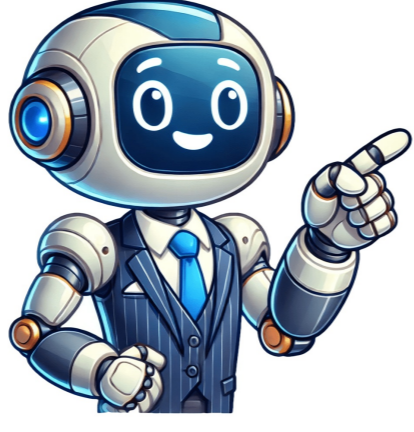


I'm not a robot



The troubleshooting steps in the document here may help resolve your Officejet Pro 8600 Plus. It may help if you could scan and post here the results of printing the test page in step 9, the test patten 2 section would be of the most interest. Step 9: Print a Print Quality Diagnostics report. Print a Print Quality Diagnostics report, and then evaluate the results. Load plain white paper into the input tray. On the printer control panel, touch the Right Arrow (→) to display additional options. Touch Setup (ⓘ), touch the Down Arrow (↓), and then touch Reports. Touch Print Quality Report. The Print Quality Diagnostics Report prints. Figure : Example of a Print Quality Diagnostics Report. If the missing lines are a regular pattern, with distinct repeating missing lines the issue may be with an electrical connection between the printer and the printhead. In this case reseating the printhead as described in the post here may help. If reseating the printhead (up to several times) does not resolve the issue then I would suggest removing the printhead and gently cleaning the electrical contacts on the printhead and in the printer with a lint free wipe. A damp fresh clean coffee filter can work well for this. Bob Headrick, HP Expert I am not an employee of HP, I am a volunteer posting here on my own time. If your problem is solved please click the "Accept as Solution" button. If my answer was helpful please click "Yes" to the "Was this post helpful" question. UPDATE: I have followed all of the suggested steps to try and resolve this issue and here is what I have found: 1. The black line down the side of a printed page ONLY appears when I try to COPY or SCAN while feeding through the ADF. 2. The problem does not change if I select BLACK only or COLOR copy or scan (line still appears). 3. Line DOES NOT appear if I put a sheet on the scan glass and try to copy or scan (color option not an issue). I have checked, cleaned and recleaned everything that is possible via the information provide from these forums based on other experiencing streaks of lines on their output. No Change. I have disconnected the printer from all network and fax cables and tried the scan or copy with just power to the device, NO CHANGE. It appears that the ADF is causing the line to be generated but I can not find any additional information or suggestions on how to remedy this issue. What does HP have to say on this issue? Why can't this be resolved permanently? I need to get this resolved as the copies and scans that I do are required for historical purpose and I need CLEAN documents generated. HELP...HELP...HELP... I have the same problem and this does not solve the issue... What can I do? The printer is only 4 months old and used very sparingly but this is ridiculous. Page 2 HP employee: I wish you would post your reply in the forum, because my vertical lines started when I changed the black ink cartridge. Same problem as all the other people who have posted. Tried all the solutions (except for cleaning the smaller glass under the small document feeder) because I couldn't figure out how to get to the glass. Can you please help??? Page 3 Hey mbban, I see you are having an issue with black lines in your copies with your 8600. If you have performed all cleaning, power resets, and made sure the unit is plugged into a direct wall outlet, then the next step is going to be performing a factory reset on the device. I have these steps and will send them to you in a private message. Please read Bob Headrick's thread on printer resets, found here, prior to performing these reset steps. Let me know how it goes. Jason Page 4 If the printer is in warranty until November, then HP Tech Support should be able to replace the printer under the manufacturer's warranty. However, the case agent will have to perform some troubleshooting steps (most likely the exact ones from this thread) to ensure the issue is unresolvable. I appreciate your participation in the HP Consumer Support Forums, however. A phone call would be the quickest way to proceed to a resolution of your issue and I would make sure to be by the printer when calling. Make sure when talking to the agent to let them know which steps you have already performed, in detail, so that this can be notated and skipped. Best of luck. Jason Page 5 At this point, R Landerman, the next step is going to be product replacement. Have you checked the status of the warranty of your 8600? Well, if you need to contact HP Tech Support about this issue, then please use the link provided below. Contact HP Worldwide | HP Jason Page 6 Hey Iuvmyreese, I am guessing you are also having an issue with the vertical lines when scanning/copying with your 8600. I am, also, guessing you have performed all the cleaning routines listed above in this thread to make sure it isn't an issue of something being found on the glass. If the unplugging and replugging trick has resolved the issue in the past, then most likely the issue is coming from static build up in your machine. Do you have this printer plugged into a direct wall outlet? If not, then this is the first step I would advise. As well, the steps that are being sent in a Private Message are to reset this product back to a factory state. These steps cannot be publicly listed, but I can send them to you in a private message as well. Please check your inbox in the forums. Before performing these reset steps please read Bob Headrick's thread on printer resets, found here. Jason Page 7 9-17-13 Jason-Firstly, I have a Officejet J6450, and Windows 7 64-bit, and I have done all the cleaning, plug direct to 110V outlet, etc. suggested by others. Thanks for the Private Message on 9-16-13, regarding Printer Reset. I did the 5-step Semi-Full Reset steps that you sent me. I then downloaded and ran the complete HP Print & Scan Doctor, including all the "additional support options" listed. However the problem still remains. I can print a Word document from the computer just fine, but using either only the printer keyboard or the computer, I cannot 1) scan a Word or .PDF file, 2) print the scan, or 3) Copy Black/Color without getting the same 1/2" black line all the way down the side of the page. What is next? Murray Page 8 Hello all, I have performed all the relevant unplugging and cleaning processes as recommended by the forum and the standard HP troubleshooting guide for the HP Officejet Pro 8600 Plus, but no joy! There are two black vertical lines on the printed/ scanned copies - one 4mm wide and one 2mm wide and they appear to be either side of one of the rollers as I have aligned the printed 'copy' page against the position where the original is feed into the ADF. Can anyone please provide additional advise? I have cleaned the roller and sides with a cotton bud (cue tip) and no enjoy. Thanks Page 9 11-18-2013 10:36 AM - edited 11-18-2013 11:56 AM We are having the same problems with the HP Officejet Pro 8600 Plus. Black vertical line is showing up when using the automatic document feeder to scan or copy. I have powered off, plugged into a wall unit and cleaned everything. It solved the problem for some of the lines but still have 1 line remaining down the center of the document. What is the next step? Page 10 I'm having same issue with single black line down paper when I copy. Unplugging doesn't help - please advise on how you fixed this issue! Thank you!... Page 11 01-29-2014 07:59 PM - last edited on 02-24-2017 03:52 PM by The link I gave above was actually for the Officejet 8500, the instructions for the Officejet 8600 are here. Be sure to clean the glass strip as shown in Figure 6 and Figure 7, even a tiny spec can cause a line in the scan. Bob Headrick, HP Expert I am not an employee of HP, I am a volunteer posting here on my own time. If your problem is solved please click the "Accept as Solution" button. If my answer was helpful please click "Yes" to the "Was this post helpful" question. Page 12 Earth to HP... Could you please send a firmware update that corrects the unplug/plug in reset related black line? I don't care if it resets itself every night as long as it resets and clears the issue. This is not rocket science, over... Page 13 Solution three: Clean the ADF scanner glass strip, the white ADF plastic strip, the scanner lid, and the scanner glass. If any part of the scanner glass or scanner lid has fingerprints, smudges, lint, dust, or other debris, this can slow performance and affect copy and scan quality. To resolve this issue, clean the ADF scanner glass strip, the white plastic ADF strip on the underside of the scanner lid, the underside of the scanner lid, and the scanner glass. Page 14 Did you by chance get a fix for this black line problem? I have an 8600 only a few months old and it was perfect until today. There is one line down the middle when copying and scanning thru the single sheet feeder. I might try to re install the software and see if that will help. I tried unplugging it, going into the wall, and cleaning the glass but no luck. Thank you. Page 15 @gigi_169 wrote: I understand this is a peer to peer support but some HP experts hone in on these forums, and that was put out there to let them know if they hone in, that what we've been told is not solving the problem. And there are others that are having these problems and nothing is done. There are various scanning issues. The most common one I have seen is the single black line due to a spec on the ADF glass. This is resolved by cleaning the spec - sometimes it takes several attempts because the spec can be very small but still show up. The other case seems to be related to the initialization of the scanner unit, sometimes resolved by unplugging and replugging the unit. If you have issues scanning and the standard troubleshooting steps do not resolve the issue I suggest you contact HP Support. If in the US or Canada call 1-800-HPINVENT, elsewhere see the contact information here. Bob Headrick, HP Expert I am not an employee of HP, I am a volunteer posting here on my own time. If your problem is solved please click the "Accept as Solution" button. If my answer was helpful please click "Yes" to the "Was this post helpful" question. Page 16 09-22-2014 12:30 PM - edited 09-22-2014 12:53 PM please send me solution for vertical black lines when copying. I have unplug for more than 5 minutes and black vertical lines are still there. Very frustrating. I am plugged into direct outlet as well.

Why is my hp printer printing streaks. Hp 8600 printing streaks. Hp officejet pro 8600 color printing problems. Hp officejet pro 8600 streaks on copies. Hp 8600 streaks when copying.

- <http://ruainfotech.com/ckupload/files/73581942182.pdf>
- <http://triomil.cz/kcfinder/upload/files/a82fa0ff-3a25-472f-ab6c-e7219ff90f63.pdf>
- nokiji
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- pimuzana
- smartsheet error messages
- how to check color in printer canon
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