



LASERJET PROFESSIONAL M1130/M1210

MFP SERIES

Service Manual





HP LaserJet Professional M1130/M1210 MFP series

Service Manual

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Conventions used in this guide

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

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

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


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

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1 Removal and replacement

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Introduction

This chapter describes the removal and replacement of field-replaceable units (FRUs) only.

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

HP does *not* support repairing individual subassemblies or troubleshooting to the component level.

Note the length, diameter, color, type, and location of each screw. Be sure to return each screw to its original location during reassembly.

Incorrectly routed or loose wire harnesses can interfere with other internal components and can become damaged or broken. Frayed or pinched harness wires can be difficult to find. When replacing wire harnesses, always use the provided wire loops, lance points, or wire-harness guides and retainers.

Removal and replacement strategy

⚠ **WARNING!** Turn the product off, wait 5 seconds, and then remove the power cord before attempting to service the product. If this warning is not followed, severe injury can result, in addition to damage to the product. The power must be on for certain functional checks during troubleshooting. However, disconnect the power supply during parts 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.


The sheet-metal parts can have sharp edges. Be careful when handling sheet-metal parts.

⚠ **CAUTION:** Do not bend or fold the flat flexible cables (FFCs) during removal or installation. Also, do not straighten pre-folds in the FFCs. You *must* fully seat all FFCs in their connectors. Failure to fully seat an FFC into a connector can cause a short circuit in a PCA.

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

💡 **TIP:** For clarity, some photos in this chapter show components removed that would not be removed to service the product. If necessary, remove the components listed at the beginning of a procedure before proceeding to service the product.

Electrostatic discharge

- △ **CAUTION:**  Some parts are sensitive to electrostatic discharge (ESD). Look for the ESD reminder when removing product parts. Always perform service work at an ESD-protected workstation or mat, or use an ESD strap. If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.

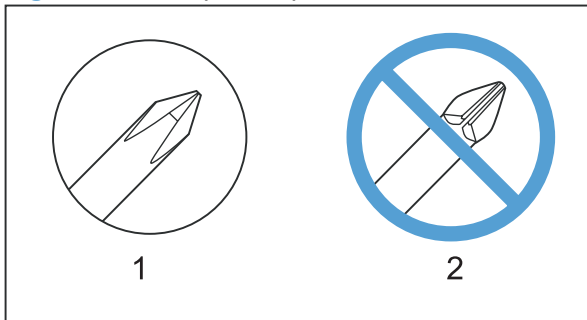
Protect the ESD-sensitive parts by placing them in ESD pouches when they are out of the product.

Required tools

- #2 Phillips screwdriver with a magnetic tip and a 152-mm (6-inch) shaft length
- Small flat-blade screwdriver
- TX10 star driver
- Needle-nose pliers
- ESD mat or ESD strap (if one is available)
- Penlight (optional)

- △ **CAUTION:** Always use a Phillips screwdriver (callout 1). Do not use a pozidrive screwdriver (callout 2) or any motorized screwdriver. These can damage screws or screw threads.

Figure 1-1 Phillips and pozidrive screwdriver comparison



Before performing service

△ **CAUTION:** Never open the scanner portion of the product unless you are in a clean room environment.

- Remove all paper from the product.
- Turn off the power using the power switch.
- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat, or use an ESD strap (if one is available). If an ESD workstation, mat, or strap is not available, ground yourself by touching the sheet-metal chassis *before* touching an ESD-sensitive part.
- Remove the print cartridge.

After performing service

- Plug in the power cable.
- Reinstall the print cartridge.
- Load paper in the product.

Post-service test

Perform the following test to verify that the repair or replacement was successful.

Print-quality test

1. Verify that you have completed the necessary reassembly steps.
2. Make sure that the tray contains clean, unmarked paper.
3. Attach the power cord and interface cable or interface cables, and then turn on the product.
4. Verify that the expected startup sounds occur.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Print a demo page, and then verify that the print quality is as expected.
7. Send a print job from the host computer, and then verify that the output meets expectations.
8. Make a copy from the flatbed glass, and then verify that the output meets expectations.
9. Make a copy from the ADF, and then verify that the output meets expectations (HP LaserJet Professional M1210 MFP series only).
10. Clean the outside of the product with a damp cloth.

Parts removal order

Figure 1-2 Parts removal order; HP LaserJet Professional M1210 MFP series ADF/scanner

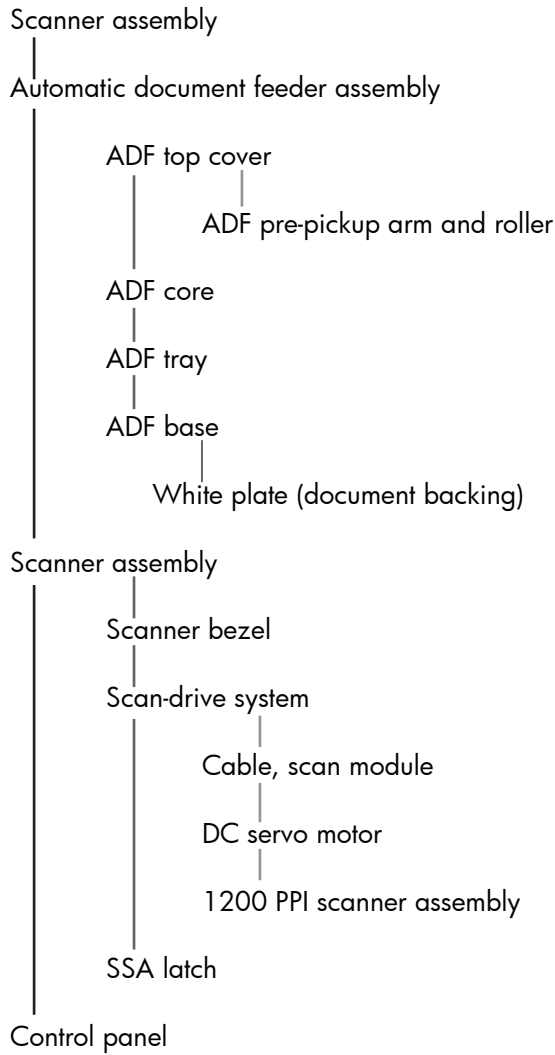


Figure 1-3 Parts removal order; HP LaserJet Professional M1130 MFP series scanner

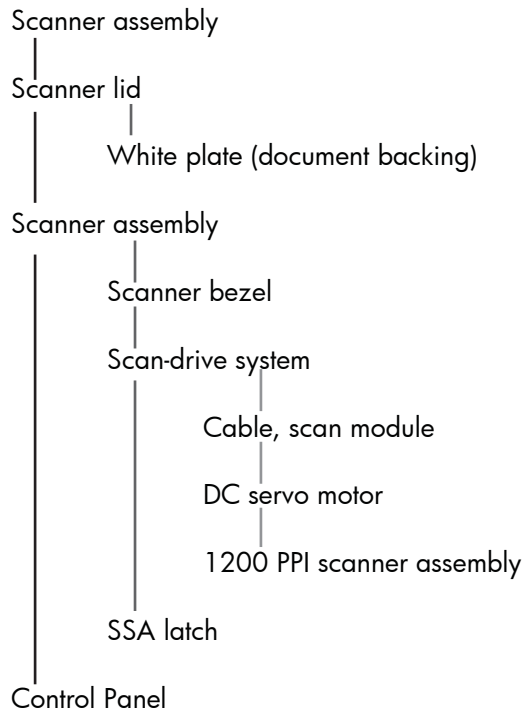
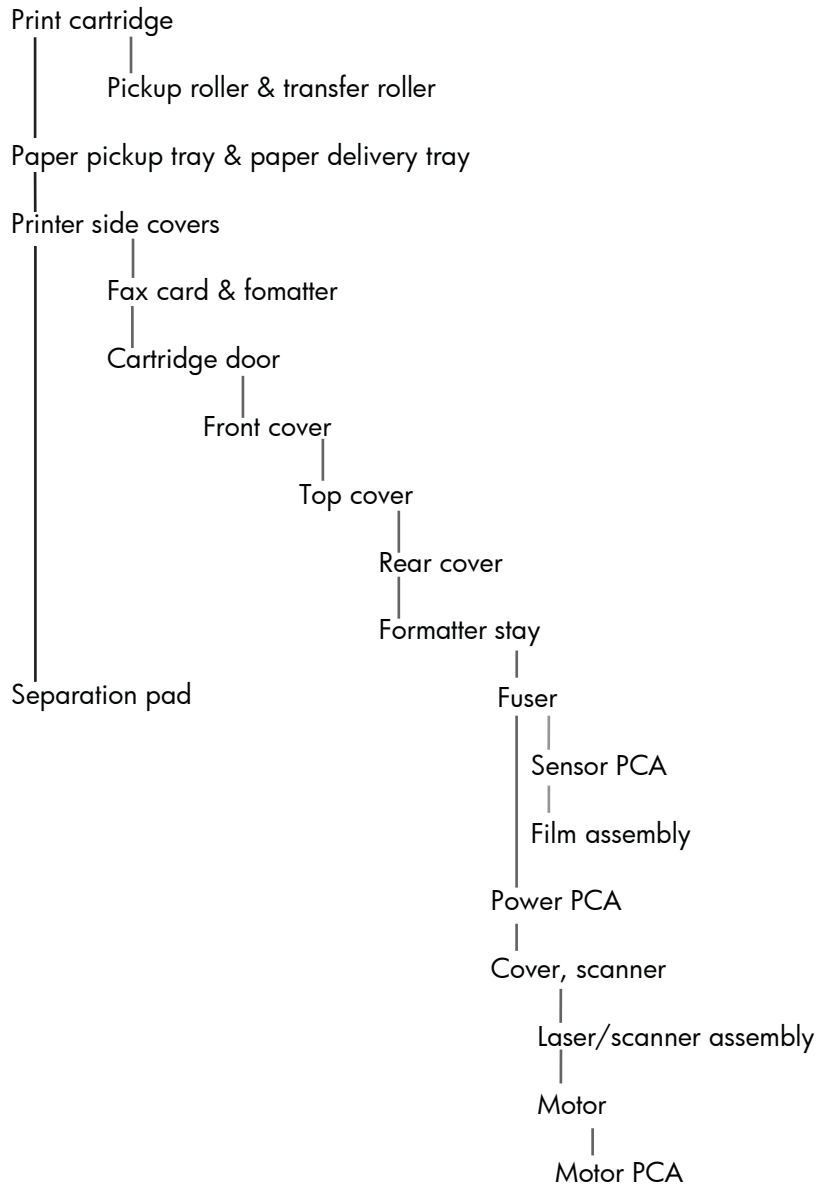


Figure 1-4 Parts removal order; product base



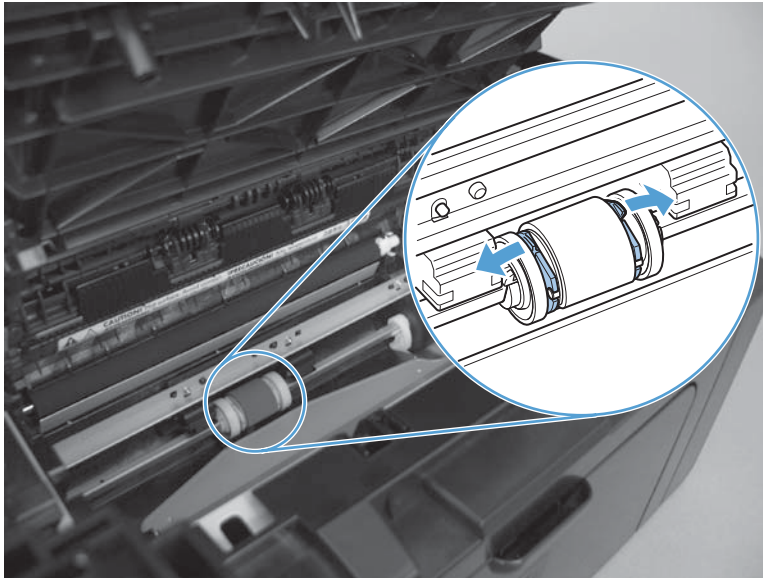
Pickup roller

△ **CAUTION:** Do not touch the sponge portion of the roller. Skin oils can cause paper handling problems.

Product base pickup roller

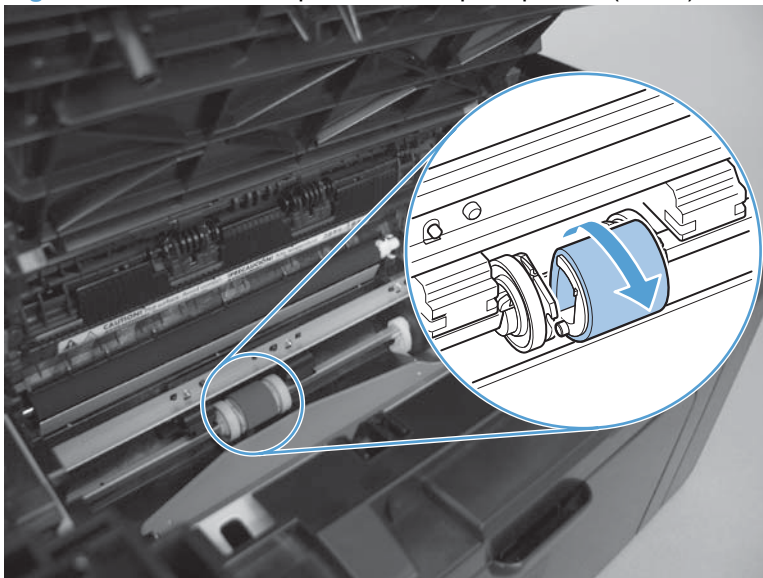
1. Lift the scanner assembly, and open the print-cartridge door.
2. Release two tabs (callout 1).

Figure 1-5 Remove the product base pickup roller (1 of 2)




3. Rotate the roller (callout 2) away from the product to remove it.

Figure 1-6 Remove the product base pickup roller (2 of 2)



ADF pre-pickup arm and pickup roller

 **NOTE:** HP LaserJet Professional M1210 MFP series only

Remove the ADF pre-pickup arm and pickup roller

1. Open the ADF top cover.

Figure 1-7 Remove the ADF pre-pickup arm and pickup roller assembly (1 of 4)



2. Release one tab, and then fully release the ADF top cover.

Figure 1-8 Remove the ADF pre-pickup arm and pickup roller assembly (2 of 4)

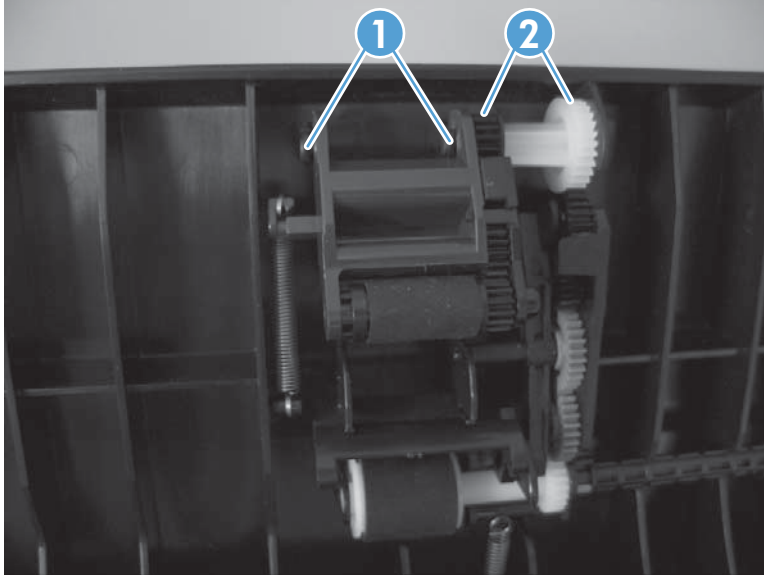


3. Use a small flat blade screwdriver to release two hinge retainers (callout 1).

△ **CAUTION:** The two gears (callout 2) are not captive. Do not lose the gears when removing the ADF pickup roller assembly.

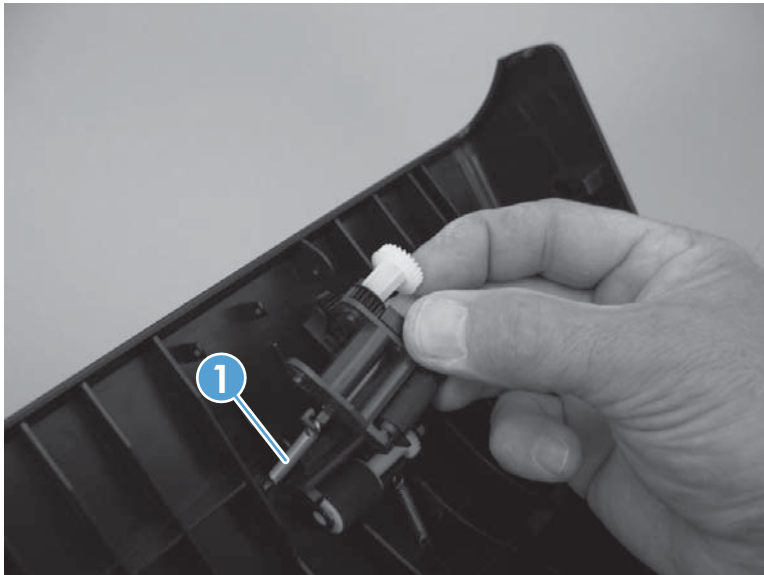
💡 **Reinstallation tip** To reinstall the assembly, first position the shaft of the white-plastic gear in the shaft mounting hole, and then snap the assembly hinge pins into the retainers.

Figure 1-9 Remove the ADF pre-pickup arm and pickup roller assembly (3 of 4)



4. Release one spring (callout 1), and then remove the assembly.

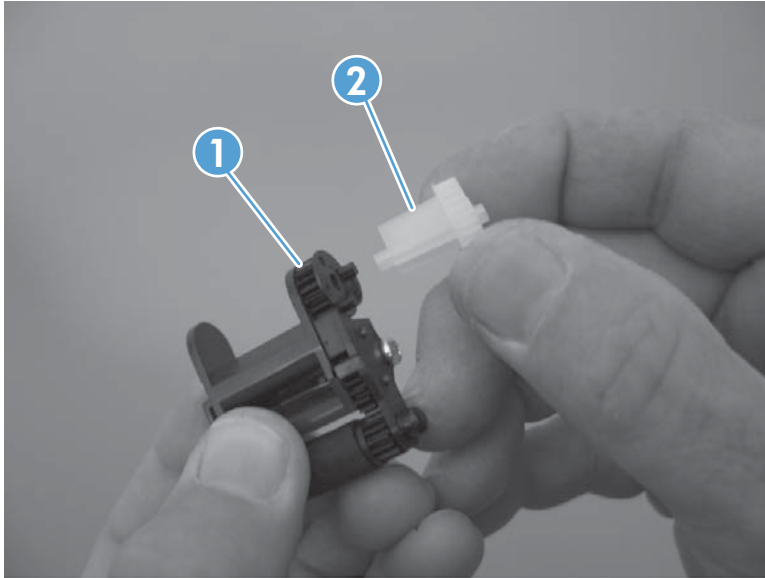
Figure 1-10 Remove the ADF pre-pickup arm and pickup roller assembly (4 of 4)



Reinstall the ADF pre-pickup arm and pickup roller

If the gears become separated from the assembly, use the following figure to correctly reinstall the black- (callout 1) and white-plastic drive gears (callout 2).

Figure 1-11 Reinstall the ADF pre-pickup arm and pickup roller assembly gears



Separation pad

△ **CAUTION:** Do not touch the sponge portion of the pad. Skin oils can cause paper handling problems.

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).

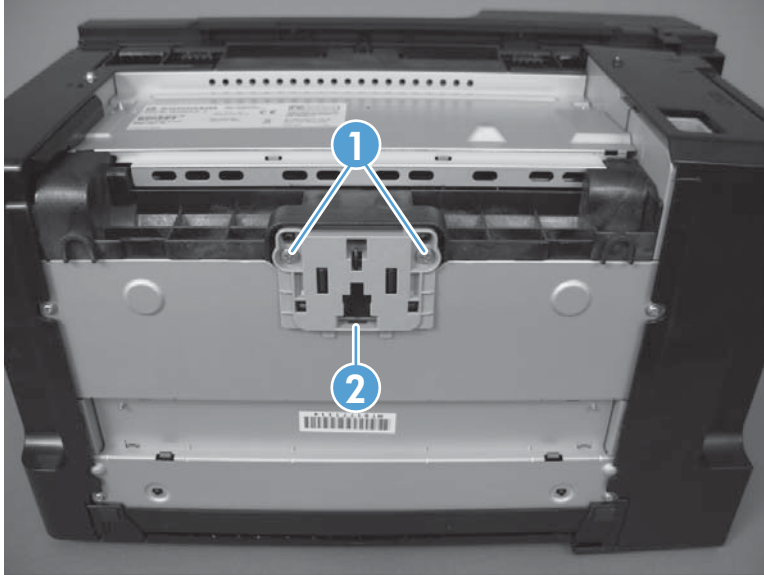
Product base separation pad

1. Place the product rear-side up to access the separation pad assembly.


△ **CAUTION:** Dirt and debris can scratch the product covers. Place the product on a cloth or other clean surface.

2. Remove two screws (callout 1) and then remove the separation pad assembly (callout 2).

Figure 1-12 Remove the product base separation pad assembly



ADF separation pad

 **NOTE:** HP LaserJet Professional M1210 MFP series only

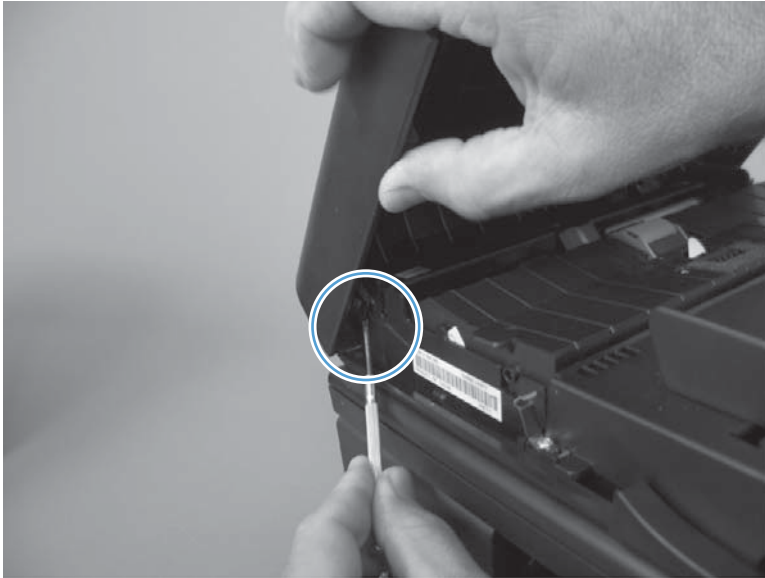
1. Open the ADF top cover.

Figure 1-13 Remove the ADF separation pad assembly (1 of 4)



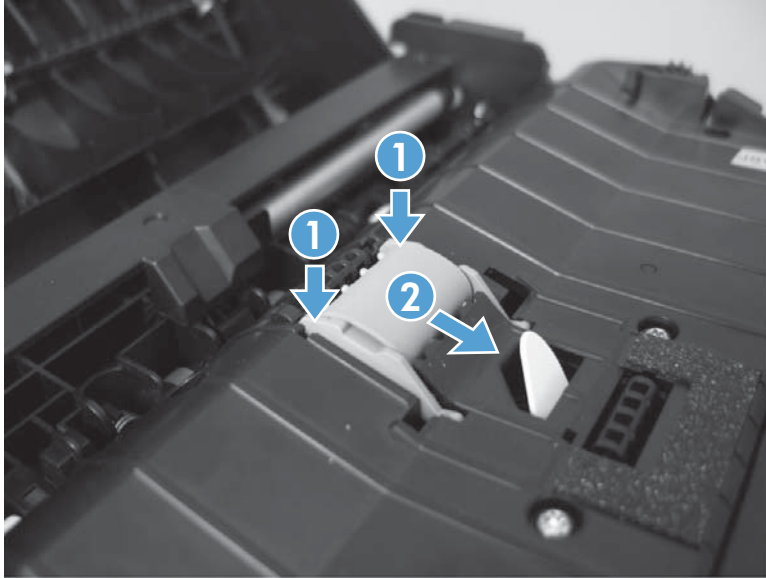
2. Release one tab, and then fully open the ADF cover.

Figure 1-14 Remove the ADF separation pad assembly (2 of 4)



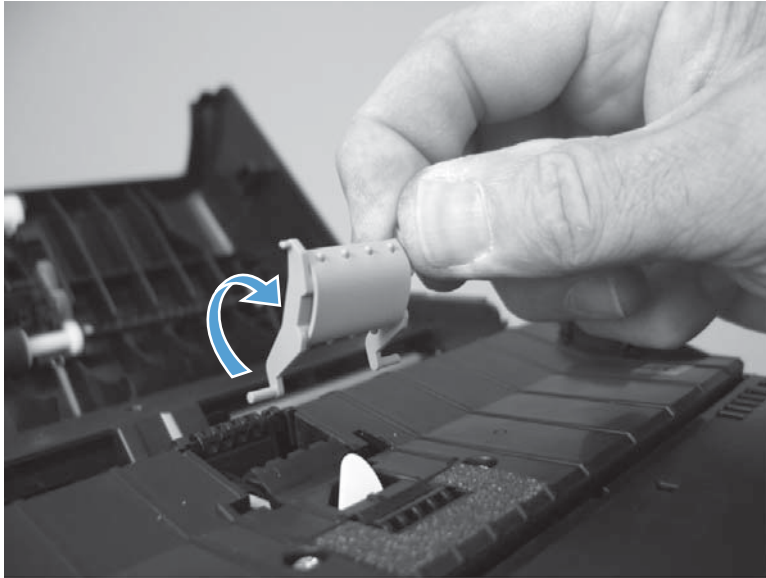
3. Push down on the edges of the assembly, and then move it toward the right side of the product.

Figure 1-15 Remove the ADF separation pad assembly (3 of 4)



4. Remove the assembly.

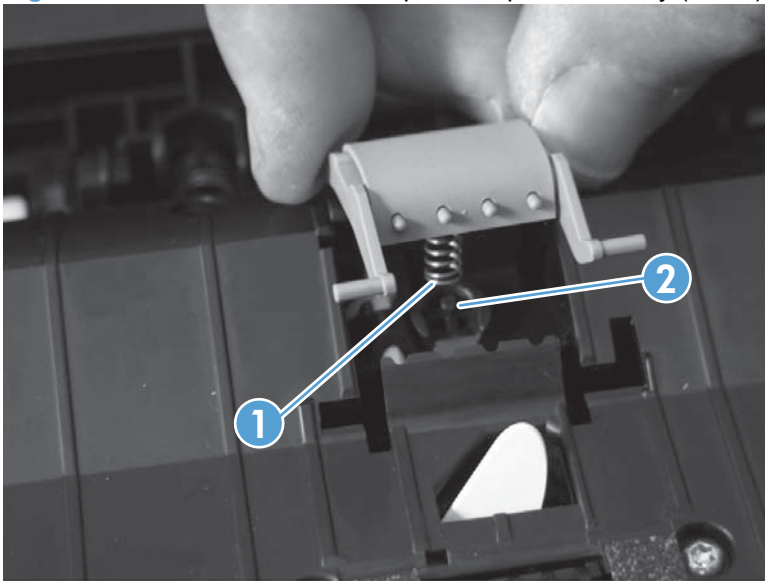
Figure 1-16 Remove the ADF separation pad assembly (4 of 4)



Reinstall the ADF separation pad assembly

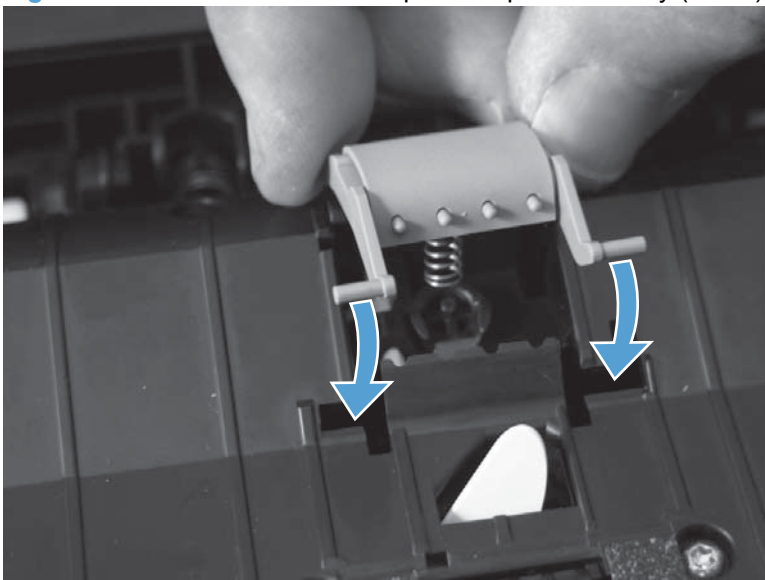
1. Position the base of the spring (callout 1) on to the pedestal (callout 2).

Figure 1-17 Reinstall the ADF separation pad assembly (1 of 5)



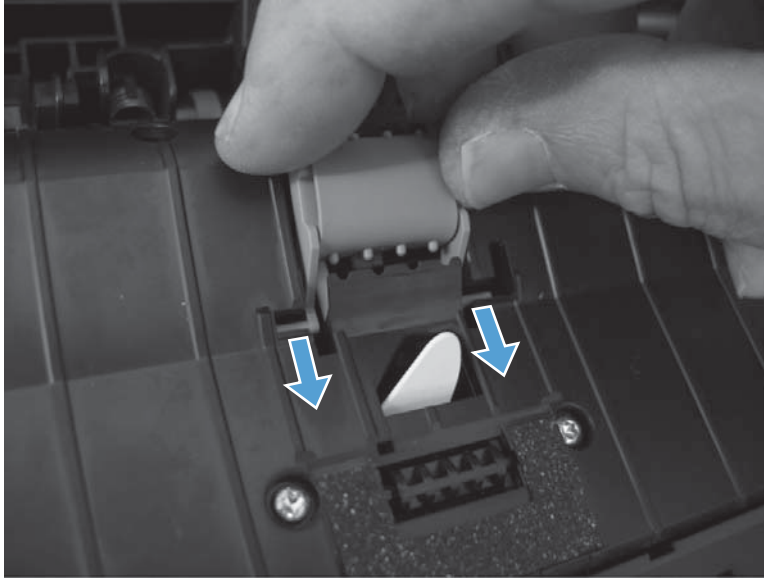
2. Place the assembly hinge pins in the slots in the ADF core.

Figure 1-18 Reinstall the ADF separation pad assembly (2 of 5)



3. Slightly slide the assembly down and into the slots in the product to engage the hinge pins.

Figure 1-19 Reinstall the ADF separation pad assembly (3 of 5)



4. Locate the upper locking pins.


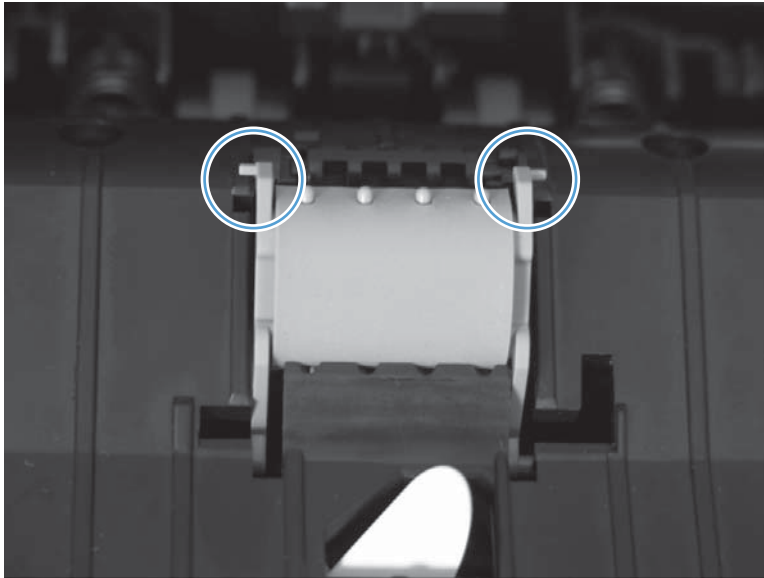
 **NOTE:** When the assembly is correctly installed, these pins are engaged in a slot in the ADF core, and the spring underneath the assembly keeps the assembly in the raised position.

Figure 1-20 Reinstall the ADF separation pad assembly (4 of 5)

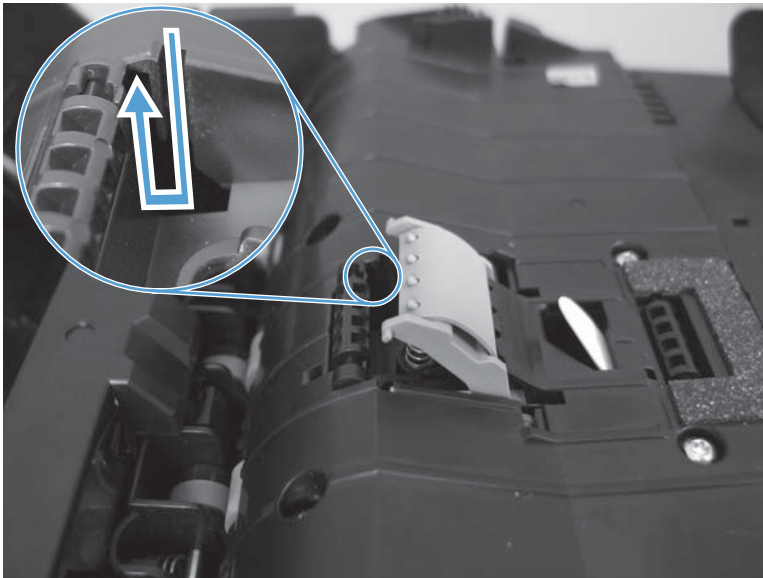


5. Push down on the assembly until the pins reach the bottom of the slot in the ADF core, and then slightly slide the assembly toward the left side of the product to engage the locking pins in the closed slot. Release the assembly.

△ **CAUTION:** The pins on the assembly are fragile and can easily be broken off. Do not force the assembly into place, or the pins might break.

💡 **TIP:** You might need to slightly tip the assembly and engage one pin, and then tip the assembly in the opposite direction to engage the second pin.

Figure 1-21 Reinstall the ADF separation pad assembly (5 of 5)

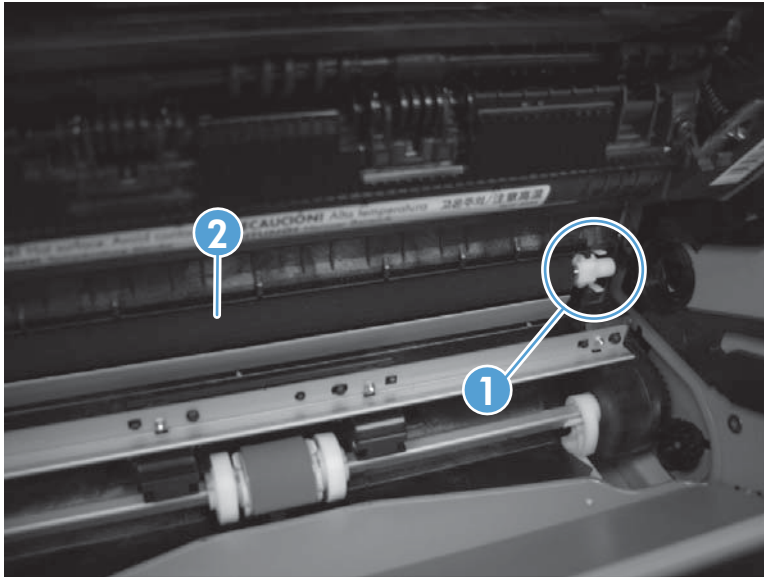


Transfer roller

△ **CAUTION:** Do not touch the sponge portion of the roller. Skin oils can cause print quality problems.

1. Open the print-cartridge door.
2. Release two tabs (callout 1), and then remove the transfer roller (callout 2).

Figure 1-22 Remove the transfer roller



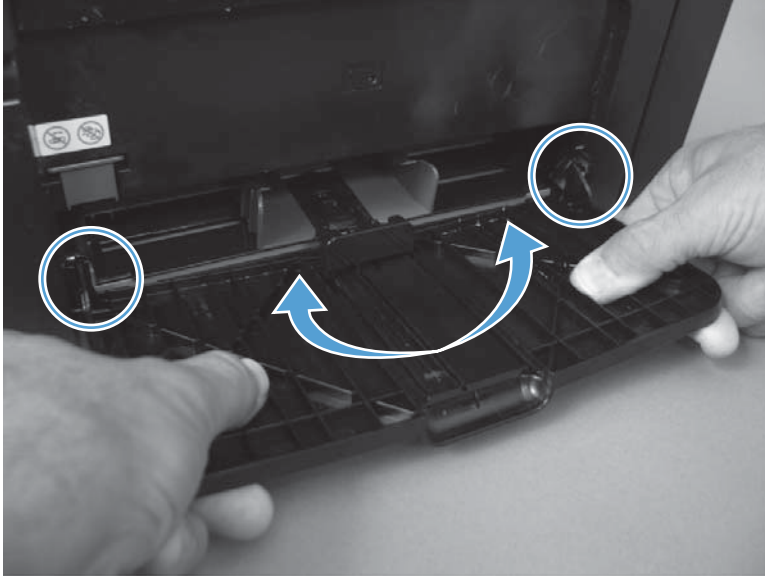
Covers

 **NOTE:** This section includes the trays and the complete scanner assembly.

Paper-pickup tray (input tray)

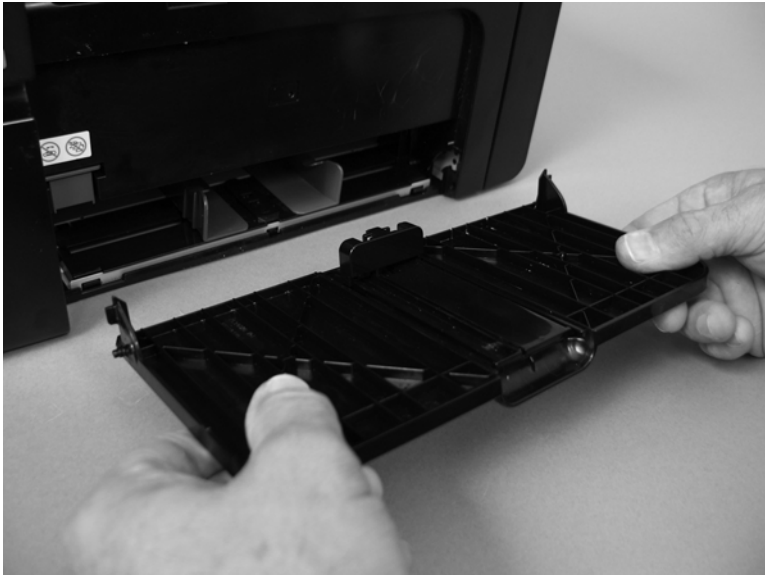
1. Carefully flex the tray to release two tabs.

Figure 1-23 Remove the paper-pickup tray (1 of 2)



2. Remove the tray.

Figure 1-24 Remove the paper-pickup tray (2 of 2)



Paper-delivery tray (output bin extension)

1. Carefully flex the tray to release two tabs.

Figure 1-25 Remove the paper-delivery tray



2. Remove the tray.

Figure 1-26 Remove the paper-pickup tray (2 of 2)



Left cover

Before proceeding, remove the following components:

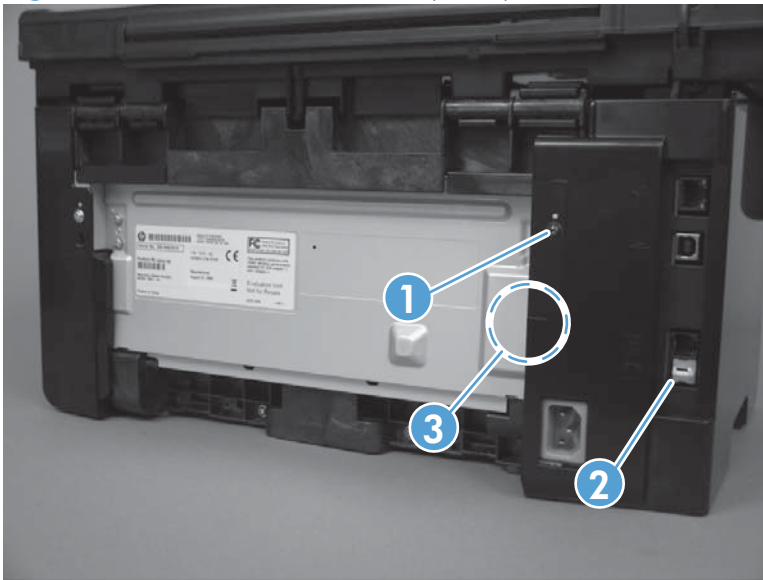
- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).

Remove the left cover

1. Remove one screw (callout 1) and then release one tab (callout 3).

 **NOTE:** HP LaserJet Professional M1210 MFP series only: If installed, remove the protective telephone jack insert (callout 2).

Figure 1-27 Remove the left cover (1 of 6)



2. Raise the control-panel assembly, and then release one tab at the bottom of the product (callout 1).

Figure 1-28 Remove the left cover (2 of 6)



3. Raise the scanner assembly.

Figure 1-29 Remove the left cover (3 of 6)



4. Slide the control-panel assembly toward the left cover, and then lift up to slightly raise it.

Figure 1-30 Remove the left cover (4 of 6)



5. Rotate the back of the cover away from the product and down.


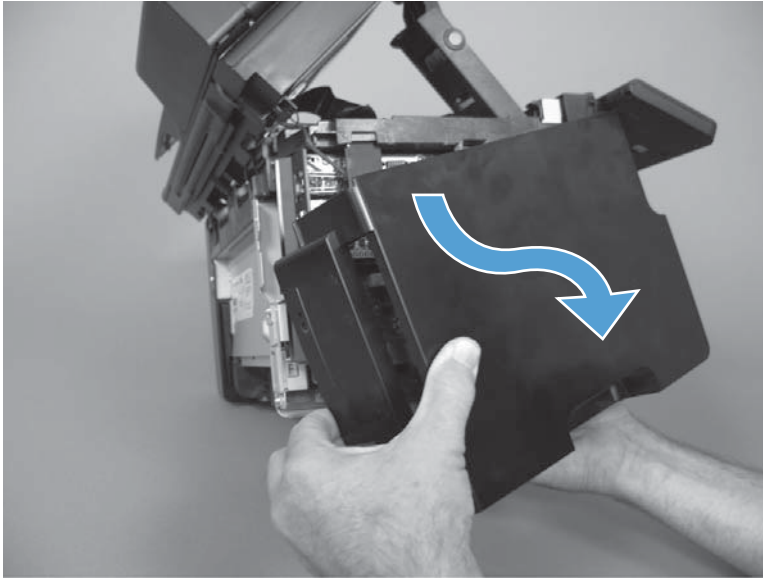
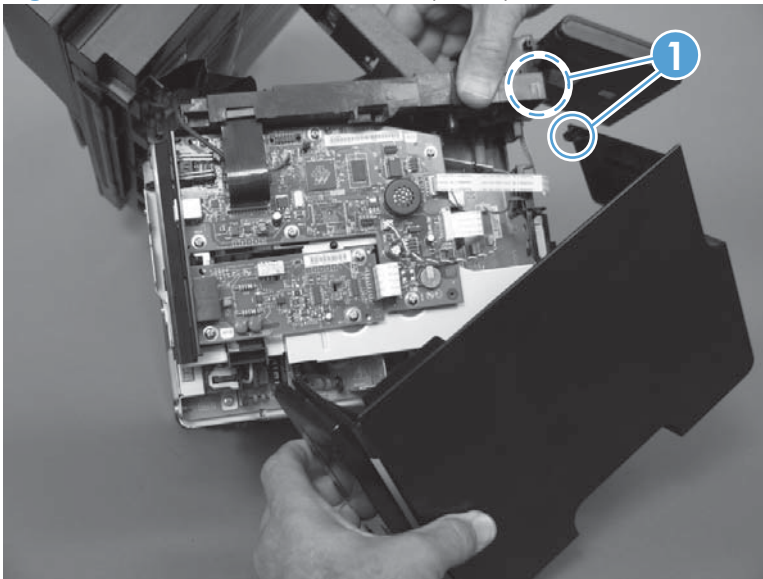
 **TIP:** It might be easier to remove the cover, if you let the left side of the product protrude off of the work surface to give the cover enough clearance to swing down past the bottom of the product.

Figure 1-31 Remove the left cover (5 of 6)



6. Continue to rotate the cover down and away from the product, until the tab (callout 1) located under the control-panel assembly is released.

Figure 1-32 Remove the left cover (6 of 6)



Right cover

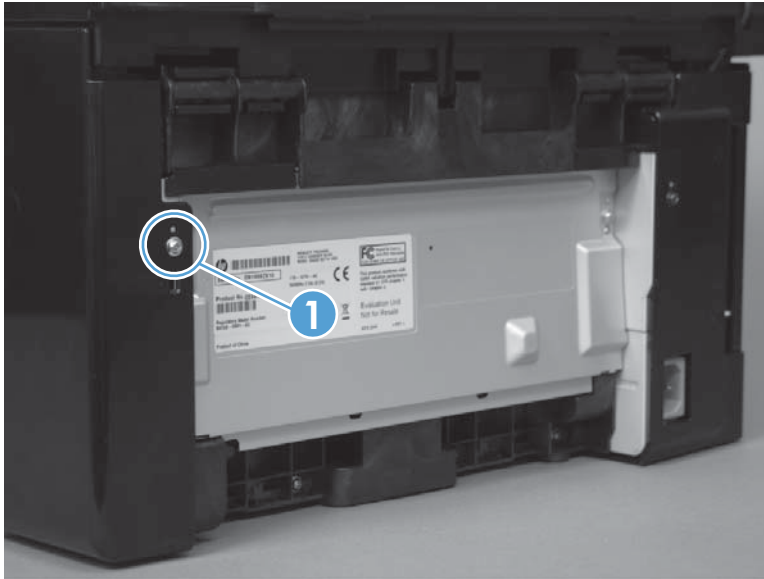
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).

Remove the right cover

1. Remove one screw (callout 1).

Figure 1-33 Remove the left cover (1 of 5)



2. Release one tab at the back of the product.

Figure 1-34 Remove the left cover (2 of 5)



3. Release one tab at the bottom of the product.

Figure 1-35 Remove the right cover (3 of 5)



4. Lift the scanner, and slightly rotate the front-lower corner of the cover away from the product.

Figure 1-36 Remove the left cover (4 of 5)



5. Rotate the back of the cover down and away from the product to release one tab at the top of the product, and then remove the cover.

Figure 1-37 Remove the right cover (5 of 5)



Front cover

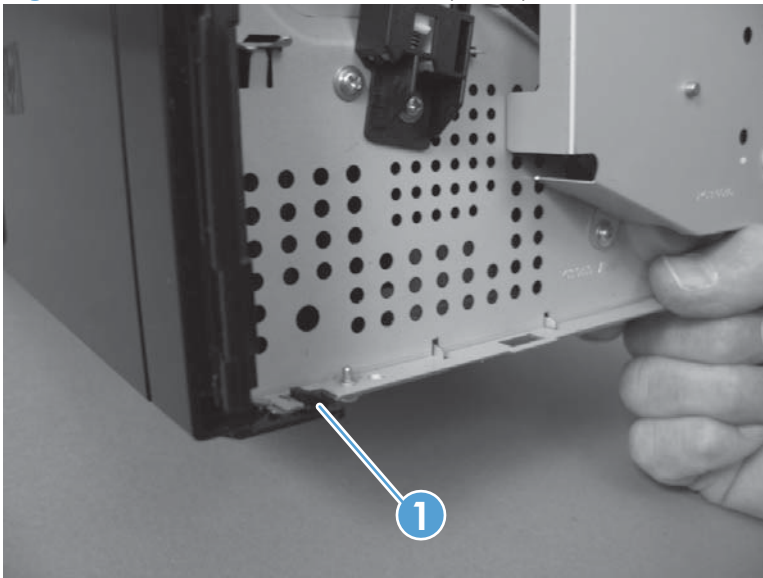
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).

Remove the front cover

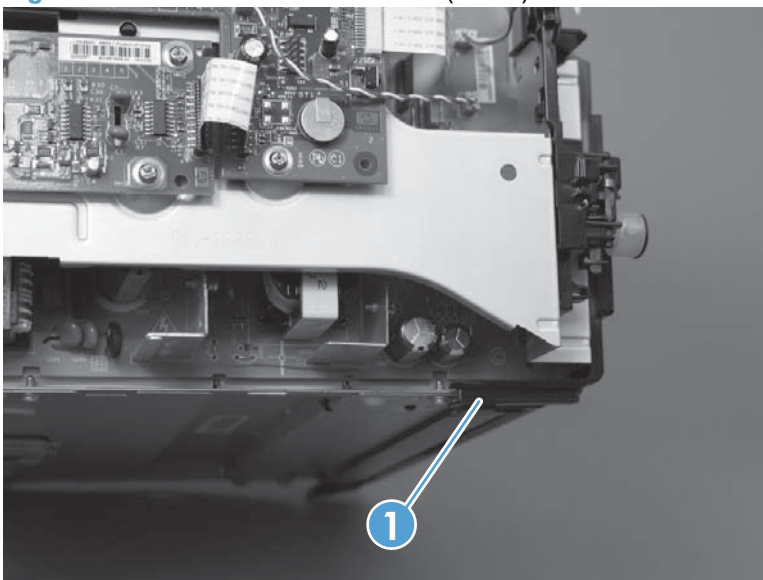
1. Release one tab (callout 1) at the right side of the product.

Figure 1-38 Remove the front cover (1 of 4)



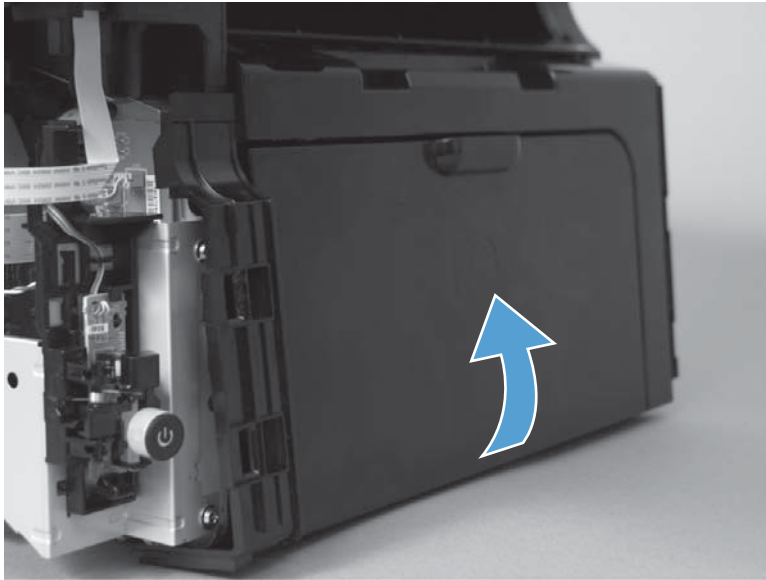
2. Release one tab (callout 1) at the left side of the product.

Figure 1-39 Remove the front cover (2 of 4)



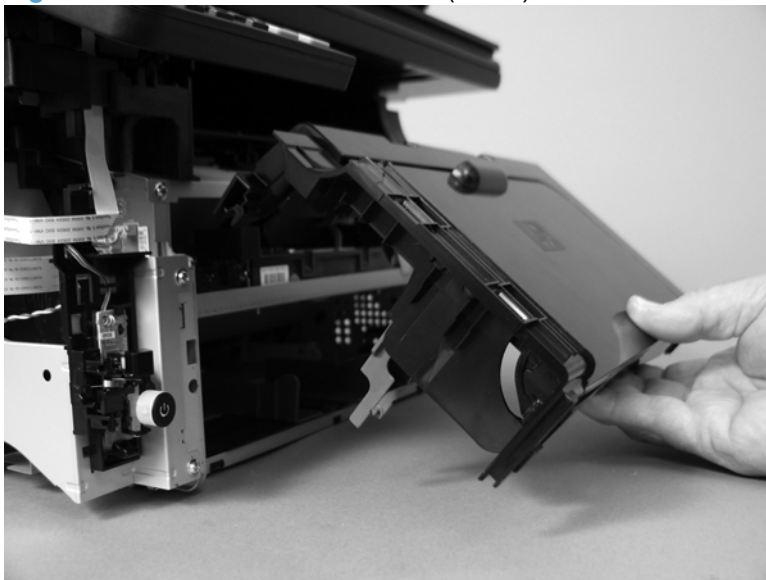
3. Rotate the bottom of the cover away from the product to release it.

Figure 1-40 Remove the front cover (3 of 4)



4. Remove the cover.

Figure 1-41 Remove the front cover (4 of 4)



Scanner assembly

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).

Remove the scanner assembly

1. **HP LaserJet Professional M1130 MFP series:** Disconnect one FFC (callout 1).

HP LaserJet Professional M1210 MFP series: Disconnect one FFC (callout 1) and one wire harness connector (callout 2).

Figure 1-42 Remove the scanner assembly (1 of 5; HP LaserJet Professional M1130 MFP series)

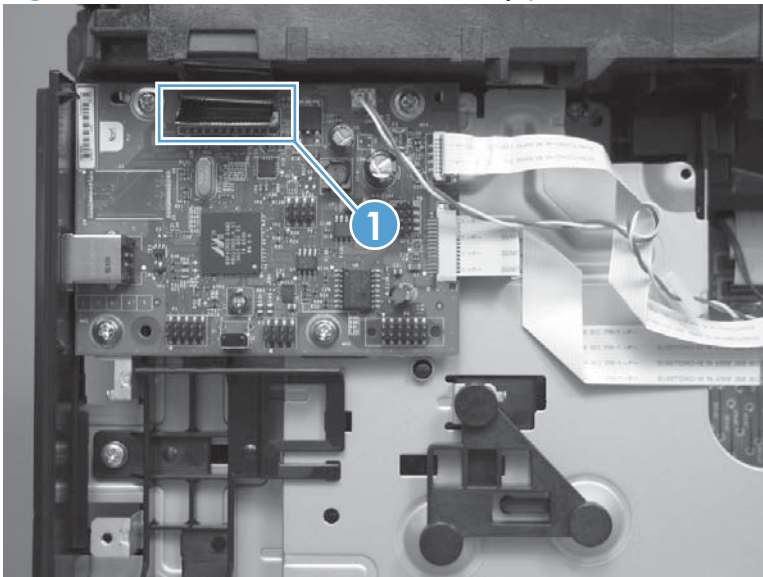
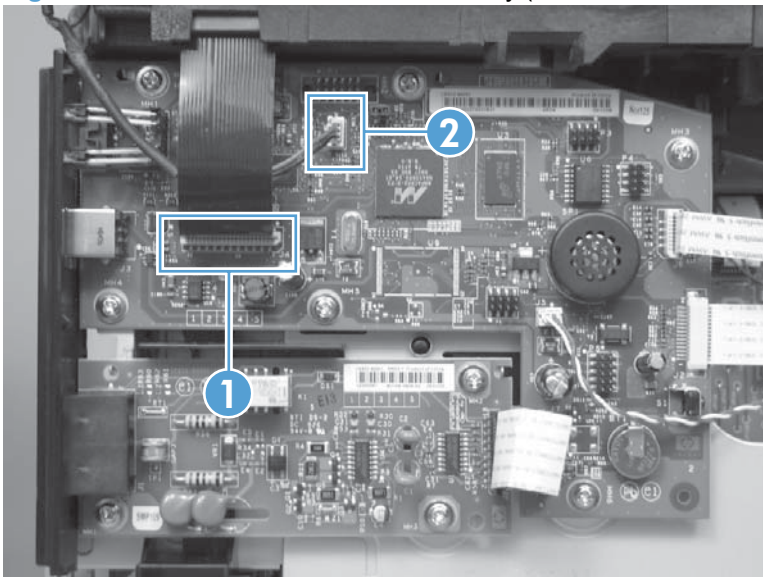


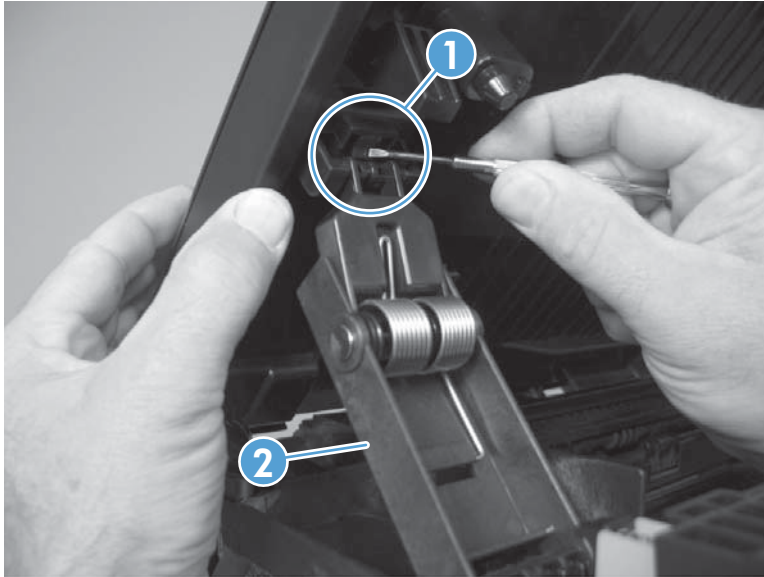
Figure 1-43 Remove the scanner assembly (2 of 5; HP LaserJet Professional M1210 MFP series)



2. Support the scanner assembly, and then release one tab (callout 1) and remove the scanner support (callout 2).

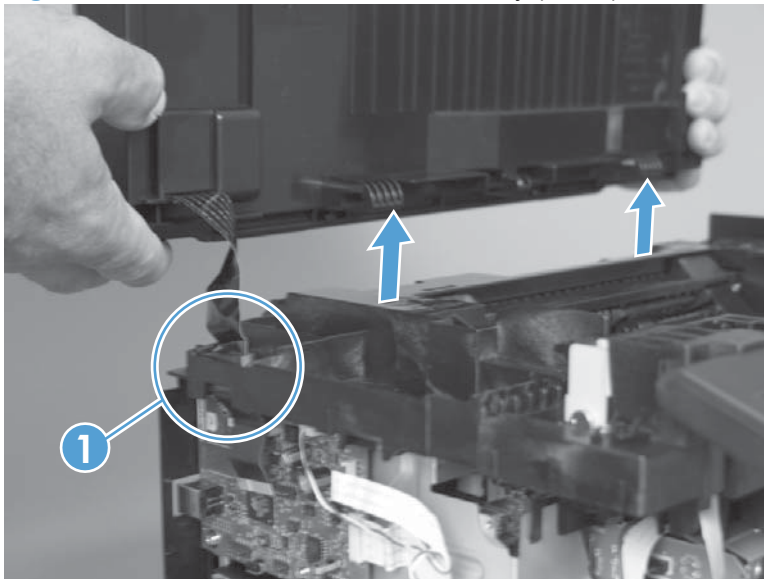
△ **CAUTION:** The scanner assembly is not captive and can easily be separated from the product base if it is opened too far.

Figure 1-44 Remove the scanner assembly (3 of 5)



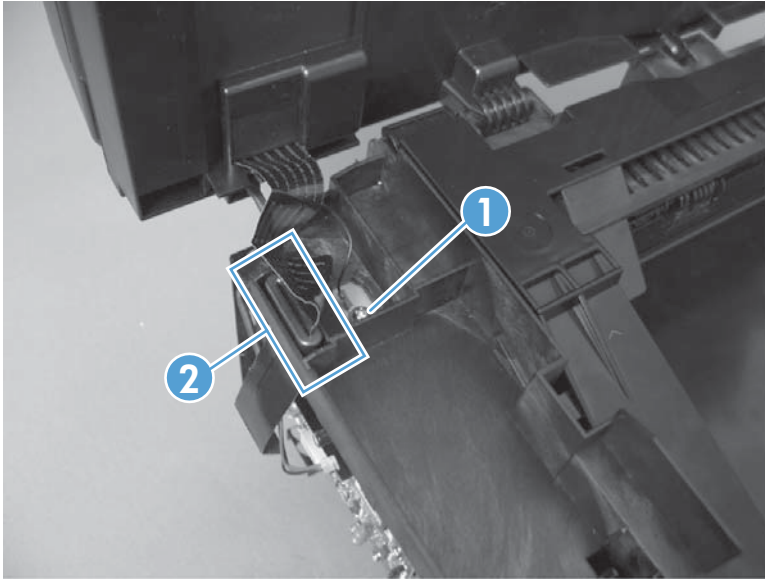
3. **HP LaserJet Professional M1130 MFP series only:** Carefully feed the FFC through the slot in the chassis (callout 1), and then lift the scanner assembly up and off of the product base.

Figure 1-45 Remove the scanner assembly (4 of 5)



4. **HP LaserJet Professional M1210 MFP series** only: Remove one screw (callout 1), carefully feed the FFC through the slot in the chassis (callout 2), and then lift the scanner assembly up and off of the product base.

Figure 1-46 Remove the scanner assembly (5 of 5)



Cartridge door

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).

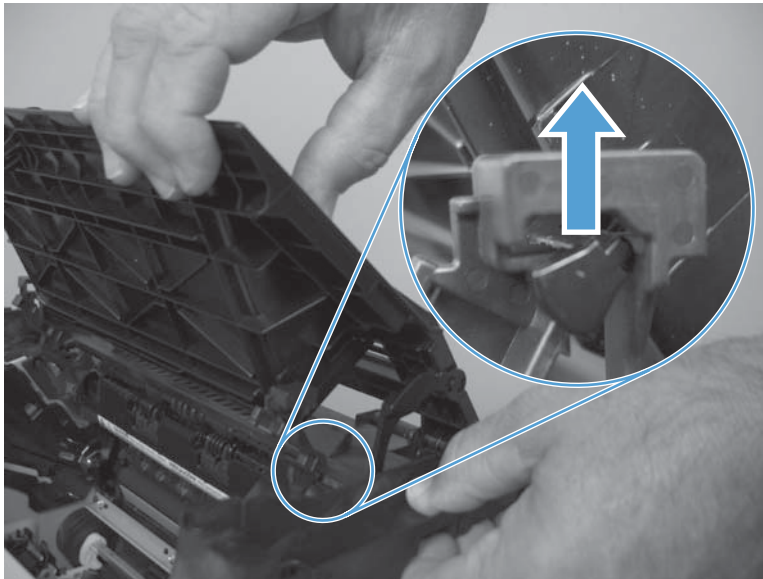
Remove the cartridge door

1. Open the cartridge door. Carefully push up on the right corner of the door to release the right-side retainer.

△ **CAUTION:** The retainer is still attached to the door. This step only releases the door-stop tab of the retainer.

💡 **Reinstallation tip** When the door is reinstalled, you must push down on the retainer to reengage the door-stop tab, or the cartridge door cannot close.

Figure 1-47 Remove the cartridge door (1 of 5)

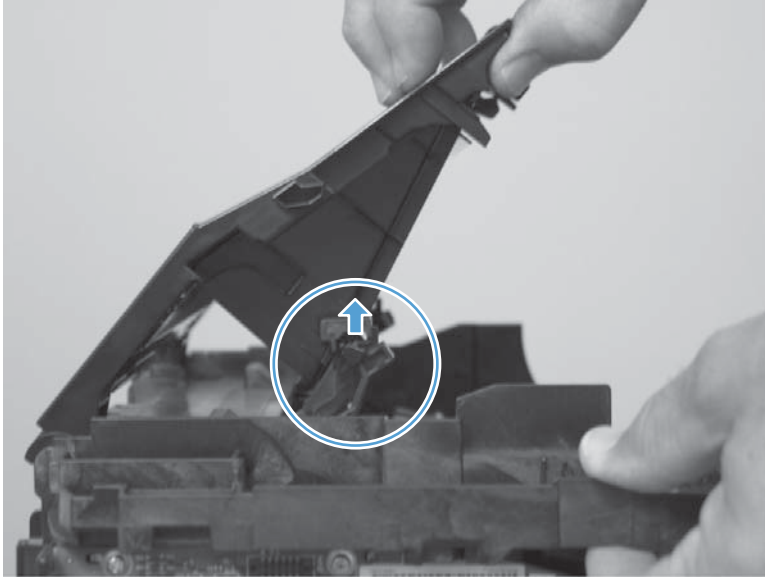


- Carefully push up on the left corner of the door to release the left-side retainer.

△ **CAUTION:** The retainer is still attached to the door. This step only releases the door-stop tab of the retainer.

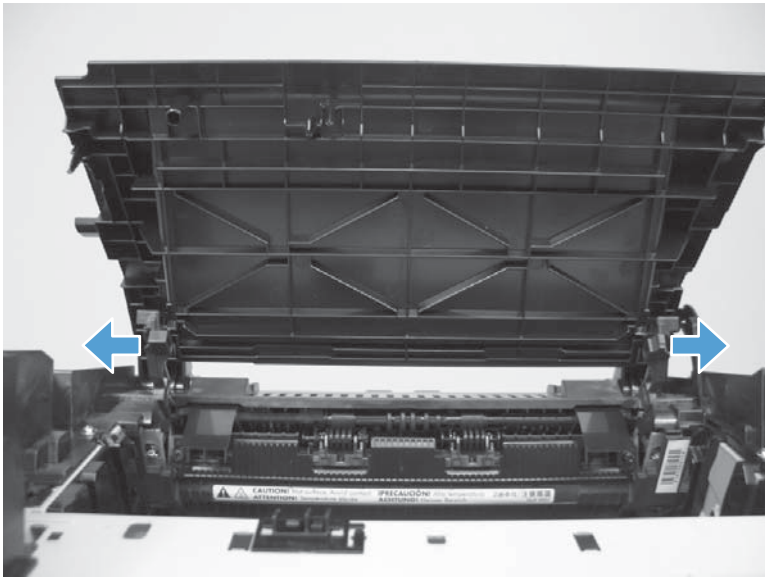
💡 **Reinstallation tip** When the door is reinstalled, you must push down on the retainer to reengage the door-stop tab, or the cartridge door cannot close.

Figure 1-48 Remove the cartridge door (2 of 5)



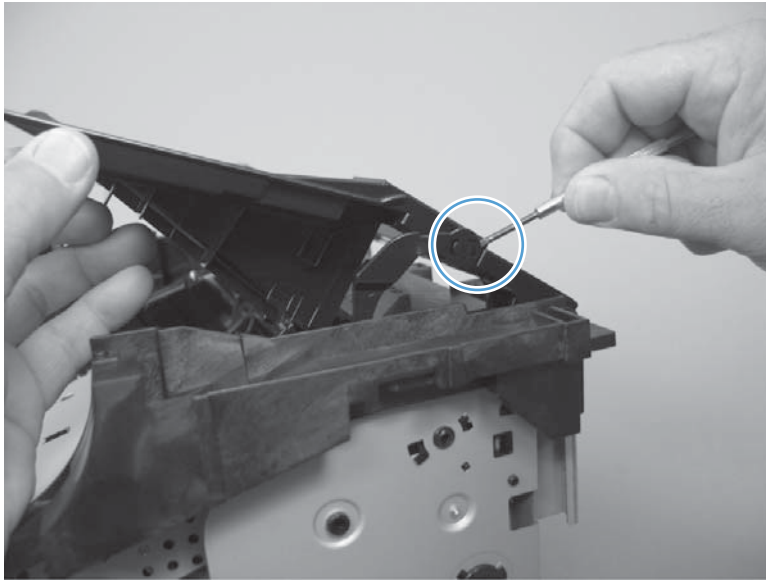
- Carefully disengage the both retainers from the door.

Figure 1-49 Remove the cartridge door (3 of 5)



4. Use a small flat blade screw driver to release the print-cartridge disengagement arm.

Figure 1-50 Remove the cartridge door (4 of 5)



5. Remove the cartridge door.

Figure 1-51 Remove the cartridge door (5 of 5)



Top cover

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#).
- Control panel assembly. See [Control-panel assembly on page 62](#).

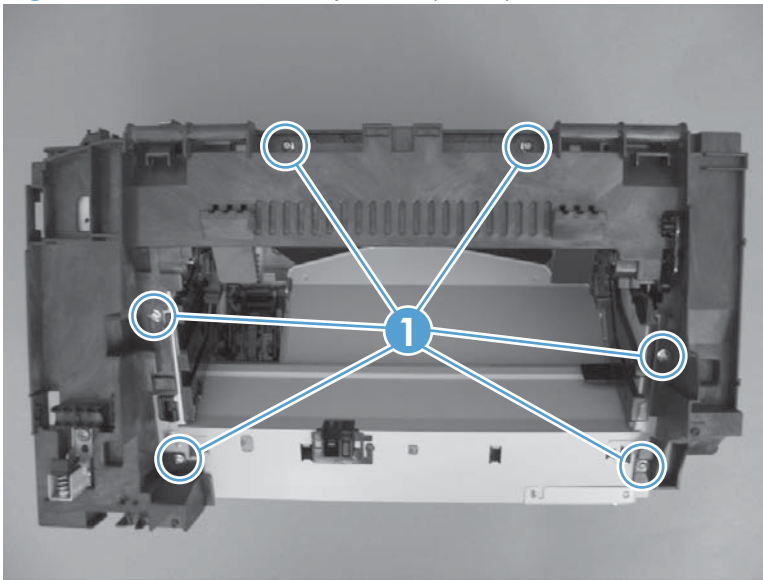
TIP: If you are removing the top cover to gain access to other components on the product, you can leave the control-panel assembly installed on the cover. Disconnect the FFC at the formatter, and remove the control-panel assembly and the top cover as one unit.

If you are installing a replacement top cover, you must remove the control-panel assembly completely.

Remove the top cover

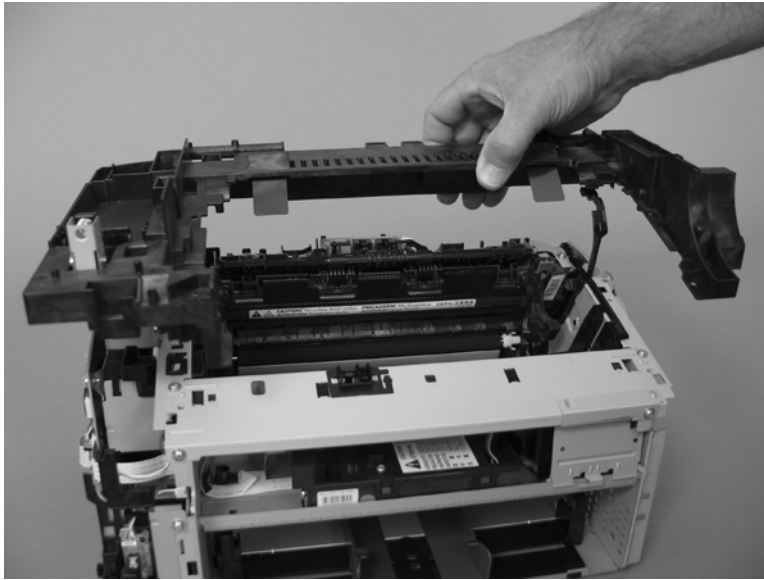
1. Remove six screws (callout 1).

Figure 1-52 Remove the top cover (1 of 2)



2. Remove the top cover.

Figure 1-53 Remove the top cover (2 of 2)



Rear cover

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door . See [Cartridge door on page 33](#).
- Top cover. See [Top cover on page 36](#).

Remove the rear cover

1. Remove four screws (callout 1) and release two tabs (callout 2).


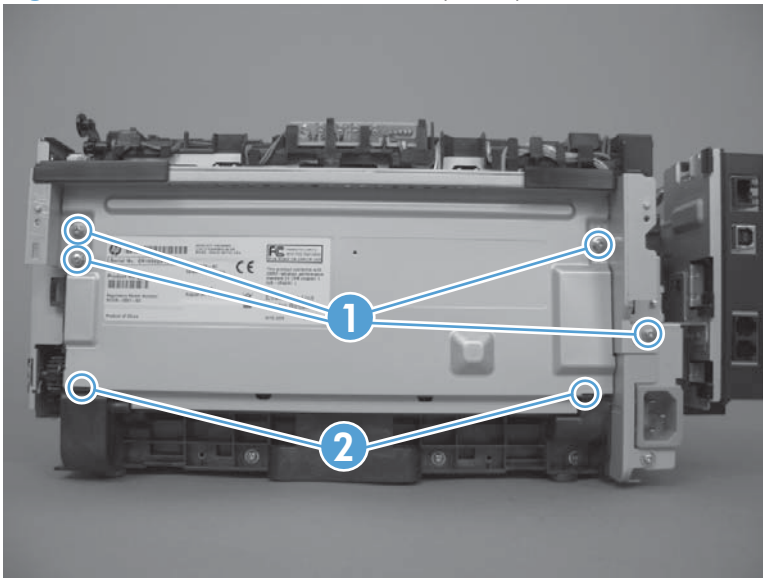
 **NOTE:** One screw has a tooth washer. Make sure this screw is installed in the correct position when the cover is reinstalled.

Figure 1-54 Remove the rear cover (1 of 2)



2. Remove the rear cover.


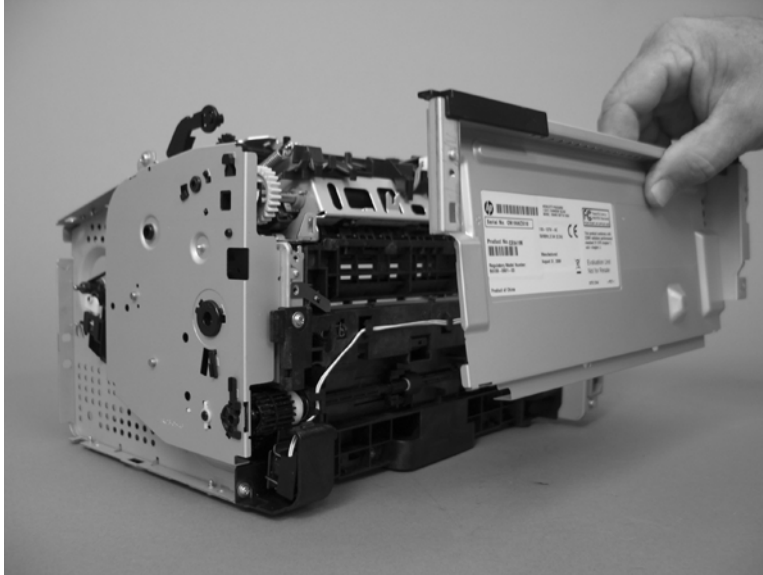
 **NOTE:** When the rear cover is removed, a separate sheet-metal bracket is also removed. Make sure that the bracket and cover are correctly positioned before the rear cover is reinstalled. See [Reinstall the rear cover on page 40](#).

Figure 1-55 Remove the rear cover (2 of 2)



Reinstall the rear cover

Make sure that the bracket and cover are correctly positioned before the rear cover is reinstalled

Figure 1-56 Rear cover and bracket correctly positioned

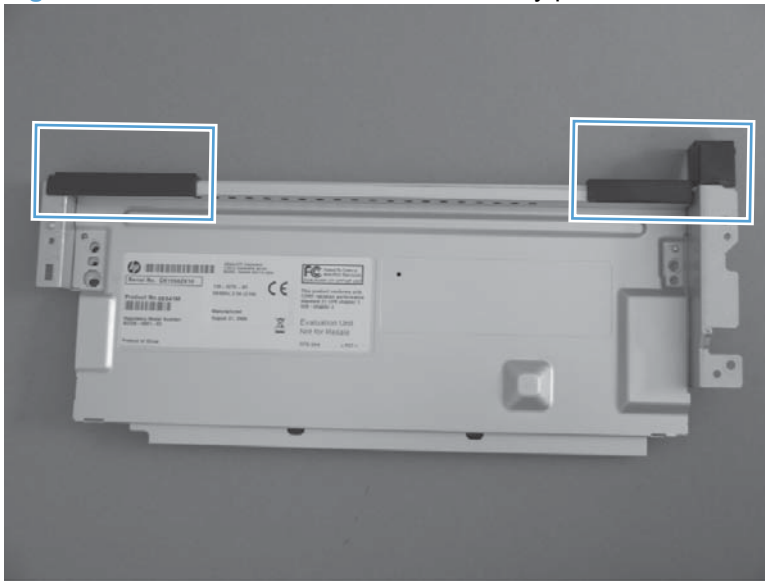
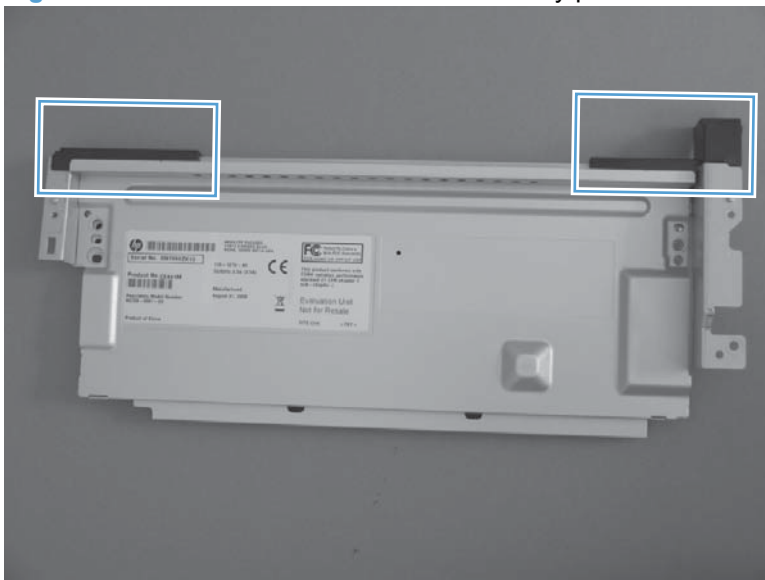



Figure 1-57 Rear cover and bracket incorrectly positioned



Scanner components

 **NOTE:** This section describes replacement and removal of individual scanner components. To remove the complete scanner assembly, see [Scanner assembly on page 30](#).

HP LaserJet Professional M1210 MFP series only: replacement and removal of the ADF pickup roller and separation pad are described earlier in this chapter. See [ADF pre-pickup arm and pickup roller on page 10](#) or [ADF separation pad on page 14](#).

White plate (document backing)

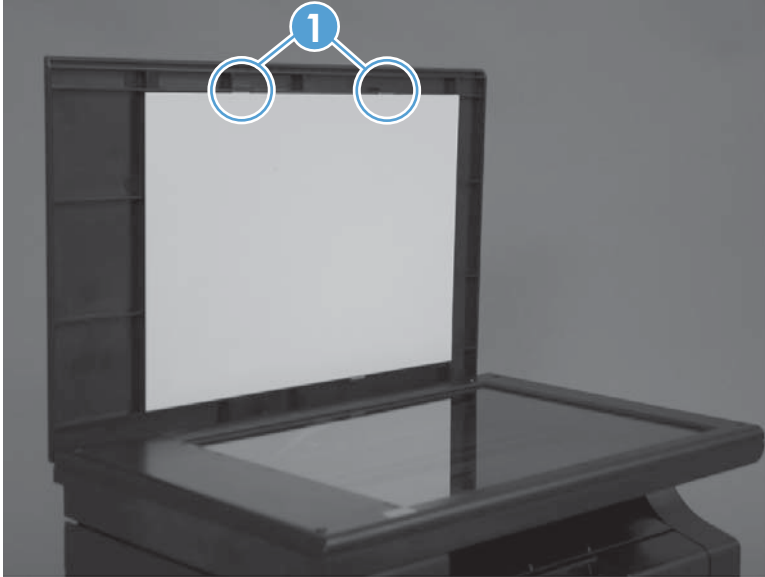
1. Open the scanner lid.

Figure 1-58 Remove the white plate (1 of 3)



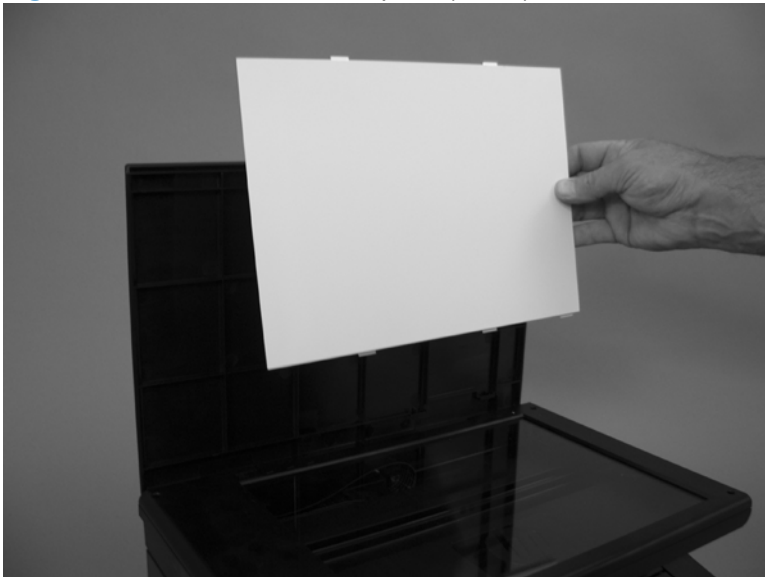
2. Use a small flat blade screwdriver to release two tabs (callout 1), and then rotate the top of the white plate away from the lid.

Figure 1-59 Remove the white plate (2 of 3)




3. Remove the white plate.

Figure 1-60 Remove the white plate (3 of 3)

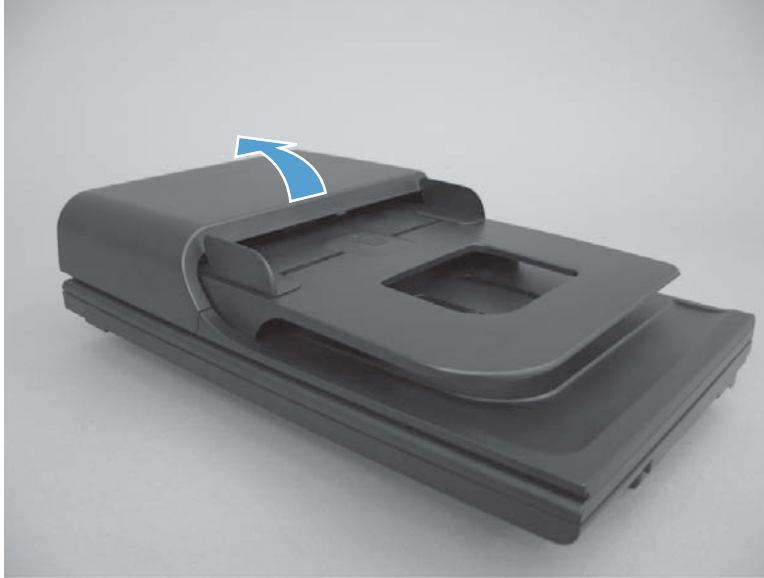


ADF top cover

 **NOTE:** HP LaserJet Professional M1210 MFP series only.

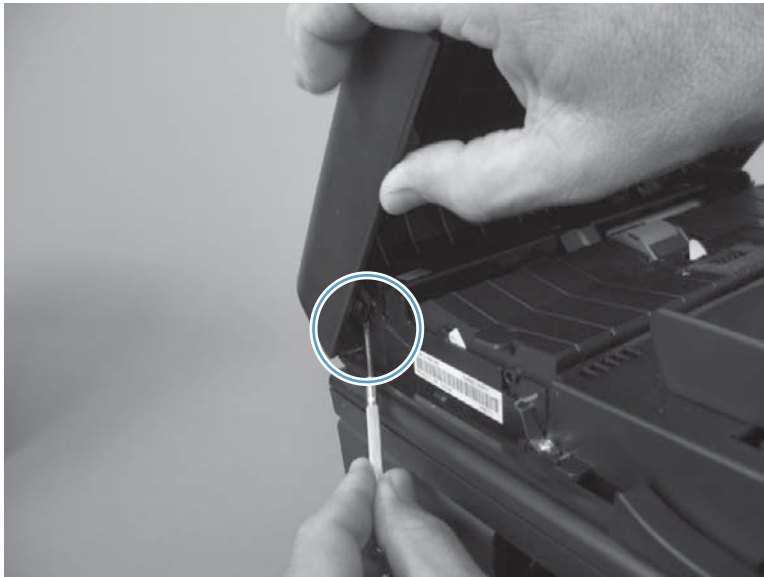
1. Open the ADF top cover.

Figure 1-61 Remove the ADF top cover (1 of 4)



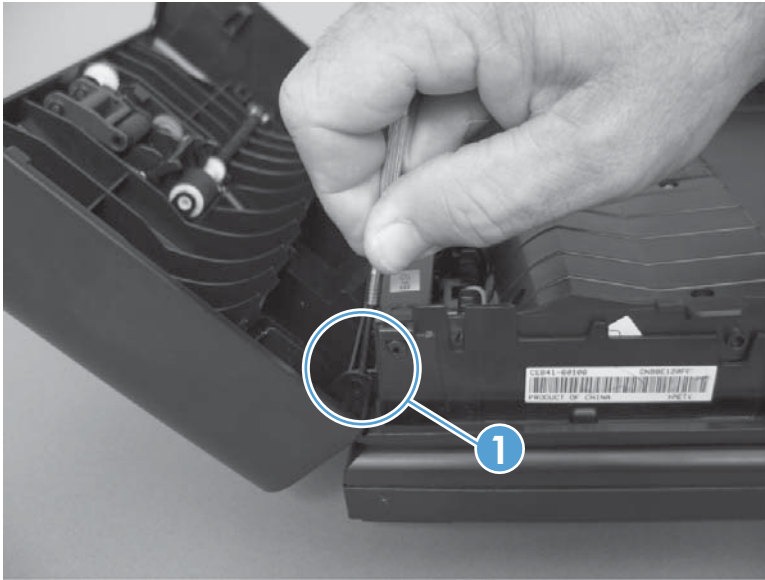
2. Release one tab, and then fully open the ADF cover.

Figure 1-62 Remove the ADF top cover (2 of 4)



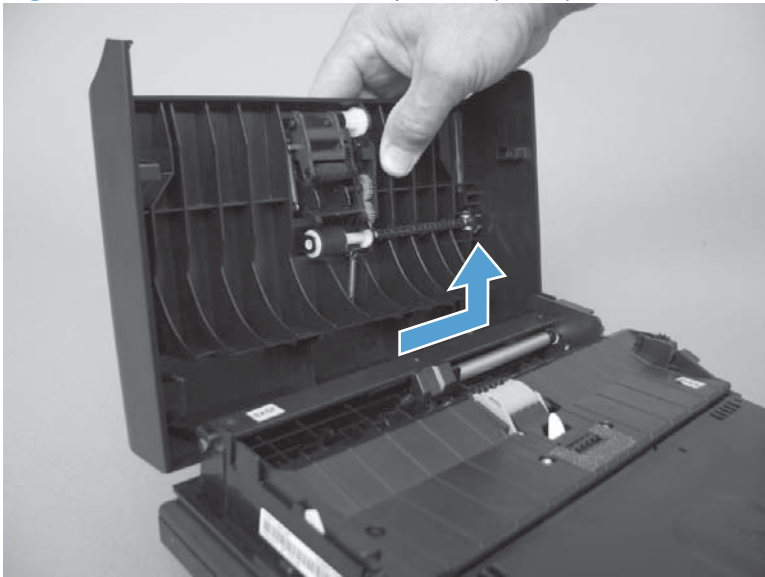
3. Use a small flat blade screwdriver to release one hinge pin (callout 1).

Figure 1-63 Remove the ADF top cover (3 of 4)



4. Slide the cover toward the rear of the ADF to release the rear hinge pin, and then lift up to remove the cover.

Figure 1-64 Remove the ADF top cover (4 of 4)



ADF core

 **NOTE:** HP LaserJet Professional M1210 MFP series only.

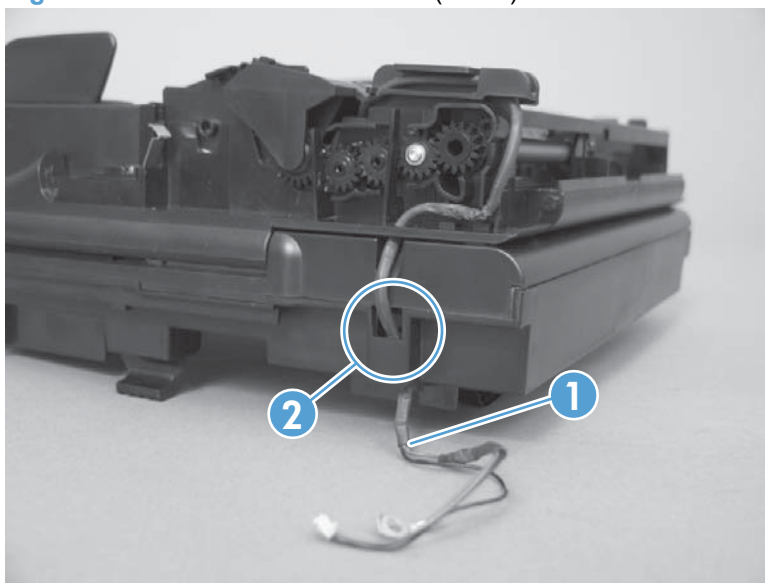
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover. See [ADF top cover on page 43](#).

Remove the ADF core

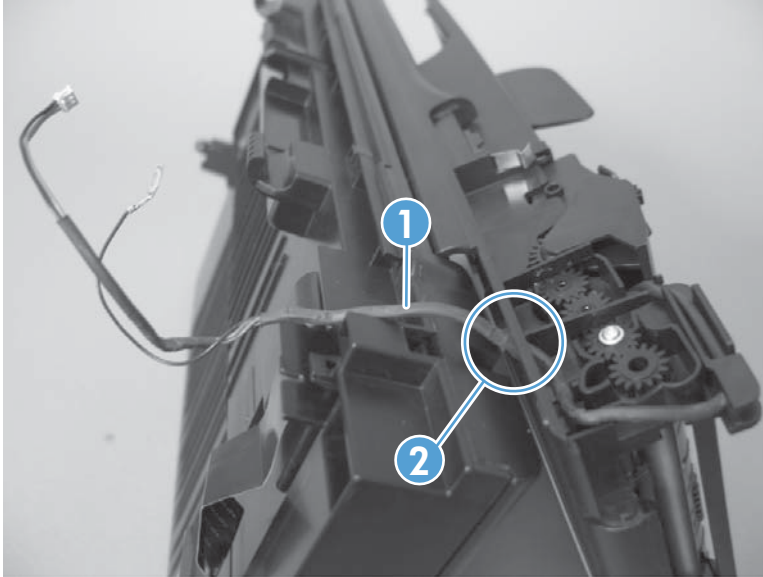
1. Carefully feed the wire harness (callout 1) through the slot in the ADF chassis (callout 2).

Figure 1-65 Remove the ADF core (1 of 5)



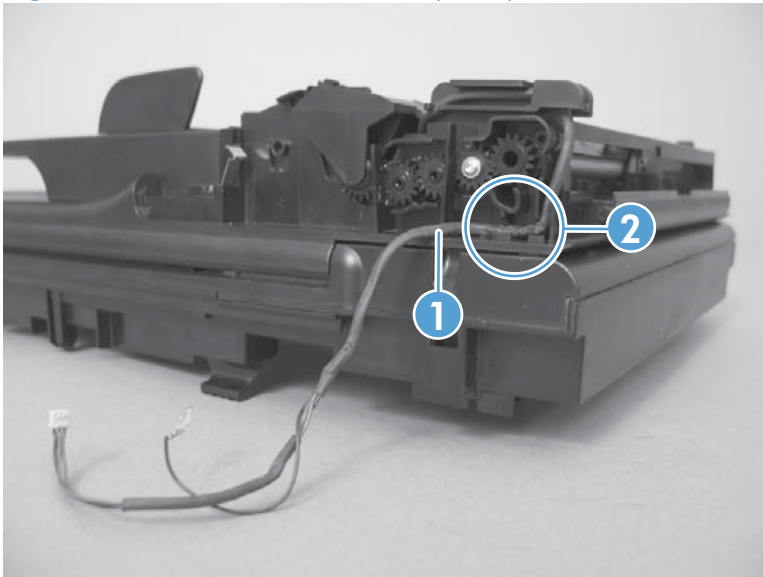
2. Open the scanner lid, and carefully feed the wire harness (callout 1) through the opening (callout 2) in the chassis.

Figure 1-66 Remove the ADF core (2 of 5)



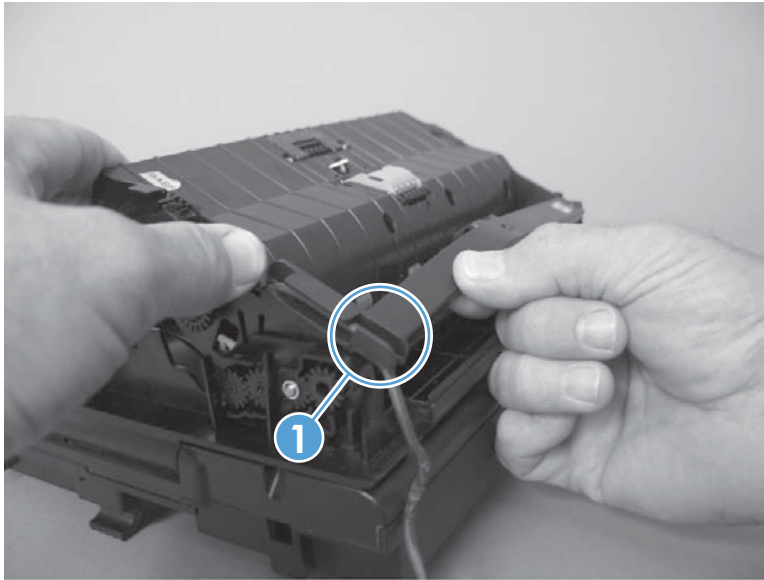
3. Close the scanner lid, and release the wire harness (callout 1) from the guides (callout 2).

Figure 1-67 Remove the ADF core (3 of 5)



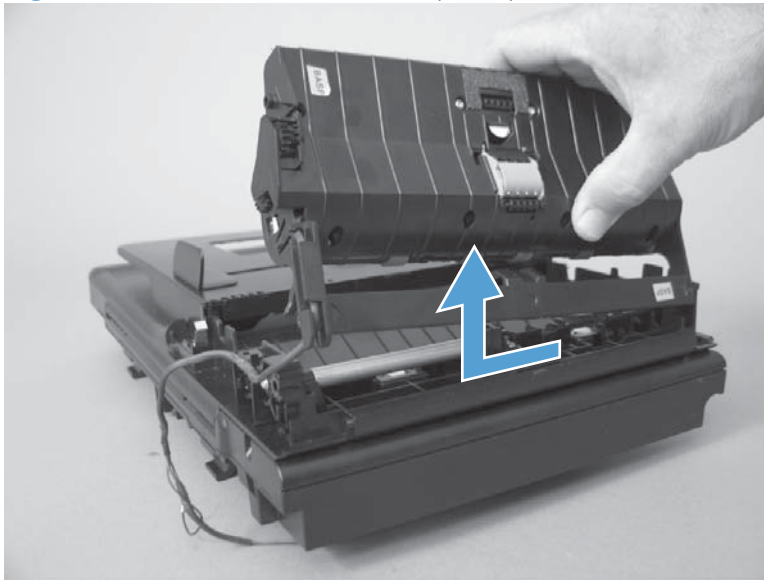
4. Open the ADF core, and then flex the chassis to release one hinge pin (callout 1).

Figure 1-68 Remove the ADF core (4 of 5)




5. Slide the core toward the rear of the ADF to release the rear hinge pin, and then remove the core.

Figure 1-69 Remove the ADF core (5 of 5)



ADF tray

 **NOTE:** HP LaserJet Professional M1210 MFP series only.

Before proceeding, remove the following components:

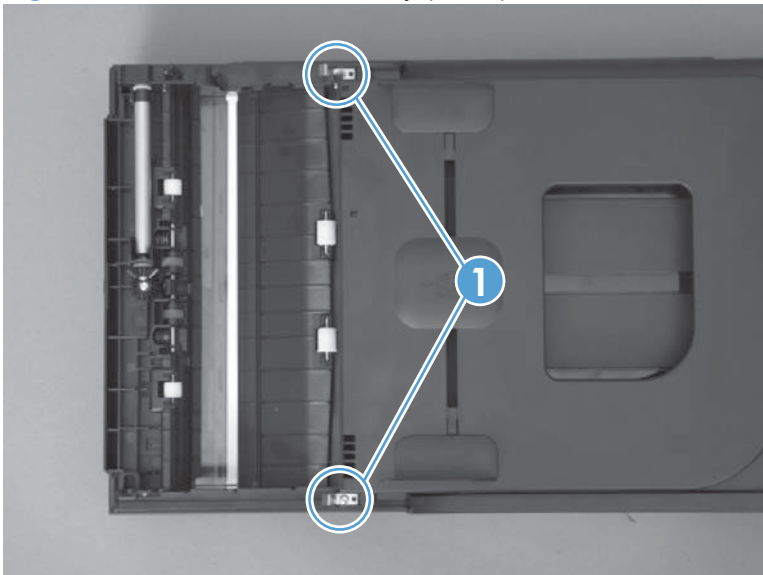
- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover. See [ADF top cover on page 43](#).
- ADF core. See [ADF core on page 45](#).

Remove the ADF tray

1. Remove two screws (callout 1).

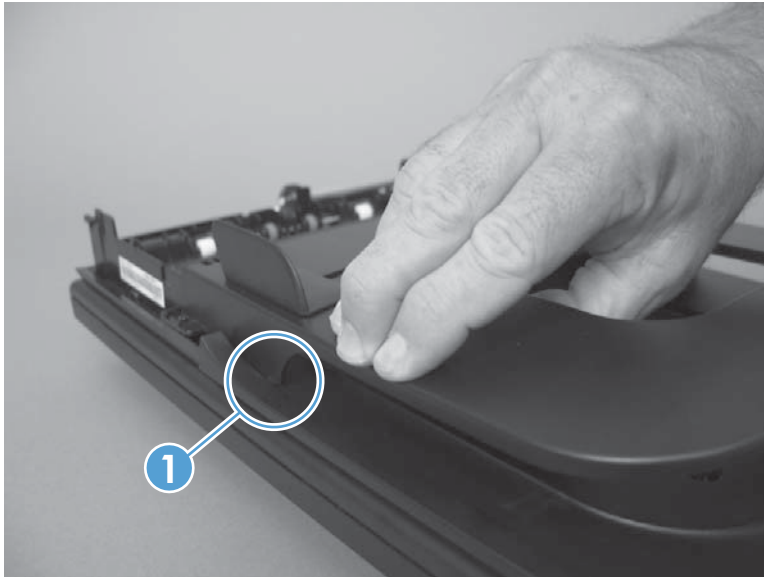
△ **CAUTION:** The spring-latch clips (callout 1) are not captive. Do not lose the clips when removing the tray.

Figure 1-70 Remove the ADF tray (1 of 4)



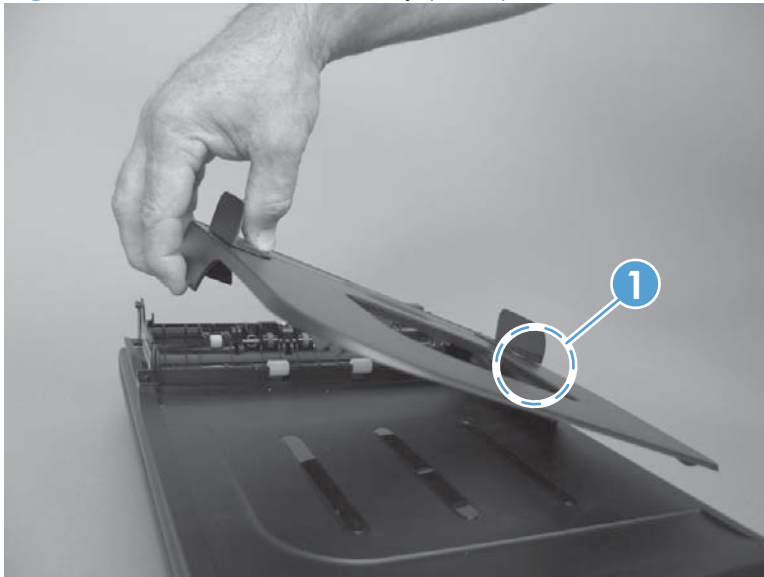
2. Carefully flex the tray to release one tab (callout 1), and then slightly rotate the edge of the tray up and away from the ADF.

Figure 1-71 Remove the ADF tray (2 of 4)



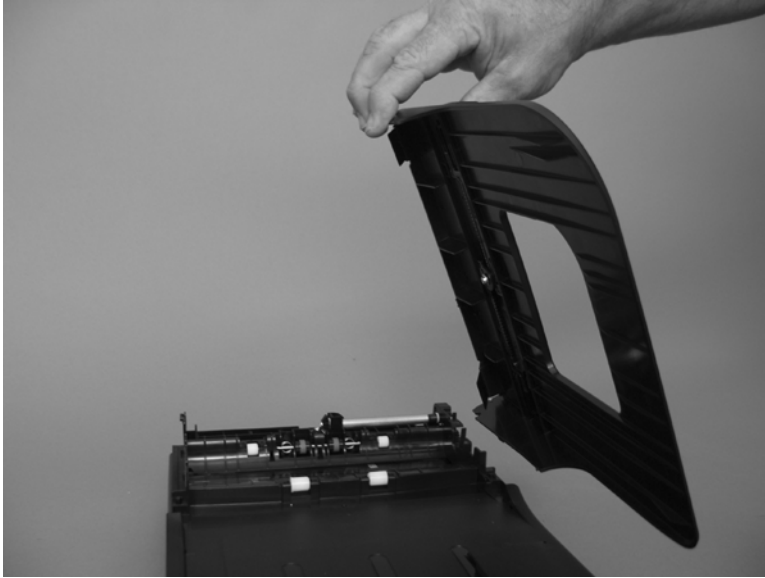
3. Continue to rotate the tray up and off of the product to release one tab (callout 1).

Figure 1-72 Remove the ADF tray (3 of 4)




4. Remove the tray.

Figure 1-73 Remove the ADF tray (4 of 4)



ADF base or scanner assembly lid

 **NOTE:** For the HP LaserJet Professional M1130 MFP series, use this procedure to remove the scanner assembly lid (see to step 1 below).

For the HP LaserJet Professional M1210 MFP series, use this procedure to remove the ADF base.

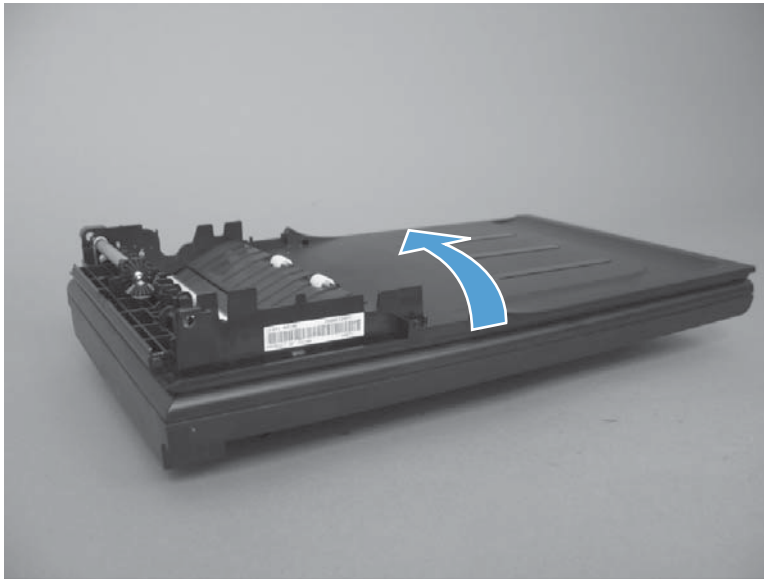
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly (HP LaserJet Professional M1210 MFP series only). See [Scanner assembly on page 30](#).
- ADF top cover (HP LaserJet Professional M1210 MFP series only). See [ADF top cover on page 43](#).
- ADF core (HP LaserJet Professional M1210 MFP series only). See [ADF core on page 45](#).
- ADF tray (HP LaserJet Professional M1210 MFP series only). See [ADF tray on page 48](#).

Remove the ADF base or scanner assembly lid

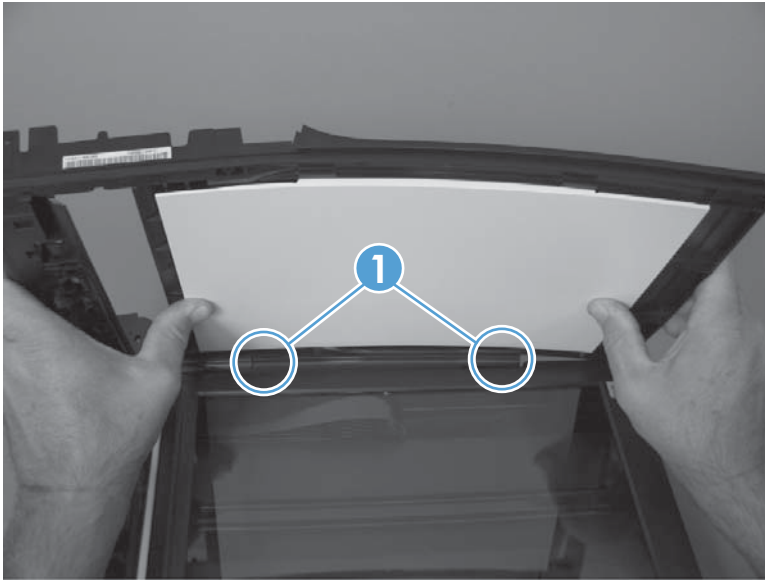
1. Open the ADF base or scanner assembly lid.

Figure 1-74 Remove the ADF base or scanner assembly lid (1 of 3)



2. Carefully flex the base or lid to release two tabs (callout 1).

Figure 1-75 Remove the ADF base or scanner assembly lid (2 of 3)



3. Push the base or lid away from the scanner assembly to remove it.

Figure 1-76 Remove the ADF base or scanner assembly lid (3 of 3)



Scanner assembly bezel

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly (HP LaserJet Professional M1210 MFP series only). See [Scanner assembly on page 30](#).
- ADF top cover (HP LaserJet Professional M1210 MFP series only). See [ADF top cover on page 43](#).
- ADF core (HP LaserJet Professional M1210 MFP series only). See [ADF core on page 45](#).
- ADF tray (HP LaserJet Professional M1210 MFP series only). See [ADF tray on page 48](#).
- ADF base or scanner assembly lid. See [ADF base or scanner assembly lid on page 51](#).

Remove the scanner assembly bezel

△ **CAUTION:** The components inside of the scanner assembly are not captive when the bezel is removed.

Remove six screws (callout 1), and then remove the bezel.

Figure 1-77 Remove the scanner assembly bezel (1 of 2; HP LaserJet Professional M1130 MFP series)

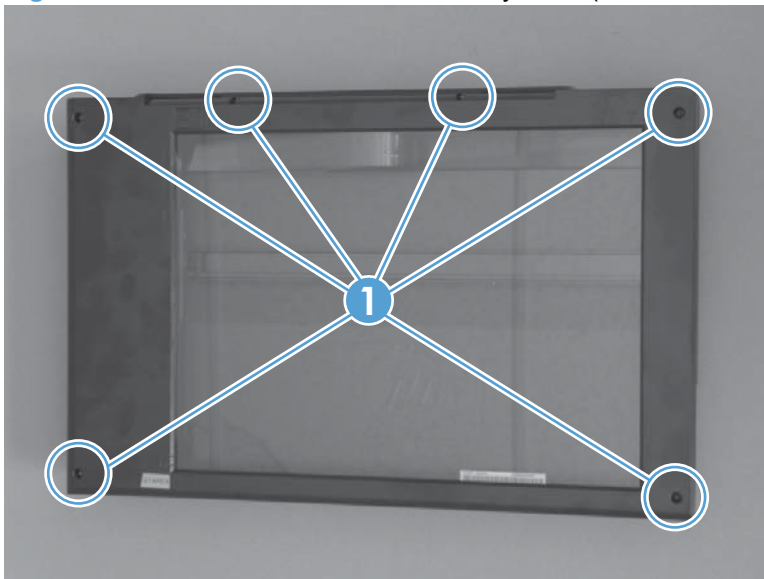
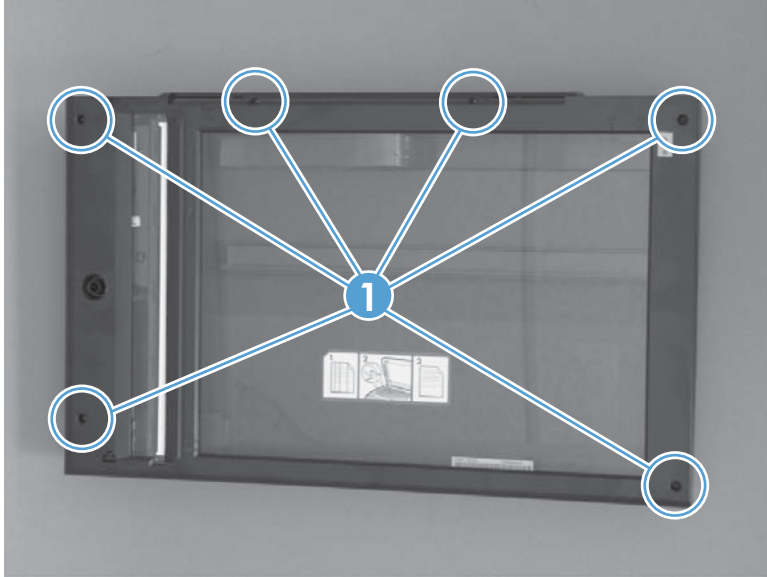


Figure 1-78 Remove the scanner assembly bezel (2 of 2; HP LaserJet Professional M1210 MFP series)



Scanner assembly latch

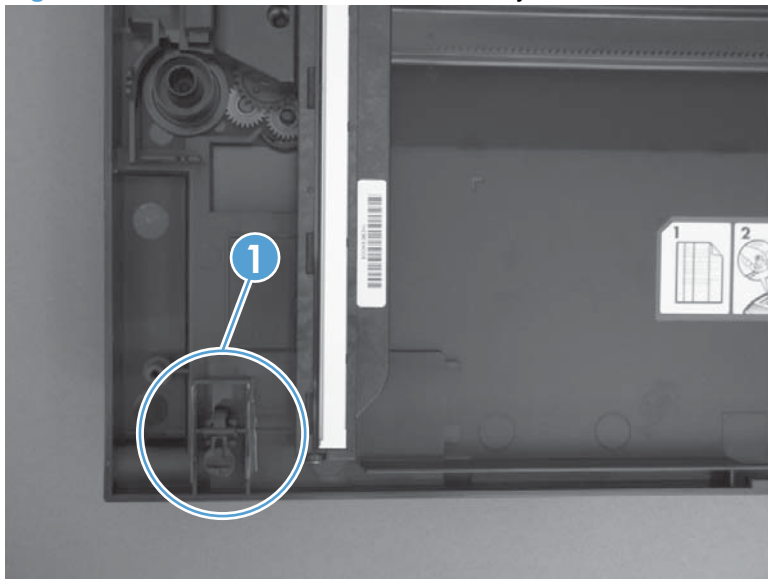
 **NOTE:** HP LaserJet Professional M1210 MFP series only.

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover. See [ADF top cover on page 43](#).
- ADF core. See [ADF core on page 45](#).
- ADF tray. See [ADF tray on page 48](#).
- ADF base. See [ADF base or scanner assembly lid on page 51](#).
- Scanner assembly bezel. See [Scanner assembly bezel on page 53](#).

Remove the scanner assembly latch

Remove the latch and spring (callout 1).

Figure 1-79 Remove the scanner assembly latch



CIS scanner-carriage assembly

Before proceeding, remove the following components:

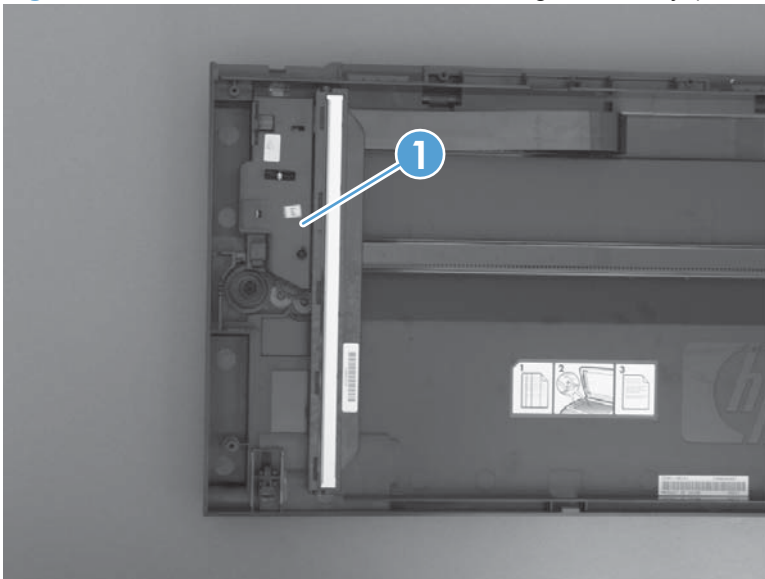
- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover (HP LaserJet Professional M1210 MFP series only). See [ADF top cover on page 43](#).
- ADF core (HP LaserJet Professional M1210 MFP series only). See [ADF core on page 45](#).
- ADF tray (HP LaserJet Professional M1210 MFP series only). See [ADF tray on page 48](#).
- ADF base or scanner assembly lid. See [ADF base or scanner assembly lid on page 51](#).
- Scanner assembly bezel. See [Scanner assembly bezel on page 53](#).

Remove the CIS scanner-carriage assembly

1. Lift the CIS scanner-carriage assembly (callout 1) out of the scanner.

△ CAUTION: The CIS scanner-carriage assembly is still connected to the scanner assembly by the FFC.

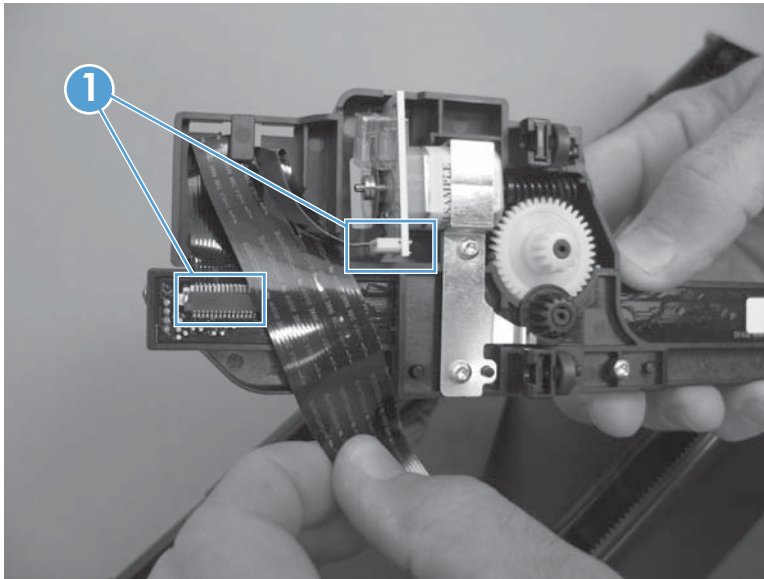
Figure 1-80 Remove the CIS scanner-carriage assembly (1 of 2)



2. Disconnect two FFCs (callout 1) and then remove the CIS scanner assembly.

 **NOTE:** HP LaserJet Professional M1210 MFP series shown below.

Figure 1-81 Remove the CIS scanner-carriage assembly (2 of 2)



CIS scanner motor, gears, and scanner light bar

Before proceeding, remove the following components:

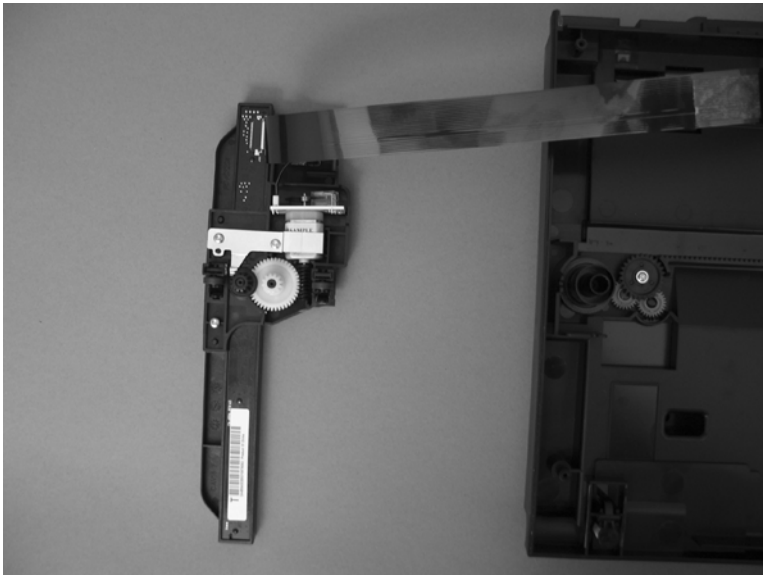
- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover (HP LaserJet Professional M1210 MFP series only). See [ADF top cover on page 43](#).
- ADF core (HP LaserJet Professional M1210 MFP series only). See [ADF core on page 45](#).
- ADF tray (HP LaserJet Professional M1210 MFP series only). See [ADF tray on page 48](#).
- ADF base or scanner assembly lid. See [ADF base or scanner assembly lid on page 51](#).
- Scanner assembly bezel. See [Scanner assembly bezel on page 53](#).

Remove the CIS scanner motor, gears, and scanner light bar

The HP LaserJet Professional M1210 MFP series CIS scanner assembly is shown in the figures below.

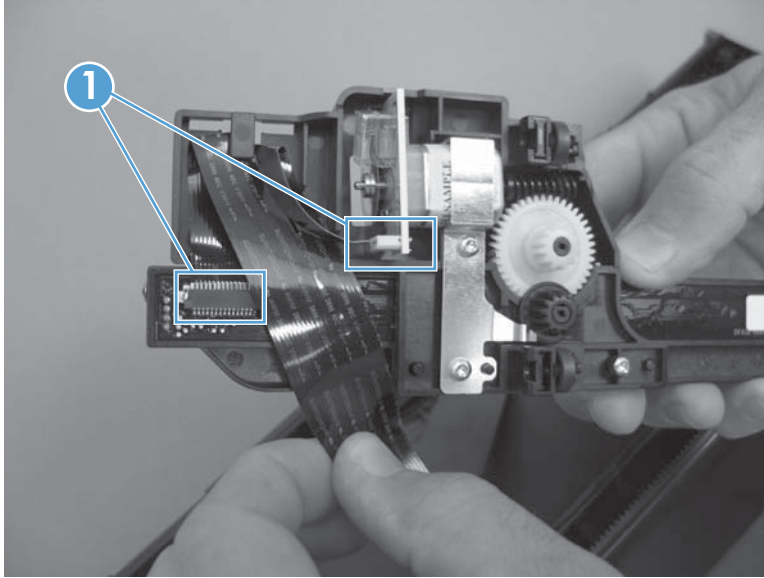
1. Turn the CIS scanner upside down to expose the motor and gears.

Figure 1-82 Remove the CIS scanner motor, gears, and scanner light bar (1 of 4)



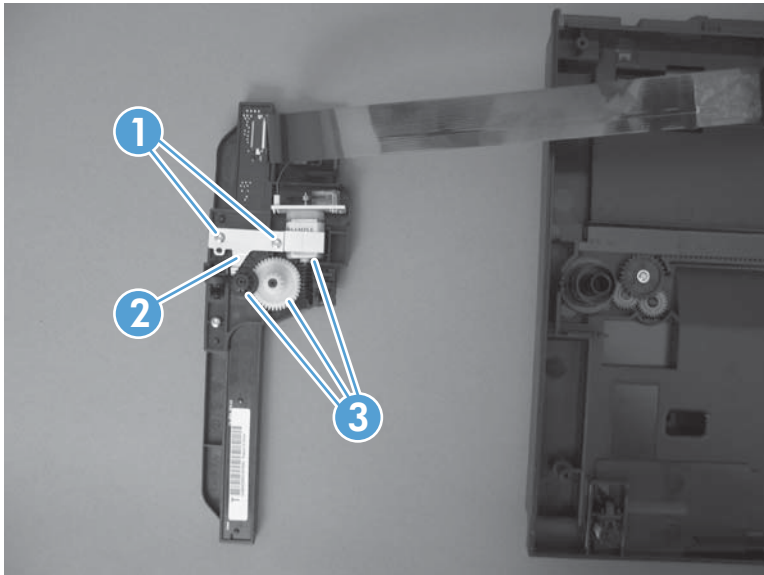
2. Disconnect two connectors (callout 1).

Figure 1-83 Remove the CIS scanner motor, gears, and scanner light bar (2 of 4)



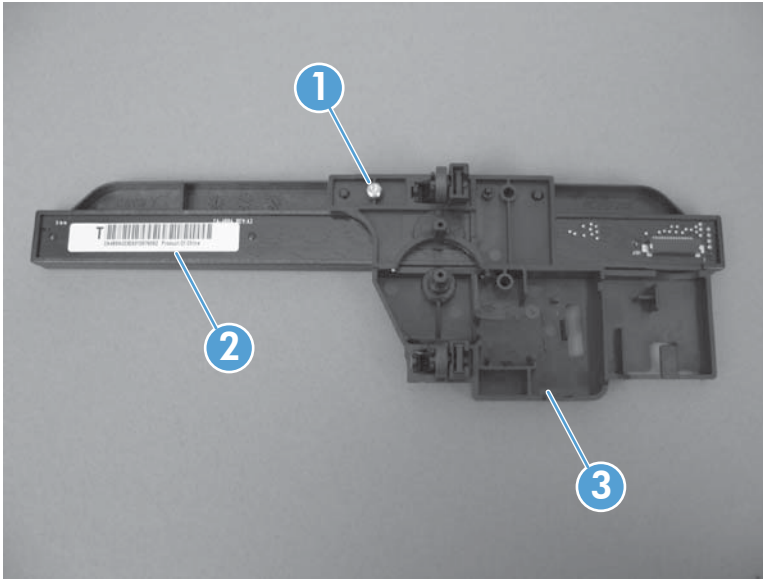
3. Remove two screws (callout 1), remove the sheet-metal plate (callout 2), and then remove the motor and two gears (callout 3).

Figure 1-84 Remove the CIS scanner motor, gears, and scanner light bar (3 of 4)




4. Remove one screw (callout 1), and then separate the scanner light bar (callout 2) from the carriage assembly (callout 3).

Figure 1-85 Remove the CIS scanner motor, gears, and scanner light bar (4 of 4)



CIS scanner drive gears

 **NOTE:** HP LaserJet Professional M1210 MFP series only.

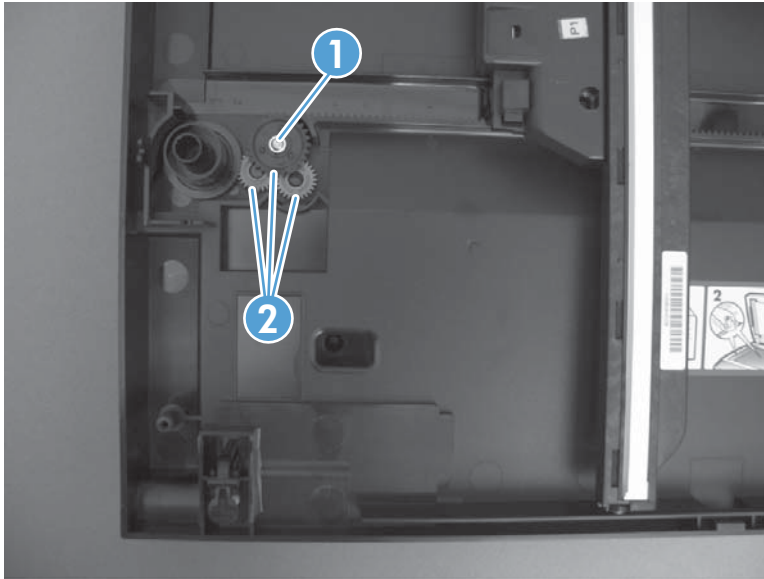
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- ADF top cover. See [ADF top cover on page 43](#).
- ADF core. See [ADF core on page 45](#).
- ADF tray. See [ADF tray on page 48](#).
- ADF base. See [ADF base or scanner assembly lid on page 51](#).
- Scanner assembly bezel. See [Scanner assembly bezel on page 53](#).

Remove the CIS scanner drive gears

1. Move the CIS scanner out of the way to expose the drive gears.
2. Remove one screw (callout 1), and then remove three gears (callout 2).

Figure 1-86 Remove the CIS scanner motor and gears



Main assemblies

Control-panel assembly

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).

Remove the control-panel assembly

1. Disconnect one FFC (callout 1).

Figure 1-87 Remove the control-panel assembly (1 of 5; HP LaserJet Professional M1130 MFP series)

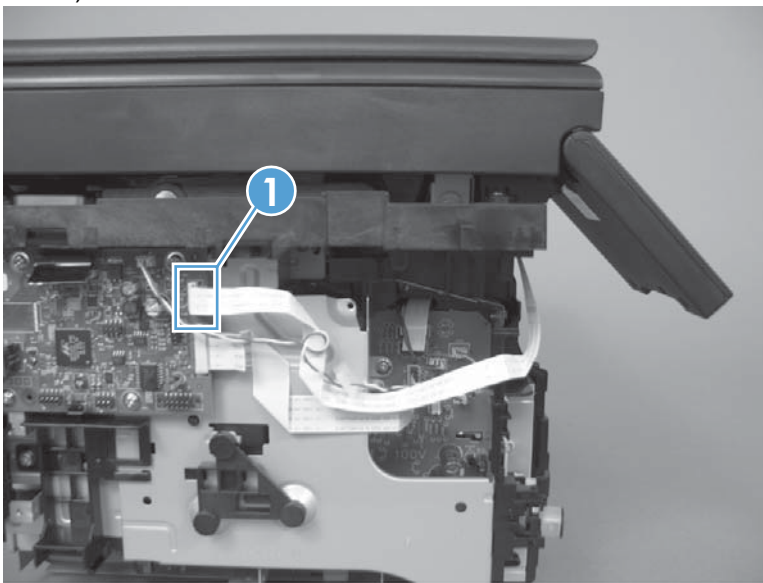
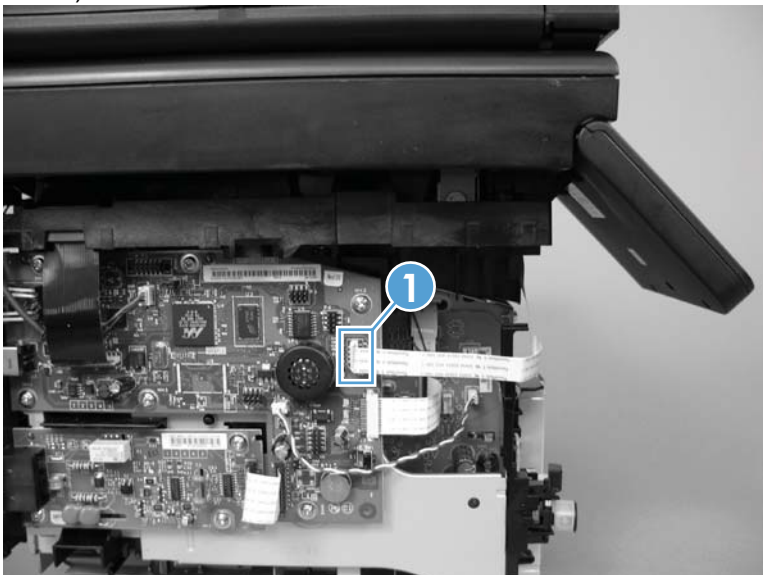
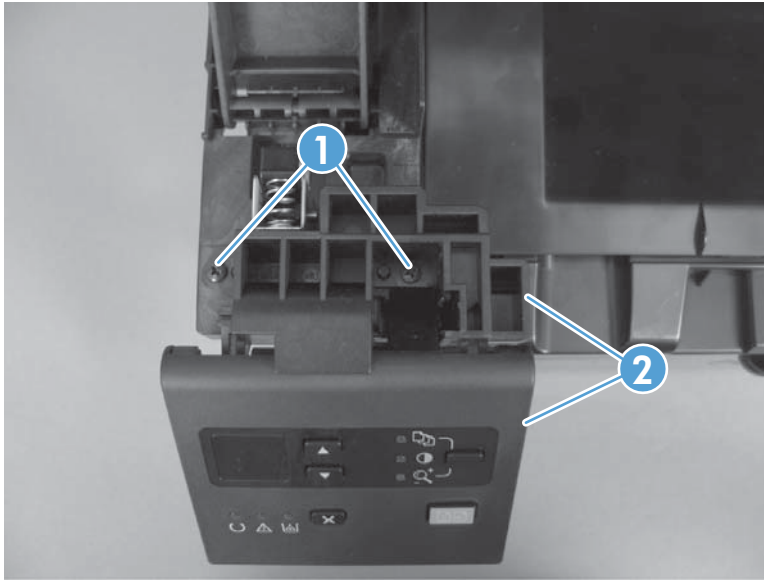


Figure 1-88 Remove the control-panel assembly (2 of 5; HP LaserJet Professional M1210 MFP series)



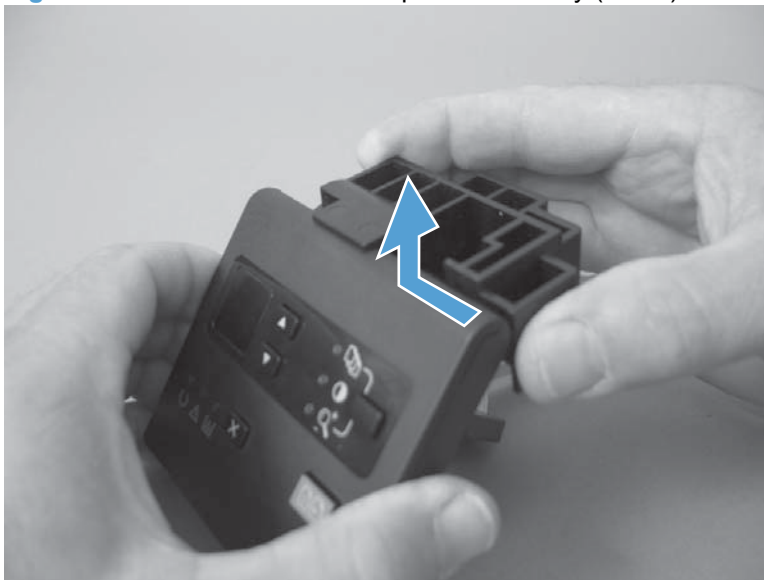
2. Remove two screws (callout 1), and then remove the assembly (callout 2).

Figure 1-89 Remove the control-panel assembly (3 of 5)



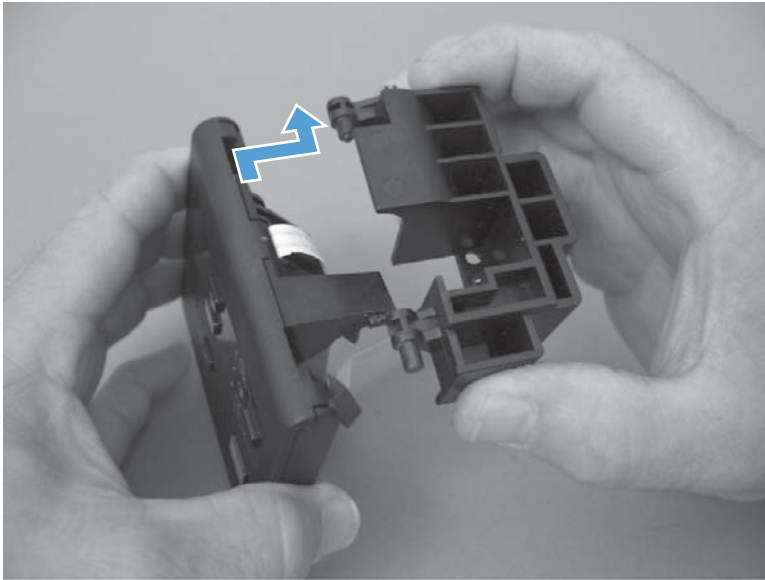
3. Slide the assembly toward the left and then lift up on it to release the ratchet arm.

Figure 1-90 Remove the control-panel assembly (4 of 5)



4. Continue to slide the assembly to release it from the bracket.

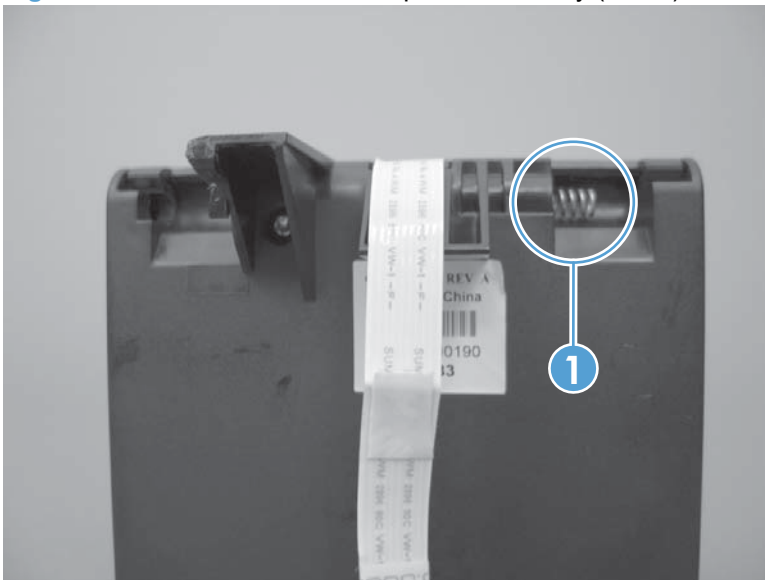
Figure 1-91 Remove the control-panel assembly (5 of 5)



Reinstall the control-panel assembly

1. Remove one spring (callout 1), and install it in the replacement control-panel assembly.

Figure 1-92 Reinstall the control-panel assembly (1 of 2)



2. Make sure that the ferrite is correctly positioned in the holder.


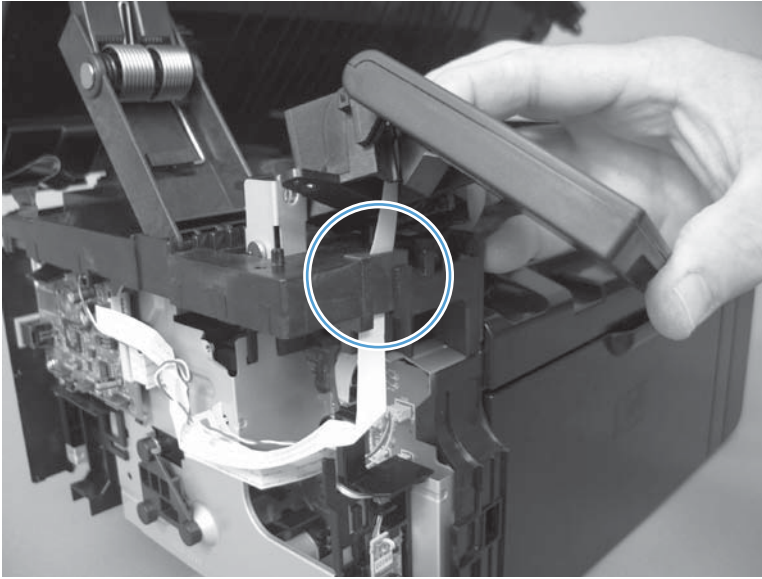
 **NOTE:** Two sided-tape is provided on the FFC to adhere it to the chassis as needed

Figure 1-93 Reinstall the control-panel assembly (2 of 2)



Power switch assembly

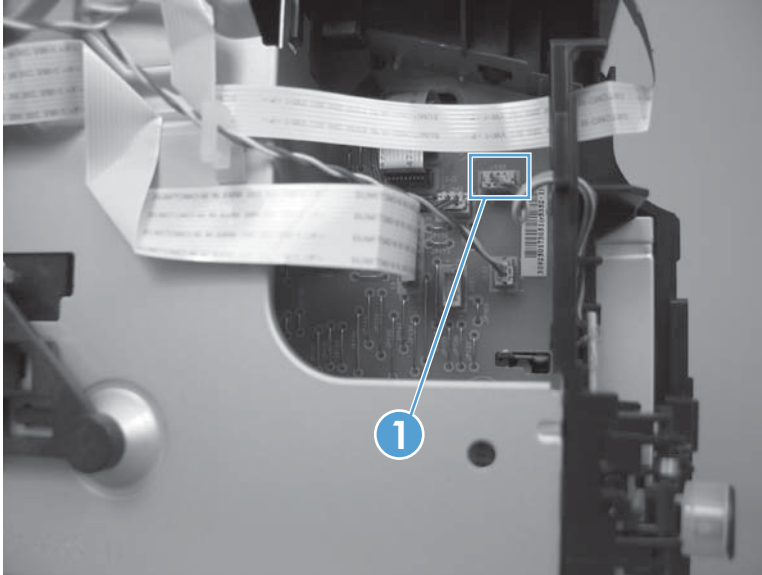
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).

Remove the power switch assembly

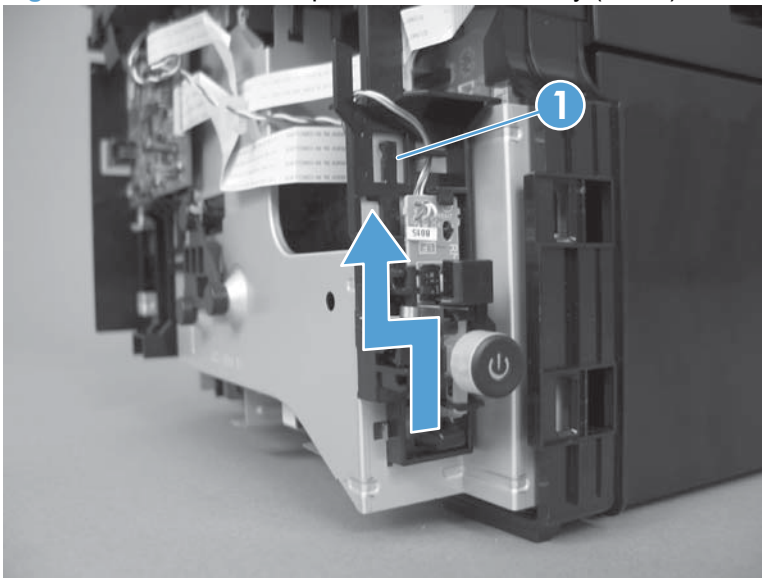
1. Disconnect one connector (callout 1).

Figure 1-94 Remove the power switch assembly (1 of 3)



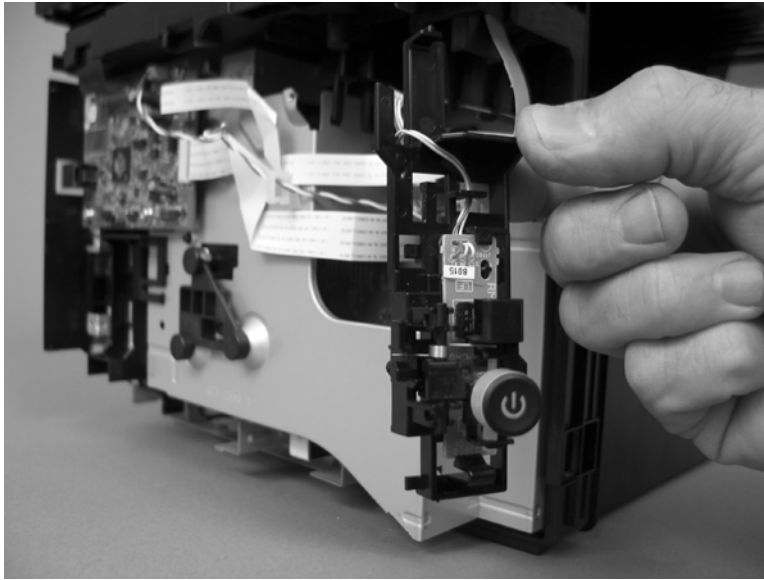
2. Release one tab (callout 1), and then slide the assembly up and away from the product to release it.

Figure 1-95 Remove the power switch assembly (2 of 3)



3. Remove the power switch assembly.

Figure 1-96 Remove the power switch assembly (3 of 3)



Formatter PCA

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).

Remove the formatter PCA

1. **HP LaserJet Professional M1130 MFP series:** Disconnect three FFCs (callout 1) and one wire harness connector (callout 2).

HP LaserJet Professional M1210 MFP series: Disconnect four FFCs (callout 1) and two wire harness connectors (callout 2).

Figure 1-97 Remove the formatter PCA (1 of 4; HP LaserJet Professional M1130 MFP series)

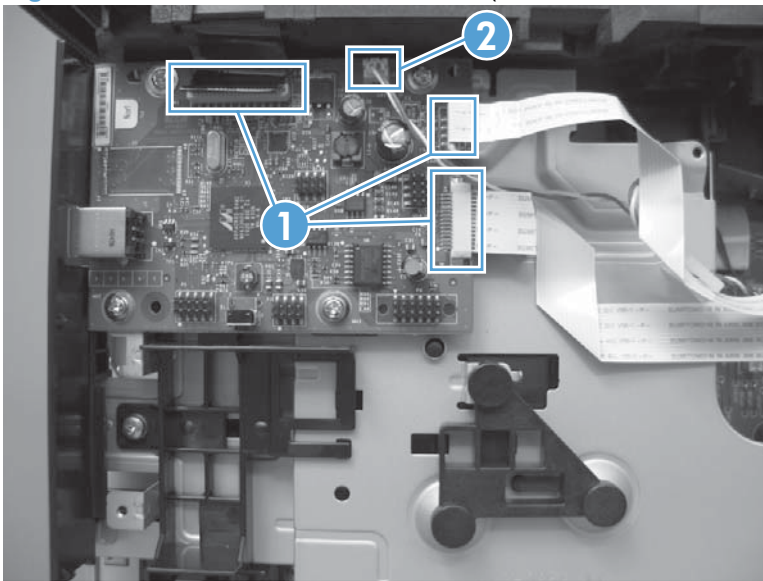
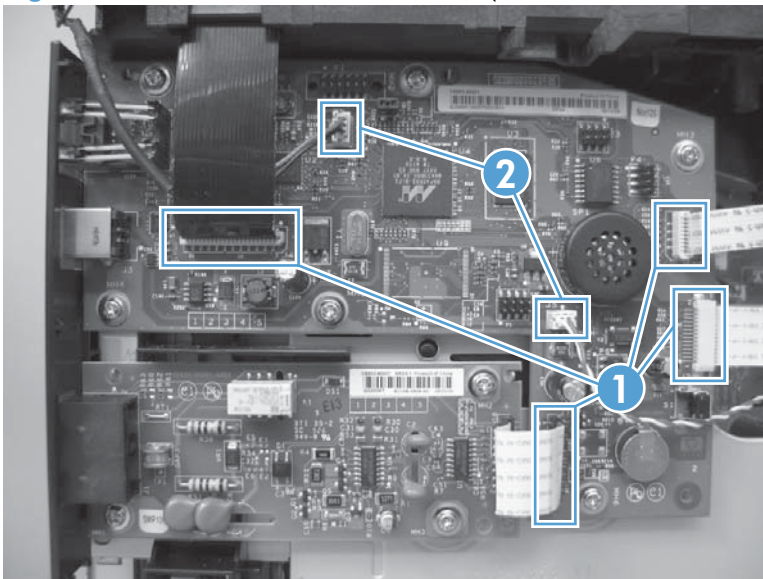


Figure 1-98 Remove the formatter PCA (2 of 4; HP LaserJet Professional M1210 MFP series)



2. **HP LaserJet Professional M1130 MFP series:** Remove four screws (callout 1), and then remove the PCA.

HP LaserJet Professional M1210 MFP series: Remove six screws (callout 1), and then remove the PCA.

Figure 1-99 Remove the formatter PCA (3 of 4; HP LaserJet Professional M1130 MFP series)

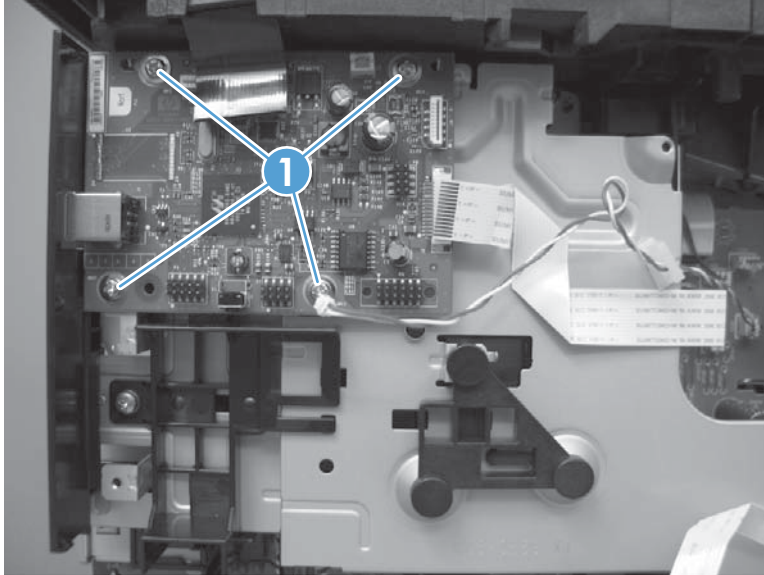
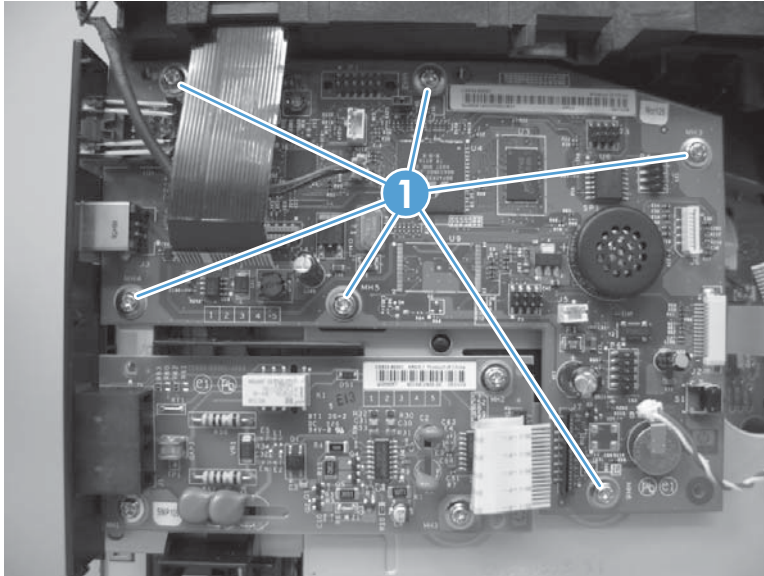



Figure 1-100 Remove the formatter PCA (4 of 4; HP LaserJet Professional M1210 MFP series)



Fax PCA

 **NOTE:** HP LaserJet Professional M1210 MFP series only.

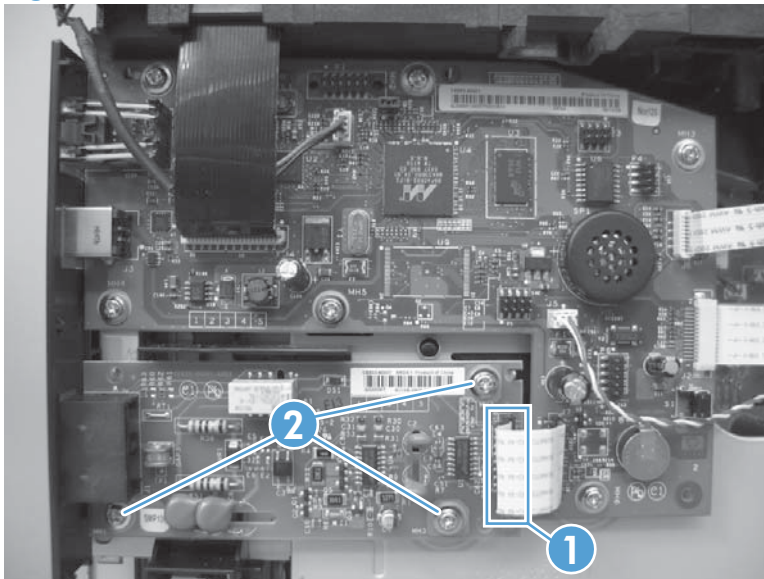
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).

Remove the Fax PCA

Disconnect one FFC (callout 1), remove three screws (callout 2), and then remove the PCA.

Figure 1-101 Remove the Fax PCA



Laser/scanner assembly

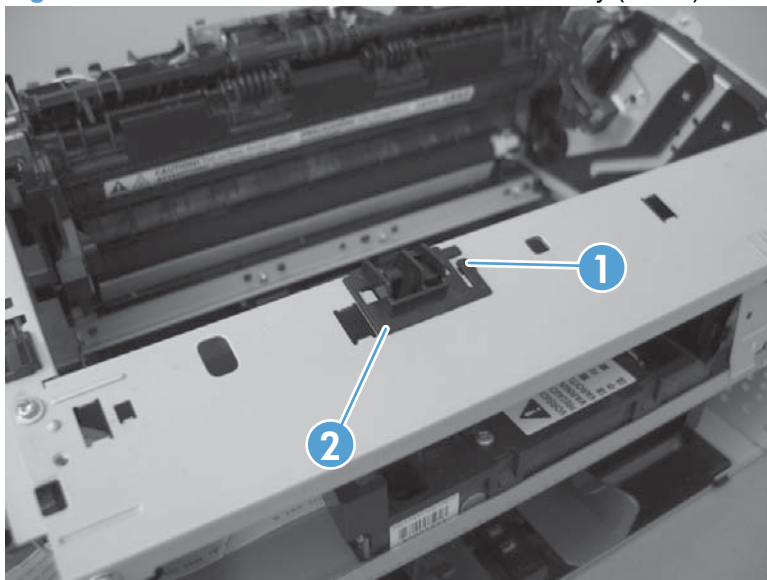
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#).
- Top cover. See [Top cover on page 36](#).

Remove the laser/scanner assembly

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

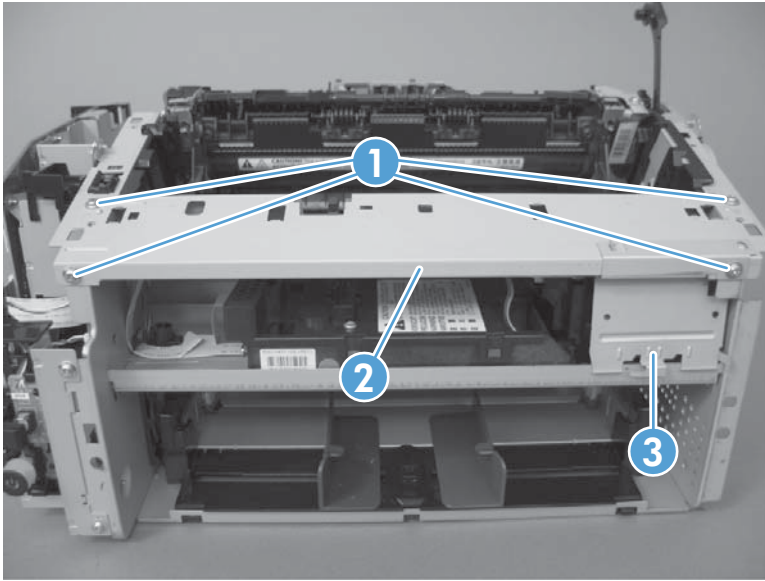
Figure 1-102 Remove the laser/scanner assembly (1 of 3)



2. Remove four screws (callout 1), the scanner cover (callout 2) and the sheet-metal plate (callout 3).

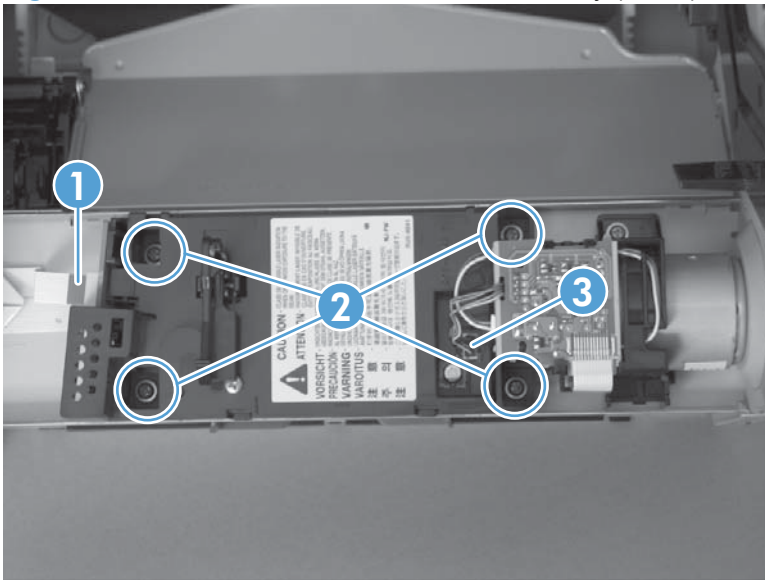
 **NOTE:** The scanner cover and plate are removed as one assembly.

Figure 1-103 Remove the laser/scanner assembly (2 of 3)



3. Disconnect one FFC (callout 1), remove four screws (callout 2), disconnect one connector (callout 3), and then remove the laser/scanner assembly.

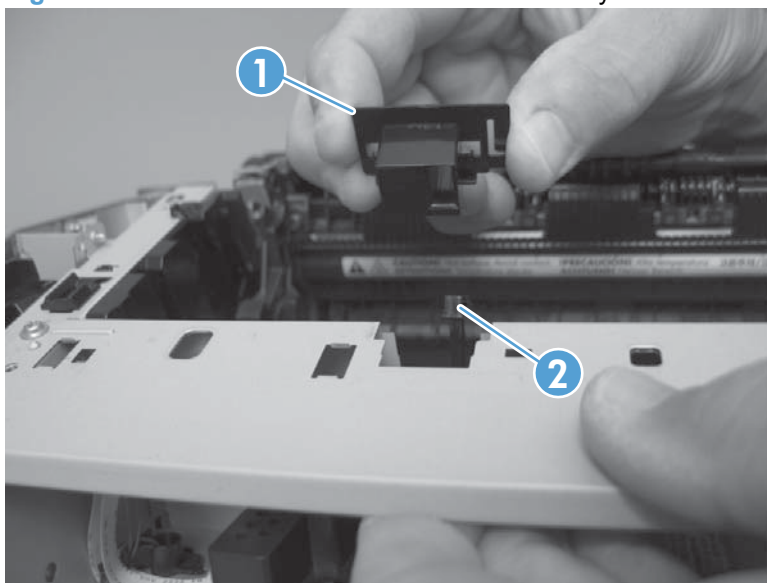
Figure 1-104 Remove the laser/scanner assembly (3 of 3)



Reinstall the laser/scanner assembly

- ▲ When the holder is reinstalled (callout 1), make sure that the lever arm (callout 2) is correctly positioned.

Figure 1-105 Reinstall the laser/scanner assembly



Main motor

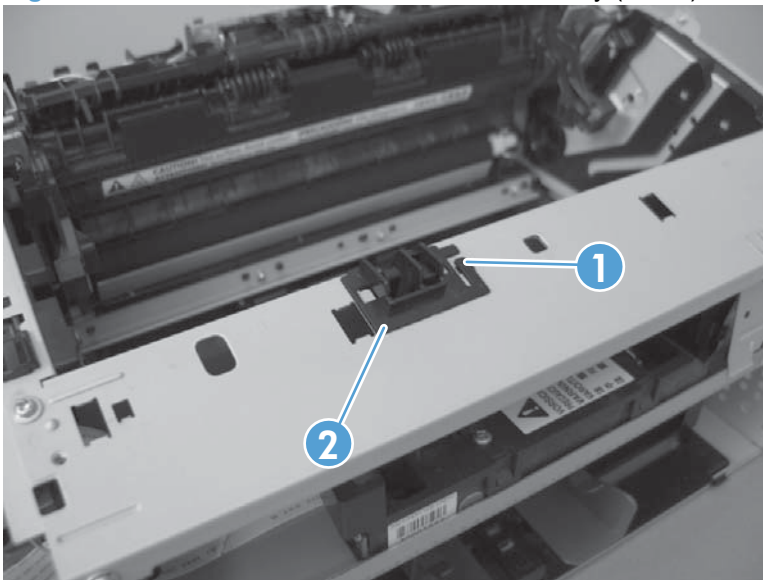
Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).

Remove the main motor

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

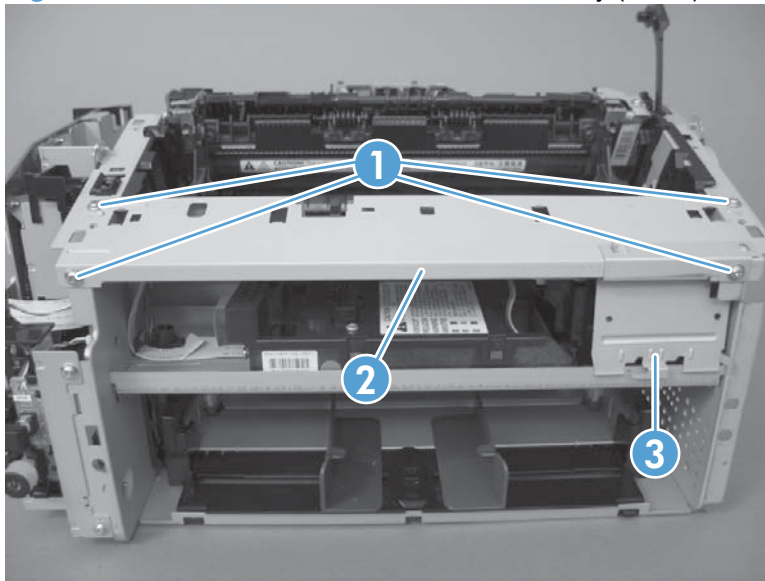
Figure 1-106 Remove the laser/scanner assembly (1 of 7)



2. Remove four screws (callout 1), the scanner cover (callout 2) and the sheet-metal plate (callout 3).

 **NOTE:** The scanner cover and plate can be removed as one assembly.

Figure 1-107 Remove the laser/scanner assembly (2 of 7)



3. Release two tabs (callout 1), and then slightly separate the motor driver PCA (callout 2) from the product.


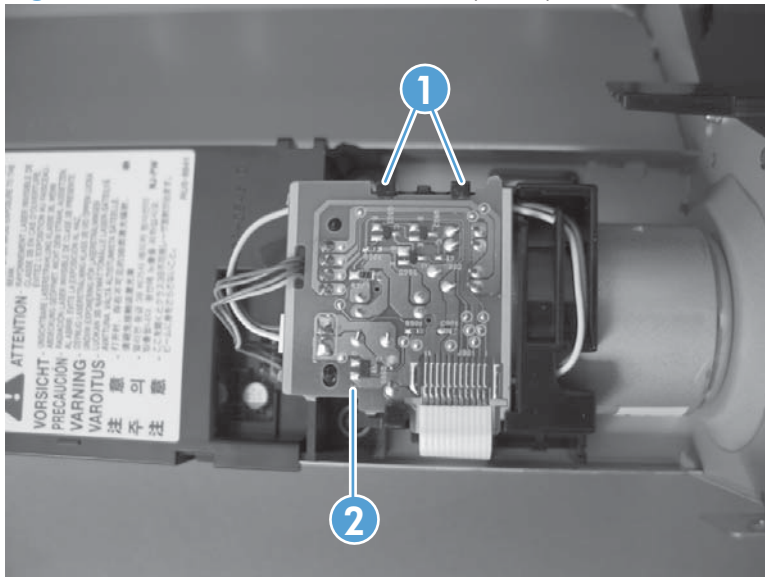
 **CAUTION:** The motor driver PCA is still connected to the product by the wire harnesses and a FFC.

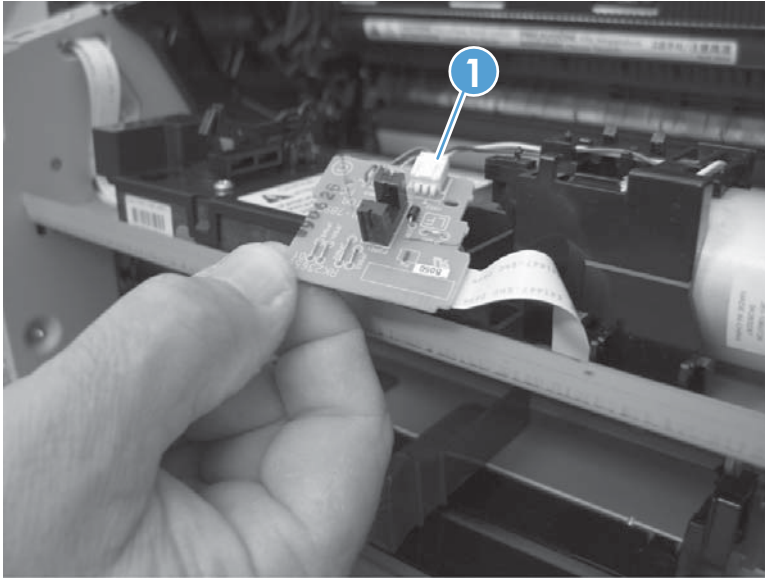
Figure 1-108 Remove the main motor (3 of 7)



4. Disconnect one connector (callout 1) and carefully set the PCA out of the way.

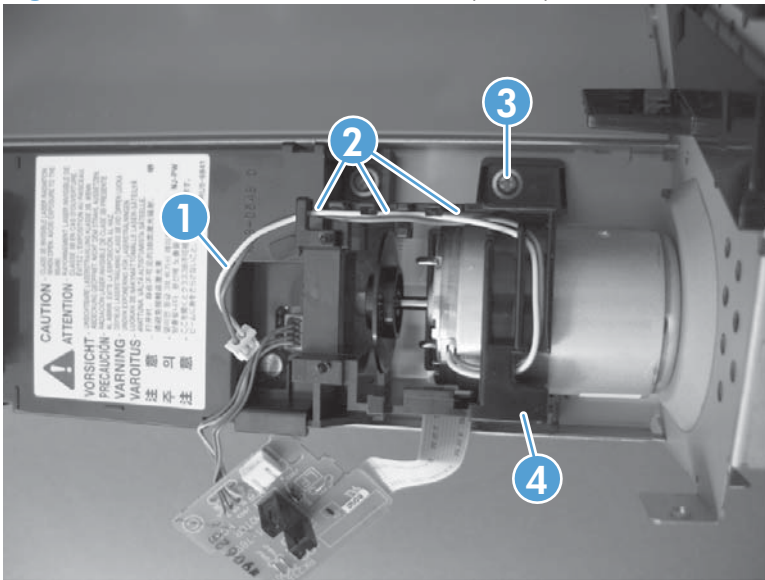
△ **CAUTION:** The motor driver PCA is still connected to the product by the FFC.

Figure 1-109 Remove the main motor (4 of 7)



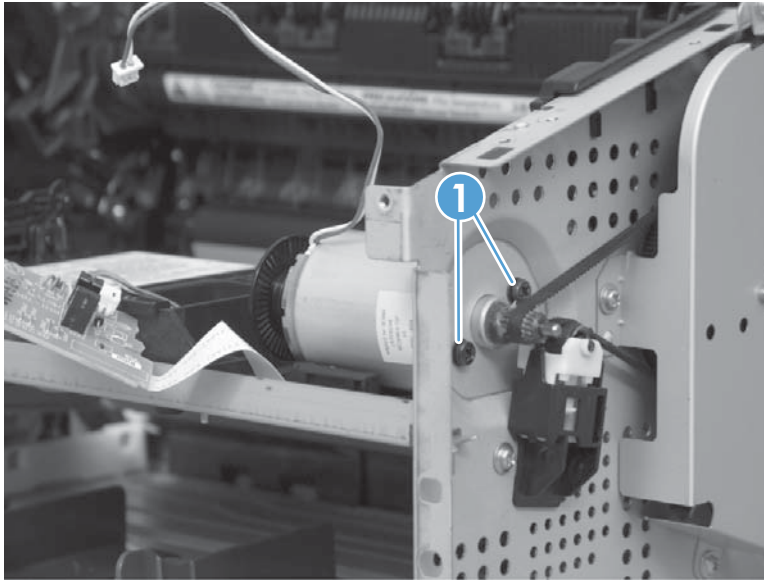
5. Release the wire harness (callout 1) from the guide (callout 2), remove one screw (callout 3), and then remove the cover (callout 4).

Figure 1-110 Remove the main motor (5 of 7)



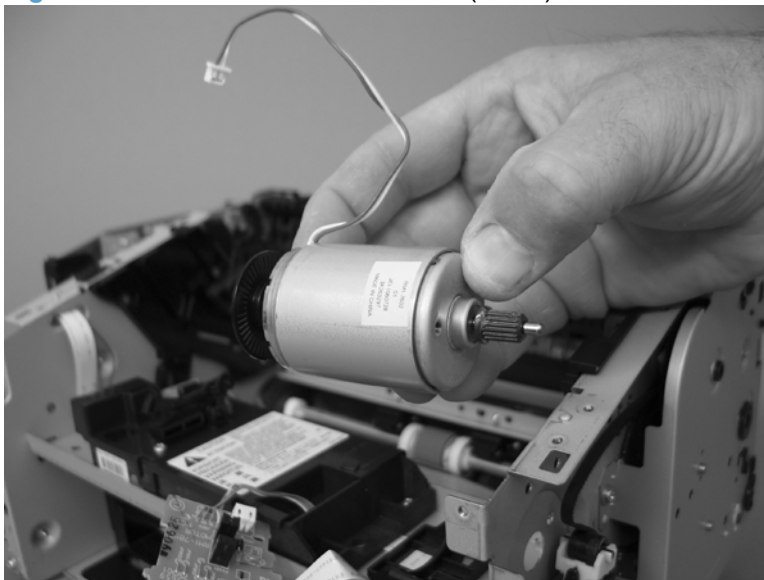
6. Remove two screws (callout 1).

Figure 1-111 Remove the main motor (6 of 7)



7. Remove the main motor.

Figure 1-112 Remove the main motor (7 of 7)



Reinstall the main-motor drive belt

- ▲ When the main motor is reinstalled, make sure that the drive belt (callout 1) is correctly positioned over the roller (callout 2).

Figure 1-113 Main-motor drive belt: correctly installed

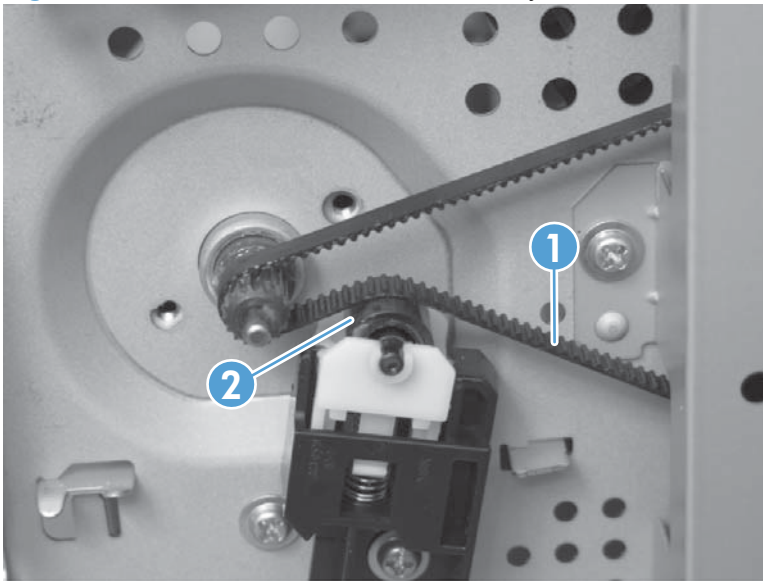
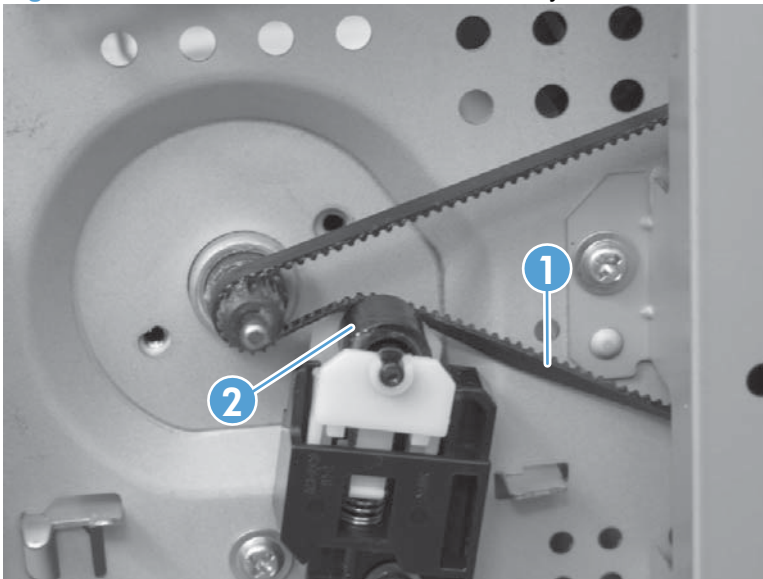


Figure 1-114 Main-motor drive belt: incorrectly installed



Fuser

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#)
- Top cover. See [Top cover on page 36](#).
- Rear cover. See [Rear cover on page 38](#).
- Formatter PCA, primary. See [Formatter PCA on page 68](#).
- Fax PCA (HP LaserJet Professional M1210 MFP series only). See [Fax PCA on page 70](#).

Remove the fuser

1. Disconnect one connector (callout 1), remove five screws (callout 2), and then remove the sheet-metal formatter stay (callout 3).


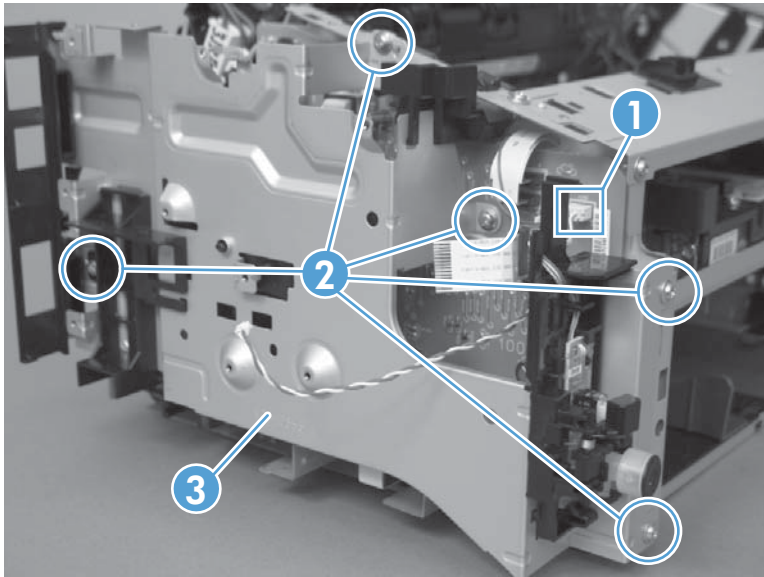
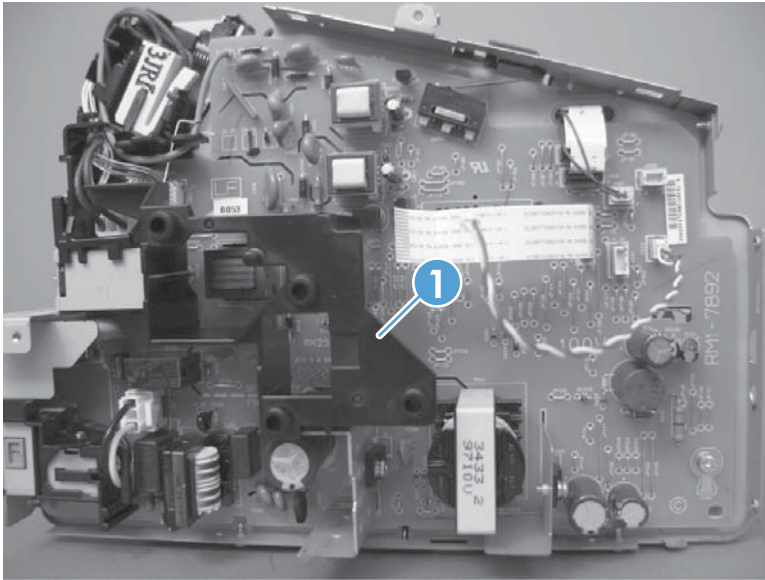
 **NOTE:** One screw has a flat washer and lock washer. Make sure that this screw is correctly positioned when the assembly is reinstalled.

Figure 1-115 Remove the fuser (1 of 6)



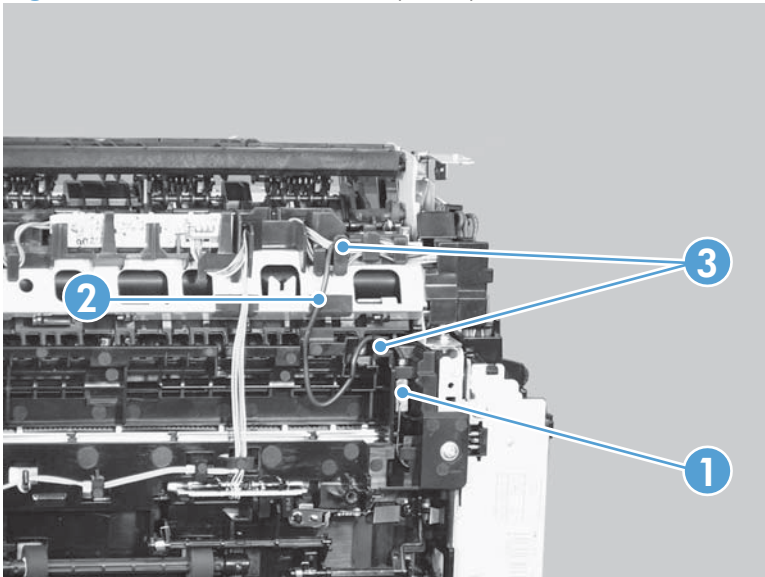
2. Remove the black-plastic engine-controller-PCA stay (callout 1).

Figure 1-116 Remove the fuser (2 of 6)



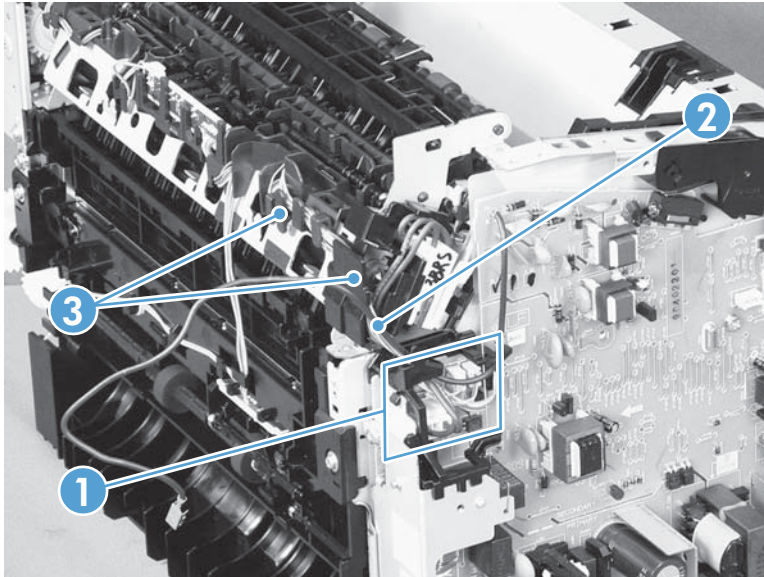
3. Disconnect one connector (callout 1), and then remove the wire harness (callout 2) from the guide (callout 3).

Figure 1-117 Remove the fuser (3 of 6)



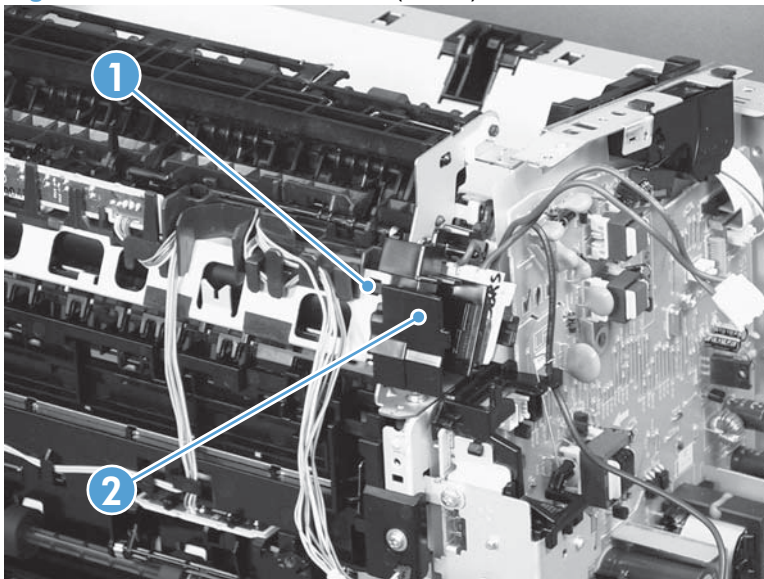
4. Disconnect four connectors (callout 1), and then release the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-118 Remove the fuser (4 of 6)



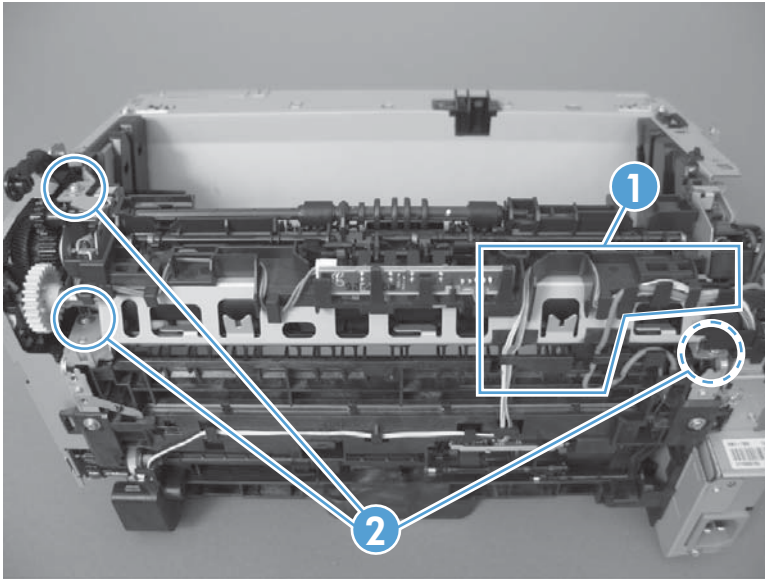
5. Disconnect one tab (callout 1), and then remove the guide (callout 2).

Figure 1-119 Remove the fuser (5 of 6)



6. Release the wire harnesses from the guides (callout 1), remove three screws (callout 2), and then remove the fuser.

Figure 1-120 Remove the fuser (6 of 6)



Reinstall the fuser

- ▲ To avoid damage to wire harnesses, make sure that they are correctly installed in the guides when the fuser is reinstalled.

Figure 1-121 Reinstall the fuser; correct wire harness installation

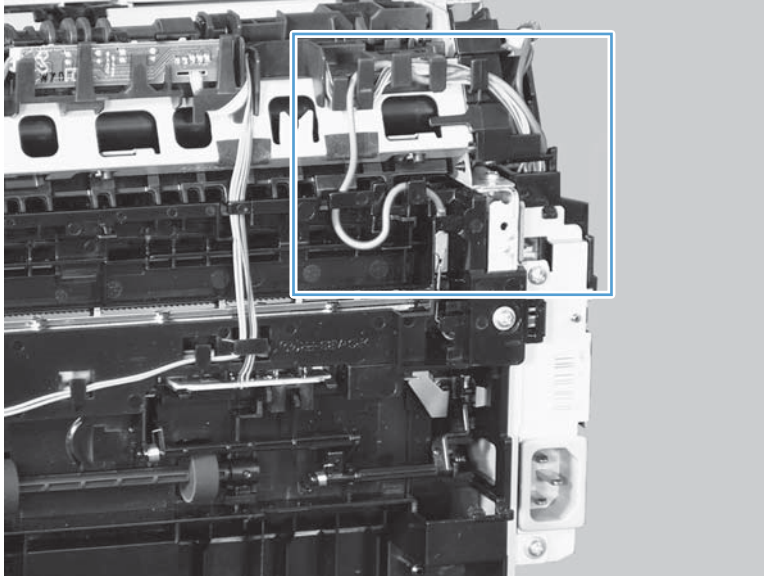
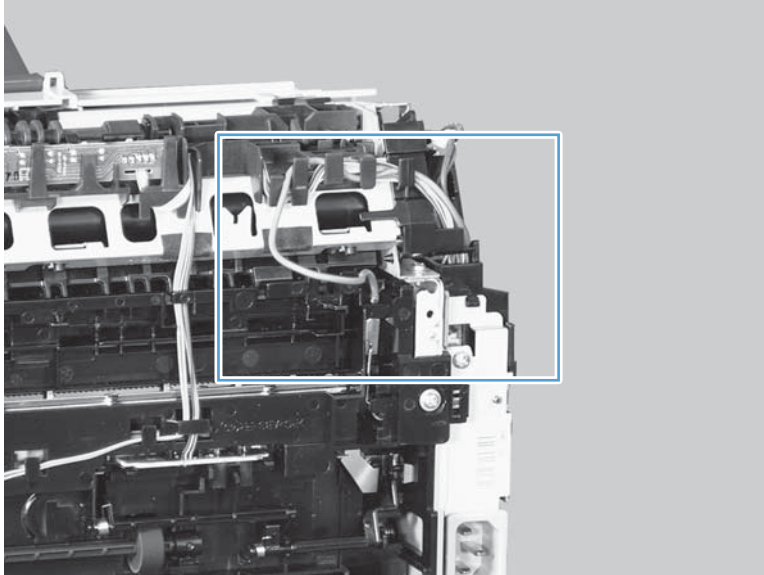


Figure 1-122 Reinstall the fuser; incorrect wire harness installation



Pickup assembly

Before proceeding, remove the following components:

- Separation pad. See [Separation pad on page 13](#).
- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#)
- Top cover. See [Top cover on page 36](#).
- Rear cover. See [Rear cover on page 38](#).
- Formatter PCA. See [Formatter PCA on page 68](#).
- Fax PCA (HP LaserJet Professional M1210 MFP series only). See [Fax PCA on page 70](#).

Remove the pickup assembly

1. Disconnect one connector (callout 1), remove five screws (callout 2), and then remove the sheet-metal formatter stay (callout 3).


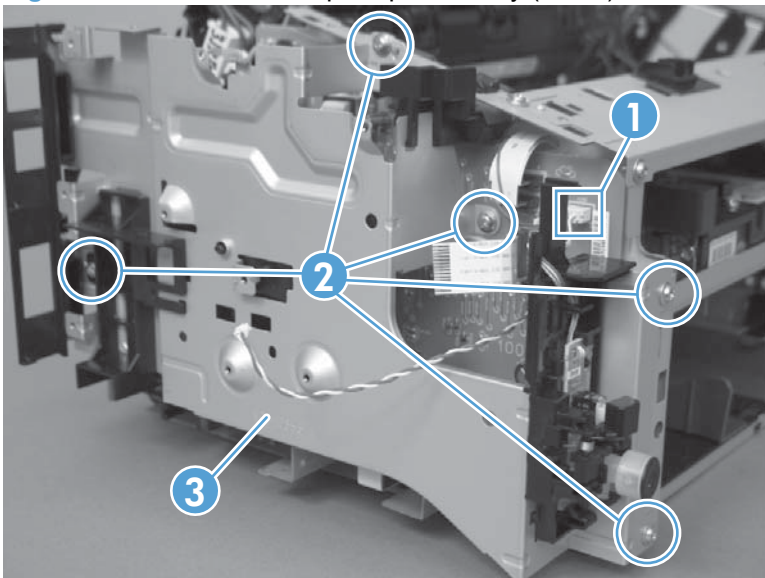
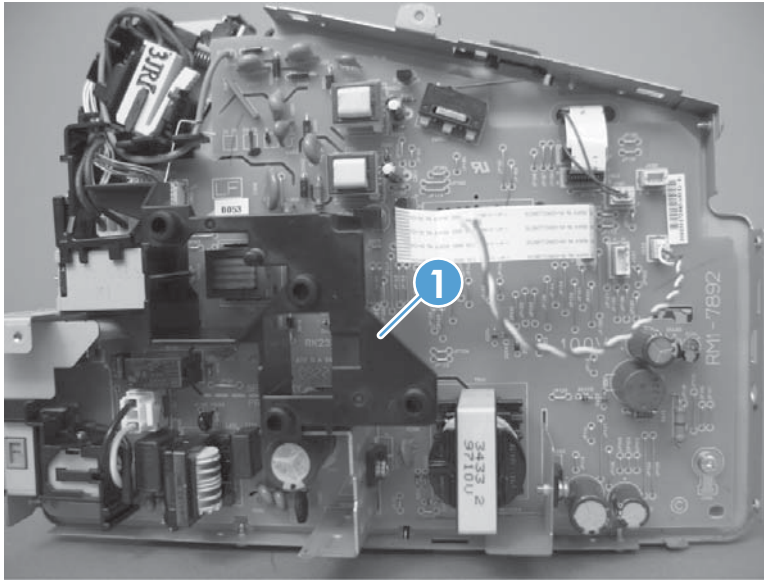
 **NOTE:** One screw has a flat washer and lock washer. Make sure that this screw is correctly positioned when the assembly is reinstalled.

Figure 1-123 Remove the pickup assembly (1 of 6)



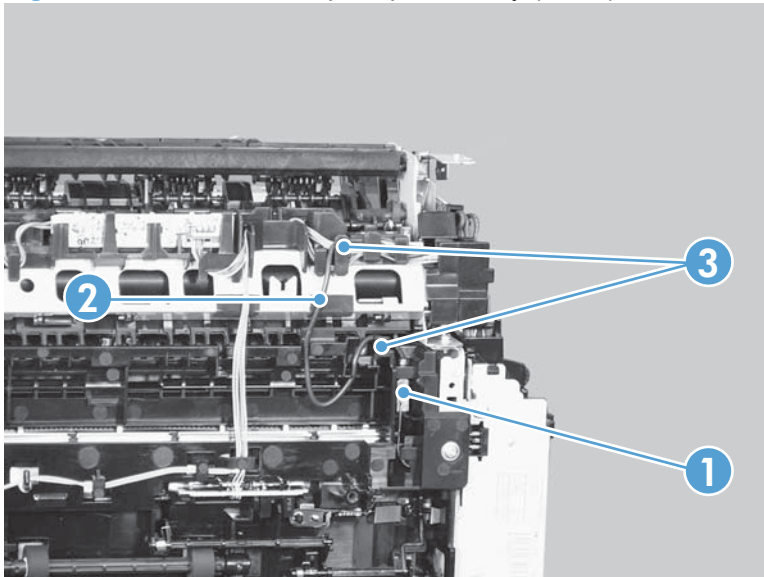
2. Remove the black-plastic engine-controller-PCA stay (callout 1).

Figure 1-124 Remove the pickup assembly (2 of 6)



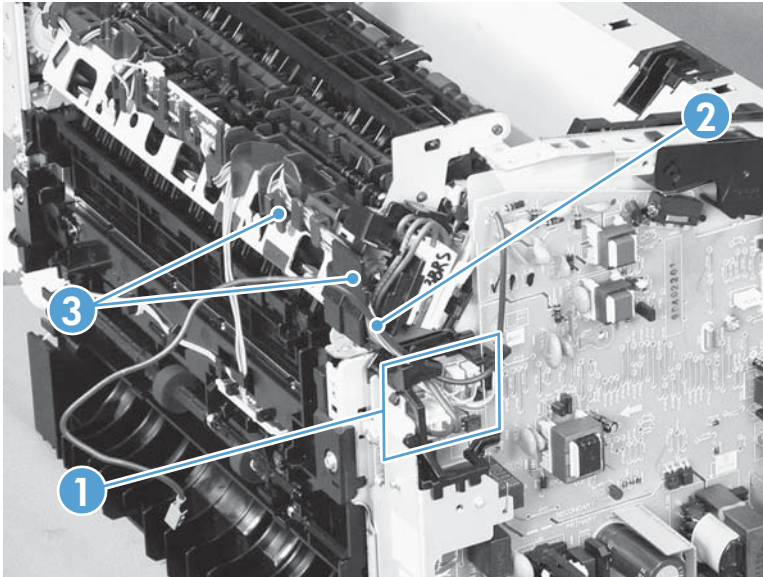
3. Disconnect one connector (callout 1), and then remove the wire harness (callout 2) from the guide (callout 3).

Figure 1-125 Remove the pickup assembly (3 of 6)



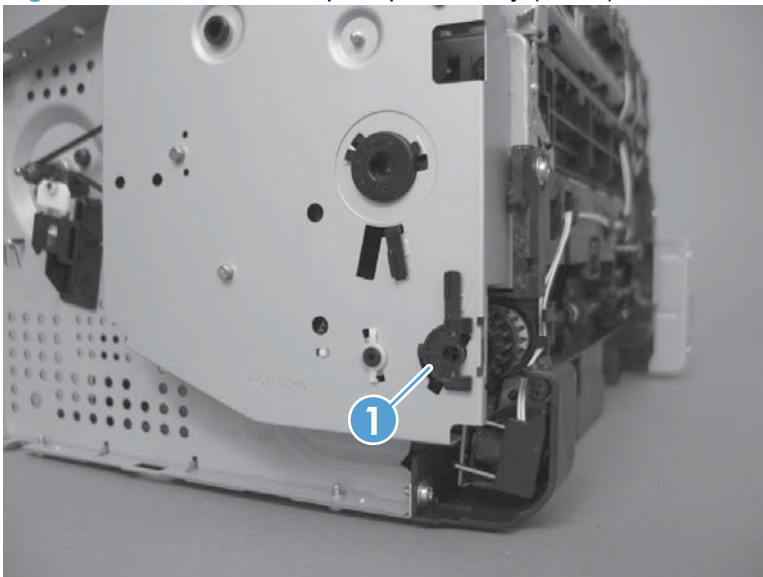
4. Disconnect three connectors (callout 1), and then remove the wire harness (callout 2) from the guide (callout 3).

Figure 1-126 Remove the pickup assembly (4 of 6)



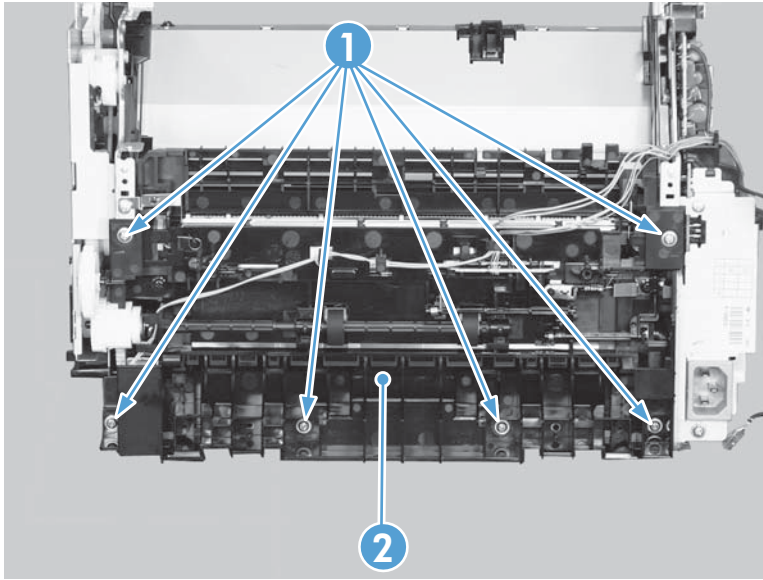
5. Remove one bushing (callout 1).

Figure 1-127 Remove the pickup assembly (5 of 6)



6. Remove six screws (callout 1), and then remove the pickup assembly (callout 2).

Figure 1-128 Remove the pickup assembly (6 of 6)



Reinstall the pickup assembly

1. Make sure that the pickup assembly ground spring is correctly positioned when the assembly is reinstalled.

Figure 1-129 Reinstall the pickup assembly (1 of 4; correct ground spring position)

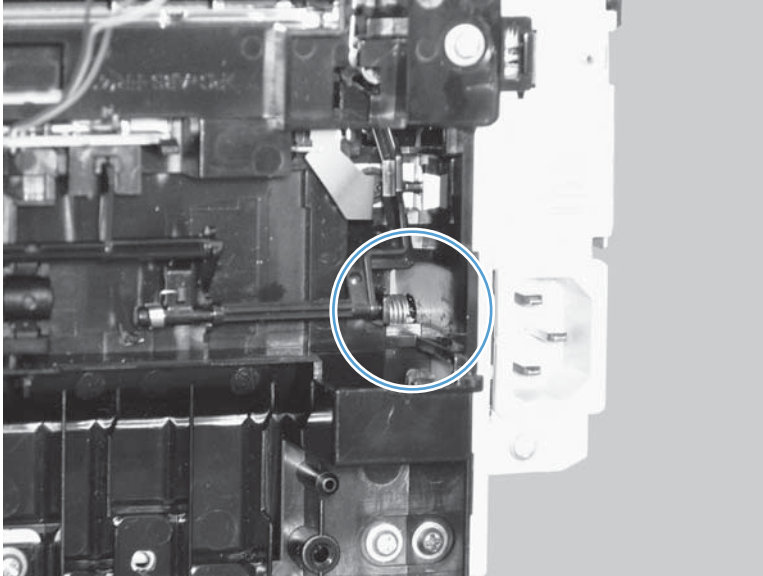
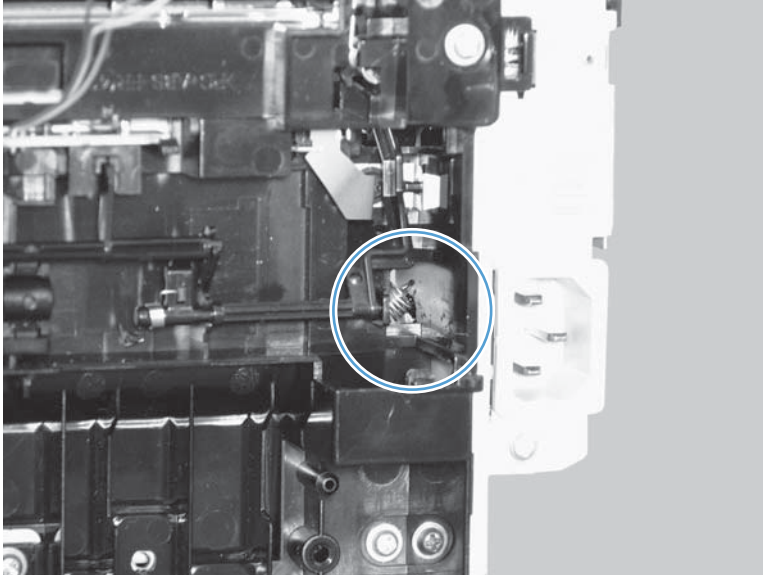


Figure 1-130 Reinstall the pickup assembly (2 of 4; incorrect ground spring position)



2. Push down the lift plate before installing the pickup assembly.


 **TIP:** Reach in from the front of the product to push and hold the plate down as the pickup unit is installed.

Figure 1-131 Reinstall the pickup assembly (3 of 4; lift plate in raised position)

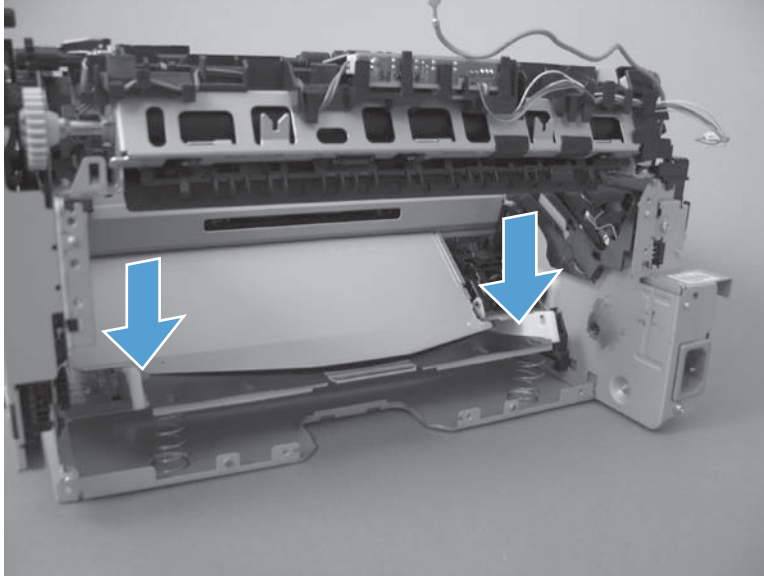
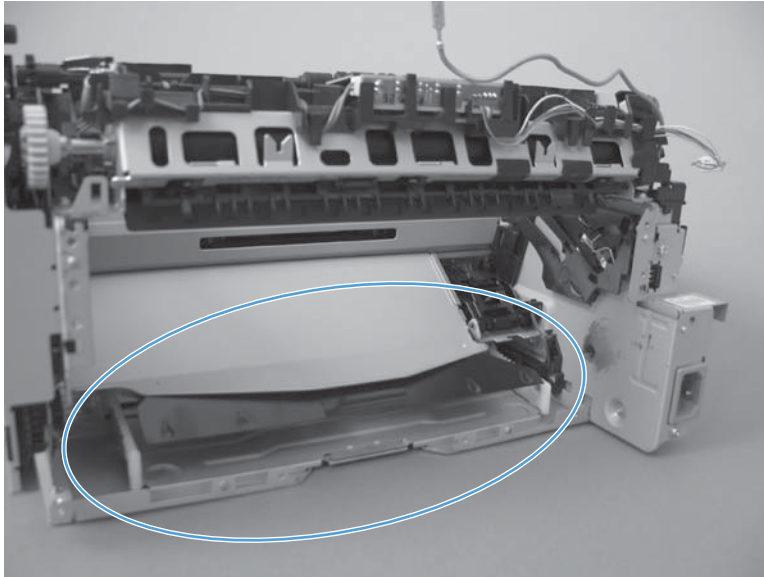


Figure 1-132 Reinstall the pickup assembly (4 of 4; lift plate in lowered position)



Pickup solenoid

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#)
- Top cover. See [Top cover on page 36](#).
- Rear cover. See [Rear cover on page 38](#).
- Formatter PCA, primary. See [Formatter PCA on page 68](#).
- Fax PCA (HP LaserJet Professional M1210 MFP series only). See [Fax PCA on page 70](#).

Remove the pickup solenoid

1. Disconnect one connector (callout 1), remove five screws (callout 2), and then remove the sheet-metal formatter stay (callout 3).


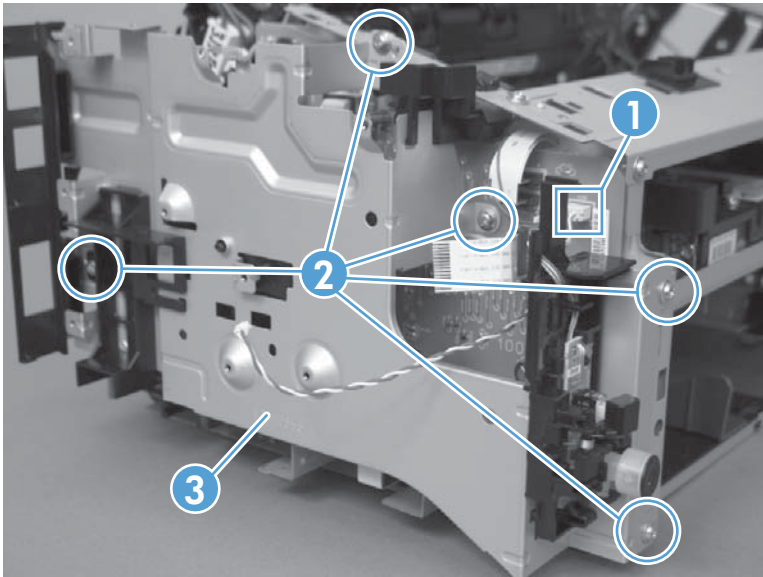
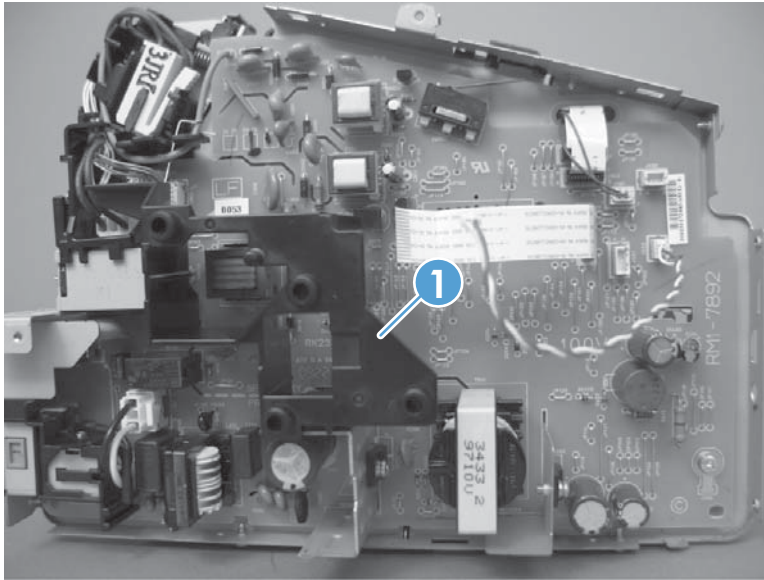
 **NOTE:** One screw has a flat washer and lock washer. Make sure that this screw is correctly positioned when the assembly is reinstalled.

Figure 1-133 Remove the pickup solenoid (1 of 6)



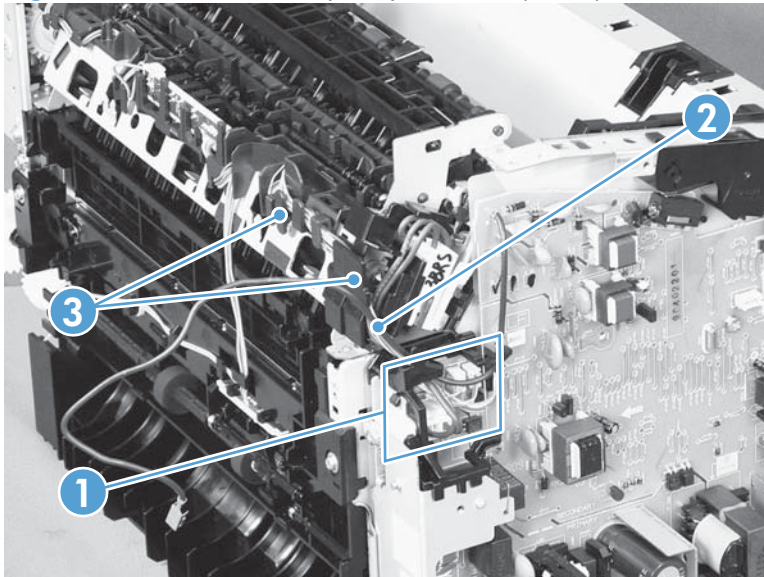
2. Remove the black-plastic engine-controller-PCA stay (callout 1).

Figure 1-134 Remove the pickup solenoid (2 of 6)



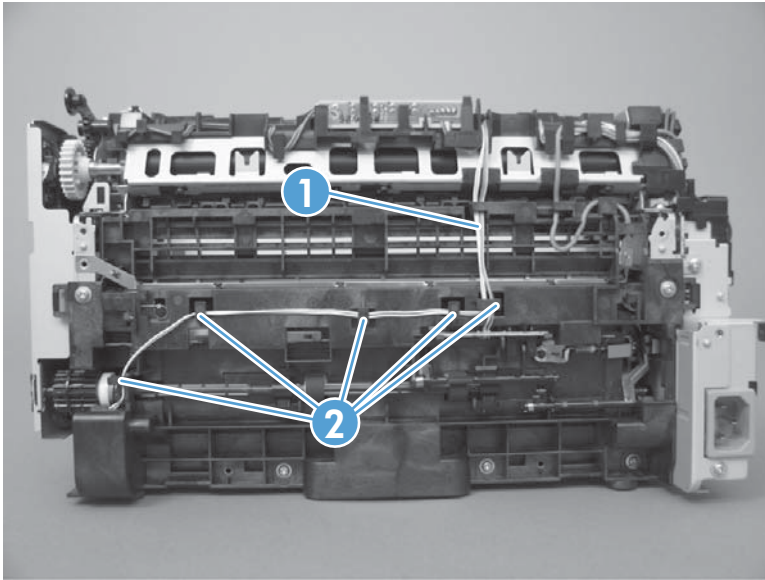
3. Disconnect one connector (callout 1), and then release the wire harness (callout 2) from the guide (callout 3).

Figure 1-135 Remove the pickup solenoid (3 of 6)



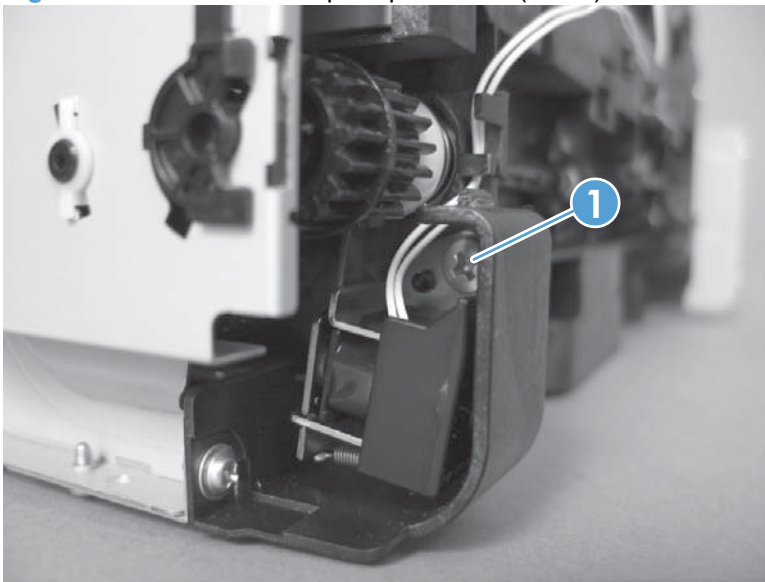
4. Release the wire harness (callout 1) from the guide (callout 2).

Figure 1-136 Remove the pickup solenoid (4 of 6)



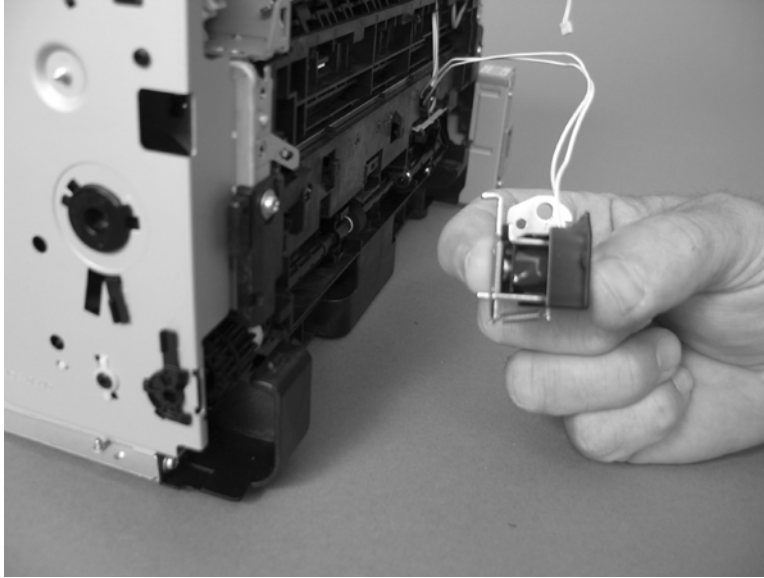
5. Remove one screw (callout 1).

Figure 1-137 Remove the pickup solenoid (5 of 6)



6. Remove the pickup solenoid.

Figure 1-138 Remove the pickup solenoid (6 of 6)



Engine controller PCA

Before proceeding, remove the following components:

- Paper-delivery tray. See [Paper-delivery tray \(output bin extension\) on page 21](#).
- Left cover. See [Left cover on page 22](#).
- Right cover. See [Right cover on page 25](#).
- Front cover. See [Front cover on page 28](#).
- Scanner assembly. See [Scanner assembly on page 30](#).
- Cartridge door. See [Cartridge door on page 33](#).
- Top cover. See [Top cover on page 36](#).
- Rear cover. See [Rear cover on page 38](#).
- Formatter PCA, primary. See [Formatter PCA on page 68](#).
- Fax PCA (HP LaserJet Professional M1210 MFP series only). See [Fax PCA on page 70](#).

Remove the engine controller PCA

1. Disconnect one connector (callout 1), remove five screws (callout 2), and then remove the sheet-metal formatter stay (callout 3).


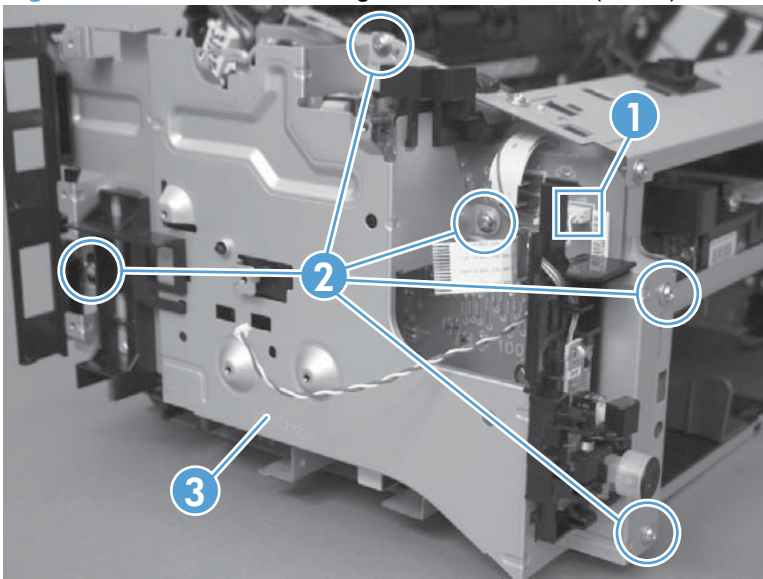
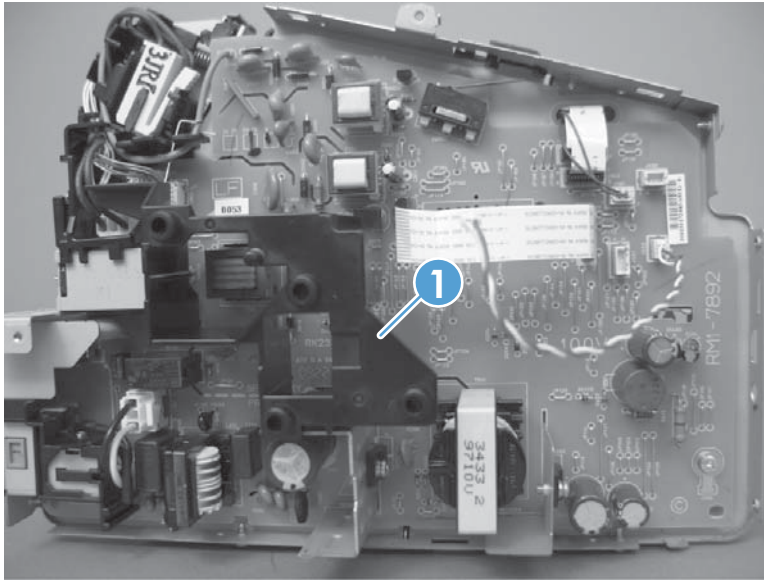
 **NOTE:** One screw has a flat washer and lock washer. Make sure that this screw is correctly positioned when the assembly is reinstalled.

Figure 1-139 Remove the engine controller PCA (1 of 8)



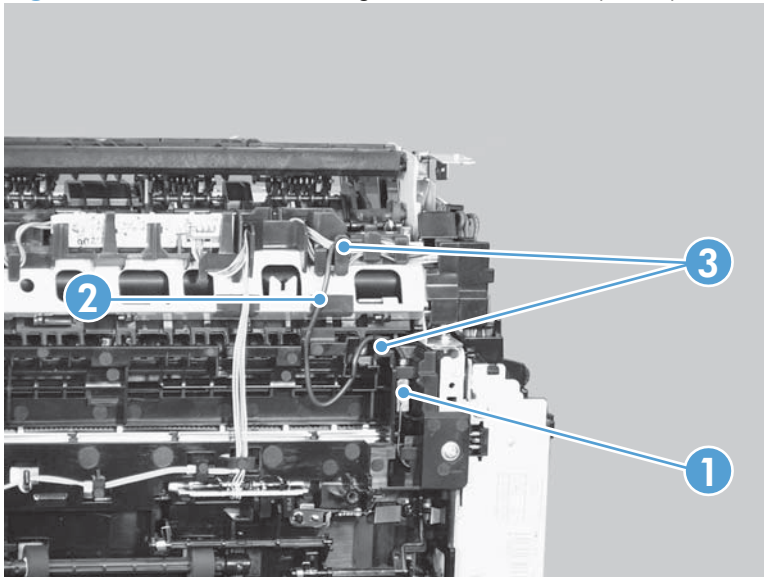
2. Remove the black-plastic engine-controller-PCA stay (callout 1).

Figure 1-140 Remove the engine controller PCA (2 of 8)



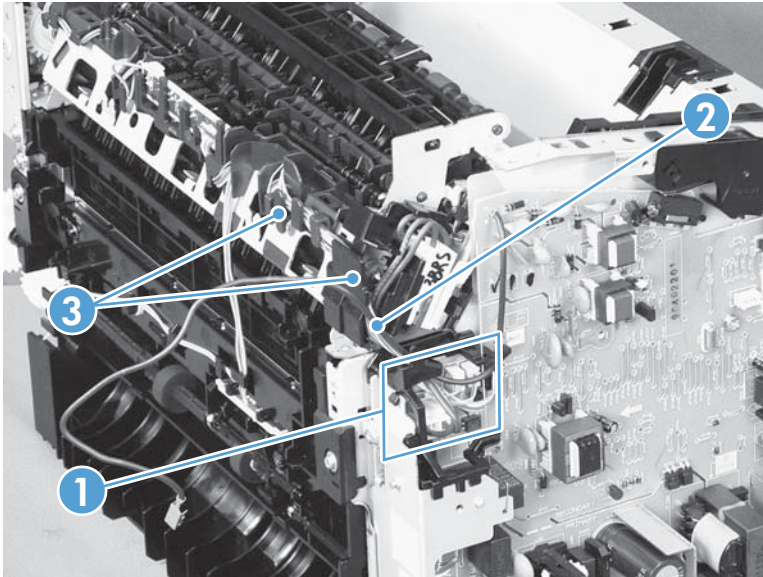
3. Disconnect one connector (callout 1), and then release the wire harness (callout 2) from the guide (callout 3).

Figure 1-141 Remove the engine controller PCA (3 of 8)



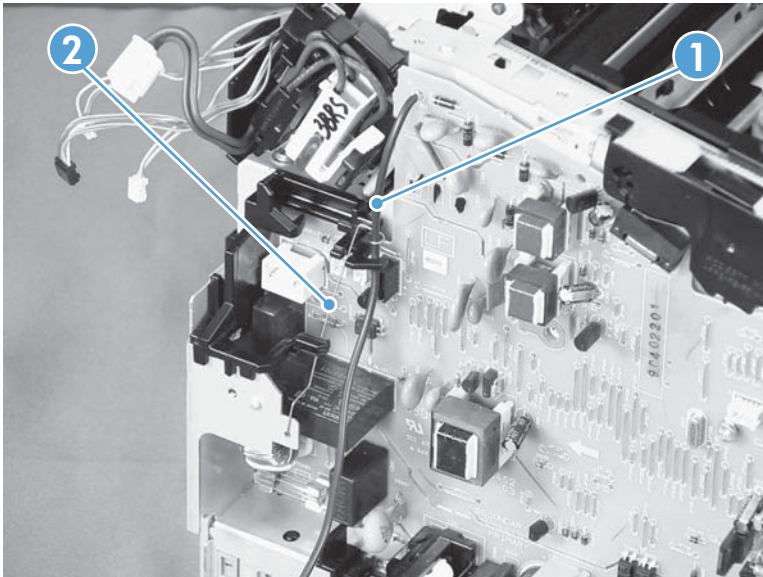
4. Disconnect four connectors (callout 1), and then release the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-142 Remove the engine controller PCA (4 of 8)



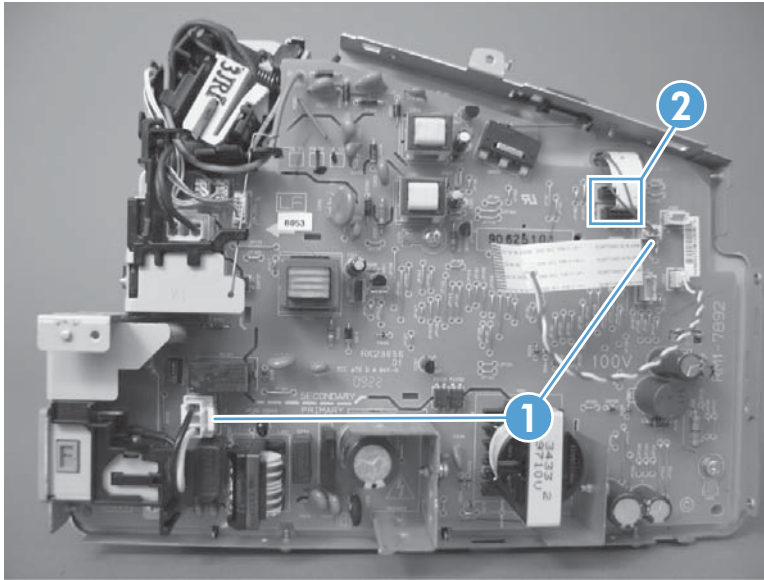
5. Release the wire harness (callout 1) from the ground spring (callout 2).

Figure 1-143 Remove the engine controller PCA (5 of 8)



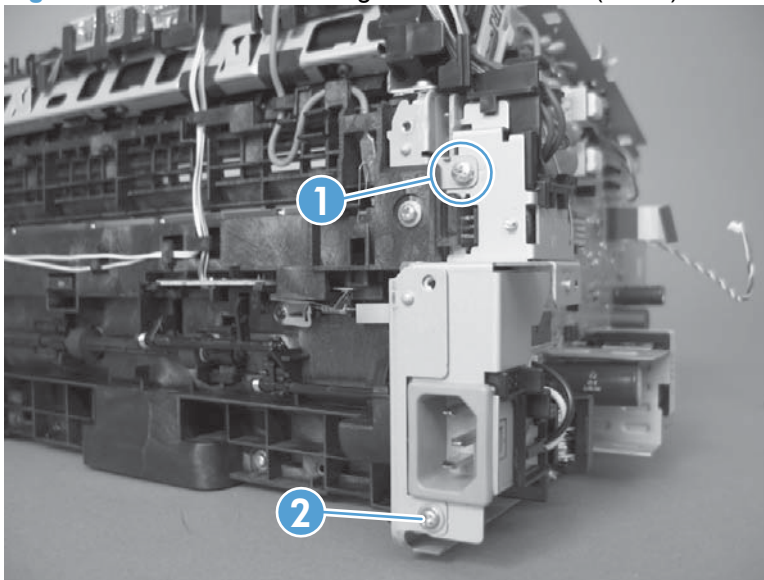
6. Disconnect two connectors (callout 1) and two FFCs (callout 2).

Figure 1-144 Remove the engine controller PCA (6 of 8)



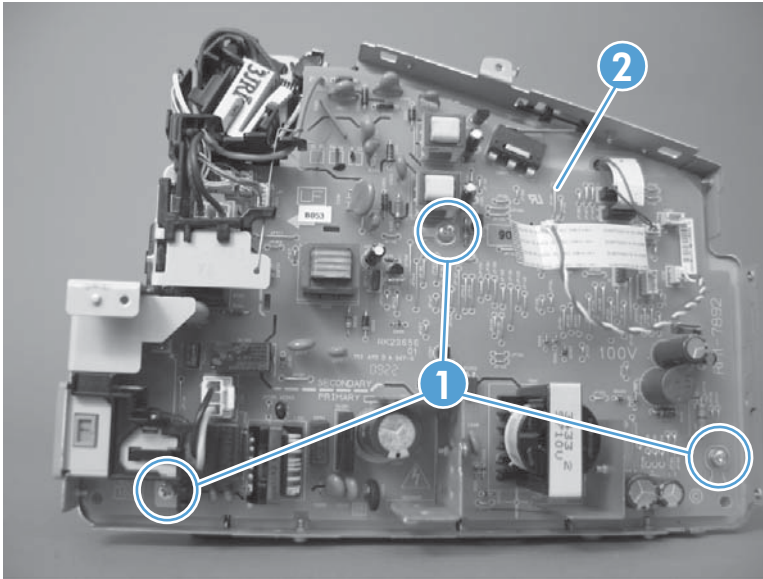
7. Remove one screw with washer (callout 1), and then remove one more screw (callout 2).

Figure 1-145 Remove the engine controller PCA (7 of 8)



8. Remove three screws with washers (callout 1), and then remove the engine controller PCA (callout 2).

Figure 1-146 Remove the engine controller PCA (8 of 8)

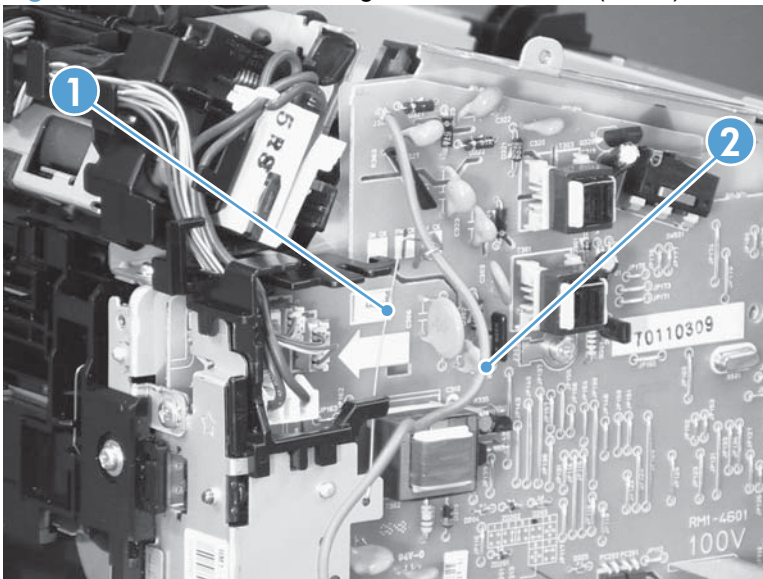


Reinstall the engine controller PCA

 **NOTE:** Follow these steps to correctly install the transfer-wire harness.

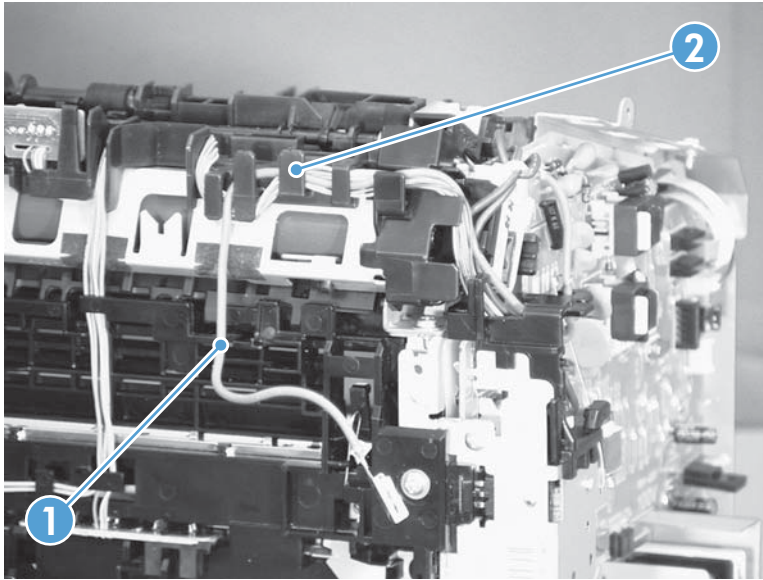
1. Set the ground spring (callout 1) on the transfer-wire harness (callout 2).

Figure 1-147 Reinstall the engine controller PCA (1 of 4)



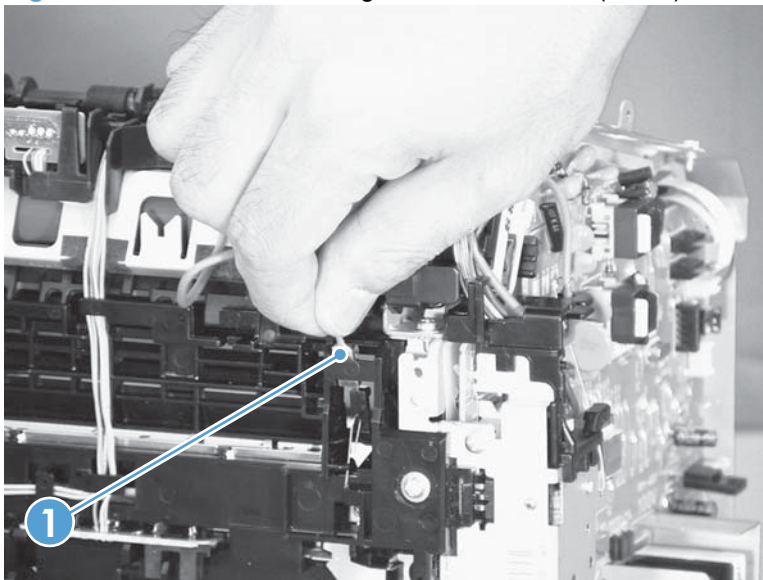
2. Position the transfer-wire harness (callout 1) in the guide (callout 2).

Figure 1-148 Reinstall the engine controller PCA (2 of 4)



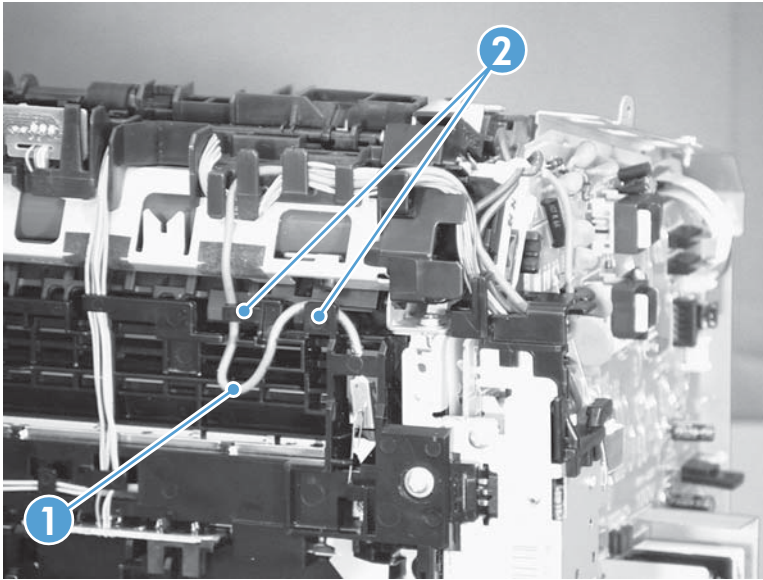
3. Connect one connector (callout 1).

Figure 1-149 Reinstall the engine controller PCA (3 of 4)



4. Position the transfer-wire harness (callout 1) in the guides (callout 2).

Figure 1-150 Reinstall the engine controller PCA (4 of 4)



2 Solve problems

- [Solve problems checklist](#)
- [Troubleshooting process](#)
- [Tools for troubleshooting](#)
- [Clear jams](#)
- [Solve paper-handling problems](#)
- [Solve image-quality problems](#)
- [Clean the product](#)
- [Solve performance problems](#)
- [Solve connectivity problems](#)
- [Solve fax problems \(HP LaserJet Professional M1210 MFP series only\)](#)
- [Service mode functions](#)
- [Product updates](#)

Solve problems checklist

Table 2-1 Basic problem solving

Problem	Cause	Solution
<p>When the product is connected to a correctly grounded power source, the LEDs on the control panel do not illuminate and the main motor does not rotate.</p> <p>The product does not turn on.</p>	No power to the product.	<ol style="list-style-type: none"> 1. Verify that the power switch is turned on. 2. Verify that the power cable is correctly plugged into the outlet and the product. 3. Verify that the power outlet has the correct voltage.
	The product has an internal power failure	Check the fuses and internal cable connections. Replace any defective cables or open fuses.
	The formatter is defective.	Replace the formatter. See Formatter PCA on page 68 .
	The engine controller PCA is defective.	Replace the engine controller PCA. See Engine controller PCA on page 94 .
<p>When turned on, the LEDs on the control panel light up, but the main motor does not rotate.</p> <p>The product turns on, but the motor does not rotate.</p>	The print-cartridge door is open.	Close the print-cartridge door.
	A page is jammed in the paper path.	Clear all paper from the paper path, and make sure that all sensors are working correctly.
	The cable is not connected correctly.	Reconnect the motor cable.
	The motor is not mounted correctly in the product chassis.	Verify that the motor is connected correctly and that it rotates freely.
	The engine controller PCA is defective.	Replace the engine controller PCA. See Engine controller PCA on page 94 .
	The main motor is defective.	Replace the motor. See Main motor on page 74 .
	The product turns on and the motor rotates, but none of the control-panel lights turn on.	The control panel is defective.
<p>For the HP LaserJet Professional M1210 MFP series, the control-panel buttons are unresponsive.</p> <p>The product is unresponsive.</p>	For the HP LaserJet Professional M1210 MFP series, the fax PCA is defective.	<p>Replace the formatter. See Formatter PCA on page 68.</p> <p>For the HP LaserJet Professional M1210 MFP series, replace the fax PCA. See Fax PCA on page 70.</p>

Table 2-1 Basic problem solving (continued)

Problem	Cause	Solution
The product is on, but the control-panel lights indicate that the product is not in the "ready" state. The product is not "ready."	The product has an internal error that was detected during the Power-On Self-Test sequence.	Consult the list of control-panel light patterns to identify and correct the error.
The product turns on, the motor rotates, and the control panel indicates the "ready" state, but the product does not print. The product does not print.	A component is defective.	Perform an engine test to verify print-engine components. <ol style="list-style-type: none">1. Print an engine test page. See Engine-test button on page 107.2. If the engine test page does not print, check all the connectors on the engine controller PCA, and reconnect any cables that are connected incorrectly.3. If, after checking the connectors, the error persists, replace the engine controller PCA. See Engine controller PCA on page 94.
	The formatter is defective.	Print a demo page. Select Demo Page from the Print Information Pages drop-down on the Services tab in the printer driver. If the Demo page does not print, replace the formatter. See Formatter PCA on page 68 .

Table 2-1 Basic problem solving (continued)

Problem	Cause	Solution
The product prints the engine test and the Demo page, but does not print jobs from a computer.	The cable is not connected correctly.	Reconnect the cable. NOTE: Try using a new USB cable that is 3 m (10 ft) or less in length.
	An incorrect driver is selected.	Select the correct printer driver.
The product does not print from a computer.	The printer driver is not installed correctly.	Remove and then reinstall the product software. Make sure that you use the correct procedure and port setting.
	Other devices are connected to the product (for example, through a switch or hub) that are interfering with the computer-product communications.	Disconnect the other devices, switches, or hubs.
	There is a computer-port communications problem.	Reset the computer port settings (see the computer user guide for more information).
	The formatter is defective.	Replace the formatter. See Formatter PCA on page 68 .

Troubleshooting process

Determine the problem source

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


General topic	Questions
Environment	<ul style="list-style-type: none">• Is the product installed on a solid, level surface ($\pm 1^\circ$)?• Is the power-supply voltage within ± 10 volts of the specified power source?• Is the power-supply plug inserted in the product and the outlet?• Is the operating environment within the specified parameters?• Is the product exposed to ammonia gas, such as that produced by diazo copiers or office cleaning materials? NOTE: Diazo copiers produce ammonia gas as part of the copying processes. Ammonia gas (from cleaning supplies or a diazo copier) can have an adverse affect on some product components (for example, the print-cartridge OPC).• Is the product exposed to direct sunlight?
Paper	<ul style="list-style-type: none">• Does the customer use only supported paper?• Is the paper in good condition (no curls, folds, or distortion)?• Is the paper stored correctly and within environmental limits?
Input trays	<ul style="list-style-type: none">• Is the amount of paper in the tray within specifications?• Is the paper correctly placed in the tray?• Are the paper guides aligned with the stack?
Print cartridge	<ul style="list-style-type: none">• Is the print cartridge installed correctly? NOTE: Check for an empty, refilled, or cloned print cartridge.
Transfer roller and fuser	<ul style="list-style-type: none">• Are the transfer roller and fuser installed correctly? NOTE: Check for fuser film damage or a contaminated or dirty transfer roller.
Print-cartridge door	<ul style="list-style-type: none">• Is the print-cartridge door closed? NOTE: Check for a damaged door interlock switch or cabling.
Condensation	<ul style="list-style-type: none">• Does condensation occur following a temperature change (particularly in winter following cold storage)? If so, wipe affected parts dry or leave the product on for 10 to 20 minutes.• Was a print cartridge opened soon after being moved from a cold to a warm room? If so, allow the print cartridge to sit at room temperature for 1 to 2 hours.
Miscellaneous	<ul style="list-style-type: none">• Check for and remove any non-HP components (for example, a print cartridge) from the product.• Remove the product from the network and make sure that the failure is with the product before beginning troubleshooting.

Power subsystem

Power-on checks

Turn on the power. If the control-panel LEDs do not illuminate, perform the power-on checks to find the cause of the problem.

1. Verify that the product is plugged into an active electrical outlet that delivers the correct voltage.
2. Verify that the power switch is in the on position.
3. Make sure that the product makes the expected start up sounds.


 **NOTE:** The overcurrent/overvoltage protection circuit in the low-voltage power supply unit might be functioning. Turn the product off, unplug the power cord, and turn the product on. If the product does not function, the fuse melts, or the power supply is malfunctioning, replace the engine controller unit. See [Engine controller PCA on page 94](#).

Tools for troubleshooting


Individual component diagnostics

Engine diagnostics

Printing test pages helps you determine whether or not the product engine and the formatter are functioning. If the formatter is damaged, it might interfere with the engine test. If the engine-test page does not print, try removing the formatter and then performing the engine test again. If the engine test is then successful, the problem is almost certainly with the formatter.

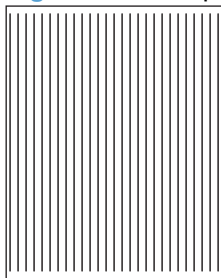
 **NOTE:** Information pages also can be used to solve product issues. For information about printing information pages, see the product user guide.

Engine-test button

 **NOTE:** The product has a firmware engine-test button that is activated by opening and closing the print-cartridge door in a specific pattern.

1. Make sure that paper is correctly loaded in the tray.
2. Make sure that the delivery bin tray is in the open position.
3. Turn the product on. Wait for the product to reach the ready state.
4. Open, and then close the print-cartridge door five times at an interval of about two seconds to start the internal engine-test.
5. If the engine test is successful, an engine-test page prints with a series of vertical lines across the page.


Figure 2-1 Sample engine test page



Components tests

Drum rotation functional check

The photosensitive drum, located in the print cartridge, must rotate for the print process to work. The photosensitive drum receives its drive from the main drive assembly.

 **NOTE:** This test is especially important if refilled print cartridges have been used.

1. Open the print-cartridge door.
2. Remove the print cartridge.
3. Mark the drive gear on the cartridge with a felt-tipped marker. Note the position of the mark.
4. Replace the print cartridge and close the print-cartridge door. The startup sequence should rotate the drum enough to move the mark.
5. Open the print-cartridge door 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 print cartridge gears. If the drive gears appear functional and the drum does not move, replace the print cartridge.

Half self-test functional check

The half self-test check determines which printing process is malfunctioning.

1. Print a Configuration page.
2. Open the print-cartridge-door after the paper advances halfway through the product (about five seconds after the motor begins rotating). The leading edge of the paper should have advanced past the print cartridge.
3. Remove the print cartridge.
4. Open the print 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 fusing problem.

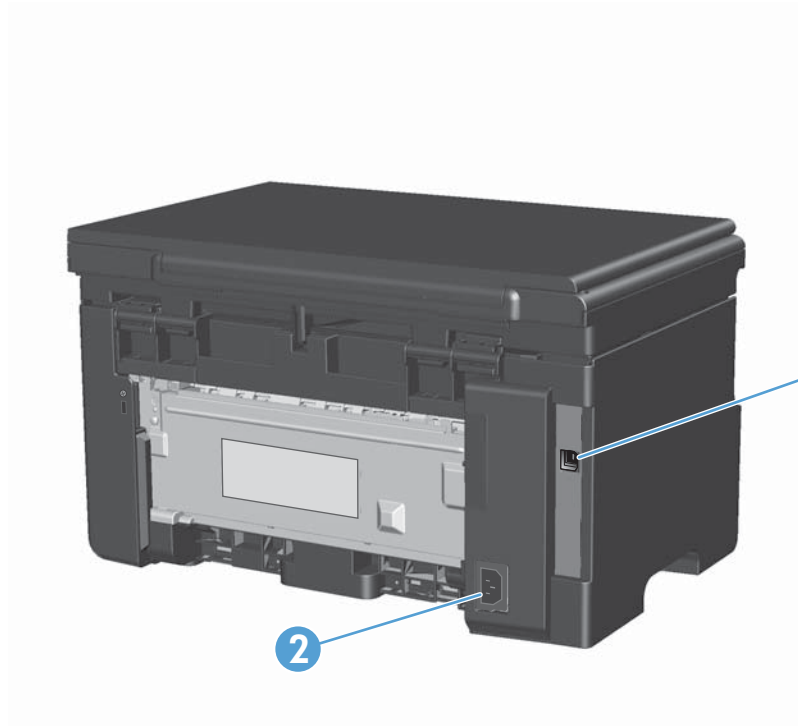
If there is no image on the photosensitive drum, perform these checks:

1. Make sure you removed the entire length of the sealing tape from the print cartridge before you installed the cartridge.
2. Perform a drum rotation functional check to make sure that the drum is rotating.
3. Make sure that the high-voltage contacts are clean and not damaged.

Diagrams

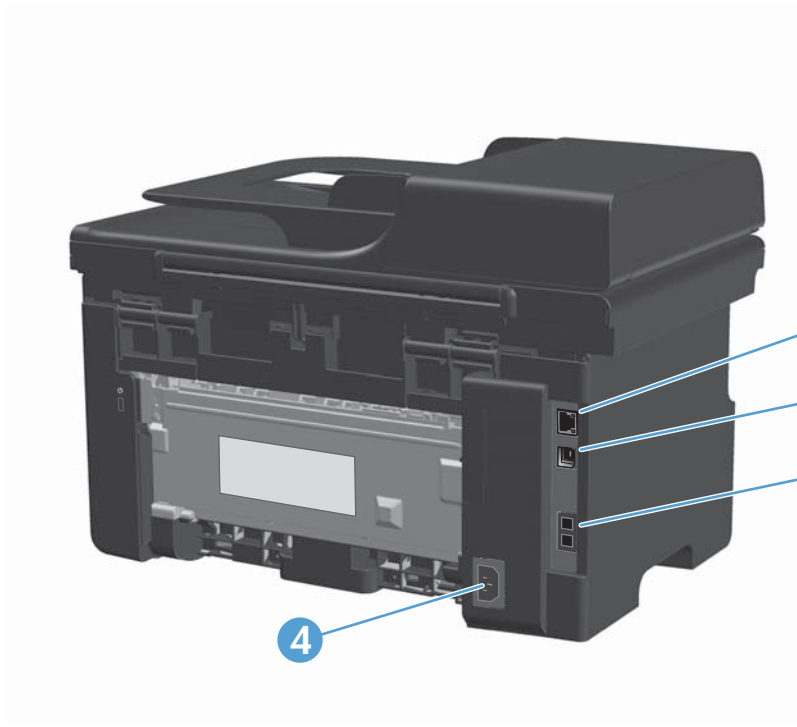
Plug/jack locations



HP LaserJet Professional M1130 MFP series



1	Hi-Speed USB 2.0 port
2	Power connection

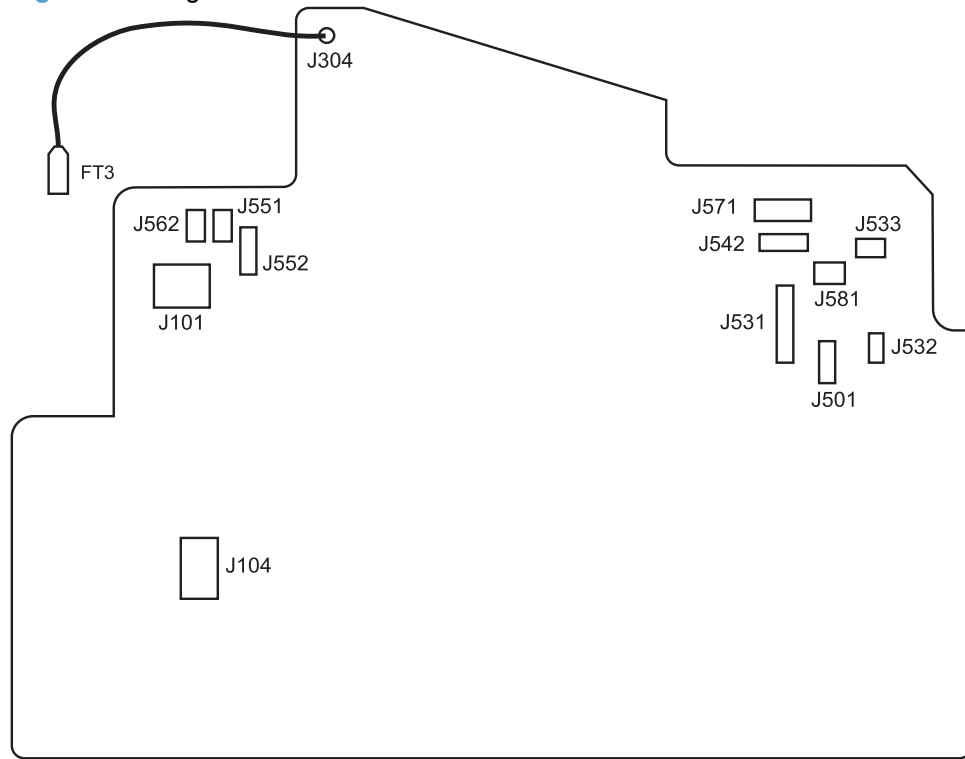
HP LaserJet Professional M1210 MFP series



1	RJ-45 network port
2	Hi-Speed USB 2.0 port
3	RJ-11 fax ports NOTE: The upper fax port is the line-in  connection from the wall receptacle. The lower fax port is the line-out  connection for a telephone.
4	Power connection

Location of connectors

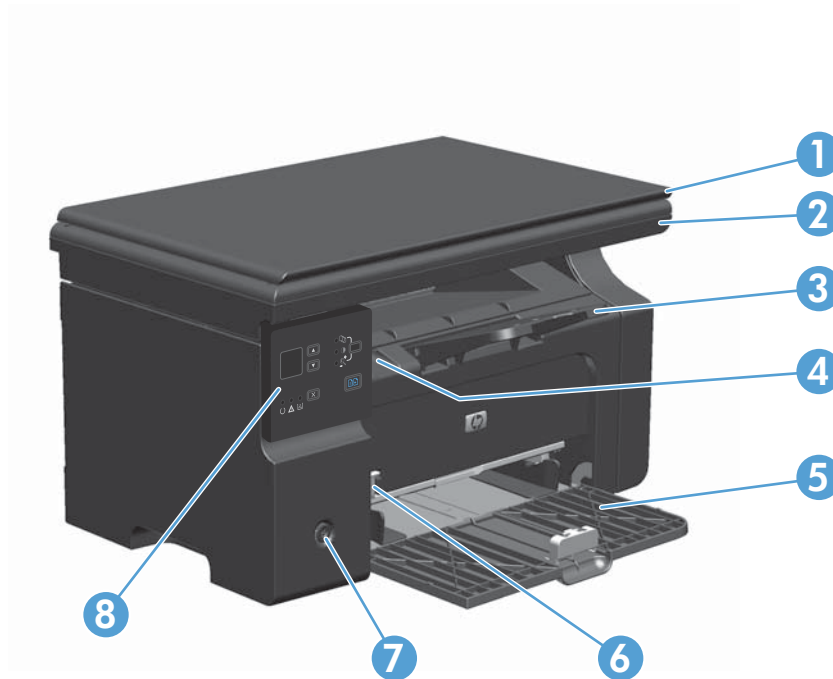
Figure 2-2 Engine controller PCA connectors



Item	Description	Item	Description
J101	Fuser	J551	Top sensor PCA
J104	Power inlet	J552	Paper-pickup PCA
J304	High voltage	J562	Pickup solenoid
J501	Test point	J571	Motor drive PCA
J531	Formatter	J581	Cartridge memory tag
J542	Laser/scanner		

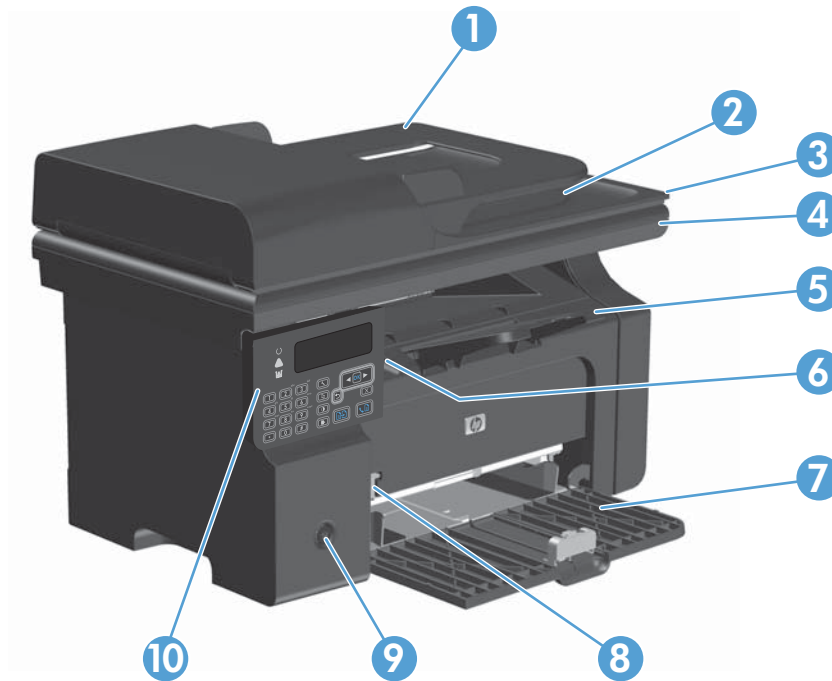
Locations of major components

Figure 2-3 Locations of major components; HP LaserJet Professional M1130 MFP series



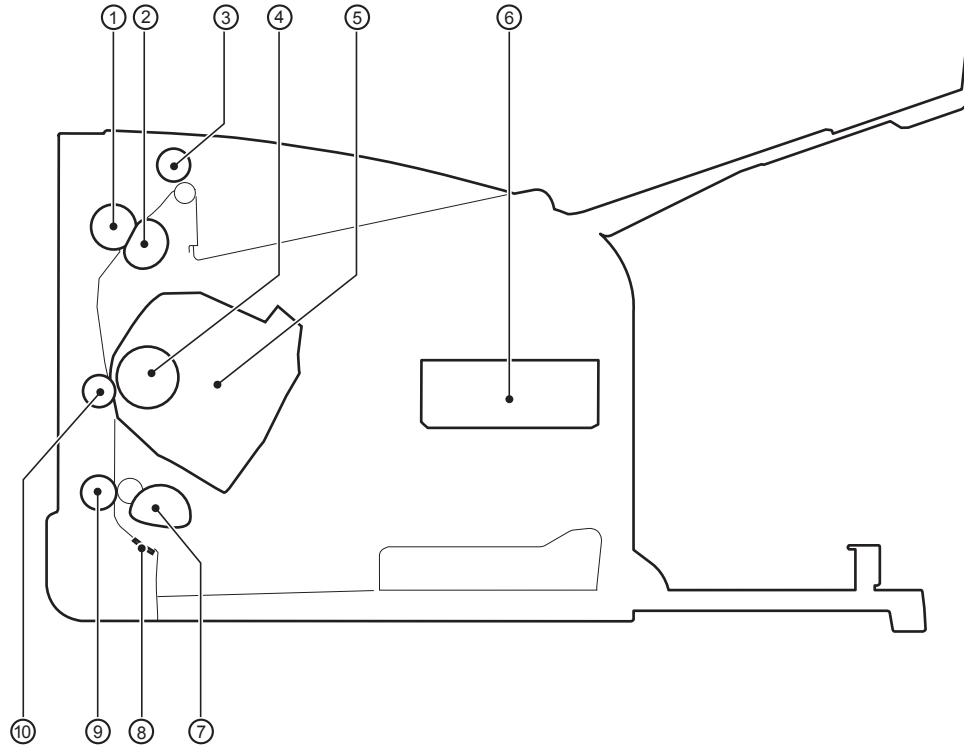
1	Scanner lid
2	Scanner assembly
3	Output bin with extension for long paper
4	Print-cartridge door lift-tab
5	Paper-pickup tray
6	Short-media extender tool (paper stopper)
7	Power button
8	Control panel

Figure 2-4 Locations of major components; HP LaserJet Professional M1210 MFP series



1	Document feeder
2	Document feeder output bin
3	Scanner lid
4	Scanner assembly
5	Output bin with extension for long paper
6	Print-cartridge door lift-tab
7	Input tray
8	Short-media extender tool
9	Power button
10	Control panel

Figure 2-5 Cross section view



Item	Description	Item	Description
1	Pressure roller	6	Laser/scanner
2	Fuser film assembly	7	Pickup roller
3	Delivery roller	8	Separation pad
4	Photosensitive drum	9	Feed roller
5	Print cartridge	10	Transfer roller

General timing charts


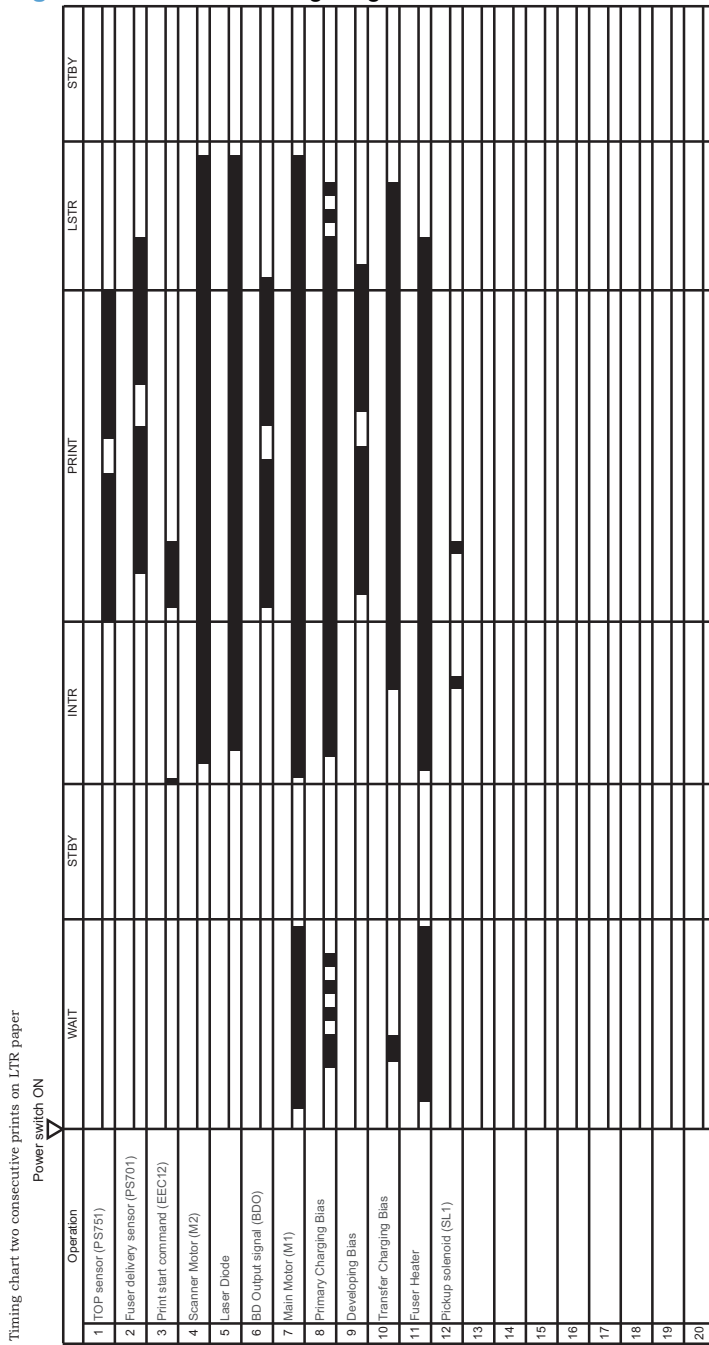
 **NOTE:** The general timing chart is for the product base only.

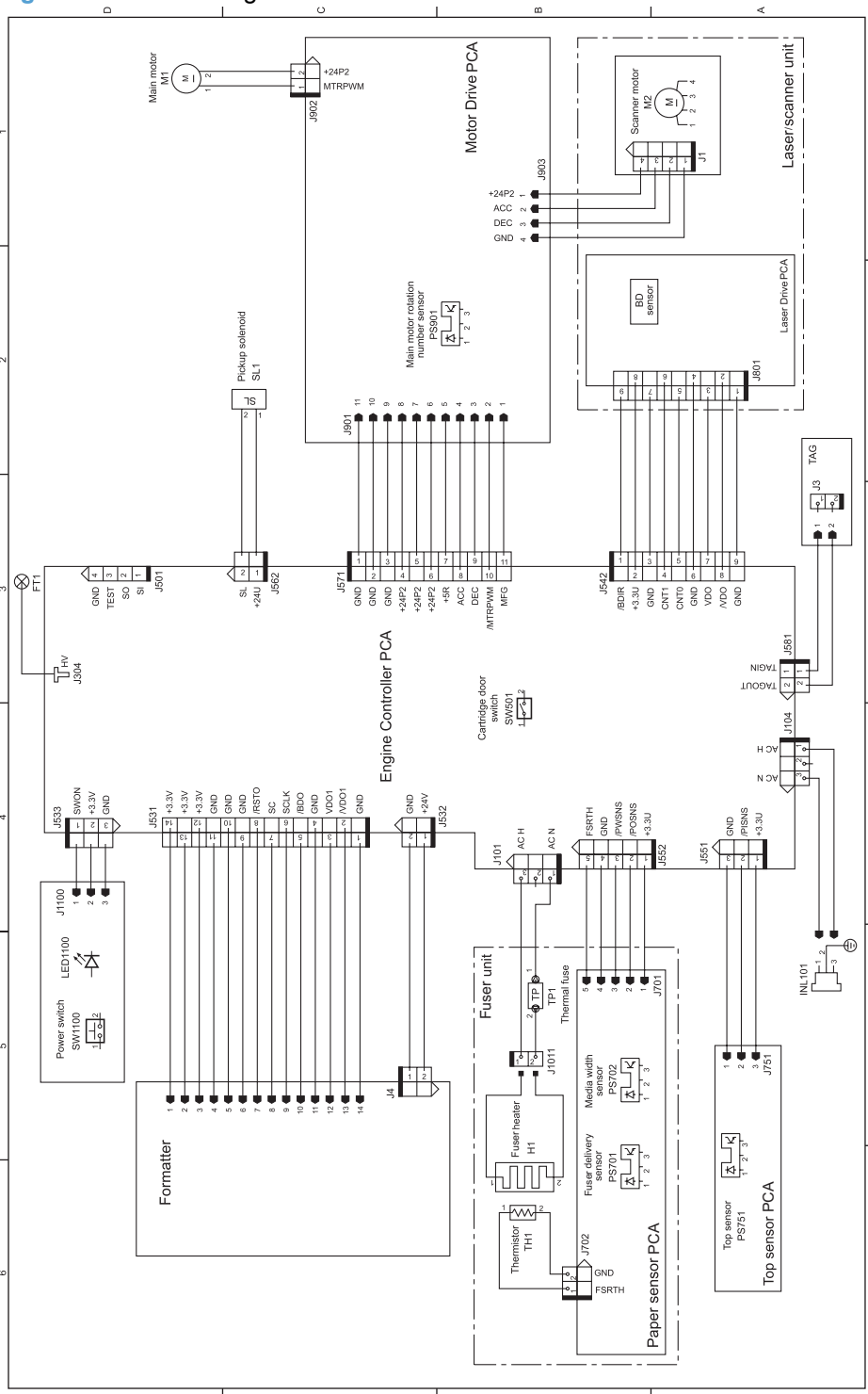
Figure 2-6 General timing diagram



General circuit diagram

NOTE: The general circuit diagram is for the product base only.

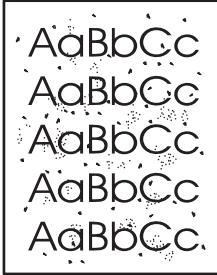
Figure 2-7 Circuit diagram





Internal print-quality test pages


Cleaning page

If you are experiencing toner specks or dots on the printouts, clean the paper path. This process uses a transparency to remove dust and toner from the paper path. Do not use bond or rough paper.



 **NOTE:** For best results use a sheet of transparency. If you do not have any transparencies, you can use copier-grade paper (60 to 163 g/m² (16 to 43 lb)) that has a smooth surface.

1. Make sure that the product is idle and the ready light  is on.

 **NOTE:** If the product is in the auto-off state, the ready light  is off.

2. Load paper in the input tray.
3. Use the printer driver to process the cleaning page. Follow the appropriate procedure, depending on the operating system you are using.

Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)

- a. Click **Start**, and then click **Printers and Faxes**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)

- a. Click **Start**, click **Settings**, and then click **Printers**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows Vista

- a. Click **Start**, click **Control panel**, and then in the category for **Hardware and Sound**, click **Printer**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Mac OS X 10.4

- a. From the Apple menu , click the **System Preferences** menu, and then click the **Print & Fax** icon.
- b. Click the **Printer Setup** button.

Mac OS X 10.5 and 10.6

- a. From the Apple menu , click the **System Preferences** menu, and then click the **Print & Fax** icon.
- b. Select the product in the left side of the window.
- c. Click the **Options & Supplies** button.
- d. Click the **Driver** tab.

4. In the **Cleaning Page** area, click the **Start** button to process the cleaning page.

 **NOTE:** The cleaning process takes about 2 minutes. The cleaning page stops periodically during the cleaning process. Do not turn the product off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the product.


Configuration page

The configuration page lists current product settings and properties. It also contains a status log report. To print a configuration page, do the following:


Both models

1. Open the printer driver, and then click the **Properties** or **Preferences** button.
2. Click the **Services** tab, and then, in the **Print Information Pages** drop-down list, click the **Config Page** list item.
3. Click the **Print** button.

HP LaserJet Professional M1130 MFP series

At the control panel, press and hold the Cancel  button until the Ready  light starts blinking, and then release the button.

HP LaserJet Professional M1210 MFP series

1. On the product control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Config report** option, and then press the **OK** button.

Print-quality troubleshooting tools

Repetitive defect ruler

If the product output has a consistent, repetitive defect, and then use the table in this section to determine which part needs to be replaced based on the measured distance between the repetitions of the defect.

Component	Distance between defects (mm)	Type of defects
Primary charging roller	About 27	Dirt on page Dropouts
Photosensitive drum	About 75	Dirt on page Dropouts
Developing roller	About 34	Dirt on page Dropouts
Transfer roller	About 39	Dropouts Dirt on the back of page
Fuser film	About 57	Dirt on page Dropouts Loose toner
Pressure roller	About 56	Dirt on the back of page Loose toner

Interpret control-panel light patterns (HP LaserJet Professional M1130 MFP series only)

If the product requires attention, an error code appears on the control-panel display.

Table 2-2 Status-light legend




	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

Table 2-3 Control-panel light patterns





Light status	Error code	State of the product	Action
<p>All lights are off.</p> 		The product is turned off.	Press the power button to turn on the product.
<p>Ready and attention lights blink.</p> 		The status lights cycle during the formatter initialization period or when the product is processing a cleaning page.	No action is required. Wait for the initialization period to end. The product should enter the ready state when the initialization period is finished.
<p>Ready light is on.</p> 		The product is in the ready state.	No action is required. The product is ready to receive a print job.
<p>Ready light is blinking.</p> 		The product is receiving or processing data.	No action is required. The product is receiving or processing a print job.

Table 2-3 Control-panel light patterns (continued)






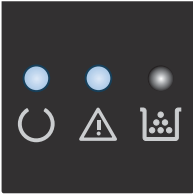
Light status	Error code	State of the product	Action
Ready light is blinking slowly.		The product is in low power mode.	No action is required.
			
Attention light is blinking.	E0	Paper is jammed in the product.	Clear the jam.
	E1	The input tray is empty.	Load the tray.
	E2	A door is open	Verify that the print-cartridge door is fully closed.
	E4	The product memory is full	The job is too complex for the product to print. Simplify the job, or divide it into multiple files.
	E5	The product did not pick up paper from the tray.	You might need to clean or replace the pickup roller.
	H0	The product is in manual-feed mode.	Load the correct paper type and size into the input tray.
	H1	The product is processing a manual duplex job.	Load the pages into the input tray to print the second sides.
			
The attention and toner lights are blinking.	E3	The print cartridge is missing or is not installed correctly.	Install the print cartridge.
			
The toner light is on.		The print cartridge has reached the end of its estimated useful life. When the supply has reached this condition, the HP Premium Protection warranty for that supply has ended.	You do not need to replace the print cartridge at this time unless print quality is no longer acceptable.
			
Attention light is blinking, and ready light is on.		The product has experienced a continual error from which it will recover on its own.	<p>If the recovery is successful, the product continues to the processing data state and completes the job.</p> <p>If the recovery is unsuccessful, the product continues to the continuable error state. Try removing any paper from the paper path and turning the product power off, and then on again.</p>
			

Table 2-3 Control-panel light patterns (continued)

Light status	Error code	State of the product	Action
The attention and ready lights are on. 	E7	Fuser error	<ol style="list-style-type: none"> 1. Turn off the product or disconnect the power cord from the product. 2. Wait 30 seconds, and then turn on the product or reconnect the power cord to the product. 3. Wait for the product to initialize. 4. If the error persists, replace the component. <ul style="list-style-type: none"> ◦ E7 error: fuser. See Fuser on page 79. ◦ E8 error: CIS scanner. See CIS scanner-carriage assembly on page 56. ◦ E9 error: formatter PCA. See Formatter PCA on page 68.
	E8	Scanner error	
	E9	Engine communication error	

Interpret control-panel messages (HP LaserJet Professional M1210 MFP series only)

Control-panel message types

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

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

Control-panel messages

Control panel message	Description	Recommended action
22 Scanner Error	The product has experienced an internal hardware error.	<ol style="list-style-type: none">1. Check all of the FFC connections.2. Verify that the CIS scanner-carriage can move along the track in the scanner assembly, and that the scanner motor can rotate.3. If the error persists, replace the FFC cable (cable-scan model).4. If the error persists, replace the scanner motor or the CIS scanner-carriage. See CIS scanner motor, gears, and scanner light bar on page 58 or CIS scanner-carriage assembly on page 56.5. If the error persists, replace the formatter. See Formatter PCA on page 68.
50.X Fuser Error Turn off then on	The product has experienced an internal hardware error.	<ol style="list-style-type: none">1. Turn off the power by using the power switch, and then wait at least 30 seconds.2. If a surge protector is being used, remove it. Plug the product directly into the wall socket.3. Turn on the power and wait for the product to initialize. <p>If the error persists, replace the fuser. See Fuser on page 79.</p>
52 Scanner Error Turn off then on	The product has experienced a scanner error.	<p>Turn off the power by using the power switch, wait at least 30 seconds, and then turn on the power and wait for the product to initialize.</p> <p>If a surge protector is being used, remove it. Plug the product directly into the wall socket. Use the power switch to turn the product on.</p> <p>If the error persists, replace the scanner assembly. See Scanner assembly on page 30.</p>

Control panel message	Description	Recommended action
Comm. error	The product experienced a communication error while attempting to send or receive a fax.	<p>Verify that the fax phone line is working correctly.</p> <p>Try sending or receiving the fax again.</p> <p>Slow down the fax speed. Turn off error correction mode.</p> <p>For more information, check the fax problem solving section of this manual. See Solve fax problems (HP LaserJet Professional M1210 MFP series only) on page 162.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Device error Press [OK]	The product experienced an internal communication error.	This is a warning message only. Job output might be affected.
Door open	The cover above the print cartridge is open.	Close the cover.
Engine comm. Error	The product has experienced an internal hardware error.	<ol style="list-style-type: none"> 1. Turn off the power by using the power switch, and then wait at least 30 seconds. 2. If a surge protector is being used, remove it. Plug the product directly into the wall socket. 3. Turn on the power and wait for the product to initialize. <p>If the error persists, check the FFCs, wire harnesses, and connectors between the formatter and the engine controller PCA.</p>
Fax recv. error	The product was unable to receive an incoming fax.	<p>Verify that the fax phone line is working correctly.</p> <p>Ask the person who sent the fax to send it again.</p> <p>Make sure that the connectors on the engine controller PCA and fax PCA are fully seated.</p> <p>For more information, check the fax problem solving section of this manual. See Solve fax problems (HP LaserJet Professional M1210 MFP series only) on page 162.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Fax Send error	The product was unable to send the fax.	<p>Try sending the fax later, or confirm with the recipient that the receiving fax machine is ready.</p> <p>For more information, check the fax problem solving section of this manual. See Solve fax problems (HP LaserJet Professional M1210 MFP series only) on page 162.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>


Control panel message	Description	Recommended action
Jam in <location> alternates with Open door and clear jam	The product has detected a jam in the location indicated in the message.	Clear the jam from the area indicated in the message, and then follow the control-panel instructions. Clearing some jams requires you to open the top cover and remove the print cartridge.
Load tray 1 PLAIN <SIZE> alternates with Cleaning Mode	The product is performing a cleaning cycle.	Load the tray with plain paper of the size indicated. Press the OK button to start the cleaning cycle.
Load tray <TYPE>, <SIZE>	The tray is empty.	Load the tray with the correct type and size of paper.
Manual duplex alternates with Load tray1 Press [OK]	The product is processing a manual duplex job.	To print the second side, place the pages face down in the tray with the top edge first.
Manual feed <SIZE>, <TYPE> alternates with Press [OK] for available media	The product is set for the manual feed mode.	Load the tray with the correct size and type of paper, or press the OK button to use the paper that is in the tray.
Memory is low Press [OK]	The product does not have enough memory to process the job.	<p>If the product is processing other jobs, send the job again after those jobs have finished.</p> <p>If the problem continues, turn off the power by using the power switch, and then wait at least 30 seconds. Turn on the power and wait for the product to initialize.</p>
Misprint Press [OK]	The product has experienced an internal hardware error.	Press the OK button to continue. Job output might be affected.
No paper pickup Press [OK]	The product has experienced an internal hardware error.	Press the OK button to continue. Job output might be affected.
Page too complex Press [OK]	The product could not print the current page because of its complexity.	<p>Press the OK button to clear the message.</p> <p>Allow the product to finish the job, or press the Cancel ⊗ button to cancel the job.</p>
Printer jam clear paper path	The product has detected a jam in the input tray.	Clear the jam from the area indicated in the message, and then follow the control panel instructions.
Settings cleared	The product has cleared job settings.	Re-enter any appropriate job settings.

Clear jams

When clearing jams, be careful not to tear jammed paper. If a small piece of paper remains in the product, it could cause additional jams.


Common causes of jams

- The input tray is loaded incorrectly or is too full.

 **NOTE:** When you add new paper, always remove the paper from the input tray and straighten the entire stack. This helps prevent multiple feeds and reduces jams.

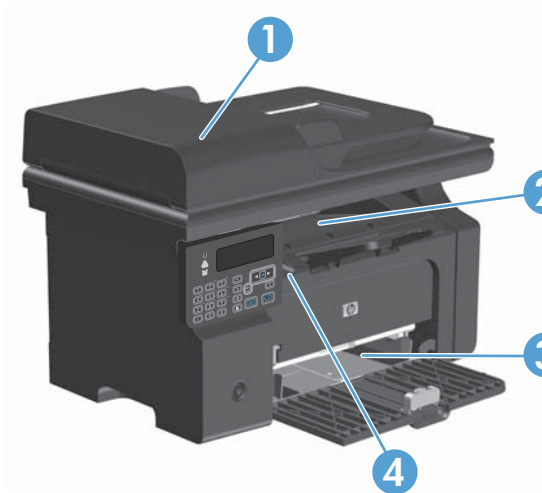
- The paper does not meet HP specifications.
- The product might need to be cleaned to remove paper dust and other particles from the paper path.

Loose toner might remain in the product after a jam. This toner clears up after a few sheets print.


 **CAUTION:** If you get any toner on your clothes, wash them in cold water. *Hot water permanently sets the toner into the fabric.*

Jam locations

Jams can occur at the following locations in the product.

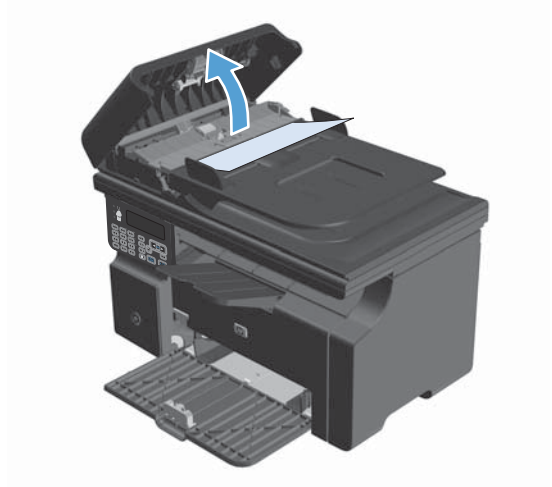


1	Document feeder (HP LaserJet Professional M1210 MFP series only)
2	Output bin
3	Input tray
4	Internal areas (open the print-cartridge door)

 **NOTE:** Jams can occur in more than one location.

Clear jams from the document feeder (HP LaserJet Professional M1210 MFP series only)

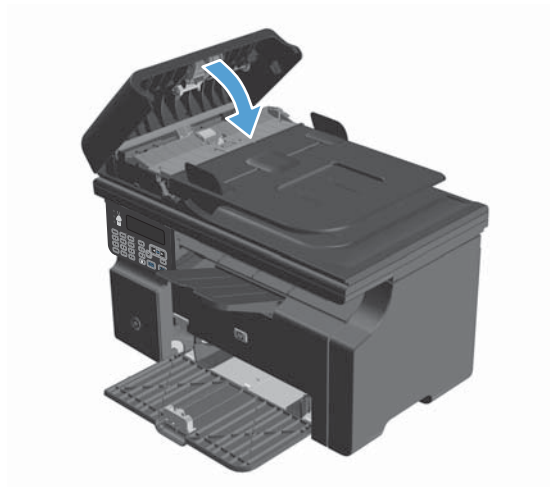
1. Open the document-feeder lid.



2. Carefully remove jammed paper. Gently try to remove the page without tearing it.



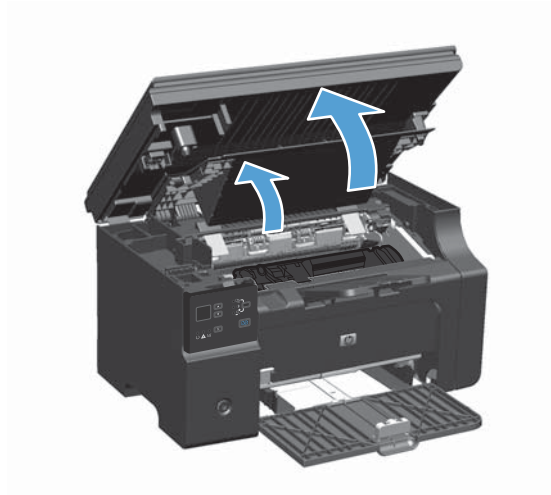
3. Close the document feeder lid.



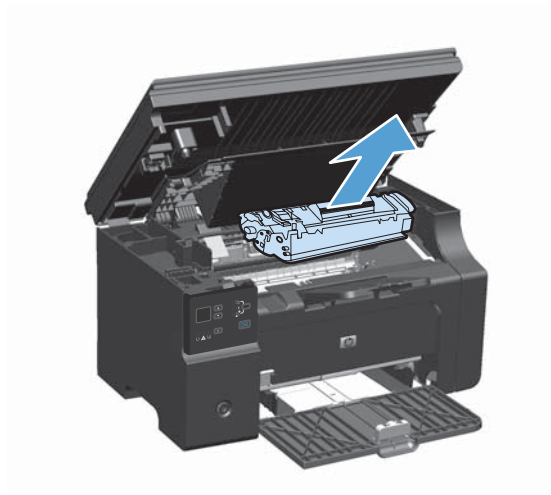
Clear jams from the output areas

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

1. Lift the scanner assembly, and open the print-cartridge door.



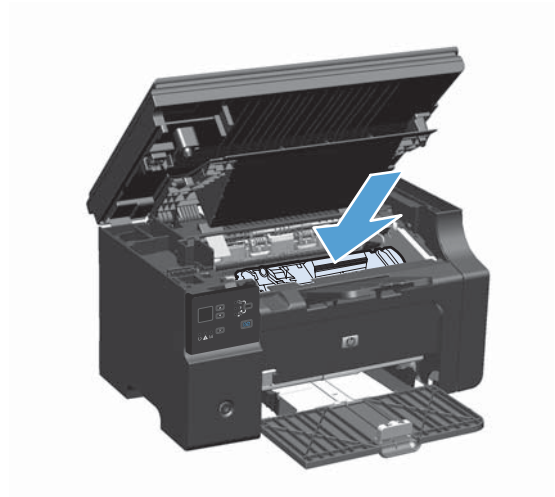
2. Remove the print cartridge.



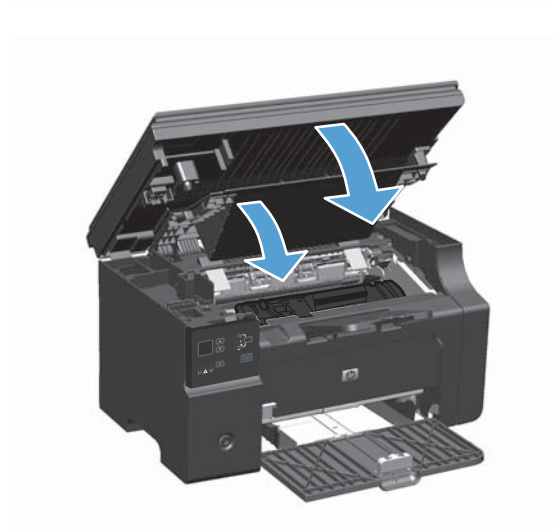
3. Keep the print cartridge door open, and then with both hands, grasp the side of the jammed paper that is most visible (this includes the middle), and carefully pull it free from the product.



4. Install the print cartridge.

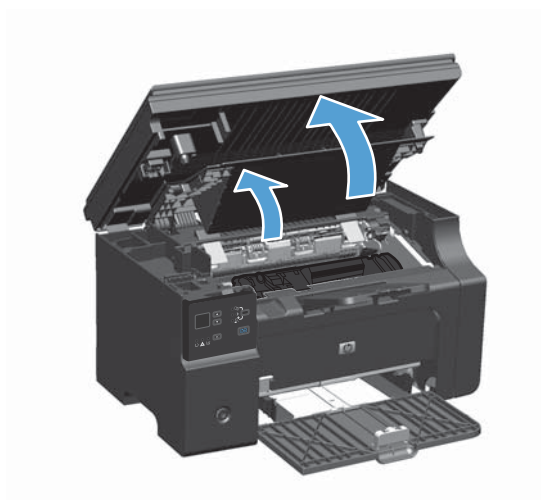


5. Close the print-cartridge door and the scanner assembly.

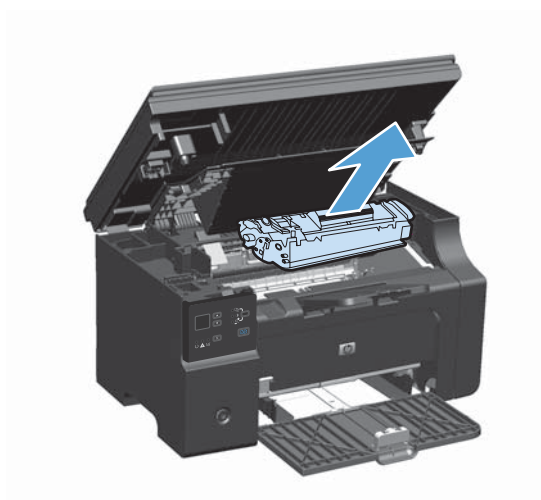


Clear jams from the input tray

1. Lift the scanner assembly, and open the print-cartridge door.



2. Remove the print cartridge.



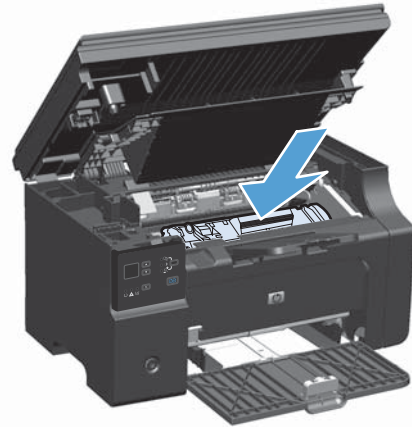
3. Remove the paper stack from the input tray.



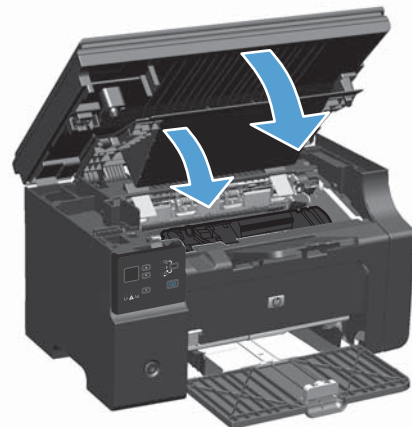
4. With both hands, grasp the side of the jammed paper that is most visible (this includes the middle), and carefully pull it free from the product.



5. Install the print cartridge.

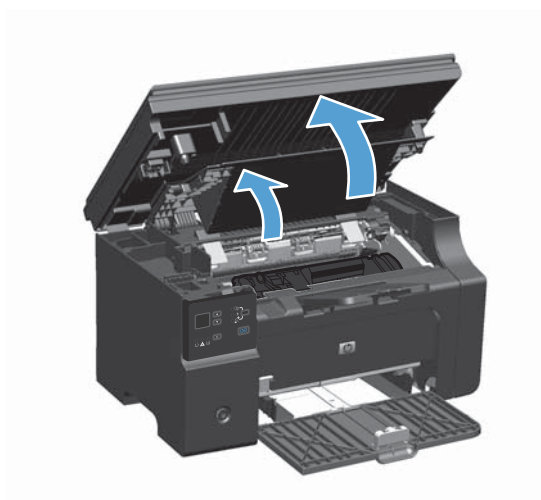


6. Close the print-cartridge door and the scanner assembly.

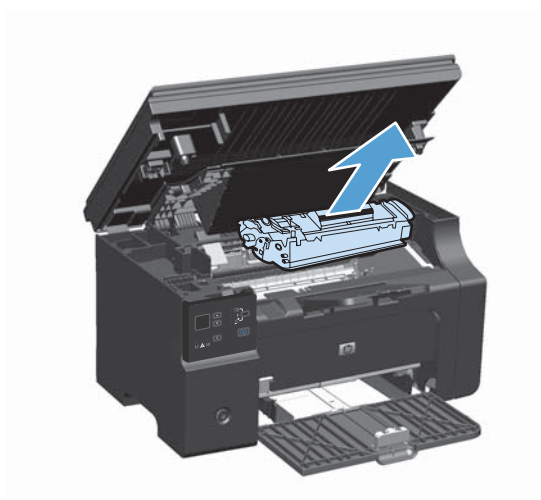


Clear jams from inside the product

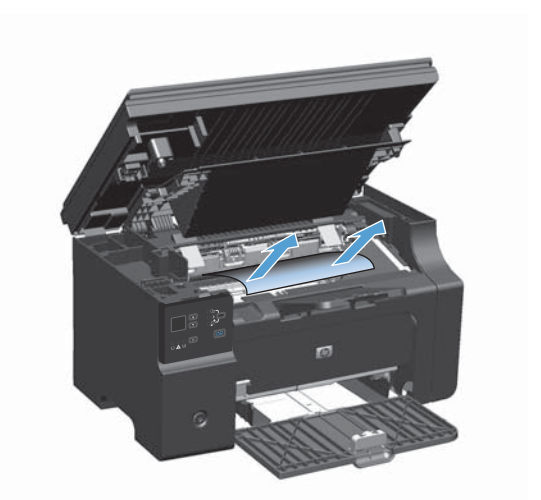
1. Lift the scanner assembly, and open the print-cartridge door.



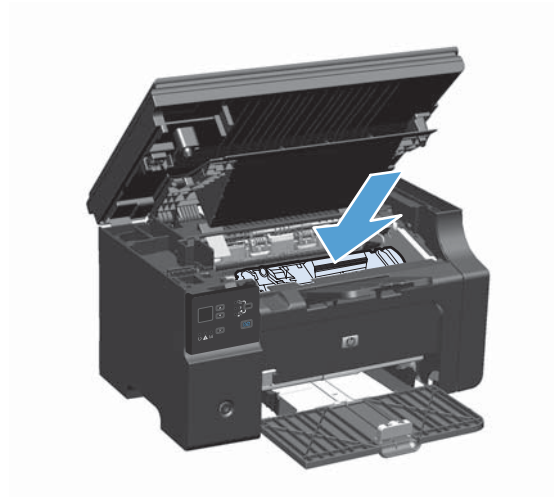
2. Remove the print cartridge.



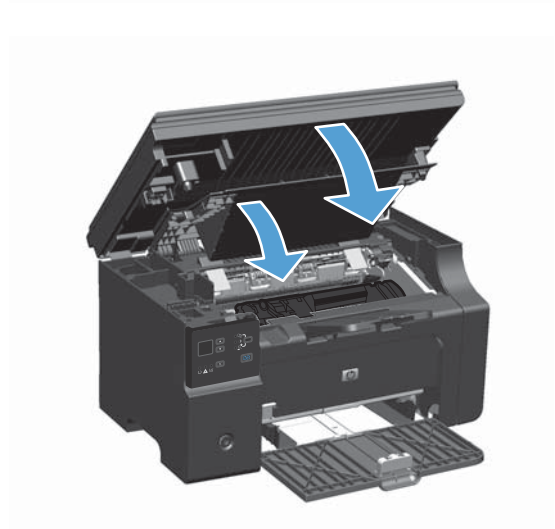
3. If you can see the jammed paper, carefully grasp the jammed paper, and slowly pull it out of the product.



4. Reinstall the print cartridge.



5. Close the print-cartridge door and the scanner assembly.



Solve repeated jams

- Verify that the input tray is not overfilled. The input tray capacity varies depending on the type of print paper that you are using.
- Verify that the paper guides are properly adjusted.
- Check that the input tray is securely in place.
- Do not add paper into the input tray while the product is printing.
- Use only HP-recommended paper types and sizes.
- Do not fan paper prior to loading it in a tray. To loosen the ream, hold it firmly in both hands and twist the paper by rotating your hands in the opposite direction.
- Do not let print paper stack up in the output bin. The print paper type and the amount of toner used affect the output bin capacity.
- Check the power connection. Make sure that the power cord is firmly connected to both the product and the power supply box. Plug the power cord into a grounded power outlet.

Change jam recovery

When the Jam Recovery feature is turned on, the product reprints any pages that are damaged during a jam.

1. Use the printer driver to change the default settings. Follow the appropriate procedure, depending on the operating system you are using.

Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)

- a. Click **Start**, and then click **Printers and Faxes**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)

- a. Click **Start**, click **Settings**, and then click **Printers**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows Vista and Windows 7

- a. Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.

Mac OS X 10.4

- a. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
- b. Click the **Printer Setup** button.

Mac OS X 10.5 and 10.6

- a. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
 - b. Select the product in the left side of the window.
 - c. Click the **Options & Supplies** button.
 - d. Click the **Driver** tab.
2. Click the **Auto** option or the **Off** option under **Jam Recovery**.

Solve paper-handling problems

The following problems with paper cause print-quality deviations, jamming, or damage to the product.

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, is embossed, or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, with 4% to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to product	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, is of short-grain construction, or it is embossed, or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4% to 6% moisture content. Use long-grain paper.
Print is skewed (crooked).	The paper guides might be incorrectly adjusted.	Remove all paper from the input tray, straighten the stack, and then load the paper in the input tray again. Adjust the paper guides to the width and length of the paper that you are using and try printing again.
More than one sheet feeds at one time.	The paper tray might be overloaded.	Remove some of the paper from the tray.
	The paper might be wrinkled, folded, or damaged.	Verify that the paper is not wrinkled, folded, or damaged. Try printing on paper from a new or different package.
The product does not pull paper from the input tray.	The product might be in manual-feed mode.	At the computer, follow the on-screen instructions to deactivate manual-feed mode. Or, at the product, open and close the print-cartridge door.
	The pickup roller might be dirty or damaged.	Replace the roller. See Pickup roller on page 9 .
	The paper-length adjustment control in the input tray is set at a length that is greater than the paper size.	Set the paper-length adjustment control to the correct length.

Solve image-quality problems


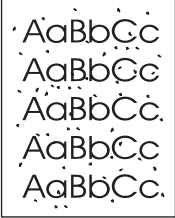

You can prevent most print-quality problems by following these guidelines.

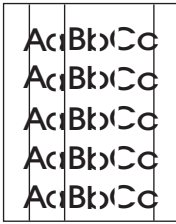

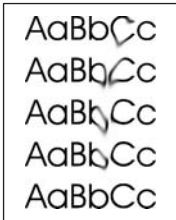
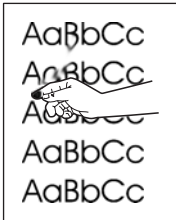
- Use paper that meets HP specifications.
- Clean the product as necessary. See [Clean the product on page 145](#).

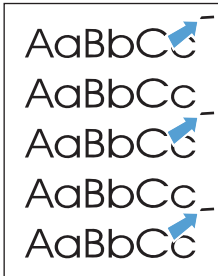
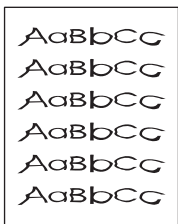
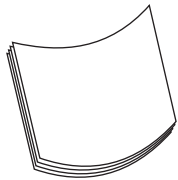
Image defects table

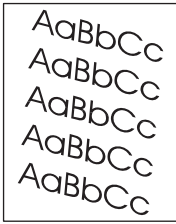
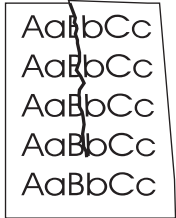
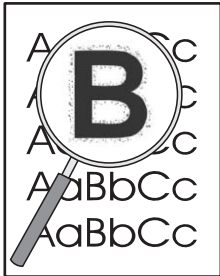

General print-quality issues

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

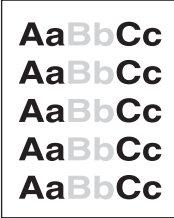
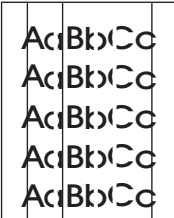
Problem	Cause	Solution
Print is light or faded.	The paper might not meet HP specifications.	Use paper that meets HP specifications.
	The print cartridge might be defective or low. If you use a non-HP print cartridge, no messages appear on the product control panel.	Replace the print cartridge. If the print cartridge is not low or empty, inspect the toner roller to see if the roller is damaged. If it is, replace the print cartridge.
	If the whole page is light, the print density adjustment is too light or EconoMode might be turned on.	Adjust the print density, and disable EconoMode in the printer driver.
Toner specks appear.	The paper might not meet HP specifications.	Use paper that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path.
Dropouts appear.	A single sheet of paper might be defective.	Try reprinting the job.
	The moisture content of the paper is uneven or the paper has moist spots on its surface.	Try different paper, such as high-quality paper that is intended for laser printers.
	The paper lot is flawed. The manufacturing processes can cause some areas to reject toner.	
	The print cartridge might be defective or low.	Replace the print cartridge.

Problem	Cause	Solution
Vertical streaks or bands appear on the page.	The print cartridge might be defective.	Replace the print cartridge.
		
The amount of background toner shading becomes unacceptable.	The paper might not meet HP specifications.	Use a different paper with a lighter basis weight.
	The print-density setting is too high.	Decrease the print-density setting. This decreases the amount of background shading.
	Very dry (low humidity) conditions can increase the amount of background shading.	Check the product environment.
	The print cartridge might be defective or low.	Replace the print cartridge.
		
Toner smears appear on the paper.	The paper might not meet HP specifications.	Use paper that meets HP specifications.
	If toner smears appear on the leading edge of the paper, the paper guides are dirty, or debris has accumulated in the print path.	Clean the paper guides and the paper path.
	The print cartridge might be defective.	Replace the print cartridge.
	The fuser temperature might be too low.	In the printer driver, make sure the appropriate paper type is selected.
		
The toner smears easily when touched.	The product is not set to print on the type of paper on which you want to print.	In the printer driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.
	The paper might not meet HP specifications.	Use paper that meets HP specifications.
	The paper path might need cleaning.	Clean the paper path.
	The power source might be defective.	Plug the product directly into an AC outlet instead of into a power strip.
	The fuser temperature might be too low.	In the printer driver, make sure the appropriate paper type is selected.
		

Problem	Cause	Solution
<p>Marks repeatedly appear at even intervals on the page.</p> 	<p>The product is not set to print on the type of paper on which you want to print.</p> <hr/> <p>Internal parts might have toner on them.</p> <hr/> <p>The paper path might need cleaning.</p> <hr/> <p>A component might be damaged.</p>	<p>In the printer driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</p> <hr/> <p>The problem typically corrects itself after a few more pages.</p> <hr/> <p>Clean the paper path.</p> <hr/> <p>Use the repetitive defect ruler table to determine the problem. See Repetitive defect ruler on page 119.</p>
<p>The printed page contains misformed characters.</p> 	<p>The paper might not meet HP specifications.</p> <hr/> <p>If characters are incorrectly formed so that they produce a wavy effect, the laser/scanner might need service.</p>	<p>Use a different paper, such as high-quality paper that is intended for laser printers.</p> <hr/> <p>Replace the laser/scanner. See Scanner assembly on page 30.</p>
<p>The printed page is curled or wavy.</p> 	<p>The product is not set to print on the type of paper on which you want to print.</p> <hr/> <p>The paper might have been in the input tray too long.</p> <hr/> <p>The paper might not meet HP specifications.</p> <hr/> <p>Both high temperature and humidity can cause paper curl.</p> <hr/> <p>The fuser temperature might be curling the paper.</p>	<p>In the printer driver, select the Paper/Quality tab and set Paper Type to match the type of paper on which you are printing. Print speed might be slower if you are using heavy paper.</p> <hr/> <p>If the problem persists, select a paper type that uses a lower fuser temperature, such as transparencies or light paper.</p> <hr/> <p>Turn over the stack of paper in the tray. Also, try rotating the paper 180° in the input tray.</p> <hr/> <p>Use a different paper, such as high-quality paper that is intended for laser printers.</p> <hr/> <p>Check the product environment.</p> <hr/> <p>HP LaserJet Professional M1130 MFP series select a paper type that uses a lower fuser temperature, such as transparencies or light paper.</p> <hr/> <p>HP LaserJet Professional M1210 MFP seriesAt the product control panel, turn on the Less paper curl setting in the Service menu.</p>

Problem	Cause	Solution
Text or graphics are skewed on the printed page.	The paper might be loaded incorrectly or the input tray might be too full.	Verify that the paper is loaded correctly and that the paper guides are not too tight or too loose against the stack.
	The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.
The printed page contains wrinkles or creases.	The paper might be loaded incorrectly or the input tray might be too full.	Turn over the stack of paper in the input tray, or try rotating the paper 180° in the input tray.
	There might be a jam in the paper path.	Clear any jams in the product.
	The paper might not meet HP specifications.	Use a different paper, such as high-quality paper that is intended for laser printers.
	Air pockets inside envelopes can cause them to wrinkle.	Remove the envelope, flatten it, and try printing again.
Toner appears around the printed characters.	The paper might be loaded incorrectly.	Turn over the stack of paper in the tray.
	If large amounts of toner have scattered around the characters, the paper might have high resistivity.	Use a different paper, such as high-quality paper that is intended for laser printers.
An image that appears at the top of the page (in solid black) repeats farther down the page (in a gray field).	Software settings might affect image printing.	In your software program, change the tone (darkness) of the field in which the repeated image appears.
	The order of images printed might affect printing.	In your software program, rotate the whole page 180° to print the lighter image first.
	A power surge might have affected the product.	Change the order in which the images are printed. For example, have the lighter image at the top of the page, and the darker image farther down the page.
		If the defect occurs later in a print job, turn the product off for 10 minutes, and then turn on the product to restart the print job.

Copy print-quality problems

Problem	Cause	Solution
Images are missing or faded.	The print cartridge might be defective or low.	Replace the print cartridge.
	The original might be of poor quality.	If your original is too light or damaged, the copy might not be able to compensate, even if you adjust the contrast. If possible, find an original document in better condition.
	The contrast settings might be set incorrectly.	Use the control-panel to change the contrast setting.
	The original might have a colored background.	Colored backgrounds might cause images in the foreground to blend into the background, or the background might appear in a different shade. If possible, use an original document without a colored background.
Vertical white or faded stripes appear on the copy.	The paper might not meet HP specifications.	Use paper that meets HP specifications.
	The print cartridge might be defective or low.	Replace the print cartridge.
		
Unwanted lines appear on the copy.	The document feeder scanning strip might be dirty.	Clean the document feeder scanning strip.
	The photosensitive drum inside the print cartridge might have been scratched.	Replace the print cartridge.
		
Black dots or streaks appear on the copy.	Ink, glue, correction fluid, or an unwanted substance might be on the document feeder.	Clean the document feeder scanning strip.
	The power to the product might have fluctuated.	Reprint the job.
Copies are too light or dark.	The printer driver or product software settings might be incorrect.	Verify that the quality settings are correct.
		See the product software Help for more information about changing the settings.
Text is unclear.	The printer driver or product software settings might be incorrect.	Verify that the quality settings are correct.
		Verify that the EconoMode setting is off.
		See the product software Help for more information about changing the settings.

Scan-quality problems

Prevent scan-quality problems

The following are a few simple steps you can take to improve copy and scan quality.

- Use high-quality originals.
- Load the paper correctly. If the paper is loaded incorrectly, it might skew, which causes unclear images.
- Adjust the software settings according to how you plan to use the scanned page.
- If your product frequently feeds more than one page at a time, the separation pad might need to be cleaned or replaced.
- Use or make a carrier sheet to protect your originals.

Solve scan-quality problems

Problem	Cause	Solution
Blank pages	The original might have been loaded upside down.	In the document feeder, put the top end of the stack of originals into the document feeder, with the paper stack face-down and the first page to be scanned on the bottom of the stack.
Too light or dark	The resolution and color levels might be set incorrectly.	Verify that you have the correct resolution and color settings.
Unwanted lines	The document-feeder glass might be dirty.	Clean the scanner strip.
Black dots or streaks	The power to the product might have fluctuated.	Reprint the job.
Unclear text	The resolution levels might be set incorrectly.	Verify that the resolution settings are correct.

Optimize and improve image quality

Change print density

You can change the print density setting by from the product Properties dialog box.

1. **Windows XP, Windows Server 2008, and Windows Server 2003 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

-or-

Windows XP, Windows Server 2008, and Windows Server 2003 (using the Classic Start menu view): Click **Start**, and then click **Printers**.

-or-

Windows Vista: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

-or-

Windows 7: Click **Start**, and then click **Devices and Printers**.

2. In the list of printers, right-click the name of this product, and then click the **Properties** menu item to open the product Properties dialog box.
3. Click the **Device settings** tab, and then move the **Print Density** slider to the desired setting.
4. Click the **Apply** button to accept the setting, and then click the **OK** button to close the dialog box.

Manage and configure printer drivers

The product uses the paper-type setting to establish many internal settings that affect print quality. Always use the correct paper-type setting in the printer driver. Also make sure that the other settings on the **Paper/Quality** tab in the printer driver are correct.

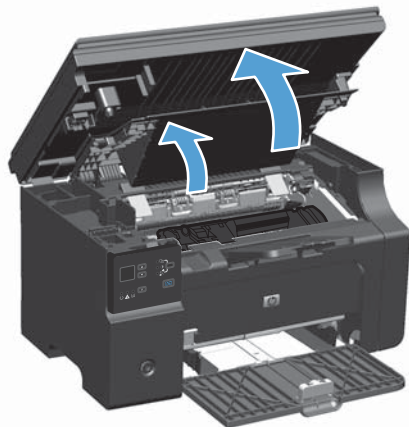
Clean the product

Clean the pickup roller

If you want to clean the pickup roller before deciding to replace it, follow these instructions:

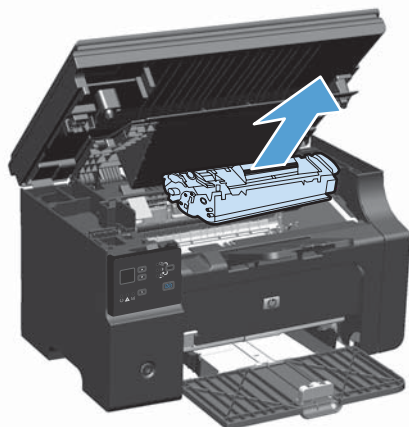
⚠ **WARNING!** Before cleaning the pickup roller, turn the product off, disconnect the power cord from the wall outlet, and then wait for the product to cool.

1. Lift the scanner assembly, and open the print-cartridge door.

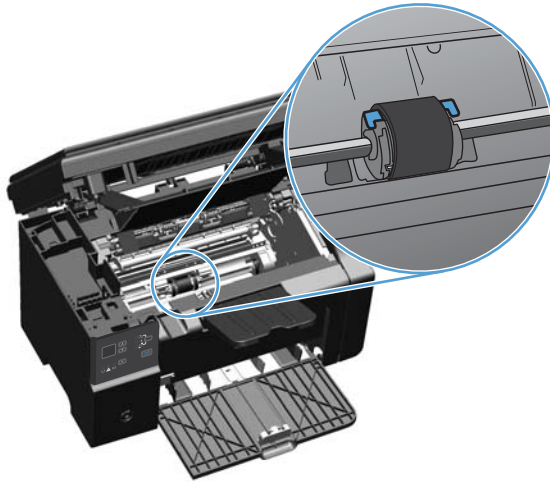


2. Remove the print cartridge.

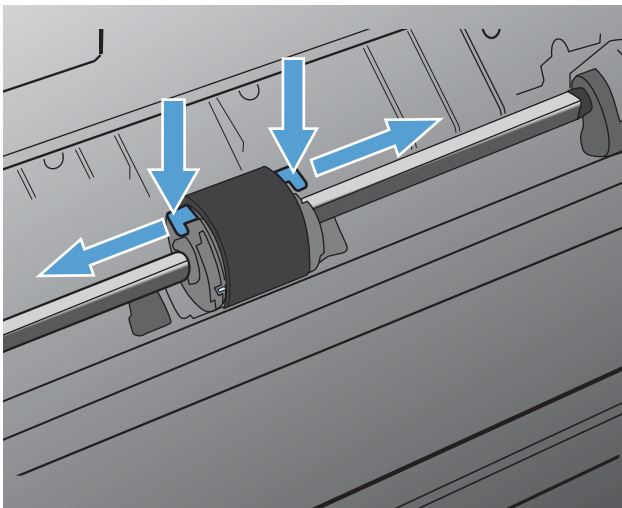
⚠ **CAUTION:** To prevent damage to the print cartridge, minimize its exposure to direct light. Cover the print cartridge with a sheet of paper.



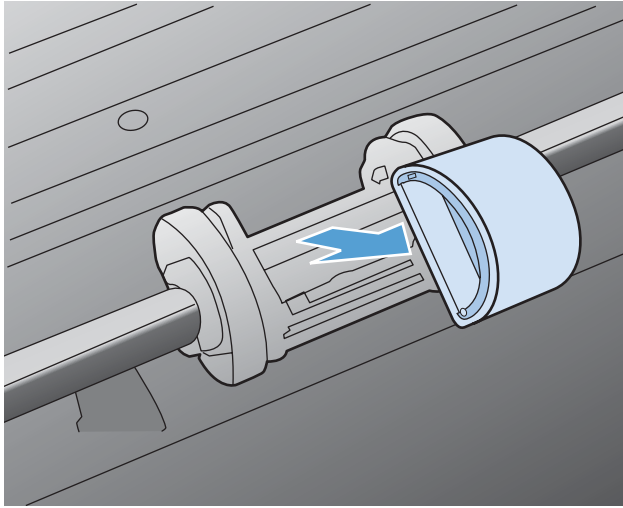
3. Find the pickup roller.



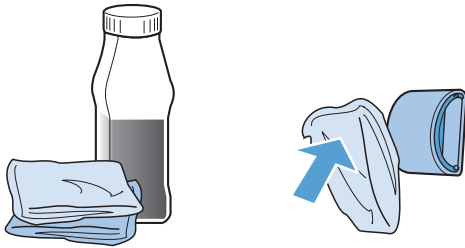
4. Release the small, white tabs on each side of the pickup roller, and rotate the pickup roller toward the front.



5. Gently pull the pickup roller up and out.



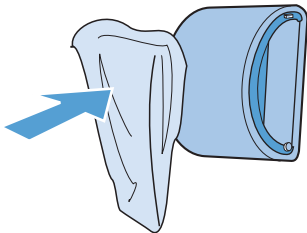
6. Dab a lint-free cloth in isopropyl alcohol, and scrub the roller.



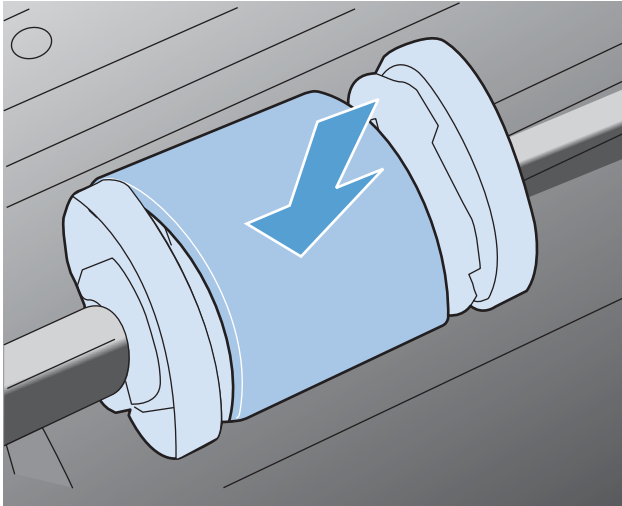
⚠ WARNING! Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the product and plug in the power cord, allow the alcohol to dry completely.

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

7. Use a dry, lint-free cloth, to wipe the pickup roller to remove loosened dirt.



8. Allow the pickup roller to dry completely before you reinstall it in the product.



9. Reconnect the power cord.

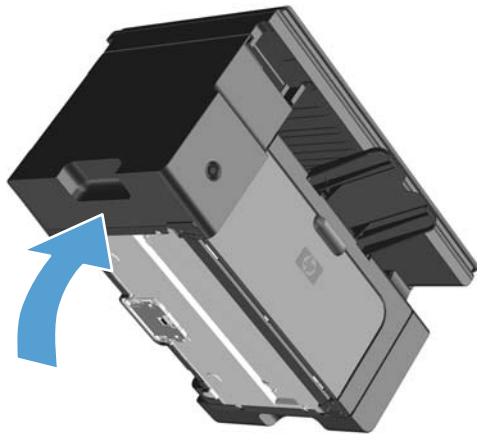
Clean the separation pad

The separation pad wears out with normal use. Using poor-quality paper can cause the separation pad to wear out more frequently. If the product regularly pulls multiple sheets of paper at a time, you might need to clean or replace the separation pad.

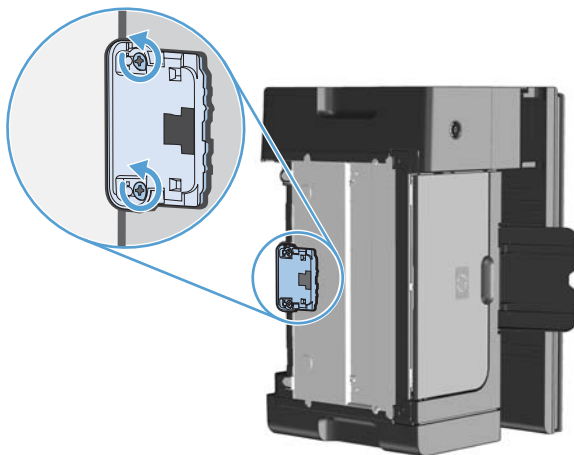
⚠ **WARNING!** Before cleaning the separation pad, turn the product off, disconnect the power cord from the wall outlet, and then wait for the product to cool.

1. Disconnect the power cord from the product.
2. Remove the paper and close the input tray. Set the product on its side.

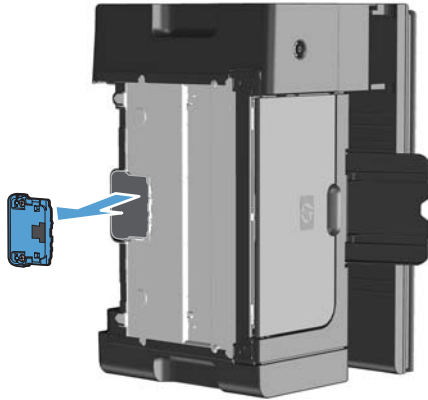
⚠ **CAUTION:** The scanner assembly opens when the product is on its side.



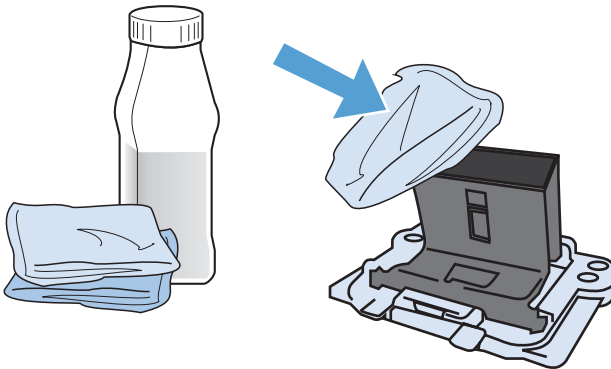
3. At the bottom of the product, unscrew the two screws holding the separation pad in place.



4. Remove the separation pad.



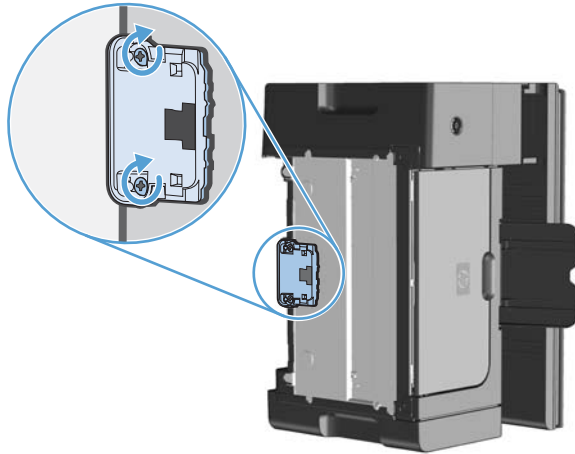
5. Dab a lint-free cloth in isopropyl alcohol, and scrub the separation pad. Use a dry, lint-free cloth to remove the loosened dirt, and wait for the separation pad to dry.



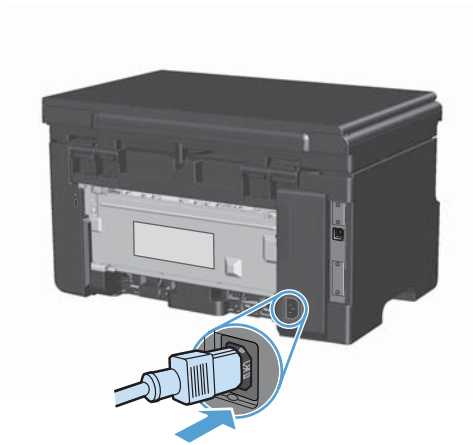
⚠ WARNING! Alcohol is flammable. Keep the alcohol and cloth away from an open flame. Before you close the product and plug in the power cord, allow the alcohol to dry completely.

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

6. Insert the cleaned separation pad, and screw it into place.

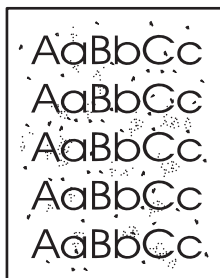



7. Place the product in the upright position, reconnect the power cord, and then turn on the product.




Clean the paper path

If you are experiencing toner specks or dots on the printouts, clean the paper path. This process uses a transparency to remove dust and toner from the paper path. Do not use bond or rough paper.



 **NOTE:** For best results use a sheet of transparency. If you do not have any transparencies, you can use copier-grade paper (60 to 163 g/m² (16 to 43 lb)) that has a smooth surface.

1. Make sure that the product is idle and the Ready  light is on.
2. Load paper in the input tray.
3. Use the printer driver to process the cleaning page. Follow the appropriate procedure, depending on the operating system you are using.

Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view)

- a. Click **Start**, and then click **Printers and Faxes**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view)

- a. Click **Start**, click **Settings**, and then click **Printers**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.


Windows Vista and Windows 7


- a. Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.
- b. Right-click the driver icon, and then select **Properties**.
- c. Click the **Device Settings** tab.

Mac OS X 10.4

- a. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
- b. Click the **Printer Setup** button.

Mac OS X 10.5 and 10.6

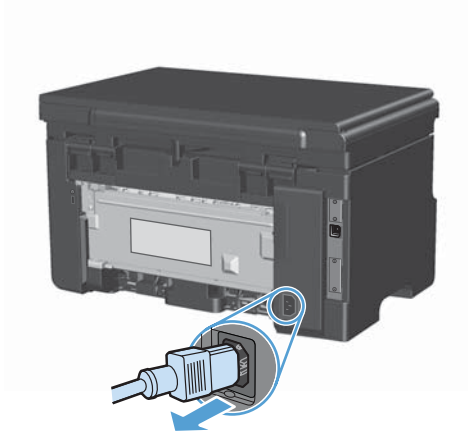
- a. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
 - b. Select the product in the left side of the window.
 - c. Click the **Options & Supplies** button.
 - d. Click the **Driver** tab.
4. In the **Cleaning Page** area, click the **Start** button to process the cleaning page.

 **NOTE:** The cleaning process takes about 2 minutes. The cleaning page stops periodically during the cleaning process. Do not turn the product off until the cleaning process has finished. You might need to repeat the cleaning process several times to thoroughly clean the product.

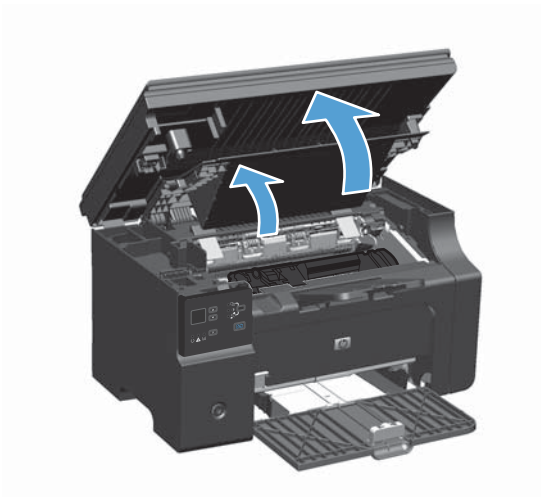
Clean the print-cartridge area

You do not need to clean the print-cartridge area often. However, cleaning this area can improve the quality of the printed sheets.

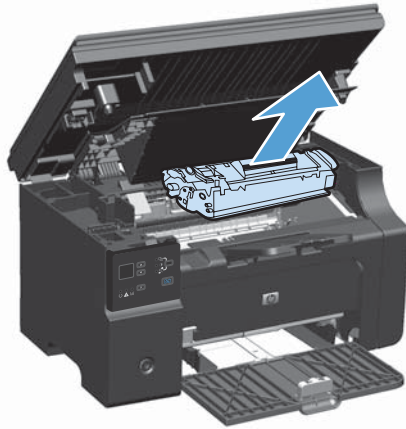
1. Disconnect the power cord from the product.



2. Lift the scanner assembly, and open the print-cartridge door.



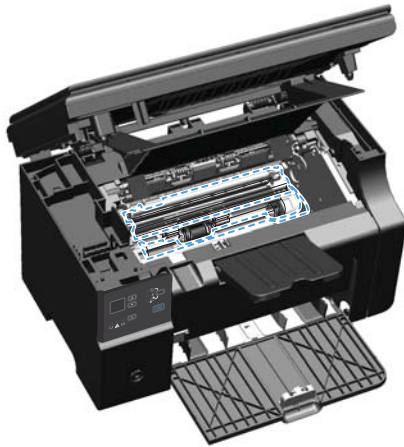
3. Remove the print cartridge.



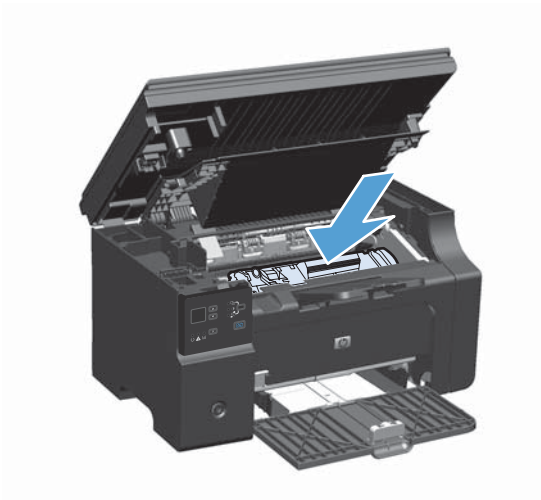
△ **CAUTION:** Do not touch the black-sponge transfer roller inside the product. Doing so can damage the product.

CAUTION: To prevent damage, do not expose the print cartridge to light. Cover it with a piece of paper.

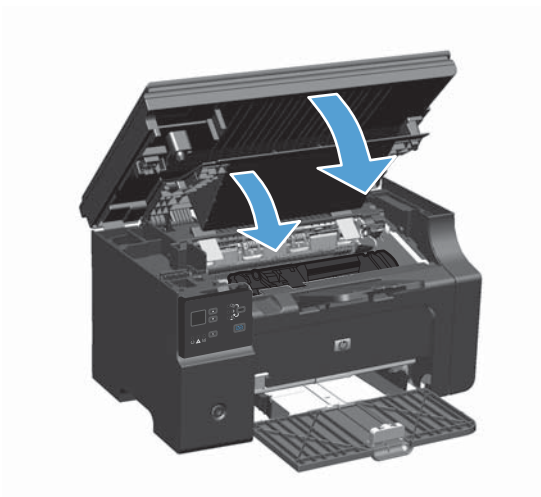
4. With a dry, lint-free cloth, wipe any residue from the paper-path area and the print-cartridge cavity.



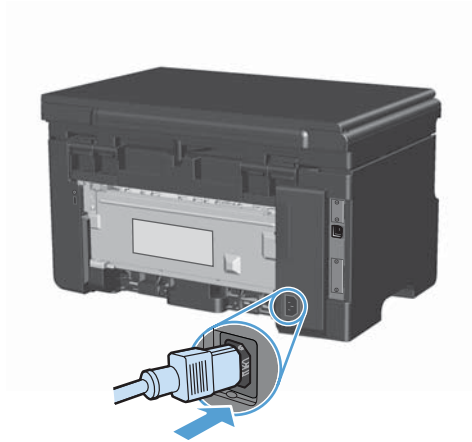
5. Install the print cartridge.



6. Close the print-cartridge door and the scanner assembly.



7. Reconnect the power cord.



8. Print a few pages to clean any toner residue from the product.

Clean the exterior

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off of the exterior of the product.

Clean the scanner glass strip and platen

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner glass and white plastic backing.

1. Use the power switch to turn off the product, and then unplug the power cord from the electrical socket.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.



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

4. Dry the glass and white plastic backing with a chamois or a cellulose sponge to prevent spotting.
5. Plug in the product, and then use the power switch to turn on the product.

Solve performance problems

Problem	Cause	Solution
Pages print, but are totally blank.	The sealing tape might still be in the print cartridges.	Verify that the sealing tape has been completely removed from the print cartridges.
	The document might contain blank pages.	Check the document that you are printing to see if content appears on all of the pages.
	The product might be malfunctioning.	To check the product, print a Configuration page.
Pages print very slowly.	Heavier paper types can slow the print job.	Print on a different type of paper.
	Complex pages can print slowly.	Proper fusing might require a slower print speed to make sure that the best print quality is achieved.
Pages did not print.	The product might not be pulling paper correctly.	Make sure paper is loaded in the tray correctly.
	The paper is jamming in the product.	Clear the jam.
	The USB cable might be defective or incorrectly connected.	<ul style="list-style-type: none"> • Disconnect the USB cable at both ends and reconnect it. • Try printing a job that has printed in the past. • Try using a different USB cable.
	Other devices are running on your computer.	The product might not share a USB port. If you have an external hard drive or network switchbox that is connected to the same port as the product, the other device might be interfering. To connect and use the product, you must disconnect the other device or you must use two USB ports on the computer.

Solve connectivity problems

Solve direct-connect problems

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

- Verify that the USB cable is connected to the computer and to the product.
- Verify that the USB cable is not longer than 2 m (6.5 ft). Replace the cable if necessary.
- Verify that the USB cable is working correctly by connecting it to another product. Connect the cable to another port on the computer. Replace the cable if necessary.

Solve network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page.

Problem	Solution
Poor physical connection	<p>Verify that the product is attached to the correct network port using a cable of the correct length.</p> <p>Verify that cable connections are secure.</p> <p>Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.</p> <p>If the problem continues, try a different cable or port on the hub.</p>
The computer is unable to communicate with the product.	<p>Use the command prompt to ping the product from your computer. For example:</p> <pre>ping 192.168.45.39</pre> <p>Verify that the ping displays round-trip times, which indicates that it is working.</p> <p>If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.</p>
Incorrect link and duplex settings	<p>Hewlett-Packard recommends leaving this setting in automatic mode (the default setting).</p>
Incorrect IP address for the product on the computer	<p>Use the correct IP address. The IP address is listed on the configuration page.</p> <p>Open the product Properties and click the Ports tab. Verify that the current IP address for the product is selected.</p> <ul style="list-style-type: none">• If you installed the product using the HP standard TCP/IP port, select the box labeled Always print to this printer, even if its IP address changes.• If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address. <p>If the IP address is correct, delete the product and then add it again.</p>
New software programs have caused compatibility problems.	<p>Verify that any new software programs are correctly installed and that they use the correct printer driver.</p>


Problem	Solution
Your computer or workstation is set up incorrectly.	Check the network drivers, printer drivers, and the network redirection. Verify that the operating system is configured correctly.
The protocol is disabled, or other network settings are incorrect.	Review the configuration page to check the status of the protocol. Enable it if necessary. Reconfigure the network settings if necessary.

Solve fax problems (HP LaserJet Professional M1210 MFP series only)

Fax troubleshooting checklist

Tips for fax troubleshooting:

- Print the menu map from the **Reports** menu to show the control-panel menus and available settings.
 - Try to send or receive a fax after implementing each solution.
 - Disconnect all devices except for the product. Verify that the telephone cord from the product is plugged directly into the wall telephone jack.
1. Verify that the product firmware is current:
 - a. Print a configuration page from the **Reports** menu.
 - b. Go to www.hp.com/support/ljm1210series, and select the operating system that you are using.
 - c. Scroll to the firmware table, and then compare the current version listed with the version listed on the configuration page. If versions are different, download the newest firmware.
 - d. Print a new configuration page to verify that the firmware is current.
 2. Verify that the telephone cord is plugged into the correct port.
 3. Verify that the fax is set up. Use the control panel or the HP Fax Setup Wizard to configure the fax time, date, and fax header information.
 4. Check the phone line.
 - a. Unplug the telephone cord from the product.
 - b. Plug the telephone cord into a telephone and verify that there is a dial tone.
 - c. Reconnect the telephone cord into the correct port on the product.
 5. If using a DSL service, check the installation and features. The DSL modem requires a high-pass filter. The service provider typically provides a low-pass filter, for normal telephone wiring.
 6. If using a VoIP service, check the installation and features. The VoIP service might not support fax over IP. If fax over IP is supported, change the **Fax Speed** setting to **Slow(V.29)**.
 7. If you cannot send or receive faxes, do the following:
 - a. Change the error correction settings.

 **NOTE:** Changing these settings might reduce image quality.


 - b. Change the **Fax Speed** setting to **Medium(V.17)** or **Slow(V.29)**.



Fax error messages




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


Alert and warning messages

Control panel message	Description	Recommended action
Comm. error	A fax communication error occurred between the product and the sender or receiver.	<p>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.</p> <p>Try a different phone cord.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Fax delayed Send memory full	Fax memory is full.	Cancel the fax by pressing the Cancel (X) button. Resend the fax. You might need to send the fax in multiple sections if the error occurs again.
Fax is busy Canceled send	The fax line to which you were sending a fax was busy. The product has canceled sending the fax.	<p>Call the recipient to ensure that the fax machine is on and ready.</p> <p>Check that you are dialing the correct fax number.</p> <p>Check that the Redial if busy option is enabled.</p> <p>Check for a dial tone on the phone line by pressing the Send Fax (fax icon) button.</p> <p>Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.</p> <p>Plug the product phone cord into a jack for another phone line, and then try sending the fax again.</p> <p>Try a different phone cord.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>

Control panel message	Description	Recommended action
Fax is busy Redial pending	The fax line to which you were sending a fax was busy. The product automatically redials the busy number.	<p>Allow the product to retry sending the fax.</p> <p>Call the recipient to ensure that the fax machine is on and ready.</p> <p>Check that you are dialing the correct fax number.</p> <p>Check for a dial tone on the phone line by pressing the Send Fax  button.</p> <p>Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.</p> <p>Plug the product phone cord into a jack for another phone line, and try sending the fax again.</p> <p>Try a different phone cord.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Fax memory full Canceling recv.	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 then have the sender resend the fax. Have the sender divide the fax job into multiple jobs before resending. Cancel all fax jobs or clear the faxes from memory.
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.	<p>Print all received faxes or wait until all pending faxes are sent.</p> <p>Ask the sender to send the fax again.</p> <p>Cancel all fax jobs or clear the faxes from memory.</p>

Control panel message	Description	Recommended action
Fax recv. error	An error occurred while trying to receive a fax.	<p>Ask the sender to resend the fax.</p> <p>Try faxing back to the sender or another fax machine.</p> <p>Check for a dial tone on the phone line by pressing the Send Fax  button.</p> <p>Check that the telephone cord is securely connected by unplugging and replugging the cord.</p> <p>Make sure that you are using the telephone cord that came with the product.</p> <p>Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.</p> <p>Decrease the fax speed. Ask the sender to resend the fax.</p> <p>Turn off error-correction mode. Ask the sender to resend the fax.</p> <p>Connect the product to a different phone line.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Fax Send error	An error occurred while trying to send a fax.	<p>Try resending the fax.</p> <p>Try faxing to another fax number.</p> <p>Check for a dial tone on the phone line by pressing the Send Fax  button.</p> <p>Check that the telephone cord is securely connected by unplugging and replugging the cord.</p> <p>Make sure that you are using the telephone cord that came with the product.</p> <p>Make sure that the phone is working by disconnecting the product, plugging in a telephone to the phone line, and making a voice call.</p> <p>Connect the product to a different phone line.</p> <p>Set the fax resolution to Standard instead of the default of Fine.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
Invalid entry	Invalid data or response.	Correct the entry.

Control panel message	Description	Recommended action
No dial tone	The product could not detect a dial tone.	<p>Check for a dial tone on the phone line by pressing the Send Fax  button.</p> <p>Unplug the telephone cord from both the product and the wall and replug the cord.</p> <p>Make sure that you are using the telephone cord that came with the product.</p> <p>Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.</p> <p>Make sure that the phone cord from the wall telephone jack is plugged into the line  port.</p> <p>Plug the product phone cord into a jack for another phone line.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
No document sent	The product did not scan any pages, or it did not receive any pages from the computer to transmit a fax.	Try sending the fax again.
No fax answer. Canceled send	Attempts to redial a fax number failed, or the Redial-no answer option was turned off.	<p>Call the recipient to ensure that the fax machine is on and ready.</p> <p>Check that you are dialing the correct fax number.</p> <p>Check that the redial option is enabled.</p> <p>Unplug the telephone cord from both the product and the wall and replug the cord.</p> <p>Unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.</p> <p>Make sure that the phone cord from the wall telephone jack is plugged into the line  port.</p> <p>Plug the product phone cord into a jack for another phone line.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>

Control panel message	Description	Recommended action
<p>No fax answer.</p> <p>Redial pending</p>	<p>The receiving fax line did not answer. The product attempts to redial after a few minutes.</p>	<p>Allow the product to retry sending the fax.</p> <p>Call the recipient to ensure that the fax machine is on and ready.</p> <p>Check that you are dialing the correct fax number.</p> <p>If the product continues to redial, unplug the product telephone cord from the wall, plug in a telephone, and try making a voice call.</p> <p>Make sure that the phone cord from the wall telephone jack is plugged into the line  port.</p> <p>Plug the product phone cord into a jack for another phone line.</p> <p>Try a different phone cord.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>
<p>No fax detected</p>	<p>The product answered the incoming call but did not detect that a fax machine was calling.</p>	<p>Allow the product to retry receiving the fax.</p> <p>Try a different phone cord.</p> <p>Plug the product phone cord into a jack for another phone line.</p> <p>If the error persists, replace the fax PCA. See Fax PCA on page 70.</p>


Fax logs and reports

Use the following instructions to print fax logs and reports:

Print all fax reports

Use this procedure to print all of the following reports at one time:


- **Fax Activity log**
- **Phone Book report**
- **Config report**
- **Block Fax list**


1. On the control panel, press the Setup  button.



2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **All fax reports** option, and then press the **OK** button. The product exits the menu settings and prints the reports.


Print individual fax reports

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the report to be printed, and then press the **OK** button. The product exits the menu settings and prints the report.

 **NOTE:** If you selected the **Fax Activity log** report and pressed the **OK** button, press the **OK** button again to select the **Print log now** option. The product exits the menu settings and prints the log.

Set the fax activity log to print automatically


You can decide whether or not you want the fax log to print automatically after every 40 entries. The factory-set default is **On**. Use the following steps to set the fax activity log to print automatically:


1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Fax Activity log** menu, and then press the **OK** button.
5. Use the arrow buttons to select the **Auto Log Print** menu, and then press the **OK** button.
6. Use the arrow buttons to select the **On** option, and then press the **OK** button to confirm the selection.

Set the fax error report

A fax error report is a brief report that indicates the product experienced a fax job error. It can be set to print after the following events:

- Every fax error (the factory-set default)
- Send fax error
- Receive fax error
- Never


 **NOTE:** If you select **Never**, you will have no indication that a fax failed to be transmitted unless you print a fax activity log.

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Fax Error report** menu, and then press the **OK** button.
5. Use the arrow buttons to select the option for when you want the fax error reports to be printed.
6. Press the **OK** button to save the selection.

Set the fax confirmation report


A confirmation report is a brief report that indicates the product successfully sent or received a fax job. It can be set to print after the following events:

- Every fax job
- Send fax
- Receive fax
- Never (the factory-set default)

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Fax Confirmation** menu, and then press the **OK** button.
5. Use the arrow buttons to select the option for when you want the fax error reports to be printed.
6. Press the **OK** button to save the selection.

Include the first page of each fax on the fax confirmation, fax error, and last call reports

If this option is turned on and the page image still exists in the product memory, the fax configuration, fax error, and last call reports include a thumbnail (50% reduction) of the first page of the most recent fax that was sent or received. The factory-set default for this option is **On**.

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Reports** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **Fax Reports** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Include 1st page** menu, and then press the **OK** button.
5. Use the arrow buttons to select the **On** option, and then press the **OK** button to confirm the selection.


Change error correction and fax speed

Set the fax-error-correction mode

Usually, the product monitors the signals on the telephone line while it is sending or receiving a fax. If the product detects an error during the transmission and the error-correction setting is **On**, the product can request that the portion of the fax be resent. The factory-set default for error correction is **On**.

You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are


trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Fax setup** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **All faxes** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Error correction** menu, and then press the **OK** button.
5. Use the arrow buttons to select the **On** or **Off** option, and then press the **OK** button to save the selection.

Change the fax speed


The fax-speed setting is the modem protocol that the product uses to send faxes. It is the worldwide standard for full-duplex modems that send and receive data across telephone lines at up to 33,600 bits per second (bps). The factory-set default for the fax-speed setting is **Fast(V.34)**.

You should change the setting only if you are having trouble sending a fax to or receiving a fax from a particular device. Decreasing the fax speed might be useful when you are trying to send a fax overseas, or receive one from overseas, or if you are using a satellite telephone connection.

1. On the control panel, press the Setup  button.
2. Use the arrow buttons to select the **Fax setup** menu, and then press the **OK** button.
3. Use the arrow buttons to select the **All faxes** menu, and then press the **OK** button.
4. Use the arrow buttons to select the **Fax Speed** menu, and then press the **OK** button.
5. Use the arrow buttons to select a speed setting, and then press the **OK** button.

Problems sending faxes


The document stops feeding in the middle of faxing.

Cause	Solution
The maximum length of a page that you can load is 355 mm (14 inches). Faxing of a longer page stops at this measurement.	Print the document on shorter paper. If no jam exists and less than one minute has elapsed, wait a moment before pressing the Cancel  button. If a jam exists, remove the jam. Then, resend the job.
If the item is too small, it can jam inside the document feeder.	The minimum page size for the document feeder is 148 x 105 mm (5.83 x 4.13 inches). If a jam exists, remove the jam. Then, resend the job.


Faxes stop during sending.

Cause	Solution
The receiving fax machine might be malfunctioning.	Try sending to another fax machine.


Faxes stop during sending.

Cause	Solution
The telephone line might not be working.	Do one of the following: <ul style="list-style-type: none">• Turn up the volume on the product, and then press the Send Fax  button on the control panel. If you hear a dial tone, the telephone line is working.• Disconnect the product from the jack in the wall, and then connect a telephone to the jack. Try to make a telephone call to verify that the telephone line is working.
A communication error might be interrupting the fax job.	Change the redial-on-communication-error setting to On .

The product is receiving faxes but is not sending them.

Cause	Solution
If the product is on a digital system, the system might be generating a dial tone that the product cannot detect.	Disable the detect-dial-tone setting. If the error persists, contact the system service provider.
A poor telephone connection might exist.	Try again later.
The receiving fax machine might be malfunctioning.	Try sending to another fax machine.
The telephone line might not be working.	Do one of the following: <ul style="list-style-type: none">• Turn up the volume on the product and press the Send Fax  button on the control panel. If a dial tone exists, the telephone line is working.• Disconnect the product from the telephone jack and connect a telephone. Try to make a telephone call to verify that the telephone line is working.

Outgoing fax calls continue to be dialed.

Cause	Solution
The product automatically redials a fax number if the redial options are set to On .	To stop the product from redialing a fax, press the Cancel  button. Or change the redial setting.

Sent faxes are not arriving at the receiving fax machine.

Cause	Solution
The receiving fax machine might be off or might have an error condition, such as being out of paper.	Call the recipient to verify that the fax machine is on and ready to receive faxes.

Sent faxes are not arriving at the receiving fax machine.

Cause	Solution
The originals might be incorrectly loaded.	Verify that the original documents are correctly loaded into the document feeder.
A fax might be in memory because it is waiting to redial a busy number, other jobs that are ahead of it are waiting to be sent, or the fax is set up for a delayed send.	If a fax job is in memory for any of these reasons, an entry for the job appears in the fax log. Print the fax activity log and check the Status column for jobs that show a Pending designation.


The control panel shows a low-memory error.

Cause	Solution
The fax might be too large, or the resolution might be too high.	Try one of the following: <ul style="list-style-type: none">• Divide a large fax into smaller sections, and then fax them individually.• Clear stored faxes to make more memory available for outgoing faxes.• Configure the outgoing fax as a delayed fax, and then verify that it will send completely.• Make sure that the product is using the lowest resolution setting (Standard).

Faxes are transmitting very slowly.

Cause	Solution
The fax might be very complex, such as one with many graphics.	Complex faxes take longer to be sent or received. Breaking longer faxes into multiple jobs and decreasing the resolution can increase the transmission speed.
The receiving fax machine might have a slow modem speed.	The product sends the fax only at the fastest modem speed that the receiving fax machine can accept.
The resolution at which the fax was sent might be very high.	To send the fax, lower the resolution and resend the fax.
The telephone line might be experiencing line noise.	Hang up and resend the fax. Have the telephone company check the telephone line. If the fax is being sent via a digital phone line, contact the service provider.
The fax is being sent via an international call.	Allow more time to transmit fax jobs internationally.
The original document has a colored background.	Reprint the original document with a white background, and then resend the fax.


Problems receiving faxes

 **NOTE:** Use the fax cord that came with the product in order to ensure that the product functions correctly.

The product cannot receive faxes from an extension telephone.

Cause	Solution
The extension-telephone setting might be disabled.	Change the extension-telephone setting.
The fax cord might not be securely connected.	Verify that the fax cord is securely connected between the telephone jack and the product (or another device that is connected to the product). Press 1-2-3 in sequence, wait for three seconds, and then hang up.
The product dialing mode might be incorrectly set, or the extension phone might be incorrectly set.	Verify that the product dialing mode is set to Tone . Verify that the extension phone is set up for tone dialing as well.

The product is not answering incoming fax calls.

Cause	Solution
The answer mode might be set to Manual .	If the answer mode is set to Manual , the product does not answer calls. Start the fax-receiving process manually.
The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting to verify that it is set properly.
The answer-ring pattern feature might be turned on, but you do not have the service, or you do have the service and the feature is not set correctly.	Check the answer-ring pattern feature to verify that it is set properly.
The fax cord might not be correctly connected, or the fax cord is not working.	See the getting started guide to check the installation. Verify that you are using the fax cord that came with the product.
The product might not be able to detect incoming fax tones because the answering machine is playing a voice message.	Re-record the answering machine message, leaving at least two seconds of silence at the beginning of the message.
Too many devices might be connected to the telephone line.	Do not attach more than three devices to the line. Remove the last device that was connected and determine whether the product works. If not, continue removing devices one at a time and retry after removing each one.
The telephone line might not be working.	Do one of the following: <ul style="list-style-type: none">• Increase the volume on the product, and then press the Send Fax  button on the control panel. If a dial tone exists, the telephone line is working.• Disconnect the product from the telephone jack, and then connect a telephone. Try to make a telephone call to verify that the telephone line is working.

The product is not answering incoming fax calls.

Cause	Solution
A voice-messaging service might be interfering with the product as it attempts to answer calls.	Do one of the following: <ul style="list-style-type: none">• Disable the messaging service.• Get a telephone line that is dedicated to fax calls.• Set the product answer mode to Manual. In manual mode, you must start the fax-receive process yourself.• Leave the product set to automatic mode and lower the rings-to-answer setting for the product to a number less than the rings-to-answer setting for the voice mail. The product will answer all incoming calls.
The product might be out of paper and the memory is full.	Refill the paper input tray. Press the OK button. The product prints all of the faxes it has saved in memory and then resumes answering fax calls.

Faxes are not printing.

Cause	Solution
The paper input tray is empty.	Load paper. Any faxes that are received while the input tray is empty are stored in memory and will print after the tray has been refilled.
The receive-to-PC option might be selected, and faxes are being received by the computer.	Check to determine whether the computer is receiving faxes.
The product has encountered an error.	Check the control panel for an error message.

Faxes are printing on two pages instead of one.

Cause	Solution
The autoreduction setting might not be set correctly.	Turn on the autoreduction setting.
The incoming faxes might have been sent on larger paper.	Adjust the autoreduction setting to allow larger pages to be printed on one page.

Received faxes are too light, are blank, or have poor print quality.

Cause	Solution
The product ran out of toner while printing a fax.	The product stores the most recently printed faxes. (The amount of memory that is available determines the actual number of faxes stored for reprinting.) As soon as possible, replace the print cartridge, and then reprint the fax.
The fax that was sent was too light.	Contact the sender and have the sender resend the fax after altering the contrast settings.



Faxes are being received very slowly.

Cause	Solution
The fax might be very complex, such as one with many graphics.	Complex faxes take longer to be received. Breaking longer faxes into multiple jobs and decreasing the resolution can increase the transmission speed.
The resolution at which the fax was sent or is being received might be very high.	To receive the fax, call and ask the sender to lower the resolution and resend the fax.
The fax is being sent via an international call.	Allow more time to transmit fax jobs internationally.

Service mode functions

Product resets

To restore the product to the factory-default settings, follow these steps.

1. Turn the product off.
2. Press and hold the Cancel  button Start Copy  button at the same time, and then turn the product on.
3. When the message **Permanent storage init.** appears on the control-panel display, release the buttons.

Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/support/ljm1130series or www.hp.com/support/ljm1210series. Click **Downloads and drivers**, click the operating system, and then select the download for the product.

3 Parts and diagrams

- [Order parts by authorized service providers](#)
- [How to use the parts lists and diagrams](#)
- [Assembly locations](#)
- [Assembly views](#)
- [Scanner and ADF assemblies](#)
- [Covers](#)
- [Internal assemblies](#)
- [PCAs](#)
- [Alphabetical parts list](#)
- [Numerical parts list](#)

Order parts by authorized service providers

Order replacement parts

Table 3-1 Order parts, accessories, and supplies

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Related documentation and software

Table 3-2 Related documentation and software

Item	Description	Part number
<i>HP LaserJet M1130/M1210 MFP SERIES User Guide</i>	Product user guide.	CE841-90904
<i>HP LASERJET PROFESSIONAL M1130/1210 MFP SERIES Service Manual</i>	English service manual (this manual)	CE841-90985

Supplies part numbers

Table 3-3 Supplies part numbers

Item	Description	Part number
HP LaserJet print cartridge	Print cartridge	CE285A (new; WW)
		CC388A (new; China)
		CE285-67901 (service; WW)
		CC388-67901 (service; China)

Customer replaceable units (CRU) kit part numbers

Table 3-4 Customer replaceable units (CRU) kit part numbers

Item	Description	Part number
Kit, pickup roller	Pickup roller	CE841-67901
	Instruction sheet	
Kit, separation pad	Separation pad	CE841-67902
	Instruction sheet	
Kit, paper pickup tray	Paper pickup tray	CE841-67903
	Instruction sheet	
Kit, paper delivery tray	Paper delivery tray	CE841-67904
	Instruction sheet	
Kit, Short-media extender tool	Short-media extender tool	CE841-67905
	Instruction sheet	

Whole-unit replacement part numbers

Table 3-5 Whole-unit replacement part numbers

Item	Description	Part number
HP LaserJet Professional M1130 MFP series	LJ M1132; 110 V	CE847-67001 (replacement)
		CE847-69001 (exchange)
	LJ M1132; 220 V	CE847-67002 (replacement)
		CE847-69002 (exchange)
	LJ M1136; 220 V	CE849-67002 (replacement)
		CE849-69002 (exchange)
HP LaserJet Professional M1210 MFP series	LJ M1212nf WCP USFax; 110 V	CE841-67001 (replacement)
		CE841-69001 (exchange)
	LJ M1212nf WCP EUFax; 220 V	CE841-67003 (replacement)
		CE841-69003 (exchange)
	LJ M1212nf ACP USFax; 220 V	CE841-67004 (replacement)
		CE841-69004 (exchange)
	LJ M1212nf ACP USFax; 110 V	CE841-67006 (replacement)
		CE841-69006 (exchange)
	LJ M1214nfh; 220 V	CE842-67001 (replacement)
		CE842-69001 (exchange)
	LJ M1216nfh ACP; 220 V	CE843-67001 (replacement)
		CE843-69001 (exchange)
	LJ M1216nfh WCP; 220 V	CE843-67002 (replacement)
		CE843-69002 (exchange)
	LJ M1217nfw; 110 V	CE844-67001 (replacement)
		CE844-69001 (exchange)
	LJ M1213nf ACP; 220 V	CE845-67001 (replacement)
		CE845-69001 (exchange)
LJ M1213nf WCP; 220 V	CE845-67002 (replacement)	
	CE845-69002 (exchange)	

How to use the parts lists and diagrams

△ **CAUTION:** Be sure to order the correct part. When looking for part numbers for electrical components, pay careful attention to the voltage that is listed. Doing so will make sure that the part number selected is for the correct model.

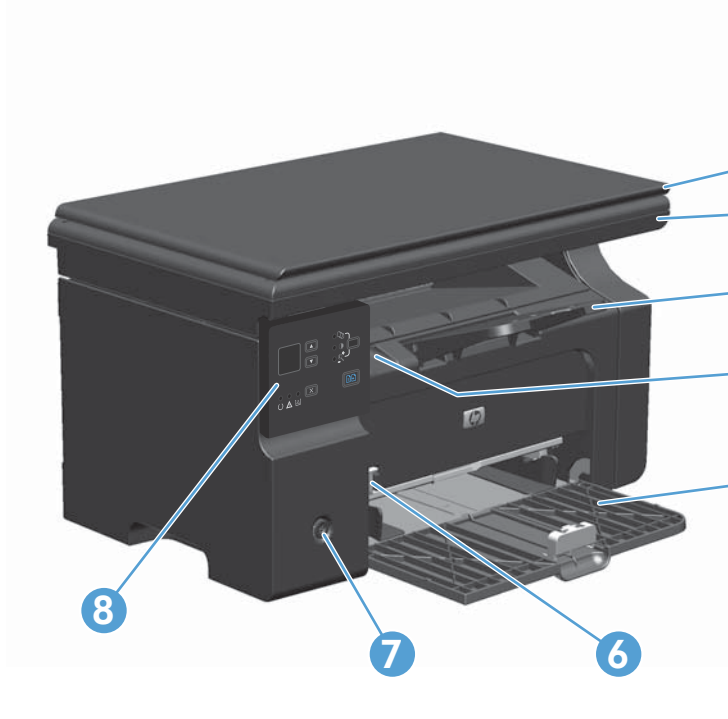
📄 **NOTE:** In this manual, the abbreviation “PCA” stands for “printed circuit-board assembly.” Components described as a PCA might consist of a single circuit board or a circuit board plus other parts, such as cables and sensors.

The figures in this chapter show the major subassemblies in the product and their component parts. A parts list table follows each exploded view assembly diagram. Each table lists the item number, the associated part number, and the description of each part. If a part is not listed in the table, then it is not a field replacement unit (FRU).

Assembly locations

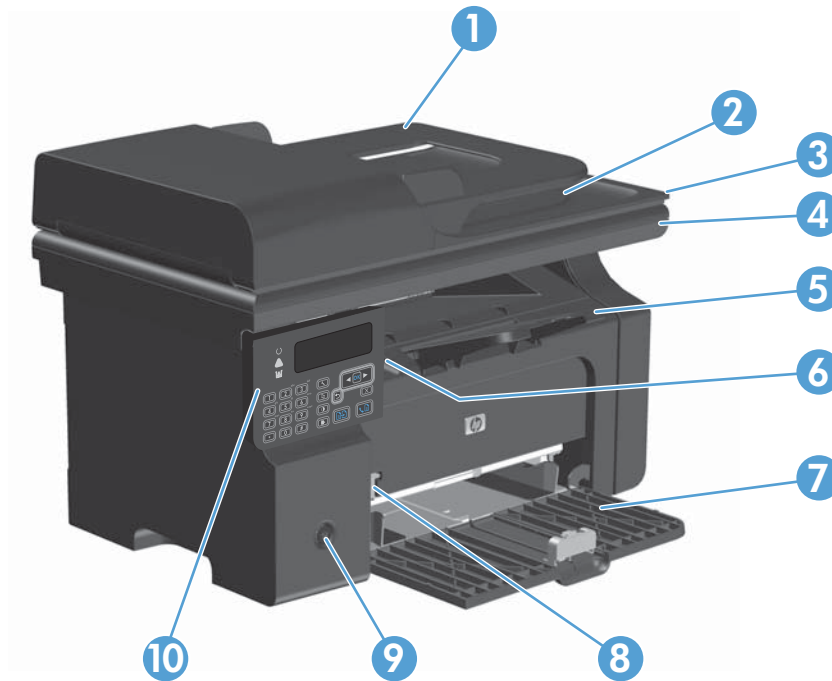
Base product (no optional trays or accessories)

Figure 3-1 Locations of major components; HP LaserJet Professional M1130 MFP series



1	Scanner lid
2	Scanner assembly
3	Output bin with extension for long paper
4	Print-cartridge door lift-tab
5	Input tray
6	Short-media extender tool
7	Power button
8	Control panel

Figure 3-2 Locations of major components; HP LaserJet Professional M1210 MFP series



1	Document feeder
2	Document feeder output bin
3	Scanner lid
4	Scanner assembly
5	Output bin with extension for long paper
6	Print-cartridge door lift-tab
7	Input tray
8	Short-media extender tool
9	Power button
10	Control panel

Assembly views

Assembly view, HP LaserJet Professional M1130 MFP series

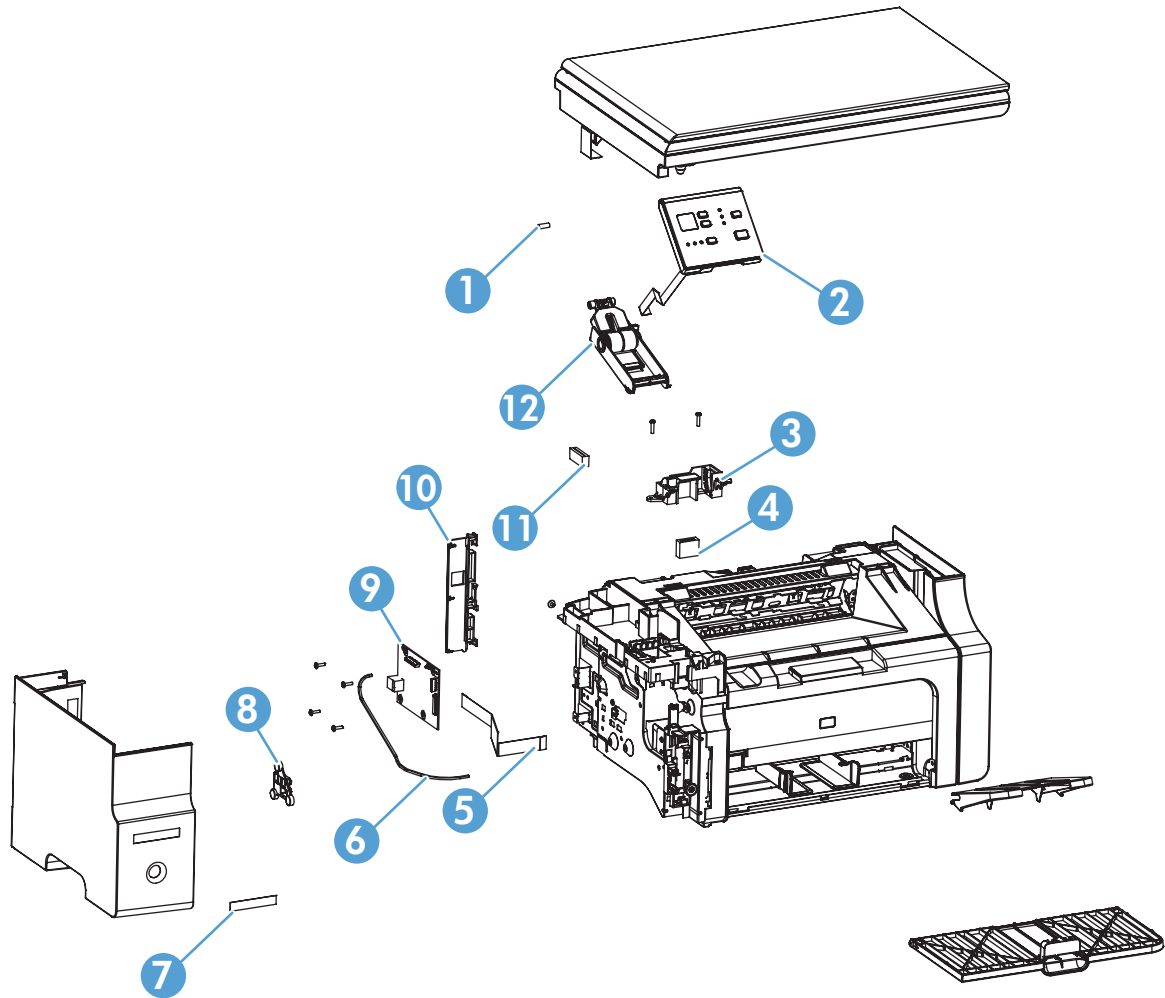


Table 3-6 Assembly view, HP LaserJet Professional M1130 MFP series

Ref	Description	Part number	Qty
1	Control panel, spring	CE841-00014	1
2	Control panel (HP LaserJet Professional M1130 MFP series)	CE841-60107	1
3	Control panel, mount	CE841-40005	1
4	Ferrite, rectangular EMI ROHS	9170-1821	1
5	Cable engine, video FFC 3:1	CE847-60105	1
6	Cable, engine 24 V 3:1	CE847-60109	1
7	Nameplate, metal low profile 3.5 ROHS	7121-8265	1
8	Spacer, formatter	CE847-40008	1
9	Formatter PCA assembly (HP LaserJet Professional M1130 MFP series)	CE831-60001	1
10	Cover, I/O (HP LaserJet Professional M1130 MFP series)	CE847-40009	1
11	Core-ferrite, ribbon core ROHS	9170-2385	1
12	Assylink, 3 in 1	CE847-60110	1

Assembly view, HP LaserJet Professional M1210 MFP series

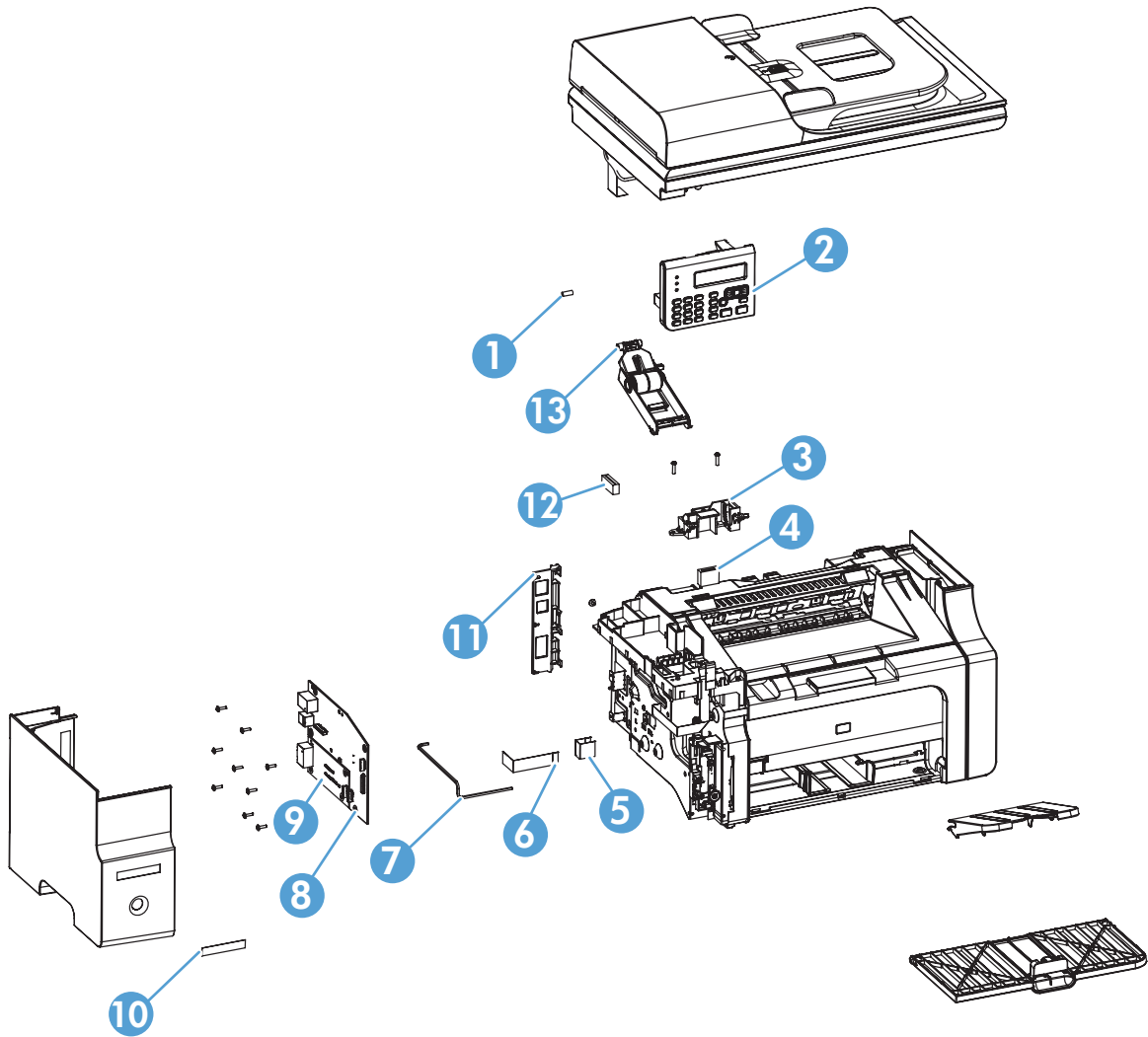


Table 3-7 Assembly view, HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Control panel, spring	CE841-00014	1
2	Control panel, Western (HP LaserJet Professional M1210 MFP series)	CE841-60110	1
2	Control panel, Asian (HP LaserJet Professional M1210 MFP series)	CE841-60109	1
3	Control panel, mount	CE841-40005	1
4	Ferrite, rectangular EMI ROHS	9170-1821	1
5	Jumper, fax PCA	CE841-60116	1
6	Cable engine, video FFC 4:1	CE841-60108	1
7	Cable, engine 24 V 4:1	CE847-60107	1
8	Formatter PCA assembly (HP LaserJet Professional M1210 MFP series)	CE832-60001	1
9	Fax card, Billow DAA US (HP LaserJet Professional M1210 MFP series)	CE833-60001	1
9	Fax card, DAA Euro (HP LaserJet Professional M1210 MFP series)	CE868-60001	1
9	Fax card, DAA Brazil (HP LaserJet Professional M1210 MFP series)	CD643-60001	1
10	Nameplate, metal low profile 3.5 ROHS	7121-8265	1
11	Cover, I/O (HP LaserJet Professional M1130 MFP series)	CE841-40026	1
12	Core-ferrite, ribbon core ROHS	9170-2385	1
13	Assylink, 4 in 1	CE841-60119	1

Scanner and ADF assemblies

Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series

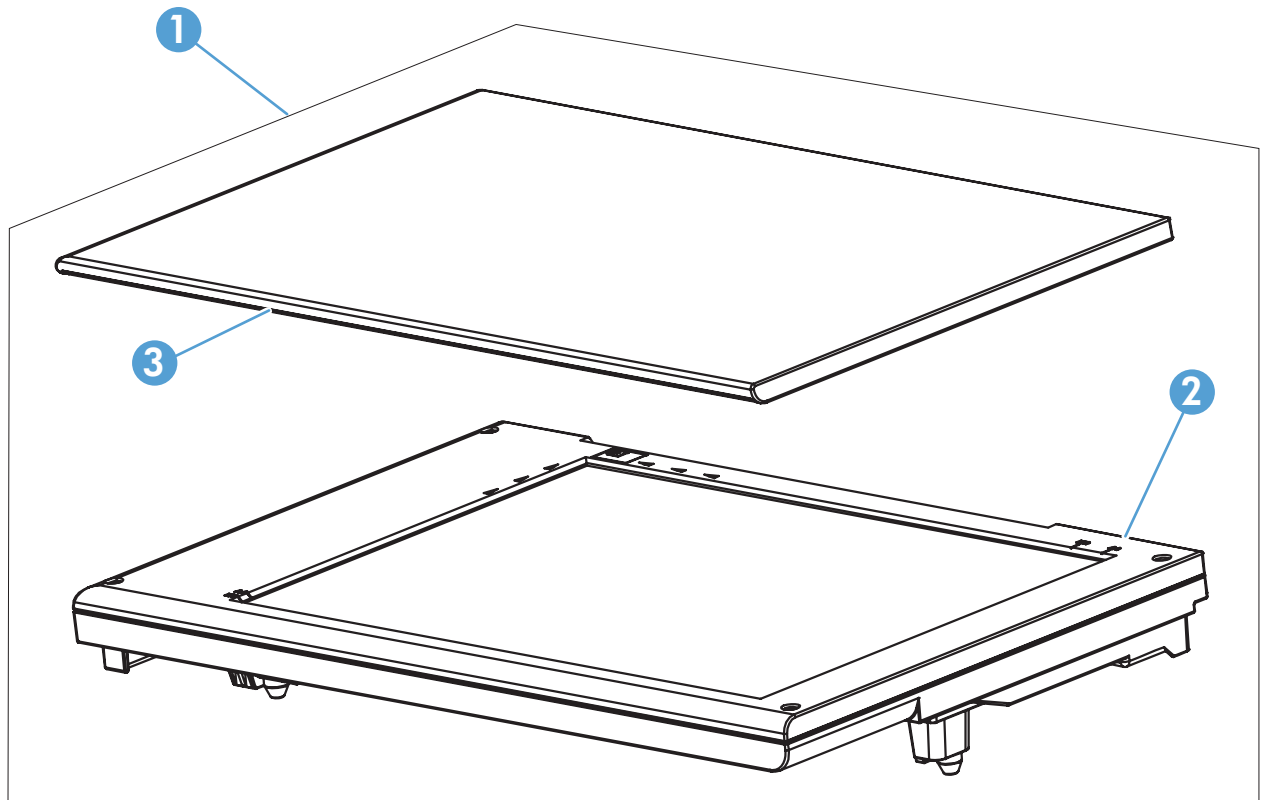


Table 3-8 Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series

Ref	Description	Part number	Qty
1	Scanner assembly, HP LaserJet Professional M1130 MFP series	CE847-60112	
2	Scanner base assembly	CE847-60104	1
3	Lid, document base	CE847-40003	1
Not shown	Backing, document	Q3434-40038	1

Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series

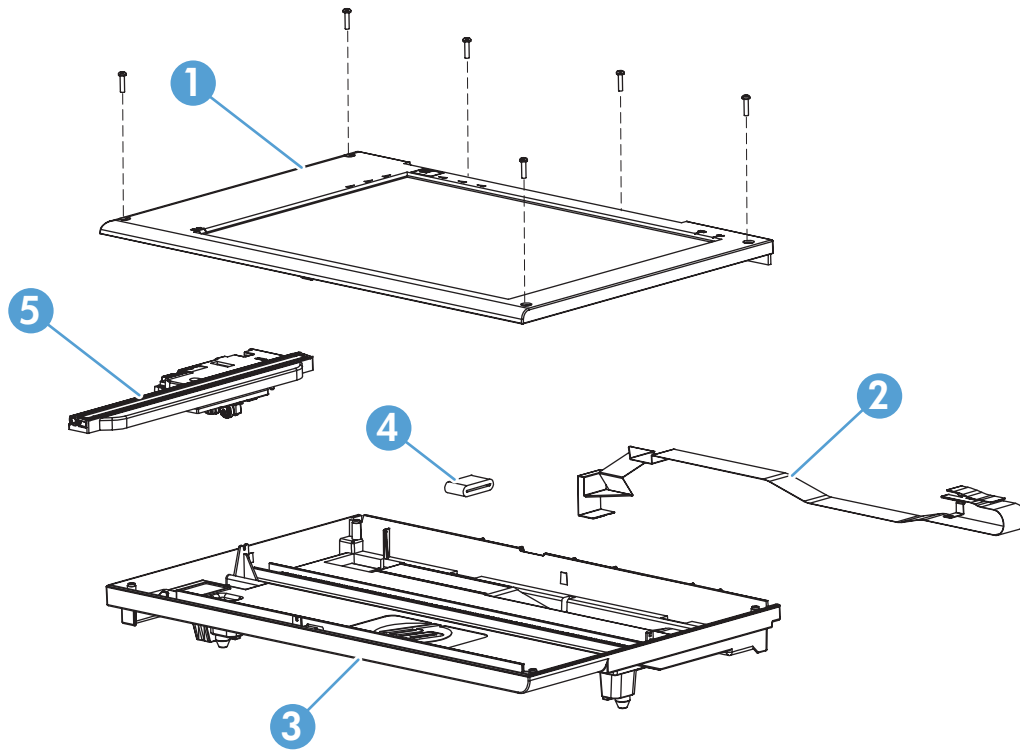


Table 3-9 Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series

Ref	Description	Part number	Qty
1	Bezel, scanner assembly	CE847-60103	1
2	FFC, scan module	CE847-60106	1
3	Base, scanner	CE847-40001	1
4	Ferrite, rectangular EMI ROHS	9170-1821	1
5	Scanner drive assembly	CE847-60108	1

Scanner drive assembly; HP LaserJet Professional M1130 MFP series

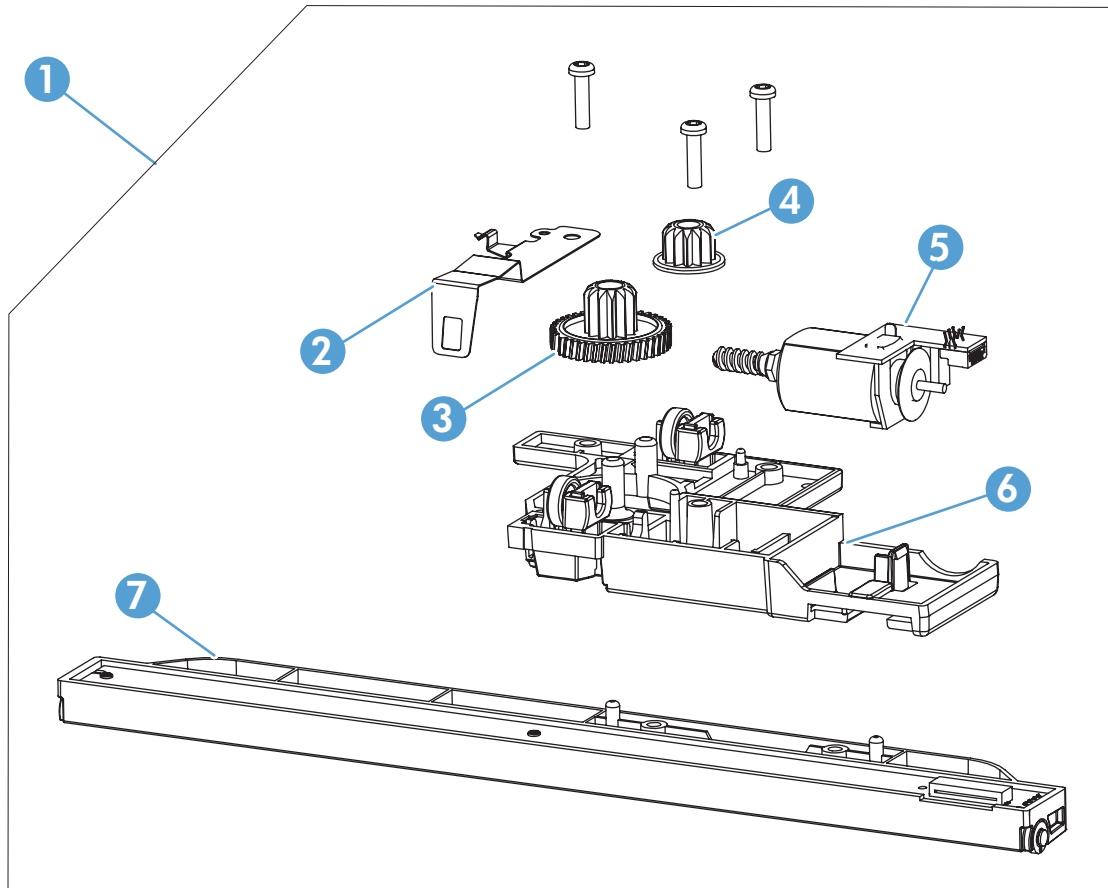


Table 3-10 Scanner drive assembly; HP LaserJet Professional M1130 MFP series

Ref	Description	Part number	Qty
1	Scanner drive assembly	CE847-60108	1
2	Clamp, motor scanner	CE841-00017	1
3	Gear, worm/pinion	Q1647-40003	1
4	Gear, drag	Q1647-40045	1
5	Motor, DC	Q3434-60238	1
6	Carriage, scanner	CE847-40007	1
7	Scanner 1200 PPI, assembly	Q8418-60043	1
Not shown	Cable, scan module	CE847-60106	1

ADF/scanner assembly; HP LaserJet Professional M1210 MFP series

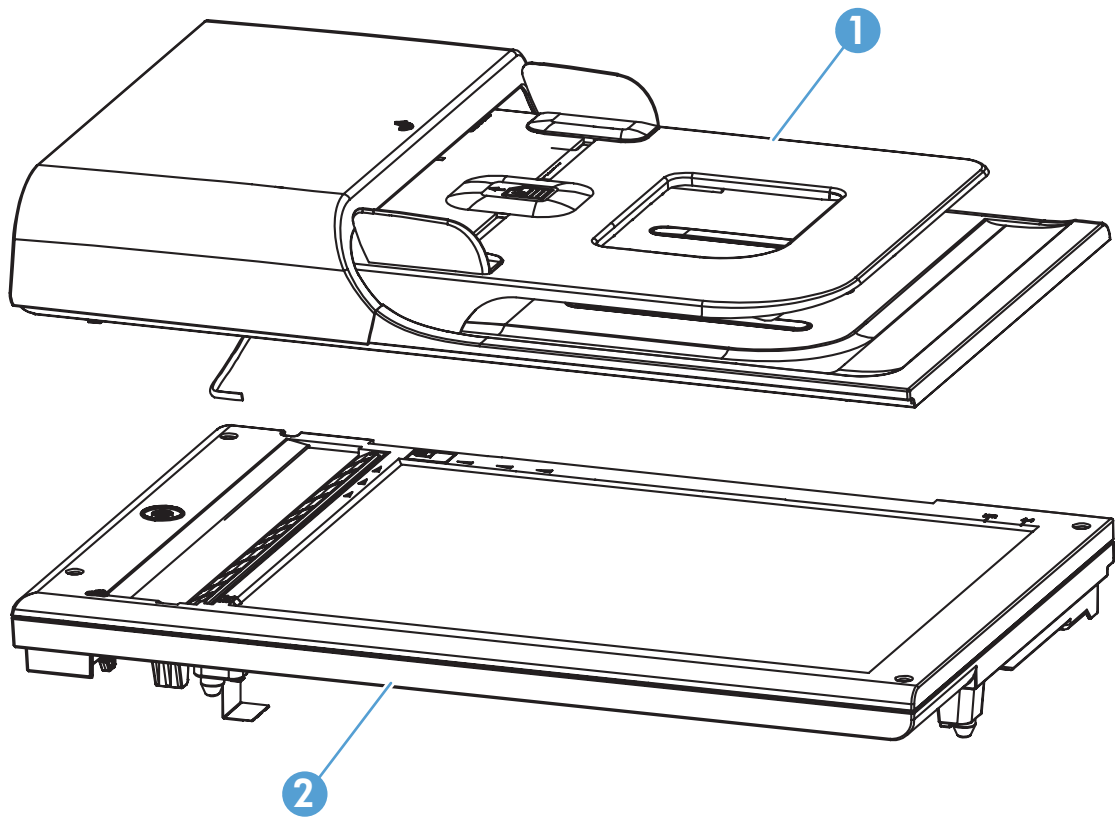


Table 3-11 ADF/scanner assembly; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Automatic document feeder (ADF), assembly	CE841-60106	1
2	Scanner assembly	CE841-60125	1

Scanner assembly; HP LaserJet Professional M1210 MFP series

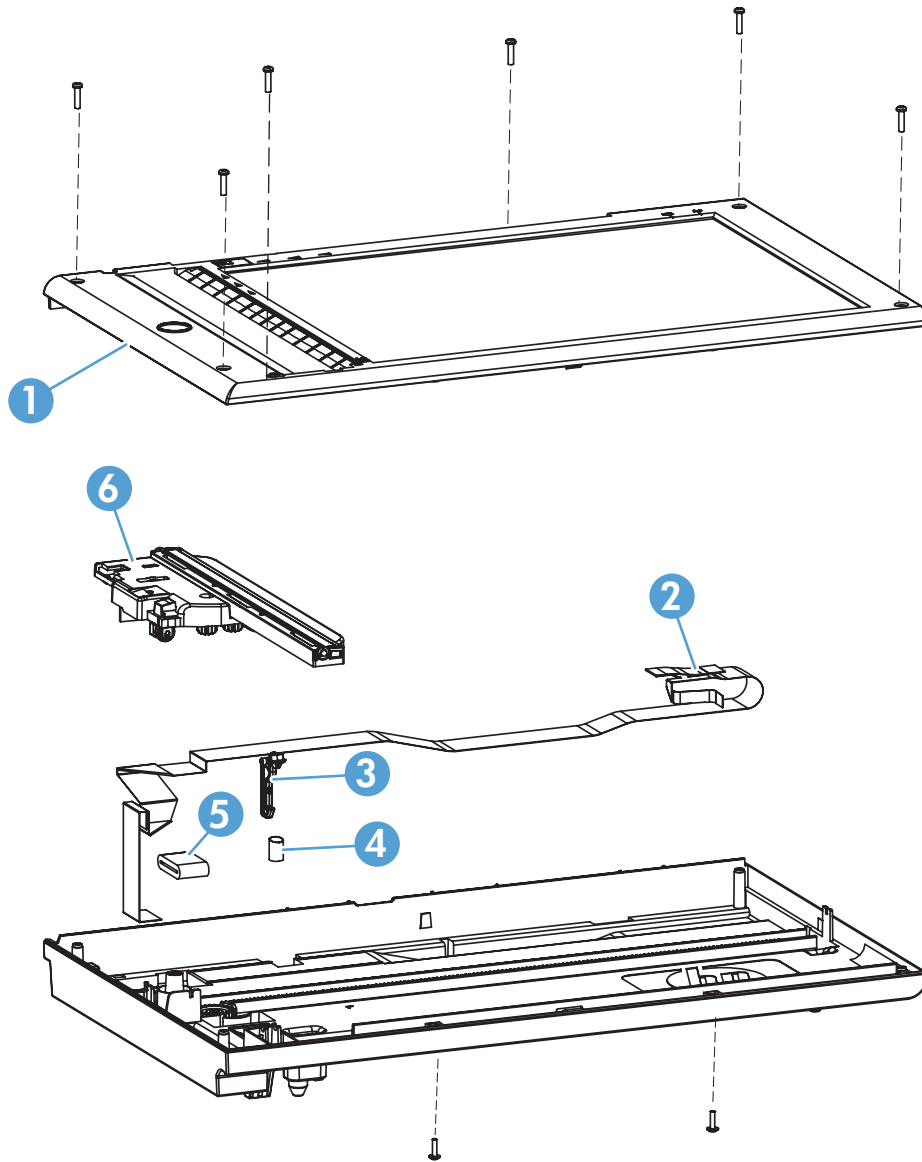


Table 3-12 ADF/scanner assembly; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Bezel, scanner assembly	CE841-60102	1
2	FFC, scan module	CE841-60104	1
3	Hook, SSA latch	Q8191-00004	1
4	Spring, SSA latch	CE841-00020	1
5	Ferrite, rectangular EMI ROHS	9170-1821	1
6	Scanner drive assembly	CE841-60111	1

Scanner drive assembly; HP LaserJet Professional M1210 MFP series

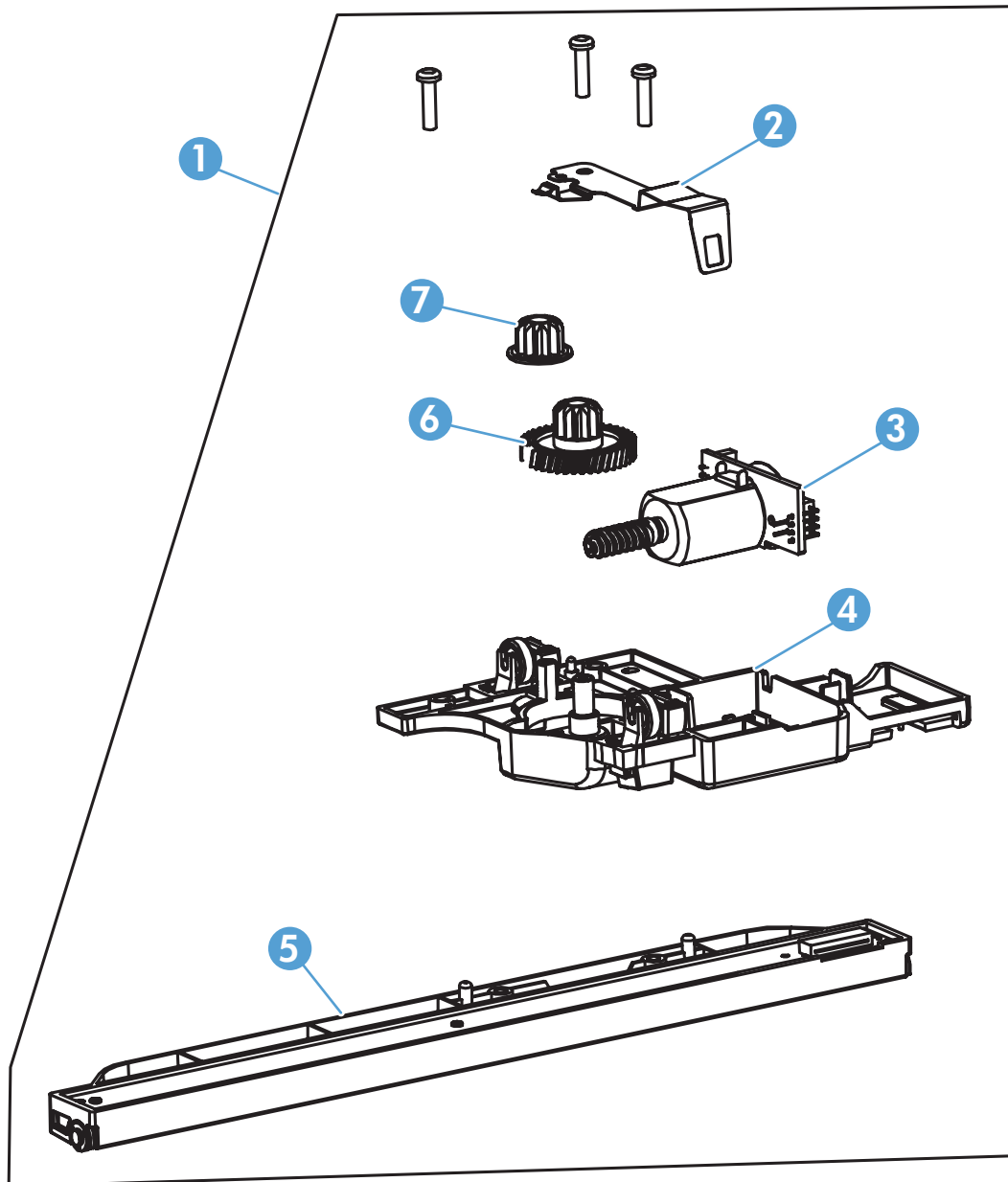


Table 3-13 Scanner drive assembly; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Scanner drive assembly	CE841-60111	1
2	Clamp, motor scanner	CE841-00017	1
3	Motor, DC	CE538-60128	1
4	Carriage, scanner	CE841-40017	1
5	Scanner 1200 PPI, assembly	Q8418-60043	1
6	Gear, worm/pinion	CC334-40078	1
7	Gear, drag	Q8180-40007	1
Not shown	Cable, scan module	CE841-60104	1

ADF assembly; HP LaserJet Professional M1210 MFP series

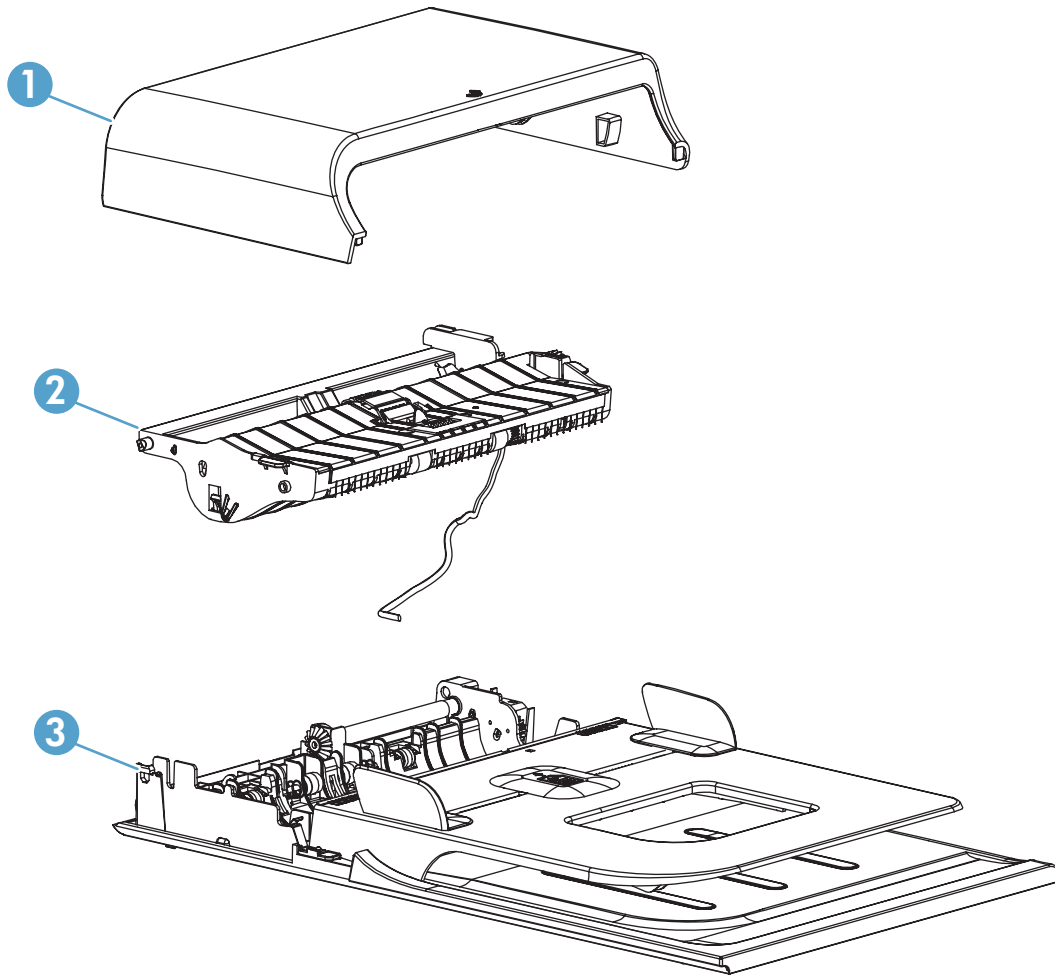


Table 3-14 ADF assembly; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Top cover, ADF	CE841-60112	1
2	Core, ADF	CE841-60114	1
3	Base, ADF	CE841-60113	1

ADF top cover; HP LaserJet Professional M1210 MFP series

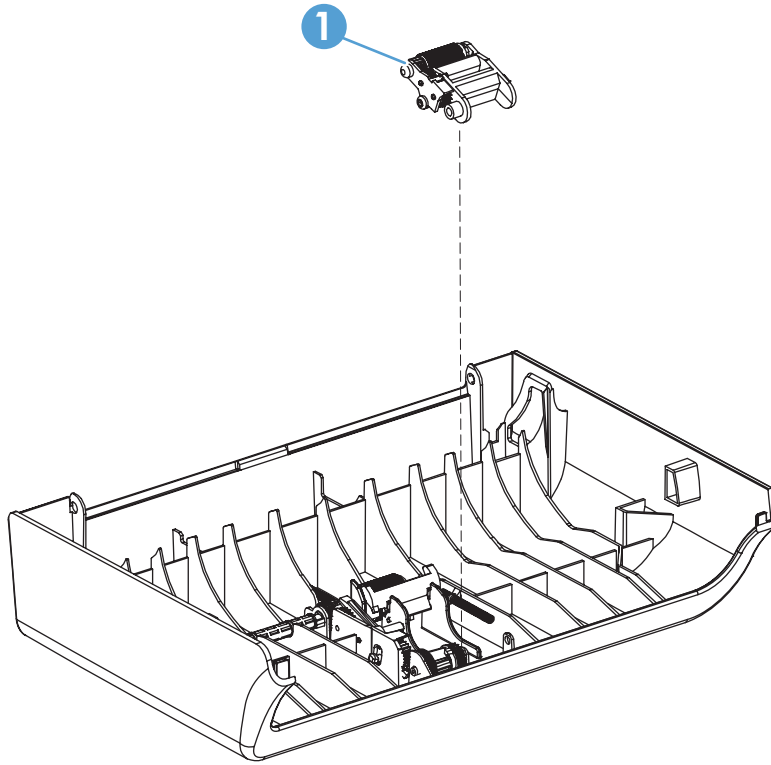


Table 3-15 ADF top cover; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Pre-pick arm assembly, ADF	CB780-60032	1

ADF core; HP LaserJet Professional M1210 MFP series

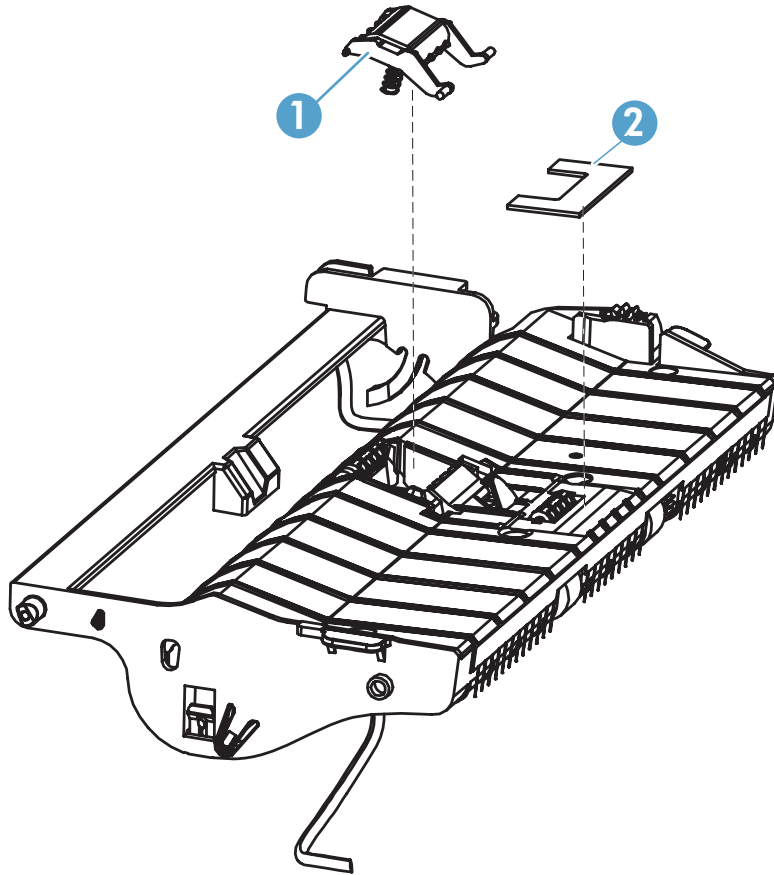


Table 3-16 ADF core; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Pad friction, ADF	CB780-80008	1
2	Separation pad assembly, ADF	CB780-60009	1

ADF Base; HP LaserJet Professional M1210 MFP series

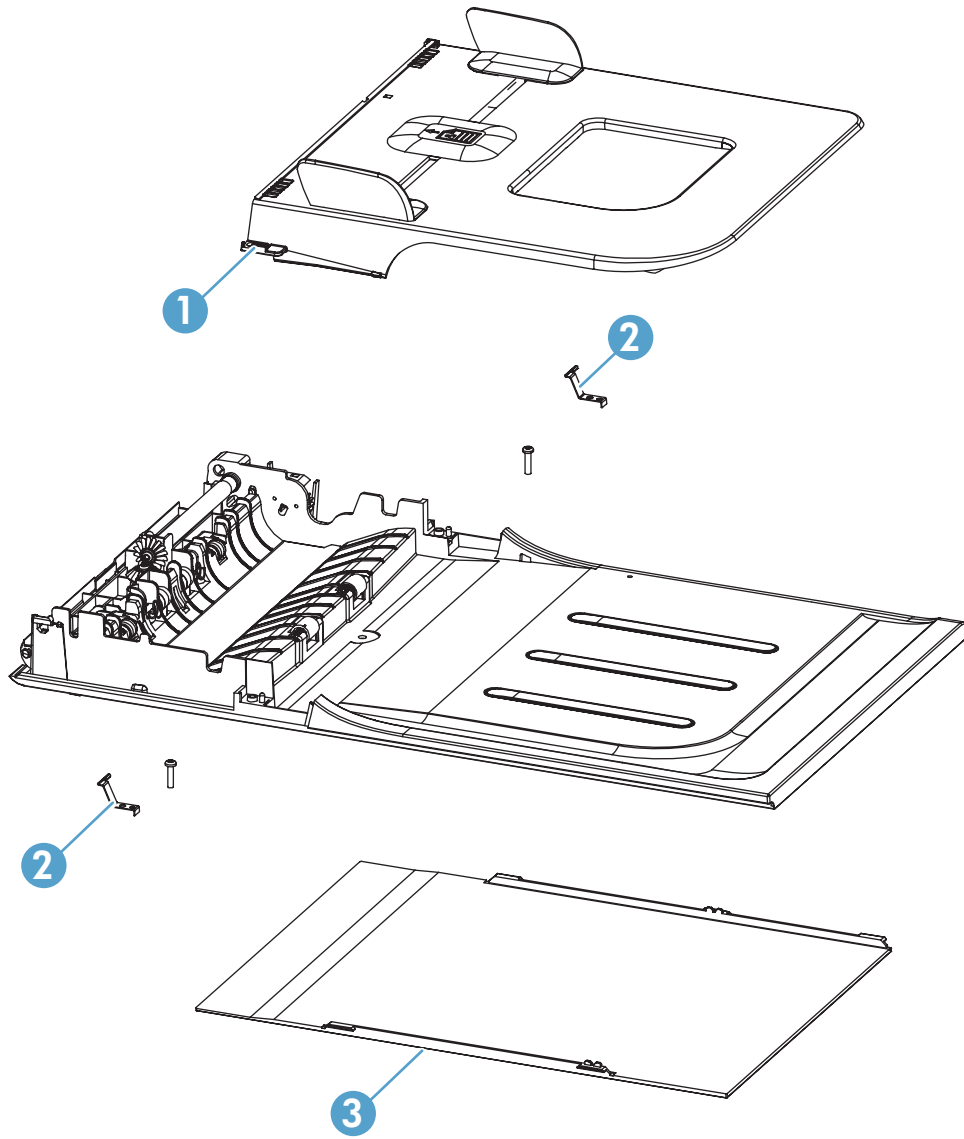


Table 3-17 ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series

Ref	Description	Part number	Qty
1	Input tray, ADF	CE841-60118	1
2	Latch, ADF	Q8191-00004	2
3	Backing, document	Q3434-40038	1

Covers

Product base

Figure 3-3 Product base

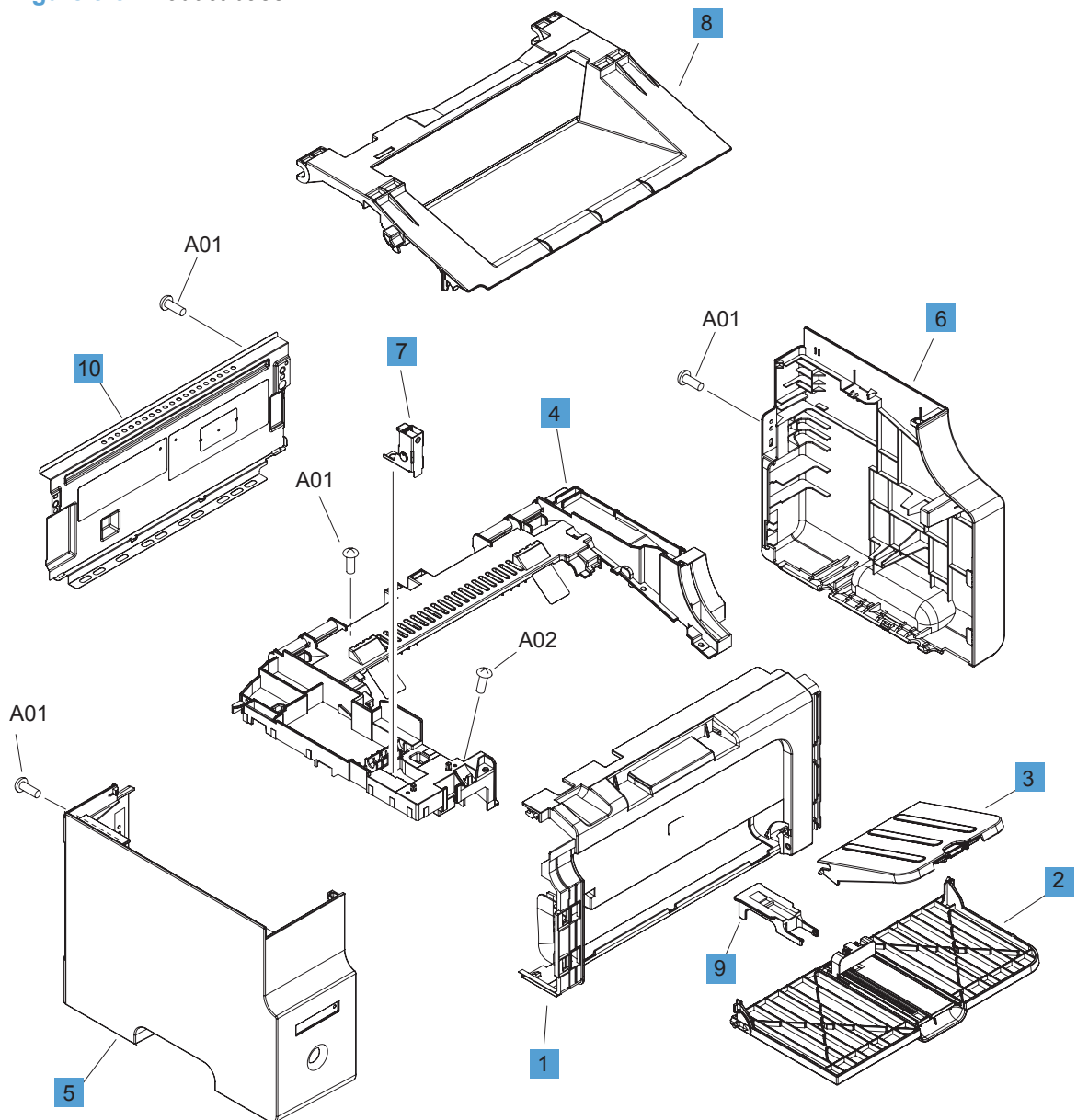


Table 3-18 Product base

Ref	Description	Part number	Qty
1	Front cover	RL1-2946-000CN	1
2	Paper pickup tray assembly	RM1-7728-000CN	1
3	Paper delivery tray assembly	RM1-7727-000CN	1
4	Cover, top	RL1-2944-000CN	1
5	Cover, left	RC3-0823-000CN	1
6	Cover, right	RC3-0825-000CN	1
7	Scanner lock assembly	RM1-7726-000CN	1
8	Door, print cartridge	RC3-0839-000CN	1
9	Stopper, paper	RC2-9249-000CN	1
10	Panel, rear	RC3-0852-000CN	1

Internal assemblies

Internal assemblies (1 of 3)

Figure 3-4 Internal assemblies (1 of 3)

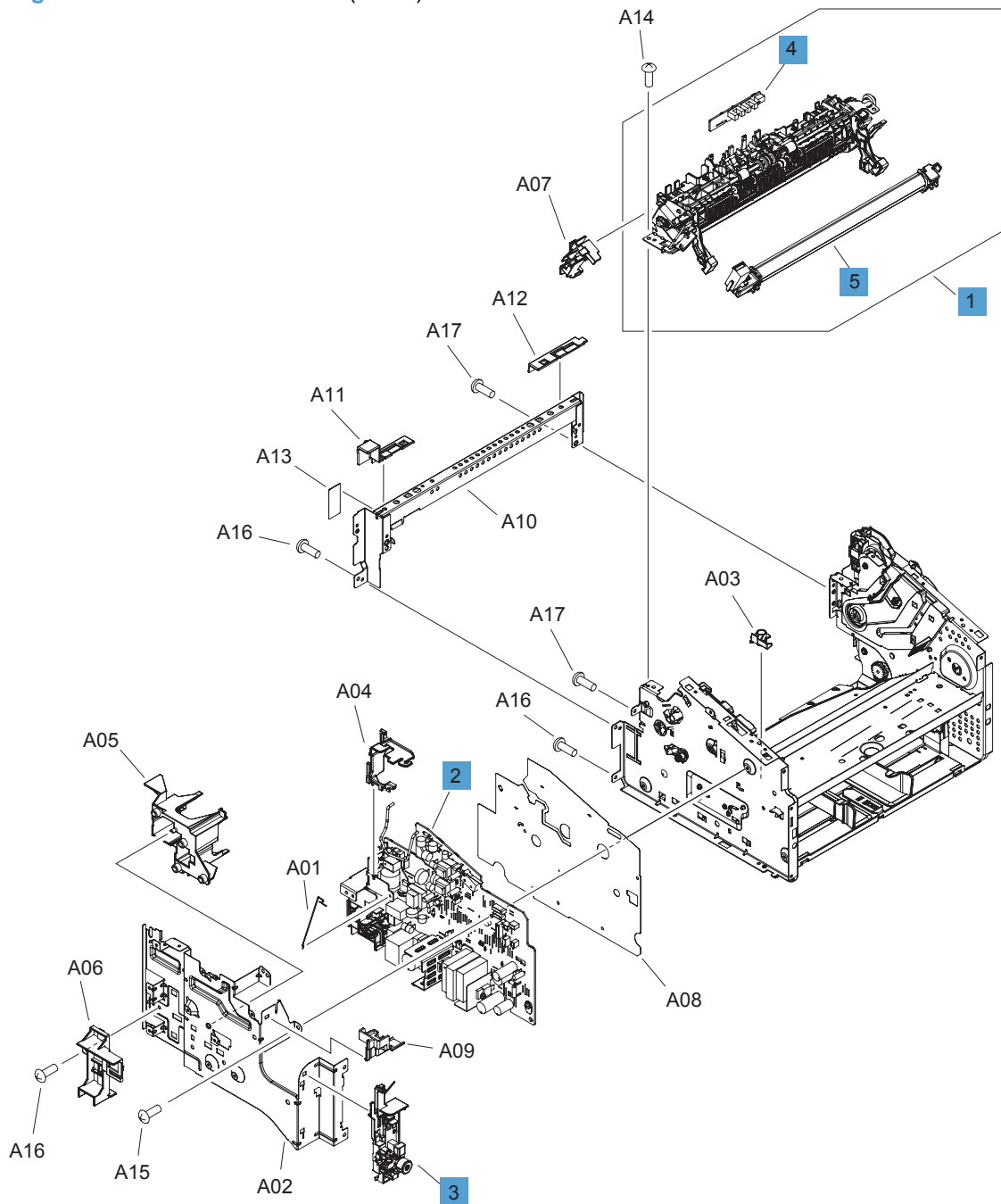


Table 3-19 Internal assemblies (1 of 3)

Ref	Description	Part number	Qty
1	Fuser paper delivery assembly (110 V)	RM1-7733-000CN	1
1	Fuser paper delivery assembly (220 V)	RM1-7734-000CN	1
2	Engine controll PCA (110 V)	RM1-7892-000CN	1
2	Engine controll PCA (220 V)	RM1-7902-000CN	1
3	Power switch assembly	RM1-7735-000CN	1
4	Delivery sensor PCA assembly	RM1-7893-000CN	1
5	Fuser film assembly (110 V)	RM1-6872-000CN	1
5	Fuser film assembly (220 V)	RM1-6873-000CN	1

Internal assemblies (2 of 3)

Figure 3-5 Internal assemblies (2 of 3)

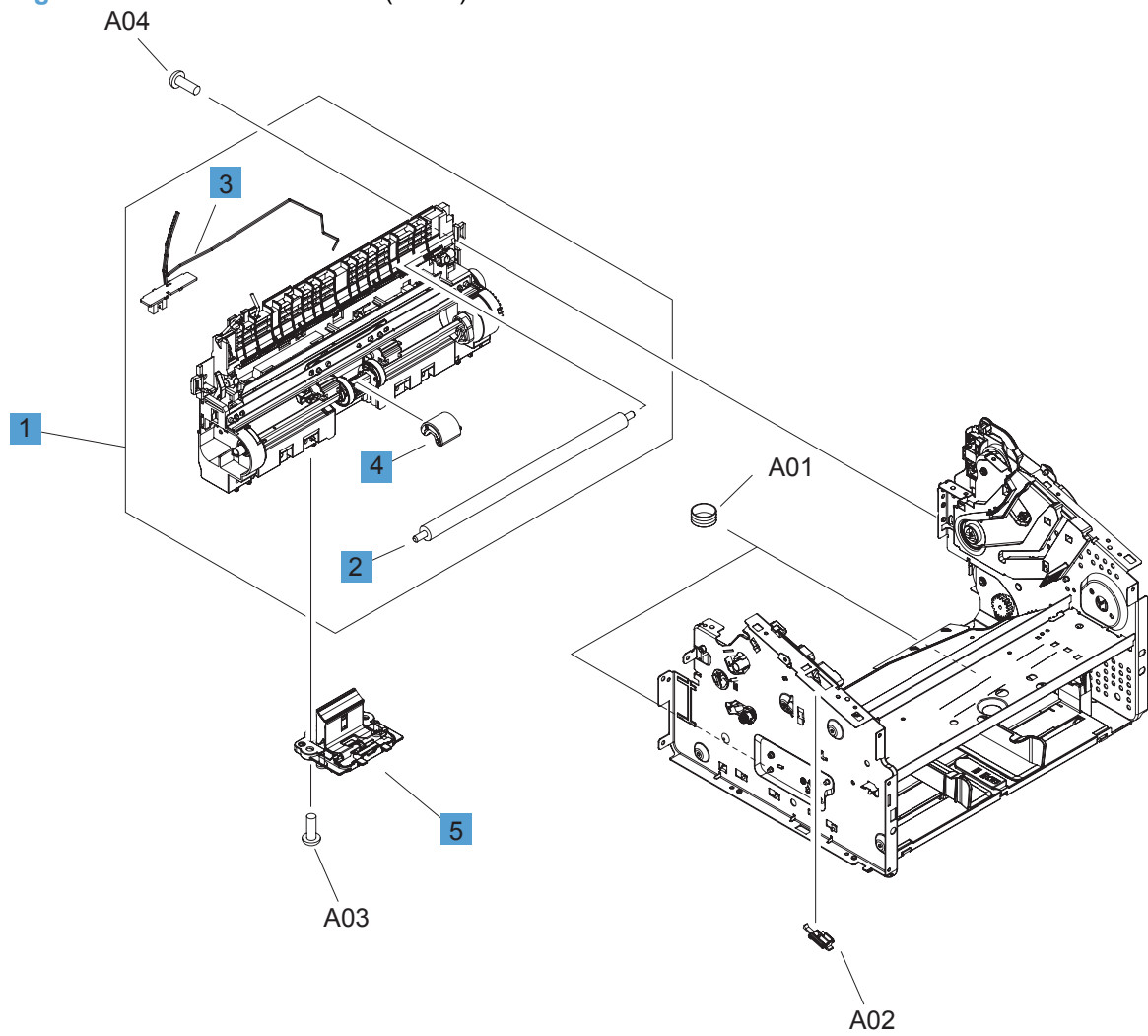


Table 3-20 Internal assemblies (2 of 3)

Ref	Description	Part number	Qty
1	Pickup transfer frame assembly	RM1-7737-000CN	1
2	Transfer roller	RM1-4023-000CN	1
3	Paper pickup sensor PCA assembly	RM1-7894-000CN	1
4	Roller, paper pickup	RL1-2593-000CN	1
5	Separation pad assembly	RM1-4006-000CN	1

Internal assemblies (3 of 3)

Figure 3-6 Internal assemblies (3 of 3)

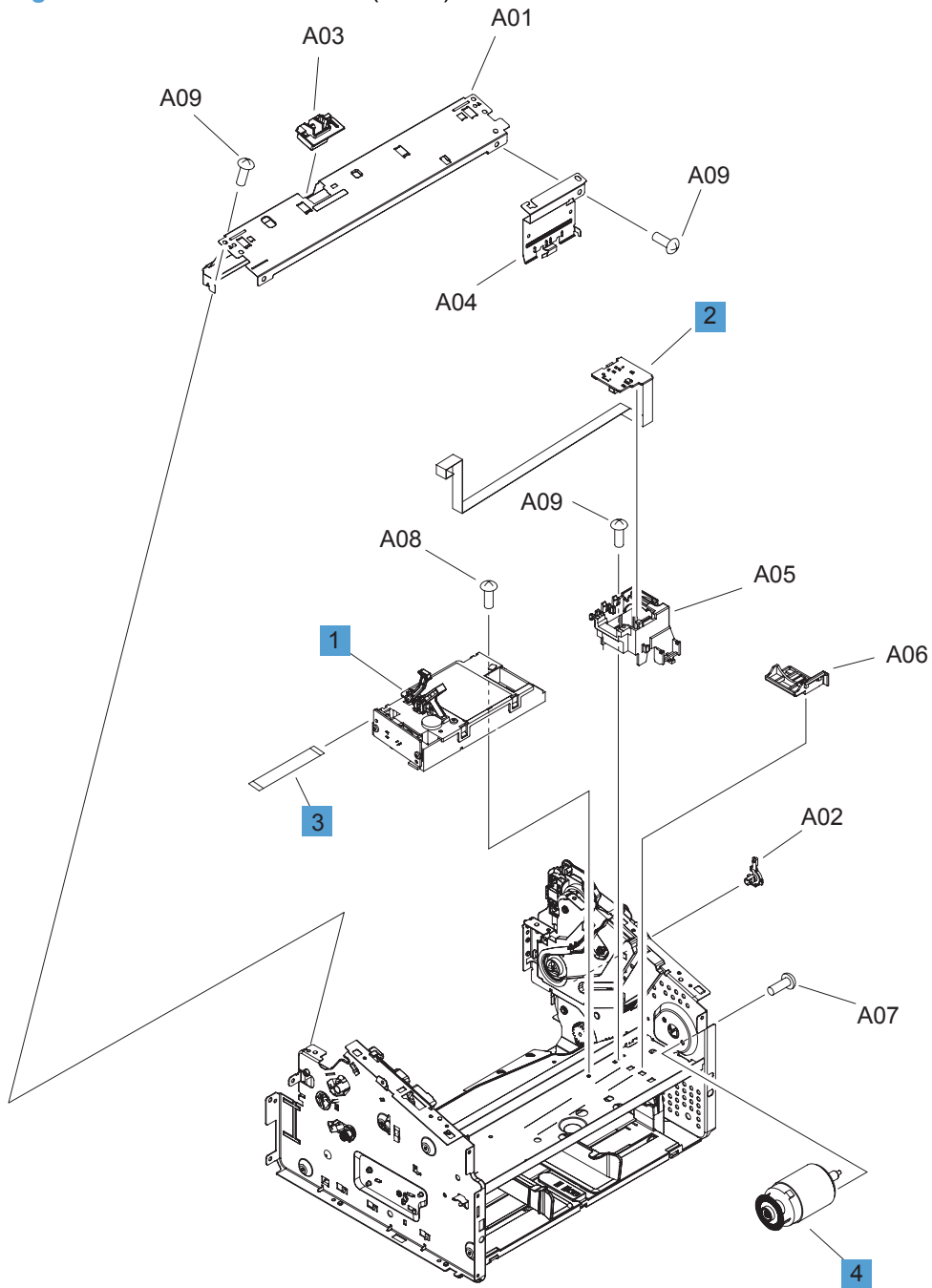


Table 3-21 Internal assemblies (3 of 3)

Ref	Description	Part number	Qty
1	Laser/scanner assembly	RM1-6878-000CN	1
2	Motor PCA assembly	RM1-7895-000CN	1
3	Cable, flat	RM1-7604-000CN	1
4	Motor, DC 24 V	RL1-2591-000CN	1

PCAs

Figure 3-7 PCAs

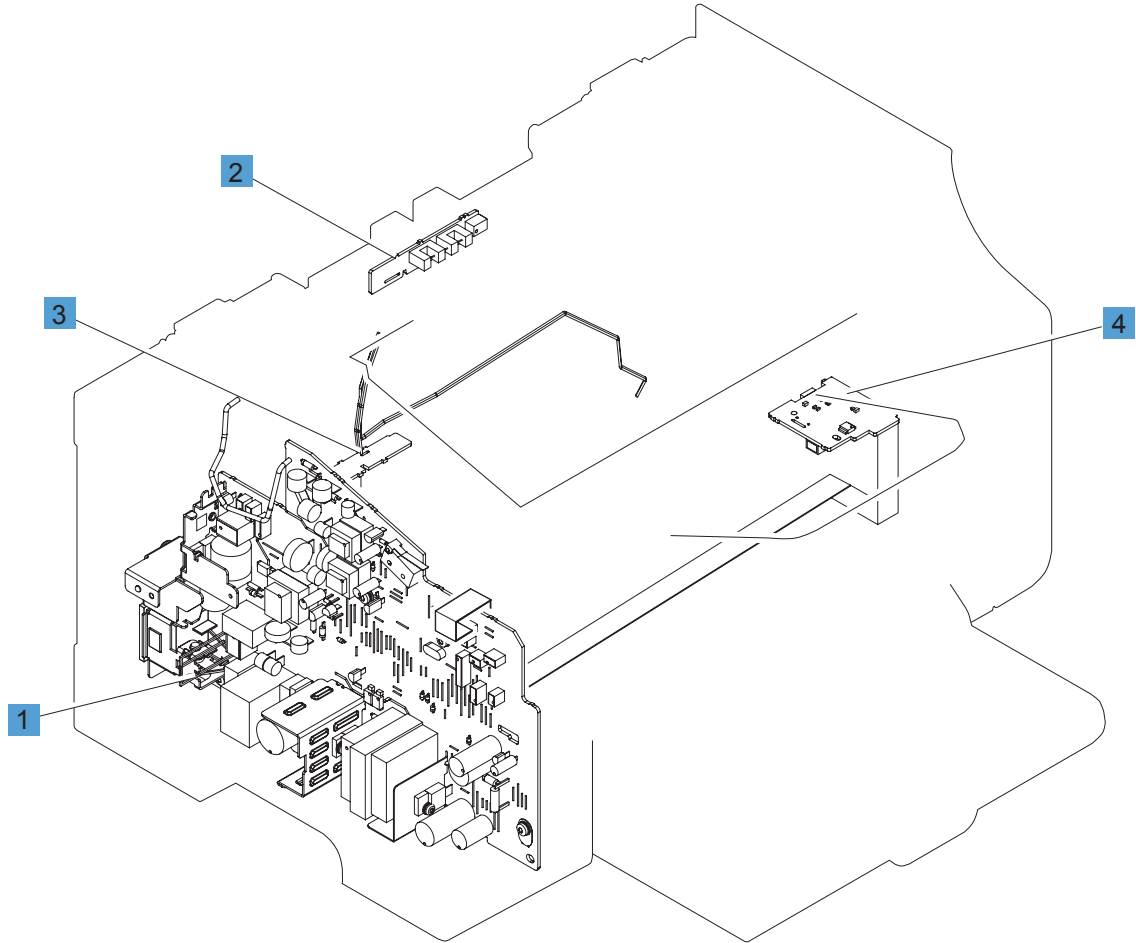


Table 3-22 PCAs

Ref	Description	Part number	Qty
1	Engine control PCA assembly (110 V)	RM1-7892-000CN	1
1	Engine control PCA assembly (220 V)	RM1-7902-000CN	1
2	Delivery sensor PCA assembly	RM1-7893-000CN	1
3	Paper pickup sensor PCA assembly	RM1-7894-000CN	1
4	Motor PCA assembly	RM1-7895-000CN	1

Alphabetical parts list

Table 3-23 Alphabetical parts list

Description	Part number	Table and page
Assylink, 3 in 1	CE847-60110	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Assylink, 4 in 1	CE841-60119	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Automatic document feeder (ADF), assembly	CE841-60106	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 197
Backing, document	Q3434-40038	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
Backing, document	Q3434-40038	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
Base, ADF	CE841-60113	ADF assembly; HP LaserJet Professional M1210 MFP series on page 203
Base, scanner	CE847-40001	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
Bezel, scanner assembly	CE847-60103	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
Bezel, scanner assembly	CE841-60102	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
Cable engine, video FFC 3:1	CE847-60105	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Cable engine, video FFC 4:1	CE841-60108	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Cable, engine 24 V 3:1	CE847-60109	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Cable, engine 24 V 4:1	CE847-60107	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Cable, flat	RM1-7604-000CN	Internal assemblies (3 of 3) on page 217

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
Cable, scan module	CE847-60106	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Cable, scan module	CE841-60104	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Carriage, scanner	CE847-40007	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Carriage, scanner	CE841-40017	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Clamp, motor scanner	CE841-00017	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Clamp, motor scanner	CE841-00017	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Control panel (HP LaserJet Professional M1130 MFP series)	CE841-60107	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Control panel, Asian (HP LaserJet Professional M1210 MFP series)	CE841-60109	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Control panel, mount	CE841-40005	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Control panel, mount	CE841-40005	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Control panel, spring	CE841-00014	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Control panel, spring	CE841-00014	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Control panel, Western (HP LaserJet Professional M1210 MFP series)	CE841-60110	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Core, ADF	CE841-60114	ADF assembly; HP LaserJet Professional M1210 MFP series on page 203
Core-ferrite, ribbon core ROHS	9170-2385	Assembly view, HP LaserJet Professional M1130 MFP series on page 187

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
Core-ferrite, ribbon core ROHS	9170-2385	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Cover, I/O (HP LaserJet Professional M1130 MFP series)	CE847-40009	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Cover, I/O (HP LaserJet Professional M1130 MFP series)	CE841-40026	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Cover, left	RC3-0823-000CN	Product base on page 211
Cover, right	RC3-0825-000CN	Product base on page 211
Cover, top	RL1-2944-000CN	Product base on page 211
Delivery sensor PCA assembly	RM1-7893-000CN	Internal assemblies (1 of 3) on page 213
Delivery sensor PCA assembly	RM1-7893-000CN	PCAs on page 219
Door, print cartridge	RC3-0839-000CN	Product base on page 211
Engine control PCA assembly (110 V)	RM1-7892-000CN	PCAs on page 219
Engine control PCA assembly (220 V)	RM1-7902-000CN	PCAs on page 219
Engine controll PCA (110 V)	RM1-7892-000CN	Internal assemblies (1 of 3) on page 213
Engine controll PCA (220 V)	RM1-7902-000CN	Internal assemblies (1 of 3) on page 213
Fax card, Billow DAA US (HP LaserJet Professional M1210 MFP series)	CE833-60001	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Fax card, DAA Brazil (HP LaserJet Professional M1210 MFP series)	CD643-60001	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Fax card, DAA Euro (HP LaserJet Professional M1210 MFP series)	CE868-60001	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Ferrite, rectangular EMI ROHS	9170-1821	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Ferrite, rectangular EMI ROHS	9170-1821	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Ferrite, rectangular EMI ROHS	9170-1821	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
Ferrite, rectangular EMI ROHS	9170-1821	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
FFC, scan module	CE847-60106	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
FFC, scan module	CE841-60104	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
Formatter PCA assembly (HP LaserJet Professional M1130 MFP series)	CE831-60001	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Formatter PCA assembly (HP LaserJet Professional M1210 MFP series)	CE832-60001	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Front cover	RL1-2946-000CN	Product base on page 211
Fuser film assembly (110 V)	RM1-6872-000CN	Internal assemblies (1 of 3) on page 213
Fuser film assembly (220 V)	RM1-6873-000CN	Internal assemblies (1 of 3) on page 213
Fuser paper delivery assembly (110 V)	RM1-7733-000CN	Internal assemblies (1 of 3) on page 213
Fuser paper delivery assembly (220 V)	RM1-7734-000CN	Internal assemblies (1 of 3) on page 213
Gear, drag	Q1647-40045	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Gear, drag	Q8180-40007	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Gear, worm/pinion	Q1647-40003	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Gear, worm/pinion	CC334-40078	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Hook, SSA latch	Q8191-00004	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
Input tray, ADF	CE841-60118	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
Jumper, fax PCA	CE841-60116	Assembly view, HP LaserJet Professional M1210 MFP series on page 189

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
Laser/scanner assembly	RM1-6878-000CN	Internal assemblies (3 of 3) on page 217
Latch, ADF	Q8191-00004	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
Lid, document base	CE847-40003	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
Motor PCA assembly	RM1-7895-000CN	Internal assemblies (3 of 3) on page 217
Motor PCA assembly	RM1-7895-000CN	PCAs on page 219
Motor, DC	Q3434-60238	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Motor, DC	CE538-60128	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Motor, DC 24 V	RL1-2591-000CN	Internal assemblies (3 of 3) on page 217
Nameplate, metal low profile 3.5 ROHS	7121-8265	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Nameplate, metal low profile 3.5 ROHS	7121-8265	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Pad friction, ADF	CB780-80008	ADF core; HP LaserJet Professional M1210 MFP series on page 207
Panel, rear	RC3-0852-000CN	Product base on page 211
Paper delivery tray assembly	RM1-7727-000CN	Product base on page 211
Paper pickup sensor PCA assembly	RM1-7894-000CN	Internal assemblies (2 of 3) on page 215
Paper pickup sensor PCA assembly	RM1-7894-000CN	PCAs on page 219
Paper pickup tray assembly	RM1-7728-000CN	Product base on page 211
Pickup transfer frame assembly	RM1-7737-000CN	Internal assemblies (2 of 3) on page 215
Power switch assembly	RM1-7735-000CN	Internal assemblies (1 of 3) on page 213
Pre-pick arm assembly, ADF	CB780-60032	ADF top cover; HP LaserJet Professional M1210 MFP series on page 205

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
Roller, paper pickup	RL1-2593-000CN	Internal assemblies (2 of 3) on page 215
Scanner 1200 PPI, assembly	Q8418-60043	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Scanner 1200 PPI, assembly	Q8418-60043	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Scanner assembly	CE841-60125	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 197
Scanner assembly, HP LaserJet Professional M1130 MFP series	CE847-60112	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
Scanner base assembly	CE847-60104	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
Scanner drive assembly	CE847-60108	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
Scanner drive assembly	CE847-60108	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Scanner drive assembly	CE841-60111	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
Scanner drive assembly	CE841-60111	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Scanner lock assembly	RM1-7726-000CN	Product base on page 211
Separation pad assembly	RM1-4006-000CN	Internal assemblies (2 of 3) on page 215
Separation pad assembly, ADF	CB780-60009	ADF core; HP LaserJet Professional M1210 MFP series on page 207
Spacer, formatter	CE847-40008	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
Spring, SSA latch	CE841-00020	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199

Table 3-23 Alphabetical parts list (continued)

Description	Part number	Table and page
Stopper, paper	RC2-9249-000CN	Product base on page 211
Top cover, ADF	CE841-60112	ADF assembly: HP LaserJet Professional M1210 MFP series on page 203
Transfer roller	RM1-4023-000CN	Internal assemblies (2 of 3) on page 215

Numerical parts list

Table 3-24 Numerical parts list

Part number	Description	Table and page
7121-8265	Nameplate, metal low profile 3.5 ROHS	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
7121-8265	Nameplate, metal low profile 3.5 ROHS	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
9170-1821	Ferrite, rectangular EMI ROHS	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
9170-1821	Ferrite, rectangular EMI ROHS	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
9170-1821	Ferrite, rectangular EMI ROHS	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
9170-1821	Ferrite, rectangular EMI ROHS	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
9170-2385	Core-ferrite, ribbon core ROHS	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
9170-2385	Core-ferrite, ribbon core ROHS	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CB780-60009	Separation pad assembly, ADF	ADF core; HP LaserJet Professional M1210 MFP series on page 207
CB780-60032	Pre-pick arm assembly, ADF	ADF top cover; HP LaserJet Professional M1210 MFP series on page 205
CB780-80008	Pad friction, ADF	ADF core; HP LaserJet Professional M1210 MFP series on page 207
CC334-40078	Gear, worm/pinion	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
CD643-60001	Fax card, DAA Brazil (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE538-60128	Motor, DC	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
CE831-60001	Formatter PCA assembly (HP LaserJet Professional M1130 MFP series)	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE832-60001	Formatter PCA assembly (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE833-60001	Fax card, Billow DAA US (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-00014	Control panel, spring	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE841-00014	Control panel, spring	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-00017	Clamp, motor scanner	Scanner drive assembly: HP LaserJet Professional M1130 MFP series on page 195
CE841-00017	Clamp, motor scanner	Scanner drive assembly: HP LaserJet Professional M1210 MFP series on page 201
CE841-00020	Spring, SSA latch	ADF/scanner assembly: HP LaserJet Professional M1210 MFP series on page 199
CE841-40005	Control panel, mount	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE841-40005	Control panel, mount	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-40017	Carriage, scanner	Scanner drive assembly: HP LaserJet Professional M1210 MFP series on page 201
CE841-40026	Cover, I/O (HP LaserJet Professional M1130 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60102	Bezel, scanner assembly	ADF/scanner assembly: HP LaserJet Professional M1210 MFP series on page 199
CE841-60104	FFC, scan module	ADF/scanner assembly: HP LaserJet Professional M1210 MFP series on page 199

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
CE841-60104	Cable, scan module	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
CE841-60106	Automatic document feeder (ADF), assembly	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 197
CE841-60107	Control panel (HP LaserJet Professional M1130 MFP series)	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE841-60108	Cable engine, video FFC 4:1	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60109	Control panel, Asian (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60110	Control panel, Western (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60111	Scanner drive assembly	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
CE841-60111	Scanner drive assembly	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
CE841-60112	Top cover, ADF	ADF assembly; HP LaserJet Professional M1210 MFP series on page 203
CE841-60113	Base, ADF	ADF assembly; HP LaserJet Professional M1210 MFP series on page 203
CE841-60114	Core, ADF	ADF assembly; HP LaserJet Professional M1210 MFP series on page 203
CE841-60116	Jumper, fax PCA	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60118	Input tray, ADF	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
CE841-60119	Assylink, 4 in 1	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE841-60125	Scanner assembly	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 197

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
CE847-40001	Base, scanner	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
CE847-40003	Lid, document base	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
CE847-40007	Carriage, scanner	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
CE847-40008	Spacer, formatter	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE847-40009	Cover, I/O (HP LaserJet Professional M1130 MFP series)	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE847-60103	Bezel, scanner assembly	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
CE847-60104	Scanner base assembly	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
CE847-60105	Cable engine, video FFC 3:1	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE847-60106	FFC, scan module	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
CE847-60106	Cable, scan module	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
CE847-60107	Cable, engine 24 V 4:1	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
CE847-60108	Scanner drive assembly	Scanner assembly (2 of 2); HP LaserJet Professional M1130 MFP series on page 193
CE847-60108	Scanner drive assembly	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
CE847-60109	Cable, engine 24 V 3:1	Assembly view, HP LaserJet Professional M1130 MFP series on page 187

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
CE847-60110	Assylink, 3 in 1	Assembly view, HP LaserJet Professional M1130 MFP series on page 187
CE847-60112	Scanner assembly, HP LaserJet Professional M1130 MFP series	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
CE868-60001	Fax card, DAA Euro (HP LaserJet Professional M1210 MFP series)	Assembly view, HP LaserJet Professional M1210 MFP series on page 189
Q1647-40003	Gear, worm/pinion	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Q1647-40045	Gear, drag	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Q3434-40038	Backing, document	Scanner assembly (1 of 2); HP LaserJet Professional M1130 MFP series on page 191
Q3434-40038	Backing, document	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
Q3434-60238	Motor, DC	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Q8180-40007	Gear, drag	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
Q8191-00004	Hook, SSA latch	ADF/scanner assembly; HP LaserJet Professional M1210 MFP series on page 199
Q8191-00004	Latch, ADF	ADF pre-pick arm assembly; HP LaserJet Professional M1210 MFP series on page 209
Q8418-60043	Scanner 1200 PPI, assembly	Scanner drive assembly; HP LaserJet Professional M1130 MFP series on page 195
Q8418-60043	Scanner 1200 PPI, assembly	Scanner drive assembly; HP LaserJet Professional M1210 MFP series on page 201
RC2-9249-000CN	Stopper, paper	Product base on page 211

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
RC3-0823-000CN	Cover, left	Product base on page 211
RC3-0825-000CN	Cover, right	Product base on page 211
RC3-0839-000CN	Door, print cartridge	Product base on page 211
RC3-0852-000CN	Panel, rear	Product base on page 211
RL1-2591-000CN	Motor, DC 24 V	Internal assemblies (3 of 3) on page 217
RL1-2593-000CN	Roller, paper pickup	Internal assemblies (2 of 3) on page 215
RL1-2944-000CN	Cover, top	Product base on page 211
RL1-2946-000CN	Front cover	Product base on page 211
RM1-4006-000CN	Separation pad assembly	Internal assemblies (2 of 3) on page 215
RM1-4023-000CN	Transfer roller	Internal assemblies (2 of 3) on page 215
RM1-6872-000CN	Fuser film assembly (110 V)	Internal assemblies (1 of 3) on page 213
RM1-6873-000CN	Fuser film assembly (220 V)	Internal assemblies (1 of 3) on page 213
RM1-6878-000CN	Laser/scanner assembly	Internal assemblies (3 of 3) on page 217
RM1-7604-000CN	Cable, flat	Internal assemblies (3 of 3) on page 217
RM1-7726-000CN	Scanner lock assembly	Product base on page 211
RM1-7727-000CN	Paper delivery tray assembly	Product base on page 211
RM1-7728-000CN	Paper pickup tray assembly	Product base on page 211
RM1-7733-000CN	Fuser paper delivery assembly (110 V)	Internal assemblies (1 of 3) on page 213
RM1-7734-000CN	Fuser paper delivery assembly (220 V)	Internal assemblies (1 of 3) on page 213
RM1-7735-000CN	Power switch assembly	Internal assemblies (1 of 3) on page 213
RM1-7737-000CN	Pickup transfer frame assembly	Internal assemblies (2 of 3) on page 215
RM1-7892-000CN	Engine controll PCA (110 V)	Internal assemblies (1 of 3) on page 213
RM1-7892-000CN	Engine control PCA assembly (110 V)	PCAs on page 219
RM1-7893-000CN	Delivery sensor PCA assembly	Internal assemblies (1 of 3) on page 213
RM1-7893-000CN	Delivery sensor PCA assembly	PCAs on page 219
RM1-7894-000CN	Paper pickup sensor PCA assembly	Internal assemblies (2 of 3) on page 215

Table 3-24 Numerical parts list (continued)

Part number	Description	Table and page
RM1-7894-000CN	Paper pickup sensor PCA assembly	PCAs on page 219
RM1-7895-000CN	Motor PCA assembly	Internal assemblies (3 of 3) on page 217
RM1-7895-000CN	Motor PCA assembly	PCAs on page 219
RM1-7902-000CN	Engine control PCA (220 V)	Internal assemblies (1 of 3) on page 213
RM1-7902-000CN	Engine control PCA assembly (220 V)	PCAs on page 219

A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [End User License Agreement](#)
- [Customer self-repair warranty service](#)
- [Customer support](#)
- [Repack the product](#)
- [Service information form](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Professional M1130, M1210	One year from date of purchase

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

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 which does not execute its programming instructions due to such defects.

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.

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To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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Rev. 11/06

Customer self-repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

Customer support

Get telephone support, free during your warranty period, for your country/region

Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/.

Have the product name, serial number, date of purchase, and problem description ready.

Get 24-hour Internet support

www.hp.com/support/ljm1130series or www.hp.com/support/ljm1210series

Get support for products used with a Macintosh computer

www.hp.com/go/macosex

Download software utilities, drivers, and electronic information

www.hp.com/go/ljm1130series_software or www.hp.com/go/ljm1210series_software

Order additional HP service or maintenance agreements

www.hp.com/go/carepack

Repack the product

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

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

1. Remove and retain the print cartridge.

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

To prevent damage to the print cartridge, avoid touching the roller on it, and store the print cartridge in its original packing material or so that it is not exposed to light.

2. Remove and retain the power cable, interface cable, and optional accessories, such as an EIO card.
3. If possible, include print samples and 50 to 100 sheets of paper or other print media that did not print correctly.
4. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible. Hewlett-Packard recommends insuring the equipment for shipment.

Service information form

WHO IS RETURNING THE EQUIPMENT? Date:

Person to contact: Phone:

Alternate contact: Phone:

Return shipping address: Special shipping instructions:

WHAT ARE YOU SENDING?

Model name: Model number: Serial number:

Please attach any relevant printouts. Do NOT ship accessories (manuals, cleaning supplies, and so on) that are not required to complete the repair.

HAVE YOU REMOVED THE PRINT CARTRIDGES?

You must remove them before shipping the product, unless a mechanical problem prevents you from doing so.

Yes. No, I cannot remove them.

WHAT NEEDS TO BE DONE? (Attach a separate sheet if necessary.)

1. Describe the conditions of the failure. (What was the failure? What were you doing when the failure occurred? What software were you running? Is the failure repeatable?)

2. If the failure is intermittent, how much time elapses between failures?

3. If the unit connected to any of the following, give the manufacturer and model number.

Personal computer: Modem: Network:

4. Additional comments:

HOW WILL YOU PAY FOR THE REPAIR?

Under warranty Purchase/received date:

(Attach proof of purchase or receiving document with original received date.)

Maintenance contract number:

Purchase order number:

Except for contract and warranty service, a purchase order number and/or authorized signature must accompany any request for service. If standard repair prices do not apply, a minimum purchase order is required. Standard repair prices can be obtained by contacting an HP-authorized repair center.

Authorized signature: Phone:

Billing address: Special billing instructions:

B Specifications

- [Physical specifications](#)
- [Power consumption](#)
- [Acoustic specifications](#)
- [Environmental specifications](#)

Physical specifications

Table B-1 Physical specifications¹

Specification	HP LaserJet Professional M1130 MFP series	HP LaserJet Professional M1210 MFP series
Product weight	7.0 kg (15.4 lb)	8.3 kg (18.3 lb)
Product height	250 mm (9.8 in)	306 mm (12.0 in)
Product depth	265 mm (10.4 in)	265 mm (10.4 in)
Product width	415 mm (16.3 in)	435 mm (17.1 in)

¹ Values are based on preliminary data. See www.hp.com/support/ljm1130series or www.hp.com/support/ljm1210series.

Power consumption

Table B-2 HP LaserJet Professional M1130/M1210 MFP series (average in watts)¹²³

Product	Printing	Copying	Ready	HP Auto Off	Manual Off
HP LaserJet Professional M1130 MFP series ⁴⁵	375	265	3.2	1.0	0.3
HP LaserJet Professional M1210 MFP series ⁴⁵	375	245	4.7	2.0	0.3

¹ Values are based on preliminary data. See www.hp.com/go/ljm1130series_regulatory or www.hp.com/go/ljm1210series_regulatory for current information.

² Power reported is highest values measured for all product models using all standard voltages.

³ Default time from Ready Mode to HP Auto Off = 15 minutes

⁴ Typical Electricity Consumption (TEC) = 0.589 kWh/week (HP LaserJet Professional M1130 MFP series); 0.771 kWh/week (HP LaserJet Professional M1210 MFP series)

⁵ Maximum heat dissipation for all models in Ready Mode = 11 BTU/Hour (HP LaserJet Professional M1130 MFP series); 16 BTU/Hour (HP LaserJet Professional M1210 MFP series)

Acoustic specifications

Table B-3 HP LaserJet Professional M1130/M1210 MFP series¹²

Sound power level	Declared per ISO 9296
Printing	L_{WAd} = 6.2 Bels (A) [62 dB(A)]; HP LaserJet Professional M1130 MFP series
	L_{WAd} = 6.3 Bels (A) [63 dB(A)]; HP LaserJet Professional M1210 MFP series
Ready	Inaudible
Sound pressure level - bystander position	Declared per ISO 9296
Printing	L_{pAm} = 50 dB (A)

Table B-3 HP LaserJet Professional M1130/M1210 MFP series¹² (continued)

Sound power level	Declared per ISO 9296
Ready	Inaudible

¹ Values are based on preliminary data. See www.hp.com/go/ljm1130series_regulatory or www.hp.com/go/ljm1210series_regulatory for current information.

² Configuration tested: HP LaserJet Professional M1132 MFP printing simplex on A4 paper, and the HP LaserJet Professional M1212nf MFP printing simplex on A4 paper

Environmental specifications

Table B-4 Environmental specifications

	Operating ¹	Storage ¹
Temperature	10° to 32.5°C (50° to 91°F)	0° to 35°C (32° to 95°F)
Relative Humidity	10% to 80%	10% to 80%

¹ Values are based on preliminary data. See www.hp.com/support/ljm1130series or www.hp.com/support/ljm1210series.


C Regulatory information

- [FCC regulations](#)
- [Declaration of conformity \(base model\)](#)
- [Declaration of conformity \(fax model\)](#)
- [Certificate of Volatility](#)
- [Safety statements](#)
- [Additional statements for telecom \(fax\) products](#)

FCC regulations

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

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

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

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

Declaration of conformity (base model)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1 DoC#: BOISB-0901-02-rel.1.0

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 M1132 Series; HP LaserJet M1134 Series; HP LaserJet M1136 Series
Regulatory Model Number²⁾ BOISB-0901-02
Product Options: ALL
Print Cartridges: CE285A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2001 / EN60950-1: 2001 +A11
IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)
GB4943-2001

EMC: CISPR22:2005 +A1:2005 / EN55022:2006 +A1:2007 – Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:1995 +A1 +A2
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4
GB9254-1998, GB17625.1-2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, and carries the CE-Marking  accordingly.

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

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

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

Boise, Idaho , USA

December, 2009

For regulatory topics only:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe,, Herrenberger Strasse 140, , D-71034, Böblingen, (FAX: +49-7031-14-3143), <http://www.hp.com/go/certificates>

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

Declaration of conformity (fax model)

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1 DoC#: BOISB-0901-03-rel.1.0

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 M1212 Series; HP LaserJet M1214 Series; HP LaserJet M1216 Series
Accessories⁴⁾: BOISB-0906-00 - (US-Fax Module LIU)
BOISB-0906-01 - (EURO-Fax Module LIU)
Regulatory Model Number²⁾ BOISB-0901-03
Product Options: ALL
Print Cartridges: CE284A, CE285A, CE286A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2001 / EN60950-1: 2001 +A11
IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 +A1 +A2 (Class 1 Laser/LED Product)
GB4943-2001
EMC: CISPR22:2005 +A1:2005 / EN55022:2006 +A1:2007 – Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:1995 +A1 +A2
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B / ICES-003, Issue 4
GB9254-1998, GB17625.1-2003
TELECOM: ES 203 021; FCC Title 47 CFR, Part 68³⁾

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 2004/108/EC and the Low Voltage Directive 2006/95/EC, the R&TTE Directive 1999/5/EC (Annex II), and carries the CE-Marking  accordingly.

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

- 1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.
- 2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
- 3) Telecom approvals and standards appropriate for the target countries/regions have been applied to this product, in addition to those listed above.
- 4) This product uses an analog fax accessory module which Regulatory Model numbers are: BOISB-0906-00 (US-LIU) or BOISB-0906-01 (EURO LIU), as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho , USA

December, 2009

For regulatory topics only:

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe,, Herrenberger Strasse 140, , D-71034, Böblingen, (FAX: +49-7031-14-3143), <http://www.hp.com/go/certificates>
USA Contact: Product Regulations Manager, Hewlett-Packard Company,, PO Box 15, Mail Stop 160, Boise, ID 83707-0015, , (Phone: 208-396-6000)

Certificate of Volatility

Hewlett-Packard Certificate of Volatility			
Model: HP LJ M1132 MFP HP LJ M1136 MFP	Part Number: CE847A CE849A	Address: Hewlett-Packard Company 11311 Chinden Blvd Boise, ID 83714	
Volatile Memory			
Does the device contain volatile memory (Memory whose contents are lost when power is removed)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (SRAM, DRAM, etc): SDRAM	Size: 8MB	Function: Print/Scan job specific information, and information stored in RAM disk	Steps to clear memory: Power off the printer
Type (SRAM, DRAM, etc):	Size:	Function:	Steps to clear memory:
Type (SRAM, DRAM, etc):	Size:	Function:	Steps to clear memory:
Non-Volatile Memory			
Does the device contain non-volatile memory (Memory whose contents are retained when power is removed)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (Flash, EEPROM, etc): EEPROM	Size: 8kB	Function: Printer specific data such as page count, configuration etc.	Steps to clear memory: Perform a cold reset as explained in SM
Type (Flash, EEPROM, etc): NAND Flash	Size: 128MB	Function: Print/Scan drivers and Firmware	Steps to clear memory: Service tool
Type (Flash, EEPROM, etc):	Size:	Function:	Steps to clear memory:
Mass Storage			
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (HDD, Tape, etc):	Size:	Function:	Steps to clear memory:
Type (HDD, Tape, etc):	Size:	Function:	Steps to clear memory:
Author Information			
Name:	Title: Technical Marketing Engineer	E mail:	Business Unit: IPG
			Date Prepared: 09/10/2009

Hewlett-Packard Certificate of Volatility			
Model: HP LJ M1212nf MFP HP LJ M1214nfh MFP HP LJ M1216nfh MFP HP LJ M1217nfw MFP	Part Number: CE841A CE842A CE843A CE844A	Address: Hewlett-Packard Company 11311 Chinden Blvd Boise, ID 83714	
Volatile Memory			
Does the device contain volatile memory (Memory whose contents are lost when power is removed)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (SRAM, DRAM, etc): SDRAM	Size: 64MB	Function: Print/Scan/Fax job specific information, and information stored in RAM disk	Steps to clear memory: Power off the printer
Type (SRAM, DRAM, etc):	Size:	Function:	Steps to clear memory:
Type (SRAM, DRAM, etc):	Size:	Function:	Steps to clear memory:
Non-Volatile Memory			
Does the device contain non-volatile memory (Memory whose contents are retained when power is removed)? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (Flash, EEPROM, etc): EEPROM	Size: 8kB	Function: Printer specific data such as page count, configuration etc.	Steps to clear memory: Perform a cold reset as explained in SM
Type (Flash, EEPROM, etc): NAND Flash	Size: 128MB	Function: Print/Scan/Fax drivers and Firmware And fax jobs not printed out.	Steps to clear memory: Service tool
Type (Flash, EEPROM, etc):	Size:	Function:	Steps to clear memory:
Mass Storage			
Does the device contain mass storage memory (Hard Disk Drive, Tape Backup)? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If Yes please describe the type, size, function, and steps to clear the memory below			
Type (HDD, Tape, etc):	Size:	Function:	Steps to clear memory:
Type (HDD, Tape, etc):	Size:	Function:	Steps to clear memory:
Author Information			
Name:	Title: Technical Marketing Engineer	E mail:	Business Unit: IPG
			Date Prepared: 09/10/2009

Safety statements

Laser safety

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

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

Canadian DOC regulations

Complies with Canadian EMC Class B requirements.

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

Power cord instructions

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

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

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

EMC statement (Korea)

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

Luokan 1 laserlaite

Klass 1 Laser Apparat

HP LaserJet Professional M1132/M1134/M1136, M1212/M1214/M1216, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisissa käytössä kirjoittimen suojakotelointi estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

VAROITUS !

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

WARNING !

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

HUOLTO

HP LaserJet Professional M1132/M1134/M1136, M1212/M1214/M1216 - kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyykaluja.

VARO !

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

WARNING !

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista: Aallonpituus 775-795 nm Teho 5 m W Luokan 3B laser.

GS statement (Germany)

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

Substances Table (China)

有毒有害物质表

根据中国电子信息产品污染控制管理办法的要求而出台

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr(VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
打印引擎	X	0	X	0	0	0
复印机组件	X	0	0	0	0	0
控制面板	0	0	0	0	0	0
塑料外壳	0	0	0	0	0	0
格式化板组件	X	0	0	0	0	0
碳粉盒	X	0	0	0	0	0

3690

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

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

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

Restriction on Hazardous Substances statement (Turkey)

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Additional statements for telecom (fax) products

EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions.

It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking.

For more details see Declaration of Conformity issued by the manufacturer in another section of this manual.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual.

If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

New Zealand Telecom Statements

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment shall not be set up to make automatic calls to the Telecom "111" Emergency Service.

This product has not been tested to ensure compatibility with the FaxAbility distinctive ring service for New Zealand.

Additional FCC statement for telecom products (US)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the quantity of devices, which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jacks: RJ11C.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack,

which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin service. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please see the numbers in this manual for repair and (or) warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The customer can do the following repairs: Replace any original equipment that came with the device. This includes the print cartridge, the supports for trays and bins, the power cord, and the telephone cord. It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

Telephone Consumer Protection Act (US)

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business, other entity, or individual sending the message and the telephone number of the sending machine or such business, or other entity, or individual. (The telephone number provided cannot be a 900 number or any other number for which charges exceed local or long distance transmission charges).

Industry Canada CS-03 requirements

Notice: The Industry Canada label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible for the equipment to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution can be particularly important in rural areas.

△ **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalence Number (REN) of this device is 0.0.

Notice: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum

of the Ringer Equivalence Number of all the devices does not exceed five (5.0). The standard connecting arrangement code (telephone jack type) for equipment with direct connections to the telephone network is CA11A.

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