



## **HP CM4540MFP / HP M4555 MFP Control panel Out of calibration or not responding in the correct locations**

**ISSUE:** Customer reports that the control panel appears “out of calibration” or is not responding in the correct areas.

For example, touching on the right side menu items causes items on the left to be selected.

**CAUSE:** A manufacturing problem caused some control panels to get false touches from an internal gasket. This results in touches detected in places not intended.

**SOLUTION:** Troubleshoot using the control panel diagnostic screen.

- 1) To enter control panel diagnostics: From ready state simultaneously press + and \* keys



2) Press start key



3) Use this screen to test, calibrate and reset the touchscreen

