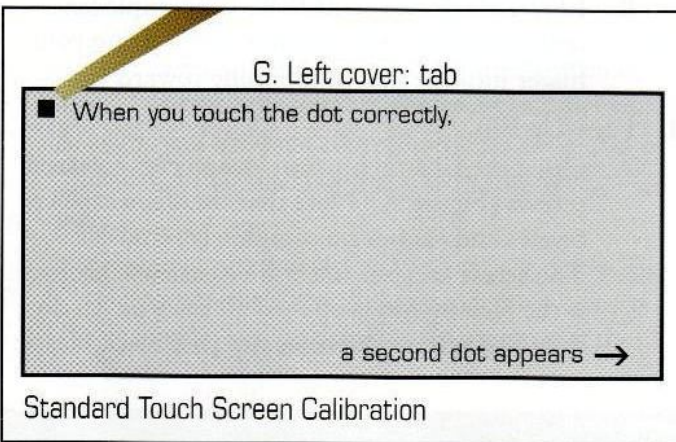


Calibrating the Touch Screen Display On HP LaserJets

The control panels of the larger HP multi-function printers (MFPs) are touch screens: instead of pressing buttons to navigate printer menus, you touch different areas on the glass display itself. Occasionally, these displays become unresponsive and require calibration to restore functionality. Despite the fact that service manuals routinely overlook this issue, there is a standard procedure for monochrome and color MFPs released by HP since 2004.

Standard Touch Screen Calibration (for LaserJet M3027, M3035, 4345 MFP, M4345, M5025/5035, 9040/50 MFP, M9040/9050, Color LaserJet 4730 MFP, 9500 MFP and the 9200C digital sender).

1. Press and hold the number (#) and "C" keys while powering on the printer.
2. Release these keys when a small dot or square appears in the upper left corner* of the display.
3. Precisely touch the small dot or square with a pointed, but not sharp, object. The manuals suggest a stylus or a pencil eraser, but a pen cap will do – do not use anything that will scratch or mark the screen.



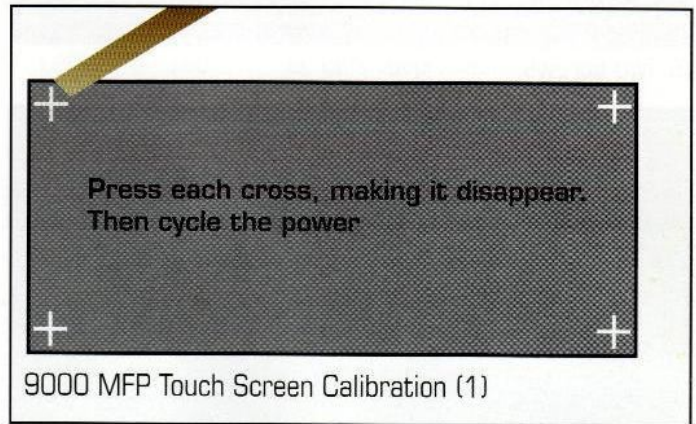
4. A second small dot or square will appear in the lower right corner* of the display. Touch this dot in the same way.
5. After a few seconds, the printer will resume its normal boot sequence. Once it reaches the "Ready" state, it should operate normally.

*The details vary on some models. If both dots appear at once, touch the upper left dot first, then the lower right dot. If they appear in different corners than described above, touch the dots in the order that they appear. If the second dot does not appear, redo the calibration procedure.

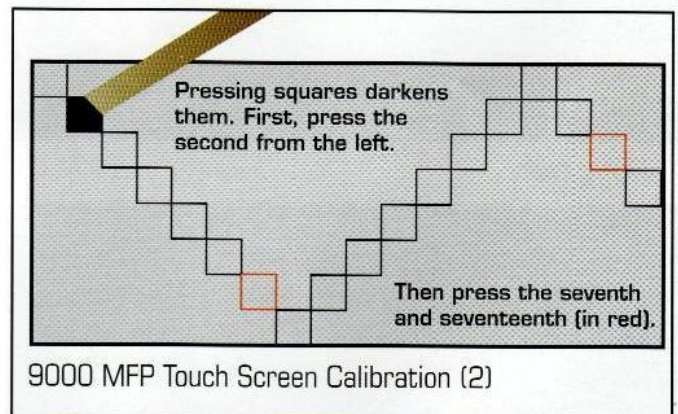
9000 MFP Touch Screen Calibration

This printer has its own procedure. Its successors, the 9040 MFP and 9050 MFP, use the standard one.

1. Hold down 1, 2 and 3 on the keypad while powering on the printer
2. Release the keys when crosses appear in the corners of the display.
3. Gently touch each cross with a thin object. Touching them makes them disappear.



4. Power off the printer once all four crosses are removed in this way. Then power the printer on again.
5. Use the diagnostic menu to access the control panel. Select the TOUCH SCREEN option.
6. Zigzagging squares appear on the display. Counting from the left, press the second square so that it darkens. Then press the seventh and the seventeenth. If they do not darken when touched, repeat the calibration process.
7. You are finished. Press Start.



If you come across an HP printer with an unresponsive touch screen, and it is not listed above, check the manual for that printer. If the manual does not mention this issue, try the standard touch screen calibration, especially if the printer model was released since 2004.