document scanner separation pad removal

Document scanner motor

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover, the printer door, and the document scanner assembly (see pages 89 through 102).
- 2 On the left side of the document scanner assembly, disconnect the motor cable (callout 1).
- 3 Remove two screws (callout 2) to release the motor.

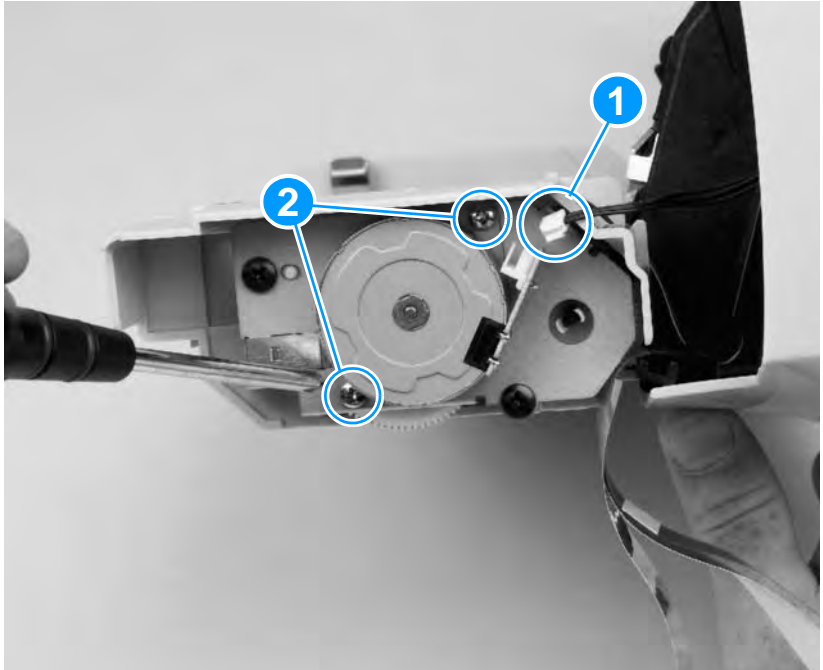


Figure 35. Document scanner motor

- 4 Lift the motor away from the product.

Upper guide assembly

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover, the printer door, and the document scanner assembly (see pages 89 through 102).
- 2 If you have not already done so, disconnect the motor cable.
- 3 Place the upper guide assembly and contact image sensor assembly at approximately a 90-degree angle, and then lift the upper guide assembly off of its hinges.
- 4 Remove two screws (callout 1), one on each side of the upper guide assembly.

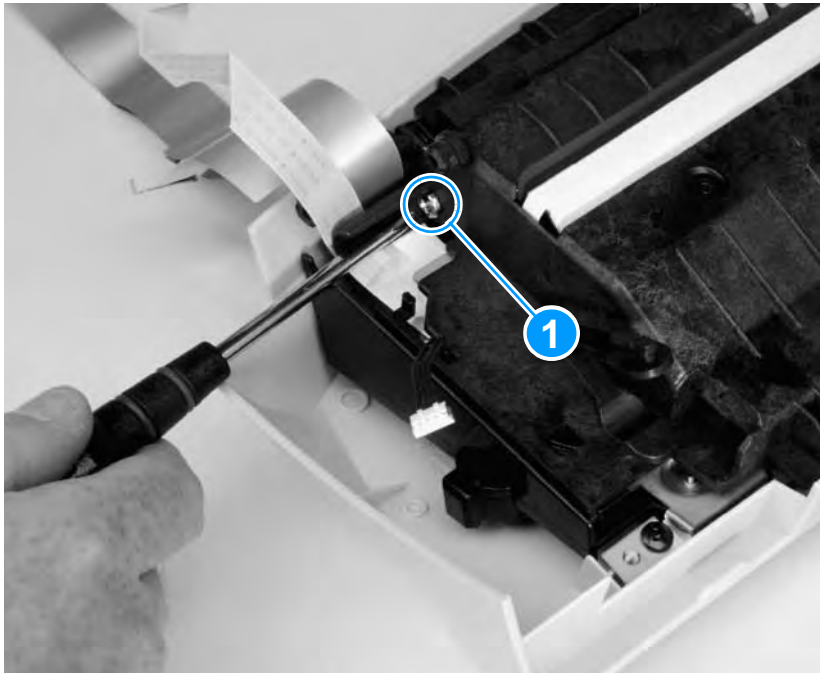


Figure 36. Upper guide assembly removal (1 of 4)

- 5 Place the upper guide assembly on the ESD mat so that the assembly rests on the control panel.
- 6 Use a flatblade screwdriver to release three tabs (callout 1) on the control panel cover, and then rotate the upper guide assembly up and away from the tabs to separate it from the control panel cover.

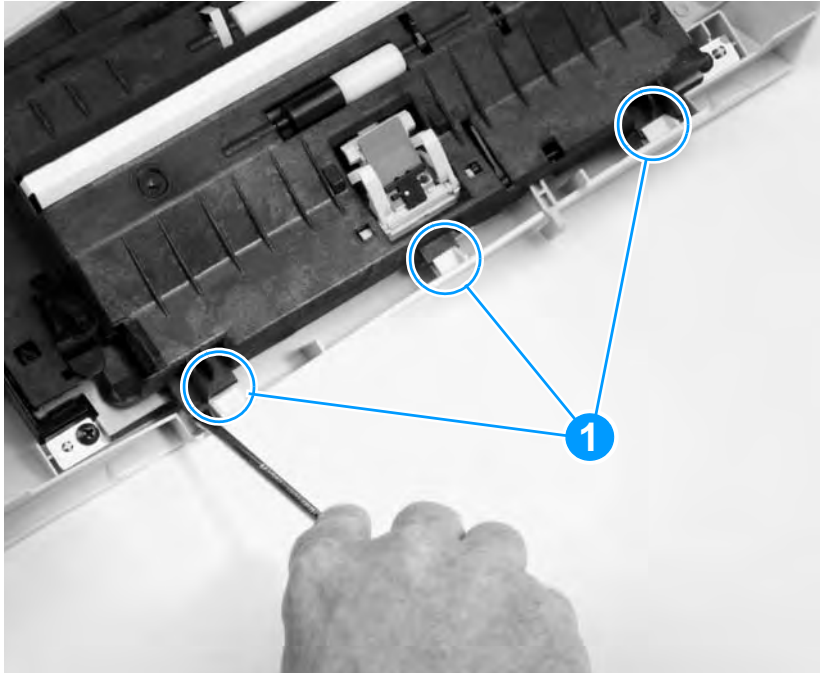


Figure 37. Upper guide assembly removal (2 of 4)

- 7 Disconnect one cable (callout 1) from the control panel PCB.
- 8 Remove one screw (callout 2) to release the ground strap.

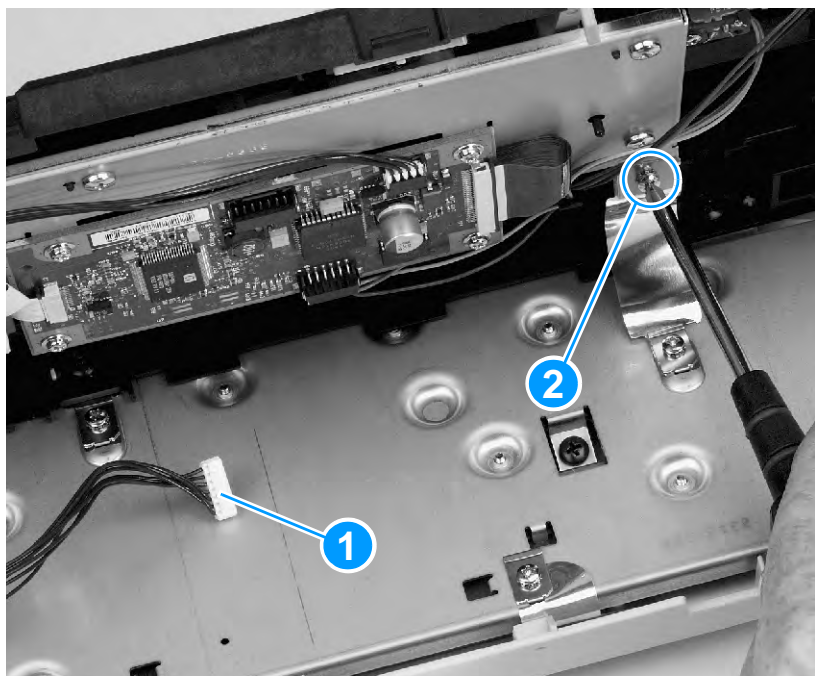


Figure 38. Upper guide assembly removal (3 of 4)

- 9 Press the tab (callout 1) down, and then slide the upper guide assembly to the right to release it from the control panel assembly.

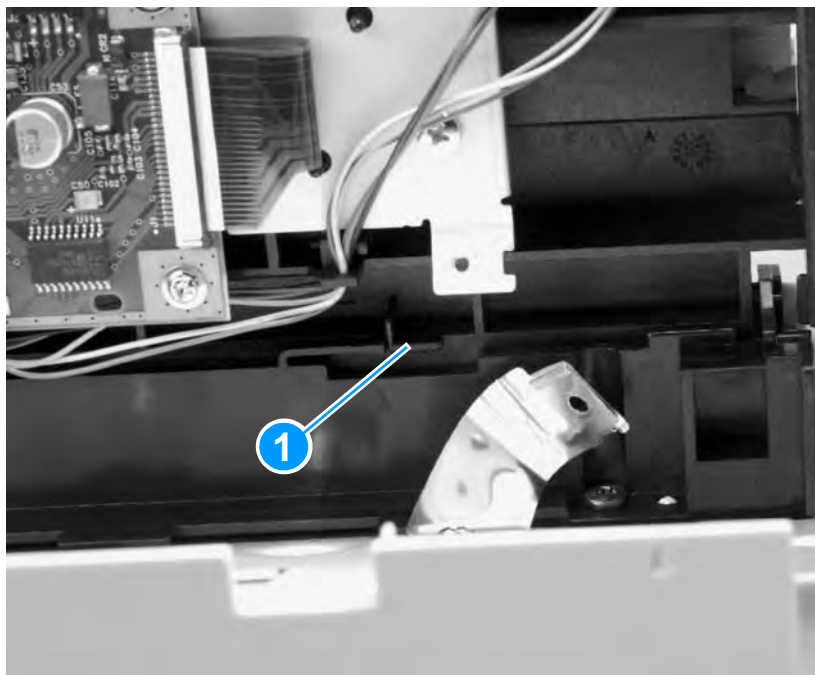


Figure 39. Upper guide assembly removal (4 of 4)

Control panel/scanner board

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover, the printer door, the document scanner assembly (see pages 89 through 102), and the upper guide assembly (see pages 108 through 111).
- 2 Disconnect the four remaining cables (callout 1) from the control panel/scanner board.
- 3 Remove the four screws (callout 2) from the board.

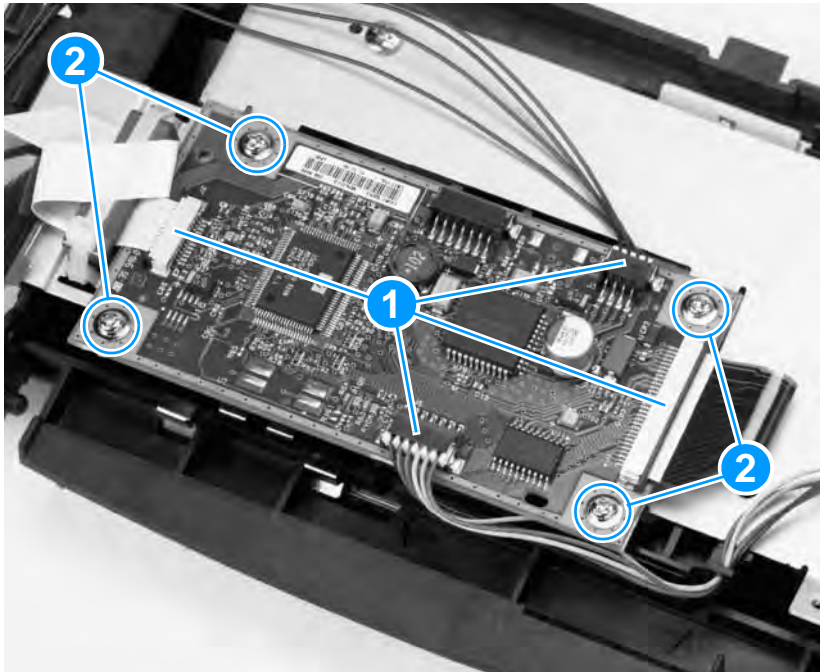


Figure 40. Control panel/scanner board

- 4 Lift the board off of the upper guide assembly.

Note

New control panel/scanner boards are not shipped with cables attached. Make sure you keep your cables with the product.

Internal assemblies

Laser/scanner assembly

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Open the printer door.
- 3 Remove the small foam cover over the small cable connector (callout 1) and then release the cable.
- 4 Disconnect two cables and then release the cables from their cable guides.
- 5 Remove four screws (callout 2) and then lift the assembly free of the printer.

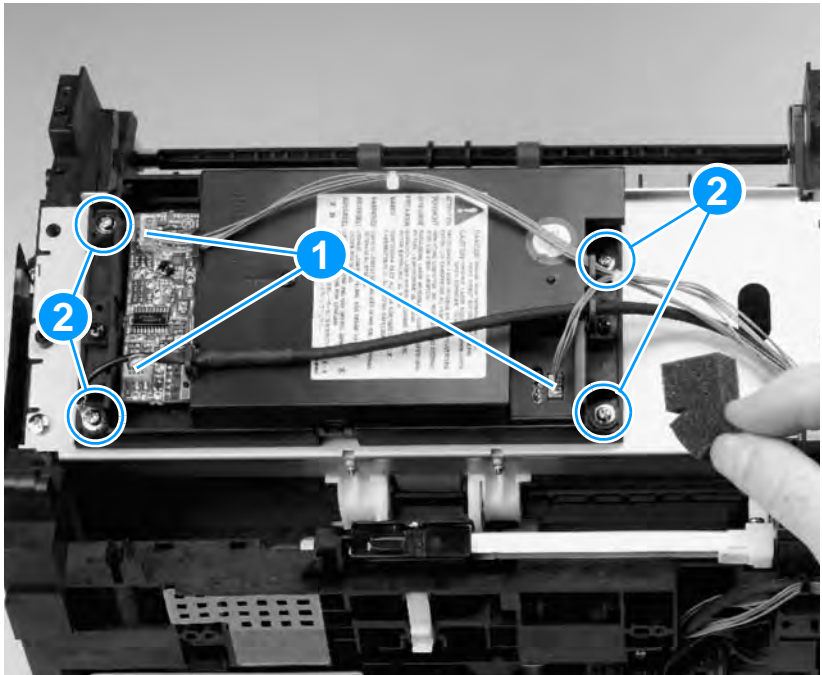


Figure 41. Laser/scanner assembly removal

Output roller

Note

This part can be removed without disassembling any other product parts.

- 1 Open the printer door.
- 2 Using a small flatblade screwdriver, release the plastic snap on the right end of the output roller.

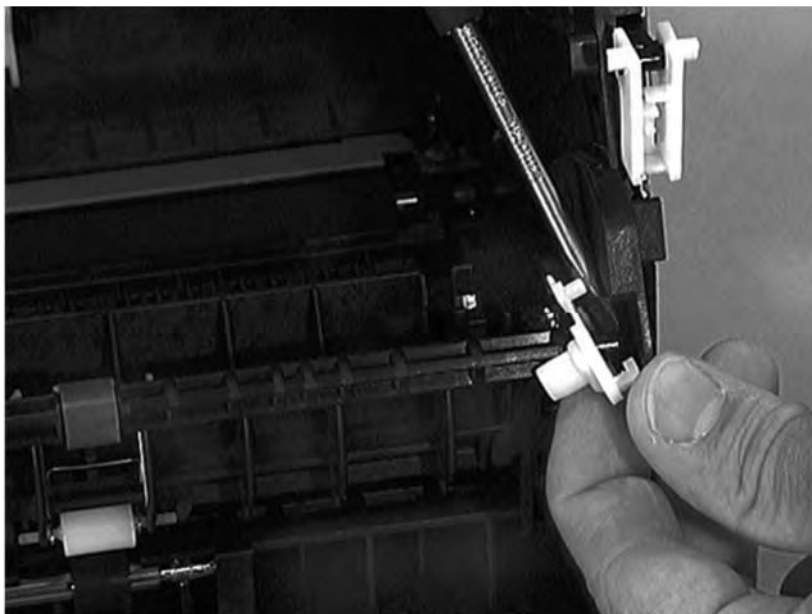


Figure 42. Output roller removal (1 of 2)

- 3 Slide the roller to the right, releasing it from the gear on the left.
- 4 Lift the roller out of the printer.

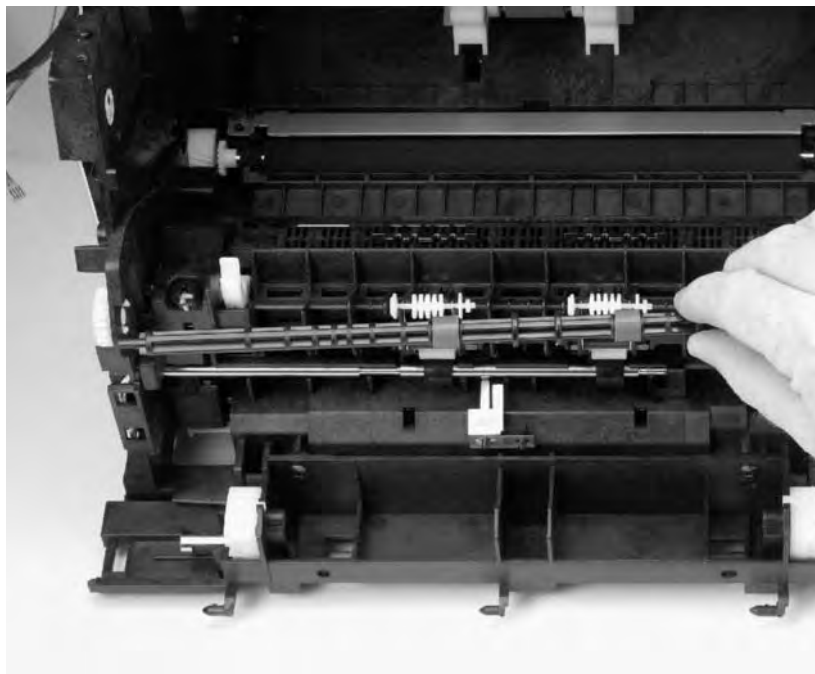


Figure 43. Output roller removal (2 of 2)

Delivery assembly

- 1 Remove the output roller (see pages 114 and 115).

Note

The springs underneath the torsion screws are not attached and can come loose during removal.

- 2 Remove the two screws (callout 1) in the front of the assembly.

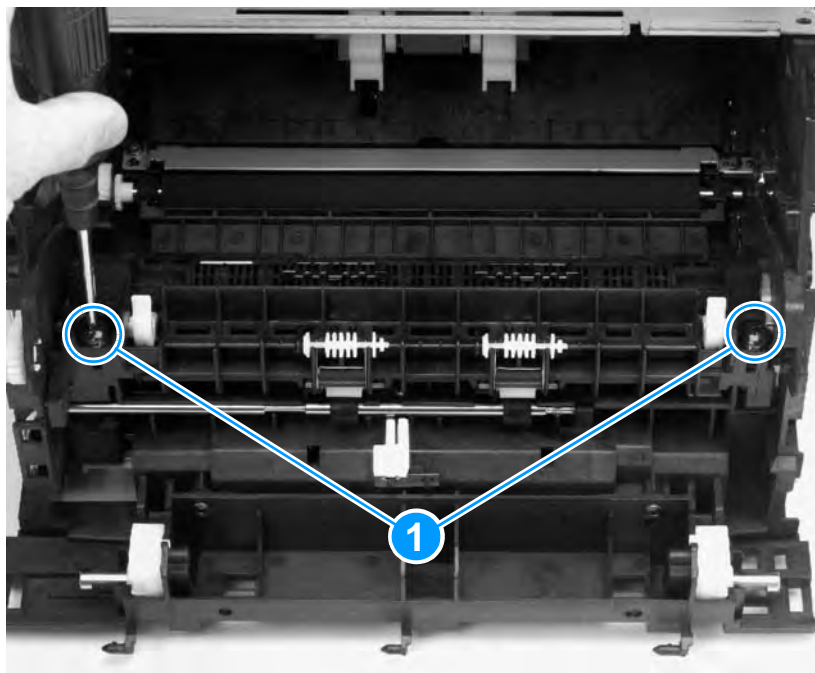


Figure 44. Delivery assembly removal (1 of 2)

- 3 Gently slide the assembly to the right, and lift it out of the printer.

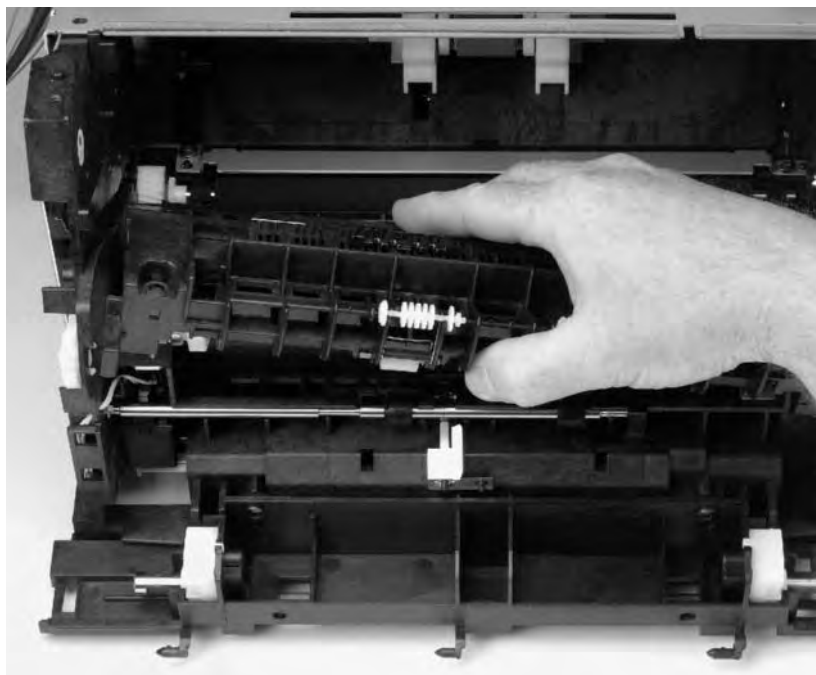


Figure 45. Delivery assembly removal (2 of 2)

Paper exit-sensor flag

- 1 Remove the output roller and the delivery assembly (see pages 114 through 117).

Note

Before proceeding, examine the paper exit-sensor flag. It is important to note the position of the spring mechanism on the flag. The spring must be reinstalled to exactly this position, because installing it incorrectly will cause a control panel error message.

- 2 Remove the paper exit-sensor flag by pressing down on the left side and pulling up on the right side.

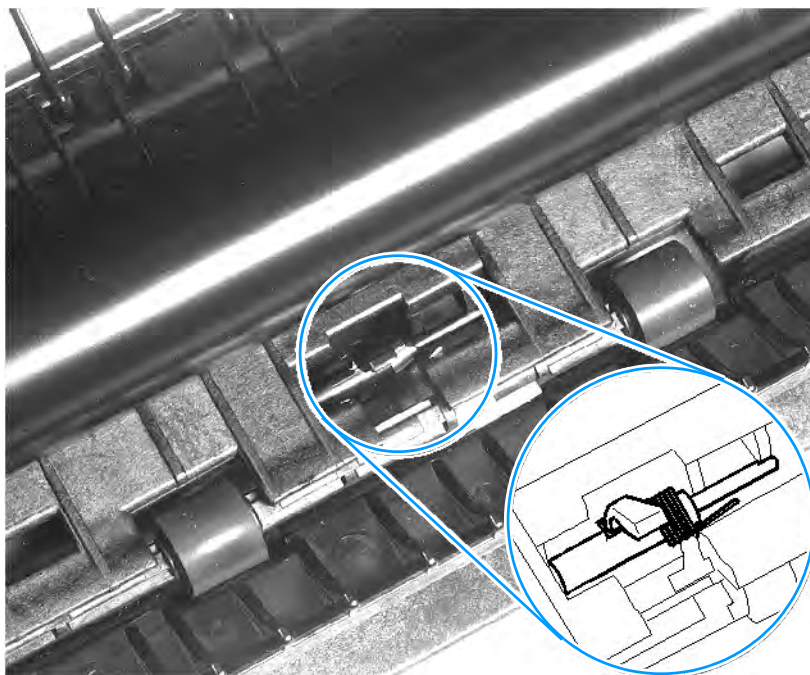


Figure 46. Paper exit-sensor flag removal

To reinstall

Place the left side of the flag in the correct position first, then slide the right side into place, making certain the spring is on top of the flag. If the spring exerts no pressure on the flag, it might have to be resprung by giving the spring an extra turn before reinstalling. The flag should fit snugly in place.

Fusing element

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Also remove the output roller and the delivery assembly (see pages 114 through 117).

Note

Pay special attention to the way these metal clips are attached to the printer chassis before you remove them. This will make reassembly easier.

The fusing element is held in place on each end by two metal spring-loaded clips. Each clip has a small white lever next to it. These levers must be in the “up” position.

- 3 Push each clip down and back, releasing it from the printer chassis.

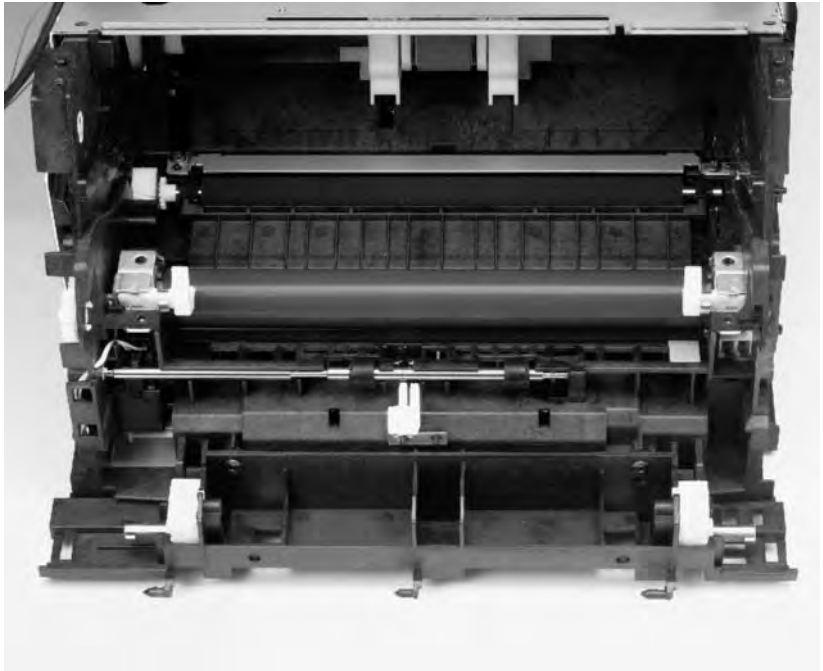


Figure 47. Fusing element removal (1 of 4)

To reinstall the fusing element metal clips



Figure 48. Fusing element metal clips reinstallation

Note

During reassembly, make sure the metal clips are seated properly.

The front of the metal clip has a small threaded hole. There is a corresponding hole on the printer chassis.

Slide the front of the metal clip underneath the threaded tab on the printer chassis so that the two holes line up.

Push down on the metal clip (you will feel the tension springs pushing against the clip) until the small metal tab on the back of the clip snaps into place.

The fusing element has electronic cable connections on both the left and right ends, outside the printer.

- 4 Disconnect the small cable on the left side of the product.



Figure 49. Fusing element removal (2 of 4)

The larger double cable on the right end is held in place by a plastic snap.

- 5 Press down on the top of the plastic snap with a flatblade screwdriver.



Figure 50. Fusing element removal (3 of 4)

- 6 Unwind the cable from the cable guides along the side of the printer.

- 7 After the two cables are disconnected from the right and left sides of the printer, lift the element gently out of the printer.

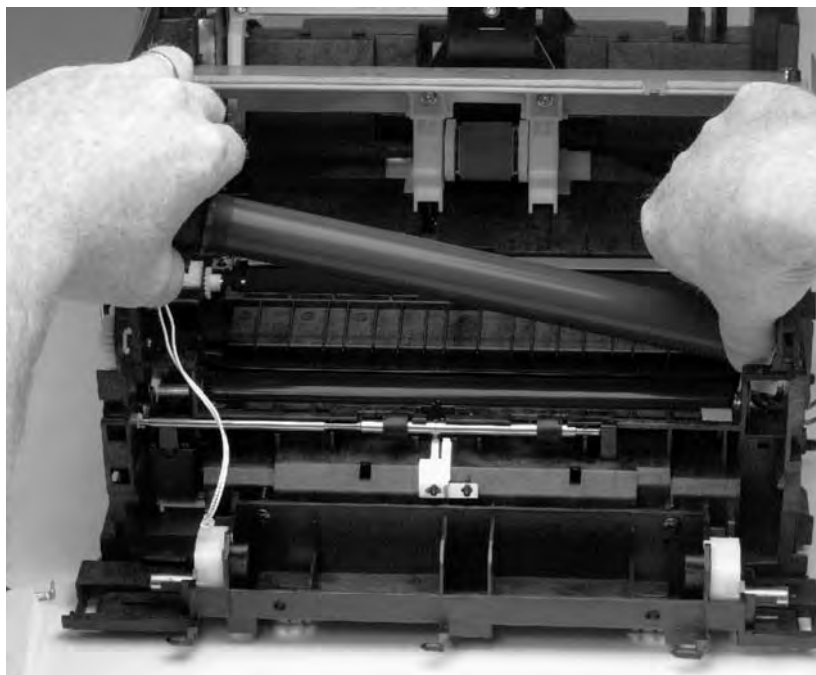


Figure 51. Fusing element removal (4 of 4)

Gear train motor

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).

The gear train, located behind the metal plate (gear train cover) on the left side of the printer, must be removed to gain access to the pressure roller.

- 2 Disconnect the motor cable connection at the back of the printer.

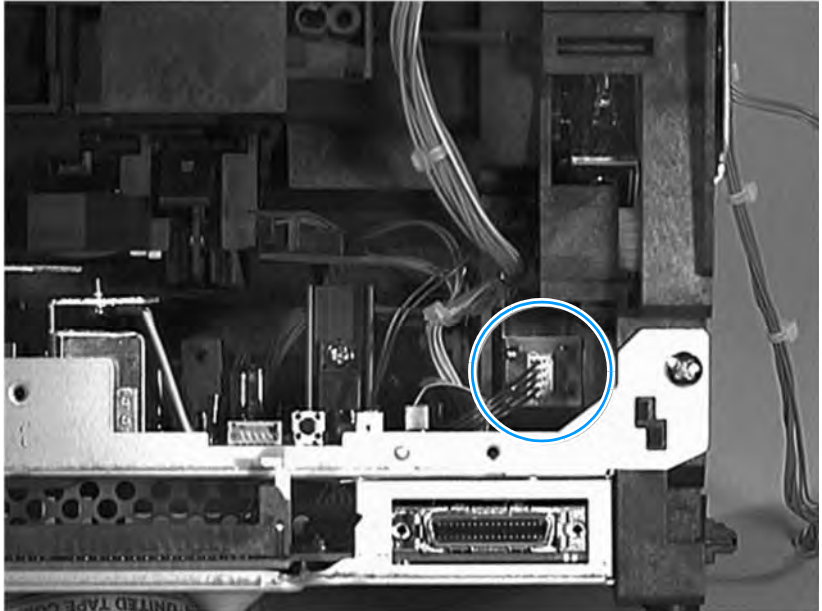


Figure 52. Gear train motor (1 of 3)

- 3 Remove the four screws (callout 1) that secure the metal plate over the gear train, and then very gently release the gear train.

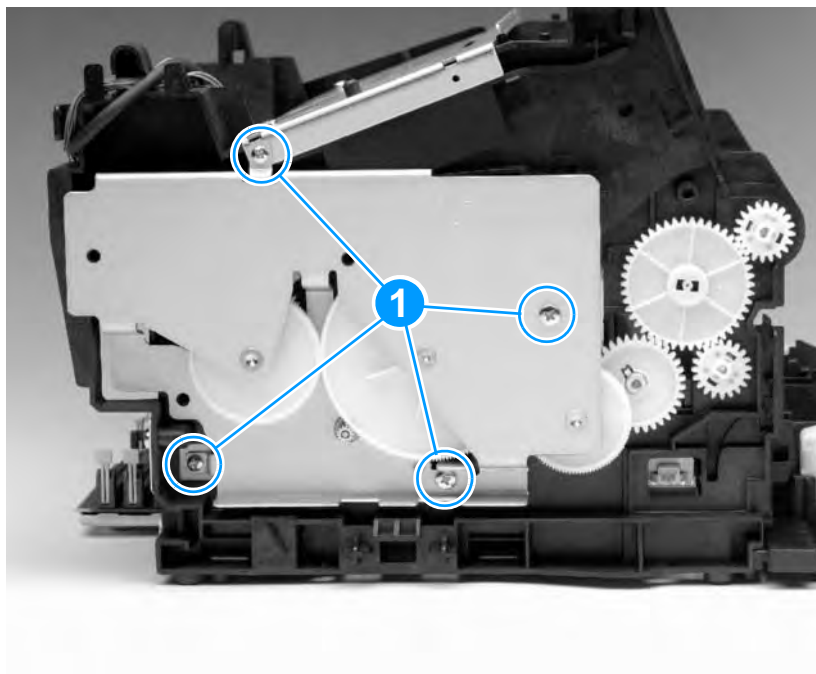


Figure 53. Gear train motor (2 of 3)

Note Some gears are not held in place and can come apart during removal.

- 4 Remove the two screws (callout 1) that secure the gear motor to the gear-plate cover.

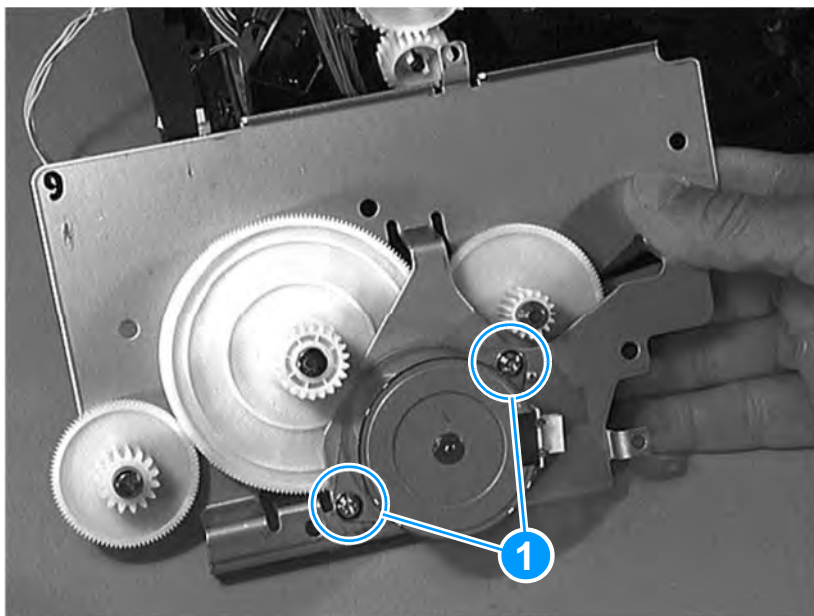


Figure 54. Gear train motor (3 of 3)

- 5 Pull the gear motor out of the gear-plate cover.

Solenoid

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, the top cover (see pages 89 through 95), and the gear train (see pages 124 and 125).
- 2 Remove the single screw (callout 1) that secures the solenoid to the printer chassis.

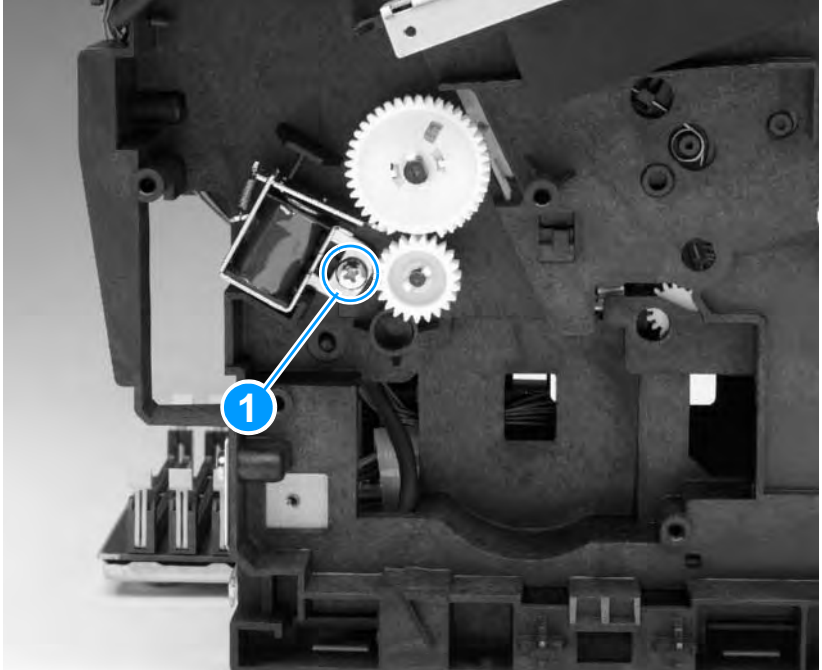


Figure 55. Solenoid removal

- 3 Release the solenoid.

Note

During reassembly, rotate the clutch so that the flat spot on the clutch allows the feed roller (gear) to turn freely.

Pressure roller

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Remove the output roller and the delivery assembly (see pages 114 through 117), and then remove the fusing element and the gear train (see pages 119 through 125).
- 3 Using a flatblade screwdriver, remove the gear from the end of the pressure roller by gently prying the small plastic tab up from the slot in the end of the roller axes.

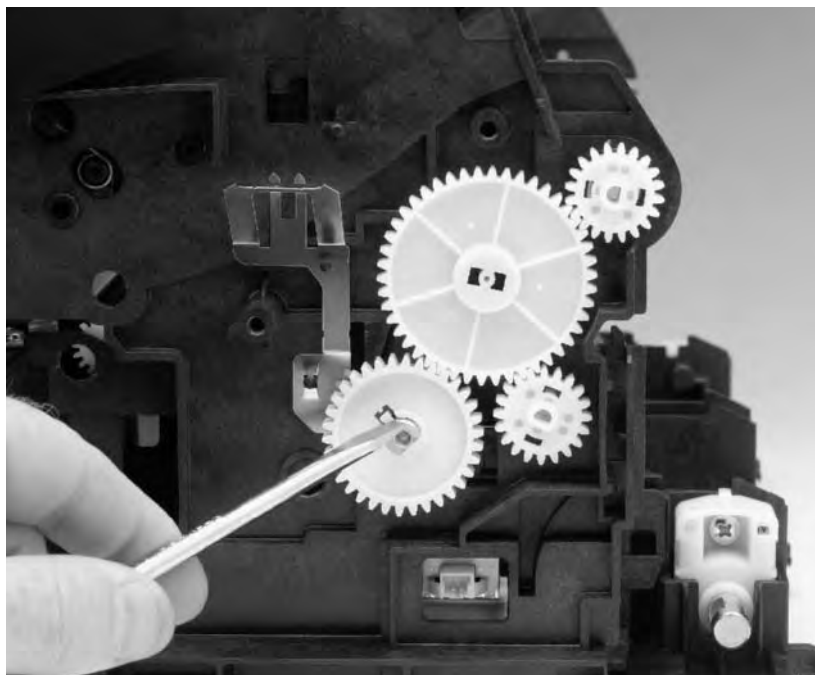


Figure 56. Pressure roller removal (1 of 2)

- 4 Slide the gear off the end of the roller.

CAUTION

The pressure roller is covered with light contact grease. Do not get it on your clothes. See chapter 7, "Parts and diagrams," for information about ordering pressure roller grease.

- 5 Loosen the two screws in the fusing guide (callout 1).

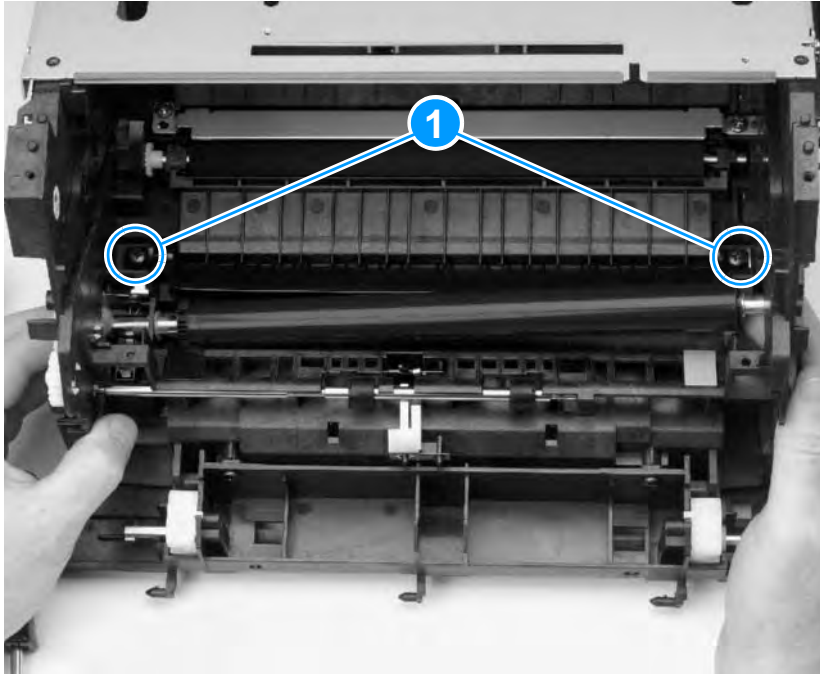


Figure 57. Pressure roller removal (2 of 2)

- 6 Lift the right end of the pressure roller out of the half-bushing and slowly move the roller to the right, pulling the left end of the roller axle out of the opening on the left side of the printer.

Note

The bushings are not connected to the printer chassis and can come loose during removal.

Transfer roller

The transfer roller can be removed without first removing any other product parts.

CAUTION

Do not touch the black portion of the transfer roller.

Note

A grounding spring is attached to the bottom of the left end of the transfer roller. This spring can come loose during assembly or removal.

- 1 Open the printer door.
- 2 Using needle nose pliers, release the transfer roller by gently squeezing the small plastic snaps on the left end of the roller.

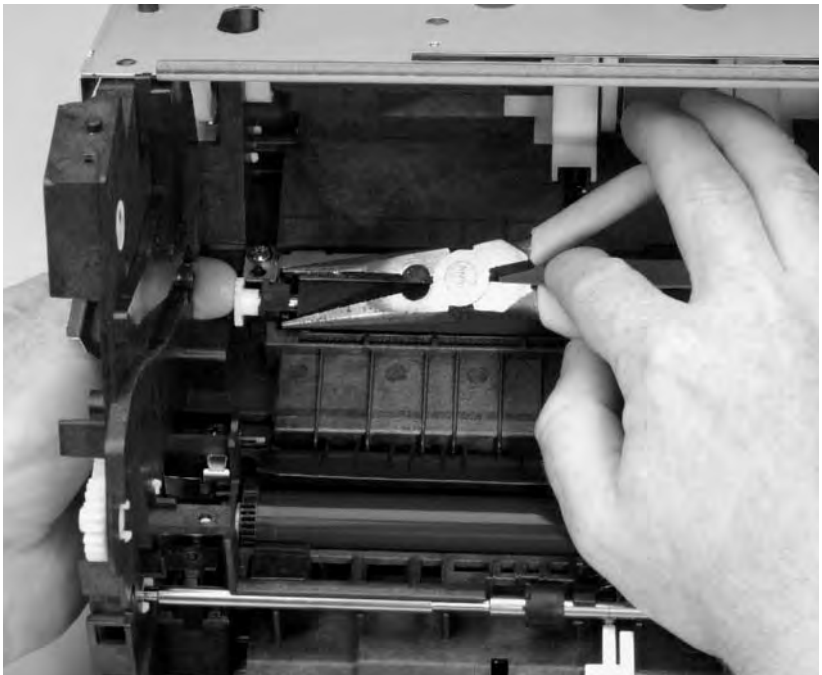


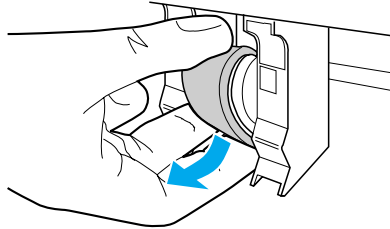
Figure 58. Transfer roller removal

- 3 Lift the transfer roller up and out.

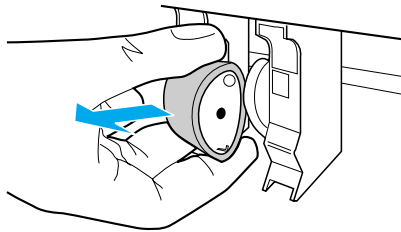
Pickup roller

The pickup roller can be removed without first removing any other product parts.

- 1 Open the printer door.
- 2 Rotate the bottom of the pickup roller towards the front of the printer.



- 3 Gently pull the pickup roller straight out.



To reinstall

It is possible to reinstall the pickup roller upside-down. However, for correct operation of the pickup assembly, make sure you reinstall the pickup roller to its correct position. The more rounded portion of the pickup roller should face the front of the product; the circle tab on the blue plastic should be on top, with the straight tab on the blue plastic on the bottom.

Paper-pickup assembly

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Disconnect the laser/scanner.
- 3 Remove the screw attached to a bracket at the right end of the cover plate (callout 1).
- 4 Remove the two top screws attached to the right and left of the plate (callout 2).
- 5 Remove the two screws located underneath the plate, securing it to the paper-pickup assembly (callout 3).

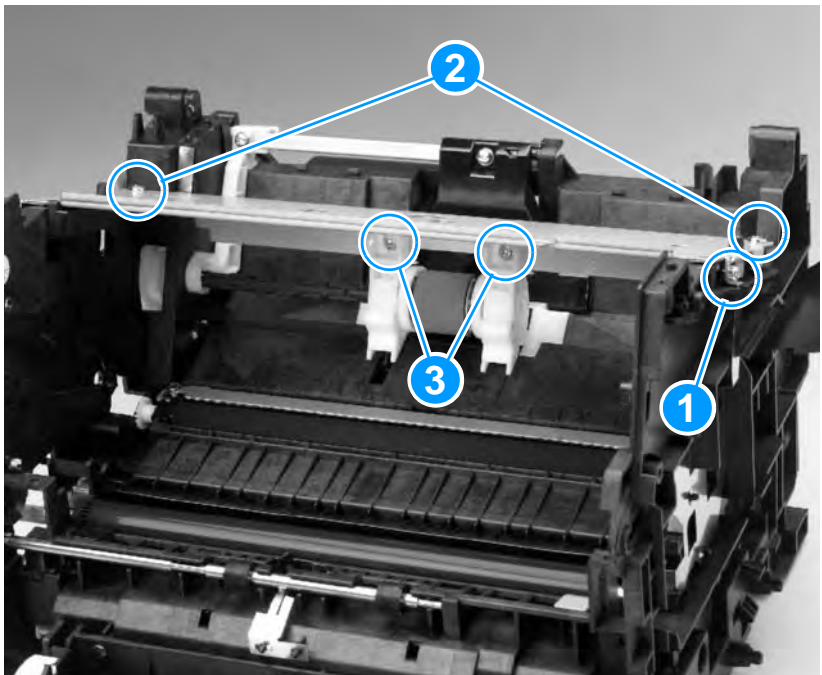


Figure 59. Paper-pickup assembly removal (1 of 2)

Note

The pickup assembly is in several pieces; these pieces should be kept together. Pay close attention to how the assembly is aligned before removing it (see reassembly note on this page).

- 6 Lift the metal plate clear of the printer.
- 7 Remove the paper-pickup assembly.



Figure 60. Paper-pickup assembly removal (2 of 2)

To reinstall

When reassembling this part, you must correctly align and attach the section of the clutch without teeth to the gear.

Kick plate

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Also remove the paper pickup assembly (see pages 132 and 133).
- 3 Disconnect the laser/scanner.
- 4 Rotate the cam to free the kick plate.
- 5 Rotate the kick plate arm up approximately 45 degrees and lift the left end up and out of the collar shaft that secures it.

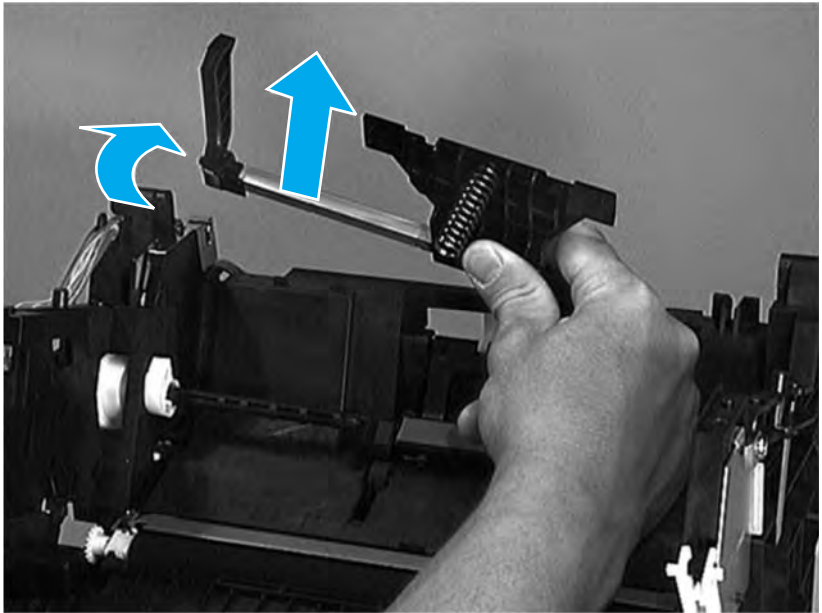


Figure 61. Kick plate removal

Separation pad

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Also remove the paper pickup assembly and the kick plate (see pages 132 through 134).
- 3 Disconnect the laser/scanner.
- 4 Lift the bottom of the white plastic tab (callout 1) on the rear of the paper-feed frame up slightly and slide it up, toward the top of the paper-feed frame. This will release the separation pad.

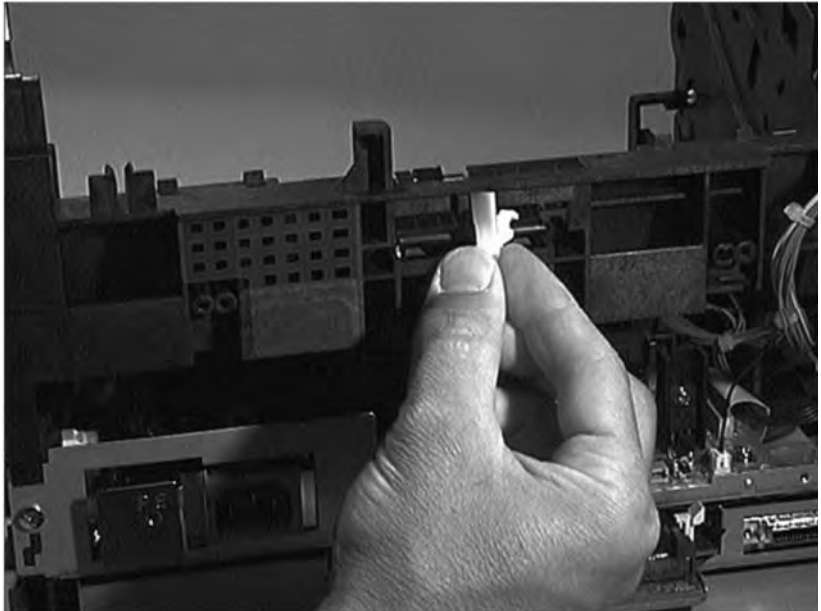


Figure 62. Separation pad removal (1 of 2)

- 5 Slide the separation pad out through the brackets that secure it.



Figure 63. Separation pad removal (2 of 2)

Bottom assemblies

Formatter pan

Note

The formatter pan, which contains the formatter and the LIU, can be removed without first removing any other product parts.

- 1 Follow steps 1 through 8 on pages 96 and 97.

Note

Be careful not to damage or break the electronic cables and connections underneath the formatter.

- 2 Remove one grounding screw (callout 1).
- 3 Pull the flat flexible cable (callout 2) and the small cable (callout 3) out of their connectors.

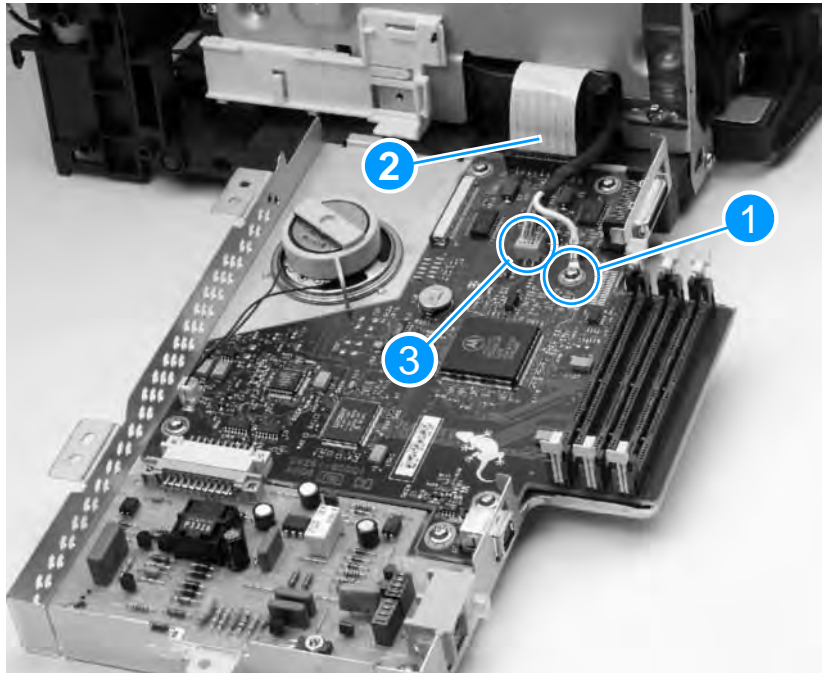


Figure 64. Formatter pan removal

- 4 Slide the formatter pan free of the metal brackets.

Note

During reassembly, make sure the pan is reseated in the brackets.

Formatter and LIU

- 1 Remove the formatter pan (see page 137).
- 2 To remove the formatter from the formatter pan, remove the five screws (callout 1) securing the formatter.
- 3 Pull the speaker cable (callout 2) from its connector on the formatter.
- 4 Gently slide the formatter away from the LIU to unplug the connector between the formatter and the LIU.
- 5 To remove the LIU from the formatter pan, remove the three screws (callout 3) securing the LIU.

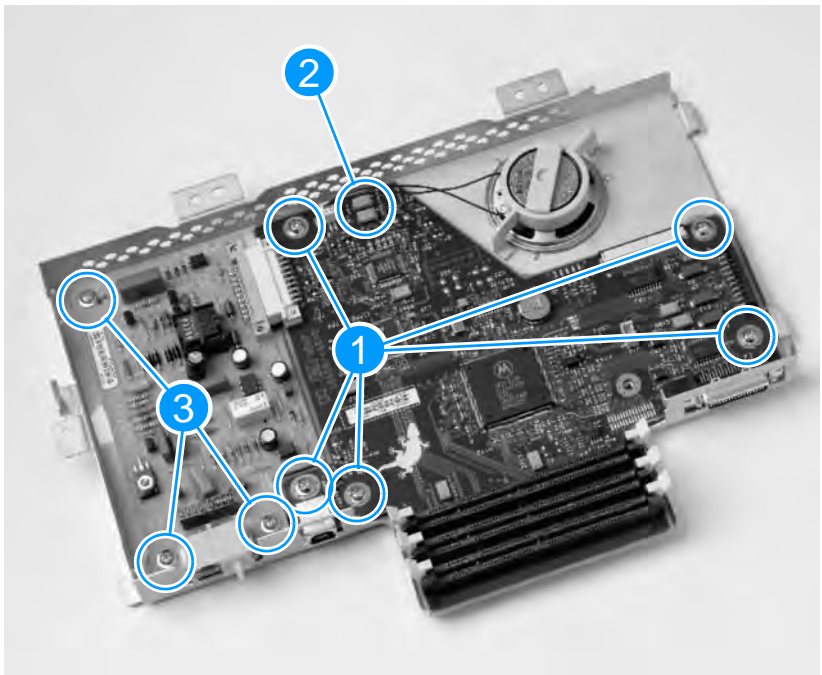


Figure 65. Formatter and LIU

ECU pan

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Remove the printer door (see pages 96 through 99), and the formatter pan (see page 137).
- 3 Disconnect the ECU cable.

Note

If the fusing element cables are connected, disconnect them before removing the ECU pan.

- 4 Remove the two screws fastened to the brackets on the sides of the pan.
- 5 Remove the two screws reached through openings in the side of the black plastic printer chassis.

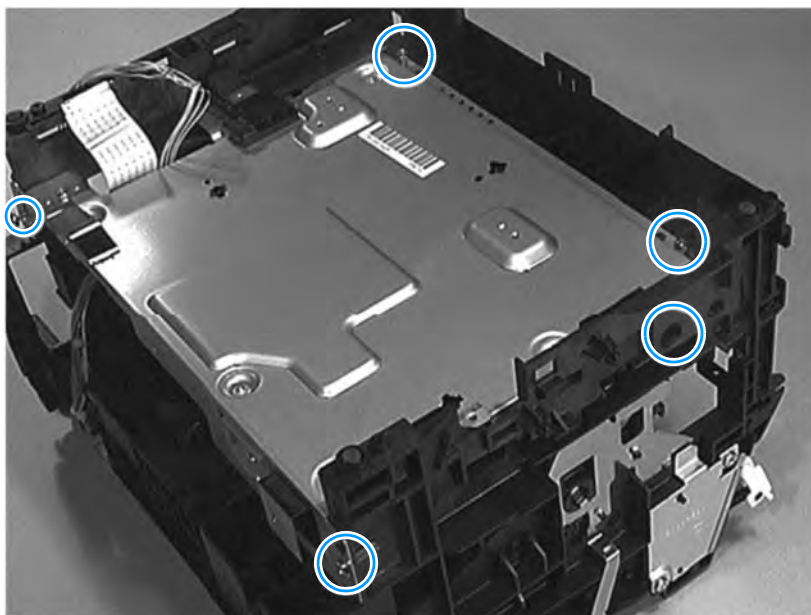


Figure 66. ECU pan removal (1 of 2)

- 6 Disconnect the small solenoid connection from the back of the ECU.

- 7 Slowly lift the ECU plate away from the printer chassis.

CAUTION

Be very careful not to damage or break the connectors underneath the ECU plate as you lift it from the printer chassis.

- 8 Reach between the plate and the chassis and unwind the cables from their cable guides until there is enough slack in the cables to allow access to the bottom of the ECU plate.
- 9 Unwind and disconnect all cables until the ECU board is separated from the chassis.

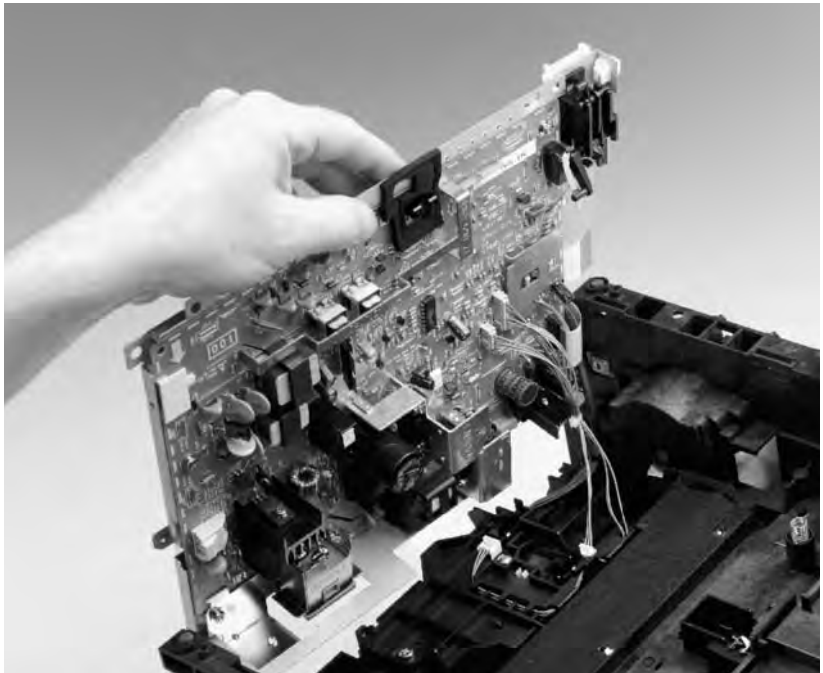


Figure 67. ECU pan removal (2 of 2)

Note

The entire ECU board can be replaced as a single unit (cables do not ship with the replacement board; if cables are damaged during removal, you will have to purchase new ones).

Paper-feed assembly

- 1 Remove the DIMMs, the back, right, and left covers, the internal paper guide, and the top cover (see pages 89 through 95).
- 2 Remove the printer door (see pages 96 through 99), the formatter pan (see page 137) and the ECU pan (see pages 139 and 140).
- 3 Disconnect the two cable connections (callout 1).
- 4 Partially unwind the cables from their cable guides.
- 5 Remove the two screws (callout 2) securing the assembly to the printer chassis.

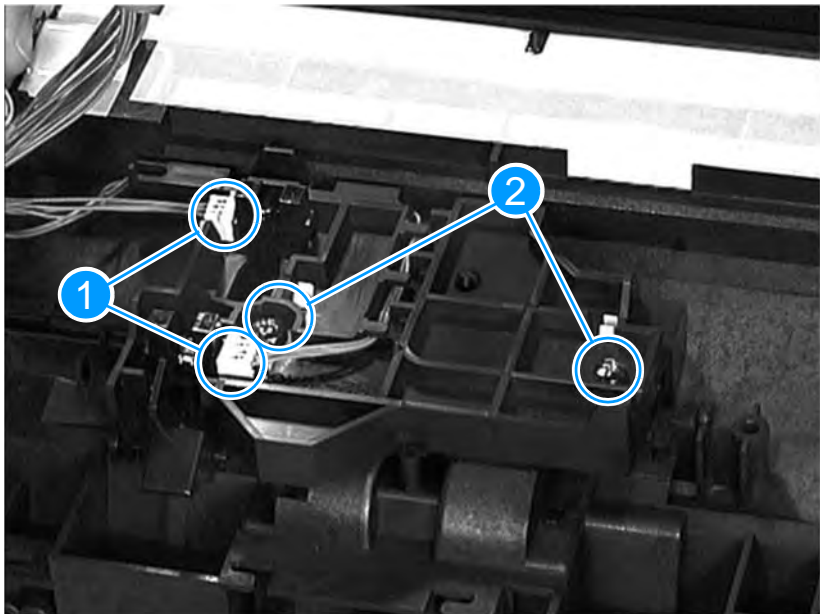


Figure 68. Paper-feed assembly removal (1 of 3)

- 6 Lift the paper-feed frame away from the chassis, being careful not to damage sensor flags.

To reinstall

Be sure to seat the tab into the frame.

- 7 Release the snap catches inside the gear on the left end of the paper-feed roller shaft.

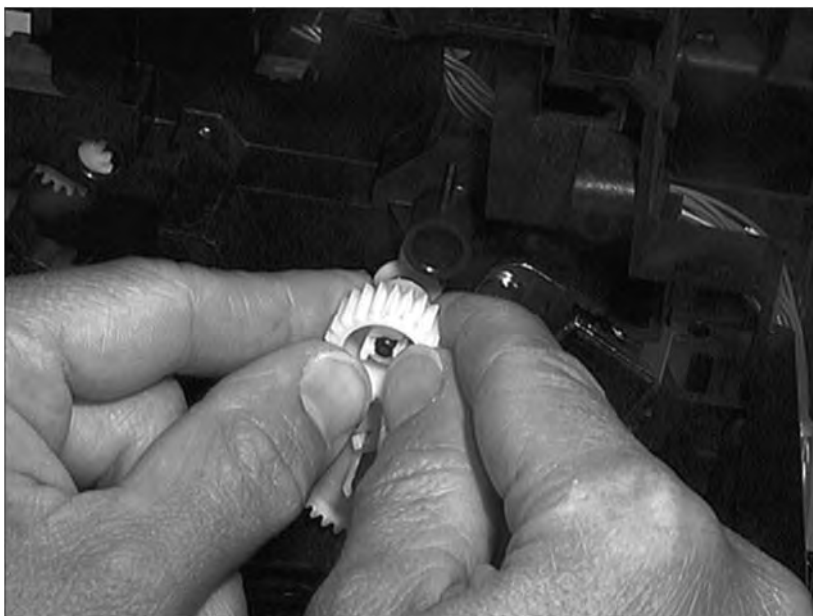


Figure 69. Paper-feed assembly removal (2 of 3)

- 8 Slide the paper-feed roller to the right, and remove it from the printer chassis.

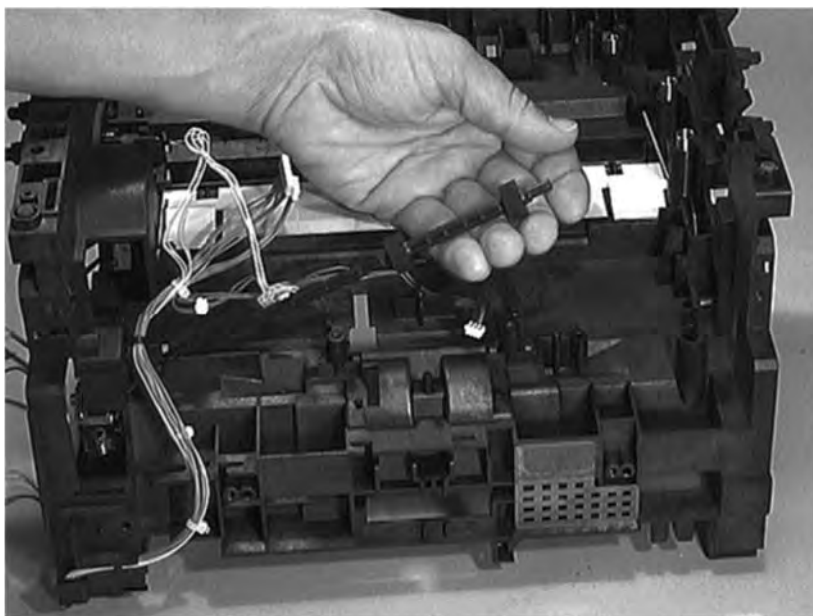


Figure 70. Paper-feed assembly removal (3 of 3)

6 Troubleshooting

Chapter contents

| | |
|--|-----|
| Basic troubleshooting | 146 |
| Errors | 149 |
| Image formation troubleshooting | 155 |
| Checking the toner cartridge | 155 |
| Solving image-quality problems | 156 |
| Solving paper feed problems | 162 |
| Functional checks | 165 |
| Engine test | 165 |
| Half-self-test functional check. | 166 |
| Drum rotation functional check. | 167 |
| Heating element check. | 168 |
| High-voltage power supply check. | 169 |
| Paper curl. | 168 |
| Paper path check | 171 |
| Service mode functions | 172 |
| Troubleshooting tools. | 186 |
| Internal reports | 186 |
| Printing all fax reports at once | 187 |
| T.30 protocol trace | 188 |
| Repetitive image defect ruler | 207 |
| Document scanner recalibration. | 208 |
| Main wiring | 210 |

Basic troubleshooting

Table 10. Basic troubleshooting

| # | Verification steps | Possible problems | Solutions |
|----------|---|---|--|
| 1 | Is Power On successful? When the product is connected to a grounded power source, the printer motor should rotate for approximately six seconds and the document scanner motor should rotate for approximately two seconds. | No power. | 1. Verify that the product is plugged in. 2. Verify that the power cable is functional and that the power switch is on (220v only). 3. Verify that FU102 on the ECU is not open. 4. If all of these conditions are correct, replace the ECU. |
| | | Printer motor does not rotate. | 1. Verify that the toner cartridge is present. 2. Verify that the printer door is closed. 3. Verify that paper is loaded in the paper input tray. 4. Verify that printer path paper sensors are functional. 5. Verify that the motor connector J1 is seated into the ECU. 6. Verify that the motor is correctly mounted to the printer chassis. 7. If all of these conditions are correct, replace the ECU. 8. If, after replacing the ECU, the printer motor still does not rotate, replace the motor. |
| | | Document scanner motor does not rotate. | 1. Verify that the document scanner connector is seated in the formatter. 2. Verify that the document scanner motor is correctly mounted in the document scanner assembly. 3. If these conditions are met, replace the document scanner motor. 4. If, after replacing the motor, the document scanner motor still does not rotate, replace the formatter. 5. If, after replacing the formatter, the document scanner motor still does not rotate, replace the ECU. |
| 2 | Is the product ready? The control panel should function without error messages. | Control panel displays an error. | Consult the list of common messages later in this chapter to correct the error. |
| | | Control panel is not functional. | Verify that the control panel cable is seated into both the control panel and the formatter. If the cable is connected correctly, replace the control panel. |

Table 10. Basic troubleshooting (continued)

| # | Verification steps | Possible problems | Solutions |
|----------|--|---|--|
| 3 | Do engine tests and self-tests print? Print an engine test, which is explained on page 165. The engine test should print without paper-feed problems or print-quality problems. Also print a configuration report (See “Internal reports” on page 186.). | Note | The formatter must be connected to perform an engine test. |
| | | Engine test is not successful. | Replace the ECU. |
| | | Control panel displays an error message. | Consult the list of common messages in chapter 3 or the list of error messages in this chapter to correct the error. |
| | | Media does not move smoothly through the printer paper path. | Isolate printer paper-path problems by performing a paper-path check, which is discussed later in this chapter. |
| | | Poor print quality. | See “Solving image-quality problems” on page 156. |
| 4 | Is the copy function operational? Place the configuration report into the document feeder tray and copy it to the printer. The report should feed smoothly through the document scanner path and copies should print without print-quality problems. | Poor copy quality. | If the print quality from the internal tests was acceptable, but the print quality of the copies is not, clean the contact image sensor and the white roller, and then recalibrate the document scanner. If, after performing the maintenance, the problem persists, replace the contact image sensor or document scanner. |
| | | Media does not move smoothly through the document scanner path. | Clear the document scanner path of obstructions. Check photosensor to make sure that it operates correctly. If the problem persists, replace the document scanner assembly. |
| 5 | Does the product send a fax? Connect the phone line and verify the dial tone (using a hand set, if necessary). Attempt to send a fax. | The telephone line is not operational or the product is not plugged into the telephone line. | Make sure that the product is plugged into a telephone line that you know works. |
| | | The telephone cable is plugged into the wrong connector. | Try plugging the phone cord into the other connector. |
| | | The product's fax settings are set incorrectly. | Review and reset the product's fax settings. |
| | | The LIU is not operational. | Replace the LIU. |
| 6 | Does the product receive a fax? Use another fax machine to send a fax to the product. | Too many telephone devices are plugged in, or telephone devices are not connected in the correct order. | Make sure that the product is the only device on the telephone line and try again to receive the fax. |
| | | The product's fax settings are set incorrectly. | Review and reset the product's fax settings. |
| | | The LIU is not operational. | Replace the LIU. |

Table 10. Basic troubleshooting (continued)

| # | Verification steps | Possible problems | Solutions |
|----------|--|---|--|
| 7 | Is the software installed correctly? | Software is not installed or an error occurred during software installation. | Uninstall and then reload the product software. Make sure you use the correct installation procedure and the correct port setting. |
| 8 | Does the product print from the computer? Connect the parallel cable or USB cable to the product and the computer. Use a word-processing application to send a print job to the printer. | The cable is not connected correctly. | Reconnect the cable. |
| | | An incorrect printer driver is selected. | Reset the printer driver. |
| | | Other devices are connected to the parallel port. | Disconnect the other devices and try again to print. |
| | | There is an LPT port driver problem in Windows 95/NT. | Reset the computer's port settings. |
| 9 | Does the product scan to the computer? Initiate a scan from either the computer's basic desktop software or from the product. | The formatter has failed. | Replace the formatter. |
| | | Other devices are connected to the parallel port. | Disconnect the other devices and try again to scan. |
| | | The computer's parallel-port hardware is not bidirectional. | Check hardware documentation to see if the port configuration can be changed. |
| | | The BIOS settings for the parallel port are set incorrectly. Polling is turned off in HP LaserJet Director or HP LaserJet Director is not running. | Reset the computer's port settings. If the problem persists, reset the BIOS settings in CMOS. Start HP LaserJet Director and turn on polling. |

Errors

These control panel error messages are listed alphabetically. Messages are accompanied by the cause of the message and steps to resolve the error.

Table 11. Control panel error messages

| Message | Cause | Solution |
|------------------|---|---|
| 50 FUSER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. Check the cabling connections to the heating element. Perform the heating element check (see page 168). If the error persists, replace the heating element. If, after replacing the heating element, the error persists, replace the ECU. |
| 51 LASER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. Check the cabling connections to the laser/scanner. Try connecting the product to a different power source or surge protector. If the error persists, replace the laser/scanner. |
| 52 SCANNER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. Try connecting the product to a different power source or surge protector. If the error persists, replace the contact image sensor. If, after replacing the contact image sensor, the error persists, replace the formatter. |

Table 11. Control panel error messages (continued)

| Message | Cause | Solution |
|------------------------|---|---|
| 53 PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. |
| 54 PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. |
| 55 DC CONTROLLER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. Check the cabling to the ECU. If the error persists, replace the ECU. |
| 62.X PRINTER ERROR | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. |
| 79 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. If, after replacing the formatter, the error persists, replace the DIMMs. |
| 80 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. |

Table 11. Control panel error messages (continued)

| Message | Cause | Solution |
|---|--|---|
| 81 SERVICE (####) | The product has experienced an internal hardware error. | Disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the error persists, replace the formatter. |
| COMMUNICATION ERROR | Fax communication error occurred between the product and the sender or receiver. For descriptions of communication errors see table 18, "Fax receive error codes," on page 189, and table 19, "Fax send error codes," on page 194. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |
| DOCUMENT FEEDER JAM | A piece of media is jammed in the document feeder tray. | Open the document release door, clear the jam, close the document release door, and reload the paper into the document feeder tray. If the error persists, replace the document scanner separation pad and document scanner pickup roller. |
| DOCUMENT FEEDER MISPICK. RELOAD MEDIA | Media in the document feeder tray was not picked up. | Remove and reload the media into the document feeder tray. If the error persists, replace the document scanner pickup roller. |
| FAX DOES NOT ANSWER CANCELED SEND | Attempts to redial a fax number failed or the "Redial on no answer" option was turned off. | Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial option is enabled. Unplug the telephone cord from both the product and the wall and replug the cord. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |

Table 11. Control panel error messages (continued)

| Message | Cause | Solution |
|---------------------------------------|---|---|
| FAX DOES NOT ANSWER REDIAL PENDING | You tried to send a fax, but the receiving fax line did not answer. The product attempts to redial after a few minutes. | Allow the product to retry sending the fax. Call the recipient to ensure that the fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial on no answer option is enabled. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |
| NO DIAL TONE. | The product could not detect a dial tone. | Unplug the telephone cord from both the product and the wall and replug the cord. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. See "Changing the detect dial tone setting" in the online user guide. If the error persists, replace the LIU. If, after replacing the LIU, the error persists, replace the formatter. |
| NO FAX DETECTED | The product answered the incoming call but could not determine that the caller was a fax machine. | Allow the product to retry sending the fax. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |

Table 11. Control panel error messages (continued)

| Message | Cause | Solution |
|--|---|--|
| POWER FAIL RECOVERY. CHECKING SYSTEM | The product has detected a power failure and is performing a self-test. | The product should go back to the ready state on its own. If this message does not go away in a couple of minutes, disconnect the power cable from the product, wait at least 30 seconds, then reconnect the power cable and wait for the product to initialize. If the message reappears frequently, troubleshoot the product by following the steps in “Basic troubleshooting” on page 146. |
| POWER OFF. CHECK DIMM #[1-3] | The DIMM in the indicated slot has failed. | Unplug or turn off the product and check the indicated DIMM. |
| PRINTER PAPER JAM CLEAR PAPER PATH | The product has detected a jam. | Clear the jam. The job should continue to print. If it does not, try reprinting the job. If media jams frequently, see chapter 3, “Maintenance.” |
| PRINTER TRAY MISPICK. [ENTER] TO RESUME | The print engine has failed to pick up a piece of media. | Reload the paper in the paper input tray and press ENTER/MENU to continue the job. If the error persists, replace the printer pickup roller. |
| RECEIVING FAX BUSY CANCELED FAX | The fax line to which you were sending a fax was busy. The product has cancelled sending the fax. | Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Check that the redial on busy option is enabled. Press and hold STOP/CLEAR for seven seconds to check for a dial tone. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |

Table 11. Control panel error messages (continued)

| Message | Cause | Solution |
|--------------------------------------|--|---|
| RECEIVING FAX BUSY REDIAL PENDING | The fax line to which you were sending a fax was busy. The product automatically redials the busy number. (See "Changing how the product redials" in the online user guide.) | Allow the product to retry sending the fax. Call the recipient to ensure that fax machine is on and ready. Check that you are dialing the correct fax number. Unplug the product telephone cord from the wall, plug in a telephone, and try making a call. Plug the product phone cord into a jack for another phone line. If the error persists, replace the LIU. |

Image formation troubleshooting

Checking the toner cartridge

Image formation defects are many times the result of problems in the toner cartridge. If there is any doubt, always replace the toner cartridge before troubleshooting image defects.

Use the following checklist to make sure that the toner cartridge is still operable.

- Make sure that the toner cartridge is seated properly.
- Inspect the toner cartridge for remaining toner.
- Check the expiration date stamped on the toner cartridge box.
- Check the toner cartridge to see if it has been disassembled or refilled.
- Inspect the cartridge to see if toner is leaking through worn seals.
- Check the surface of the photosensitive drum in the cartridge to see if it has been damaged or scratched. Touching the drum contaminates the photosensitive surface and can cause spotting and image defects.
- Blurred areas on printed pages indicate that the photosensitive drum in the cartridge has been overexposed to light. Because overexposure to light causes permanent damage to the photosensitive drum, the cartridge should be replaced.

Note

A toner cartridge weighs approximately 702 grams (24.7 ounces) when it is full and approximately 594 grams (20.9 ounces) when it is empty.

To redistribute toner in the cartridge

Before installing a new cartridge or when toner begins to run low, redistribute the toner by rotating the cartridge back and forth five or six times.

Solving image-quality problems

Use the following table to help solve problems with printed pages. See “Solving paper feed problems” in this chapter.

Table 12. Solving image-quality problems

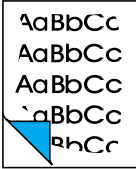
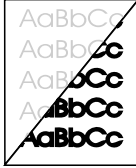
| Problem | Cause | Solution |
|---|---|---|
| Parts of the page around the edges aren't printing.  | <p>The product cannot print to the edge of the paper. The product has minimum margins on each edge of 6.4 mm (0.25 inch).</p> | <p>To get the image to fit into this printable area, slightly reduce the size of the image.</p> |
| | <p>If printing or copying, the reduction setting is set incorrectly.</p> | <p>For printing, check the reduction setting in the “Print” or “Setup” window from within the program you are using. Copied images will be clipped if the image on the original is too close to edge of the original.</p> |
| Images will not print. | <p>The product is not plugged in.</p> | <p>Make sure that the product is plugged into a live wall outlet or power strip.</p> |
| | <p>The parallel cable is loose.</p> | <p>Check that the parallel cable is securely connected between the product and the computer.</p> |
| Copies or scanned images are too light or too dark.  | <p>The contrast is not set correctly.</p> | <p>Adjust the contrast and resolution settings from the HP LaserJet Director.</p> |
| | <p>The product needs to be recalibrated.</p> | <p>Recalibrate the product.</p> |
| | <p>The original image is very light or very dark.</p> | <p>Adjust the resolution and contrast setting(s) from the toolbox on the HP LaserJet Director.</p> |
| | <p>The scanned image is too light or too dark because the original was on colored paper.</p> | <p>If the original was on a colored paper, including brown recycled paper, the text might not be clear. Adjust the resolution, contrast, and brightness settings from the toolbox on the HP LaserJet Director.</p> |

Table 12. Solving image-quality problems (continued)

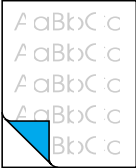
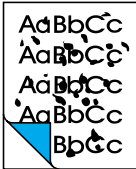
| Problem | Cause | Solution |
|--|--|---|
| <p>Print is faded or you notice a block of vertically aligned white streaks,</p>  | The toner cartridge is getting low on toner. | Redistribute the toner or replace the toner cartridge. |
| | The product needs to be cleaned. | See chapter 3, "Maintenance." |
| | The media you are using does not meet HP's specifications (for example, it is too moist or too rough). | Make sure that the media meets the specifications detailed in HP's media specifications guide. |
| | The toner density setting is not adjusted correctly. | Adjust the setting from the control panel. |
| | A part of the product is damaged. | Follow the steps in "Basic troubleshooting" on page 146 to isolate the problem. |
| | The internal mirror or optics are damaged. | Clean the mirror by blowing air through the laser/scanner to remove any dust particles. |
| | The laser/scanner is damaged. | Replace the laser/scanner. |
| | There is a problem in the contact image sensor. | Follow the instructions in chapter 3, "Maintenance," to recalibrate the document scanner. |
| | The document scanner needs to be recalibrated. | Replace the contact image sensor. |
| | There is a problem in the formatter. | Replace the formatter. |
| <p>Stains or smudges appear as small, round, black dots on the front or back of a page. Sometimes inconsistent stains appear.</p>  | The media you are using does not meet HP's specifications (for example, it is too moist or too rough). | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| | You are printing on the wrong side of the paper. | Remove the paper from the paper input tray and turn it over. (The wrapper on many reams of paper has an arrow indicating the print side.) |
| | The product needs to be cleaned. | See chapter 3, "Maintenance," for instructions about cleaning the product and using a cleaning page. |
| | The toner cartridge is damaged. | Replace the toner cartridge if maintenance procedures do not improve print quality. |

Table 12. Solving image-quality problems (continued)

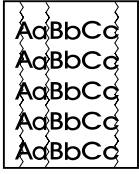
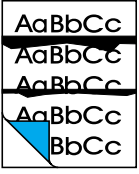
| Problem | Cause | Solution |
|--|---|--|
| Vertically-aligned black streaks or smears appear on successive pages.  | The product needs to be cleaned. | See chapter 3, "Maintenance." |
| | The toner cartridge is damaged. | Replace the toner cartridge if maintenance procedures do not improve print quality. |
| | There is a problem in the heating element. | Perform the heating element check (see page 168). |
| | If scanned images have unwanted lines through them: | |
| | There is ink, glue, white-out, or some other substance on the contact image sensor. | See chapter 3, "Maintenance." |
| Horizontally-aligned black streaks or smears appear.  | Slick paper caused trouble during scanning. | Use a carrier sheet to send the item. |
| | The product needs to be recalibrated. | Recalibrate the product. |
| | The toner cartridge was improperly installed. | Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. |
| | The toner cartridge is defective. | Replace the toner cartridge. |
| | The product needs to be cleaned. | See chapter 3, "Maintenance." |
| | There is a problem in the heating element. | Perform the heating element check (see page 168). |
| | A gear is damaged. | Perform the drum rotation functional check (see page 167). |
| | There is a problem in the laser/scanner. | Replace the laser/scanner. |
| | The product needs to be cleaned. | See chapter 3, "Maintenance." |
| | There is a problem in the contact image sensor. | Replace the contact image sensor. |
| | A roller is damaged. | Use the repetitive image defect ruler (see page 207) to determine which roller is damaged. Replace the roller. |
| | The product needs to be cleaned. | See chapter 3, "Maintenance." |
| | If you are using transparencies, they do not meet HP's specifications. | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| The paper's texture is too coarse. | Try changing to a paper with a smoother finish. | |
| The toner cartridge is damaged, causing a repetitive black flaw on every printout. | Replace the toner cartridge. | |
| The toner cartridge's photosensitive drum has been overexposed to bright light, causing repetitive defects (usually a fuzzy black area). | Replace the toner cartridge. | |

Table 12. Solving image-quality problems (continued)

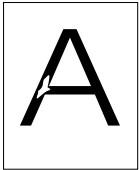

| Problem | Cause | Solution |
|---|---|--|
| <p>Character voids appear (white areas within the parts of characters that should be solid black).</p>  | The paper or transparencies do not meet HP's specifications. | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| | You are printing on the wrong surface of the paper. | Remove the paper and turn it over. (The wrapper on many reams of paper has an arrow indicating the print side.) |
| | Poor fusing. | Check for a wrap jam in the fuser. |
| <p>Background scatter appears on a printed page.</p> | Bits of toner distributed on the front or back of a printed page can cause background scatter. Background scatter often is isolated to a specific area of the page. | Try changing the print density setting. If that doesn't work, change the paper type, weight, or surface finish. If background scatter occurs on an envelope, try moving the text to an area with no seams. Printing on seams can cause this problem. |
| | Background scatter can be caused by toner buildup on the pressure roller. | See "To clean the print path" on page 54. |
| | Toner has spilled inside the product. | See "Cleaning the product" on page 54. |
| | The pickup roller is dirty. | See "To clean the product and replace the pickup roller" on page 55. |
| <p>The page is completely black.</p>  | An engine test was performed when the formatter was disconnected. | Reconnect the formatter. The formatter must be connected during an engine test. |
| | The toner cartridge was improperly installed. | Remove the cartridge and reinstall it. |
| | The toner cartridge is defective. | Replace the toner cartridge. |
| | Continuity in the high-voltage contact points is interrupted. | Perform the "high-voltage power supply check" (see page 169). |
| | There is a problem in the ECU or the laser/scanner. | Follow the steps in "Basic troubleshooting" on page 146 to isolate the problem. Replace the ECU or the laser/scanner, as needed. |

Table 12. Solving image-quality problems (continued)


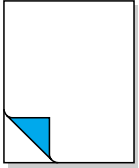
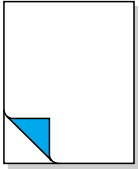
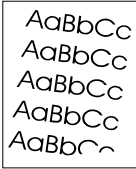
| Problem | Cause | Solution |
|---|---|---|
| <p>Characters are only partially printed (also referred to as dropouts).</p>  | A single sheet of paper is defective. | Try reprinting the job. |
| | The print density needs to be adjusted. | Adjust the print density from the control panel. |
| | The moisture content of the paper is inconsistent or the paper has moist or wet spots on the surface. | Make sure that the media meets HP's specifications. |
| | The paper was damaged by inconsistent manufacturing processes. | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| <p>Blank pages print occasionally.</p>  | Page length and margins are not set correctly for the paper size. | If you are printing on small-sized paper and the page is blank, try printing on larger paper to see where the image is printing. Adjust the margins accordingly. |
| | Your product is feeding two or more sheets of paper at a time because the paper is difficult to separate. | Remove the paper from the paper input bin and align the edges of the paper. "Break" the ream of paper by curving it into an upside-down u-shape. Try turning the paper around to feed the other end first, or use a different type of paper. Clean the pickup roller and the separation pad. If the problem persists, replace the separation pad or subpads. |
| | Your software application is sending an extra page-eject command. | Check your software's printing configuration information. If you are using a word-processing program, check for a natural page break and a forced page break that are close to each other. |
| <p>Blank pages are always printing.</p>  | The toner cartridge was improperly installed. | Make sure you removed the entire length of the sealing tape from the toner cartridge before you installed it. |
| | The toner cartridge is completely out of toner. | Replace the toner cartridge. |
| | Discontinuity exists in the high-voltage contact points. | Perform the high-voltage power supply check (see page 169). |
| | There is a problem in a part of the product. | Print a self-test page. If the page is blank, follow the steps in "Basic troubleshooting" on page 146 to isolate the problem. Replace the laser/scanner or the ECU as needed. |

Table 12. Solving image-quality problems (continued)

| Problem | Cause | Solution |
|---|---|--|
| <p>Print is misaligned on the page (skewed pages).</p>  | The paper input tray is overfilled. | Remove some of the media. |
| | The guides are adjusted improperly. | Be sure to center the media with the paper guides. Also, verify that the paper guides are not adjusted too tightly or too loosely against the media. |
| | The paper's weight or surface finish does not meet HP's specifications. | Make sure that the media meets HP's specifications. |
| <p>Scanned images have black dots or streaks in top and bottom margins.</p> | There is ink, glue, white-out, or some other substance on the contact image sensor. | See chapter 3, "Maintenance." |
| | There is a problem in the contact image sensor. | Replace the contact image sensor. |
| <p>Scanned text is not clear.</p> | The contrast, resolution, or brightness needs to be adjusted before scanning. | Adjust the resolution, contrast and brightness setting(s) from the toolbox on the Document Manager. |
| | The original is on colored paper. | If the original was on colored paper, including brown recycled paper, the text might not be clear. Try adjusting the resolution, contrast, and brightness settings from the toolbox on the Document Manager. |
| | There is a problem in the contact image sensor. | Replace the contact image sensor. |

Solving paper feed problems

Use the following table to solve problems related to moving paper or documents through the product.

Table 13. Solving paper feed problems

| Problem | Cause | Solution |
|--|---|--|
| Pages are coming out curled or wrinkled. | Paper is curled or wrinkled when using the paper output bin. | Use the front paper output slot by opening the front paper path door. Reset the fuser mode to the default. |
| | Paper is not stored properly. | Whenever possible, store paper in its sealed ream at room temperature. |
| Long pages stop feeding through the document scanner. | The document feeder tray guides are not set correctly, are broken, or are missing. | Check for broken or missing document feeder tray guides and replace as necessary. |
| | The maximum scannable page length is 889 mm (35 inches). If the page is longer, scanning stops at 889 mm (30 inches). | Do not try to pull the page out because you can damage the document scanner. To remove the page, open the document release door and remove the jammed media. |
| Print is misaligned on the page (skewed pages). | The paper input tray is overfilled. | Remove some of the media. |
| | The paper guides are not set correctly, are broken, or are missing. | Be sure to center the paper with the guides. Verify that the guides are not adjusted too tightly or too loosely against the paper. Check for broken or missing paper guides and replace scanner as necessary. |
| | The paper's weight or surface finish does not meet HP's specifications. | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| Scanned items are crooked. | The document feeder tray guides are not adjusted properly. | Be sure to center the paper with the guides. Also, verify that the guides are not adjusted too tightly or too loosely against the paper. Check for broken or missing document feeder tray guides and replace the scanner as necessary. |

Table 13. Solving paper feed problems (continued)

| Problem | Cause | Solution |
|--|--|--|
| The product feeds multiple sheets or jams frequently from the paper input bin or single-sheet input slot. | Paper guides are not adjusted properly. | Slide the guides against the sides of the stack in the paper input tray or against the single sheet in the single-sheet input tray to center the paper. Make sure the guides are not adjusted too tightly. |
| | The special media lever is in the wrong position. | Slide the special media lever back to the normal position. Only slide the special media lever to the right when copying or scanning special media. |
| | Paper was not removed from the paper input tray before refilling the tray. | Always remove paper from the paper input tray before refilling it. |
| | The paper input tray is overfilled. | Remove some of the sheets. The paper input tray can hold up to 125 sheets of 75g/m ² (20 lb) bond weight paper (less for heavier paper) or from 7 to 10 envelopes. |
| | More than one sheet was placed in the single-sheet input slot. | Place only one sheet at a time in the single-sheet input slot. |
| | The paper was poorly cut by the manufacturer and is sticking together. | “Break” the ream of paper by curving it into an upside-down u-shape; this can effectively decrease multifeeds. Also try turning the paper around to feed the opposite end first, or use a different type of paper. |
| | The paper does not meet HP’s specifications for print media. | Make sure that the media meets specifications detailed in HP’s media specifications guide. |
| | The output capacity was exceeded in the paper output bin or front paper output slot. | Do not allow more than 100 sheets of 75g/m ² (20 lb) bond weight paper (less for heavier paper) to fill the paper output bin. |
| | The pickup roller is dirty. | See chapter 3, “Maintenance.” |
| | The pickup roller is damaged. | Replace the pickup roller. |
| | The separation pad is dirty. | Clean the separation pad. |
| | The separation pad is damaged. | Replace the separation pad. |
| | A sensor is not operating properly. | Check the sensors to make sure that none of them are jammed. If a sensor cannot be “unjammed,” replace the sensor. |
| There is a problem in the paper path. | Perform the “paper path check” (see page 171) to determine which parts should be replaced. | |

Table 13. Solving paper feed problems (continued)

| Problem | Cause | Solution |
|--|---|--|
| The product feeds multiple sheets or jams frequently from the document feeder tray. | Guides are not adjusted properly. | Remove the document from the document feeder tray. Straighten the item, then reinsert it. Slide the guides against the sides of the item to center it. Make sure the guides are not adjusted too tightly. |
| | The document feeder tray is overfilled. | Remove some of the sheets. The document feeder tray can hold up to 10 pages, depending on the thickness of the pages. |
| | The item was too thick, too slick, or otherwise did not meet specifications. | Make sure that the media meets specifications detailed in HP's media specifications guide. |
| | The document scanner pickup roller or separation pad is dirty and cannot feed the document. | See chapter 3, "Maintenance." |
| | The document scanner pickup roller or separation pad is damaged or worn. | Replace the scanner. |
| | The sensor is not operating properly. | Check the sensor to make sure it is not jammed. If a sensor cannot be "unjammed," replace the scanner. |
| | There is a problem in the document scanner path. | Check the path for obstructions. Readjust as necessary or replace the scanner. |
| Items loaded in the document feeder tray fall forward out of the tray. | The item is on a very lightweight media. | Do not try to pull the page out because you may damage the document scanner. Open the document release door and remove the jammed media. Then, curl or roll the item in the direction of the printed side, unroll it, and reload the item. |

Functional checks

Engine test

The engine test is used to verify that the print engine is functioning correctly. The formatter is bypassed during an engine test, so the engine test is useful for isolating printer problems. The engine test prints vertical lines down the entire printable area of a page and is also useful for checking and adjusting registration.

Printing an engine test

The engine test switch can be reached without removing the covers. It is located on the back of the product under the memory door.

To print an engine test, lift the memory door on the back of the printer and depress the engine test switch. A single test page will print.

Note

The formatter must be connected to the ECU to perform an engine test (see callouts 1, 2, and 3 in figure 64 on page 137). If it is not, the product prints a black page.



Figure 71. Engine test switch

Half-self-test functional check

The electrophotographic process can be subdivided into the following stages:

- Image formation stage (charges the drum and writes a latent image to the drum with the laser)
- Development stage (forms a toner image on the drum)
- Transfer stage (transfers the image to paper)
- Cleaning stage (removes excess toner from the drum)
- Fusing stage (applies heat and pressure to make the image on paper permanent)

The purpose of the half-self-test check is to determine which process is malfunctioning. Perform the test as follows:

- 1 Print a demonstration page (see “To print a demonstration page” on page 186).
- 2 Open the printer door after the paper advances half-way through the printer (about eight seconds after the motor begins rotation). The leading edge of the paper should have advanced past the toner cartridge.
- 3 Remove the toner cartridge.
- 4 Open the toner cartridge drum shield to view the drum surface. If a dark and distinct toner image is present on the drum surface, assume that the first two functions of the electrophotographic process are functioning (image formation and development). Troubleshoot the failure as a transfer or fixing problem.

If there is no image on the photosensitive drum, perform the following functional checks:

- 1 Make sure you have removed the entire length of the sealing tape from the toner cartridge before you installed the cartridge.
- 2 Perform a drum rotation functional check.
- 3 Perform a high-voltage power supply check.

Drum rotation functional check

The photosensitive drum, located in the toner cartridge, must rotate for the print process to work. The photosensitive drum receives its drive from the main drive assembly. To verify that the drum is rotating:

- 1 Open the printer door.
- 2 Remove the toner cartridge.
- 3 Mark the drive gear on the cartridge with a felt-tipped marker. Note the position of the mark.
- 4 Install the toner cartridge and close the printer door. The start-up sequence should rotate the drum enough to move the mark.
- 5 Open the printer and inspect the gear that was marked in step 3. Verify that the mark moved.

If the mark did not move, inspect the main drive assembly to make sure that it is meshing with the toner cartridge gears. If the drive gears appear functional and the drum does not move, replace the toner cartridge.

Note

This test is especially important if refilled toner cartridges have been used.

Heating element check

Paper passes between the heating element and a soft pressure roller to fuse toner to the paper. To verify that the heating element is functioning correctly:

- 1 Unplug the product for at least ten minutes.
- 2 Verify that the thermistor connector is seated into both the printer chassis and the ECU (see figure 49 on page 121).
- 3 Remove the heating element connector from the ECU (see figure 50 on page 122). To measure the continuity of the heating element, measure the resistance between the two pins at the end of the cable.

Note

Normal resistance is 30 ohms +/- 10 ohms.

- 4 If no resistance is measured, replace the heating element.
- 5 Remove the thermistor connector (see figure 49 on page 121) and measure the resistance between pins one and two.

Note

Normal resistance is 440K ohms +/- 30K ohms at 68° F (20° C).

- 6 If no resistance is measured, replace the heating element.

Paper curl

Paper curl is inherent to the laser printing processes, and occurs when paper is subjected to heat. Paper curl tends to relax as the paper cools while resting on a flat surface. The specification for maximum paper curl when the paper is lying flat before print is 5 mm (0.2 inches).

High-voltage power supply check

The high-voltage power supply PCA provides the necessary voltages for the electrophotographic processes.

Checking the toner cartridge connection points

Visually inspect the three connection points on the underside, right end of the toner cartridge: charging (callout 1), drum ground (callout 2), and developing roller (callout 3). If they are dirty or corroded, clean the connections, or, if they are damaged, replace the toner cartridge.

Note

Use only alcohol to clean the connections.

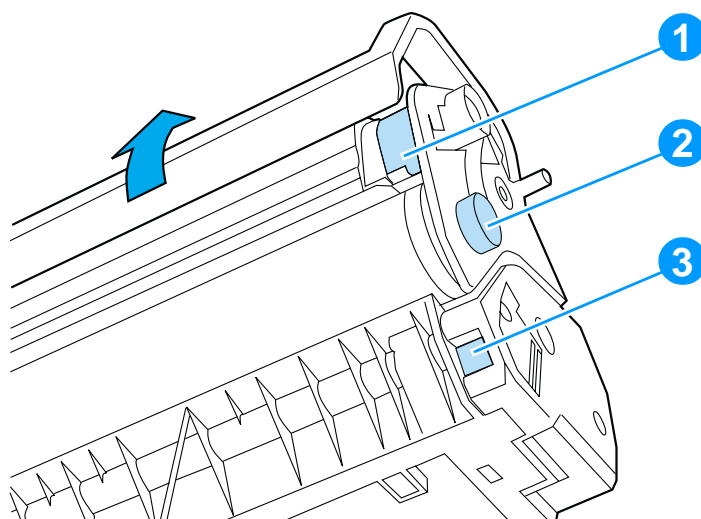


Figure 72. Toner cartridge high-voltage connection points

Checking the high-voltage connector assembly

The assembly uses three spring-loaded pins to contact the toner cartridge: charging (callout 1), drum ground (callout 2), and developing roller (callout 3). Verify that the pins are not dirty or corroded and that the spring-loading action is functional. If the pins are dirty, clean them using alcohol only. If they are damaged, replace the high voltage connector assembly.

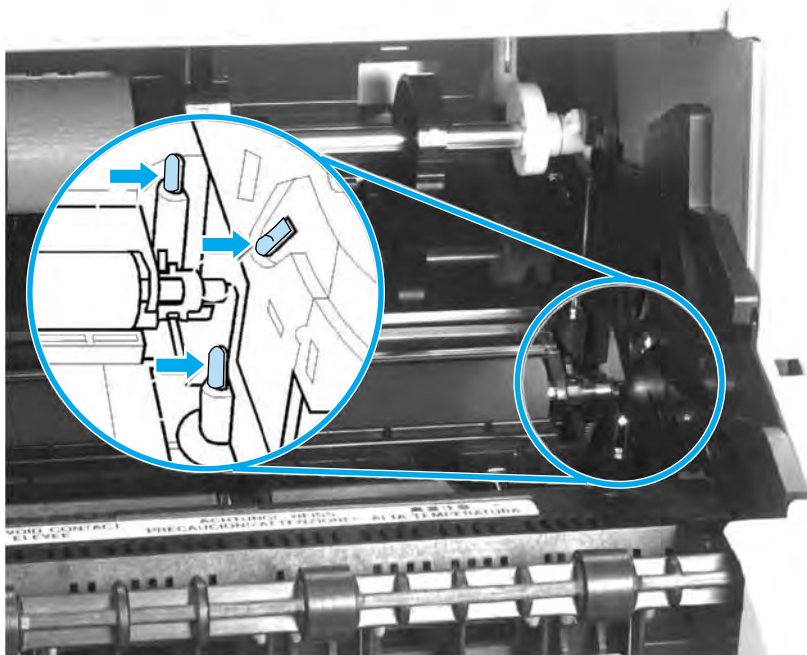


Figure 73. High-voltage connector assembly

Paper path check

If paper is not being picked up or is not moving through the paper path, you may want to observe all of the paper motion activities. Overriding SW301 allows you to observe:

- Motor rotation
- Solenoid action
- Kick plate motion
- Paper pickup roller motion
- Drive roller, transfer roller, fuser roller and gear, and delivery roller motion

To override SW301

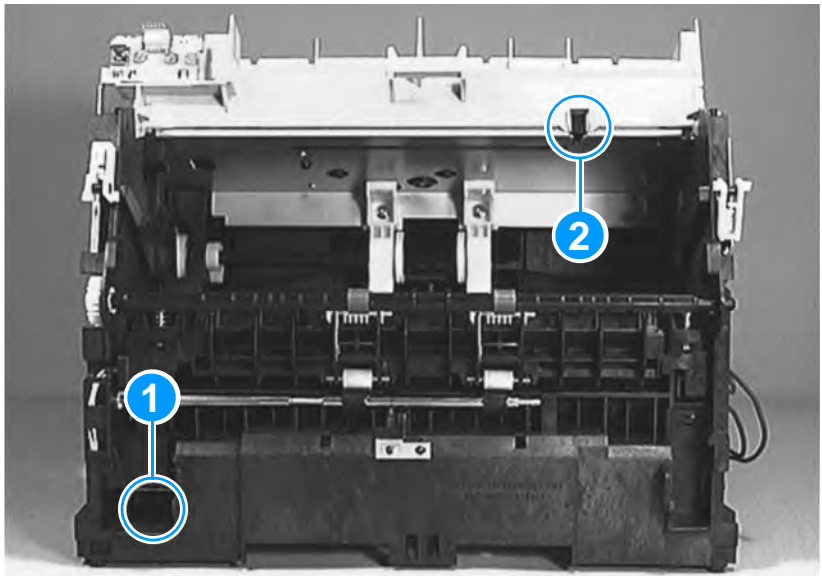


Figure 74. Overriding SW301

- 1 Remove the printer covers
- 2 Install the toner cartridge.
- 3 Make sure the fuser levers on the delivery assembly are closed.
- 4 Press SW301- front door interlock (callout 1).
- 5 Press laser/scanner interlock switch on laser/scanner (callout 2).
- 6 While SW301 and laser/scanner interlock is engaged, perform an engine test to observe paper motion. (See procedures earlier in this chapter.)

Service mode functions

Secondary service menu

Use the secondary service menu to perform various tests and print service reports. Below is a hierarchical diagram of the secondary service menu:

| Main menu | Submenu | Submenu |
|-------------------|-------------------|--|
| Secondary service | Secondary reports | Continuous self-test Data store report Ext keypad map |
| | Scanline data | Red-corrected Blue-corrected Green-corrected Red-uncorrected Blue-uncorrected Green-uncorrected |

To gain access to the secondary service menu

- 1 Make sure that the control panel display reads **READY**.
- 2 Press **ENTER/MENU**.
- 3 Press **1** on the one-touch keypad.
- 4 Use the **<** and **>** keys to navigate to the secondary service menu.

Developer's menu

Use the developer's menu to adjust fax data store parameters and to run various tests. Below is a hierarchical diagram of the developer's menu:

| Main menu | Submenu | Submenu |
|------------------|---------------|--|
| Developer's menu | R/W parameter | |
| | Monitor test | Onhook monitor Offhook monitor Eavesdrop monitor Signal power monitor |
| | LIU test | LIU inputs LIU ID |
| | Loopback test | |
| | Transmit test | |

To gain access to the developer's menu:

- 1 Make sure that the control panel display reads `READY`.
- 2 Press `ENTER/MENU`.
- 3 Press `*` and `#` simultaneously and then release both keys.
- 4 Use the `<` and `>` keys to navigate to the developer's menu.

After you enter the developer's menu, the control panel display should read `R/W PARAMETER`.

To adjust a country code parameter

Note

Changing the country code does not change the language.

- 1 Make sure that the control panel display reads **R/W PARAMETER**.
- 2 Press **3** on the control panel keypad and then press **ENTER/MENU**.
- 3 Use the control panel keypad to input the country code (see table 14 below) and then press **ENTER/MENU**.

CAUTION

Changing country code parameters can render the product illegal or inoperable.

Table 14. Country codes

| Country | Country code | Country | Country Code |
|-----------|--------------|----------------|--------------|
| Argentina | 16 | Malaysia | 27 |
| Australia | 23 | Mexico | 13 |
| Austria | 34 | Netherlands | 35 |
| Belgium | 45 | New Zealand | 19 |
| Canada | 14 | Norway | 43 |
| China | 6 | Poland | 56 |
| Denmark | 40 | Portugal | 50 |
| Finland | 46 | Russia | 64 |
| France | 47 | Singapore | 30 |
| Germany | 39 | Spain | 55 |
| Greece | 49 | Sweden | 41 |
| Hong Kong | 29 | Switzerland | 36 |
| Hungary | 62 | Taiwan | 7 |
| Ireland | 44 | Ukraine | 63 |
| Israel | 21 | United Kingdom | 31 |
| Italy | 51 | United States | 15 |
| Korea | 4 | | |

- 4 Power-cycle the product by unplugging (or turning off) the product and then plugging back in (or turning on) the product.

To adjust a fax data store parameter

CAUTION

When you adjust fax data store parameters, the product does not alert you to incorrect input values. Changing fax data store parameters can render the product illegal or inoperable.

- 1 Enter the parameter ID number or use the < and > keys to locate the parameter you want to change. The control panel display shows the current setting.

Note

See tables 15 and 16 for complete lists of fax data store parameters.

- 2 Enter the new value for the fax data store parameter and then press **ENTER/MENU**.

Table 15. Parameter ID numbers (Fall, 2000 release)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|-----|-------------------------|---------|-----|----------------------|---------|
| 2 | LIU ID | 0 | 26 | Cng tone threshold | 350 |
| 3 | LIU country | 15 | 27 | Cng tone bandwidth | 60 |
| 4 | Auto answer | 1 | 28 | Sidetone frequency | 3 |
| 5 | Ring cadences | 0 | 29 | Sidetone frequency 1 | 1000 |
| 6 | Ring cadences count | 5 | 30 | Sidetone frequency 2 | 1350 |
| 7 | Ring det low freq | 15 | 31 | Sidetone freq 1 band | 60 |
| 8 | Ring det high freq | 68 | 32 | Sidetone freq 2 band | 60 |
| 9 | Ring env min on | 150 | 33 | Silence detect min | 3000 |
| 10 | Ring env max on | 8000 | 34 | Silence det noise tm | 1000 |
| 11 | Ring env min off | 1000 | 35 | DTMF 1st character | 49 |
| 12 | Ring env max off | 8000 | 36 | DTMF 2nd character | 50 |
| 13 | Ring burst min on | 100 | 37 | DTMF 3rd character | 51 |
| 14 | Ring burst min off | 100 | 38 | Offhook delay | 5000 |
| 15 | Minimum number of rings | 1 | 39 | Offhook shunt | 0 |
| 16 | Maximum number of rings | 9 | 40 | Modem loop current | 0 |
| 17 | Silence detection | 0 | 41 | Modem lp cur min on | 0 |
| 18 | Parallel detection | 1 | 42 | Modem lp cur eval tm | 0 |
| 19 | Eavesdrop evaluatn | 60 | 43 | Phone loop current | 1 |
| 20 | Cng tone min on | 400 | 44 | Phone lp cur min on | 50 |
| 21 | Cng tone max on | 600 | 45 | Phone lp cur min off | 1000 |
| 22 | Cng tone min off | 2400 | 46 | Line type | 0 |
| 23 | Cng tone max off | 3600 | 47 | PSTN pre-dial pause | 0 |
| 24 | Cng tone max dropout | 100 | 48 | PBX pre-dial pause | 0 |
| 25 | Cng tone min count | 2 | 49 | PSTN blind dial wait | 3000 |

Table 15. Parameter ID numbers (Fall, 2000 release) (continued)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|------------|-------------------------|----------------|------------|-----------------------|----------------|
| 50 | PBX blind dial wait | 2000 | 88 | Open flash | 800 |
| 51 | Pause time | 3000 | 89 | Phone inact abort | 59 |
| 52 | Max number of pauses | 36 | 90 | Busy tone detect | 1 |
| 53 | PSTN dial tone eval | 10000 | 91 | Busy tone frequency | 5 |
| 54 | PSTN dial tone freq | 5 | 92 | Busy tone min on | 150 |
| 55 | PSTN dial tn det min | 500 | 93 | Busy tone max on | 750 |
| 56 | PSTN dial tn min on | 0 | 94 | Busy tone min off | 150 |
| 57 | PSTN dial tn max on | 0 | 95 | Busy tone max off | 750 |
| 58 | PSTN dial tn min off | 0 | 96 | Complex impedance | 0 |
| 59 | PSTN dial tn max off | 0 | 97 | Busy tone freq 1 | 620 |
| 60 | PSTN dl tn dt thresh | 320 | 98 | Busy tone freq 2 | 480 |
| 61 | PSTN dial tn freq 1 | 350 | 99 | Busy tn freq 1 band | 200 |
| 62 | PSTN dial tn freq 2 | 440 | 100 | Busy tn freq 2 band | 200 |
| 63 | PSTN dial tn freq 3 | 0 | 101 | Busy tn detect time | 10000 |
| 64 | PSTN dl tn fq1 band | 100 | 102 | CED/busy threshold | 470 |
| 65 | PSTN dl tn fq2 band | 100 | 103 | Eavesdrop gain | 50 |
| 66 | PSTN dl tn fq3 band | 0 | 106 | Modem equalizer | 0 |
| 67 | Special dial tone eval | 0 | 107 | Receive loss | 50 |
| 68 | Special dl tn frequency | 0 | 108 | Transmit loss | 80 |
| 69 | Special dl tn det min | 0 | 109 | DTMF high group | 60 |
| 70 | Special dial tn min on | 0 | 110 | DTMF low group | 20 |
| 71 | Special dial tn max on | 0 | 111 | Carrier detect level | 440 |
| 72 | Special dial tn min off | 0 | 112 | Tone transmit level | 100 |
| 73 | Special dial tn max off | 0 | 113 | Data transmit level | 100 |
| 74 | Special dl tn dt thresh | 0 | 114 | V17 14400 eqm thresh | 48 |
| 75 | Special dial tone freq1 | 0 | 115 | V17 12000 eqm thresh | 128 |
| 76 | Special dial tone freq2 | 0 | 116 | V17 9600 eqm thresh | 440 |
| 77 | Special dial tone freq3 | 0 | 117 | V17 7200 eqm thresh | 1024 |
| 78 | Special dl tn fq1 band | 0 | 118 | V33 14400 eqm thresh | 65535 |
| 79 | Special dl tn fq2 band | 0 | 119 | V33 12000 eqm thresh | 65535 |
| 80 | Special dl tn fq3 band | 0 | 120 | V29 9600 eqm thresh | 900 |
| 81 | Tone/pulse | 0 | 121 | V29 7200 eqm thresh | 1700 |
| 82 | Pre-shunt | 0 | 122 | V29 4800 eqm thresh | 65535 |
| 83 | Post-shunt | 0 | 123 | V27 4800 eqm thresh | 2400 |
| 84 | Pulse break | 60 | 124 | V27 2400 eqm thresh | 5500 |
| 85 | Pulse make | 40 | 125 | Echo protect | 0 |
| 86 | Pulse interdigit | 800 | 126 | TCF 0 check | 80 |
| 87 | DTMF duration | 70 | 127 | No carrier abort | 10000 |

Table 15. Parameter ID numbers (Fall, 2000 release) (continued)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|------------|---------------------------|----------------|------------|--------------------------|----------------|
| 129 | V34 block err thresh | 9011 | 165 | Receive ecm abort | 180 |
| 130 | T.30 ans inact abort | 30 | 166 | Receive non-ecm abrt | 13 |
| 131 | T.30 orig inact abort | 59 | 167 | Receive rtn thresh | 10 |
| 132 | T.30 t5 timer | 240 | 168 | Send ecm abort | 300 |
| 133 | T.30 bzt | 0 | 169 | Send non-ecm abort | 300 |
| 134 | T.30 man dial abort | 0 | 170 | Ring noise enable | 2 |
| 135 | Redial on busy | 1 | 171 | Key beep enable | 2 |
| 136 | Redial on no answer | 0 | 172 | Monitor | 0 |
| 137 | Repeat timer 1 | 60 | 173 | Ring volume | 1 |
| 138 | Repeat timer 2 | 300 | 174 | Beep volume | 1 |
| 139 | Repeat count 1 | 1 | 175 | Monitor volume | 96 |
| 140 | Repeat count 2 | 4 | 176 | Contrast | 0 |
| 141 | Blacklist | 0 | 178 | Resolution | 1 |
| 142 | Paper size | 2 | 179 | Number of speed dials | 100 |
| 143 | No answer max redials | 1 | 180 | Fax additional wait | 0 |
| 144 | Monitor dial delay | 5000 | 181 | Compression factor | 0 |
| 145 | Scan minimum cycle | 0 | 182 | Doc memory size | 1412 |
| 146 | Copy minimum cycle | 0 | 183 | Auto fax log | 1 |
| 147 | Time format | 0 | 184 | Fax fixed reduction | 100 |
| 148 | Date format | 0 | 185 | Fax auto reduction | 1 |
| 149 | Language | 0 | 186 | Fax mem-out red | 90 |
| 150 | DIS maximum size | 255 | 187 | Fax max auto red | 60 |
| 151 | T.30 transmit resolut max | 2 | 188 | Fax backup receipt | 1 |
| 152 | T.30 transmit encode max | 2 | 189 | Transmit fail – non-jpeg | 1 |
| 153 | T.30 transmit rate max | 26 | 190 | Transmit fail – noncolor | 0 |
| 154 | T.30 transmit ecm | 1 | 191 | T.30 transmit color | 0 |
| 155 | T.30 transmit bft | 0 | 192 | T.30 receive color | 1 |
| 156 | T.30 transmit ecm size | 256 | 193 | CIOCA default | 12 |
| 157 | T.30 rcv resolut max | 2 | 194 | CIOCA eavesdrop | 4 |
| 158 | T.30 rcv encode max | 2 | 195 | CIOCB default us | 44828 |
| 159 | T.30 rcv rate max | 26 | 196 | CIOCB eavesdrop us | 44830 |
| 160 | T.30 receive ecm | 1 | 197 | CIOCB default euro | 44830 |
| 161 | T.30 receive bft | 0 | 198 | CIOCB eavesdrop euro | 44830 |
| 162 | T.30 receive mslt | 0 | 199 | CIOCB default row | 44830 |
| 163 | Ignore 1st dis | 0 | 200 | CIOCB eavesdrop row | 44830 |
| 164 | Pre-DCS delay | 500 | 201 | Fax_rx_disposition | 1 |

Table 16. Parameter ID numbers (Spring, 2001 release)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|--------------------------------------|-------------------------|----------------|------------|-------------------------|----------------|
| 2 | LIU ID | *0 | 38 | Offhook delay | *5000 |
| 3 | LIU country | *15 | 39 | Offhook shunt | *0 |
| 4 | Auto answer | 1 | 40 | Modem loop current | 0 |
| 5 | Ring cadences | 0 | 41 | Modem lp cur min on | 0 |
| 6 | Ring cadences count | *5 | 42 | Modem lp cur eval tm | 0 |
| 7 | Ring det low freq | *15 | 43 | Phone loop current | 1 |
| 8 | Ring det high freq | *68 | 44 | Phone lp cur min on | 50 |
| 9 | Ring env min on | *150 | 45 | Phone lp cur min off | 1000 |
| 10 | Ring env max on | 8000 | 46 | Line type | 0 |
| 11 | Ring env min off | *1000 | 47 | PSTN pre-dial pause | *0 |
| 12 | Ring env max off | *8000 | 48 | PBX pre-dial pause | 0 |
| 13 | Ring burst min on | *100 | 49 | PSTN blind dial wait | *3000 |
| 14 | Ring burst min off | *100 | 50 | PBX blind dial wait | *2000 |
| 15 | Minimum number of rings | *1 | 51 | Pause time | *3000 |
| 16 | Maximum number of rings | *9 | 52 | Max number of pauses | 36 |
| 17 | Silence detection | 0 | 53 | PSTN dial tone eval | *10000 |
| 18 | Parallel detection | 1 | 54 | PSTN dial tone freq | *5 |
| 19 | Eavesdrop evaluatn | 60 | 55 | PSTN dial tn det min | *500 |
| 20 | Cng tone min on | 400 | 56 | PSTN dial tn min on | 0 |
| 21 | Cng tone max on | 600 | 57 | PSTN dial tn max on | 0 |
| 22 | Cng tone min off | 2400 | 58 | PSTN dial tn min off | 0 |
| 23 | Cng tone max off | 3600 | 59 | PSTN dial tn max off | *0 |
| 24 | Cng tone max dropout | 100 | 60 | PSTN dl tn dt thresh | *320 |
| 25 | Cng tone min count | 2 | 61 | PSTN dial tn freq 1 | *350 |
| 26 | Cng tone threshold | *350 | 62 | PSTN dial tn freq 2 | *440 |
| 27 | Cng tone bandwidth | 60 | 63 | PSTN dial tn freq 3 | *0 |
| 28 | Sidetone frequency | 3 | 64 | PSTN dl tn fq1 band | *100 |
| 29 | Sidetone frequency 1 | 1000 | 65 | PSTN dl tn fq2 band | *100 |
| 30 | Sidetone frequency 2 | 1350 | 66 | PSTN dl tn fq3 band | *0 |
| 31 | Sidetone freq 1 band | 60 | 67 | Special dial tone eval | *0 |
| 32 | Sidetone freq 2 band | 60 | 68 | Special dl tn frequency | *0 |
| 33 | Silence detect min | 3000 | 69 | Special dl tn det min | *0 |
| 34 | Silence det noise tm | 1000 | 70 | Special dial tn min on | 0 |
| 35 | DTMF 1st character | 49 | 71 | Special dial tn max on | 0 |
| 36 | DTMF 2nd character | 50 | 72 | Special dial tn min off | 0 |
| 37 | DTMF 3rd character | 51 | 73 | Special dial tn max off | 0 |
| * indicates that the default varies. | | | | | |

Table 16. Parameter ID numbers (Spring, 2001 release) (continued)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|------------|-------------------------|----------------|------------|-----------------------|----------------|
| 74 | Special dl tn dt thresh | *0 | 112 | Tone transmit level | *100 |
| 75 | Special dial tone freq1 | *0 | 113 | Data transmit level | *100 |
| 76 | Special dial tone freq2 | 0 | 114 | V17 14400 eqm thresh | 48 |
| 77 | Special dial tone freq3 | 0 | 115 | V17 12000 eqm thresh | 128 |
| 78 | Special dl tn fq1 band | *0 | 116 | V17 9600 eqm thresh | 440 |
| 79 | Special dl tn fq2 band | 0 | 117 | V17 7200 eqm thresh | 1024 |
| 80 | Special dl tn fq3 band | 0 | 118 | V33 14400 eqm thresh | 65535 |
| 81 | Tone/pulse | 0 | 119 | V33 12000 eqm thresh | 65535 |
| 82 | Pre-shunt | *0 | 120 | V29 9600 eqm thresh | 900 |
| 83 | Post-shunt | *0 | 121 | V29 7200 eqm thresh | 1700 |
| 84 | Pulse break | *60 | 122 | V29 4800 eqm thresh | 65535 |
| 85 | Pulse make | *40 | 123 | V27 4800 eqm thresh | 2400 |
| 86 | Pulse interdigit | *800 | 124 | V27 2400 eqm thresh | 5500 |
| 87 | DTMF duration | *70 | 125 | Echo protect | 0 |
| 88 | Open flash | *800 | 126 | TCF 0 check | 80 |
| 89 | Phone inact abort | *59 | 127 | No carrier abort | *10000 |
| 90 | Busy tone detect | 1 | 129 | Modem equalizer | 9011 |
| 91 | Busy tone frequency | 5 | 130 | Receive loss | *30 |
| 92 | Busy tone min on | *150 | 131 | Transmit loss | *59 |
| 93 | Busy tone max on | *750 | 132 | DTMF high group | *240 |
| 94 | Busy tone min off | *150 | 133 | DTMF low group | *0 |
| 95 | Busy tone max off | *750 | 134 | Carrier detect level | *0 |
| 96 | Complex impedance | *0 | 135 | Tone transmit level | 1 |
| 97 | Busy tone freq 1 | *620 | 136 | Data transmit level | 0 |
| 98 | Busy tone freq 2 | *480 | 137 | V17 14400 eqm thresh | *60 |
| 99 | Busy tn freq 1 band | *200 | 138 | V17 12000 eqm thresh | 300 |
| 100 | Busy tn freq 2 band | *200 | 139 | V17 9600 eqm thresh | 1 |
| 101 | Busy tn detect time | *10000 | 140 | V17 7200 eqm thresh | *4 |
| 102 | CED/busy threshold | *470 | 141 | V33 14400 eqm thresh | *0 |
| 103 | Eavesdrop gain | 50 | 142 | V33 12000 eqm thresh | *2 |
| 104 | pulse dial disable | *0 | 143 | V29 9600 eqm thresh | *1 |
| 106 | Modem equalizer | 0 | 144 | V29 7200 eqm thresh | *5000 |
| 107 | Receive loss | *50 | 145 | V29 4800 eqm thresh | *0 |
| 108 | Transmit loss | *80 | 146 | V27 4800 eqm thresh | *0 |
| 109 | DTMF high group | *60 | 147 | V27 2400 eqm thresh | *0 |
| 110 | DTMF low group | *20 | 148 | Echo protect | *0 |
| 111 | Carrier detect level | *440 | 149 | TCF 0 check | 0 |

* indicates that the default varies.

Table 16. Parameter ID numbers (Spring, 2001 release) (continued)

| ID# | Parameter name | Default | ID# | Parameter name | Default |
|------------|-----------------------|----------------|------------|--------------------------|----------------|
| 150 | No carrier abort | 255 | 176 | Contrast | 0 |
| 151 | Modem equalizer | 2 | 178 | Resolution | 1 |
| 152 | Receive loss | 2 | 179 | Number of speed dials | 100 |
| 153 | Transmit loss | 26 | 180 | Fax additional wait | 0 |
| 154 | DTMF high group | 1 | 181 | Compression factor | 0 |
| 155 | DTMF low group | 0 | 182 | Doc memory size | 1412 |
| 156 | Carrier detect level | 256 | 183 | Auto fax log | 1 |
| 157 | Tone transmit level | 2 | 184 | Fax fixed reduction | 100 |
| 158 | Data transmit level | 2 | 185 | Fax auto reduction | 1 |
| 159 | V17 14400 eqm thresh | 26 | 186 | Fax mem-out red | 90 |
| 160 | V17 12000 eqm thresh | 1 | 187 | Fax max auto red | 60 |
| 161 | V17 9600 eqm thresh | 0 | 188 | Fax backup receipt | 1 |
| 162 | V17 7200 eqm thresh | 0 | 189 | Transmit fail – non-jpeg | 1 |
| 163 | V33 14400 eqm thresh | 0 | 190 | Transmit fail – noncolor | 0 |
| 164 | V33 12000 eqm thresh | 500 | 191 | T.30 transmit color | 0 |
| 165 | Receive ecm abort | 180 | 192 | T.30 receive color | 1 |
| 166 | Receive non-ecm abrt | 13 | 193 | CIOCA default | 12 |
| 167 | Receive rtn thresh | 10 | 194 | CIOCA eavesdrop | 4 |
| 168 | Send ecm abort | 300 | 195 | CIOCB default us | 44828 |
| 169 | Send non-ecm abort | 300 | 196 | CIOCB eavesdrop us | 44830 |
| 170 | Ring noise enable | 2 | 197 | CIOCB default euro | 44830 |
| 171 | Key beep enable | 2 | 198 | CIOCB eavesdrop euro | 44830 |
| 172 | Monitor | 0 | 199 | CIOCB default row | 44830 |
| 173 | Ring volume | 1 | 200 | CIOCB eavesdrop row | 44830 |
| 174 | Beep volume | 1 | 201 | Fax_rx_disposition | 1 |
| 175 | Monitor volume | 96 | 201 | Receive ecm abort | 0 |

Diagnostic mode

Use diagnostic mode to check the functionality of LEDs, the control panel display LCDs, and to check the firmware version.

Note

Diagnostic mode is available for firmware version 2.2 or higher.

To gain access to diagnostic mode

- 1 Unplug (or turn off) the product from the power source.
- 2 Press and hold down **VOLUME**, **STOP/CLEAR**, and **1** on the one-touch keypad simultaneously.
- 3 Continue to hold down the keys while you plug back in (or turn on) the product, through the entire power-on sequence.

The table below shows the tests and key sequences to perform in diagnostic mode:

Table 17. Diagnostic mode key sequences

| To perform this test . . . | Press these keys . . . |
|-----------------------------------|--|
| Toggle LED1 on/off | 1 or 5 on the one-touch keypad |
| Toggle LED2 on/off | 2 or 6 on the one-touch keypad |
| Access LCD pattern 1 (solid fill) | 1 on the numeric keypad, < , or > |
| Access LCD pattern 2 (empty fill) | 2 or 8 on the numeric keypad |
| Access LCD pattern 3 (> fill) | 3 or 9 on the numeric keypad, or REDUCE/ENLARGE |
| Access LCD pattern 4 (H fill) | 4 on the numeric keypad or 3 or 7 on the one-touch keypad |
| Access LCD pattern 5 (frame fill) | 5 or 0 on the numeric keypad, or RESOLUTION |
| Access LCD pattern 6 (check fill) | 6 on the numeric keypad |
| Access LCD pattern 7 (ROM check) | 7 on the numeric keypad or REDIAL/PAUSE |
| Access firmware version number | # , * , or 10 on the one-touch keypad |

To check keys in diagnostic mode

- 1 Press **9** on the one-touch keypad.
- 2 Press all of the keys on the control panel.
- 3 Press an extra key.

For each key pressed during the test, a "+" character appears on the LCD (initially, five "+" characters appear on the screen to account for the 9 on the one-touch keypad and for four other spaces that have no key correspondence).

When all of the keys have been pressed, the display fills with "+" characters. Pressing any other key after the display is full results in the message "OK" on the control panel display also causes both LEDs to toggle on and off.

To exit diagnostic mode

- 1 Press **VOLUME**, **ENTER/MENU**, and **1** on the one-touch keypad simultaneously.
- 2 Release the keys.

NVRAM init

NVRAM init sets all default variables stored in NVRAM back to factory default values or to a default ROM value, depending on the variable, and performs a system reset.

CAUTION

Performing NVRAM init can cause the product to violate local telephone regulations. Reset the language and country code after performing NVRAM init.

NVRAM init resets the following:

- All menu settings to factory default values, including fax header and company name
- Factory settings such as formatter number, page counts, and factory paper settings
- Fax memory—all faxes in memory are erased
- All localization settings, including language and country code

To perform NVRAM init

- 1 Unplug (or turn off) the product from the power source.
- 2 Press and hold down the **SYMBOLS** key and **ENTER/MENU**.
- 3 Continue to hold down the keys while you plug back in (or turn on) the product, through the entire power on sequence.
- 4 When the control panel display reads `PERMANENT STORAGE INITIALIZE` or `HP LASERJET 3200`, release the keys.
- 5 Allow the product to return to `READY` before using the product.

PJL software commands

To set the following NVRAM variables:

Factory printer `DEFAULT PAPER`, scanner factory default paper size will be set to the same value automatically.

Factory printer `DEFAULT LPARM:PCL SYMSET`

Factory `DEFAULT OEM bit`

Factory `DEFAULT PRINTPAGECOUNT`

Factory `DEFAULT SCANPAGECOUNT`

Factory `DEFAULT COPYPAGECOUNT`

Note

Default quick copy paper size is also stored in scanner NVRAM but is changed only through the software or when set back to factory default with a NVRAMINIT. Only quick copy image type and contrast have a default value stored in NVRAM; they can only be changed through the software or by NVRAMINIT, which returns them to a ROM default value.

The table below provides a more detailed description of the NVRAM PJI factory variables and commands and shows possible settings for each.

| NVRAM PJI Variable or Command | Possible settings |
|--------------------------------------|--|
| DEFAULT PAPER | "LETTER", "LEGAL", "A4", "EXECUTIVE", "COM10", "MONARCH", "DL", "C5", "B5", "CUSTOM" |
| DEFAULT LPARM:PCL SYMSET | "ROMAN8", "ISOL1", "ISOL2", "ISOL5", "PC8", "PC8DN", "PC85Ø", "PC852", "PC8TK", "WINL1", "WINL2", "WINL5", "DESKTOP", "PSTEXT", "VNIN TL", "VNUS", "MSPUBL", "MATH8", "PSMATH", "VNMATH", "PIFONT", "LEGAL", "ISO4", "ISO6", "ISO11", "ISO15", "ISO17", "ISO21", "ISO6Ø", "ISO69", "WIN3Ø" |
| DEFAULT OEM | "ON", "OFF" |
| DEFAULT PRINTPAGECOUNT | 0-2147483647 |
| DEFAULT SCANPAGECOUNT | 0-2147483647 |
| DEFAULT COPYPAGECOUNT | 0-2147483647 |
| CLEARNVRAM | None - Command |
| NVRAMINIT | None - Command |

Figure 75. NVRAM PJI factory variables

To use these commands, you need some method to send PJJ commands to the printer, either with a software tool or by copying a binary file that contains the commands from the host using a DOS box. For example, from the DOS prompt:

```
copy /b filename lpt1
```

Here is an example of a file that uses one of the commands:

```
ESC%-12345X@PJJ SET SERVICEMODE=HPBOISEID
@PJJ 'command'
@PJJ RESET
```

Here is an example of using the NVRAMINIT command:

```
ESC%-12345X@PJJ SET SERVICEMODE=HPBOISEID
@PJJ NVRAMINIT
@PJJ RESET
```

Note

Set SERVICEMODE before trying to set the variable or you will not get the desired result. Also reset the PJJ to be sure the SERVICEMODE status is cleared.

To create these files, you need an editor that can insert the ESC character or is able to copy it in from an existing file. If a software tool is used, simply send the same strings in the same order as given for the example files.

Troubleshooting tools

Internal reports

Use the control panel to print configuration reports and demonstration pages. The configuration report shows the settings selected from the control panel. The control panel menu structure might be a useful reference as you alter settings in the menu.

To print a configuration report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** or **>** key to select **REPORTS** and then press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select **CONFIGURATION REPORT** and then press **ENTER/MENU**. The product exits the Menu settings and prints the report.

To print a demonstration page

- 1 Press **ENTER/MENU**.
- 2 Use the **<** or **>** key to select **REPORTS** and then press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select **DEMO PAGE** and then press **ENTER/MENU**. The product exits the Menu settings and prints the report.

Printing all fax reports at once

When you print all reports at once, the following reports are printed:

- **Fax activity log**—recent faxes sent and received, and status
- **Billing log** (if enabled)—prints by billing code
- **Block fax list** (if enabled)—fax numbers you have blocked
- **Configuration report**—current control panel settings, including the following sections:
 - System information
 - Reports
 - Fax settings
 - User defaults
 - Service
 - Page counts
- **Speed-dial report**—one-touch, speed dial, and group dial report

To print all fax reports at once

- 1 Press **ENTER/MENU**.
- 2 Use the **<** and **>** keys to select **REPORTS** and press **ENTER/MENU**.
- 3 Use the **<** and **>** keys to select **ALL FAX REPORTS** and press **ENTER/MENU**.

T.30 protocol trace

Use a T.30 protocol trace report to troubleshoot fax transmission issues.

To print a T.30 protocol trace report

- 1 Press **ENTER/MENU**.
- 2 Use the **<** or **>** key to select **SERVICE** and press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select **PRINT T.30 TRACE** and press **ENTER/MENU**.
- 4 Use the **<** or **>** key to select **NOW** and press **ENTER/MENU**. The product exits the Menu settings and prints the reports.

To set when the T.30 protocol trace reports prints

- 1 Press **ENTER/MENU**.
- 2 Use the **<** or **>** key to select **SERVICE** and press **ENTER/MENU**.
- 3 Use the **<** or **>** key to select **PRINT T.30 TRACE** and press **ENTER/MENU**.
- 4 Use the **<** or **>** key to select the option for when you want the T.30 protocol trace report to print.
- 5 Press **ENTER/MENU** to save the selection.

Use the control panel service menu to choose **T.30 Protocol Trace** and then select **At end of call**. Configure another fax machine, preferably another HP LaserJet 3200 or HP LaserJet 3200M product, to the same (or similar) settings.

Send a fax from the product or receive a fax to the product from the other fax machine. The fax trace report prints after the fax prints.

Explanations of some of the report's column heading follow:

- **Date** and **Time** identify when the fax begins. Match it with the fax log of errors.
- **Type** is the type of fax activity, send or receive.
- **Identification** is the phone number to which a fax is sent.
- **Result** explains the status of the fax:
 - "OK" means that the fax was successful.
 - "Pending" faxes are in memory or are printing.
 - For error codes and their meanings, see tables 18 and 19 on pages 189 through 200.

Table 18. Fax receive error codes

| Error code | Error definition | Solution |
|-------------------|--|---|
| 200 | The fax session has completed without errors. | None required. |
| 221 | User has pressed STOP/CLEAR causing fax session to be prematurely halted. | Allow the product to receive the fax. |
| 222 | <p>The local machine has answered a call but has been unable to detect the presence of a calling fax machine. Typically this is caused by the local fax machine answering a voice call.</p> <p>-Or-</p> <p>The remote user canceled the fax transmission by pressing STOP/CLEAR immediately prior to, or just as the local machine answered the call.</p> <p>-Or-</p> <p>The remote machine automatically ended the call immediately prior to, or just as the local machine answered the call.</p> <p>-Or-</p> <p>The remote (calling) fax machine determined there was a feature incompatibility between the two and disconnected immediately before transmitting any further fax tones or T.30 frames. (This is a very rare and non-standard behavior.)</p> | <p>1 Confirm that the remote caller is a fax machine and not a voice call- (typically we must rely on the remote user informing the caller that the fax session failed).</p> <p>2 If the remote machine ends the call just as the local machine starts reception, reduce the ring count after which the local machine answers. Alternatively suggest that the remote user manually dials to the local machine and then manually starts the fax session, by pressing START once fax tones have been heard from the local machine.</p> <p>3 Confirm the remote user is not inadvertently attempting to poll transmit from the local machine, instead of transmitting to the local machine.</p> <p>4 Reconfigure the local fax machine to use different configuration settings, toggle the ECM state and/ or select a slower reception speed.</p> |
| 223 (ECM error) | The local machine has been unable to receive an entire page even after multiple attempts to re-receive the parts of the page that contain errors. This is usually caused by extremely poor line conditions. | <p>Reattempt the fax reception at a different time when telephone line conditions have improved.</p> <p>-Or-</p> <p>Disable ECM. Errors may still occur, and may result in degraded image quality on the received page. However, the ability to receive the entire document will be improved.</p> |

Table 18. Fax receive error codes (continued)

| Error code | Error definition | Solution |
|-------------------|---|--|
| 224 | The local machine has received one or more pages with excessive errors. This is usually caused by extremely poor line conditions. Error correction is not used during this session so errors are not corrected. It should be noted that some non-HP machines may optionally choose to resend the entire errored pages, but we will be unable to determine if the received page corrects problems with a previously received page. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 225 | The remote machine has attempted to initiate a remote diagnostic session with this machine, even though remote diagnostic access is locally disabled. | Enable the remote diagnostics capability on the local machine. |
| 226 | The remote machine has attempted to initiate a remote diagnostic session with this machine, but the remote diagnostic versions supported by the two machines are incompatible. | None. Remote diagnostics cannot occur between machines with incompatible remote versions. |
| 227 | The remote machine has attempted to initiate a fax session at a speed and modulation that is not supported by the local machine. | Reconfigure the local machine to receive at a slower speed. |
| 228 | The remote machine has attempted to initiate a poll transmission from the local machine even though the local machine is not configured for poll transmission. | <ol style="list-style-type: none"> 1 Confirm that polling by the remote user is desired. It is possible that the remote user has inadvertently attempted to poll. If this is the case reattempt a normal transmission from the remote machine. 2 If polling by the remote user was desired, confirm that the local machine was correctly configured for poll transmission. |
| 229 | The remote machine has attempted to initiate a secure poll transmission from the local machine but has not provided a valid password. | If the remote user is the desired recipient for the polled document confirm that the remote user has the correct password, and that the local machine is configured with the same password. |
| 230 | The remote machine has attempted to initiate an operation that requires error correction but has not selected error correction for the session. | Enable ECM on both the local machine and the remote machine. |
| 231 | The remote machine has attempted to initiate a transmission to the local machine even though the capability to receive is disabled at the local machine. | Ensure that the local machine is capable of receiving a document. Check that paper is correctly loaded, paper is not jammed within the machine, and any other system abnormalities have been cleared. |

Table 18. Fax receive error codes (continued)

| Error code | Error definition | Solution |
|--|---|---|
| 232 233 234 235 (ECM error) 236 (ECM error) 237 | A communication failure has occurred between the two machines. -Or- The user at the remote machine may have pressed STOP/CLEAR . -Or- The power at the remote machine has been interrupted, or deliberately turned off, causing the fax session to be interrupted. | <ol style="list-style-type: none"> 1 Re-attempt the fax reception at a different time when telephone line conditions have improved. 2 If the error persists, and error correction is in use for the fax session, disable ECM. |
| 238 239 (ECM error) 240 (ECM error) 241 (ECM error) | The sending fax machine sent an unexpected communication. | None. This is a defect in the remote sending machine. |
| 242 | The remote fax machine is attempting to receive instead of send. Both machines have attempted to start a reception at the same time. It is possible to accidentally initiate a fax reception after dialing on many machines, if there is no paper in the machine or if the paper is not correctly loaded and cannot be sensed by the appropriate document sensor. | Ensure that a document is ready and correctly loaded in the transmitting fax machine and that the remote machine is attempting to initiate a transmission and not a reception. |
| 243 244 | The user of the remote machine has pressed that machine's top key causing the session to be prematurely terminated. -Or- The remote fax machine determined that there was a feature incompatibility between the two machines and has terminated the session. An example would be when the local machine wanted to initiate polling, but the remote machine did not support this mode of operation. | <ol style="list-style-type: none"> 1 Confirm that the remote user is not inadvertently attempting to poll transmit from the local machine, instead of transmitting to the local machine. This mode of operation must be specially configured on the local machine. If poll transmission from the local machine is the desired mode of operation confirm that the local machine has been configured for this operation. 2 Reconfigure the local fax machine to use different configuration settings, toggle the ECM state and/ or select a slower reception speed. |
| 245 246 (ECM error) | The user of the remote machine has pressed that machine's Stop key causing the session to be prematurely terminated. The local machine has been "holding off" the remote machine during reception of a large and/or complex document because of lack of available memory. This hold off time has exceeded the timeout (typically 60 seconds) used by the remote machine and it has terminated the session. | <ol style="list-style-type: none"> 1 If the document was large, ask the remote user to retransmit the document as two or more smaller documents. 2 Disable ECM and reattempt the fax reception. |

Table 18. Fax receive error codes (continued)

| Error code | Error definition | Solution |
|-------------------|---|---|
| 247 - 251 | The remote machine appears to be stuck "on." | None. |
| 252 | Telephone line conditions were too poor to receive a fax. | <ol style="list-style-type: none"> 1 Reattempt the fax reception at a later time when line conditions may have improved. 2 Configure the machine to start reception at a lower speed. 3 If the local machine received successfully several pages of a larger document, ask the remote user to transmit the document in several smaller parts. |
| 253 | The remote machine has attempted to initiate a page transmission using a page width that is not supported by the local machine. | Ask the remote user to reconfigure their fax machine to transmit using a "normal" (letter/A4 page width). |
| 281 | The local machine has not received any data at the start of a page during non-ECM reception although the modem has not detected a remote disconnect. The remote machine is probably transmitting fill bytes instead of data and is either broken or jammed. | Reattempt the fax reception after first requesting that the remote user check his or her machine. |
| 282 | The local machine has not received any data at the start of a page during ECM reception although the modem has not detected a remote disconnect. The remote machine is probably transmitting sync frames instead of data and is either broken or jammed. | Reattempt the fax reception after first requesting that the remote user check his or her machine. |
| 283 | The local machine has detected that modem carrier has stopped. Either the line has been disconnected or the remote machine has aborted the transmission. | Reattempt the fax reception after first requesting that the remote user check his or her machine. |
| 284 | The local machine has not received any data during non-ECM page reception and a timeout failure has occurred. The remote machine is probably transmitting fill bytes instead of data and is either broken or jammed. | Reattempt the fax reception after first requesting that the remote user check his or her machine. |
| 285 | The local machine has stopped receiving any data during an ECM page reception although the modem has not detected a remote disconnect. The remote machine is probably transmitting sync frames instead of data and is either broken or jammed. | Reattempt the fax reception after first requesting that the remote user check his or her machine |

Table 18. Fax receive error codes (continued)

| Error code | Error definition | Solution |
|-------------------|---|--|
| 286 | The remote machine has transmitted invalid data. The local machine has received frames with errors during an ECM reception and requested retransmission of the errored frames. The data that is resent does not correspond to the data that was requested. This is an implementation error from the remote machine. | Disable ECM and reattempt the reception. |
| 290 | The remote machine has attempted to renegotiate the session mode from ECM to non-ECM between pages. This operation is not supported, and the session has been abandoned. | Reattempt the fax reception and split the document into two portions corresponding to the ECM and non-ECM portions. Some machines will attempt to use non-ECM for photo mode, so this may be associated with a between page encoding change to support photo mode. |
| 291 | This isn't a communication error, and it is not expected that this error will occur under non-development scenarios. Reception has failed because the local unit is unable to open a file to receive data into. May be associated with low memory, although low memory should not, by itself, produce the error. | If the error persists reinitialize the unit. |
| 292 | The remote machine has attempted to renegotiate the encoding mode from non-JPEG to JPEG. This operation is not supported, and the session has been abandoned. | Reattempt the fax reception and split the document into two portions corresponding to the JPEG and non-JPEG portions. Some machines will attempt to use JPEG for photo mode, so this may be associated with a between page encoding change to support photo mode. |

Table 19. Fax send error codes

| Error code | Error condition | Solution |
|-------------------|--|--|
| 300 | Fax session has completed without errors. | None required. |
| 311 | The user of the local machine has pressed the Stop key causing the session to be prematurely halted before all pages have been transmitted. | None required. |
| 312 | A remote fax device has failed to answer the call. Specifically fax tones or the fax handshake from a remote machine has not been detected. Typically this is caused by the user calling the wrong number, the correct number has been called but the machine has been configured not to answer, or the remote machine has temporarily disabled answering because of a condition such as lack of paper or a paper jam. | Confirm the remote fax machine is ready to receive a document and reattempt the transmission. |
| 313 | A busy signal has been detected each time the local machine has attempted to call the remote machine. | Reattempt the fax transmission at a later time when the line is no longer busy. |
| 314 | The local machine has attempted to initiate a remote diagnostic session but has detected that remote diagnostics are disabled at the remote machine. | Enable remote diagnostics on the remote machine. |
| 315 | The local machine has attempted to initiate a remote diagnostic session but has detected that the remote diagnostic version supported by the remote machine is incompatible. | No solution. Remote diagnostics cannot occur between machines with incompatible remote versions. |
| 316 | The local machine is setup to initiate document transmission, but it has detected that the remote machine is not able to receive a document. This error should be very rare since normally a remote machine will not answer if it cannot receive a document. One of the few exceptions to this would occur if the remote machine was configured to poll transmit a document but was unable to receive. | Configure the remote machine for reception. Typically the remote user configure the remote machine, including loading paper, clearing jams, and clearing other system abnormalities. |
| 317 | The remote machine cannot support a fax reception at any speed or modulation that is supported by the local machine. | No solution. |
| 318 | The remote machine cannot support a fax reception at the page width selected by the local machine. | No solution. |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|-----------------------|---|---|
| 319 | The local machine has attempted to initiate a binary file transfer (BFT) but has detected that the remote machine does not support this mode of operation. | <ol style="list-style-type: none"> 1 Enable the BFT capability on the remote machine if it is supported. 2 Retransmit the document as a normal fax, rather than attempting a BFT transfer. |
| 320 | The local machine is set up to initiate poll reception with a remote machine, but it has detected that the remote machine is not configured to do this. Poll transmission from a remote machine is typically configured on a session by session basis. | <p>Confirm that the local user really wants to attempt a poll reception. If not, reconfigure the local machine for a normal fax transmission.</p> <p>-Or-</p> <p>Configure the remote machine for poll transmission. The remote user must load a document to transmit and then configure the machine for polling.</p> |
| 321 | There was a communication error with the receiving fax machine caused by poor telephone line conditions. | Reattempt the fax transmission at a different time when telephone line conditions have improved. |
| 322 - 324 | Telephone line conditions were too poor to send a fax. | <ol style="list-style-type: none"> 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 If the session fails after transmitting several pages of a large document, retransmit the document as several smaller documents. |
| 325 - 328 (ECM error) | Telephone line conditions were very poor. | <p>Reattempt the fax transmission at a different time when telephone line conditions have improved.</p> <p>-Or-</p> <p>Disable ECM. Errors may still occur, and may result in a degraded image quality on the received page. However, the ability to transmit the entire document will be improved.</p> |
| 329 - 331 | The remote machine has reported that one or more pages have been received (non-ECM mode) with excessive errors. This error does not result in the session being terminated immediately. Subsequent page transmission can still occur and later pages may be received without error. | <p>Reattempt the fax transmission at a different time when telephone line conditions have improved.</p> <p>-Or-</p> <p>Select a lower speed for the initial transmission speed.</p> |
| 332 - 343 | There is a defect in the remote fax machine (the other machine) and there is no solution except to send or receive to or from another fax machine. | |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|---|---|--|
| 344 - 348 349-353 (ECM error) 354-355 | The remote machine has failed to respond to a fax command from the local machine because the connection is interrupted. -Or- The remote user has pressed the Stop key while the reception was in progress -Or- Under rare conditions incompatibility between the two machines may cause the remote machine to simply abandon the call. | 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 If the fax session was using error correction, disable ECM. |
| 356 - 361 362-366 (ECM error) | The remote user has pressed the Stop key causing the session to be aborted. -Or- The remote machine has encountered a system problem such as no paper or a paper jam which has inhibited it from receiving any more pages, and which has caused it to terminate the session prematurely. -Or- A feature incompatibility has been encountered by the remote machine causing it to terminate the session. | 1 Configure the remote machine for document reception by clearing any paper jams, loading sufficient paper, and clearing any other system errors. 2 Configure the local fax machine to use different configurations; toggle the ECM state; select a slower reception speed. |
| 367 - 372 373-377 (ECM error) 378-379 | The remote machine appears to be stuck "on." | None. |
| 380 | The remote machine has failed to issue a valid response to a CTC frame. This occurs during ECM transmission after multiple retransmissions of erroneous data. | None; there is a defect in the remote machine. |
| 381 | The remote machine has failed to respond to a fax command from the local machine because the connection is interrupted. -Or- The remote user has pressed the Stop key while the reception was in progress. | 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 Disable ECM. |
| 382 | The remote fax machine has been "holding off" the local fax machine from continuing the on-going transmission because of a temporary low memory condition at the remote machine. If this "hold off" period exceeds a machine's specific timeout value, the session will be terminated. | Resend the document as two or more separate fax transmissions. Wait several minutes between the end of one transmission and the start of the next transmission. -Or- Disable ECM. |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|-------------------|--|---|
| 383 | The remote machine has failed to respond to a fax command from the local machine because the connection is interrupted. -Or- The remote user has pressed the Stop key while the reception was in progress. | Reattempt the fax transmission at a different time when telephone line conditions have improved -Or- Disable ECM. |
| 384 | The local machine has attempted a black JPEG transmission to a machine that does not support this mode. | Reattempt the fax transmission using a different mode. |
| 386 | The local machine has failed to complete phase 3 of the initial V.34 handshake after originating a fax session. This is usually caused by poor line conditions although it may be a compatibility issue with certain machines and/or line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax reception at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the transmission using the V.17 mode. |
| 387 | The local machine has failed to successfully negotiate the initial V.8 handshake with the remote machine after originating a fax session. Typically this will occur when the remote machine is not fax capable or has disabled reception. It may also be a compatibility issue with certain machines and/or line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the transmission using the V.17 mode. |
| 388 | The local machine has originated a fax session and detected a remote fax machine but has been unable to detect any T30 frames. If the machine is in V.17 mode it is likely that the connection has been interrupted. In V.34 mode is also possible for this error to occur because of compatibility problems with certain machines and/or line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the transmission using the V.17 mode. |
| 389 | The local machine has originated a fax session and has reattempted V.8 negotiations multiple times without success. | <ol style="list-style-type: none"> 1 Reattempt the fax transmission at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the transmission using the V.17 mode. |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|-------------------|--|---|
| 390 | The local machine has originated a fax session using error correction (either V.34 or V.17). Transmission of an image has been abandoned after a timeout when no data has become ready for transmission. This is most likely caused by a low memory condition, although it could be caused by other internal problems that cause generation of data for transmission to stall. | Reattempt the transmission after making sure documents stored in memory are printed, and the unit has paper ready for printing. If the problem persists reinitialize permanent storage. |
| 391 | The local machine has originated a fax session without error correction (not V.34). Transmission of an image has been abandoned after a timeout when no data has become ready for transmission. This is most likely caused by a low memory condition although it could be caused by other internal problems that cause generation of data for transmission to stall. | Reattempt the transmission after making sure documents stored in memory are printed, and the unit has paper ready for printing. If the problem persists reinitialize permanent storage. |
| 392 | The local machine has answered a fax session and completed the initial V.34 handshake but has been to detect any T30 frames. This failure is either a compatibility problems with certain machines or is caused by line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax reception at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the reception using the V.17 mode. |
| 393 | The local machine has failed to complete phase 3 of the initial V.34 handshake after answering a fax session. This is usually caused by poor line conditions although it may be a compatibility issue with certain machines and/or line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax reception at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the reception using the V.17 mode. |
| 394 | The local machine has failed to successfully negotiate the initial V.8 handshake with the remote machine after answering a fax session. Typically this will occur when the calling machine is not fax capable. It may also be a compatibility issue with certain machines and/or line conditions. | <ol style="list-style-type: none"> 1 Reattempt the fax reception at a different time when telephone line conditions have improved. 2 Disable V.34 on the local machine and attempt the reception using the V.17 mode. |
| 395 | An unexpected T.30 frame has been received between pages during a multipage V.34 reception. This is almost certainly a compatibility problem with the remote machine and may be caused by an error with the implementation of the remote machine. | <ol style="list-style-type: none"> 1 Reattempt the fax reception. If transmission errors are not encountered because line conditions have improved then this error will probably be avoided. 2 Disable V.34 on the local machine and attempt the reception using the V.17 mode. |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|-------------------|--|--|
| 396-409 | An error occurred during a V.34 transmission when the local machine was unable to correctly handshake with the remote machine and was consequently unable to transmit a T.30 frame. This occurs when the line was disconnected or if line conditions degrade during the session. | Reattempt the fax transmission at a different time when telephone line conditions have improved. |
| 410-419 | Error occurred during a V.34 reception when the local machine was unable to correctly handshake with the remote machine and was consequently unable to transmit a T30 frame. This occurs when the line is disconnected or if line conditions degrade during the session. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 420 | V.34 negotiations have failed from the originating machine during phase 4. Phase 4 occurs after V.8 and before the first T.30 frames are exchanged. Compatibility problems have been observed in this area when sending to non-HP units. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 421 | V.34 negotiations have failed from the originating machine during phase 3. Phase 3 occurs after V.8, before phase4, and before the first T.30 frames are exchanged. Compatibility problems have been observed in this area when sending to non HP units. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 422 | V.34 negotiations have failed from the answering machine during phase 4. Phase 4 occurs after V.8 and before the first T.30 frames are exchanged. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 423 | V.34 negotiations have failed from the answering machine during phase 3. Phase 3 occurs after V.8, before phase 4, and before the first T.30 frames are exchanged. | Reattempt the fax reception at a different time when telephone line conditions have improved. |
| 430 | The transmitting machine is unable to send continuous ones at the end of the control channel prior to starting the primary channel. This is a V.34 error. This error may be associated with line conditions although it is more likely to be caused by internal problems with the modem. | Reattempt the fax reception at a different time when telephone line conditions have improved. |

Table 19. Fax send error codes (continued)

| Error code | Error condition | Solution |
|-------------------|---|---|
| 431 | The transmitting machine has not received a response after aborting a transmission. Depending upon when the session is aborted some remote machines may not respond. It should be noted that the local unit always attempts to abort the session in such a way that the remote machine is allowed to respond to the final PPS_EOP. | No action required. The session was aborted. |
| 440-444 | Error occurred during a V.34 transmission after one or more partial pages (image data) were transmitted using the primary channel. The transmitting machine was unable to restart the control channel in order to resume the T.30 handshake. This typically occurs when the receiving machine prematurely disconnects during partial page reception, although it is possible it may also be caused by compatibility issues. | Reattempt the fax reception at a different time when telephone line conditions have improved. |

Translating the fax trace report

Print a fax log report (see the user guide for instructions). The fax log report contains information about the product's interpretation of the problem.

Read the time sequences, looking for abnormal activity on the fax trace report. See table 20, "Fax phase sequence," on page 201, and table 21, "Appropriate responses," on page 202, to separate normal from abnormal activity. Fax abbreviations appear in table 22 on page 203.

Identify the phase in which the error occurred.

Note

??? is an unidentified command.

Examples of a successfully sent fax and a successfully received fax appear after the tables.

Table 20. Fax phase sequence

| Sequence | Calling station | Called station |
|---|---|--|
| Phase A—Call setup sequence | | |
| 1 | Ring signal | |
| 2 | CNG tone beep, 1100Hz 1 second | |
| 3 | | Transmit CED, 3 seconds, 2100 Hz |
| 4 | | Transmit NSF |
| 5 | | Transmit CSI |
| 6 | | Transmit DIS |
| 7 | DIS detected | |
| Phase B—Pre-message procedure (negotiate compatible format/protocol) | | |
| 8 | Transmit TSI | |
| 9 | Transmit DCS, select mode | |
| 10 | | DCS detected |
| 11 | Transmit TCF/training | |
| 12 | Transmit FSK | |
| 13 | | Training (synchronize signals), check for errors |
| 14 | | Transmit CFR |
| 15 | Detect CFR | |
| Phase C—Message transmission (page/scan transmission) | | |
| 16 | Transmit message (FSK, followed by date) | |
| 17 | | Receive message (SCAN), check for errors |
| 18 | Transmit FSK | |
| 19 | At end of message, send one of the following: <ul style="list-style-type: none"> ● EOM ● EOP ● MPS ● PRI-Q ● PPS-NULL ● PPS-MPS ● PPS-EOM ● PPS-EOP ● PPS-PRI-Q | |
| Phase D—Post-message transmission (next page/end of transmission) | | |
| 20 | | Detect EOM, EOP, MPS, PRI-Q, PPS-NULL, PPS-MPS, PPS-EOM, PPS-EOP, or PPS-PRI-Q |
| 21 | | Transmit MCF response to confirmation signals of post-message responses |
| Phase E—Call release (hangup sequence) | | |
| 21 | Transmit DCN | |
| 22 | | Station hangs up |

Table 21. Appropriate responses

| Commands | Comments | Appropriate responses |
|---|--|--|
| (NSF) (CSI) DIS | Identifying capabilities: from a manual receiver or an auto-answer unit | (NSC) (CIG) DTC (TSI) DCS (NSF) (CSI) DIS (CRP) (TSI) (NSS) (PWD) (SEP) (CIG) DTC (PWD) (SUB) (TSI) DCS |
| (NSC) (CIG) DTC | Mode setting command: from calling unit | (TSI) DCS (NSF) (CSI) DIS |
| (PWD) (SEP) (CIG) DTC | Poll operation | (CRP) (TSI) (NSS) |
| (TSI) DCS (TSI) (NSS) | Mode setting command: from manual transmitter or automatic receiver | CFR FTT (NSC) (CIG) DTC |
| (PWD) (SUB) (TSI) DCS | This command is always followed by phasing/training. | (NSC) (CIG) DTC |
| CTC | Mode setting command: from the transmitter to the receiver | (CTR) (CRP) |
| (EOR-NULL) | Indicates the next block transmission from the transmitter to the receiver | (ERR) (RNR) (CRP) |
| Any one of the following: ● (EOR-EOP) ● (EOR-EOM) ● (EOR-PRI-MPS) ● (EOR-PRI-EOP) ● (EOR-PRI-EOM) | The receiver | (ERR) (RNR) PIN (CRP) |
| Any one of the following: ● MPS ● EOP ● EOM ● (PRI-MPS) ● (PRI-EOP) ● (PRI-EOM) | Post-message commands | MCF RTP RTN PIP PIN (CRP) |
| (PPS-NULL) | Post-message command for a partial page from the transmitter to the receiver | (PPR) MCF (RNR) (CRP) |
| Any one of the following: ● (PPS-MPS) ● (PPS-EOP) ● (PPS-EOM) ● (PPS-PRI-MPS) ● (PPS-PRI-EOP) ● (PPS-PRI-EOM) | Post-message commands for a complete page from the transmitter to the receiver | (PPR) MCF (RNR) PIP PIN (CRP) |
| (RR) | Ask for the status of the receiver: from the transmitter to the receiver | (RNR) (ERR) MCF PIP PIN (CRP) |
| DCN | Phase E command | None |

Table 22. Fax abbreviations

| Abbreviation | Function | Signal format ("X"= any #) |
|---------------------|--|---|
| CED | Called station identification | 2100 Hz |
| CFR | Confirmation to receive | X010 0001 1850 or 1650 Hz for 3 seconds |
| CIG | Calling subscriber identification | 1000 0010 |
| CNG | Calling tone | 1100 Hz for 500 ms |
| CRP | Command repeat | X101 1000 |
| CSI | Called subscriber identification | 0000 0010 |
| CTC | Continue to correct | X100 1000 |
| CTR | Response to continue to correct | X010 0011 |
| DBM | -dBm signal strength detected from sending station (number is deviation from average value) | Range in -10 to -43 (-43 is a weak signal; see explanation below Figure 85, Example of a successfully received fax) |
| DCN | Disconnect | X101 1111 |
| DCS | Digital command signal | X100 0001 |
| DIS | Digital identification signal | 0000 0001 |
| DTC | Digital transmit command | 1000 0001 |
| DOM | End of message | X111 0001 1100 Hz |
| EOP | End of procedure | X111 0100 |
| EOR | End of retransmission | X111 0011 |
| EQM | Eye quality monitor—a measure of the modem signal quality, lower numbers indicate better signals | 0-99 |
| ERR | Response for end of retransmission | X011 1000 |
| ECD | Facsimile coded date | 0110 0000 |
| FCF | Facsimile | |
| FCS | Frame check sequence | |
| FDM | File diagnostics message | X011 1111 |
| FIF | Facsimile information field | |
| FSK | Frequency shift key. Low-speed command identifier separating commands/scans; precedes command mode. | |
| FTT | Failure to train. The 1.5 seconds of the Training Check Frame (TCF) indicates line conditions are not good enough for this modulation. | X010 0010 |
| GC | Group command | 1300 Hz for 1.5 to 100 seconds 2100 Hz for 1.5 to 100 seconds |
| GI | Group identification | 1650 or 1850 Hz |
| HDLC | High-level data link control | |
| LCS | Line conditioning signals | 1100 Hz |

Table 22. Fax abbreviations (continued)

| Abbreviation | Function | Signal format (“X”= any #) |
|---------------------|--|--|
| MCF | Message confirmation | X011 0001 1650 or 1850 Hz |
| MSG | Message received high speed data | |
| MPS | Multi-page signal | X111 0010 |
| NSF | Non-standard facilities command | 1000 0100 |
| NSF | Non-standard facilities | 0000 0100 |
| NSS | Non-standard setup | X100 0100 |
| PID | Procedure interrupt disconnect | X011 0110 |
| PIN | Procedural interrupt negative | X011 0100 |
| PIP | Procedural interrupt positive | X011 0101 |
| PIS | Procedural interrupt signal | 462 Hz for 3 seconds |
| PPS | Partial page signal | X111 1101 |
| PPS-EOM | Partial page signal—end of message | X111 1101 |
| PPS-EOP | Partial page signal—end of procedure | X111 1101 |
| PPS-MPS | Partial page signal—multi-page signal | X111 1101 |
| PPS-NULL | Partial page signal—null | X111 1101 |
| PPR | Partial page request | X011 1101 |
| PRI-EOM | Procedure interrupt—end of message | X111 1001 |
| PRI-EOP | Procedure interrupt—end of procedure | X111 1100 |
| PRI-MPS | Procedure interrupt—multi-page signal | X111 1010 |
| RCP | Return to control for partial page | 0110 0001 |
| RNR | Receive not ready | X011 0111 |
| RR | Receive ready | X111 0110 |
| RTC | Return to control mode | Six EOLs |
| RTN | Retrain negative | X011 0010 |
| RTP | Retrain positive | X011 0011 |
| TCF | Training check | Zeroes for 1 5 5 |
| TSI | Transmitting subscriber identification | X100 0010 |
| PWD | Password (for polling) | 1000 0011 |
| PWD | Password (for transmission) | X100 0101 |
| SCAN | Data packets or scan line count | |
| SEP | Selective polling | 1000 0101 |
| SUB | Sub-address | X100 0011 |
| V.xx | Protocol version used (Group 3 only) | V.27 = 4800/2400 V.29 = 9600/7200 V.33 = 14400/12000 V.17 = 14400/12000/9600/7200 |
| XID | Exchange identification procedure | |
| ??? | Unidentified command sequence | |

HP LaserJet 3200



HP
2083963383
JAN-30-2001 2:23PM

T.30 Protocol Trace

| Job | Date | Time | Type | Identification | Duration | Pages | Result |
|---------|-----------|-----------|---------|---|----------|-------|--------|
| 22 | 1/30/2001 | 2:23:21PM | Send | 555-nnnn | 0:27 | 1 | OK |
| | Elapsed | Local | Remote | Signal | Detail | | |
| 0000.00 | OFFHOOK | | | | | | |
| 0004.19 | CNG | | | | | | |
| 0007.71 | CNG | | | | | | |
| 0010.43 | V8 | | | | | | |
| 0014.04 | PHASE3 | | | | | | |
| 0015.42 | PHASE4 | | | | | | |
| 0015.68 | NSF | v34 | -11 dBm | ff 03 20 ad 00 36 04 00 00 00 00 | | | |
| 0015.84 | CSI | v34 | -11 dBm | ff 03 40 34 36 32 36 20 36 39 33 20 38 30 32 20 20 20 20 20 20 20 | | | |
| | | | | 1d : 208 396 6264 | | | |
| 0015.93 | DIS | v34 | -11 dBm | ff 13 80 20 c2 f8 c4 80 92 80 80 80 00 | | | |
| | | | | Capabilities | | | |
| | | | | modulation : n.a. | | | |
| | | | | encoding : mh ,mr ,mnr | | | |
| | | | | resolution : std ,fine ,300 dpi ,metric pref. | | | |
| | | | | ecm : yes | | | |
| | | | | page width : 215mm | | | |
| | | | | page length : unlimited | | | |
| | | | | msIt : 0 ms | | | |
| | | | | color : no | | | |
| | | | | misc : v.8 | | | |
| 0015.96 | TSI | v34 | | ff 03 43 33 38 33 33 36 39 33 38 30 32 20 20 20 20 20 20 20 20 20 | | | |
| 0015.96 | DCS | v34 | | ff 13 83 00 42 f8 c4 80 80 80 80 80 00 | | | |
| | | | | Use | | | |
| | | | | data rate : n.a. | | | |
| | | | | encoding : mnr | | | |
| | | | | resolution : r8x7.7 1/mm (fine) | | | |
| | | | | ecm : yes ,256 | | | |
| | | | | page width : 215mm | | | |
| | | | | page length : unlimited | | | |
| | | | | msIt : 0 ms | | | |
| | | | | color : no | | | |
| | | | | misc : | | | |
| 0016.60 | CFR | v34 | -11 dBm | ff 13 84 | | | |
| 0016.60 | PC | v34 31.2 | | sybm 3429 | | | |
| 0024.67 | MSG | v34 31.2 | | | | | |
| 0025.08 | PPS_EOP | v34 | | ff 13 bf 2f 00 00 5c | | | |
| 0025.44 | MCF | v34 | -11 dBm | ff 13 8c | | | |
| 0025.47 | DCN | v34 | | ff 13 fb | | | |
| 0026.72 | DNHOOK | | | | | | |

Figure 76. Example of a successfully sent fax

Note

Phase A, call establishment, does not show up on a trace report. Phase C is the phase in which faxed pages are transferred.

HP LaserJet 3200

HEWLETT-PACKARD
208-396-6264
JAN-30-2001 2:21PM



T.30 Protocol Trace

| Job | Date | Time | Type | Identification | Duration | Pages | Result |
|---------|-----------|-----------|----------|----------------|----------|--------|--|
| 9 | 1/30/2001 | 2:21:24PM | Receive | 555-nnn | 0:20 | 1 | OK |
| | | | Elapsed | Local | Remote | Signal | Detail |
| 0000.00 | | OFFHOOK | | | | | |
| 0004.89 | | V8 | | | | | |
| 0008.48 | | PHASE3 | | | | | |
| 0009.79 | | PHASE4 | | | | | |
| 0009.79 | | NSF | v34 | | | | ff 03 20 ad 00 36 04 00 00 00 00 |
| 0009.79 | | CSI | v34 | | | | ff 03 40 34 36 32 36 20 36 39 33 20 38 30 32 20 20 20 20 20 20 |
| | | | | | | | id : 208 396 6264 |
| | | | | | | | ff 13 80 20 c2 f8 c4 80 92 80 80 80 00 |
| 0009.79 | | DTS | v34 | | | | Capabilities |
| | | | | | | | modulation : n.a. |
| | | | | | | | encoding : mh ,mr ,mmr |
| | | | | | | | resolution : std ,fine ,300 dpi ,metric pref. |
| | | | | | | | ecm : yes |
| | | | | | | | page width : 215mm |
| | | | | | | | page length : unlimited |
| | | | | | | | msit : 0 ms |
| | | | | | | | color : no |
| | | | | | | | misc : v.8 |
| 0010.72 | | TSI | v34 | -11 dBm | | | ff 03 43 33 38 33 33 36 39 33 38 30 32 20 20 20 20 20 20 20 20 |
| | | | | | | | id : 2083963383 |
| 0010.81 | | DCS | v34 | -11 dBm | | | ff 13 83 00 42 f8 c4 80 80 80 80 80 00 |
| | | | | | | | Use |
| | | | | | | | data rate : n.a. |
| | | | | | | | encoding : mmr |
| | | | | | | | resolution : r8x7,7 1/mm (fine) |
| | | | | | | | ecm : yes ,256 |
| | | | | | | | page width : 215mm |
| | | | | | | | page length : unlimited |
| | | | | | | | msit : 0 ms |
| | | | | | | | color : no |
| | | | | | | | misc : |
| 0010.81 | | CFR | v34 | | | | ff 13 84 |
| 0010.81 | | PC | v34 31.2 | -11 dBm | | | symb 3429 |
| 0019.07 | | MSG | v34 31.2 | -13 dBm | | | 93 frames, 0 err., rcp, eqm=31 |
| 0019.07 | | PPS_EOP | v34 | -10 dBm | | | ff 13 bf 2f 00 00 5c |
| 0019.68 | | MCF | v34 | | | | ff 13 8c |
| 0020.03 | | DEN | v34 | -10 dBm | | | ff 13 fb |
| 0020.03 | | ONHOOK | | | | | |

Figure 77. Example of a successfully received fax

Explanation of DBM

-dBm values should fall into the range of -10 to -43 (with -43 being a weak signal). In the example in figure 77 above, -11 dBm, -13 dBm, and -10 dBm are strong signals.

Repetitive image defect ruler

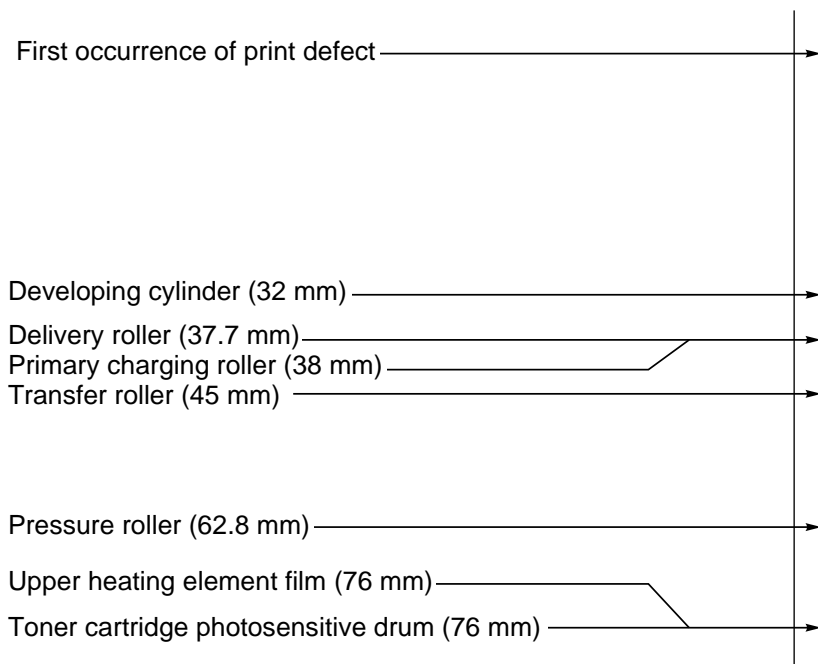
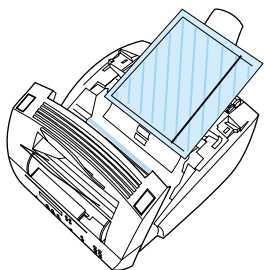


Figure 78. Repetitive image defect ruler

Document scanner recalibration

2



If copies, items scanned to the computer, or faxes you send have vertical black or white lines running through them, recalibration might be necessary.

Recalibrating the document scanner produces a calibration graph. Successful interpretation of the calibration graph is key to solving the problem of vertical black or white lines on scanned images.

To recalibrate the document scanner and interpret the calibration graph

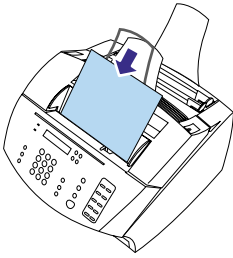
- 1 Clean the product as described in chapter 3, “Maintenance.”
- 2 Before recalibrating the document scanner, open the document scanner and place a page that contains the black or white lines between the guides, just above the contact image sensor glass. The black or white line points to a portion of the glass that requires extra attention.
- 3 Clean the contact image sensor glass at the point indicated by the black or white line.

Note

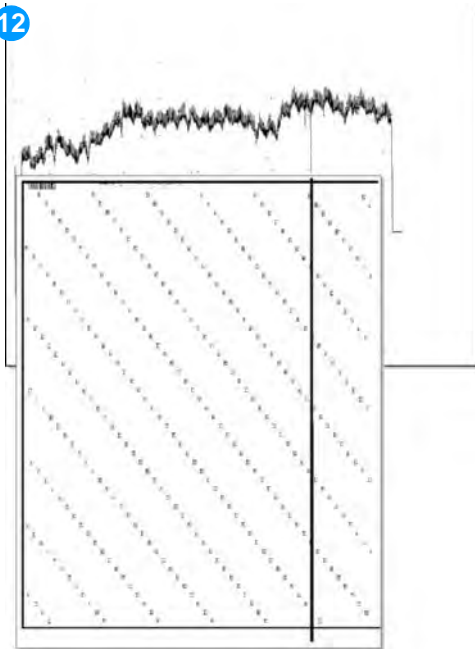
If toner is the contaminant, you might have to scrape it off of the glass. Be careful not to scratch the glass.

- 4 At the product control panel, press the **10** on the one-touch keypad to print the demonstration page.
- 5 Copy the demonstration page.

10



12



- 6 If the vertical black or white line appears on the copy of the demonstration page, continue with steps 7 through 13 below.
- 7 On the control panel, press **ENTER/MENU**.
- 8 Press **<** once to display **SERVICE** and press **ENTER/MENU**.
- 9 Use the **<** and **>** keys to select **SCAN CALIBRATION** and press **ENTER/MENU**.
- 10 Insert a blank, white piece of letter-sized paper into the document feeder tray.
- 11 Press **ENTER/MENU** to begin the scan calibration. The product pulls the piece of paper through and then prints a calibration graph.
- 12 Examine the calibration graph. A dip in the calibration graph can indicate an image defect.

Note

Dips at the ends of the calibration graph are normal.

- 13 Line up the calibration graph with a newly copied page. If the dip in the calibration graph corresponds to the black or white line, the contaminant is likely internal and the contact image sensor assembly should be replaced.

Main wiring

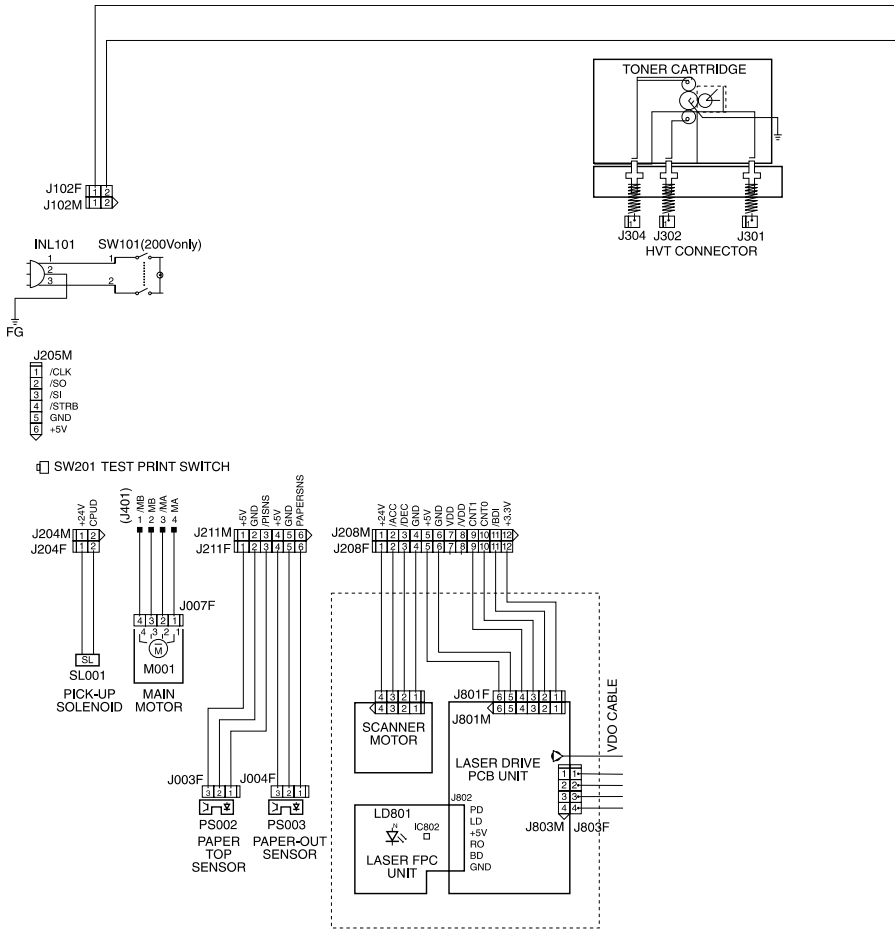


Figure 79. Main wiring (1 of 2)

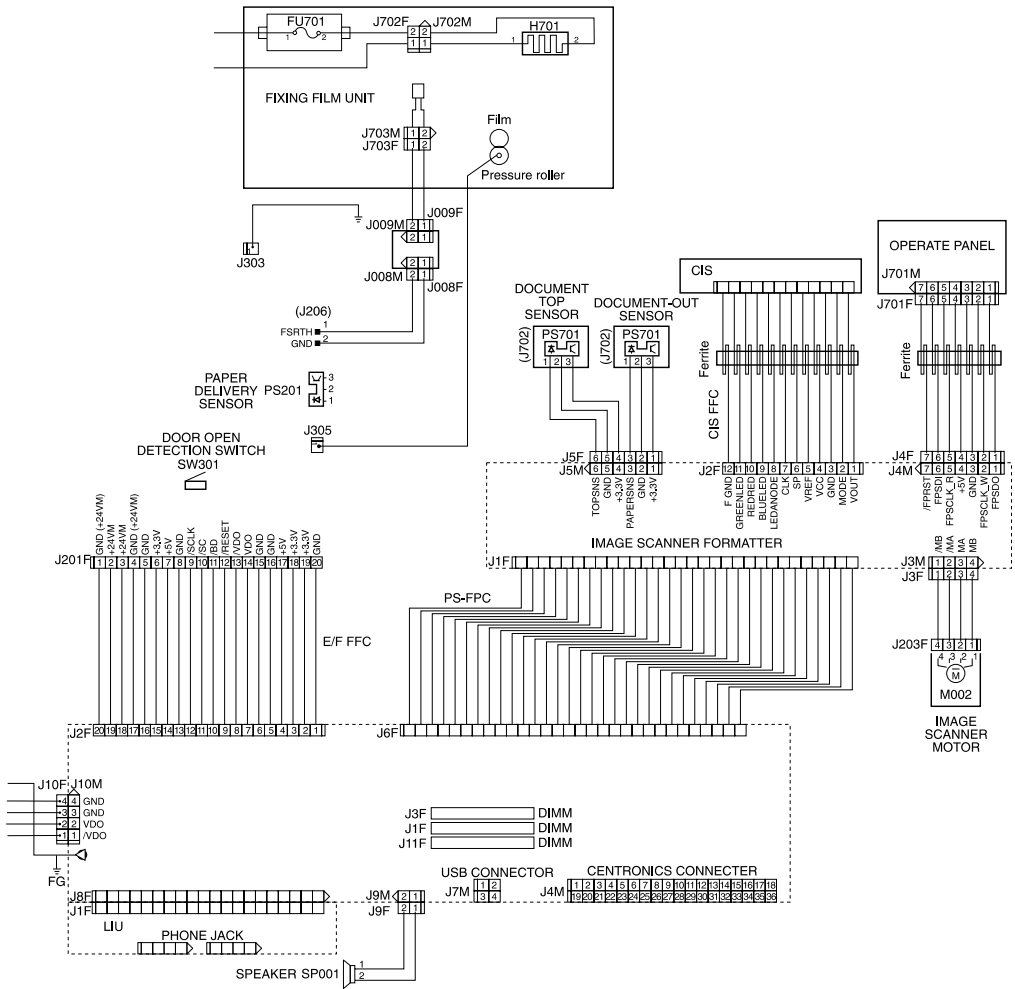


Figure 80. Main wiring (2 of 2)

Locations of connectors

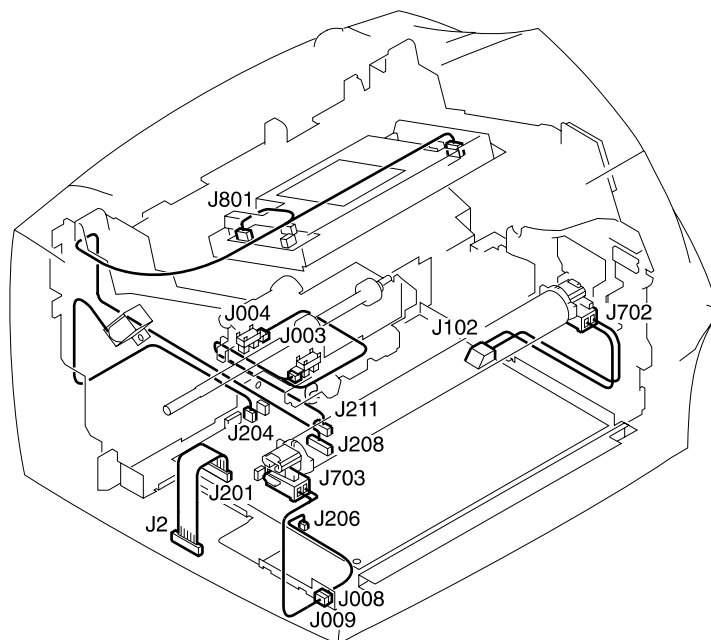


Figure 81. Locations of connectors (1 of 3)

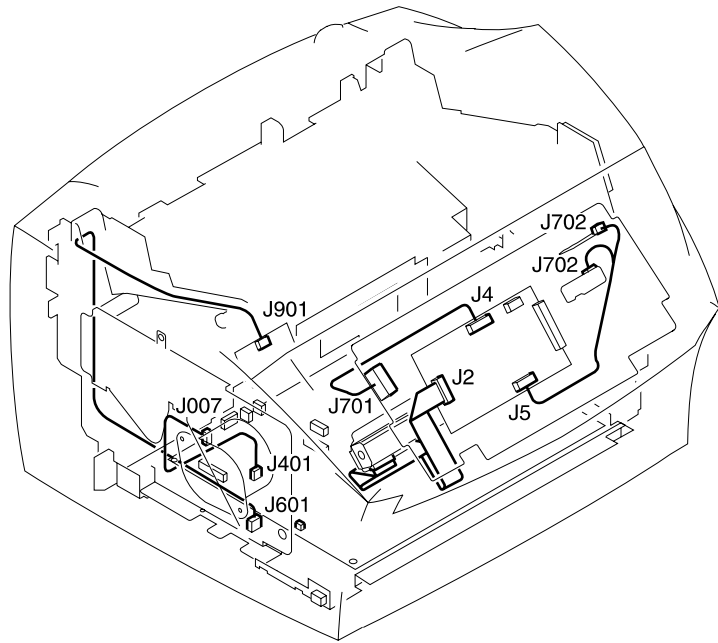


Figure 82. Locations of connectors (2 of 3)

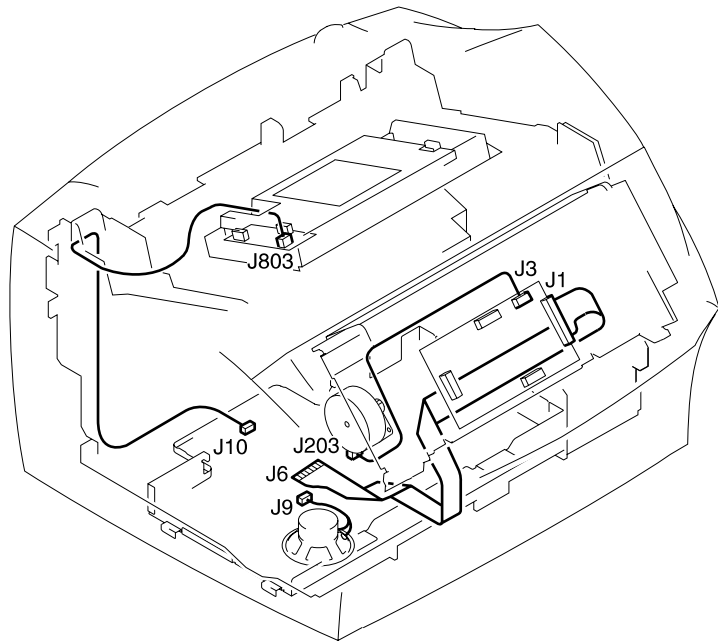


Figure 83. Locations of connectors (3 of 3)

7 Parts and diagrams

Chapter contents

| | |
|---|-----|
| Ordering parts and supplies | 216 |
| Parts | 216 |
| Related documentation and software | 217 |
| Consumables | 217 |
| Accessories | 218 |
| How to use the parts lists and diagrams | 219 |
| Common hardware | 220 |
| Assembly locations | 221 |
| Covers | 222 |
| Trays and bins | 223 |
| External covers and panels | 225 |
| Document scanner assemblies | 226 |
| Document scanner assemblies | 227 |
| Document feeder | 229 |
| Upper guide assembly | 231 |
| Internal assemblies | 232 |
| Internal components (1 of 4) | 233 |
| Internal components (2 of 4) | 235 |
| Internal components (3 of 4) | 237 |
| Internal components (4 of 4) | 239 |
| Feed assembly | 241 |
| Electrical components | 243 |
| Alphabetical parts list | 244 |
| Numerical parts list | 249 |

Ordering parts and supplies

Parts

Order replacement parts from the companies listed in table 23 below:

Table 23. Authorized parts resellers in the United States

| Company name and address | Contact information | URL |
|--|--|----------------------|
| Computer Parts Unlimited Inc. 3949 Heritage Oak Court Simi Valley, CA 93063 | Phone: (805) 306-2500 Fax: (805) 306-2597 Toll free: (800) 817-5957 | www.cpumart.com |
| CHA (C. Hoelzle Associates) 17321 Eastman Street, Irvine, CA 92614-5523 | Phone: (949) 251-9000 Toll free: (800) 959-9601 | www.chainc.com |
| Copylite Products Corp. New Town Commerce Centre, 4061 SW 47th Avenue Fort Lauderdale, FL 33314 | Phone: (954) 581-2470 | |
| Parts Now! Inc. Headquarters 3517 W. Beltline Hwy. Madison, WI 53713 Southeast Office 1085 SW 15th Ave. #5 Delray Beach, FL 33444 | Phone: (608) 276-8688 Fax: (608) 276-9593 Toll free (800) 886-6688 Phone: (561) 279-9280 Fax: (561) 279-9122 Toll free (800) RG1-0939 | www.partsnowinc.com |
| The Printer Works, Inc. 3481 Arden Road Hayward, CA 94545 | (800) 832-1400 | www.PrinterWorks.com |
| Vance Baldwin Electronics 2701 West McNab Road Pompano Beach, FL 33069 | Phone: (954) 969-1811 Fax: (954) 969-0226 Toll free: (800) 432-8542 | |

Note

The companies listed in table 23 are current as of the publication date of this manual. Updated lists are available at the following website:
http://www.hp.com/ssg/parts/direct_order.html

Parts exchange program

HP offers remanufactured assemblies for some selected parts.

Related documentation and software

Order documentation and software from the companies listed on the previous page; some documentation and software is available on the World Wide Web at the following websites:

Table 24. Technical support websites

| | |
|---|--|
| HP Customer Care Online Software drivers, support documentation, and answers to frequently asked questions | http://www.hp.com/go/support |
| HP Technical Training (North America) Classes and schedules | http://www.hp.com/go/ resellertraining |
| Parts Parts information | http://outfield.external.hp.com/spi/ welcome.htm |

Consumables

Consumables are listed in chapter 3, "Maintenance," in table 9 on page 52. Consumables are available directly from Hewlett-Packard at the following numbers:

- U.S.: (800) 538-8787
- Canada: (800) 387-3154
in Toronto: (416) 671-8383
- United Kingdom: 0734-441212
- Germany: 0130-3322

Contact your local HP Parts Coordinator for other local phone numbers.

Accessories

Table 25. Accessories

| Item | Description | Part number |
|--|---|-------------|
| Dual in-line memory modules (DIMM) | 8 MB | C4141A |
| | 16 MB | C4142A |
| | 32 MB | C4143A |
| | 64 MB | C3913A |
| Toner cartridge | | C4092A |
| Cables and interface accessories | Cable modem/fax, Israel | C5319-80014 |
| | Cable modem/fax, Sweden | C5319-80004 |
| | Cable/fax, Switzerland | C5374-80034 |
| | Parallel cable, 10-meter size C IEEE-1284 | C2947A |
| | Parallel cable, 3-meter size C IEEE-1284 | C2946A |
| | Parallel cable, A-C | 8121-0004 |
| | Phone cord, Belgium | C6663-80001 |
| | Phone cord, Denmark | C6663-80007 |
| | Phone cord, France | C2890-80018 |
| | Phone cord, Germany | C3803-80001 |
| | Phone cord, Netherlands | C2890-80020 |
| | Phone cord, Norway | C6663-80008 |
| | Phone cord, RU | C3948-60124 |
| | Phone cord, U.K. | C2890-80023 |
| | Phone cord, U.S. | 5040-9078 |
| | Power cable, Australia Opt. 901 | 8121-0524 |
| | Power cable, Denmark Opt. 912 | 8121-0518 |
| | Power cable, Europe Opt. 902 | 8121-0516 |
| | Power cable, Switzerland Opt. 906 | 8121-0519 |
| | Power cable, U.S. | 8120-8382 |
| Power cable, UK/HK/Singapore | 8121-0517 | |
| USB cable, 2-meter A-B, V2.0 (<i>prev. C6518A</i>) | 8121-0539 | |
| HP JetDirect Print Servers | 70X | J4155A |
| | 170X | J3258B |
| | 300X | J3263 |
| | 500X (for a Token Ring network connection) | J3264 |
| | 500X (for a BNC, 10Base-T, or 10/100Base-TX network connection) | J3265 |

How to use the parts lists and diagrams

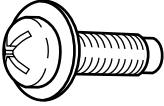
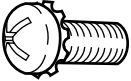
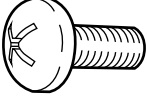
The figures in this chapter illustrate the major subassemblies in the printer and their component parts. A table (material list) follows each exploded assembly diagram. Each table lists the reference designator, the associated part number for the item, and a description of the part.

Parts that have no reference designator or part number are not field replaceable units and cannot be ordered.

While looking for a part number, pay careful attention to the voltage listed in the description column to make sure that the part number selected is for the correct model of printer.

Common hardware

Table 26. Common fasteners

| Example | Description |
|---|----------------------------|
|  | Screw, machine, truss head |
|  | Screw, star |
|  | Screw, self-tapping |

Assembly locations

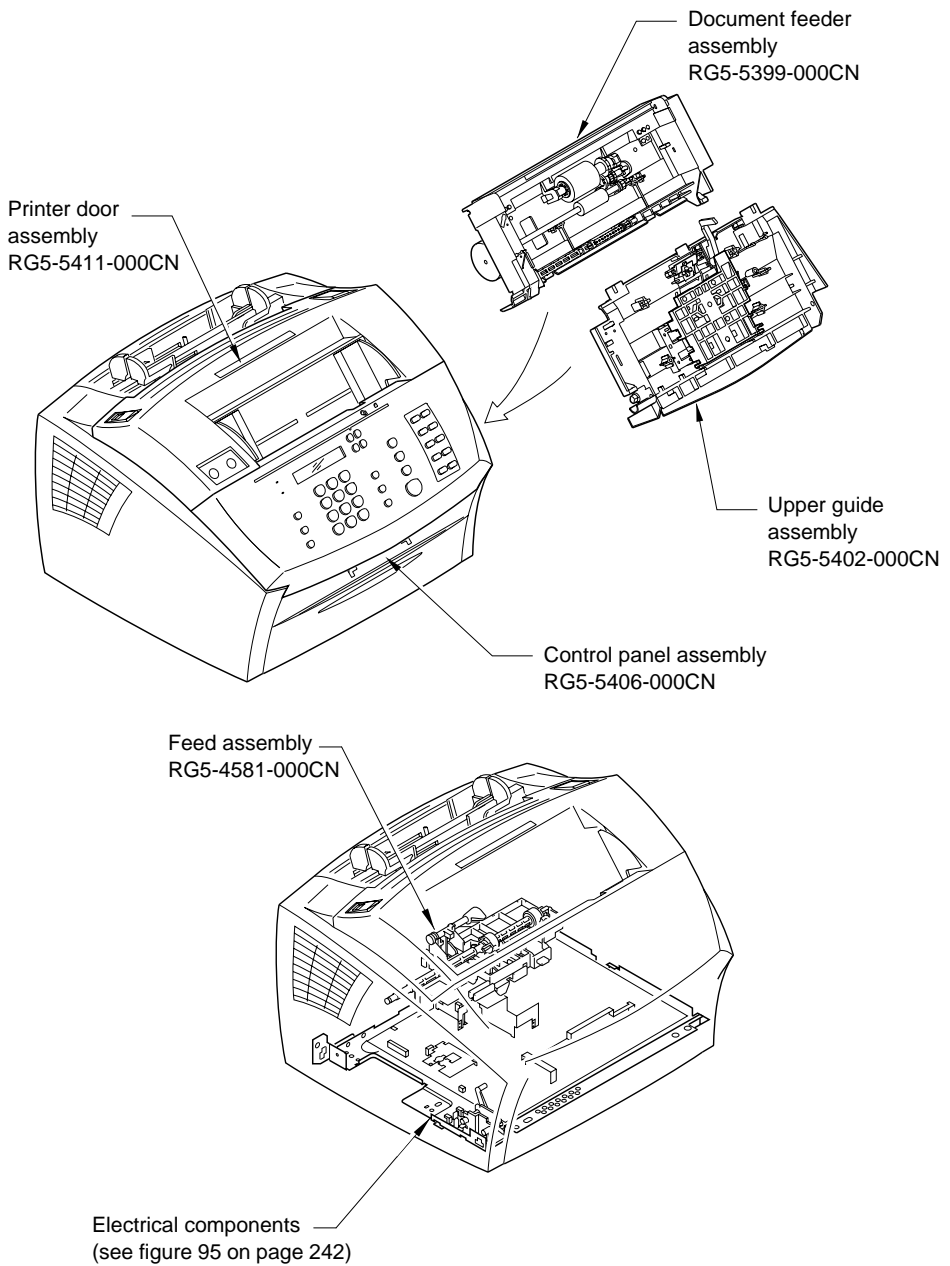


Figure 84. Assembly locations

Covers

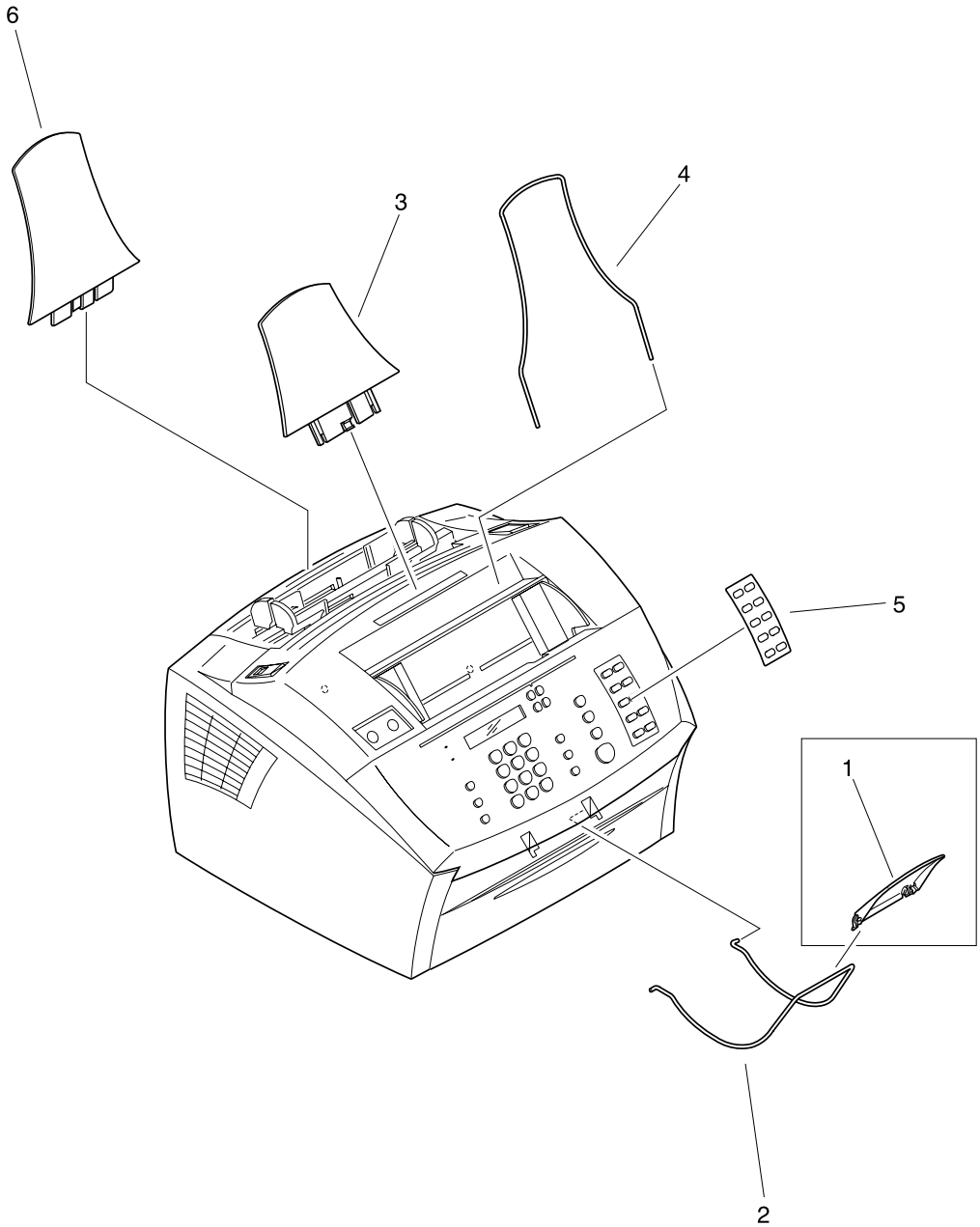


Figure 85. Trays and bins

Trays and bins

Table 27. Trays and bins

| Reference | Part number | Description |
|------------------|--------------------|------------------------------------|
| 1 | RB2-5407-000CN | Support extension, document output |
| 2 | RB2-5412-000CN | Support, document output |
| 3 | RB2-5423-000CN | Support, paper output |
| 4 | RB2-5437-000CN | Support, document feeder |
| 5 | RB2-5471-000CN | Overlay (speed-dial template) |
| 6 | RB2-5493-000CN | Support, paper input |

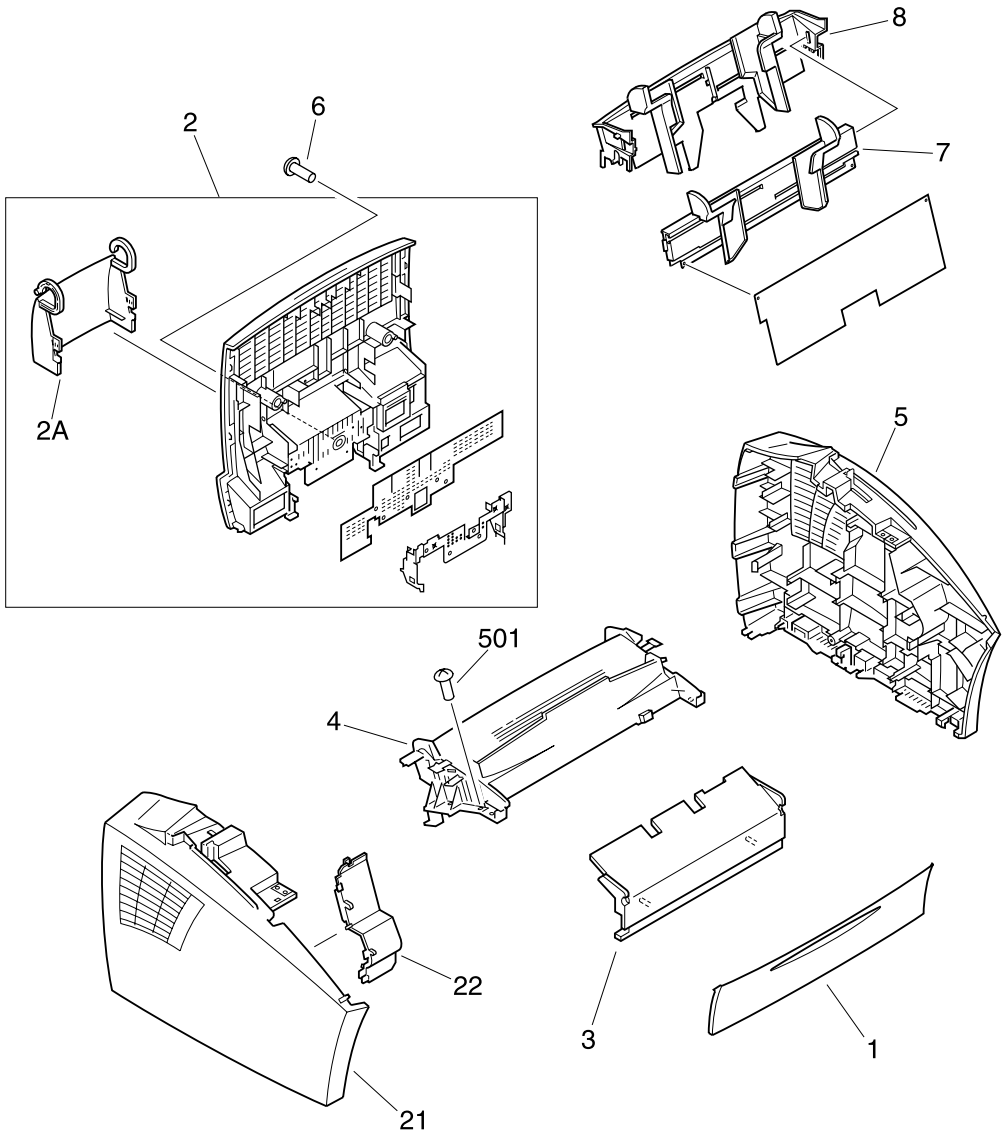


Figure 86. External covers and panels

External covers and panels

Table 28. External covers and panels

| Reference | Part number | Description |
|------------------|--------------------|-----------------------------------|
| 1 | RB2-5434-000CN | Cover, face-up |
| 2 | RF5-3232-000CN | Cover, rear |
| 2A | RB2-5485-000CN | Cover, DIMM |
| 3 | RB2-5488-000CN | Cover, front |
| 4 | RB2-5489-000CN | Cover, top |
| 5 | RB2-5490-000CN | Cover, right |
| 6 | XA9-0302-000CN | Screw, TP, M3x8 |
| 7 | RG5-4601-000CN | Single-sheet input tray assembly |
| 8 | RG5-5391-000CN | Paper input tray assembly |
| 21 | RB2-5491-000CN | Cover, left |
| 22 | RB2-5498-000CN | Cover, blanking |
| 501 | XB4-7401-209CN | Screw, tapping, truss head, M4X12 |

Document scanner assemblies

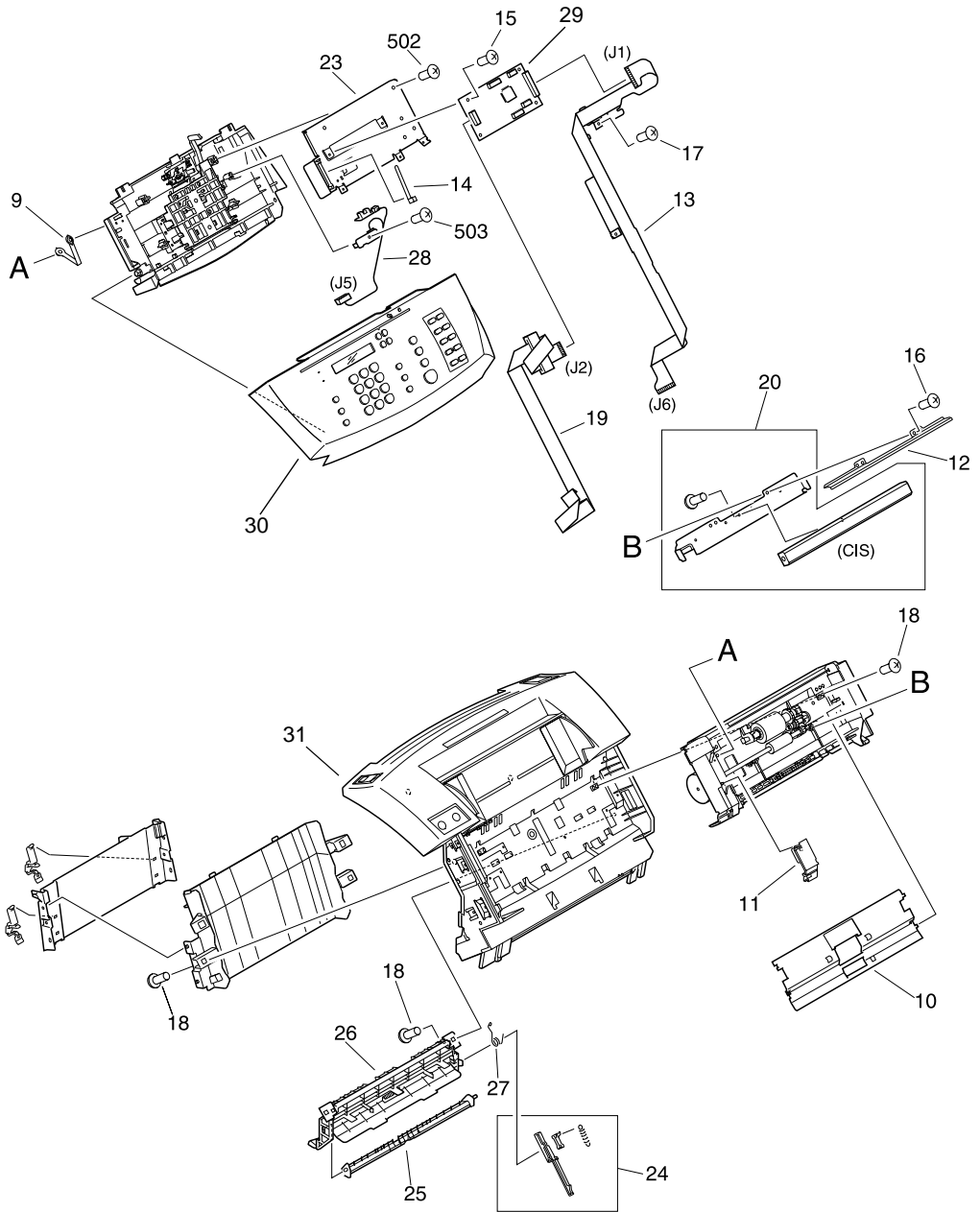


Figure 87. Document scanner assemblies

Document scanner assemblies

Table 29. Document scanner assemblies

| Reference | Part number | Description |
|-----------|----------------|------------------------------------|
| 9 | RB2-3354-000CN | Strap, plastic |
| 10 | RB2-5405-000CN | Guide, document scanner |
| 11 | RB2-5406-000CN | Cover, cable |
| 12 | RB2-5410-000CN | Cover, contact image sensor |
| 13 | RF5-3236-000CN | Cable, flat |
| 14 | WT2-0307-000CN | Cable tie |
| 15 | XA9-0267-000CN | Screw, TP, M3X6 |
| 16 | XA9-0591-000CN | Screw, M3X8 |
| 17 | XA9-0779-000CN | Screw, w/washer, M3X6 |
| 18 | XA9-0870-000CN | Screw, M4X10 |
| 19 | RG5-5405-000CN | Cable, flat |
| 20 | RG5-5410-000CN | Contact image sensor assembly |
| 23 | RB2-5388-000CN | Plate, shield |
| 24 | RG5-5412-000CN | Deflector link assembly |
| 25 | RB2-4006-000CN | Deflector |
| 26 | RB2-5421-000CN | Guide, paper delivery |
| 27 | RS6-2276-000CN | Spring, torsion |
| 28 | RG5-5464-000CN | Image scanner sensor, PCB assembly |
| 29 | C4262A | Control panel PCB |
| 30 | RG5-5406-000CN | Control panel assembly |
| 31 | RG5-5411-000CN | Printer door assembly |
| 502 | XB4-7401-007CN | Screw, tapping, pan head, M4X10 |
| 503 | XB4-7300-807CN | Screw, tapping, truss, head, M3X8 |

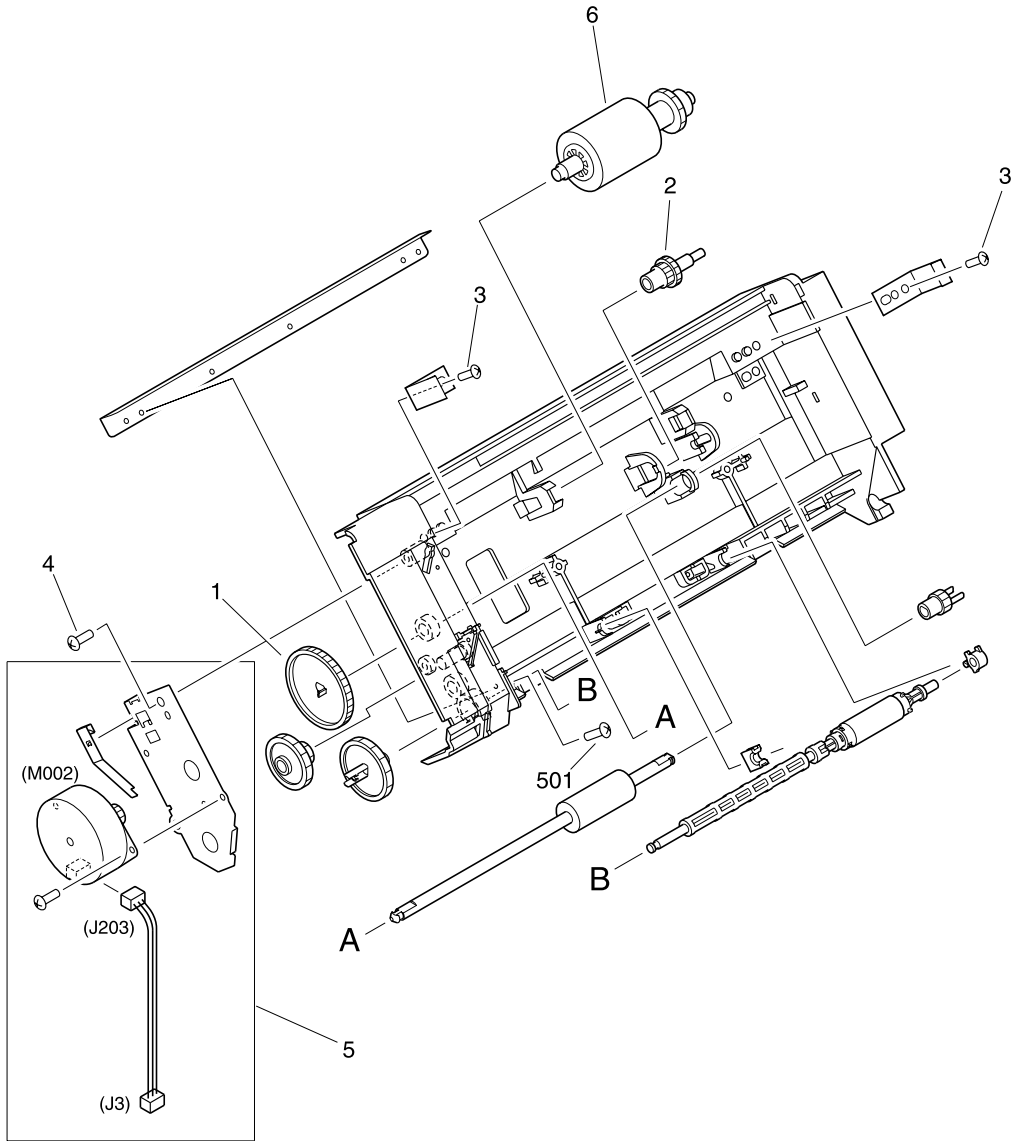


Figure 88. Document feeder

Document feeder

Table 30. Document feeder

| Reference | Part number | Description |
|------------------|--------------------|--------------------------|
| | RG5-5399-000CN | Document feeder assembly |
| 1 | HS5-0250-000CN | Gear, 82T |
| 2 | HS5-0253-000CN | Gear, 21T/28T |
| 3 | XA9-0591-000CN | Screw, M3X8 |
| 4 | XA9-0870-000CN | Screw, M4X10 |
| 5 | RG5-5400-000CN | Motor assembly |
| 6 | RG5-5401-000CN | Pickup roller assembly |
| 501 | XB2-8301-007CN | Screw, w/washer, M3X10 |

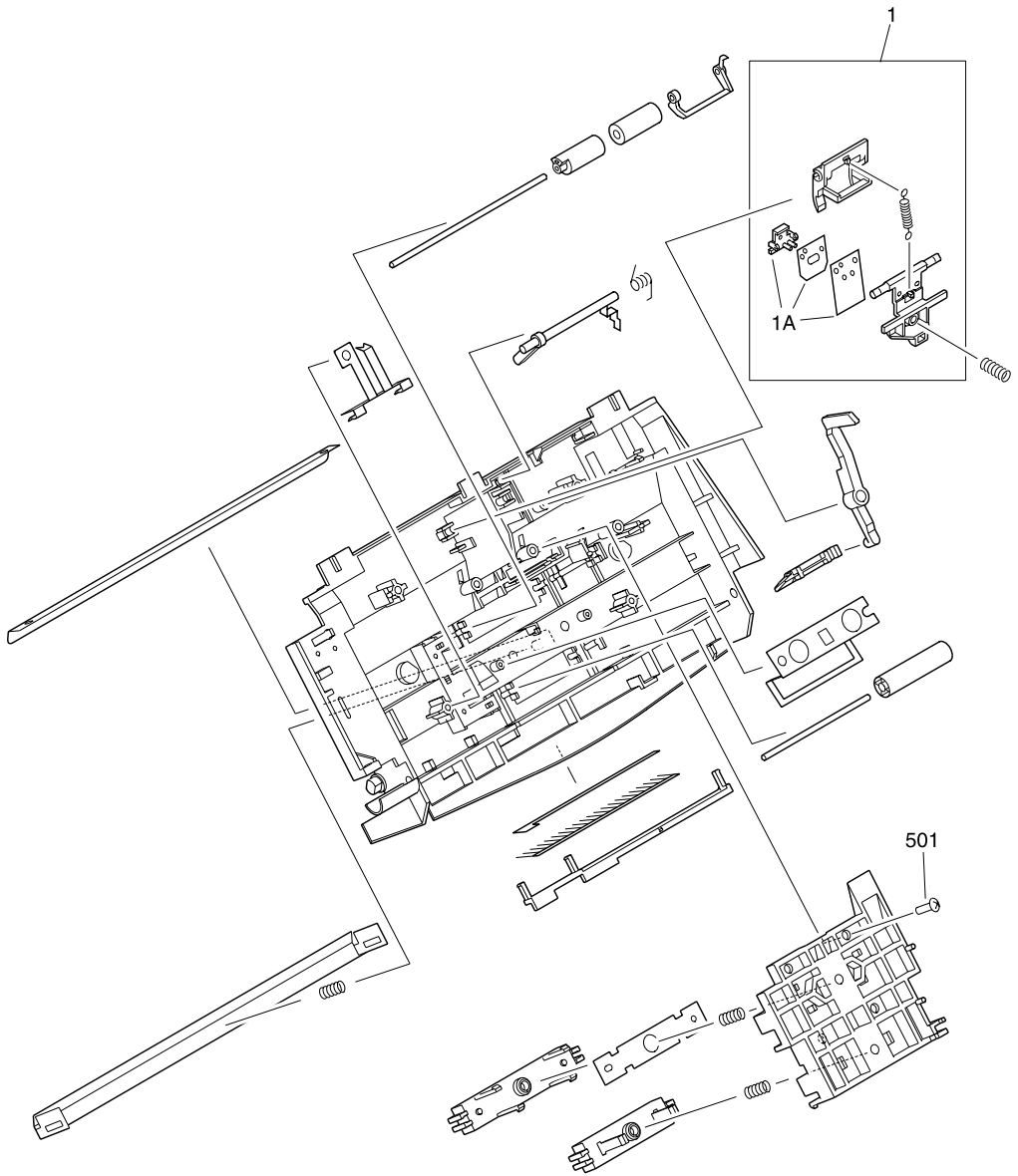


Figure 89. Upper guide assembly

Upper guide assembly

Table 31. Upper guide assembly

| Reference | Part number | Description |
|------------------|--------------------|---------------------------------|
| | RG5-5402-000CN | Upper guide assembly |
| 1 | RG5-5404-000CN | Separation assembly |
| 1A | RY7-5055-000CN | Separation pad kit |
| 501 | XB4-7401-007CN | Screw, tapping, pan head, M4X10 |

Internal assemblies

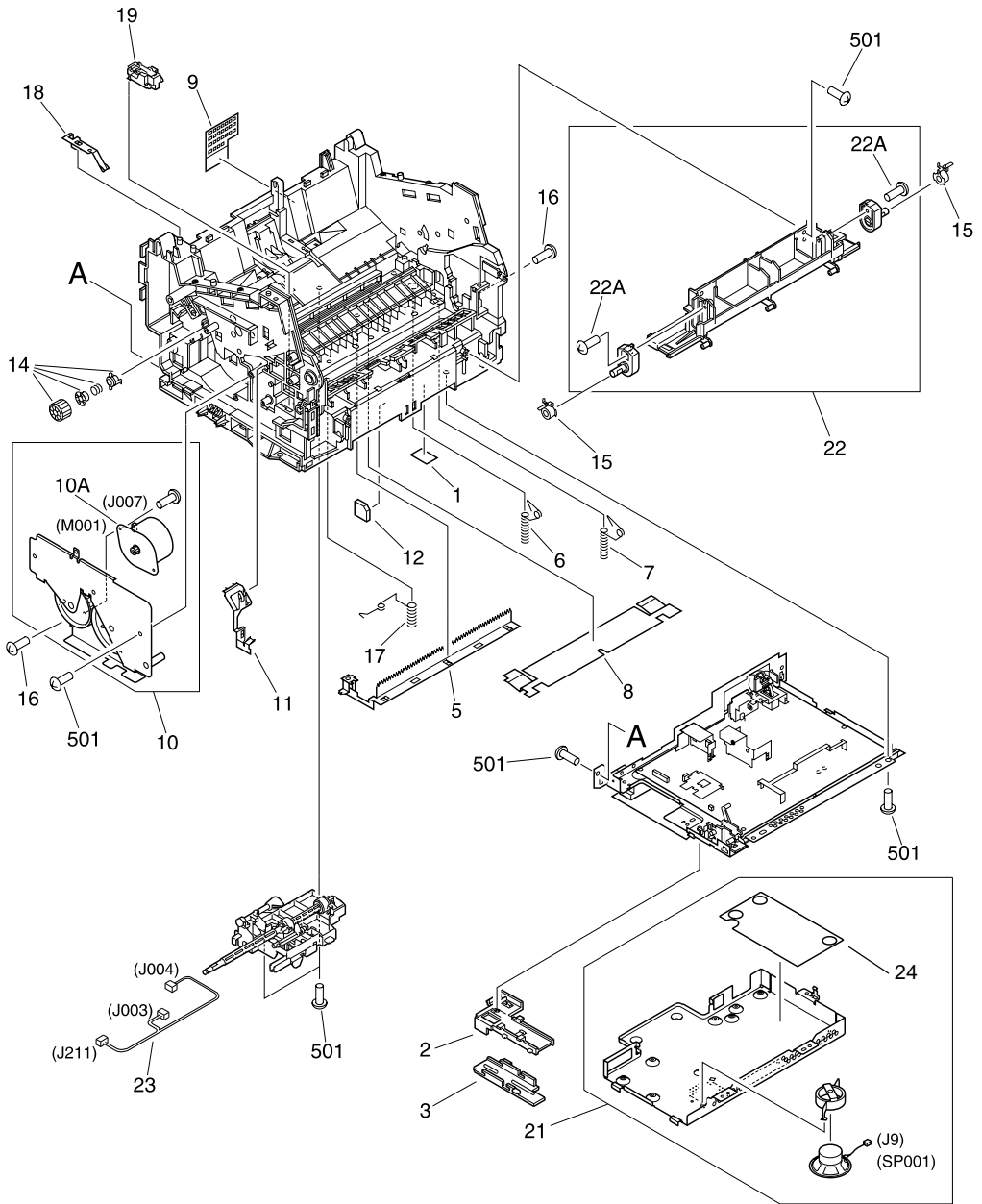


Figure 90. Internal components (1 of 4)

Internal components (1 of 4)

Table 32. Internal components (1 of 4)

| Reference | Part number | Description |
|-----------|----------------|---|
| 1 | RB2-4324-000CN | Sheet |
| 2 | RB2-4017-000CN | Cable holder |
| 3 | RB2-4030-000CN | Scanner cable cover |
| 5 | RB2-3951-000CN | Static charge eliminator |
| 6 | RB2-3952-000CN | Spring, torsion |
| 7 | RB2-3953-000CN | Spring, torsion |
| 8 | RB2-4054-000CN | Sheet, transfer |
| 9 | RB2-4055-000CN | Safety cover |
| 10 | RG5-4586-000CN | Drive assembly |
| 10A | RH7-1404-000CN | Motor, stepping |
| 11 | RB2-3959-000CN | Spring, leaf, left |
| 12 | RB2-4329-000CN | Seal, frame, 2 |
| 14 | RY7-5051-000CN | Clutch kit |
| 15 | RB2-5497-000CN | Hinge clip |
| 16 | XA9-0779-000CN | Screw, w/washer, M3X6 |
| 17 | RB2-4042-000CN | Spring, torsion |
| 18 | RB9-0538-000CN | Plate, grounding |
| 19 | RF5-2880-000CN | Holder, fixing |
| 21 | RG5-5393-000CN | Formatter case assembly |
| 22 | RG5-5392-000CN | Hinge support assembly |
| 22A | XB4-7401-007CN | Screw, tapping, pan head, M4X10 |
| 23 | RG5-4617-000CN | Sensor cable |
| 24 | C7052-60004 | Line interface unit (LIU) |
| | C4261A | Formatter (not pictured; see figure 65 on page 138) |
| 501 | XB4-7401-007CN | Screw, tapping, pan head, M4X10 |

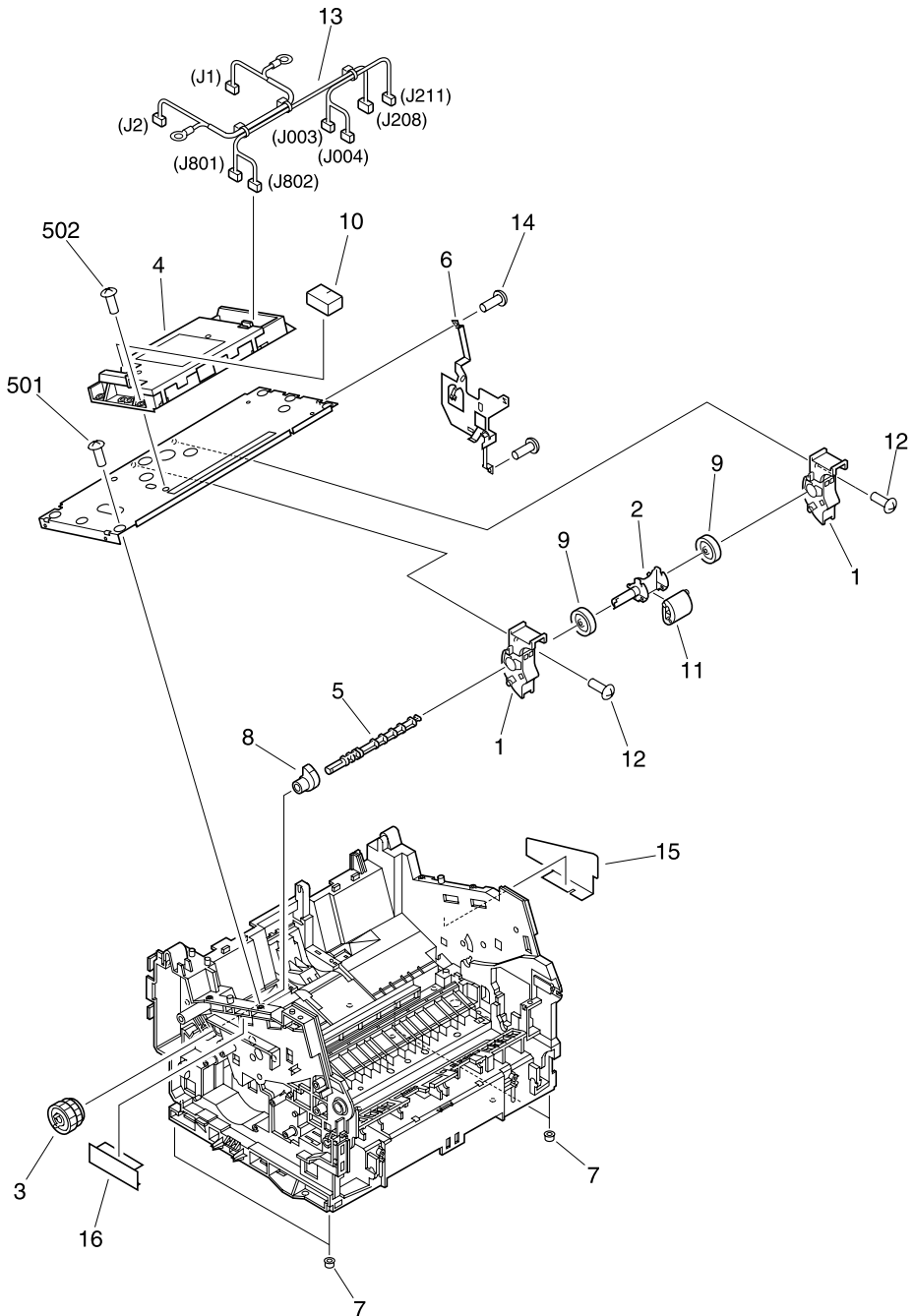


Figure 91. Internal components (2 of 4)

Internal components (2 of 4)

Table 33. Internal components (2 of 4)

| Reference | Part number | Description |
|-----------|----------------|----------------------------|
| 1 | RG5-4584-000CN | Roller holder assembly |
| 2 | RB2-3930-000CN | Shaft, pickup roller |
| 3 | RG5-4585-000CN | Gear assembly |
| 4 | RG5-5421-000CN | Laser/scanner assembly |
| 5 | RB2-3943-000CN | Shaft |
| 6 | RB2-3944-000CN | Spring, leaf |
| 7 | RB2-3945-000CN | Foot |
| 8 | RB2-3949-000CN | Cam |
| 9 | RB2-3931-000CN | Roller |
| 10 | RB2-3904-000CN | Cover, foamy |
| 11 | RB2-4026-000CN | Roller, pickup |
| 12 | XA9-0267-000CN | Screw, TP, M3X6 |
| 13 | RG5-5415-000CN | Scanner cable |
| 14 | XA9-0653-000CN | Screw, w/star washer, M3X6 |
| 15 | RB2-5501-000CN | Sheet, light-blocking |
| 16 | RB2-5500-000CN | Sheet, light-blocking |
| 501 | XB4-7401-007CN | Screw |
| 502 | XB6-7300-807CN | Screw |

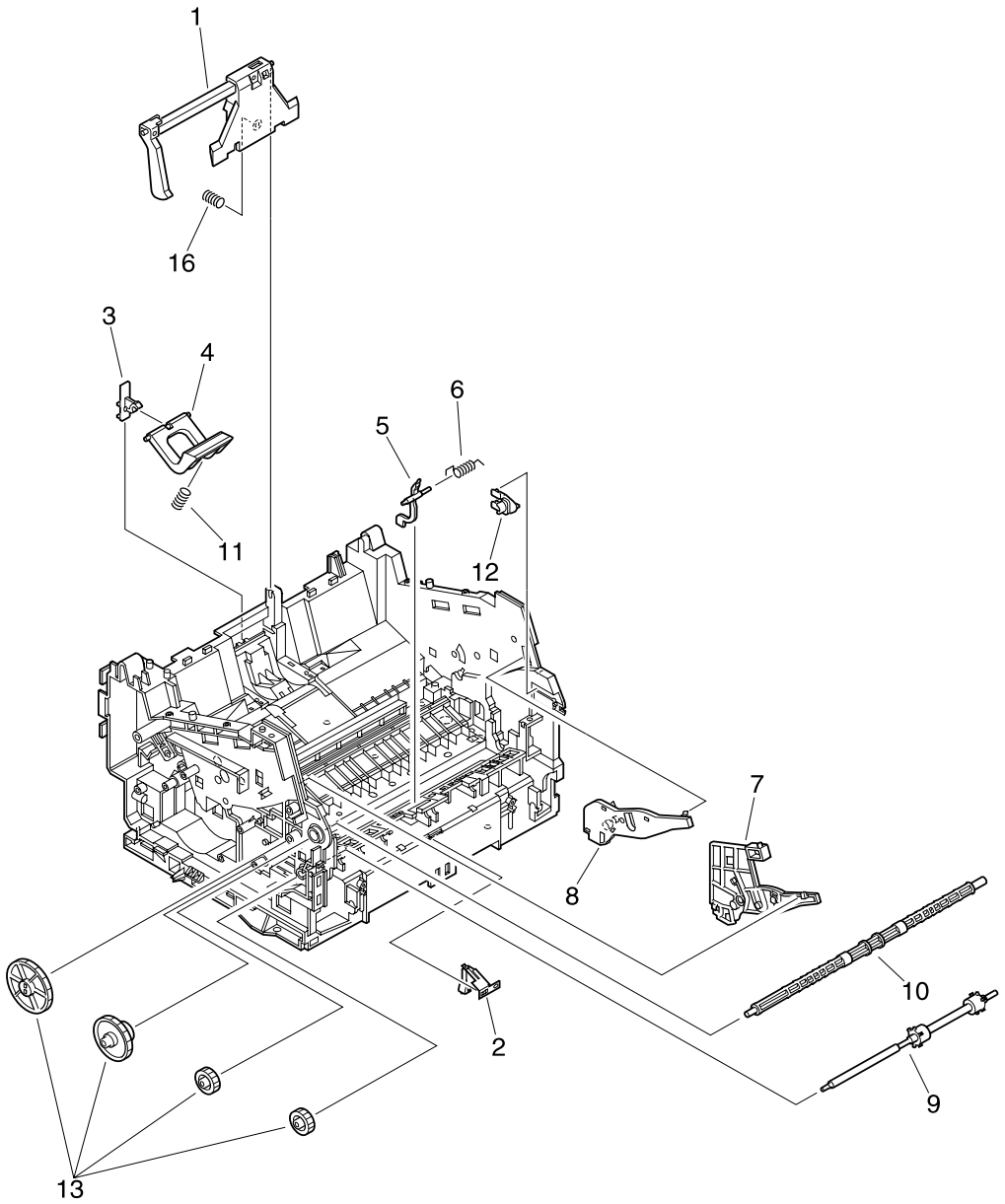


Figure 92. Internal components (3 of 4)

Internal components (3 of 4)

Table 34. Internal components (3 of 4)

| Reference | Part number | Description |
|------------------|--------------------|----------------------------|
| 1 | RG5-4582-000CN | Paper guide plate assembly |
| 2 | RB2-4219-000CN | Plate, grounding |
| 3 | RB2-3947-000CN | Holder, pad |
| 4 | RF5-2832-000CN | Arm, pad |
| 5 | RB2-3960-000CN | Flag, sensor |
| 6 | RB2-3961-000CN | Spring, torsion |
| 7 | RF5-2818-000CN | Guide, cartridge, left |
| 8 | RF5-2819-000CN | Guide, cartridge, right |
| 9 | RF5-2822-000CN | Roller, face-up |
| 10 | RF5-2830-000CN | Roller, face-down |
| 11 | RS5-2502-000CN | Spring, compression |
| 12 | RB2-4016-000CN | Stop, slide |
| 13 | RY7-5049-000CN | Gear kit |
| 16 | RS6-2122-000CN | Spring, compression |

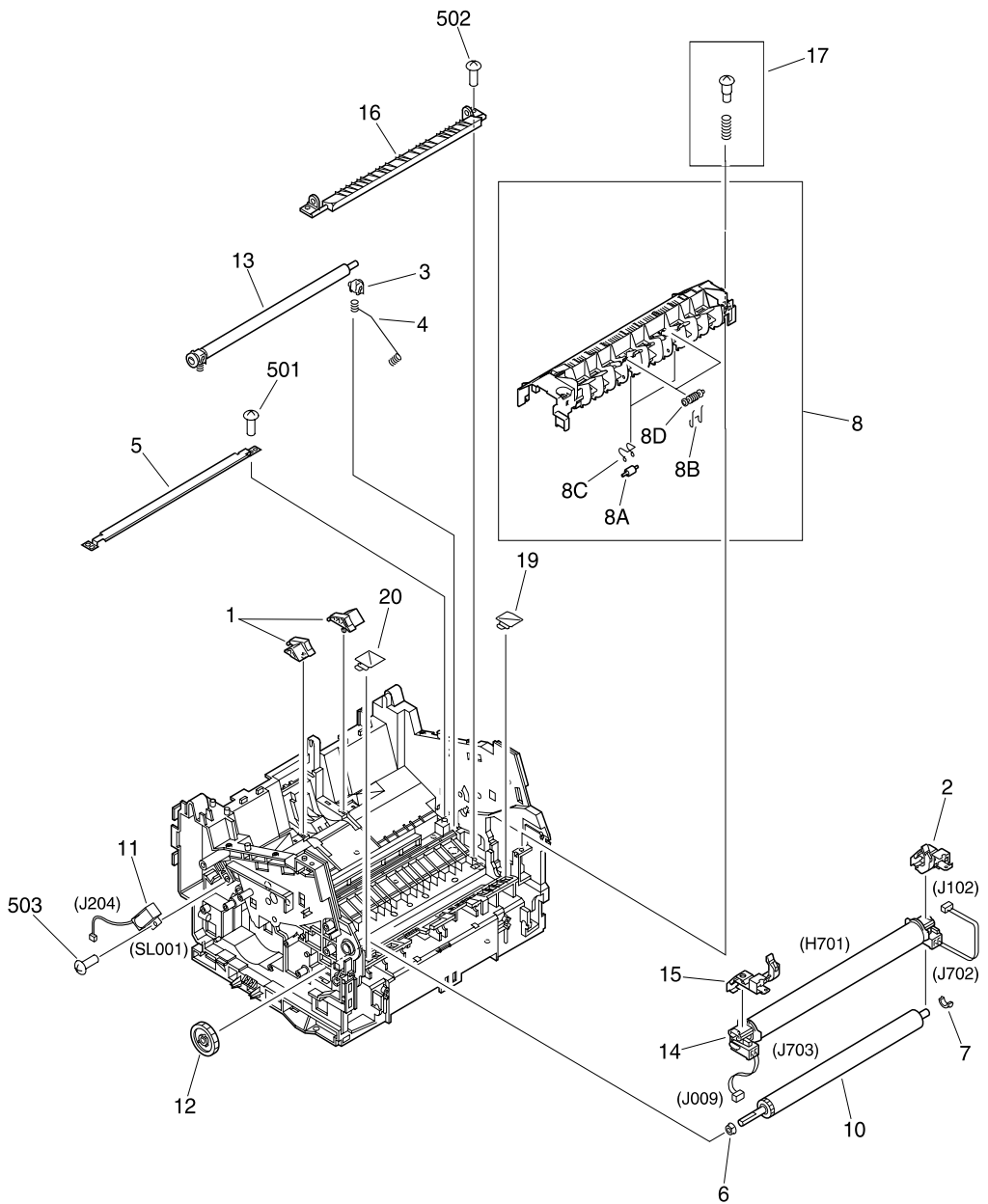


Figure 93. Internal components (4 of 4)

Internal components (4 of 4)

Table 35. Internal components (4 of 4)

| Reference | Part number | Description |
|-----------|---|--------------------------------------|
| 1 | RY7-5050-000CN | Subpad kit (includes left and right) |
| 2 | RG5-5388-000CN | Metal clip, fusing element (right) |
| 3 | RB2-3939-000CN | Bushing, right |
| 4 | RB2-3940-000CN | Spring, compression |
| 5 | RB2-3950-000CN | Guide, transfer |
| 6 | RB2-3956-000CN | Bushing, left |
| 7 | RB2-3957-000CN | Bushing, right |
| 8 | RG5-4593-000CN | Delivery assembly |
| 8A | RB2-4222-000CN | Roller, face up |
| 8B | RB1-7286-000CN | Spring, wire |
| 8C | RB1-7287-000CN | Spring, wire |
| 8D | RB2-4223-000CN | Roller, face down |
| 10 | RF5-2823-000CN | Roller, pressure |
| 11 | RH7-5227-000CN | Solenoid |
| 12 | Part of gear kit, part number RY7-5049-000CN on page 237. | |
| 13 | RG5-4657-000CN | Transfer assembly |
| 14 | RG5-4589-000CN | Fusing element (110 V) |
| 14 | RG5-4590-000CN | Fusing element (220 V) |
| 15 | RG5-5387-000CN | Metal clip, fusing element (left) |
| 16 | RB2-3958-000CN | Guide, fusing element |
| 17 | RY7-5060-000CN | Screw kit, delivery assembly |
| 19 | RB2-4432-000CN | Sub guide, right |
| 20 | RB2-4431-000CN | Sub guide, left |
| 501 | XB4-7400-805CN | Screw, tapping, truss head, M4x |
| 502 | XB4-7401-209CN | Screw, tapping, truss head, M4x12 |
| 503 | XB4-7401-007CN | Screw, tapping, pan head, M4X10 |

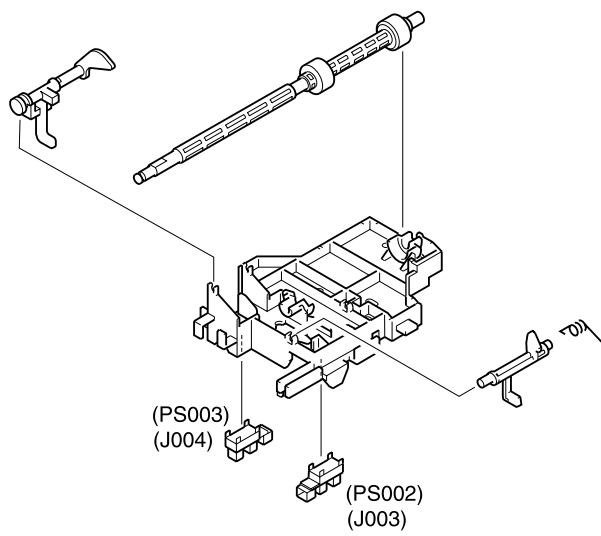


Figure 94. Feed assembly

Feed assembly

Table 36. Feed assembly

| Reference | Part number | Description |
|------------------|--------------------|--------------------|
| | RG5-4581-000CN | Feed assembly |

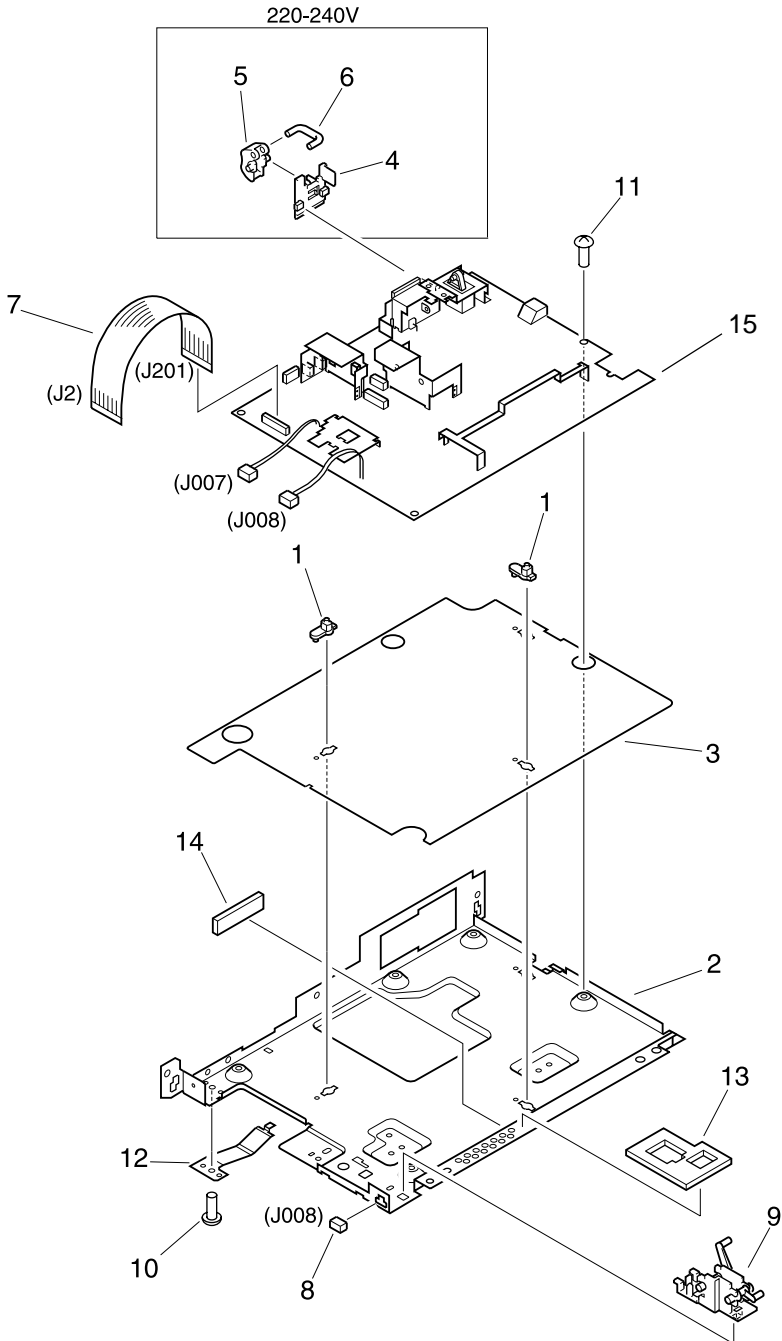


Figure 95. Electrical components

Electrical components

Table 37. Electrical components

| Reference | Part number | Description |
|------------------|--------------------|----------------------------|
| 1 | RB1-7303-000CN | Spacer |
| 2 | RB2-3984-000CN | ECU pan |
| 3 | RB2-3985-000CN | Sheet, insulating |
| 4 | RB2-3986-000CN | Holder, power switch lever |
| 5 | RB2-3987-000CN | Lever, power switch |
| 6 | RB2-3988-000CN | Rod, switch |
| 7 | RH2-5381-000CN | Cable, flat |
| 8 | VS1-5057-002CN | Connector, 2P |
| 9 | RG5-4599-000CN | Door sensor assembly |
| 10 | XA9-0653-000CN | Screw, w/star washer, M3X6 |
| 11 | XA9-0951-000CN | Screw, w/washer, M3X8 |
| 12 | RB2-4049-000CN | Plate, grounding |
| 13 | RB2-4327-000CN | Seal, sensor, 1 |
| 14 | RB2-4328-000CN | Seal, sensor, 2 |
| 15 | RG5-5395-000CN | ECU (110 v) |
| 15 | RG5-5397-000CN | ECU (220 v) |

Alphabetical parts list

Table 38. Alphabetical parts list

| Description | Part number | Ref. | Figure |
|---|--------------------|-------------|---------------|
| Arm, pad | RF5-2832-000CN | 4 | 92 |
| Bushing, left | RB2-3956-000CN | 6 | 93 |
| Bushing, right | RB2-3939-000CN | 3 | 93 |
| Bushing, right | RB2-3957-000CN | 7 | 93 |
| Cable holder | RB2-4017-000CN | 2 | 90 |
| Cable tie | WT2-0307-000CN | 14 | 87 |
| Cable, flat | RF5-3236-000CN | 13 | 87 |
| Cable, flat | RG5-5405-000CN | 19 | 87 |
| Cable, flat | RH2-5381-000CN | 7 | 95 |
| Cam | RB2-3949-000CN | 8 | 91 |
| Clutch kit | RY7-5051-000CN | 14 | 90 |
| Connector, 2P | VS1-5057-002CN | 8 | 95 |
| Contact image sensor assembly | RG5-5410-000CN | 20 | 87 |
| Control panel assembly | RG5-5406-000CN | 30 | 87 |
| Control panel PCB | C4262A | 29 | 87 |
| Cover, blanking | RB2-5498-000CN | 22 | 86 |
| Cover, cable | RB2-5406-000CN | 11 | 87 |
| Cover, contact image sensor | RB2-5410-000CN | 12 | 87 |
| Cover, DIMM | RB2-5485-000CN | 2A | 86 |
| Cover, face-up | RB2-5434-000CN | 1 | 86 |
| Cover, foamy | RB2-3904-000CN | 10 | 91 |
| Cover, front | RB2-5488-000CN | 3 | 86 |
| Cover, left | RB2-5491-000CN | 21 | 86 |
| Cover, rear | RF5-3232-000CN | 2 | 86 |
| Cover, right | RB2-5490-000CN | 5 | 86 |
| Cover, top | RB2-5489-000CN | 4 | 86 |
| Deflector | RB2-4006-000CN | 25 | 87 |
| Deflector link assembly | RG5-5412-000CN | 24 | 87 |
| Delivery assembly | RG5-4593-000CN | 8 | 93 |
| DIMM-12MB SFlash/base—rev. C | C7867AD | | |
| DIMM-12MB SFlash/E ("M" version)—rev. C | C7867AF | | |
| DIMM-12MB SFlash/SE—rev. C | C7867AE | | |

Table 38. Alphabetical parts list (continued)

| Description | Part number | Ref. | Figure |
|--|--------------------|-------------|---------------|
| Document feeder assembly | RG5-5399-000CN | | 88 |
| Door sensor assembly | RG5-4599-000CN | 9 | 95 |
| Drive assembly | RG5-4586-000CN | 10 | 90 |
| ECU (110 v) | RG5-5395-000CN | 15 | 95 |
| ECU pan | RB2-3984-000CN | 2 | 95 |
| Feed assembly | RG5-4581-000CN | | 94 |
| Flag, sensor | RB2-3960-000CN | 5 | 92 |
| Foot | RB2-3945-000CN | 7 | 91 |
| Formatter case assembly | RG5-5393-000CN | 21 | 90 |
| Formatter, HP LaserJet 3200 product | C4261-60001 | | 90 |
| Formatter, HP LaserJet 3200M product | C4261-60009 | | 90 |
| Fusing element (110 V) | RG5-4589-000CN | 14 | 93 |
| Fusing element (220 V) | RG5-4590-000CN | 14 | 93 |
| Gear | (see gear kit) | 12 | 93 |
| Gear assembly | RG5-4585-000CN | 3 | 91 |
| Gear kit | RY7-5049-000CN | 13 | 92 |
| Gear, 21T/28T | HS5-0253-000CN | 2 | 88 |
| Gear, 82T | HS5-0250-000CN | 1 | 88 |
| Guide, cartridge, left | RF5-2818-000CN | 7 | 92 |
| Guide, cartridge, right | RF5-2819-000CN | 8 | 92 |
| Guide, document scanner | RB2-5405-000CN | 10 | 87 |
| Guide, fusing element | RB2-3958-000CN | 16 | 93 |
| Guide, paper delivery | RB2-5421-000CN | 26 | 87 |
| Guide, transfer | RB2-3950-000CN | 5 | 93 |
| Hinge clip | RB2-5497-000CN | 15 | 90 |
| Hinge support assembly | RG5-5392-000CN | 22 | 90 |
| Holder, fixing | RF5-2880-000CN | 19 | 90 |
| Holder, pad | RB2-3947-000CN | 3 | 92 |
| Holder, power switch lever | RB2-3986-000CN | 4 | 95 |
| Image scanner sensor, PCB assembly | RG5-5464-000CN | 28 | 87 |
| Laser/scanner assembly | RG5-5421-000CN | 4 | 91 |
| Lever, power switch | RB2-3987-000CN | 5 | 95 |
| Line interface unit (LIU), Europe | C7052-60005 | 24 | 90 |
| Line interface unit (LIU), North America | C7052-60004 | 24 | 90 |
| Line interface unit (LIU), rare | C7052-60006 | 24 | 90 |

Table 38. Alphabetical parts list (continued)

| Description | Part number | Ref. | Figure |
|------------------------------------|--------------------|-------------|---------------|
| Metal clip, fusing element (left) | RG5-5387-000CN | 15 | 93 |
| Metal clip, fusing element (right) | RG5-5388-000CN | 2 | 93 |
| Motor assembly | RG5-5400-000CN | 5 | 88 |
| Motor, stepping | RH7-1404-000CN | 10A | 90 |
| Overlay (speed-dial template) | RB2-5471-000CN | 5 | 85 |
| Paper guide plate assembly | RG5-4582-000CN | 1 | 92 |
| Paper input tray assembly | RG5-5391-000CN | 8 | 86 |
| Pickup roller assembly | RG5-5401-000CN | 6 | 88 |
| Plate, grounding | RB2-4049-000CN | 12 | 95 |
| Plate, grounding | RB2-4219-000CN | 2 | 92 |
| Plate, grounding | RB9-0538-000CN | 18 | 90 |
| Plate, shield | RB2-5388-000CN | 23 | 87 |
| Printer door assembly | RG5-5411-000CN | 31 | 87 |
| Rod, switch | RB2-3988-000CN | 6 | 95 |
| Roller | RB2-3931-000CN | 9 | 91 |
| Roller holder assembly | RG5-4584-000CN | 1 | 91 |
| Roller, face down | RB2-4223-000CN | 8D | 93 |
| Roller, face up | RB2-4222-000CN | 8A | 93 |
| Roller, face-down | RF5-2830-000CN | 10 | 92 |
| Roller, face-up | RF5-2822-000CN | 9 | 92 |
| Roller, pickup | RB2-4026-000CN | 11 | 91 |
| Roller, pressure | RF5-2823-000CN | 10 | 93 |
| Safety cover | RB2-4055-000CN | 9 | 90 |
| Scanner cable | RG5-5415-000CN | 13 | 91 |
| Scanner cable cover | RB2-4030-000CN | 3 | 90 |
| Screw | XB4-7401-007CN | 501 | 91 |
| Screw | XB6-7300-807CN | 502 | 91 |
| Screw kit, delivery assembly | RY7-5060-000CN | 17 | 93 |
| Screw, M3X8 | XA9-0591-000CN | 16 | 87 |
| Screw, M3X8 | XA9-0591-000CN | 3 | 88 |
| Screw, M4X10 | XA9-0870-000CN | 18 | 87 |
| Screw, M4X10 | XA9-0870-000CN | 4 | 88 |
| Screw, tapping, pan head, M4X10 | XB4-7401-007CN | 502 | 87 |
| Screw, tapping, pan head, M4X10 | XB4-7401-007CN | 501 | 89 |
| Screw, tapping, pan head, M4X10 | XB4-7401-007CN | 501 | 90 |

Table 38. Alphabetical parts list (continued)

| Description | Part number | Ref. | Figure |
|---------------------------------------|--------------------|-------------|---------------|
| Screw, tapping, pan head, M4X10 | XB4-7401-007CN | 22A | 90 |
| Screw, tapping, pan head, M4X10 | XB4-7401-007CN | 503 | 93 |
| Screw, tapping, truss head, M4x | XB4-7400-805CN | 501 | 93 |
| Screw, tapping, truss head, M4x12 | XB4-7401-209CN | 502 | 93 |
| Screw, tapping, truss head, M4X12 | XB4-7401-209CN | 501 | 86 |
| Screw, tapping, truss, head, M3X8 | XB4-7300-807CN | 503 | 87 |
| Screw, TP, M3X6 | XA9-0267-000CN | 15 | 87 |
| Screw, TP, M3X6 | XA9-0267-000CN | 12 | 91 |
| Screw, TP, M3x8 | XA9-0302-000CN | 6 | 86 |
| Screw, w/star washer, M3X6 | XA9-0653-000CN | 14 | 91 |
| Screw, w/star washer, M3X6 | XA9-0653-000CN | 10 | 95 |
| Screw, w/washer, M3X10 | XB2-8301-007CN | 501 | 88 |
| Screw, w/washer, M3X6 | XA9-0779-000CN | 17 | 87 |
| Screw, w/washer, M3X6 | XA9-0779-000CN | 16 | 90 |
| Screw, w/washer, M3X8 | XA9-0951-000CN | 11 | 95 |
| Seal, frame, 2 | RB2-4329-000CN | 12 | 90 |
| Seal, sensor, 1 | RB2-4327-000CN | 13 | 95 |
| Seal, sensor, 2 | RB2-4328-000CN | 14 | 95 |
| Sensor cable | RG5-4617-000CN | 23 | 90 |
| Separation assembly | RG5-5404-000CN | 1 | 89 |
| Separation pad kit (document scanner) | RY7-5055-000CN | 1A | 89 |
| Shaft | RB2-3943-000CN | 5 | 91 |
| Shaft, pickup roller | RB2-3930-000CN | 2 | 91 |
| Sheet | RB2-4324-000CN | 1 | 90 |
| Sheet, insulating | RB2-3985-000CN | 3 | 95 |
| Sheet, light-blocking | RB2-5500-000CN | 16 | 91 |
| Sheet, light-blocking | RB2-5501-000CN | 15 | 91 |
| Sheet, transfer | RB2-4054-000CN | 8 | 90 |
| Single-sheet input tray assembly | RG5-4601-000CN | 7 | 86 |
| Solenoid | RH7-5227-000CN | 11 | 93 |
| Spacer | RB1-7303-000CN | 1 | 95 |
| Spring, compression | RB2-3940-000CN | 4 | 93 |
| Spring, compression | RS5-2502-000CN | 11 | 92 |
| Spring, compression | RS6-2122-000CN | 16 | 92 |
| Spring, leaf | RB2-3944-000CN | 6 | 91 |

Table 38. Alphabetical parts list (continued)

| Description | Part number | Ref. | Figure |
|--------------------------------------|--------------------|-------------|---------------|
| Spring, leaf, left | RB2-3959-000CN | 11 | 90 |
| Spring, torsion | RB2-3952-000CN | 6 | 90 |
| Spring, torsion | RB2-3953-000CN | 7 | 90 |
| Spring, torsion | RB2-3961-000CN | 6 | 92 |
| Spring, torsion | RB2-4042-000CN | 17 | 90 |
| Spring, torsion | RS6-2276-000CN | 27 | 87 |
| Spring, wire | RB1-7286-000CN | 8B | 93 |
| Spring, wire | RB1-7287-000CN | 8C | 93 |
| Static charge eliminator | RB2-3951-000CN | 5 | 90 |
| Stop, slide | RB2-4016-000CN | 12 | 92 |
| Strap, plastic | RB2-3354-000CN | 9 | 87 |
| Sub guide, left | RB2-4431-000CN | 20 | 93 |
| Sub guide, right | RB2-4432-000CN | 19 | 93 |
| Subpad kit (includes left and right) | RY7-5050-000CN | 1 | 93 |
| Support extension, document output | RB2-5407-000CN | 1 | 85 |
| Support, document feeder | RB2-5437-000CN | 4 | 85 |
| Support, document output | RB2-5412-000CN | 2 | 85 |
| Support, paper input | RB2-5493-000CN | 6 | 85 |
| Support, paper output | RB2-5423-000CN | 3 | 85 |
| Transfer assembly | RG5-4657-000CN | 13 | 93 |
| Upper guide assembly | RG5-5402-000CN | | 89 |

Numerical parts list

Table 39. Numerical parts list

| Part number | Description | Ref. | Figure |
|----------------|--|------|--------|
| C4261-60001 | Formatter, HP LaserJet 3200 product | | 90 |
| C4261-60009 | Formatter, HP LaserJet 3200M product | | 90 |
| C4262A | Control panel PCB | 29 | 87 |
| C7052-60004 | Line interface unit (LIU), North America | 24 | 90 |
| C7052-60005 | Line interface unit (LIU), Europe | 24 | 90 |
| C7052-60006 | Line interface unit (LIU), rare | 24 | 90 |
| C7867AD | DIMM-12MB SFlash/base—rev. C | | |
| C7867AE | DIMM-12MB SFlash/SE—rev. C | | |
| C7867AF | DIMM-12MB SFlash/E ("M" version)—rev. C | | |
| HS5-0250-000CN | Gear, 82T | 1 | 88 |
| HS5-0253-000CN | Gear, 21T/28T | 2 | 88 |
| RB1-7286-000CN | Spring, wire | 8B | 93 |
| RB1-7287-000CN | Spring, wire | 8C | 93 |
| RB1-7303-000CN | Spacer | 1 | 95 |
| RB2-3354-000CN | Strap, plastic | 9 | 87 |
| RB2-3904-000CN | Cover, foamy | 10 | 91 |
| RB2-3930-000CN | Shaft, pickup roller | 2 | 91 |
| RB2-3931-000CN | Roller | 9 | 91 |
| RB2-3939-000CN | Bushing, right | 3 | 93 |
| RB2-3940-000CN | Spring, compression | 4 | 93 |
| RB2-3943-000CN | Shaft | 5 | 91 |
| RB2-3944-000CN | Spring, leaf | 6 | 91 |
| RB2-3945-000CN | Foot | 7 | 91 |
| RB2-3947-000CN | Holder, pad | 3 | 92 |
| RB2-3949-000CN | Cam | 8 | 91 |
| RB2-3950-000CN | Guide, transfer | 5 | 93 |
| RB2-3951-000CN | Static charge eliminator | 5 | 90 |
| RB2-3952-000CN | Spring, torsion | 6 | 90 |
| RB2-3953-000CN | Spring, torsion | 7 | 90 |
| RB2-3956-000CN | Bushing, left | 6 | 93 |
| RB2-3957-000CN | Bushing, right | 7 | 93 |
| RB2-3958-000CN | Guide, fusing element | 16 | 93 |

Table 39. Numerical parts list (continued)

| Part number | Description | Ref. | Figure |
|--------------------|------------------------------------|-------------|---------------|
| RB2-3959-000CN | Spring, leaf, left | 11 | 90 |
| RB2-3960-000CN | Flag, sensor | 5 | 92 |
| RB2-3961-000CN | Spring, torsion | 6 | 92 |
| RB2-3984-000CN | ECU pan | 2 | 95 |
| RB2-3985-000CN | Sheet, insulating | 3 | 95 |
| RB2-3986-000CN | Holder, power switch lever | 4 | 95 |
| RB2-3987-000CN | Lever, power switch | 5 | 95 |
| RB2-3988-000CN | Rod, switch | 6 | 95 |
| RB2-4006-000CN | Deflector | 25 | 87 |
| RB2-4016-000CN | Stop, slide | 12 | 92 |
| RB2-4017-000CN | Cable holder | 2 | 90 |
| RB2-4026-000CN | Roller, pickup | 11 | 91 |
| RB2-4030-000CN | Scanner cable cover | 3 | 90 |
| RB2-4042-000CN | Spring, torsion | 17 | 90 |
| RB2-4049-000CN | Plate, grounding | 12 | 95 |
| RB2-4054-000CN | Sheet, transfer | 8 | 90 |
| RB2-4055-000CN | Safety cover | 9 | 90 |
| RB2-4219-000CN | Plate, grounding | 2 | 92 |
| RB2-4222-000CN | Roller, face up | 8A | 93 |
| RB2-4223-000CN | Roller, face down | 8D | 93 |
| RB2-4324-000CN | Sheet | 1 | 90 |
| RB2-4327-000CN | Seal, sensor, 1 | 13 | 95 |
| RB2-4328-000CN | Seal, sensor, 2 | 14 | 95 |
| RB2-4329-000CN | Seal, frame, 2 | 12 | 90 |
| RB2-4431-000CN | Sub guide, left | 20 | 93 |
| RB2-4432-000CN | Sub guide, right | 19 | 93 |
| RB2-5388-000CN | Plate, shield | 23 | 87 |
| RB2-5405-000CN | Guide, document scanner | 10 | 87 |
| RB2-5406-000CN | Cover, cable | 11 | 87 |
| RB2-5407-000CN | Support extension, document output | 1 | 85 |
| RB2-5410-000CN | Cover, contact image sensor | 12 | 87 |
| RB2-5412-000CN | Support, document output | 2 | 85 |
| RB2-5421-000CN | Guide, paper delivery | 26 | 87 |
| RB2-5423-000CN | Support, paper output | 3 | 85 |
| RB2-5434-000CN | Cover, face-up | 1 | 86 |

Table 39. Numerical parts list (continued)

| Part number | Description | Ref. | Figure |
|--------------------|-----------------------------------|-------------|---------------|
| RB2-5437-000CN | Support, document feeder | 4 | 85 |
| RB2-5471-000CN | Overlay (speed-dial template) | 5 | 85 |
| RB2-5485-000CN | Cover, DIMM | 2A | 86 |
| RB2-5488-000CN | Cover, front | 3 | 86 |
| RB2-5489-000CN | Cover, top | 4 | 86 |
| RB2-5490-000CN | Cover, right | 5 | 86 |
| RB2-5491-000CN | Cover, left | 21 | 86 |
| RB2-5493-000CN | Support, paper input | 6 | 85 |
| RB2-5497-000CN | Hinge clip | 15 | 90 |
| RB2-5498-000CN | Cover, blanking | 22 | 86 |
| RB2-5500-000CN | Sheet, light-blocking | 16 | 91 |
| RB2-5501-000CN | Sheet, light-blocking | 15 | 91 |
| RB9-0538-000CN | Plate, grounding | 18 | 90 |
| RF5-2818-000CN | Guide, cartridge, left | 7 | 92 |
| RF5-2819-000CN | Guide, cartridge, right | 8 | 92 |
| RF5-2822-000CN | Roller, face-up | 9 | 92 |
| RF5-2823-000CN | Roller, pressure | 10 | 93 |
| RF5-2830-000CN | Roller, face-down | 10 | 92 |
| RF5-2832-000CN | Arm, pad | 4 | 92 |
| RF5-2880-000CN | Holder, fixing | 19 | 90 |
| RF5-3232-000CN | Cover, rear | 2 | 86 |
| RF5-3236-000CN | Cable, flat | 13 | 87 |
| RG5-4581-000CN | Feed assembly | | 94 |
| RG5-4582-000CN | Paper guide plate assembly | 1 | 92 |
| RG5-4584-000CN | Roller holder assembly | 1 | 91 |
| RG5-4585-000CN | Gear assembly | 3 | 91 |
| RG5-4586-000CN | Drive assembly | 10 | 90 |
| RG5-4589-000CN | Fusing element (110 V) | 14 | 93 |
| RG5-4590-000CN | Fusing element (220 V) | 14 | 93 |
| RG5-4593-000CN | Delivery assembly | 8 | 93 |
| RG5-4599-000CN | Door sensor assembly | 9 | 95 |
| RG5-4601-000CN | Single-sheet input tray assembly | 7 | 86 |
| RG5-4617-000CN | Sensor cable | 23 | 90 |
| RG5-4657-000CN | Transfer assembly | 13 | 93 |
| RG5-5387-000CN | Metal clip, fusing element (left) | 15 | 93 |

Table 39. Numerical parts list (continued)

| Part number | Description | Ref. | Figure |
|--------------------|---------------------------------------|-------------|---------------|
| RG5-5388-000CN | Metal clip, fusing element (right) | 2 | 93 |
| RG5-5391-000CN | Paper input tray assembly | 8 | 86 |
| RG5-5392-000CN | Hinge support assembly | 22 | 90 |
| RG5-5393-000CN | Formatter case assembly | 21 | 90 |
| RG5-5395-000CN | ECU (110 v) | 15 | 95 |
| RG5-5399-000CN | Document feeder assembly | | 88 |
| RG5-5400-000CN | Motor assembly | 5 | 88 |
| RG5-5401-000CN | Pickup roller assembly | 6 | 88 |
| RG5-5402-000CN | Upper guide assembly | | 89 |
| RG5-5404-000CN | Separation assembly | 1 | 89 |
| RG5-5405-000CN | Cable, flat | 19 | 87 |
| RG5-5406-000CN | Control panel assembly | 30 | 87 |
| RG5-5410-000CN | Contact image sensor assembly | 20 | 87 |
| RG5-5411-000CN | Printer door assembly | 31 | 87 |
| RG5-5412-000CN | Deflector link assembly | 24 | 87 |
| RG5-5415-000CN | Scanner cable | 13 | 91 |
| RG5-5421-000CN | Laser/scanner assembly | 4 | 91 |
| RG5-5464-000CN | Image scanner sensor, PCB assembly | 28 | 87 |
| RH2-5381-000CN | Cable, flat | 7 | 95 |
| RH7-1404-000CN | Motor, stepping | 10A | 90 |
| RH7-5227-000CN | Solenoid | 11 | 93 |
| RS5-2502-000CN | Spring, compression | 11 | 92 |
| RS6-2122-000CN | Spring, compression | 16 | 92 |
| RS6-2276-000CN | Spring, torsion | 27 | 87 |
| RY7-5049-000CN | Gear kit | 13 | 92 |
| RY7-5050-000CN | Subpad kit (includes left and right) | 1 | 93 |
| RY7-5051-000CN | Clutch kit | 14 | 90 |
| RY7-5055-000CN | Separation pad kit (document scanner) | 1A | 89 |
| RY7-5060-000CN | Screw kit, delivery assembly | 17 | 93 |
| VS1-5057-002CN | Connector, 2P | 8 | 95 |
| WT2-0307-000CN | Cable tie | 14 | 87 |
| XA9-0267-000CN | Screw, TP, M3X6 | 15 | 87 |
| XA9-0267-000CN | Screw, TP, M3X6 | 12 | 91 |
| XA9-0302-000CN | Screw, TP, M3x8 | 6 | 86 |
| XA9-0591-000CN | Screw, M3X8 | 16 | 87 |

Table 39. Numerical parts list (continued)

| Part number | Description | Ref. | Figure |
|--------------------|-----------------------------------|-------------|---------------|
| XA9-0591-000CN | Screw, M3X8 | 3 | 88 |
| XA9-0653-000CN | Screw, w/star washer, M3X6 | 14 | 91 |
| XA9-0653-000CN | Screw, w/star washer, M3X6 | 10 | 95 |
| XA9-0779-000CN | Screw, w/washer, M3X6 | 17 | 87 |
| XA9-0779-000CN | Screw, w/washer, M3X6 | 16 | 90 |
| XA9-0870-000CN | Screw, M4X10 | 4 | 88 |
| XA9-0870-000CN | Screw, M4X10 | 18 | 87 |
| XA9-0951-000CN | Screw, w/washer, M3X8 | 11 | 95 |
| XB2-8301-007CN | Screw, w/washer, M3X10 | 501 | 88 |
| XB4-7300-807CN | Screw, tapping, truss, head, M3X8 | 503 | 87 |
| XB4-7400-805CN | Screw, tapping, truss head, M4x | 501 | 93 |
| XB4-7401-007CN | Screw | 501 | 91 |
| XB4-7401-007CN | Screw, tapping, pan head, M4X10 | 502 | 87 |
| XB4-7401-007CN | Screw, tapping, pan head, M4X10 | 501 | 89 |
| XB4-7401-007CN | Screw, tapping, pan head, M4X10 | 501 | 90 |
| XB4-7401-007CN | Screw, tapping, pan head, M4X10 | 22A | 90 |
| XB4-7401-007CN | Screw, tapping, pan head, M4X10 | 503 | 93 |
| XB4-7401-209CN | Screw, tapping, truss head, M4x12 | 502 | 93 |
| XB4-7401-209CN | Screw, tapping, truss head, M4X12 | 501 | 86 |
| XB6-7300-807CN | Screw | 502 | 91 |

Index

A

- abbreviations, fax 203
- AC power distribution 72
- accessories, ordering 218
- acoustical emissions 18
- adding paper 48
- ADF (automatic document feeder) capacity 14
- adjusting
 - fax data store parameters 173
- alcohol, cleaning with 57, 58
- alignment, troubleshooting 161
- alphabetical part number list 244
- ammonia, avoiding 53
- appropriate responses, fax 202
- arrays, optical system 63
- arrow keys 31
- automatic document feeder (ADF) capacity 14

B

- back arrow key 31
- back cover, removing 90
- Back space key 31
- background scatter, troubleshooting 159
- beam detect (BD) signal 75
- beam, laser 75
- bias 75
- bidirectional communications 66, 67
- billing log 187
- bins. *See* output bin; input trays
- black dots, troubleshooting 157
- black pages, troubleshooting 159
- blade, cleaning 76
- blank pages, troubleshooting 160
- block fax list 187
- boards
 - ECU 140
 - scanner 112
- breaking paper 163
- business cards, loading 47
- buttons, control panel 31
- buying. *See* ordering

C

- cables
 - part numbers 218
 - power, identifying 22
- calibrating scanner 59, 208

- capacity
 - ADF (automatic document feeder) 14
 - circuit 17
 - input trays 14
 - memory slots 15
 - output trays 14
- carrier sheets 46
- cartridges. *See* toner cartridges
- central processing unit. *See* CPU
- characters, troubleshooting 159, 160
- charge eliminator 75
- charging, image formation 75
- checks
 - drum rotation 167
 - engine 165
 - half self-test functional 166
 - heating element 168
 - high-voltage power supply 169
 - paper path 171
 - toner cartridge connection points 169
- circuit capacity 17
- cleaning
 - alcohol 57, 58
 - image formation processes 76
 - precautions 53
 - print path 54
 - scanner path 57
 - toner 55
- Clear key 32
- clips, fusing element 120
- clothing, washing toner off 55
- commands, PjL 183
- complex pages, detecting 67
- compliance information 25
- conditioning stage 75
- configuration report, printing 186
- conformity, declaration of 25
- connection points, testing 169
- connectors, identifying 22
- consumables
 - life expectancies 52
 - ordering 217
- contact glass 63
- contact image sensor (CIS)
 - operations 63
 - removing 103
- continuous self-test 172

- contrast
 - key 32
 - troubleshooting 156
 - control panel
 - error messages 35
 - keys 31
 - lights 31
 - menu structure 33
 - release door 20
 - removing 112
 - reports, printing 186
 - troubleshooting 146
 - using 33
 - Copy key 32
 - copy setup menu 34
 - copying
 - loading media 45
 - selecting media 44
 - speed 17
 - troubleshooting 147
 - covers, removing
 - back 90
 - left side 93
 - part numbers 225
 - right side 91
 - top 95
 - tray kits 222
 - CPU 65
 - crooked images, troubleshooting 162
 - curl, paper
 - maximum 168
 - troubleshooting 162
- D**
- darkness. *See* contrast
 - data
 - Page Protect 67
 - sending to formatter 65
 - storing 66
 - data store report 172
 - date menu 34
 - DBM 206
 - DC power distribution 72
 - declaration of conformity 25
 - default settings 184
 - defect ruler 207
 - delivery assembly, removing 116
 - delivery delay jam 79
 - delivery rollers
 - life expectancy 52
 - testing 171
 - delivery stationary jam 79
 - demonstration page, printing 186
 - depth 16
 - developer's menu 173
 - developing stage 75
 - diagnostic mode 181
 - diagnostics. *See* checks
 - dimensions 16, 30
 - DIMMs
 - part numbers 218
 - removing 89
 - slots 15
 - diodes, operations 63
 - display, control panel 31
 - document feeder tray
 - identifying 21
 - loading 45
 - part numbers 229
 - document output slot, identifying 20
 - document release door, identifying 20
 - document scanner assemblies
 - part numbers 226
 - removing 100
 - document scanner motor, removing 107
 - document scanner pickup roller
 - life expectancy 52
 - removing 105
 - document scanner rollers, life expectancies 52
 - document scanner separation pad
 - life expectancy 52
 - removing 106
 - document sensor (PS1) 81
 - documentation, ordering 216
 - doors
 - cleaning 53
 - document release 20
 - front paper path 20, 50
 - identifying 20
 - memory 22
 - open sensor (SW301) 80, 171
 - printer, identifying 20
 - printer, removing 96
 - DOS, PjL commands 185
 - dots per inch (dpi). *See* resolution
 - dots, troubleshooting 157
 - draft mode 66
 - DRAM, formatter 65
 - drive roller, testing 171
 - dropouts, troubleshooting 160
 - drum cleaning stage 76
 - drums
 - operations 74, 75
 - testing 167
 - duty cycle
 - product 15
 - toner cartridges 26
- E**
- EconoMode 66
 - ECP interface 65

- ECU (Engine Control Unit)
 - formatter to printer operations 82
 - image formation process 75
 - motor 71
 - operations 69
 - pan, removing 139
 - paper feeding operations 77
 - power system 72
 - replacing 140
 - troubleshooting 147
- edges not printing 156
- electrical components, part numbers 243
- electrical shocks, avoiding 53
- electrical specifications 17
- electrostatic discharge (ESD) 87
- eliminator, static charge 75
- emissions
 - acoustical 18
- energy consumption 17
- Engine Control Unit (ECU)
 - formatter to printer operations 82
 - image formation process 75
 - motor 71
 - operations 69
 - pan, removing 139
 - paper feeding operations 77
 - power system 72
 - replacing 140
 - troubleshooting 147
- engine test switch (SW201) 80, 165
- Enhanced I/O 66
- Enlarge key 32
- Enter/Menu 31
- envelopes
 - printing 49
 - selecting 43
- environmental specifications 16, 30
- Error light 31
- error messages 35
- exchange program, parts 217
- exit sensor (PS201) 77, 81
- exit sensor flag, removing 118
- Extended Capabilities Port (ECP) interface 65

F

- faded print, troubleshooting 157
- fans 15
- fasteners 220
- fax
 - abbreviations 203
 - appropriate responses 202
 - phase sequence 201
- fax activity report 187
- fax data store parameters 173
- fax functions menu 34
- fax setup menu 34

- fax trace report 188
- Fax/Send key 32
- faxing
 - loading media 45
 - resolution 17
 - selecting media 44
 - T.30 protocol trace report 188
- features 14
- feed assembly
 - drive roller operations 77
 - removing 141
- feed roller, life expectancy 52
- feeder tray
 - identifying 21
 - loading 45
 - part numbers 229
- feeding operations, printer 77
- feeding problems, troubleshooting 162
 - See also jams
- field replaceable units (FRUs) 87
- fine resolution 17
- firmware 15
 - version 181
- first-page out 14
- flags, exit sensor 118
- flat-blade screwdrivers 87
- formatter
 - CPU 65
 - memory 65
 - operations 65
 - Page Protect feature 67
 - pan, removing 137
 - printer operations 82
 - removing 138
 - voltage 72
- forms, multipart 43
- forward arrow key 31
- frequent jams, troubleshooting 163
- front paper output slot 50
- front paper path door
 - identifying 20
 - using 50
- FRUs (field replaceable units) 87
- functional check, half self-test 166
- fuser
 - operations 76
- fuser roller, testing 171
- fuses 72
- fusing element
 - life expectancy 52
 - removing 119
 - testing 168

G

- gear train motor, removing 124
- glossy paper 44

- graph, calibration 208
- group dial report 187
- guides, removing
 - internal 94
 - upper assembly 108

H

- half self-test functional check 166
- halftone resolution 17
- hardware capabilities 14
- headers, fax
 - menu 34
- heating element
 - life expectancy 52
 - removing 119
 - testing 168
- height 16
- high-voltage power supply
 - power distribution 73
 - testing 169, 170
 - voltage 72
- horizontal orientation 48
- horizontal streaks, troubleshooting 158
- HP JetDirect print servers, ordering 218
- HP LaserJet paper 43
- HP Multipurpose paper 43
- humidity 16

I

- I/O, Enhanced 66
- image formation
 - operations 74
 - Page Protect 67
- image quality, troubleshooting 156
- initial residual paper jam 79
- initializing 183
- ink cartridges. *See* toner cartridges
- input trays
 - capacity 14
 - feeding operations 77
 - identifying 21
 - loading 45, 48
 - media sizes 43
- inserting media
 - normal 45
 - paper input tray 48
 - special 46
- installation requirements 30
- interfaces, formatter 66
- internal assemblies
 - diagrams and part numbers 232
 - removing 113
- internal paper guide, removing 94
- INTR (Initial Rotation Period) 82
- isopropyl alcohol, cleaning with 57

J

- jams
 - feeding problems, troubleshooting 162
 - frequent 163
 - preventing 44, 48
 - sensors 79
- JetDirect print servers, ordering 218

K

- keypad, one-touch 32
- keys, control panel 31
- kick plate
 - operations 77
 - removing 134
 - testing 171
- kits, tray 222

L

- labels 44
- landscape orientation 48
- laser beam, operations 75
- Laser/Beam Detect Circuitry voltage 72
- laser/scanner assembly
 - removing 113
 - service precautions 87
- LaserJet paper 43
- latches, printer door release 20
- LCD test 181
- leading edge, detecting 77
- LED test 181
- LEDs, operations 63
- left side cover, removing 93
- lenses 75
- letterhead, printing 49
- lever, special media
 - identifying 21
 - using 47
- life expectancies, consumables 52
- light-emitting diodes (LEDs), operations 63
- lightness. *See* contrast
- lights, control panel 31
- lightweight media
 - loading 46
 - troubleshooting 164
- lines, troubleshooting
 - black 158
 - calibration graph 208
 - white 157
- LIU (line interface unit)
 - removing 138
- loading media
 - normal 45
 - paper input tray 48
 - special 46
- long pages, troubleshooting 162

LPT ports, troubleshooting 148
LSTR (Last Rotation Period) 82

M

magnetic screwdrivers 87
maintenance
 cleaning 53
 consumables, life expectancies 52
 recalibrating scanner 59
manual feed 49
margins, minimum 156
media
 lightweight 46, 164
 loading 45
 selecting 43, 44
 special, loading 46
media jams. *See* jams
media lever, special
 identifying 21
 using 47
memory
 door, identifying 22
 Enhanced I/O 66
 formatter 65
 removing 89
 slots 15
Memory Enhancement technology (MEt) 66
menu
 developer's 173
 secondary service 172
menu structure
 entering 31
 printing 33
 using 33
messages, error 35
MEt (Memory Enhancement technology) 66
metal clips, fusing element 120
mirrors 75
misaligned print, troubleshooting 161
model numbers 19
motors
 gear train, removing 124
 scanner, removing 107
 testing 171
 voltage 72
multifeeds, troubleshooting 163
 See also jams
multipart forms 43
Multipurpose paper 43

N

needle nose pliers 87
negative charge 75
network accessories, ordering 218
newspaper clippings 46
noise 18

numbers
 See also phone numbers
 model 19
 part 244, 249
 serial 19
numeric keys 32
numerical list, part numbers 249
NVRAM init 183
NVRAM variables 183
NVRAM, formatter 65

O

one-touch keypad 32
one-touch report 187
online support. *See* web sites
operating environment 16, 30
operations
 Engine Control Unit (ECU) 69
 formatter system 65
 formatter to printer sequence 82
 image formation system 74
 optical system 63
 paper feed system 77
 printer 68
 testing 166
optical system, operations 63
ordering
 accessories 218
 consumables 217
 documentation 216
 parts 216
orientation, landscape 48
output bin, identifying 21
output path, selecting 50
output roller, removing 114
output slot
 identifying 20
 using 50
overcurrent protection 72
overriding switches 171
overvoltage protection 72

P

Page Protect 67
pans, removing
 ECU 139
 formatter 137

- paper
 - breaking 163
 - curl 162, 168
 - feeding operations 77
 - LaserJet 43
 - lightweight 46, 164
 - loading 45
 - Multipurpose 43
 - selecting 43, 44
 - slick 44
 - special, loading 46
- paper exit sensor (PS201) 77, 81
- paper exit sensor flag, removing 118
- paper feed assembly, removing 141
- paper feeding problems, troubleshooting 162
- paper guides, internal 94
- paper input tray
 - feeding operations 77
 - identifying 21
 - loading 48
 - media sizes 43
 - troubleshooting 163
- paper jams. *See* jams
- paper out sensor (PS001) 81
- paper output bin, identifying 21
- paper path
 - diagrams 78
 - testing 171
 - troubleshooting 186
- paper path door, identifying 20
- paper pick-up assembly, removing 132
- paper pickup roller
 - operations 77
 - testing 171
- paper top sensor (PS002) 77, 80
- parallel cable connector 22
- parallel ports, troubleshooting 148
- parameters 173
- part numbers
 - alphabetical list 244
 - numerical list 249
 - subassemblies 219
- parts
 - ordering 216
 - remanufactured 217
 - removing and replacing 87
- paths
 - output, selecting 50
 - paper 78, 171, 186
 - print, cleaning 54
 - scanner, cleaning 57
- PCL (Printer Command Language) 67
- perforated papers 44
- phase sequence, fax 201
- Phillips screwdrivers 87
- phone line connectors 22
- phone numbers
 - compliance information 25
 - ordering consumables 217
- phonebook report 187
- photo resolution 17
- photographs 46
- photosensitive drum
 - operations 74, 75
 - testing 167
- phototransistor array 63
- pick-up assembly, removing 132
- pickup delay jam 79
- pickup roller
 - cleaning 56
 - life expectancy 52
 - operations 77
 - removing 105, 131
 - testing 171
- pickup solenoid (SL001) 77, 80
- pickup stationary jam 79
- PJL (Printer Job Language) 67, 183
- pliers 87
- ports, troubleshooting
 - LPT 148
 - parallel 148
- Posidrive screwdrivers, avoiding 87
- positive charge 75
- power
 - consumption 17
 - Engine Control Unit (ECU) 72
 - requirements 17
 - troubleshooting 146
- power cable connectors 22
- power supplies
 - disconnecting 87
 - high-voltage 72, 73
 - testing 169
- pressure roller
 - life expectancy 52
 - operations 76
 - removing 128
- preventing jams 44, 48
- primary charging stage 75
- PRINT 82
- print cartridges. *See* toner cartridges
- print path, cleaning 54
- print servers, ordering 218
- printer
 - block diagram 68
 - Engine Control Unit (ECU) 69
 - formatter operations 82
- Printer Command Language (PCL) 67
- printer door
 - cleaning 53
 - identifying 20
 - removing 96

Printer Job Language (PJL) 67, 183

printer pickup roller

cleaning 56

life expectancy 52

operations 77

removing 131

printer separation pad

life expectancy 52

operations 77

printer subpads

life expectancy 52

printer transfer roller, life expectancy 52

printing

complex pages, Page Protect 67

feeding operations 77

image formation operations 74

letterhead 49

loading media 48

resolution 17

selecting media 43

skew specifications 18

speed 17

troubleshooting 148

product overview 14

protocol trace report, printing 188

PS001 (paper out sensor) 81

PS002 (paper top sensor) 77, 80

PS1 (document sensor) 81

PS201 (paper exit sensor) 77, 81

purchasing. *See* ordering

Q

quality, troubleshooting 156

R

RAM. *See* memory

Ready light 31

recalibrating scanner 59, 208

receipts 46

Redial/Pause key 32

redistributing toner 155

Reduce/Enlarge key 32

refilled toner cartridges 26

release latches, printer door 20

remanufactured parts 217

removing parts 87

repetitive image defect ruler 207

replacing

consumables 52

parts 87

reports

continuous self-test 172

data store 172

fax trace 188

menu 34

printing 186, 187

secondary service 172

T.30 protocol trace 188

reset 183

resistance, heating element 168

resolution

key 32

maximum 17

right side cover, removing 91

rod lens array 63

rollers

life expectancies 52

output, removing 114

pickup, removing 105, 131

pressure, removing 128

testing 171

transfer, removing 130

ruler, repetitive image defect 207

S

Scan key 32

scanline data 172

scanner

document path 64

recalibrating 59, 208

scanner assemblies

part numbers 226

removing 100

scanner board, removing 112

scanner motor, removing 107

scanner path, cleaning 57

scanner pickup roller

life expectancy 52

removing 105

scanner rollers, life expectancies 52

scanner separation pad

life expectancy 52

removing 106

scanning

image quality, troubleshooting 161

loading media 45

operations 63

resolution 17

selecting media 44

skew specifications 18

troubleshooting 148

scanning exposure stage 75

scattered background, troubleshooting 159

screwdrivers 87

- screws
 - self-tapping 87
 - types of 220
- sealing tape removing 166
- secondary service menu 172
- selecting media 43
- self test
 - continuous 172
- self-tapping screws, installing 87
- self-tests. *See* checks
- sensors
 - contact image (CIS), operations 63
 - contact image (CIS), removing 103
 - exit flag, removing 118
 - feeding operations 77
 - jam detection 79
- separation pads
 - life expectancies 52
 - operations 77
 - removing 106, 135
- separation process 75
- serial numbers 19
- service menu 34
- service mode 183
- settings
 - isolation, PJJ 67
 - NVRAM variables 183
- sheet metal, precautions 87
- shock hazards 53
- side covers, removing
 - left 93
 - right 91
- signals, beam detect (BD) 75
- single-sheet input slot
 - feeding operations 77
 - identifying 21
 - media sizes 43
 - troubleshooting 163
 - using 49
- sizes, media 43, 44
- skew
 - specifications 18
 - troubleshooting 161
- SL001 (pickup solenoid) 77, 80
- slick papers 44
- slots, memory 15
- smears, troubleshooting 158
- smudges, troubleshooting 157
- software
 - installation, troubleshooting 148
 - ordering 216
- solenoids
 - operations 77
 - removing 127
 - testing 171
 - voltage 72
- sound emissions 18
- space requirements 30
- spare parts. *See* parts; consumables
- special media lever
 - identifying 21
 - using 47
- special media, loading 46
- specifications 16
- speed
 - copying 17
 - first-page out 14
 - printing 17
- speed dial report 187
- Speed-Dial key 32
- spring mechanism, paper exit sensor flag 118
- stains, troubleshooting 157
- standard resolution 17
- star screws 220
- static charge eliminator 75
- static discharge precautions 87
- STBY (Standby) 82
- Stop/Clear key 32
- storing
 - data 66
 - product 16
- streaks, troubleshooting 157, 158
- stripes, troubleshooting 157
- subpads
 - life expectancies 52
- superfine resolution 17
- supplies
 - life expectancies 52
 - ordering 217
- SW201 (engine test switch) 165
- SW301 (door open sensor) 80, 171
- switches
 - door open (SW301) 80, 171
 - engine test (SW201) 165
 - overriding 171
- system reset 183

T

- T.30 protocol trace report, printing 188
- tape, removing 166
- technical support web sites 217
- temperature 16
- tests. *See* checks
- text, troubleshooting 159, 160
- theory of operations. *See* operations
- thermistor connector 168
- time/date, header menu 34

- toner
 - fusing process 76
 - redistributing 155
 - saving 66
 - washing off clothing 55
 - waste, cleaning operations 76
- toner cartridges
 - connection points, testing 169
 - defects, checking for 155
 - life expectancy 52
 - operations 74
 - recycling 26
 - redistributing 155
 - refilled 26
 - removing 87
 - sealing tape, removing 166
- tools, required 87
- top cover, removing 95
- trace report, printing 188
- trailing edge, detecting 79
- train motor, gear 124
- transfer roller
 - cleaning 53
 - life expectancy 52
 - removing 130
 - testing 171
- transfer stage 75
- tray kits 222
- trays. *See* input trays
- troubleshooting
 - control panel 146
 - copying 147
 - ECU (Engine Control Unit) 147
 - feeding problems 162
 - half self-test functional test 166
 - image quality 156
 - LPT ports 148
 - power 146
 - printing 148
 - recalibrating scanner 208
 - repetitive image defect ruler 207
 - scanning 148
 - software installation 148
- truss head screws 220

U

- Universal Serial Bus. *See* USB
- unplugging 53, 87
- upper guide assembly
 - part numbers 230
 - removing 108
- USB
 - connector 22
 - operations 65

V

- vacuuming, avoiding 55
- variables, NVRAM 183
- version, firmware 181
- vertical streaks, troubleshooting 158
- voids, troubleshooting 159
- voltage
 - Engine Control Unit (ECU) 72
 - overvoltage protection 72
 - part numbers 219
 - requirements 17
- Volume key 32

W

- WAIT 82
- warranty
 - product 23
- waste toner, cleaning operations 76
- web sites
 - technical support 217
- weight
 - paper 50
 - product 16
- white pages, troubleshooting 160
- white streaks, troubleshooting 157
- width 16
- wiring diagram 210
- wrapping jam 79
- wrinkled pages, troubleshooting 162
- writing stage 75



copyright © 2001
Hewlett-Packard Company

<http://www.hp.com/support/lj3200>



C7052-90930