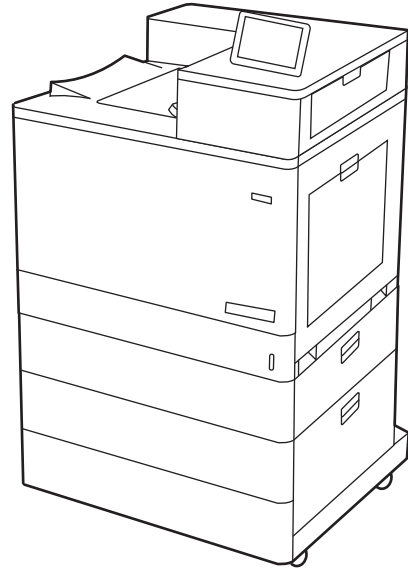
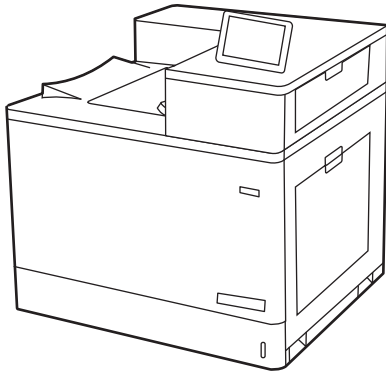




# HP Color LaserJet Enterprise M856

## User Guide



[www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet)  
[www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856)





HP Color LaserJet Enterprise M856

User Guide

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# 1 Printer overview

Review the location of features on the printer, the physical and technical specifications of the printer, and where to locate setup information.

- [Warning icons](#)
- [Potential shock hazard](#)
- [Printer views](#)
- [Printer specifications](#)
- [Printer hardware setup and software installation](#)

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

## For more information:

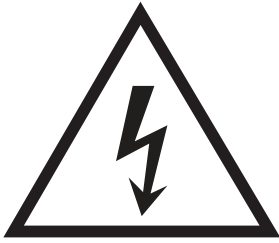
HP's all-inclusive help for the printer includes the following information:

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

## Warning icons

Use caution if you see a warning icon on your HP printer, as indicated in the icon definitions.

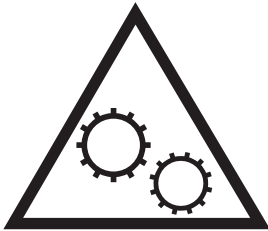
- Caution: Electric shock



- Caution: Hot surface



- Caution: Keep body parts away from moving parts



- Caution: Sharp edge in close proximity



- Warning



## Potential shock hazard

Review this important safety information.



- Read and understand these safety statements to avoid an electrical 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.

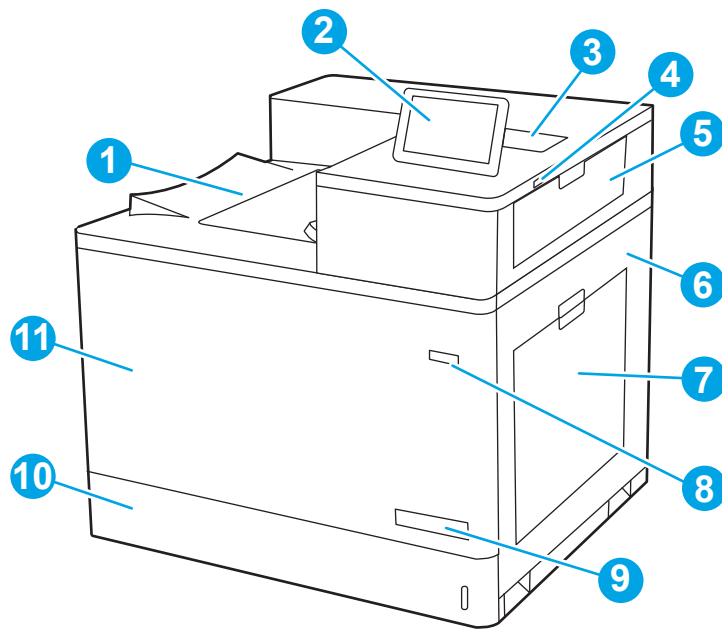
# Printer views

Identify certain parts of the printer and the control panel.

- [Printer front view](#)
- [Printer back view](#)
- [Interface ports](#)
- [Control-panel view](#)

## Printer front view

Locate features on the front of the printer.

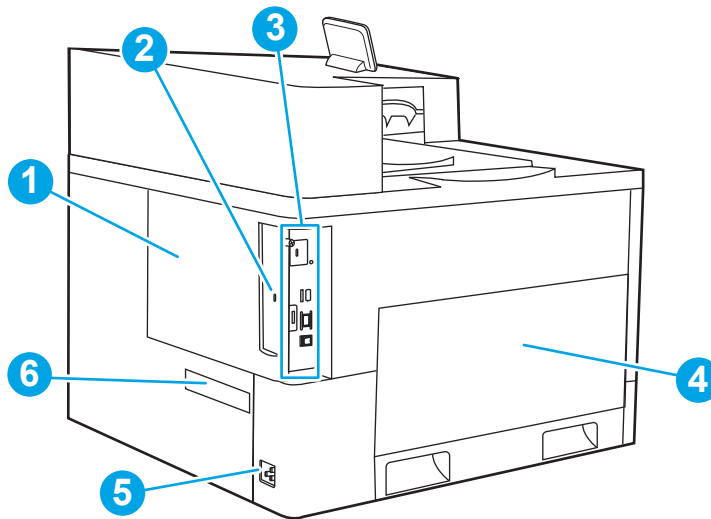


| Number | Description  |
|--------|--|
| 1      | Output bin   |
| 2      | Control panel  |
| 3      | Hardware integration pocket for connecting accessory and third-party devices   |
| 4      | Easy-access USB port<br>Insert a USB flash drive for printing without a computer or to update the printer firmware.<br><b>NOTE:</b> An administrator must enable this port before use. |
| 5      | Upper-right door (access to clear jams)  |
| 6      | Right door (access to the fuser and to clear jams)   |
| 7      | Tray 1   |
| 8      | On/off button  |
| 9      | Model name   |

| Number | Description   |
|--------|---|
| 10     | Tray 2  |
| 11     | Front door (access to the toner cartridges, imaging drums, and waste toner collection unit) |

## Printer back view

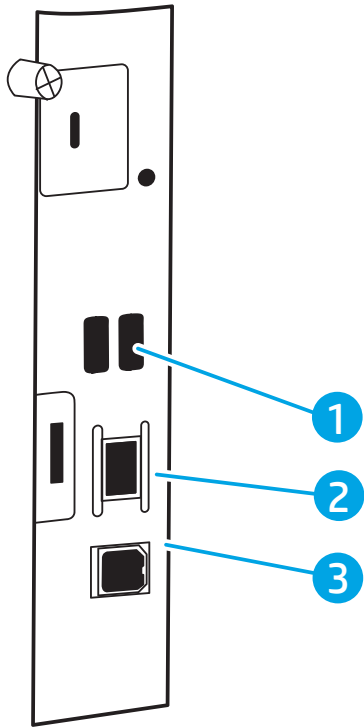
Locate features on the back of the printer.



| Number | Description   |
|--------|---|
| 1      | Formatter cover   |
| 2      | Slot for a cable-type security lock   |
| 3      | Formatter (contains the interface ports)  |
| 4      | Left door (access to the toner-collection unit)   |
|        | <b>NOTE:</b> The front door also must be open in order to access the toner-collection unit. |
| 5      | Power connection  |
| 6      | Serial number and product number label  |

## Interface ports

Locate the interface ports on the printer formatter.




| Number | Description   |
|--------|---|
| 1      | USB ports for connecting external USB devices (these ports might be covered)<br><b>NOTE:</b> For easy-access USB printing, use the USB port near the control panel. |
| 2      | Local area network (LAN) Ethernet 10/100/1000 network port  |
| 3      | Hi-Speed USB 2.0 printing port  |

## Control-panel view

Use the touchscreen control panel to obtain printer and job status information and to configure the printer.

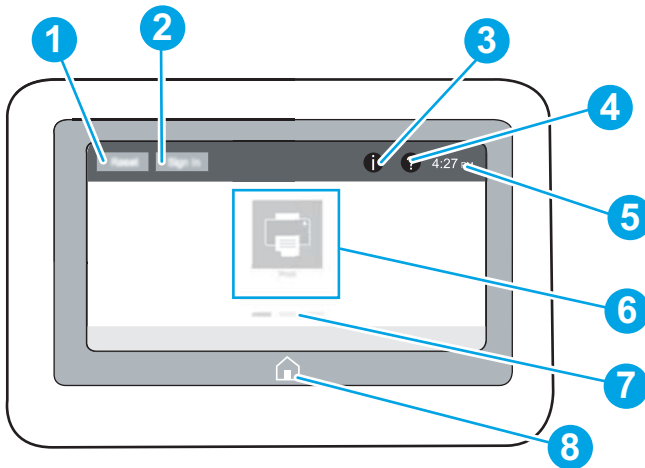
- [How to use the touchscreen control panel](#)

 **NOTE:** Tilt the control panel for easier viewing.







Return to the Home screen at any time by selecting the Home  button at the bottom of the printer control panel.

 **NOTE:** For more information about the printer-control-panel features, go to [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856). Select **Manuals**, and then select **General reference**.

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



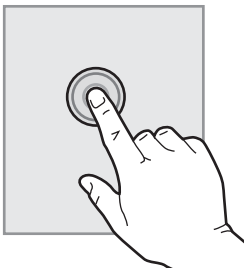
| Number | Item   | Description   |
|--------|--|---|
| 1      | <a href="#">Reset</a> button                               | Select the <a href="#">Reset</a> button to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout).  |
| 2      | <a href="#">Sign In</a> or <a href="#">Sign Out</a> button | Select the <a href="#">Sign In</a> button to open the Sign In screen.<br><br>Select the <a href="#">Sign Out</a> button to sign out of the printer. The printer restores all options to the default settings.<br><br><b>NOTE:</b> This button displays only if the administrator has configured the printer to require permission for access to features. |

| Number | Item   | Description   |
|--------|--|---|
| 3      | Information  button | <p>Select the Information  button to access a screen that provides access to several types of printer information. Select the buttons at the bottom of the screen for the following information:</p> <ul style="list-style-type: none"> <li>• <a href="#">Display Language</a>: Change the language setting for the current user session.</li> <li>• <a href="#">Sleep Mode</a>: Place the printer into sleep mode.</li> <li>• <a href="#">Wi-Fi Direct</a>: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi.</li> <li>• <a href="#">Wireless</a>: View or change wireless connection settings (some models require an optional wireless accessory).</li> <li>• <a href="#">Ethernet</a>: View or change Ethernet connection settings.</li> <li>• <a href="#">HP Web Services</a>: View information to connect and print to the printer using HP Web Services (ePrint).</li> </ul> |
| 4      | Help  button        | <p>Select the Help  button to open the embedded help system.</p> <p>The system provides a list of help topics or information about a topic when using the Home screen, an app, an option, or a feature.</p>  |
| 5      | Current time   | Displays the current time.  |
| 6      | Applications area  | <p>Select any of the icons to open the application. Swipe the screen sideways to access more applications.</p> <p><b>NOTE:</b> The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.</p>  |
| 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      | Select the Home  button to return to the Home screen.  |

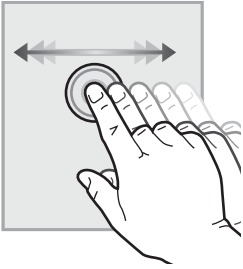
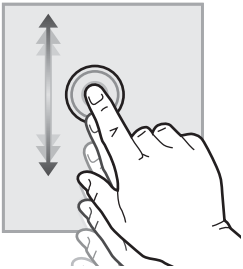
## How to use the touchscreen control panel

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

**Table 1-1** Touchscreen control panel actions

| Action  | Description   | Example  |
|---|---|--|
| <p><b>Touch</b></p>  | <p>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.</p> | <p>Touch the <a href="#">Settings</a> icon to open the <a href="#">Settings</a> app.</p> |

**Table 1-1** Touchscreen control panel actions (continued)

| Action  | Description   | Example  |
|---|---|--|
| Swipe   | Touch the screen and then move your finger horizontally to scroll the screen sideways.  | Swipe until the <a href="#">Settings</a> 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 <a href="#">Settings</a> app.       |
|  |   |  |

# Printer specifications

Determine the specifications for your printer model.

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



**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/colorljM856](http://www.hp.com/support/colorljM856).

## Technical specifications

Review the printer technical specifications.

See [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856) for current information.

### Product numbers for each model

- M856dn - #T3U51A
- M856x - #T3U52A

**Table 1-2 Paper handling specifications**

| Paper handling features   | M856dn   | M856x        |
|---|----------|--------------|
| Tray 1 (100-sheet capacity)   | Included | Included     |
| Tray 2 (550-sheet capacity)   | Included | Included     |
| 550-sheet paper tray  | Optional | Included     |
| <b>NOTE:</b> The M856dn model accepts up to two optional 550-sheet trays. The M856x model accepts one additional optional 550-sheet tray. |          |              |
| 2 x 550-sheet paper tray and stand  | Optional | Included     |
| <b>NOTE:</b> The M856dn model accepts up to two optional 550-sheet trays that may be installed on top of the stand.                       |          |              |
| 2,700-sheet high-capacity input (HCI) paper tray and stand  | Optional | Not included |
| <b>NOTE:</b> The M856dn model accepts up to two optional 550-sheet trays that may be installed on top of the stand.                       |          |              |
| Printer stand   | Optional | Not included |
| <b>NOTE:</b> The M856dn model accepts up to two optional 550-sheet trays that may be installed on top of the stand.                       |          |              |
| Automatic duplex printing   | Included | Included     |



**Table 1-3 Connectivity specifications**

| Connectivity features   | M856dn   | M856x    |
|---|----------|----------|
| 10/100/1000 Ethernet LAN connection with IPv4 and IPv6  | Included | Included |
| Hi-Speed USB 2.0  | Included | Included |
| Easy-access USB port for printing from a USB flash drive or upgrading the firmware                | Included | Included |
| Hardware Integration Pocket for connecting accessory and third-party devices                      | Included | Included |
| HP Internal USB Ports   | Included | Included |
| HP Jetdirect 2900nw Print Server accessory for Wi-Fi connectivity and an additional Ethernet port | Optional | Optional |
| HP Jetdirect 3100w accessory for Wi-Fi, BLE, NFC, and proximity badge reading                     | Optional | Included |

**Table 1-4 Print specifications**

| Print features  | M856dn   | M856x    |
|---|----------|----------|
| Prints 55 pages per minute (ppm) on Letter-size paper and 56 ppm on A4-size paper | Included | Included |
| Easy-access USB printing for printing from a USB flash drive                      | Included | Included |
| Store jobs in the printer memory to print later or print privately                | Included | Included |

**Table 1-5 Mass storage specifications**

| Mass storage features                        | M856dn   | M856x    |
|--|----------|----------|
| 16 GB embedded Multi-Media Controller (eMMC) | Included | Included |
| Encrypted FIPS HDD                           | Optional | Optional |

**Table 1-6 Other specifications**

| Other features  | M856dn   | M856x    |
|---|----------|----------|
| Memory: 1.5 GB base memory  | Included | Included |
| <b>NOTE:</b> Memory reported on the configuration page will change from 1.5 GB to 2 GB with the optional 1 GB SODIMM installed. |          |          |
| Security: HP Trusted Platform Module (TPM)  | Included | Included |
| Control panel: 4.3-inch color touchscreen   | Included | Included |

## Supported operating systems

Use the following information to ensure printer compatibility with your computer operating system.

**Linux:** For information and print drivers for Linux, go to [www.hp.com/go/linuxprinting](http://www.hp.com/go/linuxprinting).

**UNIX:** For information and print drivers for UNIX®, go to [www.hp.com/go/unixmodelscripts](http://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](http://123.hp.com/LaserJet) to install the HP print driver. Or, go to the printer-support website for this printer: [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856) 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](http://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](http://123.hp.com/LaserJet).
2. Follow the steps provided to download the printer software.

**Table 1-7 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 8.1, 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 | Download HP Easy Start from <a href="http://123.hp.com/LaserJet">123.hp.com/LaserJet</a> , and then use it to install the print driver.   |

 **NOTE:** Supported operating systems can change.

 **NOTE:** For a current list of supported operating systems and HP’s all-inclusive help for the printer, go to [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

 **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](http://www.hp.com/go/upd). Under **Additional information**, click **Specifications**.

**Table 1-8** Minimum system requirements

| Windows  | macOS   |
|--|---|
| <ul style="list-style-type: none"><li>• Internet connection</li><li>• Dedicated USB 1.1 or 2.0 connection or a network connection</li><li>• 2 GB of available hard-disk space</li><li>• 1 GB RAM (32-bit) or 2 GB RAM (64-bit)</li></ul> | <ul style="list-style-type: none"><li>• Internet connection</li><li>• Dedicated USB 1.1 or 2.0 connection or a network connection</li><li>• 1.5 GB of available hard-disk space</li></ul> |


 **NOTE:** The Windows software installer installs the HP Smart Device Agent Base service. The file size is less than 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 [www.hp.com](http://www.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](http://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
- HP Roam

## Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.

**Table 1-9** Dimensions for the base printer—M856dn

| Dimension | Printer fully closed | Printer fully opened |
|-----------|----------------------|----------------------|
| Height    | 520 mm (20.5 in)     | 592 mm (23.3 in)     |

**Table 1-9** Dimensions for the base printer—M856dn (continued)

| Dimension                      | Printer fully closed | Printer fully opened |
|--------------------------------|----------------------|----------------------|
| Depth                          | 610 mm (24.0 in)     | 1018 mm (40.1 in)    |
| Width                          | 556 mm (21.9 in)     | 1051 mm (41.4 in)    |
| Weight (with toner cartridges) | 52.3 kg (115.3 lb)   | 52.3 kg (115.3 lb)   |

**Table 1-10** Dimensions for the M856x printer

| Dimension                                   | Printer and accessories fully closed | Printer and accessories fully opened |
|---|--------------------------------------|--------------------------------------|
| Height                                      | 970 mm (38.2 in)                     | 1042 mm (41 in)                      |
| Depth <sup>1</sup>                          | 659 mm (25.9 in)                     | 1070 mm (42.1 in)                    |
| Width <sup>1</sup>                          | 556 mm (21.9 in)                     | 1051 mm (41.4 in)                    |
| Weight <sup>1</sup> (with toner cartridges) | 85.4 kg (188.3 lb)                   | 85.4 kg (188.3 lb)                   |

<sup>1</sup> Does not include stability feet.

**Table 1-11** Dimensions for the 550-sheet paper tray

| Dimension | Accessory fully closed                    | Accessory fully open                      |
|-----------|---|---|
| Height    | 150 mm (5.9 in) (includes alignment pins) | 150 mm (5.9 in) (includes alignment pins) |
| Depth     | 584 mm (23 in)                            | 1003 mm (39.5 in)                         |
| Width     | 556 mm (21.9 in)                          | 640 mm (25.2 in)                          |
| Weight    | 10.2 kg (22.5 lb)                         | 10.2 kg (22.5 lb)                         |

**Table 1-12** Dimensions for the printer with one 550-sheet paper tray

| Dimension | Printer fully closed | Printer fully opened |
|-----------|----------------------|----------------------|
| Height    | 646 mm (25.4 in)     | 718 mm (28.3 in)     |
| Depth     | 610 mm (24.0 in)     | 1034 mm (40.7 in)    |
| Width     | 556 mm (21.9 in)     | 1051 mm (41.4 in)    |
| Weight    | 62.5 kg (137.8 lb)   | 62.5 kg (137.8 lb)   |

**Table 1-13** Dimensions for the 2 x 550-sheet paper tray and stand

| Dimension          | Accessory fully closed                     | Accessory fully open                       |
|--------------------|--|--|
| Height             | 347 mm (13.7 in) (includes alignment pins) | 347 mm (13.7 in) (includes alignment pins) |
| Depth <sup>1</sup> | 659 mm (25.9 in)                           | 1074 mm (42.3 in)                          |
| Width <sup>1</sup> | 556 mm (21.9 in)                           | 771 mm (30.4 in)                           |

**Table 1-13** Dimensions for the 2 x 550-sheet paper tray and stand (continued)

| Dimension           | Accessory fully closed | Accessory fully open |
|---------------------|------------------------|----------------------|
| Weight <sup>1</sup> | 22.9 kg (50.5 lb)      | 22.9 kg (50.5 lb)    |

<sup>1</sup> Does not include stability feet.

**Table 1-14** Dimensions for the printer with the 2 x 550-sheet paper tray and stand

| Dimension           | Printer and accessories fully closed | Printer and accessories fully opened |
|---------------------|--------------------------------------|--------------------------------------|
| Height              | 844 mm (33.2 in)                     | 916 mm (36.1 in)                     |
| Depth <sup>1</sup>  | 659 mm (25.9 in)                     | 1074 mm (42.3 in)                    |
| Width <sup>1</sup>  | 556 mm (21.9 in)                     | 1051 mm (41.4 in)                    |
| Weight <sup>1</sup> | 75.2 kg (165.8 lb)                   | 75.2 kg (165.8 lb)                   |

<sup>1</sup> Does not include stability feet.

**Table 1-15** Dimensions for the high-capacity input paper tray and stand

| Dimension           | Accessory fully closed | Accessory fully open        |
|---------------------|------------------------|-----------------------------|
| Height              | 347 mm (13.7 in)       | 347 mm (13.7 in)            |
| Depth <sup>1</sup>  | 659 mm (25.9 in)       | 1064 mm (41.9 in)           |
| Width <sup>1</sup>  | 556 mm (21.9 in)       | Door open: 771 mm (30.4 in) |
| Weight <sup>1</sup> | 28.2 kg (62.2 lb)      | 28.2 kg (62.2 lb)           |

<sup>1</sup> Does not include stability feet.

**Table 1-16** Dimensions for the printer with the high-capacity input paper tray and stand

| Dimension           | Printer and accessories fully closed | Printer and accessories fully opened |
|---------------------|--------------------------------------|--------------------------------------|
| Height              | 844 mm (33.2 in)                     | 916 mm (36.1 in)                     |
| Depth <sup>1</sup>  | 663 mm (26.1 in)                     | 1064 mm (41.9 in)                    |
| Width <sup>1</sup>  | 585 mm (23 in)                       | 1051 mm (41.4 in)                    |
| Weight <sup>1</sup> | 80.5 kg (177.5 lb)                   | 80.5 kg (177.5 lb)                   |

<sup>1</sup> Does not include stability feet.

**Table 1-17** Dimensions for the stand

| Dimension           | Accessory fully closed | Accessory fully open |
|---------------------|------------------------|----------------------|
| Height              | 347 mm (13.7 in)       | 347 mm (13.7 in)     |
| Depth <sup>1</sup>  | 659 mm (25.9 in)       | 1185 mm (46.7 in)    |
| Width <sup>1</sup>  | 556 mm (21.9 in)       | 556 mm (21.9 in)     |
| Weight <sup>1</sup> | 19 kg (41.9 lb)        | 19 kg (41.9 lb)      |

<sup>1</sup> Does not include stability feet.

**Table 1-18** Dimensions for the printer with the stand

|                     | Printer and accessories fully closed | Printer and accessories fully opened |
|---------------------|--------------------------------------|--------------------------------------|
| Height              | 844 mm (33.2 in)                     | 916 mm (36.1 in)                     |
| Depth <sup>1</sup>  | 659 mm (25.9 in)                     | 1185 mm (46.7 in)                    |
| Width <sup>1</sup>  | 556 mm (21.9 in)                     | 1051 mm (41.4 in)                    |
| Weight <sup>1</sup> | 68.1 kg (150.2 lb)                   | 68.1 kg (150.2 lb)                   |

<sup>1</sup> Does not include stability feet.

## Power consumption, electrical specifications, and acoustic emissions

In order to operate properly, the printer must be in an environment that meets certain power specifications.

See [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856) 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

In order to operate properly, the printer must be in an environment that meets certain specifications.

**Table 1-19** Operating-environment specifications

| Environment       | Recommended                       | Allowed                       |
|-------------------|-----------------------------------|-------------------------------|
| Temperature       | 15° to 27°C (59° to 80.6°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/colorljM856](http://www.hp.com/support/colorljM856) for HP's all-inclusive help for the printer, which 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
- Find instructions about how to use the Microsoft Add Printer tool

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## 2 Paper trays

Discover how to load and use the paper trays, including how to load special items such as envelopes and labels.

- [Introduction](#)
- [Load paper to Tray 1 \(multipurpose tray\)](#)
- [Load paper to Tray 2](#)
- [Load paper to the 550-sheet paper tray](#)
- [Load paper to the 2 x 550-sheet paper trays](#)
- [Load paper to the 2,700-sheet high-capacity input paper trays](#)
- [Load and print envelopes](#)
- [Load and print labels](#)

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

### For more information:


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

Use caution when loading the paper trays.

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 **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.

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## Load paper to Tray 1 (multipurpose tray)

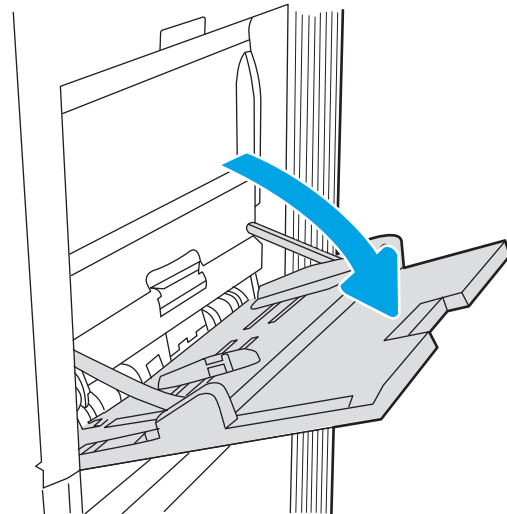
The following information describes how to load paper into Tray 1.

- [Load Tray 1 \(multipurpose tray\)](#)
- [Tray 1 paper orientation](#)
- [Use alternative letterhead mode](#)

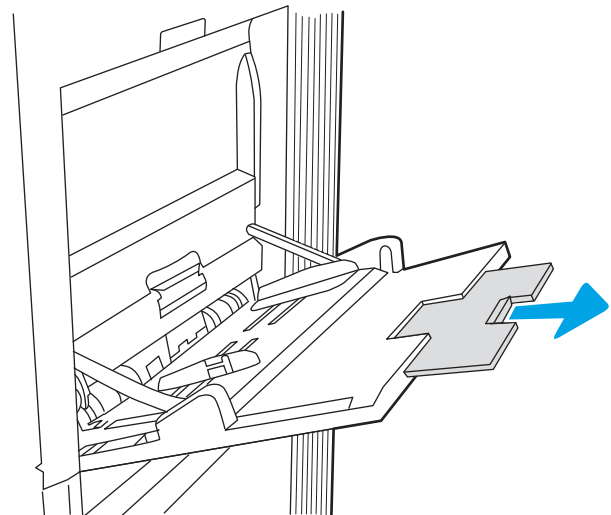
### Load Tray 1 (multipurpose tray)

Use the following process to load paper into Tray 1.

1. Open Tray 1.



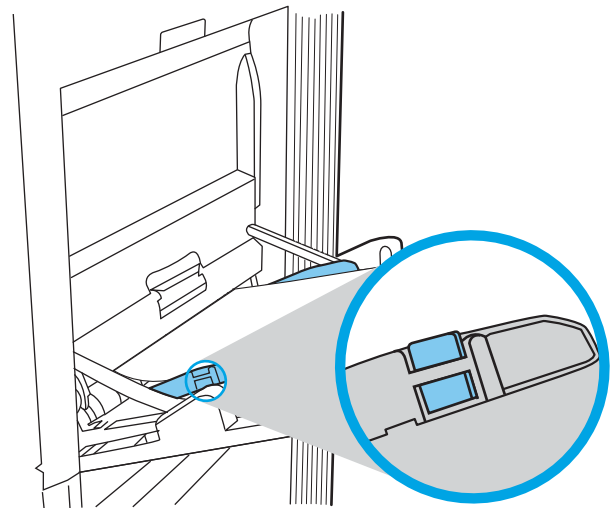
2. Pull out the tray extension to support the paper.



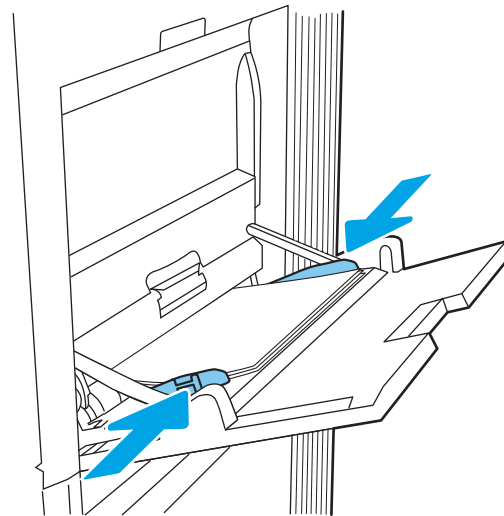
- Use the blue adjustment latch to spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 20](#).

Make sure that the paper fits under the fill line on the paper guides.

**NOTE:** The maximum stack height is 10 mm (0.4 in), or approximately 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper.



- Using the blue adjustment latch, adjust the side guides so that they lightly touch the paper stack, but do not bend it.



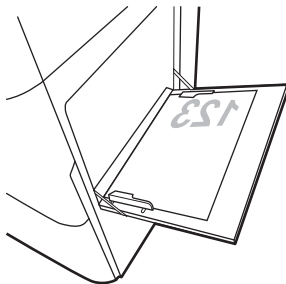
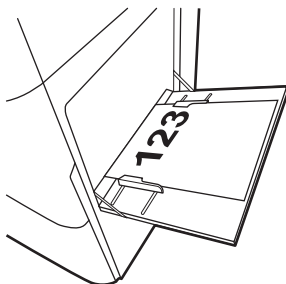
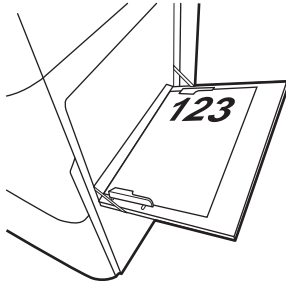
## Tray 1 paper orientation

Position paper correctly in Tray 1 to ensure the best print quality.

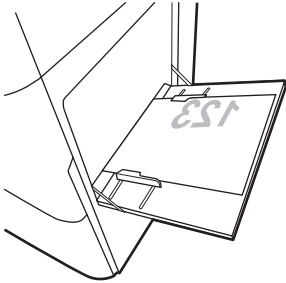
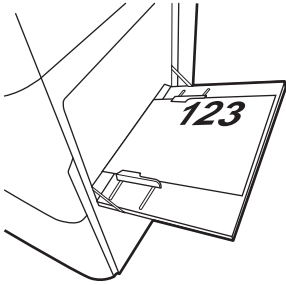
**Table 2-1** Letterhead or preprinted—portrait

| Duplex mode      | Paper size   | How to load paper                                 |
|------------------|--|---|
| 1-sided printing | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | Face-down<br>Bottom edge leading into the printer |

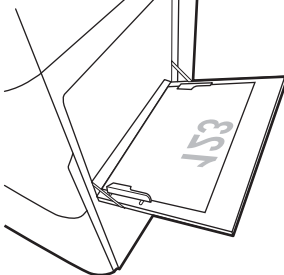
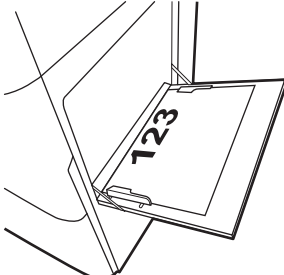
**Table 2-1 Letterhead or preprinted—portrait (continued)**

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| 1-sided printing   | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Left side of pre-printed image leading into the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>   |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Top edge leading into the printer</p>   |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-up</p> <p>Right side of pre-printed image leading into the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |

**Table 2-2 Letterhead or preprinted—landscape**

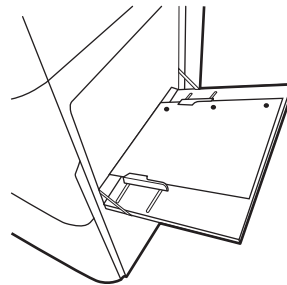
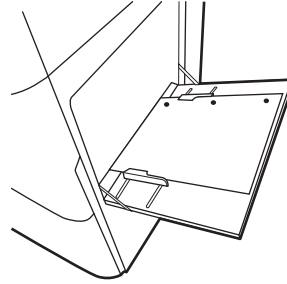
| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| 1-sided printing   | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Left side of pre-printed image leading into the printer</p>      |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Right side of the pre-printed image leading into the printer</p>  |

**Table 2-2** Letterhead or preprinted—landscape (continued)

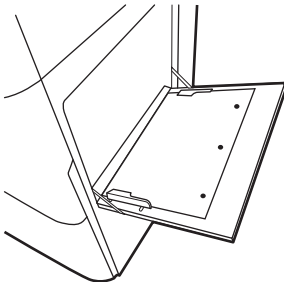
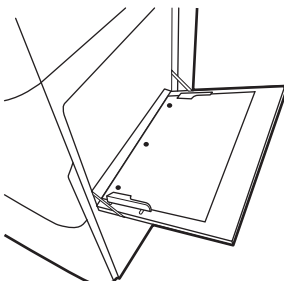
| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| 1-sided printing   | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm) | <p>Face-down</p> <p>Bottom edge leading into the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm) | <p>Face-up</p> <p>Top edge leading into the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>      |

**Table 2-3** Prepunched—portrait

| Duplex mode  | Paper size   | How to load paper                                 |
|--|--|---|
| 1-sided printing   | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | Face-down<br>Holes toward the back of the printer |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, RA3, SRA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | Face-up<br>Holes toward the back of the printer   |



**Table 2-4** Prepunched—landscape

| Duplex mode  | Paper size   | How to load paper   |
|--|--|---|
| 1-sided printing   | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm) | <p>Face-down</p> <p>Holes away from the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, Executive, A5, 16K (197x273 mm) 16K (195x270 mm), 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm) | <p>Face-up</p> <p>Holes towards the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>     |

## 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.

- [Enable Alternative Letterhead Mode by using the printer control-panel menus](#)

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

Use the [Settings](#) menu to set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and open the [Settings](#) menu.
2. Open the following menus:
  - a. [Copy/Print](#) or [Print](#)
  - b. [Manage Trays](#)
  - c. [Alternative Letterhead Mode](#)
3. Select [On](#).



# Load paper to Tray 2

The following information describes how to load paper into Tray 2.

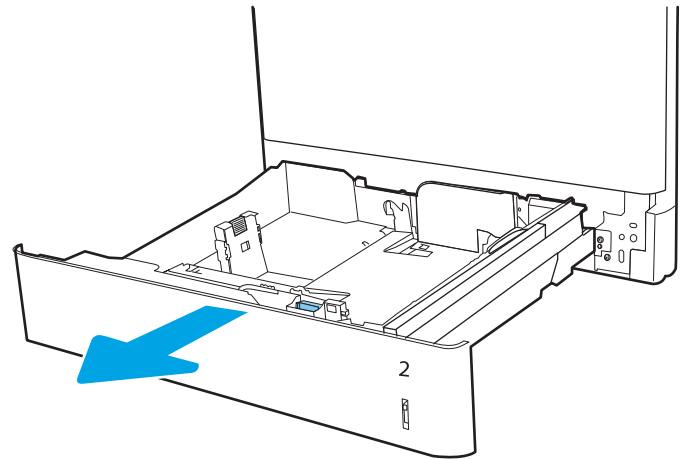
- [Load Tray 2](#)
- [Tray 2 paper orientation](#)
- [Use alternative letterhead mode](#)

## Load Tray 2

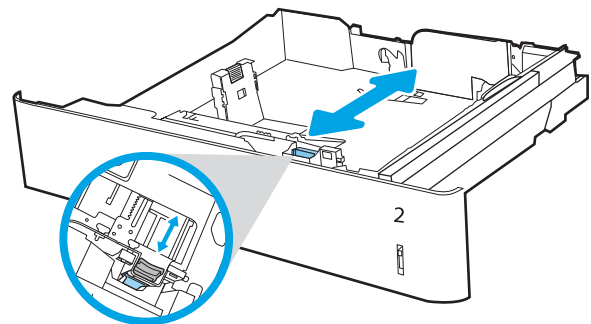
Use the following process to load paper into Tray 2.

1. Open the tray.

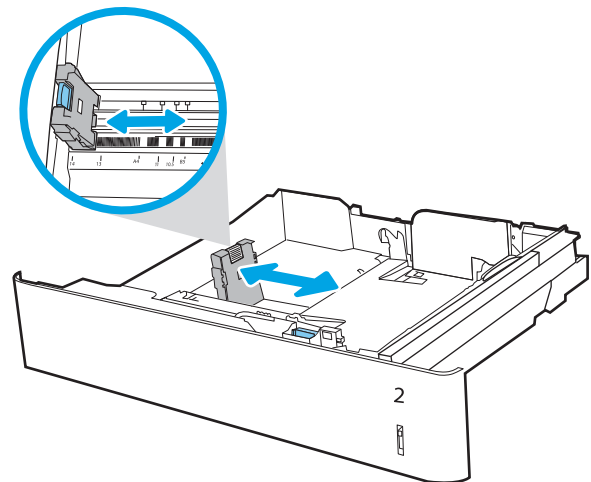
**NOTE:** Do not open this tray while the printer is printing.



2. Before loading paper, adjust the paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.

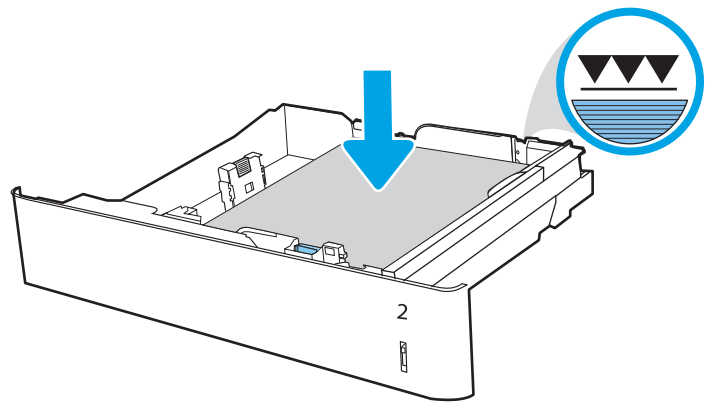


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



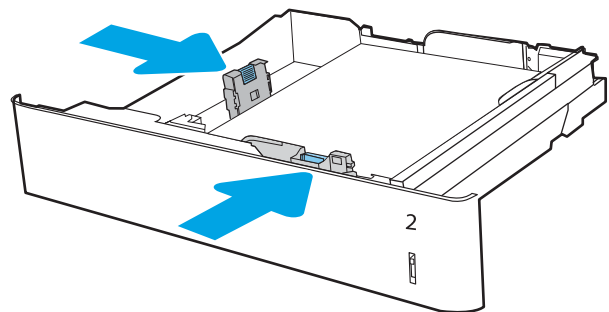
4. Load paper into the tray. For information about how to orient the paper, see [Tray 2 paper orientation on page 29](#).

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

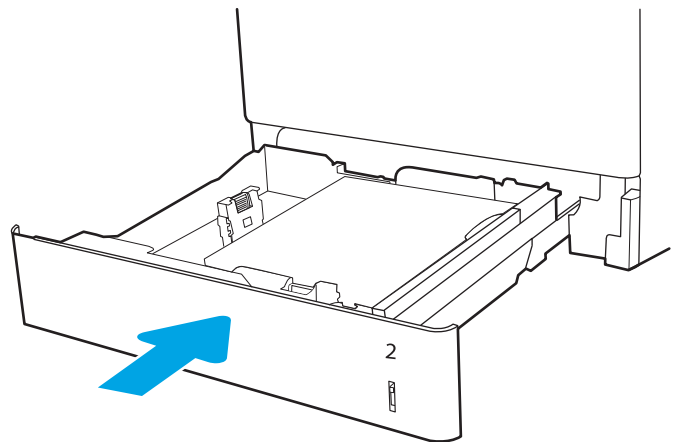


5. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

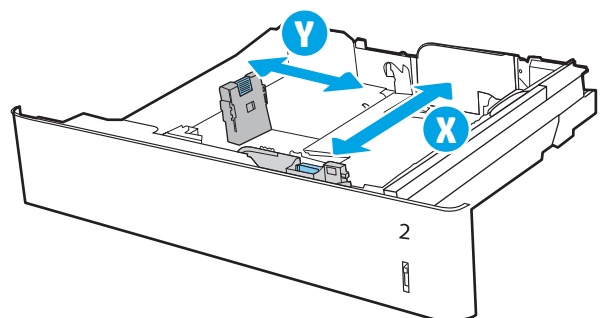


6. Close the tray.



7. The tray configuration message displays on the printer control panel.
8. Press the **OK** button to accept the detected type and size, or select **Modify** to choose a different paper size or type.

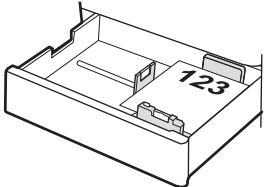
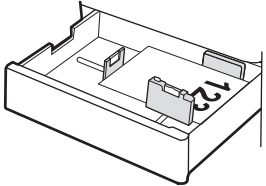
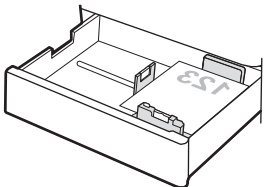
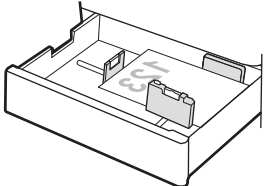
For custom-size paper, specify the **X** and **Y** dimensions for the paper when the prompt displays on the printer control panel.



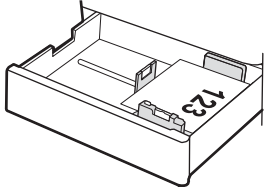
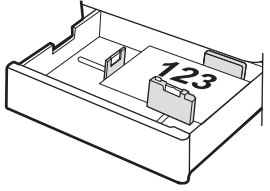
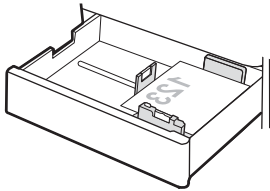
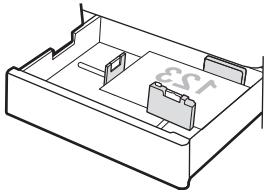
## Tray 2 paper orientation

Position paper correctly in Tray 2 to ensure the best print quality.

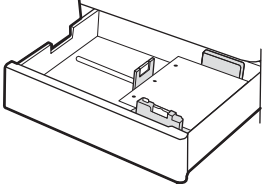
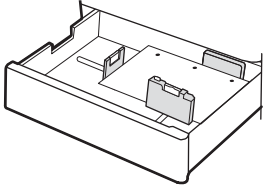
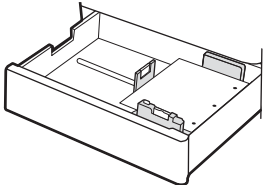
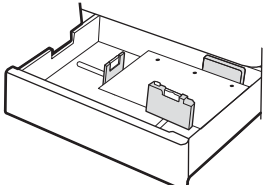
**Table 2-5 Letterhead or preprinted—portrait**

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| 1-sided printing   | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-up</p> <p>Top edge at the back of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>      |
| 1-sided printing   | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Top edge at the right side of the tray</p>    |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-down</p> <p>Top edge at the back of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Top edge at the left side of the tray</p>    |

**Table 2-6 Letterhead or preprinted—landscape**

| Duplex mode  | Paper size   | How to load paper   |
|--|--|---|
| 1-sided printing   | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-up</p> <p>Top edge at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>     |
| 1-sided printing   | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Top edge at the back of the tray</p>    |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-down</p> <p>Top edge at the left side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Top edge at the back of the tray</p>    |

**Table 2-7** Prepunched—portrait

| Duplex mode  | Paper size   | How to load paper   |
|--|--|---|
| 1-sided printing   | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-up</p> <p>Holes at the left side of the tray, with the top of the form at the rear of the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| 1-sided printing   | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Holes at the back of the tray</p>   |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)               | <p>Face-down</p> <p>Holes at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>    |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Holes at the back of the tray</p>   |

## 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.

- [Enable Alternative Letterhead Mode by using the printer control-panel menus](#)

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

Use the [Settings](#) menu to set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and open the [Settings](#) menu.
2. Open the following menus:
  - a. [Copy/Print](#) or [Print](#)
  - b. [Manage Trays](#)
  - c. [Alternative Letterhead Mode](#)
3. Select [On](#).

# Load paper to the 550-sheet paper tray

The following information describes how to load paper into the 550-sheet paper tray.

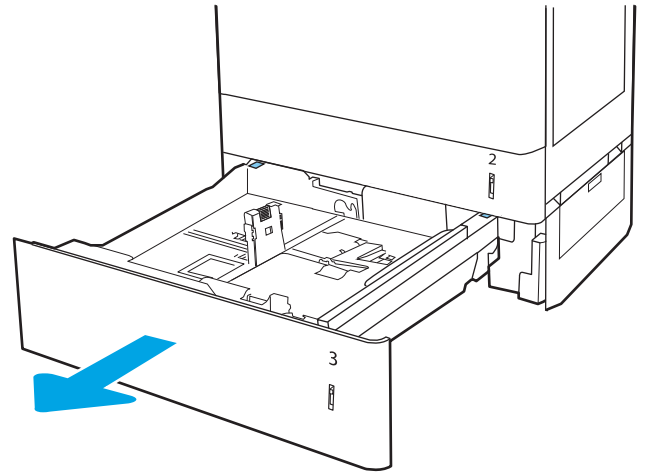
- [Load paper to the 550-sheet paper tray](#)
- [550-sheet paper tray paper orientation](#)
- [Use alternative letterhead mode](#)

## Load paper to the 550-sheet paper tray

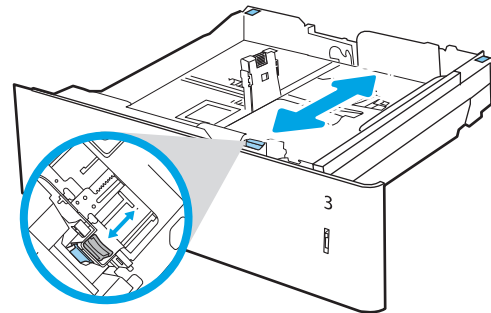
Use the following process to load paper into the 550-sheet paper tray.

1. Open the tray.

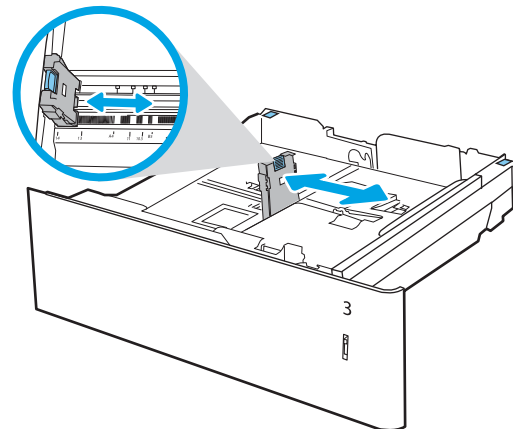
**NOTE:** Do not open this tray while the printer is printing.



2. Before loading paper, adjust the paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.

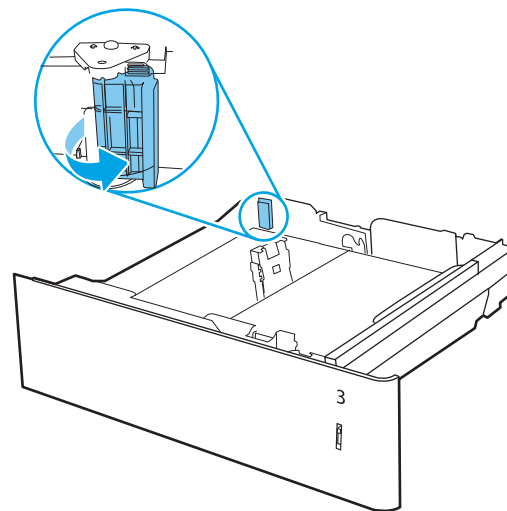


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



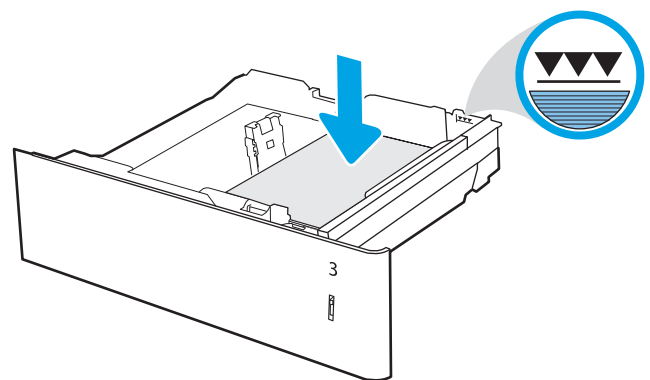
4. For any of the following paper sizes, also adjust the blue paper-stop lever in the left rear corner of the tray to the correct position, as indicated by the label in the tray:

- 12 x 18
- RA3
- 11 x 17
- A3
- SRA3



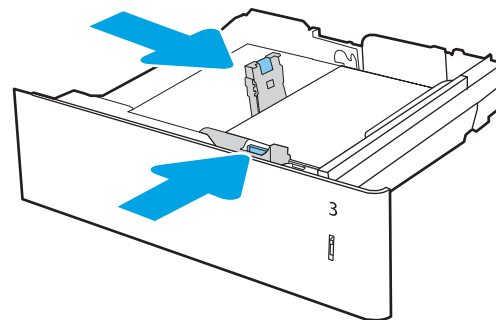
5. Load paper into the tray. For information about how to orient the paper, see [550-sheet paper tray paper orientation on page 35](#).

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

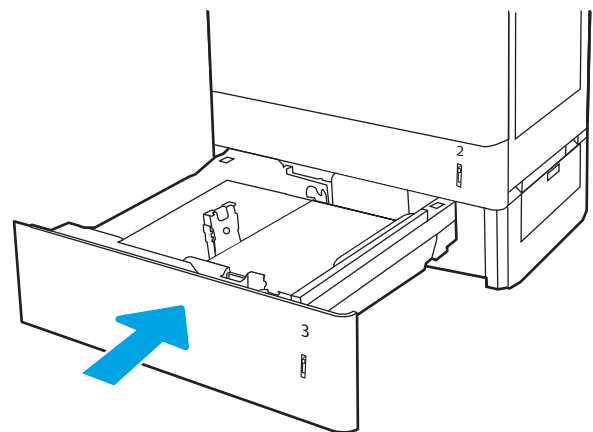


6. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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



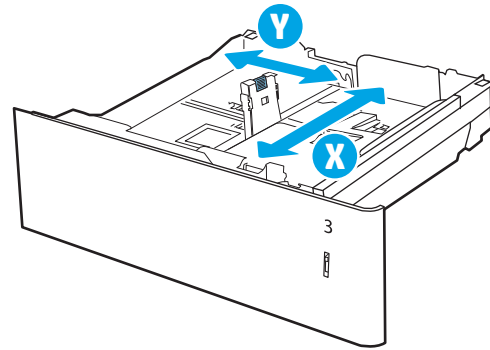
7. Close the tray.





8. The tray configuration message displays on the printer control panel.
9. Press the **OK** button to accept the detected type and size, or select **Modify** to choose a different paper size or type.

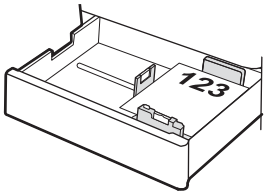
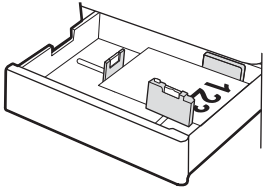
For custom-size paper, specify the **X** and **Y** dimensions for the paper when the prompt displays on the printer control panel.



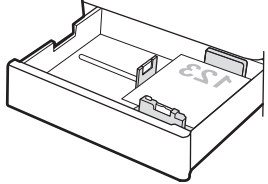
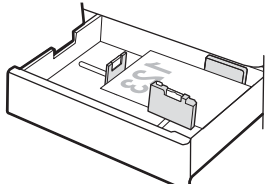
## 550-sheet paper tray paper orientation

Position paper correctly in the 550-sheet tray to ensure the best print quality.

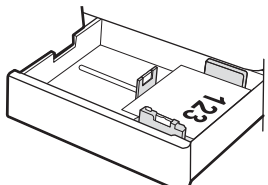
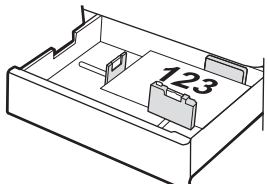
**Table 2-8** Letterhead or preprinted—portrait

| Duplex mode      | Paper size   | How to load paper  |
|------------------|--|--|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | Face-up<br>Top edge at the back of the tray<br><br><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter. |
|                  |  |    |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | Face-up<br>Top edge at the right side of the tray  |
|                  |  |    |

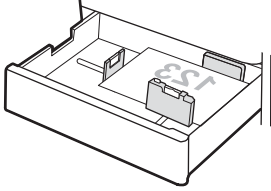
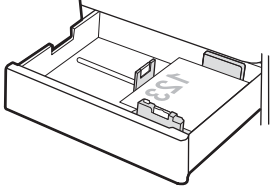
**Table 2-8 Letterhead or preprinted—portrait (continued)**

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Top edge at the back of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Top edge at the left side of the tray</p>    |

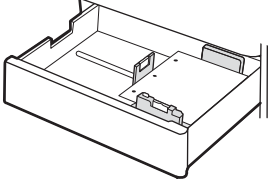
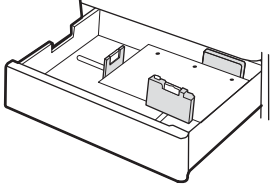
**Table 2-9 Letterhead or preprinted—landscape**

| Duplex mode      | Paper size   | How to load paper  |
|------------------|--|--|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-up</p> <p>Top edge at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Top edge at the back of the tray</p>   |

**Table 2-9 Letterhead or preprinted—landscape (continued)**

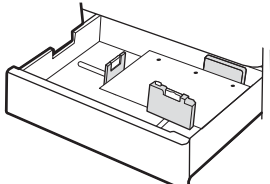
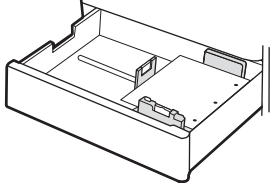
| Duplex mode  | Paper size   | How to load paper   |
|--|--|---|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Top edge at the back of the tray</p>    |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Top edge at the left side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |

**Table 2-10 Prepunched—portrait**

| Duplex mode      | Paper size   | How to load paper   |
|------------------|--|---|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-up</p> <p>Holes at the left side of the tray, with the top of the form at the rear of the printer</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Holes at the back of the tray</p>   |

**Table 2-10** Prepunched—portrait (continued)

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Holes at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p> |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Holes at the back of the tray</p>  |



## 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.

- [Enable Alternative Letterhead Mode by using the printer control-panel menus](#)

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

Use the [Settings](#) menu to set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and open the [Settings](#) menu.
2. Open the following menus:
  - a. [Copy/Print or Print](#)
  - b. [Manage Trays](#)
  - c. [Alternative Letterhead Mode](#)
3. Select [On](#).

# Load paper to the 2 x 550-sheet paper trays

The following information describes how to load paper into the 2 x 550-sheet paper trays.

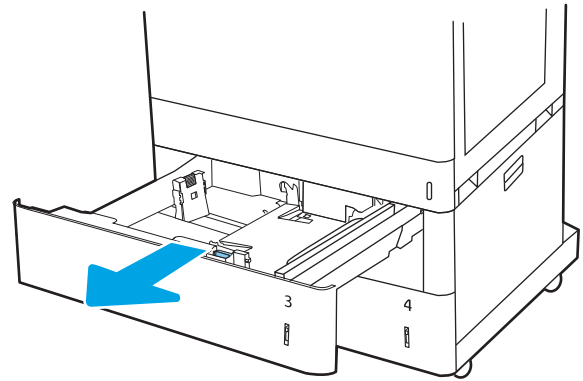
- [Load paper to the 2 x 550-sheet paper trays](#)
- [2 x 550-sheet paper tray paper orientation](#)
- [Use alternative letterhead mode](#)

## Load paper to the 2 x 550-sheet paper trays

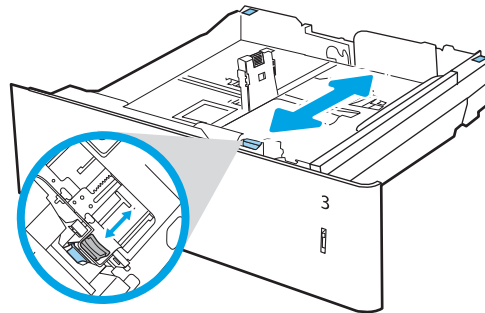
Use the following process to load paper into the 2 x 550-sheet paper trays.

1. Open the tray.

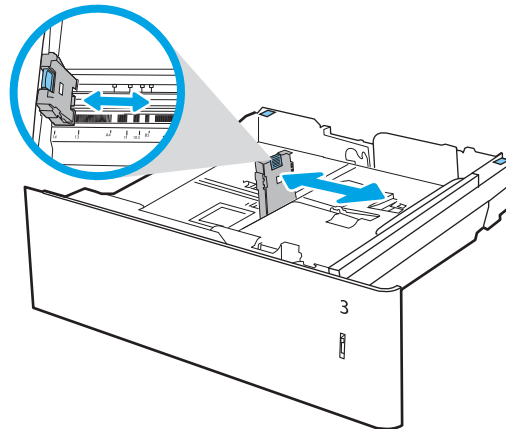
**NOTE:** Do not open this tray while the printer is printing.



2. Before loading paper, adjust the paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.

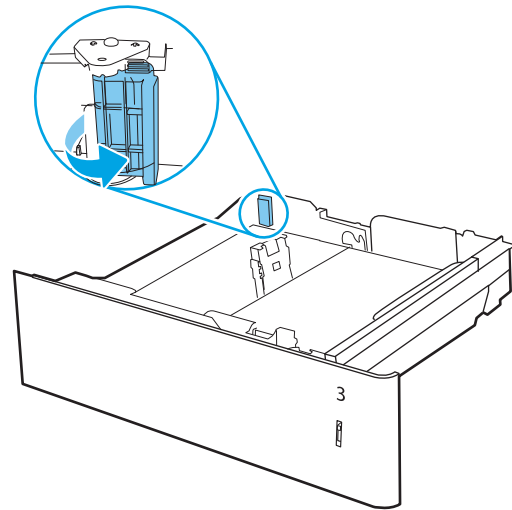


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



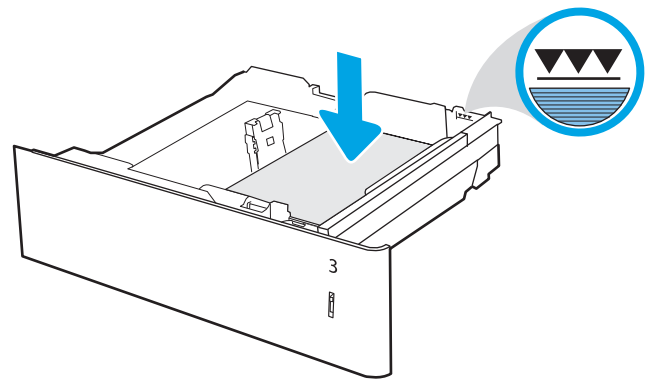
4. For any of the following paper sizes, also adjust the blue paper-stop lever in the left rear corner of the tray to the correct position, as indicated by the label in the tray:

- 12 x 18
- RA3
- 11 x 17
- A3
- SRA3



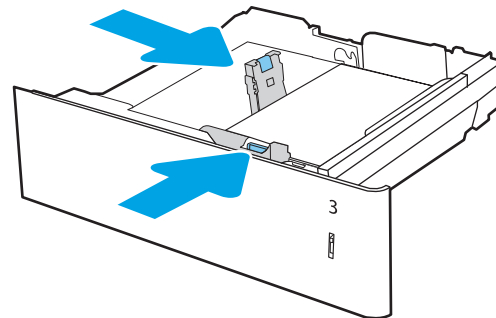
5. Load paper into the tray. For information about how to orient the paper, see [2 x 550-sheet paper tray paper orientation on page 42](#).

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

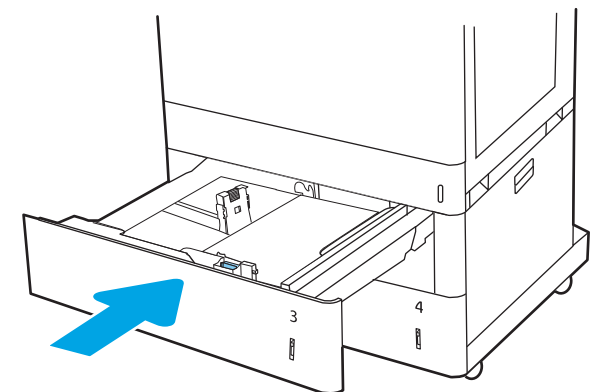


6. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

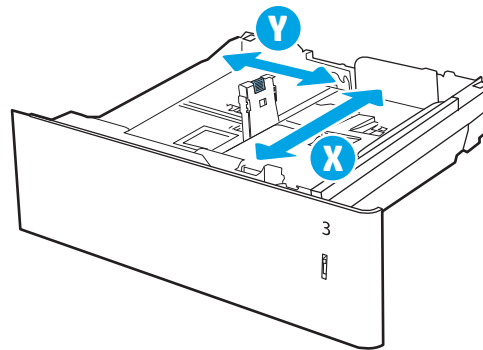


7. Close the tray.



8. The tray configuration message displays on the printer control panel.
9. Press the **OK** button to accept the detected type and size, or select **Modify** 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.

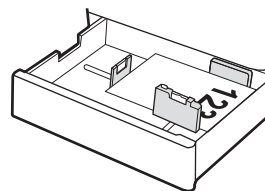
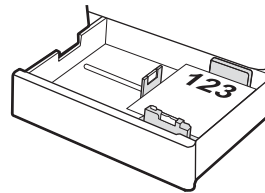


## 2 x 550-sheet paper tray paper orientation

Position paper correctly in the 2 x 550-sheet trays to ensure the best print quality.

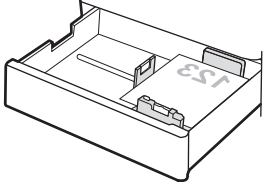
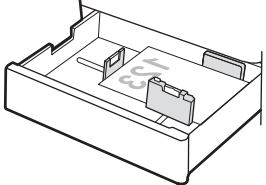
**Table 2-11** Letterhead or preprinted—portrait

| Duplex mode      | Paper size   | How to load paper  |
|------------------|--|--|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | Face-up<br>Top edge at the back of the tray<br><br><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter. |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | Face-up<br>Top edge at the right side of the tray  |

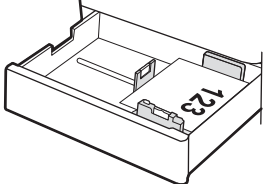
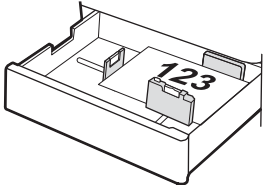




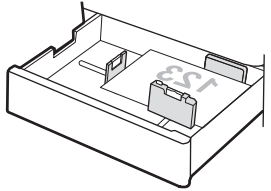
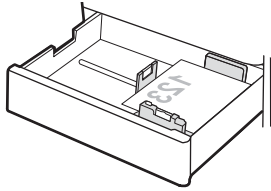
**Table 2-11** Letterhead or preprinted—portrait (continued)

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Top edge at the back of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Top edge at the left side of the tray</p>    |

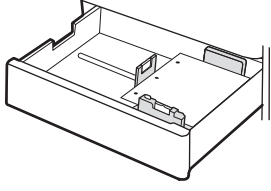
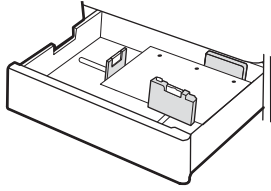
**Table 2-12** Letterhead or preprinted—landscape

| Duplex mode      | Paper size   | How to load paper  |
|------------------|--|--|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-up</p> <p>Top edge at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p>  |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-up</p> <p>Top edge at the back of the tray</p>   |

**Table 2-12 Letterhead or preprinted—landscape (continued)**

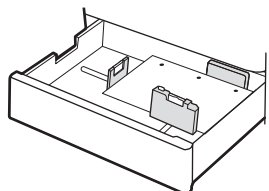
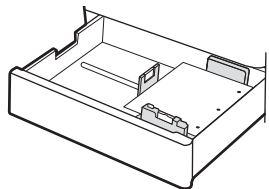
| Duplex mode  | Paper size   | How to load paper   |
|--|--|---|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | Face-down<br>Top edge at the back of the tray<br>   |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | Face-down<br>Top edge at the left side of the tray<br><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.<br> |

**Table 2-13 Prepunched—portrait**

| Duplex mode      | Paper size   | How to load paper   |
|------------------|--|---|
| 1-sided printing | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | Face-up<br>Holes at the left side of the tray, with the top of the form at the rear of the printer<br><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.<br> |
| 1-sided printing | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | Face-up<br>Holes at the back of the tray<br>  |

**Table 2-13** Prepunched—portrait (continued)

| Duplex mode  | Paper size   | How to load paper  |
|--|--|--|
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Double Japan Postcard (148x200 mm)                                 | <p>Face-down</p> <p>Holes at the right side of the tray</p> <p><b>NOTE:</b> This is the preferred orientation when printing on A4 or Letter.</p> |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | 12x18, 11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), SRA3, RA3, SRA4, RA4, A4, Letter | <p>Face-down</p> <p>Holes at the back of the tray</p>  |



## 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.

- [Enable Alternative Letterhead Mode by using the printer control-panel menus](#)

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

Use the [Settings](#) menu to set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and open the [Settings](#) menu.
2. Open the following menus:
  - a. [Copy/Print](#) or [Print](#)
  - b. [Manage Trays](#)
  - c. [Alternative Letterhead Mode](#)
3. Select [On](#).

## Load paper to the 2,700-sheet high-capacity input paper trays

The following information describes how to load paper into the HCI paper trays.

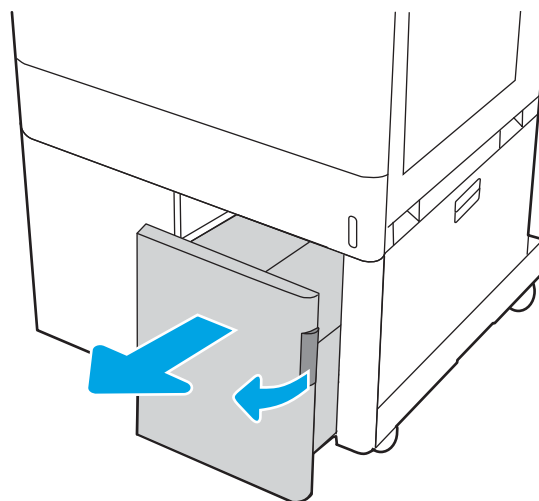
- [Load paper to the 2,700-sheet high-capacity input paper trays](#)
- [2,700-sheet HCI paper tray paper orientation](#)
- [Use alternative letterhead mode](#)

### Load paper to the 2,700-sheet high-capacity input paper trays

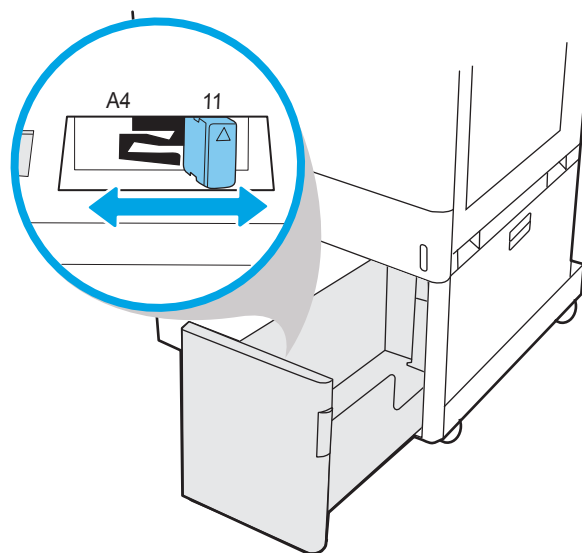
Use the following process to load paper into the HCI paper trays.

1. Release the tray latch, and then slide the tray away from the printer to open it.

**NOTE:** Do not open this tray while the printer is printing.



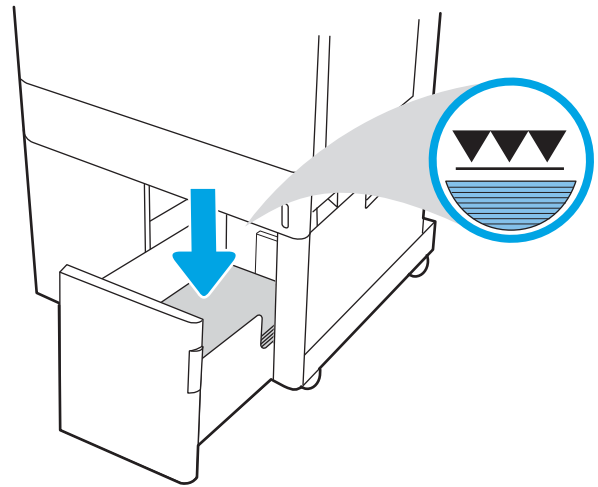
2. Adjust the paper-size guide to the correct position for the paper.



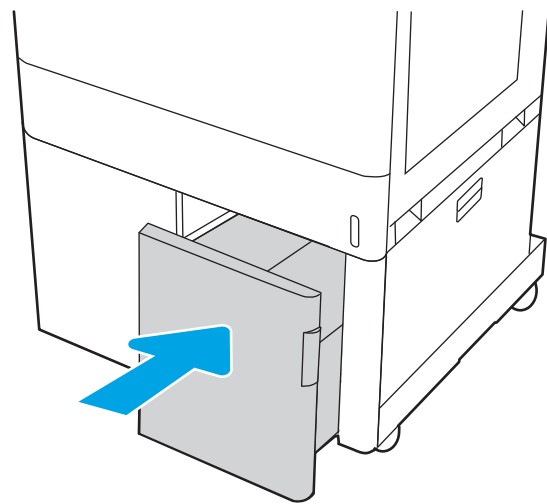
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [2,700-sheet HCl paper tray paper orientation on page 48](#).

**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.

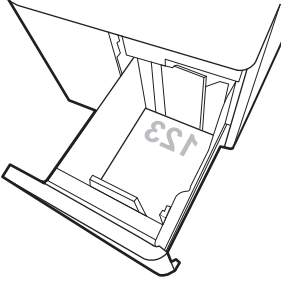
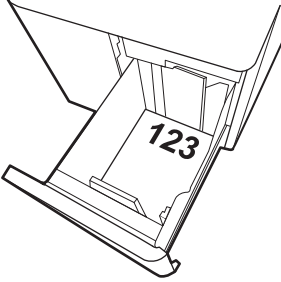


5. The tray configuration message displays on the printer control panel.
6. Press the **OK** button to accept the detected type and size, or select **Modify** to choose a different paper size or type.

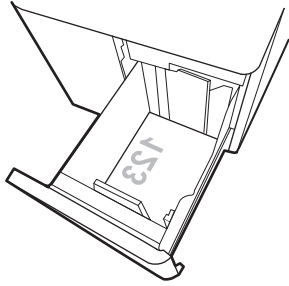
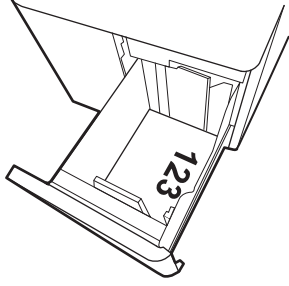
## 2,700-sheet HCl paper tray paper orientation

Position paper correctly in the HCl trays to ensure the best print quality.

**Table 2-14** Letterhead or preprinted—portrait

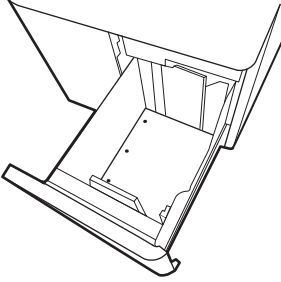
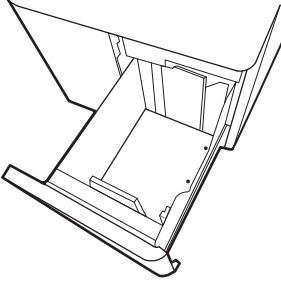
| Duplex mode  | Paper size | How to load paper   |
|--|------------|---|
| 1-sided printing   | A4, Letter | Face-down<br>Top edge at the back of the tray<br> |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter | Face-up<br>Top edge at the back of the tray<br>  |

**Table 2-15** Letterhead or preprinted—landscape

| Duplex mode   | Paper size | How to load paper                                  |
|---|------------|--|
| 1-sided printing  | A4, Letter | Face-down<br>Top edge at the left side of the tray |
|  A perspective line drawing of a paper tray labeled '153'. The tray is open, showing its interior with a paper divider and a paper support. The number '153' is printed on the bottom surface of the tray.  |            |  |
| Automatic 2-sided printing or with<br>Alternative Letterhead Mode enabled   | A4, Letter | Face-up<br>Top edge at the right side of the tray  |
|  A perspective line drawing of a paper tray labeled '123'. The tray is open, showing its interior with a paper divider and a paper support. The number '123' is printed on the bottom surface of the tray. |            |  |



**Table 2-16** Prepunched-landscape

| Duplex mode  | Paper size | How to load paper   |
|--|------------|---|
| 1-sided printing   | A4, Letter | Face-down<br>Holes at the left side of the tray<br>   |
| Automatic 2-sided printing or with Alternative Letterhead Mode enabled | A4, Letter | Face-up<br>Holes at the right side of the tray, with the top of the form to the right side<br> |

## 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.

- [Enable Alternative Letterhead Mode by using the printer control-panel menus](#)

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

Use the [Settings](#) menu to set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and open the [Settings](#) menu.
2. Open the following menus:
  - a. [Copy/Print](#) or [Print](#)
  - b. [Manage Trays](#)
  - c. [Alternative Letterhead Mode](#)
3. Select [On](#).

# Load and print envelopes

Use only Tray 1 to print on envelopes. Tray 1 holds up to 10 envelopes.

- [Print envelopes](#)
- [Envelope orientation](#)

## Print 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.

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:** To access these features from a Windows 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

 **NOTE:** To access these features from Windows 10, 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 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.

## Envelope orientation

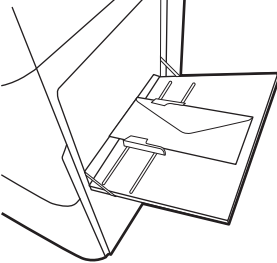
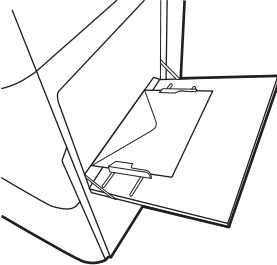
Envelopes need to be loaded in a specific manner in order to print correctly.

---

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

---

**Table 2-17** Envelope orientation

| Tray   | Envelope size  | How to load   |
|--------|--|---|
| Tray 1 | Envelope #9, Envelope #10, Envelope Monarch, Envelope DL, Envelope B5, Envelope C5 (wallet), Envelope C6 | Face-down<br>Top edge toward the back of the printer                                |
|        |  |   |
| Tray 1 | Envelope B5, Envelope C5 (pocket)  | Face-down<br>Top edge leading into the printer                                      |
|        |  |  |

# Load and print labels

To print on sheets of labels, use Tray 1 or the 550-sheet trays.

- [Manually feed labels](#)
- [Label orientation](#)

## Manually feed labels

Use the manual feed mode to print sheets of labels.

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:** To access these features from a Windows 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

 **NOTE:** To access these features from Windows 10, 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**.

---

 **NOTE:** When using manual feed, the printer prints from the lowest-numbered tray that is configured for the correct size of paper, so it is not necessary to specify a particular tray. For example, if Tray 2 is configured for labels, the printer will print from Tray 2. If Tray 3 is installed and configured for labels, but Tray 2 is not configured for labels, the printer will print from Tray 3.

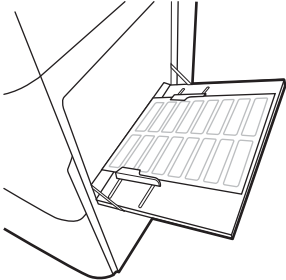
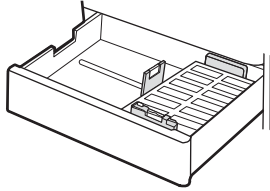
---

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

Labels need to be loaded in a specific manner in order to print correctly.

**Table 2-18** Label orientation

| Tray  | How to load labels                                |
|---|---|
| Tray 1  | Face-down<br>Bottom edge leading into the printer |
|  |   |
| 550-sheet trays   | Face-up<br>Top edge at the back of the tray       |
|  |   |

---

## 3 Supplies, accessories, and parts

Order supplies or accessories, replace the toner cartridges, or remove and replace another part.

- [Order supplies, accessories, and parts](#)
- [Dynamic security](#)
- [Configure the HP toner-cartridge-protection supply settings](#)
- [Replace the toner cartridges](#)
- [Replace the imaging drums](#)
- [Replace the toner-collection unit](#)

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

### For more information:

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

Find out how to obtain replacement supplies, accessories, and parts for the printer.

- [Ordering](#)
- [Supplies and accessories](#)
- [Maintenance/long-life consumables](#)
- [Customer self-repair parts](#)

## Ordering

Order parts, supplies, or accessories through one of the following channels.

**Table 3-1 Ordering options**

| Ordering option                              | Ordering information  |
|--|---|
| Order supplies and paper                     | <a href="http://www.hp.com/go/SureSupply">http://www.hp.com/go/SureSupply</a>   |
| Order genuine HP parts or accessories        | <a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>  |
| 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

To order supplies or accessories, find the correct part number.

**Table 3-2 Supplies**

| Item   | Description  | Cartridge number | Part number |
|--|--|------------------|-------------|
| HP 659A Black Original LaserJet Toner Cartridge              | Standard-yield replacement black toner cartridge   | 659A             | W2010A      |
| HP 659X High Yield Black Original LaserJet Toner Cartridge   | High-yield replacement black toner cartridge       | 659X             | W2010X      |
| HP 659A Cyan Original LaserJet Toner Cartridge               | Standard-yield replacement cyan toner cartridge    | 659A             | W2011A      |
| HP 659X High Yield Cyan Original LaserJet Toner Cartridge    | High-yield replacement cyan toner cartridge        | 659X             | W2011X      |
| HP 659A Magenta Original LaserJet Toner Cartridge            | Standard-yield replacement magenta toner cartridge | 659A             | W2013A      |
| HP 659X High Yield Magenta Original LaserJet Toner Cartridge | High-yield replacement magenta toner cartridge     | 659X             | W2013X      |
| HP 659A Yellow Original LaserJet Toner Cartridge             | Standard-yield replacement yellow toner cartridge  | 659A             | W2012A      |



**Table 3-2 Supplies (continued)**

| Item  | Description                                   | Cartridge number | Part number |
|---|---|------------------|-------------|
| HP 659X High Yield Yellow Original LaserJet Toner Cartridge | High-yield replacement yellow toner cartridge | 659X             | W2012X      |
| HP Imaging Drum   | Replacement imaging drum                      | 660A             | W2004A      |

**Table 3-3 Accessories**

| Item   | Description   | Cartridge number | Part number |
|--|---|------------------|-------------|
| HP LaserJet 550-sheet Paper Tray                 | Optional 550-sheet paper tray<br><br><b>NOTE:</b> The printer supports up to two 550-sheet paper trays. | Not applicable   | T3V27A      |
| HP LaserJet 2 x 550-sheet Paper Tray and Stand   | Optional 2 x 550-sheet paper tray and stand to support the printer                                      | Not applicable   | T3V29A      |
| HP LaserJet 2,700-sheet HCI Paper Tray and Stand | Optional 2,700-sheet paper tray and stand to support the printer  | Not applicable   | T3V30A      |
| HP LaserJet Stand                                | Optional printer stand  | Not applicable   | T3V28A      |
| HP Jetdirect 2900nw Print Server                 | HP Jetdirect accessory for Wi-Fi connectivity and an additional Ethernet port                           | Not applicable   | J8031A      |
| HP Jetdirect 3100w BLE/NFC/Wireless Accessory    | HP Jetdirect accessory for Wi-Fi, BLE, NFC, and proximity badge reading                                 | Not applicable   | 3JN69A      |
| HP Internal USB ports                            | Two optional USB ports for connecting third-party devices   | Not applicable   | B5L28A      |
| HP Foreign Interface Harness                     | Optional port accessory for connecting third-party devices.   | Not applicable   | B5L31A      |
| HP Secure High Performance Hard Disk Drive       | Optional 500 GB FIPS140 certified hard drive  | Not applicable   | B5L29A      |
| HP 1 GB DDR3 x32 144-Pin 800MHz SODIMM           | Optional DIMM for expanding the memory  | Not applicable   | E5K48A      |

## Maintenance/long-life consumables

Maintain optimal print quality with Certified HP Genuine Long Life Consumables (LLCs).

**Table 3-4 Maintenance/long-life consumables**

| Maintenance/LLC Kit               | Part number | Estimated life <sup>1</sup> |
|-----------------------------------|-------------|-----------------------------|
| HP LaserJet 110V Fuser Kit        | 4YL16A      | 150,000 pages*              |
| HP LaserJet 220V Fuser Kit        | 4YL17A      | 150,000 pages*              |
| HP LaserJet Image Transfer Kit    | 3WT89A      | 150,000 pages*              |
| HP LaserJet Toner Collection Unit | 3WT90A      | 90,000 pages*               |

<sup>1</sup> 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/m2 (20 lb) plain media
- Job size: 4 pages or more on average
- Long-edge feed (Letter/A4)

Factors that can reduce life from the conditions above:

- Media narrower than Letter/A4 widths (thermal slowdowns equal more rotations)
- Paper heavier than 75 g/m2 (20 lb) (heavier media creates higher stress on printer components)
- Print jobs smaller than 4 pages (smaller jobs mean more thermal cycling and more rotations)

## Customer self-repair parts

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time.



**NOTE:** More information about the CSR program and benefits can be found at [www.hp.com/go/csr-support](http://www.hp.com/go/csr-support) and [www.hp.com/go/csr-faq](http://www.hp.com/go/csr-faq).

Genuine HP replacement parts can be ordered at [www.hp.com/buy/parts](http://www.hp.com/buy/parts) or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.

**Table 3-5** Customer self-repair parts

| Item                      | Description   | Self-replacement options | Part number                    |
|---------------------------|---|--------------------------|--------------------------------|
| 550-sheet paper tray      | Replacement 550-sheet paper tray  | Mandatory                | T3V27A                         |
| Toner collection unit     | Replacement toner collection unit   | Mandatory                | 3WT90A                         |
| Fuser                     | Replacement fuser   | Mandatory                | 4YL16A (110V)<br>4YL17A (220V) |
| Image transfer kit        | Replacement intermediate transfer belt, secondary transfer roller, and paper tray rollers | Mandatory                | 3WT89A                         |
| Foreign interface harness | Replacement foreign interface harness   | Mandatory                | B5L31A                         |
| Internal USB ports        | Replacement internal USB ports  | Mandatory                | B5L28A                         |
| Secure Hard Disk Drive    | Replacement hard disk drive   | Mandatory                | B5L29A                         |

Table 3-5 Customer self-repair parts (continued)

| Item  | Description   | Self-replacement options | Part number |
|---|---|--------------------------|-------------|
| 1 GB 90-Pin DDR3 x32 800 MHz SODIMM           | Replacement memory DIMM   | Mandatory                | E5K48A      |
| HP Jetdirect 2900nw Print Server              | HP Jetdirect accessory for Wi-Fi connectivity and an additional Ethernet port | Mandatory                | J8031A      |
| HP Jetdirect 3100w BLE/NFC/Wireless Accessory | HP Jetdirect accessory for Wi-Fi, BLE, NFC, and proximity badge reading       | Mandatory                | 3JN69A      |

## Dynamic security

Learn about dynamic-security-enabled printers.

Certain HP printers use cartridges that have security chips or electronic circuitry. Cartridges using a non-HP chip or modified or non-HP circuitry\* might not work. And, those that work today might not work in the future.

As is standard in the printing business, HP has a process for authenticating cartridges. HP continues to use security measures to protect the quality of our customer experience, maintain the integrity of our printing systems, and protect our intellectual property. These measures include authentication methods that change periodically and might prevent some third-party supplies from working now or in the future. HP printers and original HP cartridges deliver the best quality, security and reliability. When cartridges are cloned or counterfeited, the customer is exposed to quality and potential security risks, compromising the printing experience.

**\*Non-HP Chips and modified or non-HP electronic circuitry** are not produced or validated by HP. HP cannot guarantee that these chips or circuitry will work in your printer now or in the future. If you are using a non-original HP cartridge, please check with your supplier to ensure your cartridge has an original HP security chip or unmodified HP electronic circuitry.

# Configure the HP toner-cartridge-protection supply settings

A network administrator can configure the toner-cartridge-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

- [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.

In HP Web Jetadmin, the settings are located under the **Device Management** pane in the following menu chain: **Config > Supplies > Cartridge Policy** or **Cartridge Protection**.

These features are available with HP FutureSmart versions 3 and later. Both features are off by default.

- **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.

## Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

- [Use the printer control panel to enable the Cartridge Policy feature](#)
- [Use the printer control panel to disable the Cartridge Policy feature](#)
- [Use the HP Embedded Web Server \(EWS\) to enable the Cartridge Policy feature](#)
- [Use the HP Embedded Web Server \(EWS\) to disable the Cartridge Policy feature](#)
- [Troubleshoot Cartridge Policy control panel error messages](#)



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

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

---

### Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

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 Supplies](#)
  - b. [Cartridge Policy](#)
3. Select [Authorized HP](#).

### Use the printer control panel to disable the Cartridge Policy feature



From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

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 Supplies](#)
  - b. [Cartridge Policy](#)
3. Select [Off](#).

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

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

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

- a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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 **Copy/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

From the EWS, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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 **Copy/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

Review the recommended actions for Cartridge Policy error messages.

**Table 3-6** 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.<br><br>If you believe you purchased a genuine HP supply, visit <a href="http://www.hp.com/go/anticonterfeit">www.hp.com/go/anticonterfeit</a> 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

The Cartridge Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

- [Use the printer control panel to enable the Cartridge Protection feature](#)
- [Use the printer control panel to disable the Cartridge Protection feature](#)
- [Use the HP Embedded Web Server \(EWS\) to enable the Cartridge Protection feature](#)
- [Use the HP Embedded Web Server \(EWS\) to disable the Cartridge Protection feature](#)
- [Troubleshoot Cartridge Protection control panel error messages](#)

---

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

Check with your administrator to determine if an administrator password has been set. EWS passwords cannot be recovered.

---

### Use the printer control panel to enable the Cartridge Protection feature

From the printer control panel, a network administrator can enable the Cartridge Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

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 Supplies](#)
  - b. [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



From the printer control panel, a network administrator can disable the Cartridge Protection feature. This removes protection for any new cartridges installed in the printer.

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 Supplies](#)
  - b. [Cartridge Protection](#)
3. Select [Off](#).



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

From the EWS, a network administrator can enable the Cartridge Protection feature. This protects the cartridges associated with the printer from being stolen and used in other printers.

1. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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 **Copy/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

From the EWS, a network administrator can disable the Cartridge Protection feature. This removes protection for any new cartridges installed in the printer.

1. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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 **Copy/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

Review the recommended actions for Cartridge Protection error messages.

**Table 3-7** Cartridge Protection control panel error messages

| Error message                        | Description  | Recommended action                                |
|--------------------------------------|--|---|
| 10.0X.57 Protected <Color> Cartridge | <p>The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Cartridge Protection.</p> <p>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.</p> | Replace the cartridge with a new toner cartridge. |

# Replace the toner cartridges

Replace the toner cartridge if you receive a message on the printer, or if you have print quality problems.

- [Toner-cartridge information](#)
- [Remove and replace the cartridges](#)

## Toner-cartridge information


This printer indicates when the toner-cartridge level is low and very low. The actual toner-cartridge life remaining can vary. Consider having a replacement cartridge available to install when print quality is no longer acceptable.

To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply). Scroll to the bottom of the page and verify that the country/region is correct.


The printer uses four colors and has a different toner cartridge for each color: yellow (Y), magenta (M), cyan (C), and black (K). The toner cartridges are inside the front door.

**Table 3-8** Toner-cartridge information

| Item   | Description  | Cartridge number | Part number |
|--|--|------------------|-------------|
| HP 659A Black Original LaserJet Toner Cartridge              | Standard-yield replacement black toner cartridge   | 659A             | W2010A      |
| HP 659X High Yield Black Original LaserJet Toner Cartridge   | High-yield replacement black toner cartridge       | 659X             | W2010X      |
| HP 659A Cyan Original LaserJet Toner Cartridge               | Standard-yield replacement cyan toner cartridge    | 659A             | W2011A      |
| HP 659X High Yield Cyan Original LaserJet Toner Cartridge    | High-yield replacement cyan toner cartridge        | 659X             | W2011X      |
| HP 659A Magenta Original LaserJet Toner Cartridge            | Standard-yield replacement magenta toner cartridge | 659A             | W2013A      |
| HP 659X High Yield Magenta Original LaserJet Toner Cartridge | High-yield replacement magenta toner cartridge     | 659X             | W2013X      |
| HP 659A Yellow Original LaserJet Toner Cartridge             | Standard-yield replacement yellow toner cartridge  | 659A             | W2012A      |
| HP 659X High Yield Yellow Original LaserJet Toner Cartridge  | High-yield replacement yellow toner cartridge      | 659X             | W2012X      |

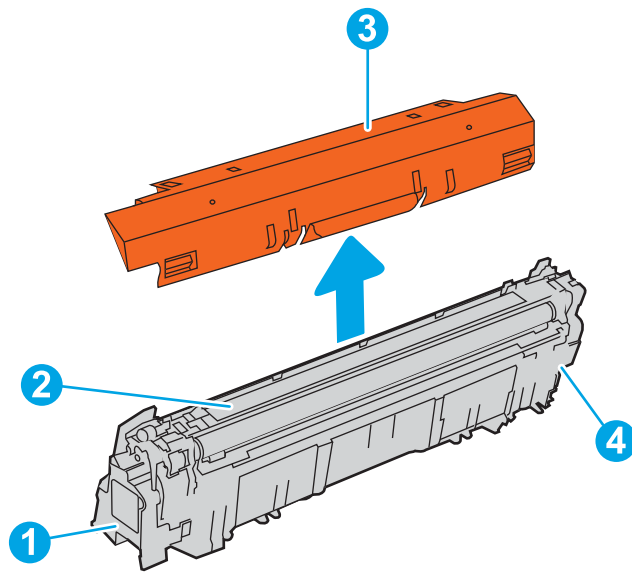
 **NOTE:** High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

Do not remove the toner cartridge from its package until it is time to replace 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.

**CAUTION:** Do not touch the developer roller. Fingerprints on the developer roller can cause print-quality problems.

The following illustration shows the toner-cartridge components.



| Number | Description       |
|--------|-------------------|
| 1      | Handle            |
| 2      | Developer roller  |
| 3      | Protective shield |
| 4      | Memory chip       |

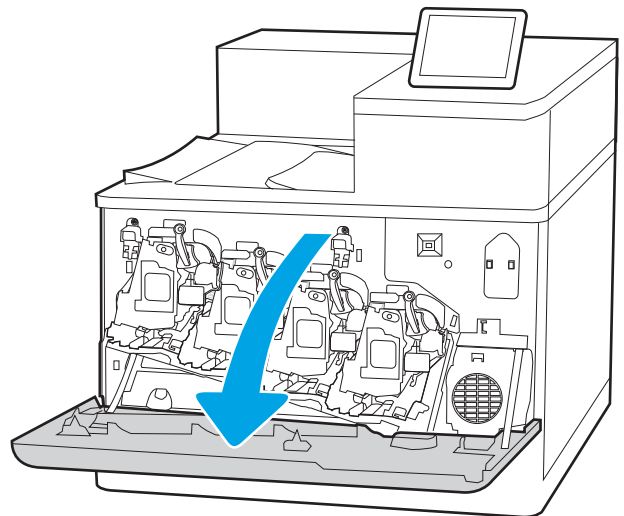
**CAUTION:** If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

**NOTE:** Information about recycling used toner cartridges is in the toner-cartridge box.

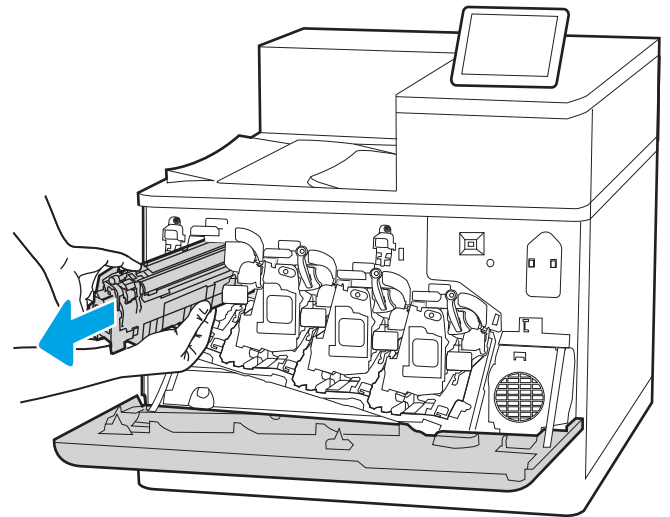
## Remove and replace the cartridges

Follow these steps to replace a toner cartridge.

1. Open the front door.

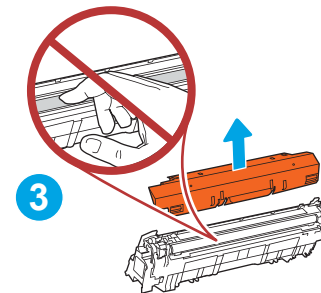
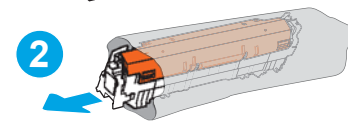
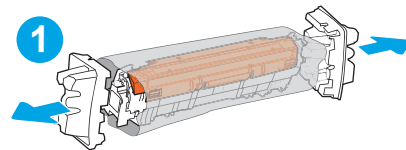


2. Grasp the handle of the used toner cartridge and pull out to remove it.

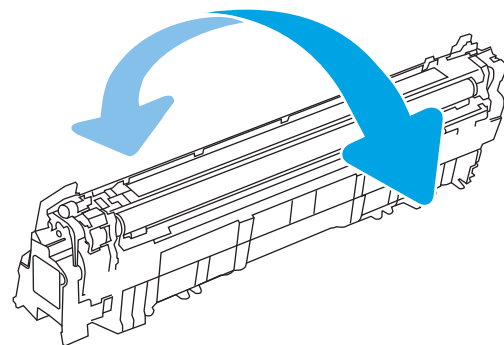


3. Remove the new toner cartridge from its packaging by removing the end caps (callout 1), removing the cartridge from the plastic bag (callout 2), and then removing the orange protective shield (callout 3).

**NOTE:** Do not touch the developer roller. Fingerprints on the developer roller can cause print-quality problems.

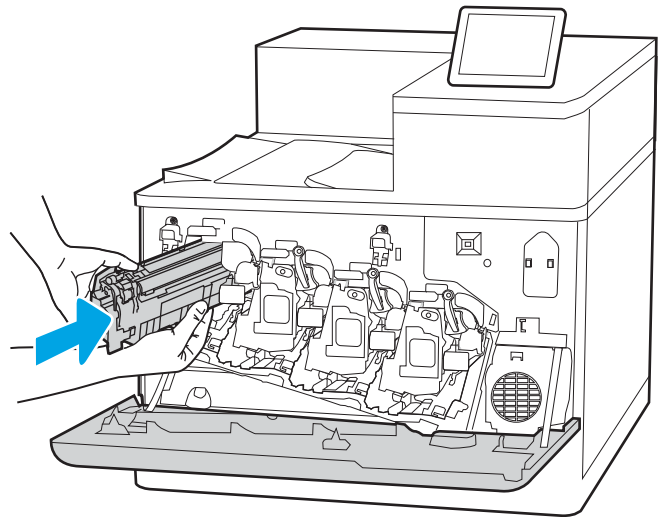


4. Hold both ends of the toner cartridge and rock it 5-6 times.



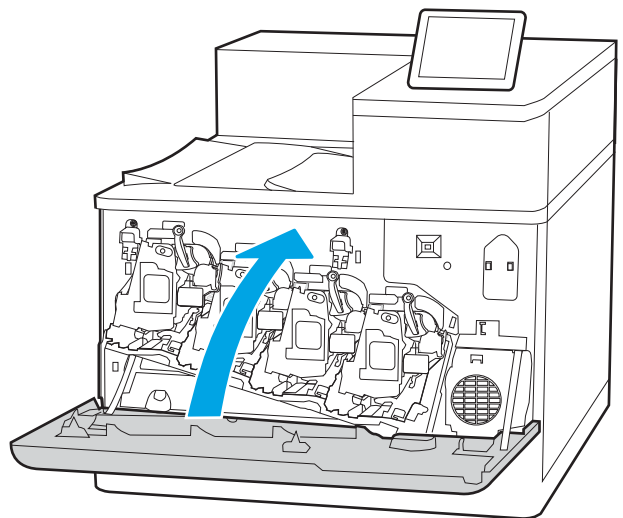
5. Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the printer.

**NOTE:** Avoid touching the developer roller. Fingerprints on the developer roller can cause print defects.



6. Close the front door.

Save all packaging for recycling the used toner cartridge. To recycle the used cartridge, follow the instructions included with the new cartridge.



# Replace the imaging drums

Replace an imaging drum if you receive a message on the printer, or if you have print quality problems.

- [Imaging drum information](#)
- [Remove and replace the imaging drums](#)

## Imaging drum information

This printer indicates when an imaging drum level is low and very low. The actual imaging drum life remaining can vary. Consider having a replacement imaging drum available to install when print quality is no longer acceptable.

To purchase imaging drums or check imaging drum compatibility for the printer, go to HP SureSupply at [www.hp.com/go/suresupply](http://www.hp.com/go/suresupply). Scroll to the bottom of the page and verify that the country/region is correct.

The printer uses four imaging drums installed next to each toner cartridge. One universal imaging drum part fits in all four positions. The imaging drums are inside the front door.

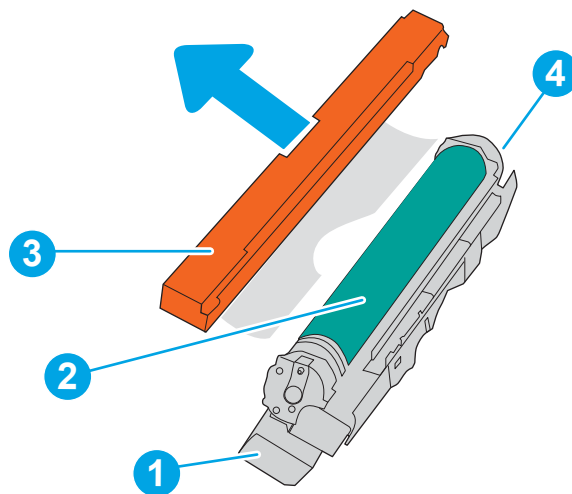
**Table 3-9** Imaging drum information

| Item            | Description              | Cartridge number | Part number |
|-----------------|--------------------------|------------------|-------------|
| HP Imaging Drum | Replacement imaging drum | 660A             | W2004A      |

Do not remove the imaging drum from its package until it is time to replace it.

**⚠ CAUTION:** To prevent damage to the imaging drum, do not expose it to light for more than a few minutes. Cover the green imaging drum if it must be removed from the printer for an extended period of time. Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

The following illustration shows the imaging drum components.



| Number | Description  |
|--------|--------------|
| 1      | Handle       |
| 2      | Imaging drum |

| Number | Description       |
|--------|-------------------|
| 3      | Protective shield |
| 4      | Memory chip       |

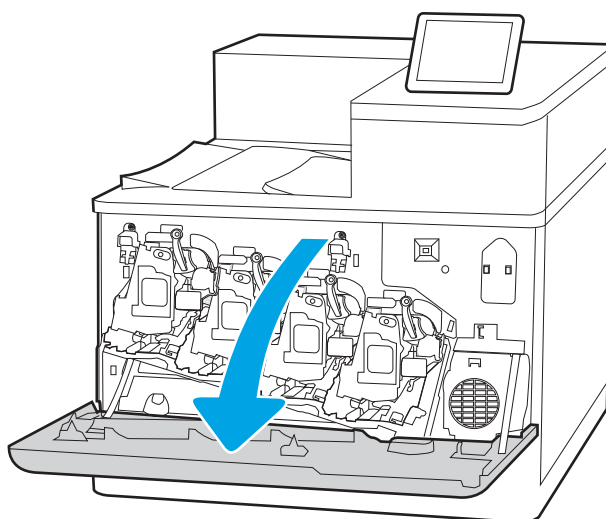
**CAUTION:** If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

**NOTE:** Information about recycling used imaging drums is in the imaging drum box.

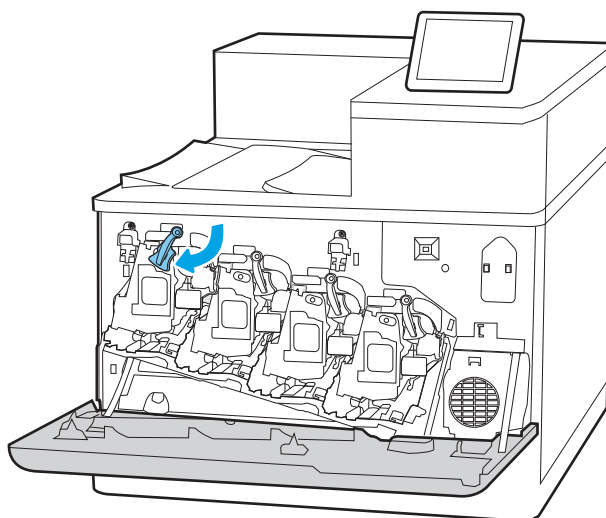
## Remove and replace the imaging drums

Follow these steps to replace an imaging drum.

1. Open the front door.

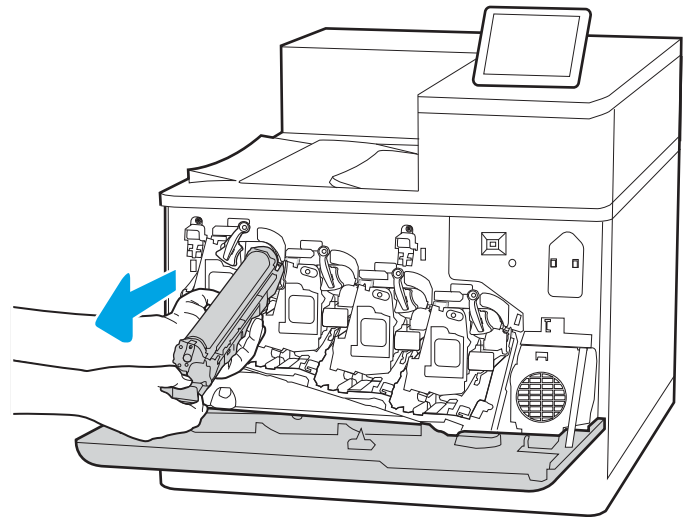


2. Rotate the blue lever in front of the imaging drum to the left.



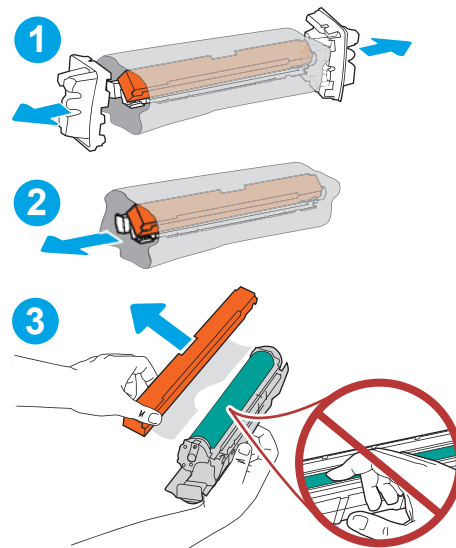


3. Grasp the handle of the used imaging drum and pull out to remove it.



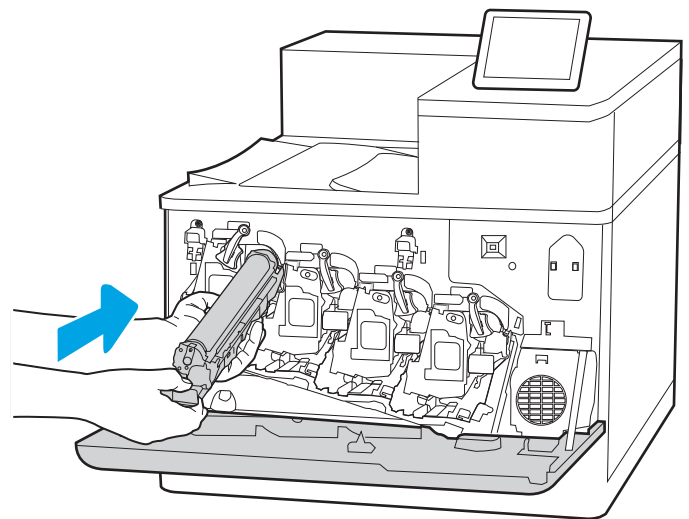
4. Remove the new imaging drum from its packaging by removing the end caps (callout 1), removing the imaging drum from the plastic bag (callout 2), and then removing the orange protective shield (callout 3).

**NOTE:** Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

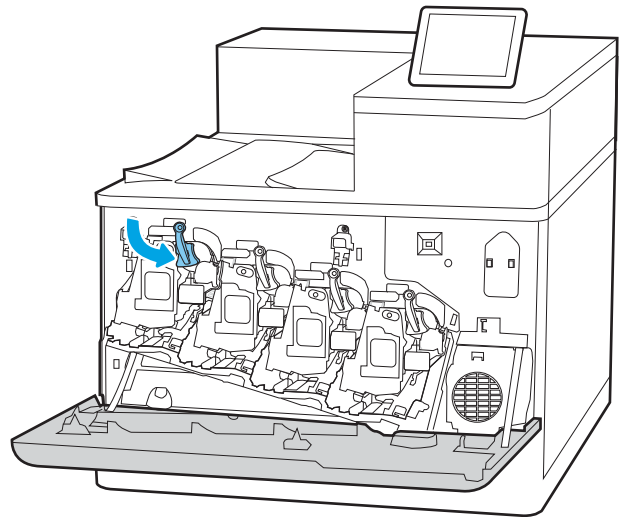


5. Support the imaging drum underneath with one hand while holding the handle with the other. Align the imaging drum with its slot on the shelf, and then insert the imaging drum into the printer.

**NOTE:** Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

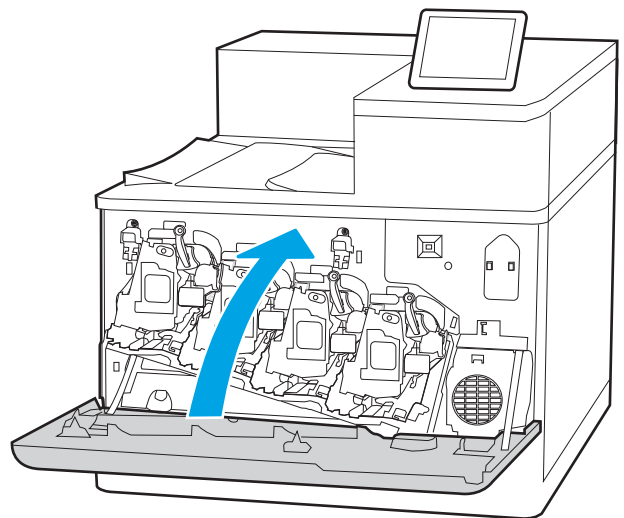


6. Rotate the blue lever in front of the imaging drum to the right.



7. Close the front door.

Save all packaging for recycling the used imaging drum. To recycle the used imaging drum, follow the instructions included with the new imaging drum.



## Replace the toner-collection unit

Replace the toner-collection unit if you receive a message on the printer, or if you have print quality problems.

- [Toner-collection unit information](#)
- [Remove and replace the toner-collection unit](#)

### Toner-collection unit information

Replace the toner-collection unit when the control panel prompts you.

**Table 3-10** Toner-collection unit information

| Item                     | Description                       | Cartridge number | Part number |
|--------------------------|-----------------------------------|------------------|-------------|
| HP Toner Collection Unit | Replacement toner-collection unit | Not applicable   | 3WT90A      |

**CAUTION:** When the toner-collection unit reaches the end of its life, the printer will stop printing to avoid damage to internal parts. You must replace the toner-collection unit to continue printing.

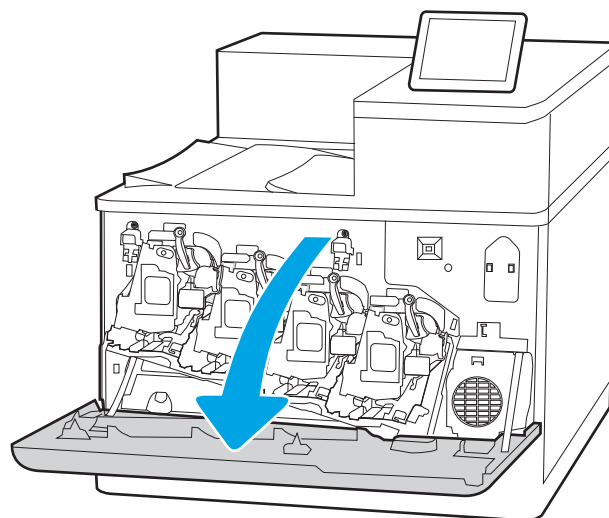
**NOTE:** The toner-collection unit is designed for a single use. Do not attempt to empty the toner-collection unit and reuse it. Doing so could lead to toner being spilled inside the printer, which could result in reduced print quality. After use, return the toner-collection unit to HP's Planet Partners program for recycling.

**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.

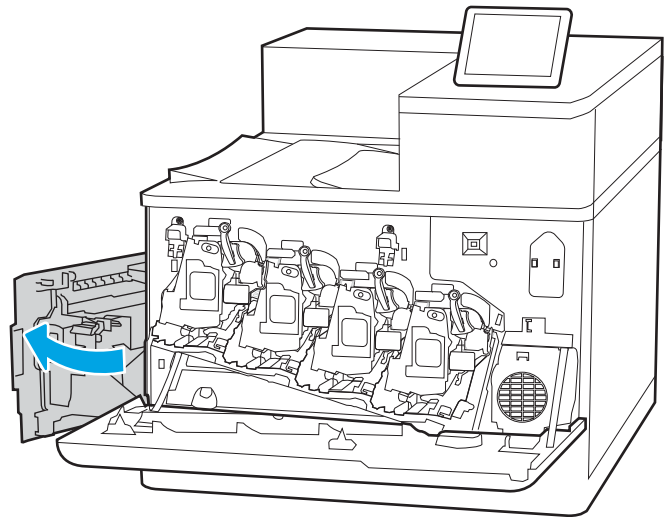
### Remove and replace the toner-collection unit

Follow these steps to replace the toner-collection unit.

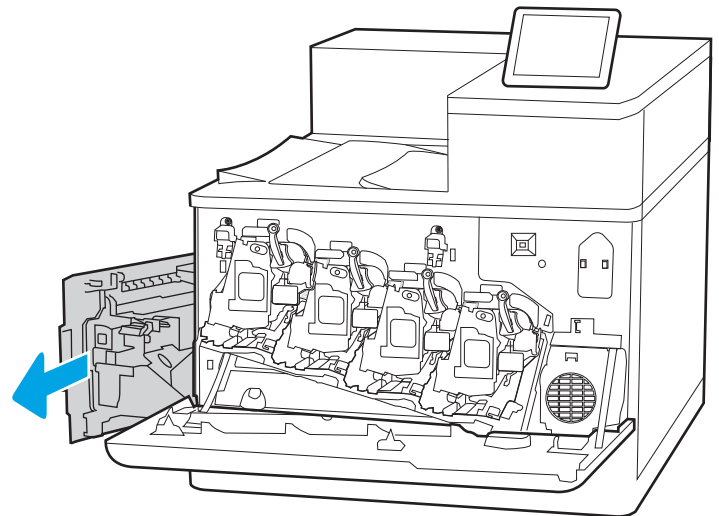
1. Open the front door.



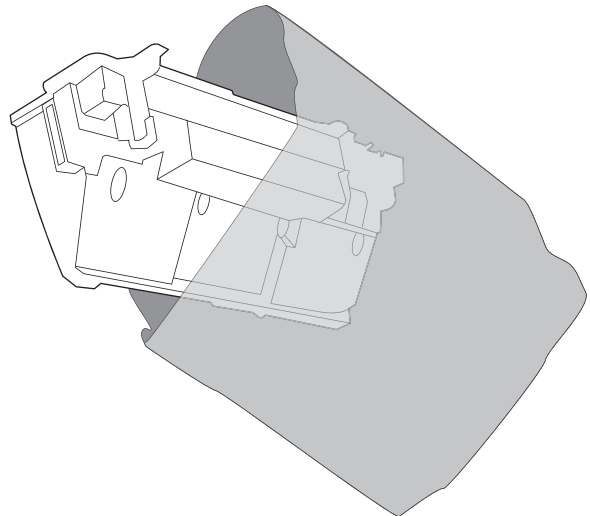
2. Open the left door.



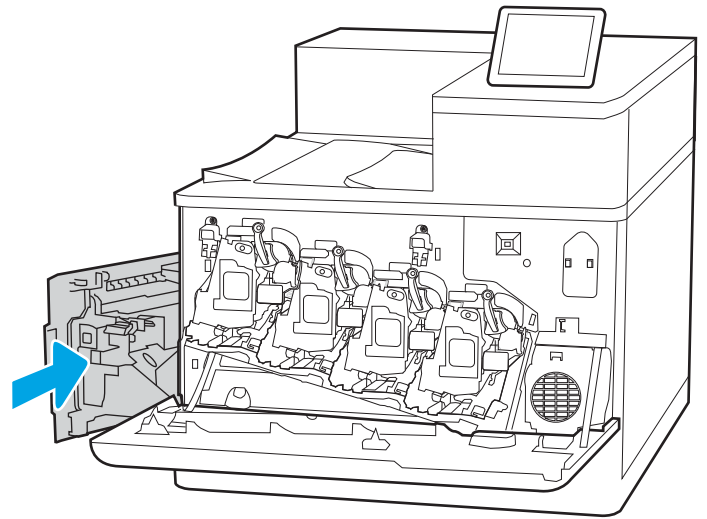
3. Grasp the front of the toner-collection unit and remove it from the printer.



4. Remove the new toner-collection unit from its packaging.

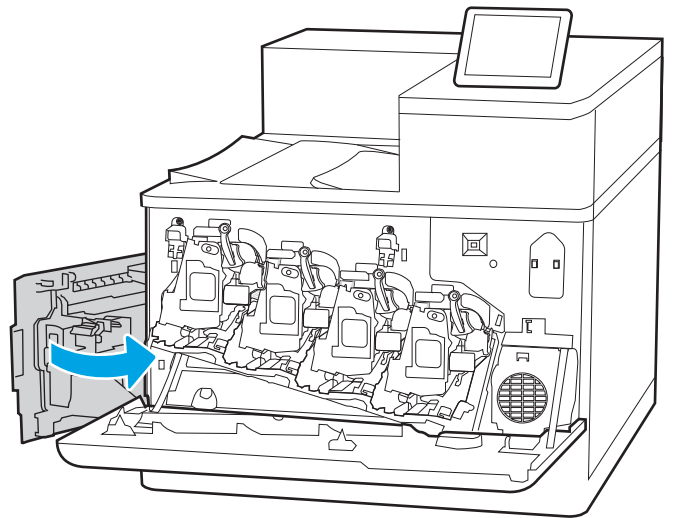


5. Install the new unit into the printer. Make sure the toner-collection unit is firmly in place.



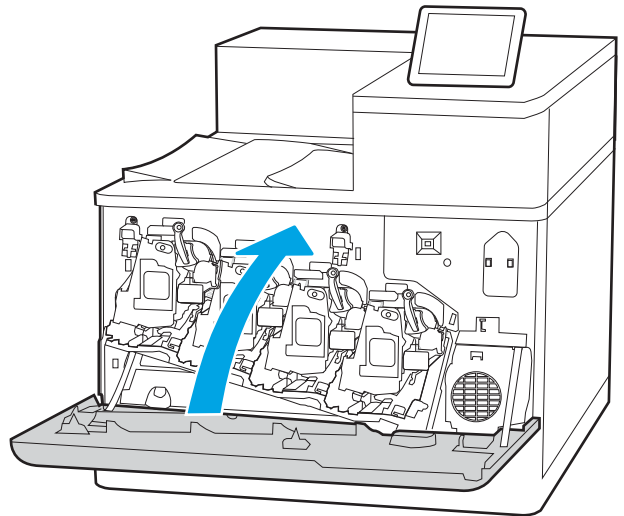
6. Close the left door.

**NOTE:** If the toner-collection unit is not installed correctly, the left door does not close completely.



7. Close the front door.

Save all packaging for recycling the used toner-collection unit. To recycle the used toner-collection unit, follow the instructions included with the new toner-collection unit.





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## 4 Print

Print using the software, or print from a mobile device or USB flash drive.

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

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

### For more information:

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)

Learn about common printing tasks for Windows users.

- [How to print \(Windows\)](#)
- [Automatically print on both sides \(Windows\)](#)
- [Manually print on both sides \(Windows\)](#)
- [Print multiple pages per sheet \(Windows\)](#)
- [Select the paper type \(Windows\)](#)
- [Additional print tasks](#)

### How to print (Windows)

Use the **Print** option from a software application to select the printer and basic options for your print job.

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.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

 **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)

If your printer has an automatic duplexer installed, you can automatically print on both sides of the paper. Use a paper size and type supported by the duplexer.

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.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---


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.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

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)

When you print from a software application using the **Print** option, you can select an option to print multiple pages on a single sheet of paper. For example, you might want to do this if you are printing a very large document and want to save paper.

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.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

3. Click the **Finishing** tab.
4. Select the number of pages per sheet from the **Pages per sheet** drop-down.
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)

When you print from a software application using the **Print** option, you can set the paper type you are using for your print job. For example, if your default paper type is Letter, but you are using a different paper type for a print job, select that specific paper type.

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.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

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. Touch the **OK** button to accept the detected type and size, or touch the **Modify** button to choose a different paper size or type.
8. Select the correct type and size, and then touch the **OK** button.

## Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

Instructions are available for 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)

Print using the HP printing software for macOS, including how to print on both sides or print multiple pages per sheet.

- [How to print \(macOS\)](#)
- [Automatically print on both sides \(macOS\)](#)
- [Manually print on both sides \(macOS\)](#)
- [Print multiple pages per sheet \(macOS\)](#)
- [Select the paper type \(macOS\)](#)
- [Additional print tasks](#)


### How to print (macOS)

Use the **Print** option from a software application to select the printer and basic options for your print job.

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)

If your printer has an automatic duplexer installed, you can automatically print on both sides of the paper. Use a paper size and type supported by the duplexer.

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

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

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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.

**macOS 10.14 Mojave and later:** Click **Show Details**, click **Two-Sided**, 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)

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

---

 **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, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (macOS)

When you print from a software application using the **Print** option, you can select an option to print multiple pages on a single sheet of paper. For example, you might want to do this if you are printing a very large document and want to save paper.

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)

When you print from a software application using the **Print** option, you can set the paper type you are using for your print job. For example, if your default paper type is Letter, but you are using a different paper type for a print job, select that specific paper type.

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.

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- **Media Type:** Select the option for the type of paper for the print job.
  - **Print Quality or 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

Locate information on the Web for performing common printing tasks.

Go to [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

Instructions are available for 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

Store print jobs in the printer memory for printing at a later time.

- [Introduction](#)
- [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](#)

## Introduction

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

## Create a stored job (Windows)

Store jobs on the USB flash drive 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**.



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

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

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 USB flash drive 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. Click **Show Details** or **Copies & Pages**, and then click the **Job Storage** menu.



**NOTE:** If the **Job Storage** menu is not showing, close the Print window and then reopen it to activate the 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.



**NOTE:** **macOS 10.14 Mojave and later:** The print driver no longer includes the **Custom** button. Use the options below the **Mode** drop-down list to set up the saved job.

---


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 the **Mode** drop-down list, 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.
  7. Click the **Print** button to process the job.

## Print a stored job

Use the following procedure to print a job that is stored in the printer memory.

1. From the Home screen on the printer control panel, select [Print from Job Storage](#).
2. Select [Choose](#), and then select the name of the folder where the job is stored.
3. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
4. To adjust the number of copies, select the number of copies field. Use the keypad to enter the number of copies to print.
5. Select Start  or [Print](#) to print the job.


## 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

Use the control panel to delete a job that is stored in the printer memory.

1. From the Home screen on the printer control panel, select the [Print from Job Storage](#) icon.
2. Select [Choose](#), and then select the name of the folder where the job is stored.
3. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
4. 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.

To change the number of jobs that the printer can store, complete the following procedure:

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. Select [OK](#) or [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

Mobile and ePrint solutions enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

- [Introduction](#)
- [Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing](#)
- [HP ePrint via email](#)
- [AirPrint](#)
- [Android embedded printing](#)

## 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/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).

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

HP provides 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 printers that include a hardware-integration pocket (HIP).

- [Enable wireless printing](#)
- [Change the Wi-Fi Direct name](#)

These features 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/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).

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

### Enable wireless printing




To print wirelessly from mobile devices, Wi-Fi Direct must be turned on.

1. From the Home screen on the printer control panel, select the [Settings](#) menu.
2. Select the following menus:
  - a. [Networking](#)
  - b. [Wi-Fi Direct](#)
  - c. [Status](#)
3. Select [On](#), and then select [OK](#) to enable wireless printing.

### Change the Wi-Fi Direct name

Change the printer Wi-Fi Direct name using the HP Embedded Web Server (EWS).

---

 **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 HP Wi-Fi Direct printing. The Wireless network names, e.g., Wireless, Wi-Fi Direct, etc. are available on the Information screen by selecting the Information icon , and then selecting the Wi-Fi Direct icon .

---

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

1. From the Home screen on the printer control panel, select the [Settings](#) icon.
2. Open the following menus:

- a. [Networking](#)
  - b. [Wi-Fi Direct](#)
  - c. [Wi-Fi Direct Name](#)
3. Use the keypad to change the name in the [Wi-Fi Direct Name](#) text field, and then select **OK**.



## HP ePrint via email

Use HP ePrint via email 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 via email, 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. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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.

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4. Go to [www.hpconnected.com](http://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](http://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.

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## 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 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.

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For more information on how to use Android embedded printing and which Android devices are supported, go to [www.hp.com/go/MobilePrinting](http://www.hp.com/go/MobilePrinting).

## Print from a USB flash drive

This printer features easy-access USB printing to print files without a computer.

- [Enable the USB port for printing](#)
- [Print USB documents](#)

The printer accepts standard USB flash drives in the USB port near the control panel. It supports the following types of files:

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

## Enable the USB port for printing

The USB port is disabled by default. Before using this feature, enable the USB port.

- [Method one: Enable the USB port from the printer control panel](#)
- [Method two: Enable the USB port from the HP Embedded Web Server \(network-connected printers only\)](#)

Use one of the following methods to enable the port:



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

Use the printer control panel to enable the USB port for printing.

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 Device USB](#)
3. Select [Enable Print from USB Drive](#).

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

Use the HP Embedded Web Server to enable the USB port for printing.

1. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet 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 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. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP 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

Print documents from a USB flash drive.

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, navigate to the **Print** application, and then select the **Print** icon.
3. Select **Print from USB Drive**.
4. 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.

---

5. To adjust the number of copies, touch the box to the left of the **Print** button, and then select the number of copies from the keypad that opens. To close the keypad, select the Close button .
6. Select **Print** to print the document.

## Print using high-speed USB 2.0 port (wired)

Enable the high-speed USB 2.0 port for wired USB printing. The port is located in the interface ports area and is disabled by default.

- [Method one: Enable the high-speed USB 2.0 port from the printer control panel menus](#)
- [Method two: Enable the high-speed USB 2.0 port from the HP Embedded Web Server \(network-connected printers only\)](#)

Use one of the following methods to enable the high-speed USB 2.0 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

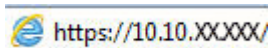
Use the control panel to enable the port.

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)

Use the HP EWS to enable the port.

1. Find the printer IP address. On the printer control panel, select the Information button , 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 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. 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 following check boxes:
  - a. **Enable Device USB**
  - b. **Enable Host USB plug and play**
6. Click **Apply**.

---

# 5 Manage the printer

Utilize management tools, configure security and energy-conservation settings, and manage firmware updates for the printer.

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

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

## For more information:

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 the HP Embedded Web Server (EWS)

Use the HP Embedded Web Server to manage advanced printing functions.

- [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.

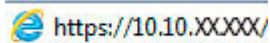


**NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

## How to access the HP Embedded Web Server (EWS)

Use the following steps to open the EWS.

1. On the printer control panel, press the Information 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.
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.

A screenshot of a web browser's address bar. It shows the text "https://10.10.XXXXX/" in a blue font. The "https://" part is highlighted with a blue background. The "10.10.XXXXX/" part is in black. The browser's logo is visible on the left side of the address bar.

**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.

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

### 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)

## HP Embedded Web Server features

Learn about the HP Embedded Web Server (EWS) features available on each tab.

- [Information tab](#)
- [General tab](#)
- [Print tab](#)
- [Supplies tab](#)
- [Troubleshooting tab](#)
- [Security tab](#)
- [HP Web Services tab](#)
- [Networking tab](#)
- [Other Links list](#)

### Information tab

Refer to the table for settings in the **Information** tab.

**Table 5-1** HP Embedded Web Server Information tab

| Menu                               | Description  |
|------------------------------------|--|
| <b>Device Status</b>               | 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 <b>Change Settings</b> link.   |
| <b>Configuration Page</b>          | Shows the information found on the configuration page.   |
| <b>Supplies Status Page</b>        | Shows the status of the supplies for the printer.  |
| <b>Event Log Page</b>              | Shows a list of all printer events and errors. Use the <b>HP Instant Support</b> link (in the <b>Other Links</b> 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. |
| <b>Usage Page</b>                  | Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.   |
| <b>Device Information</b>          | Shows the printer network name, address, and model information. To customize these entries, click the <b>Device Information</b> menu on the <b>General</b> tab.  |
| <b>Control Panel Snapshot</b>      | Shows an image of the current screen on the control panel display.   |
| <b>Printable Reports and Pages</b> | Lists the internal reports and pages for the printer. Select one or more items to print or view.   |
| <b>Open Source Licenses</b>        | Shows a summary of the licenses for open source software programs that can be used with the printer.   |

### General tab

Refer to the table for settings in the **General** tab.

**Table 5-2 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.   |
| 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

Refer to the table for settings in the **Print** tab.

**Table 5-3 HP Embedded Web Server Print tab**

| Menu                          | Description  |
|-------------------------------|--|
| Print from USB drive settings | Enable or disable the <a href="#">Print from USB Drive</a> menu on the control panel.                |
| Manage Stored Jobs            | Enable or disable the ability to store jobs in the printer memory.<br>Configure job-storage options. |
| Default Print Options         | Configure the default options for print jobs.  |

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

| Menu                               | Description  |
|------------------------------------|--|
| <b>Restrict Color</b>              | Permit or restrict color printing.   |
| (Color printers only)              | Specify permissions for individual users or for jobs that are sent from specific software programs.            |
| <b>PCL and PostScript Settings</b> | Adjust the PCL and PostScript settings for all print jobs.   |
| <b>Print Quality</b>               | Configure the print quality settings, including color adjustment, image registration, and allowed paper types. |
| <b>Manage Trays</b>                | Configure settings for paper trays.  |

## Supplies tab

Refer to the table for settings in the **Supplies** tab.

**Table 5-4** HP Embedded Web Server Supplies tab

| Menu                   | Description  |
|------------------------|--|
| <b>Manage Supplies</b> | Configure how the printer reacts when supplies reach a Very Low state. |

## Troubleshooting tab

Refer to the table for settings in the **Troubleshooting** tab.

**Table 5-5** HP Embedded Web Server Troubleshooting tab

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

## Security tab

Refer to the table for settings in the **Security** tab.



**Table 5-6 HP Embedded Web Server Security tab**

| Menu                   | Description  |
|------------------------|--|
| General Security       | Settings for general security, including the following: <ul style="list-style-type: none"><li>• Configure an administrator password to restrict access to certain features on the printer.</li><li>• Set PJL password for processing PJL commands.</li><li>• Set file system access and firmware upgrade security.</li><li>• 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.</li><li>• View the status of all security settings.</li></ul> |
| Account Policy         | Enable administrator account settings.   |
| 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.<br><br>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 5-7 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 5-8 HP Embedded Web Server Networking tab > Configuration settings**

| Menu             | Description   |
|------------------|---|
| 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.<br><br><b>NOTE:</b> The configuration options available depend on the print server model. |
| TCP/IP Settings  | Configure TCP/IP settings for IPv4 and IPv6 networks.<br><br><b>NOTE:</b> 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.  |
| 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.  |

**Table 5-9 HP Embedded Web Server Networking tab > Google Cloud Print settings**

| Menu      | Description                        |
|-----------|------------------------------------|
| Setup     | Set up Google Cloud Print options. |
| Web Proxy | Configure proxy settings.          |

**Table 5-10 HP Embedded Web Server Networking tab > Security settings**

| Menu                 | Description   |
|----------------------|---|
| Settings             | View and restore current security settings to factory-default values.<br><br>Configure security settings using the Security Configuration Wizard.<br><br><b>NOTE:</b> 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: <ul style="list-style-type: none"> <li>Set or change the administrator password to control access to configuration parameters.</li> <li>Request, install, and manage digital certificates on the HP Jetdirect print server.</li> <li>Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).</li> </ul> |
| Secure Communication | Configure security settings.  |

**Table 5-10 HP Embedded Web Server Networking tab > Security settings (continued)**


| Menu                  | Description   |
|-----------------------|---|
| Mgmt. Protocols       | Configure and manage security protocols for this printer, including the following: <ul style="list-style-type: none"> <li>Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.</li> <li>Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.</li> <li>Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.</li> </ul> |
| 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. <p><b>CAUTION:</b> 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.</p>  |
| 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.   |

**Table 5-11 HP Embedded Web Server Networking tab > Diagnostics settings**

| Menu               | Description   |
|--------------------|---|
| 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

Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab.

 **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 5-12 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

Use the EWS to configure the printer 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

Review the following 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](http://www.microsoft.com).

## View or change network settings

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

1. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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. 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. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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 **General** tab.
3. 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.

---

4. 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 touch the [Save](#) button.
4. Open the [Manual Settings](#) menu.
5. Touch the [IP Address](#), [Subnet Mask](#), or [Default Gateway](#) option.
6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the [OK](#) button.  
Repeat the process for each field, and then touch the [Save](#) button.

## 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](#), and then select [On](#).
4. Select the [Enable Manual Settings](#) option, and then touch the [Done](#) button.
5. To configure the address, open the [Address](#) menu, and then touch the field to open a keypad.
6. Use the keypad to enter the address, and then touch the [OK](#) button.
7. Touch [Save](#).

## Link speed and duplex settings

Use the following steps to make changes to 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. Touch the [Save](#) button. The printer turns off and then on.

# Printer security features

Restrict who has access to configuration settings, secure data, and prevent access to valuable hardware components.

- [Introduction](#)
- [Security statements](#)
- [Assign an administrator password](#)
- [IP Security](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)
- [Lock the formatter](#)

## 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

Review this important security statement.

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.





## Assign an administrator password

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

- [Use the HP Embedded Web Server \(EWS\) to set the password](#)
- [Provide user access credentials at the printer control panel](#)

### Use the HP Embedded Web Server (EWS) to set the password

Use the following steps to set a password for the printer.

1. Open the HP Embedded Web Server (EWS):
  - a. From the Home screen on the printer control panel, touch the Information icon , and then touch the Ethernet icon  to 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. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. 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.

---

6. Click the **Apply** button.



---

**IMPORTANT:** 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 for the assistance required to completely reset the printer.

---

[Click here to contact HP Support about resetting the printer password.](#)

---

### Provide user access credentials at the printer control panel

Use the following steps to sign into the control panel.

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. 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, select [Sign Out](#) when you have finished using 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.

## 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

Learn about the energy-conservation settings that are available for the printer.


- [Set the sleep timer and configure the printer to use 1 watt or less of power](#)
- [Set the sleep schedule](#)
- [Set the idle settings](#)

## 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.


---

 **NOTE:** HP does not recommend using deep sleep settings if you have Security Solutions installed. In some situations, the printer does not wake from deep sleep. For additional information, contact your HP representative.

---

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. [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.
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. For greater energy settings, you can set it to wake only to the power button by selecting [Shut down \(wake on power button only\)](#).

---

5. Select [Done](#) to save the settings.

## Set the sleep schedule

Use the [Sleep Schedule](#) feature to configure the printer to automatically wake or go into Sleep mode at specific times on specific days of the week.

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. [Energy Settings](#)
  - c. [Sleep Schedule](#)
3. Select the [New Event](#) button, and then select the type of event to schedule: [Wake Event](#) or [Sleep Event](#).
4. For a wake or sleep event, configure the time and the days of the week for the event. Select [Save](#) to save the setting.

## Set the idle settings

This setting affects energy use while the product is idle, not while in Sleep Mode. [Start faster](#) results in a quicker first-page-out time, but uses more power. [Save energy](#) conserves power, but could result in a slower first-page-out time.

1. From the Home screen on the printer control panel, open the [Settings](#) menu.
2. Open the following menus:
  - a. [General](#)
  - b. [Energy Settings](#)
  - c. [Idle Settings](#)
3. Adjust the slider, and then select [Done](#) to save the setting.

## 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](http://www.hp.com/go/webjetadmin) for more information.

## Software and firmware updates

HP regularly updates features that are available in the printer firmware. To take advantage of the most current features, update the printer firmware.

Download the most recent firmware update file from the web:

Go to [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856). Click **Software, Drivers and Firmware**.

---

# 6 Solve problems

Troubleshoot problems with the printer. Locate additional resources for help and technical support.

- [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 color print quality problems](#)
- [Solve wired network problems](#)

For video assistance, see [www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet).

The following information is correct at the time of publication. For current information, see [www.hp.com/support/colorljM856](http://www.hp.com/support/colorljM856).

## For more information:

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

Find support contact options for your HP printer.

**Table 6-1** Customer support options

| Support option   | Location  |
|--|---|
| Get telephone support for your country/region.<br><br>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 <a href="http://support.hp.com">support.hp.com</a> . |
| Get 24-hour Internet support, and download software utilities and drivers.   | <a href="http://www.hp.com/support/colorljM856">www.hp.com/support/colorljM856</a>  |
| Order additional HP service or maintenance agreements.   | <a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>  |
| Register the printer.  | <a href="http://www.register.hp.com">www.register.hp.com</a>  |


## Control panel help system

The printer has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help button  in the upper-right corner of the screen.



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 touching the buttons 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, touch the Help button  to open a message that describes the problem. The message also contains instructions to help solve the problem.

# Reset factory settings

Resetting the printer settings to the factory-set defaults can help resolve problems.

- [Introduction](#)
- [Method one: Reset factory settings from the printer control panel](#)
- [Method two: Reset factory settings from the HP Embedded Web Server \(network-connected printers only\)](#)

## Introduction

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

### Method one: Reset factory settings from the printer control panel

Use the printer control panel to restore the settings to their original values.

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)

Use the HP EWS to reset the printer settings to the original settings.

1. On the printer control panel, select the Information button , and then select the Network icon  to display the IP address or host name.
2. Open the **General** tab.
3. On the left side of the screen, click **Reset Factory Settings**.
4. 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

Review the possible solutions to this issue.

- [Change the “Very Low” settings](#)
- [Order supplies](#)

**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.

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.

**Cartridge is very low:** The printer indicates when the toner cartridge level is very 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 unless the print quality is no longer acceptable.

HP’s Premium Protection Warranty expires near the end of useable cartridge life. Check the Supplies Status Page or the HP Embedded Web Server (EWS) for the status.



## Change the “Very Low” settings

You can change the way the printer reacts when supplies reach the Very Low state. You do not have to re-establish these settings when you install a new cartridge.

- [Change the “Very Low” settings at the control panel](#)
- [For printers with fax capability](#)

### Change the “Very Low” settings at the control panel

Change the setting at 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. [Manage Supplies](#)
  - b. [Very Low Behavior](#)
  - c. [Black Cartridge](#) or [Color Cartridges](#)
3. Select one of the following options:
  - Select the [Stop](#) option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold.
  - Select the [Prompt to continue](#) option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.
  - Select the [Continue](#) option to set the printer to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.

### For printers with fax capability

When the printer is set to the [Stop](#) or [Prompt to continue](#) option, there is some risk that faxes will not print when the printer resumes printing. This can occur if the printer has received more faxes than the memory can hold while the printer is waiting.

The printer can print faxes without interruption when it passes the Very Low threshold if you select the [Continue](#) option for the cartridge, but print quality might degrade.

## Order supplies

Order supplies and paper for your HP printer.

**Table 6-2** Ordering options

| Ordering option          | Ordering information  |
|--------------------------|---|
| Order supplies and paper | <a href="http://www.hp.com/go/SureSupply">http://www.hp.com/go/SureSupply</a> |

**Table 6-2** Ordering options (continued)

| Ordering option                              | Ordering information  |
|--|---|
| 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. |

# Printer does not pick up paper or misfeeds

Use this information if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time.

- [Introduction](#)
- [The printer does not pick up paper](#)
- [The printer picks up multiple sheets of paper](#)

## 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

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

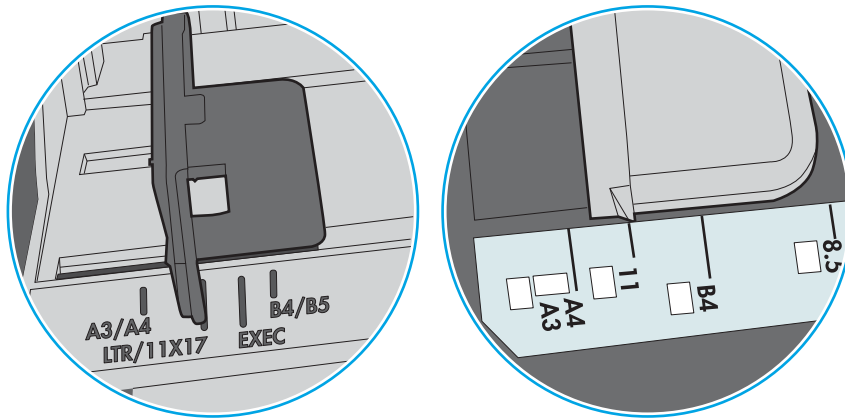
1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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.

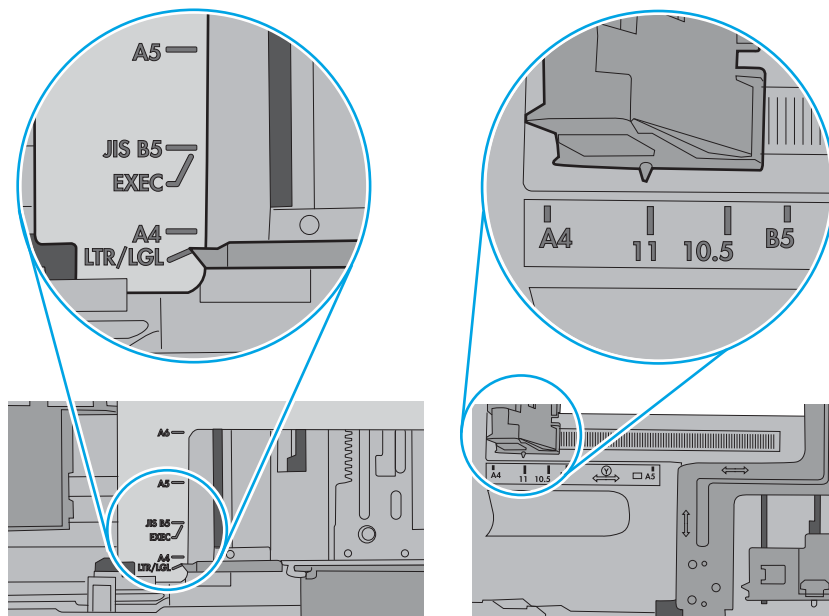
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

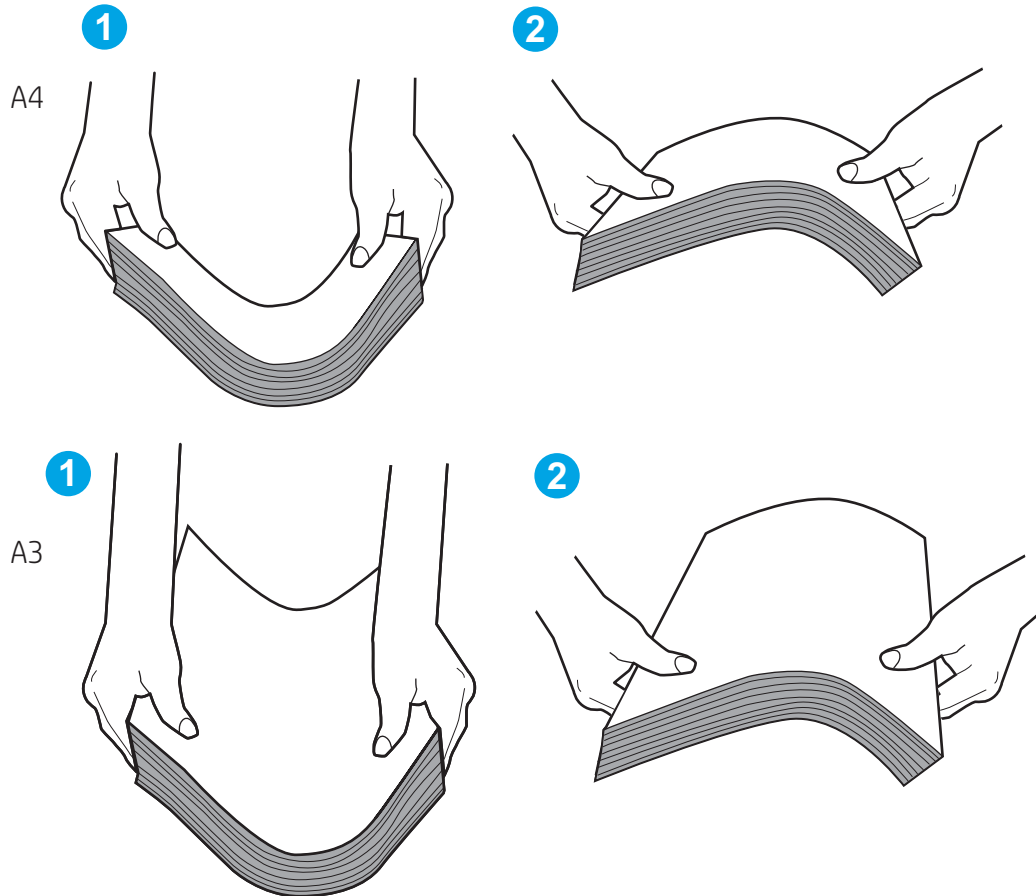


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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.

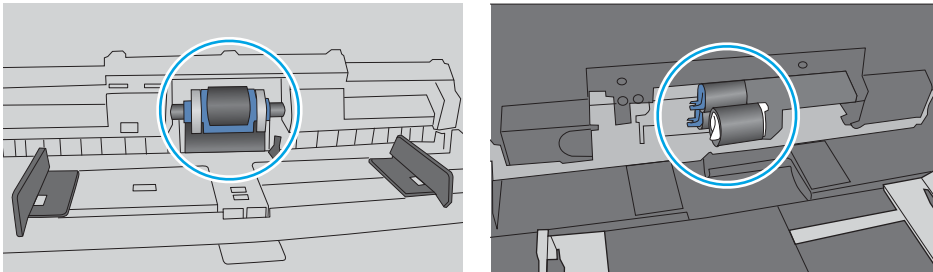
---

**⚠ CAUTION:** Do not spray water directly onto 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:

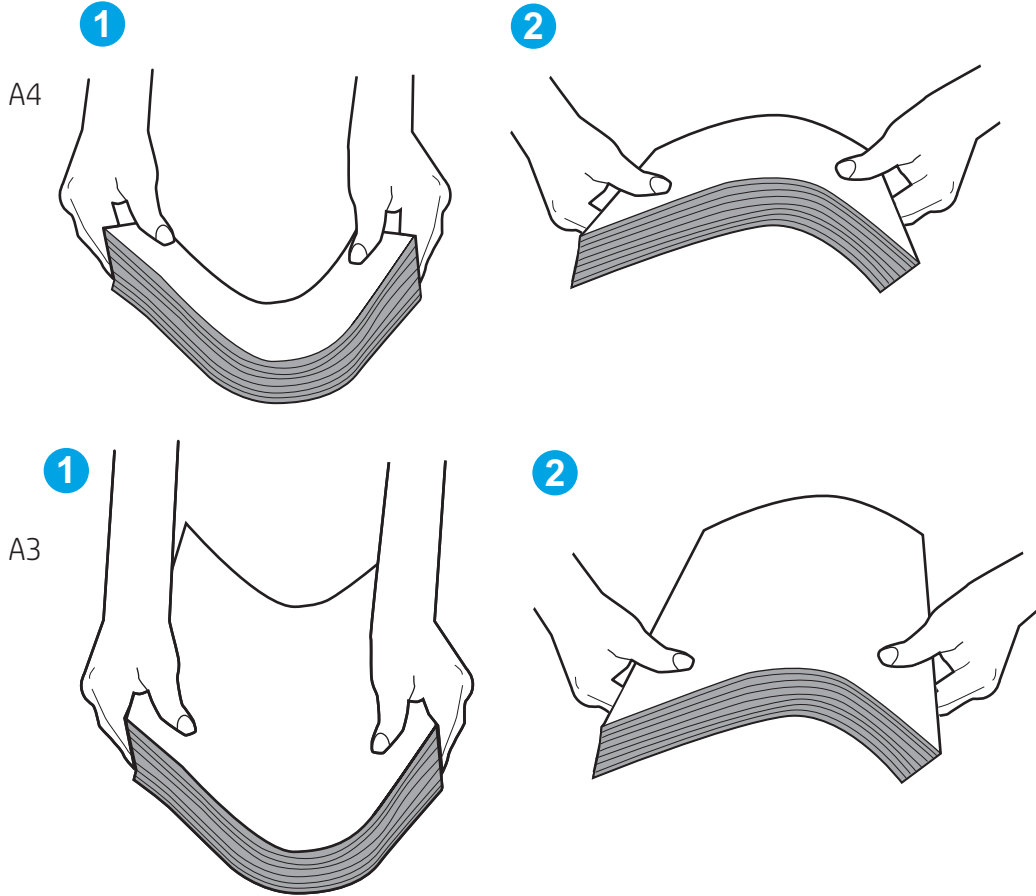
1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

---

**📝 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.

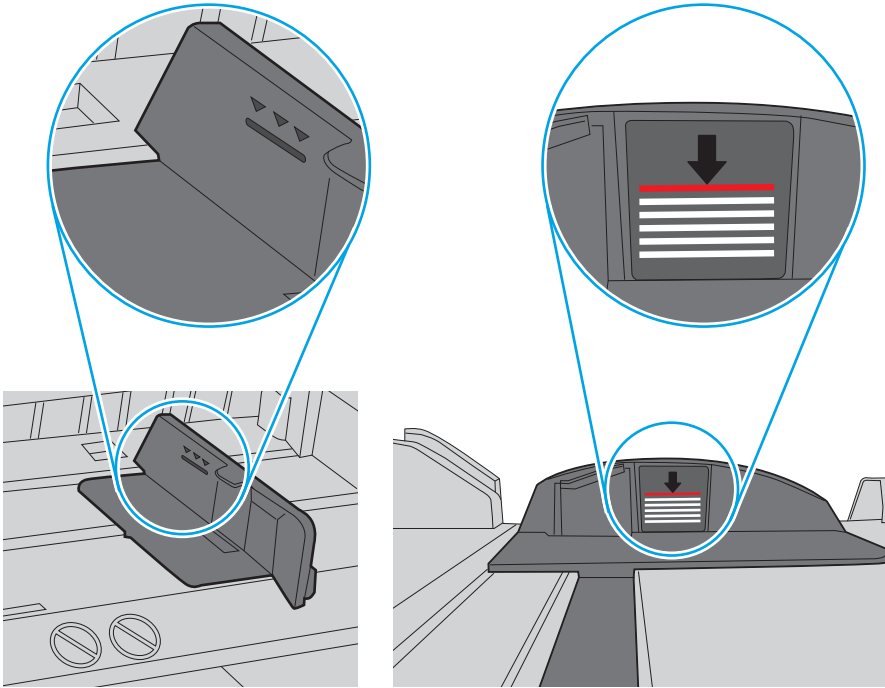
In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray and flex the stack as described above.

4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

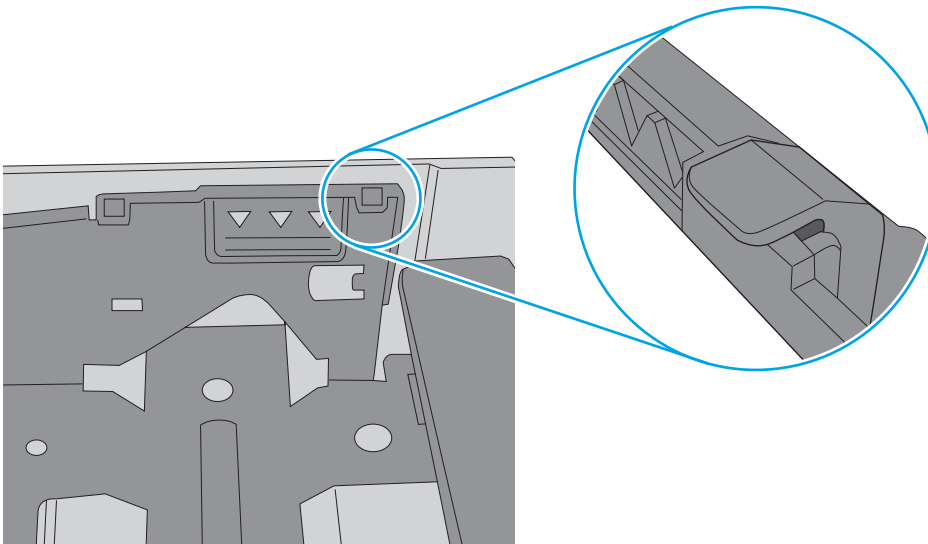
5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

The following examples show 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



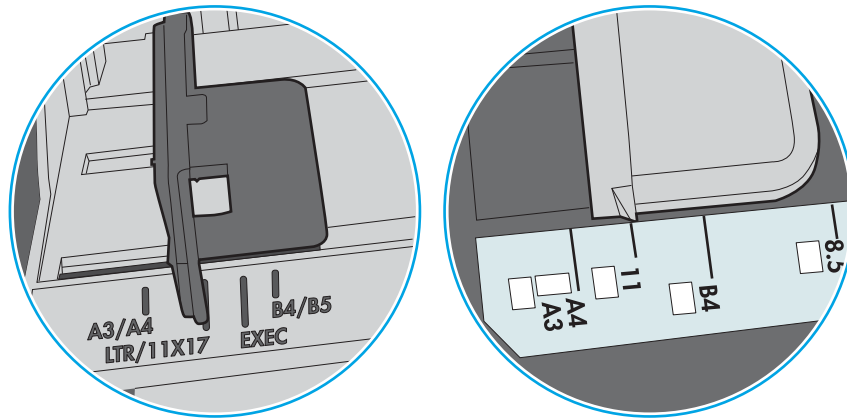


6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

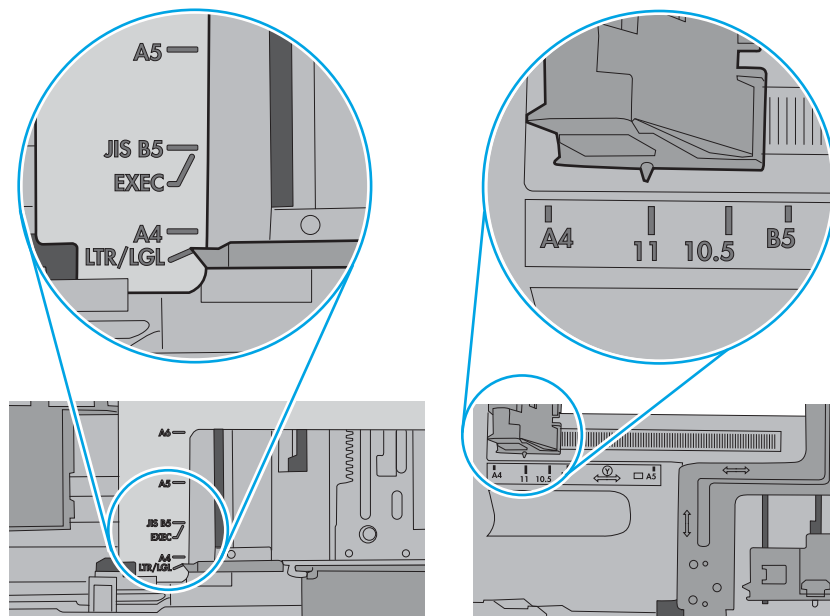
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

Use the procedures in this section to clear jammed paper from the printer paper path.

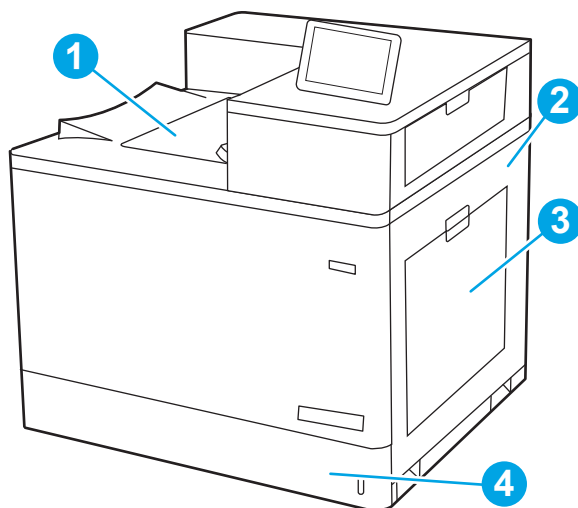
- [Introduction](#)
- [Paper jam locations](#)
- [Auto-navigation for clearing paper jams](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Clear paper jams in Tray 1 \(13.A1\)](#)
- [Clear paper jams in Tray 2 \(13.A2\)](#)
- [Clear paper jams in the fuser \(13.B9, 13.B2, 13.FF\)](#)
- [Clear paper jams in the output bin \(13.E1\)](#)
- [Clear paper jams in the duplex area \(13.D3\)](#)
- [Clear paper jams in the 550-sheet trays \(13.A3, 13.A4\)](#)
- [Clear paper jams in the 2 x 550 paper trays \(13.A4, 13.A5\)](#)
- [Clear paper jams in the 2,700-sheet high-capacity input paper trays \(13.A3, 13.A4, 13.A5, 13.A7\)](#)

## Introduction

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

## Paper jam locations

Jams can occur in these locations.



| Number | Description               |
|--------|---------------------------|
| 1      | Output bin                |
| 2      | Right door and fuser area |

| Number | Description |
|--------|-------------|
| 3      | Tray 1      |
| 4      | Tray 2      |

## 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.



**NOTE:** [View a video that demonstrates how to load paper in a way that reduces the number of paper jams.](#)

1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. 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.
5. 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.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the [Trays](#) menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

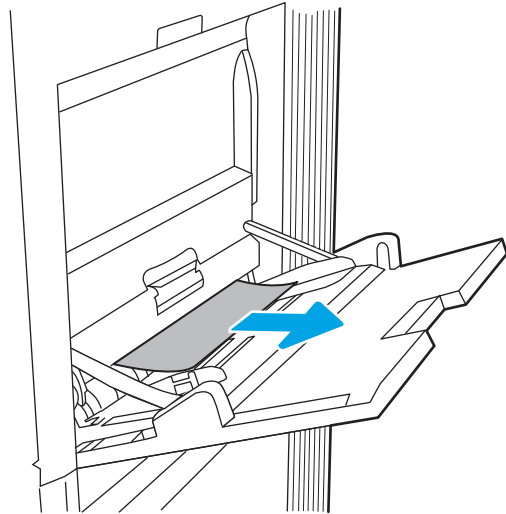
## Clear paper jams in Tray 1 (13.A1)

Use the following procedure to check for paper in all possible jam locations related to Tray 1 and inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

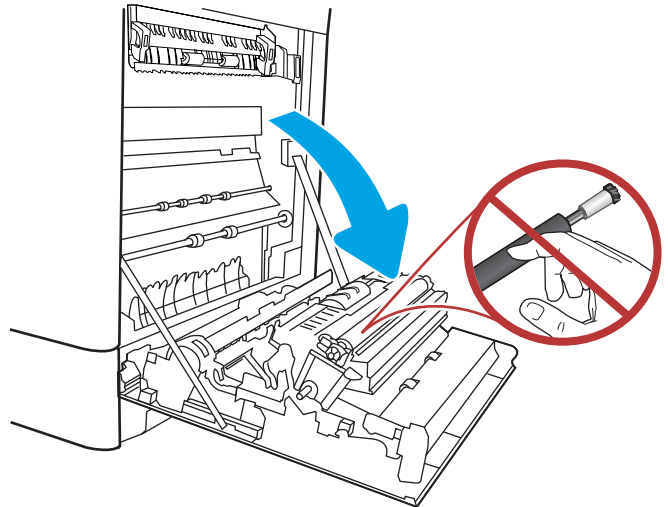
- **13.A1.XX Jam in Tray 1**

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

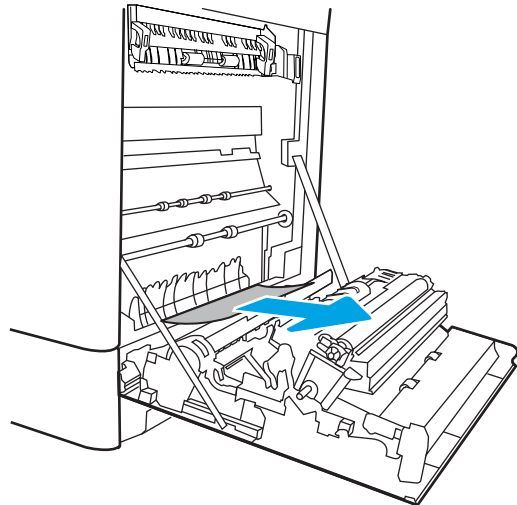


2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.

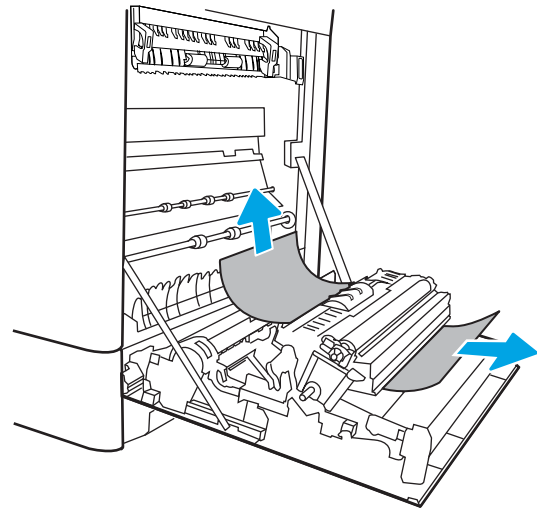
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



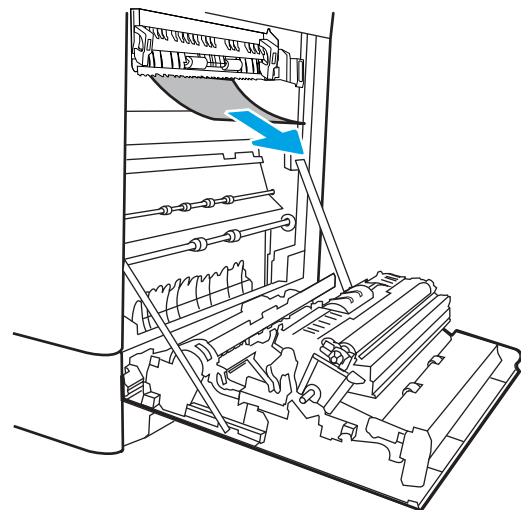
3. Gently pull out any jammed paper.




4. Gently pull out any jammed paper in the duplex area on the right door.

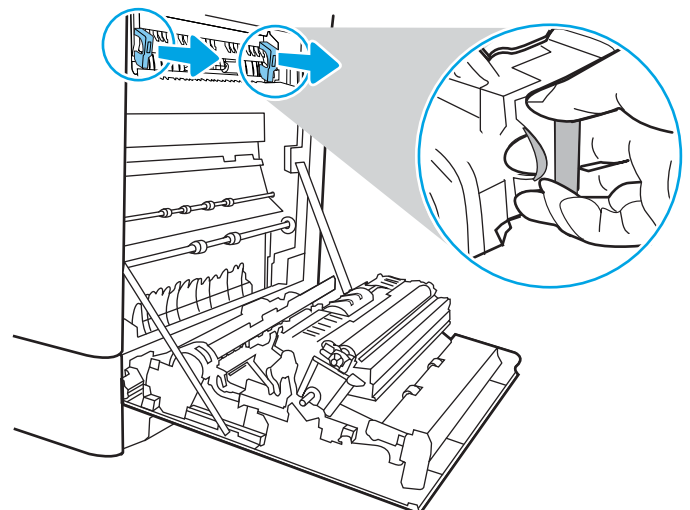


5. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




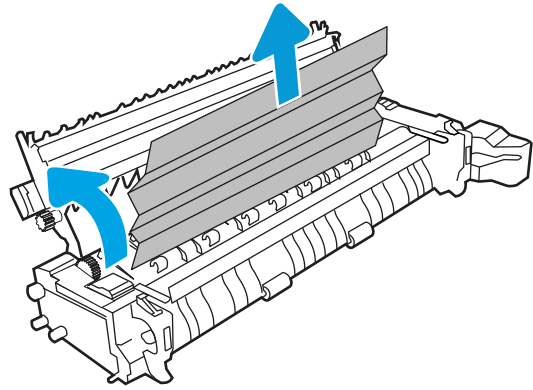
6. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

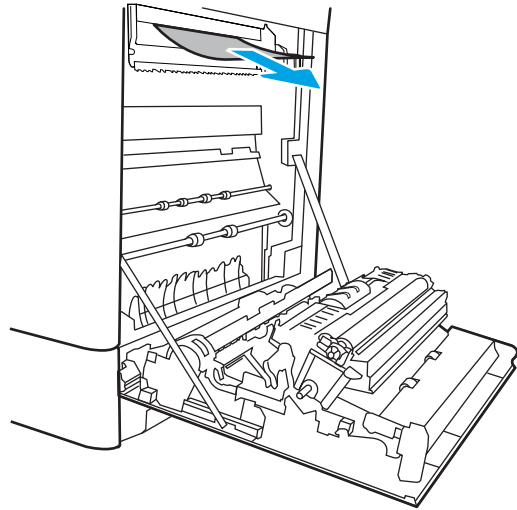


7. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

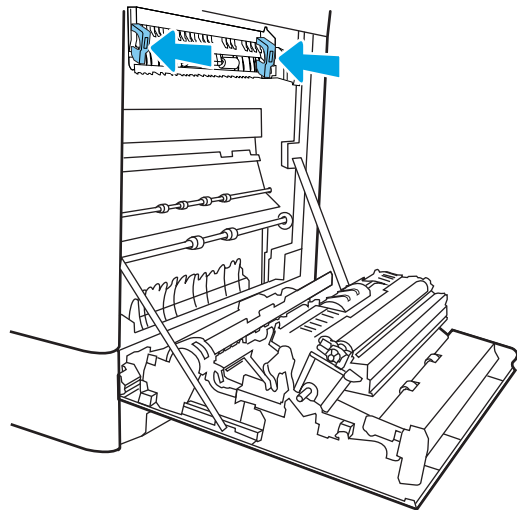
**CAUTION:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



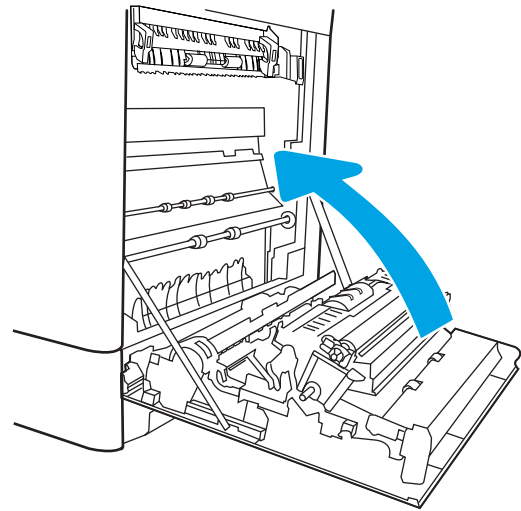
8. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



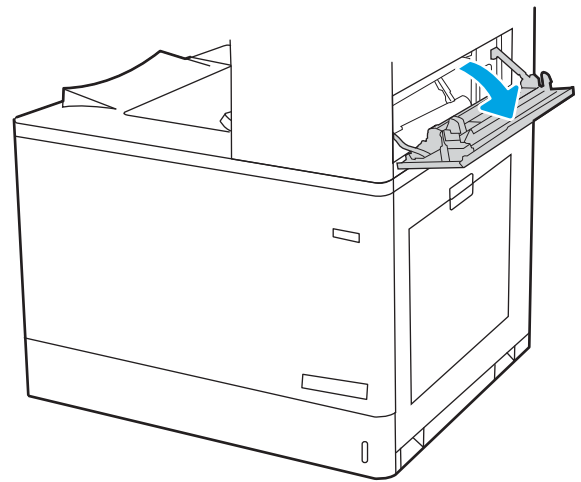
9. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



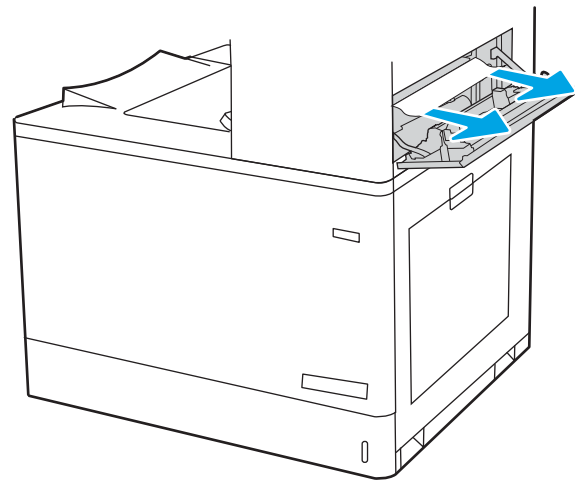
10. Close the right door.



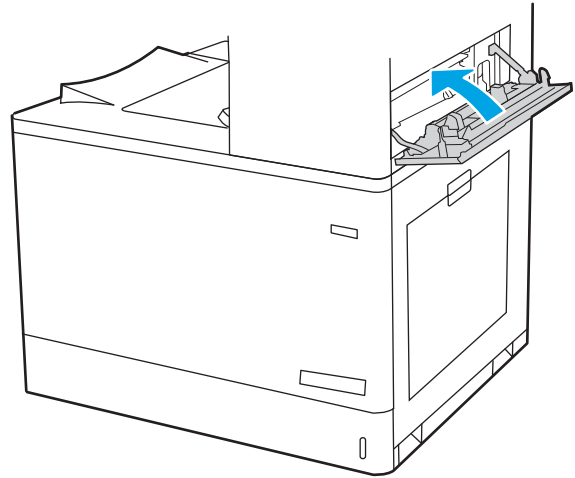
11. Open the upper-right door.



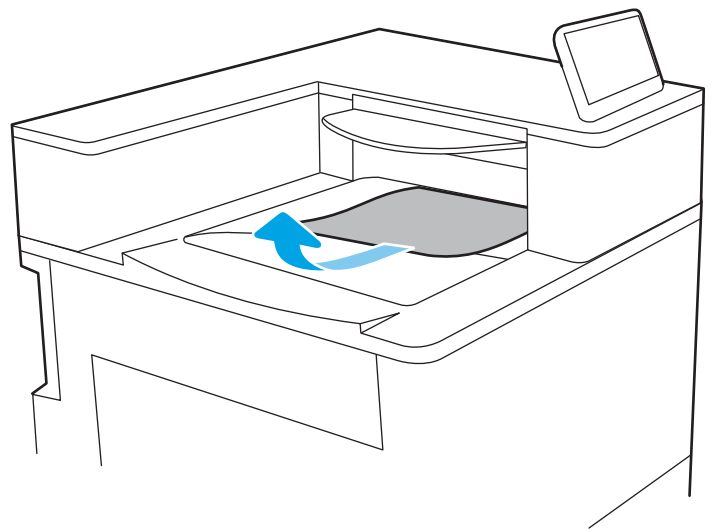
12. Gently pull out any jammed paper.



13. Close the upper-right door.



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



## Clear paper jams in Tray 2 (13.A2)

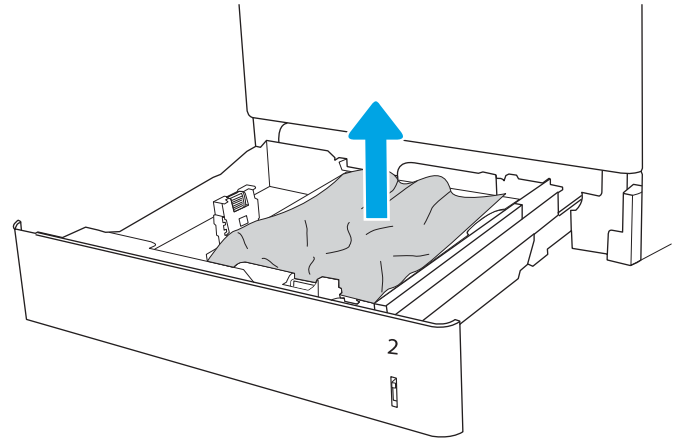
Use the following procedure to check for paper in all possible jam locations related to Tray 2 and inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

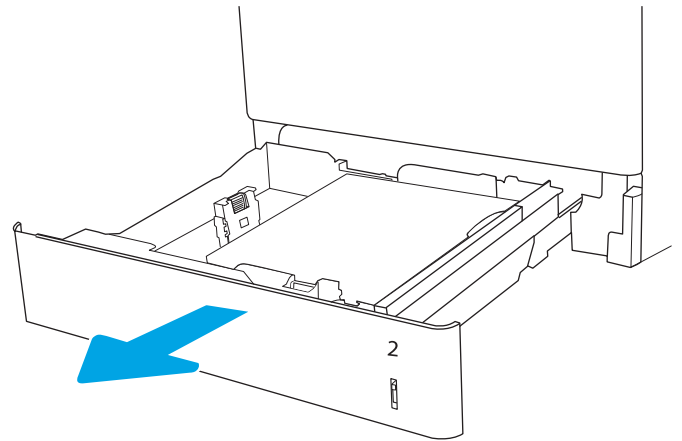
- 13.A2.XX Jam in tray 2



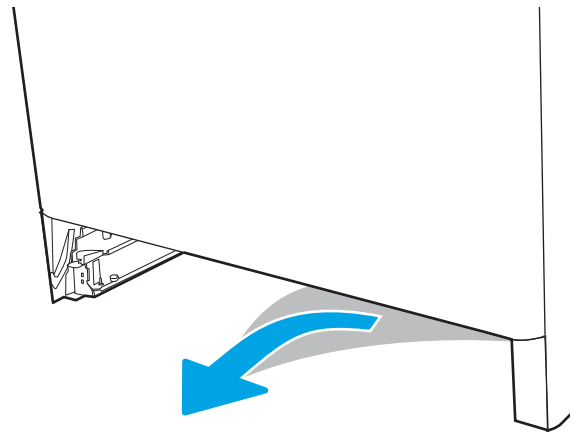
1. Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



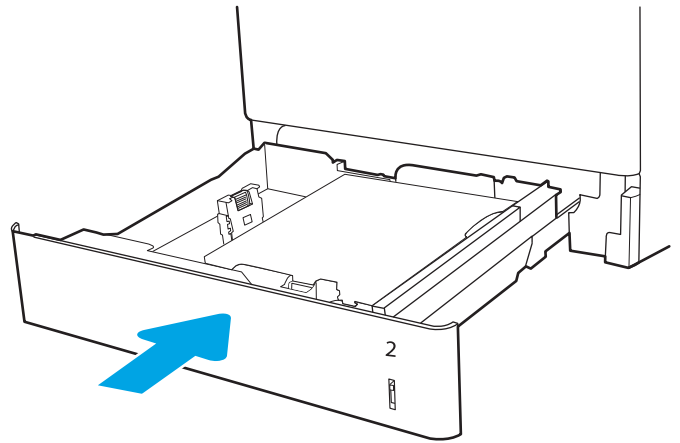
2. Pull the tray completely out of the printer by pulling and lifting it up slightly.



3. Gently remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.

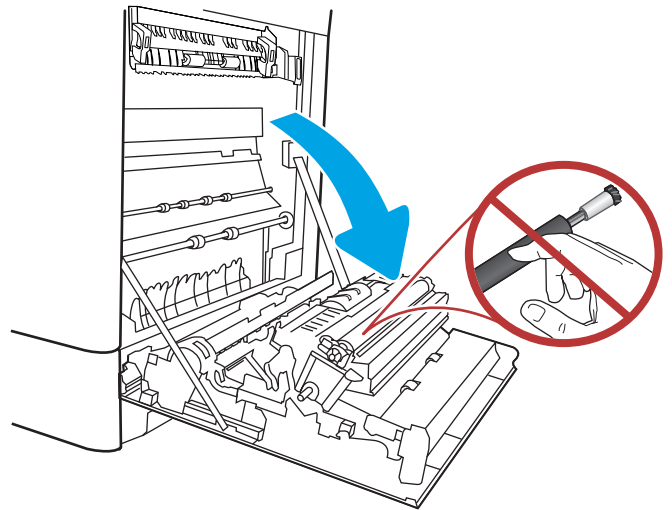


4. Install and close the tray.

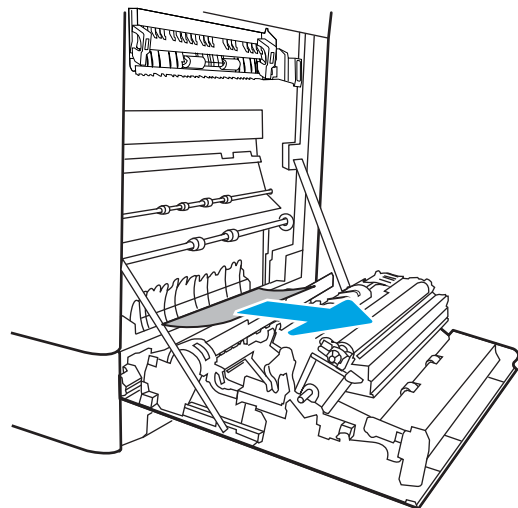


5. Open the right door.

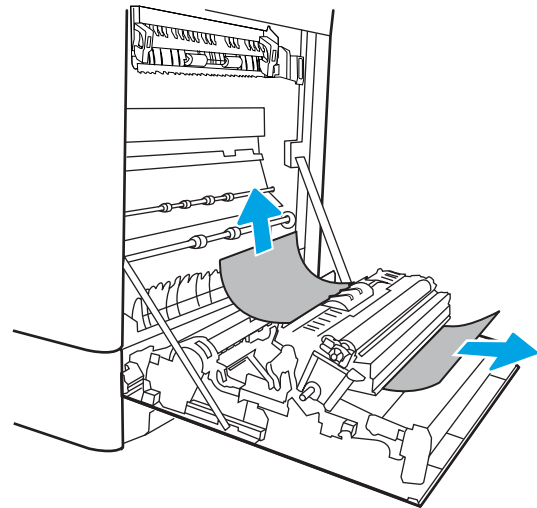
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



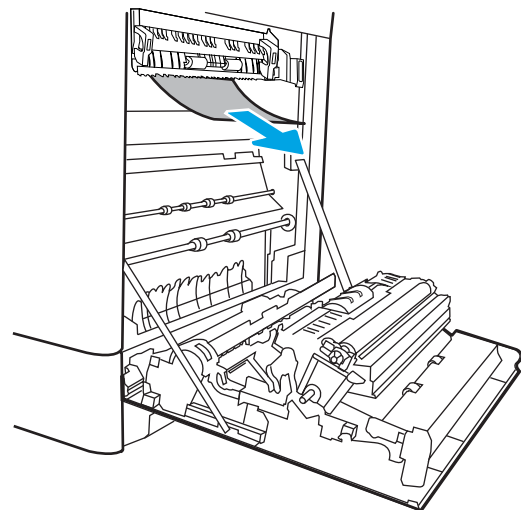
6. Gently pull out any jammed paper.




7. Gently pull out any jammed paper in the duplex area on the right door.

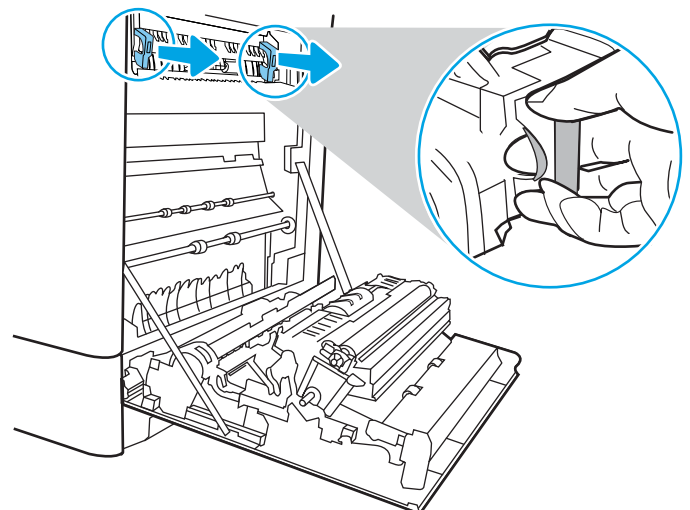


8. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




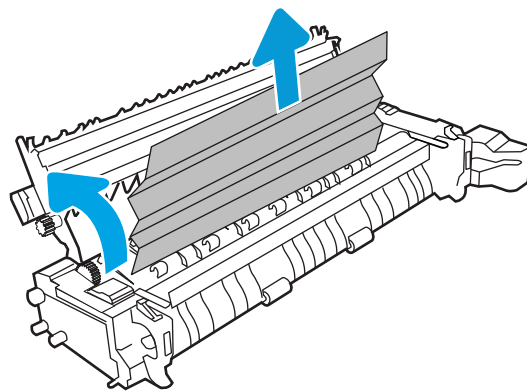
9. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

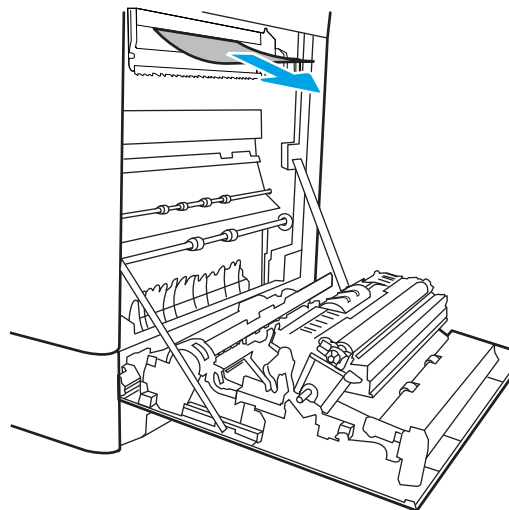


10. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

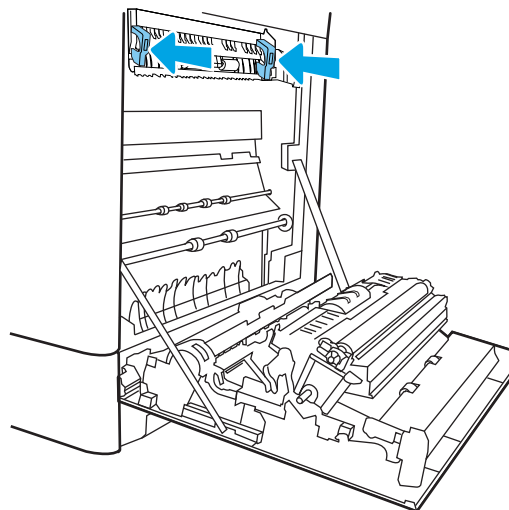
**NOTE:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



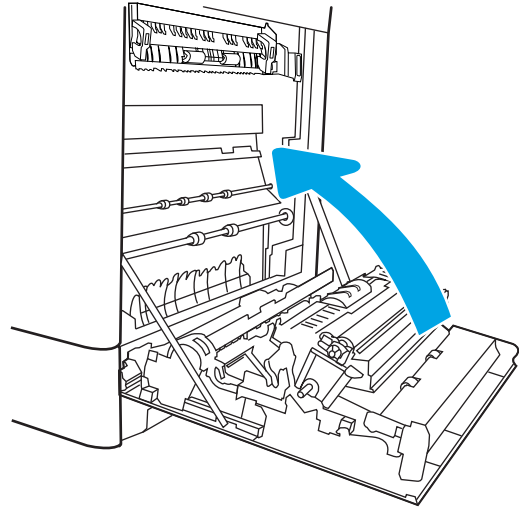
11. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



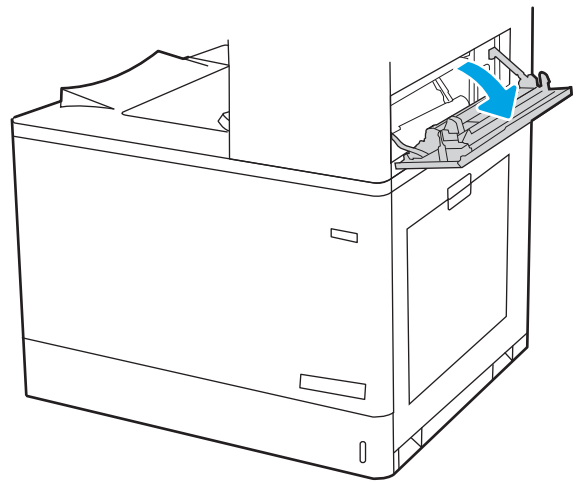
12. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



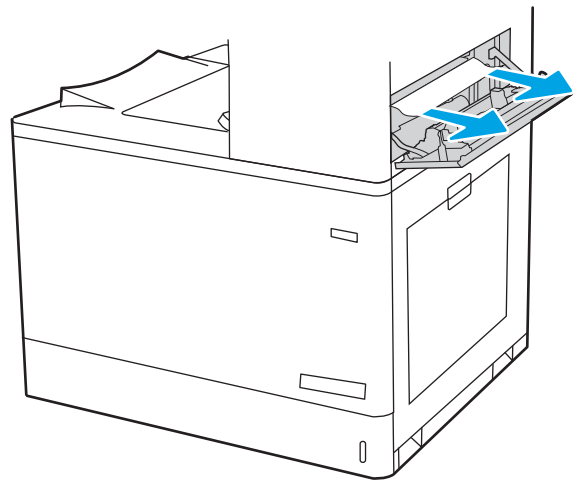
13. Close the right door.



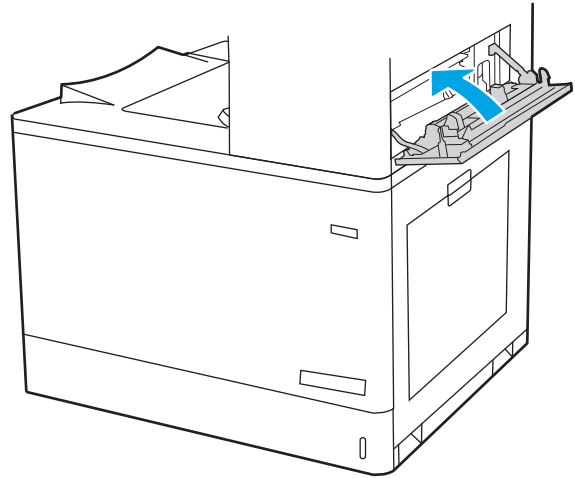
14. Open the upper-right door.



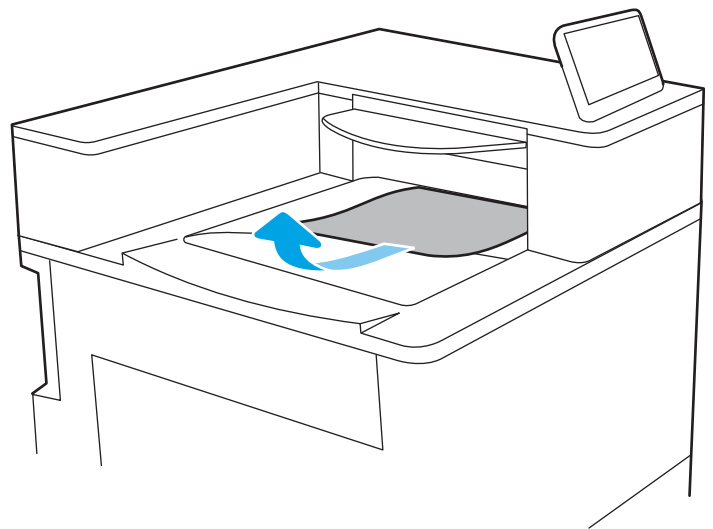
15. Gently pull out any jammed paper.



16. Close the upper-right door.



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



## Clear paper jams in the fuser (13.B9, 13.B2, 13.FF)

Use the following procedure to check for paper in all possible jam locations inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.B9.XX Jam in fuser
- 13.B2.XX Jam in <Cover or Door>.
- 13.FFEE Door Open Jam



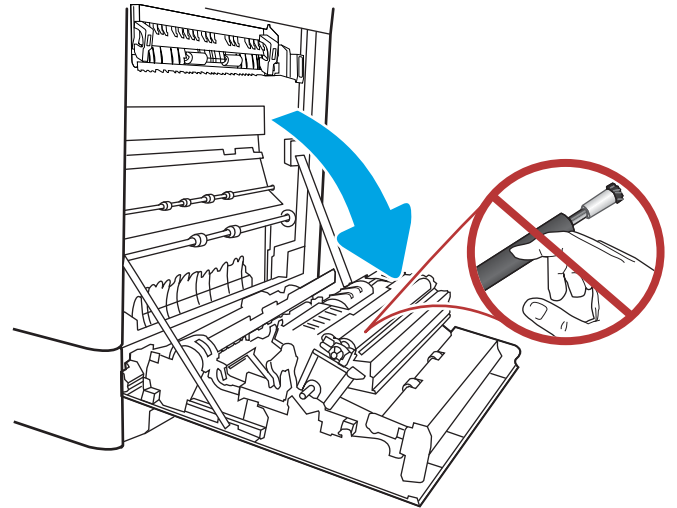
**CAUTION:**



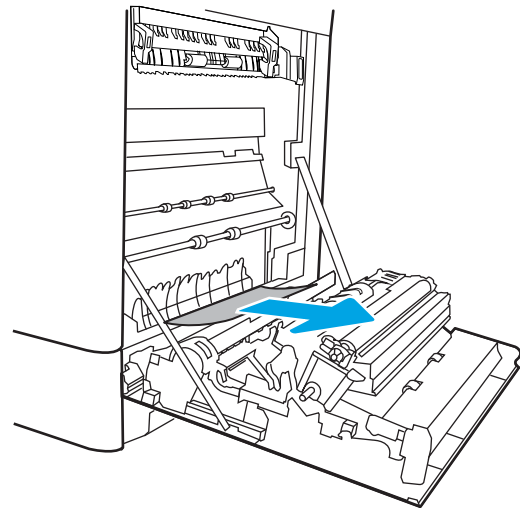
The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

1. Open the right door.

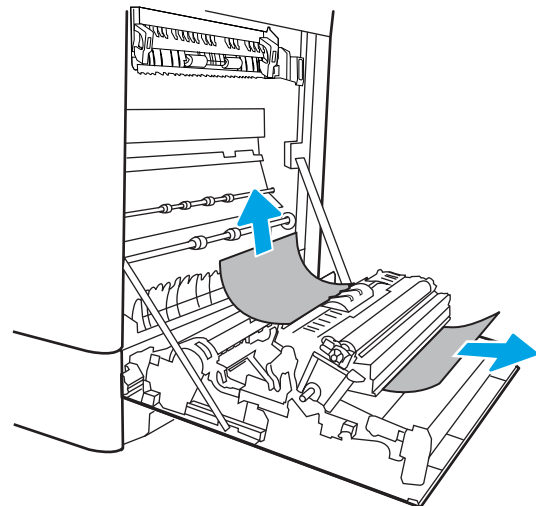
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



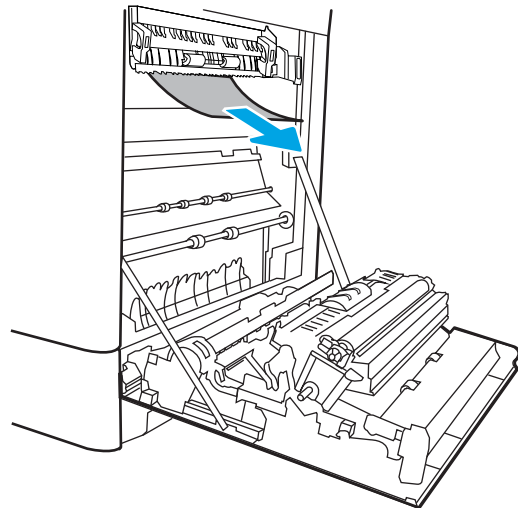
2. Gently pull out any jammed paper.




3. Gently pull out any jammed paper in the duplex area on the right door.

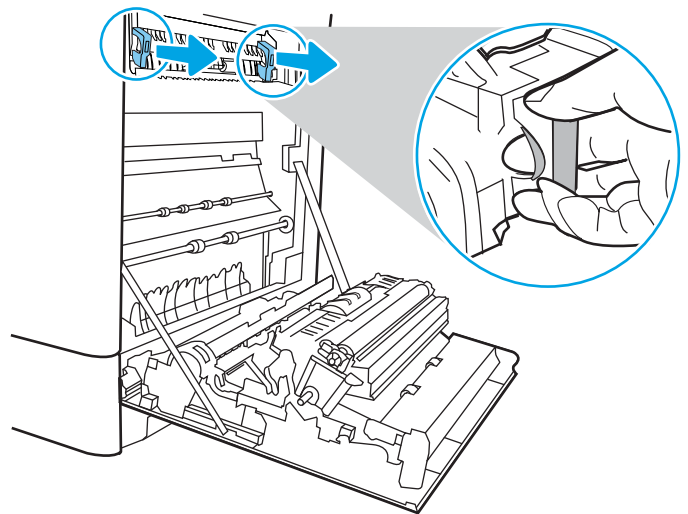


4. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




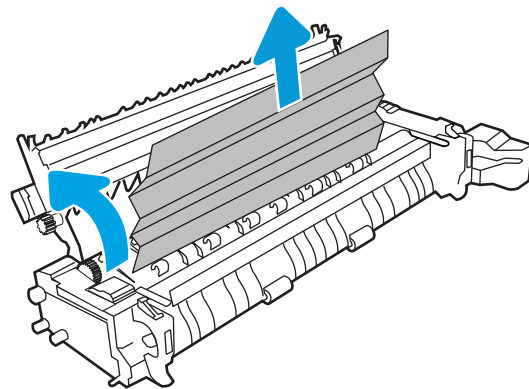
5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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



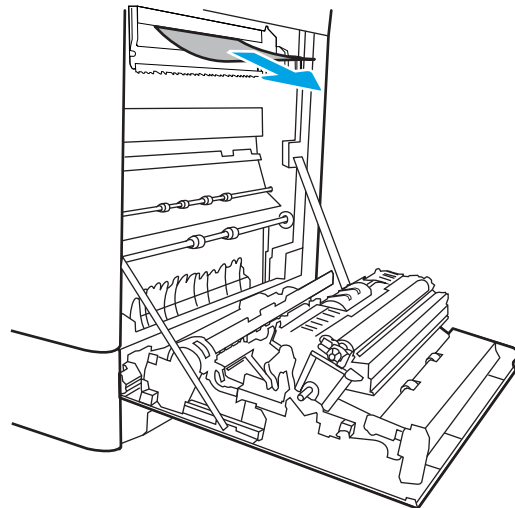
6. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

**CAUTION:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.

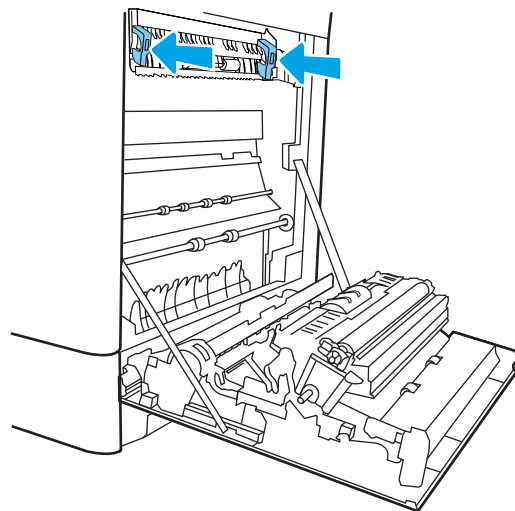




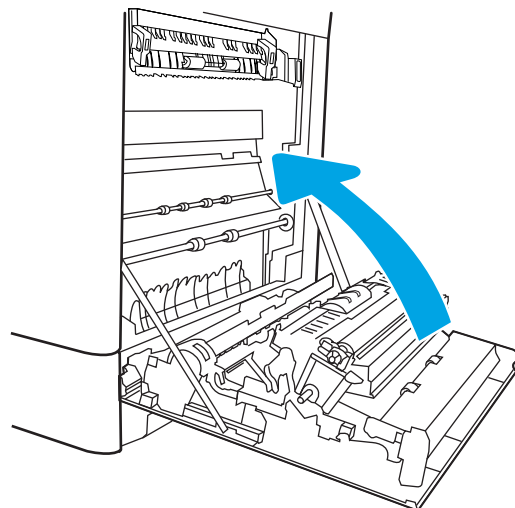
7. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



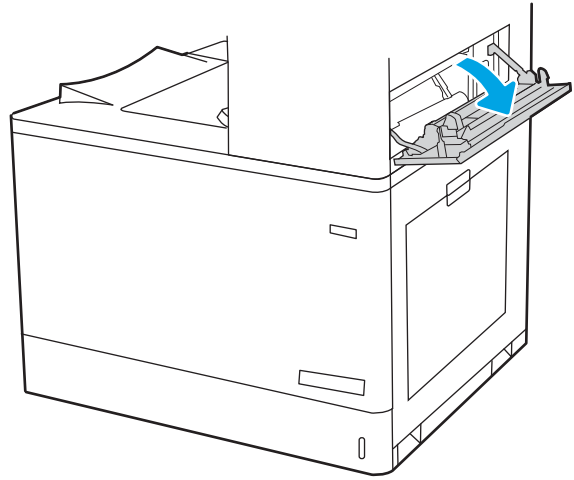
8. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



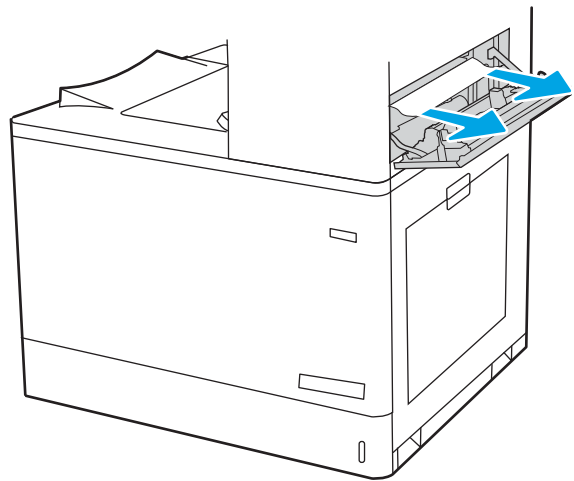
9. Close the right door.



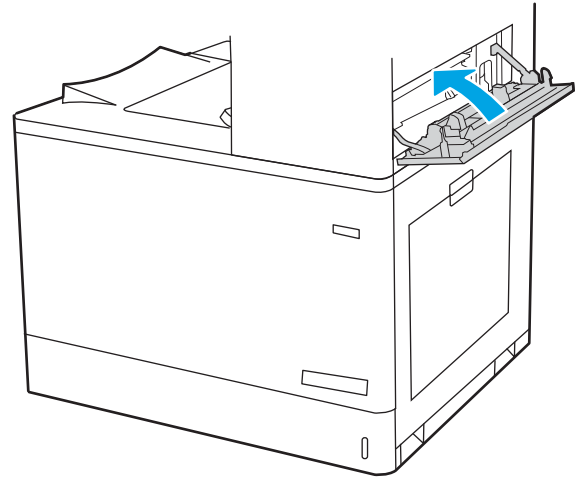
10. Open the upper-right door.



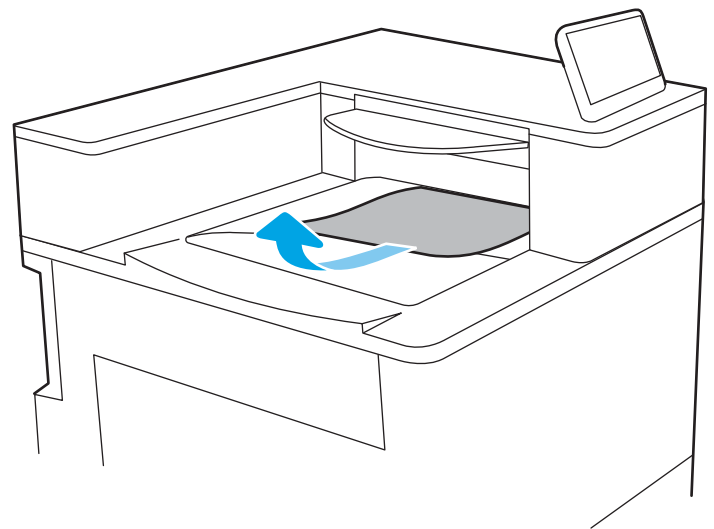
11. Gently pull out any jammed paper.



12. Close the upper-right door.



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



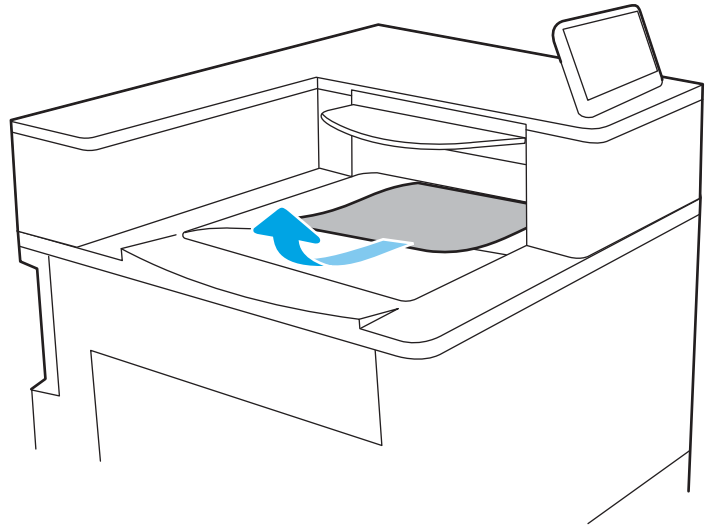
## Clear paper jams in the output bin (13.E1)

Use the following procedure to clear jams in the output bin.

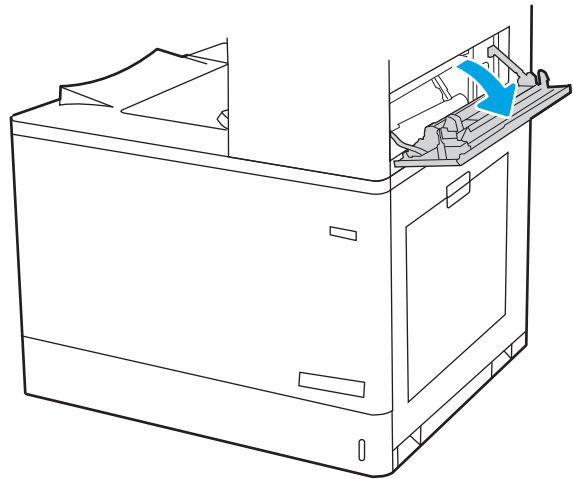
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- **13.E1.XX Jam at standard output bin**

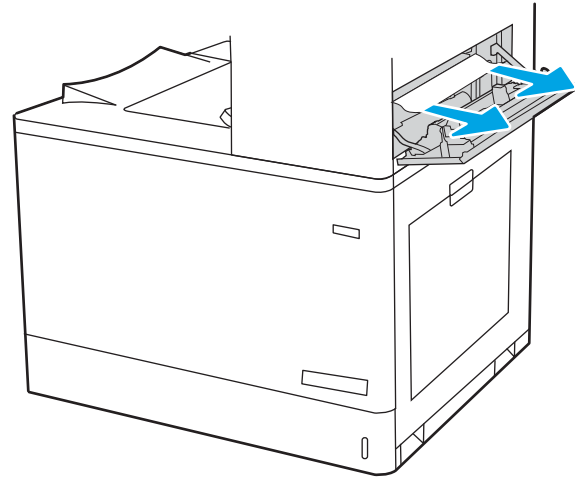
1. If paper is visible in the output bin, grasp the leading edge and gently remove it.



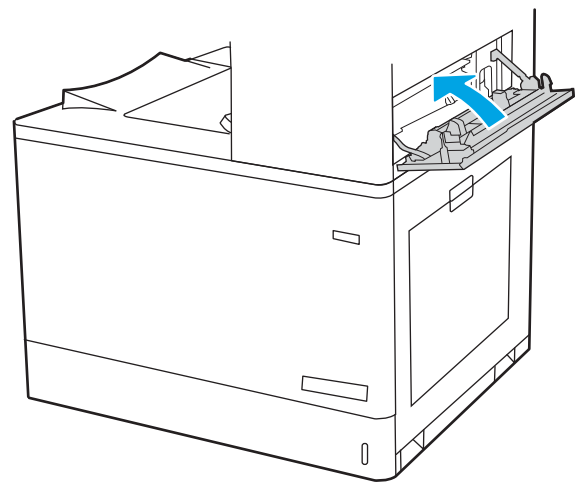
2. Open the upper-right door.



3. Gently pull out any jammed paper.



4. Close the upper-right door.



## Clear paper jams in the duplex area (13.D3)

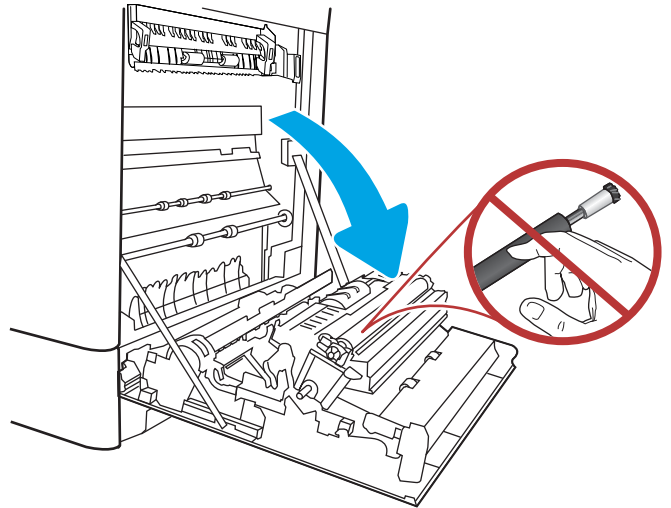
Use the following procedure to check for paper in all possible jam locations inside the right door.

When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

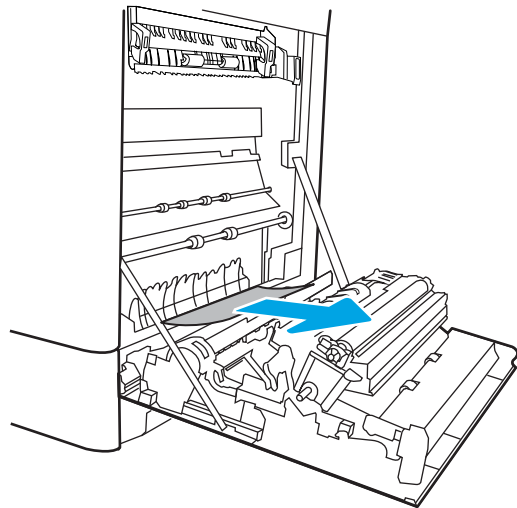
- 13.D3.XX Jam in duplex area

1. Open the right door.

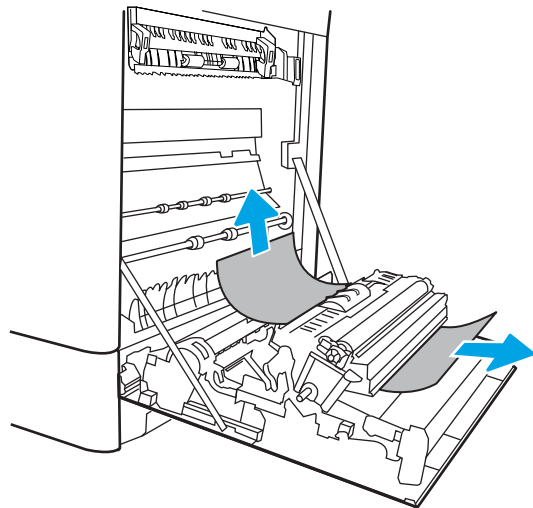
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



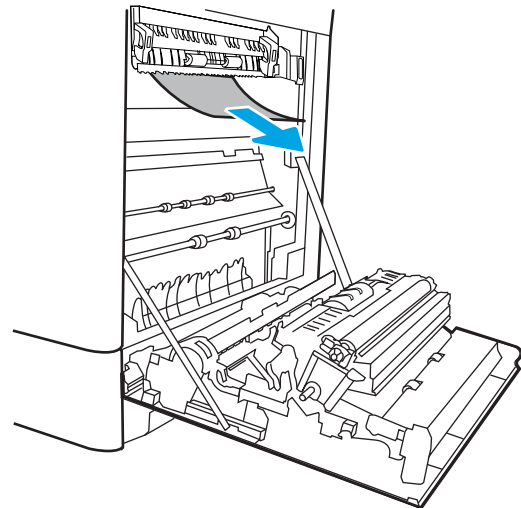
2. Gently pull out any jammed paper.




3. Gently pull out any jammed paper in the duplex area on the right door.

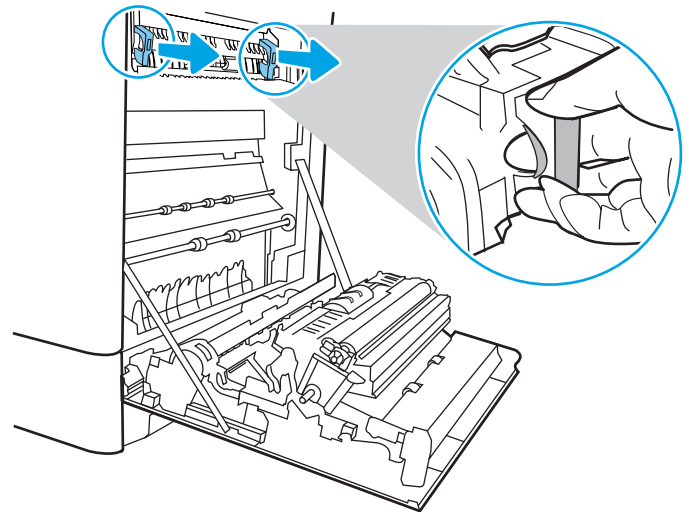


4. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




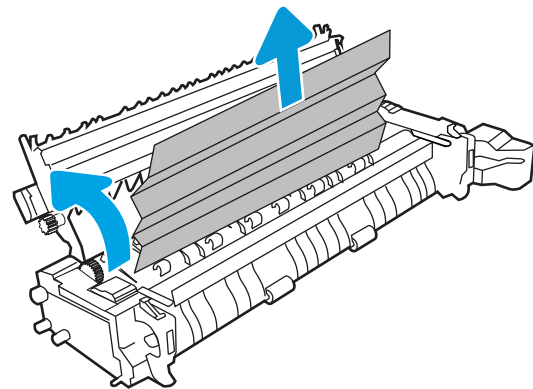
5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

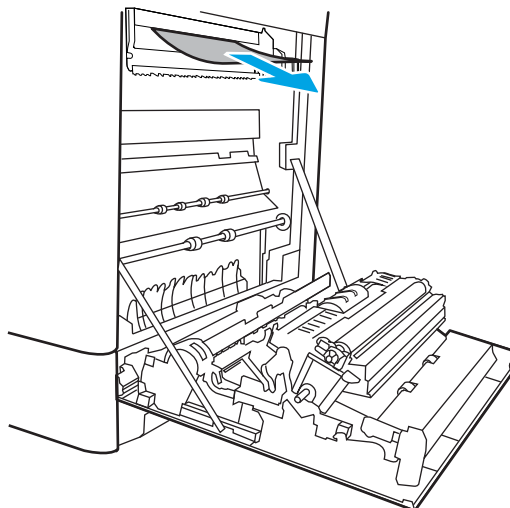


6. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

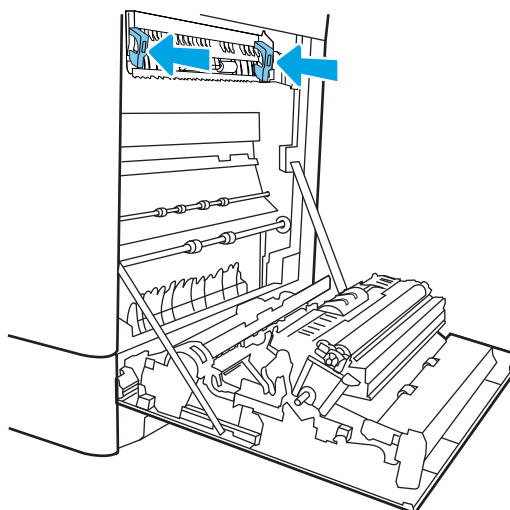
**CAUTION:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



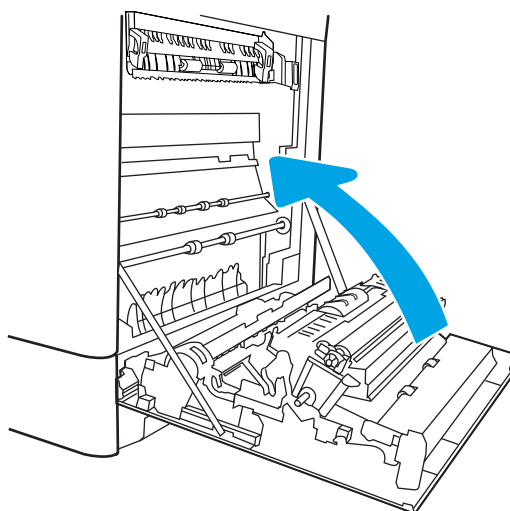
7. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



8. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.

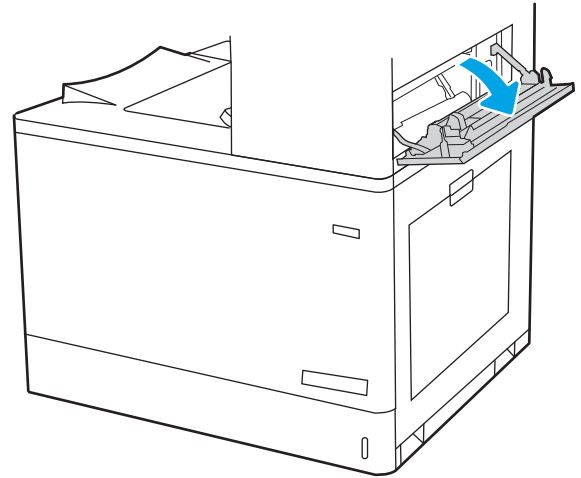


9. Close the right door.

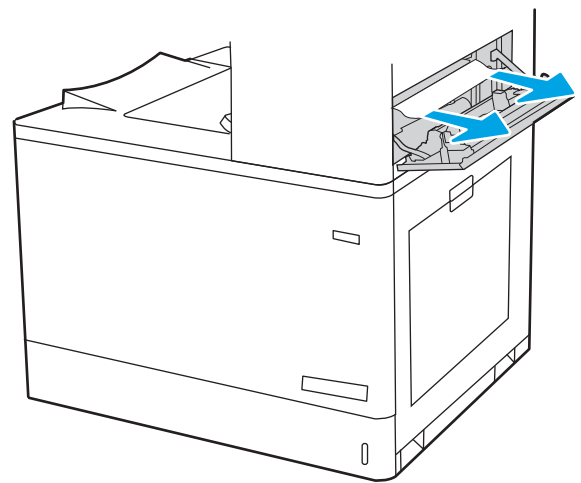




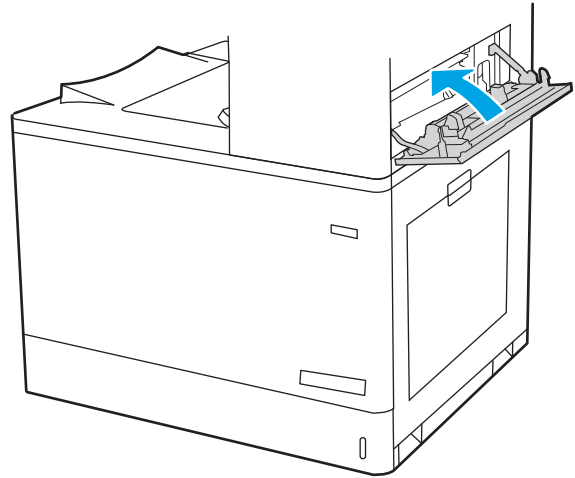
10. Open the upper-right door.



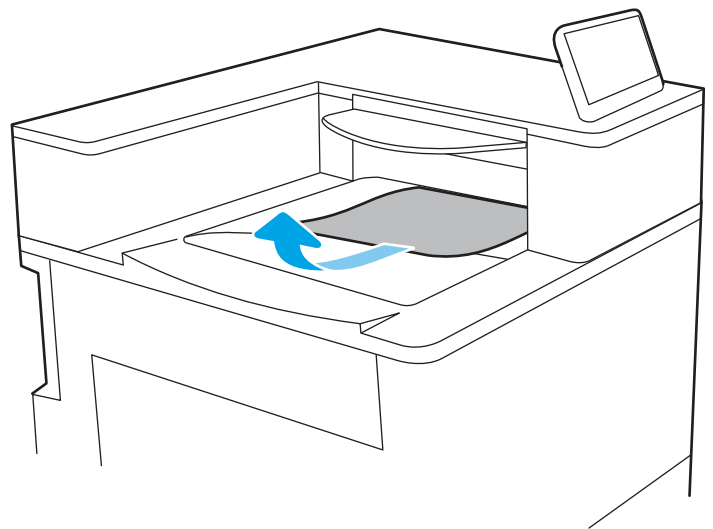
11. Gently pull out any jammed paper.



12. Close the upper-right door.



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



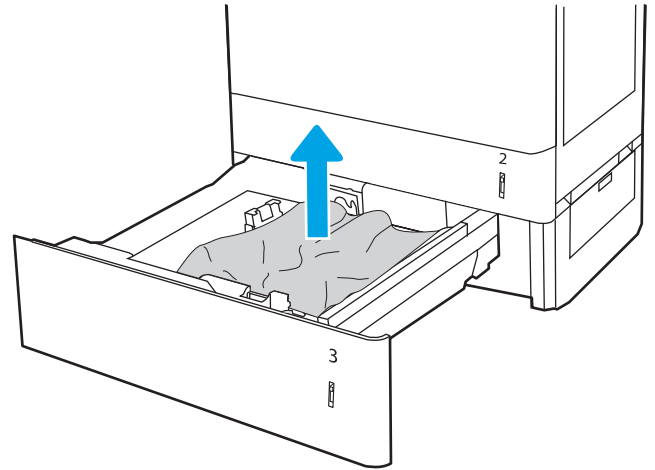
## Clear paper jams in the 550-sheet trays (13.A3, 13.A4)

Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays and inside the right door.

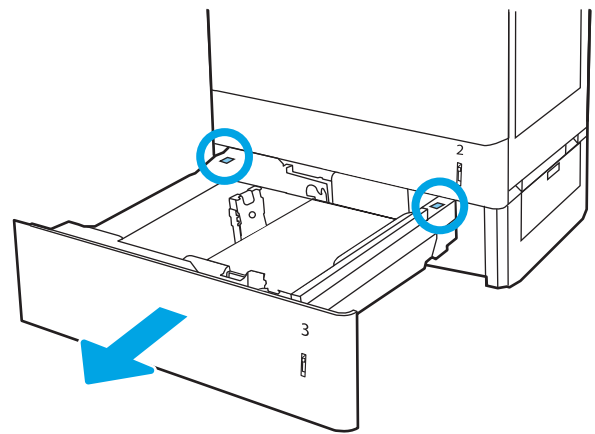
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

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

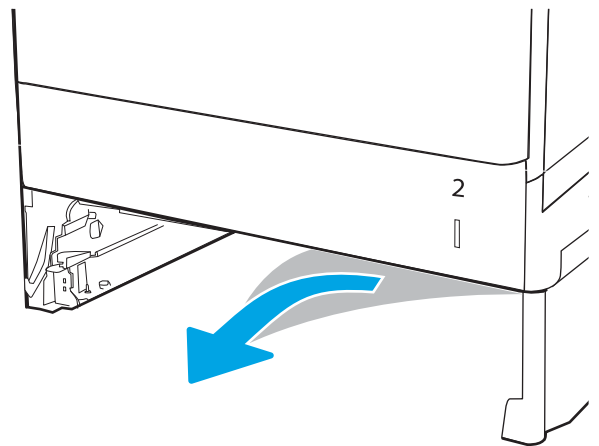
1. Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



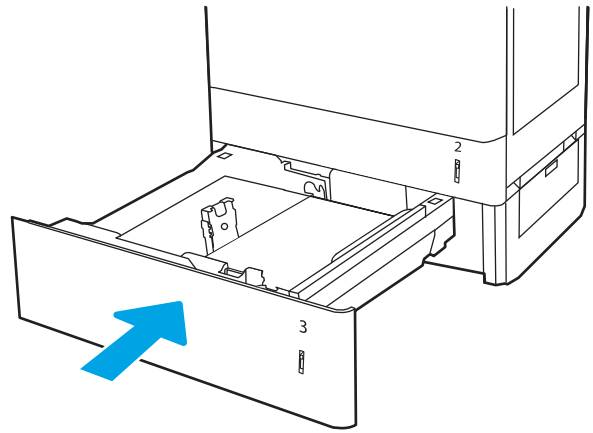
2. Release two tabs at the back of the tray, and then pull the tray completely out of the printer.



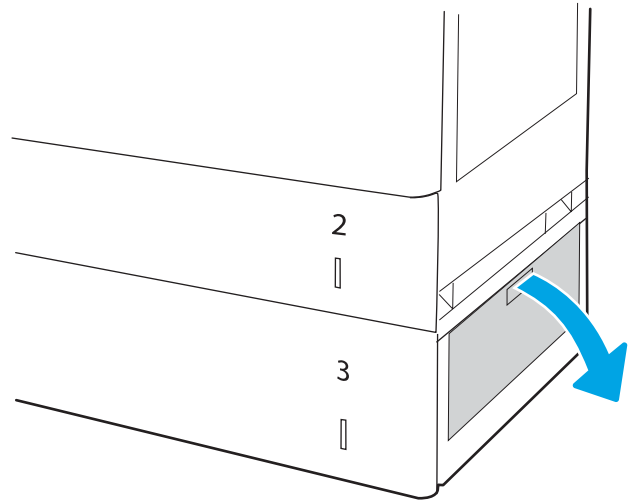
3. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



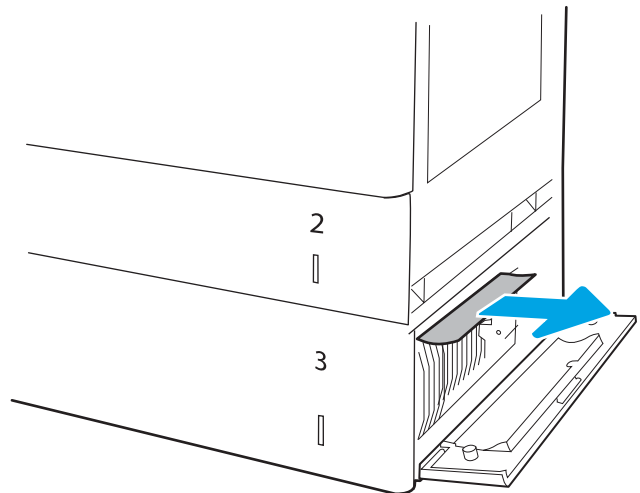
4. Install and close the tray.



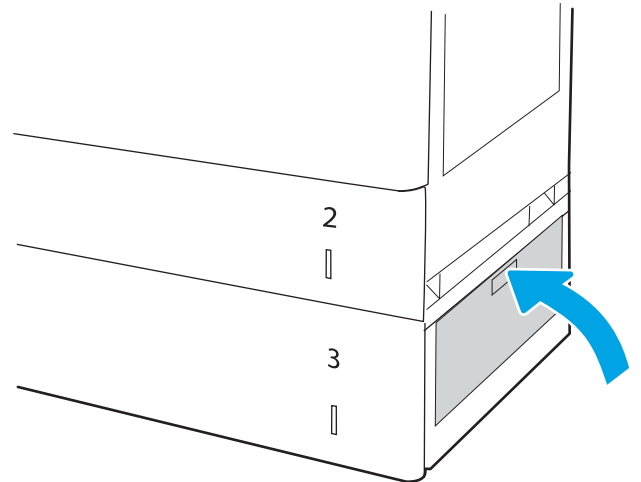
5. Open the lower-right door.



6. Gently pull out any jammed paper.

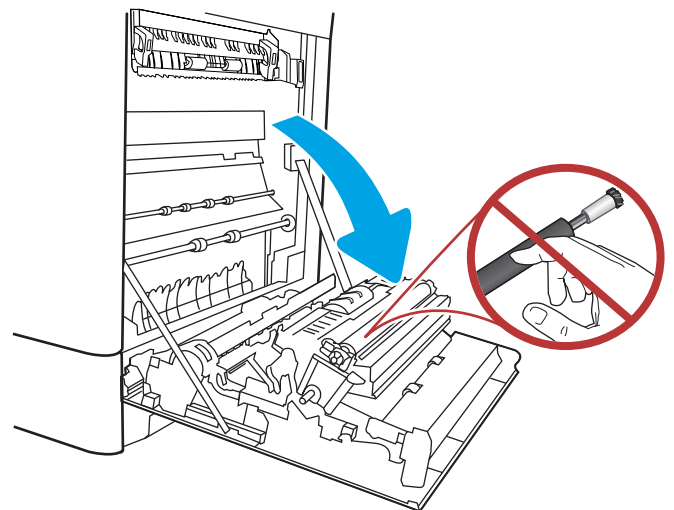


7. Close the lower-right door.

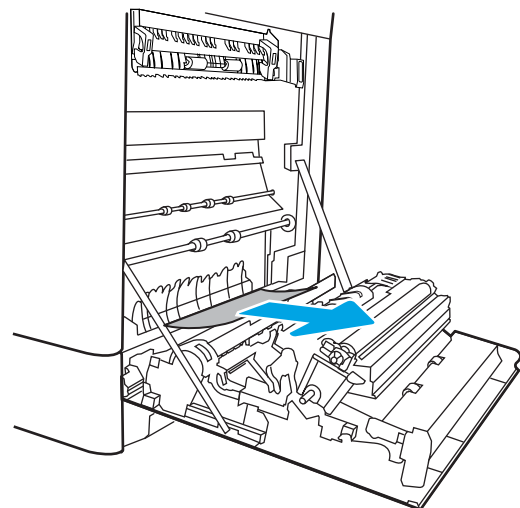


8. Open the right door.

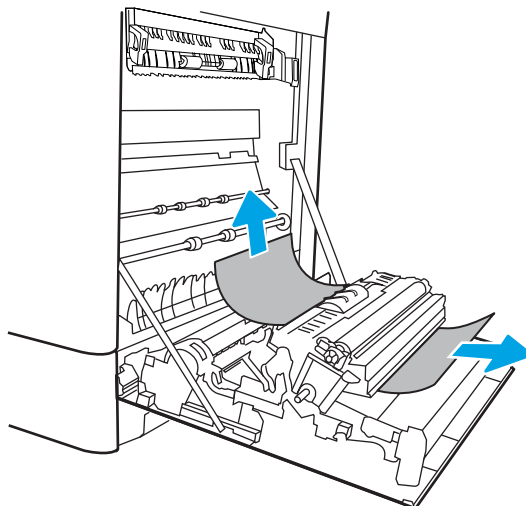
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



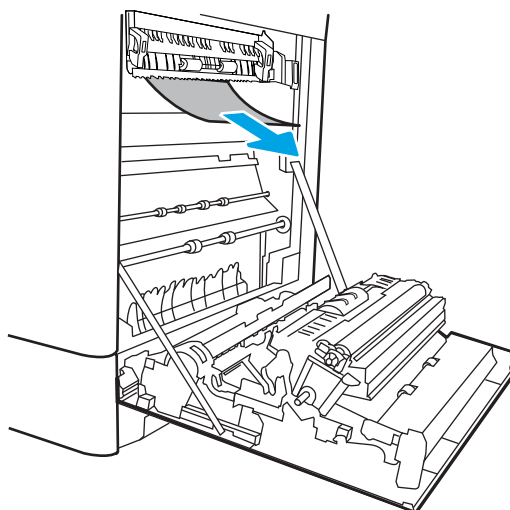
9. Gently pull out any jammed paper.




10. Gently pull out any jammed paper in the duplex area on the right door.

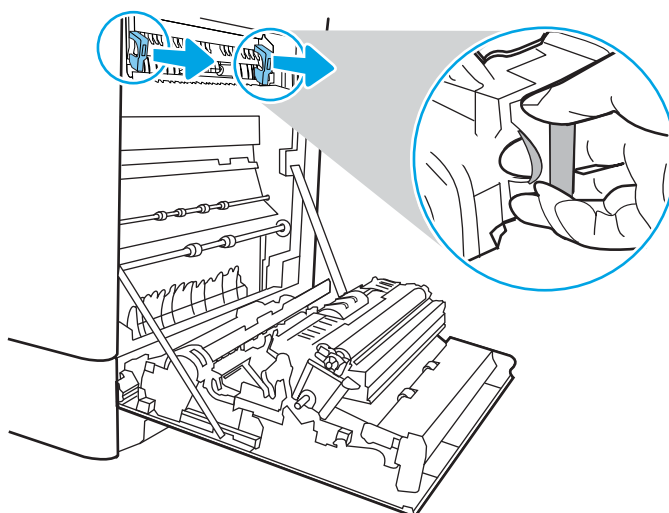


11. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




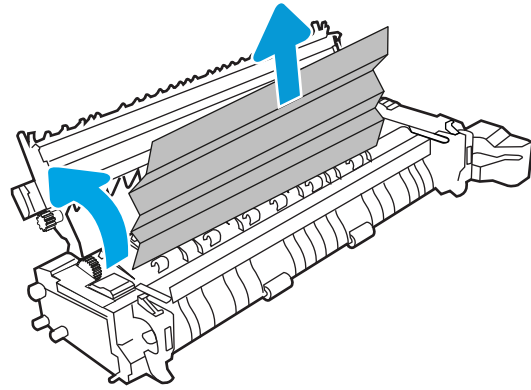
12. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

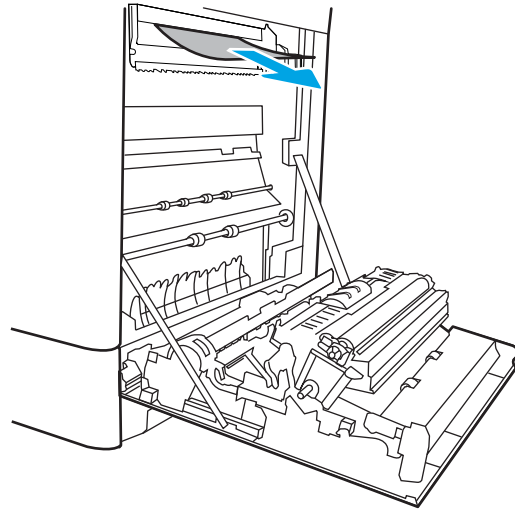


13. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

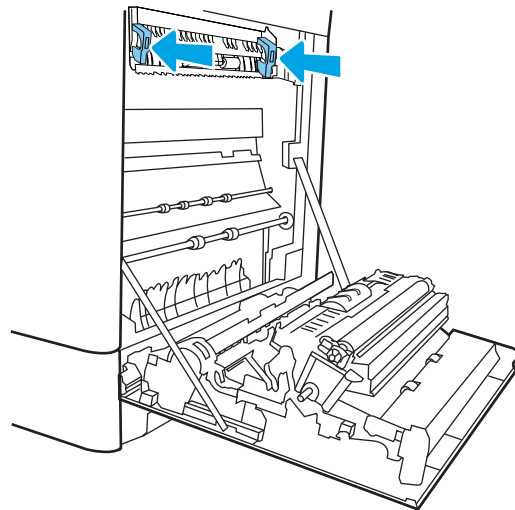
**NOTE:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



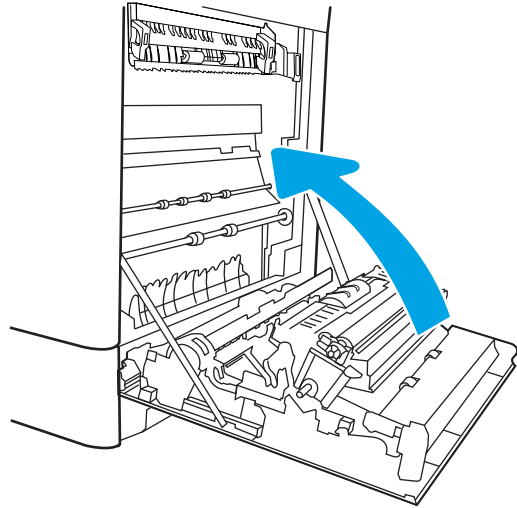
14. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



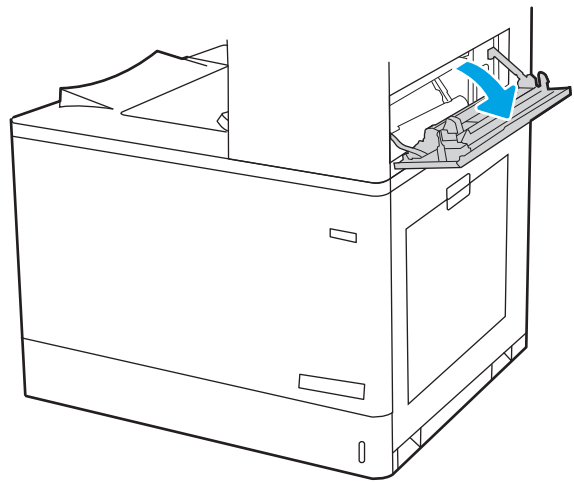
15. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



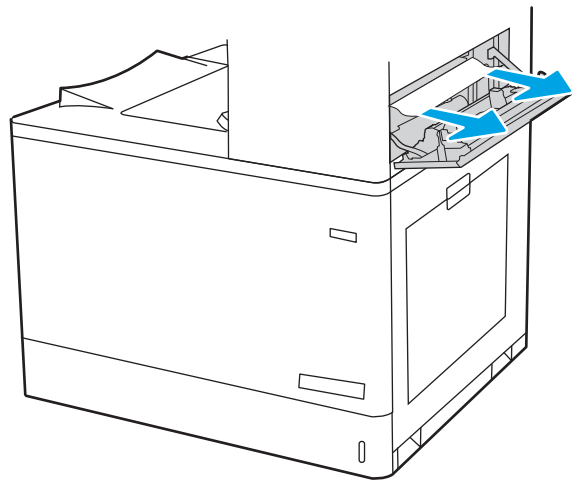
16. Close the right door.



17. Open the upper-right door.

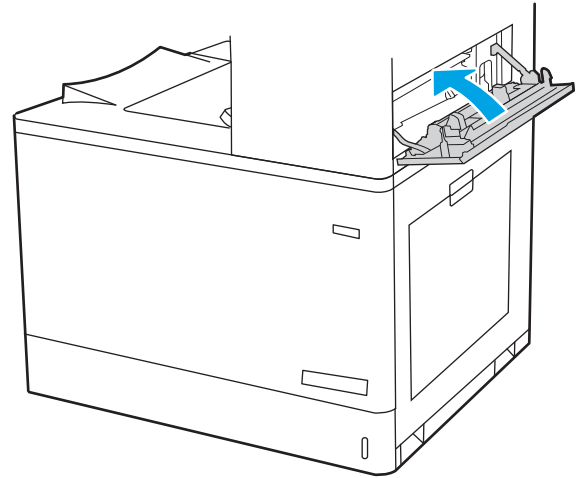


18. Gently pull out any jammed paper.

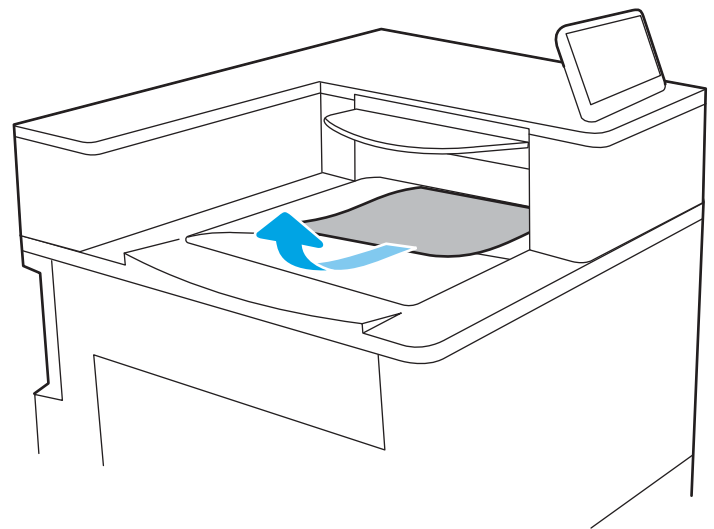




19. Close the upper-right door.



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



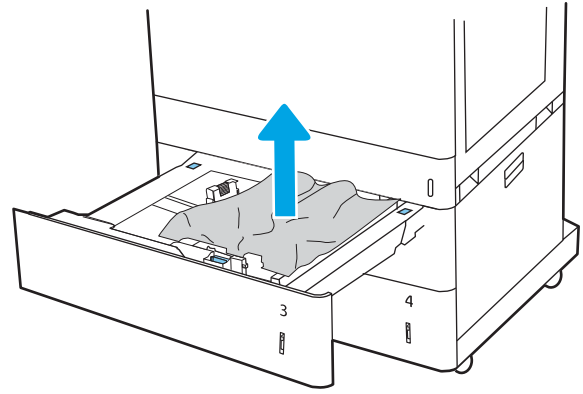
## Clear paper jams in the 2 x 550 paper trays (13.A4, 13.A5)

Use the following procedure to check for paper in all possible jam locations related to the 2 x 550-sheet trays and inside the right door.

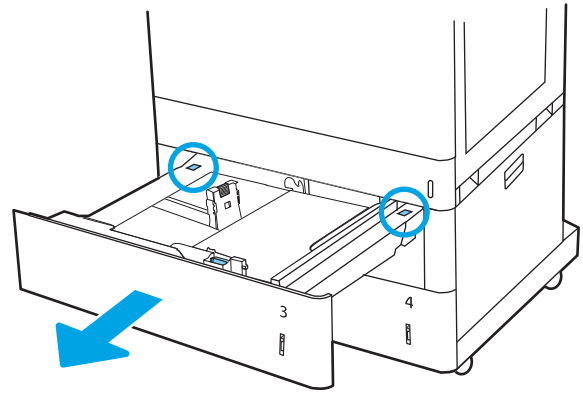
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.A4.XX Jam in tray 4
- 13.A5.XX Jam in tray 5

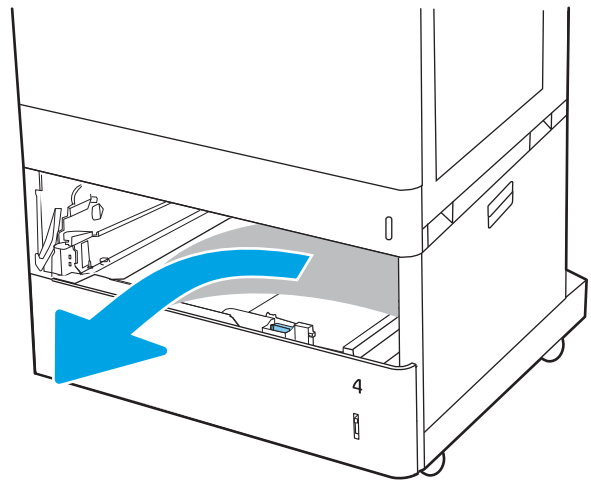
1. Open the tray and remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



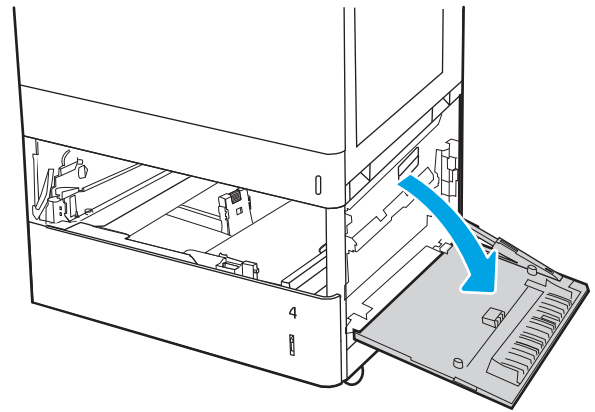
2. Release two tabs at the back of the tray, and then pull the tray completely out of the printer.



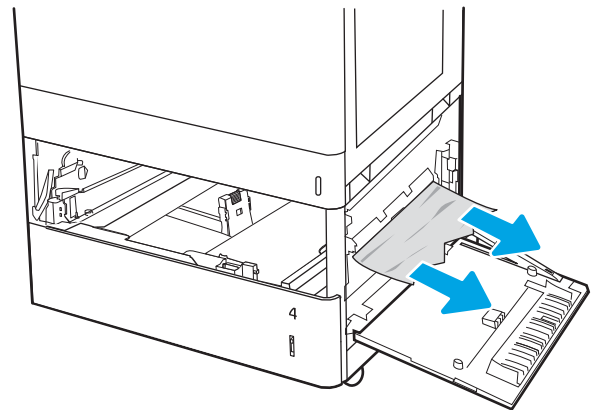
3. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



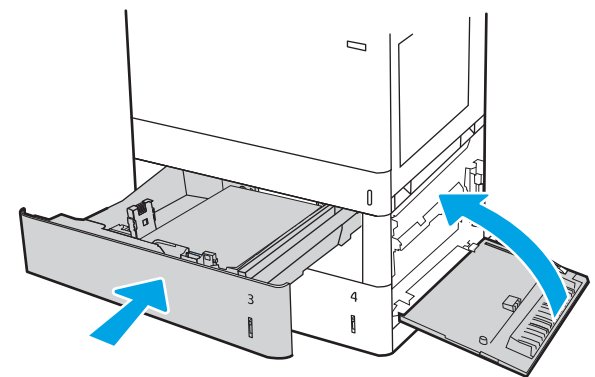
4. Open the lower-right door.



5. Gently pull out any jammed paper.

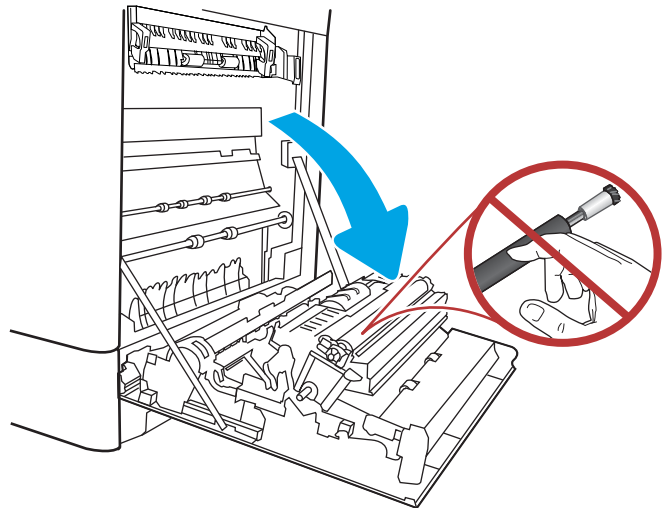


6. Close the lower-right door, and then install and close the tray.

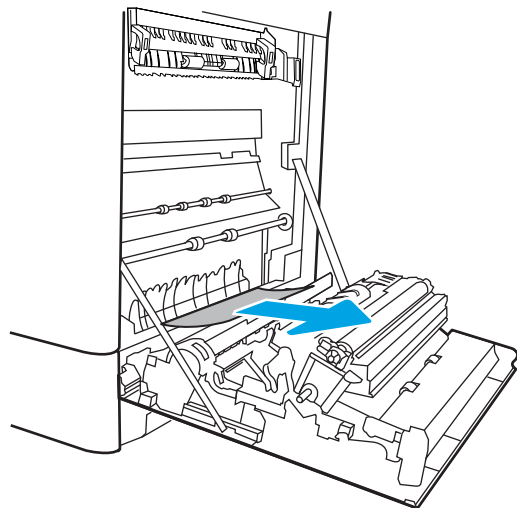


7. Open the right door.

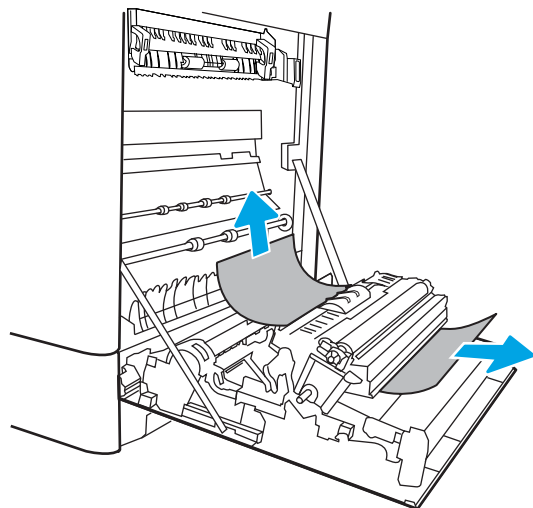
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



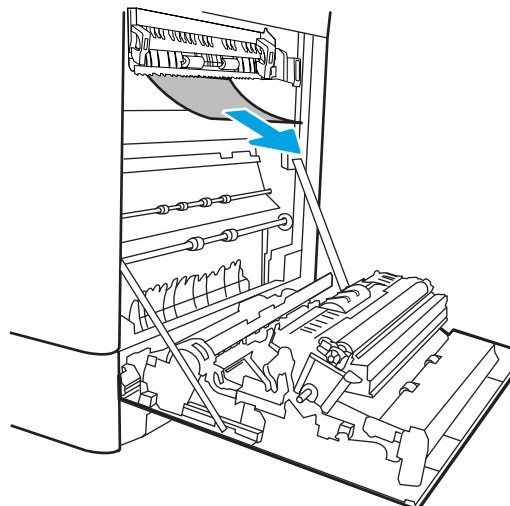
8. Gently pull out any jammed paper.




9. Gently pull out any jammed paper in the duplex area on the right door.

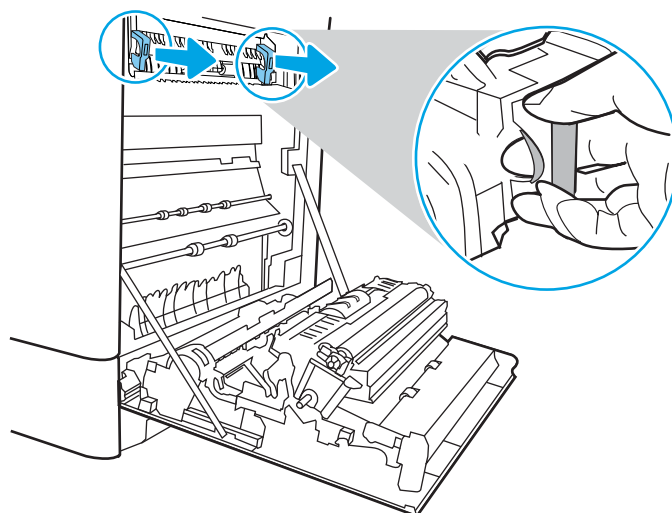


10. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




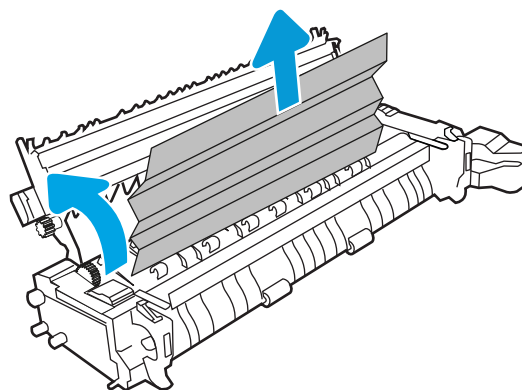
11. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

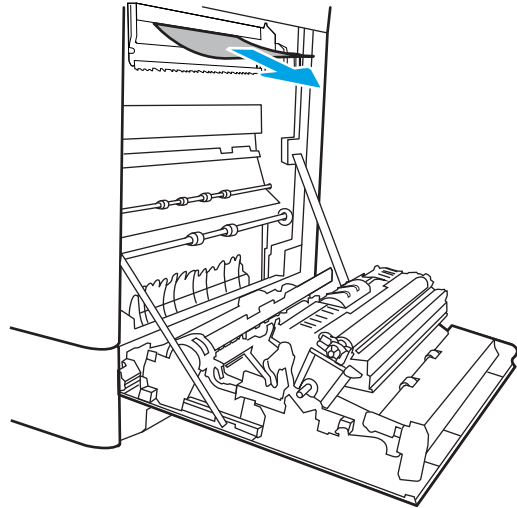


12. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

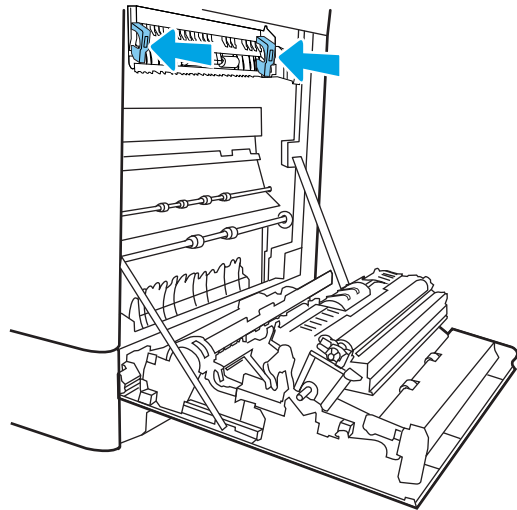
**CAUTION:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



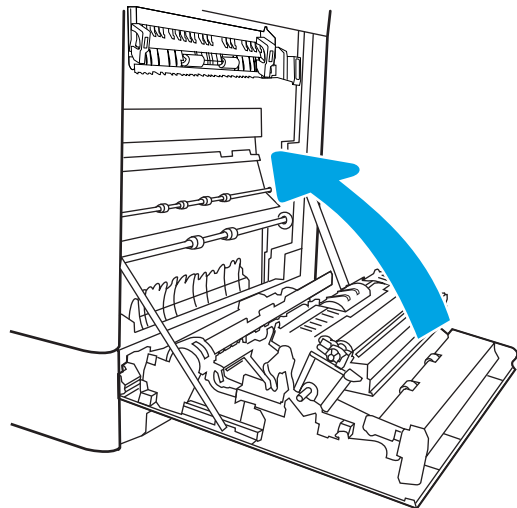
13. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



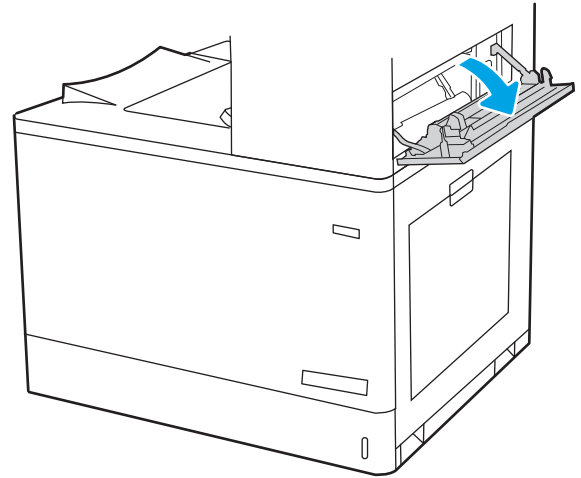
14. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



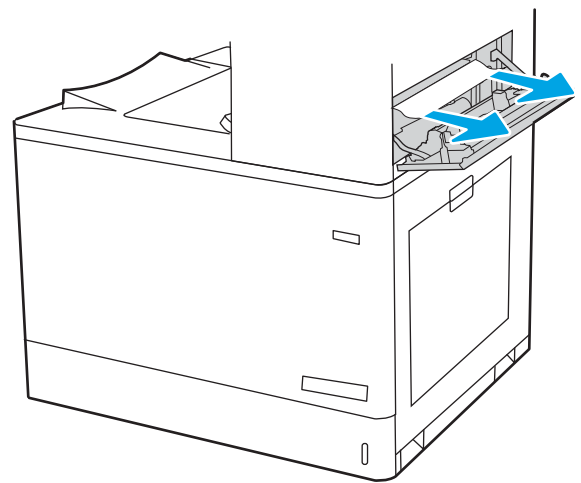
15. Close the right door.



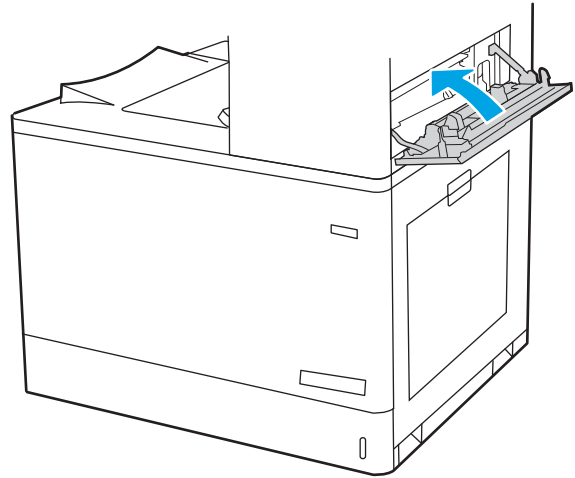
16. Open the upper-right door.



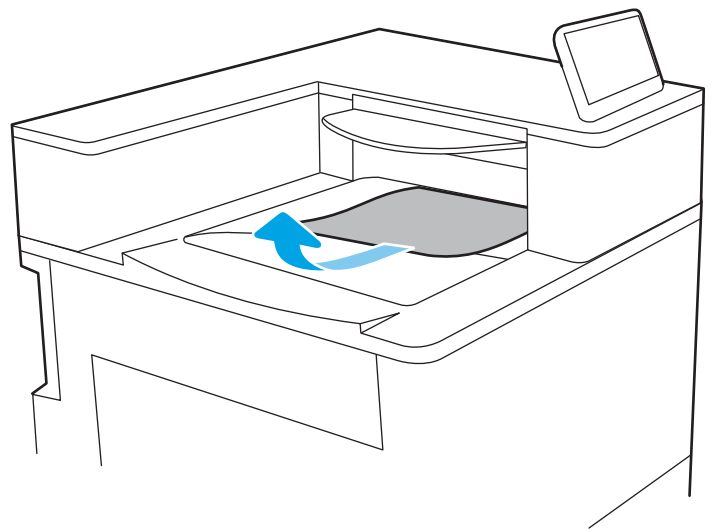
17. Gently pull out any jammed paper.



18. Close the upper-right door.



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



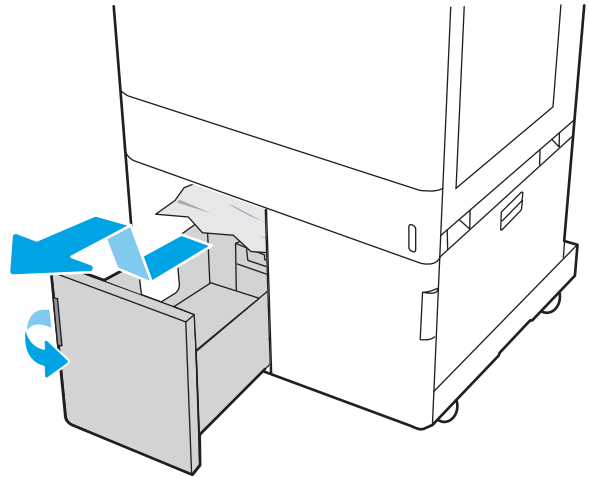
### Clear paper jams in the 2,700-sheet high-capacity input paper trays (13.A3, 13.A4, 13.A5, 13.A7)

Use the following procedure to check for paper in all possible jam locations related to the 2,700-sheet high-capacity input (HCI) paper tray and inside the right door.

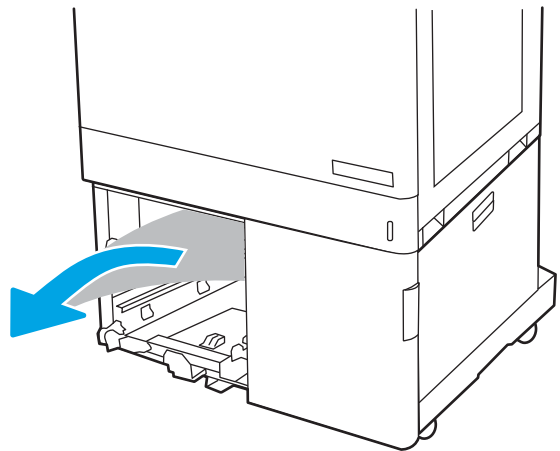
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.



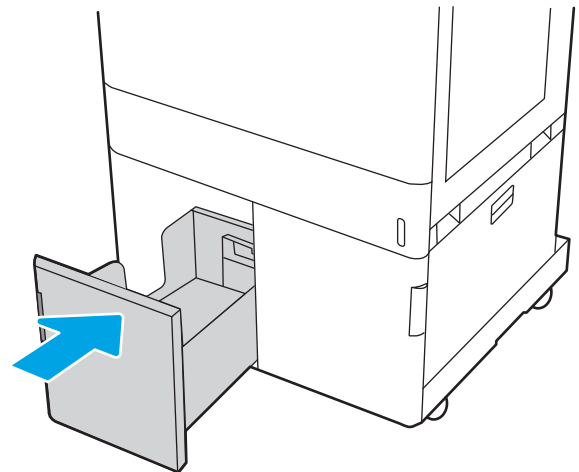
1. Release the tray latch on the left HCl tray. Slide the tray away from the printer until it stops, and then lift it up and away from the printer to remove it.



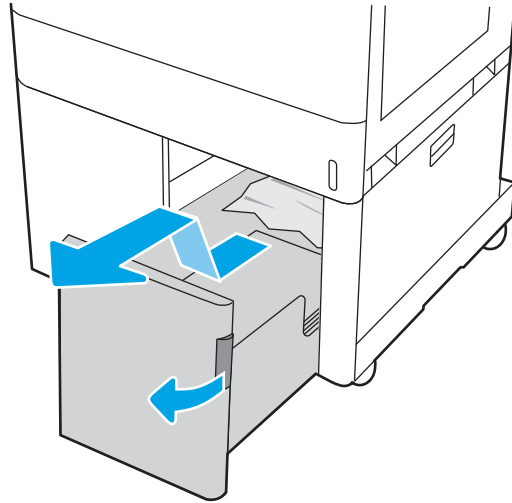
2. Remove any jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



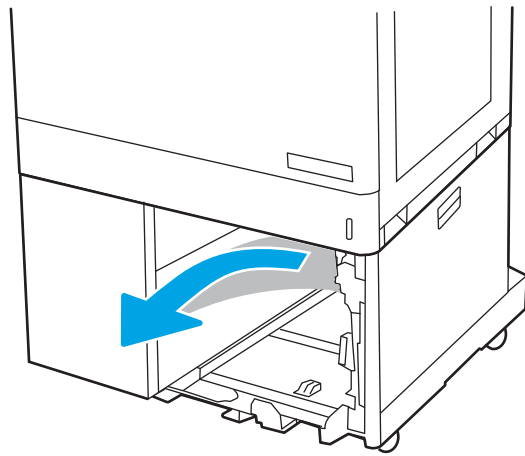
3. Install and close the left HCl tray.



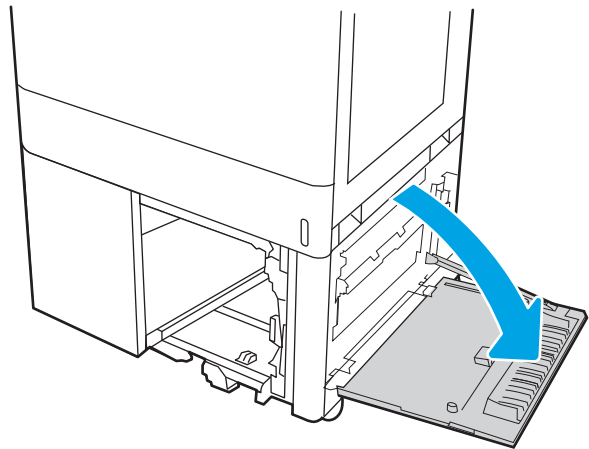
4. Release the tray latch on the right HCl tray. Slide the tray away from the printer until it stops, and then lift it up and away from the printer to remove it.



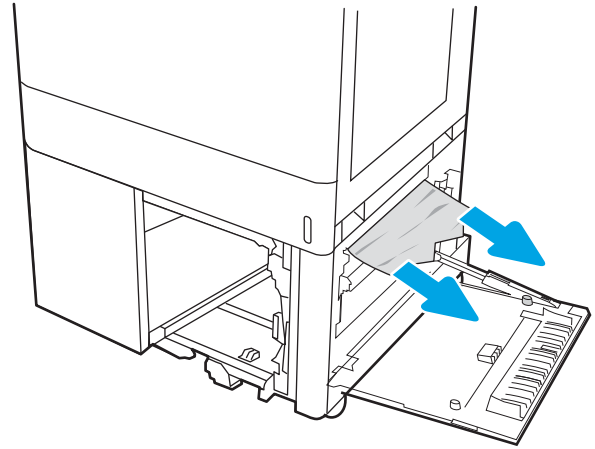
5. Remove any jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



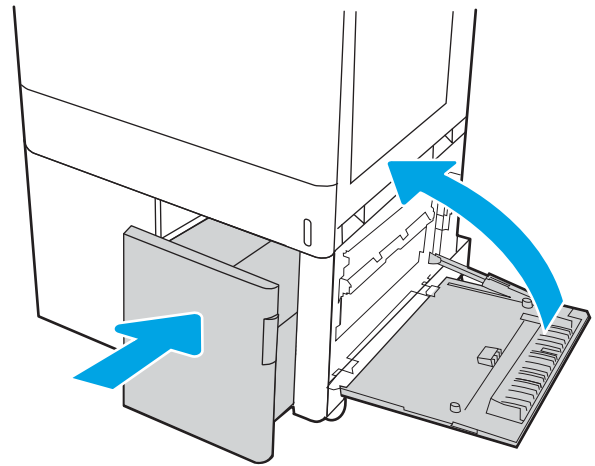
6. Open the lower-right door.



7. Remove any damaged sheets.

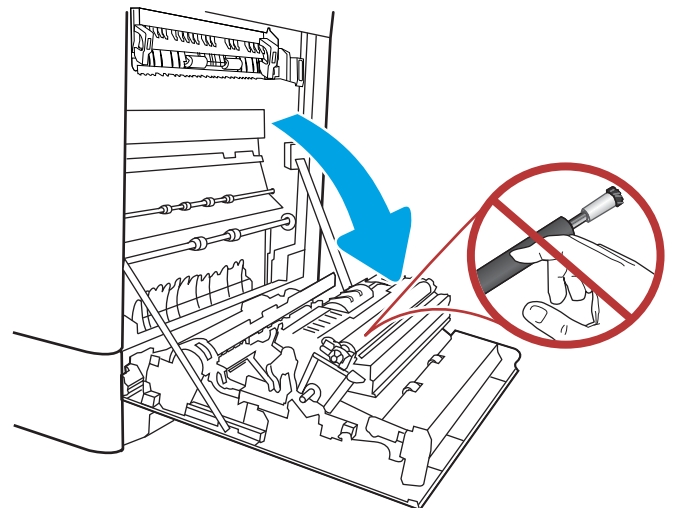


8. Close the lower-right door, and then install and close the right HCl tray.

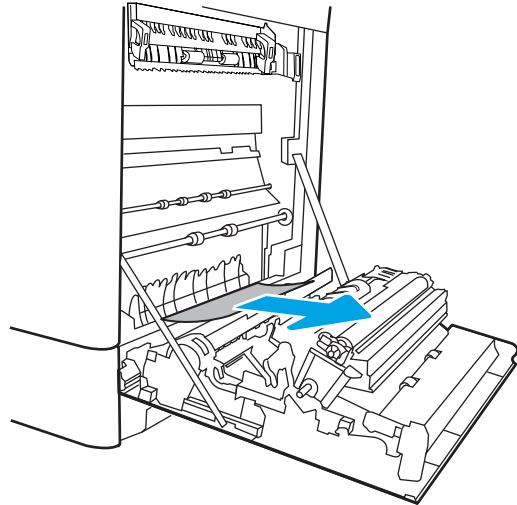


9. Open the right door.

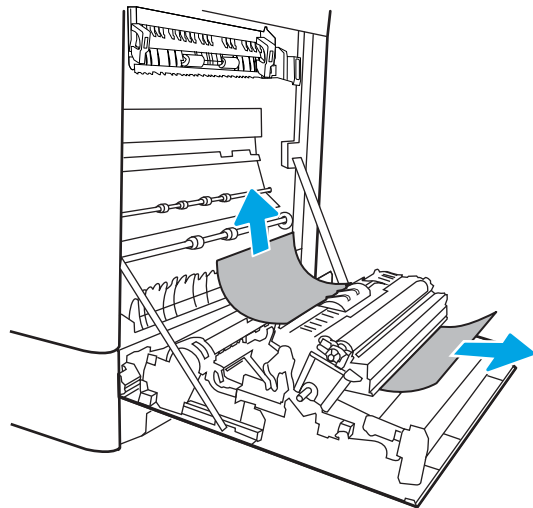
**CAUTION:** Do not touch the transfer roller. Contaminants can affect print quality.



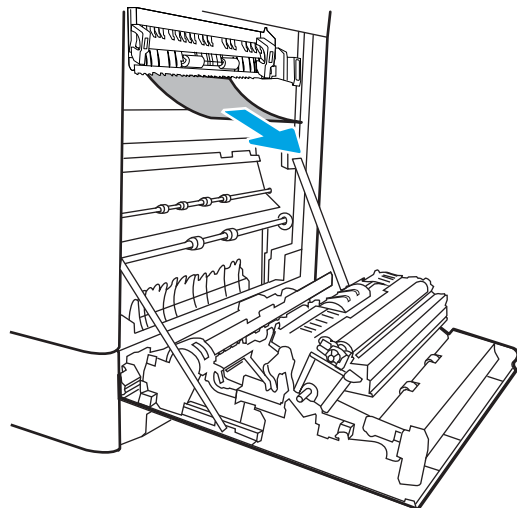
10. Gently pull out any jammed paper.




11. Gently pull out any jammed paper in the duplex area on the right door.

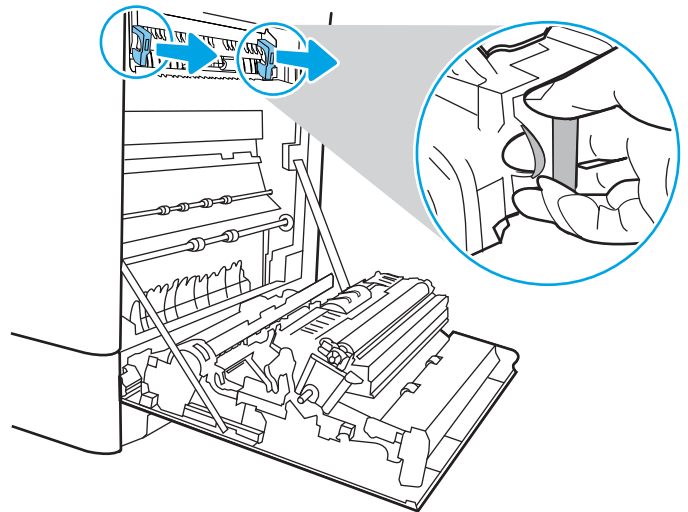


12. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.




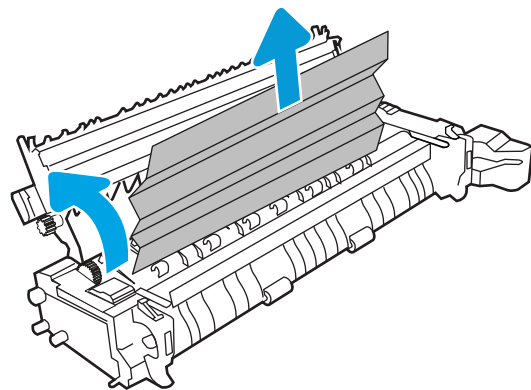
13. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, squeeze the release levers, lift up slightly, and then pull straight out to remove the fuser.

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

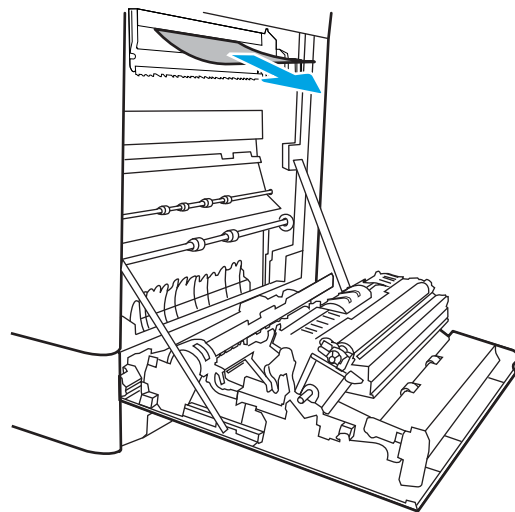


14. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

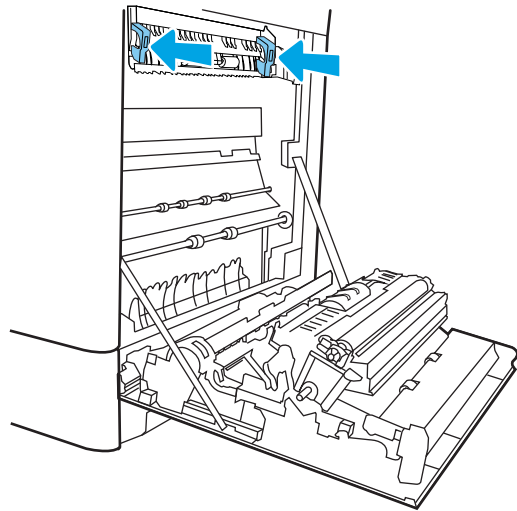
**CAUTION:**  Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers.



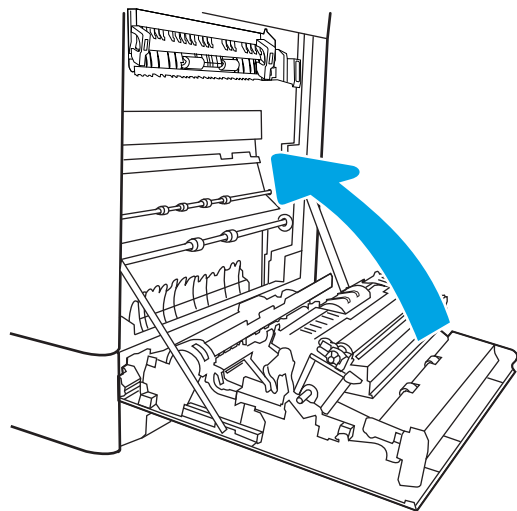
15. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



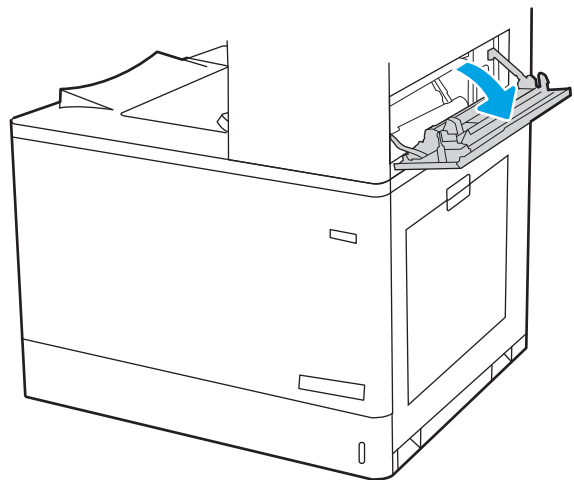
16. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



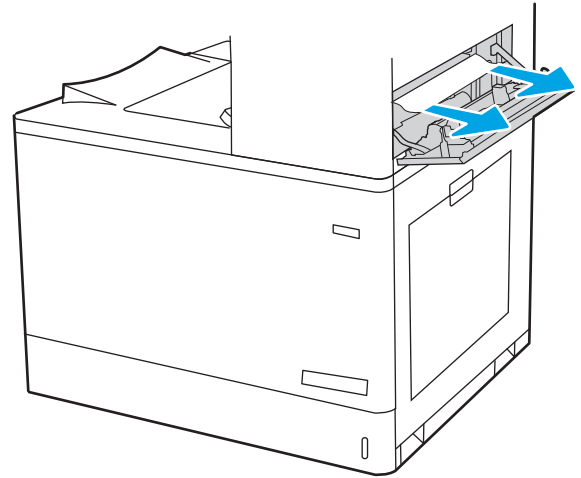
17. Close the right door.



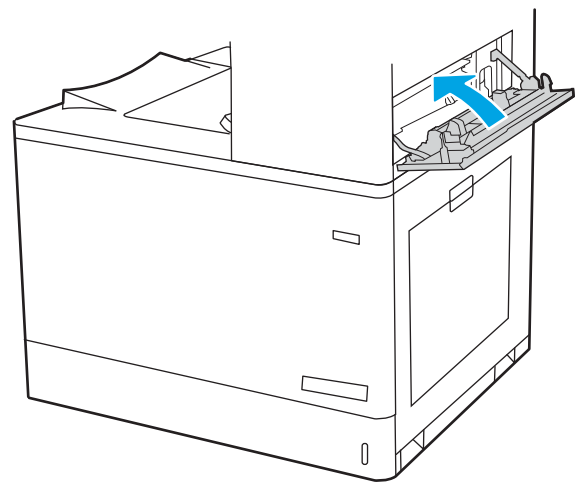
18. Open the upper-right door.



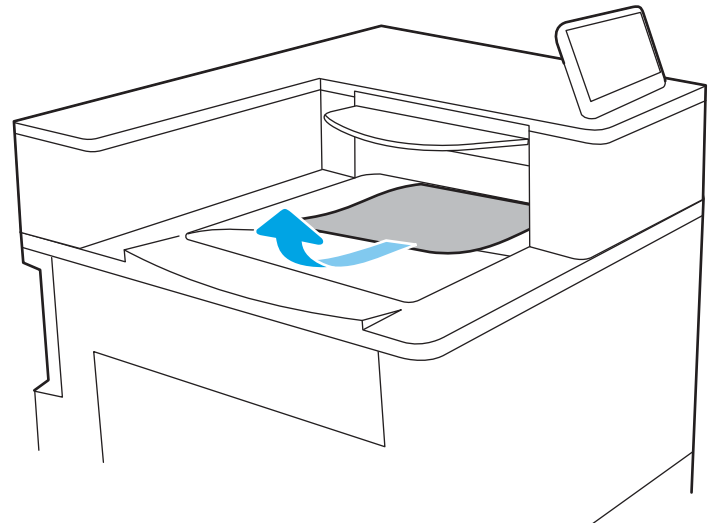
19. Gently pull out any jammed paper.



20. Close the upper-right door.



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



# Resolving color print quality problems

Use the information below to troubleshoot print-quality, color-quality, and image-quality problems on HP Color LaserJet Enterprise printers.

- [Introduction](#)
- [Troubleshoot print quality](#)
- [Troubleshoot color quality](#)
- [Troubleshoot image defects](#)

## Introduction

The troubleshooting steps can help resolve the following defects:

- Blank pages
- Black pages
- Colors that do not align
- 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.

- [Update the printer firmware](#)
- [Print from a different software program](#)
- [Check the paper-type setting for the print job](#)
- [Check toner-cartridge status](#)
- [Print a cleaning page](#)
- [Visually inspect the toner cartridge or cartridges](#)
- [Check paper and the printing environment](#)
- [Try a different print driver](#)

To troubleshoot specific image defects, see [Troubleshoot image defects](#).

### Update the printer firmware

Try upgrading the printer firmware.

For instructions, go to [www.hp.com/support](http://www.hp.com/support).

### 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](#)
- [Check the paper type setting \(Windows\)](#)
- [Check the paper type setting \(macOS\)](#)

### Check the paper type setting on the printer

Check the paper type setting on the printer control panel, and change the setting as needed.

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)

Check the paper type setting for Windows, and change the setting as needed.

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)

Check the paper type setting for macOS, and change the setting as needed.

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](#)
- [Step two: Check supplies status](#)

### Step one: Print the Supplies Status Page

The supplies status page indicates the cartridge status.

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

Check the supplies status report as follows.

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/learnaboutequipment](http://www.hp.com/go/learnaboutequipment).

## 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 paper path:

1. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
2. Select the following menus:

- a. [Maintenance](#)
  - b. [Calibration/Cleaning](#)
  - c. [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 cartridge 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

Use the following information to check the paper selection and the printing environment.

- [Step one: Use paper that meets HP specifications](#)
- [Step two: Check the environment](#)
- [Step three: Set the individual tray alignment](#)

### 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 of 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:

- a. [Copy/Print](#) or [Print](#)
  - b. [Print Quality](#)
  - c. [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/colorIjM856](http://www.hp.com/support/colorIjM856).

**Table 6-3** Print drivers

| Driver           | Description  |
|------------------|--|
| 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 <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .   |
| 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 <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .  |
| 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 <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .  |
| HP UPD PS driver | <ul style="list-style-type: none"> <li>• Recommended for printing with Adobe software programs or with other highly graphics-intensive software programs</li> <li>• Provides support for printing from Postscript emulation needs, or for Postscript flash font support</li> </ul>   |
| HP UPD PCL 6     | <ul style="list-style-type: none"> <li>• Recommended for printing in all Windows environments</li> <li>• Provides the overall best speed, print quality, and printer feature support for most users</li> <li>• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul> |

## Troubleshoot color quality

Calibrating the printer can help ensure color print quality.

- [Calibrate the printer to align the colors](#)

### Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
2. Select the following menus:
  - [Maintenance](#)
  - [Calibration/Cleaning](#)
  - [Full Calibration](#)
3. Select [Start](#) to start the calibration process.




A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.

4. Wait while the printer calibrates, and then try printing again.

## Troubleshoot image defects

Review examples of image defects and steps to resolve these defects.

**Table 6-4** Image defects table quick reference

| Defect  | Defect  | Defect   |
|---|---|--|
| <a href="#">Table 6-12 Light print on page 191</a><br> | <a href="#">Table 6-10 Gray background or dark print on page 190</a><br> | <a href="#">Table 6-7 Blank page — No print on page 188</a><br> |

**Table 6-4** Image defects table quick reference (continued)

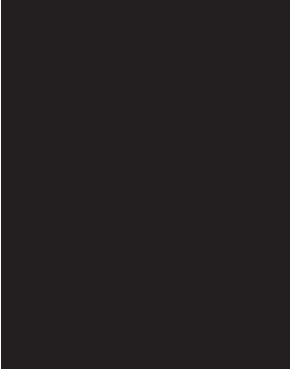

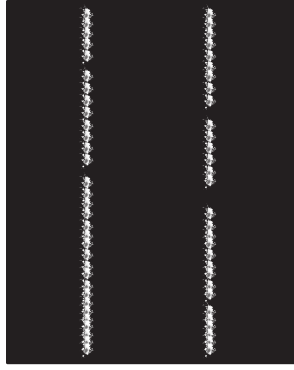
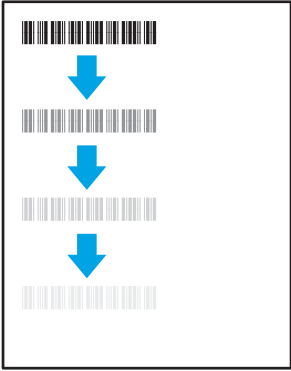


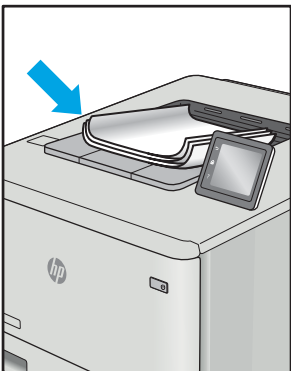

| Defect   | Defect   | Defect  |
|--|--|---|
| <p data-bbox="114 262 422 289"><a href="#">Table 6-6 Black page on page 188</a></p>             | <p data-bbox="526 262 917 289"><a href="#">Table 6-5 Banding defects on page 187</a></p>            | <p data-bbox="1005 262 1348 289"><a href="#">Table 6-14 Streak defects on page 193</a></p>   |
| <p data-bbox="114 835 502 863"><a href="#">Table 6-9 Fixing/fuser defects on page 189</a></p>  | <p data-bbox="526 835 893 892"><a href="#">Table 6-11 Image placement defects on page 190</a></p>  | <p data-bbox="1005 835 1436 892"><a href="#">Table 6-8 Color plane registrations defects (color models only) on page 189</a></p>  |
| <p data-bbox="114 1323 470 1350"><a href="#">Table 6-13 Output defects on page 192</a></p>   |  |   |
|   |  |   |

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.

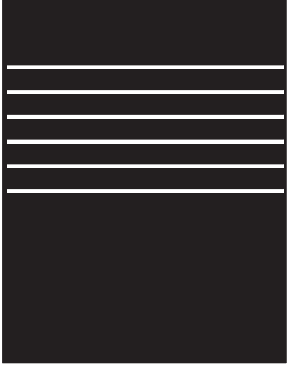


1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the 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 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](http://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 with the short edge first.


**Table 6-5** Banding defects

| Sample   | Description  | Possible solutions  |
|--|--|---|
|  | <p>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.</p> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Try printing from another tray.</li> <li>3. Replace the cartridge.</li> <li>4. Use a different paper type.</li> <li>5. <b>Enterprise models only:</b> From the Home screen on the printer control panel, go to the <a href="#">Adjust Paper Types</a> 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.</li> <li>6. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |


**Table 6-6** Black page

| Sample  | Description                       | Possible solutions   |
|---|-----------------------------------|--|
|  | The entire printed page is black. | <ol style="list-style-type: none"><li>1. Visually inspect the cartridge to check for damage.</li><li>2. Make sure that the cartridge is installed correctly.</li><li>3. Replace the cartridge.</li><li>4. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol> |

**Table 6-7** Blank page — No print

| Sample   | Description   | Possible solutions  |
|--|---|---|
|  | The page is completely blank and contains no printed content. | <ol style="list-style-type: none"><li>1. Make sure that the cartridges are genuine HP cartridges.</li><li>2. Make sure that the cartridge is installed correctly.</li><li>3. Print with a different cartridge.</li><li>4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.</li><li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol> |

**Table 6-8** Color plane registrations defects (color models only)

| Sample  | Description   | Possible solutions   |
|---|---|--|
|  | <p>One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.</p> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. From the printer control panel, calibrate the printer.</li> <li>3. If a cartridge has reached a <b>Very Low</b> state, or the printed output is severely faded, replace the cartridge.</li> <li>4. From the printer control panel use the <a href="#">Restore Calibration</a> feature to reset the printer's calibration settings to the factory defaults.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |

**Table 6-9** Fixing/fuser defects

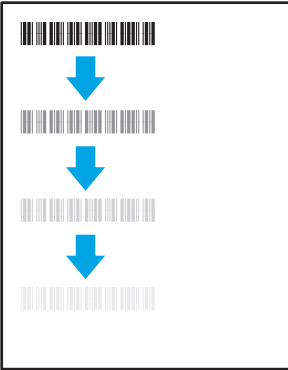
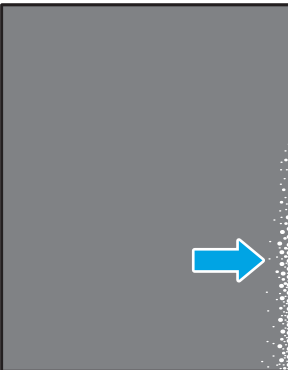
| Sample  | Description   | Possible solutions   |
|---|---|--|
|   | <p>Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.</p>   | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.</li> <li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>  |
|  | <p>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.</p> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type.</li> <li>3. <b>Enterprise models only:</b> From the printer control panel, go to the <a href="#">Edge-to-Edge</a> menu and then select <a href="#">Normal</a>. Reprint the document.</li> <li>4. <b>Enterprise models only:</b> From the printer control panel, select <a href="#">Auto Include Margins</a> and then reprint the document.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |

Table 6-10 Gray background or dark print


| Sample  | Description   | Possible solutions   |
|---|---|--|
|  | <p>The image or text is darker than expected and/or the background is gray.</p> | <ol style="list-style-type: none"> <li>1. Make sure that the paper in the trays has not already been run through the printer.</li> <li>2. Use a different paper type.</li> <li>3. Reprint the document.</li> <li>4. <b>Mono models only:</b> From the Home screen on the printer control panel, go to the <a href="#">Adjust Toner Density</a> menu, and then adjust the toner density to a lower level.</li> <li>5. Make sure that the printer is within the supported operating temperature and humidity range.</li> <li>6. Replace the cartridge.</li> <li>7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |

Table 6-11 Image placement defects


| Sample  | Description   | Possible solutions  |
|---|---|---|
|  | <p>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.</p> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides.</li> <li>3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray.</li> <li>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.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |

Table 6-12 Light print

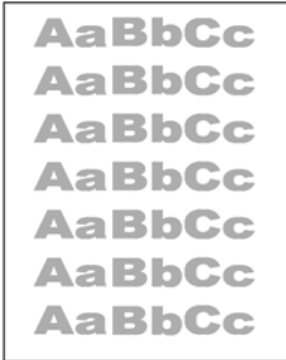
| Sample  | Description   | Possible solutions   |
|---|---|--|
|  | The printed content is light or faded on the entire page. | <ol style="list-style-type: none"><li>1. Reprint the document.</li><li>2. Remove the cartridge, and then shake it to redistribute the toner.</li><li>3. <b>Mono models only:</b> Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver.</li><li>4. Make sure that the cartridge is installed correctly.</li><li>5. Print a Supplies Status Page and check the life and usage of the cartridge.</li><li>6. Replace the cartridge.</li><li>7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol> |

Table 6-13 Output defects

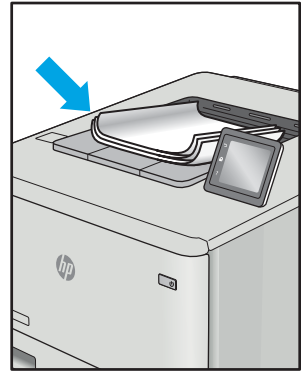

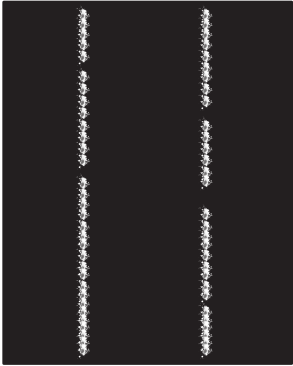
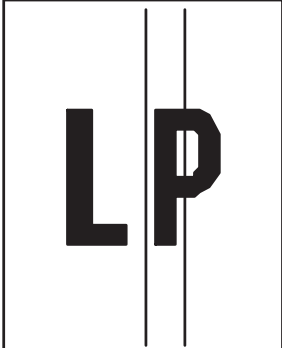
| Sample  | Description  | Possible solutions   |
|---|--|--|
|  | <p>Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:</p> <ul style="list-style-type: none"> <li>• <b>Positive curl:</b> The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages.</li> <li>• <b>Negative curl:</b> The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.</li> </ul> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. <b>Positive curl:</b> From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing.<br/><br/><b>Negative curl:</b> 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.</li> </ol>       |
|  | <p>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:</p> <ul style="list-style-type: none"> <li>• Extreme paper curl</li> <li>• The paper in the tray is wrinkled or deformed</li> <li>• The paper is a non-standard paper type, such as envelopes</li> <li>• The output tray is too full</li> </ul>  | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Extend the output bin extension.</li> <li>3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl."</li> <li>4. Use a different paper type.</li> <li>5. Use freshly opened paper.</li> <li>6. Remove the paper from the output tray before the tray gets too full.</li> <li>7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> |

Table 6-14 Streak defects

| Sample   | Description  | Possible solutions  |
|--|--|---|
|   | <p>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.</p>  | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the cartridge, and then shake it to redistribute the toner.</li> <li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> <p><b>NOTE:</b> 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.</p> |
|  | <p>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. On color models, these lines or streaks will also be visible on the ITB cleaning page.</p> | <ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the cartridge, and then shake it to redistribute the toner.</li> <li>3. Print a cleaning page.</li> <li>4. Check the toner level in the cartridge.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>   |

# Solve wired network problems

Check the following information to resolve wired network issues.

- [Introduction](#)
- [Poor physical connection](#)
- [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](#)

## Introduction

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

## Poor physical connection

Check the cable connections.

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 unable to communicate with the printer

Verify that the printer is communicating with the network and your computer.

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.
7. Reinstall the printer software and driver.

## 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

An incorrectly configured computer can cause issues with printing.

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

Check the network settings.

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.



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