



# Troubleshooting

To better help our customers - this HP Laserjet 4345 mfp 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

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# Troubleshooting process

When the MFP malfunctions or encounters an unexpected situation, information on the control panel alerts you to the situation. This section contains an initial troubleshooting checklist that helps to eliminate many possible causes of the problem. The subsequent troubleshooting flowchart helps you to diagnose the cause of the problem. The remainder of the chapter provides steps for correcting the problems that have been identified.

- Use the initial troubleshooting checklist to evaluate the source of the problem and to reduce the number of steps that are required to fix the problem.
- Use the troubleshooting flowchart to pinpoint the cause of malfunctions. The flowchart lists the section within this chapter that provides steps for correcting the malfunction.

Before beginning any troubleshooting procedure, check the following:

- Are supply items (for example, the print cartridge, fuser, and rollers) within their rated life?

Does the configuration page reveal any configuration problems? See [Information pages](#).



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**NOTE** The customer is responsible for checking and maintaining supplies, and for using supplies that are in good condition. The customer is responsible for media and print-cartridge supplies. The customer is also responsible for replacing the fuser, transfer roller, and all paper pickup, feed, and separation rollers (tray 1 has a separation pad instead of a roller) that are at or near the end of their 225,000-page rated life.

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## Initial troubleshooting checklist

If the MFP is not responding correctly, complete the steps in the following checklist, in order. If the MFP does not pass a step, follow the corresponding troubleshooting suggestions. If a step resolves the problem, you can stop without performing the other steps on the checklist.

### Troubleshooting checklist

- 1 Make sure the MFP Ready light is on. If no lights are on, see [Power-on checks](#).
- 2 Check the cabling.
  - a Check the cable connection between the MFP and the computer or network port. Make sure that the connection is secure.
  - b Make sure that the cable itself is not faulty by using a different cable, if possible.
  - c Check the network connection. See [Network connectivity problems](#).
- 3 Ensure that the print media that you are using meets specifications. See [Media specifications](#).
- 4 Print a configuration page (see [Information pages](#).) If the MFP is connected to a network, an HP Jetdirect page also prints.
  - a If the pages do not print, check that at least one tray contains print media.
  - b If the page jams in the MFP, see [Jams](#).

- 5 If the configuration page prints, check the following items.
  - a If the page prints correctly, then the MFP hardware is working. The problem is with the computer that you are using, with the printer driver, or with the program.
  - b If the page does not print correctly, the problem is with the MFP hardware. See [Functional checks](#).
- 6 At the computer, check to see if the print queue is stopped, paused, or set to print offline.

**Windows:** Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. Double-click **HP LaserJet 4345mfp**.

**-or-**

**Mac OS 9:** Double-click the **HP LaserJet 4345mfp** icon on the desktop.

**-or-**

**Mac OS X:** Open **Print Center** (or **Printer Setup Utility** for Mac OS X v.10.3), and double-click the line for the **HP LaserJet 4345mfp**.
- 7 Verify that you have installed the HP LaserJet 4345mfp Series printer driver. Check the program to make sure that you are using an HP LaserJet 4345mfp Series printer driver.
- 8 Print a page from the HP Toolbox.
  - a If it prints, then the problem is with the printer driver. For Windows, try using another printer driver. Or, for Windows or Macintosh, uninstall the printer driver and reinstall it.
  - b If the page does not print, then the problem is with the computer or the program.
- 9 Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program that you are using. If this solution does not work (the document does not print) complete these steps:
  - a Try printing the job from another computer that has the MFP software installed.
  - b If you connected the MFP to the network, connect the MFP directly to a computer with a parallel cable. Redirect the MFP to the correct port, or reinstall the software, selecting the new connection type that you are using.

## Troubleshooting flowchart

This flowchart highlights the general processes that you can follow to quickly isolate and solve MFP hardware problems.

Each row depicts a major troubleshooting step. A “yes” answer to a question allows you to proceed to the next major step. A “no” answer indicates that additional testing is needed. Proceed to the appropriate section in this chapter, and follow the instructions there. After completing the instructions, proceed to the next major step in this troubleshooting flowchart.

**Table 7-1** Troubleshooting flowchart

<b>1</b> <b>Power on</b>	Is the MFP on and does a readable message appear?		Follow the power-on troubleshooting checks. See <a href="#">Power-on checks</a> .  After the control-panel display is functional, go to step 2.
	Yes ↓	No →	
<b>2</b> <b>Control-panel messages</b>	Does the message <b>Ready</b> appear on the control-panel display?		If an error message appears, see <a href="#">Resolving control-panel messages</a> .  After the errors have been corrected, go to step 3.
	Yes ↓	No →	
<b>3</b> <b>Event log</b>	Open the <b>DIAGNOSTICS</b> menu and print an event log to see the history of errors with this MFP.  Does the event log print?		If the event log does not print, see <a href="#">Engine test</a> .  If the paper jams inside the MFP, see <a href="#">Jams</a> .  If error messages appear on the control-panel display when you try to print an event log, see <a href="#">Resolving control-panel messages</a> .  After successfully printing and evaluating the event log, go to step 4.
	Yes ↓	No →	
<b>4</b> <b>Information pages</b>	Open the <b>INFORMATION</b> menu and print the configuration pages to verify that all of the accessories are installed.  Are all of the accessories installed?		If accessories that are installed are not listed on the configuration page, remove the accessory and reinstall it. For more information about optional output devices, see <a href="#">Accessory lights for the 3-bin mailbox and stapler/stacker</a> .  After evaluating the configuration pages, go to step 5.
	Yes ↓	No →	
<b>5</b> <b>Copy/scan</b>	Can you successfully make a copy from both the ADF and the scanner glass?		If media is jamming in the ADF, see <a href="#">Clearing jams from the ADF</a> .  If you cannot make a copy from the scanner glass, see <a href="#">Scanner tests</a> .  After you can successfully copy, go to step 6.
	Yes ↓	No →	
<b>6</b> <b>Image quality</b>	Does the print quality meet the customer's requirements?		Compare the images with the sample defects in the image defect tables. See <a href="#">Image-defect examples</a> .  After the print quality is acceptable, go to step 7.
	Yes ↓	No →	
<b>7</b> <b>Interface</b>	Can the customer print successfully from the host computer?		Verify that all I/O cables are connected correctly and that a valid IP address is listed on the Jetdirect configuration page. See <a href="#">Network connectivity problems</a> . Also see <a href="#">Configuring and verifying an IP address</a> in chapter 3 of this manual.  If error messages appear on the control-panel display, see <a href="#">Resolving control-panel messages</a> .  When the customer can print from the host computer, this is the end of the troubleshooting process.
	Yes. This is the end of the troubleshooting process.	No →	

## Power-on checks

The basic MFP functions should start up as soon as the MFP is plugged into an electrical outlet and the power switch is pushed to the *on* position. If the MFP does not start, use the information in this section to isolate and solve the problem.

### Power-on troubleshooting overview

Turn on the MFP power. If the control-panel display remains blank, random patterns appear, or asterisks remain on the display, perform power-on checks to locate the cause of the problem.

During normal operation, the main cooling fan begins to spin briefly after the MFP power is turned on. Place your hand over the holes in the rear cover, above the formatter. If the fan is operating, you will feel a slight vibration and feel air passing into the MFP. You can also lean close to the MFP and hear the fan operating. When this fan is operational, the dc side of the power supply is functioning correctly.

After the fan is operating, the main motor turns on (unless the top cover is open, a jam condition is sensed, or the paper-path sensors are damaged). You should be able to visually and audibly determine if the main motor is turned on.

If the fan and main motor are operating correctly, the next troubleshooting step is to isolate print engine, formatter, and control-panel problems. Perform an engine test (see [Engine test](#)). If the formatter is damaged, it might interfere with the engine test. If the engine test page does not print, try removing the formatter and then performing the engine test again. If the engine test is then successful, the problem is almost certainly with the formatter, the control panel, or the cable that connects them.

If the control panel is blank when you turn on the MFP, check the following items.

- 1 Make sure that the MFP is plugged into an active electrical outlet that delivers the correct voltage.
- 2 Make sure that the power switch is in the *on* position.
- 3 Make sure that the fan runs briefly, which indicates that the power supply is operational.
- 4 Make sure that the control-panel display wire-harness is connected. See [Control panel](#).
- 5 Make sure that the firmware flash memory card and the formatter are seated and operating correctly. See [Flash memory card \(firmware\)](#).
- 6 Remove any HP Jetdirect or other EIO cards, and then try to turn the MFP on again.



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**NOTE** If the control-panel display is blank, but the main cooling fan runs briefly after the MFP power is turned on, try printing an engine test page to determine whether the problem is with the control-panel display, formatter, or other MFP components. See [Engine test](#).

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If the main cooling fan is not operating, check the following items.

- 1 Check the fuse on the power-factor correction (PFC) power supply (location FU1; near the power switch) to make sure that it is not open.
- 2 If necessary, replace the PFC power supply PCA. See [Power-factor-correction \(PFC\) power supply](#).

- 3 If necessary, replace the dc controller. See [DC controller](#).
- 4 If necessary, replace the engine power supply. See [Engine power supply](#).



**NOTE** It is important to have the control panel functional as soon as possible in the troubleshooting process so that the control-panel display can be used to help locate MFP errors.

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