

 **Re: Laserjet P2015 displays Paper jam and Toner lights** by [snewo](#) (1/10/10 9:31 PM)  
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Thanks to all of you who have posted on this site.

Someone gave me an HP P2015 printer because it had quit working. I had always thought that HP produced great products and I was sure I could make this printer work. Fortunately, I found this site which explained my "new" printer's problem and how to solve it. The technique of baking at 375 degrees F for 8 minutes solved the problem, so I now have a good printer to give to someone.

I was puzzled about unplugging the connectors, so I will give a detailed description of what I did in case it is helpful to someone else.

Remove the paper tray and the toner cartridge and open the rear door. Using two wide-blade screwdrivers, pry open the left side cover at the back of the machine. When the cover pops loose at the back, slide it forward and unhook it from the tabs at the front. The formatter board is now accessible.

At the lower right corner of the board is a 28-pin ribbon connector (labeled J2) and a two-wire connector (labeled H6.) At the upper right corner of the board you will see a 13-pin ribbon connector (labeled J3) and to its left is a 6-pin wire connector (labeled H5.) At the upper left corner of the board is a 9-pin wire connector labeled H7.

I wasn't familiar with these connectors and I couldn't decide how to disconnect them. After asking a friend, I learned that all of them unplug by pulling off the mating parts toward the edge of the board, parallel to the surface of the board. Except for H6, the white plastic connector shells are soldered to the board and are a part of the board. In my case, at least, the white plastic part at H6 is part of the wiring harness, not part of the board, and so it has to be pulled off the board.

I'm not sure if there are static-sensitive components on the board, but I assume there are. Therefore, I tried to keep a hand or a finger in contact with the printer chassis while I was touching the board or wires. The ribbon connectors are easily unplugged by gently tugging on the ribbon, first on one edge, then the other. The wider ribbon (at J2) is harder to unplug because the friction is greater for the wide ribbon.

The wires plugging into H5 and H7 are each captured in a black plastic connector on my printer. This black plastic connector must be pulled out of the white plastic shell. I used an ice pick(!) to get a "bite" on the ends of the black plastic connector. Using the ice pick, I pulled up on first one end, then the other, of the black plastic connector. By wiggling the connector a few times in this way, the connector pulled out of the shell. Because of the extra friction, the 9-pin connector was harder to unplug than the 6-pin connector.

I found the 2-wire connector at H6 the hardest to unplug. It mates to two pins that stick up through the board, but are bent over so that they are parallel to the board. I finally pushed down on the white plastic connector with a screwdriver, trying to push it off the edge of the board, while wiggling the connector sideways. It might not have been quite so difficult to unplug if I had know exactly how the connector was made.

As other posters have done, I peeled off the big black strip and the small white strip (with a

bar code and part number), then supported the board with four #6 screws with two hex nuts on each screw. This allowed me to suspend the board about 1-1/4 inch above the metal pan in which I baked it. I preheated the oven and the metal pan to 375 degrees F. I placed the board in the pan and baked it for 8 minutes, then removed the pan to allow it to cool. It was cool within 15 minutes or so, then I reattached it to the printer chassis.

The only part of the reassembly that was a little problem was reconnecting the 28-pin ribbon connector. I finally turned the printer on its side to make it easier to see what I was doing. It still took a while to get the ribbon into the slot, because of the friction. Just push on one edge, then the other and it will finally start to slide in. Keep wiggling and pushing until it is back in place.

I hope this is a help to anyone who might question his/her ability to make this simple repair.