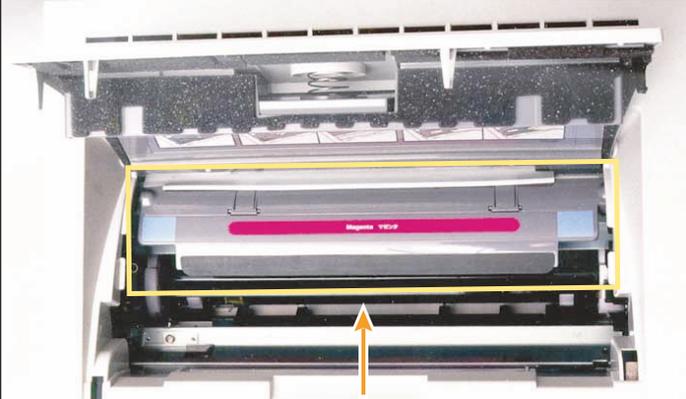*Color LaserJet 4500*

Toner Cartridge Trouble Shooting Guide

For instructions on installing toner cartridges in your CLJ 4500 printer, please refer to:
- the CLJ 4500 *Getting Started Guide* booklet that ships with your printer
- the CLJ 4500 *Getting Started Guide* PDF file on the web:
  http://www.hp.com/go/laserjet_software
- the CLJ 4500 *User Guide* PDF file on the software CDROM that ships with your printer

Use this trouble shooting guide *only* if you encounter difficulties installing toner cartridges.

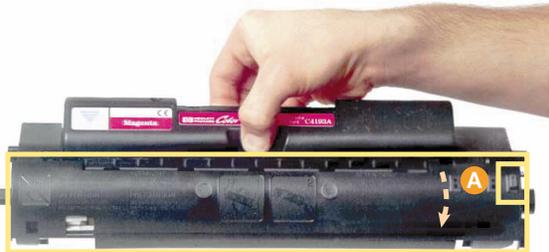Top view of printer with the top door open

Magenta toner cartridge

Carousel flap for magenta cartridge

1. Match the correct color of toner to the correct position in the carousel

Each toner cartridge fits in a specific slot in the printer toner carousel. Make sure the color of the toner label matches the color of the label on the carousel flap. Forcing a toner cartridge into the wrong slot can result in a jammed or broken cartridge.

Toner cartridge shutter closed

Toner cartridge shutter open

A

2. Make sure the toner cartridge shutter is closed

On the front of each toner cartridge is a shutter or curved door that must remain closed to successfully insert the cartridge into the carousel. If you have difficulty inserting a cartridge, make sure the shutter is snapped closed, hold it closed with your thumb then insert the cartridge.

- Double-check the shutter: if you still can't install a cartridge, try rocking or rotating the square tab **A** on the right side of the shutter. If the tab moves at all, close the shutter completely.
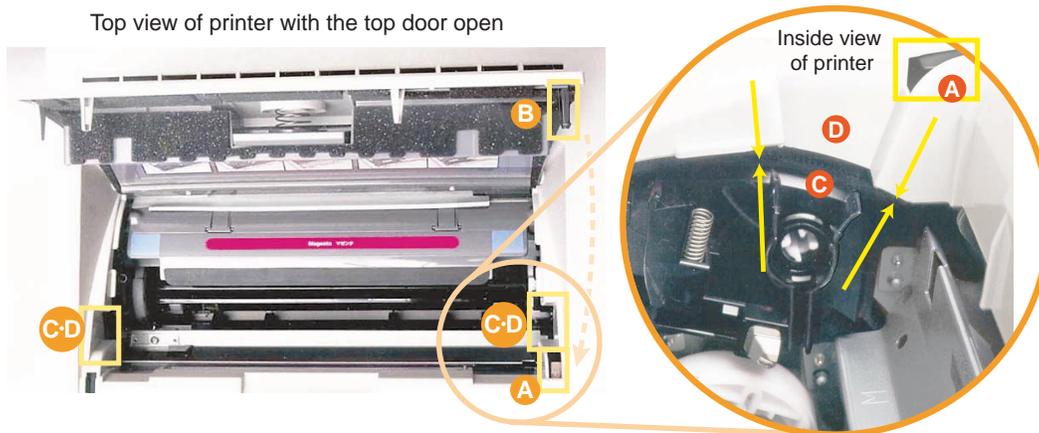
Top view of printer with the top door open

3. Insert the cartridges all the way into the carousel

As each cartridge is inserted into the carousel, **round posts** Ⓐ on both ends of the cartridge fit into channels on both sides of the printer. Make sure the posts slide all the way to the bottom of the channels.

A **square tab** or **key** Ⓑ on the front of each cartridge fits into a cutout in the printer. Make sure the square tab is all the way down in the cutout. Check that the square tab and cutout are in alignment before inserting each cartridge. If a cartridge isn't inserted all the way into the printer the carousel may jam, giving a 54.2 error.

Top view of printer with the top door open

Inside view of printer

4. If the toner carousel becomes jammed, rotate the toner carousel manually

Locate the **carousel brake release** Ⓐ and press the metal tab with the end of a pen. For your safety avoid poking your finger into the brake release. With your other hand push the carousel around to the positions required to remove the cartridges.

- Locate the brake release: Four plastic fingers extend down from the edge of the printer's top cover. The **rightmost finger** Ⓑ is black and presses the brake release when the cover is closed.
- Remove all toner cartridges and turn the printer's power off.

Replace the toner cartridges as prompted by the printer's control panel:

- Power the printer on then follow the prompts on the printer's control panel to reinsert the toner cartridges.
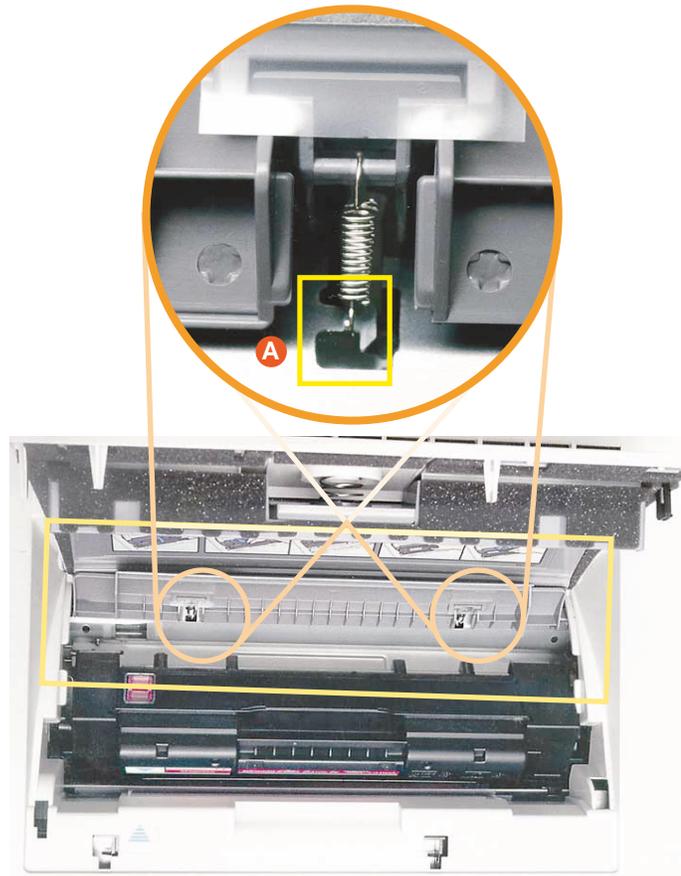
Replace the toner cartridges manually as needed:

- Position the carousel: Rotate the carousel until the the **black channels** Ⓒ in both sides of the carousel are aligned with the **light channels** Ⓓ in both sides of the printer.
- Insert the toner cartridge then repeat the process with the other cartridges.

5. If a spring on a toner carousel flap comes loose, reattach it

Each of the four sections in the toner carousel contains a flap which closes over the toner cartridge. If a cartridge becomes stuck and force is applied to the cartridge, the small springs on the flaps may come loose. Although no error message appears on the printer control panel, the flap will function correctly with a loose spring.

Take a pair of needle nose pliers and reattach the loose end of the spring to the **small metal arm** **A** beneath it

Top view of printer with the top door open