HP LaserJet Managed MFP E72725, E72730

User Guide
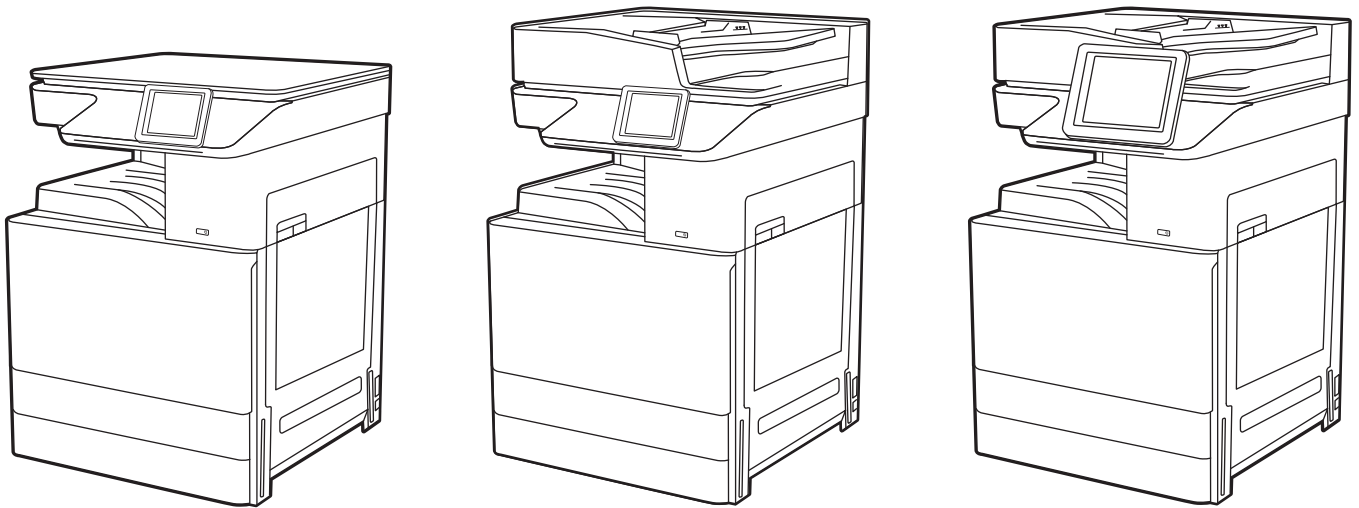
Table of contents

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.

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

For more information:

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

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

Warning icons

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

- Caution: Electric shock
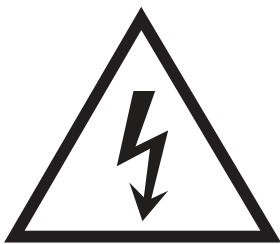
- Caution: Hot surface

- Caution: Keep body parts away from moving parts
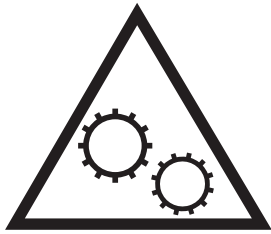
- Caution: Sharp edge in close proximity

- Warning

Potential shock hazard

Review this important safety information.

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

- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

- Read and understand all instructions in the user guide.

- Observe all warnings and instructions marked on the product.

- Use only a grounded electrical outlet when connecting the product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.

- Do not touch the contacts on any of the sockets on the product. Replace damaged cords immediately.

- Unplug this product from wall outlets before cleaning.

- Do not install or use this product near water or when you are wet.

- Install the product securely on a stable surface.

- Install the product in a protected location where no one can step on or trip over the power cord.

Printer views

Locate key features on the printer and the control panel.

Printer front view

Locate features on the front of the printer.

Figure 1-1 Printer front view (E72730dn, E72725dn)

Item	Description
1	Automatic document feeder cover, for access for clearing jams
2	Automatic document feeder input tray
3	Automatic document feeder output tray
4	Control panel with color touchscreen display (tilts up for easier viewing)
5	Output bin

Item	Description
6	Right door, for access for clearing jams
7	On/off button
8	Tray 1 (multipurpose tray)
9	Front door, for access to the toner cartridges
10	Power connection
11	Tray 2
12	Tray 3
13	Hardware integration pocket (HIP), for connecting accessory and third-party devices
14	Easy-access USB port
	Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.
	NOTE: An administrator must enable this port before use.

Figure 1-2 Printer front view (E72725dv)

Item	Description
1	Automatic document feeder cover, for access for clearing jams
2	Automatic document feeder input tray
3	Automatic document feeder output tray
4	Control panel with color touchscreen display (tilts up for easier viewing)
5	Output bin

Item	Description
6	Right door, for access for clearing jams
7	On/off button
8	Tray 1 (multipurpose tray)
9	Front door, for access to the toner cartridges
10	Power connection
11	Tray 2
12	Tray 3
13	Hardware integration pocket (HIP), for connecting accessory and third-party devices
14	Easy-access USB port Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.

Figure 1-3 Printer front view (E72725a)
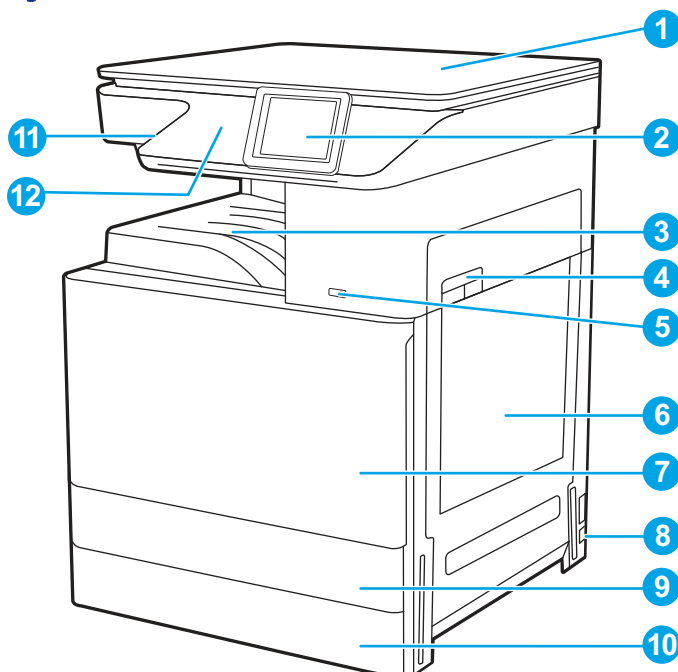
Item	Description
1	Scanner cover, for protect for scanning glass
2	Control panel with color touchscreen display (tilts up for easier viewing)
3	Output bin
4	Right door, for access for clearing jams
5	On/off button
6	Tray 1 (multipurpose tray)
7	Front door, for access to the toner cartridges

Item	Description
8	Power connection
9	Tray 2
10	Tray 3
11	Easy-access USB port
	Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.
	NOTE: An administrator must enable this port before use.
12	Hardware integration pocket (HIP), for connecting accessory and third-party devices

Printer back view

Locate features on the back of the printer.

Figure 1-4 Printer back view
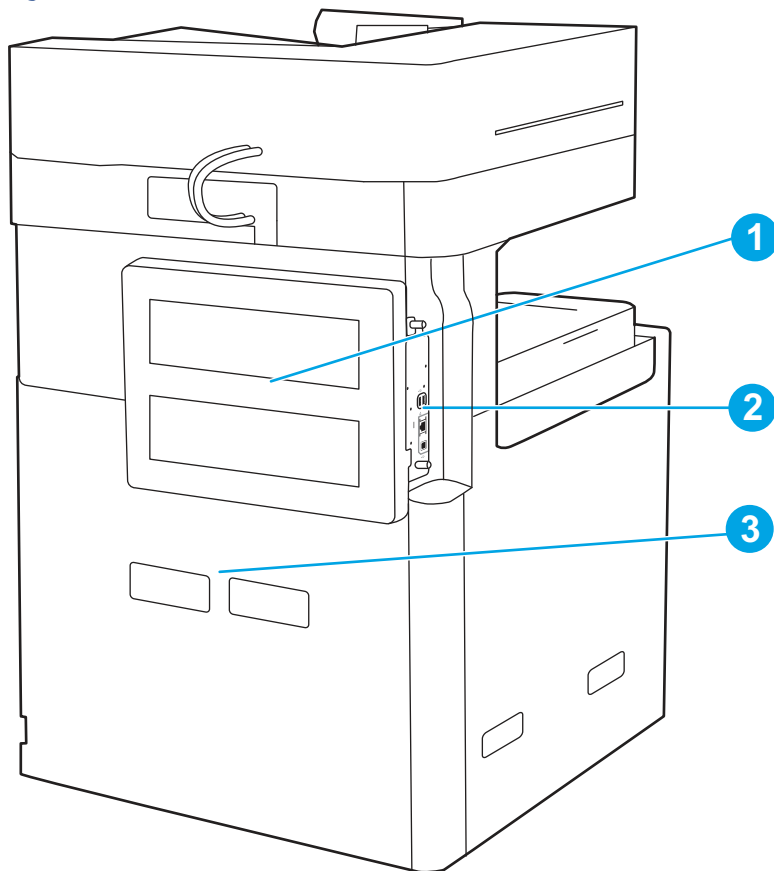
Item	Description
1	Formatter cover
2	Interface ports
3	Serial number and product number label

Interface ports

Locate the interface ports on the printer formatter.

Figure 1-5 Interface ports view
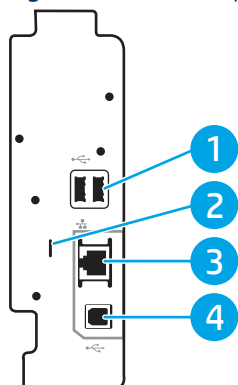
Item	Description
1	USB host ports for connecting external USB devices (these ports might be covered) NOTE: For easy-access USB printing, use the USB port near the control panel.
2	Slot for a cable-type security lock
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Hi-Speed USB 2.0 printing port

Control-panel view

The control panel provides access to the printer features and indicates the current status of the printer.

NOTE: Tilt the control panel for easier viewing.

The Home screen provides access to the printer features and indicates the current status of the printer.

Return to the Home screen at any time by touching the Home 🏠 button. Touch the Home 🏠 button on the left side of the printer control panel, or touch the Home button in the upper-left corner of most screens.

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

Figure 1-6 Control-panel view (E72730dn, E72725dn)

Figure 1-7 Control-panel view (E72725dv, E72725a)
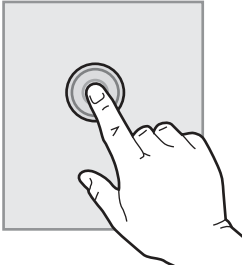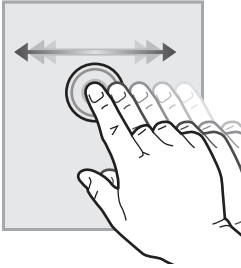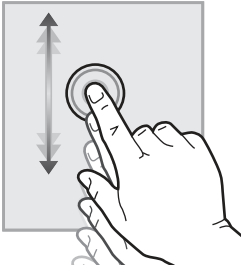
Item	Control	Description
1	Home 🏠 button	Touch the Home button to return to the Home screen.
2	Reset button	The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout.

Item	Control	Description
3	Sign In or Sign Out button	Touch the Sign In button to access secured features.
		Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.
		NOTE: This button displays only if the administrator has configured the printer to require permission for access to features.
4	Information ⓘ button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information:
		● Display Language: Change the language setting for the current user session.
		● Sleep Mode: Place the printer into sleep mode.
		● Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi.
		● Wireless: View or change wireless connection settings (only when an optional wireless accessory is installed).
		● Ethernet: View or change Ethernet connection settings.
		● HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
5	Help ❓ button	Touch the Help button to open the embedded help system.
		The status line provides information about the overall printer status.
6	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications.
		NOTE: The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
7	Copy button	Touch the Copy button to start a copy job.
8	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.

How to use the touchscreen control panel

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

Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings app.

Action	Description	Example
Swipe	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings app displays.
Scroll	Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling.	Scroll through the Settings app.

Printer specifications

Review hardware, software, and printer environment specifications.

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/ljE72725MFP.

Technical specifications

Review the printer technical specifications.

Product numbers for each model

- E72725a – 8GS05A

- E72725dv – 8GS06A

- E72725dn – 8GS07A

- E727230dn – 8GS08A

Table 1-1 Paper handling specifications

Paper handling features	E72725a	E72725dv	E72725dn	E727230dn
Tray 1 (100-sheet capacity)	✓	✓	✓	✓

Table 1-1 Paper handling specifications (continued)

Paper handling features	E72725a	E72725dv	E72725dn	E727230dn
Tray 2 (520-sheet capacity)	✓	✓	✓	✓
Tray 3 (520-sheet capacity)	✓	✓	✓	✓
2 x 520-sheet paper feeder	Optional	Optional	Optional	Optional
Printer stand	Optional	Optional	Optional	Optional
Inner finisher accessory	Optional	Optional	Optional	Optional
● 2/3 hole punch accessory	Optional	Optional	Optional	Optional
● 2/4 hole punch accessory	Optional	Optional	Optional	Optional
● Swedish hole punch accessory	Optional	Optional	Optional	Optional
HP Job separator	Optional	Optional	Optional	Optional
HP Second exit	Optional	Optional	Optional	Optional
Automatic duplex printing	✓	✓	✓	✓

Table 1-2 Connectivity specifications

Connectivity features	E72725a	E72725dv	E72725dn	E727230dn
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓	✓
HP Jetdirect LAN Accessory (J8031A)	Optional	Optional	Optional	Optional
Hi-Speed USB 2.0	✓	✓	✓	✓
Print server for wireless network connectivity	Optional	Optional	Optional	Optional
Walk-up USB port	✓	✓	✓	✓
Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓	✓
HP Internal USB Ports	Optional	Optional	Optional	Optional
HP Jetdirect 3100w BLE/NFC/Wireless Accessory	Optional	Optional	Optional	Optional
HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional
Wi-Fi Bluetooth Low Energy (BLE) Direct	Not available	Not available	Not available	Not available

Table 1-3 Control-panel display specifications

Control-panel display features	E72725a	E72725dv	E72725dn	E727230dn
Color touchscreen control panel	✔	✔	✔	✔

Table 1-4 Print specifications

Print features	E72725a	E72725dv	E72725dn	E727230dn
Prints 25 pages per minute (ppm) on A4-size paper and on letter-size paper	✔	✔	✔	Not included
Prints 30 pages per minute (ppm) on A4-size paper and on letter-size paper	Not included	Not available	Not available	✔
USB printing	✔	✔	✔	✔
Mobile/cloud printing	Not available	Not available	Not available	Not available
Store jobs in the printer memory to print later or print privately	Not available	Not available	Not available	Not available

Table 1-5 Copy and scan specifications

Copy and scan features	E72725a	E72725dv	E72725dn	E727230dn
Scans 35 pages per minute (ppm) on A4 and letter-size paper	Not available	✔	✔	✔
100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Not available	✔	✔	✔
HP EveryPage Technologies including ultrasonic multi-feed detection	Not available	Not available	Not available	Not available
Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not available	Not available	✔	✔
SMART Label feature provides paper-edge detection for automatic page cropping	Not available	Not available	✔	✔
Automatic page orientation for pages	Not available	Not available	✔	✔

Table 1-5 Copy and scan specifications (continued)

Copy and scan features	E72725a	E72725dv	E72725dn	E727230dn
that have at least 100 characters of text				
Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not available	Not available	✔	✔

Table 1-6 Digital Send specifications

Digital Send features	E72725a	E72725dv	E72725dn	E727230dn
Send documents to E-mail, USB, and shared folders on a network	✔	✔	✔	✔
Send documents to SharePoint®	Not available	Not available	✔	✔

Table 1-7 Other specifications

Other features	E72725a	E72725dv	E72725dn	E727230dn
2 GB base memory NOTE: The base memory is expandable to 3.75 GB by adding a DIMM memory module.	✔	✔	✔	✔
16 GB embedded Multi-Media Controller (eMMC)	✔	✔	✔	✔
500 GB HP Secure High-Performance Hard Disk	Optional	Optional	Optional	Optional
Fax	Optional	Optional	Optional	Optional

Supported operating systems

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

Linux: For information and print drivers for Linux, go to www.hp.com/go/linuxprinting.

UNIX: For information and print drivers for UNIX®, go to www.hp.com/go/unixmodelscripts.

The following information applies to the printer-specific Windows HP PCL 6 print drivers, HP print drivers for macOS, and to the software installer.

Windows: Download HP Easy Start from 123.hp.com/LaserJet to install the HP print driver. Or, go to the printer-support website for this printer, www.hp.com/support/ljE72725MFP, to download the print driver or the software installer to install the HP print driver

macOS: Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com/LaserJet or from the Printer Support page, and then use HP Easy Start to install the HP print driver.

1. Go to 123.hp.com/LaserJet.

2. Follow the steps provided to download the printer software.

Table 1-8 Supported operating systems and print drivers

Operating system	Print driver installed (for Windows, or the installer on the web for macOS)
Windows 7, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.
Windows 8.1, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows 10, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.
Windows Server 2008 R2, SP 1, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.
macOS 10.14 Mojave, macOS 10.13 High Sierra	Download HP Easy Start from 123.hp.com/LaserJet, and then use it to install the print driver.

NOTE: Supported operating systems can change. For a current list of supported operating systems, go to www.hp.com/support/ljE72725MFP for HP's all-inclusive help for the printer.

NOTE: For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-9 Minimum system requirements

Windows	macOS
● Internet connection	● Internet connection
● Dedicated USB 1.1 or 2.0 connection or a network connection	● Dedicated USB 1.1 or 2.0 connection or a network connection
● 2 GB of available hard-disk space	● 1.5 GB of available hard-disk space
● 1 GB RAM (32-bit) or 2 GB RAM (64-bit)	

NOTE: The Windows software installer installs the HP Smart Device Agent Base service. The file size is approximately 100 kb. Its only function is to check for printers connected via USB hourly. No data is collected. If a USB printer is found, it then tries to locate a JetAdvantage Management Connector (JAMc) instance on the

network. If a JAMc is found, the HP Smart Device Agent Base is securely upgraded to a full Smart Device Agent from JAMc, which will then allow printed pages to be accounted for in a Managed Print Services (MPS) account. The driver-only web packs downloaded from hp.com for the printer and installed through the Add Printer wizard do not install this service.

To uninstall the service, open the Windows Control Panel, select **Programs** or **Programs and Features**, and then select **Add/Remove Programs** or **Uninstall a Program** to remove the service. The file name is **HPSmartDeviceAgentBase**.

Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.
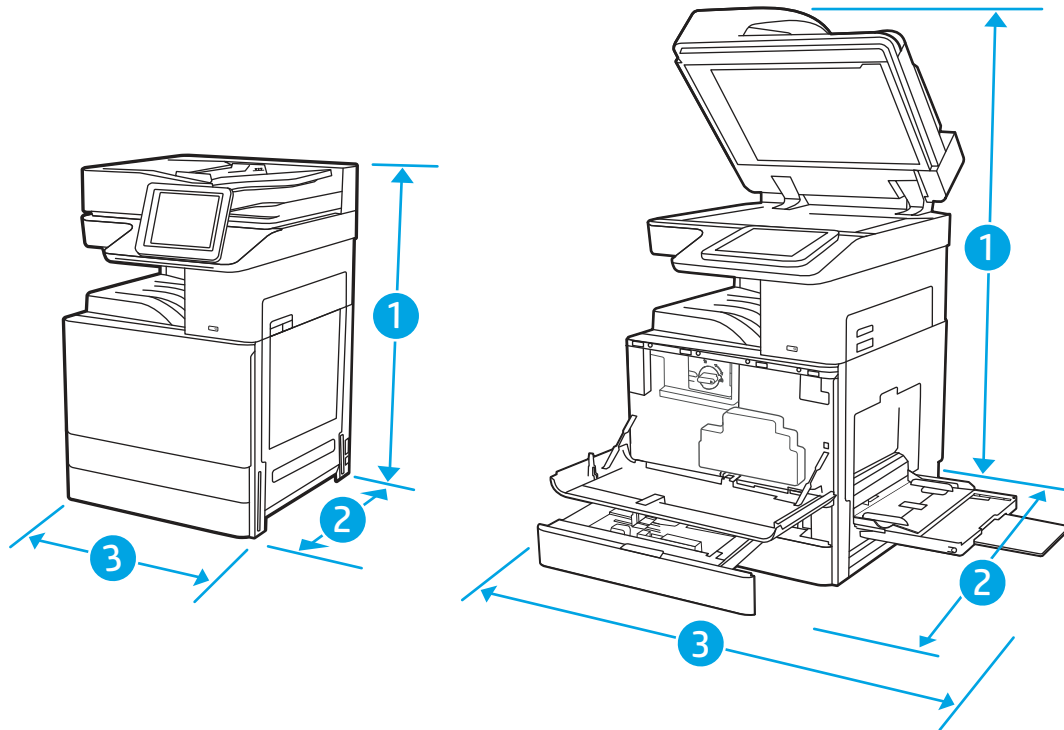
Table 1-10 Dimensions of the E72725a, E72725dv, E72725dn and E72730dn models

Measurement	Printer fully closed	Printer fully opened
1 - Height	**a model**: 733 mm	**a model**: 1200 mm
	dv and dn models: 820 mm	**dv and dn models**: 1212 mm
2 - Depth	**a and dv models**: 690 mm	**a model**: 1074 mm
	dn model: 725 mm	**dv and dn models**: 1113 mm
3 - Width	**a model**: 566 mm	**a model**: 936 mm
	dv and dn models: 566 mm	**dv and dn models**: 936 mm
Weight	**a model**: 57.7 kg	
	dv model: 61.6 kg	
	dn models: 63.1 kg	

Power consumption

Review the power consumption for each printer status or function.

Table 1-11 Power consumption (average, in watts)

Printing	Ready	Copying	Scanning	Sleep	Off
1300 Wh	60 Wh	1300 Wh	100 Wh	1.07 W	0.1 W

Electrical specifications

Review the electrical specifications, including power requirements and rated current.

📝 NOTE: Power requirements are based on the country/region where the printer is sold. The values in the following tables are subject to change.

⚠ CAUTION: Do not convert operating voltages. This can damage the printer and void the printer warranty.

Table 1-12 Recommended volts and amps

Specification	110-volt models	220-volt models
Power requirements (Volts)[1]	100 to 127 volts (± 10%) 50/60 Hz (± 2 Hz)	220 to 240 volts (± 10%) 50/60 Hz (± 2 Hz)
Rated current (Amps)	10 Amps	5 Amps

[1]   Power reported is highest value measured for all printer models using standard voltages.

Acoustic emissions

Review the acoustic emissions, including sound power level and sound pressure level.

Table 1-13 Sound power level

Acoustics: Sound power level (pages per minute (ppm))	Declared per ISO 9296
Printing (60 ppm)	L_{wAD} = < 7.5 Bels (A)
Printing (50 ppm)	L_{wAD} = < 7.3 Bels (A)
Printing (40 ppm)	L_{wAD} = < 7.0 Bels (A)
Copying	L_{wAD} = < 7.7 Bels (A)

Table 1-14 Sound pressure level

Acoustics: Sound pressure level (pages per minute (ppm))	Declared per ISO 9296
Printing (60 ppm)	L_{pAm} = 75 dB(A)
Printing (50 ppm)	L_{pAm} = 73 dB(A)
Printing (40 ppm)	L_{pAm} = 70 dB(A)
Ready	L_{pAm} = 30 dB(A)

Operating-environment range

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

Table 1-15 Operating-environment specifications

Environment	Storage
Temperature	15° to 32°C
Relative humidity	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/ljE72725MFP 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 and labels.

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

For more information:

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

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

Introduction

Use caution when loading the paper trays.

⚠ 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 (multipurpose tray)

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

Load paper to Tray 1 (multipurpose tray)

This tray holds up to 100 sheets of 75 g/m^2 paper or 10 envelopes.

📝 NOTE: Select the correct paper type in the print driver before printing.

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

1. Open Tray 1.
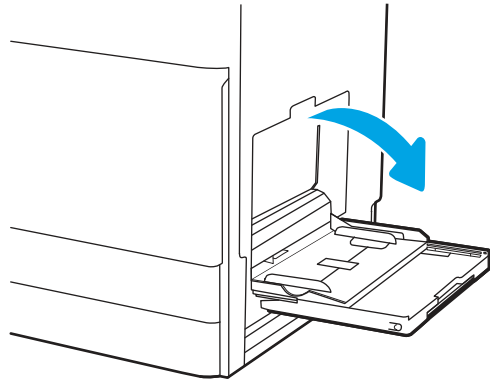
2. Pull out the tray extension to support the paper.
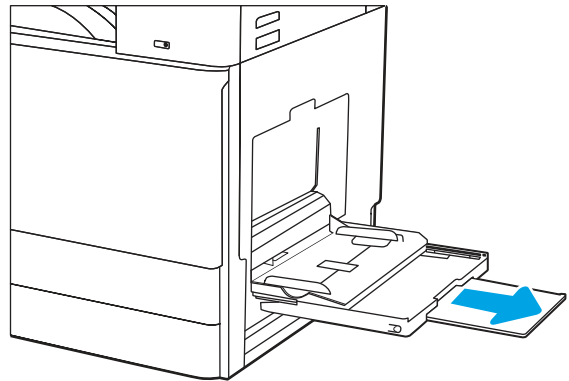
3. Use the adjustment latch to spread the paper guides outward.
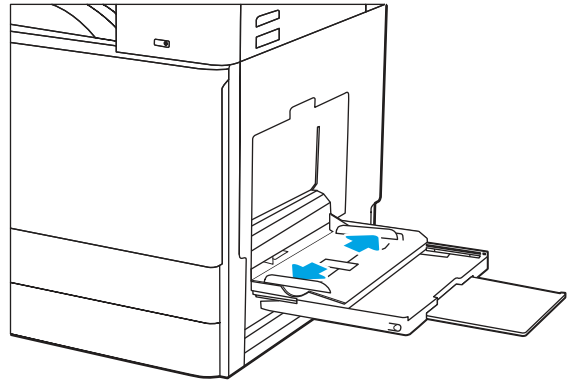
4. Load paper in the tray.

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

   NOTE: The maximum stack height is 10 mm, or approximately 100 sheets of 75 g/m2 paper.
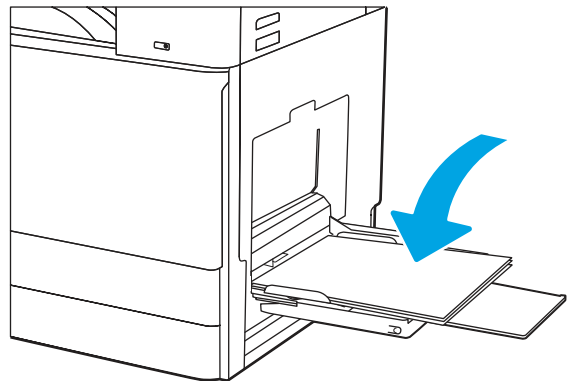
5. Using the adjustment latch, adjust the side guides so that they lightly touch the paper stack, but do not bend it.
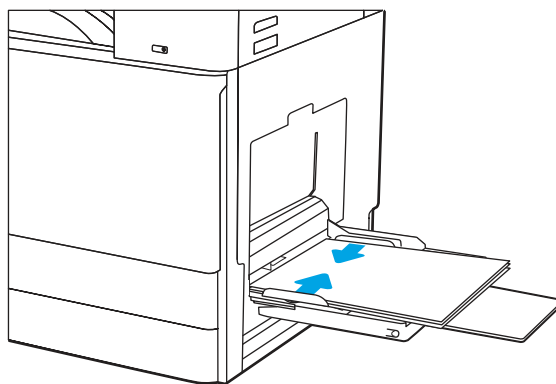
Tray 1 (multipurpose tray) paper orientation

Position paper correctly in Tray 1 (multipurpose tray) to ensure the best print quality.

Table 2-1 Letterhead or preprinted paper – Portrait
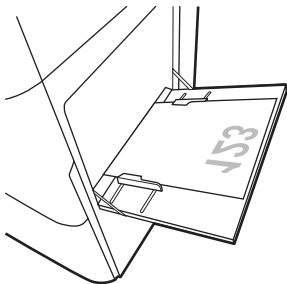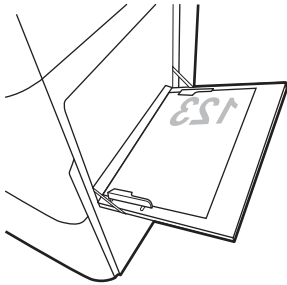
Duplex mode	How to load paper
1-sided printing	**Face-down** Bottom edge leading into the printer Left side of pre-printed image leading into the printer
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-up** Top edge leading into the printer

Table 2-1 Letterhead or preprinted paper – Portrait (continued)
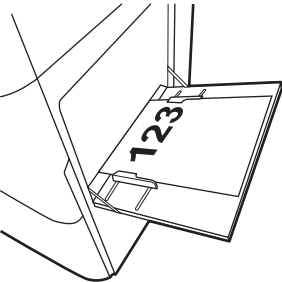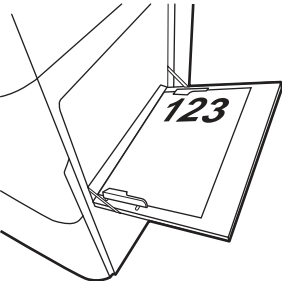
Duplex mode	How to load paper
	Right side of pre-printed image leading into the printer

Table 2-2 Letterhead or preprinted paper – Landscape
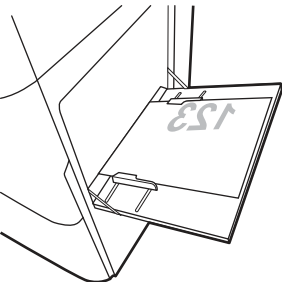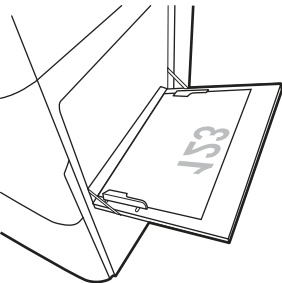
Duplex mode	How to load paper
1-sided printing	**Face-down** Left side of pre-printed image leading into the printer Bottom edge leading into the printer
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-up**

Table 2-2 Letterhead or preprinted paper – Landscape (continued)
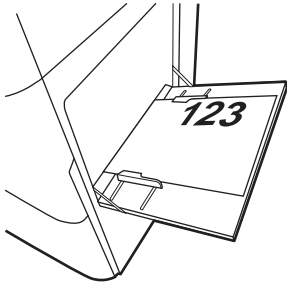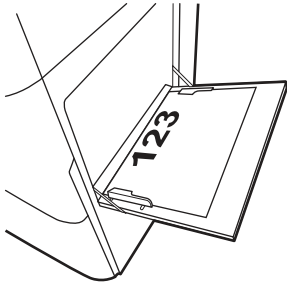
Duplex mode	How to load paper
	Right side of the pre-printed image leading into the printer Top edge leading into the printer

Table 2-3 Prepunched paper – Portrait
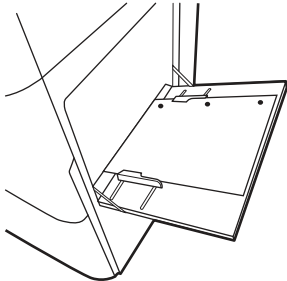
Duplex mode	How to load paper
1-sided printing	**Face-down** Holes toward the back of the printer
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-up** Holes toward the back of the printer

Table 2-3 Prepunched paper – Portrait (continued)
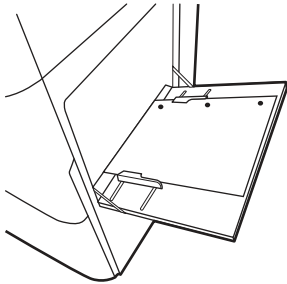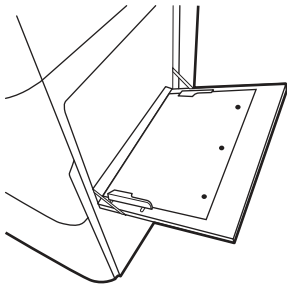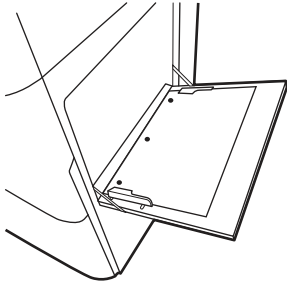
Duplex mode	How to load paper

Table 2-4 Prepunched paper – Landscape

Duplex mode	How to load paper
1-sided printing	**Face-down** Holes away from the printer
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-up** Holes towards the printer

Use alternative letterhead mode

Use the Alternative Letterhead Mode feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

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

Use the Settings menu to enable Alternative Letterhead Mode.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

    a. Copy/Print or Print

    b. Manage Trays

    c. Alternative Letterhead Mode

3. Select On.

Load paper to Tray 2, Tray 3 and the optional 2 x 520-sheet trays

The following information describes how to load paper into Trays 2, 3 and the optional 2 x 520-sheet trays.

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

Load paper to Tray 2, Tray 3, and the optional 2 x 520-sheet trays

These trays hold up to 520 sheets of 75 g/m^2 paper.

📝 **NOTE:**   The procedure to load paper to Tray 2, Tray 3, and the optional 2 x 520-sheet trays is the same. Only Tray 2 is shown here.

1. Open the tray.

📝 **NOTE:**   Do not open this tray while it is in use.
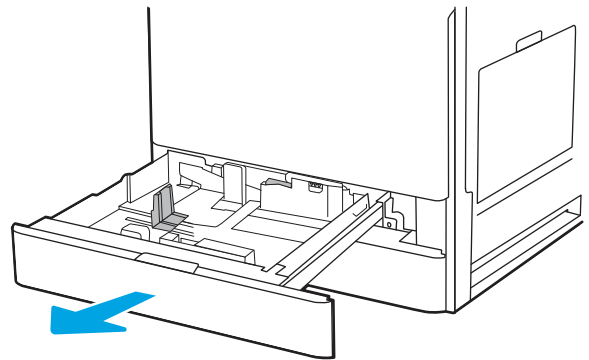
2. Before loading paper, adjust the paper-width guides by holding down the blue lock/unlock toggle switch on the rear paper-width guide, pinching the blue adjustment latch on the front paper-width guide, and then sliding the guides to the fully open position.
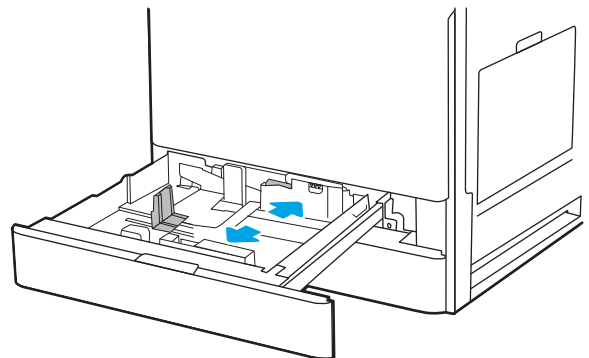
3. Adjust the paper-length guide by pushing in at the bottom of the blue adjustment latch while sliding the guide to the size of the paper being used.
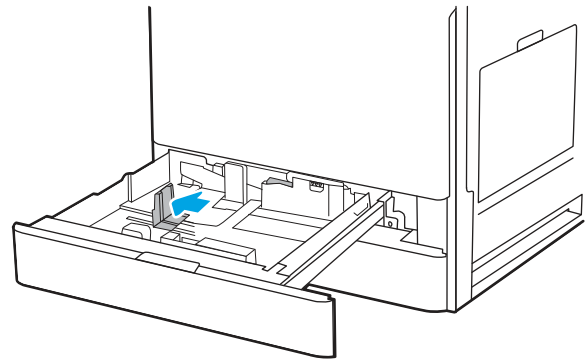
4. Load paper into the tray.
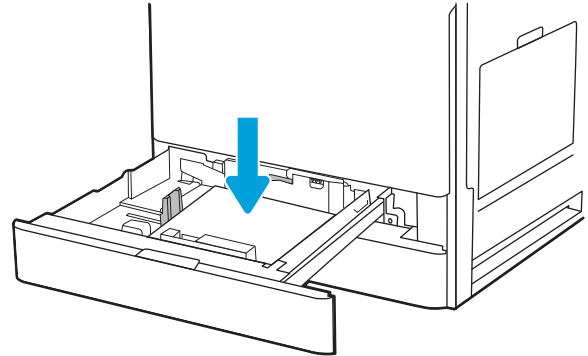
5. Adjust the paper-length and paper-width guides to the size of the paper being used. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

   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.
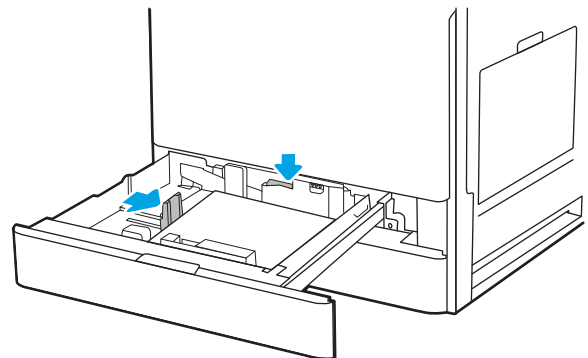
6. Close the tray.
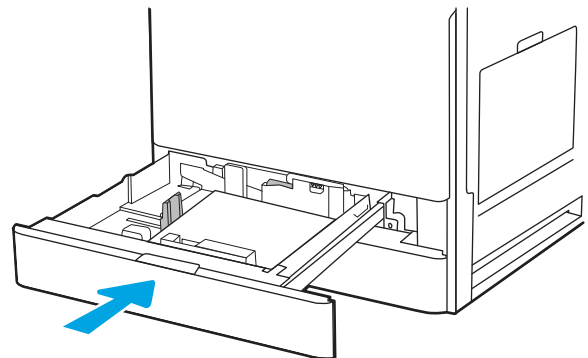
7. The tray configuration message displays on the printer control panel.

8. Select OK to accept the detected type and size, or select Modify to choose a different paper size or type.

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

Tray 2, Tray 3 and the optional 2 x 520-sheet trays paper orientation

Position paper correctly in Tray 2, Tray 3 and the optional 2 x 520-sheet trays to ensure the best print quality.

Table 2-5 Letterhead or preprinted paper – Portrait
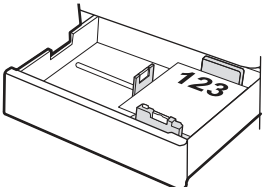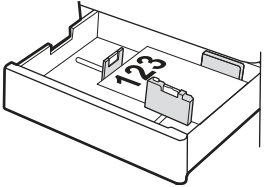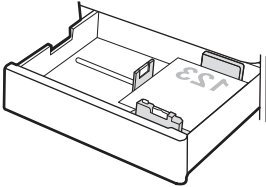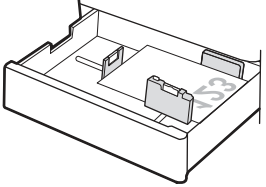
Duplex mode	How to load paper
1-sided printing	**Face-up** Top edge at the back of the tray Top edge at the left side of the tray
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-down** Top edge at the back of the tray NOTE: This is the preferred orientation when printing on A4 or Letter. Top edge at the right side of the tray

Table 2-6 Letterhead or preprinted paper – Landscape
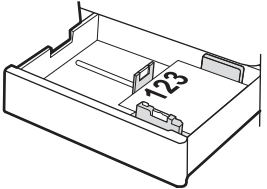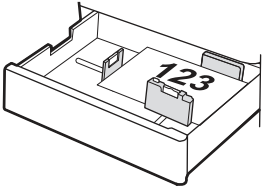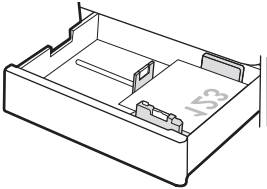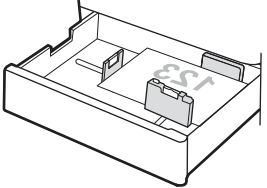
Duplex mode	How to load paper
1-sided printing	**Face-up** Top edge at the left side of the tray Top edge at the back of the tray
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-down** Top edge at the right side of the tray Top edge at the back of the tray

Table 2-7 Prepunched paper – Portrait
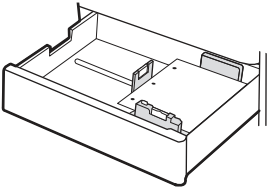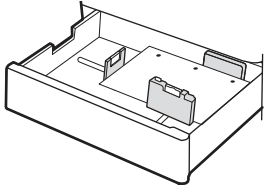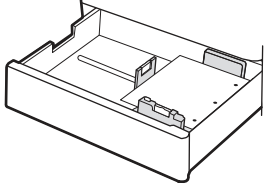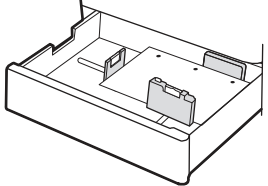
Duplex mode	How to load paper
1-sided printing	**Face-up** Holes at the left side of the tray, with the top of the form at the rear of the printer

Table 2-7 Prepunched paper – Portrait (continued)

Duplex mode	How to load paper
	Holes at the back of the tray
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	**Face-down** Holes at the right side of the tray Holes at the back of the tray

Use alternative letterhead mode

Use the Alternative Letterhead Mode feature to load letterhead or preprinted paper into the tray the same way for all jobs, whether printing to one side of the sheet of paper or to both sides. When using this mode, load paper as for automatic duplex printing.

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

Use the Settings menu to enable Alternative Letterhead Mode.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:

   a. Copy/Print or Print

   b. Manage Trays

   c. Alternative Letterhead Mode

3. Select On.

Load and print envelopes

To print on envelopes, use only Tray 1 (multipurpose tray). Tray 2, Tray 3 and the optional 2 x 520-sheet trays do not support envelopes. Tray 1 (multipurpose tray) holds up to 10 envelopes.

Print envelopes

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

    NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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

4. In the **Paper size** drop-down list, select the correct size for the envelopes.

5. In the **Paper type** drop-down list, select **Envelope**.

6. In the **Paper source** drop-down list, select **Manual feed**.

7. Click the **OK** button to close the **Document Properties** dialog box.

8. In the **Print** dialog box, click the **OK** button to print the job.

Envelope orientation

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

Table 2-8 Envelope orientation

Tray	Envelope size	How to load envelopes
Tray 1	Envelope #9, Envelope #10, Envelope Monarch, Envelope DL, Envelope B5, Envelope C5 (wallet), Envelope C6	Face-down Top edge toward the back of the printer
	Envelope B5, Envelope C5 (pocket)	Face-down Bottom edge leading into the printer; top flap open
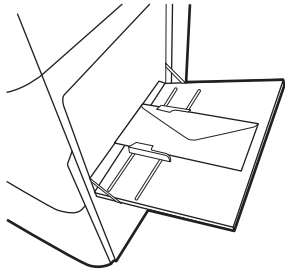
Table 2-8 Envelope orientation (continued)

Tray	Envelope size	How to load envelopes

Load and print labels

To print on sheets of labels, use only Tray 1 (multipurpose tray). Tray 2, Tray 3 and the optional 2 x 520-sheet trays do not support labels.

Manually feed labels

Use the manual feed mode for Tray 1 (multipurpose tray) to print sheets of labels.

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

   NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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

4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.

5. In the **Paper type** drop-down list, select **Labels**.

6. In the **Paper source** drop-down list, select **Manual feed**.

7. Click the **OK** button to close the **Document Properties** dialog box.

8. In the **Print** dialog box, click the **Print** button to print the job.

Label orientation

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

Table 2-9 Label orientation

Tray	How to load labels
Tray 1	Face-down Bottom edge leading into the printer

Table 2-9 Label orientation

Tray	How to load labels

3 Supplies, accessories, and parts

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

The following information is correct at the time of publication. For current information, see
www.hp.com/support/ljE72725MFP.

For more information:

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

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

Order supplies, accessories, and parts

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

Ordering

Contact the managed service representative. Make sure to have the product model number, which appears on the product label on the back of the printer.

Replace the toner cartridge

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

Toner cartridge information

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

To purchase cartridges, contact the managed service representative. Make sure to have the product model number, which appears on the product label on the back of the printer. To check cartridge compatibility for the

printer, go to HP SureSupply at www.hp.com/go/SureSupply. Scroll to the bottom of the page and verify that the country/region is correct.

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

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

⚠ CAUTION: 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 toner cartridge

Follow these steps to replace the toner cartridge.

1. Open the front door.
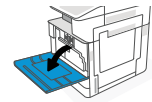
2. Release the toner cartridge latch and pull the toner cartridge straight out of the printer.
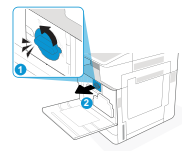
3. Remove the new toner cartridge from the packaging. Save all packaging for recycling the used toner cartridge.
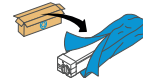
4. Hold both ends of the toner cartridge and rock it to evenly distribute the toner that is inside. And then, remove the seal.
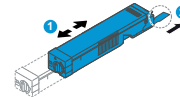
5. Align the toner cartridge with its slot, insert the toner cartridge into the printer, and secure the latch.
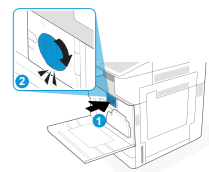
6. Close the front door.
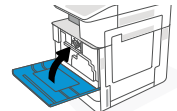
7. Pack the used toner cartridge into the box that the new toner cartridge came in. See the enclosed recycling guide for information about recycling.
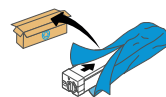
    In the U.S. and Canada, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle to print a pre-paid shipping label.

Adhere the pre-paid shipping label to the box, and return the used cartridge to HP for recycling.

Replace the toner collection unit (TCU)

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

Remove and replace the TCU

Follow these steps to replace theTCU.

1. Open the front door.
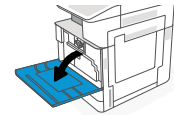
2. Pull on each tab on the sides of the TCU to release it, and then pull it straight out of the printer.
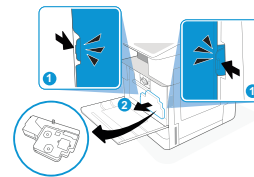
> **NOTE:** Maintain the position of the TCU as you pull it out from the printer. This will ensure that you do not spill any waste toner in the printer. Once the TCU is fully removed, do not place it on its side with holes facing down. Place the unit into the clear plastic bag the new TCU was packaged in. Seal plastic bag.

3. Remove the new TCU from its package. Save all packaging for recycling the used TCU.
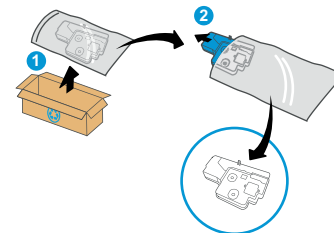
4. Install the new TCU by pushing in on both sides until the tabs snap into place.
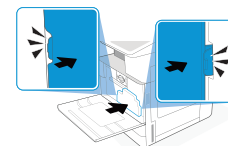
5. Close the front door.
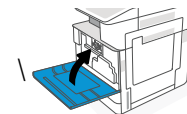
6. Pack the used TCU into the box that the new TCU came in. See the enclosed recycling guide for information about recycling.

    In the U.S. and Canada, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle to print a pre-paid shipping label.

    Adhere the pre-paid shipping label to the box, and return the used TCU to HP for recycling.
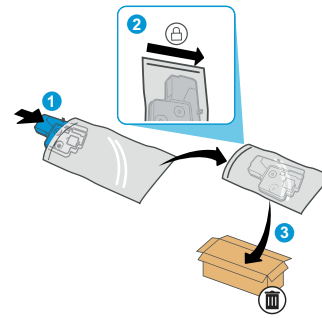
Replace the staple cartridge (Optional Inner finisher)

Install a new staple cartridge when your current cartridge is empty.

Introduction

The following information provides instructions to replace the staple cartridges.

Remove and replace the inner finisher accessory staple cartridge

Follow these steps to replace the staple cartridge in the inner finisher accessory.

1. Open the inner finisher front door.
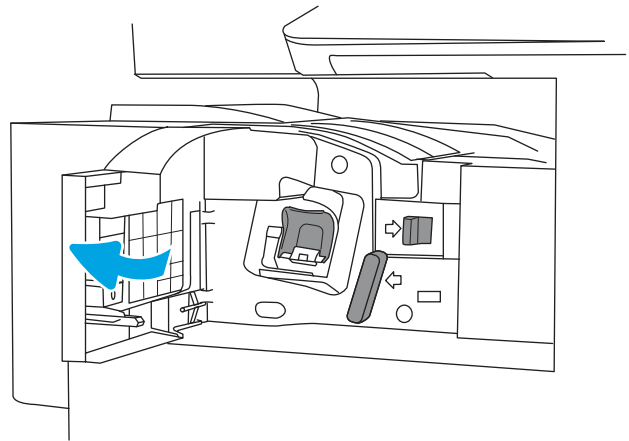
2. Grasp the colored tab on the staple cartridge carriage, and then pull the staple cartridge carriage straight out.
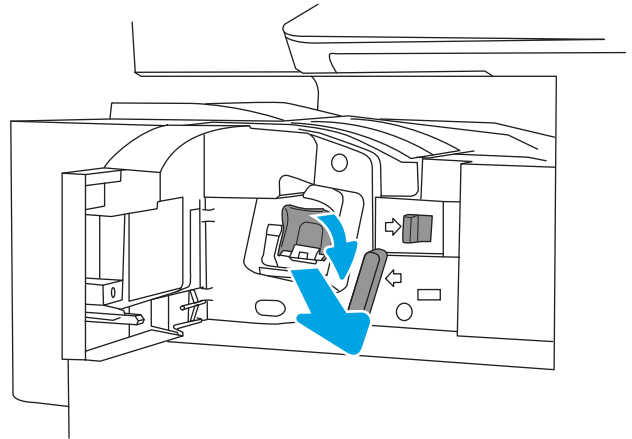
3. Lift two tabs on the staple cartridge, and then lift up to remove the empty staple cartridge from the staple cartridge carriage assembly.
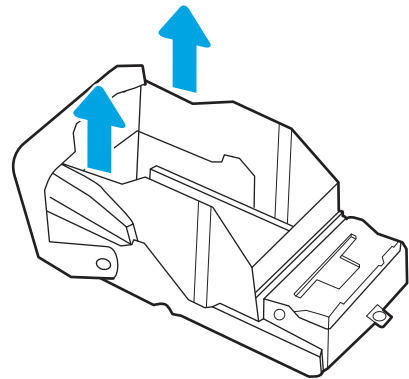
    📝 NOTE: Do not discard the staple cartridge carriage. It must be reused with the new staple cartridge.

4. Insert the new staple cartridge into the staple cartridge carriage.
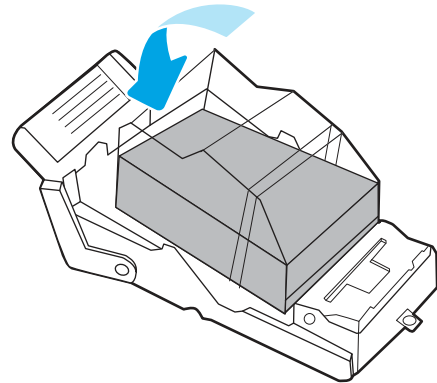
5. Reinstall the staple cartridge carriage into the stapler by pressing the colored handle inward until it snaps into place.
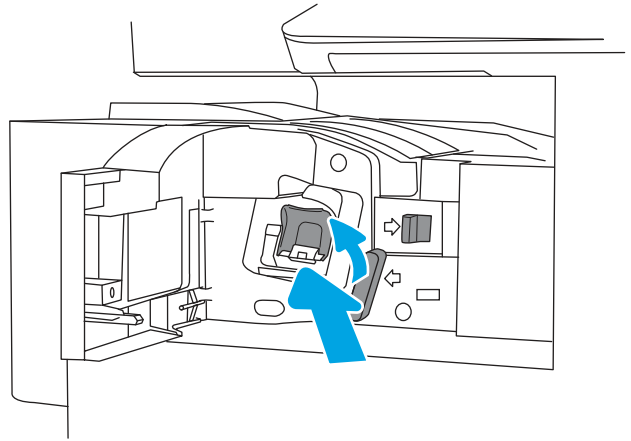
6. Close the inner finisher front door.
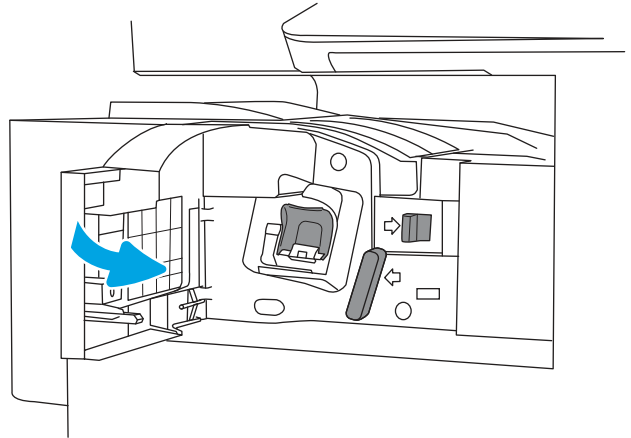
4 Print

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

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

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)

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

The following procedure describes the basic printing process for Windows.

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers. To change settings, click the **Properties** or **Preferences** button to open the print driver.

> **NOTE:** The name of the button varies for different software programs.
>
> In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:
>
> - **Windows 10:** Select **Print**, and then select the printer.

- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

📝 **NOTE:** For more information, click the Help (?) button in the print driver.

3. Click the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.

4. Click the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.

5. Click the **Print** button to print the job.

Automatically print on both sides (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.

- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.

4. Select **Print on both sides**. Click **OK** to close the **Document Properties** dialog.

5. In the **Print** dialog, click **Print** to print the job.

Manually print on both sides (Windows)
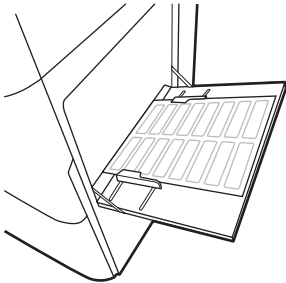
Use this procedure for printers that do not have an automatic duplexer installed or to print on paper that the duplexer does not support.

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

- **Windows 10:** Select **Print**, and then select the printer.

- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.

4. Select **Print on both sides (manually)**, and then click **OK** to close the **Document Properties** dialog.

5. In the **Print** dialog, click **Print** to print the first side of the job.

6. Retrieve the printed stack from the output bin, and place it in Tray 1.

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

Print multiple pages per sheet (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

    In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

    ● **Windows 10:** Select **Print**, and then select the printer.

    ● **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

3. Click the **Finishing** tab.

4. Select the number of pages per sheet from the **Pages per sheet** drop-down.

5. Select the correct **Print page borders**, **Page order**, and **Orientation** options. Click **OK** to close the **Document Properties** dialog.

6. In the **Print** dialog, click **Print** to print the job.

Select the paper type (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.

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

    In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

    ● **Windows 10:** Select **Print**, and then select the printer.

- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

4. Select the paper type from the **Paper type** drop-down list.

5. Click **OK** to close the **Document Properties** dialog. In the **Print** dialog, click **Print** to print the job.

   If the tray needs to be configured, a tray configuration message displays on the printer control panel.

6. Load the tray with the specified type and size of paper, and then close the tray.

7. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.

8. Select the correct type and size, and then touch the OK button.

Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to www.hp.com/support/ljE72725MFP.

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)

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.

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

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

1. Click the **File** menu, and then click the **Print** option.

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

   macOS 10.14 Mojave and later: Click **Show Details**, click **Two-Sided**, and then click the **Layout** menu.

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

4. Select a binding option from the **Two-Sided** drop-down list.

5. Click the **Print** button.

Manually print on both sides (macOS)

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

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

1. Click the **File** menu, and then click the **Print** option.

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

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

4. Click the **Manual Duplex** box, and select a binding option.

5. Click the **Print** button.

6. Go to the printer and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.

8. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (macOS)

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

1. Click the **File** menu, and then click the **Print** option.

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.

5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.

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

7. Click the **Print** button.

Select the paper type (macOS)

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

1. Click the **File** menu, and then click the **Print** option.

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.

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

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

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

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

   - **Print Quality** or **Quality**: Select the resolution level for the print job.

   - **Edge-To-Edge Printing**: Select this option to print close to the paper edges.

5. Click the **Print** button.

Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to www.hp.com/support/ljE72725MFP.

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

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

Create a stored job (Windows)

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

1. From the software program, select the **Print** option.

2. Select the printer from the list of printers, and then select **Properties** or **Preferences**.

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

   In Windows 10, 8.1, and 8, these applications will have a different layout with different features from what is described below for desktop applications. To access the print feature from a Start screen app, complete the following steps:

   - **Windows 10:** Select **Print**, and then select the printer.

   - **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

4. Select a **Job Storage Mode** option:

   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.

   - **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.

   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.

   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

- **Use Job Name + (1–99)**: Append a unique number to the end of the job name.

- **Replace Existing File**: Overwrite the existing stored job with the new one.

6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **Print** button to print the job.

Create a stored job (macOS)

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

1. Click the **File** menu, and then click the **Print** option.

2. In the **Printer** menu, select the printer.

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

📝 **NOTE:**   If the **Job Storage** menu is not showing, 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 to Job Storage

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

> **NOTE:** Printed jobs can be stored in Job Storage and if needed additional storage can be added with a Hard drive added to the formatter.

1. From the Home screen on the printer control panel, navigate to the Print application, and then select the Print icon.

2. Select Print from Job Storage.

3. Select Choose, and then select the name of the folder where the job is stored.

4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.

5. To adjust the number of copies, select the number of copies field in the bottom-left corner of the screen. Use the keypad to enter the number of copies to print.

6. Select Start 🔘 or Print to print the job.

Delete a stored job

You can delete documents that have been saved to the printer when they are no longer needed. You can also adjust the maximum number of jobs for the printer to store.

Delete a job that is stored on the printer

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

1. From the Home screen on the printer control panel, navigate to the Print application, and then select the Print icon.

2. Select Print from Job Storage.

3. Select Choose, and then select the name of the folder where the job is stored.

4. Select the name of the job. If the job is private or encrypted, enter the PIN or password.

5. Select the Trash 🗑 button to delete the job.

Change the job storage limit

When a new job is stored in the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest.

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    - Copy/Print or Print

    - Manage Stored Jobs

    - Temporary Job Storage Limit

3. Use the keypad to enter the number of jobs that the printer stores.

4. Select OK or Done to save the setting.

Information sent to printer for Job Accounting purposes

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

Print from a USB flash drive

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

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

- .pdf

- .prn

- .pcl

- .ps

- .cht

Enable the USB port for printing

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

Use one of the following methods to enable the port:

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

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    a. Copy/Print or Print

    b. Enable Device USB

3. Select Enable Print from USB Drive.

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

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

1. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 🖧 to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.

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

3. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP models.

4. In the left menu, select **Print from USB Drive Settings**.

5. Select **Enable Print from USB Drive**.

6. Click **Apply**.

Print USB documents

Print documents from a USB flash drive.

1. Insert the USB flash drive into the easy-access USB port.

NOTE: The port might be covered. For some printers, the cover flips open. For other printers, pull the cover straight out to remove it.

2. From the Home screen on the printer control panel, navigate to the Print application, and then select the Print icon.

3. Select Print from USB Drive.

4. Select Choose, select the name of the document to print, and then select Select.

NOTE: The document might be in a folder. Open folders as necessary.

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

6. Select Print to print the document.

Print using high-speed USB 2.0 port (wired)

This printer features a high-speed USB 2.0 port for wired USB printing. Use the following information to enable the port. The port is disabled by default.

Enable the high-speed USB port for printing

This printer features a high-speed USB 2.0 port for wired USB printing. The port is located in the interface ports area and is disabled by default. Use one of the following methods to enable the port. Once the port is enabled, install the product software in order to print using this port.

Method one: Enable the high-speed USB 2.0 port from the printer control panel menus

Use the control panel to enable the port.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. General

   b. Enable Device USB

3. Select the Enabled option.

Method two: Enable the high-speed USB 2.0 port from the HP Embedded Web Server (network-connected printers only)

Use the HP EWS to enable the port.

1. Find the printer IP address. On the printer control panel, select the Information button ⓘ , and then select the Network icon 🖧 to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.

   https://10.10.XXXXX/
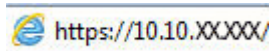
   NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

3. Select the **Security** tab.

4. On the left side of the screen, select **General Security**.

5. Scroll down to the **Hardware Ports** and select the following check boxes:

   a. Enable Device USB

   b. Enable Host USB plug and play

6. Click **Apply**.

5   Copy

Make copies with the printer, learn how to copy a two-sided document, and locate additional copy tasks on the web.

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

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

Make a copy

Copy a document or picture from the scanner glass or automatic document feeder.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

3. To select the number of copies, touch the box next to Copy, use the keypad to enter the number of copies, and then touch the close keypad button ⬇ .

4. Select Optimize Text/Picture to optimize for the type of image being copied: text, graphics, or photos. Select one of the predefined options.

5. Set options marked with a yellow triangle before using the preview feature.

> **NOTE:** After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.
>
> Using the preview feature is optional.

6. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

Table 5-1 Buttons on the right side of the preview pane

Button	Description
	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

7. When the document is ready, touch Copy to begin copying.

Copy on both sides (duplex)

Copy or print on both sides of the paper.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

3. In the Options pane, select Original Side, and then select the option that describes the original document:

    ● Use Automatically detect to detect whether the original is printed on one or both sides of the page.

    ● Use 1-sided for originals that are printed on one side of the page.

    ● Use 2-sided (book-style) for originals that flip on the right/left edge of the page, like books. If the image is portrait, the output flips on the long edge of the page. If the image is landscape, the output flips on the short edge of the page.

    ● Use 2-sided (flip-style) for originals that flip on the top/bottom edge of the page, like calendars. If the image is portrait, the output flips on the short edge of the page. If the image is landscape, the output flips on the long edge of the page.

4. Select Output Sides, and then select one of these options:

    ● Match original: The output will match the format of the original. For example, if the original is 1-sided, the output will be 1-sided. However, if the administrator has restricted 1-sided printing and the original is 1-sided, the output will be 2-sided book-style.

    ● 1-sided: The output will be 1-sided. However, if the administrator has restricted 1-sided printing, the output will be 2-sided book-style.

    ● 2-sided (book-style): The output will flip on the right/left edge of the page, like a book. If the image is portrait, the output flips on the long edge of the page. If the image is landscape, the output flips on the short edge of the page.

    ● 2-sided (flip-style): The output will flip on the top/bottom edge of the page, like a calendar. If the image is portrait, the output flips on the short edge of the page. If the image is landscape, the output flips on the long edge of the page.

5. Set options marked with a yellow triangle before using the preview feature.

    📝 NOTE: After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

    Using the preview feature is optional.

6. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

    Table 5-2 Buttons on the right side of the preview pane

Button	Description
	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.

Table 5-2 Buttons on the right side of the preview pane (continued)

Button	Description
	Use these buttons to zoom in or out on the selected page.
	NOTE: Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees.
	NOTE: This button is available only in the thumbnail view.
	Use this button to delete the selected pages.
	NOTE: This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right.
	NOTE: These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

7.   When the document is ready, touch Start to begin copying.

Additional copy tasks

Locate information on the Web for performing common copy tasks.

Go to www.hp.com/support/ljE72725MFP.

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

- Copy or scan pages from books or other bound documents
- Copy mixed-size documents
- Copy or scan both sides of an identification card
- Copy or scan a document into a booklet format

6 Scan

Scan using the software, or scan directly to email, a USB flash drive, a network folder, or another destination.

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

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

Set up Scan to Email

The printer has a feature that enables it to scan a document and send it to one or more email addresses.

Introduction

To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Email, the **Scan to Email Setup Wizard** for basic and **Email Setup** for advanced.

Use the following information to set up the Scan to Email feature.

Before you begin

To set up the Scan to Email feature, the printer must have an active network connection.
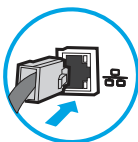
Administrators need the following information before beginning the configuration process.

- Administrative access to the printer

- DNS suffix (e.g., companyname.com)

- SMTP server (e.g., smtp.mycompany.com)

> **NOTE:** If you do not know the SMTP server name, SMTP port number, or authentication information, contact the email/Internet service provider or system administrator for the information. SMTP server names and port names are typically found by doing an Internet search. For example, use terms like "Gmail smtp server name" or "Yahoo smtp server name" to search.

- SMTP server authentication requirements for outgoing email messages, including the user name and password used for authentication, if applicable.

> **NOTE:** Consult your email service provider's documentation for information on digital sending limits for your email account. Some providers may temporarily lock your account if you exceed your sending limit.

Step one: Access the HP Embedded Web Server (EWS)

Open the EWS to start the setup process.

1. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 🖧 to display the IP address or host name.

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

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

Step two: Configure the Network Identification settings
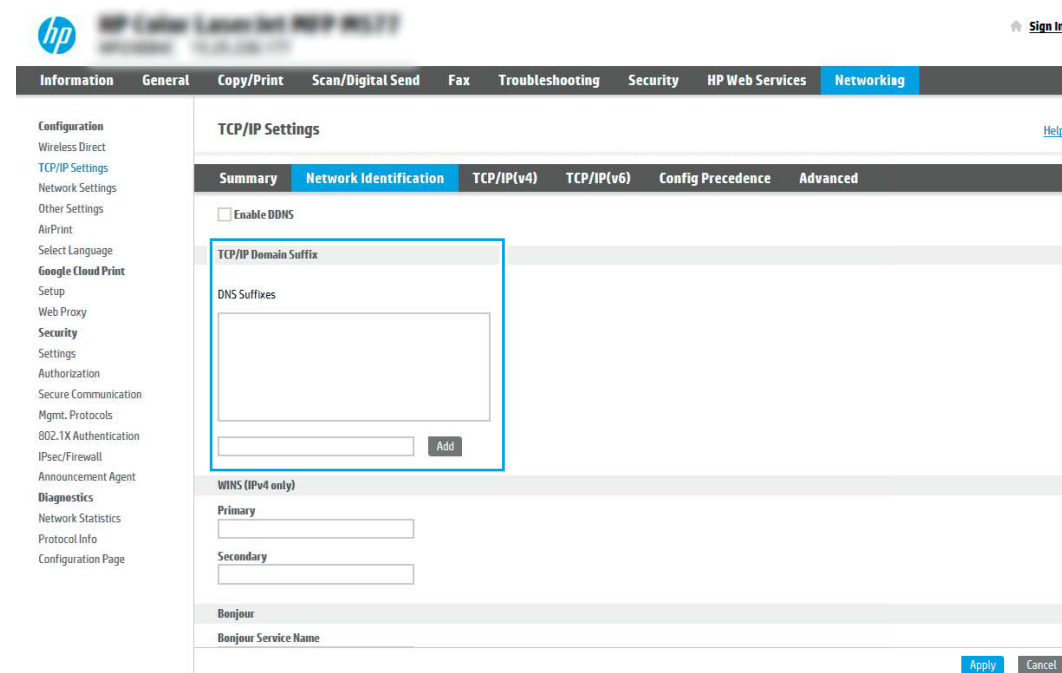
Configure advanced setting for network identification.

> **NOTE:** Configuring email setup on the **Networking** tab is an advanced process and might require the assistance of a system administrator.

1. Using the EWS top navigation tabs, click **Networking**.

> **NOTE:** For configuring the network settings for use with Office 365,

2. In the left navigation pane, click **TCP/IP Settings**. A username/password might be required to access the **Network Identification** tab of the EWS.

3. On the **TCP/IP Settings** dialog, click the **Network Identification** tab.

4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, *gmail.com*, etc.

> **NOTE:** If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.

6. Click **OK**.

Step three: Configure the Send to Email feature

The two options for configuring Send to Email are the **Email Setup Wizard** for basic configuration and **Email Setup** for advanced configuration. Use the following options to configure the Send to Email feature:

Method one: Basic configuration using the Email Setup Wizard

Perform basic configuration using the Email Setup Wizard.

This option opens the **Email Setup Wizard** in the HP Embedded Web Server (EWS) for basic configuration.

1. Using the EWS top navigation tabs, click **Scan/Digital Send**.

2. In the left navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.

3. In the **Email and Scan to Network Folder Quick Setup Wizards** dialog, click the **Email Setup** link.

    NOTE: If a message displays indicating that the Scan to Email feature is disabled, click **Continue** to proceed with the configuration and enable the Scan to Email feature upon completion.
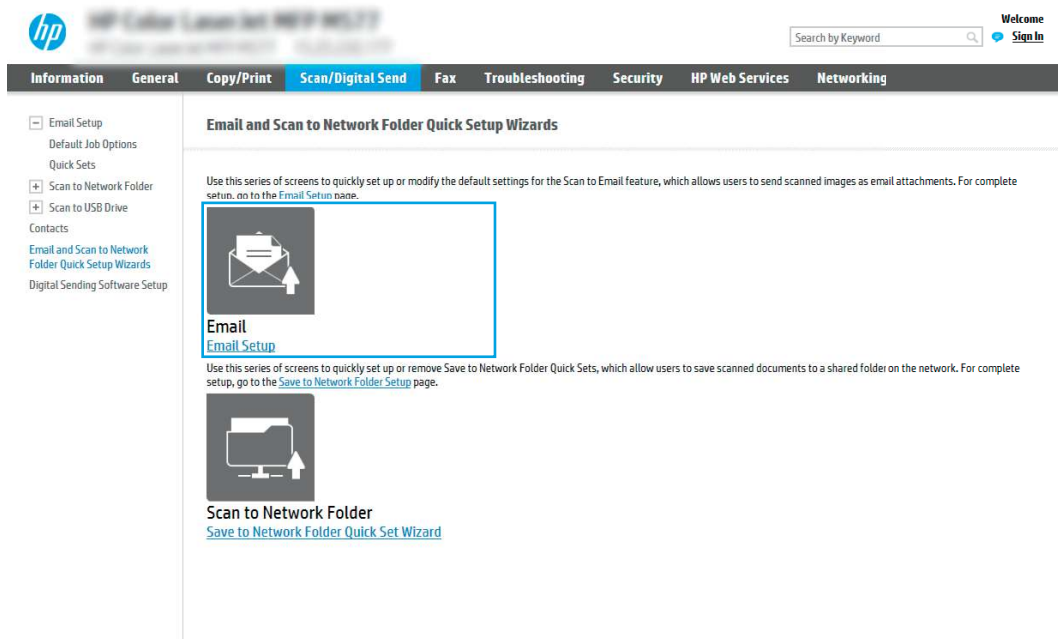
4. On the **Configure Email Servers (SMTP)** dialog, select one of the following options and complete the steps:

    ● Option one: Use a server already in use by Email.

       Select **Use a server already in use by Email**, and then click **Next**.

    ● Option two: Search the network for the outgoing email server.

       This option finds outgoing SMTP servers inside your firewall only.

       a. Select **Search network for outgoing email server**, and then click **Next**.

       b. Select the appropriate server from the **Configure Email Server (SMTP)** list, and then click **Next**.

       c. Select the option that describes the server's authentication requirements:

          – Server does not require authentication: Select **Server does not require authentication**, and then click **Next**.

             –OR–

          – Server requires authentication: From the drop-down list, select an authentication option:

- Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

  –OR–

- Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

- Option three: Add the SMTP server.

  a. Select **Add SMTP server**.

  b. Enter the **Server Name** and **Port Number**, and then click **Next**.

  📝 NOTE: In most cases, the default port number does not need to be changed.

  📝 NOTE: If you are using a hosted SMTP service such as Gmail, verify the SMTP address, port number, and SSL settings from the service provider's website or other sources. Typically, for Gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

  Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

  c. Select the appropriate server authentication option:

  – Server does not require authentication: Select **Server does not require authentication**, and then click **Next**.

  –OR–

  – Server requires authentication: Select an option from the **Server requires authentication** drop-down list:

  - Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

    –OR–

  - Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

5. On the **Configure Email Settings** dialog, enter the following information about the sender's email address, and then click **Next**.

📝 NOTE: When setting up the **From**, **Subject**, and **Message** fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the printer control panel when sending an email.

Table 6-1 Send email settings

Option	Description
From	Select one of the following options from the **From** drop-down list:
(Required)	• **User's address (sign-in required)**
	• **Default From**: Enter a default email address and display name in the **Default From Email Address** and **Default Display Name** fields
	NOTE: Create an email account for the printer, and use this address for the default email address.

Table 6-1 Send email settings (continued)

Option	Description
	NOTE: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
Subject (Optional)	Provide a default subject line for the email messages.
Message (Optional)	Create a custom message. To use this message for all emails sent from the printer, clear the **User editable** check box for **Message**.

6. In the **Configure File Scan Settings** area, set the default scanning preferences, and then click **Next**.

Table 6-2 Scan settings

Option	Description
File Type	Select the default file type for the scanned document: ● PDF ● JPEG ● TIFF ● MTIFF ● XPS ● PDF/A HP LaserJet Enterprise Flow MFP printers or MFP printers that are connected to a digital send software (DSS) server also support the following OCR file types: ● Text (OCR) ● Unicode Text (OCR) ● RTF (OCR) ● Searchable PDF (OCR) ● Searchable PDF/A (OCR) ● HTML (OCR) ● CSV (OCR)
Color/Black	Select the default color setting for the scanned document: ● Color ● Black ● Black/Gray ● Automatically detect
Quality and File Size	Select the default output quality for the scanned document: ● Low (small file)

Table 6-2 Scan settings (continued)

Option	Description
	● Medium
	● High (large file)
Resolution	Select the default scan resolution for the scanned document:
	● 75 dpi
	● 150 dpi
	● 200 dpi
	● 300 dpi
	● 400 dpi
	● 600 dpi

7. Review the **Summary** area, and then click **Finish** to complete the setup.

Method two: Advanced configuration using the Email Setup

Use the following steps for advanced configuration using the **E-mail Setup** dialog in the EWS.

1. Using the EWS top navigation tabs, click **Scan/Digital Send**, expand the **Email Setup** menu in the left navigation pane, and then click **Default Job Options**.

    The **Default Job Options** page displays the **Basic Settings** for Scan to Email setup. To access additional settings, click the **Advanced Settings** button at the bottom of the page. To switch back to basic settings, click the **Basic Settings** button.

    NOTE: This procedure covers the steps for **Basic Settings** first and then the steps for **Advanced Settings**.

    Figure 6-1 Location of Advanced Settings button
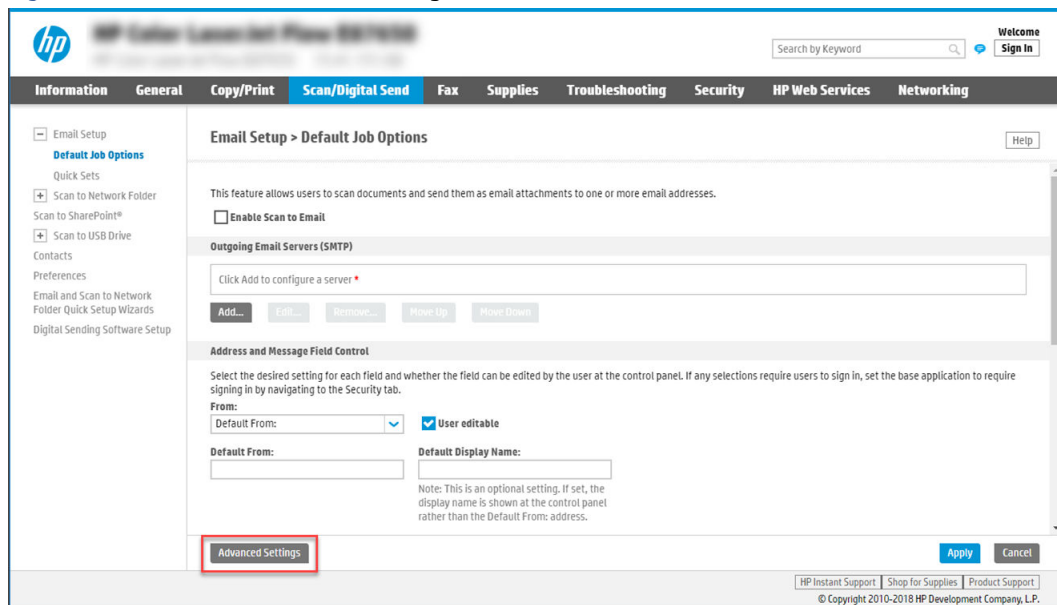
2. On the **Default Job Options** page, select the **Enable Scan to Email** check box. If this check box is not selected, the feature is unavailable at the printer control panel.

3. In the **Outgoing Email Servers (SMTP)** area, complete the steps for one of the following options:

- Select one of the displayed servers.

- Click **Add** to start the SMTP wizard.

    a. In the SMTP wizard, select one of the following options:

    – **Option one:I know my SMTP server address or host name**: Enter the address of an SMTP server, and then click **Next**

    – **Option two:** If you do not know the address of the SMTP server, select **Search network for outgoing email server**, and then click **Next**. Select the server, and then click **Next**.

    > **NOTE:** If an SMTP server was already created for another printer function, the **Use a server already in use by another function** option displays. Select this option, and then configure it to be used for the email function.

    b. On the **Set the basic information necessary to connect to the server** dialog, set the options to use, and then click **Next**.

    – Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split emails if larger than (MB)**.

    – In most cases, the default port number does not need to be changed. However, when using the Enable SMTP SSL Protocol option, port 587 must be used.

    – If you are using Google™ Gmail for email service, select the **Enable SMTP SSL Protocol** check box. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled. Refer to online sources to confirm these server settings are current and valid at the time of configuration.

c. On the **Server Authentication Requirements** dialog, select the option that describes the server's authentication requirements:

— **Server does not require authentication**, and then click **Next**.

— **Server requires authentication**

○ From the drop-down box, select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

○ From the drop-down box, select **Always use these credentials**, enter the **Username** and **Password**, and then click **Next**.

📝 **NOTE:** If using a signed-in user's credentials, set email to require sign in by the user on the printer control panel. Deny device guest access to email by clearing the check box for email in the **Device Guest** column in the **Sign in and Permission Policies** area on the **Access Control** dialog of the **Security** tab. The icon in the check box changes from a check mark to a lock.

d. On the **Server Usage** dialog, choose the printer functions that will send email through this SMTP server, and then click the **Next** button.

If the server requires authentication, a user name and password for sending automatic alerts and reports from the printer will be required.

e. On the **Summary and Test** dialog, enter a valid email address in the **Send test email to:** field, and then click **Test**.

f. Verify that all of the settings are correct, and then click **Finish** to complete the outgoing email server set up.

4. In the **Address and Message Field Control** area, enter a **From:** setting and any of the other optional settings.

Table 6-3 Address and Message Field Control (Basic Settings)

Feature	Description
User editable	To use the **Default From** address and **Default Display Name** for all emails sent from this printer (unless a user is signed in), clear the **User editable** check box.
	When setting up the address fields, if the **User editable** check box is cleared, users will not be able to edit those fields at the printer control panel when sending an email. For send-to-me functionality, clear the **User editable** check boxes for all of the address fields, including the **From:**, **To:**, **CC:**, and **BCC:** fields, and then set that user's send email **From:** their own email address and **To:** their own email address.
Default From: and **Default Display Name:**	Provide an email address and name to use for the **From:** address for the email message.
	NOTE: Create an email account for the printer, and use this address for the default email address.
	NOTE: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
Subject:	Provide a default subject line for the email messages.
Message:	Create a custom message. To use this message for all emails sent from the printer, clear or do not select the **User editable** check box for **Message:**.

Table 6-4 Address and Message Field Control (Advanced Settings – optional)

Feature	Description
Address Field Restrictions	Specify whether users must select an email address from an address book or whether users are allowed to enter in an email address manually. CAUTION: If **Users must select from address book** is selected, and any of the address fields are also set as **User editable**, changes to those editable fields also change the corresponding values in the address book. To prevent users from changing contacts in the Address Book at the printer control panel, go to the **Access Control** page on the **Security** tab, and deny **Device Guest** access to address book modifications.
Allow invalid email address formats	Select to allow an invalid email address format.
To:	Provide a To (recipient) email address for emails.
CC:	Provide a CC email address for emails.
BCC:	Provide a BCC email address for emails.

5. In the **File Settings** area, set the default file settings preferences.

Table 6-5 File Settings (Basic Settings)

Feature	Description
File Name	Default file name for the file to be saved. Select the **User editable** check box to make this setting editable at the printer control panel.
File Type	Select the file format for the saved file. Select the **User editable** check box to make this setting editable at the printer control panel.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be printed in color, black and gray, or black only.

Table 6-6 File settings (Advanced Settings – optional)

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name Suffix	Set the default file name suffix used for files saved to a network folder. Duplicate filename suffix default [filename]_YYYYMMDDT
File Name Preview	Enter a file name, and then click the **Update Preview** button.
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1–1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.

Table 6-6 File settings (Advanced Settings – optional) (continued)

Feature	Description
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Suppress blank pages	If the **Suppress blank pages** option is enabled, blank pages will be ignored.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

6. Click the **Advanced Settings** button to display the following settings:

- **Signing and Encryption**
- **Notification** (job notification)
- **Scan Settings**

7. In the **Signing and Encryption** area, set the signing and encryption preferences.

Table 6-7 Signing and Encryption settings

Feature	Description
Signing	Select whether to sign the email with a security certificate.
	Select the **User editable** check box to make this setting editable at the printer control panel.
Hashing Algorithm	Select the algorithm to use for signing the certificate.
Encryption	Select whether to encrypt the email.
	Select the **User editable** check box to make this setting editable at the printer control panel.
Encryption Algorithm	Select the algorithm to use for encrypting the email.
Attribute for Recipient Public Key	Enter which attribute to use to retrieve the recipient's public key certificate from LDAP.
Use the recipient public key certificate to verify the recipient	Select this setting to use the recipient's public key certificate to verify the recipient.

8. In the **Notification** area, select when users will receive notifications about sent emails. The default setting is using the signed in user's email address. If the recipient email address is blank, no notification is sent.

9. In the **Scan Settings** area, set the default scanning preferences.

Table 6-8 Scan Settings

Feature	Description
Original Size	Select the page size of the original document.

Table 6-8 Scan Settings (continued)

Feature	Description
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

10. Review the selected options to verify that they are accurate, and then click **Apply** to complete the setup.

Step four: Configure the Quick Sets (optional)

Quick Sets are optional short-cut jobs that can be accessed on the main Home screen or within the Quick Sets application at the printer. Use the following procedure to configure the Quick Sets.

1. In the **Email Setup** area of the left navigation pane, click **Quick Sets**.

2. Select one of the following options:

   - Select an existing Quick Set under Quick Sets Application in the table.

     –OR–

   - Click **Add** to start the Quick Set Wizard.

3. If you selected **Add**, the **Quick Sets Setup** page opens. Complete the following information:

   - **Quick Set Name**: Enter a title for the new Quick Set.

   - **Quick Set Description**: Enter a description of the Quick Set.

   - **Quick Set Start Option**: To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.

4. Define the following settings for the Quick Set: Address and Message Field Control, Signing and Encryption, Notification, Scan Settings, File Settings.

5. Click **Finish** to save the Quick Set.

Step five: Set up Send to Email to use Office 365 Outlook (optional)

Enable the printer to send an email with an Office 365 Outlook account from the control panel.

Introduction

Microsoft Office 365 Outlook is a cloud-based email system provided by Microsoft which uses Microsoft's Simple Mail Transfer Protocol (SMTP) server to send or receive emails. Complete the following to enable the printer to send an email with an Office 365 Outlook account from the control panel.

> **NOTE:** You must have an email address account with Office 365 Outlook to configure the settings in the EWS.

Configure the outgoing email server (SMTP) to send an email from an Office 365 Outlook account

Configure the outgoing email server using the following procedure.

1. Using the EWS top navigation tabs, click **Networking**.

2. In the left navigation pane, click **TCP/IP Settings**.

3. In the **TCP/IP Settings** area, click the **Network Identification** tab.

4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, *Gmail.com*, etc.

> **NOTE:** If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.

6. Click the **Scan/Digital Send** tab.

7. On the left navigation pane, click **Email Setup**.

8. On the Email Setup page, select the **Enable Scan to Email** check box. If this check box is not available, the feature is unavailable at the printer control panel.

9. In the **Outgoing Email Servers (SMTP)** area, click **Add** to start the SMTP wizard.

10. In the **I know my SMTP server address or host name** field, type `smtp.onoffice.com`, and then click **Next**.

11. On the **Set the basic information necessary to connect to the server** dialog, in the **Port Number** field, type `587`.

    NOTE: Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split emails if larger than (MB).**

12. Select the **Enable SMTP SSL Protocol** check box, and then click **Next**.

13. On the **Server Authentication Requirements** dialog, complete the following information:

    a. Select **Server requires authentication**.

    b. From the drop-down list, select **Always use these credentials**.

    c. In the **Username** field, type the Office 365 Outlook email address.

    d. In the **Password** field, type the Office 365 Outlook account password, and then click **Next**.

14. On the **Server Usage** dialog, choose the printer functions that will send email through this SMTP server, and then click the **Next** button.

15. On the **Summary and Test** dialog, enter a valid email address in the **Send a test email to:** field, and then click **Test**.

16. Verify that all of the settings are correct, and then click **Finish** to complete the outgoing email server setup. For more information, go to Microsoft's Support page.

Set up Scan to Network Folder

Set up the Scan to Folder feature to scan documents directly to network folder.

Introduction

This section explains how to enable and configure the Scan to Network Folder function. The printer has a feature that enables it to scan a document and save it to a network folder. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Network Folder, the **Save to Network Folder Setup Wizard** for basic setup and **Save to Network Folder Setup** for advanced setup.

Before you begin

Have the following items available before you set up the Scan to Network feature.

NOTE: To set up the Scan to Network Folder feature, the printer must have an active network connection.

Administrators need the following items before beginning the configuration process.

- Administrative access to the printer.

- The fully-qualified domain name (FQDN) (e.g., \\servername.us.companyname.net\scans) of the destination folder OR the IP address of the server (e.g., \\16.88.20.20\scans).

NOTE: The use of the term "server" in this context refers to the computer where the shared folder resides.

Step one: Access the HP Embedded Web Server (EWS)

Open the EWS to start the setup process.

1. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 🖧 to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address 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.XXX/

    NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
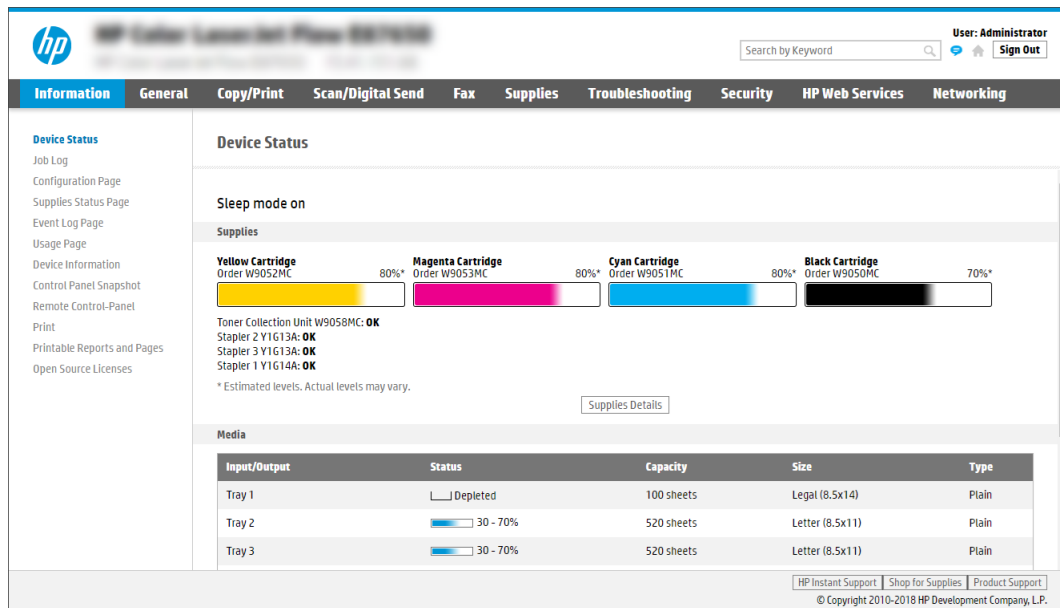
Step two: Set up Scan to Network Folder

Set up Scan to Network Folder using one of the following methods.

Method one: Use the Scan to Network Folder Wizard

Use this option for basic configuration of the Save to Network Folder feature using the Scan to Network Folder wizard.

> **NOTE:** Before you begin: To display the printer's IP address or host name, touch the Information icon 🛈 , and then touch the Network icon ⛁ on the printer's control panel.

1. Using the EWS top navigation tabs, click **Scan/Digital Send** tab. The **Email and Scan to Network Folder Quick Setup Wizards** dialog opens.

2. In the left navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.

3. Click the **Save to Network Folder Quick Set Wizard** link.

4. On the **Add or Remove a Save to Network Folder Quick Set** dialog, click **Add**.

> **NOTE:** Quick Sets are shortcut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

> **NOTE:** The Save to Network Folder feature can be minimally configured without creating a quick set. However, without the Quick Set, users must enter the destination folder information at the control panel for each scan job. A quick set is required to include Save to Network Folder metadata.

5. On the **Add Folder Quick Set** dialog, complete the following information:

   a. In the **Quick Set Title** field, type a title.

   > **NOTE:** Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

      b.   In the **Quick Set Description** field, type a description explaining what the Quick Set will save.

      c.   Click **Next**.

6.   On the **Configure Destination Folder** dialog, complete the following information:

      a.   In the **UNC Folder Path** field, type a folder path where the scan will go.

            The folder path can either be the fully-qualified domain name (FQDN) or the IP address of the server. Be sure that the folder path (e.g., `\scans`) follows the FQDN or IP address.

            FQDN example: `\\servername.us.companyname.net\scans`

            IP address example: `\\16.88.20.20\scans`

            NOTE: The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the printer does not need to use DNS to find the destination server.

      b.   From the **Authentication Settings** drop-down, select one of the following options:

          ●   **Use credentials of user to connect after Sign In at the control panel**

          ●   **Always use these credentials**

          NOTE: If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields, and the printer's access to the folder must be verified by clicking **Verify Access**.

      c.   In the **Windows Domain** field, type the Windows domain.

          TIP: To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.

            To find the Windows domain in Windows 8, click **Search**, enter `System` in the search box, and then click **System**.

            The domain is listed under **Computer name, domain, and workgroup settings**.

      d.   Click **Next**.

7.   On the **Configure File Scan Settings** dialog, set the default scanning preferences for the Quick Set, and then click **Next**.

8.   Review the **Summary** dialog, and then click **Finish**.

Method two: Use Scan to Network Folder Setup

This option enables advanced configuration of the Save to Network Folder feature using the HP Embedded Web Server (EWS) for the printer.

NOTE: Before you begin: To display the printer's IP address or host name, touch the Information icon 🛈 , and then touch the Network icon 🖧 on the printer's control panel.

Step one: Begin the configuration

Use the following steps to begin Scan to Network Folder setup.

1.   Click the **Scan/Digital Send** tab.

2. In the left navigation pane, click **Scan to Network Folder Setup**.

Step two: Configure the Scan to Network Folder settings

Use the following procedure to complete Scan to Network Folder setup.

Step one: Begin the configuration

Use the following steps to begin configuration.

1. On the Scan to Network Folder Setup page, select the **Enable Scan to Network Folder** check box. If this box is not selected, the feature is unavailable at the printer control panel.

2. In the Scan to Network Folder area of the left navigation pane, click **Quick Sets**. Click **Add** to open the **Quick Sets Setup** dialog.

📝 **NOTE:** Quick Sets are shortcut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

📝 **NOTE:** The Scan to Network Folder feature can be minimally configured without creating a Quick Set. However, without the Quick Set, users must enter the destination folder information at the control panel for each scan job. A Quick Set is required to include Scan to Network Folder metadata.

Complete all of the settings in the Quick Set Setup to fully configure the Scan to Network Folder feature.

Dialog one: Set the Quick Set name, description, and options for user interaction at the control panel

Set the Quick Set details for user interaction at the printer's control panel.

Use the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog to configure where the **Quick Set** button will display on the printer control panel and to configure the level of user interaction at the printer control panel.

1. In the **Quick Set Name** field, type a title.

📝 **NOTE:** Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

2. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.

3. From the **Quick Set Start Option** list, select one of the following options:

   - Option one: **Enter application, then user presses Start**.

   - Option two: **Start instantly upon selection**.

     Select one of the following prompt options :

     - **Prompt for original sides**

     - **Prompt for additional pages**

     - **Require Preview**

     📝 **NOTE:** If **Start instantly upon selection** is selected, the destination folder must be entered in the next step.

4. Click **Next**.

Dialog two: Folder Settings

Use the **Folder Settings** dialog to configure the types of folders the printer sends scanned documents to and the folder permissions.

There are two types of destination folders to select from:

- Shared folders or FTP folders

- Personal shared folders

There are two types of folder permissions to select from:

- Read and write access

- Write access only

Configure the destination folder for scanned documents

Select one of the following options to set up a destination folder.

Option 1: Configure the printer to save to a shared folder or FTP folder

To save scanned documents to a standard shared folder or an FTP folder, complete the following steps.

1. If it is not already selected, select **Save to shared folders or FTP folders**.

2. Click **Add...**. The **Add Network Folder Path** dialog opens.

3. On the **Add Network Folder Path** dialog, select one of the following options:

   - Option one: **Save to a standard shared network folder**.

   a. If it is not already selected, select **Save to a standard shared network folder**.

   b. In the **UNC Folder Path** field, type a folder path.

The folder path can either be the fully-qualified domain name (FQDN) or the IP address of the server. Be sure that the folder path (e.g., `\scans`) follows the FQDN or IP address.

FQDN example: `\\servername.us.companyname.net\scans`

IP address example: `\\16.88.20.20\scans`

> **NOTE:** The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the printer does not need to use DNS to find the destination server.

c. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.

To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.

d. To view the complete folder path for scanned documents, click **Update Preview**.

e. From the **Authentication Settings** list, select one of the following options:

   – **Use credentials of user to connect after Sign In at the control panel**

   – **Always use these credentials**

> **NOTE:** If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields.

f. In the **Windows Domain** field, type the Windows domain.

> **NOTE:** To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.
>
> To find the Windows domain in Windows 8, click **Search**, enter `System` in the search box, and then click **System**.
>
> The domain is listed under **Computer name, domain, and workgroup settings**.

> **NOTE:** If a shared folder is set to be accessed by everyone, values for a workgroup name (default is "Workgroup"), a user name, and password must be entered in the corresponding fields. However, if the folder is within a particular user's folders and not Public, the user name and password of that user must be used.

> **NOTE:** An IP address might be necessary instead of a computer name. Many home routers do not handle computer names well, and there is no Domain Name Server (DNS). In this case, it is best to set up a static IP address on the shared PC to alleviate the problem of DHCP assigning a new IP address. On a typical home router, this is done by setting a static IP address that is on the same subnet, but outside the DHCP address range.

g. Click **OK**.

● Option two: **Save to an FTP Server**.

NOTE: If an FTP site is outside the firewall, a proxy server must be specified under the network settings. These settings are located in the **EWS Networking** tab, under the **Advanced** options.

a. Select **Save to an FTP Server**.

b. In the **FTP Server** field, type the FTP server name or IP address.

c. In the **Port** field, type the port number.

NOTE: In most cases, the default port number does not need to be changed.

d. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.

e. To view the complete folder path for scanned documents, click **Update Preview**.

f. From the **FTP Transfer Mode** list, select one of the following options:

   – **Passive**

   – **Active**

g. In the **Username** field, type the user name.

h. In the **Password** field, type the password.

i. Click **Verify Access** to confirm the destination can be accessed.

j. Click **OK**.

Option 2: Configure the printer to save to a personal shared folder

To save scanned documents to a personal shared folder, complete the following steps.

NOTE: This option is used in domain environments where the administrator configures a shared folder for each user. If the Save to a personal shared folder feature is configured, users will be required to sign in at the printer control panel using Windows credentials or LDAP authentication.

1. Select **Save to a personal shared folder**.

2. In the **Retrieve the device user's home folder using this attribute** field, type the user's home folder in the Microsoft Active Directory.

    NOTE: Verify that the user knows where this home folder is located on the network.

3. To add a user name subfolder at the end of the folder path, select **Create subfolder based on user name**.

    To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.

Select the destination folder permissions

Select one of the following options to set up destination folder permissions.

Option 1: Configure read and write access

To send scanned documents to a folder configured for read and write access, complete the following steps.

NOTE: **Send only to folders with read and write access** supports folder verification and job notification.

1. If it is not already selected, select **Send only to folders with read and write access**.

2. To require the printer to verify folder access before starting a scan job, select **Verify folder access prior to job start**.

    NOTE: Scan jobs can complete more quickly if **Verify folder access prior to job start** is not selected; however, if the folder is unavailable, the scan job will fail.

3. Click **Next**.

Option 2: Configure write access only

To send scanned documents to a folder configured for write access only, complete the following steps.

NOTE: **Allow sending to folders with write access only** does not support folder verification or job notification.

NOTE: If this option is selected, the printer cannot increment the scan filename. It sends the same filename for all scans.

Select a time-related filename prefix or suffix for the scan filename, so that each scan is saved as a unique file, and does not overwrite a previous file. This filename is determined by the information in the **File Settings** dialog in the Quick Set Wizard.

1. Select **Allow sending to folders with write access only**.

2. Click **Next**.

Dialog three: Notification Settings

Use the **Notification Settings** dialog to configure when notifications will be sent.

▲   On the **Notification Settings** dialog, complete one of the following tasks:

- Option one: **Do not notify**.

  a.   Select **Do not notify**.

  b.   To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

- Option two: **Notify when job completes**.

  a.   Select **Notify when job completes**.

  b.   Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

      If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.

  c.   To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.

  d.   To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

- Option three: **Notify only if job fails**.

  a.   Select **Notify only if job fails**.

  b.   Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

      If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.

  c.   To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.

  d.   To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

Dialog four: Scan Settings

Complete the scan settings as follows.

On the **Scan Settings** dialog, set the default scanning preferences for the Quick Set, and then click **Next**.

Table 6-9 Scan settings

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.

Table 6-9 Scan settings (continued)

Feature	Description
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Dialog five: File Settings

Complete the file settings as follows.

On the **File Settings** dialog, set the default file settings for the Quick Set, and then click **Next**.

Table 6-10 File settings

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	Default file name for the file to be saved.
	Select the **User editable** check box to make this setting editable at the printer control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder.
File Name Preview	Enter a file name, and then click the **Update Preview** button.
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1–1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file.
	Select the **User editable** check box to make this setting editable at the printer control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to starting the scan.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be printed in color, black and gray, or black only.
Suppress blank pages	If the **Suppress blank pages** option is enabled, blank pages will be ignored.
Metadata File Format	Use the drop-down list to select the file format for metadata information.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

On the **Summary** dialog, review the **Summary** dialog, and then click **Finish**.

Step three: Complete the configuration

Use the following steps to complete Scan to Network Folder setup.

1. In the left navigation pane, click **Scan to Network Folder**.

2. On the Scan to Network Folder page, review the selected settings, and then click **Apply** to complete the setup.

Set up Scan to USB Drive

Enable the Scan to USB feature, which allows you to scan directly to a USB flash drive.

Introduction

The printer has a feature that enables it to scan a document and save it to a USB flash drive. The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

Step one: Access the HP Embedded Web Server (EWS)

Open the EWS to start the setup process.

1. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 🖧 to display the IP address or host name.

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

> **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
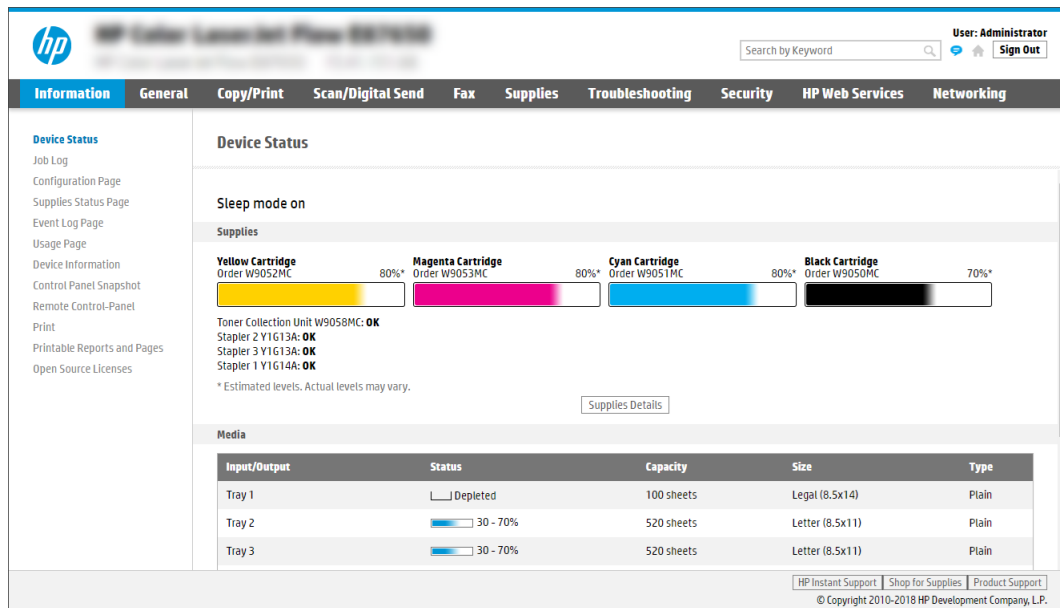
Step two: Enable Scan to USB Drive

Enable Scan to USB Drive using the following steps.

1. Select the **Security** tab.

2. Scroll to **Hardware Ports** and make sure that **Enable Host USB plug and play** is enabled.

3. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP models.

4. Select the **Enable Save to USB** check box.

5. Click **Apply** at the bottom of the page.

NOTE: Most devices ship with hard disk drives (HDDs) already installed. In some cases, additional storage devices can be added via USB. Verify whether the Save to USB feature needs to be expanded to USB and hard drive.

Step three: Configure the Quick Sets (optional)

Use the following steps to set up Quick Sets for Scan to USB Drive. Quick Sets are shortcut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

1. In the **Scan to USB Drive** area of the left navigation pane, click **Quick Sets**.

2. Select one of the following options:

   - Select an existing Quick Set under **Quick Sets Application** in the table.

     –OR–

   - Click **Add** to start the Quick Set Wizard.

3. If you clicked **Add**, the Quick Sets Setup page opens. Complete the following information:

   a. **Quick Set Name**: Enter a title for the new Quick Set.

     b.   **Quick Set Description**: Enter a description of the Quick Set.

     c.   **Quick Set Start Option**: To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.

4.   Select a default location where scanned files are saved on USB storage devices inserted into the USB port on the control panel, and then click **Next**. The default location options are:

- **Save at root directory of the USB storage device**.

- **Create or place in this folder on the USB Storage Device** — The path to the folder on the USB storage device must be specified when using this file location option. A backslash \ must be used to separate folder\subfolder names in the path.

5.   Select an option from the **Condition on Which to Notify:** drop-down list, and then click **Next**.

This setting determines if, or how, users are notified when a Save To USB Quick Set job completes or fails. The options for the **Condition on Which to Notify:** setting are:

- Do not notify

- Notify when job completes

- Notify only if job fails

6.   Choose the **Scan Settings** for the Quick Set, and then click **Next**.

📝 **NOTE:**   For more information on the available scan settings, see Default scan settings for Scan to USB Drive setup on page 83

7.   Choose the **File Settings** for the Quick Set, and then click **Next**.

📝 **NOTE:**   For more information on the available file settings, see Default scan settings for Scan to USB Drive setup on page 83

8.   Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

Default scan settings for Scan to USB Drive setup

Review the default settings for Scan to USB Drive setup.

Table 6-11 Scan settings for Scan to USB Drive setup

Feature	Description
Original Size	Select the page size of the original document.
Original Sides	Select whether the original document is single-sided or double-sided.
Optimize Text/Picture	Select to optimize for the output of a particular type of content.
Content Orientation	Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**.
Background Cleanup	Select a value to remove faint images from the background or to remove a light background color.
Darkness	Select a value to adjust the darkness of the file.
Contrast	Select a value to adjust the contrast of the file.
Sharpness	Select a value to adjust the sharpness of the file.

Table 6-11 Scan settings for Scan to USB Drive setup (continued)

Feature	Description
Image Preview	Select whether to require or make optional a displayed preview of the job or to disable a preview.
Cropping Options	Select whether or not to allow a job to be cropped and the type of cropping option.
Erase Edges	Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job.

Default file settings for Save to USB setup

Review the options for Save to USB setup.

Table 6-12 File settings for Save to USB setup

Option name	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name	Default file name for the file to be saved.
	Select the **User editable** check box to make this setting editable at the printer control panel.
File Name Suffix	Set the default file name suffix used for files saved to a network folder.
	Duplicate filename suffix default [filename]_YYYYMMDDT
File Name Preview	Enter a file name, and then click the **Update Preview** button.
File Numbering Format	Select a file name format for when the job is divided into multiple files.
Add numbering when job has just one file (ex. _1–1)	Select this setting to add numbering to a file name when the job is only one file instead of multiple files.
File Type	Select the file format for the saved file.
	Select the **User editable** check box to make this setting editable at the printer control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to starting the scan.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be printed in color, black and gray, or black only.
Suppress blank pages	If the **Suppress blank pages** option is enabled, blank pages will be ignored.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Scan to Job Storage

Scan a document and save it to a Job Storage folder on the printer.

NOTE: Scanned jobs can be stored in Job Storage and will require the additional storage of a Hard drive added to the Engine Control Board (ECB).

Introduction

The printer has a feature that enables it to scan a document and save it to a job storage folder on the printer. You can retrieve the document from the printer and print it when needed.

NOTE: Before you can scan to a storage folder on the printer, your printer administrator or IT department must use the HP Embedded Web Server to enable the feature and configure the settings.

Scan to job storage on the printer

Use this procedure to scan a document and save it to a job storage folder on the printer so that you can print copies at any time.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, navigate to the Scan application, select the Scan icon, and then select Scan to Job Storage.

   NOTE: If prompted, enter your user name and password.

3. Select the default storage folder name shown under Folder.

   If the printer administrator has configured the option, you can create a new folder. Follow these steps to create a new folder:

   a. Select the New Folder icon .

   b. Select the New Folder field, type the folder name, and then select OK.

4. Make sure that you have selected the correct folder.

5. Touch the Job Name text field to open a touchscreen keyboard, type the name for the file, and then select the Enter button .

6. To make the job private, select the PIN button , enter a four-digit PIN in the PIN field, and then close the touchscreen keypad.

7. To configure settings, such as Sides and Content Orientation, select Options in the lower left corner, and then select the settings from the Options menus. Select Done for each setting if prompted.

8. Optional Preview: Touch the right pane of the screen to preview the document. You can use the Expand and Collapse buttons on the left side of the preview pane to expand and collapse the preview screen.

Table 6-13 Buttons on the left side of the preview pane

Button	Description
◀	Expand the preview screen.
▶	Collapse the preview screen.

Use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

Table 6-14 Buttons on the right side of the preview pane

Button	Description
	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
	Use these buttons to zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. NOTE: This button is available only in the thumbnail view.
	Use this button to delete the selected pages. NOTE: This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These buttons are available only in the thumbnail view.

Button	Description
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

9. When the document is ready, select Save to save the file to the storage folder.

Print from job storage on the printer

Use this procedure to print a scanned document that is in a job storage folder on the printer.

1. From the Home screen on the printer control panel, navigate to the Print application, select the Print icon, and then select Print from Job Storage.

2. Under Stored Jobs to Print, select Choose, select the folder in which the document is saved, select the document, and then select Select.

3. If the document is private, enter the four-digit PIN in the Password field, and then select OK.

4. To adjust the number of copies, touch the box to the left of the Print button, and then select the number of copies from the keypad that opens. Select the Close button ![button] to close the keypad.

5. Select Print to print the document.

Scan to USB drive

Scan a document directly to a USB drive.

Introduction

The printer can scan a file and save it to a USB flash drive.

Scan to USB drive

Use the following steps to scan a document directly to a USB drive.

NOTE: You might be required to sign in to the printer to use this feature.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. Insert the USB drive into the USB port near the printer control panel.

3. From the Home screen on the printer control panel, navigate to the Scan application, select the Scan icon, and then select Scan to USB Drive.

4. Select the USB drive under Destination, and then select the save location (either the root of the USB drive or an existing folder).

5. Touch the File Name text field to open a touchscreen keyboard, type the name for the file, and then select the Enter button ⏎ .

6. To configure settings, such as File Type and Resolution, Original Sides, and Content Orientation, select Options in the lower left corner, and then select the settings from the Options menus. Select Done if prompted.

7. Optional Preview: Touch the right pane of the screen to preview the document. You can use the Expand and Collapse buttons on the left side of the preview pane to expand and collapse the preview screen.

Table 6-15 Buttons on the left side of the preview pane

Button	Description
◀	Expand the preview screen.
▶	Collapse the preview screen.

Use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

Table 6-16 Buttons on the right side of the preview pane

Button	Description
⊞ / ▦	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
🔍	Use these buttons to zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.

Table 6-16 Buttons on the right side of the preview pane (continued)

Button	Description
	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

8.   When the document is ready, select Save to save the file to the USB drive.

Use HP JetAdvantage business solutions

HP JetAdvantage solutions are workflow and printing solutions that are easy to use, and both network- and cloud-based. HP JetAdvantage solutions are designed to help businesses of all types, including healthcare, financial services, manufacturing, and public sector, manage a fleet of printers and scanners.

HP JetAdvantage Solutions include:

- HP JetAdvantage Security solutions

- HP JetAdvantage Management solutions

- HP JetAdvantage Workflow solutions

- HP JetAdvantage Mobile Printing solutions

For more information about HP JetAdvantage business workflow and printing solutions, go to www.hp.com/go/PrintSolutions.

Additional scan tasks

Locate information on the Web for performing common scan tasks.

Go to www.hp.com/support/ljE72725MFP.

Instructions are available for performing specific scan tasks, such as the following:

- Copy or scan pages from books or other bound documents
- Send a scanned document to a folder in the printer memory
- Copy or scan both sides of an identification card
- Copy or scan a document into a booklet format

7 Fax

Configure the fax features, and send and receive faxes using the printer.

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

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

Set up fax

Set up the fax features for the printer.

Introduction

This information applies to fax and Flow models, or to other printers when an optional analog fax accessory has been installed. Before continuing, connect the printer to a phone line (for analog fax) or to an Internet or network fax service.

Set up fax by using the printer control panel

Configure the fax features using the control panel.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

b. Internal Fax Modem Setup

> **NOTE:** If the Internal Fax Modem Setup menu does not appear in the menu listing, LAN or Internet fax might be enabled. When LAN or Internet fax is enabled, the analog fax accessory is disabled and the Internal Fax Modem Setup menu does not display. Only one fax feature, either LAN fax, analog fax, or Internet fax, can be enabled at a time. To use analog fax when LAN fax is enabled, use the HP Embedded Web Server to disable LAN fax.

3. Select the location from the list on the right side of the screen, and then select Next.

4. Touch the Company Name text field, and use the keypad to type the company name.

5. Touch the Fax Number text field, and use the keypad to type the sending fax number. Select Next.

6. Verify that the date and time settings are correct. Make changes as necessary, and then select Next.

7. If a dialing prefix is required for sending faxes, touch the Dialing Prefix text field, and use the keypad to enter the number.

8. Review all the information on the left pane, and then select Finish to complete the fax setup.

Change fax configurations

Change or update fax settings.

> **NOTE:** The settings configured using the control panel override any settings made in the HP Embedded Web Server.

Fax dialing settings

Use the following steps to change the fax dialing settings.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Send Settings

   c. Fax Dialing Settings

3. Configure any of the following settings, and then select Done.

Table 7-1 Fax dialing settings

Menu item	Description
Redial on Error	The Redial on Error feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
Redial on No Answer	The Redial on No Answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the location setting. The interval between retries is set by the Redial Interval setting.
Redial on Busy	The Redial on Busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.

Table 7-1 Fax dialing settings (continued)

Menu item	Description
Redial Interval	The Redial Interval setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs. **NOTE:** You might observe a redial message on the control panel when both the Redial on Busy and Redial on No Answer settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs three automatic redial attempts regardless of the redial settings. During this redial operation, a message displays on the control panel to indicate that a redial is in progress.
Fax Send Speed	The Fax Send Speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax. ● Fast (v.34 – 33.6k) ● Medium (v.17 – 14.4k) ● Slow (v.29 – 9.6k)
Line Monitor Volume	Use the Line Monitor Volume setting to control the printer's dialing volume level when sending faxes.
Dialing Mode	The Dialing Mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
Dialing Prefix	The Dialing Prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.
Detect Dial Tone	The Detect Dial Tone setting determines whether the fax checks for a dial tone before sending a fax.

General fax send settings

Use the following steps to change the fax send settings.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Send Settings

   c. General Fax Send Settings

3. Configure any of the following settings, and then select Done.

Table 7-2 Fax send settings

Menu item	Description
Fax Number Confirmation	When the Fax Number Confirmation feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
PC Fax Send	Use the PC Fax Send feature to send faxes from a PC. This feature is enabled by default.

Table 7-2 Fax send settings (continued)

Menu item	Description
Error Correction Mode	Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the Error Correction Mode setting is on, the fax accessory can request that the error portion of the fax be sent again. The Error Correction Mode feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection. NOTE: Some VoIP providers might suggest turning off the Error Correction Mode setting. However, this is not usually necessary.
Fax Header	Use the Fax Header feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlaid on top of the previous header.

Fax receive settings

Use the following steps to change the fax receive settings.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Receive Settings

   c. Fax Receive Setup

3. Configure any of the following settings, and then select Done.

Table 7-3 Fax receive settings

Menu item	Description
Receive Mode	The Receive Mode setting determines how the fax accessory receives fax jobs. Select one of the following options: ● Automatic ● TAM ● Fax/Tel ● Manual
Rings to Answer	The Rings to Answer setting determines the number of times the phone rings before the call is answered by the fax accessory. NOTE: The default range for the available options for the Rings to Answer setting is location-specific. The range of possible Rings to Answer options is limited by location. If the fax accessory is not answering, and the Rings to Answer setting is **1**, try increasing it to **2**.
Ring Volume	The Ring Volume setting allows you to adjust the ringer volume.

Table 7-3 Fax receive settings (continued)

Menu item	Description
Fax Receive Speed	Touch the Fax Receive Speed drop-down menu and select one of the following options: ● Fast (v.34 – 33.6k) ● Medium (v.17 – 14.4k) ● Slow (v.29 – 9.6k)
Extension Phone	This setting allows you use a separate telephone in conjunction with the fax functions.
Allow Reprinting	This setting allows you to reprint received faxes.
Receive to PC	This setting allows you to receive faxes directly to your computer.
Fax Polling	This setting allows you to enable or disable the fax polling function.
Fax/Tel Ring Time	This setting determines the number of times the phone rings before the fax/tel mode initiates.

Send a fax

Use the following steps to send a fax from the printer.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, navigate to the Fax application, and then select the Fax icon. You might be prompted to type a user name and password.

3. Specify the recipients using one of these methods:

   ● Use the keypad to enter the recipient or recipients.

   Touch the Fax Recipients text field, and then use the keypad to enter the fax number. To send to multiple fax numbers, separate the numbers with a semicolon, or select the Enter button ⏎ on the touchscreen keyboard after typing each number.

   ● Use a contact list as follows:

      a. Select the Contacts button ▣ that is next to the Fax Recipients field to open the Contacts screen.

      b. Select the appropriate contact list.

      c. Select a name or names from the list of contacts to add to the recipients list, and then select Add.

4. To load a Quick Set, select Load, select the Quick Set, and then select Load under the Quick Sets list.

   📝 NOTE: **Quick Sets** are predefined settings for various types of output, such as Text, Photograph, and High Quality. You can select a Quick Set to view the description.

5. To configure settings, such as Resolution, Sides, and Content Orientation, select Options in the lower left corner, and then select the settings from the Options menus. Select Done if prompted.

6. Optional Preview: Touch the right pane of the screen to preview the document. You can use the Expand and Collapse buttons on the left side of the preview pane to expand and collapse the preview screen.

Table 7-4 Buttons on the left side of the preview pane

Button	Description
◀	Expand the preview screen.
▶	Collapse the preview screen.

Use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

Table 7-5 Buttons on the right side of the preview pane

Button	Description
	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
	Use these buttons to zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. NOTE: This button is available only in the thumbnail view.
	Use this button to delete the selected pages. NOTE: This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These buttons are available only in the thumbnail view.

Table 7-5 Buttons on the right side of the preview pane (continued)

Button	Description
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

7. When the document is ready, select Send to send the fax.

Create a fax printing schedule

Faxes print automatically upon receipt, but they can also be stored and printed on a schedule that you determine. After you create the schedule, you can enable or disable the schedule as needed.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Receive Settings

   c. Fax Printing Schedule

3. Under Incoming Fax Options, select Use Schedule.

4. Select New Event.

5. Select an option under Event Type.

   ● Begin Printing

   ● Begin Storing

6. Choose a time and the day. You can select multiple days.

7. Select Save. To add another event, repeat steps 4 – 6.

8. Select Done to enable the fax printing schedule.

Block incoming faxes

Use the fax block list setting to create a list of blocked phone numbers. When a fax is received from a blocked phone number, the fax is not printed and is immediately deleted from memory.

Create a list of blocked fax numbers

Use the following steps to create the list of fax numbers to block.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    a. Fax

    b. Fax Receive Settings

    c. Blocked Fax Numbers

3. Use one of the following options to add a number to the list:

    - Select Add Last Sender.

    - Select the New Fax Number field, type the number on the keypad that appears, and then select the Enter button ⏎ . To add additional numbers, type the number and select the Enter button ⏎ .

4. Select Done.

Delete numbers from the list of blocked fax numbers

Use the following steps to remove numbers from the list of blocked fax numbers.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    a. Fax

    b. Fax Receive Settings

    c. Blocked Fax Numbers

3. Select one or more existing fax numbers in the list, or select Select All if youwant to remove all the numbers.

4. Select the Trash button 🗑 , and then select Delete on the confirmation prompt.

Additional fax tasks

Locate information on the Web for performing common fax tasks.

Go to www.hp.com/support/ljE72725MFP.

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

- Create and manage fax speed dial lists

- Configure fax billing codes

- Use a fax printing schedule

- Block incoming faxes

- Fax archiving and forwarding

8 Manage the printer

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

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

For more information:

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

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

Advanced configuration with the HP Embedded Web Server (EWS)

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

Introduction

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

- View printer status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the printer control-panel menu configuration
- View and print internal pages
- Receive notification of printer and supplies events
- View and change network configuration

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

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

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

How to access the HP Embedded Web Server (EWS)

Use the following steps to open the EWS.

1. From the Home screen on the printer control panel, touch the Information icon ⓘ , and then touch the Ethernet icon 品 to display the IP address or host name.

2. Open a web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the `Enter` key on the computer keyboard. The EWS opens.
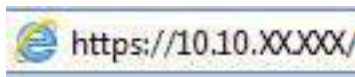
> **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Windows® 7

- Internet Explorer (version 8.x or greater)

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

macOS

- Safari (version 5.x or greater)

- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

HP Embedded Web Server features

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

Figure 8-1 EWS Tabs
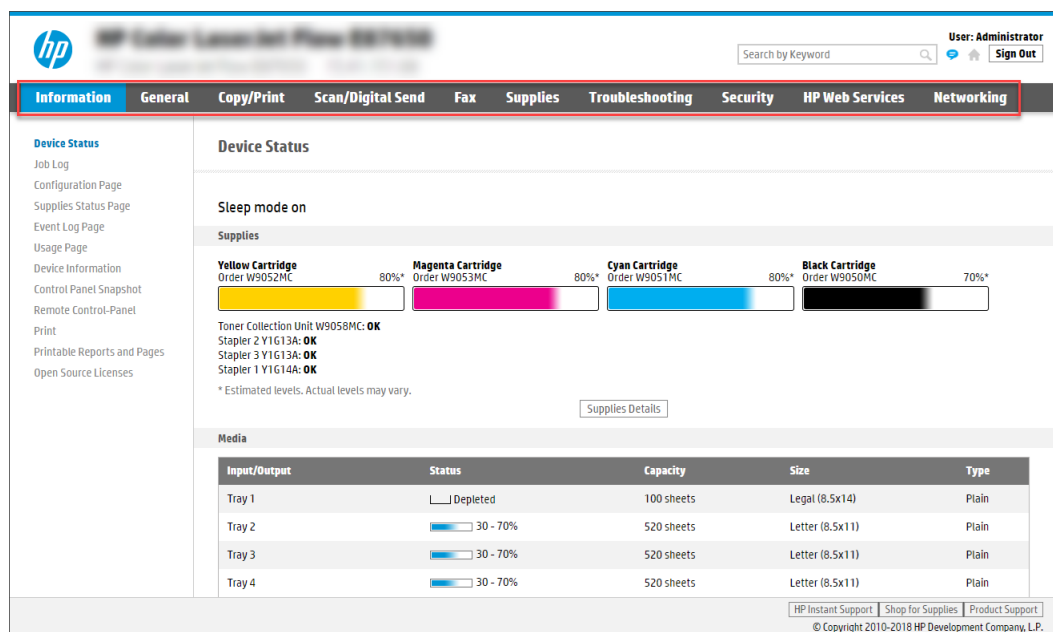
NOTE: **Copy/Print**, **Scan/Digital Send**, and **Fax** tabs only appear for multi-function printers (MFPs). A **Print** tab appears for single-function printers (SFPs).

Information tab

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

Table 8-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the **Other Links** area on all HP Embedded Web Server pages) to connect to a set of dynamic web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.

General tab

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

Table 8-2 HP Embedded Web Server General tab

Menu	Description
Control Panel Customization	Reorder, show, or hide features on the control-panel display.
	Change the default display language and keyboard layouts.
Quick Sets	Configure jobs that are available in the **Quick Sets** area of the Home screen on the printer control panel.
Alerts	Set up email alerts for various printer and supplies events.
Control Panel Settings App	Shows the Settings app options that are available on the printer control panel.
General Settings	Configure how the printer recovers from jams and other general printer settings.
AutoSend	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another website. This link displays in the footer area on all HP Embedded Web Server pages.
Ordering Information	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
Device Information	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
Language	Set the language in which to display the HP Embedded Web Server information.
Firmware Upgrade	Download and install printer firmware upgrade files.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit a wake time, sleep time, and sleep delay for the printer. Set a different schedule for each day of the week and for holidays.
	Set which interactions with the printer cause it to wake from sleep mode.
Back up and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Reset Factory Settings	Restore printer settings to the factory defaults.
Solution Installer	Install third-party software packages that extend or modify the functionality of the printer.
Job Statistics Settings	Provides connection information about third-party job-statistics services.
Quota Settings	Provides connection information about third-party job-quota services.

Copy/Print tab

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

Table 8-3 HP Embedded Web Server Copy/Print tab

Menu	Description
Print from USB Drive Settings	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory.

Table 8-3 HP Embedded Web Server Copy/Print tab (continued)

Menu	Description
	Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Restrict Color (Color printers only)	Permit or restrict color printing and copying. Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs, including copy jobs and received faxes.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Copy Settings	Configure the default options and Quick Sets for copy jobs. NOTE: If job-specific copy setting options are not set from the control panel at the start of a job, the default settings will be used for the job.
Manage Trays	Configure settings for paper trays.

Scan/Digital Send tab

Table 8-4 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
Scan to Email Settings	Configure the default email settings for digital sending, including the following: ● Settings for the outgoing mail (SMTP) server ● Settings for Email Quick Sets jobs ● Default message settings, such as the "From" address and the subject line ● Settings for digital signatures and encryption ● Settings for email notifications ● Default scan settings for email jobs ● Default file settings for email jobs
Scan to Network FolderSettings	Configure the network folder settings for digital sending, including the following: ● Settings for Quick Sets jobs saved in a network folder ● Settings for notifications ● Default scan settings for jobs saved in a network folder ● Default file settings for jobs saved in a network folder
Scan to SharePoint® Settings (Flow models only)	Configure the Microsoft SharePoint® settings for digital sending, including the following: ● Settings for Quick Sets jobs saved in a document library on the SharePoint® site ● Default settings for jobs saved in a document library on the SharePoint® site
Scan to USB Drive Settings	Configure the USB settings for digital sending, including the following: ● Settings for Quick Sets jobs saved on a USB flash drive

Table 8-4 HP Embedded Web Server Scan/Digital Send tab (continued)

Menu	Description
	• Settings for notifications
	• Default scan settings for jobs saved on a USB flash drive
	• Default file settings for jobs saved on a USB flash drive
Contacts	Manage contacts, including the following:
	• Add email addresses into the printer one at a time.
	• Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time.
	• Export contacts from the printer into a .CSV file on the computer to use as a data backup, or import the records onto another HP printer.
	• Edit email addresses that have already been saved in the printer.
Email and Scan to Network Folder Quick Setup Wizards	Configure the printer to send scanned images as email attachments. Configure the printer to save scanned images to network-folder Quick Sets. Quicks Sets provide easy access to files saved on the network.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab

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

Table 8-5 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following:
	• Default settings for outgoing faxes
	• Settings for fax Quick Sets jobs
	• Settings for notifications
	• Default setting for sending faxes using the internal fax modem
	• Settings for using a LAN fax service
	• Settings for using an Internet fax service
Fax Speed Dials	Manage speed dials, including the following:
	• Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer.
	• Export email, fax, or user records from the printer into a file on the computer to use as a data backup, or import the records onto another HP printer.
Fax Receive Setup	Configure default print options for incoming faxes, and set up a fax printing schedule.
Fax Archive and Forwarding	Enable or disable fax archiving and fax forwarding, and configure basic settings for each:
	• Fax archiving is a method to send a copy of all incoming and outgoing faxes to an email address, a network folder, or an FTP server.

Table 8-5 HP Embedded Web Server Fax tab (continued)

Menu	Description
	● Fax forwarding is a method to forward incoming faxes to a different fax device.
Fax Activity Log	Contains a list of the faxes that have been sent from or received by this printer.

Supplies tab

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

Table 8-6 HP Embedded Web Server Supplies tab

Menu	Description
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.

Troubleshooting tab

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

Table 8-7 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer.
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data NOTE: This item is available only if an administrator password is set from the **Security** tab.	Export printer information to a file that can be useful for detailed problem analysis.
Calibration/Cleaning (Color printers only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
Restore Factory Settings	Restore printer settings to factory defaults.
Firmware Upgrade	Download and install printer firmware upgrade files.

Security tab

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

Table 8-8 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: ● Configure an administrator password to restrict access to certain features on the printer. ● Set PJL password for processing PJL commands.

Table 8-8 HP Embedded Web Server Security tab (continued)

Menu	Description
	• Set file system access and firmware upgrade security.
	• Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer.
	• View the status of all security settings.
Account Policy	Enable administrator account settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer.
	Configure settings for jobs that are stored on the printer hard drive.
Manage Remote Apps	Manage or whitelist remote apps by importing or deleting certificates that allow devices to use this product.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. It is necessary to Enable HP Web Services to use the HP ePrint feature.

Table 8-9 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
HP JetAdvantage	Access solutions that extend the capabilities of the printer
Smart Cloud Print	Enable Smart Cloud Print, which allows access to web-based apps that extend the capabilities of the printer.

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 8-10 HP Embedded Web Server Networking tab

Menu	Description
Configuration	
Wireless Station	Configure the initial wireless settings

Table 8-10 HP Embedded Web Server Networking tab (continued)

Menu	Description
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. **NOTE:** The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. **NOTE:** The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.
Google Cloud Print	
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.
Security	
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. **NOTE:** Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following: ● Set or change the administrator password to control access to configuration parameters. ● Request, install, and manage digital certificates on the HP Jetdirect print server. ● Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure security settings.
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: ● Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. ● Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. ● Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.

Table 8-10 HP Embedded Web Server Networking tab (continued)

Menu	Description
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

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

> NOTE: The following are the default links.

Table 8-11 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connect to the HP website to find solutions to printer problems.
Shop for Supplies	Connect to the HP website for information on purchasing original HP supplies, such as cartridges and paper.
Product Support	Connect to the support site for the printer to search for help on various topics.

Configure IP network settings

Use the EWS to configure the printer network settings.

Printer sharing disclaimer

Review the following disclaimer.

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

View or change network settings

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

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

   a. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon ⛓ to display the IP address or host name.

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

   🌐 https://10.10.XX.XXX/
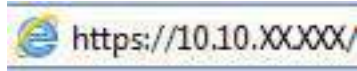
   > **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Click the **Networking** tab to obtain network information. Change settings as needed.

Rename the printer on a network

To rename the printer on a network so that it can be uniquely identified, use the HP Embedded Web Server.

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

   a. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon ⛓ to display the IP address or host name.

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

   🌐 https://10.10.XX.XXX/
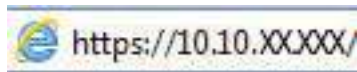
   > **NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

2. Open the **General** tab.

3. On the Device Information page, the default printer name is in the **Device Name** field. You can change this name to uniquely identify this printer.

   > **NOTE:** Completing the other fields on this page is optional.

4. Click the **Apply** button to save the changes.

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Networking

   b. Ethernet

   c. TCP/IP

   d. IPV 4 Settings

   e. Config Method

3. Select the Manual option, and then touch the Save button.

4. Open the Manual Settings menu.

5. Touch the IP Address, Subnet Mask, or Default Gateway option.

6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the OK button.

   Repeat the process for each field, and then touch the Save button.

Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel Settings menus to manually set an IPv6 address.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. To enable manual configuration, open the following menus:

   a. Networking

   b. Ethernet

   c. TCP/IP

   d. IPV6 Settings

3. Select Enable, and then select On.

4. Select the Enable Manual Settings option, and then touch the Done button.

5. To configure the address, open the Address menu, and then touch the field to open a keypad.

6. Use the keypad to enter the address, and then touch the OK button.

7. Touch Save.

Link speed and duplex settings

Use the following steps to make changes to link speed and duplex settings.

📝 NOTE: This information applies only to Ethernet networks. It does not apply to wireless networks.

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

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

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Networking

   b. Ethernet

   c. Link Speed

3. Select one of the following options:

   ● Auto: The print server automatically configures itself for the highest link speed and communication mode allowed on the network.

   ● 10T Half: 10 megabytes per second (Mbps), half-duplex operation

   ● 10T Full: 10 Mbps, full-duplex operation

   ● 10T Auto: 10 Mbps, automatic-duplex operation

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

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

   ● 100TX Auto: 100 Mbps, automatic-duplex operation

   ● 1000T Full: 1000 Mbps, full-duplex operation

4. Touch the Save button. The printer turns off and then on.

Printer security features

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

Introduction

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

Security statements

Review this important security statement.

The printer supports security standards and recommended protocols that help you keep the printer secure, protect critical information on your network, and simplify the way you monitor and maintain the printer.

Assign an administrator password

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

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

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

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

    a. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 品 to display the IP address or host name.

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

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

2. Click the **Security** tab.

3. Open the **General Security** menu.

4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.

5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

    > **NOTE:** To change an existing password, first enter the existing password in the **Old Password** field.

6. Click the **Apply** button.

    > **IMPORTANT:** Make note of the password and store it in a safe place. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support for the assistance required to completely reset the printer.
    >
    > Click here to contact HP Support about resetting the printer password.

Provide user access credentials at the printer control panel

Use the following steps to sign into the control panel.

Some features on the printer control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the printer prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by selecting Sign In from the printer control panel.

Typically, the credentials for signing in to the printer are the same as for signing in to the network. Consult the network administrator for this printer if you have questions about which credentials to use.

1. From the Home screen on the printer control panel, select Sign In.

2. Follow the prompts to enter the credentials.

> **NOTE:** To maintain security for the printer, select Sign Out when you have finished using the printer.

IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the printer. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For printers that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Encryption support: HP High Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting printer performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

Use the **Security** menu in the HP Embedded Web Server to configure the disk.

Lock the formatter

The formatter has a slot that you can use to attach a security cable.

Locking the formatter prevents someone from removing valuable components from it.

Energy-conservation settings

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

Set the sleep timer and configure the printer to use 1 watt or less of power

The sleep settings affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.

To configure the printer to use 1 watt or less of power while in sleep mode, enter times for both the Sleep after Inactivity and Auto Off after sleep settings.

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. General

   b. Energy Settings

   c. Sleep Settings

3. Select Sleep after Inactivity to specify the number of minutes the printer is inactive before it enters sleep mode. Enter the appropriate time period.

4. Select Auto Off after sleep to put the printer into a deeper power save mode after a period of sleep. Enter the appropriate time period.

> **NOTE:** By default, the printer will wake from Auto Off in response to any activity other than USB or Wi-Fi. For greater energy settings, you can set it to wake only to the power button by selecting Shut down (wake on power button only).

5. Select Done to save the settings.

Set the sleep schedule

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    a. General

    b. Energy Settings

    c. Sleep Schedule

3. Select the New Event button, and then select the type of event to schedule: Wake Event or Sleep Event.

4. For a wake or sleep event, configure the time and the days of the week for the event. Select Save to save the setting.

HP Web Jetadmin

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

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

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

Download the most recent firmware update file from the web:

Go to www.hp.com/support/ljE72725MFP. Click **Software, Drivers and Firmware**.

9   Solve problems

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

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljE72725MFP.

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 9-1 Customer support options

Support option	Location
Get telephone support for your country/region. Have the printer name, serial number, date of purchase, and problem description ready.	Country/region phone numbers are on the flyer that was in the box with the printer or at support.hp.com.
Get 24-hour Internet support, and download software utilities and drivers.	www.hp.com/support/ljE72725MFP
Order additional HP service or maintenance agreements.	www.hp.com/go/carepack
Register the printer.	www.register.hp.com

Control panel help system

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

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

Some Help screens include animations that show specific procedures, such as clearing paper jams.

If the printer alerts of an error or warning, touch the Help button ❓ to open a message that describes the problem. The message also contains instructions to help solve the problem.

Reset factory settings

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

Introduction

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

Method one: Reset factory settings from the printer control panel

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

    a. General

    b. Reset Factory Settings

3. Select Reset.

    A verification message advises that completing the reset function might result in loss of data.

4. Select Reset to complete the process.

NOTE: The printer restarts automatically after the reset operation completes.

Method two: Reset factory settings from the HP Embedded Web Server (network-connected printers only)

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

1. On the printer control panel, select the Information button 🛈 , and then select the Network icon ⇢ to display the IP address or host name.

2. Open the **General** tab.

3. On the left side of the screen, click **Reset Factory Settings**.

4. Click the **Reset** button.

NOTE: The printer restarts automatically after the reset operation completes.

A "Cartridge is low" or "Cartridge is very low" message displays on the printer control panel or EWS

Review the possible solutions to this issue.

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.

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

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

Printer does not pick up paper or misfeeds

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

Introduction

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

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.

2. Load the tray with the correct size of paper for the job.

3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure 9-1 Size markings for Tray 1 or the multipurpose tray
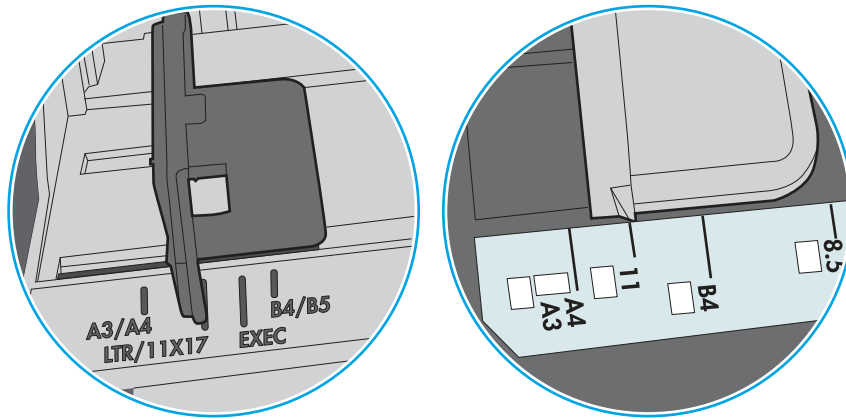
Size markings for cassette trays

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

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

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

Figure 9-3 Technique for flexing the paper stack
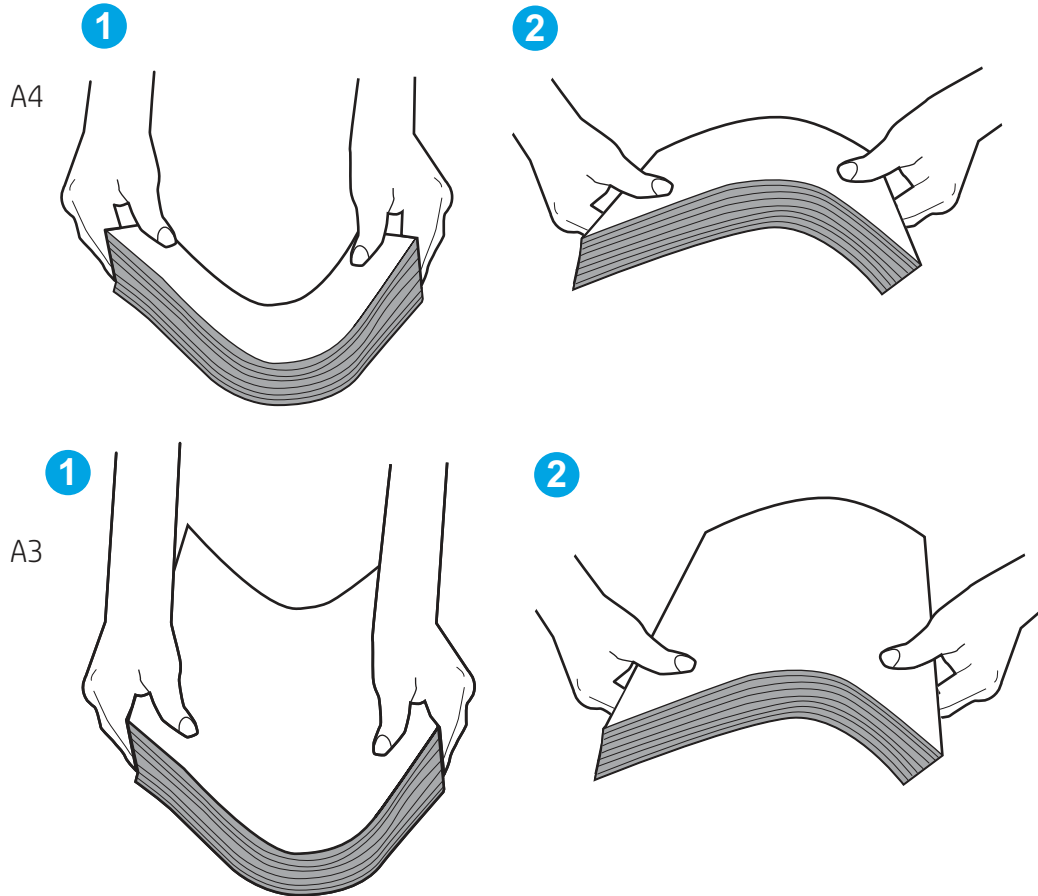
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

Figure 9-4 Roller locations for Tray 1 or the multipurpose tray
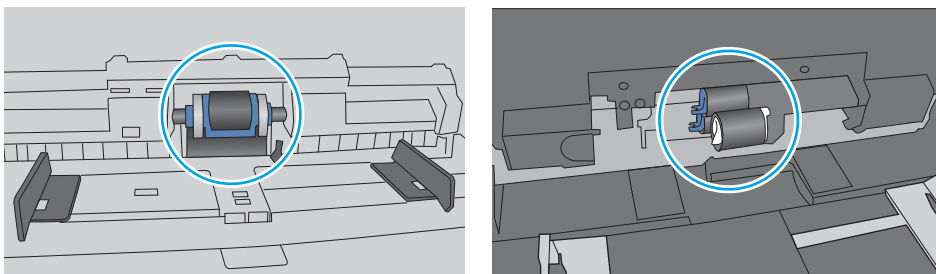
The printer picks up multiple sheets of paper

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

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

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

    Figure 9-5 Technique for flexing the paper stack
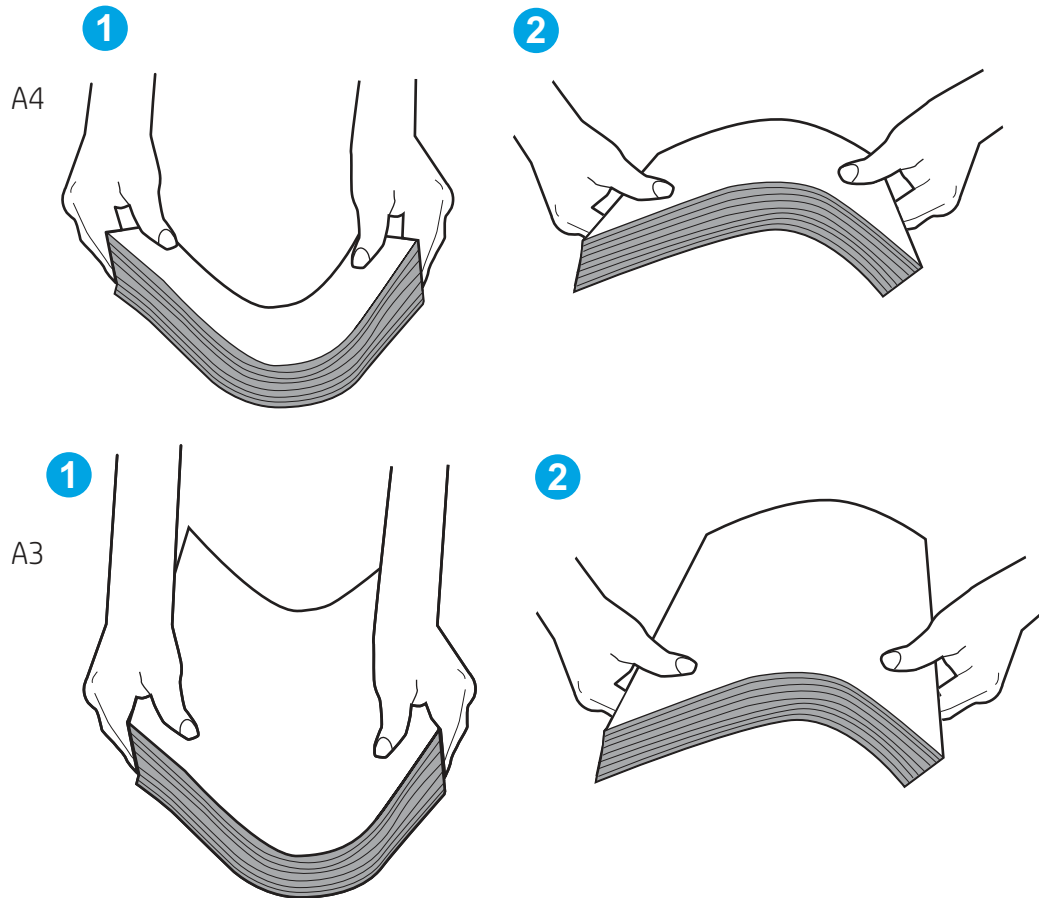
2. Use only paper that meets HP specifications for this printer.

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

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

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

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

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

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

Figure 9-6 Stack-height markings
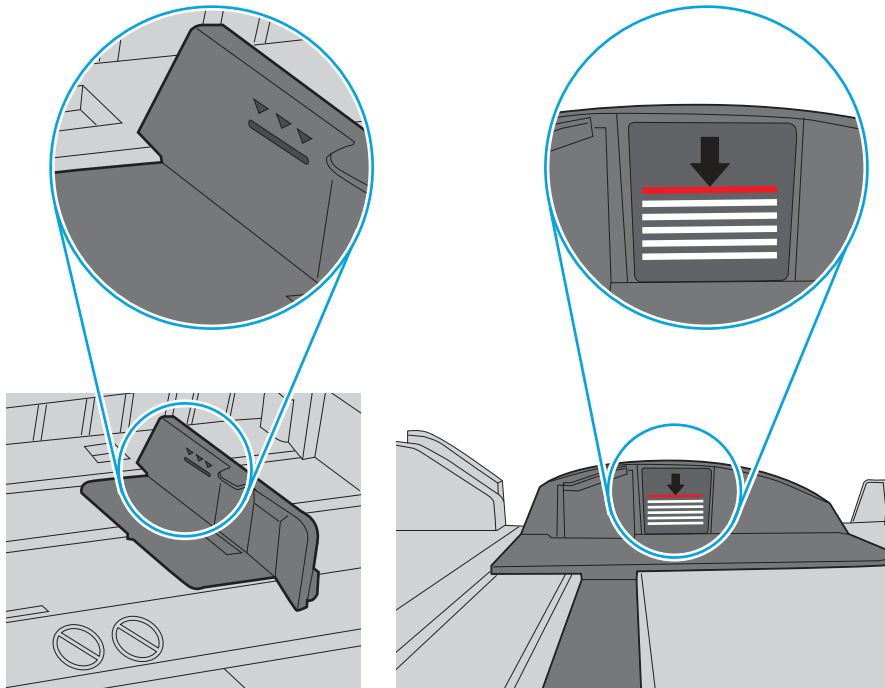
Figure 9-7 Tab for the paper stack
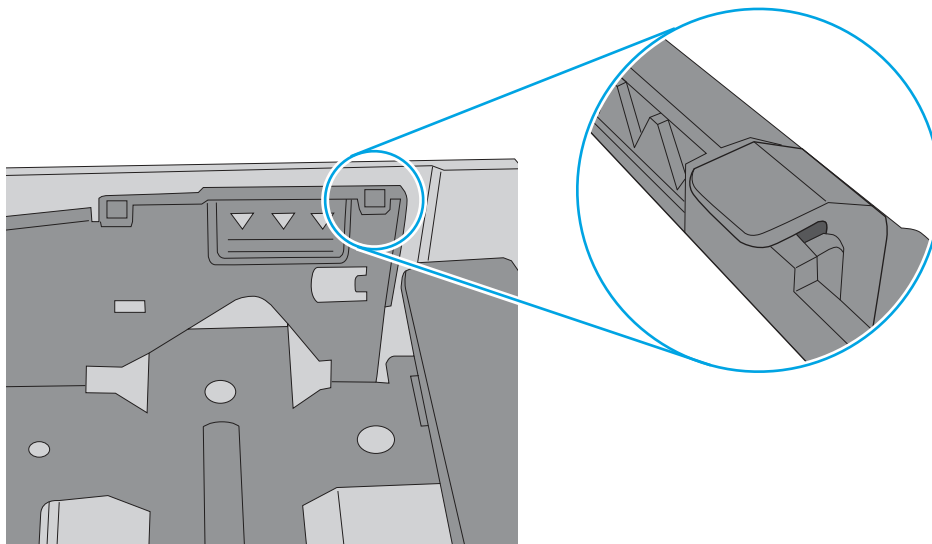
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure 9-8 Size markings for Tray 1 or the multipurpose tray
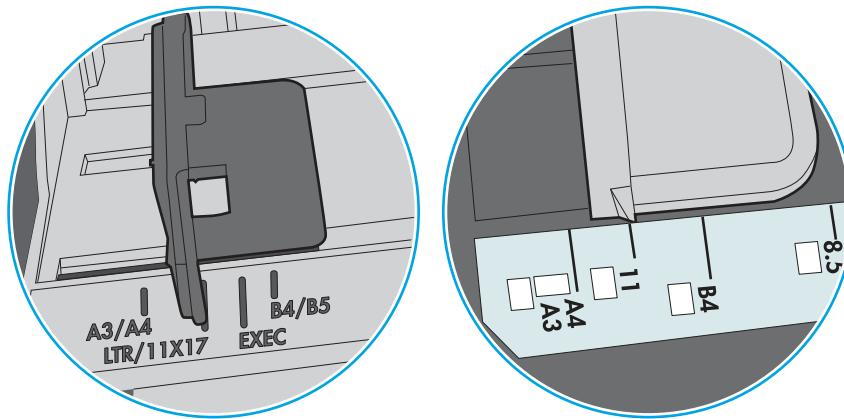
Figure 9-9 Size markings for cassette trays
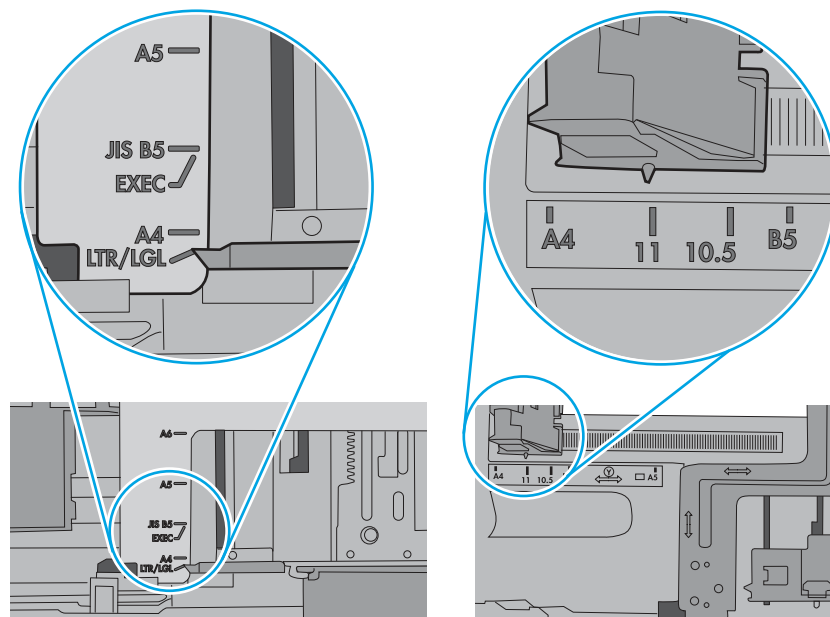
7. Make sure the printing environment is within recommended specifications.

The document feeder jams, skews, or picks up multiple sheets of paper

If the document feeder jams, skews, or picks up multiple sheets of paper, try these solutions.

📝 NOTE: This information applies to MFP printers only.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.

- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.

- Make sure that the top document-feeder cover is closed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.

- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.

- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.

- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.

- From the Home screen on the printer control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

Clear paper jams

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

Introduction

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

Paper jam locations

Jams can occur in these locations.
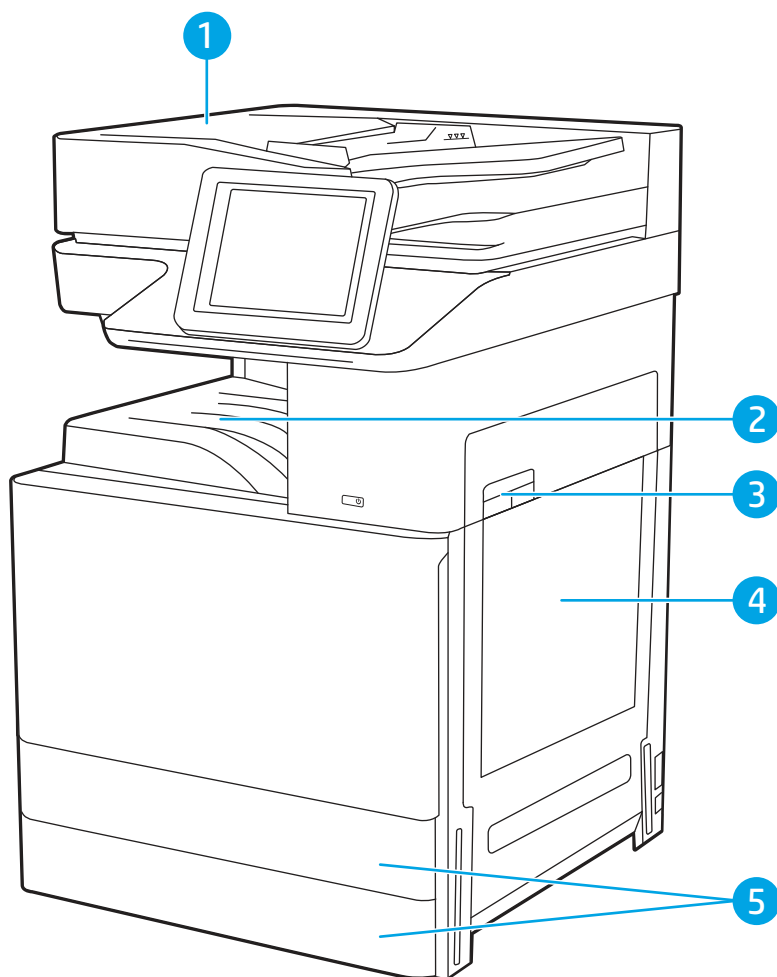
Item	Description
1	Document feeder
2	Output bin
3	Right door and fuser area
4	Tray 1 (multipurpose tray)
5	Tray 2 and Tray 3

Auto-navigation for clearing paper jams

Learn about printer jam clearing auto-navigation.

The auto-navigation feature assists in clearing jams by providing step-by-step instructions on the control panel.

When you complete a step, the printer displays instructions for the next step until you have completed all steps in the procedure.

Experiencing frequent or recurring paper jams?

To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this printer.

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

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

6. Make sure that the tray is fully inserted in the printer.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

9. Make sure the printing environment is within recommended specifications.

Clear paper jams in the document feeder (31.13.yz)

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the document-feeder cover.
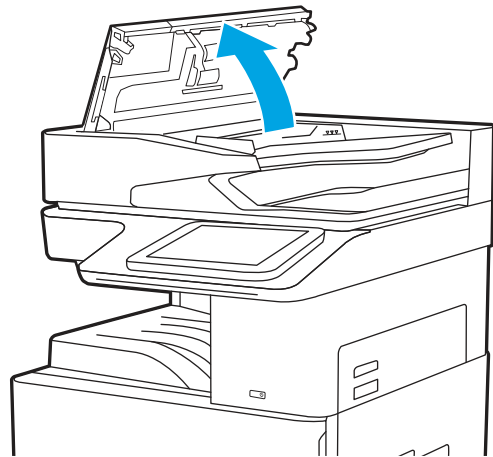
2. Remove any jammed paper. To remove the jammed paper easily, turn the green wheel.
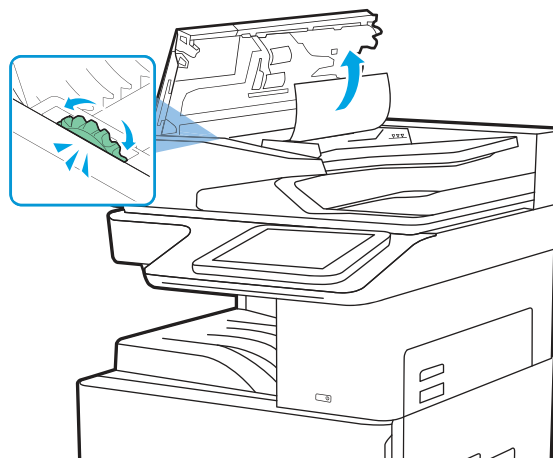
3. Close the document-feeder cover.
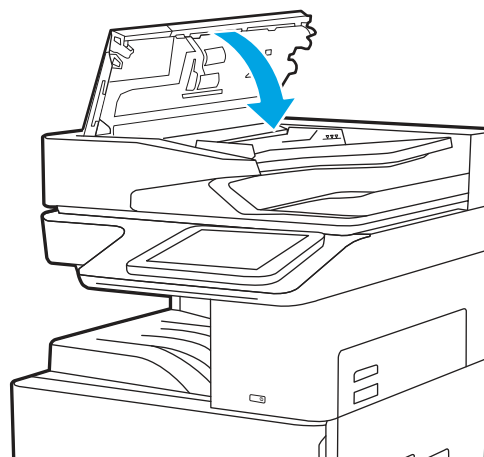
📝 **NOTE:** To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents.

📝 **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Clear paper jams in Tray 1 (multipurpose tray) (13.A1)

Use the following procedure to clear paper jams in Tray 1 (multipurpose tray). When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Gently remove the jammed paper.
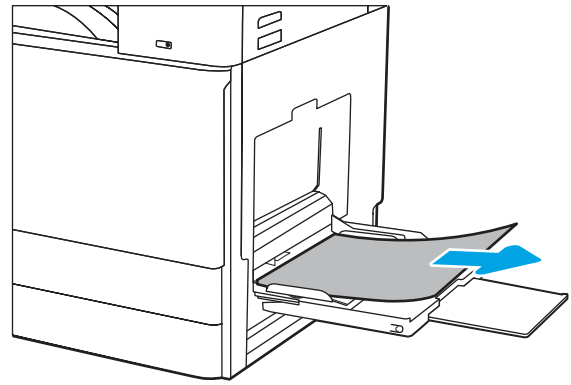
2. Open and then close the front door to resume printing.

Clear paper jams in Tray 2, Tray 3 and the optional 2 x 520-sheet trays (13.A2, 13.A3, 13.A4)

Use the following procedure to check for paper in all possible jam locations related to Tray 2, Tray 3, or the optional 2 x 520-sheet trays. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

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

📝 NOTE: The procedure to clear a paper jam in Tray 3, or in the optional 2 x 520-sheet trays, is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the right door.
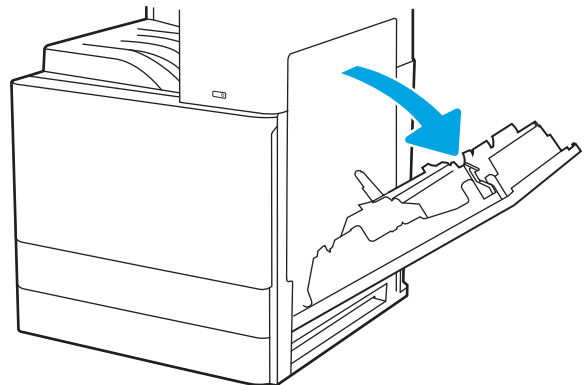
2.	Gently remove any jammed paper.
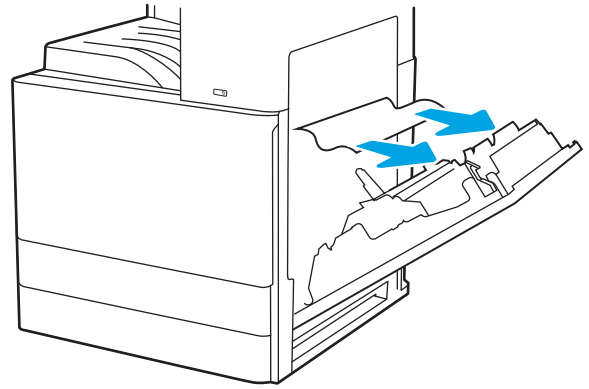
3.	Close the right door.
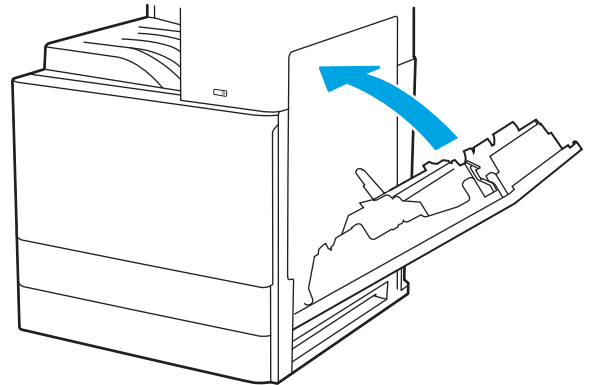
4.	Open the tray.
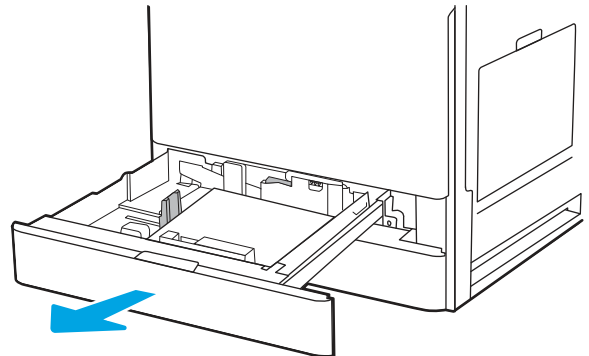
5.	Gently remove any jammed paper.
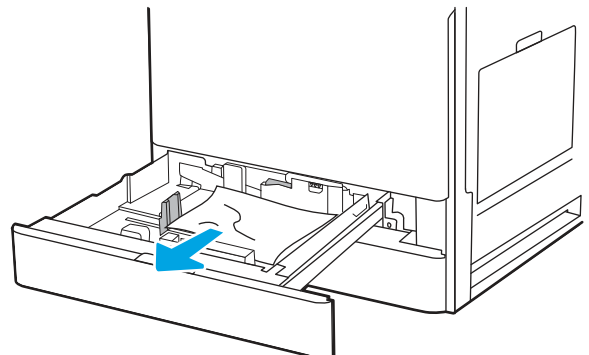
6. Close the tray. Printing automatically resumes.
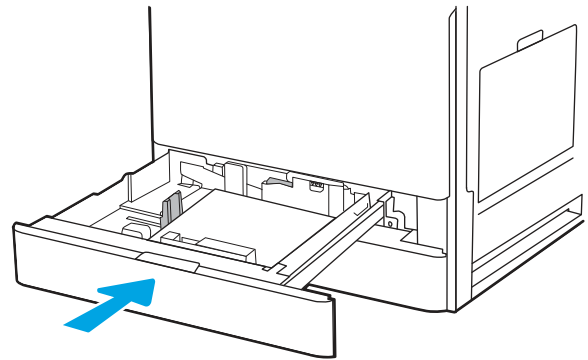
Clear paper jams in the output bin (13.E1)

Use the following procedure to check for paper in all possible jam locations in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. If paper is visible in the output bin, grasp the leading edge and remove it.
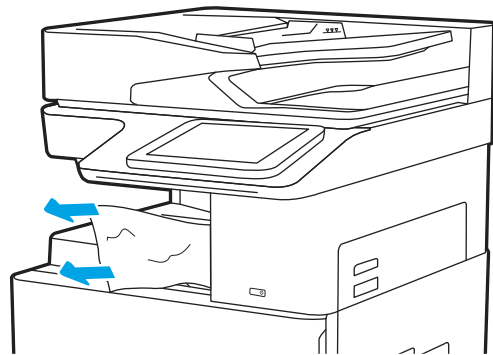
Clear paper jams in the right door and fuser area (13.B9, 13.B2, 13.FF)

Use the following procedure to clear paper jams in the right door and fuser area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

📝 **NOTE:** The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

1. Open the right door.
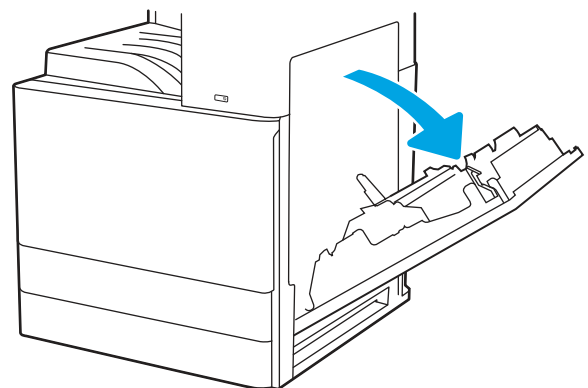
2. Gently remove any jammed paper.
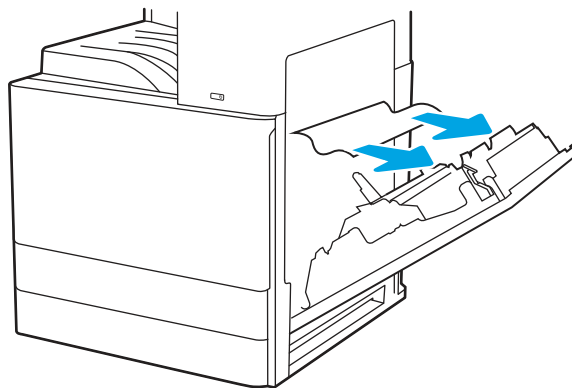
3. Close the right door.
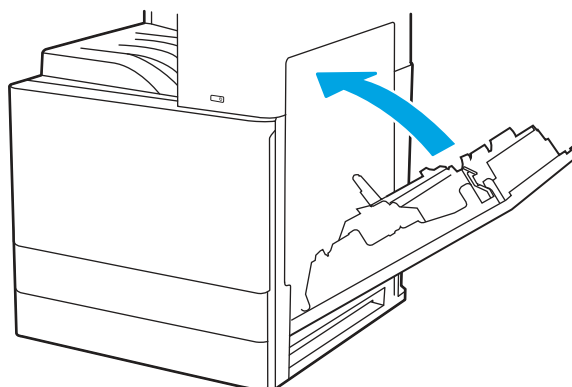
Resolve print-quality problems

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

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.

To troubleshoot specific image defects, see Troubleshoot image defects.

Update the printer firmware

Try upgrading the printer firmware.

See 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 control panel

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

1. Open and close the paper tray.

2. Follow the control panel prompts to confirm or modify the paper type and size settings for the tray.

3. Make sure the paper loaded meets specifications.

4. Adjust the humidity and resistance setting on the control panel to match the environment.

   a. Open the following menus:

      i. Settings

      ii. Copy/Print

      iii. Print quality

      iv. Adjust paper type

   b. Select the paper type that matches the type loaded in the tray.

   c. Use the arrows to increase or decrease the humidity and resistance setting.

5. Make sure the driver settings match the control panel settings.

> **NOTE:** The print driver settings will override any control panel settings.

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, select the type of paper.

5. 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 the Supplies Status Page

The supplies status page indicates the cartridge status.

1. From the Home screen on the printer control panel, select the Reports menu.

2. Select the Configuration/Status Pages menu.

3. Select Supplies Status Page, and then select Print to print the page.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

   Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/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.

Follow these steps to clean the printer paper path:

1. From the Home screen on the printer control panel, select the Support Tools menu.

2. Select the following menus:

   a. Maintenance

   b. Calibration/Cleaning

   c. Cleaning Page

3. Select Print to print the page.

A **Cleaning...** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge:

1. Remove the toner cartridge from the printer, and verify that the sealing tape has been removed.

2. Check the memory chip for damage.

3. Examine the surface of the green imaging drum.

⚠ CAUTION: Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.

5. Reinstall the toner cartridge and print a few pages to see if the problem has resolved.

Check paper and the printing environment

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

Step one: Use paper that meets HP specifications

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

- Always use a paper type and weight that this printer supports.

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.

- Use paper that has not been previously printed on.

- Use paper that does not contain metallic material, such as glitter.

- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.

- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.

- Do not place the printer in a confined space, such as a cabinet.

- Place the printer on a sturdy, level surface.

- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.

- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

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

1. From the Home screen on the printer control panel, select the Settings menu.

2. Select the following menus:

   a. Copy/Print or Print

   b. Print Quality

   c. Image Registration

3. Select Tray, and then select the tray to adjust.

4. Select Print Test Page, and then follow the instructions on the printed pages.

5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.

6. Select Done to save the new settings.

Try a different print driver

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

Download any of the following drivers from the HP printer support website: www.hp.com/support/ljE72725MFP.

Driver	Description
HP PCL 6 V3 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 www.hp.com/go/support.
HP PCL-6 V4 driver	This printer-specific print driver supports Windows 8.1 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP UPD PS driver	- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs - Provides support for printing from postscript emulation needs, or for postscript flash font support
HP UPD PCL 6	- Recommended for printing in all Windows environments - Provides the overall best speed, print quality, and printer feature support for most users - Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments - Might not be fully compatible with third-party and custom software programs that are based on PCL 5

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

Complete the following steps to adjust the print density.

1. From the Home screen on the printer control panel, select the Settings menu.

2. Open the following menus:

   a. Copy/Print or Print

   b. Print Quality

   c. Toner Density

3. Move the slider toward either Less or More to the desired density setting.

Troubleshoot image defects

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

Table 9-2 Image defects table quick reference
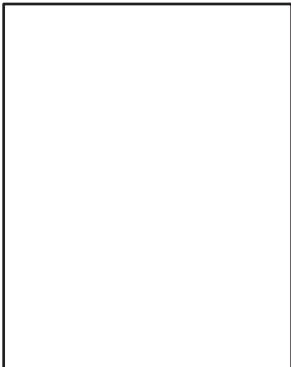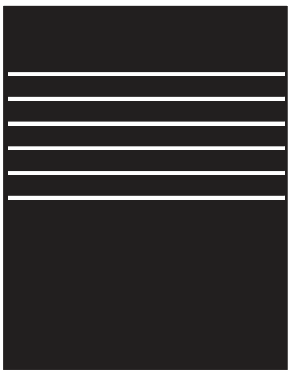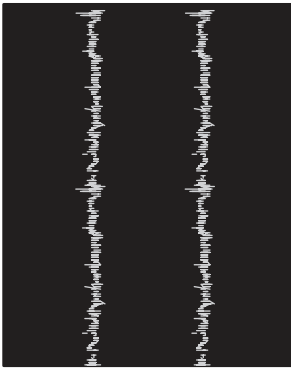
Sample	Description	Possible solutions
Table 9-9 Light print on page 144	Table 9-7 Gray background or dark print on page 143	Table 9-5 Blank page — No print on page 142
Table 9-4 Black page on page 141	Table 9-3 Banding defects on page 141	Table 9-11 Streak defects on page 145

Table 9-2 Image defects table quick reference (continued)
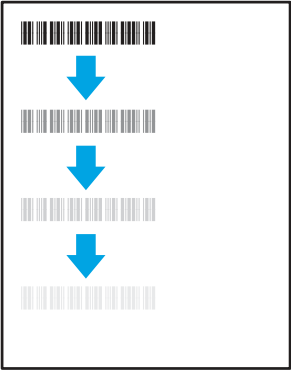
Sample	Description	Possible solutions
Table 9-6 Fixing/fuser defects on page 142	Table 9-8 Image placement defects on page 143	Table 9-10 Output defects on page 144

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 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 9-3 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.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types 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. 6. If the issue persists, go to support.hp.com.

Table 9-4 Black page

Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge. 4. If the issue persists, go to support.hp.com.

Table 9-5 Blank page — No print
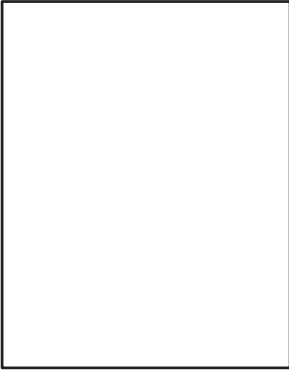
Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 9-6 Fixing/fuser defects
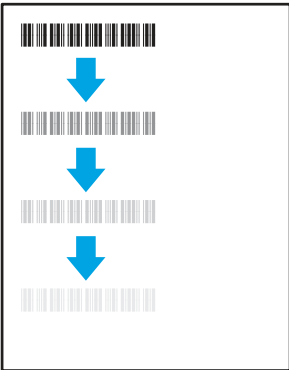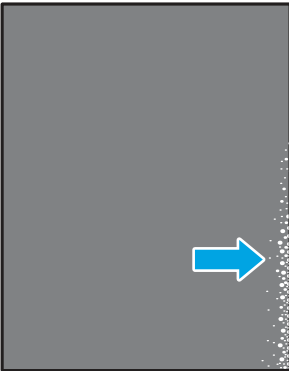
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
	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.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 9-7 Gray background or dark print

Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 9-8 Image placement defects

Sample	Description	Possible solutions
LP	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.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 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. 5. If the issue persists, go to support.hp.com.

Table 9-9 Light print

Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 9-10 Output defects
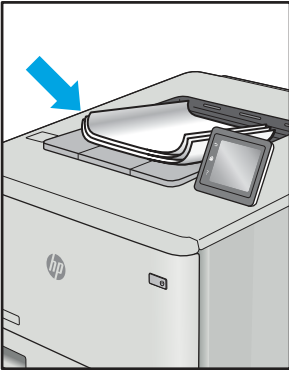
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: • **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. • **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** 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. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.

Table 9-10 Output defects (continued)
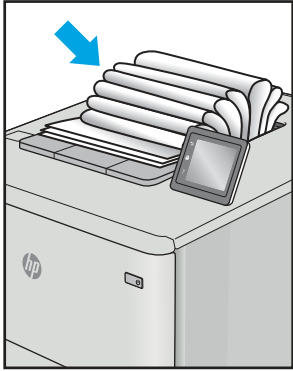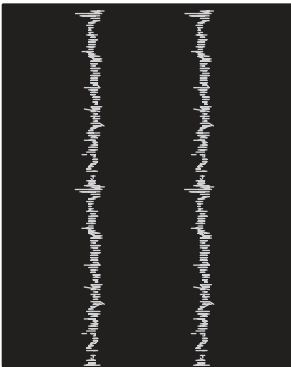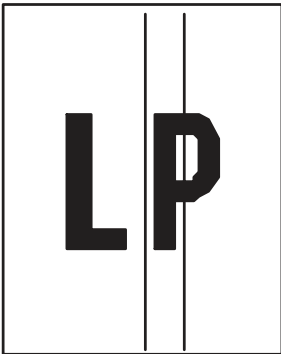
Sample	Description	Possible solutions
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: ● Extreme paper curl ● The paper in the tray is wrinkled or deformed ● The paper is a non-standard paper type, such as envelopes ● The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 9-11 Streak defects

Sample	Description	Possible solutions
	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.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. If the issue persists, go to support.hp.com. NOTE: 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.
	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.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see *Replace the toner cartridges*. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Improve copy image quality

If the printer is having copy quality problems, try the following solutions in the order presented to resolve the issue.

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.

Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.

2. Open the scanner lid.

3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.
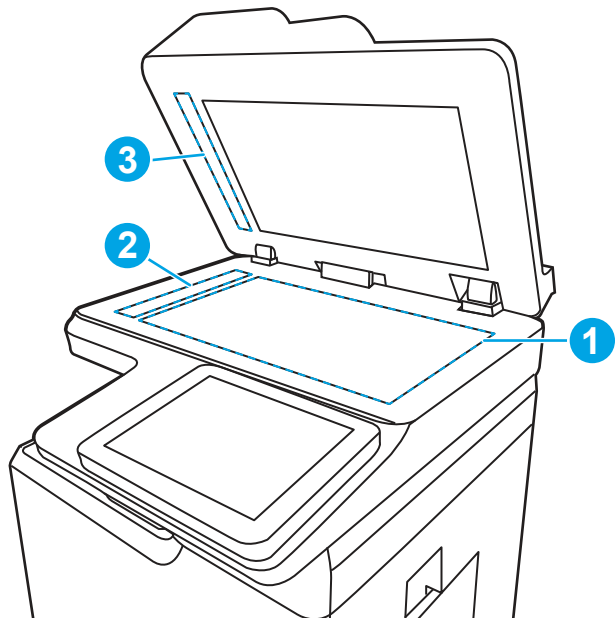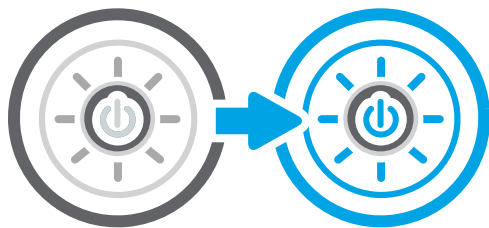
📝 **NOTE:** If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

View a video of cleaning the document feeder glass and flatbed glass.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Calibrate the scanner

Calibration is a process that optimizes scan quality.

📝 **NOTE:** When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the printer control panel, navigate to the Support Tools application, and then select the Support Tools icon.

2. Open the following menus:

   a. Maintenance

   b. Calibration/Cleaning

   c. Calibrate Scanner

3. Touch the Start button to start the calibration process. Follow the on-screen prompts.

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

Check the paper settings

Follow these steps if copied pages have smears, fuzzy or dark print, curled paper, or areas where pigment has dropped out.

Check the paper selection options

Use the following steps to check the paper selection options.

1. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

2. Select Options, and then scroll to and select Paper Selection.

3. Select Paper size, and then select one of the predefined options.

4. Select Paper type, and then select one of the predefined options.

5. Select Paper tray, and then select one of the predefined options.

6. Select Done to save the paper selection options.

Check the image-adjustment settings

Adjust the settings in the Copy menu to optimize image quality.

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.

1. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

2. Select Options, and then scroll to and select Image Adjustment.

3. Adjust the sliders to set the levels, and select Done.

4. Select Copy to start the copy job.

📝 **NOTE:** These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

2. Select Options, and then select Optimize Text/Picture.

3. Select one of the predefined options.

4. Select Copy to start the copy job.

> 📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Edge-to-edge copying

Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

1. From the Home screen on the printer control panel, navigate to the Copy application, and then select the Copy icon.

2. Select Options, and then select Edge-To-Edge.

3. Select the Edge-To-Edge output option if the original document is printed close to the paper edges.

4. Select Copy to start the copy job.

Improve scan image quality

Try the following basic solutions to improve scanned image quality.

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.
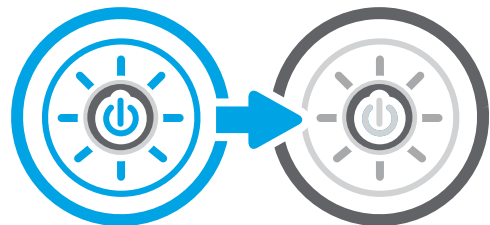
If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.

Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
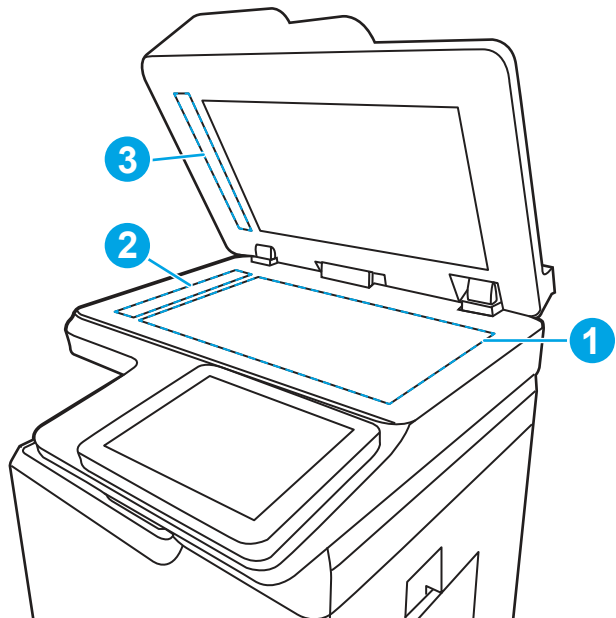
2. Open the scanner lid.

3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

⚠ CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

📝 NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

View a video of cleaning the document feeder glass and flatbed glass.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the resolution settings

Follow these steps to adjust the resolution setting. Setting the resolution to a high value increases the file size and the scan time.

1. From the Home screen on the printer control panel, navigate to the Scan application, and then select the Scan icon.

2. Select one of the following Scan features:

    ●   Scan to Email

    ●   Scan to Network Folder

    ●   Scan to USB Drive

    ●   Scan to SharePoint®

3. Select Options, and then select File Type and Resolution.

4. Select one of the predefined Resolution options, and then select Done.

5. Select Send or Save to start the scan.

Check the color settings

Follow these steps to adjust the color setting.

1. From the Home screen on the printer control panel, navigate to the Scan application, and then select the Scan icon.

2. Select one of the following Scan features:

    ●   Save to Device Memory

    ●   Scan to Email

    ●   Scan to Network Folder

    ●   Scan to USB

    ●   Scan to SharePoint®

3. Touch the Options button.

4. In the Options pane, scroll to and select Color/Black.

5. Select one of the predefined options.

6. Touch the Send button.

Check the image-adjustment settings

Adjust the settings in the Scan menu to optimize image quality.

●   Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

●   Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

●   Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.

1. From the Home screen on the printer control panel, navigate to the Scan application, and then select the Scan icon.

2. Select one of the following Scan features:

   - Scan to Email

   - Scan to Network Folder

   - Scan to USB Drive

   - Scan to Job Storage

   - Scan to SharePoint®

3. Select Options, and then select Image Adjustment.

4. Adjust the sliders to set the levels, and then select Done.

5. Select Send or Save to start the scan.

📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, navigate to the Scan application, and then select the Scan icon.

2. Select one of the following Scan features:

   - Scan to Email

   - Scan to Network Folder

   - Scan to USB Drive

   - Scan to Job Storage

   - Scan to SharePoint®

3. Select Options, and then select Optimize Text/Picture.

4. Select one of the predefined options.

5. Select Send or Save to start the scan.

📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the output-quality settings

This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

1. From the Home screen on the printer control panel, navigate to the Scan application, and then select the Scan icon.

2. Select one of the following Scan features:

    - Scan to Email

    - Scan to Network Folder

    - Scan to USB Drive

    - Scan to SharePoint®

3. Select Options, and then select File Type and Resolution.

4. Select one of the predefined Quality and File Size options, and then select Done.

5. Select Send or Save to start the scan.

Improve fax image quality

If the printer is having fax quality problems, try the following solutions in the order presented to resolve the issue.

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.

Check the scanner glass for dirt and smudges

Learn about solving copy-quality debris problems.

Over time, specks of debris might collect on the scanner glass and document feeder white plastic backing, which might cause print defects. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.

2. Open the scanner lid.

3. Clean the scanner glass (callout 1) and the document feeder strips (callout 2, callout 3) with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   ⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer. Do not place liquids directly on the glass or platen. They might seep and damage the printer.

   📝 **NOTE:** If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strips of glass on the left side of the scanner (callout 2, callout 3).

   View a video of cleaning the document feeder glass and flatbed glass.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the send-fax resolution settings

Adjust the resolution of outgoing faxes as needed. A higher resolution setting increases the fax size and send time.

1. From the Home screen on the printer control panel, navigate to the Fax application, and then select the Fax icon.

2. Select Options.

3. In the Options pane, scroll to and select Resolution.

4. Select one of the predefined options, and then select Send to send the fax.

Check the image-adjustment settings

Adjust the settings in the Fax menu to optimize image quality.

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. The printer automatically adjusts the Darkness, Contrast, and Background Cleanup settings to the most appropriate for the scanned document.

1. From the Home screen on the printer control panel, navigate to the Fax application, and then select the Fax icon.

2. Select Options.

3. In the Options pane, scroll to and select Image Adjustment.

4. Adjust the sliders to set the levels, and then select Done.

5. Select Send to send the fax.

📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize fax quality for text or pictures

Optimize the fax job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, navigate to the Fax application, and then select the Fax icon.

2. Select Options.

3. In the Options pane, scroll to and select Optimize Text/Picture.

4. Select one of the predefined options.

5. Select Send to send the fax.

> **NOTE:** These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the error-correction setting

Make sure the Error Correction Mode setting is enabled. This setting can improve image quality.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Send Settings

   c. General Fax Send Settings

3. Select the Error Correction Mode option. Touch the Done button.

Check the fit-to-page setting

If the Fit to Page setting is enabled, and the incoming fax is larger than the default page size, the printer attempts to scale the image to fit the page. If this setting is disabled, larger images split across multiple pages.

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Fax

   b. Fax Receive Settings

   c. Default Job Options

   d. Fit to Page

3. Select the On option to enable the setting, or select the Off option to disable it.

Send to a different fax machine

The problem might be related to fax machine settings or supplies status.

Try sending the fax to a different fax machine. If the fax quality is better, the problem is related to the initial recipient's fax machine settings or supplies status.

Check the sender's fax machine

Try the following to check the sender's fax machine.

Ask the sender to try sending from a different fax machine. If the fax quality is better, the problem is with the sender's fax machine. If a different fax machine is unavailable, ask the sender to consider making the following changes:

- Make sure the original document is on white (not colored) paper.

- Increase the fax resolution, quality level, or contrast settings.

- If possible, send the fax from a computer software program.

Solve fax problems

Use the following sections to solve issues involving the printer fax functions.

Checklist for solving fax problems

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

- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.

- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

📝 NOTE: Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

Verify the type of phone line you are using, and review the recommendations for that type of line.

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

📝 NOTE: The phone line should be for printer fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.

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

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal.

If you are having problems sending or receiving faxes and are using one of these devices, connect the printer directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

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

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes.

If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error.

Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

1. From the Home screen, scroll to and select Reports.

2. Open the following menus:

   a. Configuration/Status Pages

   b. Configuration Page

3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

> NOTE: The printer IP address or host name is listed on the Jetdirect Page.

4. On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

> NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Table 9-12 Analog-fax accessory troubleshooting

Status conditions	Possible solutions
Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet. The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the printer fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. NOTE: If LAN fax is enabled, the Scan to Fax feature is unavailable on the printer control panel.
Non-Operational / Enabled/Disabled[1]	The printer has detected a firmware failure. Upgrade the firmware.

Table 9-12 Analog-fax accessory troubleshooting (continued)

Status conditions	Possible solutions
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

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

General fax problems

Learn about solutions for common fax problems.

The fax failed to send

Verify the fax issue, and try the suggested solution.

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

No fax address book button displays

Verify the fax issue, and try the suggested solution.

None of the contacts in the selected contacts list have fax information associated with them. Add the necessary fax information.

Not able to locate the Fax settings in HP Web Jetadmin

Verify the fax issue, and try the suggested solution.

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

This fax issue is a normal part of operation.

For all forwarded faxes, the printer appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

This fax issue is a normal part of operation.

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

Verify the fax issue, and try the suggested solution.

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on a single page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

Verify the fax issue, and try the suggested solution.

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

Verify the fax issue, and try the suggested solution.

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

USB flash drive is not responding

The USB port is disabled by default. Before using this feature, choose a method to enable the USB port.

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

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

1. From the Home screen on the printer control panel, navigate to the Settings application, and then select the Settings icon.

2. Open the following menus:

   a. Copy/Print or Print

   b. Enable Device USB

3. Select Enable Print from USB Drive.

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

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

1. From the Home screen on the printer control panel, touch the Information icon 🛈 , and then touch the Ethernet icon 📶 to display the IP address or host name.

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

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

3. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP models.

4. In the left menu, select **Print from USB Drive Settings**.

5. Select **Enable Print from USB Drive**.

6. Click **Apply**.

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