

**user guide**



**hp** color LaserJet 9500mfp



HP Color LaserJet 9500mfp

**user guide**

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Part Number: C8549-90902

Edition 1, 10/2004

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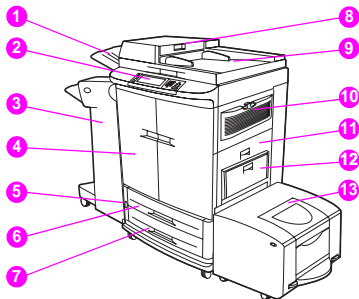
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# MFP basics

## MFP components

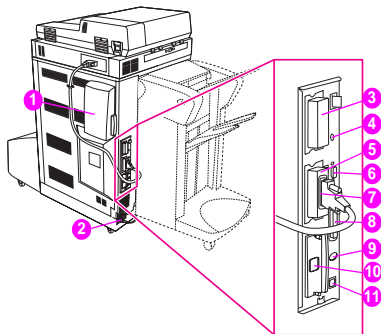
The following figures show the components of the HP Color LaserJet 9500mfp.





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- |          |  |          |                  |           |  |
|----------|--|----------|------------------|-----------|--|
| <b>1</b> | the ADF (automatic document feeder) output bin   | <b>4</b> | the front doors  | <b>9</b>  | the ADF                                  |
| <b>2</b> | the control panel (including the touch-screen graphical display)   | <b>5</b> | the power switch | <b>10</b> | the ozone fan and filter                 |
| <b>3</b> | the finishing device<br>(3,000-sheet stapler/stacker, 3,000-sheet stacker, multifunction finisher, or 8-bin mailbox) | <b>6</b> | tray 2           | <b>11</b> | the right door                           |
|          |  | <b>7</b> | tray 3           | <b>12</b> | tray 1                                   |
|          |  | <b>8</b> | the ADF feeder   | <b>13</b> | the 2,000-sheet side input tray (tray 4) |



- 1 the air filter
- 2 the power-cord connector
- 3 the copy connect card  
(enhanced input/output [EIO])
- 4 the disk-drive security lock

- 5 the RJ11 connector (to the  
external fax line)
- 6 the HP JetLink connector
- 7 the hard disk (EIO)
- 8 the parallel port

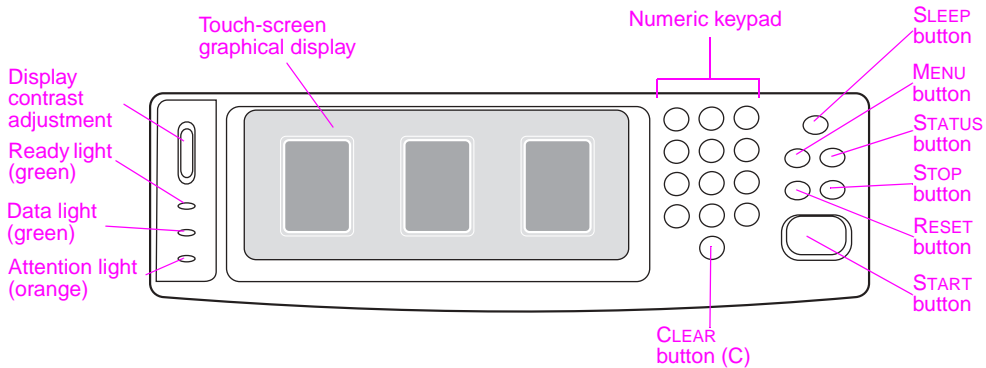
- 9 the FIH (foreign interface  
harness) connector
- 10 the ethernet network card  
(EIO)
- 11 the USB port



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## Control panel

The control panel includes a touch-screen graphical display, three job-control buttons, a numeric keypad, and three light-emitting diode (LED) indicator lights.



Features and buttons	Function
DISPLAY CONTRAST ADJUSTMENT	Use this to adjust the amount of back light on the control-panel display.
TOUCH-SCREEN GRAPHICAL DISPLAY	This touch-screen display provides the user with text and graphical information about the configuration and status of the MFP. The touch screen allows you to control all of the MFP functions and features.
SLEEP	Use this to set the MFP to Sleep Mode.
MENU	Use this to open the MFP <b>Information</b> , <b>Configuration</b> , and other menus.
STATUS	This button shows the current jobs and their progress, and also shows the status of the trays and supplies.
RESET	Use this button to resets the job settings to user-defined default values.
STOP	Use this button to cancel the active job.
START	Use this button to begin a copy job, start digital sending, or continue a job that has been interrupted.
C	This is the <b>Clear</b> button which resets the number of copies to one.



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Features and buttons	Function
NUMERIC KEYPAD	Use the keypad to type numeric values for the number of copies that are required and to specify other numeric values.

## Interpreting control-panel lights

Use the following table to interpret the control-panel lights.

Light	State	Indication
Ready (green)	Off	The MFP is off, offline, or has experienced an error.
	On	The MFP is ready to print.
	Blinking	The MFP is going offline.

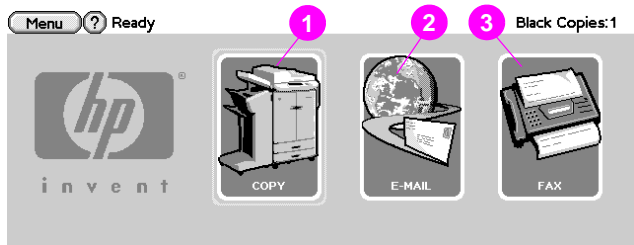
Light	State	Indication
Data (green)	Off	The MFP has no data to print.
	On	The MFP has data to print, but is not ready or is offline.
	Blinking	The MFP is processing or is printing the data.
Attention (orange)	Off	The MFP is functioning without error.
	On	The MFP has experienced a critical error. Note the error message, and then turn the MFP off and on again.
	Blinking	Action is required. See the control-panel display.



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## Control-panel home screen

Use the following control-panel elements to gain access to MFP features.



- 1 touch this to use the copy screen
- 2 touch this to use the e-mail screen
- 3 touch this to use the fax screen



# Setting the MFP defaults

Certain printing features and hardware (such as the duplex-printing accessory or a finishing device) must be configured through the printing-system software.

## Setting the MFP device defaults

You can create default MFP device settings for several printing, copying, faxing, e-mail, and network features.

### To set device defaults at the control panel

- 1 Press the **MENU** button.
- 2 Scroll to and touch **CONFIGURE DEVICE**.
- 3 Scroll to and touch the configuration item that you want. These items include the following:
  - copying
  - enhancement
  - sending
  - printing
  - system setup



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## Loading input trays

This section contains information about loading standard- and custom-size media into tray 1, tray 2, tray 3, and the 2,000-sheet side input tray (tray 4).

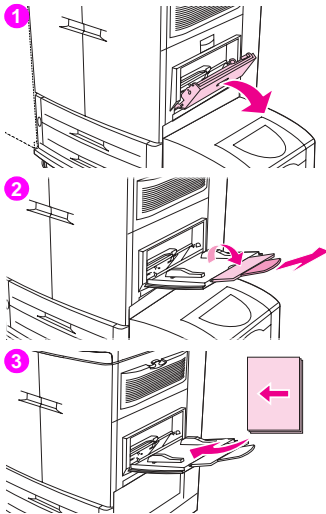
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### Caution

To avoid a jam, never add or remove paper from tray 1 or open tray 2, tray 3, or the 2,000-sheet side input tray (tray 4) while printing or copying from that tray.

To avoid damaging the MFP, print labels and envelopes only from tray 1. Send labels and envelopes to the face-up bin. Print on only one side of labels and envelopes.

---



## To load media in tray 1

Tray 1 is a multipurpose tray that holds a stack of media up to 5 mm (0.2 inch) in height, which equals approximately 100 sheets of 75 g/m<sup>2</sup> (20-lb paper), 10 envelopes, or 20 transparencies. If media is loaded in tray 1, the MFP default is to print media from tray 1 first.

Tray 1 provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of media without having to unload the other trays. It can also be used as a convenient additional input tray.

Use this procedure to load media in tray 1.

- 1 Open tray 1.
- 2 Pull the first tray extension out until it stops. If you are printing on large media, also extend the second tray extension out until it stops.
- 3 Load (orient) media according to size and finishing options. For single-sided printing on preprinted paper, load the side to be printed on face up. For double-sided printing (duplexing) on preprinted paper, load the first side to be printed on face down.



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#### Note

To avoid jams, print sheets of labels one at a time.

---

- Adjust the paper guides so they lightly touch the paper stack, but do not bend the paper. Make sure the paper fits under the tabs on the paper guides and not above the load level indicators.
- Look at the control-panel display within a few seconds of loading the paper. (Remove and reload the media if the time has already elapsed.)
- If the control panel does *not* display the message TRAY 1 <TYPE> <SIZE>, then the tray is ready to use.
- If the control panel displays TRAY 1 <TYPE> <SIZE>, touch **OK** to change the size and type configuration. The size menu is displayed.
- Touch **ANY SIZE**. The control panel displays SETTING SAVED.
- Touch **ANY TYPE**. The control panel displays SETTING SAVED.
- If the control panel displays TRAY 1 ANY SIZE ANY TYPE, then the tray is ready for occasional one-time use for a variety of paper.
- Touch **EXIT** to accept the size and type settings.

## To load tray 1 when the same paper is used for multiple jobs

Use the following procedure if tray 1 is loaded continually with the same type of paper, and the paper is not usually removed from tray 1 between print jobs. The following procedures can also increase the MFP performance when printing from tray 1.

---

### CAUTION

To avoid a jam, never add or remove paper from a tray while printing from that tray.

---

- 1 Touch **MENU**.
- 2 Touch **PAPER HANDLING**.
- 3 Touch **TRAY 1 SIZE**.
- 4 Touch the correct paper size. The control panel displays **SETTING SAVED**.

---

### Note

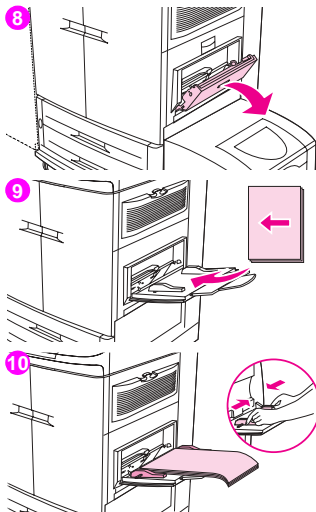
If you select **CUSTOM** as the paper size, also select the unit of measure (the X and Y dimensions).

---

- 5 Touch **TRAY 1 TYPE**.



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- 6 Touch the correct paper type. The control panel displays **SETTING SAVED**.
- 7 Touch **EXIT** to exit the menus.
- 8 Open tray 1.
- 9 Pull the first tray extension out until it stops. If you are printing on large media, also extend the second tray extension out until it stops.
- 10 Load (orient) media according to size and finishing options. For single-sided printing on preprinted paper, load the side to be printed on face up. For double-sided printing (duplexing) on preprinted paper, load the first side to be printed on face down.

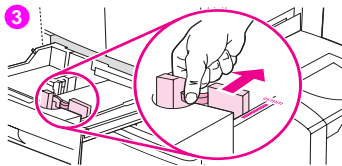
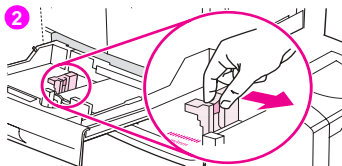
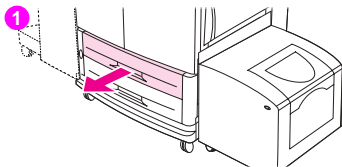
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#### CAUTION

To avoid jams, print sheets of labels one sheet at a time.

---

- 11 Adjust the paper guides so they lightly touch the paper stack, but do not bend the paper. Make sure the paper fits under the tabs on the guides and not above the load level indicators.
- 12 Look at the control-panel display within a few seconds of loading the paper. The tray configuration is displayed. (Remove and reload the media if the time has already elapsed.)
- 13 Touch **EXIT** to exit the menus. The tray is ready to use.



## Loading tray 2 and tray 3

Tray 2 and tray 3 hold up to 500 sheets of standard media.

### To load detectable standard-size media in tray 2 and tray 3

Use this procedure to load detectable standard-size media in the tray. The following are the detectable sizes, which are marked inside the tray:

- A4, Letter, A3, Legal, Executive, 11 x 17, B4, B5, A4-R, and Letter-R

#### CAUTION

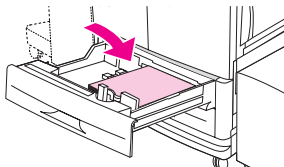
To avoid a jam, never add or remove media from a tray while printing from that tray.

- 1 Pull the tray open until it stops.
- 2 Adjust the left (Y) media guide by pressing the tab on the guide and set the guide to the correct media size.
- 3 Adjust the front (X) media guide by pressing the tab on the guide and set the guide to the correct media size.

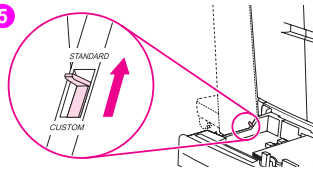


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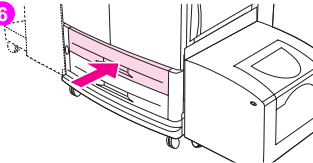
4



5



6



- 4 Load (orient) the media according to size.

---

#### CAUTION

Do not load more media than the maximum that is indicated by the media-fill triangles at the back of the tray.

---

- 5 Set the custom/standard switch to Standard.
- 6 Slide the tray into the MFP.
- 7 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following.
  - If the size and type settings are correct, touch **EXIT** to accept the settings.
  - If the size and type settings are not correct, touch **OK**. The **TRAY N SIZE=\*<SIZE>** menu is displayed.
- 8 To change the size setting, touch the correct paper size. The message **SETTING SAVED** is displayed for a moment, and then the tray type menu is displayed.



---

**Note**

Depending on the size that you selected, the MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 7.

---

- 9 To change the type setting, touch the correct paper type. The message `SETTING SAVED` is displayed for a moment, and then the size and type settings are displayed.
- 

**Note**

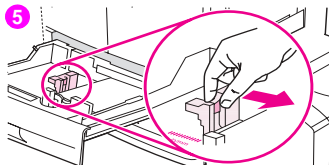
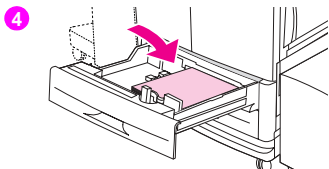
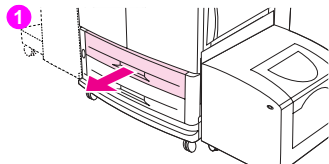
If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

---

- 10 If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use.



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## To load undetectable standard-size media in tray 2 and tray 3

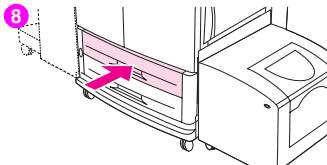
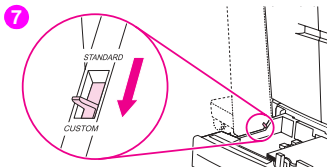
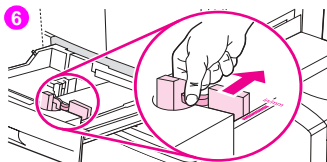
Use this procedure to load undetectable standard-size media in the tray. The following are the undetectable sizes, which are marked inside the tray:

- 8K, 16K, A5, Statement, Executive, and 8.5 x 13 (216 x 330 mm)

### CAUTION

To avoid a jam, never add or remove media from a tray while printing from that tray.

- 1 Pull the tray open until it stops.
- 2 Press the tab on the front (X) paper guide and slide the guide all the way out.
- 3 Press the tab on the left (Y) paper guide and slide the guide all the way out.
- 4 Load (orient) the media according to size.
- 5 Adjust the left (Y) media guide by pressing the tab on the guide and slide the guide until it gently touches the paper.



- 6 Adjust the front (X) media guide by pressing tab on the guide and slide the guide until it gently touches the paper.
- 7 Set the Custom/Standard switch to Custom.
- 8 Slide the tray into the MFP.
- 9 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following:
  - If the size and type settings are correct, touch **EXIT** to accept the settings.
  - If the size and type settings are not correct, touch **OK**. The TRAY N SIZE=\***SIZE**> menu is displayed.
- 10 To change the size setting, touch the correct paper size. The message **SETTING SAUED** is displayed for a moment, and then the tray type menu is displayed.

#### Note

Depending on the size that you selected, the MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 9.



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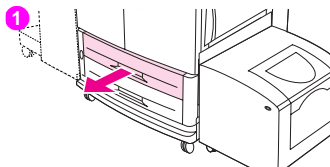
- 11 To change the type setting, touch the correct paper type. The message **SETTING SAVED** is displayed for a moment, and then the size and type settings are displayed.
- 

**Note**

If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

---

- 12 If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use.

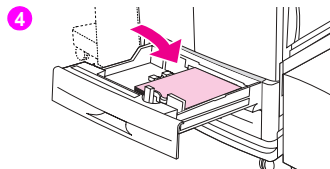


## To load custom media in tray 2 and tray 3

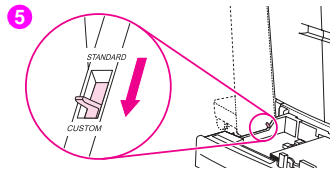
Use this procedure to load custom-size media in the tray.

### CAUTION

To avoid a jam, never add or remove media from a tray while printing from that tray.

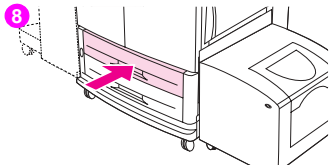
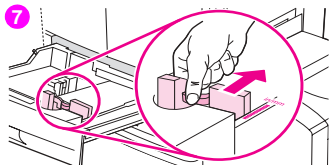
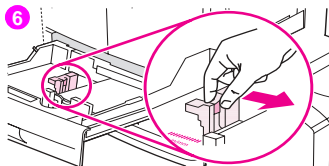


- 1 Pull the tray open until it stops.
- 2 Press the tab on the front (X) paper guide and slide the guide all the way out.
- 3 Press the tab on the left (Y) paper guide and slide the guide all the way out.
- 4 Load (orient) the media according to size.
- 5 Set the Custom/Standard switch to Custom.





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- 6 Adjust the left (Y) media guide by pressing the tab on the guide and slide the guide until it gently touches the paper.
- 7 Adjust the front (X) media guide by pressing tab on the guide and slide the guide until it gently touches the paper.
- 8 Note the orientation of the paper, as well as the value of the X dimension and the Y dimension. The X and Y dimensions are marked in the tray. You will need this information for a later step.
- 9 Slide the tray into the MFP.
- 10 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following:
  - If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use. (You do not need to complete the rest of this procedure unless you want to configure the exact custom dimension. See the following note for more information.)
  - To change the size setting, touch **OK**. The `TRAY N SIZE==<SIZE>` menu is displayed.

---

**Note**

If the size displayed on the control panel is **CUSTOM**, then the tray size is set to **ANY CUSTOM**. The tray will match any custom-size print job, even if the print-job dimensions are different from the dimensions of the paper that is loaded in the tray. If you prefer, you can specify the exact dimensions of the custom-size paper that is loaded in the tray. When you specify exact dimensions, the dimensions are displayed as the size, rather than **CUSTOM**.

---

- 11 Touch **CUSTOM**. The **Unit of Measure** menu is displayed.
- 

**Note**

The MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 10.

---

- 12 Touch the unit of measure (**MILLIMETERS** or **INCHES**). (If you are using the measurement on the tray guide, select **MILLIMETERS**.)
- 13 Use the numeric keypad to select the X (front to back) dimension.
- 14 Touch **OK**.
- 15 Use the numeric keypad to select the Y (left to right) dimension.
- 16 Touch **OK**. The control panel displays **SETTING SAVED** for a moment. The tray size in dimensions is then displayed.



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- 17 To change the type setting, touch the correct paper type. The message **SETTING SAVED** is displayed for a moment, and then the size and type settings are displayed.
- 

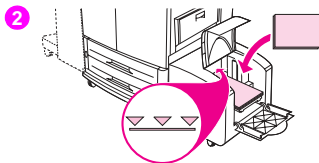
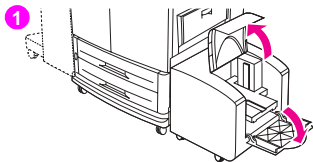
**Note**

If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

---

- 18 Touch **EXIT** to accept the settings. The tray is ready to use.





## To load the 2,000-sheet side input tray (tray 4)

The 2,000-sheet side input tray (tray 4) holds up to 2,000 sheets of media.

The 2,000-sheet side input tray (tray 4) only supports A4- or letter-size media. If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media, set the media type for the tray.

### CAUTION

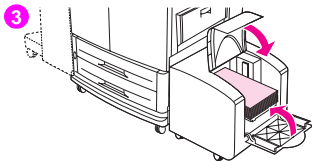
To avoid a jam, never add or remove media from the tray while printing from that tray.

Use this procedure to load media in the 2,000-sheet side input tray (tray 4).

- 1 Open the top door, and then open the bottom door.
- 2 Load the media so that the side to be printed on faces up and the long edge is toward the MFP (short edge toward the MFP is you are making booklets). Do not load more media than the maximum that is indicated by the media-fill triangles at the back of the 2,000-sheet side input tray (tray 4).



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#### Note

The number of sheets that can be loaded might vary depending on the type of media. Use the media-fill triangles to determine how much media to load.

Make sure that the corners of the media are not folded.

The 2,000-sheet side input tray (tray 4) supports letter, A4, A4-R, and letter-R media.

---

- 3 Close the bottom door, and then close the top door.
- 4 The control-panel display prompts you to select the size and type of the media that you want to use.
- 5 Scroll to the size that you want and select it.
- 6 Scroll to the type you want and select it.

## Changing and setting the media size and type for a tray

You can configure the MFP input trays by type and size. You can load different media in the input trays and then request media by type or size.

### Note

If you have used previous HP LaserJet printers or MFPs, you might be accustomed to configuring tray 1 to first mode or cassette mode. To duplicate the settings for first mode, configure tray 1 for Size = ANYSIZE and Type = ANY. To duplicate the settings for cassette mode, set either the size or type for tray 1 to a setting other than ANY.

The following instructions are used to configure the trays at the MFP control panel. You can also configure the trays from your computer by using the embedded Web server.

### To set or change media size for tray 1

- 1 Press the **MENU** button.
- 2 Touch **PAPER HANDLING**.
- 3 Touch **TRAY 1 SIZE**.
- 4 Touch the paper size that is loaded.
- 5 Touch **OK** to exit the menus.



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## To set a standard size for tray 2, tray 3, and the 2,000-sheet side input tray (tray 4)

The MFP automatically detects the size that is loaded, so you do not need to set the size manually.

## To set or change a custom size for tray 2 and tray 3

- 1 Make sure that the switch inside the tray that you want to configure is in the Custom position.
- 2 A message on the control panel prompts you to specify the paper size.
- 3 Touch the appropriate unit of measure (**MILLIMETERS** or **INCHES**). (The default is **MILLIMETERS** because the marks on the tray guides are in millimeters.)
- 4 Use the numeric keypad to specify the tray X (front-to-back) dimension.
- 5 Use the numeric keypad to specify the tray Y (left-to-right) dimension.
- 6 Touch **EXIT** to exit the menus.

## To set or change a media type for any tray

- 1 Determine the correct media-type selection for your media.
- 2 Press the **MENU** button.
- 3 Touch **PAPER HANDLING**.
- 4 Touch **TRAY X TYPE**.
- 5 Touch the appropriate type setting for the media that you are using.

**Note** The default media type is plain.

- 6 Touch **EXIT** to exit the menu.



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# Copying

This MFP functions as a standalone, walk-up color or black-and-white copier—you do not have to have software installed or have your computer turned on to make copies. You can easily adjust copy settings at the control panel. Originals can be copied using either the ADF or the scanner glass. The MFP can process copying, printing, and digital-sending jobs simultaneously.

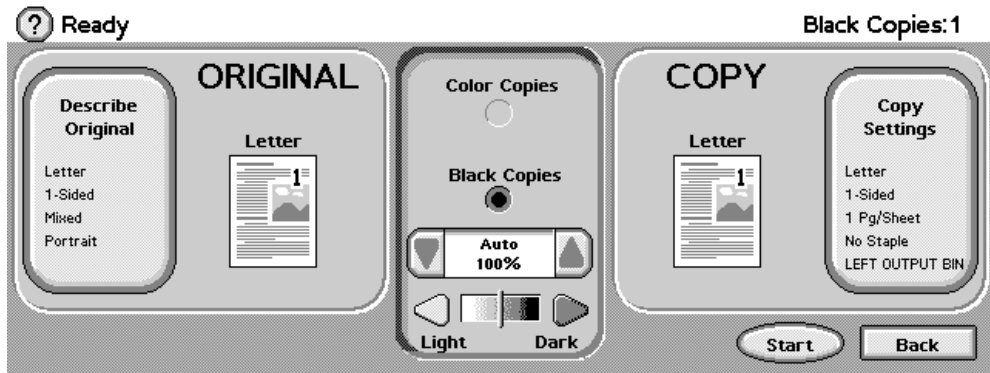
This chapter provides information about how to make black-and-white or color copies and how to change copy settings. It is helpful to review the section about control-panel operation before using the MFP copying functions. See “Control panel” on page 4 in chapter 1.




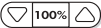

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## Copy-screen layout

The following figure and table provide information about features and buttons on the copy screen.





Features and buttons	Function
 (Help)	Provides access to “What is this?” Help or “Show me How.”
READY	Indicates that the MFP is ready to copy. (Additional status messages might appear on this line.)
DESCRIBE ORIGINAL	Allows you to select size, type, orientation, image content, and additional features of the original copy.
COLOR COPIES	Allows you to select color copies.
BLACK COPIES	Allows you to select black and white copies.
<b>Reduce/Enlarge</b> 	Reduces or enlarges the size of the copy.
<b>Light/Dark</b> 	Increases or decreases the brightness of the copy.



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Features and buttons	Function
<b>COPY SETTINGS</b>	Displays settings that describe the output features of the document, such as paper size, simplex/duplex, and stapling.
<b>START</b>	Starts copying the document.
<b>BACK</b>	Moves back one screen on the control-panel display.
<b>CANCEL</b>	Each lower-level screen (any screen below the main screen) on the touch screen includes a <b>CANCEL</b> option. Touching <b>CANCEL</b> negates any changes that you made, and takes you back to the previous screen.
<b>OK</b>	Each lower-level screen on the touch screen includes an <b>OK</b> option. Touching <b>OK</b> accepts any changes that you made, and takes you to the next screen.

# Copying instructions

For standard-size media, the size of the original is automatically detected when the document is placed on the scanner glass or in the ADF, and the appropriate size of media is used for the copy. You can override the auto-detect feature by specifying the required input (DESCRIBE ORIGINAL) and output (COPY SETTINGS) at the control panel.

---

## Note

Use the scanner glass to copy small, lightweight (less than 46 g/m<sup>2</sup>, or 12 lb), or irregularly sized originals, such as receipts, newspaper clippings, photographs, or old, delicate, valuable, or worn documents. The scanner glass is also used to copy books, magazines, and manuals.

Use the ADF to make as many as 999 copies of a document. The ADF can be loaded with up to 50 sheets of ledger/A3 media or 100 sheets of letter/A4 media (depending on the thickness of the pages).

---

This section provides instructions for the following copying tasks:

- Copying by using the default settings (one-touch copying)
- Copying by using user-defined settings
- Copying from the scanner glass
- Copying by using the ADF
- Copying books
- Creating a job to be copied later



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## Copying by using the default settings (one-touch copying)

The following are the default settings for copying:

- One copy
- Letter- or A4-size original and letter-size copy

---

### Note

The MFP automatically detects the original size and makes a same-size copy. The factory default paper-size setting is Letter or A4 only if no media size is detected.

- 
- Black and white (color copied can be selected)
  - Page Orientation: Portrait
  - Number of Sides: One
  - Page Content: Mixed (mixed text and graphics)
  - Job Mode: Off
  - Heavy Paper: Off

## To make color copies by using the default settings

- 1 Place the document face-down on the scanner glass or in the ADF.
- 2 Touch **COPY**.
- 3 Select color copies.
- 4 Touch **START**.

## To make black and white copies by using the default settings

- 1 Place the document face-down on the scanner glass or in the ADF.
- 2 Touch **COPY**.
- 3 Select black copies.
- 4 Touch **START**.

## Copying by using user-defined settings

Using the following steps, you can change the settings for your copies.

## To make copies by using settings other than the default settings

- 1 Place the original face-down on the scanner glass or in the ADF.
- 2 Touch the copy icon on the control panel. The copy screen appears on the graphical display.



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- 3 Touch **COLOR** or **BLACK & WHITE** copies.
- 4 Make any necessary adjustments to the contrast and the reduction or enlargement by using the **LIGHT/DARK** bar and the **REDUCE/ENLARGE** option in the image-modification section of the graphical display.
- 5 Touch **DESCRIBE ORIGINAL** to view your options. You can select **BASIC** options or **ADVANCED** options. After you make your selections, touch **OK**.

#### Note

If you select **Mixed** on the **Page Content** tab, you can use the **Advanced** tab to select the emphasis for text or photo, or for text or glossy photo.

#### Basic tab

#### What to select

**SIZE**

Select **Book** or the media size of your original.

**PAGE ORIENTATION**

Select **Portrait** or **Landscape**.

**NUMBER OF SIDES**

Select **1-sided** or **2-sided**.

**PAGE CONTENT**

Select **Text**, **Photo**, **Glossy Photo**, or **Mixed**.

#### Advanced tab

#### What to select

**HEAVY PAPER**

Select **Heavy Paper** if your original is heavy paper and you are using the ADF.

**JOB MODE**

If you are combining multiple flatbed scans into a single job, select **Job Mode**.

	Description of use
Text	Optimize for the best text quality.
Photo	Optimize for printed or half-tone original graphics.
Glossy photo	Optimize for glossy photographs and for continuous tone photographic originals.
Mixed	Optimize for mixed text and graphics.
Advanced (button)	An adjustment to optimize more toward text or graphics in mixed mode.

- 6 Touch **COPY SETTINGS** to view your options. You can touch the **Advanced** tab to see more options.



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## Basic tab

### SIZE

### NUMBER OF SIDES

### BACK SIDE ORIENTATION

### PAGES PER SHEET

## What to select

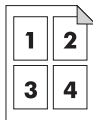
Select **Auto** (media size is matched to original size), or the copy size that you want. Be sure that you have loaded the correct media size in the tray.

Select **1-sided** or **2-sided**.

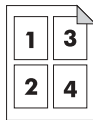
Select **Normal** or **Flip** (applies when **2-sided** copying is selected).

Select **1**, **2**, **4**, or **Booklet**.

If **4** pages per sheet is selected, “Z” or “N” ordering is tailored to the page orientation, and the option to put a border around each smaller page appears.



“Z” ordering



“N” ordering

### BORDERS

Select **Border** or **No Border** when you are printing multiple pages per sheet.



**STAPLE**

Stapling options depend on your finishing device and the media size that you selected. For the 3,000-sheet stapler/stacker, the selections are **None**, **Corner**, **1**, **2**, **3**, or **6**. For the multifunction finisher, the selections are **None**, **1**, **2**, or **Booklet**.

**Advanced tab****What to select****COLLATION**

Select **Collated** or **Uncollated**.

**OUTPUT BIN**

Select the output destination for your finishing device.

**JOB STORAGE**

Select **On** to indicate that the copy job should be stored on the MFP rather than printed. Select **Off** to copy the job normally. See "Creating a job to be copied later" on page 44 for more information.

**ENHANCE**

Increases or reduces sharpness, and removes background.

**SCALE TO FIT**

Select **On** to slightly reduce the image so that it fits in the printable area.

- 7 When you are finished, touch **OK** to return to the main copy screen.

**Note**

The page icon in the **COPY** section of the graphical display shows a representative image of the copy.

- 8 Using the numeric keypad, specify the number of copies, and then press **START**.



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## Copying from the scanner glass

Use the scanner glass to copy small, lightweight (less than 46 g/m<sup>2</sup> or 12 lb), or irregularly sized originals, such as receipts, newspaper clippings, photographs, or old or worn documents. The scanner glass is also used to copy books, magazines, and manuals.

- 1 Place the document face-down on the scanner glass.
- 2 Make any image modifications, and choose any copy settings, if necessary. See “Copying by using user-defined settings” on page 37 for the available settings.
- 3 If you are making only one copy, press **START**. If you are making multiple copies, use the numeric keypad to select the number of copies (up to 999), and then press **START** to begin copying.

## Copying by using the ADF

Using the ADF, you can make as many as 999 copies of a document that has as many as 100 pages (depending on the thickness of the pages).

- 1 Load the document face-down into the ADF. The MFP can automatically detect several standard paper sizes.
- 2 Make any image modifications, and select any copy settings if necessary. See “Copying by using user-defined settings” on page 37 for the available settings.

If you are making only one copy, press **START**. If you are making multiple copies, use the numeric keypad to specify the required number of copies, and then press **START**.

# Copying books

You can use the scanner glass to copy books.

- 1 Place the book face-down on the scanner glass.
- 2 Align the book. The book is correctly aligned if the book binding is in line with the book icon at the top of the scanner glass.
- 3 Touch **COPY**.
- 4 Touch **DESCRIBE ORIGINAL**.
- 5 Select **Book** as the size.
- 6 Touch **OK**.

---

## Note

You can skip a page by touching the **Skip Page** button above the page icon. Touch the button once to skip the left page and twice to skip the right page. Press the button three times to cancel page skipping. If you don't skip a page using the **Skip Page** button, left side and right side pages will be copied.

- 7 Touch **COPY SETTINGS**.
- 8 Select any output settings that you want. Select the paper size that is the closest match to the actual size of the book that you are copying.
- 9 Touch **OK**.
- 10 Using the numeric keypad, specify the number of copies you want.
- 11 Press **START**.



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## Creating a job to be copied later

Turning on the stored job setting indicates that you want the copy job to be stored on the MFP hard disk, and that you will print the job later.

- 1 Select your basic copy settings (see “Copying by using user-defined settings” on page 37).
- 2 Touch the **Advanced** tab.
- 3 For the **Stored Jobs** option, select **On**.

A pop-up dialog box appears, asking for the **User Name**, **Job Name**, and Personal Identification Number (**PIN**), if required. The keyboard appears when you select **User Name** and **Job Name**. The **PIN** is a four-digit number that can be typed by using the numeric keypad.

- 4 Type the **User Name**.
- 5 Type the **Job Name**.
- 6 Type the **PIN** if you want to control access to the stored copy job.
- 7 Touch **OK**.
- 8 Press **START**.

## Color copies or black and white copies

At the home screen, touch **COPY** and then touch the circle below **COLOR** copies or **BLACK & WHITE** copies to select the appropriate type of copies. If **COLOR** is selected, **COLOR COPIES**: appears in the upper-right corner of the control-panel display. If **BLACK & WHITE** is selected, **BLACK COPIES**: appears in the upper-right corner of the control-panel display.

## Reduce or enlarge

The MFP has an autoscaling feature. If the original paper size differs from the copy paper size, the MFP can autodetect a size mismatch between the original page size and the copy page size. The scanned image of the original page is reduced or enlarged automatically to match the copy paper size. You can override autoscaling by using the reduce and enlarge feature.

The MFP can reduce copies to as little as 25% of the original size and enlarge copies to as much as 400% of the original size (200% when using the ADF).

To reduce or enlarge your copies, touch the arrows on the **REDUCE/ENLARGE** button until you reach the size that you want. The scale percentage box in the center of the **REDUCE/ENLARGE** button indicates the percentage of reduction or enlargement. You can also touch **100%** to display the keypad to type the number that you want. Touch **OK** to save the changes.

## Adjust the lightness/darkness

You can adjust the lightness and the darkness of the copied output by touching the arrows on the **Light/Dark** bar in the default copy screen.

## Enhance the document

Touch the **Copy Settings** tab and then touch the **Advanced** tab to gain access to the embedded enhancement screen that allows you to adjust the level of background removal from the copied image, and increase or decrease the sharpness of the copied image.



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## Background Removal

If you are copying a document that is printed on colored paper or the original is thin and makes the backside image show through, you can enhance your copy quality by removing the background. Adjust the amount of background removal by touching the arrows on the **Background Removal Control**. The slider moves to the lighter or darker area of the **Background Removal Control** bar for increased or decreased background removal.

## Sharpness

The **Sharpness Control** specifies the sharpness setting that the scanner uses when the MFP scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply. Adjust the amount of sharpness by touching the arrows on the **Sharpness Control** bar.

## Setting copy defaults

The defaults for several copy settings can be controlled by the administrator. To set or change the following copy defaults, perform the following steps:

- 1 Touch **MENU**.
- 2 Touch **CONFIGURE DEVICE**.
- 3 Touch **COPYING**.
- 4 Select the copy setting that you want to change.

2

Copy setting	Description
COLOR MODE	Sets the MFP to default to color or black and white copies.
NUMBER OF SIDES	The copy can have one side (simplex) or two sides (duplex) printed on each page.
COLLATE	If collate is OFF, each page is copied separately. If collate is ON, the document is collated.
COPIES	Indicates the number of copies that will be produced.
STAPLE SUBMENU	Appears if a stapling finishing device is attached.



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Copy setting	Description
SHARPNESS	Indicates the sharpness of the image when it is copied.
BACKGROUND REMOVAL	Indicates how much background is removed when an image is copied.



# Digital sending and e-mail

To configure the embedded Send to e-mail feature, you must either know the Internet Protocol (IP) address or hostname of the Simple Mail Transfer Protocol (SMTP) server on your network, or use the Find Servers menu option to attempt to locate the server. The MFP uses SMTP to send e-mail messages with attachments containing the image that is scanned at the MFP.

Optionally, you can configure the MFP to use the Lightweight Directory Access Protocol (LDAP) to connect to a directory server so that you can easily address an e-mail that will be sent from the MFP. Directory servers contain recipient names (for example, "John Smith"), and associated e-mail addresses (jsmith@hp.com).

When the MFP is configured to use LDAP, users simply type the first few characters of a recipient's name. The MFP searches the directory server for names that match and uses the closest matching name. In most environments, the Embedded Web Server must be used to correctly configure LDAP.

---

**Note**

If you do not know the IP address or hostname of the SMTP or LDAP servers on your network, ask your network or e-mail administrator for this information.

- 1 Touch **MENU**.
- 2 Touch **CONFIGURE DEVICE**.
- 3 Touch **SENDING**.
- 4 Touch **E-MAIL**.



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- 5 You can touch **FIND SEND GATEWAYS** to let the MFP search the local network for LDAP and SMTP servers. If this is successful, go to step 8. Otherwise, go to step 6.
- 6 Touch **SMTP GATEWAY** and then enter the IP address or hostname of the SMTP server. If a LDAP server is available, touch **LDAP GATEWAY** and then enter the IP address or hostname of the LDAP server.
- 7 Touch **OK**.
- 8 Touch **TEST SEND GATEWAYS** to test the configuration.

The MFP offers color-scanning and digital-sending capabilities. Using the control panel, you can scan black-and-white or color documents and send them to an e-mail address as an e-mail attachment. To use digital sending, the MFP must be connected to a local area network (LAN). The MFP connects directly to your LAN by using the Jetdirect ethernet card. This chapter addresses both scanning and sending, because they are fully integrated functions.

Digital sending offers the following benefits:

- Sends documents to multiple e-mail addresses, saving time and delivery costs.
- Delivers files in black-and-white or in color. Files can be sent in different file formats that the recipient can manipulate.
- Provides verification that e-mail was delivered correctly.

With digital sending, documents are scanned into the MFP memory and sent to an e-mail address or multiple addresses as an e-mail attachment. Digital documents can be sent in several graphics formats, such as PDF, JPEG, and TIFF (see “Changing the settings” on page 52), enabling recipients to manipulate the document file in various programs to meet their specific needs. Documents arrive in near-original quality, and then can be printed, stored, or forwarded.

The HP Digital Sender Module software offers the additional benefits of authenticating the user for security purposes and scanning to a folder.

# Sending documents

The MFP scans at a 600 pixels-per-inch (ppi) resolution. The MFP scans both black-and-white and color originals. You can place originals either on the scanner glass or in the ADF. The scanner glass accommodates all sizes of media, including irregular-size documents, books, stapled documents, previously folded documents, and photographs.

You can use the default settings or change the scanning preference and file formats. The following are the default settings:

- Color
- .PDF file (requires the recipient to have an Adobe® Acrobat® viewer to view the e-mail attachment)

## Sending letter-size originals by using the scanner glass or ADF

Use the following instructions to scan and send letter-size originals by using the MFP default settings.

- 1 Place the document face-down on the scanner glass.

Complete the following steps on the touch screen of the graphical display:

- 2 Touch **SEND OPTIONS**.

The Send Options options replaces the Copy Settings options. The Reduce/Enlarge selection disappears because that option does not apply to sending.

- 3 If requested, type your name and password.
- 4 Touch **E-MAIL**.



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- 5 Touch **FROM:** and, using the pop-up keyboard, type your e-mail address.

#### Note

Touch  to delete any incorrect keystrokes.

- 6 Touch **TO:** and then type the recipient e-mail address.
- 7 Touch **CC:** and then type the e-mail address of any copy recipients, if necessary. If you want to send a blind copy to an e-mail address, touch **BCC:** and type the address of the recipient.
- 8 Touch **SUBJECT:** and then type the subject of your e-mail.
- 9 Change any appropriate settings (see “Changing the settings” on page 52) by touching **SETTINGS**. Touch **OK**.
- 10 Press **START**.

The `PROCESSING DIGITAL SEND JOB` message appears on the control-panel status bar.

## Changing the settings

Before you send a document, you can change the following settings:

- **Scan Preferences:** Select **Black and White** or **Color**.
- **File Type:** Select **PDF**, **TIFF**, **MTIFF**, or **JPG**. Files can be transmitted to an e-mail address in any of these file formats:
  - **PDF:** The .PDF file format is the default setting, and it offers the best overall text and graphics quality. However, the recipient must have an Adobe Acrobat viewer installed in order to read .PDF files. This file format produces one e-mail attachment that contains all of the scanned pages.

- **JPG:** Although a .JPG file does not have the same quality as a PDF, the recipient can view a JPG file easily using an Internet browser. This file format produces one e-mail attachment for each scanned page. The recipient can manipulate the .JPG files and import them into various programs.
- **TIFF:** A .TIFF is a standard file format that interfaces well with many computer programs and can be manipulated by the recipient. This file format produces one e-mail attachment for each scanned page.
- **MTIFF:** A .MTIFF is a multipage TIFF that saves multiple scanned pages into a single e-mail attachment.

---

**Note**

The .MTIFF and .PDF files might be divided into multiple e-mail attachments if the network limits the file size of e-mail attachments.

---

## Sending a document to multiple recipients

Use the following instructions to send a document to more than one recipient.

- 1 Place a document face-down on the scanner glass or in the ADF.
- 2 Touch **SEND OPTIONS**.
- 3 Touch **E-MAIL**.
- 4 Touch **FROM:** and, using the pop-up keyboard, type your e-mail address.
- 5 Touch **TO:** and then type the e-mail address of the first recipient. After typing the first e-mail address, touch **ENTER** on the keyboard screen to insert a semicolon, and then continue typing e-mail addresses.
- 6 To check the recipient list, touch the down arrow in the **To:** text line.



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- 7 Touch **CC:** and then type the e-mail address of any copy recipients, if necessary. If you want to send a blind copy to an e-mail address, touch **BCC:** and type the address of the recipient.
- 8 Touch **SUBJECT:** and then type the subject of your e-mail.
- 9 Touch **OK.**
- 10 Press **START.**

## Using the auto-complete function

When you open the **To**, **CC**, or **From** screens in the **Send to E-mail** feature, the auto-complete function is invoked. As you type the required address or name at the keyboard screen, the MFP automatically searches the address book list and brings the first matching address into the text line of the keyboard screen. You can then select that name by touching **ENTER**, or continue typing the name until auto-complete finds the correct entry. If you type a character that does not match any entry in the list, the auto-complete text is removed from the display to show that you are typing an address that is not in the address book.

# Using the address book

The private address book and the local address book store frequently-used e-mail addresses. These books can be shared between MFPs that use the same server to access the HP MFP Digital Sending software.

**Note** Addresses can be added or deleted to the private and local address books, but the user must be authenticated in order to add addresses to their private address book. If authentication is not complete, the addresses are added to the local address book.

The address book is activated by selecting the address book icon in the display dialog box. When the **All** or **Local** button are selected, an **Edit** button appears. Use the **Edit** button to add or delete items in the address books. When the **Edit** button is selected, **Address Book - Add** and **Address Book - Delete** appear on the control-panel display.

The **Back** button returns you to the previous screen.

You can send to a list of recipients by using the MFP address book feature. See your system administrator for information about configuring address lists.




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## Creating a recipient list

Complete these steps on the touch screen of the graphical display:

- 1 Touch **E-MAIL**.
- 2 Touch **TO:** to gain access to the keyboard screen.
- 3 Type the first letter of the name.

**Note** The MFP starts at the beginning of the address list unless you type in the first letter of the name.

- 4 Touch  to gain access to the address book.
- 5 Navigate in the address book using the scroll bar.
- 6 Highlight the name to select a recipient, and then touch the **ADD** button.

You can also select a distribution list by touching the **ALL** or **LOCAL** button, or add a recipient from a local list by touching the **LOCAL** button. Highlight the appropriate names, and then touch the **ADD** button to add the name to your list of recipients.

You can remove a recipient from your list by scrolling to highlight the recipient, and then touching the **REMOVE** button.

- 7 The names in the recipient list are placed into the text line of the keyboard screen. If you want to, you can add a recipient that is not in the address book by typing the e-mail address on the keyboard.
- 8 Touch **OK** on the keyboard screen.
- 9 Finish typing **CC:** and **SUBJECT:** on the Send To E-mail screen, if necessary. You can check the list of recipients by touching the down arrow in the **TO:** text line.
- 10 Press **START**.



# Faxing

**Note**

In some countries/regions, the HP LaserJet MFP Analog Fax Accessory 300 is standard on the HP Color LaserJet 9500mfp. The HP LaserJet MFP Analog Fax Accessory 300 requires telecommunication certification by country/region. Check with your sales representative or at [www.hp.com/clj9500mfp/fax/countries-regions](http://www.hp.com/clj9500mfp/fax/countries-regions) for a list of the certified countries/regions that offer fax as a standard capability.

When configuring the required fax settings for location, some countries/regions are supported but do not have an entry in the Location setting list. These additional countries/regions can be supported by selecting another alternate country/region from the Location settings list. The following table lists additional supported countries/regions and the acceptable alternate country/region to select to support that country/region.

## Country/region support

To select this country/region	Select this country/region from the location setting list
Estonia	Norway, Sweden, or Russian Federation
Iceland	Denmark, Norway, or Sweden



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## Country/region support

To select this country/region	Select this country/region from the location setting list
Latvia	Norway, Sweden, or Russian Federation
Liechtenstein	Austria or Switzerland
Lithuania	Norway, Sweden, or Russian Federation
Morocco	Spain
Slovenia	Hungary or Poland

The MFP can function as a standalone analog fax machine. The information in this chapter helps you complete the following tasks:

- Perform initial setup configuration
- Send faxes
- Configure fax settings
- Perform advanced fax features
- Use fax logs and reports
- Troubleshoot problems

---

**Note**

---

Although the MFP also supports LAN faxing through the HP MFP Digital Sending Software Configuration Utility, that utility is available as an option and is not discussed in this chapter. For information about LAN faxing, see the *HP MFP Digital Sending Software User Guide* or the *HP MFP Digital Sending Software Support Guide*.



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## Connecting the fax to a phone line

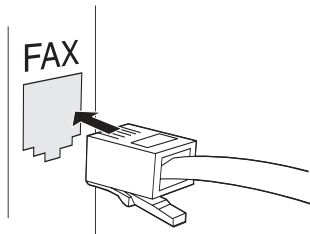
When connecting the fax to a phone line, make sure that the phone line for the fax is a dedicated line that is not used by any other devices. This line should be an analog line, because the fax will not function correctly when it is connected to some digital PBX systems. If you are unsure about what type of line you have, contact your telecom provider.

### Note

Use the phone cord that comes with the fax to make sure that the fax functions correctly.

Follow these instructions to connect the fax to a phone jack.

- 1 Locate the phone cord that is included with the fax kit. Plug one end of the cord into the fax phone jack. The fax phone jack is located on the back of the MFP on the formatter plate, next to the other connectors. Make sure that the cord is plugged into the fax phone jack completely and securely.



- 2 Plug the other end of the phone cord completely into the phone jack on the wall to finish the installation.

### Note

The fax function for the HP Color LaserJet 9500mfp will *not* function until the required items are entered into the appropriate menus on the control panel. See “Establishing the required fax settings” on page 62.

## Verifying the fax operation

Verify that the MFP fax is functioning by checking the MFP control-panel display. The fax option should appear on the screen. However, until the required settings are established, the option is gray and the text “Not Configured” appears across it. To use the analog fax, see “Establishing the required fax settings” on page 62.



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## Establishing the required fax settings

After the fax is installed, you must establish these settings before you can use the fax:

- Date and time
- Location (country/region)
- Fax header (phone number and company name)

This information is used in the fax header that is printed on all outgoing faxes.

---

### Note

In the U.S. and many other countries/regions, setting the date, time, location, phone number and company name is a legal requirement.

Because the fax reads some of these settings from the MFP, a value might already be set. Verify the value that appears to make sure that the information is correct.

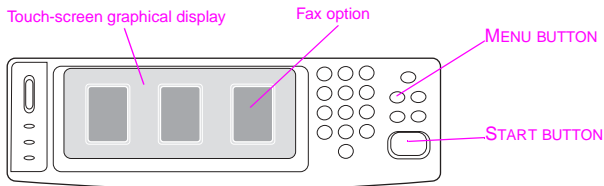
## Using the Fax Settings menu

Use the **Fax Settings** menu to establish the required fax settings. Press the **MENU** button on the MFP control panel to open the **Fax Settings** menu.

### Note

If you have the HP MFP Digital Sending Software installed and the LAN fax is enabled, the fax settings do not appear on the menu because the settings are only used to configure the analog fax. Only one type of fax can be enabled at a time, and only the controls for that fax appear on the control-panel display. If you want to use analog fax when the LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility to disable the LAN fax.

The following figure shows the control-panel with the fax option visible.





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## Setting or verifying the date and time

The date and time setting for the fax is the same value as the MFP date and time setting. If you are turning on the MFP for the first time, you will be prompted for this information.

### To verify or change the date and time settings

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **DATE/TIME**.
- 5 Select the date and time formats, and then type the date and time.

## Setting or verifying the location

The location setting identifies the country/region where the MFP is located. This setting selects the date/time format and the minimum and maximum rings-to-answer range for the country/region. Because this setting is a legal requirement in some countries/regions, it must be set before the fax can operate. If you are turning on the MFP for the first time, you will be prompted for this information.



## To verify or change the location

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **FAX HEADER**.
- 5 Scroll to and touch **LOCATION**.
- 6 Scroll through the list until your country/region appears, and then touch the country/region to select it.

## Setting or verifying the fax header

The fax header setting is used to set a phone number and company name that appear in the fax header. This information is required and must be set.

## To verify or change the phone number and the company name

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **FAX HEADER**.
- 5 Scroll to and touch **PHONE NUMBER**.



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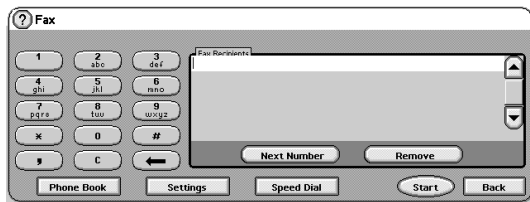
- 6 Type a phone number and then touch **OK**.
- 7 Touch **COMPANY NAME**.
- 8 Type the company name, and then touch **OK**.

If the fax option appears on the control-panel display and the message “Not Configured” does *not* appear, you have completed the setup and can use the fax feature.

## Fax feature screen

Use the Fax feature screen to send faxes. Press the Fax option that appears on the MFP control-panel display to open this screen.

**Note** The Phone Book option appears only if you set the feature in the HP MFP Digital Sending Software Configuration Utility.



## Status message bar

While the MFP is sending and receiving faxes, status information such as Ready, Receiving call, and Page sent appears in the status bar at the top of some touch-screens.



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## Sending faxes

Use one of three basic methods to specify numbers to send a fax:

- Type the number manually
- Specify the number by using speed dial
- Specify the number by using the phone book (available only if the HP MFP Digital Sending Software Configuration Utility is installed and the phone book has been populated)

---

### Note

For online information about sending a fax, touch **?** on the screen to open the **Help** menu, and then touch **SEND A FAX** under the list of help topics.

When using the numeric keypad to type a phone number, include any pauses or other numbers such as area codes, access codes for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. A two-second pause can be included by typing a comma (,). If the fax prefix setting is set to automatically include the dialing prefix, you do not need to type it.

---

### Note

Faxes that fail because the number was busy or the receiving fax did not answer, for example, are deleted from memory.

## Sending a fax by typing the number manually

Use the following procedure to send a fax by typing the number.

- 1 Place the document in the ADF or on the scanner glass.
- 2 On the control-panel display, touch the **FAX** option. You might be prompted to type a user name and password.
- 3 Touch **SETTINGS**. Verify that the **Describe Original** settings are appropriate for your original. The following settings are available:
  - page size (such as letter or A4)
  - 1-sided or 2-sided printing
  - page content (text, mixed text and graphics, or graphics and photos)
  - orientation (portrait or landscape)

If the settings do not match, complete the following steps:

- a Touch **DESCRIBE ORIGINAL** to open the Original Setting screen.
- b Make any changes that are required to describe your original.

---

**Note**

You can also change how you are notified about the status of a fax (that is, if the fax was sent or if an error occurred that prevented it from being sent), by touching the **FAX SETTINGS** option to view the notification settings, and then making any appropriate changes. This setting changes the notification only for the current fax.

- c When all of the settings are complete, touch **OK** to return to the Fax screen.



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- 4 Type a phone number by using the keyboard that appears on the control-panel display.

---

**Note**

If a two-second pause is needed, type a comma (,) after a prefix number (such as a “9” or “0”) to allow the internal phone system time to reach an outside line before the remainder of the number is dialed.

- 5 To specify additional phone numbers, touch **NEXT NUMBER**.

---

**Note**

To remove a number from the list, scroll to and highlight the number and then touch **REMOVE**.

- 6 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)

---

**Note**

When a fax is sent, it is first copied into memory. After the entire document is stored, the fax is sent and is then deleted from memory.

## Sending a fax by using speed dial

Use the following procedure to send a fax by using speed dial.

---

**Note**

Before sending a fax by using speed dial, you must create a speed dial. To create a single speed dial or a speed-dial group, see “To create a speed dial” on page 74.

- 1 Follow steps 1 through 3 in the procedure “Sending a fax by typing the number manually” on page 69.
- 2 Scroll to and touch **SPEED DIAL**.
- 3 Touch the check box in front of the speed dial name that you want to send the fax to.
- 4 Touch **OK**. The speed dial name should be listed on the Fax Recipient screen.
- 5 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)

## Sending a fax by using phone book numbers

The fax phone book feature is only available when the MFP is configured to use the HP MFP Digital Sending Configuration Utility.

If the MFP has not been configured for use with this software, the **Phone Book** button will not appear. To configure the MFP for use with the HP MFP Digital Sending Configuration software, see the *HP MFP Digital Sending Software User Guide* or the *HP MFP Digital Sending Software Support Guide*.

Also, when Authentication is turned on in the HP MFP Digital Sending Configuration Utility, personal fax numbers from your Microsoft Exchange contact list appear in the phone book.

---

### Note

You cannot add to or delete fax numbers from the phone book on this device. Fax numbers can only be added or deleted using the Address Book Manager (ABM) on the Digital Send Server or by changing your contact list.

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If you have the HP MFP Digital Sending Configuration Utility installed on your MFP you can use the following procedure to send a fax by using the phone book.

- 1 Follow steps 1 through 3 in the procedure “Sending a fax by typing the number manually” on page 69.
- 2 Scroll to and touch **PHONE BOOK**.
- 3 Scroll to and highlight a name or a number in the list, and then touch **ADD** to include the name or number in the window. You can add as many names and numbers as you want to.
- 4 Touch **DETAILS** to view the fax number or list of fax numbers for the selected phone-book entry. The **PERSONAL** option shows only the entries from the user’s contact list in the phone book. The **ALL** option provides a merged list of the public fax entries and the personal entries from the contact list.
- 5 Touch **OK** to return to the Fax screen. The list of fax names appears in the Recipients window.
- 6 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)



# Canceling a fax

## Canceling the current fax transmission

The **Cancel Current Transmission** menu appears only if an outgoing fax call is in progress.

**Note** The cancel operation can require up to 30 seconds to complete.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **CANCEL CURRENT TRANSMISSION**.

**Note** While a fax or faxes are being deleted, a “Canceling fax” message appears in the status bar.



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## Canceling all pending faxes

This feature deletes all of the outgoing faxes that are stored in memory. However, if a fax is in the process of being transmitted, that fax is not deleted.

**Note** If any outgoing faxes are waiting in memory, they are also deleted.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **CANCEL ALL PENDING TRANSMISSIONS**.

## Speed dial

Use speed dial to assign a speed dial name to a single number or a group of numbers. You can send a fax to that number or numbers by selecting the speed dial name.

### To create a speed dial

- 1 Touch the **FAX** option.
- 2 Touch **SPEED DIAL**.

- 3 Touch the **Edit** tab.
- 4 Touch the **NEW SPEED DIAL** option.
- 5 Type a number by using the control-panel keyboard. If you want to specify more than one number, touch **NEXT NUMBER** and then specify another number. Repeat this step to define all of the numbers for the speed dial.
- 6 Touch **NAME**.
- 7 Type a name for the speed dial using the control-panel keyboard.
- 8 Touch **OK**.

**Note** After you have created a speed dial group, you cannot add or delete individual numbers from it.

## To delete a speed dial

- 1 Touch the **FAX** option.
- 2 Touch **SPEED DIAL**.
- 3 Touch the **Edit** tab.
- 4 Touch the **DELETE SPEED DIAL** option.
- 5 Touch the check box in front of the speed dial that you want to delete. You might need to scroll up or down to find the speed dial name. You can delete more than one speed-dial groups by placing a check mark in front of other names.
- 6 Touch **DELETE**.
- 7 Touch **YES**.
- 8 Touch **OK**.



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## Changing the sharpness setting

Use the Sharpness setting to specify the resolution that the scanner uses when the MFP scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply.

### Note

Increasing sharpness increases resolution, which also increases the transmission time.

### To change the sharpness setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch the **FAX SETTINGS** option.
- 4 On the **Enhance** tab, touch the left arrow to decrease the sharpness or touch the right arrow to increase the sharpness of the image.
- 5 Touch **OK**.

# Changing the background setting

If you are faxing a document that is printed on colored paper, you can enhance your fax copy quality by removing the background that might cause your fax copy to streak or blur.

## To change the background setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch the **FAX SETTINGS** option.
- 4 On the **Enhance** tab, touch the left arrow to increase the appearance of background or touch the right arrow to decrease the background.
- 5 Touch **OK**.



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## Changing the light/dark setting

The light/dark setting adjusts how light or dark the transmitted image will appear on the recipient's fax machine.

### To change the light/dark setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch the Light arrow to lighten the image or touch the Dark arrow to darken the image.
- 4 Touch **OK**.

## Receiving faxes

When the fax receives incoming faxes, it stores them in memory before printing. After the entire fax is stored, it is printed and then deleted from memory. However, if the schedule printing of faxes is set (turned on), then all of the incoming faxes are stored in memory and none are printed. When the schedule printing of faxes has been set and is then turned off, all of the stored faxes are printed.

You can change the fax receive default settings to modify the way a fax is received:

- Select the number of rings-to-answer
- Print date, time, and page number on faxes (stamp)
- Select input paper tray and destination bin
- Forward faxes to another number
- Block faxes from certain numbers
- Schedule printing of faxes

**Note** You cannot cancel incoming faxes.

## Establishing optional fax settings

Use the following procedures when you want to establish fax settings in addition to those that are required for fax functionality.

**Note** Depending on the capabilities of and settings that you have established for your fax method, some of these options might not be available or configurable.



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The following bulleted fax settings are not described in this manual but are described in the *User Reference Guide* on the CD-ROM:

- Setting error correction mode
- Setting JBIG compression mode
- Setting the overlay header
- Setting dialing mode
- Setting redial interval
- Setting dial-tone detection
- Stamp received faxes
- Setting the fit-to-page option

## Setting the modem volume

Use the following procedure to set the modem volume.

### To set the modem volume

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **MODEM VOLUME**.
- 5 Scroll to and touch **OFF**, **MEDIUM** (default), or **LOUD**.



## Setting the ringer volume

Use the following procedure to set the ringer volume for the local fax.

### To set the ringer volume

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **RINGER VOLUME**.
- 5 Scroll to and touch **OFF**, **MEDIUM** (default), or **LOUD**.

## Setting outgoing fax resolution

Use this setting to establish the resolution for outgoing fax transmissions. The sending fax determines the maximum resolution that the receiving fax supports, and then uses a resolution that is defined by a combination of this setting and the information about the receiving fax.

---

### Note

If the fax is wider than 8.5 inches, the fax will automatically select fine or standard resolution in order to reduce the transmission time.



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## To set the outgoing fax resolution

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DEFAULT RESOLUTION**.
- 5 Touch **STANDARD** (200 x 100 dpi), **FINE** (200 x 200 dpi; default), or **SUPERFINE** (300 x 300 dpi) to select the resolution.

---

### Note

The higher the resolution, the longer the transmission time that is required.

# Setting dialing and detection options

Use the following procedures to set a dialing prefix, redial options, or tone detection.

## Setting a dialing prefix

Use the dialing prefix setting to specify a prefix number (such as a “9” to gain access to an outside line) that is automatically added to all phone numbers when they are dialed.

### To set a dialing prefix

**Note** You might need a pause between the prefix and the phone number. To insert a two second pause, type a comma (,).

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DIAL PREFIX**.



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- 5 Touch **OFF** (default) to turn off dialing prefix, or touch **CUSTOM** to see the keyboard on the control-panel display and type a prefix.
- 6 Type the prefix number(s), and then touch **OK**.

## Setting the redial-on-busy feature

The redial-on-busy setting specifies the number of times (0 through 9) that the fax redials a number when it is busy. The interval between retries is established in the redial interval setting.

### To set redial-on-busy

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **REDIAL ON BUSY**.
- 5 Scroll to and touch the number of redial attempts (the default is 3), and then touch **OK**.

# Setting the paper tray

The paper tray setting selects the MFP tray from which to pull paper for printing faxes.

## To select the paper tray

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX PAPER TRAY**.
- 5 Scroll to and touch the number for the tray (default=3), and then touch **OK**.



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## Setting the destination bin

The destination bin setting specifies the MFP output bin to receive the printed fax.

### To set the destination bin

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX DESTINATION BIN**.
- 5 Scroll to and touch the number of the bin (default=**3**), and then touch **OK**.

## Troubleshooting fax

Use the following checklist to help identify the cause of any fax-related problems that you encounter.

- **Are you using the phone cord that came with the MFP?**  
The fax functionality has been tested with the supplied phone cord to meet RJ11 specifications. Do *not* substitute another phone cord. The analog fax requires an analog phone cord. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the socket on the fax?**  
Make sure that the phone jack is well seated in the socket. The connector should be inserted all the way into the socket, until it is secure.
- **Is the phone jack on the wall working?**  
Verify that a dial tone exists by attaching a phone to the phone jack on the wall. Can you hear a dial tone, and can you make a phone call?

## What type of phone line are you using?

- **Dedicated line:** A standard fax/phone number assigned to receive or send faxes.
- **PBX system:** A business-environment phone system. Standard home phones and the fax use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax. You need to have access to a standard analog phone line to be able to send and receive faxes.



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- **Roll-over lines:** A phone system feature where a new call “rolls over” to the next available line when the first incoming line is busy. Try attaching the fax to the first incoming phone line. The fax will answer the phone after it rings the number of times that is set in the rings-to-answer setting.

---

**Note**

Roll-over lines can cause problems with the ability to receive faxes. HP recommends that you do *not* use roll-over lines.

## Are you using a phone-line splitter?

Parallel or “T” phone-line splitters should not be used with the fax because they can degrade the quality of the phone signal.

## Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax to protect the fax against electrical power that passes through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the fax directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.



## Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax, the messaging service answers the call and the fax is not able to receive faxes. If the rings-to-answer setting for the fax is lower than that of the messaging service, the fax answers all calls and no calls are routed to the messaging service.

## Checking fax status

If the analog fax does not appear to be functioning, print a Fax Accessory Page to check the status. Use the following steps to print this page:

- 1 Press the **MENU** button.
- 2 Scroll to and touch **INFORMATION PAGE**.
- 3 Scroll to and touch **PRINT CONFIGURATION**.
- 4 On the Fax Accessory Page, under the Hardware Information heading, check the Modem Status.

The following table identifies the status conditions and possible solutions.



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OPERATIONAL / ENABLED <sup>1</sup> -	The analog fax is installed and ready.
OPERATIONAL / DISABLED <sup>1</sup> -	The fax is installed and operational. However, HP Digital Sending utility has either disabled the MFP fax feature or has enabled LAN fax. When LAN fax is enabled, the analog fax feature is disabled. Only one fax feature (either LAN fax or analog fax) can be enabled at a time.
NON-OPERATIONAL / ENABLED/DISABLED <sup>1</sup>	A firmware failure has been identified. The firmware should be uploaded.
DAMAGED / ENABLED/DISABLED <sup>1</sup>	The fax has failed. Reseat the fax card and check for bent pins. If the status is still DAMAGED, replace the analog fax card.

1 - ENABLED indicates that the analog fax is enabled (turned on). DISABLED indicates that LAN fax is turned on and the analog fax is turned off.

## Fax feature is not operating

Use this table to identify and solve fax malfunctions.

Problem	Cause	Solution
The fax is installed but the option does not appear on the MFP control-panel display. The fax menus are not appearing on the MFP control-panel display.	HP Digital Sending Software utility has disabled the analog fax feature.	Use the HP Digital Sending Software utility to enable the analog fax feature.
	The fax is not operating correctly.	Check the fax status. See “Checking fax status” on page 89. If the status is NON-OPERATIONAL, you might need to install new firmware. If the status is DAMAGED and you just installed the card, try reseating the card and check for bent pins. If the status is DAMAGED and the card is installed correctly, you might need to replace the card.



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Problem	Cause	Solution
	The formatter board is faulty.	Contact your HP service representative for service.
	The LAN fax is enabled.	This is normal operation. When the HP Digital Sending Software enables LAN fax, the analog fax is disabled and the fax menu, which is used only for the analog fax, does not appear.

## General fax problems

Use this table to solve fax problems.

Problem	Cause	Recommended action
The fax was not transmitted.	The JBIG mode is enabled and the receiving fax does not have JBIG capability.	Turn JBIG off. See chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information.
An <code>OUT OF MEMORY</code> message appears on the status message bar.	The MFP storage disk is full.	Delete some files from the disk.
The print quality of a photo is poor or prints as a gray box.	The <b>Page Content</b> mode setting is incorrect.	Try setting the <b>Page Content</b> mode to <b>Graphics</b> or <b>Text and Graphics</b> . See "Sending a fax by typing the number manually" on page 69.



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Problem	Cause	Recommended action
Even after the <b>Cancel</b> button on the MFP keyboard was pressed to cancel a fax transmission, the fax was still sent.	The <b>Cancel</b> button on the keyboard does not cancel fax transmissions.	Cancel faxes by using the <b>Fax</b> menu. See "Canceling a fax" on page 73.
No Phone Book feature appears.	The Phone Book feature has not been enabled.	Use the HP MFP Digital Sending Software Configuration utility to enable the phone book feature.
The fax settings do not seem to be available in HP Web Jetadmin.	The fax settings in HP Web Jetadmin are located on the <b>Digital Send Settings</b> menu	Click the <b>Digital Send Settings</b> menu and then click <b>Send to Fax</b> .
The header is being appended to the top of the page when the overlay is enabled.	If the fax has been forwarded, the fax will append the overlay header to the top of a page when overlay is set.	No action is necessary.

Problem	Cause	Recommended action
A mix of names and numbers appears in the recipients box.	It is normal for both names and numbers to appear, depending on where they are from. The phone book lists names and all other databases list numbers.	No action is necessary.
The fax call report prints at an unwanted time, even when the schedule printing of faxes is on.	The schedule printing of faxes does not control printing of the fax call report. The fax call report settings need to be changed.	Specify when to print a fax call report.
One page fax prints as two pages.	The fax header is being appended to the top of the fax, pushing text to a second page.	If you want every one-page fax to print on one page, set the overlay header to overlay mode. See chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information.
The document stops feeding in the middle of faxing.	A jam might be present in the ADF.	See "Jam in the automatic document feeder (ADF) cover" on page 241.



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Problem	Cause	Recommended action
The volume for sounds coming from the fax is too loud or too quiet.	The volume setting needs to be adjusted.	See chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information about changing the sound-volume settings.

## Receiving fax problems

Use this table to solve problems that might occur when receiving faxes.

Problem	Cause	Solution
Incoming fax calls are not being answered by the fax (no fax detected).	The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting. See chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information.



Problem	Cause	Solution
Incoming fax calls are not being answered by the fax (no fax detected) (continued).	The phone cord might not be connected correctly, or the phone cord is not working.	See "Connecting the fax to a phone line" on page 60 to check the installation. Make sure that you are using the phone cord that came with the fax.
	The phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.
	A voice-messaging service might be interfering with the fax's ability to answer calls.	Take one of the following actions: Discontinue the messaging service Get a phone line that you can dedicate to fax calls Decrease the rings-to-answer for the fax to a number less than the rings-to-answer for the voice mail (see chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information).



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Problem	Cause	Solution
Faxes are transmitting or being received very slowly.	You might be sending or receiving a very complex fax, such as one that contains many graphics.	Complex faxes take longer to send or receive.
	The receiving fax machine might have a slow modem speed.	The fax only sends the fax at the fastest modem speed the receiving fax machine can use.
	The resolution of the sent or received fax is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	<p>If you are receiving a fax, call and ask the sender to decrease the resolution and resend the fax.</p> <p>If you are sending a fax, decrease the resolution (see “Setting outgoing fax resolution” on page 81) and change the <b>Page Content</b> mode setting (see “Sending a fax by typing the number manually” on page 69).</p>

Problem	Cause	Solution
	If the phone-line connection is poor, the fax and the receiving fax machine slow down the transmission to adjust for errors.	Cancel and resend the fax. Have the phone company check the phone line.
Faxes are not printing to the MFP.	The input tray that is specified for fax feeding contains no media.	Load media. Any faxes that were received while the input tray was empty are stored and will be printed after the tray is refilled.
	The schedule printing of faxes is set.	If the schedule printing of faxes is turned on, faxes will not print until the lock is disabled.
	The MFP is out of toner.	The MFP stops printing as soon as it runs out of toner. Any faxes that are received are stored in memory and are printed when the toner is replaced.



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## Sending fax problems

Use this table to solve problems that might occur when sending faxes.

Problem	Cause	Solution
Faxes stop during sending.	The fax machine that you are sending to might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.

Problem	Cause	Solution
The MFP is receiving faxes but is not sending them.	If the fax is on a PBX system, the PBX system might be generating a dial tone that the fax cannot detect.	Disable the detect dial-tone setting (see "Setting the paper tray" on page 85).
	The phone connection might be poor.	Try again later.
	The fax machine that you are sending to might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.
Outgoing fax calls dial repeatedly.	The fax automatically redials a fax number if the Redial On Busy option is set to ON, or if the Redial On No Answer is set to ON.	This is normal operation. If you do not want the fax to retry sending faxes, set Redial on Busy to 0 (see "To set redial-on-busy" on page 84) and set Redial On No Answer to 0 (see chapter 4 of the <i>User Reference Guide</i> on the CD-ROM for more information).



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Problem	Cause	Solution
Sent faxes are not arriving at the receiving fax machine.	The receiving fax machine might be off or might have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, or other jobs ahead of it are waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log and check the Result column for jobs that have a Pending designation.

## Error codes

This table lists the error codes that are identified in the fax activity log.

Value	Description
<b>0-15</b>	<b>Connection enablement failure errors</b>
0	Normal and proper end of connection
1	Ring detect without successful handshake
2	Call aborted, from +FKS or <CAN>
3	No loop current
4	Ringback detected, no answer (timeout)
5	Ringback detected, answer without CED
<b>16-31</b>	<b>Call establishment errors</b>
16	Unspecified Phase A error
17	No answer (T3.0 T1 timeout)
<b>32-63</b>	<b>Transmit negotiation errors</b>



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Value	Description
32	Unspecified transmit Phase B error
33	Remote cannot receive or send
34	COMREC error in transmit Phase B
35	COMREC invalid command received
36	RSPREC error
37	DCS sent 3 times without response
38	DIS/DTC received 3 times; DCS not recognized
39	Failure to transmit at 2400 bits/s or +FMS value
40	RSPREC invalid response received
<b>64-79</b>	<b>Data transmit errors</b>
64	Unspecified transmit Phase C error
65	Unspecified image format error
66	Image conversion error
67	DTE to DCE data underflow
68	Unrecognized transparent data command
69	Image error, line length wrong
70	Image error, page length wrong
71	Image error, wrong compression code
<b>80-111</b>	<b>Transmit termination errors</b>



Value	Description
80	Unspecified transmit Phase D error
81	RSPREC error
82	No response to MPS repeated 3 times
83	Invalid response to MPS
84	No response to EOP repeated 3 times
85	Invalid response to EOP
86	No response to EOM repeated 3 times
87	Invalid response to EOM
88	Unable to continue after PIN or PIP
<b>112-143</b>	<b>Receive negotiate errors</b>
112	Unspecified receive Phase B error
113	RSPREC error
114	COMREC error
115	T.30 T2 timeout, expected page not received
116	T.30 T1 timeout after EOM received
<b>144-159</b>	<b>Receive data errors</b>



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Value	Description
144	Unspecified receive Phase C error
145	Missing EOL after 5 seconds (3.2/T.4)
146	Bad CRC or frame (ECM mode)
147	DCE to DTE buffer overflow
<b>160-191</b>	<b>Receive termination errors</b>
160	Unspecified receive Phase D errors
161	RSPREC invalid response received
162	COMREC invalid response received
163	Unable to continue after PIN or PIP
<b>192-223</b>	<b>Undefined</b>
<b>224-255</b>	<b>Undefined</b>

# Fax product specifications

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## Environmental specifications

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Operating environment	Temperature: 10°C to 32.5°C (50°F to 91°F) Relative humidity: 20% to 80% (no condensation)
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Storage environment	Temperature: -20°C to 40°C (-4°F to 104°F) Relative humidity: less than 95% (no condensation)
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## Fax specifications

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Fax compatibility	CCIT/ITU-T Group 3, EIA/TIA Class 1, Class 2.1
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Phone connector	RJ11
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Compression methods	MH, MR, MMR, and JBIG
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Transmission speeds and standards supported

V.17 14,400, 12,000, 9,600, 7,200 bps  
V.33 at 14,400, 12,000 bps  
V.29 at 9,600, 7,200 bps  
V.27ter at 4,800 and 2,400 bps  
V.34 at 16,800, 19,200, 21,600, 24,000, 26,400, 28,800, 31,200, 33,600 bps

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Modem speed

Up to 33.6 K bits per second (bps)

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Speed dialing

Yes

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Fax resolution, (send and receive)

Standard: 200 x 100 dots per inch (dpi)  
Fine: 200 x 200 dpi  
Superfine: 300 x 300 dpi  
Ultrafine: 200 x 400 (receive only)  
Ultrafine: 400 x 400 (receive only)

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# Printing

## Customizing tray 1 operation

This chapter contains information about printing tasks that are performed at the MFP's control panel. See the *User Reference Guide* on the CD-ROM for information about the printer drivers and printing software programs.

Customize tray 1 to fit your printing needs by selecting one of these options:

- Any time the tray has media loaded in it. If `TRAY 1 SIZE=ANY SIZE` and `TRAY 1 TYPE=ANY TYPE` (formerly known as **First** mode), the printer prints from tray 1 regardless of the media size or type that is set in the software program. Print speed might be slower than normal if the tray is configured for a specific paper size.
- Only when the type of paper loaded in tray 1 is specifically requested. If `TRAY 1 SIZE=a size other than ANY SIZE` or `TRAY 1 TYPE=a type other than ANY TYPE` (formerly known as **Cassette** mode), the printer prints from tray 1 only if the specified size or type of media in tray 1 is set in the software program.

## Printing from tray 1 when the loaded paper is requested

When `TRAY 1 SIZE=any size except ANY SIZE` and `TRAY 1 TYPE=anything except ANY TYPE`, the printer treats tray 1 like tray 2, tray 3, or the 2,000-sheet side input tray (tray 4). Instead of looking for media in tray 1 first, the printer pulls paper starting with the tray that matches the type or size setting that is selected in the software program. Set the type and size for a tray in the printer driver.



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When TRAY 1 SIZE=any size and TRAY 1 TYPE=anything except Any type, an option appears in the Paper Handling menu to configure the size as well as the type settings for tray 1.

## Manually feeding paper from tray 1

The manual-feed feature is another way of printing on special paper from tray 1, such as envelopes or letterhead. If CONFIGURE DEVICE, SYSTEM SETUP, MANUAL FEED is set to YES, the printer prints only from tray 1.

When paper is loaded in tray 1, set TRAY 1 MODE in the Paper Handling menu to TRAY 1 SIZE=ANY SIZE and TRAY 1 TYPE=ANY TYPE.

# Using the job-storage features

You can store a job on the hard-disk and print it at a later time. To use job storage, you must have a hard-disk drive installed in the MFP and must configure the printer driver correctly.

**Note** In the printer driver, make sure to provide a unique identity for jobs before printing. Using default names might override previous jobs that have the same default name or cause the job to be deleted.

**Note** If you turn the MFP off, all QuickCopy, proof and hold, and private jobs are deleted.

## To gain access to the job storage features

### For Windows (all versions)

- 1 Open the printer driver.
- 2 Click the **Job Storage** tab.
- 3 Modify the job storage settings as needed, and then click **OK**.

### For Macintosh (newer OS 9 drivers)


In newer OS 9 printer drivers: Select **Job Retention** from the pull-down menu in the print dialog box. In older OS 8.6 printer drivers, select **Printer Specific Options**.



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For using this feature on later versions of Mac OS, visit [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for the latest information about the job storage feature support.

## Private jobs

Use the private printing feature to specify that a job cannot be printed until you release it by using a four-digit personal identification number (PIN) at the MFP control panel. You specify the PIN in the printer driver, and the PIN is sent to the MFP as part of the print job. A lock symbol  next to a job name indicates that the job is private. The private job is deleted after it is printed.

### Note

The MFP must have a hard disk installed in order to use this feature.


See the *User Reference Guide* on the CD-ROM for instructions on how to create a stored job.

## To print a private job

You can print a private job only at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.



- 5 Touch **PRINT**, select the number of desired copies using the numeric keypad or the Up or Down arrow, and then touch **OK**. (The **PRINT** icon should have  next to it.)
- 6 Use the numeric keypad to type the PIN, and then touch **OK**.

## To delete a private job

A private job is automatically deleted from the hard-disk after you print it. If you want to delete the job without printing it, use this procedure.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Touch **DELETE** to delete the file.
- 6 Use the numeric keypad to type the PIN, and then touch **OK**.

## Stored jobs

You can download a print job to the hard-disk and print it at a later time. For example, you might want to download a personnel form, calendar, time sheet, or accounting form that other users can open and print. You can then print the job at any time through the MFP control panel.



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To store a print job on the hard-disk accessory, select the **Stored Job** option in the printer driver.


### Note

The MFP must have a hard disk installed in order to use this feature.

## To print a stored job

You can print a job that was stored on the hard-disk at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Scroll to and touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 To print the default number of copies, touch **CONTINUE**. When the screen changes, you are prompted to enter the number of copies that you want printed. To change the number, use the numeric keypad or scroll to select a new number, and touch **OK**.

If **PRINT** has  next to it, the job is a private job and requires a PIN. See “Private jobs” on page 112.

## To delete a stored job

Jobs that are stored on the hard-disk can be deleted at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.

- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to **DELETE**, and then touch **OK**.

If **DELETE** has  next to it, the job requires a PIN to delete. See “Private jobs” on page 112.

## QuickCopy jobs

The QuickCopy feature prints the requested number of copies of a job and stores a copy on the hard-disk. Additional copies of the job can be printed later. This feature can be turned off from the printer driver.

The default number of different QuickCopy jobs that can be stored on the MFP is 32. At the control panel, you can set a different default number. See “System setup submenu” on page 150.

---

### Caution

If the MFP needs additional space to store newer QuickCopy jobs, the MFP will delete other stored QuickCopy jobs, starting with the oldest job. To permanently store the job and prevent the MFP from deleting it when space is needed, select the **Stored Job** option instead of the **QuickCopy** option.

---

### Note

The MFP must have a hard disk installed in order to use this feature.



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## To print additional copies of a QuickCopy job

This section describes how to print additional copies of a job that is stored on the hard disk at the control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to and touch **PRINT** or touch **DELETE**. If you select print, enter the number of copies that you want to print.

### Note

If **PRINT** has  next to it, the job requires a PIN to print. See “Private jobs” on page 112.

- 6 Touch **OK** to start printing.

## To delete a QuickCopy job

Delete a QuickCopy job at the MFP when you no longer need it. If the MFP needs additional space to store new QuickCopy jobs, the MFP will automatically delete other stored QuickCopy jobs, starting with the oldest job.

### Note

Stored QuickCopy jobs can be deleted at the control panel or from HP Web Jetadmin.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.

- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to and touch **DELETE**.

If **DELETE** has  next to it, the job requires a PIN to delete. See “Private jobs” on page 112.

## Proof and hold jobs

The proof and hold feature provides a quick and easy way to print and proof a copy of a job before printing the additional copies.

To store the job permanently and prevent the MFP from deleting it when space is needed for something else, select the **Stored Job** option in the printer driver.

---

### Note

If the MFP needs additional space to store newer proof and hold jobs, the MFP will delete other stored proof and hold jobs, starting with the oldest job. To permanently store the job and prevent the MFP from deleting it when space is needed, select the **Stored Job** option in the printer driver instead of the **Proof and Hold** option.

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### Note

The MFP must have a hard disk installed in order to use this feature.



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## To print a proof and hold job

You can print the remaining copies of a held job at the control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Enter the number of copies that you want to print.

If **PRINT** has  next to it, the job requires a PIN to print. See “Private jobs” on page 112.

- 6 Touch **OK** to start printing.

## To delete a proof and hold job

When you send a proof and hold job, the MFP automatically deletes your previous proof-and-hold job. If a proof and hold job does not already exist for that job name and the MFP needs additional space, the MFP might delete other proof and hold jobs, starting with the oldest one.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.

5 Touch **DELETE**.

If **DELETE** has  next to it, the job requires a PIN to delete. See “Private jobs” on page 112.

6 Touch **YES** to delete the file when `DELETE FILENAME XXX` appears on the control-panel display.



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# Control panel menus

The control-panel menu layout shows the menus that everyone uses while protecting the menus that administrators use. Everyone typically uses the first three menus in the list. Administrators and service technicians use the other items, which can be protected with a personal identification number (PIN).

Perform most routine printing tasks from the computer by using the printer driver or the software program. These settings override the MFP control-panel settings. See the Help files that are associated with the software. If you cannot open a menu or use an item, it either is not an option for the MFP or your network administrator has locked the function (`ACCESS DENIED` `MENUS LOCKED` appears on the control panel). See your system administrator for more information.

**Note** Driver and software commands override the MFP control-panel settings.

At the control panel, you can print a menu map that indicates the layout and current settings of the control-panel menu items (see “Information menu” on page 125).

Additional menu items can appear in the control panel, depending on the options that are installed in the MFP.

This chapter contains information about all the items and possible values that are available on the MFP. (Default values are listed in the “Item” column.)

**Note** For more information about the HP finishing devices, see the user guide that came with the device.



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## To navigate through the control-panel menus

- 1 Press the **MENU** button to open the control-panel menus.
- 2 Scroll to and touch the menu that you want. (If you need to select a submenu, use the arrows to scroll again, and then touch the submenu.)

---

### Note

An arrow next to a menu item indicates that a submenu is available.

- 3 Scroll to and touch the value that you want, and then touch it. An asterisk (\*) appears next to the selection in the display, indicating that it is now the default.
- 4 At any time, touch **BACK** to back up one level in the menu tree or to clear a numeric value.
- 5 Touch **EXIT** to close the menu.


This chapter contains information about the following topics:

- The **Retrieve job menu** shows jobs that are stored on the device. Jobs are listed by user and job name.
- The **Information menu** provides a menu map that can be printed and other information pages.
- The **Paper handling menu** is used to set the media type (and the size, if it is not detected) for each tray.
- The **Configure device menu** allows administrators to set defaults and input/output (I/O) ports, run diagnostics, and reset the MFP.
- The **Diagnostics menu** provides information about the MFP that administrators and service technicians can use to define settings, see usage information, and troubleshoot problems.

## Retrieve job menu

### Note

If no private, stored, quick copy, or proof and hold jobs are stored on the MFP hard disk or in random-access memory (RAM), the message `NO STORED JOB` appears when the menu is selected.


- 1 A list of user names appears.
- 2 Select a user name, and a list of jobs that are stored for that user appears.
- 3 Select a job name, and print or delete that job. If a job requires a PIN before it can be printed or deleted,  appears next to the `PRINT` or `DELETE` command and a PIN must be typed.
- 4 If you select **PRINT**, the MFP prompts you to specify the number of copies to print (1 to 32,000).

The following items are available on the Retrieve job menu.

Item	Explanation
USER 1 (X1)	Use this item to see the private, stored, quick copy, and proof and hold job names for the user name that you select. The (X1) notation is the number of stored print jobs for that user.
USER 2 (X2)	
USER 3 (X3)	
USER 4 (X4)	
USER 5 (X5)	
USER 6 (X6)	



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Item	Explanation
<p>&lt;USER NAME&gt; ALL PRIVATE JOBS JOB 1 JOB 2 JOB 3 JOB 4</p>	<p>Use this item to select which print jobs to work with. Select the ALL PRIVATE JOBS option to see a list of all of the print jobs for that user that require a PIN.</p>
<p>&lt;JOB NAME&gt; PRINT DELETE</p>	<p>Use this item to print or delete the selected job.</p> <p>If a job requires a PIN to be printed or deleted,  appears next to the PRINT or DELETE command, and a PIN must be provided.</p> <p>If you select PRINT, the printer prompts you to specify the number of copies to print (1 to 32,000).</p>

## Information menu

To print an information page, scroll to the information page that you want and touch **Ok**.

Item	Explanation
PRINT MENU MAP	Use this item to generate a menu map of the layout and the current control-panel menu settings.
PRINT CONFIGURATION PAGE	Use this item to generate a page that indicates the status of all of the consumables. The MFP returns to the <b>READY</b> state when the page is completed.
PRINT SUPPLIES STATUS PAGE	Use this item to generate a page that indicates the number of pages remaining for each supply in the MFP. The MFP returns to the <b>READY</b> state when the page is completed.
SUPPLIES STATUS	Use this item to generate a page that indicates availability of the supplies and the status of all of the consumables.
PRINT USAGE PAGE	Use this item to generate a page that contains information that can be used for cost accounting. This item is only available if a hard disk is installed. The MFP returns to the <b>READY</b> state when the page is completed.



<http://www.hp.com/go/clj9500mfp>

Item	Explanation
PRINT DEMO	Use this item to generate a demonstration test page that describes the printer features.
PRINT RGB SAMPLES	Use this item to generate a color palette with the associated RGB values.
PRINT CMYK SAMPLES	Use this item to generate a color palette with the associated CMYK values.
PRINT FILE DIRECTORY	Use this item to generate a directory page that contains information for all of the installed mass storage devices. The MFP returns to the <code>READY</code> state when the page is completed.
PRINT PCL FONT LIST	Use this item to generate a typeface list of all of the PCL fonts that are available on the MFP. The MFP returns to the <code>READY</code> state when the page is completed.
PRINT PS FONT LIST	Use this item to generate a typeface list of all of the PS fonts that are available on the MFP. The MFP returns to the <code>READY</code> state when the page is completed.

## Paper handling menu

When paper-handling settings are correctly configured at the control panel, you can print by selecting the type and size of media from the driver or software program.

Some items in this menu (such as duplex and manual feed) are available from specific software programs, or from the driver (if the appropriate driver is installed). Driver and software program settings override control-panel settings.

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**Note**

When a value is specified with an (\*), that value is the factory (default) setting.



Item	Values	Explanation
TRAY <N> SIZE=*ANY SIZE	*ANY SIZE LETTER LETTER ROTATED LEGAL EXECUTIVE STATEMENT 8.5X13 11X17 12X18 A3 A4 A4 ROTATED A5 RA3 B5<ISO> B5<JIS> B4<JIS> EXECUTIVE<JIS> DPOSTCARD<JIS> 8K 16K ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL ENVELOPE B5 CUSTOM ANY CUSTOM	<p>Use this item to set the paper size for tray 1, tray 2, tray 3, and the 2,000-sheet side input tray (tray 4). Substitute the tray number for &lt;N&gt;.</p> <p><b>Note</b> ENVELOPE #10, ENVELOPE MONARCH, ENVELOPE C5, ENVELOPE DL, STATEMENT, 12X18, RA3, and ENVELOPE B5 appear for tray 1 only.</p> <p><b>Note</b> The 2,000-sheet side input tray (tray 4) only supports LETTER, LETTER ROTATED, A4, and A4 ROTATED.</p>



Item	Values	Explanation
TRAY <N> TYPE=*ANY TYPE	*ANY PLAIN PREPRINTED LETTERHEAD TRANSPARENCY PREPUNCHED LABELS BOND RECYCLED COLOR LIGHT<75 G/M2 HEAVY 105-119 G/M2 CARD STOCK>163 GLOSSY 75-105 G/M2 HEAVY GLOSSY NON HP HUY GLOSSY HIGH GLOSS IMAGES TOUGH PAPER ENVELOPE	Use this item to specify the type of media in each tray. Substitute the tray number for <N>.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
TRAY <N> CUSTOM	UNIT OF MEASURE X DIMENSION Y DIMENSION	<p>This message appears when the custom switch is in the CUSTOM position and you select CUSTOM from the list of media sizes.</p> <p>The listed values are available in a pop-up menu where you select millimeters or inches as the unit of measure and set the X and Y dimensions of the custom paper size.</p>

# Configure device menu

This menu contains controls for all of the MFP administrative functions.

## Originals submenu

This submenu controls the default settings for several of the copying functions that relate to the type of originals that are being copied.

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**Note**

When a value is specified with an (\*), that value is the factory (default) setting.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
PAPER SIZE	*AUTO LETTER LEDGER LEGAL EXEC A3 A4 A5 B4 B5 BOOK	Use this item to specify the media size of the original document. The MFP uses the media sensors to automatically describe the size of the original document. If media is not detected, you can select from a list of supported media sizes.
NUMBER OF SIDES	*1 2	Use this item to determine whether one side or both sides of the original document are scanned. The MFP prompts you to turn the page over if 2 is selected and the original is placed on the scanner glass.
ORIENTATION	*PORTRAIT LANDSCAPE	Use this item to determine whether the orientation of the original is portrait (short edge top) or landscape (long edge top).

Item	Values	Explanation
CONTENT	TEXT PHOTO GLOSSY PHOTO MIXED	Use this item to describe the type of image that the original contains. Select text for the best text quality, photo for printed halftone graphics, glossy photo for photographs, or mixed if the original is text and graphics.
TEXT/PHOTO MIX	0-8	Use this item to determine the priority of text and graphics if CONTENT is defined as mixed. (This item only appears if MIXED is set as the default). You can select from nine increments. 0=emphasis on text 8=emphasis on graphics
HEAVY PAPER	ON *OFF	Use this item to determine whether heavy media is being scanned. If HEAVY PAPER is set to ON, the scanner will adjust the tension on the media as it moves through the scanning area. The setting can impact output quality for media whose weight is more than 100 g/m <sup>2</sup> (26-lb bond).



<http://www.hp.com/go/clj9500mfp>

## Copying submenu

This submenu controls the default settings for several of the copying functions that relate to the characteristics of the copied output.

**Note** When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
COLOR MODE	*BLACK COPIES COLOR COPIES	Use this item to specify the walk-up default of black only or color copies.
NUMBER OF SIDES	*1 2	Use this item to specify whether images should be printed on one side or both sides of the copy.
COLLATE	*ON OFF	Use this item to specify whether copies should be collated or not collated.

Item	Values	Explanation
COPIES	1-999	Use this item to indicate the number of copies that are produced when you press <b>START</b> without selecting the number of copies.  The factory (default) setting is 1.



<http://www.hp.com/go/cij9500mfp>

Item	Values	Explanation
STAPLES	Values vary depending on the finishing device that is attached	<p>If stapling is requested, use this item to indicate where the staple is placed and how many staples are placed.</p> <p>If a stacker or 8-bin mailbox is attached to the MFP, stapling is not an option.</p> <p>If a stapler/stacker is attached, you can select the following values:</p> <ul style="list-style-type: none"><li>*NONE</li><li>ONE (upper-left corner)</li><li>CORNER (upper-left corner)</li><li>TWO</li><li>THREE</li><li>SIX</li><li>CUSTOM (available only if the stapler/stacker has a definition for "custom")</li><li>OPPOSITE CORNER</li></ul> <p><b>Note</b></p> <p>Because of media size, media orientation, and media feed direction, you should experiment with staple options to find the results you want.</p> <p>If a multifunction finisher is attached, you can select the following values:</p> <ul style="list-style-type: none"><li>*NONE</li><li>ONE</li><li>TWO</li><li>SADDLE STITCH</li></ul>



## Enhancement submenu

This submenu controls the default settings for copy enhancement features.

**Note** When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
SHARPNESS	0-4	Use this item to specify the sharpness setting. 0=minimum sharpness 4=maximum sharpness  The factory (default) setting is 2.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
BACKGROUND REMOVAL	0-8	<p>Use this item to control the amount of background on the original that is eliminated in the copy. Background removal is useful when you copy a two-sided original and do not want the material on the first side to be visible on the second side of the copy or when originals with colored media cause poor quality.</p> <p>0=minimum background removal (more background is visible)</p> <p>8=maximum background removal (less background is visible)</p> <p>The factory (default) setting is 2.</p>

## Sending submenu

This submenu contains controls for sending functions.

Item	Values	Explanation
E-MAIL	SCANNED PREFERENCE=COLOR	Use this item to set the e-mail defaults. See the e-mail submenu in the following table.

## E-mail submenu

This submenu contains controls for e-mail settings.

### Note

When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
SCAN PREFERENCE	BLACK AND WHITE *COLOR	Use this item to specify whether the document is scanned in color or black and white.
FILE TYPE	*PDF MTIFF TIFF JPEG	Use this item to specify the file format of the e-mail attachment.
FILE SIZE	SMALL *STANDARD LARGE	Use this item to specify the compressed value of a document.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
RESOLUTION	75 DPI *150 DPI 200 DPI 300 DPI	Use this item to specify the resolution value of a scanned image.
E-MAIL	FIND SEND GATEWAYS	Use this item to automatically search the network for SMTP and LDAP gateways that can be used to send e-mail.
	SMTP GATEWAY	Use this item to specify the IP address of the SMTP gateway that is used to send e-mail.
	LDAP GATEWAY	Use this item to specify the IP address of the LDAP gateway that is used to send e-mail.
	TEST SEND GATEWAYS	Use this item to test the configured gateways for correct functionality. If the configured gateways are functional, GATEWAYS OK appears on the control-panel display.

## Printing submenu

Some items in this menu are available from a software program or from the driver (if the appropriate driver is installed). Driver and program settings override control-panel settings. For more information, see the *User Reference Guide* on the CD-ROM.

**Note** When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
COPIES	1 to 32,000	Use this item to set the default number of copies by specifying any number from 1 to 32,000. Use the numeric keypad to specify the number of copies.  The factory (default) setting is 1.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
DEFAULT PAPER SIZE	*LETTER LETTER ROTATED LEGAL EXECUTIVE STATEMENT 8.5X13 11X17 12X18 A3 A4 A4 ROTATED A5 RA3 B5<JIS> B4<JIS> EXECUTIVE<JIS> DPOSTCARD<JIS> 8K 16K ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL ENVELOPE B5 CUSTOM	Use this item to set the default size for which media and envelopes to print on if no size is selected for the print job. (The item name changes from media to envelope as you scroll through the available sizes.)  <b>Note</b> This value is used only if no paper size was sent with the job.

Item	Values	Explanation
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Use this item to set a custom media size for any of the installed trays. Substitute the tray number for <N>. This menu only appears when the paper-size switch on the selected tray is in the "custom" position. The user selects the X and Y dimensions of the custom media size using the ruler labels in the trays.
PAPER DESTINATION	UPPER BIN LOWER BIN BIN 1 BIN 2 BIN 3 BIN 4 BIN 5 BIN 6 BIN 7 BIN 8 BOOKLET BIN	Use this item to set the output destination. Only the installed bins appear on the menu and the value depends on the finishing device that is installed.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
DUPLEX	*OFF ON	<p>This item appears only when a duplexer is installed. Set the value to <b>ON</b> to print on both sides (duplex) or <b>OFF</b> to print on one side (simplex) of a sheet of paper.</p> <p><b>Note</b> It is best to set the duplex option in the printer driver or software program. (Printer-driver and software-program settings override control-panel settings.)</p>
DUPLEX BINDING	*LONG EDGE SHORT EDGE	<p>Use this item to change the binding edge for duplex printing. The menu item appears when a duplexer is installed in the printer and <b>DUPLEX=ON</b>.</p> <p><b>Note</b> It is best to set the binding layout in the printer driver or software program. (Printer-driver and software-program settings override control-panel settings.)</p>



Item	Values	Explanation
OVERRIDE A4/LETTER	*YES NO	Use this item to print on letter-size media when an A4 job is sent but no A4-size media is loaded in the MFP (or to print on A4-size media when a letter job is sent but no letter media is loaded in the MFP).  <b>Note</b> This item also applies to A3- and 11 x 17 size media.
MANUAL FEED	*OFF ON	Feed the media manually from tray 1, rather than automatically from a tray. When MANUAL FEED=ON and tray 1 is empty, the MFP stops and displays MANUALLY FEED [PAPER SIZE].
COURIER FONT	*REGULAR DARK	Use this item to select the version of Courier font to use: REGULAR: The internal Courier font that is available on the HP LaserJet 4 Series printers. DARK: The internal Courier font that is available on the HP LaserJet III Series printers.
WIDE A4	*NO YES	Use the Wide A4 setting to change the number of characters that can be printed on a single line of A4 media. YES: Up to 80 10-pitch characters can be printed on one line. NO: Up to 78 10-pitch characters can be printed on one line.



<http://www.hp.com/go/cj9500mfp>

Item	Values	Explanation
PRINT PS ERRORS	*OFF ON	Select ON to print the PS error page when PS errors occur.
PRINT PDF ERRORS	*OFF ON	Select ON to print the PDF error page when PDF errors occur.

## Print quality submenu

Some items in this menu are available from a software program or from the driver (if the appropriate driver is installed). Driver and software program settings override control-panel settings. For more information, see the *User Reference Guide* on the CD-ROM.

**Note** When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
ADJUST COLOR	HIGHLIGHTS MIDTONES SHADOWS RESTORE COLOR VALUES	Use this item to modify half-tone settings for each color density (cyan, magenta, yellow, and black). The color density value range is -5 to +5. Negative adjustments lighten the tone curve and positive adjustments darken the tone curve. The factory (default) setting is 0.
SET REGISTRATION	PRINT TEST PAGE SOURCE ADJUST TRAY 1 ADJUST TRAY 2 ADJUST TRAY 3 ADJUST TRAY 4	Shift the margin alignment to center the image on the page from top to bottom, and left to right. You can also align the image on the front with the image that is printed on the back.  Additional instructions are printed on the test page when the source is selected and PRINT TEST PAGE is selected.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation	
PRINT MODES	AUTO SENSE MODE	Use this item to configure the mode that is associated with the media type that you want to use. For each of the following types, any of the modes listed in the values column can be set.	
	AUTO SENSE OFF		
	LIGHT MODE		
	HEAVY MODE		
	CARDSTOCK MODE		PLAIN
	TRANSPARENCY MODE		PREPRINTED
	ENVELOPE MODE		LETTERHEAD
	LABEL MODE		TRANSPARENCY
	GLOSSY MODE		PREPUNCHED
	IMAGE MODE		LABELS
	HVY GLOSSY MODE		BOND
	NON HP HVY GLOSSY MODE		RECYCLED
	BEST GLOSSY MODE		COLOR
	BEST HP HVY GLOSSY MODE		LIGHT<75 G/M2
	BEST NON HP HVY GLOSSY MODE		HEAVY 106-163 G/M2
	BEST TOUGH PAPER MODE		CARDSTOCK>163 G/M2
	TONER MODE	GLOSSY 75-105 G/M2	
	TOUGH PAPER MODE	HEAVY GLOSSY	
	BLISTERS MODE	NON HP HEAVY	
		HVY GLOSS	
		TOUGH PAPER	
		ENVELOPE	
		RESTORE MODES	

Item	Values	Explanation
OPTIMIZE	TRANSFER UP 1 TRANSFER UP 2 TRANSFER DOWN 1 TRANSFER DOWN 2 HIGH COVERAGE 1 HIGH COVERAGE 2 HIGH COVERAGE 3 LEADING EDGE UP LEADING EDGE DOWN RESTORE OPTIMIZE	Use this item to optimize a number of engine parameters for all jobs rather than by media type. Each item can be set to OFF or ON. The default value of each item is OFF. The RESTORE OPTIMIZE option resets all options to the factory default position (OFF). For more information about optimize values, see chapter 8 of the <i>User Reference Guide</i> on the CD-ROM.
QUICK CALIBRATE NOW	No value to select.	Use this item to perform only DMax and DHalf color-tone adjustments.
FULL CALIBRATE NOW	No value to select.	Use this item to perform DMax, DHalf, and color-plane registration (CPR) adjustments.
PROCESS CLEANING PAGE	No value to select.	This item appears only after a cleaning page is generated. Touch <b>CONTINUE</b> to process the cleaning page. The progress bar shows how long until the process is complete.



<http://www.hp.com/go/clj9500mfp>

## System setup submenu

Items in this menu affect the MFP function. Configure the MFP according to your printing needs.

### Note

When a value is specified with an (\*), that value is the factory (default) setting.

Item	Values	Explanation
DATE/TIME	DATE DATE FORMAT TIME TIME FORMAT	Use this item to set the day, month, year, and time by using the controls on the control-panel display.
JOB STORAGE LIMIT	1 TO 100	Use this item to specify the number of jobs that can be stored on the hard disk.  The factory (default) setting is 32.

Item	Values	Explanation
JOB HELD TIMEOUT	*OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	Use this item to set the amount of time that QuickCopy, proof and hold, private, and stored jobs are kept before being automatically deleted from the queue.
SHOW ADDRESS	*AUTO OFF	Use this item to define whether or not the printer IP address appears on the control panel with the READY message. If AUTO is selected, the IP address of the device is shown if the device is connected to a network.
OPTIMUM SPEED/COST	*AUTO SPEED COST PER PAGE	Use this item to control how the MFP switches from color mode to monochrome mode. AUTO switches between modes based on the job being printed. SPEED increases print speed but is not as efficient when switching modes. COST PER PAGE slows print speed but is the most cost-effective option for switching modes.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
TRAY BEHAVIOR	*USE REQUESTED TRAY MANUALLY FEED PROMPT PS DEFER MEDIA	<p>Use this item to specify the behavior of the trays. Each of the options opens its own submenu:</p> <p>USE REQUESTED TRAY</p> <ul style="list-style-type: none"><li>• <b>EXCLUSIVELY.</b> The printer does not automatically select another tray when you indicate that a specific tray should be used.</li><li>• <b>FIRST.</b> The printer pulls media from another tray if the specified tray is empty.</li></ul> <p>MANUALLY FEED PROMPT</p> <ul style="list-style-type: none"><li>• <b>ALWAYS.</b> You are prompted to insert media even if the tray is loaded with media.</li><li>• <b>UNLESS LOADED.</b> You are prompted only if tray 1 is empty.</li></ul> <p>PS DEFER MEDIA</p> <ul style="list-style-type: none"><li>• <b>ENABLED.</b> Do <i>not</i> use the PostScript paper-handling function.</li><li>• <b>DISABLED.</b> Use the PostScript paper-handling function.</li></ul>



Item	Values	Explanation
SLEEP DELAY	1 MINUTE 15 MINUTES 30 MINUTES *45 MINUTES 60 MINUTES 90 MINUTES 2 HOURS 4 HOURS	<p>Use this item to set how long the MFP remains idle before it enters Sleep mode. Sleep mode minimizes the amount of power that the MFP consumes when it is idle and reduces wear on the MFP electronic components (turns off the display backlight).</p> <p>When you send a private job, press the control-panel key, open a tray, or open the top cover, the MFP automatically exits Sleep mode.</p> <p><b>Note</b> Sleep mode turns off the backlight on the display, but the display can still be read.</p>



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
COPY/SEND SETTINGS	INACTIVITY TIMEOUT AUTO SETTINGS REST TIMEOUT AFTER SEND HOLD OFF PRINT JOB HOLD OFF TIME SCAN AHEAD AUTO JOB INTERRUPT INTERRUPT COPY JOB AUDIBLE FEEDBACK	<ul style="list-style-type: none"><li>• <b>INACTIVITY TIMEOUT:</b> The amount of time that the copy, send, or fax settings are kept before resetting to the defined settings. The value range, in seconds, is 10 to 300, and the default is 60.</li><li>• <b>AUTO SETTINGS REST:</b> This option resets the copy, send, and fax settings when the <b>START</b> button is pressed. The values are <b>OFF</b> and <b>ON</b>, and the default is <b>OFF</b>.</li><li>• <b>TIMEOUT AFTER SEND:</b> The amount of time that a send setting is kept before resetting to the factory (default) settings. The value range is 10 to 300, and the default is 10.</li><li>• <b>HOLD OFF PRINT JOB:</b> If the value is set to <b>ON</b>, the print job will be held while you are using the MFP control panel.</li><li>• <b>HOLD OFF TIME:</b> This value controls how long a print job is held off after the copy/send job is complete.</li><li>• <b>SCAN AHEAD:</b> A copy job can be scanned even if the MFP is printing another job. The job is scanned and held until it can be printed. If <b>SCAN AHEAD=OFF</b>, the job will not be scanned until the print job is completed.</li><li>• <b>AUTO JOB INTERRUPT:</b> A copy job can automatically interrupt any currently printing network print job in between the number of full copies printed. When this item is set to <b>OFF</b>, the copy job waits until the network print job is completed.</li><li>• <b>INTERRUPT COPY JOB:</b> Interrupt the current copy job to make a different copy. When you press the <b>START</b> button, the MFP presents a message that asks if you want to interrupt the current copy job. When set to <b>OFF</b>, the current copy job cannot be interrupted by another copy job.</li><li>• <b>AUDIBLE FEEDBACK:</b> Gives an audible indication when a key is pressed or when you touch an interactive area of the touch screen.</li></ul>

Item	Values	Explanation
PERSONALITY	*AUTO PCL PDF XHTML MIME PS	Use this item to select the default product language (personality). Possible values are determined by which valid languages are installed in the MFP. Usually, you should not change the product language (the default is AUTO). If you change it to a specific product language, the MFP does not automatically switch from one language to another unless it receives specific software commands.
CLEARABLE WARNINGS	*JOB ON	Use this item to set the amount of time that a clearable warning appears on the control panel. ON: Warning messages appear on the control panel until CONTINUE is touched. JOB: Warning messages appear on the control panel until the end of the job from which they were generated.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
AUTO CONTINUE	*ON OFF	Determine how the MFP reacts to errors. ON: If an error prevents printing, the message appears and the MFP goes offline for 10 seconds before returning online. OFF: If an error prevents printing, the message continues to appear and the MFP does not print until <b>CONTINUE</b> is touched.  <b>Note</b> To stop printing when the MFP is out of staples, set <b>AUTO CONTINUE=OFF</b> on the control-panel <b>System setup</b> menu.
SUPPLIES LOW	CONTINUE STOP	Use this item to determine how the MFP functions when toner is low. The <b>CARTRIDGE LOW</b> message appears when the print cartridge is almost out of toner. (After the message appears, about 2,400 pages can still be printed at 5% coverage.) CONTINUE: The MFP continues to print while the <b>CARTRIDGE LOW</b> message appears. STOP: The MFP goes offline and wait for further action.
COLOR SUPPLY OUT	*STOP AUTOCONTINUE BLACK	Use this item to set the MFP behavior when a color supply runs out.

Item	Values	Explanation
JAM RECOVERY	*AUTO OFF ON	Use this item to determine how the MFP functions when a jam occurs. AUTO: The MFP automatically selects the best mode for jam recovery (usually ON). This is the default setting. ON: The MFP automatically reprints pages after a jam is cleared. OFF: The MFP does not reprint pages following a jam. Printing performance might increase with this setting.



<http://www.hp.com/go/clj9500mfp>

Item	Values	Explanation
LANGUAGE	*ENGLISH CZECH DANISH DUTCH FINNISH FRENCH GERMAN HUNGARIAN ITALIAN NORWEGIAN POLISH PORTUGUESE RUSSIAN SPANISH SWEDISH TURKISH	The available values include all languages in the list, and all supported languages appear. Scroll through the language values until the language that you want appears. Touch the language that you want.

# Selecting and using media

Two conditions are necessary for the MFP to produce the best possible print quality:

- using good-quality media that the MFP supports
- setting the appropriate type for that media

## Selecting high-quality media

This MFP accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, and custom-size paper. Properties such as weight, grain, and moisture content are important factors that affect MFP performance and print quality.

Selecting media by type and size at the control panel and in the printer driver results in significantly better print quality for heavy paper and glossy paper. Using the wrong setting can result in unsatisfactory print quality. Always print by type for special print media such as labels or transparencies. Always print by size for envelopes.

The MFP can use a variety of paper and other print media in accordance with the guidelines in this manual. Paper that does not meet these guidelines can cause the following problems:

- poor print quality
- jams and multiple-sheet feeds
- premature wear on the MFP, requiring repair



<http://www.hp.com/go/clj9500mfp>

Some media types have been tested, have proven to be of good quality, and work well with the MFP's settings. For a list of these media types and settings used to achieve the best quality, see "Recommended media" on page 165. For best results, use HP-brand media, which has been designed to provide optimal performance with HP MFPs.

It is possible for paper to meet all of the guidelines in this manual and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which HP has no control.

Before purchasing a large quantity of print media, make sure that it meets the requirements that are specified in this user guide ("Recommended media" on page 165). Always test media before purchasing a large quantity. For more information, see [www.hp.com/go/ljpaper](http://www.hp.com/go/ljpaper).

## Using non-HP-brand media

The MFP can also use non-HP-brand media that falls within the specifications for supported media (see "Supported types of media" on page 164, and see "Supported media sizes for input and output" on page 173). Using non-HP brand media will not damage the MFP or void the warranty if the media meets those specifications.

### Caution

Using media that is outside of HP specifications might cause problems that require MFP repair. This repair is not covered by the HP warranty or service agreements.

## Ordering supported media

All of the HP-brand media is available at [www.hpshopping.com](http://www.hpshopping.com) or from your local office-supplies retailer.



## Setting media size and type

Whenever you load an input tray, make sure that you set the size and type for the media in that tray (see “To set or change media size for tray 1” on page 27). The MFP automatically changes its internal settings to produce the best print quality for the media type that you set. Make sure to set the media size and type at the MFP’s control panel and in the printer driver. (For information about using the printer driver, see chapter 1 of the *User Reference Guide* on the CD-ROM.)



<http://www.hp.com/go/clj9500mfp>

## Standard media size

Standard media sizes are the sizes marked in the input trays or listed in the PAPER HANDLING menu on the control panel. Standard sizes are also the options you can select when setting media size at the control panel or in the printer driver. Media sizes that are not marked on the input trays or listed in the PAPER HANDLING menu are considered custom sizes. The following are the standard media sizes:

- letter
- letter-R
- 11 x 17
- executive
- legal
- A4
- statement
- 8.5 x 13
- 12 x 18
- A4-R
- A3
- A5
- B4
- JIS B4
- B5
- RA3
- 8K
- 16K
- JIS B5
- JPostD
- Monarch (envelope, tray 1 only)
- C5 (envelope, tray 1 only)
- DL (envelope, tray 1 only)
- commercial #10 (envelope, tray 1 only)
- B5 (envelope, tray 1 only)

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### Note

**Tray 2 and tray 3.** When using standard-size media in these trays, make sure that the custom/standard switch in the tray is set to Standard. For all others, set the switch to Custom.

## Custom media size

Custom media sizes are sizes that do not conform to those that are marked in the input trays and that are not listed in the control-panel menus or in the printer driver.

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### Note

**Tray 1.** When using custom-size media, select `CUSTOM` from the **Tray 1 Size** menu.

**Tray 2, tray 3, and the 2,000-sheet side input tray (tray 4).** When using custom-size media in these trays, make sure that the custom/standard switch in the tray is set to Custom.

**2,000-sheet side input tray (tray 4).** This tray does *not* support custom-size media.

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Dimensions of custom-size media must be typed at the control panel. If you are using tray 1, the **Custom** menu appears when you select `CUSTOM` from the **Tray 1 Size** menu. If you are using tray 2 or tray 3 the **Custom** menu appears when you set the custom/standard switch to Custom and close the tray.

Make sure to type the X dimension and Y dimension of the media. The X dimension is measured from the front of the tray to the back of the tray. The Y dimension is measured from the left of the tray to the right of the tray.

For more information about setting custom media sizes, see “To set or change a custom size for tray 2 and tray 3” on page 28.



<http://www.hp.com/go/clj9500mfp>

## Supported types of media

You can select the following types of media at the control panel and in the printer driver:

- plain
- preprinted
- letterhead
- transparency
- prepunched
- bond
- recycled
- color
- light < 75 g/m<sup>2</sup>
- heavy 106-163 g/m<sup>2</sup>
- cardstock
- glossy 75-105 g/m<sup>2</sup>
- heavy glossy
- non-HP heavy glossy
- high gloss images
- tough paper

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### Note

The MFP uses heat and pressure to fuse the toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the MFP fusing temperature (200°C, or 392°F, for 0.1 second).

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## Recommended media

The media types that are listed in the following table meet these criteria:

- They have been tested in this MFP.
- They have proven to be of good quality.
- They work well with the MFP's settings.

### Ordering recommended media

The product numbers for media are listed in parentheses after the media sizes. Use these product numbers when ordering media.

All of the HP-brand media is available at [www.hpshopping.com](http://www.hpshopping.com) or from your local office supplies retailer.

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#### Note

Set the type at the control panel when you load the trays ("Setting media size and type" on page 161), and in the printer driver when you print your print job ("Setting media size and type" on page 161).



<http://www.hp.com/go/clj9500mfp>

## Recommended media

Recommended media	Type	Characteristics
<b>HP High Gloss Laser Paper</b> letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	HEAVY or HIGH GLOSS IMAGES	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, high-gloss finish coating on both sides, 95 bright  Use for: brochures, catalogs, business plans, photographs, and images
<b>HP Premium Cover Paper</b> letter (Q2413A) A4 (Q2414A)	CARDSTOCK >164 G/M2	200 g/m <sup>2</sup> (75-lb cover), 100 sheets, super-smooth matte finish on both sides, 96 bright  Use for: postcards and document covers
<b>HP Color Laser Paper</b> letter (HPL245R) 11 x 17 (tabloid) (HPL2417)	PLAIN	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright  Use for: newsletters and color documents

## Recommended media

Recommended media	Type	Characteristics
<b>HP Color Laser Paper</b> 105 g/m <sup>2</sup> (28-lb bond)  letter (HPL285R) 11 x 17 (tabloid) (HPL2817)	PLAIN	105 g/m <sup>2</sup> (28-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright  Use for: newsletters and color documents
<b>HP Soft Gloss Laser Paper</b>  letter (C4179A) A4 (C4179B)	HEAVY GLOSSY	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, satin finish coating on both sides, 96 bright  Use for: flyers, handouts, sales briefs, proposals, and color images

**Note**  
HP Soft Gloss Laser Paper is designed specifically for use with the HP color LaserJet 9500 series printers and MFPs.



<http://www.hp.com/go/clj9500mfp>

## Recommended media

Recommended media	Type	Characteristics
<b>HP Soft Gloss LaserPaper</b> 105 g/m <sup>2</sup> (28-lb bond)	GLOSSY 75-105 G/M2	105 g/m <sup>2</sup> (28-lb bond), 500 sheets, satin finish coating on both sides, 96 bright
letter (Q2415A) 11 x 17 (tabloid) (Q2416A) A4 (Q2417A) A3 (Q2418A)		Use for: flyers, handouts, sales briefs, proposals, and color images
<b>HP Premium Choice LaserJet Paper</b>	HEAVY 106-163 G/M2	120 g/m <sup>2</sup> (32-lb bond), 500 sheets (250 sheets for 11 x 17), matte finish on both sides, 98 bright
letter (HPU1132) 11 by 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A)		Use for: proposals and charts



## Recommended media

Recommended media	Type	Characteristics
<b>HP Premium Choice LaserJet Paper</b> 160 g/m <sup>2</sup> (42-lb bond)  A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HEAVY 106-163 G/M2	160 g/m <sup>2</sup> (42-lb bond), 250 sheets, matte finish on both sides 98 bright  Use for: proposals and charts
<b>HP LaserJet Paper</b>  letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	PLAIN	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides, 96 bright  Use for: reports, user manuals, letterhead, and correspondence
<b>HP Office Recycled Paper</b>  letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	PLAIN	75 g/m <sup>2</sup> (20-lb bond), 500 sheets, matte finish on both sides, contains 30% post-consumer content (satisfies U.S. Executive Order 13101), 87 bright  Use for: training manuals and general office printing



<http://www.hp.com/go/clj9500mfp>

## Recommended media

Recommended media	Type	Characteristics
<b>HP Tough Paper</b> letter (Q1298A) A4 (Q1298B)	TOUGH PAPER	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides, waterproof, tearproof  Use for: signs, maps, restaurant menus, waterproof documents, and tearproof documents
<b>HP Color LaserJet Transparencies</b> letter (C2934A) A4 (C2936A)	TRANSPARENCY	0.127 mm (5 mils) thick, 50 sheets, premium coated both sides  Use for: transparencies

## Determining media type

If you have media that is not mentioned on page 164, you can determine the type setting by using the following criteria.

### Note

Set the type at the control panel when you load the trays, and in the printer driver when you print your print job. See “Setting media size and type” on page 161 for more information.

Weight	Finish	Type
Less than 75 g/m <sup>2</sup> (20-lb bond)	any	LIGHT<75 G/M2
75 g/m <sup>2</sup> (20-lb bond) through 105 g/m <sup>2</sup> (28-lb bond)	matte	PLAIN
75 g/m <sup>2</sup> (20-lb bond) through 105 g/m <sup>2</sup> (28-lb bond)	glossy	GLOSSY 75-105 G/M2
106 g/m <sup>2</sup> (29-lb bond) through 163 g/m <sup>2</sup> (43-lb bond)	matte	HEAVY 106-163 G/M2



<http://www.hp.com/go/clj9500mfp>

Weight	Finish	Type
106 g/m <sup>2</sup> (29-lb bond) through 163 g/m <sup>2</sup> (43-lb bond)	glossy	HP HEAVY GLOSSY (if using HP-brand media) NON HP HEAVY GLOSSY (if using non-HP-brand media)
164 g/m <sup>2</sup> (44-lb bond) and heavier	any	CARDSTOCK>164 G/M2

### Determining weight

To determine the media's weight, see the label on the media packaging. If the label does not specify a weight, note the thickness and flexibility of the media. Generally, the thicker and less flexible media is, the greater is its weight.

### Matte versus glossy

To determine the media's finish, see the label on the media packaging. If the label does not specify a finish, look to see if the media is smooth and shiny. If so, you will probably get the best print quality by using one of the glossy types (depending on its weight). If the media is not smooth and shiny, it probably has a matte finish.

## Supported media sizes for input and output

### Note

For more information about one of the HP finishing devices, see the user reference guide that came with the device.

Tray or bin	Capacity	Media	Weight
ADF input tray	up to 100 sheets (10 mm stack for letter/ A4, 5 mm stack for ledger/A3)	<ul style="list-style-type: none"><li>standard sizes: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li></ul>	<ul style="list-style-type: none"><li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond)</li></ul>



Tray or bin	Capacity	Media	Weight
tray 1	up to 100 sheets (10 mm total height, 5 mm total height for media that is 200 g/m <sup>2</sup> [53-lb bond] or heavier)	<ul style="list-style-type: none"><li>• standard sizes: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, JPostD, 8K, 16K</li><li>• custom sizes: minimum: 98 mm x 210 mm (3.9 inches x 8.25 inches) maximum: 306 mm x 470 mm (12 inches x 18.5 inches)</li><li>• envelope sizes: commercial #10, C5, DL, Monarch, B5</li><li>• minimum custom size: 98 mm x 210 mm (3.85 inches x 8.25 inches)</li><li>• maximum custom size: 254 mm x 330 mm (10 inches x 13 inches)</li></ul>	<ul style="list-style-type: none"><li>• 64 to 220 g/m<sup>2</sup> (17- to 58-lb bond)</li><li>• duplex printing: 64 to 200 g/m<sup>2</sup> (17- to 53-lb bond)</li></ul>
	up to 10 envelopes (10 mm total height)		

**Note**  
Print envelopes and labels from tray 1 only.

Tray or bin	Capacity	Media	Weight
tray 2 or tray 3	up to 500 sheets	standard sizes: letter, letter-R, legal, executive statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)
2,000-sheet side input tray (tray 4)	up to 2,000 sheets	standard sizes: letter and A4 only	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)
duplexer	not applicable	<ul style="list-style-type: none"> <li>standard sizes: letter, legal, executive, A3, A4, A5, 11 x 17, B4, B5, 8K, 16K</li> <li>duplexing is <i>not</i> supported for envelopes, labels, or transparencies</li> </ul>	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)



<http://www.hp.com/go/clj9500mfp>

Tray or bin	Capacity	Media	Weight
3,000-sheet stacker	up to 3,000 sheets of letter or A4  up to 1,500 sheets of ledger or A3	<ul style="list-style-type: none"><li>• standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li><li>• standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li><li>• custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li></ul>	<ul style="list-style-type: none"><li>• 64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face-down bin</li><li>• 64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li></ul>



Tray or bin	Capacity	Media	Weight
3,000-sheet stapler/stacker	up to 3,000 sheets stacked (up to 50 sheets stapled)	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face-down bin</li> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>



<http://www.hp.com/go/clj9500mfp>

Tray or bin	Capacity	Media	Weight
multifunction finsiher	up to 1,000 sheets stacked (up to 50 sheet stapled)	<ul style="list-style-type: none"><li>• standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li><li>• standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li><li>• custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li></ul>	<ul style="list-style-type: none"><li>• 64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face- down bin</li><li>• 64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li></ul>

Tray or bin	Capacity	Media	Weight
8-bin mailbox	up to 2,000 sheets stacked (up to 250 sheets per bin)	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, B5, B4, ledger</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): minimum: 98 mm x 210 mm (3.9 inches x 8.25 inches) maximum: 305 mm x 470 mm (12 inches x 18.5 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 135 g/m<sup>2</sup> (17- to 36-lb bond) in face-down bin</li> <li>64 to 216 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>



<http://www.hp.com/go/clj9500mfp>

## Media-related copy-quality and print-quality issues

The table lists copy-quality and print-quality issues that might be related to the media that is used. If you encounter a copy-quality or print-quality problem that is not listed here, or the recommended actions do not solve the problem, see “Solving output-quality problems” on page 279.

### Media-related copy- and print-quality issues

Issue	Recommended action
Marks on the edge of the media	<p>This can be caused by certain thin, rough media, and some coated (glossy or very smooth) media effects. The marks can be dark or light.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Keep media in its packaging, unopened, until use.</li><li>• Make sure that the media type uses the proper print mode.</li></ul>
Uneven color coverage	<p>This can be caused by rough media or by using the wrong media type.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Make sure that the correct type is set. If in doubt, use the type for a heavier media (see “Determining media type” on page 171).</li><li>• If the issue persists, it might be necessary to adjust the transfer rate.</li></ul>

## Media-related copy- and print-quality issues

Issue	Recommended action
Missing toner	<p>This usually occurs because the wrong type is set for the media.</p> <ul style="list-style-type: none"><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Keep media in its packaging, unopened, until it is to be used.</li><li>• If the issue persists, it might be necessary to adjust the transfer rate.</li></ul>
Media blisters	<p>Moisture trapped under the coating of coated media can expand and distort the media when it passes through the fuser.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Keep media in its packaging, unopened, until use.</li></ul>
Marks across the page	<p>These marks are generally more prevalent in dark colors in high-density areas. This can occur in extremely dry conditions.</p> <ul style="list-style-type: none"><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Keep media in its packaging, unopened, until use.</li></ul>



<http://www.hp.com/go/cij9500mfp>

## Media-related copy- and print-quality issues

Issue	Recommended action
Toner blisters	<p>Toner is not adhering correctly to the media.</p> <ul style="list-style-type: none"><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Make sure that the media type uses the proper print mode.</li></ul>
Toner on the back of the page	<p>This can occur under these conditions:</p> <ul style="list-style-type: none"><li>• Prepunched paper is being used, and the toner has leaked through the holes. Make sure that the toner coverage on the page does not overlap the prepunched holes.</li><li>• An incorrect custom size is set for the media. Measure the media and set the size at the control panel (see “Setting media size and type” on page 161).</li><li>• After a jam, toner from the jammed media might have remained in the MFP. Print a few more pages in order to remove the excess toner.</li></ul>

## Media-related copy- and print-quality issues

Issue	Recommended action
Smearred toner	<p>This occurs because the wrong type is set for the media or because the inks used on a preprinted form melt under the temperature of the fuser.</p> <ul style="list-style-type: none"><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Make sure that the media and inks used on preprinted forms used in this MFP can withstand temperatures as high as 200°C (392°F), the maximum temperature for the MFP.</li></ul>
Excessive curl	<p>Note that heavy toner coverage can cause a page to curl. The curl will relax after a few minutes. In humid conditions, the curl might require up to 60 minutes to relax completely. If the curl does not relax after this amount of time, make sure that you are using media that is supported by the MFP (see “Supported types of media” on page 164).</p>



<http://www.hp.com/go/clj9500mfp>

## Media-related copy- and print-quality issues

Issue	Recommended action
White lines or scratches	<p>The media is heavier than the type set for it, or the media is rough.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Print the media to the left bin.</li><li>• If problem persists, see “Solving output-quality problems” on page 279.</li></ul>
Multiple sheets feed through the MFP	<p>Sheets of coated media can occasionally adhere to each other, causing more than one sheet to feed through the MFP. This can also occur if the input tray is loaded past its maximum capacity.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Keep media in its packaging, unopened, until use.</li><li>• Make sure that the input tray is not loaded past its maximum capacity (see “Loading input trays” on page 10).</li><li>• Fan the media to separate the individual sheets.</li><li>• Make sure that you do not mix different media sizes or types in a tray.</li></ul>



## Media-related copy- and print-quality issues

Issue	Recommended action
Jams	<p>Media-related jams can occur if unsupported media is used in the MFP, or if the media has been damaged before use.</p> <ul style="list-style-type: none"><li>• Use media that the MFP supports (see “Supported types of media” on page 164).</li><li>• Keep media in its packaging, unopened, until it is to be used.</li><li>• Do not load media that is bent, wrinkled, torn, or damaged.</li><li>• See “Clearing jams” on page 239.</li></ul>
Error messages	<p>The error message on the MFP's control panel indicates a discrepancy in the media settings.</p> <ul style="list-style-type: none"><li>• Make sure that the correct type is set (see “Determining media type” on page 171).</li><li>• Make sure that the media guides in the input tray are touching the edges of the stack of media. If you are using custom-size media, make sure that the media size is set correctly at the control panel (see “Setting media size and type” on page 161).</li><li>• For more information about error messages, see “Understanding MFP messages” on page 277.</li></ul>



<http://www.hp.com/go/cj9500mfp>

# Managing and maintaining

## Managing supplies

### Checking supplies levels

You can check the supplies levels by using the MFP control panel, the embedded Web server, HP Web Jetadmin, or the HP Toolbox.

#### Using the MFP control panel

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT SUPPLIES STATUS PAGE**.
- 4 See the *User Reference Guide* on the CD-ROM for information about the supplies status page.

-OR-



<http://www.hp.com/go/clj9500mfp>

- 5 Press the **STATUS** button.

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**Note**

See the *User Reference Guide* on the CD-ROM for the life-expectancy of MFP supplies.

## Ordering supplies

You can order supplies from HP for the HP Color LaserJet 9500mfp. See the *User Reference Guide* on the CD-ROM for part numbers and descriptions.

You can order supplies online at [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies) or through one of the following options.

### Ordering directly through the embedded Web server

In a network environment, use the following steps to order printing supplies directly through the embedded Web server.

- 1 In the Web browser, type the IP address for the MFP home page. This takes you to the Device Status page.
- 2 In the **Other Links** section, click **Order Supplies**. A new browser window opens and a privacy agreement appears. If you accept the agreement, the Order Supplies Web site appears.
- 3 Select the part numbers that you want to order and follow the instructions on the screen.

## Ordering through the Internet-Enabled Supplies Ordering Feature

You can order supplies using the Internet-Enabled Supplies Ordering (IESO) feature. Use the URL that most closely corresponds to the geographic location from which you are placing the order:

- North America: [www.hp.com/sbso/product/supplies](http://www.hp.com/sbso/product/supplies)
- Canada: [www.hp.ca/catalog/supplies](http://www.hp.ca/catalog/supplies)
- Europe & Middle East: [www.hp.com/go/supplies](http://www.hp.com/go/supplies)
- Asia Pacific: [www.hp.com/paper](http://www.hp.com/paper)

## Storing supplies

### Storing the print cartridges

Follow these guidelines for storing the print cartridges:

- Do not remove the print cartridge from its package until you are ready to use it.
- Store the cartridge in a horizontal position.

Store the cartridge in a location with a temperature range of 0°C to 35°C (32°F to 95°F) and a relative humidity range of 35% to 85%.



<http://www.hp.com/go/cij9500mfp>

## Storing the image drums

Follow these guidelines for storing the image drums:

- Do not remove the drum from its package until you are ready to use it.

### Caution

To prevent damage to the image drum, do *not* expose it to light for more than a few minutes.

- Store the drum in a horizontal position.
- Store the drum in a dark, dry location with a temperature range of 0°C to 35°C (32°F to 95°F) and a relative humidity range of 35% to 85%.
- Avoid exposing the drum to magnetic sources.

## Storing the image transfer kit

- Do not remove the image transfer kit from its package until you are ready to use it. Touching the belt can degrade print quality.
- Store the kit in a cool, dry location. Sudden changes in temperature and humidity can cause condensation to form on the belt, which degrades print quality.
- Store the kit in a horizontal position.

# Replacing and recycling the supplies

The following sections contain information about using, replacing, and recycling the supplies.

## Print cartridges

When you use an authentic HP print cartridge, you can obtain the following types of supplies information throughout the cartridge life:

- amount of cartridge life remaining
- estimated number of pages remaining
- number of pages printed
- other supplies information



<http://www.hp.com/go/clj9500mfp>

Authentic HP print cartridges for the HP Color LaserJet 9500mfp have the following part numbers:

Print cartridge	Part number
Black	C8550A
Cyan	C8551A
Yellow	C8552A
Magenta	C8553A

Print cartridge life is directly proportional to the coverage of toner on the page. Each color print cartridge prints approximately 25,000 pages of letter-size or A4-size media at 5% toner coverage (a full page of text), 50,000 pages at 2.5% coverage (a page partially covered with text), and 12,500 pages at 10% coverage (a page with text and graphics).

Hewlett-Packard Company recommends that you place an order for a replacement print cartridge when the ORDER <COLOR> CARTRIDGE message first appears on the control-panel display.



## Replacing the print cartridges

The MFP uses four color print cartridges: yellow, magenta, cyan, and black. Use this procedure to install the print cartridges. This example shows the yellow print cartridge being replaced.

- 1 Replace the print cartridge when REPLACE (COLOR) CARTRIDGE appears on the control-panel display. The gauge that corresponds to the empty cartridge blinks.
- 2 Open the front doors of the MFP and locate the blue lever that corresponds to the empty cartridge that you are replacing. Turn the lever to the right.
- 3 Pull the empty print cartridge out of the MFP.

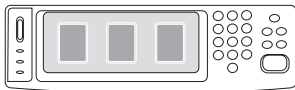
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### Note

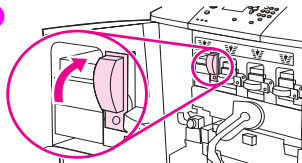
If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into fabric.

---

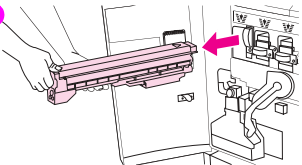
1



2



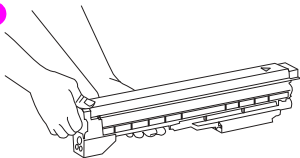
3





<http://www.hp.com/go/clj9500mfp>

4

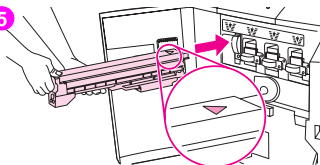


- 4 Remove the new cartridge from its packaging.

**Note**

You do not need to remove any seals on the cartridge.

5

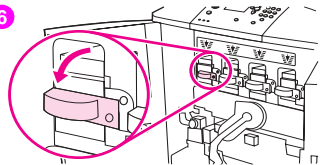


- 5 Align the arrow label on the top of the cartridge with the arrow label above the empty slot. Slide the cartridge into the slot until it clicks.

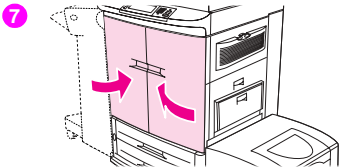
**Note**

If the cartridge does not fit, make sure that you are installing the correct color in the correct slot.

6



- 6 Turn the blue lever to the left until it clicks into place.



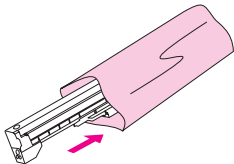
7 Repeat steps 2 through 6 for each cartridge that needs to be replaced, and then close the front doors.

8



8 Make sure that **READY** appears on the control-panel display, and the gauge for the replaced cartridge indicates that the cartridge is new.

9



9 Pack and seal the used cartridge in the packaging from the new cartridge. For recycling information, see the recycling guide that is included with the new cartridge.



<http://www.hp.com/go/cij9500mfp>

## Using the image drums

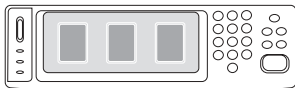
Each color image drum prints approximately 40,000 pages of letter-size or A4-size media. When you use a new HP image drum, you can obtain the following types of supply information throughout its life:

- amount of image drum life remaining
- estimated number of pages remaining
- number of pages printed
- other supply information

Authentic HP image drums for the HP Color LaserJet 9500mfp have the following part numbers:

Image drum	Part number
Black	C8560A
Cyan	C8561A
Yellow	C8562A
Magenta	C8563A

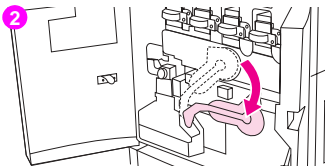
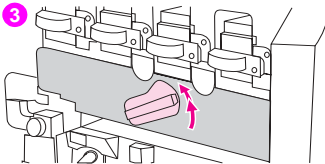
Hewlett-Packard Company recommends that you place an order for a replacement image drum when the `ORDER <COLOR> DRUM` message first appears on the control panel. To order image drums, see ["Ordering supplies" on page 188](#).

**1**

## Replacing the image drums

There are four color image drums: yellow, magenta, cyan, and black. Use this procedure to install the drums. This example shows the yellow drum being replaced.

- 1 Replace the image drum when **REPLACE <COLOR> DRUM** appears on the control-panel display. The gauge that corresponds to the used drum blinks.
- 2 Open the front doors of the MFP and swing the large green lever down.

**2****3**

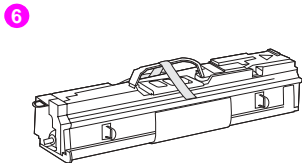
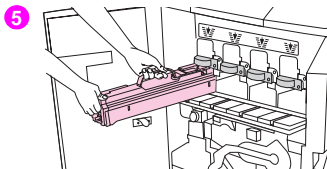
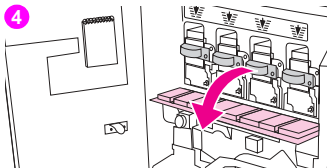
- 3 Rotate the blue dial up until it clicks, and the image-drum door unlatches.

### Note

Before beginning this procedure, you might want to remove your jewelry, which can snag on parts inside the MFP.



<http://www.hp.com/go/clj9500mfp>



- 4 Open the door completely.
- 5 Pull the used drum partially out of the MFP. Grasp the blue handle on top of the drum, and then remove the drum.

---

**Note**

If toner gets on your clothes or your hands, wash them with cold water.

---

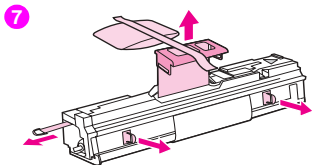
- 6 Remove the new drum from its packaging and save the packaging.

---

**CAUTION**

Do *not* yet remove the protective slide cover on the underside of the drum unit and do not touch the green component inside the cartridge.

---



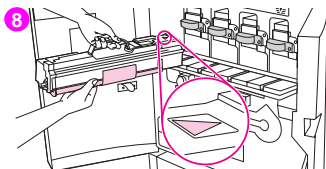
- 7 Place the drum on a level surface. Pull the orange ring on the end to remove the seal (1). Pull the orange strip on top to remove the protective sheet (2). Pull the two orange rings on the side (3).

---

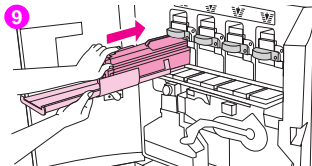
**Note**

Do *not* shake the drum.

---



- 8 Make sure that the four blue levers above the door are in the horizontal position. Align the new drum with the empty slot, arrow-end first. Rest the end of the drum flat on the door.



- 9 Hold the gray protective cover in place with one hand and slide the drum into the MFP with the palm of your other hand.

---

**Note**

If the drum does not fit into the slot, make sure that you are installing the correct color in the correct slot.

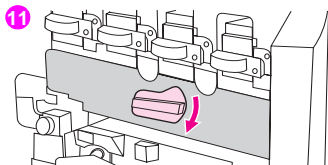
---



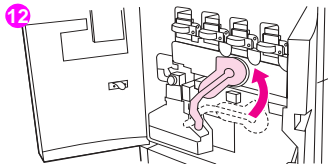
<http://www.hp.com/go/clj9500mfp>



**10** Repeat steps 5 through 9 for each cartridge that needs to be replaced. Close the image-drum door, pressing the tabs at the top of the door until they click into place.



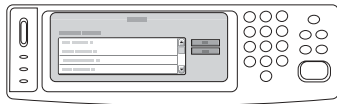
**11** Rotate the blue dial down until it stops.



**12** Swing the large green lever up. Close the front doors.



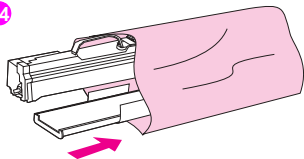
13



**13** **READY** appears on the control-panel display, and the gauge for the replaced image drum indicates that the drum is new.

**14** Pack and seal the used drum and the protective slide in the packaging from the new drum. For recycling information, see the recycling guide that is included with the new drum.

14





<http://www.hp.com/go/cij9500mfp>

## Image transfer kit

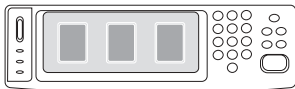
The image transfer kit contains the following parts: the transfer roller, the transfer belt, one filter, one toner wipe, two small tray rollers, and seven large tray rollers.

The image transfer kit should be replaced after every 200,000 pages of printing. When the counter reaches 200,000 pages, the MFP stops printing until the kit is replaced and the count is reset at the control panel.

Hewlett-Packard Company recommends that you place an order for a replacement image transfer kit when the `ORDER TRANSFER KIT` message first appears on the control-panel display.

The part number for the image transfer kit for the HP Color LaserJet 9500mfp is C8555A.

To order an image transfer kit, see “Ordering supplies” on page 188.

**1**

## Replacing the image transfer kit

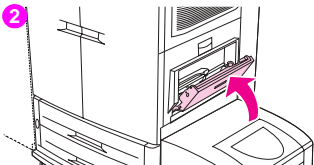
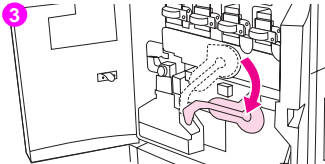
Use this procedure to install the image transfer kit.

---

### Note

Remove your jewelry, which can snag on parts inside the MFP.

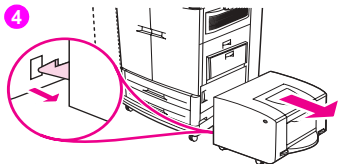
---

**8****2****3**

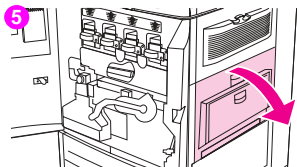
- 1 Replace the image transfer kit when `REPLACE TRANSFER KIT` appears on the control-panel display.
- 2 If tray 1 is open, remove any paper that is loaded in the tray, and then close the tray.
- 3 Open the front doors of the MFP, and then swing the large green lever down.



<http://www.hp.com/go/clj9500mfp>

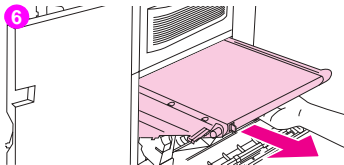


- 4 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 5 Open the upper door on the right side of the MFP.



**Note**

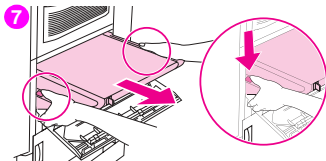
Residual toner might be on the transfer belt; before removing the belt, prepare a paper-covered surface on which to place it. If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into fabric.



- 6 Pull the blue handle on the bottom of the belt until the belt stops.

**WARNING**

The transfer belt is heavy.



7 Grasp both sides of the belt, press the blue levers on each side, and then pull the belt out of the MFP.

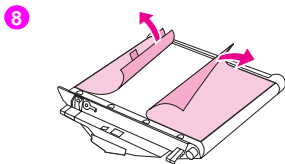
8 Remove the new belt from its packaging and save the packaging. Gently remove the media from around the transfer belt.

---

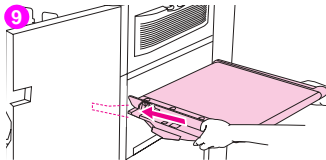
**CAUTION**

Do *not* touch the shiny black surface of the new transfer belt.

---



9 Grasp both sides of the belt and align the blue arrows on the belt with the blue arrows inside the MFP. Insert the belt halfway into the MFP.





<http://www.hp.com/go/clj9500mfp>



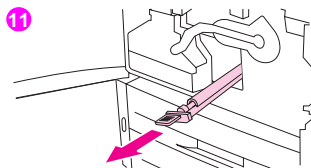
- 10 Move one hand to the front-center of the belt, and then slide the belt completely into the MFP. Close the right door.

---

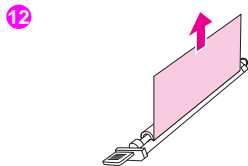
**Note**

If the right door does not close, make sure that the transfer belt is pushed completely into the MFP.

---



- 11 On the front side of the MFP, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the used roller out of the MFP.



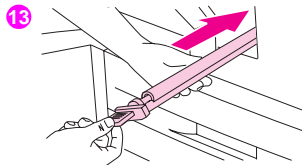
- 12 Unpack the new roller and set it on a clean, flat surface. Carefully remove the protective sheet.

---

**CAUTION**

Do *not* touch the black foam roller, and be careful not to scratch the underside of the belt as you insert the roller into the MFP.

---



- 13** Using one hand to support the underside of the roller, turn the roller to a 45° angle and align the roller with the slot. Slide the roller into the slot until it stops completely.

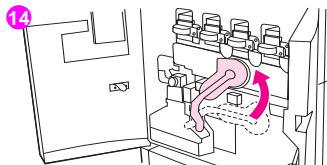
- 14** Swing the green lever up. Close all of the doors.

---

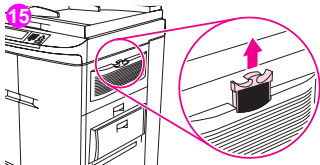
**Note**

If the lever does not move freely, make sure that the transfer roller and the transfer belt are pushed into the MFP completely.

---

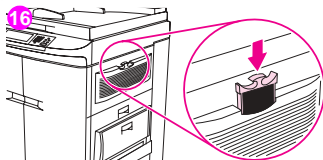


- 15** On the right side of the MFP, pull the blue tab to remove the old filter from the slot.





<http://www.hp.com/go/clj9500mfp>

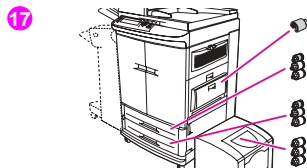


- 16** Remove the new filter from its packaging and insert the filter into the slot.
- 

**Note**

Do not print without a filter installed.

---

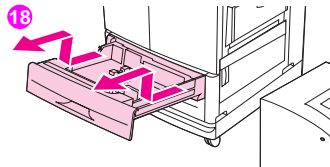


- 17** Remove the new tray rollers from their packaging. Avoid touching the rubber surface of the rollers.
- 

**Note**

Replace all of the rollers in a tray at the same time.

---



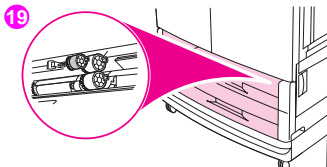
- 18** Pull tray 2 out of the MFP until it stops. Lift it up slightly and pull it out. Remove tray 3, noting which tray belongs in which position.
- 

**Note**

Do not move the blue switch at the left rear of the tray. It is not necessary to unload the paper from the tray.

---

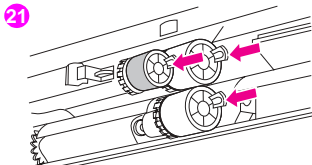
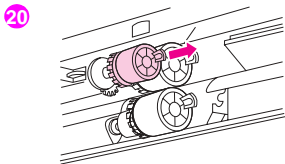




**19** In tray 3, locate the small roller and two large rollers to the right inside the opening.

**20** Pinch the plastic tab on the end of each roller to remove the roller. Remove all three rollers.

**21** Grasp each new roller by both sides and slide it onto the corresponding rod until the roller clicks into place. Replace the tray 2 rollers by using steps 18 through 20.



---

**Note**

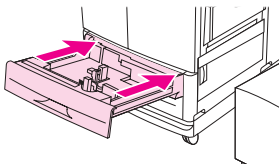
Make sure that the small roller is to the left in both trays.

---



<http://www.hp.com/go/clj9500mfp>

22

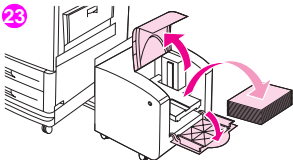


22 Align tray 2 with the rails inside the MFP, and then slide the tray into the MFP. Align tray 3 with the rails inside the MFP, and then slide the tray into the MFP.

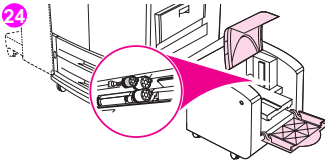
23 Remove all of the media from the 2,000-sheet side input tray (tray 4).

24 Locate the three large rollers inside the opening.

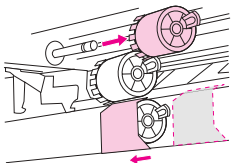
23



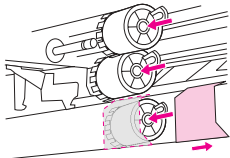
24



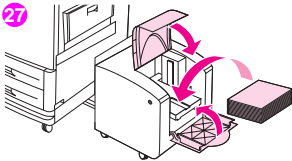
25



26



27

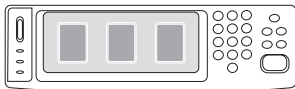


- 25 Pinch the release tab on the left roller and pull the roller off of the rod. Remove the roller on the right side. Slide the blue cover to the left, and then remove the bottom roller.
- 26 Grasp both sides of the new bottom roller and slide it onto the rod until it clicks into place. Install the roller on the right side, and then install the left roller. Slide the blue cover to the right.
- 27 Replace the media in the 2,000-sheet side input tray (tray 4), making sure that the guides fit snugly against the media, and then slide the tray toward the MFP. The two plastic hooks on the tray lock into the pedestal.

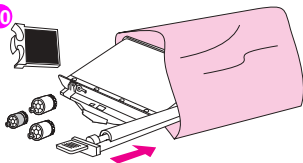


<http://www.hp.com/go/clj9500mfp>

28



30



- 28 If **NEW TRANSFER KIT** appears on the control-panel display, use the Up arrow or the Down arrow to scroll to **YES**, and then touch **OK**. The kit life-count is automatically reset.
- 29 If **NEW TRANSFER KIT** does not appear, press the **MENU** button to open the menus. Use the Up arrow or the Down arrow to scroll to **CONFIGURE DEVICE**, to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW TRANSFER KIT**, and then select **YES** to reset the count.

---

#### Note

If you select **NO** or do not make a selection, the MFP remains offline until you replace the kit and select **YES**.

---

- 30 Place the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image transfer kit.

## Image cleaning kit

The image cleaning kit contains one transfer cleaner, one filter, one toner wipe, and one toner collection bottle.

The entire image cleaning kit will usually be replaced after about 50,000 pages of printing. The cleaning kit might need to be replaced earlier than 50,000 pages if you are printing significantly more or less than 5% toner coverage per color per page.

Hewlett-Packard Company recommends that you place an order for a replacement cleaning kit when `ORDER CLEANING KIT` first appears on the control-panel display. To obtain maximum usage of the image cleaning kit, do not replace it until the message `REPLACE CLEANING KIT` appears on the control-panel display.

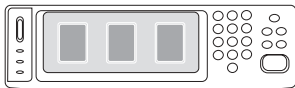
The part number for the cleaning kit for the HP Color LaserJet 9500mfp is C8554A.

To order an image cleaning kit, see “Ordering supplies” on page 188.

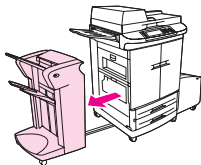


<http://www.hp.com/go/clj9500mfp>

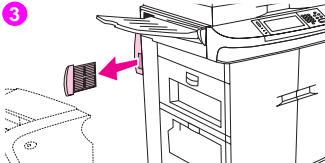
1



2



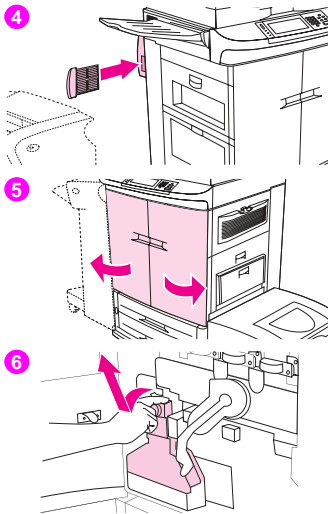
3



## Replacing the image cleaning kit

Use this procedure to install the image cleaning kit.

- 1 Replace the cleaning kit when **REPLACE CLEANING KIT** appears on the control-panel display. The gauge for the used cleaning kit blinks.
- 2 Remove the new parts from the packaging and save the packaging. If a finishing device is installed on the left side of the MFP, pull it away from the MFP.
- 3 On the left side of the MFP, use the blue tab on the rear edge of the MFP to pull the filter out of the slot.



- 4 Remove the new filter from its packaging and insert the filter into the slot.
- 

**Note**

Do not print without a filter installed.

---

- 5 Open the front doors.
- 6 Grasp the clear top of the toner collection bottle and pull the bottle toward you, up, and out of the holder. Set the bottle aside for recycling.
- 

**Note**

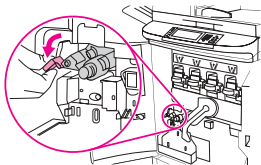
If toner gets on your clothes or hands, wash them with cold water.

---

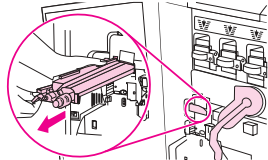


<http://www.hp.com/go/clj9500mfp>

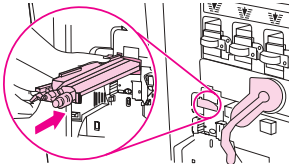
7



8



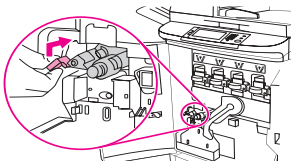
9



- 7 Rotate the blue transfer cleaner handle to the left and then down.
- 8 Use the blue handle to pull the cleaner out of the MFP.
- 9 Align the guide on the top of the new cleaner with the notch in the MFP. Make sure that the green lever is in the up position. Firmly insert the cleaner into the MFP until it clicks to a stop.



10



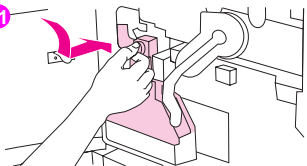
- 10 Rotate the blue transfer cleaner handle up and firmly push it to the right until it *snaps into place*.
- 

**Note**

If the handle does not snap into place, make sure that the transfer cleaner is pushed all the way in.

---

11



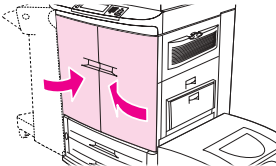
- 11 Slide the new toner collection bottle down and snap it into place against the MFP.
- 

**Note**

If the bottle does not snap into place, make sure that the blue transfer cleaner handle and the green lever are in the up position.

---

12

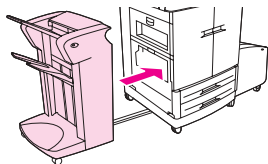


- 12 Close the front doors.



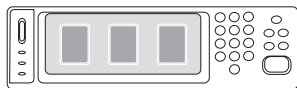
<http://www.hp.com/go/clj9500mfp>

13



13 Reattach the finishing device.

14



14 Do one of the following:

If **NEW CLEANING KIT** appears on the control-panel display, use the Up arrow or the Down arrow to scroll to **YES**, and then touch **OK**. The kit life count is automatically reset.

If **NEW CLEANING KIT** does not appear, press the **MENU** button. Use the Up arrow or the Down arrow to scroll to **CONFIGURE DEVICE**, to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW CLEANING KIT**, and then select **YES** to reset the count.

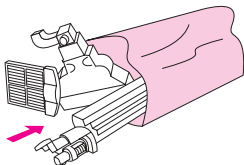
---

**Note**

If you select **NO** or do not make a selection, and the cleaning kit is at maximum life, the MFP remains offline until you replace the kit and select **YES**.

---

15



15 Pack and seal the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image cleaning kit.

## Image fuser kit

The image fuser kit should be replaced after every 100,000 pages of printing. When the counter reaches 100,000 pages, the MFP stops printing until the kit is replaced and the count is reset at the control panel.

Hewlett-Packard Company recommends that you place an order for a replacement image fuser kit when the `ORDER FUSER KIT` message first appears on the control-panel display.

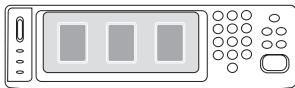
The part number for the image fuser kit for the HP Color LaserJet 9500mfp is C8556A.

To order an image fuser kit, see “Ordering supplies” on page 188.



<http://www.hp.com/go/clj9500mfp>

1

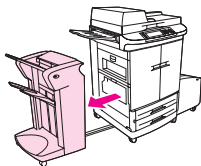


## Replacing the image fuser kit

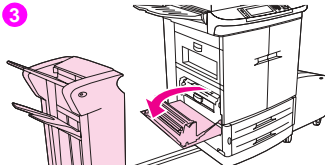
This image fuser kit contains one fuser.

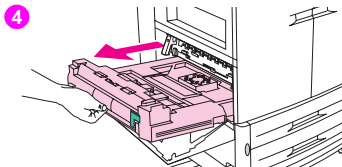
- 1 Replace the image fuser when `REPLACE FUSER KIT` appears on the control-panel display.
- 2 If a finishing device is installed on the left side of the MFP, move it away from the MFP.
- 3 Open the lower door on the left side of the MFP.

2

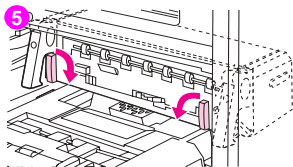


3

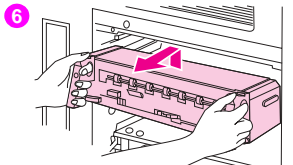




4 If the duplexer is installed, push down the green duplexer-release tab. Grasp the center handle and pull the duplexer out until it stops. It is not necessary to completely remove the duplexer.



5 Rotate each blue fuser lever inward until it is in the horizontal position, making sure not to pinch your fingers when the levers are released.



6 Using the black fuser handles, pull the fuser partially out of the MFP. Grip the handles firmly and pull the fuser out until it stops. Then lift the fuser out of the MFP.

---

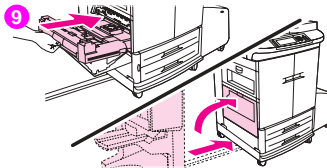
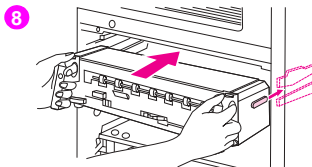
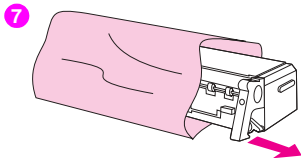
**WARNING**

The fuser is heavy and might be hot.

---



<http://www.hp.com/go/clj9500mfp>



- 7 Remove the new fuser from its packaging.
- 8 Align the fuser with the black guide-rails inside the MFP. Pushing against both ends of the fuser, slide it completely into the MFP. Rotate the blue levers outward until they click into place.
- 9 Slide the duplexer into the MFP until it clicks into place. Close the left door. Reattach any previously removed finishing device.

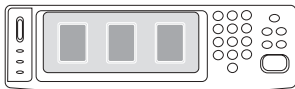
---

**Note**

If the door does not close, make sure that the blue fuser levers are in the vertical position.

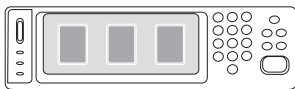
---

10



10 If **NEW FUSER KIT** appears on the control-panel display, use the Up arrow or the Down arrow to scroll to **YES**, and then touch **OK**. The kit life-count is automatically reset.

11



11 If **NEW FUSER KIT** does not appear, press the **MENU** button to open the menus. Use the Up arrow or the Down arrow to **CONFIGURE DEVICE**, to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW FUSER KIT**, and then select **YES** to reset the count.

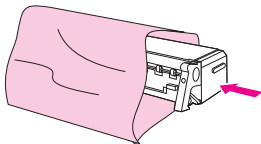
---

#### Note

If you select **No** or do not make a selection, the MFP remains offline until you replace the kit and select **YES**.

---

12



12 Place the used fuser in the packaging from the new fuser. For recycling information, see the recycling guide that is included with the new fuser kit.



<http://www.hp.com/go/clj9500mfp>

## Cleaning procedures

Some print-quality and copy-quality problems can be resolved by cleaning certain MFP components rather than replacing an MFP part.

### Cleaning the ADF

Clean the ADF only if it is visibly marked or dirty, or if you are experiencing a decrease in copy quality (such as streaking).

#### To clean the glass

- Clean the glass only if dirt is visible, or if you see poor copy quality (such as streaking).
- Clean the glass surface by wiping it gently with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.

---

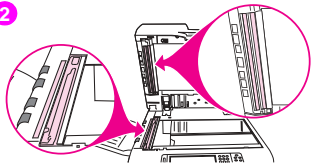
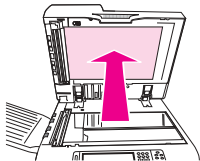
#### Caution

Do *not* pour or spray liquids directly onto the glass.

---

Do *not* press hard on the glass surface. You might break the glass.



**1****2****4**

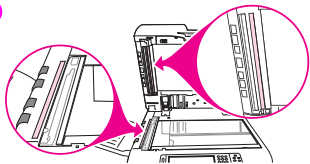
## To clean the ADF delivery system

- 1 Open the ADF.
- 2 Locate the top and bottom ADF glass strips.
- 3 Clean the glass strips by wiping them gently with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.
- 4 Locate the white, vinyl ADF backing.



<http://www.hp.com/go/clj9500mfp>

5



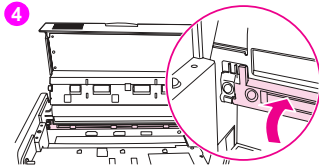
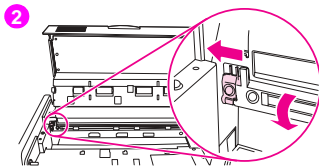
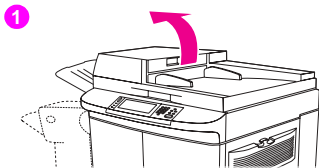
5 Locate the white, vinyl calibration strips.

6 Clean the ADF backing and the calibration strips by wiping them with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.

7 Close the ADF.

7





## To clean the top ADF glass strip

If you are still experiencing poor copy quality, you might need to clean the top ADF glass strip.

---

### CAUTION

Clean this area only if you see copy defects such as streaks, and you notice dust inside the glass strip. Cleaning this area frequently could introduce dust into the MFP.

---

- 1 Open the ADF cover.
- 2 Locate the latch that releases the top ADF glass strip. Push the latch to the left, and pull down to expose the inside of the glass strip.
- 3 Gently wipe the glass with a dry, lint-free cloth.

---

### CAUTION

Use dry cloth only in this area. Do *not* use solvents, cleaners, water, or compressed air. Doing so could severely damage the MFP.

---

- 4 Pull up on the latch to return the glass strip to its normal position.

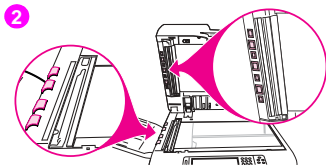


<http://www.hp.com/go/cij9500mfp>

5



5 Close the ADF cover.



## To clean the ADF rollers

You should clean the rollers in the ADF if you are experiencing misfeeds or if your originals show marks as they exit the ADF.

- 1 Open the ADF.

---

### CAUTION

Clean the rollers only if you experience misfeeds or marks on the originals, and you notice dust on the rollers. Cleaning the rollers frequently could introduce dust into the MFP.

---

- 2 Locate the rollers near the glass strips.
- 3 Wipe the rollers gently with a clean, water-dampened, lint-free cloth.

---

### CAUTION

Do *not* pour water directly onto the rollers. Doing so might damage the MFP.

---

- 4 Close the ADF.

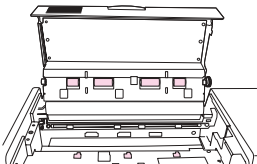


<http://www.hp.com/go/clj9500mfp>

5



6



8



- 5 Open the ADF cover.
- 6 Locate the rollers.
- 7 Wipe the rollers with a clean, water-dampened, lint-free cloth.

---

**CAUTION**

Do *not* pour water directly onto the rollers. Doing so might damage the MFP.

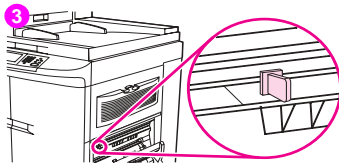
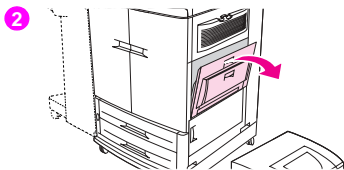
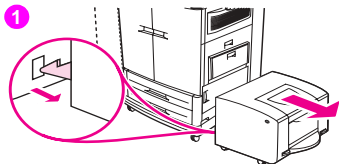
---

- 8 Close the ADF cover.
- 9 Close the delivery guide and wipe its outside surface with the cloth.

## Cleaning the post charger

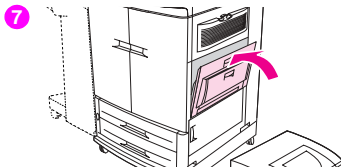
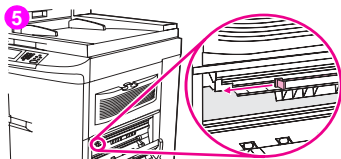
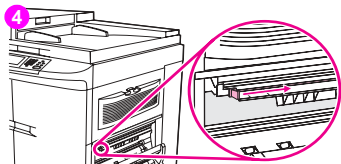
Clean the post charger on the transfer belt if light streaks appear in halftone areas of the printed pages.

- 1 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 2 Open the right upper door.
- 3 Locate the blue handle of the post charger cleaner on the front left of the image transfer belt.



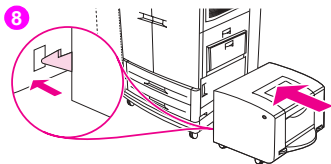


<http://www.hp.com/go/clj9500mfp>



- 4 Gently slide the post charger cleaner to the right until it stops. The spring should be compressed.
- 5 Slide the cleaner to the left back into place.
- 6 Repeat steps 3 and 4 to clean the post charger a second time.
- 7 Close the upper right door. If the door does not close, make sure that the blue handle of the post charger cleaner is positioned at the far left of the image transfer belt.

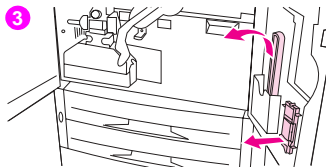
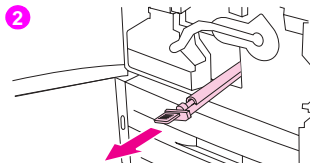




- 8** Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



<http://www.hp.com/go/clj9500mfp>



## Cleaning the fuser input

Occasionally, toner and paper dust collects in the fuser input and can affect print quality. Use the following procedure to clean the fuser input.

- 1 Open the front doors of the MFP, and then swing the large green lever down.
- 2 On the front side of the MFP, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the roller out of the MFP. Set the roller on a clean, flat surface.

---

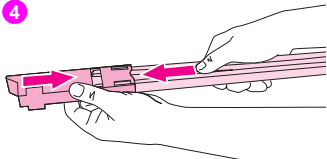
### CAUTION

Do *not* touch the black foam roller, and be careful not to scratch the underside of the image transfer belt as you remove the roller from the MFP.

---

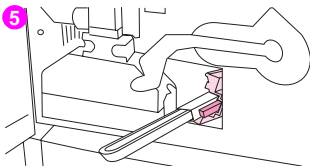
- 3 Remove the green tongs and blue brush that are mounted on the inside of the right front door.

4

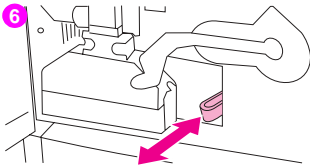


- 4 Slide the open end of the brush onto the tongs until it snaps into place.
- 5 Hold the tongs so that the brush is at a 45° angle and align the brush with the transfer roller slot. Insert the brush into the slot.
- 6 Slide the brush into the transfer roller slot until it stops, and then slide the brush toward you until the brush is almost out of the transfer roller slot.

5



6



### CAUTION

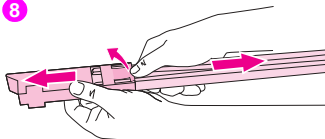
Do *not* pull up or sideways on the brush. Push and pull the brush straight in and out of the MFP.

- 7 Repeat step 6 three times, and then remove the brush from the MFP.



<http://www.hp.com/go/clj9500mfp>

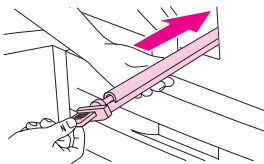
8



8 Remove the brush from the tongs by raising the snap on the back of the brush and pulling the brush away from the tongs.

9 Replace the tongs and brush on the inside of the right door.

10



10 Using one hand to support the underside of the transfer roller, turn the roller to a 45° angle and align the roller with the slot. Slide the roller into the slot until it stops.

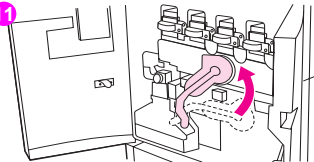
---

#### CAUTION

Do *not* touch the black foam roller, and be careful not to scratch the underside of the image transfer belt as you insert the roller into the MFP.

---

11



11 Swing the green lever up, and then close the front doors.

---

#### Note

If the lever does not move freely, make sure that the transfer roller is pushed into the MFP completely. See also “MFP hardware issues” on page 290.

---

## Relocating the MFP

For more information about relocating the MFP see the *User Reference Guide* on the CD-ROM.



<http://www.hp.com/go/cj9500mfp>

# Problem solving

## Clearing jams

If a jam message appears on the MFP control panel, look for media in the locations that are indicated on the control-panel display. You might need to look for media in locations other than those that are indicated in the jam message.

After you have removed the jammed media, the MFP warms up and automatically clears all of the remaining pages. If the MFP cannot clear one of them, the MFP control-panel display indicates where to clear the remaining pages.

After looking at the graphic, you can go to the procedure for clearing the jam. When clearing jams, be very careful not to tear the media. If a small piece of media is left in the MFP, it could cause additional jams. If jams are a recurring problem, see “Solving repeated jams” on page 275.

---

**Note**

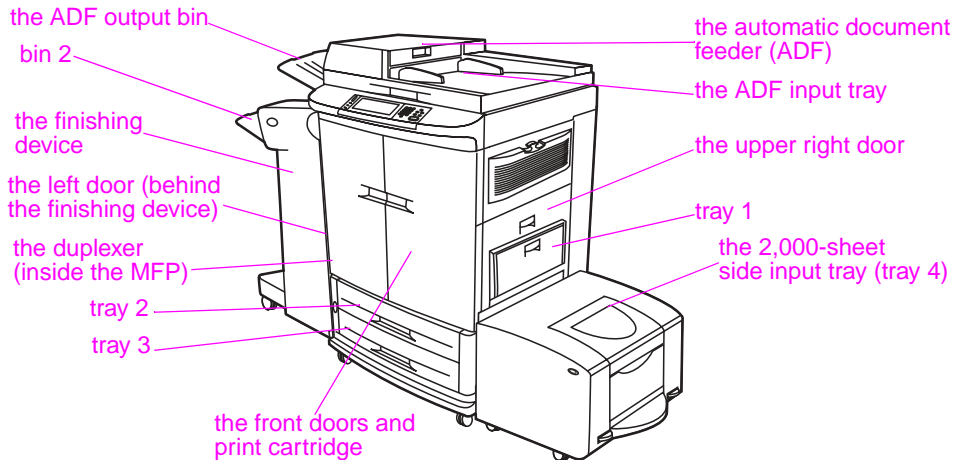
Any time a jam occurs in the fuser area (including the lower area behind the left door), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

Loose toner might remain in the MFP after a jam and cause output-quality problems. These problems should clear up after a few pages are printed.

---



## Jam clearing locations

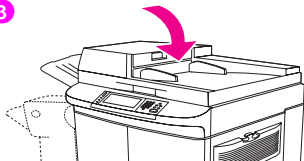




1



3

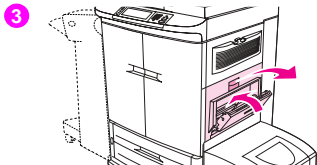
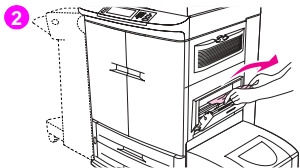
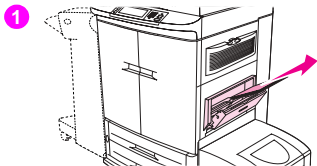


## Jam in the automatic document feeder (ADF) cover

- 1 Open the ADF cover.
- 2 Remove any jammed media from this area. Make sure that you have removed all of the pieces of torn media.
- 3 Close the ADF cover.



<http://www.hp.com/go/clj9500mfp>

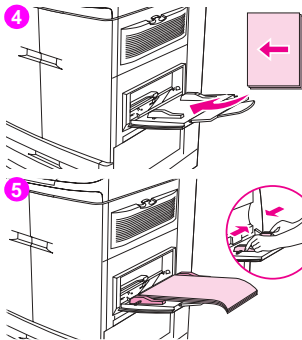


## Clearing jams from the input-tray areas

### Jam in tray 1

Follow these directions to clear jams in tray 1.

- 1 Remove all of the media that is loaded in tray 1.
- 2 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.
- 3 Open and close the upper right door to reset the MFP.



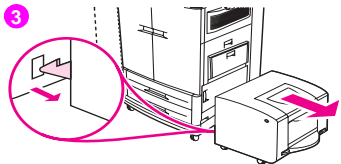
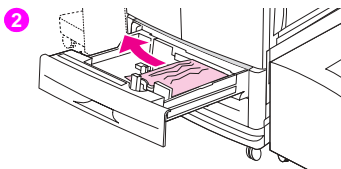
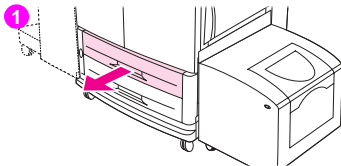
4 Load media in tray 1.

5 Slide the paper guides to the appropriate size that is marked on the tray.  
(See "To load media in tray 1" on page 11.)

If problems occur while feeding media from tray 1, make sure that the media is within the supported specifications, that the media is in good condition, and that it is loaded correctly in the tray. If the problem persists, try feeding the media from tray 2 or tray 3.



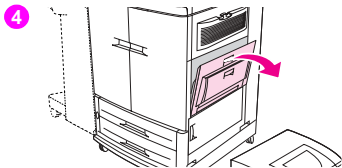
<http://www.hp.com/go/clj9500mfp>



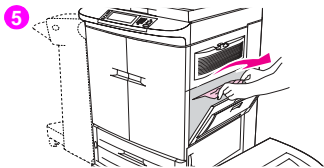
## Jam in tray 2 or tray 3

Follow these directions to clear jams in tray 2 or tray 3.

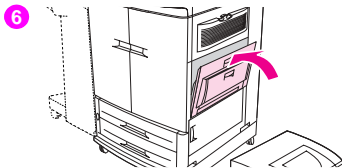
- 1 Open the tray until it stops. If you hear the sound of media tearing, stop and look for the jammed media. Make sure to check the upper-right side of the cavity behind the tray. To minimize tearing, remove the jammed media by pulling it to the left.
- 2 Remove any other jammed media from this area by pulling the media to the left. Make sure that you have removed all of the pieces of torn media.
- 3 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.



4 Open the upper right door.



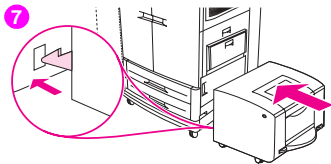
5 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.



6 Close the upper right door.

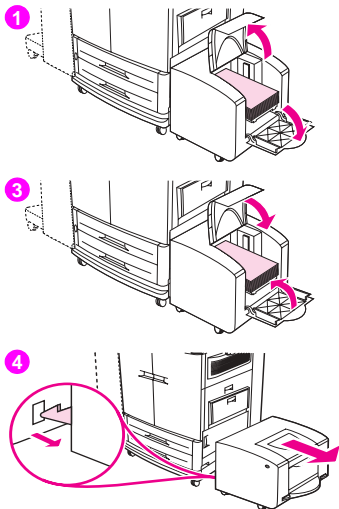


<http://www.hp.com/go/cij9500mfp>



- 7 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.

## Jam in the 2,000-sheet side input tray (tray 4)

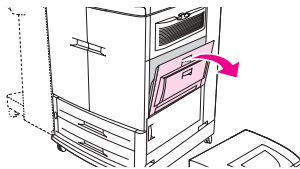


- 1 Open the top door, and then open the bottom door on the 2,000-sheet side input tray (tray 4).
- 2 Remove any jammed media from this area. Make sure that you have removed all of the pieces of torn media.
- 3 Close the bottom door, and then close the top door.
- 4 Slide the 2,000-sheet side input tray (tray 4) away from the MFP. Check for jammed media between the 2,000-sheet side input tray (tray 4) and the MFP.

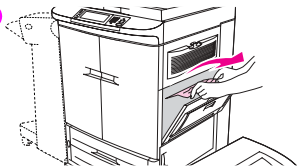


<http://www.hp.com/go/clj9500mfp>

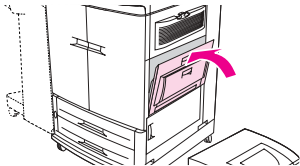
5



6

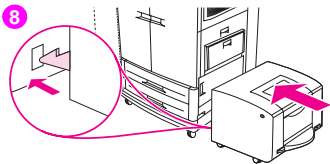


7



- 5 Open the upper right door.
- 6 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.
- 7 Close the upper right door.

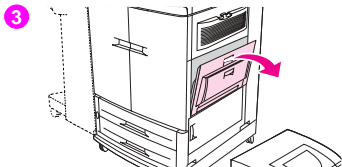
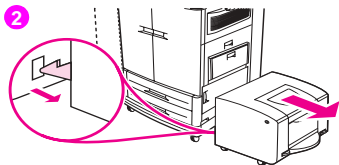
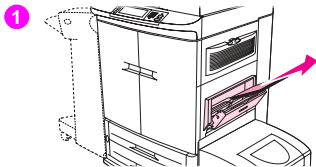




- 8** Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



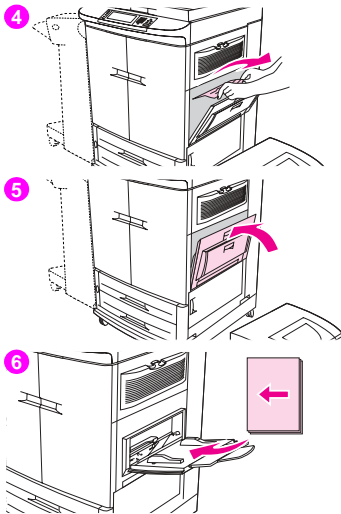
<http://www.hp.com/go/clj9500mfp>



## Jam inside the upper right door

Follow these directions to clear jams from behind the upper right door.

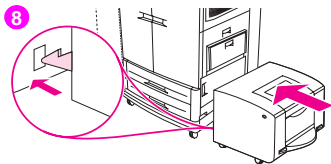
- 1 Remove all of the media that is loaded in tray 1.
- 2 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 3 Open the upper right door.



- 4 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.
- 5 Close the upper right door.
- 6 Reload the media in tray 1.



<http://www.hp.com/go/clj9500mfp>

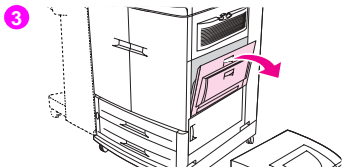
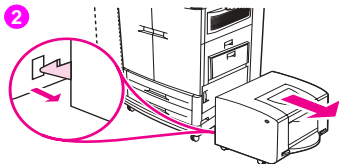
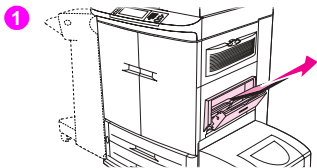


- 7 Slide the paper guides to the appropriate size that is marked on the tray. (See “To load media in tray 1” on page 11.)
- 8 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.

## Jam at the upper right door or the front doors

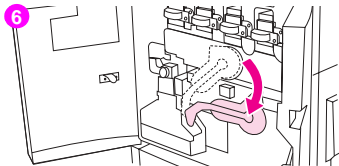
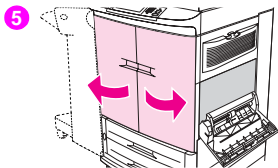
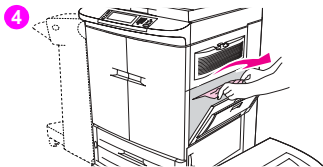
Follow these directions to clear jams at the upper right door or in the front-door area.

- 1 Remove all of the media that is loaded in tray 1.
- 2 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 3 Open the upper right door.

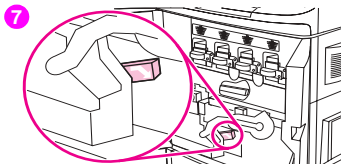




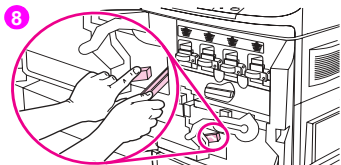
<http://www.hp.com/go/clj9500mfp>



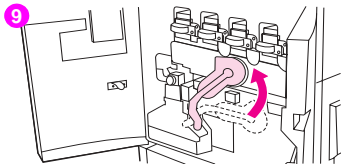
- 4 If the jammed media is visible, pull it up and out of the MFP. Make sure that you remove any pieces of torn media, and then go to step 9. If the jammed media is not visible, leave the upper right door open and go to step 5.
- 5 Open the front doors.
- 6 Lower the green lever.



7 Press down on the tab that has the white arrow.



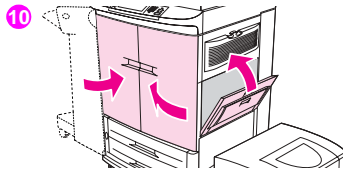
8 Hold the tab down and use the tongs (found in the inside pocket of the right front door) to reach into the MFP and remove jammed media. Make sure that you remove any pieces of torn media.



9 Raise the green lever to its original position.



<http://www.hp.com/go/clj9500mfp>



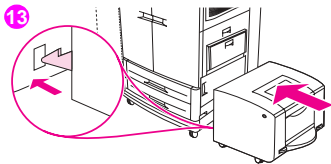
**10** Close all of the doors.

**11** Reload the media in tray 1.

**12** Slide the paper guides to the appropriate size that is marked on the tray.  
(See "To load media in tray 1" on page 11.)



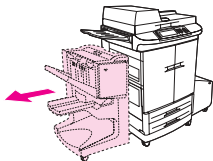




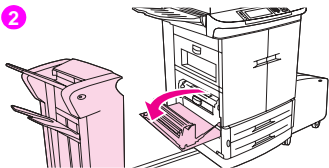
- 13** Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



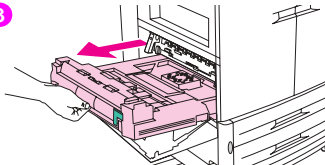
1



2



3



## Clearing jams from the duplexer

### Jam inside the duplexer

Follow these instructions to clear jams in the duplexer.

- 1 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Open the lower left door.

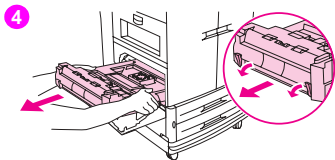
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#### WARNING

Avoid touching the fusing area above the duplexer. It can be *hot*.

---

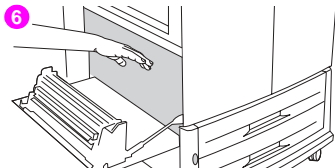
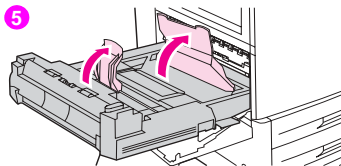
- 3 Remove the duplexer by pressing the green lever down and pulling the unit out until it stops.



4 Remove the duplexer completely.

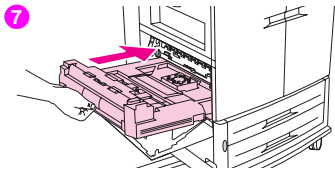
5 Lift the two green levers in the duplexer and remove any media that is underneath.

6 Reach far into the duplexer area and remove any media that you find there.





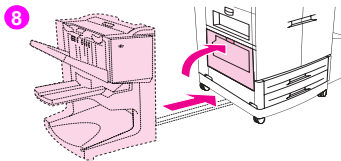
<http://www.hp.com/go/clj9500mfp>



**7** Reinstall the duplexer by sliding it back into the MFP until it locks into place.

**8** Close the lower left door. Slide the finishing device back into place.

---



**Note**

Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

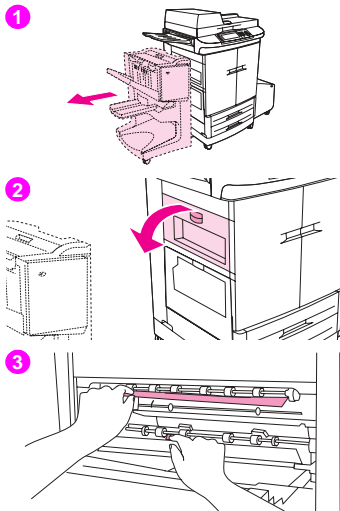
---

## Clearing jams from the output areas

### Jam in the fuser area at the lower left door

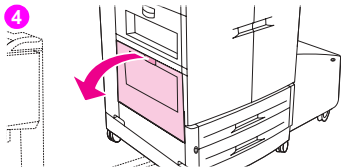
Follow these directions to clear jams at the lower left door (fuser area).

- 1 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Open the upper left door.
- 3 If the jammed media is visible, remove it from the MFP. Then close the upper left door and continue printing. If the jammed media is not visible, go to step 4.





<http://www.hp.com/go/clj9500mfp>



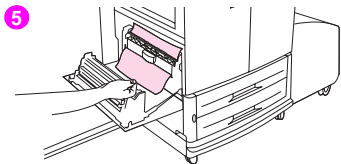
- 4 Open the lower left door.

---

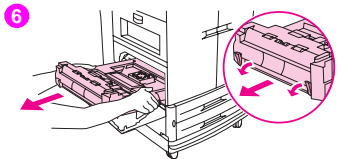
**WARNING**

Avoid touching the adjacent fusing area. It can be *hot*.

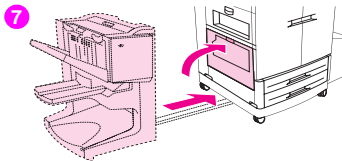
---



- 5 Lift the green tabs and remove any jammed or damaged media. Be sure to remove all of the pieces of torn media.



- 6 Press the green tab and slide the duplexer partially out of the MFP. Remove any jammed or damaged media from this area by pulling the media out of the MFP.



- 7 Close the lower left door. Push the finishing device back into place.
- 

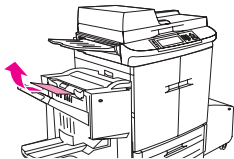
**Note**

Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

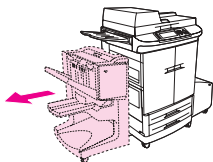
---



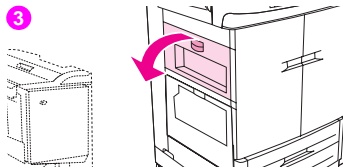
1



2



3

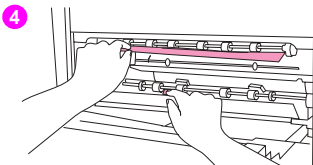


## Jam in the top output bin

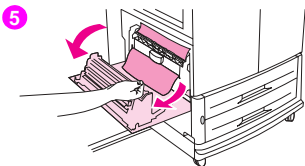
Follow these directions to clear jams in the top output bin.

- 1 If the jam extends into the output area, slowly and carefully pull the media out of the MFP so that it does not tear. If the jammed media is not visible in the output area, go to step 2.
- 2 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 3 Open the upper left door.

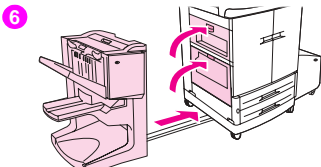




4 If the jammed media is visible, remove it by slowly and carefully pulling up or down, and then go to step 6. If the jammed media is not visible, go to step 5.



5 Open the lower left door, and remove any jammed media from this area.



6 Close all of the open doors. Push the finishing device back into place.

#### Note

Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

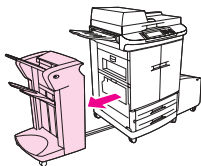


<http://www.hp.com/go/clj9500mfp>

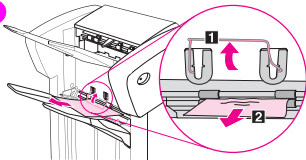
1



2



4



## Jam in the stacker or stapler/stacker

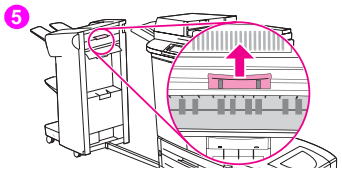
- 1 If the jam extends into the output bins, slowly and carefully pull the media straight out of the MFP so that it does not tear.
- 2 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 3 Remove any jammed media from this area.
- 4 On the stacker, lift the wire on bin 2 of the device, and carefully pull out any media from this area. If you have a stapler/stacker, carefully pull out any media that might be protruding from the accumulator area.

---

### Note

Only the stacker has the wire on bin 2.

Make sure that you have removed all of the sheets of media from the paper path; more than one sheet of media might be jammed in the paper path.



5 Locate the green handle in the flipper area and lift the handle.

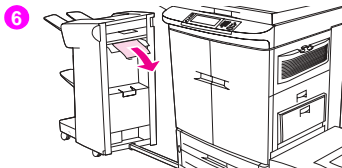
6 Carefully pull out any media from the flipper area.

---

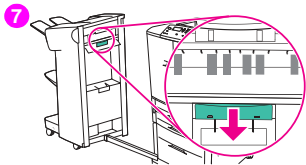
**WARNING**

Avoid touching the flipper area. It can be hot.

---



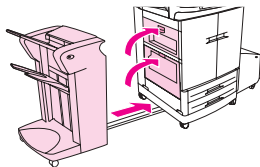
7 Locate the green handle in the paper-path module, and then pull down on the handle.





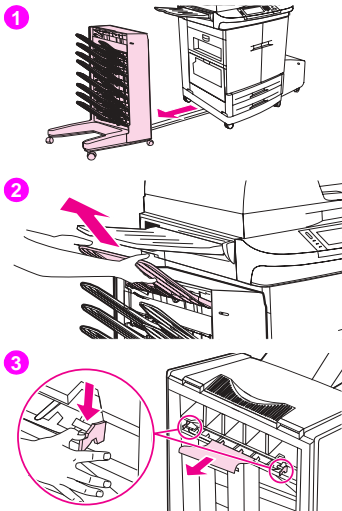
<http://www.hp.com/go/cij9500mfp>

8



- 8 Carefully pull out any media from the paper-path module. Close all of the open doors. Push the finishing device back into place.

## Jam in the 8-bin mailbox (face-up bin)

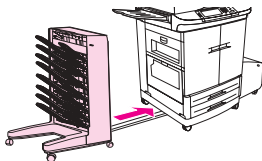


- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove the face-up bin.
- 3 Pull down the handle on the output paper module and remove any jammed media from this area.



<http://www.hp.com/go/clj9500mfp>

4



- 4 Push the 8-bin mailbox back into place, and then reattach the face-up bin.

**Note**

For more information, see the use guide that came with the finishing device.

1



2



3



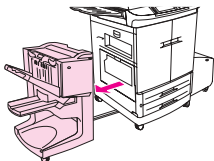
## Jam in the multifunction finisher

- 1 Open the multifunction finisher cover.
- 2 Slowly and carefully pull the jammed media straight out of the multifunction finisher so that it does not tear.
- 3 Close the multifunction finisher cover.



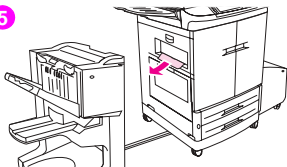
<http://www.hp.com/go/clj9500mfp>

4



4 Move the multifunction finisher away from the MFP. To do this, stand on the left side of the MFP and pull the multifunction finisher straight toward you.

5



5 Carefully remove any media from the MFP output area.

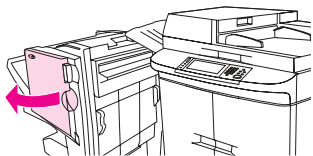
6



6 Carefully remove any media from the multifunction finisher input area.

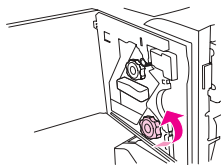


7



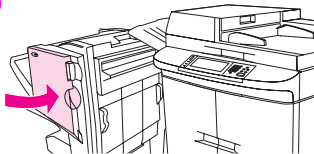
7 Open the stapler-unit door.

8



8 To clear a booklet jam, turn the bottom green knob clockwise to remove the booklet.

9

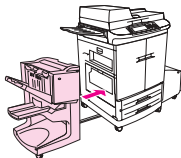


9 Close the stapler-unit door.



<http://www.hp.com/go/cj9500mfp>

10



**10** Push the multifunction finisher back into place.

## Solving repeated jams

Situation	Solution
Repeated jam problems in the MFP	<ol style="list-style-type: none"><li data-bbox="340 319 1435 373">1 Check the media specifications. (See “Recommended media” on page 165.) If the media is outside of the recommended specifications, problems can occur.</li><li data-bbox="340 384 1435 439">2 Check to see that media is correctly loaded in the trays and that all width guides are correctly set. (See “Selecting and using media” on page 159.)</li><li data-bbox="340 449 1435 504">3 Make sure that the paper tray is set for the size of media that is installed and that the tray is not overloaded with media.</li><li data-bbox="340 514 1435 569">4 Try turning over the stack of media in the tray. If you are using prepunched or letterhead media, try printing from tray 1.</li><li data-bbox="340 580 1435 635">5 Do not use torn, worn, or irregular media, or media that has previously been printed on. For recommended media and other media, see “Recommended media” on page 165.</li><li data-bbox="340 645 1435 667">6 Check that all damaged or jammed media is removed from the MFP.</li><li data-bbox="340 677 1435 781">7 Repeated jams that occur when print media travels between the MFP and the finishing device might mean that the MFP and device are set up on an uneven floor. Use the blue levelers above the wheels of the finishing device to level the finishing device. See the installation guide for the finishing device for more information.</li></ol>



<http://www.hp.com/go/clj9500mfp>

Situation	Solution
Repeated jam problems in the ADF	1 Make sure that fewer than 30 sheets are loaded into the ADF.
	2 Make sure that the original copies are in good condition.
	3 Make sure that the original copies are loaded correctly into the ADF and that the size guides are set correctly.
	4 Use the scanner glass to copy.

#### Note

If jams persist in tray 1, try feeding the media through tray 2 or tray 3. Some media, like envelopes, can only be fed from tray 1.

If jams continue, contact HP customer support. (See Appendix B of the *User Reference Guide* that came on the CD-ROM, or go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).)

## Understanding MFP messages

Messages appear on the MFP control-panel display to relay the normal status of the MFP (such as `PROCESSING JOB`), or to alert you to an error condition (such as `CLOSE FRONT DOOR`) that needs attention. See the *User Reference Guide* on the CD-ROM for a complete list of error messages, a description or solution or each message, and the recommended action. Extensive help is available at the MFP control panel when you touch `?`.

### Note

Some MFP messages are affected by the `AUTO CONTINUE` and `CLEARABLE WARNINGS` settings on the **Configure Device** menu, within the **System Setup** submenu, at the control panel (see “System setup submenu” on page 150).

## Using the MFP help system

This MFP features a help system on the control panel that provides instructions for resolving most errors. Certain control-panel messages alternate with instructions about using the help system.

Whenever a `?` appears in an error message or a message alternates with `FOR HELP PRESS ?`, touch `?` to view the help.

To exit the help system, touch `EXIT`.



<http://www.hp.com/go/cj9500mfp>

## If a message persists

- With messages (for example, a request to load a tray or a message that a previous print job is still in the MFP memory), you can touch **CONTINUE** to print or press **STOP** to clear the job and eliminate the message.
- If a message persists after performing all of the recommended actions, contact an HP-authorized service or support provider. (For more information, go to [www.hp.com/go/cj9500mfp](http://www.hp.com/go/cj9500mfp).)

## Solving output-quality problems

The first step to addressing an output-quality problem is to determine if the problem is specific to copied pages or printed pages. Problems that appear on printed pages also typically affect copied pages, but problems that appear on copied pages might not always affect printed pages. When an output-quality problem occurs when copying, it is helpful to determine if the same problem occurs during printing. The MFP has several built-in pages that can be printed to help solve this problem. For more information, see “Output-quality troubleshooting procedures” on page 281

If the problem only appears on copied pages, typically it can be solved by cleaning the MFP copier parts and ADF parts (see “Cleaning procedures” on page 224 in chapter 9), checking the quality of the original copies, or changing the copy enhancement settings.

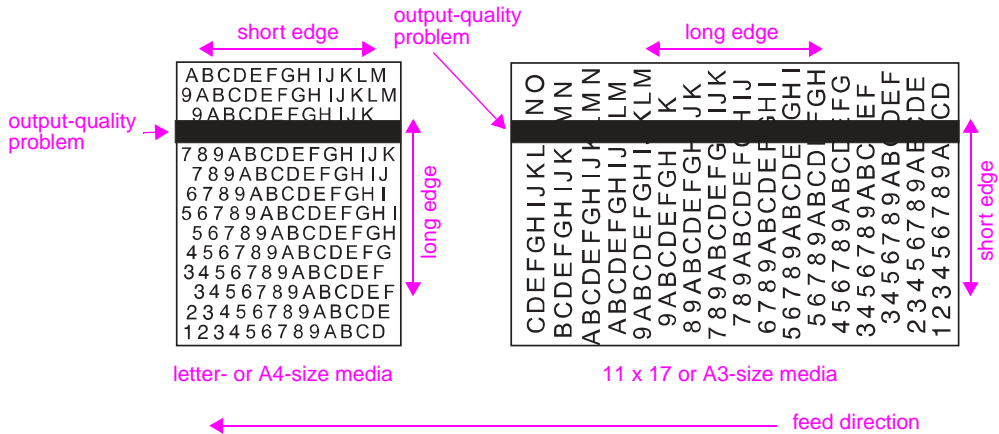
If the problem appears on both printed and copied pages, use the following procedures.

Output-quality problems sometimes occur or repeat in a direction parallel to the direction in which the media moves through the MFP (feed direction). The following figure shows a output-quality problem printed on both a letter- or A4-sized page and the same defect on an 11 x 17 inch or A3-sized page (or any other size of media).

Letter-size or A4-size media is normally oriented in the trays so that the long edge feeds through the MFP first; 11 x 17 inch or A3-size media is normally oriented in the trays so that the short edge feeds through the MFP first.



<http://www.hp.com/go/clj9500mfp>





# Output-quality troubleshooting procedures

For all output-quality problems and defects, perform the following procedures.

- Replace any MFP supplies that have run out. When a supply is out, the `REPLACE <SUPPLY>` message appears on the control panel, and the gauge shows an empty bar with a flashing outline for the supply that is out. Printing stops and the `REPLACE <SUPPLY>` message appears on the control panel until the supply is replaced. For more information, see “Solving output-quality problems” on page 279.

Touch **HELP** to see step-by-step instructions for replacing the supply. For more information about replacing supplies see “Replacing the print cartridges” on page 193 or “Replacing the image drums” on page 197 or “Replacing the image transfer kit” on page 203 or “Replacing the image cleaning kit” on page 214 or “Replacing the image fuser kit” on page 220.

To order supplies, see “Ordering supplies” on page 188.

- Print 10 more pages of your print job, or of another print job. The MFP can automatically compensate for a few output-quality problems.

If these procedures do not solve the problem, see “Solving persistent output-quality problems” on page 282.



<http://www.hp.com/go/clj9500mfp>

## Solving persistent output-quality problems



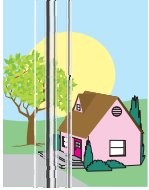

If you have completed all of the steps listed under “Output-quality troubleshooting procedures” on page 281 and the output-quality problem persists, follow these steps:

- 1 Use the following output-quality-defect chart to identify your output-quality defect.
- 2 Go to the page that is indicated beneath the defect you identify and use the solutions listed there to solve the output-quality problem.
- 3 If the procedures do not solve the problem, print the Print Quality Troubleshooting Pages and follow the diagnostic procedure that is listed on the first page to help isolate the defect to a particular component.
- 4 If the problems persist, or if your output-quality defect is not shown in the output-quality defect chart, contact your local HP-authorized service and support center. See “Information from the MFP” on page 310 for more information.



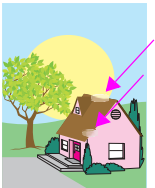

The output-quality defect chart assumes the use of letter- or A4-size media that has moved through the MFP long edge first. See “Solving persistent output-quality problems” on page 282.

### Output-quality-defect chart

Use the examples in the output-quality-defect chart to determine which output-quality problem you are experiencing, and then see the corresponding pages to find information that can help you troubleshoot the problem.

	<p><b>Horizontal lines or streaks</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Print the Print Quality Troubleshooting Pages (see “Print Quality Troubleshooting Pages” on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>		<p><b>Broken horizontal lines</b></p> <ul style="list-style-type: none"> <li>• Clean the fuser input area.</li> </ul>
	<p><b>Vertical lines</b></p> <ul style="list-style-type: none"> <li>• Make sure that the following supplies are seated correctly:             <ul style="list-style-type: none"> <li>– image transfer belt</li> <li>– transfer cleaner</li> <li>– transfer roller</li> </ul> </li> <li>• Print the Print Quality Troubleshooting Pages (see “Print Quality Troubleshooting Pages” on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>		<p><b>Repetitive defects</b></p> <ul style="list-style-type: none"> <li>• Make sure that the operation and location requirements of the printer are met.</li> <li>• Print the Print Quality Troubleshooting Pages (see “Print Quality Troubleshooting Pages” on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li> </ul>



	<p><b>Color fade in all colors</b></p> <ul style="list-style-type: none"><li>• Make sure that the operation and location requirements of the printer are met.</li><li>• Clean the post charger.</li><li>• Calibrate the printer.</li><li>• Make sure that the following supplies are seated correctly:<ul style="list-style-type: none"><li>– image transfer belt</li><li>– transfer roller</li></ul></li></ul>		<p><b>Color fade in one color</b></p> <ul style="list-style-type: none"><li>• Make sure that the operation and location requirements of the printer are met.</li><li>• Calibrate the printer.</li><li>• Print the Print Quality Troubleshooting Pages (see "Print Quality Troubleshooting Pages" on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li></ul>
	<p><b>Fingerprints and media dents</b></p> <ul style="list-style-type: none"><li>• Make sure to use supported media.</li><li>• Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.</li><li>• Calibrate the printer.</li><li>• Print the Print Quality Troubleshooting Pages (see "Print Quality Troubleshooting Pages" on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.</li></ul>		<p><b>Loose toner</b></p> <ul style="list-style-type: none"><li>• Make sure that the operation and location requirements of the printer are met.</li><li>• Make sure to use supported media.</li><li>• Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.</li><li>• Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the custom-media lever is set appropriately.</li><li>• Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.</li></ul>



### Smearred toner

- Make sure to use supported media.
- Make sure that the following supplies are seated correctly:
  - image drums
  - image transfer belt
  - transfer cleaner
- Clean the image transfer belt.



### White areas (dropouts) on page

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Clean the post charger.
- Calibrate the printer.
- Print the Print Quality Troubleshooting Pages (see “Print Quality Troubleshooting Pages” on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



### Media damage (wrinkles, curl, creases, tears)

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- For heavy media, print from tray 1 to the left output bin.
- Make sure that the following supplies are seated correctly:
  - fuser
  - image transfer roller
- Inspect the jam areas and remove any undetected jammed or torn media.



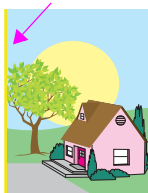
### Specks or stray toner

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media type and size for the tray are set correctly in the control panel for the media that you are using.
- Calibrate the printer.
- Make sure that the transfer roller is seated correctly.
- Print the Print Quality Troubleshooting Pages (see “Print Quality Troubleshooting Pages” on page 288) and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.



### Skewed, stretched, or off-center page

- Make sure that the operation and location requirements of the printer are met.
- Make sure to use supported media.
- Make sure that the media is loaded correctly.
- For problems with page skew, turn over the stack of media and rotate the stack 180°.
- Make sure that the following supplies are seated correctly:
  - fuser
  - image transfer belt
- Inspect the jam areas and remove any undetected jammed or torn media.



### Misaligned colors

- Calibrate the printer.



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# Print Quality Troubleshooting Pages

The Print Quality Troubleshooting Pages help diagnose many output-quality problems that are related to a defective or damaged part. Follow the diagnostic procedure on the first page. See “Replacing the image drums” on page 197 and “Replacing the image fuser kit” on page 220 for more information about the information shown on the pages.

**Procedure** →

**Page description**

**Thumbnail views of test pages**

**Diagnostic procedure**

1. Print the test pages.
2. Print the test pages.
3. Print the test pages.
4. Print the test pages.

**Horizontal streaks**

**Vertical streaks**

**Light streaks**

**Color registration issues**

**Color registration issues on all test pages**



## To print the Print Quality Troubleshooting Pages

- 1 Press the **MENU** button.
- 2 Use the Up and Down arrow to scroll to and then touch **DIAGNOSTICS**.
- 3 Use the Up and Down arrow to scroll to and then touch **PQ TROUBLESHOOTING**.



<http://www.hp.com/go/cij9500mfp>

# Solving MFP problems

## MFP hardware issues

Situation	Solution
A MFP door does not close.	<ul style="list-style-type: none"><li>• Check to make sure that all of the levers and handles (colored blue and green) are in the correct position.</li><li>• Firmly close the MFP doors.</li></ul>
The control-panel display is blank, and the internal fans are not running.	<ul style="list-style-type: none"><li>• Make sure that the MFP power is on.</li><li>• Make sure that the MFP is plugged into a working alternating current (ac) power outlet.</li><li>• Press all of the buttons individually to see if one is stuck; contact your HP-authorized service representative if this does not work.</li></ul>

Situation	Solution
The MFP is turned on, but the internal fans are not running.	<ul style="list-style-type: none"><li>• Make sure that the line voltage is correct for the MFP power configuration. (See the plate next to the power receptacle on the back of your MFP for the voltage requirements.)</li><li>• If you are using a power strip and its voltage is not within specification, plug the MFP directly into a working ac outlet.</li></ul>
The green lever inside the front doors does not rotate up.	<ul style="list-style-type: none"><li>• Make sure that the image drums are completely inserted in the MFP and the image-drum door is closed securely.</li><li>• Make sure that the transfer cleaner is completely inserted in the MFP and latched in place.</li><li>• Make sure that the transfer roller is inserted completely in the MFP.</li><li>• Make sure that the image transfer belt is inserted completely in the MFP.</li></ul>
The MFP does not print from tray 2, tray 3, or the 2,000-sheet side input tray (tray 4).	<ul style="list-style-type: none"><li>• Make sure that the media tray guides are adjusted correctly for the media size you are using. (See “Setting media size and type” on page 161.)</li><li>• Select the correct tray in the printer driver.</li><li>• Make sure that the trays are configured correctly on the <b>Device Setting</b> or <b>Configuration</b> tab in the printer driver.</li></ul>



<http://www.hp.com/go/clj9500mfp>

Situation	Solution
The 2,000-sheet side input tray (tray 4) does not work.	<ul style="list-style-type: none"><li>• Make sure that the power cord is firmly plugged in to both the MFP and the power receptacle. Remove and reconnect the power cord.</li><li>• If the problem persists, you might need to replace the cable that connects the tray to the MFP.</li><li>• See The MFP does not print from tray 2, tray 3, or the 2,000-sheet side input tray (tray 4).</li></ul>
The MFP will not start.	Make sure that your MFP power cord is plugged into an outlet that supplies the correct amount of voltage. If a 110V MFP is plugged into a 220V outlet, you might need to replace the power supply. Contact an HP-authorized service or support provider. (See “Information from the MFP” on page 310, or <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a> .)

# Media-handling issues

Situation	Solution
Duplexer jams occur repeatedly.	<ul style="list-style-type: none"><li>• Make sure that you are using the supported media weights and sizes.</li><li>• Remove the duplexer and make sure that no media remains in the MFP.</li></ul>
Stapler jams occur repeatedly.	<ul style="list-style-type: none"><li>• Make sure that the job to be stapled is less than 5 mm (0.2 inch) thick.</li><li>• The stapler might contain some trapped staple wires that are obstructing the magazine. Remove any loose staples and media particles from the inside of the stapler (see chapter 10 of the <i>User Reference Guide</i> on the CD-ROM for more information).</li></ul>



<http://www.hp.com/go/clj9500mfp>

Situation	Solution
The job was not stapled.	<p>Jobs that are sent to the stapler or multifunction finisher might not be stapled for one or more of the following reasons:</p> <ul style="list-style-type: none"><li>• One-page jobs are not stapled.</li><li>• The stapler is out of staples and <b>AUTO CONTINUE</b> is set to <b>ON</b>.</li><li>• The wrong size or type of media was used for the job.</li><li>• More than 50 pages were sent to the stapler, exceeding its capacity.</li><li>• The stapler has bent or broken staples in the stapler head.</li><li>• A staple jam was recently cleared (up to two sequential jobs might not be stapled).</li><li>• The job was sent to a bin other than the stapler bin because the wrong size or type of media was used for the job.</li><li>• The interface cable to the stapler unit might be defective or not connected correctly.</li></ul>

Situation	Solution
The last page did not print and the Data light is on.	<ul style="list-style-type: none"><li>• Make sure that you are using the correct printer driver.</li><li>• Complex print job might still be processing.</li><li>• The MFP might be waiting for the end of a file command that did not come with the job. Press <b>START</b> to send it.</li><li>• Make sure that the MFP is not paused. Make sure that the <code>PROCESSING JOB</code> message appears on the control panel.</li><li>• Check for a <code>LOAD PAPER</code> message on the MFP control panel. (See “Loading input trays” on page 10.)</li></ul>
Network or shared MFP problems occur.	Check for network or shared MFP problems by connecting your computer directly to the MFP and printing from a software program that you know works correctly. If you suspect network problems, check with your network administrator or consult the network documentation that came with your MFP network cards.
The media is loaded into tray 1, and the load or manual feed message appears on the control panel.	Load the correct media in the tray. (See “Loading input trays” on page 10.) If the correct media is already loaded, press <b>START</b> .



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Situation	Solution
The media is not going to the correct output location.	<ul style="list-style-type: none"><li>• Make sure that the correct output bin is selected in the printer driver. For more information about changing printer-driver settings, see the online help for the printer driver.</li><li>• The media does not meet the specifications for the output bin. (See “Selecting and using media” on page 159.)</li><li>• Software-program commands override control-panel settings. (See “Control panel” on page 4 for information about how your software program works with control-panel settings.)</li></ul>
Jams and media-feeding problems occur.	<ul style="list-style-type: none"><li>• See “Clearing jams” on page 239.</li><li>• Make sure that the media specifications are within recommended range. (See “Selecting and using media” on page 159.)</li><li>• Make sure that the media guides are adjusted correctly and are not skewed. (See “Setting media size and type” on page 161.)</li><li>• Make sure that the environmental conditions are within the acceptable range. (See “Operating and storage environment” on page 320.)</li></ul> <p><b>Note</b> If problems occur while feeding media from tray 1, make sure that the media is within the supported specifications, that the media is in good condition, and that it is loaded correctly in the tray. If the problem persists, try feeding the media from tray 2 or tray 3.</p>



Situation	Solution
<p>The MFP draws media from the wrong tray.</p>	<ul style="list-style-type: none"><li>• Make sure that your software program is selecting the correct media size or type.</li><li>• Make sure that the driver for your software program is correctly installed, configured, and capable of requesting the media size and type that you want.</li><li>• The size of media requested is not loaded in the tray selected. The MFP draws media from the next default tray that contains the correct size. Load the correct media in the tray and make sure that the tray is adjusted correctly. Load the tray with enough media to complete the print job. (See “Setting media size and type” on page 161.)</li><li>• Make sure that the media type for each tray has been configured correctly on the MFP control panel. (See “Setting media size and type” on page 161.)</li></ul>
<p>The MFP says the wrong media size is loaded for the job.</p>	<ul style="list-style-type: none"><li>• Make sure that the custom media size defined from at the control panel and the custom media size defined in the printer driver or the software program are the same. (See “Setting media size and type” on page 161 for instructions to configure the trays for custom media.)</li><li>• Make sure that the paper guides are touching the edges of the stack of media.</li></ul>



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## MFP-output issues

Situation	Solution
A page printed with clipped margins.	If the page margins are clipped, you might have to print the page at a lower resolution or install more memory. (See chapter 9 of the <i>User Reference Guide</i> on the CD-ROM.) Check the tray alignment and make sure that the front and back are aligned. Check your software program to make sure that no data extends into the unprintable area of the page.
The MFP substituted a font different from the disk-resident font that was requested.	If you are using PCL, print the PCL Font Page, and verify that the font is on the disk. If you are using PS, print the PS Font Page and make sure that the font is on the disk. If the font is not on the disk, use the HP Web Jetadmin or the Macintosh-based HP LaserJet utility to download the font. (See chapter 10 of the <i>User Reference Guide</i> on the CD-ROM.)
Data is missing, but no MFP messages appear.	<ul style="list-style-type: none"><li>• Check your software program to be sure that the print file contains no errors.</li><li>• Check your cable to make sure that it is securely connected to both the MFP and the computer.</li><li>• Your parallel MFP cable might be defective. Use a high-quality cable.</li><li>• Check your network connection.</li></ul>

Situation	Solution
The first page takes much longer to print than following pages.	<ul style="list-style-type: none"><li>• Make sure that the message <code>READY</code> appears on the control panel.</li><li>• Set the <b>PowerSave</b> feature for a longer time period. If a page that has complex formatting takes longer to print, changing the <b>PowerSave</b> setting might not improve print speed. You might want to simplify the page.</li><li>• Make sure that Auto-OHT mode is not set or that there is less than 5% capacity in the 2,000-sheet side input tray (tray 4).</li></ul>
Garbled pages print, overprints occur, or only a portion of a page prints.	<ul style="list-style-type: none"><li>• Make sure that your software program is configured for the correct printer driver.</li><li>• Your MFP interface (I/O) cable or your parallel MFP cable might be defective. Replace each cable with a high-quality cable that you know works correctly to determine if either of the cables is defective.</li><li>• Set the <code>PERSONALITY</code> item in the Configuration menu to <code>AUTO</code> (See “System setup submenu” on page 150). The MFP might have been set to PCL when a PS job was sent to the MFP, or vice versa.</li><li>• Data sent to the MFP might be corrupt. Try sending another file to see if it prints.</li><li>• Try turning the MFP off and then turning it back on.</li></ul>



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Situation	Solution
The job prints with incorrect fonts.	<ul style="list-style-type: none"><li>• If you are printing an .EPS file, try downloading the fonts that are contained in the .EPS file before printing. Use the HP LaserJet Utility. (See the <i>User Reference Guide</i> on the CD-ROM.)</li><li>• If the document is not printing with New York, Geneva, or Monaco fonts, go into the <b>Page Setup</b> dialog box and select <b>Options</b> to deselect the substituted fonts.</li></ul>
The job is not sent to the correct MFP.	<ul style="list-style-type: none"><li>• <b>For Macintosh systems:</b> Another MFP with the same or similar name might have received the print job. Make sure that the MFP name matches the name selected in the <b>Chooser</b>.</li><li>• For PCs: Make sure that you have selected the correct MFP in the Print dialog box in your software program.</li></ul>
The job prints in Courier (the MFP default font) instead of the requested font.	<ul style="list-style-type: none"><li>• The requested typeface is not available in the MFP or is not present on the disk. Use a font-download utility to download the font that you want.</li><li>• Fonts downloaded to memory are lost when the MFP is turned off. They are also lost if Resource Saving is not used and a personality switch is performed to print a PCL job. Disk fonts are not affected by PCL jobs or by turning the MFP off.</li><li>• Print a PS Font Page to verify that the font is available. If a disk font appears to be missing, it might be because a software utility was used to delete the font, because the disk was reinitialized, or because the disk drive is not installed correctly. Print a configuration page to verify that the disk drive is installed and is functioning correctly.</li><li>• Print a Disk Directory to help identify the available fonts.</li></ul>

Situation	Solution
The job prints on the wrong side of the media.	<ul style="list-style-type: none"><li>• Make sure that you have loaded the media correctly.</li><li>• If you are printing one-sided copies, load media into tray 1 with the side to be printed facing up. Load media in tray 2, tray 3, and the 2,000-sheet side input tray (tray 4) with the side to be printed facing down.</li></ul>
The MFP prints only part of a page or document.	<ul style="list-style-type: none"><li>• The connection has been broken during transmission. If you move the portable device during transmission, the connection can be broken. IRDA-compliant devices are designed to recover from temporary connection interruptions. You have up to 40 seconds to re-establish the connection (depending on the portable device being used).</li><li>• You might need to add more MFP memory.</li></ul>
The MFP prints the wrong fonts or formats.	<ul style="list-style-type: none"><li>• The font is not present in the MFP and must be downloaded in your software program, or the proper font DIMM must be installed. Check your program to make sure that the correct printer driver has been installed and configured. To verify that the font you want is available, print a PS or PCL font list (see “Information menu” on page 125).</li><li>• Your software program selected a substitute font for one that is not available in the MFP. (See your software-program manual for more information about font selection.)</li></ul>



<http://www.hp.com/go/clj9500mfp>

Situation	Solution
Printing stops in the middle of the job.	<ul style="list-style-type: none"><li>• Check the control-panel display for an error message.</li><li>• If you are on a network, make sure that the computer is correctly configured and that no network problem exists (see your network administrator).</li><li>• Check the line voltage to make sure that it is steady and within the MFP specifications. Turn the MFP off and then back on.</li><li>• Check the time-out setting in your network program. You might need to increase it.</li><li>• If you are trying to copy a file to the MFP from the MS-DOS prompt, use the copy command <code>COPY [filename] LPTn /B</code> MFP port, such as LPT1 (where n is the port number).</li></ul> <p><b>Note</b> To send the page to the output bin, you might have to send a form-feed command from the computer.</p>
The MFP printed on only one side of the media rather than on both sides.	Make sure that the option to print on both sides of the media (duplexing) is configured in the printer driver.

# Duplexer issues

Situation	Solution
The print job was not printed on both sides.	<ul style="list-style-type: none"><li>• Make sure that the option to print on both sides of the media has been selected in the printer driver (see chapter 5 of the <i>User Reference Guide</i> on the CD-ROM).</li><li>• Print a configuration page to make sure that the duplexer is installed properly (see chapter 10 of the <i>User Reference Guide</i> on the CD-ROM).</li><li>• Make sure that the duplexer has been configured in the printer driver (see “Setting the MFP device defaults” on page 9).</li><li>• Make sure that the software program is not overriding the printer-driver setting.</li></ul>



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Situation	Solution
The “print on both sides” selection is not available.	<ul style="list-style-type: none"><li>• Make sure that the selected media type can be printed on both sides (see “Selecting and using media” on page 159). Change the media type to one that can be printed on both sides.</li><li>• Print a configuration page to make sure that the duplexer is installed properly (see chapter 10 of the <i>User Reference Guide</i> on the CD-ROM).</li><li>• Make sure that the duplexer has been configured in the printer driver (see “Setting the MFP device defaults” on page 9).</li></ul>



# Service and support

## Warranty information

### Service during and after the warranty period

- If MFP hardware fails during the warranty period, contact an HP-authorized service or support provider.
- If MFP hardware fails after the warranty period, and you have an HP Maintenance Agreement or HP SupportPack, request service as specified in the agreement.
- If you do not have an HP Maintenance Agreement or HP SupportPack, contact an HP-authorized service or support provider.

### Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. For more information, contact the HP Customer Care Service and HP Customer Support group.



<http://www.hp.com/go/clj9500mfp>

## Spare parts and supplies availability

Spare parts and supplies for this MFP will be available for at least five years after the production has stopped.

## Color print cartridge/image drum warranty

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not cover products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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<http://www.hp.com/go/clj9500mfp>

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<http://www.hp.com/go/clj9500mfp>

## Customer support options worldwide

### Information from the MFP

Before visiting the MFP support Web site or contacting customer support, fill in and print the following information and diagnostic pages. Use the second column to record specific information about the products that you own.

Information	Specific to your products	How to find
MFP model		Upper-right corner of the front doors of the MFP.
MFP serial number		Inside the front doors, in the lower-right corner.
Brand and model of your computer		See the documentation that came with your computer.
Operating system of your computer		See the documentation that came with your computer.
Version of MFP driver		Click <b>Print</b> , click <b>Properties</b> , and then click <b>About</b> on the <b>Basics</b> tab.
Configuration page and an event log		See chapter 10 of the <i>User Reference Guide</i> on the CD-ROM.
Print quality troubleshooting pages		See “Print Quality Troubleshooting Pages” on page 288.

# Customer support and MFP repair assistance

## World Wide Web

Solutions to most MFP issues can be found at <http://www.hp.com/go/clj9500mfp>. The Web site includes frequently asked questions (FAQ), troubleshooting help, information about MFP maintenance and use, manuals, a community forum, and updates for MFP drivers and MFP software.

## E-mail

For the quickest response, visit <http://www.hp.com/go/clj9500mfp>. E-mail support is in English.



<http://www.hp.com/go/cj9500mfp>



# Specifications and regulatory information

# 11

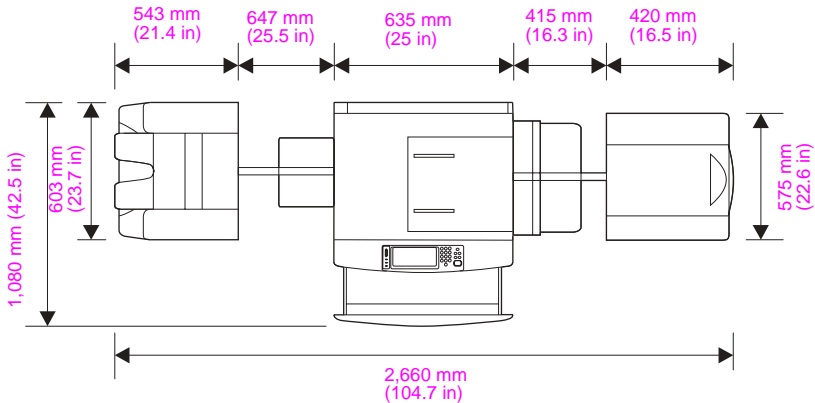
## Physical specifications

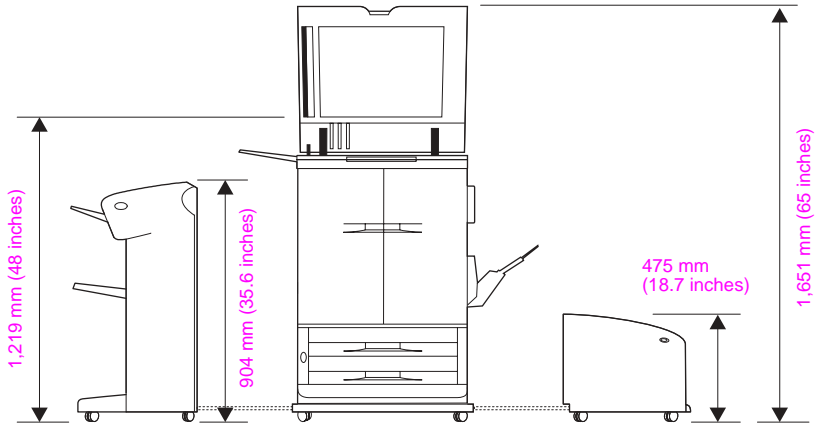
HP Color LaserJet 9500mfp	
Height	1,219 mm (48 inches)
Width	2,660 mm (104.7 inches)
Depth (body)	603 mm (23.7 inches)
Weight (without print cartridges and image drums)	194.18 kg (427.1 lb)

The location for the MFP should accommodate for the following physical and environmental requirements.



<http://www.hp.com/go/clj9500mfp>







<http://www.hp.com/go/clj9500mfp>

## Power requirements and circuit capacity

	110-volt models	230-volt models
Power requirements	100 to 127 Volt (+/- 10%) 50 to 60 Hz (+/- 2 Hz)	220 to 240 Volt (+/- 10%) 50 to 60 Hz (+/- 2 Hz)
Rated short-term current	12 Amps	7 Amps

Values subject to change, see [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.

### **WARNING**

Power requirements are based on the country/region where the MFP is sold. Do not convert operating voltages. This can damage the MFP and void the product warranty.

# Power consumption

## Caution

Power requirements are based on the country/region where the MFP is sold. Do not convert operating voltages. This might damage the MFP and void the product warranty.

The following table indicates the MFP's average power consumption in watts<sup>1</sup>:

Product model	Printing (24 ppm) <sup>2</sup>	Copying (24 ppm) <sup>2</sup>	Ready	Low Power (Sleep 1)	PowerSave (Sleep 2)	Off
HP Color LaserJet 9500mfp	820 Watts	910 Watts	275 Watts	125 Watts	55 Watts	1.4 Watts

1. Values current as of 7/10/04. Values subject to change.

See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.

2. Power reported is highest values measured for color and monochrome printing/copying using all standard voltages.

- Default time from Ready Mode to Sleep 1 = 15 minutes, and to Sleep 2 = 45 minutes.
- Recovery time from Sleep 1 to start of printing = 30 seconds, and from Sleep 2 to start of printing = 140 seconds.
- Heat dissipation in READY mode = 939 BTU/hour.



<http://www.hp.com/go/cj9500mfp>

When the MFP is off, disconnecting the power cord from the electrical source can prevent power consumption. Do not disconnect the power cord until the fuser has depressurized.

# Acoustical specifications<sup>1</sup>

Sound power level	Declared per ISO 9296
Printing/copying (24 ppm)	$L_{WA_d} = 7.3$ Bels (A) [73 db (A)]
Ready	$L_{WA_d} = 5.6$ Bels (A) [56 db (A)]

---

Sound pressure level (bystander position)	Declared per ISO 9296
Printing/copying (24 ppm)	$L_{pA_m} = 55$ db (A)
Ready	$L_{pA_m} = 37$ db (A)

1. Values current as of March 24, 2004. Values subject to change.

See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.

- Configuration tested: Copy/print simplex from 2,000-sheet side input tray (tray 4) to the 3,000-sheet stacker using A4-size media at 24 ppm monochrome file.



<http://www.hp.com/go/cj9500mfp>

## Operating and storage environment

	Allowable condition	Recommended condition
<b>Operating temperature</b>	15°C to 30°C (59°F to 86°F)	20°C to 26°C (68°F to 79°F)
<b>Relative humidity</b>	10% to 80%	20% to 50%
<b>Storage temperature</b>	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
<b>Storage humidity</b>	10% to 95%	10% to 95%

To optimize print quality and media feed performance, operate and store the MFP within the recommended condition parameters.



# Environmental product stewardship program

## Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This MFP has been designed with several attributes to minimize impacts on our environment.

- |                          |  |
|--------------------------|--|
| <b>Ozone production</b>  | This MFP contains an ozone filter to protect indoor air quality. See “Image transfer kit” on page 202 for replacement intervals.   |
| <b>Power consumption</b> | Power usage drops significantly while in Sleep mode, which save natural resources and saves money without affecting the high performance of this product. This product qualifies for <b>ENERGY STAR®</b> version 1.0, which is a voluntary program to encourage the development of energy-efficient office products. |
| <b>Paper use</b>         | This MFP's automatic duplex feature (two-sided printing) and N-up (printing multiple pages per sheet) capabilities can reduce paper usage and the resulting demands on natural resources.  |
| <b>Plastics</b>          | Plastic parts that weigh more than 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the MFP's life.   |



<http://www.hp.com/go/clj9500mfp>

**HP LaserJet Printing Supplies**

In many countries/regions, this product's printing supplies (for example, print cartridges, and image drums) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free takeback program is available in more than 30 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

**HP LaserJet Printing Supplies Returns and Recycling Program information**

Since 1992, HP has offered HP LaserJet supplies return and recycling free of charge in 86% of the world market where HP LaserJet supplies are sold. Postage-paid and pre-addressed labels are included within the instruction guide in most HP LaserJet print cartridge boxes. Labels and bulk boxes are also available at [www.hp.com/recycle](http://www.hp.com/recycle).

More than 10 million HP LaserJet print cartridges were recycled globally in 2002 through the HP Planet Partners supplies recycling program. This record number represents 26 million pounds of print cartridges materials diverted from landfills. Worldwide HP recycled an average of 80% of the print cartridge by weight consisting primarily of plastic and metals. Plastics and metals are used to make new products such as HP products, plastic trays and spools. The remaining materials are disposed of in an environmentally responsible manner.

**U.S. returns**

For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, prepaid, pre-addressed UPS label that is supplied in the package. For more information visit the HP LaserJet Supplies Web site at [www.hp.com/recycle](http://www.hp.com/recycle).

**Non-U.S. returns**

Non-U.S. customers should call the local HP Sales and Service Office or visit the [www.hp.com/recycle](http://www.hp.com/recycle) Web site for further information regarding the availability of the HP Supplies Returns and Recycling Program.

**Recycled paper**

This MFP is suited for the use of recycled paper when the paper meets the guidelines outlined in the *Print Media Guide*. See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for ordering information. This MFP is suitable for the use of recycled paper according to EN12281:2002.



<http://www.hp.com/go/clj9500mfp>

### Material restrictions



This HP MFP contains a lithium battery located on the formatter board that might require special handling at end-of-life.

This HP MFP contains mercury in the fluorescent lamp of the liquid crystal control panel display that might require special handling at end-of-life.

For recycling information, visit [www.hp.com/recycle](http://www.hp.com/recycle) or contact your local authorities or the Electronic Industries Alliance at [www.eiae.org](http://www.eiae.org).



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**Material safety data sheet**

Material Safety Data Sheets (MSDSs) can be obtained by contacting the HP Web site at [www.hp.com/go/msds](http://www.hp.com/go/msds).

For more information

For more information about HP's environmental programs, go to [www.hp.com/go/environment](http://www.hp.com/go/environment) or [www.hp.com/hpinfo/community/environment](http://www.hp.com/hpinfo/community/environment), where you can find the following information:

Product environmental profile sheet for this and many related HP products

HP's commitment to the environment

HP's environmental management system

HP's end-of-life product return and recycling program

Material Safety Data Sheets (MSDS)



<http://www.hp.com/go/cj9500mfp>

## FCC statement

This equipment has been tested and found to comply with the limits for a Class **A** digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense. The end user of this product should be aware that any changes or modifications made to this equipment without the approval of Hewlett-Packard could result in the product not meeting the Class A limits, in which case the FCC could void the user's authority to operate the equipment.

# Regulatory statements

## Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company

**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

**declares, that the product**

**Product Names:** HP Color LaserJet 9500MFP

**Product Number:** C8549A

**Regulatory Model  
Number <sup>3</sup>** BOISB-0205-02 including Q1891A

**Product Options:** ALL



<http://www.hp.com/go/clj9500mfp>

**conforms to the following Product Specifications:**

SAFETY: IEC 60950:1999 / EN 60950: 2000

IEC 60825-1:1993 + A1:1996 +A2:2001 /  
EN 60825-1:1994 + A11:1996 + A2:2001 (Class 1 Laser/LED Product)  
GB4943-2001

EMC : CISPR 22:1997 / EN 55022:1998 - Class A<sup>1</sup>

EN 61000-3-2:2000

EN 61000-3-3:1995 / A1

EN 55024:1998

FCC Title 47 CFR, Part 15 Class A<sup>2</sup> / ICES-003, Issue 3

GB9254-1998

TELECOM TBR-21:1998; EG 201 121:1998

**Supplementary Information:**



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The product herewith complies with the requirements of the EMC Directive 89/336/EEC, the Low Voltage Directive 73/23/EEC, the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-Marking accordingly

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1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems. Compliance testing of product to standard with exception of Clause 9.5, which is not yet in effect.

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2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:  
(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation  
3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing name (HP Color LaserJet 9500MFP) or the product number (C8549A).

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For Regulatory Topics Only:

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Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

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European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Boeblingen (FAX: +49-7031-14-3143)

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USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

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<http://www.hp.com/go/clj9500mfp>

## EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions. It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking. For more details see “Declaration of Conformity” on page 327 issued by the manufacturer.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual. If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

## Canadian DOC Regulations

Complies with Canadian EMC Class A requirements.

<<Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques. <<CEM>>.>>

## VCCI Statement (Japan)

VCCI class A product

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づきクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Translation

This equipment is in the Class **A** category information technology equipment based on the rules of Voluntary Control Council For Interference by Information Technology Equipment (VCCI). When used in a residential area, radio interference may be caused. In this case, user may be required to take appropriate corrective actions.



<http://www.hp.com/go/clj9500mfp>

## Korean EMI Statement

시용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장애감정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비입무용으로 교환하시기 바랍니다.

## Laser Statement for Finland

Luokan 1 laserlaite  
Klass 1 Laser Apparat  
HP LaserJet 9500MFP

laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite.

Normaalissa käytössä kirjoittimen suojakoteloointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

**Varoitus!**

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

**Varning!**

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

**HUOLTO**

HP LaserJet 9500MFP

-kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

**Varo!**

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

**Varning!**

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 775-795 nm

Teho 5 mW

Luokan 3B laser



<http://www.hp.com/go/cij9500mfp>

## Taiwan Class A Statement

### 警告使用者：

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Taiwan Battery Statement



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### Product Information Sheet

The Toner Product Information Sheet can be obtained by calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at (1) (800) 333-1917. International customers should see the front of this manual for appropriate phone numbers and information.



<http://www.hp.com/go/cj9500mfp>







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<http://www.hp.com>



C8549-90902