



Using “DISABLE CARTRIDGE CHECK” for print quality troubleshooting HP Mono LaserJet and HP Color LaserJet Printers

The “DISABLE CARTRIDGE CHECK” function was introduced into many newer HP Color LaserJet printers in 2002 and HP Mono LaserJet printers in 2011. This feature gives the ability to remove and/or swap positions of toner cartridges in order to isolate print quality problems without having to replace a cartridge to diagnose. This also isolates the toner cartridges from the rest of the print system via transfer belt and/or fuser.

Color LaserJet

With all cartridges in their correct positions and the printer at “READY”

FutureSmart 3 menus:

- “ADMINISTRATION”
- “TROUBLESHOOTING”
- “DIAGNOSTIC TESTS”
- “DISABLE CARTRIDGE CHECK”

FutureSmart 4 menus:

- “SUPPORT TOOLS”
- “TROUBLESHOOTING”
- “DIAGNOSTIC TESTS”
- “DISABLE CARTRIDGE CHECK”

At this point the printer will initialize briefly, then display a “READY/DIAGNOSTICS” message. From here, any toner cartridge(s) in question can be removed and test pages printed to then see if the problem clears. If the problem does clear, the toner can be placed in a different slot to run test pages to see if the problem re-appears – proving a faulty cartridge.

If said problem does not change through this process, the fuser and/or transfer belt/roller would be next in question to perhaps test in another printer or replace.

HP LaserJet (Monochrome)

With the cartridge installed and the printer at “READY”

FutureSmart 3 menus:

“ADMINISTRATION”

“TROUBLESHOOTING”

“DIAGNOSTIC TESTS”

“DISABLE CARTRIDGE CHECK”

FutureSmart 4 menus:

“SUPPORT TOOLS”

“TROUBLESHOOTING”

“DIAGNOSTIC TESTS”

“DISABLE CARTRIDGE CHECK”

At this point the printer will initialize briefly, then display a “READY/DIAGNOSTICS” message. From here, the toner cartridge can be removed and test pages printed to then see if the problem clears (completely blank pages). If the problem does clear, it is most likely a failed cartridge.

If said problem does not clear through this process, the fuser and/or transfer roller would be next in question to perhaps test in another printer or replace.