HP LaserJet 4250 and 4350 Series Printers - Blank Front Panel Display

Introduction

The printer display is blank even though the printer appears to be properly connected and the power is on. Symptoms may be:

- The display is completely blank with no LED lights illuminated.
- The display menu prompts do not work, but the blue/black backlight is on and the LED lights are illuminated solid.

There are 2 different types of blank control panel errors.

Blue backlight but no text displayed

Display still has a blue back light but no letters are displayed and all 3 LEDs are on solid. This issue usually typically is related to unseated or bad memory.

1. Reseat the memory.
2. Try the memory in another slot.
3. Try new memory.
4. Replace the formatter.

Totally blacked out display

Display is completely blacked out (no backlight or letters displayed) and all LEDs are blank as well. This issue typically has to do with the Boot Select jumper being in the wrong place (on pins 1 & 2). Often a tech will see this issue come up after the formatter is replaced for another issue. During manufacturing some of the jumpers on the boot select were not put back on pins 2 & 3.

1. Completely remove the jumper by the boot select heading on the formatter (found near the top of the board).
2. If the control panel continues to remain blank: replace control panel, DC controller, formatter, memory.
3. If the issues persist, please approach the Resource Desk.