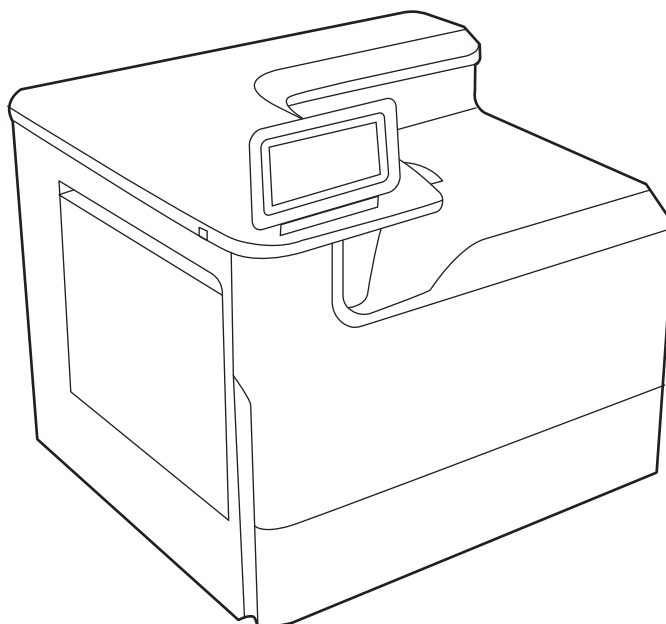




# HP PageWide Enterprise Color 765

## HP PageWide Color 755

### User Guide



[www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide)  
[www.hp.com/support/pwcolor765](http://www.hp.com/support/pwcolor765)  
[www.hp.com/support/colorpw755](http://www.hp.com/support/colorpw755)





HP PageWide Enterprise Color 765,  
HP PageWide Color 755

User Guide

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# 1 Printer overview

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).

The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

## 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

## Caution icons

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

- Caution: Sharp edge in close proximity.



- Caution: Keep body parts away from moving parts.



- Caution: Hot surface.



- Caution: Electrical shock.



- Warning



## Potential shock hazard

Review this important safety information.



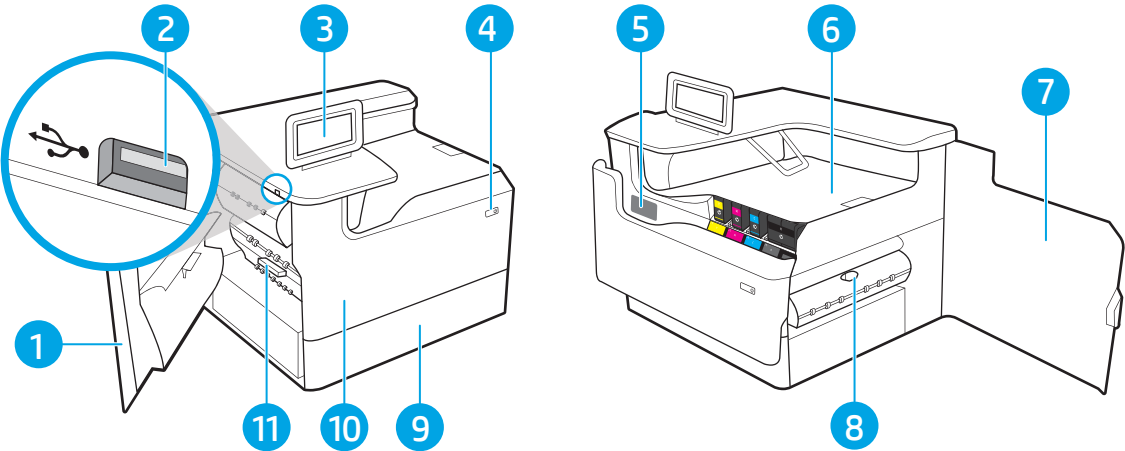
- Read and understand these safety statements to avoid an electrical shock hazard.
- Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.
- Read and understand all instructions in the user guide.
- Observe all warnings and instructions marked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

# Printer views

Identify certain parts of the printer and the control panel.

## Printer front view

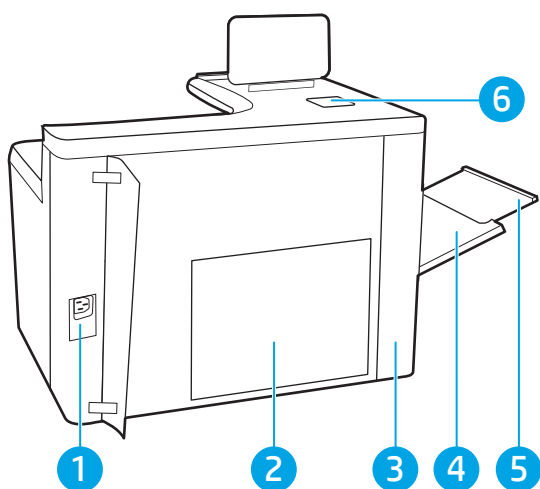
Identify the parts on the front of the printer.



Number	Description
1	Left door
2	Easy-access USB printing port
3	Control panel with color touchscreen display (tilts up for easier viewing)
4	On/Off button
5	Serial number and product number label
6	Output bin and output bin stop
7	Right door (access for clearing jams)
8	Duplexer
9	Tray 2
10	Front door (access to the cartridge)
11	Service fluid container

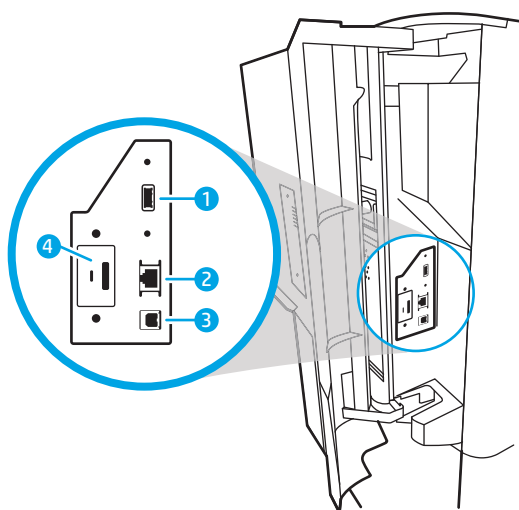
## Printer back view

Identify the parts on the back of the printer.



Number	Description
1	Power connection
2	Formatter plate (contains the interface ports)
3	Access door to interface ports and cable lock slot
4	Multipurpose tray (Tray 1)
5	Tray 1 extension
6	Hardware integration pocket (HIP) for connecting accessories and third-party devices

The printer includes the following interface ports.




Number	Description
1	Host USB port for connecting external USB devices (this port might be covered) <b>NOTE:</b> For easy-access USB printing, use the USB port near the control panel.
2	Local area network (LAN) Ethernet (RJ-45) network port

Number	Description
3	Hi-Speed USB 2.0 printing port
4	Cable lock slot

## Control-panel view

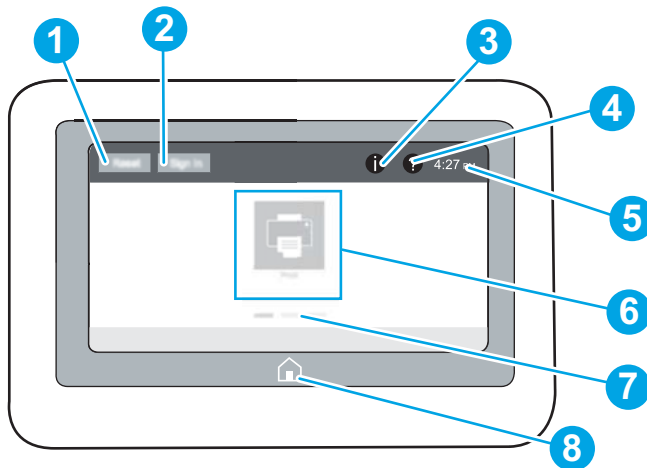
Use the touchscreen control panel to obtain printer and job status information and to configure the printer.

 **NOTE:** Tilt the control panel for easier viewing.







Return to the Home screen at any time by selecting the Home  button at the bottom of the printer control panel.

 **NOTE:** For more information about the printer-control-panel features, go to <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>. Select **Manuals**, and then select **General reference**.

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



Number	Item	Description
1	Reset button	Select the <b>Reset</b> button to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout).
2	Sign In or Sign Out button	Select the <b>Sign In</b> button to open the Sign In screen.  Select the <b>Sign Out</b> button to sign out of the printer. The printer restores all options to the default settings.  <b>NOTE:</b> This button displays only if the administrator has configured the printer to require permission for access to features.

Number	Item	Description
3	Information  button	<p>Select the Information  button to access a screen that provides access to several types of printer information. Select the buttons at the bottom of the screen for the following information:</p> <ul style="list-style-type: none"> <li>• <a href="#">Display Language</a>: Change the language setting for the current user session.</li> <li>• <a href="#">Sleep Mode</a>: Place the printer into sleep mode.</li> <li>• <a href="#">Wi-Fi Direct</a>: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi.</li> <li>• <a href="#">Wireless</a>: View or change wireless connection settings (some models require an optional wireless accessory).</li> <li>• <a href="#">Ethernet</a>: View or change Ethernet connection settings.</li> <li>• <a href="#">HP Web Services</a>: View information to connect and print to the printer using HP Web Services (ePrint).</li> </ul>
4	Help  button	<p>Select the Help  button to open the embedded help system.</p> <p>The system provides a list of help topics or information about a topic when using the Home screen, an app, an option, or a feature.</p>
5	Current time	Displays the current time.
6	Applications area	<p>Select any of the icons to open the application. Swipe the screen sideways to access more applications.</p> <p><b>NOTE:</b> The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.</p>
7	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.
8	Home  button	Select the Home  button to return to the Home screen.

## How to use the touchscreen control panel

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

**Table 1-1** Touchscreen control panel actions

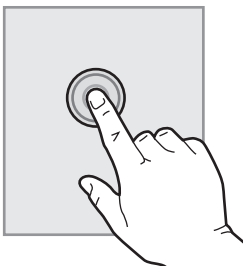
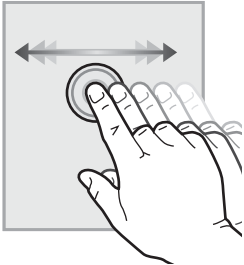
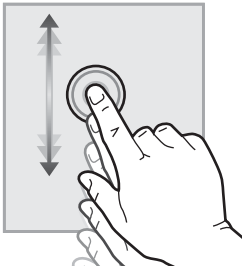
Action	Description	Example
<p>Touch</p> 	<p>Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.</p>	<p>Touch the <a href="#">Settings</a> icon to open the <a href="#">Settings</a> app.</p>

Table 1-1 Touchscreen control panel actions (continued)

Action	Description	Example
Swipe	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the <a href="#">Settings</a> 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 <a href="#">Settings</a> app.
		

# Printer specifications

Determine the specifications for your printer model.

## Technical specifications

Review the technical specifications for the printer.

See <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755> for current information.

### Product numbers for each model

- 765dn - J7Z04A
- 755dn - 4PZ47A

**Table 1-2 Paper handling specifications**

Paper handling features	765dn	755dn
Tray 1 (100-sheet capacity)	✓	✓
Tray 2 (550-sheet capacity)	✓	✓
550-sheet paper tray	Optional	Optional
<b>NOTE:</b> The printer supports one optional input accessory.		
550-sheet paper tray and stand	Optional	Optional
3x550-sheet paper tray	Optional	Optional
4,000-sheet high-capacity input (HCI) tray	Optional	Optional
Automatic duplex printing	✓	✓

**Table 1-3 Connectivity specifications**

Connectivity features	765dn	755dn
10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓
Hi-Speed USB 2.0	✓	✓
Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓
HP Internal USB Ports	Optional	Optional
HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional
HP Jetdirect 2900nw Print Server Accessory for wireless connectivity	Optional	Optional
Hardware integration pocket (HIP) for connecting accessories and third-party devices	✓	Optional



**Table 1-4 Print specifications**

Print features	765dn	755dn
Prints 55 pages per minute (ppm) on letter and A4 size paper in Professional mode.	✓	Not supported
Prints 35 pages per minute (ppm) on letter and A4 size paper in Professional mode.	Not supported	✓
Prints 75 ppm on letter and A4 size paper in General Office mode.	✓	Not supported
Prints 55 ppm on letter and A4 size paper in General Office mode.	Not supported	✓
Easy-access USB printing (no computer required)	✓	✓

**Table 1-5 Other specifications**

Other features	765dn	755dn
1.5 GB memory, expandable to 2.5 GB by adding DIMM memory module	✓	Not supported
8 GB base memory	Not supported	✓
HP 8 GB eMMC module	✓	Not supported
HP 128 GB eMMC module	Not supported	✓
HP Secure High Performance Hard Disk Drive (FIPS)	Optional	Not supported
Constant-view color touchscreen control panel	✓	✓

## 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](http://www.hp.com/go/linuxprinting).

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

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](http://123.hp.com) to install the HP print driver. Or, go to the printer-support website for this printer: <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755> 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](http://123.hp.com) or from the Printer Support page, and then use HP Easy Start to install the HP print driver.

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


**Table 1-6 Supported operating systems and print drivers**


Operating system	Print driver (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.

**Table 1-6 Supported operating systems and print drivers (continued)**

Operating system	Print driver (for Windows, or the installer on the web for macOS)
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.
Windows Server 2019, 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 10.13 High Sierra, macOS 10.14 Mojave	Download HP Easy Start from <a href="http://123.hp.com">123.hp.com</a> , and then use it to install the print driver.

 **NOTE:** Supported operating systems can change.

 **NOTE:** For a current list of supported operating systems and HP’s all-inclusive help for the printer, go to <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

 **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](http://www.hp.com/go/upd). Under **Additional information**, click **Specifications**.

**Table 1-7 Minimum system requirements**

Windows	macOS
<ul style="list-style-type: none"> <li>Internet connection</li> <li>Dedicated USB 1.1 or 2.0 connection or a network connection</li> <li>2 GB of available hard-disk space</li> <li>1 GB RAM (32-bit) or 2 GB RAM (64-bit)</li> </ul>	<ul style="list-style-type: none"> <li>Internet connection</li> <li>Dedicated USB 1.1 or 2.0 connection or a network connection</li> <li>1.5 GB of available hard-disk space</li> </ul>

 **NOTE:** The Windows software installer installs the HP Smart Device Agent Base service. The file size is less than 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 [www.hp.com](http://www.hp.com) for the printer and installed through the Add Printer wizard do not install this service.

To uninstall the service, open the **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**.

## Mobile printing solutions

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


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

 **NOTE:** Update the printer firmware to ensure all mobile printing capabilities are supported.

- Wi-Fi Direct (with HP Jetdirect 3100w BLE/NFC/Wireless accessory installed)
- HP ePrint via email (requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- Google Cloud Print
- AirPrint
- Android Printing
- HP Roam

## Printer dimensions

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

 **NOTE:** These values are subject to change. For current information, go to <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

**Table 1-8** Dimensions for printer base model

Dimension	Printer fully closed	Printer fully opened
Height	462 mm (18.2 in)	534 mm (21 in)
Depth	595 mm (23.4 in)	1,027 mm (40.4 in)
Width	600 mm (23.6 in)	1530 mm (60.2 in)
Weight (with cartridges)	45.6 kg (100.5 lb)	45.6 kg (100.5 lb)

**Table 1-9** Dimensions for the 1 x 550-sheet paper feeder

Dimension	Accessory fully closed	Accessory fully opened
Height	117 mm (4.6 in)	117 mm (4.6 in)
Depth	520 mm (20.5 in)	685 mm (27 in)
Width	600 mm (23.6 in)	600 mm (23.6 in)
Weight	9.5 kg (21 lb)	9.5 kg (21 lb)

**Table 1-10** Dimensions for the 1 x 550-sheet paper feeder with stand

Dimension	Accessory fully closed	Accessory fully opened
Height	440 mm (17.3 in)	440 mm (17.3 in)

**Table 1-10** Dimensions for the 1 x 550-sheet paper feeder with stand (continued)

Dimension	Accessory fully closed	Accessory fully opened
Depth	643 mm (25.3 in)	938 mm (36.9 in)
Width	616 mm (24.3 in)	1066 mm (42 in)
Weight	32 kg (71 lb)	32 kg (71 lb)

**Table 1-11** Dimensions for the 3 x 550-sheet paper feeder with stand

Dimension	Accessory fully closed	Accessory fully opened
Height	440 mm (17.3 in)	440 mm (17.3 in)
Depth	643 mm (25.3 in)	938 mm (36.9 in)
Width	616 mm (24.3 in)	1066 mm (42 in)
Weight	37 kg (82 lb)	37 kg (82 lb)

**Table 1-12** Dimensions for the 4,000-sheet HCl with stand

Dimension	Accessory fully closed	Accessory fully opened
Height	440 mm (17.3 in)	440 mm (17.3 in)
Depth	643 mm (25.3 in)	1046 mm (41.2 in)
Width	616 mm (24.3 in)	1066 mm (42 in)
Weight	43.8 kg (97 lb)	43.8 kg (97 lb)

## Power consumption, electrical specifications, and acoustic emissions

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

See <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755> for current information.

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

## Operating environment range

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

**Table 1-13** Operating environment range

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

## Printer hardware setup and software installation

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

Go to <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755> 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



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## 2 Paper trays

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).

The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

### 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.

All trays must be closed while moving the printer.

Keep hands out of paper trays or drawers when closing.

---

## Load paper to Tray 1 (multipurpose tray)

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

**⚠ 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.

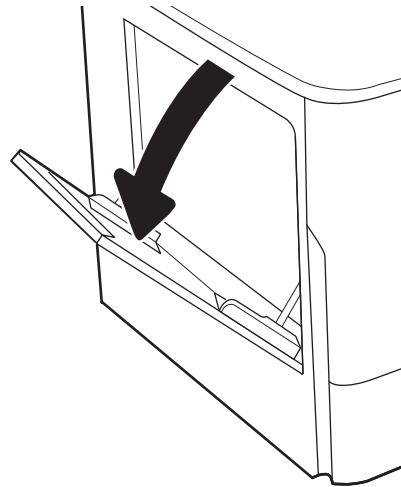
**CAUTION:** To avoid jams, never add or remove paper from Tray 1 during printing.

### Load Tray 1

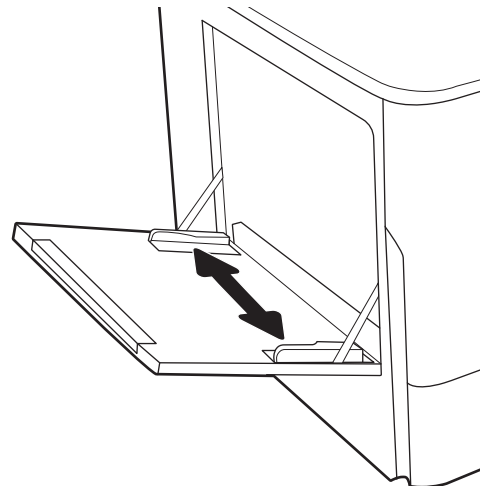
This tray holds up to 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper or 10 envelopes.

1. Open Tray 1.

**NOTE:** To print on longer paper, such as legal-size, pull out the Tray 1 extension.

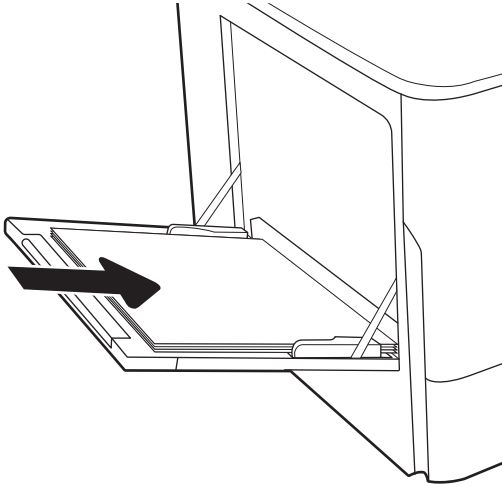


2. Adjust the paper-width guides to the size of the paper being used.

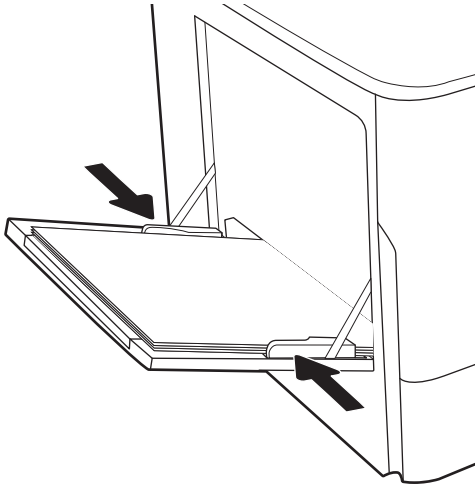




3. Load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 19](#).



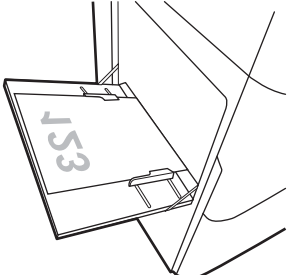
4. Adjust the width guides so that they touch the paper stack, but do not bend it.



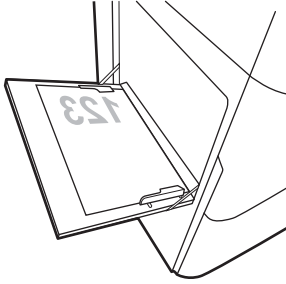
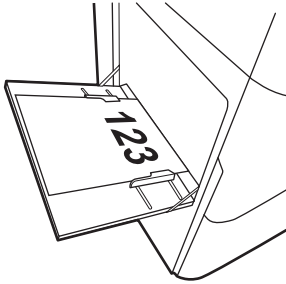
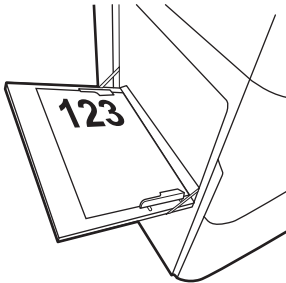
### Tray 1 paper orientation

Position paper correctly in Tray 1 to ensure the best print quality.

Table 2-1 Letterhead or preprinted—portrait

Duplex mode	Paper size	How to load paper
1-sided printing	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7, 4x6, 10x15 cm, A6, Japanese Postcard (100x148 mm)	Face-down  Bottom edge leading into the printer  

**Table 2-1 Letterhead or preprinted—portrait (continued)**

Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), 16K (195x270 mm), 16K (197x273 mm), B6 (JIS), 5x7, A6, Japanese Postcard (100x148 mm)	<p>Face-down</p> <p>Left side of pre-printed image leading into the printer</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7, 4x6, 10x15 cm, A6, Japanese Postcard (100x148 mm)	<p>Face-up</p> <p>Top edge leading into the printer</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm), 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), 16K (195x270 mm), 16K (197x273 mm), B6 (JIS), 5x7, A6, Japanese Postcard (100x148 mm)	<p>Face-up</p> <p>Right side of pre-printed image leading into the printer</p> 

**Table 2-2 Letterhead or preprinted—landscape**

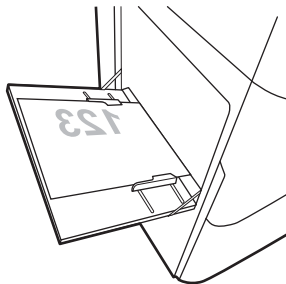
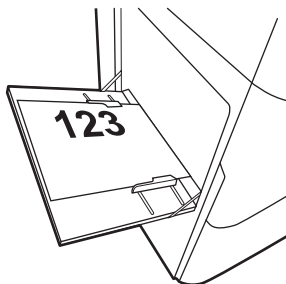
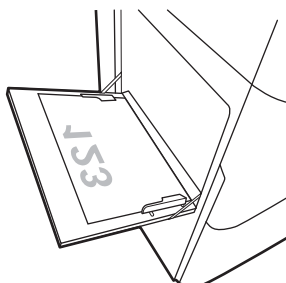
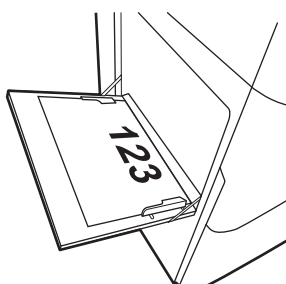
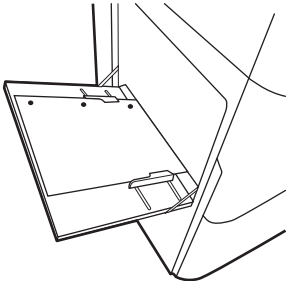
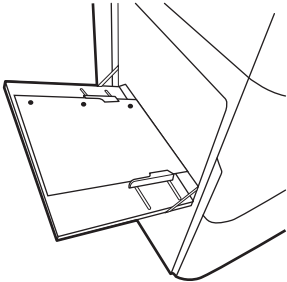
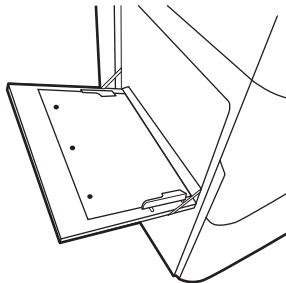
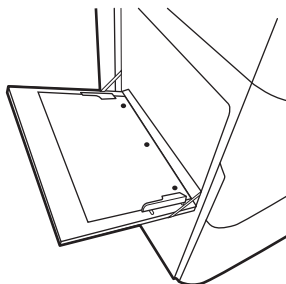
Duplex mode	Paper size	How to load paper
1-sided printing	<p>12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm), 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Statement, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7</p> <p>4x6, 10x15 cm, A6, Japanese Postcard (these are more narrow than 5 in and therefore must be fed short-edge-feed)</p>	<p>Face-down</p> <p>Left side of pre-printed image leading into the printer</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	<p>12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm), 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Statement, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7</p> <p>4x6, 10x15 cm, A6, Japanese Postcard (these are more narrow than 5 in and therefore must be fed short-edge-feed)</p>	<p>Face-up</p> <p>Right side of the pre-printed image leading into the printer</p> 
1-sided printing	<p>A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard, 5x7, B6 (JIS), A6</p>	<p>Face-down</p> <p>Bottom edge leading into the printer</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	<p>A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard, 5x7, B6 (JIS), A6</p>	<p>Face-up</p> <p>Top edge leading into the printer</p> 

Table 2-3 Prepunched—portrait

Duplex mode	Paper size	How to load paper
1-sided printing	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, A6, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7, 4x6, 10x15 cm, Japanese Postcard	Face-down Holes toward the back of the printer 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, A6, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7, 4x6, 10x15 cm, Japanese Postcard	Face-up Holes toward the back of the printer 

**Table 2-4** Prepunched—landscape

Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard, 5x7, B6 (JIS), A6	<p>Face-down</p> <p>Holes away from the printer</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard, 5x7, B6 (JIS), A6	<p>Face-up</p> <p>Holes towards the printer</p> 

## 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 set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and 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

The following information describes how to load paper into Tray 2 and the optional 550-sheet 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.

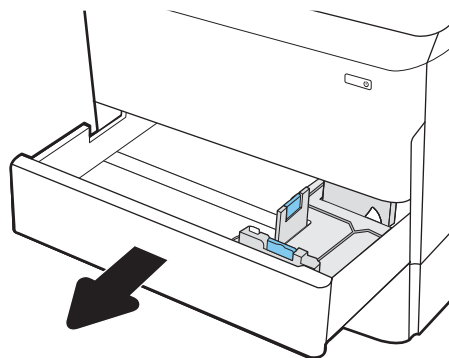
**📋 NOTE:** The procedure to load paper for all 550-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

### Load Tray 2 and the 550-sheet trays

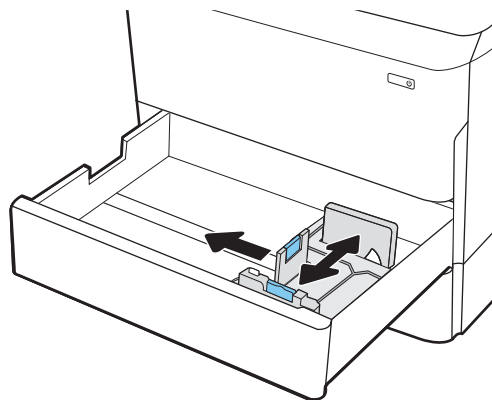
These trays hold up to 550 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

1. Open the tray.

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



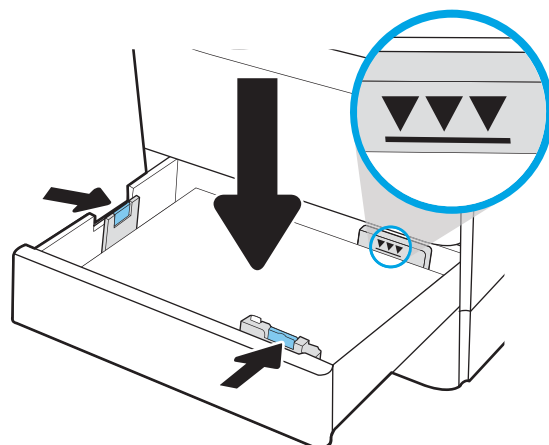
2. Adjust the paper-length and paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.



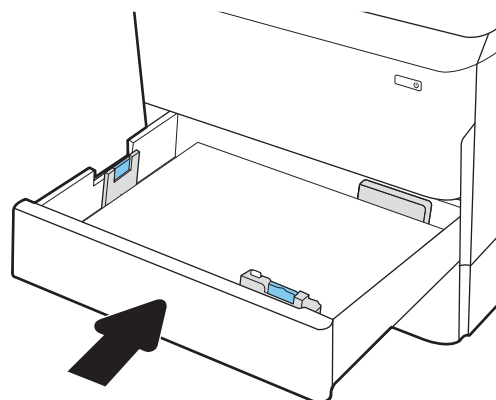
3. Load paper into the tray. Check the paper to verify that the guides touch the stack, but do not bend it. For information about how to orient the paper, see [Tray 2 and the 550-sheet trays paper orientation on page 27](#).

**NOTE:** To prevent jams, do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

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

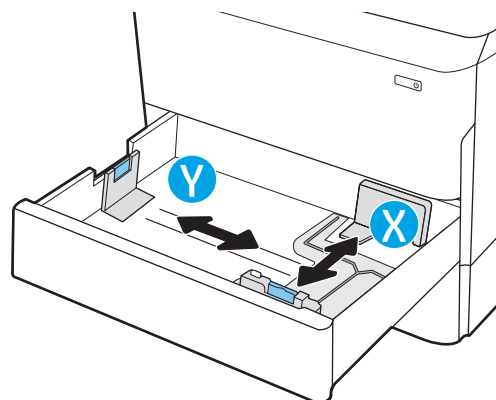


4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Select the **OK** button to accept the detected type and size, or select the **Modify** button 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 and the 550-sheet trays paper orientation

Position paper correctly in Tray 2 and the 550-sheet trays to ensure the best print quality.

Table 2-5 Letterhead or preprinted—portrait

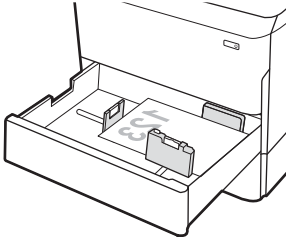
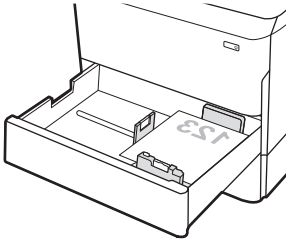
Duplex mode	Paper size	How to load paper
1-sided printing	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	Face-down Top edge at the left side of the tray 
1-sided printing	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	Face-down Top edge at the back of the tray 

Table 2-5 Letterhead or preprinted—portrait (continued)

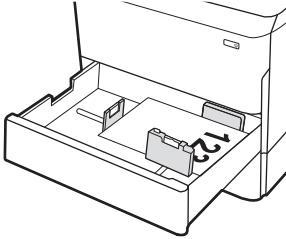
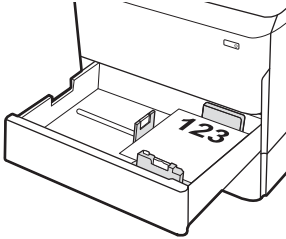
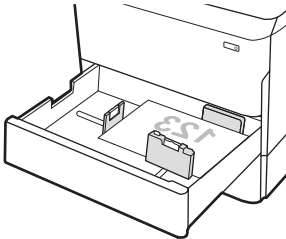
Duplex mode	Paper size	How to load paper
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	Face-up Top edge at the right side of the tray 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	Face-up Top edge at the back of the tray 

Table 2-6 Letterhead or preprinted—landscape

Duplex mode	Paper size	How to load paper
1-sided printing	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	Face-down Top edge at the back of the tray 

**Table 2-6** Letterhead or preprinted—landscape (continued)

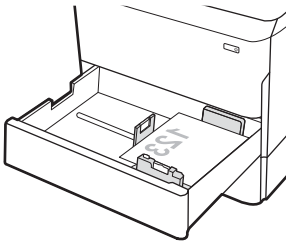
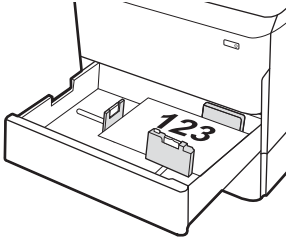
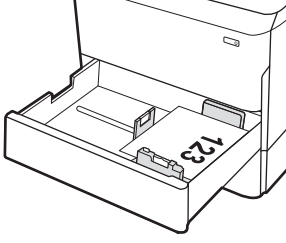
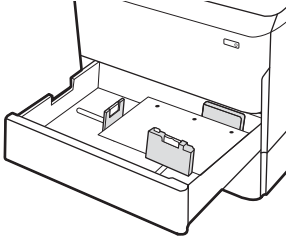
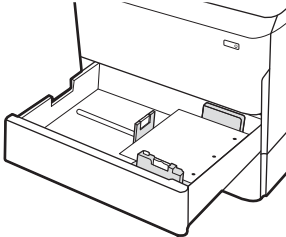
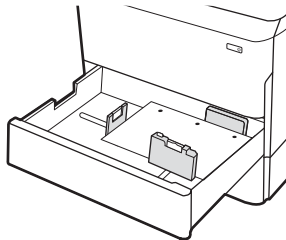
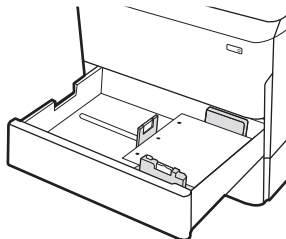
Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	<p>Face-down</p> <p>Top edge at the left side of the tray</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	<p>Face-up</p> <p>Top edge at the back of the tray</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	<p>Face-up</p> <p>Top edge at the right side of the tray</p> 

Table 2-7 Prepunched—portrait

Duplex mode	Paper size	How to load paper
1-sided printing	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	Face-down Holes at the back of the tray 
1-sided printing	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	Face-down Holes at the right side of the tray 

**Table 2-7** Prepunched—portrait (continued)

Duplex mode	Paper size	How to load paper
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 12x18	<p>Face-up</p> <p>Holes at the back of the tray</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	<p>Face-up</p> <p>Holes at the left side of the tray, with the top of the form at the rear of the printer</p> 

## 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 set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and 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 the 4,000-sheet high-capacity input (HCI) tray

The following information describes how to load paper in the high-capacity input tray, which is available as an accessory for all models.

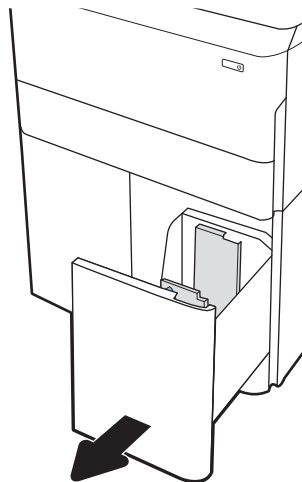
**⚠ CAUTION:** Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

### Load the HCI

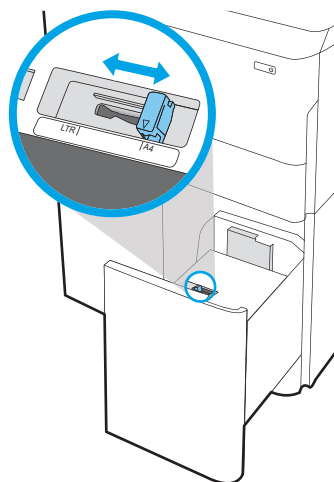
The two trays hold up to 4,000 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

1. Open the tray.

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



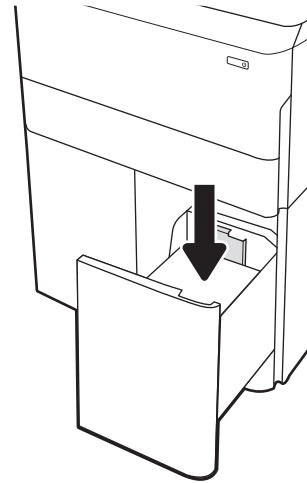
2. Adjust the paper-size guide to the correct position for the paper.



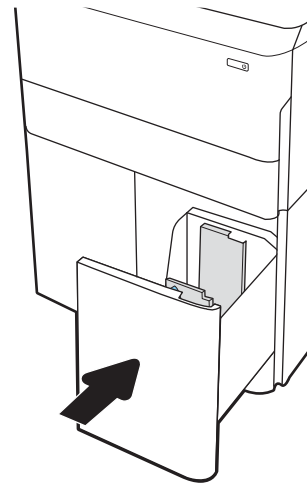
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

**NOTE:** To prevent jams, do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.

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



4. Close the tray.



5. The tray configuration message displays on the printer control panel.
6. Select the **OK** button to accept the detected type and size, or select the **Modify** button to choose a different paper size or type.

## HCI paper orientation

Position paper correctly in the HCI to ensure the best print quality.



**Table 2-8** Letterhead or preprinted—portrait

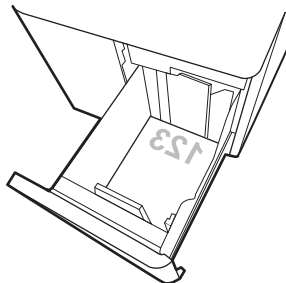
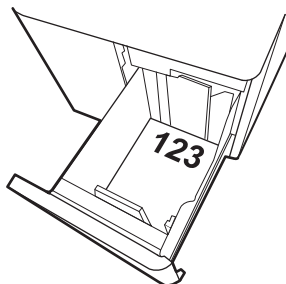
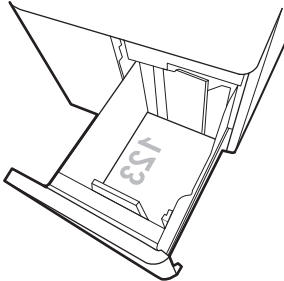
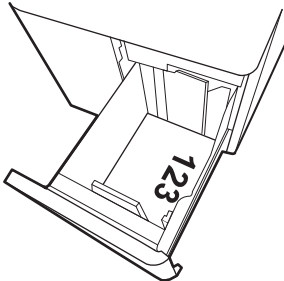
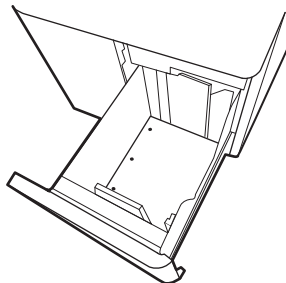
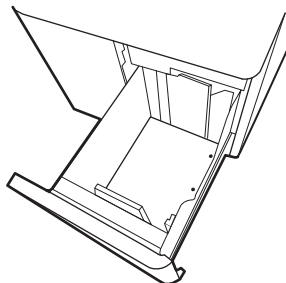
Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter	<p>Face-down</p> <p>Top edge at the back of the tray</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter	<p>Face-up</p> <p>Top edge at the back of the tray</p> 

Table 2-9 Letterhead or preprinted—landscape

Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter	Face-down  Top edge at the left side of the tray  
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter	Face-up  Top edge at the right side of the tray  

**Table 2-10** Prepunched—landscape

Duplex mode	Paper size	How to load paper
1-sided printing	A4, Letter	<p>Face-down</p> <p>Holes at the left side of the tray</p> 
Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter	<p>Face-up</p> <p>Holes at the right side of the tray, with the top of the form to the right side</p> 

## 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 set the [Alternative Letterhead Mode](#) setting.

1. From the Home screen on the printer control panel, navigate to and 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

The following information describes how to print and load envelopes. Use only Tray 1 to print on envelopes. Tray 1 holds up to 14 envelopes, depending on envelope design and environmental conditions.

## 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.

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 **NOTE:** When using manual feed, wait until the control panel prompts you to load envelopes in Tray 1.


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

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

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 **NOTE:** To access print features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer. For Windows 10, select **Print**, which can vary depending on the application. For Windows 8, 8.1, and 10, these applications will have a different layout with different features than what is described below for desktop applications. For the HP PCL-6 V4 driver, the HP AiO Printer Remote application will download additional driver features when **More settings** is selected.

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

## Envelope orientation

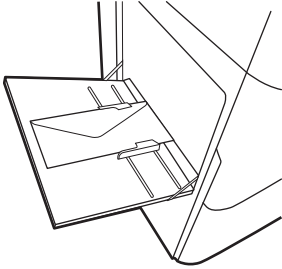
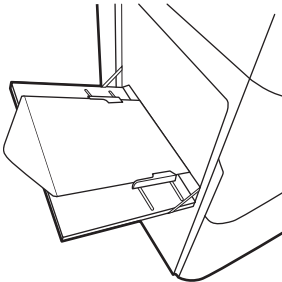
Envelopes need to be loaded in a specific manner in order to print correctly.

---

 **NOTE:** The printer does not support duplex printing on envelopes.

---

Table 2-11 Envelope orientation

Tray	Envelope size	How to load
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 
Tray 1	Envelope B5, Japanese Envelope Chou #3, Envelope C5 (pocket)	Face-down Bottom edge leading into the printer; top flap open 

# Load and print labels

The following information describes how to print and load labels.

## Manually feed labels

Use the manual feed mode for Tray 1 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 or tap the **Properties** or **Preferences** button to open the print driver.



---

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



**NOTE:** To access print features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer. For Windows 10, select **Print**, which can vary depending on the application. For Windows 8, 8.1, and 10, these applications will have a different layout with different features than what is described below for desktop applications. For the HP PCL-6 V4 driver, the HP AiO Printer Remote application will download additional driver features when **More settings** is selected.

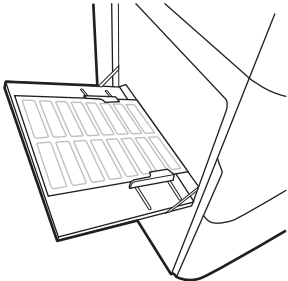
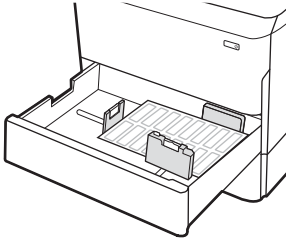
---

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 2-12 Label orientation

Tray	How to load labels
Tray 1	Face-down  Bottom edge leading into the printer  
550-sheet trays	Face-down  Top edge at the left side of the tray  



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## 3 Supplies, accessories, and parts

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).

The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

### 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 obtain replacement supplies, accessories, and parts for the printer.

## Ordering

Order parts, supplies, or accessories through one of the following channels.

**Table 3-1 Ordering options**

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

## Supplies and accessories

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

**Table 3-2 Supplies**

Item	Description	Cartridge number	Part number
HP 982X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	982X	T0B30A
HP 982X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	982X	T0B27A
HP 982X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	982X	T0B28A
HP 982X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	982X	T0B29A
HP 982A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	982A	T0B26A
HP 982A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	982A	T0B23A
HP 982A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	982A	T0B24A
HP 982A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	982A	T0B25A

**Table 3-3 Accessories**

Item	Description	Cartridge number	Part number
1 GB DDR3 Memory DIMM	Memory upgrade kit	Not applicable	E5K48A

**Table 3-3 Accessories (continued)**

Item	Description	Cartridge number	Part number
2 GB DDR3 Memory DIMM	Memory upgrade kit	Not applicable	E5K49A
HP PageWide 550-sheet Paper Tray	Optional input tray	Not applicable	A7W99A
HP PageWide 550-sheet Paper Tray and Stand	Optional input tray and stand	Not applicable	9UW01A
HP PageWide 3x550-sheet Paper Tray and Stand	Optional input trays and stand	Not applicable	9UW02A
HP PageWide 4000-sheet HCI Paper Tray and Stand	Optional high-capacity input feeder and stand	Not applicable	9UW03A
Two-Internal USB Ports for Solutions, AA Board	Optional USB ports for connecting third-party devices	Not applicable	B5L28A
HP Secure High Performance Hard Disk Drive FIPS Drive	Secure hard drive	Not applicable	B5L29A
HP Jetdirect Wireless Print Server with NFC	Wireless accessory for “touch” printing from mobile devices	Not applicable	J8031A
HP Jetdirect USB Wireless Print Server	USB wireless print server accessory	Not applicable	J8030A

## Maintenance/long-life consumables (LLC)

Find information about the maintenance/long-life consumables that are available for your printer.

**Table 3-4 Maintenance/long-life consumables (LLC)**

Maintenance/LLC Kit	Part number	Estimated life <sup>1</sup>
HP PageWide Service Fluid Container	W1B44A	150,000 pages
HP PageWide Printhead Wiper Kit	W1B43A	150,000 pages
HP PageWide Roller Kit	W1B45A	150,000 pages

<sup>1</sup> HP Maintenance/Long Life Consumables (LLC) life specifications are estimations based on the LLC life test conditions listed below. Actual individual life/yield during normal use varies depending on usage, environment, paper and other factors. Estimated life is not an implied guarantee or warrantable.

The LLC life test conditions

- Print coverage: 5% evenly distributed across the page
- Environment: 17° to 25°C (62.6° to 77°F); 30%-70% relative humidity (RH)
- Media size: Letter/A4
- Media weight: 75 g/m2 (20 lb) plain media
- Job size: 4 pages
- Short edge feed (A3) (i.e., Legal size media)

Factors that can reduce life from the conditions above:

- Media narrower than Letter/A4 widths (short edge feeds equal more mechanism activity per page)
- Paper heavier than 75 g/m2 (20 lb) (heavier media creates higher stress on printer components)
- Print jobs smaller than 4 image (smaller jobs mean more mechanism activity per page)

## Customer self-repair parts

The following parts are available for the printer.

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

**Table 3-5 Customer self-repair parts**

Item	Description	Self-replacement options	Part number
Service Fluid Container Kit	Replacement service fluid unit	Mandatory	W1B44A
Printhead Wiper Kit	Replacement printhead wiper	Mandatory	W1B43A
Tray 2-5 Roller Kit	Replacement rollers for trays 2-5	Mandatory	W1B45A
Tray 2-5 Assembly Kit	Replacement Tray 2-5	Mandatory	A7X02A
Optional 550-sheet Table Top Feeder	Replacement Tray 3 feeder	Mandatory	A7W99A
1x550-sheet Paper Feeder and Stand	Replacement Tray 3 feeder and stand	Mandatory	9UW01A
3x550-sheet Paper Feeder and Stand	Replacement 3x550-sheet paper feeder and stand	Mandatory	9UW02A
HP Page Wide 4000-sheet HCI Paper Tray and Stand	Optional high-capacity input feeder and stand	Mandatory	9UW03A
HP Secure High Performance Hard Disk Drive FIPS Drive	Replacement secure hard drive	Mandatory	B5L29A
HP Jetdirect 2900nw Print Server	Replacement USB wireless print server accessory	Mandatory	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Replacement Wireless Direct Print accessory for "touch" printing from mobile devices	Mandatory	J8030A
HP 1 GB DDR3x32 144-Pin 800 MHz SODIMM	Replacement memory DIMM	Mandatory	E5K48A
Two-Internal USB Ports for Solutions, AA Board	Optional USB ports for connecting third-party devices	Mandatory	B5L28A

# Replace the toner cartridges

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

## Cartridge information

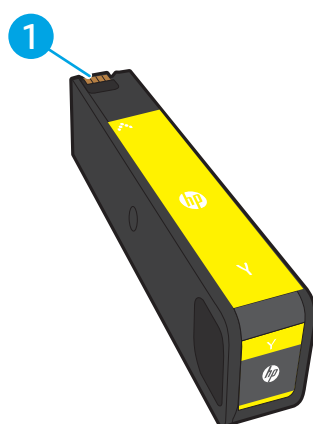
This printer indicates when the cartridge level is low, very low, or depleted.

The printer uses four colors and has a different cartridge for each color: yellow (Y), cyan (C), magenta (M), and black (K).

Do not remove the cartridge from its package until you are ready to use it.

**CAUTION:** To prevent damage to the cartridge do not touch the gold-colored metal contacts of the cartridge.

The following illustration shows the cartridge components.



Number	Description
1	Metal contact. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can damage the cartridge.

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


**Table 3-6** Cartridge information

Item	Description	Cartridge number	Part number
HP 982X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	982X	T0B30A
HP 982X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	982X	T0B27A
HP 982X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	982X	T0B28A
HP 982X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	982X	T0B29A
HP 982A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	982A	T0B26A

**Table 3-6 Cartridge information (continued)**

Item	Description	Cartridge number	Part number
HP 982A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	982A	T0B23A
HP 982A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	982A	T0B24A
HP 982A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	982A	T0B25A

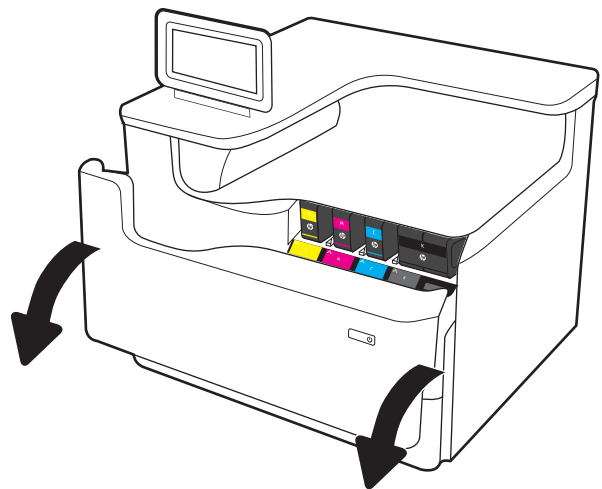
 **NOTE:** High-yield cartridges contain more pigment than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

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

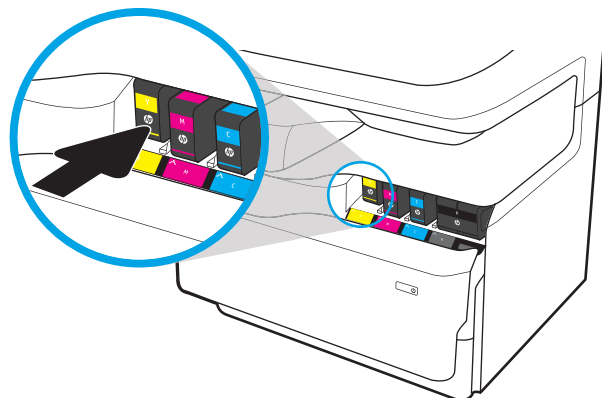
## Remove and replace the cartridges

Follow these steps to replace a toner cartridge.

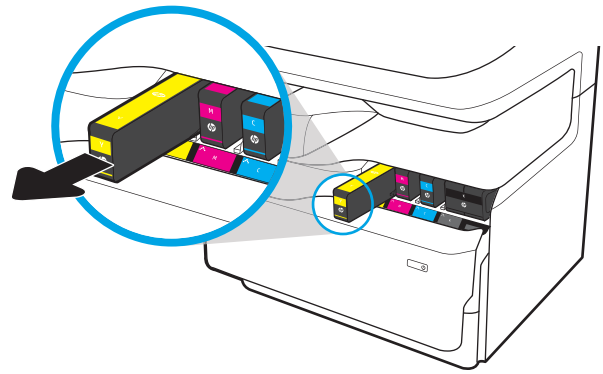
1. Open the cartridge door.



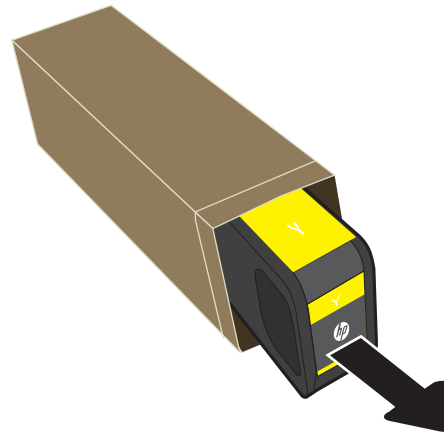
2. Push the old cartridge inward to unlock it.



3. Grasp the edge of the old cartridge and then pull the cartridge straight out to remove it.



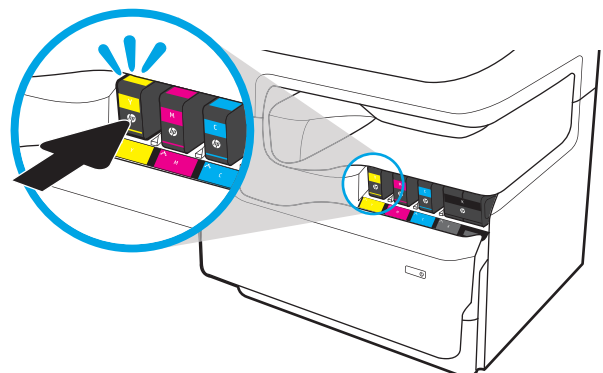
4. Remove the new cartridge from the packaging.



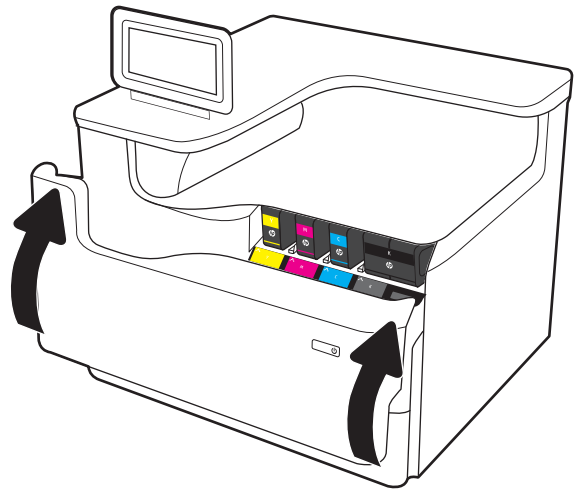
5. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can damage the cartridge.



6. Insert the new cartridge into the product. Make sure the cartridge is firmly in place.



7. Close the cartridge door.



8. Pack the used cartridge in the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

HP helps you recycle your Original HP cartridges—it's easy and free with the HP Planet Partners program, available in more than 50 countries/regions around the world<sup>1)</sup>.

To find information about how to recycle used HP cartridges, please go to [www.hp.com/recycle](http://www.hp.com/recycle).

<sup>1)</sup> Program availability varies. For more information, visit [www.hp.com/recycle](http://www.hp.com/recycle).



# Replace the service fluid container


Learn how to replace the service fluid container.

## Service fluid container information

The following information provides details about the service fluid container for the printer, and it includes instructions to replace it.

The printer indicates when the service fluid container is nearly full and when it is completely full. When it is completely full, printing stops until the service fluid container is replaced.

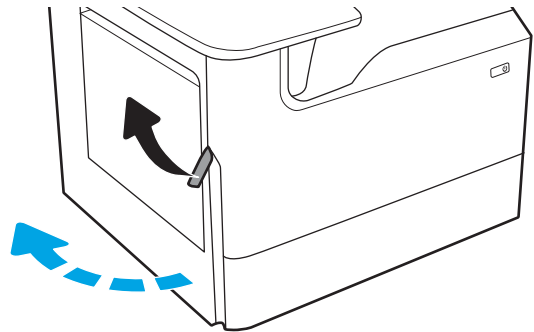
To purchase a service fluid container (part number W1B44A), go to the HP Parts Store at [www.hp.com/buy/parts](http://www.hp.com/buy/parts).

 **NOTE:** The service fluid container is designed for a single use. Do not attempt to empty the service fluid container and reuse it. Doing so could lead to pigment being spilled inside the printer, which could result in reduced print quality. After use, return the service fluid container to HP's Planet Partners program for recycling.

## Remove and replace the service fluid container

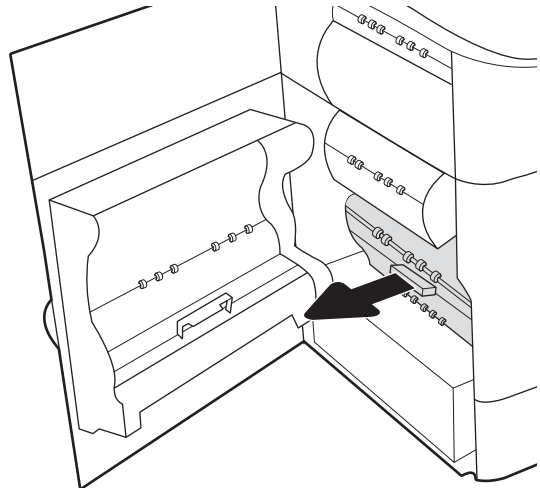
Follow these steps to replace the service fluid container.

1. Open the left door.

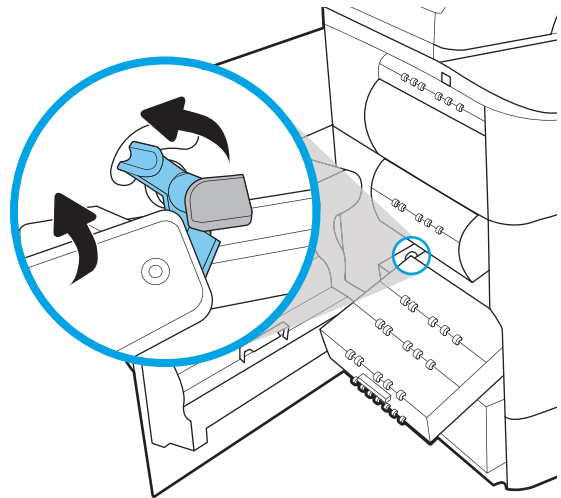


2. Pull the service fluid container away from the printer.

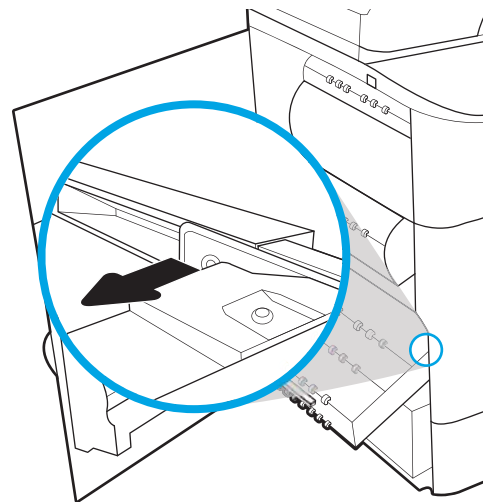
**CAUTION:** When pulling out the service fluid container, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



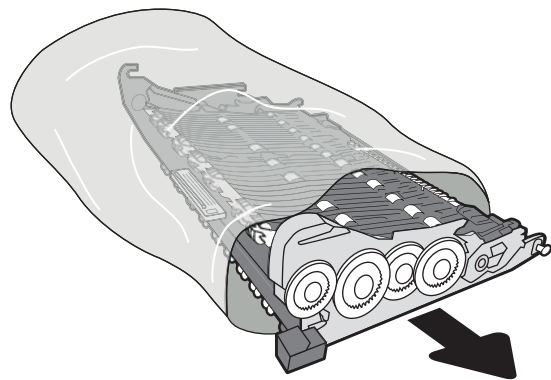
3. On the left side of the service fluid container, release the latch that holds the unit in the alignment track, and then remove the left side of the unit.



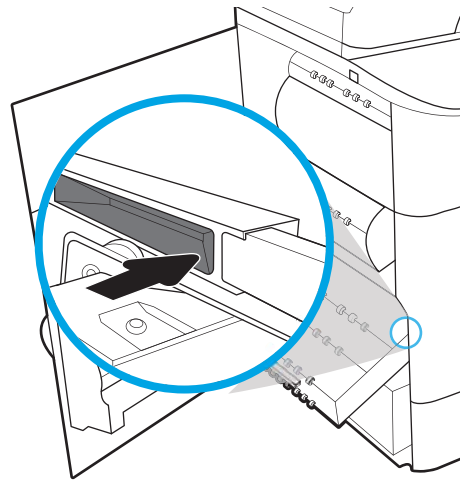
4. Remove the right side from the alignment track, and then remove the unit from the printer. Set the unit aside, upright, on a piece of paper to prevent spills.



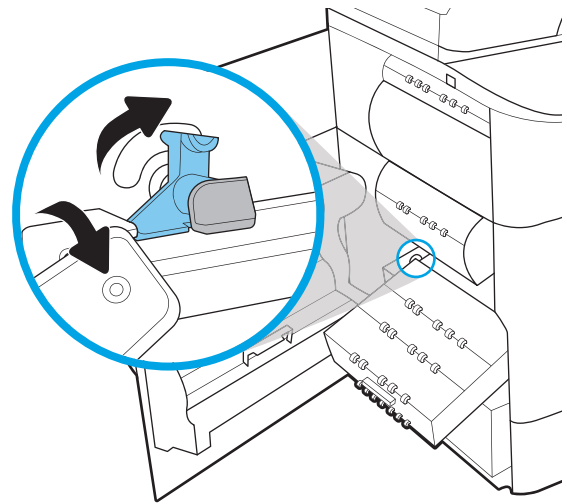
5. Remove the new service fluid container from its packaging.



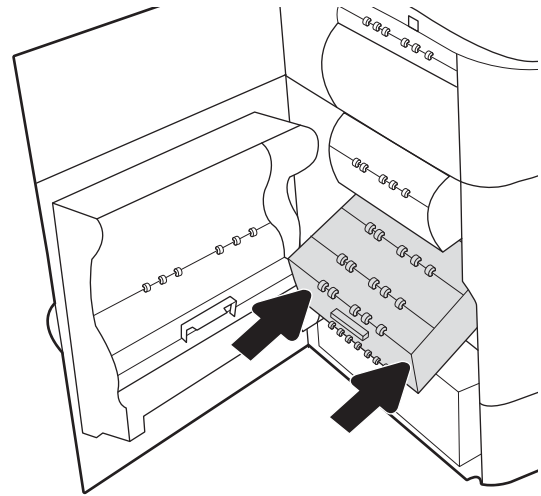
6. Insert the right end of the service fluid container into the alignment track first.



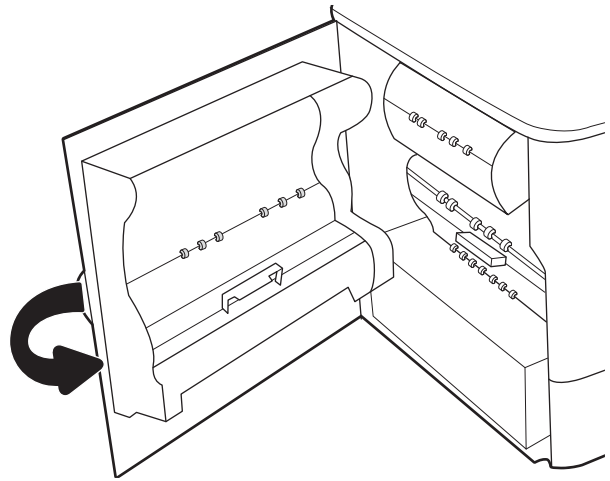
7. Insert the left end of the service fluid container into the alignment track, and then lock the latch that holds the unit in the track.



8. Push the service fluid container into the printer.



9. Close the left door.



---

## 4 Print

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).

The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

### 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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.



**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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

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

## Manually print on both sides (Windows)

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

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



---

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

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

---

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

## Print multiple pages per sheet (Windows)

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

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



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

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

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

## Select the paper type (Windows)

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

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

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

3. Click the **Paper/Quality** tab.
4. Select the 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 <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

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.



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

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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.



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

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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.



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

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- **Media Type:** Select the option for the type of paper for the print job.
- **Print Quality 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 <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

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.

For the HP PCL-6 V4 driver, the HP AiO Printer Remote application downloads additional driver features when **More settings** is selected.

3. Click the **Job Storage** tab.
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 a stored job

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


1. From the Home screen on the printer control panel, select [Print from Job Storage](#).
2. Select the name of the folder where the job is stored or select [Choose](#) to see the folder list.
3. Select the name of the job. If the job is private or encrypted, enter the PIN or select [OK](#) to bring up the keyboard to enter a password.
4. To adjust the number of copies, select the number of copies field. Use the keypad to enter the number of copies to print.
5. 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, select the [Print from Job Storage](#) icon.
2. Select the name of the folder where the job is stored or select [Choose](#) to see the folder list.
3. Select the name of the job. If the job is private or encrypted, enter the PIN or select [OK](#) to bring up the keyboard to enter a password.
4. 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:
  - a. [Copy/Print](#) or [Print](#)
  - b. [Manage Stored Jobs](#)
  - c. [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.



# Mobile printing

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

## Introduction

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

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

## Wi-Fi, Wi-Fi Direct Print, NFC, and BLE printing

HP provides Wi-Fi Direct Print, Near Field Communication (NFC), and Bluetooth Low Energy (BLE) printing for printers with a supported HP Jetdirect 3100w BLE/NFC/Wireless Accessory. This is an optional accessory.

These features enable Wi-Fi capable (mobile) devices to make a wireless network connection directly to the printer without using a wireless router.

The printer does not need to be connected to the network for this mobile walk-up printing to work.

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

- iPhone, iPad, or iPod touch using Apple AirPrint
- Android mobile devices using the Android embedded print solution

For more information on wireless printing, go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).

NFC, BLE, and Wi-Fi Direct Print capabilities can be enabled or disabled from the printer control panel.

### Enable wireless printing



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

1. From the Home screen on the printer control panel, select the [Settings](#) menu.
2. Select the following menus:
  - a. [Networking](#)
  - b. [Wi-Fi Direct](#)
  - c. [Status](#)
3. Select [On](#), and then select [OK](#) to enable wireless printing.

### Change the Wi-Fi Direct name

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



**NOTE:** In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a unique Wi-Fi Direct Name for easier printer identification for HP Wi-Fi Direct printing. The Wireless network names, e.g., Wireless, Wi-Fi Direct, etc. are available on the Information screen by selecting the Information icon , and then selecting the Wi-Fi Direct icon .

Complete the following procedure to change the printer Wi-Fi Direct name:

1. From the Home screen on the printer control panel, select the [Settings](#) icon.
2. Open the following menus:
  - a. [Networking](#)
  - b. [Wi-Fi Direct](#)
  - c. [Wi-Fi Direct Name](#)
3. Use the keypad to change the name in the [Wi-Fi Direct Name](#) text field, and then select [OK](#).

## HP ePrint via email



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

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

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


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

Follow this procedure to enable HP Web Services and register with HP Smart:

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the Information  button, and then use the arrow keys to select the Ethernet  menu. Press the **OK** button to open the menu and 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 **HP Web Services** tab.
  3. Select the option to enable Web Services.
-  **NOTE:** Enabling Web Services might take several minutes.
4. Go to [www.hpconnected.com](http://www.hpconnected.com) to create an account and complete the setup process.

## AirPrint

Direct printing using Apple's AirPrint is supported for iOS and from Mac computers running macOS 10.7 Lion and newer.

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

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

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



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

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## Android embedded printing

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

The print solution is built into many versions of the operating system.



**NOTE:** If printing is not available on your device, go to the [Google Play > Android apps](https://play.google.com/store/apps/details?id=com.hp.print) and install the HP Print Service Plugin.

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

## 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

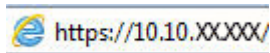
Use the printer control panel to enable the USB port for printing.

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 printer control panel to enable the USB port for printing.

1. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the Information  button, and then use the arrow keys to select the Ethernet  menu. Press the [OK](#) button to open the menu and 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. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP models.
3. In the left menu, select **Print from USB Drive Settings**.
4. Select **Enable Print from USB Drive**.
5. Click **Apply**.

## Print USB documents (keypad control panel)

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, select [USB Drive](#).
3. Select [Choose](#), select the name of the document to print, and then select [Select](#).



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

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4. To adjust the number of copies, select the field for the number of copies. Use the keypad to enter the number of copies to print.
5. Select Start  to print the document.

## Print using high-speed USB 2.0 port (wired)

Enable the 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 high-speed USB 2.0 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

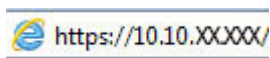
Use the control panel to enable the port.


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. Open the HP Embedded Web Server (EWS):
  - a. On the printer control panel, press the Information  button, and then use the arrow keys to select the Ethernet  menu. Press the [OK](#) button to open the menu and 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. Select the **Security** tab.
3. On the left side of the screen, select **General Security**.
4. Scroll down to the **Hardware Ports** and select the check box to enable both of the items:
  - **Enable Device USB**
  - **Enable Host USB plug and play**
5. Click **Apply**.



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## 5 Manage the printer

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).

The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

### 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.

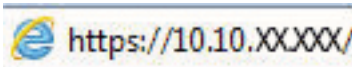


**NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

## 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  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)

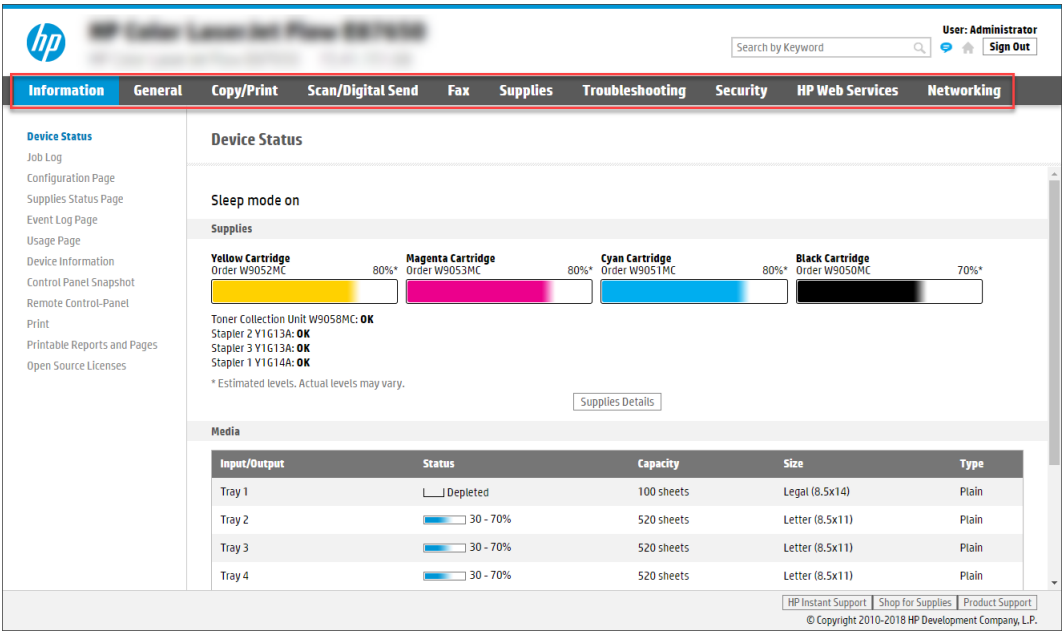
### Linux

- 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 5-1 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 5-1 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 <b>Change Settings</b> link.
Job Log	Provides a list of the jobs that have been processed.
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 <b>HP Instant Support</b> link (in the <b>Other Links</b> 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 <b>Device Information</b> menu on the <b>General</b> tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.

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

Menu	Description
Remote Control-Panel	Provides a way to troubleshoot or manage the printer from a browser window on a desktop or laptop.
Print	Allows the user to send a print-ready file to the printer to be printed.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print.
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 5-2 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 <b>Quick Sets</b> 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 or remove third-party software packages that extend or modify the functionality of the printer.

**Table 5-2** HP Embedded Web Server General tab (continued)

Menu	Description
Job Statistics Settings	Provides connection information about third-party job-statistics services, or enables local serverless device job accounting.
Quota Settings	Provides connection information about third-party job-quota services, or enables local device quota service.

## 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 5-3** 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.

## Print tab

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

**Table 5-4** HP Embedded Web Server Print tab

Menu	Description
Print from USB Drive Settings	Enable or disable the <a href="#">Print from USB Drive</a> menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory. Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Restrict Color (Color printers only)	Permit or restrict color printing. 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.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Manage Trays	Configure settings for paper trays.

## Supplies tab

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

**Table 5-5 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 5-6 HP Embedded Web Server Troubleshooting tab**

Menu	Description
General Troubleshooting	<p>Use the following options as appropriate:</p> <ul style="list-style-type: none"> <li>• <b>Reports and Tests</b> area: Select and print several types of reports and tests. Some reports can be viewed in the EWS by clicking the <b>View</b> button.</li> <li>• <b>Fax Tools</b> area: Configure settings for fax troubleshooting. (MFP and Digital Sender products with HP analog fax accessory only)</li> <li>• <b>OXPD Troubleshooting</b> area: Enable or disable the <b>Allow a Non-Secure Connection for Web Services</b> option</li> <li>• <b>Auto Recovery</b> area: Enable or disable the <b>Enable Auto Recovery</b> option, which allows the printer to auto recover from errors that might require the power to be turned off and on (for example, a 49 error).</li> </ul>
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data	Export printer information to a file that can be useful for HP technical support to use for detailed problem analysis.
Calibration/Cleaning	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
(Color LaserJet printers only)	
Reset 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 5-7 HP Embedded Web Server Security tab**

Menu	Description
General Security	<p>Settings for general security, including the following:</p> <ul style="list-style-type: none"> <li>• Configure an administrator password to restrict access to certain features on the printer.</li> <li>• Set a custom device Service Access Code.</li> <li>• Set PJI password for processing PJI commands.</li> <li>• Set file system access and firmware upgrade security.</li> <li>• 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.</li> <li>• View the status of all security settings.</li> </ul>
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	<p>Configure and manage the internal storage for the printer.</p> <p>Configure settings for jobs that are stored on the printer internal storage.</p>
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.
Email Domain Restriction	If email functionality is enabled, administrators can limit the email addresses to which the printer can send messages.
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 5-8 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 5-9** HP Embedded Web Server Networking tab > Configuration settings

Menu	Description
Wireless Station	Configure the initial wireless settings.  <b>NOTE:</b> The configuration options available depend on the print server model.
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.  <b>NOTE:</b> The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks.  <b>NOTE:</b> 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.

**Table 5-10** HP Embedded Web Server Networking tab > Google Cloud Print settings

Menu	Description
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.

**Table 5-11** HP Embedded Web Server Networking tab > Security settings

Menu	Description
Settings	View and restore current security settings to factory-default values.  Configure security settings using the Security Configuration Wizard.  <b>NOTE:</b> Do not use the Security Configuration Wizard to configure security settings if using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including limiting host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure Transport Layer Security (TLS) protocol and encryption options.

**Table 5-11 HP Embedded Web Server Networking tab > Security settings (continued)**

Menu	Description
Mgmt. Protocols	<p>Configure and manage security protocols for this printer, including the following:</p> <ul style="list-style-type: none"> <li>• Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.</li> <li>• Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.</li> <li>• Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.</li> </ul>
802.1X Authentication	<p>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.</p> <p><b>CAUTION:</b> 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.</p>
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.

**Table 5-12 HP Embedded Web Server Networking tab > Diagnostics settings**

Menu	Description
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.

# Configure IP network settings

Use the EWS to configure the printer network settings.



## Printer sharing disclaimer

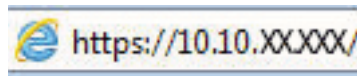
Review the following disclaimer.

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](http://www.microsoft.com).

## View or change network settings

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

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





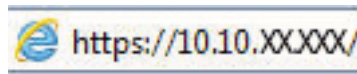
**NOTE:** If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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.



**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.



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

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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.



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

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**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.

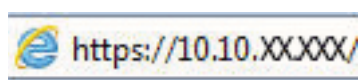
## Assign an administrator password

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  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 2 watts 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 2 watts or less of power while in sleep mode, enter times for both the [Sleep after Inactivity](#) and [Auto Off after sleep](#) settings.

1. From the Home screen on the printer control panel, select [Settings](#).
2. Open the following menus:
  - [General](#)
  - [Energy Settings](#)
  - [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](http://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 <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>. Click **Software, Drivers and Firmware**.

## 6 Solve problems

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

For video assistance, see [www.hp.com/videos/PageWide](http://www.hp.com/videos/PageWide).


The following information is correct at the time of publication. For current information, see <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

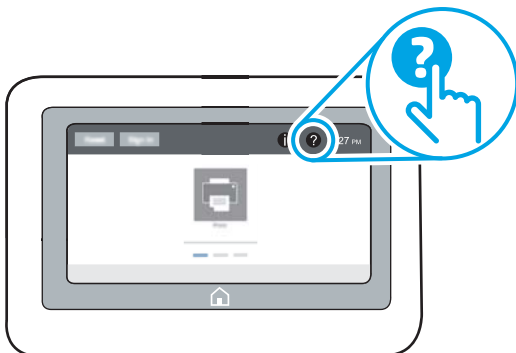
### For more information:

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


## 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 on the control panel.



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


Review the possible solutions to this issue.


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

**Cartridge is very low:** The printer indicates when the cartridge level is very low. Actual cartridge life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The 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.

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 **NOTE:** This printer is not designed to use continuous ink systems. To resume printing, remove continuous ink system and install genuine HP (or compatible) cartridges.

 **NOTE:** This printer is designed for ink cartridges to be used until they are empty. Refilling cartridges prior to depletion may cause your printer to fail. If this happens, insert a new cartridge (either genuine HP or compatible) to continue printing.

---

### Change the "Very Low" settings

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

1. From the Home screen on the printer control panel, select [Settings](#).
2. Open the following menus:
  - a. [Manage Supplies](#)
  - b. [Very Low Behavior](#)
  - c. [Black Cartridge](#) or [Color Cartridges](#)
3. Select one of the following options:
  - Select the [Stop](#) option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold.
  - Select the [Continue](#) option to set the printer to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.
  - Select the [Prompt to continue](#) option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.

### For printers with fax capability

When the printer is set to the [Stop](#) or [Prompt to continue](#) option, there is some risk that faxes will not print when the printer resumes printing. This can occur if the printer has received more faxes than the memory can hold while the printer is waiting.

The printer can print faxes without interruption when it passes the Very Low threshold if you select the [Continue](#) option for the cartridge, but print quality might degrade.

## Order supplies

Order supplies and paper for your HP printer.

**Table 6-1** Ordering options

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

# 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.

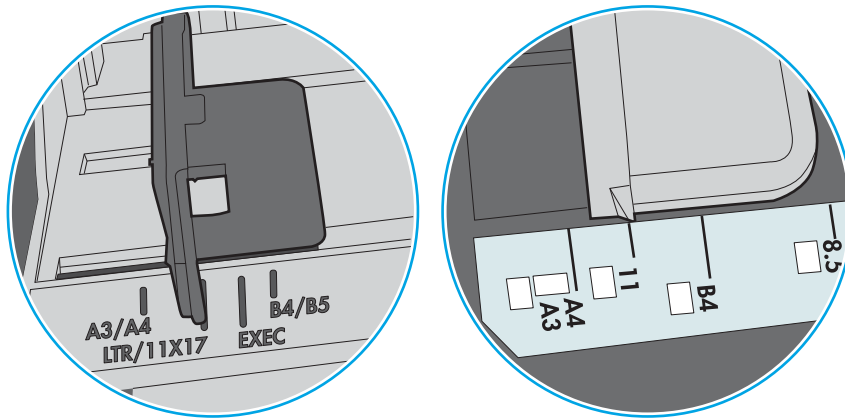


4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

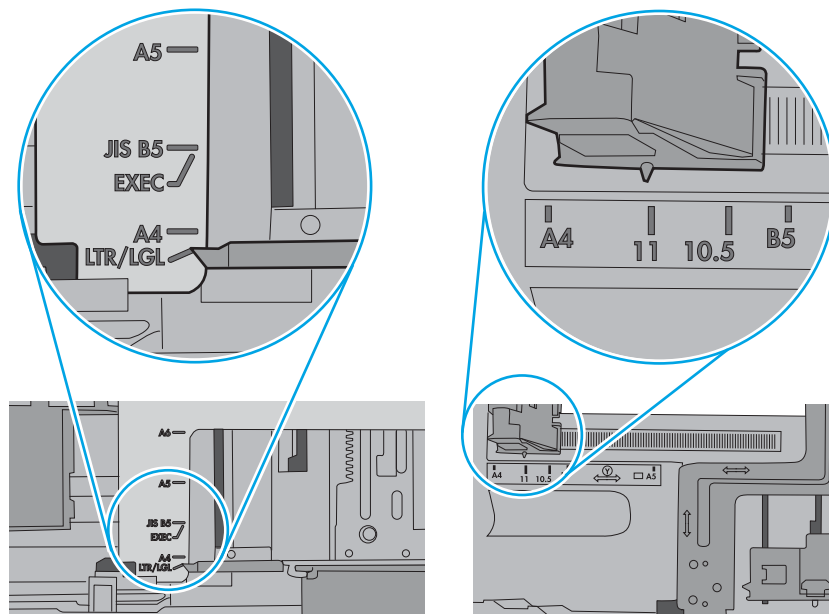
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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 6-1** Size markings for Tray 1 or the multipurpose tray



**Figure 6-2** Size markings for cassette trays

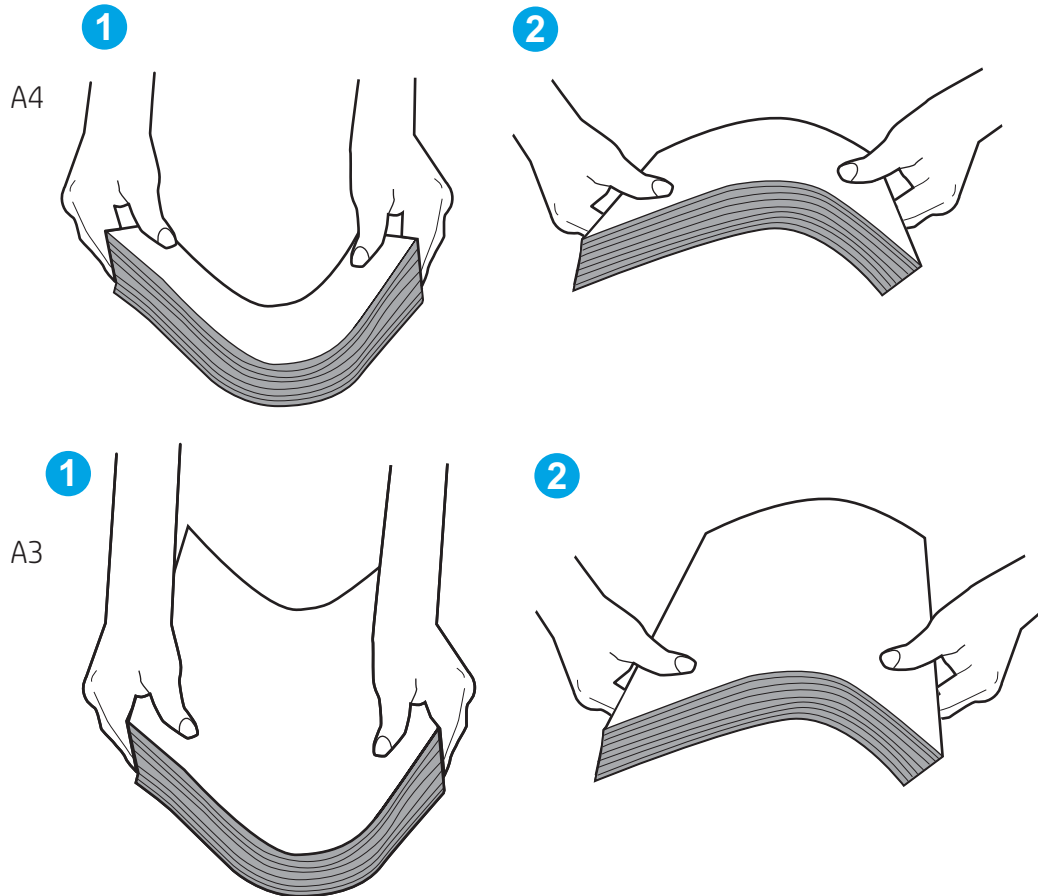


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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 6-3** 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.

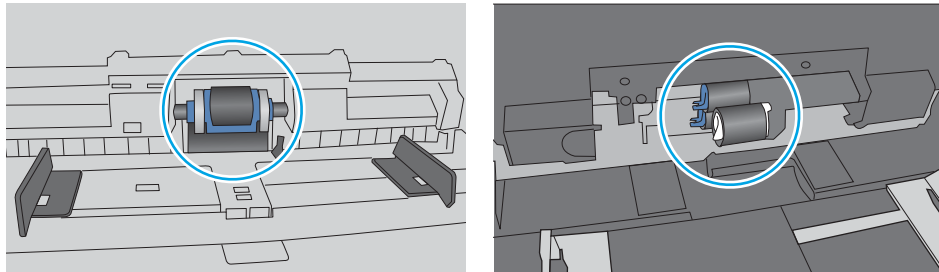
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**CAUTION:** Do not spray water directly onto the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

---

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

**Figure 6-4** 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:

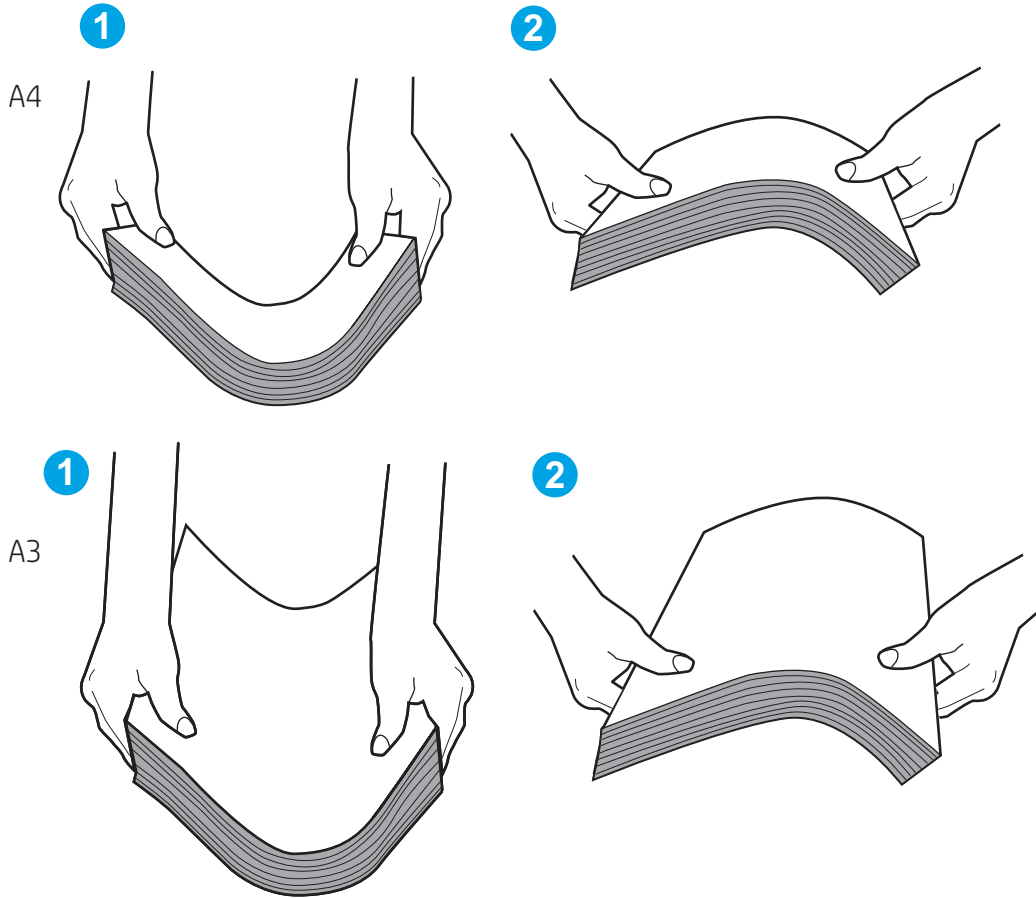
1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

---

**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.

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Figure 6-5 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.

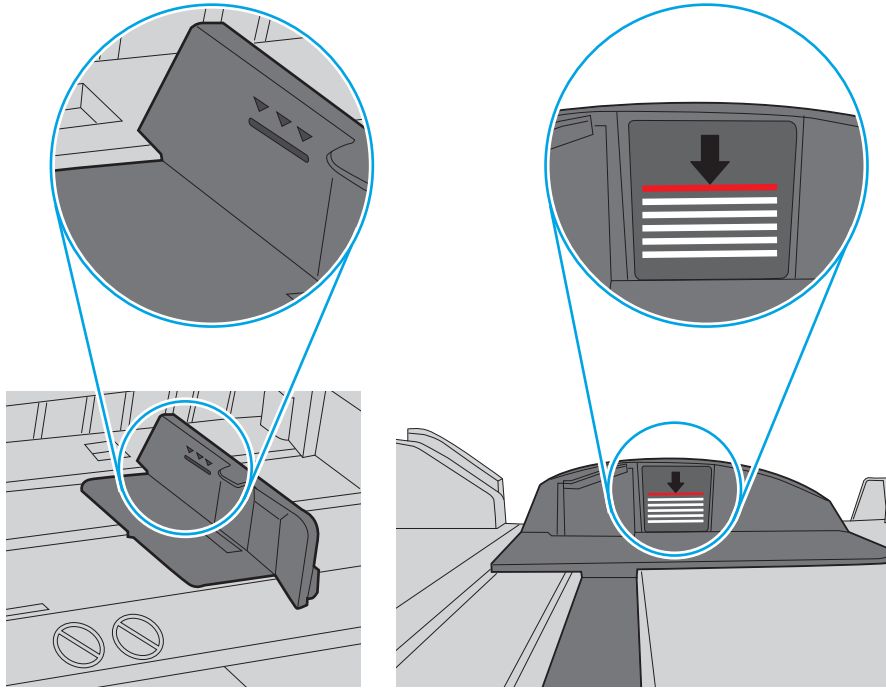
In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray and flex the stack as described above.

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

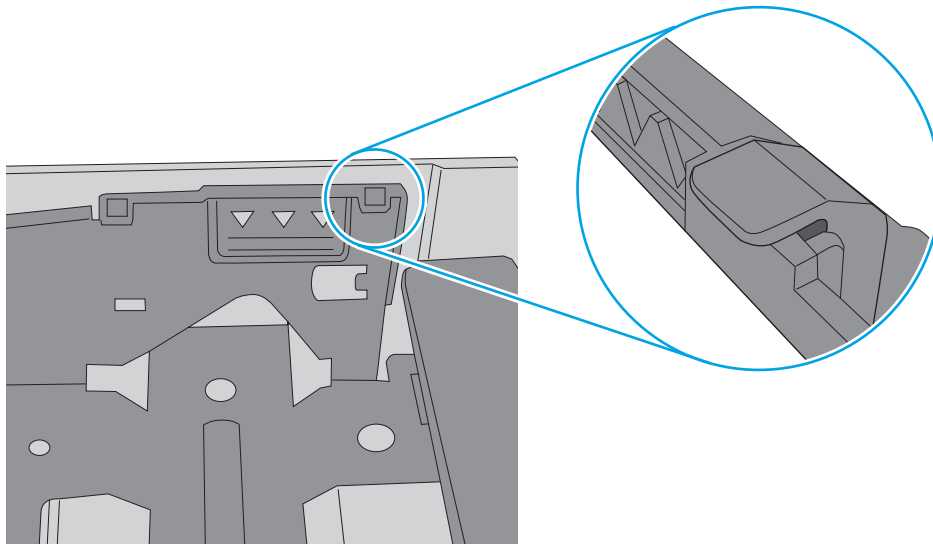
5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

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 6-6** Stack-height markings



**Figure 6-7** Tab for the paper stack

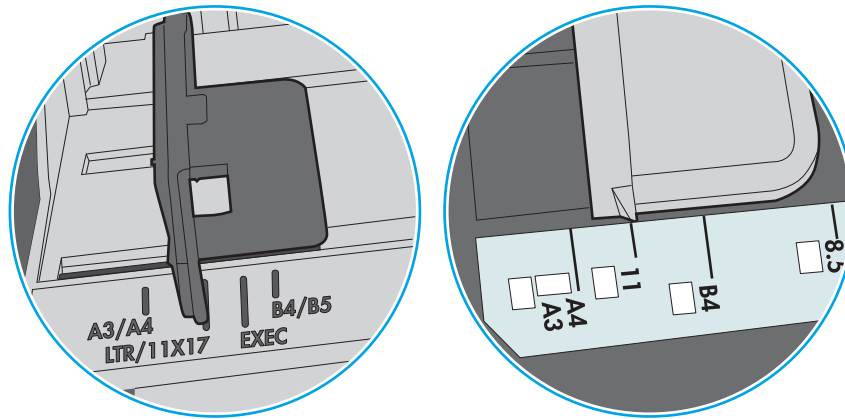


6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

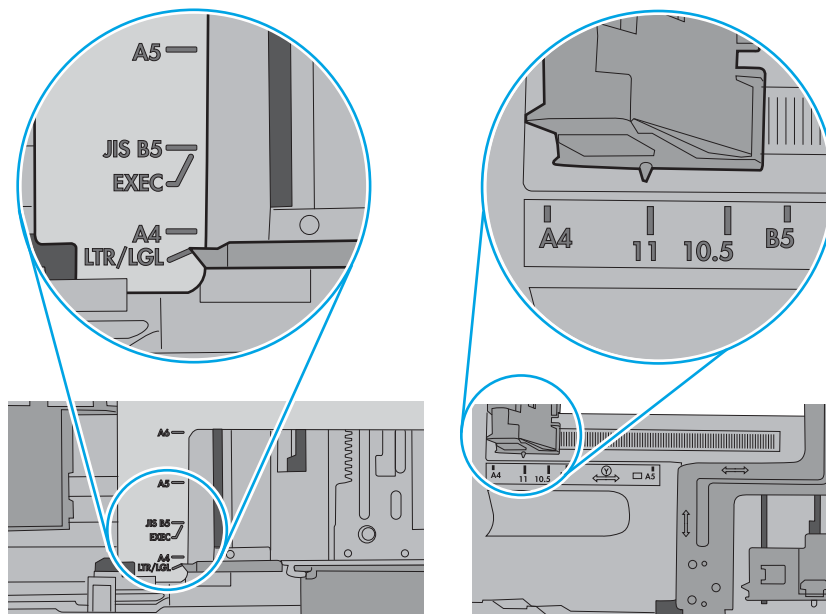
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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 6-8** Size markings for Tray 1 or the multipurpose tray



**Figure 6-9** Size markings for cassette trays



7. Make sure the printing environment is within recommended specifications.

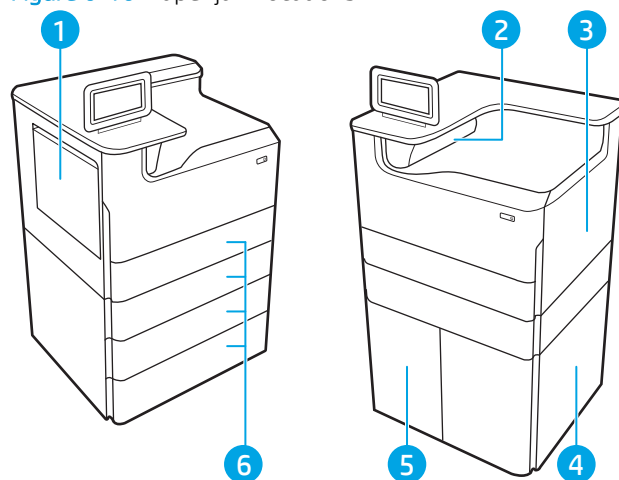
# Clear paper jams

Use the procedures in this section to clear jammed paper from the printer paper path.

## Paper jam locations

Jams can occur in these locations.

Figure 6-10 Paper jam locations



Number	Description
1	Tray 1 and left door
2	Output bin
3	Right door (duplexer)
4	Lower right door
5	4,000-sheet HCl feeder
6	550-sheet trays

## 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 Tray 1 - [15.A1.yz](#); [15.D1.51](#); [15.D1.81](#); [15.D2.A1](#); [15.D2.D1](#)

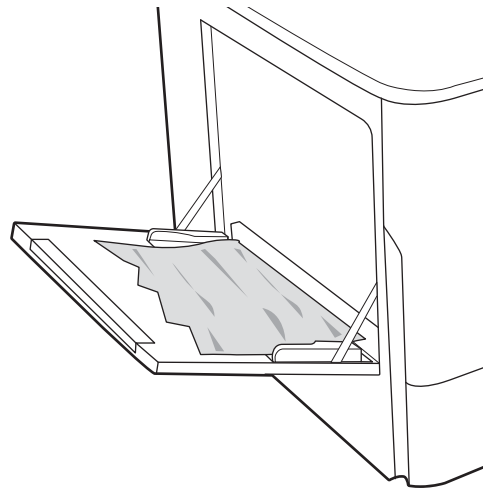
When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

Paper jams in Tray 1 can produce any of the following error codes:

- [15.A1.yz](#)
- [15.D1.51](#)
- [15.D1.81](#)
- [15.D2.A1](#)
- [15.D2.D1](#)

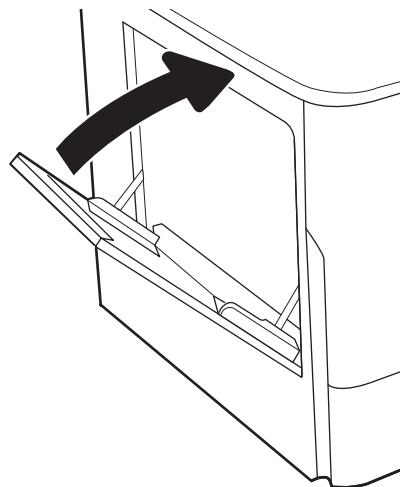
Follow these steps to clear the paper jam:

1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.

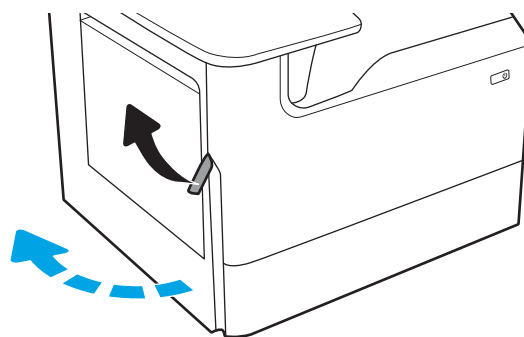




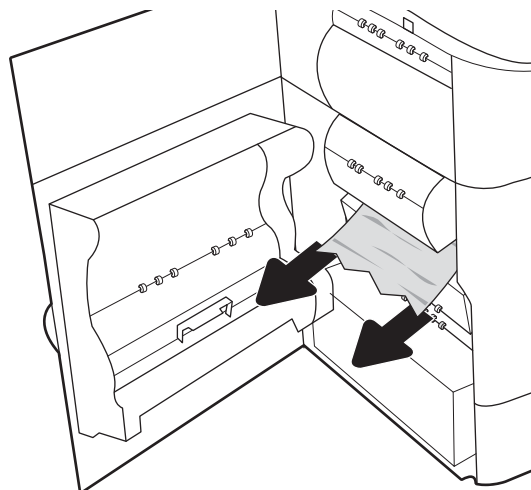
2. Close Tray 1.



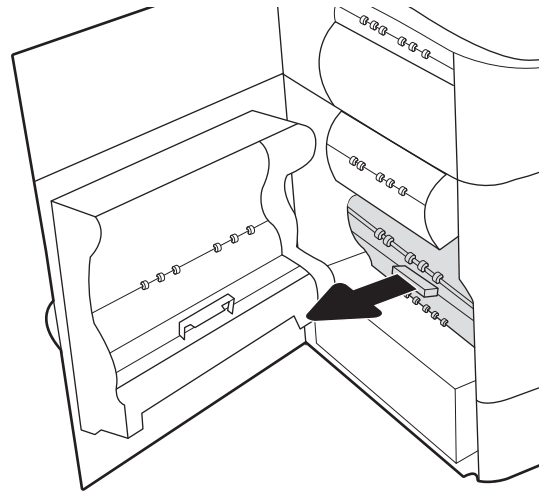
3. Open the left door.



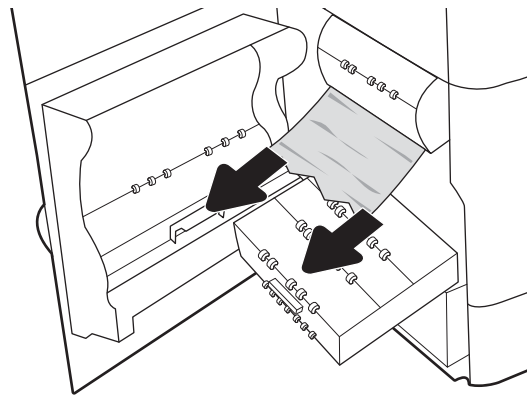
4. Pull any jammed paper straight out.



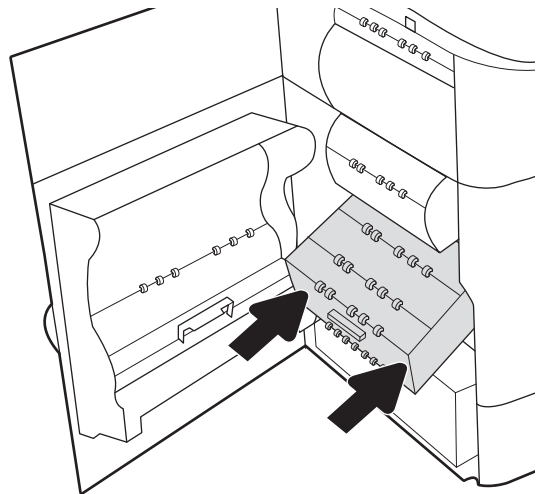
5. If no jammed paper is visible, pull the service fluid container out.



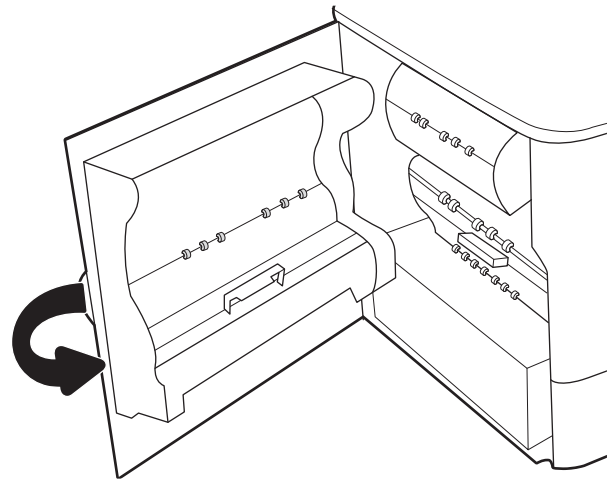
6. Pull any jammed paper straight out.



7. Push the service fluid container into the printer.



8. Close the left door.



9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

## Clear paper jams in Tray 2 - 15.A2.yz; 15.D2.52; 15.D2.82; 15.D2.A2; 15.D2.D2

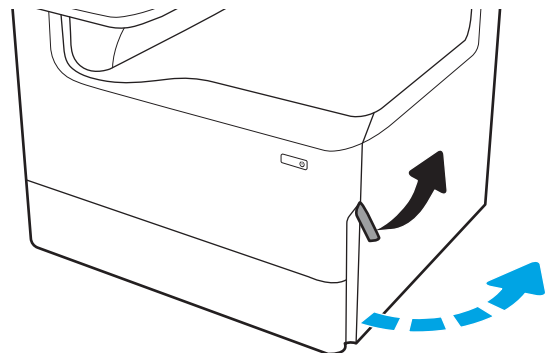
When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

Paper jams in Tray 2 can produce any of the following error codes:

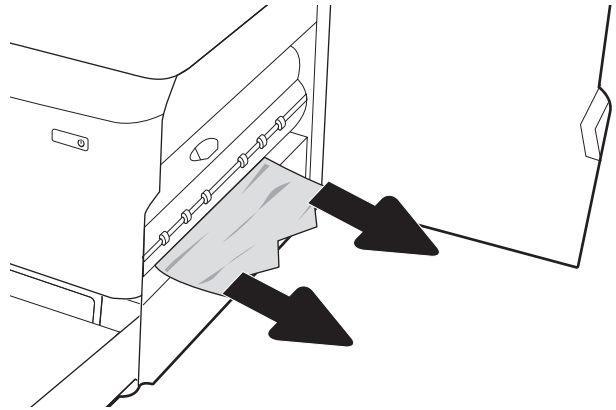
- 15.A2.yz
- 15.D2.52
- 15.D2.82
- 15.D2.A2
- 15.D2.D2

Follow these steps to clear the paper jam:

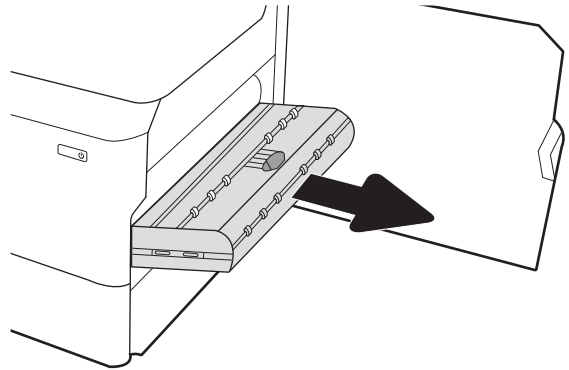
1. Open the right door.



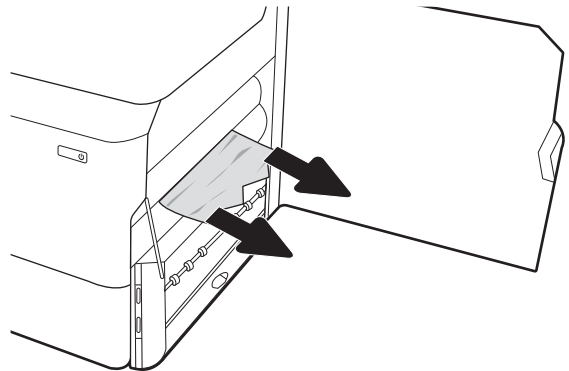
2. Remove any jammed paper.



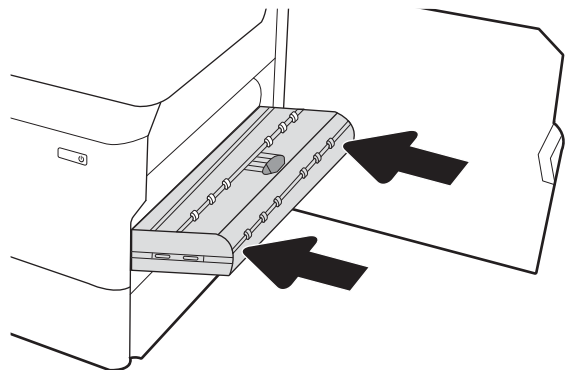
3. If no jammed paper is visible, remove the duplexer.



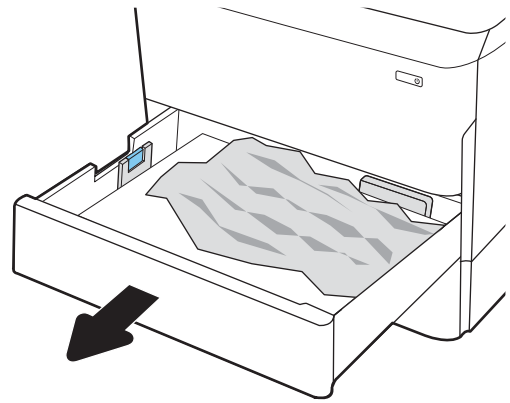
4. Pull any jammed paper straight out.



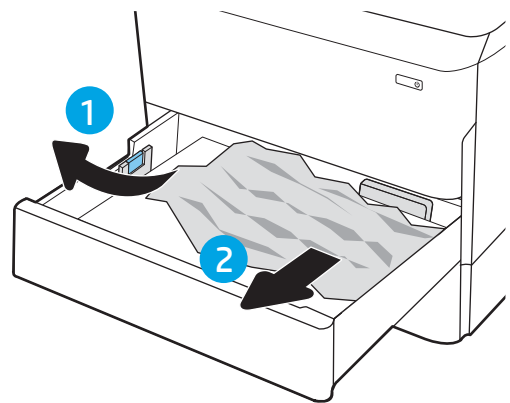
5. Reinstall the duplexer.



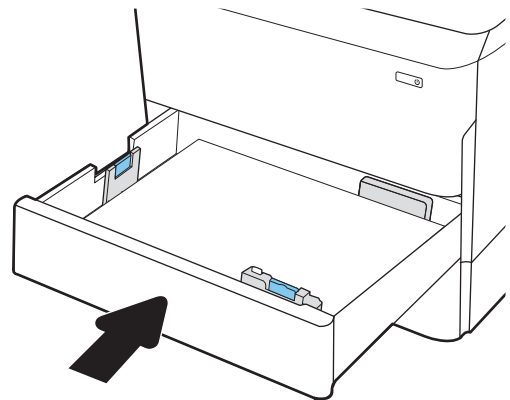
6. Open the tray.



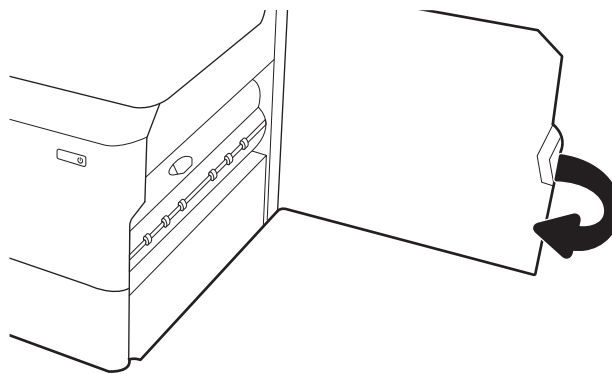
7. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



8. Close the tray.



9. Close the right door.



10. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.


## Clear paper jams in Tray 3 - 15.A3.yz; 15.12.A3; 15.12.D3

When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

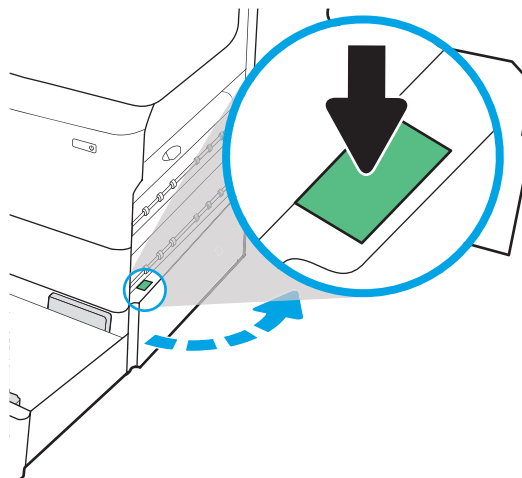
Paper jams in Tray 3 can produce any of the following error codes:

- 15.A3.yz
- 15.12.A3
- 15.12.D3

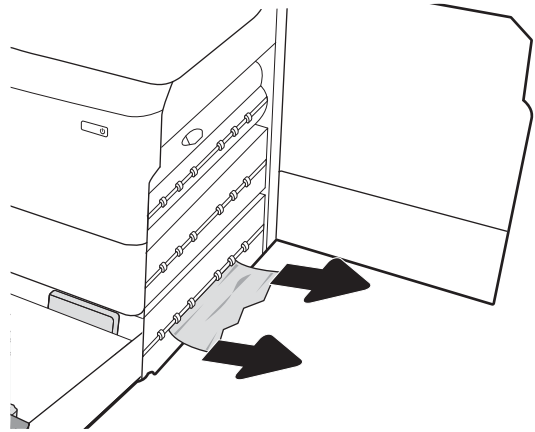
Follow these steps to clear the paper jam:

 **NOTE:** The procedure to clear paper jams from the 1x550-sheet tray with stand is the same as for the table-top 1x550-sheet tray. Only the table-top tray is shown here.

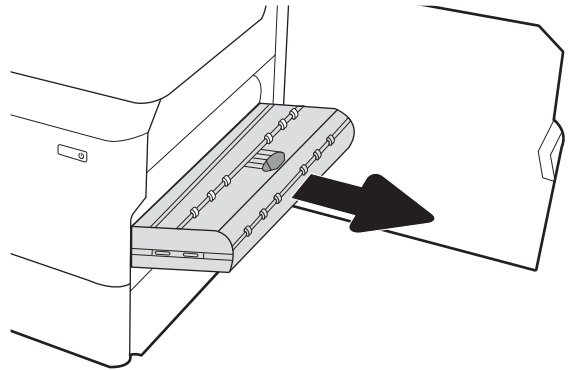
1. Open the right door and the lower-right door.



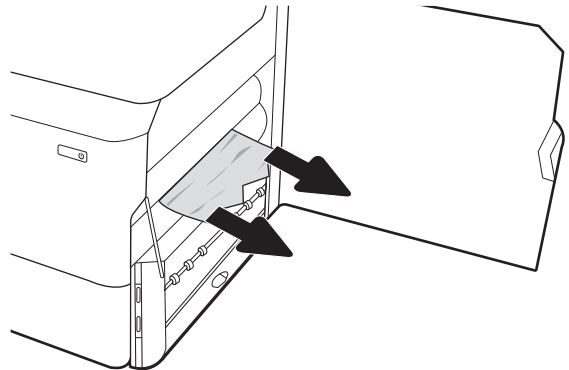
2. Gently pull out any jammed paper.



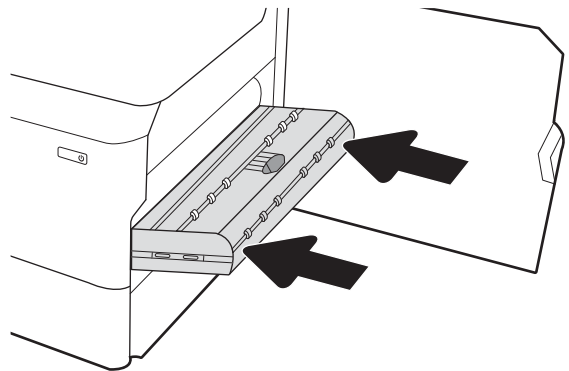
3. If no jammed paper is visible, remove the duplexer.



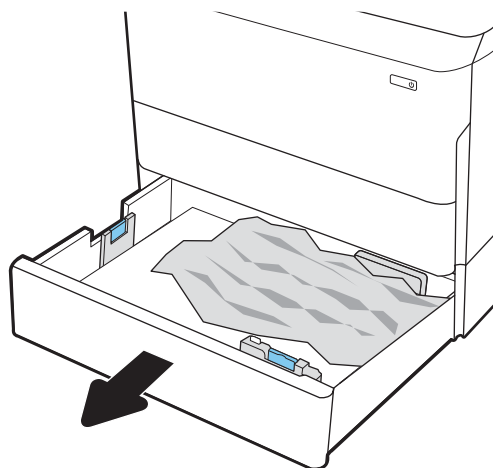
4. Pull any jammed paper straight out.



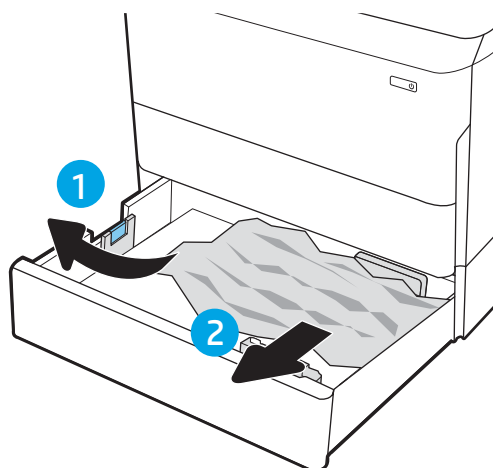
5. Reinstall the duplexer.



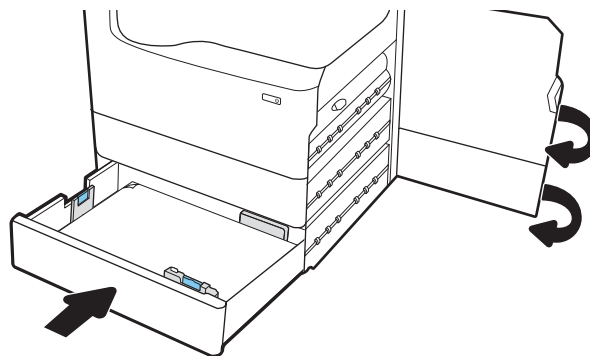
6. Open the tray.



7. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



8. Close the lower-right door and the right door, and then close the tray.



9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

## Clear paper jams in the output bin - 15.E1.yz; 15.C1.Az

When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.



Paper jams in the output bin produce either of the following error codes:

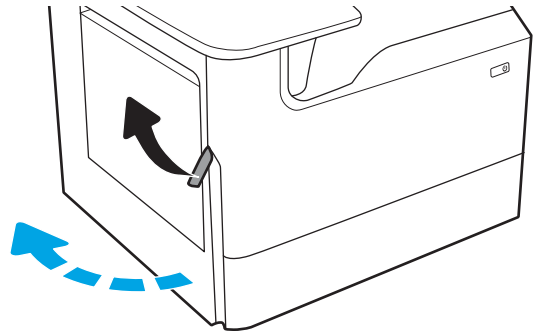
- 15.E1.yz
- 15.C1.Az

Follow these steps to clear the paper jam:

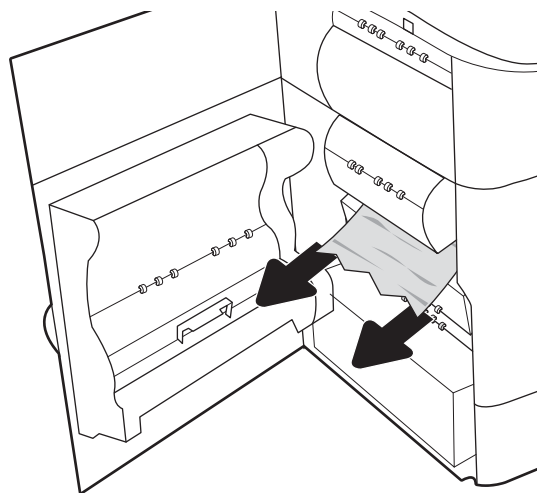
1. If paper is visible in the output bin, grasp the leading edge and remove it.



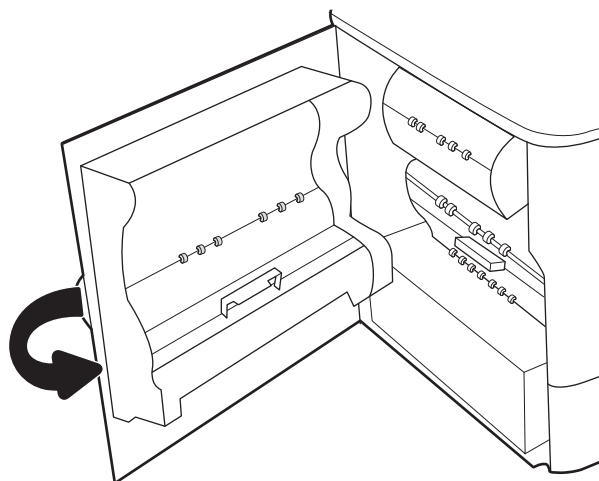
2. Open the left door.



3. Remove any jammed paper.



4. Close the left door.



5. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

## Clear paper jams in the duplexer - 15.D1.yz; 15.D2.yz; 15.C1.5z; 15.C1.8z; 15.C1.9z

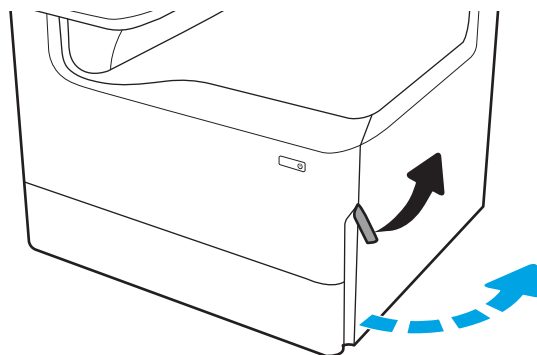
When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

Paper jams in the duplexer can produce any of the following error codes:

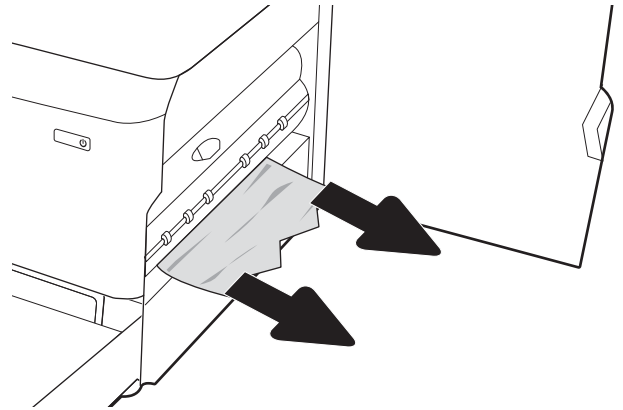
- 15.D1.yz
- 15.D2.yz
- 15.C1.5z
- 15.C1.8z
- 15.C1.9z

Follow these steps to clear the paper jam:

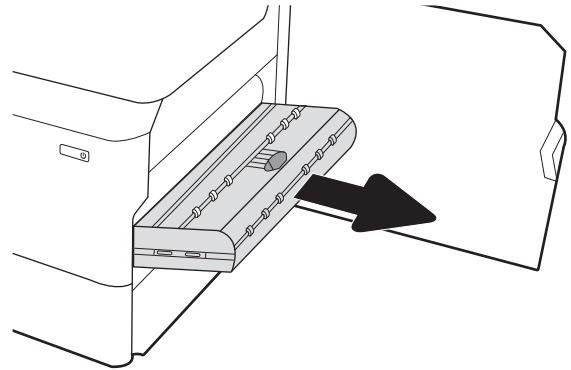
1. Open the right door.



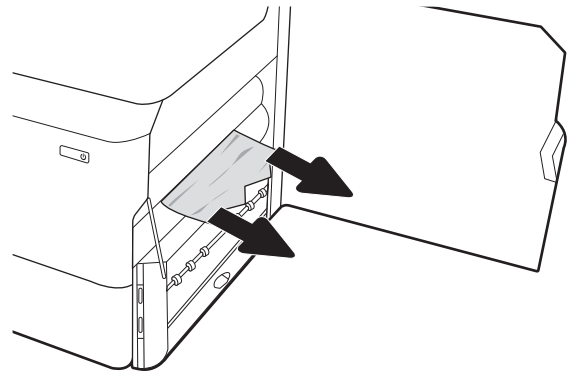
2. Remove any jammed paper.



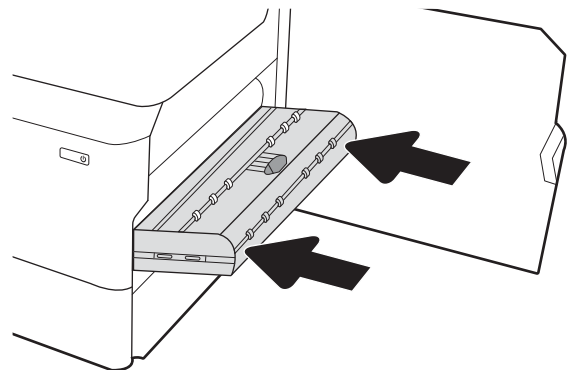
3. If no jammed paper is visible, remove the duplexer.



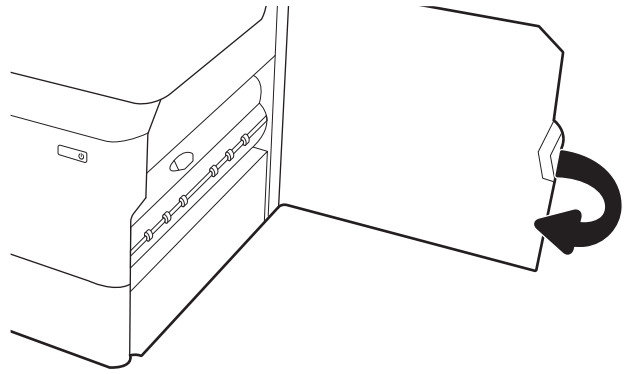
4. Pull any jammed paper straight out.



5. Reinstall the duplexer.



6. Close the right door.



7. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

## Clear paper jams in the 3X550 trays - 15.A4.yz; 15.A5.yz; 15.A6.yz; 15.A9.yz; 15.37.yz; 15.38.yz; 15.48.yz

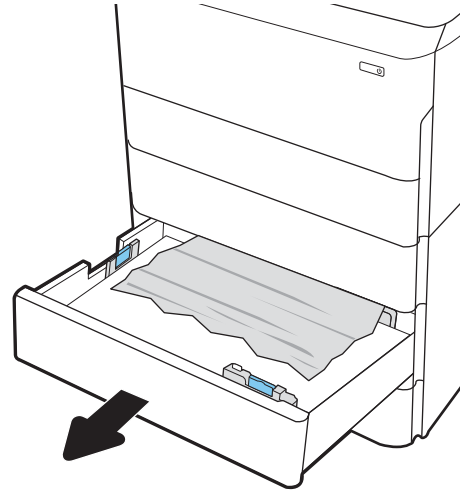
When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

Paper jams in the 3x550-sheet accessory can produce any of the following error codes:

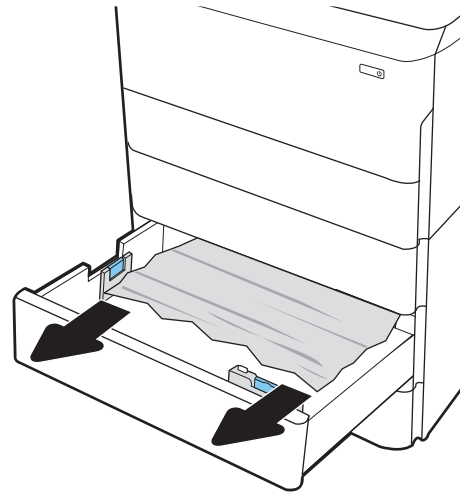
- 15.A4.yz
- 15.A5.yz
- 15.A6.yz
- 15.A9.yz
- 15.37.yz
- 15.38.yz
- 15.48.yz

Follow these steps to clear the paper jam:

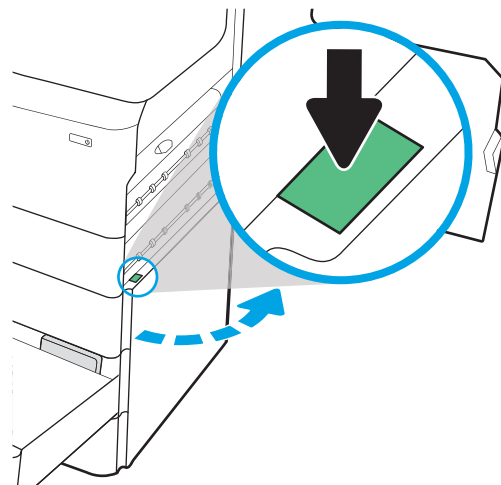
1. Open one of the trays.



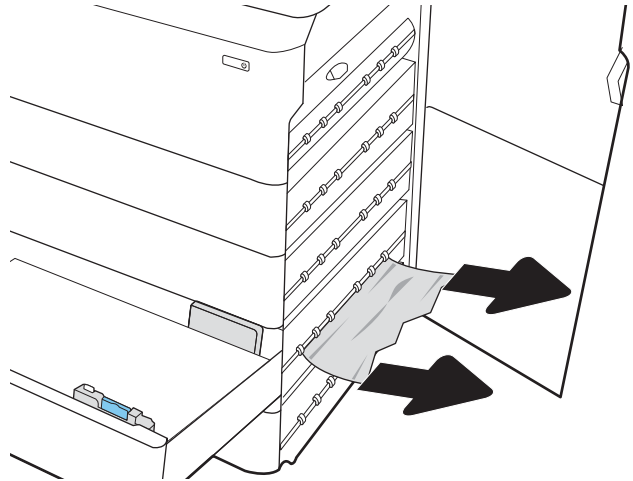
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



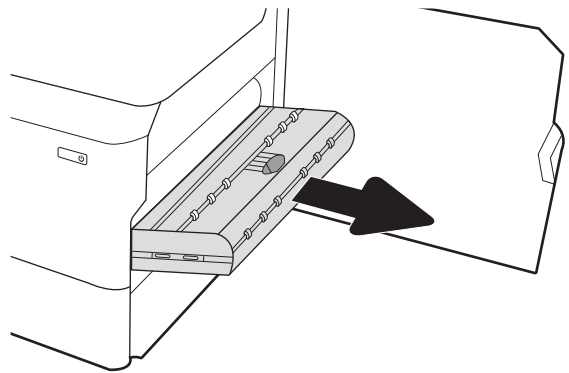
3. Open the right door and the lower-right door.



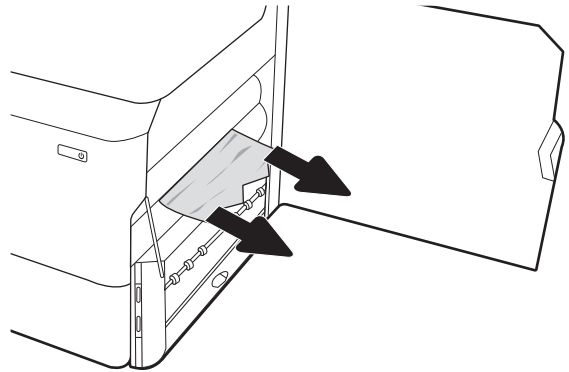
4. Gently pull out any jammed paper.



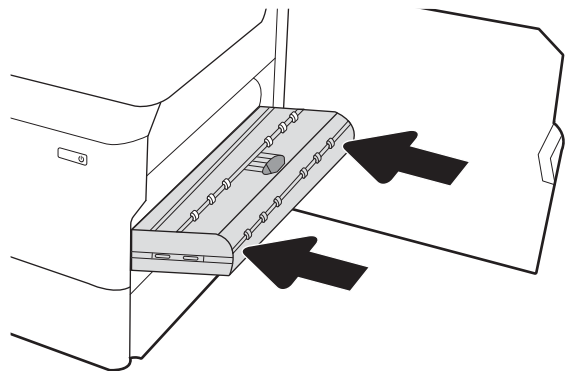
5. If no jammed paper is visible, remove the duplexer.



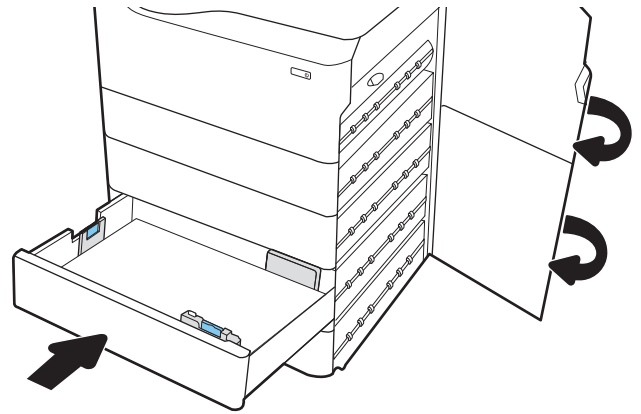
6. Pull any jammed paper straight out.



7. Reinstall the duplexer.



8. Close the right door and the lower-right door, and then close the tray.



9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

## Clear paper jams in the 4,000 sheet HCI - 15.A7.yz; 15.A8.yz; 15.37.yz; 15.38.yz; 15.48.yz

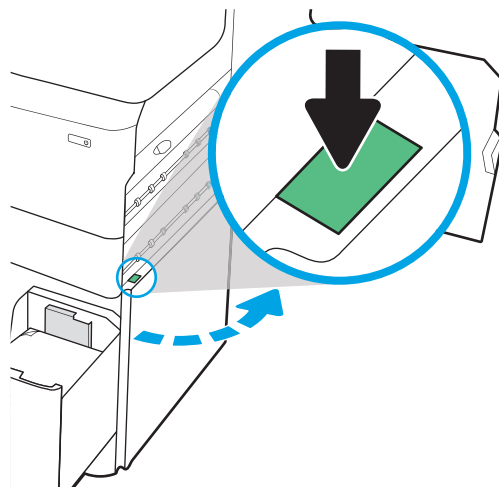
When a jam occurs, the control panel displays an error message and an animation that assists in clearing the jam.

Paper jams in the 4000-sheet HCI accessory can produce any of the following error codes:

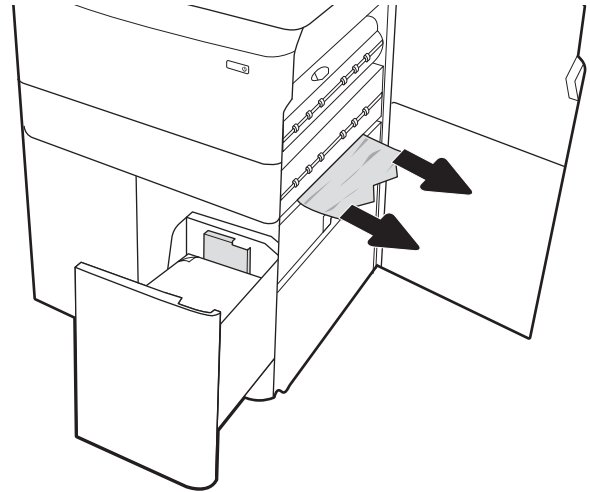
- 15.A7.yz
- 15.A8.yz
- 15.37.yz
- 15.38.yz
- 15.48.yz

Follow these steps to clear the paper jam:

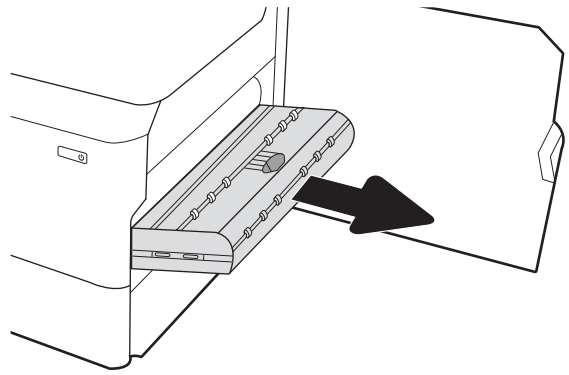
1. Open the right door and the lower right door.



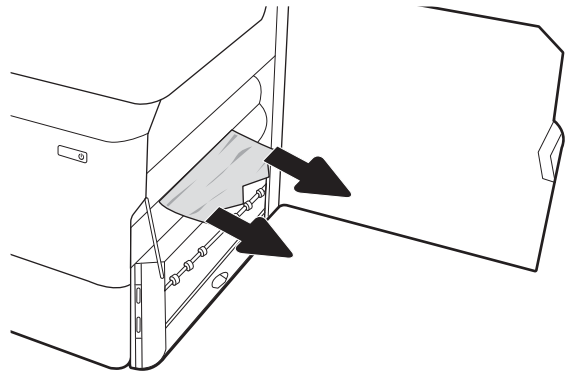
2. Remove any damaged sheets.



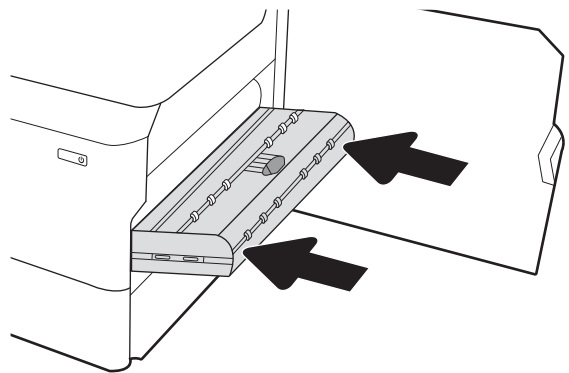
3. If no jammed paper is visible, remove the duplexer.



4. Pull any jammed paper straight out.

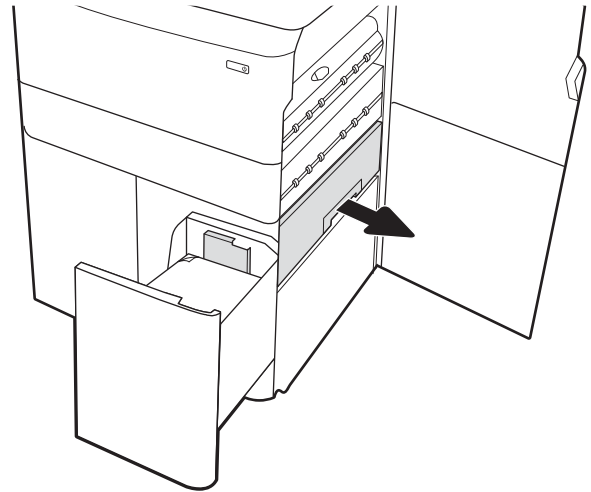


5. Reinstall the duplexer.

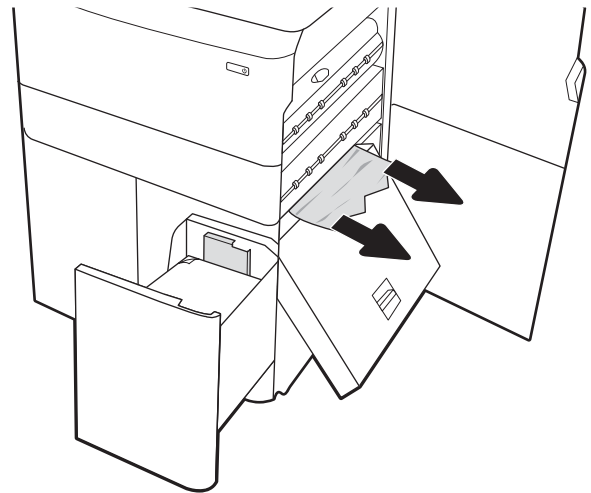




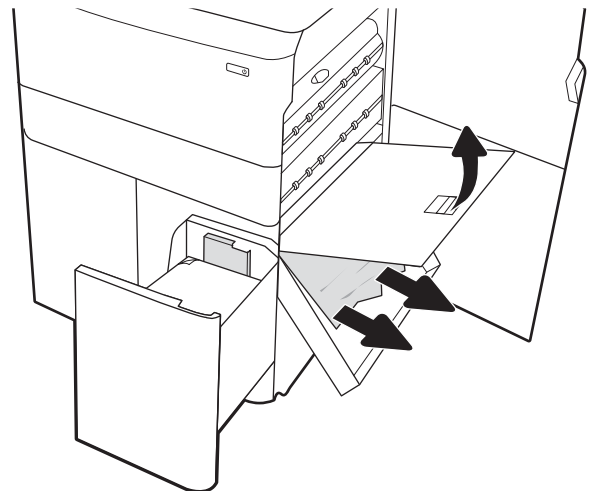
6. In the lower right door area, use the green handle to pull out the HCI jam cassette.



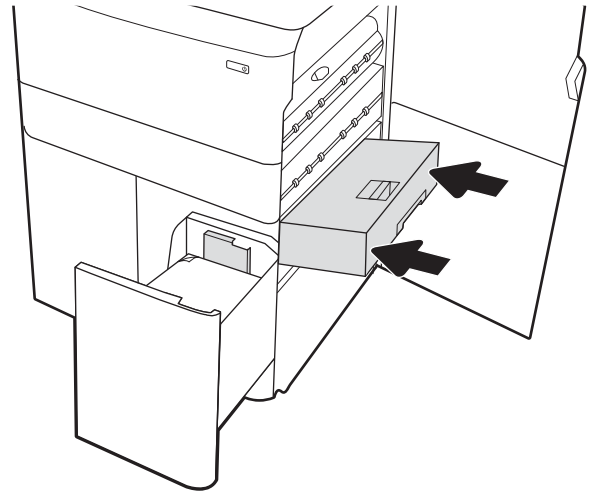
7. Remove any jammed paper from the jam cassette area.



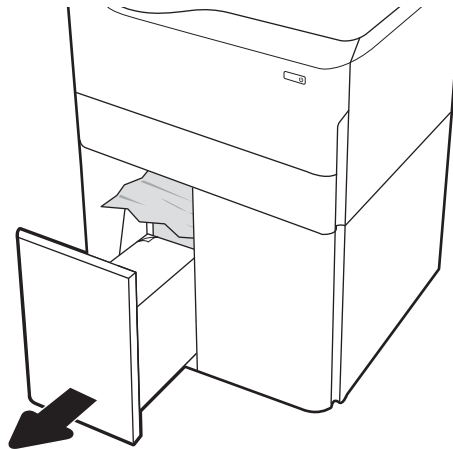
8. Use the green handle to open the top of the HCI jam cassette, and remove any jammed paper.



9. Close the jam cassette, and then reinstall it into the printer.



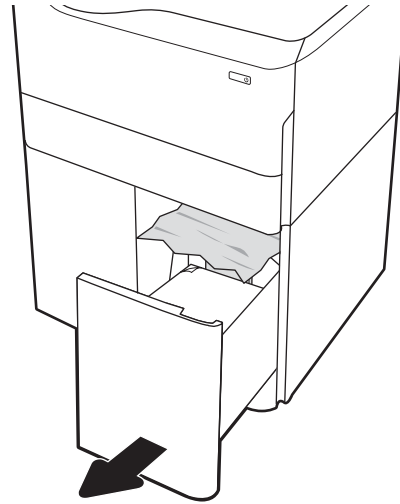
10. Open the left high-capacity input tray.



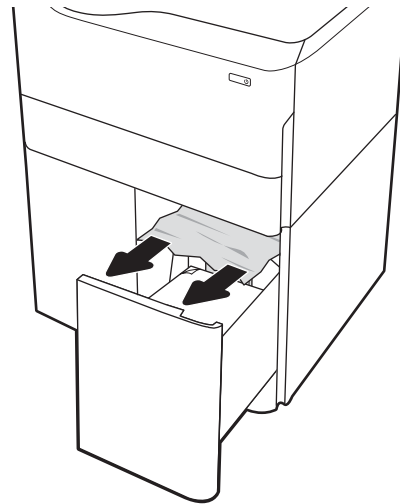
11. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



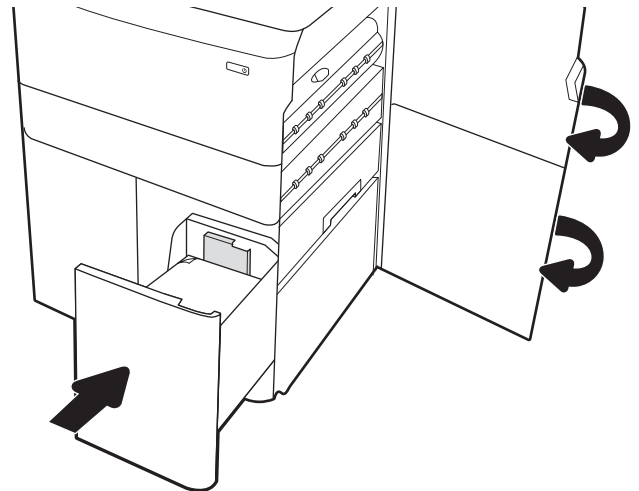
12. Close the left tray and open the right high-capacity input tray.



13. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



14. Close the right door and the lower right door, and then close the right tray.



15. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

# Resolving color print quality problems

Use the information below to troubleshoot print-quality, color-quality, and image-quality problems on HP Color LaserJet Enterprise printers.

## Introduction

The troubleshooting steps can help resolve the following defects:

- Blank pages
- Black pages
- Colors that do not align
- 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.

For instructions, go to [www.hp.com/support](http://www.hp.com/support).

## 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:
    1. [Settings](#)
    2. [Print quality](#)
    3. [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.

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### Check the paper type setting (Windows)

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

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 **NOTE:** The print driver settings will override any control panel settings.

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

### Check the paper type setting (macOS)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. 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](http://www.hp.com/go/learnaboutsupplies).

## Print a cleaning page

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

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.

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 **CAUTION:** Do not touch the imaging drum. Fingerprints on the imaging drum can cause print-quality problems.

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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 Web site: <http://www.hp.com/support/pwcolor765> or <http://www.hp.com/support/colorpw755>.

**Table 6-2** Print drivers

Driver	Description
HP PCL6 driver	If available, this printer-specific print driver supports older operating systems like Windows XP and Windows Vista. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP PCL 6 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP PCL-6 driver	This product-specific print driver supports Windows 8 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to <a href="http://www.hp.com/go/support">www.hp.com/go/support</a> .
HP UPD PS driver	<ul style="list-style-type: none"> <li>• Recommended for printing with Adobe software programs or with other highly graphics-intensive software programs</li> <li>• Provides support for printing from Postscript emulation needs, or for Postscript flash font support</li> </ul>
HP UPD PCL 6	<ul style="list-style-type: none"> <li>• Recommended for printing in all Windows environments</li> <li>• Provides the overall best speed, print quality, and printer feature support for most users</li> <li>• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul>

Troubleshoot color quality

Calibrating the printer can help ensure color print quality.

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

- 1. From the Home screen on the printer control panel, select the [Support Tools](#) menu.
- 2. Select the following menus:
  - [Maintenance](#)
  - [Calibration/Cleaning](#)
  - [Full Calibration](#)
- 3. Select [Start](#) to start the calibration process.

A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.

- 4. Wait while the printer calibrates, and then try printing again.

Troubleshoot image defects

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

Table 6-3 Image defects table quick reference



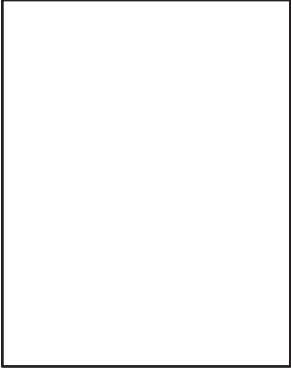
Defect	Defect	Defect
<a href="#">Table 6-11 Light print on page 140</a> 	<a href="#">Table 6-9 Gray background or dark print on page 139</a> 	<a href="#">Table 6-6 Blank page — No print on page 137</a> 

Table 6-3 Image defects table quick reference (continued)



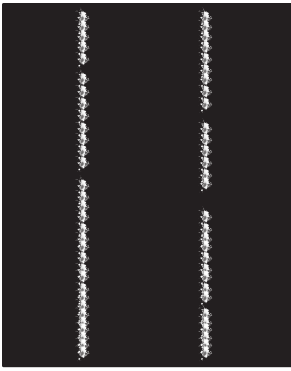
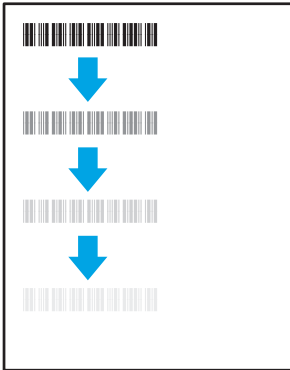


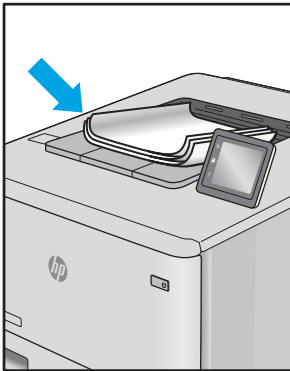
Defect	Defect	Defect
<a href="#">Table 6-5 Black page on page 137</a> 	<a href="#">Table 6-4 Banding defects on page 136</a> 	<a href="#">Table 6-13 Streak defects on page 142</a> 
<a href="#">Table 6-8 Fixing/fuser defects on page 138</a> 	<a href="#">Table 6-10 Image placement defects on page 139</a> 	<a href="#">Table 6-7 Color plane registrations defects (color models only) on page 138</a> 
<a href="#">Table 6-12 Output defects on page 141</a> 		

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

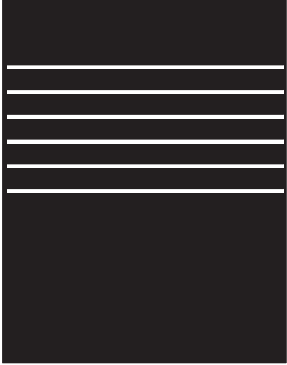
1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the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




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

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

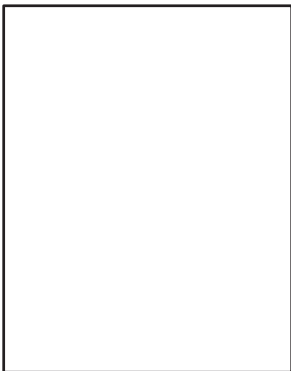
**Table 6-4 Banding defects**

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


**Table 6-5 Black page**

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

**Table 6-6 Blank page — No print**

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

**Table 6-7** Color plane registrations defects (color models only)

Sample	Description	Possible solutions
	One or more color plane(s) is not aligned with the other color planes. This registration error will typically occur with yellow.	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. From the printer control panel, calibrate the printer.</li> <li>3. If a cartridge has reached a <b>Very Low</b> state, or the printed output is severely faded, replace the cartridge.</li> <li>4. From the printer control panel use the <a href="#">Restore Calibration</a> feature to reset the printer's calibration settings to the factory defaults.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>

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

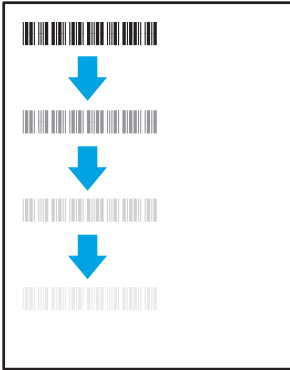
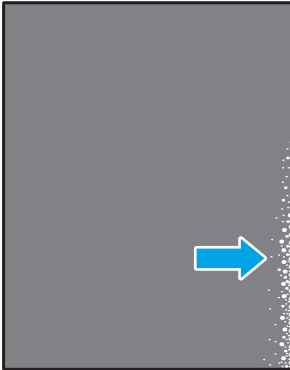
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.</li> <li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>
	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.	<ol style="list-style-type: none"> <li>1. Reprint the document.</li> <li>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type.</li> <li>3. <b>Enterprise models only:</b> From the printer control panel, go to the <a href="#">Edge-to-Edge</a> menu and then select <a href="#">Normal</a>. Reprint the document.</li> <li>4. <b>Enterprise models only:</b> From the printer control panel, select <a href="#">Auto Include Margins</a> and then reprint the document.</li> <li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li> </ol>



Table 6-9 Gray background or dark print


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

Table 6-10 Image placement defects


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

Table 6-11 Light print


Sample	Description	Possible solutions
	The printed content is light or faded on the entire page.	<ol style="list-style-type: none"><li>1. Reprint the document.</li><li>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 <i>Replace the toner cartridges</i>.</li><li>3. <b>Mono models only:</b> Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver.</li><li>4. Make sure that the cartridge is installed correctly.</li><li>5. Print a Supplies Status Page and check the life and usage of the cartridge.</li><li>6. Replace the cartridge.</li><li>7. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol>

Table 6-12 Output defects

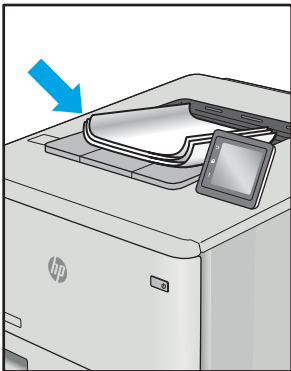
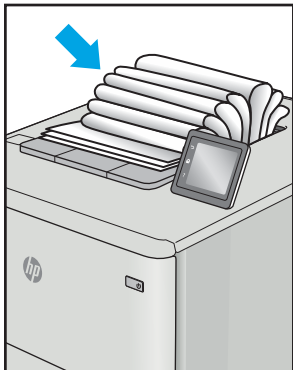
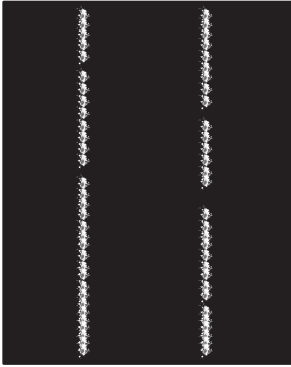
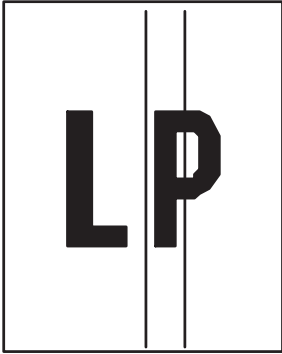
Sample	Description	Possible solutions
	<p>Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:</p> <ul style="list-style-type: none"> <li>• <b>Positive curl:</b> The paper curls toward the printed side. The defect occurs in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

Table 6-13 Streak defects

Sample	Description	Possible solutions
	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.	<ol style="list-style-type: none"><li>1. Reprint the document.</li><li>2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>.</li><li>3. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol> <p><b>NOTE:</b> Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.</p>
	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. On color models, these lines or streaks will also be visible on the ITB cleaning page.	<ol style="list-style-type: none"><li>1. Reprint the document.</li><li>2. Remove the cartridge, and then shake it to redistribute the toner. Reinsert the toner cartridges into the printer and close the cover. For a graphical representation of this procedure, see <i>Replace the toner cartridges</i>.</li><li>3. Print a cleaning page.</li><li>4. Check the toner level in the cartridge.</li><li>5. If the issue persists, go to <a href="http://support.hp.com">support.hp.com</a>.</li></ol>

# Solve wired network problems

Check the following information to resolve wired network issues.

## Introduction

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

## Poor physical connection

Check the cable connections.

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

## The computer is unable to communicate with the printer

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

1. Test network communication by pinging the network.
  - a. Open a command-line prompt on your computer.
    - For Windows, click **Start**, click **Run**, type `cmd`, and then press `Enter`.
    - For macOS, go to **Applications**, then **Utilities**, and open **Terminal**.
  - b. Type `ping` followed by the IP address for your printer.
  - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
3. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
4. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
5. If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
6. If the IP address is correct, delete the printer and then add it again.
7. Reinstall the printer software and driver.

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

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

## New software programs might be causing compatibility problems

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

## The computer or workstation might be set up incorrectly

An incorrectly configured computer can cause issues with printing.

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

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

Check the network settings.

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

# Solve wireless network problems

Check the following information to resolve wireless network issues.

## Introduction

Use the troubleshooting information to help resolve issues.



**NOTE:** To determine whether HP NFC, Wi-Fi, BLE, or other wireless printing capabilities are enabled on the printer, print a configuration page from the printer control panel.



**NOTE:** If you have been experiencing intermittent loss of network connectivity, first update the printer firmware. For instructions on how to update the printer firmware, go to <http://support.hp.com>, search for your printer, and then search on “update the firmware.”

## Wireless connectivity checklist

Use the checklist to help resolve wireless connection issues.

- For printers that do not support simultaneous wired and wireless connections, verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on. (The wireless network indicator is solid when the printer is connected to a wireless network, and blinking when it is searching for a wireless network.)
- Verify that the service set identifier (SSID) is correct:
  - For a wireless connection to your network, confirm that your mobile device is connecting to the correct router/access point.
  - For a Wi-Fi Direct connection, print a configuration page to determine the printer's SSID.

If you are not sure that the SSID is correct, run the wireless setup again.

- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.
- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- For computers connecting to the wireless printer:

- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- If your environment has multiple wireless signals and you need the printer to support dual band networks on both 2.4 GHz and 5 GHz, install the HP Jetdirect 2900nw print server accessory.
- For macOS, verify that the wireless router supports Bonjour.

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

Resolve issues between your computer and the printer.

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

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

Verify that a firewall is not interfering with wireless communication.

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

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

Verify that the printer and network settings are correct.

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

## Cannot connect more computers to the wireless printer

Complete the following steps to solve connection issues.

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the printer is turned on and in the ready state.



3. Make sure there are not more than 5 concurrent Wireless Print Direct users.
4. Turn off any third-party firewalls on your computer.
5. Make sure that the wireless network is working correctly.
6. Make sure that your computer is working correctly. If necessary, restart the computer.

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

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

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

Follow these steps when the network does not appear in the wireless network list on your computer or mobile device.

- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network. Make sure the router/access point is advertising the SSID by checking for its SSID in the available networks seen by your mobile device.

## The wireless network is not functioning

Complete the following steps to ensure that the network is functioning correctly.

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

## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

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

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