



Procedure to recover from no display response or display offset

HP M401/M425MFP/M375MFP/M475MFP

When trying to select the graphic buttons on the printer's control panel, if a customer/operator experiences a no response or the graphic offset (see pictures below) it is likely that a Manual Calibration has occurred and has not been properly completed.

Symptoms:

- **No Response** – When you touch the screen everything will be inoperable. No buttons will respond.

Figure 1: No Response



- **Graphical Offset** – When you touch a button, it will select something else.

Figure 2: Graphical Offset



NOTE: The below procedure only works on devices with older firmware (FW Date Codes prior to 20120808). If the procedure does not work, the device has newer firmware and different instructions.

CAUTION: Do not perform an NVRAM INIT even if it appears as though the touch screen is out of calibration. This will not correct the control panel issue, but will force the calibration screen behind the generic prompt.

Perform a Manual Recalibration

1. Perform a Manual Calibration.

The customer should press the right arrow and Back button simultaneously to get into the calibration mode (see Figure 3 below).

Figure 3: Selecting the Right arrow and Back button simultaneously



2. Wait 3-5 seconds for the control panel to respond with the next screen. The user should see the following screen if the above step was successful.

Figure 4: Screen displaying the first dot



3. The customer can use the tip of his/her finger, or a stylus, to select the point presented. Once the first point is selected, the customer will be presented with a second point to select as in the following image.

Figure 5: Screen displaying the second dot



4. After the second point (point in the lower right corner) is selected the printer's control panel display will return to the home screen.

Figure 6: Home screen



1. If the screen is still not properly calibrated, the customer should repeat the above steps.
2. If the control panel happens to freeze after the second point is selected, then cycle power and the display should return to normal.

CAUTION: While the unit is on, **do not perform any of the following.** These procedures may inadvertently cause a Manual Calibration that may impact customers.

1. Do not clean or wipe the screen.



2. Do not adjust screen with both hands on sides.



If the above screen appears after wiping or cleaning the control panel, please perform the steps 2, 3, 4-a and 4-b, in the section Performing a Manual Recalibration in the Service Manual.

NOTE: Proper adjustment to the control panel face position should be made by simultaneously grasping the front lip and pressing the corresponding release lever underneath.



The printer can inadvertently be placed into the calibration mode. The effect is that the control panel is either non-responsive or touch points on the control panel are off set and not aligned with the touch button.

