



HP Issue Statement

HP Customer Information

October 2008

As the worldwide leader in imaging and printing, HP is committed to driving the development of user-friendly printing technologies and products. Vigorous tests under standardized operating conditions are an integral part of HP's R&D efforts and strict quality control procedures.

Statement Situation

HP understands that some customers may be experiencing a situation where the printer may prematurely provide an "Order Supplies" message or a "Replace Supplies" message on the HP Color LaserJet CP1510 and C1210 series printers. HP has identified a firmware issue and has resolved the premature messaging issue on both the CP1510 series printers and the C1210 series printers. If the printer provides a premature "Replace Supplies" or "Order Supplies" message, the customer can continue printing in override mode. Instructions for printing in override mode can be found in the printer manual.

HP designed the "Order Supplies" message for customer convenience to let them know when they should order a new cartridge so as to enjoy continuous printing.

As with any HP product, HP will honor all support commitments for its printers consistent with HP's warranty terms and award-winning service.

Q&A

Q. Why did the HP Color LaserJets CP1510 and C1210 series printers have supplies alert issues?

A. HP identified a firmware issue and has new firmware to resolve this. HP Color LaserJet CP1510 series printers have new firmware available (date code 20080813) on hp.com (at www.hp.com/go/ljcp1510series_software) and HP Color LaserJet CP1210 Series printers also have new firmware available (date code 20081007) on hp.com (at www.hp.com/go/ljcp1210_software). This firmware will resolve future premature alerts. However, the new firmware will not "fix" the state of a cartridge if it has already exhibited a premature "Order Supplies" or "Replace Supplies" message. For this cartridge, customers should ignore the "Order Supplies" alert and continue with printing. When the printer goes to the "Replace Supplies" mode, users should activate the override mode to continue with printing (see printer manual or instructions below for changing override mode settings). HP designed the "Order Supplies" message for customer convenience as an approximate indication of when users should order new cartridges to ensure they never run out of toner.

If the Cartridge Out Override Feature is enabled, be aware that the printer will continue in Override mode, until the printer supplies setting is changed back to the default settings by the user. If users want visibility to toner alerts (which are designed to be helpful in managing supplies) the printer settings will need to be returned to the default settings.

Q. Is there a problem with all units of these printers? Is HP planning to stop shipment of the product?

A: The issue is known to affect only a small percentage of printers. HP has identified it as a firmware issue and is working to develop a new firmware to resolve this alert issue.

Q: How to enable printing in override mode:

A: **CP1210 Series**

1. Open the HP Color LaserJet CP1210 Series Toolbox.
2. Click the **Device Settings** folder, and then click the **System Setup** page.
3. Next to **Cartridge out override** select **On** to enable the override feature.
4. Select **Off** to disable the override feature if desired later.

CP1510 Series

1. From the product's control panel, go to the **Print quality** menu
2. Go to the **Replace supplies** submenu
3. Select **Override at out** to enable the override feature.
4. Select **Stop at out** to disable the override feature if desired later.