



The front panel has the following components, starting with the four direct-access keys:

1. Trigger media loading.
2. **View information** key. By pressing this key repeatedly, you can see information about all loaded papers, about the printer's connection to the computer, about the printer's ink level and about the printhead status.
3. **Pause printing** key pauses printing immediately. Press the key again to restart printing. This can be useful, for instance, when you want to change or load a roll.
4. **Form feed and cut** key.
5. Front-panel display: displays errors, warnings and information on using your printer.
6. **Back** key: to go to the previous step in a procedure or interaction. To go to the upper level, or leave the option in the menu, or when given an option.
7. **Menu** key: press to return to the main menu of the front-panel display. If you are already on the main menu it will display the status screen.
8. **Down** key: to go down in a menu or option, or to decrease a value, for example when configuring the front-panel display contrast or the IP address.
9. **Power** key: to turn the printer off or on, it also has a light to indicate the printer's status. If the power key light is off the printer is off. If the power key light is blinking green, the printer is starting up. If the power key light is green on, the printer is on. If the power key light is amber on, the printer is in standby. If the power key light is blinking amber, the printer needs attention.
10. **Cancel** key: to abort a procedure or interaction.
11. **Up** key: to go up in a menu or option, or to increase a value, for example when configuring the front-panel display contrast or the IP address.
12. **OK** key: to confirm an action while in a procedure or interaction. To enter in a submenu in the menu. To select a value when given an option. If the status screen is displayed, this key takes you to the main menu.
13. **Status light**: indicates the printer's status. If the status light is solid green, the printer is ready. If it is flashing green, the printer is busy. If it is solid amber, there is a system error. If it is flashing amber, the printer needs attention.

Front-panel error messages and codes

If an error message appears on the front panel that is **not** included in this list, and you are in doubt about the correct response, turn off the printer and then turn it back on. If the problem persists, contact HP Support. See *Using your printer*.

Error message or code	Recommendation
[Color] cartridge has expired	Replace the cartridge.
[Color] cartridge is missing	Insert a cartridge of the correct color.
[Color] cartridge is out of ink	Replace the cartridge.
[Color] cartridge is incorrect	Replace the cartridge by a supported one in this region.

Error message or code	Recommendation
[Color] printhead #[n] error: please remove	Remove the incorrect printhead and insert a new printhead of the correct type (color and number).
[Color] printhead #[n] error: replace	Remove the non-functional printhead and insert a new printhead.
Faulty cartridge. Replace [color] cartridge	Replace the cartridge. See <i>Remove an ink cartridge on page 60</i> and <i>Insert an ink cartridge on page 62</i> .
PDL Error: Ink system not ready	Clean the printheads.
Replace [color] cartridge	Replace the cartridge.
Reseat [color] cartridge	Remove and reinsert the same cartridge.
26.n.01 (where n = the ink cartridge number)	Remove ink cartridge n and reinstall it in the printer. If the error persists, replace the ink cartridge. If the problem persists, contact HP Support.
29.01	The maintenance cartridge is not inserted correctly. Open the maintenance cartridge door on the right side of the printer, make sure that the maintenance cartridge is correctly seated, and then close the door. If the problem persists, replace the maintenance cartridge. If the problem persists, contact HP Support.
32.1.01	A take-up reel error has occurred. Make sure that the paper is adequately taped to the take-up reel spindle core, and then make sure that the winding direction is correctly set.
32.2.01	The take-up reel cannot be detected. Make sure that the take-up reel sensor cable is correctly connected.
63.04	An input/output problem has occurred with the network card. Try the following remedies: <ul style="list-style-type: none"> • Make sure that the network cable is correctly connected to the network card. • Verify that your printer firmware is up to date. If the problem persists, contact HP Support.
81.01, 81.03, 86.01	Open the printer window and make sure that there are no obstacles restricting the movement of the drive roller. If the paper has jammed and is restricting the movement of the drive roller, lift the paper load lever and clear the obstruction. If the problem persists, contact HP Support.