HP LaserJet, HP PageWide Enterprise - Printer does not pick up paper or misfeeds

Introduction

Use the procedures in this document to resolve issues when the printer does not pick-up paper from the tray, or picks-up multiple sheets of paper at one time.

This issue can occur due to the following conditions:

- Paper jam
- Paper is not loaded correctly
- Paper guides are not set correctly for the tray
- High- or low-humidity environment
- Excess static builds up in paper
- Dirty, worn, or damaged rollers

Resolve paper feed or multi-pick issues

In addition to the instructions provided in this document, you can view the following video of how to clean the pick rollers:

VIDEO

How to Clean the Pick Rollers in HP LaserJet and PageWide Printers

Learn how to clean the pick rollers in HP LaserJet and PageWide printers.

If you are unable to view the video above, or to view the video in a different size, click here to watch the video on Youtube.

Follow these steps in the order presented to resolve the issue:

NOTE:

Click the **+** symbol next to each step heading to view the instructions.

Step one: Check for paper jams in the trays or in any printer access doors

1. Check all the paper trays and remove any loose sheets of paper in the trays.
2. Open the tray and remove any loose sheets of paper in the tray.
3. Open the printer access doors and remove any sheets of paper inside the printer.
4. If any jammed paper is visible, grasp the jammed paper with both hands and gently pull it straight out to remove it out of from the printer.
5. Verify that no torn remnants of paper remain inside the printer.

   WARNING:

   Do not tear the paper when removing any paper jams as it becomes more difficult to identify paper remnants inside the printer.

   For more help in clearing paper jams, see the following resources:

- **Jam error message**: Check the printer control panel for a jam error message or animation showing how to clear the jam.
- **User Guide**: Look in the "Solve problems" section of the user guide for jam codes and instructions on clearing various types of jams. To search for the user guide for your specific printer model, go to www.hp.com/support, select your country/region, and then follow the instructions to identify your printer.
- **HP LaserJet printer guided troubleshooting**: Go to Help With LaserJet Paper Jams.
- HP LaserJet Enterprise or HP PageWide Enterprise printer troubleshooting: Go to Use Cloud-based HP Online Help to Troubleshoot Printing.

Step two: Check the paper type and condition

1. Use the following guidelines to examine the condition of the paper being used:
   - Replace any ripped, dusty, curled, wrinkled or folded paper. If necessary, use paper from a different package.
   - Remove any staples, paper clips, or self-adhesive notes.

- Use paper that meets HP specifications for the printer.
- Use paper that has not previously been printed or copied.

    NOTE:

    Do not load mixed types of paper in the tray as the printer can only process one type of paper at a time.

2. Remove the stack of paper from the tray. Use both hands to flex the paper stack to form a U-shape, and then flex it in the opposite direction.

    Refer to the figure, titled "Technique for flexing the paper stack," in the steps below.

    WARNING:

Do not fan the paper. Fanning the paper introduces static electricity.

    . Use both hands to hold the ends of the paper stack, and then bring each end up to form a U-shape.

    a. Rotate the ends down to reverse the U-shape.

    b. Hold each side of the stack of paper and repeat this process.

    NOTE:

    This process releases individual sheets or loosens any paper sheets stuck in the stack without introducing static electricity.

    Figure : Technique for flexing the paper stack
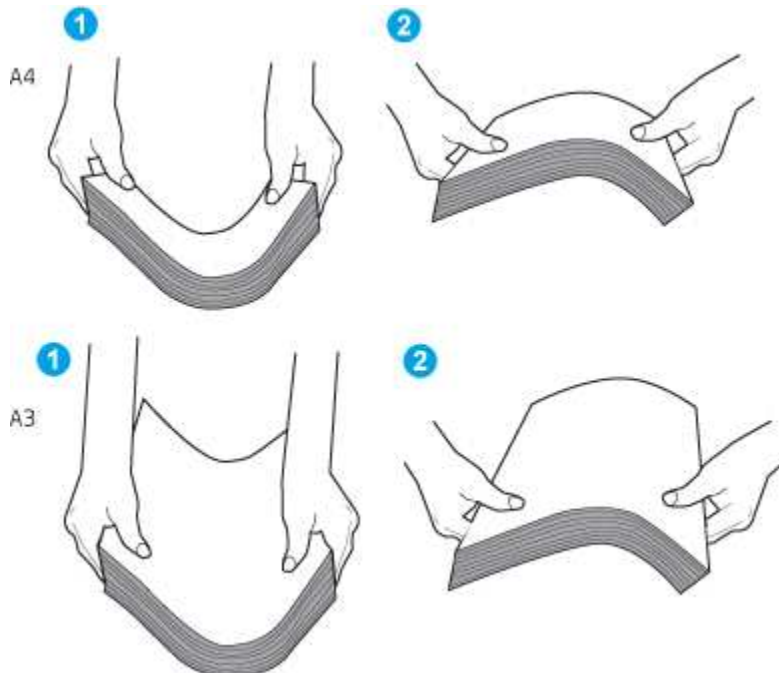
    c. Rotate the paper 180° and flip it over.

d. Tap the edges of the paper stack on a table to make sure that the edges are even.

Step three: Check the environment

1. Verify that the humidity in the room is within the recommended specifications for the printer.
2. Make sure that the paper is being stored in unopened packages.

   NOTE:

   Most reams of paper are sold in moisture-proof wrapping to keep the paper dry.
3. Depending on the high- or low-humidity environment, perform the appropriate task:
   - **In high-humidity environments**:

     If the paper at the top of the stack in the tray has a wavy or uneven appearance, remove the top five to ten sheets of paper from the stack.

     NOTE:

     A wavy or uneven appearance in the paper occurs when the paper in the tray absorbs moisture.
   - **In low-humidity environments**:

     If the sheets of paper stick together, remove the paper from the tray, and then flex the paper stack. Refer to Step two: Check the paper type and condition for instructions.

     NOTE:

     Due to excess static electricity, sheets of paper in the tray stick together.
4. Reload the stack of paper in the tray.

Step four: Adjust the paper guides on the tray

1. Adjust the paper guides to the appropriate indentation or markings in the tray.

   NOTE:

   Do not adjust the paper guides tightly against the paper stack.
2. Make sure that the paper guides in the tray are adjusted correctly for the size of paper being loaded into the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure : Size markings for Tray 1 or the multipurpose tray
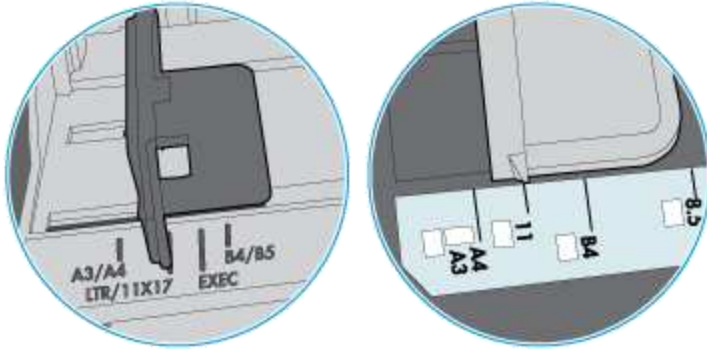
**Figure : Size markings for cassette trays**
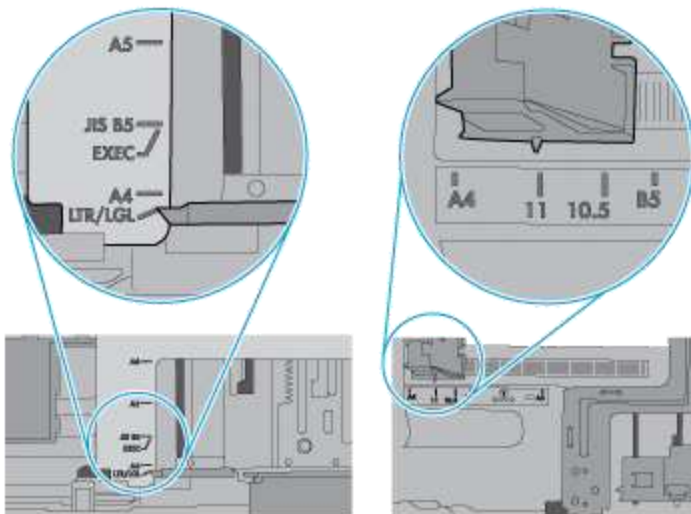
3. Use the following guidelines to make sure that the tray is not overfilled:

    a. Check the stack-height markings inside the tray.

    b. If the tray is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then load some of the paper into the tray.

    c. Make sure that all sheets of paper are below the stack-height markings on the tray.
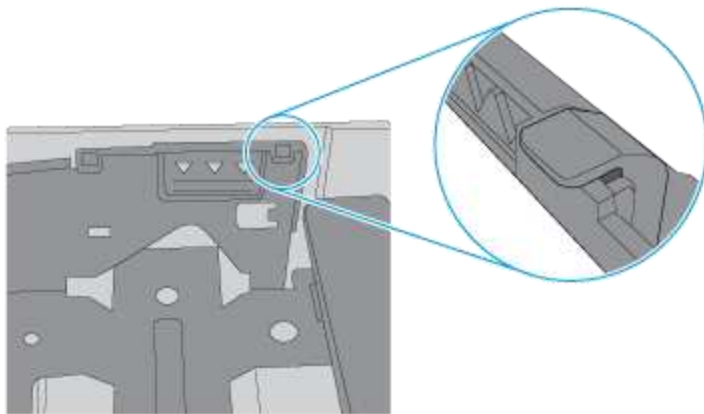
    > NOTE:
    >
    > The tabs by the markings help hold the paper in the correct position as it enters the printer.

The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these.

Figure : Stack-height markings
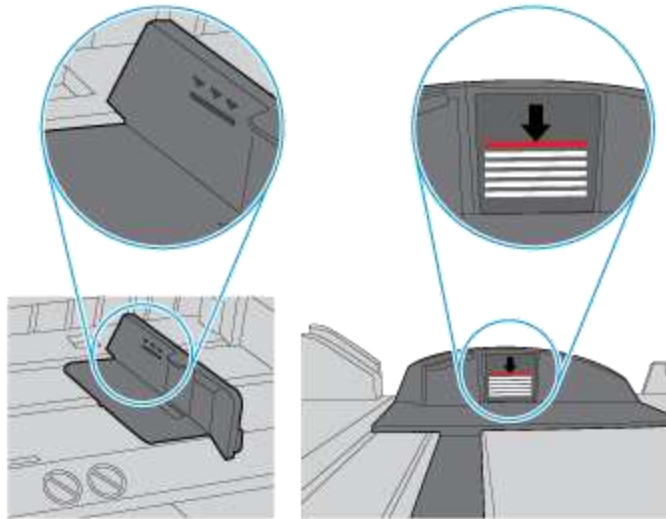
Figure : Tab for the paper stack

4. Try to print and see if the issue persists.
5. If the issue persists, continue to the next step to resolve the issue.

Step five: Check the tray rollers

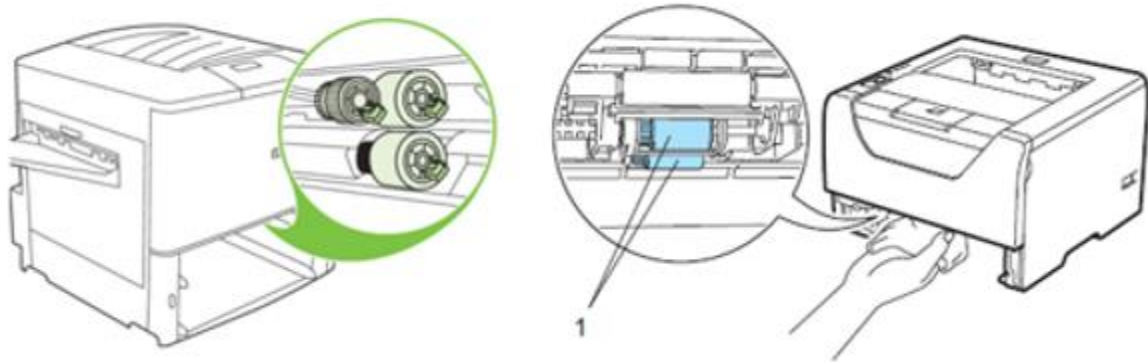1. Open the tray and remove it from the printer to access the rollers.

   The following images are examples of where the tray rollers might be located. The locations might differ slightly, depending on your printer model.

   Figure : Roller locations for Tray 1 or the multipurpose tray
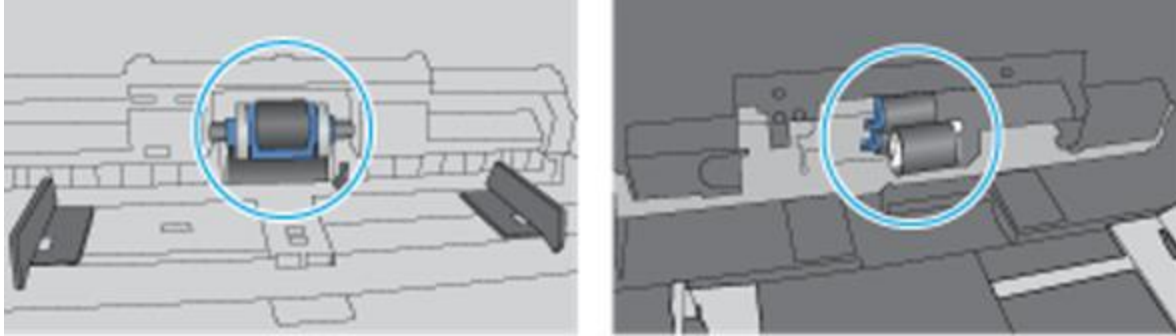
Figure : Roller locations for the cassette trays

2. Check whether the rollers above the tray are contaminated or dirty.

   To clean dirty rollers, use distilled water (if available), and follow these steps:

   a. Spray water on a lint-free cloth or dab the cloth in water and wring it out before cleaning the rollers.

   > WARNING:
   > Do NOT spray water directly on to the printer.

   b. Wipe the rollers with the dampened cloth to remove the dust, debris, or contamination.

3. Check whether the tray rollers are damaged or worn.

   Inspect the rollers for damage or any extremely smooth surface, either completely around the circumference, or just on one side.

4. Replace the tray rollers if worn or damaged. Make sure that you know your printer model number which can be found on the label on the back of the printer.

   - **Managed HP LaserJet or HP PageWide printers**: Contact your managed service representative for assistance.

   - **HP Enterprise printers or HP LaserJet Pro printers**: Go to the HP Parts Store to order replacements. Instructions to install the part are included in box.

5. Load paper and try to print.

HP LaserJet Pro - Printer status is "Offline" and the printer does not print (Windows)

Issue

A printer status of "**Offline**" displays on the computer and the printer does not print.

Figure : Printer status "Offline" in Devices and Printers

When the printer status is "**Offline**," it indicates that the computer cannot communicate with the printer. This issue can occur for various reasons, such as the following:

- The printer is turned off
- The network cable or USB cable is disconnected
- The printer is set to "Use printer offline"

The following symptoms might also be present:

- Printer does not respond
- Printer icon(s) status is offline or greyed out
- The default printer driver has been changed
- Unable to find printers or other devices on the network
- File and printer sharing is disabled
- Network port IP address changed or is reset
- Network loses connection with the printer after it enters sleep mode

Applicable printers

This document applies to **HP LaserJet Pro** printers.

Solution

Try the following steps **in the order presented** to resolve the issue.

NOTE:

Some of the steps below apply **only** to network-connected printers.

If your printer is connected via a USB cable, skip any steps that are intended only for network-connected printers.

If one of the steps resolves the issue, there is no need to continue troubleshooting.

Step one: Turn off Smart Install

1. From the Home screen on the printer control panel, select the `Service` menu.
2. Navigate to the `Smart Install` option and select `Off`.
3. Restart the computer.
4. Try to print.

   If the issue persists, continue to the next step.

Step two: Perform a power reset and check connections

Resetting the power to the printer is a quick way to reset the printing system and prepare for further troubleshooting, if necessary.

Follow these steps to perform a power reset and check connections:

1. If the printer is off, turn on the printer, and then check the printer status:
   - If the printer starts printing jobs from the print queue, then the printer is back online and you do not need to continue troubleshooting.
   - If the computer still shows the printer status as "Offline," continue to the next step.
2. With the printer turned on, disconnect the power cord from the rear of the printer and from the wall outlet, and then wait at least 60 seconds.
3. Make sure the USB or network cable is securely connected and not damaged.
4. Make sure the router or switch cables are securely connected.

5. Restart your computer and wait for it to reboot.
6. Reconnect the power cable to the rear of the printer and into the wall outlet.
7. If the printer does not turn on by itself, press the Power button to turn it on.
8. Try to print.
    - If you are able to print, the printer is online again. If the printer goes offline again when trying to print another job, continue with the next steps in this document.
    - If the printer remains offline and you are unable to print, continue to the next step.

Step three: Use HP Print and Scan Doctor

HP provides a free tool called "**HP Print and Scan Doctor**" that can be used to diagnose and resolve a "Printer offline" error message.

Follow these steps to download and run HP Print and Scan Doctor:

1. Go to HP Print and Scan Doctor.
2. Click **Download Now**, and then follow the on-screen prompts to download and run the software.
    - If this resolves the issue, you do not need to continue troubleshooting.
    - If the issue persists, continue to the next step.

## Step four: Manually set the default print driver

Make sure the default printer driver matches the printer that you are trying to print to.

Click your operating system in the options below, and then follow the steps provided.

Windows 10

1. On your computer, right-click the Windows icon in the bottom-left corner of the screen, and then click **Search**.
2. In the **Search** text-field, type "Printers," and then click **Printers & scanners** in the list of results.

Figure : "Printers & scanners" in the list of results

Printers & scanners
System settings
→
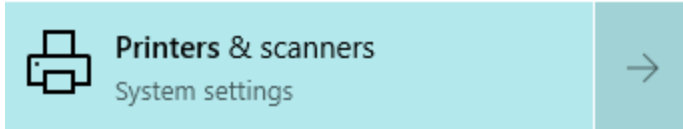
3. In the **Printers & scanners** window, click the name of the printer you are trying to print to, and then click **Manage**.

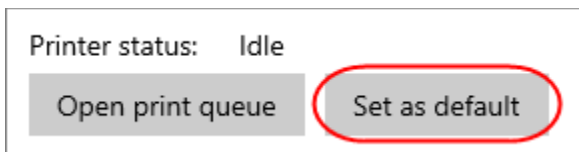4. In the **Manage your device** window, look for **Printer status**.

   If the printer is already set as the default printer, the **Printer status** will be set to **Default**.

   Figure : Printer status set to Default

Printer status: Default
Open print queue   Set as default
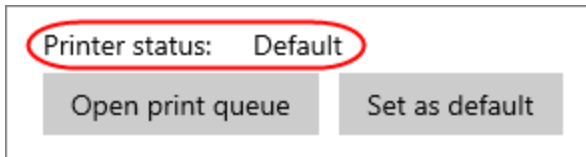
- If the **Printer status** is already set to **Default**, skip to Step five: Make sure the printer is connected to the network (Network-connected printers only).
- If the **Printer status** is *not* set to **Default**, continue to the next step.

5. Click **Set as default** to set the printer as the default printer.

   Figure : Click "Set as default" to set the printer as the default printer

Printer status: Idle
Open print queue   Set as default

6. Close the **Manage your device** window, and then try printing again.

- If this resolves the issue, you do not need to continue troubleshooting.
- If the issue persists, continue to the next step.

Windows 8 or 7

1. On your computer, open the **Control Panel**, and then click **View devices and printers** to open the **Devices and Printers** window.

2. In the list of devices and printers, find the printer that you are trying to print to and check to see if it is set as the default printer (indicated by a green check mark).

   Figure : Default printer (as indicated by the green check mark) in Devices and Printers

- ▲ Printers

  HP LaserJet 400
  MFP M425

- If the printer that you are trying to print to is already set as the default printer, skip to Step five: Make sure the printer is connected to the network (Network-connected printers only).
- If the printer that you are trying to print to is **not** set as the default printer, continue to the next step.

3. Right-click the printer that you want to set as the default, and click **Set as Default Printer**.

4. Try to print.

   - If this resolves the issue, you do not need to continue troubleshooting.
   - If the issue persists, continue to the next step.

Step five: Make sure the printer is connected to the network (Network-connected printers only)

Follow these steps to make sure the printer is connected to the network:

NOTE:

The following steps **apply only to network-connected printers**.

If your printer is connected via USB cable, skip to Step six: Check the "Use printer offline" setting.

1. For wireless connections, make sure Wi-Fi is turned on the computer or tablet, and make sure you are connected to the correct wireless network (SSID).

2. Print a Configuration Page or Network Summary Page from the printer control panel and make sure the printer has a valid IP address.

- If an IP address is not assigned, or if the IP address is "156.254.xxx.xxx" or "169.xxx.xxx" (and indicates auto-IP), then the network is not configured properly.

  For steps on how to resolve network configuration issues, refer to one of the following documents:

    - [HP LaserJet, HP OfficeJet, HP PageWide - Solve network problems](#)
    - [HP LaserJet, HP PageWide Enterprise - Solve wireless network problems](#)

- If the IP address is assigned and valid, then continue to the next step.

3. Open the Embedded Web Server (EWS) for your printer using the IP address that you obtained in the previous step:

   - On your computer, open a Web browser and in the address field, type the printer IP address exactly as it appears on the Configuration Page, press Enter on the keyboard, and then select **Continue to this website…**.

     Figure : Example of an IP address in a browser address line

     https://10.10.XXXXX/
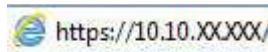
     The EWS Home page will display.

     - If the EWS Home page displays, it indicates that the printer is connected to the network. Skip to [Step six: Check the "Use printer offline" setting](#) to continue troubleshooting.

     a. If the EWS Home page does not display, continue to the next step.

4. Test network communication by pinging the network using a command prompt:

   - On your computer, click the Windows icon in the bottom-left corner of the screen, click **Run**, type "cmd" in the text-field, and the click **OK**.

     The command-line prompt will open and display on the screen.

   a. In the command-line, type "ping" and then type the IP address for the printer.

     - If the printer returns a response time, the network is working. Skip to [Step six: Check the "Use printer offline" setting](#) to continue troubleshooting.

     a. If the ping command failed or returns "Request timed out," the printer is not connected to the network.

       Refer to one of the following documents for information on troubleshooting network problems:

         a. [HP LaserJet, HP OfficeJet, HP PageWide - Solve network problems](#)

b. [HP LaserJet, HP PageWide Enterprise - Solve wireless network problems](#)

NOTE:

If you have been experiencing intermittent loss of network connectivity, update the firmware on your printer.

For instructions on how to update the firmware, click the following link:

[HP LaserJet Pro - Update the printer firmware](#)

Step six: Check the "Use printer offline" setting

Follow these steps to make sure that the printer is not set to "Use printer offline".

In addition to the instructions below, you can view the following video of how to check the printer status to make sure it is not set to "Use printer offline":

Checking the HP Printer Status When a Printer Offline Message Displays in Windows

Learn how to check the HP printer status in Windows when your computer cannot communicate with your printer or when you receive a Printer Offline error.

1. On your computer, open the **Control Panel**, and then click **View devices and printers** to open the **Devices and Printers** window.

2. Right-click the printer and then click **See what's printing**.

3. Select **Printer**, and then select to clear any selections (indicated by a check mark) next to **Pause Printing** or **Use Printer Offline**, if selected.

   Figure : The "Use Printer Offline" setting enabled
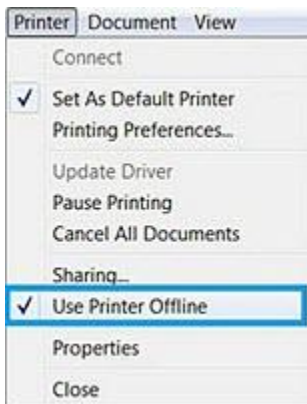
4. If you removed a selection, try to print.
   - If you are able to print, the printer is online again. If the printer goes offline again when trying to print another job, continue with the next steps in this document.
   - If the printer remains offline and you are unable to print, continue to the next step.

Step seven: Make sure the network connection settings were not recently changed (Network-connected printers only)

NOTE:

The following steps **apply only to network-connected printers**.

If your printer is connected via USB cable, skip to .

If the computer or tablet is running Windows 8 (or Windows 8.1) and the connection was recently changed from a **Private** to a **Public** network, and then reverted back to a **Private** network, refer to the following document to troubleshoot the issue:

[HP LaserJet, HP PageWide, HP OfficeJet - Unable to find network printer in Windows 8 after changing the network from Private to Public](#)

- If this resolves the issue, you do not need to continue troubleshooting.
- If the issue persists, continue to the next step.

Step eight: Make sure the correct port is selected

If the driver is using the wrong communication port, then the connection cannot be made and the printer will remain offline.

In addition to the steps provided below, you can view the following videos of how to select the correct port for your HP printer in Windows.
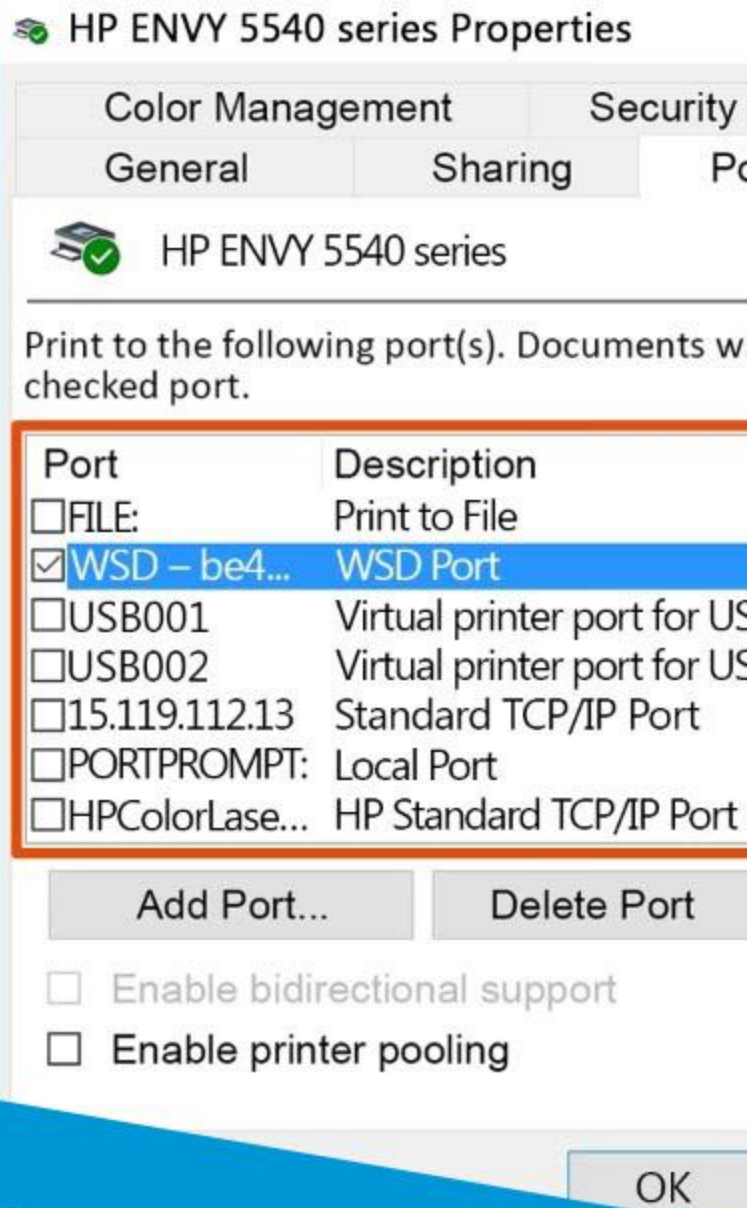
NOTE:

The first video applies to Windows 10, and the second video applies to Windows 8 or 7.
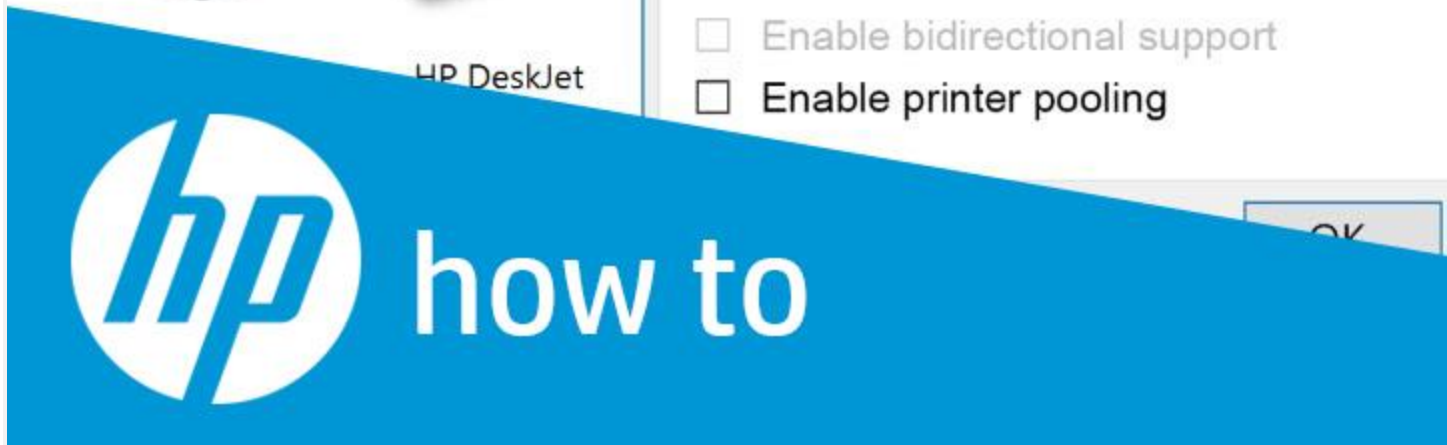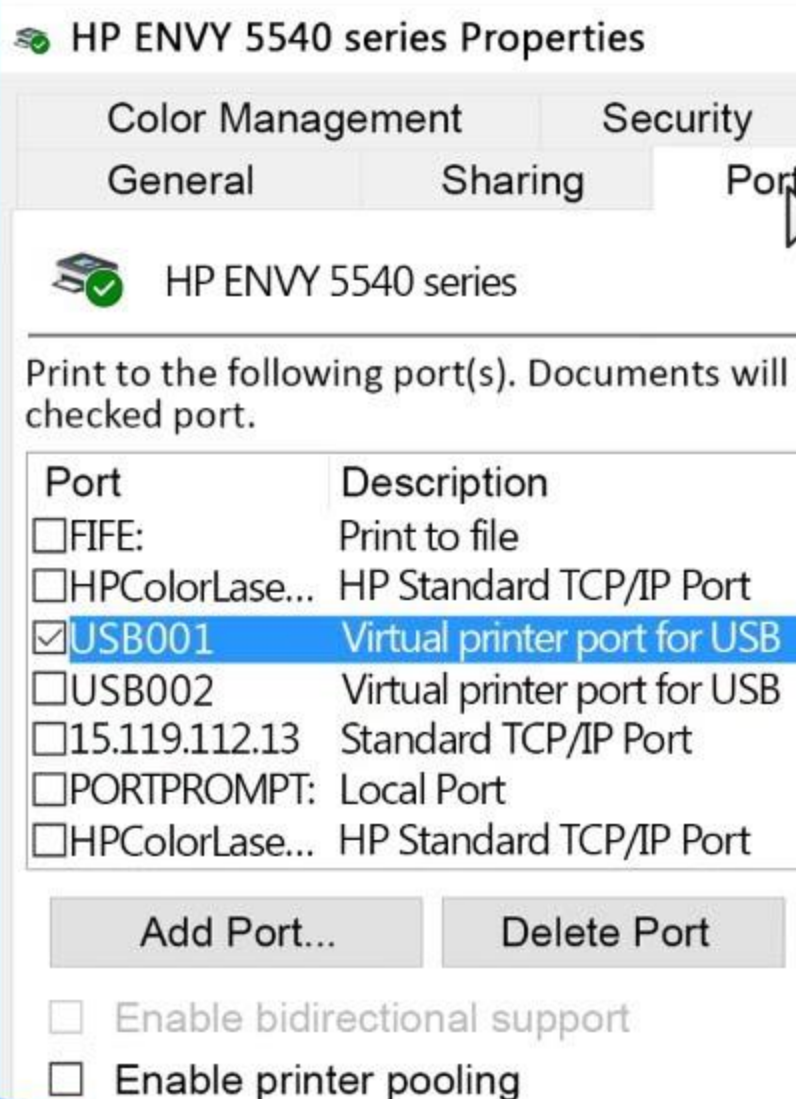
VIDEO

Selecting the Correct Port for Your Printer in Windows 10

Follow these steps to select the correct printer port in Windows 10. Selecting the correct printer port keeps your printer from appearing offline.

VIDEO

### Selecting the Correct Port for Your HP Printer in Windows

Learn how to select the correct port for your HP Printer when you computer cannot communicate with your printer or when you receive a Printer Offline error in Windows.

Follow these steps to make sure the correct port is selected:

1. On your computer, open the **Control Panel**, and then click **View devices and printers** to open the **Devices and Printers** window.

2. Right-click the printer, and then click **Printer Properties**.

3. In the Properties window, click the **Ports** tab.

   A list of ports will display.

4. Make sure that the selected **Port(s)** and **Description** match the connection-type being used with the printer.

   - Make sure the port-type has "**network**" or "**IP**" in the description.

   - If you see multiple listings for the same port-type, change the Port selection to a different port.

Figure : Port selection for a network connection
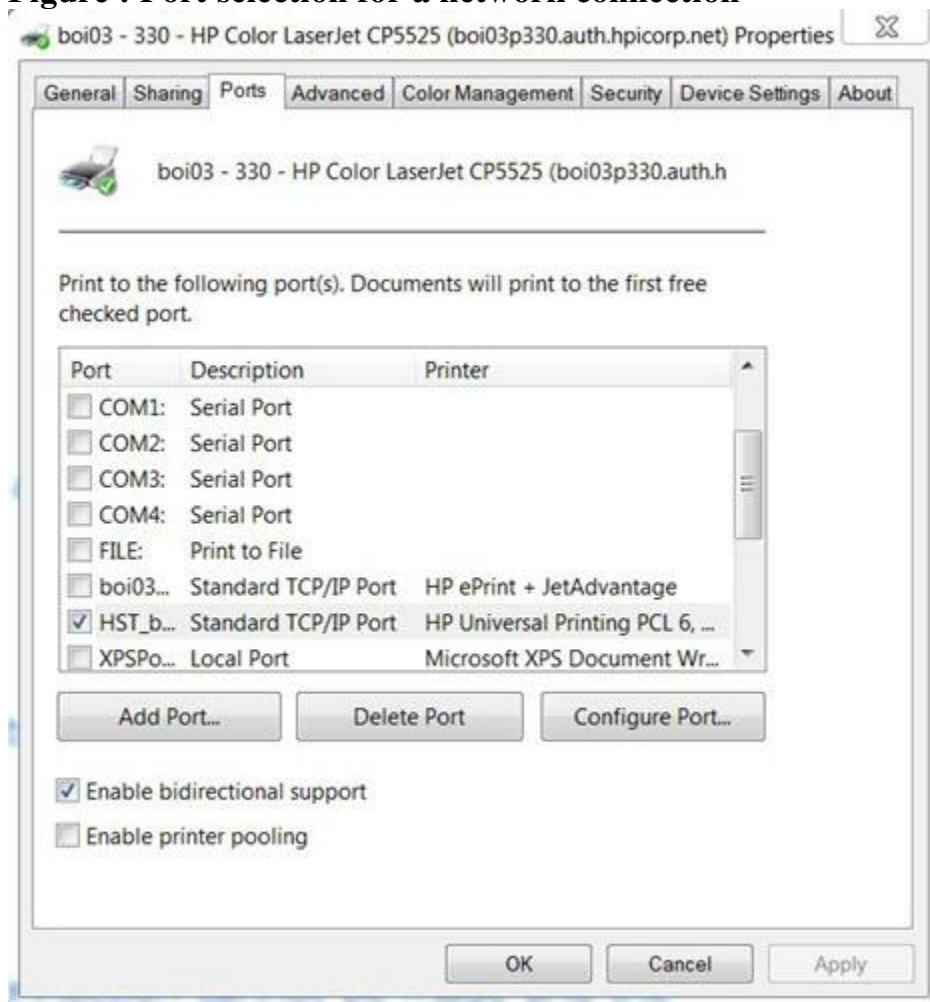
5. Click **Configure Port**, and make sure the printer IP address matches the Port IP address.

   - If the port selected is "**WSD**," skip to .
   - If the port selected is a network port (the printer name or IP address), skip to .
   - If the port selected is "**IP**," make sure the IP address matches the printer's IP address. If it doesn't match, type the printer's IP address in the **Printer Name or IP Address** field, and then click **OK**.

     NOTE:

     If you do not know the printer's IP address, print a Configuration Page from the printer control panel. The printer's IP address is listed on the Configuration Page.

6. Click **Apply** and then click **OK** to save the settings.
7. Try to print.

   - If this resolves the issue, you do not need to continue troubleshooting.
   - If the issue persists, continue to the next step.

Step nine: Uninstall the printer software

Use one of the methods below to uninstall the printer software.

Method one: Uninstall from Windows 10
Use this method if you have Windows 10 installed on your computer.

1. In Windows, search for and open **Apps & features**.
2. Scroll through the list until you find your printer model.
3. Click your printer model, and then click **Uninstall**.
4. Follow the on-screen prompts to uninstall the printer software.
5. After uninstalling the software, restart your computer and then return to this document and proceed to .

Method two: Uninstall from the HP printer folder
Use this method if you have an **HP printer** folder available from the **Start** menu. If not, skip to .

1. From the **Start** menu, open **All programs > HP > HP printer**, and then select **Uninstall Product Software**.

2. Restart the computer, return to this document, and then proceed to .

Method three: Uninstall from the Devices and Printers window
Use this method if you do not have an **HP printer** folder or if you used the **Add a printer** wizard to install the printer originally.

1. From the **Start** menu, open **Devices and Printers**, right-click the printer icon, and then select **Remove device**.
2. Restart the computer, return to this document, and then proceed to .

Step ten: Install the most current printer software

Follow these steps to install the most current printer software:

1. Go to www.support.hp.com/drivers.
2. On the **Let's identify your product to get started** screen, select the Printer icon.
   Figure : Printer icon

3. In the **Enter your product name** text-field, type your printer model (e.g. LaserJet M528), and click **Submit**.

   The **Software and drivers** page for your printer will display.

   The website will automatically detect your computer operating system and queue up a list files (specific to your printer model) that are available for download.

4. Scroll down and review the available software and driver options. The options available vary depending on the printer.

   NOTE:

   HP recommends the **Full Solution** or **Full Feature Software and Driver** option to optimize printer performance and features.

5. Click the file name in the list to review the details, and then click **Download** next to the file name.

6. When the download file prompt displays in the browser, click **Run** to start the download, or click **Save As** to save the .exe file to a location on your computer.

   NOTE:

   If you save the file on your computer, make note of the file location. When you are ready to install, navigate to the .exe file and double-click the file to start the installation process.

7. Follow the on-screen instructions to install the printer software.

   NOTE:

   If the issue persists, and you are using HP Full Feature Software, a compatibility problem might exist. Uninstall the HP Full Feature Software and try installing the Basic or PCL6 driver from www.support.hp.com/drivers.

Step eleven: Try connecting the printer to another computer

If you have access to another computer, install the basic driver from www.support.hp.com/drivers, connect the printer using the same type of connection, and try to print.

- If the new connection does not work, then the printer might need to be serviced, or the printer might need to be connected with a USB cable, depending on the supported connection type.

  To check the supported connection-type, click the link below that is applicable to your Windows operating system and then use the information in that document to determine which connection types are available for your specific printer model.

  - HP Printers - Driver and software support for Windows 7
  - HP Printers - Driver and software support for Windows 8 and Windows 8.1
  - HP Printers - Printers compatible with Windows 10