



# PARTS ON DEMAND LIMITED

July 2014

## A hanging, blooming HP logo? It's not as pretty as it sounds

Have you ever powered up an HP LaserJet 4345 MFP, only to have it hang at a blooming HP logo on the display? There are a number of possible causes for this issue, all of which we will look at in this edition of Tech Talk:

Formatter

- Analog fax accessory
- DIMMs
- Compact flash memory
- Engine power supply
- Power supply fan
- Internal hard disk

### Formatter and module tests

1. Remove the formatter from the unit.
2. Reseat the compact flash firmware and base memory. These are required for the printer to boot up.
3. If there is a fax accessory installed, remove it, along with any extra DIMM and compact flash modules.
4. Reseat the daughter card connecting the formatter to the copy processor boards.
5. Reinstall the formatter, and power on the unit.
6. If the issue has cleared after reinstalling the formatter, then the formatter is not the problem. Reinstall the fax card, extra DIMMs and extra compact flash modules one at a time. If any of these modules produce the error, the module will need to be replaced (see below for part numbers).
7. If the issue has not cleared after re-installing the formatter the problem may be with either the formatter or the engine power supply.
8. If you have access to a known working HP 4345 MFP, insert the formatter from the problem unit into the working unit. If the working unit hangs at the blooming HP logo, either the formatter or one of its accessories is at fault.

Part numbers:

Analog Fax Accessory	Q3701A
DIMM	Q2627-67951
Compact Flash	Q7725-67915
Formatter	Q3942-69001

### Engine power supply test

1. Perform a Disk Initialization and then a cold reset.
2. Remove the formatter, power on the unit and perform an engine test. If the engine test does not print, proceed to step 4; otherwise proceed to step 3.
3. If the engine test successfully prints, the power supply and fan are not the problem.
4. If the engine test does not print, you will need to replace the engine power supply (part #RM1-1041-000CN) and/or Fan 1 (part #RK2-0278-000CN).

### Internal hard disk test

1. Turn off the unit; remove the cable that connects the hard drive to the formatter, then turn the unit back on.
2. Attempt to send print jobs to the unit and print an internal page. If the MFP is able to do these things, then the hard drive is the problem.
3. Perform a Disk Initialization, then check to see if the issue is resolved.
4. If the issue still exists after performing the Disk Initialization, the hard drive will need to be replaced (part #J7948-61031)

Have a tech related question? We want to hear from you. Submit your questions to: [support@partsondemand.co.nz](mailto:support@partsondemand.co.nz)  
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