

Diagnosing MFP Errors

If you are experiencing an error with your HP Multifunction Printer (models M3035, M4345, M5035, CM4730, and CM6040), IPS Laser Express may ask you to complete the following steps in order to help us diagnose the problem. Please take a minute to print out the following information:

Print the Error Log:

- From the main screen, scroll to and select the **ADMINISTRATION** tab
- Scroll to and select **TROUBLESHOOTING**
- Scroll to and select **EVENT LOG**
- Select **PRINT**

Print the Configuration Page:

- From the main screen, scroll to and select the **ADMINISTRATION** tab
- Scroll to and select **INFORMATION**
- Scroll to and select **CONFIGURATION/STATUS PAGES**
- Scroll to and select **CONFIGURATION PAGE**
- Select **PRINT**

Print the Supplies Status Page:

- From the main screen, scroll to and select the **ADMINISTRATION** tab
- Scroll to and select **INFORMATION**
- Scroll to and select **CONFIGURATION/STATUS PAGES**
- Scroll to and select **SUPPLIES STATUS PAGES**
- Select **PRINT**

After printing these pages, your IPS Laser Express service technician will ask you to email them to servicerequests@iplaserexpress.com along with your service request number.



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