



Troubleshooting

To better help our customers - this HP LaserJet 3380MFP 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

- Solving image-quality problems
 - Checking the print cartridge
 - Solving print image-quality problems
 - Solving scanning (copying) image-quality problems
- Repetitive image-defect ruler
- Solving paper-feed problems
 - Jams occur in the printer
 - Solving print paper-feed problems
 - Jams occur in the automatic document feeder
 - Solving scanner (copier) paper-feed problems
- Solving problems with (DSL) connections

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!](#)

Solving image-quality problems

If the problem occurs when printing, see [Solving print image-quality problems](#).

If the problem occurs when copying or scanning, see [Solving scanning \(copying\) image-quality problems](#).

Also, see [Solving print paper-feed problems](#) and [Jams occur in the automatic document feeder \(ADF\)](#).

Checking the print cartridge

Image-formation defects are frequently the result of problems in the print cartridge. If the source of the defect is not immediately evident, always replace the print cartridge before troubleshooting image defects.

Use the following checklist to make sure that the print cartridge is still operable.

- Make sure that the print cartridge is seated properly.
- Check the print cartridge to see if it has been disassembled or refilled.
- Inspect the print cartridge to see if toner is leaking through worn seals.
- Check the surface of the photosensitive drum in the cartridge to see if it has been damaged or scratched. Touching the drum contaminates the photosensitive surface and can cause spotting and image defects.
- Blurred areas on printed pages indicate that the photosensitive drum in the cartridge has been overexposed to light. Because overexposure to light causes permanent damage to the photosensitive drum, the cartridge should be replaced.

To redistribute the toner in the print cartridge

Before installing a new print cartridge or when the toner begins to run low, redistribute the toner by rotating the cartridge back and forth five or six times.

Solving print image-quality problems

Use the following tables to help solve problems with printed pages.

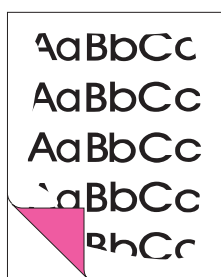
Note

Some image-quality problems can be isolated by performing printer functional tests. See [Functional checks](#). Image quality problems can also be caused by using cables that are not IEEE-1284 compliant.

Pages do not print.

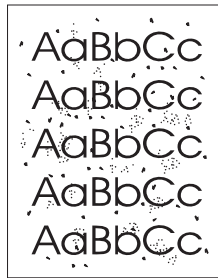
Cause	Solution
The product is not plugged in, or the power switch is not on.	Make sure that the product is plugged into a live wall outlet or power strip and that the power switch is turned on.
The computer cable is loose.	Check that the parallel cable or USB cable between the product and the computer is securely connected.
The tape was not removed from the print cartridge.	Remove the print cartridge, remove the tape, and reinstall the print cartridge. See Print cartridge .
The print cartridge is out of toner.	Replace the print cartridge. See Print cartridge .
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .

Parts of the page around the edges are not printing.



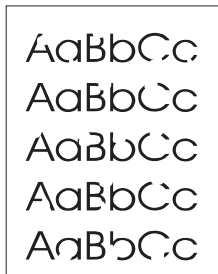
Cause	Solution
The product cannot print to the edge of the paper. The printer has minimum margins on each edge of 4.23 mm (0.167 inch).	To fit the image into this printable area, slightly reduce the size of the image.
The reduction setting is set incorrectly.	Check the reduction setting in the "Print" or "Setup" window from within the program that you are using.

Toner specks appear on the printed page.



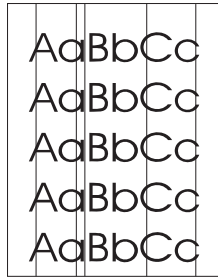
Cause	Solution
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The print path needs to be cleaned.	Clean the print path. See To clean the paper path .

Characters are only partially printed (also referred to as dropouts).



Cause	Solution
A single sheet of paper is defective.	Try reprinting the job.
The print density needs to be adjusted.	Adjust the print density from the HP Toolbox.
The moisture content of the paper is inconsistent, or the paper has moist or wet spots on the surface.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The paper was damaged by inconsistent manufacturing processes.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
Draft mode or EconoMode is selected in the driver.	Try the normal or best setting.
The print cartridge is defective.	Replace the print cartridge.

Vertical lines appear on the printed page.



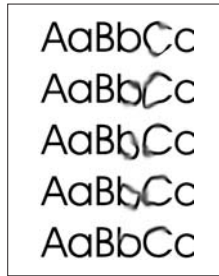
Cause	Solution
The priority input tray is not in place.	Adjust the priority input tray.
The photosensitive drum inside the print cartridge is scratched.	Replace the print cartridge.
The fuser is damaged or has an obstruction.	Replace the fuser.

The printed page has a gray background.



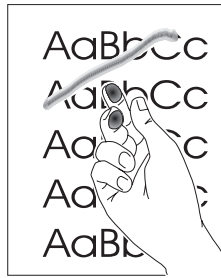
Cause	Solution
The priority input tray is not in place.	Adjust the priority input tray.
The print density setting is too high.	Decrease the amount of background shading by using the HP Toolbox.
The media basis-weight is too high.	Change the media to a lower basis-weight.
The humidity level is too low.	Very low humidity can increase the amount of background shading. Move the product to a different location, or decrease the background shading by using the HP Toolbox.
The print cartridge needs to be replaced.	Replace the print cartridge.

Toner smears appear on the printed page.



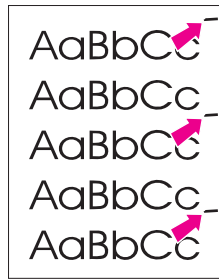
Cause	Solution
If the toner smears appear on the leading edge of the media, the media guides are dirty.	Wipe the media guides with a dry, lint-free cloth.
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The print cartridge needs to be replaced.	Replace the print cartridge.
The fuser temperature is too low. The fuser temperature varies according to the type of media being used.	In the Paper tab of the driver, under Type is: , select the appropriate media type from the drop-down list. Perform the heating element check. See Heating-element check . If the error persists, replace the heating element. If, after replacing the heating element, the error persists, replace the ECU.

The toner is loose, and it does not stay attached to the printed page.



Cause	Solution
The inside of the printer is dirty.	Clean the print path. (See To clean the paper path.)
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The driver is not set for the correct media.	<ol style="list-style-type: none"> 1. On the Paper tab of the printer driver, under Type is:, select the correct media type from the drop-down list. 2. Select the correct media by using the HP Toolbox.
The power strip is not working correctly.	Plug the product directly into an ac outlet.
The fuser temperature is too low. The fuser temperature varies according to the media type being used.	<p>In the Paper tab of the printer driver, under Type is:, select the correct media type from the drop-down list.</p> <p>Perform the heating element check. See Heating-element check.</p> <p>If the error persists, replace the heating element.</p> <p>If, after replacing the heating element, the error persists, replace the ECU.</p>
The fuser film is torn or has holes.	Replace the fuser.
The print cartridge needs to be replaced.	Replace the print cartridge.

Repetitive vertical defects appear on the printed page.



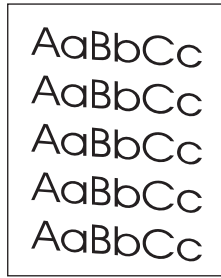
Cause	Solution
If the repetitive mark occurs at equal distance between marks, either the print cartridge or a printer roller is damaged.	Use the defect ruler to identify the spacing. Check the appropriate component and replace if necessary. See Repetitive image-defect ruler .
The internal parts have toner on them.	If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages. Otherwise, clean the printer. (See To clean the paper path .)
The driver is not set for the correct media.	<ol style="list-style-type: none"> <li data-bbox="941 751 1458 867">1. In the Paper tab of the printer driver, under Type is:, select the correct media type from the drop-down list. (This affects the current print job only.) <li data-bbox="941 884 1385 930">2. Select the correct media from the HP Toolbox.

Characters are poorly formed and are producing hollow images.



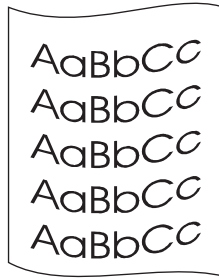
Cause	Solution
The media is too slick.	Try a different media. Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The driver is not set for the correct media.	<ol style="list-style-type: none"> <li data-bbox="941 1526 1458 1642">1. In the Paper tab of the printer driver, under Type is:, select the correct media type from the drop-down list. (This affects the current print job only.) <li data-bbox="941 1659 1466 1684">2. Select the correct media through HP Toolbox.

Pages are skewed (crooked).



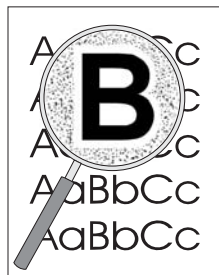
Cause	Solution
The media is loaded incorrectly.	Reload the media, and make sure that the media guides are not too tight or too loose against the media stack.
The media guides are broken or missing.	Replace the media input tray or the paper-pickup unit.
The input tray is too full.	Remove some of the sheets. The main input tray can hold up to 250 sheets of 75-g/m ² (20-lb) bond-weight paper (less for heavier paper) or from 20 to 30 envelopes. The priority input tray can hold up to ten sheets of 75-g/m ² (20-lb) bond-weight paper (one sheet of heavier paper) or one envelope.
The type and quality of media does not meet HP's specifications.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .

The printed page has curls or waves.



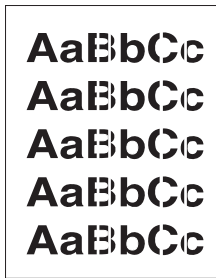
Cause	Solution
Paper curl is inherent to the laser printing process; it occurs when paper is subjected to heat.	Curled paper tends to relax as it cools. Place the paper on a flat surface while it is cooling.
The environment is too warm or too humid.	<ol style="list-style-type: none"> Both high temperatures and high humidity levels cause media to curl. Move the product to a different environment. Use a different media. Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i>.
The media was in the input tray for too long.	Turn the stack of media over and put it back in the tray. Rotate the media 180° and put it back in the tray.
The standard paper path is not working correctly.	Open the straight-through output door on the back of the product and use this paper path.
The fuser temperature is too high. The fuser temperature varies according to the type of media being used.	Select a lighter-weight media type from the printer driver or the HP Toolbox.

Large amounts of toner are scattered around the characters.



Cause	Solution
The media resistivity is too high.	<ol style="list-style-type: none"> Use a different media. Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i>. Turn the stack of media over and put it back in the tray. Use media that is designed for laser printers.

Vertical white stripes appear.



Cause	Solution
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The toner is low.	Gently shake the print cartridge back and forth to redistribute the toner.

Solving scanning (copying) image-quality problems

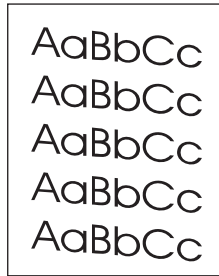
Note

Some image-quality problems can be isolated by performing printer functional tests. See [Functional checks](#). Image quality problems can also be caused by using cables that are not IEEE-1284 compliant.

Pages do not print.

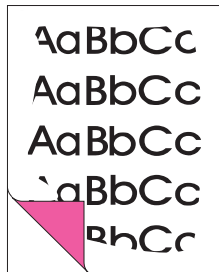
Cause	Solution
The product is not plugged in, or the power switch is not on.	Make sure that the product is plugged into a live wall outlet or power strip and that the power switch is turned on.
The computer cable is loose.	Check that the cable between the product and the computer is securely connected.
The tape was not removed from the print cartridge.	Remove the print cartridge, remove the tape, and reinstall the print cartridge. (See Print cartridge .)
The print cartridge is out of toner.	Replace the print cartridge. (See Print cartridge .)
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The original was loaded upside-down.	Load the original with the side to be scanned facing up in the ADF or down on the flatbed.

Pages are skewed (crooked).



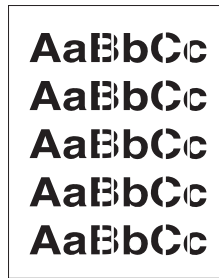
Cause	Solution
The media is loaded incorrectly.	Reload the media, and make sure that the media guides are not too tight or too loose against the media stack.
The media guides are broken or missing.	Replace the media input tray or the paper-pickup unit.
The ADF input tray is too full.	Remove some of the sheets. The ADF input tray can hold up to 50 sheets of 75-g/m ² (20-lb) bond-weight paper.
The type and quality of media does not meet HP's specifications.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .

Parts of the page around the edges are not printing.



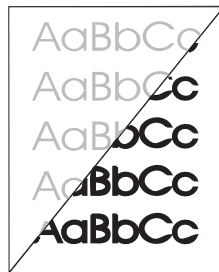
Cause	Solution
The product cannot print to the edge of the paper. The printer has minimum margins on each edge of 4.23 mm (0.167 inch).	To fit the image into this printable area, slightly reduce the size of the image.
If copying, the reduction setting is incorrect.	Copied images will be clipped if the image on the original is too close to the edge of the original.
The paper size setting is incorrect.	Set the correct page size on the control-panel menu.

Vertical white stripes appear.



Cause	Solution
The media does not meet HP's specifications (for example, it is too moist or too rough).	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The toner is low.	Gently shake the print cartridge back and forth to redistribute the toner.
If copying with the ADF, the ADF glass is dirty.	<ol style="list-style-type: none"> 1. Clean the ADF glass. See To clean the glass. 2. If the problem persists, replace the print cartridge. 3. If the problem persists, replace the fuser assembly.

Copies or scanned images are too light or too dark.



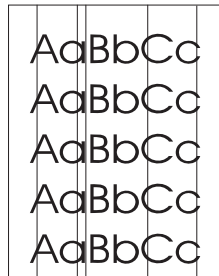
Cause	Solution
The contrast is not set correctly.	<ol style="list-style-type: none"> 1. Adjust the contrast and resolution settings on the control-panel menu or from the HP Toolbox. 2. Check that the contrast and resolution settings are correct. See the user guide for more information.
The original image is very light or very dark.	Adjust the resolution and contrast setting(s) on the control-panel menu or from the HP Toolbox.
The scanned image is too light or too dark because the original was on colored paper.	If the original was on a colored paper, including brown recycled paper, the text might not be clear. Adjust the resolution, contrast, and brightness settings from HP Toolbox.

The printed page has a gray background.



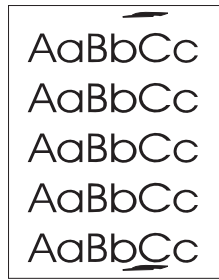
Cause	Solution
The priority input tray is not in place.	Adjust the priority input tray.
The print density setting is too high.	Decrease the amount of background shading by using the HP Toolbox.
The lighter/darker setting is incorrect.	Adjust the lighter/darker setting to a lighter level.
The media basis-weight is too high.	Change the media to a lower basis-weight.
The humidity level is too low.	Very low humidity can increase the amount of background shading. Move the product to a different location, or decrease the background shading by using the HP Toolbox.
The print cartridge needs to be replaced.	Replace the print cartridge.

Vertically-aligned black streaks or smears appear on successive pages.



Cause	Solution
The ADF glass is dirty.	Try copying from the flatbed scanner. If the problem occurs only with the ADF, clean the ADF glass. See Cleaning the product .
The printer needs to be cleaned.	If the problem occurs when copying from the flatbed scanner and the ADF, clean the printer. See To clean the paper path .
A component is damaged. (For example, the photosensitive drum inside the print cartridge is scratched.)	<ol style="list-style-type: none"> 1. Replace the print cartridge if it is damaged and if maintenance procedures do not improve print quality. 2. Replace the scanner assembly.

Scanned images have black dots or streaks.



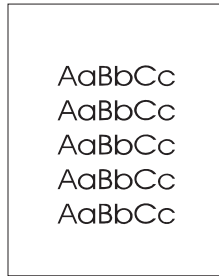
Cause	Solution
The scanner glass is dirty.	Clean the ADF path and flatbed glass. See Cleaning the product .
A problem exists with the scanner assembly.	Replace the scanner assembly.
The toner drum in the print cartridge is damaged.	Replace the print cartridge.

Scanned text is not clear.



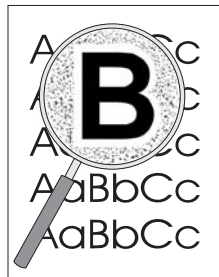
Cause	Solution
The contrast, resolution, or brightness needs to be adjusted before scanning.	<ol style="list-style-type: none"> 1. Adjust the contrast and resolution settings from the HP Toolbox. 2. Check that the contrast and resolution settings are correct. See the user guide section for more information.
The original is on colored paper.	If the original is on colored paper, including brown recycled paper, the text might not be clear. Try adjusting the resolution, contrast, and brightness settings from the HP Toolbox.
There is a problem with the scanner assembly.	Replace the scanner assembly.

Images are scanning at a reduced size.



Cause	Solution
The HP software settings are set to reduce the scanned image.	<ol style="list-style-type: none"><li data-bbox="941 499 1419 527">1. Adjust the settings from the HP Toolbox.<li data-bbox="941 541 1451 590">2. Adjust the settings in the HP LaserJet Scan software.

Large amounts of toner are scattered around the characters.



Cause	Solution
The media resistivity is too high.	<ol style="list-style-type: none"><li data-bbox="941 1075 1471 1157">1. Use a different media type. Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i>.<li data-bbox="941 1178 1471 1234">2. Turn the stack of media over and put it back in the tray.<li data-bbox="941 1255 1471 1283">3. Use media that is designed for laser printers.

Repetitive image-defect ruler

Use the repetitive image-defect ruler to help solve image-quality problems. Place the top line on the ruler next to the first occurrence of the defect on the page. Find the mark that points to the next instance of the defect to identify the component that is causing the defect.

Note

The repetitive image defect ruler is for reference only and might not display or print to exact scale.

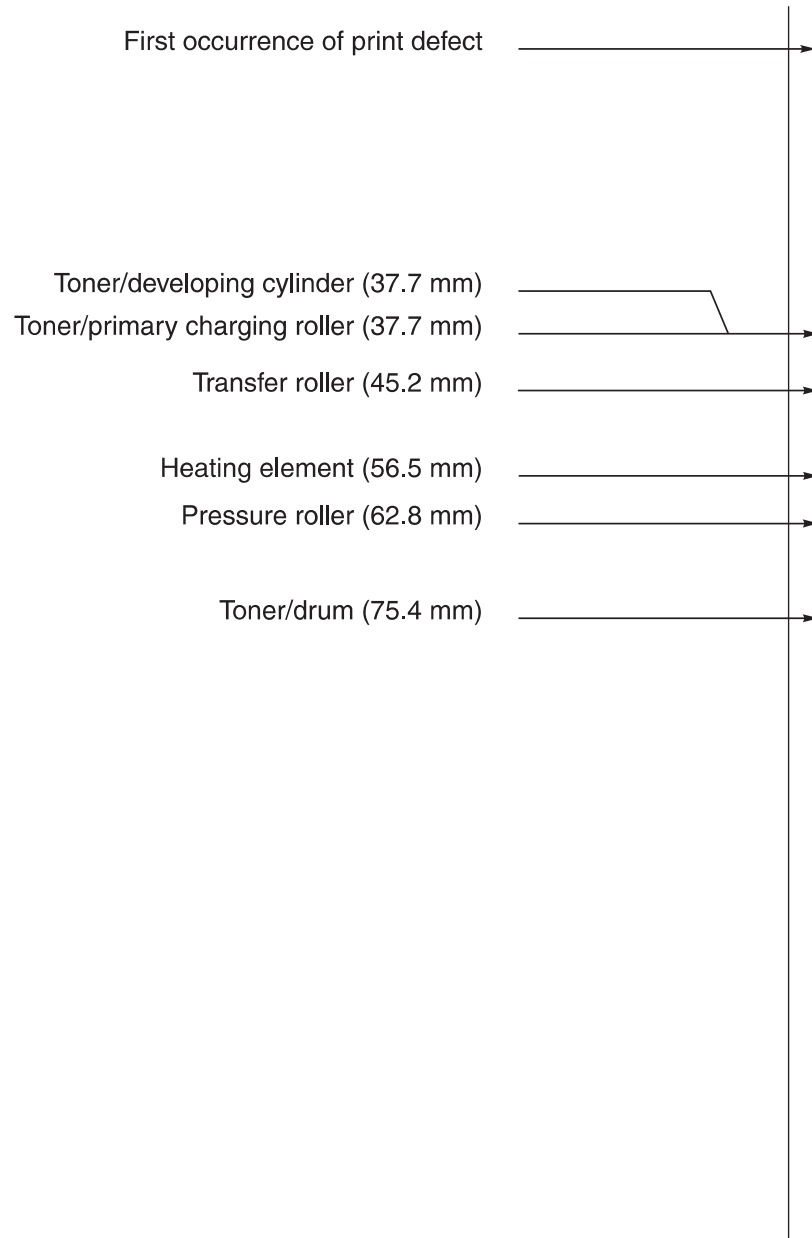


Figure 6-1. Repetitive image defect ruler

Solving paper-feed problems

Use the information in this section to solve problems related to moving paper or documents through the product.

If the problem occurs when copying or scanning, see [Solving scanner \(copier\) paper-feed problems](#).

Jams occur in the printer

Occasionally, media becomes jammed during a print job. Try the following remedies before you attempt to clear the jam:

- Make sure that the media meets specifications.
- Make sure that the media is not wrinkled, folded, or damaged.
- Make sure that the product is clean.
- Make sure that the input trays are loaded properly and are not too full.
- When printing to the straight-through output path, close and open the door again to make sure that the green pressure release levers are closed.

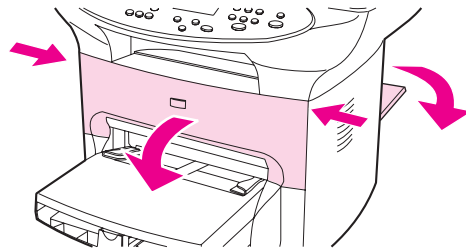
To clear a jam

CAUTION

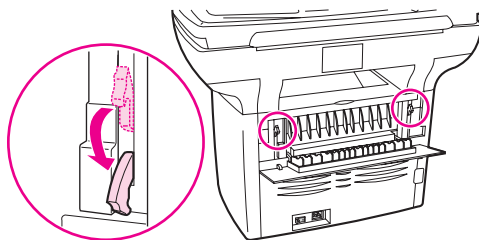
Jams might result in loose toner on the page. If toner falls on clothing, wash it in cold water. Hot water will permanently set the toner into the fabric. If toner is on your hands, wash them in cold water.

Do not use a sharp object, such as a pencil or scissors, to remove jammed media.

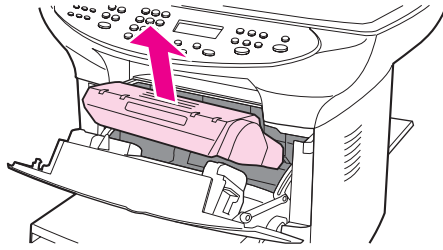
1. Open the print-cartridge door and the straight-through output door.



2. Rotate the green pressure release levers at the back of the product downward. If it is possible to remove the media from the front of the product without removing the print cartridge, do so, and continue with step 4.



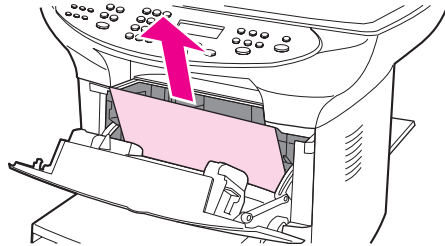
3. Grasp the handle on the print cartridge, remove the print cartridge, and set it aside.



CAUTION

To prevent damage to the print cartridge, do not expose it to light any longer than necessary. Place the print cartridge in a paper bag or other opaque container until you can place it back in the device.

4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.



5. After the jammed media is removed, replace the print cartridge, and close the print-cartridge door and the straight-through output door.

Note

The pressure release levers automatically close when the straight-through output door closes.

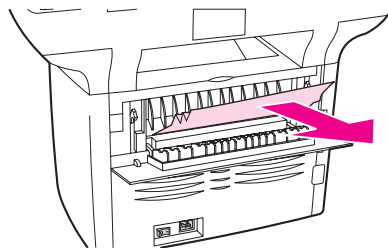
6. After clearing a jam, turn off the product, and then turn it on again.

To clear other media jams

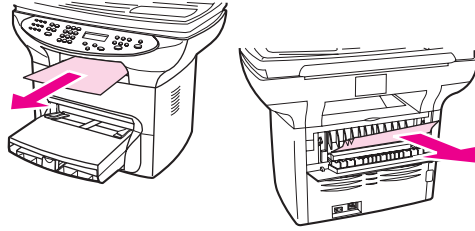
CAUTION

Never use a sharp object, such as a pencil or scissors, to remove jammed media.

If the media has crumpled and jammed in the back of the product, open the straight-through output door. Release the two green fuser levers. Gently pull the media out of the rollers. Close the straight-through output door.



If the media has jammed where it exits the product, release the two green fuser levers, grasp the leading edge of the media, and pull the media out through the output bin. Re-engage the fuser levers before attempting to print again.



Note

If you turned the product off before clearing the jam, turn it on again, and then resend the printing or copying job.

If the media has jammed in the automatic document feeder (ADF), see [Jams occur in the automatic document feeder \(ADF\)](#).

Solving print paper-feed problems

Pages are coming out curled or wrinkled.

Cause	Solution
Paper curl is inherent to the laser printing processes, and occurs when paper is subjected to heat. Paper curl tends to relax as the paper cools while resting on a flat surface.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
Paper is curled or wrinkled when printing.	Open the straight-through output door on the back of the product and use this paper path. In the printer driver, on the Paper or Paper/Quality tab, select a lighter-weight media type, such as Light <75 g/m² , to reduce the fuser temperature.
Paper is curled when faxing or copying.	In the Service menu on the control panel, select Less paper curl to reduce the fuser temperature.
Paper is not stored properly.	Whenever possible, store paper in its sealed ream at room temperature.
The media is too long for the printer output bin.	Use the long media extension.

Print is misaligned on the page (skewed pages).

Cause	Solution
The media input tray is overfilled.	Remove some of the media.
The paper guides are not set correctly, are broken, or are missing.	Be sure to center the paper with the side media guides. Verify that the guides are not adjusted too tightly or too loosely against the paper. Check for broken or missing guides and replace as necessary.
The paper's weight or surface finish does not meet HP's specifications.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .

The printer feeds multiple sheets or jams frequently from the main input tray or priority input tray.

Cause	Solution
Paper guides are not adjusted properly.	Slide the guides against the sides of the stack in the media input tray or the priority input tray to center the paper. Make sure the guides are not adjusted too tightly.
Paper was not removed from the main input tray before refilling the tray.	Always remove paper from the main input tray before refilling it.
The main input tray or priority input tray is overfilled.	Remove some of the sheets. The main input tray can hold up to 250 sheets of 75-g/m ² (20-lb) bond-weight paper (less for heavier paper) or from 20 to 30 envelopes. The priority input tray can hold up to ten sheets of 75-g/m ² (20-lb) bond-weight paper (one sheet of heavier paper) or one envelope.
The paper was poorly cut by the manufacturer and is sticking together.	“Break” the ream of paper by curving it into an upside-down u-shape; this can effectively decrease multifeeds. Also try turning the paper around to feed the opposite end first, or use a different type of paper.
Transparencies tend to stick to each other.	Remove the stack of transparencies, and bend it along each of the four edges to separate the sheets. If the problem persists, feed transparencies one-at-a-time.
The paper does not meet HP’s specifications for print media.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The output capacity was exceeded in the paper output bin.	Do not allow more than 125 sheets of 75 g/m ² (20-lb) bond-weight paper (less for heavier paper) to fill the paper output bin.
The pickup roller is dirty or damaged.	Clean the pickup roller. See Cleaning the pickup roller . Replace the pickup roller. See To replace the pickup roller .
The separation pad is dirty or damaged.	Clean the separation pad. See Cleaning the printer separation pad . Replace the separation pad. See Replacing the printer separation pad .
A sensor is not operating properly.	Check the sensors to make sure that none is jammed. If a sensor cannot be corrected, replace the sensor.

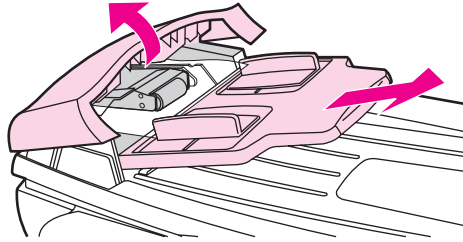
Jams occur in the automatic document feeder (ADF)

Occasionally, media becomes jammed during a copy, scan, or fax job.

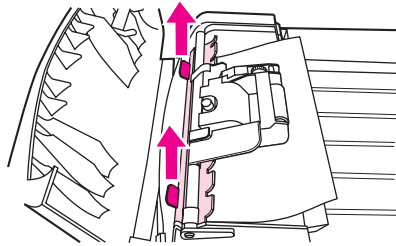
You are notified of a media jam by a software error message and the **Doc feeder jam Clear, Reload** message that appears on the device control panel display.

To clear a media jam from the automatic document feeder (ADF)

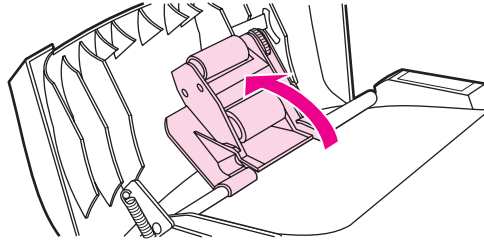
1. Remove the ADF input tray and open the ADF cover.



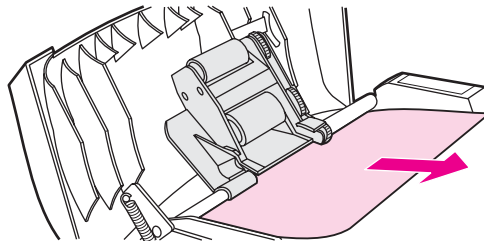
2. Remove the jam cleanout part. Using both hands, lift up on the two handles until the part unsnaps. Rotate and lift out the cleanout part and set it aside.



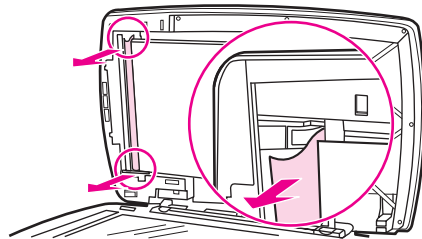
3. Lifting the green lever, rotate the pick mechanism until it stays open.



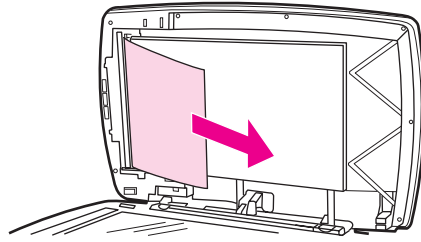
4. Gently try to remove the page without tearing it. If you feel resistance, go to the next step.



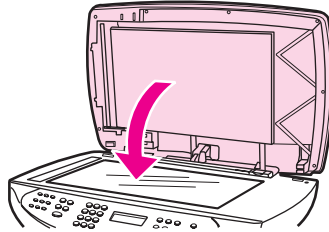
5. Open the ADF lid and gently loosen the media by using both hands.



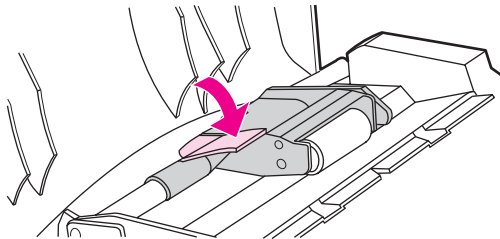
6. When the media is free, gently pull it out in the direction shown.



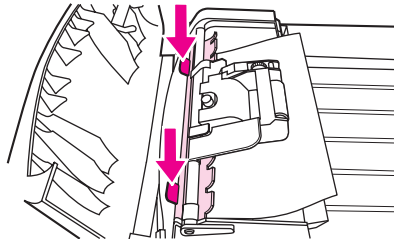
7. Close the lid to the flatbed scanner.



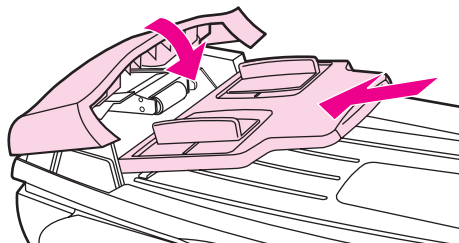
8. Lower the green lever.



9. Reinstall the cleanout part by inserting it as shown. Push down on the two tabs until the part snaps into place. Install the cleanout part correctly, because future jamming might occur if the cleanout part is not replaced correctly.



10. Close the ADF lid and replace the ADF input tray.



Solving scanner (copier) paper-feed problems

Long pages stop feeding through the ADF.

Cause	Solution
The document is too long.	The maximum document length is 381 mm (15 inches). If the document is too long, copy segments of it and scan each copy.
The paper delivery sensor is damaged.	Check the paper delivery sensor to make sure it is not jammed. If the sensor cannot be corrected, replace it.

Scanned items are crooked.

Cause	Solution
The media input tray guides are not set correctly, are broken, or are missing.	Be sure to center the paper with the media input tray guides. Verify that the guides are not adjusted too tightly or too loosely against the paper. Check for broken or missing guides and replace as necessary.

Pages refeed into the ADF.

Cause	Solution
The media is damaged.	Make sure that the media is not folded or torn, and that it meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .

The ADF feeds multiple sheets or jams frequently from the media input tray.

Cause	Solution
The media input tray guides are not adjusted properly.	Remove the document from the media input tray. Straighten the item, then reinsert it. Slide the guides against the sides of the item to center it. Make sure that the guides are not adjusted too tightly.
The media input tray is overfilled.	Remove some of the sheets. The media input tray can hold up to 50 pages, depending on the thickness of the pages.
The item was too thick, too slick, or otherwise did not meet specifications.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Print Media Guide</i> .
The ADF pickup roller is dirty or worn.	Clean or replace the ADF pickup roller. See To replace the ADF pickup-roller assembly .
The ADF document feed guide is not installed properly.	Ensure that both sides of the ADF document feed guide are snapped in properly.
The ADF pickup roller is damaged or worn.	Replace the ADF pickup roller. See To replace the ADF pickup-roller assembly .
The ADF separation pad is dirty, damaged, or worn.	Replace the ADF separation pad. See ADF separation pad .
The sensor is not operating properly.	Check the sensor to make sure it is not jammed. If a sensor cannot be corrected, replace the ADF assembly.
A problem exists in the ADF path.	Check the path for obstructions. Readjust as necessary or replace the ADF assembly.

Solving problems with digital subscriber line (DSL) connections

A digital subscriber line (DSL) uses digital technology over standard copper phone wires. DSL services rely on an AM signal. The HP LaserJet 3380 all-in-one is a Group 3 fax device, which operates below the DSL capability and is not directly compatible with digital signals. However, if specified during the DSL line setup, the signal on a DSL line can be separated so that some of the bandwidth is used to transmit an analog signal (for voice and fax) while the remaining bandwidth is used to transmit digital data. Split the signal to use both the telephone or fax and the computer on the same line and at the same time.

Note

Not all printers and faxes are compatible with DSL services. HP does not guarantee that the HP LaserJet all-in-one product will be compatible with all DSL service lines or providers.

The DSL modem requires a high-pass filter. Sometimes when DSL service is installed, the service provider supplies a splitter, which includes a low-pass filter, for the normal house phone wiring. If not, the user should contact the DSL provider, and request a filter or splitter to enable a fax modem to operate on the line.

Note

HP recommends discussing DSL line setup options with the DSL service provider. Consult the DSL provider for technical installation requirements.