



# 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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# Basic troubleshooting

**Table 7-1. Basic troubleshooting**

**The printer doesn't turn on.**

**When the product is connected to a correctly grounded power source, the LEDs on the control panel do not light and the main motor does not rotate.**

Cause	Solution
No power to the printer.	<ol style="list-style-type: none"> <li>1. Verify that the power outlet has the correct voltage.</li> <li>2. Verify that the power cable is correctly plugged into the outlet and the printer.</li> <li>3. Verify that the power switch is turned on.</li> </ol>
The power inlet/switch cable assembly is defective.	Replace the power inlet/switch cable assembly.
The ECU is defective.	Replace the ECU (see <a href="#">ECU</a> ).

**The printer turns on, but the motor doesn't rotate.**

**When turned on, the LEDs on the control panel light up, but the main motor does not rotate.**

Cause	Solution
The print cartridge door is open.	Close the print cartridge door.
Media is jammed in the paper path.	Clear all media from the paper path and make sure that all sensors are working correctly.
The motor cable is not connected correctly.	Reconnect the motor cable.
The motor is not mounted correctly in the printer chassis.	Verify that the motor is connected correctly and that it rotates freely.
A gear is damaged or jammed.	Replace the gear assembly (see <a href="#">Main gear assembly/tray 2 pickup solenoid</a> ).
The ECU is defective.	Replace the ECU (see <a href="#">ECU</a> ).
The main motor is defective.	Replace the motor (see <a href="#">Main motor</a> ).

**The printer is unresponsive.**

**The printer turns on and the motor rotates, but none of the control panel lights turn on, and pressing the control panel buttons has no effect.**

Cause	Solution
The control panel cable is not connected correctly.	Reconnect the control panel cable.

**Table 7-1. Basic troubleshooting (continued)**

**The printer is unresponsive.**

**The printer turns on and the motor rotates, but none of the control panel lights turn on, and pressing the control panel buttons has no effect.**

Cause	Solution
The control panel is defective.	Replace the control panel (see <a href="#">Control panel</a> ).
The formatter is defective.	Replace the formatter (see <a href="#">Formatter</a> ).

**The printer is not "ready."**

**The printer is on, but the control panel lights indicate that the printer is not in the "ready" state.**

Cause	Solution
The printer has an internal error that was detected during the power-on self-test sequence.	Consult the list of control panel light patterns to identify and correct the error (see <a href="#">Status light patterns</a> and <a href="#">Fatal error secondary messages</a> ).

**The printer does not print.**

**The printer turns on, the motor rotates, and the control panel indicates the "ready" state, but the printer does not print.**

Cause	Solution
A printer component is defective.	Perform an engine test to verify print-engine components. <ol style="list-style-type: none"><li>1. Press the engine test switch (see <a href="#">Figure 7-1. Location of engine-test switch</a>) to print an engine test.</li><li>2. If the engine test page does not print, check all of the connectors on the ECU and reconnect any cables that are connected incorrectly.</li><li>3. If, after checking the connectors, the error persists, replace the ECU (see <a href="#">ECU</a>).</li></ol>
The formatter is defective.	Press the <b>Go</b> button to print a Demo page. If the Demo page does not print, replace the formatter (see <a href="#">Formatter</a> ).

**The printer does not print from a computer.**

**The printer prints the engine test and the Demo page, but does not print jobs sent from a computer.**

Cause	Solution
The cable is not connected correctly.	Reconnect the cable.
An incorrect printer driver is selected.	Select the correct printer driver.

**Table 7-1. Basic troubleshooting (continued)**

**The printer does not print from a computer.**

**The printer prints the engine test and the Demo page, but does not print jobs sent from a computer.**

Cause	Solution
The printer driver is not installed correctly.	Uninstall and then reinstall the printer software. Make sure that you use the correct procedure and port setting.
Other devices are connected to the printer (for example, through a switch or hub) that are interfering with the computer-printer communications.	Disconnect the other devices, switches, or hubs.
There is a computer-port communications problem.	Reset the computer port settings (see the computer user guide for more information).
The formatter is defective.	Replace the formatter (see <a href="#">Formatter</a> ).

# Paper-handling problems

Choose the item that best describes the problem:

- [Paper jam](#)
- [Print is skewed \(crooked\)](#)
- [More than one sheet of media feeds through the printer at one time](#)
- [Printer does not pull media from the media input tray](#)
- [Printer curled the media](#)
- [Printed media does not exit to the correct path](#)
- [Print job is extremely slow](#)

## Paper jam

- See [Clearing jams](#) for more information.
- Make sure that you are printing with media that meets specifications.
- Make sure that you are printing with media that is not wrinkled, folded, or damaged.
- Make sure that the printer is clean. See [Maintenance](#) for more information.
- If you are printing to the straight-through output path, close and open the door again to make sure that the green release levers are closed.
- If you are using the automatic two-sided printing feature, make sure that the media indicator is set to the correct paper size.

## Print is skewed (crooked)

A small amount of skew is normal and might become obvious when using preprinted forms.

- See [Table 7-2. Solving print paper-feed problems](#) and [Table 7-8. Solving print image-quality problems](#) for more information.
- Adjust the media guides to the width and length of the media that you are using and try reprinting.

## More than one sheet of media feeds through the printer at one time

- The media input tray might be too full.
- Make sure that the media is not wrinkled, folded, or damaged.
- Try paper from a new ream. Do not fan the paper before loading it into the input tray.
- The printer separation pad might be worn.

## Printer does not pull media from the media input tray

- Make sure that the printer is not in manual feed mode. See [Status light patterns](#) for more information.
- Make sure that the media guides are adjusted properly.
- The pickup roller might be dirty or damaged.

## Printer curled the media

- See [Table 7-2. Solving print paper-feed problems](#) and [Table 7-8. Solving print image-quality problems](#) for more information.
- Open the straight-through output door to print straight through.

## Printed media does not exit to the correct path

Open or close the straight-through output door to reflect the output path that you want to use.

## Print job is extremely slow

The maximum speed of the printer is up to 20 pages per minute for the HP LaserJet 1160 printer and up to 22 pages per minute for the HP LaserJet 1320 Series printer. Your print job might be very complex. Try the following:

- Reduce the complexity of your document (for example, reduce the number of multiple graphics).
- In the printer driver, set the media type to plain paper.

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### NOTE

This can cause toner to fuse poorly if using heavy media.

- Add printer memory.
- Narrow media or heavy media slows printing. Use normal media.

# Paper-path troubleshooting

Use the following table to solve problems related to moving paper or documents through the product.

## CAUTION

Failure to solve paper-feed problems can result in damage to the printer. Damage resulting from high jam-rates from any of the causes shown in this section can void the printer warranty.

## Solving print paper-feed problems

Table 7-2. 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 media is subjected to heat. 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 Media Guide</i> .
Media is curled or wrinkled when using the top output bin.	Open the straight-through output door on the back of the printer to change the media path. Reset the fuser mode to the default.
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.
The fuser temperature is too high.	Select <b>Type is:</b> in the <b>Paper/Quality</b> tab of the printer driver. Make sure that it is set for the appropriate media.

### Print is misaligned on the page (skewed pages).

Cause	Solution
The main input tray is overfilled.	Remove some of the media.
The media guides are not set correctly, are broken, or are missing.	Make sure that you center the media with the side media guides. Verify that the guides are not adjusted too tightly or too loosely against the media. Check for broken or missing guides and replace them as needed.
The media'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 Media Guide</i> .

**Table 7-2. Solving print paper-feed problems (continued)****The printer feeds multiple sheets or jams frequently from the main input tray.**

Cause	Solution
Paper guides are not adjusted correctly.	Slide the guides against the sides of the stack in the main input tray or the priority input slot to center the media. Make sure that the guides are not adjusted too tightly.
Media was not removed from the main input tray before refilling the tray.	Always remove media from the main input tray before you refill it.
The main input tray is overfilled.	Remove some of the sheets. The main input tray can hold up to 250 sheets of 20-lb. (75 g/m <sup>2</sup> ) bond weight paper (or fewer pages of heavier media, a stack no higher than 25 mm).
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 (do not “fan” the paper); this can effectively decrease multifeeds. Also try turning the paper around to feed the opposite end first, or use a different type of paper.
The media does not meet HP’s specifications for print media.	Make sure that the media meets specifications detailed in the <i>HP LaserJet Printer Family Media Guide</i> .
The output capacity was exceeded in the top output bin.	Do not allow more than 125 sheets of 20-lb. (75 g/m <sup>2</sup> ) bond weight paper (less for heavier paper) to fill the top output bin.
The pickup roller is dirty.	Clean the pickup roller.
The pickup roller is damaged.	Replace the pickup roller.
The separation pad is dirty.	Clean the separation pad.
The separation pad is damaged.	Replace the separation pad.
A sensor is not operating correctly.	Check the sensors to make sure that none of them are jammed. Replace sensors as needed.
Media has already been printed using a laser printer and is now being re-used.	Do not re-use media.

# Printed page is different than what appeared on screen

Choose the item that best describes the problem:

- [Garbled, incorrect, or incomplete text](#)
- [Missing graphics or text, or blank pages](#)
- [Page format is different than on another printer](#)
- [Graphics quality](#)

## Garbled, incorrect, or incomplete text

- The wrong printer driver might have been selected when the software was installed. Make sure that the HP LaserJet 1160 or HP LaserJet 1320 printer driver is selected in the printer Properties.
- If a specific file prints garbled text, there might be a problem with that specific file. If a specific application prints garbled text, there might be a problem with that application. Make sure that the appropriate printer driver is selected.
- There might be a problem with your software application. Try printing from another software application.
- The parallel cable might be loose or defective. Try the following:
  - Disconnect the cable and reconnect it at both ends.
  - Try printing a job that you know works.
  - If possible, attach the cable and printer to another computer, and try printing a job that you know works.
  - Try using a new IEEE-1284B compliant parallel cable that is 3 m (10 ft) or less.
  - Turn off the printer and the computer. Remove the parallel cable, and inspect both ends of the cable for damage. Reconnect the parallel cable, making sure that the connections are tight. Make sure that the printer is directly connected to the computer. Remove any switchboxes, tape backup drives, security keys, or any other devices that are attached between the parallel port on the computer and the printer. These devices can sometimes interfere with communication between the computer and the printer. Restart the printer and the computer.

## Missing graphics or text, or blank pages

- Make sure that your file does not contain blank pages.
- The sealing tape might still be in the print cartridge. Remove the print cartridge, and pull the tab on the end of the cartridge until the entire length of the tape is removed. Reinstall the print cartridge. To check the printer, print a Demo page by pressing the [Go](#) button.
- The graphic settings in the printer Properties might not be correct for the type of job that you are printing. Try a different graphic setting in the printer Properties. See [Advanced Printer Settings window](#) for more information.
- Clean the printer, particularly the contacts between the print cartridge and the power supply.

## Page format is different than on another printer

If you used an older or different printer driver (printer software) to create the document or the printer Properties settings in the software are different, the page format might change when you try to print using your new printer driver or settings. To help eliminate this problem, try the following:

- Create documents and print them using the same printer driver (printer software) and printer Properties settings regardless of which HP LaserJet printer you use to print them.
- Change the resolution, paper size, font settings, and other settings. See [Advanced Printer Settings window](#) for more information.

## Graphics quality

The graphics settings might be unsuitable for your print job. Check the graphic settings, such as resolution, in the printer Properties and adjust them as necessary.

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**NOTE**

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Some resolution might be lost when converting from one graphics format to another.