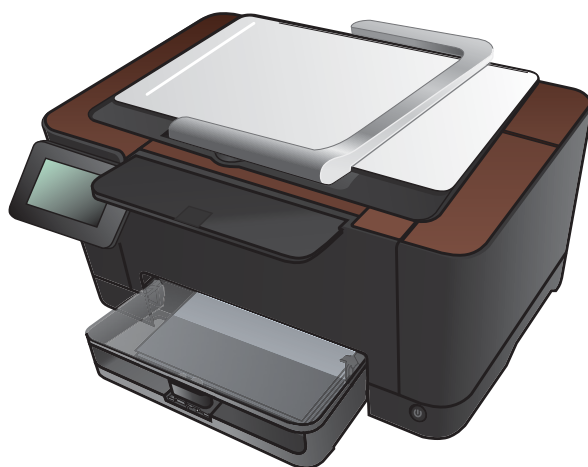




LASERJET PRO 200 COLOR MFP

Service Manual



M275nw



HP LaserJet Pro 200 color MFP M275nw

Service Manual

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Part number: CF040-90969

Edition 1, 10/2011

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Important Safety Notice

Warning: This product includes a camera arm that is used to photograph documents. This camera arm is not intended to be used as a handle or carrying device. To carry the product, use the handles located on the bottom right and left sides of the product.

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

- [Introduction](#)
- [Removal and replacement strategy](#)
- [Electrostatic discharge](#)
- [Required tools](#)
- [Service approach](#)
- [Removal and replacement procedures](#)

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.

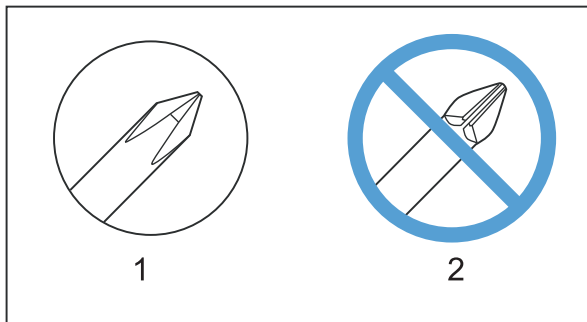
Protect the ESD-sensitive parts by placing them in ESD pouches when they are out of the product.

Required tools

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

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

Figure 1-1 Phillips and Pozidriv screwdriver comparison



Service approach

Before performing service

- Remove all paper from the product.
- Turn off the power using the power button.

⚠ WARNING! The power button must be turned off before performing service. Failure to turn off the power leaves the fuser engaged and prevents its removal.

- Unplug the power cable and interface cable or cables.
- Place the product on an ESD workstation or mat (if one is available), 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.
- Remove the print cartridges and imaging drum. See [Print cartridges on page 8](#) and [Imaging drum on page 13](#).
- Remove the input tray. See [Input tray on page 6](#).

After performing service

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

Post-service test

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

Product verification 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 product is in the Ready state.
5. Print a configuration page, and then verify that the expected printing sounds occur.
6. Send a print job from the host computer, and then verify that the output meets expectations.
7. Make a copy.
8. Clean the outside of the product with a damp cloth.

Parts removal order

Figure 1-2 Parts removal order

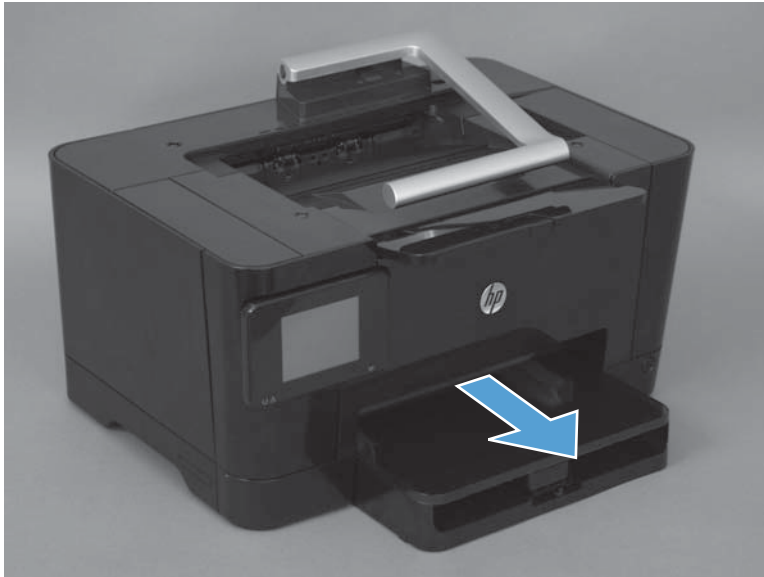
Component	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove	Remove
Input tray													
Output bin													
Print cartridges													
Imaging drum	Input tray												
Secondary transfer roller													
Separation pad													
Right cover Assy													
Left rear cover Assy													
Pickup roller	Separation pad	Right cover Assy	Left rear cover Assy										
Rear door Assy	Right cover Assy												
Rear-lower cover	Right cover Assy	Left rear cover Assy	Rear door Assy										
Cosmetic cover	Right cover Assy	Left rear cover Assy											
Fuser cover	Right cover Assy	Left rear cover Assy	Cosmetic cover										
Camera arm Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover									
Wireless PCA	Left rear cover Assy												
Top cover Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA							
Door hinge	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy						
Left front cover	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy						
Control panel	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover					
Top-upper-left-front cover	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover					
Top-upper-right-front cover	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy						
Inner cover	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover	Top-upper-left-front cover				
Formatter	Left rear cover Assy												
Fuser power supply	Left rear cover Assy												
ITB Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Rear door Assy	Rear-lower cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover	Top-upper-left-front cover	Inner cover	Formatter
Fuser delivery Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Rear door Assy	Rear-lower cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover	Top-upper-left-front cover	Inner cover	Formatter
Engine controller Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Rear door Assy	Rear-lower cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover	Top-upper-left-front cover	Inner cover	Formatter
Low-voltage power supply Assy	Right cover Assy	Left rear cover Assy	Cosmetic cover	Fuser cover	Rear door Assy	Rear-lower cover	Camera arm Assy	Wireless PCA	Top cover Assy	Left front cover	Top-upper-left-front cover	Inner cover	Formatter

Removal and replacement procedures

Input tray

Pull the tray away from the product to remove it.

Figure 1-3 Remove the tray



Output bin

Pull the output bin straight up to remove it.

Figure 1-4 Remove the output bin

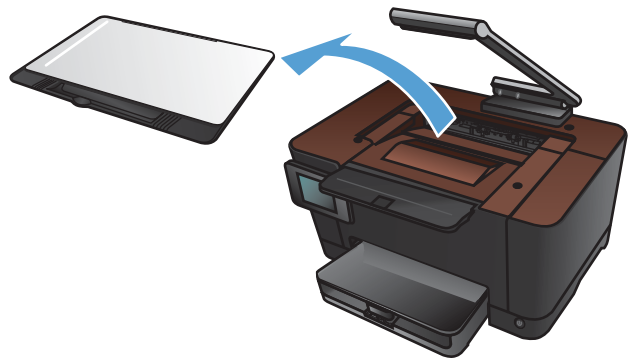


Print cartridges

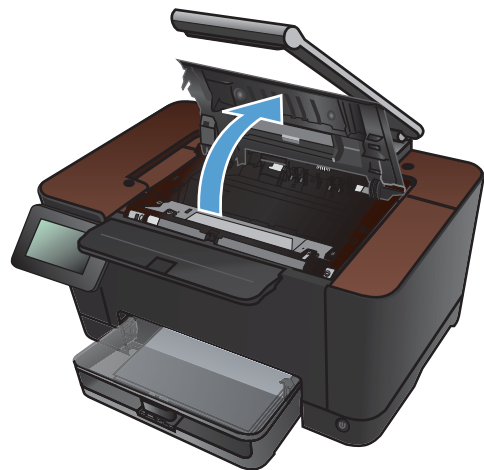
1. Raise the camera arm to the fully open position.



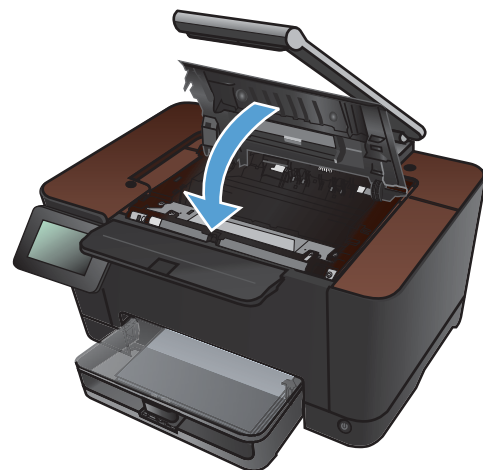
2. Remove the capture stage and set it aside.



3. Open the print-cartridge door, and identify which print cartridge is in the opening.



4. If the cartridge that you need to replace is not in the opening, close the print-cartridge door. Wait for the product to initialize before proceeding with the next step.



5. From the Home screen on the product control panel, touch the Supplies button.

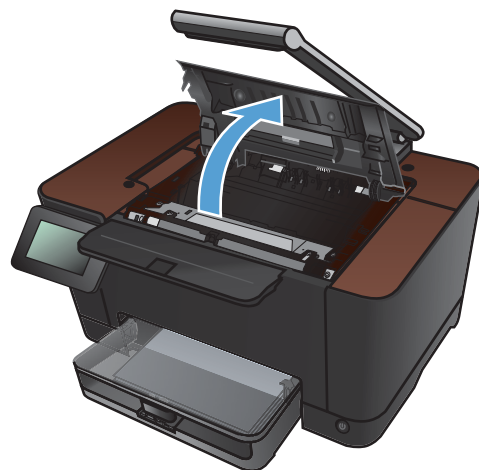


6. Touch the **Cartridge Rotate** button to move the print-cartridge carousel to the next position. A message informs you of which print cartridge the carousel is rotating to. Repeat this step until the print-cartridge carousel is in the correct position.

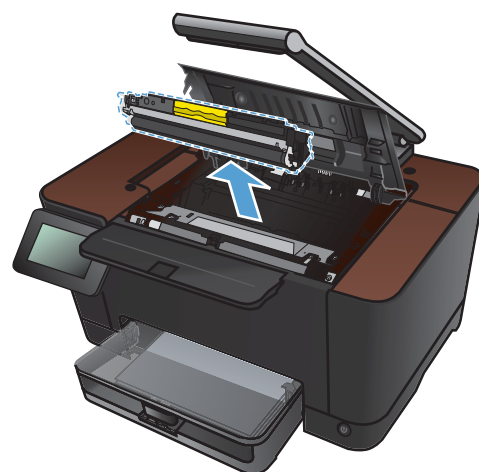
NOTE: All doors must be closed when pressing the **Cartridge Rotate** button. Also, the imaging drum must be installed for the **Cartridge Rotate** button to work.



7. Wait until the **Rotating** message disappears and the rotation sounds stop, and then open the print-cartridge door.

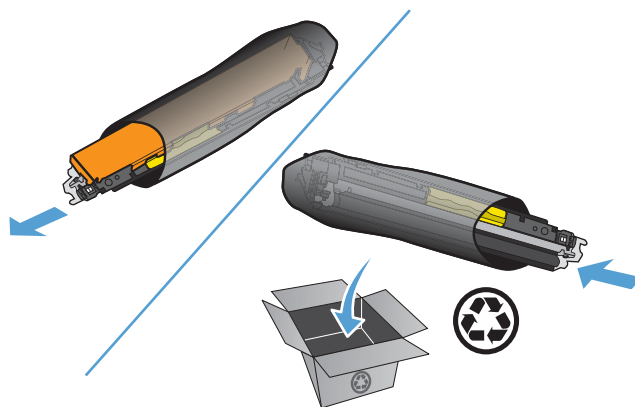


8. Grasp the old print cartridge by the center handle and remove it.

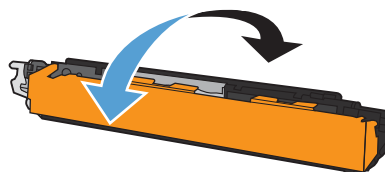


9. Remove the new print cartridge from the packaging. Place the used print cartridge in the bag and box for recycling.

CAUTION: To prevent damage to the print cartridge, hold the print cartridge at each end. Do not touch the roller on the print cartridge.



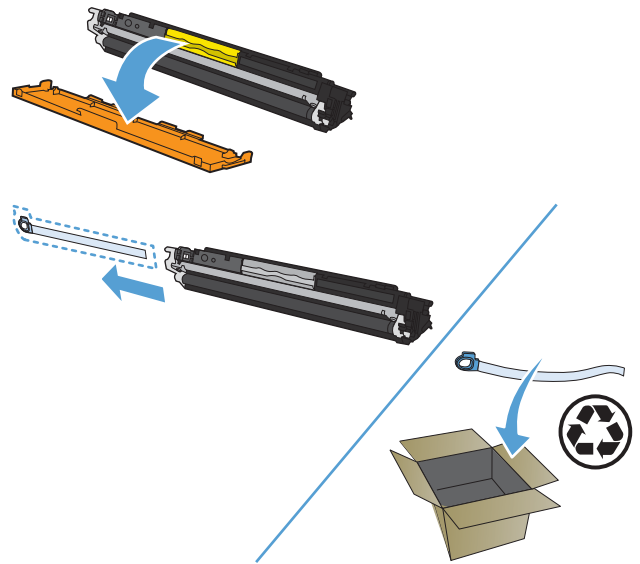
10. Grasp both sides of the new print cartridge and gently rock it to distribute the toner evenly.



11. Grasp the print cartridge by the center handle and remove the protective plastic shield.

NOTE: Do not touch the print cartridge roller. Fingerprints on the roller can cause print-quality problems.

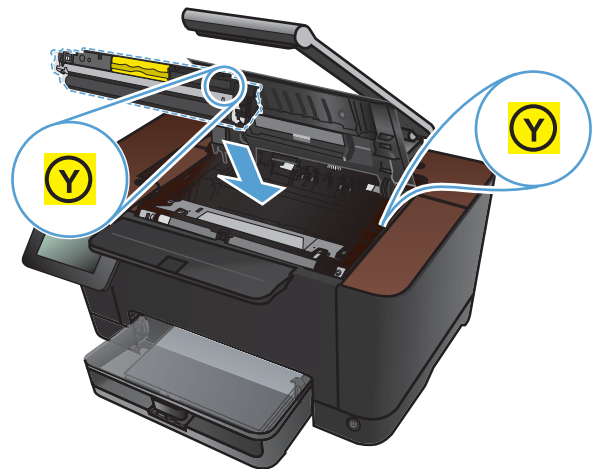
12. Remove the sealing tape from the print cartridge. Place the tape in the print-cartridge box to return for recycling.



13. Grasp the print cartridge by the center handle and insert the print cartridge into the product.

NOTE: Compare the color label on the print cartridge to the color label in the carousel slot to make sure the print cartridge color matches the carousel position. (The black carousel position has no label.)

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

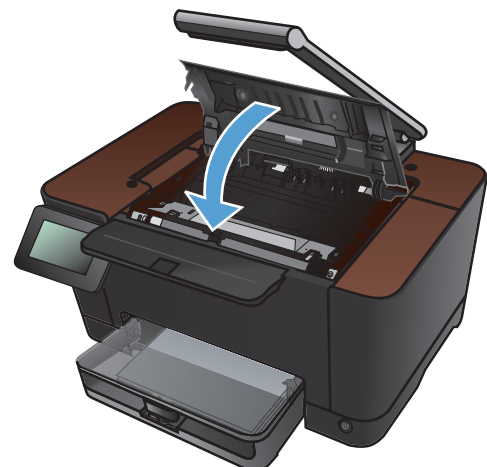


14. Close the print cartridge door.

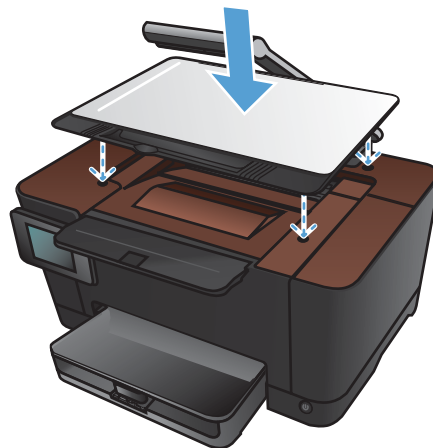
NOTE: After closing the print cartridge door, the control panel shows the **Calibrating...** message. Allow a few minutes for the product to calibrate.

NOTE: If you need to replace another print cartridge, you must close the print cartridge door before touching the [Cartridge Rotate](#) button again.

You do not need to wait for the product to calibrate when replacing the second print cartridge. Instead, touch the [Cartridge Rotate](#) button to rotate the carousel into position. After you have replaced the print cartridges, the product calibrates.



15. Reinstall the capture stage.



16. Lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.



Imaging drum

 **NOTE:** The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on the supplies status page. The HP Premium Protection Warranty applies only to the print cartridges for the product.

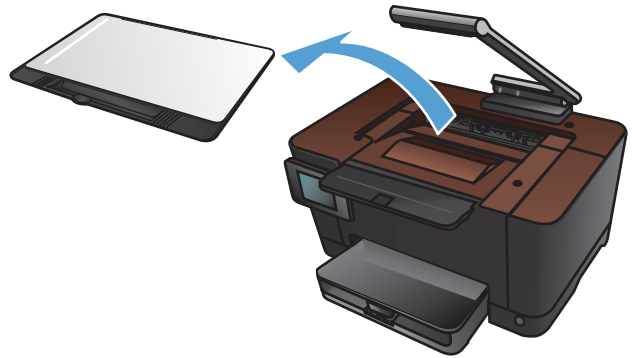
1. Remove the paper from the input tray.



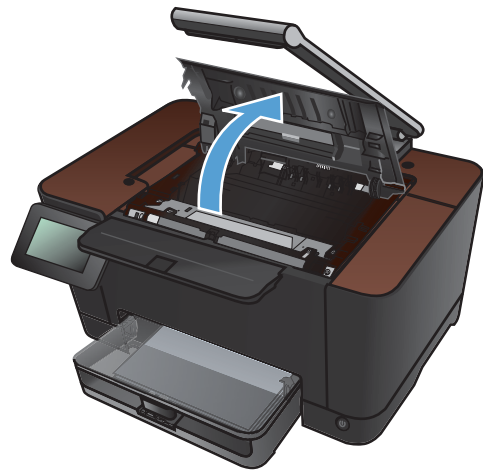
2. Raise the camera arm to the fully open position.



3. Remove the capture stage and set it aside.



4. Open the print-cartridge door.



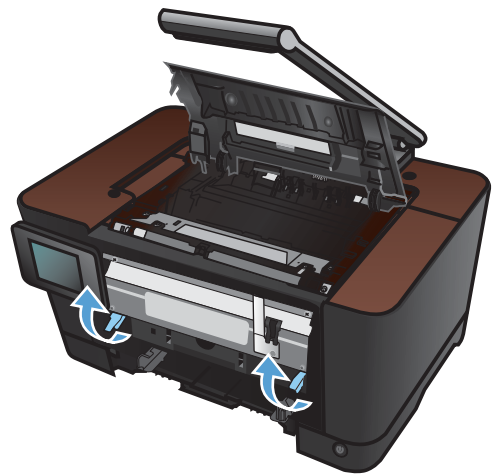
5. Pull the input tray straight out to remove it.



6. Pull out on the top right portion of the front cover, and rotate it forward to release the right side. Remove the front cover from the product.



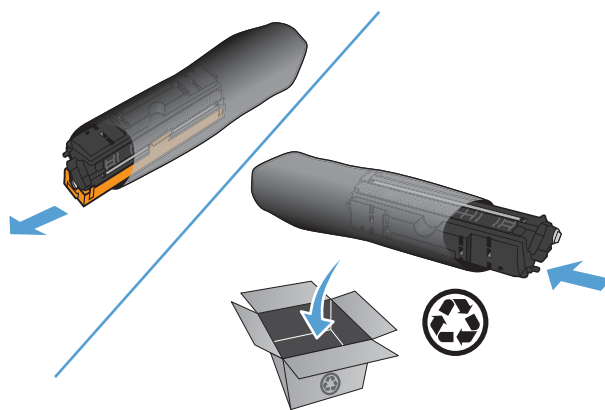
7. Lift the two levers that hold the imaging drum.



8. Remove the old imaging drum.



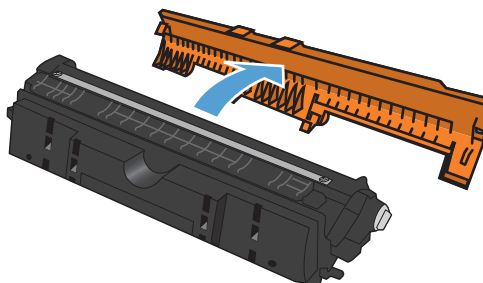
9. Remove the new imaging drum from the packaging. Place the used imaging drum in the bag and box for recycling.



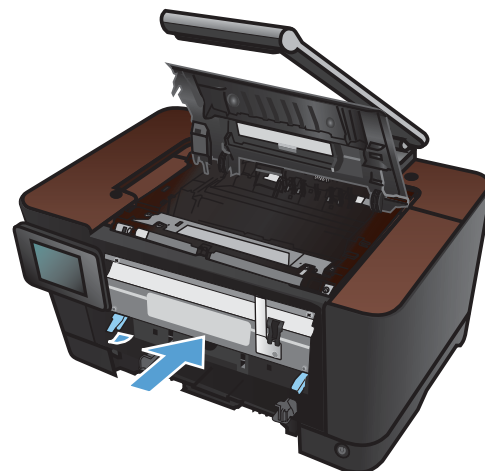
10. Remove the protective shielding from the new imaging drum.

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

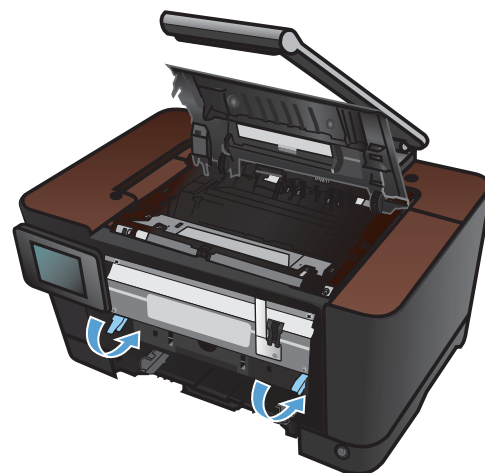
CAUTION: Do not touch the green roller. Fingerprints can cause print-quality problems.



11. Insert the new imaging drum in the product.



12. Lower the two levers that hold the imaging drum.



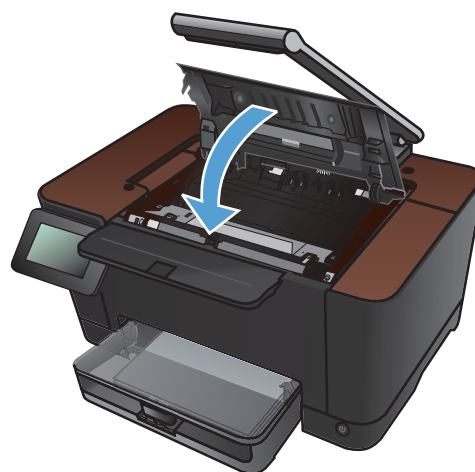
- 13.** Reinstall the front cover. Insert the left side first, and then rotate the cover into place.



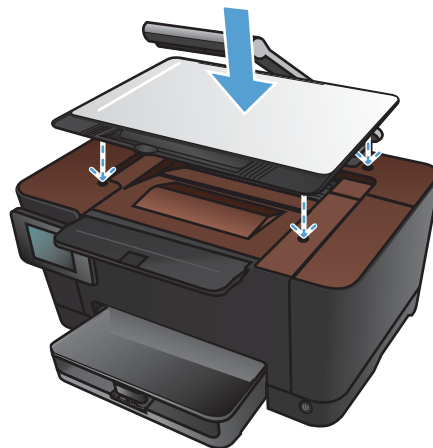
- 14.** Reinstall the input tray.



- 15.** Close the print-cartridge door.



16. Reinstall the capture stage.



17. Lower the camera arm.

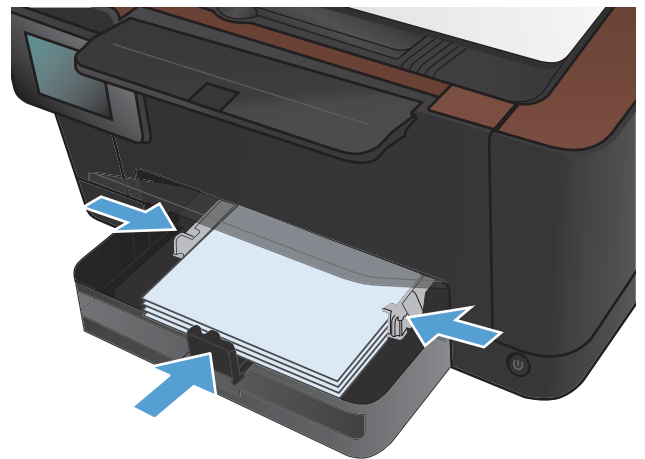
NOTE: Lower the camera arm to protect the camera lens cover from damage.



- 18.** Load the paper in the input tray.



- 19.** Adjust the guides until they are snug against the paper.

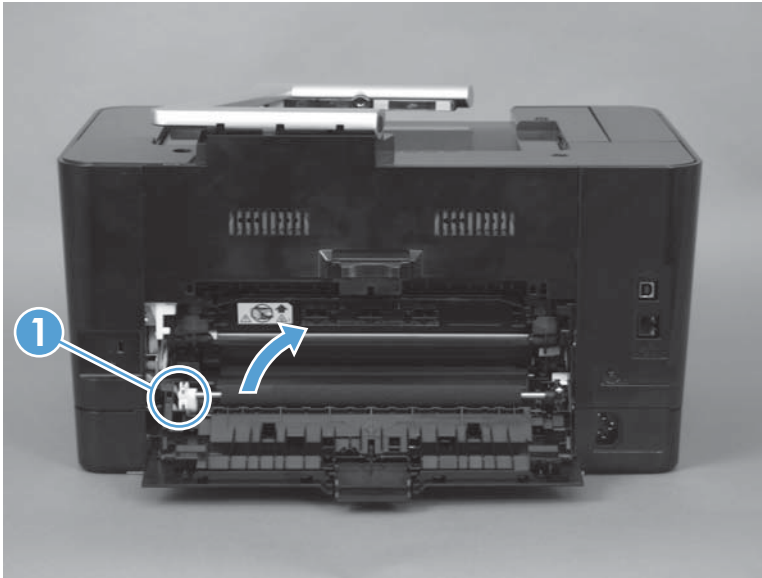


Secondary transfer roller

CAUTION: Do not touch the black spongy part of the roller. Skin oils might cause print-quality problems.

1. Open the rear door.
2. Push in on the two clips at the left end of the roller (callout 1), and then rotate the roller up and pull it to the left to remove it from the product.

Figure 1-5 Remove the secondary transfer roller



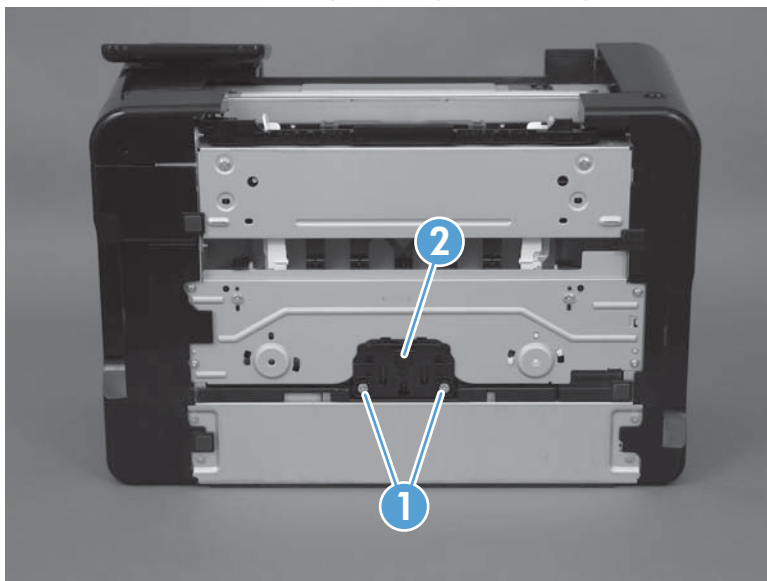
Separation pad assembly

1. Turn the product face up.

 **NOTE:** Dirt and debris can scratch the surface of the product. Make sure that you place the product face up on a clean work space or on a clean soft cloth.

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

Figure 1-6 Remove the separation pad assembly (1 of 1)

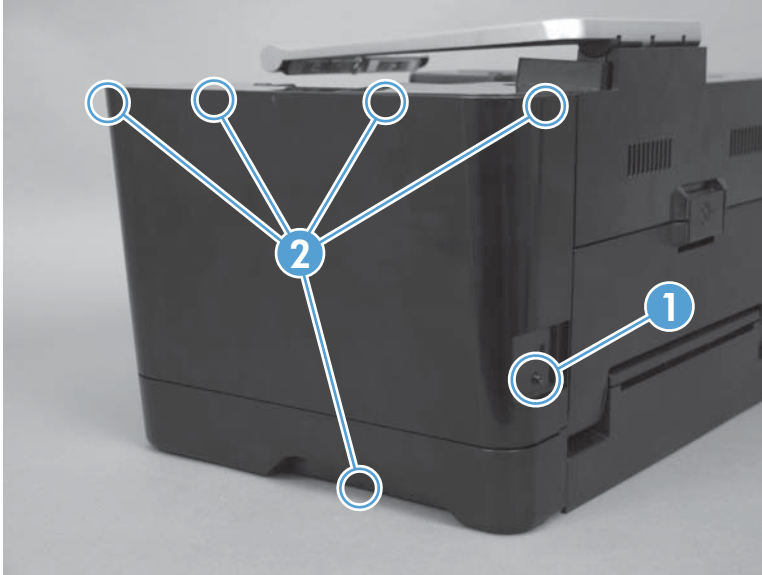


Covers, pickup roller, and camera arm

Right cover assembly

- ▲ Remove one screw (callout 1), and then starting at the rear vertical edge, release five tabs (callout 2) and remove the right cover assembly.

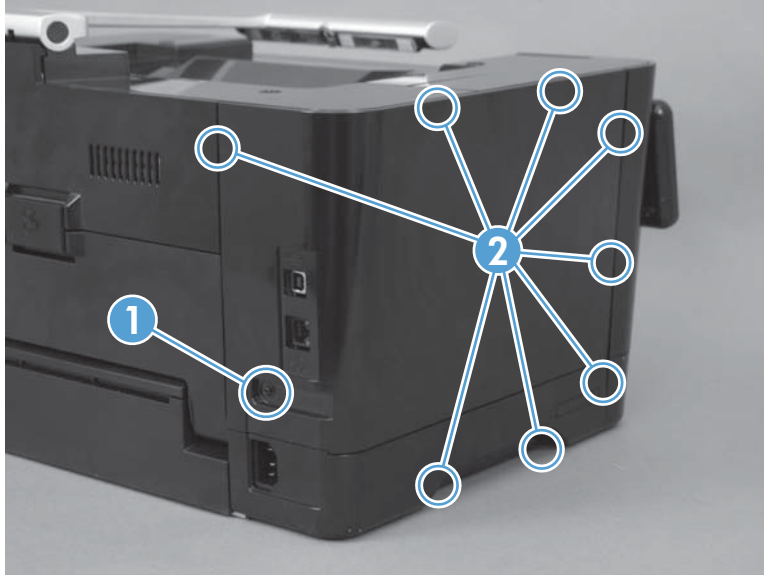
Figure 1-7 Remove the right cover assembly



Left rear cover assembly

- ▲ Remove one screw (callout 1), and then starting at the rear vertical edge, release seven tabs (callout 2) and remove the left rear cover assembly.

Figure 1-8 Remove the left rear cover assembly



Pickup roller

Rotate the pickup roller to the service position

To gain access to the roller locking tabs you must rotate the roller to the correct position for removal.

1. Make sure that one sheet of paper is loaded in the input tray.

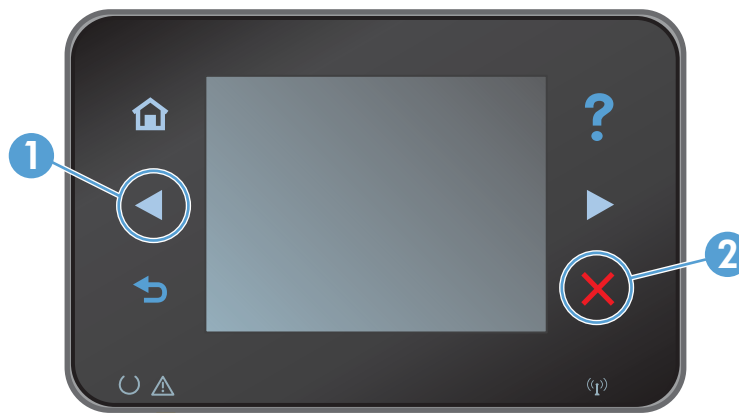
 **NOTE:** If more than one sheet of paper is loaded in the tray, this procedure will not be successful.

2. Open the 2ndary Service menu:

- a. When the product is in the Ready state, touch the Setup  button.
- b. Touch the area on the control panel where the left arrow would be (callout 1), and then touch the area on the control panel where the Cancel button would be (callout 2).

 **NOTE:** These buttons are active even when they are not illuminated.

Figure 1-9 Open the 2ndary Service menu



- c. Touch the Setup  button again, and then touch the **2ndary Service** button.
3. Scroll down and touch the **Pick roller** button. Touch the **OK** button to rotate the roller to the removal position.
 4. Turn the product off. Unplug the product before removing any components.

 **NOTE:** When the roller is in the removal position, the sheet of paper will have been pulled into the paper path by about 12 mm (.5 in). This is visual confirmation that the roller has rotated to the removal position.

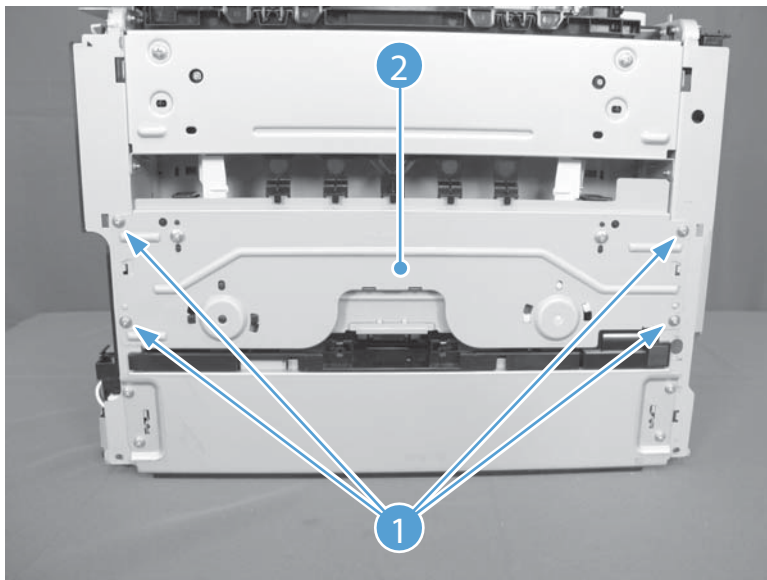
Before proceeding, remove the following components:

- Separation pad assembly. See [Separation pad assembly on page 21](#).
- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).

Remove the pickup roller assembly

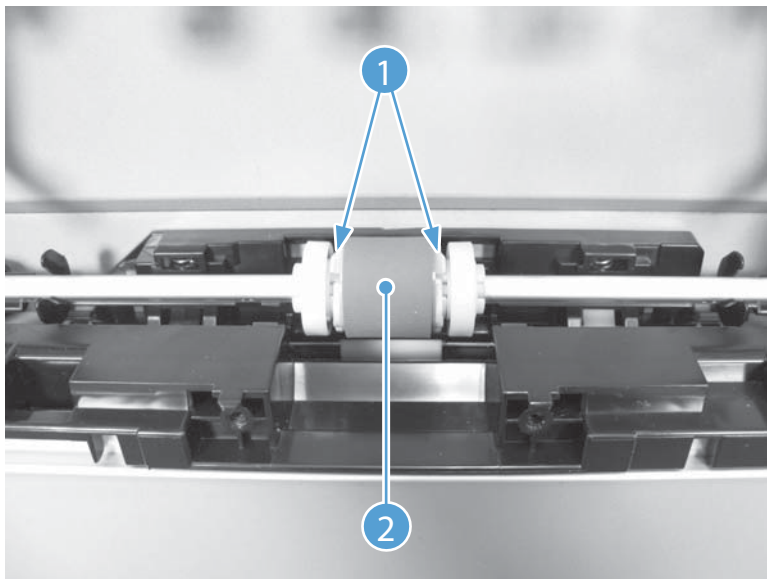
1. Remove four screws (callout 1) and the lower stay part (callout 2).

Figure 1-10 Remove the pickup roller assembly (1 of 2)



2. Release two tabs (callout 1) and remove the pickup roller (callout 2).

Figure 1-11 Remove the pickup roller assembly (2 of 2)



Rear door assembly

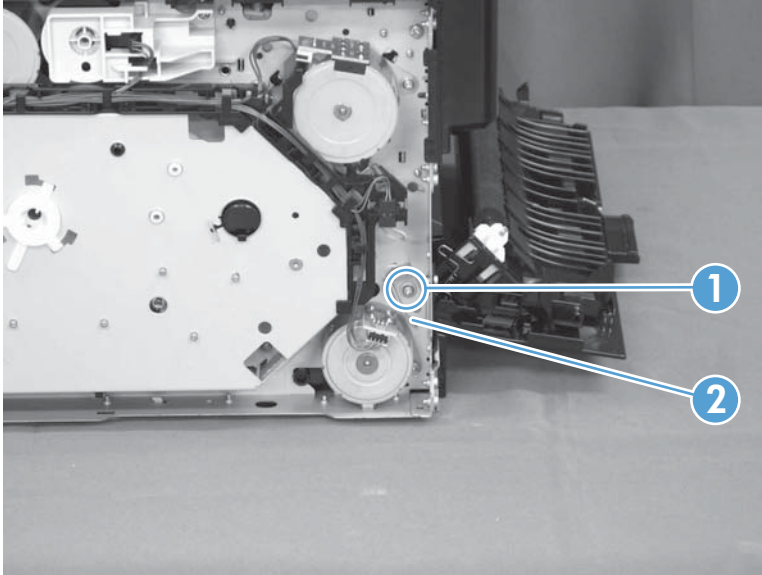
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).

Remove the rear door assembly

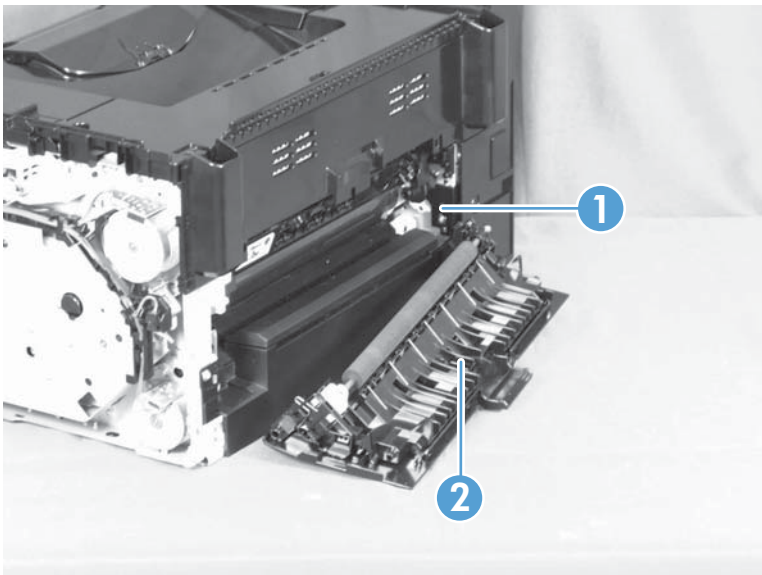
1. Remove one screw (callout 1) and the bushing (callout 2).

Figure 1-12 Remove the rear door assembly (1 of 2)



2. Pull out the shaft (callout 1) and remove the rear door assembly (callout 2).

Figure 1-13 Remove the rear door assembly (2 of 2)



Rear-lower cover

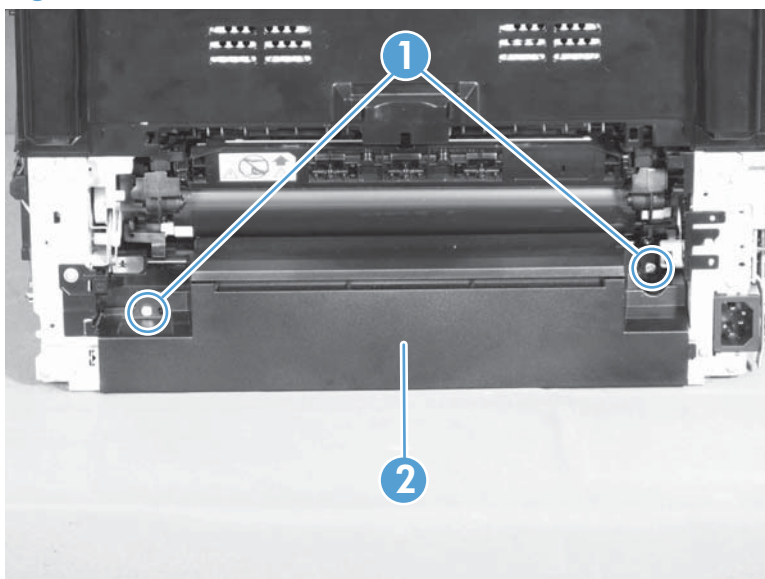
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Rear door assembly. See [Rear door assembly on page 26](#).

Remove the rear-lower cover

Remove two screws (callout 1) and the rear lower cover assembly (callout 2).

Figure 1-14 Remove the rear-lower cover



Cosmetic cover

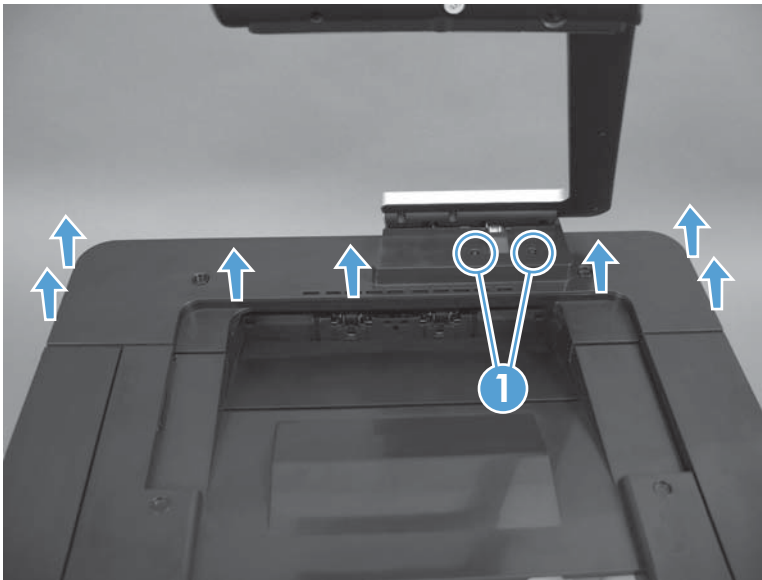
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).

Remove the cosmetic cover

- ▲ Remove two screws (callout 1), and then, starting at each end and working toward the center, use a small flat-blade screwdriver to gently unsnap the cover. Pull the cover straight forward to remove it.

Figure 1-15 Remove the cosmetic cover



Fuser cover

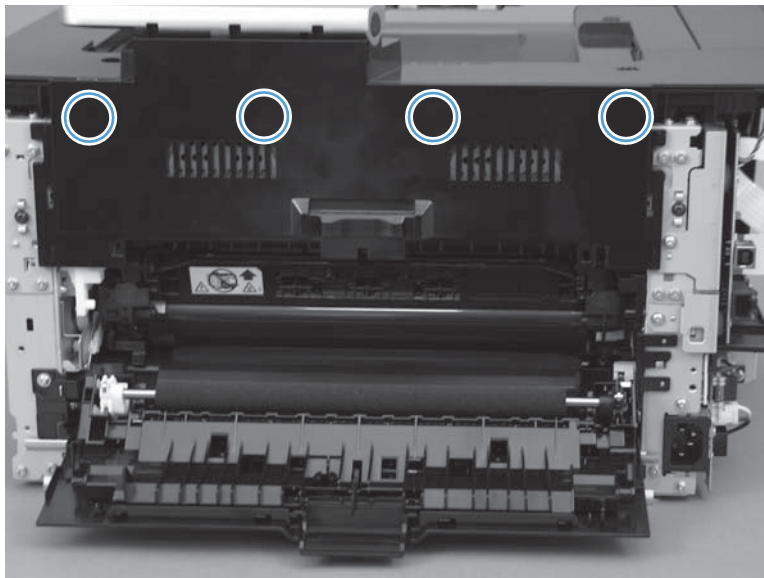
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).

Remove the fuser cover

- ▲ Release four tabs, and starting at the top, pull off the fuser cover.

Figure 1-16 Remove the fuser cover



Camera arm assembly

 **NOTE:** The formatter board contains camera-arm calibration data that is specific to each camera arm. Camera arms cannot be swapped between units. Replacement camera arms require re-calibration to create new calibration data.

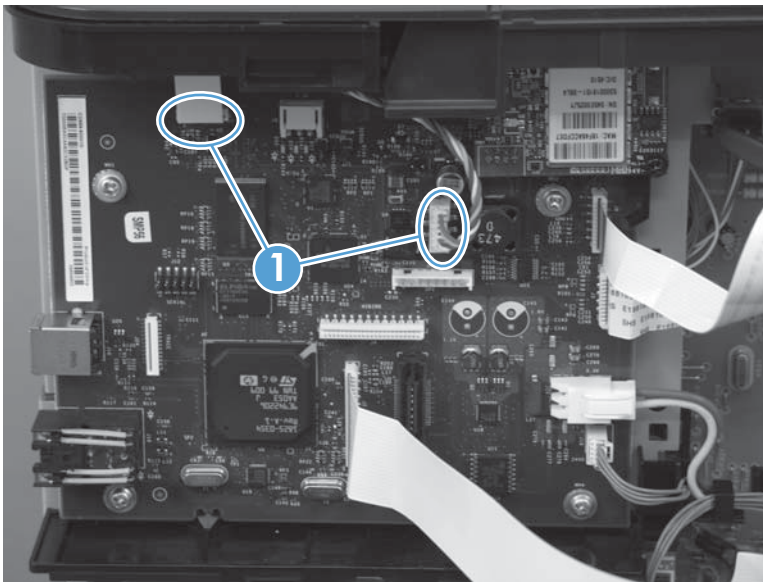
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).

Remove the camera arm assembly

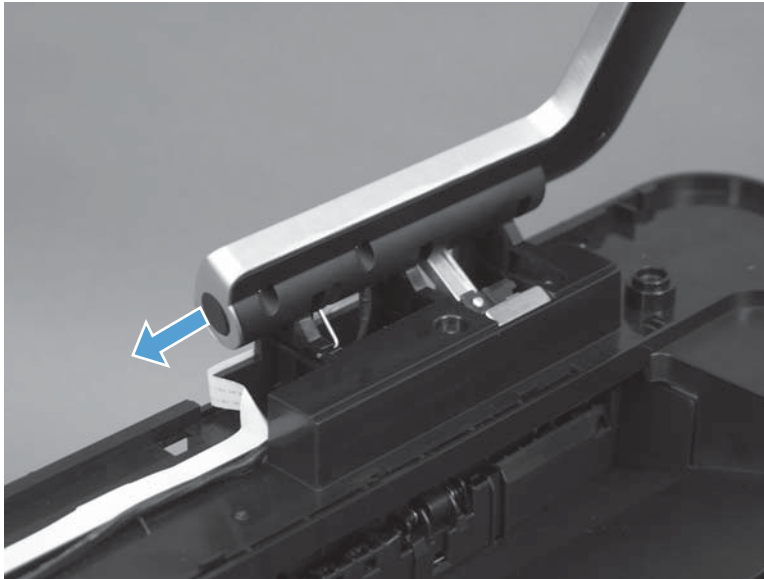
1. On the left side of the product, disconnect one connector and one FFC (callout 1) from the formatter. Thread them up through the opening in the top cover.

Figure 1-17 Remove the camera arm assembly (1 of 6)



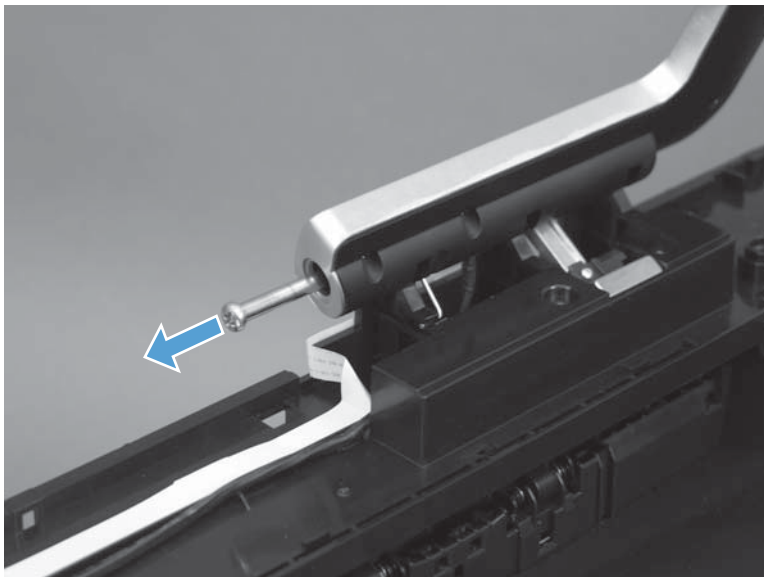
2. Remove the rubber cap from the end of the base of the camera arm.

Figure 1-18 Remove the camera arm assembly (2 of 6)



3. Remove the hinge screw.

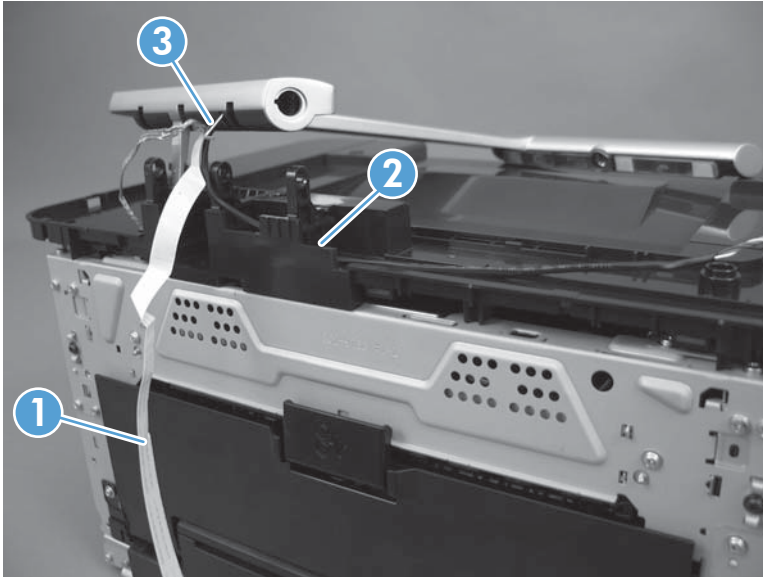
Figure 1-19 Remove the camera arm assembly (3 of 6)



4. Release the adhesive on the FFC (callout 1), route the wire bundle through the guide (callout 2). Rotate the camera arm forward and pull it up to release the spring (callout 3).

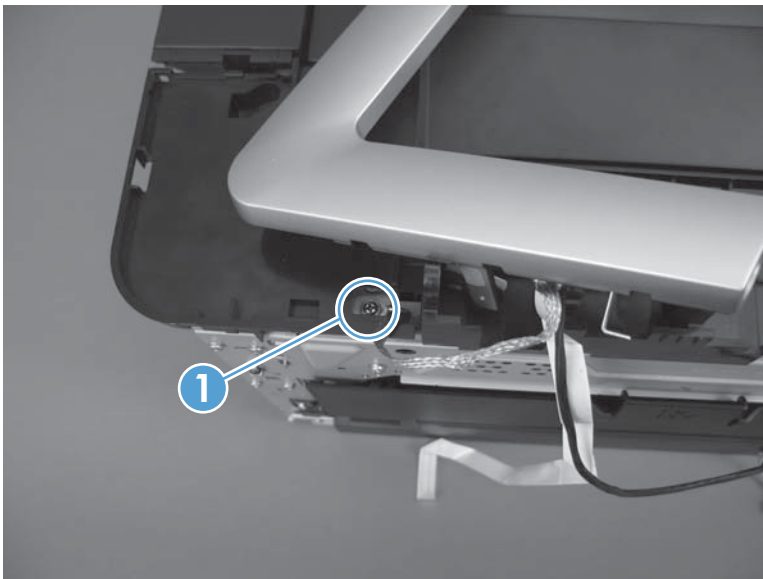
 **NOTE:** Two ferrite cores are attached to the FFC. They are not shown in this photograph.

Figure 1-20 Remove the camera arm assembly (4 of 6)



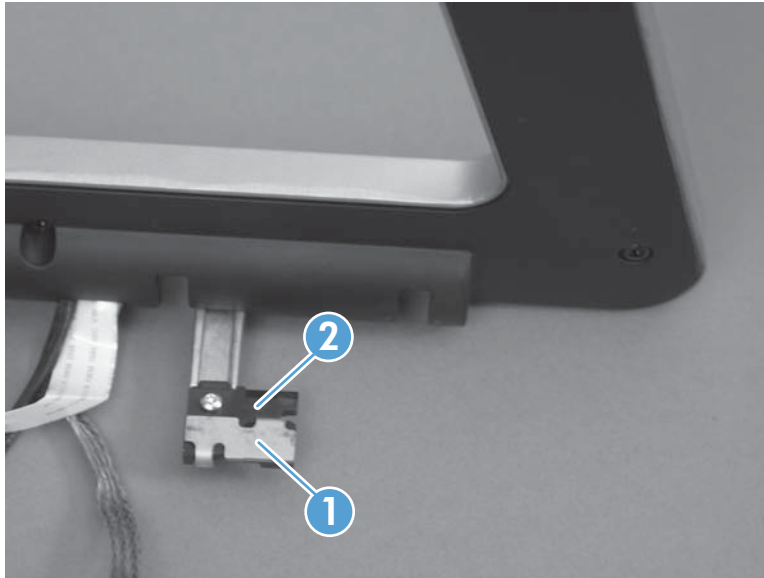
5. Remove one screw (callout 1) to release the grounding cable, and then remove the camera arm assembly.

Figure 1-21 Remove the camera arm assembly (5 of 6)



6. If you need to install a different camera-arm alignment plate, remove the rectangular plate (callout 1) by sliding it to the right, and then remove one Torx6 screw to remove the alignment plate (callout 2).

Figure 1-22 Remove the camera arm assembly (6 of 6)



Top cover assembly

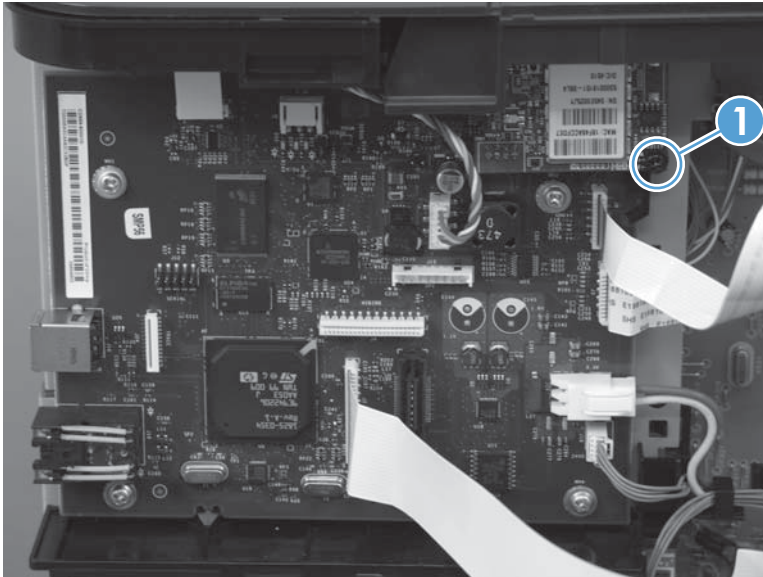
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).

Remove the top cover assembly

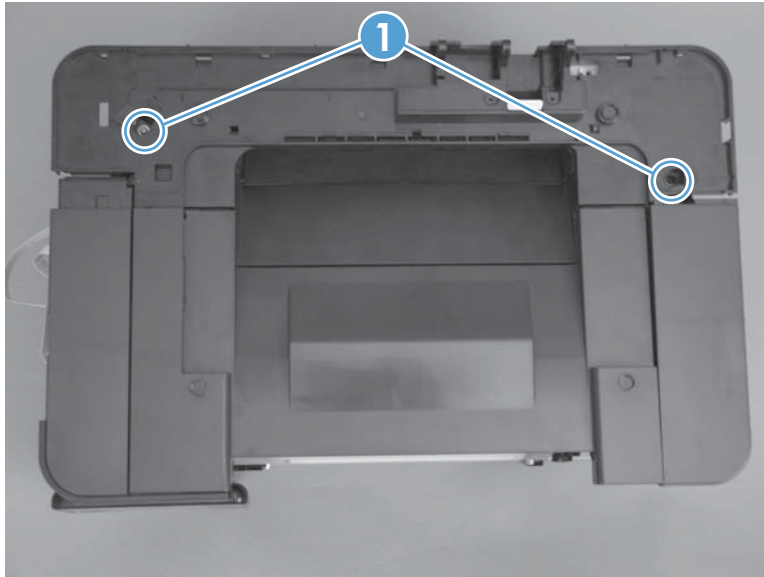
1. Remove one screw (callout 1), and then remove the wireless PCA at the top right corner of the formatter.

Figure 1-23 Remove the top cover assembly (1 of 4)



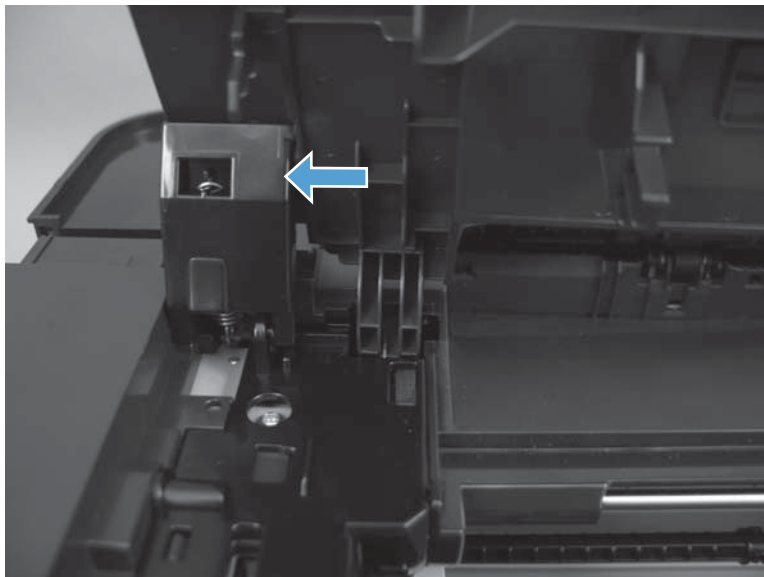
2. Remove two screws (callout 1).

Figure 1-24 Remove the top cover assembly (2 of 4)



3. Push the door hinge to the left to release it.

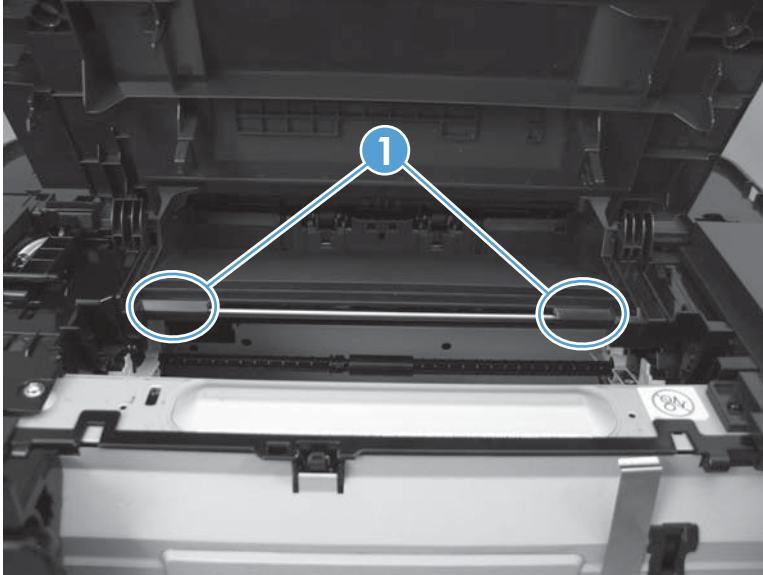
Figure 1-25 Remove the top cover assembly (3 of 4)



4. Flex the top cover to release it from the horizontal shaft in two locations (callout 1), and remove the top cover assembly.

⚠ CAUTION: When removing and reinstalling this cover, be careful not to bend the two small springs that are directly beneath the print-cartridge door hinges.

Figure 1-26 Remove the top cover assembly (4 of 4)



Door hinge

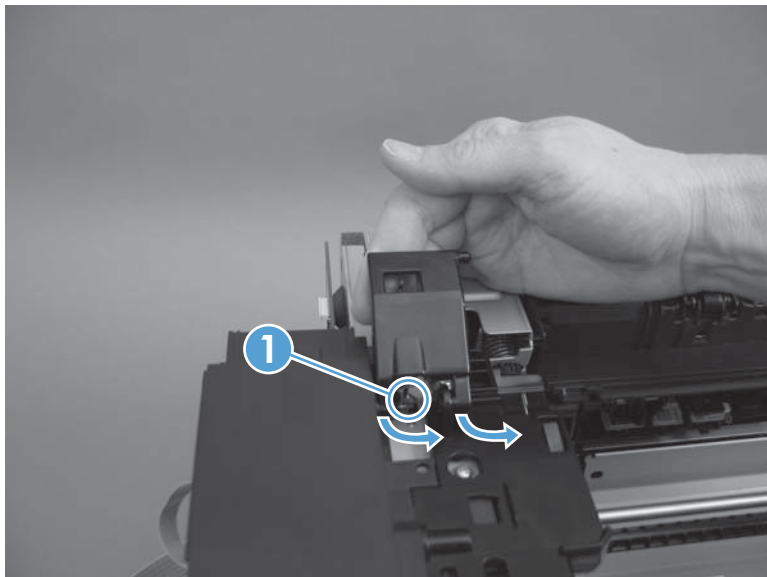
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).

Remove the door hinge

- ▲ Rotate the door hinge to the right to release the pins, and then release the spring (callout 1).

Figure 1-27 Remove the door hinge



Left front cover and control panel assembly

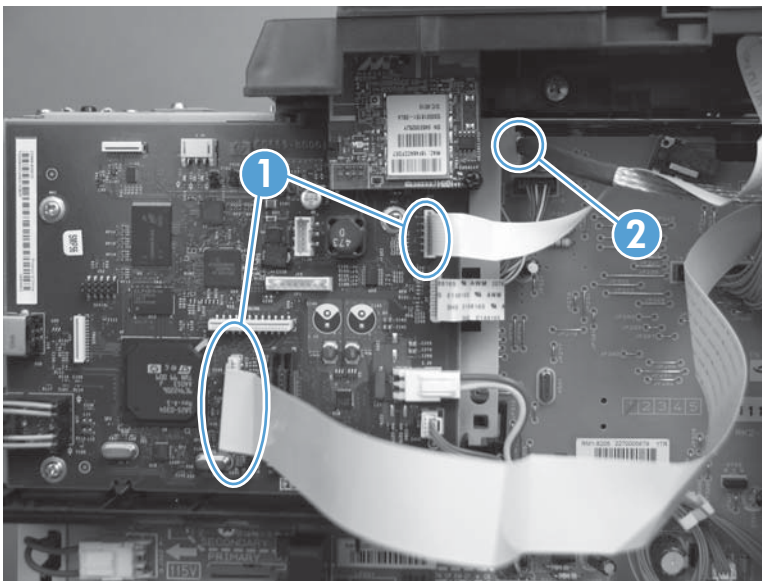
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).

Remove the left front cover and control panel assembly

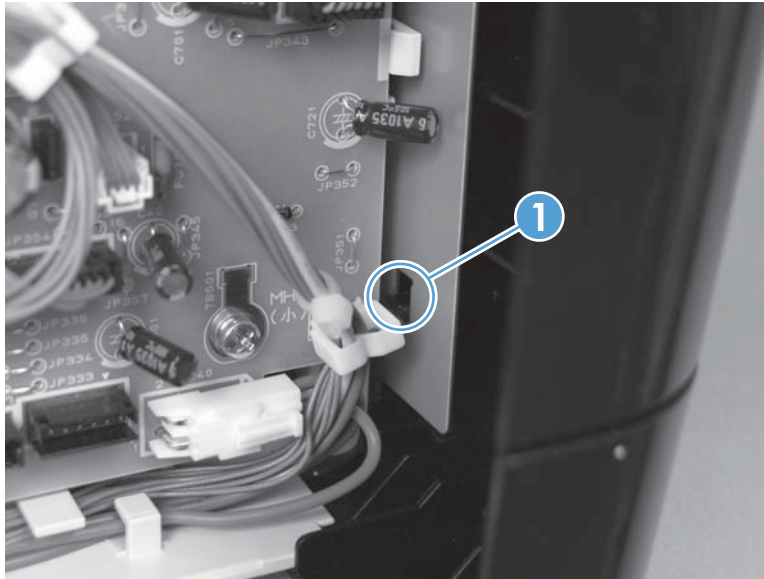
1. On the formatter, disconnect two FFCs (callout 1), and disconnect the control-panel grounding cable (callout 2).

Figure 1-28 Remove the left front cover and control panel assembly (1 of 5)



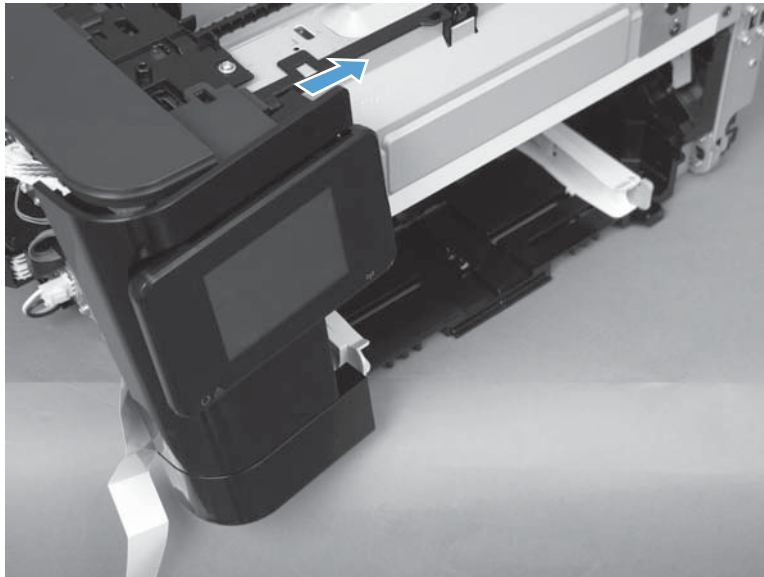
2. Inside the left front cover, near the bottom, push up on the tab (callout 1) to release it.

Figure 1-29 Remove the left front cover and control panel assembly (2 of 5)



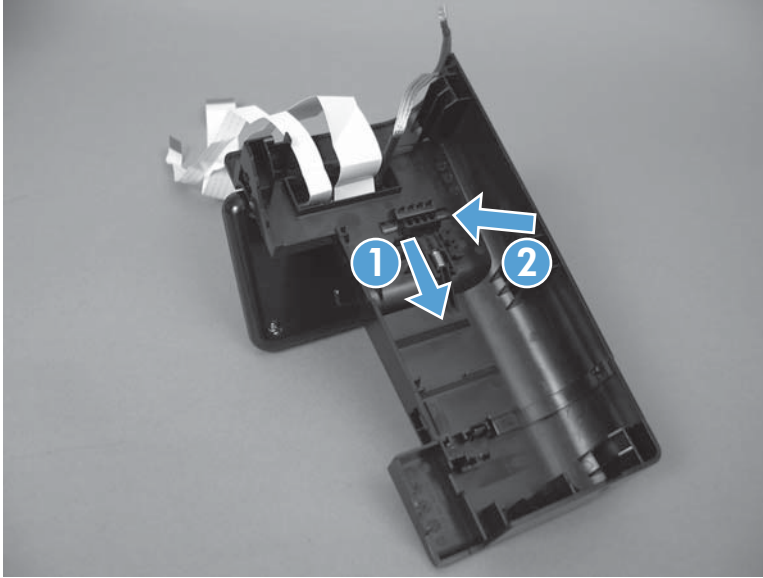
3. Rotate the left front cover to the right and slightly down to release the pin. Remove the left front cover and control panel assembly.

Figure 1-30 Remove the left front cover and control panel assembly (3 of 5)



4. To separate the control panel from the left front cover, extend the control panel to its fully open position. Pull down on the control-panel release bracket (callout 1) hold it open while you push the control-panel kickstand through the slot (callout 2).

Figure 1-31 Remove the left front cover and control panel assembly (4 of 5)



5. Push the control-panel kickstand straight up to remove it.

Figure 1-32



Top-upper-left front cover

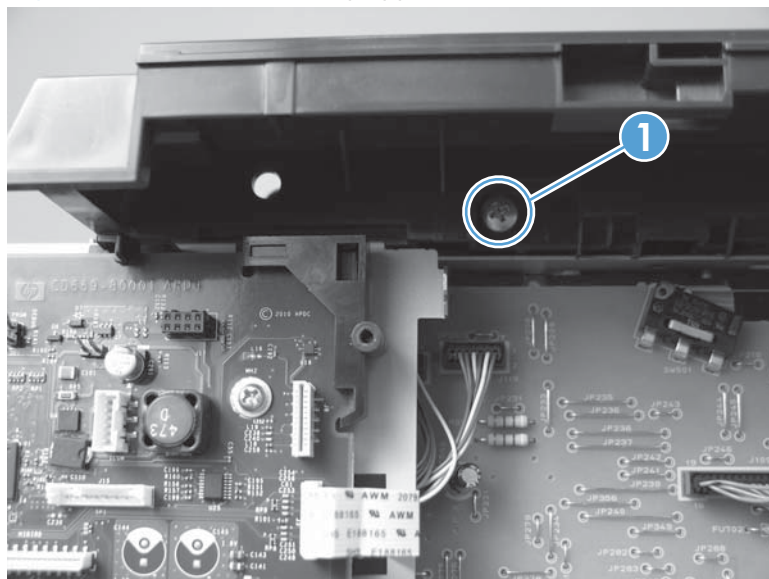
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).

Remove the top-upper-left front cover

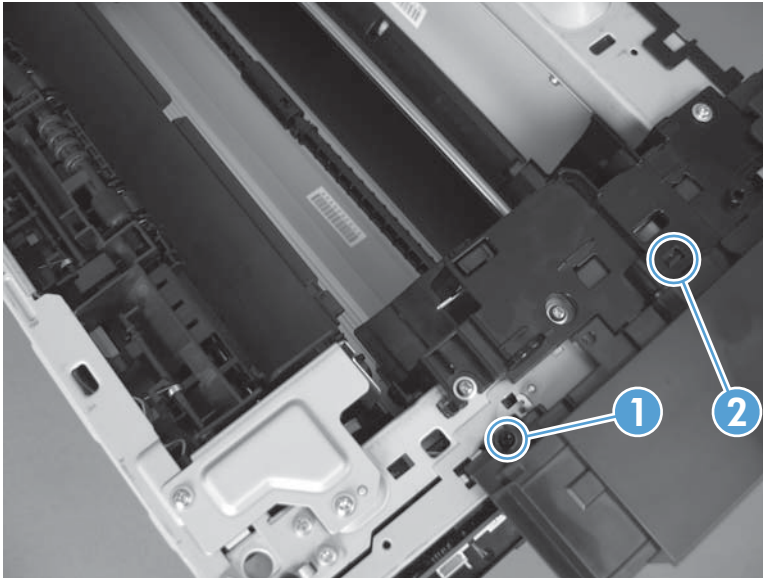
1. Underneath the top-upper-left front cover, remove one screw (callout 1).

Figure 1-33 Remove the top-upper-left front cover (1 of 2)



2. Remove one screw (callout 1), and release one tab (callout 2). Remove the top-upper-left front cover.

Figure 1-34 Remove the top-upper-left front cover (2 of 2)



Top-upper-right front cover

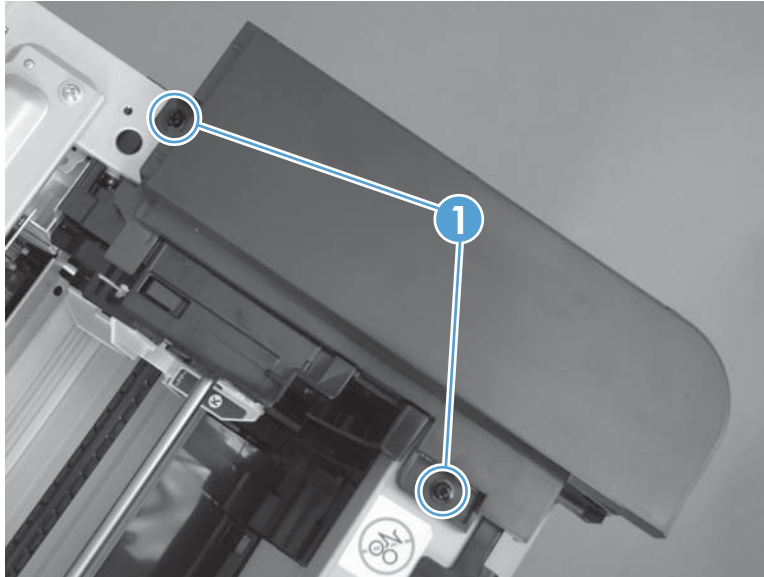
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).

Remove the top-upper-right front cover

- ▲ Remove two screws (callout 1), and remove the top-upper-right front cover.

Figure 1-35 Remove the top-upper-right front cover



Inner cover

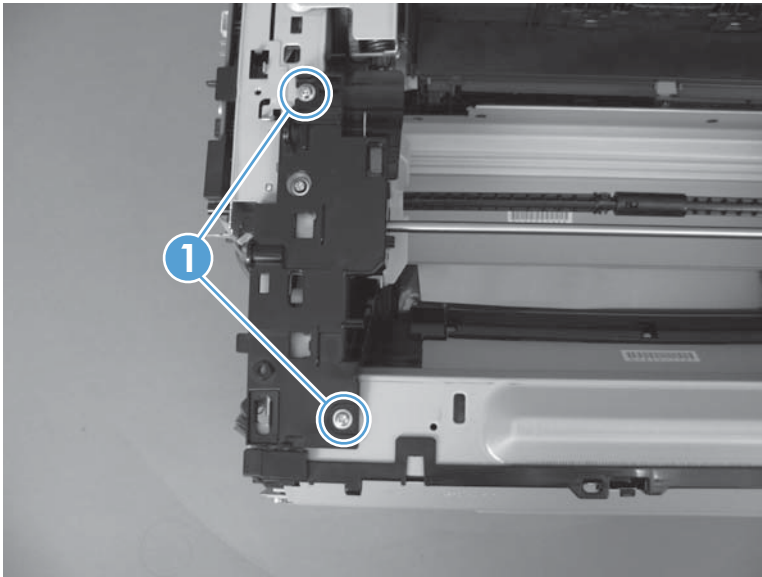
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).
- Top-upper-left-front cover. See [Remove the top-upper-left-front cover on page 41](#).

Remove the inner cover

- ▲ Remove two screws (callout 1), and remove the inner cover.

Figure 1-36 Remove the inner cover



Main assemblies

Formatter and wireless PCA

CAUTION:  ESD sensitive.

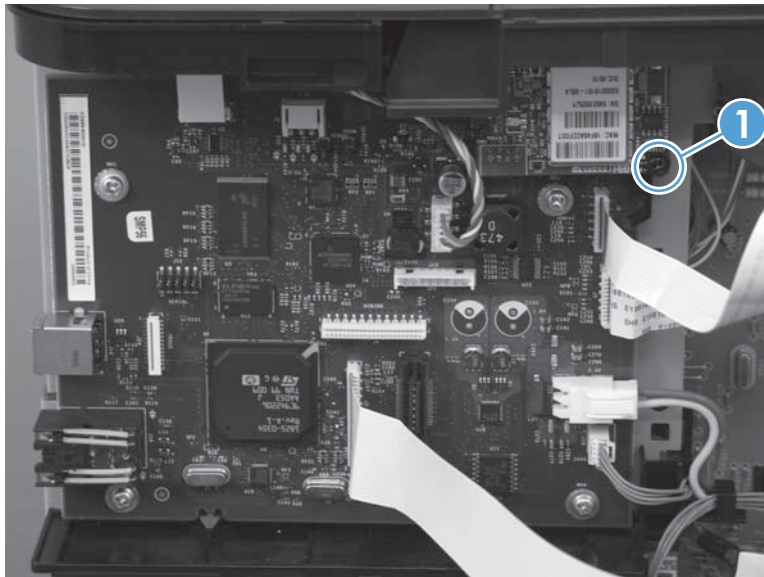
Before proceeding, remove the following components:

- Left rear cover assembly. See [Left rear cover assembly on page 23](#).

Remove the formatter and wireless PCA

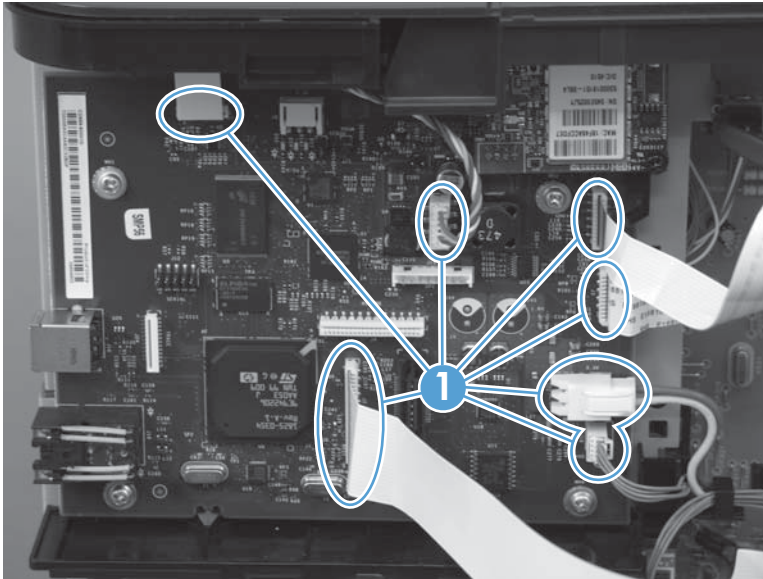
1. Remove one screw (callout 1), and then remove the wireless PCA at the top right corner of the formatter.

Figure 1-37 Remove the formatter and wireless PCA (1 of 3)



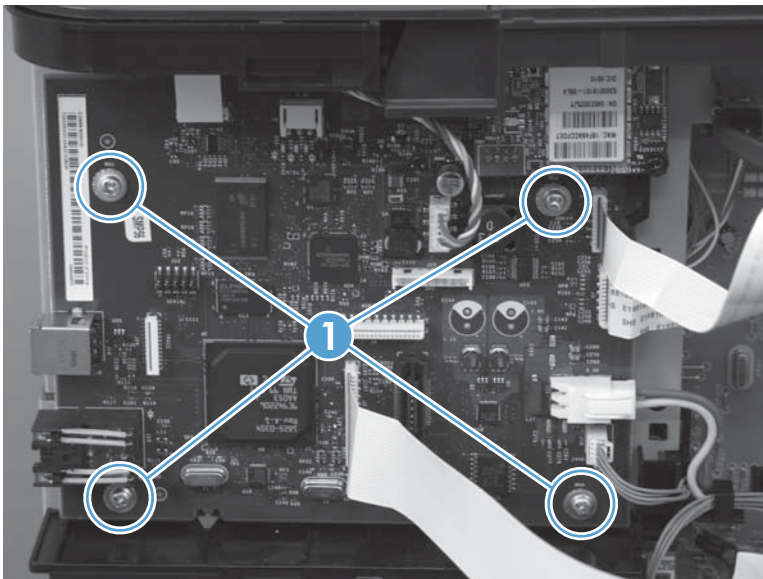
2. Disconnect three connectors and four FFCs (callout 1).

Figure 1-38 Remove the formatter and wireless PCA (2 of 3)



3. Remove four screws (callout 1), and then remove the formatter PCA.

Figure 1-39 Remove the formatter and wireless PCA (3 of 3)



Fuser power supply

CAUTION:  ESD sensitive.

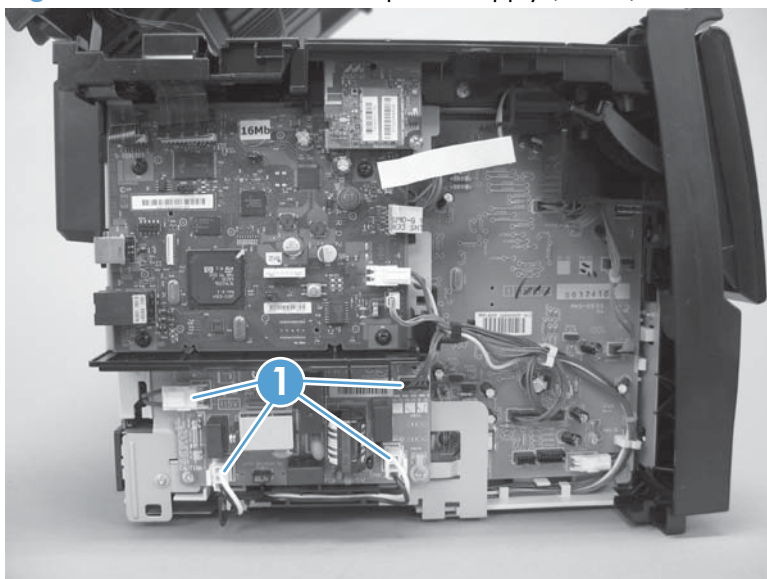
Before proceeding, remove the following components:

- Left rear cover. See [Left rear cover assembly on page 23](#).

Remove the fuser power supply

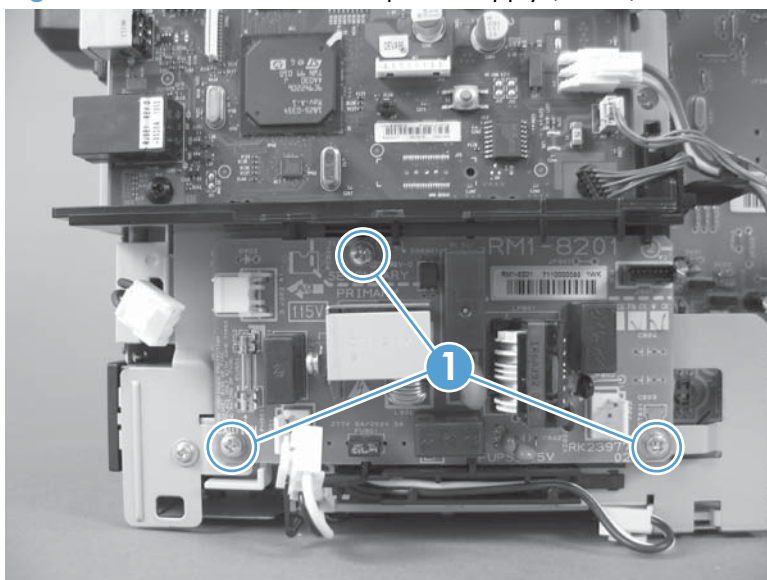
1. Disconnect four connectors (callout 1)

Figure 1-40 Remove the fuser power supply (1 of 2)



2. Remove three screws (callout 1), and then remove the fuser power supply.

Figure 1-41 Remove the fuser power supply (2 of 2)



ITB assembly



CAUTION:  ESD sensitive.



NOTE: If you have not removed the image drum before servicing the product, remove it now. See [Imaging drum on page 13](#).

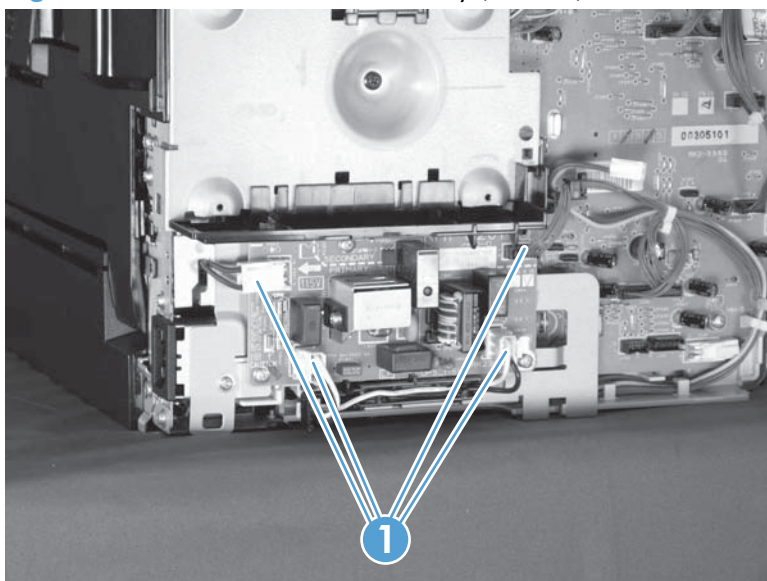
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Rear door. See [Rear door assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover on page 27](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).
- Top-upper-left-front cover. See [Remove the top-upper-left front cover on page 41](#).
- Inner cover. See [Inner cover on page 44](#).
- Formatter and wireless PCA. See [Formatter and wireless PCA on page 45](#).

Remove the ITB assembly

1. Disconnect four connectors (callout 1).

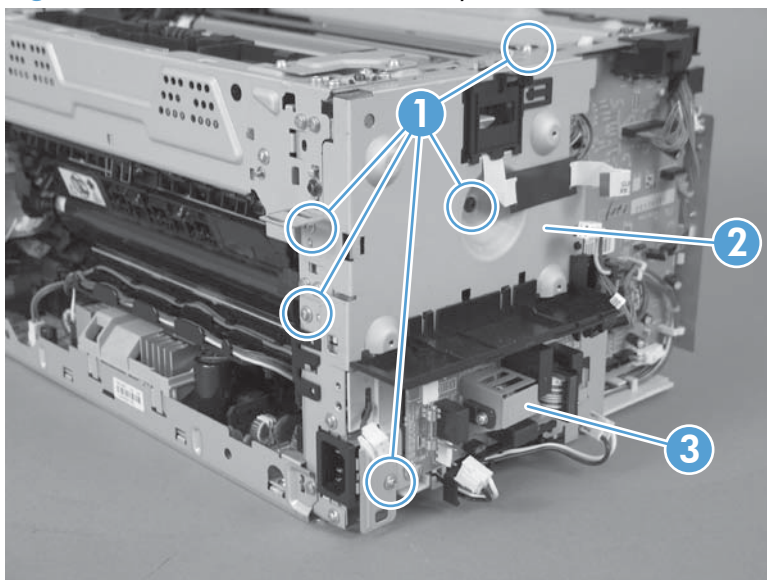
Figure 1-42 Remove the ITB assembly (1 of 17)



2. Remove five screws (callout 1), and then separate the sheet-metal plate (callout 2) and fuser power supply (callout 3) from the product.

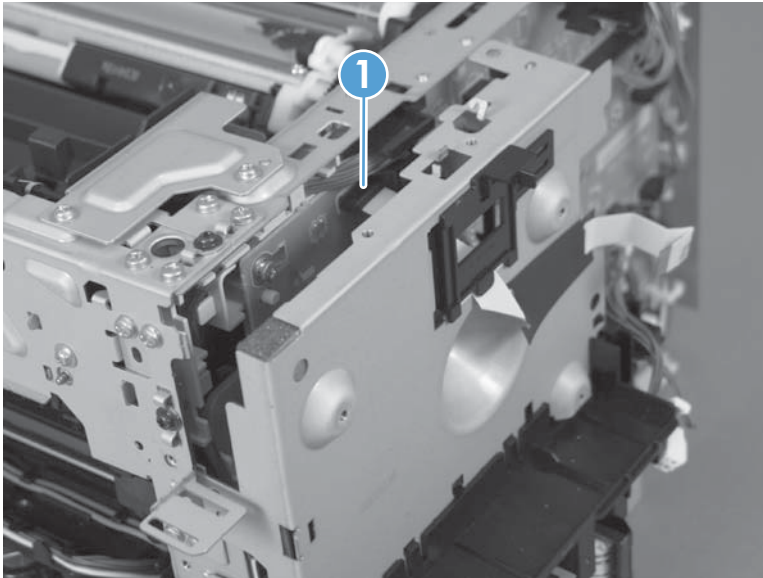
CAUTION: The sheet-metal plate and fuser power supply assembly is still attached to the product by a FFC connected to the engine controller assembly. Do not attempt to completely remove the assembly.

Figure 1-43 Remove the ITB assembly (2 of 17)



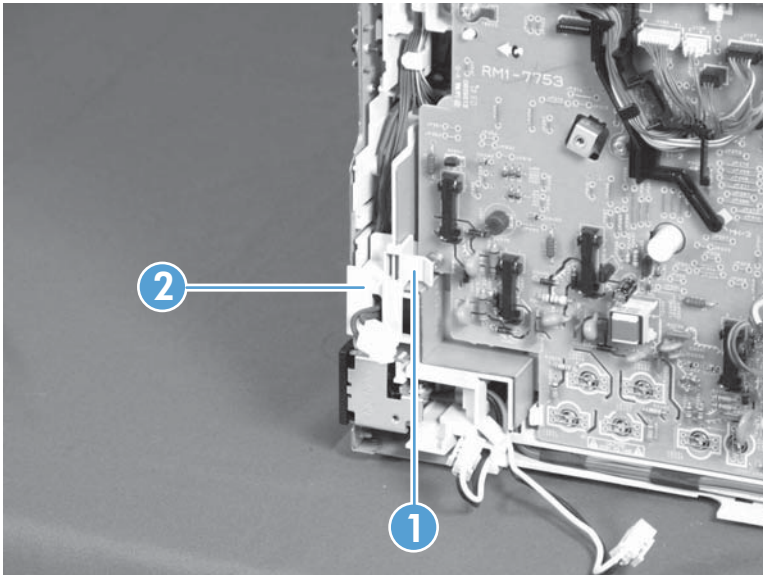
3. Disconnect one FFC (Callout 1), and then remove the sheet-metal plate and fuser power supply assembly.

Figure 1-44 Remove the ITB assembly (3 of 17)



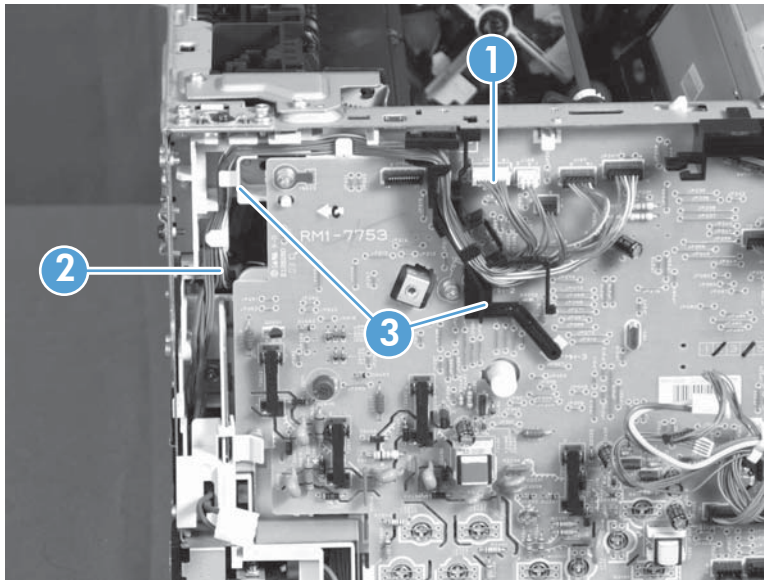
4. Release one tab (callout 1), and then remove the cable cover (callout 2).

Figure 1-45 Remove the ITB assembly (4 of 17)



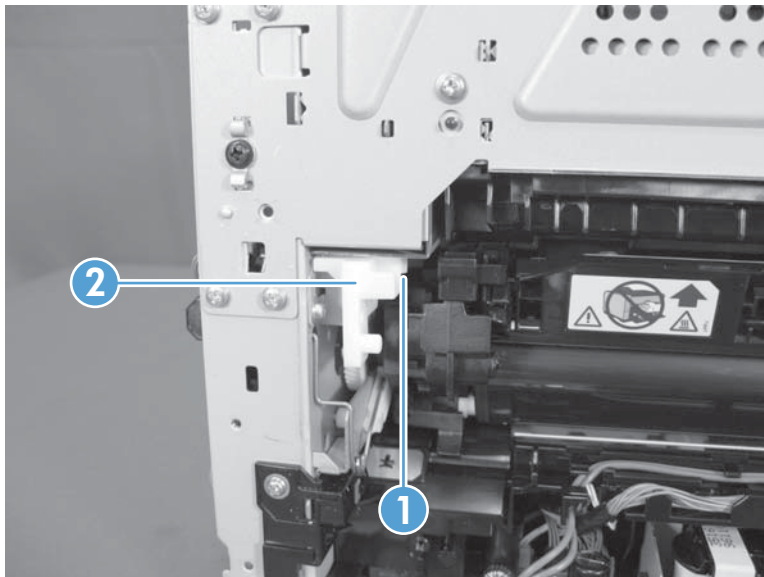
5. Disconnect one connector (callout 1), release the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-46 Remove the ITB assembly (5 of 17)



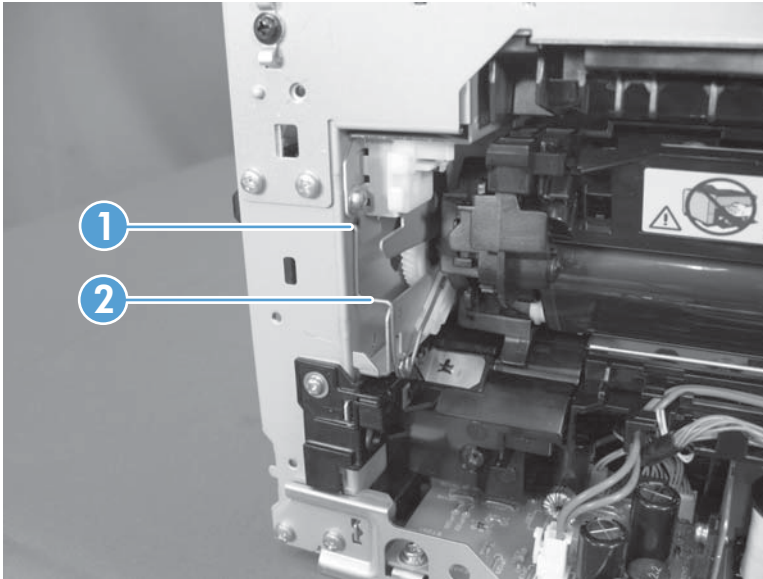
6. Release one tab (callout 1), and then remove the rear-door left-side arm (callout 2).

Figure 1-47 Remove the ITB assembly (6 of 17)



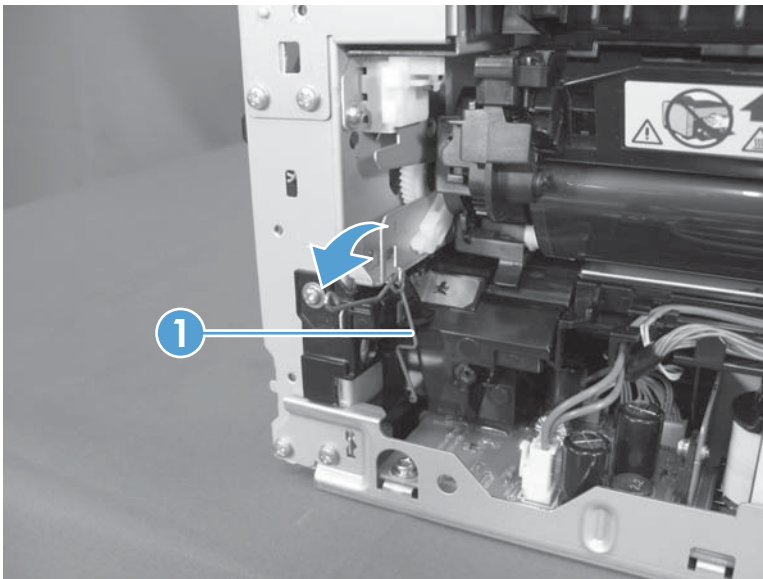
7. Release the hook end (callout 1) of the ITB fixing spring (callout 2).

Figure 1-48 Remove the ITB assembly (7 of 17)



8. Rotate the spring (callout 1) so that it faces out of the product.

Figure 1-49 Remove the ITB assembly (8 of 17)



9. Rotate the ITB fixing part (callout 1) so that it faces out of the product.

Figure 1-50 Remove the ITB assembly (9 of 17)

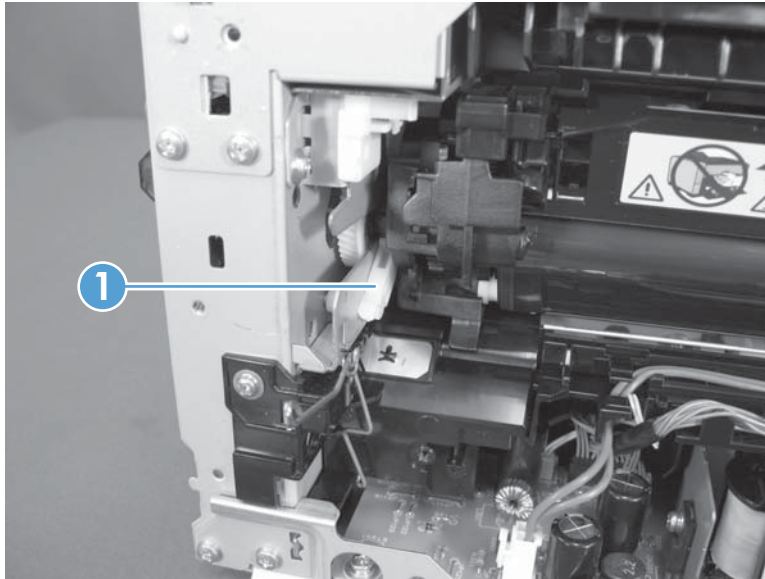
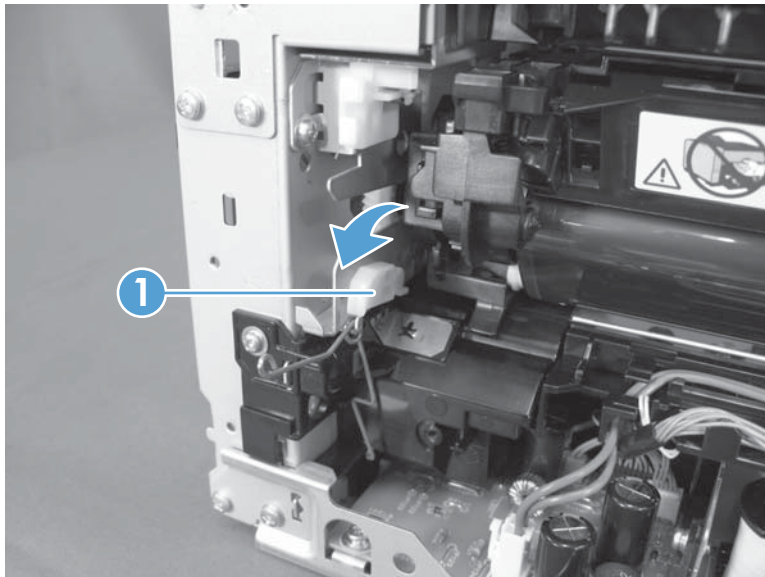
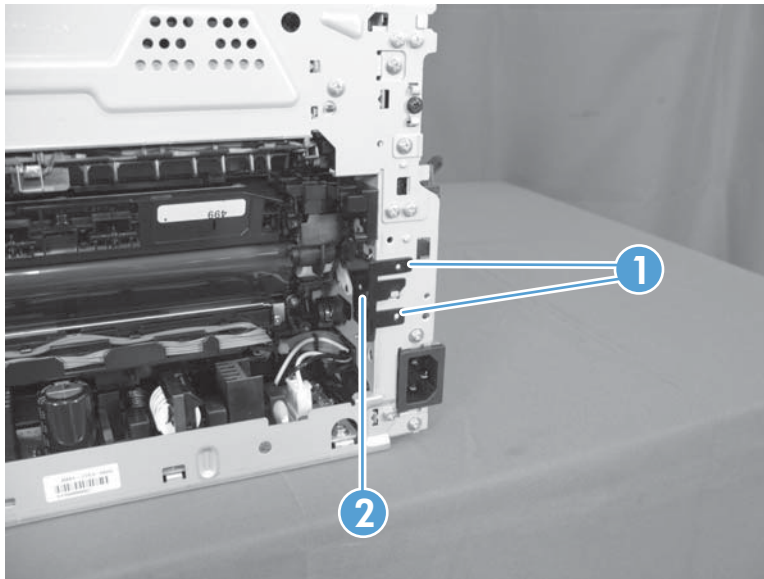


Figure 1-51 Remove the ITB assembly (10 of 17)



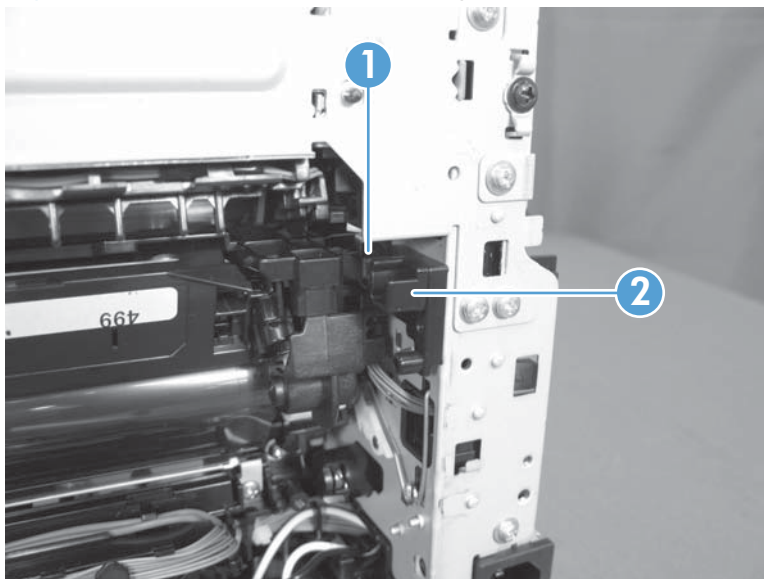
10. Release two tabs (callout 1), and then remove the spring cover (callout 2).

Figure 1-52 Remove the ITB assembly (11 of 17)



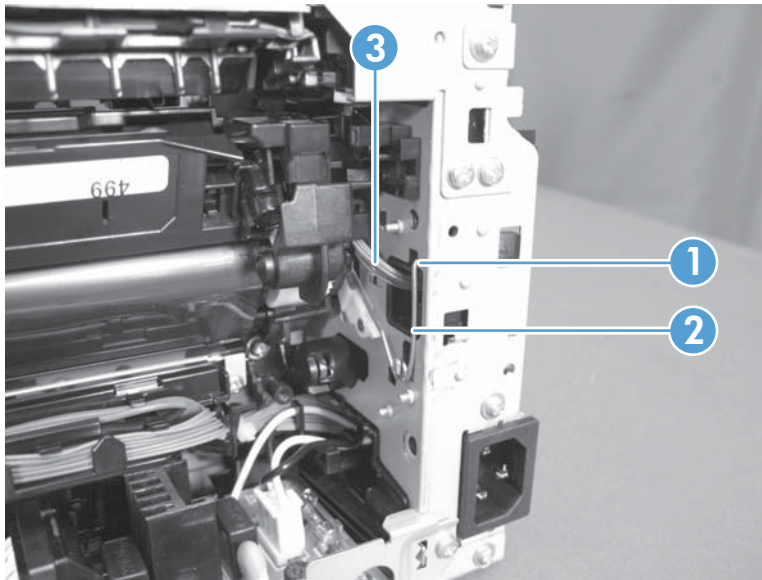
11. Release one tab (callout 1), and then remove the rear-door right-side arm (callout 2).

Figure 1-53 Remove the ITB assembly (12 of 17)



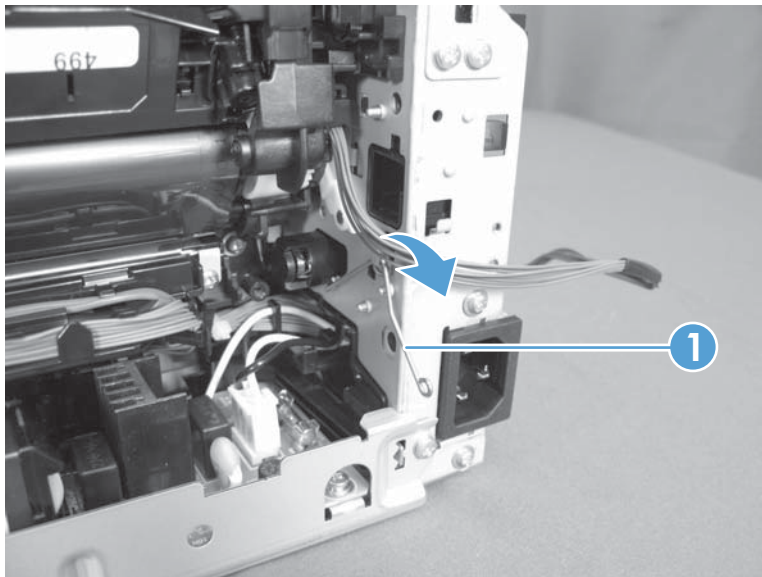
12. Release the hook end (callout 1) of the ITB fixing spring (callout 2), and then pull the wire harness (callout 3) through the hole in the chassis.

Figure 1-54 Remove the ITB assembly (13 of 17)



13. Rotate the spring (callout 1) so that it faces out of the product.

Figure 1-55 Remove the ITB assembly (14 of 17)



14. Rotate the ITB fixing part (callout 1) so that it faces out of the product.

Figure 1-56 Remove the ITB assembly (15 of 17)

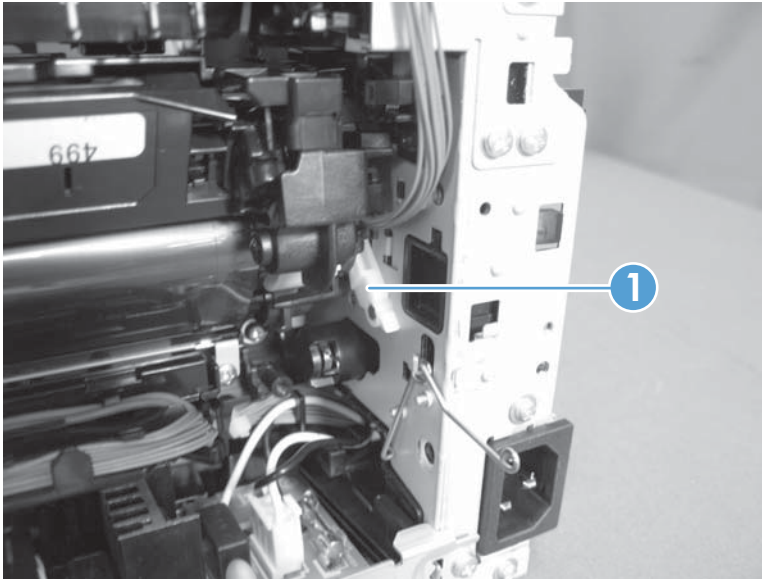
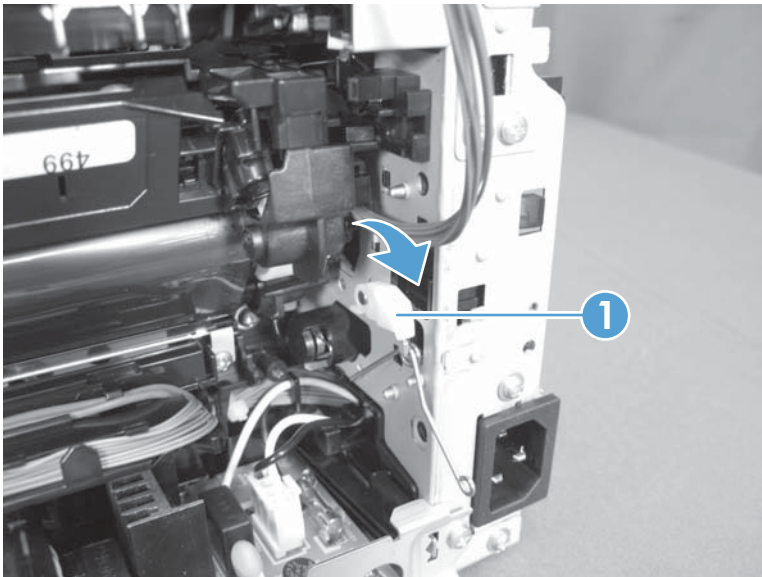


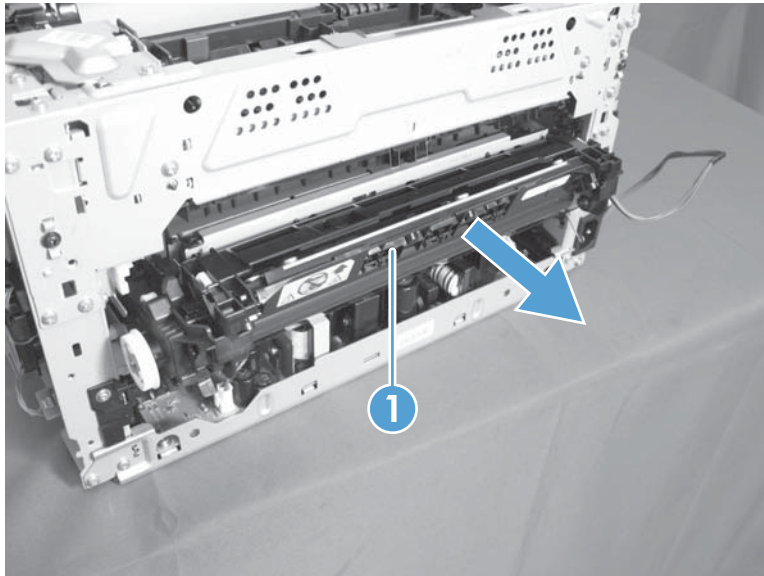
Figure 1-57 Remove the ITB assembly (16 of 17)



15. Pull the ITB assembly (callout 1) straight out of the product.

CAUTION: Avoid touching the black plastic transfer belt. Skin oils on the belt might cause print-quality problems.

Figure 1-58 Remove the ITB assembly (17 of 17)



Fuser delivery assembly



NOTE: For this product, the fuser and the paper delivery components are one assembly.

Position the fuser pressure roller for removal

You must rotate the pressure roller to the correct position before removing the fuser delivery assembly.

1. When the product is in the Ready state, press and hold the Auto-On/Auto-Off (power) button for about seven seconds or until you hear subtle movement within the product and the **Ready** light turns off.
2. Release the Auto-On/Auto-Off (power) button. The product power will be off and the fuser pressure roller is in the removal position. Unplug the product before removing any components.



NOTE: If you have not removed the imaging drum before servicing the product, remove it now. See [Imaging drum on page 13](#).

Before proceeding, remove the following components:

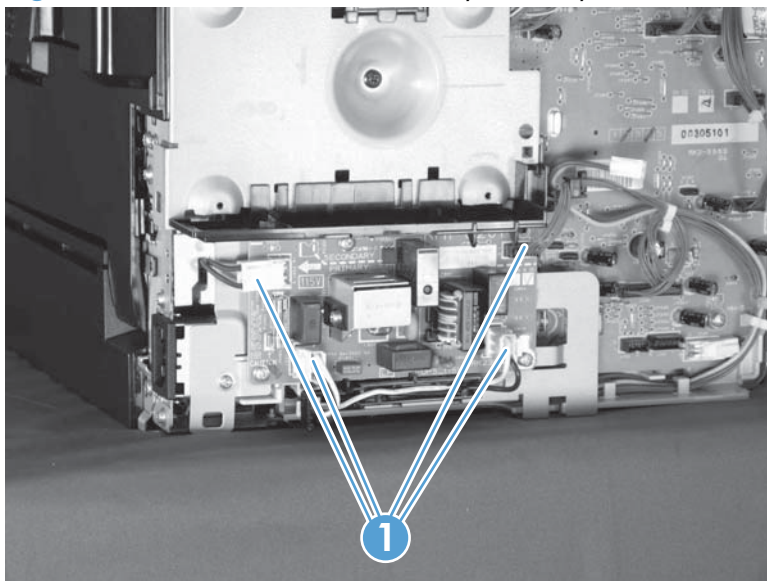
- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Rear door. See [Rear door assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover on page 27](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).
- Top-upper-left-front cover. See [Remove the top-upper-left front cover on page 41](#).
- Inner cover. See [Inner cover on page 44](#).
- Formatter and wireless PCA. See [Formatter and wireless PCA on page 45](#).

Remove the fuser delivery assembly

CAUTION:  ESD sensitive.

1. Disconnect four connectors.

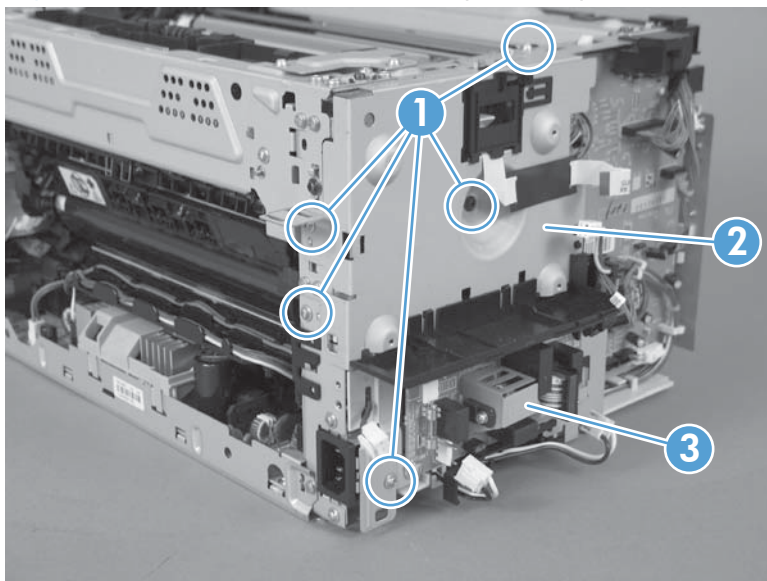
Figure 1-59 Remove the fuser delivery assembly (1 of 6)



2. Remove five screws (callout 1), and then separate the sheet-metal plate (callout 2) and fuser power supply (callout 3) from the product.

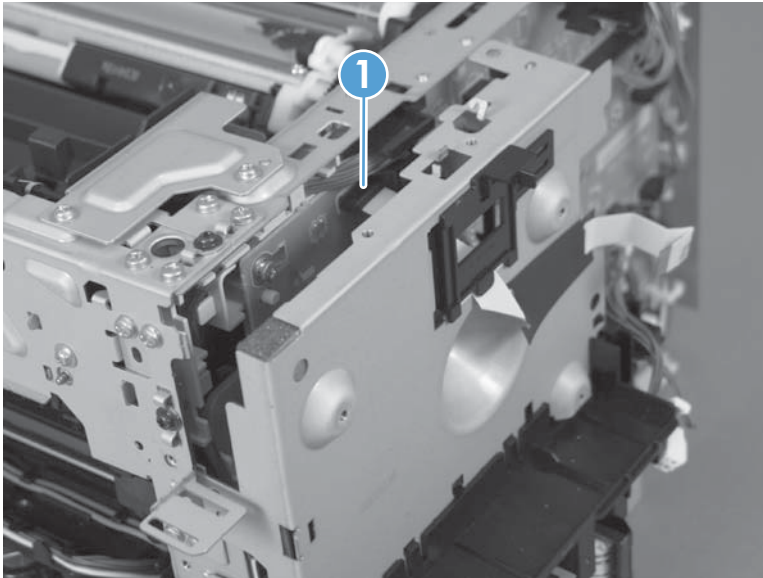
CAUTION: The sheet-metal plate and fuser power supply assembly is still attached to the product by a FFC connected to the engine controller assembly. Do not attempt to completely remove the assembly.

Figure 1-60 Remove the fuser delivery assembly (2 of 6)



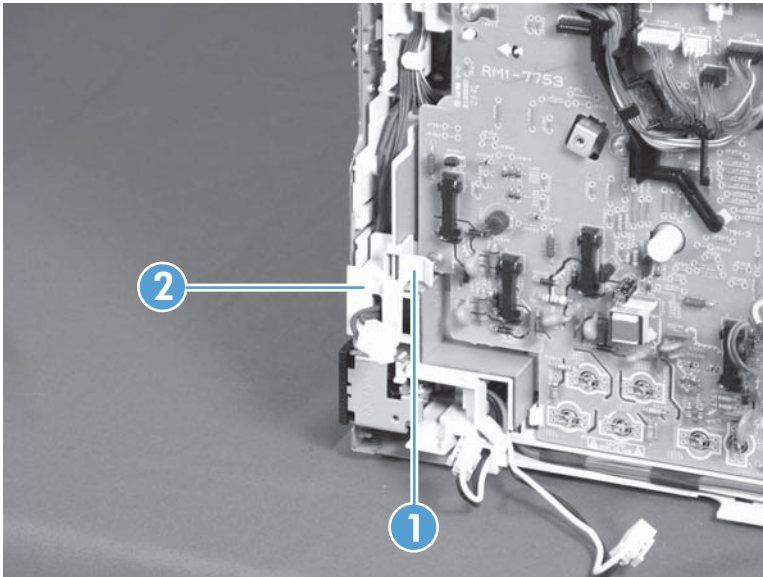
3. Disconnect one FFC (Callout 1), and then remove the sheet-metal plate and fuser power supply assembly.

Figure 1-61 Remove the fuser delivery assembly (3 of 6)



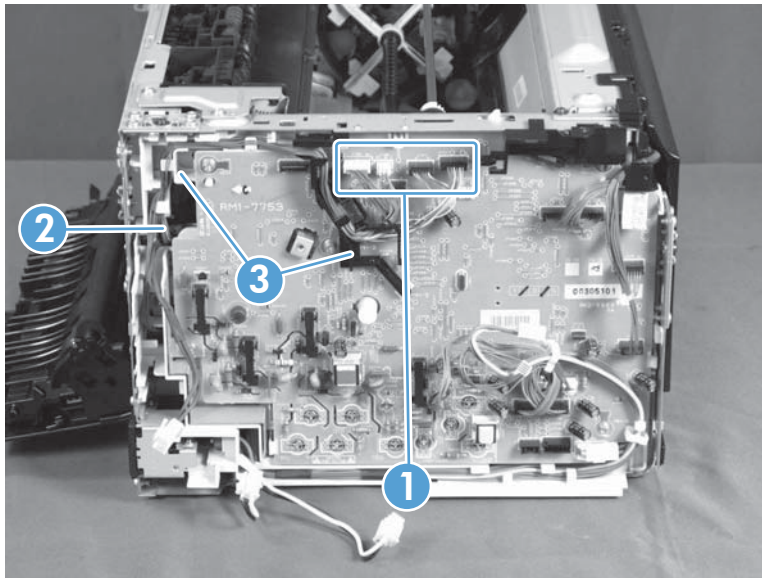
4. Release one tab (callout 1), and then remove the cable cover (callout 2).

Figure 1-62 Remove the fuser delivery assembly (4 of 6)



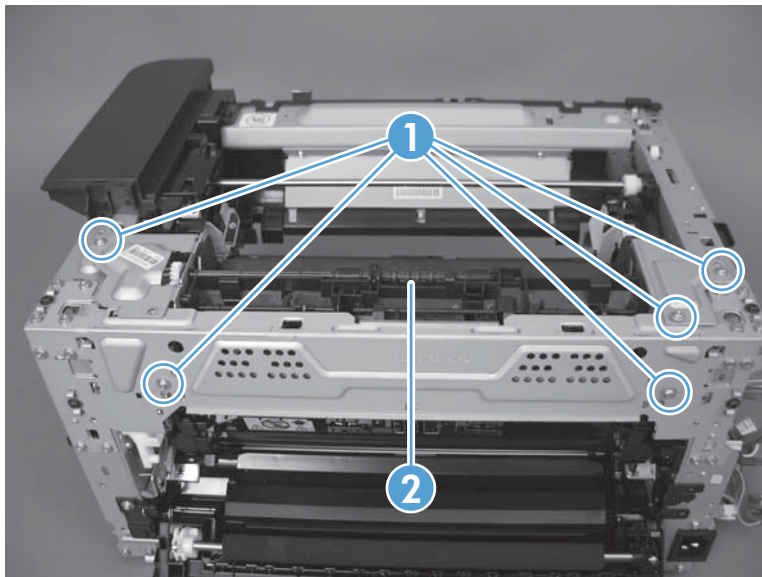
5. Disconnect four connectors (callout 1), Release the wire harnesses (callout 2) from the guide (callout 3).

Figure 1-63 Remove the fuser delivery assembly (5 of 6)



6. Remove five screws (callout 1), and then remove the fuser delivery assembly (callout 2).

Figure 1-64 Remove the fuser delivery assembly (6 of 6)



Reinstall the fuser delivery assembly

- ▲ When reassembling the fuser delivery assembly, be sure the drive cam (callout 1) for fuser pressure release is positioned as shown below.

Figure 1-65 Reinstall the fuser delivery assembly (1 of 2)

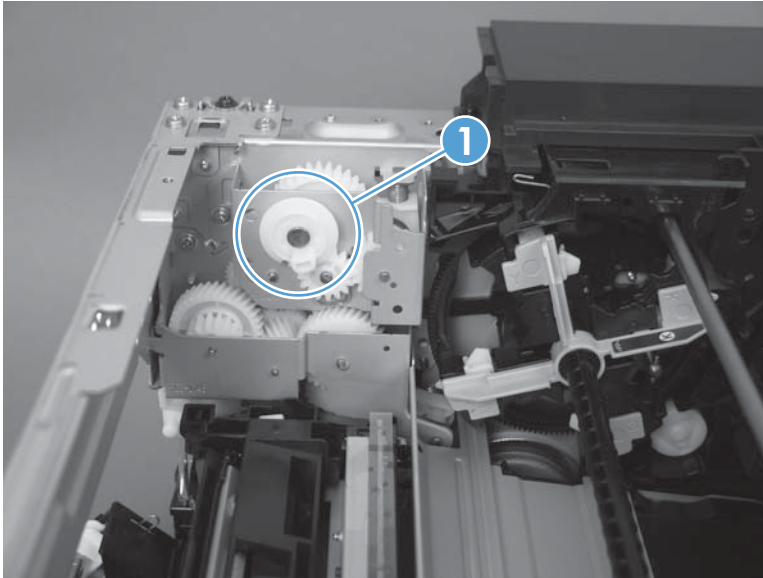
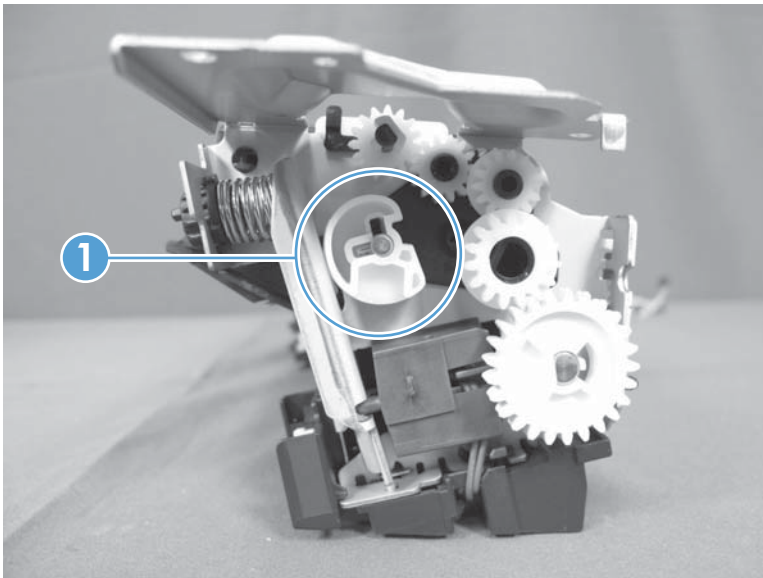


Figure 1-66 Reinstall the fuser delivery assembly (2 of 2)



Engine controller assembly

CAUTION:  ESD sensitive.

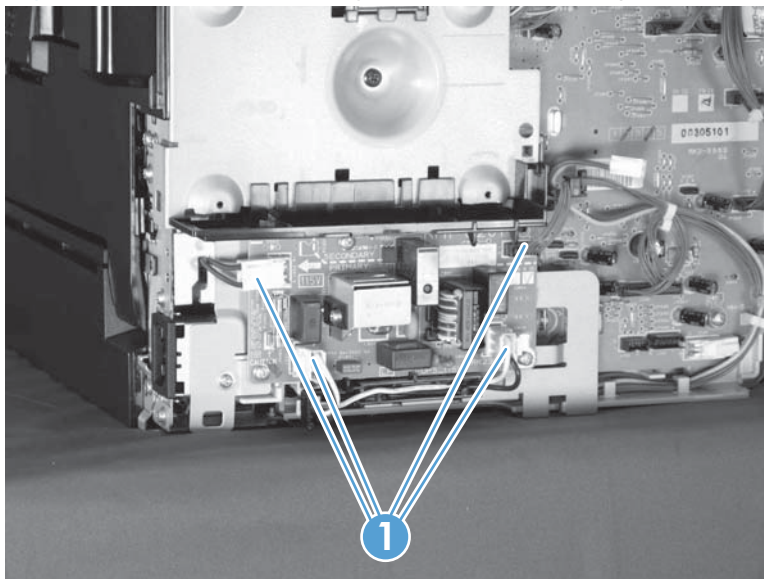
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Rear door. See [Rear door assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover on page 27](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).
- Top-upper-left-front cover. See [Remove the top-upper-left front cover on page 41](#).
- Inner cover. See [Inner cover on page 44](#).
- Formatter and wireless PCA. See [Formatter and wireless PCA on page 45](#).

Remove the engine controller assembly

1. Disconnect four connectors.

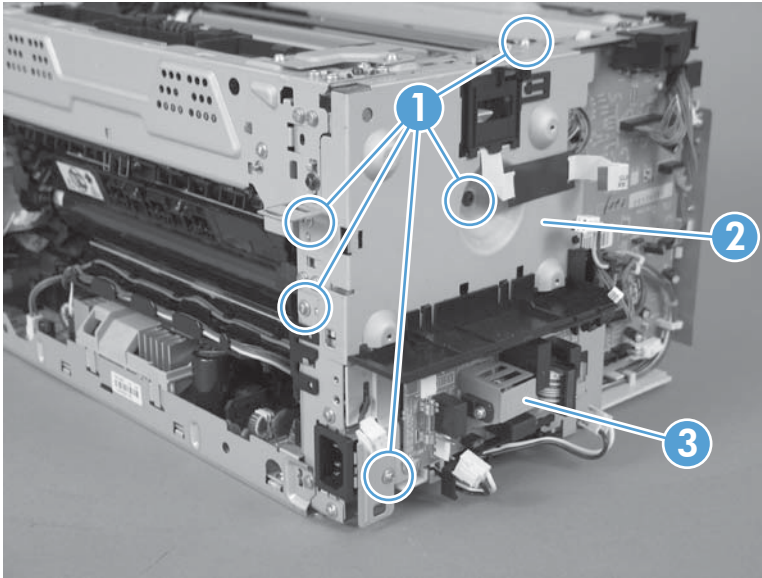
Figure 1-67 Remove the engine controller assembly (1 of 7)



2. Remove five screws (callout 1), and then separate the sheet-metal plate (callout 2) and fuser power supply (callout 3) from the product.

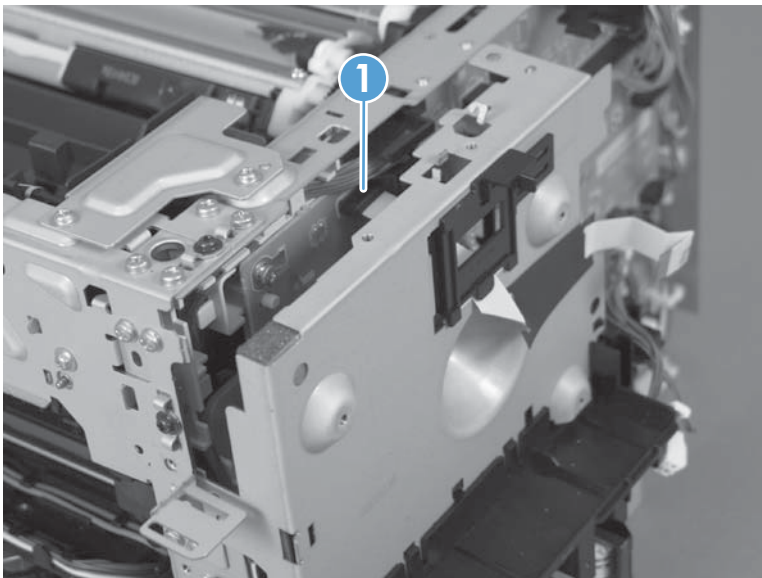
⚠ CAUTION: The sheet-metal plate and fuser power supply assembly is still attached to the product by a FFC connected to the engine controller assembly. Do not attempt to completely remove the assembly.

Figure 1-68 Remove the engine controller assembly (2 of 7)



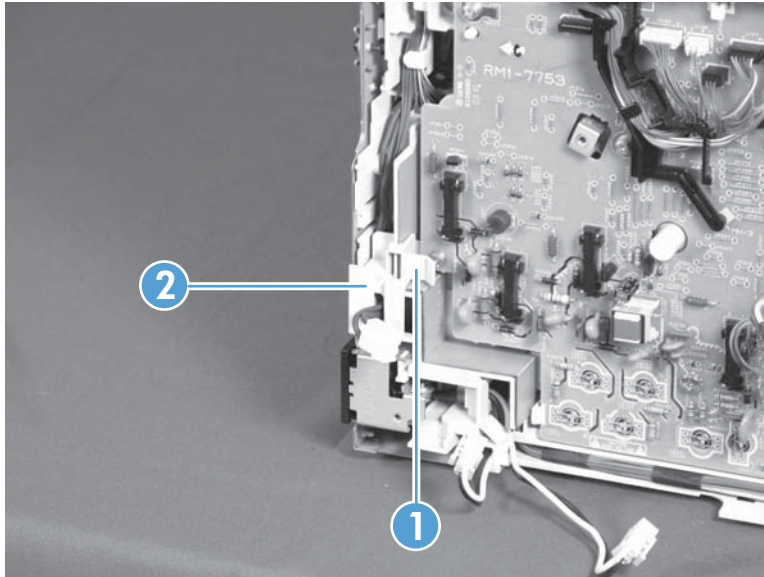
3. Disconnect one FFC (Callout 1), and then remove the sheet-metal plate and fuser power supply assembly.

Figure 1-69 Remove the engine controller assembly (3 of 7)



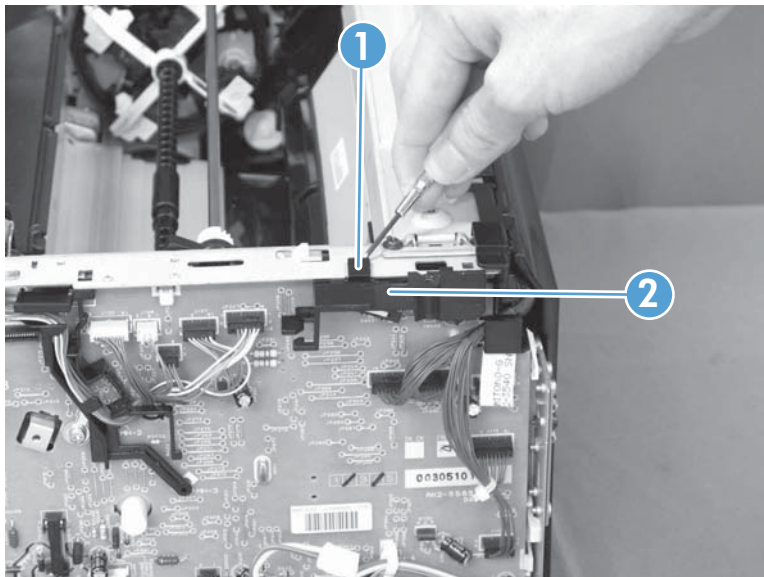
4. Release one tab (callout 1) and remove the cable cover (callout 2).

Figure 1-70 Remove the engine controller assembly (4 of 7)



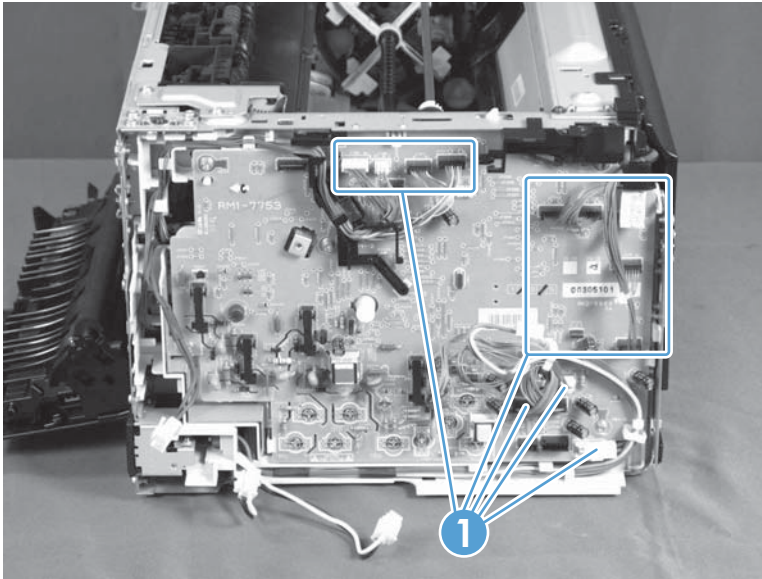
5. Release one tab (callout 1), and then remove the cover (callout 2).

Figure 1-71 Remove the engine controller assembly (5 of 7)



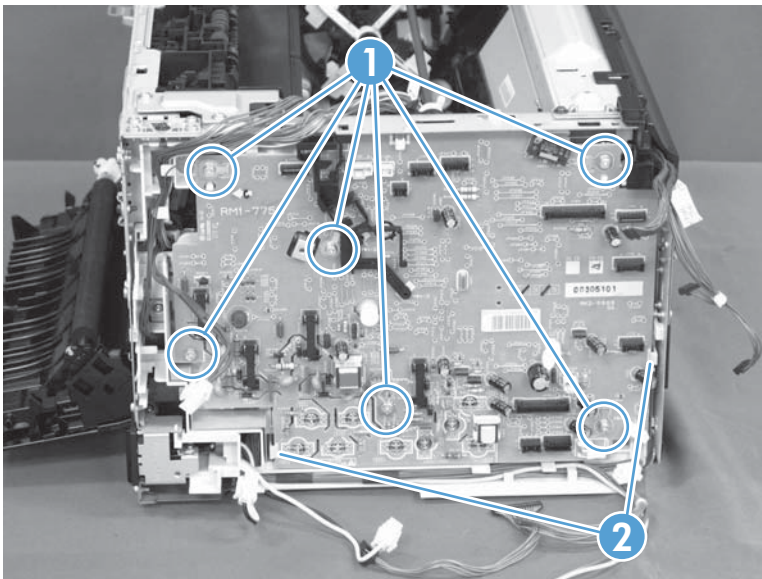
6. Disconnect eleven connectors (callout 1).

Figure 1-72 Remove the engine controller assembly (6 of 7)



7. Remove six screws (callout 1), release two tabs (callout 2), and then remove the engine controller assembly.

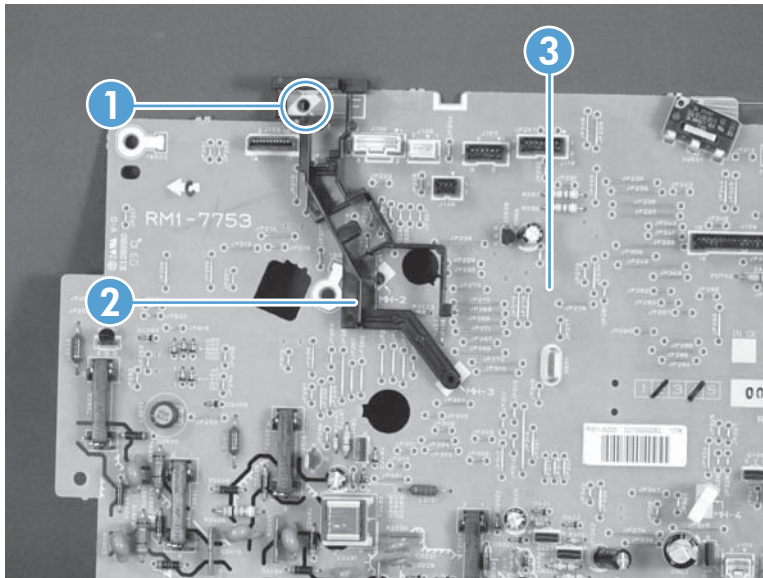
Figure 1-73 Remove the engine controller assembly (7 of 7)



Installing a replacement engine controller assembly

Release one tab (callout 1), remove the guide (callout 2) from the discarded engine controller assembly (callout 3), and then install the guide on the replacement assembly.

Figure 1-74 Installing a replacement engine controller assembly



Low-voltage power supply assembly

CAUTION:  ESD sensitive.

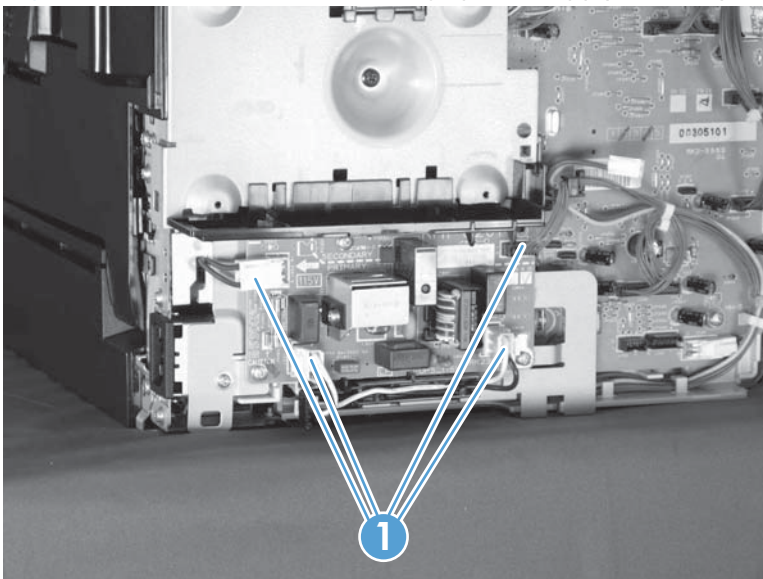
Before proceeding, remove the following components:

- Right cover assembly. See [Right cover assembly on page 22](#).
- Left rear cover assembly. See [Left rear cover assembly on page 23](#).
- Cosmetic cover. See [Cosmetic cover on page 28](#).
- Fuser cover. See [Fuser cover on page 29](#).
- Rear door. See [Rear door assembly on page 26](#).
- Rear-lower cover. See [Rear-lower cover on page 27](#).
- Camera arm assembly. See [Camera arm assembly on page 30](#).
- Top cover assembly. See [Top cover assembly on page 34](#).
- Left front cover and control panel assembly (through step 3). See [Left front cover and control panel assembly on page 38](#).
- Top-upper-left-front cover. See [Remove the top-upper-left front cover on page 41](#).
- Inner cover. See [Inner cover on page 44](#).
- Formatter and wireless PCA. See [Formatter and wireless PCA on page 45](#).

Remove the low-voltage power supply assembly

1. Disconnect four connectors.

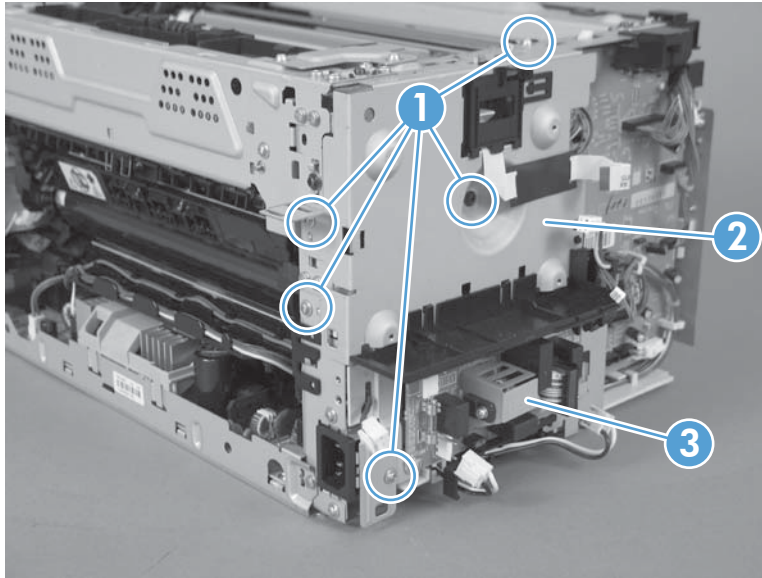
Figure 1-75 Remove the low-voltage power supply assembly (1 of 9)



2. Remove five screws (callout 1), and then separate the sheet-metal plate (callout 2) and fuser power supply (callout 3) from the product.

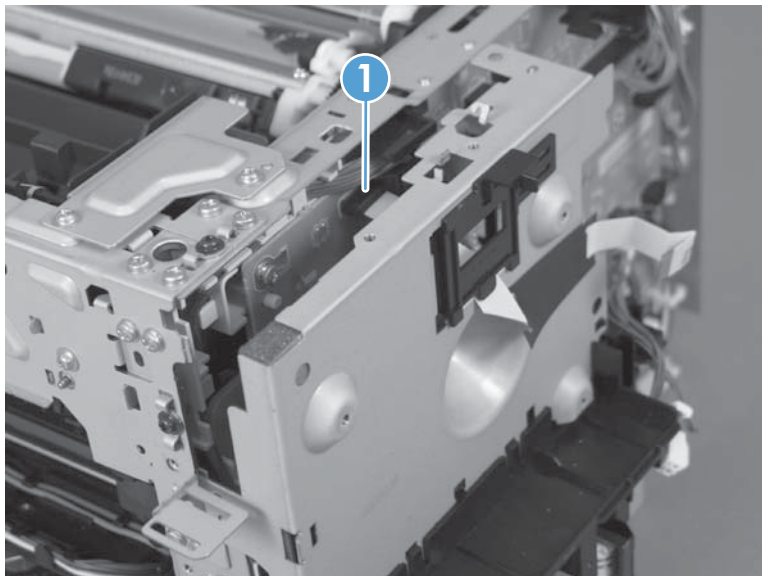
⚠ CAUTION: The sheet-metal plate and fuser power supply assembly is still attached to the product by a FFC connected to the engine controller assembly. Do not attempt to completely remove the assembly.

Figure 1-76 Remove the low-voltage power supply assembly (2 of 9)



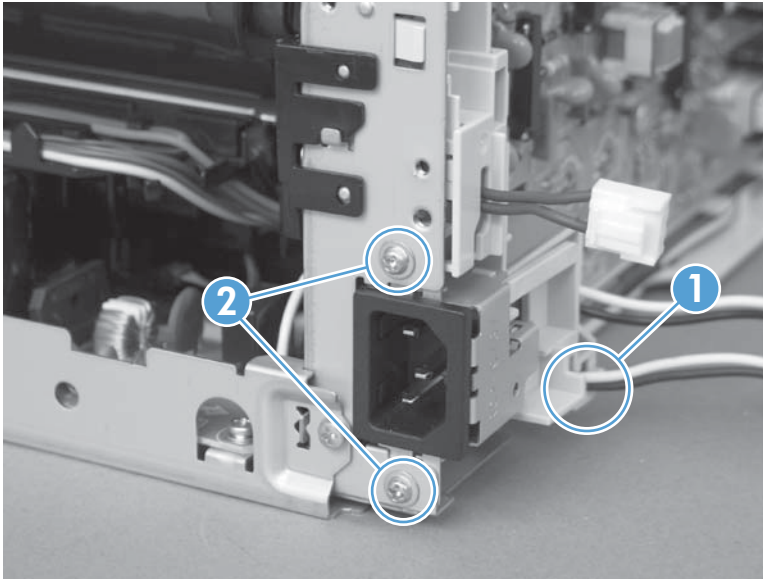
3. Disconnect one FFC (Callout 1), and then remove the sheet-metal plate and fuser power supply assembly.

Figure 1-77 Remove the low-voltage power supply assembly (3 of 9)



4. Release one cable from the cable guide (callout 1), and then remove two screws (callout 2).

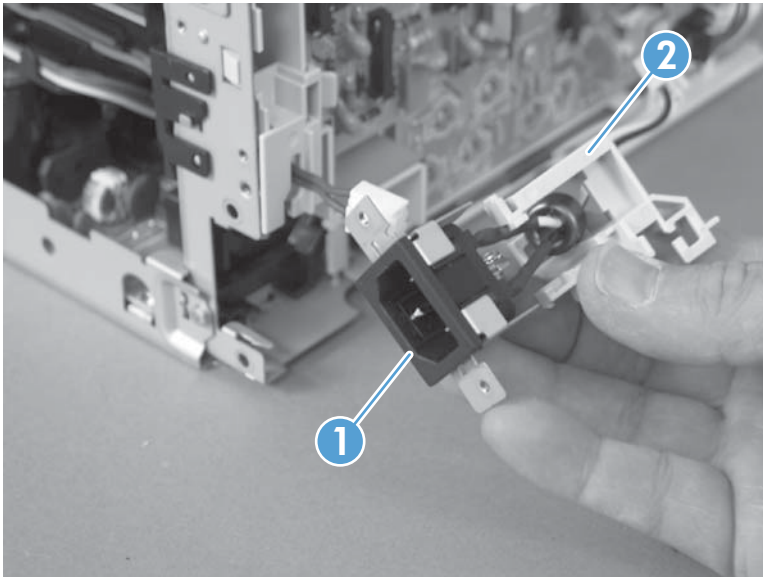
Figure 1-78 Remove the low-voltage power supply assembly (4 of 9)



5. Remove the power receptacle (callout 1) and guide (callout 2) as an assembly.

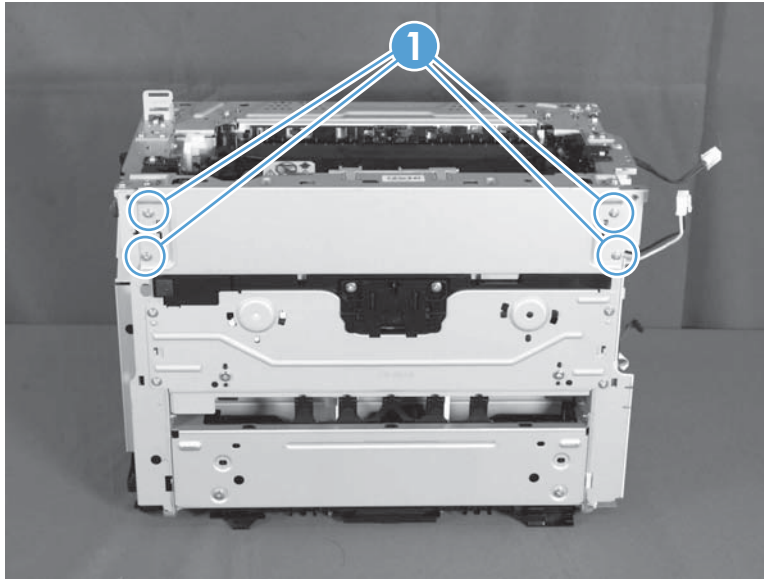
 **Reinstallation tip** Make sure that these parts are correctly assembled, before reinstalling the receptacle and guide. See [Reinstall the low-voltage power supply on page 73](#).

Figure 1-79 Remove the low-voltage power supply assembly (5 of 9)



6. Place the product rear-side up, and then remove four screws (callout 1).

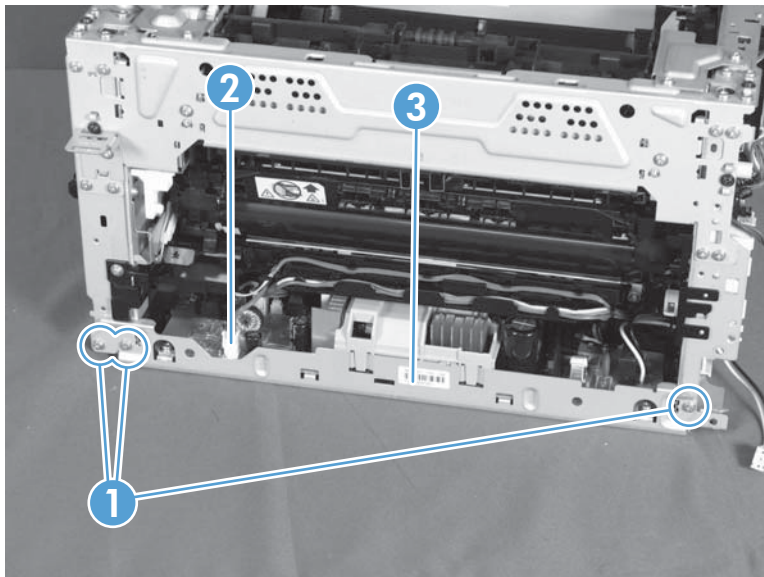
Figure 1-80 Remove the low-voltage power supply assembly (6 of 9)



7. Remove three screws (callout 1), disconnect one connector (callout 2) and separate the low-voltage power supply assembly (callout 3) from the product.

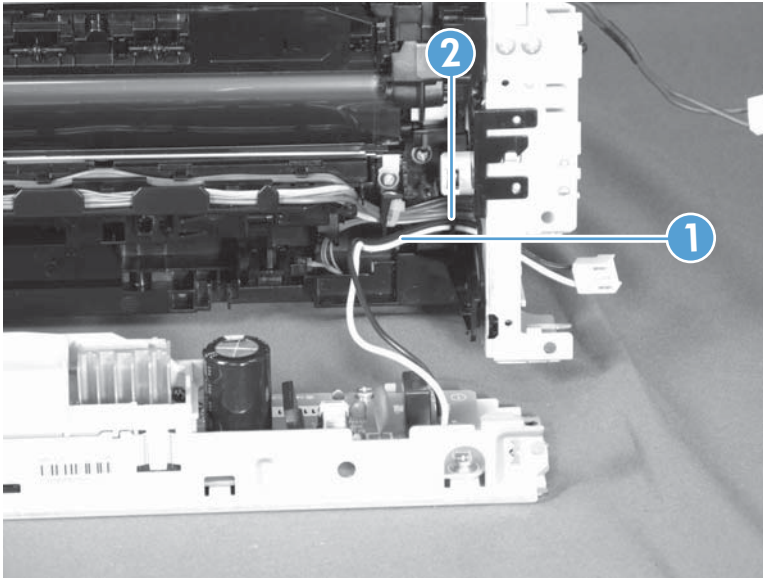
CAUTION: Do not attempt to completely remove the low-voltage power supply. The power supply is still connected to the product by three internal connectors.

Figure 1-81 Remove the low voltage power supply assembly (7 of 9)



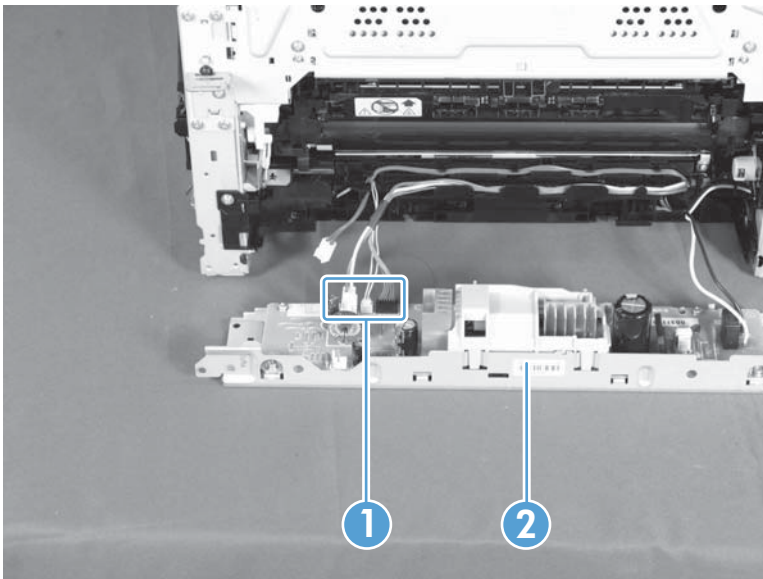
8. Release the wire harness (callout 1) from the guide (callout 2), and then pull the wire harness through the hole in the chassis.

Figure 1-82 Remove the low-voltage power supply assembly (8 of 9)



9. Disconnect three connectors (callout 1) and remove the low-voltage power supply assembly (callout 2).

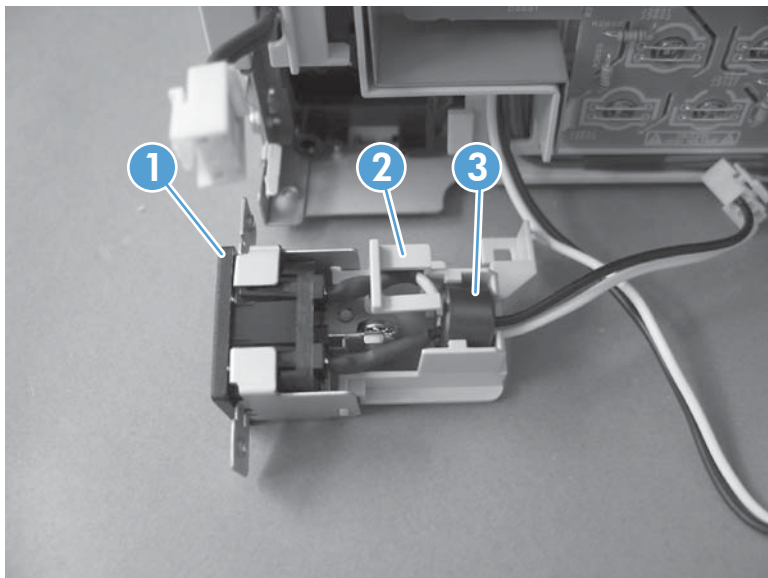
Figure 1-83 Remove the low-voltage power supply assembly (9 of 9)



Reinstall the low-voltage power supply

Make sure that the power receptacle (callout 1), guide (callout 2), and the ferrite (callout 3) are correctly assembled before installing them.

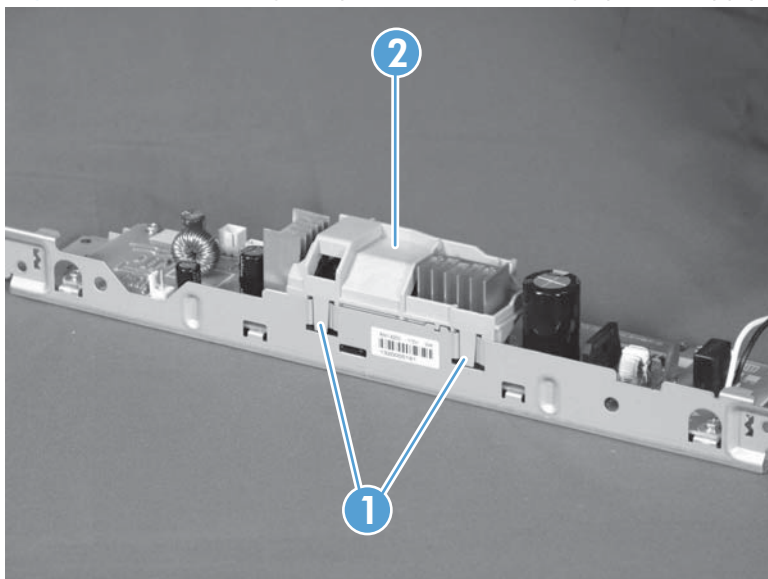
Figure 1-84 Reinstall the low-voltage power supply



Installing a replacement low-voltage power supply

Release two tabs (callout 1), remove the cover (callout 2) from the discarded low-voltage power supply, and then install the guide on the replacement assembly.

Figure 1-85 Installing a replacement low-voltage power supply



2 Solve problems

- [Solve problems checklist](#)
- [Print product reports](#)
- [Troubleshooting processes](#)
- [Tools for troubleshooting](#)
- [Clear jams](#)
- [Paper feeds incorrectly or becomes jammed](#)
- [Improve print quality](#)
- [Improve copy quality](#)
- [The product prints slowly](#)
- [Solve USB connection problems](#)
- [Solve wired network problems](#)
- [Solve wireless network problems](#)
- [Service mode functions](#)
- [Product updates](#)

Solve problems checklist

Follow these steps when trying to solve a problem with the product.

- [Step 1: Make sure that the product is set up correctly](#)
- [Step 2: Check the cabling or wireless connection](#)
- [Step 3: Check the control panel for error messages](#)
- [Step 4: Check the paper](#)
- [Step 5: Check the software](#)
- [Step 6: Test print functionality](#)
- [Step 7: Test copy functionality](#)
- [Step 8: Check the supplies](#)
- [Step 9: Try sending a print job from a computer](#)

Step 1: Make sure that the product is set up correctly

1. Press the power button to turn on the product or to deactivate the Auto-Off mode.
2. Check the power-cable connections.
3. Make sure that the line voltage is correct for the product power configuration. (See the label that is inside the product front cover for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
4. If none of these measures restores power, contact HP Customer Care.

Step 2: Check the cabling or wireless connection

1. Check the cable connection between the product and the computer. Make sure that the connection is secure.
2. Make sure that the cable itself is not faulty by using a different cable, if possible.
3. If the product is connected to a network, check the following items:
 - Check the light next to the network connection on the product. If the network is active, the light is green.
 - Make sure that you are using a network cable and not a phone cord to connect to the network.

- Make sure the network router, hub, or switch is turned on and that it is working correctly.
 - If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.
4. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.

Step 3: Check the control panel for error messages

The control panel should indicate ready status. If an error message appears, resolve the error.

Step 4: Check the paper

1. Make sure that the paper that you are using meets specifications.
2. Make sure that the paper is loaded correctly in the input tray.

Step 5: Check the software

1. Make sure that the product software is installed correctly.
2. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.

Step 6: Test print functionality

1. Print a configuration page.
2. If the page does not print, verify that the input tray contains paper.
3. If the page jams in the product, clear the jam.

Step 7: Test copy functionality

1. Place the configuration page onto the capture stage and make a copy.
2. If the print quality on the copied pages is not acceptable, clean the cover over the camera lens 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 capture stage. They might seep and damage the product.

Step 8: Check the supplies

Print a supplies status page and check remaining life of the print cartridges and imaging drum.

Step 9: Try sending a print job from a computer

1. Try printing the job from another computer that has the product software installed.
2. Check the USB or network cable connection. Direct the product to the correct port, or reinstall the software, selecting the connection type that you are using.
3. If the print quality is unacceptable, verify that the print settings are correct for the media that you are using.

Print product reports

From the [Reports](#) menu, you can print several informative pages about the product.

1. From the Home screen, touch the Setup  button.
2. Touch the [Reports](#) button.
3. Touch the name of the report that you want to print.

Menu item	Description
Demo Page	Prints a page that demonstrates print quality
Menu Structure	Prints a map of the control panel-menu layout. The active settings for each menu are listed.
Config Report	Prints a list of all the product settings. Includes network information when the product is connected to a network.
Supplies Status	Prints the status for each print cartridge, including the following information: • Estimated percentage of cartridge life remaining • Approximate pages remaining • Part numbers for HP print cartridges • Number of pages printed • Information about ordering new HP print cartridges and recycling used HP print cartridges
Network Summary	Prints a list of all product network settings
Usage Page	Prints a page that lists PCL pages, PCL 6 pages, PS pages, pages that were jammed or mispicked in the product, monochrome (black and white) or color pages; and reports the page count
PCL Font List	Prints a list of all the PCL fonts that are installed
PS Font List	Prints a list of all the PostScript (PS) fonts that are installed
PCL6 Font List	Prints a list of all the PCL6 fonts that are installed
Color Usage Log	Prints a report that shows the user name, application name, and color usage information on a job-by-job basis
Service Page	Prints the service report
Diagnostics Page	Prints the calibration and color diagnostics pages
Print Quality Page	Prints a page that helps solve problems with print quality

Troubleshooting processes

Determine the problem source

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

General topic	Questions
Environment	• 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 imaging drum). • Is the product exposed to direct sunlight?
Paper	• 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 tray	• 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?
Supplies	• Are the print cartridges and the imaging-drum installed correctly and firmly seated? • Has the sealing tape been removed from each print cartridge? • Are the print cartridges and imaging drum within their estimated life? (Check the supplies status page.)
Transfer roller and fuser	• Are the transfer roller and fuser installed correctly?
Covers	• Are the top, front and rear doors firmly closed?

General topic	Questions
Condensation	- 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 90 to 120 minutes. - Was a cartridge opened soon after being moved from a cold to a warm room? If so, allow the cartridge to sit at room temperature for 1 to 2 hours.
Miscellaneous	- Check for and remove any non-HP components (for example, a print cartridge or imaging drum) 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. 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 assembly on page 63](#).

Tools for troubleshooting

Component diagnostics

Engine diagnostics

Printing an engine test page helps determine if the product engine is functioning. Use the following procedure to print a test page to make sure that the product engine is functioning.

Engine test



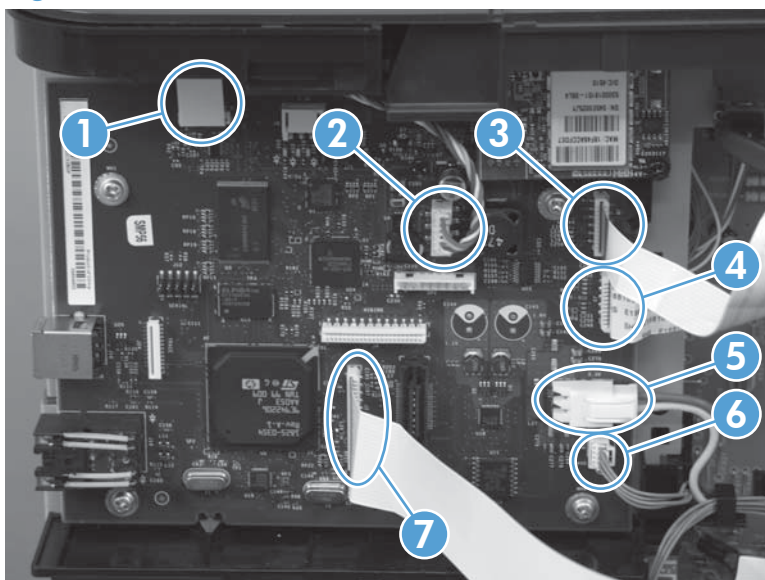
NOTE: The product does not have an engine test button.

1. Make sure that at least one sheet of paper is loaded in the input tray.
2. With the product off, open the print-cartridge door and the rear door.
3. Turn the power on, and close both doors within ten seconds.
4. An engine test page (a page containing multiple horizontal lines) prints.

Diagrams

Locations of formatter connectors

Figure 2-1 Locations of formatter connectors

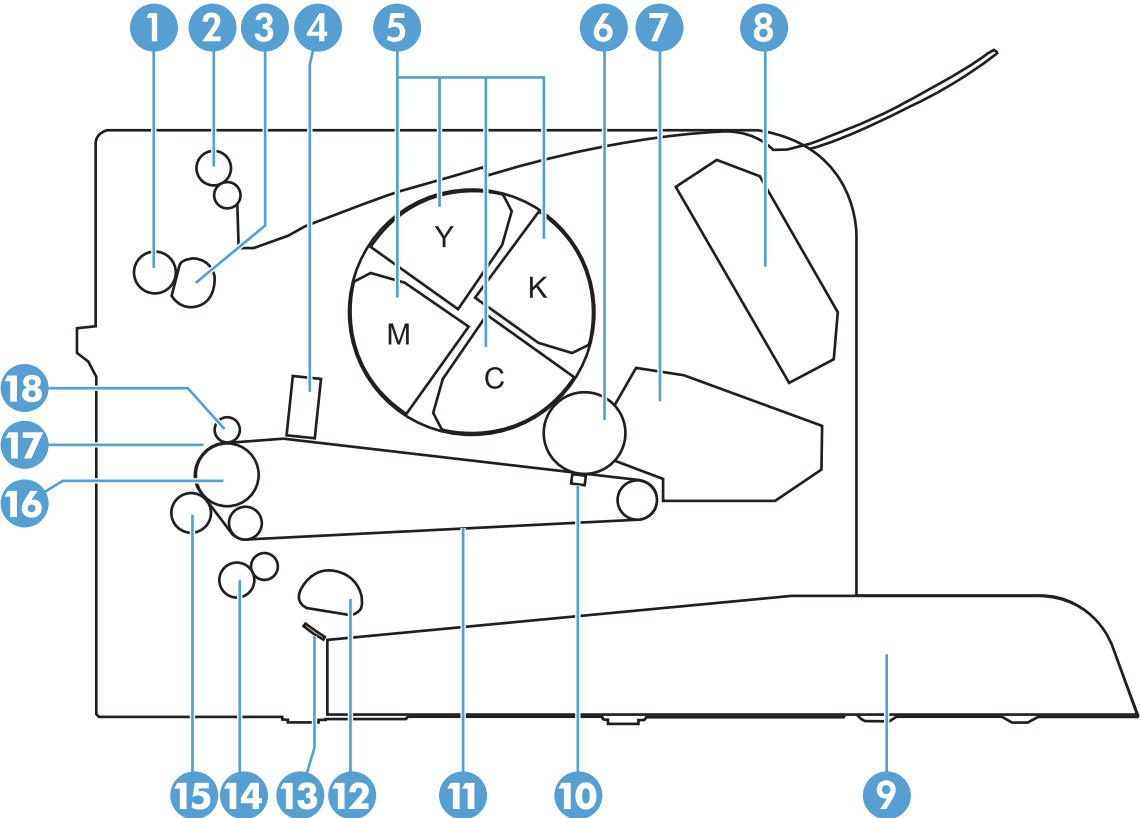


Item	Connector	Description
1	J7	Camera assembly
2	J11	Camera assembly
3	J8	Control panel
4	J3	Engine controller assembly
5	J14	Low-voltage power supply
6	J18	Engine controller assembly
7	J2	Control-panel display

Locations of major components

Cross section view

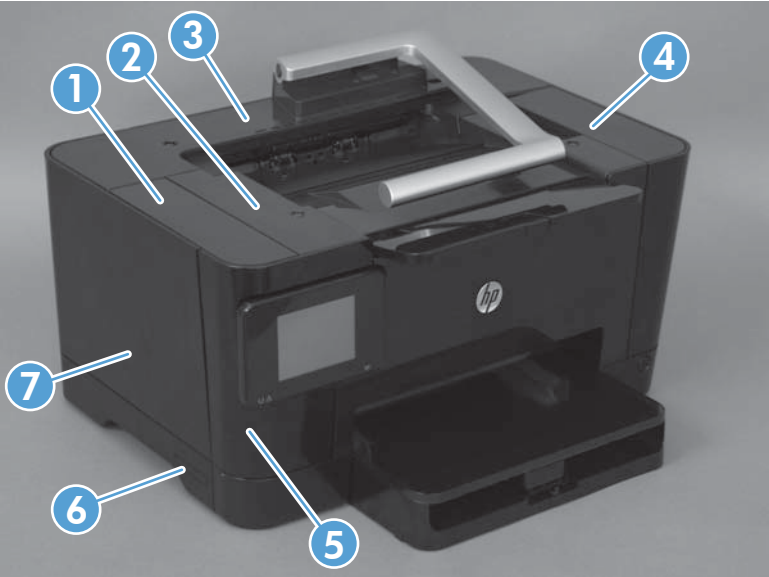
Figure 2-2 Cross section view



Item	Description	Item	Description
1	Pressure roller	10	T1 pad
2	Delivery roller	11	ITB
3	Fuser film assembly	12	Pickup roller
4	Density ITB_TOP sensor	13	Separation pad
5	Print cartridge	14	Feed roller
6	Imaging drum	15	T2 roller
7	Imaging-drum	16	ITB drive roller
8	Laser scanner assembly	17	ITB cleaning brush
9	Input tray	18	ITB cleaning roller

External covers and doors (front view)

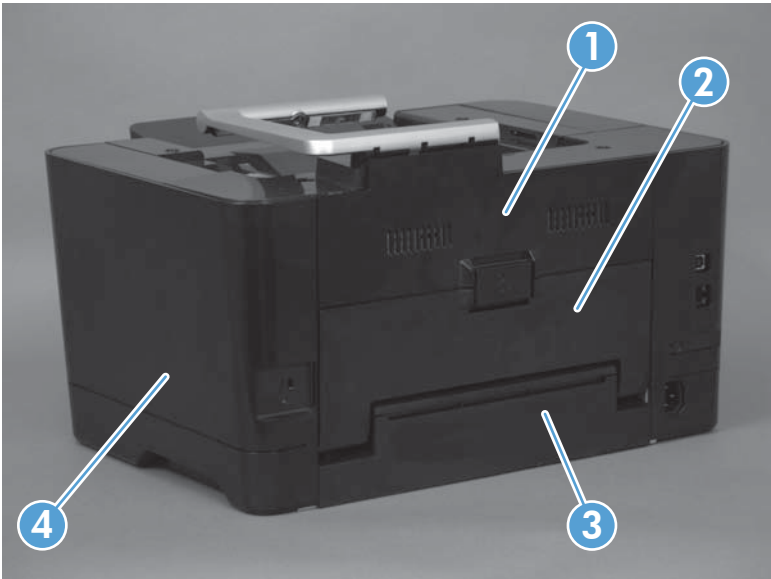
Figure 2-3 External covers and doors (front view)



1	Top-upper-left front cover
2	Top cover assembly
3	Cosmetic cover
4	Top-upper-right front cover
5	Left front cover
6	IOT cover
7	Left cover assembly

External covers and doors (rear view)

Figure 2-4 External covers and doors (rear view)

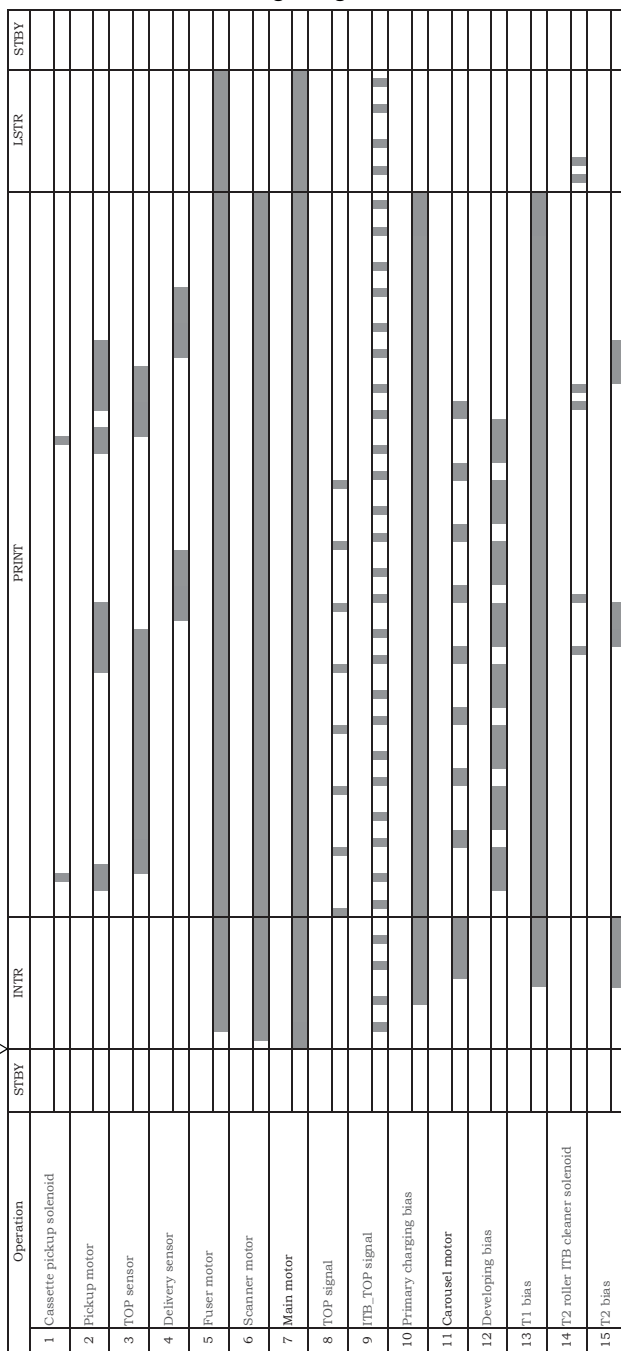


1	Fuser cover
2	Rear door
3	Lower rear door
4	Right cover assembly

General timing chart

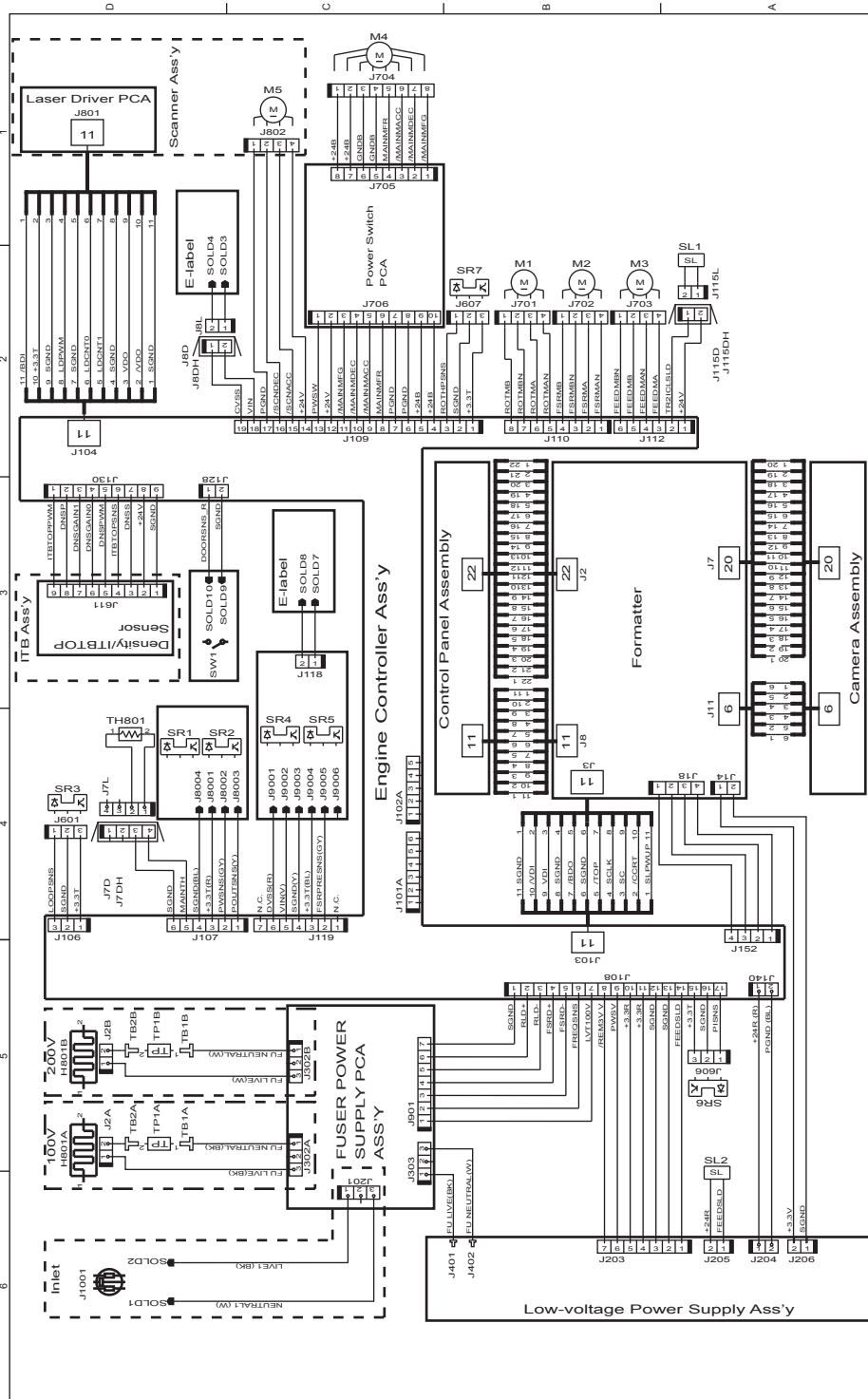
Figure 2-5 General timing diagram

Timing chart two consecutive prints on LTR paper (Full-color 1/1 speed mode)
Print command



General circuit diagram

Figure 2-6 General circuit diagram



Internal print-quality test pages

Print a Diagnostics Page

If the printed output has colored shadows, blurry graphics, or areas that have poor color, you might need to calibrate the product to align the colors. Use the Diagnostics Page to check the color alignment.

1. Touch the Setup  button to open the menus.
2. Open the Reports menu.
3. Scroll to and touch the Diagnostics Page option.
4. If the blocks of color at the top and bottom corners of the page are not aligned with each other, calibrate the product. See [Calibrate the product to align the colors on page 91](#).

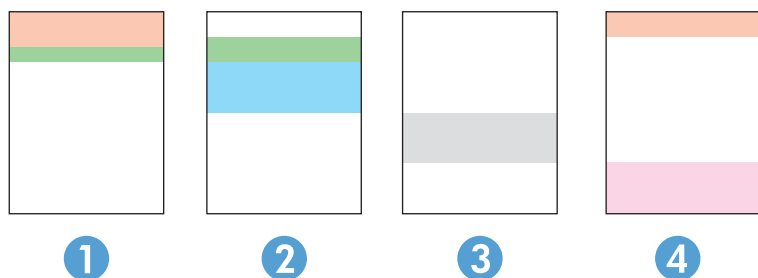
Figure 2-7 Diagnostics Page



Interpret the Print Quality Page

1. Touch the Setup  button to open the menus.
2. Open the Reports menu.
3. Scroll down and touch the Print Quality Page option.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular print cartridge.



Section	Print-cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If dots or streaks appear in only one of the groups, replace the print cartridge that correlates with that group.
- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that print cartridge.
- If streaks appear in multiple color bands, contact HP. A component other than the print cartridge is probably causing the problem.

Print-quality troubleshooting tools

Repetitive image defects ruler

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



NOTE: Spots can be dark or white (dropouts), bands can be all shapes and sizes.

Component	Distance between defects (mm)	Type of defects
Developing roller ¹	About 22	Dropouts Dark, sharp bands
Primary charging roller ¹	About 26	Dropouts
RS roller	About 29	Dropouts
Secondary transfer roller	About 47	Dropouts Dirt on the back of page
Fuser film	About 58	Dropouts Dirt on page Loose toner
Pressure roller	About 63	Dirt on page Dirt on the back of page Loose toner
ITB drive roller	About 76	Spots
Photosensitive drum ¹	About 95	Dropouts Dirt on page

¹ The primary charging roller, photosensitive drum, and developing drum cannot be cleaned. If these rollers cause a repetitive defect, replace the corresponding cartridge, either the imaging-drum cartridge, or developing cartridge.

Calibrate the product to align the colors

If the printed output has colored shadows, blurry graphics, or areas that have poor color, you might need to calibrate the product to align the colors. Print the diagnostics page from the [Reports](#) menu on the control panel to check the color alignment. If the blocks of color on that page are not aligned with each other, you need to calibrate the product.

1. On the product control panel, open the [System Setup](#) menu.
2. Open the [Print Quality](#) menu, and select the [Calibrate Color](#) item.
3. Select the [Calibrate Now](#) option.

Interpret control panel messages

The majority of the control-panel messages are intended to guide the user through typical operation. The control-panel messages indicate the status of the current operation, and include a page count on the second line of the display, if appropriate. When the product is receiving print data or scanning commands, control-panel messages indicate this status. In addition, alert messages, warning messages, and critical error messages indicate situations that might require some action.

Control panel message types

Alert and warning messages appear temporarily and might require you to acknowledge the message by touching the **OK** button to resume or by touching 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



TIP: For all control-panel error messages, always make sure that all connectors are correctly connected and fully seated before replacing any of the components.

10.XXXX Supply memory error

Description

The memory tag (e-label) on one of the print cartridges or the imaging drum is damaged or missing.

- 10.0000 = Black cartridge e-label error
- 10.0001 = Cyan cartridge e-label error
- 10.0002 = Magenta cartridge e-label error
- 10.0003 = Yellow cartridge e-label error
- 10.0004 = Imaging drum e-label error
- 10.1000 = Black cartridge e-label missing
- 10.1001 = Cyan cartridge e-label missing
- 10.1002 = Magenta cartridge e-label missing
- 10.1003 = Yellow cartridge e-label missing
- 10.1004 = Imaging drum e-label missing

Recommended action

1. Replace the supply item.
2. Verify that connector J124 on the engine controller is firmly seated.
3. Replace the engine controller.

49 Error, Turn off then on**Description**

The product experienced an internal error.

Recommended action

1. 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.
2. If the error persists, replace the formatter.

50.X Fuser Error**Description**

The fuser has experienced a problem.

Recommended action

1. Verify that connectors J104 and J110 on the engine controller are seated firmly.
2. Replace the fuser.
3. Replace the fuser power supply.

79 Error, Turn off then on**Description**

The product has experienced an internal firmware error.

Recommended action

1. 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.
2. 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.
3. Replace the formatter.

Door open**Description**

One of the product doors is open.

Recommended action

1. Make sure that the door is completely closed.
2. If the error persists, replace the engine controller.

Engine comm. Error**Description**

An internal communication error has occurred.

Recommended action

1. Verify that the connectors on the engine controller are seated firmly.
2. Replace the engine controller.

Engine error. Press OK to continue.**Description**

An internal error has occurred.

Recommended action

If the error persists, replace the engine controller.

Jam in <location>**Description**

Paper has jammed in the indicated location. Clear the jam, and then if the error persists, try the following solutions.

Recommended action

1. Verify the pickup roller and separation roller are working correctly and not damaged. If necessary, replace the rollers.
2. Verify that connector J116 on the engine controller is firmly seated.

Load paper**Description**

The product does not detect paper in the tray.

Recommended action

1. Verify that paper is correctly loaded in the tray.
2. Verify that all engine controller connectors are firmly seated.

Print failure

Description

The product cannot process the page.

Recommended action

1. Perform an NVRAM initialization.
2. Update the firmware.
3. Replace the formatter PCA.

Event log messages

Show an event log



NOTE: This tool is available only if you performed a full installation when you installed the product.

Show an event log

1. Click the **Start** button, and then click the **Programs** item.
2. Click your HP product group, and then click the **HP Device Toolbox** item.
3. Click the **Status** tab. The **Event Log** shows a list of all product events and errors

Table 2-3 Event-log messages

Event code	Description
13.0000	Paper jam
20.0000	Memory out
21.0000	Page misfeed or mispick
41.2000	Beam detect malfunction
41.3000	Unexpected size
50.1000	Low fuser temperature error
50.2000	Slow fuser error
50.3000	High fuser temperature error
50.4000	Fuser drive circuit error
50.7000	Fuser open error
50.8000	Low subthermistor fuser error
50.9000	High subthermistor fuser error
51.2000	Black scanner laser error
51.2100	Cyan scanner laser error
51.2200	Magenta scanner laser error
51.2300	Yellow scanner laser error
54.0600	Density sensor error
54.1200	Black density measurement abnormality
54.1201	Cyan density measurement abnormality
54.1202	Magenta density measurement abnormality
54.1203	Yellow density measurement abnormality
54.1400	Color plane registration sensor error

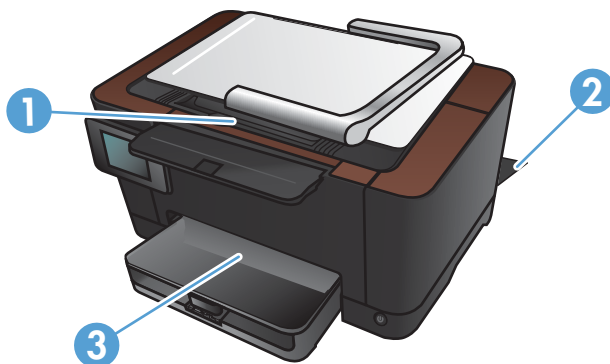
Table 2-3 Event-log messages (continued)

Event code	Description
54.1599	Black CPR pattern can't be read
54.1501	Cyan CPR pattern can't be read
54.1502	Magenta CPR pattern can't be read
54.1503	Yellow CPR pattern can't be read
54.1500	Yellow toner level sensor error
54.1600	Magenta toner level sensor error
54.1700	Cyan toner level sensor error
54.1800	Black toner level sensor error
54.1900	Bad top-of-page (TOP) sensor
54.2100	Beam detect (BD) error
55.0000	Engine internal communication error
55.0601	DC controller NVRAM data error
55.0602	DC controller NVRAM access error
55.1000	DC controller memory error
59.0160	ITB or main motor rotation error (59.A0)
59.0192	Developer motor rotation error (59.C0)
59.0240	Transfer alienation failure (59.F0)
59.3000	Fuser motor startup error
59.4000	Fuser motor error
59.5000	Image drum motor startup error—black
59.5300	Image drum motor startup error—yellow
59.6000	Image drum motor rotation error- black
59.6300	Image drum motor rotation error- yellow
59.7000	Black developer motor startup error
59.7300	Yellow developer motor startup error
59.8000	Black developer motor rotation error
59.8300	Yellow developer motor rotation error
59.9000	Main motor start error

Clear jams

Jam locations

Jams can occur in these locations:



1	Output bin
2	Rear door
3	Input tray

Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

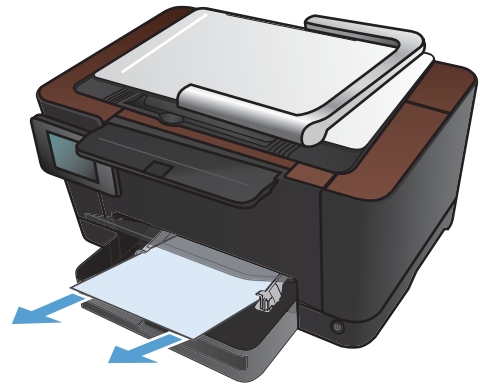
Clear jams from the input tray

1. Remove the paper from the input tray.



2. With both hands, grasp the paper, and carefully pull it free from the product.

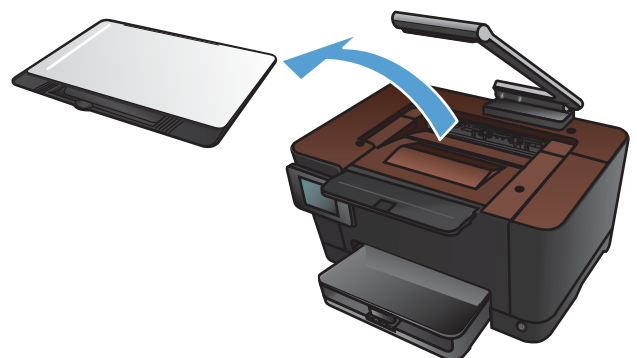
NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.



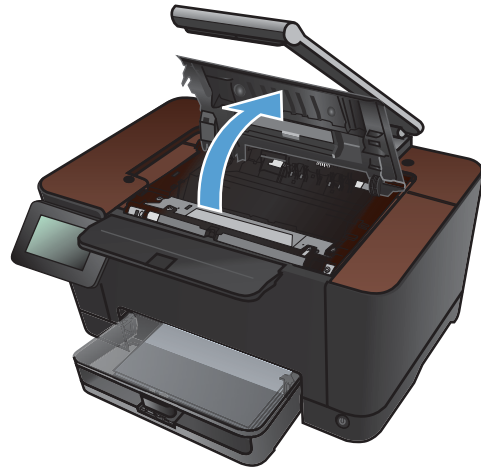
3. Raise the camera arm to the fully open position.



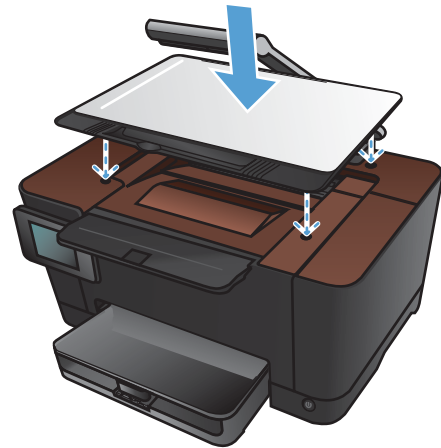
4. Remove the capture stage and set it aside.



5. Open and close the print cartridge door to reset the product.



6. Reinstall the capture stage.



7. Lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

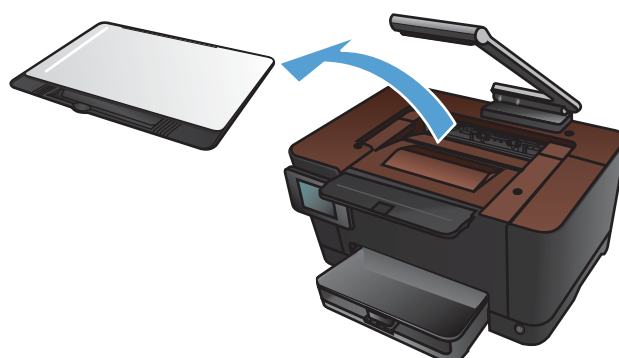


Clear jams from the output bin

1. Raise the camera arm to the fully open position.



2. Remove the capture stage and set it aside.

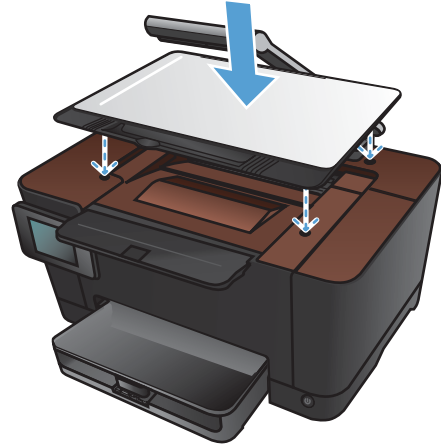


3. With both hands, grasp the paper, and carefully pull it free from the product.

NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.



4. Reinstall the capture stage.



5. Lower the camera arm.

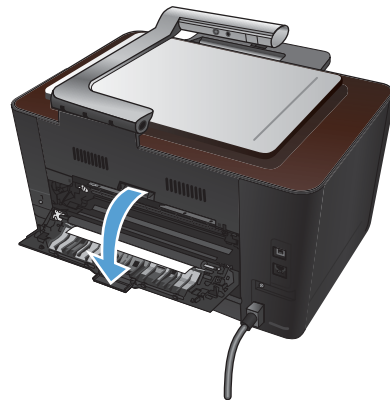
NOTE: Lower the camera arm to protect the camera lens cover from damage.



Clear jams from the rear door

1. Open the rear door.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



2. With both hands, grasp the paper, and carefully pull it free from the product.

NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.



3. Close the rear door.



Paper feeds incorrectly or becomes jammed

The product does not pick up paper

If the product does not pick up paper from the tray, try these solutions.

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

The product picks up multiple sheets of paper

If the product picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

Prevent paper jams

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Improve print quality

Check the paper type setting (Windows)

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
 - Repeated marks occur on the printed pages.
 - Printed pages are curled.
 - Toner flakes off the printed pages.
 - Printed pages have small unprinted areas.
1. From the software program, select the **Print** option.
 2. Select the product, and then click the **Properties** or **Preferences** button.
 3. Click the **Paper/Quality** tab.
 4. From the **Type is** drop-down list, click the **More...** option.
 5. Expand the list of **Type is** options.
 6. Expand each category of paper types until you find the paper type that you are using.
 7. Select the option for the type of paper you are using, and then click the **OK** button.

Check the paper type setting (Mac OS X)

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
 - Repeated marks occur on the printed pages.
 - Printed pages are curled.
 - Toner flakes off the printed pages.
 - Printed pages have small unprinted areas.
1. On the **File** menu, click the **Print** option.
 2. In the **Printer** menu, select this product.
 3. In the **Copies & Pages** menu, click the **Page Setup** button.
 4. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
 5. Open the **Finishing** menu.

6. Select a type from the **Media-type** drop-down list.
7. Click the **Print** button.

Use paper that meets HP specifications

Use different paper if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Printed characters seem misformed.
- Printed pages are curled.

Always use a paper type and weight that this product supports. In addition, follow these guidelines when selecting paper:

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Print a cleaning page

Print a cleaning page to remove dust and excess toner from the paper path if you are having any of the following problems:

- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.

Use the following procedure to print a cleaning page.

1. From the Home screen, touch the Setup  button.
2. Touch the **Service** menu.
3. Touch the **Cleaning Page** button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the **OK** button to begin the cleaning process.

A page feeds through the product slowly. Discard the page when the process is completed.

Check the estimated remaining life for the print cartridges and imaging drum

Check each print cartridge, and replace it if necessary, if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.



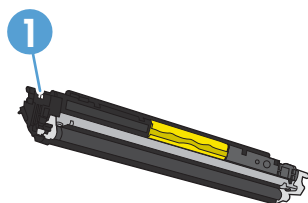
NOTE: If you are using a draft print setting, the printing might appear light.

The supplies status page indicates the estimated life remaining in print cartridges and the imaging drum. It also lists the part number for the correct genuine HP print cartridges and imaging drum for your product so you can order replacements.

1. On the product control panel, open the [Reports](#) menu.
2. Select the [Supplies Status](#) page to print it.

Inspect the print cartridges and imaging drum for damage

1. Remove the print cartridge from the product, and examine it for damage. Locate the memory tag on the end of the print cartridge and make sure it is not damaged.

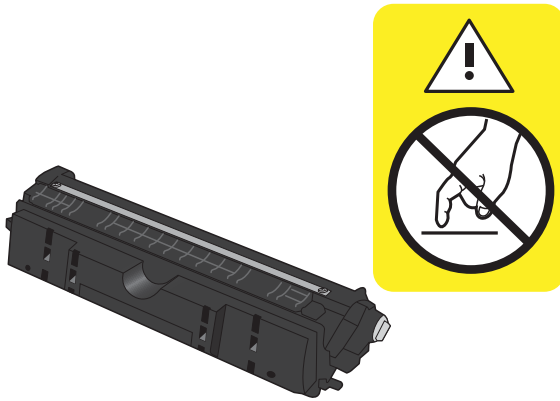


1	Print cartridge memory tag
---	----------------------------

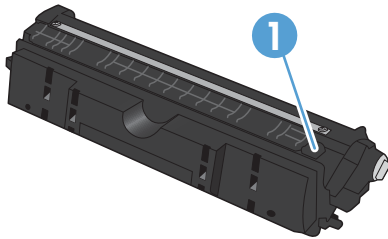
2. If the print cartridge does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem is resolved.

3. If the problem is not resolved, remove the imaging drum from the product, and examine the surface.

 **CAUTION:** Do not touch the green roller. Fingerprints can cause print-quality problems.



4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the imaging drum.
5. Locate the memory tag on the imaging drum, and make sure it is not damaged.



1	Imaging drum memory tag
---	-------------------------

Improve copy quality

If print quality problems occur only in copied documents, try these solutions.

- Make sure the copy settings on the product control panel are adjusted for the type of document and paper you are using.
- Make sure the camera arm is raised completely.
- Reduce the ambient lighting. Overly bright ambient lighting can reduce image quality. Sources of overly bright lighting might include direct sunlight, desk lamps shining on the capture stage or directly into the camera, and flickering fluorescent lights.
- Copy from smooth paper. Paper that is embossed or has a rough surface might have shadows when copied.
- When copying three-dimensional objects, be aware that tall objects can appear distorted in the copied image. Some tall objects can pierce the field-of-view cone from the camera, in which case the top of the object will be cropped in the copy.

Clean the camera lens cover

If the print quality on the copied pages is not acceptable, clean the cover over the camera lens 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 capture stage. They might seep and damage the product.

Solve problems with cropped copies

The product cannot print fully edge-to-edge. The maximum printing area is 203.2 x 347 mm (8 x 13.7 in), leaving a 4 mm (1/6 in) unprintable border around the page.

- When the original is smaller than the output size, move the original 4 mm (1/6 in) away from the corner of the capture stage. Recopy in this position.
- When the original is the size of the desired output, use the [Reduce/Enlarge](#) feature to reduce the image so the copy is not cropped.

The product prints slowly

Several factors affect the time it takes to print a job:

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Print quality settings in the printer driver
- Product processing and download time
- The complexity and size of graphics

- The speed of the computer you are using
- The USB or network connection
- The product I/O configuration

If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/LJColorMFPM275nw.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. When you configure the product to print at a high level of print quality, the product prints more slowly. Change the print quality settings to change the print speed.
4. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.
5. The product might be in cool-down mode. Wait for the product to cool.

Solve USB connection problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve wired network problems

Check the following items to verify that the product is communicating with the network. Before beginning, print a configuration page from the product control panel and locate the product IP address that is listed on this page.

- [Poor physical connection](#)
- [The computer is using the incorrect IP address for the product](#)
- [The computer is unable to communicate with the product](#)
- [The product is using incorrect link and duplex settings for the network](#)
- [New software programs might be causing compatibility problems](#)
- [The computer or workstation might be set up incorrectly](#)
- [The product is disabled, or other network settings are incorrect](#)

 **NOTE:** HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. 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**.
3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
 - b. Type `ping` followed by the IP address for your product.

For Mac OS X, open the Network Utility, and then supply the IP address in the correct field in the **Ping** pane.
 - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

The product is using incorrect link and duplex settings for the network

Hewlett-Packard recommends leaving this setting in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct printer driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, printer drivers, and the network redirection.
2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

Solve wireless network problems

Wireless connectivity checklist

- Verify that the network cable is not connected.
- Verify that the product and the wireless router are turned on and have power. Also make sure that the wireless radio in the product is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).
- Verify that the product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- Verify that the product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the printer driver is installed on the computer.

- Verify that you have selected the correct printer port.
- Verify that the computer and product connect to the same wireless network.

The product does not print after the wireless configuration completes

1. Make sure that the product is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart the computer.

The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or product

Make sure that the router or product connects to the same network that your computer connects to.

1. Print a configuration page.
2. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
3. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.
4. Make sure that the wireless network is working correctly.
5. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless product loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure that the network cable is not connected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
 - b. Type `ping` followed by the router IP address.

For Mac OS X, open the Network Utility, and then supply the IP address in the correct field in the **Ping** pane.
 - c. If the window displays round-trip times, the network is working.
4. Make sure that the router or product connects to the same network that the computer connects to.
 - a. Print a configuration page.
 - b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.
 - c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the product.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless products on the network.

Service mode functions

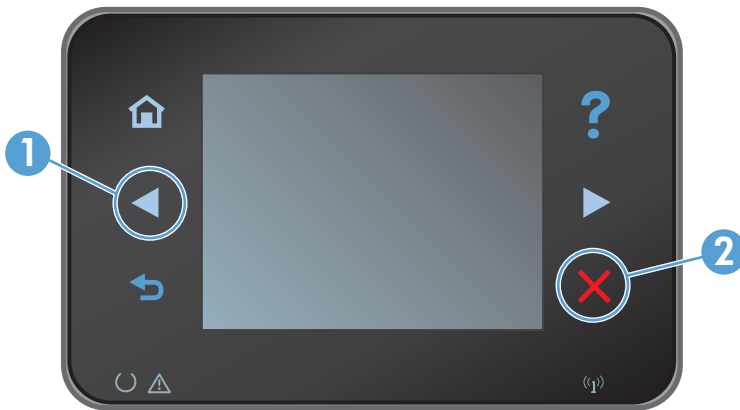
Secondary service menu

Use the secondary service menu to print service-related reports and to run special tests. Customers do not have access to this menu.

Open the secondary service menu

1. Touch the Setup  button.
2. Touch the area where the left arrow button would be (callout 1), and then immediately touch the area where the Cancel button would be (callout 2) on the screen.

 **NOTE:** Even though these buttons are not illuminated, they are still active.



3. When the Home screen appears, touch the [Setup](#) button.
4. Touch the [2ndary service](#) button to open the menu.

 **TIP:** When you are finished with the [2ndary service](#) menu, while the product is in the Ready state, touch the area where the Cancel button would be until the **Job settings cleared** message appears on the Home screen. This step removes the [2ndary service](#) option from the [Setup](#) menu.

Secondary service menu structure

Table 2-4 Secondary service menu

Menu item	Sub-menu item	Description
Location	A list of available locations appears.	This item sets certain product parameters that are dependent on the location, such as the default paper size and the symbol set. The product automatically restarts after you change the location.

Table 2-4 Secondary service menu (continued)

Menu item	Sub-menu item	Description
Line Frequency	50 Hz	Flickering fluorescent lights can cause print quality defects. If this occurs, try changing the Line Frequency setting. By default, this is set according to the country/region selected at the control panel when the product is turned on the first time.
	60 Hz*	
LED Test		This test verifies that the LEDs on the control-panel function correctly.
		At the beginning of the test, each of the LEDs is turned on one-at-time. Touch the OK button to continue to the next LED.
		You can cancel the test at any time by touching the Cancel X button.
Display Test		This item tests the colors of the control panel display.
Button Test		This test verifies that the control-panel buttons function correctly. The display prompts you to press each button.
Calibrate Touch Screen		This items prompts you to touch dots on the touch screen to calibrate its alignment.
CP FW Version		This items displays the current control-panel firmware version.
NAND Reset		This item clears the product memory.
Service Reports	Cont. Self-Test	This item prints a continuous configuration page.
	Error Report	This item prints an error report that contains the last 5 instances of 49 Error, Turn off then on or 79 Error, Turn off then on errors.
Color Cal.	Adjust Color	This item adjusts density settings for contrast, highlights, midtones, and shadows. Adjust each color individually.
	Timing	This item specifies how frequently the product should automatically perform a color calibration. The default setting is 48 hours. You can turn automatic calibration off.
Pick Roller		This item puts the pickup roller in position for replacement.
Speed	High*	This items sets the default print speed.
	Low	

Product resets

The product resets—**Restore Defaults** and the NVRAM initialization—perform the same function. If possible, use the **Restore Defaults** function in the **Service** menu. If that menu is not accessible, use the NVRAM sequence.

Restore the factory-set defaults

 **CAUTION:** Restoring the factory-set defaults returns all of the product and network settings to the factory defaults. This procedure also deletes any pages that are stored in the memory. The procedure then automatically restarts the product.

1. On the product control panel, touch the Setup  button.
2. Scroll to and touch the **Service** menu.
3. Scroll to and touch the **Restore Defaults** button, and then touch the **OK** button.

The product automatically restarts.

NVRAM initialization

Performing an NVRAM initialization resets the following settings and information:

- All menu settings are reset to factory default values.
- All localization settings, including language and country/region, are reset.

 **CAUTION:** All onboard network settings are also reset. Be sure to print a configuration page before restoring defaults. Make note of the IP address that is listed on the Jetdirect configuration page. You might need to restore the IP address after an NVRAM initialization.

After performing an NVRAM initialization, reconfigure any computers that print to this product. Uninstall and then reinstall the product software on the computers.

1. Turn the product off.
2. Touch the right arrow button. Hold this button as you turn the product on.

 **NOTE:** The right arrow button is not visible when the product is off, but it is still active. Note its position before you turn off the product.

3. When **Permanent storage init.** appears on the display, release the right arrow button.

When the product has finished the NVRAM initialization, it returns to the Ready state.

Product updates

Software and firmware updates and installation instructions for this product are available at www.hp.com/support/LJColorMFPM275nw. Click **Support & 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](#)
- [Covers and external assemblies \(1 of 3\)](#)
- [Covers and external assemblies \(2 of 3\)](#)
- [Covers and external assemblies \(3 of 3\)](#)
- [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 Pro 200 Color MFP M275nw User Guide</i>	Product user guide.	CF040-90904
<i>HP LaserJet Pro 200 Color MFP M275nw Service Manual</i>	English service manual (this manual)	CF040-90969

Supplies part numbers

Table 3-3 Supplies part numbers

Item	Selectability number	Color	Part number, new	Part number, service
HP LaserJet print cartridge	126A	Black	CE310A	CE310-67901
		Cyan	CE311A	CE311-67901
		Yellow	CE312A	CE312-67901
		Magenta	CE313A	CE313-67901
Imaging drum	126A		CE314A	CE314-67901

Service parts

 **NOTE:** The parts in the following table are not shown in the assembly illustrations in this chapter.

Item	Description	Part number
Regulatory label	Blank label	5969-9497

Whole-unit replacement part numbers

 **NOTE:** Whole-unit replacement products include the formatter PCA.

Table 3-4 Whole-unit replacement part numbers

Item	Description	Part number
HP LaserJet Pro 200 Color MFP M275nw	110 V	CF040-67001 (new, for North America and Taiwan)
		CF040-67006 (new, for Brazil)
	220 V	CF040-69002 (exchange, for Europe, Middle East, and Africa)
		CF040-67003 (new; for China)
		CF040-67004 (new, for Asia-Pacific and Latin America)
		CF040-67005 (new; for Chile and Argentina)

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).

Covers and external assemblies (1 of 3)

Figure 3-1 Covers and external assemblies (1 of 3)

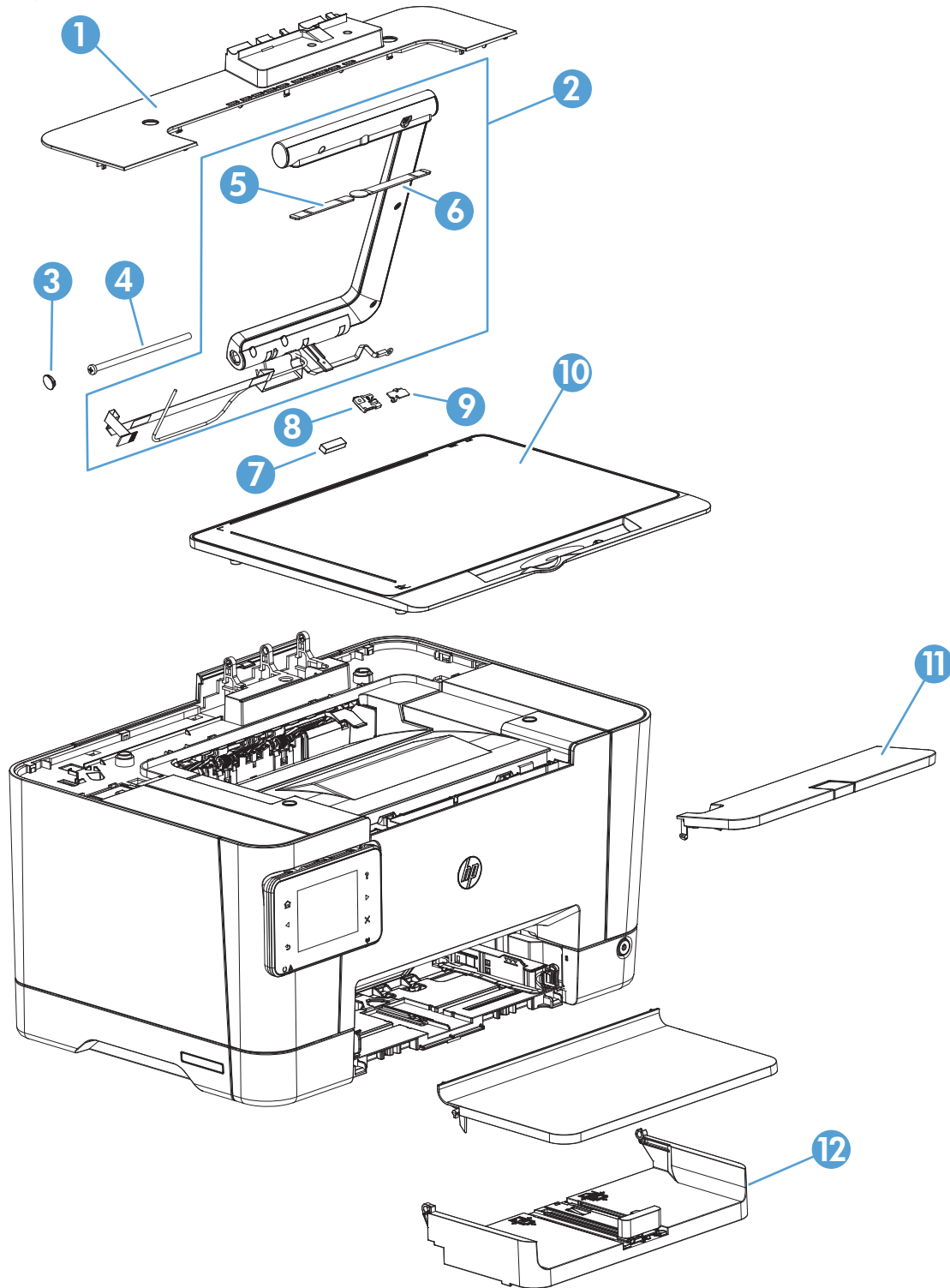


Table 3-5 Covers and external assemblies (1 of 3)

Ref	Description	Part number	Qty
1	Cover-Top Cosmetic	CF039-40010	1
2	Camera arm assembly	CF039-60102	1
3	Cap - screw, camera arm	CF047-40025	1
4	Hinge screw, camera arm	CF047-00012	1
5	Cover - lens, small	CF047-40039	1
6	Cover - lens	CF047-40006	1
7	Magnet, camera arm	CF047-00002	1
8	Spacer - alignment, camera arm	CF047-40024	1
9	Plate - Rectangular, camera arm	CF047-00006	1
10	Platen assembly (capture stage)	CF039-60107	1
11	Output bin assembly	CF039-60106	1
12	Input tray assembly	CF039-60105	1
	Core - magnetic (not shown)	9170-2594	2

Covers and external assemblies (2 of 3)

Figure 3-2 Covers and external assemblies (2 of 3)

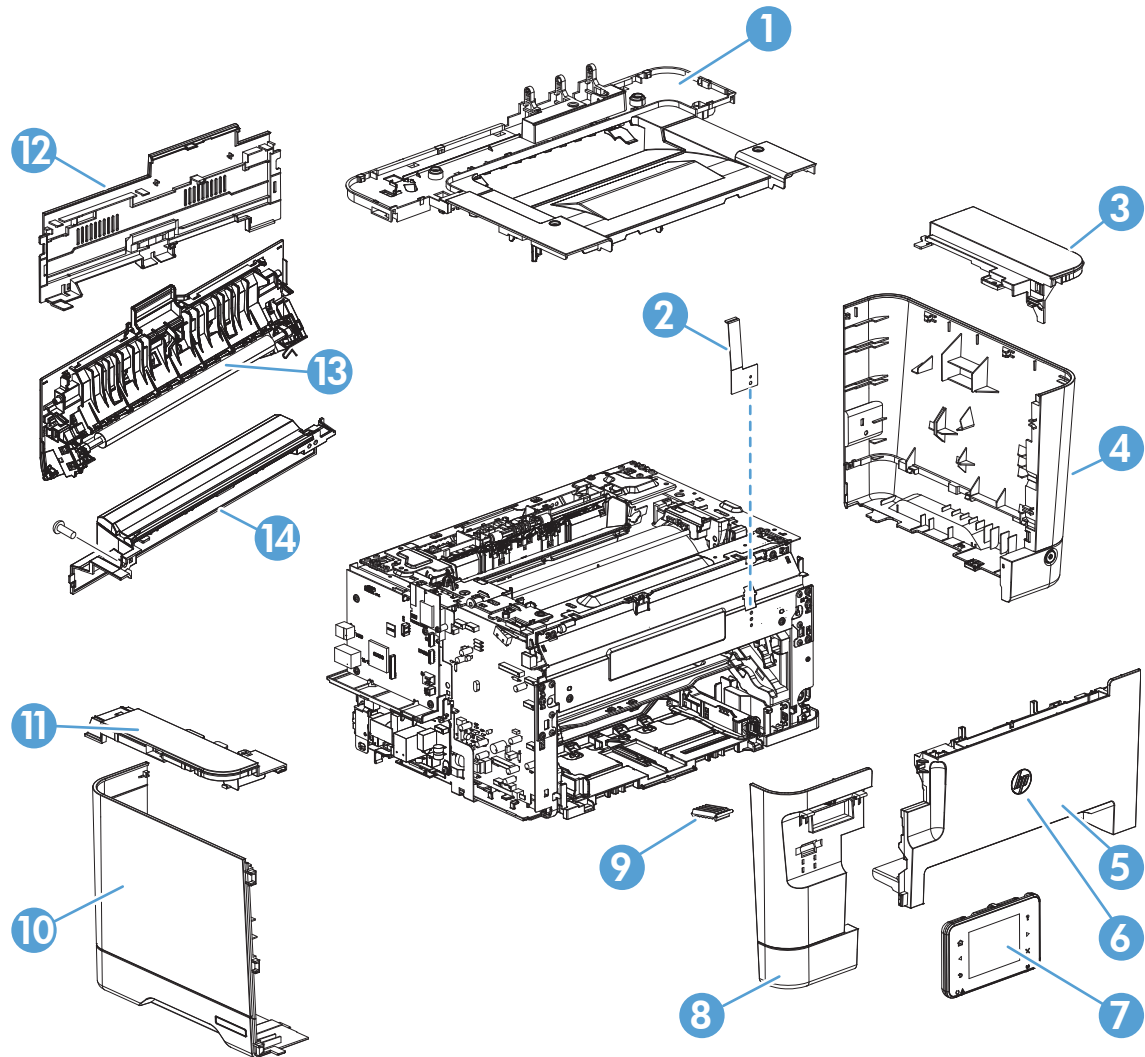


Table 3-6 Covers and external assemblies (2 of 3)

Ref	Description	Part number	Qty
1	Cover - Top, assembly	CF039-60112	1
2	Spring - C-door	CF039-00003	1
3	Cover - top upper right front	CF039-40011	1
4	Cover - right assembly	CF039-60108	1
5	Door – Front, (C-Door)	CF039-40002	1
6	Nameplate Round Gem 27	7121-8496	1
7	Control panel assembly	CF039-60101	1
8	Cover - Left front assembly	CF039-60109	1
9	Kickstand - Control Panel	CF039-40024	1
10	Cover - Left Rear Assembly	CF039-60111	1
11	Cover - Top Upper Left Front	CF039-40012	1
12	Cover - Fuser	CF039-40020	1
13	Rear cover/2nd transfer assembly	RM1-7216-000	1
14	Power supply cover assembly	RM1-7235-000	1

Covers and external assemblies (3 of 3)

Figure 3-3 Covers and external assemblies (3 of 3)

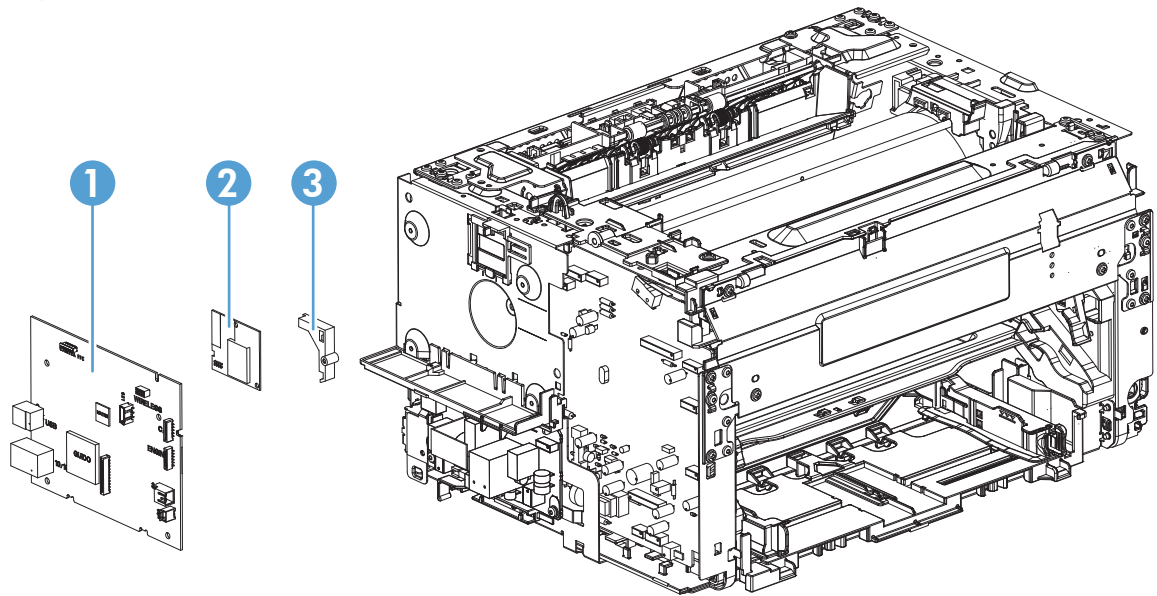


Table 3-7 Covers and external assemblies (3 of 3)

Ref	Description	Part number	Qty
1	Formatter PCA	CD669-60001	1
2	Wireless PCA	1150-7940	1
3	Mounting bracket - Wireless PCA	CE866-40003	1

Internal assemblies

Figure 3-4 Internal assembly

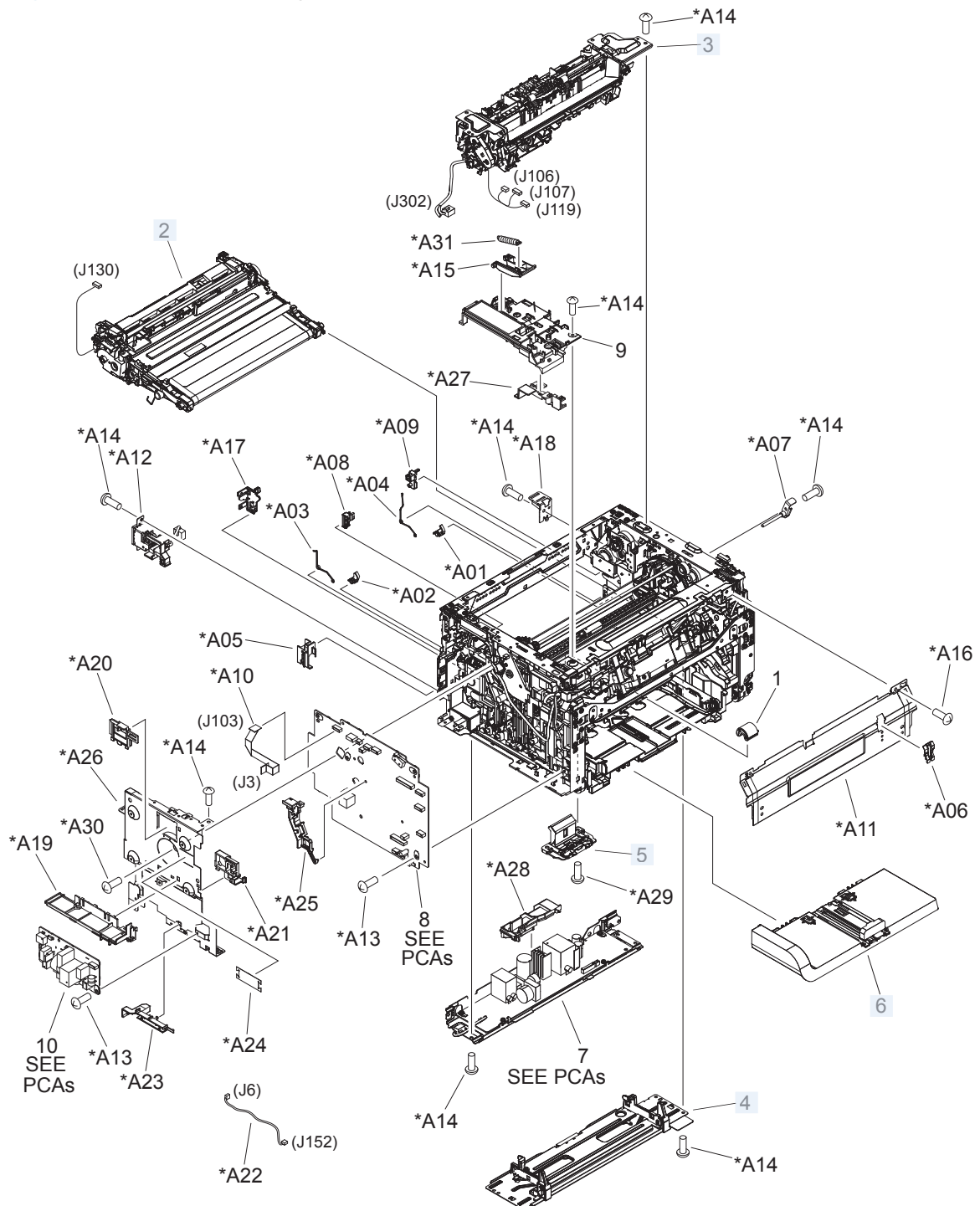


Table 3-8 Internal assembly

Ref	Description	Part number	Qty
1	Roller, paper pick-up	RL1-2671-000	1
2	Intermediate transfer belt assembly (ITB)	RM1-7274-000	1
3	Paper delivery assembly, fuser (110-127 V)	RM1-7211-000	1
3	Paper delivery assembly, fuser (220–240 V)	RM1-7269-000	1
4	Plate assembly, base	RM1-7213-000	1
5	Pad assembly, separation	RM1-7228-000	1
6	Tray, main assembly	RM1-7276-000	1
7	Cover assembly, inner	RM1-7279-000	1

PCAs

Figure 3-5 PCAs

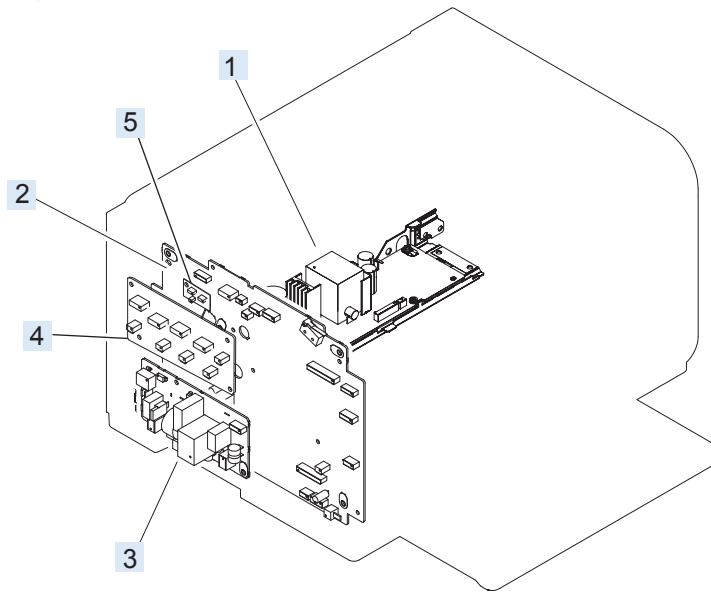


Table 3-9 PCAs

Ref	Description	Part number	Qty
1	Power supply, low-voltage (110-127 V)	RM1-8203-000	1
1	Power supply, low-voltage (220-240 V)	RM1-8204-000	1
2	Engine controller PCA	RM1-8205-000	1
3	Fuser power supply PCA (110-127 V)	RM1-8201-000	1
3	Fuser power supply PCA (220-240 V)	RM1-8202-000	1
4	Formatter PCA	CD669-60001	1
5	Wireless N module	1150-7940	1

Alphabetical parts list

Table 3-10 Alphabetical parts list

Description	Part number	Table and page
Camera arm assembly	CF039-60102	Covers and external assemblies (1 of 3) on page 123
Cap - screw, camera arm	CF047-40025	Covers and external assemblies (1 of 3) on page 123
Control panel assembly	CF039-60101	Covers and external assemblies (2 of 3) on page 125
Core - magnetic (not shown)	9170-2594	Covers and external assemblies (1 of 3) on page 123
Cover - Fuser	CF039-40020	Covers and external assemblies (2 of 3) on page 125
Cover - Left front assembly	CF039-60109	Covers and external assemblies (2 of 3) on page 125
Cover - Left Rear Assembly	CF039-60111	Covers and external assemblies (2 of 3) on page 125
Cover - lens	CF047-40006	Covers and external assemblies (1 of 3) on page 123
Cover - lens, small	CF047-40039	Covers and external assemblies (1 of 3) on page 123
Cover - right assembly	CF039-60108	Covers and external assemblies (2 of 3) on page 125
Cover - Top Upper Left Front	CF039-40012	Covers and external assemblies (2 of 3) on page 125
Cover - top upper right front	CF039-40011	Covers and external assemblies (2 of 3) on page 125
Cover - Top, assembly	CF039-60112	Covers and external assemblies (2 of 3) on page 125
Cover assembly, inner	RM1-7279-000	Internal assembly on page 129

Table 3-10 Alphabetical parts list (continued)

Description	Part number	Table and page
Cover-Top Cosmetic	CF039-40010	Covers and external assemblies (1 of 3) on page 123
Door – Front, (C-Door)	CF039-40002	Covers and external assemblies (2 of 3) on page 125
Engine controller PCA	RM1-8205-000	PCAs on page 131
Formatter PCA	CD669-60001	Covers and external assemblies (3 of 3) on page 127
Formatter PCA	CD669-60001	PCAs on page 131
Fuser power supply PCA (110–127 V)	RM1-8201-000	PCAs on page 131
Fuser power supply PCA (220–240 V)	RM1-8202-000	PCAs on page 131
Hinge screw, camera arm	CF047-00012	Covers and external assemblies (1 of 3) on page 123
Input tray assembly	CF039-60105	Covers and external assemblies (1 of 3) on page 123
Intermediate transfer belt assembly (ITB)	RM1-7274-000	Internal assembly on page 129
Kickstand - Control Panel	CF039-40024	Covers and external assemblies (2 of 3) on page 125
Magnet, camera arm	CF047-00002	Covers and external assemblies (1 of 3) on page 123
Mounting bracket - Wireless PCA	CE866-40003	Covers and external assemblies (3 of 3) on page 127
Nameplate Round Gem 27	7121-8496	Covers and external assemblies (2 of 3) on page 125
Output bin assembly	CF039-60106	Covers and external assemblies (1 of 3) on page 123
Pad assembly, separation	RM1-7228-000	Internal assembly on page 129
Paper delivery assembly, fuser (110-127 V)	RM1-7211-000	Internal assembly on page 129
Paper delivery assembly, fuser (220–240 V)	RM1-7269-000	Internal assembly on page 129
Plate - Rectangular, camera arm	CF047-00006	Covers and external assemblies (1 of 3) on page 123

Table 3-10 Alphabetical parts list (continued)

Description	Part number	Table and page
Plate assembly, base	RM1-7213-000	Internal assembly on page 129
Platen assembly (capture stage)	CF039-60107	Covers and external assemblies (1 of 3) on page 123
Power supply cover assembly	RM1-7235-000	Covers and external assemblies (2 of 3) on page 125
Power supply, low-voltage (110-127 V)	RM1-8203-000	PCAs on page 131
Power supply, low-voltage (220–240 V)	RM1-8204-000	PCAs on page 131
Rear cover/2nd transfer assembly	RM1-7216-000	Covers and external assemblies (2 of 3) on page 125
Roller, paper pick-up	RL1-2671-000	Internal assembly on page 129
Spacer - alignment, camera arm	CF047-40024	Covers and external assemblies (1 of 3) on page 123
Spring - C-door	CF039-00003	Covers and external assemblies (2 of 3) on page 125
Tray, main assembly	RM1-7276-000	Internal assembly on page 129
Wireless N module	1150-7940	PCAs on page 131
Wireless PCA	1150-7940	Covers and external assemblies (3 of 3) on page 127

Numerical parts list

Table 3-11 Numerical parts list

Part number	Description	Table and page
1150-7940	Wireless PCA	Covers and external assemblies (3 of 3) on page 127
1150-7940	Wireless N module	PCAs on page 131
7121-8496	Nameplate Round Gem 27	Covers and external assemblies (2 of 3) on page 125
9170-2594	Core - magnetic (not shown)	Covers and external assemblies (1 of 3) on page 123
CD669-60001	Formatter PCA	Covers and external assemblies (3 of 3) on page 127
CD669-60001	Formatter PCA	PCAs on page 131
CE866-40003	Mounting bracket - Wireless PCA	Covers and external assemblies (3 of 3) on page 127
CF039-00003	Spring - C-door	Covers and external assemblies (2 of 3) on page 125
CF039-40002	Door – Front, (C-Door)	Covers and external assemblies (2 of 3) on page 125
CF039-40010	Cover-Top Cosmetic	Covers and external assemblies (1 of 3) on page 123
CF039-40011	Cover - top upper right front	Covers and external assemblies (2 of 3) on page 125
CF039-40012	Cover - Top Upper Left Front	Covers and external assemblies (2 of 3) on page 125
CF039-40020	Cover - Fuser	Covers and external assemblies (2 of 3) on page 125
CF039-40024	Kickstand - Control Panel	Covers and external assemblies (2 of 3) on page 125
CF039-60101	Control panel assembly	Covers and external assemblies (2 of 3) on page 125

Table 3-11 Numerical parts list (continued)

Part number	Description	Table and page
CF039-60102	Camera arm assembly	Covers and external assemblies (1 of 3) on page 123
CF039-60105	Input tray assembly	Covers and external assemblies (1 of 3) on page 123
CF039-60106	Output bin assembly	Covers and external assemblies (1 of 3) on page 123
CF039-60107	Platen assembly (capture stage)	Covers and external assemblies (1 of 3) on page 123
CF039-60108	Cover - right assembly	Covers and external assemblies (2 of 3) on page 125
CF039-60109	Cover - Left front assembly	Covers and external assemblies (2 of 3) on page 125
CF039-60111	Cover - Left Rear Assembly	Covers and external assemblies (2 of 3) on page 125
CF039-60112	Cover - Top, assembly	Covers and external assemblies (2 of 3) on page 125
CF047-00002	Magnet, camera arm	Covers and external assemblies (1 of 3) on page 123
CF047-00006	Plate - Rectangular, camera arm	Covers and external assemblies (1 of 3) on page 123
CF047-00012	Hinge screw, camera arm	Covers and external assemblies (1 of 3) on page 123
CF047-40006	Cover - lens	Covers and external assemblies (1 of 3) on page 123
CF047-40024	Spacer - alignment, camera arm	Covers and external assemblies (1 of 3) on page 123
CF047-40025	Cap - screw, camera arm	Covers and external assemblies (1 of 3) on page 123
CF047-40039	Cover - lens, small	Covers and external assemblies (1 of 3) on page 123

Table 3-11 Numerical parts list (continued)

Part number	Description	Table and page
RL1-2671-000	Roller, paper pick-up	Internal assembly on page 129
RM1-7211-000	Paper delivery assembly, fuser (110-127 V)	Internal assembly on page 129
RM1-7213-000	Plate assembly, base	Internal assembly on page 129
RM1-7216-000	Rear cover/2nd transfer assembly	Covers and external assemblies (2 of 3) on page 125
RM1-7228-000	Pad assembly, separation	Internal assembly on page 129
RM1-7235-000	Power supply cover assembly	Covers and external assemblies (2 of 3) on page 125
RM1-7269-000	Paper delivery assembly, fuser (220–240 V)	Internal assembly on page 129
RM1-7274-000	Intermediate transfer belt assembly (ITB)	Internal assembly on page 129
RM1-7276-000	Tray, main assembly	Internal assembly on page 129
RM1-7279-000	Cover assembly, inner	Internal assembly on page 129
RM1-8201-000	Fuser power supply PCA (110–127 V)	PCAs on page 131
RM1-8202-000	Fuser power supply PCA (220–240 V)	PCAs on page 131
RM1-8203-000	Power supply, low-voltage (110-127 V)	PCAs on page 131
RM1-8204-000	Power supply, low-voltage (220–240 V)	PCAs on page 131
RM1-8205-000	Engine controller PCA	PCAs on page 131

A Service and support

- [Hewlett-Packard limited warranty statement](#)
- [HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement](#)
- [HP's LaserJet imaging drum limited warranty statement for replacement imaging drums](#)
- [HP policy on non-HP supplies](#)
- [HP anticounterfeit Web site](#)
- [Data stored on the print cartridge and imaging drum](#)
- [End User License Agreement](#)
- [OpenSSL](#)
- [Customer support](#)
- [Repack the product](#)

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet Pro 200 color MFP M275nw	One-year product exchange

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.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

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HP's limited warranty is valid in any country/region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

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HP's Premium Protection Warranty: LaserJet print cartridge limited warranty statement

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not apply to products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

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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HP's LaserJet imaging drum limited warranty statement for replacement imaging drums

This HP Product is warranted to be free from defects in materials and workmanship for one-year from installation. This warranty does not apply to imaging drums that (a) have been refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem, print samples, and a copy of the configuration and supplies status page) 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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HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges and imaging drums, either new or remanufactured.



NOTE: For HP printer products, the use of a non-HP print cartridge or a refilled print cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP print cartridge or refilled print cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

HP anticounterfeit Web site

Go to www.hp.com/go/anticounterfeit when you install an HP print cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your print cartridge might not be a genuine HP print cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Data stored on the print cartridge and imaging drum

The HP print cartridges and imaging drum used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the print cartridge and imaging drum was first installed, the date when the print cartridge and imaging drum was last used, the number of pages printed using the print cartridge and imaging drum, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the print cartridge and imaging drum memory chip does not contain information that can be used to identify a customer or user of the print cartridge and imaging drum or their product.

HP collects a sampling of the memory chips from print cartridges and imaging drums returned to HP's free return and recycling program (HP Planet Partners: www.hp.com/recycle). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this print cartridge and imaging drum might have access to this data, as well.

Any third party possessing the print cartridge and imaging drum might have access to the anonymous information on the memory chip. If you prefer to not allow access to this information, you can render the chip inoperable. However, after you render the memory chip inoperable, the memory chip cannot be used in an HP product.

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Rev. 04/09

OpenSSL

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

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This product includes cryptographic software written by Eric Young (ey@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Customer support

Get telephone support 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/LJColorMFPM275nw
Get support for products used with a Macintosh computer	www.hp.com/go/macosex
Download software utilities, drivers, and electronic information	www.hp.com/support/LJColorMFPM275nw_software
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com

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 cartridges.

 **CAUTION:** It is *extremely important* to remove the print cartridges 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 cartridges, avoid touching the rollers on them, and store the print cartridges so that they are not exposed to light.

2. Place the camera arm in the lowered position.
3. Remove and retain the power cable, interface cable, and any optional accessories.
4. If possible, include print samples and 50 to 100 sheets of paper that did not print correctly.
5. In the U.S., call HP Customer Care to request new packing material. In other areas, use the original packing material, if possible.

B Product specifications

- [Physical specifications](#)
- [Power consumption, electrical specifications, and acoustic emissions](#)
- [Environmental specifications](#)

Physical specifications

Table B-1 Physical specifications

Product	Height	Depth	Width	Weight
HP LaserJet Pro 200 color MFP M275nw	270 mm (10.6 inches)	399 mm (15.7 inches)	468 mm (18.4 inches)	13.5 kg (29.7 lb)

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/LJColorMFPM275nw for current information.

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

Environmental specifications

Table B-2 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Humidity	30% to 70% relative humidity (RH)	10% to 80% RH
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

C Regulatory information

- [FCC regulations](#)
- [Environmental product stewardship program](#)
- [Declaration of Conformity](#)
- [Safety statements](#)
- [Additional statements for wireless 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.

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O₃).

Power consumption

Power usage drops significantly while in Ready or Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. Hewlett-Packard printing and imaging equipment marked with the ENERGY STAR® logo is qualified to the U.S. Environmental Protection Agency's ENERGY STAR specifications for imaging equipment. The following mark will appear on ENERGY STAR qualified imaging products:



Additional ENERGY STAR qualified imaging product model information is listed at:

www.hp.com/go/energystar

Toner consumption

Draft Mode for copies and EconoMode use less toner, which might extend the life of the print cartridge. HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

Paper use

This product's manual/automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your HP LaserJet print cartridges after use—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!



NOTE: Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to <http://www.hp.com/recycle>.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (more than one cartridge)

1. Package each HP LaserJet print cartridge in its original box and bag.
2. Tape the boxes together using strapping or packaging tape. The package can weigh up to 31 kg (70 lb).
3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from www.hp.com/recycle or 1-800-340-2445 (holds up to 31 kg (70 lb) of HP LaserJet print cartridges).
2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.
2. Place the shipping label on the front of the box.

Shipping

For US and Puerto Rico HP LaserJet print cartridge recycling returns, use the pre-paid, pre-addressed shipping label contained in the box. To use the UPS label, give the package to the UPS driver during

your next delivery or pick-up, or take it to an authorized UPS drop-off center. (Requested UPS Ground pickup will be charged normal pick-up rates) For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit www.ups.com.

If you are returning the package with the FedEx label, give the package to either the U.S. Postal Service carrier or FedEx driver during your next pick-up or delivery. (Requested FedEx Ground pickup will be charged normal pick-up rates). Or, you can drop off your packaged print cartridge(s) at any U.S. Post Office or any FedEx shipping center or store. For the location of your nearest U.S. Post Office, please call 1-800-ASK-USPS or visit www.usps.com. For the location of your nearest FedEx shipping center/store, please call 1-800-GOFEDEX or visit www.fedex.com.

For more information, or to order additional labels or boxes for bulk returns, visit www.hp.com/recycle or call 1-800-340-2445. Information subject to change without notice.

Residents of Alaska and Hawaii

Do not use the UPS label. Call 1-800-340-2445 for information and instructions. The U.S. Postal Service provides no-cost cartridge return transportation services under an arrangement with HP for Alaska and Hawaii.

Non-U.S. returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new product supply item) or visit www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

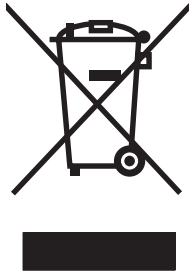
This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product does not contain added mercury.

This HP product does not contain a battery.

Disposal of waste equipment by users in private households in the European Union



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Chemical substances

HP is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at: www.hp.com/go/reach.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by accessing the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Declaration of Conformity

Declaration of Conformity

according to ISO/IEC 17050-1 and EN 17050-1

Manufacturer's Name: Hewlett-Packard Company DoC#: BOISB-1001-04-rel.1.0

Manufacturer's Address: 11311 Chinden Boulevard
Boise, Idaho 83714-1021, USA

declares, that the product

Product Name: HP LaserJet Pro 200 color MFP M275nw

Regulatory Model:²⁾ BOISB-1001-04

Product Options: ALL

Radio Module³⁾ SDGOB-0892

Print Cartridges: CE310A, CE311A, CE312A, CE313A

conforms to the following Product Specifications:

SAFETY: IEC 60950-1:2005 / EN60950-1: 2006 +A11 +A1
IEC 60825-1:2006 / EN 60825-1:2007 (Class 1 Laser/LED Product)
IEC 62311:2007 / EN62311:2008
GB4943-2001

EMC: CISPR22:2005 +A1/ EN55022:2006 +A1 - Class B¹⁾
EN 61000-3-2:2006
EN 61000-3-3:2008
EN 55024:1998 +A1 +A2
FCC Title 47 CFR, Part 15 Class B¹⁾ / ICES-003, Issue 4
GB9254-2008, GB17625.1-2003

Radio³⁾ EN 301 489-1 v1.8.1 (2008-04) / EN 301 489-17 v2.1.1 (2009-05)
EN 300 328 v1.7.1 (2006-10)
FCC Title 47 CFR, Part 15 Subpart C (Section 15.247) / IC: RSS-210

ENERGY USE: Regulation (EC) No. 1275/2008
ENERGY STAR® Qualified Imaging Equipment Typical Electricity Consumption (TEC) Test Procedure

Supplementary Information:

The product herewith complies with the requirements of the R&TTE Directive 1999/5/EC Annex IV, EMC Directive 2004/108/EEC and the Low Voltage Directive 2006/95/EC, the EuP Directive 2005/32/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, these products are assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).
3. This product uses a radio module device which Regulatory Model number is SDGOB-0892 as needed to meet technical regulatory requirements for the countries/regions this product will be sold.

Boise, Idaho USA

October 2011

For Regulatory Topics only, contact:

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) www.hp.com/go/certificates
USA Contact	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

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 ». »

VCCI statement (Japan)

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

VCCI-B

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.

Power cord statement (Japan)

製品には、同梱された電源コードをお使い下さい。
同梱された電源コードは、他の製品では使用出来ません。

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 Pro 200 color MFP M275nw, laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalisessa käytössä kirjoittimen suojakotelointi estää lasersäteiden pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (2007) mukaisesti.

VAROITUS !

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

VARNING !

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 Pro 200 color MFP M275nw - 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 erikoistyökaluja.

VARO !

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

VARNING !

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
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

3685

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

Restriction on Hazardous Substances statement (Ukraine)

Обладнання відповідає вимогам Технічного регламенту щодо обмеження використання деяких небезпечних речовин в електричному та електронному обладнанні, затвердженого постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Additional statements for wireless products

FCC compliance statement—United States

Exposure to radio frequency radiation

⚠ CAUTION: The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 in)) during normal operation.

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

⚠ CAUTION: Based on Section 15.21 of the FCC rules, changes of modifications to the operation of this product without the express approval by Hewlett-Packard Company may invalidate its authorized use.

Australia statement

This device incorporates a radio-transmitting (wireless) device. For protection against radio transmission exposure, it is recommended that this device be operated no less than 20 cm from the head, neck, or body.

Brazil ANATEL statement

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

Canadian statements

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 of Industry Canada.

Pour l'usage d'intérieur. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada. Le composant RF interne est conforme à la norme CNR-210 d'Industrie Canada.

European Union regulatory notice

The telecommunications functionality of this product may be used in the following EU and EFTA countries/regions:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and United Kingdom.

Notice for use in France

For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This equipment may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see www.arcep.fr.

L'utilisation de cet équipement (2.4 GHz Wireless LAN) est soumise à certaines restrictions : Cet équipement peut être utilisé à l'intérieur d'un bâtiment en utilisant toutes les fréquences de 2400-2483.5 MHz (Chaîne 1-13). Pour une utilisation en environnement extérieur, vous devez utiliser les fréquences comprises entre 2400-2454 MHz (Chaîne 1-9). Pour les dernières restrictions, voir, www.arcep.fr.

Notice for use in Russia

Существуют определенные ограничения по использованию беспроводных сетей (стандарта 802.11 b/g) с рабочей частотой 2,4 ГГц: Данное оборудование может использоваться внутри помещений с использованием диапазона частот 2400-2483,5 МГц (каналы 1-13). При использовании внутри помещений максимальная эффективная изотропно-излучаемая мощность (ЭИИМ) должна составлять не более 100мВт.

Korean statement

당해 무선설비는 운용 중 전파혼선 가능성이 있음

Taiwan statement

低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。
前項合法通信，指依電信法規定作業之無線電通信。
低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Vietnam Telecom wireless marking for ICTQC Type approved products



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