HP PageWide Enterprise Color 765

User Guide

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1 Printer overview

- Caution icons
- Printer views
- Printer specifications
- Printer hardware setup and software installation

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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

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

Caution icons

CAUTION: Sharp edge in close proximity.

CAUTION: Keep body parts away from moving parts.

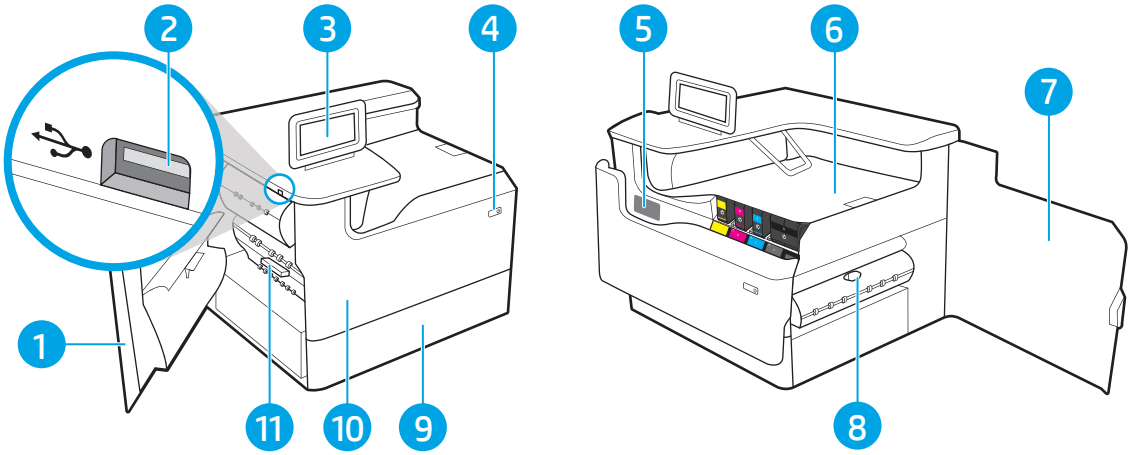
CAUTION: Hot surface.

CAUTION: Electrical shock.

Printer views

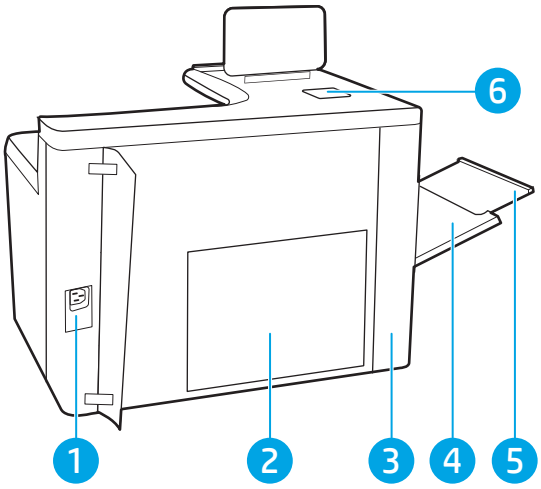
- Printer front view
- Printer back view and interface ports
- Control-panel view

Printer front view



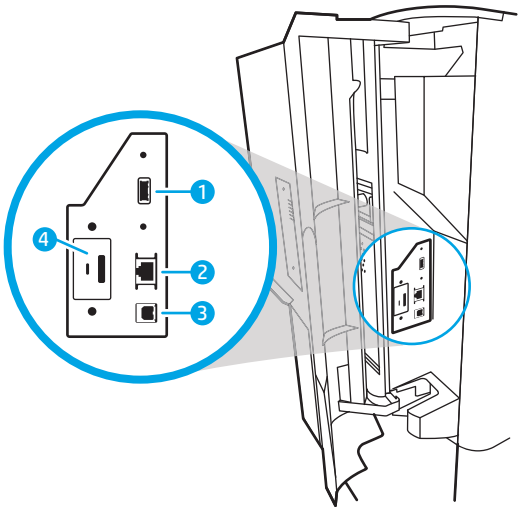
1	Left door
2	Easy-access USB printing port
3	Control panel with color touchscreen display (tilts up for easier viewing)
4	On/Off button
5	Serial number and product number label
6	Output bin and output bin stop
7	Right door (access for clearing jams)
8	Duplexer
9	Tray 2
10	Front door (access to the cartridge)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

Printer back view and interface ports



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

The printer includes the following interface ports.



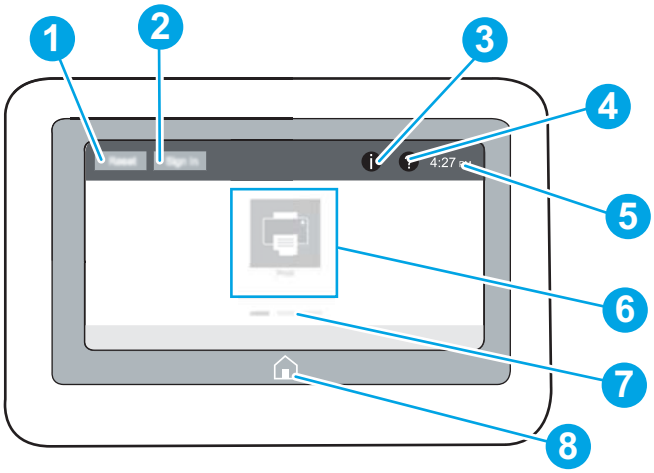
1	Host USB port for connecting external USB devices (this port might be covered) NOTE: For easy-access USB printing, use the USB port near the control panel.
2	Local area network (LAN) Ethernet (RJ-45) network port
3	Hi-Speed USB 2.0 printing port
4	Cable lock slot

Control-panel view

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 selecting the Home button.

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

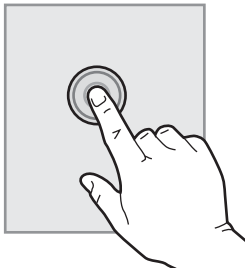
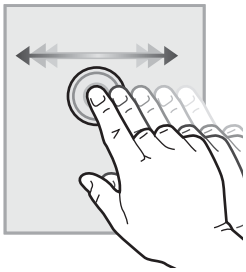
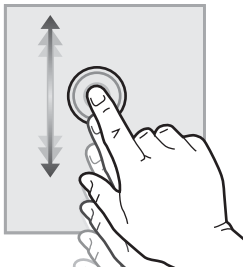


1	Reset button	Select the Reset button to clear changes, release the printer from a paused state, display the Message Center if there are errors, and restore the default settings.
2	Sign In or Sign Out button	Select the Sign In button to access secured features. Select the Sign Out button to sign out 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.
3	Information button	Select the Information button to access a screen that provides access to several types of printer information. Select the following buttons on the Information screen for printer 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 (wireless accessory equipped models only). • Ethernet: View or change Ethernet connection settings. • HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).
4	Help button	Select the Help button to open the embedded help system.
5	Current time	Displays the current time.
6	Applications area	Select 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	Home-screen page indicator	Indicates the number of pages on the Home screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages.
8	Home button	Select the Home button to return to the Home screen.

How to use the touchscreen control panel

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.
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

IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/pwcolor765.

- Technical specifications
- Supported operating systems
- Mobile printing solutions
- Printer dimensions
- Power consumption, electrical specifications, and acoustic emissions
- Operating environment range

Technical specifications

Model name		765dn
Product number		J7Z04A
Paper handling	Tray 1 (100-sheet capacity)	✓
	Tray 2 (550-sheet capacity)	✓
	550-sheet paper tray NOTE: The printer supports one optional input accessory.	Optional
	550-sheet paper tray and stand	Optional
	3x550-sheet paper tray	Optional
	4,000-sheet high-capacity input (HCI) tray	Optional
	Automatic duplex printing	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓
	Hi-Speed USB 2.0	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓
	HP Internal USB Ports	Optional
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional
	HP Jetdirect 2900nw Print Server Accessory for wireless connectivity	Optional
	Hardware integration pocket (HIP) for connecting accessories and third-party devices	✓
Memory	1.5 GB memory, expandable to 2.5 GB by adding DIMM memory module	✓
	HP 8 GB eMMC module	✓
	HP Secure High Performance Hard Disk Drive (FIPS)	Optional
Control-panel display and input	Constant-view color touchscreen control panel	✓

Model name		765dn
Product number		J7Z04A
Print	Prints 55 pages per minute (ppm) on letter and A4 size paper in Professional mode.	✓
	Prints 75 ppm on letter and A4 size paper in General Office mode.	✓
	Easy-access USB printing (no computer required)	✓

Supported operating systems

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 PCL 6, HP print drivers for OS X, and to the software installer.

Windows: Download HP Easy Start from 123.hp.com/PageWide to install the HP print driver. Or go to the printer-support website for this printer: www.hp.com/support/pwcolor765 to download the print driver or the software installer to install the HP print driver.

OS X: Mac computers are supported with this printer. Download HP Easy Start from 123.hp.com/PageWide to install the HP print driver.

1. Go to 123.hp.com/PageWide.
2. Follow the steps provided to download the printer software.

Table 1-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software on the web)	Notes
Windows® XP SP3, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system. Some features and page sizes in the print driver are not supported.
Windows Vista®, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the software installation.	Microsoft retired mainstream support for Windows Vista in April 2012. HP will continue to provide best effort support for the discontinued Vista operating system. Some features and page sizes in the print driver are not supported.
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 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
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 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.

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

Operating system	Print driver installed (from the software on the web)	Notes
Windows 10, 32-bit and 64-bit	The “HP PCL-6” V4 printer-specific print driver is installed for this operating system as part of the software installation.	
Windows Server 2008 SP2, 32-bit	The “HP 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.	Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system. Some features and page sizes in the print driver are not supported.
Windows Server 2008 SP2, 64-bit	The “HP 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.	Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system.
Windows Server 2008 R2, SP 1, 64-bit	The “HP 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.	
OS X 10.11 El Capitan, OS X 10.12 Sierra	Download HP Easy Start from 123.hp.com/PageWide, and then use it to install the print driver.	

NOTE: Supported operating systems can change. For a current list of supported operating systems, go to www.hp.com/support/pwcolor765 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 1-2 Minimum system requirements

Windows	OS X
• Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 400 MB of available hard-disk space • 1 GB RAM (32-bit) or 2 GB RAM (64-bit)	• Internet connection • Dedicated USB 1.1 or 2.0 connection or a network connection • 1 GB of available hard-disk space

Mobile printing solutions

HP offers multiple mobile and ePrint solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

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

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android and iOS)
- HP ePrint software
- Google Cloud Print
- AirPrint
- Android Printing
- Windows 10 Printing

Printer dimensions

NOTE: These values are subject to change. For current information, go to www.hp.com/support/pwcolor765.

Table 1-3 Dimensions for printer base model

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

Table 1-4 Dimensions for the 1x550-sheet paper feeder

	Printer fully closed	Printer fully opened
Height	117 mm (4.6 in)	117 mm (4.6 in)
Depth	520 mm (20.5 in)	685 mm (27 in)

Table 1-4 Dimensions for the 1x550-sheet paper feeder (continued)

	Printer fully closed	Printer fully opened
Width	600 mm (23.6 in)	600 mm (23.6 in)
Weight (with cartridge)	9.5 kg (21 lb)	

Table 1-5 Dimensions for the 1x550-sheet paper feeder with stand

	Accessory fully closed	Accessory fully opened
Height	436 mm (17.2 in)	436 mm (17.2 in)
Depth	520 mm (20.5 in)	685 mm (27 in)
Width	600 mm (23.6 in)	600 mm (23.6 in)
Weight	28.6 kg (63 lb)	

Table 1-6 Dimensions for the 3x550-sheet paper feeder with stand

	Printer fully closed	Printer fully opened
Height	436 mm (17.2 in)	436 mm (17.2 in)
Depth	520 mm (20.5 in)	685 mm (27 in)
Width	600 mm (23.6 in)	600 mm (23.6 in)
Weight (with cartridge)	34 kg (75 lb)	

Table 1-7 Dimensions for the 4,000-sheet HCI with stand

	Accessory fully closed	Accessory fully opened
Height	436 mm (17.2 in)	436 mm (17.2 in)
Depth	520 mm (20.5 in)	685 mm (27 in)
Width	600 mm (23.6 in)	600 mm (23.6 in)
Weight	41.3 kg (91 lb)	

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/pwcolor765 for current information.

Operating environment range

Table 1-8 Operating environment range

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)

Table 1-8 Operating environment range (continued)

Environment	Recommended	Allowed
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

Printer hardware setup and software installation

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

Go to www.hp.com/support/pwcolor765 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

- Load paper to Tray 1 (multipurpose tray)
- Load paper to Tray 2
- Load the 4,000-sheet high-capacity input (HCI) tray
- Load and print envelopes
- Load and print labels

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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

Load paper to Tray 1 (multipurpose tray)

Introduction

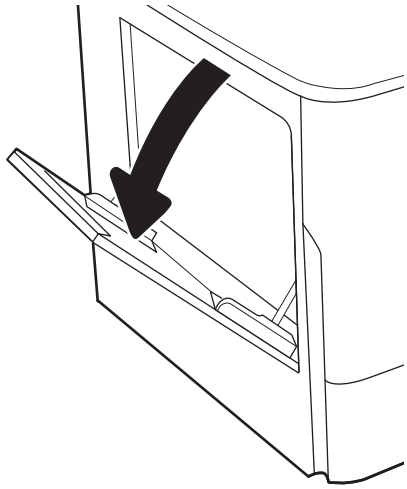
⚠ CAUTION: Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

The following information describes how to load paper in Tray 1. The tray holds up to 100 sheets of 75 g/m^2 (20 lb) paper or 14 envelopes.

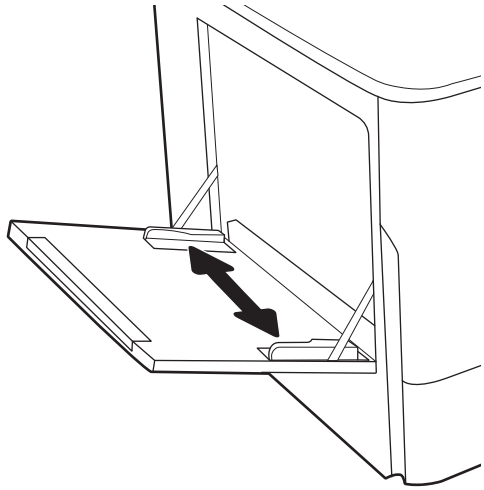
⚠ CAUTION: To avoid jams, never add or remove paper from Tray 1 during printing.

1. Open Tray 1.

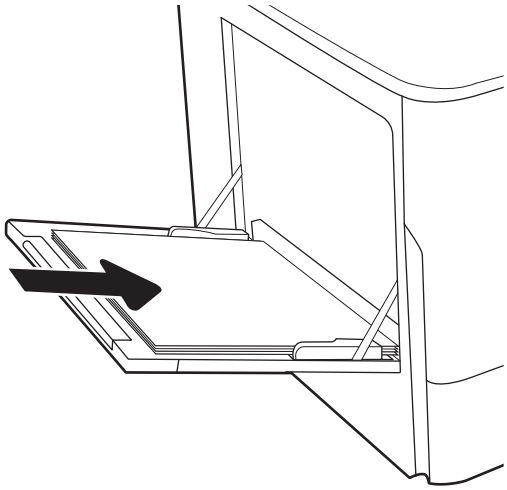
   NOTE: To print on longer paper, such as legal-size, pull out the Tray 1 extension.



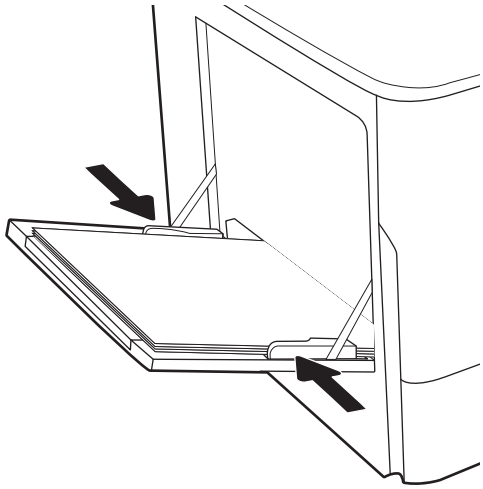
2. Adjust the paper-width guides to the size of the paper being used.



3. Load paper in the tray. For information about how to orient the paper, see Table 2-1 Tray 1 paper orientation on page 17.



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



Tray 1 paper orientation

Table 2-1 Tray 1 paper orientation

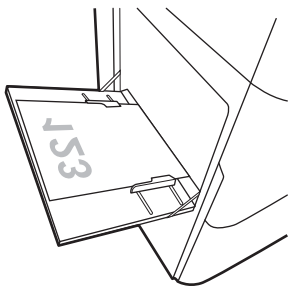
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm)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

Table 2-1 Tray 1 paper orientation (continued)

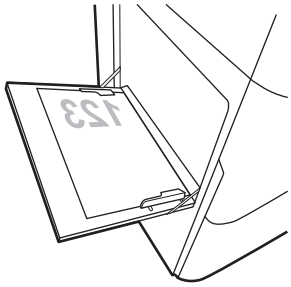
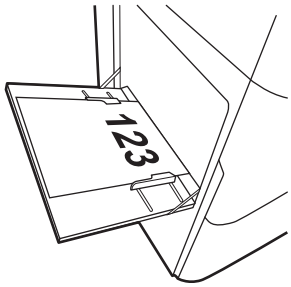
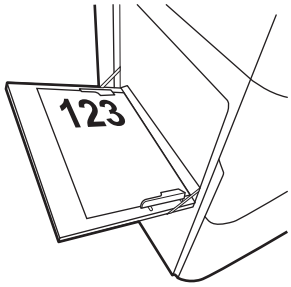
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
			A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), 16K (195x270 mm), 16K (197x273 mm), B6 (JIS), 5x7, A6, Japanese Postcard (100x148 mm)	Face-down Left side of pre-printed image leading into the printer 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), B6 (JIS), 5x7, 4x6, 10x15 cm, A6, Japanese Postcard (100x148 mm)	Face-up Top edge leading into the printer 
			A4, Letter, 16K (197x27 3 mm), 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard (148x200 mm), 16K (195x270 mm), 16K (197x273 mm), B6 (JIS), 5x7, A6, Japanese Postcard (100x148 mm)	Face-up Right side of pre-printed image leading into the printer 

Table 2-1 Tray 1 paper orientation (continued)

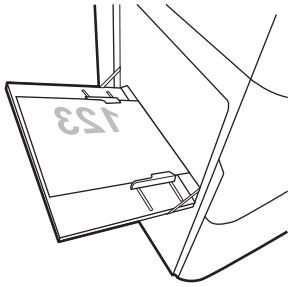
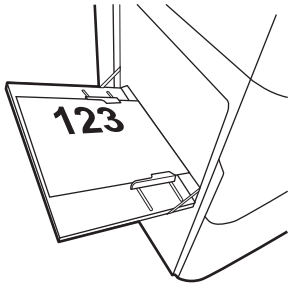
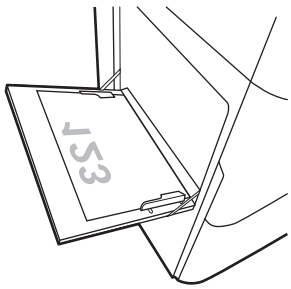
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
	Landscape	1-sided printing	12x18, 11x17, RA3, A3, 8K (273x394 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter, 16K (197x273 mm), 16K (195x270 mm), Executive,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

Table 2-1 Tray 1 paper orientation (continued)

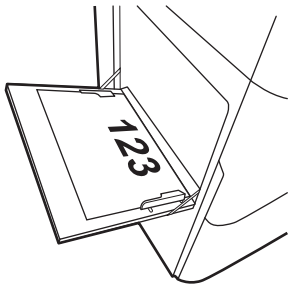
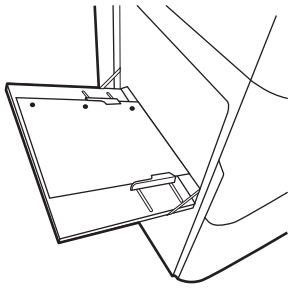
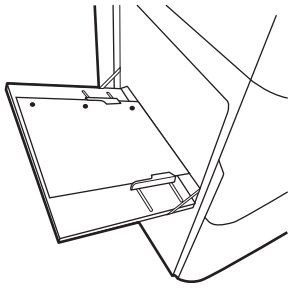
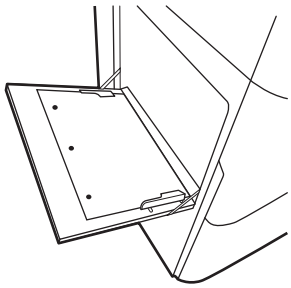
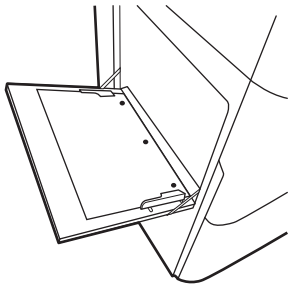
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS), Arch A, Statement, 5x8, Double Japan Postcard, 5x7, B6 (JIS), A6	Face-up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

Table 2-1 Tray 1 paper orientation (continued)

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

To use the feature, enable it by using the printer control-panel menus.

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

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 On.

Load paper to Tray 2

Introduction

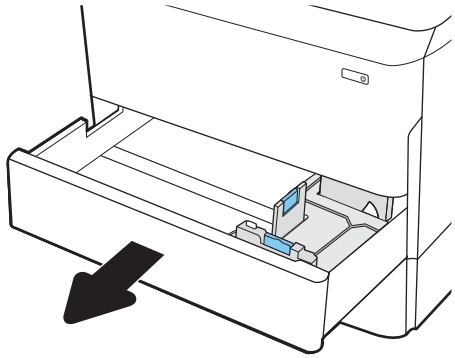
CAUTION: Do not extend more than one paper tray at a time. Do not use paper tray as a step. Keep hands out of paper trays when closing. All trays must be closed when moving the printer.

The following information describes how to load paper into Tray 2 and the optional 550-sheet trays. These trays hold up to 550 sheets of 75 g/m^2 (20 lb) paper.

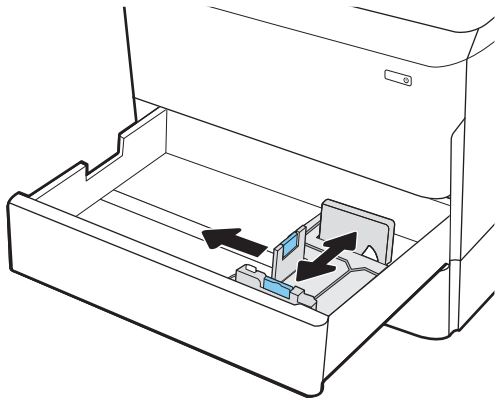
NOTE: The procedure to load paper for all 550-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

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



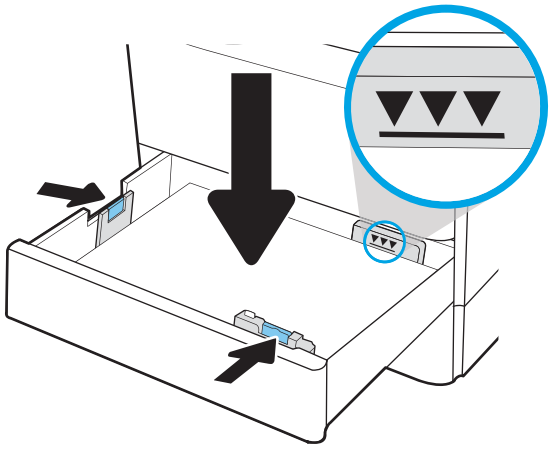
2. Adjust the paper-length and paper-width guides by squeezing the blue adjustment latches and sliding the guides to the size of the paper being used.



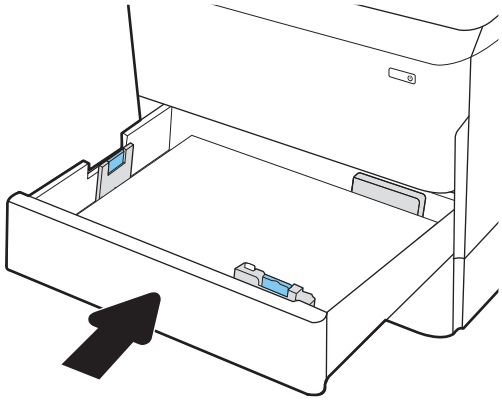
3. Load paper into the tray. Check the paper to verify that the guides touch the stack, but do not bend it. For information about how to orient the paper, see Table 2-2 Tray 2 and the 550-sheet trays paper orientation on page 25.

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

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

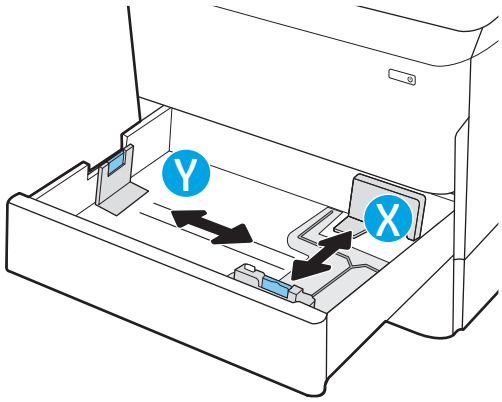


4. Close the tray.



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

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



Tray 2 and the 550-sheet trays paper orientation

Table 2-2 Tray 2 and the 550-sheet trays paper orientation

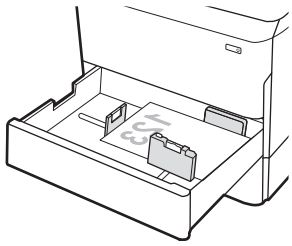
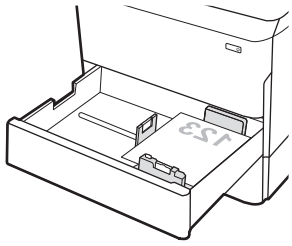
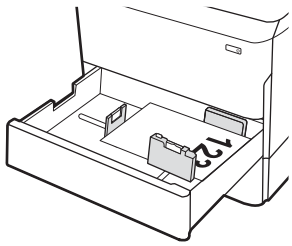
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter	Face-down Top edge at the left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

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

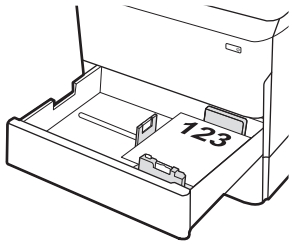
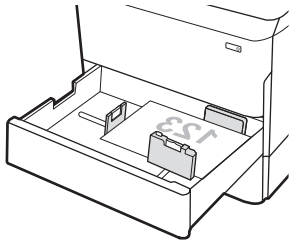
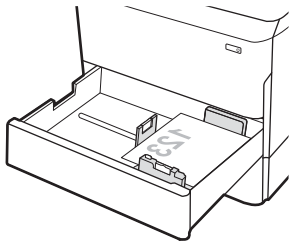
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
			A4, Letter, 16K (197x273 mm) 16K (195x270 mm), Executive, A5, 16K (184x260 mm), B5 (JIS)	Face-up Top edge at the back of the tray 
	Landscape	1-sided printing	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS),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

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

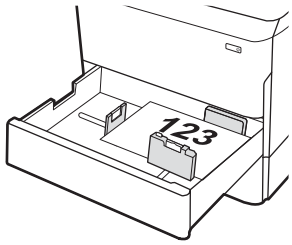
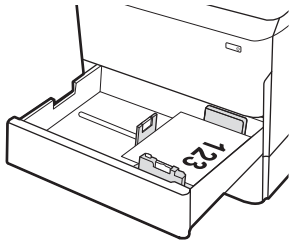
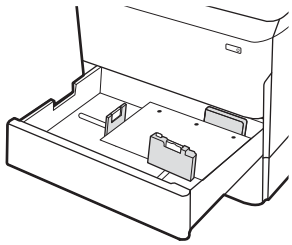
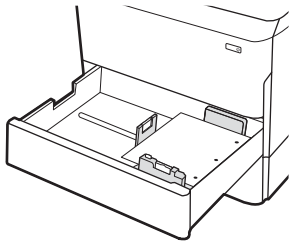
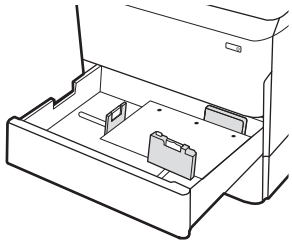
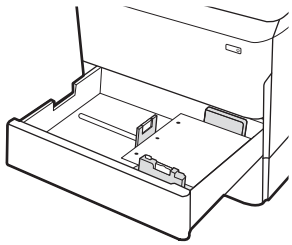
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	11x17, A3, 8K (273x397 mm), 8K (270x390 mm), 8K (260x368 mm), B4 (JIS), Legal, Oficio (8.5x13), Oficio (216x340 mm), C4, SRA4, RA4, Arch A, A4, Letter	Face-up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

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

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

To use the feature, enable it by using the printer control-panel menus.

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

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 On.

Load the 4,000-sheet high-capacity input (HCI) tray

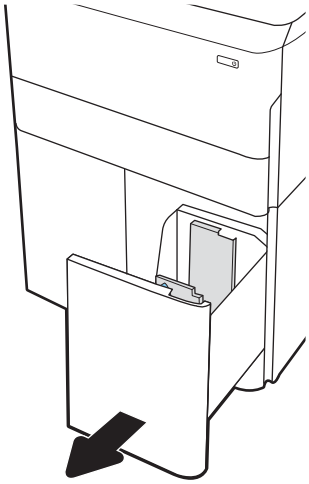
Introduction

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

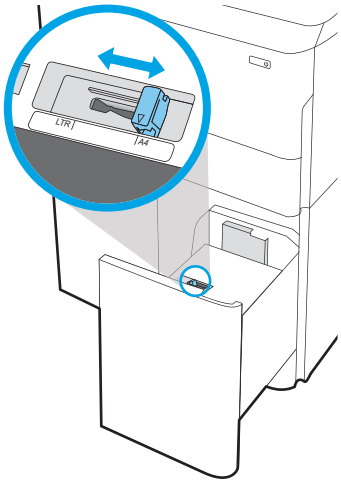
The following information describes how to load paper in the high-capacity input tray, which is available as an accessory for all models. The two trays hold up to 4,000 sheets of 75 g/m^2 (20 lb) paper.

1. Open the tray.

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



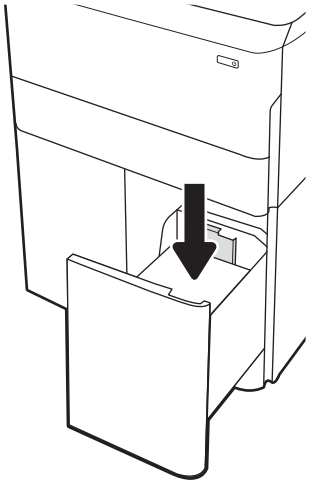
2. Adjust the paper-size guide to the correct position for the paper.



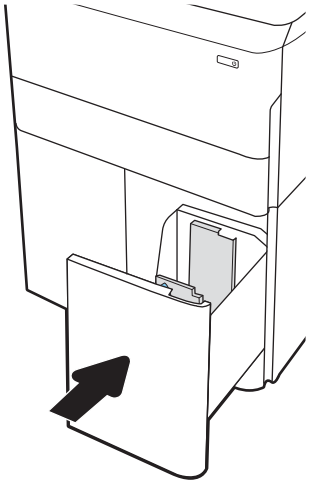
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

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



4. Close the tray.



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

HCI paper orientation

Table 2-3 HCI paper orientation

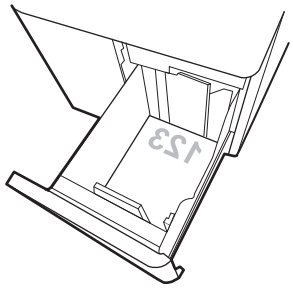
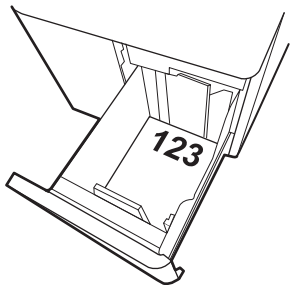
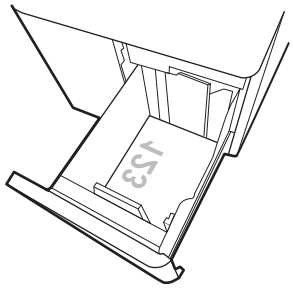
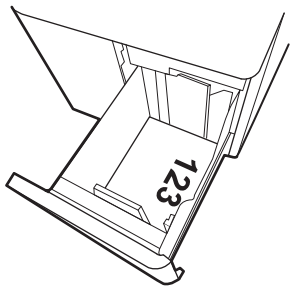
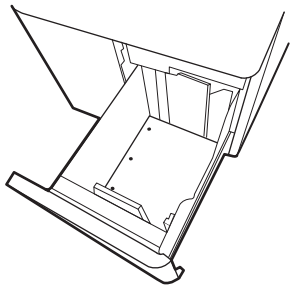
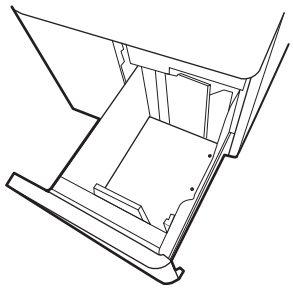
Paper type	Image orientation	Duplex mode	Paper size	How to load paper
Letterhead or preprinted	Portrait	1-sided printing	A4, Letter	Face-down Top edge at the back of the tray 
		Automatic 2-sided printing or with Alternative Letterhead Mode enabled	A4, Letter	Face-up Top edge at the back of the tray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

Table 2-3 HCI paper orientation (continued)

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

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.

To use the feature, enable it by using the printer control-panel menus.

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

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 On.

Load and print envelopes

Introduction

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

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.

Print envelopes

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

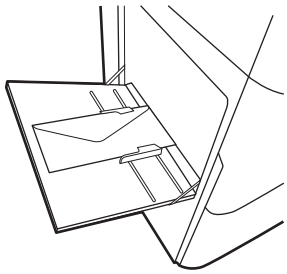
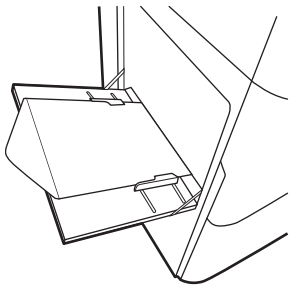
NOTE: The name of the button varies for different software programs.

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

3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **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

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

Tray	Envelope size	How to load
Tray 1	Envelope #9, Envelope #10, Envelope Monarch, Envelope DL, Envelope B5, Envelope C5 (wallet), Envelope C6	Face-down Top edge toward the back of the printer 
	Envelope B5, Japanese Envelope Chou #3, Envelope C5 (pocket)	Face-down Bottom edge leading into the printer; top flap open 

Load and print labels

Introduction

The following information describes how to print and load labels.

To print labels using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the labels into the tray after sending the print job to the printer. When using manual feed, the printer waits to print the job until it detects that the tray has been opened.

Manually feed labels

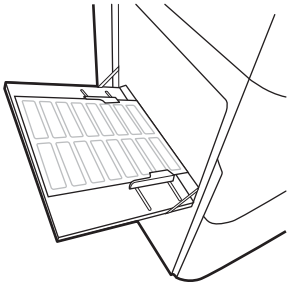
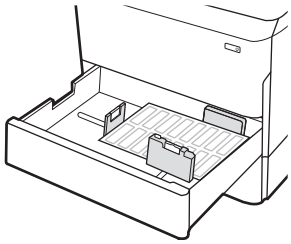
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

3. Click the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the sheets of labels.
5. In the **Paper type** drop-down list, select **Labels**.
6. In the **Paper source** drop-down list, select **Manual feed**.
7. Click the **OK** button to close the **Document Properties** dialog box.
8. In the **Print** dialog box, click the **Print** button to print the job.

Label orientation

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

3 Supplies, accessories, and parts

- Order supplies, accessories, and parts
- Replace the cartridges
- Replace the service fluid container

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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

Ordering

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

Supplies and accessories

Item	Description	Cartridge number	Part number
Supplies			
HP 982X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	982X	T0B30A
HP 982X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	982X	T0B27A
HP 982X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	982X	T0B28A
HP 982X High Yield Yellow Original PageWide Cartridge	High-capacity replacement yellow cartridge	982X	T0B29A
HP 982A Black Original PageWide Cartridge	Standard-capacity replacement black cartridge	982A	T0B26A
HP 982A Cyan Original PageWide Cartridge	Standard-capacity replacement cyan cartridge	982A	T0B23A
HP 982A Magenta Original PageWide Cartridge	Standard-capacity replacement magenta cartridge	982A	T0B24A
HP 982A Yellow Original PageWide Cartridge	Standard-capacity replacement yellow cartridge	982A	T0B25A
Accessories			
1 GB DDR3 Memory DIMM	Memory upgrade kit	Not applicable	E5K48-67902
HP PageWide 550-sheet Paper Tray	Optional input tray	Not applicable	A7W99A
HP PageWide 550-sheet Paper Tray and Stand	Optional input tray and cabinet stand	Not applicable	W1B50A
HP Page Wide 3x550-sheet Paper Tray and Stand	Optional input trays and stand	Not applicable	W1B51A
HP Page Wide 4000-sheet HCI Paper Tray and Stand	Optional high-capacity input feeder and stand	Not applicable	W1B52A
Two-Internal USB Ports for Solutions, AA Board	Optional USB ports for connecting third-party devices	Not applicable	B5L28-67902
HP Secure High Performance Hard Disk Drive FIPS Drive	Secure hard drive	Not applicable	B5L29-67903

Item	Description	Cartridge number	Part number
HP Jetdirect Wireless Print Server with NFC	Wireless accessory for “touch” printing from mobile devices	Not applicable	J8031-61001
HP Jetdirect USB Wireless Print Server	USB wireless print server accessory	Not applicable	J8030-61001

Maintenance/long-life consumables (LLC)

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

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

The LLC life test conditions

- Print coverage: 5% evenly distributed across the page
- Environment: 17° to 25°C (62.6° to 77°F); 30%-70% relative humidity (RH)
- Media size: Letter/A4
- Media weight: 75 g/m^2 (20 lb) plain media
- Job size: 4 pages
- Short edge feed (A3) (i.e., Legal size media)

Factors that can reduce life from the conditions above:

- Media narrower than Letter/A4 widths (short edge feeds equal more rotations)
- Paper heavier than 75 g/m^2 (20 lb) (heavier media creates higher stress on printer components)
- Print jobs smaller than 4 image (smaller jobs mean more rotations)

Customer self-repair parts

The following parts are available for the printer.

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

Item	Description	Self-replacement options	Part number
Service Fluid Container Kit	Replacement service fluid unit	Mandatory	A7W93-67081
Printhead Wiper Kit	Replacement printhead wiper	Mandatory	A7W93-67080
Tray 2-5 Roller Kit	Replacement rollers for trays 2-5	Mandatory	A7W93-67082
Tray 1 Roller Kit	Replacement rollers for tray 1	Optional	A7W93-67039
Tray 2-5 Assembly Kit	Replacement Tray 2-5	Mandatory	A7X02-67006
HCI Left Tray	Replacement left tray for HCI	Mandatory	A7W97-67008
HCI Right Tray	Replacement right tray for HCI	Mandatory	A7W97-67012
Optional 550-sheet Table Top Feeder	Replacement Tray 3 feeder	Mandatory	A7W99-67001
1x550-sheet Paper Feeder and Stand	Replacement Tray 3 feeder and stand	Mandatory	W1B50-67001
1x550 Feeder Storage Bin	Replacement for 1x550 feeder storage bin	Mandatory	A7W95-67024
3x500-sheet Paper Feeder and Stand	Replacement 3x500-sheet paper feeder and stand	Mandatory	W1B51-67001
HP Page Wide 4000-sheet HCI Paper Tray and Stand	Optional high-capacity input feeder and stand	Mandatory	W1B52-67001
HP Secure High Performance Hard Disk Drive FIPS Drive	Replacement secure hard drive	Mandatory	B5L29-67903
eMMC, 8 GB Disk Drive	Replacement hard drive	Mandatory	J7Z04-67908
Control Panel Assembly Kit	Replacement touchscreen control panel	Mandatory	5851-7252
HIP 2 cover	Replacement HIP 2 cover	Mandatory	G1W39-67905
USB cover	Replacement easy access USB cover	Mandatory	J7Z04-67901
HP Jetdirect 2900nw Print Server	Replacement USB wireless print server accessory	Mandatory	J8031-61001
HP Jetdirect 3000w NFC/Wireless Accessory	Replacement Wireless Direct Print accessory for “touch” printing from mobile devices	Mandatory	J8030-61001
HP 1 GB DDR3x32 144- Pin 800 MHz SODIMM	Replacement memory DIMM	Mandatory	E5K48-67902
Two-Internal USB Ports for Solutions, AA Board	Optional USB ports for connecting third-party devices	Mandatory	B5L28-67902
Formatter access cover	Replacement for formatter cover	Mandatory	J7Z09-67935
Formatter access cover, lock access	Lock cover plate	Mandatory	J7Z09-67936
Formatter cage cover	Formatter cage cover	Mandatory	J7Z09-67937

Replace the cartridges

- Introduction
- Cartridge information
- Remove and replace the cartridges

Introduction

The following information provides details about the cartridges for the printer, and it includes instructions to replace them.

Cartridge information

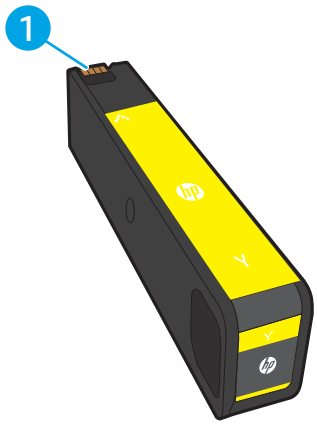
This printer indicates when the cartridge level is low, very low, or depleted.

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

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

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

The following illustration shows the cartridge components.



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

To purchase cartridges or check cartridge compatibility for the printer, go to HP SureSupply at www.hp.com/go/suresupply. Scroll to the bottom of the page and verify that the country/region is correct.

Table 3-1 Cartridge information

Item	Description	Cartridge number	Part number
HP 982X High Yield Black Original PageWide Cartridge	High-capacity replacement black cartridge	982X	T0B30A

Table 3-1 Cartridge information (continued)

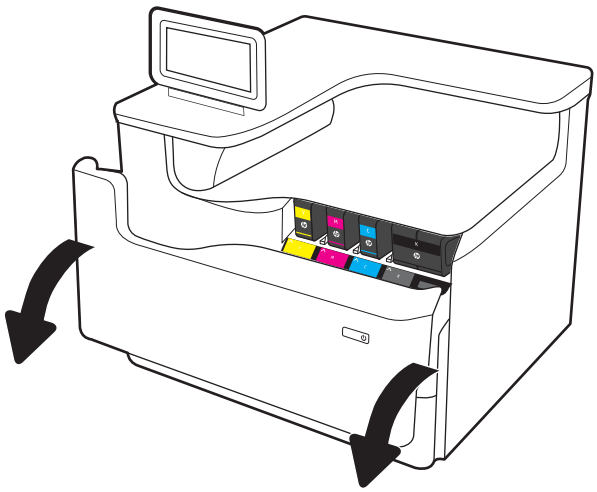
Item	Description	Cartridge number	Part number
HP 982X High Yield Cyan Original PageWide Cartridge	High-capacity replacement cyan cartridge	982X	T0B27A
HP 982X High Yield Magenta Original PageWide Cartridge	High-capacity replacement magenta cartridge	982X	T0B28A
HP 982X High Yield Yellow Original PageWide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

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

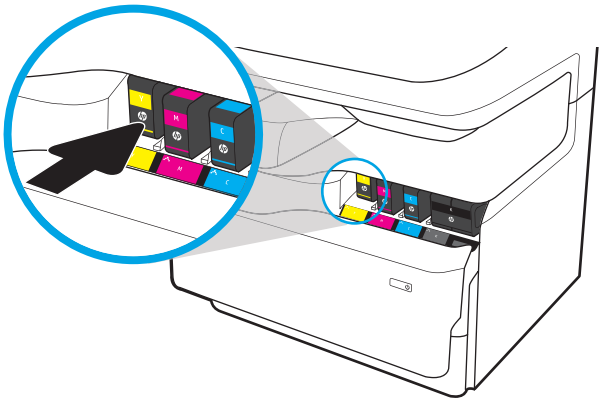
NOTE: Information about recycling used cartridges is in the cartridge box.

Remove and replace the cartridges

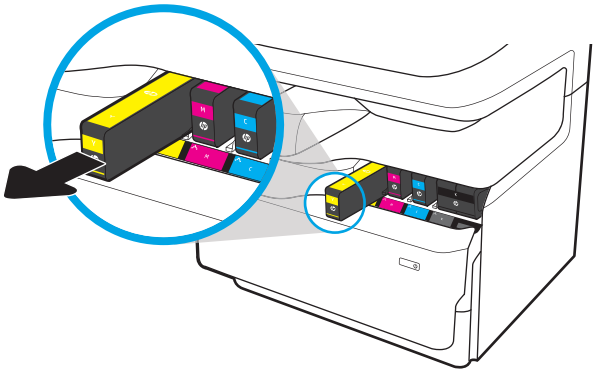
1. Open the cartridge door.



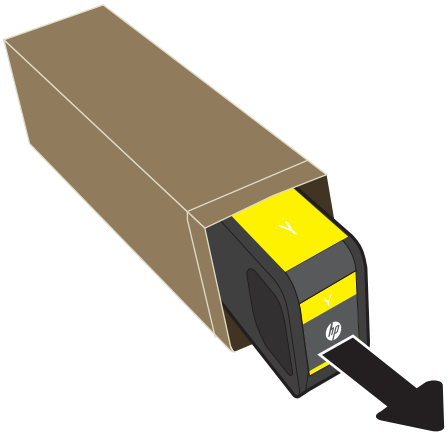
2. Push the old cartridge inward to unlock it.



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

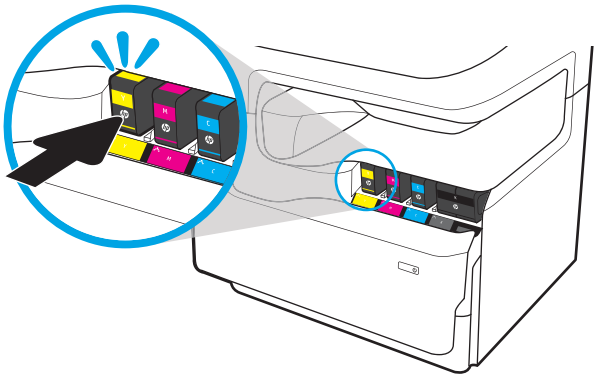


4. Remove the new cartridge from the packaging.

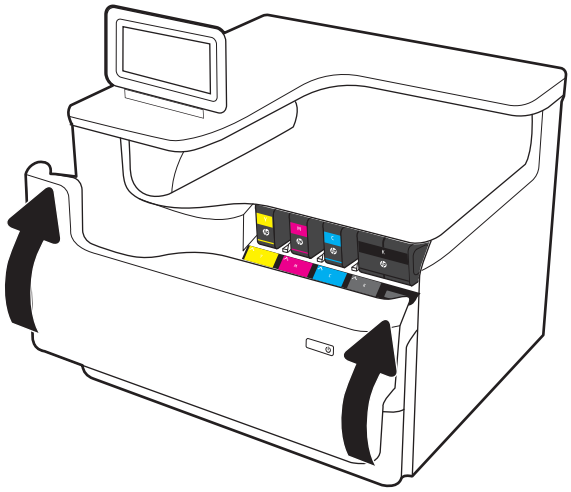


5. Do not touch the gold-colored metal contacts of the cartridge. Fingerprints on the contacts can damage the cartridge.

6. Insert the new cartridge into the printer. Make sure that the cartridge clicks firmly in place.



7. Close the cartridge door.



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

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

   To find information about how to recycle used HP cartridges, please go to www.hp.com/recycle.

[1)] Program availability varies. For more information, visit www.hp.com/recycle.

Replace the service fluid container

- Introduction
- Remove and replace the service fluid container

Introduction

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

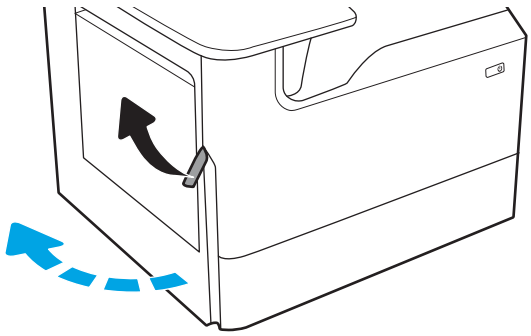
The printer indicates when the service fluid container is nearly full and when it is completely full. When it is completely full, printing stops until the service fluid container is replaced.

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

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

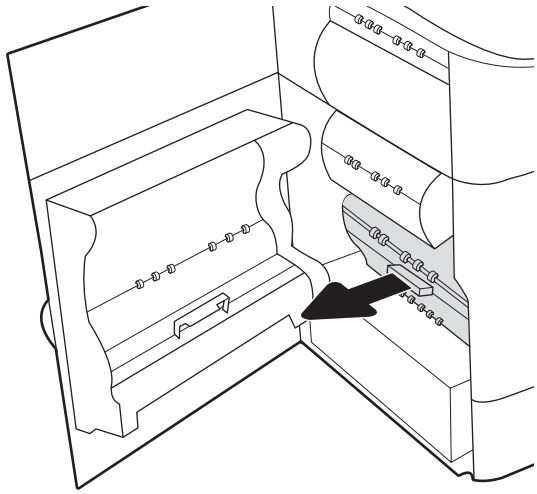
Remove and replace the service fluid container

1. Open the left door.

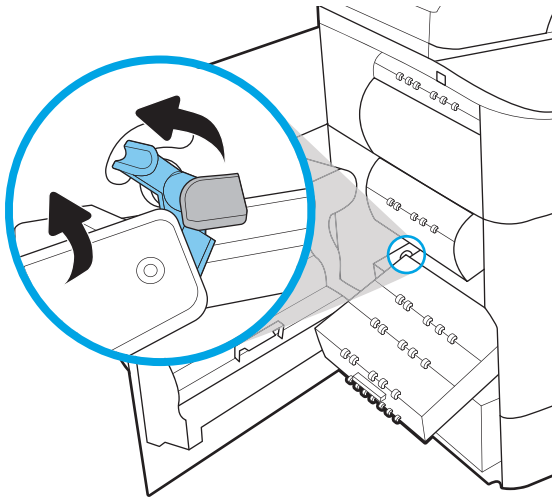


2. Pull the service fluid container away from the printer.

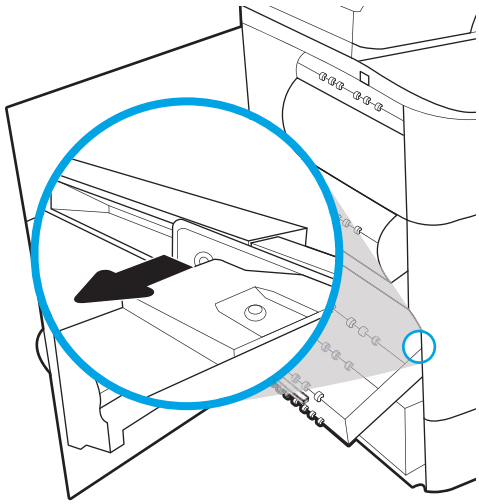
   CAUTION: When pulling out the service fluid container, avoid making direct contact with the black cylinder to prevent pigment smear on skin or clothes.



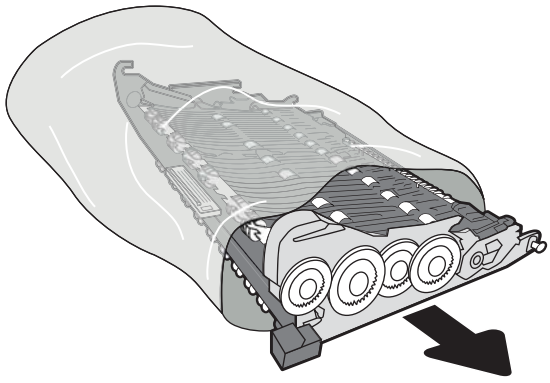
3. On the left side of the service fluid container, release the latch that holds the unit in the alignment track, and then remove the left side of the unit.



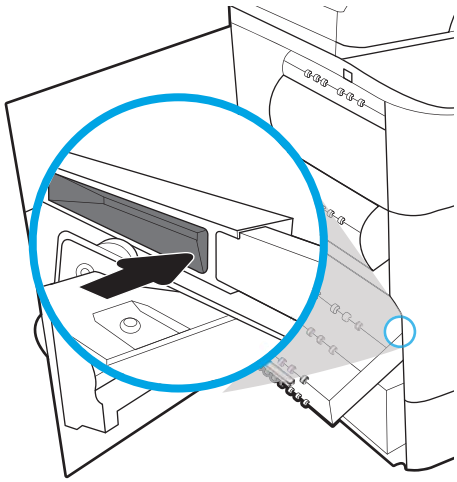
4. Remove the right side from the alignment track, and then remove the unit from the printer. Set the unit aside, upright, on a piece of paper to prevent spills.



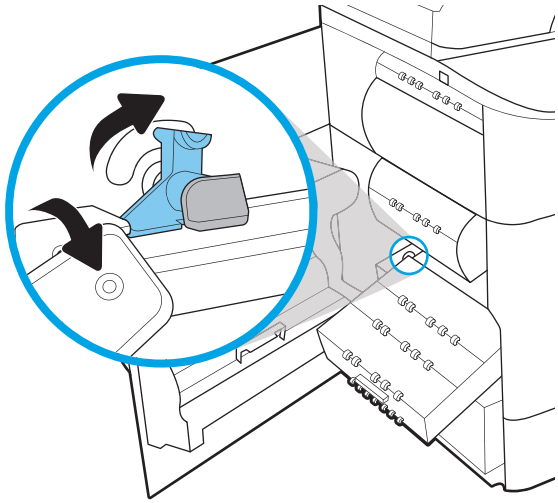
5. Remove the new service fluid container from its packaging.



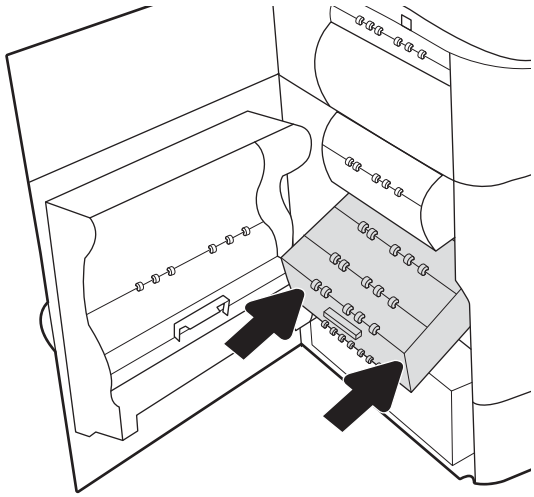
6. Insert the right end of the service fluid container into the alignment track first.



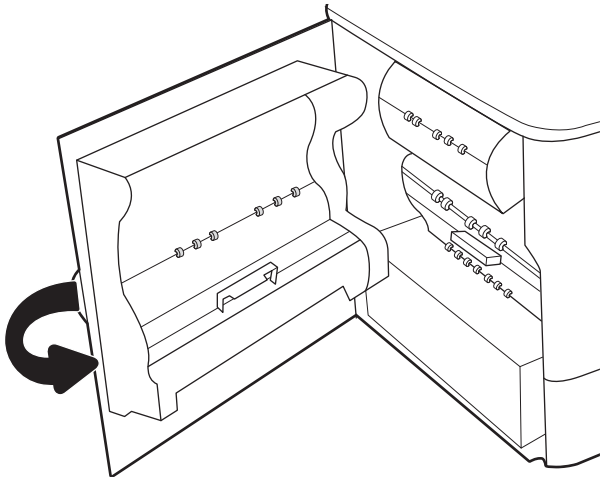
7. Insert the left end of the service fluid container into the alignment track, and then lock the latch that holds the unit in the track.



8. Push the service fluid container into the printer.



9. Close the left door.



4 Print

- Print tasks (Windows)
- Print tasks (OS X)
- Store print jobs on the printer to print later or print privately
- Mobile printing
- Print from the USB port

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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)

How to print (Windows)

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.

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

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

3. Click the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
4. Click the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click the **Print** button to print the job.

Automatically print on both sides (Windows)

Use this procedure for printers that have an automatic duplexer installed. If the printer does not have an automatic duplexer installed, or to print on paper types that the duplexer does not support, print on both sides manually.

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

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

Manually print on both sides (Windows)

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

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

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

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

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

Print multiple pages per sheet (Windows)

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

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

Select the paper type (Windows)

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

3. Click the **Paper/Quality** tab.
4. Select the paper type from the **Paper type** drop-down list.
5. Click **OK** to close the **Document Properties** dialog. In the **Print** dialog, click **Print** to print the job.

   If the tray needs to be configured, a tray configuration message displays on the printer control panel.
6. Load the tray with the specified type and size of paper, and then close the tray.
7. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.
8. Select the correct type and size, and then touch the OK button.

Additional print tasks

Go to www.hp.com/support/pwcolor765.

Instructions are available for performing specific 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 (OS X)

How to print (OS X)

The following procedure describes the basic printing process for OS X.

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 (OS X)

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.

   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 (OS X)

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 (OS X)

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 (OS X)

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**: 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

Go to www.hp.com/support/pwcolor765.

Instructions are available for performing specific 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

Introduction

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

- Create a stored job (Windows)
- Create a stored job (OS X)
- Print a stored job
- Delete a stored job
- Information sent to printer for Job Accounting purposes

Create a stored job (Windows)

Store jobs on the printer 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** (the name varies for different software programs).

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

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

- **Windows 10:** Select **Print**, and then select the printer.
- **Windows 8.1 or 8:** Select **Devices**, select **Print**, and then select the printer.

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

3. Click the **Job Storage** tab.
4. Select a **Job Storage Mode** option.
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.
   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at

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

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

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

   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.
   - **Replace Existing File**: Overwrite the existing stored job with the new one.

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

Create a stored job (OS X)

Store jobs on the printer 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. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** 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.

   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 step 4, 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 number.
7. Click the **Print** button to process the job.

Print a stored job

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

1. From the Home screen on the printer control panel, select Print, and then select Print from Job Storage.
2. Under Stored Jobs to Print, select Choose, and then select the folder where the document is saved.
3. Select the document, and then touch Select.

   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, select 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.

Delete a stored job

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

- Delete a job that is stored on the printer
- Change the job storage limit

Delete a job that is stored on the printer

Follow these steps to delete a job that is stored in the printer memory.

1. From the Home screen on the printer control panel, select Print.
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.
5. Select the Trash button to delete the job.

   If the job is private or encrypted, enter the PIN or password, and then select OK.
6. Select Delete Jobs on the confirmation prompt.

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. Follow these steps to change the number of jobs that the printer can store:

1. From the Home screen on the printer control panel, select Settings.
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 Done to save the setting.

Information sent to printer for Job Accounting purposes

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

Mobile printing

Introduction

HP offers multiple mobile and ePrint solutions to enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To see the full list and to determine the best choice, go to www.hp.com/go/MobilePrinting.

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

- Wi-Fi Direct and NFC Connect and Print
- HP ePrint via email
- HP ePrint software
- AirPrint
- Android embedded printing

Wi-Fi Direct and NFC Connect and Print

HP provides Wi-Fi Direct Print and NFC (Near Field Communication) printing for printers with a supported HP Jetdirect 3000w NFC/Wireless Accessory. This accessory is available as an option for HP printers that include a hardware-integration pocket (HIP).

Wi-Fi Direct Print and NFC connect and print enable Wi-Fi capable (mobile) devices to make a wireless network connection directly to the printer without using a wireless router.

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

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

- iPhone, iPad, or iPod touch using Apple AirPrint or the HP ePrint app
- Android mobile devices using the HP ePrint App or the Android embedded print solution
- PC and Mac devices using the HP ePrint Software
- Windows 10 mobile devices

For more information on wireless printing, go to www.hp.com/go/mobileprinting.

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

1. From the Home screen on the printer control panel, select Settings.
2. Open the following menus:
   - Networking
   - Wi-Fi Direct
   - Status
3. Select On, and then select OK to enable wireless printing.

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

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

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

HP ePrint via email

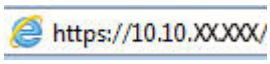
Use HP ePrint to print documents by sending them as an email attachment to the printer's email address from any email enabled device.

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

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

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

1. Open the HP Embedded Web Server (EWS):
   a. 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.
   b. From a computer on the same network as the printer, open a web browser. In the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.



   NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

NOTE: Enabling Web Services might take several minutes.

4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

HP ePrint software

The HP ePrint software makes it easy to print from a Windows or Mac desktop or laptop computer to any HP ePrint-capable printer. This software makes it easy to find HP ePrint-enabled printers that are registered to your HP Connected account. The target HP printer can be located in the office or at locations across the globe.

- **Windows:** After installing the software, open the **Print** option from within your application, and then select **HP ePrint** from the installed printers list. Click the **Properties** button to configure print options.
- **OS X:** After installing the software, select **File**, **Print**, and then select the arrow next to **PDF** (in the bottom left of the driver screen). Select **HP ePrint**.

For Windows, the HP ePrint software supports TCP/IP printing to local network printers on the network (LAN or WAN) to products that support UPD PostScript®.

Windows and OS X both support IPP printing to LAN or WAN network-connected products that support ePCL.

Windows and OS X also both support printing PDF documents to public print locations and printing using HP ePrint via email through the cloud.

Go to www.hp.com/go/eprintsoftware for drivers and information.

NOTE: For Windows, the name of the HP ePrint Software print driver is HP ePrint + JetAdvantage.

NOTE: The HP ePrint software is a PDF workflow utility for OS X, and is not technically a print driver.

NOTE: HP ePrint Software does not support USB printing.

AirPrint

Direct printing using Apple's AirPrint is supported for iOS and from Mac computers running OS X 10.7 Lion and newer. Use AirPrint to print directly to the printer from an iPad, iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:

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

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

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

Android embedded printing

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

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

NOTE: If printing is not available on your device, go to the Google Play > Android apps and install the HP Print Service Plugin.

For more information on how to use Android embedded printing and which Android devices are supported, go to www.hp.com/go/MobilePrinting.

Print from the USB port

Introduction

This printer features easy-access USB printing, for quickly printing files without sending them from a computer. The printer accepts standard USB flash drives in the USB port near the control panel. It supports the following types of files:

- .pdf
- .prn
- .pcl
- .ps
- .cht
- Enable the USB port for printing
- Print USB documents

Enable the USB port for printing

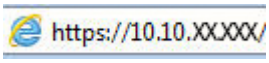
The USB port is disabled by default. Before using this feature, enable the USB port. Use one of the following methods to enable the port:

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

1. From the Home screen on the printer control panel, select Settings.
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)

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

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

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

2. From the Home screen on the printer control panel, select Print.
3. Select Print from USB Drive.
4. Select Choose, select the name of the document to print, and then touch 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.

5 Manage 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 more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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)

- 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

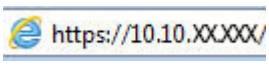
The HP Embedded Web Server works when the printer is connected to an IP-based network. The HP Embedded Web Server does not support IPX-based printer connections. Internet access is not needed to open and use the HP Embedded Web Server.

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)

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 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)

OS X

- 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

- Information tab
- General tab
- Print tab
- Troubleshooting tab
- Security tab
- HP Web Services tab
- Networking tab
- Other Links list

Information tab

Table 5-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Job Log	Shows a summary of all jobs the printer has processed.
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **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.

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

Menu	Description
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.
Print	Upload a print-ready file from the computer to print. The printer uses the default print settings to print the file.
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

Table 5-2 HP Embedded Web Server General tab

Menu	Description
Display Settings	Configure settings for sound, timeout for inactivity, clearable warnings, and continuable events.
Control Panel Language and Keyboard Layouts	Select the default language for control panel messages and the default keyboard layout for each language.
Alerts	Set up email alerts for various printer and supplies events.
Control Panel Settings App	Shows Settings app options that are available on the printer control panel.
General Settings	Configure how the printer recovers from jams and whether copy jobs initiated at the printer control panel take priority over print jobs.
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 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.
Date/Time Settings	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit sleep settings that 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.
Backup 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.

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

Menu	Description
Firmware Upgrade	Download and install printer firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Print tab

Table 5-3 HP Embedded Web Server 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 (Color printers only)	Permit or restrict color printing. Specify permissions for individual users or for jobs that are sent from specific software programs.
PCL and PostScript Settings	Adjust the PCL and PostScript settings for all print jobs.
Print Quality	Configure the print quality settings, including color adjustment, image registration, and allowed paper types.
Manage Supplies	Configure how the printer reacts when supplies reach a Very Low state.
Manage Trays	Configure settings for paper trays.

Troubleshooting tab

Table 5-4 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer.
Online Help	Link to HP cloud-based online help to assist in troubleshooting printing issues.
Diagnostic Data NOTE: This item is available only if an administrator password is set from the Security tab.	Export printer information to a file that can be useful for detailed problem analysis.
Firmware Upgrade	Download and install printer firmware upgrade files.
Reset Factory Settings	Restore printer settings to factory defaults.

Security tab

Table 5-5 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. This printer includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the printer hard drive.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

Use the **HP Web Services** tab to configure and enable HP Web Services for this printer. It is necessary to enable HP Web Services to use the HP ePrint feature.

Table 5-6 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

Networking tab

Use the **Networking** tab to configure and secure network settings for the printer when it is connected to an IP-based network. This tab does not display if the printer is connected to other types of networks.

Table 5-7 HP Embedded Web Server Networking tab

Menu	Description
Configuration	
Wi-Fi Direct	Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct Print and NFC printing or that have a wireless accessory installed. NOTE: The configuration options available depend on the print server model.
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. NOTE: The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported printers.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Select Location	Select a country/region for the printer.
Google Cloud Print	
Setup	Set up Google Cloud Print options.
Web Proxy	Configure proxy settings.
Security	
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.
Authorization	Control configuration management and use of this printer, including the following: • Set or change the administrator password to control access to configuration parameters. • Request, install, and manage digital certificates on the HP Jetdirect print server. • Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Secure Communication	Configure security settings.

Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: • Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. • Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. • Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. CAUTION: When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.

Diagnostics	
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list

NOTE: Configure which links display in the footer of the HP Embedded Web Server by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

Table 5-8 HP Embedded Web Server Other Links list

Menu	Description
Product Support	Connect to the support site for the printer to search for help on various topics.
Shop for Supplies	Connect to the HP SureSupply website for information on purchasing original HP supplies, such as cartridges and paper.
HP Instant Support	Connect to the HP website to find solutions to printer problems.

Configure IP 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

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.

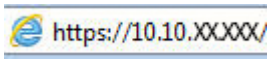
View or change network settings

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.

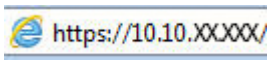
Rename the printer on a network

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, select Settings.
2. Open the following menus:
   - Networking
   - Ethernet
   - TCP/IP
   - IPV 4 Settings
   - Config Method
3. Select the Manual option, and then select OK.
4. Open the Manual Settings menu.
5. Select 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 select OK.

   Repeat the process for each field to be configured.

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, select Settings.
2. To enable manual configuration, open the following menus:
   - Networking
   - Ethernet
   - TCP/IP
   - IPV6 Settings
3. Select Enable, select On, and then select OK.
4. To configure the address, open the Address menu, and then touch the field to open a keypad.
5. Use the keypad to enter the address, and then select OK.

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, swipe until the Settings menu displays. Touch the Settings icon to open the menu.
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. Select OK. The printer turns off and then on.

Printer security features

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
- Assign an administrator password
- IP Security
- Lock the formatter
- Encryption support: HP High Performance Secure Hard Disks

Security statements

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.

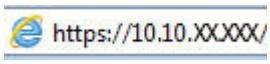
Assign an administrator password

Assign an administrator password for access to the printer and the HP Embedded Web Server so that unauthorized users cannot change the printer settings.

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.

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.

Lock the formatter

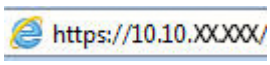
The formatter has a slot that you can use to attach a security cable. Locking the formatter prevents someone from removing valuable components from it.

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.

Follow these steps to configure the disk in the HP Embedded Web Server:

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 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.

3. Click the **Security** tab.
4. Open the **Protect Stored Data** menu.
5. Configure the desired options and then click **Apply**.

Energy-conservation settings

Introduction

- Set the sleep timer and configure the printer to use 1 watt or less of power

Configure sleep settings to reduce power usage when the printer is idle.

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, select Settings.
2. Open the following menus:
   - General
   - Energy Settings
   - Sleep Settings
3. Select Sleep after Inactivity to specify the number of minutes the printer is inactive before it enters sleep mode. Enter the appropriate time period.
4. Select Auto Off after sleep to put the printer into a deeper power save mode after a period of sleep. Enter the appropriate time period.

   NOTE: By default, the printer will wake from Auto Off in response to any activity other than USB or Wi-Fi. For greater energy settings, you can set it to wake only to the power button by selecting Shut down (wake on power button only).

5. Select Done to save the settings.

HP Web Jetadmin

HP Web Jetadmin is an award-winning, industry-leading tool for efficiently managing a wide variety of networked HP products, including printers, multifunction printers, and digital senders. This single solution allows you to remotely install, monitor, maintain, troubleshoot, and secure your printing and imaging environment — ultimately increasing business productivity by helping you save time, control costs, and protect your investment.

HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to www.hp.com/go/webjetadmin for more information.

Software and firmware updates

HP regularly updates features that are available in the printer firmware. To take advantage of the most current features, update the printer firmware. Download the most recent firmware update file from the web:

Go to www.hp.com/support/pwcolor765. Click **Software and Drivers**.

6 Solve problems

- Customer support
- Control panel help system
- Restore 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
- Improve print quality
- Solve wired network problems

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/pwcolor765.

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

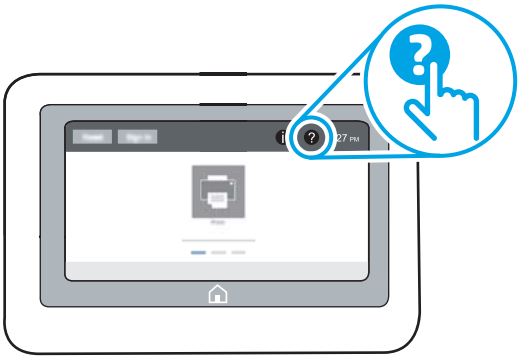
- Install and configure
- Learn and use
- Solve problems
- Download software and firmware updates
- Join support forums
- Find warranty and regulatory information

Customer support

Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at support.hp.com.
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/pwcolor765
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.

Restore factory settings

Introduction

Use one of the following methods to restore the printer to the original settings from the factory.

NOTE: Restoring factory settings sets most of the printer settings to their factory defaults. However, some settings are not changed, such as language, date, time, and some network configuration settings.

Method one: Restore factory settings from the printer control panel

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.
2. Open the following menus:
   - General
   - Reset Factory Settings
3. Touch Reset.

   A verification message advises that completing the reset function might result in loss of data.
4. Select Reset to complete the process.

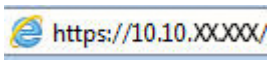
NOTE: The printer restarts automatically after the reset operation completes.

Method two: Restore factory settings from the HP Embedded Web Server (network-connected printers only)

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 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

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

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

HP’s Premium Protection Warranty expires near the end of useable cartridge life. Check the Supplies Status Page or the HP Embedded Web Server (EWS) for the status.

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

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

Change the “Very Low” settings

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

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

Order supplies

Order supplies and paper	www.hp.com/go/suresupply

Order through service or support providers	Contact an HP-authorized service or support provider.
Order using the HP Embedded Web Server (EWS)	To access, in a supported web browser on your computer, enter the printer IP address or host name in the address/URL field. The EWS contains a link to the HP SureSupply website, which provides options for purchasing Original HP supplies.

Printer does not pick up paper or misfeeds

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
- The printer picks up multiple sheets of paper

The printer does not pick up paper

If the printer does not pick up paper from the tray, try these solutions.

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

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

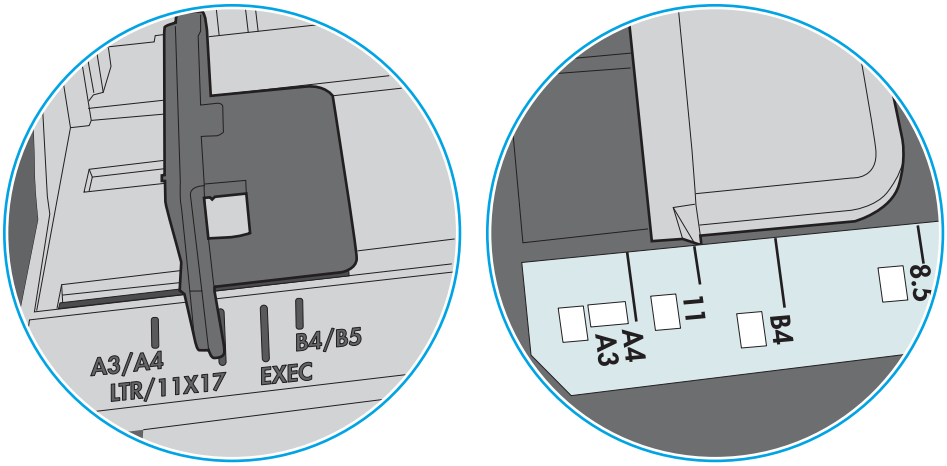
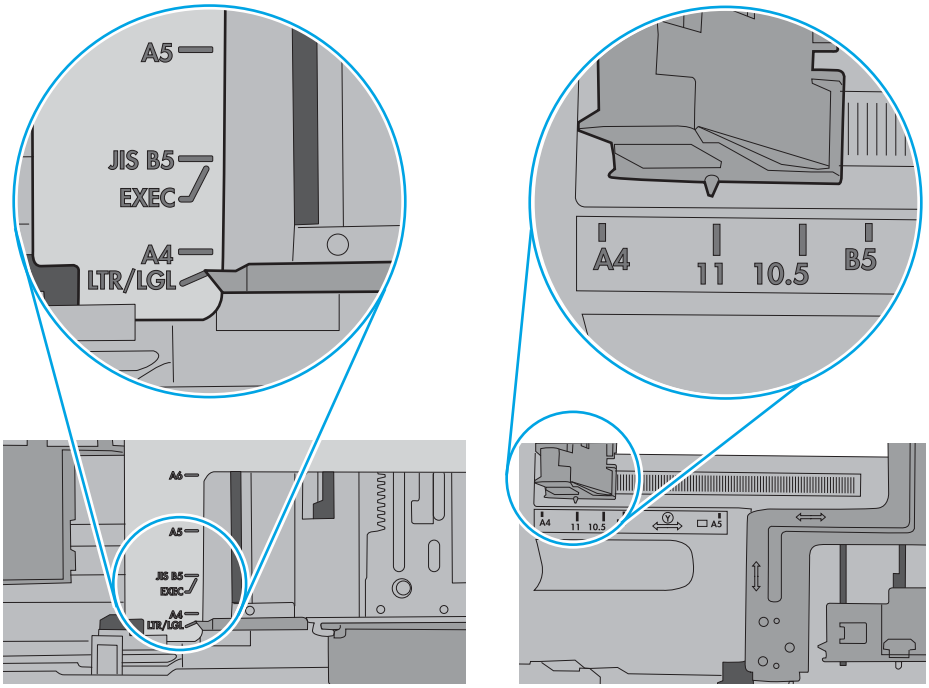


Figure 6-2 Size markings for cassette trays

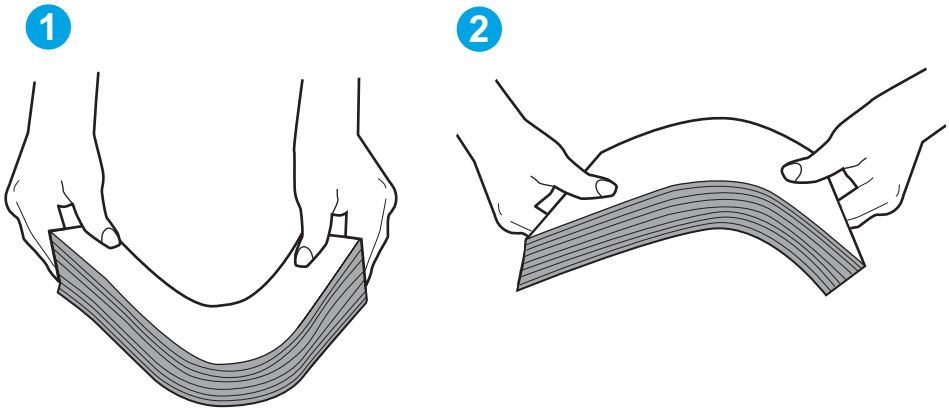


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

   Figure 6-3 Technique for flexing the paper stack



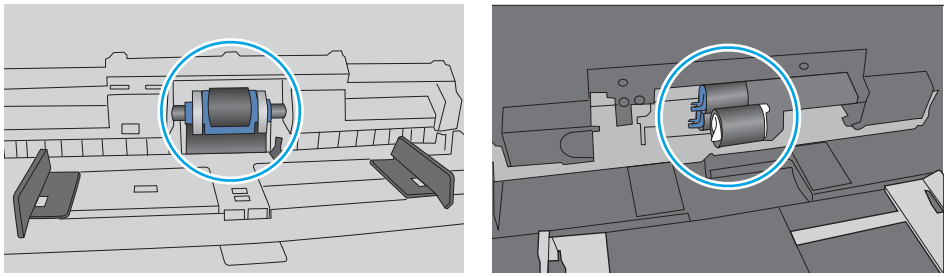
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

   Figure 6-4 Roller locations for Tray 1 or the multipurpose tray



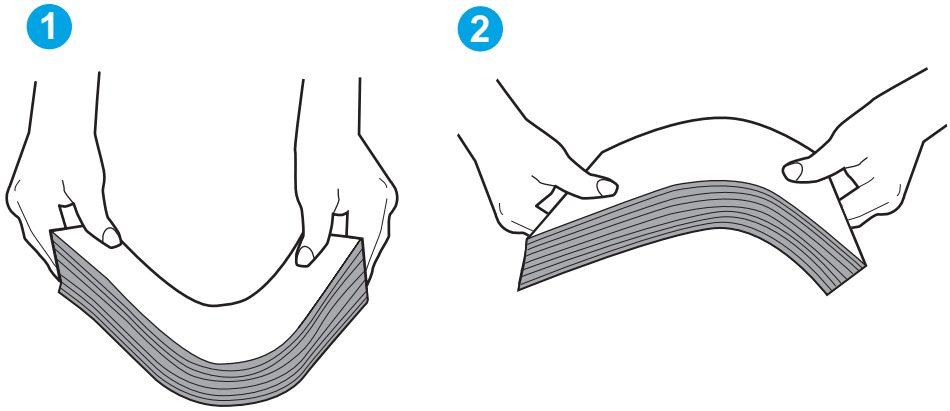
The printer picks up multiple sheets of paper

If the printer picks up multiple sheets of paper from the tray, try these solutions.

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

NOTE: Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

Figure 6-5 Technique for flexing the paper stack



2. Use only paper that meets HP specifications for this printer.
3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.
4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

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

   The following 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 6-6 Stack-height markings

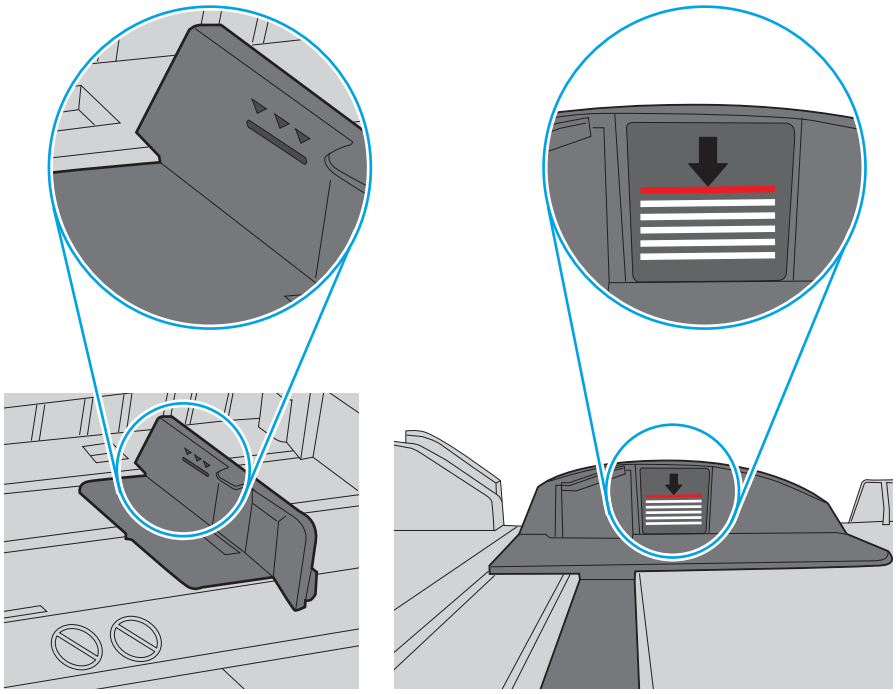
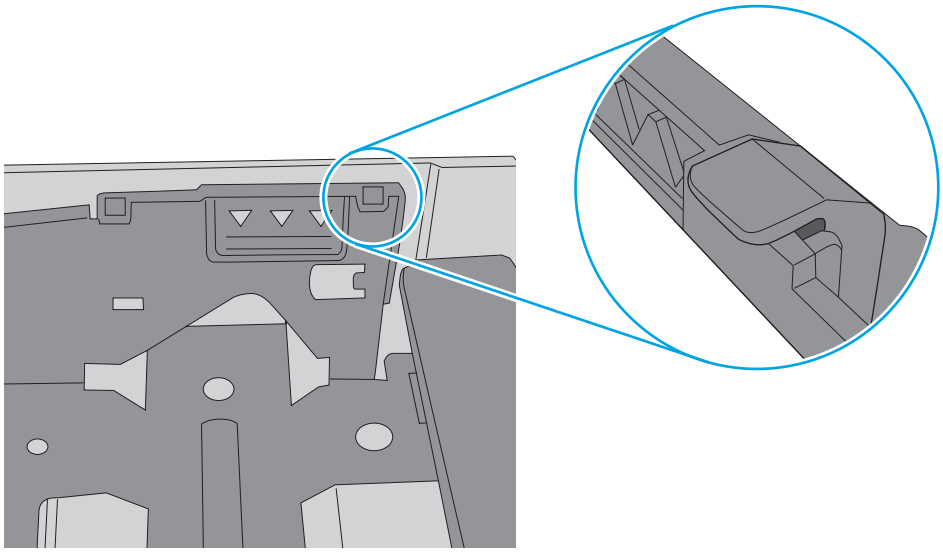


Figure 6-7 Tab for the paper stack



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

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

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

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

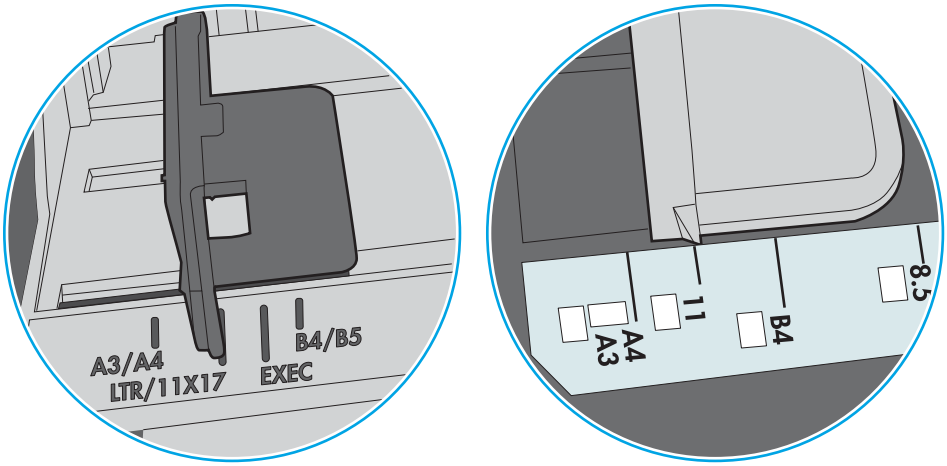
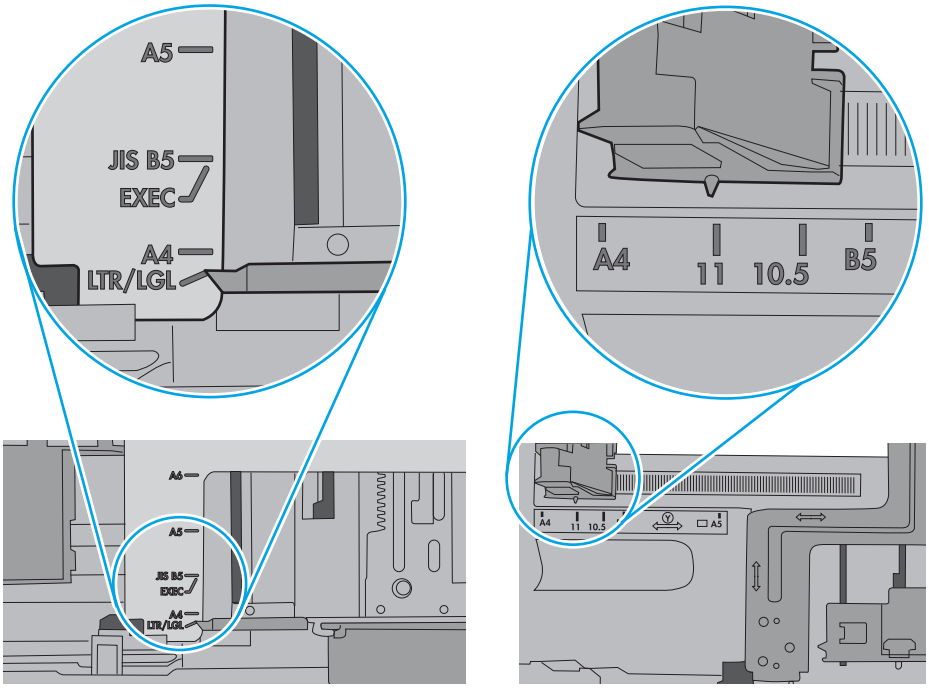


Figure 6-9 Size markings for cassette trays



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

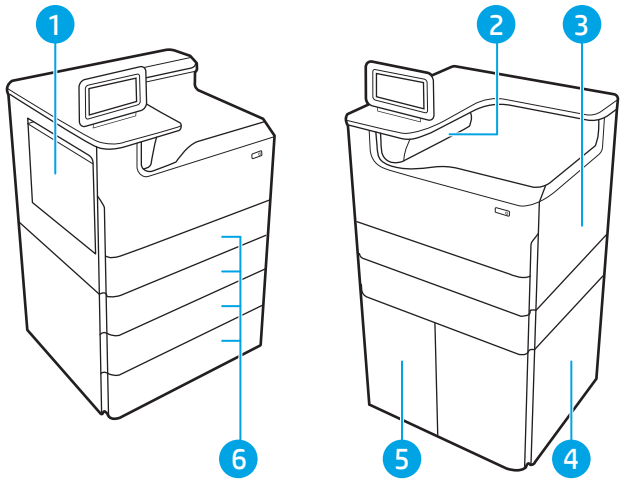
Clear paper jams

Introduction

The following information includes instructions for clearing paper jams from the printer.

- Paper jam locations
- Auto-navigation for clearing paper jams
- Experiencing frequent or recurring paper jams?
- Clear paper jams in Tray 1
- Clear paper jams in Tray 2
- Clear paper jams in Tray 3
- Clear paper jams in the output bin
- Clear paper jams in the duplexer
- Clear paper jams in the 3x550-sheet trays
- Clear paper jams in the 4,000-sheet high-capacity input (HCI) tray

Paper jam locations



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

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?

To reduce the number of paper jams, try these solutions.

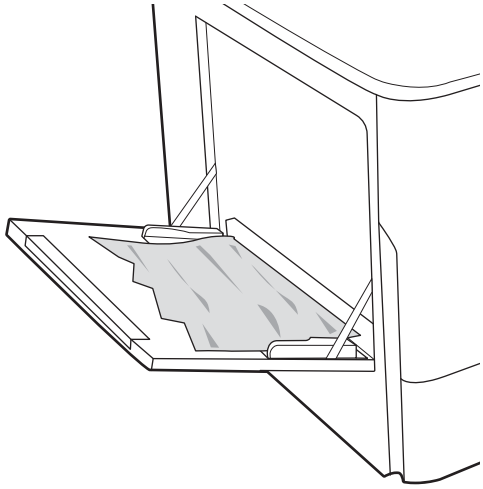
NOTE: To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click here.

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.

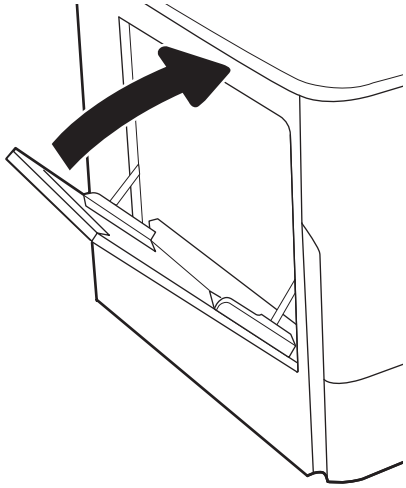
Clear paper jams in Tray 1

The following information describes how to clear a paper jam in Tray 1. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

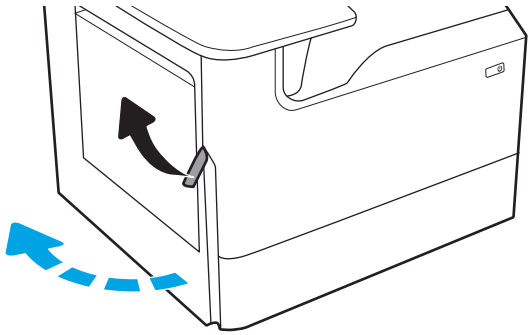
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



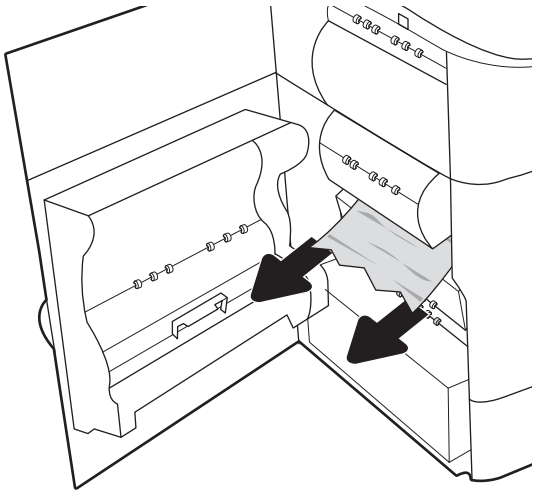
2. Close Tray 1.



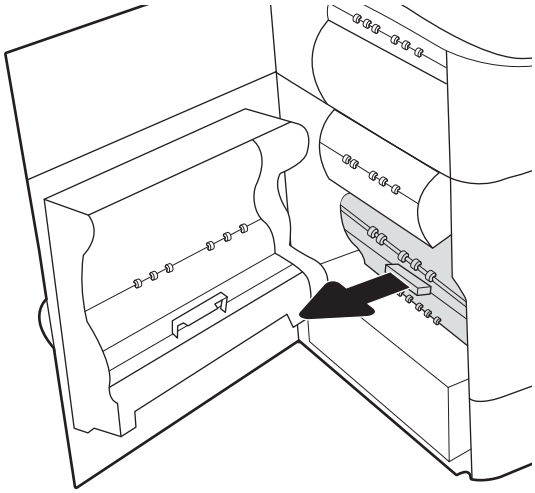
3. Open the left door.



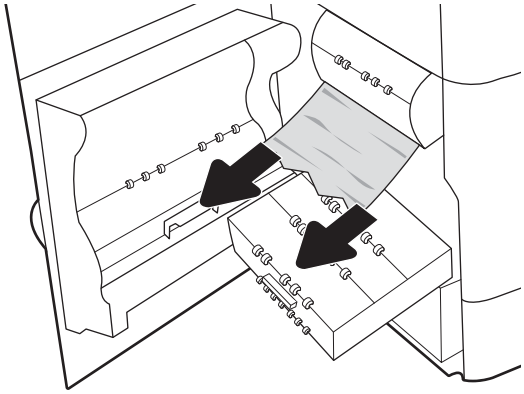
4. Pull any jammed paper straight out.



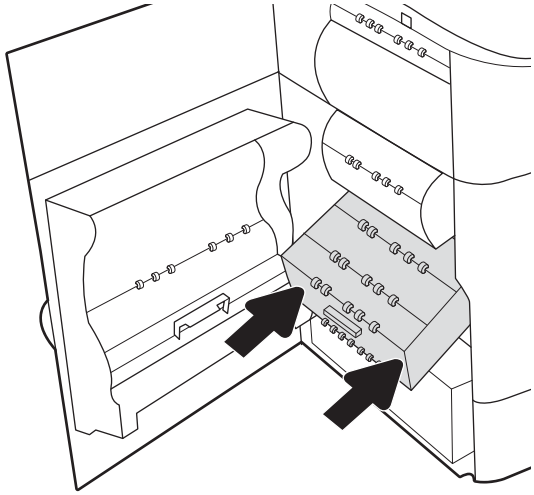
5. If no jammed paper is visible, pull the service fluid container out.



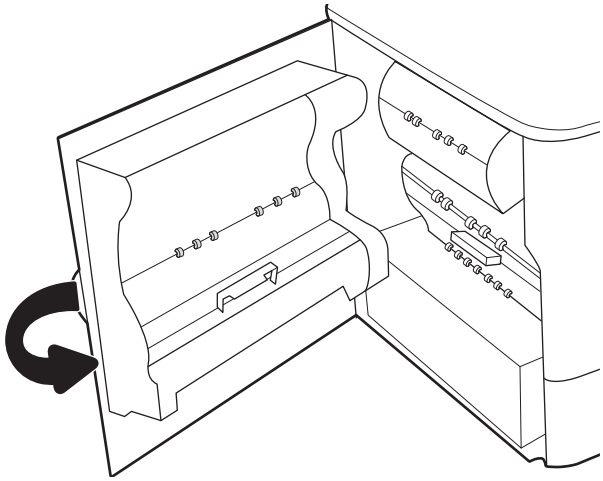
6. Pull any jammed paper straight out.



7. Push the service fluid container into the printer.



8. Close the left door.

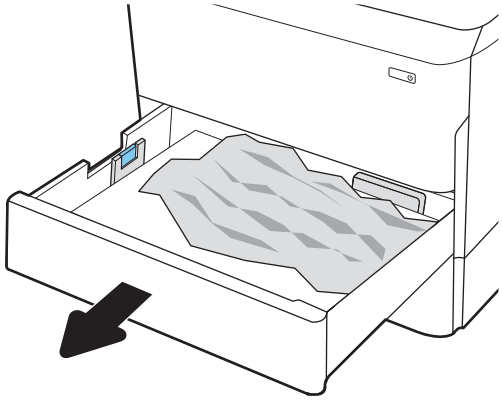


9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

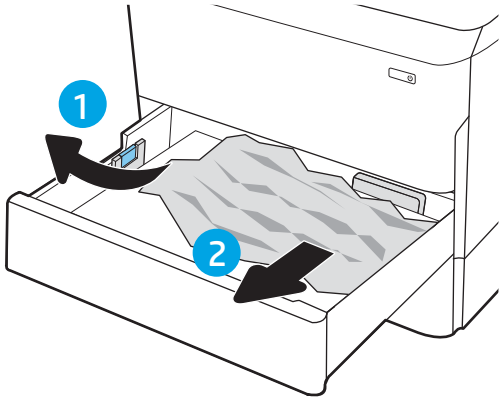
Clear paper jams in Tray 2

The following information describes how to clear a paper jam in Tray 2. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

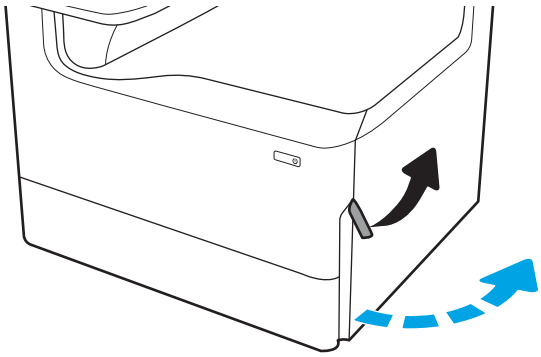
1. Open the tray.



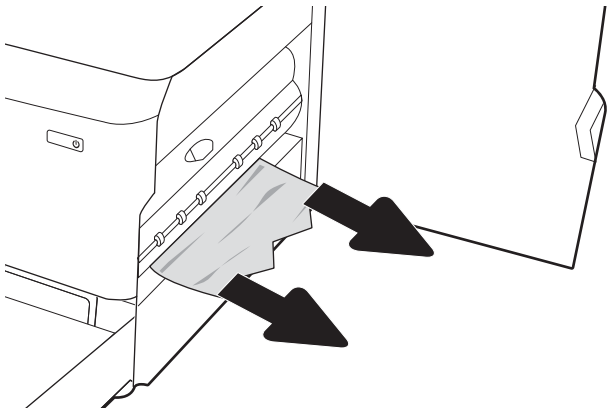
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



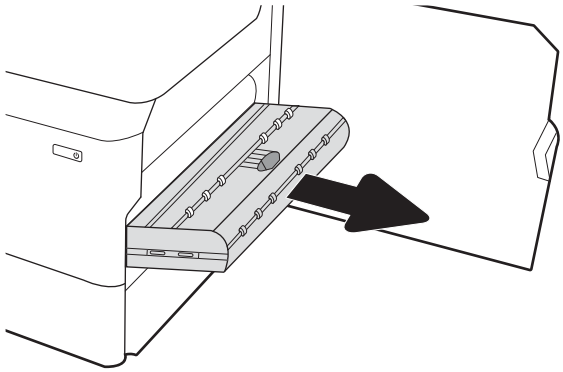
3. Open the right door.



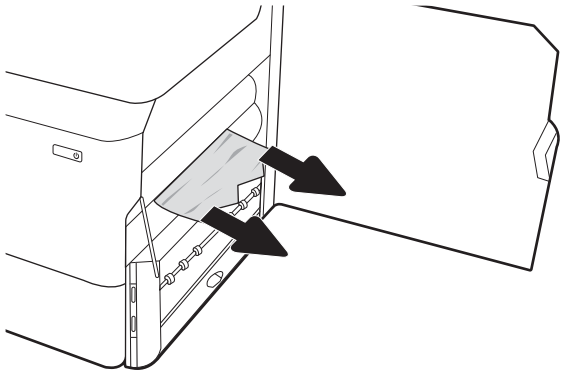
4. Remove any jammed paper.



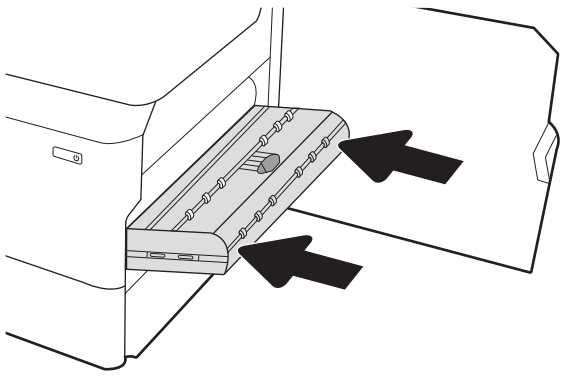
5. If no jammed paper is visible, remove the duplexer.



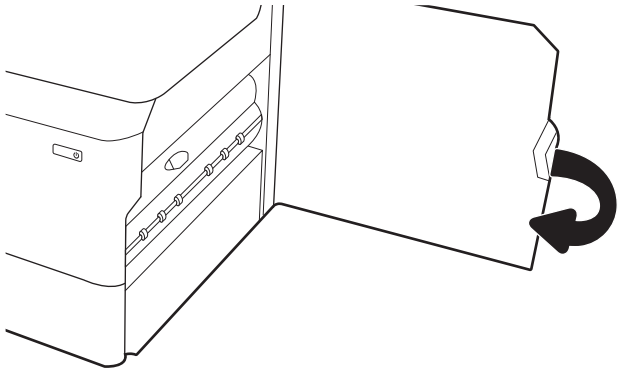
6. Pull any jammed paper straight out.



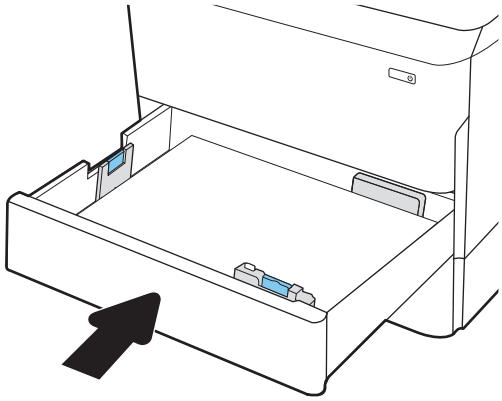
7. Reinstall the duplexer.



8. Close the right door.



9. Close the tray.



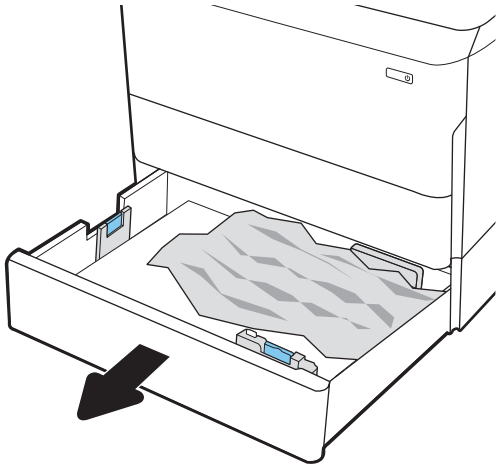
10. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

Clear paper jams in Tray 3

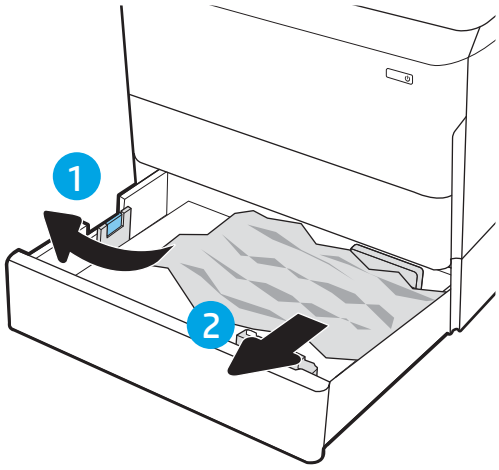
Use the following procedure to check for paper in all possible jam locations related to the 550-sheet trays. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

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

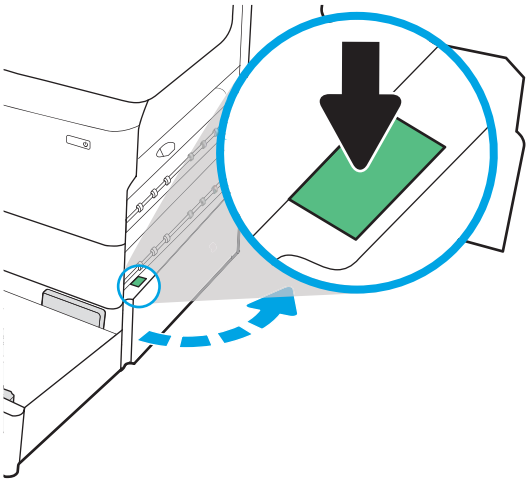
1. Open the tray.



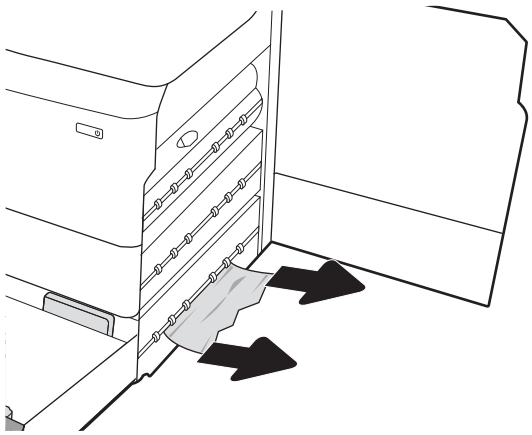
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



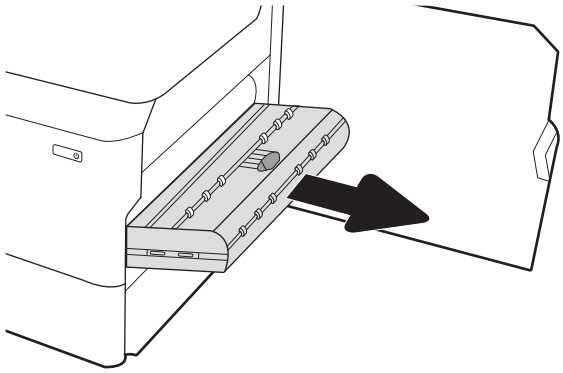
3. Open the right door and the lower-right door.



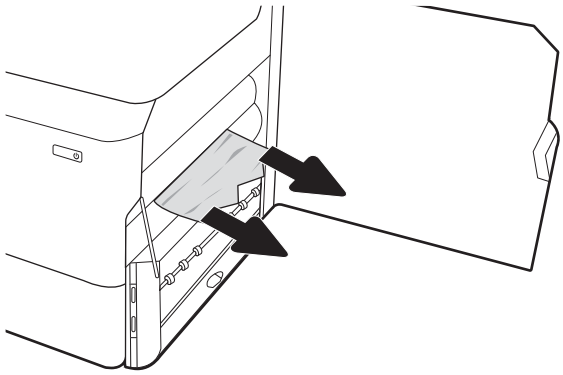
4. Gently pull out any jammed paper.



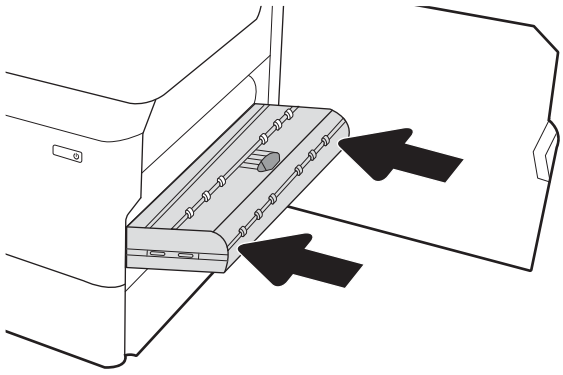
5. If no jammed paper is visible, remove the duplexer.



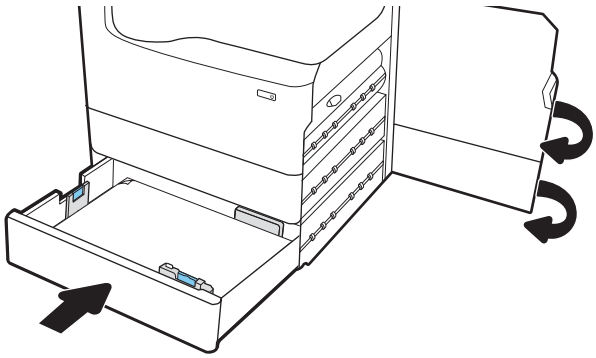
6. Pull any jammed paper straight out.



7. Reinstall the duplexer.



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



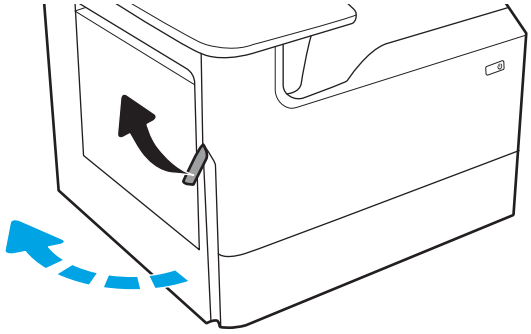
9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

Clear paper jams in the output bin

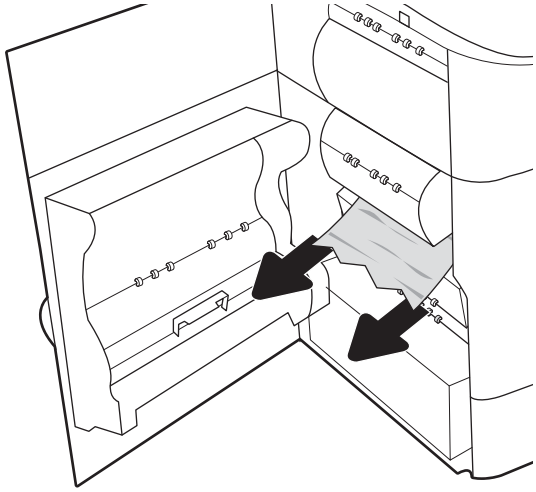
The following information describes how to clear a paper jam in the output bin. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

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

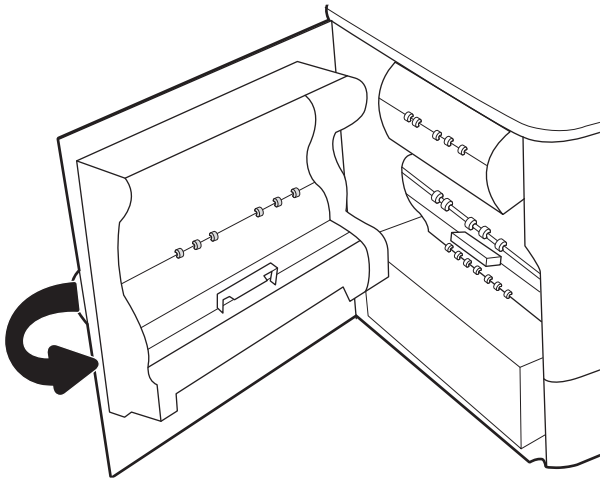
2. Open the left door.



3. Pull any jammed paper straight out.



4. Close the left door.

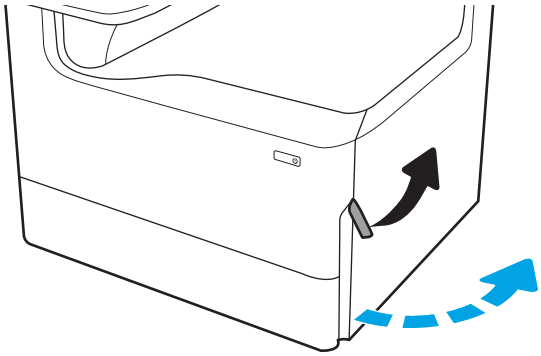


5. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

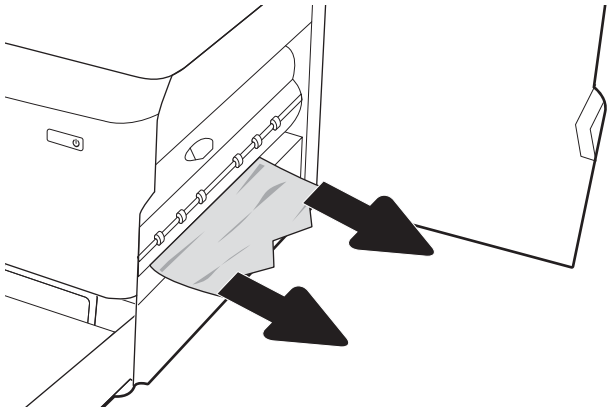
Clear paper jams in the duplexer

Use the following procedure to check for paper in all possible jam locations in the automatic duplexer. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

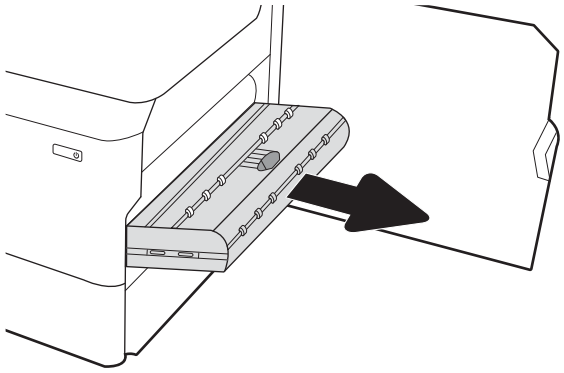
1. Open the right door.



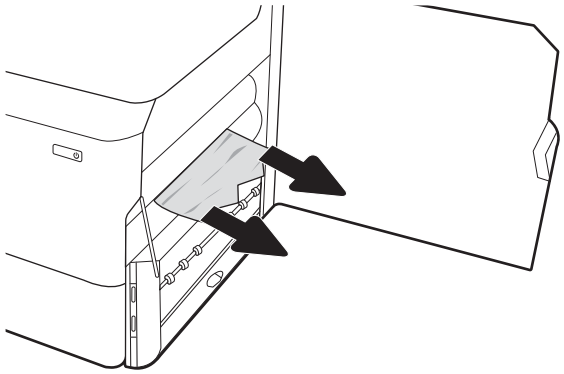
2. Remove any jammed paper.



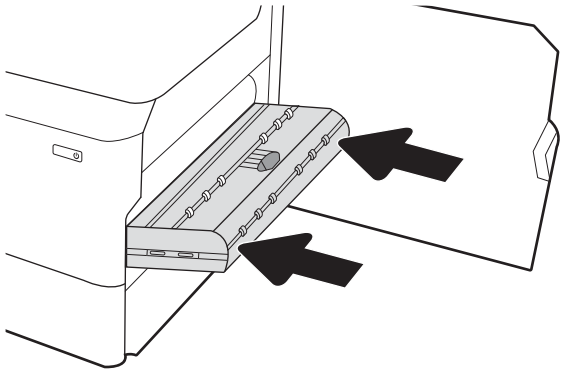
3. If no jammed paper is visible, remove the duplexer.



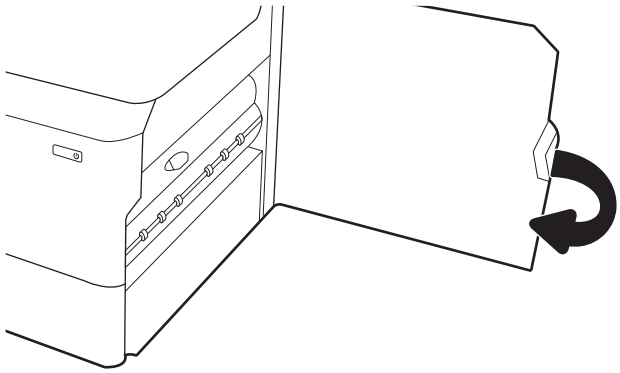
4. Pull any jammed paper straight out.



5. Reinstall the duplexer.



6. Close the right door.

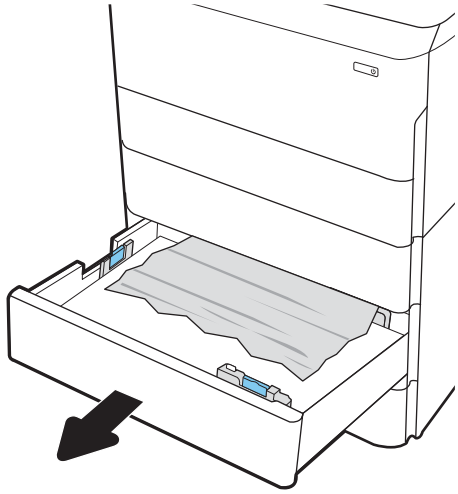


7. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

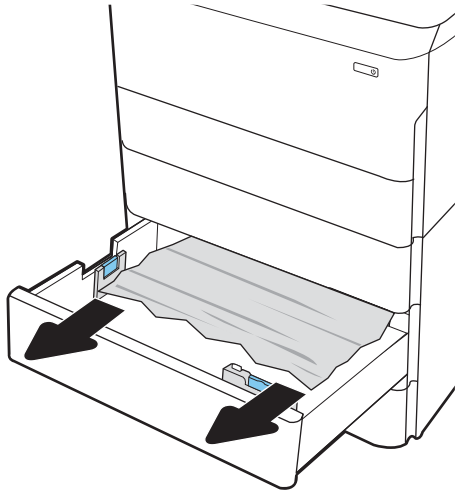
Clear paper jams in the 3x550-sheet trays

Use the following procedure to check for paper in all possible jam locations related to the 3x550-sheet trays. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

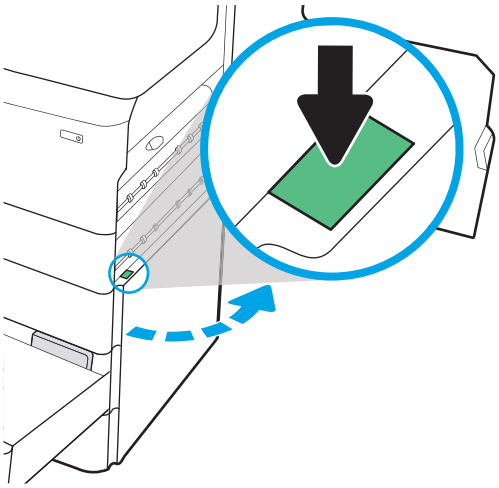
1. Open one of the trays.



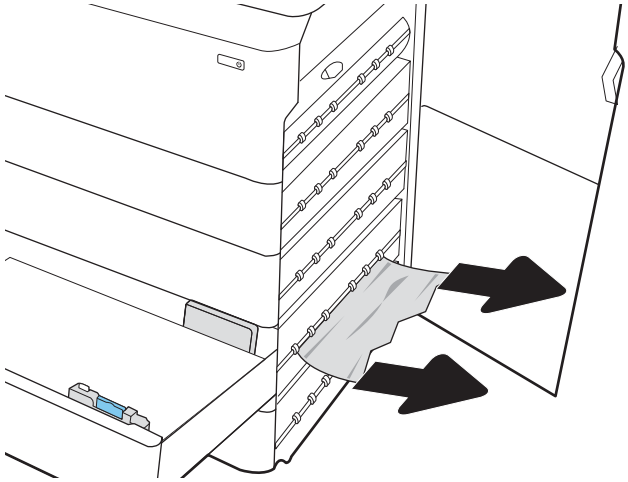
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



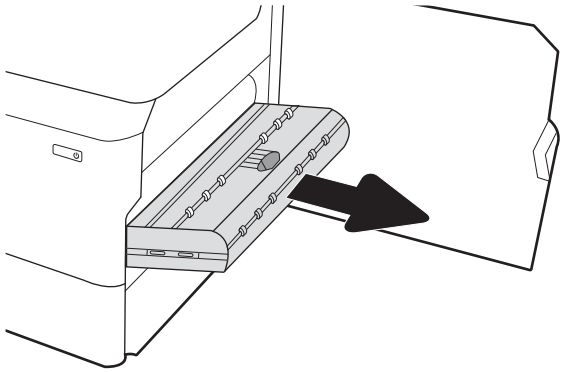
3. Open the right door and the lower-right door.



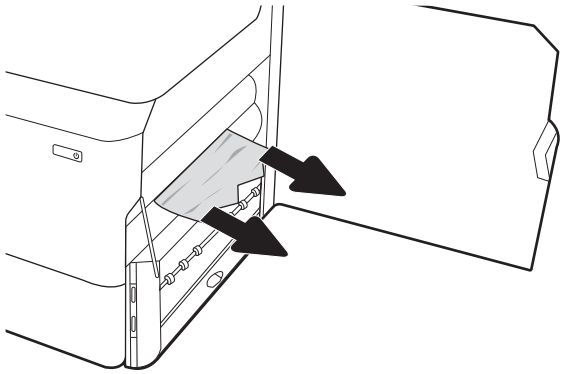
4. Gently pull out any jammed paper.



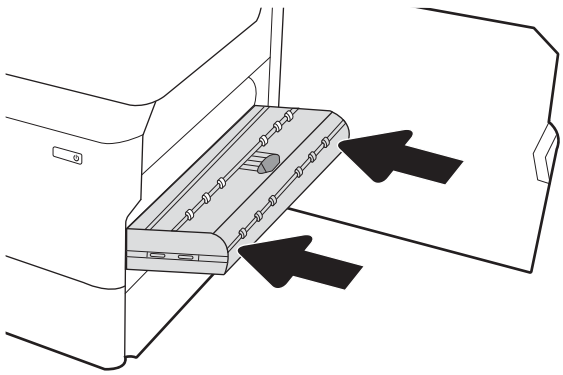
5. If no jammed paper is visible, remove the duplexer.



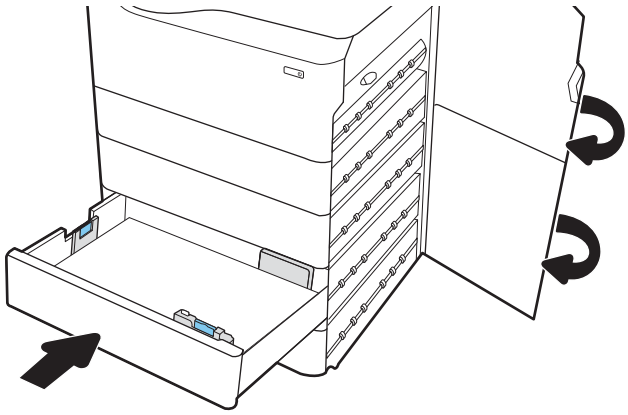
6. Pull any jammed paper straight out.



7. Reinstall the duplexer.



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

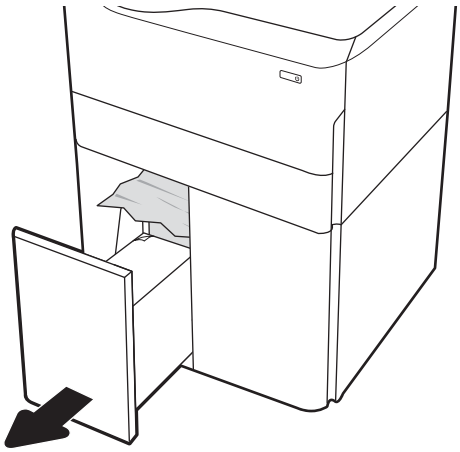


9. If there are remaining pages still in the printer, instructions on how to clear the remaining pages will display on the control panel.

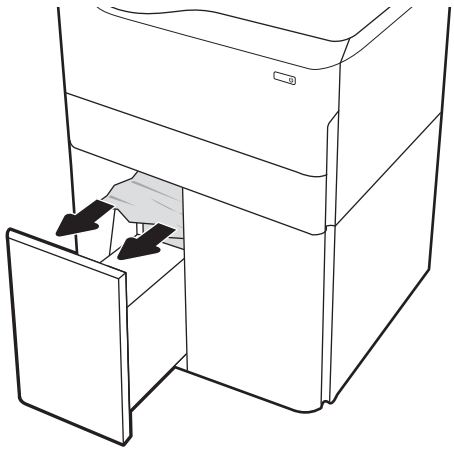
Clear paper jams in the 4,000-sheet high-capacity input (HCI) tray

The following information describes how to clear a paper jam in the 4,000-sheet high-capacity tray. When a jam occurs, the control panel displays an error message and an animation that assist in clearing the jam.

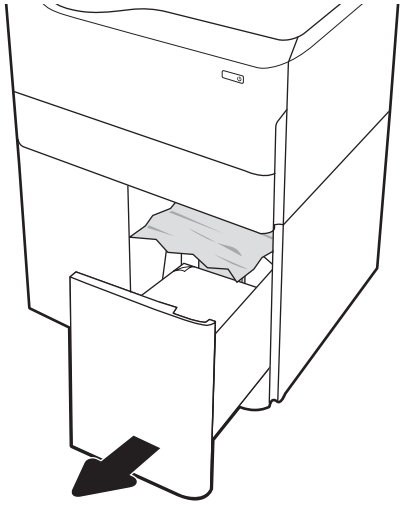
1. Open the left high-capacity input tray.



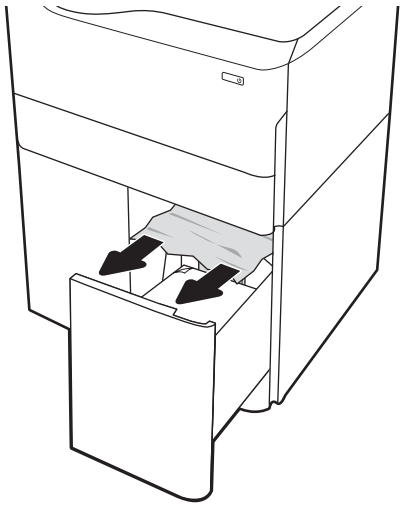
2. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



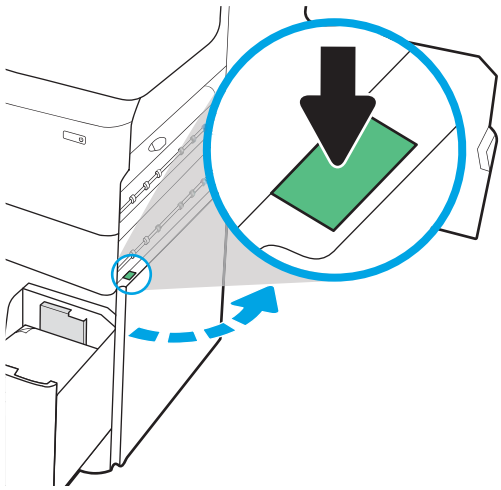
3. Close the left tray and open the right high-capacity input tray.



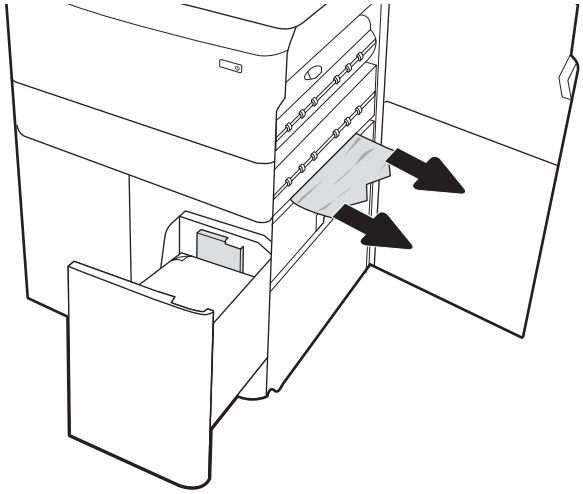
4. Remove the jammed paper from the feed rollers inside the printer. First pull the paper to the left, and then pull it forward to remove it.



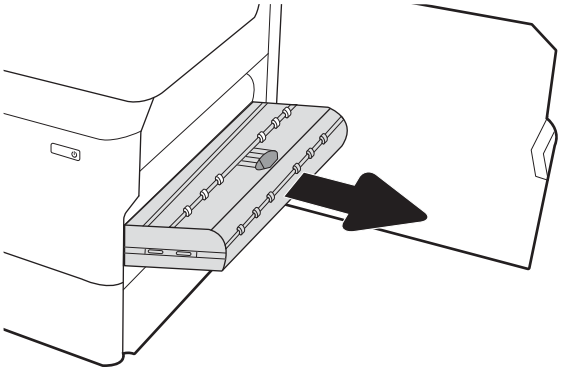
5. Open the right door and the lower right door.



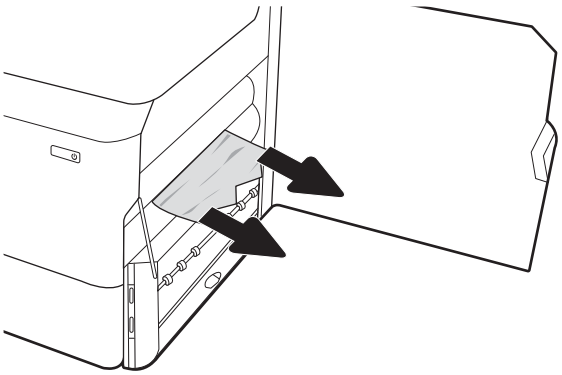
6. Remove any damaged sheets.



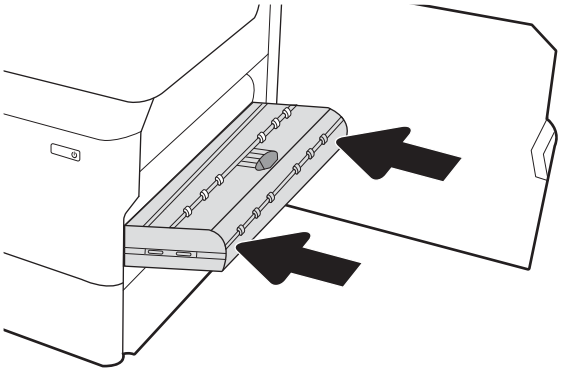
7. If no jammed paper is visible, remove the duplexer.



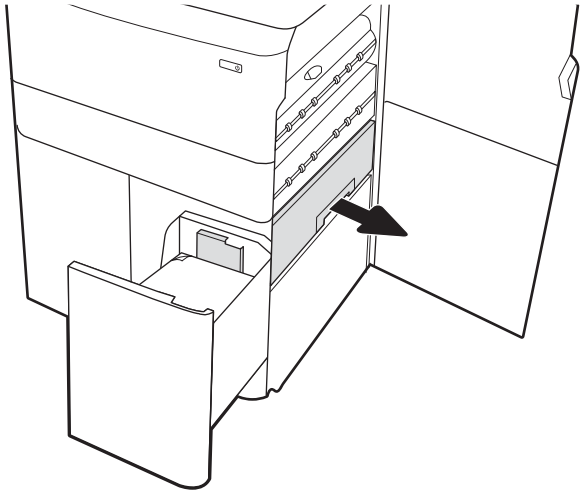
8. Pull any jammed paper straight out.



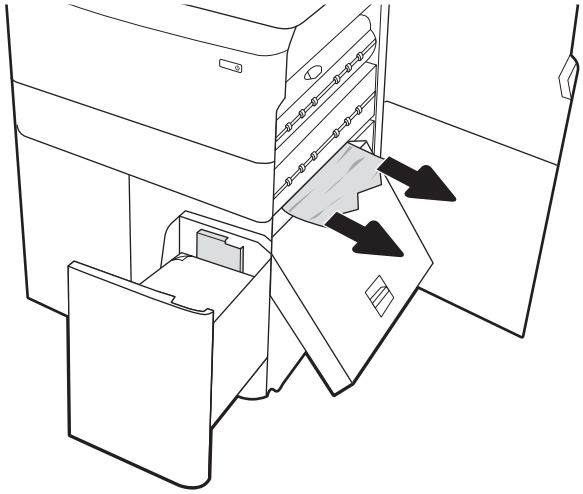
9. Reinstall the duplexer.



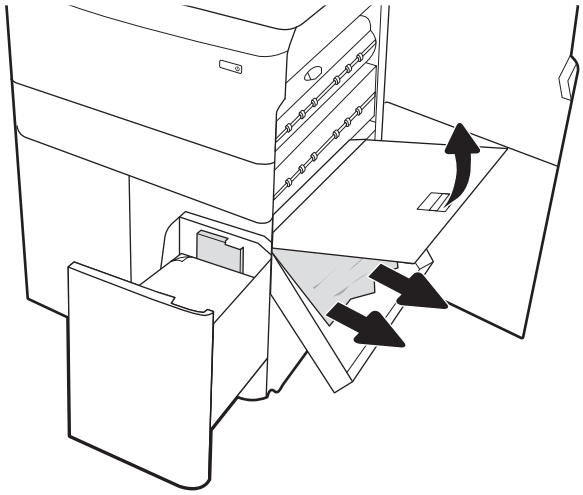
10. In the lower right door area, use the green handle to pull out the HCI jam cassette.



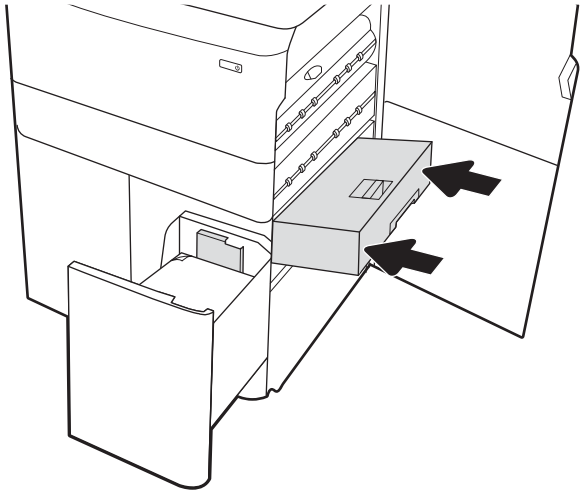
11. Remove any jammed paper from the jam cassette area.



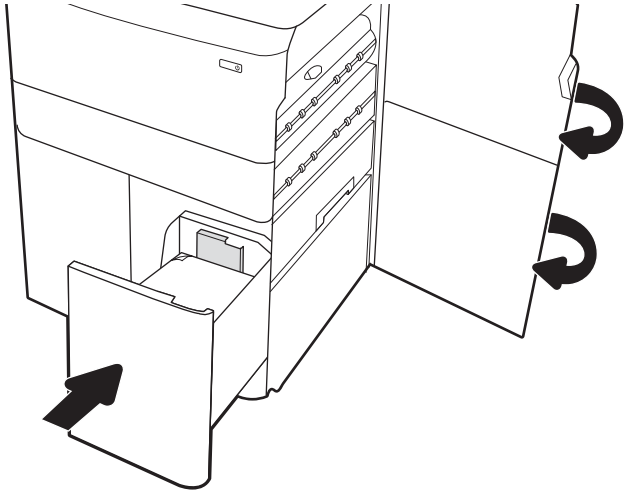
12. Use the green handle to open the top of the HCI jam cassette, and remove any jammed paper.



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



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



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

Improve print quality

Introduction

Occasionally, the printer might have print-quality issues such as streaks or fading, missing black or other colors, blurred or fuzzy text, and ink streaks or smears. Try the following solutions in the order presented. When one of the solutions resolves the issue, there is no need to continue with the other procedures.

NOTE: If the issue only occurs on copies, see “Improve copy image quality.”

- Check the cartridge status
- Update the printer firmware
- Change the print quality setting
- Print from a different software program
- Check paper and quality settings
- Check grayscale and black settings
- Adjust color settings (Windows)
- Check paper and the printing environment
- Visually inspect the cartridge
- Clean the printer
- Try a different print driver

Check the cartridge status

Print quality problems can occur when using a cartridge that is at its estimated end of life. Follow these steps to check the estimated life remaining in the cartridges and if applicable, the status of other replaceable maintenance parts.

Step one: Check the control panel

▲ Check the control panel to see whether it displays any messages or warning icons. Select the icon to view the message. Replace the cartridge if the message indicates that a cartridge needs to be replaced or is in the very low condition.

NOTE: If you would like more detailed information about the cartridge status before replacing the cartridge, continue to the next step.

Step two: Check supplies status

1. From the Home screen on the printer control panel, select Reports.
2. Select the Configuration/Status Pages menu and then select the Supplies Status Page.
3. Select View to view the report on the control panel, or select Print to print the page.
4. Look at the Supplies Status Page to check the percent of life remaining for the cartridges and, if applicable, the status of other replaceable maintenance parts.

- 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 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 cartridge or other replaceable maintenance parts, the Supplies Status Page lists the genuine HP part numbers.

Update the printer firmware

Try updating the printer firmware. For more information, go to www.hp.com/support and select the option to **Get software and drivers**. Then follow the prompts to navigate to the firmware download for the printer.

Change the print quality setting

Complete the following steps to change the print quality setting on the printer control panel.

NOTE: The steps vary according to the type of control panel.

1. From the Home screen on the printer control panel, select Settings.
2. Open the following menus:
   - Copy/Print or Print
   - Default print options
   - Quality Level
3. Select the desired quality level: General Office, Professional, or Presentation.

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 paper and quality settings

Check the print driver settings for paper and quality in the software program you are printing from, such as Microsoft® Word.

Windows

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** options, select the paper type that best describes your paper.
5. From the **Print Quality** options, select the quality or resolution setting that is appropriate for your print job.
6. Click the **OK** button to close the Document Properties dialog box. In the Print dialog box, click **Print** or **OK** to print the job.

OS X

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. In the drop-down list just below **Orientation**, select **Paper/Quality**.
4. From the **Media Type** options, select the paper type that best describes your paper.
5. From the **Print Quality** options, select the quality or resolution setting that is appropriate for your print job.
6. Click the **Print** button.

Check grayscale and black settings

Check the print driver settings for grayscale and black when printing to a color printer and the printed pages are grayscale or black when color was expected.

Windows

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Make sure that the **Print in Grayscale** option is turned off. Depending on your printer, the grayscale option could appear on the **Printing Shortcuts** tab and the **Color** tab.
4. Make sure that the **Print all text in black** option is turned off on the **Advanced** tab.
5. Click the **OK** button to close the Document Properties dialog box. In the Print dialog box, click **Print** or **OK** to print the job.

OS X

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. In the drop-down list just below **Orientation**, select **Color**.
4. Make sure that the **Print in Grayscale** option is turned off.
5. Select the triangle next to **Advanced** to expand the options. Make sure that the settings for **Text**, **Graphics**, and **Photo** are not set to **Black Only**.
6. Click the **Print** button.

Adjust color settings (Windows)

When printing from a software program, follow these steps if colors on the printed page do not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. On the **Advanced** tab or the **Color** tab, clear the **HP EasyColor** check box.
4. On the **Color** tab, select a color theme from the **Color Themes** drop-down list.

- **Default (sRGB)**: This theme sets the printer to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
- **Vivid (sRGB)**: The printer increases the color saturation in the midtones. Use this theme when printing business graphics.
- **Photo (sRGB)**: The printer interprets RGB color as if it were printed as a photograph using a digital mini lab. The printer renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.
- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
- **None**: No color theme is used.
- **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific printer). Download custom profiles from www.hp.com.

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

Check paper and the printing environment

Complete the following steps to check the paper that you are using and the printer's physical environment.

Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications. Problems could include curled paper, light or faded printing, ink specks or smears, and misshapen characters. Follow these guidelines when selecting paper:

- 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 HP PageWide printers. Do not use paper that is designed only for laser printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

NOTE: For this printer, HP highly recommends using papers with the ColorLok® logo, based on HP internal testing using a range of plain papers. For details, go to: www.hp.com/go/printpermanence.

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.

Visually inspect the cartridge

Follow these steps to inspect each cartridge.

CAUTION: Do not touch the gold-colored metal contacts on the edge of the cartridge. Fingerprints on the metal contacts can cause print-quality problems.

1. Remove the cartridge from the printer, and verify that there is no debris in the cartridge path.
2. Check to see whether you are using a genuine HP cartridge. A genuine HP 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.
3. Look at the gold-colored metal contacts on the cartridge.
   - If you see any scratches, or other damage on the metal contacts, replace the cartridge.
   - If the metal contacts do not appear to be damaged, push the cartridge gently back into its slot until it locks in place. Print a few pages to see if the problem has resolved.

If you determine that you need to replace a cartridge, look on the cartridge or print the Supplies Status Page to find the part number for the correct original HP cartridge.

Refilled or remanufactured cartridges

HP 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 cartridge and are not satisfied with the print quality, replace the cartridge with an original HP cartridge.

NOTE: If you replace a non-HP cartridge with an original HP cartridge, the printhead will still contain non-HP ink. The print defect may remain until the printhead is depleted of that ink and is supplied with ink from the newly installed, original HP cartridge. Depleting the ink may require printing as many as several thousand pages of normal text.

Clean the printer

During the printing process, paper and dust particles can accumulate inside the printer and can cause print-quality issues such as smears, streaks, lines, or repeating marks. Begin by printing the Print Quality Report, and then continue to the appropriate cleaning procedure.

Print and interpret the Print Quality Report

The Print Quality Report is a page that is printed with bars of color from each cartridge. The report can help you identify print-quality issues.

1. Load plain letter-size or A4 paper.
2. From the Home screen on the printer control panel, select Support Tools.
3. Open the following menus:
   - Troubleshooting
   - Print Quality Pages
   - Print Quality Report
4. Select Print to print the page.
5. Examine the bands of color on the report. Each bar has three distinct shades, but the color should vary minimally across the bars.
   - If one or more color bars show streaking, go to "**Clean the printhead**."
   - If the color bars show little or no streaking, but the ink is smeared, go to **"Clean the rollers**."

Clean the printhead

If the Print Quality Report shows streaking, follow these steps to clean the printhead.

1. From the Home screen on the printer control panel, select Support Tools.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Printhead Cleaning
3. Select Start to begin the cleaning process, and then follow the on-screen prompts.

NOTE: There are sequential levels of cleaning. At the end of each level, the printer produces a Print Quality Report. If streaks appear in any of the color bars on the report, continue with the next level of cleaning. If the problem is solved, select Cancel.

TIP: Number each of the Print Quality Report pages in order to track print-quality improvement.

Clean the rollers

If the Print Quality Report shows smearing, follow these steps to clean the rollers.

Step one: Multifunction printers only—Clean the document feeder rollers

1. From the Home screen on the printer control panel, select Support Tools.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Clean Document Feeder Rollers
3. Select Clean Now to begin the cleaning process, and then follow the on-screen prompts.

Step two: Resolve Smear

1. From the Home screen on the printer control panel, select Support Tools.
2. Open the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Resolve smear
3. Select Start to begin the cleaning process.

   This process will take up to three minutes as a page feeds slowly through the printer. Retain this page for further print-quality evaluation.

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 website: www.hp.com/support/pwcolor765.

HP PCL.6 driver	This product-specific print driver is for Windows XP 32 bit, Vista 32 bit, and Server 2008 32 bit operating systems. Not all features or page sizes are supported.
HP PCL 6 driver	This product-specific print driver is for Windows 7, 8, 8.1, 10, Server 2008 64 bit, Server 2008 R2, Server 2012, and Server 2012 R2 operating systems.
HP PCL-6 driver	This product-specific print driver is for Windows 7, 8, 8.1, 10, Server 2008 64 bit, Server 2008 R2, Server 2012, and Server 2012 R2 operating systems.

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

Solve wired network problems

Introduction

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

- The periodic loss of ability to communicate with the printer
- The printer cannot be found during driver installation
- A periodic failure to print

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

Check the following items to verify that the printer is communicating with the network. Before beginning, print a configuration page from the printer control panel and locate the printer IP address that is listed on this page.

- Poor physical connection
- The computer is unable to communicate with the printer
- The printer is using incorrect link and duplex settings for the network
- New software programs might be causing compatibility problems
- The computer or workstation might be set up incorrectly
- The printer is disabled, or other network settings are incorrect

NOTE: HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP print drivers. For more information, go to Microsoft at www.microsoft.com.

Poor physical connection

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

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.

   a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.
- For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.

b. Type `ping` followed by the IP address for your printer.

c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network (also known as subnet).
3. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.
4. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.
5. If you installed the printer using a Microsoft standard TCP/IP port, use the printer's hostname instead of the IP address.
6. If the IP address is correct, delete the printer and then add it again.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The printer is disabled, or other network settings are incorrect

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

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