4   Printer maintenance

Overview

This section explains basic printer maintenance.

- [Managing the print cartridge](#)
- [Print cartridge conditions](#)

Managing the print cartridge

When you use a new, authentic HP print cartridge (C8543X), you can obtain the following types of supplies information:

- amount of cartridge life remaining

- estimated number of pages remaining

- number of pages printed

- other supplies information

Non-HP print cartridge

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. Service or repairs required as a result of using a non Hewlett-Packard print cartridge will *not* be covered under the printer warranty.

When you use a non-HP print cartridge, the cartridge is unable to report on the status of the print cartridge. The CARTRIDGE LOW and CARTRIDGE OUT messages will not be provided.

Print cartridge authentication

When you insert a non-HP print cartridge in the printer, the printer will inform you if a cartridge is not a genuine HP print cartridge. If you insert a used HP cartridge from another HP printer, the printer can take as many as 60 printed pages to authenticate that the cartridge is a genuine HP part, and will then reactivate the supply status features.

If the printer control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP cartridge, call the HP fraud hotline at (1) (887) 219-3183 (toll-free in North America).

Print cartridge storage

Do not remove the print cartridge from its package until you are ready to use it. The shelf life of a cartridge in an unopened package is approximately 2.5 years.

CAUTION   To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

Checking the toner level

You can check the toner level using the printer control panel, the embedded web server, printer software, or HP Web JetAdmin.

Using the printer control panel

1   Press ✓ to enter `Menu`.

2   Use ▲ or ▼ to select `PRINT SUPPLIES STATUS` and press ✓.

3   Press ✓ to print the supplies status page. See for information about the supplies status page.

Using the embedded Web server

1   In your Web browser, enter the IP address for the printer home page. This takes you to the printer status page.

2   On the left side of the screen, click **Supplies Status**. This takes you to the supplies status page, which provides toner level information. See for information about the supplies status page.

Using printer software

Three things are required to use this feature:

●   The "Supplies Information and Ordering" software must be installed on your computer (use the custom installation option to install this software).

●   The printer must be directly connected to your computer (parallel).

●   You must have access to the World Wide Web.

1   At the bottom right of your screen (in the system tray), double-click the Printer icon. This opens the status window.

2   On the left side of the status window, click the Printer icon from which you wish to obtain status.

3   At the top of the status window, click the **Supplies** link. You can also scroll down to Supplies Status.

Note   If you want to order supplies, click **Order Supplies**. This opens a browser that produces a URL through which to purchase consumables. Select the supplies you wish to order and finish the ordering process.

Using HP Web JetAdmin

In HP Web JetAdmin, select the printer device. The device status page shows toner level information.

Print cartridge conditions

Print cartridge is low

When the print cartridge is low, the printer control panel displays the CARTRIDGE LOW message.

If the CARTRIDGE LOW message displays, but the printer continues printing, CARTRIDGE LOW is set to CONTINUE (the default setting).

If the printer stops printing when low toner is detected, CARTRIDGE LOW is set to STOP. To resume printing, press ✓.

The printer will continue to display CARTRIDGE LOW until you replace the print cartridge.

Select CARTRIDGE LOW=CONTINUE or CARTRIDGE LOW=STOP from the Configuration menu in the control panel ().

Print cartridge is out

When the print cartridge is empty, the printer control panel displays a CARTRIDGE OUT message. The printer continues printing (without customer interaction) until drum out is reached, but HP does not guarantee print quality after this message is displayed. However, if the CARTRIDGE OUT message is a result of the drum life being exceeded, the user has to replace the cartridge immediately, and no override is possible. This is done to protect the printer and the print cartridge.

Using the printer cleaning page

Note   To ensure good print quality with certain types of paper, use the cleaning page every time the print cartridge is replaced. If the cleaning page is frequently needed, try a different type of paper.

If toner specks appear on the front or back side of your print jobs, follow the procedure below.

From the printer control panel:

1   Use ▲ or ▼ to select Config Device and press ✔.

2   Use ▲ or ▼ to select Print Quality and press ✔.

3   Use ▲ or ▼ to select Create Cleaning Page and press ✔.

4   When toner has been cleaned from inside the printer, shiny black spots will appear on the page black strip. If white spots appear on the black strip, print another cleaning page.

Note   In order for the cleaning page to work properly, print the cleaning page on copier grade paper (not bond or rough paper).

Shaking the print cartridge

When you install a print cartridge for the first time, gently shake it from side to side to distribute the toner evenly inside the cartridge. Due to the new cartridge design, this is the only time you will need to shake the cartridge.

Configuring alerts

You can use HP Web JetAdmin or the printer embedded Web server to configure the system to alert you of problems with the printer. The alerts take the form of e-mail messages sent to the e-mail account or accounts that you specify.

You can configure:

- the device you want to monitor (in this case, the printer).

- which alerts are to be received (for example, alerts for paper jams, paper out, cartridge low, cartridge out, and cover open).

- the e-mail account to which the alerts should be forwarded.