



**Control Panel Displays Message "Calibrating", Printer will not come to a "Ready" Status
HP CLJ 9500/CLJ 9500MFP**

When the printer is powered on, it goes through the typical warming up procedure, but stops at the message Calibrating. The same may happen when the printer enters a calibration cycle in the middle of a print job.

1. Open the printer's front doors and lower the green handle.
2. Open the printer's right (ITB access) door and remove the ITB.
3. Locate the black plastic shutter that covers the calibration sensor, see the figure below.

Figure 1: Black plastic shutter



4. With the ITB access door open, the right front door needs to be opened, then closed again to check the proper operation of the shutter on the calibration sensor. As the door moves, check that the black shutter moves back and forth.

5. If the shutter does not move, check that the actuator arm located on the left side of the shutter is hooked into place, see the figure below.

Figure 2: Actuator arm hooked into place



6. To reconnect the actuator arm, pull down on the end of the shutter and push the actuator arm into the hole on the end of the shutter. Often the arm will fall into place when the shutter is pulled down.
7. Once the arm is reconnected, manually push the shutter toward the front of the printer to ensure the arm remains in place and that the shutter moves freely.