



Troubleshooting

To better help our customers - this HP LaserJet 3100 / 3150 series troubleshooting page is simply a guide / additional information for your convenience, as you search for assistance in repairing your machine. Although this information is provided for your convenience it is recommended, for the most part, that a technician inspects your office equipment.

It is recommended to consult with a professional when ordering your printer part(s).

Chapter contents

Service menus

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Service menus

Control panel service menu

Use the control panel menu, under “service,” to set up remote servicing and to recalibrate the document scanner.

The service portion of the control panel menu is shown below in a hierarchical diagram:

Table 13. Control panel service menu

Press ENTER/MENU to access the control panel menu.	Use the < and > keys to select “Service” and press ENTER/MENU .	Use the < and > keys to select one of the choices below and press ENTER/MENU .	Use the < and > keys to select one of the choices below and press Enter/Menu , or see the display.
Service			
├── Remote test			
├── Remote setup			
│ ├── Receive setup			
│ └── Send setup			
├── T.30 protocol trace			
└── Scan correction			

Tests in control panel service mode

Brief explanations of tests in the control panel service mode are shown below:

- Remote test sets up the product to test through the fax line.
- Remote setup, followed by Receive setup or Send setup allows for softswitch settings to be sent or received through the fax line.
- T.30 Protocol trace allows you to set how often the test is run.

Extended service menu

Use the extended service mode to run various self-tests and to change softswitch settings, such as the country code softswitch setting.

The following page shows the layout of the extended service menu settings in a hierarchical diagram.

Table 14. Extended service menu tree

Press BACKSPACE## to access the extended service menu.	Use the < and > keys to select one of the choices below and press ENTER/MENU .	Use the < and > keys to select one of the choices below and press ENTER/MENU .	See the display for further instructions. Notes about some of the menu choices are shown below:
	Reports	<ul style="list-style-type: none"> Help T.30 protocol trace SRAM dump Scanner plots Log debug report Task stacks Translations Printer fonts 	Help prints a menu report for the product.
	Memory/softswitch	<ul style="list-style-type: none"> Softswitches Clear memory Check documents Edit SRAM SRAM dump version 	See "To change the country code softswitch" on the following pages. Various tests under Control panel can assist in troubleshooting the product.
	Control panel	<ul style="list-style-type: none"> Keypad test LCD test Control panel test Sensor states Speaker test All LCD characters 	
	Scanner	<ul style="list-style-type: none"> Scanner plots Scanner LED ADF feed test ADF motor test Do TWAIN scan White ref summary 	Scanner LED is the contact image sensor light bar test. ADF feed test runs the document feeder pickup rollers once. ADF motor test runs the document scanner motor.
	Self test	<ul style="list-style-type: none"> Burn-in Individual diag System reset 	Burn-in prints a report after running the following tests: Program test, Configuration test #1, Fax memory test #2, Modem test #2, Scanner test #1, Scanner LED.
	Modem/PTT	<ul style="list-style-type: none"> Modem tone Modem modulation Modem type 	

Self-test in extended service mode

If you perform a self-test from the extended service menu, the printed report will also show firmware revision number and details.

Note Print the internal reports before performing extended service mode tests. The reports contain a record of all settings and can assist you in restoring the product to its settings.

The table below lists the tests that are performed during a self-test and the actions to take when tests fail:

Table 15. Extended service mode self-test failures

Test	If the test fails, take these actions:
Configuration test #1	Replace the formatter.
Fax memory test #1	
Program test #1	<ol style="list-style-type: none"> 1. Cycle power by unplugging the power cord from the power source, waiting 10 seconds, and replugging in the power cord. 2. If the test fails again, clear all memory (see the extended service menu tree). 3. If the test fails again, replace the formatter.
Configuration test #2	
Configuration test #3	
Configuration test #4	
Fax memory test #2	
Fax memory test #3	
Fax memory test #4	
Fax memory test #5	
Modem 1 test #1	
Modem 1 test #2	
Modem 1 test #3	
Modem 1 dial tone detect	<ol style="list-style-type: none"> 1. Make sure that the telephone cable is plugged into the correct connector on the product and that the telephone line is operational (use a telephone to test the line). 2. If the test fails again, check the configuration settings in the control panel. 3. If the test fails again, replace the LIU.
Scanner test #1	<p>This test fails under normal conditions if the document scanner is busy. If the document scanner is not busy:</p> <ol style="list-style-type: none"> 1. Cycle power by unplugging the power cord from the power source, waiting 10 seconds, and replugging in the power cord. 2. If the test fails again, clear all memory (see the extended service menu tree). 3. If the test fails again, replace the formatter.

Other tests in extended service mode

The chart below shows tests that can be performed in extended service mode and a brief explanation of each test:

Table 16. Extended service mode tests

Test	Explanation
Keypad test	Tests all keypad keys by pressing in sequence.
LCD test	Tests the control panel display.
Control panel test	Tests the control panel lights
Sensor states	Shows current detector activation levels. The control panel display shows the percentage of time each detector is activated.
All LCD characters	Scrolls through the full list of control panel display characters.
Scanner plots	Tests and recalibrates the document scanner.
Scanner LED	After selecting this menu item, lift the document release door and verify that all of the LEDs in the contact image sensor are lit.
ADF feed test	Runs the document scanner pickup rollers once.
ADF motor test	Runs the document scanner motor.
Individual diagnostics	Run individual tests from the self-test sequence (see Table 15).
Modem tone	Generates tones with various frequencies from 300 Hz to 2425 Hz.
Modem modulation	Generates various fax identification signals.

Reports in extended service mode

The chart below shows reports that can be printed from extended service mode and a brief explanation of each report:

Table 17. Extended service mode reports

Report	Explanation
T.30 protocol trace	Prints a report of the G3 protocol transmissions and receptions. See the section about fax trace reports later in this chapter for detailed information about the report.
SRAM dump	Prints SRAM address values in an address range you select.
Scanner plots	Prints the calibration page.
Log debug report	Prints detailed fax and memory address information. Fax information includes job number, start time used, fax ID, transmission type, pages, communication mode, and status.
Task stacks	Prints address locations of various tasks.
Translations	Prints text strings used in the display, beginning with the number you select. These text strings are printed in the language currently in use by the product. You can compare the numbers in this report to the numbers in an English report to translate non-English messages on the display.
Printer fonts	Prints all characters of fonts available in memory.
Firmware version (under "memory/ softswitch")	Shows firmware revision information on the control panel display.
White reference summary (under "scanner")	Displays average, minimum, and maximum white reference values.

Clear memory in extended service mode

CAUTION

Clearing memory clears all parameters, which can render the product illegal or inoperable. Print the internal reports before clearing memory in extended service mode. The reports contain a record of all settings and can assist you in restoring the product to its settings.

To perform a system reset, use extended service mode to choose Memory/softswitch, and then choose Clear memory. Use the < and > keys to select the memory you want to clear:

- Documents (and log) deletes all documents stored in memory and all log information.
- Phonebook deletes all numbers stored in the phonebook.
- Configuration resets all menu settings printed in the configuration report to their defaults.
- Softswitches resets all softswitches but the country code softswitch to their defaults.
- Counters resets all page counts except the total number of pages printed. These page counts are printed at the end of the configuration report.
- Everything deletes and resets all of the above. Information retained includes white reference curve, total page count, country code, and serial number.