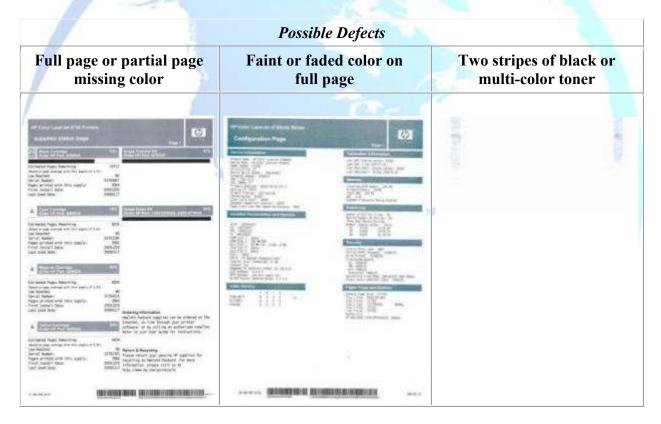# LASER PROS
INTERNATIONAL

HP Faint print or missing colors on printed images

HP CLJ 4700/CM4730MFP/4730MFP/CP4005 Printers

ISSUE: After printing in monochrome, the above listed series may print color images with the following possible defects even after color printing mode resumes.

CAUSE: The CMY transfer rollers in the ETB remain disengaged intermittently after monochrome printing, even after color printing resumes.

NOTE: The black transfer roller (K) does not have the ability to disengage.

NOTE: This issue is not caused by cartridge defects and cannot be resolved by replacing the toner cartridge.

Possible Defects		
Full page or partial page missing color	**Faint or faded color on full page**	**Two stripes of black or multi-color toner**

- **Full page or partial page missing color**

  The full page is printed in black and white when the expected output was full-page color, or CMY color toner is missing on a portion of the page.

- **Faint or faded color**

  The full page is printed in faded or extremely faint color in all three (CMY) color planes when the expected output is full page, vibrant color.

- **Two stripes of black or multi-color toner**

  The two stripes of black or multi-color toner are calibration patches or smudges on the backside of a printed image. This happens if calibration occurs prior to the image printing.

  In this case, the Event Log will likely include one or more of the following calibration errors:

Full Calibration error messages	Quick Calibration error messages
Halftone calibration errors: ○ 54.0C.00 ○ 54.0C.01 ○ 54.0C.02 ○ 54.0C.03	**Halftone calibration errors:** ○ 54.0C.00 ○ 54.0C.01 ○ 54.0C.02 ○ 54.0C.03
CPR sensor out of range errors: ○ 54.0F.00 ○ 54.0F.01 ○ 54.0F.02 ○ 54.0F.03	

Isolate the cause of the issue

Use the following steps to determine the cause of the issue:

1. Verify that the color cartridges are not running in Override at out mode.
    1. Print a Supplies Status page.

If the message Supply Used after Out with OVERRIDE appears under the cartridge part number, the setting may be depleting the toner and causing the color to fade.

2. Confirm whether or not areas that should be printed in color are printed in grayscale.

   If the full image is printed in grayscale, then one of the following may be causing the issue:

   - The customer may be using a black-only print driver.
   - Grayscale printing may be selected in the print driver.
   - The setting RESTRICT COLOR USE may be set to COLOR IF ALLOWED or DISABLE COLOR in the control panel or EWS.
   - The setting COLOR SUPPLY OUT may be set to AUTOCONTINUE BLACK in the control panel or EWS.

3. SUMMARY: Customers may report that all three CMY color planes are partially or completely missing from the page. This document outlines troubleshooting steps, several short term workarounds, and the solution: replacing the ETB