

HP Multifunction Printer (MFP) Support Knowledge Base

Paper Jam Issues

LaserJet Pro MFP Series

1. Turn off the printer and unplug the power cord
2. Open the front cover and remove the toner cartridge
3. Open the rear access door
4. Carefully remove any jammed paper, pulling in the direction of paper path
5. Check for small pieces of torn paper
6. Reinstall the toner cartridge and close all covers
7. Plug in and turn on the printer
8. Print a test page to verify operation

OfficeJet Pro Series

1. Turn off the printer
2. Disconnect the power cord and USB cable
3. Remove all paper from the input tray
4. Open the front access door
5. Press the tabs on both sides of the rear access door and remove it
6. Remove any jammed paper by pulling it out slowly
7. Replace the rear access door until it clicks
8. Close the front access door
9. Reconnect cables and turn on the printer

Print Quality Issues

Streaks or Lines on Printed Pages

1. Run the printer's built-in cleaning utility

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2. Check toner/ink levels in printer software
3. Replace low or empty cartridges
4. Clean the printer's internal components using compressed air
5. Run print head alignment from printer software
6. Use genuine HP cartridges for optimal results
7. Check paper quality and type settings

Faded or Light Printing

1. Check toner/ink levels
2. Replace cartridges if low
3. Adjust print density/quality settings in printer driver
4. Clean print heads using printer utility
5. Ensure correct paper type is selected
6. Check for "Toner Save" or "Draft Mode" settings

Network Connection Problems

Wireless Connection Issues

1. Verify the printer is within range of the wireless router
2. Check that wireless is enabled on the printer
3. Print a network configuration page
4. Verify the correct network name (SSID) and password
5. Restart the printer and wireless router
6. Use WPS button connection if available
7. Update printer firmware if needed
8. Reinstall printer drivers on computer

Ethernet Connection Problems

1. Check all cable connections
2. Try a different Ethernet cable

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3. Verify network settings on printer display
4. Print network configuration page
5. Check router/switch port functionality
6. Assign static IP address if needed
7. Update network drivers on computer

Scanner Not Working

Scanner Hardware Issues

1. Ensure scanner lid closes completely
2. Clean scanner glass with lint-free cloth and glass cleaner
3. Remove any debris from document feeder
4. Check for proper document placement
5. Restart HP scanning software
6. Update scanner drivers
7. Test with different scanning applications

Scanner Software Problems

1. Reinstall HP Smart app or HP Scan software
2. Check Windows/Mac scanning services are running
3. Update operating system
4. Clear temporary scanning files
5. Reset scanning preferences
6. Run HP Print and Scan Doctor utility

Common Error Codes

Error 49.xxxx (LaserJet Series)

1. Turn printer off for 30 seconds
2. Turn printer back on

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3. If error persists, remove and reinstall printer drivers
4. Update firmware if available
5. Contact HP support if error continues

Error 59.F0 (LaserJet Series)

1. Turn off printer
2. Disconnect all cables
3. Wait 60 seconds
4. Reconnect power cable only
5. Turn on printer
6. If error persists, service may be required

Maintenance Tips

Regular Maintenance

- Clean printer monthly with compressed air
- Replace cartridges when prompted
- Use genuine HP supplies
- Keep firmware updated
- Clean paper path regularly
- Check for driver updates quarterly

Paper Handling Best Practices

- Use HP-recommended paper types
- Store paper in dry environment
- Don't overfill paper trays
- Adjust paper guides properly
- Remove printed pages promptly
- Fan paper before loading

Troubleshooting Flowchart

1. ****Identify the Problem****

- Power issues -> Check connections and power supply
- Print quality -> Check cartridges and run cleaning
- Paper jams -> Follow paper jam removal procedures
- Network issues -> Check connections and settings
- Scanner problems -> Check hardware and software

2. ****Basic Troubleshooting****

- Restart printer
- Check connections
- Update drivers
- Run built-in diagnostics

3. ****Advanced Solutions****

- Firmware updates
- Factory reset
- Professional service
- Contact HP support

Contact Information

- HP Support: 1-800-HP-SUPPORT
- Online Support: support.hp.com
- Live Chat: Available 24/7 on HP website
- Service Locations: Use HP Service Locator tool