CLJ4700/ 4730mfp

Color LaserJet 4700/4730mfp – Faint or Missing CMY Color Planes

Security Level: HP Internal and Channel Partner Use
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<u>**Document Summary**</u>

- ✔ Customers may report that all three CMY color planes are partially or completely missing from the page.
- ✔ This document outlines troubleshooting steps, several short term workarounds, and the solution: replacing the ETB.

Issue Description: An issue has been discovered on the Color LaserJet 4700/4730mfp that causes the CMY transfer rollers in the ETB to remain disengaged intermittently after monochrome printing, even after color printing resumes. The resulting color images may have the following defects:

1. Missing CMY color toner - either on the full page or on a portion of the page. See figure below.

2. Extremely faint color in all three (CMY) color planes. See figure below. (Katrina – graphic below is new.)

HP Color LaserJet 4730mfp Series

Configuration Page

Page 1

Device Information

Product Name: HP Color LaserJet 4730mfp
Device Name: HP Color LaserJet 4730mfp
Model Number: Q7518V
DC Controller: 3C
Device Serial Number: JPBLH00227
Formatter Number: G7000LN
CPB: 1.025 (2.0)
SCB: CMNPSL 27
Firmware Datecode: 20051108 46.111.9
Service ID: 15212
PS Wait Time-out: 300 seconds
Engine Cycles: 61829
Color Cycle Count: 34899
Document Feeder Kit Interval: 90000
Pages Since Last Doc Feeder Maintenance: 8604

Installed Personalities and Options

PCLXL (20010402)
PCL (20010402)
PDF (20050131)
PS (20010402)
DIMM Slot 1: Empty
DIMM Slot 2: 256 MB DDR
Card Slot 1: 64 MB F/W   FLASH: 2 MB
Card Slot 2: Empty
Card Slot 3: Empty
EIO 1: Empty
EIO 2: HP Scanner Processor Card
Internal Disk: ST340014AS: 37 GB
Internal Fax
Embedded HP JetDirect J7949E 192.168.0.61
LDAP Gateway: 0.0.0.0
SMTP Gateway: pop.dnvr.qwest.net
hp MFP Digital Sending Server: 0.0.0.0

Color Density

	C	M	Y	K
HIGHLIGHTS	0	0	0	0
MIDTONES	0	0	0	0
SHADOWS	0	0	0	0

Calibration Information

Last CPR (Engine Cycles): 61687
Last CPR: 3 Jan 2007/16:23
Last DMax/DHalf (Engine Cycles): 61324
Last DMax/DHalf: 28 Dec 2006/07:37

Memory

Installed DIMM Memory: 256 MB
On Board Memory: 64 MB
Total RAM: 320 MB
DWS: 6.00
Automatic Resource Saving Enabled

Event Log

Number of Entries in Use: 50
Maximum Number of Entries: 50
Three Most Recent Entries:

Number	Engine Cycles	Entry
50	61702	13.21.00
49	61585	13.05.00
48	61351	41.03.00

Security

Control Panel Lock: NONE
Control Panel Password: DISABLED
Write Protect: DISABLED
File System Access:
  PJL: ENABLED
  PML: ENABLED
  NFS: ENABLED
  PostScript: ENABLED
Secure Disk Erase Mode: NON-SECURE FAST ERASE
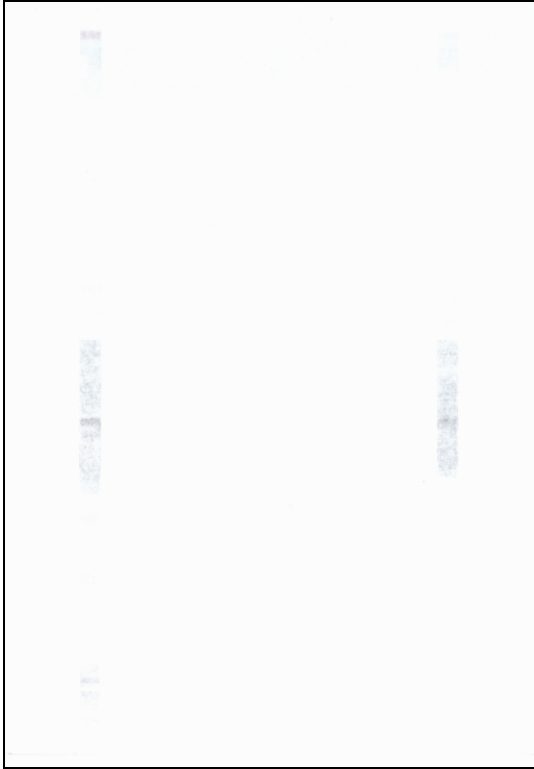Direct Ports (USB/IEEE 1284): ENABLED

Paper Trays and Options

Default Paper Size: LETTER
Tray 1 Size: ENVELOPE #10
Tray 2 Size: LETTER
Tray 2 Type: LETTERHEAD   NORMAL
Tray 3 Size: LETTER
Tray 4 Size: LETTER
Duplex Unit
HP 500-SHEET STAPLER/STACKER Q5691A

08 JAN 2007 07:55   JPBLH00227051831303938   5120703369468842512120336283016650627033628809915082303369392663   ENGLISH (1)

3. Two stripes of black or multicolor toner (calibration patches) on the backside of images, if calibration has occurred prior to the printed images. See figure below.

In this case, the following calibration errors will likely also be listed on the Event Log:

Full Calibration:	54.0C.03	Halftone calibration error
	54.0C.02	Halftone calibration error
	54.0C.01	Halftone calibration error
	54.0C.00	Halftone calibration error
	54.0F.03	CPR sensor out of range
	54.0F.02	CPR sensor out of range
	54.0F.01	CPR sensor out of range
	54.0F.00	CPR sensor out of range
Quick Calibration:	54.0C.03	Halftone calibration error
	54.0C.02	Halftone calibration error
	54.0C.01	Halftone calibration error
	54.0C.00	Halftone calibration error

Troubleshooting:

Use the following steps to isolate the issue:

1. Verify that the color cartridges are not running in Override at Out Mode. Print a Supplies Status Page and check for the message "Supply Used After Out with OVERRIDE" under the cartridge part number. When a cartridge is used in this mode, the toner may be depleted, causing that color to fade.
2. Confirm that image is not merely printed in grayscale. If the full image is printed (i.e. if areas that should be printed in color are printed in grayscale), then the printer may be experiencing one of the following:
    *   The customer may be using a black-only print driver.
    *   "RESTRICT COLOR USE" may be set to "COLOR IF ALLOWED" or "DISABLE COLOR" through the control panel or EWS.
    *   "COLOR SUPPLY OUT" may be set to "AUTOCONTINUE BLACK" through the control panel or EWS.
3. Verify that all three color planes (CMY) are missing from or appear very faint on the Supplies Status Page.

Workaround:

1. Set Color/Black Mix in the System Setup Menu to the default setting of "Auto". The "Mostly Black Pages" setting may exacerbate the issue.
2. On the Color LaserJet 4730mfp, set the default copy mode to Color.
    1) Press Menu.
    2) Touch CONFIGURE DEVICE → COPIES → COLOR MODE→ COLOR COPIES.
3. Open and close and the ETB. This will sometimes resolve the issue temporarily, so the product will work correctly until a replacement ETB can be obtained.

Solution:

Replace the ETB.

Note: please be certain that all three CMY color planes are partially or completely missing and black (K) is the only color plane present. If only one color plane is missing, replacing the ETB will not resolve the issue. Refer to document emr_na-c00679572 for information on only one missing color plane.

Note: Do not replace the print cartridges or any other parts, such as DC controller, HVPS, or formatters for this defect. In virtually all cases sending an ETB will resolve this unique Color LaserJet 4700/4730mfp issue.