

HP Blank, Black or No Display on Control Panel

Issue:

There are reports of many HP printers failing with a black, blank, or no display on the control panel.

These failures will show the following symptoms:

- Display is blank – no words or graphics are visible.
- The backlight of the display may be ON or OFF.
- The Heartbeat LED (callout 3 below) IS NOT lit.
- The “Smiley Face” Formatter Connectivity LED (callout 1 below) IS lit

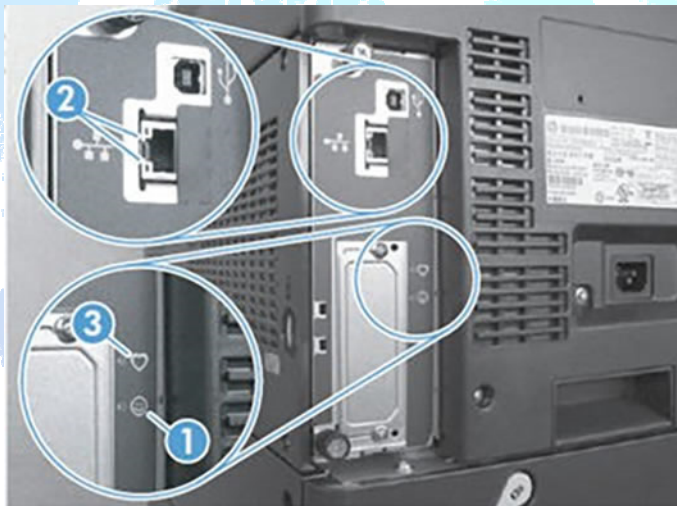


Figure 1: Blank display symptoms:

Solution:

1. Remove and re-seat the formatter along with memory, Fax PCA, HDD, CFM, or SSD (whichever is applicable)
2. Print engine test to confirm print engine operation (see manual)
3. Where control panel back light is lit without character, replace memory DIMM (if the memory DIMM is a firmware backup. Call LPI Technical Support for further assistance)
4. Where control panel back light is not lit, replace firmware or CFM
5. If a device failure meets the above criteria, replace the formatter