



## **Cleaning Mode/Misprint Error**

### **HP CP2025, CM2320MFP, M351, M451, M475MFP, M476MFP**

*“Cleaning Mode” followed by “Misprint” press ok to continue*

#### **Issue**

While printing either internal or external print jobs frequently front panel will display "Cleaning mode" followed by "misprint press (OK) to continue" message on printer control panel.

Pressing "OK" button will again print the same first page and will go to "Cleaning mode" followed by "misprint press (OK) to continue" message on printer control panel.

#### **Solution 1**

- Replace pickup and separation rollers

#### **Solution 2**

**NOTE:** These settings need to be changed only in printer using Toolbox FX or EWS.

- Do not change/modify any settings in printer drivers. Leave the printer drivers with default settings
- Tray 2 and Tray 3 availability will differ based on Hewlett Packard Printer Model

#### **In System Tab and Paper Handling:**

- Default Paper Size: A4 or Letter
- Default Paper Type: Plain
- Manual Feed: Off
- Tray 1 Size: Any Size
- Tray 1 Type: Any Type
- Tray 2 Size: A4 or Letter
- Tray 2 Type: Heavy 111-130g
- Tray 3 Size: A4 or Letter
- Tray 3 Type: Heavy 111-130g

#### **In Paper out Handling:**

- Select Specify Time and Action.
- Paper Out Time: 0 Seconds
- Paper Out Action: Override

#### **In System Tab and Print Quality:**

- Power-On Calibration: 60 Minutes
- Calibration Timing: 168 hours

