

# HP 12c Calculator - Performing the Self Test

## Issue

Performing the self test on some HP 12c calculators results in 'Error 9'.

## Solution

If the calculator has two batteries this is normal and not indicative of any problems with the unit. To perform the self test on units with two batteries:

1. Turn the calculator off.
2. Press and hold the **9** and **ENTER** keys; keep both keys held down for the next step.
3. Press the **ON** key so the **9** **ENTER** and **ON** keys are held down simultaneously.
4. Release the **ON** key.
5. Release the **9** key, followed by the **ENTER** key. The main test screen displays the following: '1.L 2.C 3.H'.
  - Press **1** to perform the LCD test (all LCD segments will be turned on). Press any key to exit.
  - Press **2** to perform the checksum test and see the copyright messages. Press any key to go from one screen to the next until the main test screen, '1.L 2.C 3.H', is displayed again.
  - Press **3** to perform the keyboard test. Press EVERY key on the keyboard until all the keys have been pressed at least once. The screen will progressively turn off with each key press. Once all the keys have been pressed and the screen is clear, press any key to return to the test screen.

Press **ON** to exit the test system. This will also turn the calculator off.

If the calculator detects an error at any point, it will display an error message.

For the HP 12c financial calculators with one battery, to perform the LCD self test:

1. Turn the calculator off.

2. Press and hold the **X** key, and simultaneously press and hold the **ON** key.
3. Release **ON** then **X**.
4. After a few moments, all elements of the screen should be displayed. Press any key to exit.