



HP LaserJet Enterprise flow MFP M525



Improve print quality

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.

Set the paper-type setting for the print job

Check the paper type setting if you are printing from a software program and the pages have any of these problems:

- smeared print
- fuzzy print
- dark print
- curled paper
- scattered dots of toner
- loose toner
- small areas of missing toner

Check the paper type setting (Windows)

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

Check the paper type setting (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.
4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

Check the 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.

1. From the Home screen on the product control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [Reports](#)
 - [Configuration/Status Pages](#)
3. Select the [Supplies Status](#) option, and then touch the [Print](#) button to print the report.
4. 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 supply 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.

5. Check to see if you are using a genuine HP cartridge.

A genuine HP toner cartridge has the words "HP" or "Hewlett-Packard" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/go/learnaboutsupplies.

Hewlett Packard cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured toner cartridge and are not satisfied with the print quality, replace the toner cartridge with a genuine HP toner cartridge.

Print a cleaning page

Print a cleaning page to remove dust and excess toner from the fuser if you are having any of the following problems:

- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.

Use the following procedure to print a cleaning page.

1. From the Home screen on the product control panel, scroll to and touch the [Device Maintenance](#) button.
2. Open the following menus:
 - [Calibration/Cleaning](#)
 - [Cleaning Page](#)
3. Touch the [Print](#) button to print the page.
4. The cleaning process can take several minutes. When it is finished, discard the printed page.

Visually inspect the toner cartridge

1. Remove the toner cartridge from the product, and verify that the sealing tape has been removed.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum on the toner cartridge.

 **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. If the imaging drum does not appear to be damaged, rock the toner cartridge gently several times and reinstall it. Print a few pages to see if the problem has resolved.

Check paper and the printing environment

Use paper that meets HP specifications

Use different paper if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Specks of toner are on the printed pages.
- Toner is smearing on the printed pages.

- Printed characters seem misformed.
- Printed pages are curled.

Always use a paper type and weight that this product supports. In addition, follow these guidelines when selecting paper:

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that is designed for use in 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.

Check the environment

Environmental conditions can directly affect print quality, and they are a common cause for paper-feeding problems. Try the following solutions:

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

Check the EconoMode settings

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



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

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

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.

4. If the entire page is too dark, use these settings:

- Select the **600 dpi** option.
- Select the **EconoMode** check box to enable it.

If the entire page is too light, use these settings:

- Select the **FastRes 1200** option.
- Clear the **EconoMode** check box to disable it.

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

Try a different print driver

Try using a different print driver if you are printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts. The following print drivers are available at www.hp.com/go/ljflowMFP525_software.

 **NOTE:** For Mac OS X, the product uses the Postscript print driver. It also use HP ePrint and HP ePrint Software.

HP PCL 6 driver

- Provided as the default driver on the product CD. This driver is automatically installed unless you select a different one.
- Recommended for all Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

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
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HP UPD PCL 5

- Recommended for general office printing in Windows environments
- Compatible with previous PCL versions and older HP LaserJet products
- The best choice for printing from third-party or custom software programs
- The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)
- Designed for use in corporate Windows environments to provide a single driver for use with multiple product models
- Preferred when printing to multiple product models from a mobile Windows computer

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
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Set the individual tray alignment

Adjust the alignment for individual trays when text or images are not centered or aligned correctly on the printed page.

1. From the Home screen on the product control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
 - [General Settings](#)
 - [Print Quality](#)
 - [Image Registration](#)
3. Select the tray that you want to adjust.
4. Touch the [Print Test Page](#) button, and then follow the instructions on the printed pages.
5. Touch the [Print Test Page](#) button to verify the results, and then make further adjustments if necessary.
6. When you are satisfied with the results, touch the [Save](#) button to save the new settings.