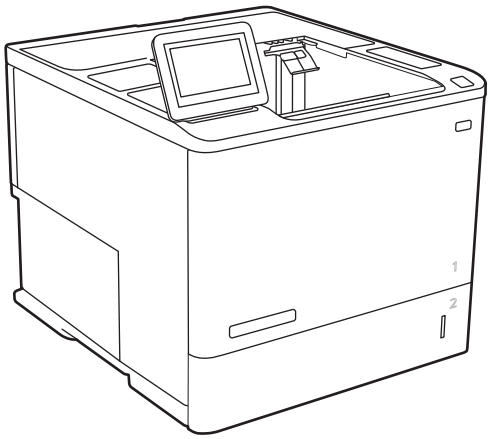
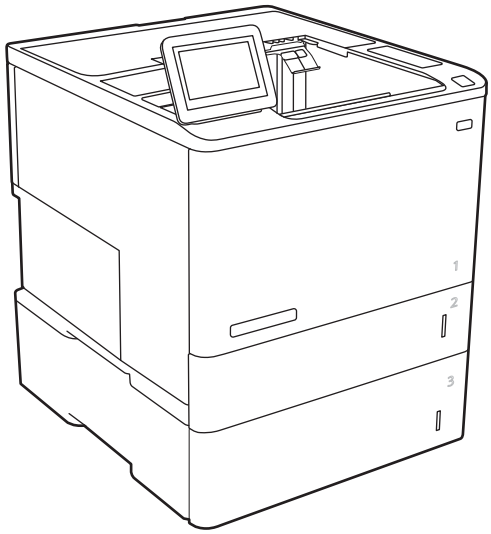
HP LaserJet Enterprise M610
HP LaserJet Enterprise M611
HP LaserJet Enterprise M612

User Guide





www.hp.com/videos/LaserJet
www.hp.com/support/ljM610
www.hp.com/support/ljM611
www.hp.com/support/ljM612

HP LaserJet Enterprise M610, M611, M612

User Guide

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1 Printer overview

- Warning icons
- Potential shock hazard
- Printer views
- Printer specifications
- Printer hardware setup and software installation

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

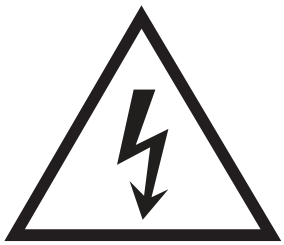
For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

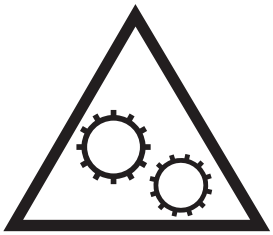
- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Warning icons

Warning icon definitions: The following warning icons may appear on HP products. Apply appropriate caution where applicable.

- 

Caution: Electric shock

-
  Caution: Hot surface
- 
  Caution: Keep body parts away from moving parts
-
  Caution: Sharp edge in close proximity

Potential shock hazard

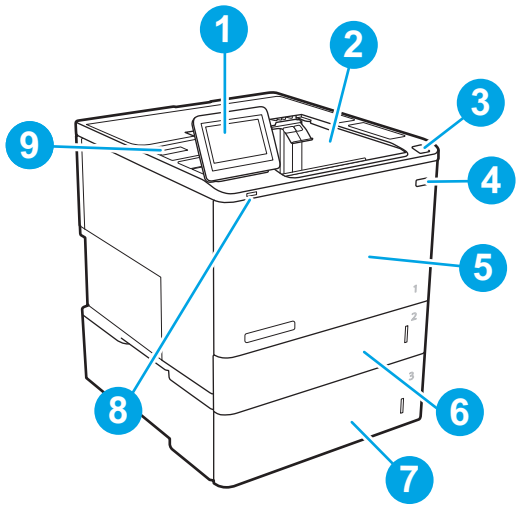
Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the user guide.
- Observe all warnings and instructions marked on the product.
- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.
- Unplug this product from wall outlets before cleaning.
- Do not install or use this product near water or when you are wet.
- Install the product securely on a stable surface.
- Install the product in a protected location where no one can step on or trip over the power cord.

Printer views

- Printer front view
- Printer back view
- Interface ports
- Control-panel view

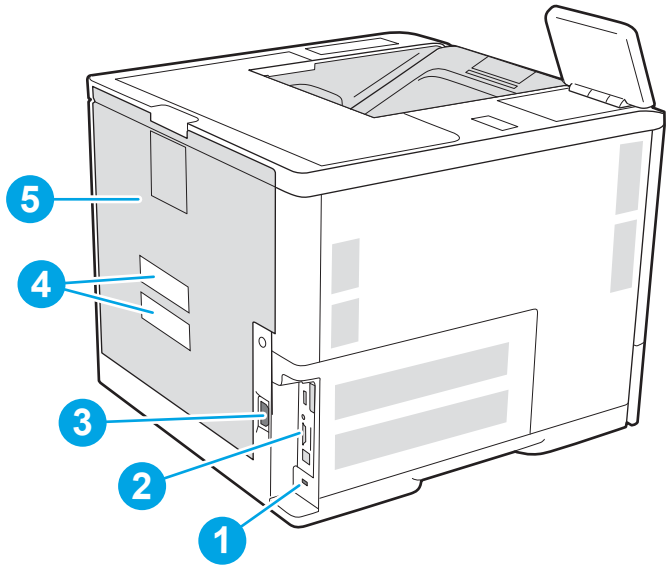
Printer front view



1	Color touchscreen display control panel (tilts up for easier viewing)
2	Output bin
3	Latch to release the cartridge door (access to the toner cartridge)
4	On/off button
5	Cartridge door and Tray 1
6	Tray 2
7	1x550-sheet paper feeder, Tray 3 (included with the M611x and M612x models; optional for the other models)
8	Easy-access USB printing port
9	Hardware integration pocket (for connecting accessories and third-party devices)

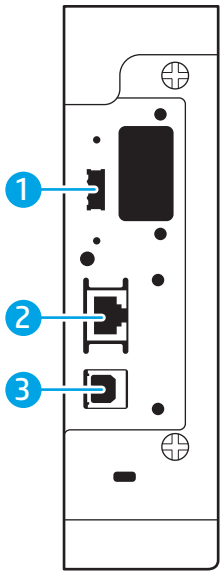
Printer back view

NOTE: The printer is shown without a finishing accessory attached.



1	Slot for a cable-type security lock
2	Formatter plate (contains the interface ports)
3	Power connection
4	Serial number and product number label
5	Rear door (for jam access)

Interface ports



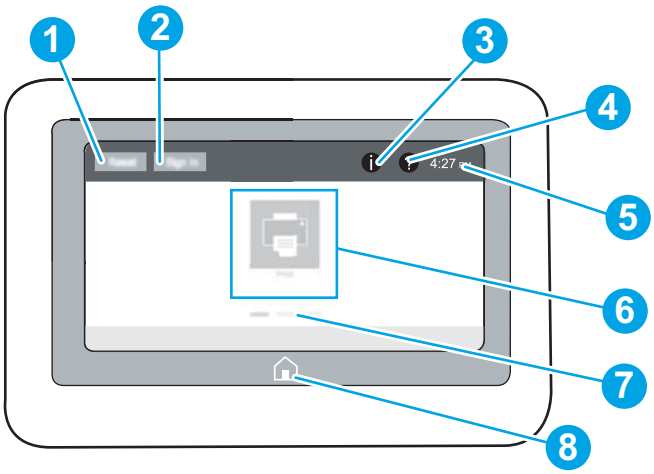
1	Host USB port for connecting external USB devices (this port might be covered)
2	Local area network (LAN) Ethernet (RJ-45) network port
3	Hi-Speed USB 2.0 printing port **NOTE:** For easy-access USB printing, use the USB port near the control panel.

Control-panel view

The Home screen provides access to the printer features and indicates the current status of the printer.

Return to the Home screen at any time by touching the Home button on the left side of the printer control panel, or touch the Home button in the upper-left corner of most screens.

NOTE: The features that appear on the Home screen can vary, depending on the printer configuration.

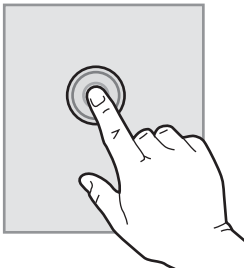
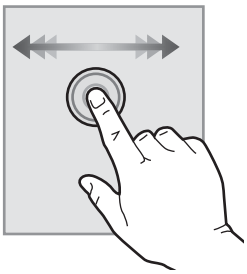
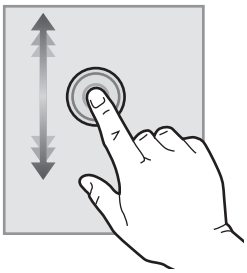


1	Reset button	Touch the Reset button to clear changes, release the printer from a paused state, reset the copy count field, display hidden errors, and restore the default settings (including the language and keyboard layout).
2	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings. NOTE: This button displays only if the administrator has configured the printer to require permission for access to features.
3	Information button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information: • Display Language: Change the language setting for the current user session. • Sleep Mode: Place the printer into sleep mode. • Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi. • Wireless: View or change wireless connection settings (wireless models only). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
4	Help button	Touch the Help button to open the embedded help system.
5	Current time	Displays the current time.
6	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.

7	Home-screen page indicator	Indicates the number of pages on the Home Screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.
8	Home button	Touch the Home button to return to the Home screen.

How to use the touchscreen control panel

Use the following actions to use the printer touchscreen control panel.

Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings app.
Swipe 	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll 	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Printer specifications

IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

- Technical specifications
- Supported operating systems
- Mobile printing solutions
- Printer dimensions
- Power consumption, electrical specifications, and acoustic emissions
- Operating environment range

Technical specifications

Model name	Product number
M610dn	7PS82A
M611dn	7PS84A
M611x	7PS85A
M612dn	7PS86A
M612x	7PS87A

Table 1-1 Paper handling specifications

Paper handling features	M610dn, M611dn, M612dn	M611x, M612x
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (550-sheet capacity)	✓	✓
1 x 550-sheet paper feeder **NOTE:** The printer supports as many as six input trays.	Optional	✓
2,100–sheet high-capacity input feeder (HCI) **NOTE:** This accessory can be combined with as many as three 1x550-sheet feeders.	Optional	Optional
Automatic duplex printing	✓	✓
Envelope feeder cassette for printing up to 75 envelopes	Optional	Optional
Tray 2 extension cover for printing on Legal-size media	✓	✓
5-bin Multi-bin Mailbox with Stapler **NOTE:** When this accessory is added to the standard output bin, the total capacity is six bins and 1,300 sheets.	Optional	Optional

Table 1-2 Connectivity specifications

Connectivity features	M610dn, M611dn, M612dn	M611x, M612x
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓
Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓
HP Internal USB Ports	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory for printing from mobile devices NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC/Wireless Accessory requires the HP Internal USB ports accessory.	Optional	✓

Table 1-3 Print Specifications

Print features	M610dn, M611dn, M612dn	M611x, M612x
Prints 52 pages per minute (ppm) on A4 and 55 ppm on letter-size paper	M610dn	
Prints 61 ppm on A4 and 65 ppm on letter-size paper	M611dn	M611x
Prints 71 ppm on A4 and 75 ppm on letter-size paper	M612dn	M612x
Easy-access USB printing (no computer required)	✓	✓

Table 1-4 Other Specifications

Feature	M610dn, M611dn, M612dn	M611x, M612x
Memory: 512 MB memory, expandable to 1.5 GB by adding 1 GB DIMM	✓	✓
Memory: HP Secure High-Performance Hard Disk	Optional	Optional
Mass storage: 8 GB embedded Multi-Media Controller (eMMC)	✓	✓
Security: HP Trusted Platform Module for encrypting all data that passes through the printer	✓	✓
Control panel: Constant-view color touchscreen control panel	✓	✓

Supported operating systems

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

UNIX: For information and print drivers for UNIX®, go to www.hp.com/go/unixmodelscripts.

The following information applies to the printer-specific Windows HP PCL 6 print drivers, HP print drivers for macOS, and to the software installer.

Windows: Download HP Easy Start from 123.hp.com/LaserJet to install the HP print driver. Or, go to the printer-support website for this printer: www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612 to download the print driver or the software installer to install the HP print driver.

macOS: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com/LaserJet or from the Printer Support page, and then use HP Easy Start to install the HP print driver.

1. Go to 123.hp.com/LaserJet.
2. Follow the steps provided to download the printer software.

Table 1-5 Supported operating systems and print drivers

Operating system	Print driver (for Windows, or the installer on the web for macOS)
Windows 7, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows Server 2008 R2, SP 1, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2019, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
macOS 10.13 High Sierra, macOS 10.14 Mojave, macOS 10.15 Catalina	Download HP Easy Start from 123.hp.com/LaserJet, and then use it to install the print driver.

NOTE: Supported operating systems can change.

NOTE: For a current list of supported operating systems, go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612 for HP's all-inclusive help for the printer.

NOTE: For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-6 Minimum system requirements

Windows	macOS
• Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 2 GB of available hard-disk space • 1 GB RAM (32-bit) or 2 GB RAM (64-bit)	• Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 1.5 GB of available hard-disk space

NOTE: The Windows software installer installs the HP Smart Device Agent Base service. The file size is approximately 100 kb. Its only function is to check for printers connected via USB hourly. No data is collected. If a USB printer is found, it then tries to locate a JetAdvantage Management Connector (JAMc) instance on the network. If a JAMc is found, the HP Smart Device Agent Base is securely upgraded to a full Smart Device Agent from JAMc, which will then allow printed pages to be accounted for in a Managed Print Services (MPS) account. The driver-only web packs downloaded from hp.com for the printer and installed through the Add Printer wizard do not install this service.

To uninstall the service, open the **Control Panel**, select **Programs** or **Programs and Features**, and then select **Add/Remove Programs** or **Uninstall a Program** to remove the service. The file name is **HPSmartDeviceAgentBase**.

Mobile printing solutions

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

NOTE: Update the printer firmware to ensure all mobile printing capabilities are supported.

- Wi-Fi Direct (wireless models only, with HP Jetdirect 3100w BLE/NFC/Wireless accessory installed)
- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP Smart app
- Google Cloud Print
- AirPrint
- Android Printing

Printer dimensions

Table 1-7 Dimensions for M610dn, M611dn, M612dn models

	Printer fully closed	Printer fully opened
Height	380 mm (17.8 in)	453 mm (17.8 in)
Depth	466 mm (18.3 in)	1,040 mm (40.9 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	20.6 kg (45.4 lb)	

Table 1-8 Dimensions for M611x, M612x

	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.3 kg (58 lb)	

Table 1-9 Dimensions for the 1x550-sheet paper feeder

	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	466 mm (18.3 in)	790 mm (31.1 in)
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight	5.7 kg (12.6 lb)	

Table 1-10 Dimensions for the printer with a 1x550-sheet paper feeder

	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.3 kg (58 lb)	

Table 1-11 Dimensions for the 2,100-sheet HCI with stand

	Accessory fully closed	Accessory fully opened
Height	341 mm (13.4 in)	341 mm (13.4 in)

Table 1-11 Dimensions for the 2,100-sheet HCI with stand (continued)

	Accessory fully closed	Accessory fully opened
Depth	466 mm (18.3 in)	864 mm (34 in)
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight	9.98 kg (22 lb)	

Table 1-12 Dimensions for the printer with a 2,100-sheet HCI with stand

	Printer fully closed	Printer fully opened
Height	698 mm (27.5 in)	773 mm (30.4 in)
Depth	466 mm (18.3 in)	1,180 mm (46.5 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	30.6 kg (67.4 lb)	

Table 1-13 Dimensions for the envelope feeder

	Accessory fully closed	Accessory fully opened
Height	148 mm (5.8 in)	148 mm (5.8 in)
Depth	466 mm (18.3 in)	790 mm (31.1 in)
Width	426 mm (16.7 in)	426 mm (16.7 in)
Weight	5.8 kg (12.8 lb)	

Table 1-14 Dimensions for the printer with an envelope feeder

	Printer fully closed	Printer fully opened
Height	505 mm (19.9 in)	581 mm (22.9 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	431 mm (17 in)	431 mm (17 in)
Weight (with toner cartridge)	26.4 kg (58.2 lb)	

Table 1-15 Dimensions for the HP Stapling Mailbox

	Accessory fully closed	Accessory fully opened
Height	429 mm (16.9 in)	429 mm (16.9 in)
Depth	504 mm (19.8 in)	614 mm (24 in)
Width	475 mm (18.7 in)	511 mm (20.1 in)
Weight	11.3 kg (25 lb)	

Table 1-16 Dimensions for the printer with an HP Stapling Mailbox

	Printer fully closed	Printer fully opened
Height	775 mm (30.5 in)	775 mm (30.5 in)
Depth	466 mm (18.3 in)	1,100 mm (43.3 in)
Width	472 mm (18.6 in)	608 mm (23.9 in)
Weight (with toner cartridge)	31.9 kg (70.4 lb)	

[1] These values are subject to change. For current information, go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612 for current information.

⚠ CAUTION: Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

Operating environment range

Table 1-17 Operating environment range

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	10° to 32.5°C (50° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

Printer hardware setup and software installation

For basic setup instructions, see the Hardware Installation Guide that came with the printer. For additional instructions, go to HP support on the Web.

Go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612 for HP's all-inclusive help for the printer. Find the following support:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

2 Paper trays

- Introduction
- Load paper to Tray 1 (multipurpose tray)
- Load paper to Tray 2 and the 550-sheet trays
- Load paper to the 2,100-sheet high-capacity input tray
- Load and print envelopes
- Load and print labels
- Configure the 5-bin Multi-bin Mailbox with Stapler

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Introduction

⚠ CAUTION: Do not extend more than one paper tray at a time.

Do not use paper tray as a step.

Keep hands out of paper trays when closing.

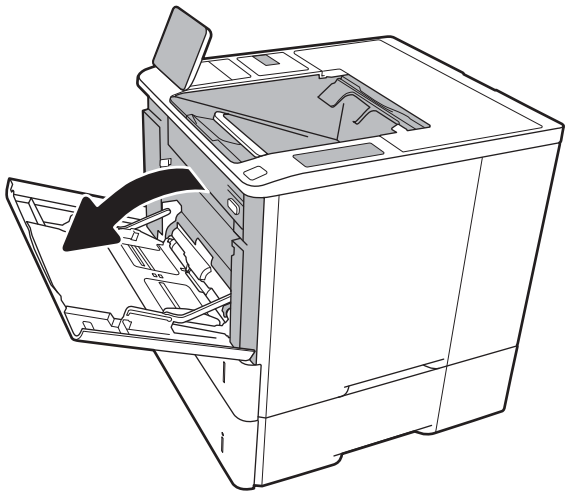
All trays must be closed when moving the printer.

Load paper to Tray 1 (multipurpose tray)

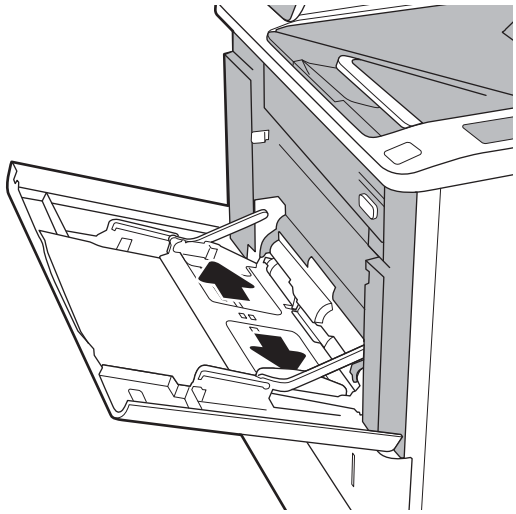
The following information describes how to load paper in Tray 1.

⚠ CAUTION: To avoid jams, never add or remove paper from Tray 1 during printing.

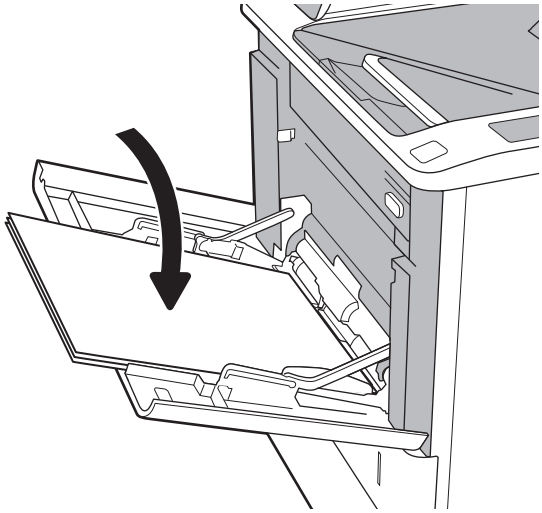
1. Open Tray 1.



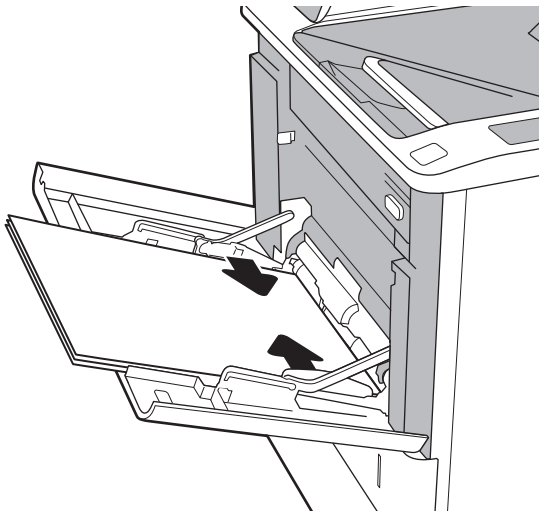
2. Adjust the paper-width guides by squeezing the blue adjustment latch and sliding the guides to the size of the paper being used.



3. Load paper in the tray. For information about how to orient the paper, see Table 2-1 Tray 1 paper orientation on page 20.



4. Adjust the width guides so that they touch the paper stack, but do not bend it.



Tray 1 paper orientation

Table 2-1 Tray 1 paper orientation

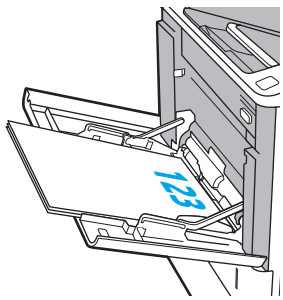
Paper type	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	1-sided printing, no HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-up Top edge leading into the printer 

Table 2-1 Tray 1 paper orientation (continued)

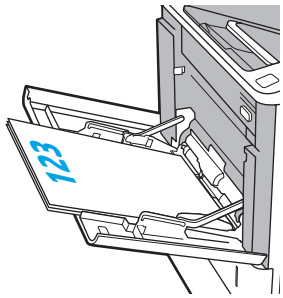
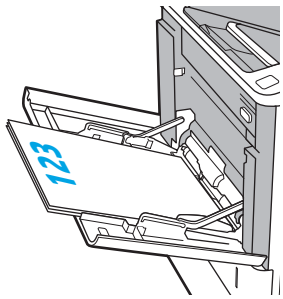
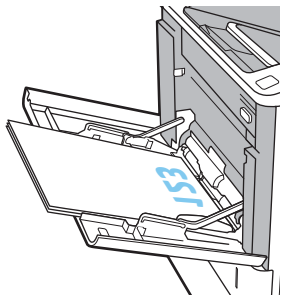
Paper type	Duplex mode	Paper size	How to load paper
	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, no HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-down Bottom edge leading into the printer 
	1-sided printing with HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-up Bottom edge leading into the printer 
	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, with HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-down Top edge leading into the printer 

Table 2-1 Tray 1 paper orientation (continued)

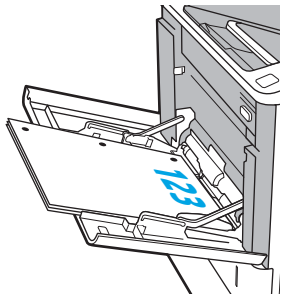
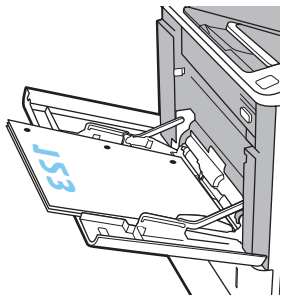
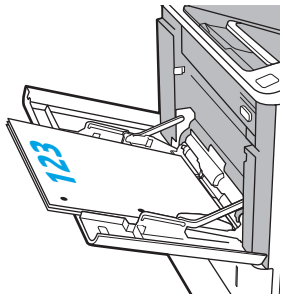
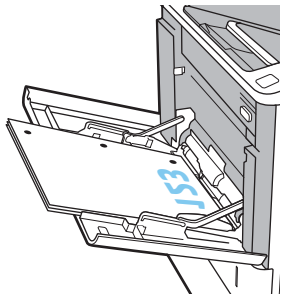
Paper type	Duplex mode	Paper size	How to load paper
Prepunched	1-sided printing, no HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-up Holes toward the left side of the printer 
	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, no HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-down Holes toward the left side of the printer 

Table 2-1 Tray 1 paper orientation (continued)

Paper type	Duplex mode	Paper size	How to load paper
	1-sided printing, with HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-up Holes toward the right side of the printer 
	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, with HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-down Holes toward the right side of the printer 

Use alternative letterhead mode

Use the Alternative Letterhead Mode feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

To use the feature, enable it by using the printer control-panel menus.

Enable Alternative Letterhead Mode by using the printer control-panel menus

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Copy/Print or Print
   b. Manage Trays
   c. Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button or press the OK button.

Load paper to Tray 2 and the 550-sheet trays

Introduction

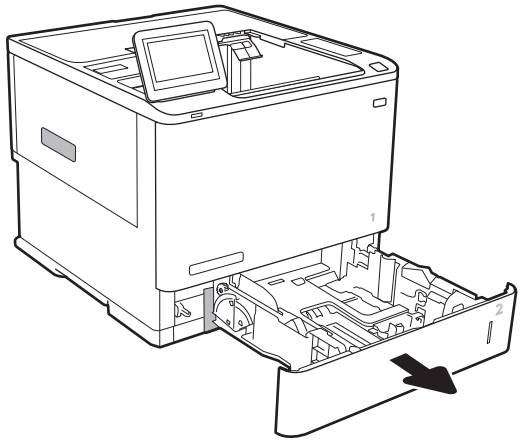
The following information describes how to load paper into Tray 2 and the optional 550-sheet trays. These trays hold up to 550 sheets of 75 g/m^2 (20 lb) paper.

NOTE: The procedure to load paper for the 550-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

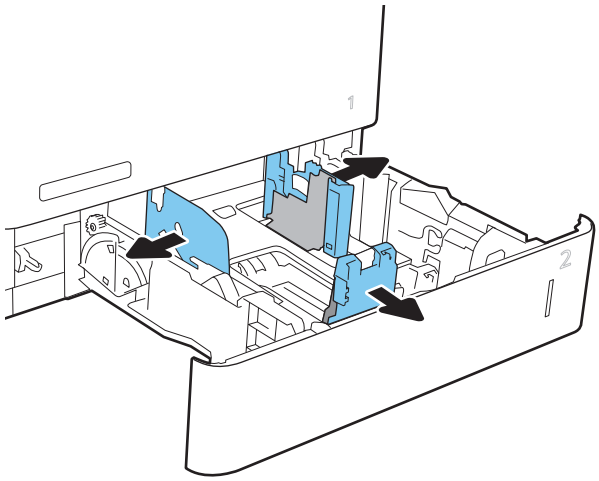
NOTE: The paper guides may be locked before use and may not be adjustable.

1. Open the tray.

   NOTE: Do not open this tray while it is in use.



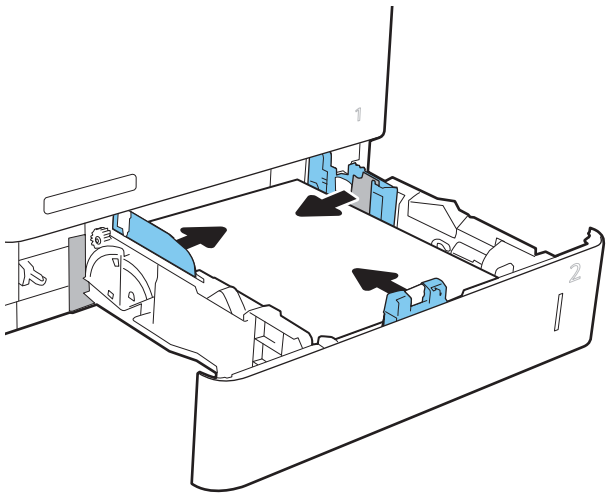
2. Adjust the paper-length and paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.



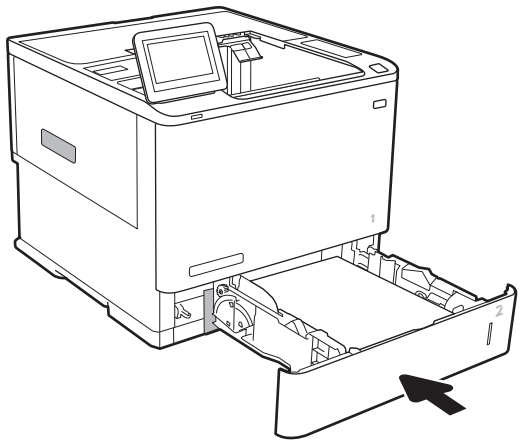
3. Load paper into the tray. Check the paper to verify that the guides touch the stack, but do not bend it. For information about how to orient the paper, see Table 2-2 Tray 2 and the 550-sheet trays paper orientation on page 27.

   NOTE: To prevent jams, do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

   NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.

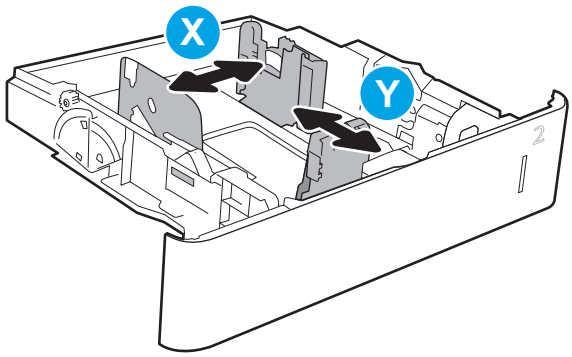


4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.

   For custom-size paper, specify the X and Y dimensions for the paper when the prompt displays on the printer control panel.



7. Select the correct type and size, and then touch the OK button.

Tray 2 and the 550-sheet trays paper orientation

Table 2-2 Tray 2 and the 550-sheet trays paper orientation

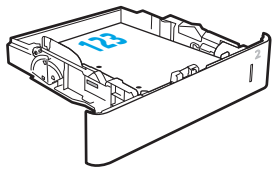
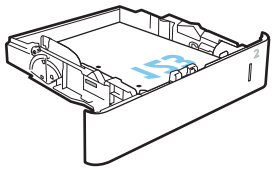
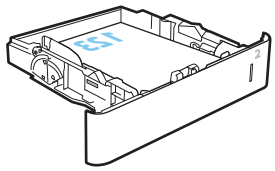
Paper type	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	1-sided printing, no HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-up Top edge at the back of the tray 
Letterhead or preprinted	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, no HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-down Bottom edge at the back of the tray 
Letterhead or preprinted	1-sided printing, with HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-down Top edge at the back of the tray 

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

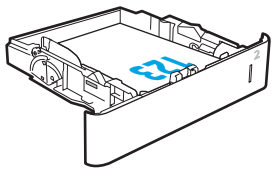
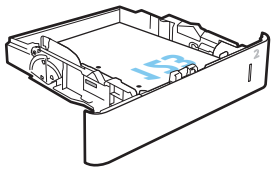
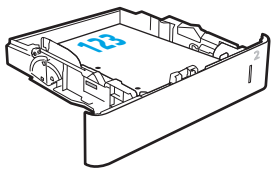
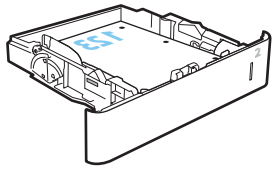
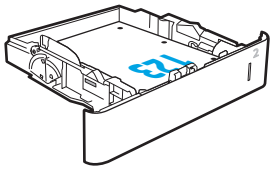
Paper type	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, with HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Bottom edge at the back of the tray 
Prepunched	1-sided printing, no HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-down Holes toward the left side of the printer 
Prepunched	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, no HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Holes toward the left side of the printer 

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

Paper type	Duplex mode	Paper size	How to load paper
Prepunched	1-sided printing, with HP Stapling Mailbox	Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS))	Face-down Holes toward the right side of the printer 
Prepunched	Automatic 2-sided printing or with Alternative Letterhead Mode enabled, with HP Stapling Mailbox	Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm	Face-up Holes toward the right side of the printer 

Use alternative letterhead mode

Use the Alternative Letterhead Mode feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

To use the feature, enable it by using the printer control-panel menus.

Enable Alternative Letterhead Mode by using the printer control-panel menus

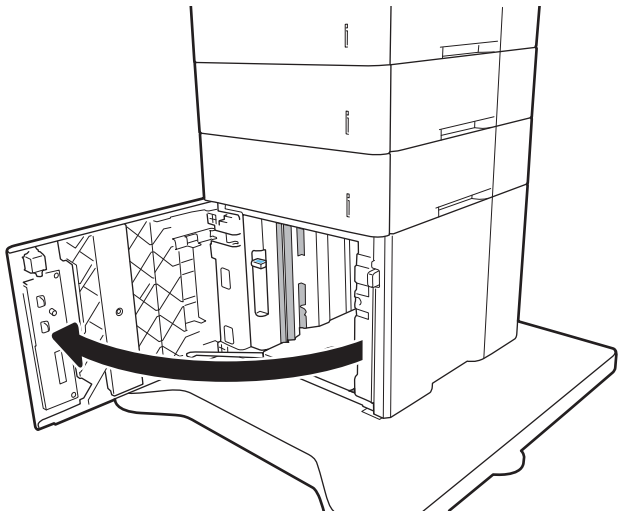
1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Copy/Print or Print
   b. Manage Trays
   c. Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button or press the OK button.

Load paper to the 2,100-sheet high-capacity input tray

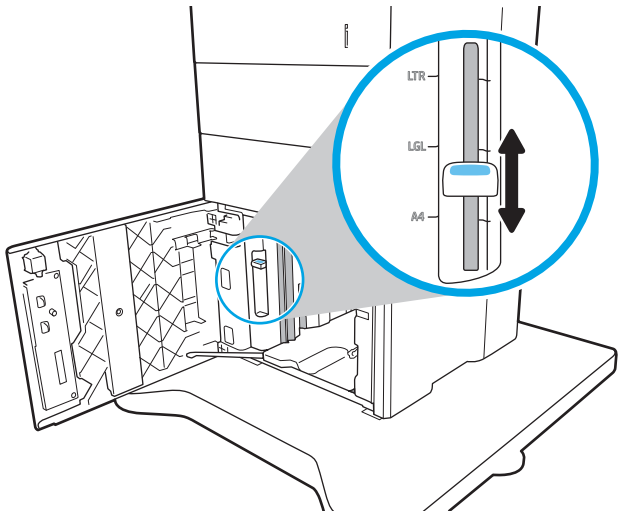
The following information describes how to load paper in the high-capacity input tray, which is available as an accessory. The tray holds up to 2,100 sheets of 75 g/m^2 (20 lb) paper.

1. Open the tray.

   NOTE: Do not open this tray while it is in use.



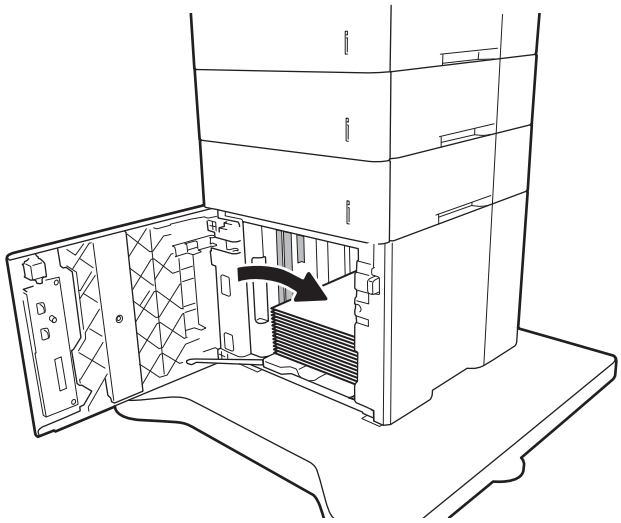
2. Adjust the paper-width guide to the correct position for the paper.



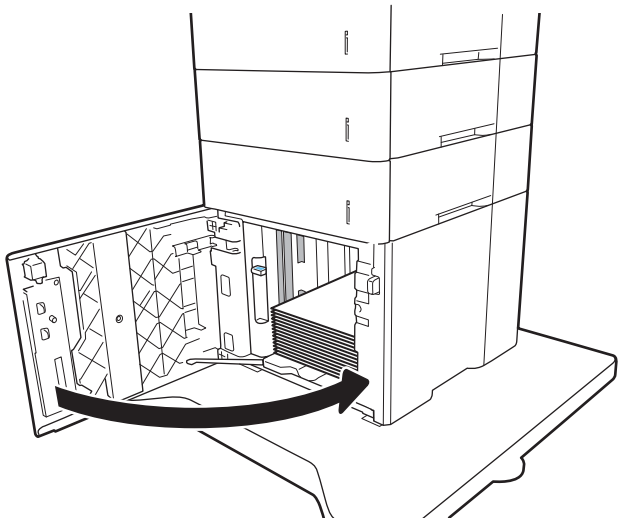
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

   NOTE: To prevent jams, do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

   NOTE: If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Select the OK button to accept the detected type and size, or select the Modify button to choose a different paper size or type.
7. Select the correct type and size, and then select the OK button.

Load and print envelopes

Introduction

The following information describes how to print and load envelopes. Use Tray 1 or the envelope feeder accessory to print on envelopes. Tray 1 holds up to 10 envelopes; the envelope feeder accessory holds up to 75 envelopes.

To print envelopes using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the envelopes into the tray after sending the print job to the printer.

Print envelopes

Print envelopes from Tray 1

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

   NOTE: The name of the button varies for different software programs.

   NOTE: To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.
3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **Envelope**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **OK** button to print the job.

Print envelopes from the envelope feeder accessory

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

   NOTE: The name of the button varies for different software programs.

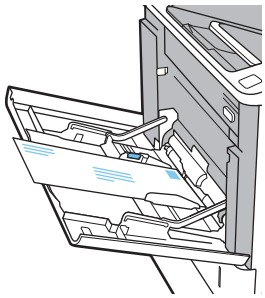
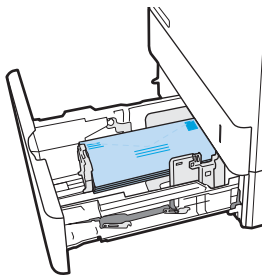
   To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.
3. Click or tap the **Paper/Quality** tab.
4. Complete one of the following steps:

- In the **Paper size** drop-down list, select the correct size for the envelopes.
- In the **Paper type** drop-down list, select **Envelope**.
- In the **Paper source** drop-down list, select **Tray 3** or **Tray 4**—whichever tray corresponds to the envelope feeder.

5. Click the **OK** button to close the **Document** Properties dialog box.
6. In the **Print** dialog box, click the **OK** button to print the job.

Envelope orientation

NOTE: The printer does not support duplex printing on envelopes.

Tray	Envelope size	How to load
Tray 1	Envelope #9, Envelope #10, Envelope Monarch, Envelope B5, Envelope C5, Envelope C6, Envelope DL	Face-up Short, postage end leading into the printer. 
Envelope feeder accessory	Envelope #9, Envelope #10, Envelope Monarch, Envelope B5, Envelope C5, Envelope C6, Envelope DL	Face-up Short, postage end leading into the printer. 

Load and print labels

Introduction

The following information describes how to print and load labels.

To print on sheets of labels, use Tray 2 or one of the optional 550-sheet trays.

NOTE: Tray 1 does not support labels.

To print labels using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the labels into the tray after sending the print job to the printer. When using manual feed, the printer waits to print the job until it detects that the tray has been opened.

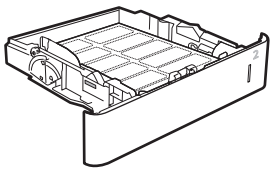
Manually feed labels

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

   NOTE: The name of the button varies for different software programs.

   NOTE: To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.
3. Click the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.
5. In the **Paper type** drop-down list, select **Labels**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **Print** button to print the job.

Label orientation

Tray	How to load labels
Trays 2-5	Face-down Top edge at the back of the tray 

Configure the 5-bin Multi-bin Mailbox with Stapler

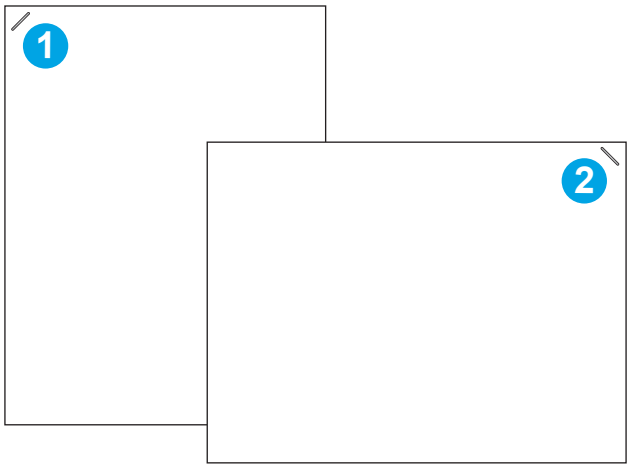
The following information describes how to load staples and configure the options for the 5-bin Multi-bin Mailbox with Stapler.

This accessory can staple documents in the upper left or upper right corners, and it can stack up to 1,000 sheets of paper in the output bins. The output bins have three mode-configuration options: stacker mode, mailbox mode, or function separator mode.

- Configure the default staple location
- Configure the operation mode

Configure the default staple location

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Stapler/Stacker
   b. Staple
3. Select a staple location from the list of options, and then select Save or OK. The following options are available:
   - None: No staples
   - Top left or right: If the document has portrait orientation, the staple is in the top left corner of the short edge of the paper. If the document has landscape orientation, the staple is in the top right corner of the long edge of the paper.
   - Top left: The staple is in the top left corner of the short edge of the paper.
   - Top right: The staple is in the top right corner of the long edge of the paper.



1	Top left corner of the short edge of the paper
2	Top right corner of the long edge of the paper

Configure the operation mode

Use this procedure to configure how the printer sorts jobs into the output bins.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Manage Stapler/Stacker
   b. Operation Mode
3. Select a mode from the list of options, and then select the Save button. The following options are available:
   - Mailbox: The printer places jobs in different bins according to the person who sent them.
   - Stacker: The printer stacks jobs in the bins from bottom to top.
   - Function Separator: The printer places jobs in different bins according to printer function such as print jobs, copy jobs, or fax jobs.

To configure the HP print driver for the selected operation mode, complete the following steps:

Windows® 7

1. Make sure the printer is turned on and connected to the computer or a network.
2. Open the Windows® Start menu, and then click **Devices and Printers**.
3. Right-click the name of the printer, and then select **Printer Properties**.
4. Click the **Device Settings** tab.
5. Select **Update Now**. Or, in the drop-down menu next to **Automatic Configuration**, select **Update Now**.

Windows® 8.0, 8.1, and 10

1. Right-click on the bottom-left corner of the screen.
2. Select **Control Panel**. Under **Hardware and Sound**, select **View devices and printers**.
3. Right-click the name of the printer, and then select **Printer Properties**.
4. Click the **Device Settings** tab.
5. Select **Update Now**. Or, in the drop-down menu next to **Automatic Configuration**, select **Update Now**.

NOTE: Newer V4 drivers do not support **Update Now**. For these drivers, complete **one** of the following procedures:

- Manually configure the operation mode under **Accessory Output Bin**, if listed.
- Stop and restart the print spooler
   a. Click the **Start** button (or open a search box).
   b. Type `services.msc`, and then press the Enter key.

c. Right-click **Print Spooler** in the list of services, and select **Stop**.

d. Right click **Print Spooler** again, and select **Start**.

- Shut down and restart the computer.

macOS

1. From the Apple menu, click **System Preferences**.
2. Select **Print & Scan** (or **Printers & Scanners**).
3. Select the printer, and then select **Options & Supplies**. Select **Driver**.
4. Manually configure the **Accessory Output Mode**, if available. Or, if not available, the operation mode is configured at the time of printing.

3 Supplies, accessories, and parts

- Order supplies, accessories, and parts
- Configure the HP toner-cartridge-protection supply settings
- Replace the toner cartridge
- Replace the staple cartridge

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Order supplies, accessories, and parts

Ordering

Order supplies and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported Web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply website, which provides options for purchasing Original HP supplies.

Supplies and accessories

Table 3-1 Supplies

Item	Description	Cartridge number	Part number
HP 147Y Extra High Yield Black Original LaserJet Toner Cartridge	Extra high-capacity replacement toner cartridge	147Y	W1470Y
HP 147X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement toner cartridge	147X	W1470X
HP 147A Black Original LaserJet Toner Cartridge	Standard-capacity replacement toner cartridge	147A	W1470A
HP Staple Cartridge Refill	Replacement staple cartridge	Not applicable	C5967A

Table 3-2 Accessories

Item	Description	Cartridge number	Part number
1 GB Memory DIMM Kit	Memory upgrade kit	Not applicable	G6W84A
HP LaserJet 550-sheet Paper Tray	Optional input tray	Not applicable	L0H17A
HP 2,100-sheet HCI feeder with stand	Optional high-capacity input feeder and stand	Not applicable	L0H18A
HP LaserJet Envelope Feeder	Optional envelope feeder input tray	Not applicable	L0H21A
HP Stapling Mailbox	Stapling mailbox accessory	Not applicable	L0H20A
HP Internal USB Ports	Optional USB ports for connecting third-party devices	Not applicable	B5L28A
HP Secure High Performance Hard Disk Drive	Replacement hard drive	Not applicable	B5L29A

Table 3-2 Accessories (continued)

Item	Description	Cartridge number	Part number
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	Not applicable	J8031A
HP Jetdirect 3100w BLE/NFC /Wireless Accessory for printing from mobile devices NOTE: Connected via the Hardware Integration Pocket or the rear host USB port. The HP Jetdirect 3100w BLE/NFC /Wireless Accessory requires the HP Internal USB ports accessory.	Wireless accessory for “touch” printing from mobile devices	Not applicable	J8030A

Maintenance/long-life consumables

Maintenance/LLC Kit	Part number	Estimated life[1]
HP LaserJet 110v Maintenance Kit	L0H24A	225,000 pages
HP LaserJet 220v Maintenance Kit	L0H25A	225,000 pages

[1] HP Maintenance/Long Life Consumables (LLC) life specifications are estimations based on the LLC life test conditions listed below. Actual individual life/yield during normal use varies depending on usage, environment, paper and other factors. Estimated life is not an implied guarantee or warrantable.

The LLC life test conditions

- Print coverage: 5% evenly distributed across the page
- Environment: 17° to 25°C (62.6° to 77°F); 30%-70% relative humidity (RH)
- Media size: Letter/A4
- Media weight: 75 g/m^2 (20 lb) plain media
- Job size: 4 pages
- Short edge feed (A3) (i.e., Legal size media)

Factors that can reduce life from the conditions above:

- Media narrower than Letter/A4 widths (thermal slow downs equal more rotations)
- Paper heavier than 75 g/m^2 (20 lb) (heavier media creates higher stress on printer components)
- Print jobs smaller than 4 image (smaller jobs mean more thermal cycling and more rotations)

Configure the HP toner-cartridge-protection supply settings

- Introduction
- Enable or disable the Cartridge Policy feature
- Enable or disable the Cartridge Protection feature

Introduction

Use HP Cartridge Policy and Cartridge Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft. These features are available with HP FutureSmart versions 3 and later.

- Cartridge Policy: This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- Cartridge Protection: This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

> ⚠ CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.
>
> Turning the feature off does not turn off protection for cartridges that are currently installed.

Both features are off by default. Follow these procedures to enable or disable them.

Enable or disable the Cartridge Policy feature

> NOTE: Enabling or disabling this feature might require entering an administrator password.

Use the printer control panel to enable the Cartridge Policy feature

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Manage Supplies
   - Cartridge Policy
3. Select Authorized HP.

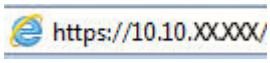
Use the printer control panel to disable the Cartridge Policy feature

> NOTE: Enabling or disabling this feature might require entering an administrator password.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Manage Supplies
   - Cartridge Policy
3. Select Off.

Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

1. Open the HP Embedded Web Server (EWS):
   a. Find the printer IP address. On the printer control panel, press the button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

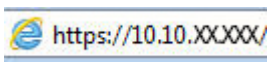


NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

1. Open the HP Embedded Web Server (EWS):
   a. Find the printer IP address. On the printer control panel, press the button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.
   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Cartridge Policy control panel error messages

Error message	Description	Recommended action
10.0X.30 Unauthorized <Color> Cartridge	The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing.	Replace the cartridge with a genuine HP toner cartridge. If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge.

Enable or disable the Cartridge Protection feature

NOTE: Enabling or disabling this feature might require entering an administrator password.

Use the printer control panel to enable the Cartridge Protection feature

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Manage Supplies
   - Cartridge Protection
3. Select Protect Cartridges.
4. When the printer prompts to confirm, select Continue to enable the feature.

CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

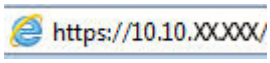
Use the printer control panel to disable the Cartridge Protection feature

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Manage Supplies
   - Cartridge Protection
3. Select Off.

Use the HP Embedded Web Server (EWS) to enable the Cartridge Protection feature

1. Open the HP Embedded Web Server (EWS):
   a. Find the printer IP address. On the printer control panel, press the button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.

b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Protect cartridges** from the **Cartridge Protection** drop-down list.
5. Click the **Apply** button to save the changes.

CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

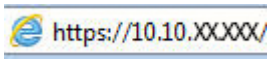
Turning the feature off does not turn off protection for cartridges that are currently installed.

Use the HP Embedded Web Server (EWS) to disable the Cartridge Protection feature

1. Open the HP Embedded Web Server (EWS):

   a. Find the printer IP address. On the printer control panel, press the button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.

   b. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the Supply Settings area, select **Off** from the **Cartridge Protection** drop-down list.
5. Click the **Apply** button to save the changes.

Troubleshoot Cartridge Protection control panel error messages

Error message	Description	Recommended action
10.0X.57 Protected <Color> Cartridge	The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Cartridge Protection. The Cartridge Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing.	Replace the cartridge with a new toner cartridge.

Replace the toner cartridge

This printer indicates when the toner cartridge level is low. The actual toner cartridge life remaining can vary. The toner cartridge does not need to be replaced at this time. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

Table 3-3 Toner cartridge information

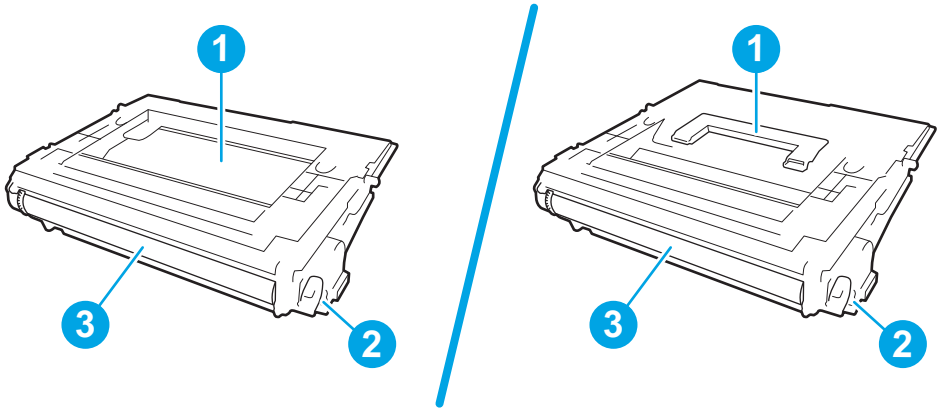
Item	Description	Cartridge number	Part number
HP 147Y Extra High Yield Black Original LaserJet Toner Cartridge	Extra high-capacity replacement toner cartridge	147Y	W1470Y
HP 147X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement toner cartridge	147X	W1470X
HP 147A Black Original LaserJet Toner Cartridge	Standard-capacity replacement toner cartridge	147A	W1470A

Do not remove the toner cartridge from its package until you are ready to use it.

⚠ CAUTION: To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the green imaging drum if the toner cartridge must be removed from the printer for an extended period of time.

The following illustration shows the toner-cartridge components.

	HP 147X/HP 147A	HP 147Y

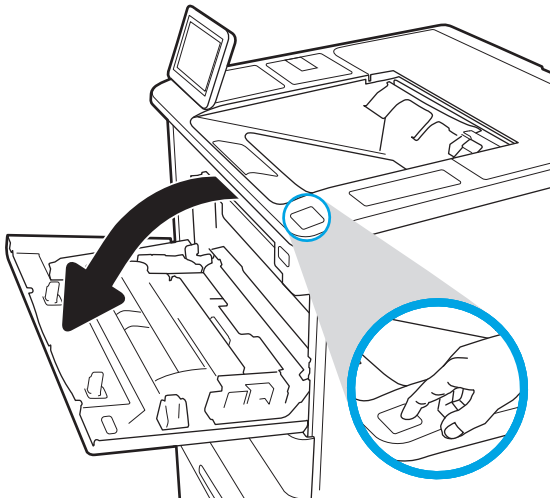


1	Handle (HP 147Y Extra High Yield Black Original LaserJet Toner Cartridge only) or indentation for picking up the cartridge
2	Memory chip
3	Imaging drum CAUTION: Do not touch the imaging drum. Fingerprints can cause print-quality problems.

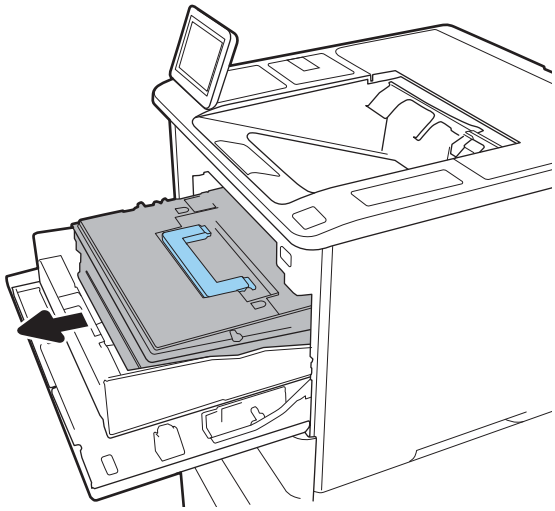
CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

NOTE: Information about recycling used toner cartridges is on the toner cartridge box.

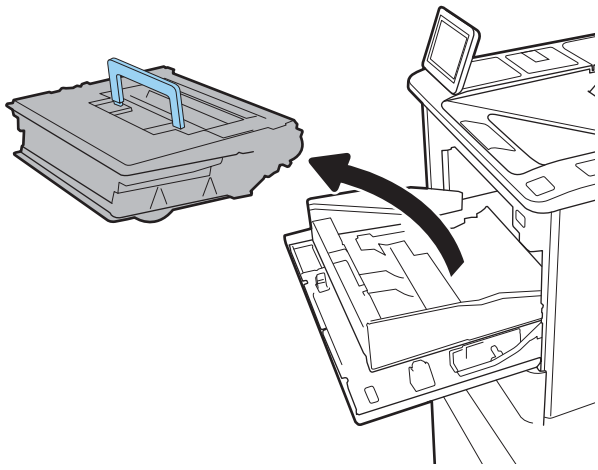
1. Press the cartridge door release button to open the door.



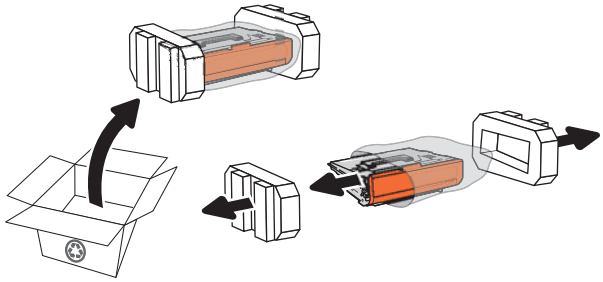
2. Pull out the cartridge drawer.



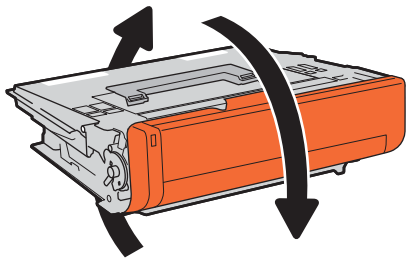
3. Grasp the handle or indentation on the used toner cartridge and pull up to remove it.



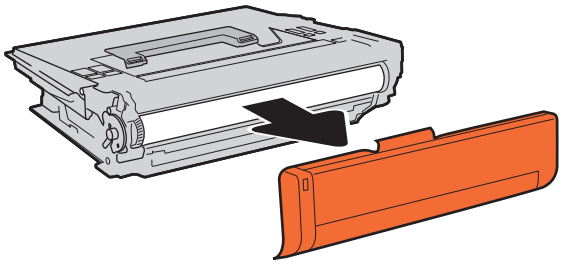
4. Remove the new toner cartridge from its protective bag.



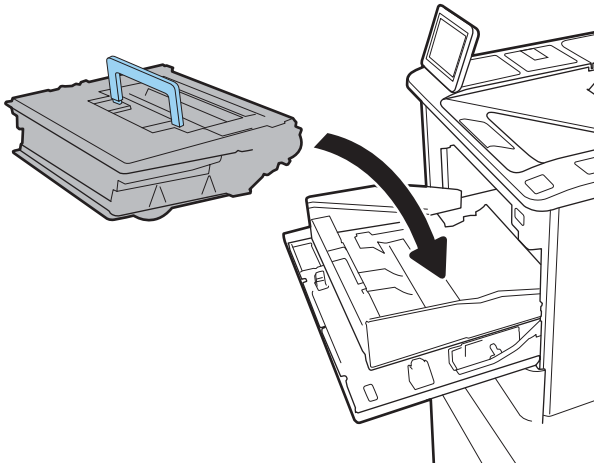
5. Hold both ends of the toner cartridge and rock it 5-6 times.



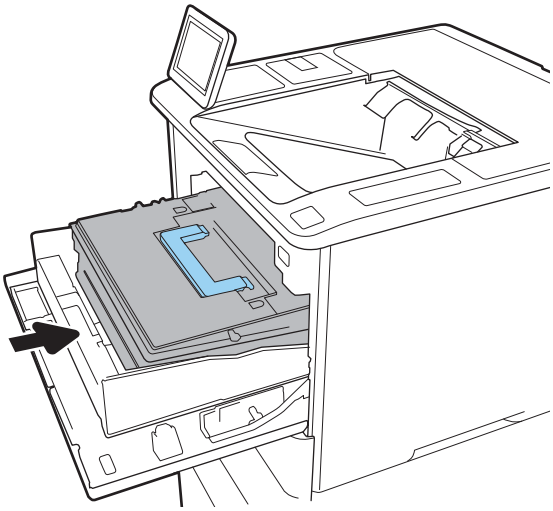
6. Remove the shipping cover.



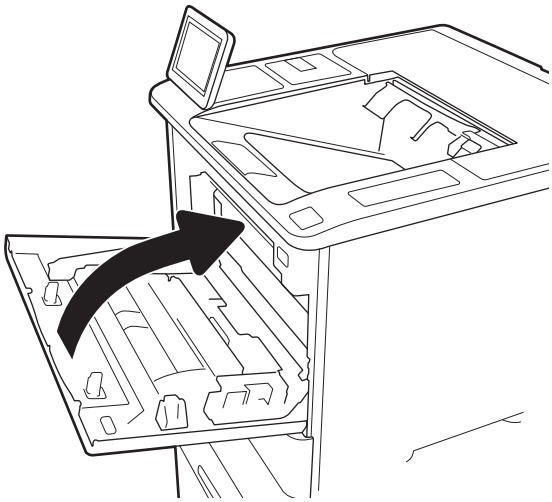
7. Place the toner cartridge in the cartridge drawer.



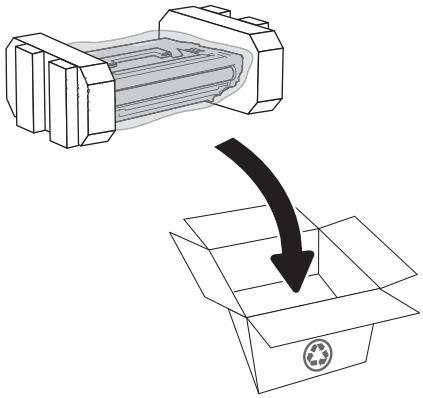
8. Close the toner cartridge drawer.



9. Close the cartridge door.

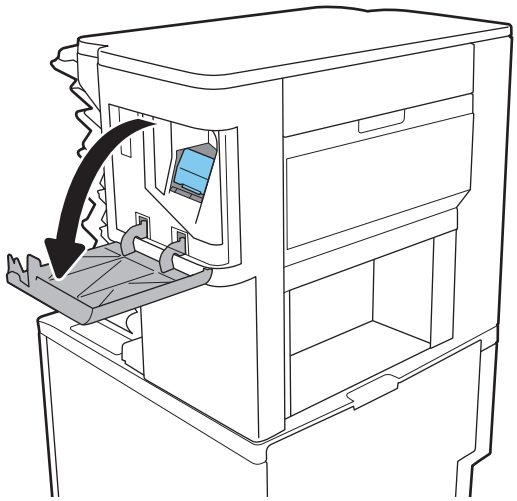


10. Pack the used toner cartridge into the box that the new cartridge came in. Adhere the prepaid shipping label to the box, and return the used cartridge to HP for recycling.

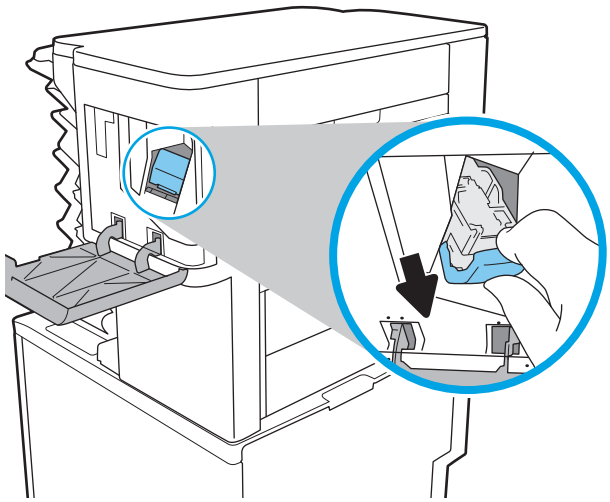


Replace the staple cartridge

1. Open the stapler door.



2. Pull down the colored handle on the staple carriage, and then pull the staple carriage straight out.

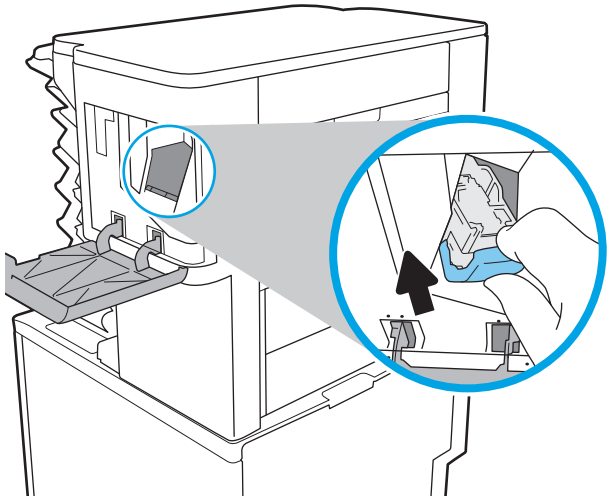


3. Lift up the empty staple cartridge to remove it from the staple carriage.

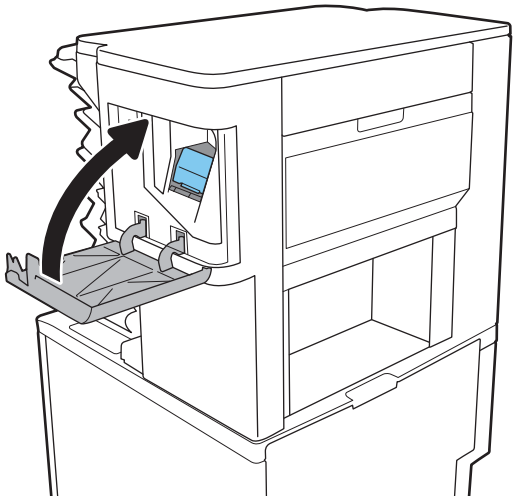
   IMPORTANT: Do not discard the empty staple carriage. You will use it to hold the new staple cartridge.

4. Insert the new staple cartridge into the staple carriage.

5. Reinstall the staple carriage into the stapler by pressing the colored handle inward until it snaps into place.



6. Close the stapler door.



4 Print

- Print tasks (Windows)
- Print tasks (macOS)
- Store print jobs on the printer to print later or print privately
- Mobile printing solutions
- Print from a USB flash drive
- Print using high-speed USB 2.0 port (wired)

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click the **Properties** or **Preferences** button to open the print driver.

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

NOTE: For more information, click the Help (?) button in the print driver.

3. Click the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
4. Click the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click the **Print** button to print the job.

Automatically print on both sides (Windows)

Use this procedure for printers that have an automatic duplexer installed. If the printer does not have an automatic duplexer installed, or to print on paper types that the duplexer does not support, print on both sides manually.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.
4. Select **Print on both sides**. Click **OK** to close the **Document Properties** dialog.
5. In the **Print** dialog, click **Print** to print the job.

Manually print on both sides (Windows)

Use this procedure for printers that do not have an automatic duplexer installed or to print on paper that the duplexer does not support.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.
4. Select **Print on both sides (manually)**, and then click **OK** to close the **Document Properties** dialog.
5. In the **Print** dialog, click **Print** to print the first side of the job.
6. Retrieve the printed stack from the output bin, and place it in Tray 1.
7. If prompted, select the appropriate control panel button to continue.

Print multiple pages per sheet (Windows)

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.
5. Select the correct **Print page borders**, **Page order**, and **Orientation** options. Click **OK** to close the **Document Properties** dialog.
6. In the **Print** dialog, click **Print** to print the job.

Select the paper type (Windows)

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Paper/Quality** tab.
4. Select the paper type from the **Paper type** drop-down list.
5. Click **OK** to close the **Document Properties** dialog. In the **Print** dialog, click **Print** to print the job.

   If the tray needs to be configured, a tray configuration message displays on the printer control panel.
6. Load the tray with the specified type and size of paper, and then close the tray.
7. Select the OK button to accept the detected type and size, or select the Modify button to choose a different paper size or type.
8. Select the correct type and size, and then select the OK button.

Additional print tasks

Go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

Instructions are available for performing specific print tasks, such as the following:

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

Print tasks (macOS)

How to print (macOS)

The following procedure describes the basic printing process for macOS.

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

   NOTE: The name of the item varies for different software programs.

4. Click the **Print** button.

Automatically print on both sides (macOS)

NOTE: This information applies to printers that include an automatic duplexer.

NOTE: This feature is available if you install the HP print driver. It might not be available if you are using AirPrint.

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

   NOTE: The name of the item varies for different software programs.

4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

Manually print on both sides (macOS)

NOTE: This feature is available if you install the HP print driver. It might not be available if you are using AirPrint.

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

   NOTE: The name of the item varies for different software programs.

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the printer, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin and place it with the printed side facing down in the input tray.
8. If prompted, select the appropriate control panel button to continue.

Print multiple pages per sheet (macOS)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

NOTE: The name of the item varies for different software programs.

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

Select the paper type (macOS)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.

NOTE: The name of the item varies for different software programs.

4. Select from the **Media & Quality** or **Paper/Quality** options.

NOTE: This list contains the master set of options available. Some options are not available on all printers.

- **Media Type**: Select the option for the type of paper for the print job.
- **Print Quality**: Select the resolution level for the print job.
- **Edge-To-Edge Printing**: Select this option to print close to the paper edges.

5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

Instructions are available for performing specific print tasks, such as the following:

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size

- Print the first or last pages of the document on different paper
- Print watermarks on a document

Store print jobs on the printer to print later or print privately

Introduction

The following information provides procedures for creating and printing documents that are stored on the printer. These jobs can be printed at a later time or printed privately.

- Create a stored job (Windows)
- Create a stored job (macOS)
- Print a stored job
- Delete a stored job
- Information sent to printer for Job Accounting purposes

Create a stored job (Windows)

Store jobs on the printer for private or delayed printing.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

NOTE: The name of the button varies for different software programs.

NOTE: In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Job Storage** tab.
4. Select a **Job Storage Mode** option.
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.
   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

   Select which option to use if another stored job already has that name:

   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.
   - **Replace Existing File**: Overwrite the existing stored job with the new one.

6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **Print** button to print the job.

Create a stored job (macOS)

Store jobs on the printer for private or delayed printing.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.
   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

   Select which option to use if another stored job already has that name.

   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.
   - **Replace Existing File**: Overwrite the existing stored job with the new one.
6. If you selected the **Stored Job** or **Personal Job** option in step 4, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the printer prompts them to enter this PIN number.
7. Click the **Print** button to process the job.

Print a stored job

Use this procedure to print a document that is in a job storage folder on the printer.

1. From the Home screen on the printer control panel, select Print, and then select Print from Job Storage.
2. Under Stored Jobs to Print, select Choose, and then select the folder where the document is saved.
3. Select the document, and then touch Select.

   If the document is private, enter the four-digit PIN in the Password field, and then select OK.
4. To adjust the number of copies, select the box to the left of the Print button, and then select the number of copies from the keypad that opens. Select the Close button to close the keypad.
5. Select Print to print the document.

Delete a stored job

You can delete documents that have been saved to the printer when they are no longer needed. You can also adjust the maximum number of jobs for the printer to store.

- Delete a job that is stored on the printer
- Change the job storage limit

Delete a job that is stored on the printer

You can delete documents that have been saved to the printer when they are no longer needed. You can also adjust the maximum number of jobs for the printer to store.

1. From the Home screen on the printer control panel, select Print.
2. Select Print from Job Storage.
3. Select Choose, and then select the name of the folder where the job is stored.
4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
5. Select the Trash button to delete the job.

Change the job storage limit

When a new job is stored in the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest. Follow these steps to change the number of jobs that the printer can store:

1. From the Home screen on the printer control panel, navigate to the Settings application and then select the Settings icon.
2. Open the following menus:
   a. Copy/Print or Print
   b. Manage Stored Jobs
   c. Temporary Job Storage Limit
3. Use the keypad to enter the number of jobs that the printer stores.
4. Press the OK button or touch Done to save the setting.

Information sent to printer for Job Accounting purposes

Printing jobs sent from drivers on the client (e.g., PC) may send personally identifiable information to HP's Printing and Imaging devices. This information may include, but is not limited to, user name and client name from which the job originated that may be used for job accounting purposes, as determined by the Administrator of the printing device. This same information may also be stored with the job on the mass storage device (e.g., disk drive) of the printing device when using the job storage feature.

Mobile printing solutions

Introduction

HP offers multiple mobile printing solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

NOTE: Update the printer firmware to ensure all mobile printing and ePrint capabilities are supported.

- Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing
- HP ePrint via email
- AirPrint
- Android embedded printing

Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing

HP provides Wi-Fi, Wi-Fi Direct Print, Near Field Communication (NFC), and Bluetooth Low Energy (BLE) printing for printers with a supported HP Jetdirect 3100w BLE/NFC/Wireless Accessory. This accessory is available as an option for HP LaserJet printers that include a hardware-integration pocket (HIP).

Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing enable Wi-Fi capable (mobile) devices to make a wireless network connection directly to the printer without using a wireless router.

The printer does not need to be connected to the network for this mobile walk-up printing to work.

Use Wi-Fi Direct Print to print wirelessly from the following devices:

- iPhone, iPad, or iPod touch using Apple AirPrint
- Android mobile devices using the Android embedded print solution

For more information on wireless printing, go to www.hp.com/go/wirelessprinting.

NFC and Wi-Fi Direct Print capabilities can be enabled or disabled from the printer control panel.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Networking
   - Wi-Fi Direct
   - Status
3. Select On, and then select OK to enable wireless printing.

NOTE: In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a unique Wi-Fi Direct Name for easier printer identification for Wi-Fi Direct printing. The wireless network names, e.g., Wi-Fi, Wi-Fi Direct, etc. are available on the Information screen by pressing or touching the Information button on the printer control panel, and then selecting the Network option or the Wireless option.

Complete the following procedure to change the printer Wi-Fi Direct name:

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Networking
   - Wi-Fi Direct
   - Wi-Fi Direct name
3. Use the keypad to change the name in the Wi-Fi Direct Name text field. Select OK.

HP ePrint via email

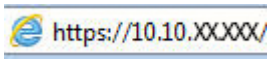
Use HP ePrint to print documents by sending them as an email attachment to the printer's email address from any email enabled device.

To use HP ePrint, the printer must meet these requirements:

- The printer must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

Follow this procedure to enable HP Web Services and register with HP Connected:

1. Open the HP Embedded Web Server (EWS):
   a. Find the printer IP address. On the printer control panel, press the button, and then use the arrow keys to select the Ethernet menu. Press the OK button to open the menu and display the IP address or host name.
   b. From a computer on the same network as the printer, open a web browser. In the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

NOTE: Enabling Web Services might take several minutes.

4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

AirPrint

Direct printing using Apple's AirPrint is supported for iOS and from Mac computers running macOS 10.7 Lion and newer. Use AirPrint to print directly to the printer from an iPad, iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:

- Mail
- Photos

- Safari
- iBooks
- Select third-party applications

To use AirPrint, the printer must be connected to the same network (sub-net) as the Apple device. For more information about using AirPrint and about which HP printers are compatible with AirPrint, go to www.hp.com/go/MobilePrinting.

NOTE: Before using AirPrint with a USB connection, verify the version number. AirPrint versions 1.3 and earlier do not support USB connections.

Android embedded printing

HP's built-in print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are either on a network or within wireless range for Wi-Fi Direct printing.

The print solution is built into the many versions of the operating system.

NOTE: If printing is not available on your device, go to the Google Play > Android apps and install the HP Print Service Plugin.

For more information on how to use Android embedded printing and which Android devices are supported, go to www.hp.com/go/MobilePrinting.

Print from a USB flash drive

Introduction

This printer features easy-access USB printing, for quickly printing files without sending them from a computer. The printer accepts standard USB flash drives in the USB port near the control panel. The control panel USB port supports the following types of files:

- .pdf
- .prn
- .pcl
- .ps
- .cht

- Enable the USB port for printing
- Print USB documents

Enable the USB port for printing

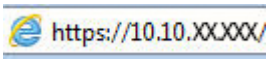
The USB port is disabled by default. Before using this feature, enable the USB port. Use one of the following methods to enable the port:

Method one: Enable the USB port from the printer control panel menus

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus
   a. Copy/Print or Print
   b. Enable Print From USB Drive
3. Select the Enabled option.

Method two: Enable the USB port from the HP Embedded Web Server (network-connected printers only)

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

3. Select the **Copy/Print** tab for multi-function printer models, or the **Print** tab for single-function printer models.
4. In the left menu, select **Print from USB Drive Settings**.
5. Select **Enable Print from USB Drive**.
6. Click **Apply**.

Print USB documents

1. Insert the USB flash drive into the easy-access USB port.

NOTE: The port might be covered. For some printers, the cover flips open. For other printers, pull the cover straight out to remove it.

2. From the Home screen on the printer control panel, select Print, and then select Print from USB Drive.
3. Select Choose, select the name of the document to print, and then select Select.

NOTE: The document might be in a folder. Open folders as necessary.

4. To adjust the number of copies, select the field for the number of copies. Use the keypad to enter the number of copies to print.
5. Select Print to print the document.

Print using high-speed USB 2.0 port (wired)

Enable the high-speed USB port for printing

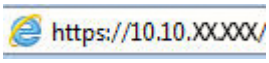
This printer features a high-speed USB 2.0 port for wired USB printing. The port is located in the interface ports area on the back of the printer and is disabled by default. Use one of the following methods to enable the port. Once the port is enabled, install the product software in order to print using this port.

Method one: Enable the high-speed USB 2.0 port from the printer control panel menus

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus
   a. General
   b. Enable Device USB
3. Select the Enabled option.

Method two: Enable the high-speed USB 2.0 port from the HP Embedded Web Server (network-connected printers only)

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

3. Select the **Security** tab.
4. On the left side of the screen, select **General Security**.
5. Scroll down to the **Hardware Ports** and select the check box to enable both of the items:
   - **Enable Device USB**
   - **Enable Host USB plug and play**
6. Click **Apply**.

5 Manage the printer

- Advanced configuration with HP Embedded Web Server (EWS)
- Configure IP network settings
- Printer security features
- Energy-conservation settings
- HP Web Jetadmin
- Software and firmware updates

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Advanced configuration with HP Embedded Web Server (EWS)

- Introduction
- How to access the HP Embedded Web Server (EWS)
- HP Embedded Web Server features

Introduction

Use the HP Embedded Web Server to manage printing functions from a computer instead of the printer control panel.

- View printer status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the printer control-panel menu configuration
- View and print internal pages
- Receive notification of printer and supplies events
- View and change network configuration

The HP Embedded Web Server works when the printer is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based printer connections. Internet access is not needed to open and use the HP Embedded Web Server.

When the printer is connected to the network, the HP Embedded Web Server is automatically available.

NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

To use the HP Embedded Web Server, the browser must meet the following requirements:

Table 5-1 Browser requirements

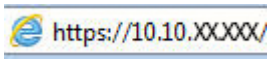
Operating system	Browser
Windows® 7	Internet Explorer (version 8.x or greater)
	Google Chrome (version 34.x or greater)
	Firefox (version 20.x or greater)
Windows® 8 or greater	Internet Explorer (version 9.x or greater)
	Google Chrome (version 34.x or greater)
	Firefox (version 20.x or greater)
macOS	Safari (version 5.x or greater)
	Google Chrome (version 34.x or greater)
Linux	Google Chrome (version 34.x or greater)
	Firefox (version 20.x or greater)

How to access the HP Embedded Web Server (EWS)

Follow these steps to open the HP Embedded Web Server (EWS).

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

HP Embedded Web Server features

Information tab

Table 5-2 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the **Other Links** area on all HP Embedded Web Server pages) to connect to a set of dynamic web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.

General tab

Table 5-3 HP Embedded Web Server General tab

Menu	Description
Display Settings	Configure settings for sound, timeout for inactivity, clearable warnings, and continuable events.
Control Panel Language and Keyboard Layouts	Select the default language for control panel messages and the default keyboard layout for each language.

Table 5-3 HP Embedded Web Server General tab (continued)

Menu	Description
Alerts	Set up email alerts for various printer and supplies events.
Control Panel Settings App	Shows Settings app options that are available on the printer control panel.
General Settings	Configure how the printer recovers from jams and whether copy jobs initiated at the printer control panel take priority over print jobs.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another website. This link displays in the footer area on all HP Embedded Web Server pages.
Ordering Information	Enter information about ordering replacement cartridges. This information displays on the supplies status page.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Language	Set the language in which to display the HP Embedded Web Server information.
Firmware Upgrade	Download and install printer firmware upgrade files.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit sleep settings that affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.
Backup and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Reset Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install third-party software packages that extend or modify the functionality of the printer.
Job Statistics Settings	Provides connection information about third-party job-statistics services.
Quota Settings	Provides connection information about third-party job-quota services.

Print tab

Table 5-4 HP Embedded Web Server Print tab

Menu	Description
Print from USB drive settings	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Restrict Color (Color printers only)	Permit or restrict color printing. Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs.

Table 5-4 HP Embedded Web Server Print tab (continued)

Menu	Description
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Manage Trays	Configure settings for paper trays.

Supplies tab

Table 5-5 HP Embedded Web Server Supplies tab

Menu	Description
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.

Troubleshooting tab

Table 5-6 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer.
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data NOTE: This item is available only if an administrator password is set from the Security tab.	Export printer information to a file that can be useful for detailed problem analysis.
Calibration/Cleaning	Set cleaning and calibration settings, print a cleaning page, and perform a full or partial calibration.
Reset Factory Settings	Restore printer settings to factory defaults.
Firmware Upgrade	Download and install printer firmware upgrade files.

Security tab

Table 5-7 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: • Configure an administrator password to restrict access to certain features on the printer. • Set PJL password for processing PJL commands. • Set file system access and firmware upgrade security. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • View the status of all security settings.
Account Policy	Enable administrator account settings.

Table 5-7 HP Embedded Web Server Security tab (continued)

Menu	Description
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. This printer includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the printer hard drive.
Manage Remote Apps	Manage or whitelist remote apps by importing or deleting certificates that allow devices to use this product.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. It is necessary to enable HP Web Services to use the HP ePrint feature.

Table 5-8 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
Smart Cloud Print	Enable Smart Cloud Print , which allows access to web-based apps that extend the capabilities of the printer.

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 5-9 HP Embedded Web Server Networking tab

Menu	Description
Configuration	
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. NOTE: The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. NOTE: The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.

Table 5-9 HP Embedded Web Server Networking tab (continued)

Menu	Description
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.

Google Cloud Print	
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.

Security	
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following: • Set or change the administrator password to control access to configuration parameters. • Request, install, and manage digital certificates on the HP Jetdirect print server. • Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure security settings.
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.

IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.

Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

NOTE: Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

Table 5-10 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connect to the HP website to find solutions to printer problems.
Shop for Supplies	Connect to the HP SureSupply website for information on purchasing original HP supplies, such as cartridges and paper.
Product Support	Connect to the support site for the printer to search for help on various topics.

Configure IP network settings

- Printer sharing disclaimer
- View or change network settings
- Rename the printer on a network
- Manually configure IPv4 TCP/IP parameters from the control panel
- Manually configure IPv6 TCP/IP parameters from the control panel
- Link speed and duplex settings

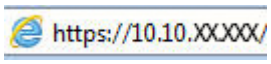
Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at www.microsoft.com.

View or change network settings

Use the HP Embedded Web Server to view or change IP configuration settings.

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



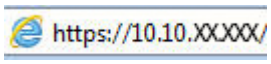
NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Click the **Networking** tab to obtain network information. Change settings as needed.

Rename the printer on a network

To rename the printer on a network so that it can be uniquely identified, use the HP Embedded Web Server.

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Open the **General** tab.
4. On the **Device Information** page, the default printer name is in the **Device Name** field. You can change this name to uniquely identify this printer.

NOTE: Completing the other fields on this page is optional.

5. Click the **Apply** button to save the changes.

Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel Settings menus to manually set an IPv4 address, subnet mask, and default gateway.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Networking
   b. Ethernet
   c. TCP/IP
   d. IPV 4 Settings
   e. Config Method
3. Select the Manual option, and then select OK.
4. Open the Manual Settings menu.
5. Select the IP Address, Subnet Mask, or Default Gateway option.
6. Use the numeric keypad to enter the correct digits for the field, and then select OK.

   Repeat the process for each field to be configured.

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel Settings menus to manually set an IPv6 address.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. To enable manual configuration, open the following menus:
   a. Networking
   b. Ethernet
   c. TCP/IP
   d. IPV6 Settings
3. Select Enable, select On, and then select OK.
4. Open the Address menu.
5. Open the Manual Settings menu, and then select Address. Use the keypad to enter the address, and then select OK.

Link speed and duplex settings

NOTE: This information applies only to Ethernet networks. It does not apply to wireless networks.

The link speed and communication mode of the print server must match the network hub. For most situations, leave the printer in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the printer from communicating with other network devices. To make changes, use the printer control panel.

NOTE: The printer setting must match the setting for the network device (a network hub, switch, gateway, router, or computer).

NOTE: Making changes to these settings causes the printer to turn off and then on. Make changes only when the printer is idle.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Networking
   b. Ethernet
   c. Link Speed
3. Select one of the following options:
   - Auto: The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
   - 10T Half: 10 megabytes per second (Mbps), half-duplex operation
   - 10T Full: 10 Mbps, full-duplex operation
   - 10T Auto: 10 Mbps, automatic-duplex operation
   - 100TX Half: 100 Mbps, half-duplex operation
   - 100TX Full: 100 Mbps, full-duplex operation
   - 100TX Auto: 100 Mbps, automatic-duplex operation
   - 1000T Full: 1000 Mbps, full-duplex operation
4. Select OK. The printer turns off and then on.

Printer security features

Introduction

The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- Security statements
- IP Security
- Assign or change the system password using the HP Embedded Web Server
- Encryption support: HP High Performance Secure Hard Disks
- Lock the formatter

Security statements

The printer supports security standards and recommended protocols that help you keep the printer secure, protect critical information on your network, and simplify the way you monitor and maintain the printer.

IP Security

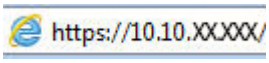
IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the printer. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For printers that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Assign or change the system password using the HP Embedded Web Server

Assign an administrator password for access to the printer and the HP Embedded Web Server so that unauthorized users cannot change the printer settings.

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Click the **Security** tab.
4. Open the **General Security** menu.
5. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
6. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

NOTE: To change an existing password, first enter the existing password in the **Old Password** field.

7. Click the **Apply** button.

NOTE: Make note of the password and store it in a safe place. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support at support.hp.com for the assistance required to completely reset the printer.

Some features on the printer control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the printer prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting Sign In from the printer control panel.

Typically, the credentials for signing in to the printer are the same as for signing in to the network. Consult the network administrator for this printer if you have questions about which credentials to use.

1. Sign in to the printer:
   - **Keypad control panels:** Press the Sign In button
   - **Touchscreen control panels:** From the Home screen on the printer control panel, select Sign In.
2. Follow the prompts to enter the credentials.

NOTE: To maintain security for the printer, press the Sign Out button or select Sign Out when you have finished using the printer.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting printer performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

Lock the formatter

The formatter has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.

Energy-conservation settings

Introduction

- Print with EconoMode
- Set the sleep timer and configure the printer to use 1 watt or less of power

Print with EconoMode

This printer has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner. However, using EconoMode can also reduce print quality.

HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the toner cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the toner cartridge.

NOTE: If this option is not available in the print driver, set it using the printer control panel.

Configure EconoMode from the print driver

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **EconoMode** check box to enable the feature, and then click **OK**.

Configure EconoMode from the printer control panel

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. Copy/Print or Print
   b. Default Print Options
   c. Economode
3. Select On or Off to enable or disable the feature.

Set the sleep timer and configure the printer to use 1 watt or less of power

The sleep settings affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.

To configure the printer to use 1 watt or less of power while in sleep mode, enter times for both the Sleep after Inactivity and Auto Off after sleep settings.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:

a. General Settings

b. Energy Settings

c. Sleep Settings

3. Select Sleep after Inactivity to specify the number of minutes the printer is inactive before it enters sleep mode. Enter the appropriate time period.

NOTE: The sleep-mode default time is 0 minutes. Zero (0) indicates that the printer will go to sleep in less than 1 minute.

4. Select Auto Off after sleep to put the printer into a deeper power save mode after a period of sleep. Enter the appropriate time period.

NOTE: By default, the printer will wake from Auto Off in response to any activity other than USB or Wi-Fi, but can be set to wake only to the power button.

5. Select Done to save the settings.

HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, including printers, multifunction printers, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

HP regularly updates software and firmware to fix any issues and to add features. To take advantage of the most current updates, download the most recent driver file, firmware file, or both from the Web.

Go to www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612. Click **Software and Drivers**.

6 Solve problems

- Customer support
- Control panel help system
- Reset factory settings
- A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel
- Printer does not pick up paper or misfeeds
- Clear paper jams
- Resolving mono print quality problems
- Solve wired network problems
- Solve wireless network problems

For more information

The following information is correct at the time of publication.

For video assistance, see www.hp.com/videos/LaserJet.

For current information, see www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP's all-inclusive help for the printer includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

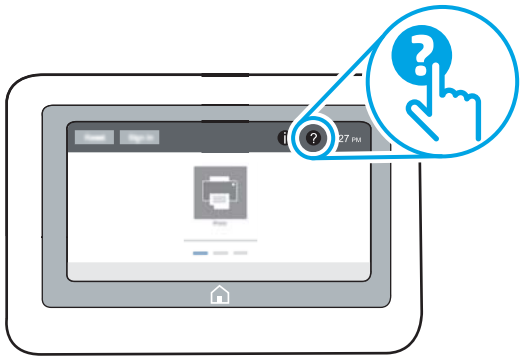
Customer support

Table 6-1 Customer support options

Support type	Contact information
Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at support.hp.com.
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

The printer has a built-in Help system that explains how to use each screen. To open the Help system, select the control panel Help button.



For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by selecting items in the menu.

Some Help screens include animations that show specific procedures, such as clearing paper jams.

If the printer alerts of an error or warning, select the Help button to open a message that describes the problem. The message also contains instructions to help solve the problem.

Reset factory settings

Introduction

Use one of the following methods to restore the printer to the original settings from the factory.

NOTE: Restoring factory settings sets most of the printer settings to their factory defaults. However, some settings are not changed, such as language, date, time, and some network configuration settings.

Method one: Reset factory settings from the printer control panel

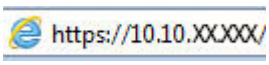
1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.
2. Open the following menus:
   a. General
   b. Reset Factory Settings
3. Select Reset.

   A verification message advises that completing the reset function might result in loss of data.
4. Select Reset to complete the process.

NOTE: The printer restarts automatically after the reset operation completes.

Method two: Reset factory settings from the HP Embedded Web Server (network-connected printers only)

1. Find the printer IP address: From the Home screen on the printer control panel, select the Information icon, and then select the Network icon to display the IP address or host name.
2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.

   NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
3. Open the **General** tab.
4. On the left side of the screen, click **Reset Factory Settings**.
5. Click the **Reset** button.

NOTE: The printer restarts automatically after the reset operation completes.

A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel

Cartridge is low

The printer indicates when a toner cartridge level is low. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now, and the cartridge access door remains locked until the cartridge reaches **Very Low** status.

Cartridge is very low

The printer indicates when a toner cartridge level is very low. In addition, the front door of the printer unlocks so that the door can be opened to replace the cartridge. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable.

Once an HP toner cartridge has reached **Very Low**, HP’s Premium Protection Warranty on that toner cartridge has ended.

Printer does not pick up paper or misfeeds

Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

- The printer does not pick up paper
- The printer picks up multiple sheets of paper

The printer does not pick up paper

If the printer does not pick up paper from the tray, try these solutions.

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

NOTE: If the managed service provider has installed locking tray guides, these may not be adjustable. Contact the managed service representative for more information on locking or unlocking of paper trays.

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 6-1 Size markings for Tray 1 or the multipurpose tray

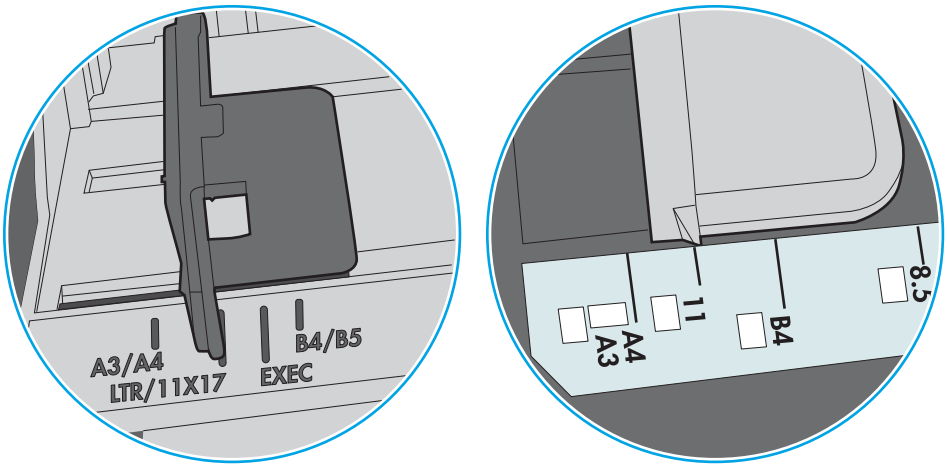
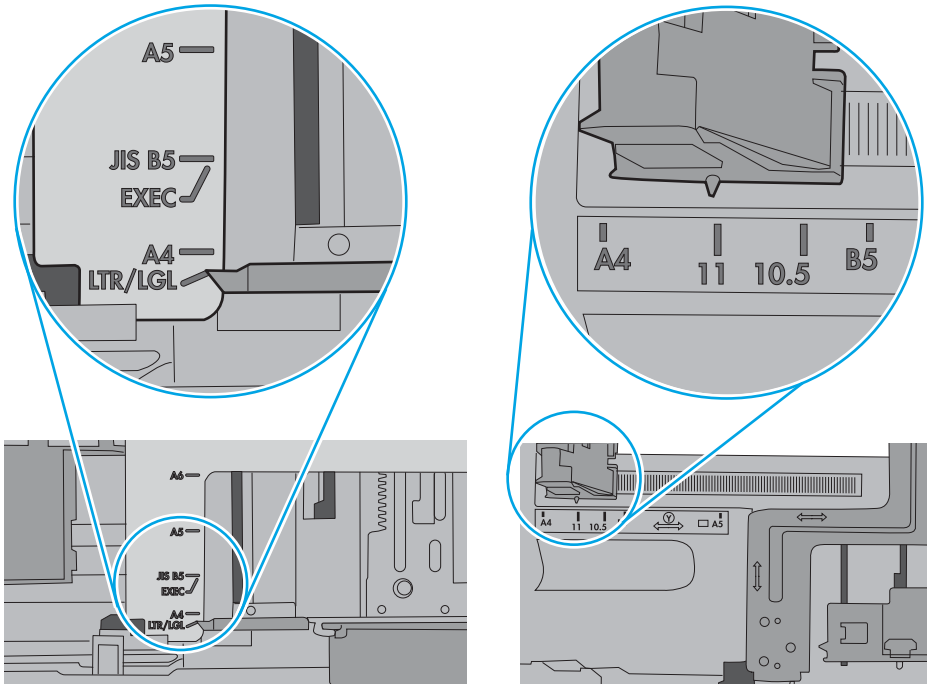


Figure 6-2 Size markings for cassette trays

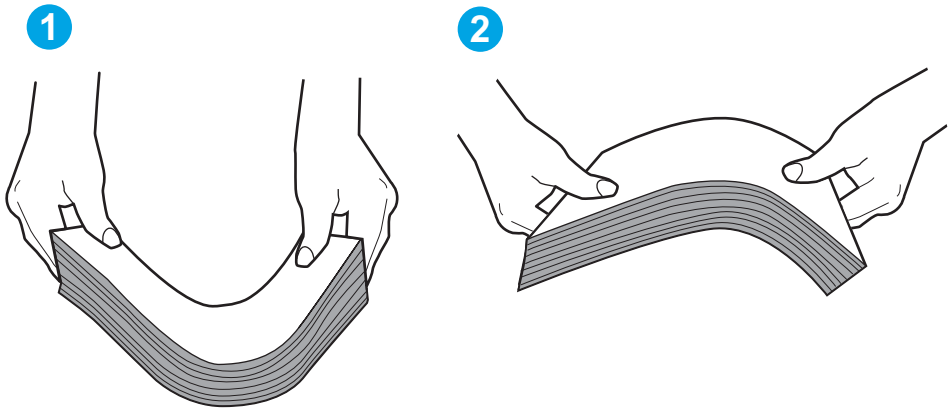


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

   Figure 6-3 Technique for flexing the paper stack



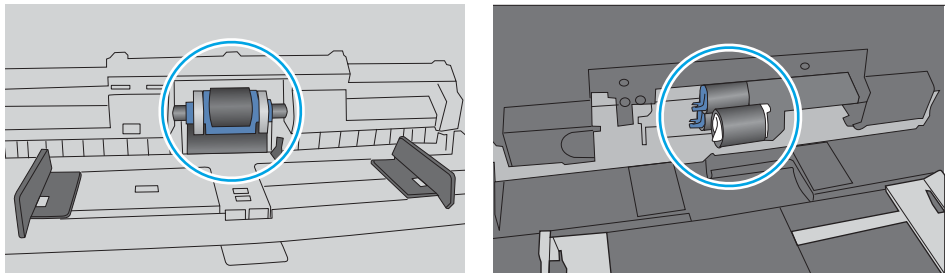
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

   ⚠ CAUTION: Do not spray water directly on to the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

   The following image shows examples of the roller location for various printers.

   Figure 6-4 Roller locations for Tray 1 or the multipurpose tray



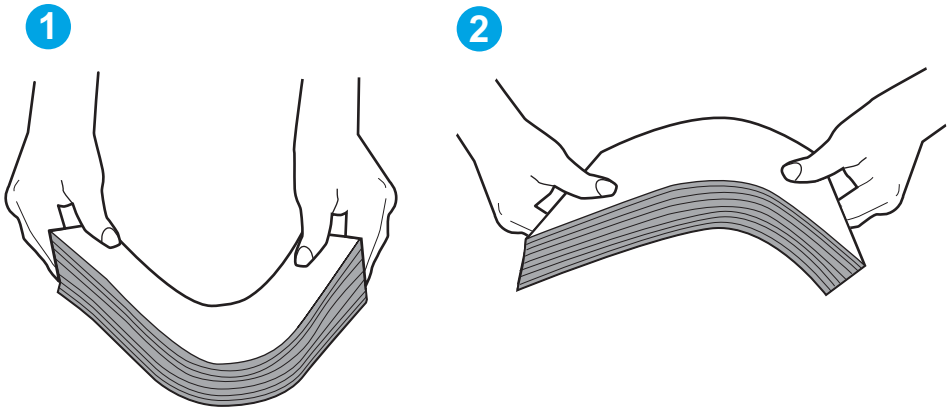
The printer picks up multiple sheets of paper

If the printer picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

NOTE: Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

Figure 6-5 Technique for flexing the paper stack



2. Use only paper that meets HP specifications for this printer.
3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.
4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

   The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

Figure 6-6 Stack-height markings

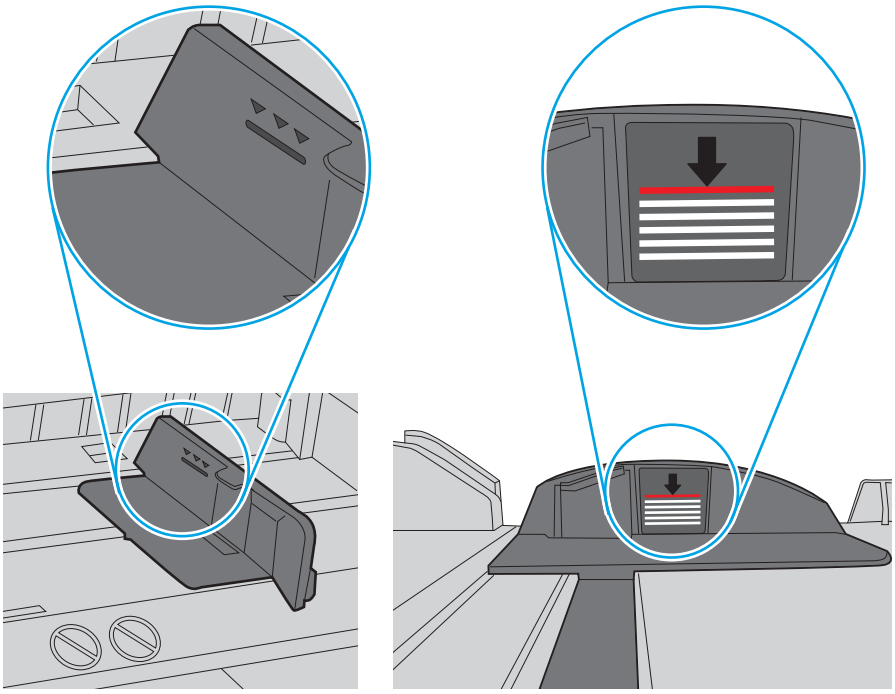
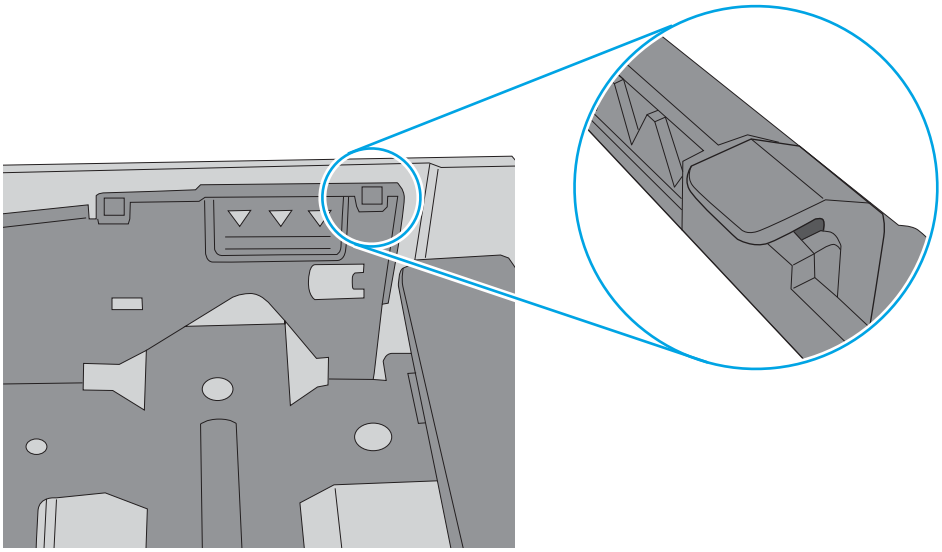


Figure 6-7 Tab for the paper stack



6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in 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 6-8 Size markings for Tray 1 or the multipurpose tray

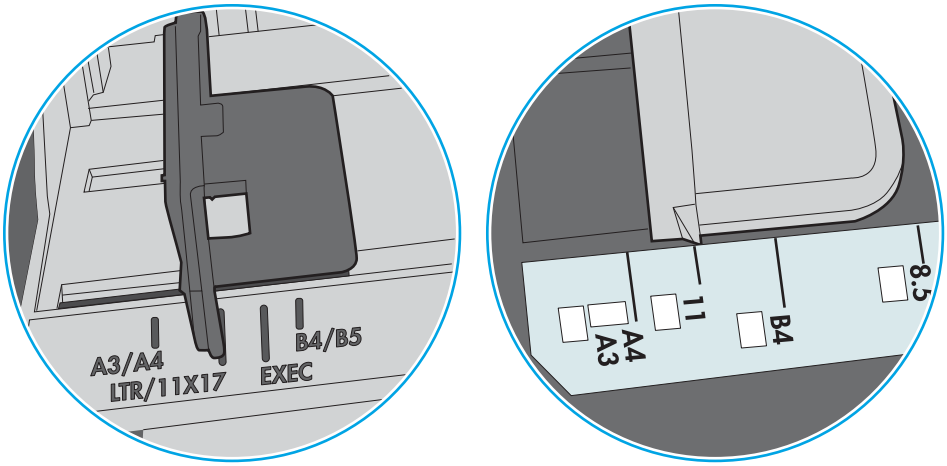
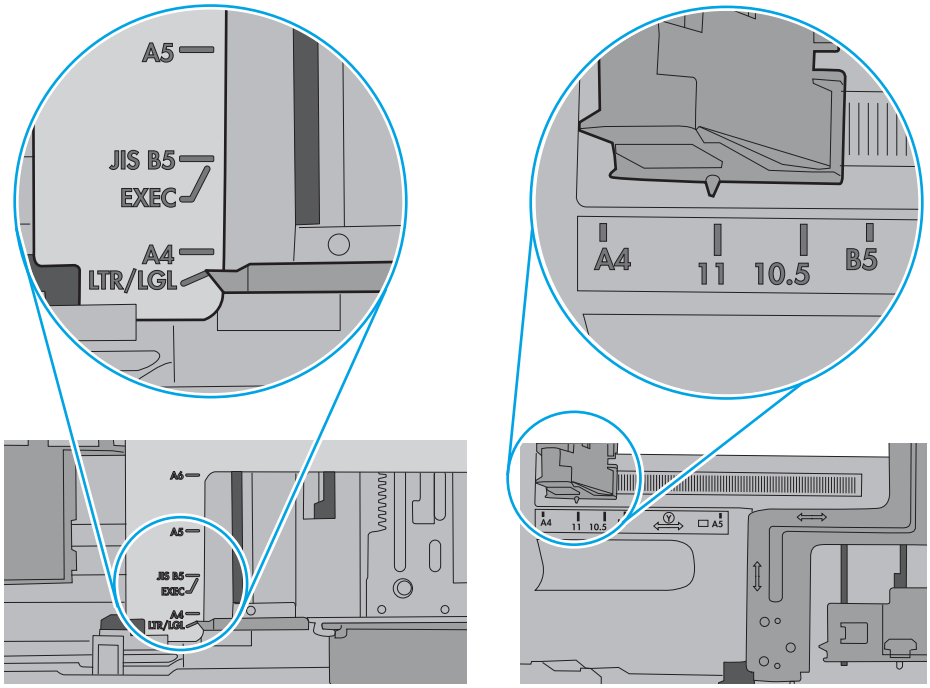


Figure 6-9 Size markings for cassette trays



7. Make sure the printing environment is within recommended specifications.

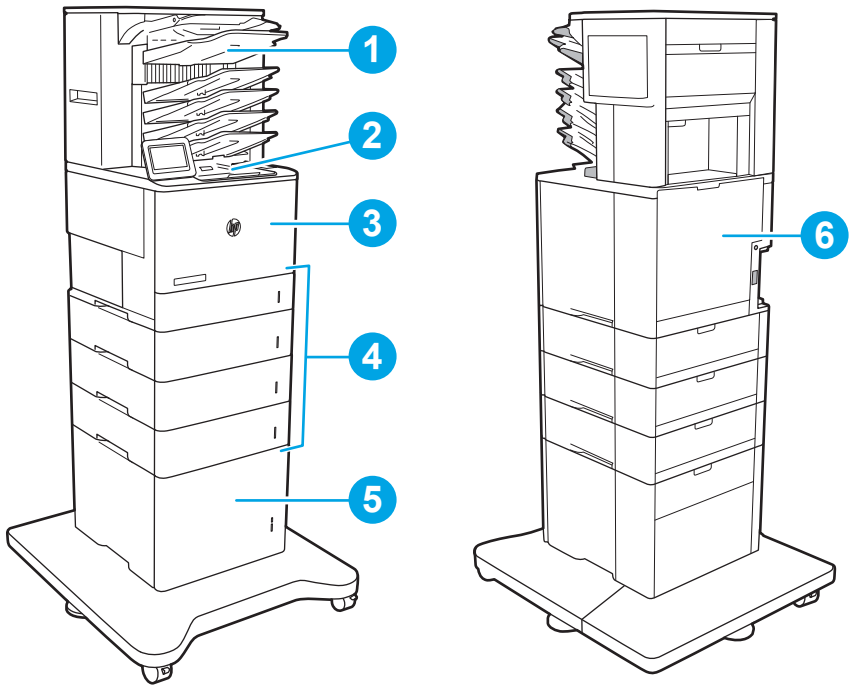
Clear paper jams

Introduction

The following information includes instructions for clearing paper jams from the printer.

- Paper jam locations
- Auto-navigation for clearing paper jams
- Experiencing frequent or recurring paper jams?
- Clear paper jams in tray 1 (13.A1)
- Clear paper jams in trays 2, 3, 4, 5 (13.A2, 13.A3, 13.A4, 13.A5)
- Clear paper jams in the 2,100-sheet high-capacity input tray (13A, 13F)
- Clear paper jams in the rear door and fuser area (13.B)
- Clear paper jams in the output bin (13.E1)
- Clear paper jams in the duplexer (13.C, 13.D, 13.B)
- Clear paper jams in the envelope feeder (13.A)
- Clear paper jams in the 5-bin Multi-bin Mailbox with Stapler (13.E, 13.7)
- Clear staple jams in the 5-bin Multi-bin Mailbox with Stapler (13.8)

Paper jam locations



1	5-bin Multi-bin Mailbox with Stapler
2	Output bin
3	Tray 1
4	Trays 2–5
5	2,100-sheet HCI feeder
6	Duplexer and fuser
	Envelope feeder (not shown)

Auto-navigation for clearing paper jams

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel. When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

- Use only paper that meets HP specifications for this printer.
- Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
- Use paper that has not previously been printed or copied on.

- Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
- Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
- Make sure that the tray is fully inserted in the printer.
- If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
- Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
- Make sure the printing environment is within recommended specifications.

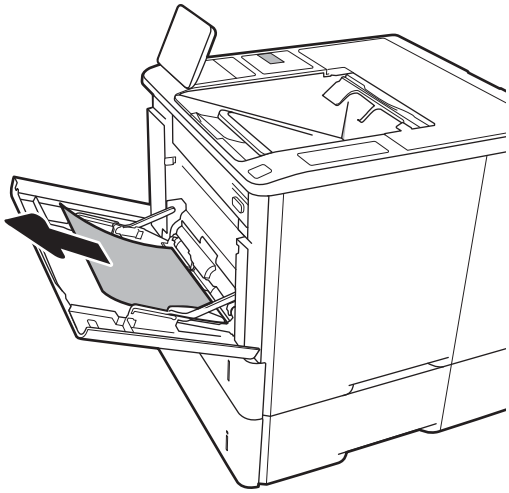
NOTE: Checking the paper and loading it into the tray correctly can help reduce paper jams. For additional help, view a video demonstration of loading paper.

Clear paper jams in tray 1 (13.A1)

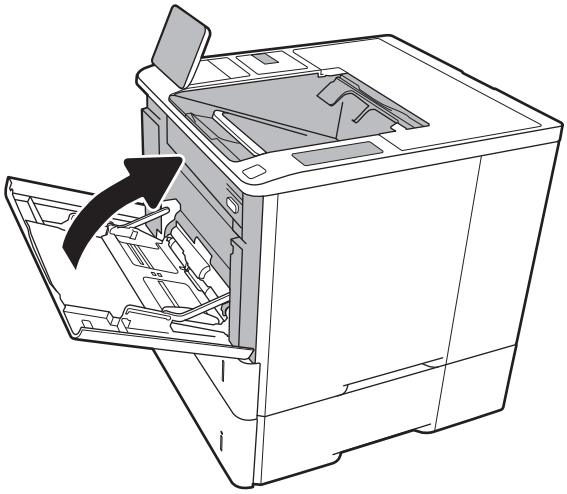
The following information describes how to clear a paper jam in Tray 1. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.A1.XX Jam in Tray 1

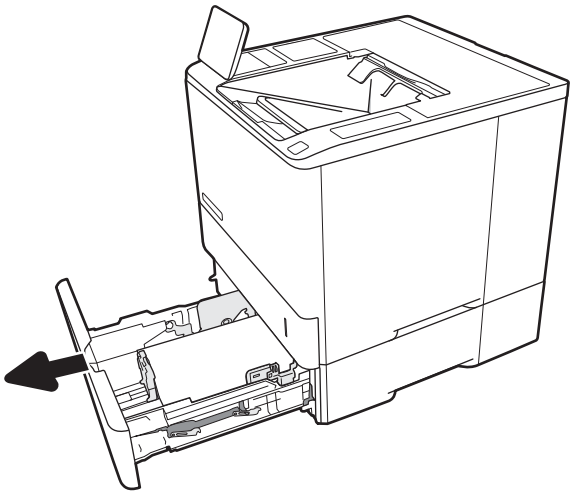
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



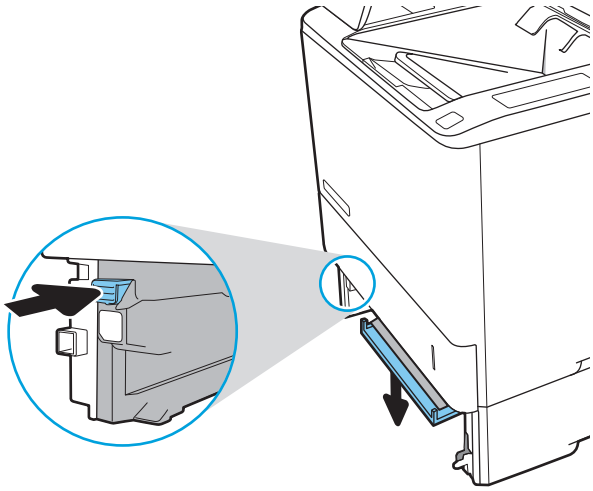
2. Close Tray 1.



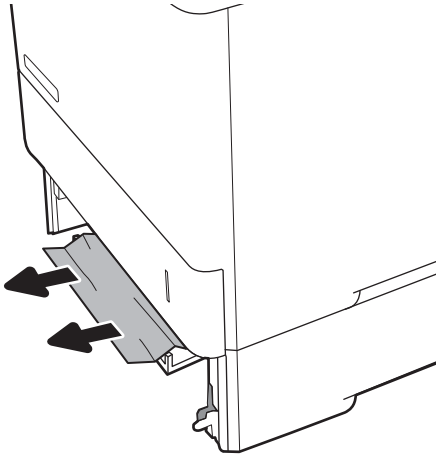
3. Pull Tray 2 out of the printer.



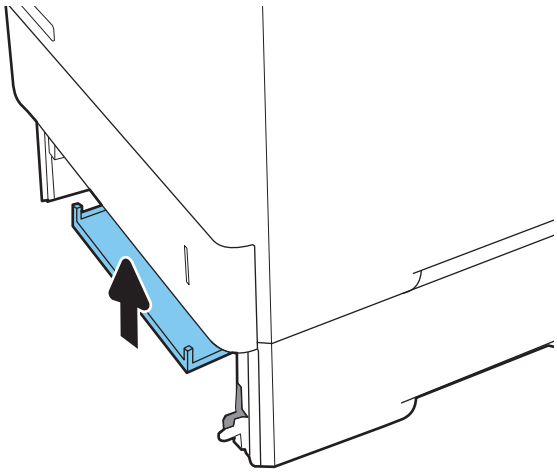
4. Lower the jam plate in the Tray 2 opening.



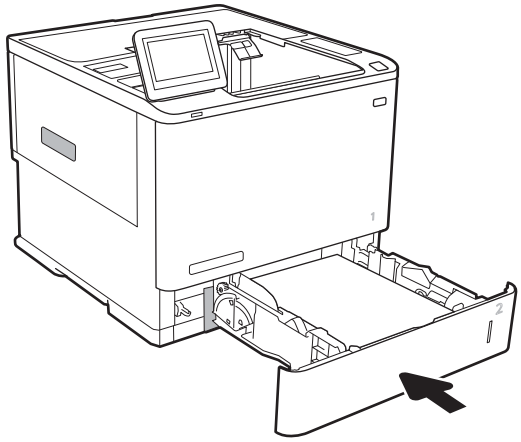
5. Pull any jammed paper straight out.



6. Raise the jam plate back into position.



7. Install Tray 2 in the printer.



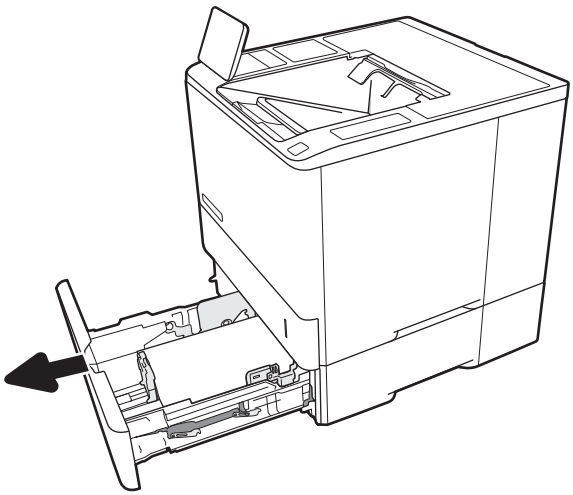
Clear paper jams in trays 2, 3, 4, 5 (13.A2, 13.A3, 13.A4, 13.A5)

The following information describes how to clear a paper jam in Trays 2, 3, 4, or 5. When a jam occurs, the control panel displays one of the following messages and an animation that assists in clearing the jam.

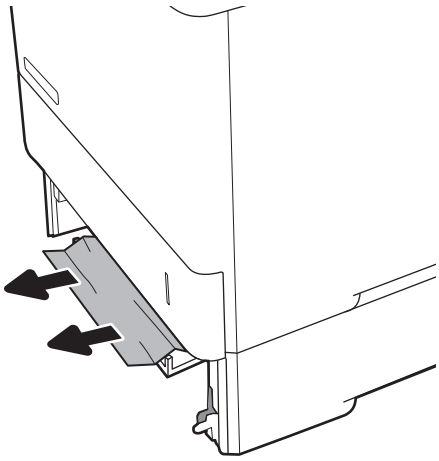
- 13.A2.XX Jam in Tray 2
- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4
- 13.A5.XX Jam in Tray 5

NOTE: The following procedure shows Tray 2. The method to clear jams in Trays 3, 4, and 5 is the same.

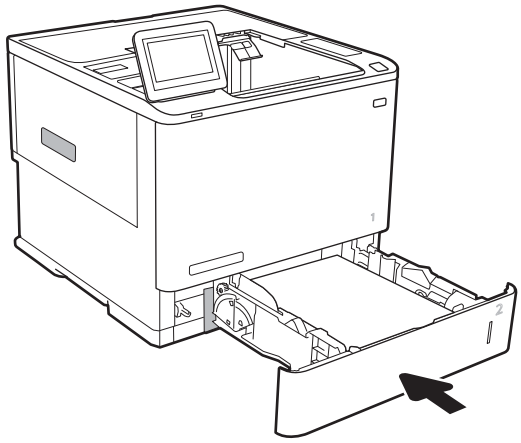
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



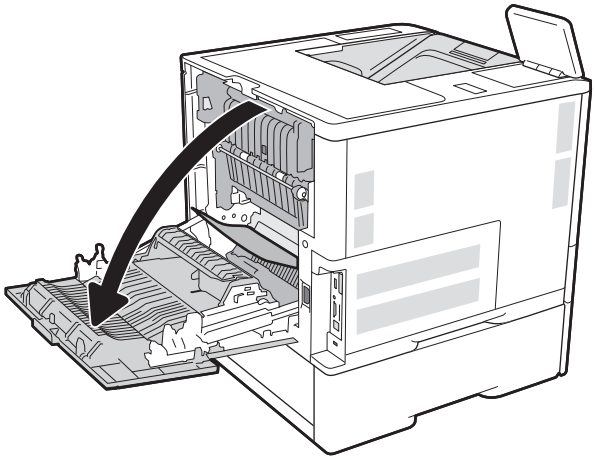
2. Remove any jammed or damaged sheets of paper.



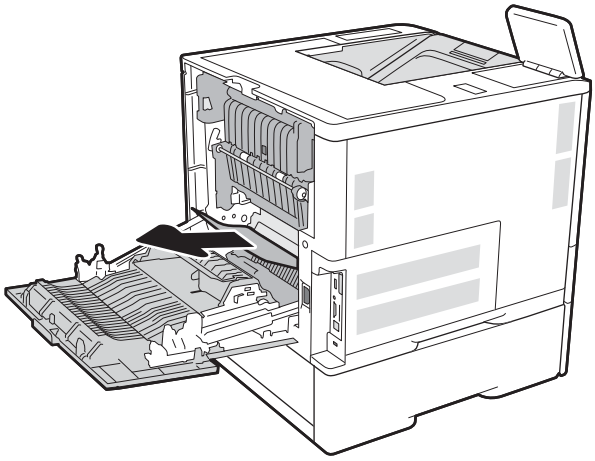
3. Reinsert and close the tray.



4. Open the rear door.

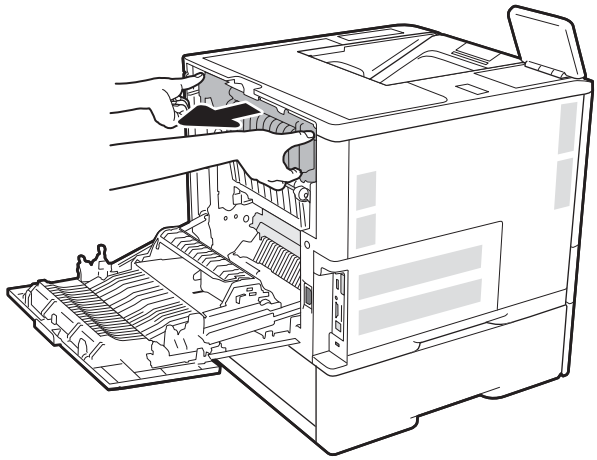


5. Remove any jammed paper.

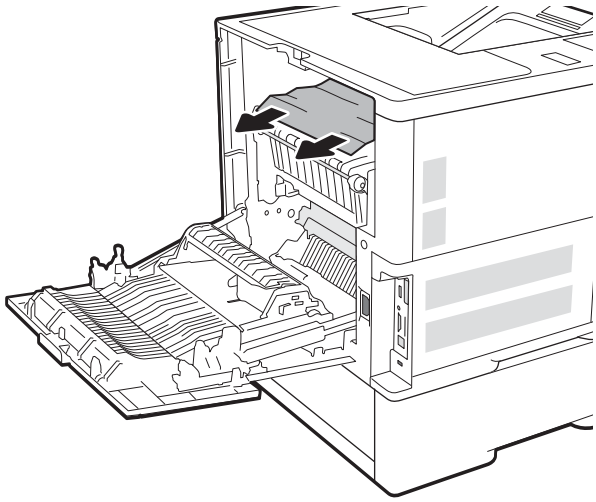


6. Remove the fuser by grasping the two side latches and pulling the fuser straight out of the printer.

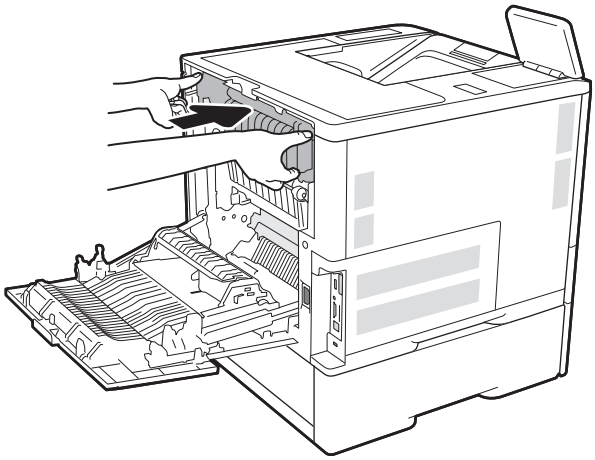
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



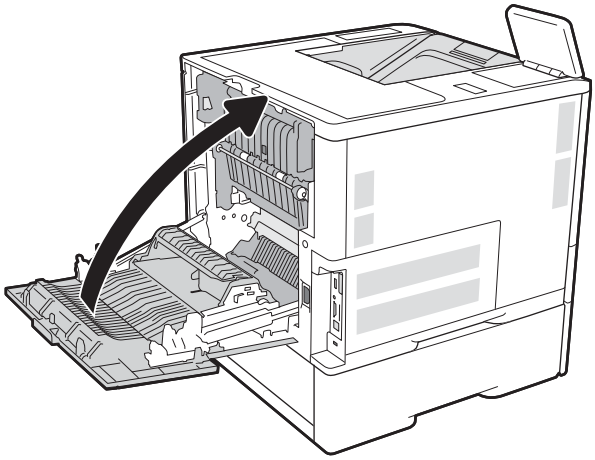
7. Remove any jammed paper from the fuser opening.



8. Reinstall the fuser.



9. Close the rear door

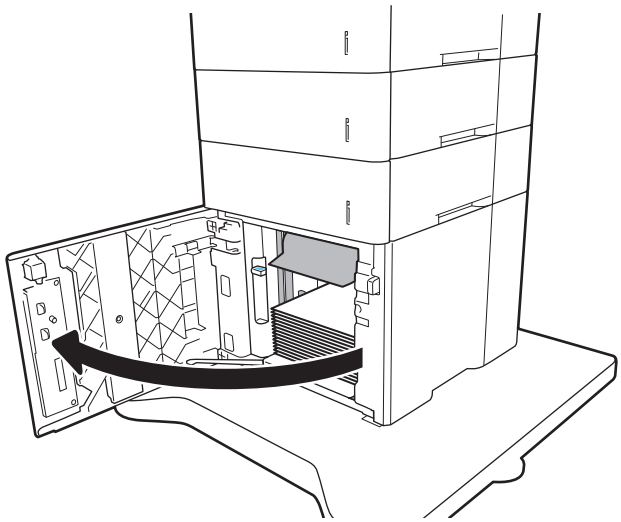


Clear paper jams in the 2,100-sheet high-capacity input tray (13A, 13F)

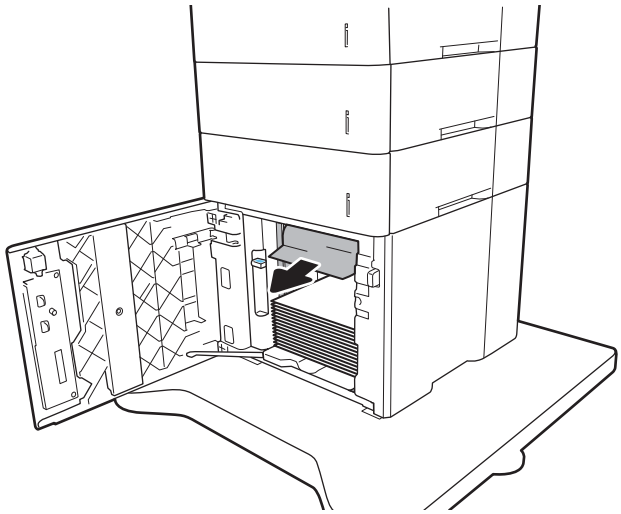
The following information describes how to clear a paper jam in the 2,100-sheet high-capacity tray. When a jam occurs, the control panel displays one of the following messages and an animation that assists in clearing the jam.

- 13.AY.XX Jam in Tray Y, where Y equals the tray number assigned to the HCI
- 13.FF.EE Door Open Jam

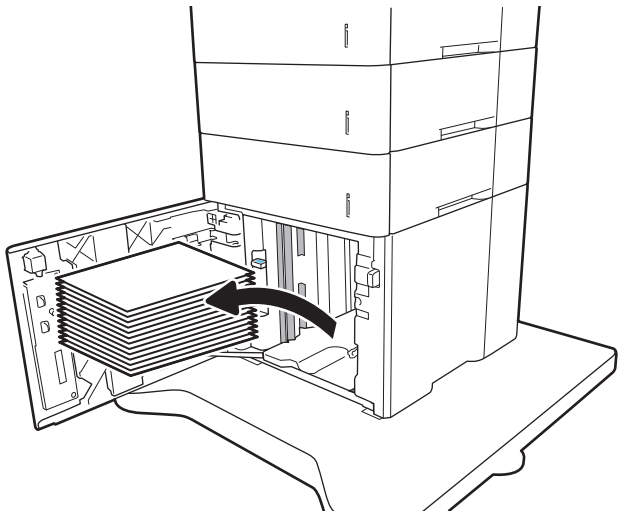
1. Open the 2,100-sheet high-capacity input tray.



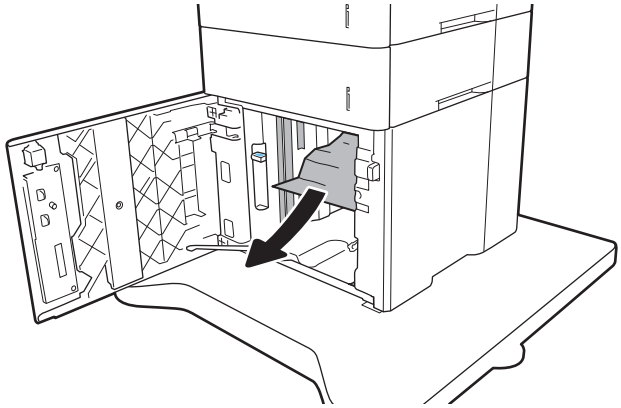
2. Remove and discard any damaged sheets.



3. Remove the paper from the tray.

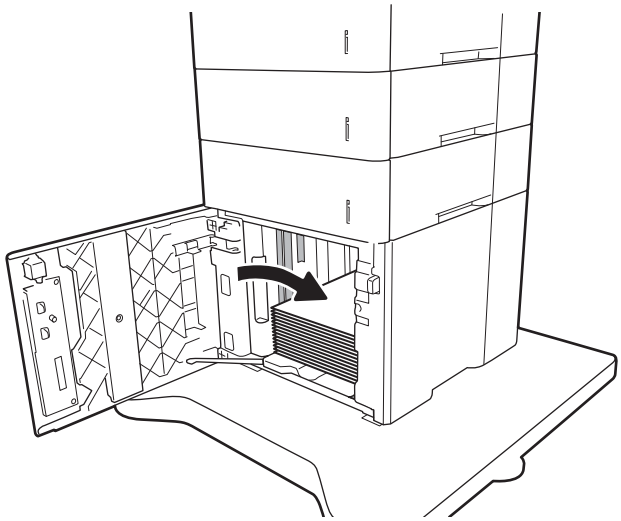


4. If jammed paper is in the feed area, pull it down to remove it.

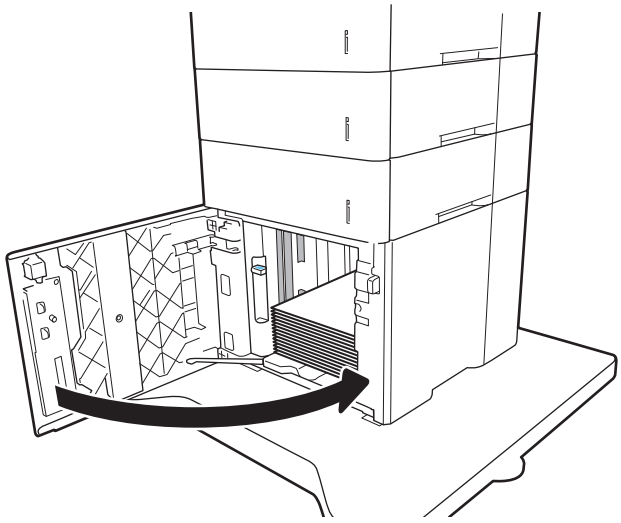


5. Load full reams of paper into the HCI. The tray holds 2,100 sheets of paper.

   NOTE: For best results, load full reams of paper. Avoid dividing reams into smaller sections.



6. Close the HCI door.



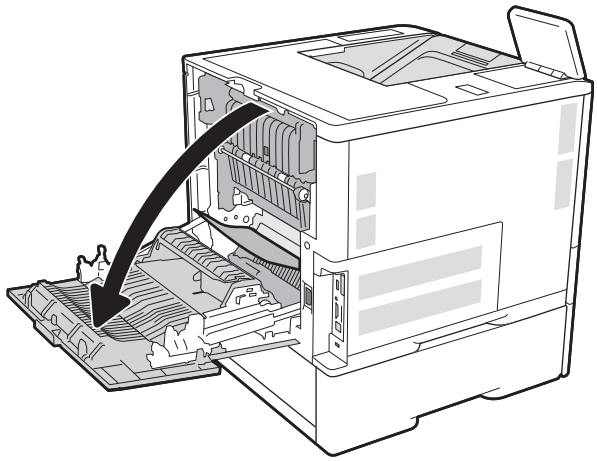
Clear paper jams in the rear door and fuser area (13.B)

Use the following procedure to clear paper jams in the rear door and fuser area. When a jam occurs, the control panel displays one of the following messages and an animation that assists in clearing the jam.

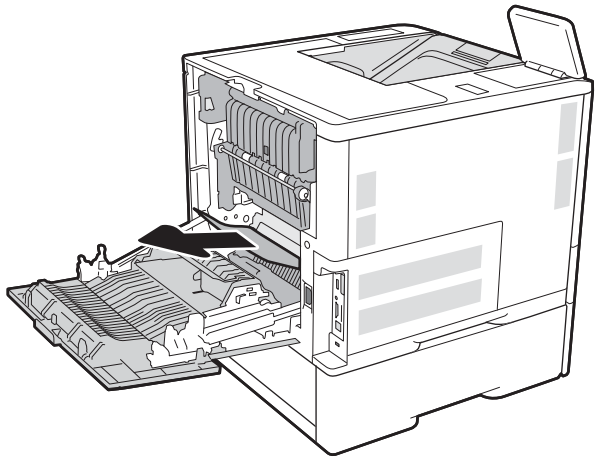
- 13.B2.XX Jam in <cover or door>
- 13.B9.XX Jam in Fuser

⚠ CAUTION: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the rear door.

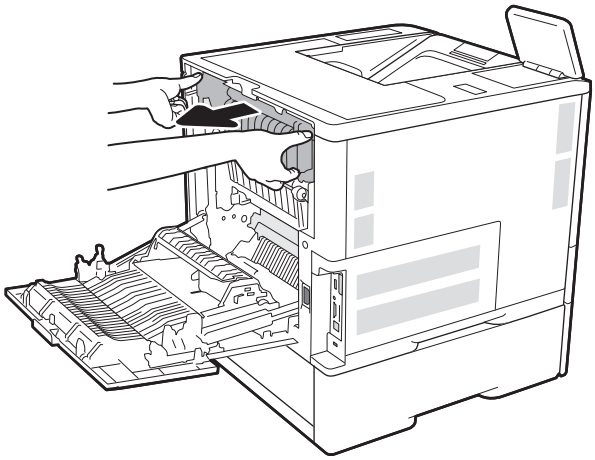


2. Remove any jammed paper.

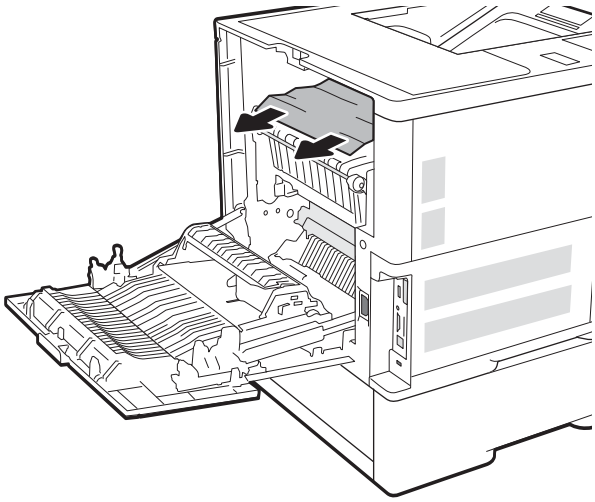


3. Remove the fuser by grasping the two side latches and pulling the fuser straight out of the printer.

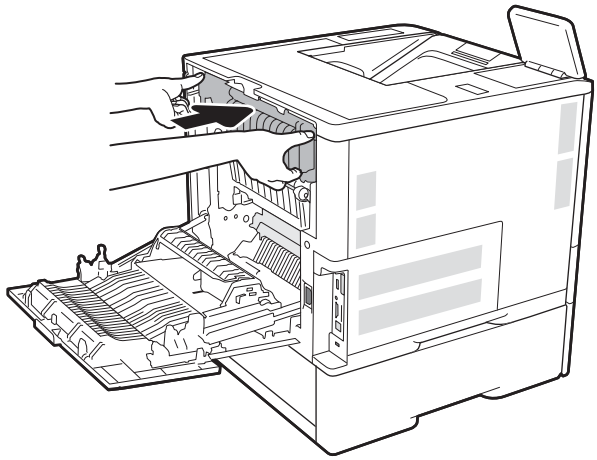
CAUTION: The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.



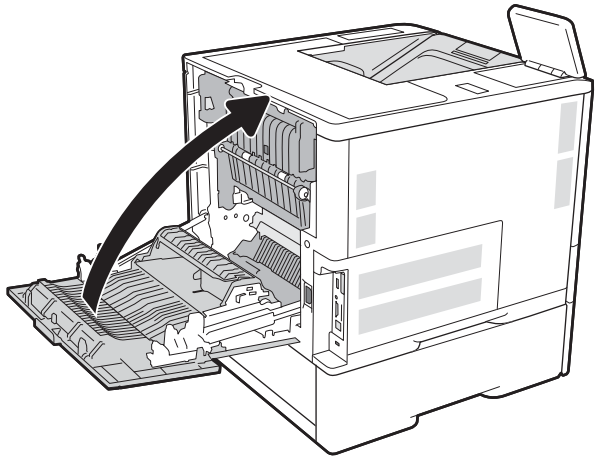
4. Remove any jammed paper from the fuser opening.



5. Reinstall the fuser.



6. Close the rear door

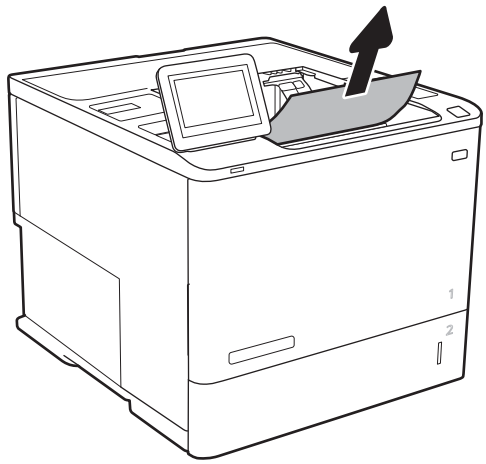


Clear paper jams in the output bin (13.E1)

The following information describes how to clear a paper jam in the output bin. When a jam occurs, the control panel displays the following message and an animation that assists in clearing the jam.

- 13.E1.XX Jam at Standard Output Bin

1. If paper is visible in the output bin, grasp the leading edge and remove it.

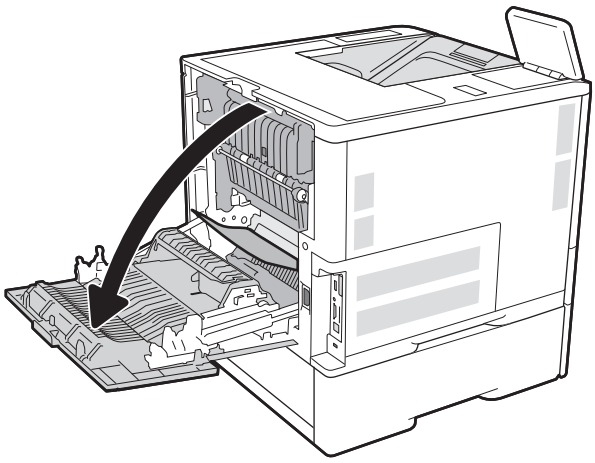


Clear paper jams in the duplexer (13.C, 13.D, 13.B)

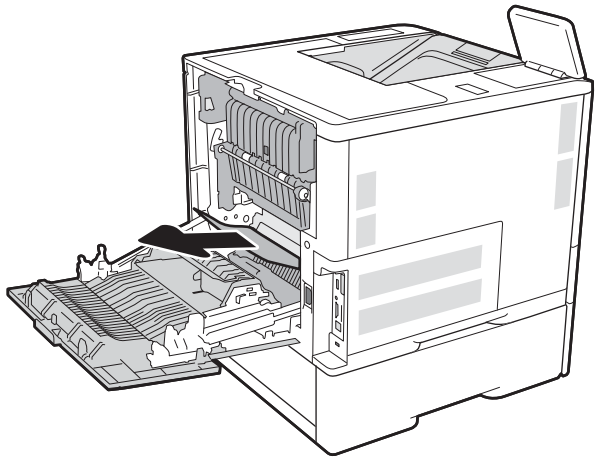
Use the following procedure to check for paper in all possible jam locations in the automatic duplexer. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.CX.XX Jam in Duplexer
- 13.DX.XX Jam in Duplexer
- 13.B2.XX Jam in <cover or door>

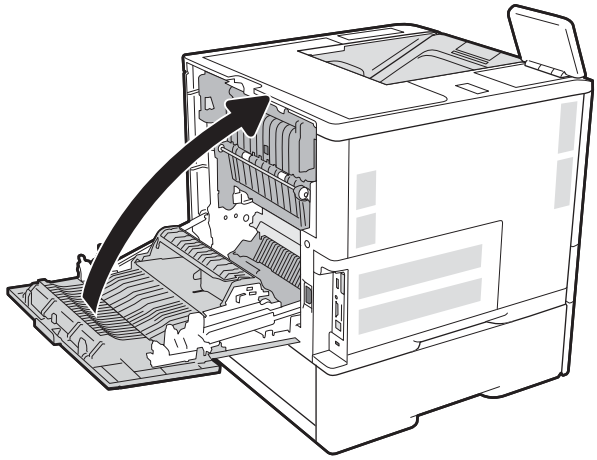
1. Open the rear door.



2. Remove any jammed paper.



3. Close the rear door

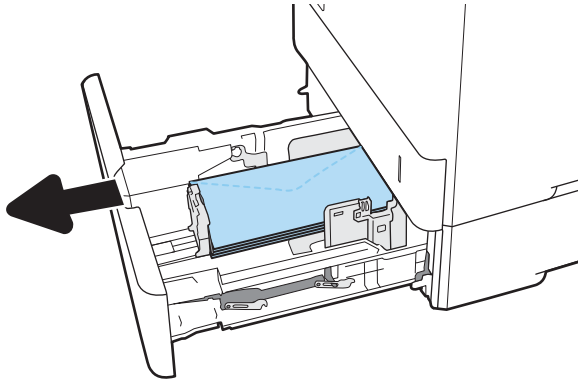


Clear paper jams in the envelope feeder (13.A)

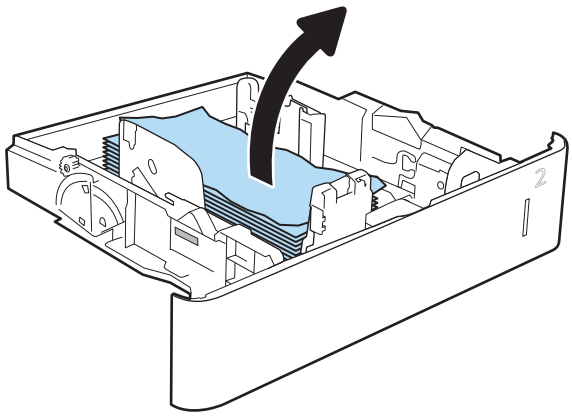
Use the following procedure to clear jams in the envelope feeder. When a jam occurs, the control panel displays one of the following messages and an animation that assists in clearing the jam.

- 13.A3.XX Jam in Tray 3
- 13.A4.XX Jam in Tray 4

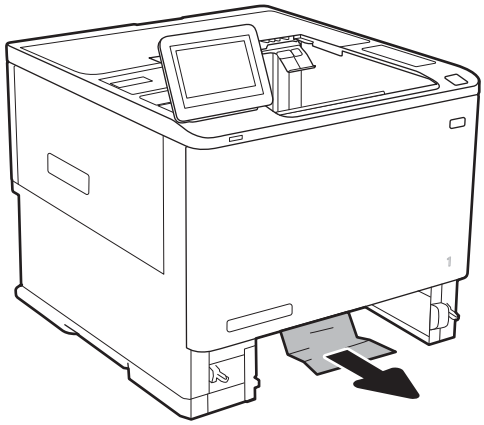
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



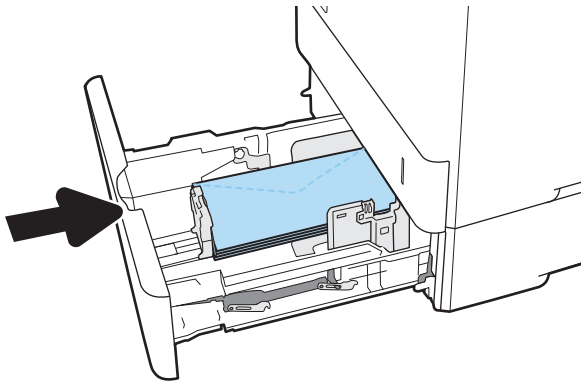
2. Remove any jammed or damaged envelopes from the tray.



3. Remove any envelopes from the feed rollers inside the printer.



4. Reinsert and close the tray.

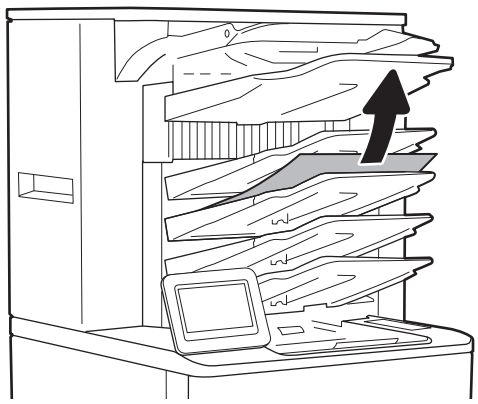


Clear paper jams in the 5-bin Multi-bin Mailbox with Stapler (13.E, 13.7)

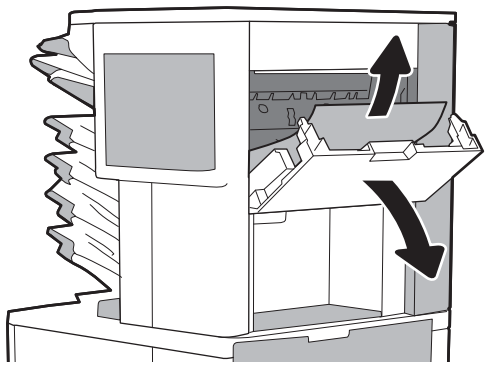
The following information describes how to clear a paper jam in the stapling mailbox. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.E1.XX Jam at Standard Output Bin
- 13.70.XX MBM Jam

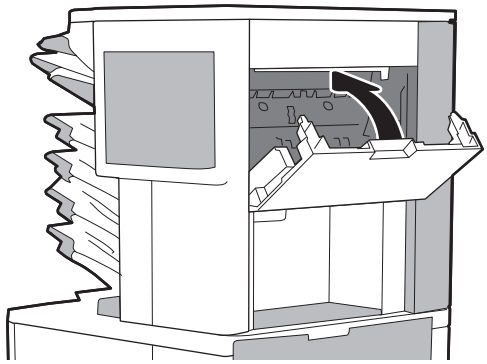
1. Remove any jammed paper from the output bins.



2. Open the jam-access door on the back side of the stapling mailbox. If jammed paper is visible inside the jam-access door, pull it straight up to remove it.



3. Close the jam access door.

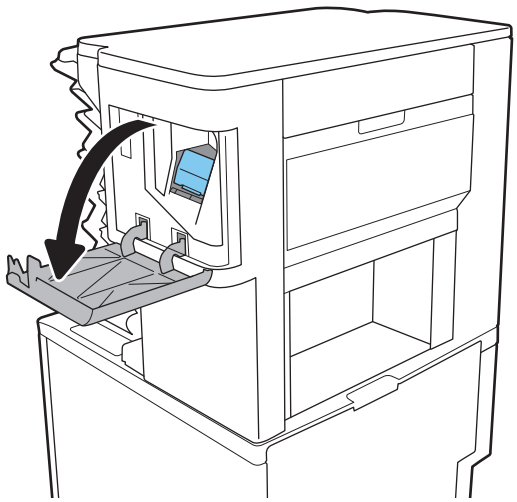


Clear staple jams in the 5-bin Multi-bin Mailbox with Stapler (13.8)

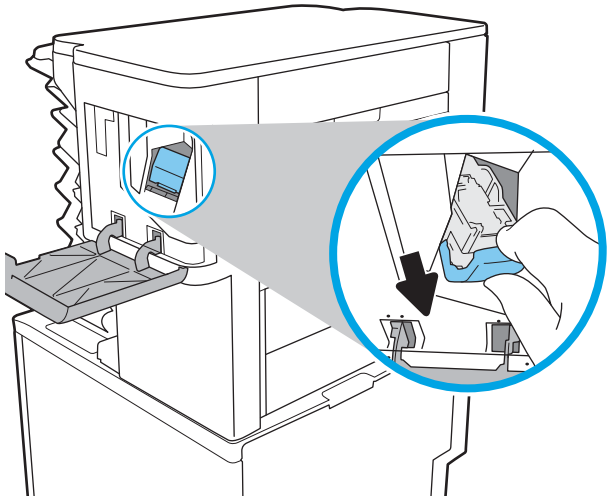
The following information describes how to clear a staple jam in the stapling mailbox. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.8X.XX – Stapler/Stacker Jam

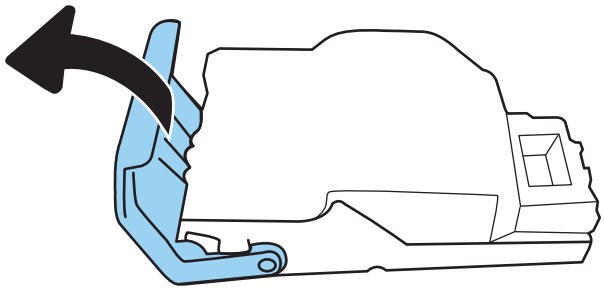
1. Open the stapler door.



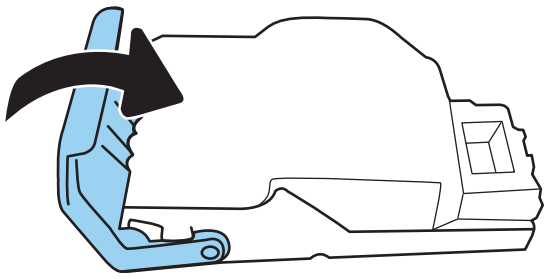
2. Pull the colored handle on the staple cartridge, and then pull the staple cartridge straight out.



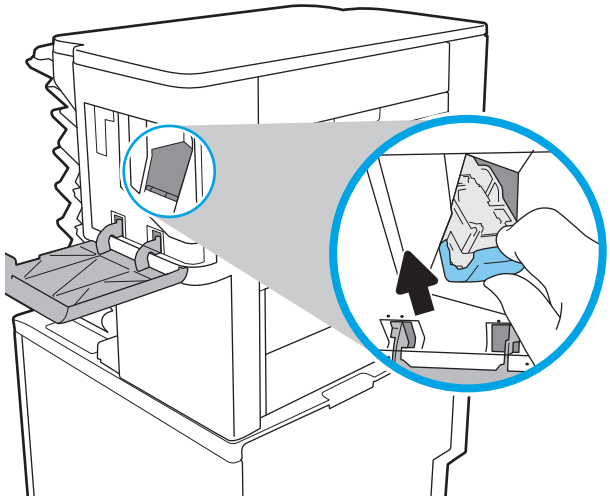
3. Lift up on the small lever at the back of the staple cartridge.



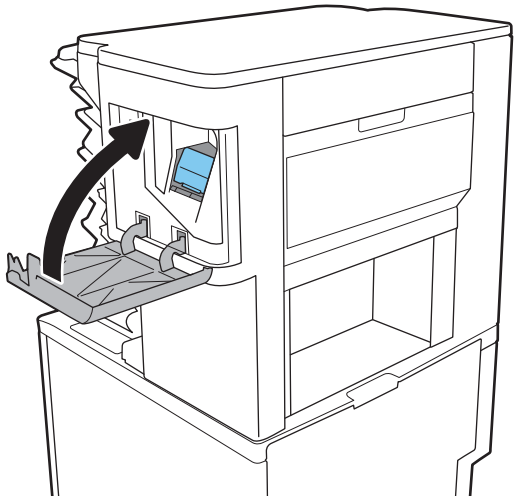
4. Remove the jammed staples.
5. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.



6. Insert the staple cartridge into the stapler and push the colored handle until it snaps into place.



7. Close the stapler door.



Resolving mono print quality problems

Introduction

Use the information below to troubleshoot print-quality and image-quality problems on mono (black and white) HP LaserJet Enterprise printers.

The troubleshooting steps can help resolve the following defects:

- Blank pages
- Black pages
- Curled paper
- Dark or light bands
- Dark or light streaks
- Fuzzy print
- Gray background or dark print
- Light print
- Loose toner
- Missing toner
- Scattered dots of toner
- Skewed images
- Smears
- Streaks

Troubleshoot print quality

To resolve print-quality issues, try these steps in the order presented.

To troubleshoot specific image defects, see **Troubleshoot Image Defects**.

Update the printer firmware

Try updating the printer firmware. For more information, go to www.hp.com/support and select the option to **Get software and drivers**. Then follow the prompts to navigate to the firmware download for the printer.

Print from a different software program

Try printing from a different software program. If the page prints correctly, the problem is with the software program from which you were printing.

Check the paper-type setting for the print job

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

Check the paper type setting on the printer

1. Open the tray.
2. Verify that the tray is loaded with the correct type of paper.
3. Close the tray.
4. Follow the control panel instructions to confirm or modify the paper type settings for the tray.

Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** drop-down list, click the **More...** option.
5. Expand the list of **Type is:** options.
6. Expand the category of paper types that best describes your paper.
7. Select the option for the type of paper you are using, and click the **OK** button.
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

Check the paper type setting (macOS)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

Check toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Print the supplies status page

1. From the Home screen on the printer control panel, select the Reports menu.
2. Select the Configuration/Status Pages menu.
3. Select Supplies Status Page, and then select Print to print the page.

Step two: Check supplies status

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

   Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

   The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

   If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

   A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

During the printing process paper, toner, and dust particles can accumulate inside the printer and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks.

Follow these steps to clean the printer's paper path.

1. From the Home screen on the printer control panel, select the Support Tools menu.
2. Select the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Cleaning Page
3. Select Print to print the page.

   A **Cleaning...** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridges from the printer, and verify that the sealing tape has been removed.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum.

   ⚠ CAUTION: Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

The environment can directly affect print quality and is a common cause for print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.
- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. From the Home screen on the printer control panel, select the Settings menu.
2. Select the following menus:
   - Copy/Print or Print
   - Print Quality
   - Image Registration
3. Select Tray, and then select the tray to adjust.
4. Select Print Test Page, and then follow the instructions on the printed pages.

5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.
6. Select Done to save the new settings.

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: www.hp.com/support/ljM610, www.hp.com/support/ljM611, or www.hp.com/support/ljM612.

HP PCL.6 driver	If available, this printer-specific print driver supports older operating systems like Windows® XP and Windows Vista®. For a list of supported operating systems, go to www.hp.com/go/support.
HP PCL 6 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP PCL-6 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP UPD PS driver	• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support
HP UPD PCL 6	• Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Check the EconoMode settings

HP does not recommend the full-time use of EconoMode. If EconoMode is used full-time, the toner supply might outlast the mechanical parts in the toner cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the toner cartridge.

NOTE: This feature is available with the PCL 6 print driver for Windows. If you are not using that driver, you can enable the feature by using the HP Embedded Web Server.

Follow these steps if the entire page is too dark or too light.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.
4. If the entire page is too dark, use these settings:

- Select the **600 dpi** option, if available.
- Select the **EconoMode** check box to enable it.

If the entire page is too light, use these settings:

- Select the **FastRes 1200** option, if available.
- Clear the **EconoMode** check box to disable it.

5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog, click the **OK** button to print the job.

Adjust print density

Complete the following steps to adjust the print density.

1. From the Home screen on the printer control panel, select the Settings menu.
2. Open the following menus:
   - Copy/Print or Print
   - Print Quality
   - Toner Density
3. Move the slider toward either Less or More to the desired density setting.

Troubleshoot image defects

Table 6-2 Image defects table quick reference

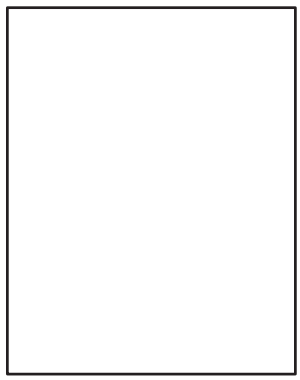
Table 6-9 Light print on page 132	Table 6-7 Gray background or dark print on page 131	Table 6-5 Blank page — No print on page 130
		

Table 6-2 Image defects table quick reference (continued)

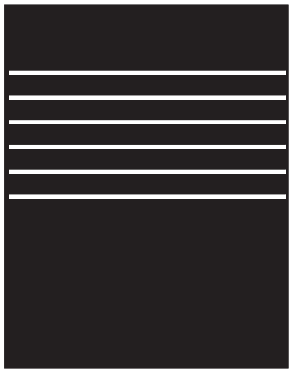
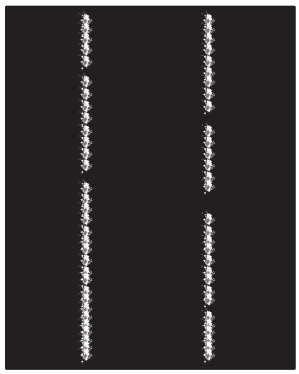
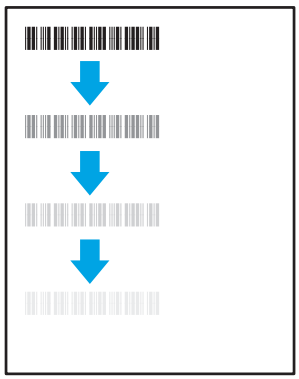
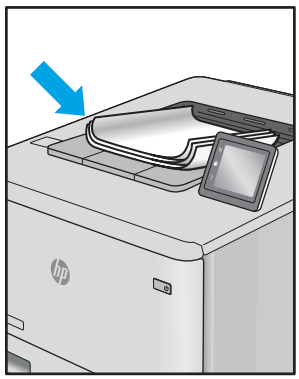
Table 6-4 Black page on page 129	Table 6-3 Banding defects on page 129	Table 6-11 Streak defects on page 134
		
Table 6-6 Fixing/fuser defects on page 130	Table 6-8 Image placement defects on page 131	Table 6-10 Output defects on page 133
		

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure that the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.

NOTE: The term “fusing” refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer short-edge first.

Table 6-3 Banding defects

Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 6-4 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge 4. If the issue persists, go to support.hp.com.

Table 6-5 Blank page — No print

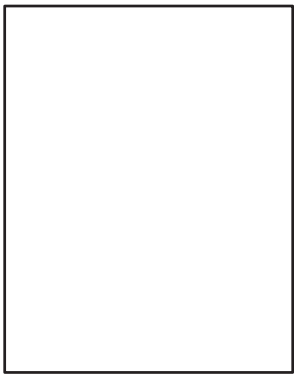
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 6-6 Fixing/fuser defects

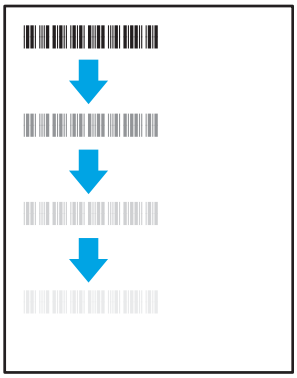
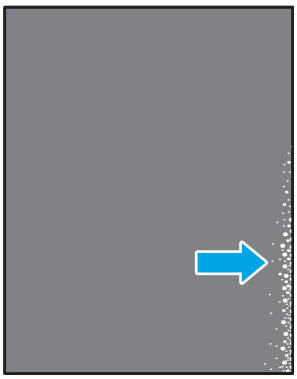
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 6-7 Gray background or dark print

Sample	Description	Possible solutions
	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 6-8 Image placement defects

Sample	Description	Possible solutions
	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 6-9 Light print

Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 6-10 Output defects

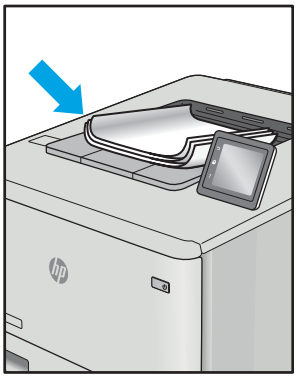
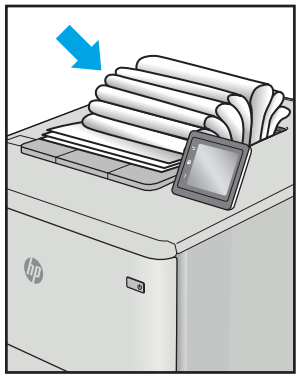
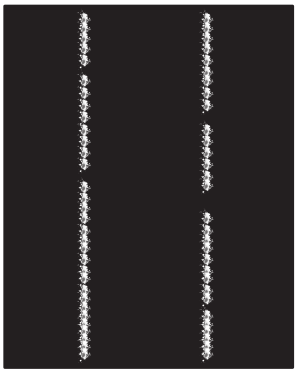
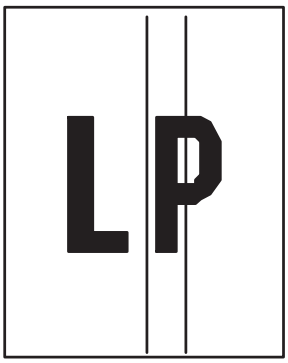
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly-opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: • Extreme paper curl • The paper in the tray is wrinkled or deformed • The paper is a non-standard paper type, such as envelopes • The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly-opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 6-11 Streak defects

Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. If the issue persists, go to support.hp.com. NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Solve wired network problems

Introduction

Certain types of problems can indicate there is a network communication problem. These problems include the following issues:

- The periodic loss of ability to communicate with the printer
- The printer cannot be found during driver installation
- A periodic failure to print

NOTE: If you have been experiencing intermittent loss of network connectivity, first update the printer firmware. For instructions on how to update the printer firmware, go to http://support.hp.com, search for your printer, and then search on "update the firmware."

Check the following items to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

- Poor physical connection
- The computer is using the incorrect IP address for the printer
- The computer is unable to communicate with the printer
- The printer is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The printer is disabled, or other network settings are incorrect

NOTE: HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP print drivers. For more information, go to Microsoft at www.microsoft.com.

Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light flashes indicating network traffic, and the green link-status light is continuously lit indicating a network link.
4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.
      - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
      - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
   b. Type `ping` followed by the IP address for your printer.
   c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
3. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
4. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
5. If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
6. If the IP address is correct, delete the printer and then add it again.

The printer is using incorrect link and duplex settings for the network

HP recommends leaving these settings in automatic mode (the default setting). If you change these settings, you must also change them for your network.

New software programs might be causing compatibility problems

Verify that any new software programs are correctly installed and that they use the correct print driver.

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.
2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

1. Review the printer's configuration/networking pages to check the status of the network settings and protocols.
2. Reconfigure the network settings if necessary.

Solve wireless network problems

- Introduction
- Wireless connectivity checklist
- The printer does not print after the wireless configuration completes
- The printer does not print, and the computer has a third-party firewall installed
- The wireless connection does not work after moving the wireless router or printer
- Cannot connect more computers to the wireless printer
- The wireless printer loses communication when connected to a VPN
- The network does not appear in the wireless networks list
- The wireless network is not functioning
- Reduce interference on a wireless network

Introduction

Use the troubleshooting information to help resolve issues.

NOTE: To determine whether HP NFC and Wi-Fi Direct printing are enabled on your printer, print a configuration page from the printer control panel.

NOTE: If you have been experiencing intermittent loss of network connectivity, first update the printer firmware. For instructions on how to update the printer firmware, go to http://support.hp.com, search for your printer, and then search on “update the firmware.”

Wireless connectivity checklist

- For printers that do not support simultaneous wired and wireless connections, verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on. (The wireless network indicator is solid when the printer is connected to a wireless network, and blinking when it is searching for a wireless network.)
- Verify that the service set identifier (SSID) is correct:
  - For a wireless connection to your network, confirm that your mobile device is connecting to the correct router/access point.
  - For a Wi-Fi Direct connection, print a configuration page to determine the printer’s SSID.

  If you are not sure that the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.
- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- If your environment has multiple wireless signals and you need the printer to support dual band networks on both 2.4 GHz and 5 GHz, install the HP Jetdirect 2900nw print server accessory.
- For macOS, verify that the wireless router supports Bonjour.

The printer does not print after the wireless configuration completes

1. Make sure that the printer is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart the computer.
5. Verify that you can open the printer HP Embedded Web Server from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the printer or try to print, make sure that you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless printer on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or printer

1. Make sure that the router or printer connects to the same network that your computer connects to.
2. Print a configuration page.
3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Cannot connect more computers to the wireless printer

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the printer is turned on and in the ready state.
3. Make sure there are not more than 5 concurrent Wireless Print Direct users.
4. Turn off any third-party firewalls on your computer.
5. Make sure that the wireless network is working correctly.
6. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless printer loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network. Make sure the router/access point is advertising the SSID by checking for its SSID in the available networks seen by your mobile device.

The wireless network is not functioning

1. For printers that do not support simultaneous wired and wireless connections, make sure that the network cable is disconnected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
   a. Open a command-line prompt on your computer.
      - For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
      - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
   b. Type `ping` followed by the router IP address.
   c. If the window displays round-trip times, the network is working.
4. Make sure that the router or printer connects to the same network that the computer connects to.
   a. Print a configuration page.
   b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.
   c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless printers on the network.

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