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Hp 2013 ultraslim docking station not connecting

Hi There,HP's Support line is absolutely useless, I have rung 6 times in a row and when I say EliteBook it tells me about windows 10 upgrade then hangs up. Try ignoring this and try something else, get transferred and still get cut off.Anyway, I digress...This morning I setup the HP 2013 UltraSlim Docking Station on my desk.When I connected the EliteBook 840 G4 the laptop does not charge and I get the "The SmartAC Adaptor is not functioning correctly." message.I have installed the following firmware:HP 2013 Ultraslim Docking Station DisplayPort (DP) Hub FirmwareVERSION: 2.27.000sp72953.exeSynaptics VMM2230 DP Hub FirmwareVERSION: 2.30.000sp75855.exeThis has made no difference.The laptop is using the current up to date BIOS as well.I have tried a completely different power supply for the dock (that I know works) and still have the same issue.The laptop charges when connected directly to it's mobile power pack.I have tried another HP 2013 UltraSlim Docking Station that a colleague of mine is using and my laptop immediately starts charging.Alternately his laptop will not charge when connected to my docking station.What is going on?The docking station is brand new, is there anything else I need to do or should I get a warranty replacement from HP?Thanks in advance,Chris COOandreas160578/Pixabay HP printers are some of the best for home and office use. When problems occur, however, it can be frustrating troubleshooting cryptic errors. Fortunately, a few simple diagnostic steps can help you get your HP printer functioning again. In addition, HP has made available some troubleshooting software to identify the root of the problem.For cases where you are unable to fix issues yourself or using the provided software, you will need to take your printer to a professional. This guide shows you how to identify and fix the most common HP printer problems. Is Your HP Printer Not Working?Common symptoms of a printer malfunction include the following:The printer does not power on The printer produces ink-soiled prints The job does not get printed at all The prints are sent to the wrong printer Paper gets jammed If you see any of these troublesome signs, then it's possible your printer has malfunctioned and needs attention. The severity of the problem may be small enough that you can fix it yourself. Some printer malfunctions, however, require professional repairmen, especially for more expensive heavy duty printers. Before you go about calling the repairmen, you should see if the malfunction can't be addressed with a simple do-it-yourself fix.Learning How Your HP Printer WorksThere are two main types of printers available from HP, and it helps to be aware of how your specific model works.Inkjet printers - HP sells inkjet printers such as the HP Envy 4520, HP OfficeJet 4650, and HP OfficeJet Pro 7740. Inkjet printers work by shooting a very fine stream of ink at the paper. The parts of an inkjet printer include gears that move the paper, ribbon cable that conveys printing instructions, and print cartridge. Laser printers - HP also provides laser printers, including the HP LaserJet Pro Multi-function, HP LaserJet Enterprise, and others. In a laser printer, electronically operated ink guns are replaced with a laser beam that guides ink to form a print impression. A fuser unit then sticks toner to the paper. Diagnosing Common HP Printer ProblemsThere are some basic guidelines you can use to fix the HP printer problem you are having. First, if the printer won't print at all or does not light up, check that all cables are connected. These include power as well as Ethernet cables. You also need to check the wireless connection if the printer connects wirelessly.Next, if there is a paper jam, you will want to open up the paper feeding system and locate where the paper is clogged up. Then gently draw out the jumbled up paper and restart the printer. Other paper problems may be checked by looking at the paper feeding system as well.If, on the other hand, your printer has no discernible jams but you still can't print, it's time to check other parts are working correctly.In case the printer is printing but prints are soiled with ink or faint, then you might need to adjust your ink cartridge or toner. Sometimes your printer fails to print not because there is anything wrong with the machine, but the software is misconfigured. If this is your first time setting up the printer, verify that you have followed all the instructions for configuring it.How to Reach The HP Printers Help DeskHP makes support available via several web channels for getting in touch. The first option for getting quick answers to common problems is to visit the HP forum from their HP Support website.On the Support website, you will also have access to the online instant chat system which allows you to get in touch with HP reps. HP has a guided support system on their website that can help you find solutions to problems with your printer. You may also send a support request, which is routed to their help desk. For this you need the serial number of your HP printer. Options for Repair Work Despite your best efforts, sometimes your HP printer will have a mechanical breakdown or other hard faults. When this happens, your best course of action will be to bring it to some professionals for proper repair:HP has authorized support providers all around the United States. You can enter your ZIP code on HP's support website to locate authorized HP service providers.You might also have the option of shipping your product to HP and having them repair it for you. You will need to get in touch with their support representatives to explore this option. MORE FROM LIFE123.COM Having it to support existing signout flows Z6 M0I02JG0K0Mj50ACj03D0030I4 Some features of the tool may not be available at this time. We apologize for this inconvenience and are addressing the issue. Minimize Chat bot window Loading Chatbot New Message Remove the laptop, turn off the docking station. Now, plug in the keyboard/mouse etc Now turn on the docking station, give it a little time, and now put on your machine. It appears many docking stations need to work in a certain order, it doesn't detect the keyboard/mouse (I guess in the same way a PC doesn't detect a PS2 mouse/keyboard without a reboot). Some have reported that, "disable one of the two USB Root Hub from the Device Manager and refresh the list allowing the system to recognize the connected devices". Source Others have claimed to roll back the driver to a generic driver Source Based upon your comments, since it doesn't recognize multiple devices (keyboards/external disks) then it sounds faulty. You could ask HP for advice directly, if it's in warranty then it's a no brainer (send it back) but you may need to get a new dock :(However, to test this, try a different laptop in the dock (if possible). If your HP laptop is experiencing issues, contacting customer support can help you solve the problem ASAP. Company personnel may tell you to send your device to the nearest HP Service Center for repairs. Why is this important?The Benefits of Contacting HP ProfessionalsYou don't need to get in your car and drive to a service center if repairs are needed. HP agents will provide pickup so you can ship your computer. Here's why an authorized service center is the way to go: HP technicians know the ins and outs of specific laptop models. Taking your computer somewhere else may void your product warranty. Attempting laptop repairs yourself may damage sensitive components. How to Find the Nearest HP Service CenterGo to the HP website's support area to find the contact options available. To find the nearest HP Service Center location online, here's what to do: Click on the Authorized Service Center link. Select your country from the drop-down list, and then type in a zip code, city or state. Under the "Supported Products" heading, select your device type. After you press "Search," the nearest locations will appear, along with addresses and phone numbers. If no service center appears, increase the search radius distance. What Can You Expect When Contacting the HP Service Center?Calling the listed phone number will put you in touch with authorized technicians. Customer service agents are trained to be friendly and patient, so you have nothing to worry about. They usually ask a few questions, giving you the opportunity to tell them about any strange sounds or behavior you've noticed. Keep your computer handy when you call so you can follow any instructions.If the problem is hardware related, support personnel will make repair arrangements. These repairs can take from five to 10 business days.How to Prepare Your Device for the TripFollow these tips for a smooth shipping and repair process: Back up all files:Save a copy of essential files in case the service center needs to replace or modify your computer's hard drive. Remove device passwords: Getting rid of your passwords lets technicians access your computer and make repairs quickly. Use ample packing material:Fill the shipping box with professional packing material, such as foam peanuts. Other Ways to Get Needed Assistance With HP Device IssuesSome computer issues are caused by software conflicts or out-of-date drivers. The HP website's support page contains a number of tools that can help you right away.The online HP Support Diagnostic Tools troubleshooter is great for checking the health of computer systems such as power, audio and memory. Download the HP Support Assistant for Windows 10 for immediate help, regular device updates and system optimization. MORE FROM QUESTIONSANSWERED.NET

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