

Formatter and/or Hard Disk Replacement

When replacing either the formatter or the hard disk in these HP printers you will typically get a disk error. Most common is “**Error 99.09.63 Missing Disk**”, although there are other variations. This is normal – **it does not mean the formatter or disk is defective!** You can almost always get the formatter/disk combination to work by following the procedure given below:

Firmware download:

The first step is to go to HP.com and follow the onscreen steps to download the FUTURE SMART 3 firmware upgrade files*. Then copy the firmware upgrade file to the root directory of a USB storage accessory (commonly known as a thumb drive). The firmware upgrade file has a BDL extension,* this will be used to load the firmware onto the hard drive at the end of the following procedure. Make sure it's 32 MB format.

Hard drive preparation and firmware upload:

Note: When navigating menus on this printer, the **3** and **9** buttons scroll up or down, and the **6** button selects. The back arrow key on some printers are (to return to the previous menu level) is **5**.

1. Turn the printer on. You will get a disk error similar to the one given above. Press the **6** button to continue.
2. Press the **6** button to open the **Preboot** menu. Scroll to **Administrator** and select it.
3. Scroll to **Manage Disk** and select it.
4. Scroll to **Boot Device** and select it.
5. Scroll to **Erase and Unlock** and select it. You may get a warning message at this point and a prompt to **Proceed With Requested Action**. Select again to proceed.
6. Scroll to **Download** and select it. If you have not previously inserted the USB thumb drive, do so now. The USB port is just below the lower left corner of the control panel, and slightly to the left of it.
7. Scroll to **USB Thumbdrive** and select it.
8. If the thumb drive contains more than one file, scroll to the one that you downloaded earlier and select it. When the download has finished, the message **Complete** appears on the screen.
9. Remove the USB thumb drive, back space 3-4 times until you see **Continue** and select it.
10. Files will transfer and, when finished, will give a 33 error of known part installed and will shut down and restart. After normal initialization, it should now come to the **Ready** state.

NOTE:

*Always download Future Smart 3 BEFORE downloading Future Smart 4. Sometimes either the formatter or hard drive will not recognize all of the files and will not transfer. It may even cause the formatter or hard drive to be unable to collect the files with trying to transfer.

*Use a standard USB storage accessory that uses File Allocation Table (FAT) file systems and does not have a CD-ROM partition.