"Tray X overfilled" Error Message

HP CP4025/CP4525/CM4540MFP/M4555MFP

Tray X overfilled error message occurs when a small piece of paper gets stuck at the Tray-closed tab area and raises the stack surface sensor flag. This triggers the sensor and the message appears in control panel. This issue usually happens as result of a paper jam that occurred when printing from any tray, but is more frequently seen when printing from tray 2.

1. Check the paper stack height in the tray and ensure it does not exceed the limit of the tray.

The paper surface sensor flag can be found by uninstalling tray 2. The flag is a black plastic piece that has 3 tabs. The tab that is closer to the pickup roller is the one that senses the paper stack height (call out #1). The second flag is the one that slides to activate the photo sensor [SR4] (call out #2) and the third one is at the very back and gets moved by the Tray-closed tab (call out #3).

If the tray is inserted and the issue occurs please look for a small piece of jammed paper underneath the third tab.

2. Remove any piece of paper found in the tray-closed tab area. Manually push the white tab towards the right to lower the sensor flag down, this will allow you to see underneath the rear side of the media stack sensor. Push the white tab several times, the sensor flag can occasionally get stuck and this movement will help to release it.

Media Jammed   **Jam Cleared**
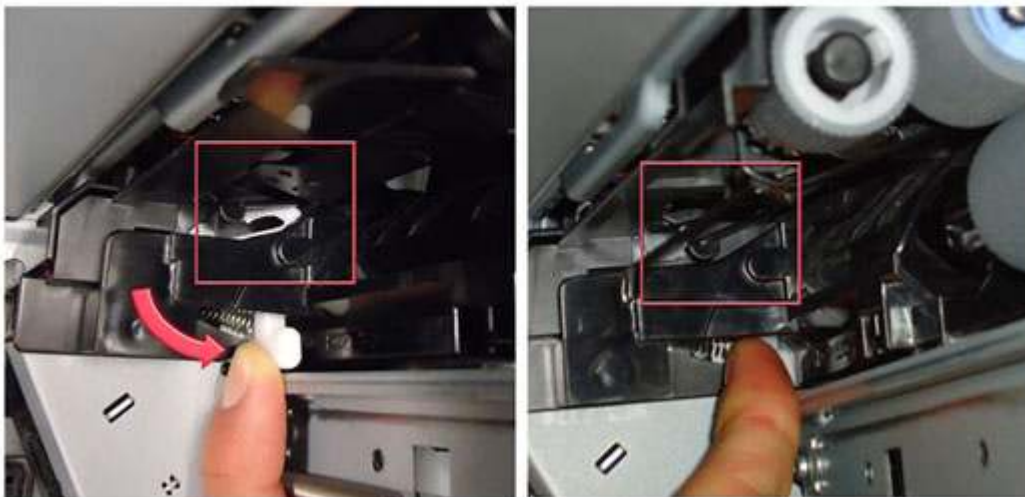
3. Install the tray cassette and check if the level indicator moves while the tray mechanism is lifting.
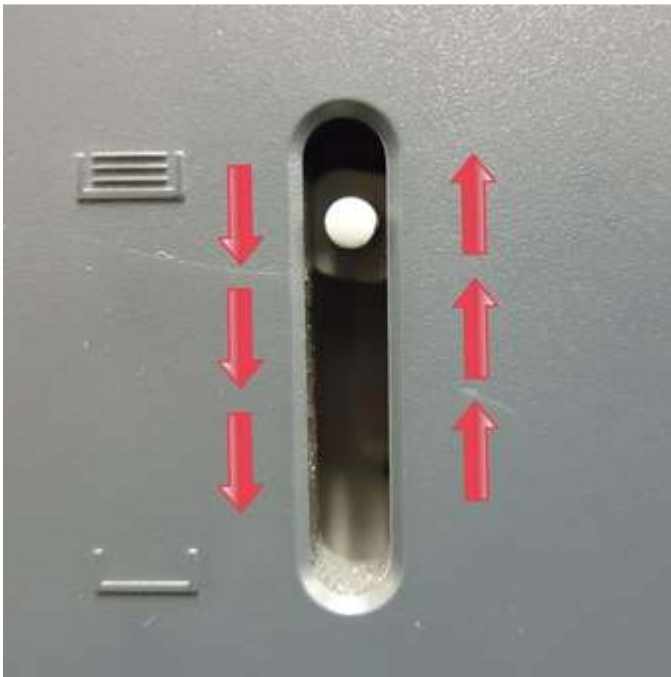
4. Perform a manual sensor test and check the paper surface sensor (letter Q). The idle value for this sensor is "1" when the tray is filled with paper and closed. Ensure the default value changes when manually moving sensor.

   NOTE:

   Locations of the sensor's information can be found in the Service Manual, and look for manual sensor test

5. If the cassette-media stack-surface sensor is faulty, the paper pickup assembly will need to be replaced.