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+ **Solution one: Turn the All-in-One off and then on again**

Follow these steps to turn the All-in-One off and on again, and then print a self-test report.




Step one: Turn the All-in-One off and on again

1. Press the Power button () to turn off the All-in-One.
2. Wait 60 seconds.
3. Press the Power button () to turn on the All-in-One.

NOTE: The All-in-One might go through a warm-up period of up to two minutes. Lights might flash and the carriage might move. Wait until this warm-up period is complete before going to the next step.

Step two: Print a self-test report

Printing a self-test report verifies if the hardware functions correctly.

1. Load plain white paper into the tray.
 2. Press the Setup button ().
 3. Press the Down Arrow () to select **Print Report** , and then press **OK** .
 4. Press the Down Arrow () to select **Self-Test Report** , and then press **OK** . The All-in-One prints a self-test report.
- If these steps **resolved the issue** , and **the self-test report prints** , there is no need to continue troubleshooting.
 - If the **issue persists** , continue with the next solution.
 - If the **self-test report does not print** , continue with the next solution.

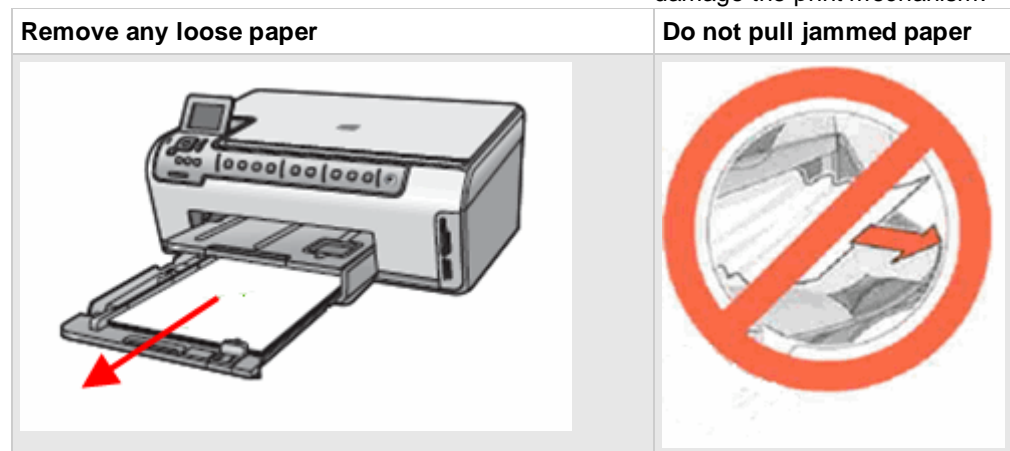
+ **Solution two: Clear any jammed paper**

Jammed paper can cause the carriage to stall. Follow these steps to clear any jammed paper.

Step one: Remove any loose paper

Remove any loose sheets of paper from the input tray and the output tray.

CAUTION: Do not remove jammed paper at this stage. Trying to clear jammed paper from the front of the product can damage the print mechanism.

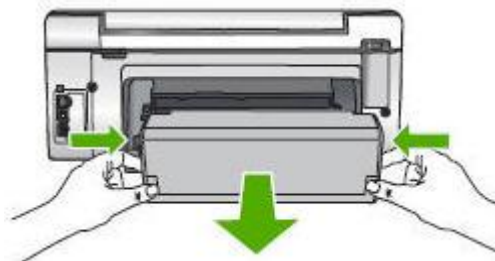


Step two: Clear the paper from the rear of the All-in-One

CAUTION: Trying to clear a paper jam from the front of the All-in-One can damage the print mechanism. Always access and clear a paper jam from the rear of the All-in-One before attempting to remove it from the front.

1. Press the Power button (⏻) to turn off the All-in-One.
2. Disconnect the **USB cable** from the rear of the All-in-One.
3. Disconnect the **power cord** from the rear of the All-in-One.
4. Remove the two-sided printing accessory (duplexer) from the rear of the All-in-One. Press in the buttons on each side of the duplexer, and then pull it toward you.

Figure 1: Remove the duplexer



5. Gently remove any jammed paper from the rollers inside the All-in-One.

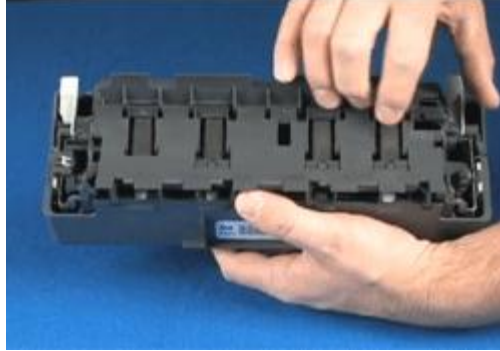
Figure 2: Remove any jammed paper



CAUTION: If the paper tears, check the rollers and wheels for torn pieces of paper that might remain inside the All-in-One. If you do not remove all the pieces of paper from the All-in-One, more paper jams are likely to occur.

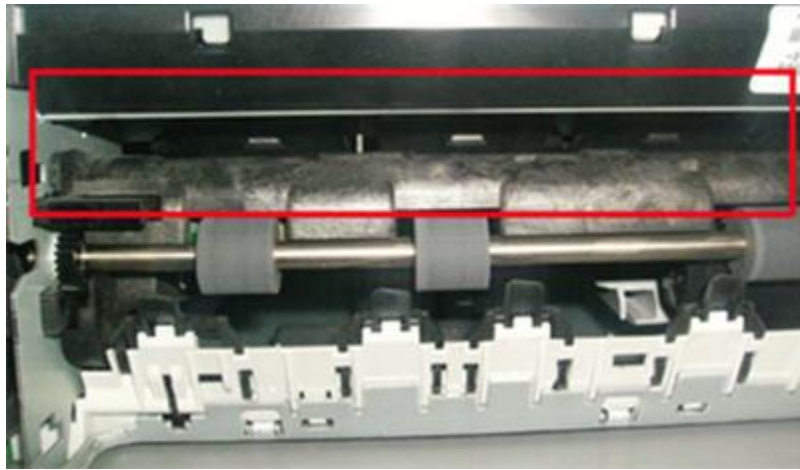
6. With the duplexer removed, check the rollers on the duplexer. Note if any rollers are missing, do not roll freely, or have some 'give' when you push on them. These conditions might mean the rollers are not feeding the paper properly. Replace the accessory.

Figure 3: Check the duplexer rollers



7. Remove any paper from the top zone of the paper path.

Figure 4: Paper path top zone



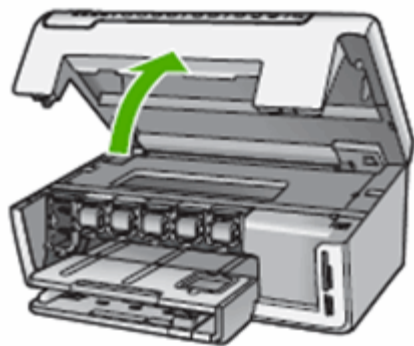
8. Reattach the duplexer by gently pushing the duplexer forward until it snaps into place.

Step three: Clear the paper jam from the front of the All-in-One

If you cannot remove the paper from the rear of the All-in-One, follow these steps to remove the paper jam from the front.

1. Open the cartridge access door.

Figure 5: Open the cartridge access door

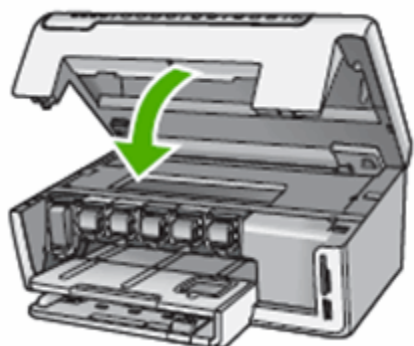


2. Gently pull the paper out of the rollers.

NOTE: Remove paper from the front of the All-in-One as carefully as possible. If any torn pieces of paper remain inside the All-in-One, more paper jams are likely to occur, and this could damage the print mechanism.

3. Close the cartridge access door.

Figure 6: Close the cartridge access door



4. Reconnect the power cord to the rear of the All-in-One.
5. Press the Power button (⏻) to turn on the All-in-One.

Step four: Print a self-test report

+ How to print a self-test report

Printing a self-test report verifies if the hardware functions correctly.

1. Load plain white paper into the tray.
 2. Press the Setup button (🔧).
 3. Press the Down Arrow (▼) to select **Print Report**, and then press **OK**.
 4. Press the Down Arrow (▼) to select **Self-Test Report**, and then press **OK**.
The All-in-One prints a self-test report.
- If these steps **resolved the issue**, and **the self-test report prints**, there is no need to continue troubleshooting.
 - If the **issue persists**, continue with the next solution.

- If the **self-test report does not print** , continue with the next solution.

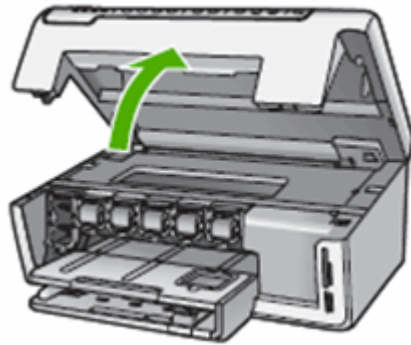
+ Solution three: Make sure that the carriage moves freely

Follow these steps in the order given to make sure that the carriage moves freely.

Step one: Check the carriage path

1. Press the Power button (⏻) to turn on the All-in-One.
2. Open the cartridge access door.

Figure 7: Open the cartridge access door



3. **Without turning off the All-in-One**, disconnect the power cord from the rear of the All-in-One.

CAUTION: You must disconnect the power cord to move parts by hand without the risk of an electrical shock.

4. Unplug the power cord from the power source.
5. Look inside the All-in-One to see where the carriage is stuck, and then check for any torn paper or other objects that might be restricting the carriage.

Figure 8: The carriage



NOTE: You might need a flashlight to illuminate areas for proper viewing.

6. Remove any loose paper or obstructions found.

Figure 9: Example of paper restricting the carriage

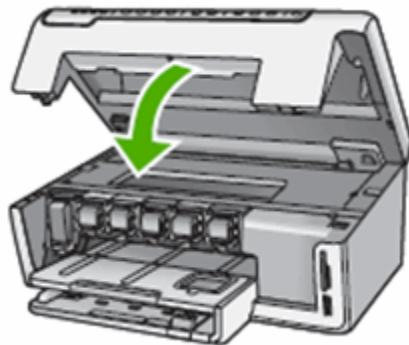


7. Reach inside the All-in-One through the cartridge access door, and then manually move the carriage.

CAUTION: Do not force the carriage to move if it is in the docking station on the right side and you do not find any obstructions. This might damage the All-in-One.

- **If the carriage is stuck on the right side of the All-in-One**, move the carriage to the left side of the All-in-One.
 - **If the carriage is stuck on the left side of the All-in-One**, move the carriage to the right side of the All-in-One.
 - **If the carriage is stuck in the middle of the All-in-One**, move the carriage to the right side of the All-in-One.
8. Make sure that the carriage can move freely across the width of the All-in-One. Gently push the carriage to the left, and then to the right.
 9. Close the cartridge access door.

Figure 10: Close the cartridge access door






10. Reconnect the power cord to the rear of the All-in-One.
11. Plug the power cord back into the power source.
12. Press the Power button (⏻) to turn on the All-in-One.

Step two: Print a self-test report

Printing a self-test report verifies if the hardware functions correctly.

How to print a self-test report


1. Load plain white paper into the tray.
 2. Press the Setup button ().
 3. Press the Down Arrow () to select **Print Report** , and then press **OK** .
 4. Press the Down Arrow () to select **Self-Test Report** , and then press **OK** .
The All-in-One prints a self-test report.
- If these steps **resolved the issue** , and **the self-test report prints** , there is no need to continue troubleshooting.
 - If the **issue persists** , continue with the next solution.
 - If the **self-test report does not print** , continue with the next solution.

Solution four: Plug the All-in-One directly into a wall outlet

Use these steps to make sure the All-in-One is properly connected to a suitable power source.

Step one: Plug the All-in-One directly into a wall outlet




Plug the All-in-One directly into a wall outlet to make sure that the power source is functioning correctly.

- Make sure that you use the power cord that comes with the All-in-One.
 - If a computer connects to the All-in-One, make sure that the computer plugs into a grounded wall outlet.
 - Make sure that the power cord is firmly connected to both the All-in-One and the power supply.
1. Disconnect the power cord from the rear of the All-in-One.
 2. Unplug the power cord from any power strips or surge suppressors.
 3. Plug the power cord directly into a wall outlet.
 4. Reconnect the power cord to the rear of the All-in-One.
 5. Press the Power button () to turn on the All-in-One.

Step two: Print a self-test report

Printing a self-test report verifies if the hardware functions correctly.



How to print a self-test report

1. Load plain white paper into the tray.
 2. Press the Setup button ().
 3. Press the Down Arrow () to select **Print Report** , and then press **OK** .
 4. Press the Down Arrow () to select **Self-Test Report** , and then press **OK** .
The All-in-One prints a self-test report.
- If these steps **resolved the issue** , and **the self-test report prints** , there is no need to continue troubleshooting.
 - If the **issue persists** , continue with the next solution.
 - If the **self-test report does not print** , continue with the next solution.

Solution five: Reset the All-in-One

Use the following steps to reset the product.




Step one: Reset the All-in-One

1. Press the Power button () to turn on the product.
2. **With the product turned on** , disconnect the power cord from the rear of the product.
3. Unplug the power cord from the wall outlet.
4. Wait at least 15 seconds.
5. Plug the power cord back into the wall outlet.
6. Reconnect the power cord to the rear of the product.
7. If the product does not turn on by itself, press the Power button () to turn it on.

Step two: Print a self-test report

Printing a self-test report verifies if the hardware functions correctly.

How to print a self-test report

1. Load plain white paper into the tray.
2. Press the Setup button () .
3. Press the Down Arrow () to select **Print Report** , and then press **OK** .
4. Press the Down Arrow () to select **Self-Test Report** , and then press **OK** .
The All-in-One prints a self-test report.

- If these steps **resolved the issue** , and **the self-test report prints** , there is no need to continue troubleshooting. Reconnect the USB cable, and then try to print again.
- If the **self-test report prints successfully** , but you **continue to experience an issue with your product** , then the issue is not related to the hardware. Go to [HP Product Support Home Page](#) , and then search for another document that relates to the issue you are experiencing.

NOTE: If the page displays in the wrong region or language, click the **Region - Language** link in the upper right corner of your browser. Then you can select the correct region and language.

- If the product **does not print a self-test report** , there is an issue with the product hardware. Continue to the next solution.

Solution six: Service the All-in-One

If you have completed all the preceding steps and are still experiencing a problem, service the product.

Determine if your product is in warranty or out of warranty. If you need help determining your product's warranty status, go to [HP's Warranty Check Tool](#) .

- If your product is **in warranty** , contact HP.
- If your product is **out of warranty** , fees might apply for contacting HP.

