HP Color LaserJet CM4730 MFP
User Guide

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User Guide

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1 Product basics

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Product comparison

HP Color LaserJet CM4730 MFP
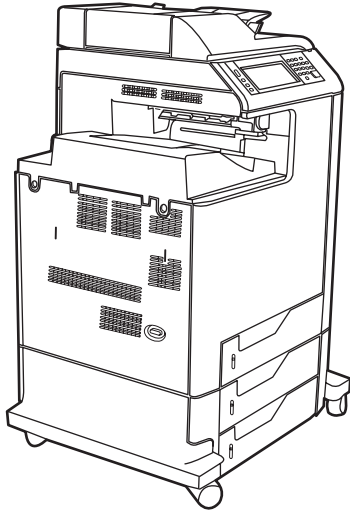
The HP Color LaserJet CM4730 MFP is the base model, and comes standard with the following items:

- 100-sheet multipurpose input tray (tray 1)
- Three 500-sheet input trays
- Automatic document feeder (ADF) that holds up to 50 pages
- HP Jetdirect embedded print server for connecting to a 10/100Base-TX network
- 256 megabytes (MB) of random access memory (RAM)
- Duplexer
- Hard drive

HP Color LaserJet CM4730f MFP
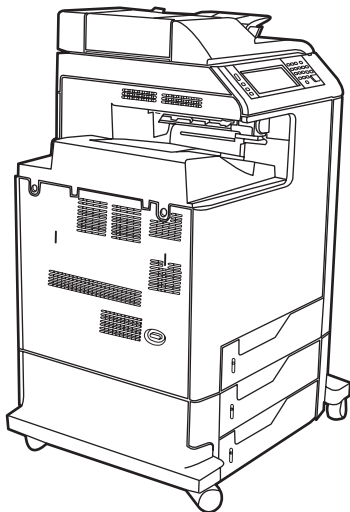
The HP Color LaserJet CM4730f MFP has the same features as the base model and includes an analog fax accessory.

HP Color LaserJet CM4730fsk MFP

The HP Color LaserJet CM4730fsk MFP has the same features as the base model and includes the following items:

- Analog fax accessory

- Output accessory bridge

- Stapler/stacker accessory

HP Color LaserJet CM4730fm MFP
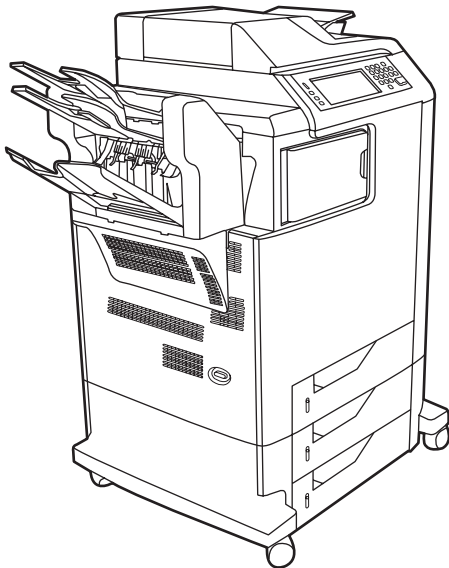
The HP Color LaserJet CM4730fm MFP has the same features as the base model and includes the following items:

- Analog fax accessory
- Output accessory bridge
- 3-bin mailbox accessory

Product features

Functions

- Two-sided copying (duplexing)
- Color digital sending
- Color access control
- Network printing

Speed and throughput

- 31 pages per minute (ppm) when copying and printing on letter-size paper; 30 ppm when copying and printing on A4-size paper
- 25% to 400% scalability when using the scanner glass
- 25% to 200% scalability when using the ADF
- Less than 10 seconds to print the first page
- Transmit Once, Raster Image Processing (RIP) ONCE technology
- Recommended maximum monthly print volume of 85,000 pages
- A 533 megahertz (MHz) microprocessor

Resolution

- 600 dots per inch (dpi) with Resolution Enhancement technology (REt)
- The product features HP FastRes and HP Resolution Enhancement technology (REt) for 1200 x 1200 effective dpi at full engine speed.

Memory

- 256 MB of random-access memory (RAM), expandable to 512 MB by using industry standard 100-pin double data rate dual inline memory modules (DDR DIMMs)
- Memory Enhancement technology (MEt) that automatically compresses data to use RAM more efficiently

User interface

- HP Easy Select Control Panel
- An embedded Web server to gain access to support and order supplies (for network-connected products)
- HP Easy Printer Care software (a Web-based status and troubleshooting tool)
- Internet-enabled supply-ordering capabilities through HP Easy Printer Care software

Languages and fonts

- HP Printer Command Language (PCL) 6

- HP PCL 5

- Printer Management Language

- XHTML

- 80 scalable TrueType typefaces

- HP PostScript® 3 emulation (PS)

Copying and sending

- Modes for text, graphics, and mixed text and graphics formats

- Job-interrupt feature (at copy boundaries)

- Multiple pages per sheet

- Operator attendance animations (for example, jam recovery)

- Scan and send to e-mail

  - Local address book for e-mail and fax

  - LDAP addressing

- Send to folder

- Automatic duplex (two-sided) scanning

Print cartridges (4)

- Print up to 12,000 pages at 5% coverage

- No-shake cartridge design

- Authentic HP print cartridge detection

- Automatic toner strip remover

Paper-handling

- **Input**

  - **Tray 1 (multipurpose tray):** A multipurpose tray for paper, transparencies, labels, and envelopes. Holds up to 100 sheets of paper or 20 envelopes.

  - **Tray 2, 3, and 4:** 500-sheet trays. These trays automatically detect standard paper sizes up to legal and allow printing on custom-size paper.

  - **Automatic document feeder (ADF):** Holds up to 50 sheets of paper.

- **Duplex printing and copying:** Provides two-sided printing and copying (printing on both sides of the paper).

- **ADF duplex scanning:** The ADF has an automatic duplexer for scanning two-sided documents.

- **Output**

  - **Standard output bin:** The standard output bin is located on the left side of the MFP. This bin can hold up to 500 sheets of paper.

  - **ADF output bin:** The ADF output bin is underneath the ADF input tray. The bin holds up to 50 sheets of paper, and the MFP automatically stops when this bin is full.

  - **Optional stapler/stacker (standard on the CM4730fm MFP):** The stapler/stacker staples up to a 30 sheet document and stacks up to 500 sheets.

  - **Optional 3-bin mailbox (standard on the CM4730fsk MFP):** One bin stacks up to 500 sheets, and two bins stack up to 100 sheets each for a total capacity of 700 sheets.

Connectivity

- IEEE 1284C-compliant parallel connection

- A Foreign Interface Harness (FIH) connection (AUX) for connecting other devices

- Local area network (LAN) connector (RJ-45) for the embedded HP Jetdirect print server

- Optional analog fax card (standard on the CM4730f, CM4730fm, and CM4730fsk MFP models)

- Optional HP Digital Sending Software (DSS)

- Optional enhanced input/output (EIO) cards

- USB 2.0

- ACC port (accessory port with USB host capabilities)

- Accessory port (for connecting third-party devices)

Environmental features

- Sleep setting saves energy (meets ENERGY STAR® guidelines, Version 1.0).

Security features

- FIH

- Secure Disk Erase

- Security lock

- Job retention

- DSS authentication

- Windows user authentication

- LDAP authentication

- Group PIN authentication (Group 1 and Group 2)

- User PIN authentication

Product walkaround

Front view
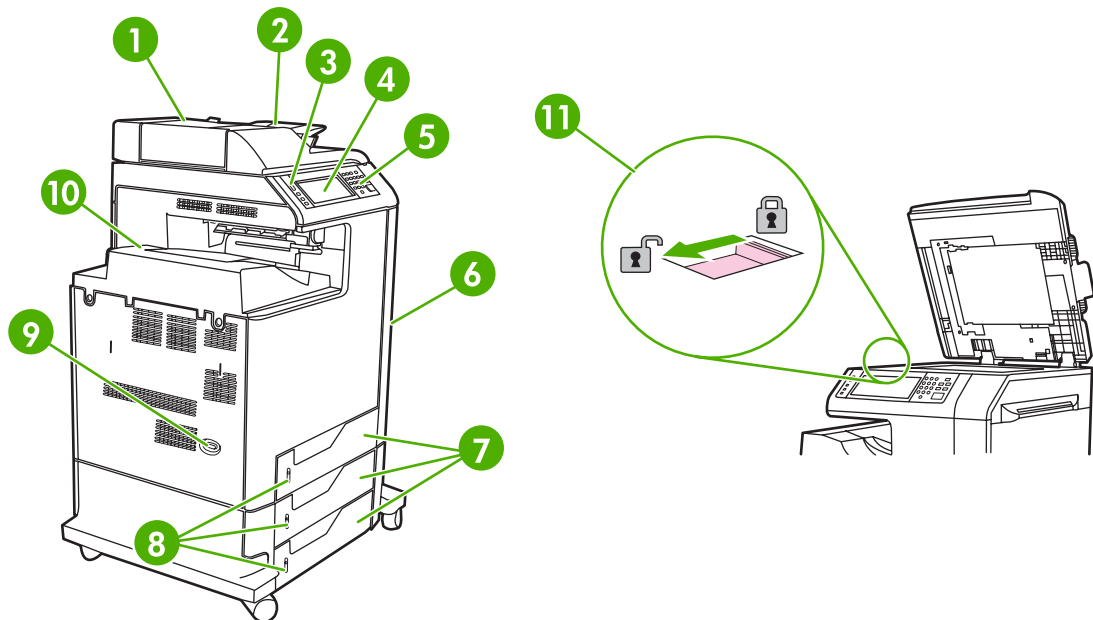
1	ADF top cover
2	Automatic document feeder (ADF) input tray for copy/scan/fax originals
3	Control-panel status lights
4	Control-panel display with touch-screen functionality
5	Control-panel keypad
6	Right-side covers (provides access to the print cartridges and other consumables)
7	Tray 2, 3, and 4
8	Paper-level indicators
9	On/Off switch
10	Output bin
11	Scanner lock

Back view
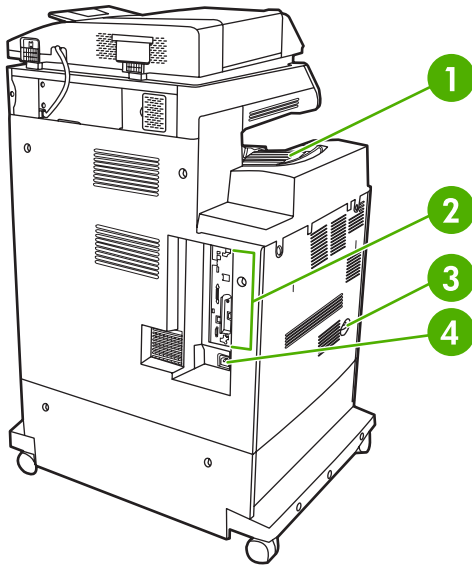
1	Output bin
2	Interface ports
3	On/off switch
4	Power connection

Interface ports

The MFP has five ports for connecting to a computer or a network. The ports are at the left, rear corner of the MFP.
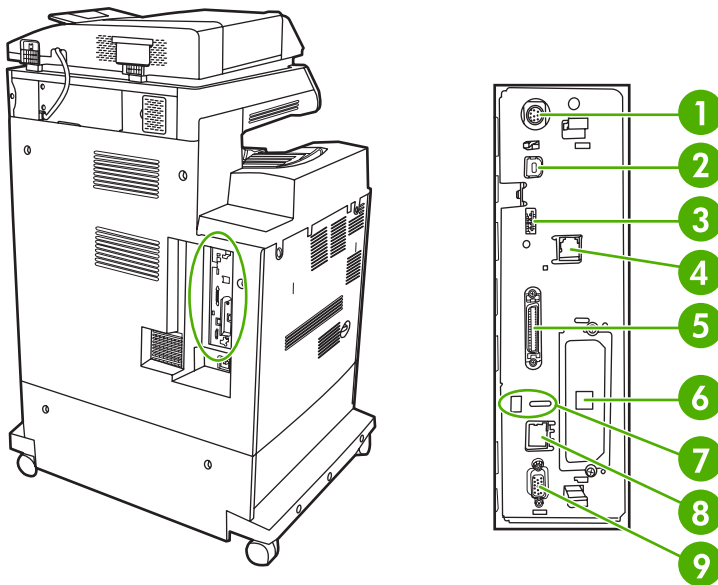
1	Foreign interface harness (FIH)
2	USB 2.0
3	ACC (accessory port uses host USB protocol)
4	Fax connection (for connecting to an optional analog fax accessory)
5	Parallel port
6	EIO interface expansion slot
7	Access port for Kensington lock
8	Network connection (embedded HP Jetdirect print server)
9	AUX port

Serial number and model number location

The model number and serial number are listed on identification labels located on the rear of the printer. The serial number contains information about the country/region of origin, the printer version, production code, and the production number of the printer.

model (product) number

Hewlett-Packard
11311 Chinden Blvd.
Boise, Idaho 83704
U.S.A.

50/60 Hz. 115V
Model No.: Q3668

Serial No.:   JPBB605112

Assembled in U.S.A. printer engine made in Japan
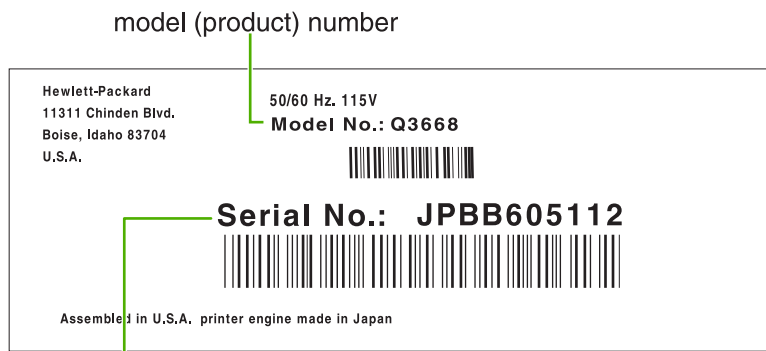
serial number

Figure 1-1 Sample model and serial number label

Model name	Model number
HP Color LaserJet CM4730 MFP	CB480A
HP Color LaserJet CM4730f MFP	CB481A
HP Color LaserJet CM4730fsk MFP	CB482A
HP Color LaserJet CM4730fm MFP	CB483A

2 Control panel

- [Use the control panel](#)
- [Navigate the Administration menu](#)
- [Information menu](#)
- [Default Job Options menu](#)
- [Time/Scheduling menu](#)
- [Management menu](#)
- [Initial Setup menu](#)
- [Device Behavior menu](#)
- [Print Quality menu](#)
- [Troubleshooting menu](#)
- [Resets menu](#)
- [Service menu](#)

Use the control panel

The control panel has a VGA touchscreen that provides access to all device functions. Use the buttons and numeric keypad to control jobs and the device status. The LEDs indicate overall device status.

Control-panel layout

The control panel includes a touchscreen graphical display, job-control buttons, a numeric keypad, and three light-emitting diode (LED) status lights.
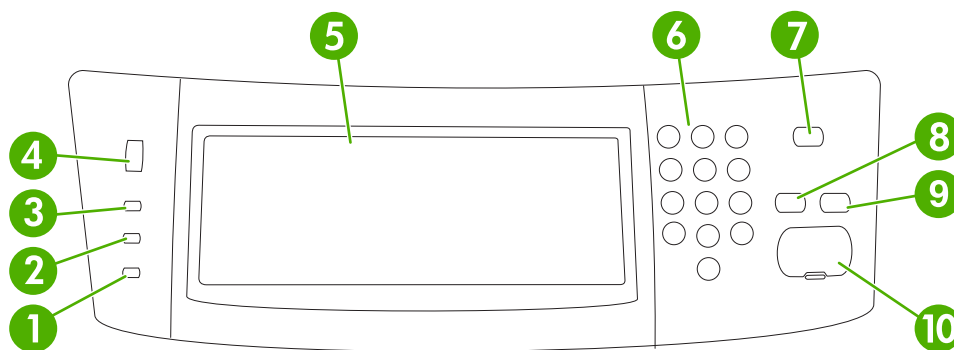
1	**Attention** light	The Attention light indicates that the device has a condition that requires intervention. Examples include an empty paper tray or an error message on the touchscreen.
2	**Data** light	The Data light indicates that the device is receiving data.
3	**Ready** light	The Ready light indicates that the device is ready to begin processing any job.
4	Brightness-adjustment dial	Turn the dial to control the brightness of the touchscreen.
5	Touchscreen graphical display	Use the touchscreen to open and set up all device functions.
6	Numeric keypad	Allows you to type numeric values for number of copies required and other numeric values.
7	Sleep button	If the device is inactive for a long period of time, it automatically enters a sleep mode. To place the device into sleep mode or to reactivate the device, press the Sleep button.
8	Reset button	Resets the job settings to factory or user-defined default values.
9	Stop button	Stops the active job. While stopped, the control panel shows the options for the stopped job (for example, if you press the Stop button while the device is processing a print job, the control panel message prompts you to cancel or resume the print job).
10	Start button	Begins a copy job, starts digital sending, or continues a job that has been interrupted.

Home screen

The home screen provides access to the device features, and it indicates the current status of the device.

> **NOTE** Depending on how the device has been configured, the features that appear on the home screen can vary.

1	Features	Depending on how the system administrator has configured the device, the features that appear in this area can include any of the following items:
		● Copy
		● Fax
		● E-mail
		● Secondary E-mail
		● Network Folder
		● Job Storage
		● Workflow
		● Supplies Status
		● Administration
2	Device status line	The status line provides information about the overall device status. Various buttons appear in this area, depending on the current status. For a description of each button that can appear in the status line, see Buttons on the touchscreen.
3	Copy count	The copy count box indicates the number of copies that the device is set to make.
4	Help button	Touch the Help button to open the embedded help system.
5	Scroll bar	Touch the up or down arrows on the scroll bar to see the complete list of available features.
6	Sign Out	Touch Sign Out to sign out of the device if you have signed in for access to restricted features. After you sign out, the device restores all options to the default settings.
7	Network Address	Touch Network Address to find information about the network connection.
8	Date and time	The current date and time appear here. The system administrator can select the format that the device uses to show the date and time, for example 12-hour format or 24-hour format.

Buttons on the touchscreen

The status line on the touchscreen provides information about the status of the device. Various buttons can appear in this area. The following table describes each button.

	Home button. Touch the home button to go to the Home screen from any other screen.
	Start button. Touch the Start button to begin the action for the feature that you are using. **NOTE** The name of this button changes for each feature. For example, in the Copy feature, the button is named Start Copy.
	Stop button. If the device is processing a print or fax job, the Stop button appears instead of the Start button. Touch the Stop button to halt the current job. The device prompts you to cancel the job or to resume it.
	Error button. The error button appears whenever the device has an error that requires attention before it can continue. Touch the error button to see a message that describes the error. The message also has instructions for solving the problem.
	Warning button. The warning button appears when the device has a problem but can continue functioning. Touch the warning button to see a message that describes the problem. The message also has instructions for solving the problem.
	Help button. Touch the help button to open the built-in online Help system. For more information, see Control-panel help system.

Control-panel help system

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

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

For screens that contain settings for individual jobs, the Help opens to a topic that explains the options for that screen.

If the device alerts you of an error or warning, touch the error ( ) or warning ( ) button to open a message that describes the problem. The message also contains instructions to help solve the problem.

Navigate the Administration menu

From the Home screen, touch Administration to open the menu structure. You might need to scroll to the bottom of the Home screen to see this feature.

The Administration menu has several sub-menus, which are listed on the left side of the screen. Touch the name of a menu to expand the structure. A plus sign (+) next to a menu name means that it contains sub-menus. Continue opening the structure until you reach the option that you want to configure. To return to the previous level, touch Back.

To exit the Administration menu, touch the Home button (⌂) in the upper-left corner of the screen.

The device has built-in Help that explains each of the features that are available through the menus. Help is available for many menus on the right-hand side of the touchscreen. Or, to open the global Help system, touch the Help button (?) in the upper-right corner of the screen.

The tables in the sections that follow indicate the overall structure of each menu under the Administration menu.

Information menu

Administration > Information

Use this menu to print information pages and reports that are stored internally on the device.

Table 2-1 Information menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Configuration/Status Pages	Administration Menu Map		Print	Shows the basic structure of the Administration menu and current administration settings.
	Configuration/status Pages		Print	A set of configuration pages that show the current device settings.
	Supplies Status Page		Print	Shows the status of supplies such as cartridges, maintenance kits, and staples.
	Usage Page		Print	Shows information about the number of pages that have been printed on each paper type and size.
	File Directory		Print	A directory page that contains information for any mass-storage devices, such as flash drives, memory cards, or hard disks, that are installed in this device.
	Color Usage Job Log		Print	A directory page that contains job-by-job color usage information. Page content includes the user name, application name, and number of black-only pages and color pages.
Fax Reports	Fax Activity Log		Print	Contains a list of the faxes that have been sent from or received by this device.
	Fax Call Report	Fax Call Report	Print	A detailed report of the last fax operation, either sent or received.
		Thumbnail on Report	Yes No (default)	Choose whether or not to include a thumbnail of the first page of the fax on the report.
		When to Print Report	Never auto print Print after any fax job Print after fax send jobs Print after any fax error (default) Print after send errors only Print after receive errors only	
	Billing Codes Report		Print	A list of billing codes that have been used for outgoing faxes. This report shows how many sent faxes were billed to each code.
	Blocked Fax List		Print	A list of phone numbers that are blocked from sending faxes to this device.
	Speed Dial List		Print	Shows the speed dials that have been set up for this device.

Table 2-1 Information menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Sample Pages/Fonts	Demonstration Page		Print	A demonstration page that displays the highest print quality possible for this MFP.
	RGB Samples		Print	Printout of color samples for different RGB values. The samples act as a guide for color matching.
	CMYK Samples		Print	Printout of color samples for different CMYK values. The samples act as a guide for color matching.
	PCL Font List		Print	A list of printer control language (PCL) fonts that are currently available on the device.
	PS Font List		Print	A list of PostScript (PS) fonts that are currently available on the device.

Default Job Options menu

Administration > Default Job Options

Use this menu to define the default job options for each function. These are used if the user does not specify other options when creating the job.

The Default Job Options menu contains the following sub-menus:

- Default Options for Originals

- Image adjustment

- Default Copy Options

- Default Fax Options

- Default E-mail Options

- Default Send to Folder Options

- Default Print Options

Default Options for Originals

Administration > Default Job Options > Default Options For Originals

Table 2-2 Default Options for Originals menu

Menu item	Values	Description
Paper Size	Select a paper size from the list.	Select the paper size that is most often used for copy or scan originals.
Number of Sides	1	Select whether copy or scan originals are most often single-sided or double-sided.
	2	
Orientation	Portrait	Select the orientation that is most often used for copy or scan originals. Select Portrait if the short edge is at the top or select Landscape if the long edge is at the top.
	Landscape	
Optimize Text/Picture	Manually Adjust	Optimize the output for a particular type of original: text, pictures, or a mixture of both.
	Text	
	Printed Picture	If you select Manually Adjust, specify the mix of text and pictures that is used most often.
	Photograph	

Image adjustment

Administration > Default Job Options > Image Adjustment

Table 2-3 Image Adjustment menu

Menu item	Values	Description
Darkness	Select a value.	Select the level of density (darkness) for the output.
Background Cleanup	Adjust the value within the range.	Increase the Background Removal setting to remove faint images from the background or to remove a light background color.
Sharpness	Adjust the value within the range.	Adjust the Sharpness setting to clarify or soften the image.

Default Copy Options

Administration > Default Job Options > Default Copy Options

Table 2-4 Default Copy Options menu

Menu item	Sub-menu item	Values	Description
Number of Copies		Type the number of copies. The factory default setting is 1.	Set the default number of copies for a copy job.
Number of Sides		1	Set the default number of sides for copies.
		2	
Color/Black		Color (default)	Choose whether the default copy mode is color or black.
		Black	
Auto Include Margins		Off (default)	This feature automatically reduces the image size during scanning so the margins are included.
		On	
Staple/Collate	Staple	None (default)	Set up options for stapling and collating sets of copies.
		One left angled	If **Collate** is selected, the device prints a complete copy before starting on the next copy. Otherwise, the device prints the first page of all copies before printing the second page, and so on.
	Collate	Off	
		On (default)	
Output Bin		<Binname>	Select the default output bin for copies.
Edge-To-Edge		Normal (recommended) (default)	If the original document is printed close to the edges, use the Edge-To-Edge feature to avoid shadows along the edges. Combine this feature with the Reduce/Enlarge feature to ensure that the entire page appears on the copies.
		Edge-To-Edge Output	

Default Fax Options

Table 2-5 Fax Send menu

Menu item	Sub-menu item	Values	Description
Resolution		Standard (100x200dpi) (default) Fine (200x200dpi) Superfine (300x300dpi)	Set the resolution for sent documents. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Fax Header		Prepend (default) (default) Overlay	Select the position of the fax header on the page. Select Prepend to print the fax header above the fax content and move the fax content down on the page. Select Overlay to print the fax header over the top of the fax contents without moving the contents down. Using this option could prevent a single-page fax from flowing onto another page.

Table 2-6 Fax Receive menu

Menu item	Values	Description
Forward Fax	Fax Forwarding Change PIN	To forward received faxes to another fax device, select Fax Forwarding and Custom. Then type the number of the other fax device into the Fax Forwarding Number field. When you select this menu item for the first time, you are prompted to set up a PIN. Type that PIN every time you use this menu. This is the same PIN that is used to access the Fax Printing menu.
Stamp Received Faxes	Enabled Disabled (default)	Add the date, time, senders phone number, and page number to each page of the faxes that this device receives.
Fit to Page	Enabled (default) Disabled	Shrink faxes that are larger than Letter-size or A4-size so that they can fit onto a Letter-size or A4-size page. If it this feature set to Disabled, faxes larger than Letter or A4 will flow across multiple pages.
Fax Paper Tray	Select from the list of trays.	Select the tray that holds the size and type of paper that you want to use for incoming faxes.
Output Bin	<Binname>	Select the default output bin, if applicable, to use for faxes.

Default E-mail Options

Administration > Default Job Options > Default E-mail Options

Menu item	Values	Description
Document File Type	PDF (default)	Select the file format for the e-mail.
	JPEG	
	TIFF	
	M-TIFF	
Output Quality	High (large file)	Selecting higher quality for output increases the size of the output file.
	Medium (default)	
	Low (small file)	
Resolution	300 DPI	Select the resolution. Use a lower setting to create smaller files.
	200 DPI	
	150 DPI (default)	
	75 DPI	
Color/Black	Color scan (default)	Specify whether the e-mail will be in black or in color.
	Black/white scan	
TIFF Version	TIFF 6.0 (default)	Specify the TIFF version to use when saving scanned files.
	TIFF (Post 6.0)	

Default Send to Folder Options

Administration > Default Job Options > Default Send To Folder Options

Menu item	Values	Description
Color/Black	Color scan	Specify whether the file will be in black or in color.
	Black/white scan (default)	
Document File Type	PDF (default)	Select the file format for the file.
	M-TIFF	
	TIFF	
	JPEG	
TIFF version	TIFF 6.0 (default)	Specify the TIFF version to use when saving scanned files.
	TIFF (post 6.0)	
Output Quality	High (large file)	Selecting higher quality for output increases the size of the output file.
	Medium (default)	
	Low (small file)	
Resolution	75 DPI	Select the resolution. Use a lower setting to create smaller files.
	150 DPI (default)	
	200 DPI	
	300 DPI	

Default Print Options

Administration > Default Job Options > Default Print Options

Table 2-7 Default Print Options menu

Menu item	Sub-menu item	Values	Description
Copies Per Job		Type a value.	Set the default number of copies for print jobs.
Default Paper Size		(List of supported sizes)	Select a paper size.
Default Custom Paper Size	Unit of measure	Millimeters Inches	Configure the default paper size that is used when the user selects Custom as the paper size for a print job.
	X Dimension		Configure the width measurement for the Default Custom Paper Size.
	Y Dimension		Configure the height measurement for the Default Custom Paper Size.
Output Bin		<binname>	Select the default output bin for print jobs. If optional trays are installed, output bin options vary.
Print Sides		1-sided 2-sided	Select whether print jobs are single-sided or double-sided by default.
2-Sided Format		Book style Flip style	Use this feature to configure the default style for 2-sided print jobs. If Book style is selected, the placement of the back side of the page is the same as the front. This option is for print jobs that are bound along the left edge. If Flip style is selected, the back side of the page is printed upside-down. This option is for print jobs that are bound along the top edge.

Time/Scheduling menu

Use this menu to set options for setting the time and for setting the device to enter and exit sleep mode.

📝 **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Table 2-8 Time/Scheduling menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Date/Time	Date Format		YYYY/MMM/DD (default)	Use this feature to set the current date and time, and to set the date format and time format that are used to time-stamp outgoing faxes.
			MMM/DD/YYYY	
			DD/MMM/YYYY	
	Date	Month		
		Day		
		Year		
	Time Format		12 hour (AM/PM) (default)	
			24 hour	
	Time	Hour		
		Minute		
		AM		
		PM		
Sleep Delay			1 Minute	Use this feature to select the time interval that the device should remain inactive before entering Sleep Mode.
			20 minutes	
			30 minutes (default)	
			45 minutes	
			1 hour (60 minutes)	
			90 minutes	
			2 hours	
			4 hours	
Wake Time	Monday		Off (default)	Select Custom to set a wake time for each day of the week. The device exits sleep mode according to this schedule. Using a sleep schedule helps conserve energy and prepares the device for use so that users do not have to wait for it to warm up.
	Tuesday		Custom	
	Wednesday			
	Thursday			
	Friday			

Table 2-8 Time/Scheduling menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
	Saturday			
	Sunday			
Fax Printing	Fax Printing Mode		Store all received faxes	If you have concerns about the security of private faxes, use this feature to store faxes rather than having them automatically print by creating a printing schedule.
			Print all received faxes (default)	
			Use Fax Printing Schedule	For the fax printing schedule, the control panel prompts you to select days and times to print faxes.
	Change PIN			Select Change PIN to change the PIN number that users must provide to print faxes.

Management menu

Administration > Management

Use this menu to set up global device-management options.

Table 2-9 Management menu

Menu item	Sub-menu item	Values	Description
Stored Job Management	Quick Copy Job Storage Limit	Select the maximum number of jobs to store	Use this menu to view and manage any jobs that are stored on the device.
	Quick Copy Job Held Timeout	Off	
		1 Hour	
		4 Hours	
		1 Day	
		1 Week	
Sleep mode		Disable	Use this feature to customize the sleep mode settings for this device.
		Use Sleep Delay (default)	Select Use Sleep Delay to set the device to enter sleep mode after the delay that is specified in the Time/Scheduling menu.
Manage Supplies	Replace Supplies	Stop at low	This menu sets the MFP behavior for when a print cartridge, fuser kit, or tranfer kit is low. Choose Stop at low to stop printing when a supply reaches a low condition. Choose Stop at out to allow the MFP to continue printing until a color print cartridge is empty. Choose Override at out to allow printing to continue when a color print cartridge is out; however, a control-panel warning will state that override is in use and that a color supply must be replaced.
		Stop at out (default)	
		Override at out	
	Supply Low/Order Threshold	Select a value in the range.	Use this menu to carry out administrative supply management tasks such as changing the threshold when supplies should be ordered.
	Color Supply Out	Auto-continue black	This menu sets the MFP behavior when a color supply is empty. When Auto-continue black is selected, the MFP will continue printing using black toner only.
		Stop	
Restrict Color Use	Color printing access	Enable Color (default)	This item allows the administrator to disable or restrict color printing. To use the Color If Allowed setting, set up user permissions and/or application permissions in the embedded Web server, HP Easy Printer Care, or Web Jetadmin.
		Color If Allowed	
		Disable Color	
	Color copying access	Enable Color (default)	This item allows the administrator to disable or restrict color copying.
		Disable Color	
Color/Black Mix		Auto (default)	This item controls how the engine switches from color mode to monochrome mode for maximum performance and print cartridge life.
		Mostly color pages	

Table 2-9 Management menu (continued)

Menu item	Sub-menu item	Values	Description
		Mostly black pages	Choose Auto to reset the MFP to the factory default setting.
			Choose Mostly color pages if nearly all of your print jobs are color with high page coverage.
			Choose Mostly black pages if you print mostly monochrome jobs or a combination of color and monochrome jobs.

Initial Setup menu

Administration > Initial Setup

The Initial Setup menu contains the sub-menus shown:

- Networking and I/O menu

- Fax Setup menu

- E-mail Setup menu

> **NOTE** Values shown with "(default)" are the factory-default values. Some menu items have no default.

Networking and I/O

Administration > Initial Setup > Networking and I/O

Table 2-10 Networking and I/O

Menu item	Sub-menu item	Values	Description
I/O Timeout		Select a value in the range. The factory default setting is 15 seconds.	I/O timeout refers to the elapsed time before a print job fails. If the stream of data that the device receives for a print job gets interrupted, this setting indicates how long the device will wait before it reports that the job has failed.
Parallel Input **NOTE** This item appears only if an EIO accessory is installed.	High Speed	No Yes (default)	Use the High Speed setting to configure the speed that the parallel port uses to communicate with the host.
	Advanced Functions	Enabled (default) Disabled	Use the Advanced Functions setting to enable or disable bidirectional parallel communication.
Embedded Jetdirect	See Table 2-11 Jetdirect menus for the list of options.		
EIO <X> Jetdirect			

Table 2-11 Jetdirect menus

Menu item	Sub-menu item	Sub-menu item	Values and Description
TCP/IP	Enable		Off: Disable the TCP/IP protocol. On (default): Enable the TCP/IP protocol.
	Host Name		An alphanumeric string, up to 32 characters, used to identify the device. This name is listed on the HP Jetdirect configuration page. The default host name is NPIxxxxxx, where xxxxxx is the last six digits of the LAN hardware (MAC) address.
	IPV4 Settings	Config Method	Specifies the method that TCP/IPv4 parameters will be configured on the HP Jetdirect print server.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
			Bootp: Use BootP (Bootstrap Protocol) for automatic configuration from a BootP server.
			DHCP: Use DHCP (Dynamic Host Configuration Protocol) for automatic configuration from a DHCPv4 server. If selected and a DHCP lease exists, DHCP Release and DHCP Renew menus are available to set DHCP lease options.
			Auto IP: Use automatic link-local IPv4 addressing. An address in the form 169.254.x.x is assigned automatically.
			Manual: Use the Manual Settings menu to configure TCP/IPv4 parameters.
		Default IP	Specify the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration (for example, when manually configured to use BootP or DHCP).
			Auto IP: A link-local IP address 169.254.x.x is set.
			Legacy: The address 192.0.0.192 is set, consistent with older HP Jetdirect devices.
		DHCP Release	This menu appears if Config Method was set to DHCP and a DHCP lease for the print server exists.
			No (default): The current DHCP lease is saved.
			Yes: The current DHCP lease and the leased IP address are released.
		DHCP Renew	This menu appears if Config Method was set to DHCP and a DHCP lease for the print server exists.
			No (default): The print server does not request to renew the DHCP lease.
			Yes: The print server requests to renew the current DHCP lease.
		Manual Settings	(Available only if Config Method is set to Manual) Configure parameters directly from the printer control panel:
			IP Address: The unique IP address of the printer (n.n.n.n), where n is a value from 0 to 255.
			Subnet Mask: The subnet mask for the printer (m.m.m.m), where m is a value from 0 to 255.
			Syslog Server: The IP address of the syslog server used to receive and log syslog messages.
			Default Gateway: The IP address of the gateway or router used for communications with other networks.
			Idle Timeout: The time period, in seconds, after which an idle TCP print data connection is closed (default is 270 seconds, 0 disables the timeout).

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
		Primary DNS	Specify the IP address (n.n.n.n) of a Primary DNS Server.
		Secondary DNS	Specify the IP address (n.n.n.n) of a Secondary Domain Name System (DNS) Server.
	IPV6 Settings	Enable	Use this item to enable or disable IPv6 operation on the print server.
			Off (default): IPv6 is disabled.
			On: IPv6 is enabled.
		Address	Manual Settings: Use this item to manually set IPv6 addresses on the print server.
			Enable: Select this item and choose On to enable manual configuration, or Off to disable manual configuration.
			Address: Use this item to type a 32 hexadecimal digit IPv6 node address that uses the colon hexadecimal syntax.
		DHCPV6 Policy	Router Specified: The stateful auto-configuration method to be used by the print server is determined by a router. The router specifies whether the print server obtains its address, its configuration information, or both from a DHCPv6 server.
			Router Unavailable: If a router is not available, the print server should attempt to obtain its stateful configuration from a DHCPv6 server.
			Always: Whether or not a router is available, the print server always attempts to obtain its stateful configuration from a DHCPv6 server.
		Primary DNS	Use this item to specify an IPv6 address for a primary DNS server that the print server should use.
		Secondary DNS	Use this item to specify an IPv6 address for a secondary DNS server that the print server should use.
	Proxy Server		Specifies the proxy server to be used by embedded applications in the device. A proxy server is typically used by network clients for Internet access. It caches Web pages, and provides a degree of Internet security, for those clients.
			To specify a proxy server, enter its IPv4 address or fully-qualified domain name. The name can be up to 255 octets.
			For some networks, you may need to contact your Independent Service Provider (ISP) for the proxy server address.
	Proxy Port		Type the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on your network, and can be a value from 0 to 65535.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
IPX/SPX	Enable		Off: Disable the IPX/SPX protocol.
			On (default): Enable the IPX/SPX protocol.
	Frame Type		Selects the frame-type setting for your network.
			Auto: Automatically sets and limits the frame type to the first one detected.
			EN_8023, EN_II, EN_8022, and EN_SNAP: Frame-type selections for Ethernet networks.
AppleTalk	Enable		Off: Disable the AppleTalk protocol.
			On (default): Enable the AppleTalk protocol.
DLC/LLC	Enable		Off: Disable the DLC/LLC protocol.
			On (default): Enable the DLC/LLC protocol.
Security	Print Sec Page		Yes (default): Prints a page that contains the current security settings on the HP Jetdirect print server.
			No: A security settings page is not printed.
	Secure Web		For configuration management, specify whether the embedded Web server will accept communications using HTTPS (Secure HTTP) only, or both HTTP and HTTPS.
			HTTPS Required: For secure, encrypted communications, only HTTPS access is accepted. The print server will appear as a secure site.
			HTTP/HTTPS optional: Access using either HTTP or HTTPS is permitted.
	Firewall		Specify the Firewall status on the print server.
			Keep: Firewall status remains the same as currently configured.
			Disable: Firewall operation on the print server is disabled.
	Reset Security		Specify whether the current security settings on the print server will be saved or reset to factory defaults.
			No*: The current security settings are maintained.
			Yes: Security settings are reset to factory defaults.
Diagnostics	Embedded Tests		This menu provides tests to help diagnose network hardware or TCP/IP network connection problems.
			Embedded tests help to identify whether a network fault is internal or external to the device. Use an embedded test to check hardware and communication paths on the print server. After you select and enable a test and set the execution time, you must select Execute to initiate the test.
			Depending on the execution time, a selected test runs continuously until either the device is turned off, or an error occurs and a diagnostic page is printed.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
		LAN HW Test	⚠ **CAUTION** Running this embedded test will erase your TCP/IP configuration.
			This test performs an internal loopback test. An internal loopback test will send and receive packets only on the internal network hardware. There are no external transmissions on your network.
			Select Yes to choose this test, or No to not choose it.
		HTTP Test	This test checks operation of HTTP by retrieving predefined pages from the device, and tests the embedded Web server.
			Select Yes to choose this test, or No to not choose it.
		SNMP Test	This test checks operation of SNMP communications by accessing predefined SNMP objects on the device.
			Select Yes to choose this test, or No to not choose it.
		Data Path Test	This test helps to identify data path and corruption problems on an HP postscript level 3 emulation device. It sends a predefined PS file to the device, However, the test is paperless; the file will not print.
			Select Yes to choose this test, or No to not choose it.
		Select All Tests	Use this item to select all available embedded tests.
			Select Yes to choose all tests. Select No to select individual tests.
		Execution Time [H]	Use this item to specify the length of time (in hours) that an embedded test will be run. You can select a value from 1 to 60 hours. If you select zero (0), the test runs indefinitely until an error occurs or device is turned off.
			Data gathered from the HTTP, SNMP, and Data Path tests is printed after the tests have completed.
		Execute	No*: Do not initiate the selected tests.
			Yes: Initiate the selected tests.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
	Ping Test		This test is used to check network communications. This test sends link-level packets to a remote network host, then waits for an appropriate response. To run a ping test, set the following items:
		Dest Type	Specify whether the target device is an IPv4 or IPv6 node.
		Dest IP4	IPV4: Type the IPv4 address.
		Dest IP6	IPV6: Type the IPv6 address.
		Packet Size	Specify the size of each packet, in bytes, to be sent to the remote host. The minimum is 64 (default) and the maximum is 2048.
		Timeout	Specify the length of time, in seconds, to wait for a response from the remote host. The default is 1 and the maximum is 100.
		Count	Specify the number of ping test packets to send for this test. Select a value from 1 to 100. To configure the test to run continuously, select 0.
		Print Results	If the ping test was not set for continuous operation, you can choose to print the test results. Select Yes to print results. If you select No (default), results are not printed.
		Execute	Specify whether to initiate the ping test. Select Yes to initiate the test, or No to not run the test.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
	Ping Results		Use this item to view the ping test status and results using the control panel display. You can select the following items:
		Packets Sent	Shows the number of packets (0 - 65535) sent to the remote host since the most recent test was initiated or completed.
		Packets Received	Shows the number of packets (0 - 65535) received from the remote host since the most recent test was initiated or completed.
		Percent Lost	Shows the percent of ping test packets that were sent with no response from the remote host since the most recent test was initiated or completed.
		RTT Min	Shows the minimum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Max	Shows the maximum detected roundtrip- time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		RTT Average	Shows the average round-trip-time (RTT), from 0 to 4096 milliseconds, for packet transmission and response.
		Ping In Progress	Shows whether a ping test is in progress. Yes indicates a test in progress, and No indicates that a test completed or was not run.
		Refresh	When viewing the ping test results, this item updates the ping test data with current results. Select Yes to update the data, or No to maintain the existing data. However, a refresh automatically occurs when the menu times out or you manually return to the main menu.
Link Speed			The link speed and communication mode of the print server must match the network. The available settings depend on the device and installed print server. Select one of the following link configuration settings:

<table>
<tr><td>⚠</td><td>**CAUTION** If you change the link setting, network communications with the print server and network device might be lost.</td></tr>
</table>

Auto (default): The print server uses auto-negotiation to configure itself with the highest link speed and communication mode allowed. If auto-negotiation fails, either 100TX HALF or 10TX HALF is set depending on the detected link speed of the hub/switch port. (A 1000T half-duplex selection is not supported.)

10T Half: 10 Mbps, half-duplex operation.

10T Full: 10 Mbps, Full-duplex operation.

100TX Half: 100 Mbps, half-duplex operation.

100TX Full: 100 Mbps, full-duplex operation.

Table 2-11 Jetdirect menus (continued)

Menu item	Sub-menu item	Sub-menu item	Values and Description
			100TX Auto: Limits auto-negotiation to a maximum link speed of 100 Mbps.
			1000TX Full: 1000 Mbps, full-duplex operation.
Print Protocols			Use this item to print a page that lists the configuration of the following protocols: IPX/SPX, Novell NetWare, AppleTalk, DLC/LLC.

Fax Setup

Table 2-12 Fax Setup menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Required Settings	Country/Region		(Countries/regions listed)	Configure the settings that are legally required for outgoing faxes.
	Date/Time			
	Fax Header Information	Phone Number		
		Company Name		
PC Fax Send			Disabled	Use this feature to enable or disable PC Fax Send. PC Fax Send enables users to send faxes through the device from their computers if they have the Send Fax driver installed.
			Enabled (default)	

Table 2-12 Fax Setup menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Fax Send Settings	Fax Dial Volume		Off Low (default) High	Use this feature to set the volume of the tones that you hear while the device dials the fax number.
	Error Correction Mode		Enabled (default) Disabled	When Error Correction Mode is enabled and an error occurs during fax transmission, the device sends or receives the error portion again.
	JBIG Compression		Enabled (default) Disabled	JBIG compression reduces fax-transmission time, which can result in lower phone charges. However, using JBIG compression sometimes causes compatibility problems with older fax machines. If this occurs, turn off JBIG compression.
	Maximum Baud Rate		Select a value from the list. The default is 33.6K.	Use this feature to set the maximum baud rate for receiving faxes. This can be used as a diagnostic tool for troubleshooting fax problems.
	TCF T.30 Delay Timer		Default (default) Custom	This setting should be left at the default value and only changed when directed by an HP technical support agent. Adjustment procedures associated with this setting are beyond the scope of this guide.
	TCF Extend		Default (default) Custom	This setting should be left at the default value and only changed when directed by an HP technical support agent. Adjustment procedures associated with this setting are beyond the scope of this guide.
	Dialing Mode		Tone (default) Pulse	Select whether the device should use tone or pulse dialing.
	Redial On Busy		The range is between 0 and 9. The factory default is 3 times.	Type the number of times the device should attempt to redial if the line is busy.
	Redial On No Answer		Never (default) Once Twice	Use this feature to specify the number of times the device should attempt to dial if the recipient fax number does not answer. **NOTE** Twice is available in locations other than the United States and Canada.

Table 2-12 Fax Setup menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
	Redial Interval		The range is between 1 and 5 minutes. The factory default is 5 minutes.	Use this feature to specify the number of minutes between dialing attempts if the recipient number is busy or not answering.
	Detect Dial Tone		Enabled Disabled (default)	Use this feature to specify whether the device should check for a dial tone before sending a fax.
	Dialing Prefix		Off (default) Custom	Use this feature to specify a prefix number that must be dialed when sending faxes from the device.
	Billing Codes		Off (default) Custom	When billing codes are enabled, a prompt appears that asks the user to enter the billing code for an outgoing fax. The range is between 1 and 16 digits. The default is 1 digit.
Fax Receive Settings	Rings To Answer		The range varies by location. The factory default is 2 rings.	Use this feature to specify the number of rings that must occur before the fax modem answers.
	Ring Interval		Default (default) Custom	This setting is used to adjust for some PBX ring signals. Change this setting only when directed by an HP technical support agent.
	Ring Frequency		Default (default) Custom	This setting should be left at the default value and only changed when directed by an HP technical support agent. Adjustment procedures associated with this setting are beyond the scope of this guide.
	Ringer Volume		Off Low (default) High	Set the volume for the fax ring-tone.
	Blocked Fax Numbers	Add Blocked Numbers	Type the fax number to add.	Use this feature to add or delete numbers from the blocked fax list. The blocked fax list can contain up to 30 numbers. When the device receives a call from one of the blocked fax numbers, it deletes the incoming fax. It also logs the blocked fax in the activity log along with job-accounting information.
		Remove Blocked Numbers	Select a fax number to remove.	
		Clear All Blocked Numbers	No (default) Yes	

E-mail Setup

Administration > Initial Setup > E-mail Setup

Use this menu to enable the e-mail feature and to configure basic e-mail settings.

NOTE To configure advanced e-mail settings, use the embedded Web server. For more information, see Embedded Web server.

Table 2-13 E-mail Setup menu

Menu item	Values	Description
Address Validation	On (default) Off	This option enables the device to check e-mail syntax when you type an e-mail address. Valid e-mail addresses require the "@" sign and a ".".
Find Send Gateways		Search the network for SMTP gateways that the device can use to send e-mail.
SMTP Gateway	Enter a value.	Specify the IP address of the SMTP gateway that is used to send e-mail from the device.
Test Send Gateway		Test the configured SMTP gateway to see if it is functional.

Send Setup menu

Administration > Initial Setup > Send Setup

Table 2-14 Send Setup menu

Menu item	Values	Description
Replicate MFP	Enter a value (IP Address).	Copy the local Send settings from one device to another.
Allow Transfer to New DSS	Off On (default)	Use this feature to allow the transfer of the device from one HP Digital Sending Software (DSS) server to another. HP DSS is a software package that handles digital sending tasks such as faxing, e-mail, and sending a scanned document to a network folder.
Allow Use of Digital Send Service	Off On (default)	This feature allows you to configure the device for use with an HP Digital Sending Software (DSS) server.
Fax Number Confirmation	Disable (default) Enable	When fax number confirmation is enabled, you are prompted to enter the fax number twice to verify that it has been typed correctly.

Device Behavior menu

Administration > Device Behavior

Table 2-15 Device Behavior menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Language			Select the language from the list.	Select a different language for control-panel messages. When you select a new language, the keyboard layout might also change.
Key Press Sound			On (default) Off	Use this feature to specify whether you hear a sound when you touch the screen or press buttons on the control panel.
Inactivity Timeout			Type a value between 10 and 300 seconds. The factory default is 60 seconds.	Specify the amount of time that elapses between any activity on the control panel and the device resetting to the default settings.
Warning/Error Behavior	Clearable Warnings		On Job (default)	Set the amount of time that a clearable warning appears on the control panel.
	Continuable Events		Auto continue (10 seconds) (default) Touch OK to continue	Configure the device behavior when the device encounters certain errors.
	Jam Recovery		Auto (default) Off On	Configure how the device handles pages that are lost during a jam.

Table 2-15 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Tray Behavior	Use Requested Tray		Exclusively (default) First	Control how the device handles jobs that have specified a specific input tray.
	Manually Feed Prompt		Always (default) Unless Loaded	Specify how a prompt should appear when the type or size for a job does not match the specified tray and the device pulls from the multipurpose tray instead.
	PS Defer Media		Enabled (default) Disabled	Select either the PostScript (PS) or HP paper-handling model.
	Use Another Tray		Enabled (default) Disabled	Turn on or off the control-panel prompt to select another tray when the specified tray is empty.
	Size/Type Prompt		Display (default) (default) Do not display	Control whether the tray configuration message appears whenever a tray is opened or closed.
	Duplex Blank Pages		Auto (default) Yes	Control how the device handles two-sided jobs (duplexing).
	Image Rotation		Standard (default) Alternate	Image rotation allows users to put paper in the input tray using the same orientation regardless of whether there is a finisher installed. Select Standard to match the loading orientation of other devices that have a finisher. Select Alternate to use a different loading orientation that might work better with preprinted forms that are used on legacy products.
Stapler/Stacker	Staple		None One	If the optional stapler/stacker is installed, use this feature to set stapling characteristics for the device.
	Staples Out		Continue (default) Stop	
MBM-3 Configuration	Operation Mode		Function Separator Mailbox Stacker	Configure the optional 3–bin mailbox accessory.

Table 2-15 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
General Copy Behavior	Scan Ahead		Enabled (default) Disabled	Turn on no-wait scanning. With Scan Ahead enabled, the pages in the original document are scanned to disk and held until the device becomes available.
	Auto Print Interrupt		Enabled Disabled (default)	When this feature is enabled, copy jobs can interrupt print jobs that are set to print multiple copies. The copy job is inserted into the print queue at the end of one copy of the print job. After the copy job is complete, the device continues printing the remaining copies of the print job.
	Copy Interrupt		Enabled Disabled (default)	When this feature is enabled, a copy job that is currently printing can be interrupted when a new copy job is started. You are prompted to confirm that you want to interrupt the current job.
	First Copy Speed		No early warm up (default) Early warm up	
	Alternative Letterhead Mode		No (default) Yes	

Table 2-15 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
General Printing Behavior	Override A4/Letter		No Yes (default)	When this feature is enabled, the job prints on letter-size paper when an A4 job is sent but no A4-size paper is loaded in the device (or prints on A4 paper when a letter-size job is sent but no letter-size paper is loaded). This option also overrides A3 with ledger-size paper and ledger with A3-size paper.
	Manual Feed		Enabled Disabled (default)	When this feature is enabled, the user can select manual feed from the control panel as the paper source for a job.
	Courier Font		Regular (default) Dark	Select which version of the Courier font you want to use.
	Wide A4		Enabled Disabled (default)	Change the printable area of A4-size paper. If you enable this option, eighty 10-pitch characters can be printed on a single line of A4 paper.
	Print PS Errors		Enabled Disabled (default)	Select whether a PostScript (PS) error page is printed when the device encounters a PS error.
	Print PDF Errors		Enabled Disabled (default)	Select whether a PDF error page is printed when the device encounters a PDF error.
	Personality		Auto (default) PCL PDF PS	Select the printer language that the device should use. *Normally, you should not change the language.* If you change the setting to a specific language, the device does not automatically switch from one language to another unless specific software commands are sent to the device.

Table 2-15 Device Behavior menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
	PCL	Form Length	Type a value between 5 and 128 lines. The factory default is 60 lines.	PCL is a set of printer commands that Hewlett-Packard developed to provide access to printer features.
		Orientation	Portrait (default) Landscape	Select the orientation that is most often used for print jobs. Select Portrait if the short edge is at the top or Landscape if the long edge is at the top.
		Font Source	Select the source from the list.	Select the font source for the user-soft default font.
		Font Number	Type the font number. The range is between 0 and 999. The factory default is 0.	Specify the font number for the user soft default font by using the source that is specified in the Font Source menu item. The device assigns a number to each font and lists it on the PCL font list (available from the Administration menu).
		Font Pitch	Type a value between 0.44 and 99.99. The factory default is 10.00.	If Font Source and Font Number indicate a contour font, use this feature to select a default pitch (for a fixed-spaced font).
		Font Point Size	Type a value between 4.00 and 999.75. The factory default is 12.00.	If Font Source and Font Number indicate a contour font, use this feature to select a default point size (for a proportional-spaced font).
		Symbol Set	PC-8 (default) (50 additional symbol sets from which to choose)	Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all the characters in a font.
		Append CR to LF	No (default) Yes	Configure whether a carriage return (CR) is appended to each line feed (LF) encountered in backwards-compatible PCL jobs (pure text, no job control).
		Suppress Blank Pages	No (default) Yes	This option is for users who are generating their own PCL, which could include extra form feeds that cause blank pages to be printed. When Yes is selected, form feeds are ignored if the page is blank.
		Media Source Mapping	Standard (default) Classic	Select and maintain input trays by number when you are not using the device driver, or when the software program has no option for tray selection.

Print Quality menu

Table 2-16 Print Quality menu

Menu item	Sub-menu item	Values	Description
Adjust Color	Highlights	Cyan Density. Magenta Density. Yellow Density. Black Density **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of highlights on a printed page. Lower values represent lighter highlights on a printed page, and higher values represent darker highlights on a printed page.
	Midtones	Cyan Density. Magenta Density. Yellow Density. Black Density **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of midtones on a printed page. Lower values represent lighter midtones on a printed page, and higher values represent darker midtones on a printed page.
	Shadows	Cyan Density. Magenta Density. Yellow Density. Black Density **+5** to **–5**. Default is **0**.	Adjust the darkness or lightness of shadows on a printed page. Lower values represent lighter shadows on a printed page, and higher values represent darker shadows on a printed page.
Set Registration	Test Page	Print	Shift the margin alignment to center the image on the page from top to bottom and from left to right. You can also align the image on the front with the image printed on the back. Print a test page for setting the registration.
	Source	All trays Tray <X>: <contents> (choose a tray)	Select the source input tray for printing the Set Registration page.
	Adjust Tray <X>	Shift from -20 to 20 along the X or Y axes. 0 is the default.	Perform the alignment procedure for each tray. When it creates an image, the device *scans* across the page from side to side as the sheet *feeds* from top to bottom into the device. The scan direction is referred to as X. X1 is the scan direction for the first side of a 2-sided page. X2 is the scan direction for the second side of a 2-sided page. The feed direction is referred to as Y.
Print Modes	<Paper Type>		Configure which mode is associated with which paper type.
Auto Sense Mode	Tray 1 Autosense	Full Sensing (default) Expanded Sensing Transparency Only	When Expanded Sensing is selected, the device recognizes normal paper, overhead transparencies, glossy paper, and tough paper. When Transparency Only is selected, the device recognizes only overhead transparency and non-overhead transparency types.
	Tray 2–4 Sensing	Expanded Sensing Transparency Only (default)	When Expanded Sensing is selected, the device recognizes normal paper, overhead transparencies, glossy paper, and tough paper. When Transparency Only is selected, the device recognizes only overhead transparency and non-overhead transparency types.

Table 2-16 Print Quality menu (continued)

Menu item	Sub-menu item	Values	Description
Optimize	CACO3		In countries/regions where paper is expensive, this compound is added to paper to make it less expensive to produce. This compound makes the paper dusty, which affects print quality.
	Background1		
	Background2		
	Registration		
	Long Paper		
	Pre-rotation		
	Re-transfer		
	Tray 1		
	Belt Contact		
	Restore Optimize		
Color REt		Enabled (default)	Enable or disable Resolution Enhancement technology (REt), which produces print output with smooth angles, curves, and edges.
		Disabled	
Calibration/Cleaning	Auto Cleaning	Enabled	When auto-cleaning is on, the device prints a cleaning page when the page count reaches the value that is set in Cleaning Interval.
		Disabled (default)	
	Cleaning Interval	1000	Set the interval when the cleaning page should be printed. The interval is measured by the number of pages printed.
		(default)	
		2000	
		5000	
		10000	
		20000	
	Auto Cleaning Size	Letter	Select the size of paper to use for the cleaning page.
		A4	
	Process Cleaning Page	Process	Use this feature to create and process a cleaning page for cleaning excess toner off the pressure roller in the fuser. The process takes up to 2.5 minutes.
	Quick Calibration	Calibrate	Performs partial MFP calibrations.
	Full Calibration	Calibrate	Performs all MFP calibrations.

Troubleshooting menu

Administration > Troubleshooting

> **NOTE** Many of the menu items under the Troubleshooting menu are for advanced troubleshooting purposes.

Table 2-17 Troubleshooting menu

Menu item	Sub-menu item	Sub-menu item	Values	Description
Event Log			Print	This shows the event codes and their corresponding engine cycles on the control-panel display.
Calibrate Scanner			Calibrate	Use this feature to compensate for offsets in the scanner imaging system (carriage head) for ADF and flatbed scans. You might need to calibrate the scanner if it is not capturing the correct sections of scanned documents.
PQ Troubleshooting			Print	Print various diagnostic pages that help solve print-quality problems.
Fax T.30 Trace	Print T.30 Report			Print or configure the fax T.30 trace report. T.30 is the standard that specifies handshaking, protocols, and error correction between fax machines.
	When to Print Report		Never auto print (default)	
			Print after any fax job	
			Print after fax send jobs	
			Print after any fax error	
			Print after send errors only	
			Print after receive errors only	
Fax Transmit Signal Loss			A value between 0 and 30. The default is 0.	Set loss levels to compensate for phone-line signal loss. Do not modify this setting unless requested to do so by an HP service representative because it could cause the fax to stop functioning.
Fax V.34			Normal (default) Off	Disable V.34 modulations if several fax failures have occurred or if phone line conditions require it.
Fax Speaker Mode			Normal (default) Diagnostic	A technician can use this feature technician to evaluate and diagnose fax issues by listening to the sounds of fax modulations.
Paper Path Sensors				Initiate a test of the paper-path sensors.
Diagnostic Page			Print	Print a diagnostic page that includes color swatches and the EP parameters table.

Table 2-17 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Disable Cartridge Check				Use this item to enter a mode where a cartridge (or color pair of cartridge and drum) can be removed to determine which particular color is the source of a problem. In this mode, all consumable-related errors are ignored.
Paper Path Test	Test Page		Print	Generate a test page for testing the paper-handling features. Define the path for the test in order to test specific paper paths.
	Source		All trays	Specify whether the test page is printed from all trays or from a specific tray.
			Tray 1	
			Tray 2	
			(Additional trays are shown, if applicable.)	
	Destination		All bins	Select the output option for the test page. Send the test page to all output bins or only to a specific bin.
			Stacker Bin	
			Standard Output Bin	
	Duplex		Off (default)	Select whether the duplexer should be included in the test.
			On	
	Copies		Range: 2-30, Default=2	Select how many pages should be sent from the specified source as part of the test.

Table 2-17 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Finishing Paper Path Test	Staples	Finishing Options	Choose from a list of available options.	Test the paper-handling features on the finisher.
				Select the option that you want to test.
		Media Size	Letter	Select the paper size for the test.
			Legal	
			A4	
			Executive (JIS)	
			8.5 x 13	
		Media Type	Select from a list of types.	Select the paper type for the test.
		Copies	Range: 2-30, Default=2	Select the number of copies to include in the test.
		Duplex	Off	Select whether to use the duplexer in the test.
			On	
		Test Page	Print	Print a test page to use for the test.
	Stack	Media Size	Letter	Select the options that you want to use to test the stacker.
			Legal	
			A4	
			Executive (JIS)	
			8.5 x 13	
		Media Type	Select from a list of types.	Select the type of media to use for the Finishing Paper Path Test.
		Copies	1	Select the number of copies to include in the Finishing Paper Path Test.
			10	
			50	
			100	
			500	
		Duplex	Off	Select whether to use the duplexer in the Finishing Paper Path Test.
			On	
		Test Page	Print	Print a test page to use for the Finishing Paper Path Test.
Manual Sensor Test 1				This item performs tests to determine whether the paper-path sensors are operating correctly.
Manual Sensor Test 2				This item performs tests to determine whether the paper-path sensors are operating correctly.

Table 2-17 Troubleshooting menu (continued)

Menu item	Sub-menu item	Sub-menu item	Values	Description
Component Test				Exercise individual parts independently to isolate noise, leaking, or other issues. To start the test, select one of the components. The test runs the number of times specified in the Repeat option. You might be prompted to remove parts from the device during the test. Press the Stop button to abort the test.
Print/Stop Test			Continuous value from 0 to 60,000 milliseconds. Default: 0	Isolate faults by stopping the device during the print cycle and observing where in the process the image degrades. To run the test, specify a stop time. The next job that is sent to the device stops at the specified time in the process.
Color Band Test	Test Page		Print	Prints a page that helps identify arcing in the high-voltage power supplies.
	Copies			Specify the number of copies to print for the Color Band test
Scanner Tests				A service technician can use this menu item to diagnose potential problems with the device scanner.
Control Panel	LEDs			Verify that the components of the control panel are functioning correctly.
	Display			
	Buttons			
	Touchscreen			

Resets menu

Administration > Resets

Table 2-18 Resets menu

Menu item	Values	Description
Clear Local Address Book	Clear	Use this feature to clear all addresses from the address books that are stored on the device.
Clear Fax Activity Log	Yes	Use this feature to clear all events from the Fax Activity Log.
	No (default)	
Restore Factory Telecom Setting	Restore	Use this option to restore the following settings to their factory default settings: Transmit Signal Loss, V34, Maximum Baud Rate, Speaker Mode.
Restore Factory Settings	Restore	Use this feature to restore all device settings to their factory defaults.
Clear Document Feeder Message	Clear	Use this feature to clear the Order Document Feeder Kit and Replace Document Feeder Kit warning messages.
Reset Supplies	New Document Feeder Kit (Yes/No)	Notify the device that a new document-feeder kit has been installed.

Service menu

The Service menu is locked and requires a PIN for access. This menu is intended for use by authorized service personnel.

3 Software for Windows

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Supported Windows versions

Software	Windows 2000[R]/XP[R]/Server 2003[R]/Vista[TM]
Windows Installer	x
PCL 5 driver software[1]	x
PCL 6 driver software (black only)	x
PCL 6 driver software	x
PostScript emulation	x
HP Easy Printer Care[1]	x
HP Web Jetadmin[1]	x
Universal Print Driver	x

[1] Available only on the World Wide Web.

You can also purchase the optional HP Digital Sending Software, which provides the following advanced functionality:

● LAN fax

● Internet fax

● Windows fax

● Workflow with OCR

● Compatibility with Novell environments (authentication, folder access, etc.)

● User authentication

For more information about HP Digital Sending Software and a free trial version, go to http://www.hp.com/go/digitalsending.

Install the printing-system software

The MFP comes with a CD that contains printer driver and installation software for Windows and Macintosh operating systems. Install the printing system software to take full advantage of the MFP features.

If you do not have access to a CD-ROM drive, download the printing-system software from the Internet at http://www.hp.com/support/ljcm4730mfp.

Install Windows printing-system software for direct connections (USB or parallel)

This section explains how to install the printing-system software for the following Microsoft operating systems:

- Windows 2000

- Windows Server 2003

- Windows XP

- Windows Vista

NOTE   Do not connect the parallel or USB cable until the software prompts you to do so. If the parallel or USB cable was connected before the software installation, see Install the software after the parallel or USB cable has been connected.

1. Close all software programs that are open or running.

2. Insert the MFP CD into the CD-ROM drive. If the welcome screen does not open, use the following procedure:

   - On the **Start** menu, click **Run**.

   - Type `X:\setup` (where X is the letter of the CD-ROM drive).

   - Click **OK**.

3. When prompted, click **Install** and follow the instructions on the computer screen.

4. Click **Finish** when the installation is complete. You might need to restart the computer.

5. Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and Readme files on the MFP CD or go to http://www.hp.com/support/ljcm4730mfp for help or more information.

Install Windows printing-system software for networks

The software on the MFP CD supports Microsoft network installation. For information about network installation on other operating systems, go to http://www.hp.com/support/ljcm4730mfp.

The HP Jetdirect embedded print server includes a 10/100 Base-TX network port. If you need an HP Jetdirect print server with another type of network port, go to http://www.hp.com/support/ljcm4730mfp.

The installer does not support MFP installation or MFP object creation on Novell servers. To install your MFP and create objects on a Novell server, use an HP utility (such as HP Web Jetadmin) or a Novell utility (such as NWAdmin).

You must have administrator privileges to install software in Windows 2000, Windows Server 2003, Windows XP, or Windows Vista.

1. Before installation, print a configuration page (see Information pages). On the last page, locate the MFP IP address. You will need this address to complete the network installation.

2. Quit all unnecessary software programs.

3. Insert the MFP CD into the CD-ROM drive. If the welcome screen does not open, use the following procedure:

   - On the **Start** menu, click **Run**.

   - Type X:\setup (where X is the letter of the CD-ROM drive).

   - Click **OK**.

4. When prompted, click **Install** and follow the onscreen instructions. Click **Finish** when installation has completed. You might need to restart the computer.

5. Print a test page or a page from any software program to make sure that the software is correctly installed. If installation fails, reinstall the software. If this fails, check the installation notes and Readme files on the MFP CD or the flyer that came in the MFP box, or go to http://www.hp.com/support/ljcm4730mfp.

Use Windows-sharing on a network

If the computer will print directly to the MFP, you can share the MFP on the network so that other network users can print to it. See your Microsoft Windows documentation to enable Windows-sharing. Then install the MFP software on all computers that share the MFP.

Install the software after the parallel or USB cable has been connected

If you have already connected a parallel or USB cable to a Windows computer, the **New Hardware Found** dialog box appears when you turn on the computer.

1. In the **New Hardware Found** dialog box, click **Search**.

2. On the **Locate Driver Files** screen, select the **Specify a Location** check box, clear all other check boxes, and then click **Next**.

3. Type the letter for the root directory. For example, X:\ (where "X" is the letter of the root directory on the CD-ROM drive).

4. Click **Next**.

5. Follow the instructions on the computer screen.

6. Click **Finish** when installation is complete.

7. Select a language and follow the instructions on the computer screen.

8. Print a test page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, check the installation notes and readme files on the MFP CD or the flyer that came in the MFP box, or go to http://www.hp.com/support/ljcm4730mfp.

Supported printer drivers

Operating system	PCL 5	PCL 6	PS level 3 emulation
Windows	✔	✔	✔
Mac OS X V10.2 and later			✔
Linux[1]			✔

[1] For Linux, download the postscript level 3 emulation driver from www.hp.com/go/linuxprinting.
The printer drivers include online Help that has instructions for common printing tasks and also describes the buttons, checkboxes, and drop-down lists that are in the printer driver.

Remove software for Windows

1. Click the Windows **Start** menu, and then click **Settings** and **Control Panel**.

2. Double-click **Add or Remove Programs**.

3. Click the software you want to remove.

4. Click **Remove**.

5. Follow any on-screen instructions to complete the uninstallation.

Select the correct printer driver

Printer drivers provide access to the device features and allow the computer to communicate with the MFP by using a printer language.

- **HP PCL 5 driver**. Recommended for general office Windows monochrome and color printing. Backward compatible with previous PCL versions or older LaserJet printers. Best choice for third-party/custom solutions (forms, fonts, SAP programs) or mixed environments (UNIX, Linux, mainframe).

- **HP PCL 6 driver**. Recommended for printing in all-Windows environments. Provides the overall best performance, print quality, and printer-feature support for most users. Developed to align with Windows Graphic Device Interface (GDI) for best performance in Windows environments. May not be fully compatible with third-party and custom solutions based on PCL 5. A monochrome (black-only) version of the HP PCL 6 driver is also available.

- **HP PostScript driver**. Recommended for printing with Adobe applications or other highly graphics-intensive applications. Best for PS level 3 needs and PS font support. Slight performance benefit over PCL 6 when using Adobe applications.

The printer drivers include online Help that has instructions for common printing tasks and describes the buttons, checkboxes, and drop-down lists that the driver contains.

Universal printer drivers

The HP Universal Print Driver Series for Windows includes separate HP postscript level 3 emulation and HP PCL 5 versions of a single driver that provides access to almost any HP device while providing system administrator with tools to manage devices more effectively. The Universal Print Driver is included on the device CD, under the Optional Software section. For more information, go to www.hp.com/go/universalprintdriver.

Driver Autoconfiguration

The HP LaserJet PCL 5, PCL 6, and PS level 3 emulation drivers for Windows 2000, Windows XP, and Microsoft Vista feature automatic discovery and driver configuration for device accessories at the time of installation. Some accessories that the Driver Autoconfiguration supports are the duplexing unit, optional paper trays, and dual inline memory modules (DIMMs).

Automatic Configuration

If you have modified the device configuration since installation, the driver can be automatically updated with the new configuration. In the **Properties** dialog box (see Open the printer drivers), on the **Device Settings** tab, select the **Update Now** option from the drop-down box to update the driver.

Priority for print settings

Changes to print settings are prioritized depending on where the changes are made:

> **NOTE** The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.

- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.

- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box do not override settings anywhere else in the printing software.

- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.

- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

Open the printer drivers

Operating System	To change the settings for all print jobs until the software program is closed	To change the default settings for all print jobs	To change the device configuration settings
Windows 2000, XP, Server 2003, and Vista	1. On the **File** menu in the software program, click **Print**. 2. Select the driver, and then click **Properties** or **Preferences**. The steps can vary; this procedure is most common.	1. Click **Start**, click **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP Professional and Server 2003) or **Printers and Other Hardware Devices** (Windows XP Home). For Windows Vista, click **Start**, click **Control Panel**, and then click **Printer**. 2. Right-click the driver icon, and then select **Printing Preferences**.	1. Click **Start**, click **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP Professional and Server 2003) or **Printers and Other Hardware Devices** (Windows XP Home). For Windows Vista, click **Start**, click **Control Panel**, and then click **Printer**. 2. Right-click the driver icon, and then select **Properties**. 3. Click the **Device Settings** tab.
Mac OS X V10.2.8, V10.3, V10.4 and later	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus.	1. On the **File** menu, click **Print**. 2. Change the settings that you want on the various pop-up menus. 3. On the **Presets** pop-up menu, click **Save as** and type a name for the preset. These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.	1. In the Finder, on the **Go** menu, click **Applications**. 2. Open **Utilities**, and then open **Print Center** (Mac OS X V10.2) **Printer Setup Utility** (Mac OS X V10.3 or Mac OS X V10.4). 3. Click on the print queue. 4. On the **Printers** menu, click **Show Info**. 5. Click the **Installable Options** menu. 📝 **NOTE** Configuration settings might not be available in Classic mode.

4 Software for Macintosh

- Software for Macintosh computers
- Remove software from Macintosh operating systems

Software for Macintosh computers

The HP installer provides PostScript® Printer Description (PPD) files, Printer Dialog Extensions (PDEs), and the HP Printer Utility for use with Macintosh computers.

For network connections, use the embedded Web server (EWS) to configure the device. See Embedded Web server.

The printing system software includes the following components:

● **PostScript Printer Description (PPD) files**

The PPDs, in combination with the Apple PostScript printer drivers, provide access to device features. Use the Apple PostScript printer driver that comes with the computer.

● **HP Printer Utility**

Use the HP Printer Utility to set up device features that are not available in the printer driver:

● Name the device.

● Assign the device to a zone on the network.

● Assign an internet protocol (IP) address to the device.

● Download files and fonts.

● Configure the device for IP or AppleTalk printing.

You can use the HP Printer Utility when your device uses a universal serial bus (USB) cable or is connected to a TCP/IP-based network. For more information, see HP Printer Utility for Macintosh.

NOTE The HP Printer Utility is supported for Mac OSX V10.2 or later.

Remove software from Macintosh operating systems

To remove the software from a Macintosh computer, drag the PPD files to the trash can.

5 Software for other operating systems

- HP Web Jetadmin
- UNIX

HP Web Jetadmin

Use HP Web Jetadmin to manage HP Jetdirect-connected printers within your intranet. HP Web Jetadmin is a browser-based management tool that can be installed on the following systems:

- Fedora Core and SuSE Linux

- Windows 2000 Professional, Server, and Advanced Server

- Windows Server 2003

- Windows XP Professional

When installed on a host server, any client can access HP Web Jetadmin through a supported Web browser, such as Microsoft Internet Explorer 5.5 and 6.0 or Netscape Navigator 7.0.

HP Web Jetadmin has the following features:

- The task-oriented user interface provides configurable views, saving network managers significant time.

- The customizable user profiles let network administrators include only the function viewed or used.

- Instant e-mail notification of hardware failure, low supplies, and other MFP problems.

- Installation and management can be conducted from anywhere through a standard Web browser.

- Advanced autodiscovery locates peripherals on the network, without manually entering each printer into a database.

- Integration into enterprise management packages is easy.

- Quickly find peripherals based on parameters such as IP address, color capability, and model name.

- Easily organize peripherals into logical groups, with virtual office maps for easy navigation.

- Manage and configure multiple printers simultaneously.

To download a current version of HP Web Jetadmin and to see the latest list of supported host systems, visit HP Customer Care Online at http://www.hp.com/go/webjetadmin.

UNIX

The HP Jetdirect Printer Installer for UNIX is a simple printer installation utility for HP-UX and Solaris networks. It is available for download from HP Customer Care Online at http://www.hp.com/support/net_printing.

	NOTE Sample model scripts for UNIX (HP-UX, Sun Solaris) are available at http://www.hp.com/go/unixmodelscripts. Sample model scripts for Linux networks are available at http://linuxprinting.org.

6 Connectivity

- Parallel connection
- USB connection
- Auxiliary connection
- Network configuration
- Network utilities

Parallel connection

Establish a parallel connection by connecting the MFP to the computer with a bidirectional parallel cable (IEEE-1284C compliant) that has a c-connector. The cable can be a maximum of 10 meters (30 feet) long.
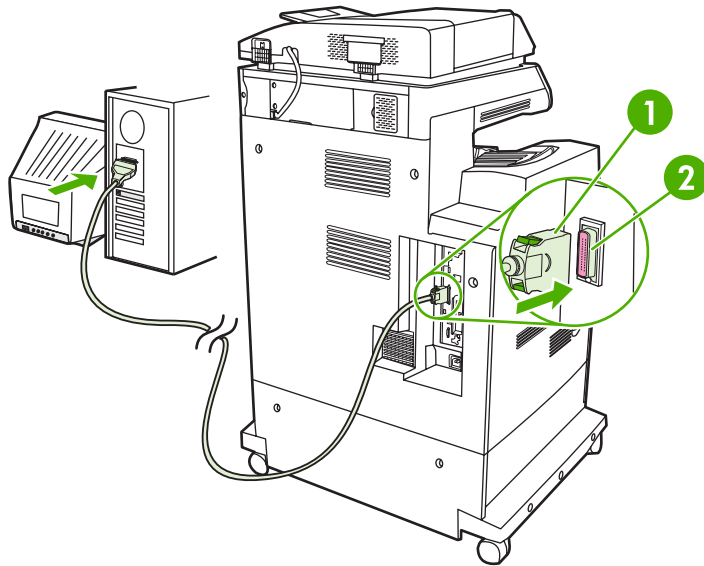
Figure 6-1 Parallel port connection

1	C-connector
2	Parallel port

NOTE To use the enhanced capabilities of the bidirectional parallel interface, ensure that the most recent printer driver is installed.

Factory settings support automatic switching between the parallel port and one or more network connections on the MFP.

USB connection

This MFP supports USB 2.0 device and host USB connections. The USB ports are located on the back of the MFP. You must use an A-to-B type USB cable that is no longer than 2 meters (6.56 feet)
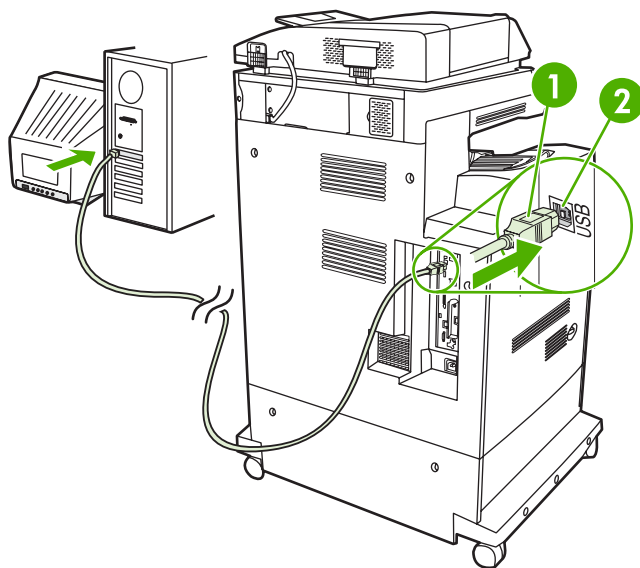
Figure 6-2 USB connection

1	USB connector
2	USB port

Auxiliary connection

This MFP supports an auxiliary connection for paper handling input devices. The port is located on the back of the MFP.

NOTE This connector cannot be used by the 3-bin mailbox or stapler/stacker accessories.
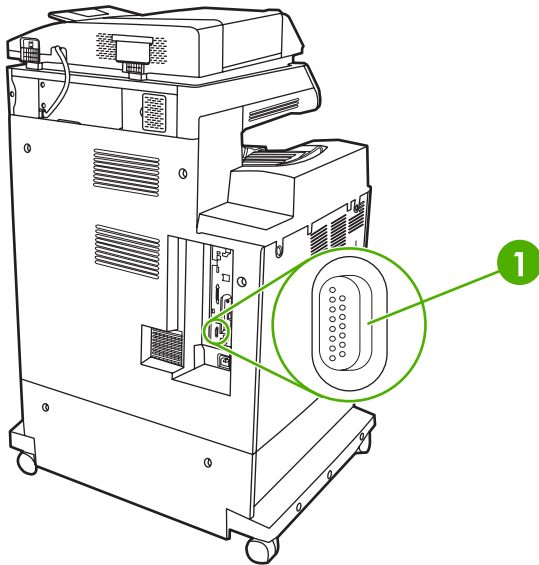
Figure 6-3 Auxiliary connection

1	Auxiliary connection port (Jetlink)

Network configuration

You might need to configure certain network parameters on the device. You can configure these parameters in the following locations:

● Installation software

● Device control panel

● Embedded Web server

● Management software (HP Web Jetadmin or HP LaserJet Utility for Macintosh)

📝 **NOTE** For more information about using the embedded Web server, see Embedded Web server

For more information on supported networks and network configuration tools, see the *HP Jetdirect Print Server Administrator's Guide*. The guide comes with printers in which an HP Jetdirect print server is installed.

This section contains the following information about configuring network parameters:

● Configure TCP/IPv4 parameters

● Configure TCP/IPv6 parameters

● Disable network protocols (optional)

● HP Jetdirect EIO print servers

Configure TCP/IPv4 parameters

If your network doesn't provide automatic IP addressing through DHCP, BOOTP, RARP, or another method, you might need to enter the following parameters manually before you can print over the network:

● IP address (4 bytes)

● Subnet mask (4 bytes)

● Default gateway (4 bytes)

Change the IP address

You can view the current IP address of the device from the control-panel Home screen by touching Network Address.

Use the following procedure to change the IP address manually.

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch TCP/IP.

6. Touch IPV4 Settings.

7. Touch Config Method.

8. Touch Manual.

9. Touch Save.

10. Touch Manual Settings.

11. Touch IP Address.

12. Touch the IP Address text box.

13. Use the touchscreen keypad to type the IP address.

14. Touch OK.

15. Touch Save.

Set the subnet mask

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch TCP/IP.

6. Touch IPV4 Settings.

7. Touch Config Method.

8. Touch Manual.

9. Touch Save.

10. Touch Manual Settings.

11. Touch Subnet Mask.

12. Touch the Subnet Mask text box.

13. Use the touchscreen keypad to type the subnet mask.

14. Touch OK.

15. Touch Save.

Set the default gateway

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch TCP/IP.

6. Touch IPV4 Settings.

7. Touch Config Method.

8. Touch Manual.

9. Touch Save.

10. Touch Manual Settings.

11. Touch Default Gateway.

12. Touch the Default Gateway text box.

13. Use the touchscreen keyboard to type the default gateway.

14. Touch OK.

15. Touch Save.

Configure TCP/IPv6 parameters

For information about configuring the device for a TCP/IPv6 network, see the *HP Jetdirect Print Server Administrator's Guide*.

Disable network protocols (optional)

By factory default, all supported network protocols are enabled. Disabling unused protocols has the following benefits:

● It decreases device-generated network traffic.

● It prevents unauthorized users from printing to the device.

● It provides only pertinent information on the configuration page.

● It allows the device control panel to display protocol-specific error and warning messages.

Disable IPX/SPX

> **NOTE** Do not disable this protocol in Windows-based systems that print to the printer through IPX/SPX.

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch IPX/SPX.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

Disable AppleTalk

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch AppleTalk.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

Disable DLC/LLC

1. Scroll to and touch Administration.

2. Scroll to and touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect.

5. Touch DLC/LLC.

6. Touch Enable.

7. Touch Off.

8. Touch Save.

HP Jetdirect EIO print servers

HP Jetdirect print servers (network cards) can be installed in the EIO slot. Supported networking features depend on the print server model. For available HP Jetdirect EIO print server models, go to http://www.hp.com/go/jetdirect.

NOTE   Configure the card through the control panel, the printer installation software, or HP Web Jetadmin. Refer to the HP Jetdirect print server documentation for more information.

Network utilities

The device is equipped with several utilities that make it easy to monitor and manage the device on a network.

HP Web Jetadmin

HP Web Jetadmin is a browser-based management tool for HP Jetdirect-connected printers within your intranet, and it should be installed only on the network administrator's computer.

To download a current version of HP Web Jetadmin and for the latest list of supported host systems, visit www.hp.com/go/webjetadmin.

When installed on a host server, a Windows client can gain access to HP Web Jetadmin by using a supported Web browser (such as Microsoft® Internet Explorer 4.x or Netscape Navigator 4.x or later) by navigating to the HP Web Jetadmin host.

Embedded Web server

The device is equipped with an embedded Web server, which provides access to information about device and network activities. This information appears in a Web browser, such as Microsoft Internet Explorer, Netscape Navigator, Apple Safari, or Firefox.

The embedded Web server resides on the device. It is not loaded on a network server.

The embedded Web server provides an interface to the device that anyone who has a network-connected computer and a standard Web browser can use. No special software is installed or configured, but you must have a supported Web browser on your computer. To gain access to the embedded Web server, type the IP address for the device in the address line of the browser. (To find the IP address, print a configuration page. For more information about printing a configuration page, see Information pages.)

For a complete explanation of the features and functionality of the embedded Web server, see Embedded Web server.

HP Easy Printer Care software

The HP Easy Printer Care software is a program that you can use for the following tasks:

● Discovering printers on the network and checking the status of each device

● Setting and viewing device and supplies alerts for multiple printers at the same time

● Shopping online for supplies

● Using HP online troubleshooting and maintenance tools

You can use the HP Easy Printer Care software when the device is directly connected to your computer or a network running Windows. Macintosh is not supported. To download the HP Easy Printer Care software, go to www.hp.com/go/easyprintercare.

Other components and utilities

Windows	Macintosh OS
● Software installer — automates the printing system installation	● The HP Printer Utility — change device settings, view status, and set up printer-event notification from a Mac. This utility is supported for Mac OS X V10.2 and later.
● Online Web registration	

7 Paper and print media

Understand paper and print media use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause the following problems:

- Poor print quality

- Increased jams

- Premature wear on the product, requiring repair

For best results, use only HP-brand paper and print media designed for laserjets or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

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

> **CAUTION** Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

Supported paper and print media sizes

This product supports a number of paper sizes, and it adapts to various media.

NOTE To obtain best print results, select the appropriate paper size and type in your print driver before printing.

Table 7-1 Supported paper and print media sizes

Size	Dimensions	Tray 1, mailbox, stacker	Trays 2, 3, 4	Stapler
Letter	216 x 279 mm (8.5 x 11 in.)	✔	✔	✔
Legal	216 x 356 mm (8.5 x 14 in.)	✔	✔	✔
A4	210 x 297 mm (8.27 x 11.69 in.)	✔	✔	✔
Executive	184 x 267 mm (7.24 x 10.51 in.)	✔	✔	✔
Executive (JIS)	216 x 330 mm (8.5 x 13 in.)			✔
A3	297 x 420 mm (11.69 x 16.54 in.)			
A5	148 x 210 mm (5.83 x 8.27 in.)			
A6	105 x 148 mm (4.13 x 5.83 in.)			
Statement	140 x 216 mm (5.5 x 8.5 in.)	✔		
11 x 17	279 x 432 mm (11 x 17 in.)			
12 x 18	305 x 457 mm (12 x 18 in.)			
B4 (ISO)	250 x 353 mm (9.84 x 13.90 in.)			
B4 (JIS)	257 x 364 mm (10.12 x 14.33 in.)			
RA3	305 x 430 mm (12.01 x 16.93 in.)			
B5 (JIS)	182 x 257 mm (7.17 x 10.12 in.)	✔	✔	
B5 (ISO)	176 x 250 mm (6.93 x 9.84 in.)			
8k	270 x390 mm (10.63 x 15.35 in.)			
16k	197 x 273 mm (7.75 x 10.75 in.)	✔		

Table 7-2 Supported envelopes and postcards

Size	Dimensions	Tray 1, mailbox, stacker	Trays 2, 3, 4	Stapler
Envelope #10	105 x 241 mm (4.13 x 9.49 in.)	✔		
Envelope DL	110 x 220 mm (4.33 x 8.66 in.)	✔		
Envelope C5	162 x 229 mm (6.93 x 9.84 in.)	✔		
Envelope B5	176 x 250 mm (6.7 x 9.8 in.)	✔		
Envelope Monarch	98 x 191 mm (3.9 x 7.5 in.)	✔		

Table 7-2 Supported envelopes and postcards (continued)

Size	Dimensions	Tray 1, mailbox, stacker	Trays 2, 3, 4	Stapler
Post Card	100 x 148 mm (3.94 x 5.83 in.)	✔		
Double Post Card	148 x 200 mm (5.83 x 7.87 in.)	✔		
Postcard (US)	88.9 x 139.7 mm (3.5 x 5.5 in.)	✔		
Postcard (European)	105 x 148 mm (4.13 x 5.83 in.)	✔		

Custom paper sizes

This product supports a variety of custom paper sizes. Supported custom sizes are sizes that are within the minimum- and maximum-size guidelines for the product but are not listed in the supported paper sizes table. When using a supported custom size, specify the custom size in the print driver, and load the paper in a tray that supports custom sizes.

Special paper or print media guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in your print driver to obtain the best print results.

> ⚠ **CAUTION** HP LaserJet printers use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper not designed for this technology could damage your printer.

| Media type	Do	Do not
Envelopes	- Store envelopes flat. - Use envelopes where the seam extends all the way to the corner of the envelope. - Use peel-off adhesive strips that are approved for use in laser printers.	- Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged. - Do not use envelopes that have clasps, snaps, windows, or coated linings. - Do not use self-stick adhesives or other synthetic materials.
Labels	- Use only labels that have no exposed backing between them. - Use Labels that lie flat. - Use only full sheets of labels.	- Do not use labels that have wrinkles or bubbles, or are damaged. - Do not print partial sheets of labels.
Transparencies	- Use only transparencies that are approved for use in laser printers. - Place transparencies on a flat surface after removing them from the product.	Do not use transparent print media not approved for laser printers.
Letterhead or preprinted forms	Use only letterhead or forms approved for use in laser printers.	Do not use raised or metallic letterhead.
Heavy paper	Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.	Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.
Glossy or coated paper	Use only glossy or coated paper that is approved for use in laser printers.	Do not use glossy or coated paper designed for use in inkjet products.

Load paper and print media

You can load different media in the trays and then request media by type or size by using the control panel.

Load tray 1

⚠ **CAUTION** To avoid jams, never add or remove media from tray 1 during printing.

1. Open tray 1.
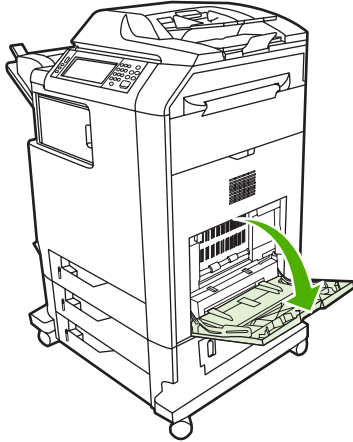
2. Set the side guides to the desired width.

3. Load media in the tray with the side to be printed on face down and the top of the media or non-postage end facing you.

4. Make sure the stack fits under the tabs on the guides and does not exceed the load-level indicators.

5. Adjust the side guides so that they lightly touch the media stack but do not bend it.
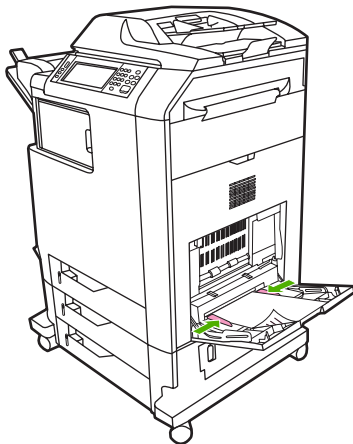
If your software does not automatically format an envelope, specify **Landscape** for page orientation in your software program or printer driver. Use the following guidelines to set margins for return and destination addresses on Commercial #10 or DL envelopes:

Address type	Left margin	Top margin
Return	15 mm (0.6 inches)	15 mm (0.6 inches)
Destination	102 mm (4 inches)	51 mm (2 inches)

For envelopes of other sizes, adjust the margin settings appropriately.

Load trays 2, 3, or 4

Trays 2, 3, and 4 each hold up to 500 sheets of standard paper or a 50.8 mm (2-inch) stack of labels. Tray 2 stacks above the other 500-sheet trays.

Load standard-sized media into tray 2, 3, or 4

The MFP automatically detects the following standard sizes of media in these 500-sheet trays: letter, legal, executive, A4, A5, and (JIS) B5.

The following undetectable standard-size media sizes are not marked in the trays but are listed in the **Size** menu for each tray: 8.5 x 13, Executive (JIS), double Japan postcard, and custom.

⚠ **CAUTION** Do not print cardstock, envelopes, heavy or extra heavy paper, or unsupported sizes of media from the 500-sheet trays. Print on these types of media only from tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause jams in the MFP.
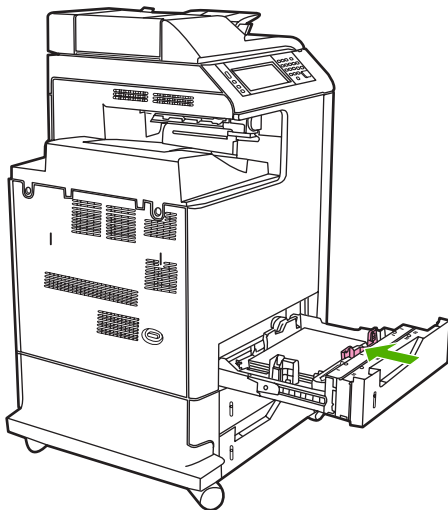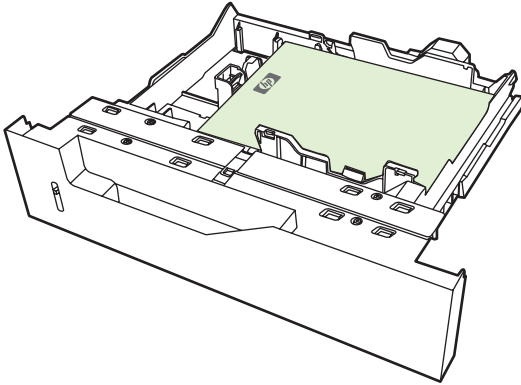
1. Slide the tray from the MFP.
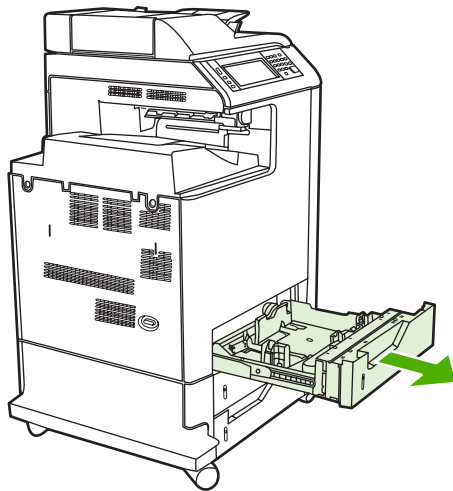
2. Adjust the rear media-length guide by squeezing the guide adjustment latch and sliding the back of the tray to the length of the media you are using.
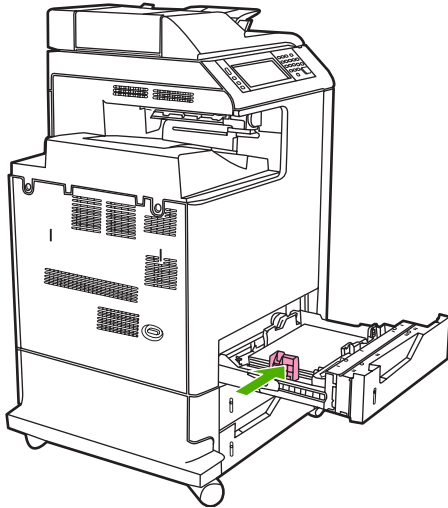
3. Slide the media-width guides open to the size for the media you are using.

4. Load media into the tray face up.

📝 **NOTE** For best performance, fill the tray completely without splitting the ream of paper. Splitting the ream can cause a multifeed problem. The capacity of the paper tray can vary. For example, if you are using 75 g/m^2 (20 lb) paper, the tray holds a full ream of 500 sheets. If the media is heavier, the tray will not hold a full ream. Do not overfill the tray.

NOTE If the tray is not adjusted correctly, an error message might appear or the media might jam.

5. Slide the tray into the MFP. The MFP control panel shows the tray's media type and size. If the configuration is not correct, touch OK on the control panel. If the configuration is correct, touch Exit.
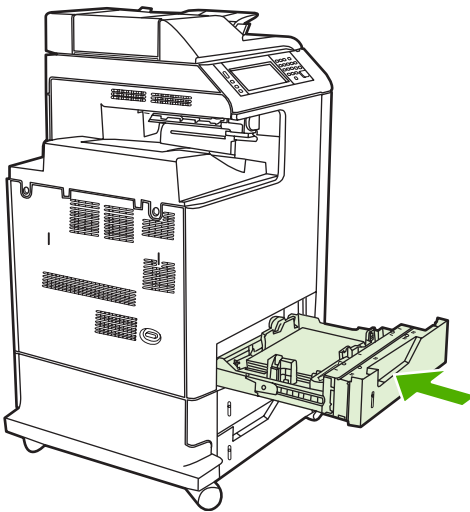
Loading undetectable standard-sized media into tray 2, 3, and 4

The following undetectable standard-sized media is supported in the 500-sheet trays:

- Executive (JIS)

- 8.5 x 13

- Double Japan postcard

- 16K

> ⚠ **CAUTION** Do not print cardstock, envelopes, heavy or extra heavy paper, or unsupported sizes of media from the 500-sheet trays. Print on these types of media only from tray 1. Do not overfill the input tray or open it while it is in use. Doing so can cause paper jams.

Load custom-size media into tray 2

To use custom media, change the size setting on the control panel to **Custom** and set the unit of measure, X dimension, and Y dimension. See Configure a tray to match print job settings for more information.

1. Slide open the tray from the MFP.

2. Continue loading the print media as described in steps 2 through 4 of the "Load detectable (standard-size) media into tray 2, 3, or 4" section. Then proceed to step 3 in this procedure.
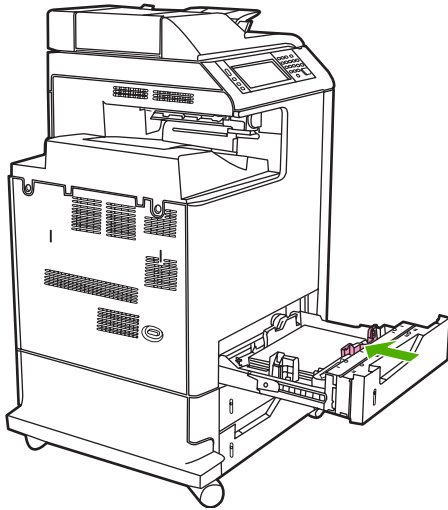
3. Slide the tray into the MFP. The MFP control panel shows the tray type and size configuration. To specify specific custom dimensions, or if the type is not correct, touch OK when the MFP prompts to change the size or type.
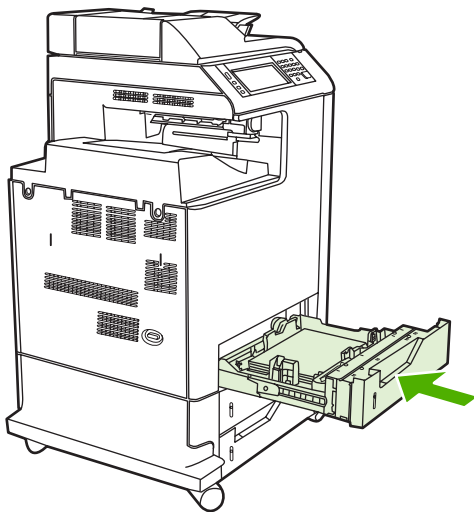
4. If the configuration is correct, touch Exit.

Configure trays

The MFP automatically prompts you to configure a tray for type and size in the following situations:

- When you load paper into the tray

- When you specify a particular tray or media type for a print job through the printer driver or a software program and the tray is not configured to match the print-job's settings

The following message appears on the control panel:**Tray <X> [type] [size] To change size or type, touch "Modify". To accept, touch "OK".**.

> **NOTE** The prompt does not appear if you are printing from tray 1 and tray 1 is configured for **Any Size** and **Any Type**.

> **NOTE** If you have used other HP LaserJet printer models, you might be accustomed to configuring tray 1 to **First** mode or **Cassette** mode. On HP Color LaserJet CM4730 MFP series, setting tray 1 size and type to **Any Size** is equivalent to **First** mode. Setting size or type for tray 1 to a setting other than **Any Size** is equivalent to **Cassette** mode.

Configure a tray when loading paper

1. Load paper in the tray. Close the tray if you are using tray 2, 3, or 4.

2. The tray configuration message appears.

3. Touch OK to accept the detected size, or touch Modify to choose a different paper size.

4. If modifying the tray configuration, select the size.

> **NOTE** The MFP automatically detects most media sizes in trays 2, 3, and 4.

5. If modifying the tray configuration, select the paper type.

6. Touch Exit.

Configure a tray to match print job settings

1. In the software program, specify the source tray, the paper size, and the paper type.

2. Send the job to the MFP.

   If the tray needs to be configured, the **LOAD TRAY X:** message appears.

3. If the highlighted size is not correct, touch X MILLIMETERS. Then use the numeric keypad to set the X and Y dimensions.

4. If the highlighted paper type is not correct, touch Paper Handling and select the paper type.

5. Touch OK.

6. Touch Exit.

Configure a tray by using the Supplies Status menu

You can also configure the trays for type and size without a prompt from the MFP.

1. Scroll to and touch Supplies Status.

2. Touch the desired tray.

3. Touch Modify.

4. Select the size and type. If you select a custom type, use the numeric keypad to set the X dimension and the Y dimension, and then touch OK.

5. Touch OK.

6. Touch OK again.

Automatic media type sensing (auto sense mode)

The automatic media type sensor functions only when that tray is configured to Any Type. Configuring a tray to any other type, such as Bond or Glossy, deactivates the media sensor in that tray.

The HP Color LaserJet CM4730 Series printers can automatically classify media into one of the following categories:

- Plain

- Transparency

- Glossy

- Extra-heavy glossy

- Glossy film

- Heavy

- Light

Tray 1 sensing

Full sensing (default)

- The printer stops at each page to sense media type. This is the best mode for using mixed media in a single print job.

Expanded sensing

- Each time the printer begins a print job, it stops the first page to sense the type.

- The printer assumes that the second and all subsequent pages are of the same media type as the first page.

- This is the second-fastest mode, and is useful for using stacks of the same media type.

Transparency

- The printer does not stop any pages for sensing but distinguishes between transparencies (Transparency mode) and paper (Normal mode).

- This is the fastest mode and is useful for high-volume printing in Normal mode.

Tray 2–4 sensing

Expanded sensing

- The printer stops the first five pages fed from each paper tray to sense the type and averages the five results.

- The printer assumes that the sixth and all subsequent pages are of the same media type, until the printer is turned off or goes into sleep mode, or until the tray is opened.

Transparency only (default)

- The printer does not stop any pages for sensing but distinguishes between transparencies (Transparency mode) and paper (Normal mode).

- This is the fastest mode and is useful for high-volume printing in Normal mode.

Select the media by source, type, or size

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull media when you send a print job. *Source*, *Type*, and *Size* settings appear in the **Page Setup**, **Print**, or **Print Properties** dialog boxes in most software programs. Unless you change these settings, the MFP automatically selects a tray using the default settings.

Source

To print by *Source* select a specific tray from MFP to pull from. The MFP tries to print from this tray, no matter what type or size is loaded. If you select a tray that is configured for a type or size that does not match your print job, the MFP does not print automatically. Instead, it waits for you to load the tray with the type or size of print media for your print job. If you load the tray, the MFP begins printing.

Type and Size

Printing by *Type* or *Size* means that you want the MFP to pull from the tray that is loaded with the correct type and size of media. Selecting media by type rather than source is similar to locking out trays and helps protect special media from accidental use. For example, if a tray is configured for letterhead and you select plain paper, the MFP will not pull the letterhead from that tray. Instead, it will pull from a tray that has plain paper loaded and is configured for plain paper on the MFP control panel. Selecting media by Type and Size results in significantly better print quality for heavy paper, glossy paper, and transparencies. Using the wrong setting might result in unsatisfactory print quality. Always print by Type for special print media, such as labels or transparencies. Print by Size for envelopes, if possible.

- To print by Type or Size, select the Type or Size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box, depending on the software program.

- If you often print on a certain type or size of media, configure a tray for that type or size. Then, when you select that type or size as you print a job, the MFP pulls media from the tray that is configured for that type or size.

Select the output bin

Standard output bins

The MFP has an ADF output bin and the standard output bin for printed pages.
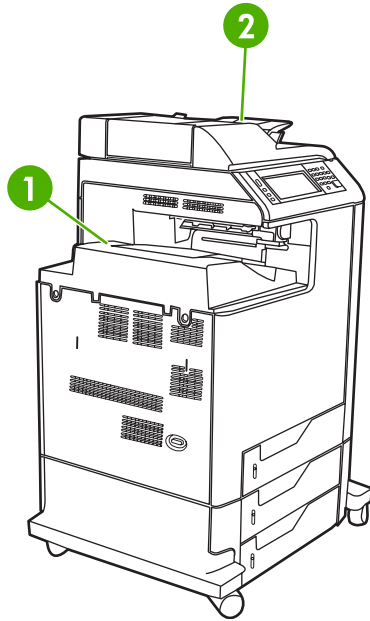
1	Standard output bin
2	ADF output bin (for copy originals)

When you scan or copy documents by using the ADF, the originals are automatically delivered to the ADF output bin. Copies made from the scanner glass are delivered to the standard output bin or the output bin(s) on the stapler/stacker or the 3-bin mailbox.

When you send print jobs to the MFP from a computer, the output is to the standard output bin or the output bin(s) on the stapler/stacker or the 3-bin mailbox.

3-bin mailbox output bins

If you are using the 3-bin mailbox, three output bins are available. Configure these bins as individual mailboxes, or combine them to function as a single bin to stack documents.
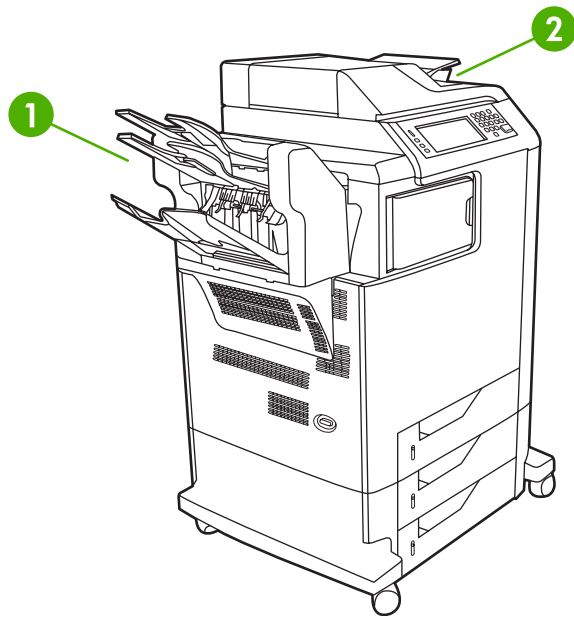
1	3–bin mailbox output bins
2	ADF output bin (for copy originals)

The top two bins each hold up to 100 sheets of paper. A sensor stops the MFP when a bin is full. MFP operation continues when you empty or reduce the amount of media in the bin.

The lower bin holds up to 500 sheets of paper.

Select an output location

If possible, select an output location (bin) through your program or driver. Where and how you make selections depends on your program or driver. If you cannot select an output location from the program or driver, set the default output location on the MFP control panel.

1. Scroll to and touch Administration.

2. Touch Default Job Options.

3. Touch Default Copy Options or Default Print Options.

4. Touch Output Bin.

5. Touch the desired output bin.

Configure the 3-bin mailbox

Configure the printer driver to recognize the 3-bin mailbox in Windows

1. Open the **Printers** folder.

2. Select **HP Color LaserJet CM4730 MFP**.

3. On the **File** menu, click on **Properties**.

4. Select the **Device Settings** tab.

5. Use either of the following methods to select the stapler/stacker.

   ● Scroll down to **Automatic Configuration**, select **Update Now**, and click **Apply**.

   ● Scroll down to **Accessory Output Bin**, select **HP 500 sheet stapler/stacker** or **HP 700 Sheet 3-bin Mailbox**, and click **Apply**.

Configure the printer driver to recognize the 3-bin mailbox in Macintosh

1. Open the **Printer Center** utility.

2. Select **HP Color LaserJet CM4730**.

3. On the **File** menu, click on **Show Info (command, i)**.

4. Select the **Installable Options** tab.

5. Scroll to **Accessory Output Bins** and select **HP 500 sheet stapler/stacker** or **HP 700 Sheet 3-bin Mailbox**.

6. Click **Apply Changes**.

Select the 3-bin mailbox operating mode at the control panel

1. Scroll to and touch Administration.

2. Touch Device Behavior.

3. Touch MBM–3 Configuration.

4. Touch Operation Mode.

5. Select the operation mode that you want to use.

Select the 3-bin mailbox operating mode in the printer driver

1. Click the **Start** button, point to **Settings**, and then click **Printers** (for Windows 2000) or **Printers and Faxes** (for Windows XP).

2. Right-click the HP product icon, and then click **Properties** or **Printing Preferences**.

3. Click the **Device Settings** tab.

4. Perform one of the following actions:

   For automatic configuration: under **Installable Options**, click **Update Now** in the **Automatic Configuration** list.

   -or-

   For manual configuration: under **Installable Options**, select the appropriate operation mode in the **Accessory Output Bin** list.

5. Click **OK** to save the settings.

Select the operating mode in the printer driver (Mac OS X)

1. In the **Apple** menu, click **System Preferences**.

2. In the **System Preferences** box, click **Print and Fax**.

3. Click **Set Up Printers**. A **Printer List** displays.

4. Select the HP product, and then click **Show Info** on the **Printers** menu.

5. Select the **Installable Options** panel.

6. In the **Accessory Output Bins** list, select **HP 3-Bin Mailbox**.

7. In the **Mailbox Mode** list, select the appropriate operational mode, and then click **Apply Changes**.

8 Use product features

- [Economy settings](#)
- [Job storage features](#)

Economy settings

Sleep and wake

Set the sleep delay

Use the sleep-delay feature to set the period of time that the MFP must be idle before it enters the sleep mode. The default setting is 45 minutes.

1. Scroll to and touch Administration.

2. Touch Time/Scheduling.

3. Touch Sleep Delay.

4. Touch the sleep-delay setting that you want.

Set the wake time

Use the wake time feature to wake the MFP at a set time each day.

1. Scroll to and touch Administration.

2. Touch Time/Scheduling.

3. Touch Wake Time.

4. Touch the day of the week for the wake time.

5. Touch Custom.

6. Touch Save.

7. Touch the appropriate options to set the correct hour, minute, and AM/PM setting.

8. If you want to wake the MFP at the same time each day, on the **APPLY TO ALL DAYS** screen, touch Yes. If you want to set the time for individual days, touch No, and repeat the procedure for each day.

Job storage features

The following job-storage features are available for print jobs:

- **Proof and hold jobs**: This feature provides a quick and easy way to print and proof one copy of a job and then print the additional copies.

- **Personal jobs**: When you send a private job to the device, the job does not print until you provide the required personal identification number (PIN) at the control panel.

- **QuickCopy jobs**: You can print the requested number of copies of a job and then store a copy of the job on the device hard disk. Storing the job allows you to print additional copies of the job later.

- **Stored jobs**: You can store a job such as a personnel form, time sheet, or calendar on the device and allow other users to print the job at any time. Stored jobs also can be protected by a PIN.

Follow the instructions in this section to gain access to the job storage features at the computer. See the specific section for the type of job that you want to create.

> ⚠ **CAUTION**   If you turn off the device, all QuickCopy, proof and hold, and personal jobs are deleted.

Gain access to the job storage features

For Windows

1. On the **File** menu, click **Print**.

2. Click **Properties**, and then click the **Job Storage** tab.

3. Select the job storage mode that you want.

For Macintosh

In newer drivers: Select **Job Storage** in the pull-down menu in the **Print** dialog box. In older drivers, select **Printer Specific Options**.

Use the proof and hold feature

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

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

Create a proof and hold job

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

In the driver, select the **Proof and Hold** option and type a user name and job name.

The device prints one copy of the job for you to proof.

Print the remaining copies of a proof and hold job

At the device control panel, use the following procedure to print the remaining copies of a job held on the hard disk.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to print.

5. Touch the Copies field to change the number of copies to print. Touch Retrieve Stored Job (◉) to print the document.

Delete a proof and hold job

When you send a proof and hold job, the device automatically deletes your previous proof and hold job.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to delete.

5. Touch Delete.

6. Touch Yes.

Use the personal job feature

Use the personal printing feature to specify that a job is not printed until you release it. First, set a 4-digit PIN by typing the PIN in the printer driver. The PIN is sent to the device as part of the print job. After you have sent the print job to the device, you must use the PIN to print the job.

Create a personal job

To specify that a job is personal, in the driver, select the Personal Job option, type a user name and job name, and then type a four-digit PIN into the **Make Job Private** field. The job will not print until you enter the PIN at the device control panel.

Print a personal job

You can print a personal job at the control panel after the job has been sent to the device.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the personal job.

4. Scroll to and touch the personal job that you want to print.

   📝 **NOTE** A personal job will have a 🔒 [lock symbol] next to it.

5. Touch the PIN field.

6. Use the numeric keypad to type the PIN, and then touch **OK**.

7. Touch the Copies field to change the number of copies to print.

8. Touch Retrieve Stored Job (⊚) to print the document.

Delete a personal job

A personal job is automatically deleted from the device hard disk after you release it for printing. If you want to delete the job without printing it, use this procedure.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the personal job.

4. Scroll to and touch the personal job that you want to delete.

   📝 **NOTE** A personal job will have a 🔒 [lock symbol] next to it.)

5. Touch the PIN field.

6. Use the numeric keypad to type the PIN, and then touch OK.

7. Touch Delete.

Use the QuickCopy feature

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

The default number of different QuickCopy jobs that can be stored on the device is 32. At the control panel, you can set a different default number. See Navigate the Administration menu.

Create a QuickCopy job

CAUTION If the device needs additional space to store newer QuickCopy jobs, the device deletes other stored QuickCopy jobs, starting with the oldest job. To permanently store a job and prevent the device from deleting it when space is needed, select the **Job Storage** option in the driver instead of the **QuickCopy** option.

In the driver, select the **QuickCopy** option, and then type a user name and a job name.

When you send the job to print, the device prints the number of copies that you set in the driver. To print more quick copies at the device control panel, see Print additional copies of a QuickCopy job.

Print additional copies of a QuickCopy job

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

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to print.

5. Touch the Copies field to change the number of copies to print.

6. Touch Retrieve Stored Job (⊚) to print the document.

Delete a QuickCopy job

Delete a QuickCopy job at the device control panel when you no longer need it. If the device requires additional space to store new QuickCopy jobs, the device automatically deletes other stored QuickCopy jobs, starting with the oldest job.

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

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the job.

4. Scroll to and touch the job that you want to delete.

5. Touch Delete.

6. Touch Yes.

Use the stored job feature

You can save a print job to the device hard disk without printing it. You can then print the job at any time at the device control panel. For example, you might want to download a personnel form, calendar, time sheet, or accounting form that other users can print when they need it.

You also can create a stored copy job at the device control panel that can be printed at a later time.

Create a stored copy job

1. Place the original document face-down on the glass or face-up in the ADF.

2. From the Home screen, touch Job Storage.

3. Touch the Create tab.

4. Specify the name for the stored job in one of these ways:

    ●   Select an existing folder from the list. Touch New Job and type a job name.

    ●   Touch the box below the existing Folder Name: or Job Name: on the right-hand side of the screen, and then edit the text.

5. A private stored job has a lock icon next to the name, and it requires that you specify a PIN to retrieve it. To make the job private, select Make Job Private and then type the PIN for the job. Touch OK.

6. Touch More Options to view and change other job storage options.

7. After all the options are set, touch Create Stored Job (⊕) in the upper-left corner of the screen to scan the document and store the job. The job is saved on the device until you delete it, so you can print it as often as necessary.

    For information about printing the job, see Print a stored job.

Create a stored print job

In the driver, select the **Stored Job** option, and then type a user name and job name. The job does not print until someone requests it at the device control panel. See Print a stored job.

Print a stored job

At the control panel, you can print a job that is stored on the device hard disk.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the stored job.

4. Scroll to and touch the stored job that you want to print.

5. Touch Retrieve Stored Job (⊕) to print the document.

6. Touch the Copies field to change the number of copies to print.

7. Touch Retrieve Stored Job (⊕) to print the document.

If the file has 🔒 (lock symbol) next to it, the job is a private job and requires a PIN. See Use the personal job feature.

Delete a stored job

Jobs stored on the device hard disk can be deleted at the control panel.

1. From the Home screen, touch Job Storage.

2. Touch the Retrieve tab.

3. Scroll to and touch the job storage folder that holds the stored job.

4. Scroll to and touch the stored job that you want to delete.

5. Touch Delete.

6. Touch Yes.

If the file has 🔒 (lock symbol) next to it, the job requires a PIN to delete it. See Use the personal job feature.

9 Print tasks

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Media type and tray loading

Minimum media dimensions are 76 x 127 mm (3 x 5 inches).

Maximum media dimensions are 216 x 356 mm (8.5 x 14 inches).

Table 9-1 Tray 1 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Paper and cardstock, standard sizes	Range: 60 g/m² (16 lb) bond to 220 g/m² (60 lb) bond	Maximum stack height: 10 mm (0.6 inch) Equivalent to 100 sheets of 75 g/m² (20 lb) bond.	Plain or unspecified	N/A	
Envelopes	Less than 60 g/m² (16 lb) bond to 90 g/m² (24 lb) bond	Up to 20 envelopes	Envelope	Short edge leading, flap on right side facing up	
Labels	Maximum 0.23 mm (0.009 in.) thick	Maximum stack height: 10 mm (0.6 inch)	Labels	Side to be printed on facing up	
Transparencies	Minimum 0.13 mm (0.005 in.) thick	Maximum stack height: 10 mm (0.6 inch)	Transparencies	Side to be printed on facing up	
Heavy	0.13 mm (0.005 in.) thick	Maximum stack height: 10 mm (0.6 in.)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	
Glossy	Range: 75 g/m² (20 lb) bond to 220 g/m² (60 lb) bond	Maximum stack height: 10 mm (0.6 in.)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	

Table 9-2 Tray 2, tray 3, and tray 4 media information

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Paper and cardstock, standard sizes	Range: 60 g/m² (16 lb) bond to 120 g/m² (32 lb) bond	Equivalent to 530 sheets of 75 g/m² (20 lb) bond.	Plain or unspecified	N/A	
Labels	Maximum 0.13 mm (0.005 in.) thick	Maximum stack height: 56 mm (2.2 inch)	Labels	Side to be printed on facing up	
Transparencies	Minimum 0.13 mm (0.005 in.) thick	Maximum stack height: 56 mm (2.2 inch)	Transparencies	Side to be printed on facing up	

Table 9-2 Tray 2, tray 3, and tray 4 media information (continued)

Media type	Media specifications	Media quantity	Driver settings	Paper orientation	Output
Heavy	0.13 mm (0.005 in.) thick	Maximum stack height: 56 mm (2.2 in.)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	
Glossy	Range: 75 g/m² (20 lb) bond to 120 g/m² (32 lb) bond	Maximum stack height: 56 mm (2.2 in.)	Light glossy, glossy, or heavy glossy	Side to be printed on facing up	

Windows printer-driver features

Create and use printing shortcuts in Windows

Use printing shortcuts to save the current driver settings for reuse. Shortcuts are available on most printer-driver tabs. You can save up to 25 printing shortcuts.

Create a printing shortcut

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Select the print settings that you want to use. Click **Save As**.

4. In the **Printing Shortcuts** box, type a name for the shortcut.

5. Click **OK**.

Use printing shortcuts

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Select the shortcut that you want to use from the **Printing Shortcuts** box.

4. Click **OK**.

> **NOTE** To use printer-driver default settings, select **Factory Default**.

Set a custom paper size

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. On the **Paper/Quality** tab, click **Custom**.

4. On the **Custom Paper Size** window, type the name of the custom paper size.

5. Type the paper-size length and width. If you type a size that is too small or too large, the driver adjusts the size to the minimum or maximum size that is allowed.

6. If necessary, click the button to change the unit of measure between millimeters and inches.

7. Click **Save**.

8. Click **OK**. The name that you saved appears in the paper-size list for future use.

Use different paper and print covers

Follow these instructions for printing a first page that is different from other pages in the print job.

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Click the **Paper/Quality** tab.

4. In the **Special pages** list box, click **Print pages on different paper**.

5. Click **Settings**.

6. Select the settings that you want to use to print specific pages on different paper. Click **Add**.

7. Click **OK** to return to the **Paper/Quality** tab.

8. Click **OK**.

> **NOTE** The paper size must be the same for all pages of the print job.

Print a blank first page

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Click the **Paper/Quality** tab.

4. In the **Special pages** list box, click **Covers**.

5. Click **Settings**.

6. Select the settings that you want to use to add blank or preprinted covers. Click **Add**.

7. Click **OK** to return to the **Paper/Quality** tab.

8. Click **OK**.

Use watermarks

A watermark is a notice, such as "Confidential," that is printed in the background of each page of a document.

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. From the **Effects** tab, click the **Watermarks** drop-down list.

4. Click the watermark that you want to use. To create a new watermark, click **Edit**.

5. If you want the watermark to appear only on the first page of the document, click **First Page Only**.

6. Click **OK**.

To remove the watermark, click **(none)** in the **Watermarks** drop-down list.

Resize documents

Use the document resizing options to scale a document to a percentage of its normal size. You can also choose to print a document on a different size paper, with or without scaling.

Reduce or enlarge a document

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. On the **Effects** tab, next to **% of Actual Size**, type the percentage by which you want to reduce or enlarge your document.

    You can also use the scroll bar to adjust the percentage.

4. Click **OK**.

Print a document onto a different paper size

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. On the **Effects** tab, click **Print Document On**.

4. Select the paper size to print on.

5. To print the document without scaling it to fit, make sure that the **Scale to Fit** option is *not* selected.

6. Click **OK**.

Print multiple pages on one sheet of paper in Windows

You can print more than one page on a single sheet of paper.
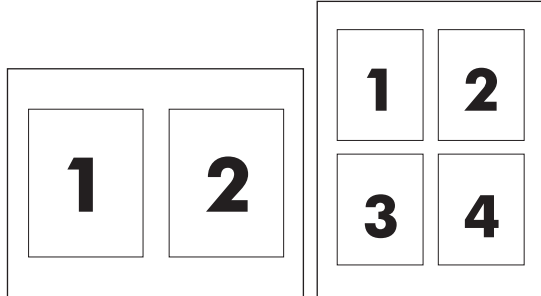
1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Click the **Finishing** tab.

4. In the section for **Document Options**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

5. If the number of pages is greater than 1, select the correct options for **Print Page Borders** and **Page Order**.

    ●   If you need to change the page orientation, click **Portrait** or **Landscape**.

6. Click **OK**. The product is now set to print the number of pages per sheet that you have selected.

Print on both sides of the page (duplex printing)

Automatic two-sided (duplex) printing

Specify two-sided printing options in your software program or in the printer driver. If you cannot see this option, use the following information to make the duplex printing options available.

- Verify that the printer driver is configured to show the two-sided printing options: automatic and manual. To change or verify the configuration, click the **Start** button, choose **Settings**, and click **Printers and Faxes**. Then right-click on the printer and select **Properties**. On the **Device Settings** tab, verify that the duplexer is shown as installed and that the **Allow Manual Duplexing** option is enabled.

- After the two-sided printing option appears, select the appropriate settings in the printer-driver software, including the page and binding orientation.

- Automatic two-sided printing is *not* supported for certain media types:
    - Transparencies
    - Envelopes
    - Labels
    - Heavy, extra heavy, cardstock, and HP Tough paper

  The maximum weight paper for automatic duplex printing is 120 g/m^2 (32 lb) bond.

- Automatic two-sided printing only supports the following media sizes:
    - Letter
    - Legal
    - B5
    - Executive
    - 8.5 x 13
    - A4

- Manual two-sided printing can support all sizes and more types of media, *excluding* transparencies, envelopes, and labels

- If both automatic and manual two-sided printing are enabled, the MFP will automatically print on two sides if the duplexer supports the selected size and type. Otherwise, manual duplex will be enabled.

- For best results, avoid using rough-textured, heavyweight media when duplexing.

- When using special media such as letterhead or forms, place the media face down in tray 2, 3, or 4, with the logo to the left. Place special media face down in tray 1, with the logo feeding into the MFP *last*.

Enable or disable automatic two-sided printing from the control panel

If you cannot adjust two-sided printing settings in your software program or printer driver, adjust them on the control panel. The factory default setting is **1-sided**.

> ⚠️ **CAUTION** Do not use two-sided printing when printing on labels. Serious damage can result.

> 📝 **NOTE** Changing settings for two-sided printing on the MFP control panel affects all print jobs. Whenever possible, change settings for two-sided printing through your software program or printer driver.
>
> **NOTE** Any changes made in the printer driver override settings made on the MFP control panel.

1. Scroll to and touch Administration.

2. Touch Default Job Options.

3. Touch Default Print Options

4. Touch Print Sides.

5. Touch 2-sided.

6. Touch Save.

Enable or disable automatic two-sided printing in the printer driver

> ⚠️ **CAUTION** Do not use two-sided printing when printing on labels. Serious damage can result.

> 📝 **NOTE** In the printer driver, **Print on Both Sides (manually)** is available only when the duplex printing accessory does not support the type of print media being used.

Enable or disable automatic two-sided printing in the Windows printer driver

1. Insert enough paper into one of the trays to accommodate the print job.

   > ⚠ **CAUTION** Do not load media that is heavier than 105 g/m^2 (28 lb bond). This can jam the MFP.

2. Open the printer driver.

3. On the **Finishing** tab, click **Print on Both Sides**.

4. Click **OK**.

Layout options for printing on both sides

The following are the four duplex orientation options. To select option 1 or 4, select **Flip Pages Up** in the printer driver.

1. Long-edge landscape	This layout is often used in accounting, data processing, and spreadsheet programs. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.
2. Short-edge landscape	Each printed image is oriented right-side-up. Facing pages are read from top to bottom on the left page, and then from top to bottom on the right page.
3. Long-edge portrait	This is the default setting, and the most common layout used, with every printed image oriented right-side-up. Facing pages are read from top to bottom on the first page, and then from top to bottom on the second page.
4. Short-edge portrait	This layout is often used with clipboards. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Options for binding two-sided printing jobs

Before printing a two-sided document, use the printer driver to select the binding. Long-edge or book binding is the conventional layout used in book binding. Short-edge or tablet binding is the typical calendar binding.

Printing booklets

Some versions of the printer driver offer booklet-printing settings. Select binding on the left or right side on letter, legal, or A4 paper size. Windows 2000 and XP support booklet printing for all paper sizes.

Manual two-sided (duplex) printing

If you want to print on two sides (duplex) on paper other than the supported sizes or weights (for example, paper heavier than 120 g/m^2 (32 lb) or very thin paper), you will have to go to the MFP and reinsert the paper manually after the first side has printed.

CAUTION Do not use two-sided printing when printing on labels. Serious damage can result.

1. Click the Windows **Start** button, point to **Settings**, and then click **Printers and Faxes**.

2. Right-click the printer and select **Properties**.

3. Click the **Device Settings** tab.

4. Select **Allow Manual Duplex**.

5. Select the appropriate size and type.

6. On the **Finishing** tab, click **Print on Both Sides** or **Print on Both Sides (Manually)**.

7. The default binding option is to bind on the long edge of the paper in portrait layout. To change the setting, click the **Finishing** tab and select the **Flip pages up** check box.

8. Click **OK**. The **Print on Both Sides** instructions appear. Follow the instructions to finish printing your document.

NOTE If the total number of sheets to be duplexed exceeds the tray 1 capacity for manual duplex jobs, feed the top 100 sheets and press Menu. When prompted, feed the next 100 sheets and press Menu. Repeat as necessary until all the sheets from the output stack have been loaded into tray 1.

Layout options for printing on both sides

The four duplex orientation options are shown here. To select option 1 or 4, select **Flip Pages Up** in the printer driver.
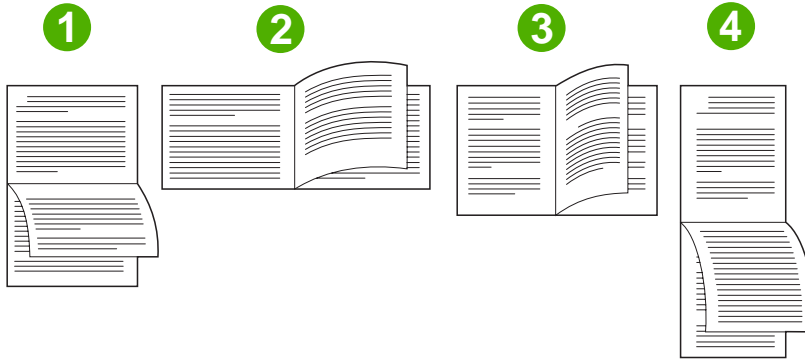
1. Long-edge landscape	Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.
2. Short-edge landscape	Every printed image is oriented right-side-up. Facing pages are read from top to bottom.
3. Long-edge portrait	This is the default setting, and the most common layout used. Every printed image is oriented right-side-up. Facing pages are read from top to bottom.
4. Short-edge portrait	Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Create booklets

You can copy two pages on one sheet of paper so you can fold the pages in the center to form a booklet. The device arranges the pages in the correct order. For example, if the original document has eight pages, the device prints pages 1 and 8 on the same sheet.

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Click the **Finishing** tab.

4. Select **Print On Both Sides**.

5. In the drop-down box for **Booklet Layout**, select either **Left Edge Binding** or **Right Edge Binding**. The **Pages per Sheet** setting automatically changes to 2 pages per sheet.

6. Click **OK**.

Set the stapling options

Select the stapler in the printer driver

1. Click **Start**, point to **Settings**, and then click **Printers** (for Windows 2000) or **Printers and Faxes** (for Windows XP and Vista).

2. Right-click the HP product icon, and then click **Properties** or **Printer Preferences**.

3.   Click the **Device Settings** tab.

4.   On the **Output** tab, click the drop-down list under **Staple**, and click **One-edge**.

Configure the printer driver to recognize the optional stapler stacker

1.   Open the **Printers** folder.

2.   Select **HP Color LaserJet CM4730 MFP**.

3.   On the **File** menu, click **Properties**.

4.   Select the **Device Settings** tab.

5.   Use either of the following methods to select the stapler/stacker:

     Scroll to **Automatic Configuration**, select **Update Now**, and then click **Apply**.

     -or-

     Scroll to **Accessory Output Bin**, select **HP 500-sheet stapler/stacker** or **HP 3-bin mailbox mailbox-mode** or **HP 3-bin mailbox stacker-mode** or **HP 3-bin mailbox function-separator**, and click **Apply**.

Setting the color options

Options on the **Color** tab control how colors are interpreted and printed from software programs. You can choose either **Automatic** or **Manual** color options. For more information, see Manage printer color options on Windows computers.

●   Select **Automatic** to optimize the color and halftone settings for text, graphics, and photographs. The **Automatic** setting provides additional color options for programs and operating systems that support color-management systems. This setting is recommended for printing all color documents.

●   Select **Manual** to adjust the color and halftone settings for text, graphics, and photographs. If you are using a PCL driver, you can adjust the RGB data. If you are using the PS driver, you can adjust RGB or CMYK data.

To set the color options

1.   On the **File** menu in the software program, click **Print**.

2.   Select the driver, and then click **Properties** or **Preferences**.

3.   Click the **Color** tab.

4.   In the **Color Options** area, select the option that you want to use.

5.   If you selected **Manual**, click **Settings** to open the **Color Settings** dialog box. Adjust the individual settings for text, graphics, and photographs. You can also adjust the general printing settings. Click **OK**.

6.   In the **Color Themes** area, select the **RGB Color** option that you want to use.

7.   Click **OK**.

Use the Services tab

If the product is connected to a network, use the **Services** tab to obtain product and supply-status information. Click the **Device and Supplies status icon** to open the **Device Status** page of the HP Embedded Web Server. This page shows the current status of the product, the percentage of life remaining for each supply, and information for ordering supplies. For more information, see Embedded Web server.

In the **Internet Services** area, select an option from the list to go to various support Web sites for this device. Click **Go!**.

Using the HP Digital Imaging Options dialog box

Use **HP Digital Imaging Options** to print better-quality photos and images.

NOTE **HP Digital Imaging Options** are available for Windows 2000, Windows XP, Windows Server 2003, and Vista.

The following options are available on the **HP Digital Imaging Options** dialog box:

● **Contrast Enhancement**: Enhance colors and contrast for washed-out photos. Click **Automatic** to allow the printer software to brighten areas of photos that need adjustment.

● **Digital Flash**: Adjust the exposure in dark areas of photos to bring out detail. Click **Automatic** to allow the printer software to balance lightness and darkness.

● **SmartFocus**: Enhance the image quality and clarity of low resolution images such as those downloaded from the Internet. Click **On** to allow the printer software to sharpen details in the image.

● **Sharpness**: Adjust the image sharpness to your preference. Click **Automatic** to allow the printer software to set the level of sharpening for the image.

● **Smoothing**: Soften an image. Click **Automatic** to allow the printer software to set the level of smoothing for the image.

Opening the HP Digital Imaging Options dialog box

1. Open the **Printer Properties** dialog box.

2. Click the **Paper/Quality** tab, and then click the **HP Digital Imaging** button.

NOTE If you installed the HP Image Zone software, you can use it to edit and further enhance digital photos.

Macintosh printer-driver features

Create and use printing shortcuts in Macintosh

Use printing shortcuts to save the current printer driver settings for reuse.

Create a printing shortcut

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Select the print settings.

4. In the **Printing Shortcuts** box, click **Save As...**, and type a name for the shortcut.

5. Click **OK**.

Use printing shortcuts

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. In the **Printing Shortcuts** box, select the printing shortcut that you want to use.

> **NOTE** To use printer-driver default settings, select **Factory Default**.

Resize documents or print on a custom paper size

You can scale a document to fit on a different size of paper.

1. On the **File** menu, click **Print**.

2. Open the **Paper Handling** menu.

3. In the area for **Destination Paper Size**, select **Scale to fit paper size**, and then select the size from the drop-down list.

4. If you want to use only paper that is smaller than the document, select **Scale down only**.

Print a cover page

You can print a separate cover page for your document that includes a message (such as "Confidential").

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. On the **Cover Page** or **Paper/Quality** tab, select whether to print the cover page **Before Document** or **After Document**.

4. In the **Cover Page Type** pop-up menu, select the message that you want to print on the cover page.

> **NOTE** To print a blank cover page, select **Standard** as the **Cover Page Type**.

Use watermarks

A watermark is a notice, such as "Confidential," that is printed in the background of each page of a document.

1. On the **File** menu, click **Print**.

2. Open the **Watermarks** menu.

3. Next to **Mode**, select the type of watermark to use. Select **Watermark** to print a semi-transparent message. Select **Overlay** to print a message that is not transparent.

4. Next to **Pages**, select whether to print the watermark on all pages or on the first page only.

5. Next to **Text**, select one of the standard messages, or select **Custom** and type a new message in the box.

6. Select options for the remaining settings.

Print multiple pages on one sheet of paper in Macintosh

You can print more than one page on a single sheet of paper. This feature provides a cost-effective way to print draft pages.
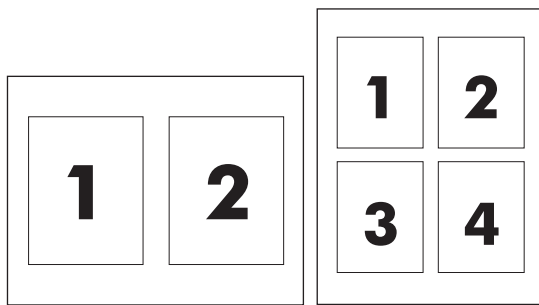
1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Click the **Layout** pop-up menu.

4. Next to **Pages per Sheet**, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).

5. Next to **Layout Direction**, select the order and placement of the pages on the sheet.

6. Next to **Borders**, select the type of border to print around each page on the sheet.

Print on both sides of the page (duplex printing)

Automatic duplex printing

Specify two-sided printing options in your software program or in the printer driver. If you cannot see this option, use the following information to make the duplex printing options available

To use two-sided printing:

- Verify that the printer driver is configured to show the two-sided printing options: automatic and manual.

- After the two-sided printing option appears, select the appropriate settings in the printer-driver software, including the page and binding orientation.

- Automatic two-sided printing is *not* supported for certain media types:

    - Transparencies

    - Envelopes

    - Labels

    - Heavy, extra heavy, cardstock, and HP Tough paper

    The maximum weight paper for automatic duplex printing is 120 g/m^2 (32 lb) bond.

- Automatic two-sided printing only supports the following media sizes:

    - Letter

    - Legal

    - B5

    - Executive

    - 8.5 x 13

    - A4

- Manual two-sided printing can support all sizes and more types of media, *excluding* transparencies, envelopes, and labels

- If both automatic and manual two-sided printing are enabled, the MFP will automatically print on two sides if the duplexer supports the selected size and type. Otherwise, manual duplex will be enabled.

- For best results, avoid using rough-textured, heavyweight media when duplexing.

- When using special media such as letterhead or forms, place the media face down in tray 2, 3, or 4, with the logo to the left. Place special media face down in tray 1, with the logo feeding into the MFP *last*.

Enable or disable automatic two-sided printing from the control panel

If you cannot adjust two-sided printing settings in your software program or printer driver, adjust them on the control panel. The factory default setting is **1-sided**.

⚠️ **CAUTION** Do not use two-sided printing when printing on labels. Serious damage can result.

📝 **NOTE** Changing settings for two-sided printing on the MFP control panel affects all print jobs. Whenever possible, change settings for two-sided printing through your software program or printer driver.

NOTE Any changes made in the printer driver override settings made on the MFP control panel.

1. Scroll to and touch Administration.

2. Touch Default Job Options.

3. Touch Default Print Options

4. Touch Print Sides.

5. Touch 2-sided.

6. Touch Save.

Enable or disable automatic two-sided printing in the Macintosh printer driver

Use automatic duplex printing

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

   - For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

   - For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

2. Open the printer driver (see Open the printer drivers).

3. Open the **Layout** pop-up menu.

4. Next to **Two Sided Printing**, select either **Long-Edge Binding** or **Short-Edge Binding**.

5. Click **Print**.

Layout options for printing on both sides

The following are the four duplex orientation options. To select option 1 or 4, select **Flip Pages Up** in the printer driver.

1. Long-edge landscape	This layout is often used in accounting, data processing, and spreadsheet programs. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.
2. Short-edge landscape	Each printed image is oriented right-side-up. Facing pages are read from top to bottom on the left page, and then from top to bottom on the right page.
3. Long-edge portrait	This is the default setting, and the most common layout used, with every printed image oriented right-side-up. Facing pages are read from top to bottom on the first page, and then from top to bottom on the second page.
4. Short-edge portrait	This layout is often used with clipboards. Every other printed image is oriented upside-down. Facing pages are read continuously from top to bottom.

Options for binding two-sided printing jobs

Before printing a two-sided document, use the printer driver to select the binding. Long-edge or book binding is the conventional layout used in book binding. Short-edge or tablet binding is the typical calendar binding.

NOTE The default binding setting is to bind on the long edge when the page is set up for portrait orientation. To change to long-edge binding, click the **Flip Pages Up** check box.

Manual duplex printing

Print on both sides manually

1. Insert enough paper into one of the trays to accommodate the print job. If you are loading special paper such as letterhead, load it in one of the following ways:

   ● For tray 1, load the letterhead paper face-up with the bottom edge feeding into the printer first.

   ● For all other trays, load the letterhead paper face-down with the top edge at the back of the tray.

   CAUTION To avoid jams, do not load paper that is heavier than 105 g/m^2 (28-lb bond).

2. Open the printer driver (see Open the printer drivers).

3. On the **Finishing** pop-up menu, select the **Manual Duplex** option.

   NOTE If the **Manual Duplex** option is not enabled, select **Manually Print on 2nd Side**.

4. Click **Print**. Follow the instructions in the pop-up window that appears on the computer screen before replacing the output stack in tray 1 for printing the second half.

5. Go to the printer, and remove any blank paper that is in tray 1.

6. Insert the printed stack face-up with the bottom edge feeding into the printer first in tray 1. You *must* print the second side from tray 1.

7. If prompted, press the appropriate control-panel button to continue.

Set the stapling options

Select the stapler in the printer driver

1. Open a document and then click **Print** on the **File** menu.

2. Select the appropriate stapling option.

3. In the **Presets** pop-up menu, click **Save As**, and then type a name for the preset.

Configure the printer driver to recognize the optional stapler/stacker

1. Open the **Printer Center** utility.

2. Select **HP Color LaserJet CM4730**.

3. On the **File** menu, click **Show Info**.

4. Select the **Installable Options** tab.

5. Scroll to **Accessory Output Bins** and select **HP 500 sheet stapler/stacker** or **HP 700 sheet 3-bin Mailbox**.

6. Click **Apply Changes**.

Set the color options

Use the **Color Options** pop-up menu to control how colors are interpreted and printed from software programs.

1. On the **File** menu in the software program, click **Print**.

2. Select the driver, and then click **Properties** or **Preferences**.

3. Open the **Color Options** pop-up menu.

4. If you are using Mac OS X, click **Show Advanced Options**.

5. Adjust the individual settings for text, graphics, and photographs.

Use the Services menu

If the device is connected to a network, use the **Services** menu to obtain device and supply-status information.

1. On the **File** menu, click **Print**.

2. Open the **Services** menu.

3. Select a maintenance task from the drop-down list, and then click **Launch**. The embedded Web server opens to the page that provides the information for the task that you selected.

4. To go to various support Web sites for this device, select an Internet Services option from the drop-down list, and then click **Go!**.

Staple documents

The optional stapler/stacker has the following specifications:

- It can staple jobs of up to 30 sheets of 75 g/m^2 (20 lb) paper.

- It can staple letter-size, A4-size, legal-size paper, Executive (JIS), and 8.5 x 13.

- It can stack up to 500 sheets of paper.

- Paper weight can range from 60 to 120 g/m^2 (16 to 32 lb).

- If the job consists of only one sheet or more than 30 sheets, the MFP will print the job to the bin, but will not staple the job.

- It supports paper only. Do not try to staple other media, such as transparencies or labels. The stapler staples a maximum of 20 sheets of glossy paper, cardstock, and HP Tough paper.

The printer driver must first be configured to recognize the optional stapler/stacker. When you want to use the stapler, you must select the stapling option in the software program, the printer driver, or the MFP control panel.

Set the stapler at the control panel for printed jobs

1. Scroll to and touch Administration.

2. Touch Default Job Options.

3. Touch Default Copy Options.

4. Touch Staple/Collate.

5. Touch Staple.

6. Touch the staple option you want to use.

> **NOTE** Selecting the stapler at the printer control panel changes the default setting to Staple. It is possible that all print jobs will be stapled. However, settings that are changed in the printer driver override settings that are changed at the control panel.

Set the stapler at the control panel for all copy jobs

> **NOTE** The following procedure changes the default setting for all copy jobs.

1. Scroll to and touch Administration.

2. Touch Default Job Options.

3. Touch Default Copy Options.

4. Touch Staple/Collate.

5. Touch Staple.

6. Touch the staple option you want to use.

Set the stapler at the control panel for a single copy job

> **NOTE** The following procedure sets the stapling option for only the current copy job.

1. Scroll to and touch Copy.

2. Touch Staple/Collate.

3. Touch the staple option you want to use.

Configure the device to stop or continue when the staple cartridge is empty

You can specify whether the MFP stops printing when the staple cartridge is empty or if it continues printing but does not staple the jobs.

1. Scroll to and touch Administration.

2. Scroll to and touch Device Behavior.

3. Scroll to and touch Stapler/Stacker.

4. Touch Staples Out.

5. Touch the option that you want to use:

   - Select Stop to stop all printing until the staple cartridge is replaced.

   - Select Continue to continue printing jobs without stapling them.

Load staples

Load staples if the MFP control-panel display prompts you with a **Stapler Low On Staples** message (the stapler has fewer than 20 usable staples left) or a **Replace Stapler Cartridge** message (the stapler is empty, or the remaining staples cannot be used). To order a replacement stapler cartridge, see Part numbers.

The stapler accepts print jobs if it is out of staples, but it does not staple the pages. The printer driver can be configured to disable the staple option when the stapler cartridge is empty.

Use the following procedure to load staples.

1. Press and hold the release button on the top of the stapler/stacker. Pull the stapler/stacker away from the MFP.
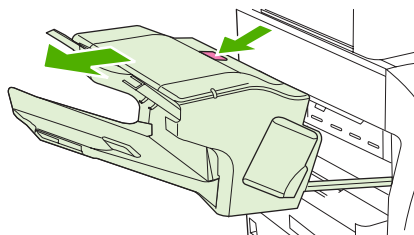
2. Open the staple-cartridge cover.
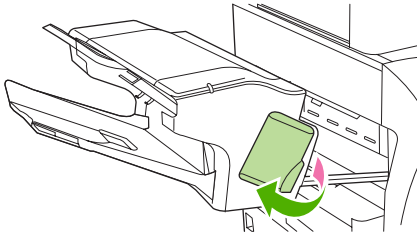
3. Grasp the green staple-cartridge handle and pull the old staple cartridge out of the stapler unit.
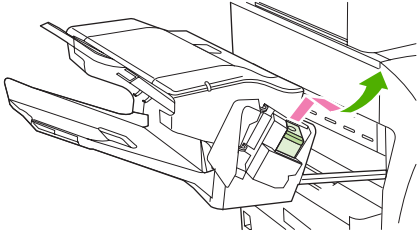
4. Insert the new staple cartridge into the stapler unit and push down on the green handle until the unit snaps into place.
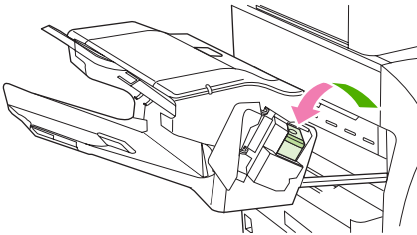
5. Close the staple-cartridge cover, and slide the stapler/stacker into the MFP.
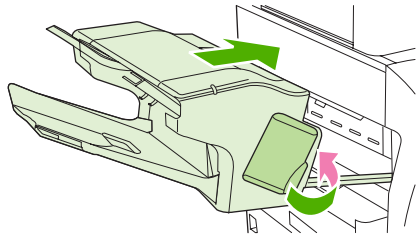
Cancel a print job

You can stop a print request by using the control panel or by using the software program. For instructions about how to stop a print request from a computer on a network, see the online Help for the specific network software.

> **NOTE** It can take some time for all printing to clear after you have canceled a print job.

Stop the current print job from the control panel

1. Press Stop on the control panel.

2. On the touchscreen, on the **Device Has Been Paused** screen, touch **Cancel current job**.

   > **NOTE** If the print job is too far into the printing process, you might not have the option to cancel it.

Stop the current print job from the software program

A dialog box will appear briefly on the screen, giving you the option to cancel the print job.

If several requests have been sent to the device through your software, they might be waiting in a print queue (for example, in Windows Print Manager). See the software documentation for specific instructions about canceling a print request from the computer.

If a print job is waiting in a print queue (computer memory) or print spooler (Windows 2000 or XP), delete the print job there.

Click **Start** and then click **Printers**. Double-click the device icon to open the print spooler. Select the print job that you want to cancel, and then press Delete. If the print job is not cancelled, you might need to shut down and restart the computer.

10 Using color

The HP Color LaserJet CM4730 MFP series offers great color printing as soon as you set up the MFP. It provides a combination of automatic color features to generate excellent color results for the general office user, plus sophisticated tools for the professional who has experience printing in color.

The HP Color LaserJet CM4730 MFP series provides carefully designed and tested color tables to provide a smooth, accurate color rendition of all printable colors.

- HP ImageREt 3600

- Restrict color use

- Paper selection

- Color options

- sRGB

- Print in four colors — CMYK

- CMYK ink set emulation (PostScript only)

- Color matching

- Manage printer color options on Windows computers

- Manage printer color options on Macintosh computers

HP ImageREt 3600

HP ImageREt 3600 print technology is a system of innovative technologies developed exclusively by HP to deliver superior print quality. The HP ImageREt system sets itself apart from the industry by integrating technology advancements and optimizing each element of the print system. Several categories of HP ImageREt have been developed for a variety of user needs.

The system uses key color-laser technologies, including image enhancements, smart supplies, and high-resolution imaging, to provide superior images for general office documents and marketing collateral. Optimized for printing on HP color laser high-gloss papers, HP Image REt 3600 provides superior results on all supported media, and under a variety of environmental conditions.

Restrict color use

The HP Color LaserJet CM4730 MFP Series includes a Restrict Color setting. A network administrator can use the setting to restrict user access to the color printing and copying features in order to conserve color toner. If you are unable to print in color, see your network administrator.

Restrict color printing

1. Scroll to and touch Administration.

2. Touch Management.

3. Touch Restrict Color Use.

4. Touch Color printing access.

5. Select one of the following options:

   ● Disable Color. This setting denies color-printing capabilities to all users.

   ● Enable Color (default). This setting allows color-printing capabilities for all users.

   ● Color If Allowed. The setting allows the network administrator to allow color use for select users and/or applications. Use the embedded Web server to designate which users and/or applications can print in color.

6. Touch Save.

For more information about restricting and reporting color usage, go to http://www.hp.com/go/coloraccess.

Restrict color copying

1. Scroll to and touch Administration.

2. Touch Management.

3. Touch Restrict Color Use.

4. Touch Color copying access.

5. Select one of the following options:

   ● Enable Color (default). This setting allows color-copying capabilities for all users.

   ● Disable Color. This setting denies color-copying capabilities to all users.

6. Touch Save.

For more information about restricting and reporting color usage, go to http://www.hp.com/go/coloraccess.

Paper selection

For the best color and image quality, it is important to select the appropriate media type from the MFP menu or from the front panel.

Color options

Color options enable optimal color output automatically for diverse types of documents.

Color options use object tagging, which allows optimal color and halftone settings to be used for different objects (text, graphics, and photos) on a page. The printer driver determines which objects are used on a page and uses halftone and color settings that provide the best print quality for each object. Object tagging, combined with optimized default settings, produces great color out of the box.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

For more information, see Select the correct printer driver.

sRGB

Standard red-green-blue (sRGB) is a worldwide color standard originally developed by HP and Microsoft as a common color language for monitors, input devices (scanners, digital cameras), and output devices (MFPs, printers, plotters). It is the default color space used for HP products, Microsoft operating systems, the Web, and most office software sold today. sRGB is representative of the typical Windows computer monitor today and the convergence standard for high-definition television.

> **NOTE** Factors such as the type of monitor you use and the room's lighting can affect the appearance of colors on your screen. For more information, see Color matching.

The latest versions of Adobe PhotoShop, CorelDRAW™, Microsoft Office, and many other software programs use sRGB to communicate color. Most importantly, as the default color space in Microsoft operating systems, sRGB has gained broad adoption as a means to exchange color information between software programs and devices using a common definition that assures typical users will experience greatly improved color matching. sRGB improves your ability to match colors between the MFP, the computer monitor, and other input devices (scanner, digital camera) automatically, without the need to become a color expert.

Print in four colors — CMYK

Cyan, magenta, yellow, and black (CMYK) are the inks used by a printing press. The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments. The MFP will accept CMYK colors through the PS printer driver. The MFP color-rendering of CMYK is designed to provide rich, saturated colors for text and graphics.

CMYK ink set emulation (PostScript only)

The MFP color rendering of CMYK can be made to emulate several standard offset press ink sets. In some situations, the CMYK color values in an image or document might not be suited to the MFP. For example, a document might be optimized for another printer. For best results, the CMYK values should be adapted to the HP Color LaserJet CM4730 MFP. Select the appropriate color input profile from the printer driver.

●   **Default CMYK+**. HP CMYK+ technology produces optimal printing results for most printing jobs.

●   **Specification for Web Offset Publications (SWOP)**. Common ink standard in the United States and other countries/regions.

●   **Euroscale**. Common ink standard in Europe and other countries/regions.

●   **Dainippon Ink and Chemical (DIC)**. Common ink standard in Japan and other countries/regions.

●   **Custom profile**. Select this option to use a custom input profile to accurately control color output, for example, to emulate another HP color LaserJet printer. Color profiles can be downloaded from http://www.hp.com.

Color matching

The process of matching MFP output color to your computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence your ability to match printed colors to those on your monitor. These factors include:

● Print media

● Printer colorants (inks or toners for example)

● Printing process (inkjet, press, or laser technology for example)

● Overhead lighting

● Personal differences in perception of color

● Software programs

● Printer drivers

● Computer operating system

● Monitors

● Video cards and drivers

● Operating environment (humidity for example)

Keep the above factors in mind when colors on your screen do not perfectly match your printed colors.

For most users, the best method for matching colors on your screen to your MFP is to print sRGB colors.

PANTONE® color matching

PANTONE® has multiple color matching systems. PANTONE® Matching System is very popular and uses solid inks to generate a wide range of color hues and tints. See http://www.hp.com/support/ljcm4730mfp for details on how to use PANTONE® Matching System with this MFP.

> **NOTE** PANTONE® Colors generated may not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color. PANTONE® and other Pantone, Inc. trademarks are the property of Pantone, Inc. © Pantone, Inc., 2000.

Sample book color matching

The process for matching MFP output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the range of the MFP. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will state which process standards were used to print the sample book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process sample book, select the corresponding ink emulation from the MFP menu. If you cannot identify the process standard, use SWOP ink emulation.

Printing color samples

To use the color samples, select the color sample that is the closest match to the desired color. Use the sample's color value in your software program to describe the object you wish to match. Colors may vary depending on paper type and the software program used. For more details on how to use the color samples, go to http://www.hp.com/support/ljcm4730mfp.

Use the following procedure to print color samples at the MFP using the control panel:

1. Touch Information.

2. Touch Sample Pages/Fonts.

3. Touch CMYK Samples or RGB Samples. The pages will print.

Manage printer color options on Windows computers

Setting color options to Automatic typically produces the best possible print quality for the most common printing requirements. However, for some documents, setting the color options manually can enhance the way the document appears. Examples of these documents include marketing brochures that contain many images or documents that are printed on a media type that is not listed in the printer driver.

For Windows, you can print in grayscale or change the color options by using settings found on the **Color** tab in the printer driver.

Print in grayscale

Select the **Print in Grayscale** option from the printer driver to print a document in black and white.

Setting the color options in Windows

Options on the **Color** tab control how colors are interpreted and printed from software programs. You can choose either **Automatic** or **Manual** color options. For more information, see Manage printer color options on Windows computers.

- Select **Automatic** to optimize the color and halftone used for each element in a document (such as text, graphics, and photographs). The **Automatic** setting provides additional color options for software programs and operating systems that support color-management systems. This setting is recommended for printing all color documents.

- Select **Manual** to manually adjust the color and halftone modes for text, graphics, and photographs. If you are using a PCL driver, you can adjust the RGB data. If you are using the PS driver, you can adjust RGB or CMYK data.

To set the color options

1. Open the printer driver.

2. Click the **Color** tab.

3. In the **Color Options** area, select the option that you want to use.

4. If you selected **Manual**, click **Settings** to open the **Color Settings** dialog box. Adjust the individual settings for text, graphics, and photographs. You can also adjust the general printing settings. Click **OK**.

5. In the **Color Themes** area, select the **RGB Color** option that you want to use.

6. Click **OK**.

RGB Color (Color Themes)

Five values are available for the **RGB Color** setting:

- Select **Default (sRGB)** for most printing needs. This setting instructs the printer to interpret RGB color as sRGB, which is the accepted standard of Microsoft and the World Wide Web Consortium (W3C).

- Select **Image optimization (sRGB)** to enhance documents in which the content is mainly bitmap images, such as .GIF or .JPEG files. This setting instructs the printer to use the best color matching for rendering sRGB, bitmap images. This setting has no effect on text or vector-based graphics. Using glossy media in combination with this setting provides the maximum enhancement.

- Select **AdobeRGB** for documents that use the *AdobeRGB* color space rather than sRGB. For example, some digital cameras capture images in AdobeRBG, and documents that are produced with Adobe PhotoShop use the AdobeRGB color space. When printing from a professional software program that uses AdobeRGB, it is important that you turn off the color management in the software program and allow the printer software to manage the color space.

- Select **None** to instruct the printer to print RGB data in raw device mode. To render documents properly when this option is selected, you must manage color in the program in which you are working or in the operating system.

  ⚠ **CAUTION**   Use this option only if you are familiar with the procedures for managing color in the software program or in the operating system.

- Select **Custom Profile** when you want to duplicate the printed output from other printers. This setting instructs the printer to use a custom input profile to more accurately predict and control color output. You can download custom profiles from www.hp.com.

Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements that are used for each element in a document. For more information, see Select the correct printer driver.

📝 **NOTE**   Automatic is the default setting and is recommended for printing most color documents.

The **Manual** color adjustment option allows you to adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To access the Manual color options, from the **Color** tab, select **Manual**, and then select **Settings**.

Manual color options

You can manually adjust color options for Edge Control, Halftones, and Neutral Grays.

Edge Control

The **Edge Control** setting determines how edges are rendered. Edge control has three components: adaptive halftoning, REt, and trapping. Adaptive halftoning increases the edge sharpness. Trapping reduces the effect of incorrect color alignment by slightly overlapping the edges of adjacent objects. The color REt option smoothes the edges.

📝 **NOTE**   If you notice white gaps between objects, or if you notice areas that have a slight shadow of cyan, magenta, or yellow at the edge, choose an edge-control setting that increases the trapping level.

Four levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning and color REt settings are on.

- **Normal** is the default trapping setting. Trapping is at a medium level. Adaptive halftoning and color REt settings are on.

- **Light** sets trapping at a minimal level. Adaptive halftoning and color REt settings are on.

- **Off** turns off trapping, adaptive halftoning, and color REt.

Halftone options

Halftone options affect the resolution and clarity of your color output. You can select halftone settings for text, graphics, and photographs independently. The two halftone options are **Smooth** and **Detail**.

● The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Choose this option when uniform and smooth area fills are top priority.

● The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or for images that contain a pattern or a high level of detail. Choose this option when sharp edges and details are top priority.

> **NOTE** Some software programs convert text or graphics to bitmap images. In these cases, setting the color options for **Photographs** also affects how text and graphics appear.

Neutral Grays

The **Neutral Grays** setting determines the method used for creating gray colors that are used in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

● **Black Only** generates neutral colors (grays and black) using only black toner. This guarantees neutral colors without a color cast.

● **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

> **NOTE** Some software programs convert text or graphics to raster images. In these cases, setting the color options for **Photographs** also affects how text and graphics appear.

Manage printer color options on Macintosh computers

Setting the color options to Automatic typically produces the best possible print quality for the most common printing requirements. However, for some documents, setting the color options manually can enhance the way the document appears. Examples of these documents include marketing brochures that contain many images or documents that are printed on a media type that is not listed in the printer driver.

Print color as gray or change the color options by using the **Color Options** pop-up menu in the **Print** dialog box.

For more information about how to gain access to the printer drivers, see Select the correct printer driver.

Print Color as Gray

Selecting the **Print Color as Gray** option from the printer driver prints a document in black and shades of gray. This option is useful for previewing preliminary copies of slides and hardcopy output, or for printing color documents that will be photocopied or faxed.

Setting the color options in Macintosh

Use the **Color Options** pop-up menu to control how colors are interpreted and printed from software programs.

> **NOTE** For more information about using the color options, see Manage printer color options on Macintosh computers.

To set the color options

1. Open the printer driver (see Select the correct printer driver).

2. Open the **Color Options** pop-up menu.

3. If you are using Mac OS X, click **Show Advanced Options**.

4. Manually adjust the individual settings for text, graphics, and photographs.

Advanced color options for text, graphics, and photographs

Use manual color adjustment to adjust the **Color** (or **Color Map**) and **Halftoning** options for a print job.

Halftone options

Halftone options affect the resolution and clarity of your color output. You can select halftone settings independently for text, graphics, and photographs. The two halftone options are **Smooth** and **Detail**.

- The **Smooth** option provides better results for large, solid-filled print areas. It also enhances photographs by smoothing out fine color gradations. Select this option when uniform and smooth area fills are the top priority.

- The **Detail** option is useful for text and graphics that require sharp distinctions among lines or colors, or for images that contain a pattern or a high level of detail. Select this option when sharp edges and details are the top priority.

> **NOTE** Some software programs convert text or graphics to raster images. In these cases, the **Photographs** settings also control text and graphics.

Neutral Grays

The **Neutral Grays** setting determines the method that the printer uses to create gray colors in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors that do not have a color cast.

- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

> **NOTE** Some software programs convert text or graphics to raster images. In these cases, the **Photographs** settings also control text and graphics.

RGB Color

Five values are available for the **RGB Color** setting:

- Select **Default (sRGB)** for most printing needs. This setting instructs the printer to interpret RGB color as sRGB, which is the accepted standard of Microsoft and the World Wide Web Organization (www).

- Select **Image optimization (sRGB)** to enhance documents in which the content is mainly bitmap images, such as .GIF or .JPEG files. This setting instructs the printer to use the best color matching for rendering sRGB, bitmap images. This setting has no effect on text or vector-based graphics. Using glossy media in combination with this setting provides the maximum enhancement.

- Select **AdobeRGB** for documents that use the AdobeRGB color space rather than sRGB. For example, some digital cameras capture images in AdobeRGB, and documents that are produced with Adobe PhotoShop use the AdobeRGB color space. When printing from a professional software program that uses AdobeRGB, it is important that you turn off the color management in the software program and allow the printer software to manage the color space.

- Select **None** to instruct the printer to print RGB data in raw device mode. To render documents properly when this option is selected, you must manage color in the program that you are using or in the operating system.

> **CAUTION** Use this option only if you are familiar with the procedures for managing color in the software program or in the operating system.

- Select **Custom Profile** when you want to duplicate the printed output from other printers. This setting instructs the printer to use a custom input profile to more accurately predict and control color output. You can download custom profiles from http://www.hp.com.

Edge Control

The **Edge Control** setting determines how edges are rendered. Edge control has three components: adaptive halftoning, Resolution Enhancement Technology (REt), and trapping. Adaptive halftoning

increases the edge sharpness. Trapping reduces the effect of incorrect color alignment by slightly overlapping the edges of adjacent objects. The color REt option smooths the edges.

> **NOTE** If you notice white gaps between objects, or if you notice areas that have a slight shadow of cyan, magenta, or yellow at the edge, choose an edge-control setting that increases the trapping level.

Four levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning and color REt settings are on.

- **Normal** is the default trapping setting. Trapping is at a medium level. Adaptive halftoning and color REt settings are on.

- **Light** sets trapping at a minimal level. Adaptive halftoning and color REt settings are on.

- **Off** turns off trapping, adaptive halftoning, and color REt.

11 Copy

This device can function as a standalone, walk-up copier. It is not necessary to install the printing system software on the computer; you can adjust the copy settings at the control panel. You can also copy originals by using either the document feeder or the scanner glass.

This chapter provides information about how to make copies and how to change copy settings, including the following topics:

- Use the Copy screen
- Set the default copy options
- Basic copy instructions
- Adjust the copy settings
- Copy two-sided documents
- Copy mixed-size originals
- Change the copy-collation setting
- Copy photos and books
- Combine copy jobs by using Job Build
- Cancel a copy job

It is recommended that you review the basic control-panel information before using the device copying functions. See Use the control panel for more information.

Use the Copy screen

From the Home screen, touch Copy to view the Copy screen. Note that only the first six copy features are immediately visible. In order to view additional copy features, touch More Options.
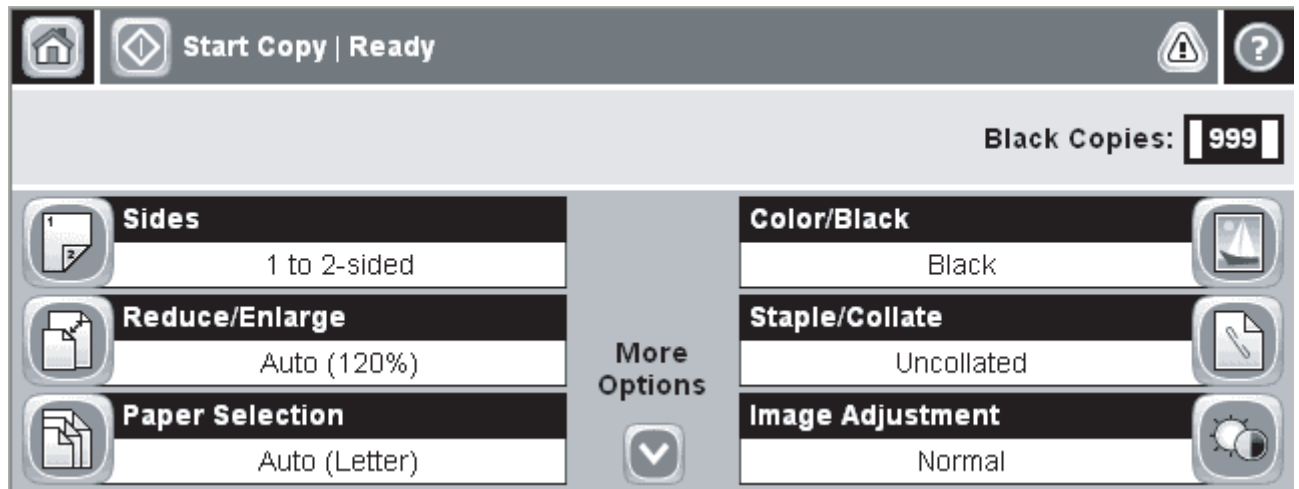
Figure 11-1 Copy screen

Set the default copy options

You can use the administration menu to establish default settings that apply to all copy jobs. If necessary, you can override most settings for an individual job. After that job is complete, the device returns to the default settings.

1. From the Home screen, scroll to and touch Administration.

2. Touch Default Job Options, and then touch Default Copy Options.

3. Several options are available. You can configure defaults for all options, or for only some options.

    For information about each option, see Adjust the copy settings. The built-in Help system also provides an explanation of each option. Touch the Help button ( ) in the upper-right corner of the screen.

4. To exit the administration menu, touch the Home button ( ) in the upper-left corner of the screen.

Basic copy instructions

This section provides the basic instructions for copying.

Copy from the scanner glass

Use the scanner glass to make as many as 999 copies of small, lightweight media (less than 60 g/m^2 or 16 lb) or heavy media (more than 105 g/m^2 or 28 lb). This includes media such as receipts, newspaper clippings, photographs, old documents, worn documents, and books.

Place original documents face-down on the glass. Align the corner of the original with the upper-left corner of the glass.

To make copies by using the default copy options, use the numeric keypad on the control panel to select the number of copies, and press Start. To use customized settings, touch Copy. Specify the settings, and then press Start. For more information about using customized settings, see Adjust the copy settings.

Copy from the document feeder

Use the document feeder to make as many as 999 copies of a document that has up to 50 pages (depending on the thickness of the pages). Place the document into the document feeder with the pages facing up.

To make copies by using the default copy options, use the numeric keypad on the control panel to select the number of copies, and press Start. To use customized settings, touch Copy. Specify the settings, and then press Start. For more information about using customized settings, see Adjust the copy settings.

Before starting another copy job, retrieve the original document from the document-feeder output bin that is under the document feeder input tray, and retrieve the copies from the appropriate output bin.

Adjust the copy settings

The device offers several features so you can optimize copied output. These features are all available on the Copy screen.

The Copy screen consists of several pages. From the first page, touch More Options to go to the next page. Then touch the up or down arrow buttons to scroll to other pages.

For details about how to use an option, touch the option, and then touch the help (❓) button in the upper-right corner of the screen. The following table provides an overview of the copy options.

NOTE Depending on how the system administrator has configured the device, some of these options might not appear. The options in the table are listed in the order in which they can appear.

Option name	Description
Sides	Use this feature to indicate whether the original document is printed on one or both sides, and whether the copies should be printed on one or both sides.
Reduce/Enlarge	Use this feature to reduce or enlarge the copied image on the page.
Color/Black	Use this feature to choose black printing or color printing.
Staple/Collate or Collate	If the optional HP Stapler/Stacker/Separator is attached, the Staple/Collate option is available. Use this feature to set up options for stapling and assembling the pages in sets of copies. If the optional HP Stapler/Stacker/Separator is not attached, the Collate option is available. Use this feature to assemble each set of copied pages in the same order as the original document.
Paper Selection	Use this feature to select the tray that holds the size and type of paper that you want to use.
Image Adjustment	Use this feature to improve the overall quality of the copy. For example, you can adjust the darkness and sharpness, and you can use the Background Cleanup setting to remove faint images from the background or to remove a light background color.
Content Orientation	Use this feature to specify the way the content of the original page is placed on the page: portrait or landscape.
Output Bin	Use this feature to select an output bin for the copies.
Optimize Text/Picture	Use this feature to optimize the output for a particular type of content. You can optimize the output for text or printed pictures, or you can manually adjust the values.
Pages per Sheet	Use this feature to copy multiple pages onto one sheet of paper.
Original Size	Use this feature to describe the page size of the original document.
Booklet Format	Use this feature to copy two or more pages onto one sheet of paper so you can fold the sheets in the center to form a booklet.
Edge-To-Edge	Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges. Combine this feature with the Reduce/Enlarge feature to ensure that the entire page is printed on the copies.
Job Build	Use this feature to combine several sets of original documents into one copy job. Also use this feature to copy an original document that has more pages than the document feeder can accommodate at one time.

Copy two-sided documents

Two-sided documents can be copied manually or automatically.

Copying two-sided documents manually

Copies resulting from this procedure are printed on one side, and need to be hand-collated.

1. Load the documents to be copied into the document feeder input tray with the first page facing up, and with the top of the page leading into the document feeder.

2. Touch Start Copy. The odd-numbered pages are copied and printed.

3. Remove the stack from the document feeder output tray and reload the stack with the last page facing up, and with the top of the page leading into the document feeder.

4. Touch Start Copy. The even-numbered pages are copied and printed.

5. Collate the odd- and even-numbered printed copies.
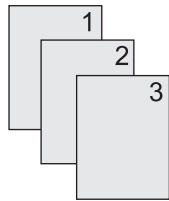
Copy two-sided documents automatically

The default copy setting is one-sided to one-sided. Use the following procedures to change the setting so you can copy from or to documents that are two-sided.

Make two-sided copies from one-sided documents

1. Load the documents to be copied into the document feeder with the first page facing up, and with the top of the page leading.

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **1-sided original, 2-sided output**.

5. Touch OK.

6. Touch Start Copy.

Make two-sided copies from two-sided documents

1. Load the documents to be copied into the document feeder with the first page facing up, and with the top of the page leading.

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **2-sided original, 2-sided output**.

5. Touch OK.

6. Touch Start Copy.

Make one-sided copies from two-sided documents

1. Load the documents to be copied into the document feeder with the first page facing up, and with the top of the page leading.

2. On the control panel, touch Copy.

3. Touch Sides.

4. Touch **2-sided original, 1-sided output**.

5. Touch OK.

6. Touch Start Copy.

Copy mixed-size originals

You can copy original documents that are printed on different sizes of paper as long as the sheets of paper have one common dimension. For example, you could combine letter and legal sizes, or you could combine A4 and A5 sizes.

1. Arrange the sheets in the original document so they all have the same width.

2. Place the sheets face-up into the document feeder, and adjust both paper guides against the document.

3. From the Home screen, touch Copy.

4. Touch Original Size.

    > **NOTE** If this option is not on the first screen, touch More Options until the option appears.

5. Select Mixed Ltr/Lgl, and then touch OK.

6. Touch Start Copy.

Change the copy-collation setting

You can set the device to automatically collate multiple copies into sets. For example, if you are making two copies of three pages and the automatic collation is on, the pages print in this order: 1,2,3,1,2,3. If automatic collation is off, the pages print in this order: 1,1,2,2,3,3.

To use the automatic collation, the original document size must fit into the memory. If it does not, the device makes only one copy and a message appears notifying you of the change. If that happens, use one of the following methods to finish the job:

- Split the job into smaller jobs that contain fewer pages.

- Make only one copy of the document at a time.

- Turn off the automatic collation.

The collation setting you select is in effect for all copies until you change the setting. The default setting for automatic copy collation is On.

1. On the control panel, touch Copy.

2. Touch Staple/Collate or Collate.

3. Touch Off.

4. Touch OK.

Copy photos and books

Copy a photo

> 📝 **NOTE** Photos should be copied from the flatbed scanner, not from the document feeder.

1. Lift the lid and place the photo on the flatbed scanner with the picture-side down and the upper-left corner of the photo in the upper-left corner of the glass.

2. Gently close the lid.

3. Touch Start Copy.

Copy a book

1. Lift the lid and place the book on the flatbed scanner with the page that you want to copy at the upper-left corner of the glass.

2. Gently close the lid.

3. Gently press down on the lid to press the book to the flatbed scanner surface.

4. Touch Start Copy.

Combine copy jobs by using Job Build

Use the Job Build feature to build a single copy job from multiple scans. You can use either the document feeder or the scanner glass. The settings for the first scan are used for subsequent scans.

1. Touch Copy.

2. Scroll to and touch Job Build.

3. Touch Job Build On.

4. Touch OK.

5. If necessary, select the desired copy options.

6. Touch Start Copy. After each page is scanned, the control panel prompts you for more pages.

7. If the job contains more pages, load the next page, and then touch Start Copy.

   If the job contains no more pages, touch **Finished** to print.

> **NOTE** In Job Build, if you scan the first page of a document by using the document feeder, then you must scan all of the pages in that document by using the document feeder. If you scan the first page of a document by using the scanner glass, then you must scan all of the pages in that document by using the scanner glass.

Cancel a copy job

To cancel the copy job that is currently running, touch Stop on the control panel. This pauses the device. Then touch Cancel Current Job.

> **NOTE** If you cancel a copy job, clear the document from the flatbed scanner or from the automatic document feeder.

12 Scan and send to e-mail

The MFP offers color-scanning and digital-sending capabilities. By 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 device must be connected to a local area network (LAN).

NOTE The e-mail icon is not shown on the control panel if e-mail is not configured.

This chapter addresses the following topics:

- Configure e-mail settings
- Use the Send E-mail screen
- Perform basic e-mail functions
- Use the address book
- Change e-mail settings for the current job
- Scan to a folder
- Scan to a workflow destination

Configure e-mail settings

Before you can send a document to e-mail, you must configure the device.

NOTE The instructions that follow are for configuring the device at the control panel. You can also perform these procedures by using the embedded Web server. For more information, see Embedded Web server.

Supported protocols

The HP LaserJet CM4730 MFP models support Simple Mail Transfer Protocol (SMTP) and Lightweight Directory Access Protocol (LDAP).

SMTP

- SMTP is a set of rules that define the interaction between programs that send and receive e-mail. In order for the device to send documents to e-mail, it must be connected to a LAN that has access to an e-mail server that supports SMTP. The SMTP server must also have Internet access.

- If you are using a LAN connection, contact your system administrator to obtain the IP address or host name for your SMTP server. If you are connecting through a DSL or cable connection, contact the internet service provider to obtain the SMTP server IP address.

LDAP

- LDAP is used to gain access to a database of information. When the device uses LDAP, it searches a global list of e-mail addresses. As you begin to type the e-mail address, LDAP uses an auto-complete feature that supplies a list of e-mail addresses that match the characters you type. As you type additional characters, the list of matching e-mail addresses becomes smaller.

- The device supports LDAP, but a connection to an LDAP server is not required in order for the device to be able to send to e-mail.

    NOTE If you need to change the LDAP settings, you must change them by using the embedded Web server. For more information, see Embedded Web server, or see the *Embedded Web Server User Guide* on the device CD.

Configure e-mail server settings

Consult your system administrator or use the control panel to find the IP address for the SMTP server. Then use the following procedures to manually configure and test the IP address.

Configure the SMTP gateway address

1. From the Home screen, touch Administration.

2. Touch Initial Setup.

3. Touch E-mail Setup, and then touch SMTP Gateway.

4. Type the SMTP gateway address, either as an IP address or as a fully qualified domain name. If you do not know the IP address or domain name, contact the network administrator.

5. Touch OK.

Test the SMTP settings

1. From the Home screen, touch Administration.

2. Touch Initial Setup.

3. Touch E-mail Setup, and then touch Test Send Gateways.

   If the configuration is correct, **Gateways OK** appears on the control-panel display.

If the first test was successful, send an e-mail to yourself by using the digital-send feature. If you receive the e-mail, you have successfully configured the digital-sending feature.

If you do not receive the e-mail, use these actions to resolve issues with the digital-sending software:

- Check the SMTP and address to make sure that you typed them correctly.

- Print a configuration page. Verify that the SMTP gateway address is correct.

- Make sure that the network is operating correctly. Send an e-mail to yourself from a computer. If you receive the e-mail, the network is operating correctly. If you do not receive the e-mail, contact your network administrator or Internet service provider (ISP).

- Run the DISCOVER.EXE file. This program attempts to find the gateway. You can download the file from the HP Web site at http://www.hp.com/support/ljcm4730mfp.

Use the Send E-mail screen

Use the touchscreen to navigate through the options on the Send E-mail screen.
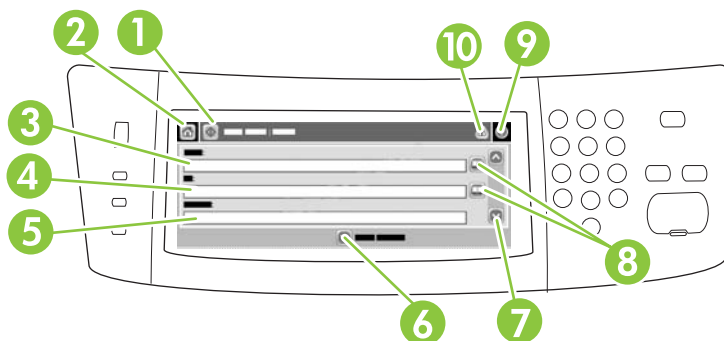
1	Send E-mail button	Touching this button scans the document and sends an e-mail file to the provided e-mail addresses.
2	Home button	Touching this button opens the Home screen.
3	From: field	Touch this field to open the keyboard, and then type your e-mail address. If the system administrator has configured the device to do so, this field might automatically insert a default address.
4	To: field	Touch this field to open the keyboard, and then type the e-mail addresses of those whom you want to receive the scanned document.
5	Subject: field	Touch this field to open the keyboard, and then type a subject title.
6	More Options button	Touch this button to change certain e-mail settings for the current scan job.
7	Scroll bar	Use the scroll bar to view and set up the CC:, BCC:, Message, and File Name fields. Touch any of those fields to open the keyboard and add the necessary information.
8	Address book buttons	Touch these buttons to use the address book to populate the To:, CC:, or BCC: fields. For more information, see Use the local address book.
9	Help button	Touch this button for control-panel help. For more information, see Use the control panel.
10	Error/warning button	This button appears only when there is an error or warning in the status line area. Touch it to open a pop-up screen that will help you resolve the error or warning.

Perform basic e-mail functions

The device e-mail feature 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.

With e-mail, documents are scanned into the device 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 .TFF and .JPG, which allows 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.

In order to use the e-mail feature, the device needs to be connected to a valid SMTP local area network that includes Internet access.

Load documents

You can scan a document by using either the glass or the ADF. The glass and ADF can accommodate Letter-, Executive-, A4-, and A5-size originals. The ADF can also accommodate Legal-size originals. Smaller originals, receipts, irregular and worn documents, stapled documents, previously folded documents, and photographs should be scanned by using the glass. Multiple-page documents can be scanned easily by using the ADF.

Send documents

The device scans both black-and-white and color originals. You can use default settings or change the scanning preferences and file formats. The following are the default settings:

- Color

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

For information about changing the settings for the current job, see Change e-mail settings for the current job.

Send a document

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch E-mail.

3. If prompted, type your user name and password.

4. Complete the From:, To:, and Subject: fields. Scroll down and complete the CC:, BCC:, and Message fields if appropriate. Your user name or other default information might appear in the From: field. If so, you might not be able to change it.

5. (Optional) Touch More Options to change the settings for the document that you are sending (for example, the document's original size). If you are sending a two-sided document, you should select Sides and an option with a two-sided original.

6. Press Start to begin sending.

7. When you are finished, remove the original document from the scanner glass or ADF.

Use the auto-complete function

When you type characters into the To:, CC:, or From: fields on the Send E-mail screen, the auto-complete function is activated. As you type the required address or name by using the keyboard screen, the device automatically searches the address book list and completes the address or name by using the first match. 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 indicate that you are typing an address that is not in the address book.

Use the address book

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

> NOTE You can also use the embedded Web server (EWS) to create and manage the e-mail address book. The EWS e-mail address book can be used to add, edit, or delete single e-mail addresses or e-mail distribution lists. For more information, see Embedded Web server.

Create a recipient list

1. From the Home screen, touch E-mail.

2. Complete one of the following steps:

   ● Touch To: to open the keyboard screen, and then type the recipients' e-mail addresses. Separate multiple e-mail addresses with a semicolon or by touching Enter on the touchscreen.

   ● Use the address book.

      a. On the Send E-mail screen, touch the address book button (⌨) to open the address book.

      b. Navigate the entries in the address book by using the scroll bar. Hold down the arrow to scroll quickly through the list.

      c. Highlight the name to select a recipient, and then touch the add button (⊕).

         You can also select a distribution list by touching the drop-down list at the top of the screen and then touching All, or add a recipient from a local list by touching Local in the drop-down list. Highlight the appropriate names, and then touch ⊕ 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 (✖).

3. The names in the recipient list are placed in the text line of the keyboard screen. If you want, you can add a recipient that is not found in the address book by typing the e-mail address on the keyboard. After you are satisfied with your recipient list, touch OK.

4. Touch OK.

5. Finish typing information in the CC: and Subject: fields on the Send E-mail screen, if necessary. You can check the list of recipients by touching the down arrow in the To: text line.

6. Press Start.

Use the local address book

Use the local address book to store frequently-used e-mail addresses. The local address book can be shared between devices that use the same server to gain access to the HP Digital Sending software.

You can use the address book when you type e-mail addresses in the From:, To:, CC:, or BCC: fields. You can also add or delete addresses in the address book.

To open the address book, touch the address book button (⌨).

Add e-mail addresses to the local address book

1. Touch Local.

2. Touch ⊕.

3. (Optional) Touch the Name field, and in the keyboard that appears type a name for the new entry. Touch OK.

    The name is the alias for the e-mail address. If you do not type an alias name, the alias will be the e-mail address itself.

4. Touch the Address field, and in the keyboard that appears type the e-mail address for the new entry. Touch OK.

Delete e-mail addresses from the local address book

You can delete e-mail addresses that you no longer use.

> **NOTE** To *change* an e-mail address, you must first delete the address and then add the corrected address as a new address in the local address book.

1. Touch Local.

2. Touch the e-mail address that you want to delete.

3. Touch ✖.

    The following confirmation message appears: **Do you want to delete the selected address(es)?**

4. Touch Yes to delete the e-mail address(es) or touch No to return to the Address Book screen.

Change e-mail settings for the current job

Use the More Options button to change the following e-mail settings for the current print job:

Button	Description
Document File Type	Touch this button to change the type of file the device creates after scanning the document.
Output Quality	Touch this button to increase or decrease the print quality of the file being scanned. A higher quality setting produces a larger file size.
Resolution	Touch this button to change the scan resolution. A higher resolution setting produces a larger file size.
Color/Black	Touch this button to determine whether you will scan the document in color or in black-and-white.
Original Sides	Touch this button to indicate if the original document is one-sided or two-sided.
Content Orientation	Touch this button to select either the portrait or landscape orientation for the original.
Original Size	Touch this button to select the size of the document: letter, A4, legal, or mixed letter/legal.
Optimize Text/ Picture	Touch this button to change the scanning procedure based on the type of document that you are scanning.
Job Build	Touch this button to activate or deactivate the Job Build mode, which enables you to scan several small scan jobs and send them as one file.
Image Adjustment	Touch this button to change the darkness and sharpness settings, or to clean up background clutter on the original.

Scan to a folder

If the system administrator has made the feature available, the device can scan a file and send it to a folder on the network. Supported operating systems for folder destinations include Windows 2000, Windows XP, and Windows Server 2003.

> **NOTE** You might be required to supply a user name and password in order to use this option, or to send to certain folders. See your system administrator for more information.

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch **Network Folder**.

3. In the Quick Access Folders list, select the folder in which you want to save the document.

4. Touch the **File Name** field to open the keyboard pop-up screen, and then type the file name.

5. Touch **Send to Network Folder**.

Scan to a workflow destination

📝 **NOTE** This device feature is provided by the optional Digital Sending Software.

If the system administrator has enabled the workflow functionality, you can scan a document and send it to a custom workflow destination. A workflow destination gives you the ability to send additional information, along with the scanned document, to a specified network or file transfer protocol (FTP) location. Prompts for specific information appear on the control-panel display. The system administrator can also designate a printer as a workflow destination, which allows you to scan a document and then send it directly to a network printer for printing.

1. Place the document face-down on the scanner glass or face-up in the ADF.

2. From the Home screen, touch **Workflow**.

3. Select the destination to which you want to scan.

4. In the Text Field field, type the data that you want to accompany the file, and then touch **Send Workflow**.

13 Fax

- [Analog fax](#)
- [Digital fax](#)

Analog fax

When the analog fax accessory is installed, the MFP can function as a standalone fax machine.

The HP Color LaserJet CM4730f MFP, HP Color LaserJet CM4730fsk MFP, and HP Color LaserJet CM4730fm MFP models come with a fax accessory already installed. For the HP Color LaserJet CM4730 MFP (base model), you can order this accessory as an option. See Part numbers for information about ordering the analog fax accessory. The *Analog Fax Accessory 300 Fax Guide* and the *Analog Fax Accessory 300 Send Fax Driver Guide* are located on the MFP software CD or at http://www.hp.com/go/mfpfaxaccessory300.

Connect the fax accessory to a phone line

When connecting the fax accessory to a phone line, ensure that the phone line being used for the fax accessory is a dedicated line that is not used by any other devices. Also, this line should be an analog line because the fax will not function correctly if it is connected to some digital PBX systems. If you are not sure whether you have an analog or digital phone line, contact your telecom provider.

> **NOTE** HP recommends using the phone cord that comes with the fax accessory to ensure that the accessory functions correctly.

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

1. Locate the phone cord that is included with the fax accessory kit. Connect one end of the phone cord into the fax accessory phone jack that is on the formatter. Push the connector until it clicks.
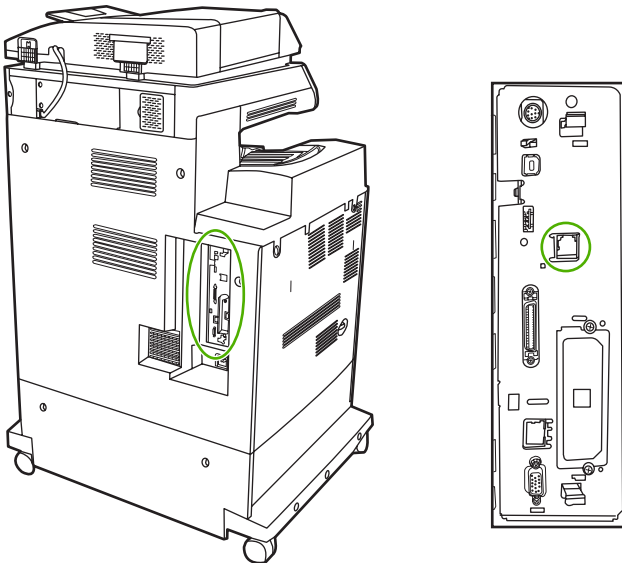
> **CAUTION** Be sure to connect the phone line to the fax accessory port, which is located in the center of the formatter. Do not connect the phone line to the HP Jetdirect port, which is nearer the bottom of the formatter.

2. Connect the other end of the phone cord into the phone jack on the wall. Push the connector until it clicks or until it is securely seated. Because different types of connectors are used in different countries/regions, the connector might not make an audible click.

Configure and use the fax features

Before you can use the fax features, you must configure them in the control-panel menus. For complete information about configuring and using the fax accessory, and for information about troubleshooting problems with the fax accessory, see the *HP LaserJet Analog Fax Accessory 300 User Guide*. This guide is provided with the fax accessory, and it is also available on the MFP software CD.

Use the Send Fax driver to send a fax from a computer without going to the MFP control panel. See the *HP LaserJet MFP Analog Fax Accessory 300 Send Fax Driver Guide* for more information.

The *HP LaserJet Analog Fax Accessory 300 User Guide* and *HP LaserJet MFP Analog Fax Accessory 300 Send Fax Driver Guide* are both available on the MFP software CD.

Digital fax

Digital faxing is available when you install the optional HP Digital Sending Software. For information about ordering this software, go to http://www.hp.com/go/digitalsending.

With digital faxing, the MFP does *not* need to be connected directly to a phone line. Instead, the MFP can send a fax in one of three ways:

- **LAN fax** sends faxes through a third-party fax provider.

- **Microsoft Windows 2000 fax** is a fax modem and Digital Sender Module on a computer that allows the computer to operate as a turnkey gateway fax.

- **Internet fax** uses an Internet fax provider to process faxes, and the fax is delivered on a traditional fax machine or sent to the user's e-mail.

For complete information about using digital faxing, see the documentation that is provided with the HP Digital Sending Software.

14 Manage the MFP

- Information pages
- Embedded Web server
- HP Easy Printer Care software
- HP Web Jetadmin software
- HP Printer Utility for Macintosh
- Security features
- Set the real-time clock
- Configure alerts
- Upgrade the firmware
- Manage memory
- Manage supplies

Information pages

Information pages provide details about the device and its current configuration. The following table provides the instructions for printing the information pages.

Page description	How to print the page from the MFP control panel
Menu map Shows the control-panel menus and available settings.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/status Pages. 4. Touch Administration Menu Map. 5. Touch Print. The content of the menu map varies, depending on the options currently installed in the device. For a complete list of control panel menus and possible values, see <u>Use the control panel</u>.
Configuration page Shows device settings and installed accessories.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/status Pages. 4. Touch Configuration/status Pages. 5. Touch Print. NOTE If the device contains an HP Jetdirect print server or an optional hard disk drive, additional configuration pages print that provide information about those devices.
Supplies status page Shows print-cartridge toner levels.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/status Pages. 4. Touch Supplies Status Page. 5. Touch Print. NOTE If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies.
Usage page Shows a page count for each size of paper printed, the number of one-sided (simplexed) or two-sided (duplexed) pages, and the average percentage of coverage.	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/status Pages. 4. Touch Usage Page. 5. Touch Print.
File directory Contains information for any mass storage devices, such as flash drives,	1. From the Home screen, touch Administration. 2. Touch Information. 3. Touch Configuration/status Pages.

Page description	How to print the page from the MFP control panel
memory cards, or hard disks, that are installed in the device.	**4.** Touch File Directory.
	5. Touch Print.
Fax reports	**1.** From the Home screen, touch Administration.
Five reports show fax activity, fax calls, billing codes, blocked fax numbers, and speed-dial numbers.	**2.** Touch Information.
	3. Touch Fax Reports.
NOTE Fax reports are available only on device models that have fax capabilities.	**4.** Touch one of the following buttons to print the corresponding report: ● Fax Activity Log ● Fax Call Report ● Billing Codes Report ● Blocked Fax List ● Speed Dial List
	5. Touch Print.
	For more information, see the fax guide that came with the device.
Font lists	**1.** From the Home screen, touch Administration.
Shows which fonts are currently installed in the device.	**2.** Touch Information.
	3. Touch Sample Pages/Fonts.
	4. Touch either PCL Font List or PS Font List.
	5. Touch Print.
	NOTE The font lists also show which fonts reside on a hard disk accessory or DIMM.

Embedded Web server

Use the embedded Web server to view MFP and network status and to manage printing functions from your computer instead of from the MFP control panel. The following are examples of what you can do using the embedded Web server:

NOTE   When the printer is directly connected to a computer, use the HP Easy Printer Care software to view the printer status.

- View MFP status information.

- Set the type of media that is loaded in each tray.

- Determine the remaining life for all supplies and order new ones.

- View and change tray configurations.

- View and change the MFP control-panel menu configuration.

- View and print internal pages.

- Receive notification of MFP and supplies events.

- View and change network configuration.

To use the embedded Web server, you must have Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later for Windows, Mac OS, and Linux (Netscape only). Netscape Navigator 4.7 is required for HP-UX 10 and HP-UX 11. The embedded Web server works when the MFP is connected to an IP-based network. The embedded Web server does not support IPX-based MFP connections. You do not have to have Internet access to open and use the embedded Web server.

When the MFP is connected to the network, the embedded Web server is automatically available.

NOTE   For complete information about using the embedded Web server, see the *Embedded Web Server User Guide*, which is on the HP Color LaserJet CM4730 MFP series software CD.

Open the embedded Web server

To open the embedded Web server, type the IP address or host name of the MFP in a supported Web browser. If you do not know the IP address or host name, print a configuration page.

The embedded Web server has four tabs:

- **Information** tab

- **Settings** tab

- **Digital Sending** tab

- **Networking** tab

The embedded Web server also has other links that lead to external Web sites.

Information tab

The Information pages group consists of the following pages.

- **Device Status**. This page shows the MFP status and shows the life remaining of HP supplies, with 0% representing that a supply is empty. The page also shows the type and size of print media set for each tray. To change the default settings, click **Change Settings**.

- **Configuration page**. This page shows the information that is found on the MFP configuration page.

- **Supplies Status**. This page shows the life remaining of HP supplies, with 0% representing that a supply is empty. This page also provides supplies part numbers. To order new supplies, click **Order Supplies** in the **Other Links** area of the window. To visit any Web site, you must have Internet access.

- **Event log**. This page shows a list of all MFP events and errors.

- **Usage page**. This page details the total usage of the MFP.

- **Device information**. This page shows the MFP network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.

- **Control panel**. View the current status of the MFP control panel.

- **Print**. Select a file on your network or on the Web, and send it to the MFP to be printed. The document must be a print-ready document, such as a .PS, .PDF, .PCL, or .TXT file.

Settings tab

Use this tab to configure the MFP from your computer. The **Settings** tab can be password protected. If this MFP is networked, always consult with the system administrator before changing settings on this tab.

The **Settings** tab contains the following pages.

- **Configure Device**. Configure all MFP settings from this page. This page contains the traditional menus found on the control-panel display. These menus include **Information**, **Paper Handling**, **Configure Device**, and **Diagnostics**.

- **e-mail Server**. Use this page to set up the SMTP server that will be used to send MFP e-mail alerts (set up on the **Alerts** page).

- **Alerts**. Network only. Set up to receive e-mail alerts for various MFP and supplies events. These alerts can be sent to a list of up to 20 e-mail, mobile-device, or Web-site destinations.

- **AutoSend**. Use the AutoSend screen to send product-configuration and usage information periodically to your service provider. This feature establishes a relationship with Hewlett-Packard Company or another service provider to provide you with services that include support agreements and usage tracking.

- **Security**. Set a password that must be typed in order to gain access to the **Settings**, **Digital Sending**, and **Networking** tabs. Turn on and off certain features of the EWS.

- **Edit Other Links**. Add or customize a link to another Web site. This link is shown in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support**, **Order Supplies**, and **Product Support**.

- **Device Information**. Name the MFP and assign an asset number to it. Type the name of the primary contact who will receive information about the MFP.

- **Language**. Determine the language in which to show the embedded Web server information.

- **Date & Time**. Use this page to set the correct date and time for the device. Once the time is set, the device's real-time clock maintains the accurate time.

- **Wake Time page**. Wake Time can be set to wake the MFP at a certain time on a daily basis. Only one wake time can be set per day; however, each day can have a different wake time. You can also set the time delay for Sleep Mode on this page.

Digital Sending tab

Use the pages on the **Digital Sending** tab to configure the digital-sending features.

NOTE If the MFP is configured to use the optional HP Digital Sending Software, the options on these tabs are not available. Instead, all digital-sending configuration is performed by using the HP Digital Sending Software.

- **General page**. Set up contact information for the system administrator.

- **Send to e-mail page**. Configure the e-mail settings for digital sending. You can specify the SMTP server, the default "From" address, and the default subject. You can also set the maximum file size that is allowed for attachments.

- **Addressing page**. Configure the LDAP server settings for digital sending. The LDAP server can be used to retrieve e-mail addresses for digital sending. Select the check box at the top of this page to enable this feature. Click **Find Server** to find the LDAP server on your network, then click **Test** near the bottom of the page to test access to the server. Contact your network administrator for more information about using the LDAP server.

- **Address Book page**. Use this page to import e-mail addresses, in the form of a Comma-Separated Value (CSV) file into the MFP internal address book. This process is necessary only if you are not using an LDAP server to find e-mail addresses.

- **Activity Log page**. View the digital-sending activity log for the MFP. The log contains digital-sending job information, including any errors that occur.

- **Preferences page**. Configure digital-sending defaults such as the default page-size and the default settings-reset delay. You can also configure these settings by using the MFP control-panel menus.

Networking tab

The network administrator can use this tab to control network-related settings for the MFP when it is connected to an IP-based network. This tab does not appear if the MFP is directly connected to a computer, or if the MFP is connected to a network with anything other than an HP Jetdirect print server.

Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the

embedded Web server, you must connect before you can visit these Web sites. Connecting might require that you close the embedded Web server and reopen it.

- **HP Instant Support**. Connects to the HP Web site to help you find solutions. This service analyzes your MFP error log and configuration information to provide diagnostic and support information specific to your MFP.

- **Order Supplies**. Connect to a Web site where you can order genuine HP supplies such as print cartridges and media.

- **Product Support**. Connects to the support site for the HP Color LaserJet CM4730 MFP series.

HP Easy Printer Care software

HP Easy Printer Care software is a software program that you can use for the following tasks:

● Check the printer status.

● Check supplies status.

● Set up alerts.

● Gain access to troubleshooting and maintenance tools.

You can use the HP Easy Printer Care software when the printer is directly connected to your computer or when it is connected to a network. You must perform a complete software installation to use the HP Easy Printer Care software.

NOTE   You do not have to have Internet access to open and use the HP Easy Printer Care software. However, if you click a Web-based link, you must have Internet access to go to the site associated with the link.

For more information on HP Easy Printer Care software, visit http://www.hp.com/go/easyprintercare.

Supported operating systems

The HP Easy Printer Care software is supported for Windows 2000 and Windows XP.

Open HP Easy Printer Care software

Use one of the following methods to open HP Easy Printer Care software:

● In the Windows system tray/taskbar (in the lower right-hand corner of the desktop), select **HP Easy Printer Care software**.

● Double-click the HP Easy Printer Care software desktop icon.

HP Easy Printer Care software sections

The HP Easy Printer Care software contains the sections described in the following table.

Section	Description
Overview tab Contains basic status information for the printer.	● **Devices** list: Shows the printers that you can select. ● **Device Status** section: Shows printer status information. This section indicates printer alert conditions, such as an empty print cartridge. It also shows device-identification information, control-panel messages, and print-cartridge levels. After you correct a problem with the printer, click the ↻ (Refresh) button to update the section. ● **Supplies Status** section: Shows detailed supplies status, such as the percentage of toner remaining in the print cartridges and the status of the media that is loaded in each tray. ● **Supplies Details** link: Opens the supplies status page to view more detailed information about printer supplies, ordering information, and recycling information.
Support tab Provides help information and links.	● Provides device information, including alerts for items needing attention. ● Provides links to troubleshooting information and tools. ● Provides links to the HP Web site for registration, support, and for ordering supplies.

Section	Description
	NOTE If you use a dial-up connection and did not connect to the Internet when you first opened the HP Easy Printer Care software, you must connect before you can visit these Web sites.
Supplies Ordering window Provides access to online or e-mail supplies ordering.	● Ordering list: Shows the supplies that you can order for each printer. If you want to order a certain item, click the **Order** check box for that item in the supplies list. ● **Shop Online for Supplies** button: Opens the HP supplies Web site in a new browser window. If you have checked the **Order** check box for any items, the information about those items can be transferred to the Web site. ● **Print Shopping List** button: Prints the information for the supplies that have the **Order** check box selected. ● **Email Shopping List** button: Creates a text list of items that have the **Order** check box selected. The list can be copied into an e-mail message that you send to your supplier.
Alert Settings window Allows you to configure the printer to automatically notify you of printer issues.	● Alerts on or off: Activates or deactivates the alerts feature for a certain printer. ● When alerts appear: Sets when you want alerts to appear—either when you are printing to that particular printer, or anytime there is a printer event. ● Alert event type: Sets whether you want alerts for only critical errors, or for any error, including continuable errors. ● Notification type: Sets what type of alert should appear (pop-up message or system tray alert, and e-mail message).
Device List tab Shows information about each printer in the **Devices** list.	● Printer information, including printer name, make, and model ● An icon (if the **View as** drop-down box is set to **Tiles**, which is the default setting) ● Any current alerts for the printer If you click a printer in the list, the HP Easy Printer Care software opens the **Overview** tab for that printer. **Device List** tab information includes the following:
Find Other Printers window Allows you to add more printers to your printer list.	Clicking the **Find Other Printers** link in the **Devices** list opens the **Find Other Printers** window. The **Find Other Printers** window provides a utility that detects other network printers so that you can add them to the **Devices** list and then monitor those printers from your computer.

HP Web Jetadmin software

HP Web Jetadmin is a Web-based software solution for remotely installing, monitoring, and troubleshooting network-connected peripherals. The intuitive browser interface simplifies cross-platform management of a wide range of devices, including HP and non-HP printers. Management is proactive, allowing network administrators the ability to resolve printer issues before users are affected. Download this free, enhanced-management software at http://www.hp.com/go/webjetadmin_software.

To obtain plug-ins to HP Web Jetadmin, click **plug-ins**, and then click the **download** link that is next to the name of the plug-in that you want. The HP Web Jetadmin software can automatically notify you when new plug-ins are available. On the **Product Update** page, follow the directions to automatically connect to the HP Web site.

If installed on a host server, HP Web Jetadmin is available to any client through a supported Web browser, such as Microsoft Internet Explorer 6.0 for Windows or Netscape Navigator 7.1 for Linux. Browse to the HP Web Jetadmin host.

NOTE Browsers must be Java-enabled. Browsing from an Apple Macintosh computer is not supported.

HP Printer Utility for Macintosh

Use the HP Printer Utility to configure and maintain a printer from a Mac OS X V10.2, V10.3, or V10.4 computer. This section describes several functions that you can perform through the HP Printer Utility.

Open the HP Printer Utility

The process that you use to start the HP Printer Utility depends on the Macintosh operating system that you are using.

Open the HP Printer Utility in Mac OS X V10.2

1. Open the Finder, and then click **Applications**.

2. Click **Library**, and then click **Printers**.

3. Click **hp**, and then click **Utilities**.

4. Double-click **HP Printer Selector** to open the HP Printer Selector.

5. Select the printer that you want to configure, and then click **Utilities**.

Open the HP Printer Utility in Mac OS X V10.3 or Mac OS X V10.4

1. In the Dock, click the **Printer Setup Utility** icon.

    > **NOTE** If the **Printer Setup Utility** icon does not appear in the Dock, open the Finder, click **Applications**, click **Utilities**, and then double-click **Printer Setup Utility**.

2. Select the printer that you want to configure, and then click **Utilities**.

Print a cleaning page

Print a cleaning page if the printer is not printing jobs at the expected quality level.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Color Cleaning**.

3. Click **Print Cleaning Page** to print the cleaning page.

Print a configuration page

Print a configuration page to view the printer settings.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Configuration Page**.

3. Click **Print Configuration Page** to print the configuration page.

View supplies status

View the status of the printer supplies (such as print cartridges, imaging drum, or print media) from a computer.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Supplies Status**.

3. Click the **Supplies** tab to view the status of various replaceable supplies, and click the **Media** tab to view the status of print media.

    ●   To view a more detailed status list, click **Detailed Supplies Information**. The Supplies Information dialog box appears.

    ●   To order supplies online, click **Order HP Supplies**. You must have Internet access in order to use the online ordering Web page. For more information about online ordering, see Order supplies online and use other support features.

Order supplies online and use other support features

Use the HP Web site to order printer supplies, register the printer, get customer support, or learn about recycling printer supplies. You must have Internet access in order to use the supplies and support Web pages.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **HP Support**.

3. Click one of the following buttons:

    ●   **Instant Support**: Opens a Web page that you can use to seek technical assistance.

    ●   **Order Supplies Online**: Opens a Web page that you can use to order printer supplies.

    ●   **Online Registration**: Opens a Web page that you can use to register the printer.

    ●   **Return & Recycle**: Opens a Web page that you can use to find information about recycling used supplies.

Upload a file to the printer

Send a file from the computer to the printer. The action that the printer takes depends on the type of file that is being sent to it. For example, when a print-ready file (such as a .PS or .PCL file) is sent, the printer prints the file.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **File Upload**.

3. Click **Choose**, navigate to the file that you want to upload, and then click **OK**.

4. Click **Upload** to load the file.

Update the firmware

Update the printer firmware by loading the new firmware file from the computer. You can find new firmware files for your printer at http://www.hp.com/support/ljcm4730mfp.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Firmware Update**.

3. Click **Choose**, navigate to the firmware file that you want to upload, and then click **OK**.

4. Click **Upload** to load the firmware file.

Activate the two-sided printing (duplexing) mode

Turn on the two-sided printing feature on printers equipped with automatic duplexers.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Duplex mode**.

3. Select **Enable Duplex Mode** to activate the two-sided printing mode, and then click **Apply Now**.

Lock or unlock printer storage devices

Manage access to printer storage devices from the computer.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Lock Resources**.

3. On the **Control Panel Access Level** pop-up menu, select the access level that you want to set for the printer control panel.

4. Select the devices that you want to lock, and clear any devices that you want to unlock.

5. Click **Apply Now**.

Save or print stored jobs

Turn on the printer job-storing function, or print a stored job from the computer. You also can delete a stored print job.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Stored Jobs**.

3. Perform any of the following tasks:

   ● To turn on the job-storing function, select **Enable Job Storing**, and then click **Apply Now**.

   ● To print a stored job, select a stored job in the list, type the necessary personal identification number (PIN) in the **Enter Secure Job PIN** box, type the number of copies that you want in the **Copies To Print** box, and then click **Print**.

   ● To delete a stored job, select a stored job in the list, and then click **Delete**.

Configure trays

Change the default printer tray settings from the computer.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Tray Configuration**.

3. In the **Trays** list, select the tray to be configured.

    📝 **NOTE**   To make the selected tray the default tray for printing, click **Make Default**.

4. In the **Default Media Size** pop-up menu, select the default media size for the tray.

5. In the **Default Media Type** pop-up menu, select the default media type for the tray.

6. Click **Apply Now**.

Change network settings

Change the network internet protocol (IP) settings from the computer. You also can open the embedded Web server to change additional settings. For more information, see Embedded Web server.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **IP Settings**.

3. Change any of the settings in the following pop-up menus or fields:

    ●   **Configuration**

    ●   **Host Name**

    ●   **IP Address**

    ●   **Subnet Mask**

    ●   **Default Gateway**

    If you want to change more settings in the embedded Web server, click **Additional Network Settings**. The embedded Web server opens with the **Networking** tab selected.

4. Click **Apply Now**.

Open the embedded Web server

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **Additional Settings**.

3. Click **Open Embedded Web Server**.

Set up e-mail alerts

Set up e-mail messages that alert you to certain events that occur with the printer, such as a low toner level in a print cartridge.

1. Open the HP Printer Utility.

2. In the **Configuration Settings** list, select **E-mail Alerts**.

3. Click the **Server** tab, and, in the **SMTP Server** box, type the server name.

4. Click the **Destination** tab, click the add (**+**) button, and then type the e-mail addresses, mobile device numbers, or Web site URLs to which you want the e-mail alerts sent.

    > **NOTE** If your printer supports e-mail lists, you can make alerts lists for specific events the same way that you added e-mail addresses.

5. Click the **Events** tab, and, in the list, define the events for which an e-mail alert should be sent.

6. To test the alerts setup, click the **Server** tab, and then click **Test**. A sample message is sent to the defined e-mail addresses if the configuration is correct.

7. Click **Apply Now**.

Security features

This section explains important security features that are available for the MFP:

- Secure the embedded Web server
- Foreign Interface Harness (FIH)
- Secure Disk Erase
- DSS authentication
- Lock the control-panel menus

Secure the embedded Web server

Assign a password for access to the embedded Web server so that unauthorized users cannot change the MFP settings.

1. Open the embedded Web server. See Embedded Web server.

2. Click the **Settings** tab.

3. On the left side of the window, click **Security**.

4. Type the password next to **New Password**, and type it again next to **Verify Password**.

5. Click **Apply**. Make note of the password and store it in a safe place.

Foreign Interface Harness (FIH)

The Foreign Interface Harness (FIH) provides a portal on the MFP. By using the FIH and third-party equipment, you can track information about copies that are made on the MFP.

Requirements

- Windows 9*X*, Windows Me, Windows 2000, or Windows XP
- Access to third-party accounting hardware solutions, such as Equitrac or Copitrak devices

Use the FIH

To use the FIH, you must download and install the FIH software. The software is available from http://www.hp.com/go/cljcm4730mfp_software. The software is used to enable or disable the FIH portal. Use the software to set and change the administrator personal identification number (PIN).

Administrators can use the PIN option to configure the FIH to prevent any unauthorized changes. Changes can be made only with the correct PIN authentication.

> **NOTE** It is important to remember the PIN that is assigned to the FIH administration software. The PIN is required to make any changes to the FIH.

Enable the FIH portal

1. Double-click the FIH.EXE file. The **Foreign Interface Harness** dialog box appears.

2. Click **OK**.

3. Click **Enable**.

4. If you have not entered a PIN before, click **No**. If you have entered a PIN before, click **Yes**. If you click **No**, type and confirm the PIN, and then click **OK**. If you click **Yes**, type the PIN and click **OK**.

> **NOTE** The PIN must be numeric.

5. Click the appropriate button for the type of connection: **Direct** or **Network**. If **Direct** is selected, type the MFP port. If **Network** is selected, type the IP address and port for the MFP.

> **NOTE** The IP address for the MFP can be found on the Configuration page.

If you typed an incorrect IP address, you will receive an error message. Otherwise, the portal is enabled.

Disable the FIH portal

1. Double-click the FIH.EXE file. The **Foreign Interface Harness** dialog box appears.

2. Click **OK**.

3. Click **Disable**.

4. Type the PIN and click **OK**.

5. Click the appropriate button for the type of connection: **Direct** or **Network**. If **Direct** is selected, type the MFP port and click **OK**. If **Network** is selected, type the IP address and port for the MFP, and then click **OK**. The portal is disabled.

> **NOTE** If you lose the PIN number and the portal needs to be disabled, try using the default PIN that is listed to disable it. For assistance, use the HP Instant Support service, which is available through the embedded Web server or at http://instantsupport.hp.com. See Embedded Web server.

Secure Disk Erase

To protect deleted data from unauthorized access on the MFP hard drive, use the Secure Disk Erase feature. This feature can securely erase print and copy jobs from the hard drive.

Secure Disk Erase offers the following levels of disk security:

- **Non-Secure Fast Erase**. This is a simple file-table erase function. Access to the file is removed, but actual data is retained on the disk until it is overwritten by subsequent data-storage operations. This is the fastest mode. Non-Secure Fast Erase is the default erase mode.

- **Secure Fast Erase**. Access to the file is removed, and the data is overwritten with a fixed identical character pattern. This is slower than Non-Secure Fast Erase, but all data is overwritten. Secure Fast Erase meets the U.S. Department of Defense 5220-22.M requirements for the clearing of disk media.

- **Secure Sanitizing Erase**. This level is similar to the Secure Fast Erase mode. In addition, data is repetitively overwritten by using an algorithm that prevents any residual data persistence. This mode will impact performance. Secure Sanitizing Erase meets the U.S. Department of Defense 5220-22.M requirements for the sanitization of disk media.

Data affected

Data affected (covered) by the Secure Disk Erase feature includes temporary files that are created during the print and copying process, stored jobs, proof and hold jobs, disk-based fonts, disk-based macros (forms), stored fax files, address books, and HP and third-party applications.

> **NOTE** Stored jobs will be securely overwritten only when they have been deleted through the **Retrieve Job** menu on the MFP after the appropriate erase mode has been set.

This feature will not impact data that is stored on flash-based product non-volatile RAM (NVRAM) that is used to store default settings, page counts, and similar data. This feature does not affect data that is stored on a system RAM disk (if one is used). This feature does not impact data that is stored on the flash-based system boot RAM.

Changing the Secure Disk Erase mode does not overwrite previous data on the disk, nor does it immediately perform a full-disk sanitization. Changing the Secure Disk Erase mode changes how the MFP cleans up temporary data for jobs after the erase mode has been changed.

Gain access to Secure Disk Erase

Use HP Web Jetadmin to gain access to and set the Secure Disk Erase feature.

Additional Information

For additional information about the HP Secure Disk Erase feature, see the HP support flyer or go to http://www.hp.com/go/webjetadmin/.

DSS authentication

Optional Digital Sending Software (DSS) for the MFP is available for purchase separately. The software provides an advanced sending program that contains an authentication process. This process requires users to type a user identification and a password before they can use any of the DSS features that require authentication.

Lock the control-panel menus

To prevent someone from changing the MFP configuration, you can lock the control-panel menus. This prevents unauthorized users from changing the configuration settings such as the SMTP server. The following procedure describes how to restrict access to the control-panel menus by using the HP Web Jetadmin software. (See HP Web Jetadmin software.)

1. Open the HP Web Jetadmin program.

2. Open the **DEVICE MANAGEMENT** folder in the drop-down list in the **Navigation** panel. Navigate to the **DEVICE LISTS** folder.

3. Select the MFP.

4. In the **Device Tools** drop-down list, select **Configure**.

5. Select **Security** from the **Configuration Categories** list.

6. Type a **Device Password**.

7. In the **Control Panel Access** section, select **Maximum Lock**. This prevents unauthorized users from gaining access to configuration settings.

Set the real-time clock

Use the real-time clock feature to set the date and time settings. The date and time information is attached to stored print, fax, and digital-send jobs, so you can identify the most recent versions of stored print jobs.

Set the date format

1. On the control panel, scroll to and touch Administration.
2. Touch Time/Scheduling.
3. Touch Date/Time.
4. Touch Date Format.
5. Touch the desired format.
6. Touch Save.

Set the date

1. On the control panel, scroll to and touch Administration.
2. Touch Time/Scheduling.
3. Touch Date/Time.
4. Touch Date.
5. Touch the appropriate options to set the correct month, date of the month, and the year.
6. Touch Save.

Set the time format

1. On the control panel, scroll to and touch Administration.
2. Touch Time/Scheduling.
3. Touch Date/Time.
4. Touch Time Format.
5. Touch the appropriate format.
6. Touch Save.

Set the time

1. On the control panel, scroll to and touch Administration.
2. Touch Time/Scheduling.
3. Touch Date/Time.
4. Touch Time.

5. Touch the appropriate options to set the correct hour, minute, and AM/PM setting.

6. Touch Save.

Configure alerts

You can use HP Web Jetadmin or the MFP's embedded Web server to configure the system to alert you of problems with the MFP. The alerts take the form of e-mail messages to the e-mail account or accounts that you specify.

You can configure the following:

● The printer(s) you want to monitor

● What alerts are to be received (for example, alerts for paper jams, paper out, supplies status, and cover open)

● The e-mail account to which the alerts should be forwarded

Software	Information location
HP Web Jetadmin	See the HP Web Jetadmin Help system for details on alerts and how to set them up.
Embedded Web server	See Embedded Web server for general information about the embedded Web server.
	See the embedded Web server Help system for details on alerts and how to set them up.

Upgrade the firmware

The MFP has remote firmware update (RFU) capability. Use the information in this section to upgrade the MFP firmware.

Determine the current firmware version

1. From the control panel Home screen, scroll to and touch Administration.

2. Touch Information.

3. Touch Configuration/status Pages.

4. Touch Configuration/status Pages.

5. Touch Print.

The firmware datecode is listed on the Configuration page in the section called **Device Information**. The firmware datecode has this format: YYYYMMDD XX.XXX.X. The first string of numbers is the date, where YYYY represents the year, MM represents the month, and DD represents the date. For example, a firmware datecode of that begins with `20061125` represents November 25, 2006.

Download new firmware from the HP Web site

To find the most recent firmware upgrade for the MFP, go to http://www.hp.com/go/cljcm4730mfp_software. This page provides instructions for downloading the new firmware version.

Transfer the new firmware to the MFP

> NOTE   The MFP can receive an .RFU file update when it is in a "ready" state.

The elapsed time for an update depends on the I/O transfer time, as well as the time that it takes for the MFP to re-initialize. The I/O transfer time depends on a number of things, including the speed of the host computer that is sending the update. If the remote firmware update process is interrupted before the firmware is downloaded (while **Receiving Upgrade** appears on the control-panel display), the firmware file must be sent again. If power is lost during the flash DIMM update (while the **Performing Upgrade** message appears on the control-panel display), the update is interrupted and the message **Resend Upgrade** appears (in English only) on the control-panel display. In this case, you must send the upgrade by using the parallel port. Finally, any jobs that are ahead of the RFU job in the queue are completed before the update is processed.

Use FTP to upload the firmware through a browser

> NOTE   The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings might return to default settings and must be changed again if you want settings that are different from the defaults.

1. Print a configuration page and note the TCP/IP address shown on the EIO Jetdirect page.

2. Open a browser window.

3. In the address line of the browser, type `ftp://<ADDRESS>`, where <ADDRESS> is the address of the MFP. For example, if the TCP/IP address is 192.168.0.90, type `ftp://192.168.0.90`.

4. Locate the downloaded .RFU file for the MFP.

5. Drag and drop the .RFU file onto the **PORT1** icon in the browser window.

> **NOTE** The MFP turns off and then on automatically to activate the update. When the update process is complete, a **Ready** message displays on the MFP control panel.

Use FTP to upgrade the firmware on a network connection

> **NOTE** The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings might return to default settings and must be changed again if you want settings that are different from the defaults.

1. Take note of the IP address on the HP Jetdirect page. The HP Jetdirect page is the second page that prints when you print the configuration page.

   > **NOTE** Before upgrading the firmware, make sure that the MFP is not in Sleep mode. Also make sure that any error messages are cleared from the control-panel display.

2. Open an MS-DOS command prompt on your computer.

3. Type: `ftp TCP/IP ADDRESS>`. For example, if the TCP/IP address is 192.168.0.90, type `ftp 192.168.0.90`.

4. Go to the folder where the firmware file is stored.

5. Press Enter on the keyboard.

6. When prompted for the user name, press Enter.

7. When prompted for the password, press Enter.

8. Type `bin` at the command prompt.

9. Press Enter. The message **200 Types set to I, Using binary mode to transfer files** appears in the command window.

10. Type `put` and then the file name (for example, if the file name is CM4730mfp.efn, type `CM4730mfp.efn`).

11. The download process begins and the firmware is updated on the MFP. This can take approximately five minutes. Let the process finish without further interaction with the MFP or computer.

    > **NOTE** The MFP automatically turns off and then on again after processing the upgrade.

12. At the command prompt, type: `bye` to exit the ftp command.

13. At the command prompt, type: `exit` to return to the Windows interface.

Use HP Web Jetadmin to upgrade the firmware

This procedure requires that you install HP Web Jetadmin Version 7.0 or later on your computer. See HP Web Jetadmin software. Complete the following steps to update a single device through HP Web Jetadmin after downloading the .RFU file from the HP Web site.

1. Start HP Web Jetadmin.

2. Open the **Device Management** folder in the drop-down list in the **Navigation** panel. Navigate to the **Device Lists** folder.

3. Expand the **Device Lists** folder and select **All Devices**. Locate the MFP in the list of devices, and then click to select it.

   If you need to upgrade the firmware for multiple HP Color LaserJet CM4730 MFP series MFPs, select all of them by pressing the Ctrl key as you click the name of each MFP.

4. Locate the drop-down box for **Device Tools** in the upper-right corner of the window. Select **Update Printer Firmware** from the action list.

5. If the name of the .RFU file is not listed in the **All Available Images** box, click **Browse** in the **Upload New Firmware Image** dialog box and navigate to the location of the .RFU file that you downloaded from the Web at the start of this procedure. If the filename is listed, select it.

6. Click **Upload** to move the .RFU file from your hard drive to the HP Web Jetadmin server. After the upload is complete, the browser window refreshes.

7. Select the .RFU file from the **Printer Firmware Update** drop-down menu.

8. Click **Update Firmware**. HP Web Jetadmin sends the selected .RFU file to the MFP. The control panel shows messages that indicate the progress of the upgrade. At the end of the upgrade process, the control panel shows the **Ready** message.

Use MS-DOS commands to upgrade the firmware

To update the firmware by using a network connection, follow these instructions.

1. From a command prompt or in an MS-DOS window, type the following: `copy /B FILENAME> \ \COMPUTERNAME>\SHARENAME>`, where <FILENAME> is the name of the .RFU file (including the path), <COMPUTERNAME> is the name of the computer from which the MFP is being shared, and <SHARENAME> is the MFP share name. For example: `C:\>copy /b C:\9200fW.RFU \ \YOUR_SERVER\YOUR_COMPUTER`.

   > **NOTE** If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type: `C:\>copy /b "C:\MY DOCUMENTS \3500FW.RFU" \\YOUR_SERVER\YOUR_COMPUTER`.

2. Press Enter on the keyboard. The control panel shows a message that indicates the progress of the firmware upgrade. At the end of the upgrade process, the control panel shows the **Ready** message . The message **One File Copied** appears on the computer screen.

Use the HP Jetdirect firmware

The HP Jetdirect network interface in the MFP has firmware that can be upgraded separately from the MFP firmware. This procedure requires that you install HP Web Jetadmin Version 7.0 or later on your

computer. See HP Web Jetadmin software. Complete the following steps to update the HP Jetdirect firmware by using HP Web Jetadmin.

1. Open the HP Web Jetadmin program.

2. Open the **Device Management** folder in the drop-down list in the **Navigation** panel. Navigate to the **Device Lists** folder.

3. Select the device that you want to update.

4. In the **Device Tools** drop-down list, select **Jetdirect Firmware Update**.

5. Under **Jetdirect firmware version** the HP Jetdirect model number and current firmware version are listed. Make a note of these.

6. Go to http://www.hp.com/go/wja_firmware.

7. Scroll down to the list of HP Jetdirect model numbers and find the model number you wrote down.

8. Look at the current firmware version for the model, and see if it is later than the version you wrote down. If it is, right-click on the firmware link, and follow the instructions on the Web page to download the new firmware file. The file must be saved into the <drive>:\PROGRAM FILES \HP WEB JETADMIN\DOC\PLUGINS\HPWJA\FIRMWARE\JETDIRECT folder on the computer that is running the HP Web Jetadmin software.

9. In HP Web Jetadmin, return to the main device list and select the digital sender again.

10. In the **Device Tools** drop-down list, select **Jetdirect Firmware Update** again.

11. On the HP Jetdirect firmware page, the new firmware version is listed under **Jetdirect Firmware Available on HP Web Jetadmin**. Click the **Update Firmware Now** button to update the Jetdirect firmware.

Manage memory

This MFP supports up to 544 MB of memory: 512 MB DDR plus 32 MB of additional memory on the formatter board. You can add additional memory by installing dual data-rate (DDR) memory. To allow for memory expansion, the MFP has two DDR slots, which accept 128 or 256 MB of RAM each. For information about installing memory, see Install memory and print server cards.

The MFP features Memory Enhancement Technology (MEt), which automatically compresses page data to provide the most efficient use of the MFP's RAM.

The MFP uses DDR SODIMM. Extended data output (EDO) DIMMs are not supported.

> **NOTE** If memory problems occur when you are printing complex graphics, you can make more memory available by removing downloaded fonts, style sheets, and macros from MFP memory. Reducing the complexity of a print job from within a software program can help avoid memory problems.

Manage supplies

Use genuine HP print cartridges for the best printing results.

HP print cartridges

When you use a genuine new HP print cartridge, you can obtain the following supplies information:

- Percentage of supplies remaining
- Estimated number of pages remaining
- Number of pages printed

> **NOTE** See Supplies and accessories for cartridge ordering information.

Non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured. Because they are not genuine HP products, HP cannot influence their design or control their quality. Service or repair required as a result of using a non-HP print cartridge *will not* be covered under the MFP warranty.

If the non-HP print cartridge was sold to you as a genuine HP product, see HP fraud hotline.

Print cartridge authentication

The HP Color LaserJet CM4730 MFP series automatically authenticates the print cartridges when the cartridges are inserted into the MFP. During authentication, the MFP will let you know if a cartridge is a genuine HP print cartridge.

If the MFP control panel message states that this is not a genuine HP print cartridge and you believe you purchased an HP print cartridge, call the HP fraud hotline.

To override a non-HP print cartridge error message, touch OK.

HP fraud hotline

Call the HP fraud hotline (1-877-219-3183, toll-free in North America) when you install an HP print cartridge and the MFP message says the cartridge is non-HP. HP will help determine if the product is genuine and take steps to resolve the problem.

The following issues are signs that your print cartridge might not be a genuine HP print cartridge:

- A high number of problems occur with the print cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).

Print cartridge storage

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

> **CAUTION** To prevent damage to the print cartridge, do not expose it to light for more than a few minutes.

Table 14-1 Print cartridge temperature specifications

Environmental condition	Recommended	Allowed	Storage/standby
Temperature (print cartridge)	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)	-20° to 40°C (-4° to 104°F)

Print cartridge life expectancy

The life of the print cartridge depends on usage patterns and the amount of toner that print jobs require. HP print cartridges last an average of 12,000 pages when printing on letter or A4-size paper at 5% coverage for each print cartridge. Usage conditions and print patterns may cause actual results to vary.

Check the print cartridge life

You can check the print cartridge life on the MFP control panel, in the embedded Web server, MFP software, HP Easy Printer Care software, or through the HP Web Jetadmin software.

On the MFP control panel

1. From the Home screen, touch Administration.

2. Touch Information.

3. Touch Configuration/status Pages.

4. Touch Supplies Status Page.

5. Touch Print.

> **NOTE** If you are using non-HP supplies, the supplies status page might not show the remaining life for those supplies.

In the embedded Web server

1. In your browser, type the IP address or host name for the printer home page. This takes you to the printer status page.

2. On the left side of the screen, click **Supplies Status**. This takes you to the supplies status page, which provides print cartridge information.

Through HP Easy Printer Care software

In the **Overview** tab in the **Supplies Status** section, click **Supplies Details** to open the supplies status page.

Through HP Web Jetadmin

In HP Web Jetadmin, select the printer device. The device status page shows print cartridge information.

15 Maintenance

- [Replace supplies](#)
- [Clean the MFP](#)
- [ADF maintenance kit](#)
- [Calibrate the scanner](#)

Replace supplies

When you use genuine HP supplies, the MFP automatically notifies you when supplies are nearly depleted. The notification to order supplies allows ample time to order new supplies before they need to be replaced. For more information about ordering supplies, see Supplies and accessories

Locate supplies

Supplies are identified by their labeling and their blue plastic handles.

The following figure illustrates the location of each supply item.
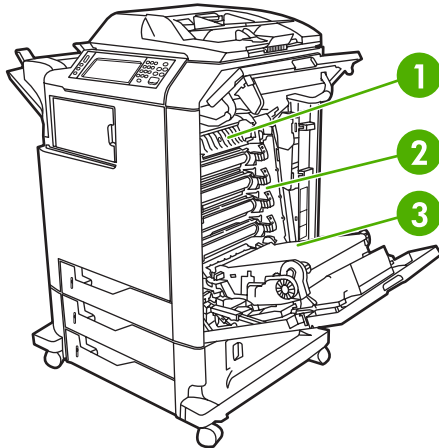
Figure 15-1 Supply item locations

1	Fuser
2	Print cartridges
3	Transfer unit

Supply replacement guidelines

To facilitate the replacement of supplies, keep the following guidelines in mind when setting up the MFP.

- Allow sufficient space above and in the front of the MFP for removing supplies.

- The MFP should be located on a flat, sturdy surface.

For instructions on installing supplies, see the installation guides provided with each supply item or see more information at http://www.hp.com/support/ljcm4730mfp. When you connect, select **Solve a Problem**.

⚠ **CAUTION** Hewlett-Packard recommends the use of genuine HP products in this MFP. Use of non-HP products may cause problems requiring service that is not covered by the Hewlett-Packard extended warranty or service agreements.

Approximate replacement intervals for supplies

The following table lists the estimated replacement intervals for supplies and the control panel messages that prompt when to replace each item. Usage conditions and print patterns may cause results to vary.

Item	Printer message	Page count	Approximate time period
Black cartridges	**Replace Black Cartridge**	12,000 pages[1]	3 months
Color cartridges	**Replace <color> Cartridge**	12,000 pages[1]	3 months
Image transfer kit	**Replace Transfer Kit**	120,000 pages[2]	40 months
Image fuser kit	**Replace Fuser Kit**	150,000 pages	50 months
Stapler cartridge	**Replace Stapler Cartridge**	5000 pages	
ADF maintenance kit	**Replace Document Feeder Kit**	90000 pages	

[1] Approximate average A4-/letter-size page count based on 5% coverage of individual colors.

[2] Approximate life is based on 4,000 pages per month.

Change print cartridges

When a print cartridge approaches the end of its useful life, the control panel displays a message recommending that you order a replacement. The MFP can continue to print using the current print cartridge until the control panel displays a message instructing you to replace the cartridge.

The MFP uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

Replace a print cartridge when the MFP control panel displays a **Replace <color> Cartridge** message. The control panel display will also indicate the color that should be replaced (if a genuine HP cartridge is currently installed). Replacement instructions are included in the print-cartridge box.

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

> **NOTE** For information about recycling used print cartridges, go to http://www.hp.com/go/recycle.

Clean the MFP

To maintain print quality, clean the MFP thoroughly every time you replace the print cartridge and whenever print-quality problems occur.

⚠ **WARNING!** Avoid touching the fusing area when cleaning the MFP. It can be hot.

⚠ **CAUTION** To avoid permanent damage to the print cartridge, do not use ammonia-based cleaners on or around the MFP except as directed.

Clean the outside of the MFP

● Clean the outside of the MFP if it is visibly marked.

● Use a soft, lint-free cloth dampened with water, or water and a mild detergent.

Clean the touchscreen

Clean the touchscreen whenever it is necessary to remove fingerprints or dust. Wipe the touchscreen gently with a clean, water-dampened, lint-free cloth.

⚠ **CAUTION** Use water only. Solvents or cleaners can damage the touchscreen. Do not pour or spray water directly onto the touchscreen.

Clean the scanner glass

● Clean the scanner glass only if dirt is visible, or if you are experiencing a decrease in copy quality, such as streaking.

● Clean the scanner glass by wiping it gently with a clean, slightly damp, lint-free cloth. Use an ammonia-based surface cleaner only when a water-dampened cloth does not clean the scanner glass.
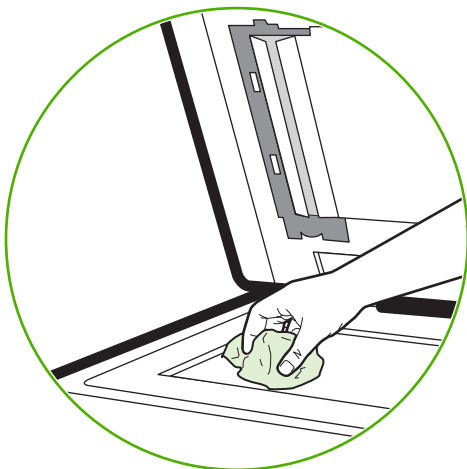
⚠ **CAUTION** Do not pour or spray liquids directly onto the scanner glass. Do not press hard on the glass surface. (You could break the glass).

Cleaning the ADF delivery system

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

Clean the ADF delivery system

1. Open the scanner lid.
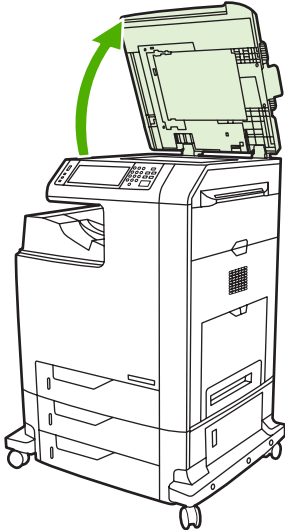
2. Locate the white, vinyl ADF backing.
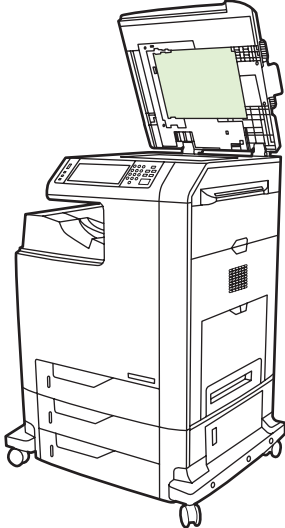
3. Clean the ADF backing by wiping them with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner only when a water-dampened cloth does not clean the ADF components.

4. Clean the scanner glass by wiping it gently with a clean, slightly damp, lint-free cloth. Use an ammonia-based surface cleaner only when a water-dampened cloth does not clean the scanner glass.

5. Close the scanner lid.
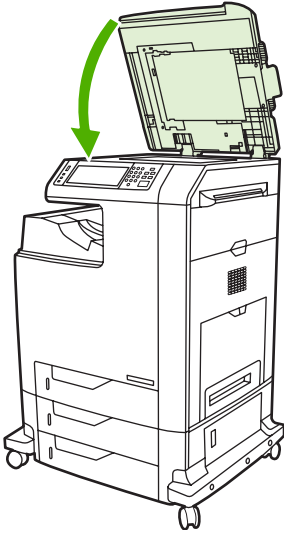
Clean the ADF rollers

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

⚠ **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 device.

1. Open the scanner lid.

2. Locate the rollers near the white vinyl ADF backing.
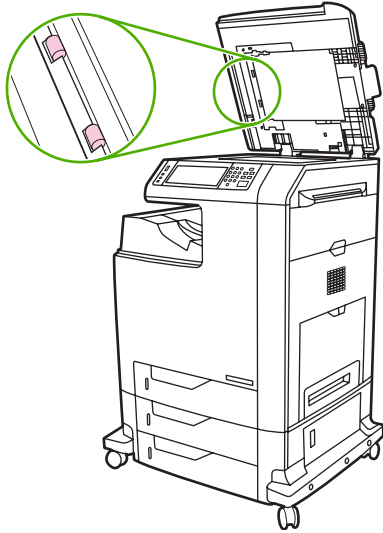
3. Wipe the rollers gently with a clean, water-dampened, lint-free cloth.

⚠ **CAUTION** Do not pour water directly onto the rollers. Doing so might damage the device.

4. Close the scanner lid.
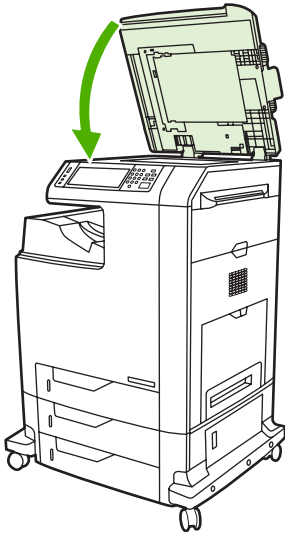
5. Pull the release lever to open the ADF cover.
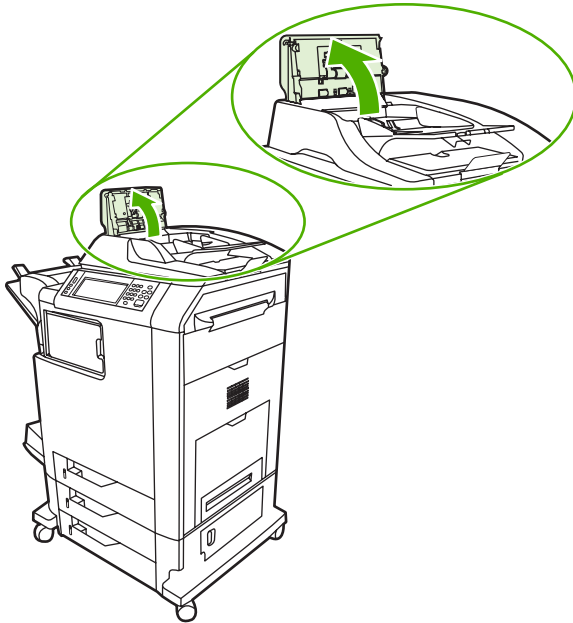
6. Locate the rollers.
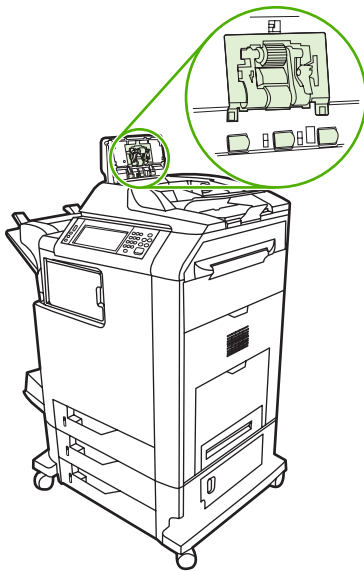
7. Wipe the rollers with a clean, water-dampened, lint-free cloth.

⚠ **CAUTION** Do not pour water directly onto the rollers. Doing so might damage the device.

8. Locate the separation pad.
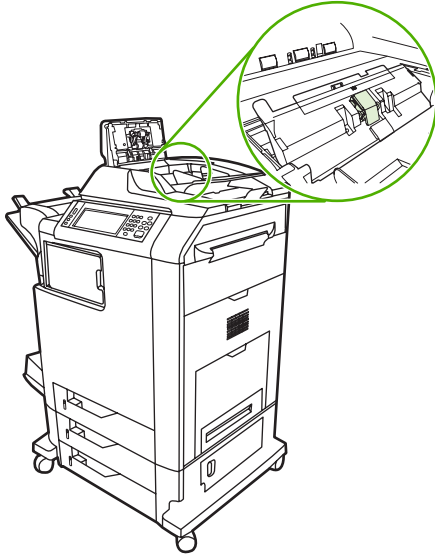
9. Wipe the pad with a clean, water-dampened, lint-free cloth.

10. Close the ADF cover.
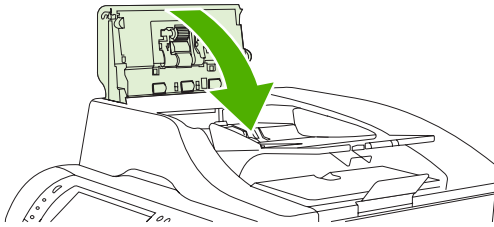
Clean the mylar strip

Clean the mylar strips on the underside of the scanner lid only if you are experiencing a decrease in copy quality (such as vertical lines) when copying using the ADF.

1. Open the scanner lid.

2. Locate the mylar strip (1).
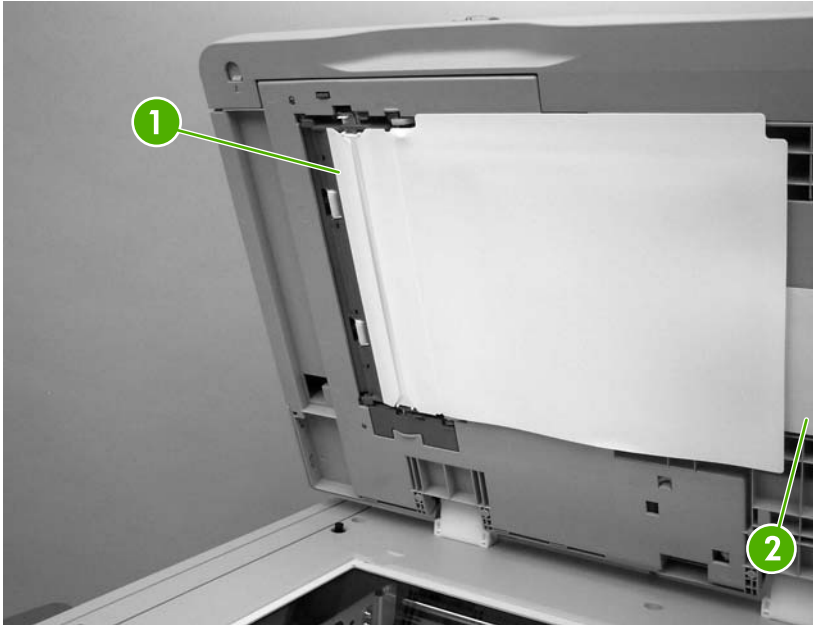
✎ **NOTE** Replacement mylar strips are stored in an envelope (2) that is underneath the white vinyl ADF backing. Follow the instructions that are in the envelope.

3. Clean the mylar strip with a clean, damp, lint-free cloth.

4. Close the scanner lid.

ADF maintenance kit

After feeding 90,000 pages through the ADF, a **Replace Document Feeder Kit** message appears on the control-panel display. This message appears approximately one month before the kit needs to be replaced. Order a new kit when this message appears. See Part numbers for information about ordering a new ADF maintenance kit.

The ADF maintenance kit includes the following items:

● One pick-up roller assembly

● One separation pad

● One mylar sheet kit

● An instruction sheet

Follow the instructions that come with the kit to install it.

After replacing the kit, reset the ADF maintenance-kit count.

Reset the ADF maintenance-kit count

1. On the control panel, scroll to and touch Administration.

2. Touch Resets.

3. Touch Reset Supplies.

4. Touch ADF Maintenance Kit.

5. Touch Yes.

6. Touch Save.

Calibrate the scanner

Calibrate the scanner to compensate for offsets in the scanner imaging system (carriage head) for ADF and flatbed scans. Because of mechanical tolerances, the scanner's carriage head might not read the position of the image accurately. During the calibration procedure, scanner offset values are calculated and stored. The offset values are then used when producing scans so that the correct portion of the document is captured.

Scanner calibration should be carried out only if you notice offset problems with the scanned images. The scanner is calibrated before it leaves the factory. It needs to be calibrated again only rarely.

Before calibrating the scanner, print the calibration target.

1. Place letter- or A4-size paper in tray 1, and adjust the side guides.

2. On the control-panel Home screen, scroll to and touch Administration.

3. Touch Troubleshooting.

4. Touch Calibrate Scanner.

5. Touch Calibrate to print the first pass of the calibration target.

6. Place the first pass of the calibration target face-down in tray 1 so that the arrows are facing into the MFP.

7. Touch Start to print the second pass. The final calibration target *must* look like the following figure.
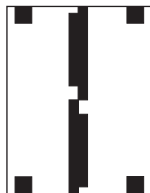
> **CAUTION** If the calibration target does not look like the figure shown here, the calibration process will fail and the quality of scans will be degraded. *The black areas must extend completely to the short edges of the page. If they do not, use a black marker to extend the black areas to the edge of the page.* Ensure that the paper is loaded properly.

8. Place the calibration target face-up into the ADF, and adjust the side guides.

9. After the calibration target has passed through the ADF once, reposition it face down in the ADF and touch Start.

10. Place the calibration target face-down on the scanner glass, touch Start, and scan the page. After this pass, the calibration is complete.

16 Problem solving

Solving general problems

If the MFP is not responding properly, complete the steps in the following checklist, in order. If the MFP does not pass a step, follow the corresponding troubleshooting suggestions. If a step resolves the problem, you can stop without performing the other steps on the checklist.

Troubleshooting checklist

1. Make sure the MFP Ready light is on. If no lights are on, complete these steps:

    a. Check the power-cable connections.

    b. Check that the power switch is on.

    c. Check the power source by plugging the MFP directly into the wall or into a different outlet.

    d. If none of these measures restores power, contact HP Customer Care.

2. Check the cabling.

    a. Check the cable connection between the MFP and the computer or network port. Make sure that the connection is secure.

    b. Make sure that the cable itself is not faulty by using a different cable, if possible.

    c. Check the network connection. See Solve network connectivity problems.

3. Ensure that the print media that you are using meets specifications.

4. Print a configuration page (see Information pages. If the MFP is connected to a network, an HP Jetdirect page also prints.)

    a. If the pages do not print, check that at least one tray contains print media.

    b. If the page jams in the MFP, see Jams.

5. If the configuration page prints, check the following items.

    a. If the page prints correctly, then the MFP hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.

    b. If the page does not print correctly, the problem is with the MFP hardware. Contact HP Customer Care.

6. Select one of the following options:

    Windows: Click **Start**, click **Settings**, and then click **Printers**, or **Printers and Faxes**. Double click **HP Color LaserJet CM4730 MFP**.

    -or-

    Mac OS X: Open **Print Center**, (or **Printer Setup Utility** for Mac OS X v. 10.3), and double-click the line for the **HP Color LaserJet CM4730 MFP**.

7. Verify that you have installed the HP Color LaserJet CM4730 MFP series printer driver. Check the program to make sure that you are using an HP Color LaserJet CM4730 MFP series printer driver.

8. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print) complete these steps:

   a. Try printing the job from another computer that has the MFP software installed.

   b. If you connected the MFP to the network, connect the MFP directly to a computer with a parallel cable. Redirect the MFP to the correct port, or reinstall the software, selecting the new connection type that you are using.

9. If the problem is still not resolved, see Determining MFP problems.

Determining MFP problems

Situation/Message	Solution
The control-panel display is blank, and internal fans are not running.	Make sure that the MFP power is on. Press all the keys to see if one is stuck. Contact your HP-authorized service representative if these steps do not work.
The MFP is turned on, but the internal fans are not running.	Make sure that the line voltage is correct for the MFP power configuration. (See the label that is inside the top cover on the MFP for voltage requirements.) If you are using a power strip and its voltage is not within specification, plug the MFP directly into the power receptacle.
The MFP voltage is not correct.	Make sure that the line voltage is in the correct range. (See the label that is inside the top cover on the MFP for voltage requirements.)
Messages appear on the control-panel display.	See Electrical specifications.
Print media is jammed in the MFP.	Check for jams. For more information, see Jams.
The control-panel display shows the wrong language or unfamiliar characters.	Reconfigure the control-panel display language. 1. Turn the MFP off and then on. 2. When **XXX MB** appears on the control-panel display, press and hold 6 until all three LEDs flash once and then stay on. (This might take up to 20 seconds. 3. Release 6 and then press 6 again. 4. Wait while the MFP completes its initialization sequence. When it is finished, the **Select a Language** menu appears on the control-panel display. Scroll to and touch the correct language.
An error occurs during a Digital Send job. Job failed.	The MFP experienced an error during the digital sending job. The administrator should check on the status of the SMTP server. See Solve e-mail problems.
The e-mail gateway could not accept the job because the attachment is too large.	Reduce the size of the e-mail attachment by setting the maximum attachment size. Set the maximum attachment size on the **Digital Sending** tab of the embedded Web server. See Embedded Web server. Try using a different file format or sending the document a few pages at a time.
A network connection is required for digital sending	The MFP cannot find a network connection. The administrator should check to see if the MFP is connected to the network. See Solve network connectivity problems.

Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the device.

Message type	Description
Status messages	Status messages reflect the current state of the device. They inform you of normal device operation and require no interaction to clear them. They change as the state of the device changes. Whenever the device is ready, not busy, and has no pending warning messages, the status message **Ready** appears if the device is online.
Warning messages	Warning messages inform you of data and print errors. These messages typically alternate with the **Ready** or status messages and remain until you touch OK. Some warning messages are clearable. If **Clearable Warnings** is set to **Job** on the device Device Behavior menu, the next print job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as adding paper or clearing a jam.
	Some error messages are auto-continuable. If **Auto-Continue** is set on the menus, the device will continue normal operation after an auto-continuable error message appears for 10 seconds.
	NOTE Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the Stop button pauses printing and offers the option to cancel the print job.
Critical-error messages	Critical error messages inform you of a device failure. Some of these messages can be cleared by turning the device off and then on. These messages are not affected by the **Auto-Continue** setting. If a critical error persists, service is required.

Control-panel messages

Table 16-1 Control-panel messages

Control panel message	Description	Recommended action
10.32.00 Unauthorized Supply	An unauthorized print cartridge has been installed.	1. Install genuine HP supplies. 2. If the message persists after loading authorized cartridges, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
10.XX.YY SUPPLY MEMORY ERROR	The MFP cannot read or write to at least one print cartridge e-label or an e-label is missing from a print cartridge.	Reinstall the print cartridge, or install a new HP print cartridge.
11.XX Internal clock error To continue touch OK	The MFP real time clock has experienced an error.	Whenever the MFP is turned off and then turned on again, set the time and date at the control panel. See Use the control panel. If the error persists, you might need to replace the formatter.
13.01.00 JAM IN TRAY 1	Paper is jammed in tray 1.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.01.11 JAM INSIDE LOWER RIGHT DOOR	There is a paper jam inside the lower right door, or the paper did not feed from the paper tray.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.02.00 JAM INSIDE RIGHT DOORS	There is a paper jam inside the right doors.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.05.00 JAM INSIDE RIGHT DOORS	There is a paper jam inside the right doors.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.06.00 JAM INSIDE UPPER RIGHT DOOR	There is a paper jam inside the right doors.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.09.00 JAM INSIDE FRONT SMALL DOOR	There is a paper jam in the small door of the output accessory bridge.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.11.00 JAM INSIDE UPPER RIGHT DOOR	There is a paper jam in the small door of the output accessory bridge.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.12.XX JAM IN LEFT ACCESSORY	There is a paper jam in the output accessory (stapler/stacker or 3-bin mailbox). Includes: 13.12.07 13.12.08 13.12.09 13.12.10 13.12.11	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.13.00 JAM INSIDE RIGHT DOORS	There is a paper jam in the right side of the MFP.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.20.00 JAM IN TRAY X	There is a paper jam in the paper tray indicated.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.20.00 JAM INSIDE RIGHT DOORS	There is a paper jam in the right side of the MFP.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.21.00 JAM IN TRAY X	There is a paper jam inside the upper right door or inside the fusing unit.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
13.30.00 JAM INSIDE DRAWER BELOW TRAY 1	There is a paper jam inside the lower right door.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.31.00 JAM INSIDE UPPER RIGHT DOOR	There is a paper jam inside the upper right door or inside the fusing unit.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.XX.YY EXTERNAL OUTPUT DEVICE PAPER JAM	There is a jam in the stapler/stacker.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.XX.YY JAM IN OUTPUT AREA	There is a paper jam in the output area.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.XX.YY JAM IN OUTPUT DEVICE	Paper is jammed in an external paper handling device.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.XX.YY Jam In Stapler	A staple is jammed in the stapler. Check the stapler/stacker for jammed staples.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
13.XX.YY JAM INSIDE OUTPUT ACCESSORY BRIDGE	There is a paper jam inside the output accessory bridge.	1. Follow the onscreen instructions to find and remove the jammed media. 2. If the message persists after clearing all pages, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
20 INSUFFICIENT MEMORY To continue touch OK	The MFP received more data than can fit in the available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Touch OK to print the transferred data (some data might be lost), and then simplify the print job or install additional memory.
21 PAGE TOO COMPLEX To continue touch OK	The page formatting process was not fast enough for the MFP.	Touch OK to print the transferred data. (Some data might be lost.) If this message appears often, simplify the print job.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
22 EIO X BUFFER OVERFLOW To continue touch OK	Too much data was sent to the EIO card in the specified slot (x). An incorrect communications protocol might be in use.	Touch **OK** to print the transferred data. (Some data might be lost.) Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
22 EMBEDDED I/O BUFFER OVERFLOW To continue touch OK	Too much data was sent to the embedded HP Jetdirect print server.	Touch **OK** to print the transferred data. (Some data might be lost.)
30.1.YY SCANNER FAILURE	An error has occurred in the scanner.	Check the scanner lock. Turn the MFP off and then on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
40 BAD EIO X TRANSMISSION To continue touch OK	The connection between the MFP and the EIO card in the specified slot has been broken.	Touch **OK** to clear the error message and continue printing.
40 BAD SERIAL TRANSMISSION To continue touch OK	A serial data error (parity, framing, or line overrun) occurred as data was being sent by the computer.	Touch **OK** to clear the error message. (Data will be lost.)
40 EMBEDDED I/O BAD TRANSMISSION To continue touch OK	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
41.3 LOAD TRAY XX <TYPE> <SIZE>	This is typically caused if two or more sheets of media stick together in the MFP or if the tray is not adjusted correctly.	Reload the tray with the correct media size. Reconfigure the size in a tray so that the MFP will use a tray that contains the size required for the print job. Follow the instructions in the onscreen dialog box.
41.3 LOAD TRAY XX <TYPE> <SIZE> To use another tray touch OK	The specified tray is loaded with media that is longer or shorter in the feed direction than the size adjusted for the tray.	Touch **OK** to use another tray. Reconfigure the size in a tray so that the MFP will use a tray that is loaded with the size of media required for the print job. If the message does not clear automatically from the control-panel display, turn the MFP off, and then turn the MFP on.
41.X ERROR To continue touch OK	A temporary printing error occurred.	Touch **OK** to clear the error. If the error is not cleared, turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
49.XXXXX ERROR To continue turn off then on	A critical firmware error has occurred.	Remove third-party devices. Turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
50.X FUSER ERROR	A fuser error has occurred.	Make sure you have the correct fuser. Reseat the fuser. Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
51.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
52.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
53.10.0X Unsupported DIMM	An unsupported DIMM is installed.	1. Turn the MFP off, and then replace the DIMM that caused the error.
		2. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
55.XX.YY DC CONTROLLER ERROR To continue turn off then on	The print engine is not communicating with the formatter.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
56.X ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
57.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
58.XX ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
59.XY ERROR To continue turn off then on	A temporary printing error has occurred.	Turn the MFP off, and then turn the MFP on.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
60.X ERROR To continue turn off then on	The tray specified by **X** is not lifting correctly.	Follow the instructions in the onscreen dialog box.
62 NO SYSTEM To continue turn off then on	A problem exists with the MFP firmware.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
64 ERROR To continue turn off then on	A scan buffer error occurred.	Turn the MFP off, and then turn the MFP on.
		If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
66.12.34 OUTPUT ACCESSORY FAILURE	An output accessory is not functioning properly.	1. Turn off the MFP. 2. Verify that all external paper-handling devices are securely connected. 3. If the device uses cables, disconnect and reconnect them. 4. Turn on the MFP. If error reappears, write down the message and contact HP support.
66.XY.ZZ OUTPUT DEVICE FAILURE	An error occurred in an external paper-handling accessory.	1. Turn the MFP power off. 2. Check that the accessory is properly seated on and connected to the MFP, without any gaps between the MFP and the accessory. If the accessory uses cables, disconnect and reconnect them. 3. Verify that there is no packaging material in or around the output device. 4. Turn the MFP power on. 5. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
68.X PERMANENT STORAGE FULL To continue touch OK	The MFP NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch **OK** to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
68.X PERMANENT STORAGE WRITE FAIL To continue touch OK	The MFP NVRAM is failing to write. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch **OK** to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
68.X STORAGE ERROR SETTINGS CHANGED To continue touch OK	One or more MFP settings are invalid and have been reset to the factory-default settings. Printing can continue, but some unexpected functions might occur if an error occurred in permanent storage.	Touch **OK** to clear the message. If the message is not cleared, turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
69.X ERROR To continue turn off then on	A temporary printing error occurred.	Turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
79 ERROR To continue turn off then on	A critical hardware error occurred.	Turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
8X.YYYY EIO ERROR	The EIO accessory card has encountered a critical error, as specified by **YYYY**.	Try the following actions to clear the message. 1. Turn the MFP off, and then turn the MFP on. 2. Turn the MFP off, reseat the EIO accessory, and then turn the MFP on. 3. Replace the EIO accessory.
8X.YYYY EMBEDDED JETDIRECT ERROR	The embedded HP Jetdirect print server has encountered a critical error, as specified by **YYYY**.	Turn the MFP off, and then turn the MFP on. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
Access denied MENUS LOCKED	The control panel function that you are trying to use has been locked to prevent unauthorized access.	Contact the network administrator.
ACTION NOT CURRENTLY AVAILABLE FOR TRAY X TRAY SIZE CANNOT BE ANY SIZE/ANY CUSTOM	A duplexed (2-sided) document was requested from a tray that is set to **Any Size** or **Any Custom**. Duplexing is not allowed from a tray configured to **Any Size** or **Any Custom**.	Select another tray or reconfigure the tray.
Authentication information is incorrect. Please re-enter information.	A user name or password is incorrect.	Type the information again.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Authentication required	Authentication has been enabled for this feature or destination. A username and password are required.	Type the user name and password, or contact the network administrator.
Authentication required to use this feature	A user name and password are required.	Type the user name and password, or contact the network administrator.
Bad duplexer connection To continue turn off then on	The duplex printing accessory is not connected correctly to the MFP.	If this message persists, contact an HP-authorized service or support provider. See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.
Calibrating	The MFP is calibrating.	No action is necessary.
Check output device	An error has occurred with the output device.	Remove and reinstall the output device.
Chosen personality not available. To continue touch OK.	A print job requested a MFP language (personality) that is not available for this MFP. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the MFP (if possible). To see a list of available personalities, print a configuration page. (See Information pages.)
Close drawer below Tray 1	One or more of the drawers below tray 1 is open.	1. Close the drawers below tray 1. 2. If the message persists, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
Close right doors	A door on the right side of the MFP is open.	1. Close the door. 2. If the message persists, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
Close small front door	The small front door is open.	1. Close the small front door. 2. If the message persists, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
Digital Send Communication Error	An error has occurred during a digital send task.	Contact the network administrator.
Digital Send server is not responding Contact administrator	The MFP cannot communicate with the server.	Verify the network connection. Contact the network administrator.
Document feeder bin full	The document feeder output bin holds 50 sheets of paper. The MFP stops when the bin is full.	Remove the paper from the document feeder output bin.
Document feeder cover open	The document feeder cover is open.	Close the document feeder cover. Follow the instructions in the onscreen dialog box.
Document feeder pick error	The document feeder experienced an error while picking media.	Make sure that you have not overloaded the document feeder. Do not load more than 50 sheets of 20 lb paper in the document feeder.
E-mail Gateway did not accept the job because the attachment was too large.	The scanned documents have exceeded the size limit of the server.	Send the job again using a lower resolution, smaller file size setting, or fewer pages. Contact the network administrator to enable sending the scanned documents by using multiple e-mails.
E-mail Gateway did not respond. Job failed.	A gateway has exceeded the time out value.	Validate the SMTP IP address.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
E-mail Gateway rejected the job because of the addressing information. Job failed.	One or more of the e-mail addresses is incorrect.	Send the job again with the correct addresses.
Error executing Digital Send job. Job failed.	A digital send job has failed and cannot be delivered.	Try to send the job again.
Folder list is full. To add a folder, you must first delete a folder.	The MFP limits the number of folders that can be established.	Delete an unused folder to add a new folder.
HP Digital Sending: Delivery Error	A digital send job has failed and cannot be delivered.	Try to send the job again.
Incorrect <color> Cartridge	A print cartridge is in the incorrect color slot.	Verify that each color cartridge is in the correct slot.
Incorrect Supplies	A print cartridge is in the incorrect color slot.	Verify that each color cartridge is in the correct slot.
Insert or close tray XX	The specified tray is missing or open.	Insert or close the specified tray to continue.
Install <color> cartridge	The print cartridge has been removed or has been installed incorrectly.	Replace or reinstall the print cartridge correctly to continue printing.
Install supplies	At least one supply item is missing, incorrectly placed, out, or low.	Insert the supply item or make sure the installed supply item is fully seated.
Insufficient memory to load fonts/data <device> To continue touch OK	The MFP does not have enough memory to load the data (for example, fonts or macros) from the location specified.	Touch **OK** to continue without this information. If the message persists, add more memory.
JAM IN DOCUMENT FEEDER	Media is jammed in the document feeder.	Remove jammed media from the document feeder. Follow the instructions in the onscreen dialog box. If the message persists after all jams have been cleared, a sensor might be stuck or broken. Contact an HP-authorized service or support provider. See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.
LDAP Server is not responding Contact administrator	The LDAP server has exceeded the time out value for an address request.	Verify the LDAP server address. Contact the network administrator.
Load Tray 1 <type> <size>	The tray is empty or configured for a different size than the size requested.	Follow the instructions in the onscreen dialog box.
Manually feed <type> <size>	The specified job requires manual feed from tray 1.	Load the requested media into tray 1. To override the message, touch **OK** to use a type and size of media that is available in another tray.
Network connection required for Digital Sending. Contact administrator.	A digital-sending feature has been configured, but a network connection is not detected.	Verify the network connection. See Solve network printing problems. Contact the network administrator.
Non-HP supply installed	A refilled color or a cloned color/mono cartridge has been installed, and the printer previously used all genuine HP supplies. It can also appear when an unauthorized cartridge has been installed, and the printer previously used all genuine supplies.	Install a genuine HP cartridge, or touch **OK** to override the condition.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Novel login required	Novell authentication has been enabled for this destination.	Enter Novell network credentials to access the requested feature.
Order <color> Cartridge	The identified print cartridge is nearing the end of its useful life. The MFP is ready and will continue for the estimated number of pages indicated. Estimated pages remaining is based upon the historical page coverage of this MFP. Printing will continue until a supply needs to be replaced.	Order a replacement print cartridge.
Order Fuser Kit	The fuser is near end of life. The MFP is ready and will continue for the estimated number of pages indicated. Printing will continue until a supply needs to be replaced.	Order a replacement fuser kit.
Order staple cartridge	The staple cartridge needs to be replaced.	1. Replace the staple cartridge.
Order Supplies	One or more supplies needs to be replaced.	1. Replace the supply.
Order Transfer Kit	The transfer kit is near end of life. Printing can continue.	Order a replacement transfer kit.
Output bin <x> full	The specified output bin is full and printing cannot continue.	Empty the bin to continue printing.
Output paper path open	The paper path between the MFP and the output device is open and must be closed before printing can continue.	1. If you have a 3-bin mailbox installed, make sure the jam-access door is closed. 2. If you have a stapler/stacker installed, make sure the staple cartridge is snapped into position and that the staple-cartridge door is closed.
Password or name is incorrect. Please enter correct login.	The user name or password was typed incorrectly.	Retype the user name and password.
Performing Color Band Test	The color-band test is being performed.	No action is necessary.
PIN is incorrect. Please re-enter PIN.	The PIN was typed incorrectly.	Retype the PIN.
Please turn device off and install hard disk.	The requested job requires a hard disk, but the MFP does not have a hard disk installed.	Turn the MFP off and install a hard disk.
Printing CMYK Samples	The CMYK-samples page is being generated. The device will return to the ready state upon completion of the page	No action is necessary.
Printing Color Usage Log	The color-usage-log page is being generated. The printer will return to the ready state upon completion of the page.	No action is necessary.
Printing Demo Page	This message displays while the demo page is being generated. The device will return to the ready state upon completion of the page.	No action is necessary.
Printing Diagnostics Page	This message displays while the diagnostics page is being generated. The device will return to the ready state upon completion of the page.	No action is necessary.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Printing PQ Troubleshooting	This message is displayed while the print quality troubleshooting test is being generated. The device will return to the ready state upon completion of the test.	No action is necessary.
Printing RGB Samples	This message displays while the print-quality troubleshooting test is being generated. The device will return to the ready state upon completion of the page	No action is necessary.
Reattach output bin	The standard output bin was detached when the MFP was turned on, or the cable on the stapler/stacker or the 3-bin mailbox is not connected to the MFP.	Turn the MFP off. If you are using the stapler/stacker or the 3-bin mailbox, make sure that the cable is connected to the MFP. Reattach the output bin, and then turn the MFP on. Observe the LED on the output device. If it is flashing or amber, see the Problem Solving chapter of this document.
Reinstall Output Device	The output device has been removed or is not attached.	Make sure the output bin, 3-bin mailbox, or stapler/stacker is correctly installed on the MFP.
Remove All Print Cartridges	The MFP is executing a component test and the component selected is Belt Only.	Remove all print cartridges.
Remove At Least One Print Cartridge	The MFP is executing a disable-cartridge check or component test where the component selected is the cartridge motor.	Remove one print cartridge.
Replace <color> Cartridge	The identified print cartridge has reached the end of life. Printing can continue.	Replace the specified color cartridge.
REPLACE DIMM <X> MEM TEST FAILURE	The listed DIMM is not functioning properly and must be replaced.	Replace the DIMM.
Replace Fuser Kit	The fuser is nearing the end of its useful life. Printing can continue.	Replace the fuser kit. 1. Open the right-side covers. 2. Use the green handle to lift the fuser cover. 3. Grasp the purple handles on the fuser unit. 4. Remove the old fuser unit from the MFP. 5. Install the new fuser unit. 6. Close the top cover.
Replace staple cartridge	The stapler is out of staples.	Replace the staple cartridge.
Replace Supplies	If the device is configured to stop at out and multiple print cartridges are out, this message is displayed.	1. Replace the empty cartridges. 2. If the message persists, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
Replace Supplies - Override in use	The MFP is set to continue printing even though a print cartridge has reached end of life.	From the control-panel Home screen, touch **Supplies Status** and then touch the **Supplies** tab so you can see which supplies are out. Replace the necessary print cartridge.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Replace Supplies - Using black	A color supply (or supplies) has reached the out condition and the **Color Supply Out** menu item is set to **Autocontinue black**.	No user input is required for printing to continue. Printing continues in black.
Replace Transfer Kit	The transfer unit is at end of life. Printing can continue, but print quality might be reduced.	Replace the transfer kit. 1. Open the right-side covers. 2. Lower the transfer unit by pulling downward on the green handle at the top of the unit. 3. Depress the small blue latches located on either side of the bottom of the transfer unit and lift the unit out of the MFP. 4. Install the new transfer unit. 5. Close the right-side covers.
Rotating <color> Motor	A component test is in progress; the component selected is the <color> cartridge motor.	Press **Stop** when ready to stop this test.
Rotating Motor - To exit press STOP	The MFP is executing a component test and the component selected is a motor.	Press **Stop** when ready to stop this test.
SANITIZING DISK <X>% COMPLETE Do not power off	The hard disk is being cleaned.	Contact the network administrator.
SCAN FAILURE Press 'Start' to rescan	The scan was unsuccessful and the document needs to be rescanned.	If necessary, reposition the document to rescan it, and then press Start.
Size mismatch in tray XX	The media in the listed tray does not match the size specified for that tray.	1. Load the correct media. 2. If the message persists, contact HP Support at http://www.hp.com/support/ljcm4730mfp.
SMTP Gateway	The SMTP gateway has exceeded a time out value.	Verify the e-mail server address. Contact the network administrator.
The Digital Sending Service at <IP Address> does not service this MFP. Contact administrator.	The MFP cannot communicate with the specified IP address.	Verify the IP address. Contact the network administrator.
The Digital Sending Service must be upgraded to support this version of the MFP firmware. Contact administrator.	The Digital Sending Service is not supported by the version of the firmware that is currently installed for the MFP.	Check the firmware version. Contact the network administrator.
The folder you have entered is not a valid folder.	The folder name was entered incorrectly, or the folder does not exist.	Re-enter the folder name correctly, or add the folder.
There might be a document on the glass. If there is, remove it, then press "Start".	A digital send or copy job has been performed from the scanner glass, but the original document needs to be removed.	Remove the original document from the scanner glass and press Start.
TOO MANY PAGES IN JOB TO STAPLE	The maximum number of sheets the stapler can staple is 30.	For print jobs that have more than 30 pages, staple them manually.
Type Mismatch In Tray <XX>	The specified tray contains a media type that does not match the configured type.	The specified tray will not be used until this condition is addressed. Printing can continue from other trays.

Table 16-1 Control-panel messages (continued)

Control panel message	Description	Recommended action
Unable to connect		To temporarily hide this message in order to fax or send to e-mail, touch **Hide**. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
UNABLE TO COPY	The MFP was unable to copy the document. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)	To temporarily hide this message in order to fax or send to e-mail, touch **IGNORE**.
UNABLE TO SEND		To temporarily hide this message in order to fax or send to e-mail, touch **IGNORE**. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
Unable to send Fax. Please check fax configuration.	The MFP was unable to send the fax.	Contact the network administrator.
UNABLE TO SEND JOB		To temporarily hide this message in order to fax or send to e-mail, touch **IGNORE**. If this message persists, contact an HP-authorized service or support provider. (See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.)
Unauthorized supply in use	The MFP is using a non-HP supply.	If you believe you purchased a genuine HP supply, go to http://www.hp.com/go/anticounterfeit. Any printer repair required as a result of using non-HP or unauthorized supplies is not covered under warranty. HP cannot ensure the accuracy or the availability of certain features.
User name or password is incorrect. Please re-enter.	The user name or password was typed incorrectly.	Retype the user name and password.
User Name, Job Name, or PIN is missing.	One or more of the required items has not been selected or typed.	Select the correct user name and job name, and type the correct PIN.

Jams

Use this illustration to troubleshoot paper jams in the printer. For instructions on clearing paper jams, see Jams.

> 📝 **NOTE** All areas of the MFP that might need to be opened to clear jams are equipped with green handles.
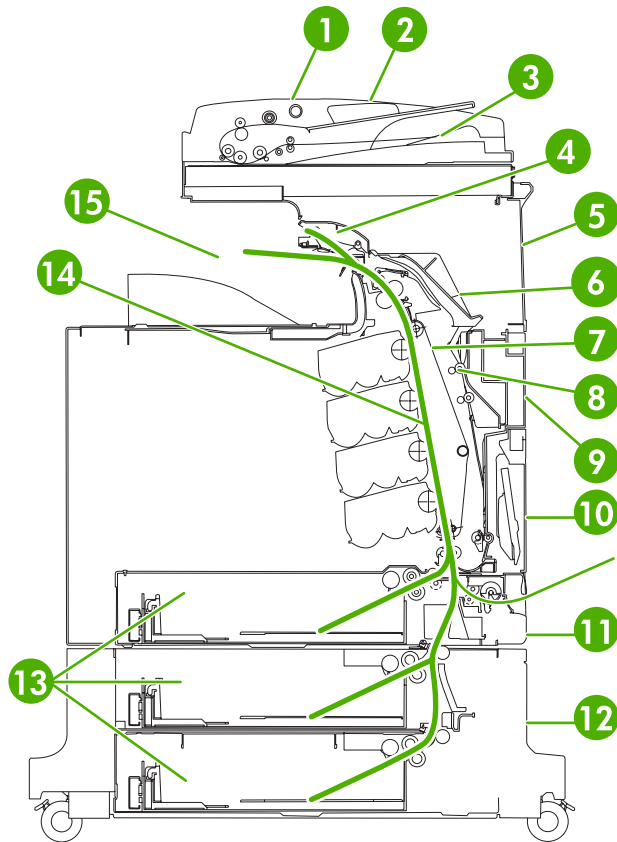
Figure 16-1 Paper jam locations

1	ADF access cover
2	ADF input tray
3	ADF output tray
4	Duplexer cover
5	Upper right door
6	Fuser cover
7	Transfer unit
8	Duplex paper path
9	Middle right door
10	Tray 1 (multipurpose tray)
11	Drawer below tray 1

12	Lower right door
13	Trays 2, 3 and 4
14	Paper path
15	Output area

Jam recovery

This MFP automatically provides jam recovery, a feature that you can use to automatically reprint jammed pages. The following options are available:

- **Auto** — The MFP attempts to reprint jammed pages.

- **Off** — The MFP does not attempt to reprint jammed pages.

NOTE During the recovery process, the MFP might reprint several good pages that were printed before the paper jam occurred. Be sure to remove any duplicated pages.

To improve print speed and increase memory resources, you might want to disable paper jam recovery. If paper jam recovery is disabled, the pages involved in a jam will not be reprinted.

Disable paper jam recovery

1. Scroll to and touch Administration.

2. Touch Device Behavior.

3. Touch Warning/Error Behavior.

4. Touch Jam Recovery.

5. Touch Off.

6. Touch Save.

Clear jams behind the right covers

1. Using the handles, open the covers on the right side of the printer.
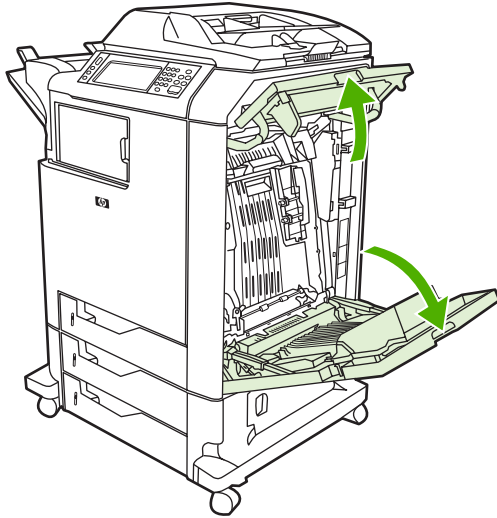
2. If media is present in the upper area, grasp the media by both corners and pull down.
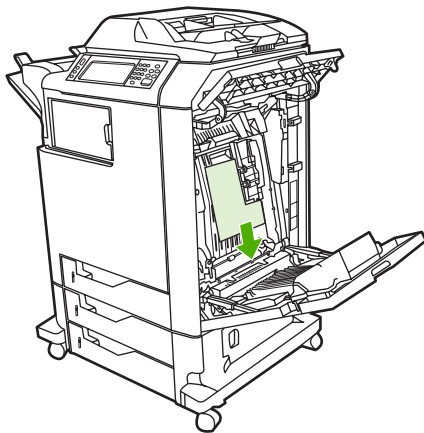
3. If media is present in the lower area, grasp the media by both corners and pull up.
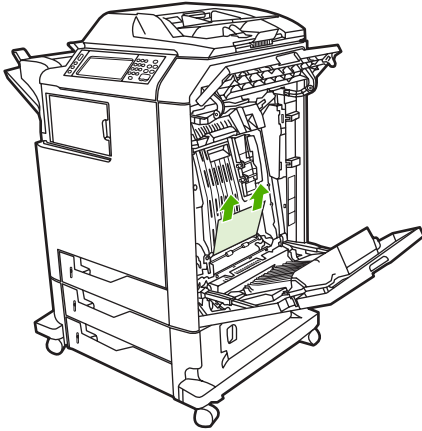
NOTE If no media is present at these locations, continue to the next step.

4. Grasp the green handle on the transfer unit and pull down to open it.
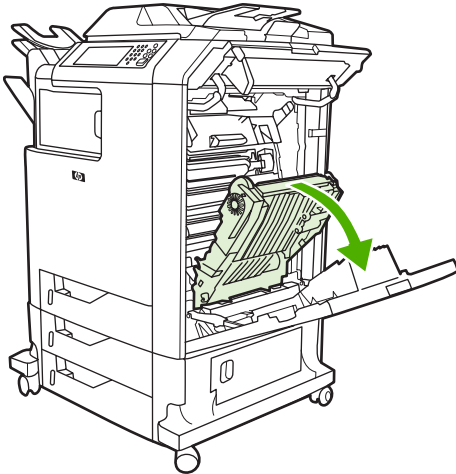
5. If media is present in the upper area, grasp the media by both corners and pull down.
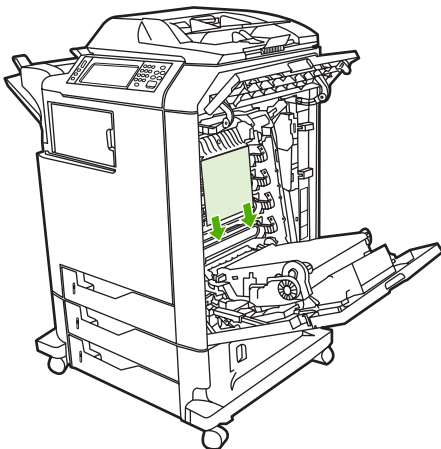
6. If media is present in the lower area, grasp the media by both corners and pull up.
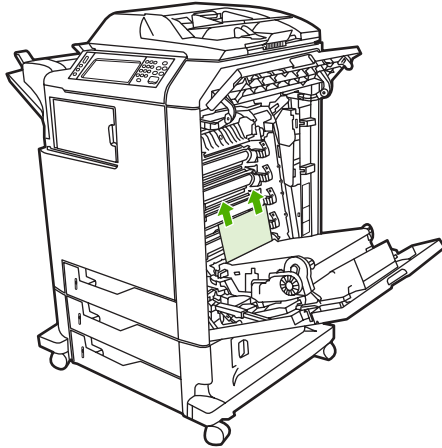
7. Lift the green handle on the fuser cover to open the cover.
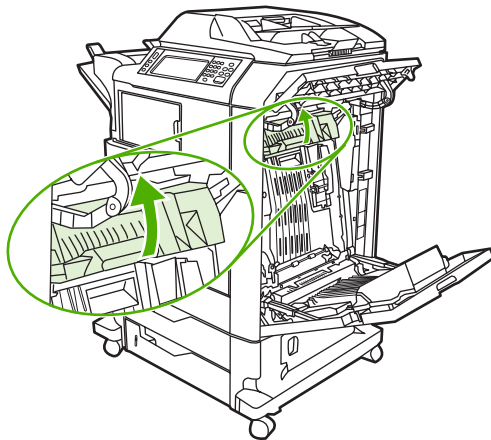
8. Grasp the purple handles and pull the fuser out. Remove any paper.
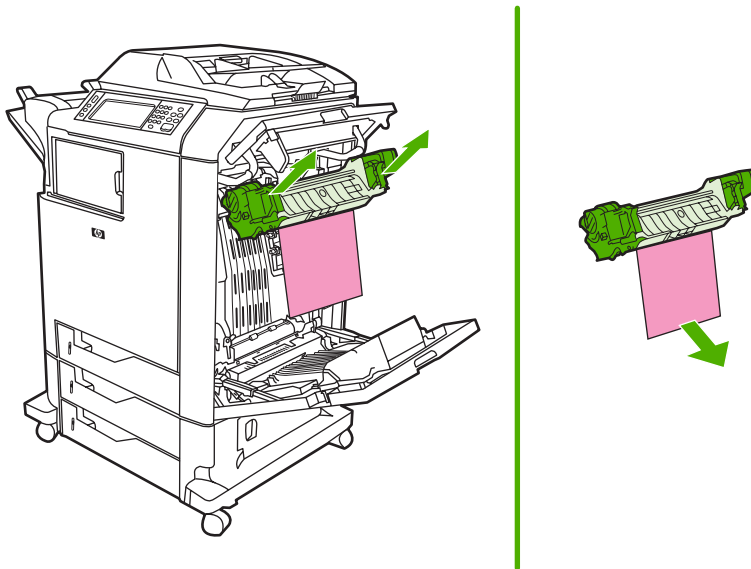
9. Lift the green handle on the duplexer cover to open it.
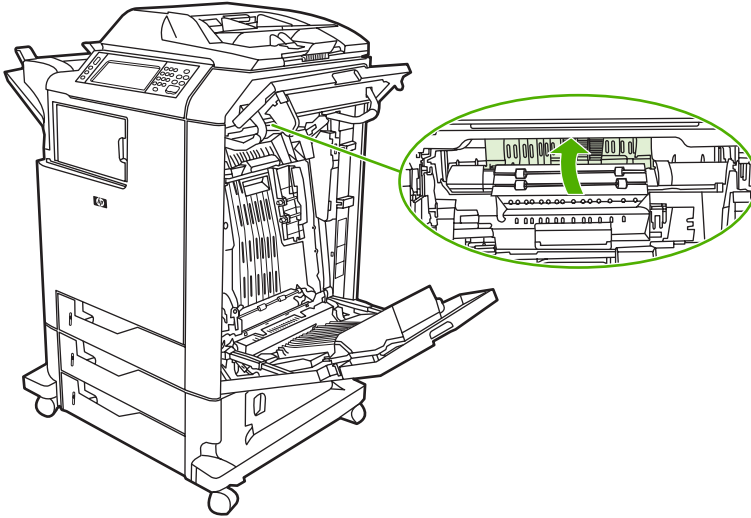
10. Remove any jammed paper.
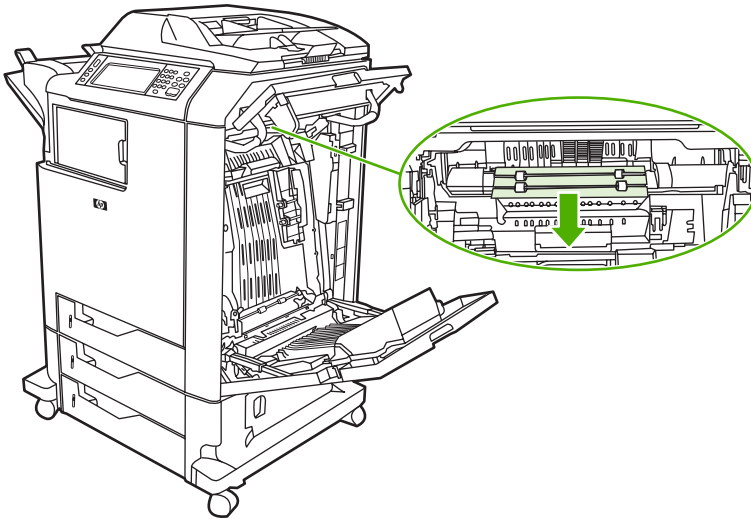
11. Close the transfer unit.
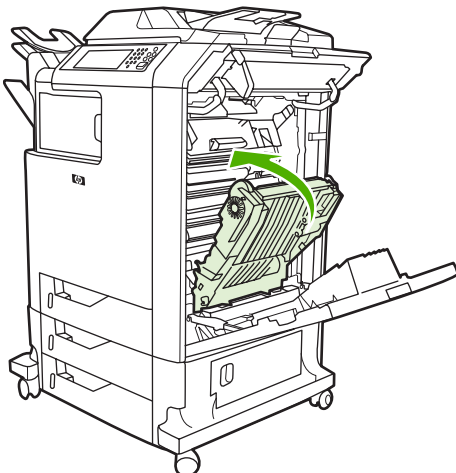
12. Close the covers on the right side of the printer.
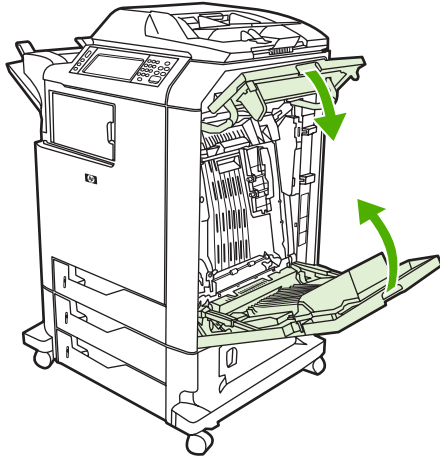
13. If the jam has not cleared, open the drawer below tray 1 and remove any jammed paper.
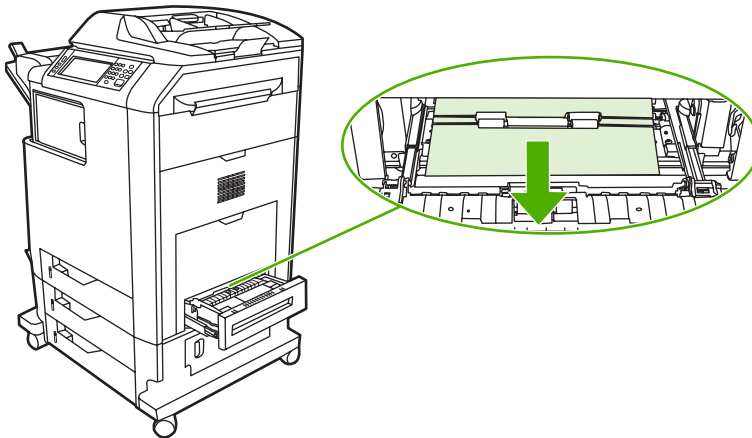
14. Close the drawer.

15. If the jam still has not cleared, open the lower access door and remove any jammed paper.
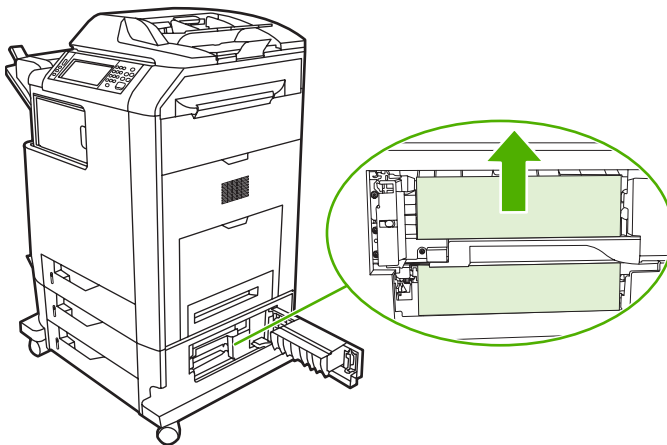
16. Close the lower access door. If the jam has cleared, the print job will continue.

17. If the jam is still not cleared and you are printing from tray 1, see Clear jams in tray 2, 3, or 4.

Clear jams in tray 1

📝 **NOTE** If the protective insert does not eject properly when the printer is first installed, follow this procedure to clear the jam.

1. Perform the steps in <u>Clear jams behind the right covers</u>.

2. Remove loaded media.

3. Remove any jammed paper from the tray.

4. Reload the media.

5. Verify that the media is located correctly and is not above the fill tabs.

6. Confirm that the guides are in the correct position.
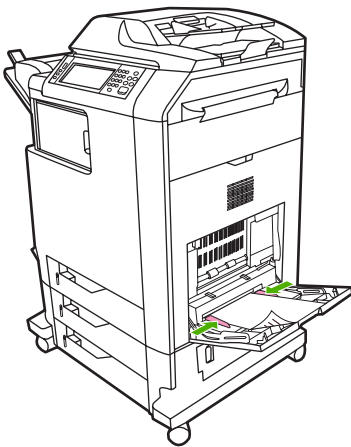
Clear jams in tray 2, 3, or 4

1. Perform the steps in <u>Clear jams behind the right covers</u>.

2. Slide the indicated tray out and remove any jammed paper.
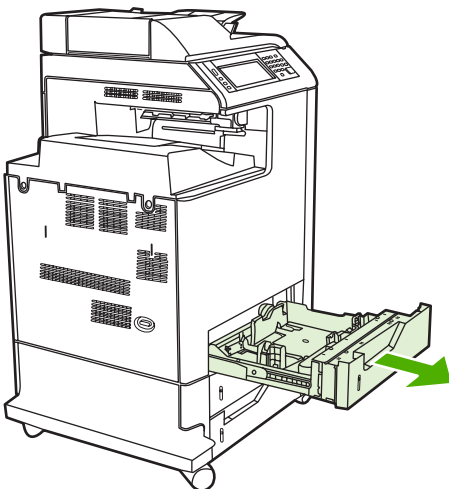
3. Close the tray. If the jam is cleared, the print job will continue.

4. If the paper jam still does not clear, lift the tray and remove it from the MFP. The following diagram shows an example of removing tray 2.
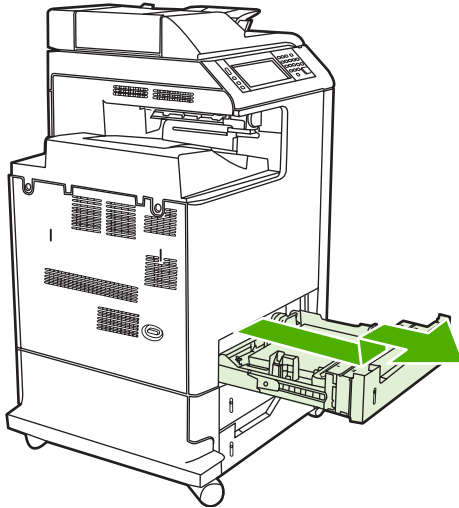
5. Remove any paper jam behind the tray. The following diagram shows a possible paper jam behind tray 2. Remove jams in trays 3 and 4 following the same procedure.
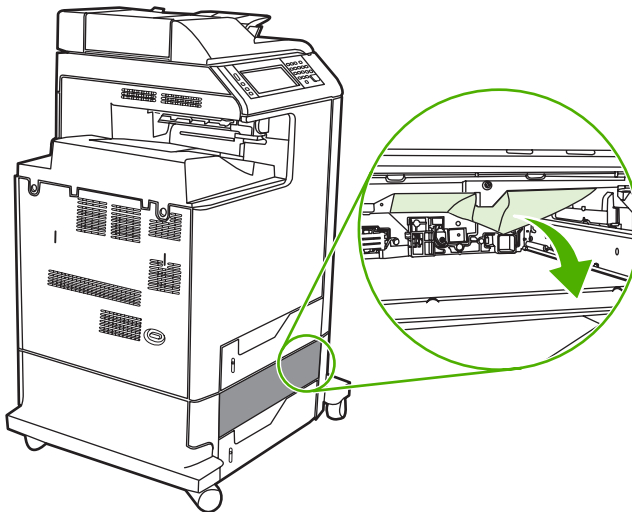
6. Insert the paper tray.

Clear jams in the stapler/stacker

1. Push the release lever on the top of the stapler/stacker.

2. Slide the stapler/stacker out.
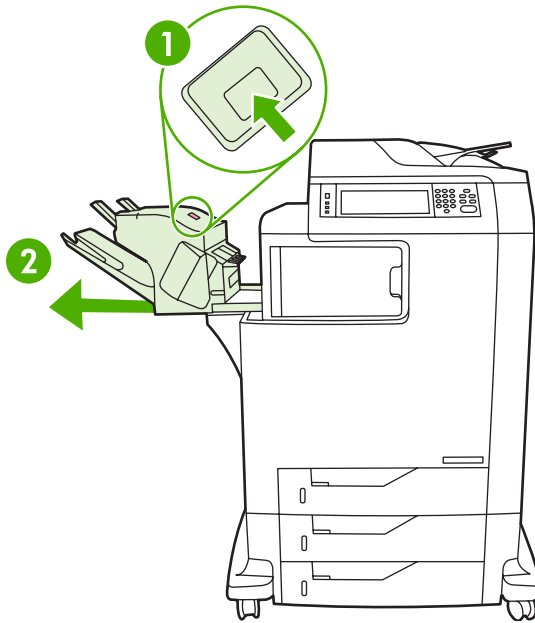
3. Remove any media between the stapler/stacker and the MFP.
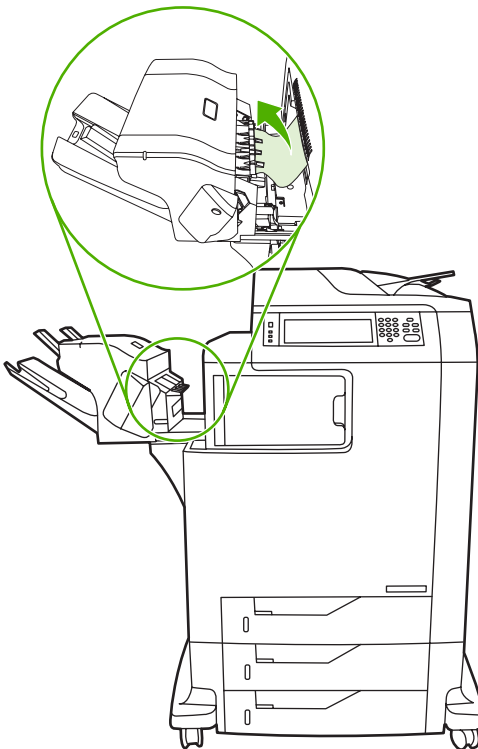
4. If the jam does not clear, see Clear jams in the output accessory bridge.

To clear staple jams, see Clear staple jams.

Clear staple jams

Occasionally, staples become jammed in the stapler/stacker. If jobs are not being stapled correctly or are not being stapled at all, use this procedure to clear staple jams.

1. Turn off the MFP.

2. Press and hold the release button on the top of the stapler/stacker. Pull the stapler/stacker away from the MFP.
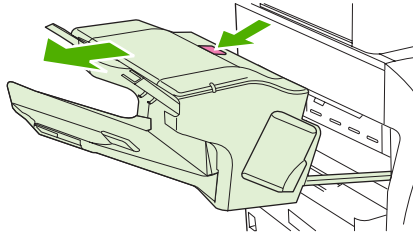
3. Open the staple cartridge cover.
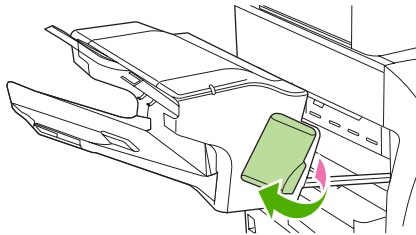
4. To remove the staple cartridge, pull up on the green handle and pull out the staple cartridge.
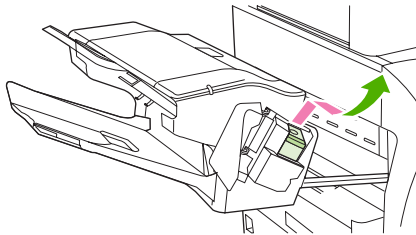
5. Lift up on the small lever at the back of the staple cartridge.
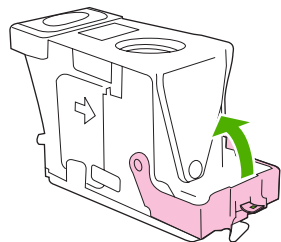
6. Remove the staples that protrude from the staple cartridge.
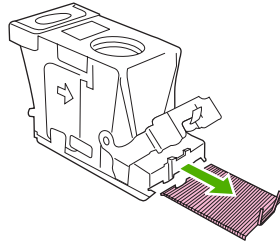
7. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.
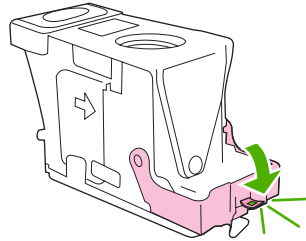
8. Reinsert the staple cartridge into the staple-cartridge holder, and push down on the green handle until it snaps into place.
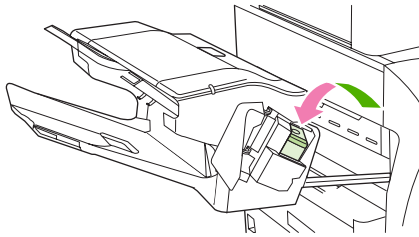
9. Close the staple-cartridge cover, and slide the stapler/stacker into the MFP.
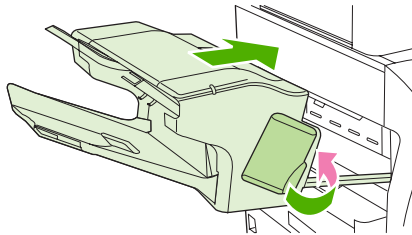
Clear jams in the 3-bin mailbox

1. Push the release button on the top of the 3-bin mailbox.

2. Slide the 3-bin mailbox out from the MFP.
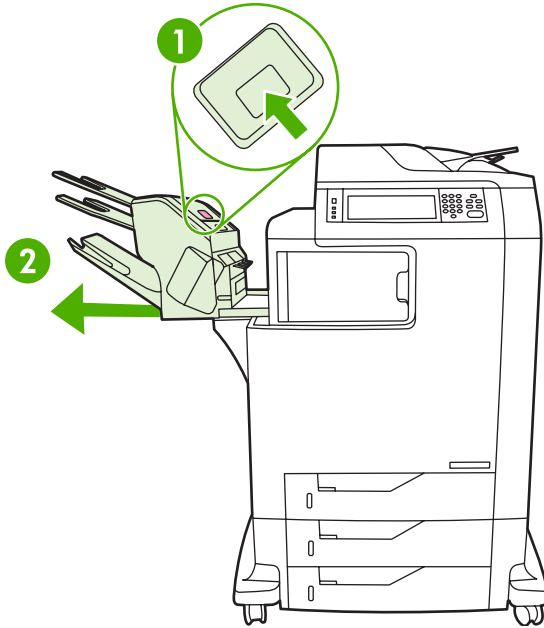
3. Open the cover on the top of the 3-bin mailbox.
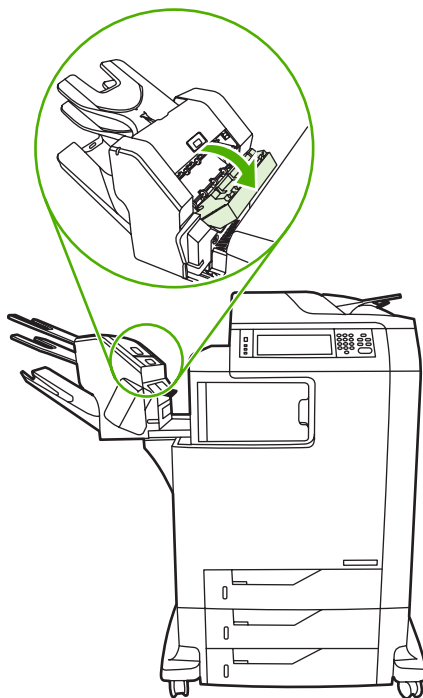
4. Remove any media inside the cover.
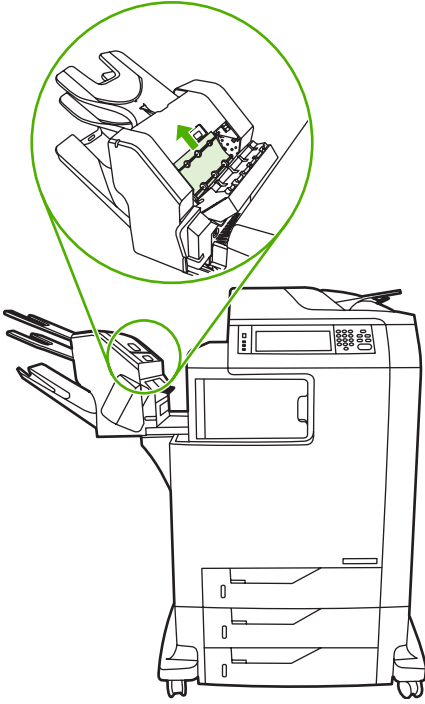
5. Close the door and remove any media between the MFP and the 3-bin mailbox.
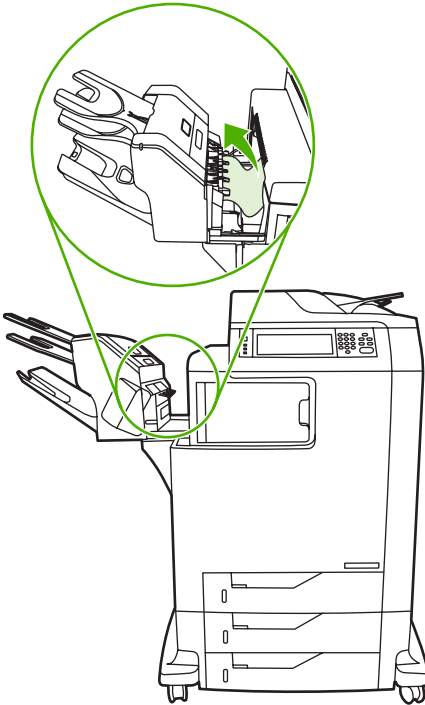
Clear jams in the output accessory bridge

If a 3-bin mailbox or a stapler/stacker is installed on the MFP, complete the following procedure to clear a jam in the output accessory bridge.

1. Open the cover to the output accessory bridge.

2. Push down on the green lever, remove any media inside the output accessory bridge, and push the green lever up.
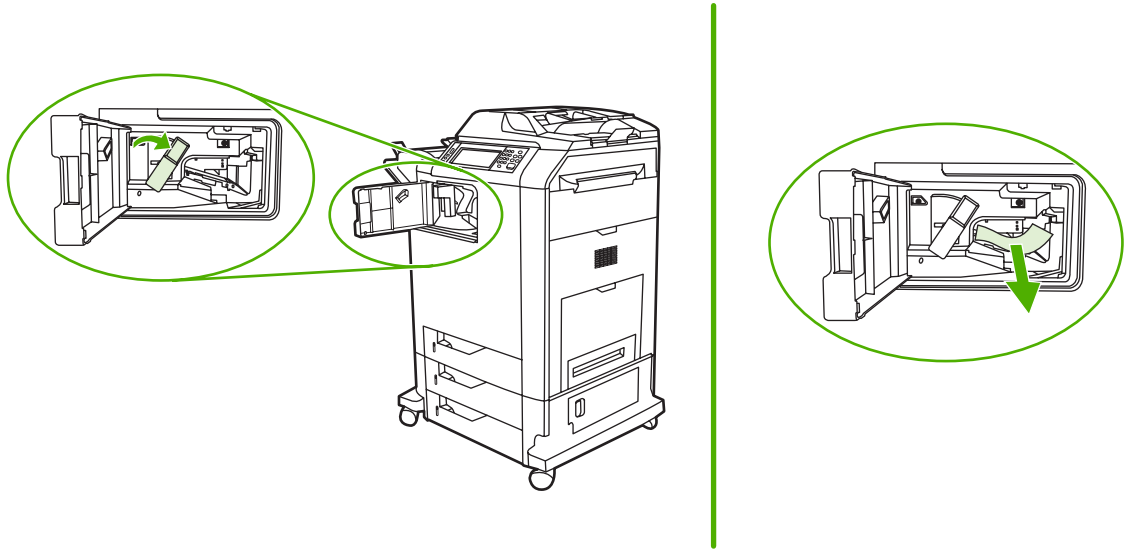
3. Close the cover to the output accessory bridge.

4. If the jam still does not clear, grasp the handle on the output accessory bridge and slide the output accessory bridge away from the MFP.
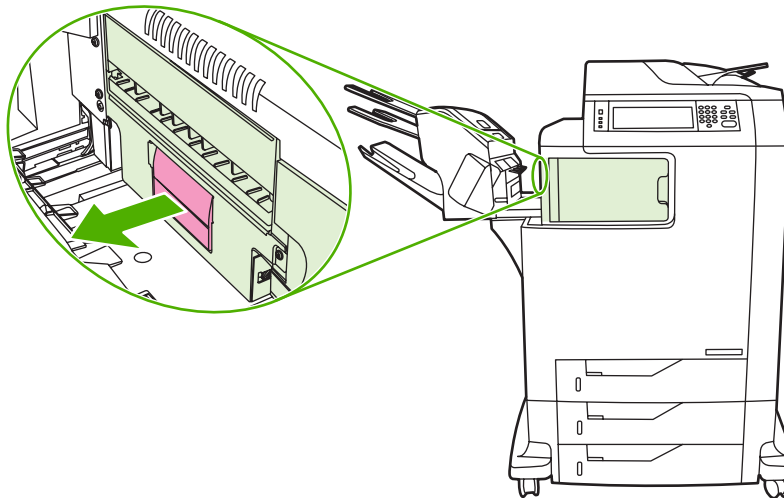
5. Look for paper on top of the output accessory bridge.
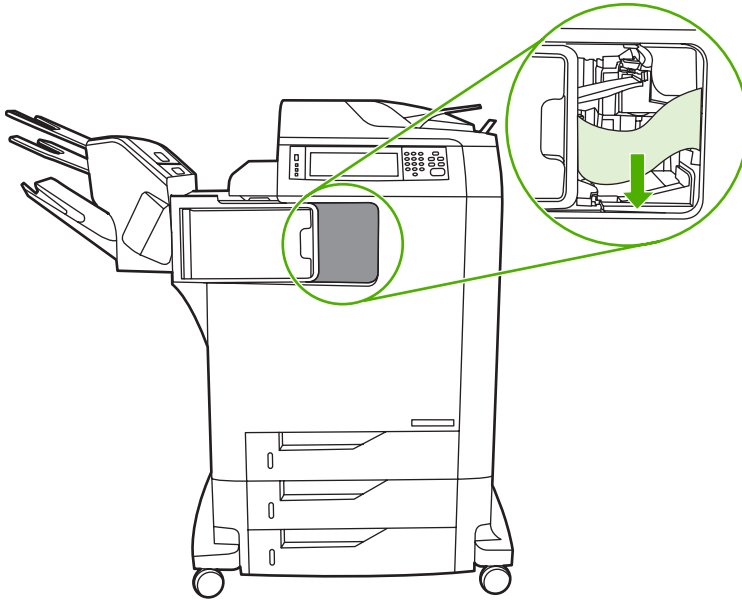
6. Slide the output accessory bridge back into the MFP.

7. Slide the 3-bin mailbox or stapler/stacker back into the MFP.

Clear jams in the ADF

1. Open the ADF cover.
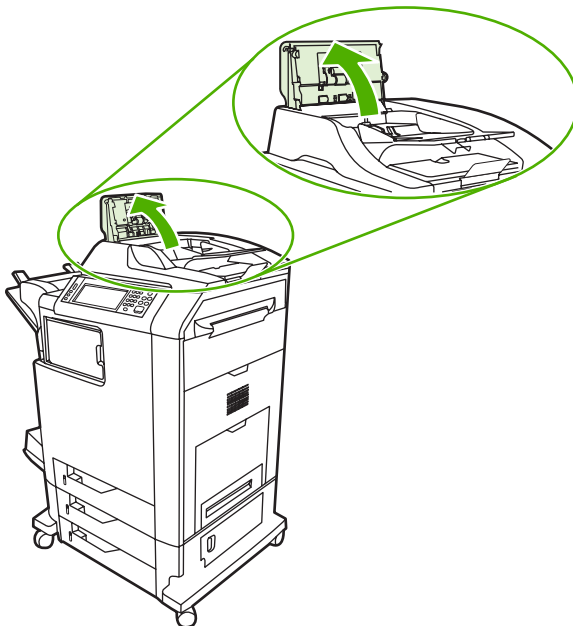
NOTE A plastic sheet is placed on the electrostatic transfer belt to protect it during shipping. When the MFP is powered up for the first time, the plastic sheet is sent to the output tray.

2. Remove any jammed media.
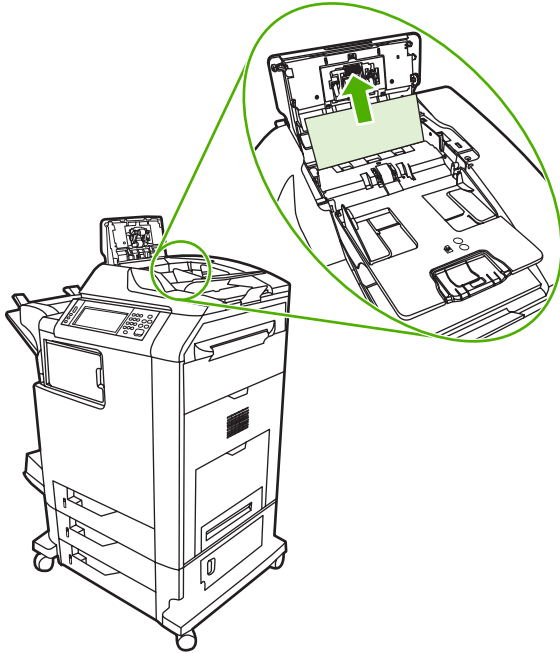
3. Close the ADF cover.
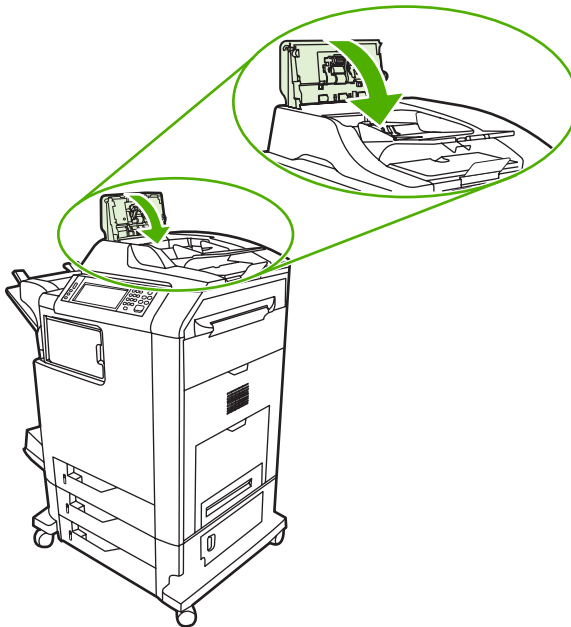
Media-handling problems

Use only media that meets the specifications outlined in the *HP LaserJet Printer Family Print Media Guide*.

Printer feeds multiple sheets

Printer feeds multiple sheets

Cause	Solution
The input tray is overfilled.	Remove excess media from the input tray.
Print media is sticking together.	Remove media, flex it, rotate it 180 degrees or flip it over, and then reload it into the tray.
	NOTE Do not fan media. Fanning can cause static electricity, which can cause media to stick together.
Media does not meet the specifications for this MFP.	Use only media that meets HP media specifications for this MFP.
Trays are not properly adjusted.	Make sure that the rear media-length guide indicates the length of media being used.

Printer feeds incorrect page size

Printer feeds incorrect page size

Cause	Solution
The correct size media is not loaded in the input tray.	Load the correct size media in the input tray.
The correct size media is not selected in the software program or printer driver.	Confirm that the settings in the software program and printer driver are appropriate, since the software program settings override the printer driver and control panel settings, and the printer driver settings override the control panel settings. For more information, see Select the correct printer driver.
The correct size media for tray 1 is not selected in the MFP control panel.	From the control panel, select the correct size media for tray 1.
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width media guides are touching the paper.

Printer pulls from incorrect tray

Printer pulls from incorrect tray

Cause	Solution
You are using a driver for a different printer. For more information.	Use a driver for this printer.
The specified tray is empty.	Load media in the specified tray.

Printer pulls from incorrect tray

Cause	Solution
Tray behavior for the requested tray is set to **First** in the **Tray Behavior** sub-menu of the **Device Behavior** menu.	Change the setting to **Exclusively**.
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Media does not feed automatically

Media does not feed automatically

Cause	Solution
Manual feed is selected in the software program.	Load tray 1 with media, or, if the media is loaded, touch OK.
The correct size media is not loaded.	Load the correct size media.
The input tray is empty.	Load media into the input tray.
Media from a previous jam has not been completely removed.	Open the MFP and remove any media in the paper path. Closely inspect the fuser area for jams.
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the rear and width media guides are touching the paper.

Media does not feed from tray 2, 3, or 4

Media does not feed from tray 2, 3, or 4

Cause	Solution
The correct size media is not loaded.	Load the correct size media.
The input tray is empty.	Load media in the input tray.
The correct media type for the input tray is not selected in the MFP control panel.	From the MFP control panel, select the correct media type for the input tray.
Media from a previous jam has not been completely removed.	Open the MFP and remove any media in the paper path. Closely inspect the fuser area for jams.
None of the optional trays appear as input tray options.	The optional trays only display as available if they are installed. Verify that any optional trays are correctly installed. Verify that the printer driver has been configured to recognize the optional trays.
An optional tray is incorrectly installed.	Print a configuration page to confirm that the optional tray is installed. If not, verify that the tray is correctly attached to the MFP.

Media does not feed from tray 2, 3, or 4

Cause	Solution
The media size is not configured correctly for the input tray.	Print a configuration page or use the control panel to determine the media size for which the tray is configured.
The guides in the tray are not against the paper.	Verify that the guides are touching the paper.

Transparencies or glossy paper will not feed

Transparencies or glossy paper will not feed

Cause	Solution
The correct media type is not specified in the software or printer driver.	Verify that the correct media type is selected in the software or printer driver.
The input tray is overfilled.	Remove excess media from the input tray. Do not load more than 200 sheets of glossy paper or glossy film, or more than 100 transparencies in tray 2, 3, or 4. Do not exceed the maximum stack height for tray 1.
Media in another input tray is the same size as the transparencies, and the MFP is defaulting to the other tray.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the MFP control panel to configure the tray to the media type loaded.
The tray containing the transparencies or glossy paper is not configured correctly for type.	Make sure that the input tray containing the transparencies or glossy paper is selected in the software program or printer driver. Use the MFP control panel to configure the tray to the media type loaded.
Transparencies or glossy paper might not meet supported media specifications.	Use only media that meets the HP media specifications for this MFP.

Envelopes jam or will not feed in the MFP

Envelopes jam or will not feed in the MFP

Cause	Solution
Envelopes are loaded in an unsupported tray. Only tray 1 can feed envelopes.	Load envelopes into tray 1.
Envelopes are curled or damaged.	Try using different envelopes. Store envelopes in a controlled environment.
Envelopes are sealing because the moisture content is too high.	Try using different envelopes. Store envelopes in a controlled environment.
Envelope orientation is incorrect.	Verify that the envelope is loaded correctly.
This MFP does not support the envelopes being used.	Refer to the *HP LaserJet Printer Family Print Media Guide*.
Tray 1 is configured for a size other than envelopes.	Configure tray 1 size for envelopes.

Output is curled or wrinkled

Cause	Solution
Media does not meet the specifications for this MFP.	Use only media that meets the HP media specifications for this MFP.
Media is damaged or in poor condition.	Remove media from the input tray and load media that is in good condition.
Printer is operating in an excessively humid environment.	Verify that the printing environment is within humidity specifications.
You are printing large, solid-filled areas.	Large, solid-filled areas can cause excessive curl. Try using a different pattern.
Media used was not stored correctly and might have absorbed moisture.	Remove media and replace it with media from a fresh, unopened package.
Media has poorly cut edges.	Remove media, flex it, rotate it 180 degrees or turn it over, and then reload it into the input tray. Do not fan media. If the problem persists, replace the media.
The specific media type was not configured for the tray or selected in the software.	Configure the software for the media (see the software documentation). Configure the tray for the media, see Load paper and print media.

Printer will not duplex or duplexes incorrectly

Cause	Solution
You are trying to duplex on unsupported media.	Verify that the media is supported for duplex printing.
The printer driver is not set up for duplex printing.	Set up the printer driver to enable duplex printing.
The first page is printing on the back of preprinted forms or letterhead.	Load preprinted forms and letterhead in tray 1 with the letterhead or printed side up and the bottom of the page feeding into the MFP. For tray 2, 3, and 4, load these media printed side down with the top of the page toward the back of the MFP.

Understand accessory lights for the 3-bin mailbox and stapler/stacker

Light	Explanation and solution
Solid green	● The accessory is receiving power and is ready.
	● The stapler is low on staples. **Stapler Low On Staples** appears on the control-panel display. Fewer than 20 staples remain in the staple cartridge. Replace the staple cartridge.
	● The number of pages in the job exceeds the 30-page limit for stapling. **TOO MANY PAGES IN JOB TO STAPLE** appears on the MFP control-panel display. For jobs that have more than 30 pages, staple the pages manually.
Solid amber	● The accessory is experiencing a hardware malfunction. **66.X.X OUTPUT DEVICE FAILURE** appears on the control-panel display.
Blinking amber	● The accessory has a staple jam. **Stapler Jam** appears on the control-panel display.
	● The accessory has a paper jam, or a sheet needs to be removed from the unit, even if the sheet is not jammed. **13.XX.YY JAM IN TOP OUTPUT BIN** appears on the control-panel display.
	● The bin is full. **Stacker Bin Full** appears on the control-panel display.
	● The stapler is out of staples. **Replace Stapler Cartridge** appears on the control-panel display.
	● The jam-access cover is open. **Output paper path open** appears on the control-panel display.
	● The stapler unit is open. **Output paper path open** appears on the control-panel display. Make sure the staple-cartridge cover is completely closed.
	● The firmware is corrupt. **Corrupt Firmware In External Accessory** appears on the control-panel display.
Off	● The MFP might be in sleep mode. Press any button on the control panel.
	● The accessory is not receiving power. Turn the MFP power off. Check that the accessory is properly seated on and connected to the MFP, without any gaps between the MFP and the accessory. Turn the MFP power on.
	● The accessory might have been disconnected and reconnected while the MFP power was on. **Reinstall Output Device** appears on the control-panel display. Reconnect the cable on the accessory.
	● The job might have stalled between the MFP and the accessory. **Processing...** appears on the control-panel display. Turn the MFP power off and then on.

Understand lights on the formatter

Three LEDs on the formatter indicate that the MFP is functioning correctly.
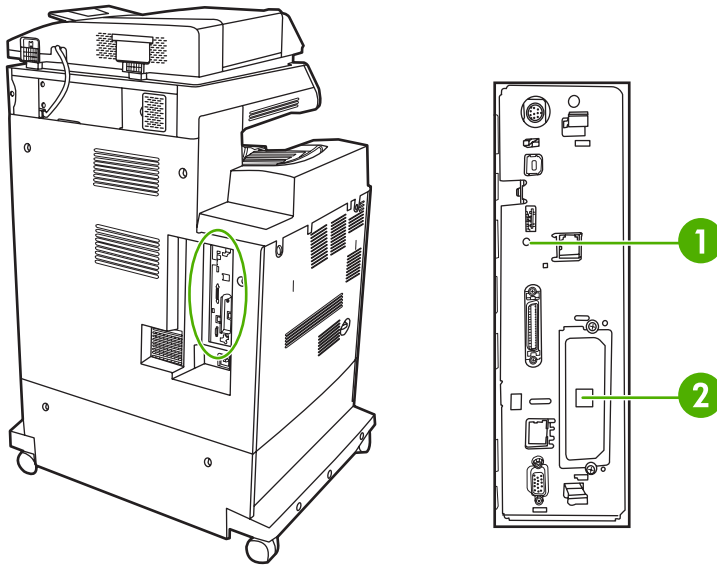
1	Heartbeat LED
2	HP Jetdirect LEDs (This LED exists only if HP Jetdirect is installed.)

HP Jetdirect LEDs

The embedded HP Jetdirect print server has two LEDs. The yellow LED indicates network activity, and the green LED indicates the link status. A blinking yellow LED indicates network traffic. If the green LED is off, a link has failed.

For link failures, check all of the network cable connections. In addition, you can try to manually configure the link settings on the embedded print server by using the MFP control-panel menus.

1. Scroll to and touch Administration.

2. Touch Initial Setup.

3. Touch Networking and I/O.

4. Touch Embedded Jetdirect or EIO <X> Jetdirect.

5. Touch Link Speed.

6. Select the appropriate link speed.

7. Touch Save.

Heartbeat LED

The heartbeat LED indicates that the formatter is functioning correctly. While the MFP is initializing after you turn it on, the LED blinks rapidly, and then turns off. When the MFP has finished the initialization sequence, the heartbeat LED pulses on and off.

If the heartbeat LED is off, the formatter might have a problem. Contact an HP-authorized service or support provider. See the HP support flyer, or go to http://www.hp.com/support/ljcm4730mfp.

Correct print quality and copy quality problems

This section helps you define print quality problems and what to do to correct them. Often print quality problems can be handled easily by making sure that the MFP is properly maintained, using print media that meets HP specifications, or running a cleaning page.

Print quality problems associated with media

Some print quality problems arise from use of inappropriate media.

- Use paper that meets HP paper specifications.

- The surface of the media is too smooth. Use media that meets HP paper specifications.

- The printer driver setting might be incorrect. Be sure that you have selected the correct driver setting for the paper that you are using.

- The print mode might be set incorrectly, or the paper might not meet recommended specifications.

- The transparencies you are using are not designed for proper toner adhesion. Use only transparencies designed for HP Color LaserJet printers.

- The moisture content of the paper is uneven, too high, or too low. Use paper from a different source or from an unopened ream of paper.

- Some areas of the paper reject toner. Use paper from a different source or from an unopened ream of paper.

- The letterhead you are using is printed on rough paper. Use a smoother, xerographic paper. If this solves your problem, consult with the printer of your letterhead to verify that the paper used meets the specifications for this MFP.

Color printing problems

Printout color error

Table 16-2 Printing black instead of color

cause and solution

Cause	Solution
Color mode is not selected in the software program or printer driver.	Select **Color** mode instead of **Grayscale** or **Monochrome** mode in the software program or printer driver.
The correct printer driver is not selected in your software program.	Select the correct printer driver.
No color appears on the configuration page.	Consult your service representative.

Incorrect shade

Table 16-3 Incorrect shade

cause and solution

Cause	Solution
The media does not meet the specifications for this MFP.	Use media that meets HP media specifications.
You are operating the MFP in excessively humid conditions.	Verify that the MFP's environment is within humidity specifications.

Missing color

Table 16-4 Missing color

cause and solution

Cause	Solution
Defective HP print cartridge.	Replace the cartridge.
A non-HP cartridge might be installed.	Ensure that you are using a genuine HP print cartridge.

Cartridge error

Table 16-5 Inconsistent colors after installing a print cartridge

cause and solution

Cause	Solution
Another print cartridge might be low.	Check the supplies gauge on the control panel or print a supplies status page.
Print cartridges might be improperly installed.	Verify that each print cartridge is installed properly.
A non-HP cartridge might be installed.	Ensure that you are using a genuine HP print cartridge.

Color match error

Table 16-6 Printed colors do not match screen colors

cause and solution

Cause	Solution
Extremely light screen colors are not being printed.	The software program might interpret extremely light colors as white. If so, avoid using extremely light colors.
Extremely dark screen colors are being printed in black.	The software program might interpret extremely dark colors as black. If so, avoid using extremely dark colors.
The colors on the computer screen differ from the MFP output.	On the printer driver's **Color Control** tab, select **Screen Match**.

Table 16-6 Printed colors do not match screen colors (continued)

cause and solution

Cause	Solution
	NOTE Several factors can influence your ability to match printed colors to those on your screen. These factors include print media, overhead lighting, software programs, operating system palettes, monitors, and video cards and drivers.

Overhead transparency defects

Overhead transparencies might display any of the image quality problems that any other type of media could display, as well as defects specific to transparencies. In addition, because transparencies are pliable while in the print path, they are subject to being marked by the media-handling components.

NOTE Allow transparencies to cool at least 30 seconds before handling them.

● On the printer driver's **Paper** tab, select **Transparency** as the media type. Also, make sure that the tray is correctly configured for transparencies.

● Check that the transparencies meet the specifications for this MFP.

● Handle transparencies by the edges. Skin oil on the surface of transparencies can cause spots and smudges.

● Small, random dark areas on the trailing edge of solid fill pages might be caused by transparencies sticking together in the output bin. Try printing the job in smaller batches.

● The selected colors are undesirable when printed. Select different colors in the software program or printer driver.

● If you are using a reflective overhead projector, use a standard overhead projector instead.

Print quality problems associated with the environment

The MFP is operating in excessively humid or dry conditions. Verify that the printing environment is within specifications. See Environmental specifications.

Print quality problems associated with jams

● Make sure that all media is cleared from the paper path.

● The MFP recently jammed. Print two to three pages to clean the MFP.

● The media does not pass through the fuser causing image defects to appear on subsequent documents. Print two to three pages to clean the MFP. However, if the problem persists see the next section.

Print quality troubleshooting pages

The print quality troubleshooting pages provide information on aspects of the MFP that affect print quality.

1. Scroll to and touch Administration.

2. Scroll to and touch Troubleshooting.

3. Touch PQ Troubleshooting.

4. Touch Print.

The message **Printing... PQ troubleshooting** appears on the display until the MFP finishes printing the print quality troubleshooting information. The MFP returns to the **Ready** state after printing the print quality troubleshooting information.

The print quality troubleshooting information includes one page for each color (black, magenta, cyan, and yellow), MFP statistics related to print quality, instructions on interpreting the information, and procedures to solve print quality problems.

If following the procedures recommended by the print quality troubleshooting pages do not improve print quality, go to http://www.hp.com/support/ljcm4730mfp.

Print quality troubleshooting tool

The print quality troubleshooting tool helps you identify and troubleshoot print quality issues for the HP Color LaserJet CM4730 MFP. The tool includes solutions for many print quality issues, using standard images to provide a common diagnostic environment. It is designed to provide intuitive, step-by-step directions for printing troubleshooting pages that are used to isolate print quality problems and provide possible solutions.

To find the print quality troubleshooting tool, go to the following quick URL: http://www.hp.com/go/printquality/ljcm4730mfp

Image defect examples

Horizontal lines or streaks

Defect description

Horizontal lines or streaks appear on the page.

Possible causes

The device needs to be cleaned. Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.

Misaligned color

Defect description

Color does not appear in the correct area on the page.

Possible causes

The device needs to be calibrated.

Troubleshooting and suggestions

Calibrate the MFP.

Vertical lines

Defect description

Vertical lines appear on the page.

Possible causes

The device needs to be cleaned. Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.

Repetitive defects

Defect description

Defect appear at regular intervals on the page.

Possible causes

The device needs to be cleaned. Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.

Color fade in all colors

Defect description

All colors are faded in one or more locations on the page.

Possible causes

The device needs to be calibrated. Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Calibrate the MFP.

2. Make sure that the environmental specifications for the device are being met.

Color fade in one color

Defect description

One color is faded in one or more locations on the page.

Possible causes

The device needs to be calibrated. Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Calibrate the MFP.

3. Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.

Fingerprints and media dents

Defect description

Fingerprints or media dents appear on the page.

Possible causes

Operating environment or media in use does not meet HP specifications. Dents or wrinkles are from handling.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. 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.

3. Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure listed on the first page to help isolate the defect to a particular component.

Loose toner

Defect description

Toner can be rubbed off the page.

Possible causes

Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Make sure that type and quality of the media you are using meet HP specifications.

3. 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.

4. Make sure that the media is loaded correctly and that the size guides are touching the edges of the stack of media.

5. 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.

Smeared toner

Defect description

Toner smears on the page.

Possible causes

Media in use does not meet HP specifications.

Troubleshooting and suggestions

Make sure that type and quality of the media you are using meet HP specifications.

White areas on page

Defect description

White areas (dropouts) appear on the page.

Possible causes

Operating environment or media in use does not meet HP specifications.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Make sure that type and quality of the media you are using meet HP specifications.

3. 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.

4. 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.

Media damage

Defect description

The media has wrinkles, curls, creases, or tears.

Possible causes

Operating environment or media in use does not meet HP specifications. Trays are not configured properly, or settings are not correct for media in use. There are undetected jams.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Make sure that type and quality of the media you are using meet HP specifications.

3. Make sure that the media is loaded correctly.

4. 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.

5. 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.

6. Make sure that the fuser and transfer belt are seated correctly.

7. Inspect the jam areas and remove any undetected jammed or torn media.

Specs or stray toner

Defect description

Toner specs or stray toner appear on the page.

Possible causes

Operating environment or media in use does not meet HP specifications. Trays are not configured properly, or settings are not correct for media in use. There are undetected jams.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Make sure that type and quality of the media you are using meet HP specifications.

3. 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.

4. Calibrate the MFP.

5. Print the Print Quality Troubleshooting Pages 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

Defect description

The image is skewed, stretched, or off-center on the page.

Possible causes

Operating environment or media in use does not meet HP specifications. Media is not loaded correctly.

Troubleshooting and suggestions

1. Make sure that the environmental specifications for the device are being met.

2. Make sure that type and quality of the media you are using meet HP specifications.

3. Make sure that the media is loaded correctly.

4. For problems with page skew, turn over the stack of media and rotate the stack 180 degrees.

5. Make sure that the fuser and transfer belt are seated correctly.

6. Inspect the jam areas and remove any undetected jammed or torn media.

7. If printing from the multipurpose tray, make sure that the side guides are set correctly.

Blank page
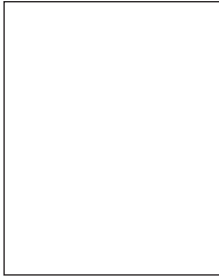
Defect description

The printed page is blank.

Possible causes

The page was not inserted into the ADF properly. The ADF separation pad is not functioning properly.

Troubleshooting and suggestions

1. Remove and then reinsert the original page into the ADF, making sure it is placed face-up.

2. If several pages are feeding at the same time, check the ADF separation pad and rollers for damage. If the rollers are dirty, clean them. If the ADF separation pad or rollers are worn, replace them.

Horizontal lines

AaBbCcAa
AaBbCcAa
AaBbCcAa
AaBbCcAa
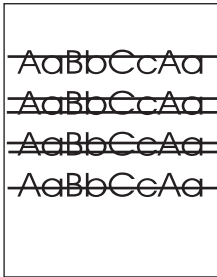
Defect description

Horizontal lines appear on the page.

Possible causes

The ADF is dirty. Paper is stuck to the scanner glass or lid. The mylar strip is dirty.

Troubleshooting and suggestions

1. Clean the ADF.

2. Verify that no paper is on top of the scanner glass or stuck to the bottom of the scanner lid.

3. If the mylar strip is dirty or worn, replace it. Replacement mylar strips are stored in an envelope that is underneath the white, vinyl ADF backing. Follow the instructions that are in the envelope.

Page skew

AaBbCc
AaBbCc
AaBbCc
AaBbCc
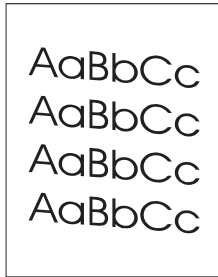
Defect description

The printing is skewed on the page.

Possible causes

The ADF tray guides are not adjusted properly. The mylar strip is dislodged, folded, misinstalled, or worn. The ADF rollers are dirty.

Troubleshooting and suggestions

1. Make sure the ADF input tray guides are adjusted so that they are lightly touching the sides of the paper stack.

2. If the mylar strip is dislodged, folded, or misinstalled, verify it is correctly installed. If the mylar strip is worn, replace it. Replacement mylar strips are stored in an envelope that is underneath the white, vinyl ADF backing. Follow the instructions that are in the envelope.

3. Clean the ADF rollers.

4. If the problem persists, calibrate the scanner.

Vertical lines
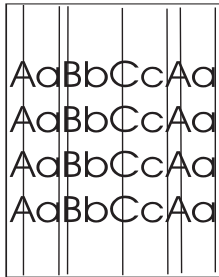
AaBbCcAa
AaBbCcAa
AaBbCcAa
AaBbCcAa

Defect description

Vertical lines appear on the page.

Possible causes

The ADF is dirty. Paper is stuck to the scanner glass or lid. The mylar strip is dirty.

Troubleshooting and suggestions

1. Clean the ADF.

2. Verify that no paper is on top of the scanner glass or stuck to the bottom of the scanner lid.

3. If the mylar strip is dirty or worn, replace it. Replacement mylar strips are stored in an envelope that is underneath the white, vinyl ADF backing. Follow the instructions that are in the envelope.

Image shifted
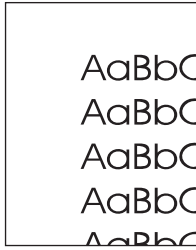
Defect description

The printed image is shifted horizontally, vertically, or both ways.

Possible causes

The scanner is not calibrated properly.

Troubleshooting and suggestions

Calibrate the scanner.

Unexpected image
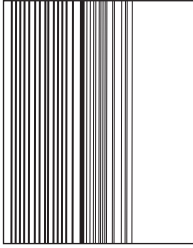
Defect description

The copy does not look like the original document.

Possible causes

There is media on the flatbed glass from a previous copy job.

Troubleshooting and suggestions

Remove any media from the flatbed glass.

Calibrate the MFP

The MFP automatically calibrates and cleans at various times to maintain the highest level of print quality. The user might also request the MFP to calibrate via the MFP's control panel, using **Quick Calibration** or **Full Calibration** located in the **Print Quality** > **Calibration/Cleaning** menu. **Quick Calibration** is used for D-Half color tone calibration. If color density or tone seems wrong, Quick Calibration can be run. Full Calibration includes the Quick Calibrate routines and adds Drum Phase Calibration, Color Plane Registration (CPR), and copy parameter calibration routines. If color layers (black, magenta, cyan, and yellow) on the printed page seem to be shifted from one another, **Full Calibration** should be run.

The HP Color LaserJet CM4730 MFP incorporates a new feature to skip calibration when appropriate, thereby making the MFP available more quickly. For example, if the MFP is powered off and on quickly (within 20 seconds), calibration is not needed and will be skipped. In this case, the MFP will reach the ready state approximately one minute sooner.

While the MFP is calibrating and cleaning, the MFP will pause printing for the amount of time it takes to complete the calibration or cleaning. For most calibrations and cleaning, the MFP will not interrupt a print job, but will wait for the job to complete before calibrating or cleaning.

1.   Scroll to and touch Administration.

2.   Scroll to and touch Troubleshooting.

3.   Touch Quick Calibration, or touch Full Calibration.

4.   Touch Calibrate.

Repetitive defect ruler

If defects repeat at regular intervals on the page, use this ruler to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.
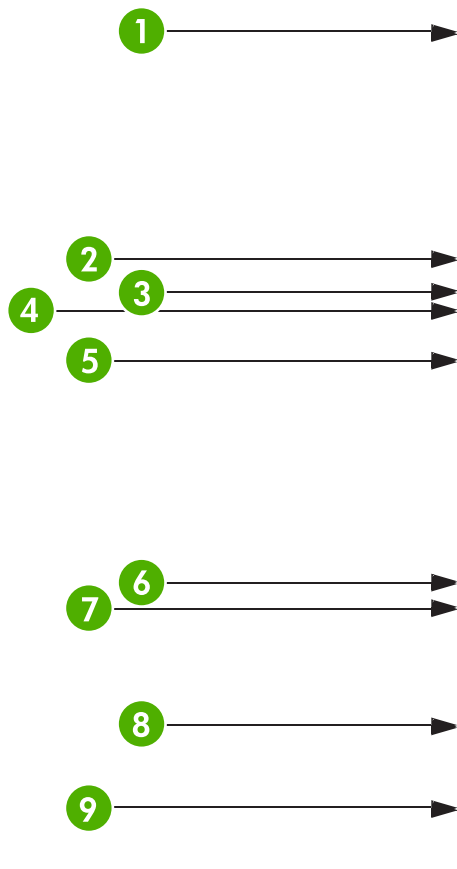
1	First occurrence of the defect (the distance from the top of the page to the defect) might vary.
2	Black print cartridge 34.3 mm (1.35 inches)
3	Print cartridge or transfer roller (if the defect occurs in only one color, the defective part is the print cartridge; if the defect occurs in all colors, the defective part is the ETB) 37.7 mm (1.48 inches)
4	Cyan, magenta, and yellow print cartridges 38.5 mm (1.52 inches)
5	Print cartridge 42.7 mm (1.68 inches)
6	ETB 75 mm (2.95 inches)
7	Fuser 76.0 mm (2.99 inches)
8	Fuser 81.0 mm (3.19 inches)
9	Print cartridge 94.2 mm (3.71 inches)

To identify if the print cartridge is the problem, insert a print cartridge from another HP Color LaserJet CM4730 MFP series, if one is available, before ordering a new print cartridge.

If the defect repeats at 94.0 mm (3.75 inch) intervals, try replacing the print cartridge before replacing the fuser.

Solve fax problems

For help solving fax problems, go to http://www.hp.com/go/mfpfaxaccessory300.

You can also refer to the *Analog Fax Accessory 300 Fax Guide* and the *Analog Fax Accessory 300 Send Fax Driver Guide*, which are included on the MFP software CD.

Solve e-mail problems

If you are unable to send e-mails by using the digital-send feature, you might need to reconfigure the SMTP gateway address or the LDAP gateway address. Print a configuration page to find the current SMTP and LDAP gateway addresses. See Information pages. Use the following procedures to check if the SMTP and LDAP gateway addresses are valid.

Validate the SMTP gateway address

> **NOTE** This procedure is for Windows operating systems.

1. Open an MS-DOS command prompt: click **Start**, click **Run**, and then type `cmd`.

2. Type `telnet` followed by the SMTP gateway address and then the number 25, which is the port over which the MFP is communicating. For example, type `telnet 123.123.123.123 25` where "123.123.123.123" represents the SMTP gateway address.

3. Press Enter. If the SMTP gateway address is *not* valid, the response contains the message `Could not open connection to the host on port 25: Connect Failed.`

4. If the SMTP gateway address is not valid, contact the network administrator.

Validate the LDAP gateway address

> **NOTE** This procedure is for Windows operating systems.

1. Open Windows Explorer. In the address bar, type `LDAP://` immediately followed by the LDAP gateway address. For example, type `LDAP://12.12.12.12` where "12.12.12.12" represents the LDAP gateway address.

2. Press Enter. If the LDAP gateway address is valid, the **Find People** dialog box opens.

3. If the LDAP gateway address is not valid, contact the network administrator.

Solve problems with output accessories

When the 3-bin mailbox or the stapler/stacker is installed correctly with the output accessory bridge, the LED at the top of the accessory is green. If the LED is off, is blinking, or is amber, a problem exists. See Understand accessory lights for the 3-bin mailbox and stapler/stacker. For information about clearing jams, see Jams.
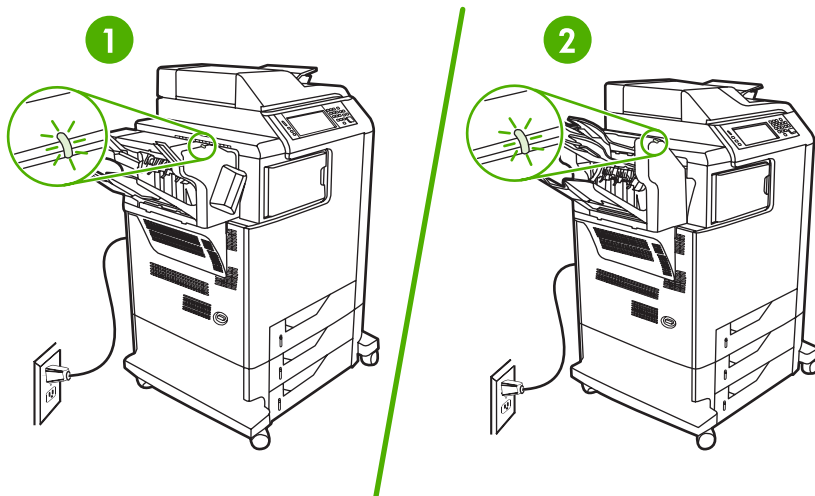
1	LED for the stapler/stacker
2	LED for the 3-bin mailbox

Solve network connectivity problems

If the MFP is having problems communicating with the network, use the information in this section to resolve the problem.

Solve network printing problems

> **NOTE** HP recommends that you use the MFP CD to install and set up the MFP on a network.

- Make sure that the network cable is securely seated into the MFP's RJ45 connector.

- Make sure that the Link LED on the formatter is lit. See Understand lights on the formatter.

- Make sure that the I/O card is ready. Print a configuration page (see Information pages). If an HP Jetdirect print server is installed, printing a configuration page also prints a second page that shows the network settings and status.

> **NOTE** The HP Jetdirect print server supports various network protocols (TCP/IP, IPX/SPX, Novell NetWare, AppleTalk, and DCL/LLC). Make sure that the correct protocols and network parameters are set correctly.

On the HP Jetdirect configuration page, verify the following items for your protocol:

- Under HP Jetdirect Configuration, the status is "I/O Card Ready".

- Protocol status is "Ready".

- An IP address is listed.

- The configuration method (Config by:) is listed correctly. See the network administrator if you are not sure which method is correct.

- Try printing the job from another computer.

- To verify that a MFP works with a computer, use a parallel cable to connect it directly to a computer. You will have to reinstall the printing software. Print a document from a program that has printed correctly in the past. If this works, a problem with the network might exist.

- Contact your network administrator for assistance.

Verify communication over the network

If the HP Jetdirect configuration page shows an IP address for the MFP, use this procedure to verify that you can communicate with the MFP over the network.

1. **Windows**: Click **Start**, click **Run**, and then type `cmd`. An MS-DOS command prompt opens.

   -or-

   Mac: Click **Applications**, click **Utilities**, and then open the Terminal application. The terminal window opens.

2. Type `ping` followed by the IP address. For example, type `ping XXX.XXX.XXX.XXX` where "XXX.XXX.XXX.XXX" is the IPv4 address that is shown on the HP Jetdirect configuration page. If the MFP is communicating over the network, the response is a list of replies from the MFP.

3. Verify that the IP address is not a duplicate address on the network by using the address resolution protocol (arp -a) command. At the prompt, type `arp -a`. Find the IP address in the list and compare its physical address to the hardware address that is listed on the HP Jetdirect configuration page in the section called HP Jetdirect Configuration. If the addresses match, all network communications are valid.

4. If you cannot verify that the MFP is communicating over the network, contact the network administrator.

Solve common Macintosh problems

This section lists problems that can occur when using Mac OS X.

Table 16-7 Problems with Mac OS X

The printer driver is not listed in the Print Center or Printer Setup Utility.

Cause	Solution
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/` `<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.
The Postscript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.

The printer name, IP address, or Rendezvous/Bonjour host name does not appear in the printer list in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The wrong connection type might be selected.	Make sure that USB, IP Printing, or Rendezvous is selected, depending on the type of connection that exists between the printer and the computer.
The wrong printer name, IP address, or Rendezvous/Bonjour host name is being used.	Print a configuration page in order to check the printer name, IP address, or Rendezvous host name. Verify that the name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The printer might not be ready.	Make sure that the cables are connected correctly, the printer is on, and the ready light is on. If you are connecting through a USB or Ethernet hub, try connecting directly to the computer or use a different port.
The printer software might not have been installed or was installed incorrectly.	Make sure that the printer PPD is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/` `<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. If necessary, reinstall the software. See the getting started guide for instructions.

Table 16-7 Problems with Mac OS X (continued)

The printer driver does not automatically set up your selected printer in the Print Center or Printer Setup Utility.

Cause	Solution
The Postscript Printer Description (PPD) file is corrupt.	Delete the PPD file from the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources/<lang>.lproj`, where <lang> is the two-letter language code for the language that you are using. Reinstall the software. See the getting started guide for instructions.
The interface cable might be defective or of poor quality.	Replace the interface cable. Make sure to use a high-quality cable.

A print job was not sent to the printer that you wanted.

Cause	Solution
The print queue might be stopped.	Restart the print queue. Open **print monitor** and select **Start Jobs**.
The wrong printer name or IP address is being used. Another printer with the same or similar name, IP address, or Rendezvous host name might have received your print job.	Print a configuration page in order to check the printer name, IP address, or Rendezvous host name. Verify that the name, IP address, or Rendezvous host name on the configuration page matches the printer name, IP address, or Rendezvous host name in the Print Center or Printer Setup Utility.

An encapsulated PostScript (EPS) file does not print with the correct fonts.

Cause	Solution
This problem occurs with some programs.	● Try downloading the fonts that are contained in the EPS file to the printer before printing. ● Send the file in ASCII format instead of binary encoding.

You are unable to print from a third-party USB card.

Cause	Solution
This error occurs when the software for USB printers is not installed.	When adding a third-party USB card, you might need the Apple USB Adapter Card Support software. The most current version of this software is available from the Apple Web site.

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
This problem is caused by either a software or a hardware component.	**Software troubleshooting** ● Check that your Macintosh supports USB. ● Verify that your Macintosh operating system is Mac OS X v10.1 or later. ● Ensure that your Macintosh has the appropriate USB software from Apple.

Table 16-7 Problems with Mac OS X (continued)

When connected with a USB cable, the printer does not appear in the Print Center or Printer Setup Utility after the driver is selected.

Cause	Solution
	Hardware troubleshooting
	● Check that the printer is turned on.
	● Verify that the USB cable is connected correctly.
	● Check that you are using the appropriate high-speed USB cable.
	● Ensure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the host computer.
	● Check to see if more than two nonpowered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain and connect the cable directly to the USB port on the host computer.
	NOTE The iMac keyboard is a nonpowered USB hub.

A Supplies and accessories

This section provides information about ordering parts, supplies, and accessories. Use only parts and accessories that are specifically designed for this MFP.

- Order parts, accessories, and supplies

- Optional output devices

- Part numbers

Order parts, accessories, and supplies

- Order directly from HP
- Order through service or support providers
- Order directly through the embedded Web server

Order directly from HP

You can obtain the following directly from HP:

- **Replacement parts**. To order replacement parts in the U.S. see http://www.hp.com/buy/parts. Outside the United States, order parts by contacting your local authorized HP service center.

- **Supplies and accessories**. To order supplies in the U.S., see http://www.hp.com/go/ljsupplies. To order supplies worldwide, see http://www.hp.com/ghp/buyonline.html. To order accessories, see http://www.hp.com/support/ljcm4730mfp.

Order through service or support providers

To order a part or accessory, contact an HP-authorized service or support provider.

Order directly through the embedded Web server

1. In the Web browser on the computer, type the IP address for the MFP. The MFP status window appears.

2. In the **Other links** area, double-click **Order Supplies**. This provides a URL from which to purchase consumables. Supplies information with part numbers and MFP information is provided.

3. Select the part numbers that you want to order and follow the instructions on the screen.

Optional output devices
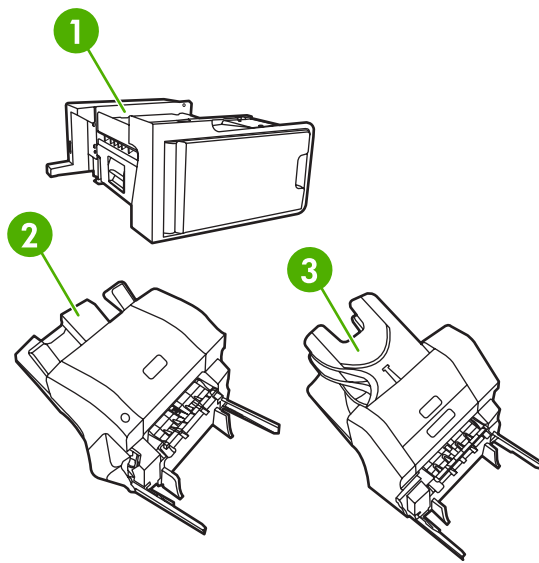
1	Output accessory bridge
2	Stapler/stacker
3	3-bin mailbox

Output accessory bridge

The output accessory bridge is required if a 3-bin mailbox or a stapler/stacker is installed on the MFP. The output accessory bridge is a pathway between the MFP and the output device. For more information about installing the output accessory bridge, see the installation guide that comes with the product.

3-bin mailbox

The optional 3-bin mailbox has one bin that stacks up to 500 sheets and two bins that stack up to 100 sheets each, for a total capacity of 700 sheets.

The 3-bin mailbox has three operating modes:

- **Mailbox mode**. The bins can be assigned to a user or to a group of users. All print, copy, and fax jobs that an assigned user or group of users sends are delivered to the designated bin. Each user can select the bin in the printer driver or at the control panel.

  When the designated bin is full, the MFP stops printing. Printing continues only when you empty the bin.

- **Stacker mode**. The 3-bin mailbox can combine the bins to act as a stacker. It can stack up to 700 sheets of 75 g/m^2 (20 lb bond) paper. Jobs are sent to the bottom bin first, then to the middle bin, and then to the top bin. Print jobs that require more than 500 sheets fill the bottom bin and continue stacking into the middle and top bins.

  When all three bins are full, the MFP stops printing. Printing continues only when you remove paper from the top bin. The MFP does not resume printing if you remove paper from the bottom bin or the middle bin before you remove paper from the top bin.

  When the 3-bin mailbox is in stacker mode, you cannot designate that a job be sent to a particular bin.

  > **NOTE** Do not remove paper from the top bin and then attempt to put it in place again. This causes the pages to stack in the incorrect order.

- **Function-separator mode**. You can configure the bins to receive jobs that come from a specific MFP function, such as printed jobs, copy jobs, or faxes. For instance, you can specify that all copy jobs are sent to the top bin.

  The MFP stops functioning when the designated bin is full. Printing, copying, or faxing can continue only when you empty the bin.

See 3-bin mailbox output bins for information on configuring and using the optional 3–bin mailbox.

Stapler/stacker

The optional stapler/stacker provides automatic stapling and stacking functionality for printed or copied jobs. See Staple documents for information on configuring and using the optional stapler/stacker.

Part numbers

Ordering information and availability might change during the life of the MFP.

Accessories

Item	Description	Part number
3-bin mailbox	Provides three output bins that hold a total of 700 sheets. It is included with the HP Color LaserJet CM4730fm MFP. **NOTE** The 3–bin mailbox comes with an output accessory bridge.	Q7520A
500-sheet stapler/stacker	Allows for high-volume output with automatic job finishing. Staples up to 30 sheets of paper. It is included with the HP Color LaserJet CM4730fsk MFP. **NOTE** The stapler/stacker comes with an output accessory bridge.	Q7519A
5,000-staple cartridge	Provides one staple cartridge.	C8091A
HP LaserJet analog fax accessory 300	Provides fax capability for the MFP. This is included with the HP Color LaserJet CM4730f MFP, CM4730fsk MFP, and CM4730fm MFP models.	Q3701A

Print cartridges

Item	Description	Part number
HP LaserJet black print cartridge	12,000-page black cartridge	Q6460A
HP LaserJet cyan print cartridge	12,000-page cyan cartridge	Q6461A
HP LaserJet yellow print cartridge	12,000-page yellow cartridge	Q6462A
HP LaserJet magenta print cartridge	12,000-page magenta cartridge	Q6463A

Maintenance kits

Item	Description	Part number
Image transfer (ETB) kit		Q7504A
Image fuser kit	110 volt	Q7502A
Image fuser kit	220 volt	Q7503A
ADF mylar maintenance kit		Q4696–67901
ADF maintenance kit		Q5997A

Customer replaceable units

Item	Description	Part number
Cassette pick-up roller replacement kit		CB480-67902
Control panel replacement kit		CB480-67901
Formatter replacement kit		CB480-67905
MP pick-up roller kit		CB480-67903
MP pick-up unit replacement kit		CB480-67904
Fax assembly replacement kit		CB480-67906

Memory

Item	Description	Part number
100-pin DDR memory DIMM (dual inline memory module)	128 MB	Q7721AA
	256 MB	Q7722A
Boosts the ability of the MFP to handle large or complex print jobs.	512 MB	Q7723A

Cables and interfaces

Item	Description	Part number
Enhanced I/O (EIO) card	HP Jetdirect 635n IPv6/IPsec Print Server	J7961G
Parallel cable	2 meter IEEE 1284-C cable	C2950A
	3 meter IEEE 1284-C cable	C2951A
USB cable	2-meter standard USB-compatible device connector	C6518A

B Service and support

Hewlett-Packard limited warranty statement

HP PRODUCT	DURATION OF LIMITED WARRANTY
HP LaserJet CM4730 Series MFP	One-year limited warranty

HP warrants to you, the end-user customer, that HP hardware and accessories will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If HP receives notice of such defects during the warranty period, HP will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

HP warrants to you that HP software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If HP receives notice of such defects during the warranty period, HP will replace software which does not execute its programming instructions due to such defects.

HP does not warrant that the operation of HP products will be uninterrupted or error free. If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price upon prompt return of the product.

HP products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts or supplies not supplied by HP, (c) unauthorized modification or misuse, (d) operation outside of the published environmental specifications for the product, or (e) improper site preparation or maintenance.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province. HP's limited warranty is valid in any country/ region or locality where HP has a support presence for this product and where HP has marketed this product. The level of warranty service you receive may vary according to local standards. HP will not alter form, fit or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL

(INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Customer self repair warranty service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts: 1) Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service. 2) Parts for which customer self repair is optional. These parts are also designed for Customer Self Repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

HP customer care

Online services

For 24-hour access to information by using a modem or Internet connection

World Wide Web: Updated HP printer software, product and support information, and printer drivers in several languages can be obtained from http://www.hp.com/support/ljcm4730mfp. (The site is in English.)

Online troubleshooting tools

HP Instant Support Professional Edition (ISPE) is a suite of Web-based troubleshooting tools for desktop computing and printing products. ISPE helps you quickly identify, diagnose, and resolve computing and printing problems. The ISPE tools are available at http://instantsupport.hp.com.

Telephone support

Hewlett-Packard Company provides free telephone support during the warranty period. When you call, you will be connected to a responsive team that is waiting to help you. For the telephone number for your country/region, see the flyer that came in the box with the product, or visit http://www.hp.com/support. Before calling HP, have the following information ready: the product name and serial number, the date of purchase, and a description of the problem.

You can also find support on the Internet at http://www.hp.com. Click the **support & drivers** block.

Software utilities, drivers, and electronic information

Go to http://www.hp.com/go/cljcm4730mfp_software. (The site is in English, but printer drivers can be downloaded in several languages.)

For information over the telephone, see the flyer that came in the box with the MFP.

Fax accessory support

Go to http://www.hp.com/go/mfpfaxaccessory300.

HP direct ordering for accessories or supplies

Order supplies from the following Web sites:

United States: http://www.hp.com/sbso/product/supplies

Canada: http://www.hp.ca/catalog/supplies

Europe: http://www.hp.com/go/supplies

Asia-Pacific: http://www.hp.com/paper/

Order accessories from http://www.hp.com/support/ljcm4730mfp.

To order supplies or accessories over the telephone, call the following numbers:

United States businesses: 800-282-6672

United States small and medium businesses: 800-888-9909

United States home and home offices: 800-752-0900

Canada: 800-387-3154

To find the phone numbers for other countries/regions, see the flyer that came in the box with the MFP.

HP service information

To locate HP-Authorized Dealers in the United States or Canada, call 800-243-9816 (United States) or 800-387-3867 (Canada). Or, go to http://www.hp.com/go/cposupportguide.

For service for your HP product in other countries/regions, call the customer support number for your country/region. See the flyer that came in the box with the MFP.

HP service agreements

Call: 800-HPINVENT [800-474-6836 (U.S.)] or 800-268-1221 (Canada).

Out-of-Warranty Service: 800-633-3600.

Extended Service: Call: 800-HPINVENT [800-474-6836 (U.S.)] or 800-268-1221 (Canada). Or, go to the HP Care Pack Services Web site at http://www.hpexpress-services.com.

HP support and information for Macintosh computers

Visit: http://www.hp.com/go/macosx for Mac OS X support information and HP subscription service for driver updates.

Visit: http://www.hp.com/go/mac-connect for products designed specifically for the Macintosh user.

Limited warranty for print cartridges and image drums

This HP Print Cartridge is warranted to be free from defects in materials and workmanship.

This warranty does not apply to print cartridges 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.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HP SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

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Color LaserJet Image Fuser Kit and Image Transfer Kit Limited Warranty Statement

This HP product is warranted to be free from defects in materials and workmanship until the printer provides a low-life indicator on the control panel.

This warranty does not apply to products that (a) have been 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) 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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TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Availability of support and service

Around the world, HP provides a variety of service and support options for purchase. Availability of these programs will vary depending upon your location.

HP maintenance agreements

HP has several types of maintenance agreements that meet a wide range of support needs. Maintenance agreements are not part of the standard warranty. Support services may vary by area. Check with your local HP dealer to determine the services available to you.

On-site service agreements

To provide you with the level of support best suited to your needs, HP has on-site service agreements with three response times:

Priority onsite service

This agreement provides 4-hour service response to your site for calls made during normal HP business hours.

Next-day onsite service

This agreement provides support by the next working day following a service request. Extended coverage hours and extended travel beyond HP's designated service zones are available on most on-site agreements (for additional charges).

Weekly (volume) on-site service

This agreement provides scheduled weekly on-site visits for organizations with many HP products. This agreement is designated for sites using 25 or more workstation products, including printers, plotters, computers, and disk drives.

C MFP specifications

This section provides the following specifications:

- Physical specifications

- Electrical specifications

- Acoustic specifications

- Environmental specifications

Specifications for the Analog Fax Accessory are available in the *HP LaserJet Analog Fax Accessory 300 User Guide.* An electronic version of this guide is located on the CD that comes with the HP Color LaserJet CM4730f MFP, HP Color LaserJet CM4730fsk MFP, and HP Color LaserJet CM4730fm MFP.

Physical specifications

Table C-1 Product dimensions

Product	Height	Depth	Width	Weight[1]
HP Color LaserJet CM4730 MFP	1153 mm (45.4 inches)	639 mm (25.2 inches)	788 mm (31 inches)	124 kg (273 lb)
HP Color LaserJet CM4730f MFP	1153 mm (45.4 inches)	639 mm (25.2 inches)	788 mm (31 inches)	124 kg (298 lb)
HP Color LaserJet CM4730fsk MFP	1153 mm (45.4 inches)	639 mm (25.2 inches)	1106 mm (43.5 inches)	136 kg (298 lb)
HP Color LaserJet CM4730fm MFP	1153 mm (45.4 inches)	639 mm (25.2 inches)	1106 mm (43.5 inches)	136 kg (298 lb)

[1] Without print cartridge

Table C-2 Product dimensions, with all doors and trays fully opened

Product	Height	Depth	Width
HP Color LaserJet CM4730 MFP	1580 mm (62.2 inches)	980 mm (38.6 inches)	1160 mm (45.7 inches)
HP Color LaserJet CM4730f MFP	1580 mm (62.2 inches)	980 mm (38.6 inches)	1160 mm (45.7 inches)
HP Color LaserJet CM4730fsk MFP	1580 mm (62.2 inches)	980 mm (38.6 inches)	1588 mm (62.5 inches)
HP Color LaserJet CM4730fm MFP	1580 mm (62.2 inches)	980 mm (38.6 inches)	1588 mm (62.5 inches)

Electrical specifications

⚠️ **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.

Table C-3 Power requirements (HP LaserJet CM4730 MFP series)

Specification	110-volt models	230-volt models
Power requirements	100 to 127 volts (± 10%)	220 to 240 volts (± 10%)
	50/60 Hz (± 2 Hz)	50/60 Hz (± 2 Hz)
Rated current	9.0 Amps	4.5 Amps

Table C-4 Power consumption HP LaserJet CM4730 MFP series (average, in watts)[1, 2]

Product model	Copying[3]	Printing[3]	Ready[4]	Sleep[5, 6]	Off
HP Color LaserJet CM4730 MFP	615	604	83	24	0.5
HP Color LaserJet CM4730f MFP	615	604	83	24	0.5
HP Color LaserJet CM4730fsk MFP	615	604	83	24	0.5
HP Color LaserJet CM4730fm MFP	640	626	86	25	0.5

[1] Values subject to change. See http://www.hp.com/support/ljcm4730mfp for current information.
[2] Power numbers are the highest values measured using all standard voltages.
[3] HP Color LaserJet CM4730 MFP series printing and copying speeds are 31 ppm Letter size and 30 ppm A4 size.
[4] Heat dissipation in Ready mode = 288 BTU/hour.
[5] Default time from Ready mode to Sleep mode = 45 minutes.
[6] Recovery time from Sleep mode = less than 20 seconds

Acoustic specifications

Table C-5 Sound power and pressure level[1] (HP LaserJet CM4730 MFP series)

Sound power level	Declared per ISO 9296
Printing[2]	L_{WAd}= 6.7 Bels (A) [67 dB(A)]
Copying[3]	L_{WAd}= 6.8 Bels (A) [68 dB(A)]
Ready	L_{WAd}= 5.8 Bels (A) [58 dB(A)]
Sound pressure level	**Declared per ISO 9296**
Printing[2]	L_{pAm}=50 dB (A)
Copying[3]	L_{pAm}=52 dB (A)
Ready	L_{pAm}=37 dB (A)

[1] Values subject to change. See http://www.hp.com/support/ljcm4730mfp for current information.

[2] HP Color LaserJet CM4730 MFP series speed is 30 ppm A4 size. Configuration tested (HP Color LaserJet CM4730 MFP): Base model, simplex printing with A4 paper size.

[3] Configuration tested (HP Color LaserJet CM4730 MFP) Base model, simplex copying from ADF with A4 paper size.)

Environmental specifications

Environmental condition	Recommended	Allowed	Storage/standby
Temperature (MFP and print cartridge)	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)	-20° to 40°C (-4° to 104°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH	10% to 90%
Altitude	N/A	0 meters (0 feet) to 2600 meters (8530 feet)	N/A

D   Regulatory information

Compliance with FCC regulations

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.

Declaration of Conformity

Declaration of Conformity

according to ISO/IEC 17050–1 and EN 17050–1

Manufacturer's Name:	Hewlett-Packard Company
	DoC#: BOISB-0503–00–rel. 2.0
Manufacturer's Address:	11311 Chinden Boulevard,
	Boise, Idaho 83714-1021, USA

declares that the product

Product Name:	HP Color LaserJet CM4730 MFP series
Accessories	Q7521A, Q7522A, Q7523A, BOISB-0308–00[3]
Regulatory Model Number:[2]	BOISB-0503-00
Product Options:	ALL
	Toner Cartridges: Q6460A, Q6461A, Q6462A, Q6463A, Q7504A, Q7503A, Q7502A

conforms to the following Product Specifications:

Safety:	IEC 60950-1:2001 / EN60950-1: 2001 + A11
	IEC 60825-1:1993 +A1 +A2 / EN 60825-1:1994 A1 +A2 (Class 1 Laser/LED Product)
	GB4943-2001
EMC:	CISPR 22:1993 A1+A2 / EN 55022:1994 +A1 +A2 – Class A[1,4]
	EN 61000-3-2:2000
	EN 61000-3-3:1995 + A1:2001
	EN 55024:1998+A1:2001 + A2:2003
	FCC Title 47 CFR, Part 15 Class A / ICES-003, Issue 4
	GB9254-1998, GB17625.1–2003

Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC and the Low Voltage Directive 73/23/EEC, and carries the CE-Marking accordingly.

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.

1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems.

2) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the product name or the product number(s).

3) All worldwide modular approvals for analog fax accessory obtained by Hewlett-Packard under the regulatory model number BOISB-0308–00 incorporate the Multi-Tech Systems MT5634SMI Socket Modem Module.

4) The product meets the requirements of EN55022 & CNS13438 Class A in which case the following applies: "Warning – This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures".

Boise, Idaho , USA

October 17, 2006

For regulatory topics only:

European Contact:	Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH, Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Böblingen, Germany, (FAX: +49-7031-14-3143)
USA Contact:	Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015, USA, (Phone: 208-396-6000)

Environmental product stewardship program

Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This product has been designed with several attributes to minimize impacts on our environment.

Ozone production

This product generates no appreciable ozone gas (O_3).

Power consumption

Power usage drops significantly while in Ready/Sleep mode, which saves natural resources and saves money without affecting the high performance of this product. To determine the ENERGY STAR® qualification status for this product see the Product Data Sheet or Specifications Sheet. Qualified products are also listed at:

http://www.hp.com/hpinfo/globalcitizenship/environment/productdesign/ecolabels.html

Toner consumption

Economode uses significantly less toner, which might extend the life of the print cartridge.

Paper use

This product's manual/optional automatic duplex feature (two-sided printing) and N-up printing (multiple pages printed on one page) capability can reduce paper usage and the resulting demands on natural resources.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the product's life.

HP LaserJet print supplies

It's easy to return and recycle your empty HP LaserJet print cartridges—free of charge—with HP Planet Partners. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package. You help reduce the toll on the environment further when you return multiple cartridges together rather than separately.

HP is committed to providing inventive, high-quality products and services that are environmentally sound, from product design and manufacturing to distribution, customer use and recycling. When you participate in the HP Planet Partners program, we ensure your HP LaserJet print cartridges are recycled properly, processing them to recover plastics and metals for new products and diverting millions of tons of waste from landfills. Since this cartridge is being recycled and used in new materials, it will not be returned to you. Thank you for being environmentally responsible!

NOTE Use the return label to return original HP LaserJet print cartridges only. Please do not use this label for HP inkjet cartridges, non-HP cartridges, refilled or remanufactured cartridges or warranty returns. For information about recycling your HP inkjet cartridges please go to http://www.hp.com/recycle.

Return and recycling instructions

United States and Puerto Rico

The enclosed label in the HP LaserJet toner cartridge box is for the return and recycling of one or more HP LaserJet print cartridges after use. Please follow the applicable instructions below.

Multiple returns (two to eight cartridges)

1. Package each HP LaserJet print cartridge in its original box and bag.

2. Tape up to eight single boxes together using strapping or packaging tape (up to 70 lbs).

3. Use a single pre-paid shipping label.

OR

1. Use your own suitable box, or request a free bulk collection box from the http://www.hp.com/recycle or 1-800-340-2445 (holds up to eight HP LaserJet print cartridges).

2. Use a single pre-paid shipping label.

Single returns

1. Package the HP LaserJet print cartridge in its original bag and box.

2. Place the shipping label on the front of the box.

Shipping

For all HP LaserJet print cartridge recycling returns, give the package to UPS during your next delivery or pickup, or take it to an authorized UPS drop-off center. For the location of your local UPS drop-off center, call 1-800-PICKUPS or visit http://www.ups.com. If you are returning via USPS label, give the package to a U.S. Postal Service carrier or drop off at a U.S.Postal Service Office. For more information, or to order additional labels or boxes for bulk returns, visit http://www.hp.com/recycle or call 1-800-340-2445. Requested UPS pickup will be charged normal pickup rates. Information subject to change without notice.

Non-US returns

To participate in HP Planet Partners return and recycling program, just follow the simple directions in the recycling guide (found inside the packaging of your new printer supply item) or visit http://www.hp.com/recycle. Select your country/region for information on how to return your HP LaserJet printing supplies.

Paper

This product is capable of using recycled papers when the paper meets the guidelines outlined in the *HP LaserJet Printer Family Print Media Guide*. This product is suitable for the use of recycled paper according to EN12281:2002.

Material restrictions

This HP product contains a battery that may require special handling at end-of-life.

The battery contained in this product includes:

Type	Carbon monofluoride lithium battery
Weight	0.8 grams
Location	Formatter board
User removable	No

廢電池請回收

This product contains mercury in the fluorescent lamp of the control panel liquid crystal display that might require special handling at end-of-life.

For recycling information you can visit http://www.hp.com/go/recycle or contact your local authorities or the Electronics Industry Alliance (http://www.eiae.org).

Disposal of waste equipment by users in private households in the European Union
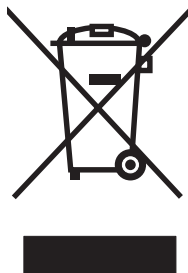
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Material Safety Data Sheet (MSDS)

Material Safety Data Sheets (MSDS) for supplies containing chemical substances (for example, toner) can be obtained by contacting the HP Web site at www.hp.com/go/msds or www.hp.com/hpinfo/community/environment/productinfo/safety.

For more information

To obtain information about these environmental topics:

- 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

Visit www.hp.com/go/environment or www.hp.com/hpinfo/globalcitizenship/environment.

Certificate of volatility

This is a statement regarding the volatility of customer data stored in memory. It also outlines how to erase secure data from the device.

Types of memory

Volatile memory

The MFP utilizes volatile memory (64MB on the board and 256MB installed, for a total of 320MB) to store customer data during the printing and copying process. When the MFP is powered off, this volatile memory is erased.

Non-volatile memory

The MFP utilizes non-volatile memory (EEPROM) to store system control data and user preference settings. No customer print or copy data is stored in non-volatile memory. This non-volatile memory can be cleared and restored to factory defaults by performing a Cold Reset or Restore Factory Defaults from the control panel.

Hard-disk-drive memory

The MFP contains an internal hard disk drive (40GB or larger) that may retain data after the MFP is powered off. The MFP also may contain additional optional compact flash storage, or an external EIO hard disk. Data stored in these devices may be from incoming/outgoing fax or email files, stored copy or print jobs, fax or email address books, or third-party solutions. Some of this data can be erased from the control panel of the MFP, but most must be erased using the Secure Storage Erase features available within HP Web Jetadmin. Secure Storage Erase features comply with U.S. Department of Defense (DOD) specification 5220–22.M.

Safety statements

Laser safety

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration has implemented regulations for laser products manufactured since August 1, 1976. Compliance is mandatory for products marketed in the United States. The device is certified as a "Class 1" laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. Since radiation emitted inside the device is completely confined within protective housings and external covers, the laser beam cannot escape during any phase of normal user operation.

> ⚠️ **WARNING!** Using controls, making adjustments, or performing procedures other than those specified in this user guide may result in exposure to hazardous radiation.

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)

> 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
> に基づくクラス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。

Power cord statement (Japan)

> 製品には、同梱された電源コードをお使い下さい。
> 同梱された電源コードは、他の製品では使用出来ません。

EMI statement (Korea)

> Ａ급 기기 (업무용 정보통신기기)
>
> 이 기기는 업무용으로 전자파적합등록을 한 기기이오니
> 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약
> 잘못판매 또는 구입하였을 때에는 가정용으로 교환하시기
> 바랍니다.

EMI statement (Taiwan)

> 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。

General telecom statement

The HP Color LaserJet CM4730f, CM4730fsk, and CM4730fm models have the HP LaserJet Analog Fax Accessory 300 already installed to provide communication to the public switch telephone network (PSTN) for fax functionality. See the *HP LaserJet Analog Fax Accessory 300 User Guide* for all regulatory approval information and regulatory notices associated with the fax functionality and that device.

Laser statement for Finland

LASERTURVALLISUUS

LUOKAN 1 LASERLAITE

KLASS 1 LASER APPARAT

HP Color LaserJet CM4730 MFP, CM4730f MFP, CM4730fsk MFP, and CM4730fm MFP-laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite. Normaalissa käytössä kirjoittimen suojakotelointi 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 Color LaserJet CM4730 MFP, CM4730f MFP, CM4730fsk MFP, and CM4730fm MFP-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 785-800 nm

Teho 5 mW

Luokan 3B laser

E   Install memory and print server cards

The MFP has two 200-pin DDR SDRAM slots. One slot is filled; a 128 or 256 MB DDR memory module can be inserted in the open slot.

The MFP also has three flash memory card slots for MFP firmware, fonts, and other solutions.

- The first flash memory card is reserved for MFP firmware. The slot is marked "Firmware Slot".

- The two additional flash memory card slots are for font cards or third-party solutions, such as signatures and personalities. The slots are marked "Slot 2" and "Slot 3."

⚠ **CAUTION**   Do not insert a flash memory card that is designed for use with a digital camera. The MFP does not support photo printing directly from a flash memory card. If you install a camera-type flash memory card, the control panel displays a message asking if you want to reformat the flash memory card. If you choose to reformat the card, all data on the card will be lost.

You might want to add more memory to the MFP if you print complex graphics or PS documents, or if you use many downloaded fonts. Additional memory also allows the MFP to print multiple collated copies at the maximum speed.

📝 **NOTE**   Single in-line memory modules (SIMMs) / dual in-line memory modules (DIMMs) used on previous HP LaserJet printers are not compatible with the MFP.

Before ordering additional memory, see how much memory is currently installed by printing a configuration page.

Install memory and fonts

You can install more memory for the MFP, and you can also install a font card to allow the MFP to print characters for languages such as Chinese or the Cyrillic alphabet.

⚠ **CAUTION**   Static electricity can damage DIMMs. When handling DIMMs, either wear an antistatic wrist strap, or frequently touch the surface of the DIMM antistatic package and then touch bare metal on the MFP.

Install DDR memory DIMMs

1. Turn the MFP off.
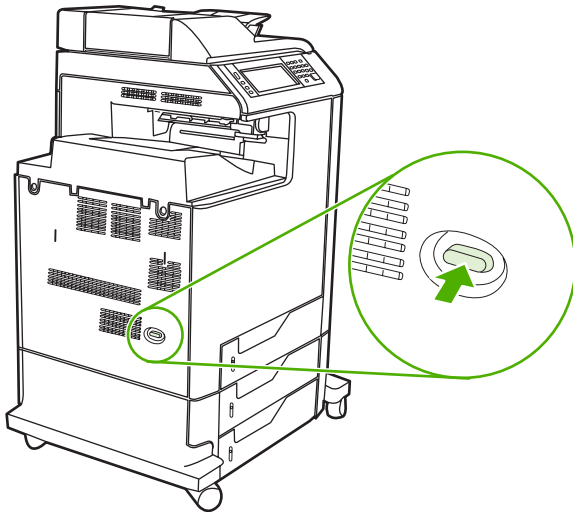
2. Disconnect all power and interface cables.
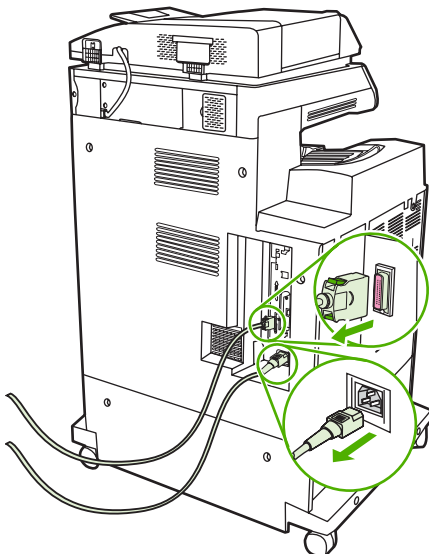
3. Locate the gray formatter pressure release tabs on the formatter board in the rear of the MFP.
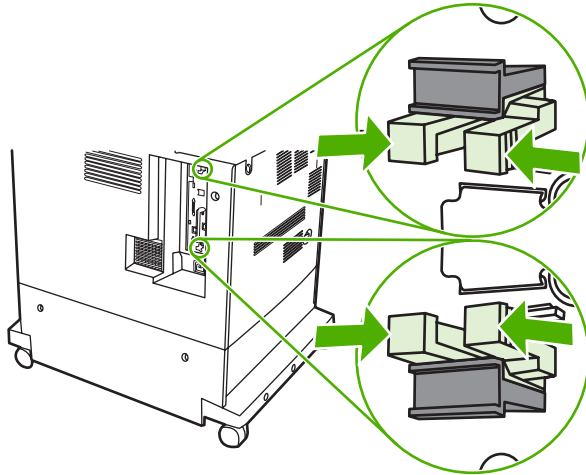
4. Gently squeeze the tabs and pull them out of the formatter.
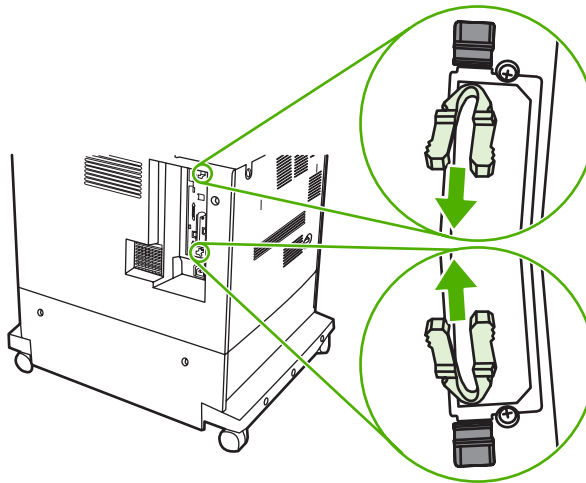
5. Gently pull on the black tabs to pull the formatter board from the MFP. Place the formatter board on a clean, flat, grounded surface.
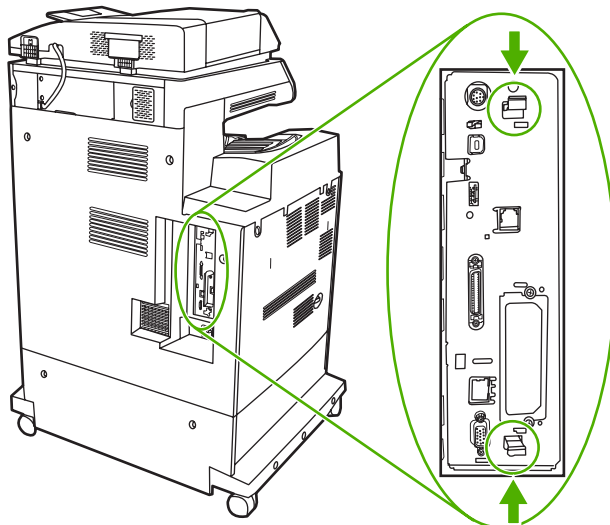
6. To replace a DDR DIMM that is currently installed, spread the latches apart on each side of the DIMM slot, lift the DDR DIMM up at an angle, and pull it out.
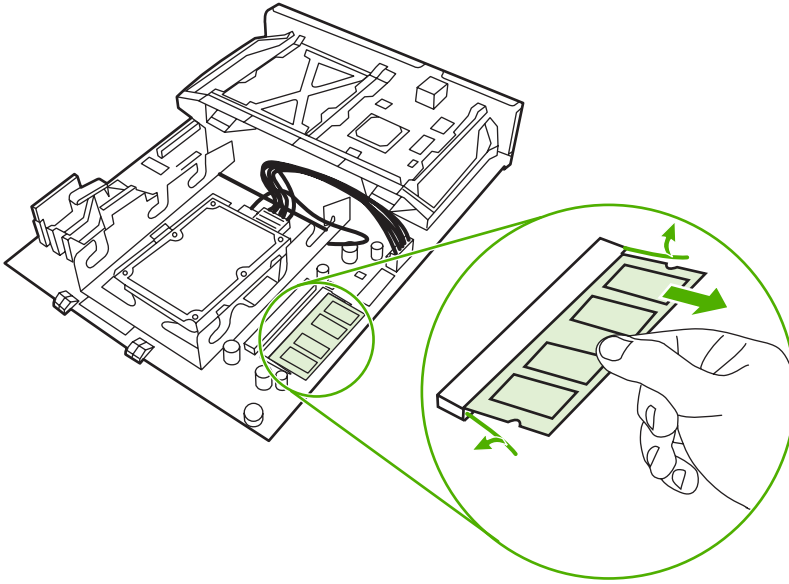
7. Remove the new DIMM from the antistatic package. Locate the alignment notch on the bottom edge of the DIMM.
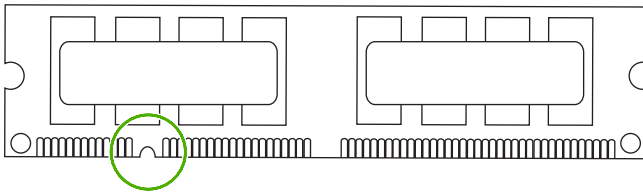
8. Holding the DIMM by the edges, align the notch on the DIMM with the bar in the DIMM slot at an angle and firmly press the DIMM into the slot until it is fully seated. When installed correctly, the metal contacts are not visible.
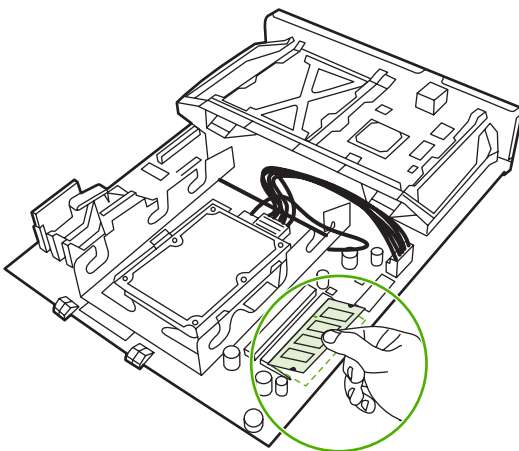
9. Push down on the DIMM until both latches engage the DIMM.
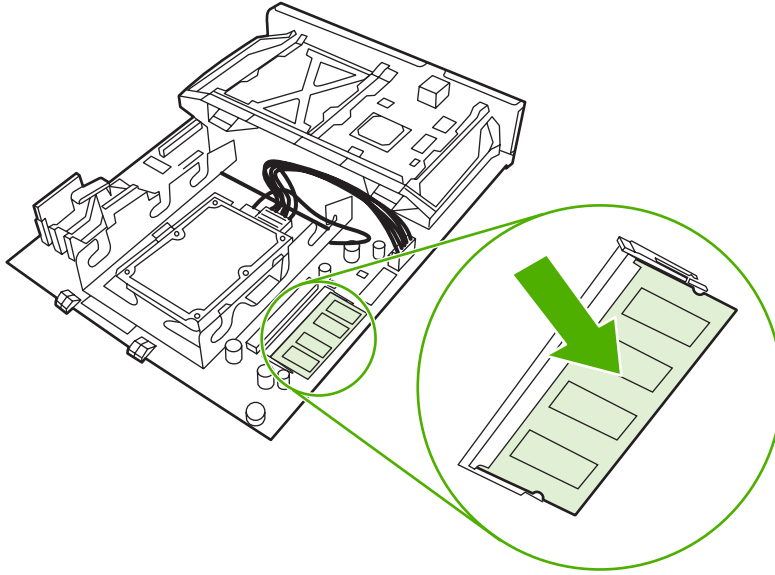
	NOTE If you have difficulty inserting the DIMM, make sure the notch on the bottom of the DIMM is aligned with the bar in the slot. If the DIMM still does not go in, make sure you are using the correct type of DIMM.

10. Align the formatter board in the tracks at the bottom of the slot, and then slide the board back into the MFP.

	NOTE To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks.
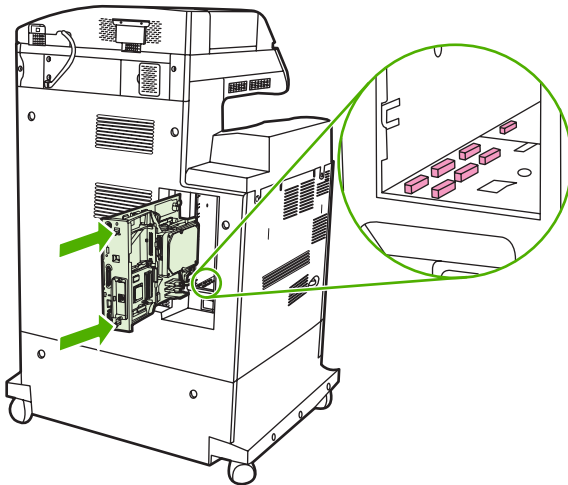
11. Reinsert the formatter pressure release tabs by squeezing them together and pushing them into place.
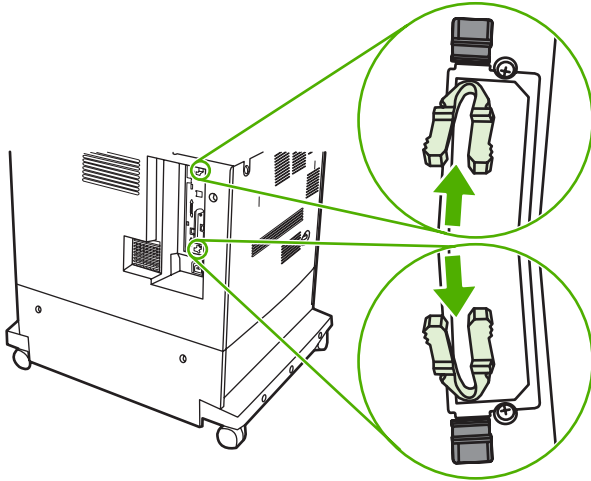
12. Reconnect the power cable and interface cables, and turn the MFP on.
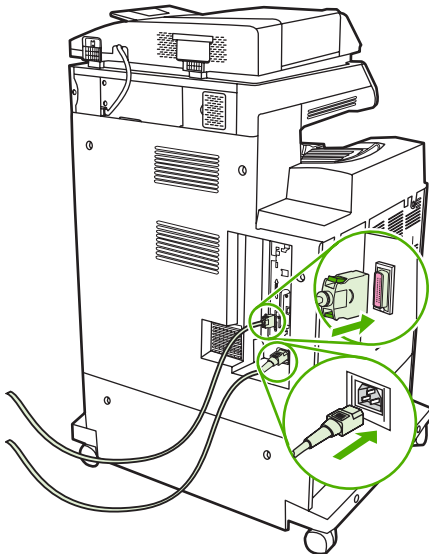
13. If you installed a memory DIMM, go to Enabling memory.

Install a flash memory card

> ⚠ **CAUTION** Do not insert a flash memory card that is designed for use with a digital camera into the MFP. The MFP does not support photo printing directly from a flash memory card. If you install a camera-type flash memory card, the control panel displays a message asking if you want to reformat the flash memory card. If you choose to reformat the card, all data on the card will be lost.

1. Turn the MFP off.
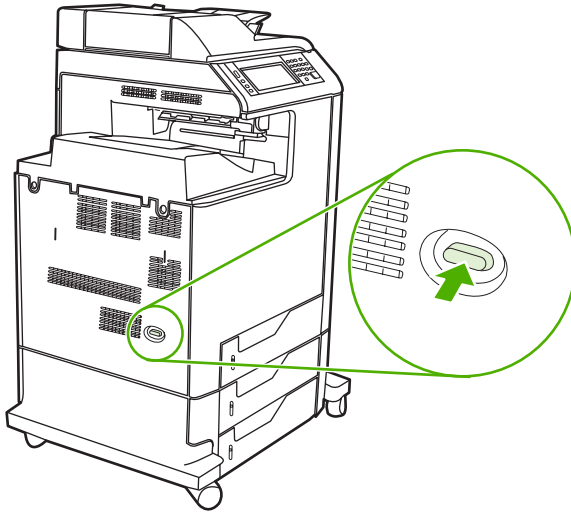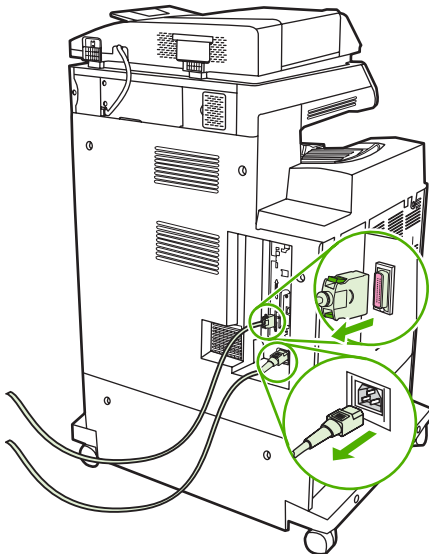
2. Disconnect all power and interface cables.

3. Locate the gray formatter pressure release tabs on the formatter board in the rear of the MFP.
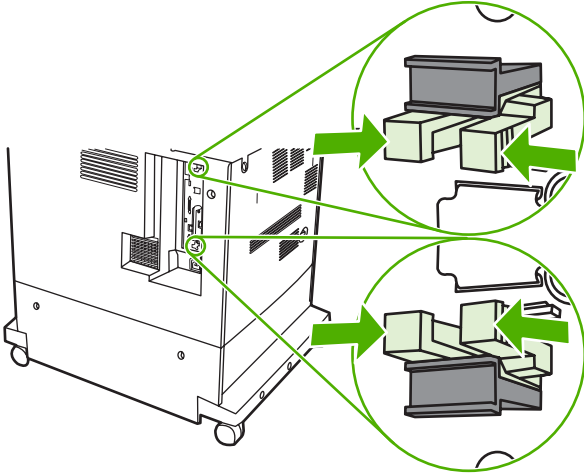
4. Gently squeeze the tabs and pull them out of the formatter.
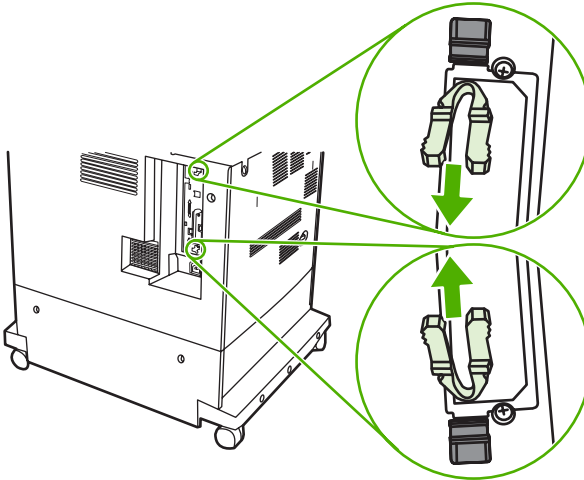
5. Gently pull on the black tabs to pull the formatter board from the MFP. Place the formatter board on a clean, flat, grounded surface.
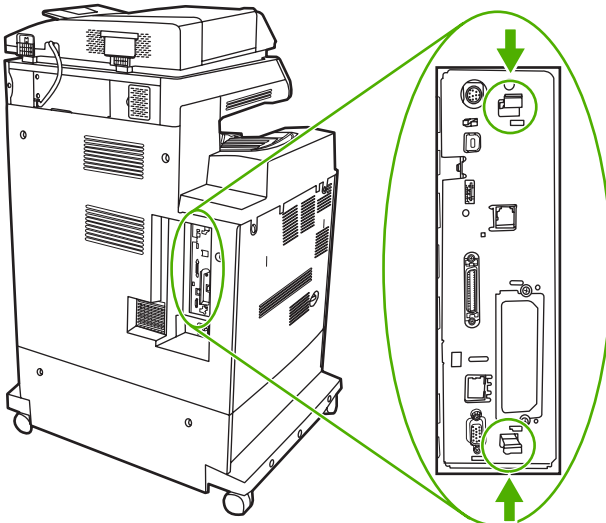
6. Align the groove on the side of the flash memory card with the notches in the connector and push it in the slot until it is fully seated.
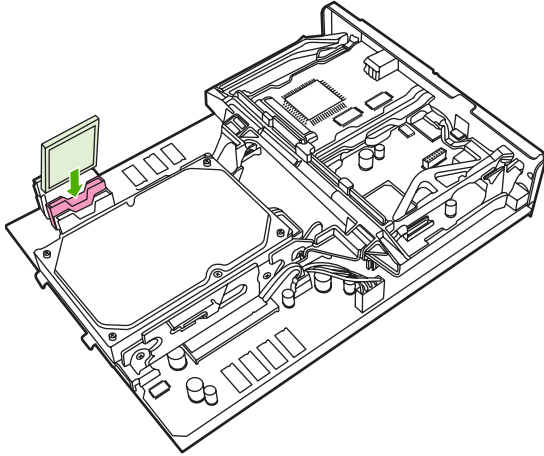
⚠ **CAUTION** Do not insert the flash memory card at an angle.

📝 **NOTE** The first flash memory slot marked "Firmware Slot" is reserved for firmware only. Slots 2 and 3 should be used for all other solutions.

7. Align the formatter board in the tracks at the top and bottom of the slot, and then slide the board back into the MFP.

📝 **NOTE** To prevent damage to the formatter board, ensure the formatter board is aligned in the tracks.
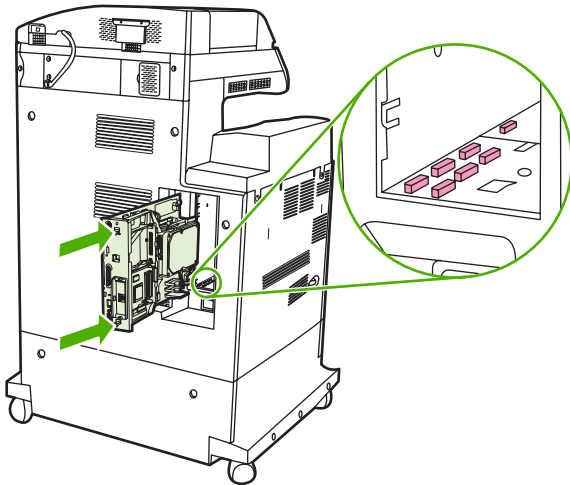
8. Reinsert the formatter pressure release tabs by squeezing them together and pushing them into place.
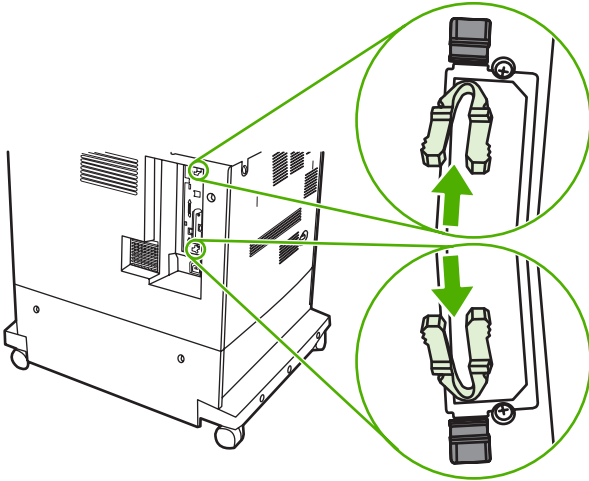
9. Reconnect the power cable and interface cables, and turn the MFP on.
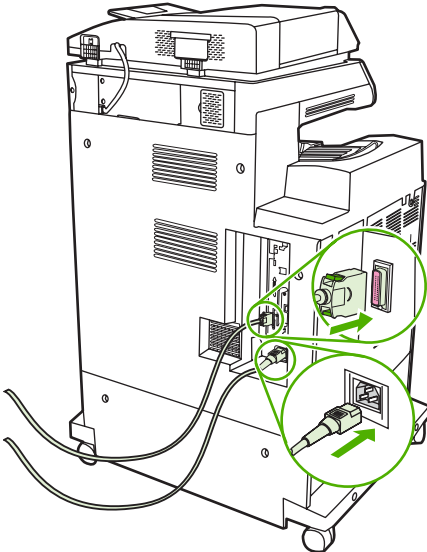
Enabling memory

If you installed a memory DIMM, set the MFP driver to recognize the newly added memory.

Enable memory for Windows 98 and Me

1. On the **Start** menu, point to **Settings**, and click **Printers**.

2. Right-click the printer and select **Properties**.

3. On the **Configure** tab, click **More**.

4. In the **Total Memory** field, type or select the total amount of memory that is now installed.

5. Click **OK**.

Enable memory for Windows 2000 and XP

1. On the **Start** menu, point to **Settings**, and click **Printers** or **Printers and Faxes**.

2. Right-click the printer and select **Properties**.

3. On the **Device Settings** tab, click **Printer Memory** (in the **Installable Options** section).

4. Select the total amount of memory that is now installed.

5. Click **OK**.

Install an HP Jetdirect or EIO print server card

The HP Color LaserJet CM4730 MFP is equipped with an embedded HP Jetdirect print server port. If desired, you can install an additional I/O card in the available EIO slot.

1. Turn the MFP off.
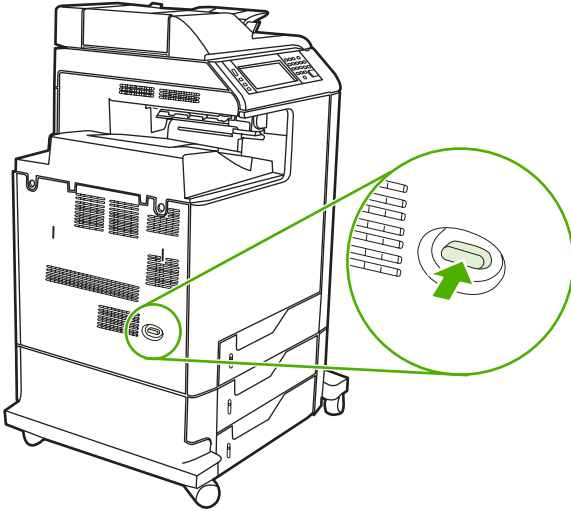
2. Disconnect all power and interface cables.
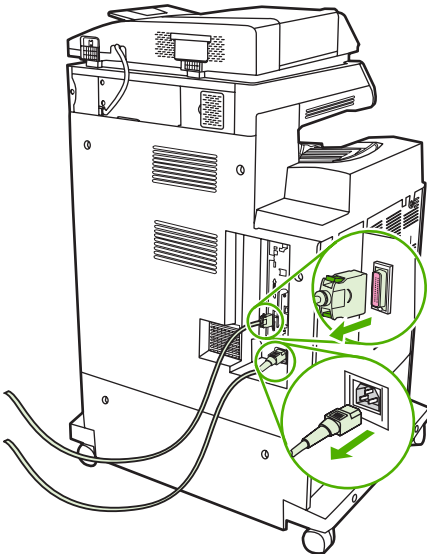
3. Locate an open EIO slot. Loosen and remove the two retaining screws holding the cover for the EIO slot, and then remove the cover. You will not need these screws and the cover again. They can be discarded.
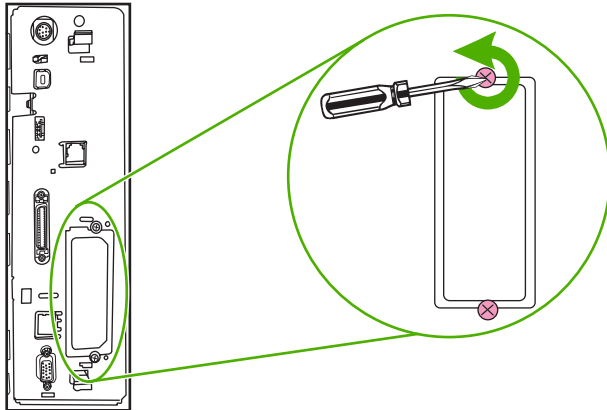
4. Firmly insert the HP Jetdirect print server card into the EIO slot.
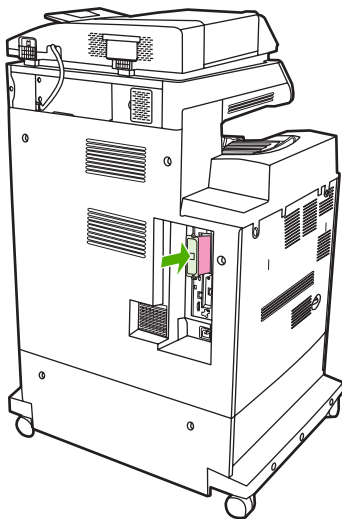
5. Insert and tighten the retaining screws that came with the print server card.
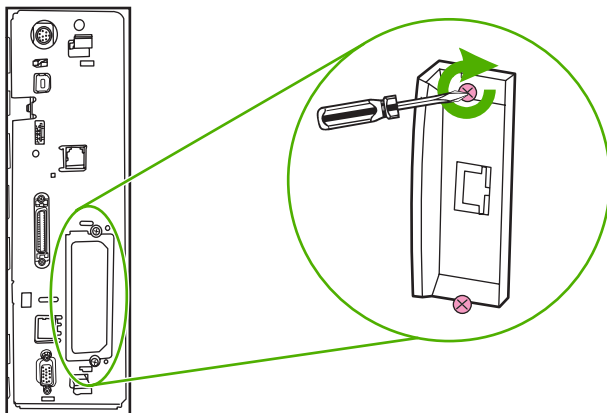
6. Connect the network cable.
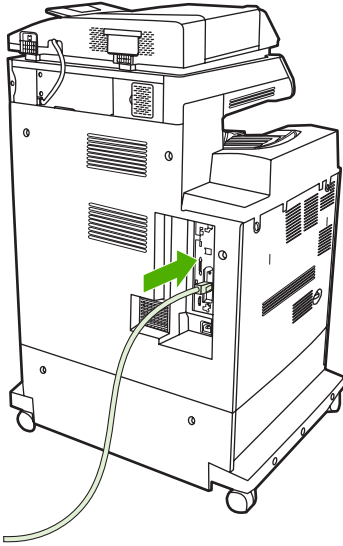
7. Reconnect the power cable, and turn the MFP on.
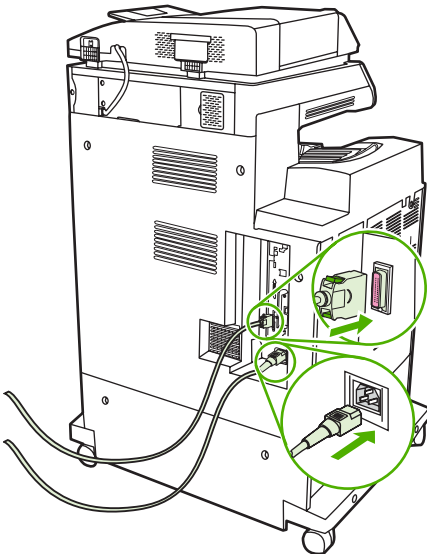
8. Print a configuration page. In addition to an MFP configuration page and a Supplies Status page, an HP Jetdirect configuration page that contains network configuration and status information should also print.

If it does not print, uninstall and reinstall the print server card to ensure that it is completely seated in the slot.

9. Perform one of these steps:

● Choose the correct port. See the computer or operating system documentation for instructions.

● Reinstall the software, choosing the network installation this time.

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