

HP Color LaserJet 3500/3700 printer updates

10.92.XX error

Some customers have experienced a 10.92.XX error at power on. The error refers to a cartridge not engaging correctly, and "XX" corresponds to the print cartridge causing the error:

- 00 = Black print cartridge
- 01 = Cyan print cartridge
- 02 = Magenta print cartridge
- 03 = Yellow print cartridge

There are several issues that can cause this error, including:

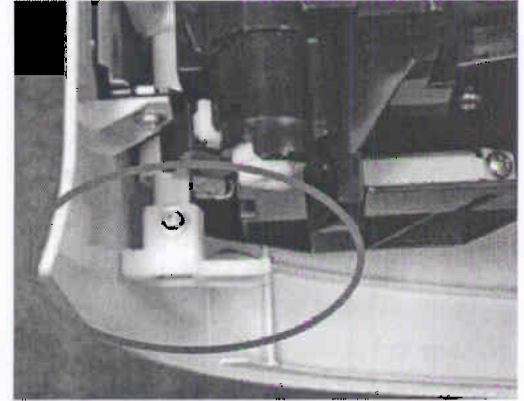
- One or more cartridges not seated properly
- Broken cartridge engaging tab on the right side of the front door
- Damaged shutter arm on a cartridge
- Missing or out of place left rail guide
- Broken left arm drum lock
- ITB gears not aligned, broken, or disengaged
- Broken ITB gear train
- Broken cartridge alignment knob

Troubleshooting

First, the cartridges should be reseated. If this does not resolve the issue the following troubleshooting steps can help to determine the cause of the error.

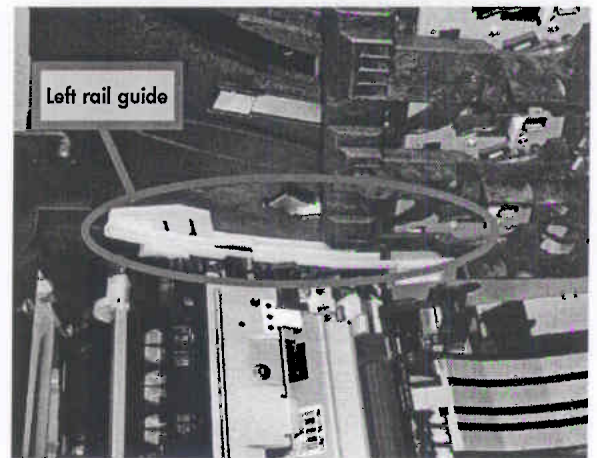
- 1 Close the door slowly and look inside to see if the toner shutters open properly while the door closes. Check whether there is any abnormal resistance when closing the door. If any shutter does not open, or you experience resistance shutting the door, go to step two.

If the door closes normally, check the cartridge engaging tab on the right side of the front door. If it is broken, replace the tab, part number RC1-1247-000CN



Print cartridge engaging tab

- 2 If only one of the cartridge shutters does not open, inspect the cartridge shutter and wire arm for damage. Replace the cartridge if damaged.
- 3 If the cartridge looks good, go through the disable cartridge check and swap out toner cartridges to see if the issue follows the cartridge or stays with the slot. Use the XX element of the error code to identify any changes once cartridges are swapped. If the XX identifier follows the cartridge, replace it.
- 4 Check to see whether the left rail guide is in place. If not, replace it.



Position of left rail guide