HP LaserJet Pro M401, M425mfp, M521mfp, & Color Pro M476mfp, M570mfp Product – no wake after entering sleep / Auto off mode

Issue:

The device may not awake from Sleep/Auto Off mode, even when all wake events are selected. This includes sending a print job, touching the control panel, receiving a fax, or opening a door.

The device's power light may be blinking but in order to wake up the device it must be turned off and then on again. This issue is typically associated to network connected devices.

Solution:

Download and install the latest firmware available from HP.com: HP Drivers & Downloads .Listed below are the minimum firmware date codes that will resolve this issue for the affected products. Product must have this firmware Date code or later installed:

- **M401** 20140521 (May 21, 2014)
- **M425** 20140521 (May 21, 2014)
- **M476** 20140605 (June 5, 2014)
- **M521** 20140605 (June 5, 2014)
- **M570** 20140605 (June 5, 2014)

IMPORTANT! On the System Tab of the product's Embedded Web Server, ensure the customer's desired 'wakeup' events are selected, reset if necessary.