Technical white paper

HP PageWide Enterprise and HP Managed Color Printers and MFP - Media guide

HP PageWide Enterprise Color MFP 780–785 series
HP PageWide Managed Color MFP P77940 series

HP PageWide Enterprise Color 765 printer series
HP PageWide Managed Color MFP P77950/60 series

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Overview

The HP PageWide Enterprise devices are designed to work across a broad range of plain papers used in general office printing. To get fast, professional-looking results for the vast majority of office documents, simply load paper and print. Or choose from a wide variety of special media to create impressive marketing documents. This media guide was created to help you achieve optimum results for all your printing needs.

Supported Printers

This document pertains to the following printer series:

- HP PageWide Enterprise Color 765

- HP PageWide Enterprise Color MFP 780

- HP PageWide Enterprise Color MFP 785

- HP PageWide Managed Color MFP E77650-E77660

- HP PageWide Managed Color P75250

- HP PageWide Managed Color MFP P77940dn

- HP PageWide Managed Color MFP P77950dn

- HP PageWide Managed Color MFP P77960dn

NOTE: To avoid problems that could require repair, only use paper within the specifications listed in the table below. Repair of damages caused by incorrect media use is not covered by HP warranty or service agreements.

Table 1. Supported media for the HP PageWide devices

	Tray 1 (Multipurpose tray)	Tray 2 (Main Cassette) Tray 3-5 (optional)	Tandem tray 2,3 (E77660 zts, P77440dn only)	HCI / Hi-Capacity	Output bin
Capacity (20 lb /75 g/m² paper)	100 sheets	550 sheets	1,100 sheets (550 x2)	2,000 sheets	500 sheets
Size limits	3.9 x 5 to 12 x 18 in (100 x 127 to 305 x 457 mm)	5.83 x 8.27 to 11.7 x17 in (148 x 210 to 432 x 297 mm)	5.83 x 8.27 to 8.5 x 11.7 in (148 x 210 to 210 x 297 mm)	Letter (8.5 x 11 in) or A4 (210 x 297 mm)	
Weight limits (all paper types)	16 to 80 lb (60 to 300g/m²	16 to 58 lb (60 to 220 g/m²)	16 to 58 lb (60 to 220 g/m²)	16 to 58 lb (60 to 220 g/m²)	

Optimizing your printed output

HP PageWide printers and MFPs deliver high-speed, high-quality, and low-cost results page after page. These products monitor temperature, humidity, ink coverage, and other parameters to optimize performance and printed output. Most manufactured plain papers 16 to 32 lb (60 to 120 g/m^2) produce high-quality results without the need to specify paper type. This makes printing simple for everyone in the office.

These printers and MFPs also support specifying settings that can enhance print results if desired. Print quality can be impacted by ink coverage, paper weight/thickness, smoothness, moisture content, ColorLok® versus non-ColorLok paper, and simplex versus duplex. For optimal print quality on plain paper, consider using ColorLok media for even more vivid colors, bolder blacks, faster drying, and controlled manufacturing specifications. ColorLok media can be used just like any other plain media. No special settings are required—just load the tray and click the **Print** button from your computer.

For printed output that makes a stunning impression, consider using heavier or glossy paper. These printers and MFPs support a wide variety of paper sizes and types. Some papers, most notably LaserJet Glossy papers, have special coatings that don't allow ink to absorb into the paper and are not supported. HP recommends Inkjet Glossy papers such as HP Brochure Glossy or HP Advanced Photo papers.

Set the paper type for optimal print quality

When using special papers for printing, you can by select the specific paper type at the product control panel and in the software driver to achieve optimal print quality.

Control panel: After loading paper into an input tray, a message displays on the printer control panel requesting the user an opportunity to modify the paper size and/or paper type. Select the correct paper type from the list provided on the control panel, based primarily on paper weight.

Print driver: When printing, select the correct paper type from the print driver, to match the setting for the tray configured on the product panel. When the print driver opens, click on the "**Properties**" button, select the "**Printing Shortcuts**" tab, and then choose the correct paper type in the drop-down menu.

NOTE: The control panel lists paper weight in grams per square meter (g/m^2) or simply "g."Paper packages often list paper weight in pounds (lb).

Below is a list of common paper weights in grams (g) and pounds (lb) to guide you in choosing the correct paper type setting from the control panel.

Table 2. Common paper weights in pounds (lb) and grams (g), control panel category

	Light	Plain	Intermediate	Mid-Weight	Heavy or HP Inkjet Matte 120g	Extra Heavy	HP Inkjet Matte or Glossy 180g	Cardstock	Advanced Photo	Advanced Photo
Pounds (lb)	16 lb	20 lb	24 lb	28 lb	32 lb	40 lb	48 lb	53 lb	66 lb	80 lb
Grams (g)	60 g	75 g	90 g	105 g	120 g	150 g	180 g	200 g	250 g	300g

Summary: Most office paper types from 16 to 32 lb (60 to 120 g/m^2) can be printed as "Plain" without specifying the paper type. If the print quality does not meet the expectations, or if there are recurrent paper jams, select the correct paper type setting (see Table 5, "**Supported paper types by name and input source**" for a detailed list).

Steps when printing using a print driver

1. Load paper into one of the trays.

2. Select the paper size and paper type for the tray configured on the control panel.

3. When printing, choose the correct paper size and paper type in your software driver from your computer.

4. Print the job.

Recommended paper size for a print job

Most general office printing is done on A4 or letter-size paper. However, the listed HP PageWide Enterprise and Managed printers and MFPs support many additional standard paper sizes, as shown in the table below. In addition, custom size can be used to set a unique size within the limits specified for each tray.

Table 3. Supported paper sizes

	Tray 1 (left side)	Tray 2 (main cassette)	Tray 3/4/5 (optional)	Tandem tray 2,3 (E77660zts, P77440dn)	HCI / Hi-Cap	Automatic duplex	Internal finisher
Any Size	✓					✓	
Letter (8.5x11 in)	✓	✓	✓	✓	✓	✓	✓
Letter Rotated	✓	✓	✓			✓	✓
Legal (8.5x14 in)	✓	✓	✓			✓	✓
Executive (7.25x10.5 in)	✓	✓	✓	✓		✓	
Statement (5.5x8.5 in)	✓		✓			✓	
Oficio (8.5x13 in)	✓	✓	✓			✓	
11x17 in	✓	✓	✓			✓	✓
12x18 in	✓					✓	
4x6 in	✓					✓	
5x7 in	✓					✓	
5x8 in	✓					✓	
A3 (297x420 mm)	✓	✓	✓			✓	✓
A4 (210x297 mm)	✓	✓	✓	✓	✓	✓	✓
A4 Rotated	✓	✓	✓			✓	✓
A5 (149x210 mm)	✓	✓	✓	✓		✓	

	Tray 1 (left side)	Tray 2 (main cassette)	Tray 3/4/5 (optional)	Tandem tray 2,3 (E77660zts, P77440dn)	HCI / Hi-Cap	Automatic duplex	Internal finisher
A5 Rotated	✓	✓	✓			✓	
A6 (105x148 mm)	✓					✓	
RA3	✓					✓	
RA4 (215x305 mm)	✓					✓	
SRA4	✓	✓	✓			✓	
B4 (JIS)	✓	✓	✓			✓	
B5 (182x257 mm)	✓	✓	✓	✓		✓	
B6 (128x182 mm)	✓					✓	
10x15 cm	✓					✓	
8K 270x390 mm	✓	✓	✓			✓	
16K (195x270 mm)	✓	✓	✓	✓		✓	
8K 260x368 mm	✓	✓	✓			✓	
16K (184x260 mm)	✓	✓	✓	✓		✓	
8K 273x394 mm	✓	✓	✓			✓	
16K (197x273 mm)	✓	✓	✓	✓		✓	
Postcard JIS (100x148 mm)	✓					✓	
DPostcard JIS (148x200 mm)	✓					✓	
Envelope #9	✓						
Envelope #10	✓						
Envelope B5	✓						
Envelope C5	✓						
Envelope C6	✓						
Envelope DL	✓						
Envelope Monarch	✓						
Custom	(see Table 1)	(see Table 1)	(see Table 1)	(see Table 1)			

	Tray 1 (left side)	Tray 2 (main cassette)	Tray 3/4/5 (optional)	Tandem tray 2,3 (E77660zts, P77440dn)	HCI / Hi-Cap	Automatic duplex	Internal finisher
Any Custom	✓	✓	✓	✓			
Oficio (216x340 mm)	✓	✓	✓				
Envelope Chou #3	✓						
Labels		✓					

General guidelines for selecting paper

Review the following guidelines when loading paper in a tray:

- 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 is designed for use in inkjet printers or use multipurpose paper.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

NOTE: Based on independent third-party testing using a range of plain papers, HP recommends using papers with ColorLok Technology with this product for best printing results.
ColorLok is now an industry standard, and paper with this technology is available from a wide variety of paper manufacturers worldwide. Just look for the ColorLok logo on the packaging. For information on HP-branded papers with ColorLok, go to hp.com/hpinfo/newsroom/press_kits/2011/ColorLokTechnology

Most general office printing is done on 20 lb (75 g/m^2) multipurpose paper in North America and 80 g/m^2 multipurpose paper in Europe and other parts of the world, which produces excellent results. When printing on multipurpose paper, you can use the default "**Plain**" or "**Any Type**" selection on the control panel or the default "**Unspecified**" type selection in the software driver. For exceptional results, choose paper carefully.

For example, in most cases 20 lb ColorLok branded paper costs about the same as non-ColorLok media but produces bolder blacks and more vivid colors, drying up to three times faster—and there's no need to specify the paper type.

If you print pages with heavy ink coverage—such as dark PowerPoint backgrounds, vivid graphics, or photographs—consider using paper with ColorLok Technology, heavier paper, glossy paper, or photo paper. These papers can deliver stunning print output. Be sure to select the proper paper type when using special papers. (See "**Optimizing your printed output**" for instructions.)

It is also important to know what paper to avoid. LaserJet papers are designed for fusing dry toner onto the paper. This design keeps wet ink on top of the surface of the LaserJet paper and can create a wet, smeared output when used in these products.

NOTE: Avoid using all LaserJet Glossy Paper in this product.

If you're unsure whether the glossy paper is LaserJet or Inkjet, print a test page with a few words of text and see if it smears. If it does, then do not use that paper.

Likewise, some photo paper can only be printed on one side. If printing from tray 2 or tray 3, load the paper with the glossy side facing up. If printing from tray 1, load the paper with the glossy side facing down.

If wet, smeared output does get printed, simply discard the printed pages. Clean the output bin with a damp cloth.

Below is a simple table to guide your paper selection and printing choices.

Table 4. General print job and paper type

	Multipurpose paper	Multipurpose paper (ColorLok)	Inkjet paper (Matte/Glossy)	LaserJet paper (Matte)	LaserJet paper (Glossy)	Photo and other media
Every day — copy jobs, memos, emails, proposals, Internet printouts	Great results	Excellent results: bolder blacks, vivid colors, faster drying	Superior results: heavier and glossy papers have higher quality feel	Results vary: plain LaserJet paper generally works fine	Unsupported: can cause wet, smeared output	n/a
Professional— brochures, flyers, presentations, business reports	Good results	Excellent results: bolder blacks, vivid colors, faster drying	Superior results: heavier papers best for high coverage prints	Results vary: plain LaserJet paper generally works fine	Unsupported: can cause wet, smeared output	n/a
Specialty—tri-fold brochures, labels, envelopes	n/a	n/a	Superior results: for tri-fold brochures	Results vary: plain LaserJet paper generally works fine	Unsupported: can cause wet, smeared output	Labels should be multipurpose or Inkjet; envelopes should be multipurpose
Photos—full-page photos, photos as part of business plan	Good results	Excellent results: bolder blacks, vivid colors, faster drying	Superior results: heavier and glossy paper create better output for photos	Results vary: plain LaserJet paper generally works fine	Unsupported: can cause wet, smeared output	Best results: stunning photos on matte and glossy photo paper

The table below lists all supported paper types for the listed HP PageWide Enterprise and Managed printers and MFPs, by control panel name and print driver name.

Table 5. Supported paper types by name and input source

Paper type (control panel) Under Trays menu or upon loading	Paper type (driver) Under Shortcuts and Paper/Quality tabs	Tray 1 (left side)	Tray 2 (main cassette)	Tray 3/4/5 (optional)	Tandem tray 2 ,3 (E77660zts, P77440dn)	HCI/Hi-Cap	Automatic duplex	Internal finisher
n/a	Unspecified							
Any Type	n/a	✔	✔	✔	✔	✔	✔	✔
Plain	Plain	✔	✔	✔	✔	✔	✔	✔
HP EcoFFICIENT	HP EcoFFICIENT	✔	✔	✔	✔	✔	✔	✔
HP Inkjet Matte 120 g	HP Premium Presentation Matte 120 g	✔	✔	✔	✔	✔	✔	✔

Paper type (control panel) Under Trays menu or upon loading	Paper type (driver) Under Shortcuts and Paper/Quality tabs	Tray 1 (left side)	Tray 2 (main cassette)	Tray 3/4/5 (optional)	Tandem tray 2 ,3 (E77660zts, P77440dn)	HCI/Hi-Cap	Automatic duplex	Internal finisher
Light 60-74 g	Light 60-74 g	✓	✓	✓	✓	✓	✓	✓
Intermediate 85-95 g	Intermediate 85-95 g	✓	✓	✓	✓	✓	✓	✓
Mid-Weight 96-110 g	Mid-Weight 96-110 g	✓	✓	✓	✓	✓	✓	✓
Heavy 111-130 g	Heavy 111-130 g	✓	✓	✓	✓	✓	✓	✓
Extra Heavy 131-175 g	Extra Heavy 131-175 g	✓	✓	✓	✓	✓	✓	✓
Mid-Wt Glossy 96-110 g	Mid-Wt Glossy 96-110 g	✓	✓	✓	✓	✓	✓	✓
Hvy Glossy 111-130 g	Hvy Glossy 111-130 g	✓	✓	✓	✓	✓	✓	✓
XHvy Glossy 131-175 g	XHvy Glossy 131-175 g	✓	✓	✓	✓	✓	✓	✓
Cardstock 176-220 g	Cardstock 176-220 g	✓	✓	✓	✓	✓	✓	✓
Labels	Labels	✓		✓				
Letterhead	Letterhead	✓	✓	✓	✓	✓	✓	✓
Envelope	Envelope	✓						
Heavy Envelope	Heavy Envelope	✓						
Preprinted	Preprinted	✓	✓	✓	✓	✓	✓	✓
Prepunched	Prepunched	✓	✓	✓	✓	✓	✓	✓
Colored	Colored	✓	✓	✓	✓	✓	✓	✓
Bond	Bond	✓	✓	✓	✓	✓	✓	✓
Recycled	Recycled	✓	✓	✓	✓	✓	✓	✓
Rough	Rough	✓	✓	✓	✓	✓	✓	✓
HP Inkjet Matte 180 g	HP Brochure Matte 180 g	✓	✓	✓	✓	✓	✓	✓
HP Brochure Glossy	HP Brochure Glossy	✓	✓	✓	✓	✓	✓	✓
HP Advanced Photo	HP Advanced Photo Papers	Upto 300 g	Upto 220 g	Upto 220 g			Upto 220g	

The table below lists the paper types HP recommends for use in the listed HP PageWide Enterprise and Managed printers and MFPs.

More information on all HP papers can be found in the HP Paper Selection Guide, http://h20195.www2.hp.com/v2/getpdf.aspx/4AA6-6470ENUC.pdf

Table 6. Recommended HP paper types

	Recommended HP Paper [1]	Paper type (control panel) In Trays Menu or when loading	ColorLok	Weight	Two-sided
Everyday	HP Multipurpose Paper	Plain (or "Any Type")	✓	20 lb (75 g)	✓
	HP Recycled Paper	Plain (or "Any Type")	✓	20 lb (75 g)	✓
	HP Office Paper	Plain (or "Any Type")	✓	20 lb (75 g)	✓
	HP Everyday Paper Copy/Print	Plain (or "Any Type")	✓	20 lb (75 g)	✓
	HP Business Copy Paper	Plain (or "Any Type")	✓	20 lb (75 g)	✓
	HP Color Inkjet Paper	Plain (or Intermediate 85-95g)	✓	24 lb (90 g)	✓
	HP Bright White Inkjet Paper	Plain (or Intermediate 85-95g)	✓	24 lb (90 g)	✓
Professional	HP Premium Presentation Matte	HP Inkjet Matte 120g		32 lb (120 g)	✓
	HP Brochure Paper Matte	HP Inkjet Matte 180g		48 lb (180 g)	✓
	HP Brochure Paper Glossy	HP Brochure Glossy		48 lb (180 g)	✓
Specialty	HP Tri-fold Brochure Paper Matte	HP Inkjet Matte 180g		48 lb (180 g)	✓
	HP Tri-fold Brochure Paper Glossy	HP Brochure Glossy		48 lb (180 g)	✓
Photo	HP Brochure Paper Matte	HP Inkjet Matte 180g		48 lb (180 g)	✓
	HP Brochure Paper Glossy	HP Brochure Glossy		48lb (180 g)	✓
	HP Advanced Photo Paper Glossy	HP Advanced Photo		66lb (250 g)	
	HP Everyday Photo Paper Glossy	HP Advanced Photo		53lb (200 g)	
	HP Everyday Photo Paper Matte	HP Advanced Photo		33lb (125 g)	✓

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[1] HP doesn't recommend paper from other manufacturers, as HP can't control their manufacturing quality.

Select the correct print-quality level for a print job

The listed HP PageWide Enterprise and Managed printers and MFPs provide three Quality Levels for printing.

Follow these steps to select the print- quality setting from the product control panel:

1. From the Home screen on the printer control panel, touch the **Settings** menu.
2. Touch the **Copy/Print** menu and then touch **Default Print Options** .
3. Touch the **Quality Level** menu, and then select one of the following print-quality option.
    - **General Office** : Select this option for fastest print speeds and lower ink usage.
    - **Professional**: Select this option for normal print speed and ink usage.

      NOTE: The Professional option is the default option.
    - **Presentation**: Select this option for slowest print and highest ink usage.

NOTE: Using more ink tends to produce more vivid colors but is often best suited to papers with ColorLok Technology and specialty media such as HP Brochure 180g Matte or Glossy.

Issues and recommended actions

The following table shows a list of possible issues that may be related to paper quality, how you load paper into the tray, or how you set the paper type on the control panel or in the software driver. Some issues may simply be the result of unrealistic expectations. For example, 16 lb (60 g/m^2) papers tend to have much more strike-through and may not be suited to duplex printing.

Issue	Recommended action
Output is wet to touch	Longer drying times can be caused by certain papers, high concentrations of ink in printed areas, and high-humidity environments. • Papers with ColorLok Technology dry faster. You might need to use heavier papers such as 24 lb (90 g/m^2) or 32 lb (120 g/m^2), which can absorb more ink and hence dry faster.
Wrinkles in printed areas (called cockle)	Excessive cockle is caused by a problematic combination of printed areas of high ink concentration and low-humidity environments. • Lighter weight papers cockle more, so consider using heavier weight papers. • Papers with ColorLok Technology tend to cockle less than non-ColorLok papers.

Paper Curl	Paper curling can occur depending on the interaction of paper and high concentrations of ink in printed areas.
	
	• Changing to a different paper can change the curl behavior.
	• Consider reducing the amount of high concentrations of ink. Methods to reduce the ink concentration are:
	  – Printing in General Office mode
	  – Adjust the ink levels in the printer driver.
	    i. Go to "Printer Properties" and select the Advanced tab.
	    ii. Select "Ink Setting" and use the "Saturation" slider to reduce the amount of ink printed.
	    Note: In some driver versions "Ink Settings" are located in the "Color" tab.
	  – Print using the Light Media type setting.

Strike-through	Excessive visibility of the printed image from the back side of the sheet is due to paper that has low opaqueness or is too thin. • Consider using a heavier paper. • Consider using paper with ColorLok Technology as it is specially formulated to keep ink pigments on the surface of the paper instead of bleeding into the paper itself.
Smeared ink on glossy paper	There are many coated (glossy) papers such as LaserJet Glossy Papers that do not work in this device. The ink cannot absorb into the media and creates a wet, messy output. Fortunately, this condition can be avoided: • Never use LaserJet Glossy paper. • Never use coated paper developed for offset printing. • HP Recommends HP Brochure Paper Glossy, 48 lb (180 g), which can be printed on both sides and is reasonably priced. • If you do print on LaserJet glossy paper or other paper that does not let ink absorb into the paper, recover as follows: – Remove and discard smeared paper, then clean ink off the surface of the output bin using a clean, moist cloth.
Highlighter smears ink on printed page	Good highlighters will not smear ink on the printed page when using one pass of the highlighter. • Use a single pass when highlighting your printed documents.

Issue	Recommended action
Vertical white lines (streaks)	White streaks (horizontal for portrait prints/vertical for landscape prints) can occur for a variety of reasons but can almost always be corrected:
	• Paper dust can block nozzles and create white lines called streaks. The listed HP PageWide printers and MFPs monitor nozzle health and clean the print head accordingly. However, streaks may occur, especially, if low-quality paper is used.
	– Use quality paper.
	– From the control panel, touch Support Tools > Maintenance > Calibration/Cleaning > Advanced Calibration Support > Clean the Printhead and touch "Start" to begin the cleaning process.
	This normally takes about 5 minutes. The printer will produce a Print Quality Report. If streaks appear in any of the color bars, continue with the troubleshooting steps presented on the control panel.
	– Printing solid color patterns of cyan, magenta, yellow, or black may be needed in some cases to restore full nozzle health and eliminate streaks. To get further assistance in print-quality troubleshooting, go to hp.com/support, search for your printer name and select Troubleshooting.
	• Cold temperature: Ink will freeze. If the printer has been in a below freezing environment then it may need 24 to 48 hours to completely acclimate after being brought into an operating environment (59° to 86° Fahrenheit,15° to 30° Celsius).
	– Allow at least 24 hours for the device to acclimate to room temperature for initial setup if the device has been exposed to temperatures below 41° Fahrenheit (5° Celsius).
Ragged or missing colors in vertical bands from top to bottom of page (blocked nozzles)	Dirty Power Off: The device should always be powered off using the front panel power button located on the front lower left of the unit. This ensures the print bar is properly capped and protected. If the power cord is pulled or power to the unit is lost, the print bar may be uncapped and the ink in the nozzles could dry, creating streaks. The longer the unit is left in this condition, the more difficult it is to recover.
	• Never remove power from the device without first powering off the device using the power button.
	• Follow the same printhead cleaning instructions given above for streaking caused by paper dust.
Wrong colors or color variation in bands from top to bottom of page (ink mixing)	Transportation of unit: If the printer is transported to a new location, ink mixing across the nozzles may occur. This will result in bands of colors being mixed from top to bottom of page.
	• When transporting the device after initial setup, power-off the unit correctly and carefully move it on a cart, keeping it in the correct orientation. Turn the unit on and print a test page as soon as possible (from the control panel, go to Support Tools > Troubleshooting > Print Quality Pages > Print Quality Report and touch "Print"). If it's necessary to clean the print head, use the same instructions given above for streaking caused by paper dust.
	• Printing solid color patterns of cyan, magenta, yellow, or black may be needed in some cases to restore clear ink mixing. To get further assistance in print-quality troubleshooting, go to hp.com/support, search for your printer name and select Troubleshooting.
I want to print photos	Stunning results can be achieved when using the correct media:
	• HP recommends HP Brochure Paper, Matte 180 g, or HP Brochure Paper, Glossy 180 g, for excellent results for letter-sized photos or graphics. These papers can be printed on both sides.
	• HP also recommends HP Advanced Photo papers that come in a variety of photo sizes. These papers can only be printed on one side.
Multi-feeds	Sheets can occasionally stick to each other or be damaged such that two or more sheets are held together when picked. Most often these pages will travel together through the printer and a blank page will be seen in the printed stack of pages.
	• Discard dog-eared sheets or wrinkled sheets.
	• Do not mix different paper types in the same tray.
	• Load paper one half to one full ream at a time.
	• Occasionally, a multi-pick will result in the second sheet shifting from the leading (top) sheet. In these cases, a sensor will detect that the page is longer than expected and post a message to the control panel. If this occurs, you can discard the blank sheet(s), check the paper size loaded in the tray, and check that the length and width settings are adjusted correctly.

Issue	Recommended action
Paper jams	Paper jams occasionally occur. A high rate of paper jams could be due to several issues: • Paper loaded in the tray is not "Typed" correctly. For example, if you load Cardstock paper into a tray, the control panel will prompt you to pick the correct type from a list. You must select Cardstock or the printer will think that a different paper, such as Plain, is loaded. As the printer adjusts its picking method based on paper type, miss-pick jams may result when the wrong type is selected. • Discard dog-eared sheets or wrinkled sheets. • When jams do occur, follow the illustrated steps on the control panel to find and remove the jam. • If a sheet must be removed from tray 2, carefully remove the tray, grasp the paper at both corners and gently pull to remove, being careful not to tear the page.
Full ream of paper doesn't quite fit in tray	Occasionally, you may not be able to fit a full ream of paper into tray 2 or tray 3. This could be due to variation in paper weights and can occur more often in high-humidity environments because the paper can absorb moisture and expand slightly. • When loading paper, make sure no pages are pushed toward you while closing the tray. These pages may get damaged and must be discarded. Otherwise, simply set them aside and load them after printing a sufficient number of pages to make room in the tray.

By following the instructions in the media guide, you can enjoy high-speed, low-cost, and high-quality results page after page with your HP PageWide printer or MFP.

hp.com/go/support

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delivered directly to your desktop.