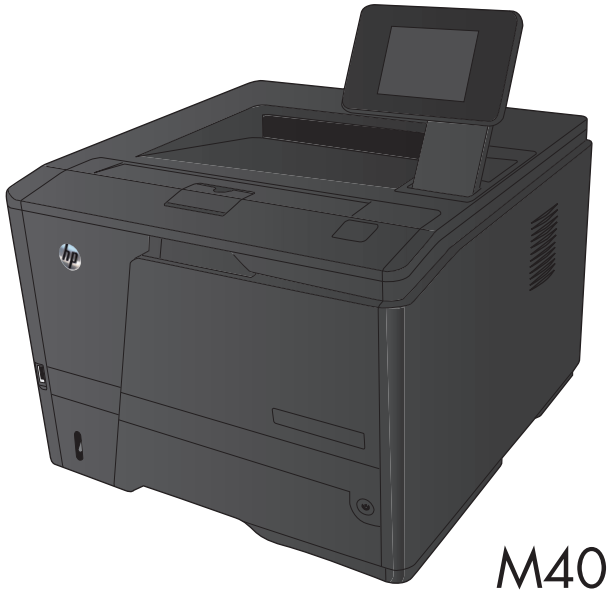
LASERJET PRO 400

Software Technical Reference



M401

HP LaserJet Pro 400 M401 Printer Series

Software Technical Reference

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Table of contents

1 Document and product basics 1

Purpose and scope 2

Software availability and localization 3

Printing-system software on the Web 3

In-box printing-system software CD 3

HP LaserJet Software CD — Windows partition 3

CD versions and language support 4

Driver languages 6

Installer languages 7

Documentation languages 8

2 Windows software description and installation 11

Introduction 11

Install overview 12

Software installation types for Windows 12

Installation options 12

CD installation and HP Smart Install installation 13

Supported operating systems for Windows 13

Installation for software components from the Web 13

Supported operating systems for Windows 13

HP LaserJet software components for Windows 14

Installer 14

Uninstaller 14

Print drivers 14

HP PCL 6 print driver and PS Universal Print Driver 14

Print driver version numbers for Windows operating systems 14

HP PCL 6 print driver for Windows 15

Introduction 15

Access print drivers 15

Help system 17

Incompatible print settings messages 17

Advanced tab features 19
Printing Shortcuts tab features 22
Paper/Quality tab features 26
Effects tab features 32
Finishing tab features 39
Services tab features 44
Device Settings tab features 45
About tab features 49
Driver configuration for Windows 50
Driver autoconfiguration 50
Bidirectional communication 51
Enterprise AutoConfiguration 51
Update Now 53
HP Reconfiguration Utility 54
Font support 54
Basic fonts 54
HP ePrint 55
HP Update 55
Help & Learn Center 55
Toner Cartridge Authentication 56
HP Device Toolbox 57
Home tab 59
Device Status 59
Supplies Status 60
Device Configuration page 60
Network Summary page 61
Reports 61
Event Log page 62
System tab 62
Device Information page 63
Paper Setup page 63
Print Quality page 64
EcoSMART Console page 64
Paper Types page 64
System Setup page 65
Service page 65
Save and Restore page 65
Administration Page 66
Print tab 66
Printing 66
PCL5 66

PostScript 66
Networking tab 67
Network Summary 68
IPv4 Configuration 68
IPv6 Configuration 69
Wireless Configuration (wireless models only) 70
Wireless Direct Setup (wireless models only) 70
Network Identification 70
Advanced page 71
Certificates page 71
HTTPS Enforcement page 72
SNMP page 72
HP Web Services tab 73
Web Services Setup page 73
HP ePrint page 73
Apps page 74
Proxy Settings page 74
HP Smart Install tab 74
HP Product Improvement Study 74
Online product registration 76
Detailed Windows installation instructions 77
Use the Recommended installation with HP Smart Install or the CD 77
Perform a custom installation with HP Smart Install or the CD 85
Point-and Print installation 97
Remove Windows software 98
Use the HP Uninstall utility to remove the product software 98
Use the software CD to remove the product software 100
Remove the print driver by using the Windows Add or Remove Programs feature 103
Remove the print driver by using the Server Properties feature 105

3 Mac software and utilities 107

Software installation methods 108
CD installation 108
Supported operating systems for Mac 108
Supported languages 108
HP LaserJet software components and utilities for Mac 108
HP LaserJet Pro 400 M401 Printer Series PPD 109
HP LaserJet Pro 400 M401 Printer Series PDE 109
HP USB EWS Gateway 109
HP Utility for Mac 109
Open the HP Utility 110

HP Utility toolbar 110
Supplies Status 111
Device Information 112
File Upload 112
HP ePrintCenter 113
Test 114
Upload Fonts 114
Auto-off 115
Network Settings 116
Supplies Management 117
Trays Configuration 118
Additional Settings 119
Message Center 120
Supported print drivers for Mac 120
Priority for print settings for Mac 120
Install the Mac printing-system software 121
General installation for Mac operating systems 121
Detailed Mac installation 122
Setup instructions 132
Set up a printer with a Mac 132
Troubleshoot the product setup 133
Remove the printing-system software from Mac operating systems 134

4 Linux and Unix 139
Linux information 140
Unix information 141

5 Engineering details 143
Introduction 143
Network Diagnostic Utility (NDU) 144
Printer Diagnostic Utility (PDU) 145
SAP and Citrix Printing 146

Index 147

1 Document and product basics

- Purpose and scope
- Software availability and localization

Purpose and scope

This software technical reference (STR) provides information about and troubleshooting tips for the printing-system software for the product.

This STR is prepared in an electronic format to serve as a quick-reference tool for Global Support Center (GSC) agents, support engineers, system administrators, management information systems (MIS) personnel, and end users, as appropriate.

NOTE: This STR describes drivers that are available from the product firmware and shipped on the printing-system software CD that comes with the product. This STR does *not* describe drivers that will become available on the Web.

The following information is included in this STR:

- Descriptions of drivers, operating systems, and system environments
- Descriptions of installing and uninstalling the printing-system software components

For information about the location of information within chapters, see the table of contents. An index is also provided in this STR.

Additional detailed information about the printing-system software is published in an addendum to this STR. The following information is available in the addendum:

- Lists of installed files
- System-modification information, such as files added or modified

Software availability and localization

This section provides information about the availability of the product printing-system software and related software and firmware. Printing-system software on a CD is available from HP fulfillment centers.

Printing-system software on the Web

All software that is contained on the installation CD is also available on the Web.

Web deployment is the preferred method for obtaining the latest software. The Web site offers an option for automatic email notification about new software releases.

NOTE: This STR describes drivers that are shipped with the printing-system software CD. This STR does *not* describe any drivers that might be released for use by support personnel.

To view the product support Web site, complete the following steps.

1. In the main screen of the installer, click the **More Options** button, and then click the **Documentation** button.
2. Click the **HP Help and Learn Center** button.
3. In the **HP Help and Learn Center** screen, click the **Web Support** tab, and then select the product model number.

In-box printing-system software CD

The software CD contains a variety of files for installing the printing-system software on the computer. This section describes the files that are available on the software CD and provides additional information about support and availability.

The product comes with one printing-system software CD with software for both Windows operating systems and Mac OS X operating systems.

The files on the CD include documentation files and files that are required in order to install and uninstall the printing-system components.

NOTE: For the latest software and printer drivers, go to www.hp.com/support/ljm401series.

HP LaserJet Software CD — Windows partition

NOTE: For information about the contents of the Mac partition, see Mac software and utilities on page 107.

The root directory of the Windows software partition contains the AUTORUN.EXE file, the SETUP.EXE file, and the following directories:

- Documents
- Installer
- Installer Content

- Languages
- Prerequisites
- Setup
- Utilities
- x64

The Utilities folder contains the files to run these stand-alone utilities:

- FileToEmail
- LogAnalyzer.exe
- Scrubber

CD versions and language support

The product printing-system software CD is available with the following components and languages.

Table 1-1 Software CD supported languages

Language	Two-letter abbreviation	HP-preferred name	File designation
Arabic	AR	Arabic	ARWW
Bulgarian	BG	Bulgarian	BGWW
Catalan	CA	Catalan	CAWW
Croatian	HR	Hrvatski	HRWW
Czech	CS	Cestina	CSWW
Danish	DA	Dansk	DAWW
Dutch	NL	Nederlands	NLWW
English	EN	English	ENWW
Estonian	ET	Estonian	ETWW
Farsi (Persian)	FA	Farsi (Persian)	FAWW
Finnish	FI	Suomi	FIWW
French	FR	Francais	FRWW
German	DE	Deutsch	DEWW
Greek	EL	Greek	ELWW
Hebrew	HE	Hebrew	HEWW
Hungarian	HU	Magyar	HUWW
Italian	IT	Italiano	ITWW
Japanese	JA	Japanese	JAWW
Korean	KO	Korean	KOWW

Table 1-1 Software CD supported languages (continued)

Language	Two-letter abbreviation	HP-preferred name	File designation
Latvian	LV	Latvian	LVWW
Lithuanian	LT	Lithuanian	LTWW
Norwegian	NO	Norsk	NOWW
Polish	PL	Polski	PLWW
Portuguese	PT	Portugues	PTWW
Romanian	RO	Romanian	ROWW
Russian	RU	Russian	RUWW
Serbian	SR	Serbian	SRWW
Simplified Chinese	ZHCN	Simplified Chinese	ZHCN
Slovak	SK	Slovak	SKWW
Slovenian	SL	Slovenian	SLWW
Spanish	ES	Espanol	ESWW
Swedish	SV	Svenska	SVWW
Thai	TH	Thai	THWW
Traditional Chinese	ZHTW	Traditional Chinese	ZHTW
Turkish	TR	Turkce	TRWW
Ukrainian	UK	Ukrainian	UKWW

Driver languages

The product provides discrete driver support in the following languages.

Table 1-2 Supported discrete driver languages

Component	Language list	
HP PCL 6 Print Driver	• Arabic	• Lithuanian
	• Bulgarian	• Norwegian
	• Catalan	• Polish
	• Croatian	• Portuguese
	• Czech	• Romanian
	• Danish	• Russian
	• Dutch	• Serbian
	• English	• Simplified Chinese
	• Estonian	• Slovak
	• Farsi	• Slovenian
	• Finnish	• Spanish
	• French	• Swedish
	• German	• Thai
	• Greek	• Traditional Chinese
	• Hebrew	• Turkish
	• Hungarian	• Ukrainian
	• Italian	
	• Japanese	
	• Korean	
	• Latvian	

Installer languages

The product provides installer component support in the following languages.

Table 1-3 Installer component languages

Component	Language list	
Administrator install	• Arabic	• Norwegian
Installer	• Bahasa Indonesian	• Polish
Common Windows installer	• Catalan	• Portuguese
Web registration *	• Croatian	• Romanian
	• Czech	• Russian
	• Danish	• Simplified Chinese
	• Dutch	• Slovak
	• English	• Slovenian
	• Finnish	• Spanish
	• French	• Swedish
	• German	• Thai
	• Greek	• Traditional Chinese
	• Hebrew	• Turkish
	• Hungarian	
	• Italian	
	• Japanese	
	• Korean	

* Arabic and Hebrew support in English only

* Catalan support in Spanish only

* No support for Bulgarian, Estonian, Japanese, Kazakh, Lithuanian, Latvian, Serbian, Ukrainian, or Vietnamese

Documentation languages

The product provides documentation in the following languages.

Table 1-4 Documentation languages

Language	User Guide	Help and Learn Center	Warranty and Legal Guide	Install Notes (Windows)	Hardware Install Guide
Arabic	X	X	X	X	X
Bahasa Indonesian	X	X	X	X	X
Bulgarian				X	
Catalan	X	X	X	X	X
Czech	X	X	X	X	X
Danish	X	X	X	X	X
Dutch	X	X	X	X	X
English	X	X	X	X	X
Estonian				X	
Farsi				X	
Finnish	X	X	X	X	X
French	X	X	X	X	X
German	X	X	X	X	X
Greek	X	X	X	X	X
Hebrew	X	X	X	X	X
Hungarian	X	X	X	X	X
Italian	X	X	X	X	X
Japanese	X	X		X	
Kazakh		X	X		X
Korean	X	X	X	X	X
Latvian				X	
Lithuanian				X	
Norwegian	X	X	X	X	X
Polish	X	X	X	X	X
Portuguese	X	X	X	X	X
Romanian	X	X	X	X	X
Russian	X	X	X	X	X
Serbian				X	

Table 1-4 Documentation languages (continued)

Language	User Guide	Help and Learn Center	Warranty and Legal Guide	Install Notes (Windows)	Hardware Install Guide
Slovak	X	X	X	X	X
Slovenian	X	X	X	X	X
Spanish	X	X	X	X	X
Swedish	X	X	X	X	X
Thai	X	X	X	X	X
Turkish	X	X	X	X	X
Ukranian				X	
Simplified Chinese	X	X	X	X	X
Traditional Chinese	X	X	X	X	X

2 Windows software description and installation

Introduction

The product comes with software and installers for Microsoft Windows and Apple Computer, Inc., Mac systems. Linux and UNIX systems are supported, and software is available on the Web. For information about specific system installers, drivers, and components, see the section that corresponds to that system. For information about Mac software, see Mac software and utilities on page 107.

This section contains information about the following topics:

- Install overview
- CD installation and HP Smart Install installation
- Installation for software components from the Web
- HP LaserJet software components for Windows
- Detailed Windows installation instructions
- Point-and Print installation
- Remove Windows software

Install overview

The printing-system software CD contains the product software. The printing-system software can also be installed when the product is connected to the computer through Smart Install.

For all supported operating systems, each install option presents a series of screens that guide you through the installation process.

Software installation types for Windows

The following printing-system software installation types are available:

- Select the recommended software (default)
- Select the minimum software

Selecting **Click here for more install options** allows you to choose between the installation types and allows you to view the software components that are installed with each installation type.

Installing the recommended software installs these software components:

- HP Device Toolbox
- HP Help & Learn Center
- HP Printer Status and Alerts
- HP Product Improvement Study
- Reconfigure your HP Device
- Uninstall Product Software

The installer guides the installation, whether you are configuring a direct-connected or a network-connected product.

The installer additionally detects hardware and network connections, and helps guide the installation. For example, if the installer detects an HP LaserJet Pro 400 M401 Printer Series, it automatically configures the software connection to that product. This saves several steps. If the installer detects a network, it also guides setting up those features.

Installation options

The printing-system software can be installed when the product is connected to the computer in the following configurations:

- Directly connected via a USB port

NOTE: Smart Install will begin when a USB cable is connected.

- Connected via a wired or wireless network

CD installation and HP Smart Install installation

Supported operating systems for Windows

The product comes with software for the following Windows operating systems:

- Windows 7 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows Server 2003 (32-bit, Service Pack 3)

NOTE: Basic print and scan components only

- Windows Server 2008 and 2008 R2 (32-bit and 64-bit)

NOTE: Basic print and scan components only

Installation for software components from the Web

Supported operating systems for Windows

The product comes with software for the following Windows operating systems:

- Windows 7 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit, Service Pack 2)
- Windows Server 2003 (32-bit, Service Pack 3)

NOTE: Basic print and scan components only

- Windows Server 2008 and 2008 R2 (32-bit and 64-bit)

NOTE: Basic print and scan components only

HP LaserJet software components for Windows

Installer

The Installer is a Windows–only software component that provides an installer for the driver files, connects the product to the user's computer, installs software components, launches configuration utilities, and provides links to Web sites or documentation.

Uninstaller

The uninstall program removes files and folders that were installed when the printing-system software was originally installed on the computer.

Print drivers

Print drivers provide the printing features and communication between the computer and the product. The software CD includes software for end users and network administrators who are working in the following operating environments:

- Windows XP (32-bit and 64-bit), Windows Server 2003 (32-bit and 64-bit), Windows Server 2008 and 2008 R2 (32-bit and 64-bit), and Windows Vista (32-bit and 64-bit), and Windows 7 (32-bit and 64-bit)
- Mac OS X v10.5 and later

In Windows operating systems, automatic configuration, driver updates after a new product configuration, and preconfiguration features are available with the product.

NOTE: For additional information about installing the printing-system software, see the *HP LaserJet Pro 400 M401 Printer Series Install Notes* on the printing-system software CD.

All of the drivers provide access to the paper-handling and print-quality features.

HP PCL 6 print driver and PS Universal Print Driver

Windows drivers are supported by Microsoft 32-bit and 64-bit operating systems. The HP PCL 6 driver is included on the HP LaserJet Pro 400 M401 Printer Series printing-system software CD. The PS Universal Print Driver is available for download at the following Web site:

www.hp.com/support/ljm401series

NOTE: If you select the recommended installation by clicking **Install Now** on the main screen of the Installer, the HP PCL 6 print driver is installed by default.

Print driver version numbers for Windows operating systems

Access to print driver version numbers varies, depending on the operating system in which the product is installed.

NOTE: For a list of HP LaserJet Pro 400 M401 print drivers, updated HP printing-system software, and product-support information, go to:

www.hp.com/support/ljm401series

The Windows XP, Windows Server 2003, Windows Server 2008 and 2008 R2, Windows Vista, and Windows 7 operating systems support the HP PCL 6, PCL 5 Universal Print Driver, and PS Emulation Universal Print Drivers. If you are using an HP print driver in a Windows environment, follow these steps to find driver-version information:

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the product icon.
3. Click **Printer Properties**.
4. Click the **About** tab.

You can also gain information about driver versions by clicking the **About** button that appears on most driver tabs.

HP PCL 6 print driver for Windows

Introduction

You can change the print job settings through the product control panel, the software program, or the print driver.

Generally, for features that are duplicated in more than one location (for instance, you can select the paper input tray from any of them), settings that are established in the software program take precedence over print driver settings. Print driver settings, in turn, override product control-panel settings.

Access print drivers

Depending on the operating system on which you are installing the print drivers, you can gain access to the print drivers and different print-driver interfaces in several ways.

To gain access to the print driver settings from within most software programs, follow these steps:

1. Click the **File** menu.
2. Click the **Print** item.
3. Click the **Properties** button.

The appearance and names of the driver tabs can vary, depending on the operating system. These driver settings apply only while that software program is open.

You can control the drivers directly from the Printers folder. Here you have access to two sets of driver tabs: the **Printing Preferences** tabs and the **Properties** tabs. The settings that you make on the **Printing Preferences** driver tabs control the driver default settings for each user profile. Installable options can be configured in **Properties** driver tabs.

Printing Preferences driver tabs

The **Printing Preferences** driver tabs change the default settings that are used across all software programs. To gain access to these tabs, follow these steps:

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the product icon.
3. Click the **Printing Preferences** item.

The following **Printing Preferences** print-driver tabs are available:

- **Advanced**
- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**
- **Services**

Printer Properties driver tabs

This set of tabs controls the driver behavior and driver connections. To gain access to the **Printer Properties** tabs, follow these steps:

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the product icon.
3. Click the **Properties** or **Printer Properties** item.

The following **Printer Properties** print-driver tabs are available:

- **General**
- **Sharing**
- **Ports**
- **Advanced**
- **Security**
- **Device Settings**
- **About**

Help system

The HP PCL 6 print driver includes a full-featured Help system to provide assistance with printing and configuration options.

- Right-click a feature or control. A pop-up Help window appears.
- Click a feature or control, and then press the F1 key. The Help window for the currently selected control appears.

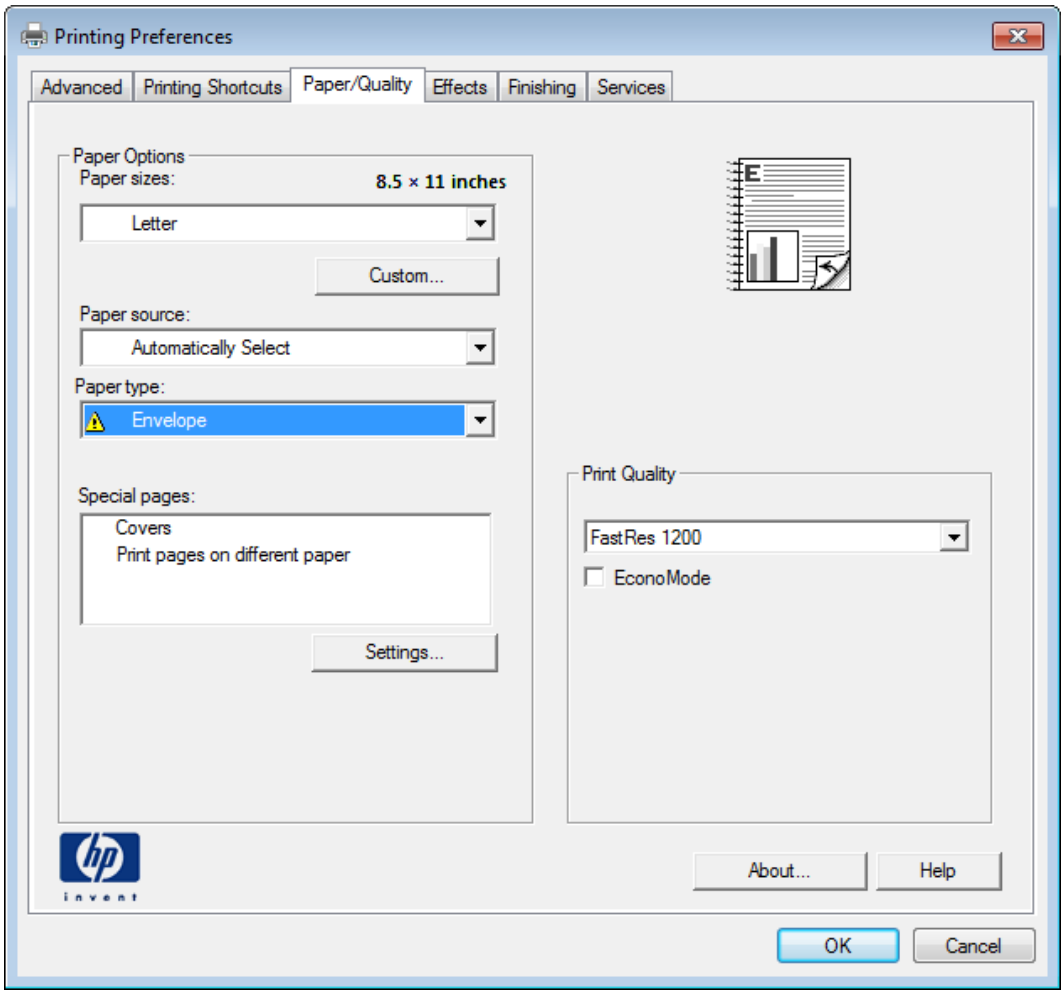
Incompatible print settings messages

Incompatible print settings (constraint) messages are unsolicited messages that appear in response to specific print-driver selections. These messages alert you to selections that are illogical or impossible given the product capabilities or the current settings of other controls.

NOTE: Constraint messages are limited, and the underlying software architecture might accept some settings that are illogical or impossible for the product to perform. Sending a job with incompatible settings can lead to unexpected results. If print jobs do not print as expected, check the product documentation for the product capabilities.

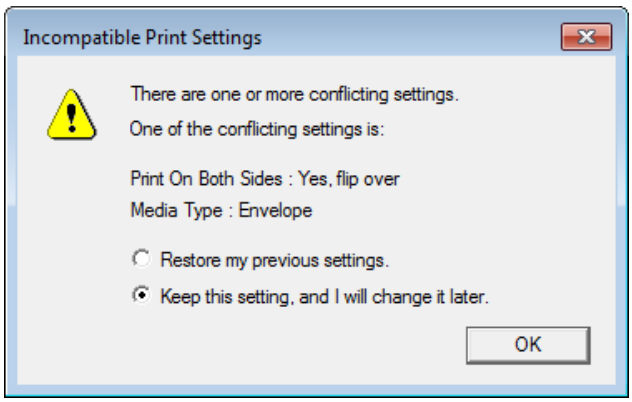
In supported Windows operating environments, some technically invalid print-driver configurations result in warning messages. For example, duplexing is not possible when printing an envelope. The following figure shows an incompatible print settings warning.

Figure 2-1 Incompatible print settings warning



If you click the **OK** button, the **Incompatible Print Settings** dialog appears.

Figure 2-2 Incompatible Print Settings dialog



To resolve the conflicting settings, click the **Restore my previous settings** option, and then click the **OK** button. The driver resets the conflicting control back to its previous state.

If you want to keep the conflicting setting, click the **Keep this setting, and I will change it later** option, and then click the **OK** button.

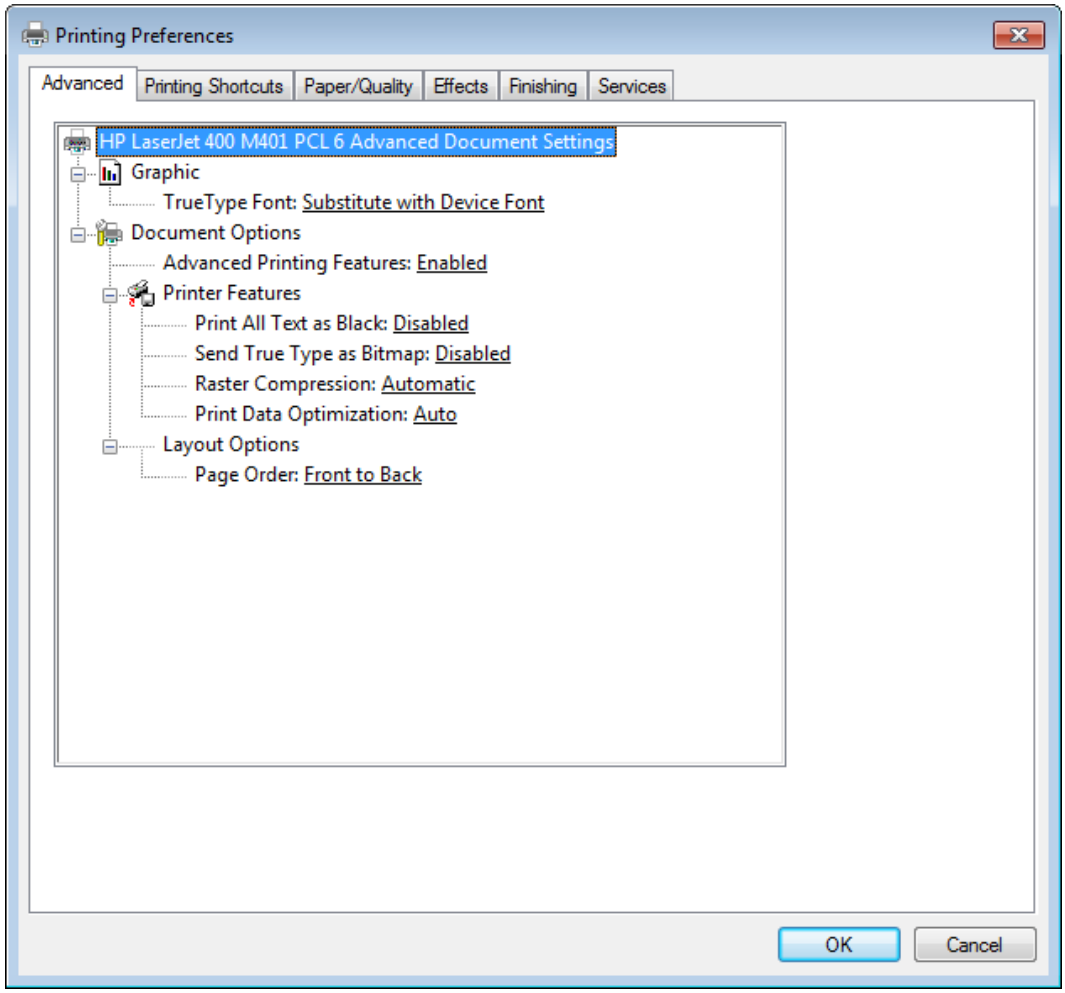
NOTE: In this example, the conflict can be resolved manually. If the conflict is not resolved when the driver is closed, then the same dialog appears again when a print job is sent to the product.

Advanced tab features

NOTE: The **Advanced** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16,

Use the **Advanced** tab to change the layout of printed pages. Use this tab to configure special controls that are not commonly used, as well as to control features such as collating and font management in the driver (although most current software programs support these features in the print dialog box or through the page settings in the software program). The following figure shows the **Advanced** tab.

Figure 2-3 Advanced tab



The **Advanced** tab contains the following controls:

- Graphic
- Document Options

Graphic

The **Graphic** setting contains the following controls:

- **True Type Font** settings

True Type Font

Use the **Substitute with Device Font** option (the default setting) to print documents that contain TrueType fonts by using equivalent printer fonts. This permits faster printing; however, you might lose special characters that the equivalent printer font does not support. Select the **Download as Softfont** option to download TrueType fonts for printing instead of using printer fonts.

Document Options

The **Document Options** setting contains the following controls:

- Advanced Printing Features
- Printer Features
- Layout Options

Advanced Printing Features

When the **Advanced Printing Features** setting is **Enabled**, metafile spooling is turned on and **Finishing** tab options such as **Page Order**, **Booklet Layout**, and **Pages per Sheet** are available, depending on the product.

Enhanced metafile spooling is used to greatly reduce the amount of time that elapses between a request to print (initiated by a software program) and the return of control to the software program by the operating system.

For normal printing, leave the **Advanced Printing Features** setting at the default (**Enabled**). If compatibility problems occur, you can disable the feature. However, some advanced printing features might still appear in the print driver, even though they have been disabled. If you select an advanced printing feature in the print driver that has been disabled on the **Advanced** tab, the feature is automatically re-enabled.

Printer Features

The **Printer Features** setting contains the following controls:

- **Print All Text as Black**

  The feature is **Disabled** by default. When **Enabled** is selected, the driver prints all text as black regardless of the original document text color. Color text is printed as black, except for white text, which remains white. (White text is a reliable method of printing reverse typeface against a dark background.) This setting does not affect graphic images on the page, nor does it affect any text that is part of a graphic.

- **Send True Type as Bitmap**

  Send True Type as Bitmap provides an alternative for software programs that have trouble using TrueType fonts for special graphic aspects such as shading, rotation, or slanting. The setting is **Disabled** (off) by default. The TrueType fonts are converted to bitmap soft fonts before downloading. The **Enabled** setting causes the driver to send TrueType fonts to the product as outlines, which retains the standard format (outline) of the fonts.

- **Raster Compression**

  Use the **Raster Compression** feature to select the graphics-compression method:

  - **Automatic**. The software determines the best compression method to use.
  - **Best Quality**. This option forces the software to use a lossless compression method. (Lossless means that no data is lost during compression.)
  - **Maximum Compression**. Where applicable, this option requires the software to always use a lossy compression method (some data is lost).

- **Print Data Optimization**

  When selected, this feature allows the print job to use the host memory to ensure quick and high-quality printing. The print speed increases without any print quality degradation.

  When this option is selected, you must use one of the following settings:

  - **Auto** (the default setting)
  - **Optimize for Raster**
  - **Optimize for Text and Vector**

Layout Options

The **Layout Options** setting contains the **Page Order** setting.

Page Order specifies the order in which the pages of your document are printed. **Front to Back** prints the document so that page 1 prints first. **Back to Front** prints the document so that page 1 prints last.

NOTE: The page-ordering operation works on whole sheets of paper rather than on individual logical pages. Accordingly, if you set **Pages per Sheet** (on the **Finishing** tab) to be greater than one, the ordering of logical pages on a physical sheet of paper does not change.

Printing Shortcuts tab features

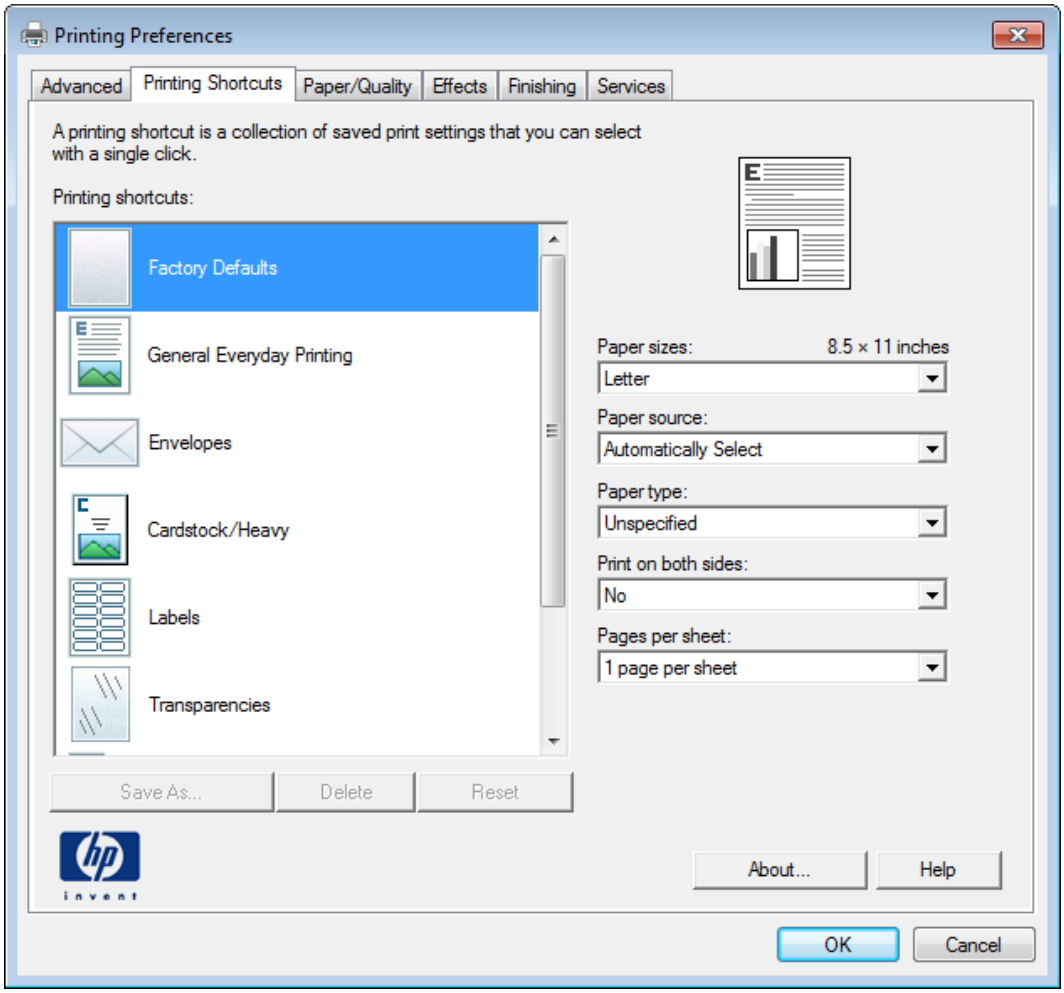
- Use defined printing shortcuts
- Create a custom printing shortcut

NOTE: The **Printing Shortcuts** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16,

Use the **Printing Shortcuts** tab to store specific combinations of driver settings for easy use.

The following figure shows the **Printing Shortcuts** tab.

Figure 2-4 Printing Shortcuts tab



The **Printing Shortcuts** tab saves commonly used driver settings under a shortcut name.

- Use defined printing shortcuts
- Create a custom printing shortcut

Use defined printing shortcuts

The **Printing Shortcuts** tab contains the following pre-defined shortcuts:

- Factory Defaults
- General Everyday Printing
- Envelopes
- Cardstock Heavy
- Labels
- Transparencies
- EcoSMART Settings
- Booklet Printing

Factory Defaults

The **Factory Defaults** are as follows:

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Unspecified**
- **Print on both sides: No**
- **Pages per sheet: 1 page per sheet**

General Everyday Printing

When **General Everyday Printing** is selected, the following controls are available:

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Unspecified**
- **Print on both sides: No**
- **Pages per sheet: 1 page per sheet**

When options other than the defaults are selected, the **Save as...** and **Reset** buttons become active.

Click **Save As...** to create a custom printing shortcut.

Click **Reset** to change customized settings back to the default settings.

Paper sizes

The **Paper sizes** setting is a drop-down menu that lists all of the supported paper sizes. For detailed information on the supported paper sizes, see the user guide.

Paper source

The following options are available:

- **Automatically Select** (default)
- **Printer auto select**
- **Manual Feed in Tray 1**
- **Tray 1**
- **Tray 2**

Paper type

The **Paper type** setting is a drop-down menu that lists all of the supported paper types. For detailed information on the supported paper types, see the user guide.

Print on both sides

The following options are available:

- **No** (default)
- **Yes, flip over**
- **Yes, flip up**

Pages per sheet

The following options are available:

- **1 page per sheet** (default)
- **2 pages per sheet**
- **4 pages per sheet**
- **6 pages per sheet**
- **9 pages per sheet**
- **16 pages per sheet**

Envelopes

These settings are automatically selected:

- **Paper sizes: Envelope #10**
- **Paper source: Automatically Select**
- **Paper type: Envelope**

Cardstock Heavy

These settings are automatically selected:

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Unspecified**
- **Print on both sides: No**

Labels

These settings are automatically selected:

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Labels**

Transparencies

These settings are automatically selected:

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Monochrome Laser Transparency**

EcoSMART Settings

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Unspecified**
- **Print on both sides: Yes, flip over**
- **Pages per sheet: 1 page per sheet**

Booklet Printing

- **Paper sizes: Letter** (This setting changes according to country/region.)
- **Paper source: Automatically Select**
- **Paper type: Unspecified**
- **Booklet Layout: Left binding**

Create a custom printing shortcut

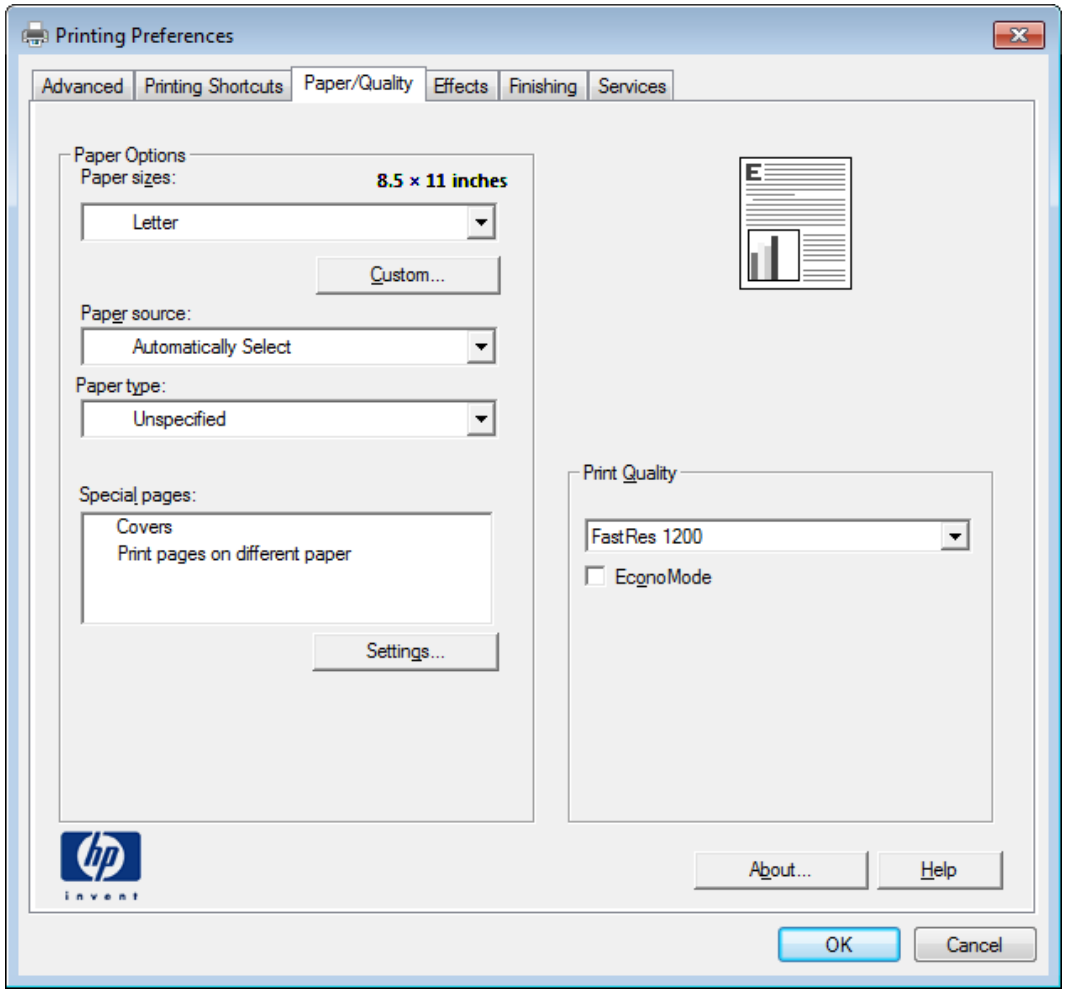
1. Select **General Everyday Printing** as a base.
2. Select the appropriate print settings on the **Printing Shortcuts** tab or use the settings on any of the **Printing Preferences** tabs.
3. On the **Printing Shortcuts** tab, click **Save As...**. The **Printing Shortcuts** dialog box appears.
4. Type a name for the custom printing shortcut, and then click the **OK** button. The custom printing shortcut appears in the **Printing Shortcuts** list.
5. To delete a custom printing shortcut, click the custom shortcut, and then click the **Delete** button.

Paper/Quality tab features

NOTE: The **Paper/Quality** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16,

Use the **Paper/Quality** tab to specify paper size, type, and source. You can also use this tab to specify different paper selections for the front cover, first page, other pages, last page, and back cover of the document. The following figure shows the **Paper/Quality** tab.

Figure 2-5 Paper/Quality tab



The **Paper/Quality** tab contains the following control sets:

- Paper Options
- Document preview image
- Print Quality

Paper Options

The settings specified in the **Paper Options** group box on the **Paper/Quality** tab apply to all of the pages of the document.

The settings in the **Paper Options** group box are described in the following order:

- Paper sizes
- Custom Paper Size
- Paper source
- Paper type

- Special pages

Paper sizes

The **Paper sizes** setting is a drop-down menu that lists all of the supported paper sizes.

When you move the mouse over the dimensions label, the mouse cursor changes from an arrow to a gloved hand. Click the dimensions label to toggle between English and metric units.

Because paper-size settings in most software programs override driver settings, it is generally best to use the driver to set paper size only when you are printing from software programs that do not include a paper-size setting, such as NotePad, or when you are producing a book or a booklet that does not require different paper sizes.

NOTE: Certain software programs can override the size command and specify different paper sizes within a single document.

When you change the print-driver setting to a paper size that is not currently loaded in the product, a control-panel message appears that prompts you to load the paper size or select another tray.

When the **Settings** under the **Special Pages** section have been changed, the **Paper sizes**, **Paper source**, and **Paper type** menus change also, offering a variety of options. For more information, see Special pages on page 30.

Custom Paper Size

The **Custom Paper Size** dialog box appears when you click **Custom...** on the **Paper/Quality** tab. The following figure shows the initial appearance of the **Custom Paper Size** dialog box.

NOTE: The HP LaserJet Pro 400 M401 Printer Series product supports custom paper sizes from 3 inches to 8.5 inches in width and 5 inches to 14 inches in length. To use this paper size, set the custom paper size to match the custom paper size that you are using.

Name

Use the **Name** text box to type a new name for a custom paper size. When you change the name to something other than **Custom**, the **Save** and **OK** buttons become active.

The name that appears in the **Name** text box depends on the following conditions:

- If a saved custom paper size has been selected from the drop-down menu on the **Paper/Quality** tab, then the **Name** text box shows the name of the selected custom paper size.
- If a standard paper size has been selected on the **Paper/Quality** tab, then the **Name** text box shows the default name of **Custom** .
- If a new name has been typed into the **Name** text box for the purpose of saving a new size or renaming an existing size, then that new name will remain in the text box until the new size is saved or the dialog box is closed.

If you type a new name into the **Name** text box, but then do not click **Save**, you can change the width and height values without losing the name. However, if you close the dialog box without clicking **Save**, any unsaved name or size values are lost without warning.

Paper size

The width and height values can be changed by typing numeric strings into the edit boxes in the **Paper Size** group box.

Any entry that is greater than the maximum limits of the width and height control is rounded down to the maximum valid entry, while any entry that is smaller than the minimum limits of the width and height control is rounded up to the minimum valid entry.

If units are in millimeters, the custom paper-size range minimum is the limit rounded up to the nearest whole millimeter. The custom paper-size range maximum is the limit rounded down to the nearest whole millimeter. Any non-numerical entry reverts to the minimum value. Width and height entries are validated when the focus has changed.

The resolution of each control is 1 millimeter or 1/10 of an inch, depending on the current measurement units.

NOTE: If the paper size is not physically supported by the product, the driver will scale the page data down to a size that will fit on a letter size paper.

Units

To change measurement units, click one of the options in the **Units** group box (either **Inches** or **Millimeters**).

Custom width and height control limits

The minimum paper size for the product is 76 x 127 mm (3 x 5 in) and the maximum is 215.90 x 355.60 mm (8.50 x 14.00 in).

Paper source

The **Paper source** setting specifies the source tray to use for printing a document. The list of source trays depends on the product accessories that are installed. Any optional source trays that are installed through the **Device Settings** tab also appear here.

The **Paper source** drop-down menu can contain the following options, depending on what has been installed on the product:

- **Automatically select**
- **Printer auto select**
- **Manual Feed in Tray 1**
- **Tray 1**
- **Tray 2**

The default setting is **Automatically Select**. When this setting is selected, the product uses the source tray that supports the paper size that you have selected. If you select a source tray other than **Automatically select**, make sure that the correct paper size is loaded in the source tray.

Paper type

The **Paper type** drop-down menu shows the first few paper types that the product supports and an entry for **More**. Clicking **More** opens the **Type Is** dialog box. Click the **+** next to **Type Is** and its subcategories to view all of the paper types that the product supports. For detailed information on the supported paper types, see the user guide.

The default setting is **Unspecified**.

No mechanism exists for manually adding custom paper types through the driver. Use HP Web Jetadmin to add custom paper types. Custom types can be added only by using bidirectional communication, so they must already exist in the product when the bidirectional query occurs. If bidirectional communication is enabled, then an updated list of paper types is returned. If bidirectional communication is not enabled, then the driver looks for custom paper types that have been saved from a previous bidirectional communication query, and uses those. Otherwise, no custom paper types are available through the driver.

NOTE: To download a current version of HP Web Jetamin and for the latest list of supported host systems, go to the following Web site:

www.hp.com/go/webjetadmin

If you select a setting other than the default, make sure that the correct paper type is loaded in the tray that you selected in the **Paper source** setting.

When you change the print-driver setting to a paper type that is not currently loaded in the product, a control-panel message appears that prompts you to load the paper type or select another tray.

Special pages

To specify special pages to be used, click the **Settings** button under the **Special Pages** list.

Covers

To use specific cover settings, click the **Covers** item in the **Special Pages** list.

Use the **Covers** options to include a blank or preprinted cover on a document, or to include a front/back cover from a source tray that is different from the one used for the remainder of the document.

The following are the **Covers** options:

- **Add a blank or preprinted cover:** Select which cover is customized: **Front**, **Back**, or **Both**.
- **Paper source:** The **Paper source** setting specifies the source tray to use for adding a front and/or back cover to the document. The list of source trays depends on the accessories that are installed. Any optional trays that are installed through the **Device Settings** tab also appear here.
- **Paper type:** The **Paper type** setting specifies the paper size to use for front and/or back covers. Changes made to the **Paper type** setting here override any previous **Paper type** settings using the same paper source.

NOTE: The same size of paper will be used for the entire print job.

When you change the type and source of the paper and covers, the settings remain configured until you close the software program.

Print pages on different paper

Use the **Print pages on different paper** options to select an alternative paper type or source for the first, last, or other pages of a document.

The following are the **Print pages on different paper** options:

- **Pages in document.** Select which pages are customized: the **First** page, the **Last** page, or specify a page range with the **Pages** option.
- **Paper source:** The **Paper source** setting specifies the source tray to use for printing a document. The list of source trays depends on the accessories that are installed. Any optional trays that are installed through the **Device Settings** tab also appear here.
- **Paper type:** The **Paper type** drop-down menu shows all of the paper types that the HP LaserJet Pro 400 M401 Printer Series supports.

NOTE: The same type of paper is used for the entire print job.

When you change the type and source of the paper and covers, the settings remain configured until you close the software program.

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Print Quality

The **Print Quality** group box contains the following control:

- Print Quality drop down menu
- EconoMode

Print Quality drop down menu

Use this control to select print quality. ImageREt settings precisely control colors by combining up to 4 colors and varying the amount of toner in a given area to create many smooth colors, sharp images, and crisp text.

The **Print Quality** drop-down menu contains the following resolution options.

- **600 dpi**
- **FastRes 1200** (the default setting)
- **ProRes 1200 (180 lpi)**
- **ProRes 1200 (132 lpi)**

EconoMode

Select the **EconoMode** check box to enable this feature. When this feature is turned on, the product uses less toner on each page, extending the life of the toner cartridge and reducing the cost per page. Because less toner is used on each page, the print quality is also reduced.

The default setting for the **EconoMode** option is off (not selected).

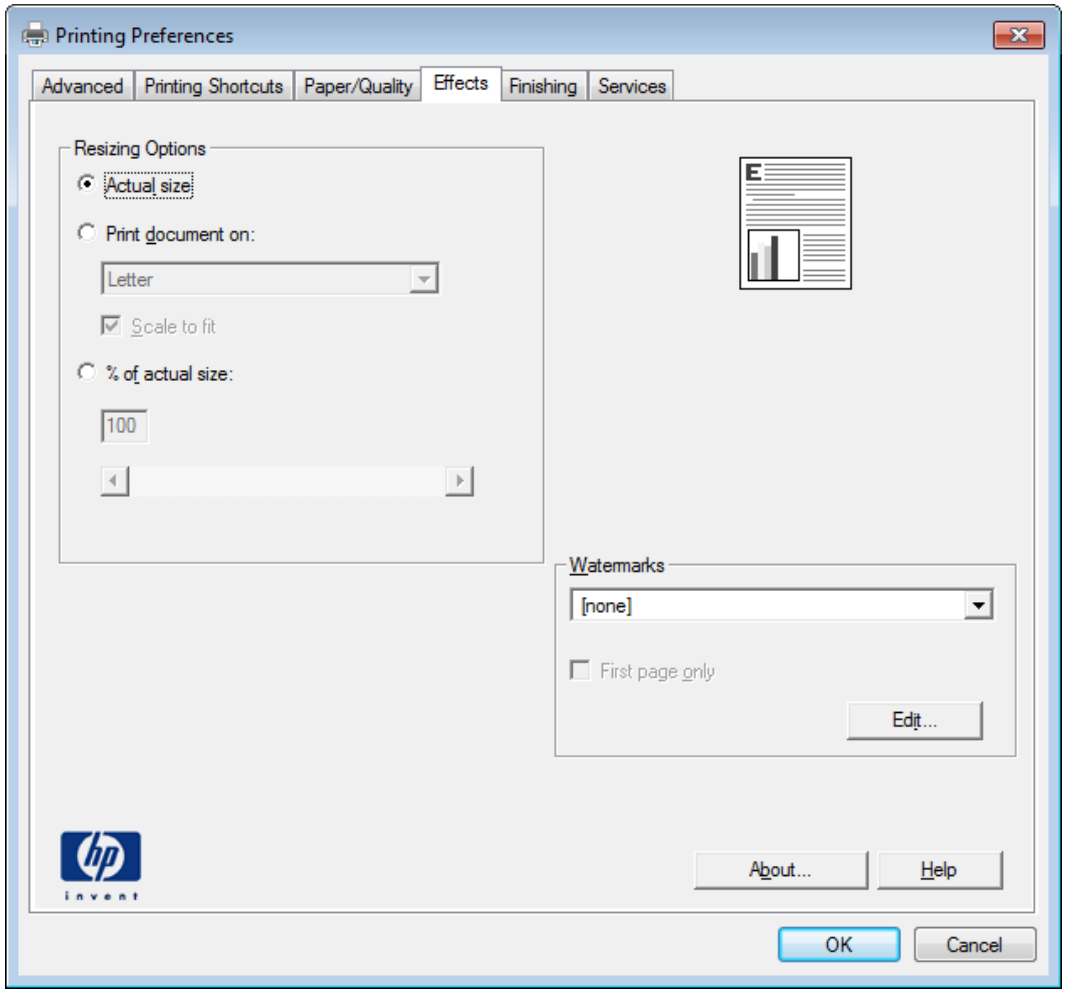
NOTE: HP does not recommend the full-time use of **EconoMode**. If **EconoMode** is used full-time, the toner supply might outlast the mechanical parts in the toner cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the toner cartridge.

Effects tab features

NOTE: The **Effects** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16,

Use the **Effects** tab to create unique paper effects such as scaling and watermarks. The following figure shows the **Effects** tab.

Figure 2-6 Effects tab



The **Effects** tab contains the following controls:

- Resizing Options
- Document preview image
- Watermarks

Resizing Options

The **Resizing Options** group box consists of the following controls:

- **Actual size** (default)
- **Print document on**
- **Scale to fit**
- **% of actual size**

Actual size

Actual size is the default setting. It prints the document without changing the document size.

Print document on

Click the **Print document on** option to format the document for one paper size and then print the document on a different paper size, with or without scaling the image to fit the new paper size.

The **Print document on** control is disabled by either of the following conditions:

- The **% of actual size** value is not 100.
- The **Pages per sheet** value (on the **Finishing** tab) is not 1.

When **Print Document On** is selected, the drop-down menu shows the paper sizes on which you can print. The list contains all of the standard paper sizes that the selected paper source supports and any custom sizes that you have created. When **Print document on** is selected, **Scale to fit** is automatically selected. Clear this check box if you do not want your document reduced or enlarged to fit on the selected paper.

Scale to fit

The **Scale to fit** option box specifies whether each formatted document page image is scaled to fit the target paper size. By default, **Scale to fit** is selected when **Print document on** is selected. If the setting is turned off, then the document page images will not be scaled, and are instead centered at full size on the target paper. If the document size is larger than the target paper size, then the document image is clipped. If it is smaller, then it is centered within the target paper.

When the size for which the document is formatted (that is, the logical size) differs from the target size, the preview image uses a dashed gray line to show the boundaries of the logical page in relation to the target paper size.

% of actual size

The **% of actual size** option provides a slider bar and input box to use for scaling the percentage setting. The default setting in the entry box is 100% of actual size. Actual size is defined as the paper size that is selected within the driver or what the driver receives from the software program (if the software program does not negotiate the paper size with the driver). The driver scales the page by the appropriate factor and sends it to the product.

The limits of the range are from 25% to 400%, and any values outside the range are adjusted to those limits as soon as the focus is removed from the control (that is, when the Tab key is pressed or another control is selected).

Any change to the scale also changes the page preview, which increases or decreases from the upper-left corner of the preview.

The slider bar controls the scale directly. The value in the edit box changes as the slider-bar indicator is dragged, and the document preview image is updated to the new image scale. Each click on the arrows increases or decreases the scale by 1%. Each click on the slider bar affects the scale by 10%.

You cannot achieve an exact value by dragging the slider-bar indicator. Instead, either use the slider-bar indicator to approximate the value that you want and then use the arrows to refine the value, or type the value into the entry box.

The following settings disable **% of actual size**:

- **Print document on** (on the **Effects** tab) is selected
- **Pages per sheet** (on the **Finishing** tab) is not 1

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following Printing Preferences driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Watermarks

Use the **Watermarks** feature to select a watermark, create a new watermark (text only), or edit an existing watermark. The following watermarks are preset in the driver:

- **(none)**
- **[Username]**
- **Confidential**
- **Draft**
- **SAMPLE**

The Watermarks feature can be configured using the Driver Configuration Utility.

If the **[Username]** watermark is selected, the driver will use the network username of the logged in user for the watermark.

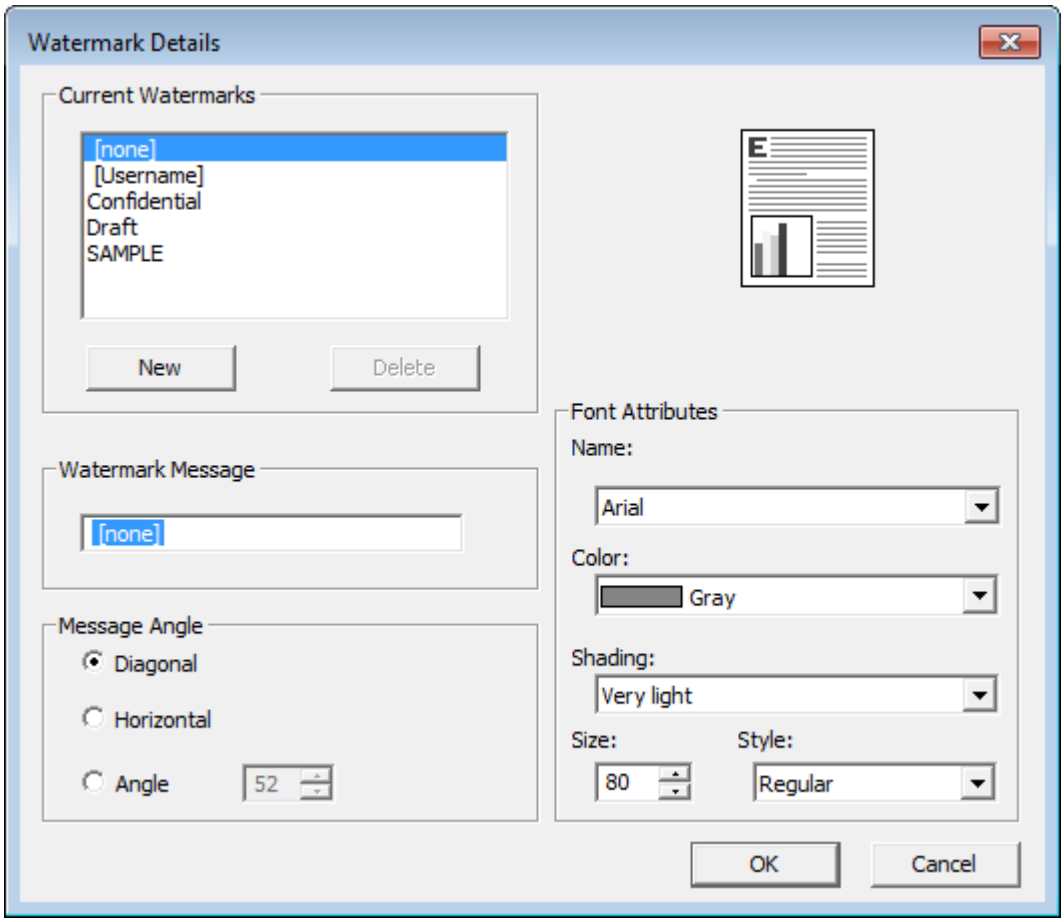
The drop-down menu shows alphabetically sorted watermarks that are currently available on the system, plus the string "(none)," which indicates that no watermark is selected. This is the default setting. Any watermark that is selected from this list appears in the preview image.

When the **First page only** check box is selected, the watermark is printed only on the first page of the document. The **First page only** check box is disabled when the current watermark selection is "(none)."

Watermarks are applied to logical pages. For example, when **Pages per sheet** is set to "4" and **First page only** is turned off, four watermarks appear on the physical page (one on each logical page).

Click **Edit**, and the **Watermark Details** dialog box appears.

Figure 2-7 Watermark Details dialog box



The dialog box shows a preview image and provides options for creating a new watermark and controlling the message angle and font attributes.

Click **OK** to accept all of the changes that are made in the **Watermark Details** dialog box. However, clicking **Cancel** does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

Current Watermarks

The **Current Watermarks** group box contains a list of available watermarks, both predefined watermarks that are available in the driver and any new watermarks that you have created.

To create a new watermark, click **New**. The new watermark appears in the **Current Watermarks** list and in the **Watermark Message** edit box as "**Untitled**" until you name it. The name that you type in the **Watermark Message** field appears in the **Current Watermarks** group box in the **Watermark Details** dialog box and in the **Watermarks** group box on the **Effects** tab.

To name the new watermark, type the selected watermark text in the **Watermark Message** edit box.

To delete a watermark, select the watermark in the **Current Watermarks** list, and then click **Delete**. A warning appears asking whether you are sure you want to delete the selected item. Click **Cancel** if you want to keep the watermark. Click **OK** to delete the selected watermark.

NOTE: You can have no more that 30 watermarks in the **Current Watermarks** list at one time. When you reach the limit of 30 watermarks, the **New** button is disabled.

To edit an existing watermark, select the watermark in the **Current Watermarks** list. If you change the **Watermark Message** for that watermark, you are, in effect, creating a new watermark.

Watermark Message

The **Watermark Message** is also the name that identifies the watermark in the **Current Watermarks** list, except when more than one watermark has the same message. For example, you might want several different watermarks with the message DRAFT, each with a different typeface or font size. When this occurs, the string is appended with a space, a pound sign, and a number (for example, **Draft #2**). When a number is added, the number two is used first, but if the resulting name is also in the list, then the number increases until the name is unique (**Draft #3**, **Draft #4**, and so on).

Message Angle

Use the controls in the **Message Angle** group box to print the watermark in different orientations on the page. All settings center the watermark string within the page; the selection of a particular setting affects only the angle of the string placement. The following settings are available:

- **Diagonal**. This is the default setting. Select this setting to place the text along a line that spans the lower-left to upper-right corners of the page.
- **Horizontal**. Select this setting to place the text along a line that spans the mid-left and mid-right edges of the page.
- **Angle**. Select this setting to place the text at the specified angle across the page. Use the numeric spin box to select the angle.

Font Attributes

Use the controls in the **Font Attributes** group box to change the font and the shading, size, and style of the font.

The **Font Attributes** group box contains the following controls:

- **Name**

  The **Name** drop-down menu lists fonts that are currently installed on the system. The default is language-dependent.

- **Color**

  The **Color** drop-down menu contains the following selections:

  - **Gray**

- **Shading**

  The default **Shading** setting for new and preset watermarks is **Very light**. The following range of shades is available from the **Shading** drop-down menu:

  - **Lightest**
  - **Very light** (default)
  - **Light**
  - **Medium light**
  - **Medium**
  - **Medium dark**
  - **Dark**
  - **Very dark**
  - **Darkest**

  These values represent the intensity of the gray that is used. Select **Light** to produce a lightly saturated gray watermark. Select **Lightest** to produce the lightest shade of watermark. Select **Darkest** to produce a black watermark.

- **Size**

  Font sizes from 1 to 999 points are available from the **Size** menu. The default point size is language-dependent.

- **Style**

  The following settings are available:

  - **Regular**
  - **Bold**
  - **Italic**
  - **Bold Italic**

    The default **Style** setting for new and preset watermarks is **Regular**.

Default watermark settings

The following table shows **Font Attribute** settings for new and preset watermarks.

Table 2-1 Font Attribute settings for new and preset watermarks

Setting	New watermark	Preset watermark
Name	**Arial**	Varies by language
Color	**Gray**	**Gray**
Shading	**Very light**	**Very light**

Table 2-1 Font Attribute settings for new and preset watermarks (continued)

Setting	New watermark	Preset watermark
Size	**80**	Varies by language
Style	**Regular**	**Regular**

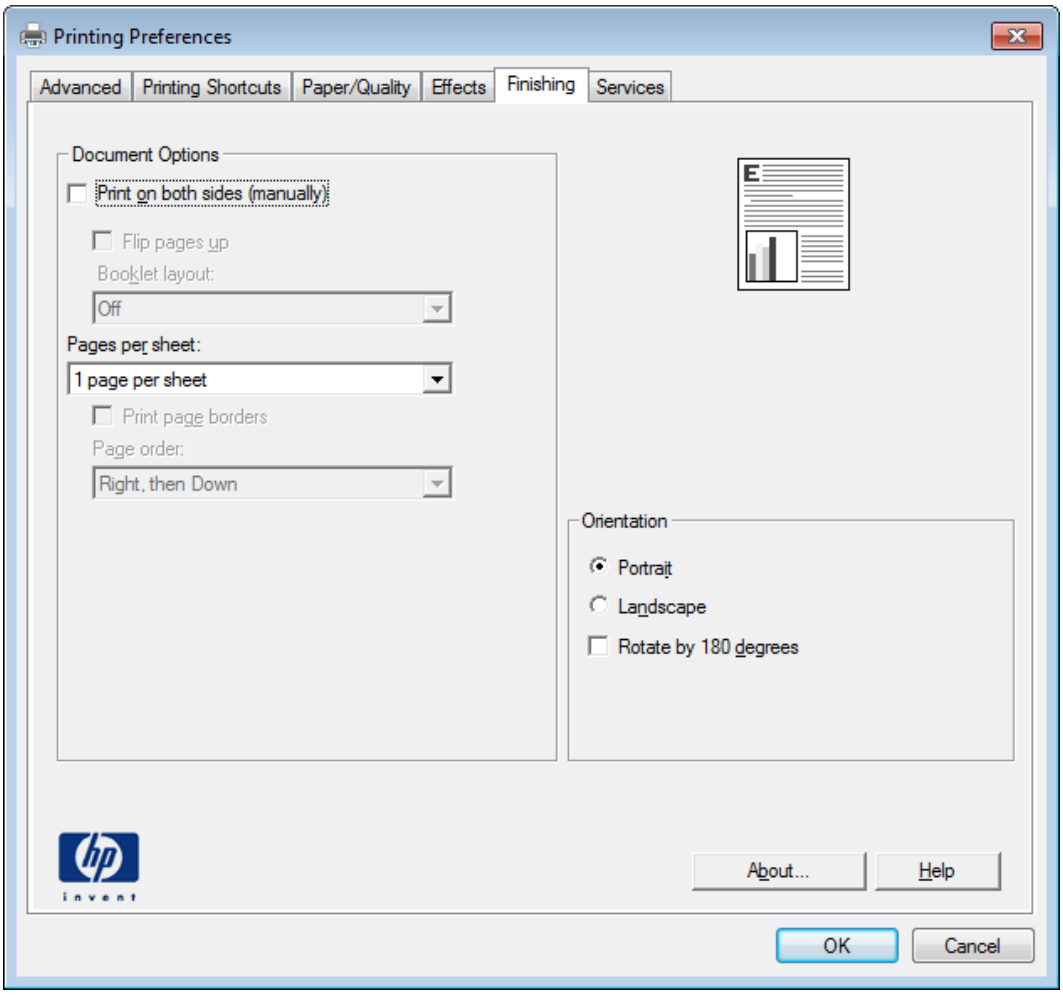
Click the **OK** button to accept all of the changes that have been made in the **Watermark Details** dialog box. Clicking the **Cancel** button does not cancel all of the changes. If you make changes to a watermark and then select a different watermark or click **New**, all of the changes are saved, and only the current, unsaved changes can be canceled.

Finishing tab features

NOTE: The **Finishing** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16.

Use the **Finishing** tab to print booklets and control the paper output. The following figure shows the **Finishing** tab.

Figure 2-8 Finishing tab



The **Finishing** tab contains the following controls:

- Document Options
- Document preview image
- Orientation

Document Options

The **Document Options** group box contains the following controls:

- Print on both sides
- Flip pages up
- Booklet layout
- Pages per sheet
- Print page borders
- Page order

Print on both sides

NOTE: For models that do not have the automatic duplexing feature, this feature appears as **Print on both sides (manually)**.

The default setting for the **Print on both sides** option is off (not selected).

Print on both sides is available when the following conditions exist:

- **Paper type** on the **Paper/Quality** tab is set to any paper type **except for** the following types:
  - Labels
  - Laser Transparency
  - Envelope
  - Opaque Film
- **Paper sizes** is set to any paper size **except for** the following sizes:
  - Envelope #10
  - Double Japan Postcard Rotated
  - Envelope Monarch
  - Envelope B5
  - Envelope C5
  - Envelope DL

Select the **Print on Both Sides** check box to print on the second side of the paper.

NOTE: To make the **Print on Both Sides** check box available in the document options, set the **Duplex Unit (for 2–sided printing)** setting to **Installed** on the **Device Settings** tab in the print-driver **Properties** tab set.

Cardstock paper can be manually printed on the second side. Transparencies and labels should never be printed on the second side.

To print a multiple-page document, follow these steps:

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Finishing** tab.
4. Select the **Print on Both Sides** check box.
5. Click the **OK** button, and then click the **Print** button.

Flip pages up

Use the **Flip pages up** check box to specify the duplex-binding option. By default, the **Flip pages up** check box is not available. It is available only when **Print on both sides** is selected. The following table demonstrates the results of selecting this check box, depending on the paper orientation selected on the **Finishing** tab.

Table 2-2 Page orientation

Orientation (Finishing tab)	Flip Pages Up selected	Flip Pages Up not selected
Portrait	Short-edge binding	Long-edge binding
Landscape	Long-edge binding	Short-edge binding

When **Print on both sides** is selected, the document preview image changes to show a spiral binding along either the left edge or the top edge of the page. In addition, a folded-over corner appears in the lower-right portion of the preview image, indicating that printing occurs on the back side. An arrow on the folded-over corner points in the direction that the pages would be flipped if they were bound together.

Short-side binding is for print jobs with pages that read by flipping over like the pages of a calendar. Long-side binding is for print jobs with pages that read by turning like the pages of a book.

Booklet layout

The **Booklet layout** drop-down menu, visible when **Print on both sides** is selected, offers choices that are based on the current paper size. The default setting for the **Booklet Printing** drop-down menu is **Off**. The other settings have the following format, where **[paper size]** depends on the paper size that is set on the **Paper/Quality** tab:

- **Left binding**
- **Right binding**

When you select **Left binding** or **Right binding**, the document preview image changes to show the location of the binding. If the **Pages per sheet** setting is on the default setting of 1, it automatically changes to **2 pages per sheet**. If you change the **Pages per sheet** setting manually to 4, 6, 9, or 16 pages per sheet, the booklet setting is disabled. See Pages per sheet on page 42 for more information.

Book and Booklet Printing

The HP LaserJet Pro 400 M401 Printer Series supports book and booklet printing.

A book is a print job consisting of at least two pages. It can have a different paper type for the front cover, first page, other pages, last page, or back cover. Use the **Covers** and **Print pages on different paper** settings on the **Paper/Quality** tab to select different paper for the front cover, first page, other pages, and back cover. For more information, see Paper/Quality tab features on page 26.

A booklet is a print job that places two pages on each side of a sheet that can then be folded into a booklet that is half the size of the paper. Use the **Booklet layout** drop-down menu on the **Finishing** tab to control booklet settings.

Print a booklet

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Finishing** tab.
4. Click the **Print on Both Sides** check box.
5. In the **Booklet Printing** drop-down list, select a binding option. The **Pages Per Sheet** option automatically changes to **2 Pages Per Sheet**.

Pages per sheet

Use the **Pages per sheet** option to select the number of pages that you want to print on a single sheet of paper. If you choose to print more than one page per sheet, the pages appear smaller and are arranged on the sheet in the order that they would otherwise be printed. The **Pages per sheet** drop-down menu provides six settings:

- **1 page per sheet** (this is the default)
- **2 pages per sheet**
- **4 pages per sheet**
- **6 pages per sheet**
- **9 pages per sheet**
- **16 pages per sheet**

NOTE: When you select an option other than **2 pages per sheet**, booklet printing is unavailable.

Related controls indented beneath **Pages per Sheet** are **Print page borders** and **Page order**, which become active when **Pages per sheet** is greater than 1.

Print page borders

Print page borders sets a line around each page image on a printed sheet to help visually define the borders of each logical page.

Page order

The **Page order** drop-down menu contains four selections:

- **Right, then Down**
- **Down, then Right**
- **Left, then Down**
- **Down, then Left**

Document preview image

The document preview image is a line-drawn image of a page that represents graphics and text. The document preview image is always oriented so that the contents of the page are right-side-up. The document preview image appears in the upper-right corner of the following **Printing Preferences** driver tabs:

- **Printing Shortcuts**
- **Paper/Quality**
- **Effects**
- **Finishing**

Switching between tabs does not change the location or appearance of the document preview image. When you move the mouse over the document preview image, the mouse cursor changes from an arrow to a gloved hand. You can toggle between portrait and landscape page orientation by clicking the image.

Orientation

Orientation refers to the layout of the image on the page, and does not affect the way that paper feeds into the product. You can specify the orientation of the print job. The three available orientations are portrait, landscape, and rotated. The default orientation is **Portrait**.

NOTE: Nearly all software programs establish the orientation for the printed page, so the page orientation in the driver is useful only for the few software programs that do not set an orientation.

The **Orientation** group box contains the following options:

- **Portrait**. The top edge of the document is the shorter edge of the paper.
- **Landscape**. The top edge of the document is the longer edge of the paper.
- **Rotate by 180 degrees**. This creates a landscape or portrait orientation in which the image is rotated 180°. This setting is useful for printing prepunched paper.

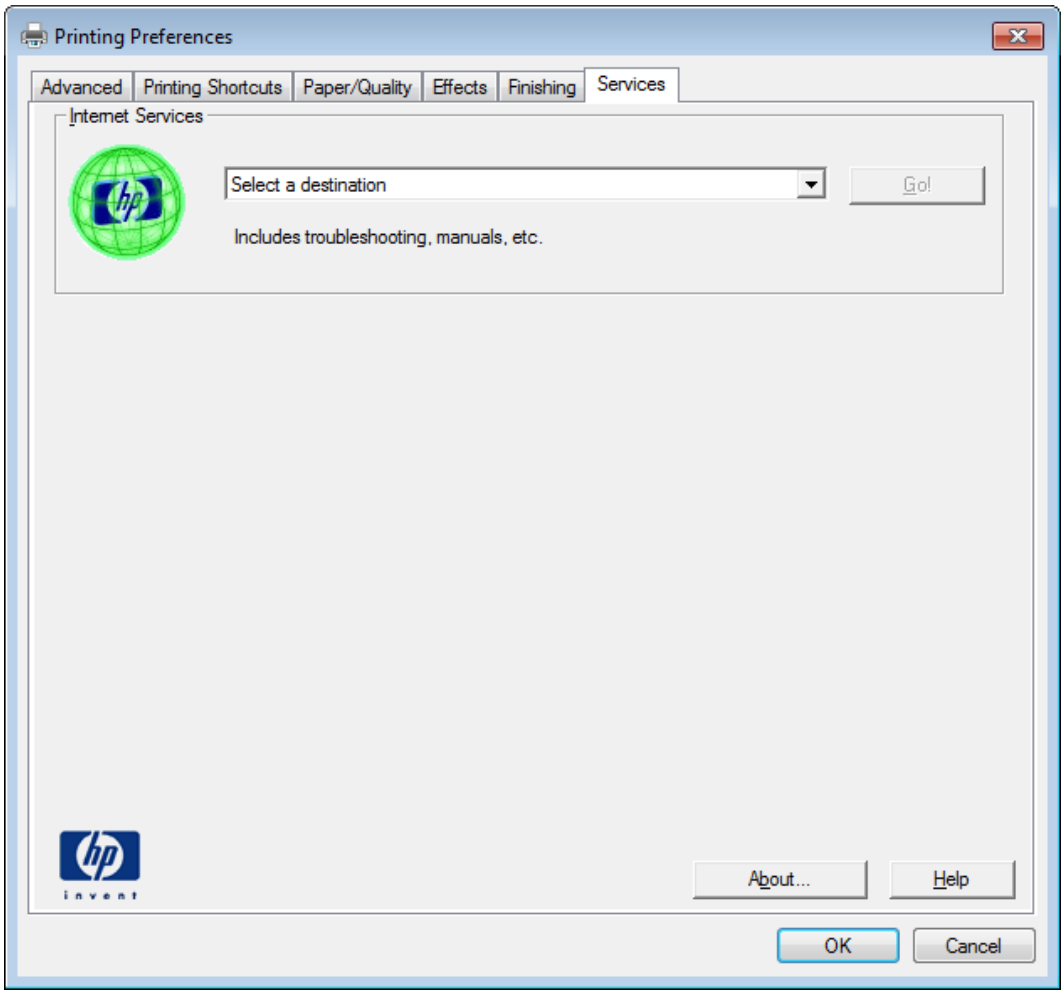
You can toggle orientation between portrait and landscape by clicking the document preview image. If you select the **Rotate by 180 degrees** check box, no change occurs in the document preview image.

Services tab features

NOTE: The **Services** tab is located on the **Printing Preferences** tab set. For information about how to access these tabs, see Printing Preferences driver tabs on page 16.

The **Services** tab is shown in the following figure.

Figure 2-9 Services tab



The **Services** tab contains the following group:

- Internet Services

Internet Services

The **Internet Services** group box contains the **Select a destination** drop-down menu with the following selections:

- **Online diagnostic tools**. Download diagnostic tools
- **Support and troubleshooting**. This is the main Web site for HP LaserJet Pro 400 M401 Printer Series product support.
- **Product manuals**. View or download product manuals.

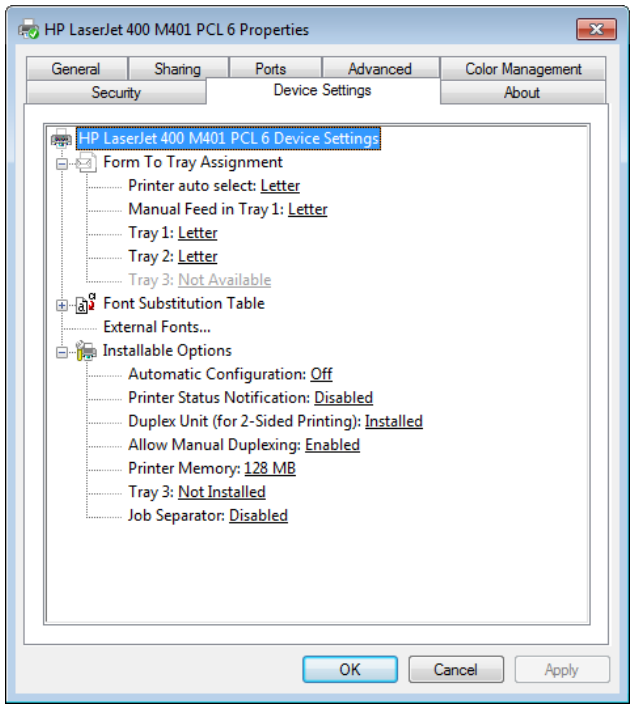
If you have Internet access, select any of these items and click **Go!** to open the corresponding HP Web page.

Device Settings tab features

NOTE: The **Device Settings** tab is located on the **Printer Properties** tab set. For information about how to access these tabs, see Printer Properties driver tabs on page 17,

Available options depend on the feature. The following figure shows the **Device Settings** tab.

Figure 2-10 Device Settings tab



The **Device Settings** tab contains controls for paper-handling devices and controls for managing the product.

The **Device Settings** tab contains the following controls:

- Form to Tray Assignment
- Font Substitution Table
- Installable Options

Form to Tray Assignment

A network administrator can use **Form to Tray Assignment** to specify the paper size in each input tray.

The product supports more than one source of paper. You can assign a form (which defines the paper size and margins) to each paper source. When a form is matched to a source, you can select the form when you print. The product prints from the tray to which that form is assigned.

Network administrators can use the **Form to Tray Assignment** setting to specify, in the driver, the paper size that is loaded into each available input tray. The use of forms constrains the choices that are available in the paper-size list on the **Paper/Quality** tab in the **Printing Preferences** driver tabs. This constraint prevents (or reduces the likelihood of) tying up the product with paper-mount messages that occur when users request sizes or types that are not available.

The trays listed in the **Form to Tray Assignment** setting include standard trays and optional accessory trays. Generally, items that are installed separately have a separate **Installable Options** setting.

The input trays listed here are also listed as paper sources on the **Paper/Quality** tab.

Configuring the trays

1. Select the appropriate tray in the **Form to Tray Assignment** list.
2. Use the drop-down menu to select the paper size (or form) that is loaded in that tray.
3. Repeat steps 1 and 2 for the remaining trays.
4. Click the **OK** button to enable your settings, or, if necessary, click the **Cancel** button to reconfigure all the trays, and remove the size and type constraints that have been imposed on the **Paper/Quality** tab.

Font Substitution Table

Use the **Font Substitution Table** settings to change the TrueType to printer font mapping and to install and remove external fonts for the product through the **External Fonts** option. External fonts can be soft fonts or DIMM fonts.

Click the **Font Substitution Table** option to open a list of fonts. Use the settings to change the TrueType-to-product font mappings.

External Fonts

Use the **External Fonts** option to install and remove external fonts for the product. External fonts can be soft fonts or DIMM fonts.

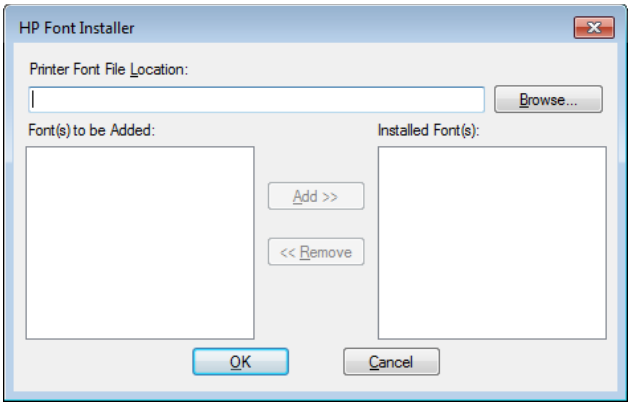
Click the **External Fonts** option to make the **Properties** button available. Click the **Properties** button to open the **HP Font Installer** dialog box.

Installing external fonts

Follow these steps to install external fonts.

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the name of the product.
3. Click **Properties** or **Printer Properties**.
4. Click the **Device Settings** tab.
5. Click the **External Fonts** option. The **Properties** button appears.
6. Click **Properties**. The **HP Font Installer** dialog box appears.

Figure 2-11 HP Font Installer dialog box



7. Type the name and path of the font metric file in the **Printer Font File Location** text box, or click **Browse** to locate the file on the computer. The font file names appear in the **Font(s) to be Added** window.
8. Select the fonts that you want to add, and then click **Add**. The fonts are installed and the file names appear in the **Installed Font(s)** window.
9. Click **OK** to close the **HP Font Installer** dialog box.

Removing external fonts

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the name of the product.
3. Click **Properties** or **Printer Properties**.
4. Click the **Device Settings** tab.
5. Click the **External Fonts** option. The **Properties** button appears.
6. Click **Properties**. The **HP Font Installer** dialog box appears. The external fonts that are installed appear in the **Installed Fonts** window.
7. Select the fonts that you want to remove, and then click **Remove**. The fonts are removed.
8. Click **OK** to close the **HP Font Installer** dialog box.

Installable Options

Items under **Installable Options** are automatically populated and their default settings are set when the driver is installed.

The product has printing options that you can install and configure in this section. The following controls are available:

- Automatic Configuration
- Printer Status Notification
- Duplex Unit (for 2-Sided Printing)
- Allow Manual Duplexing
- Printer Memory
- Tray 3
- Job Separator

Automatic Configuration

Use the **Device Settings** tab to tell the driver about the hardware configuration of the product. If bidirectional communication is enabled in a supported environment, update this tab by selecting the **Update Now** setting in the **Automatic Configuration** setting. The default setting is **Off**. After an automatic configuration, the setting returns to **Off** after the changes are made.

If your environment does not support bidirectional communication, the **Update Now** setting is unavailable, so you must manually configure the options on this tab.

If you have more than one driver installed for the product (for example, the default HP PCL 6 print driver and the HP PCL 5 Universal Print Driver), the Update Now feature works automatically only on the driver on which it is activated. The other driver will not be updated, and might show the default setting for the specific product model.

Printer Status Notification

When enabled, this option displays a small status-notification window in the lower-right corner of the screen. This window is visible while printing a document or while viewing the print driver settings. It provides information about the status of the document being printed as well as information about the printer, including the current status of the printer supplies.

Duplex Unit (for 2-Sided Printing)

Set the **Duplex Unit (for 2-Sided Printing)** item to installed to print on both sides of any supported size and most types of paper (except transparencies, envelopes, and labels). To use this feature, you must reinsert the paper stack into the input tray to print the second side. The product pauses while you make this adjustment.

This setting is enabled by default.

Allow Manual Duplexing

Set the **Allow Manual Duplexing** item to **Enabled** for product models that do not include the automatic duplexing feature (HP LaserJet Pro 400 M401a Printer and HP LaserJet Pro 400 M401n Printer).

Printer Memory

Specifies the amount of memory in the product.

Tray 3

Set the **Tray 3** item to **Installed** if you have optional Tray 3 attached to the product.

Job Separator

Use this control to specify whether a print job identifier page should be printed between print jobs.

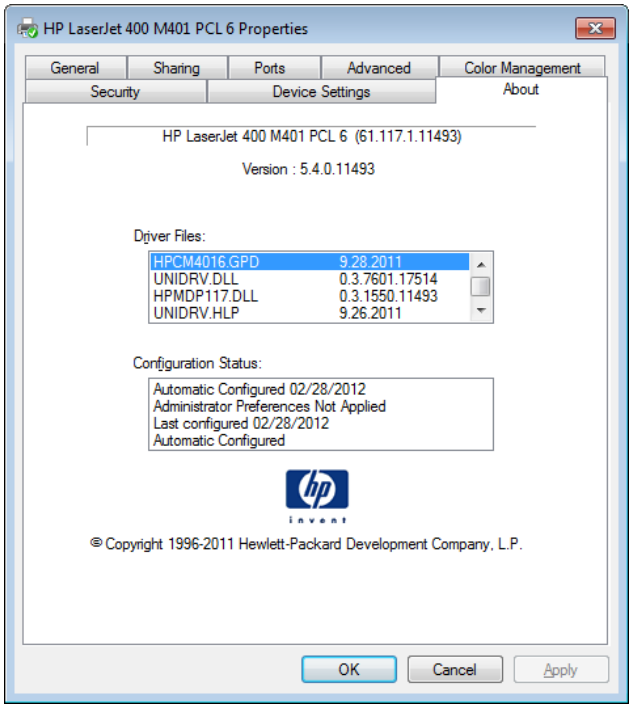
This setting is disabled by default.

About tab features

NOTE: The **About** tab is located on the **Printer Properties** tab set. For information about how to access these tabs, see Printer Properties driver tabs on page 17.

The **About** tab provides detailed information about driver component versions. It contains an overall build version number (in parentheses after the model name) together with specific information about each of the components. The information varies according to the product model number, driver, date, and versions. The **About** tab is shown in the following figure.

Figure 2-12 About tab



The **About** tab lists driver installation file names and their version numbers. The **About** tab also indicates whether the driver was autoconfigured, whether administrator preferences were set, the date the driver was last configured, and whether the configuration is autoconfigured or user-configured.

The **About** button is also available on most driver screens. The **About** button provides a driver version number and creation date.

Driver configuration for Windows

The HP print drivers feature bidirectional communication technology which, in supported environments, provide automatic discovery and driver configuration for product accessories at the time of installation.

Some accessories that are automatically discovered and configured include the duplexing unit, optional paper trays, printer hard disk, and dual inline memory modules (DIMMs).

Driver autoconfiguration

Automatic discovery and driver configuration through bidirectional communication occurs in the following circumstances:

- When a print driver is installed by using the installer
- When using the Update Now feature for a driver that is already installed

However, as shown in the following table, driver autoconfiguration and Update Now are *not* available in Windows XP, Windows Server 2003, Windows Server 2008 and 2008 R2, Windows Vista, or Windows 7 operating systems over a direct connection when the product is installed by using the Add Printer Wizard.

Table 2-3 Automatic discovery and driver configuration through bidirectional communication[1]

Connection type	Add Printer Wizard install	Common installer
Network	Yes	Yes
Direct connection	No	Yes

[1] The table applies to Windows XP, Windows Server 2003, Windows Server 2008 and 2008 R2, Windows Vista, and Windows 7.

Bidirectional communication

In environments that support bidirectional communication, the computer communicates with the product during installation, determines the physical configuration, and then configures the driver accordingly.

Bidirectional communication is the capability of the product to respond to data inquiries from the computer and report information back, such as what type of print paper is available or what accessories are connected to the product. Bidirectional communication depends on the network operating system and on the type of connection that exists between the computer and the product. If the connection does not have this capability (that is, if it has no bidirectional mode), it can only accept commands from the host and cannot report information back to the host computer.

Enterprise AutoConfiguration

Enterprise AutoConfiguration (EAC) uses bidirectional communication to provide autoconfiguration functionality for installation of the print driver over a network, whether you use the installer on the printing-system software CD or the Add Printer Wizard to install the driver. Driver installation that includes EAC is configured with the same settings as the physical configuration of the product. Configuration occurs without user interaction.

If bidirectional-communication software has been installed previously, EAC is not activated, and the pre-existing bidirectional-communication software is used to configure the print driver.

If bidirectional communication software has not been installed, EAC installs bidirectional-communication software that allows it to communicate with the product and automatically match the print driver with the actual product configuration. EAC is activated during installation of the driver or whenever the Update Now feature is used.

If the product configuration changes after installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication by using the Update Now feature. For more information, see Update Now on page 53.

The following tables show the availability of EAC for various operating systems and network environments that support bidirectional communication.

Table 2-4 EAC availability in Microsoft Windows and Microsoft Share

Method	Connection type			Microsoft Share[1]		
				2000	XP	2000/XP host with 2000/XP client/ Windows Server 2008 and 2008 R2/Windows Vista
		USB				
	Network	Jetdirect	TCP/IP	x	x	x
			IPX/SPX	x	x	x
		Standard	TCP/IP (HP)	x	x	x
			TCP/IP (MS)	x	x	x
			IPX/SPX (HP)	x	x	x
Add Printer	Direct connect	Parallel				
		USB				
	Network	Jetdirect	TCP/IP	x	x	x
			IPX/SPX	x	x	x
		Standard	TCP/IP (HP)	x	x	x
			TCP/IP (MS)	x	x	x
			IPX/SPX (HP)	x	x	x

[1] This column represents the following Microsoft Share configurations: Windows 2000, Windows XP, Windows Server 2003, Windows Server 2008, or Windows Vista host with Windows 2000, Windows XP, Windows Server 2003, Windows Server 2008, or Windows Vista client.

Table 2-5 EAC availability in Novell Netware environments

Method	Connection type			Novell		
				Netware 4.x		Netware 5.x
				Bindery queue	NDS queue	Bindery queue
		USB				
	Network	Jetdirect	TCP/IP	x	x	x
			IPX/SPX			
		Standard	TCP/IP (HP)			
			TCP/IP (MS[1])			
			IPX/SPX (HP)			

[1] Bidirectional functionality is supported only with the client software from Novell. It is not supported with Microsoft Client Service for NetWare.

Update Now

If you have modified the configuration of the HP LaserJet Pro 400 M401 Printer Series product since installation, the driver can be automatically updated with the new configuration in environments that support bidirectional communication. Use the Update Now feature to automatically reflect the new configuration in the driver.

For example, if the product is installed and an optional paper-handling accessory is added later, use the Update Now feature to query the product and update the settings to match the new product configuration.

The feature automatically updates the registry and changes the configuration information that appears on the **Device Settings** tab.

NOTE: Depending on which settings were updated, the Update Now feature might change the configuration information that displays on the print-driver tabs, instead of (or in addition to) changing the information on the **Device Settings** tab.

NOTE: The Update Now feature is not supported in environments where shared Windows XP clients are connected to Windows XP hosts.

To activate the Update Now feature, follow these steps:

1. Depending on your operating system, click the **Start** button and then do one of the following to find the list of installed printers:
   - Click **Devices and Printers** or **Printers and Faxes**
   - Click **Control Panel** and then click **Printers**, or first click **Hardware and Sound**, and then click **Printers**
   - Click **Settings**, and then click **Printers** or **Printers and Faxes**
2. Right-click the product name.

3. Click the **Properties** or **Printer Properties** item.
4. Click the **Device Settings** tab.
5. If necessary, click the **Installable Options** list to expand it and show the options.
6. In the **Automatic Configuration** drop-down menu, select the **Update Now** item.
7. Click the **OK** button to save the setting.

HP Reconfiguration Utility

If you are already using the product and you wish to change the way it is connected, use the **HP Reconfiguration Utility** to set up the connection. For example, you can reconfigure the product to use a different wireless address, to connect to a wired or wireless network, or change from a network connection to a USB connection. You can change the configuration without inserting the product CD. After you select the type of connection you wish to make, the program goes directly to the portion of the product setup procedure that needs to change.

The **HP Reconfiguration Utility** is located in the **HP programs** group on your computer.

Font support

The basic fonts listed here are included with Microsoft Windows software.

Basic fonts

Microsoft Windows software includes these basic fonts, which can be used with any HP printing product:

- Arial
- Courier New Italic
- Times New Roman Italic
- Arial Italic
- Courier New Bold
- Times New Roman Bold
- Arial Bold
- Courier New Bold Italic
- Times New Roman Bold Italic
- Arial Bold Italic
- Symbol
- Wingdings

- Courier New
- Times New Roman

HP ePrint

With HP ePrint , you can print anywhere, anytime, from a mobile phone, laptop, or any other mobile device. HP ePrint works with any email-capable device. If you can e-mail, you can print to an HP ePrint-enabled product. For more details, go to www.hpeprintcenter.com.

NOTE: The product must be connected to a network and have Internet access to use HP ePrint.

HP ePrint is disabled as a default setting in the product. Use this procedure to enable it.

1. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

HP Update

HP Update proactively checks for updates specific to your product including software, drivers, applications, firmware/BIOS, tools and utilities, and gives you the choice of which to install.

The default interval for the HP Update program is to check for updates once every 7 days. However, the HP Update program will check for new updates at an interval that you specify.

To change the way the HP Update program runs, use the following steps:

1. Click **Start**.
2. Click **All Programs**.
3. Click the HP folder.
4. Click the **HP Update** icon to start the HP Update program.
5. In the **HP Update** window, click the **Settings** button.
6. In the **Settings** menu, you can change how often the HP Update program checks for updates.

Help & Learn Center

The HP Help & Learn Center and other documentation are on the CD that came with the product or in the HP Program folder on your computer. The HP Help and Learn Center is a product help tool that provides easy access to product information, HP product Web support, troubleshooting, and regulatory and safety information.

Click the Help & Learn Center link on the Documentation screen of the installer to open an HTML help system that provides step-by-step instructions for performing specific tasks, including clearing jams and loading trays.

Figure 2-13 Help & Learn Center

The Help & Learn Center can also be opened from the Windows **Start** menu.

1. Click the **Start** button, select the **Programs** or **All Programs** item, and then click the **HP** item.
2. Click the product name item, and then click the **Help & Learn Center** item.

Toner Cartridge Authentication

The HP Toner Cartridge Authentication software verifies that Original HP LaserJet toner cartridges are being used in the product. Specific countries/regions can reward customers for using Original

HP LaserJet toner cartridges. This software was developed for home, micro, and small business environments.

- Customer downloads the HP Toner Authentication software from HP.com and installs it on his or her computer.
- The software checks to see if the product needs software or firmware upgrades
  - Software or firmware upgrades can be installed by the customer.
- The software checks the e-labels on the toner cartridges and displays the results.
  - By default the software checks every 60 minutes, but the time period setting can be changed on the **Settings** tab.
  - The correct versions of software, firmware, e-labels, and an active internet connection are required for HP Toner Authentication to work properly.

HP Device Toolbox

The **HP Device Toolbox** allows users to control settings on the product through a Web browser. This program opens the HP Embedded Web Server (HP EWS).

To access the **HP Device Toolbox**, complete one of the following procedures:

- Click the Windows **Start** button, click the **Programs** or **All Programs** item, click the **HP** item, click the product group, and then click the **HP Device Toolbox** item.
- On network-connected products, you can open a Web browser and type the product IP address in the address bar.

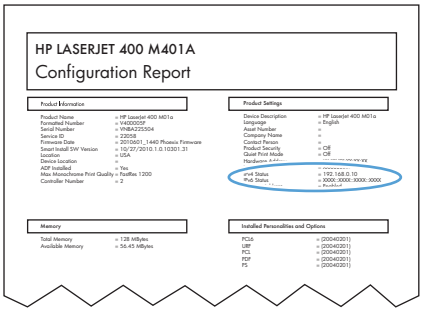
The product IP address displays on the product control panel. If that feature is disabled, the IP address is documented on a configuration page. Print a configuration page by following these steps on the product control panel.

Print a configuration page on a LCD control panel

1. At the product control panel, press the OK button to open the menus.
2. Use the arrow buttons to select the **Reports** menu, and then press the OK button.
3. Use the arrow buttons to highlight the **Configuration Report** option, and then press the OK button.

4. Find the IP address on the configuration page.

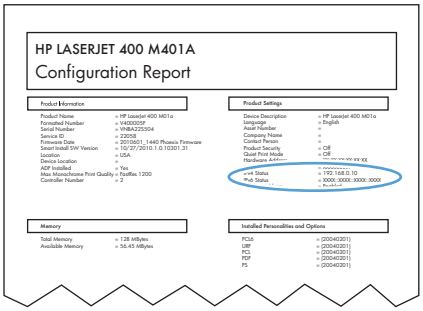
Figure 2-14 IP address location on the configuration page



Print a configuration page on a touchscreen control panel

1. From the Home screen on the product control panel, touch the Setup button.
2. Touch the **Reports** button
3. Touch the **Configuration Report** item.
4. Find the IP address on the configuration page.

Figure 2-15 IP address location on the configuration page



The following tabs are available in the **HP Device Toolbox**:

- Home tab
- System tab
- Print tab
- Networking tab
- HP Web Services tab
- HP Smart Install tab

Home tab

Use the **Home** tab to access and print detailed information regarding product and supply status, product configuration, network configuration, and usage.

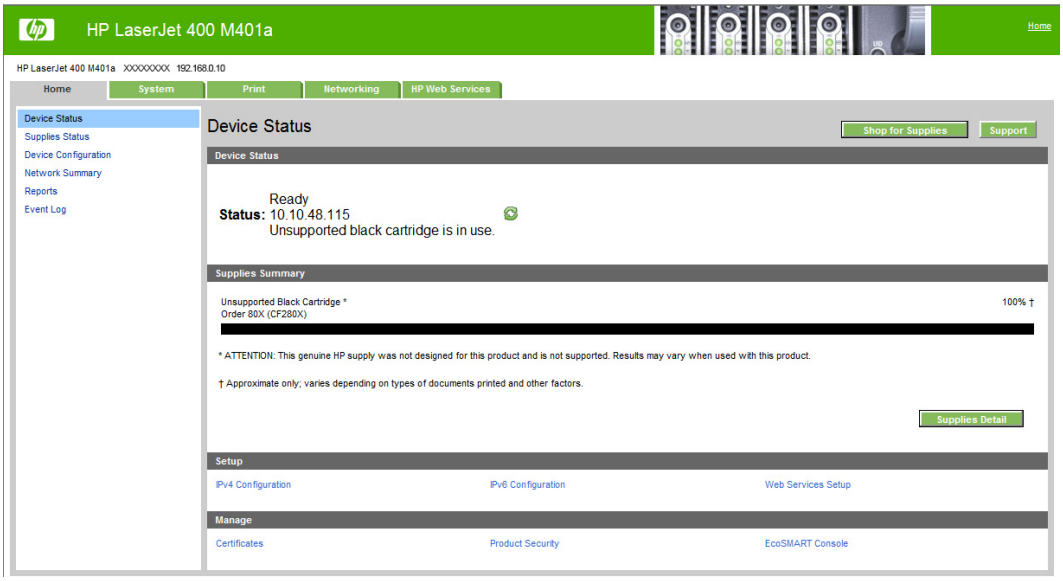
The **Home** tab contains the following pages:

- Device Status
- Supplies Status
- Device Configuration page
- Network Summary page
- Reports
- Event Log page

Device Status

The **Device Status** page shows product status messages. The **Device Status** page also contains some pertinent product information and settings.

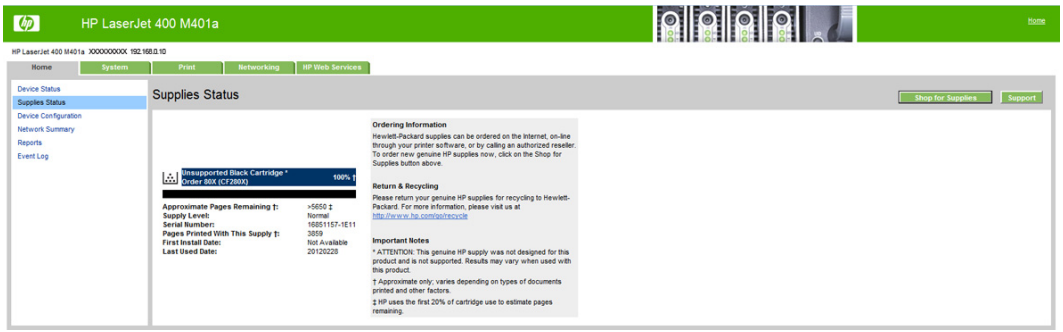
Figure 2-16 HP Device Toolbox, Home tab – Device Status page



Supplies Status

The **Supplies Status** page shows the status of all of the product supplies, including the toner cartridges.

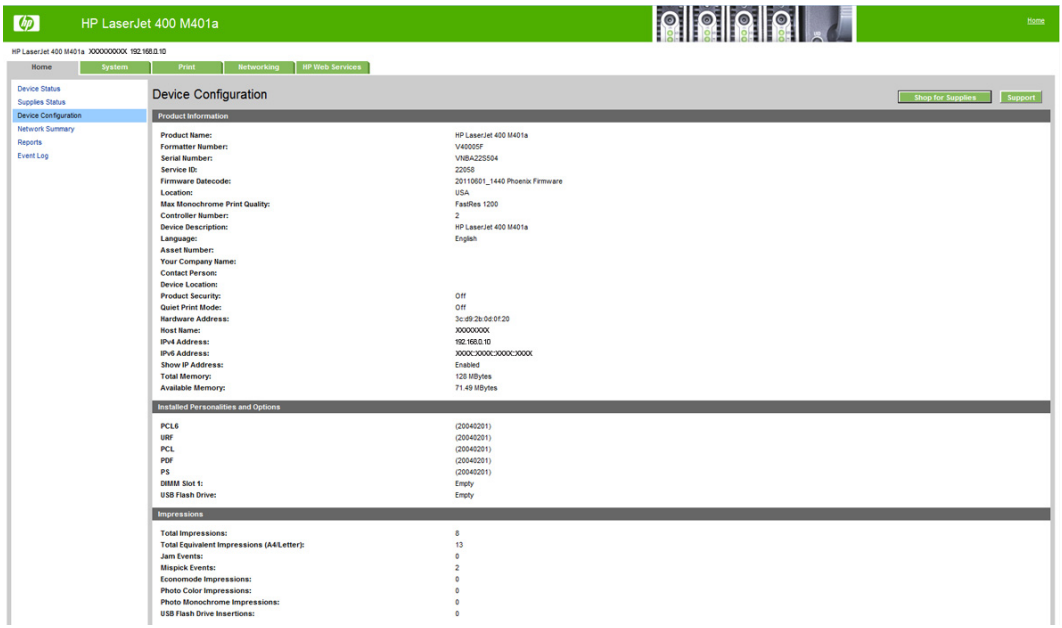
Figure 2-17 HP Device Toolbox, Home tab – Supplies Status page



Device Configuration page

The **Device Configuration** page shows the values of all of the settings that are available in the product. The contents of this page are consistent with the configuration page that the firmware generates.

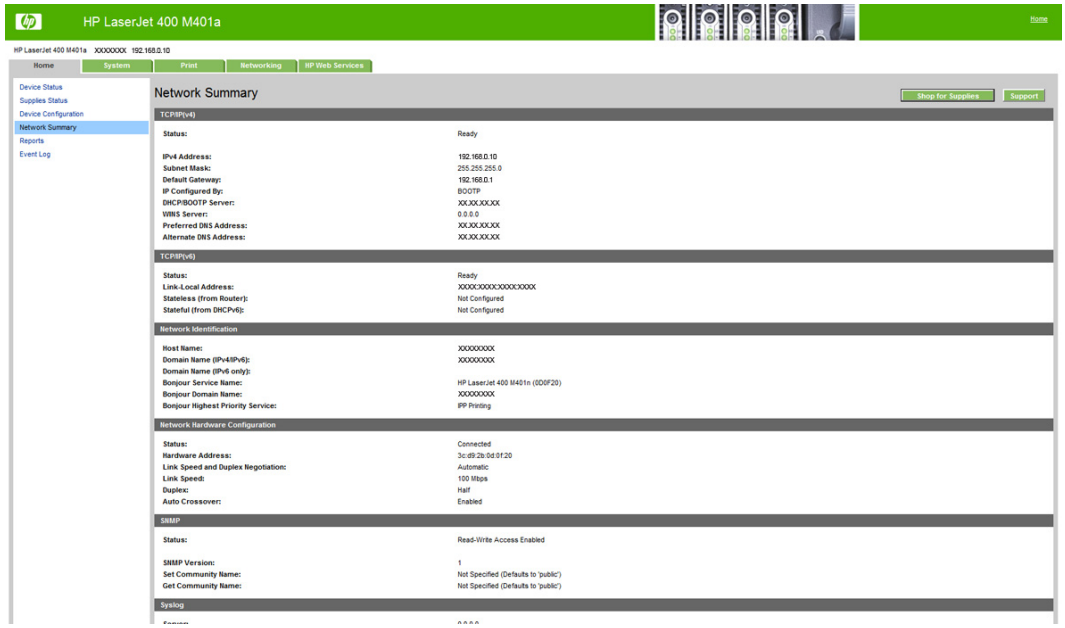
Figure 2-18 HP Device Toolbox, Home tab – Device Configuration page



Network Summary page

The **Network Summary** page contains information about the network and its enabled features.

Figure 2-19 HP Device Toolbox, Home tab – Network Summary page



Reports

Use the **Reports** page to print the internal special pages the device generates. The following information pages are available:

- **Configuration Report**
- **Supplies Status**
- **Network Summary**
- **Usage Page**
- **Diagnostics Page**
- **PCL Font List**
- **PCL6 Font List**

- **PS Font List**
- **Demo Page**

Figure 2-20 HP Device Toolbox, Home tab – Reports page

Event Log page

Use the **Event Log** page to track the events that occur on the product.

Figure 2-21 HP Device Toolbox, Home tab – Event Log page

System tab

Use the **System** tab to view and change settings for the following features:

- Device Information page
- Paper Setup page
- Print Quality page
- EcoSMART Console page
- Paper Types page
- System Setup page
- Service page
- Save and Restore page
- Administration Page

Device Information page

The **Device Information** page contains identifying information about the product:

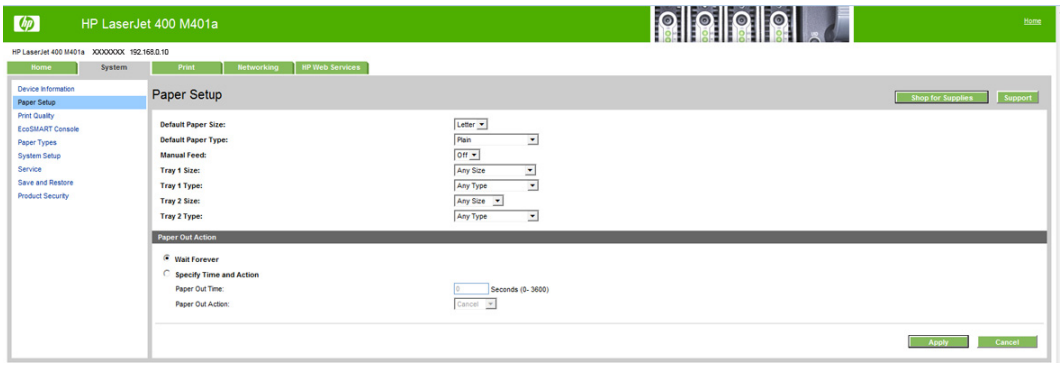
- **Device Description**. This field shows the version of the HP LaserJet Pro 400 M401 Printer Series product that is installed.
- **Asset Number**. Use this field to assign an identifying asset control number to the product.
- **Company Name**.
- **Contact Person**.
- **Device Location**

Figure 2-22 HP Device Toolbox, System tab – Device Information page

Paper Setup page

Use **Paper Setup** page to configure the paper-setup settings for the product. Change the default settings by clicking the black arrow next to each option and highlighting the selection.

Figure 2-23 HP Device Toolbox, System tab – Paper Setup page



Print Quality page

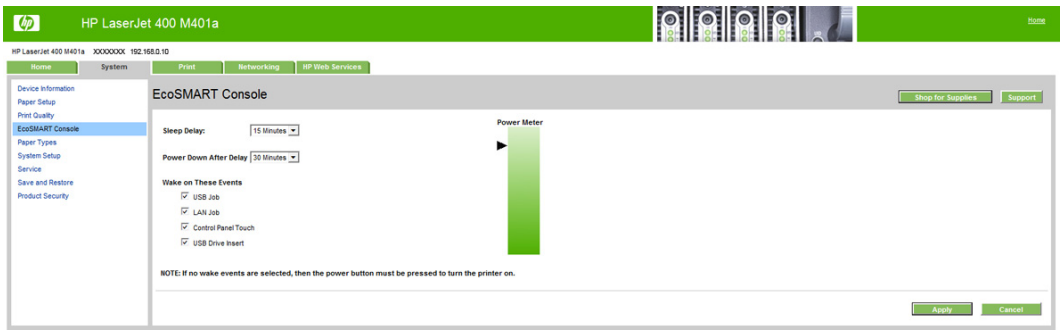
Use the **Print Quality** page to change the print quality defaults for the product.

Figure 2-24 HP Device Toolbox, System tab – Print Quality page

EcoSMART Console page

Use the **EcoSMART Console** page to control the energy-saving settings on the product.

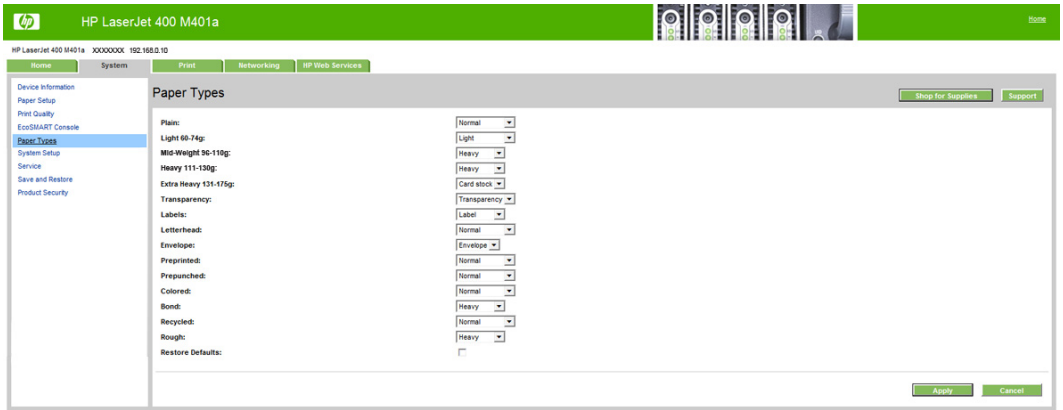
Figure 2-25 HP Device Toolbox, System tab – EcoSMART Console page



Paper Types page

Use the **Paper Types** page to set the default paper type settings for the product.

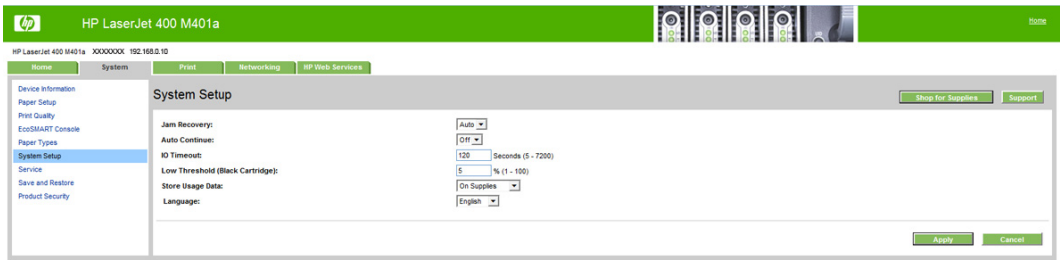
Figure 2-26 HP Device Toolbox, System tab – Paper Types page



System Setup page

Use the **System Setup** page to change settings on the product such as Jam Recovery and Auto Continue.

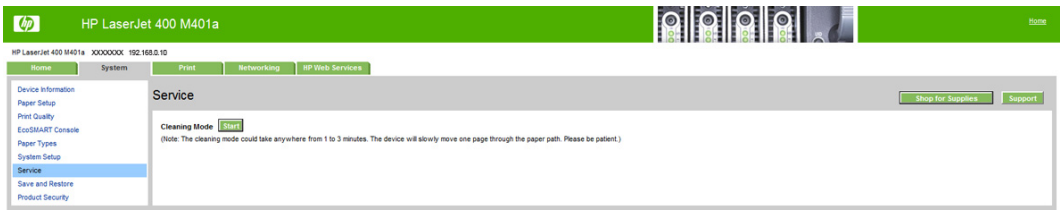
Figure 2-27 HP Device Toolbox, System tab – System Setup page



Service page

Use the **Service** page to start the cleaning mode procedure on the product.

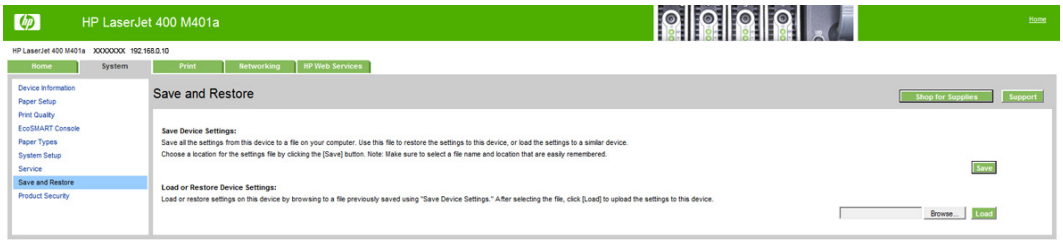
Figure 2-28 HP Device Toolbox, System tab – Service page



Save and Restore page

Use the **Save and Restore** page to save, load, or restore product settings.

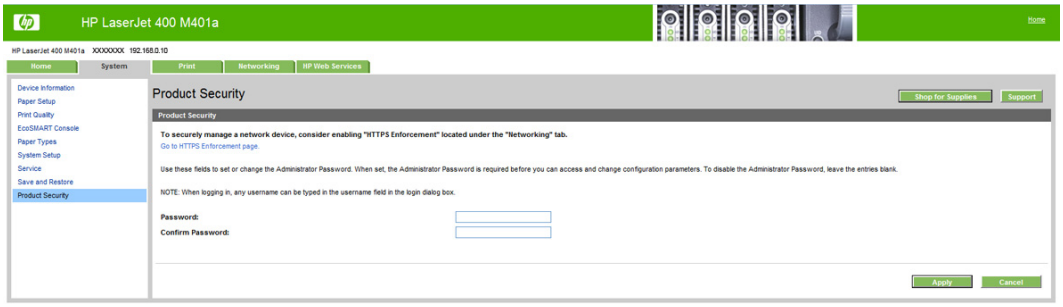
Figure 2-29 HP Device Toolbox, System tab — Save and Restore page



Administration Page

Use the **Administration** page to set or change the administrator password.

Figure 2-30 HP Device Toolbox, System tab – Administration page



Print tab

- Printing
- PCL5
- PostScript

Printing

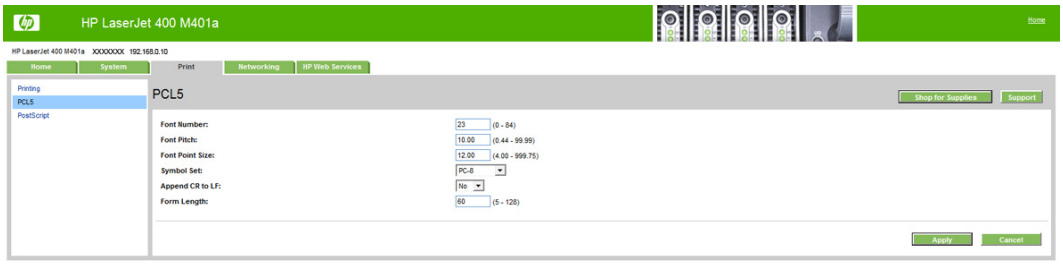
Use the **Printing** page to change the printing defaults for the product.

Figure 2-31 HP Device Toolbox, Print tab – Printing page

PCL5

Use the **PCL5** page to change the PCL defaults for the product.

Figure 2-32 HP Device Toolbox, Print tab – PCL5 page



PostScript

Use the **PostScript** pane to turn off/on PostScript printing errors.

If **Print PostScript errors** is set to **On**, the product will print multiple pages of PostScript characters when an error is encountered.

If **Print PostScript errors** is set to **Off** (default), the product suppresses this printing behavior.

Figure 2-33 HP Device Toolbox, Print tab – PostScript page

Networking tab

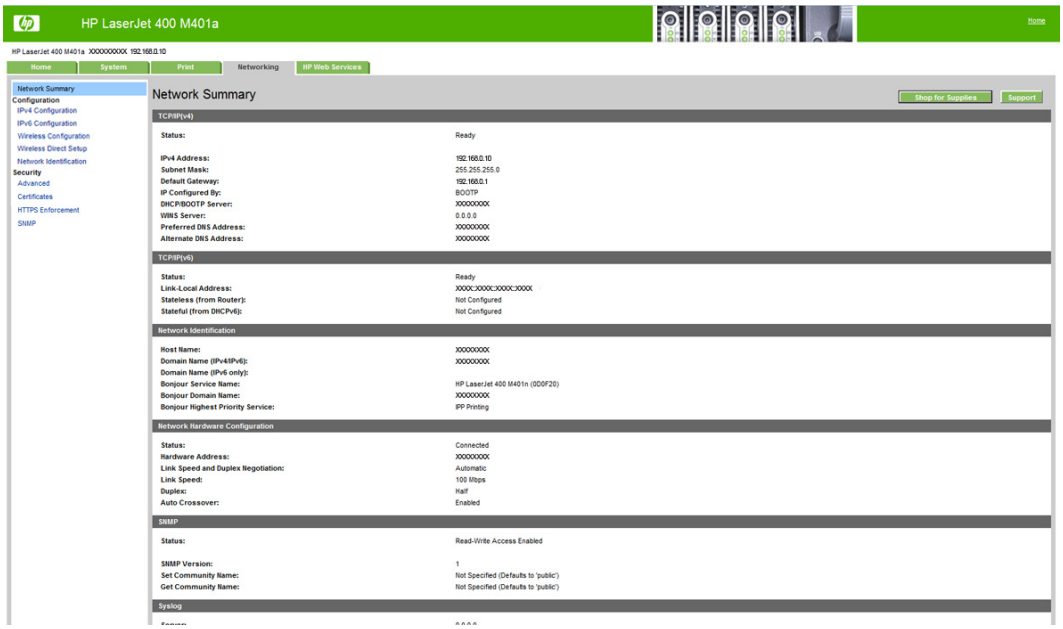
Use the **Networking** tab to view and change settings for the network connection and communication with the product. The following pages are available:

- Network Summary
- IPv4 Configuration
- IPv6 Configuration
- Wireless Configuration (wireless models only)
- Wireless Direct Setup (wireless models only)
- Network Identification
- Advanced page
- Certificates page
- HTTPS Enforcement page
- SNMP page

Network Summary

The **Network Summary** page contains all the information about the network and its enabled features.

Figure 2-34 , Networking tab – Network Summary page



IPv4 Configuration

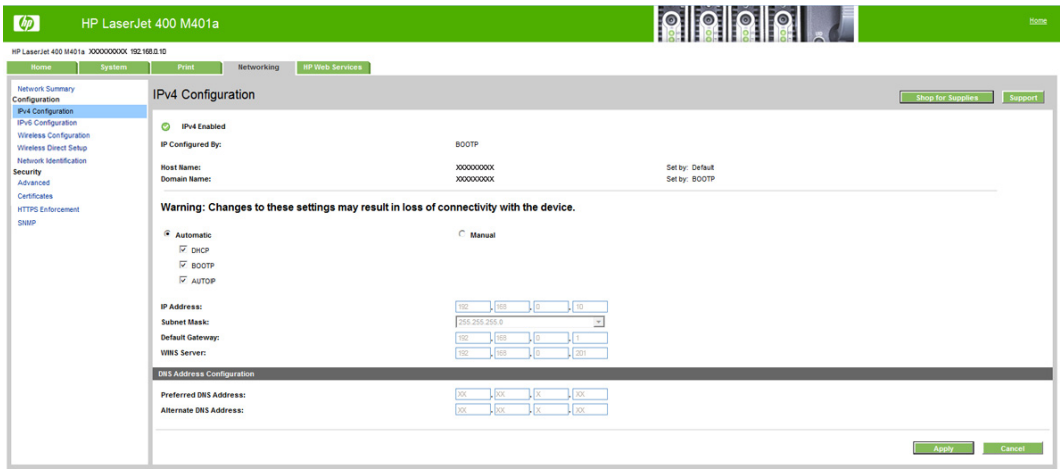
Use the **IPv4 Configuration** pane to modify settings for basic TCP/IPv4 network configuration.

If **Automatic IP** is configured, the **Manual IP** address configuration settings are disabled, but the values for these settings are still displayed if they have been set.

If the configuration is switched from **Automatic IP** to **Manual IP**, the **IP Address** fields are cleared, and the desired IP address must be entered before continuing.

Click **Apply** to keep changes. When you click the **Apply** button, a confirmation dialog appears. Click the **Yes** button to continue.

Figure 2-35 HP Device Toolbox, Networking tab – IPv4 Configuration page

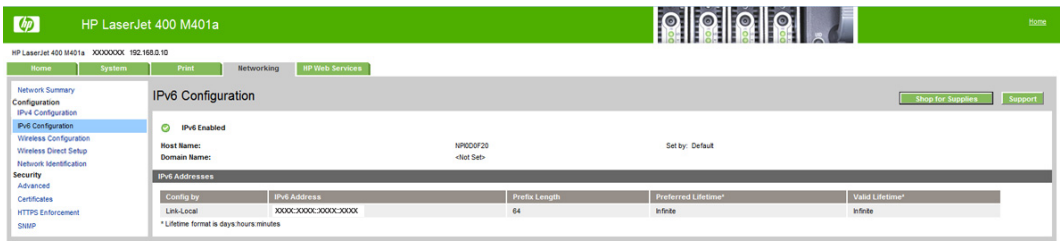


IPv6 Configuration

The **IPv6 Configuration** page shows the status of the IPv6 network configuration settings. This page is read-only and no settings can be modified here.

Up to seven IPv6 addresses can be shown on this page, depending upon the automatic configuration of the networking firmware. All available IPv6 addresses are shown.

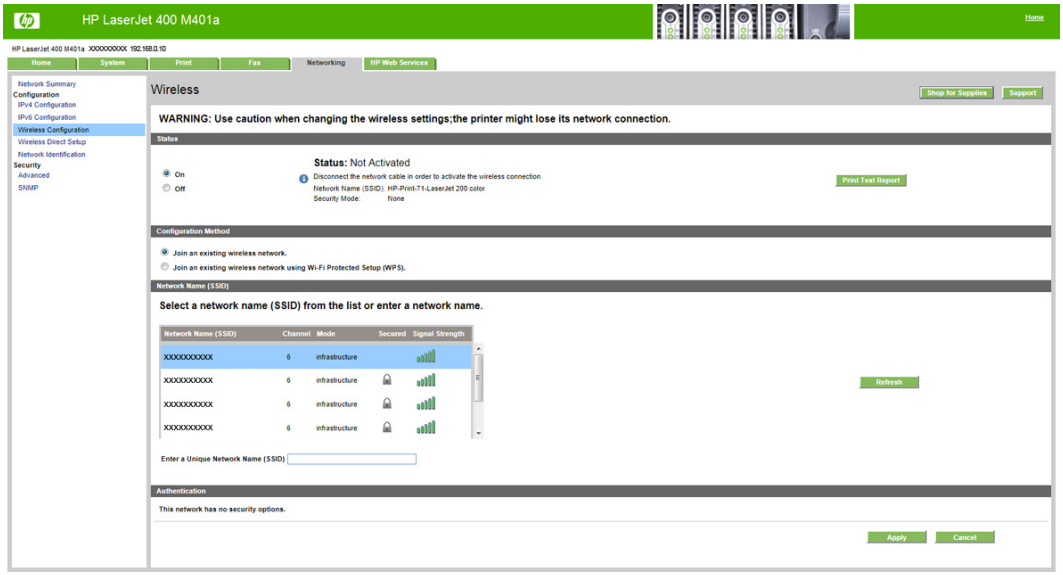
Figure 2-36 HP Device Toolbox, Networking tab – IPv6 Configuration page



Wireless Configuration (wireless models only)

Use the **Wireless Configuration** page to turn off/on the wireless capabilities for the product.

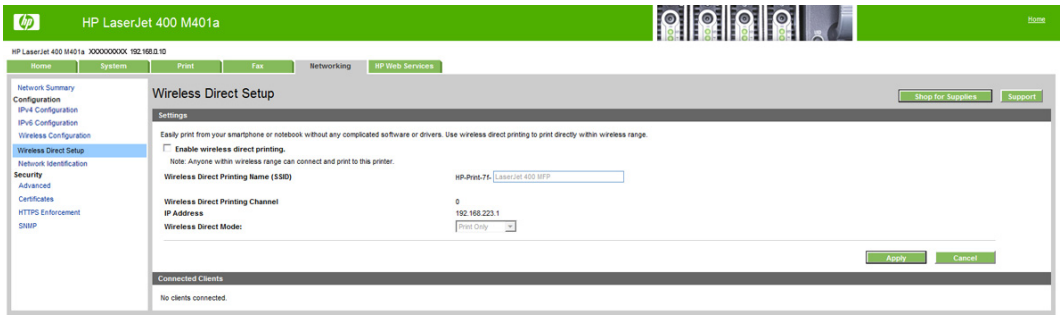
Figure 2-37 HP Device Toolbox, Networking tab – Wireless Configuration page



Wireless Direct Setup (wireless models only)

Use the **Wireless Direct Setup** page to enable devices within wireless range to connect to the product and print.

Figure 2-38 HP Device Toolbox, Networking tab — Wireless Direct Setup page



Network Identification

Use the **Network Identification** pane to configure the host name and domain name(s) used to identify the product on the network.

The values for host name and domain names are retrieved from the firmware, and displayed on this pane. The networking firmware determines what host name and domain name(s) to use.

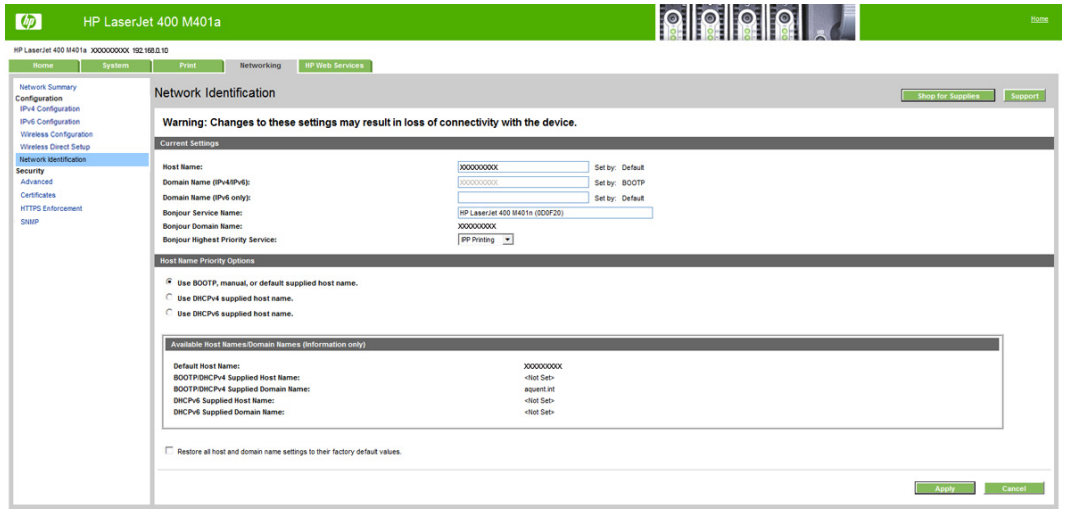
The information under **Available Host name / Domain names** is for information only and cannot be modified.

The text entries are disabled under certain circumstances. The following table defines when the entities are disabled:

Table 2-6 Network Identification pane – Text Entities

Text Entity	Disabled status
Host name	Disabled if configured by BOOTP
Domain name (IPv4/IPv6)	Disabled if configured by BOOTP, DHCPv4, or DHCPv6
Domain name (IPv6)	Disabled if configured by DHCPv6
Bonjour Service name	Disabled if Bonjour is disabled

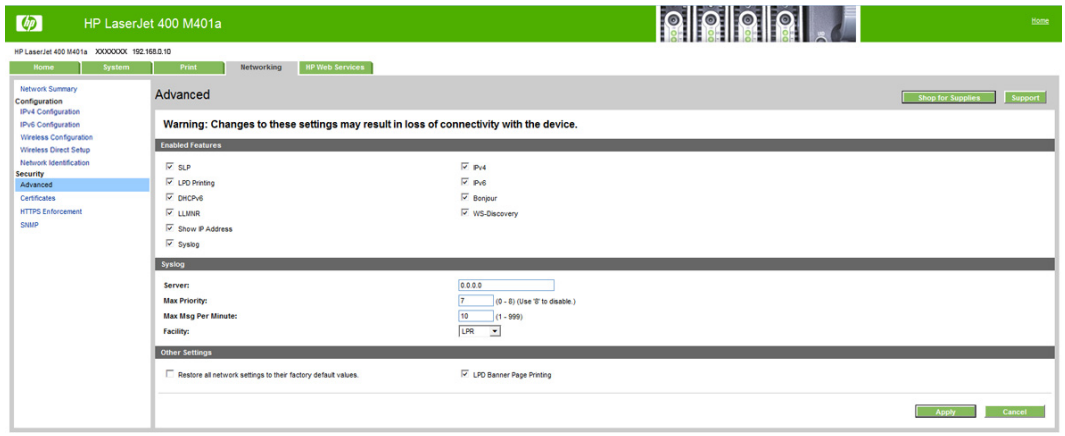
Figure 2-39 HP Device Toolbox, Networking tab – Network Identification page



Advanced page

Use the **Advanced** page to configure the enabled settings and other settings for the product.

Figure 2-40 HP Device Toolbox, Networking tab – Advanced page

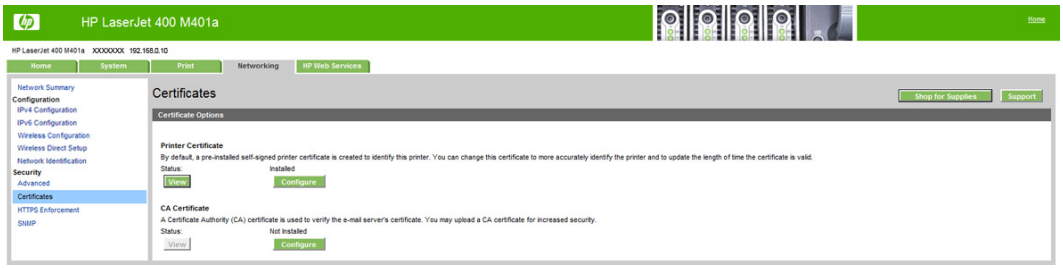


Certificates page

Use the **Certificates** page to change the product certificate to more accurately identify the printer and to update the length of time the certificate is valid.

You may also use the **Certificates** page to upload a Certificate Authority (CA) certificate to verify the email server's certificate, for increased security

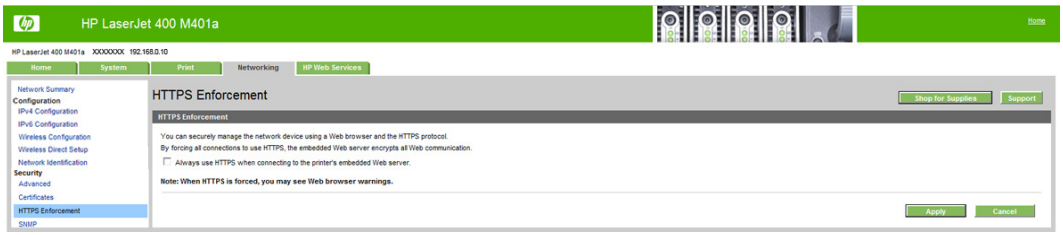
Figure 2-41 HP Device Toolbox, Networking tab — Certificates page



HTTPS Enforcement page

Use the **HTTPS Enforcement** page to securely manage the network device using a Web browser and the HTTPS protocol. By forcing all connections to use HTTPS, the embedded Web server encrypts all Web communication.

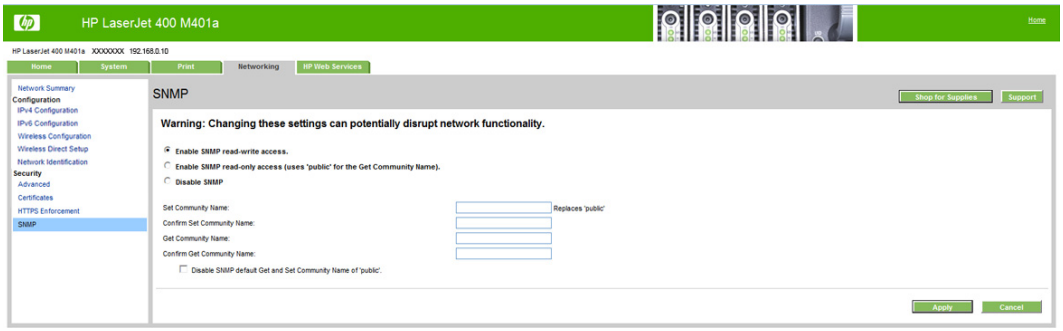
Figure 2-42 HP Device Toolbox, Networking tab — HTTPS Enforcement page



SNMP page

Use the **SNMP** page to configure the SNMP settings for the product.

Figure 2-43 HP Device Toolbox, Networking tab – SNMP page

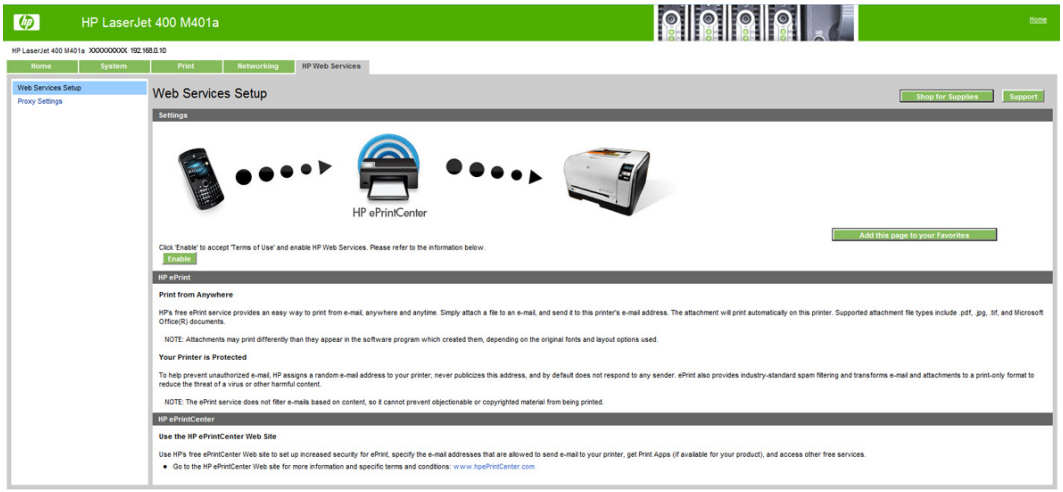


HP Web Services tab

Web Services Setup page

Use the **Web Services Setup** page to enable or disable the HP Web Services feature.

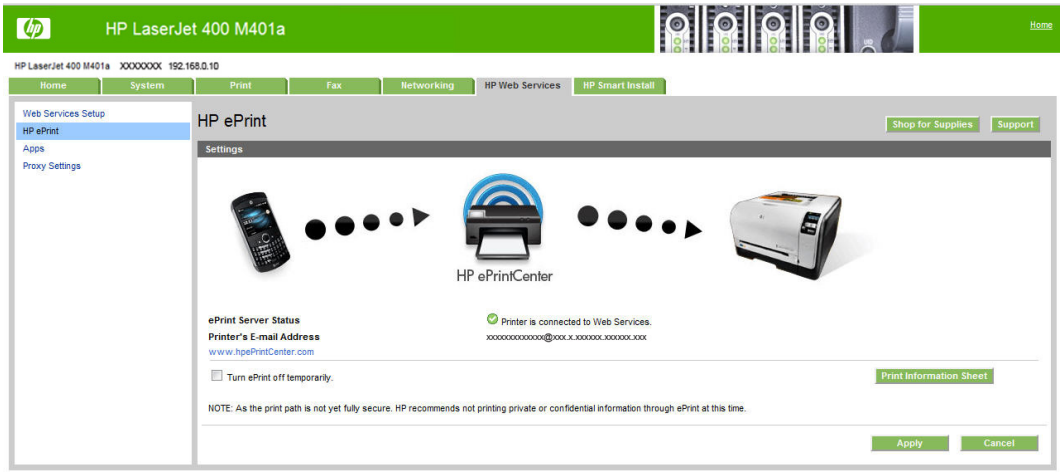
Figure 2-44 HP Device Toolbox, Web Services Setup page



HP ePrint page

Use the **HP ePrint** page to print the HP ePrint information page.

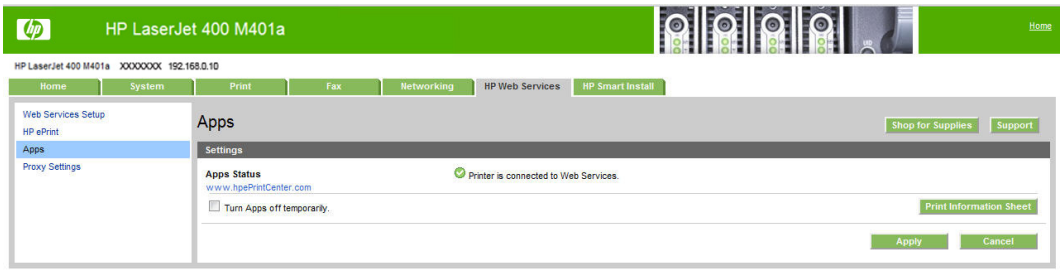
Figure 2-45 HP Device Toolbox, HP ePrint page



Apps page

Use the **Apps** page to enable or disable the Apps feature.

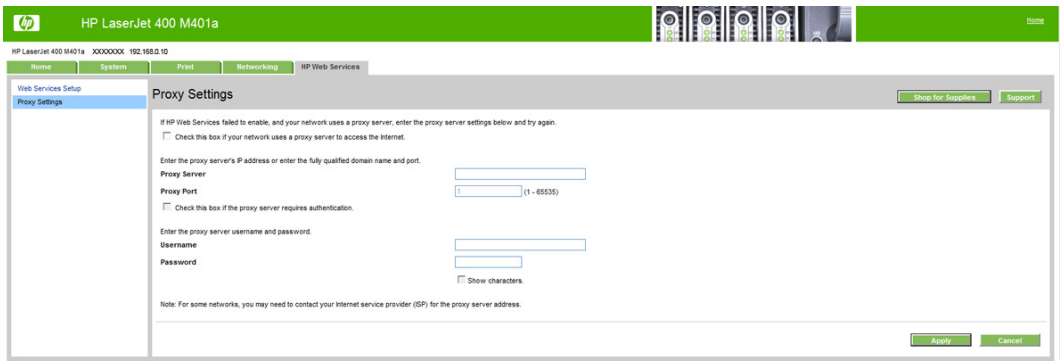
Figure 2-46 HP Device Toolbox, Apps page



Proxy Settings page

Use the **Proxy Settings** page to set the HP Web Services proxy server.

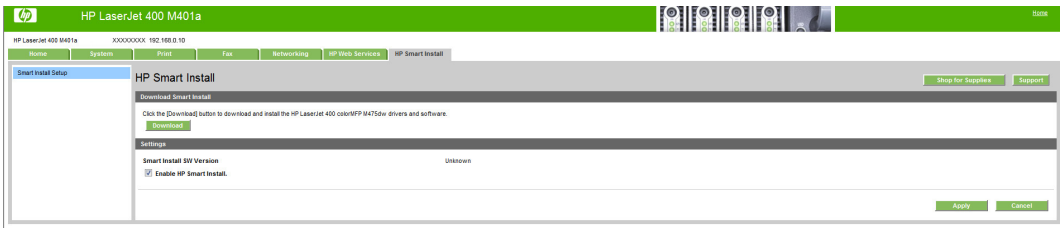
Figure 2-47 HP Device Toolbox, Proxy Settings page



HP Smart Install tab

Use the **HP Smart Install** tab to enable or disable the HP Smart Install installation method.

Figure 2-48 HP Device Toolbox, HP Smart Install tab

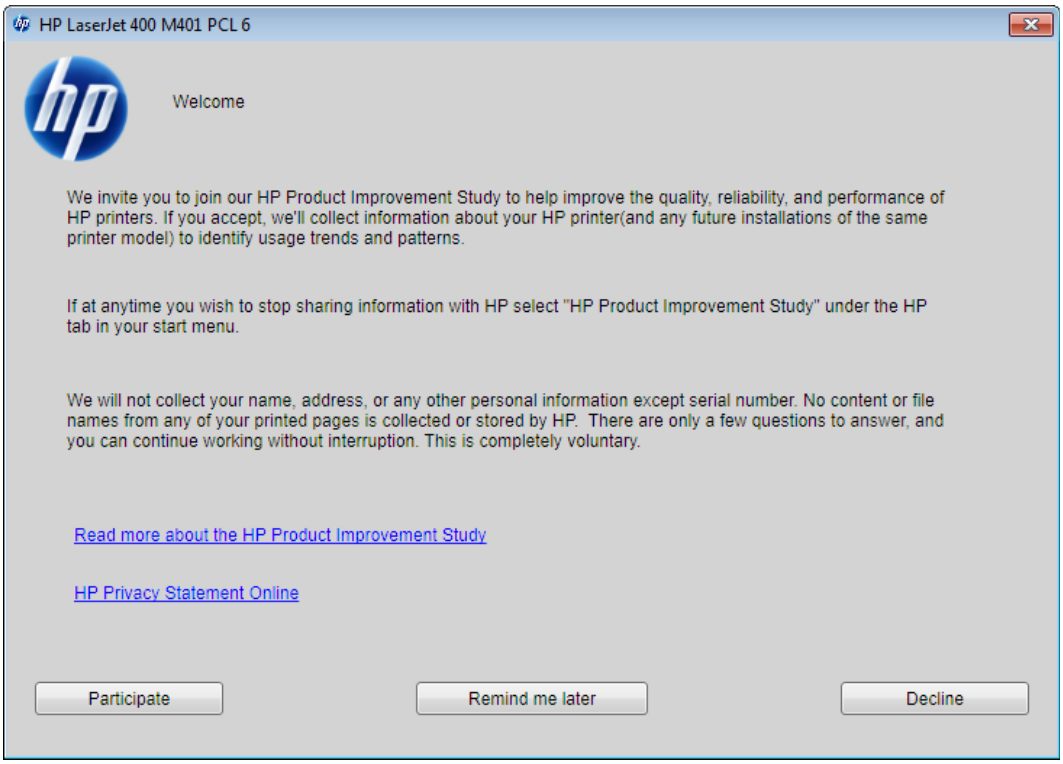


HP Product Improvement Study

After the product is installed, you have the option of participating in HP's voluntary program for communication between your system and HP. This feature, available through software that is included on the printing-system software installation CD, helps HP monitor toner usage.

At the time of the invitation, about two weeks after installation, full disclosure of the information to be communicated is provided. Participation is entirely voluntary, and the impact on processing and connection speeds is negligible. Personal information is never sent to HP unless permission is given.

Figure 2-49 Welcome screen



To participate in the study, click the **Participate** button.

To be reminded later about the opportunity to participate, click the **Remind me later** button.

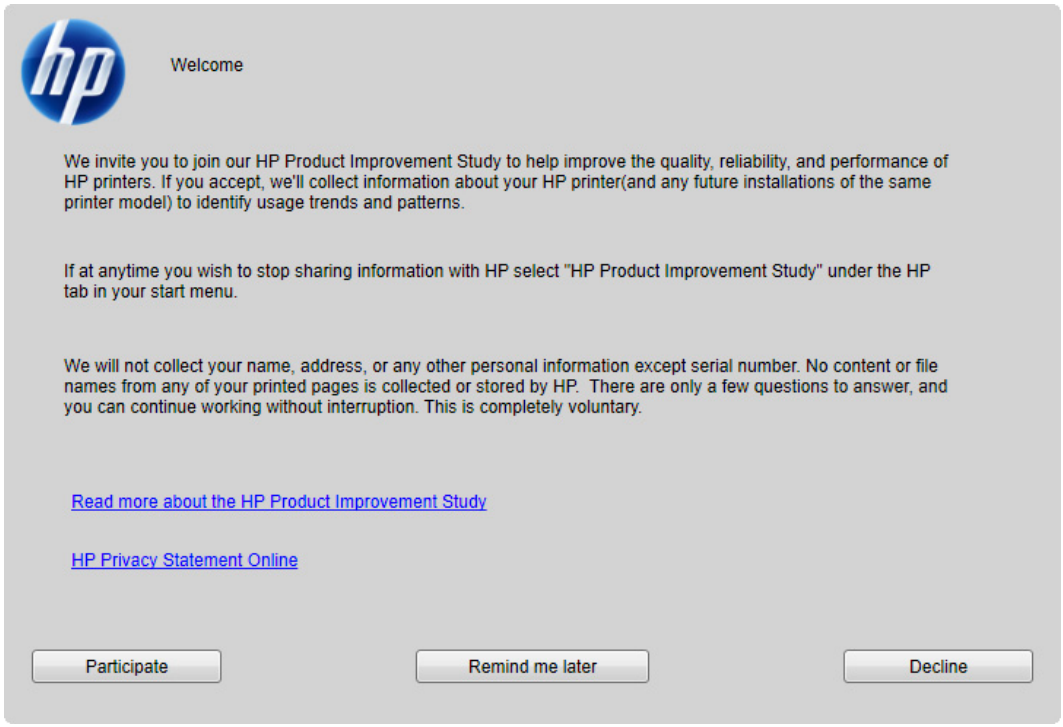
To decline to participate, click the **Decline** button.

If you decline the invitation, the dialog box does *not* appear again and no data will be gathered.

Online product registration

When the product has been successfully installed and configured, and when an active Internet connection exists, you can select the option to register the product with HP on the final installation screen. The following **Product Registration** screen is provided for registration information.

Figure 2-50 Online product registration



Detailed Windows installation instructions

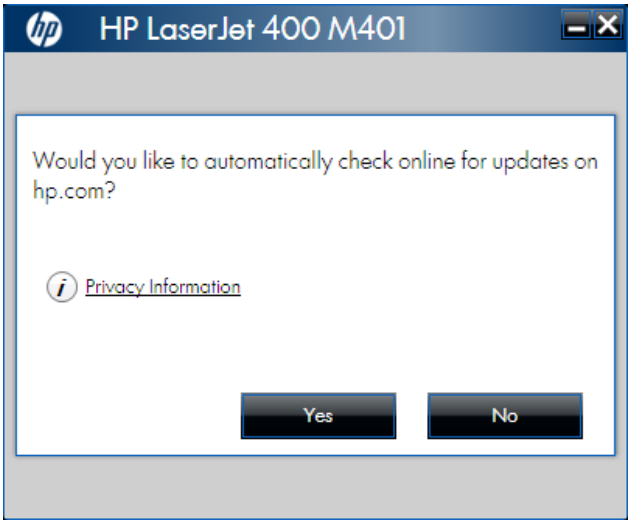
The dialog boxes shown here appear in the Windows XP Professional installation sequence. The order and appearance of dialog boxes can vary among operating systems.

Use the Recommended installation with HP Smart Install or the CD

NOTE: If HP Smart Install does not start automatically, AutoPlay might be disabled on your computer. Browse to the computer and double-click the HP Smart Install CD drive. Double-click the Setup.exe file to run the program to install the product. If you cannot find the HP Smart Install CD drive, use the software CD to install the product.

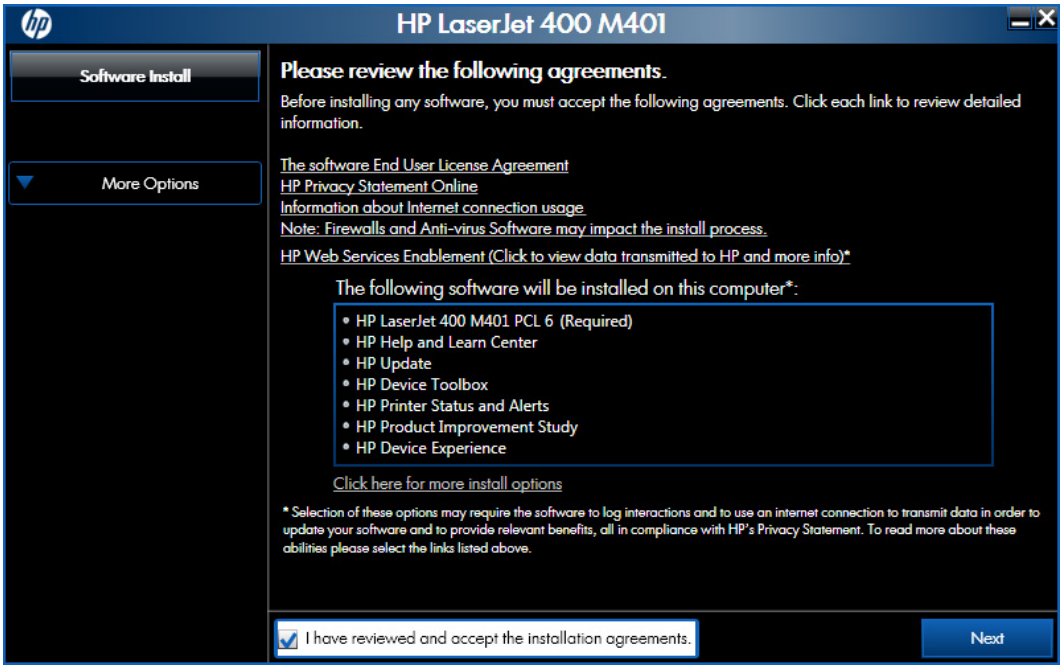
1. Connect the product to the computer using a USB cable. The HP Smart Install program will start and a licensing agreement dialog will open.

Figure 2-51 HP Smart Install — automatic update dialog box



2. A licensing agreement dialog opens. Click the **I have reviewed and accept the installation agreements** check box, and then click the **Next** button. Wait a few minutes while the program sets up, and then the **Software Install** dialog box appears.

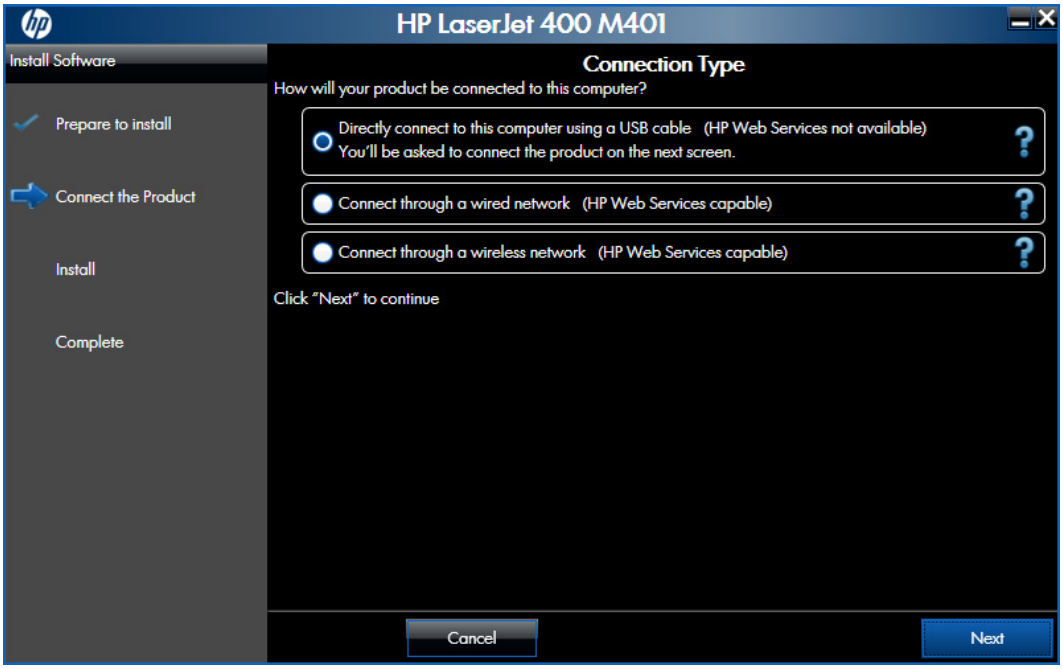
Figure 2-52 HP Smart Install — Software Install dialog box



3. Select a connection type option on the **Connection Type** screen, based on how the product connects to the computer.

NOTE: If you are installing a base unit (which does not have a network connection option), this screen does not appear. Proceed to the next step.

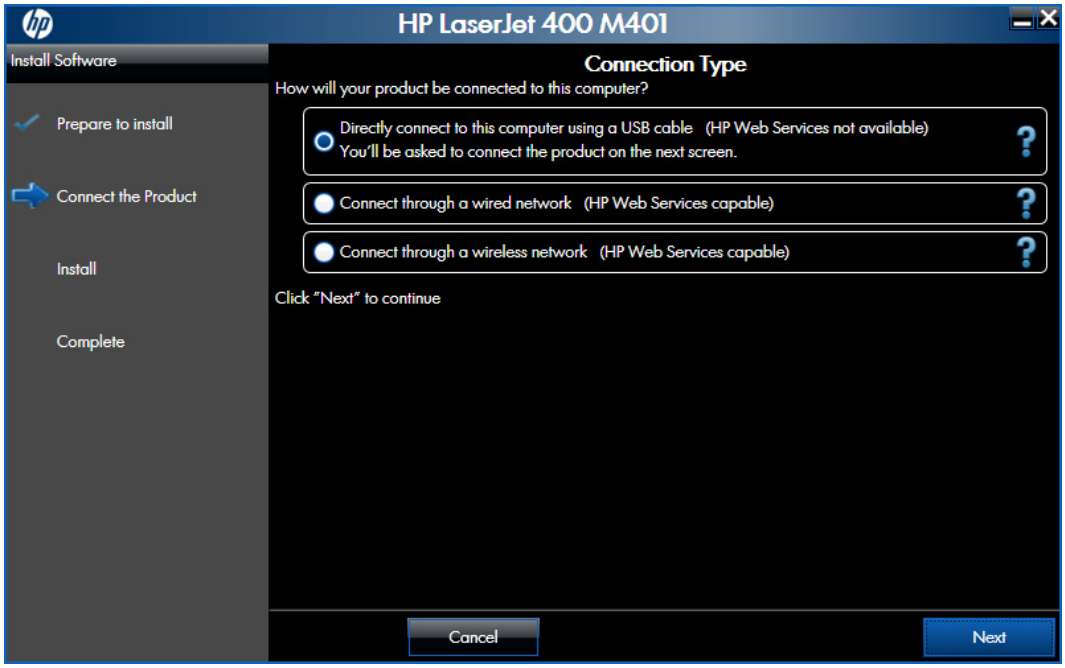
Figure 2-53 Software installation — Connection Type screen



- For USB-connected products, follow these steps:

  ▲ Connect the product to the computer when prompted at the **Connect the Product** screen. The installer program opens a progress bar as it automatically starts the software installation.

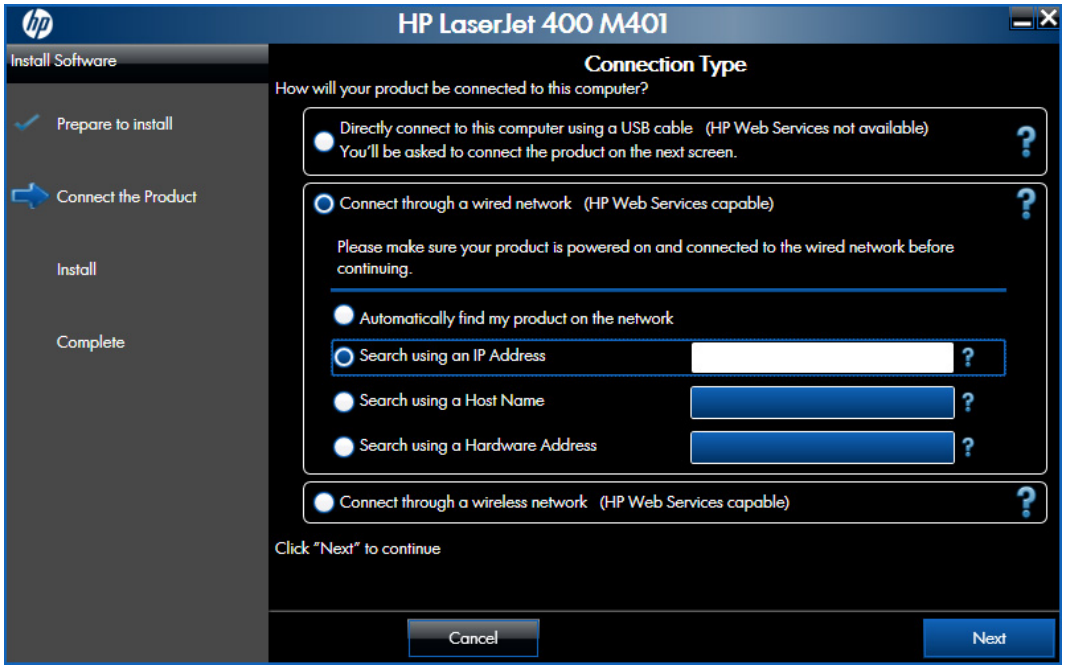
Figure 2-54 Software installation — Connect the Product screen



- For wired network connected products, follow these steps:

  a. Select the **Connect through a wired network** option.

  Figure 2-55 Software installation — Connection Type screen for wired network installation



  b. If the product's network settings *are not* known, select the **Automatically find my product on the network** option.

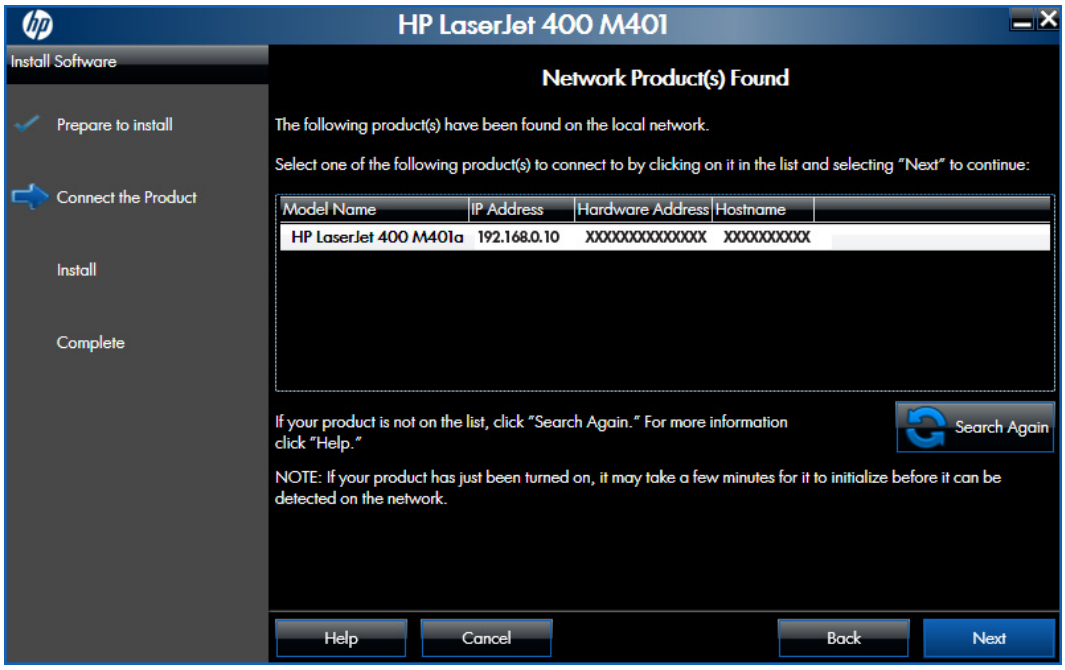
  c. If the product's networking settings *are* known, enter either the product's host name, IP address, or hardware address.

  NOTE: At the product control panel, record the product network IP address.

  d. Click the **Next** button.

e. The **Network Product(s) Found** screen displays a list of products. Select the product to install and then click the **Next** button

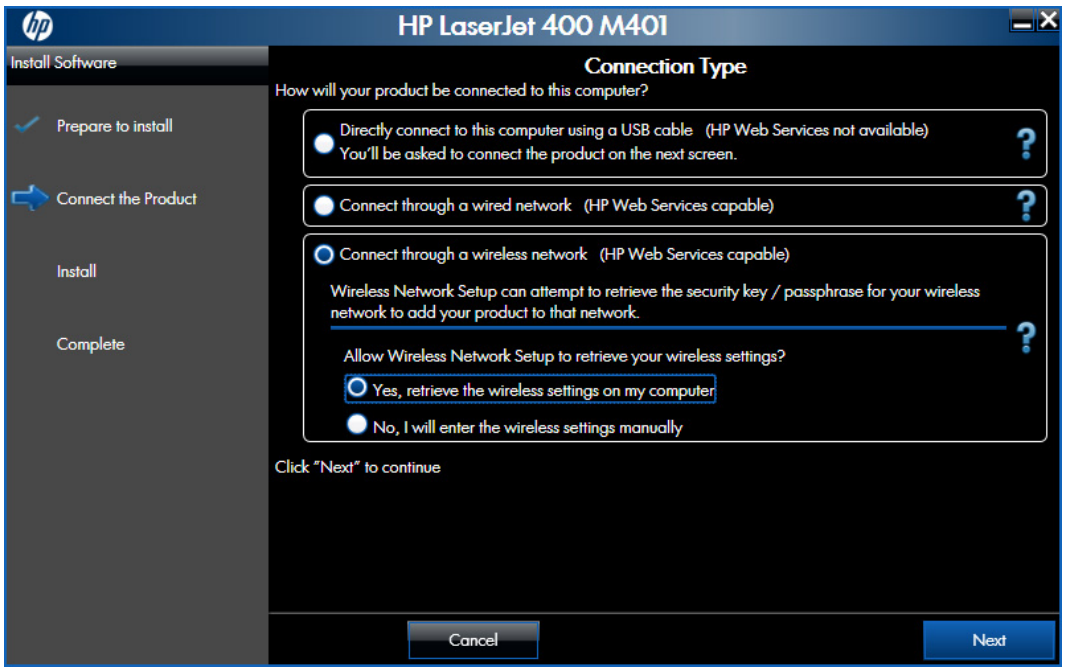
Figure 2-56 Software installation — Network Product(s) Found screen



- For wireless network connected products, follow these steps:

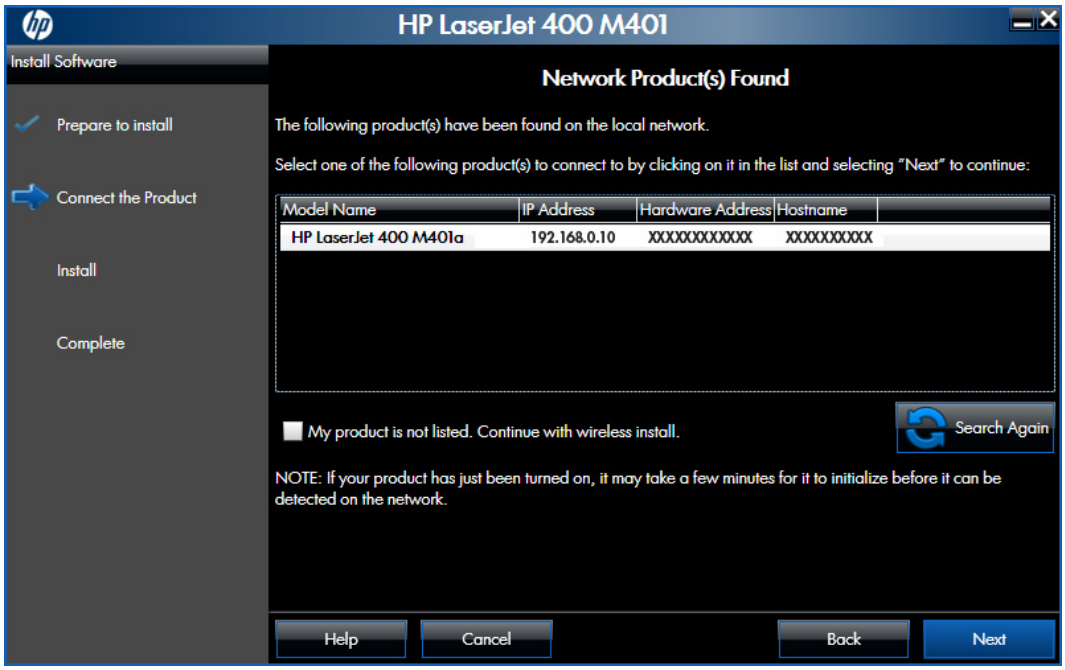
  a. Select the **Connect through a wireless network** option, and then click the **Next** button.

  Figure 2-57 Software installation — Connection Type screen for wireless connected installation



b. In the **Network Product(s) Found** screen, select the correct network, and then click the **Next** button.

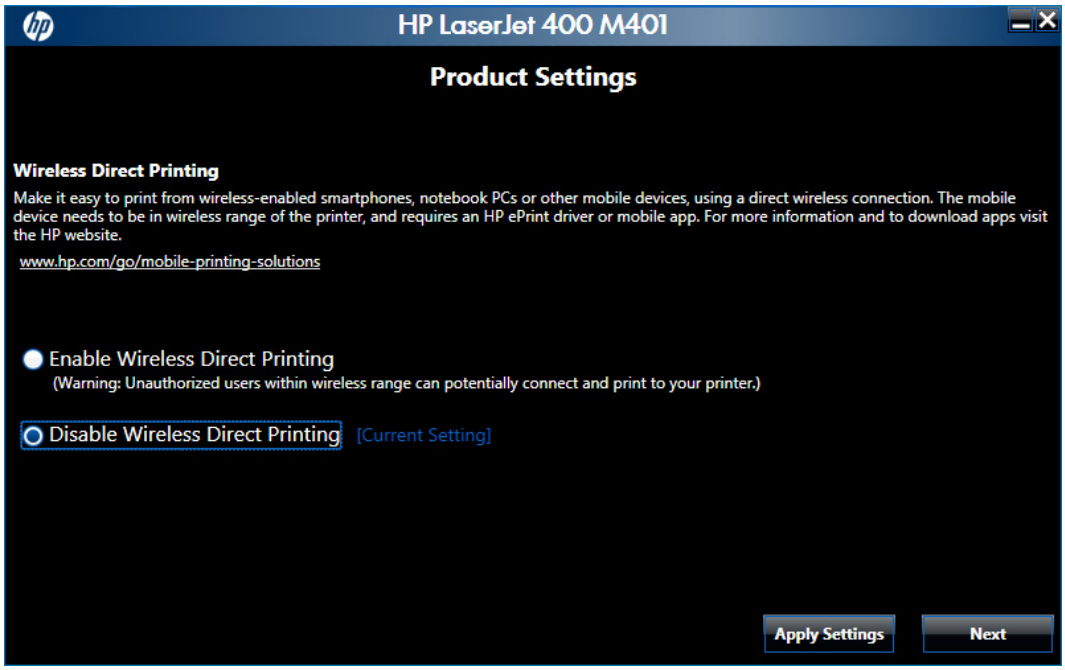
Figure 2-58 Software installation — Network Product(s) Found screen for wireless connected installation



NOTE: If the correct network does not appear, click the **Search Again** button, or click the **I do not see my wireless network. I will specify it manually.** check box and manually enter the network information.

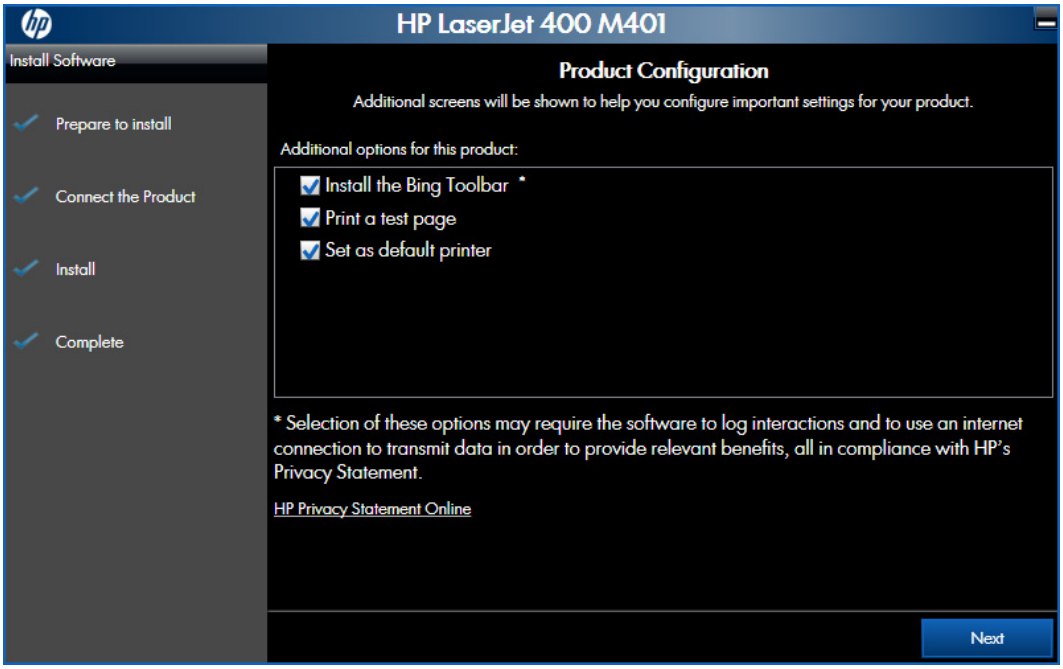
c. In the **Product Settings** screen, determine whether or not you want to enable the HP Wireless Direct Printing, and then click the **Next** button.

Figure 2-59 Software installation — Product Settings screen for wireless connected installation



4. When the installation completes, the **Finish** screen appears.

Figure 2-60 Software installation — Finish screen

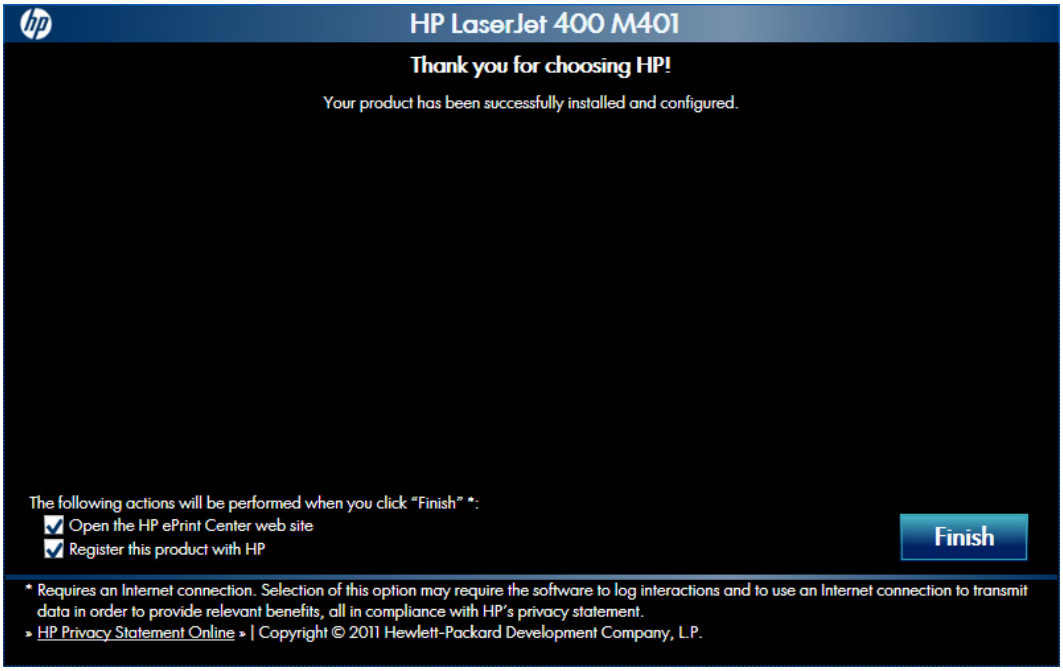


- Open the HP ePrint Center by checking the **Open the HP ePrint Center web site** check box.
- Have the product print a test page to verify successful installation by checking the **Print a test page** check box.

Click the **Next** button to continue.

5. A confirmation dialog box opens.

Figure 2-61 Software installation — confirmation dialog box



- Open the HP ePrint Center by checking the **Open the HP ePrint Center web site** check box.
- Register the product with HP by selecting the **Register the product with HP** check box.

6. Click the **Finish** button to complete the product installation.

Perform a custom installation with HP Smart Install or the CD

The custom installation allows you to customize the software installed with your product.

The dialog boxes shown here appear in the Windows 7 installation sequence. The order and appearance of dialog boxes can vary among operating systems.

- For a USB installation, *do not* connect the USB cable between the product and the computer yet. You will be instructed to connect the USB cable during the installation process.
- For a wired network installation, connect the product to the network before starting the installation process. The product will need a few minutes to receive a network address.
- For a wireless network installation, *do not* connect the USB cable between the product and the computer yet. You will be instructed to connect the USB cable during the installation process.

A series of dialog boxes appears during installation of the product printing-system software in Windows environments.

NOTE: You can return to the previous dialog box by clicking the **Back** button, or exit the printing-system software installation by clicking the **Cancel** button.

1. Close all programs.
2. Insert the printing system software CD into the CD-ROM drive. The software installer detects the language of the operating system, and then displays the main menu of the installation program in the same language.

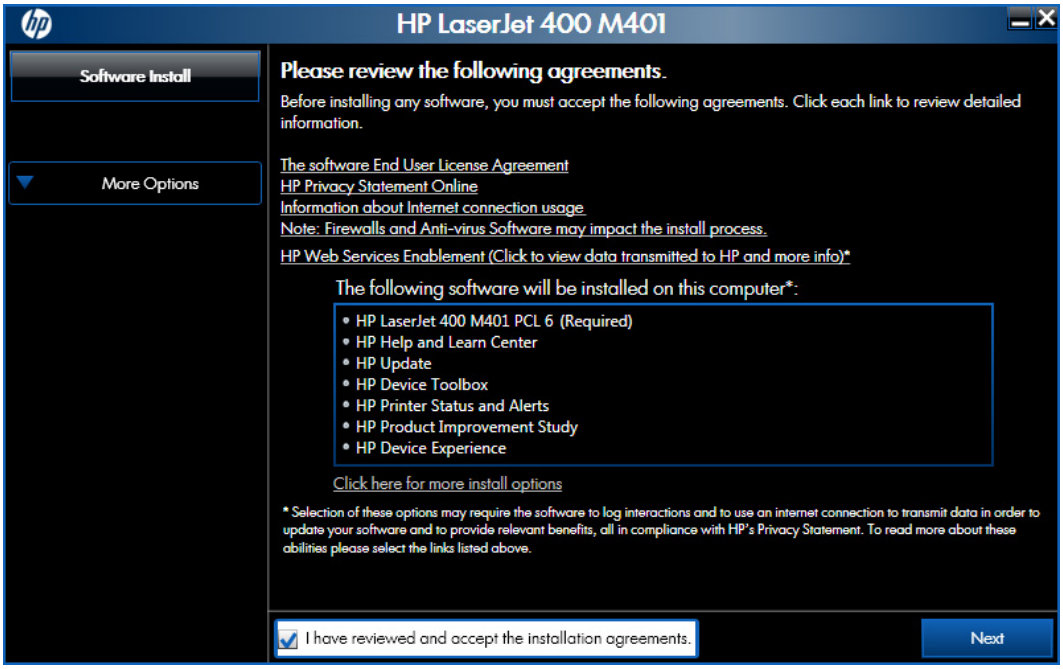
   If the installer program has not started after 30 seconds, complete these steps:

   a. On the **Start** menu, click the **Run** option.

   b. Type the following: `X:\SETUP.EXE` (where X is the letter of the CD-ROM drive).

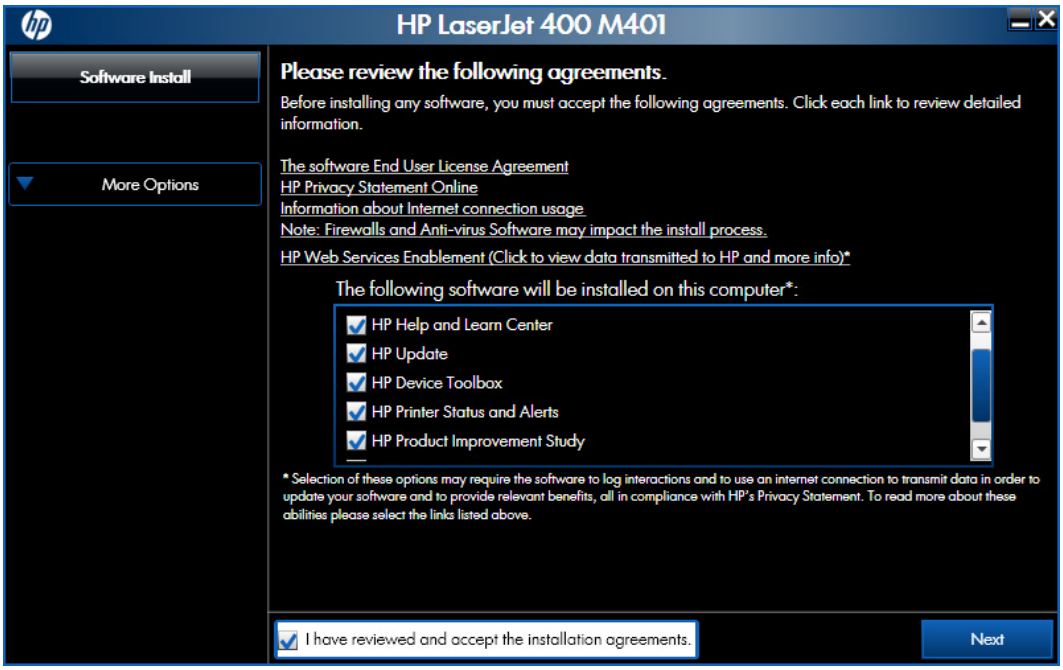
   c. Click the **OK** button. The installer program starts.
3. The license agreement screen opens.

Figure 2-62 Software installation — License agreement screen



4. Select **Click here for more install options** to customize the software components that are installed with the product. When you have finished customizing the installation, click the **I have reviewed and accept the installation agreements** check box, and then click the **Next** button to continue to the **Connection Type** screen.

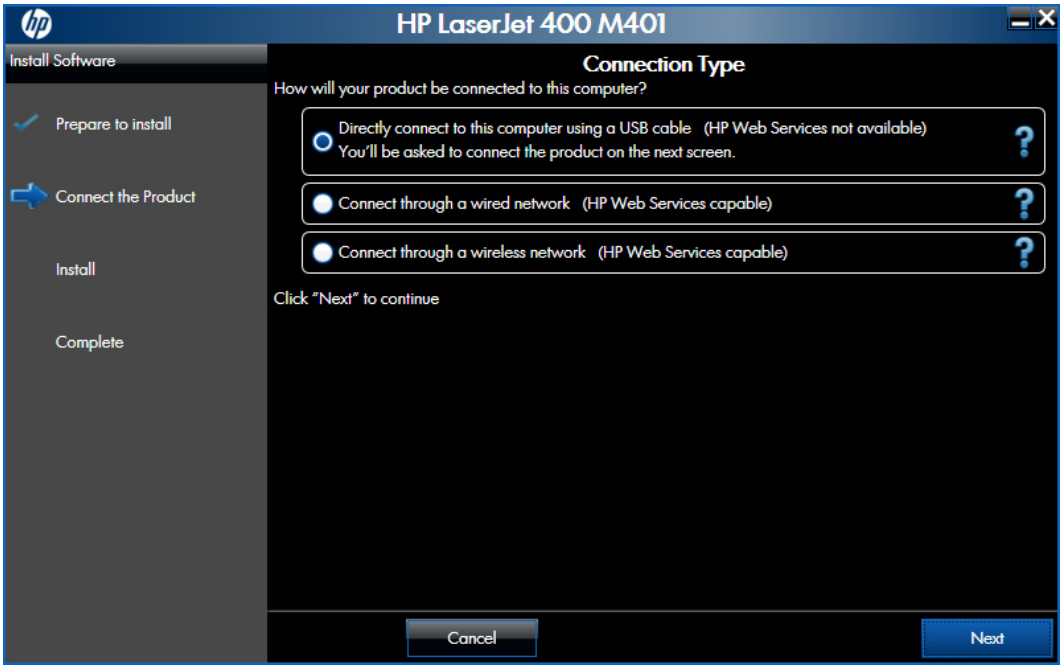
Figure 2-63 Software Installation — Customize software installation



5. Select a connection type option on the **Connection Type** screen, based on how the product connects to the computer.

NOTE: If you are installing a base unit (which does not have a network connection option), this screen does not appear. Proceed to the next step.

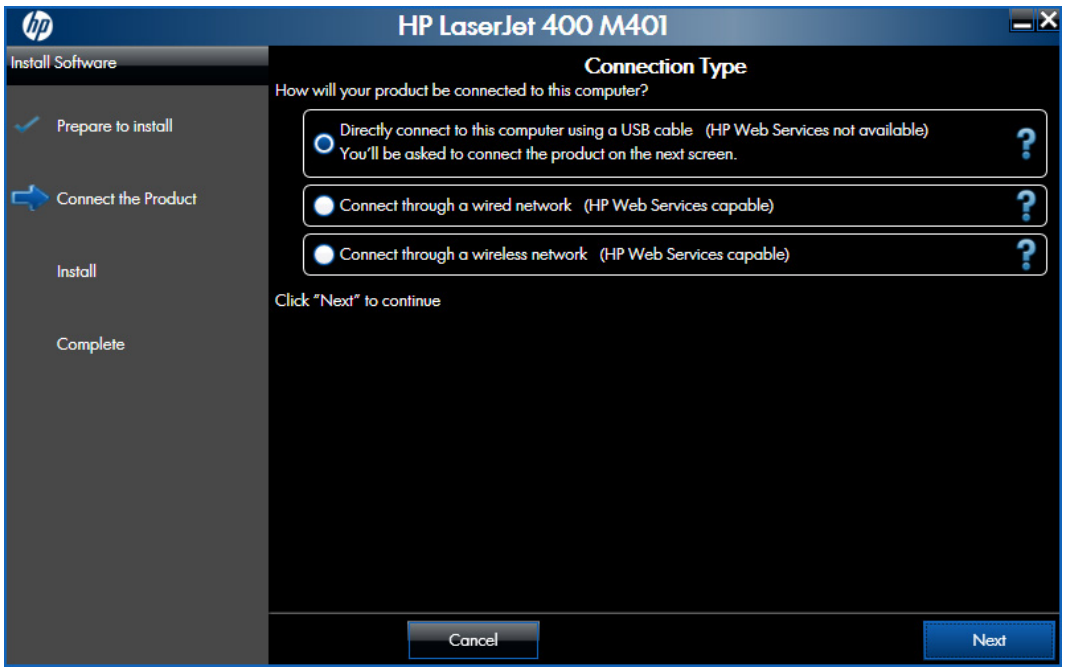
Figure 2-64 Software installation — Connection Type screen



- For USB-connected products, follow these steps:

  ▲ Connect the product to the computer when prompted at the **Connect the Product** screen. The installer program opens a progress bar as it automatically starts the software installation.

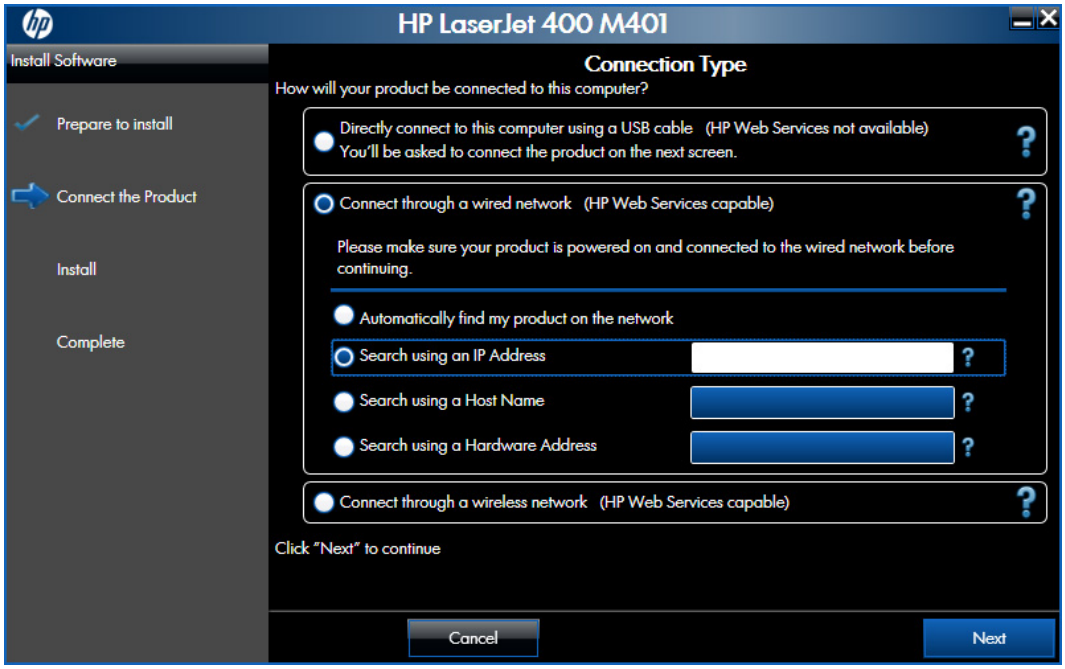
Figure 2-65 Software installation — Connect the Product screen



- For wired network connected products, follow these steps:

  a. Select the **Connect through a wired network** option.

  Figure 2-66 Software installation — Connection Type screen for network connected installation



  b. If the product's network settings *are not* known, select the **Automatically find my product on the network** option.

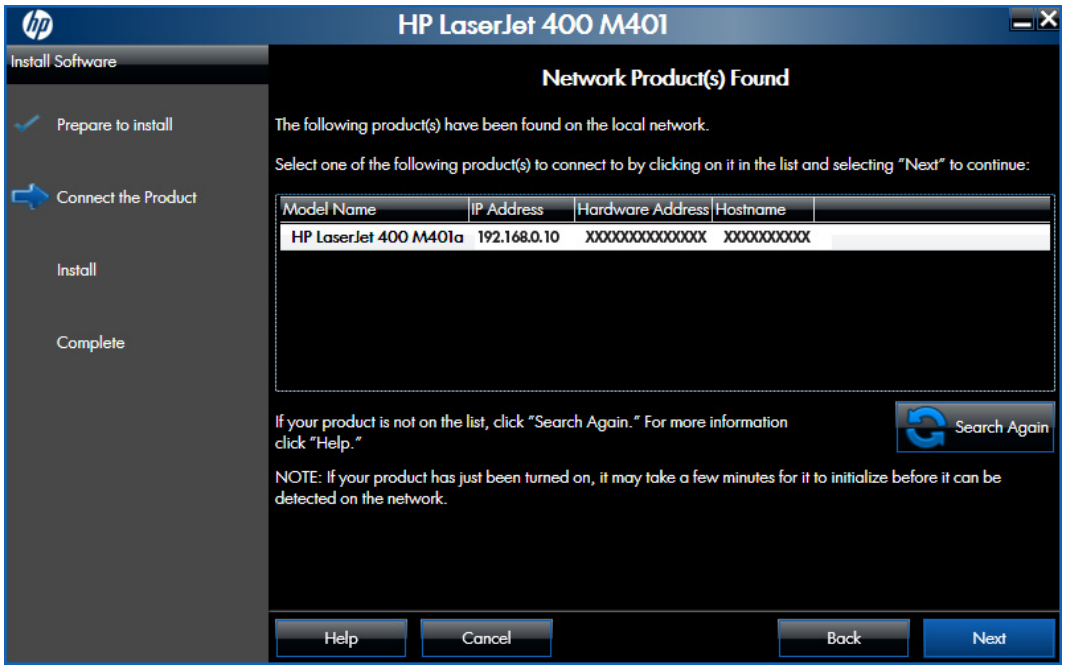
  c. If the product's networking settings *are* known, enter either the product's host name, IP address, or hardware address.

  NOTE: At the product control panel, record the product network IP address.

  d. Click the **Next** button.

e. A list of products is displayed on the **Network Product(s) Found** screen. Select the product to install and then click the **Next** button

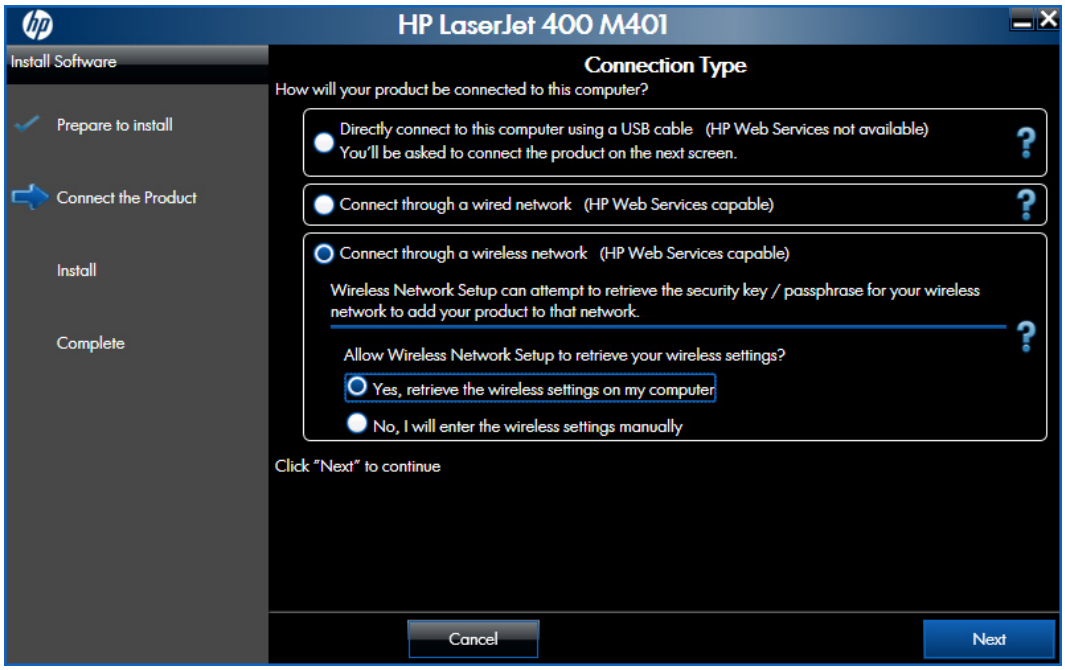
Figure 2-67 Software installation — Network Product(s) Found screen



- For wireless network connected products, follow these steps:

  a. Select the **Connect through a wireless network** option, and then click one of the check boxes.

  Figure 2-68 Software installation — Connection Type screen for wireless connected installation

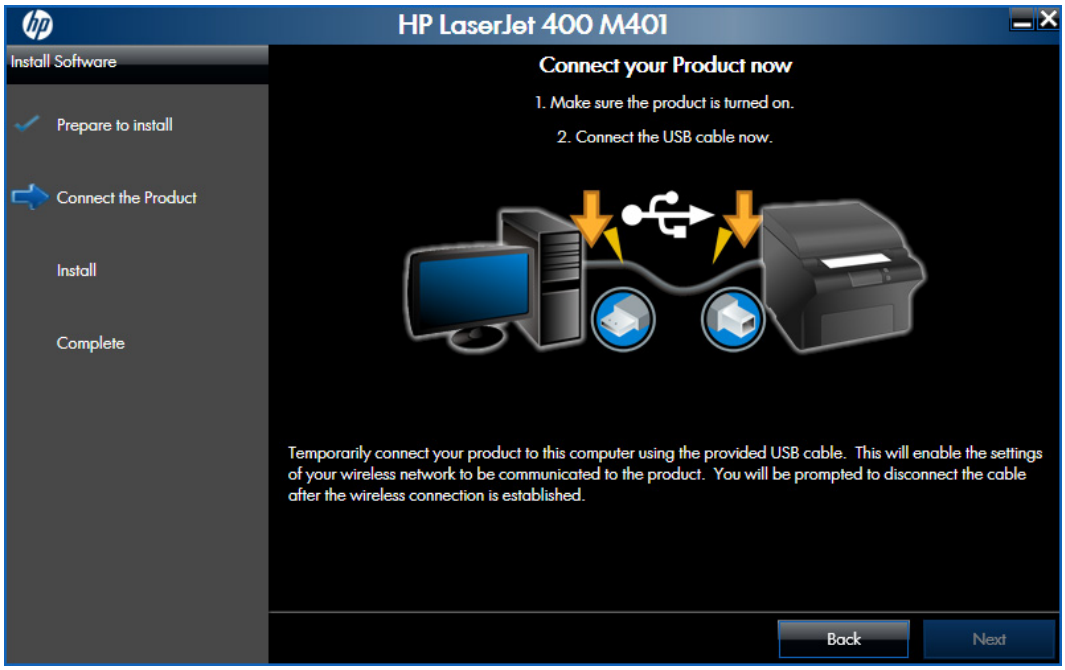


  If you click the **Yes, retrieve the wireless settings on my computer option**, the installer program searches for wireless network and then opens the Network Product(s) Found screen.

  If you click the **No, I will enter the wireless settings manually**, provide the required information.

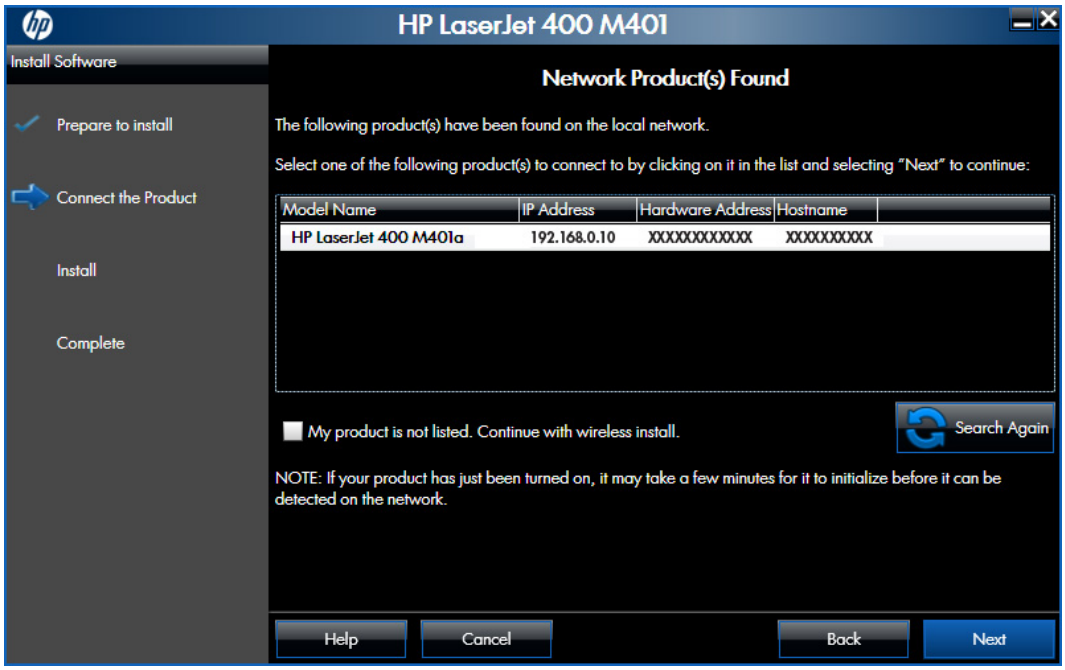
b. Click the **Next** button. The installer program prompts you to connect the USB cable, momentarily, between the computer and the product. Connect the cable and the installer program continues automatically.

Figure 2-69 Software installation — Connect USB screen for wireless connected installation



c. In the **Network Protect(s) Found** screen, select the correct network, and then click the **Next** button.

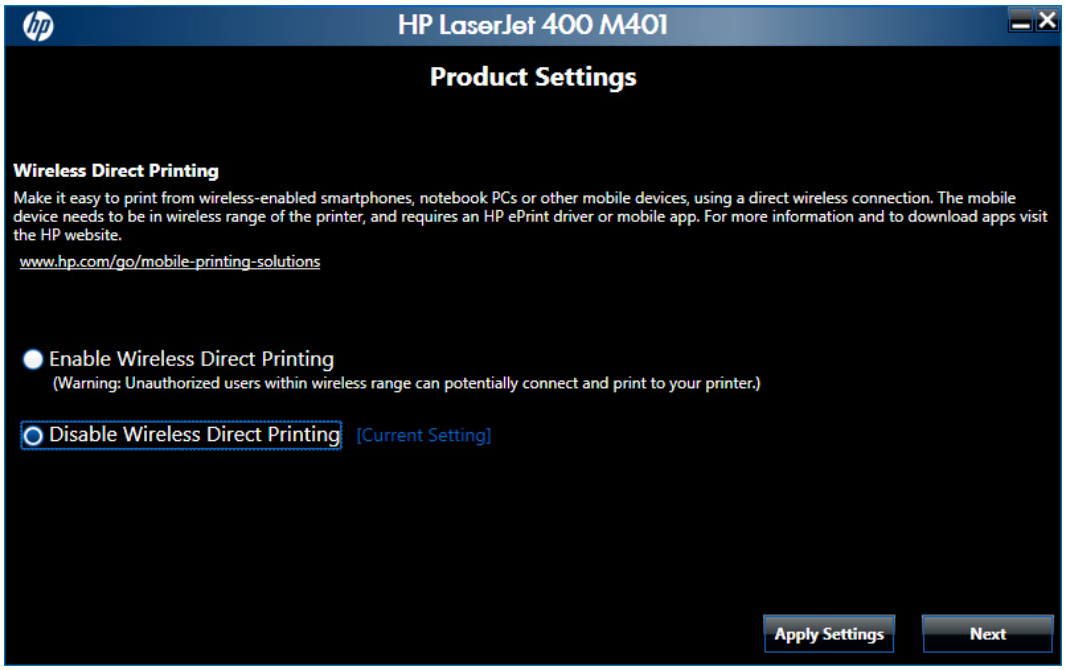
Figure 2-70 Software installation — Network Protect(s) Found screen for wireless connected installation



NOTE: If the correct network does not appear, click the **Search Again** button, or click the **I do not see my wireless network. I will specify it manually.** check box and manually enter the network information.

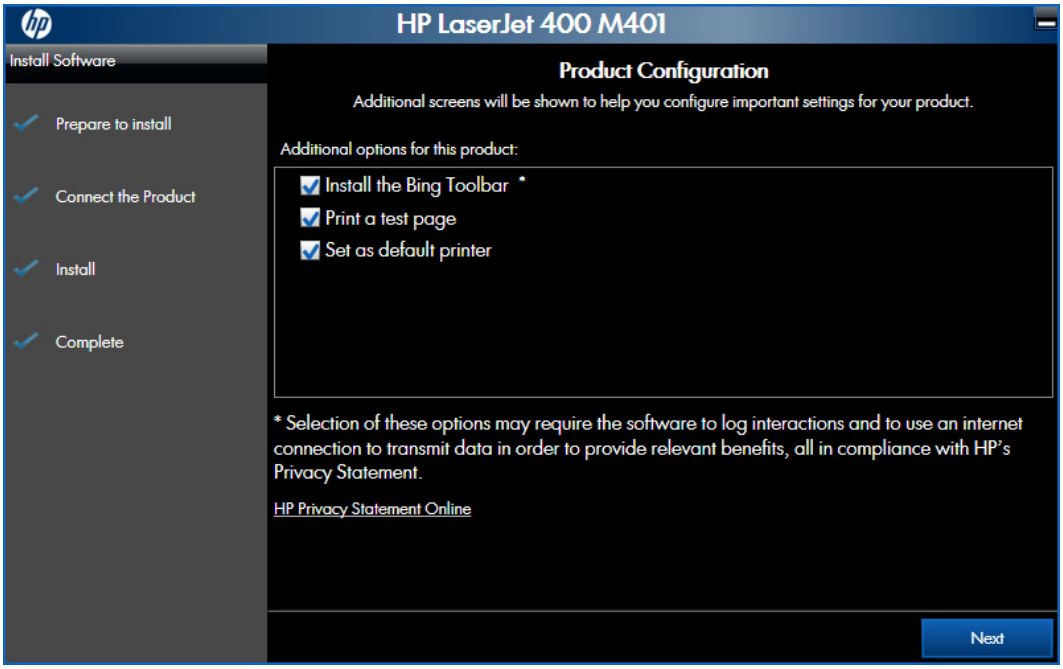
d. In the **Product Settings** screen, determine whether or not you want to enable the HP Wireless Direct Printing, and then click the **Next** button.

Figure 2-71 Software installation — Product Settings screen for wireless connected installation



6. When the installation completes, the **Product Configuration** screen appears.

Figure 2-72 Software installation — Product Configuration screen

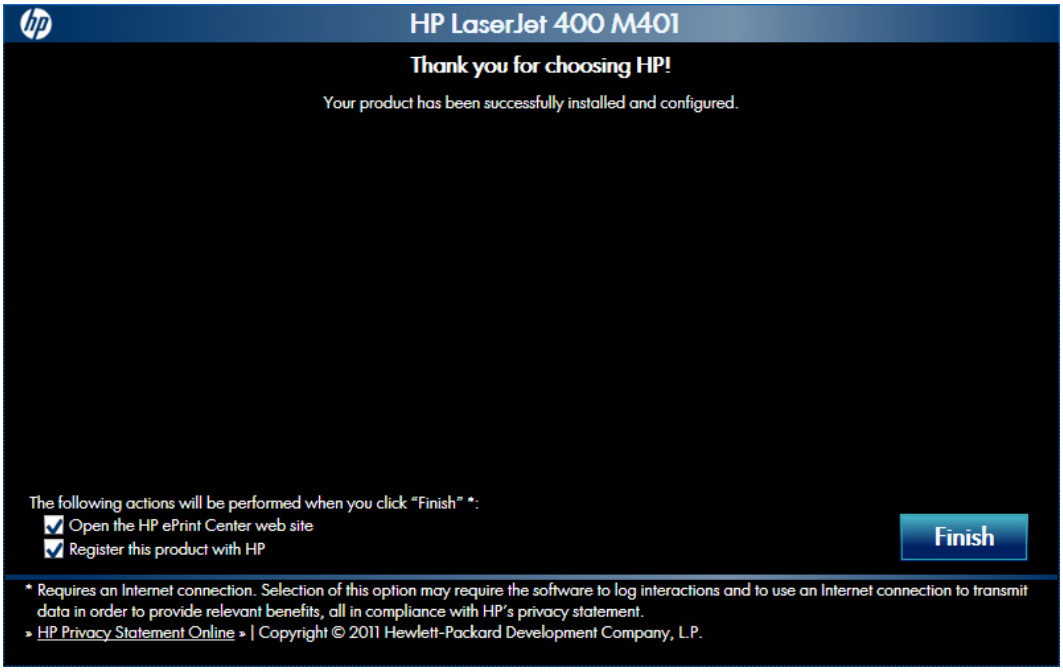


- Install the Bing search toolbar by checking the **Install the Bing Toolbar** check box.
- Have the product print a test page to verify successful installation by checking the **Print a test page** check box.
- Set the product as the default printer by checking the **Set as default printer** check box.

Click the **Next** button to continue.

7. A confirmation dialog box opens.

Figure 2-73 Software installation — confirmation dialog box



- Open the HP ePrint Center by checking the **Open the HP ePrint Center web site** check box.
- Register the product with HP by selecting the **Register the product with HP** check box.

8. Click the **Finish** button to complete the product installation.

Point-and Print installation

Use the following information to install a print driver by using the Microsoft Point-and-Print feature when you do not connect directly to the product on the network.

Point-and-Print is a Microsoft term that describes a two-step print driver installation process. The first step is to install a shared print driver on a network print server. The second step is to "point" to the print server from a network client so that the client can use the print driver.

This section outlines the procedures for installing print drivers by using Point-and-Print. If these procedures are not successful, contact Microsoft. HP provides print drivers that are compatible with the Point-and-Print feature, but this is a function of the Windows operating systems, not of HP print drivers.

NOTE: Administrator privileges are necessary to install the print driver.

In a homogenous operating system environment (one in which all of the clients and servers are running in the same operating system), the same print driver version that is vended from the server to the clients in a Point-and-Print environment also runs and controls the print queue configuration on the server. However, in a mixed operating system environment (one in which servers and clients might run on different operating systems), conflicts can occur when client computers run a version of the print driver that is different from the one on the print server.

In an effort to increase operating system stability, Microsoft determined that, starting with Windows 2000 and continuing with all future operating systems, print drivers would run as user-mode processes. User-mode drivers run in a protected part of the operating system, as do all of the normal end-user processes and software programs. A user-mode print driver that functions incorrectly can terminate (or “crash”) only the process in which it is running—not the whole operating system. Because access to critical system resources is restricted, overall operating system stability is increased.

Remove Windows software

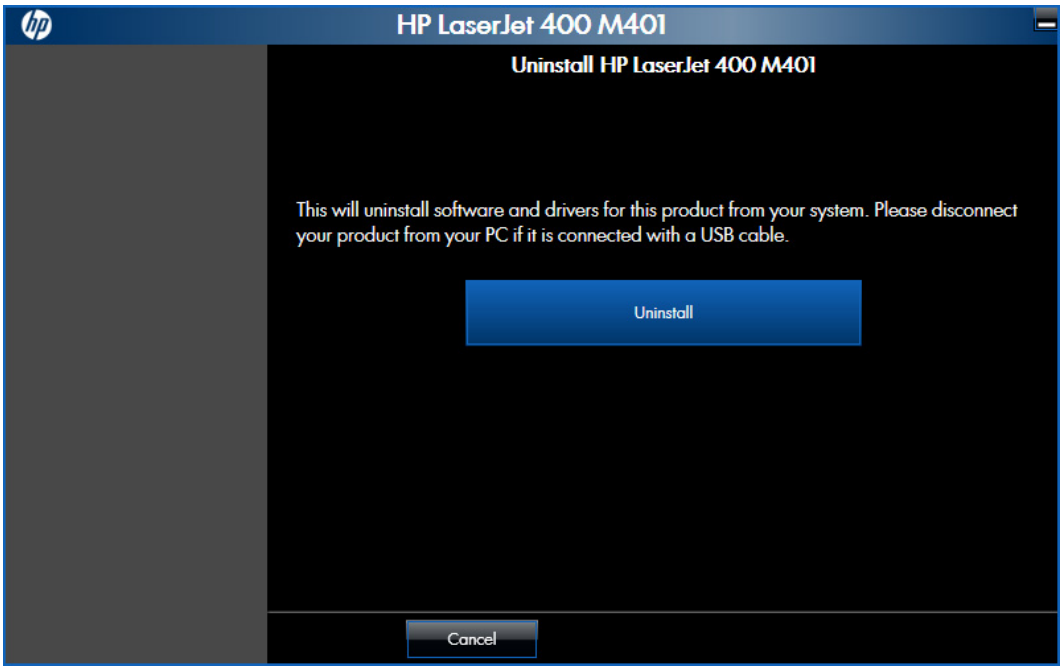
NOTE: If the print driver was installed by using the HP Driver Installation Utility, follow the instructions in the Remove the print driver by using the Windows Add or Remove Programs feature on page 103. If the driver was installed using the Add Printer Wizard, follow the instructions in the Remove the print driver by using the Server Properties feature on page 105.

Use the HP Uninstall utility to remove the product software

The installed software includes a utility to remove the product software.

1. Click the Windows **Start** button, click the **Programs** or **All Programs** item, and then click the **HP** item.
2. Click the product name, and then click the **Uninstall Product Software** item. The HP Uninstaller utility opens.

Figure 2-74 HP Uninstaller utility — Uninstall button



3. If the product is connected via USB to the computer, disconnect the USB cable. Click the **Uninstall** button to begin the removal process.

4. When the process is complete, either click the **Reboot Now** button, or clear the check box and click the **Reboot Later** button.

Figure 2-75 HP Uninstaller utility — Reboot Now button

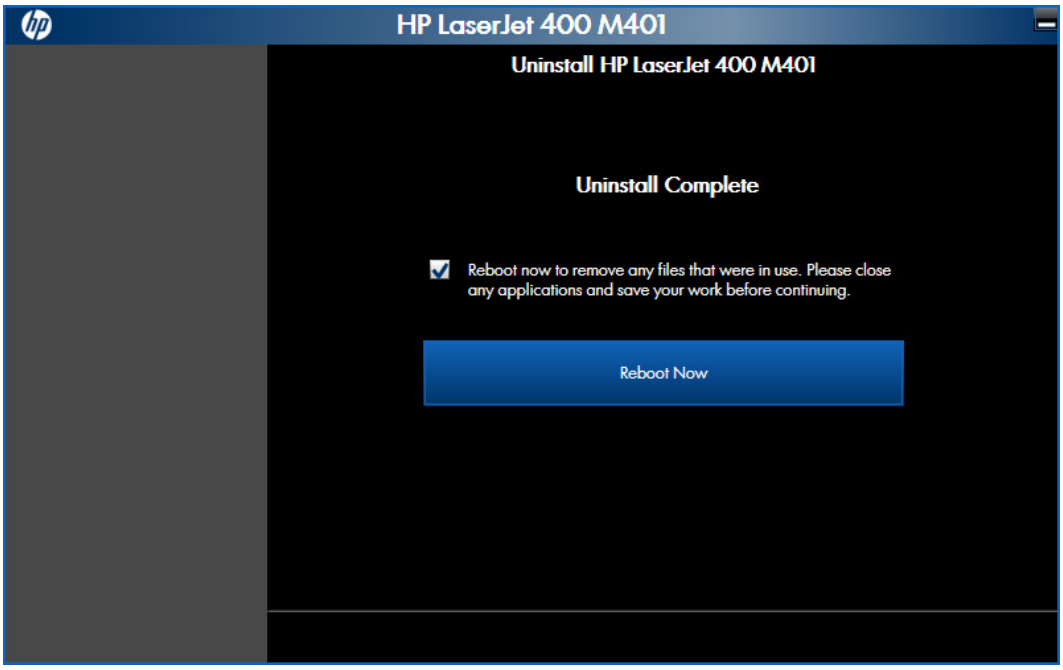
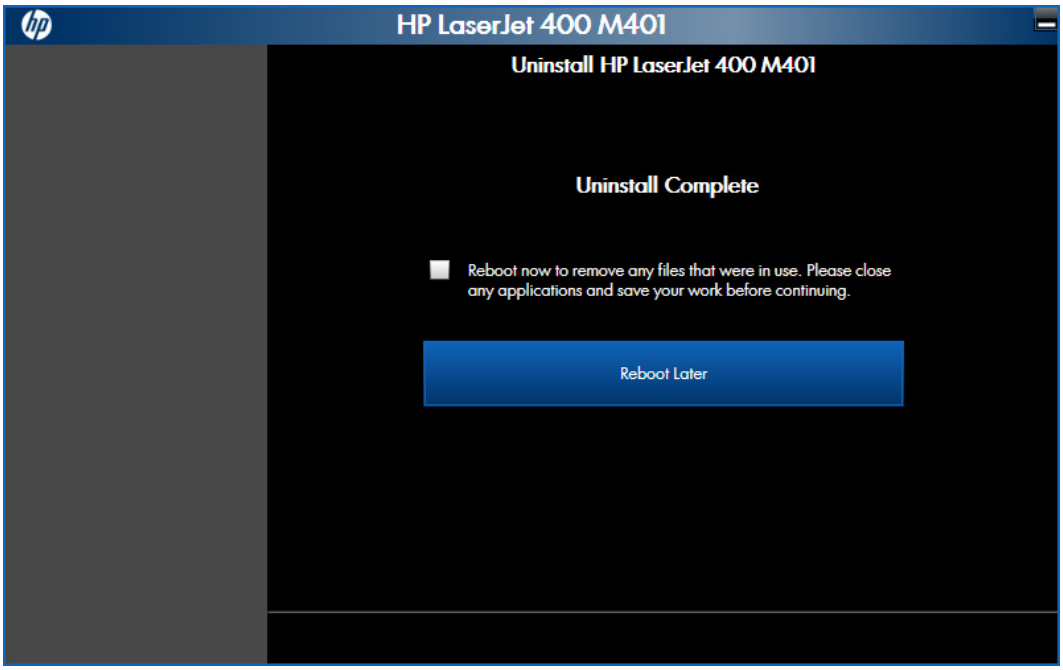


Figure 2-76 HP Uninstaller utility — Reboot Later button



Use the software CD to remove the product software

The installer program on the software CD includes a utility to remove the product software.

1. Insert the printing system software CD into the CD-ROM drive. The software installer detects the language of the operating system, and then displays the main menu of the installation program in the same language.

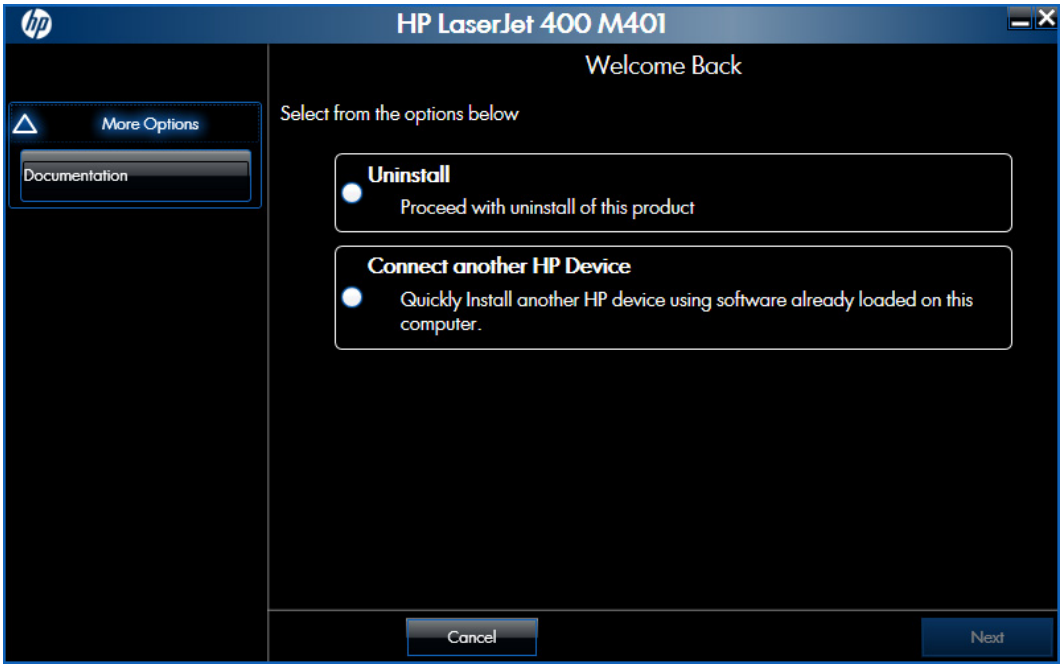
   If the installer program has not started after 30 seconds, complete these steps:

   a. On the **Start** menu, click the **Run** option.

   b. Type the following: `X:\SETUP.EXE` (where X is the letter of the CD-ROM drive).

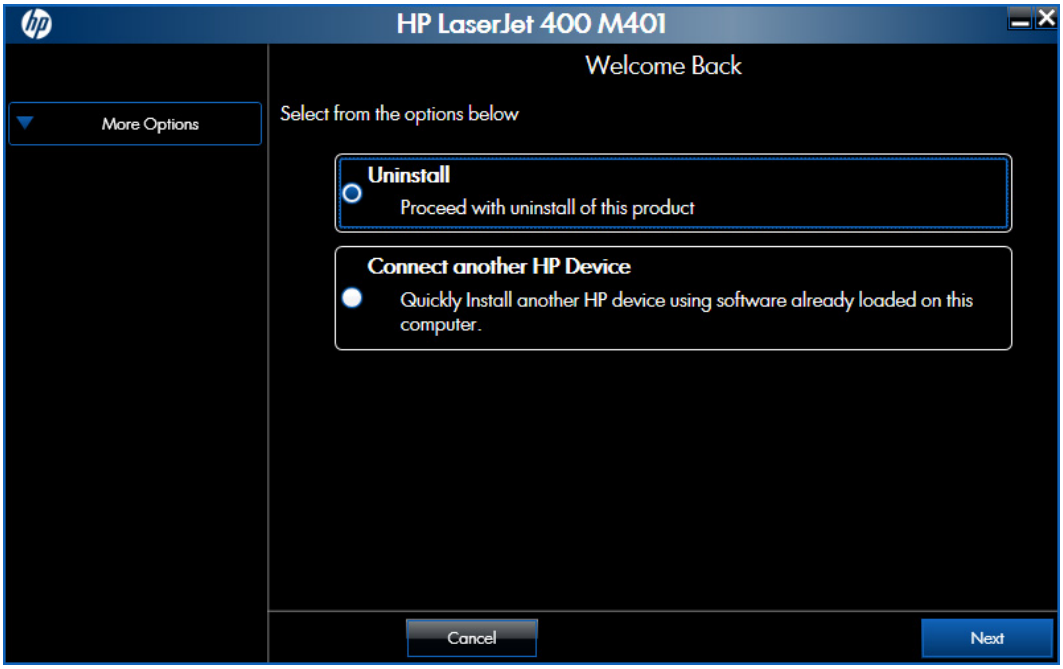
   c. Click the **OK** button. The installer program starts and opens the **Welcome Back** screen.

   Figure 2-77 Software removal — Welcome Back screen



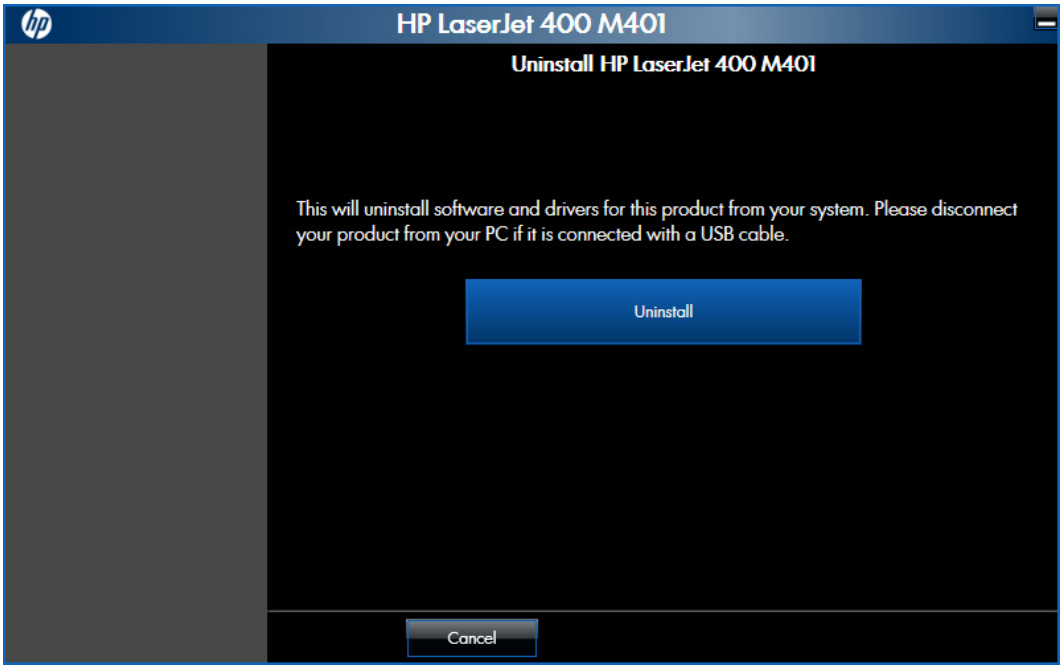
2. Click the **Uninstall** option, and then click the **Next** button.

Figure 2-78 Software removal — Uninstall option selected



3. In the dialog box that opens, click the **Uninstall** button, and then follow the onscreen instructions to complete the process.

Figure 2-79 Software removal — Uninstall button



4. When the process is complete, either click the **Reboot Now** button, or clear the check box and click the **Reboot Later** button.

Figure 2-80 Software removal — Reboot Now button

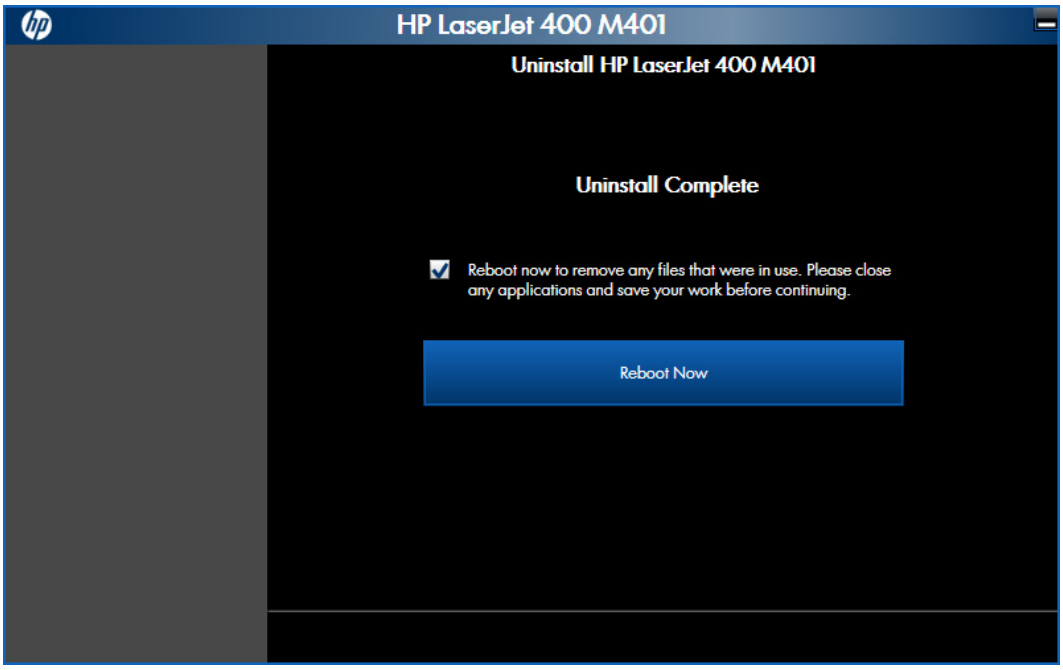
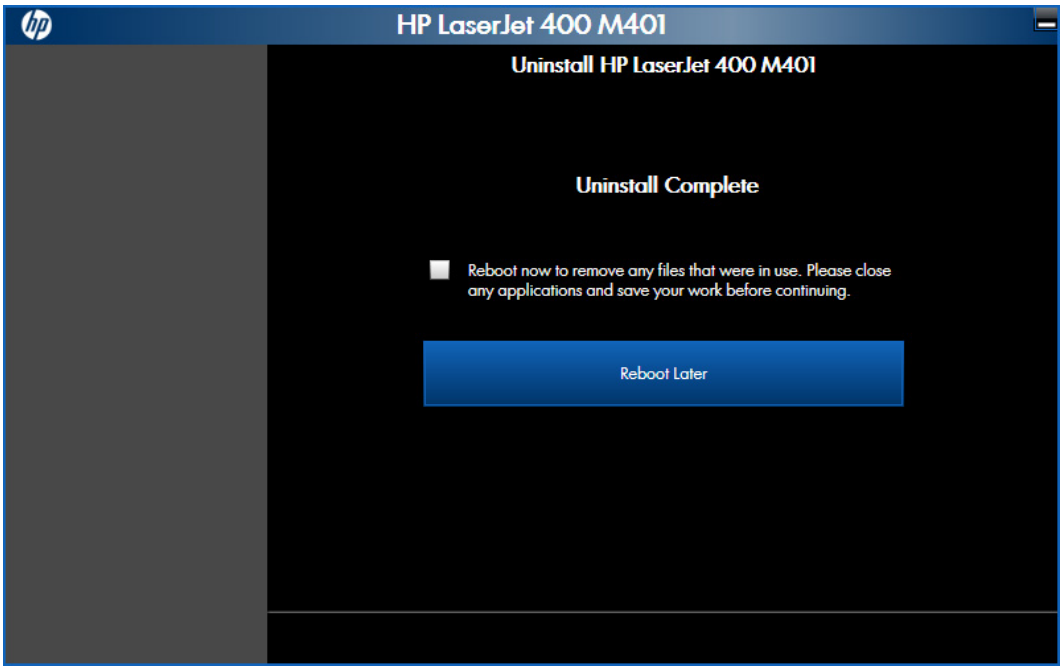


Figure 2-81 Software removal — Reboot Later button



Remove the print driver by using the Windows Add or Remove Programs feature

If the print driver was installed by the HP Driver Installation Utility (HP DIU), perform the following to uninstall the driver:

NOTE: You do not need the printing-system software CD to use this uninstall method.

NOTE: To uninstall the software, you must log on with administrator privileges.

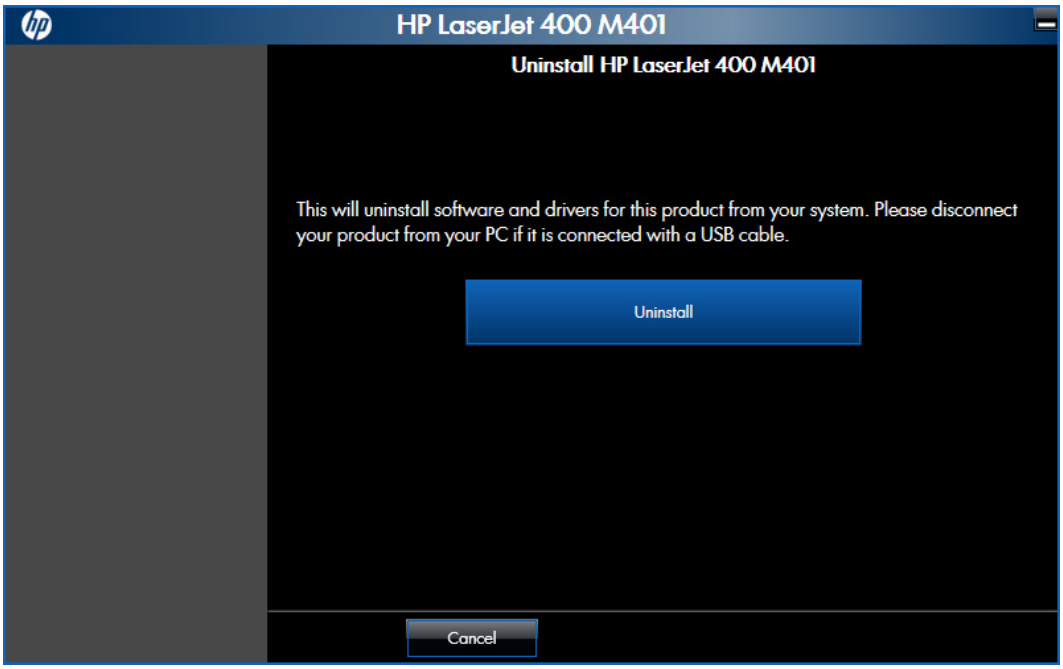
1. Close all programs.
2. Complete one of the following steps.
   - **Windows XP and Windows Server 2003**: On the **Start** menu, click the **Control Panel** item, and then double-click the **Add/Remove programs** item.
   - **Windows Vista and Windows 7**: On the **Start** menu, click the **Control Panel** item, and then under the **Programs** menu, click the **Uninstall a program** item.

Figure 2-82 Windows Control Panel screen (Windows 7)

3. Click **Change or Remove Programs**, select the component you want to remove, and then click **Change/Remove**. The following components might appear in the list of programs:
   - HP LaserJet Pro 400 M401 Printer Series PCL 6 driver

4. The HP Driver Uninstall Utility launches. Click the **Uninstall** button to start the uninstall process. Click **Cancel** to exit the HP Uninstall Utility.

Figure 2-83 HP Driver Uninstall Utility screen



5. When the process is complete, either click the **Reboot Now** button, or clear the check box and click the **Reboot Later** button.

Figure 2-84 Reboot Now button

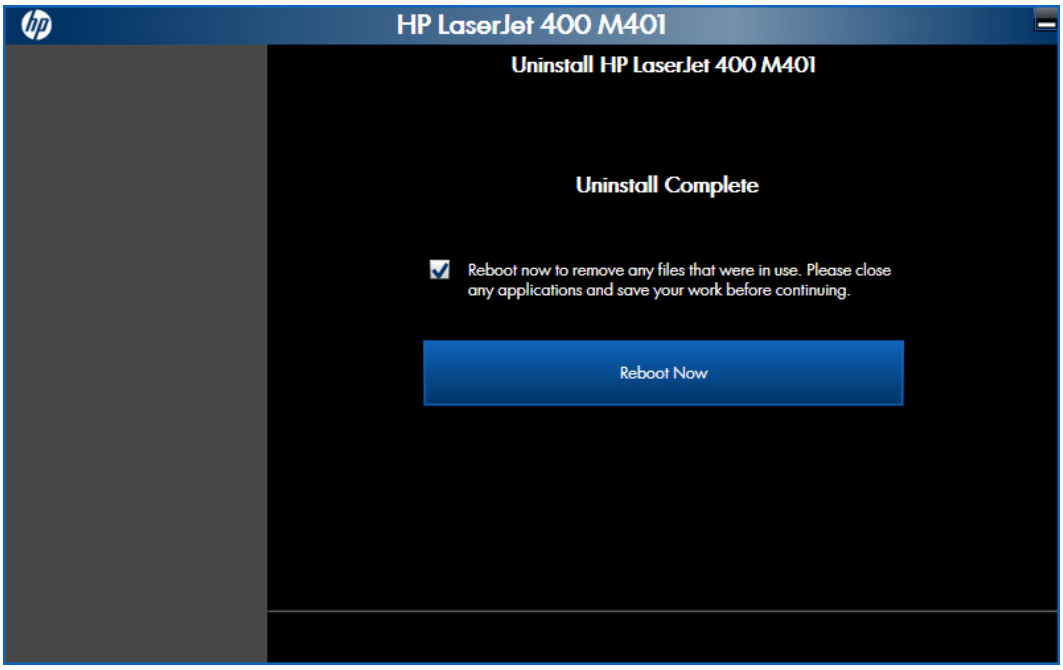
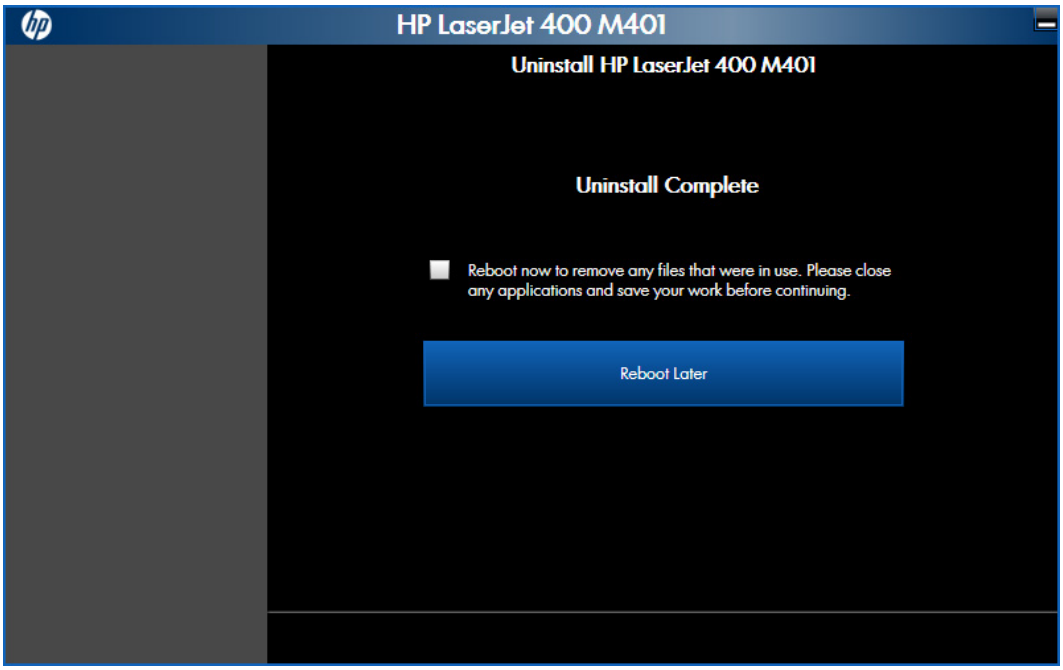


Figure 2-85 Reboot Later button



Remove the print driver by using the Server Properties feature

If the print driver was installed by the Add Printer Wizard, perform the following to remove the driver.

NOTE: To uninstall the software, you must log on with administrator privileges.

1. Close all programs.
2. On the **Start** menu, do one of the following steps:
   - **Windows XP and Windows Server 2003**: Click the **Settings** item, and then open the **Printers and Faxes** item.
   - **Windows Server 2008**: Click the **Control Panel** item, and then open the **Printers** folder.
   - **Windows Vista**: Click the **Control Panel** item. Under the **Hardware and Sound** category, click the **Printer** item.
   - **Windows 7**: Click the **Devices and Printers** item.
3. Right-click the icon for your product and then click the **Delete** button. This removes the icon for the product only, but it does not remove the associated files.
4. To remove the associated files, do one of the following steps:
   - **Windows XP and Windows Server**: Click the **File** menu from inside the **Printers** or **Printers and Faxes** dialog, and then click the **Server Properties** menu item.
   - **Windows Vista**: Right-click the list pane, and then click the **Server Properties** menu item.
   - **Windows 7**: Click another item in the **Printers and Faxes** group, and then at the top of the list click the **Printer server properties** button.
5. Click the **Drivers** tab, click the name of the product, and then click the **Remove** button. When you are prompted to confirm the deletion, click the **Yes** button.
6. Click the **OK** button to close the **Print Server Properties** dialog, and then close the **Printers** or **Printers and Faxes** dialog box.

3 Mac software and utilities

- Software installation methods
- Install the Mac printing-system software
- Remove the printing-system software from Mac operating systems

Software installation methods

CD installation

Supported operating systems for Mac

The product supports the following Mac operating systems:

- Mac OS X 10.5, 10.6, and 10.7

NOTE: For Mac OS X 10.5 and later, PPC and Intel® Core™ Processor Macs are supported. For Mac OS X 10.6 and 10.7, Intel Core Processor Macs are supported.

Supported languages

Languages supported by the product are:

- Chinese: Traditional
- Chinese : Simplified
- Danish
- Dutch
- English
- Finish
- French
- German
- Italian
- Korean
- Norwegian
- Polish
- Portuguese
- Russian
- Spanish-Mid-Atlantic
- Swedish

HP LaserJet software components and utilities for Mac

The printing-system software for Mac is composed of an HP-created postscript (PS) printer definition file (PPD) and a Printer Dialog Extension (PDE) file that work together with the Mac OS printing system. These files are used by the Mac OS printing system to determine default print driver settings and to

allow the user to select between the various print options and settings. An HP-supplied Mac printer configuration utility is provided, which allows the user to access the HP Embedded Web Server (HP EWS) for additional configuration and product status monitoring. The following are provided on the printing-system CD:

- The HP LaserJet Installer for Mac

The following components are installed by the HP LaserJet Installer for Mac:

- HP LaserJet Pro 400 M401 Printer Series PPD
- HP LaserJet Pro 400 M401 Printer Series PDE
- HP USB EWS Gateway
- HP Utility

HP LaserJet Pro 400 M401 Printer Series PPD

A postscript printer description (PPD) file is a text file that contains keywords and other information to specify printer features, options, and settings. PPD files are created by printer vendors for a specific postscript printer or printer family. PPD files are created by printer vendors to describe the set of printer features available for their postscript printers. On the Mac, PPD files provide all the information necessary to describe a postscript printer's features, including options and default settings. They also contain the postscript code used to invoke those features.

HP LaserJet Pro 400 M401 Printer Series PDE

A Print Dialog extension file can specify one or more PDEs to load in the Print dialog box to provide HP printer specific features. A printing dialog extension (PDE) is a way to extend the Print dialog box in Mac OS X with custom printer features.

A PPD file and printing dialog extension (PDE) for a printer are bound to a printer queue when the queue is created.

HP USB EWS Gateway

For network-connected printers, the EWS can be accessed directly by typing the network IP address or DNS name of the product into the Web browser. HP USB EWS Gateway software, which is automatically installed, allows a Web browser to access the product's EWS if the product is connected using a USB cable. Click the **Utility** button when using a USB connection to access the EWS though the Web browser.

HP Utility for Mac

The HP Utility is a software program that gives you access to the product in Mac OS X.

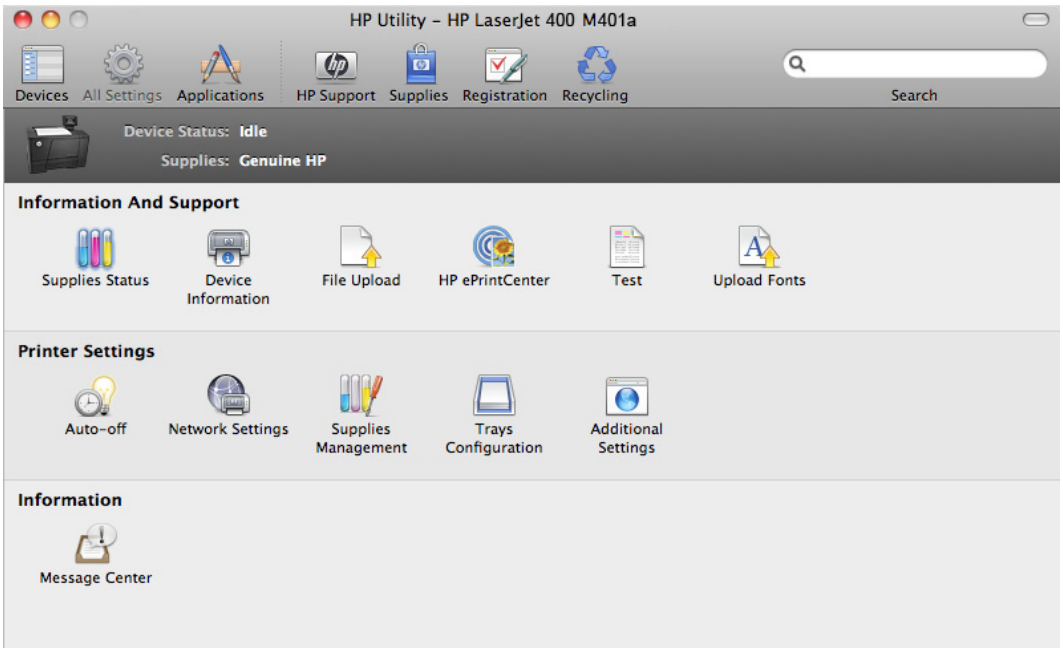
The HP Utility does not work when it is installed by using the AppleTalk protocol. Use IP, Bonjour, or Rendezvous to enable the HP Utility.

Click the **HP Support** button to go to the **HP Online Support** Web site for more help on any of these topics.

Open the HP Utility

1. Perform one of the following steps:
   - From the **Printer Browser** menu, click the **Printer Utility** button.
   - From the **Print Queue**, click the **Utility** icon.
2. The main HP Utility screen appears. Click the product in the **Printers** list.

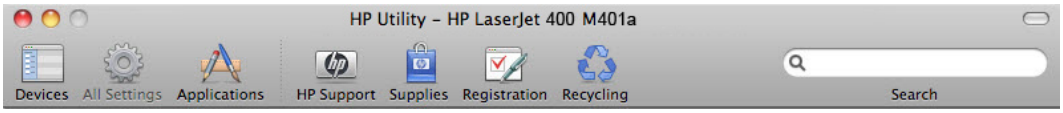
Figure 3-1 HP Utility main screen



The following sections describe the screens and features that are available in the HP Utility.

HP Utility toolbar

Figure 3-2 HP Utility toolbar



The HP Utility toolbar includes the following controls.

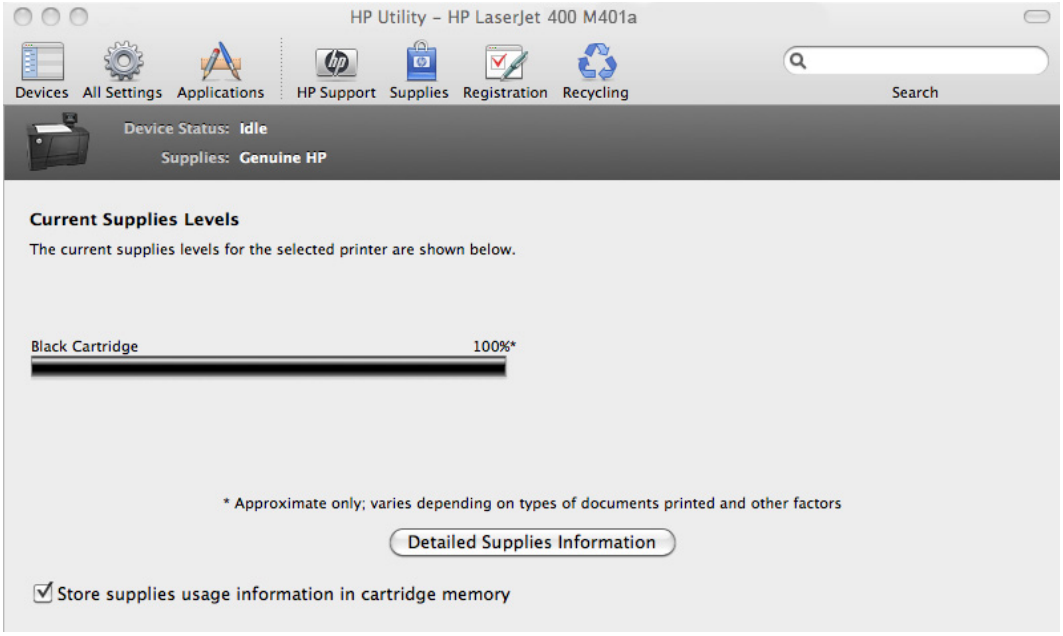
- **Devices**: Click this button to show or hide Mac products found by the HP Utility in the **Printers** pane at the left side of the screen.
- **All Settings**: Click this button to return to HP Utility main page.
- **Applications**: Click this button to manage which HP tools or utilities appear in the Dock.
- **HP Support**: Click this button to open a browser and go to the HP support Web site for the product.
- **Supplies**: Click this button to open the HP SureSupply Web site.

- **Registration**: Click this button to open the HP registration Web site.
- **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

Supplies Status

In the **Information And Support** section, click **Supplies Status** to open the **Supplies Status** screen.

Figure 3-3 Supplies Status screen



Click the **Detailed Supplies Information** button to open the **Supplies Status** details screen.

Use the scroll button to see information about the toner cartridges.

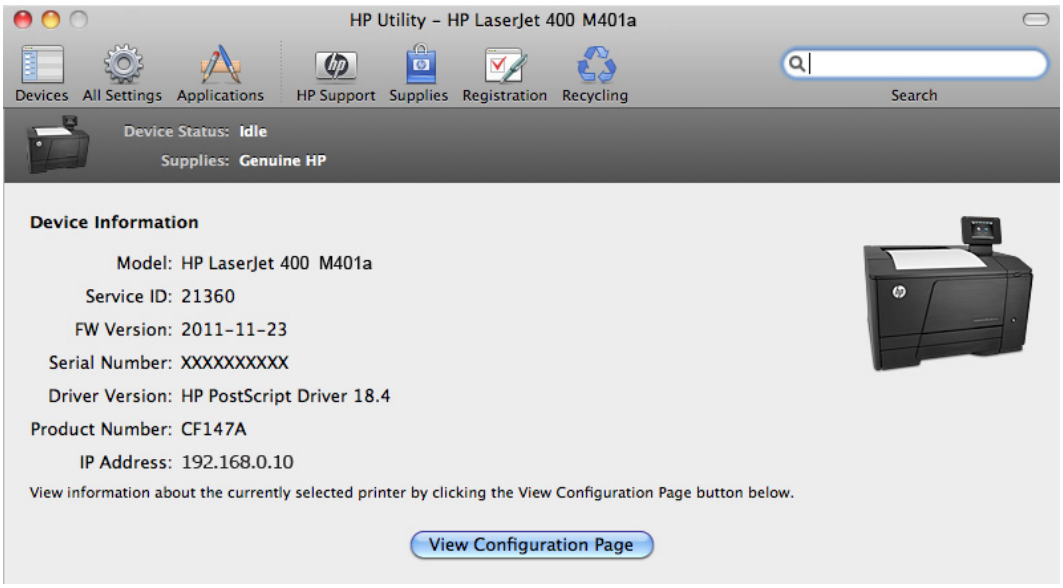
On the **Supplies Status** screen, click the **Media** button to see the status of the trays.

You can also order supplies by clicking the **Supplies** link in the toolbar on the HP Utility main screen.

Device Information

In the **Information And Support** section, click the **Device Information** icon to find the product **Service ID** (if assigned), the firmware version (**FW Version**), and the **Serial Number**.

Figure 3-4 Device Information screen

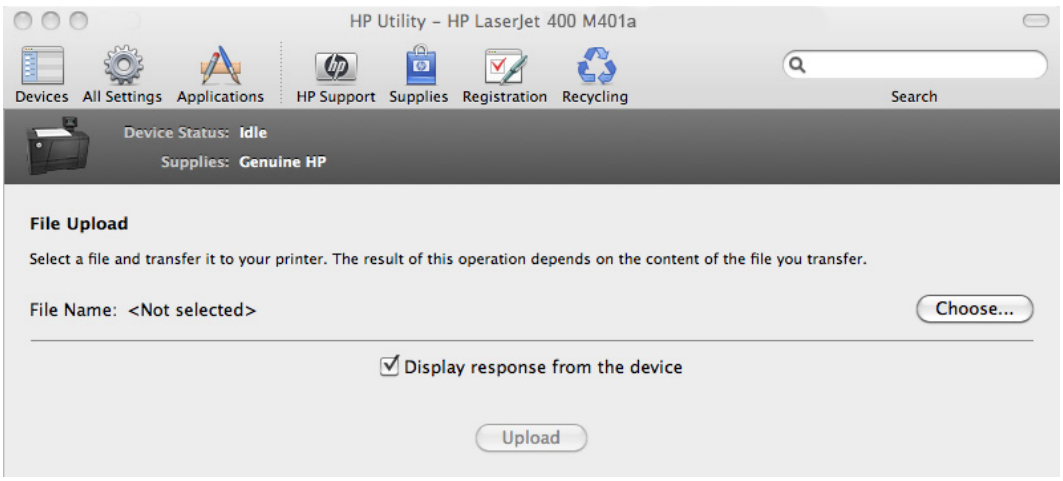


The product configuration page shows other settings; click the **View Configuration Page** button.

File Upload

In the **Information And Support** section, click the **File Upload** icon to open the **File Upload** screen.

Figure 3-5 File Upload screen



The **File Upload** command is supported for file types that can be sent directly to the product without first being opened through a software program. Some files can be uploaded to the product, but some cannot.

Documents in the following file formats can be printed by using a command line. That is, they do not need to be opened in a software program that supports the file format (such as the Adobe Acrobat or

Acrobat Reader programs for .PDF files), but can be sent directly to the product by using the **File Upload** command.

- HP LaserJet printer command language (.PRN)
- Portable document format (.PDF)
- Postscript (.PS)
- Text (.TXT)

On the **File Upload** screen, click the **Choose** button to open a navigation screen. Locate the file you want to upload and click the **Open** button.

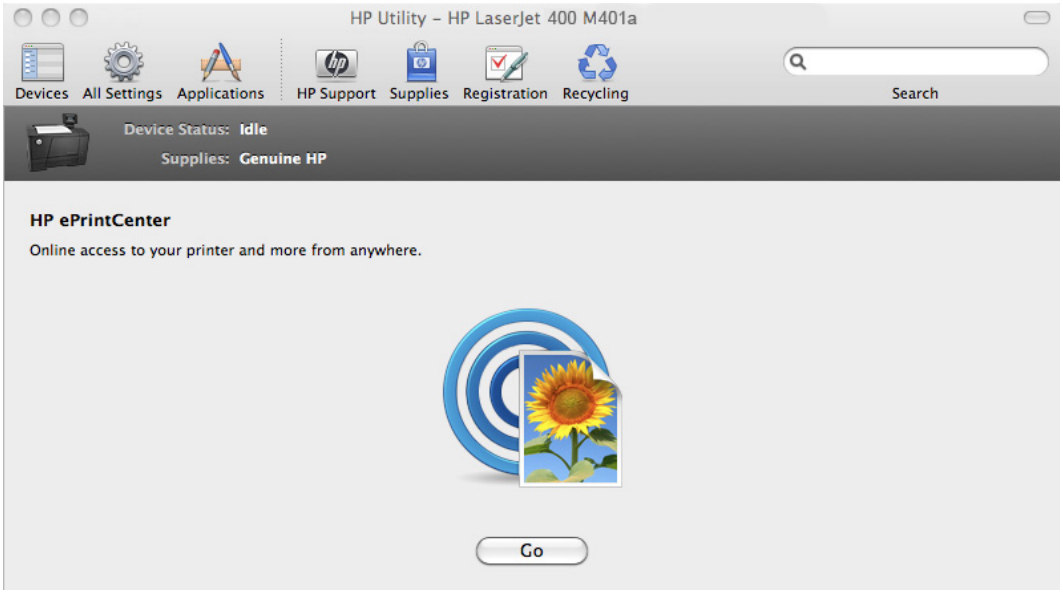
On the **File Upload** screen, click the **Display response from the device** option to verify that the upload was successful. If the file loads successfully, no message appears.

On the navigation screen, select the file and click the **Open** button. The file name appears in the **File Upload** screen. Click the **Upload** button.

HP ePrintCenter

In the **Information And Support** section, click the **HP ePrintCenter** icon to gain access to **HP ePrintCenter**.

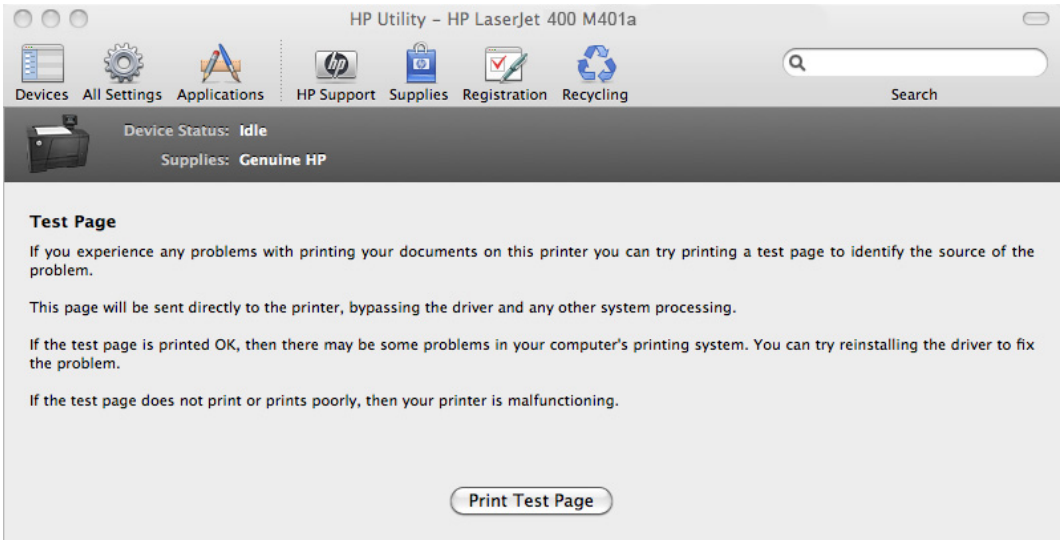
Figure 3-6 HP ePrintCenter screen



Test

In the **Information And Support** section, click the **Test** icon to send a test page to the product.

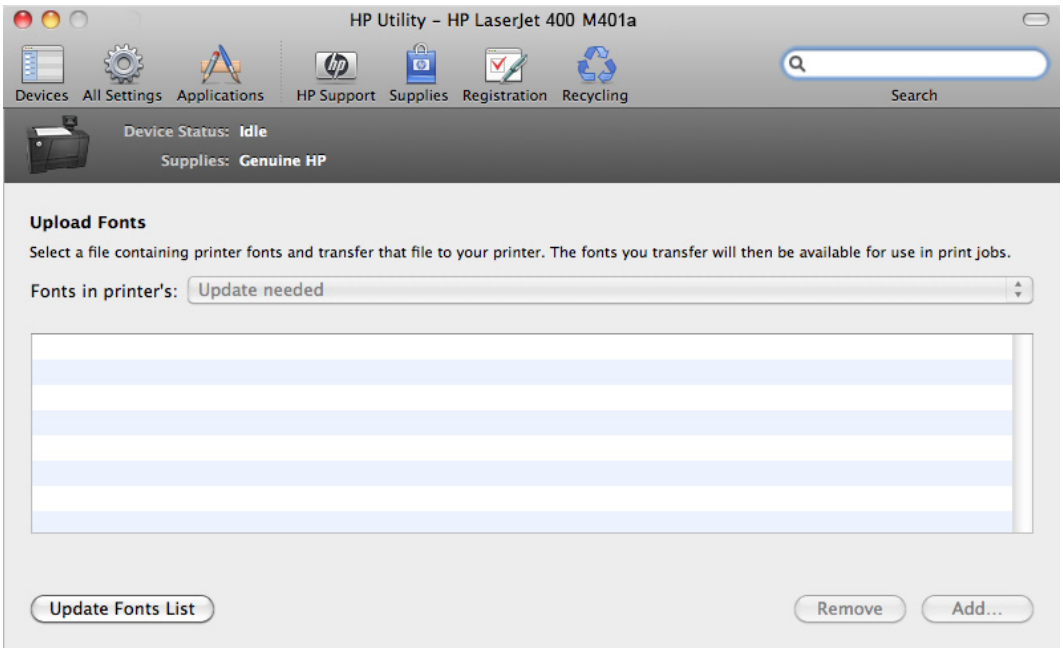
Figure 3-7 Test screen



Upload Fonts

In the **Information And Support** section, click the **Upload Fonts** icon to gain access to fonts that you can upload to the product.

Figure 3-8 Upload Fonts screen



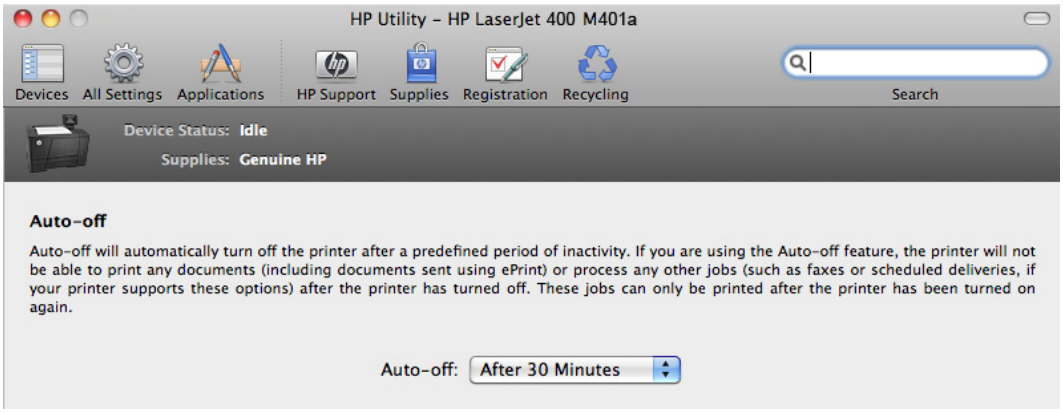
The drop-down menu in the **Upload Fonts** pane has the following options:

- **Memory**. Fonts that are available in the product memory are listed.
- **Disk**. Select this option to show any fonts that are installed on the product hard disk or flash disk. By default, no fonts are stored on either of these disks. To upload fonts, select the font name, and then click the **Add** button.

Auto-off

In the **Printer Settings** section, click the **Auto-off** icon to configure the product to automatically turn off.

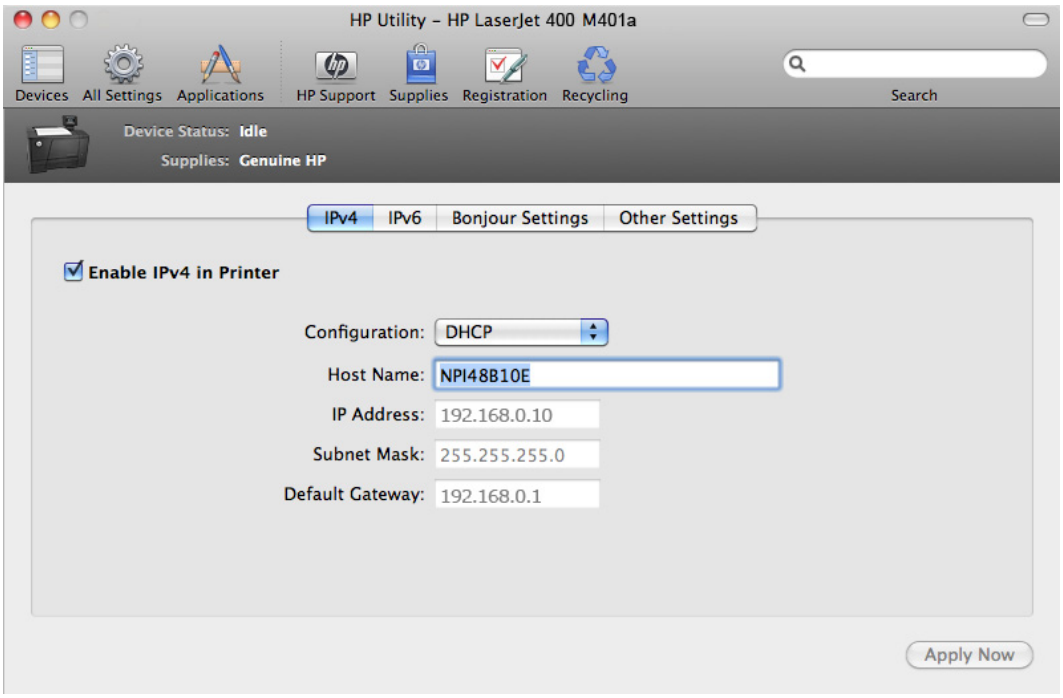
Figure 3-9 Auto-off screen



Network Settings

In the **Printer Settings** section, click the **Network Settings** icon to open the **IPv4 Settings** screen.

Figure 3-10 IPv4 Settings screen



This screen provides access to **IPv4**, **IPv6**, **Bonjour Settings**, and **Other Settings**.

Click the **Configuration** drop-down menu, to modify the following settings:

- **DHCP**
- **BootP**
- **Manual**

You can also use this screen to modify the following settings:

- **Host Name**
- **IP Address**
- **Subnet Mask**
- **Default Gateway**

To save new settings, click the **Apply Now** button.

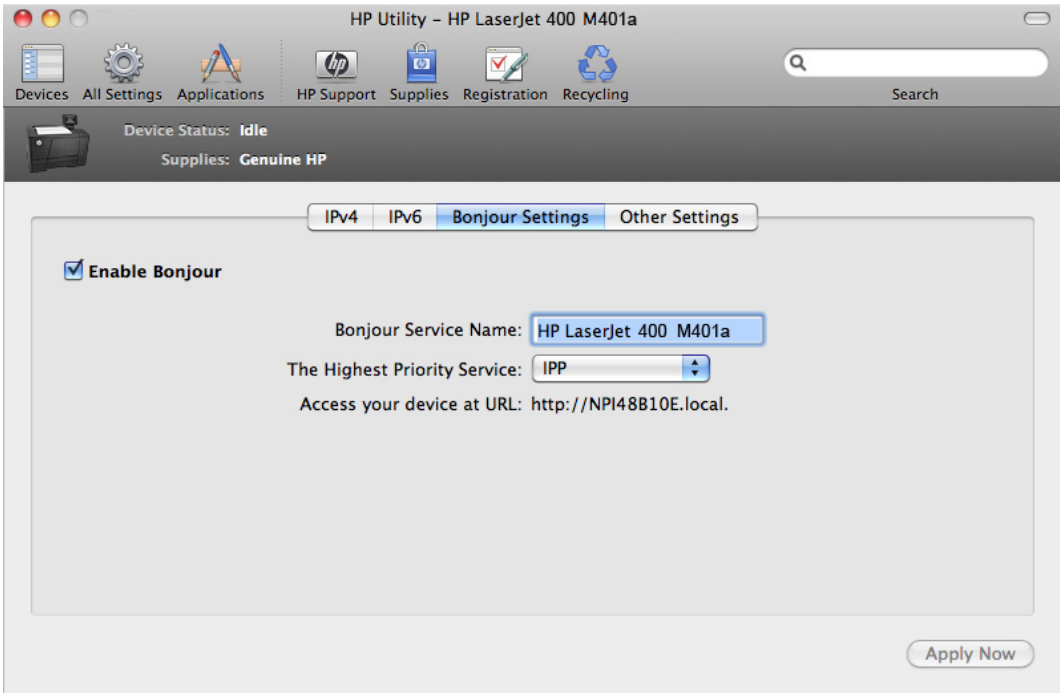
To view and change other network settings, click the **Other Settings** button.

If a user name and password have been set, you might need to obtain them from an IT administrator. For more information, see the HP EWS online help.

The HP EWS opens to the **Network Settings** screen.

To view and change the Bonjour network settings, click the **Bonjour Settings** button.

Figure 3-11 Bonjour Settings screen

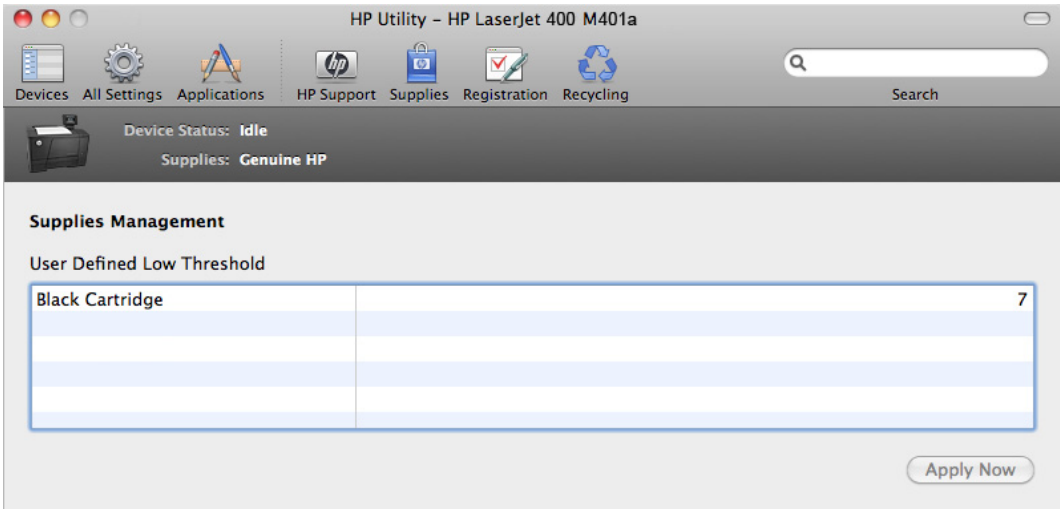


Bonjour is enabled by default. To disable Bonjour, click to clear the **Enable Bonjour** check box, and then click the **Apply Now** button.

Supplies Management

In the **Printer Settings** section, click the **Supplies Management** icon to configure the user defined threshold for supplies.

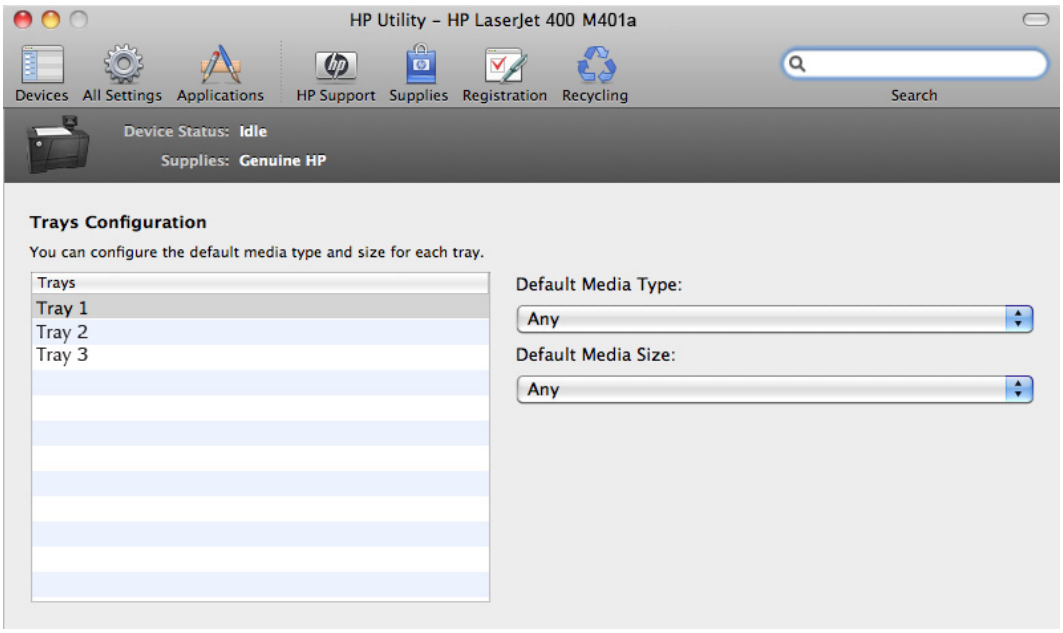
Figure 3-12 Supplies Management screen



Trays Configuration

Use the **Trays Configuration** screen to change paper size and type for each of the trays installed on the product.

Figure 3-13 Trays Configuration screen



1. In the **Printer Settings** section, click the **Trays Configuration** icon.
2. To change the paper type, select a tray and then select a different paper type in the **Default Media Type** drop-down menu.
3. To change the paper size, select a tray and then select a different paper size in the **Default Media Size** drop-down menu.
4. Click the **Apply Now** button to save the settings.

Additional Settings

In the **Printer Settings** section, click the **Additional Settings** icon to open the HP EWS.

Figure 3-14 Additional Settings screen

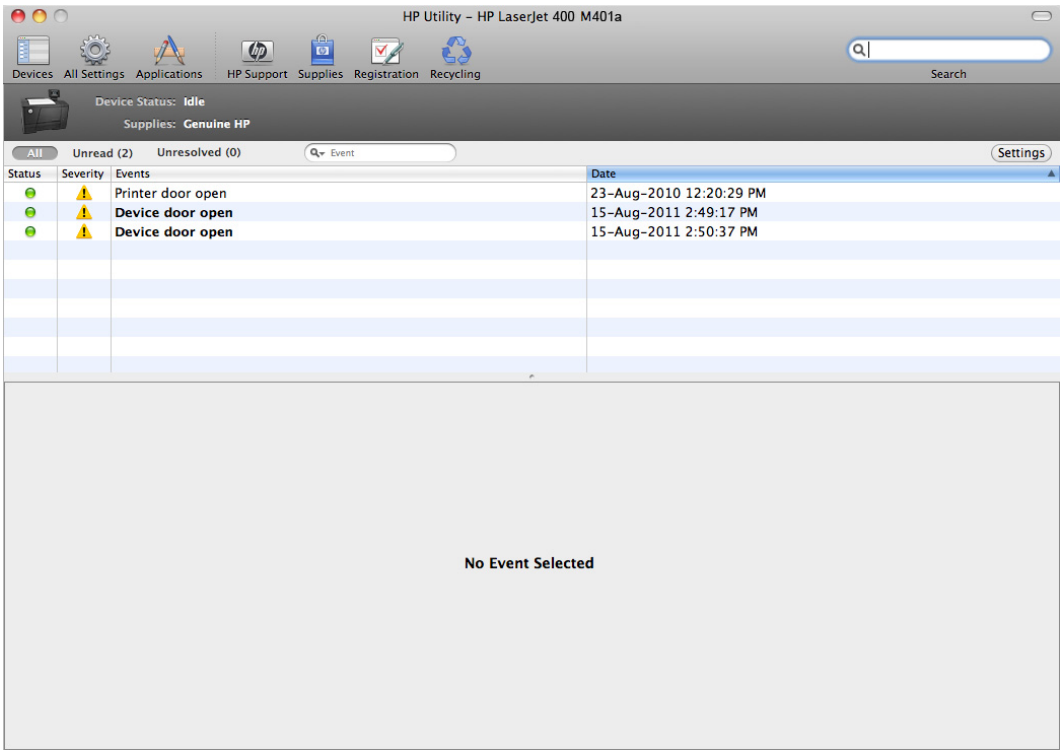
To open the HP EWS, click the **Open Embedded Web Server** button.

For information about HP EWS settings, consult the HP EWS online help.

Message Center

In the **Information** section, click the **Message Center** icon to open the **Message Center** screen. The screen shows any error events that have occurred with the product.

Figure 3-15 Message Center screen



Supported print drivers for Mac

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

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

Priority for print settings for Mac

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 might 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.

- **Default print driver settings**: The default print driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Product control-panel settings**: Settings changed at the product control panel have a lower priority than changes made anywhere else.

Install the Mac printing-system software

On a Mac computer, the printing-system software installation procedures are the same for a network administrator, a network client, or a single user. Install the printing-system software on any computer that has access rights to the product. The computer user must also have administrative rights on the computer to install the printing-system software.

- General installation for Mac operating systems
- Detailed Mac installation
- Setup instructions

General installation for Mac operating systems

1. If you are connecting the product to a network, connect the network cable to the network port. If you are connecting the product to a computer by using the USB cable, connect the USB cable.
2. Insert the Mac printing-system software CD into the CD-ROM drive.

NOTE: If the **HP LaserJet** installer browser screen does not open automatically when the CD is inserted into the CD-ROM drive, double-click the product CD image on the desktop to open the installer browser screen.

3. In the **HP LaserJet** installer browser screen, double-click the product .dmg icon, then double-click the .pkg icon. This begins the printing-system installation.

NOTE: In the HP LaserJet installer browser screen, double-click the **Documentation** icon to gain access to the manuals. Select a language folder and locate the available guides which are in .PDF format. The user guide is a .PDF file that is named CF040_use_xxww.pdf, where “xx” is a language abbreviation

4. The **Introduction** screen appears. Click **Continue** and then follow the onscreen instructions to complete the printing-system software installation.

NOTE: When the printing-system software is installing, be patient. The installer must perform an initial search of the computer, which can take up to 1 minute. During this time, the installer might appear to be stalled.

5. When the printing-system software installation is complete, click **OK**.
6. Continue with the steps for setting up a product.

Detailed Mac installation

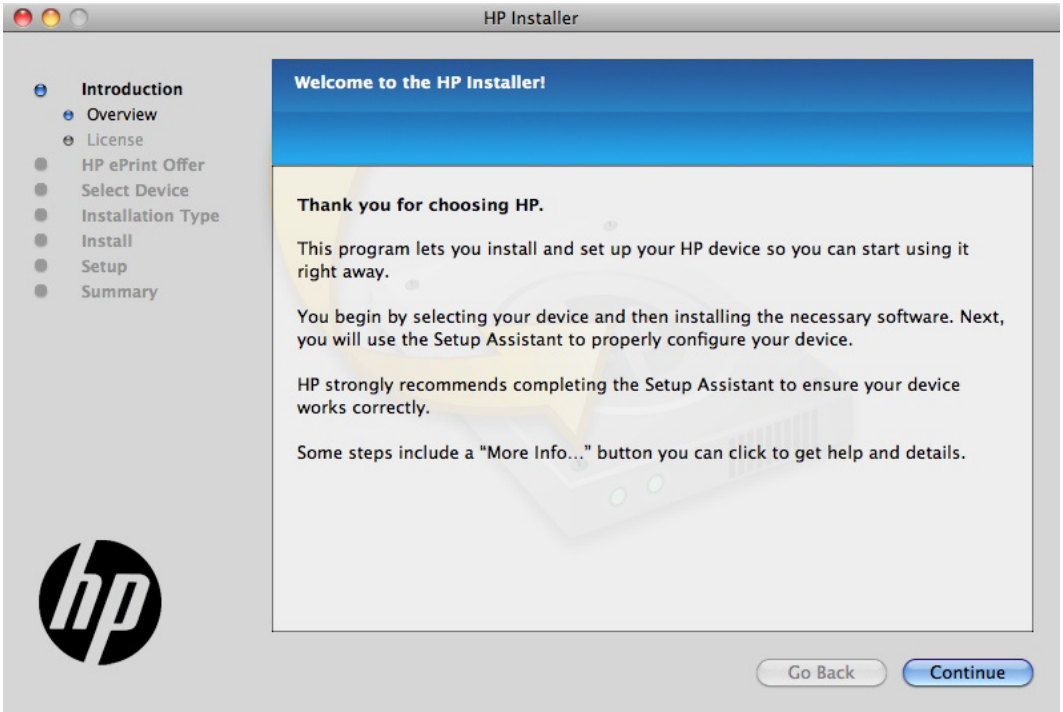
NOTE: These instructions pertain to USB, network, and wireless connections.

1. Close all programs.
2. Connect the USB cable between the product and the computer, and make sure that the product is turned on.
3. Insert the printing system software CD into the Mac CD-ROM drive.

NOTE: If the installer screen does not open automatically when the CD is inserted into the CD-ROM drive, double-click the product CD image on the desktop to open the installer browser screen, and then double-click the installer icon.

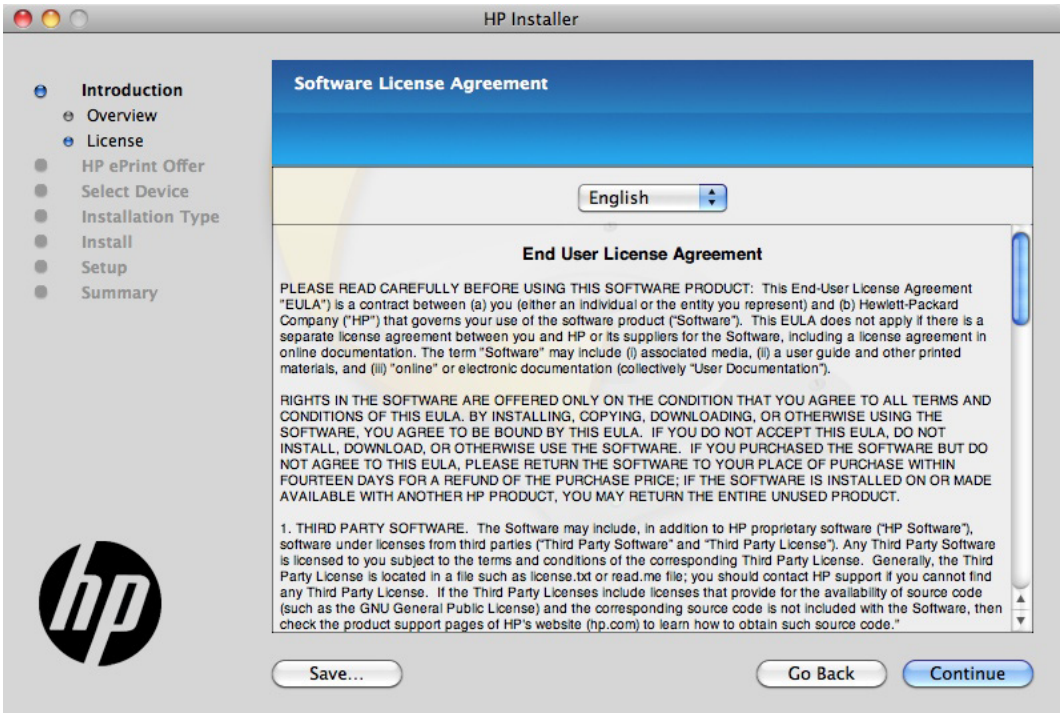
4. The **Overview** screen is the first screen to open. Click the **Continue** button to proceed.

Figure 3-16 Mac installation — Overview screen



5. In the **License** screen, select the correct language in the drop-down box, read the license agreement, and then click the **Continue** button.

Figure 3-17 Mac installation — License screen

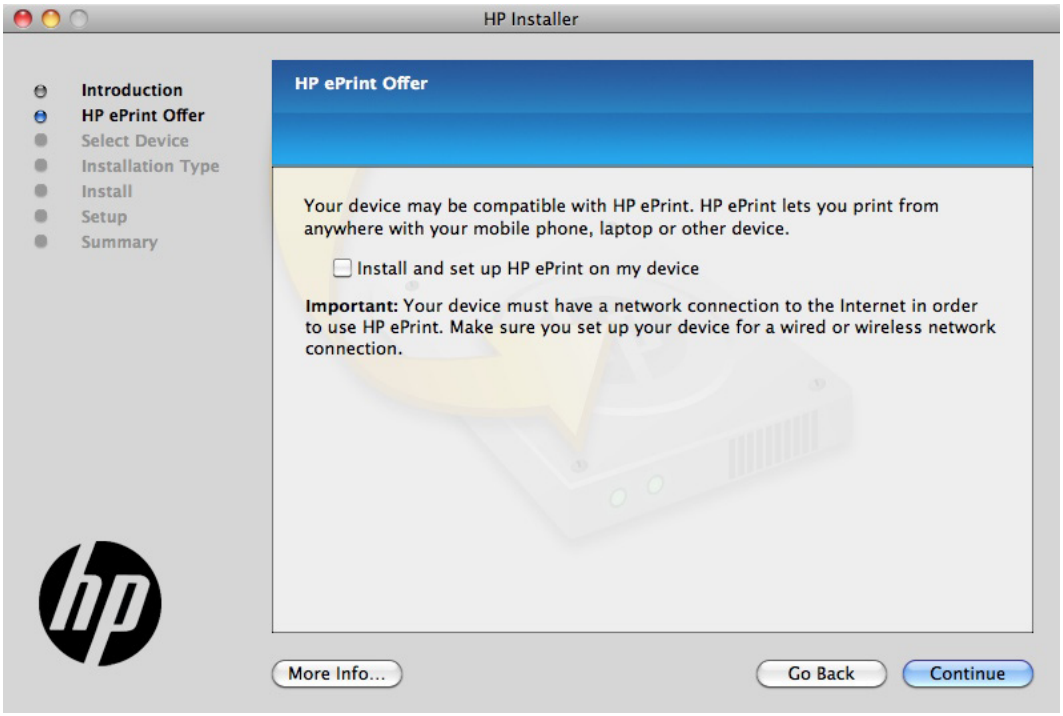


6. In the pop-up that appears, click the **Agree** button to confirm that you accept the license agreement.

Figure 3-18 Mac installation — License pop-up

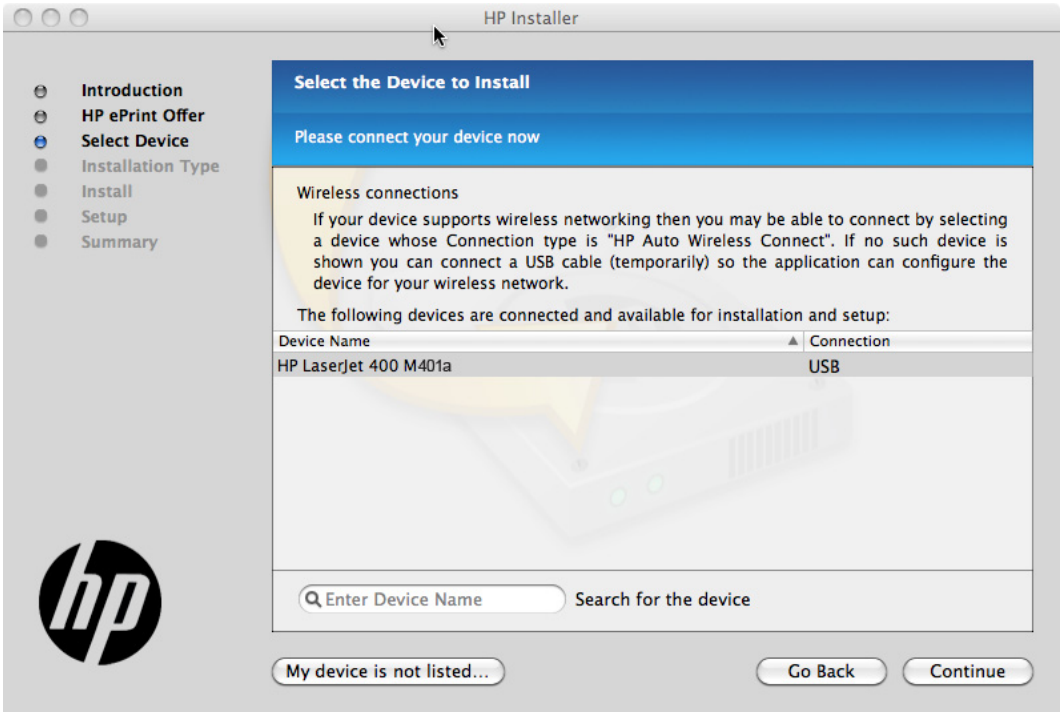
7. In the **HP ePrint Offer** screen, click the check box to install ePrint software, or clear it to decline the software. Click the **Continue** button.

Figure 3-19 Mac installation — HP ePrint Offer screen



8. In the **Select Device** screen, select the product to be installed, and then click the **Continue** button.

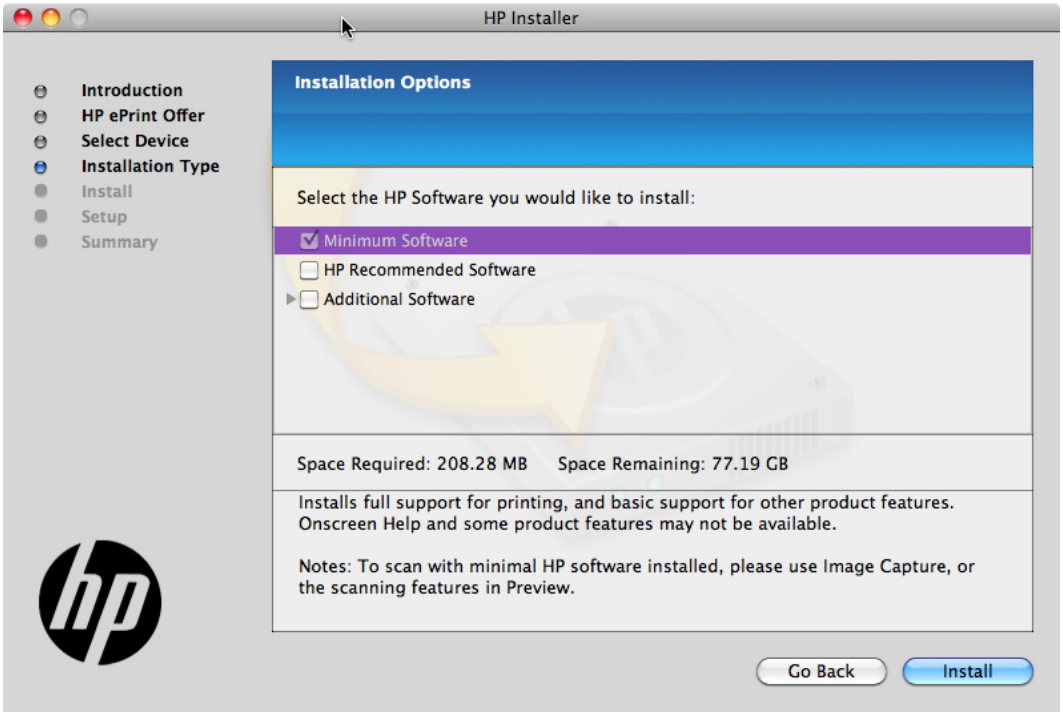
Figure 3-20 Mac installation — Select Device screen



If the product does not appear, make sure that the USB connection is correct, click the **My device is not listed** check box, click the **Continue** button, select the product software to be installed, and then click the **Continue** button.

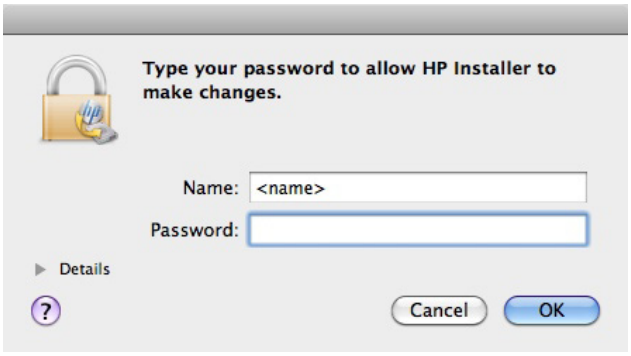
9. In the **Installation Options** screen, select which option you would like to install, and then click the **Install** button..

Figure 3-21 Mac installation — Installation Options screen



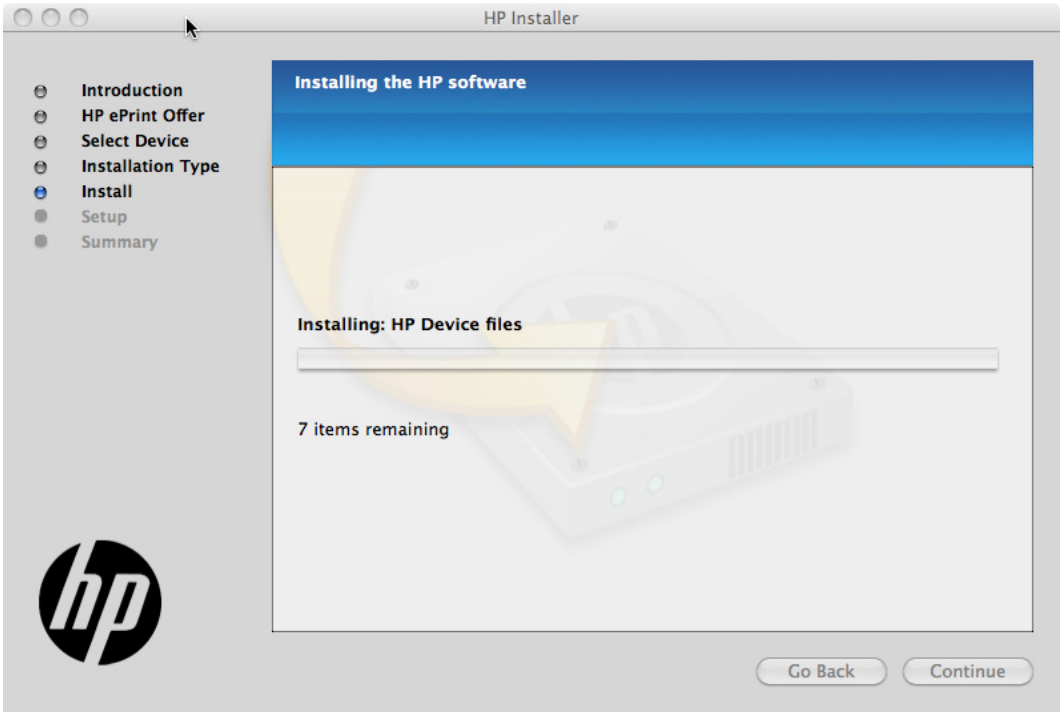
10. In the **Password** popup that opens, enter the user **Name** and **Password**, and then click the **OK** button.

Figure 3-22 Mac installation — Password popup



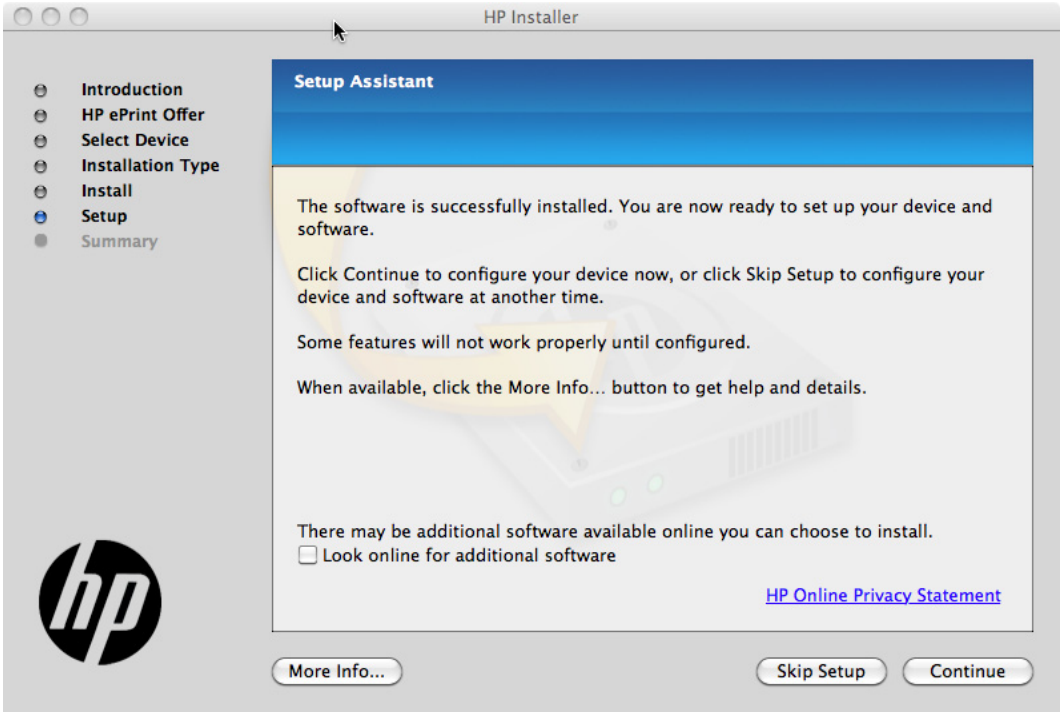
11. The installer program shows a progress bar as the installation process starts. This process can take several minutes.

Figure 3-23 Mac installation — Progress bar



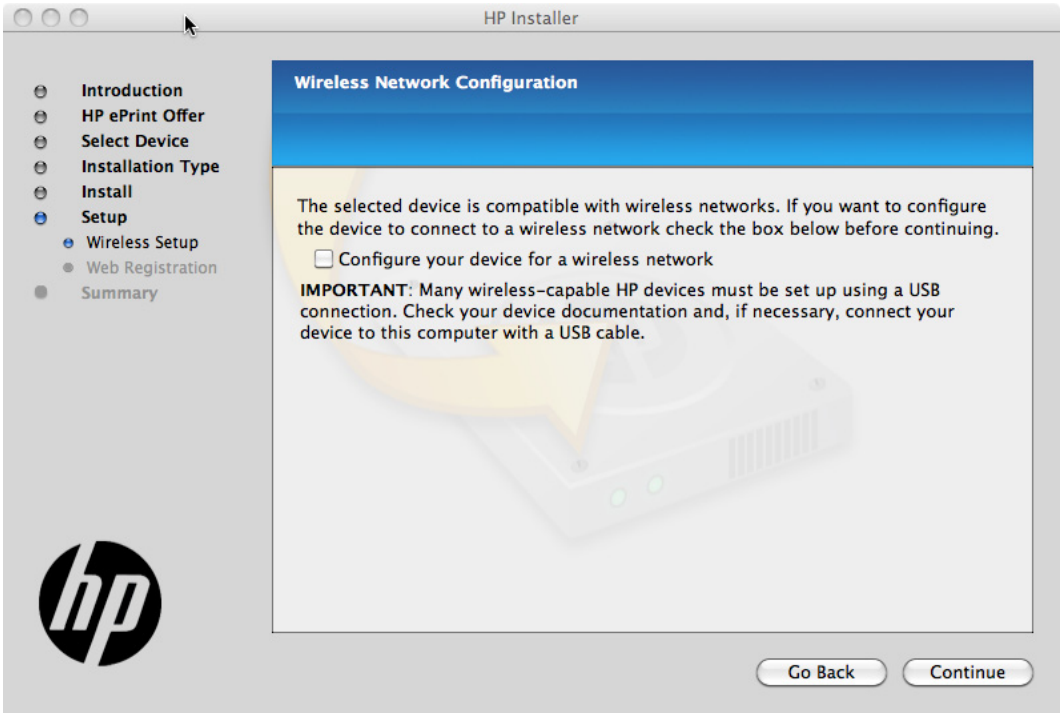
12. In the **Setup** screen, you can click **More Info** button or click the check box to learn more about optional software. There is also an **HP Online Privacy Statement** link. Click the **Continue** button to complete the setup, or click the **Skip Setup** button to run the setup wizard at another time.

Figure 3-24 Mac installation — Setup screen



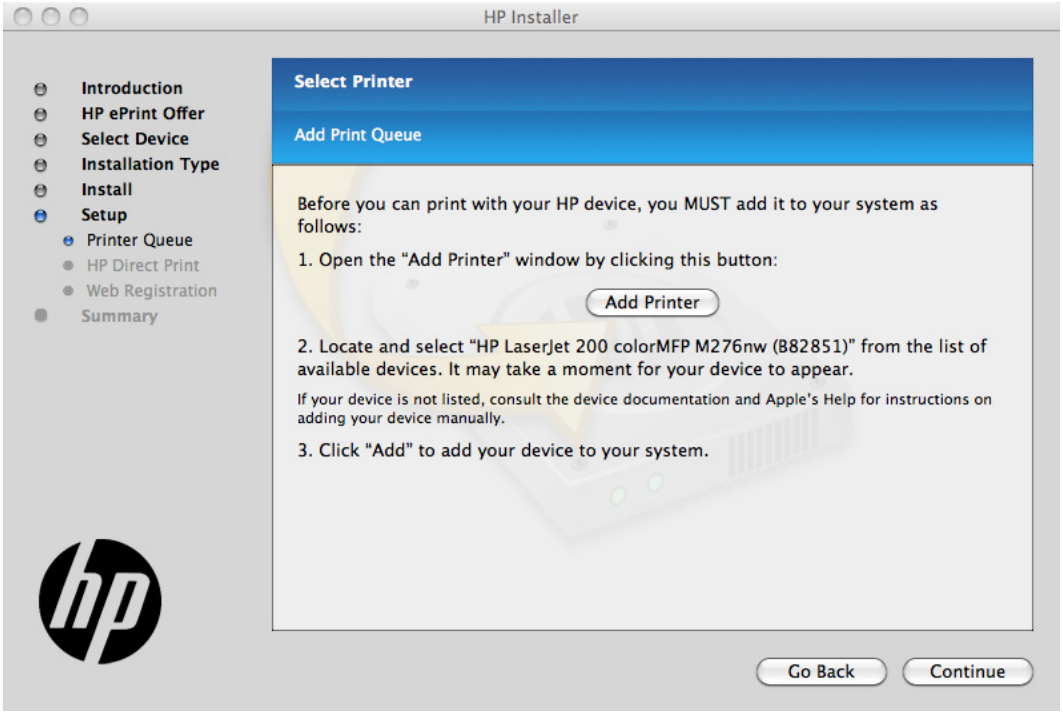
13. If installing a USB only connection in the **Wireless Setup** screen, make sure that the **Configure your device for a wireless network** check box is clear, and then click the **Continue** button. In the popup that opens, click the **Continue** button.

Figure 3-25 Mac installation — Wireless Setup screen



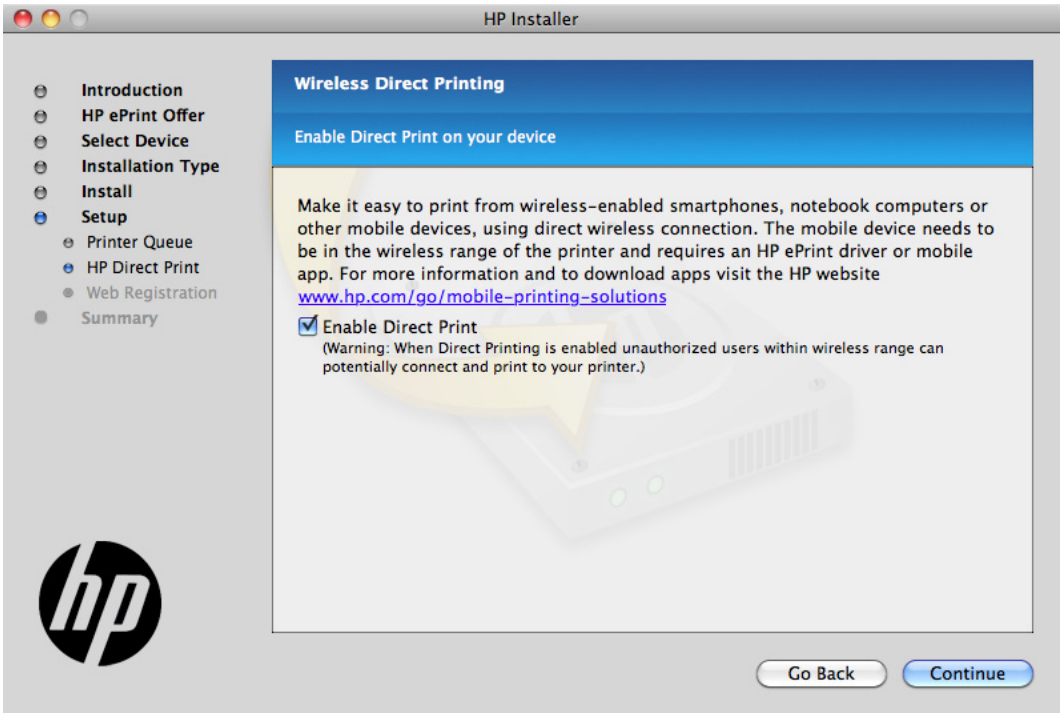
14. Open the "Add Printer" wizard by clicking the **Add Printer** button. When finished, click the **Continue** button.

Figure 3-26 Mac installation — Setup Printer Queue



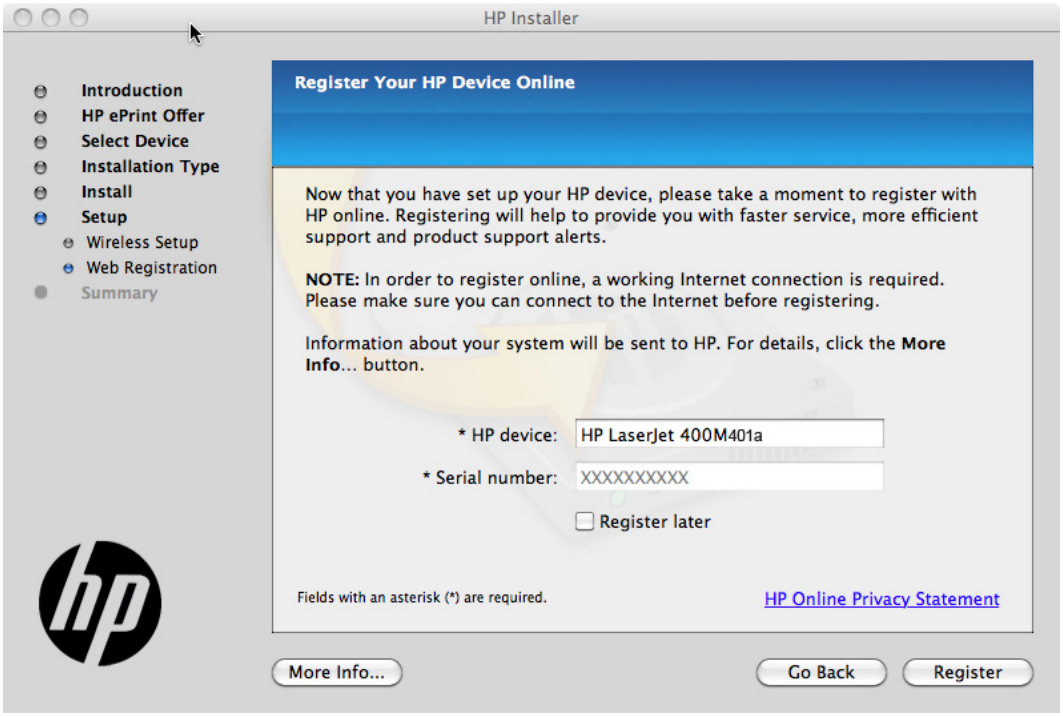
15. To install HP ePrint, in the **Wireless Direct Printing** screen, click the **Enable Direct Print** checkbox, and click **Continue**.

Figure 3-27 Mac installation — Download and install HP ePrint screen



16. The installer program automatically performs the Printer Queue setup and then opens the **Web Registration** screen: Click the **Register** button, or click the **Register later** check box, and then click **Continue**.

Figure 3-28 Mac installation — Web Registration screen

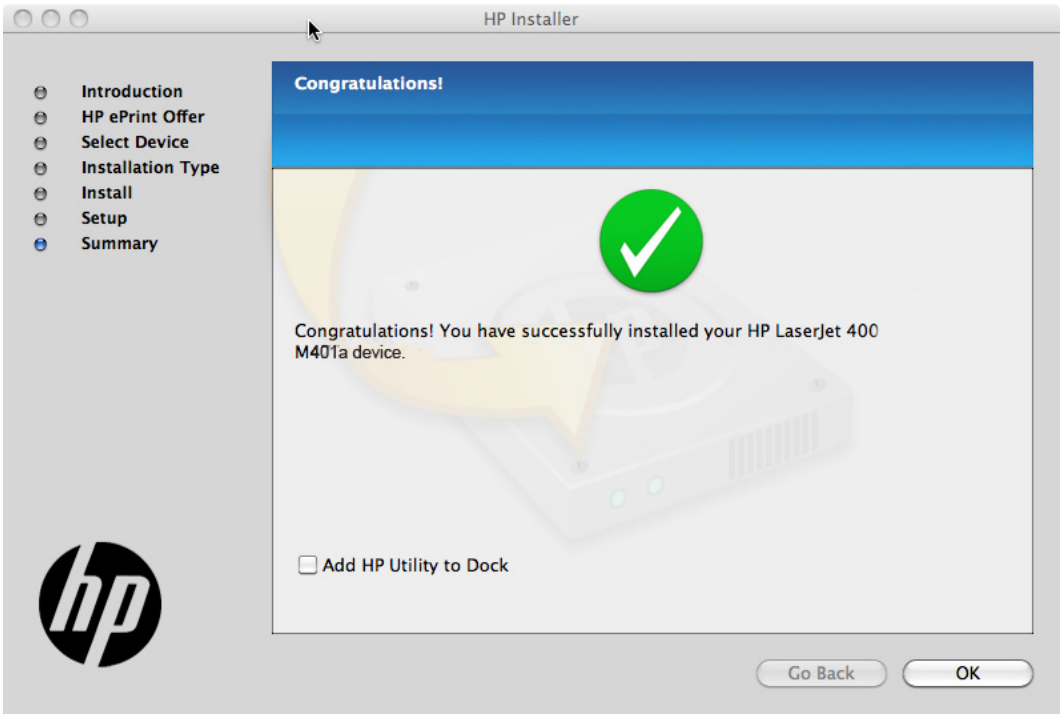


- If you clicked the **Register** button, the installation program opens the HP registration program. Provide the necessary information.
- If you clicked the **Register later** check box and then clicked the **Continue** button, a popup appears for confirmation that you want to register at a later time. Click the **Continue** button.

17. When the installation completes, the **Summary** screen appears. To add the **HP Utility** icon to your Dock, click the **Add HP Utility to Dock** selection box.

    Click the **OK** button to close the installer program.

Figure 3-29 Mac installation — Summary screen



Setup instructions

If you clicked the **Skip Setup** button during the initial installation process, you must set up the product manually.

This section contains information about the following topics:

- Set up a printer with a Mac
- Troubleshoot the product setup

Set up a printer with a Mac

Complete these steps *after* completing the printing-system software installation.

1. If you are installing the product using a USB connection, verify the USB cable is connected between the product and the computer. Turn on the product. If you are installing using a network connection, verify that the network cable is connected to the product and that the product is on.
2. In the **Applications** folder (in the **Finder** utility), open the **System Preferences** folder, and then open **Printer & Fax** (**Printer & Scan** in OS X 10.7).

3. If you are installing the product using a USB connection, verify that the product appears in the printer list. The **Name** column in the printer list should display the product name. If this is the case, the USB setup is complete.

   If the product does not appear, or if the correct information does not appear in the field, see Troubleshoot the product setup on page 133.

   If you are installing the product using a network connection, continue with the following steps.

4. Click the add **+** icon beneath the **Printer List** to open the **Printer Browser** screen.

5. Select your product model from the list of printers with Bonjour as the Kind. Click the **Add** button.

Troubleshoot the product setup

If the product does not appear in the printer list after an installation:

Complete each one of these solutions in the order given, and restart the setup process after each one to see if the issue has been resolved.

- Verify that the USB or network cable is connected between the product and the computer and that the product is powered on.
- Try disconnecting and reconnecting the cable. If the computer has more than one USB port, try a different USB port.
- Turn the product off and then back on.
- Turn the computer off and then back on.
- If you are using a USB hub on the computer, disconnect any other USB devices from the hub.
- Try forcing the product into USB Full Speed mode by using the control panel.

If the wrong PPD appears in the Kind column in the printer list after installation:

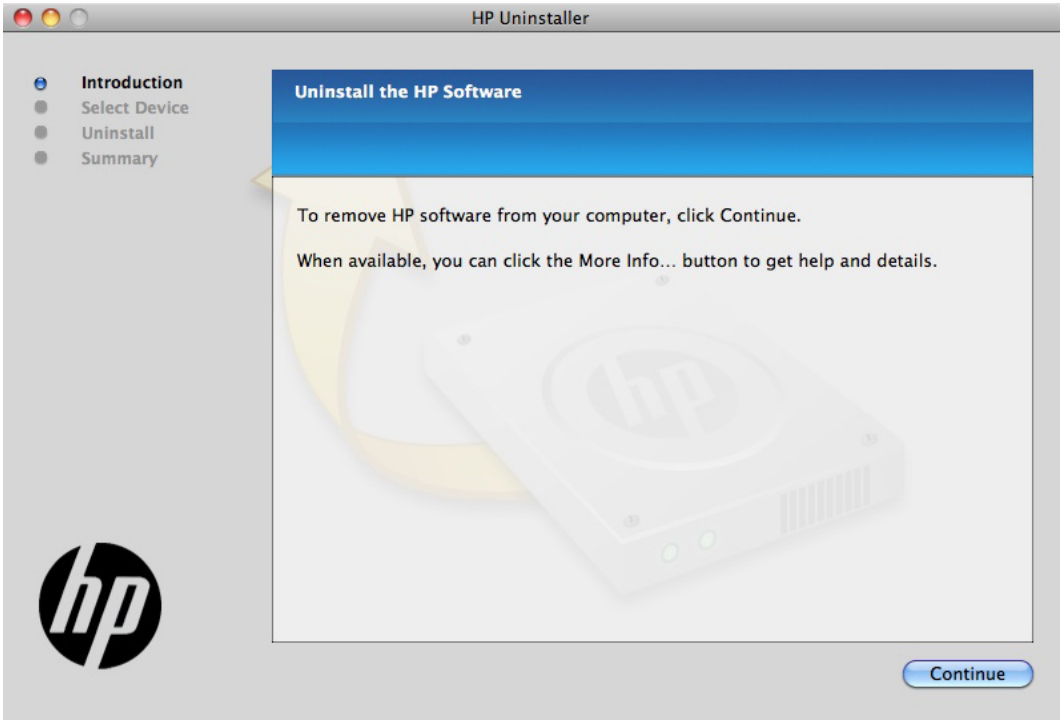
1. Unplug the USB cable.
2. Delete the print queue with the incorrect type (for example, Generic PostScript Printer).
3. Reinstall the printing-system software.
4. Turn the computer off and then on.
5. Reconnect the USB cable from the computer to the product.

If these steps do not resolve the problem, delete the incorrect print queue, click **Add**, choose the product from the list, and then browse manually for the product PPD.

Remove the printing-system software from Mac operating systems

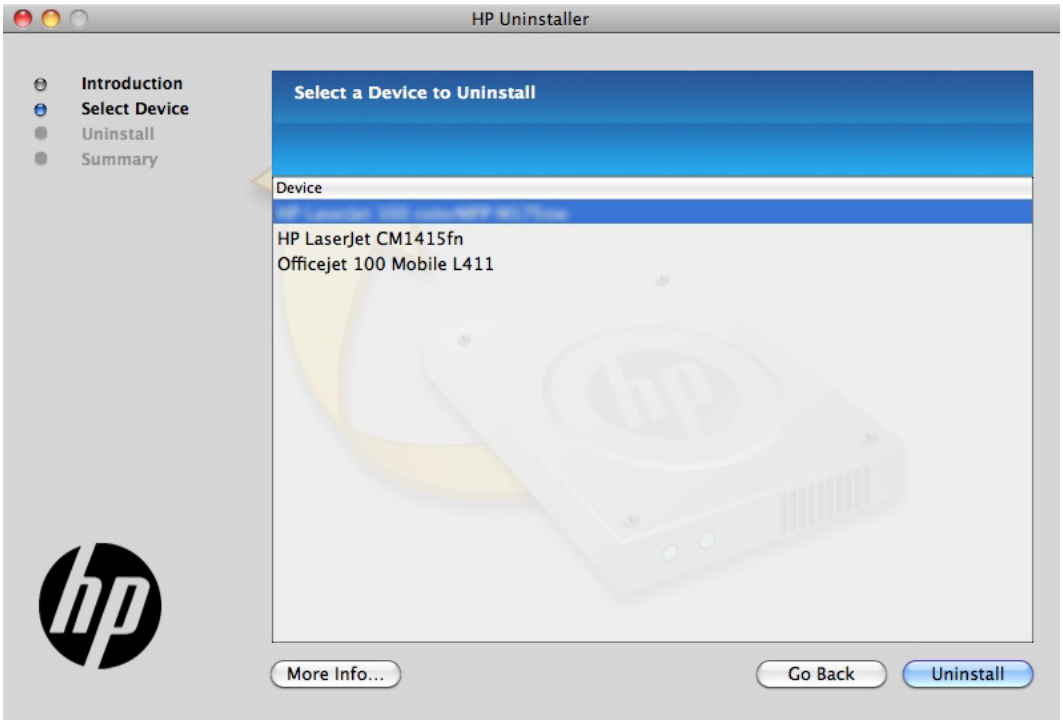
1. Open the **Finder** program.
2. Go to the **Applications** group, and then open the **Hewlett-Packard** item.
3. Double-click the **HP Uninstaller** item.
4. In the **Introduction** screen, click the **Continue** button.

Figure 3-30 Mac software removal — Introduction screen



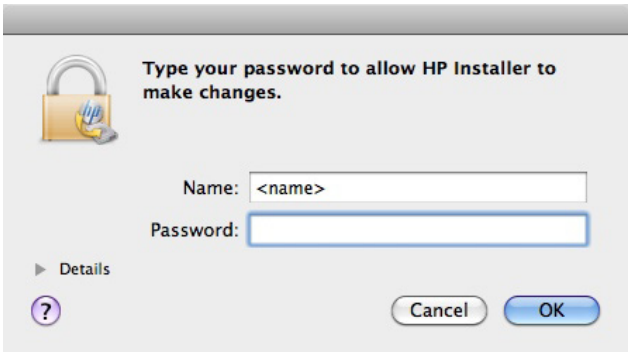
5. In the **Select Device** screen, select the product, and then click the **Uninstall** button.

Figure 3-31 Mac software removal — Select Device screen



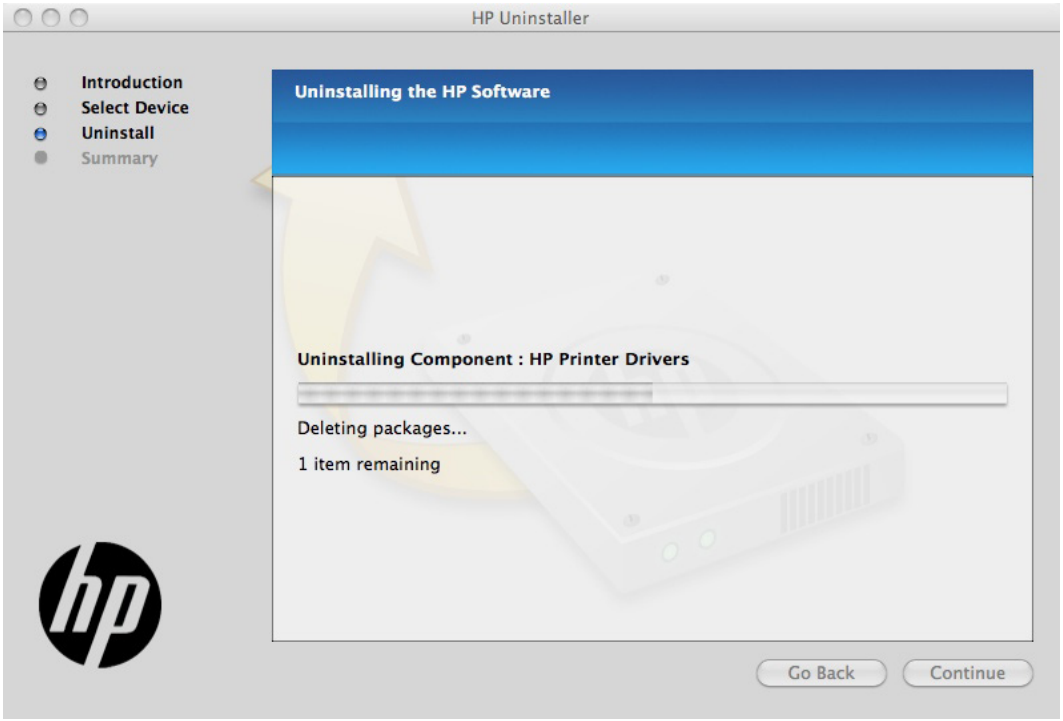
6. In the password popup, provide a user name and password, and then click the **OK** button.

Figure 3-32 Mac software removal — Password popup



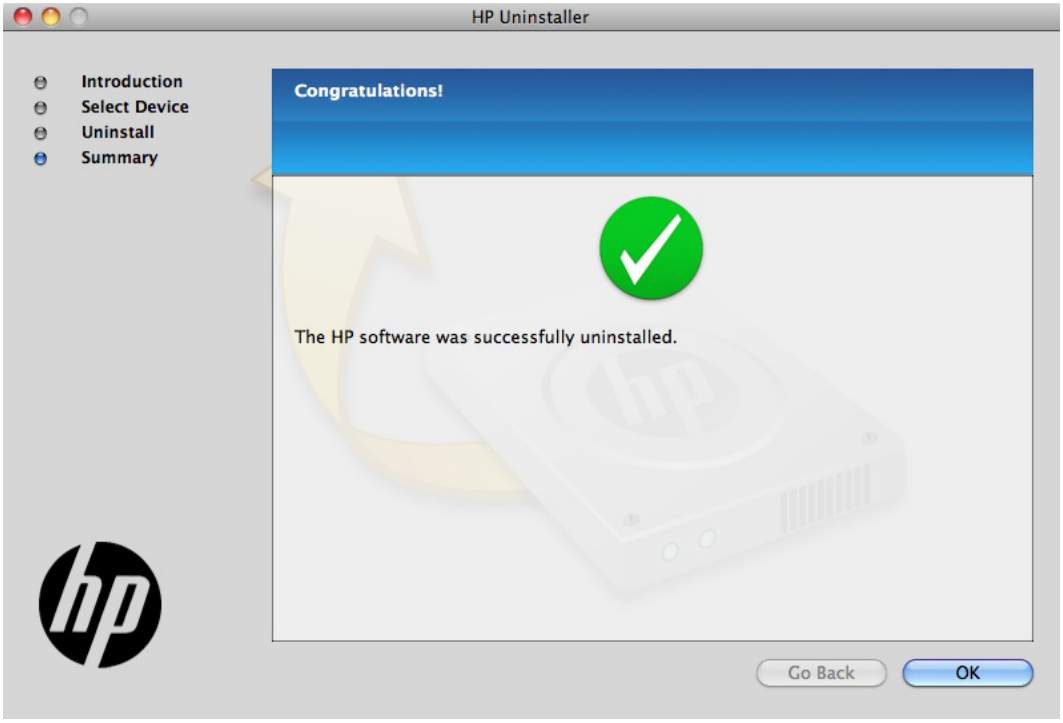
The HP Uninstaller shows a progress bar as the removal process begins.

Figure 3-33 Mac software removal — Progress bar



7. When the process is completed, the **Summary** screen appears. Click the **OK** button to close the HP Uninstaller.

Figure 3-34 Mac software removal — Summary screen



4 Linux and Unix

- Linux information
- Unix information

Linux information

HPLIP (HP Linux Imaging & Printing) is an HP-developed solution for printing, scanning, and faxing with HP inkjet and laser based printers in Linux, distributed under the MIT, BSD, and GPL license.

HPLIP supports most HP printers and MFP's sold over the past 20 years. More specifically, HPLIP currently supports Deskjet, Officejet, Photosmart, PSC, Business Inkjet and LaserJet products. For a complete list of supported devices, go to http://hplipopensource.com/hplip-web/supported_devices/combined.html.

HPLIP consists of several distinct but interconnected pieces of software and is available as either a single compressed (tar) file or as a single auto-install (run) file. As installed, HPLIP's primary elements are device drivers, setup and installation utilities, and a device manager (aka: a toolbox) which provides access to maintenance tools, supplies levels, and status information.

HPLIP works succesfully across a wide breadth of Linux distributions (distros). It does not work on Windows or other non-Linux operating systems. The latest HPLIP release is tested with the following major distros:

- Ubunt
- openSUSE
- SUSE Linux Enterprise Desktop (SLED)
- Red Hat Enterprise Linux (RHEL)
- Fedora

For more information and to download HPLIP, go to: http://hplipopensource.com.

Unix information

Unix systems require a Model Script to set up the Unix environment to be able to print to the printer. The HP LaserJet IIISi, or any generic HP LaserJet printer Model Script, should work. These files are written and provided by the individual Unix vendor. Contact a Unix Vendor to obtain copies of these files.

For more information on Unix support, go to http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl02398

HP provides the model script files for an HP LaserJet printer provided it is being used over a network with an HP Jetdirect print server and is using HP-UX or Sun Solaris. The model script files are installed by using the HP Jetadmin utility for the respective version of Unix.

For more information and to download the model scripts, go to: www.hp.com/pond/modelscripts/index2.html

5 Engineering details

Introduction

This chapter presents engineering details for the following topics:

- Network Diagnostic Utility (NDU)
- Printer Diagnostic Utility (PDU)
- SAP and Citrix Printing

Network Diagnostic Utility (NDU)

Network Diagnostic Utility is a downloadable tool to help identify and fix common problems when installing or using HP products on your home network. The NDU guides you through the following troubleshooting steps:

- Identify network and Internet connection problems.
- Identify communication problems between the product and the network.
- Check for required HP software to connect your product over the network.
- Troubleshoot firewalls blocking communication.

For detailed instructions and to download the NDU, go to http://h10025.www1.hp.com/ewfrf/wc/document?docname=c02037530&lc=en&dlc=en&cc=us

Printer Diagnostic Utility (PDU)

HP Print Diagnostic Utility is a downloadable tool created to help users troubleshoot and correct many common problems on Windows-based computers that can prevent printing.

To download the PDU, go to: http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?cc=us&lc=en&lang=en&softwareitem=mp-91788-1

SAP and Citrix Printing

For support information on SAP printing go to: www.hp.com/go/sap/drivers

The HP Universal Print Driver (UPD) for Windows is supported by HP in Citrix and Terminal Server environments. For more information go to http://h20195.www2.hp.com/V2/GetPDF.aspx/4AA0-8465ENW.pdf

Index

A

accessories, automatic configuration 50
Administration page, HP Device Toolbox (Windows) 66
Advanced page, HP Device Toolbox (Windows) 71
autoconfiguration, driver support for 50
autoconfiguration, Enterprise
  about 51
  Windows support 51

B

bidirectional communication
  about 51
  Enterprise AutoConfiguration 51
booklet printing
  Booklet Layout settings 41

C

CD
  languages 4
  Windows 3
CD-ROM
  installing Mac printing-system software 121
comparison, product models 1
components, software
  Mac 108
connection type
  installation 78, 88
connectivity
  bidirectional communication support 51
constraint messages
  print drivers 17
control panel
  settings 120
covers
  settings 30
custom paper types
  adding 30

D

Device Configuration page, HP Device Toolbox (Windows) 60
Device Information page, HP Device Toolbox (Windows) 63
Device Status page, HP Device Toolbox (Windows) 59
diagnostics
  troubleshoot 44
documentation
  languages 8
drivers
  accessory configuration 50
  Enterprise AutoConfiguration 51
  languages 6
drivers, install
  license agreement 86, 123
duplexing 40

E

Enterprise AutoConfiguration
  about 51
  Novell NetWare operating systems supported 53
  Windows operating systems supported 51
Event Log page, HP Device Toolbox (Windows) 62

F

File Upload, Mac 112
fonts
  install/remove external fonts 46
  lists, printing 61
  Send True Type as Bitmap, print drivers 21
  True Type, print drivers 20
  Upload Fonts, HP Utility 114
  upload, Configuration Settings menu 114

H

help
  print drivers 17
Home tab, HP Device Toolbox (Windows) 59
HP Device Toolbox
  accessing 57
HP Device Toolbox (Windows)
  Administration page 66
  Advanced page 71
  Device Configuration page 60
  Device Information page 63
  Device Status page 59
  Event Log page 62
  Home tab 59
  Network Summary page 61
  Networking tab 67
  Paper Handling page 63
  Paper Types page 64
  Print Quality page 64
  Reports 61
  Settings 62
  SNMP page 72
  Supplies Status page 60
  System Setup page 65
HP Embedded Web Server
  HP Utility, accessing from 119

HP Embedded Web Server (Windows)
Advanced page 71
SNMP page 72
HP ePrint
description 55
HP PCL 5 Universal Print Driver
included 14
HP PCL 6 Print Driver
included 14
supported operating systems 14
HP PCL 6 print driver
features 15
settings 15
HP PS Universal Print Driver
included 14
HP PS Universal Print Driver and PCL Universal Print Driver
supported operating systems 14
HP Utility, Mac
about 109
access 110
Device Information 112
Embedded Web Server access 119
File Upload 112
Network Settings 116
order supplies 110
recycling program 110
Supplies Status 111
support 110
toolbar 110
trays configuration 118
Upload Fonts 114

I
incompatible print settings messages. *See* constraint messages
information pages, print from HP Device Toolbox (Windows) 61
installation
component languages 7
connection type 78, 88
Mac printing-system software 121
options 12
troubleshooting Mac 133
Windows printing-system software 12

L
languages
CD 4
driver 6
installer component 7
localized CD 4

M
Mac
supported operating systems 108
Mac operating systems
installing printing-system software 121
removing software 134
software components 108
Mac OS
Device Information 112
File Upload command 112
HP Utility 109
network settings 116
supplies status 111
trays configuration 118
troubleshooting setup 133
Upload Fonts 114
messages, constraint
print drivers 17
model
comparison 1

N
Network Summary page, HP Device Toolbox (Windows) 61
Networking tab, HP Device Toolbox (Windows) 67
networks
HP Device Toolbox, accessing 57
Mac settings 116
Novell Netware operating systems
Enterprise AutoConfiguration support 53

O
operating systems
Enterprise AutoConfiguration support 51
operating systems supported 108
operating systems Windows, supported 13

P
paper
adding custom types 30
custom sizes 29
duplex binding settings, print drivers 41
orientation 43
Print Data Optimization 21
settings, print drivers 27
source setting 29
type setting 30
Paper Handling page, HP Device Toolbox (Windows) 63
Paper Types page, HP Device Toolbox (Windows) 64
PDF files
Mac, File Upload command 112
PPDs, Mac
troubleshooting 133
prinr drivers
uninstall, Add/Remove Programs 103
print driver
supported operating systems 14
print drivers
About tab contents 49
access 15
Advanced Printing Features settings, print drivers 20
Advanced tab content 19
Allow Manual Duplexing setting, Device Settings tab 49
Automatic Configuration setting, Device Settings tab 48
Booklet Layout settings, Finishing tab 41
Device Settings tab content 45
Document Options setting, Advanced tab 20
Document Options settings, Finishing tab 40
document preview image 31, 35, 43

Effects tab content 32
Factory Defaults setting, Printing Shortcuts tab 23
Finishing tab contents 39
Flip Pages Up setting, Finishing tab 41
Font Substitution Table settings, Device Settings tab 46
Form to Tray Assignment setting, Device Settings tab 46
General Everyday Printing setting, Printing Shortcuts tab 23
Graphic setting, Advanced tab 20
Help system 17
incompatible print settings messages 17
installable options, Device Settings tab 48
Internet Services options, Services tab 45
Job Separator setting, Device Settings tab 49
Layout Options setting, Advanced tab 21
Mac 108
Mac settings 120
Orientation settings, Finishing tab 43
Page Order settings, Finishing tab 43
Pages per Sheet setting, Finishing tab 42, 43
Paper Options settings, Paper/Quality tab 27
Paper source setting, Paper/Quality tab 29
Paper type setting, Paper/Quality tab 30
Paper/Quality tab contents 26
Print All Text as Black setting, Advanced tab 21
Print Data Optimization, Advanced tab 21
Print on Both Sides settings, Finishing tab 40
Print Quality settings, Paper/Quality tab 31
Printer Features setting, Advanced tab 21
Printer Properties tab, driver access 17
Printer Status Notification setting, Device Settings tab 49
Printing Preferences tab, driver access 16
Printing Shortcuts tab contents 22
Raster Compression feature, Advanced tab 21
Resizing Options settings, Effects tab 33
Send True Type as Bitmap setting, Advanced tab 21
Services tab content 44
True Type font settings, Advanced tab 20
uninstall, Server Properties 105
version numbers 14
Watermarks settings, Effects tab 35
print job
automatic configuration 48
job separator 49
manual duplexing 49
printer status notification 49
print on both sides 40
Print Quality page, HP Device Toolbox (Windows) 64
Printing Shortcuts tab
paper size options 23
paper type options 24
printing-system software
availability 3
printing-system software, install
license agreement 86, 123
printing-system software, uninstall
Add/Remove Programs 103
Server Properties 105
priority, settings 120
product
model comparison 1

R

regional versions, CD 4
removing Mac software 134
Reports, HP Device Toolbox (Windows) 61
resolution
Print Quality page, HP Device Toolbox (Windows) 64

S

settings
priority 120
Settings tab, HP Device Toolbox (Windows) 62
SNMP page, HP Device Toolbox (Windows) 72
software
settings 120
supported operating systems 108
supported Windows operating systems 13
uninstalling 98
uninstalling Mac 134
software CD
Windows 3
software license agreement 86, 123
Special Pages
covers 30
status
Mac supplies 111
supplies
Mac status 111
Supplies Status page, HP Device Toolbox (Windows) 60
System Setup page, HP Device Toolbox (Windows) 65
System tab, HP Device Toolbox (Windows) 62

T

trays
Mac configuration 118
Print Data Optimization 21
specify paper size 46
troubleshoot
diagnostics 44
troubleshooting
Mac setup 133

U

uninstall
  Mac software 134
  Windows software 98
Update Now feature 51, 53
  steps to activate 53
Upload fonts
  Configuration Settings menu 114

V

version numbers
  print drivers 14

W

Web printing
  HP ePrint 55
Web sites
  download software 3
  Internet Services options, Services tab 45
Windows operating systems
  Enterprise AutoConfiguration support 51
  installation options 12
  installing printing-system 12
Windows OS
  driver versions 14
  HP PCL 6 print driver features 15
  software CD 3

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