



Troubleshooting

To better help our customers - this HP Laserjet 1160 & 1320 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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Status light patterns

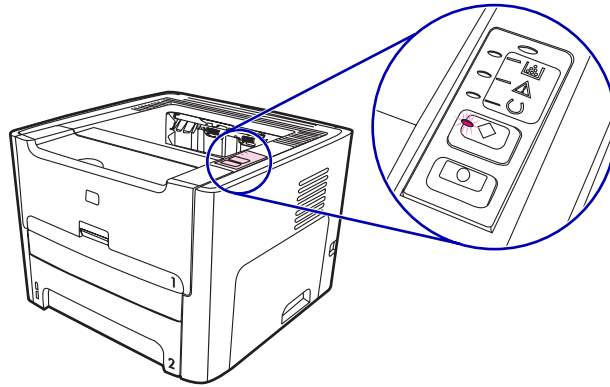


Table 7-3. Light status legend

	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

Table 7-4. Control panel light message

Light status	State of the printer	Action
	<p>Initialization/Startup</p> <p>While in the Startup state, the Go, Ready, and Attention lights cycle (at the rate of 500 ms) one after another.</p>	<p>During the Initialization process, pressing buttons has no effect.</p>

Table 7-4. Control panel light message (continued)

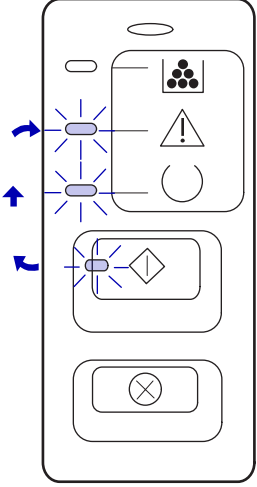
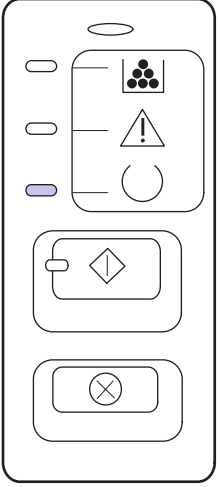
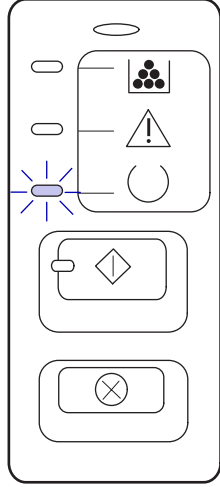
Light status	State of the printer	Action
 <p>The diagram shows a vertical control panel with four main sections. The top section contains a paper tray icon, a warning triangle, and a circular arrow. The middle section contains a diamond-shaped icon. The bottom section contains a crossed-out circle icon. In this state, the top light is flashing (indicated by radiating lines), the middle light is lit (indicated by a blue bar), and the bottom light is not lit. Blue arrows point to the flashing top light, the lit middle light, and the unlit bottom light.</p>	<p>Reconfiguration Initialization</p> <p>During the printer start up, you can request special initialization sequences that reconfigure the printer. When one of the sequences is requested, such as a cold reset, the lights cycle as in the Initialization/Startup state.</p>	<p>During the Reconfiguration process, pressing buttons has no effect.</p>
 <p>The diagram shows the same control panel as above. In this state, the top light is lit (indicated by a blue bar), the middle light is not lit, and the bottom light is not lit.</p>	<p>Ready</p> <p>The printer is ready with no job activity.</p>	<p>To print a Configuration page, press and hold the Go button for 5 seconds.</p> <p>To print a Demo page, press and release the Go button.</p>
 <p>The diagram shows the same control panel as above. In this state, the top light is flashing (indicated by radiating lines), the middle light is lit (indicated by a blue bar), and the bottom light is not lit.</p>	<p>Processing Data</p> <p>The printer is processing or receiving data.</p>	<p>To cancel the current job, press the CANCEL button.</p>

Table 7-4. Control panel light message (continued)

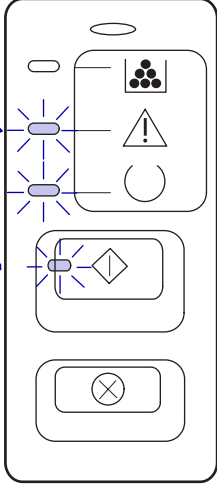
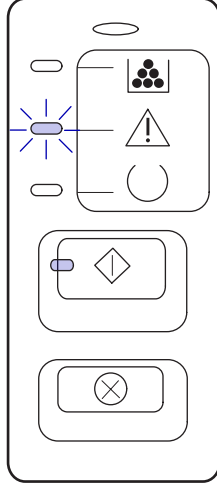
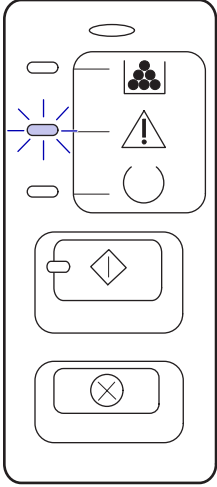
Light status	State of the printer	Action
	<p>Job Cancel</p>	<p>Pressing the Go button has no effect.</p> <p>Once the cancellation process has been completed, the printer returns to the Ready state.</p>
	<p>Manual Feed or Continuable Error</p> <p>This state can be reached in the following circumstances:</p> <ul style="list-style-type: none"> • Manual feed • Out of paper for the specified tray • General continuable error • Memory configuration error • Personality/Job related error 	<p>To recover from the error and print whatever data is possible, press the Go button. The printer might print a partial page, or the quality might be lower than normal.</p> <p>If the page is too complex, the printer might be out of memory. Try reducing the complexity of the page or try adding more memory.</p> <p>If the recovery is successful, the printer goes to the Processing Data state and completes the job.</p> <p>If the recovery is unsuccessful, the printer returns to the Continuable Error state.</p>
	<p>Attention</p> <p>This state can be reached in the following circumstances:</p> <ul style="list-style-type: none"> • Paper tray is empty • Door open • Paper jam • Misfeed from tray 	<ol style="list-style-type: none"> 1. Verify that the print cartridge is present and that the print-cartridge door is closed correctly. 2. Verify that media is present in the input tray. 3. Clear any jams and perform paper-path functional checks. 4. Make sure that the interlocks are operating correctly. <p>To reset the printer after a jam, press the Go button.</p>

Table 7-4. Control panel light message (continued)

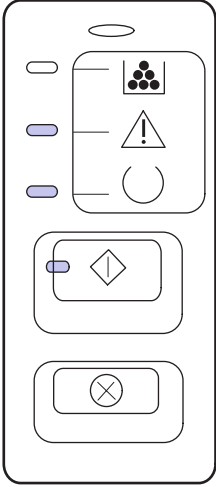
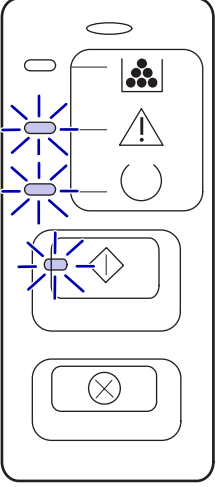
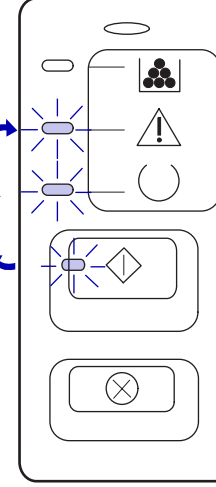
Light status	State of the printer	Action
	<p>Fatal Error</p>	<ol style="list-style-type: none"> 1. Turn off the printer, wait 10 seconds, and turn on the printer. 2. Unplug the printer for five minutes, and then plug it back in and turn it on. 3. If the printer still has an error, press the Go button and consult the list of secondary messages.
	<p>Accessory Error (HP LaserJet 1320 Series printer only)</p>	<p>To display additional error information, press the Go button. The light pattern changes. For more information about the light pattern now displayed, see Accessory error secondary messages. When you release the Go button, the printer returns to the initial Accessory Error state.</p>
	<p>Cleaning Page</p> <p>The cleaning page feature is not available through the control panel. The cleaning page can be activated using the HP Toolbox, which is included as part of the overall printer software package.</p>	<p>During cleaning mode, pressing buttons has no effect. The printer motor slows down and the printer prints a page.</p>

Table 7-4. Control panel light message (continued)

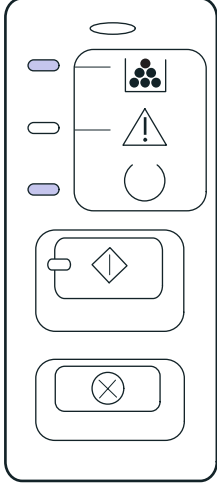
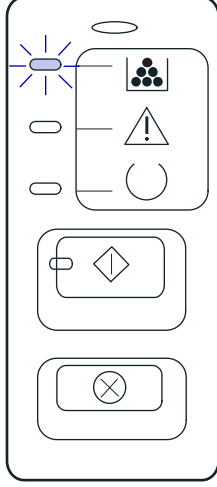
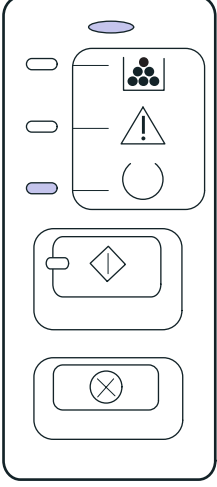
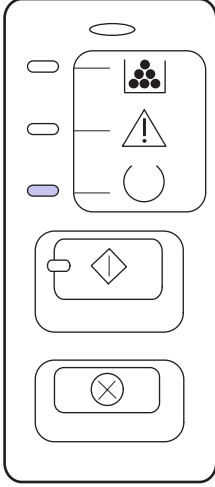
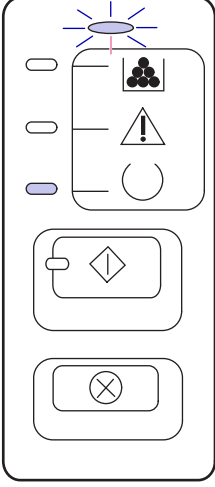
Light status	State of the printer	Action
 <p>The diagram shows a printer control panel with three rows of lights. The top row contains a Go light (left), a Ready light (middle), and an Attention light (right) which is illuminated. The middle row contains a Toner light (left) which is illuminated. The bottom row contains a Wireless light (left) which is not illuminated.</p>	<p>Toner Low</p> <p>The Go, Ready, and Attention lights act independently of the Toner Low state.</p>	<p>Insert a new print cartridge.</p>
 <p>The diagram shows a printer control panel with three rows of lights. The top row contains a Go light (left) which is illuminated with a blue glow, a Ready light (middle) which is illuminated, and an Attention light (right) which is illuminated. The middle row contains a Toner light (left) which is illuminated. The bottom row contains a Wireless light (left) which is not illuminated.</p>	<p>Toner Missing</p> <p>The print cartridge has been removed from the printer.</p>	<p>Reinsert the print cartridge in the printer.</p>
 <p>The diagram shows a printer control panel with three rows of lights. The top row contains a Go light (left) which is illuminated, a Ready light (middle) which is illuminated, and an Attention light (right) which is illuminated. The middle row contains a Toner light (left) which is illuminated. The bottom row contains a Wireless light (left) which is illuminated.</p>	<p>Wireless Connection Established</p> <p>The Go, Ready, Attention, and Toner lights act independently of the Wireless light.</p>	<p>No action is necessary.</p>

Table 7-4. Control panel light message (continued)

Light status	State of the printer	Action
 <p>The diagram shows a printer control panel with three rows of lights. The top row contains a Go light (left), a Ready light (middle), and an Attention light (right) with a toner icon above it. The middle row contains a Ready light (left) and a Ready light (right) with a diamond icon above it. The bottom row contains a Ready light (left) and a Ready light (right) with a cross icon above it. The Wireless light at the top is not illuminated.</p>	<p>Wireless Disabled</p> <p>The Go, Ready, Attention, and Toner lights act independently of the Wireless light.</p>	<p>No action is necessary.</p>
 <p>The diagram shows the same printer control panel as above. The Wireless light at the top is shown with radiating lines, indicating it is blinking.</p>	<p>Attempting to Establish Wireless Connection</p> <p>The Wireless light blinks at one-half second intervals.</p> <p>The Go, Ready, Attention, and Toner lights act independently of the Wireless light.</p>	<p>No action is necessary.</p>

Fatal error secondary messages

If the printer has a fatal error, press and hold the **Go** button to see a secondary error message.

Table 7-5. Fatal error secondary messages

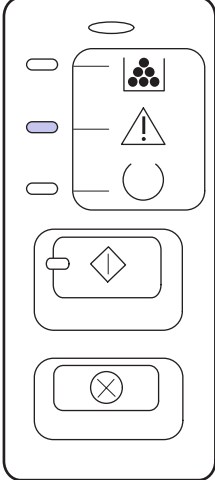
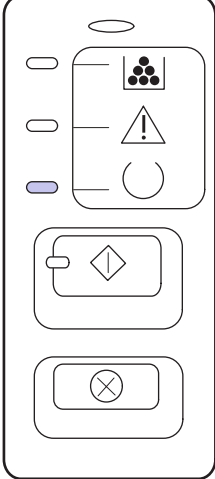
Message	Cause	Solution
	<p>Engine error. The formatter and engine are not communicating.</p>	<ol style="list-style-type: none"> 1. Unplug the printer and then plug it back in. 2. Reseat the formatter cable in the ECU. 3. If the error persists, replace the formatter. 4. If, after replacing the formatter, the error persists, replace the ECU.
	<p>Laser/scanner error. The laser/scanner has a malfunction.</p>	<ol style="list-style-type: none"> 1. Check the laser/scanner cable connections. 2. If the error persists, replace the laser/scanner.

Table 7-5. Fatal error secondary messages (continued)

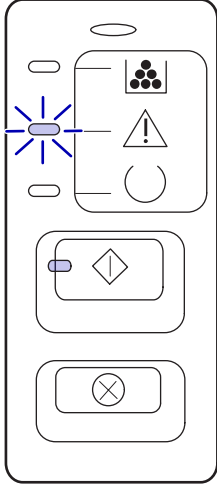
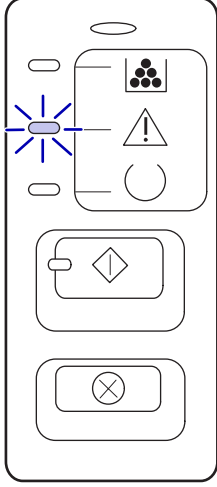
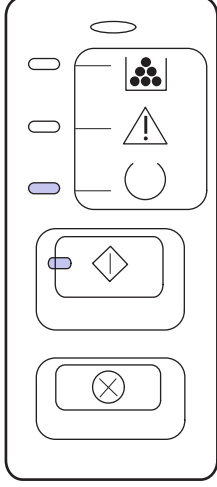
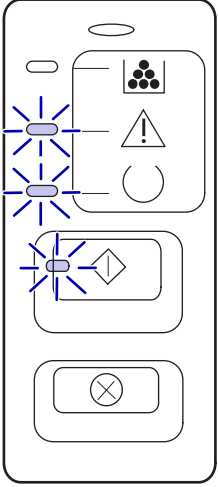
Message	Cause	Solution
	<p>Beam error</p>	<ol style="list-style-type: none"> 1. Check the laser/scanner cable connections. 2. If the error persists, replace the laser/scanner.
	<p>Motor error.</p>	<ol style="list-style-type: none"> 1. Check the motor cable connections. 2. If the error persists, replace the motor.
	<p>Fuser error. The fuser has a malfunction.</p>	<ol style="list-style-type: none"> 1. Unplug the printer for at least ten minutes. 2. Verify that the fuser connector and thermistor connector are both firmly seated in the ECU 3. Perform a heating element resistance check. 4. If the resistance readings are correct, but the error persists, replace the fuser.

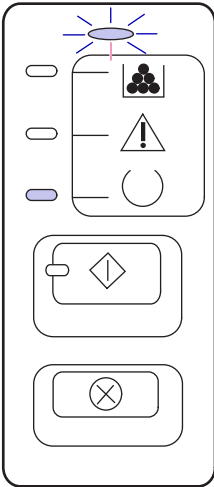
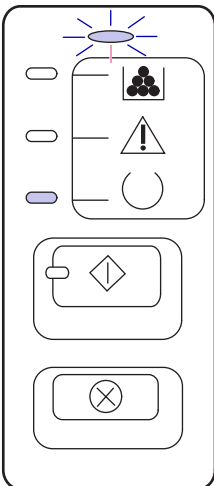
Table 7-5. Fatal error secondary messages (continued)

Message	Cause	Solution
 <p>The diagram illustrates three error messages. The top message shows a printer icon with a warning triangle and a circular arrow. The middle message shows a diamond shape with a warning triangle. The bottom message shows a circle with an 'X' inside.</p>	<p>General fatal error.</p>	<ol style="list-style-type: none">1. Turn the printer off, and then turn the printer back on.2. If the error persists, disconnect the I/O cable and print an engine test. If the self-test is successful, reconnect the I/O cable.3. If the error persists, replace the formatter.

Accessory error secondary messages

If the printer has an accessory error (indicated by all lights blinking), press and hold the **Go** button to see the secondary error message.

Table 7-6. Accessory error secondary messages

Message	Cause	Solution
	<p>Internal Jetdirect error.</p>	<ol style="list-style-type: none"> 1. Perform a Jetdirect cold reset (see Wired network setup problemsolving). 2. If the error persists, replace the formatter.
	<p>DIMM slot error.</p>	<ol style="list-style-type: none"> 1. Verify that the DIMM is correctly seated. 2. If the error persists, replace the DIMM.

Troubleshooting postscript (PS) errors

The following situations are PS language specific and might occur when several printer languages are being used.

NOTE

To receive a printed or screen displayed message when PS errors occur, open the Print Options dialog box and click the desired selection next to the PS Errors section. You can also access this from the embedded Web server.

Table 7-7. PS errors

Symptom	Possible cause	Solution
The job prints in Courier (the printer's default typeface) instead of the typeface you requested.	The requested typeface is not downloaded. A personality switch might have been performed to print a PCL job just before the PS printing job was received.	Download the desired font and send the print job again. Verify the type and location of the font. Download to printer if applicable. Check with the software documentation.
A legal page prints with clipped margins.	Print job too complex.	You might need to print your job at 600 dots per inch, reduce the complexity of the page, or install more memory.
A PS error page prints.	Print job might not be PS.	Make sure the print job is a PS job. Check to see whether the software application expected a setup or PS header file to be sent to the printer.
Limit Check Error	Print job is too complex.	You might need to print your job at 600 dots per inch, reduce the complexity of the page, or install more memory.
VM Error	Font Error	Select unlimited downloadable fonts from printer driver.
Range Check	Font Error	Select unlimited downloadable fonts from printer driver.