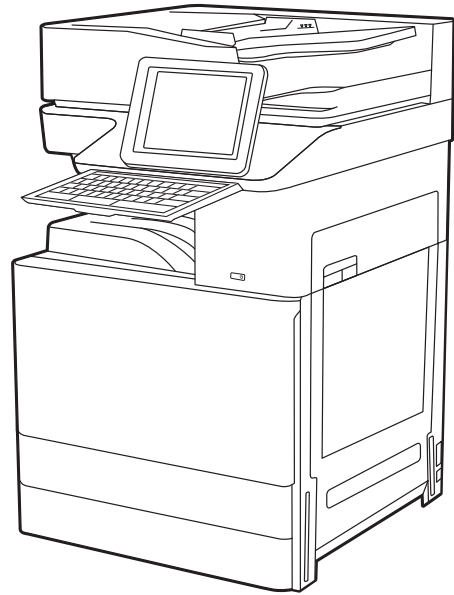HP LaserJet Managed MFP E72525, E72530, E72535
HP LaserJet Managed Flow MFP E72525, E72530, E72535
HP Color LaserJet Managed MFP E77822, E77825, E77830
HP Color LaserJet Managed Flow MFP E77822, E77825, E77830

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www.hp.com/videos/a3
www.hp.com/support/ljE72500mfp
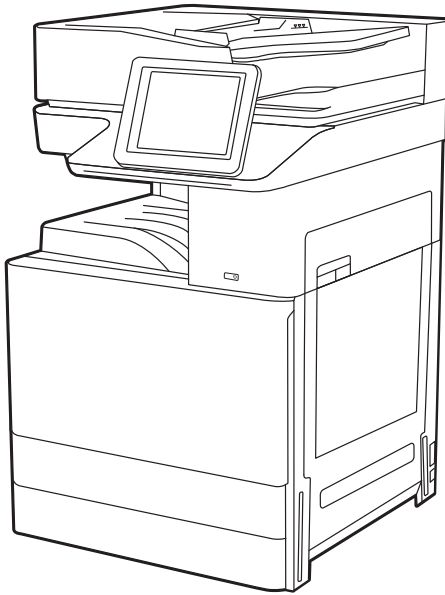www.hp.com/support/colorljE77800mfp

HP LaserJet Managed MFP E72525, E72530, E72535, HP LaserJet Managed Flow MFP E72525, E72530, E72535, HP Color LaserJet Managed MFP E77822, E77825, E77830, HP Color LaserJet Managed Flow MFP E77822, E77825, E77830

User Guide

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Table of contents

1   Printer overview

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

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

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

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

Warning icons

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

- Caution: Electric shock
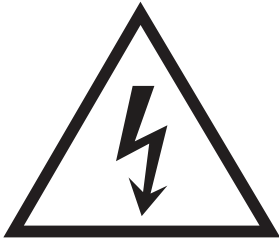
- Caution: Hot surface

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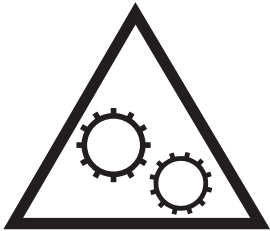
- Caution: Sharp edge in close proximity

- Warning

Potential shock hazard

Review this important safety information.

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

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

- Read and understand all instructions in the user guide.

  Observe all warnings and instructions marked on the product.

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

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

- Unplug this product from wall outlets before cleaning.

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

- Install the product securely on a stable surface.

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

Printer views

Locate key features on the printer and the control panel.

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

Printer front view

Locate features on the front of the printer.

Figure 1-1 Printer front view
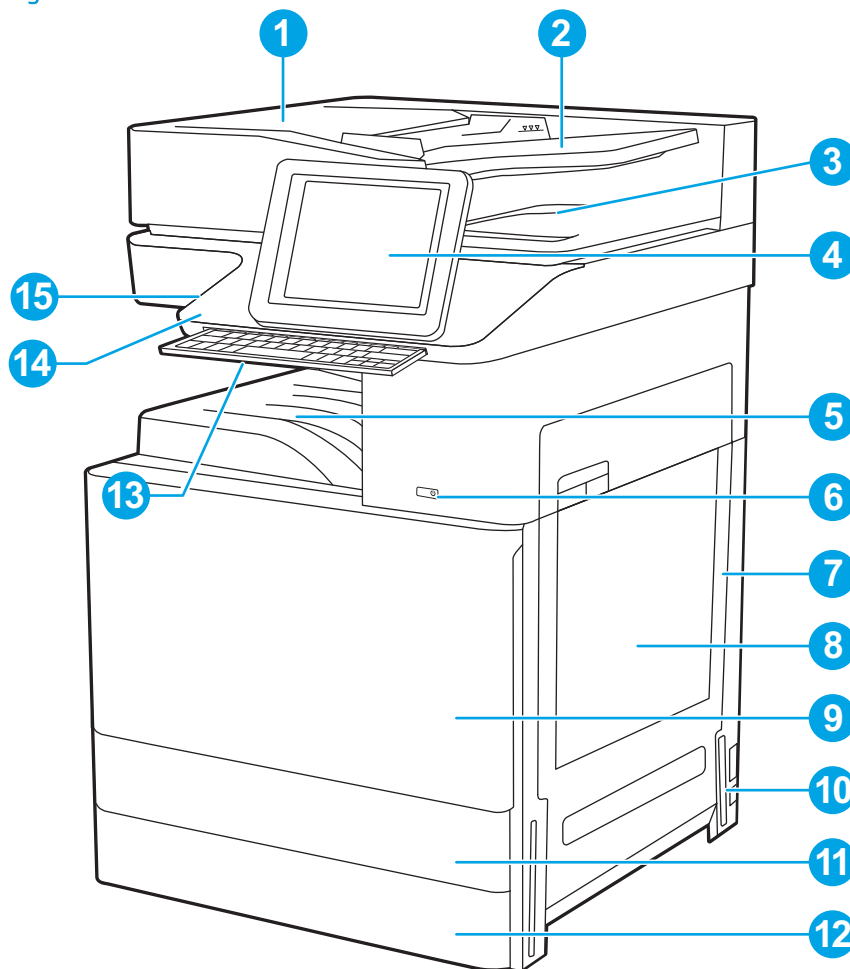
Item	Description
1	Automatic document feeder cover, for access for clearing jams
2	Automatic document feeder input tray
3	Automatic document feeder output tray
4	Control panel with color touchscreen display (tilts up for easier viewing)

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

Printer back view

Locate features on the back of the printer.

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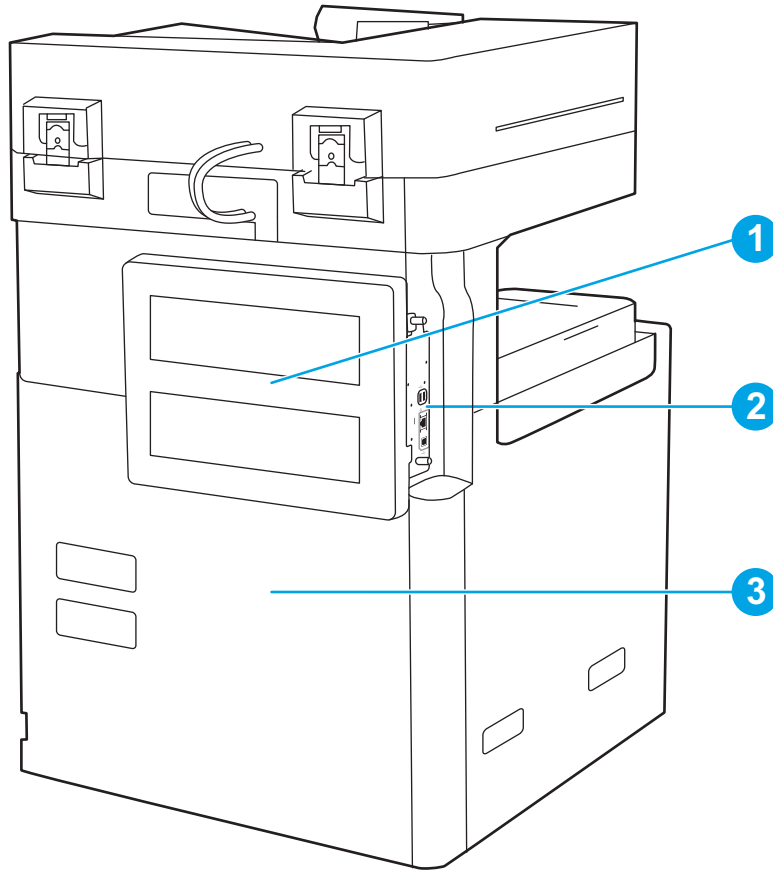
Item	Description
1	Formatter cover
2	Interface ports
3	Serial number and product number label

Interface ports

Locate the interface ports on the printer formatter.

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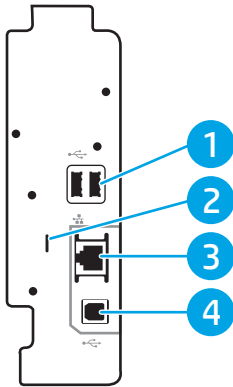
Item	Description
1	USB host ports for connecting external USB devices (these ports might be covered) NOTE: For easy-access USB printing, use the USB port near the control panel.
2	Slot for a cable-type security lock
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Hi-Speed USB 2.0 printing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

Control-panel view

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

- How to use the touchscreen control panel

NOTE: Tilt the control panel for easier viewing.

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

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

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

Figure 1-4 Control-panel view
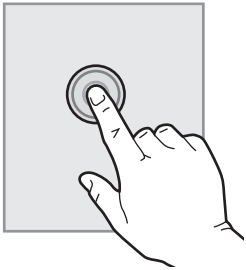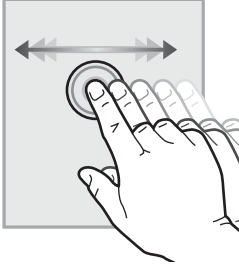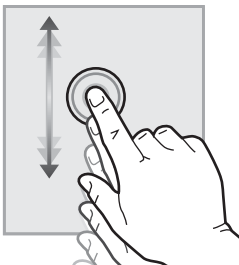
Item	Control	Description
1	Home ⌂ button	Touch the Home button to return to the Home screen.
2	Reset button	The Reset button returns the printer to default settings and is always present if users are not logged in. The Reset button is not present when the Sign Out button is present. Touch the Reset button to resume and release jobs from the previous pause state and interrupt mode, reset the quick copy count in the copy count field, exit special modes, reset the display language and the keyboard layout.
3	Sign In or Sign Out button	Touch the Sign In button to access secured features.

Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.

NOTE: This button displays only if the administrator has configured the printer to require permission for access to features. |

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

How to use the touchscreen control panel

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

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

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

Printer specifications

Review hardware, software, and printer environment specifications in this section.

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

📝 **IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

Technical specifications

Review the printer technical specifications.

See http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP for current information.

Table 1-1 Printer technical specifications—E77822, E77825, E77830 models

Model number		E77822dn	Flow E77822z	E77825dn	Flow E77825z	E77830dn	Flow E77830z
Product number		X3A78A	X3A77A	X3A81A	X3A80A	X3A84A	X3A83A
Paper handling	Tray 1 (100-sheet capacity)	Included	Included	Included	Included	Included	Included
	Tray 2 (520-sheet capacity)	Included	Included	Included	Included	Included	Included
	Tray 3 (520-sheet capacity)	Included	Included	Included	Included	Included	Included
	2 x 520-sheet paper feeder	Optional	Optional	Optional	Optional	Optional	Optional
	2,000-sheet high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	3,000-sheet side-mount high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	Printer stand	Optional	Optional	Optional	Optional	Optional	Optional
	Tray heater 110V	Optional	Optional	Optional	Optional	Optional	Optional
	Tray heater 220V	Optional	Optional	Optional	Optional	Optional	Optional
	Stapler/stacker finishing accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Booklet maker finishing accessory	Optional	Optional	Optional	Optional	Optional	Optional

Model number		E77822dn	Flow E77822z	E77825dn	Flow E77825z	E77830dn	Flow E77830z
Product number		X3A78A	X3A77A	X3A81A	X3A80A	X3A84A	X3A83A
	Inner finisher accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● 2/3 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● 2/4 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● Swedish hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	HP Job Separator	Optional	Optional	Optional	Optional	Optional	Optional
	HP Second Exit	Optional	Optional	Optional	Optional	Optional	Optional
	HP Spacer	Optional	Optional	Optional	Optional	Optional	Optional
	Automatic duplex printing	Included	Included	Included	Included	Included	Included
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	Included	Included	Included	Included	Included	Included
	Hi-Speed USB 2.0	Included	Included	Included	Included	Included	Included
	Hardware Integration Pocket for connecting accessory and third-party devices	Included	Included	Included	Included	Included	Included
	Bluetooth Low Energy (BLE) for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional
	HP Jetdirect 3100w BLE/NFC/Wireless Accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional	Optional	Optional
Memory	6 GB base memory	Included	Not included	Included	Not included	Included	Not included
	7 GB base memory	Not included	Included	Not included	Included	Not included	Included

Model number		E77822dn	Flow E77822z	E77825dn	Flow E77825z	E77830dn	Flow E77830z
Product number		X3A78A	X3A77A	X3A81A	X3A80A	X3A84A	X3A83A
Mass storage	320 GB HP Secure High-Performance Hard Disk	Included	Not included	Included	Not included	Included	Not included
	2 x 320 GB HP Secure High-Performance Hard Disk	Not included	Included	Not included	Included	Not included	Included
	16 GB embedded Multi-Media Controller (eMMC)	Included	Not included	Included	Not included	Included	Not included
Security	HP Trusted Platform Module for encrypting all data that passes through the printer	Included	Included	Included	Included	Included	Included
Control-panel display	Color touchscreen control panel	Included	Included	Included	Included	Included	Included
	Retractable keyboard	Not included	Included	Not included	Included	Not included	Included
Print	Prints 22 pages per minute (ppm) on A4 and on letter-size paper.	Included	Not included	Not included	Included	Not included	Not included
	Prints 25 pages per minute (ppm) on A4 and on letter-size paper	Not included	Included	Not included	Not included	Included	Not included
	Prints 30 pages per minute (ppm) on A4 and on letter-size paper	Not included	Not included	Included	Not included	Not included	Included
	Easy-access USB printing (no computer required)	Included	Included	Included	Included	Included	Included
	Mobile/cloud printing	Included	Included	Included	Included	Included	Included
	Store jobs in the printer memory to print later or print privately (requires a 16 GB or greater USB thumb drive)	Included	Included	Included	Included	Included	Included
Fax		Optional	Optional	Optional	Optional	Optional	Optional
Copy and Scan	Scans 80 pages per minute (ppm) on A4 and letter-size paper	Included	Not included	Included	Not included	Included	Not included
	Scans 120 pages per minute (ppm) on A4 and letter-size paper	Not included	Included	Not included	Included	Not included	Included

Table 1-1 Printer technical specifications—E77822, E77825, E77830 models (continued)

Model number		E77822dn	Flow E77822z	E77825dn	Flow E77825z	E77830dn	Flow E77830z
Product number		X3A78A	X3A77A	X3A81A	X3A80A	X3A84A	X3A83A
	100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Included	Not included	Included	Not included	Included	Not included
	250-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Not included	Included	Not included	Included	Not included	Included
	HP EveryPage Technologies including ultrasonic multi-feed detection	Included	Included	Included	Included	Included	Included
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Included	Included	Included	Included	Included	Included
	SMART Label feature provides paper-edge detection for automatic page cropping	Included	Included	Included	Included	Included	Included
	Automatic page orientation for pages that have at least 100 characters of text	Included	Included	Included	Included	Included	Included
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Included	Included	Included	Included	Included	Included
Digital Send	Send documents to email, USB, and shared folders on a network	Included	Included	Included	Included	Included	Included
	Send documents to SharePoint®	Included	Included	Included	Included	Included	Included

Table 1-2 Printer technical specifications—E72525, E72530, E72535 models

Model number		E72525dn	Flow E72525z	E72530dn	Flow E72530z	E72535dn	Flow E72535z
Product number		X3A60A	X3A59A	X3A63A	X3A62A	X3A66A	X3A65A
Paper handling	Tray 1 (100-sheet capacity)	Included	Included	Included	Included	Included	Included

Model number		E72525dn	Flow E72525z	E72530dn	Flow E72530z	E72535dn	Flow E72535z
Product number		**X3A60A**	**X3A59A**	**X3A63A**	**X3A62A**	**X3A66A**	**X3A65A**
	Tray 2 (520-sheet capacity)	Included	Included	Included	Included	Included	Included
	Tray 3 (520-sheet capacity)	Included	Included	Included	Included	Included	Included
	2 x 520-sheet paper feeder	Optional	Optional	Optional	Optional	Optional	Optional
	2,000-sheet high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	3,000-sheet side-mount high-capacity input tray	Optional	Optional	Optional	Optional	Optional	Optional
	Printer stand	Optional	Optional	Optional	Optional	Optional	Optional
	Tray heater 110V	Optional	Optional	Optional	Optional	Optional	Optional
	Tray heater 220V	Optional	Optional	Optional	Optional	Optional	Optional
	Stapler/stacker finishing accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Booklet maker finishing accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Inner finisher accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● 2/3 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● 2/4 hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	● Swedish hole punch accessory	Optional	Optional	Optional	Optional	Optional	Optional
	HP Job Separator	Optional	Optional	Optional	Optional	Optional	Optional
	HP Second Exit	Optional	Optional	Optional	Optional	Optional	Optional
	HP Spacer	Optional	Optional	Optional	Optional	Optional	Optional
	Automatic duplex printing	Included	Included	Included	Included	Included	Included
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	Included	Included	Included	Included	Included	Included
	Hi-Speed USB 2.0	Included	Included	Included	Included	Included	Included
	Hardware Integration Pocket for connecting accessory and third-party devices	Included	Included	Included	Included	Included	Included
	Bluetooth Low Energy (BLE) for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional

Model number		E72525dn	Flow E72525z	E72530dn	Flow E72530z	E72535dn	Flow E72535z
Product number		X3A60A	X3A59A	X3A63A	X3A62A	X3A66A	X3A65A
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional
	HP Jetdirect 3100w BLE/NFC/Wireless Accessory	Optional	Optional	Optional	Optional	Optional	Optional
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Optional	Optional	Optional	Optional	Optional	Optional
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional	Optional	Optional	Optional
Memory	6 GB base memory	Included	Not included	Included	Not included	Included	Not included
	7 GB base memory	Not included	Included	Not included	Included	Not included	Included
Mass storage	320 GB HP Secure High-Performance Hard Disk	Included	Not included	Included	Not included	Included	Not included
	2 x 320 GB HP Secure High-Performance Hard Disk	Not included	Included	Not included	Included	Not included	Included
	16 GB embedded Multi-Media Controller (eMMC)	Included	Not included	Included	Not included	Included	Not included
Security	HP Trusted Platform Module for encrypting all data that passes through the printer	Included	Included	Included	Included	Included	Included
Control-panel display	Color touchscreen control panel	Included	Included	Included	Included	Included	Included
	Retractable keyboard	Not included	Included	Not included	Included	Not included	Included
Print	Prints 22 pages per minute (ppm) on A4 and on letter-size paper.	Included	Not included	Not included	Included	Not included	Not included
	Prints 25 pages per minute (ppm) on A4 and on letter-size paper	Not included	Included	Not included	Not included	Included	Not included
	Prints 30 pages per minute (ppm) on A4 and on letter-size paper	Not included	Not included	Included	Not included	Not included	Included

Model number		E72525dn	Flow E72525z	E72530dn	Flow E72530z	E72535dn	Flow E72535z
Product number		X3A60A	X3A59A	X3A63A	X3A62A	X3A66A	X3A65A
	Easy-access USB printing (no computer required)	Included	Included	Included	Included	Included	Included
	Mobile/cloud printing	Included	Included	Included	Included	Included	Included
	Store jobs in the printer memory to print later or print privately (requires a 16 GB or greater USB thumb drive)	Included	Included	Included	Included	Included	Included
Fax		Optional	Optional	Optional	Optional	Optional	Optional
Copy and Scan	Scans 80 pages per minute (ppm) on A4 and letter-size paper	Included	Not included	Included	Not included	Included	Not included
	Scans 120 pages per minute (ppm) on A4 and letter-size paper	Not included	Included	Not included	Included	Not included	Included
	100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Included	Not included	Included	Not included	Included	Not included
	250-page document feeder with dual-head scanning for single-pass duplex copying and scanning	Not included	Included	Not included	Included	Not included	Included
	HP EveryPage Technologies including ultrasonic multi-feed detection	Included	Included	Included	Included	Included	Included
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Included	Included	Included	Included	Included	Included
	SMART Label feature provides paper-edge detection for automatic page cropping	Included	Included	Included	Included	Included	Included
	Automatic page orientation for pages that have at least 100 characters of text	Included	Included	Included	Included	Included	Included

Model number		E72525dn	Flow E72525z	E72530dn	Flow E72530z	E72535dn	Flow E72535z
Product number		X3A60A	X3A59A	X3A63A	X3A62A	X3A66A	X3A65A
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Included	Included	Included	Included	Included	Included
Digital Send	Send documents to email, USB, and shared folders on a network	Included	Included	Included	Included	Included	Included
	Send documents to SharePoint®	Included	Included	Included	Included	Included	Included

Supported operating systems

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

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

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

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

Windows: Download HP Easy Start from 123.hp.com/LaserJet to install the HP print driver. Or, go to the printer-support website for this printer, http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP, to download the print driver or the software installer to install the HP print driver

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

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

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

Table 1-3 Supported operating systems and print drivers

Operating system	Print driver installed (for Windows, or the installer on the web for macOS)	Notes
Windows 7, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.	
Windows 8, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the software installation.	
Windows 8.1, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.	
Windows 10, 32-bit and 64-bit	The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation.	

Table 1-3 Supported operating systems and print drivers (continued)

Operating system	Print driver installed (for Windows, or the installer on the web for macOS)	Notes
Windows Server 2008 R2, SP 1, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2012 R2, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
Windows Server 2016, 64-bit	The PCL 6 printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it.	
macOS 10.12 Sierra, macOS 10.13 High Sierra, macOS 10.14 Mojave	Download HP Easy Start from 123.hp.com/LaserJet, and then use it to install the print driver.	

NOTE: Supported operating systems can change. For a current list of supported operating systems, go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP for HP's all-inclusive help for the printer.

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

Table 1-4 Minimum system requirements

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

NOTE: The Windows software installer installs the HP Smart Device Agent Base service. The file size is approximately 100 kb. Its only function is to check for printers connected via USB hourly. No data is collected. If a USB printer is found, it then tries to locate a JetAdvantage Management Connector (JAMc) instance on the network. If a JAMc is found, the HP Smart Device Agent Base is securely upgraded to a full Smart Device Agent from JAMc, which will then allow printed pages to be accounted for in a Managed Print Services (MPS) account. The driver-only web packs downloaded from hp.com for the printer and installed through the Add Printer wizard do not install this service.

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

Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.
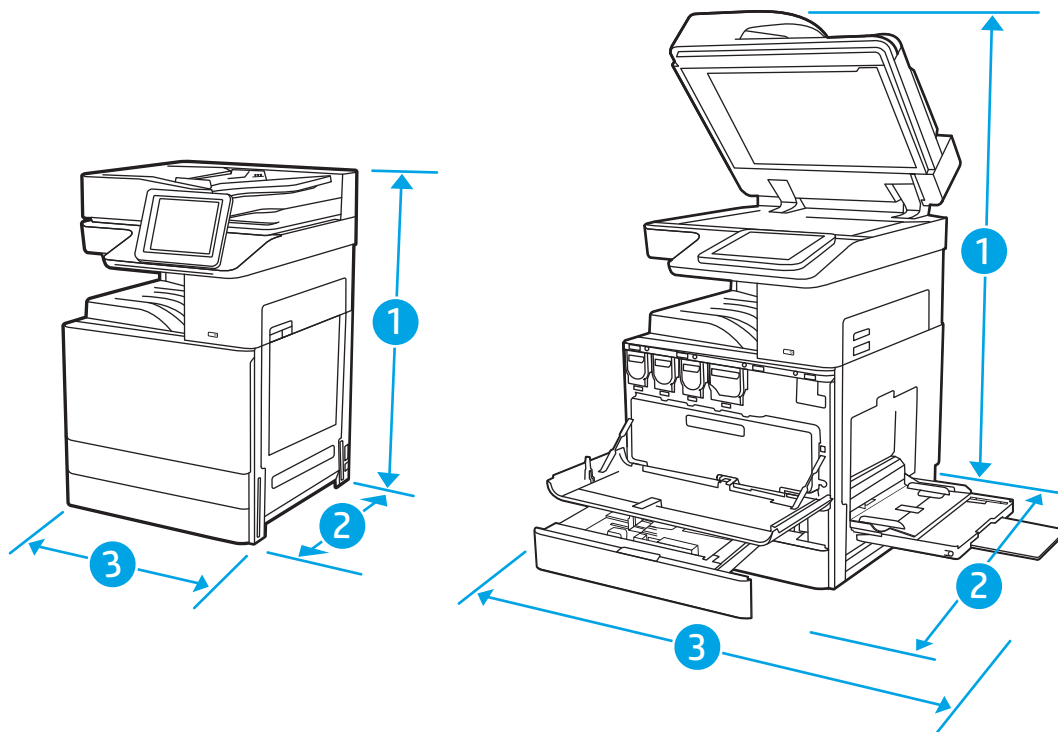
Table 1-5 Dimensions of the E77822dn, E77822z, E77825dn, E77825z, E77830dn, and E77830z models

	Printer fully closed	Printer fully opened
1. Height	**dn models**:877 mm	**dn models**:1241 mm
	z models:925 mm	**z models**:1375 mm
2. Depth	**dn models**:730 mm	**dn models**:1115 mm
	z models:780 mm	**z models**:1216 mm
3. Width	**dn models**:568 mm	**dn models**:1010 mm
	z models:584 mm	**z models**:1026 mm
Weight	**dn models**:89.5 kg	
	z models:99.2 kg	

	Printer fully closed	Printer fully opened
1. Height	**dn models**:827 mm	**dn models**:1191 mm
	z models:925 mm	**z models**:1325 mm
2. Depth	**dn models**:730 mm	**dn models**:1115 mm
	z models:780 mm	**z models**:1216 mm
3. Width	**dn models**:568 mm	**dn models**:1010 mm
	z models:584 mm	**z models**:1026 mm
Weight	**dn models**:68.1 kg	
	z models:77.8 kg	

▲ These values are subject to change. For current information, go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP 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 1-7 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C	10° to 32.5°C
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/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP for HP's all-inclusive help for the printer. Find the following support:

● Install and configure

● Learn and use

● Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

2 Paper trays

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

- Introduction

- Load paper to Tray 1

- Load paper to Trays 2 and 3

- Load and print envelopes

- Load and print labels

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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 when moving the printer.

Keep hands out of paper trays and drawers when closing.

Load paper to Tray 1

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

- Load Tray 1 (multipurpose tray)
- Tray 1 paper orientation
- Use alternative letterhead mode

Load Tray 1 (multipurpose tray)

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

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

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

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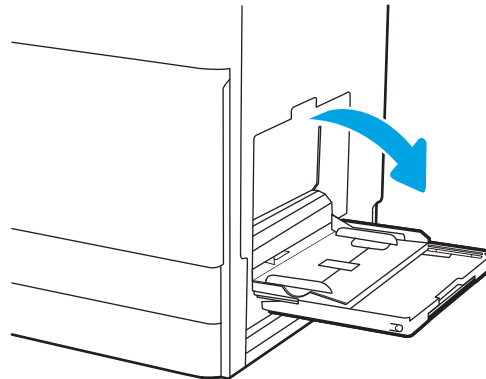
2. Pull out the tray extension to support the paper.
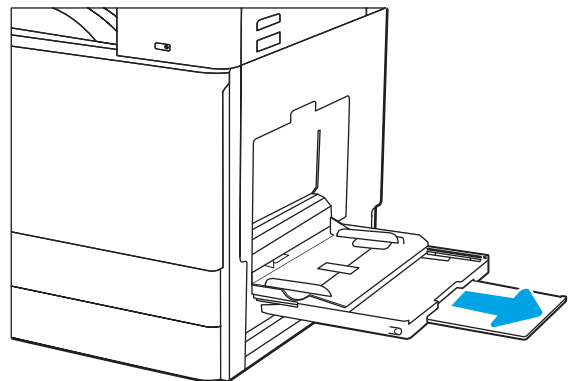
3. Use the adjustment latch to spread the paper guides outward.
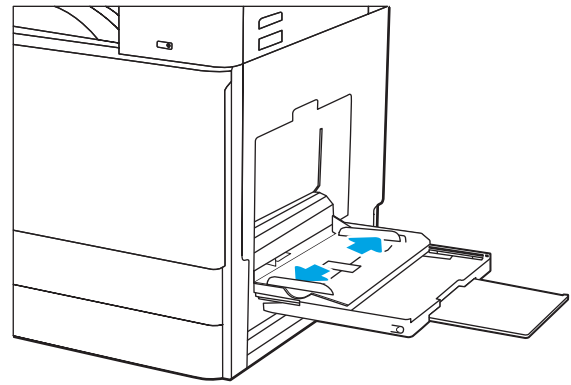
4. Load paper in the tray.

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

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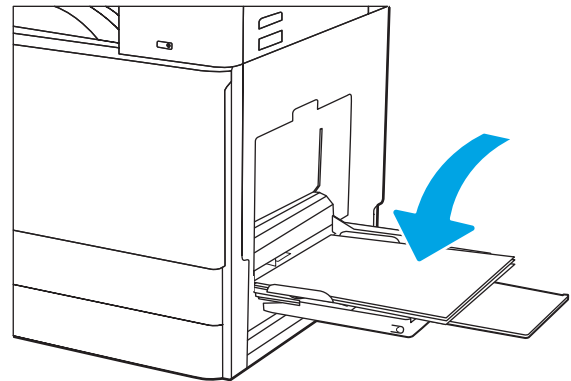
5. Using the adjustment latch, adjust the side guides so that they lightly touch the paper stack, but do not bend it.
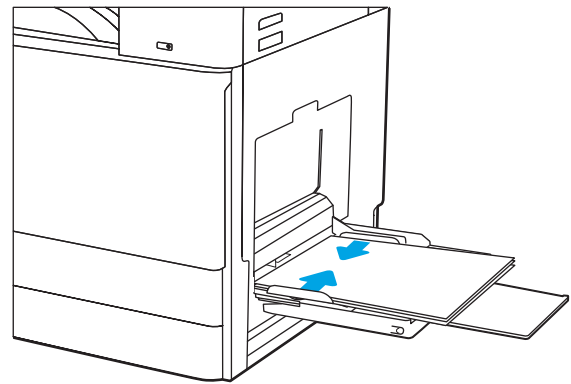
Tray 1 paper orientation

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

Table 2-1 Tray 1 paper orientation
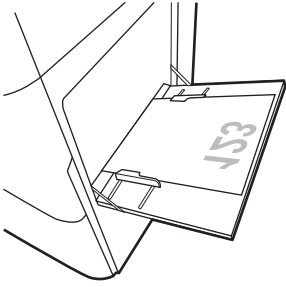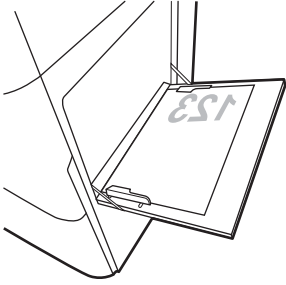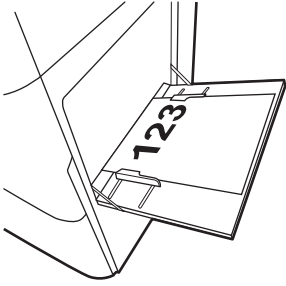
Paper type	Image orientation	Duplex mode	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	Face-down Bottom edge leading into the printer
			Face-down Left side of pre-printed image leading into the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-up Top edge leading into the printer
Letterhead or preprinted (continued)	Portrait (continued)	Automatic 2-sided printing or with Alternative Letterhead Mode enabled (continued)	Face-up Right side of pre-printed image leading into the printer

Table 2-1 Tray 1 paper orientation (continued)
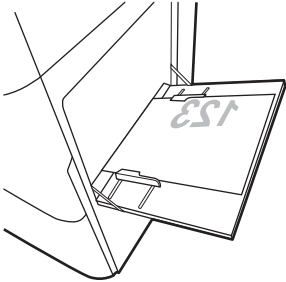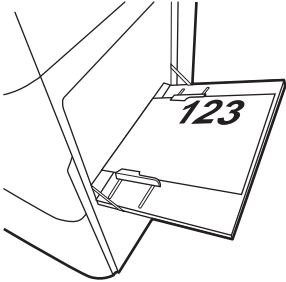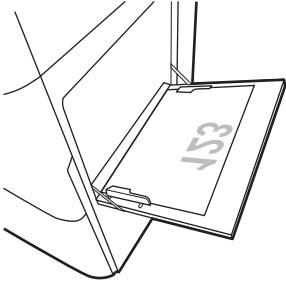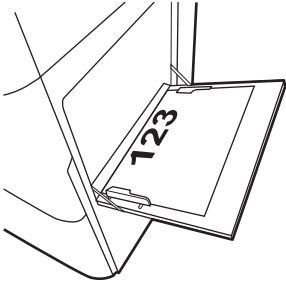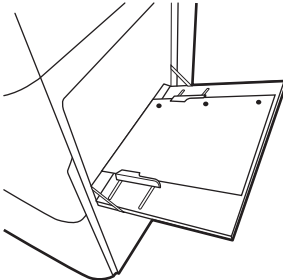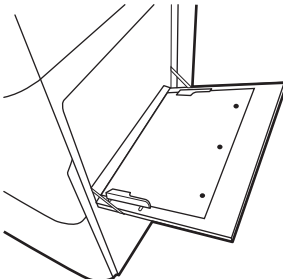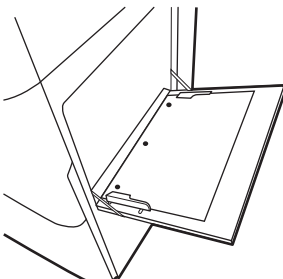
Paper type	Image orientation	Duplex mode	How to load paper
	Landscape	1-sided printing	Face-down Left side of pre-printed image leading into the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-up Right side of the pre-printed image leading into the printer
Letterhead or preprinted (continued)	Landscape (continued)	1-sided printing	Face-down Bottom edge leading into the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-up Top edge leading into the printer

Table 2-1 Tray 1 paper orientation (continued)

Paper type	Image orientation	Duplex mode	How to load paper
Prepunched	Portrait	1-sided printing	Face-down Holes toward the back of the printer
Prepunched (continued)	Portrait (continued)	Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-up Holes toward the back of the printer
	Landscape	1-sided printing	Face-down Holes away from the printer
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-up Holes towards the printer

Use alternative letterhead mode

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

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

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, open the Settings menu.

2. Open the following menus:

    - Copy/Print or Print

    - Manage Trays

    - Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

Load paper to Trays 2 and 3

The following information describes how to load paper into Trays 2 and 3.

- Load Trays 2 and 3

- Trays 2 and 3 paper orientation

- Use alternative letterhead mode

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

Load Trays 2 and 3

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

📝 **NOTE:** The procedure to load paper to Tray 2 and Tray 3 is the same. Only Tray 2 is shown here.

1. Open the tray.

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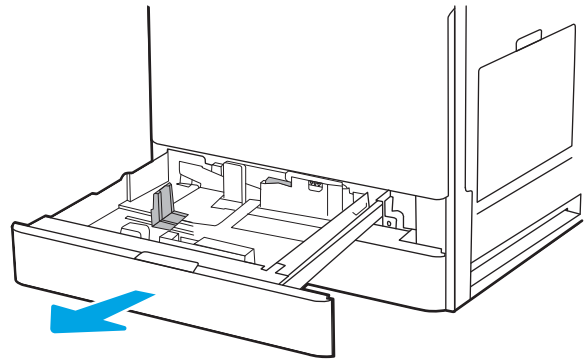
2. Before loading paper, adjust the paper-width guides by holding down the blue lock/unlock toggle switch on the rear paper-width guide, pinching the blue adjustment latch on the front paper-width guide, and then sliding the guides to the fully open position.
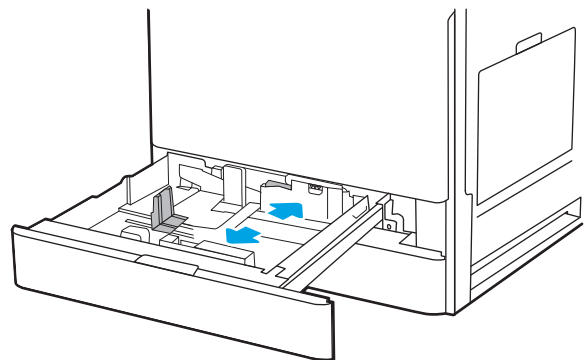
3. Adjust the paper-length guide by pushing in at the bottom of the blue adjustment latch while sliding the guide to the size of the paper being used.
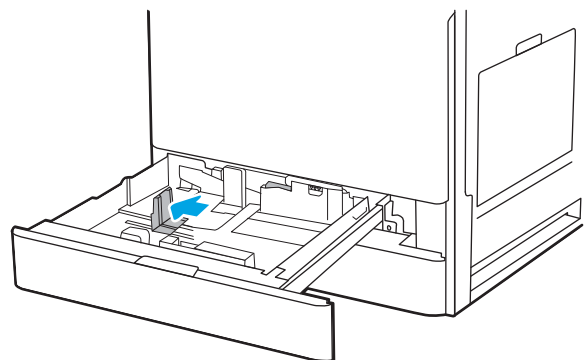
4. Load paper into the tray.
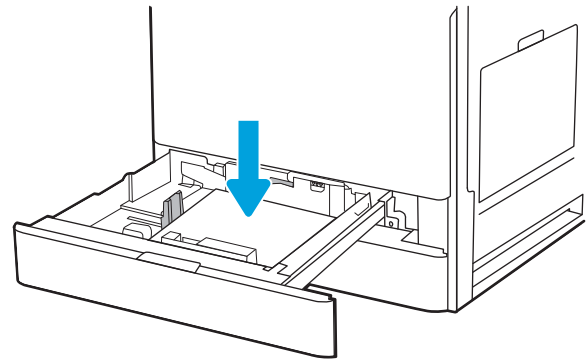
5. Adjust the paper-length and paper-width guides to the size of the paper being used. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

   NOTE: To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator.
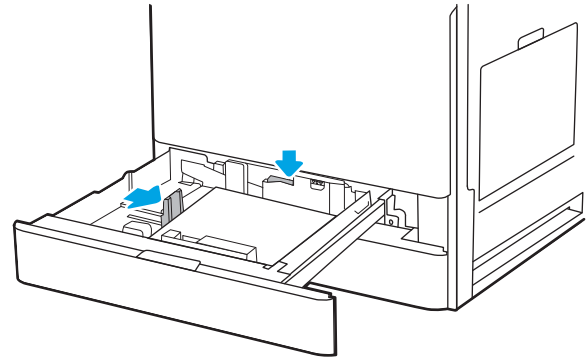
6. Close the tray.
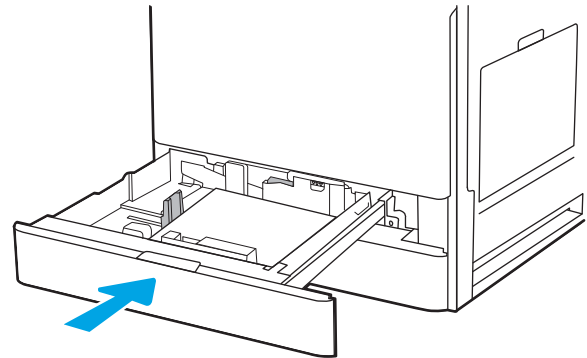
7. The tray configuration message displays on the printer control panel.

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

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

Trays 2 and 3 paper orientation

Position paper correctly in Trays 2 and 3 to ensure the best print quality.
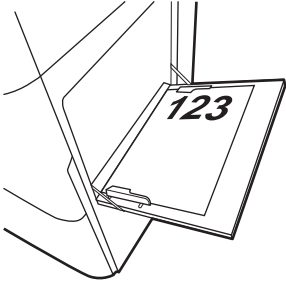
Table 2-2 Trays 2 and 3 paper orientation

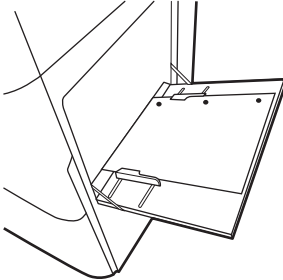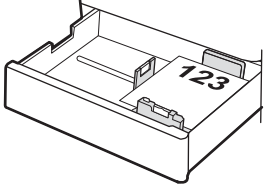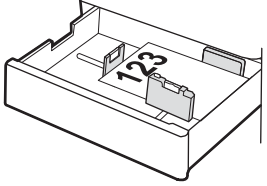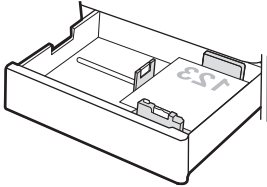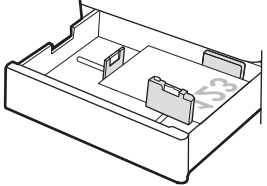| Paper type	Image orientation	Duplex mode	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	Face-up Top edge at the back of the tray Face-up Top edge at the left side of the tray
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-down Top edge at the back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

Table 2-2 Trays 2 and 3 paper orientation (continued)
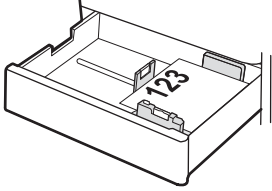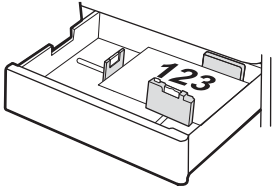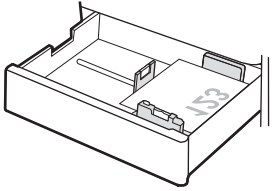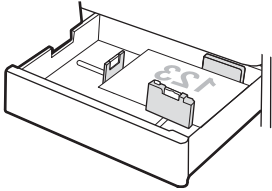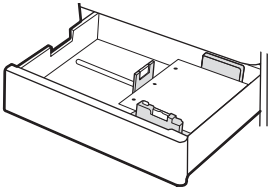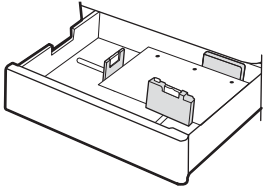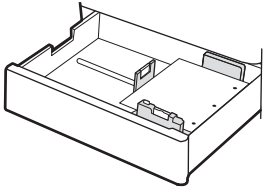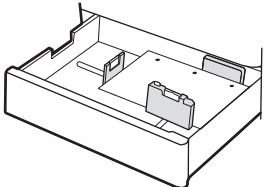
Paper type	Image orientation	Duplex mode	How to load paper
Letterhead or preprinted (continued)	Landscape	1-sided printing	Face-up Top edge at the left side of the tray
			Face-up Top edge at the back of the tray
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	Face-down Top edge at the right side of the tray
			Face-down Top edge at the back of the tray
Prepunched	Portrait	1-sided printing	Face-up Holes at the left side of the tray, with the top of the form at the rear of the printer

Table 2-2 Trays 2 and 3 paper orientation (continued)

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

Use alternative letterhead mode

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

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

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, open the Settings menu.

2. Open the following menus:

    - Copy/Print or Print

    - Manage Trays

    - Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

Load and print envelopes

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

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

Print envelopes

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

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

2. Select the printer from the list of printers, and then click the **Properties** or **Preferences** button to open the print driver.
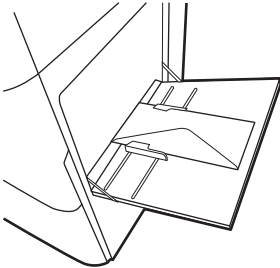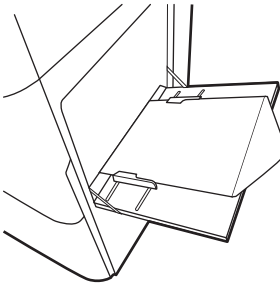
   📝 **NOTE:** The name of the button varies for different software programs.

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

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

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

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

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

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

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

Envelope orientation

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

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

Load and print labels

To print on sheets of labels, use tray 1. Tray 2 and the optional 550-sheet trays do not support labels.

- Manually feed labels
- Label orientation

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 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.

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.

Tray	How to load labels
Tray 1	Face-down

Bottom edge leading into the printer
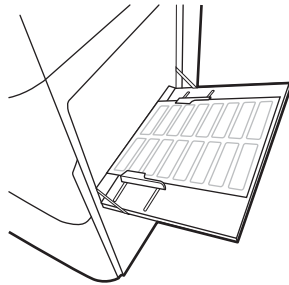
Tray 2 or 3	Face-up

Top edge at the left side of the tray
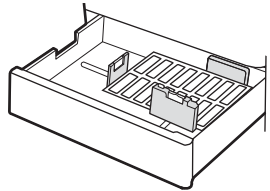
3 Supplies, accessories, and parts

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

- [Order supplies, accessories, and parts](#)

- [Replace the toner cartridge](#)

- [Replace the toner collection unit](#)

- [Replace the staple cartridge](#)

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Order supplies, accessories, and parts

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

- [Ordering](#)

Ordering

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

Replace the toner cartridge

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

- Cartridge information

- Remove and replace the cartridge (E77822, E77825, E77830 models)

- Remove and replace the cartridge (E72525, E72530, E72535 models)

Cartridge information

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

To purchase cartridges, contact the managed service representative. Make sure to have the product model number, which appears on the product label on the back of the printer. To check cartridge compatibility for the printer, go to HP SureSupply at www.hp.com/go/SureSupply. Scroll to the bottom of the page and verify that the country/region is correct.

📝 NOTE: High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to www.hp.com/go/learnaboutsupplies.

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

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

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

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

Remove and replace the cartridge (E77822, E77825, E77830 models)

Follow these steps to replace a toner cartridge.

1. Open the front door.
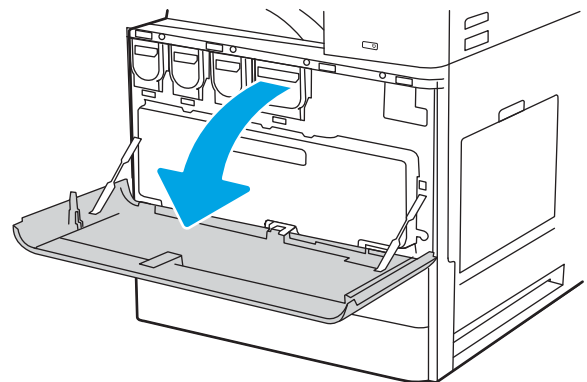
2. Pull the cartridge straight out of the printer.
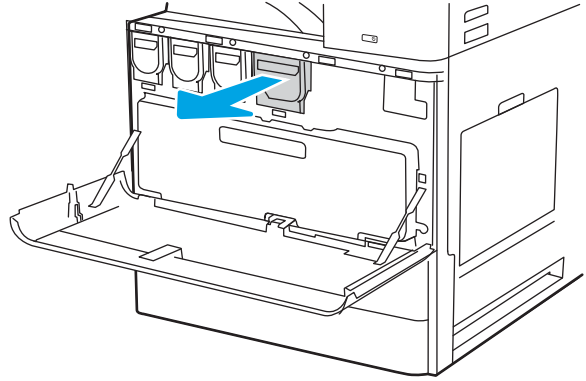
3. Remove the new toner cartridge from its package. Save all packaging for recycling the used toner cartridge.
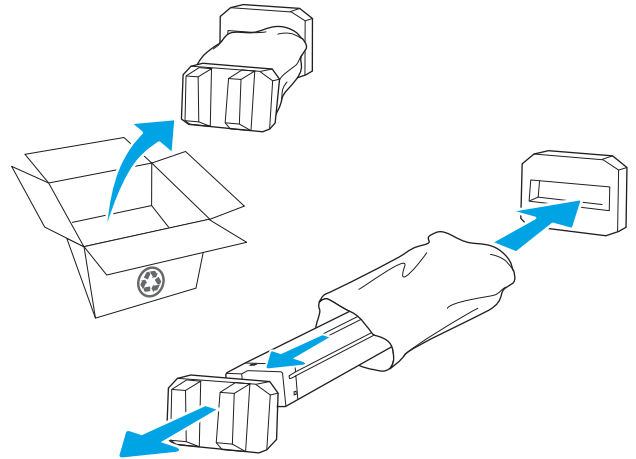
4. Align the toner cartridge with its slot, and then insert the toner cartridge into the printer.
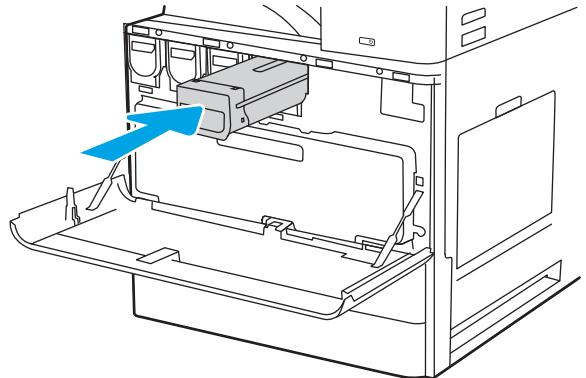
5. Close the front door.
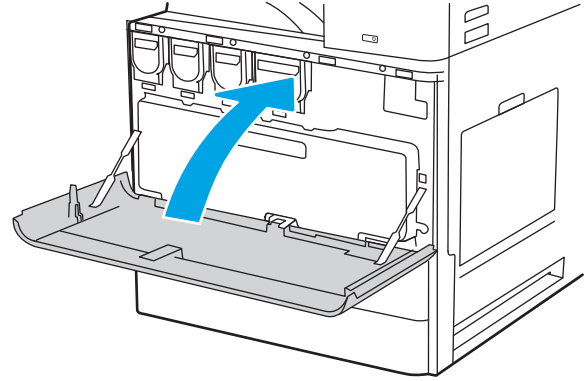
6. Pack the used toner cartridge into the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

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

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

Remove and replace the cartridge (E72525, E72530, E72535 models)

Follow these steps to replace the toner cartridge.

1. Open the front door.
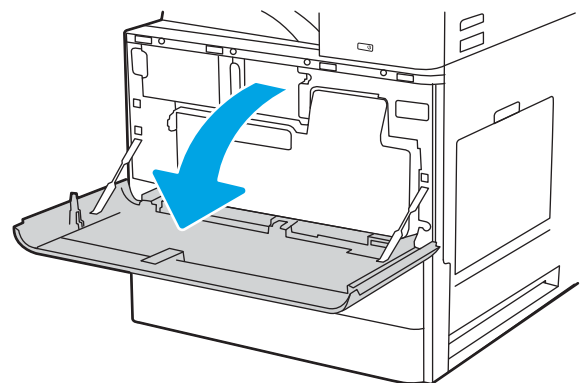
2. Release the cartridge latch and pull the cartridge straight out of the printer.
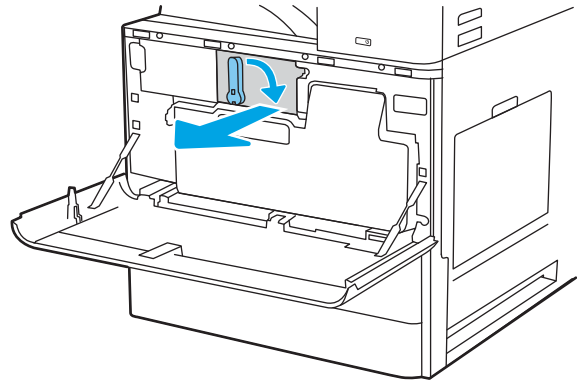
3. Remove the new toner cartridge from its package. Save all packaging for recycling the used toner cartridge.
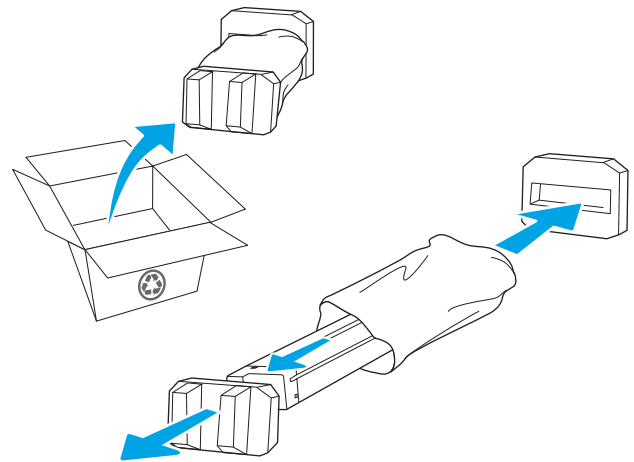
4. Align the toner cartridge with its slot, insert the toner cartridge into the printer, and secure the latch.
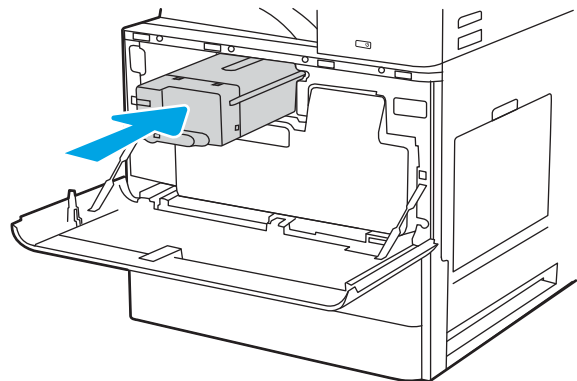
5. Close the front door.
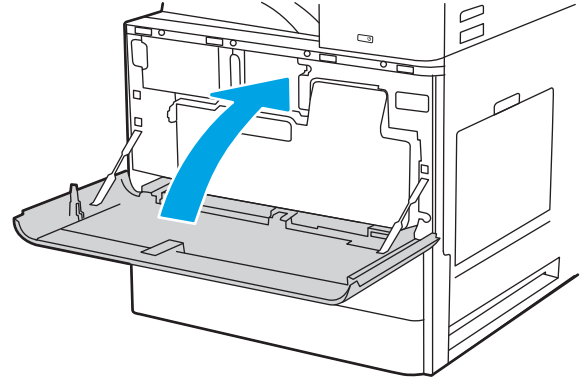
6. Pack the used toner cartridge into the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

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

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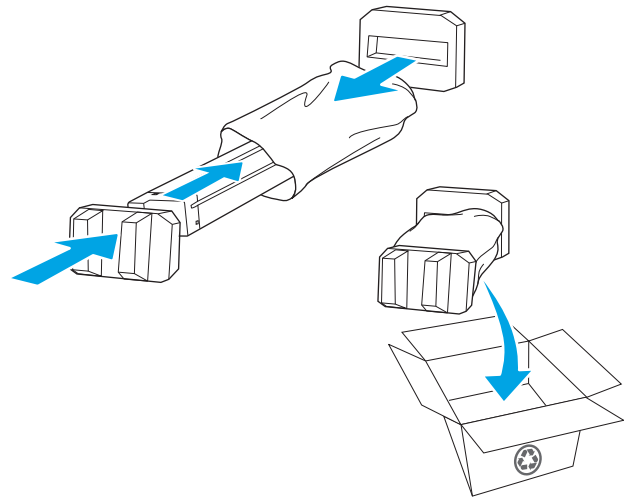
Replace the toner collection unit

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

- Remove and replace the toner collection unit (E77822, E77825, E77830 models)
- Remove and replace the toner collection unit (E72525, E72530, E72535 models)

Remove and replace the toner collection unit (E77822, E77825, E77830 models)

Follow these steps to replace the toner collection unit (TCU).

1. Open the front door.

2. Pull on both sides ot the toner collection unit to release the tabs, and then pull it straight out of the printer.

NOTE: Maintain the position of the TCU as you pull it out from the printer. This will ensure that you do not spill any waste toner in the printer. Once the TCU is fully removed, do not place it on its side. Place the unit in an upright position.

3. Install the new TCU by pushing in on both sides until the tabs snap into place.
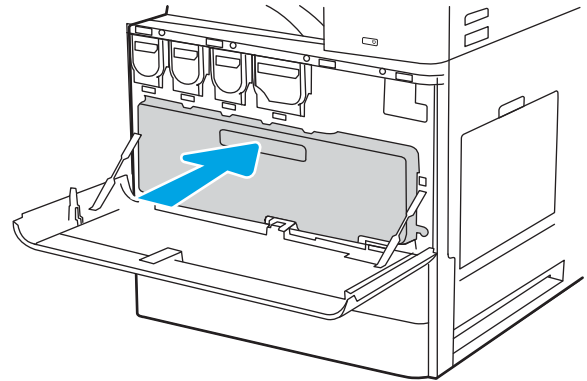
4. Close the front door.

Remove and replace the toner collection unit (E72525, E72530, E72535 models)

Follow these steps to replace the toner collection unit (TCU).

1. Open the front door.

2. Pull on both sides ot the toner collection unit to release the tabs, and then pull it straight out of the printer.

NOTE: Maintain the position of the TCU as you pull it out from the printer. This will ensure that you do not spill any waste toner in the printer. Once the TCU is fully removed, do not place it on its side. Place the unit in an upright position.

3. Install the new TCU by pushing in on both sides until the tabs snap into place.

4. Close the front door.

Replace the staple cartridge

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

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Introduction

The following information provides instructions to replace the staple cartridges.

Remove and replace the inner finisher accessory staple cartridge

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

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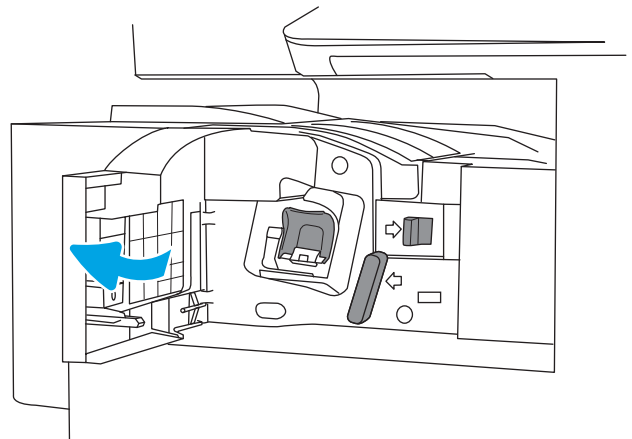
2. Grasp the colored tab on the staple cartridge carriage, and then pull the staple cartridge carriage straight out.
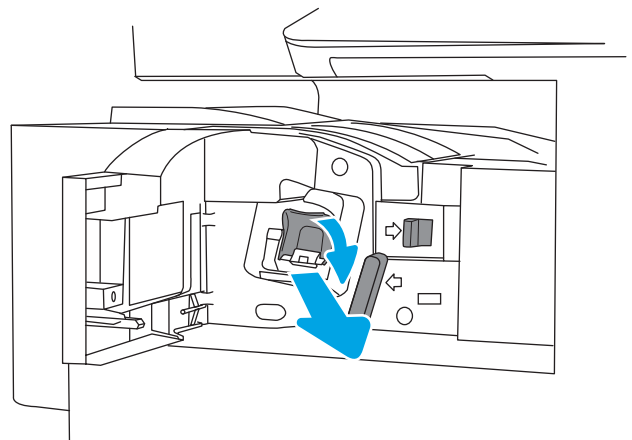
3. Lift two tabs on the staple cartridge, and then lift up to remove the empty staple cartridge from the staple cartridge carriage assembly.
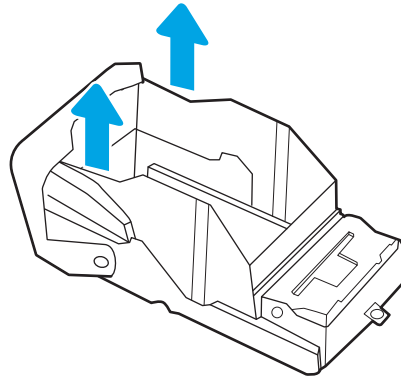
NOTE: Do not discard the staple cartridge carriage. It must be reused with the new staple cartridge.

4. Insert the new staple cartridge into the staple cartridge carriage.
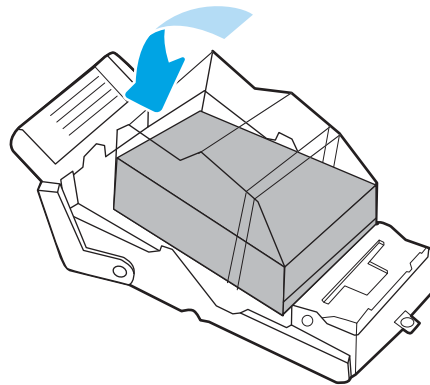
5. Reinstall the staple cartridge carriage into the stapler by pressing the colored handle inward until it snaps into place.
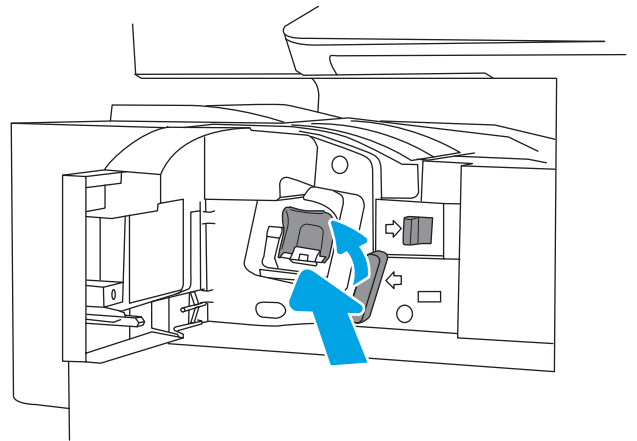
6. Close the inner finisher front door.
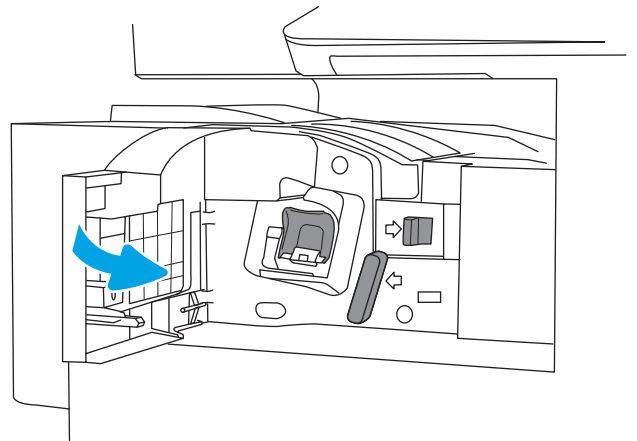
Remove and replace the stapler/stacker accessory staple cartridge

Follow these steps to replace the staple cartridge in the floor-standing finisher stapler/stacker accessory.

1. Open the finisher front door.
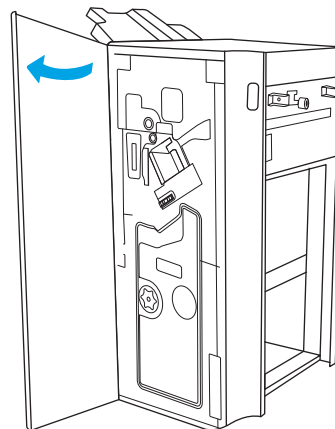
2. Rotate the knob counterclockwise to move the staple cartridge assembly all the way to the front.
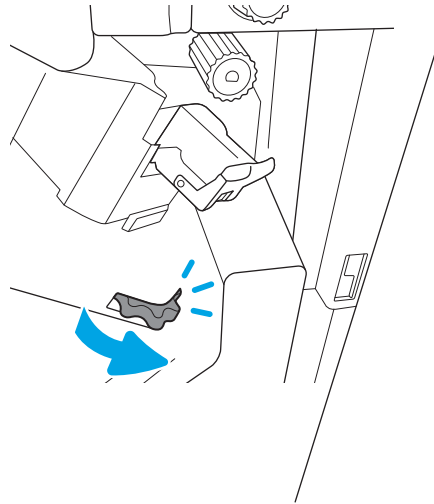
3. Hold the knob to immobilize the staple cartridge assembly, grasp the colored tab on the staple cartridge carriage, and then pull the staple cartridge carriage straight out.
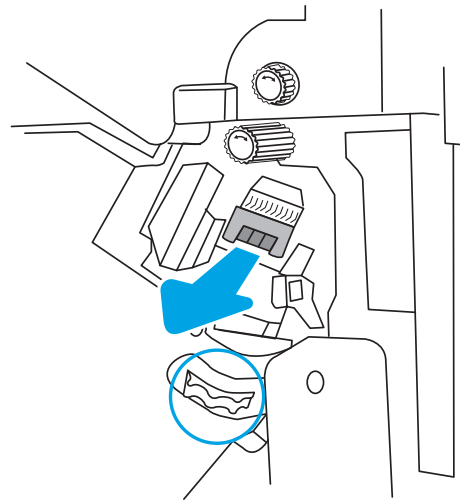
4. Lift two tabs on the staple cartridge, and then lift up to remove the empty staple cartridge from the staple cartridge carriage assembly.
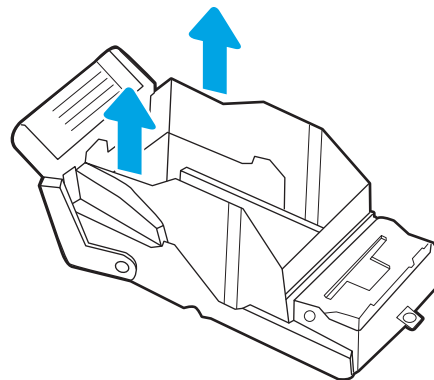
NOTE: Do not discard the staple cartridge carriage. It must be reused with the new staple cartridge.

5. Insert the new staple cartridge into the staple cartridge carriage.
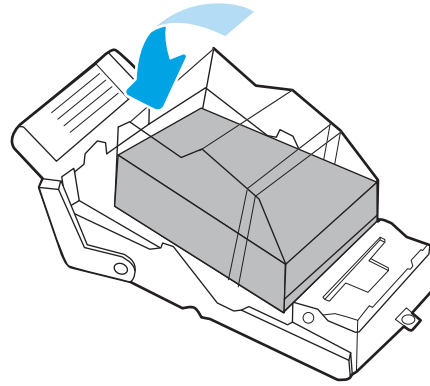
6. Hold the knob to immobilize the staple cartridge assembly, insert the new staple cartridge into the assembly, and then press the colored handle inward until it snaps into place.
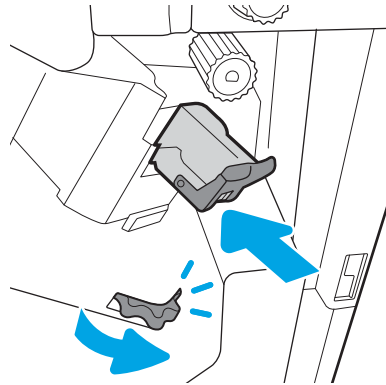
7. Close the finisher front door.
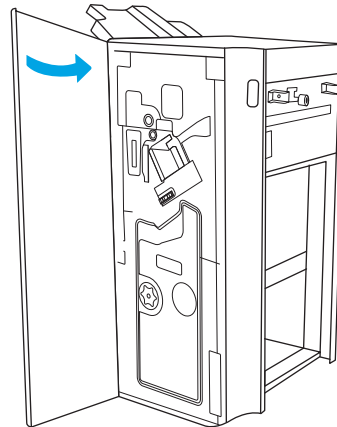
Remove and replace the booklet-maker accessory staple cartridge

Follow these steps to replace the booklet-maker accessory staple cartridge in the floor-standing finisher.

1. Open the finisher front door.
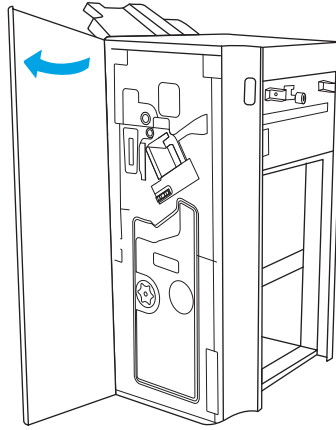
2. Pull out the booklet finisher assembly until it stops.
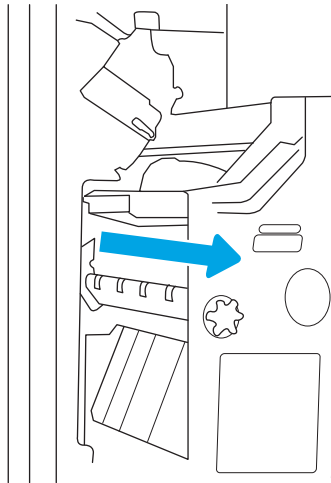
3. Pull the colored tabs away from the assembly, and then pull them up remove the two staple cartridges.
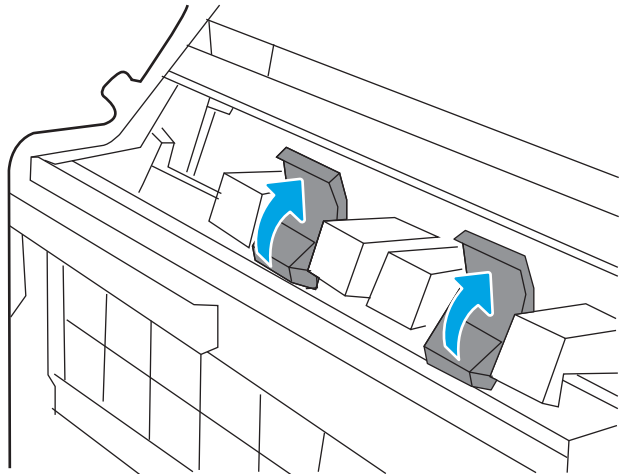
4. Push in the two blue tabs, and then lift up to open the top of the staple cartridge carriage.
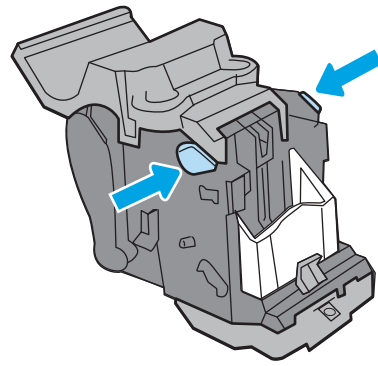
5. Lift two tabs on each staple cartridge, and then lift up to remove the empty staple cartridges from the staple cartridge carriages.
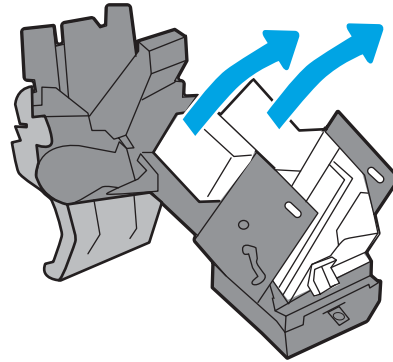
NOTE: Do not discard the staple cartridge carriages. They must be reused with the new staple cartridges.

6. Insert the new staple cartridges into the staple cartridge carriages, and then close the top of the staple cartridge carriers.
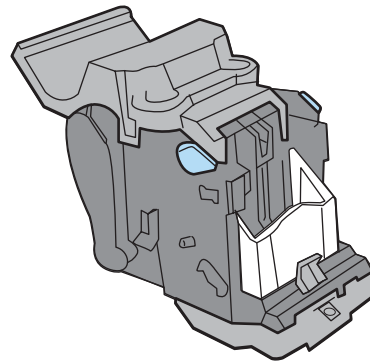
7. Reinstall the two staple cartridge carriages into the booklet maker by pressing the colored handles until they snap into place.
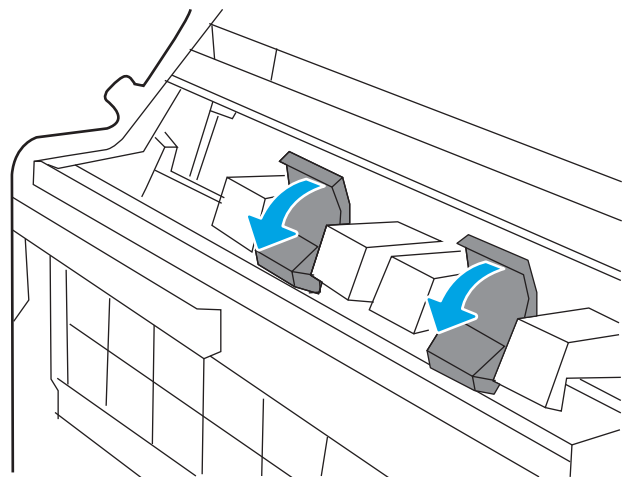
8. Slide the booklet assembly into the finisher.
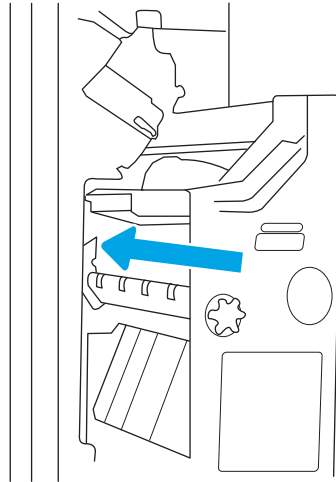
9. Close the finisher front door.
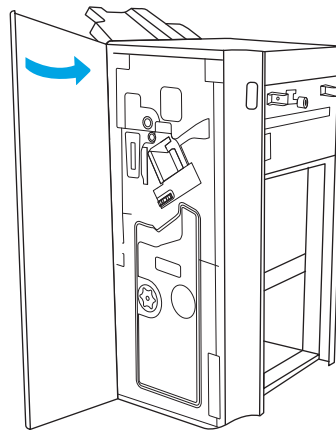
4 Print

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

- [Print tasks (Windows)](#)

- [Print tasks (macOS)](#)

- [Store print jobs on the printer to print later or print privately](#)

- [Print from a USB flash drive](#)

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

For video assistance, see [www.hp.com/videos/a3](#).

The following information is correct at the time of publication. For current information, see [http://www.hp.com/support/ljE72500MFP](#) or [http://www.hp.com/support/colorljE77800MFP](#).

For more information:

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Print tasks (Windows)

Learn about common printing tasks for Windows users.

How to print (Windows)

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

The following procedure describes the basic printing process for Windows.

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

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

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

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

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

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

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

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

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

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

Automatically print on both sides (Windows)

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

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

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

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

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

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

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

3. Click the **Finishing** tab.

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

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

Manually print on both sides (Windows)

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

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

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

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

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

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

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

3. Click the **Finishing** tab.

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

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

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

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

Print multiple pages per sheet (Windows)

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

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

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

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

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

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

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

3. Click the **Finishing** tab.

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

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

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

Select the paper type (Windows)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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

- Create and use printing shortcuts or presets

- Select the paper size, or use a custom paper size

- Select the page orientation

- Create a booklet

- Scale a document to fit a specific paper size

- Print the first or last pages of the document on different paper

- Print watermarks on a document

Print tasks (macOS)

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

- How to print (macOS)

- Automatically print on both sides (macOS)

- Manually print on both sides (macOS)

- Print multiple pages per sheet (macOS)

- Select the paper type (macOS)

- Additional print tasks

How to print (macOS)

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

The following procedure describes the basic printing process for macOS.

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

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

4. Click the **Print** button.

Automatically print on both sides (macOS)

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

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

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

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

2. Select the printer.

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

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

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

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

5. Click the **Print** button.

Manually print on both sides (macOS)

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

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

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

2. Select the printer.

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

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

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

5. Click the **Print** button.

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

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

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

Print multiple pages per sheet (macOS)

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

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

2. Select the printer.

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

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

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

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

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

7. Click the **Print** button.

Select the paper type (macOS)

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

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

2. Select the printer.

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

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

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

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

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

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

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

5. Click the **Print** button.

Additional print tasks

Locate information on the Web for performing common printing tasks.

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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

- Create a stored job (Windows)

- Create a stored job (macOS)

- Print a stored job

- Delete a stored job

- Information sent to printer for Job Accounting purposes

Introduction

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

Create a stored job (Windows)

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

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

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

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

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

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

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

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

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

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

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

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

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

the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

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

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

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

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

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

Create a stored job (macOS)

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

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

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

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

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

   - **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 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 to print it again later.

   - **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.

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, navigate to the Print application, and then select the Print icon.

2. Select Print from Job Storage.

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

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

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

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

Delete a stored job

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

- Delete a job that is stored on the printer

- Change the job storage limit

Delete a job that is stored on the printer

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

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

2. Select Print from Job Storage.

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

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

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

Change the job storage limit

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

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

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

2. Open the following menus:

    - Copy/Print or Print

    - Manage Stored Jobs

    - Temporary Job Storage Limit

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

4. Select OK or Done to save the setting.

Information sent to printer for Job Accounting purposes

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

Print from a USB flash drive

This printer features easy-access USB printing, for quickly printing files without sending them from a computer.

- Enable the USB port for printing

- Print USB documents

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.

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

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

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

   - Copy/Print or Print

   - Enable Device USB

3. Select Enabled to enable the USB port.

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

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

1. From the Home screen on the printer control panel, select the Information ⓘ icon, and then select the Network ⬚ icon to display the IP address or host name

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

> 📝 **NOTE:** If the web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
>
> Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

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

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

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

6. Click **Apply**.

Print USB documents

Print documents from a USB flash drive.

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

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

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

3. Select Print from USB Drive.

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

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

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

6. Select Print to print the document.

Print using high-speed USB 2.0 port (wired)

This printer features a high-speed USB 2.0 port for wired USB printing. The port is located in the interface ports area and is disabled by default.

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

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

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
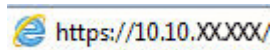
Use the control panel to enable the port.

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

   - General

   - Enable Device USB

3. Select the Enabled option.

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

Use the HP EWS to enable the port.

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

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

   🥾 https://10.10.XXXXX/

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

3. Select the **Security** tab.

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

5. Scroll down to the **Hardware Ports** and select the check box to enable both of the items:

   - **Enable Device USB**

   - **Enable Host USB plug and play**

6. Click **Apply**.

5 Copy

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

- Make a copy

- Copy on both sides (duplex)

- Additional copy tasks

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Make a copy

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

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

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

3. In the Options pane, select the number of copies.

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

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

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

Using the preview feature is optional.

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

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

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

Copy on both sides (duplex)

Copy or print on both sides of the paper.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

    Using the preview feature is optional.

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

▦	Use these buttons to toggle between two-page view and thumbnail view. More options are available in thumbnail view than in two-page view.
▤▤	
⊕	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
⊖	
↻	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
🗑	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
←	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
→	
🖹+	Use this button to add a page to the document. The printer prompts to scan additional pages.
🔍	Use this button to clear the changes made in the preview and start over.

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

Additional copy tasks

Locate information on the Web for performing common copy tasks.

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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

- Copy or scan pages from books or other bound documents

- Copy mixed-size documents

- Copy or scan both sides of an identification card

- Copy or scan a document into a booklet format

6 Scan

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

- Set up Scan to Email
- Set up Scan to Network Folder
- Set up Scan to SharePoint®
- Set up Scan to USB Drive
- Scan to email
- Scan to job storage
- Scan to network folder
- Scan to SharePoint
- Scan to USB drive
- Use HP JetAdvantage business solutions
- Additional scan tasks

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

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

Set up Scan to Email

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

- Introduction

- Before you begin

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

- Step two: Configure the Network Identification settings

- Step three: Configure the Send to Email feature

- Step four: Configure the Quick Sets (optional)

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

Introduction

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

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

Before you begin

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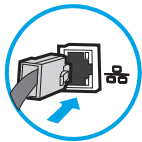
Administrators need the following information before beginning the configuration process.

- Administrative access to the printer

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

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

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

- SMTP server authentication requirements for outgoing email messages, including the user name and password used for authentication, if applicable.
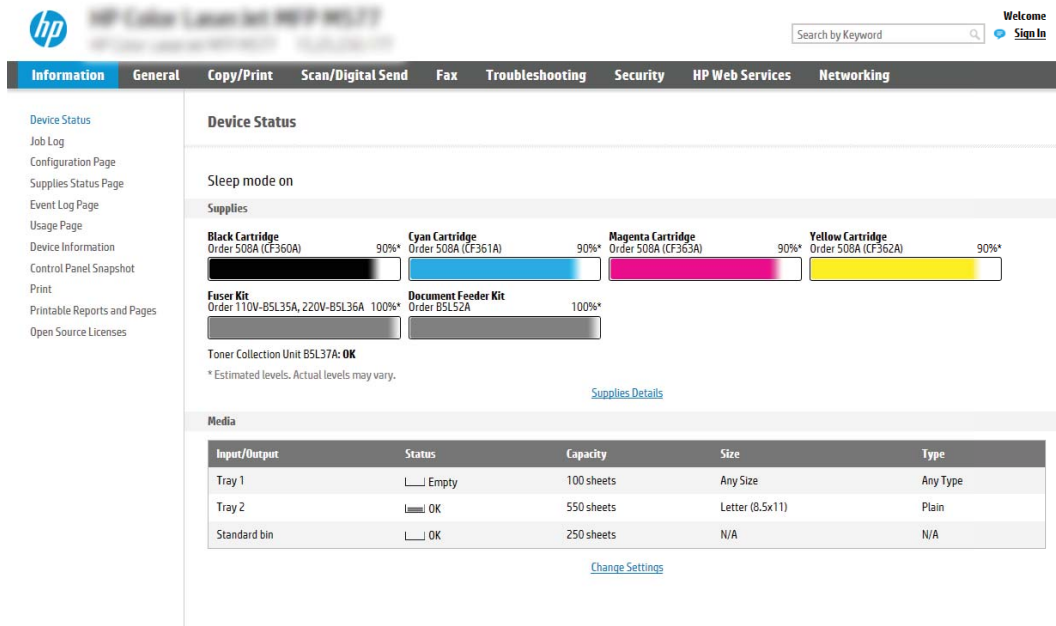
> **NOTE:** Consult your email service provider's documentation for information on digital sending limits for your email account. Some providers may temporarily lock your account if you exceed your sending limit.

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

Open the EWS to start the set-up process.

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

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

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

Step two: Configure the Network Identification settings

Configure advanced setting for network identification.

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

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

   📝 **NOTE:** For configuring the network settings for use with Office 365, Step five: Set up Send to Email to use Office 365 Outlook (optional) on page 94

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

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

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

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

5.　Click **Apply**.

6.　Click **OK**.

Step three: Configure the Send to Email feature

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

- Method one: Basic configuration using the Email Setup Wizard

- Method two: Advanced configuration using the Email Setup

Method one: Basic configuration using the Email Setup Wizard

Peform basic configuration using the Email Setup Wizard.

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

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

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

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

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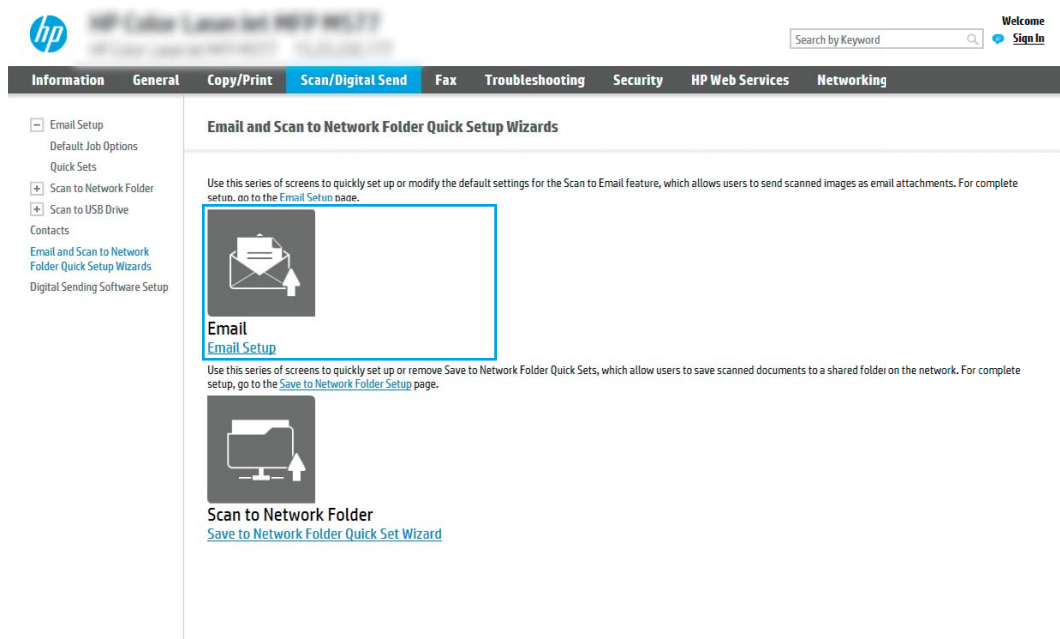
4. On the **Configure Email Servers (SMTP)** dialog, select one of the following options and complete the steps:

   Option one: Use a server already in use by Email

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

   NOTE: This option finds outgoing SMTP servers inside your firewall only.

Option two: Search network for outgoing email server

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

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

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

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

        -OR-

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

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

                -OR-

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

Option three: Add SMTP server

a.   Select **Add SMTP server**

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

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

> **NOTE:**   If you are using a hosted SMTP service such as Gmail, verify the SMTP address, port number, and SSL settings from the service provider's website or other sources. Typically, for Gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.
>
> Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

c.   Select the appropriate server authentication option:

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

        -OR-

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

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

                -OR-

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

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

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

Option	Description
From (Required)	Select one of the following options from the **From** drop-down list: • **User's address (sign-in required)** • **Default From**: Enter a default email address and display name in the **Default From Email Address** and **Default Display Name** fields **NOTE:** Create an email account for the printer, and use this address for the default email address. **NOTE:** Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
Subject (Optional)	Provide a default subject line for the email messages.
Message (Optional)	Create a custom message. To use this message for all emails sent from the printer, clear the **User editable** check box for **Message**.

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

Option	Description
File Type	Select the default file type that the for the scanned document: • PDF • JPEG • TIFF • MTIFF • XPS • PDF/A
Color/Black	Select the default color setting for the scanned document: • Color • Black • Black/Gray • Automatically detect

Option	Description
Quality and File Size	Select the default output quality for the scanned document: • Low (small file) • Medium • High (large file)
Resolution	Select the default scan resolution for the scanned document: • 75 dpi • 150 dpi • 200 dpi • 300 dpi • 400 dpi • 600 dpi

7.   Review the **Summary** area, and then click **Finish** to complete the setup.
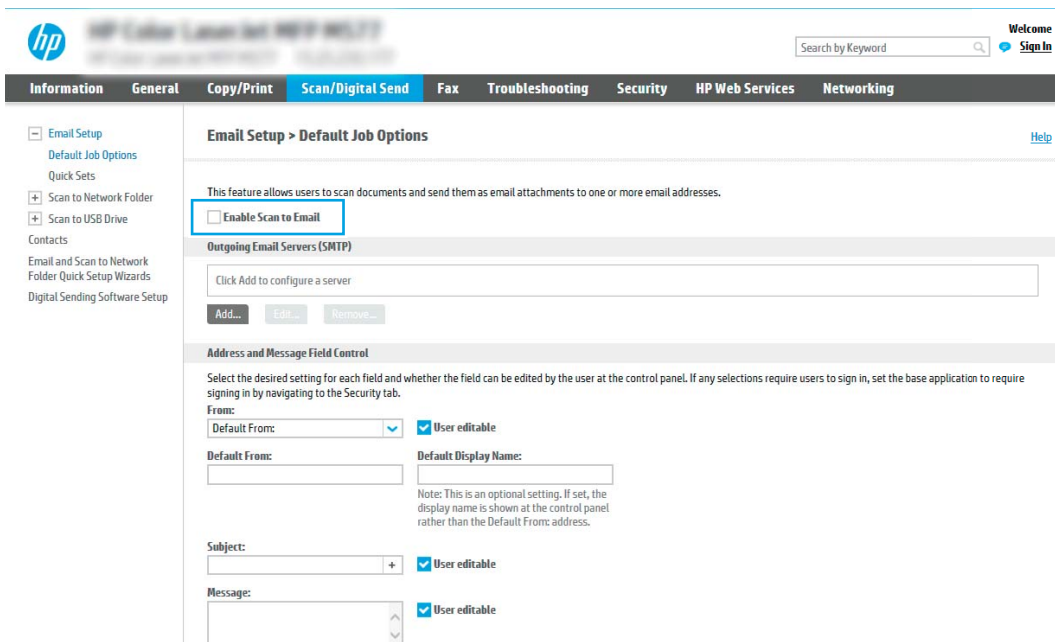
Method two: Advanced configuration using the Email Setup

Perform advanced Email Setup using the embedded web server (EWS).

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

    📝 NOTE: By default, the Email Setup page displays the basic settings for Scan to Email setup. To access additional settings, click the **Advanced Settings** button at the bottom of the page.

2.   On the **Email Setup** dialog, select the **Enable Send to Email** check box. If this check box is not selected, the feature is unavailable at the printer control panel.

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

- Select one of the displayed servers

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

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

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

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

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

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

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

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

     📝 NOTE: If you are using Google™ Gmail for email service, select the **Enable SMTP SSL Protocol** check box. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

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

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

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

     ○ **Server requires authentication**

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

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

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

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

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

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

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

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

Address and Message Field Control settings:

Feature	Description
Address Field Restrictions[1]	Specify whether users must select an email address from an address book or whether users are allowed to enter in an email address manually.
	CAUTION: If **Users must select from address book** is selected, and any of the address fields are also set as **User editable**, changes to those editable fields also change the corresponding values in the address book.
	To prevent users from changing contacts in the Address Book at the printer control panel, go to the **Access Control** page on the **Security** tab, and deny **Device Guest** access to address book modifications.
Allow invalid email address formats[1]	Select to allow an invalid email address format.
User editable	To use the **Default From** address and **Default Display Name** for all emails sent from this printer (unless a user is signed in), do not select the **User editable** check box.
	When setting up the address fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the printer control panel when sending an email. For send-to-me functionality, clear the **User editable** check boxes for all of the address fields, including the **From:To:CC:,** and **BCC:** fields, and then set that user's send email **From:** their own email address and **To:** their own email address.
Default From: and Default Display Name:	Provide an email address and name to use for the **From:** address for the email message.
	NOTE: Create an email account for the printer, and use this address for the default email address.
	NOTE: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
To:[1]	Provide a To (recipient) email address for emails.
CC:[1]	Provide a CC email address for emails.
BCC:[1]	Provide a BCC email address for emails.
Subject:	Provide a default subject line for the email messages.
Message:	Create a custom message. To use this message for all emails sent from the printer, clear or do not select the **User editable** check box for **Message:**.

[1] This setting is available only on the Advanced Settings page.

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

NOTE: These settings are available only on the Advanced Settings page.

Signing and Encryption settings:

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

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

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

NOTE: These settings are available only on the Advanced Settings page.

Scan settings:

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

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

File settings:

Feature	Description
File Name Prefix[1]	Set the default file name prefix used for files saved to a network folder.

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

[1] This setting is available only on the Advanced Settings page.

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

Step four: Configure the Quick Sets (optional)

Configure Quick Sets for the printer. Quick Sets are optional short-cut jobs that can be accessed on the main Home screen or within the Quick Sets application at the printer.

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

2. Select one of the following options:

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

        -OR-

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

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

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

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

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

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

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

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

Set up the Send to Email feature to send email from an Office 365 Outlook account.

- Introduction

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

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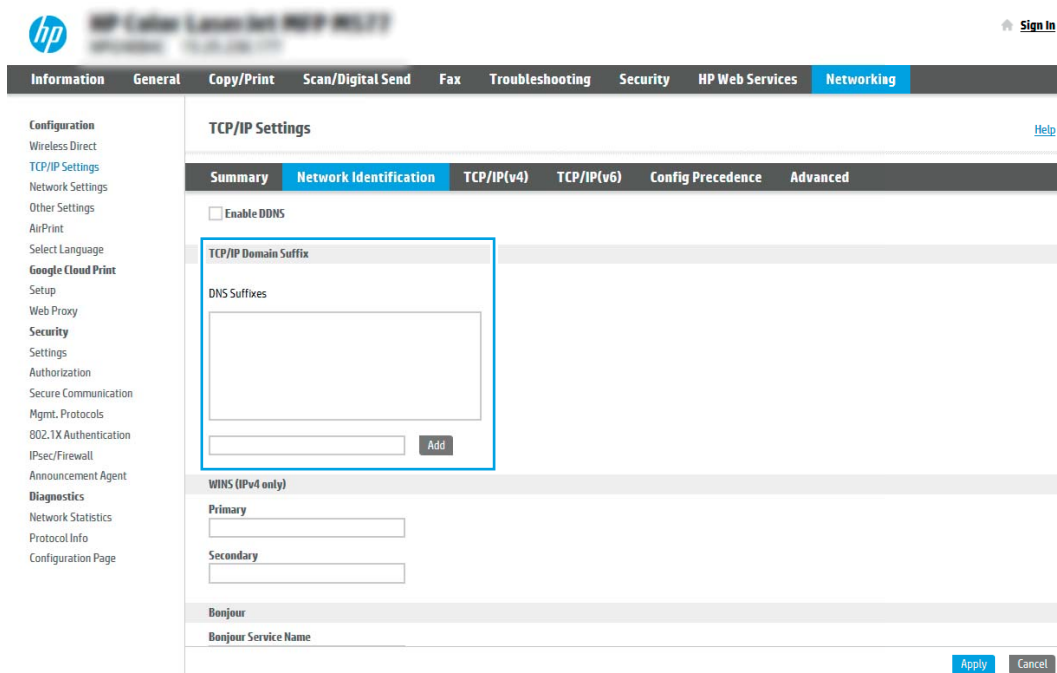
Microsoft Office 365 Outlook is a cloud-based email system provided by Microsoft which uses Microsoft's Simple Mail Transfer Protocol (SMTP) server to send or receive emails. Complete the following to enable the printer to send an email with an Office 365 Outlook account from the control panel.

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

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

Configure the outgoing email server using the following procedure.

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

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

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

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

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

5. Click **Apply**.

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

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

8. On the **Email Setup** page, select the **Enable Send to Email** check box. If this check box is not available, the feature is unavailable at the printer control panel.
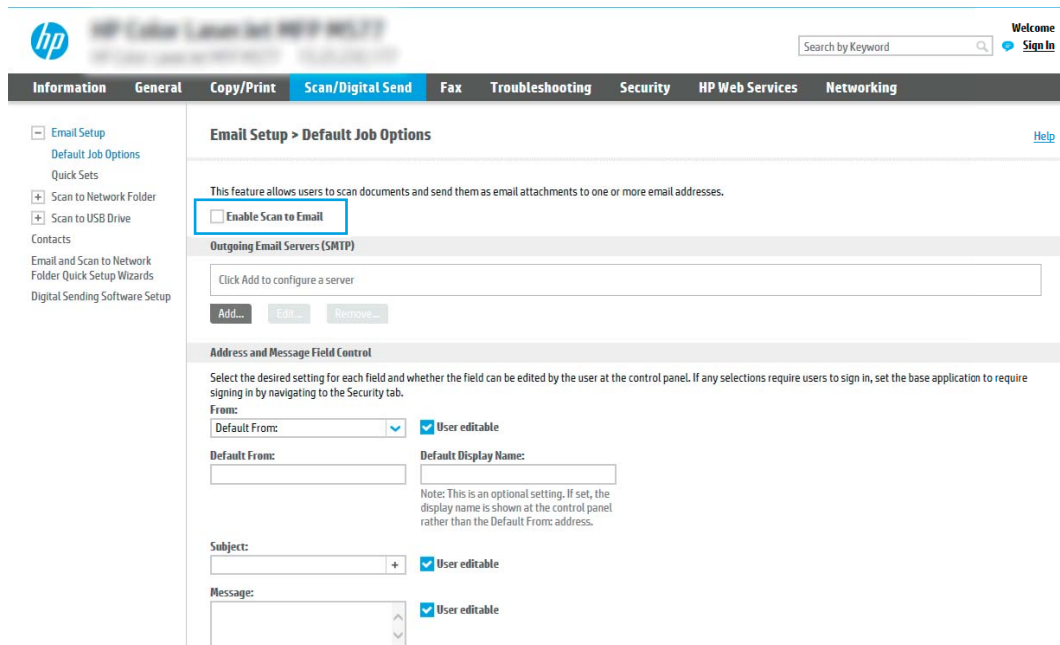
9. In the **Outgoing Email Servers (SMTP)** area, click **Add** to start the SMTP wizard.

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

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

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

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

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

    a. Select **Server requires authentication**.

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

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

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

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

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

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

Set up Scan to Network Folder

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

- [Introduction](#)

- [Before you begin](#)

- [Step one: Access the HP Embedded Web Server (EWS)](#)

- [Step two: Set up Scan to Network Folder](#)

Introduction

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

Before you begin

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

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

Administrators need the following items before beginning the configuration process.

- Administrative access to the printer

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

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

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

Open the EWS to start the set-up process.

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

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

Welcome
Sign In

Search by Keyword

Device Status
Job Log
Configuration Page
Supplies Status Page
Event Log Page
Usage Page
Device Information
Control Panel Snapshot
Print
Printable Reports and Pages
Open Source Licenses

Device Status

Sleep mode on

Supplies

Black Cartridge	Cyan Cartridge	Magenta Cartridge	Yellow Cartridge
Order 508A (CF360A) 90%*	Order 508A (CF361A) 90%*	Order 508A (CF363A) 90%*	Order 508A (CF362A) 90%*

Fuser Kit	Document Feeder Kit
Order 110V-B5L35A, 220V-B5L36A 100%*	Order B5L52A 100%*
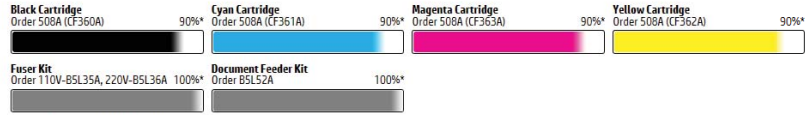
Toner Collection Unit B5L37A: **OK**

* Estimated levels. Actual levels may vary.

Supplies Details

Media

Input/Output	Status	Capacity	Size	Type
Tray 1	Empty	100 sheets	Any Size	Any Type
Tray 2	OK	550 sheets	Letter (8.5x11)	Plain
Standard bin	OK	250 sheets	N/A	N/A

Change Settings

Step two: Set up Scan to Network Folder

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

- Method one: Use the Scan to Network Folder Wizard

- Method two: Use Scan to Network Folder Setup

Method one: Use the Scan to Network Folder Wizard

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

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

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

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

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

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

    NOTE: Quick Sets are short-cut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

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

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

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

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

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

    c. Click **Next**.

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

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

    The folder path can either be the fully-qualified domain name (FQDN) (e.g., \\servername.us.companyname.net\scans) or the IP address of the server (e.g., \\16.88.20.20\scans). Be sure that the folder path (e.g., \scans) follows the FQDN or IP address.

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

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

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

- Always use these credentials

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

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

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

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

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

d. Click **Next**.

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

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

Method two: Use Scan to Network Folder Setup

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

- Step one: Begin the configuration

- Step two: Configure the Scan to Network Folder settings

- Step three: Complete the configuration

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

Step one: Begin the configuration

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

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

2. On the left navigation menu, click the **Scan to Network Folder Setup** link.

Step two: Configure the Scan to Network Folder settings

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

- Step one: Begin the configuration

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

- Dialog two: Folder Settings

- Dialog three: Notification settings

- Dialog four: Scan Settings

- Dialog five: File Settings

- Dialog six: Summary

Step one: Begin the configuration

Use the following steps to begin configuration.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

     Select one of the following prompt options :

- Prompt for original sides

- Prompt for additional pages

- Require Preview

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

4. Click **Next**.

Dialog two: Folder Settings

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

- Configure the destination folder for scanned documents

- Select the destination folder permissions

There are two types of destination folders to select from:

- Shared folders or FTP folders

- Personal shared folders

There are two types of folder permissions to select from:

- Read and write access

- Write access only

The following information describes how to configure the folder settings.

Configure the destination folder for scanned documents

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

- Option 1: Configure the printer to save to a shared folder or FTP folder
- Option 2: Configure the printer to save to a personal shared folder

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

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

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

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

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

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

📝 **NOTE:** For more information about creating shared network folders see Set up a shared folder (c04431534).

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

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

   The folder path can either be the fully-qualified domain name (FQDN) (e.g., \
   \servername.us.companyname.net\scans) or the IP address of the server (e.g., \
   \16.88.20.20\scans). Be sure that the folder path (e.g., \scans) follows the FQDN or IP address.

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

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

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

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

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

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

   ○ **Always use these credentials**

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

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

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

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

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

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

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

7. Click **OK**.

- Option two: **Save to an FTP Server**

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

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

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

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

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

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

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

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

   ○ **Passive**

   ○ **Active**

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

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

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

10. Click **OK**.

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

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

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

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

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

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

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

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

Select the destination folder permissions

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

- Option 1: Configure read and write access
- Option 2: Configure write access only

Option 1: Configure read and write access

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

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

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

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

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

3. Click **Next**.

Option 2: Configure write access only

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

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

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

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

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

2. Click **Next**.

Dialog three: Notification settings

Complete the notification settings as follows.

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

📝 NOTE: In order to send notification emails, the printer must be set up to use an SMTP server for sending email jobs. For more information about setting up the SMTP server for sending emails see Set up Scan to Email (c04017973).

- Option one: **Do not notify**

  1. Select **Do not notify**.

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

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

1. Select **Notify when job completes**.

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

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

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

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

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

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

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

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

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

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

Dialog four: Scan Settings

Complete the scan settings as follows.

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

Scan settings:

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

Dialog five: File Settings

Complete the file settings as follows.

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

File settings:

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

Dialog six: Summary

Review the summary as follows.

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

Step three: Complete the configuration

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

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

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

Set up Scan to SharePoint®

Use Scan to SharePoint® to scan documents directly to a Microsoft® SharePoint site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or e-mail message, and then manually upload the files to the SharePoint site.

- Introduction
- Before you begin
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Enable Scan to SharePoint and create a Scan to SharePoint Quick Set
- Scan a file directly to a Microsoft SharePoint site
- Quick set scan settings and options for Scan to SharePoint

Introduction

Set up the Scan to SharePoint® feature, and then scan documents directly to a SharePoint® site.

Scan to SharePoint® supports all scanning options, including the ability to scan documents as images or use the OCR features to create text files or searchable PDFs.

The feature is disabled by default. Enable Save to Sharepoint® in the HP Embedded Web Server (EWS).

Before you begin

Before this procedure can be completed, the destination folder that the scanned files will be saved to must exist on the SharePoint site, and write access must be enabled to the destination folder. Scan to SharePoint® is disabled by default.

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

Open the EWS to start the set-up process.

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

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

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

Step two: Enable Scan to SharePoint and create a Scan to SharePoint Quick Set

Follow the steps to enable the Scan to SharePoint feature and create a Scan to SharePoint Quick Set.

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

2. In the left navigation pane, click **Scan to SharePoint®**.

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

3. Select **Enable Scan to SharePoint®**, and then click **Apply**.

4. In the **Scan to SharePoint®** area of the left navigation pane, click **Quick Sets**. Click **Add** to launch the Quick Set Wizard.

5. Enter a **Quick Set Name** (for example, "Scan to Sharepoint") and a **Quick Set Description**.

6. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the printer control panel, and then click the **Next** button.

7. Use the following steps to add the path to the SharePoint folder.

   a. Click **Add** on the **SharePoint® Destination Settings** page to open the **Add SharePoint® Path** page.

   b. Open another browser window, navigate to the SharePoint folder to use, and then copy the folder path for the SharePoint folder from that browser window.

   c. Paste the SharePoint folder path into the **SharePoint® Path:** field.

   d. By default, the printer overwrites an existing file that has the same file name as the new file. Clear **Overwrite existing files** so that a new file with the same name as an existing file is given an updated time/date stamp.

   e. Select an option from the **Authentication Settings** drop-down menu. Select whether it is necessary to sign in to the SharePoint site with credentials, or store the credentials within the Quick Set.

NOTE: **Use credentials of user to connect after Sign In at the control panel** is selected in the **Authentication Settings** drop-down menu, the logged-in user must have permissions to write to the specified SharePoint site.

NOTE: For security purposes, the printer does not display credentials entered in the Quick Set Wizard.

    f. Click **OK** to complete the SharePoint path setup and navigate back to the **SharePoint Destination Settings** page.

8. Select **Verify folder access prior to job start** to ensure that the SharePoint folder specified as the destination folder is accessible each time the Quick Set is used. If this option is not selected, jobs can be saved to the SharePoint folder more quickly. However, if this option is not selected *and* the SharePoint folder is inaccessible the job will fail.

9. Click **Next**.

10. Set a **Condition on Which to Notify:** on the **Notification Settings** page. This setting configures the Quick Set to either not notify, or to send email messages or print a summary page if a job either completes successfully or fails. Select one of the following options from the **Condition on Which to Notify:** drop-down menu:

    ● Select **Do not notify** for the Quick Set to not perform any notification action when a job completes successfully or fails.

    ● Select **Notify when job completes** to for the Quick Set to send a notification when a job completes successfully.

    ● Select **Notify only if job fails** to for the Quick Set to send a notification only when a job fails.

    Selecting either **Notify when job completes** or **Notify only if job fails** requires the **Method Used to Deliver Notification:** to be set. Select from the following options:

    ● **Email**: Use this option to send an email when the selected notification condition occurs. This option requires a valid email address in the **Notification Email Address:** field.

    NOTE: To use the email notification feature, first configure the email feature on the printer.

    ● **Print**: Use this option to print the notification when the selected notification condition occurs.

    NOTE: Select **Include Thumbnail** for either notification option to include a thumbnail image of the first page of the scanned page of the job.

11. Click **Next**.

12. Select options from the **Scan Settings** page, and then click **Next**. For more information, see .

13. Select options from the **File Settings** page, and then click **Next**. For more information, see .

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

Scan a file directly to a Microsoft SharePoint site

Follow the steps to scan a document directly to a SharePoint site.

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

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

   NOTE: It might be necessary to sign in to the printer to use this feature.

3. To select a Quick Set, in the Quick Sets and Defaults area touch Load. Select a Quick Set, and then touch Load.

4. Touch the File Name: text field to open a keyboard, and then type the name for the file using either the on-screen keyboard or the physical keyboard. Touch Enter ⏎.

5. Touch Options to view and configure settings for the document.

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

Icon	Description
⊞	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
⊟	
🔍➕	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
🔍➖	
↻	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
🗑	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
←	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
→	
🗐➕	Use this button to add a page to the document. The printer prompts to scan additional pages.

	Use this button to clear the changes made in the preview and start over.
	Touch this button to collapse the preview screen and return to the Copy screen.

7.   Touch the Start ⊚ button to save the file.

Quick set scan settings and options for Scan to SharePoint

Review the settings and options available in the Quick Set Wizard when adding, editing, or copying a Scan to SharePoint® Quick Set.

Table 6-1 Scan settings for Scan to SharePoint®

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

Table 6-2 File settings for Scan to SharePoint

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

Table 6-2 File settings for Scan to SharePoint (continued)

Feature	Description
File Type	Select the file format for the saved file.
	Select the **User editable** check box to make this setting editable at the printer control panel.
High Compression (smaller file)	Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file.
PDF encryption	If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start.
Resolution	Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.
Quality and File Size	Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send.
Color/Black	Specify whether copies are to be printed in color, black and gray, or black only
Suppress blank pages	If the **Suppress blank pages** option is enabled, blank pages will be ignored.
Create Multiple Files	Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file.

Set up Scan to USB Drive

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

- Introduction
- Step one: Access the HP Embedded Web Server (EWS)
- Step two: Enable Scan to USB Drive
- Step three: Configure the Quick Sets (optional)
- Default scan settings for Scan to USB Drive setup
- Default file settings for Save to USB Setup

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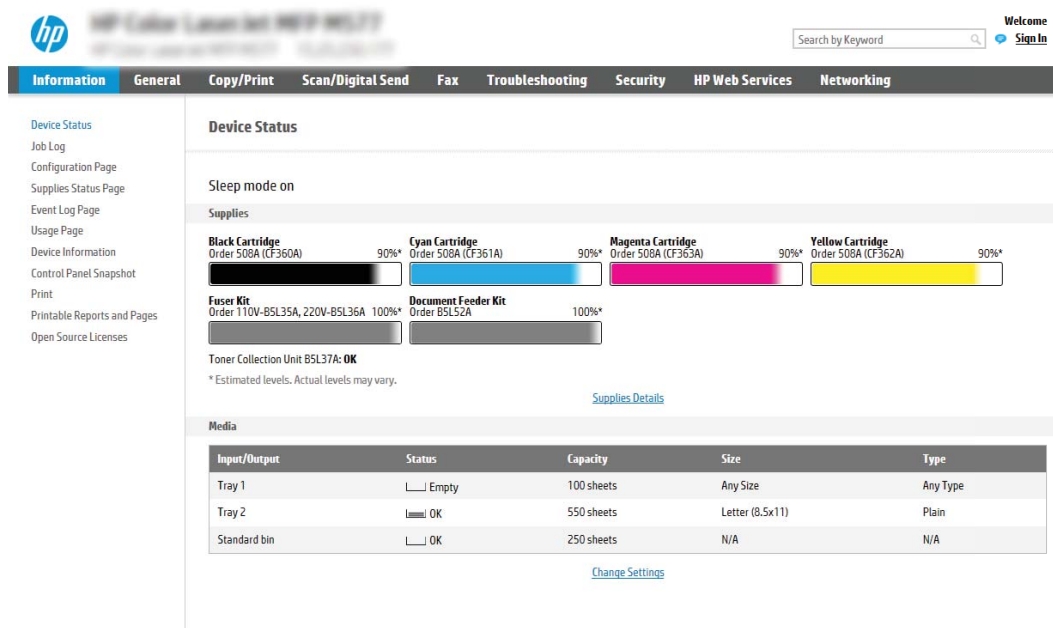
The printer has a feature that enables it to scan a document and save it to a USB flash drive. The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

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

Open the EWS to start the set-up process.

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

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

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

Step two: Enable Scan to USB Drive

Enable Scan to USB Drive using the following steps.

1. Select the **Security** tab.

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

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

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

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

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

Step three: Configure the Quick Sets (optional)

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

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

2. Select one of the following options:

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

     –OR–

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

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

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

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

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

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

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

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

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

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

- **Do not notify**

- **Notify when job completes**

- **Notify only if job fails**

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

   📝 **NOTE:** For more information on the available scan settings, see <u>Default scan settings for Scan to USB Drive setup on page 120</u>

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

   📝 **NOTE:** For more information on the available file settings, see <u>Default scan settings for Scan to USB Drive setup on page 120</u>

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

Default scan settings for Scan to USB Drive setup

Review the default settings in the following table.

Table 6-3 Scan settings for Scan to USB Drive Setup:

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

Default file settings for Save to USB Setup

Review the default settings in the following table.

Table 6-4 File settings for Save to USB Setup:

Option name	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.

Table 6-4 File settings for Save to USB Setup: (continued)

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

Scan to email

Scan a document directly to an email address or contact list. The scanned document is sent as an email message attachment.

- Introduction

- Scan to email

Introduction

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

Scan to email

Use the following steps to scan a document directly to an email address or contact list.

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

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

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

3. Touch the To field to open a keyboard.

   NOTE: If you are signed in to the printer, your user name or other default information might appear in the From field. If so, you might not be able to change it.

4. Specify the recipients by using one of these methods:

   ▲ Enter the address in the To field. To send to multiple addresses, separate the addresses with a semicolon, or select the Enter ⏎ button on the touchscreen keyboard after typing each address.

   a. Select the Contacts 🔳 button that is next to the To field to open the Contacts screen.

   b. Select the appropriate contact list.

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

5. Complete the Subject, File Name, and Message fields by touching the field and using the touchscreen keyboard to enter information. Select the Close 🔲 button whenever you need to close the keyboard.

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

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

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

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

Expand button	Collapse button
◀	▶

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

	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
	Zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Add a page to the document. The printer prompts you to scan additional pages.
	Clear the changes made in the preview and start over.

9. When the document is ready, select Send to email it.

NOTE: The printer might prompt you to add the email address to the contact list.

Scan to job storage

Scan a document and save it to a job storage folder on the printer.

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Introduction

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

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

Scan to job storage on the printer

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

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

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

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

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

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

   a. Select the New Folder ⬜ icon.

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

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

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

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

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

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

Expand button	Collapse button
◀	▶

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

▤	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
▤	
⊕	Zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.
⊖	
↻	Rotate the page 180 degrees. NOTE: This button is available only in the thumbnail view.
🗑	Delete the selected pages. NOTE: This button is available only in the thumbnail view.
◀	Rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These buttons are available only in the thumbnail view.
▶	
▤+	Add a page to the document. The printer prompts you to scan additional pages.
⊗	Clear the changes made in the preview and start over.

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

Print from job storage on the printer

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

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

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

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

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

5. Select Print to print the document.

Scan to network folder

Scan a document and save it to a folder on the network.

- Introduction
- Scan to network folder

Introduction

The printer can scan a file and save it in a shared folder on the network.

Scan to network folder

Use this procedure to scan a document and save it to a network folder.

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

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

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

3. Specify a folder destination. Folder options must first be configured by the printer administrator.

    - To select a folder location that the administrator already set up, select Load under Quick Sets and Defaults, select the folder, and then select Load.

    - To specify a new folder location, touch the Folder Paths field to open a touchscreen keyboard, type the path to the folder, and then select the Enter ⏎ button. Enter user credentials if prompted and then select Save to save the path.

        📝 **NOTE:** Use this format for the path: `\\server\folder`, where "server" is the name of the server that hosts the shared folder, and "folder" is the name of the shared folder. If the folder is nested inside other folders, complete all necessary segments of the path to reach the folder. For example: `\\server\folder\folder`

        📝 **NOTE:** The Folder Paths field might have a pre-defined path, and it might not be editable. In this situation, the administrator has configured this folder for common access.

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

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

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

Expand button	Collapse button
◂	▸

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

▦	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
▤	
🔍+	Zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
🔍−	
⟳	Rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
🗑	Delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
←	Rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
→	
⧉+	Add a page to the document. The printer prompts you to scan additional pages.
⊗	Clear the changes made in the preview and start over.

7. When the document is ready, select Send to save the file to the network folder.

Scan to SharePoint

Scan a document directly to a SharePoint site.

- Introduction
- Scan to SharePoint

Introduction

You can scan a document at the printer and send that document to a Microsoft® SharePoint site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or email message, and then manually upload the files to the SharePoint site.

Scan to SharePoint® supports all scanning options, including the ability to scan documents as images or use the OCR features to create text files or searchable PDFs.

📝 **NOTE:** Before you can scan to SharePoint, your printer administrator or IT department must use the HP Embedded Web Server to enable the feature and set it up.

Scan to SharePoint

Use the following steps to scan a document directly to a SharePoint site.

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

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

   📝 **NOTE:** It might be necessary to sign in to the printer to use this feature.

3. To select a Quick Set, touch Select under Quick Sets, select a Quick Set, and then select Load.

4. Select the File Name: text field to open a keyboard, type the name for the file, and then select the Enter ⏎ button.

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

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

Expand button	Collapse button
◀	▶

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

	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
	Zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Add a page to the document. The printer prompts you to scan additional pages.
	Clear the changes made in the preview and start over.

7. When the document is ready, select Send to save it to the SharePoint location.

Scan to USB drive

Scan a document directly to a USB drive.

-
-

Introduction

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

Scan to USB drive

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

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

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

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

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

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

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

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

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

Expand button	Collapse button
◀	▶

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

	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
	Zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Add a page to the document. The printer prompts you to scan additional pages.
	Clear the changes made in the preview and start over.

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

Use HP JetAdvantage business solutions

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

HP JetAdvantage Solutions include:

● HP JetAdvantage Security solutions

● HP JetAdvantage Management solutions

- HP JetAdvantage Workflow solutions

- HP JetAdvantage Mobile Printing solutions

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

Additional scan tasks

Locate information on the Web for performing common scan tasks.

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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

- Copy or scan pages from books or other bound documents

- Send a scanned document to a folder in the printer memory

- Copy or scan both sides of an identification card

- Copy or scan a document into a booklet format

7 Fax

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

- [Set up fax](#)

- [Change fax configurations](#)

- [Send a fax](#)

- [Additional fax tasks](#)

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Set up fax

Set up the fax features for the printer.

- [Introduction](#)

- [Set up fax by using the printer control panel](#)

Introduction

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

Set up fax by using the printer control panel

Configure the fax features using the control panel.

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

2. Open the following menus:

   - Fax

   - Internal Fax Modem Setup

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

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

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

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

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

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

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

Change fax configurations

Change or update fax settings.

- [Fax dialing settings](#)

- [General fax send settings](#)

- [Fax receive settings](#)

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

Fax dialing settings

Use the following steps to change the fax dialing settings.

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

2. Open the following menus:

   - Fax

   - Fax Send Settings

   - Fax Dialing Settings

Configure any of the following settings, and then select Done:

Menu item	Description
Redial on Error	The Redial on Error feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
Redial on No Answer	The Redial on No Answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the location setting. The interval between retries is set by the redial interval setting.
Redial on Busy	The Redial on Busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.
Redial Interval	The Redial Interval setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs.
	NOTE: You might observe a redial message on the control panel when both the Redial on Busy and Redial on No Answer settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs three automatic redial attempts regardless of the redial settings. During this redial operation, a message displays on the control panel to indicate that a redial is in progress.
Fax Send Speed	The Fax Send Speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax.
	• Fast (v.34 – 33.6k)
	• Medium (v.17 – 14.4k)
	• Slow (v.29 – 9.6k)

Menu item	Description
Line Monitor Volume	Use the Line Monitor Volume setting to control the printer's dialing volume level when sending faxes.
Dialing Mode	The Dialing Mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
Dialing Prefix	The Dialing Prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.
Detect dial tone	The Detect dial tone setting determines whether the fax checks for a dial tone before sending a fax.

General fax send settings

Use the following steps to change the fax send settings.

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

2. Open the following menus:

   - Fax

   - Fax Send Settings

   - General Fax Send Settings

Configure any of the following settings, and then select Done:

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

Fax receive settings

Use the following steps to change the fax receive settings.

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

2. Open the following menus:

   ● Fax

   ● Fax Receive Settings

   ● Fax Receive Setup

Configure any of the following settings, and then select Done:

Menu item	Description
Receive Mode	The Receive Mode setting determines how the fax accessory receives fax jobs. Select one of the following options: ● Automatic ● TAM ● Fax/Tel ● Manual
Rings to Answer	The Rings to Answer setting determines the number of times the phone rings before the call is answered by the fax accessory. NOTE: The default range for the available options for the Rings to Answer setting is location-specific. The range of possible Rings to Answer options is limited by location. If the fax accessory is not answering, and the Rings to Answer setting is **1**, try increasing it to **2**.
Ring Volume	The Ring Volume setting allows you to adjust the ringer volume.
Fax Receive Speed	Touch the Fax Receive Speed drop down menu and select one of the following options: ● Fast (v.34 – 33.6k) ● Medium (v.17 – 14.4k) ● Slow (v.29 – 9.6k)
Extension Phone	This setting allows you use a separate telephone in conjunction with the fax functions.
Allow Reprinting	This setting allows you to reprint received faxes.
Receive to PC	This setting allows you to receive faxes directly to your computer.
Fax Polling	This setting allows you to enable or disable the fax polling function.
Fax/Tel Ring Time	This setting determines the number of times the phone rings before the fax/tel mode initiates.

Send a fax

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

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

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

3. Specify the recipients by using one of these methods:

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

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

    b. Select the appropriate contact list.

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

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

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

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

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

Expand button	Collapse button
◀	▶

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

⊞	Toggle between the two-page view and the thumbnail view. More options are available in the thumbnail view than in the two-page view.
▤▤	

	Zoom in or out on the selected page.
	NOTE: Select only one page at a time to use these buttons.
	Rotate the page 180 degrees.
	NOTE: This button is available only in the thumbnail view.
	Delete the selected pages.
	NOTE: This button is available only in the thumbnail view.
	Rearrange the pages within the document. Select one or more pages and move them to the left or right.
	NOTE: These buttons are available only in the thumbnail view.
	Add a page to the document. The printer prompts you to scan additional pages.
	Clear the changes made in the preview and start over.

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

Additional fax tasks

Locate information on the Web for performing common fax tasks.

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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

●	Create and manage fax speed dial lists

●	Configure fax billing codes

●	Use a fax printing schedule

●	Block incoming faxes

●	Fax archiving and forwarding

8 Manage the printer

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

- Advanced configuration with the HP Embedded Web Server (EWS)

- Configure IP network settings

- Printer security features

- Energy-conservation settings

- HP Web Jetadmin

- Software and firmware updates

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

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
- How to access the HP Embedded Web Server (EWS)
- HP Embedded Web Server features

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, select the Information ⓘ icon, and then select the Network 品 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.

- Information tab
- General tab
- Copy/Print tab
- Scan/Digital Send tab
- Fax tab
- Supplies tab
- Troubleshooting tab
- Security tab
- HP Web Services tab
- Networking tab
- Other Links list

Information tab

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

Table 8-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Job Log	Provides a list of the jobs that have been printed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the **Other Links** area on all HP Embedded Web Server pages) to connect to a set of dynamic web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer network name, address, and model information. To customize these entries, click the **Device Information** menu on the **General** tab.
Control Panel Snapshot	Shows an image of the current screen on the control panel display.
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.

Table 8-1 HP Embedded Web Server Information tab (continued)

Menu	Description
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.
Open Source Licenses	Shows a summary of the licenses for open source software programs that can be used with the printer.

General tab

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

Table 8-2 HP Embedded Web Server General tab

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

Copy/Print tab

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

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

Menu	Description
Print from USB Drive Settings	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer memory.
	Configure job-storage options.
Default Print Options	Configure the default options for print jobs.
Restrict Color	Permit or restrict color printing and copying.
(Color printers only)	Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs, including copy jobs and received faxes.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Manage Supplies	Use this page to apply settings for the product supplies.
Copy Settings	Configure the default options and Quick Sets for copy jobs.
	NOTE: If job-specific copy setting options are not set from the control panel at the start of a job, the default settings will be used for the job.
Manage Trays	Configure settings for paper trays.

Scan/Digital Send tab

Refer to the table for settings in the **Scan/Digital Send** tab.

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

Menu	Description
Email Setup	Configure the default email settings for digital sending, including the following:
	● Settings for the outgoing mail (SMTP) server
	● Settings for Email Quick Sets jobs
	● Default message settings, such as the "From" address and the subject line
	● Settings for digital signatures and encryption
	● Settings for email notifications
	● Default scan settings for email jobs
	● Default file settings for email jobs

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

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

Fax tab

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

Table 8-5 HP Embedded Web Server Fax tab

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

Supplies tab

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

Table 8-6 HP Embedded Web Server Supplies tab

Menu	Description
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.

Troubleshooting tab

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

Table 8-7 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Use the following options as appropriate:
	• **Reports and Tests** area: Select and print several types of reports and tests. Some reports can be viewed in the EWS by clicking the **View** button.
	• **Fax Tools** area: Configure settings for fax troubleshooting. (MFP and Digital Sender products only)
	• **OXPd Troubleshooting** area: Enable or disable the **Allow a Non-Secure Connection for Web Services** option
	• **Auto Recovery** area: Enable or disable the **Enable Auto Recovery** option.
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data NOTE: This item is available only if an administrator password is set from the **Security** tab.	Export printer information to a file that can be useful for detailed problem analysis.
Calibration/Cleaning (Color printers only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
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 8-8 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following:
	• Configure an administrator password to restrict access to certain features on the printer.
	• Set PJL password for processing PJL commands.
	• Set file system access and firmware upgrade security.
	• Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer.
	• View the status of all security settings.
Account Policy	Enable administrator account settings.
Access Control	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. Configure settings for jobs that are stored on the printer hard drive.

Table 8-8 HP Embedded Web Server Security tab (continued)

Menu	Description
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 8-9 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP Connected on the web by enabling HP Web Services.
Web Proxy	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
HP JetAdvantage	Access solutions that extend the capabilities of the printer
Smart Cloud Print	Enable Smart Cloud Print, which allows access to web-based apps that extend the capabilities of the printer.

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 8-10 HP Embedded Web Server Networking tab

Menu	Description
Configuration	
Wireless Station	Configure the initial wireless settings.
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. **NOTE:** The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. **NOTE:** The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.

Table 8-10 HP Embedded Web Server Networking tab (continued)

Menu	Description
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.
Google Cloud Print	
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.
Security	
Settings	View and restore current security settings to factory-default values.
	Configure security settings using the Security Configuration Wizard.
	NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following:
	● Set or change the administrator password to control access to configuration parameters.
	● Request, install, and manage digital certificates on the HP Jetdirect print server.
	● Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure security settings.
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following:
	● Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.
	● Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.
	● Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.
	CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.

Table 8-10 HP Embedded Web Server Networking tab (continued)

Menu	Description
Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab.

NOTE: The following are the default links.

Table 8-11 HP Embedded Web Server Other Links list

Menu	Description
HP Instant Support	Connect to the HP website to find solutions to printer problems.
Shop for Supplies	Connect to the HP SureSupply website for information on purchasing original HP supplies, such as cartridges and paper.
Product Support	Connect to the support site for the printer to search for help on various topics.

Configure IP network settings

Use the EWS to configure the printer network settings.

- [Printer sharing disclaimer](#)

- [View or change network settings](#)

- [Rename the printer on a network](#)

- [Manually configure IPv4 TCP/IP parameters from the control panel](#)

- [Manually configure IPv6 TCP/IP parameters from the control panel](#)

- [Link speed and duplex settings](#)

Printer sharing disclaimer

Review the following disclaimer.

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

View or change network settings

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

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

   a. From the Home screen on the printer control panel, touch the Information 🛈 icon, and then touch the Network 🖧 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 Network 🖧 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:

- Networking

- Ethernet

- TCP/IP

- IPV 4 Settings

- 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:

- Networking

- Ethernet

- TCP/IP

- IPV6 Settings

3. Select Enable, and then select On.

4. Select the Enable Manual Settings option, and then touch the Done button.

5. To configure the address, open the Address menu, and then touch the field to open a keypad.

6. Use the keypad to enter the address, and then touch the OK button.

7. Touch Save.

Link speed and duplex settings

Use the following steps to make changes to link speed and duplex settings.

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

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

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

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

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

2. Open the following menus:

- Networking

- Ethernet

- 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

The security features allow you to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- [Introduction](#)
- [Security statements](#)
- [Assign an administrator password](#)
- [IP Security](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)
- [Lock the formatter](#)

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

- Provide user access credentials at the printer control panel

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 Network 🖧 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.

    > 📝 NOTE: 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 at support.hp.com for the assistance required to completely reset the printer.

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.

- Print with EconoMode

- Set the sleep timer and configure the printer to use 1 watt or less of power

- Set the sleep schedule

Print with EconoMode

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

- Configure EconoMode from the print driver

- Configure EconoMode from the printer control panel

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

NOTE: If this option is not available in the print driver, set it using the printer control panel.

Configure EconoMode from the print driver

Select EconoMode using the print driver.

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

2. Select the printer, and then click the **Properties** or **Preferences** button.

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

4. Click the **EconoMode** check box to enable the feature, and then click **OK**.

Configure EconoMode from the printer control panel

Use the printer control panel to change the EconoMode setting.

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

2. Open the following menus:

    - Copy/Print or Print

    - Default Print Options

    - Economode

3. Select On or Off to enable or disable the feature.

Set the sleep timer and configure the printer to use 1 watt or less of power

The sleep settings affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.

To configure the printer to use 1 watt or less of power while in sleep mode, enter times for both the Sleep after Inactivity and Auto Off after sleep settings.

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:

- 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:

   - General

   - Energy Settings

   - Sleep Schedule

3. Select the New Event button, and then select the type of event to schedule: Wake Event or Sleep Event.

4. For a wake or sleep event, configure the time and the days of the week for the event. Select Save to save the setting.

HP Web Jetadmin

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

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

HP regularly updates features that are available in the printer firmware. To take advantage of the most current features, update the printer firmware.

Download the most recent firmware update file from the web:

Go to http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP. Click **Drivers & Software**.

9 Solve problems

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

- [Customer support](#)

- [Control panel help system](#)

- [Reset factory settings](#)

- [A "Cartridge is low" or "Cartridge is very low" message displays on the printer control panel](#)

- [Printer does not pick up paper or misfeeds](#)

- [Clear paper jams](#)

- [Resolve print-quality problems](#)

- [Solve wired network problems](#)

- [Solve wireless network problems](#)

- [Solve fax problems](#)

- [USB flash drive is not responding](#)

For video assistance, see www.hp.com/videos/a3.

The following information is correct at the time of publication. For current information, see http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

For more information:

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Customer support

Find support contact options for your HP printer.

Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at support.hp.com.
Get 24-hour Internet support, and download software utilities and drivers	http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

The printer has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help ? button in the upper-right corner of the screen.

For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by touching the buttons in the menu.

Some Help screens include animations that show specific procedures, such as clearing paper jams.

If the printer alerts of an error or warning, touch the Help ? button to open a message that describes the problem. The message also contains instructions to help solve the problem.

Reset factory settings

Resetting the printer settings to the factory-set defaults can help resolve problems.

- Introduction

- Method one: Reset factory settings from the printer control panel

- Method two: Reset factory settings from the HP Embedded Web Server (network-connected printers only)

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:

   - General

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

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

HP's Premium Protection Warranty expires near the end of useable cartridge life. Check the Supplies Status Page or the HP Embedded Web Server (EWS) for the status.

Printer does not pick up paper or misfeeds

Use this information if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time.

- Introduction
- The printer does not pick up paper
- The printer picks up multiple sheets of paper
- The document feeder jams, skews, or picks up multiple sheets of paper

Introduction

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

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.

2. Load the tray with the correct size of paper for the job.

3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure 9-1 Size markings for Tray 1 or the multipurpose tray
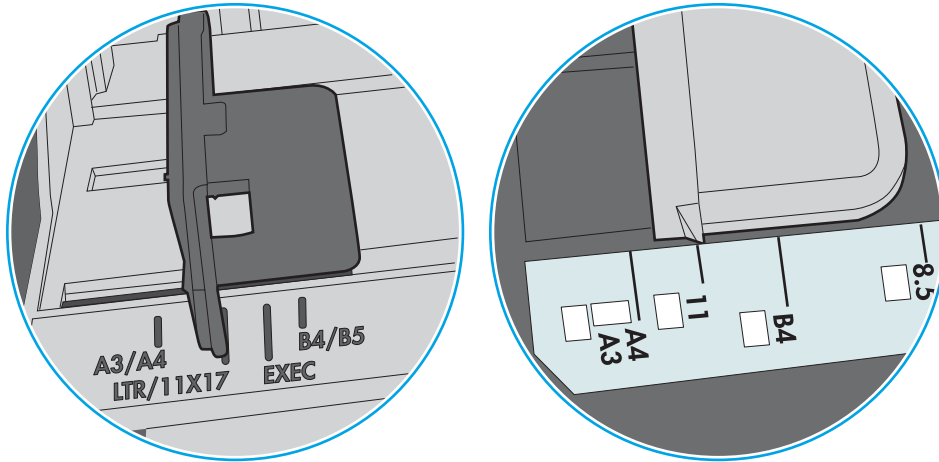
Figure 9-2 Size markings for cassette trays

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 9-3 Technique for flexing the paper stack
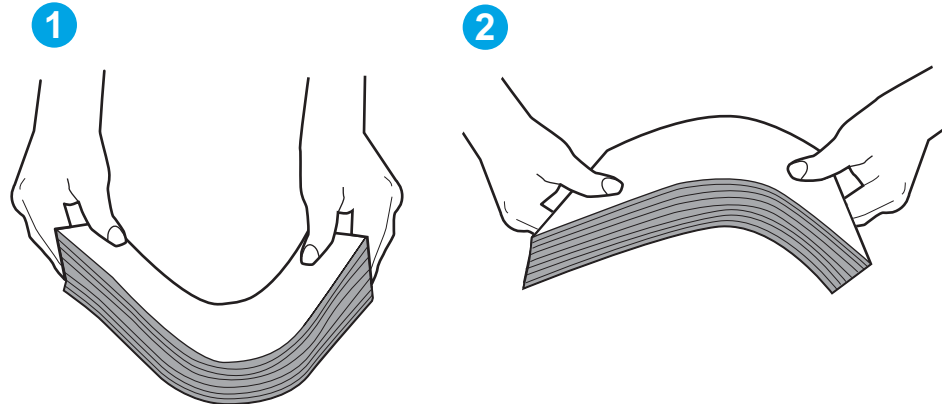
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

The printer picks up multiple sheets of paper

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

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

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

Figure 9-4 Technique for flexing the paper stack
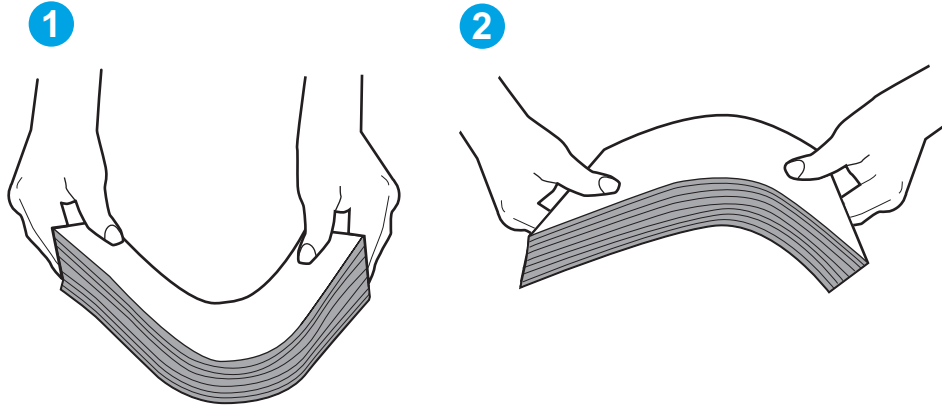
2. Use only paper that meets HP specifications for this printer.

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

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

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

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

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

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

Figure 9-5 Stack-height markings
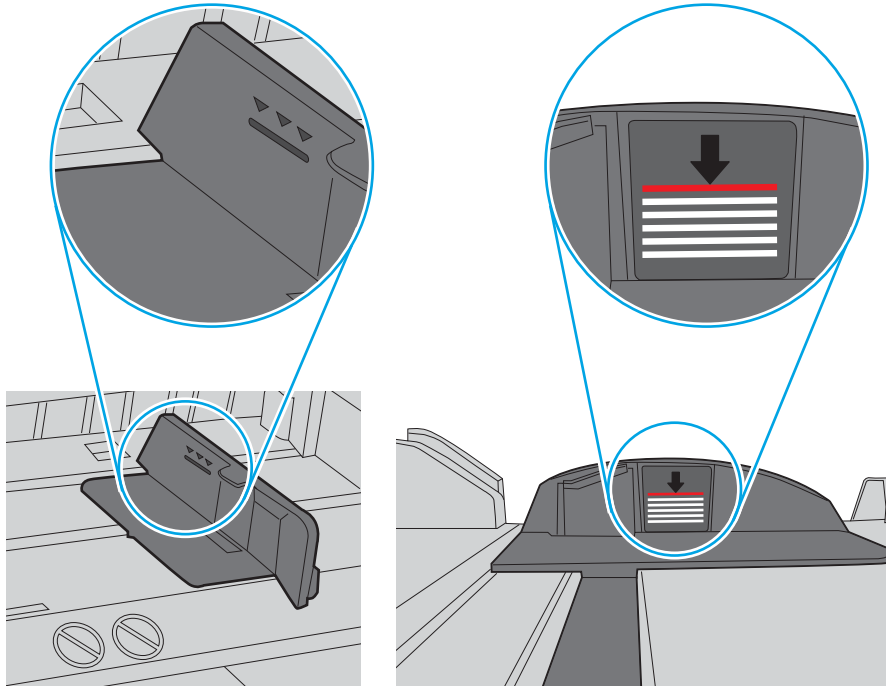
Figure 9-6 Tab for the paper stack
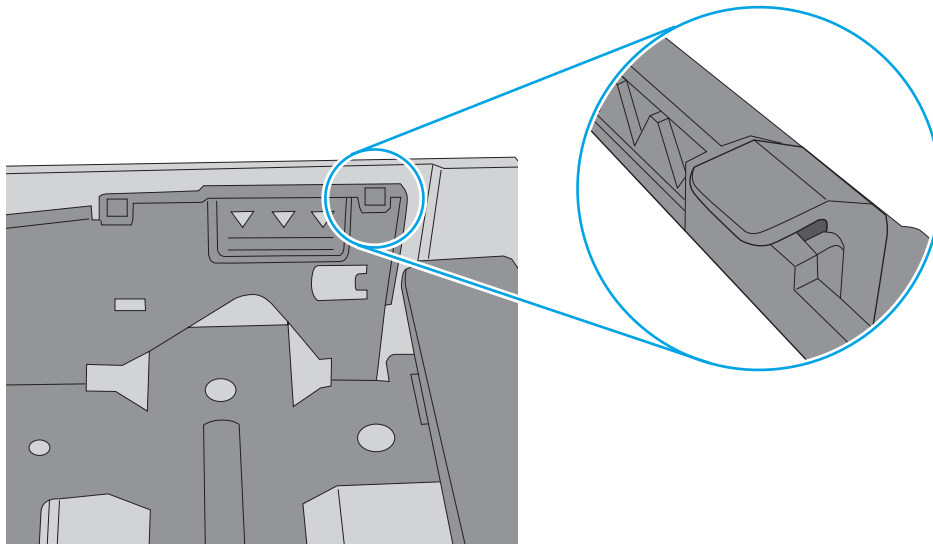
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

Figure 9-7 Size markings for Tray 1 or the multipurpose tray
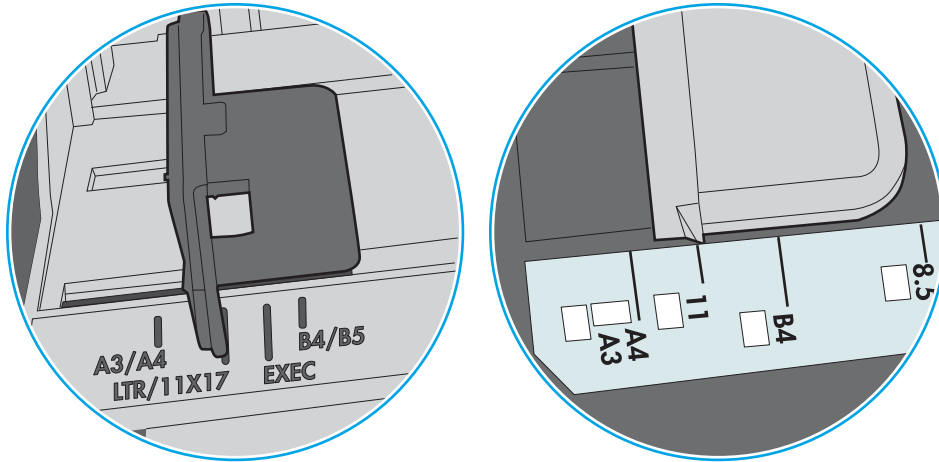
Figure 9-8 Size markings for cassette trays
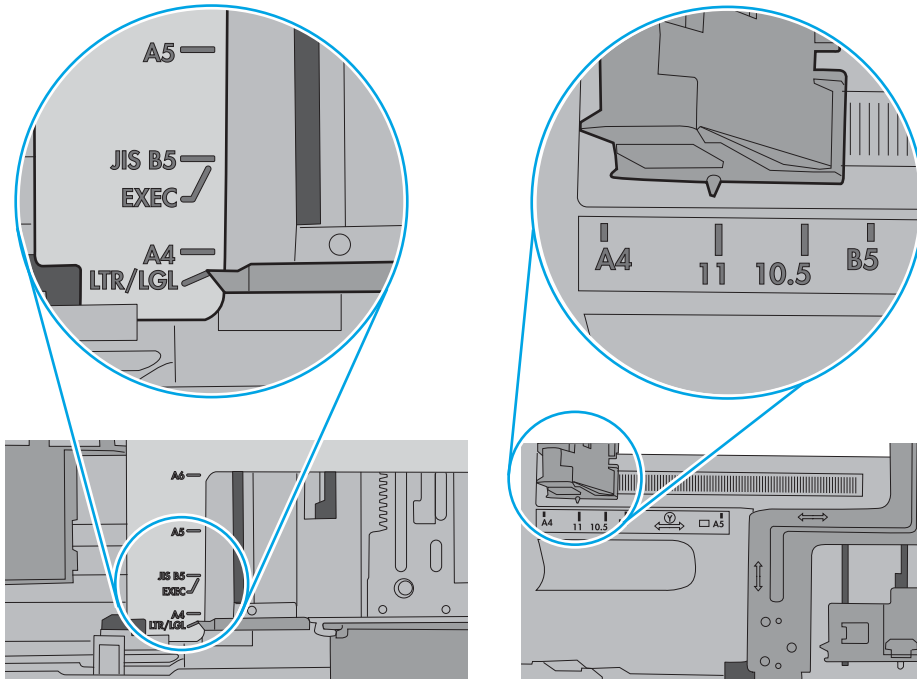
7. Make sure the printing environment is within recommended specifications.

The document feeder jams, skews, or picks up multiple sheets of paper

Review the possible solutions to this issue.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.

- Make sure that the top document-feeder cover is closed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.

- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.

- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.

- From the Home screen on the printer control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

Clear paper jams

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

Introduction

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

Paper jam locations

Jams can occur in these locations.
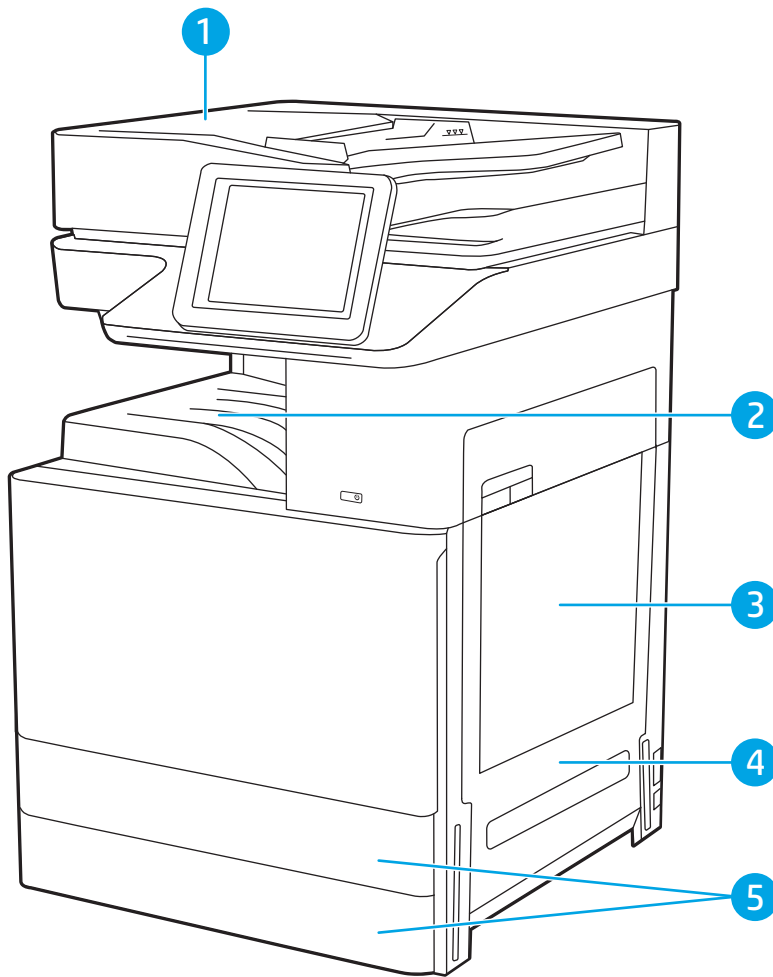
Item	Description
1	Document feeder
2	Output bin
3	Tray 1
4	Right door and fuser area
5	Tray 2 and Tray 3

Auto-navigation for clearing paper jams

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?

Review the possible solutions to this issue.

To reduce the number of paper jams, try these solutions.

NOTE: To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click here.

1. Use only paper that meets HP specifications for this printer.

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

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

6. Make sure that the tray is fully inserted in the printer.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

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

Clear paper jams in the document feeder—31.13.yz

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the document-feeder cover.
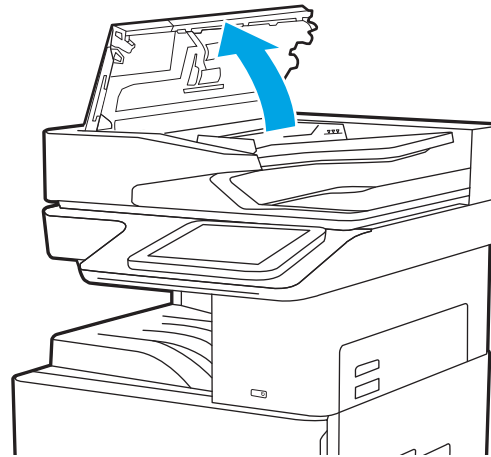
2. Remove any jammed paper.
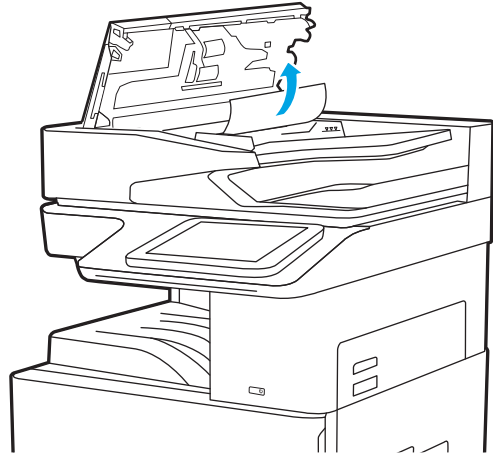
3. Close the document-feeder cover.
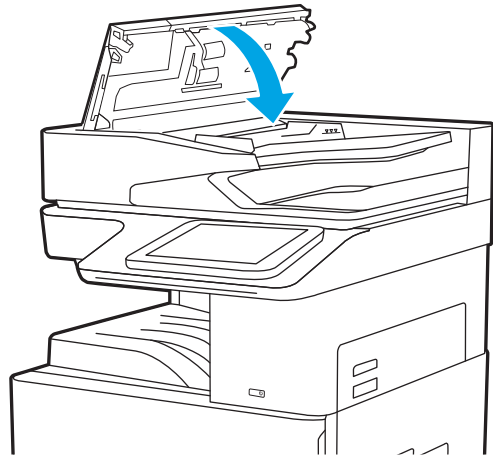
NOTE: To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents.

NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Clear paper jams in tray 1—13.A1

Use the following procedure to clear paper jams in Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Gently remove the jammed paper.
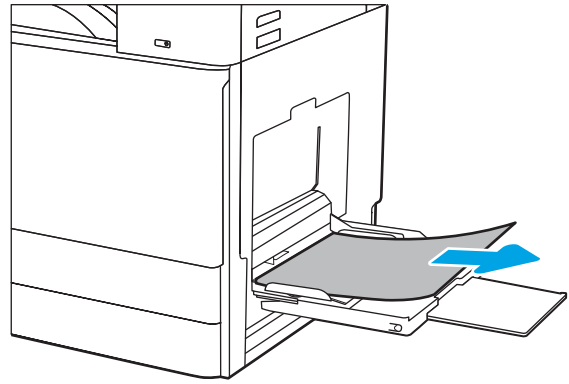
2. Open and then close the front door to resume printing.

Clear paper jams in tray 2, tray 3—13.A2, 13.A3

Use the following procedure to check for paper in all possible jam locations related to Tray 2 or Tray 3. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

⚠ **CAUTION:** The fuser can be hot while the printer is in use. Wait for the fuser to cool before handling it.

📝 **NOTE:** The procedure to clear a paper jam in Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the right door.
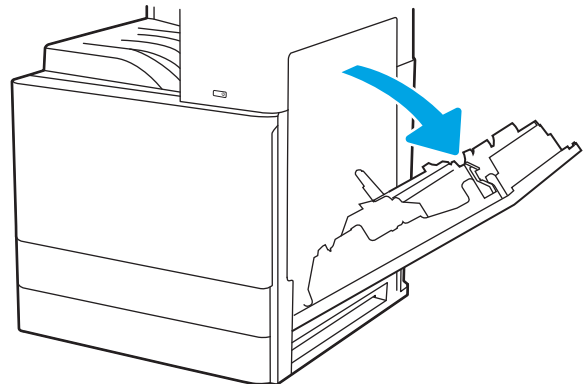
2. Gently remove any jammed paper.
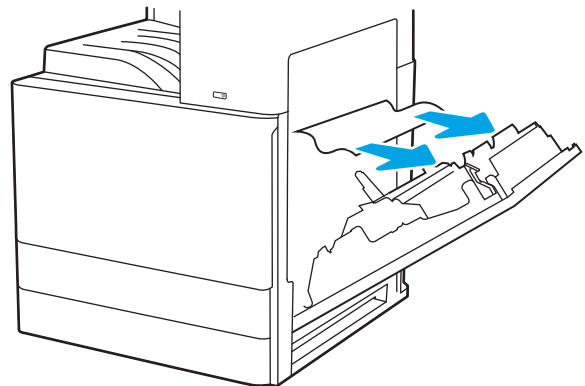
3. Close the right door.
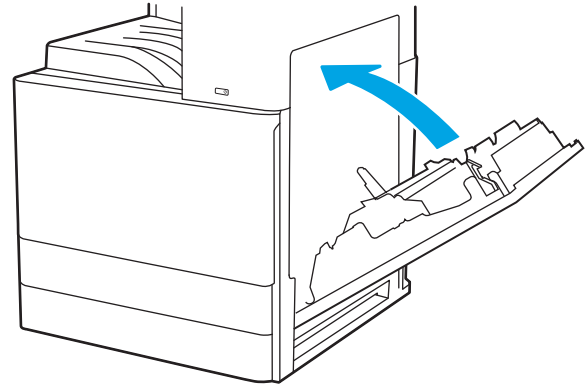
4. Open the tray.
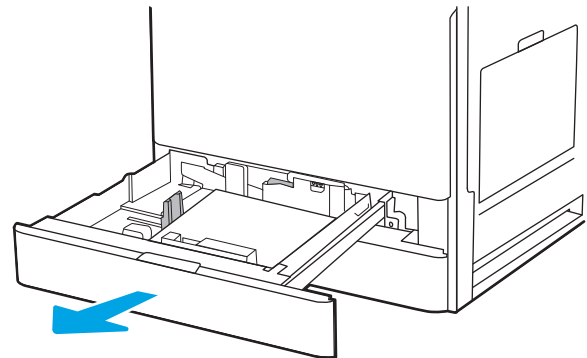
5. Gently remove any jammed paper.
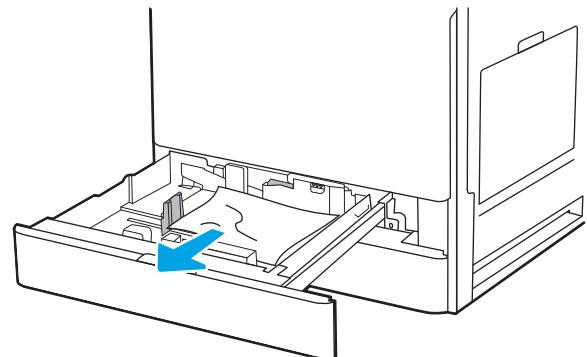
6. Close the tray. Printing automatically resumes.
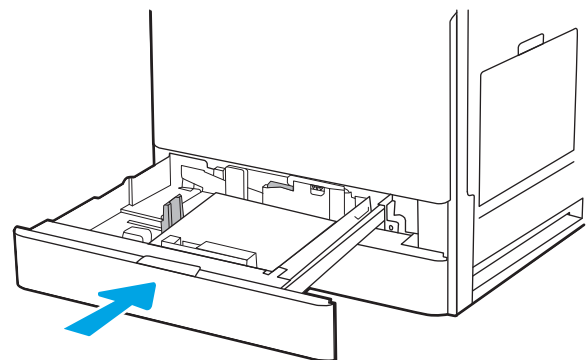
Clear paper jams in the output bin—13.E1

Use the following procedure to check for paper in all possible jam locations in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. If paper is visible in the output bin, grasp the leading edge and remove it.
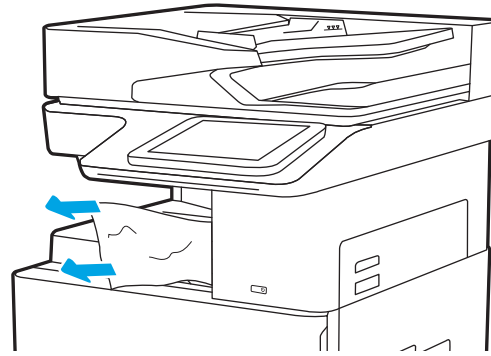
Clear paper jams in the fuser area—13.B9, 13.B2, 13.FF

Use the following procedure to clear paper jams in the right door and fuser area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

NOTE: The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.
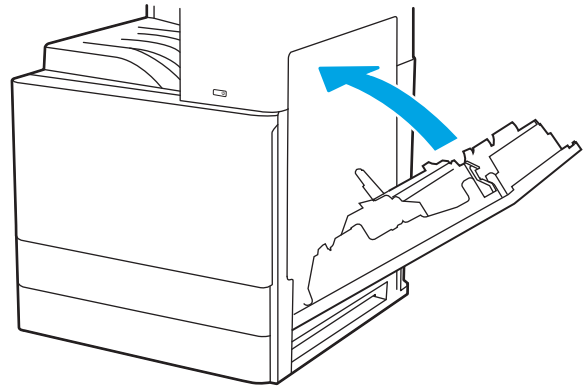
1. Open the right door.
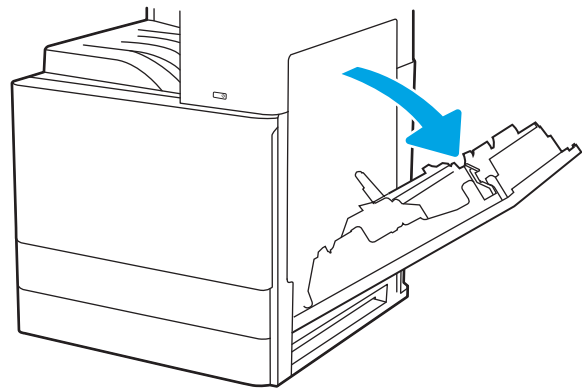
2. Gently remove any jammed paper.
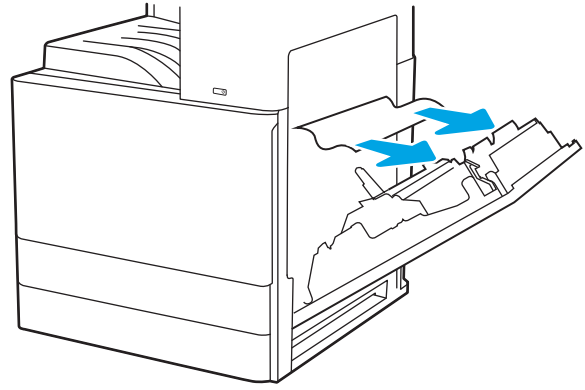
3. Close the right door.

Resolve print-quality problems

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

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

Introduction

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

The troubleshooting steps can help resolve the following defects:

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

Troubleshoot print quality

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

- Print from a different software program
- Check the paper-type setting for the print job
- Check toner-cartridge status
- Print a cleaning page
- Visually inspect the toner cartridge or cartridges
- Check paper and the printing environment
- Try a different print driver
- Troubleshoot image defects

To troubleshoot specific image defects, see Troubleshoot Image Defects.

Print from a different software program

Try printing from a different software program.

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

Check the paper-type setting for the print job

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

- Check the paper type setting on the printer

- Check the paper type setting (Windows)

- Check the paper type setting (macOS)

Check the paper type setting on the printer

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

1. Open the tray.

2. Verify that the tray is loaded with the correct type of paper.

3. Close the tray.

4. Follow the control panel instructions to confirm or modify the paper type settings for the tray.

Check the paper type setting (Windows)

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

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

2. Select the printer, and then click the **Properties** or **Preferences** button.

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

4. From the **Paper Type** drop-down list, select the type of paper.

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

Check the paper type setting (macOS)

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

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

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

3. Click **Show Details** or **Copies & Pages**.

4. Open the menus drop-down list, and then click the **Paper/Quality** menu.

5. Select a type from the **Media Type** drop-down list.

6. Click the **Print** button.

Check toner-cartridge status

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

- Step one: Print the supplies status page

- Step two: Check supplies status

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, navigate to the Reports application, and then select the Reports icon.

2. Select the Configuration/Status Pages menu.

3. Select Supplies Status Page, and then select Print to print the page.

Step two: Check supplies status

Check the supplies status report as follows.

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and, if applicable, the status of other replaceable maintenance parts.

    Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

    The toner cartridge does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

    If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

2. Check to see if you are using a genuine HP cartridge.

    A genuine HP toner cartridge has the word "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Print a cleaning page

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

Follow these steps to clean the printer paper path.

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

2. Select the following menus:

- *Maintenance*

- *Calibration/Cleaning*

- *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 cartridges from the printer.

2. Check the memory chip for damage.

3. Examine the surface of the green imaging drum.

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

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.

5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

Check paper and the printing environment

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

- Step one: Use paper that meets HP specifications
- Step two: Check the environment
- Step three: Set the individual tray alignment

Step one: Use paper that meets HP specifications

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

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

Step two: Check the environment

The environment can directly affect print quality and is a common cause for 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, navigate to the Settings application, and then select the Settings icon.

2. Select the following menus:

- Copy/Print or Print

- Print Quality

- Image Registration

3. Select Tray, and then select the tray to adjust.

4. Select Print Test Page, and then follow the instructions on the printed pages.

5. Select Print Test Page again to verify the results, and then make further adjustments if necessary.

6. Select Done to save the new settings.

Try a different print driver

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

Download any of the following drivers from the HP printer support website: http://www.hp.com/support/ljE72500MFP or http://www.hp.com/support/colorljE77800MFP.

Driver	Description
HP PCL 6 V3 driver	This printer-specific print driver supports Windows 7 and newer operating systems that support version 3 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP PCL-6 V4 driver	This printer-specific print driver supports Windows 8.1 and newer operating systems that support version 4 drivers. For a list of supported operating systems, go to www.hp.com/go/support.
HP UPD PS driver	• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support
HP UPD PCL 6	• Recommended for printing in all Windows environments • Provides the overall best speed, print quality, and printer feature support for most users • Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Troubleshoot image defects

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

Table 9-1 Image defects table quick reference
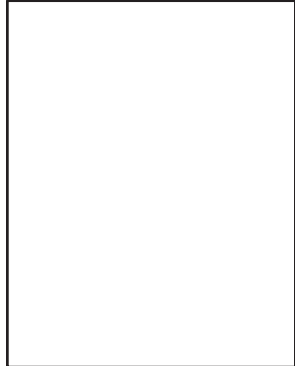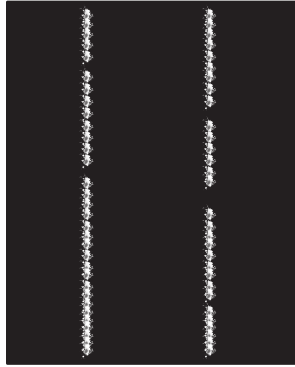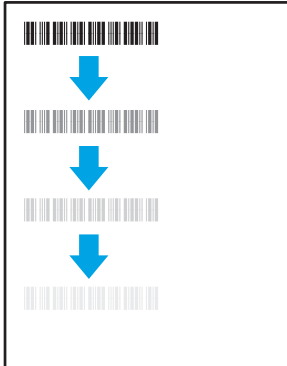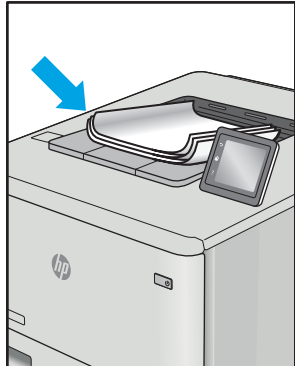
Sample	Description	Possible solutions
Table 9-8 Light print on page 198	Table 9-6 Gray background or dark print on page 197	Table 9-4 Blank page — No print on page 195
Table 9-3 Black page on page 195	Table 9-2 Banding defects on page 194	Table 9-10 Streak defects on page 200
Table 9-5 Fixing/fuser defects on page 196	Table 9-7 Image placement defects on page 197	Table 9-9 Output defects on page 199

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

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.

2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.

3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.

4. Make sure that the printer is within the supported operating temperature/humidity range.

5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.

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

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

Table 9-2 Banding defects
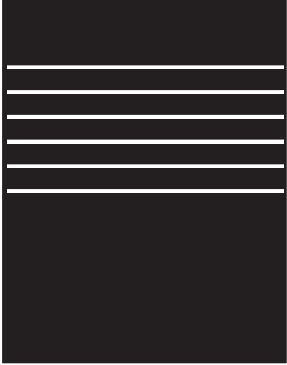
Sample	Description	Possible solutions
	Dark or light lines which repeat down the length of the page, and are wide-pitch and/or impulse bands. They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Try printing from another tray. 3. Replace the cartridge. 4. Use a different paper type. 5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality. 6. If the issue persists, go to support.hp.com.

Table 9-3 Black page

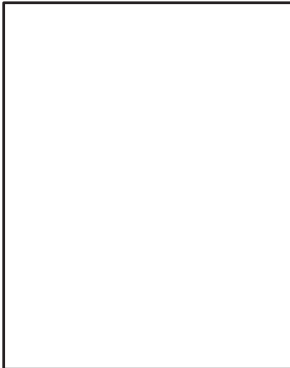| Sample	Description	Possible solutions
	The entire printed page is black.	1. Visually inspect the cartridge to check for damage. 2. Make sure that the cartridge is installed correctly. 3. Replace the cartridge 4. If the issue persists, go to support.hp.com.

Table 9-4 Blank page — No print

Sample	Description	Possible solutions
	The page is completely blank and contains no printed content.	1. Make sure that the cartridges are genuine HP cartridges. 2. Make sure that the cartridge is installed correctly. 3. Print with a different cartridge. 4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 5. If the issue persists, go to support.hp.com.

Table 9-5 Fixing/fuser defects
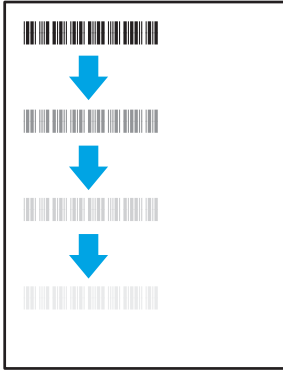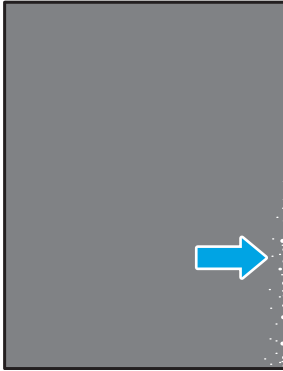
Sample	Description	Possible solutions
	Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type. 3. If the issue persists, go to support.hp.com.
	Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page.	1. Reprint the document. 2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type. 3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document. 4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document. 5. If the issue persists, go to support.hp.com.

Table 9-6 Gray background or dark print

Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The image or text is darker than expected and/or the background is gray.	1. Make sure that the paper in the trays has not already been run through the printer. 2. Use a different paper type. 3. Reprint the document. 4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level. 5. Make sure that the printer is within the supported operating temperature and humidity range. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 9-7 Image placement defects

Sample	Description	Possible solutions
LP	The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path.	1. Reprint the document. 2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides. 3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray. 4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray. 5. If the issue persists, go to support.hp.com.

Table 9-8 Light print

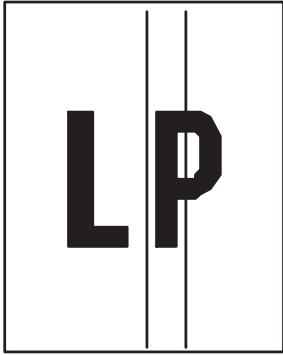| Sample	Description	Possible solutions
AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc	The printed content is light or faded on the entire page.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver. 4. Make sure that the cartridge is installed correctly. 5. Print a Supplies Status Page and check the life and usage of the cartridge. 6. Replace the cartridge. 7. If the issue persists, go to support.hp.com.

Table 9-9 Output defects
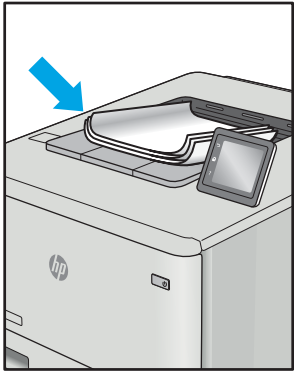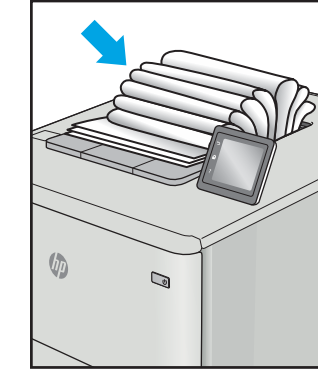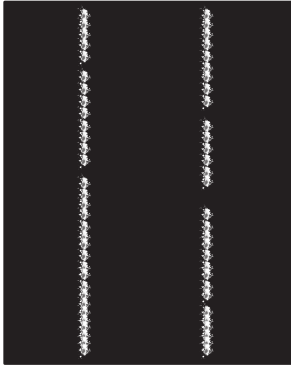
Sample	Description	Possible solutions
	Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible: ● **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages. ● **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages.	1. Reprint the document. 2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing. **Negative curl:** From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly-opened paper. 3. Print in duplex mode. 4. If the issue persists, go to support.hp.com.
	The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect: ● Extreme paper curl ● The paper in the tray is wrinkled or deformed ● The paper is a non-standard paper type, such as envelopes ● The output tray is too full	1. Reprint the document. 2. Extend the output bin extension. 3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl." 4. Use a different paper type. 5. Use freshly-opened paper. 6. Remove the paper from the output tray before the tray gets too full. 7. If the issue persists, go to support.hp.com.

Table 9-10 Streak defects

Sample	Description	Possible solutions
	Light vertical streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. If the issue persists, go to support.hp.com. **NOTE:** Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels.
	Dark vertical lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content.	1. Reprint the document. 2. Remove the cartridge, and then shake it to redistribute the toner. 3. Print a cleaning page. 4. Check the toner level in the cartridge. 5. If the issue persists, go to support.hp.com.

Solve wired network problems

Contact your managed service representative. Make sure that you know your product model number, which appears on the product label on the back of the printer.

Solve wireless network problems

Contact your managed service representative. Make sure that you know your product model number, which appears on the product label on the back of the printer.

Solve fax problems

Use the following sections to solve issues involving the printer fax functions.

- Checklist for solving fax problems
- General fax problems

Checklist for solving fax problems

Use the following checklist to help identify the cause of any fax-related problems you encounter:

- [What type of phone line are you using?](#)
- [Are you using a surge-protection device?](#)
- [Are you using a phone company voice-messaging service or an answering machine?](#)
- [Does your phone line have a call-waiting feature?](#)
- [Check fax accessory status](#)
- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

   > **NOTE:**   Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

Verify the type of phone line you are using, and review the recommendations for that type of line.

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

   > **NOTE:**   The phone line should be for printer fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the printer to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal.

If you are having problems sending or receiving faxes and are using one of these devices, connect the printer directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes.

If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error.

Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

1. From the Home screen, scroll to and select Reports.

2. Open the following menus:

   - Configuration/Status Pages

   - Configuration Page

3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

   📝 NOTE: The printer IP address or host name is listed on the Jetdirect Page.

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

📝 NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet.
	The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the printer fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time.
	NOTE: If LAN fax is enabled, the Scan to Fax feature is unavailable on the printer control panel.
Non-Operational / Enabled/Disabled[1]	The printer has detected a firmware failure. Upgrade the firmware.
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1] ENABLED indicates that the analog-fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

General fax problems

The following are some common fax problems.

- [The fax failed to send](#)

- [No fax address book button displays](#)

- [Not able to locate the Fax settings in HP Web Jetadmin](#)

- [The header is appended to the top of the page when the overlay option is enabled](#)

- [A mix of names and numbers is in the recipients box](#)

- [A one-page fax prints as two pages](#)

- [A document stops in the document feeder in the middle of faxing](#)

- [The volume for sounds coming from the fax accessory is too high or too low](#)

The fax failed to send

Verify the fax issue, and try the suggested solution.

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

No fax address book button displays

Verify the fax issue, and try the suggested solution.

None of the contacts in the selected contacts list have fax information associated with them. Add the necessary fax information.

Not able to locate the Fax settings in HP Web Jetadmin

Verify the fax issue, and try the suggested solution.

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

This fax issue is a normal part of operation.

For all forwarded faxes, the printer appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

This fax issue is a normal part of operation.

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

Verify the fax issue, and try the suggested solution.

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

Verify the fax issue, and try the suggested solution.

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

Verify the fax issue, and try the suggested solution.

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

USB flash drive is not responding

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

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

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

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

   - Copy/Print or Print

   - Enable Device USB

3. Select Enabled to enable the USB port.

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

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

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

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

   📝 NOTE: If the web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

   Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

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

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

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

6. Click **Apply**.

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