



Troubleshooting

To better help our customers - this HP Color Laserjet 4600 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).

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Troubleshooting process

The troubleshooting process is a systematic approach that addresses the major problems first, and then other problems, as you identify the causes for printer malfunctions and errors. The troubleshooting flowchart on page 185 illustrates the major steps for troubleshooting the printing system. Each heading depicts a major troubleshooting step.

The following list describes the basic questions for the customer and the corresponding troubleshooting step to help you quickly define the problem(s).

Table 35. Major steps for troubleshooting

"Power on" (page 188)	Does the printer power up and display a message? This section gives the procedures for correcting power supply problems.
"Display" (page 191)	Does the control panel indicate READY, OFFLINE, or POWERSAVE ON? This section gives the procedures for clearing control panel error messages.
"Event log" (page 191)	Are there recurring problems in the event log? This section gives information about printing the event log and evaluating the error history.
"Printer messages" (page 193)	Does the printer control panel display an error message? This section provides an alphabetical and numerical listing of the printer control panel messages, and gives the recommended actions to resolve the problem.
"General paper-path troubleshooting" (page 220)	Is there a jam in the printer? This section gives information about solving problems in the paper path.
"Information pages" (page 222)	Will the printer print information pages successfully? This section gives the procedures for printing the information pages and evaluating and correcting the printer's configuration.
"Image quality" (page 227)	Does the print quality meet the customer's expectations? This section gives toner cartridge checks, information about EconoMode, image defect examples, and the repetitive defect ruler.

Troubleshooting flowchart

A “yes” answer to the questions below allows you to proceed to the next major step.

A “no” answer indicates that additional testing is needed. Proceed to the referenced location and follow the directions for that area. After completing the additional testing, proceed to the next major step.

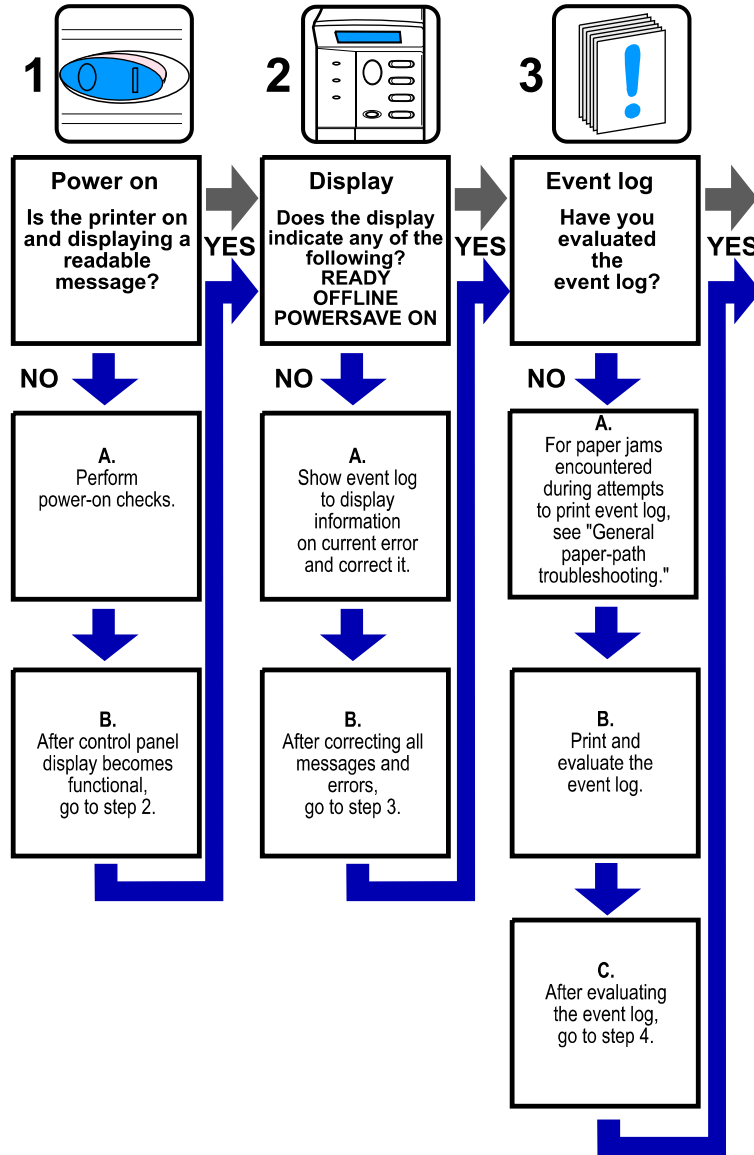


Figure 91. Troubleshooting flowchart (1 of 2)

Troubleshooting flowchart (continued)

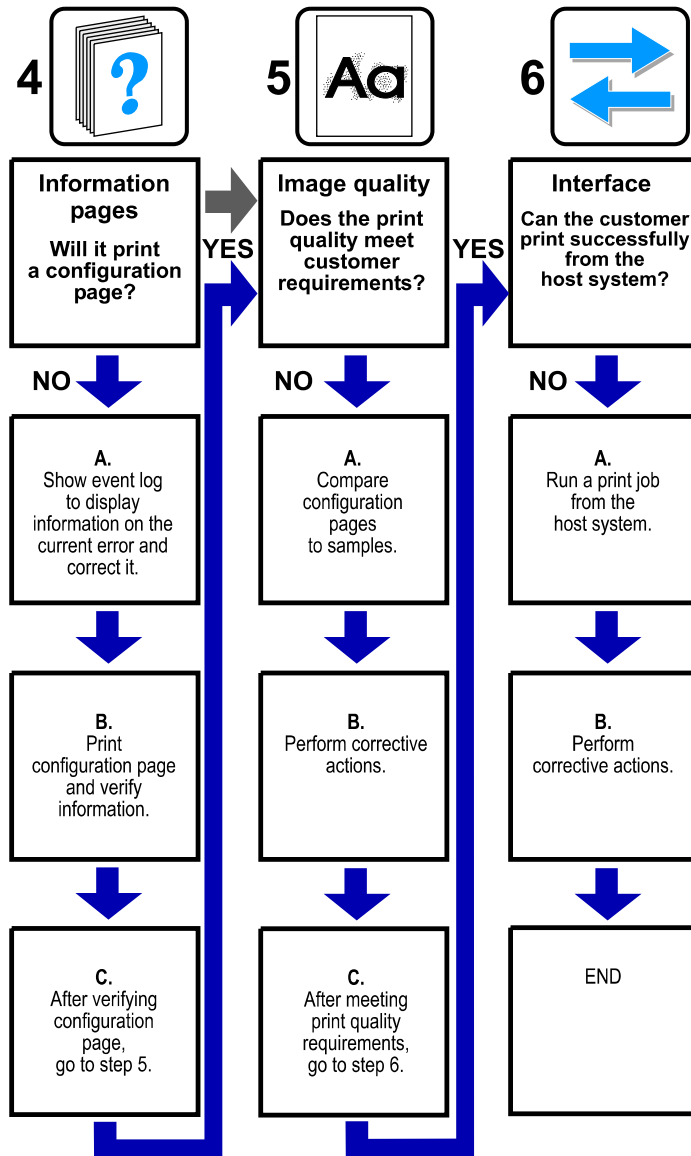


Figure 92. Troubleshooting flowchart, continued