



Basic Printer Troubleshooting

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For most HP Printers

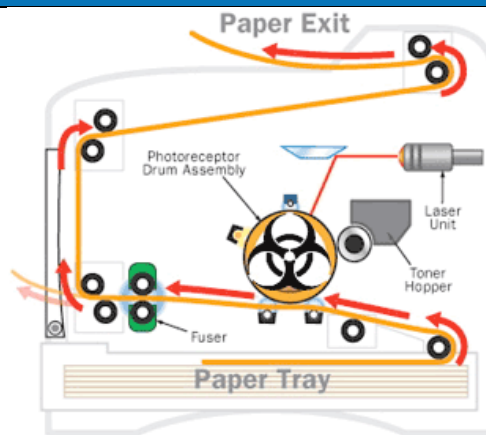
Occasionally a local or networked printer will not print. Here are a few quick tips to resume printing.

First step, if there are no error codes, power the printer down. Then power it back on with the power switch.

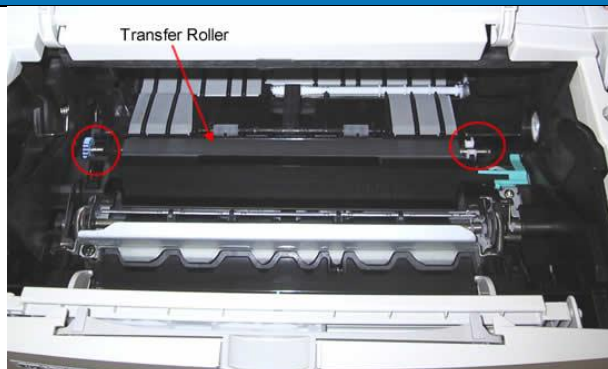


A LaserJet has optical eyes in the paper path to detect the presence of paper.

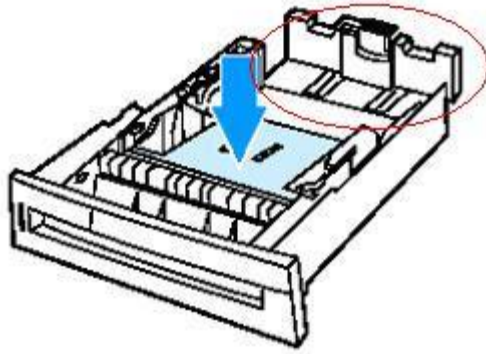
If no paper is detected the printer will assume there is a jam.



If prompted with a paper jam, open the top of the printer and pull out the toner cartridge to reveal a potential jam by the transfer roller.



If no jam is present check the paper tray to make sure the paper stops have not been moved.



If the tray appears to be fine, check the pick-up rollers to make sure they are not worn. Here are photos of a worn roller (left) and a new roller (right).

A smooth roller will not pick up paper well. The ridges on the new roller help pick up paper.



Rollers would need to be serviced by a technician along with any paper jams you may still be experiencing.

Any printer not networked would need to have the local connectors inspected to make sure they are properly functioning.

Please verify the connectors are secure on both ends



This is a parallel connector



This is a USB connector

Occasionally the printer will ask for service to be performed when a specific page count is reached. This is programmed into the printer and varies by printer. This is to indicate that the fuser assembly needs to be replaced along with paper pick up rollers and the output assembly. To reset the counter, hold the item left and minus (-) buttons while the printer is restarting.

