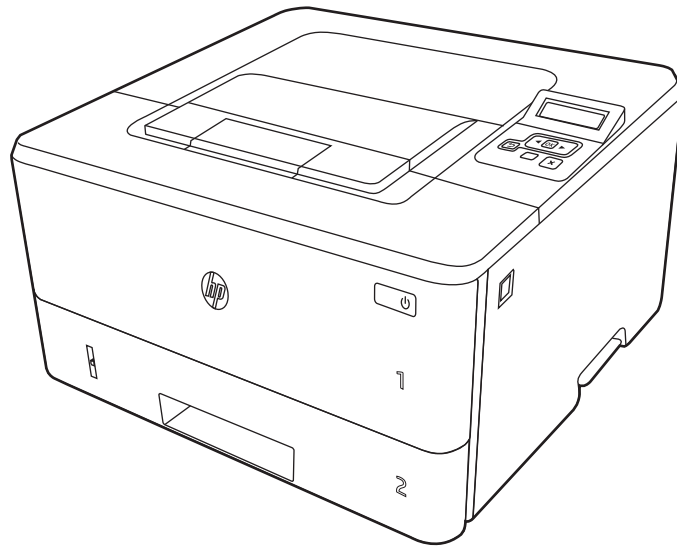




# HP LaserJet Pro M304-M305, M404-M405

## User Guide



[www.hp.com/videos/LaserJet](http://www.hp.com/videos/LaserJet)  
[www.hp.com/support/ljM304](http://www.hp.com/support/ljM304)  
[www.hp.com/support/ljM404](http://www.hp.com/support/ljM404)





HP LaserJet Pro M304-M305, M404-M405

User Guide

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# 1 Printer overview

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

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

For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

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

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

## Warning icons

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

- Caution: Electric shock



- Caution: Hot surface



- Caution: Keep body parts away from moving parts



- Caution: Sharp edge in close proximity



- Warning



## Potential shock hazard

Review this important safety information.

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

## Printer views

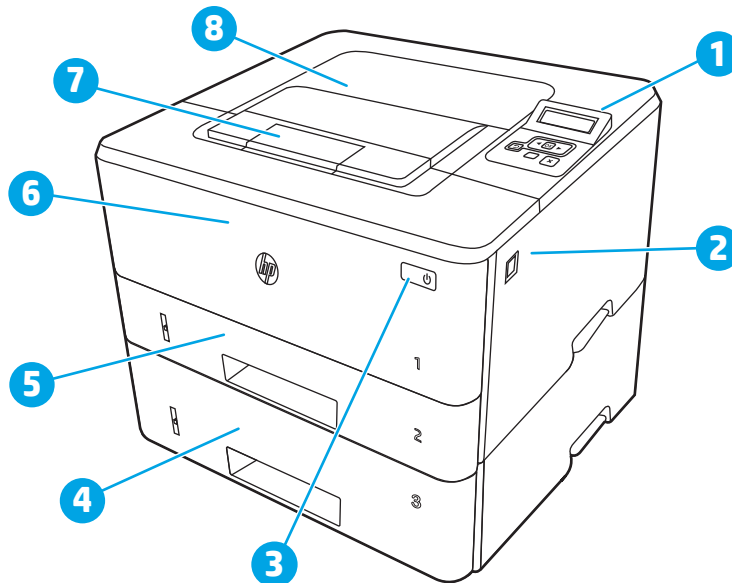
Identify parts on the printer and buttons on the control panel.

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

### Printer front view

Identify the parts on the front of the printer.

Figure 1-1 Printer front view

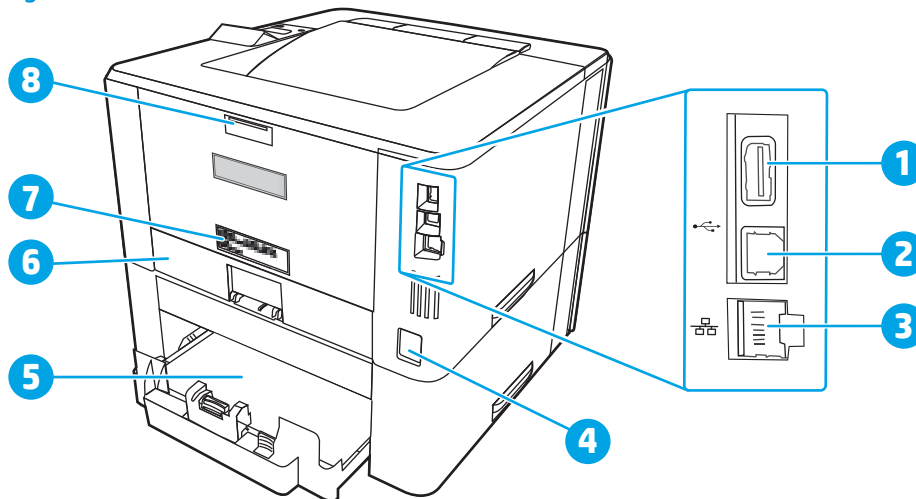


Number	Description
1	2-line backlit control panel
2	Front door release button (access to the toner cartridge)
3	Power on/off button
4	Tray 3 (optional)
5	Tray 2
6	Tray 1
7	Output bin extension
8	Output bin

### Printer back view

Identify the parts on the back of the printer.

Figure 1-2 Printer rear view

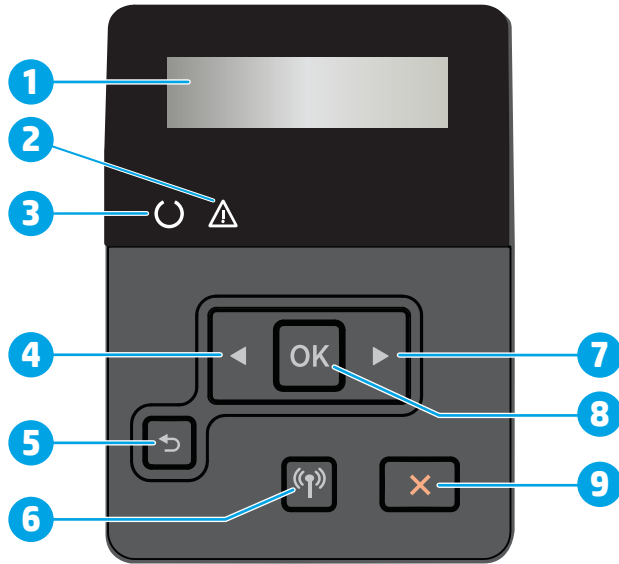


Number	Description
1	USB port (for job storage and private printing) <b>NOTE:</b> This port might be covered.
2	USB interface port
3	Ethernet port (network models only)
4	Power connection
5	Tray 3 (optional) <b>NOTE:</b> Tray 3 extends when legal-size or A4-size paper is loaded.
6	Dust cover for Tray 2 <b>NOTE:</b> Dust cover flips up when legal-size or A4-size paper is loaded.
7	Serial number and product number label
8	Rear door (access for clearing jams)

## Control panel view

Identify the buttons and lights on the printer control panel.

Figure 1-3 Printer control panel



Number	Item	Description
1	Control panel display	This screen displays menus and printer information.
2	Attention light (amber)	This light blinks when the printer requires user attention.
3	Ready light (green)	This light is on when the printer is ready to print. It blinks when the printer is receiving print data.
4	Left arrow ◀ button	Use this button to navigate through the menus or to decrease a value that appears on the display.
5	Back arrow ↶ button	Use this button for the following actions: <ul style="list-style-type: none"> <li>• Exit the control panel menus.</li> <li>• Scroll back to a previous menu in a sub-menu list.</li> <li>• Scroll back to a previous menu item in a sub-menu list (without saving changes to the menu item).</li> </ul>
6	Wireless (📶) button (wireless models only)	Use this button to access the wireless menu.
7	Right arrow ▶ button	Use this button to navigate through the menus or to increase a value that appears on the display.
8	OK button	Press the OK button for the following actions: <ul style="list-style-type: none"> <li>• Open the control panel menus.</li> <li>• Open a sub-menu displayed on the control panel display.</li> <li>• Select a menu item.</li> <li>• Clear some errors.</li> <li>• Begin a print job in response to a control-panel prompt (for example, when the message <b>Press [OK] to continue</b> appears on the control panel display).</li> </ul>
9	Cancel ✕ button	Press this button to cancel a print job or to exit the control panel menus.



# Printer specifications

Review hardware, software, and printer environment specifications.

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



**IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

## Technical specifications

Review the technical specifications for the printer.

See [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404) for current information.

## Supported operating systems

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

**Windows:** The HP Software Installer installs either a V3 or V4 PCL 6 driver depending on the Windows operating system along with optional software when using the full software installer. See the software installation notes for more information.

**macOS:** Mac computers are supported with this printer. Download HP Easy Start either from [123.hp.com/LaserJet](http://123.hp.com/LaserJet) or from the Printer Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the HP Software Installer.

1. Go to [123.hp.com/LaserJet](http://123.hp.com/LaserJet).
2. Follow the steps provided to download the printer software.

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

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

**Table 1-1** Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)
Windows 7, 32-bit and 64-bit	The HP PCL 6 (V3) printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8, 32-bit and 64-bit	The HP PCL 6 (V3) printer-specific print driver is installed for this operating system as part of the software installation. <sup>1</sup>
Windows 8.1, 32-bit and 64-bit	The HP PCL-6 (V4) printer-specific print driver is installed for this operating system as part of the software installation. <sup>2</sup>

**Table 1-1 Supported operating systems and print drivers (continued)**

Operating system	Print driver installed (from the software on the web)
Windows 10, 32-bit and 64-bit	The HP PCL-6 (V4) printer-specific print driver is installed for this operating system as part of the software installation.
Windows Server 2008 R2, 64-bit	The HP PCL 6 (V3) printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. <sup>3</sup>
Windows Server 2008 R2, SP1, 64-bit	The HP PCL 6 (V3) printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012	The HP PCL 6 (V3) printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2	The HP PCL 6 (V3) printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The HP PCL 6 (V3) printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
macOS Sierra v10.12, macOS High Sierra v10.13, macOS Mojave v10.14	To install the print driver, download HP Easy Start from <a href="http://123.hp.com/LaserJet">123.hp.com/LaserJet</a> . Follow the steps provided to install the printer software and print driver.

<sup>1</sup> Windows 8 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.

<sup>2</sup> Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.

<sup>3</sup> Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system.



**NOTE:** For a current list of supported operating systems, go to [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404) for HP's all-inclusive help for the printer.

**Table 1-2 Minimum system requirements**

Windows 7, 8, 8.1, 10	macOS Sierra v10.12, macOS High Sierra v10.13, macOS Mojave v10.14	Mobile devices, iOS, Android
<ul style="list-style-type: none"> <li>• 32-bit or 64-bit</li> <li>• 2 GB of available hard disk space</li> <li>• Microsoft Internet Explorer</li> <li>• Internet connection</li> <li>• USB port</li> </ul>	<ul style="list-style-type: none"> <li>• 2 GB of available hard disk space</li> <li>• Internet connection</li> </ul>	Router connection not required <a href="http://www.hp.com/go/mobileprinting">www.hp.com/go/mobileprinting</a>

## Mobile printing solutions

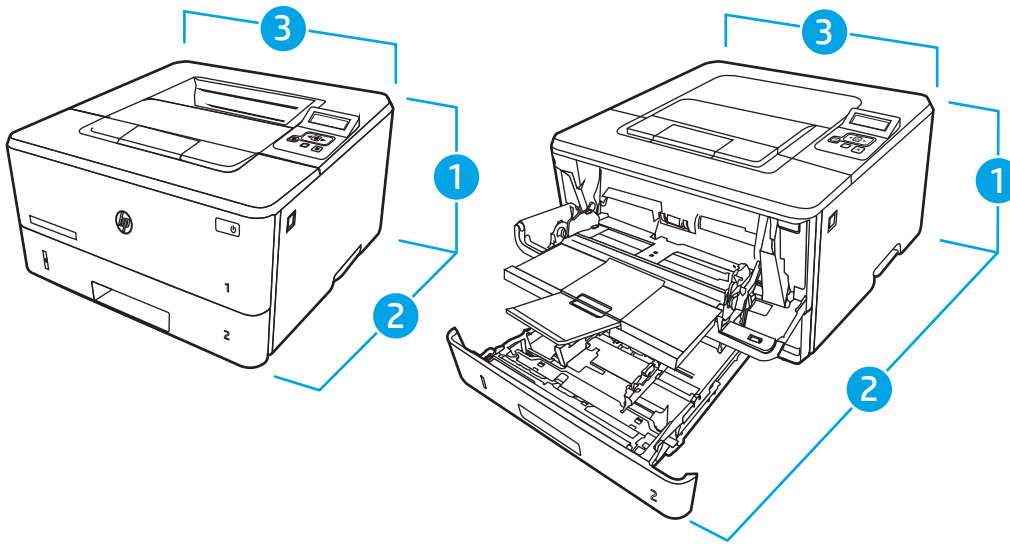
HP offers multiple mobile and ePrint solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

To see the full list and to determine the best choice, go to [www.hp.com/go/MobilePrinting](http://www.hp.com/go/MobilePrinting).

- Bluetooth Low Energy
- HP Smart app for iOS and Android devices
- Google Cloud Print
- AirPrint
- Android Printing
- HP Roam

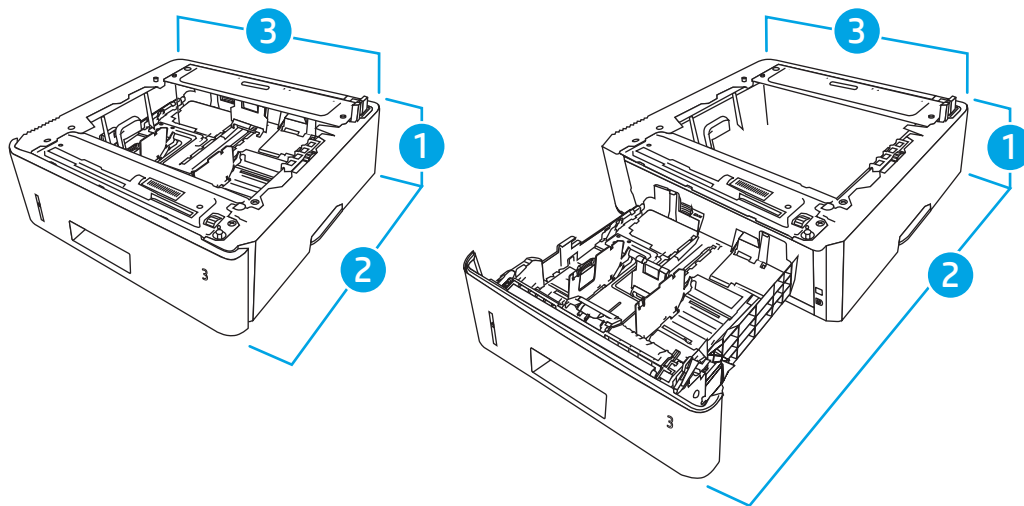
## Printer dimensions

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



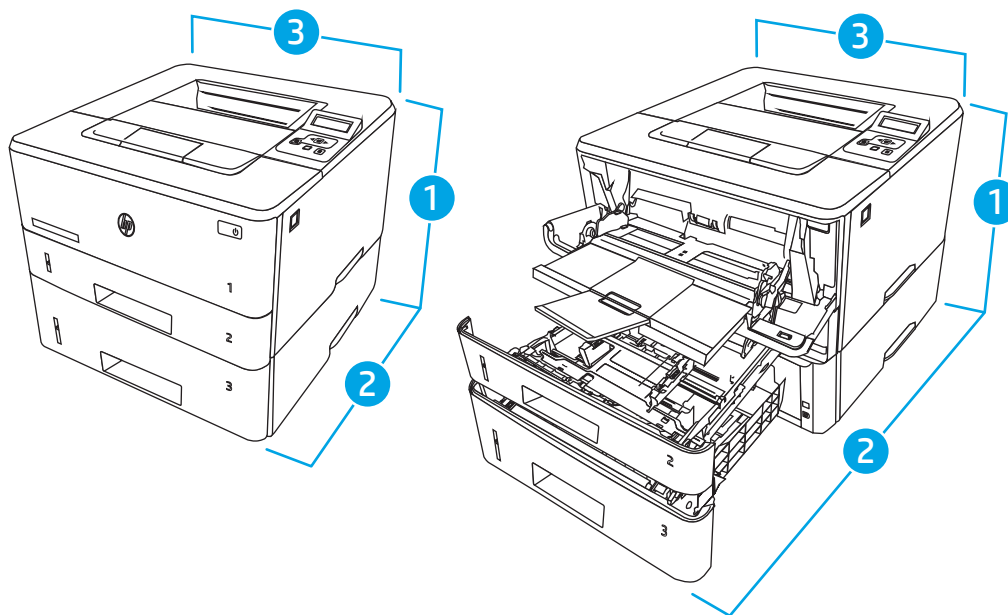
**Table 1-3** Dimensions for the M304, M305, M404, and M405 models

Measurement	Printer fully closed	Printer fully opened
1. Height	216 mm (8.5 in)	241 mm (9.5 in)
2. Depth	357 mm (14 in)	781 mm (30.8 in)
3. Width	381 mm (15 in)	381 mm (15 in)
Weight (with cartridges)	8.9 kg (19.6 lb)	8.9 kg (19.6 lb)



**Table 1-4** Dimensions for the optional 550-sheet tray

Measurement	Tray fully closed	Tray fully open
1. Height	131 mm (5.1 in)	131 mm (5.1 in)
2. Depth	357 mm (14 in)	781 mm (30.8 in)
3. Width	381 mm (15 in)	381 mm (15 in)
Weight	3.7 kg (8.2 lb)	3.7 kg (8.2 lb)



**Table 1-5** Dimensions for the printer with the optional 550-sheet tray

Measurement	Printer fully closed	Printer fully opened
1. Height	345 mm (13.6 in)	372 mm (14.6 in)
2. Depth	357 mm (14 in)	781 mm (30.8 in)

**Table 1-5** Dimensions for the printer with the optional 550-sheet tray (continued)

Measurement	Printer fully closed	Printer fully opened
3. Width	381 mm (15 in)	381 mm (15 in)
Weight (with cartridges)	12.6 kg (27.8 lb)	12.6 kg (27.8 lb)

## Power consumption, electrical specifications, and acoustic emissions

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

For current information, see the support home page for your printer: [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

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

## Operating environment range

Review the recommended operating-environment specifications for your printer.

**Table 1-6** Operating environment specifications

Environment	Recommended	Allowed
Temperature	17.5° to 25°C (63.5° to 77°F)	15° to 32.5°C (59° to 90.5°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

## Printer hardware setup and software installation

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

Go to [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404) for HP's all-inclusive help for the printer, which includes the following information:

- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information
- Find instructions about how to use the Microsoft Add Printer tool



---

## 2 Paper trays

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

- [Introduction](#)
- [Load paper to Tray 1](#)
- [Load paper to Tray 2](#)
- [Load paper to Tray 3](#)
- [Load and print envelopes](#)

### For more information:

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

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

## Introduction

Review the following information about the paper trays.

---

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

Do not use paper tray as a step.

Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

---

# Load paper to Tray 1

Review the following information about loading paper to Tray 1.

- [Introduction](#)
- [Load Paper Tray 1](#)
- [Tray 1 paper orientation](#)

## Introduction

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

## Load Paper Tray 1

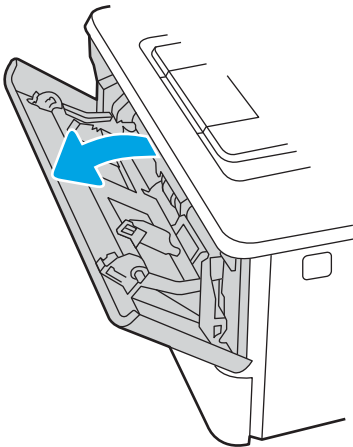
This tray holds up to 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

---

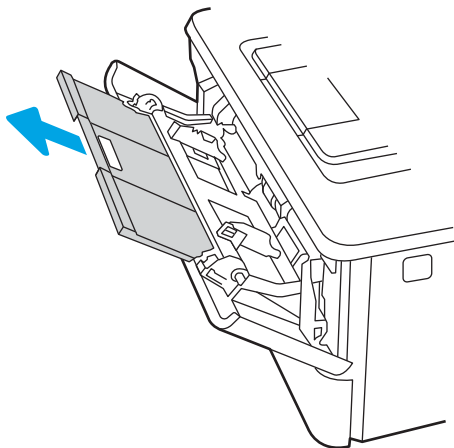
**⚠ CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

---

1. Open Tray 1 by grasping the handles on the left and right side of the tray and pulling down.

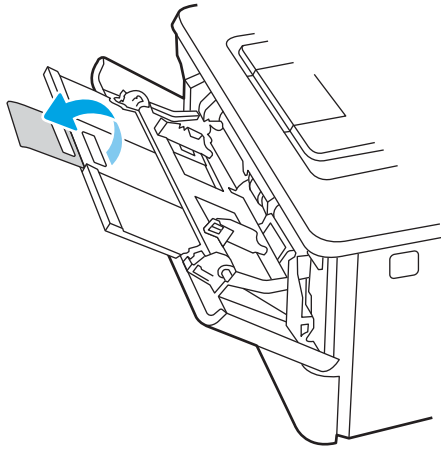


2. Slide out the tray extension.

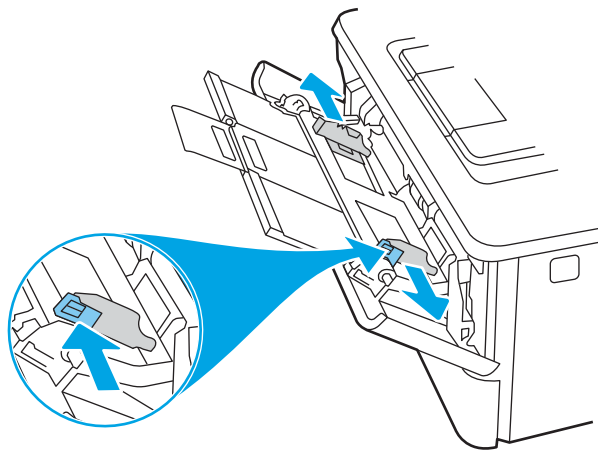


3. For long paper, flip out the tray extension to support the paper.



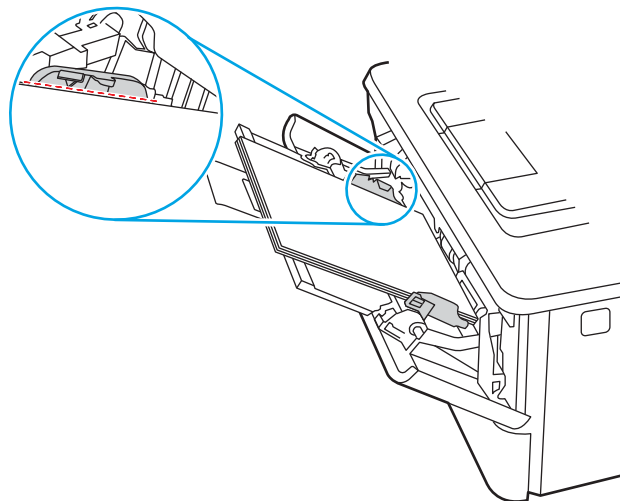


4. Press down on the tab on the right paper guide, and then spread the paper guides to the correct size.

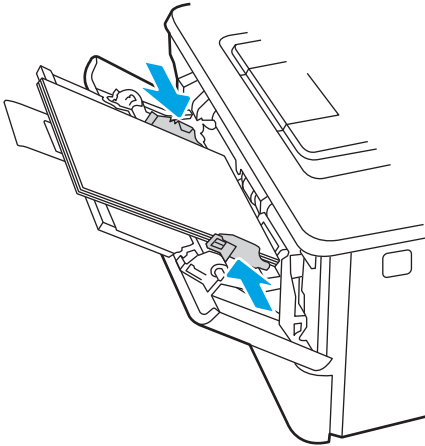


5. Load the paper into the tray. Make sure that the paper fits under the tabs and below the maximum height indicators.

For information about how to orient the paper, see [Tray 1 paper orientation on page 16](#).



6. Press down on the tab on the right paper guide, and then adjust the paper guides so that they lightly touch the paper stack but do not bend the paper.



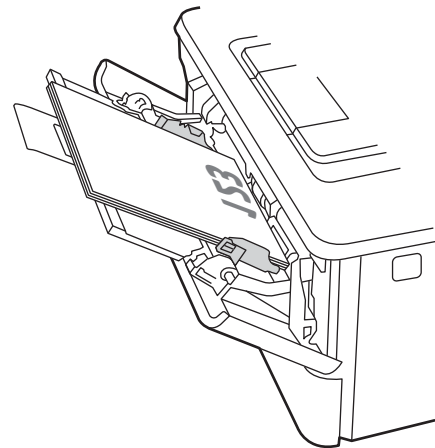
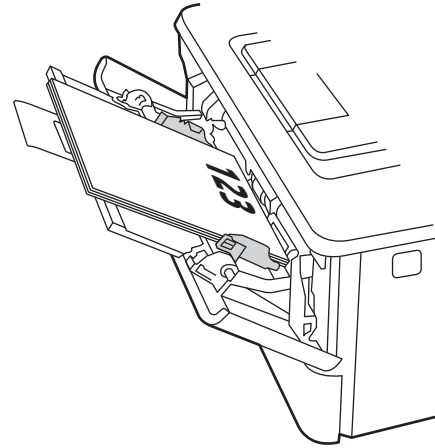
7. At the computer, begin the printing process from the software application. Make sure that the driver is set to the correct paper type and size for the paper being printed from the tray.

## Tray 1 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.

**Table 2-1** Tray 1 paper orientation

Paper type	Output	How to load paper
Letterhead or preprinted	1-sided printing	Face-up Top edge leading into the printer
Letterhead or preprinted	2-sided printing	Face-down Top edge leading into the printer



# Load paper to Tray 2

Review the following information about loading paper to Tray 2.

- [Introduction](#)
- [Load Paper Tray 2](#)
- [Tray 2 paper orientation](#)

## Introduction

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

## Load Paper Tray 2

This tray holds up to 250 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

---

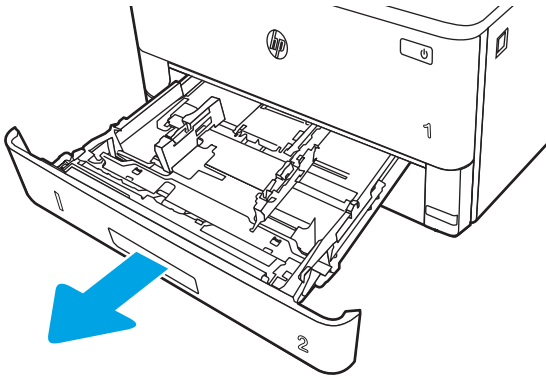
**CAUTION:** Do not print envelopes, labels, or unsupported sizes of paper from Tray 2. Print these types of paper only from Tray 1.

---

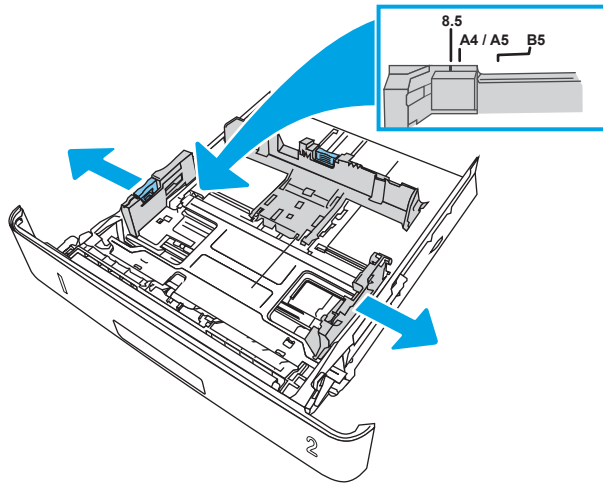
1. Pull the tray out and lift up slightly to remove it completely from the printer.

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

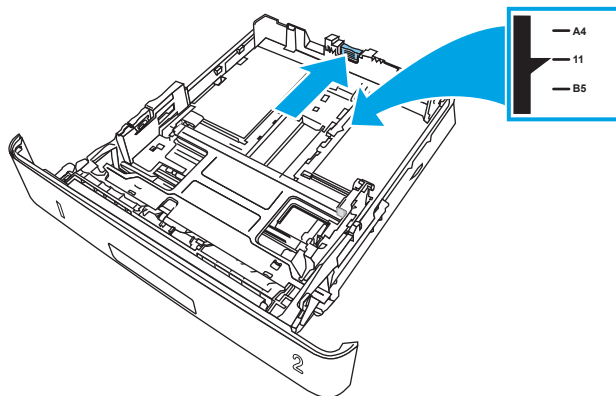
---



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





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

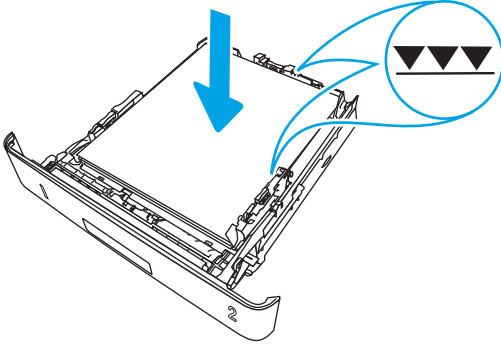


4. Load the paper into the tray. For information about how to orient the paper, see [Tray 2 paper orientation on page 20](#).

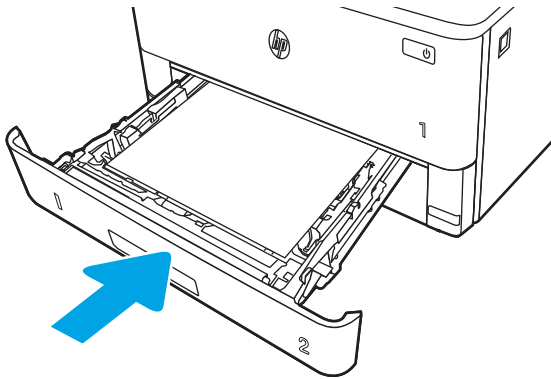
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

 **NOTE:** To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicators, as shown in the enlargement in the illustration.

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



5. Slide the tray completely into the printer.



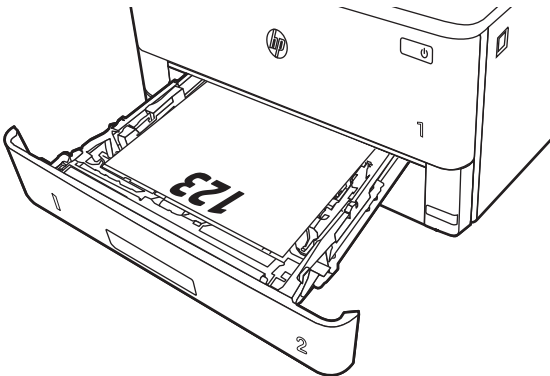
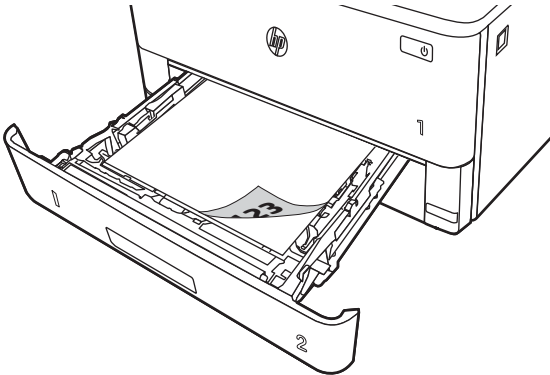
6. At the computer, begin the printing process from the software application. Make sure that the driver is set to the correct paper type and size for the paper being printed from the tray.

## Tray 2 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.

**Table 2-2** Tray 2 paper orientation

Paper type	Output	How to load paper
Letterhead or preprinted	1-sided printing	Face-down Top edge toward the front of the tray
Letterhead or preprinted	2-sided printing	Face-up Top edge toward the front of the tray



# Load paper to Tray 3

Review the following information about loading paper to Tray 3.

- [Introduction](#)
- [Load Paper Tray 3 \(optional\)](#)
- [Tray 3 paper orientation](#)

## Introduction

The following information describes how to load paper into Tray 3.

## Load Paper Tray 3 (optional)

This tray holds up to 550 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

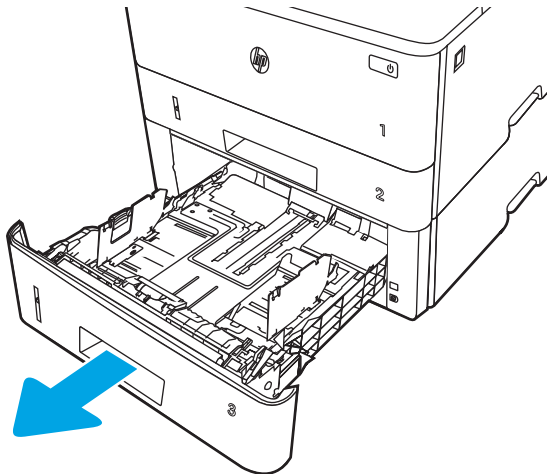
Do not print envelopes, labels, or unsupported sizes of paper from Tray 3. Print these types of paper only from Tray 1.

1. Pull the tray out and lift up slightly to remove it completely from the printer.

---

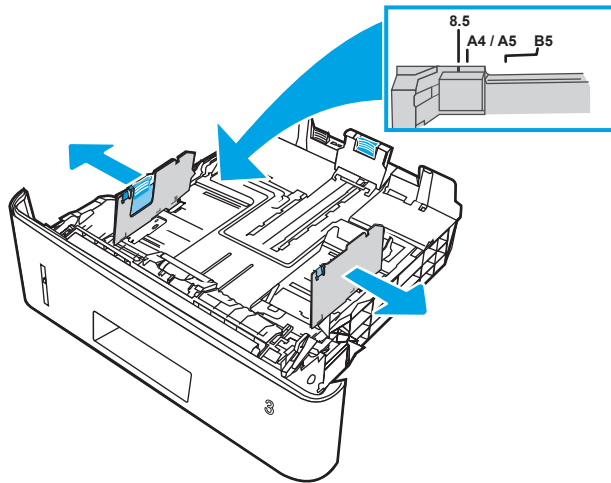
 **NOTE:** Do not open this tray while it is in use.

---

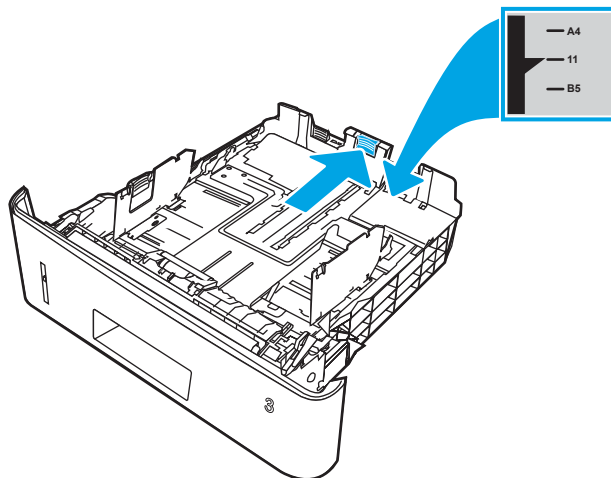




2. Adjust the paper-width guides by squeezing the adjustment latch on the left guide and sliding the guides to the size of the paper being used.



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




4. Load paper into the tray. For information about how to orient the paper, see [Tray 3 paper orientation on page 24](#).

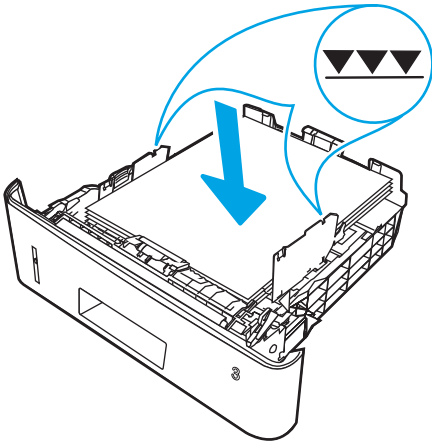
---

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

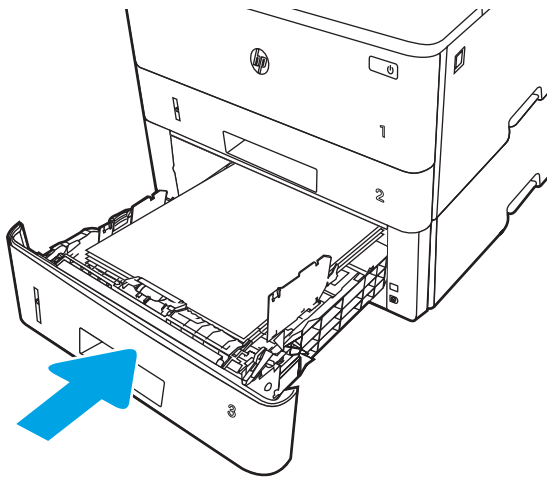
 **NOTE:** To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator, as shown in the enlargement in the illustration.

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

---



5. Slide the tray completely into the printer.



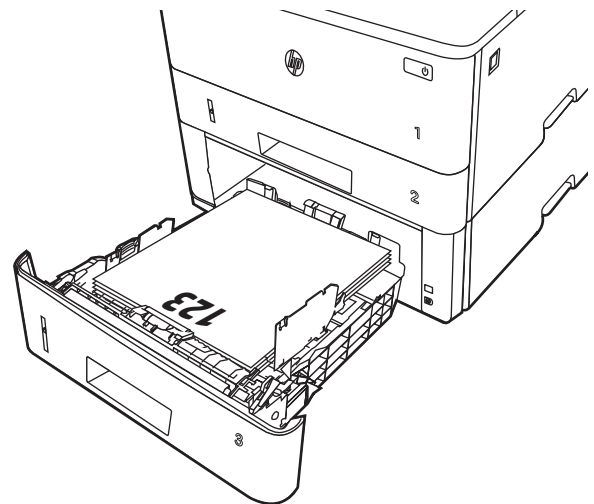
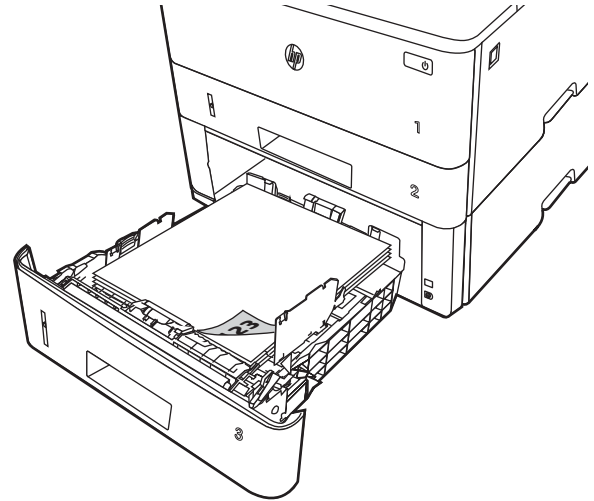
6. At the computer, begin the printing process from the software application. Make sure that the driver is set to the correct paper type and size for the paper being printed from the tray.

## Tray 3 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.

**Table 2-3** Tray 3 paper orientation

Paper type	Output	How to load paper
Letterhead or preprinted	1-sided printing	Face-down Top edge at the front of the tray
Letterhead or preprinted	2-sided printing	Face-up Top edge at the front of the tray



# Load and print envelopes

Review the following information about loading and printing envelopes.

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

## Introduction

The following information describes how to load and print envelopes.

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

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

## Print envelopes

To print envelopes, follow these steps.

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



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

---

3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **Envelope**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **Print** button to print the job.

## Envelope orientation

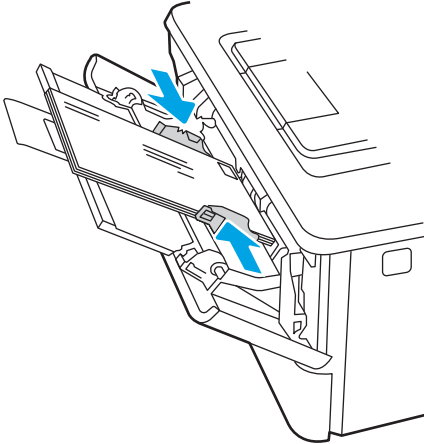
When loading envelopes, load them according to the information in the following table.

Table 2-4 Envelope orientation

---

Tray	How to load
Tray 1	Face-up Short, postage-end leading into the printer

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## 3 Supplies, accessories, and parts

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

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

### For more information:

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

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

# Order supplies, accessories, and parts

Review details about ordering supplies, accessories and parts for your printer.

- [Ordering](#)
- [Supplies and accessories](#)
- [Customer self-repair parts](#)

## Ordering

Find information and links for ordering supplies, parts, and accessories for your printer.

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

## Supplies and accessories

Find information about the supplies and accessories that are available for your printer.

**⚠ CAUTION:** Cartridges are for distribution and use within their designated region only; they will not work outside of their designated region.

**Table 3-1 Supplies**

Item	Description	Cartridge number	Part number
<b>For use in North America and Latin America only</b>			
HP 58A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	58A	CF258A
M304 and M404 models only.			
HP 58X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	58X	CF258X
M304 and M404 models only.			
<b>For use in Europe, Middle East, Russia, CIS, and Africa only</b>			
HP 59A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	59A	CF259A
M304 and M404 models only.			



**Table 3-1 Supplies (continued)**


Item	Description	Cartridge number	Part number
HP 59X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	59X	CF259X
M304 and M404 models only.			
<b>For use in Asia Pacific (except China and India) only</b>			
HP 76A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	76A	CF276A
M304 and M404 models only.			
HP 76X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	76X	CF276X
M304 and M404 models only.			
<b>For use in China and India only</b>			
HP 77A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	77A	CF277A
M305 and M405 models only.			
HP 77X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	77X	CF277X
M305 and M405 models only.			

**Table 3-2 Accessories**

Item	Description	Part number
<b>Accessories</b>		
HP LaserJet 550-sheet Paper Tray	Optional (Tray 3) 550-sheet paper feeder	D9P29A

## Customer self-repair parts

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

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

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

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

Table 3-3 Customer self-repair (CSR) parts

Item	Description	Self-replacement options	Part number
250-sheet paper input tray	Replacement cassette for Tray 2	Mandatory	RM2-5392-000CN
HP LaserJet 1 x 550 Paper Feeder	550-sheet paper feeder (optional Tray 3)	Mandatory	RM2-5413-000CN

## Dynamic security

Learn about dynamic-security-enabled printers.

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

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

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

# Configure the HP toner-cartridge-protection supply settings

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


- [Introduction](#)
- [Enable or disable the Cartridge Policy feature](#)
- [Enable or disable the Cartridge Protection feature](#)

## Introduction

Use HP Cartridge Policy and Cartridge Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

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

---

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

---

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

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

## Enable or disable the Cartridge Policy feature

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

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



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

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

---

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

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

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Supply Settings](#)
  3. [Cartridge Policy](#)
3. Use the arrow buttons to navigate to [Authorized HP](#) and then press the **OK** button to enable the feature.

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

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

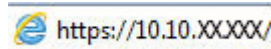
1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Supply Settings](#)
  3. [Cartridge Policy](#)
3. Use the arrow buttons to select [Off](#), and then press **OK** to disable the feature.


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

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

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

- a. On the printer control panel, press the **OK** button to display the Home screen.
- b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Network Setup](#)
  3. [General Settings](#)
- c. On the General Settings menu, select [Show the IP Address](#), and then select **Yes** to display the printer's IP address or host name.
- d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



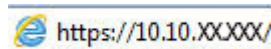
 **NOTE:** If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.


2. On the EWS Home page, click the **Settings** tab.
3. In the left navigation pane, click **Supplies** to expand the options, and then click **Supply Settings**.
4. In the **Cartridge Policy** area, click the drop-down menu and select **Authorized HP**.
5. Click **Apply** to save the changes.

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

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

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Setup](#)
    2. [Network Setup](#)
    3. [General Settings](#)
  - c. On the General Settings menu, select [Show the IP Address](#), and then select **Yes** to display the printer's IP address or host name.
  - d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

2. On the EWS Home page, click the **Settings** tab.

3. In the left navigation pane, click **Supplies** to expand the options, and then click **Supply Settings**.
4. In the **Cartridge Policy** area, click the drop-down menu and select **Off**.
5. Click **Apply** to save the changes.

## Enable or disable the Cartridge Protection feature

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

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



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

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

---

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

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

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Supply Settings**
  3. **Cartridge Protection**
3. Select **Protect Cartridges**.



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

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

---

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

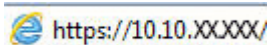
From the printer control panel, a network administrator can disable the Cartridge Protection feature. This removes protection for any new cartridges installed in the printer.


1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Supply Settings**
  3. **Cartridge Protection**
3. Use the arrow buttons to select **Off**, and then press the **OK** button to disable the feature.

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

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

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Setup](#)
    2. [Network Setup](#)
    3. [General Settings](#)
  - c. On the General Settings menu, select [Show the IP Address](#), and then select **Yes** to display the printer's IP address or host name.
  - d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

2. On the EWS Home page, click the **Settings** tab.
3. In the left navigation pane, click **Supplies** to expand the options, and then click **Supply Settings**.
4. In the **Cartridge Protection** area, click the drop-down menu and select **On**.
5. Click **Apply** to save the changes.

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

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


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


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

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Setup](#)
    2. [Network Setup](#)
    3. [General Settings](#)



- c. On the General Settings menu, select [Show the IP Address](#), and then select [Yes](#) to display the printer's IP address or host name.
- d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the [Enter](#) key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

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

2. On the EWS Home page, click the **Settings** tab.
3. In the left navigation pane, click **Supplies** to expand the options, and then click **Supply Settings**.
4. In the **Cartridge Protection** area, click the drop-down menu and select **Off**.
5. Click **Apply** to save the changes.

# Replace the toner cartridge

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

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

## Toner cartridge information

Review details about ordering replacement toner cartridges.

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

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

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


**CAUTION:** Cartridges are for distribution and use within their designated region only; they will not work outside of their designated region.

Table 3-4 Supplies


Item	Description	Cartridge number	Part number
<b>For use in North America and Latin America only</b>			
HP 58A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	58A	CF258A
M304 and M404 models only.			
HP 58X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	58X	CF258X
M304 and M404 models only.			
<b>For use in Europe, Middle East, Russia, CIS, and Africa only</b>			
HP 59A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	59A	CF259A
M304 and M404 models only.			
HP 59X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	59X	CF259X
M304 and M404 models only.			
<b>For use in Asia Pacific (except China and India) only</b>			
HP 76A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	76A	CF276A
M304 and M404 models only.			

**Table 3-4 Supplies (continued)**

Item	Description	Cartridge number	Part number
HP 76X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	76X	CF276X
M304 and M404 models only.			
<b>For use in China and India only</b>			
HP 77A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	77A	CF277A
M305 and M405 models only.			
HP 77X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	77X	CF277X
M305 and M405 models only.			

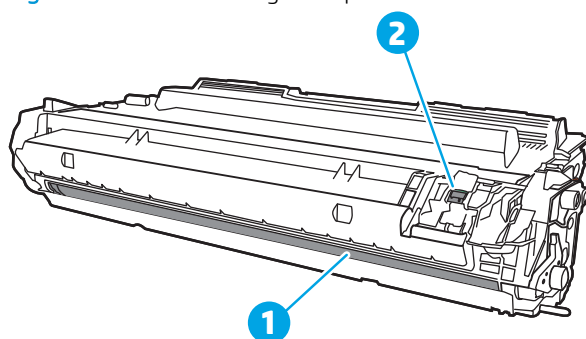
 **NOTE:** High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutesupplies](http://www.hp.com/go/learnaboutesupplies).

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

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

The following illustration shows the toner cartridge components.

**Figure 3-1** Toner cartridge components



Number	Description
1	Imaging drum
<b>CAUTION:</b> Do not touch the imaging drum. Fingerprints can cause print-quality problems.	
2	Memory chip

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

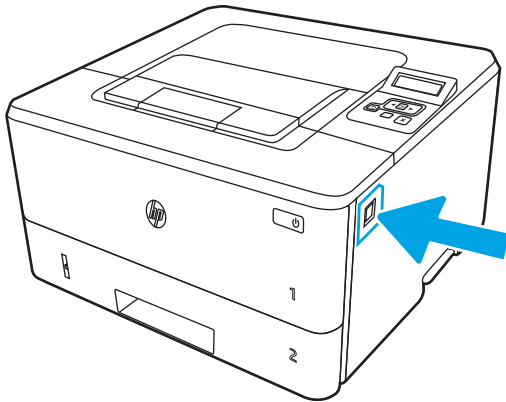
 **NOTE:** Information about recycling used toner cartridges is in the toner cartridge box.

## Remove and replace the cartridge

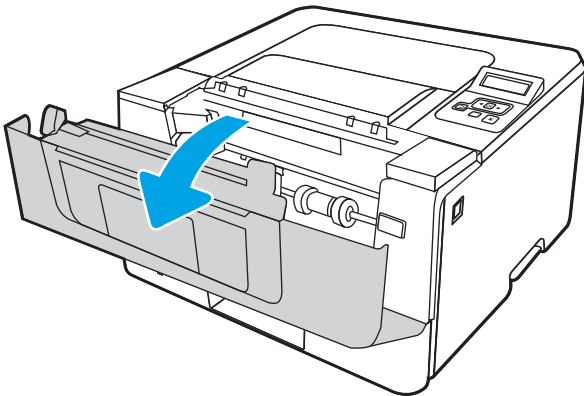
Follow these steps to replace the toner cartridge.

Continue printing with the current cartridge until redistributing the toner by shaking the cartridge no longer yields acceptable print quality.

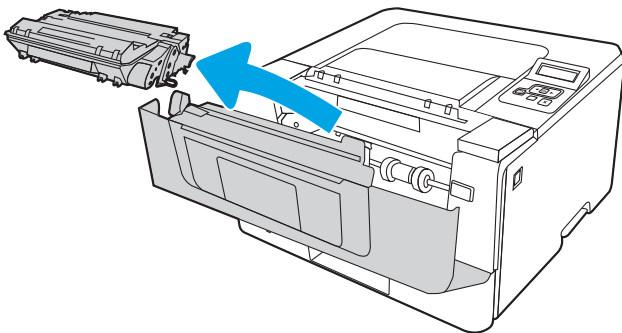
1. Press the front door release button.



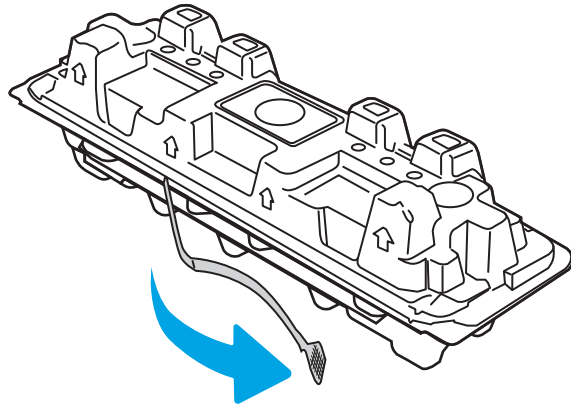
2. Open the front door.



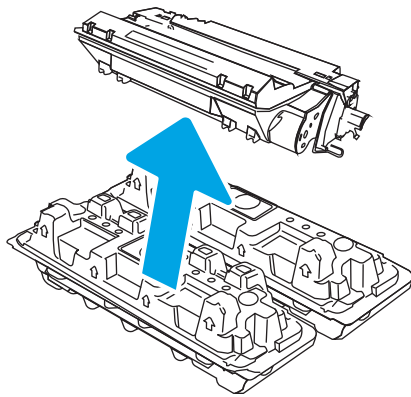
3. Remove the used toner cartridge from the printer.



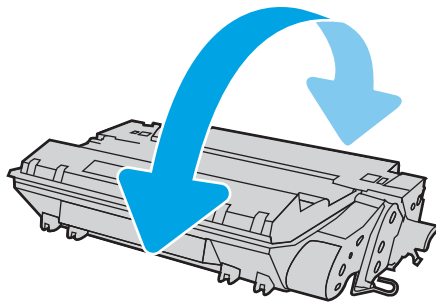
4. Remove the new toner cartridge package from the box, and then pull the release tab on the packaging.



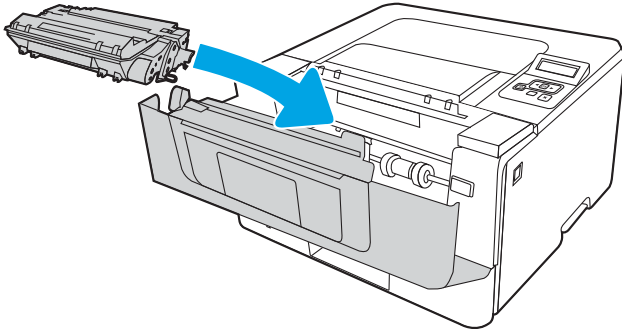
5. Remove the toner cartridge from the opened packaging shell. Place the used toner cartridge in the shell for recycling.



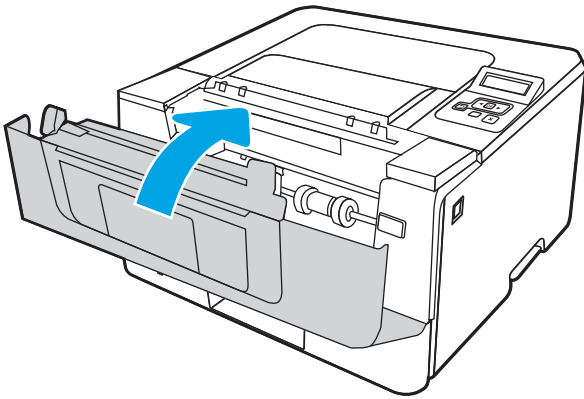
6. Hold both ends of the toner cartridge and rock it 5-6 times.



7. Align the toner cartridge with the tracks inside the printer, and install the toner cartridge until it is firmly seated.



8. Close the front door.



---

# 4 Print

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

- [Print tasks \(Windows\)](#)
- [Print tasks \(macOS\)](#)
- [Store print jobs on the printer to print later or print privately](#)
- [Mobile printing](#)

## For more information:

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

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

## Print tasks (Windows)

Learn about common printing tasks for Windows users.

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

## How to print (Windows)

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

The following procedure describes the basic printing process for Windows.

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



### NOTE:

- The name of the button varies for different software programs.
  - For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.
  - For more information, click the Help (?) button in the print driver.
- 
3. Click the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
  4. Click the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
  5. Click the **Print** button to print the job.

## Automatically print on both sides (Windows)

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

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



---

 **NOTE:**

- The name of the button varies for different software programs.
  - For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.
- 

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

## Manually print on both sides (Windows)

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

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

---

 **NOTE:**

- The name of the button varies for different software programs.
  - For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.
- 

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

## Print multiple pages per sheet (Windows)

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

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

---

 **NOTE:**

- The name of the button varies for different software programs.
  - For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.
- 

3. Click the **Finishing** tab.

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

## Select the paper type (Windows)

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

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



### NOTE:

- The name of the button varies for different software programs.
  - For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.
- 

3. Click the **Paper/Quality** tab.
4. Select the option for the type of paper you are using, and then click **OK**.
5. Click **OK** to close the **Document Properties** dialog.
6. In the **Print** dialog, click **Print** to print the job.

## Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

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

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

# Print tasks (macOS)

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

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

## How to print (macOS)

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

The following procedure describes the basic printing process for macOS.

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



---

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

---

4. Click the **Print** button.

## Automatically print on both sides (macOS)

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

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

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



---

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

---

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

## Manually print on both sides (macOS)

If your printer does not have an automatic duplexer installed, or you are using a paper size or type not supported by the duplexer, you can print on both sides of the paper using a manual process. You will need to reload the pages for the second side.

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

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



---

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

---

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

## Print multiple pages per sheet (macOS)

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

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



---

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

---

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

## Select the paper type (macOS)

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

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



---

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

---

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

---

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

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- **Media Type:** Select the option for the type of paper for the print job.
- **Print Quality:** Select the resolution level for the print job.
- **EconoMode:** Select this option to conserve toner when printing drafts of documents.

5. Click the **Print** button.

## Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

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

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

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

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

- [Introduction](#)
- [Before beginning](#)
- [Set up job storage](#)
- [Disable or enable the job storage feature](#)
- [Create a stored job \(Windows\)](#)
- [Create a stored job \(macOS\)](#)
- [Print a stored job](#)
- [Delete a stored job](#)
- [Information sent to printer for Job Accounting purposes](#)

## Introduction

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



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**NOTE:** Job storage is not supported on the M404d or M405d models.

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## Before beginning

Review the requirements for using the job storage feature.

The job storage feature has the following requirements:

- A dedicated USB 2.0 storage device with at least 16 GB free space must be installed in the rear host USB. This USB storage device holds the job storage jobs sent to the printer. Removing this USB storage device from the printer disables the job storage feature.
- If you are using an HP Universal Print Driver (UPD), you must use UPD version 5.9.0 or above.

## Set up job storage

Set up job storage in the print driver, insert the storage media (USB flash drive) in the printer, and verify the feature is ready to use.

Before you begin, install the printer software if it is not already installed. Go to [www.hp.com/support](http://www.hp.com/support), click **Software and Drivers**, and then follow the onscreen instructions to download the latest HP software.

When the print driver is installed, the Job Storage option is set to **Automatic** by default. The option is located as follows:

- Windows: **Devices and Printers** ► **Printer Properties** ► **Device Settings**
- macOS: **Printers & Scanners** ► **Options & Supplies**

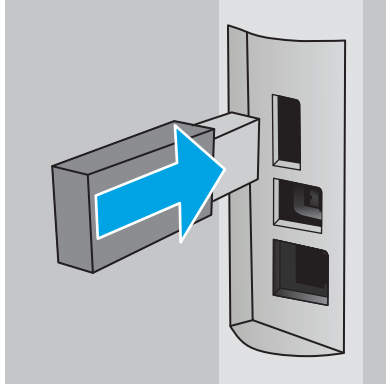
To complete Job Storage setup:

1. Locate the rear USB port.

On some models, the rear USB port is covered. Remove the rear USB port cover before proceeding.

2. Insert the USB flash drive into the rear USB port.

**Figure 4-1** Insert USB flash drive



A message displays on the control panel warning that the USB drive will be formatted. Select **OK** to complete the procedure.

3. Open the print driver to verify the **Job Storage** tab is visible. If it is visible, the feature is ready to use.

From a software program, select the **Print** option, select your printer from the list of printers, and do the following:

- **Windows:** Select **Properties** or **Preferences**. Click the **Job Storage** tab.

If the **Job Storage** tab is not showing, activate it as follows:

From the Start menu, open **Settings**, click **Devices**, and then click **Devices and Printers**. Right-click on the printer name and click **Printer Properties**. Click the **Device Settings** tab, click on **Job Storage**, and then select **Automatic**. Click **Apply** and **OK**.

- **macOS:** The print driver displays the **Copies & Pages** menu. Open the drop-down list, and then click the **Job Storage** menu.

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

## Disable or enable the job storage feature

Disable the job storage feature to make it unavailable, even if a USB drive is inserted into the printer. Enable the feature to make it available again.

1. Open the **Printer Properties**:

- **Windows:** From the Start menu, open **Settings**, click **Devices**, and then click **Devices and Printers**. Right-click on the printer and click **Printer properties**.
- **macOS:** From the Apple menu, open **System Preferences**, and then click **Printers & Scanners**. Select the printer and click **Options & Supplies**.

2. Disable the Job Storage option as follows:

- **Windows:** Click the **Device settings** tab, click on **Job Storage**, and then select **Disable**.
- **macOS:** On the **Options** tab, clear the **Job Storage** check box.

To enable the feature, set the Job Storage option back to **Automatic** (Windows), or select the **Job Storage** check box (macOS).

## Create a stored job (Windows)

Store jobs on the USB flash drive for private or delayed printing.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences**.



### NOTE:

- The name of the button varies for different software programs.
- For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

3. Click the **Job Storage** tab.



**NOTE:** If the **Job Storage** tab is not showing, follow the instructions in the "Disable or enable job storage feature" section to activate the tab.

4. Select a **Job Storage Mode** option:
  - **Proof and Hold:** Print and proof one copy of a job, and then print more copies. The first copy prints immediately. Printing of the subsequent copies must be initiated from the device's front control panel. For example, if 10 copies are sent, one copy prints immediately, and the other nine copies will print when the job is retrieved. The job is deleted after all copies are printed.
  - **Personal Job:** The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints.
  - **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later. The job is deleted manually or by the job retention schedule.
  - **Stored Job:** Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel. The job is deleted manually or by the job retention schedule.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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



- **Use Job Name + (1-99):** Append a unique number to the end of the job name.
  - **Replace Existing File:** Overwrite the existing stored job with the new one.
6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **Print** button to print the job.

## Create a stored job (macOS)

Store jobs on the USB flash drive for private or delayed printing.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Job Storage** menu.



**NOTE:** If the **Job Storage** menu is not showing, follow the instructions in the "Disable or enable job storage feature" section to activate the menu.

4. In the **Mode** drop-down list, select the type of stored job.
  - **Proof and Hold:** Print and proof one copy of a job, and then print more copies. The first copy prints immediately. Printing of the subsequent copies must be initiated from the device's front control panel. For example, if 10 copies are sent, one copy prints immediately, and the other nine copies will print when the job is retrieved. The job is deleted after all copies are printed.
  - **Personal Job:** The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints.
  - **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later. The job is deleted manually or by the job retention schedule.
  - **Stored Job:** Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel. The job is deleted manually or by the job retention schedule.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.



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

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

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

## Print a stored job

Print a job that is stored on a USB flash drive.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons to navigate to **Job Storage**, and then press the **OK** button again.
3. From the Job Folders list, use the arrow buttons to navigate to the name of the folder where the job is stored, and then press **OK**.
4. Use the arrow buttons to navigate to the name of the job that you want to print, and then press **OK**.

If the job is private or encrypted, enter the PIN or password.

5. To adjust the number of copies, use the arrow buttons to navigate to the **Copy** option, and then press **OK**. On the Copy screen, use the arrow buttons to select the number of copies and then press **OK** to save the setting.
6. Press **OK** again to print the job.

## Delete a stored job

When a new job is stored on a USB flash drive, any previous jobs with the same user and job name are overwritten. If the memory on the USB flash drive is full, the following message displays on the printer control panel: **The USB flash storage device is out of memory. Delete unused jobs, and then try again.** Existing stored jobs must be deleted before additional print jobs can be stored.

- [Delete a job that is stored on the printer](#)

### Delete a job that is stored on the printer

Delete a job that is stored on a USB flash drive.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons to navigate to **Job Storage**, and then press the **OK** button again.
3. From the Job Folders list, navigate to and select the name of the folder where the job is stored, and then press **OK**.
4. Navigate to and select the name of the job that you want to delete, and press **OK**.

If the job is private or encrypted, enter the PIN or password.

5. Use the arrow buttons to navigate to the **Delete** option and then press the **OK** button. Press **OK** again to delete the job.

### Information sent to printer for Job Accounting purposes

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

## Mobile printing

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

- [Introduction](#)
- [Wi-Fi Direct printing \(wireless models only\)](#)
- [HP ePrint via Email](#)
- [AirPrint](#)
- [Android embedded printing](#)

### Introduction

Review the following information about mobile printing.

To see the full list of mobile and ePrint solutions and determine the best choice, go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).

## Wi-Fi Direct printing (wireless models only)

Wi-Fi Direct enables printing from a wireless mobile device without requiring a connection to a network or the Internet.

- [To turn on Wi-Fi Direct](#)
- [Change the printer Wi-Fi Direct name](#)



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**NOTE:** Not all mobile operating systems are currently supported by Wi-Fi Direct.

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

- Android mobile devices compatible with the Android embedded print solution
- iPhone, iPad, or iPod touch using Apple AirPrint or the HP Smart app
- Android mobile devices using the HP Smart app or the Android embedded print solution
- PC and Mac devices using the HP ePrint Software
- HP Roam

For more information on Wi-Fi Direct printing, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

Wi-Fi Direct can be enabled or disabled from the printer control panel.

### To turn on Wi-Fi Direct

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

Follow these steps to turn on Wi-Fi Direct from the printer control panel.

1. On the printer control panel, press the **OK** button to display the Home screen. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Wi-Fi Direct](#)
  3. [Wi-Fi Direct Status](#)
2. If [Wi-Fi Direct](#) is set to **Off**, press the right arrow button to turn it on, and then press **OK** to save the setting.



---

**NOTE:** In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a unique Wi-Fi Direct name for easier printer identification when using Wi-Fi Direct printing.

---

To view the Wi-Fi Direct name on the printer control panel, press the **OK** button to display the Home screen, and then navigate to and open the following menus:

1. [Setup](#)
  2. [Wi-Fi Direct](#)
  3. [Wi-Fi Direct Name](#)
-

## Change the printer Wi-Fi Direct name

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

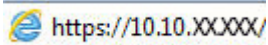
- [Step one: Open the HP Embedded Web Server](#)
- [Step two: Change the Wi-Fi Direct name](#)


### Step one: Open the HP Embedded Web Server

Use the EWS to manage your printer from a computer instead of the printer control panel.

Your printer must be connected to an IP-based network before you can access the EWS.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Network Setup**
  3. **General Settings**
3. On the General Settings menu, select **Show the IP Address**, and then select **Yes** to display the printer's IP address or host name.
4. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

### Step two: Change the Wi-Fi Direct name

Use the following procedure to change the Wi-Fi Direct name.

1. On the EWS Home page, click the **Network** tab.
2. In the left navigation pane, click **Wi-Fi Direct**.
3. Under the **Status** field, click **Edit Settings**.
4. In the **Wi-Fi Direct Name** field, enter the new name, and then click **Apply**.

## HP ePrint via Email

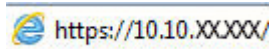
Use HP ePrint to print documents by sending them as an email attachment to the printer's email address from any email-enabled device.


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

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

Follow these steps to enable HP Web Services and register with HP Connected:

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Network Setup**
  3. **General Settings**
3. On the General Settings menu, select **Show the IP Address**, and then select **Yes** to display the printer's IP address or host name.
4. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

---

5. On the EWS Home page, click the **Web Services** tab.
6. In the **Web Services Settings** section, click **Setup**, click **Continue**, and then follow the onscreen instructions to accept the terms of use.

The printer enables Web Services and then prints an information page. The information page contains the printer code that is necessary to register the printer at HP Connected.
7. Go to [www.hpconnected.com](http://www.hpconnected.com) to create an HP ePrint account and complete the setup process.

## AirPrint


With Apple AirPrint, you can print directly to the printer from your iOS device or Mac computer, without having a print driver installed.

AirPrint is supported for iOS and from Mac computers running macOS (10.7 Lion and newer).

Use AirPrint to print directly to the printer from an iPad, iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:

- Mail
- Photos
- Safari
- iBooks
- Select third-party applications

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

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

---

## Android embedded printing

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

The printer must be connected to the same network (sub-net) as the Android device.

The print solution is built into the supported operating systems, so installing drivers or downloading software is not necessary.

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



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# 5 Manage the printer

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

- [Change the printer connection type \(Windows\)](#)
- [Advanced configuration with HP Embedded Web Server and Printer Home Page \(EWS\)](#)
- [Configure IP network settings](#)
- [Printer security features](#)
- [Energy-conservation settings](#)
- [HP Web Jetadmin](#)
- [Update the firmware](#)

## For more information:

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

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

## Change the printer connection type (Windows)

If you are already using the printer and you wish to change the way it is connected, use **Device Setup & Software** to change the connection. For example, connect the new printer to the computer using a USB or network connection, or change the connection from a USB to a wireless connection.

To open **Device Setup & Software**, complete the following procedure:

1. Open the HP Printer Assistant.
  - **Windows 10:** From the **Start** menu, click **All Apps**, click **HP**, and then select the printer name.
  - **Windows 8.1:** Click the down arrow in lower left corner of the **Start** screen, and then select the printer name.

- **Windows 8:** Right-click an empty area on the **Start** screen, click **All Apps** on the app bar, and then select the printer name.
  - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the printer name.
2. In the HP Printer Assistant, select **Tools** from the navigation bar, and then select **Device Setup & Software**.

# Advanced configuration with HP Embedded Web Server and Printer Home Page (EWS)


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


- [Method one: Open the HP Embedded Web Server \(EWS\) from the software](#)
- [Method two: Open the HP Embedded Web Server \(EWS\) from a web browser](#)
- View printer status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations (paper types and sizes)
- View and print internal pages
- View and change network configuration

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

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

---

 **NOTE:** Printer Home Page (EWS) is software used to connect to the HP Embedded Web Server when the printer is connected to a computer via USB. It is available only if a full installation was performed when the printer was installed on a computer. Depending on how the printer is connected, some features might not be available.

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

---

## Method one: Open the HP Embedded Web Server (EWS) from the software

Use this method to open the EWS from the HP Printer Assistant software.

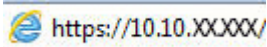
1. Open the HP Printer Assistant.
  - **Windows 10:** From the **Start** menu, click **All Apps**, click **HP**, and then select the printer name.
  - **Windows 8.1:** Click the down arrow in lower left corner of the **Start** screen, and then select the printer name.
  - **Windows 8:** Right-click an empty area on the **Start** screen, click **All Apps** on the app bar, and then select the printer name.
  - **Windows 7, Windows Vista, and Windows XP:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the printer name.
2. In the HP Printer Assistant, select **Print**, and then select **Printer Home Page (EWS)**.

## Method two: Open the HP Embedded Web Server (EWS) from a web browser

Use the EWS to manage your printer from a computer instead of the printer control panel.

Your printer must be connected to an IP-based network before you can access the EWS.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Network Setup**
  3. **General Settings**
3. On the General Settings menu, select **Show the IP Address**, and then select **Yes** to display the printer's IP address or host name.
4. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

**Table 5-1** HP Embedded Web Server tabs

Tab or section	Description
<b>Home tab</b>  Provides printer, status, and configuration information.	<ul style="list-style-type: none"> <li>• <b>Sleep Mode:</b> Configure the Sleep Mode settings.</li> <li>• <b>Web Services:</b> Set up and manage Web Services such as HP ePrint and Print Apps.</li> <li>• <b>Printer Update:</b> Check for new printer updates.</li> <li>• <b>Estimated Cartridge Levels:</b> View the status of the cartridges and the estimated cartridge levels.</li> <li>• <b>Network Summary:</b> View a summary of the printer's network settings.</li> <li>• <b>Print Quality Toolbox:</b> Use maintenance tools to improve the print quality of your printouts.</li> <li>• <b>Wireless Setup Wizard:</b> Connect the printer to a wireless network.</li> <li>• <b>Wi-Fi Direct:</b> View and edit Wi-Fi Direct settings.</li> <li>• <b>AirPrint:</b> View and edit AirPrint settings.</li> <li>• <b>Printer Information:</b> View general information about the printer.</li> <li>• <b>Administrator:</b> Set up and manage advanced security and usage controls for the printer.</li> <li>• <b>Shutdown Mode:</b> Configure Shutdown Mode settings.</li> <li>• <b>Usage Report:</b> View detailed information about printer usage.</li> <li>• <b>Firewall:</b> Set up and manage the printer's firewall.</li> <li>• <b>Printer Reports:</b> View the reports available for the printer.</li> <li>• <b>Backup:</b> Back up the printer settings into a password-encrypted file.</li> <li>• <b>Personalize:</b> Add or remove features that display on the Home tab.</li> </ul>
<b>Copy/Print tab</b>	<ul style="list-style-type: none"> <li>• Change default print settings from your computer, such as the number of copies and print quality.</li> </ul>
<b>Web Services tab</b>	<ul style="list-style-type: none"> <li>• <b>Web Services Settings</b></li> </ul>

**Table 5-1** HP Embedded Web Server tabs (continued)

Tab or section	Description
<p><b>Network</b> tab</p> <p>(Network-connected printers only)</p> <p>Provides the ability to change network settings from your computer.</p>	<ul style="list-style-type: none"> <li>• General</li> <li>• Wired (802.3)</li> <li>• Wireless (802.11)</li> <li>• Wi-Fi Direct</li> <li>• Bluetooth Smart</li> <li>• AirPrint</li> <li>• Google Cloud Print</li> <li>• Internet Printing Protocol</li> <li>• Security</li> <li>• Advanced Settings</li> </ul>
<b>Tools</b> tab	<ul style="list-style-type: none"> <li>• Product Information</li> <li>• Reports</li> <li>• Utilities</li> <li>• Backup and Restore</li> <li>• Printer Restart</li> <li>• Printer Updates</li> </ul>
<b>Settings</b> tab	<ul style="list-style-type: none"> <li>• Power Management</li> <li>• Preferences</li> <li>• Supplies</li> <li>• Security</li> <li>• Email Alerts</li> <li>• Restore Defaults</li> <li>• Firewall</li> </ul>

# Configure IP network settings

Review the following information about configuring IP network settings.

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

## Introduction

Use the information in the following sections to configure the printer network settings.

## Printer sharing disclaimer

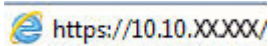
HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers.

Go to Microsoft at [www.microsoft.com](http://www.microsoft.com).


## View or change network settings

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

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. **Setup**
    2. **Network Setup**
    3. **General Settings**
  - c. On the General Settings menu, select **Show the IP Address**, and then select **Yes** to display the printer's IP address or host name.
  - d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



<https://10.10.XX.XX/>

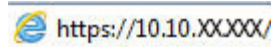
 **NOTE:** If a message displays in the web browser indicating that the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.


2. On the EWS Home page, click the **Network** tab to view network information. Change settings as needed.

## Rename the printer on a network

Use the HP Embedded Web Server (EWS) to rename the printer on a network so it can be uniquely identified.

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Setup](#)
    2. [Network Setup](#)
    3. [General Settings](#)
  - c. On the General Settings menu, select [Show the IP Address](#), and then select **Yes** to display the printer's IP address or host name.
  - d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

2. On the EWS Home page, click the **Network** tab.
3. In the left navigation pane, click **General** to expand the options, and then click **Network Identification**.
4. In the **Host Name** text field, enter a name to uniquely identify this printer, and then click **Apply** to save the changes.


## Manually configure IPv4 TCP/IP parameters from the control panel


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


1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Network Setup](#)
  3. [Ethernet Settings](#)
  4. [IP Settings](#)
  5. [Manual](#)
3. Use the arrow buttons to enter the IP Address and then press **OK**.
4. Use the arrow buttons to enter the Subnet Mask and then press **OK**.
5. Use the arrow buttons to enter the Gateway and then press **OK**.

## Link speed and duplex settings

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

 **NOTE:** This information applies only to Ethernet (wired) networks. It does not apply to wireless networks.

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

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

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Network Setup](#)
  3. [Ethernet Settings](#)
  4. [Link Speed](#)
3. On the [Link Speed](#) menu, use the arrow buttons to navigate to and select one of the following options:

Setting	Description
<a href="#">Automatic</a>	The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
<a href="#">10T Full</a>	10 Mbps, full-duplex operation
<a href="#">10T Half</a>	10 Mbps, half-duplex operation
<a href="#">100TX Full</a>	100 Mbps, full-duplex operation
<a href="#">100TX Half</a>	100 Mbps, half-duplex operation
<a href="#">1000T Full</a>	1000 Mbps, full-duplex operation

4. Press the **OK** button to save the setting. The printer turns off and then on.



# Printer security features

Review the following information about the printer security features.

- [Introduction](#)
- [Assign or change the system password using the Embedded Web Server](#)

## Introduction


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

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

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

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the **OK** button to display the Home screen.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Setup](#)
    2. [Network Setup](#)
    3. [General Settings](#)
  - c. On the General Settings menu, select [Show IP Address](#), and then select [Yes](#) to display the printer's IP address or host name.
  - d. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the [Enter](#) key on the computer keyboard. The EWS opens.



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

2. On the EWS Home page, click the **Settings** tab.
3. In the left navigation pane, click **Security** to expand the options, and then click **General Security**.
4. Enter a password.
5. Re-enter the password in the **Confirm Password** field, and then click **Apply**.

 **NOTE:** Make note of the password and store it in a safe place.

# Energy-conservation settings

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

- [Introduction](#)
- [Print with EconoMode](#)
- [Set the Sleep Delay \(Min.\) setting](#)
- [Set the Shutdown after Sleep \(Hr.\) setting](#)
- [Set the Disable Shutdown setting](#)

## Introduction

The printer includes several economy features to conserve energy and supplies.

## Print with EconoMode

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

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

---

 **NOTE:** If this option is not available in your print driver, you can set it using the HP Embedded Web Server.

---

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

## Set the Sleep Delay (Min.) setting


Use the control panel menus to specify the amount of time the printer must be inactive before it goes into sleep mode.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Power Management](#)
  3. [Sleep Delay \(Min.\)](#)
3. Use the arrow buttons to select the number of minutes the printer must be inactive before it goes into sleep mode, and then press the **OK** button to save the setting.

## Set the Shutdown after Sleep (Hr.) setting

Use the control panel menus to specify the amount of time the printer must be inactive before it shuts down.

---

 **NOTE:** After the printer shuts down, the power consumption is 1 watt or less.

---

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Power Management](#)
  2. [Shutdown after Sleep \(Hr.\)](#)
3. Use the arrow buttons to select the number of hours the printer must be inactive before it shuts down, and then press the **OK** button to save the setting.

## Set the Disable Shutdown setting

Use the control panel menus to disable the printer from shutting down after a period of inactivity.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Power Management](#)
  2. [Disable Shutdown](#)
3. Use the arrow buttons to select one of the following options:
  - [When ports are active](#): The printer will not shut down unless all ports are inactive. An active network link or fax connection will prevent the printer from shutting down.
  - [Never](#): The printer will shut down after a period of inactivity as determined by the [Shutdown after Sleep \(Hr.\)](#) setting.

---

 **NOTE:** The default setting is [When ports are active](#).

---

4. Press the **OK** button to save the setting.

## HP Web Jetadmin

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

HP Web Jetadmin upgrades are periodically made available to provide support for specific printer features. Go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin) for more information.

# Update the firmware

HP offers periodic printer updates, new Web Services apps, and new features to existing Web Services apps. Follow these steps to update the printer firmware for a single printer. When you update the firmware, Web Service apps will update automatically.

- [Method one: Update the firmware using the control panel](#)
- [Method two: Update the firmware using the HP Printer Update utility](#)

There are two supported methods to perform a firmware update on this printer. Use only one of the following methods to update the printer firmware.

## Method one: Update the firmware using the control panel

Follow these steps to update the firmware using the printer control panel (for network-connected printers only). For USB-connected printers, skip to Method two.

1. Make sure the printer is connected to a wired (Ethernet) or wireless network with an active Internet connection.

---

 **NOTE:** The printer must be connected to the internet to update the firmware via a network connection.

---

2. On the printer control panel, press the **OK** button to display the Home screen.
3. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Printer Maintenance](#)
  3. [Update Firmware](#)

---

 **NOTE:** If the [Update Firmware](#) option is not listed, use Method two.


---

4. If a firmware update is available, press the **OK** button to start the update process.

## Method two: Update the firmware using the HP Printer Update utility

Follow these steps to manually download and install the HP Printer Update utility.

---

 **NOTE:** This method is the only firmware update option available for printers connected to the computer via a USB cable. This method also works for printers that are connected to a network.

---

 **NOTE:** You must have a print driver installed in order to use this method.

---

1. Go to [www.hp.com/go/support](http://www.hp.com/go/support), click **Software and Drivers**, and then click **Printer**.
2. In the text field, type the printer name, click **Submit**, and then click your printer model from the list of search results.
3. In the **Firmware** section, locate the **Firmware Update** file.
4. Click **Download**, and then click **Run**.

5. When the HP Printer Update utility launches, select the printer that you wish to update, and then click **Update**.
6. Follow the on-screen instructions to complete the installation, and then click the **OK** button to close the utility.



---

# 6 Solve problems

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

- [Customer support](#)
- [Restore the factory-set defaults](#)
- [A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel](#)
- [Printer does not pick up paper or misfeeds](#)
- [Clear paper jams](#)
- [Resolving print quality problems](#)
- [Solve wired network problems](#)
- [Solve wireless network problems](#)

## For more information:

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

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

## Customer support

Find support contact options for your HP printer.

**Table 6-1 HP support options**

Support option	Contact information
Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with the printer or at <a href="http://www.hp.com/support">www.hp.com/support</a> .
Have the printer name, serial number, date of purchase, and problem description ready	


Table 6-1 HP support options (continued)

Support option	Contact information
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/ljM304">www.hp.com/support/ljM304</a> or <a href="http://www.hp.com/support/ljM404">www.hp.com/support/ljM404</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register the printer	<a href="http://www.register.hp.com">www.register.hp.com</a>

## Restore the factory-set defaults

Restoring the factory-set defaults returns all of the printer and network settings to the factory defaults. It will not reset the page count, or tray size.

To restore the printer to the factory-default settings, follow these steps.

 **CAUTION:** Restoring the factory-set defaults returns all of the settings to the factory defaults, and it also deletes any pages that are stored in the memory.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. **Setup**
  2. **Printer Maintenance**
  3. **Restore**
  4. **Restore Factory Defaults**

The printer automatically restarts.



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

Understand the cartridge-related messages on the control panel and what actions to take.

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

**Cartridge is low:** The printer indicates when a toner cartridge level is low. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now.

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

**Cartridge is very low:** The printer indicates when the toner cartridge level is very low. Actual toner cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable.

HP's Premium Protection Warranty expires when a message indicating that HP's Premium Protection Warranty on this supply has ended appears on the Supplies Status Page or the EWS.

## Change the “Very Low” settings

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

- [Change the “Very Low” settings from the control panel](#)

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

Determine how the printer will notify you about very low cartridge levels.

1. On the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Supply Settings](#)
  3. [Black Cartridge](#)
  4. [Very Low Setting](#)
3. Select one of the following options:
  - Select the [Stop](#) option to set the printer to stop printing until you replace the toner cartridge.
  - Select the [Prompt](#) option to set the printer to stop printing and prompt you to replace the toner cartridge. You can acknowledge the prompt and continue printing.
  - Select the [Continue](#) option to set the printer to alert you that the toner cartridge is very low, but to continue printing.



**NOTE:** The [Low Threshold](#) option allows you to define the level of ink that is considered very low.

## Order supplies

Order supplies and paper for your HP printer.

**Table 6-2** Options for ordering supplies

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

# Printer does not pick up paper or misfeeds

Review the following information about the printer not picking up paper or misfeeding paper.

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

## Introduction


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

## The printer does not pick up paper

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

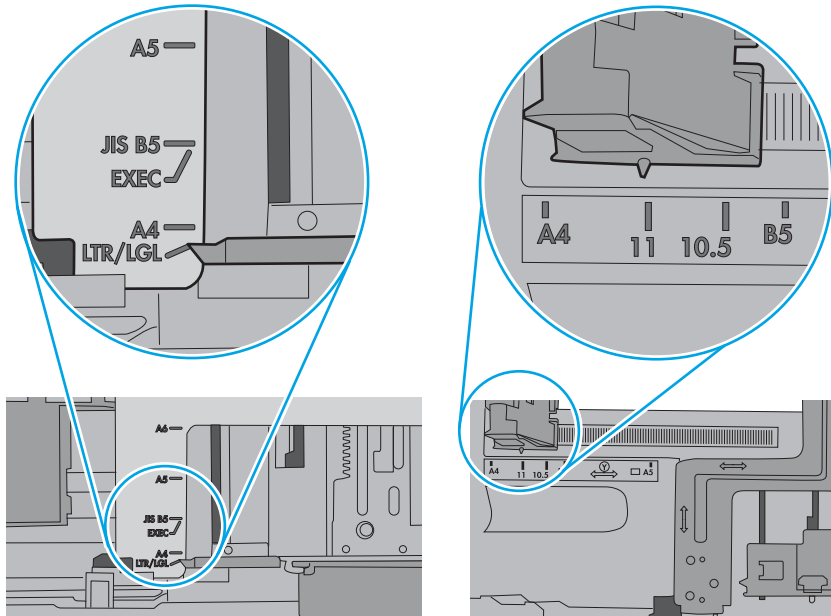
1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside of the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

The following image shows examples of the paper-size indentations in the trays. Most HP printers have markings similar to these.

**Figure 6-1** Examples of size markings

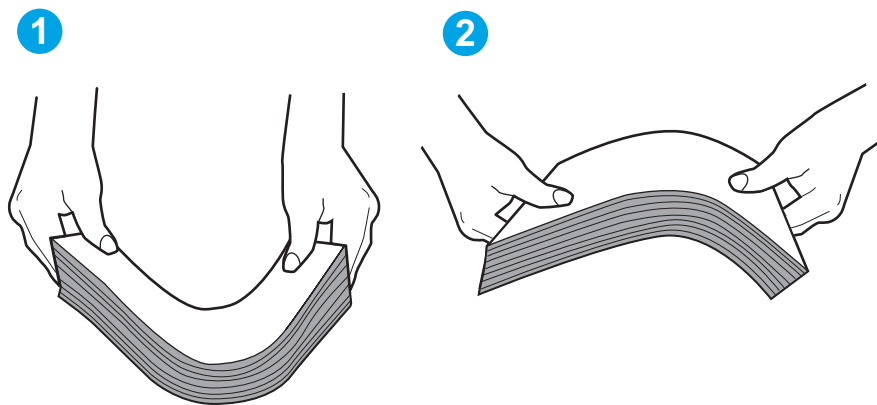


5. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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

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

**Figure 6-2** Technique for flexing the paper stack

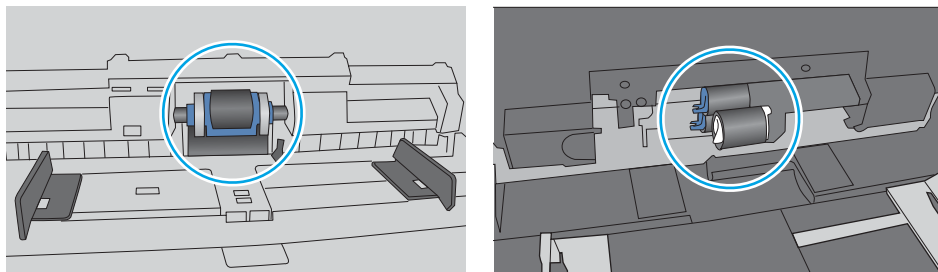


6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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


**Figure 6-3** Roller locations for Tray 1 or the multipurpose tray



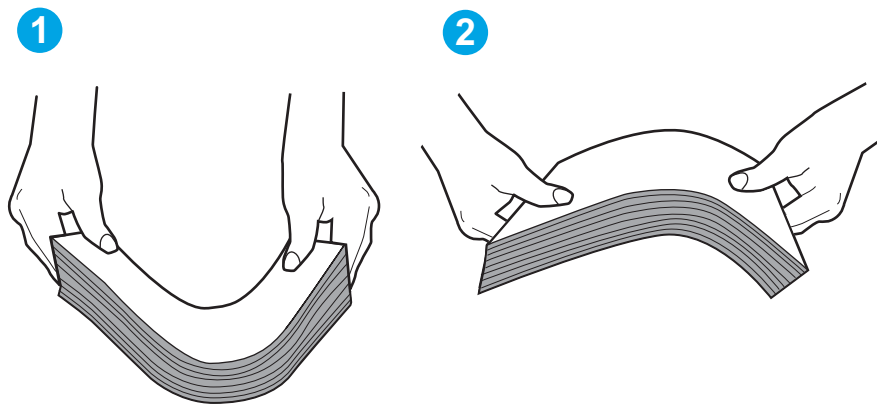
## The printer picks up multiple sheets of paper

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

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

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

**Figure 6-4** Technique for flexing the paper stack



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

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

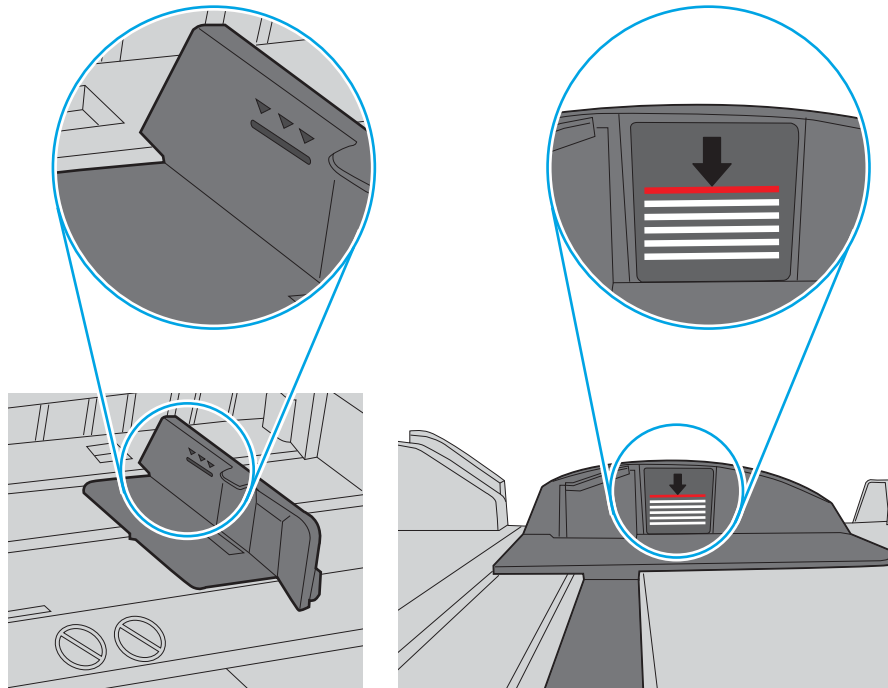
In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.

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

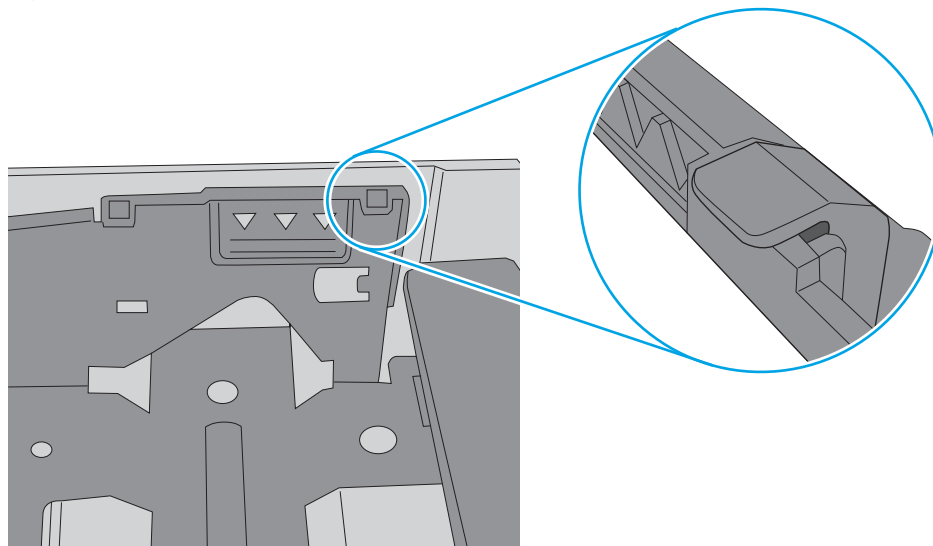
5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

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

**Figure 6-5** Stack height markings



**Figure 6-6** Tab for the paper stack



6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
7. Make sure the printing environment is within recommended specifications.

# Clear paper jams

Review the following information about clearing paper jams.

- [Introduction](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Paper jam locations](#)
- [Clear paper jams in Tray 1](#)
- [Clear paper jams in Tray 2](#)
- [Clear paper jams in Tray 3](#)
- [Clear paper jams in the toner cartridge or fuser area](#)
- [Clear paper jams in the output bin](#)
- [Clear paper jams in the duplexer](#)

## Introduction

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

## Experiencing frequent or recurring paper jams?

Follow the steps to solve problems with frequent paper jams. If the first step does not resolve the problem continue with the next step until you have resolved the problem.

1. If paper has jammed in the printer, clear the jam and then print a configuration page to test the printer.
2. Check that the tray is configured for the correct paper size and type on the printer control panel. Adjust paper settings if necessary.
  - a. Press the **OK** button to display the Home screen. Use the arrow buttons to navigate to **Setup**, and then press the **OK** button again.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the **Paper setup** menu.
  - c. Select the tray from the list.
  - d. Select **Paper Type** and then select the type of paper that is in the tray.
  - e. Select **Paper Size** and then select the size of paper that is in the tray.
3. Turn the printer off, wait 30 seconds, and then turn it on again.
4. Print a cleaning page to remove excess toner from inside the printer.
  - a. On the printer control panel, press the **OK** button to display the Home screen. Use the arrow buttons to navigate to **Setup**, and then press the **OK** button again.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:



1. [Printer Maintenance](#)
2. [Print Quality Tools](#)
3. [Cleaning Page](#)

Press **OK**.

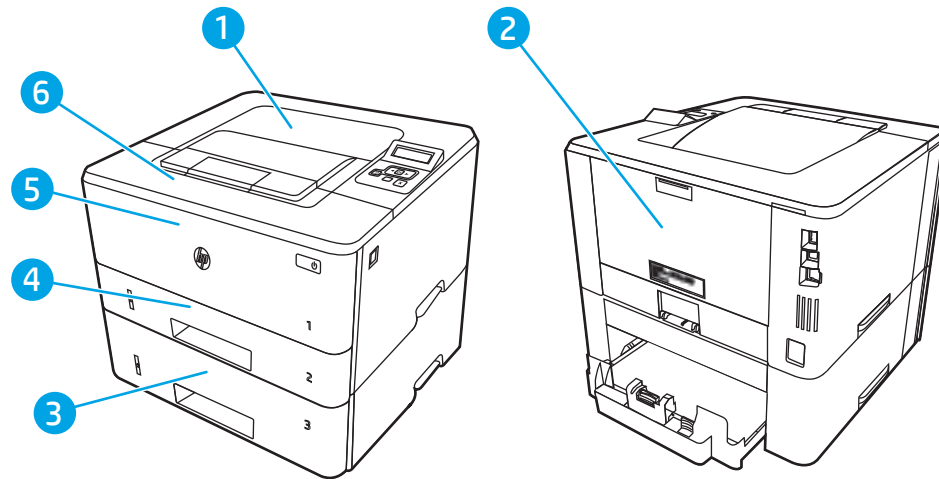
- c. Load plain letter or A4 paper when you are prompted.  
Wait until the process is complete. Discard the page that prints.
5. Print a configuration page to test the printer.
- a. On the printer control panel, press the **OK** button to display the Home screen. Use the arrow buttons to navigate to **Setup**, and then press the **OK** button again.
  - b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
    1. [Reports](#)
    2. [Printer Configuration Report](#)

If none of these steps resolves the problem, the printer might need service. Contact HP customer support.

## Paper jam locations

Jams can occur in these locations.

Figure 6-7 Paper jam locations



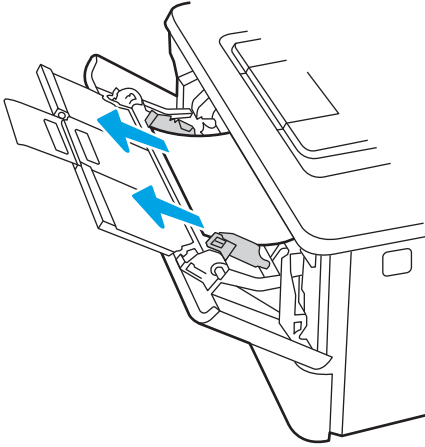
Number	Description
1	Output bin
2	Fuser area
3	Tray 3 (optional)
4	Tray 2 Duplexing area (remove Tray 2 for access)
5	Tray 1
6	Toner cartridge area (open the front door for access)

Loose toner might remain in the printer after a jam. This problem typically resolves itself after a few sheets have been printed.

## Clear paper jams in Tray 1

Use the following procedure to clear paper jams in Tray 1.

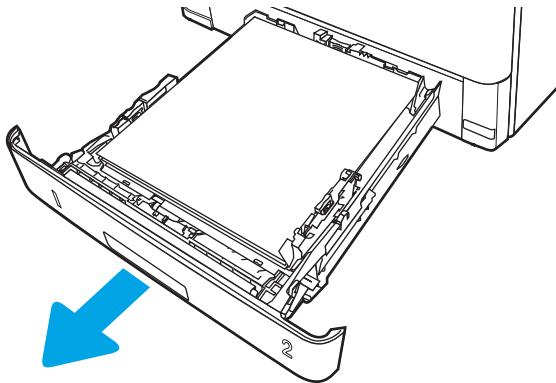
- ▲ Slowly pull the jammed paper out of the printer.



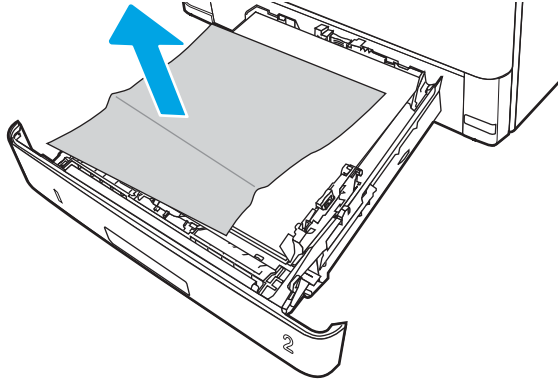
## Clear paper jams in Tray 2

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

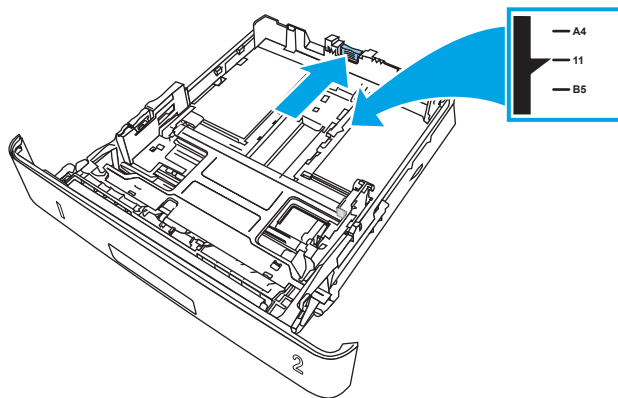
1. Remove the tray from the printer.



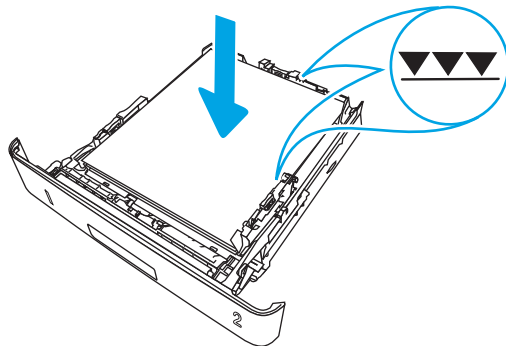
2. Remove the paper from the tray, and discard any damaged paper.



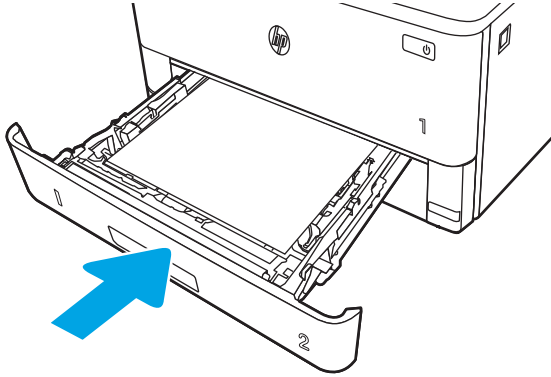
3. Verify that the rear paper guide is adjusted to the indentation for the correct paper size. If necessary, pinch the release and move the rear paper guide to the correct position. It should click into place.



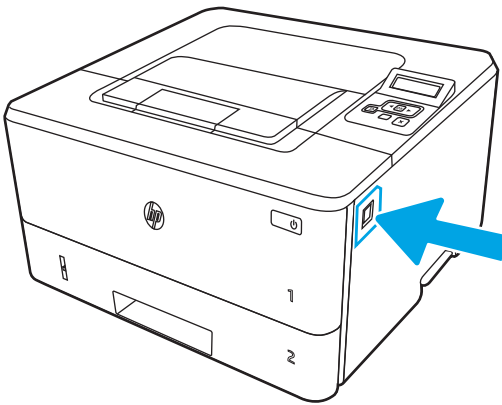
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



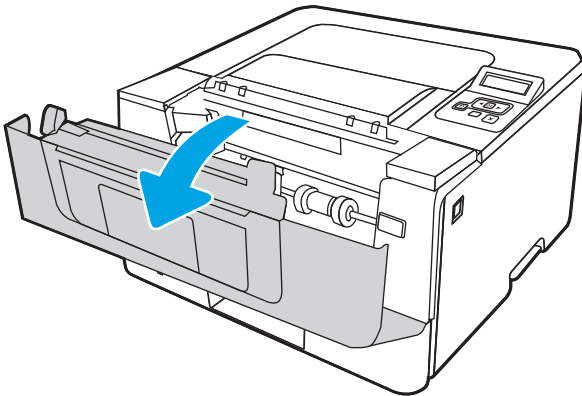
5. Reinsert and close the tray.



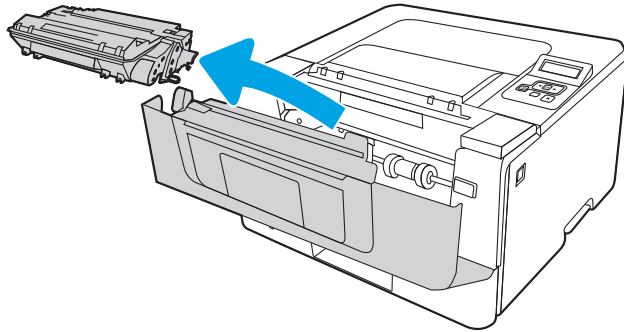
6. Press the front door release button.



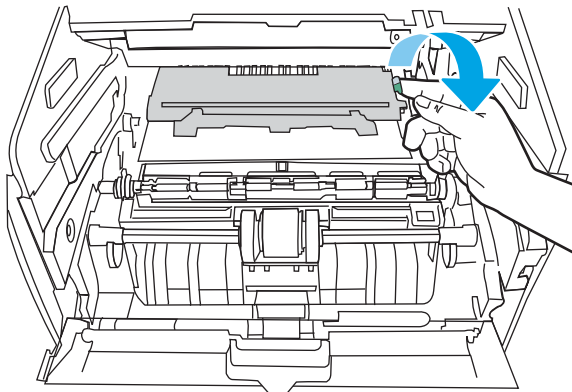
7. Open the front door.



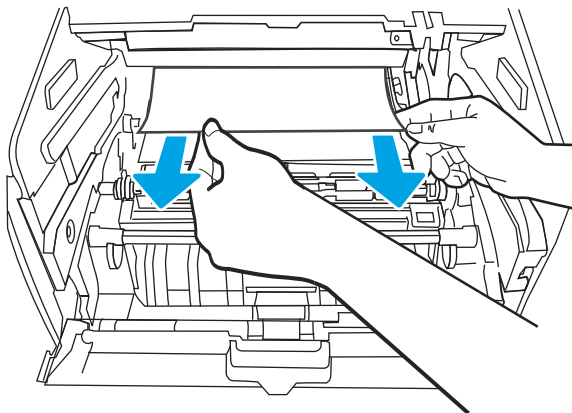
8. Remove the toner cartridge.



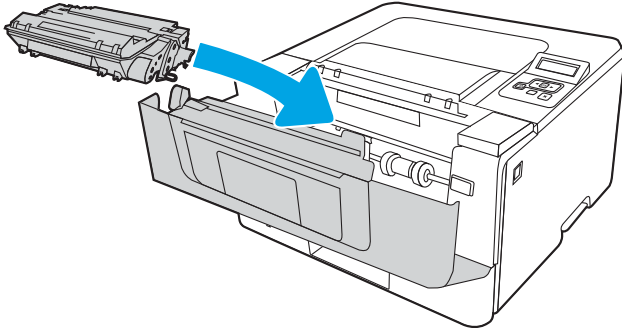
9. Lift the jam-access cover.



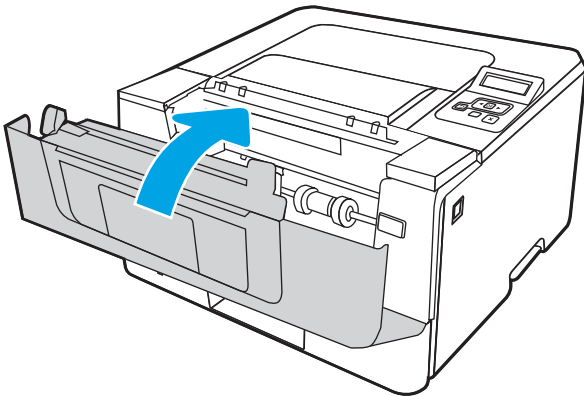
10. Remove any jammed paper.



11. Install the toner cartridge.



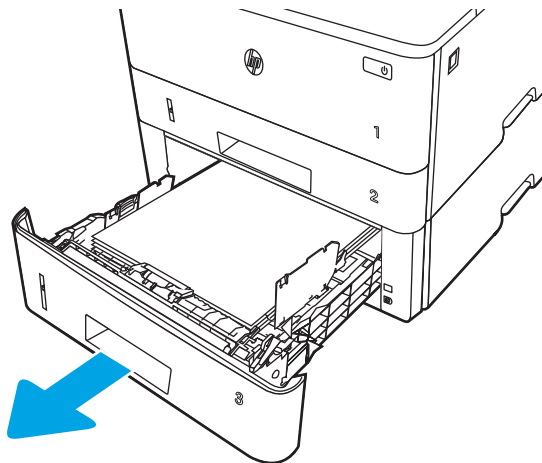
12. Close the front door.



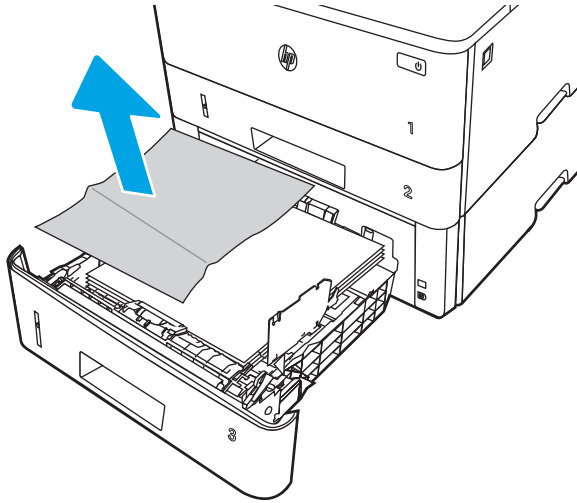
## Clear paper jams in Tray 3

Use the following procedure to check for paper in all possible jam locations related to Tray 3.

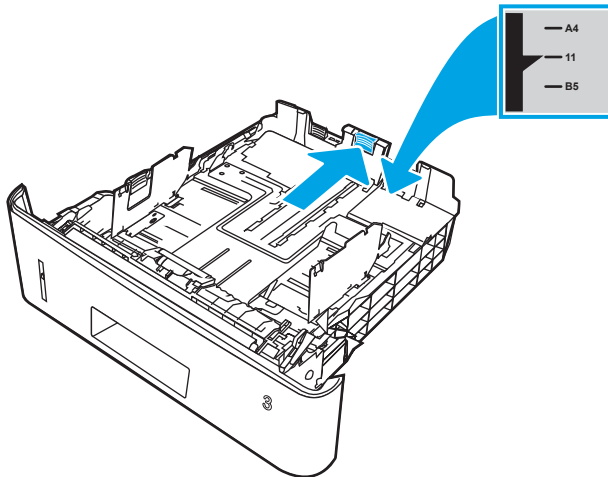
1. Remove the tray from the printer.



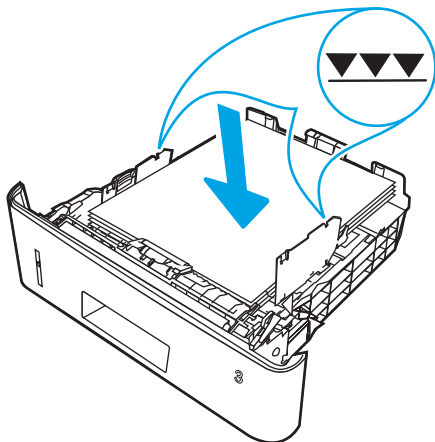
2. Remove the paper from the tray, and discard any damaged paper.



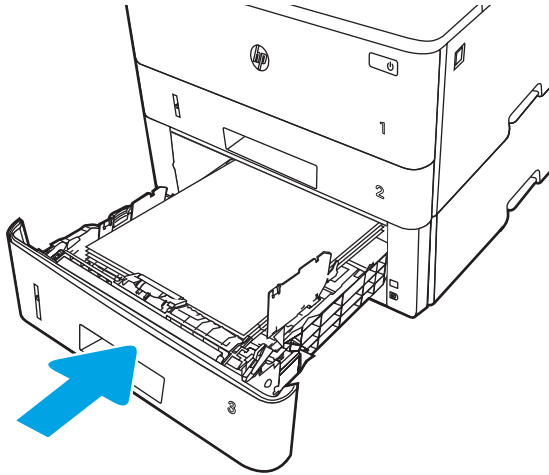
3. Verify that the rear paper guide is adjusted to the indentation for the correct paper size. If necessary, pinch the release and move the rear paper guide to the correct position. It should click into place.



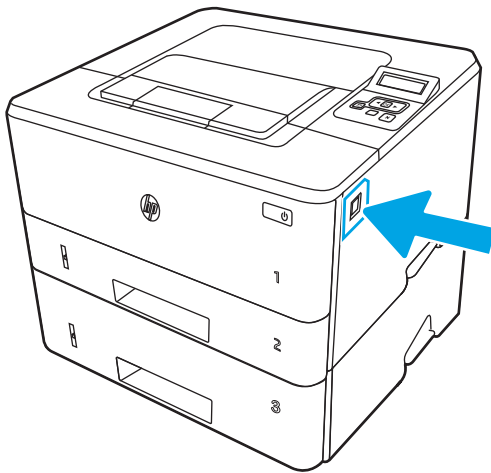
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



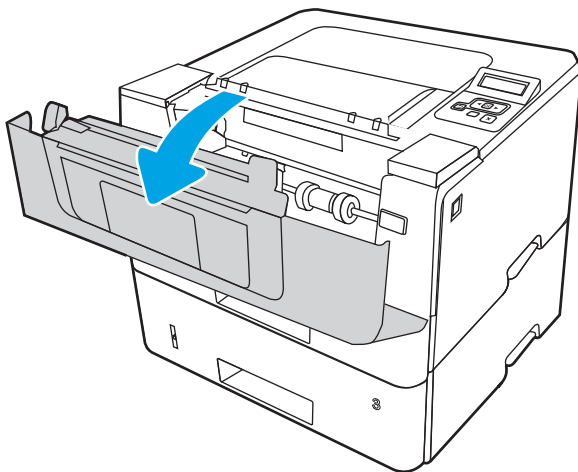
5. Reinsert and close the tray.



6. Press the front door release button.

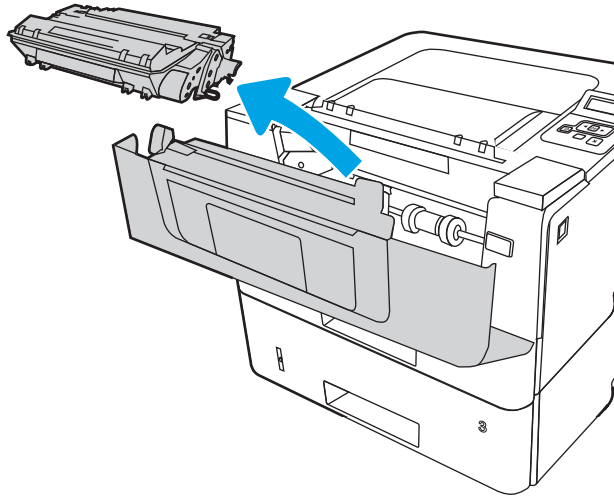


7. Open the front door.

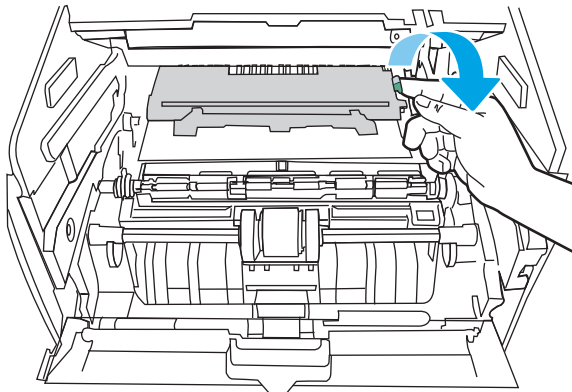




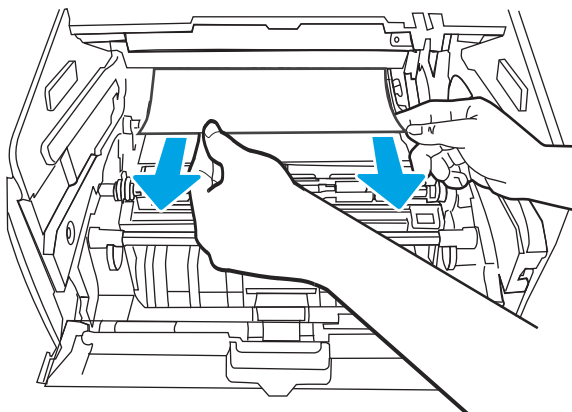
8. Remove the toner cartridge.



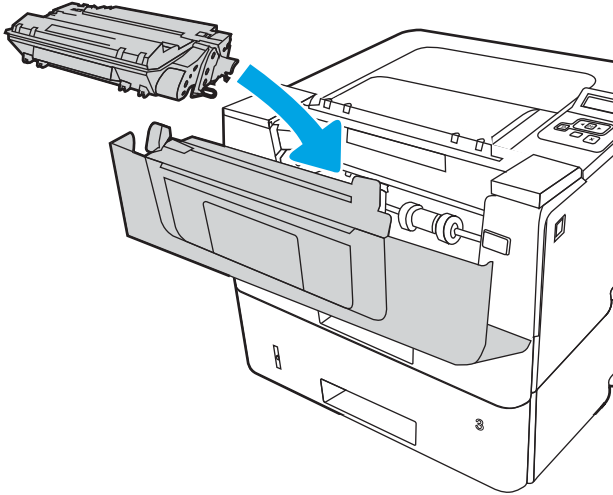
9. Lift the jam-access cover.



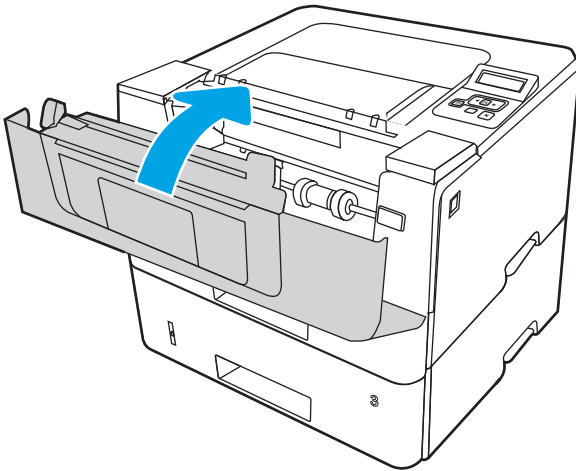
10. Remove any jammed paper.



11. Install the toner cartridge.



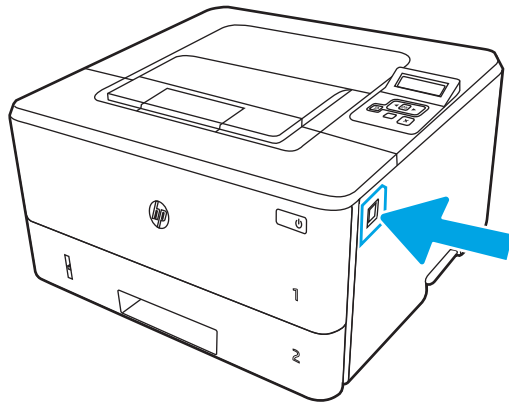
12. Close the front door.



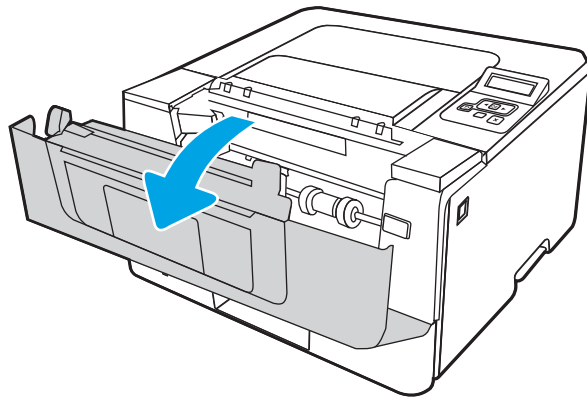
## Clear paper jams in the toner cartridge or fuser area

Use the following procedure to check for paper in all possible jam locations in the toner cartridge or fuser area.

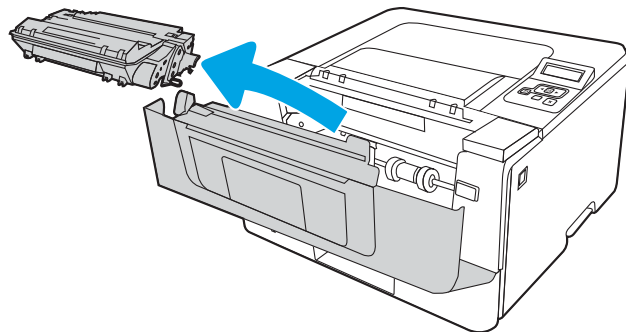
1. Press the front door release button.



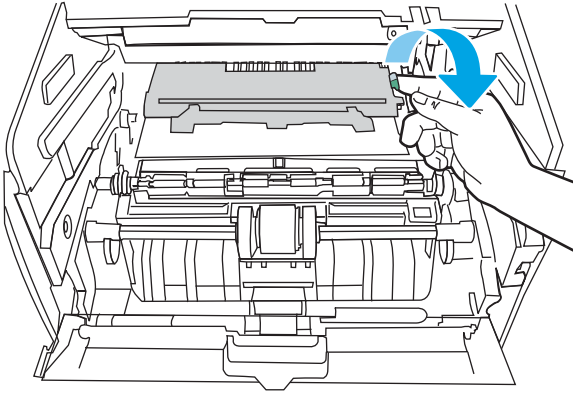
2. Open the front door.



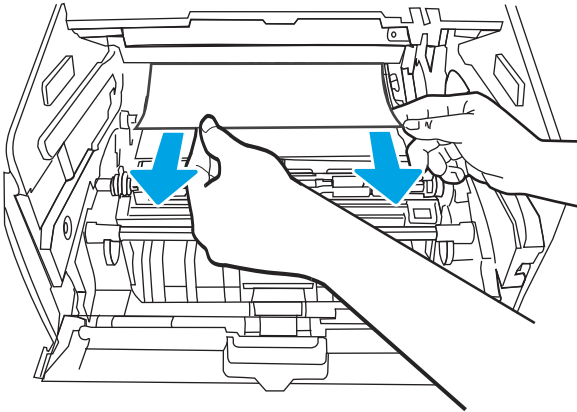
3. Remove the toner cartridge.



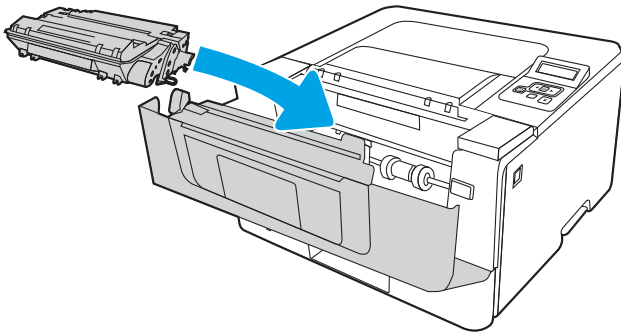
4. Lift the jam-access cover.



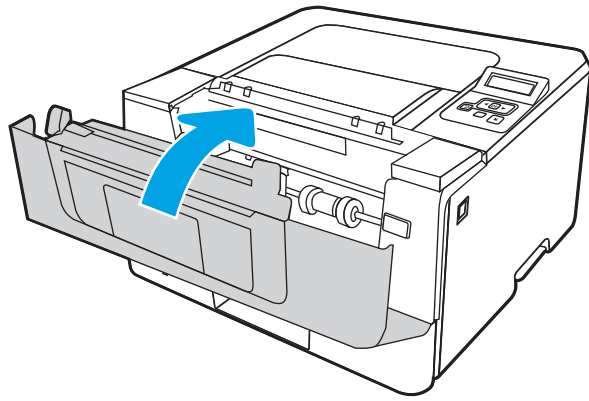
5. If jammed paper is visible, remove any jammed paper.



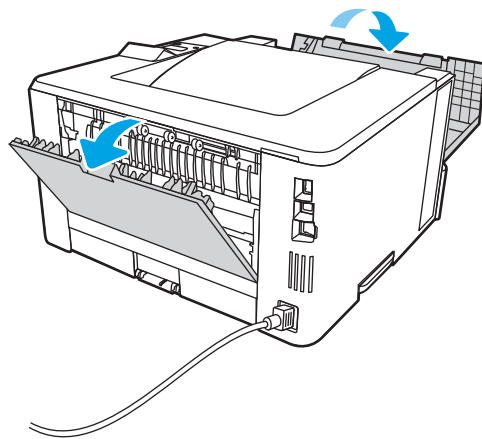
6. Install the toner cartridge.



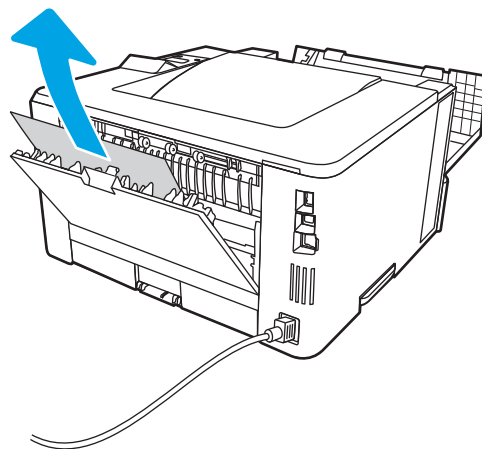
7. Close the front door.



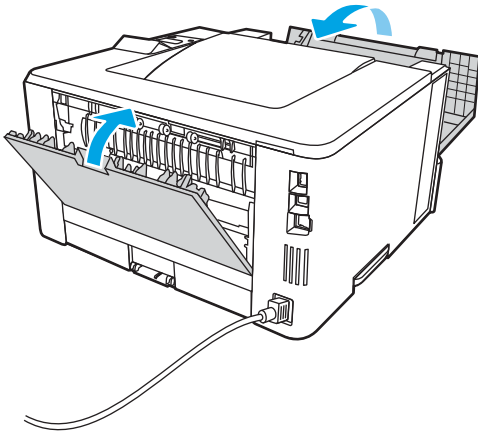
8. If no paper was jammed inside the print cartridge door, press the front door release button and open the front door, and then open the rear door.



9. If jammed paper is visible, remove any jammed paper from the rear door area.



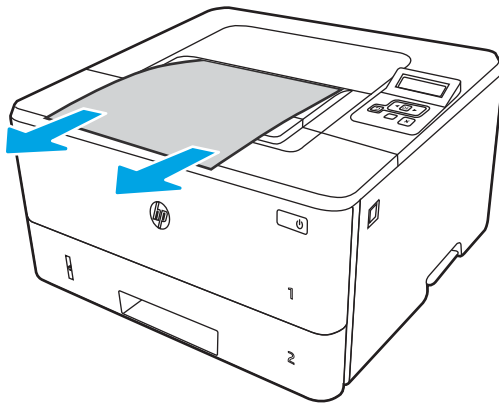
10. Close the rear door and the front door.



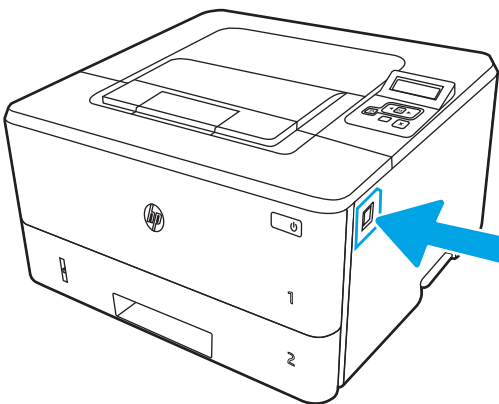
## Clear paper jams in the output bin

Use the following procedure to check for paper in all possible jam locations related to the output bin.

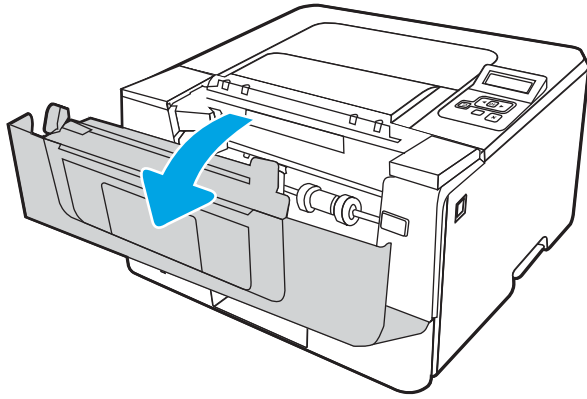
1. If paper is visible in the output bin, grasp the leading edge and remove it.



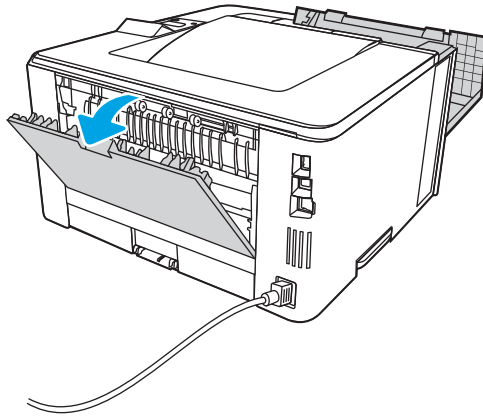
2. Press the front door release button.



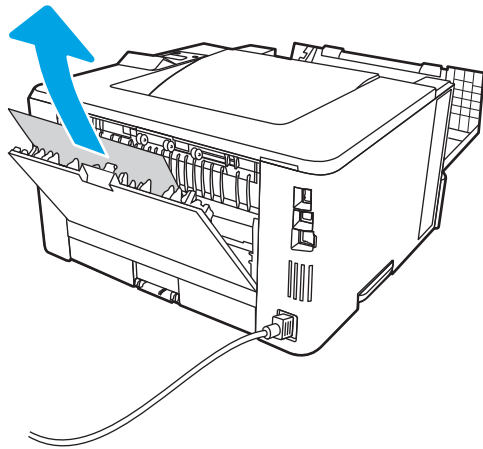
3. Open the front door.



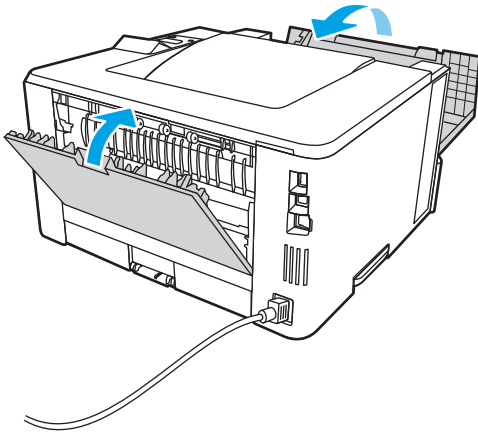
4. Open the rear door.



5. Remove any jammed paper from the rear door area.



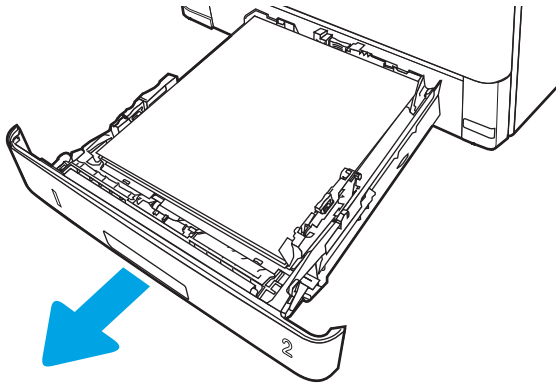
6. Close the rear door and the front door.



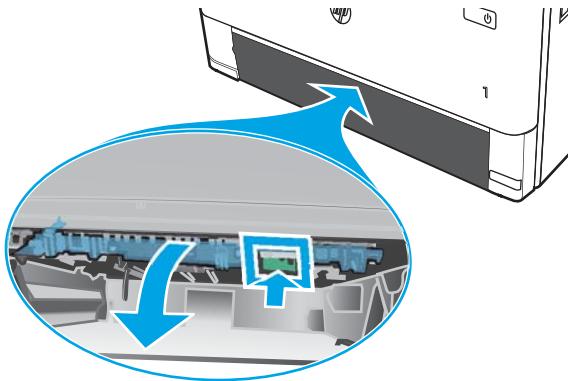
## Clear paper jams in the duplexer

Use the following procedure to check for paper in all possible jam locations in the automatic duplexer.

1. Completely remove Tray 2 from the printer.

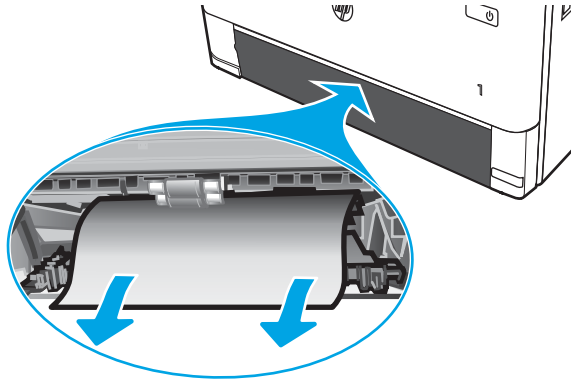


2. Push the green button to release the duplex pan.

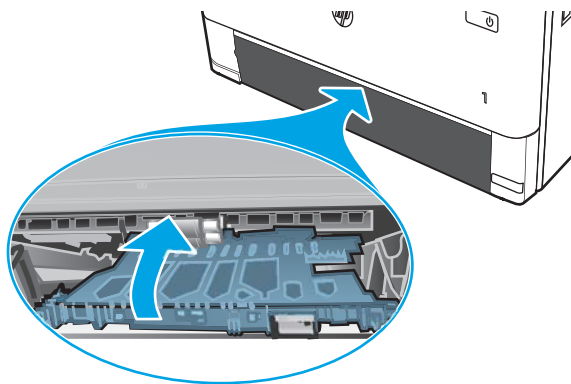




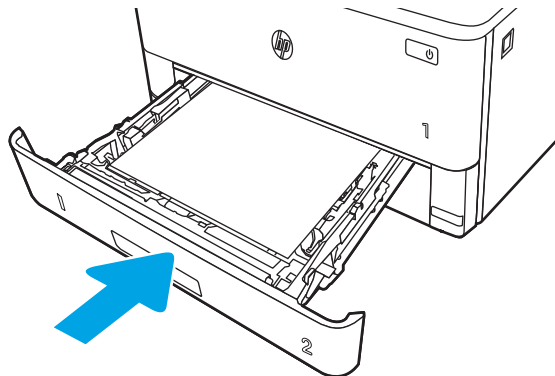
3. Remove any jammed paper.



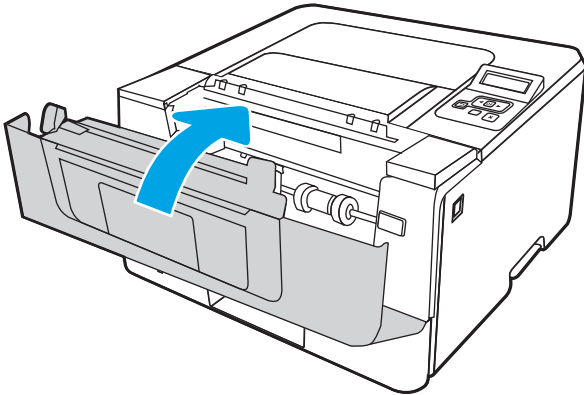
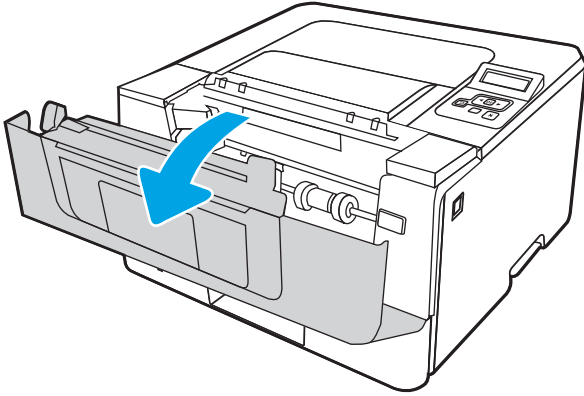
4. Close the duplex pan.



5. Reinsert Tray 2.



6. Open the front door, and then close the front door.



# Resolving print quality problems

Review the following information about resolving print quality problems.

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

## Introduction

Use the information below to troubleshoot print-quality problems, including issues with image quality.

The troubleshooting steps can help resolve the following defects:

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

## Troubleshoot print quality

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

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

To troubleshoot specific image defects, see Troubleshoot Image Defects.

### Update the printer firmware

Try upgrading the printer firmware.

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

### Print from a different software program

Try printing from a different software program.

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

## Check the paper-type setting for the print job

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

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

### Check the paper type setting on the printer

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

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

### Check the paper type setting (Windows)

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

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

### Check the paper type setting (macOS)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. Click **Show Details** or **Copies & Pages**.
4. Open the menus drop-down list, and then click the **Paper/Quality** menu.
5. Select a type from the **Media Type** drop-down list.
6. Click the **Print** button.

## Check toner-cartridge status

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

- [Step one: Print a supplies status page](#)
- [Step two: Check supplies status](#)

### Step one: Print a supplies status page

Use the control panel menus to print a supplies status page.

1. Press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Reports](#)
  3. [Supplies Status Page](#)
3. Press the **OK** button to print the report.

### Step two: Check supplies status

The supplies status page contains information about the cartridges and other replaceable maintenance parts.

1. Look at the supplies status page to check the percent of life remaining for the toner cartridges, and if applicable, the status of other replaceable maintenance parts.
  - Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low.
  - HP's Premium Protection Warranty expires when a message indicating that HP's Premium Protection Warranty on this supply has ended appears on the supplies status page or in the EWS.
  - The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement cartridge available to install when print quality is no longer acceptable.
  - If you determine that you need to replace a toner cartridge, or another replaceable maintenance part, the genuine HP part numbers are listed on the supplies status page.
2. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has "HP" on it, or it has the HP logo. For more information on identifying HP cartridges go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

## Print a cleaning page

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


Use the following procedure to print a cleaning page.

1. Press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:

1. [Setup](#)
  2. [Printer Maintenance](#)
  3. [Print Quality Tools](#)
  4. [Cleaning Page](#)
3. When prompted, load plain Letter or A4 size paper into the paper tray, and then press **OK**.
- A **Cleaning** message displays on the printer control panel. Wait until the process is complete. Discard the page that prints.

## Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge:

1. Remove the toner cartridge from the printer, and verify that the sealing tape has been removed.
  2. Check the memory chip for damage.
  3. Examine the surface of the green imaging drum.
- 
-  **CAUTION:** Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.
- 
4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
  5. Reinstall the toner cartridge and print a few pages to see if the problem has resolved.

## Check paper and the printing environment

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

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

### Step one: Use paper that meets HP specifications

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

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

### Step two: Check the environment

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

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

### Step three: Set the individual tray alignment

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

1. Press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Tray Management](#)



3. [Image Adjust](#), and select the tray to adjust
  4. [Print Test Page](#)
3. Follow the instructions on the printed pages.
  4. Scroll to [Print Test Page](#) again to verify the results, and then make further adjustments if necessary.

## Try a different print driver

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


Download any of the following drivers from the HP Web site: [www.hp.com/support/ljM304](http://www.hp.com/support/ljM304) or [www.hp.com/support/ljM404](http://www.hp.com/support/ljM404).

**Table 6-3** Print drivers

Driver	Description
HP PCL.6 driver	If available, this printer-specific print driver supports older operating systems like Windows XP and Windows Vista. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP PCL 6 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP PCL-6 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP UPD PS driver	<ul style="list-style-type: none"> <li>• Recommended for printing with Adobe software programs or with other highly graphics-intensive software programs</li> <li>• Provides support for printing from Postscript emulation needs, or for Postscript flash font support</li> </ul>
HP UPD PCL 6	<ul style="list-style-type: none"> <li>• Recommended for printing in all Windows environments</li> <li>• Provides the overall best speed, print quality, and printer feature support for most users</li> <li>• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul>

## Check the EconoMode settings

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

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

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

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.
4. If the entire page is too dark, use these settings:
  - Select the **600 dpi** option, if available.
  - Select the **EconoMode** check box to enable it.If the entire page is too light, use these settings:
  - Select the **FastRes 1200** option, if available.
  - Clear the **EconoMode** check box to disable it.
5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog, click the **OK** button to print the job.

## Adjust print density

Adjust the print density when your printing results are too dense or too light in color.

Complete the following steps to adjust the print density.

1. Open the HP Embedded Web Server (EWS) using one of the following methods:

### Direct-connected printers:

- a. Open the HP Printer Assistant:
  - **Windows 10:** From the **Start** menu, click **All Apps**, click **HP**, and then select the printer name.
  - **Windows 8.1:** Click the down arrow in the lower left corner of the Start screen, and then select the printer name.
  - **Windows 8:** Right-click an empty area on the Start screen, click **All Apps** on the app bar, and then select the printer name.
  - **Windows 7:** From the computer desktop, click **Start**, select **All Programs**, click **HP**, click the folder for the printer, and then select the printer name.
- b. In the HP Printer Assistant, select **Print**, and then select **Printer Home Page (EWS)**.

### Network-connected printers:

- a. On the printer control panel, press the **OK** button to display the Home screen.
- b. Use the arrow buttons and the **OK** button to navigate to and open the following menus:
  1. [Setup](#)
  2. [Network Setup](#)
  3. [General Settings](#)
- c. On the General Settings menu, select [Show the IP Address](#), and then select **Yes** to display the printer's IP address or host name.

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



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

2. On the EWS Home page, click the **Settings** tab.
3. In the left navigation pane, click **Preferences** to expand the options, and then click **General Printer Settings**.
4. Under **Print Density**, use the drop-down list to select the desired setting.
5. Click **Apply** to save the changes.

## Troubleshoot image defects

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

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




Sample	Description	Possible solutions
<p><a href="#">Table 6-11 Light print on page 118</a></p> 	<p><a href="#">Table 6-9 Gray background or dark print on page 117</a></p> 	<p><a href="#">Table 6-7 Blank page — No print on page 116</a></p> 

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



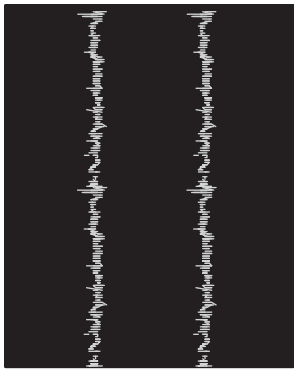
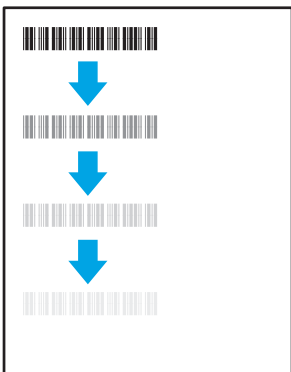

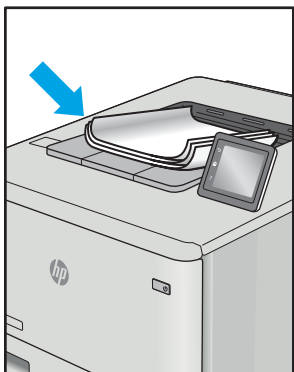
Sample	Description	Possible solutions
<a href="#">Table 6-6 Black page on page 115</a> 	<a href="#">Table 6-5 Banding defects on page 115</a> 	<a href="#">Table 6-13 Streak defects on page 120</a> 
<a href="#">Table 6-8 Fixing/fuser defects on page 116</a> 	<a href="#">Table 6-10 Image placement defects on page 117</a> 	<a href="#">Table 6-12 Output defects on page 119</a> 

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

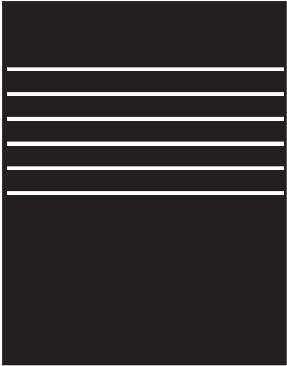
1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the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




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

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

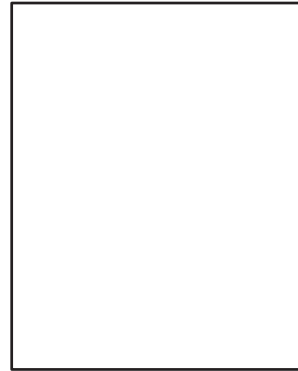
**Table 6-5** Banding defects

Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	<ol style="list-style-type: none"><li>1. Reprint the document.</li><li>2. Try printing from another tray.</li><li>3. Replace the cartridge.</li><li>4. Use a different paper type.</li><li>5. <b>Enterprise models only:</b> From the Home screen on the printer control panel, go to the <a href="#">Adjust Paper Types</a> menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality.</li><li>6. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol>

**Table 6-6** Black page

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

**Table 6-7** Blank page — No print

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

**Table 6-8** Fixing/fuser defects

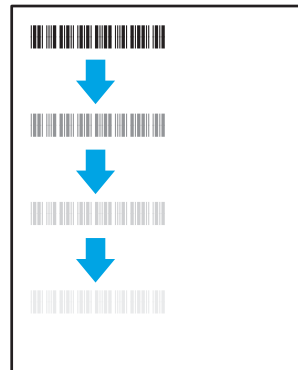
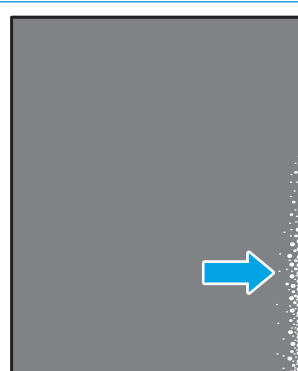
Sample	Description	Possible solutions
	<p>Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.</p>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.</li> <li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>
	<p>Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.</p>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type.</li> <li>3. <b>Enterprise models only:</b> From the printer control panel, go to the <b>Edge-to-Edge</b> menu and then select <b>Normal</b>. Reprint the document.</li> <li>4. <b>Enterprise models only:</b> From the printer control panel, select <b>Auto Include Margins</b> and then reprint the document.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>

Table 6-9 Gray background or dark print


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

Table 6-10 Image placement defects


Sample	Description	Possible solutions
	<p>The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.</p>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides.</li> <li>3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray.</li> <li>4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>

Table 6-11 Light print


Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	<ol style="list-style-type: none"><li data-bbox="1061 289 1299 317">1. Reprint the document.</li><li data-bbox="1061 342 1433 394">2. Remove the cartridge, and then shake it to redistribute the toner.</li><li data-bbox="1061 420 1437 527">3. <b>Mono models only:</b> Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver.</li><li data-bbox="1061 552 1366 604">4. Make sure that the cartridge is installed correctly.</li><li data-bbox="1061 630 1437 682">5. Print a Supplies Status Page and check the life and usage of the cartridge.</li><li data-bbox="1061 707 1294 735">6. Replace the cartridge.</li><li data-bbox="1061 760 1326 812">7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol>



Table 6-12 Output defects


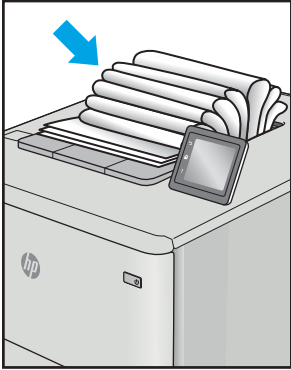

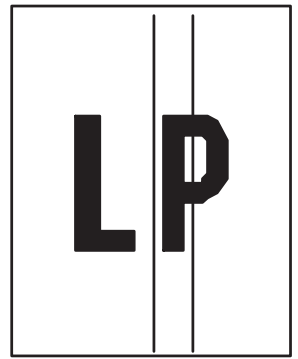
Sample	Description	Possible solutions
	<p>Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:</p> <ul style="list-style-type: none"> <li>• <b>Positive curl:</b> The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages.</li> <li>• <b>Negative curl:</b> The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.</li> </ul>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. <b>Positive curl:</b> From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing.  <b>Negative curl:</b> From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper.</li> <li>3. Print in duplex mode.</li> <li>4. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>
	<p>The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect:</p> <ul style="list-style-type: none"> <li>• Extreme paper curl</li> <li>• The paper in the tray is wrinkled or deformed</li> <li>• The paper is a non-standard paper type, such as envelopes</li> <li>• The output tray is too full</li> </ul>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Extend the output bin extension.</li> <li>3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl."</li> <li>4. Use a different paper type.</li> <li>5. Use freshly opened paper.</li> <li>6. Remove the paper from the output tray before the tray gets too full.</li> <li>7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>

Table 6-13 Streak defects

Sample	Description	Possible solutions
	<p>Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.</p>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the cartridge, and then shake it to redistribute the toner.</li> <li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol> <p><b>NOTE:</b> Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.</p>
	<p>Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.</p>	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Remove the cartridge, and then shake it to redistribute the toner.</li> <li>3. Print a cleaning page.</li> <li>4. Check the toner level in the cartridge.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>

# Solve wired network problems

Check the following information to resolve wired network issues.

- [Introduction](#)
- [Poor physical connection](#)
- [The computer is unable to communicate with the printer](#)
- [The printer is using incorrect link and duplex settings for the network](#)
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- [The computer or workstation might be set up incorrectly](#)
- [The printer is disabled, or other network settings are incorrect](#)

## Introduction

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

## Poor physical connection

Check the cable connections.

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

## The computer is unable to communicate with the printer

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

1. Test network communication by pinging the network.
  - a. Open a command-line prompt on your computer.
    - For Windows, click **Start**, click **Run**, type `cmd`, and then press `Enter`.
    - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
  - b. Type `ping` followed by the IP address for your printer.
  - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
3. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

4. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
5. If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
6. If the IP address is correct, delete the printer and then add it again.
7. Reinstall the printer software and driver.

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

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

## New software programs might be causing compatibility problems

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

## The computer or workstation might be set up incorrectly

An incorrectly configured computer can cause issues with printing.

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

## The printer is disabled, or other network settings are incorrect

Check the network settings.

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

# Solve wireless network problems

To resolve network issues, try these steps in the order presented.

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

## Introduction

Use the troubleshooting information to help resolve issues.



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**NOTE:** To determine whether Wi-Fi Direct printing is enabled on your printer, print a configuration page from the printer control panel

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## Wireless connectivity checklist

Review the following information to check wireless connectivity.

- Verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).

- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.
- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- For macOS, verify that the wireless router supports Bonjour.

## The printer does not print after the wireless configuration completes

If the printer does not print after the wireless configuration completes, try these solutions.

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

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

If the printer does not print, and the computer has a third-party firewall installed, try these solutions.

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

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

If the wireless connection does not work after moving the wireless router or printer, try these solutions.

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

## Cannot connect more computers to the wireless printer

If additional computers cannot connect to the wireless printer, try these solutions.

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

## The wireless printer loses communication when connected to a VPN

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

## The network does not appear in the wireless networks list

If the network does not appear in the wireless networks list, try these solutions.

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

## The wireless network is not functioning

If the wireless network is not functioning, try these solutions.

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

## Perform a wireless network diagnostic test

From the printer control panel, you can run a diagnostic test that provides information about the wireless network settings.

1. From the printer control panel, press the **OK** button to display the Home screen.
2. Use the arrow buttons and the **OK** to navigate to and open the following menus:
  1. **Setup**
  2. **Network Setup**
  3. **Wireless Setting**
  4. **Print Wireless Test Report**

The printer prints a test page that shows test results.

## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

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



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