



Troubleshooting

To better help our customers - this HP LaserJet 2200 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

Troubleshooting process
Preliminary operating checks
Basic fault isolation
Troubleshooting process flow
Power-on

Shop with us while you troubleshoot.

- * HP oem parts
- * HP LaserJet maintenance kits
- * Toners for your printer
- * HP fuser assembly units
- * HP fuser kit 110v & 220v
- * Parts assemblies for printers
- * Service maintenance parts
- * Color laserJet printers
- * LaserJet printers and parts
- * Hard to find officejet parts
- * Hard to find deskjet parts

User-friendly [SmartSearch!](#)

Troubleshooting process

Preliminary operating checks

Make sure that the following conditions are met before troubleshooting a specific printer problem:

- The printer is plugged in and power is delivered to the outlet as specified on the power rating label.
- The selected tray contains media that has been properly loaded.
- The toner cartridge is installed properly.
- The printer is receiving maintenance on a regular basis.
- Any I/O devices are properly installed.
- The customer is using acceptable print media.
- The printer is positioned on a solid, level surface.
- The line voltage does not vary more than 10 percent from the nominal rated value specified on the power rating label.
- The operating environment for the printer is within the temperature and humidity specifications.
- The printer is never exposed to ammonia fumes such as those produced by diazo copiers or office cleaning materials.
- The printer is not exposed to direct sunlight.
- Non-HP components (such as refilled toner cartridges, font cartridges, and memory boards) are removed from the printer.

Note

Sudden changes in the printer's environment can cause image defects and media-handling problems. Always make sure the printer is not exposed to direct sunlight or to heating or cooling vents. Allow time for the printer and media to acclimate whenever changing environments (for example, moving from a cold environment to a warm one). Acclimation can take anywhere from 3 to 24 hours depending on the ambient conditions.

Basic fault isolation

The troubleshooting process is a systematic approach that first addresses the major problems first and then other problems to discover the causes for printer malfunctions and errors. The "Troubleshooting process flow" page 180 illustrates the major steps for troubleshooting the printing system. Each heading depicts a major troubleshooting step. A "YES" answer to the questions allows troubleshooting to proceed to the next major step.

A "NO" answer indicates that additional testing and correction is needed. Proceed to the referenced location in the chapter and follow the directions there. After completing the additional testing and correcting the problem, proceed to the next major step.

Note

It is important to always follow this process in sequence. Failure to do so can result in increased repair time, difficulty, and expense.

This list describes the basic questions for the customer to answer and the corresponding troubleshooting section to help quickly define the problem(s).

Table 26. Major steps for troubleshooting

<p>“Power-on” on page 181</p>	<p>Does the printer perform the initialization and power-on sequence?</p> <p>This section contains the procedures for correcting power supply problems.</p>
<p>“Troubleshooting with control-panel messages” on page 182</p>	<p>Does the control-panel light message indicate an error condition?</p> <p>This section contains the procedures for clearing control panel messages.</p>
<p>“Media-handling problems” on page 192</p>	<p>Is it possible to print a test page?</p> <p>This section contains information about troubleshooting paper-path and print-media problems.</p>
<p>“Evaluate the test pages” on page 198</p>	<p>Is there information in the status log?</p> <p>This section contains the procedures for printing the information pages and evaluating and correcting the printer’s configuration.</p>
<p>“Image-formation troubleshooting” on page 199</p>	<p>Does the print quality meet the customer’s expectations?</p> <p>This section contains toner cartridge checks, information about EconoMode, image defect examples, and the repetitive-defect ruler.</p>
<p>“Media troubleshooting” on page 209</p>	<p>This section contains information about how to determine print-media problems and correct them.</p>
<p>“Communication troubleshooting” on page 217</p>	<p>Can the customer print from the host system successfully?</p> <p>This section describes how to determine whether the printer is communicating properly with the host system.</p>

Troubleshooting process flow

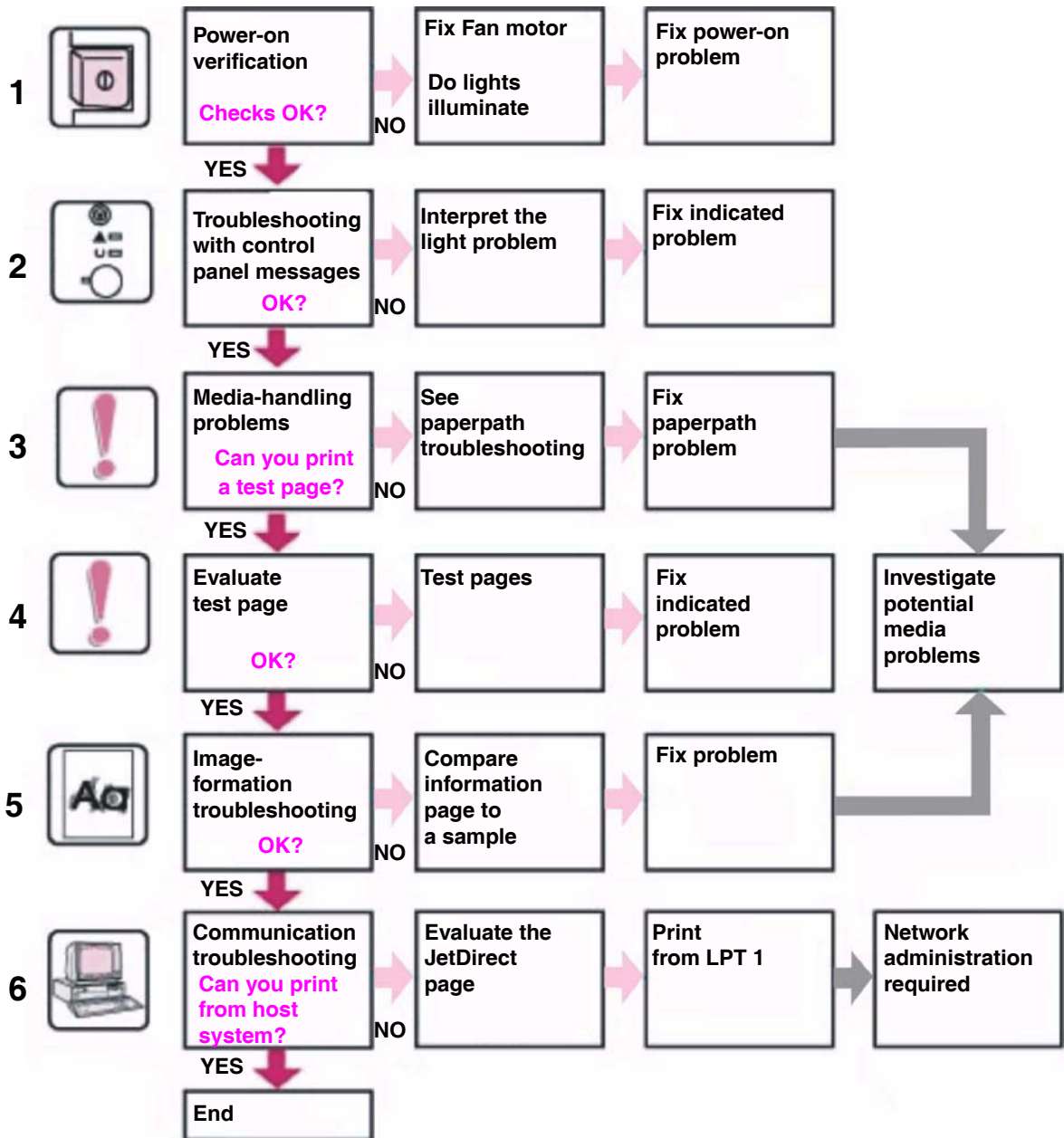


Figure 154. Troubleshooting process flow

Power-on

It is important to have the printer control panel lights functional as soon as possible in the troubleshooting process so that the printer's diagnostics can assist in locating printing errors.

Follow these steps to pinpoint power problems quickly.

- Step 1 Confirm that the printer is plugged in to a reliable power source and the power switch is on.
- Step 2 Verify that the fan and motors rotate.
- Step 3 Verify that the formatter cables are connected properly.
- Step 4 Verify that the control panel light pipes in the DIMM cover are not broken or damaged.
- Step 5 Verify that the DIMM cover is installed properly.
- Step 6 Verify that all connections to the power supply assembly are intact and the assembly is not damaged. If the power supply assembly is damaged, replace it.
- Step 7 Check that connections to the engine controller assembly. If necessary, replace the engine controller assembly.
- Step 8 Check fuser connectors, fan and main motor connectors, and the laser/scanner connector.