



HP 4100MFP, 4101MFP Blank / No Display

We have had an increase in the amount of cases with the 4100mfp printer series failing with what seems to be a bad control panel. Most of the time the printer will actually still function as a printer and successfully print documents from a computer/network.

This problem has had many different fixes so here is a procedure to follow for best results:

First to be sure you just don't have a dead printer (no power due to faulty engine controller) print the engine test (button behind small hole located under fan duct on printers left cover). If engine test is good proceed as follows:

- 1) Remove/ network card if applicable
- 2) Remove/ Hard drive
 - a. Normally with the hard drive removed the printer will go ready but display: *"hard disk not found copy and send disabled"*
- 3) Remove/ memory dimm -J2
 - a. Normally with the memory removed the printer will display: *53.10.03* error
- 4) Remove any additional memory J3 and J4 if applicable
- 5) Disconnect the cable from the ADF assembly to the scanner control board
 - a. The printer will work but not use of adf/scanner assembly.
- 6) Remove the Copy processor board and the high speed copy connect cable connected to the formatter.
 - a. Normally with the SCB removed the printer will display: *"check cables and cycle power"*

If the following steps did not revive the display, replace components as follows:

With printer printing:

Scanner power supply

Control panel

Printer not printing:

Firmware

Formatter

~Firmware C9168-67913

~Formatter C7844-69001

~Control panel RG5-6563

~64mb memory Q7708-67951

~Scanner power supply RG1-4175