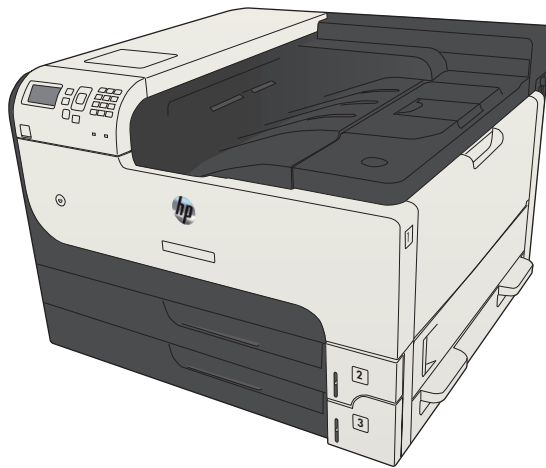




# LASERJET ENTERPRISE 700

## User Guide



M712





# HP LaserJet Enterprise 700 M712

User Guide

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# 1 Product introduction

- [Product comparison](#)
- [Product views](#)
- [Control panel](#)
- [Product reports](#)

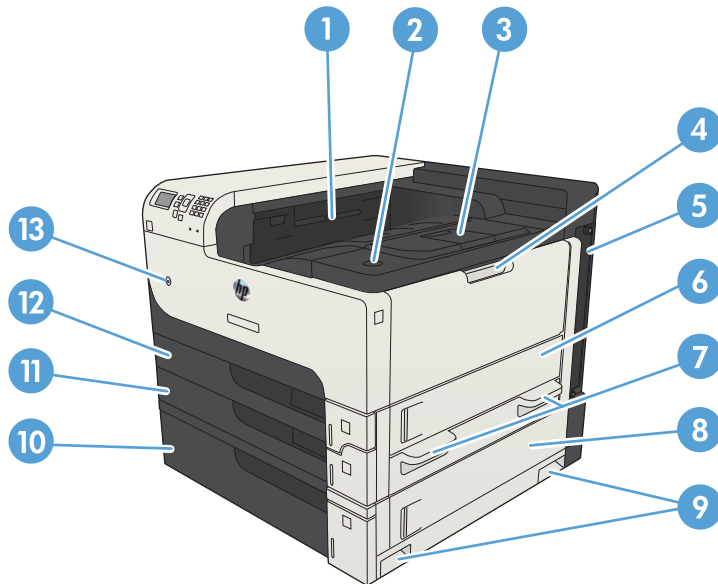
# Product comparison

		M712n	M712dn	M712xh
		CF235A	CF236A	CF238A
<b>Paper handling</b>	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (250-sheet capacity)	✓	✓	✓
	Tray 3 (250-sheet capacity)	✓	✓	✓
	Optional Tray 4 (500-sheet capacity)			✓
	Standard output bin (250-sheet capacity)	✓	✓	✓
	Automatic duplex printing		✓	✓
<b>Connectivity</b>	Hi-Speed USB 2.0	✓	✓	✓
	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Easy-access USB port, for printing without a computer and for upgrading the firmware	✓	✓	✓
<b>Memory</b>	512 MB DIMM	✓	✓	
<b>Storage</b>	16 GB Solid-State Memory module	✓	✓	
	320 GB HP High-Performance Secure Hard Disk			✓
<b>Control-panel display</b>	4-line LCD with 10-key numeric keypad	✓	✓	✓
<b>Print</b>	Prints 41 pages per minute (ppm) on A4-size paper and 40 ppm on Letter-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
<b>Supported operating systems</b>	Windows XP SP2 or later, 32-bit	✓	✓	✓
	<p><b>NOTE:</b> Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.</p> <p><b>NOTE:</b> For a current list of supported operating systems, go to <a href="http://www.hp.com/go/lj700M712_software">www.hp.com/go/lj700M712_software</a>.</p>			
	Windows XP SP2 or later, 64-bit (print driver only, not supported by the software installer)	✓	✓	✓
	<p><b>NOTE:</b> Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.</p>			
	Windows Vista, 32-bit and 64-bit	✓	✓	✓
	<p><b>NOTE:</b> Windows Vista Starter is not supported by the software installer or the print driver.</p>			

	<b>M712n</b>	<b>M712dn</b>	<b>M712xh</b>
	<b>CF235A</b>	<b>CF236A</b>	<b>CF238A</b>
Windows 7, 32-bit and 64-bit	✓	✓	✓
Windows 8, 32-bit and 64-bit	✓	✓	✓
<b>NOTE:</b> The software installer does not support the 64-bit version, but the print driver supports it.			
Windows 2003 Server SP1 or later, 32-bit and 64-bit	✓	✓	✓
Windows 2008, 32-bit and 64-bit	✓	✓	✓
Windows 2008 R2, 64-bit	✓	✓	✓
Mac OS X 10.6, 10.7, and 10.8	✓	✓	✓

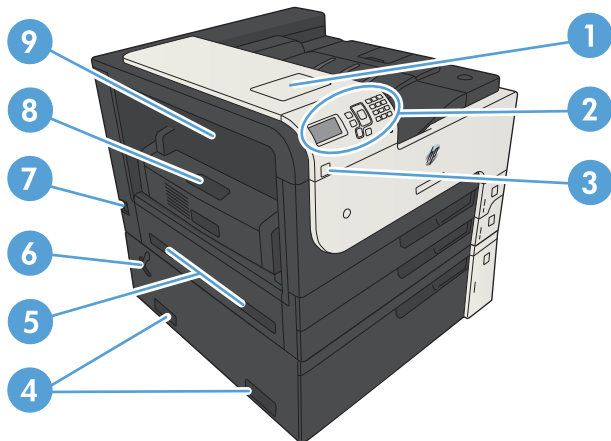
# Product views

## Product front-right view



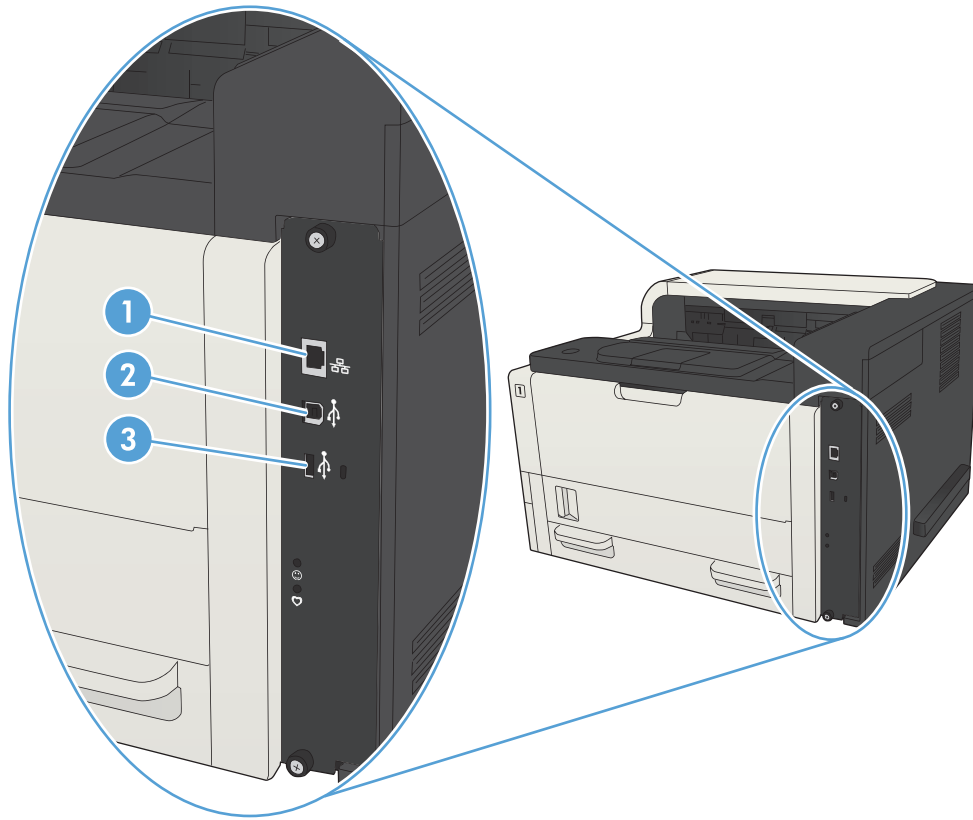
1	Output bin
2	Cartridge-door-release button
3	Output-bin extension
4	Tray 1
5	Formatter (contains the interface ports)
6	Right-side access door
7	Handles for lifting the product
8	500-sheet tray jam-access door
9	Handles for lifting the product
10	500-sheet tray (included with the M712xh model)
11	Tray 3
12	Tray 2
13	On/off button

## Product front-left view



1	Hardware integration pocket (for connecting third-party devices)
2	Control panel
3	Easy-access USB port (for printing without a computer and for upgrading the firmware)
4	Handles for lifting the product
5	Handles for lifting the product
6	Lever to lock the 500-sheet tray to the product
7	Power connection
8	Duplexer (included with the M712dn and M712xh models)
9	Fuser jam-access cover

## Interface ports

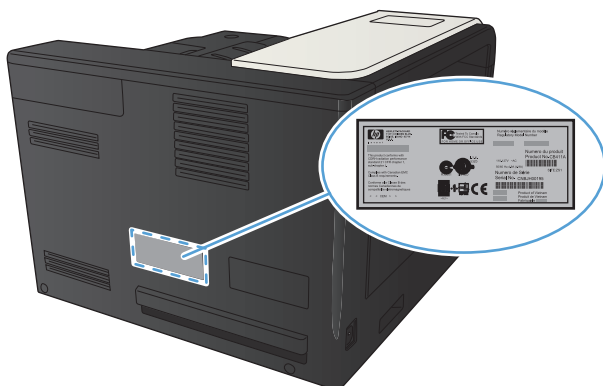


1	Local area network (LAN) Ethernet (RJ-45) network port
2	Hi-Speed USB 2.0 printing port
3	USB port for connecting external USB devices



## Serial number and model number location

The serial number and model number are listed on an identification label located on the back of the product. The serial number contains information about the country/region of origin, the product version, production code, and the production number of the product.

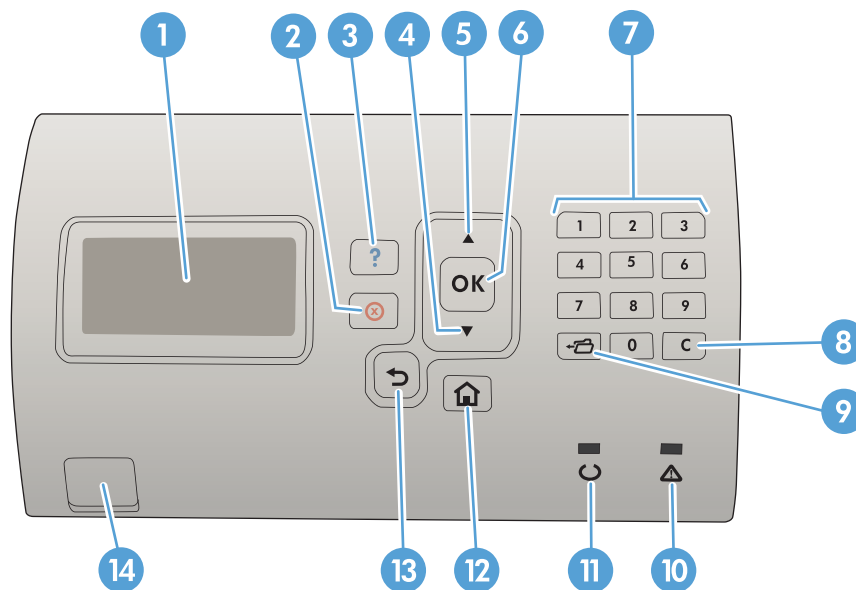


<b>Model name</b>	<b>Model number</b>
M712n	CF235A
M712dn	CF236A
M712xh	CF238A




# Control panel

## Control-panel layout


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





Number	Button or light	Function
1	Control-panel display	Shows status information, menus, help information, and error messages
2	⊗ Stop button	Cancels the current print job and clears the pages from the product
3	? Help button	Provides information about the message on the control-panel display
4	▼ Down arrow	Navigates to the next item in the list, or decreases the value of numeric items
5	▲ Up arrow	Navigates to the previous item in the list, or increases the value of numeric items
6	OK button	<ul style="list-style-type: none"> <li>Saves the selected value for an item.</li> <li>Performs the action that is associated with the item that is highlighted on the control-panel display.</li> <li>Clears an error condition when the condition is clearable.</li> </ul>
7	Numeric keypad	Enter numeric values
8	Clear button	Returns values to their defaults and closes the help screen
9	← folder icon Folder button	Provides quick access to the <b>Retrieve Job</b> menu
10	⚠ Attention light	<ul style="list-style-type: none"> <li><b>On:</b> The product has experienced a problem. See the control-panel display.</li> <li><b>Off:</b> The product is functioning without error.</li> <li><b>Blinking:</b> Action is required. See the control-panel display.</li> </ul>

Number	Button or light	Function
11	 Ready light	<ul style="list-style-type: none"> <li>• <b>On:</b> The product is online and ready to accept data to print.</li> <li>• <b>Off:</b> The product cannot accept data because it is offline (paused) or has experienced an error.</li> <li>• <b>Blinking:</b> The product is going offline. The product stops processing the current job and expels all of the active pages from the paper path.</li> </ul>
12	 Home button	Opens and closes the menus
13	 Back button	Backs up one level in the menu tree or backs up one numeric entry
14	Easy-access USB	For printing without a computer

## Control-panel help


The product has a built-in Help system that explains how to use each screen. To open the Help system, press the Help  button on the control panel.

For some screens, the Help  button opens to a global menu where you can search for specific topics. You can browse through the menu structure by pressing the arrow buttons on the control panel.

For screens that contain settings for individual jobs, the Help  button opens to a topic that explains the options for that screen.

# Product reports

Product reports provide details about the product and its current configuration. Use the following procedure to print the reports:

1. At the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **Reports**
3. Select the name of the report you want to review, scroll up to the **Print** option, and then press the **OK** button to print the report.

**Table 1-1 Reports menu**

First level	Second level	Description
<b>Configuration/Status Pages</b>	<b>Administration Menu Map</b>	Shows the structure of the <b>Administration</b> menu.
	<b>Current Settings Page</b>	Shows the current settings for each option in the <b>Administration</b> menu.
	<b>Configuration Page</b>	Shows the product settings and installed accessories.
	<b>Supplies Status Page</b>	Shows the approximate remaining life for the supplies; reports statistics on total number of pages and jobs processed, serial number, page counts, and maintenance information.  HP provides approximations of the remaining life for the supplies as a customer convenience. The actual remaining supply levels might be different than the approximations provided.
	<b>Usage Page</b>	Shows a count of all paper sizes that have passed through the product; lists whether they were simplex or duplex, and reports the page count.
	<b>File Directory Page</b>	Shows the file name and folder name for files that are stored in the product memory.
	<b>Web Services Status Page</b>	Shows the detected Web Services for the product.
<b>Other Pages</b>	<b>PCL Font List</b>	Prints the available PCL fonts.
	<b>PS Font List</b>	Prints the available HP postscript level 3 emulation fonts.

---


## 2 Connect the product and install software

- [Connect the product to a computer by using a USB cable and install the software \(Windows\)](#)
- [Connect the product to a network by using a network cable and install the software \(Windows\)](#)
- [Connect the product to a computer by using a USB cable and install the software \(Mac OS X\)](#)
- [Connect the product to a network by using a network cable and install the software \(Mac OS X\)](#)

# Connect the product to a computer by using a USB cable and install the software (Windows)

This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).


---

 **CAUTION:** Do not connect the USB cable until the installation software prompts you to connect it.


---

1. Close all open programs on the computer.
2. Verify the product is in the Ready state.

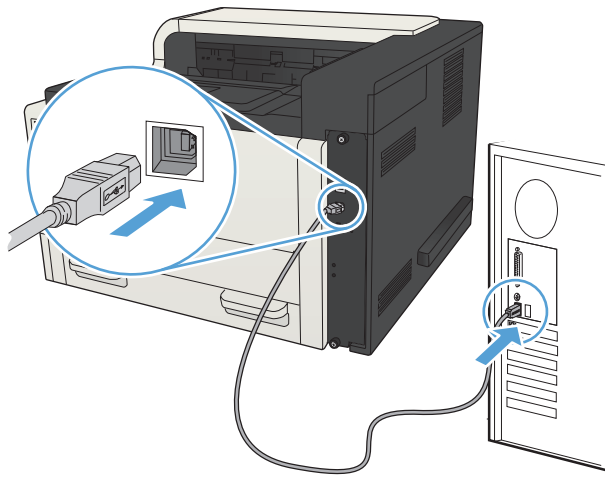
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 **NOTE:** When the product is connected with a USB cable, the software installation process requires that the product is turned on and in the Ready state. Configure the following setting so the product wakes from Sleep mode during the software installation process and whenever it receives a print job:

---

- a. On the product control panel, press the Home  button.
  - b. Open the following menus:
    - **Administration**
    - **General Settings**
    - **Energy Settings**
    - **Sleep Timer Settings**
    - **Wake/Auto On Events**
  - c. Highlight the **All events** option and press the **OK** button.
3. Install the software from the CD, and follow the on-screen instructions.
  4. When prompted, select the **Directly connect to this computer using USB cable** option, and then click the **Next** button.

5. When the software prompts you, connect the USB cable to the product and the computer.

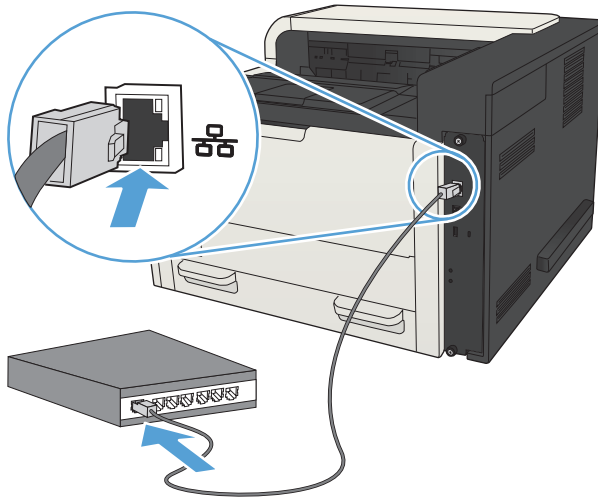



6. At the end of the installation, click the **Finish** button, or click the **More Options** button to install more software or configure basic digital sending features for the product.
7. Print a page from any program to make sure that the software is correctly installed.

# Connect the product to a network by using a network cable and install the software (Windows)


## Configure the IP address

1. Make sure the product is turned on and that the **Ready** message displays on the product control-panel display.
2. Connect the network cable to the product and to the network.



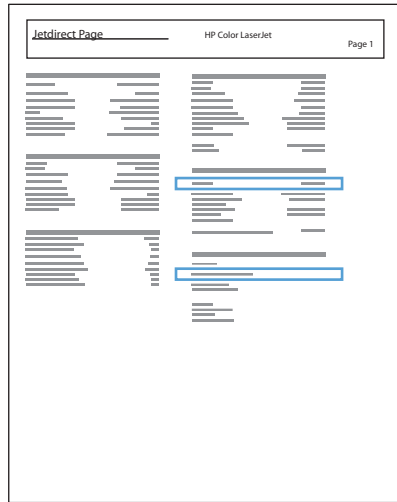
3. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
4. To identify the product IP address or host name, on the product control panel press the Home  button, open the **How to Connect** menu, and select the **Network Address** option.

You can also find the IP address or host name by printing a configuration page.

- a. On the product control panel, press the Home  button.
- b. Open the following menus:
  - **Administration**
  - **Reports**
  - **Configuration/Status Pages**
- c. Select the **Configuration Page** option.
- d. Scroll up to the **Print** option, and then press the **OK** button.



- e. Find the IP address on the Jetdirect page.



- 5. **IPv4:** If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. Otherwise, the network configuration was successful.  
**IPv6:** If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address.

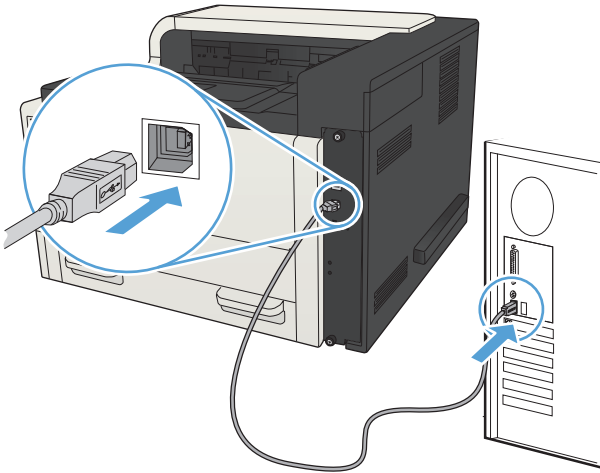
## Install the software

1. Close all programs on the computer.
2. Install the software from the CD.
3. Follow the on-screen instructions.
4. When prompted, select the **Connect through a wired network** option.
5. From the list of available products, select the one that has the correct IP address. If the product is not listed, manually enter the product's IP Address, Host Name, or Hardware Address.
6. At the end of the installation, click the **Finish** button, or click the **More Options** button to install more software or configure basic digital sending features for the product.
7. Print a page from any program to make sure that the software is correctly installed.

# Connect the product to a computer by using a USB cable and install the software (Mac OS X)


This product supports a USB 2.0 connection. Use an A-to-B type USB cable. HP recommends using a cable that is no longer than 2 m (6.5 ft).

1. Connect the USB cable to the product and the computer.




2. Verify the product is in the Ready state.

---

 **NOTE:** When the product is connected with a USB cable, the software installation process requires that the product is turned on and in the Ready state. Configure the following setting so the product wakes from Sleep mode during the software installation process and whenever it receives a print job:

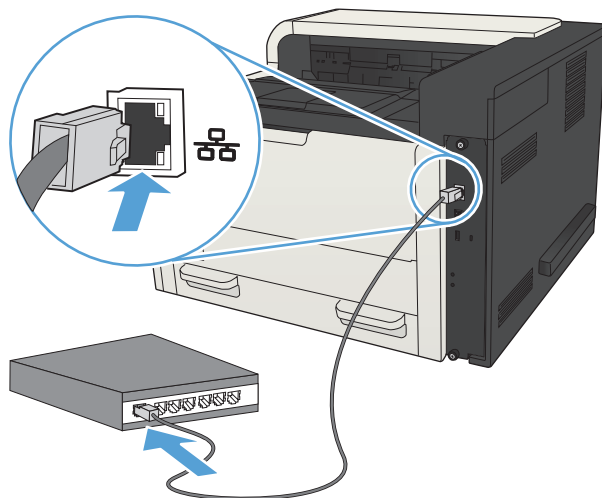
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- a. On the product control panel, press the Home  button.
  - b. Open the following menus:
    - **Administration**
    - **General Settings**
    - **Energy Settings**
    - **Sleep Timer Settings**
    - **Wake/Auto On Events**
  - c. Highlight the **All events** option and press the **OK** button.
3. Install the software from the CD.
  4. Click the product icon, and follow the on-screen instructions.
  5. Click the **Close** button.
  6. Print a page from any program to make sure that the software is correctly installed.

# Connect the product to a network by using a network cable and install the software (Mac OS X)


## Configure the IP address

1. Make sure the product is turned on and that the **Ready** message displays on the product control-panel display.
2. Connect the network cable to the product and to the network.

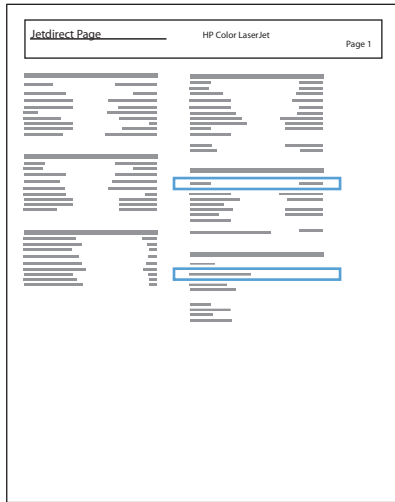


3. Wait for 60 seconds before continuing. During this time, the network recognizes the product and assigns an IP address or host name for the product.
4. To identify the product IP address or host name, on the product control panel press the Home  button, open the **How to Connect** menu, and select the **Network Address** option.

You can also find the IP address or host name by printing a configuration page.

- a. On the product control panel, press the Home  button.
- b. Open the following menus:
  - **Administration**
  - **Reports**
  - **Configuration/Status Pages**
- c. Select the **Configuration Page** option.
- d. Scroll up to the **Print** option, and then press the **OK** button.

- e. Find the IP address on the Jetdirect page.




5. **IPv4:** If the IP address is 0.0.0.0, or 192.0.0.192, or 169.254.x.x, you must manually configure the IP address. Otherwise, the network configuration was successful.  
**IPv6:** If the IP address begins with "fe80:", the product should be able to print. If not, you must manually configure the IP address.


## Install the software

1. Close all programs on the computer.
2. Install the software from the CD.
3. Click the product icon, and follow the on-screen instructions.
4. Click the **Close** button when the installation is complete.


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 **NOTE:** Complete the following steps *after* completing the printing-system software installation *only* if you did not add a printer when running the installer.

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5. At the computer, open the Apple  menu, click the **System Preferences** menu, and then click the **Print & Fax** icon (OS X v10.5 and 10.6) or the **Print & Scan** icon (OS X v10.7).
6. Click the plus symbol (+).
7. Use either Bonjour (default browser) or IP Printing for the network connection.

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 **NOTE:** Bonjour is the easiest and best method to use if the product is installed on your local network.

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IP Printing *must* be used to install the product on a different network.


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If you are using Bonjour, complete the following steps:

- a. Click the **Default Browser** tab.
- b. Select the product from the list. The software verifies that the product is connected to the network. The **Print Using** field is automatically populated with the correct PPD for the product.

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 **NOTE:** If you are on a network that has more than one product, print a configuration page and match the Bonjour Printer Name to the name on the list to identify the product that you are installing.

 **NOTE:** If the product does not appear in the list, verify that the product is on and connected to the network, then try turning the product off and then on again. If the product PPD is not in the **Print Using** drop-down list, turn the computer off and then on again, and then restart the setup process.

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- c. Click the **Add** button to complete the setup process.

If you are using the IP Printing method, complete the following steps:

- a. Click the **IP Printer** tab.
- b. Choose **HP Jet Direct – Socket** from the **Protocol** drop-down menu. This is the recommended setting for HP products.
- c. Type the IP address into the **Address** field on the add printer screen.
- d. The **Name**, **Location**, and **Print Using** information are automatically filled in. If the product PPD is not in the **Print Using** field, turn the computer off and then on again, and then restart the setup process.



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## 3 Input trays and output bins

- [Supported paper sizes](#)
- [Supported paper types](#)
- [Configure trays](#)
- [Alternative letterhead mode](#)
- [Tray 1](#)
- [Tray 2 and Tray 3](#)
- [500-sheet trays](#)
- [3,500-sheet high-capacity tray](#)
- [Use paper output options](#)

# Supported paper sizes



**NOTE:** To obtain the best results, select the correct paper size and type in the print driver before printing.

**Table 3-1 Supported paper sizes**

Size and dimensions	Tray 1	Tray 2	Tray 3	Optional 500-sheet trays	3,500-sheet high-capacity tray	Automatic duplex printing
Letter 279 x 216 mm (11 x 8.5 in)	✓	✓	✓	✓	✓	✓
Letter Rotated 216 x 279 mm (8.5 x 11 in)	✓	✓	✓	✓		✓
Legal 216 x 356 mm (8.5 x 14 in)	✓	✓	✓	✓		✓
Executive 267 x 184 mm (10.5 x 7.3 in)	✓	✓	✓	✓		✓
Statement 216 x 140 mm (8.5 x 5.5 in)	✓					
Oficio 8.5 x 13 216 x 330 mm (8.5 x 13 in)	✓	✓	✓	✓		✓
11 x 17 279 x 432 mm (11 x 17 in)	✓		✓	✓		✓
12 x 18 305 x 457 mm (12 x 18 in)	✓					
3 x 5 76 x 127 mm (3 x 5 in)	✓					
4 x 6 102 x 152 mm (4 x 6 in)	✓					
5 x 7 127 x 178 mm (5 x 7 in)	✓					
5 x 8 127 x 203 mm (5 x 8 in)	✓					
A3 297 x 420 mm (11.7 x 16.5 in)	✓		✓	✓		✓



**Table 3-1 Supported paper sizes (continued)**

Size and dimensions	Tray 1	Tray 2	Tray 3	Optional 500-sheet trays	3,500-sheet high-capacity tray	Automatic duplex printing
A4 297 x 210 mm (11.7 x 8.3 in)	✓	✓	✓	✓	✓	✓
A4 Rotated 210 x 297 mm (8.3 x 11.7 in)	✓	✓	✓	✓		✓
A5 210 x 148 mm (8.3 x 5.8 in)	✓	✓	✓	✓		✓
A6 105 x 148 mm (4.1 x 5.8 in)	✓					
RA3 305 x 430 mm (12 x 17 in)	✓					✓
RA4 215 x 305 mm (8.5 x 12.0 in)	✓	✓	✓	✓		✓
SRA4 225 x 320 mm (8.9 x 12 in)	✓	✓	✓	✓		✓
B4 (JIS) 257 x 364 mm (10.1 x 14.3 in)	✓	✓	✓	✓		✓
B5 (JIS) 257 x 182 mm (10.1 x 7.2 in)	✓	✓	✓	✓		✓
B6 (JIS) 128 x 182 mm (5.0 x 7.2 in)	✓					
10 x 15 cm 102 x 152 mm (4 x 6 in)	✓					
216 x 343 mm (8.5 x 14 in)	✓	✓	✓	✓		✓
Oficio 216 x 347 216 x 347 mm (8.5 x 13.7 in)	✓	✓	✓	✓		✓
8K 270 x 390 mm 270 x 390 mm (10.6 x 15.4 in)	✓		✓	✓		✓

**Table 3-1 Supported paper sizes (continued)**

<b>Size and dimensions</b>	<b>Tray 1</b>	<b>Tray 2</b>	<b>Tray 3</b>	<b>Optional 500-sheet trays</b>	<b>3,500-sheet high-capacity tray</b>	<b>Automatic duplex printing</b>
16K 195 x 270 mm 270 x 195 mm (10.6 x 7.7 in)	✓	✓	✓	✓		✓
8K 260 x 368 mm 260 x 368 mm (10.2 x 14.5 in)	✓		✓	✓		✓
16K 184 x 260 mm 260 x 184 mm (10.2 x 7.2 in)	✓	✓	✓	✓		✓
8K 273 x 394 mm 273 x 394 mm (10.8 x 16 in)	✓		✓	✓		✓
16K 197 x 273 mm 273 x 197 mm (10.8 x 7.8 in)	✓	✓	✓	✓		✓
Postcard (JIS) 100 x 148 mm (3.9 x 5.8 in)	✓					
D Postcard (JIS) 148 x 200 mm (5.8 x 7.9 in)	✓					
Envelope #9 98 x 225 mm (3.9 x 8.9 in)	✓					
Envelope #10 105 x 241 mm (4.1 x 9.5 in)	✓					
Envelope Monarch 98 x 191 mm (3.9 x 7.5 in)	✓					
Envelope B5 176 x 250 mm (6.9 x 9.8 in)	✓					
Envelope C5 162 x 229 mm (6.4 x 9.0 in)	✓					
Envelope C6 114 x 162 mm (4.5 x 6.4 in)	✓					
Envelope DL 110 x 220 mm (4.3 x 8.7 in)	✓					

**Table 3-1 Supported paper sizes (continued)**

Size and dimensions	Tray 1	Tray 2	Tray 3	Optional 500-sheet trays	3,500-sheet high-capacity tray	Automatic duplex printing
Custom  76 x 127 mm to 312 x 470 mm (3.0 x 5.0 in) to (12.3 x 18.5 in)  Banner printing from Tray 1: Length from 470 mm to 508 mm (18.5 in to 20 in)	✓					
Custom  148 x 210 mm to 364 x 297 mm (5.8 x 8.3 in) to (14.3 x 11.7 in)		✓				
Custom  148 x 210 mm to 432 x 297 mm (5.8 x 8.3 in) to (17 x 12.7 in)			✓	✓		✓

# Supported paper types

For a complete list of specific HP-brand paper that this product supports, go to [www.hp.com/support/lj700M712](http://www.hp.com/support/lj700M712).



**NOTE:** To obtain the best results, select the correct paper size and type in the print driver before printing.

**Table 3-2 Supported paper types**

Paper type	Tray 1	Tray 2 and Tray 3	Optional 500-sheet trays	3,500-sheet high-capacity tray	Automatic duplex printing
Plain	✓	✓	✓	✓	✓
HP EcoSMART Lite	✓	✓	✓	✓	✓
Light 60–74 g	✓	✓	✓	✓	✓
Intermediate 85–95 g	✓	✓	✓	✓	✓
Bond	✓	✓	✓	✓	✓
Recycled	✓	✓	✓	✓	✓
Mid-Weight 96–110 g	✓	✓	✓	✓	✓
Heavy 111–130 g	✓	✓	✓	✓	✓
Extra Heavy 131–175 g	✓				
Cardstock 176–220 g	✓				
Transparency	✓	✓	✓		
Labels	✓	✓	✓		
Letterhead	✓	✓	✓	✓	✓
Envelope	✓				
Heavy Envelope	✓				
Preprinted	✓	✓	✓	✓	✓
Prepunched	✓	✓	✓	✓	✓
Colored	✓	✓	✓	✓	✓
Rough	✓	✓	✓	✓	✓
Heavy Rough	✓				

# Configure trays

The product automatically prompts you to configure a tray for type and size in the following situations:

- When you load paper into the tray
- When you specify a particular tray or paper type for a print job through the print driver or a software program and the tray is not configured to match the print-job's settings



**NOTE:** The prompt does not display if you are printing from Tray 1, and Tray 1 is configured for the **Any Size** paper size and the **Any Type** paper type settings. In this situation, if the print job does not specify a tray, the product prints from Tray 1, even if the paper size and type settings in the print job do not match the paper loaded in Tray 1.

## Configure a tray when loading paper

1. Load paper in the tray. If you are using Tray 2 or Tray 3, close the tray.
2. The tray configuration message displays on the product control panel.
3. Do one of the following:
  - Press the **OK** button to accept the detected size and type.
  - To modify the paper size or type for the tray, select the **Modify** option, and then press the **OK** button.
    - a. Highlight the correct size, and then press the **OK** button.
    - b. Highlight the correct type, and then press the **OK** button.


## Configure a tray to match print job settings

1. In the software program, specify the source tray, the paper size, and the paper type.
2. Send the job to the product.

If the tray needs to be configured, a tray configuration message displays on the product control panel.
3. Load the tray with the specified type and size of paper, and then close the tray.
4. Do one of the following:
  - Press the **OK** button to accept the detected size and type.
  - To modify the paper size or type for the tray, select the **Modify** option, and then press the **OK** button.
    - a. Highlight the correct size, and then press the **OK** button.
    - b. Highlight the correct type, and then press the **OK** button.

## Configure a tray by using the control panel

You can also configure the trays for type and size without a prompt from the product.


1. On the product control panel, press the Home  button.
2. Open the **Trays** menu.
3. Highlight the paper size or type setting for the tray that you want to configure, and then press the **OK** button.
4. Highlight the paper size or paper type from the list of options, and then press the **OK** button.

# Alternative letterhead mode

Use the **Alternative Letterhead Mode** feature so that you can load letterhead or preprinted paper into the tray the same way for all print or copy jobs, whether you are printing or copying to one side of the sheet of paper or to both sides. When using this mode, load paper the same way you would for automatic duplex printing.

To use the feature, enable it by using the product control-panel menus. To use the feature with Windows, you also need to enable the feature in the print driver and configure the paper type in the print driver.

## Enable Alternative Letterhead Mode by using the product control-panel menus

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **Manage Trays**
  - **Alternative Letterhead Mode**
3. Select the **Enable** option, and press the **OK** button.

To print with Alternative Letterhead Mode for Windows, perform the following procedure for each print job.

## Print with Alternative Letterhead Mode (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Advanced** tab.
4. Expand the **Printer Features** list.
5. Open the **Alternative Letterhead Mode** drop-down list, and click the **On** option.
6. Click the **Apply** button.
7. Click the **Paper/Quality** tab.
8. From the **Paper type** drop-down list, click the **More...** option.
9. Expand the list of **Type is:** options.
10. Expand the list of **Other** options, and then click the **Letterhead** option. Click the **OK** button.
11. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

# Tray 1

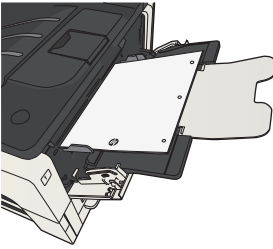
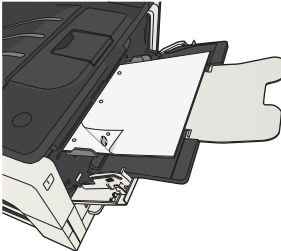
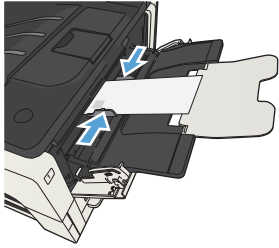
## Tray capacity and paper orientation

To prevent jams, do not overfill trays. Be sure the top of the stack is below the tray-full indicator. For short/narrow and heavy/glossy paper, load paper to less than half of the tray-full indicators.

**Table 3-3 Tray 1 capacity**

Paper type	Specifications	Quantity
Paper	Range:  60 g/m <sup>2</sup> (16 lb) to 199g/m <sup>2</sup> (53 lb)	Maximum stack height: 13 mm (0.5 in)  Up to 100 sheets of 60 to 120 g/m <sup>2</sup> (16 to 32 lb)  Fewer than 100 sheets of (120 to 199 g/m <sup>2</sup> ) (32 to 53 lb) paper
Envelopes	75 g/m <sup>2</sup> (20 lb) to 90 g/m <sup>2</sup> (24 lb)	Up to 10 envelopes
Labels	up to 0.23 mm (9 mils) thick	Maximum stack height: 13 mm (0.5 in)
Transparencies	0.10 to 0.13 mm (4 to 5 mils) thick	Maximum stack height: 13 mm (0.5 in)

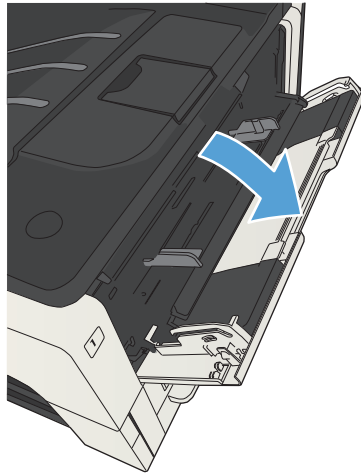
**Table 3-4 Tray 1 paper orientation**

Single-sided printing	Manual duplex printing and Alternative Letterhead Mode	Envelopes
Face-up Top edge leading into the product	Face-down Long edge leading into the product, top edge at the front of the product	Face-up Short, postage end leading into the product
		

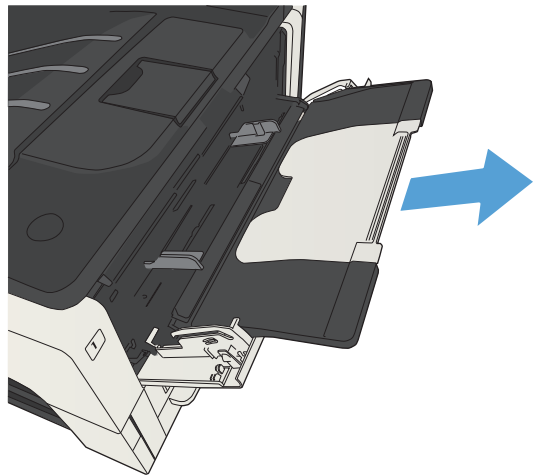


## Load Tray 1

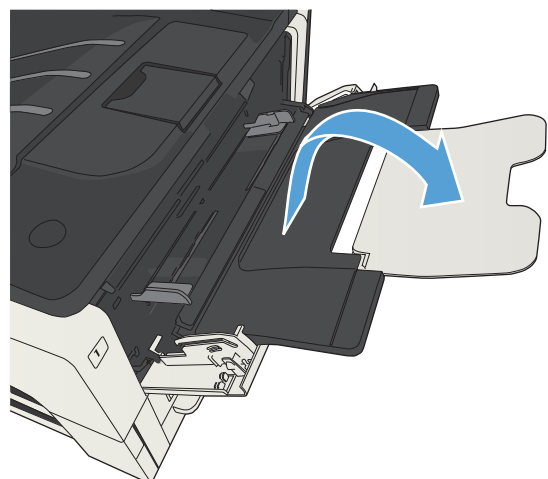
1. Open Tray 1.



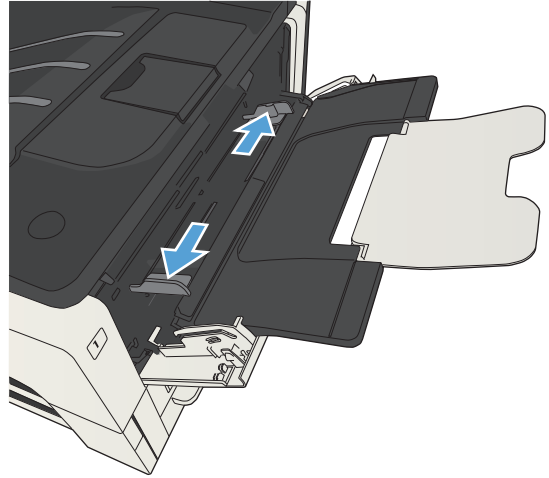
2. Pull out the paper support.



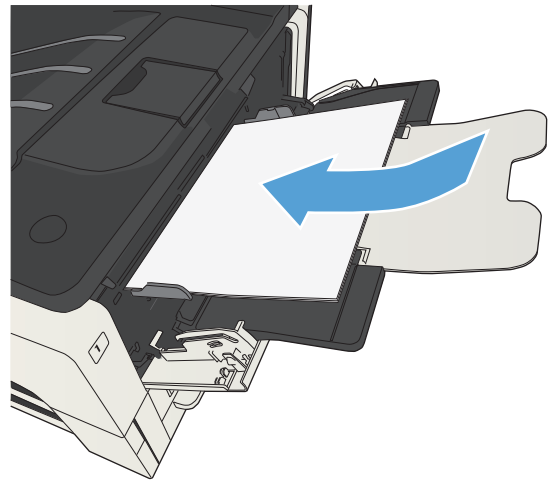
3. For paper larger than Letter or A4 size, fold out the extension.



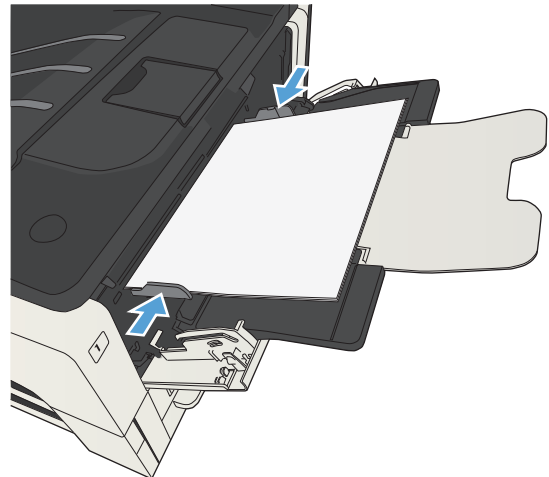
4. Slide the paper-width guides wider than the paper.



5. Load the paper into the tray. Make sure that the paper fits under the tabs and below the maximum-height indicators.



6. Adjust the paper-width guides so that they lightly touch the paper stack but do not bend the paper.



# Tray 2 and Tray 3

## Tray capacity and paper orientation

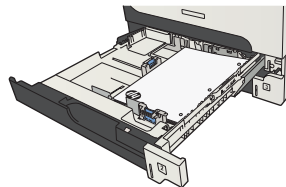
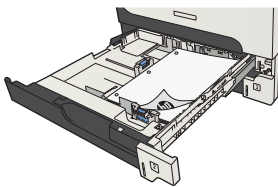
To prevent jams, do not overfill trays. Be sure the top of the stack is below the tray-full indicator. For short/narrow and heavy/glossy paper, load paper to less than half of the tray-full indicators.

**Table 3-5 Tray 2 and Tray 3 capacity**

Paper type	Specifications	Quantity
Paper	Range:  60 g/m <sup>2</sup> (16 lb) to 130 g/m <sup>2</sup> (35 lb)	Equivalent to 250 sheets of 75 g/m <sup>2</sup> (20 lb)

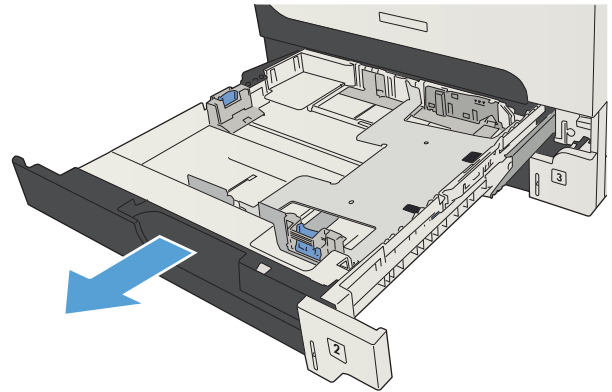
**Table 3-6 Tray 2 and Tray 3 paper orientation**

Single-sided printing	Automatic duplex printing and Alternative Letterhead Mode	Envelopes
Face-down  Top edge at the front of the tray	Face-up  Bottom edge at the front of the tray	Print envelopes only from Tray 1.

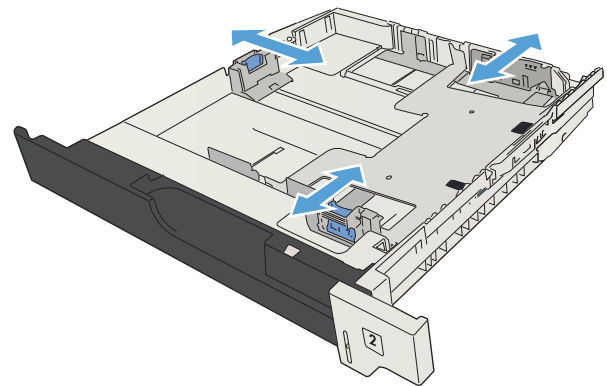


## Load Tray 2 and Tray 3

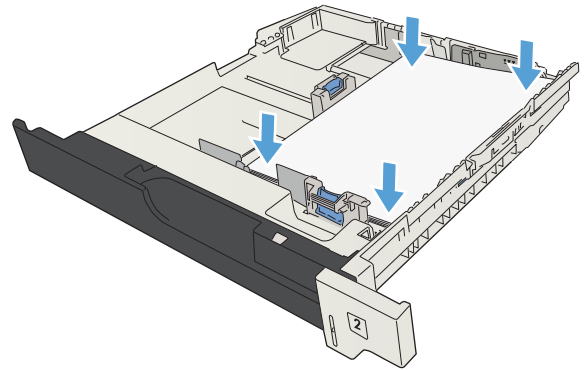
1. Open the tray.



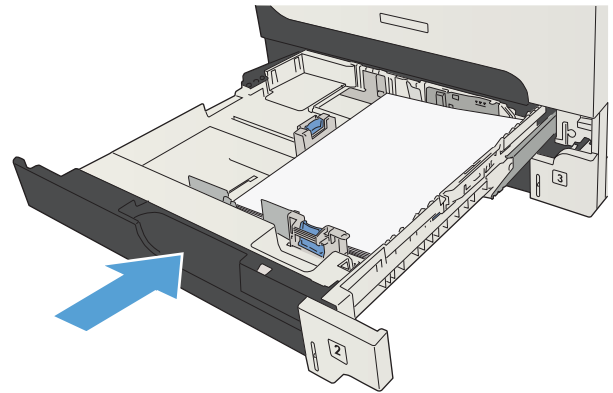
2. Adjust the paper-guides to the correct paper size.



3. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



4. Close the tray.



# 500-sheet trays

## 500-sheet tray capacity and paper orientation

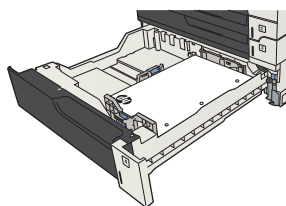
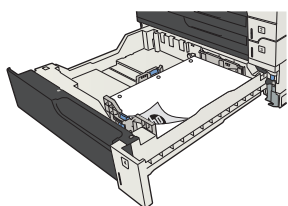
To prevent jams, do not overfill trays. Be sure the top of the stack is below the tray-full indicator. For short/narrow and heavy/glossy paper, load paper to less than half of the tray-full indicators.

**Table 3-7 500-sheet tray capacity**

Paper type	Specifications	Quantity
Paper	Range: 60 g/m <sup>2</sup> (16 lb) to 130 g/m <sup>2</sup> (35 lb)	Equivalent to 500 sheets of 75 g/m <sup>2</sup> (20 lb)

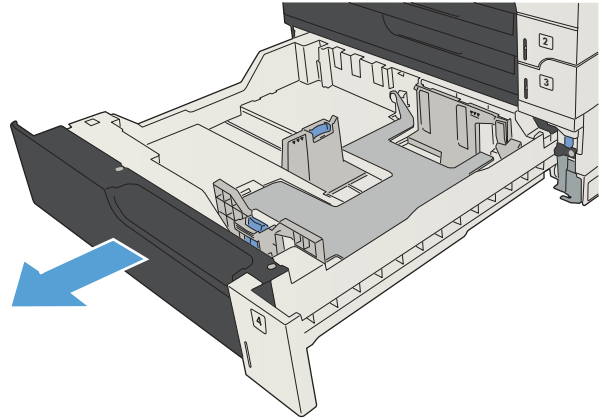
**Table 3-8 500-sheet tray paper orientation**

Single-sided printing	Automatic duplex printing and Alternative Letterhead Mode	Envelopes
Face-down Top edge at the front of the tray	Face-up Bottom edge at the front of the tray	Print envelopes only from Tray 1.

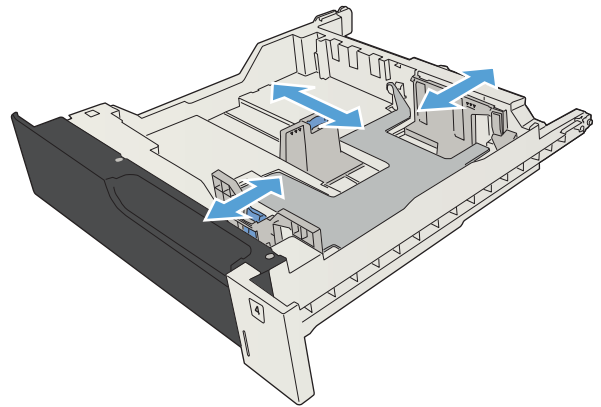


## Load the 500-sheet trays

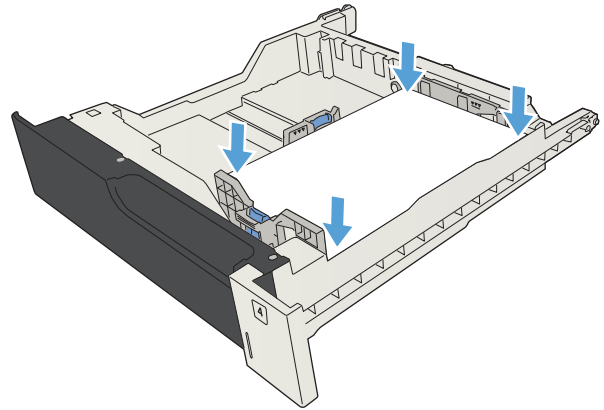
1. Open the tray.



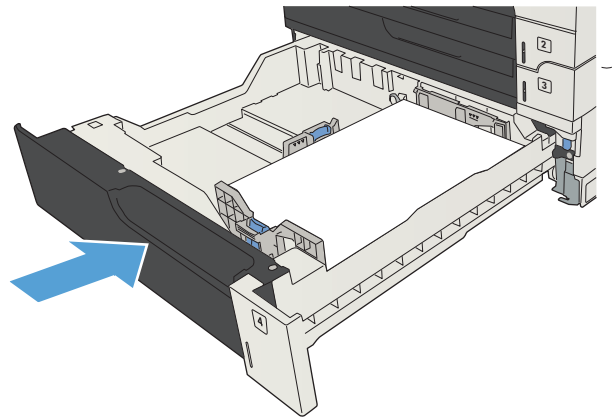
2. Adjust the paper-size guides to the correct paper size.



3. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



4. Close the tray.





# 3,500-sheet high-capacity tray

## 3,500-sheet high-capacity input capacity and paper orientation

To prevent jams, do not overfill trays. Be sure the top of the stack is below the tray-full indicator. For short/narrow and heavy/glossy paper, load paper to less than half of the tray-full indicators.

**Table 3-9 3,500-sheet high-capacity input tray capacity**

Paper type	Specifications	Quantity
Paper	Range: 60 g/m <sup>2</sup> (16 lb) to 130 g/m <sup>2</sup> (35 lb)	Equivalent to 3,500 sheets of 75 g/m <sup>2</sup> (20 lb)

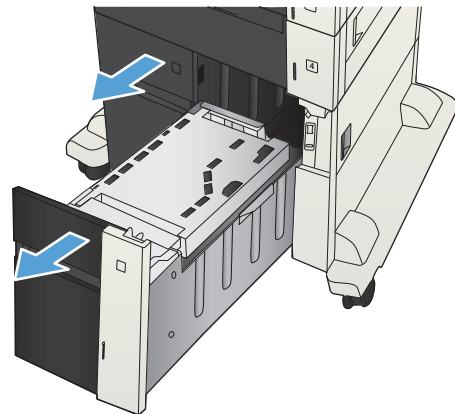
**Table 3-10 3,500-sheet high-capacity input tray paper orientation**

Single-sided printing	Automatic duplex printing and Alternative Letterhead Mode	Envelopes
Face-up	Face-down	Print envelopes only from Tray 1.
Top edge at the back of the tray	Top edge at the back of the tray	

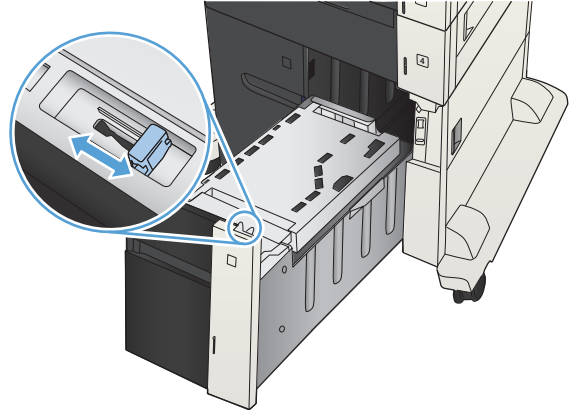
## Load the 3,500-sheet high-capacity tray

The 3,500-sheet high-capacity tray supports only A4 and Letter-size paper.

1. Open the right and left sides of the tray.

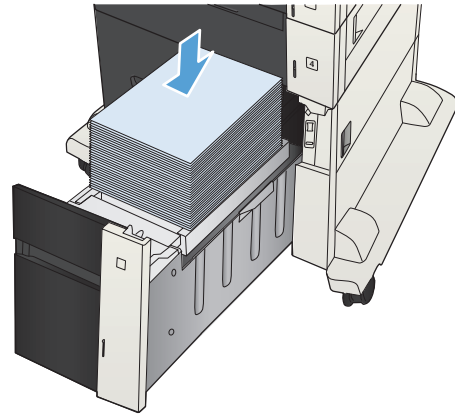


2. On each side, adjust the paper-size lever to the correct position for the paper you are using.

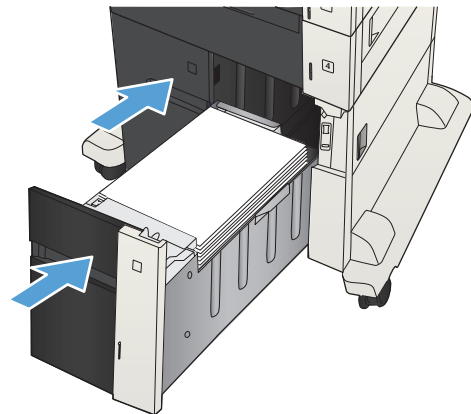


3. Load full reams of paper into each side of the tray. The right side holds 1,500 sheets of paper. The left side holds 2,000 sheets of paper.

**NOTE:** For best results, load full reams of paper. Avoid dividing reams into smaller sections.



4. Close the right and left sides of the tray.



# Use paper output options

## Output bin

The standard output bin collects paper face-down, in the correct order.

The standard output bin holds up to 250 sheets of 75 g/m<sup>2</sup> (20 lb) paper.



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## 4 Parts, supplies, and accessories

- [Order parts, accessories, and supplies](#)
- [HP policy on non-HP supplies](#)
- [HP anticounterfeit Web site](#)
- [Print when a toner cartridge is at estimated end of life](#)
- [Enable or disable the Very Low Settings options from the control panel](#)
- [Customer self-repair parts](#)
- [Accessories](#)
- [Toner cartridge](#)

# Order parts, accessories, and supplies

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Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using HP software	The HP Embedded Web Server contains a link to the HP SureSupply Web site, which provides options for purchasing Original HP supplies.

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## HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

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 **NOTE:** For HP printer products, the use of a non-HP toner cartridge or a refilled toner cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if product failure or damage is attributable to the use of a non-HP toner cartridge or refilled toner cartridge, HP will charge its standard time and materials charges to service the product for the particular failure or damage.

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## HP anticounterfeit Web site

Go to [www.hp.com/go/anticounterfeit](http://www.hp.com/go/anticounterfeit) when you install an HP toner cartridge and the control-panel message says the cartridge is non-HP. HP will help determine if the cartridge is genuine and take steps to resolve the problem.

Your toner cartridge might not be a genuine HP toner cartridge if you notice the following:

- The supplies status page indicates that a non-HP supply is installed.
- You are experiencing a high number of problems with the cartridge.
- The cartridge does not look like it usually does (for example, the packaging differs from HP packaging).



# Print when a toner cartridge is at estimated end of life

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**<Supply> Low**

This message displays when a supply is nearing the estimated end of its useful life.

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**<Supply> Very Low**

This message displays when a supply is at its estimated end of useful life. Print-quality problems can occur when using a supply that is at its estimated end of life.


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# Enable or disable the Very Low Settings options from the control panel

You can enable or disable the default settings at any time, and you do not have to re-enable them when you install a new cartridge.

1. From the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **Manage Supplies**
  - **Supply Settings**
3. Open one of the following options:
  - **Black Cartridge**
  - **Maintenance Kit**
4. Select the **Very Low Settings** option.
5. Select one of the following options:
  - Select the **Stop** option to set the product to stop printing (including printing faxes) until you replace the cartridge.
  - Select the **Prompt to continue** option to set the product to stop printing (including printing faxes) and prompt you to replace the cartridge. You can acknowledge the prompt and continue printing.
  - Select the **Continue** option to set the product to alert you that the cartridge is very low but to continue printing.

---

 **NOTE:** Using the **Continue** setting allows printing beyond Very Low without customer interaction and can result in unsatisfactory print quality.

---

If you select the **Stop** or **Prompt to continue** option, the product stops printing when it reaches the Very Low threshold. When you replace the cartridge, the product automatically resumes printing.

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

The product can print faxes without interruption when it passes the Very Low threshold if you select the **Continue** option for color and black cartridges, but print quality might degrade.

Once an HP supply has reached Very Low, HP's premium Protection Warranty on that supply has ended.

# Customer self-repair parts

The following customer self-repair parts are available for the product.

- 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.

 **NOTE:** For more information, go to [www.hp.com/go/customerselfrepair/lj700M712](http://www.hp.com/go/customerselfrepair/lj700M712).

**Table 4-1 Customer self-repair parts**

Item	Description	Self-replacement options	Part number
Hard disk drive kit	Replacement 320 GB HP High-Performance Secure Hard Disk	Optional	CF235-67901
	Replacement 320 GB HP High-Performance Secure Hard Disk (Government option)	Optional	CF235-67920
Formatter assembly kit	Replacement formatter assembly kit	Mandatory	CF235-67902
	Replacement formatter assembly kit—China	Mandatory	CF235-67903
Solid-state memory (SSM) module	Replacement memory module, 16 GB	Optional	CF235-67904
DIMM memory	Replacement 512 MB DIMM memory	Mandatory	CF235-67919
Tray 1 pickup roller/separation pad kit	Replacement pickup roller and separation pad for Tray 1	Optional	CF235-67906
Tray 2 and Tray 3 pickup roller/separation pad kit	Replacement pickup roller and separation pad for Tray 2 or Tray 3	Optional	CF235-67909
Tray 2 assembly kit	Replacement for Tray 2	Mandatory	CF235-67911
Tray 3 assembly kit	Replacement for Tray 3	Mandatory	CF235-67912
1x500-sheet feeder	Replacement 1x500-sheet feeder	Mandatory	CF235-67914
Tray 3, 4, 5, and 6 roller kit	Replacement pickup, feed, and separation rollers for Trays 3, 4, 5, and 6	Mandatory	CE710-69008
Tray 4, 5, or 6 assembly kit	Tray assembly	Mandatory	CF235-67917
1x500-sheet feeder with stand kit	Optional 500-sheet feeder with stand	Mandatory	CF235-67915
3x500-sheet feeder with stand kit	Optional 3x500-sheet feeder with stand	Mandatory	CF235-67916
3,500-sheet high-capacity input feeder with stand kit	Optional 3,500-sheet high-capacity input feeder with stand	Mandatory	CF235-67918
3,500-sheet high-capacity input feeder left tray assembly	Left tray for the 3,500-sheet high-capacity input feeder	Mandatory	CF235-60103

**Table 4-1 Customer self-repair parts (continued)**

Item	Description	Self-replacement options	Part number
3,500-sheet high-capacity input feeder right tray assembly	Right tray for the 3,500-sheet high-capacity input feeder	Mandatory	CF235-60104
3,500-sheet tray roller kit	Replacement pickup, feed, and separation rollers for the 3,500-sheet high-capacity input feeder	Mandatory	5851-5011
Transfer-roller kit	Replacement transfer roller	Mandatory	CF235-67910
Duplexer kit	Optional duplexer kit	Mandatory	CF235-67913
Fuser assembly kit (110V)	Replacement 110V fuser assembly kit	Mandatory	CF235-67921
Fuser assembly kit (220V)	Replacement 220V fuser assembly kit	Mandatory	CF235-67922
Maintenance kit (110V)	Product maintenance kit <ul style="list-style-type: none"> <li>• 110-Volt fuser</li> <li>• Transfer roller</li> <li>• Tray 1 pickup roller and separation pad</li> <li>• Tray 2 and 3 pickup and feed rollers</li> <li>• Tray 2 and 3 separation pads</li> </ul>	Mandatory	CF235-67907
Maintenance kit (220V)	Product maintenance kit <ul style="list-style-type: none"> <li>• 220-Volt fuser</li> <li>• Transfer roller</li> <li>• Tray 1 pickup roller and separation pad</li> <li>• Tray 2 and 3 pickup and feed rollers</li> <li>• Tray 2 and 3 separation pads</li> </ul>	Mandatory	CF235-67908
Trays 3, 4, 5, and 6 label kit	Replacement labels for Trays 3, 4, 5, and 6	Mandatory	CE707-00001
Toner cartridge	Standard capacity	Mandatory	CF214-67901
	High capacity	Mandatory	CF214-67902
Power cable 220V – 10A	Replacement cable – China	Mandatory	8121-0943
Power cable 110V – 13A	Replacement cable – Taiwan	Mandatory	8121-0964
Power cable 220V – 10A	Replacement cable – Korea, EU generic	Mandatory	8121-0731
Power cable 110V – 12A	Replacement cable – Japan	Mandatory	8121-1143
Power cable 220V – 6A	Replacement cable – India	Mandatory	8121-0564

**Table 4-1 Customer self-repair parts (continued)**

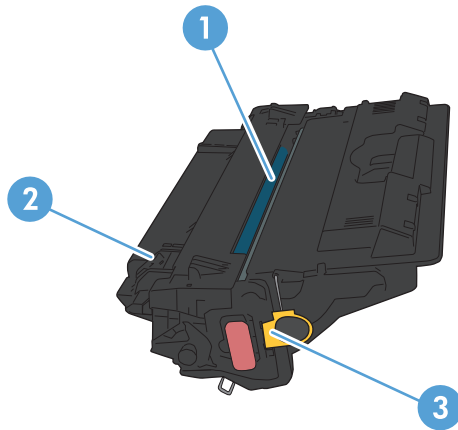
<b>Item</b>	<b>Description</b>	<b>Self-replacement options</b>	<b>Part number</b>
Power cable 220V – 10A	Replacement cable – UK/Asia Pacific	Mandatory	8121-0739
Power cable 220V – 10A	Replacement cable – Australia/New Zealand	Mandatory	8121-0837
Power cable 220V – 10A	Replacement cable – Israel	Mandatory	8121-1004
Power cable 220V – 10A	Replacement cable – Denmark	Mandatory	8121-0733
Power cable 220V – 10A	Replacement cable – South Africa	Mandatory	8121-0737
Power cable 220V – 10A	Replacement cable – Switzerland	Mandatory	8121-0738
Power cable 110V – 10A Brazil	Replacement cable – Brazil	Mandatory	8121-1071
Power cable 220V – 10A Argentina	Replacement cable – Argentina	Mandatory	8121-0729
Power cable 110V – 13A North America	Replacement cable – North America	Mandatory	8121-0740
Power cable 220V – 10A South America/Chile/Peru	Replacement cable – South America/Chile/Peru	Mandatory	8121-0735
Power cable 220V / 110V – Thailand/Philippines	Replacement cable – Thailand/Philippines	Mandatory	8121-0734

# Accessories

<b>Item</b>	<b>Description</b>	<b>Part number</b>
500-sheet tray and feeder unit	Optional tray to increase paper capacity	CF239A
1x500-sheet feeder, cabinet, and stand	Optional tray to increase paper capacity	CF243A
3x500-sheet feeder and stand	Optional tray to increase paper capacity	CF242A
3,500-sheet high-capacity input and stand	Optional tray to increase paper capacity	CF245A
Duplex printing assembly	Optional accessory to print on both sides of the paper	CF240A
HP Jetdirect print servers	HP Jetdirect ew2500 Wireless Print Server	J8021A
	HP Jetdirect 2700w USB Wireless Print Server	J8026A
USB cable	Standard USB-compatible device connector, 2 m (6.5 ft)	C6518A
DIMM memory	Optional 512 MB DIMM memory	CE483A

# Toner cartridge

## Toner-cartridge view



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1 Imaging drum

**CAUTION:** Do not touch the shutter or the surface of the roller. Doing so can damage the cartridge.

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2 Memory chip

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3 Pull-tab for the sealing tape

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## Toner-cartridge information

Capacity	Cartridge number	Part number
Standard-capacity replacement black toner cartridge	14A	CF214A
High-capacity replacement black toner cartridge	14X	CF214X

For more information about supplies, go to [www.hp.com/go/learnaboutesupplies](http://www.hp.com/go/learnaboutesupplies).


The information contained herein is subject to change without notice. For the latest supplies information go to [www.hp.com/go/lj700M712\\_manuals](http://www.hp.com/go/lj700M712_manuals).

## Recycle the toner cartridge

To recycle a genuine HP toner cartridge, place the used cartridge in the box in which the new cartridge arrived. Use the enclosed return label to send the used supply to HP for recycling. For complete information, see the recycling guide that is included with each new HP supply item.


## Toner-cartridge storage

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

 **CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

## HP policy on non-HP toner cartridges

Hewlett-Packard Company cannot recommend the use of non-HP toner cartridges, either new or remanufactured.

 **NOTE:** Any damage caused by a non-HP toner cartridge is not covered under the HP warranty and service agreements.

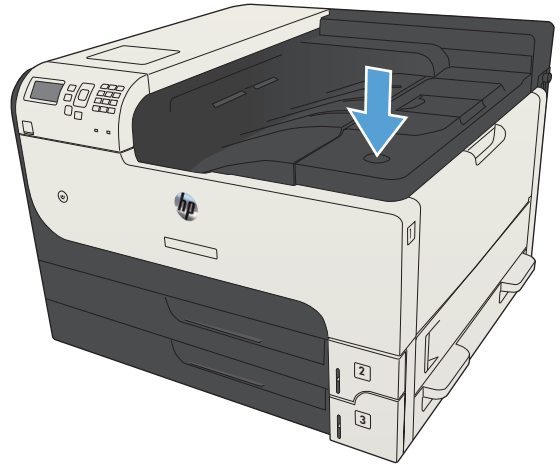


## Replace the toner cartridge

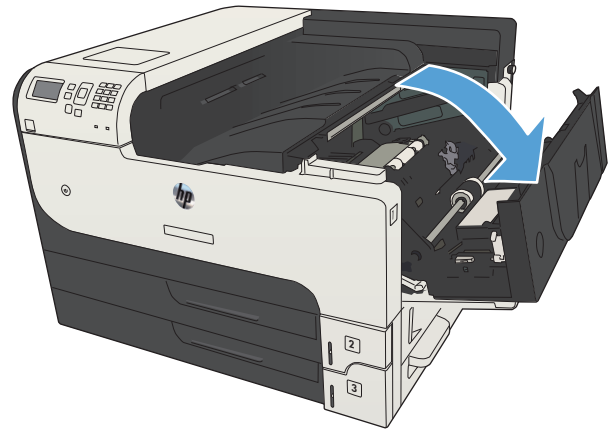
**CAUTION:** If toner gets on clothing, wipe it off with a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

**NOTE:** Information about recycling used toner cartridges is on the toner-cartridge box.

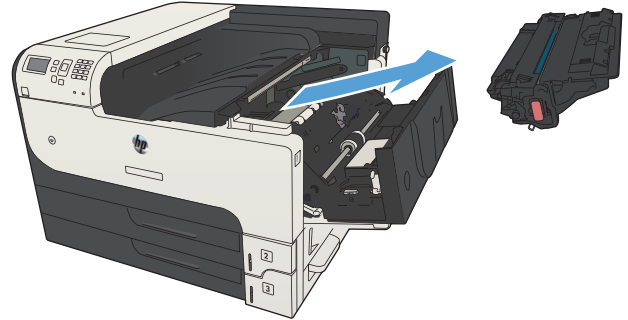
1. Press the cartridge-door-release button.



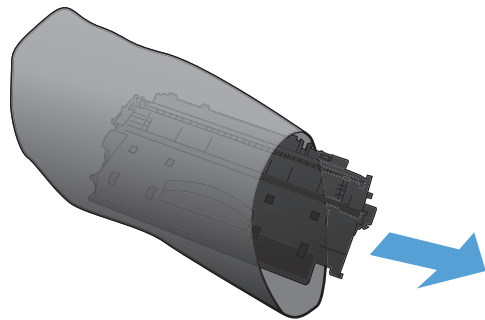
2. Open the cartridge door.



3. Remove the used toner cartridge from the product.

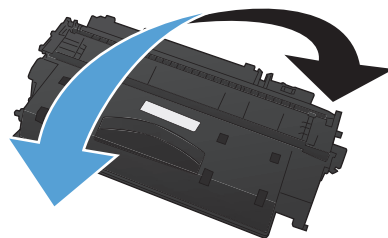


4. Remove the new toner cartridge from the bag. Place the used toner cartridge in the bag for recycling.

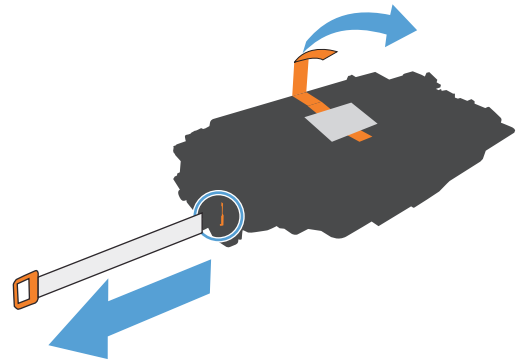


5. Grasp the front and back of the toner cartridge, and distribute the toner by gently rocking the toner cartridge five or six times.

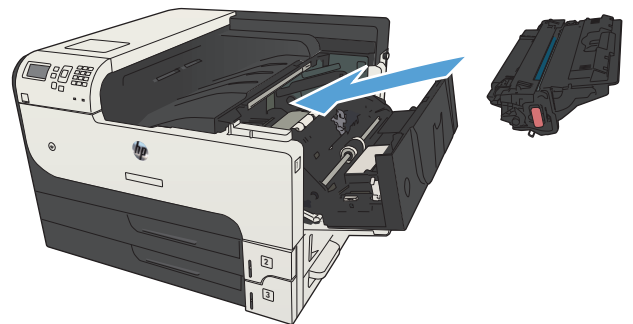
**CAUTION:** Do not touch the shutter or the surface of the roller.



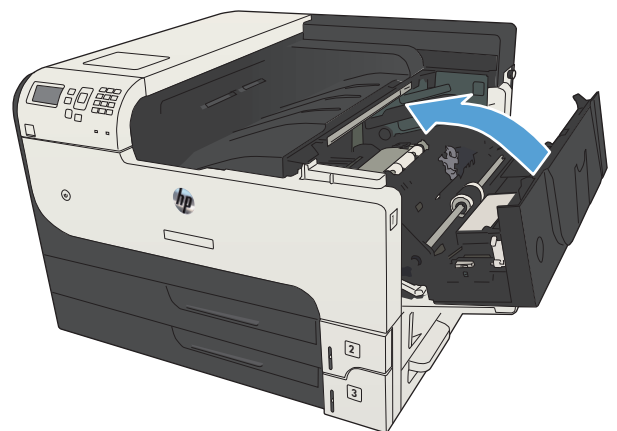
6. Remove the shipping tape from the new toner cartridge. Recycle the tape with the used toner cartridge.



7. Align the toner cartridge with the tracks inside the product, and insert the toner cartridge until it is firmly seated.



8. Close the cartridge door. After a short time, the control panel should display the **Ready** message.





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# 5 Print

- [Supported print drivers \(Windows\)](#)
- [Change print-job settings \(Windows\)](#)
- [Change print-job settings \(Mac OS X\)](#)
- [Print tasks \(Windows\)](#)
- [Print tasks \(Mac OS X\)](#)
- [Additional print tasks \(Windows\)](#)
- [Additional print tasks \(Mac OS X\)](#)
- [Store print jobs on the product](#)
- [Add a job-separator page \(Windows\)](#)
- [Use HP ePrint](#)
- [Use the HP ePrint Mobile Driver](#)
- [Use Apple AirPrint](#)
- [Use HP Smart Print \(Windows\)](#)
- [Use easy-access USB printing](#)

# Supported print drivers (Windows)

Print drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). The following print drivers are available at [www.hp.com/go/lj700M712\\_software](http://www.hp.com/go/lj700M712_software).

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**HP PCL 6 driver**

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

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**HP UPD PS driver**

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
- Provides support for printing from postscript emulation needs, or for postscript flash font support

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**HP UPD PCL 5**

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

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**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
- 

## HP Universal Print Driver (UPD)

The HP Universal Print Driver (UPD) for Windows is a single print driver that gives you instant access to virtually any HP LaserJet product, from any location, without downloading separate drivers. It is built on

proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time.

The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually.

For more information, go to [www.hp.com/go/upd](http://www.hp.com/go/upd).

## UPD installation modes

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Traditional mode	<ul style="list-style-type: none"><li>• To use this mode, download UPD from the Internet. Go to <a href="http://www.hp.com/go/upd">www.hp.com/go/upd</a>.</li><li>• Use this mode if you are installing the driver for a single computer.</li><li>• It operates with a specific product.</li><li>• If you use this mode, you must install UPD separately for each computer and for each product.</li></ul>
Dynamic mode	<ul style="list-style-type: none"><li>• To use this mode, download UPD from the Internet. Go to <a href="http://www.hp.com/go/upd">www.hp.com/go/upd</a>.</li><li>• Dynamic mode allows you to use a single driver installation, so you can discover and print to HP products in any location.</li><li>• Use this mode if you are installing UPD for a workgroup.</li></ul>

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# Change print-job settings (Windows)

## Change the settings for all print jobs until the software program is closed

The steps can vary; this procedure is most common.

1. From the software program, select the **Print** option.
2. Select the product, and then click **Properties** or **Preferences**.

## Change the default settings for all print jobs

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

**Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view):** Click **Start**, click **Settings**, and then click **Printers**.

**Windows Vista:** Click the Windows icon in the lower-left corner of the screen, click **Control Panel**, and then click **Printers**.

**Windows 7:** Click the Windows icon in the lower-left corner of the screen, and then click **Devices and Printers**.

2. Right-click the print-driver icon, and then select **Printing Preferences**.

## Change the product configuration settings

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

**Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view):** Click **Start**, click **Settings**, and then click **Printers**.

**Windows Vista:** Click the Windows icon in the lower-left corner of the screen, click **Control Panel**, and then click **Printers**.

**Windows 7:** Click the Windows icon in the lower-left corner of the screen, and then click **Devices and Printers**.

2. Right-click the print-driver icon, and then select **Properties** or **Printer properties**.
3. Click the **Device Settings** tab.



# Change print-job settings (Mac OS X)

## Change the settings for all print jobs until the software program is closed


1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then open a menu for which you want to change the print settings.
4. For each menu, select the print settings that you want to change.
5. Change the settings that you want on the various menus.

## Change the default settings for all print jobs

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then open a menu for which you want to change the print settings.
4. For each menu, select the print settings that you want to save for reuse.
5. In the **Presets** menu, click the **Save As...** option, and enter a name for the preset.
6. Click the **OK** button.

These settings are saved in the **Presets** menu. To use the new settings, you must select the saved preset option every time you open a program and print.

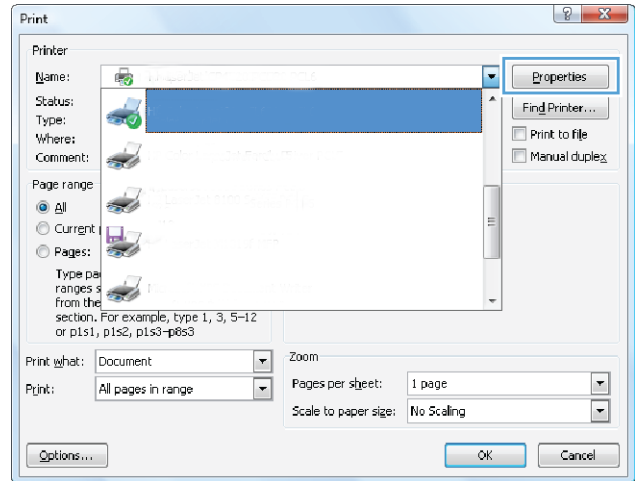
## Change the product configuration settings

1. At the computer, open the Apple  menu, click the **System Preferences** menu, and then click the **Print & Fax** icon (OS X v10.5 and 10.6) or the **Print & Scan** icon (OS X v10.7).
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.
4. Click the **Driver** tab.
5. Configure the installed options.

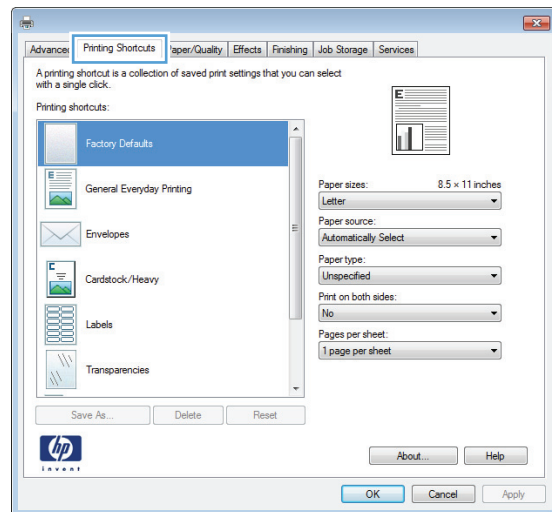
# Print tasks (Windows)

## Use a printing shortcut (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.

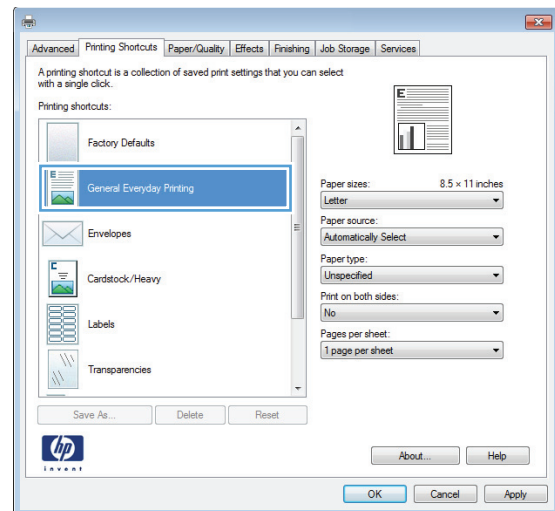


3. Click the **Printing Shortcuts** tab.

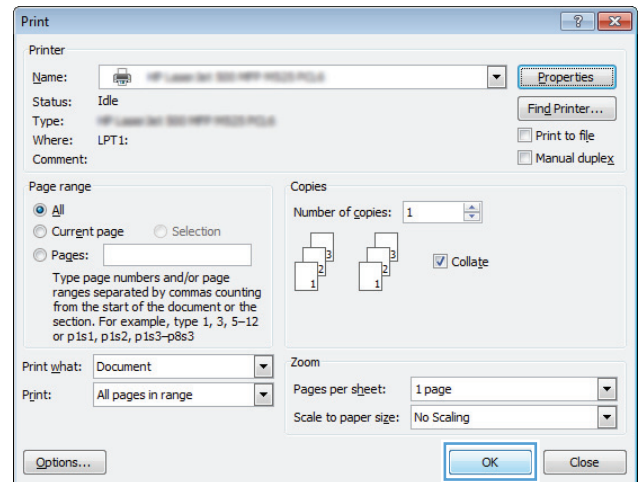


4. Select one of the shortcuts. Click the **OK** button to close the **Document Properties** dialog box.

**NOTE:** When you select a shortcut, the corresponding settings change on the other tabs in the print driver.

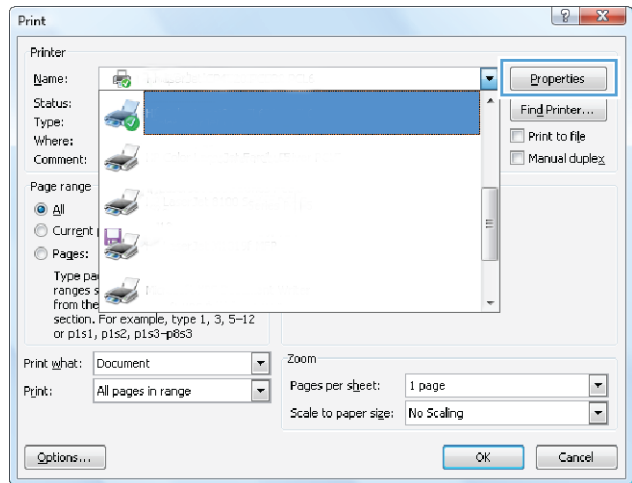


5. In the **Print** dialog box, click the **OK** button to print the job.

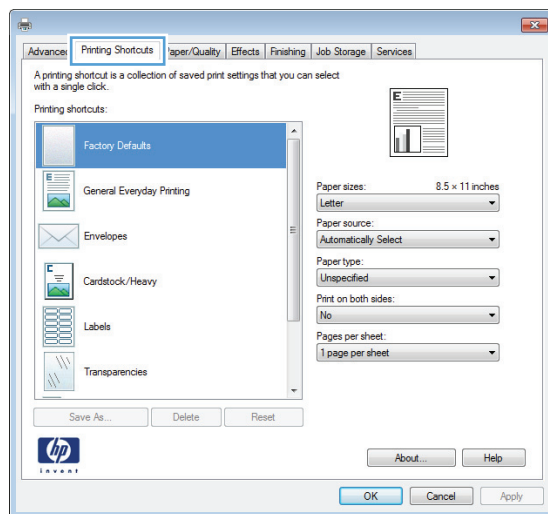


## Create printing shortcuts (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.

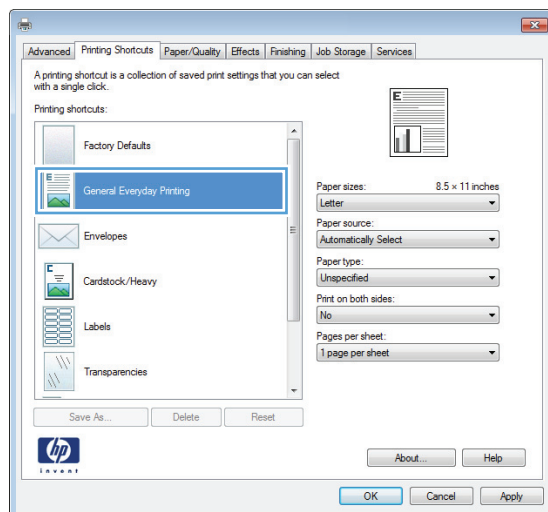


3. Click the **Printing Shortcuts** tab.

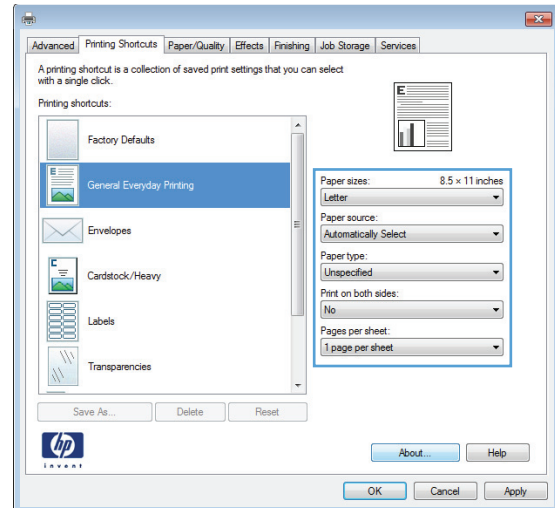


4. Select an existing shortcut as a base.

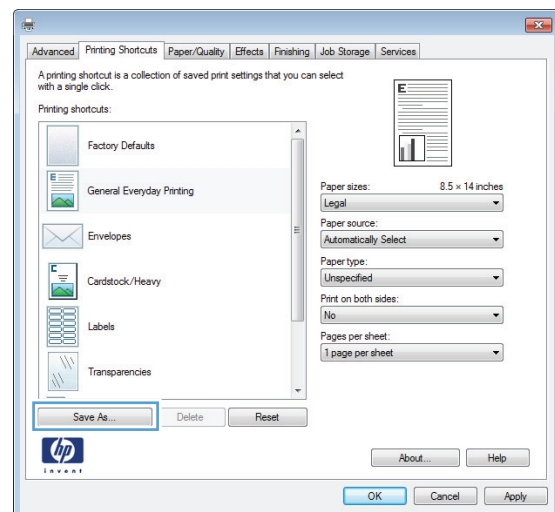
**NOTE:** Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, all your adjustments are lost.



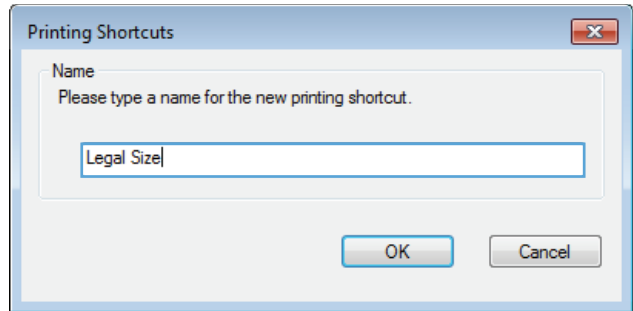
5. Select the print options for the new shortcut.



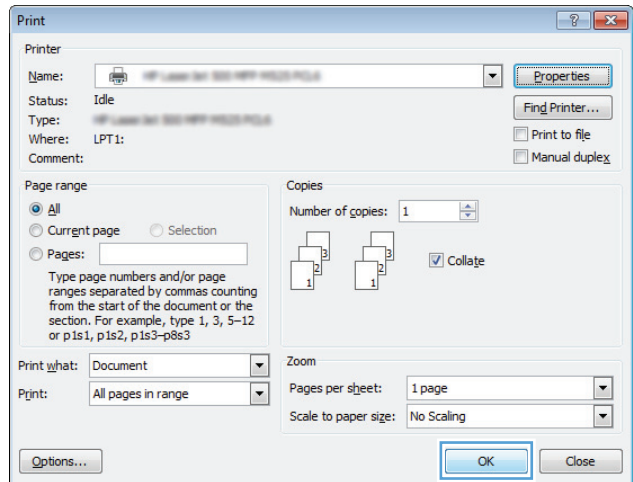
6. Click the **Save As** button.



7. Enter a name for the shortcut, and then click the **OK** button.

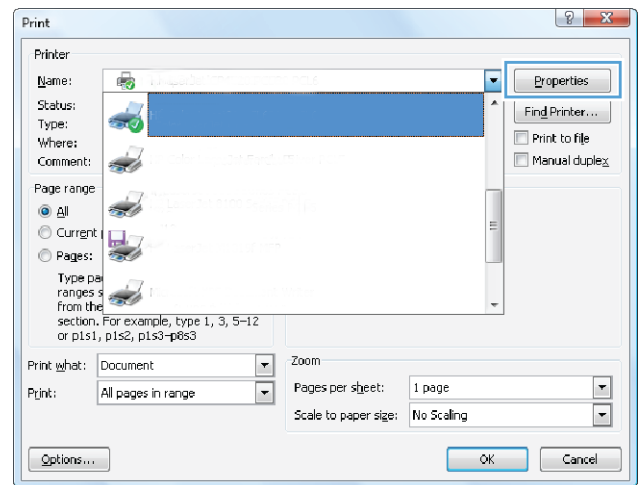


8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

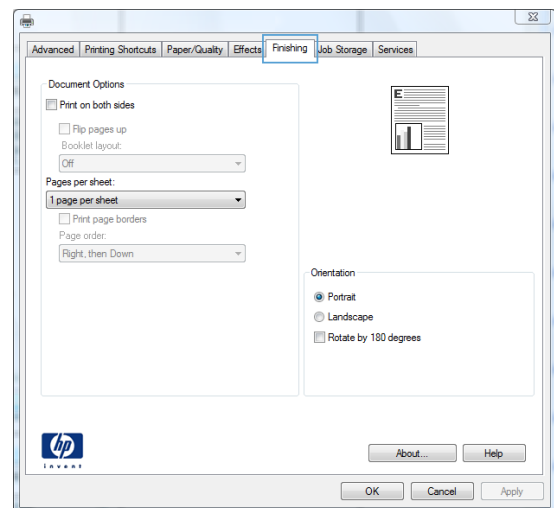


## Automatically print on both sides (Windows)

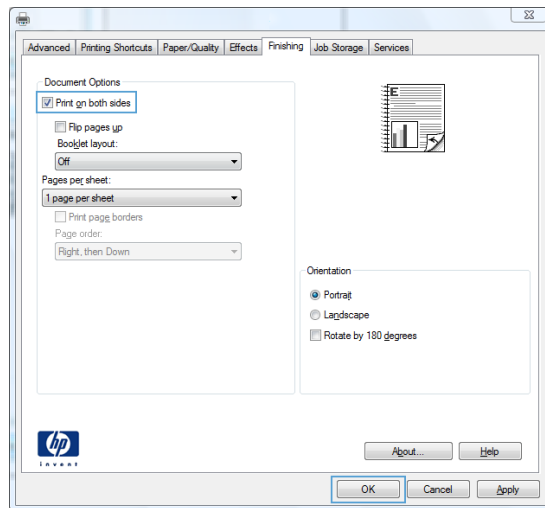
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



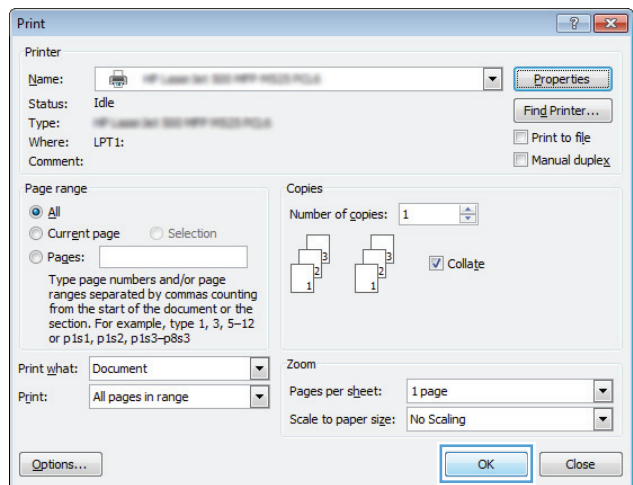
3. Click the **Finishing** tab.



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



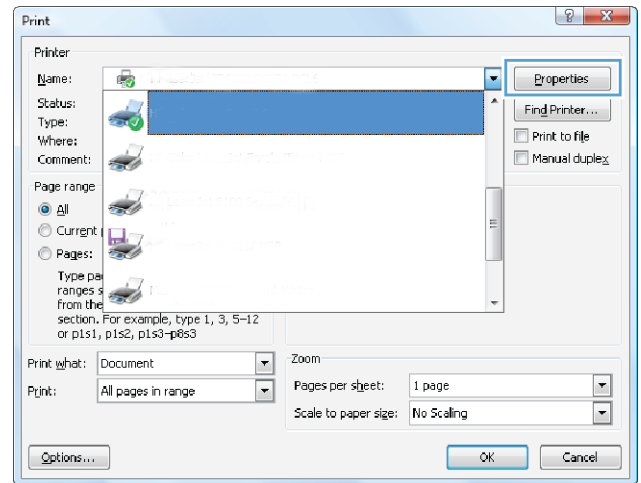
5. In the **Print** dialog box, click the **OK** button to print the job.



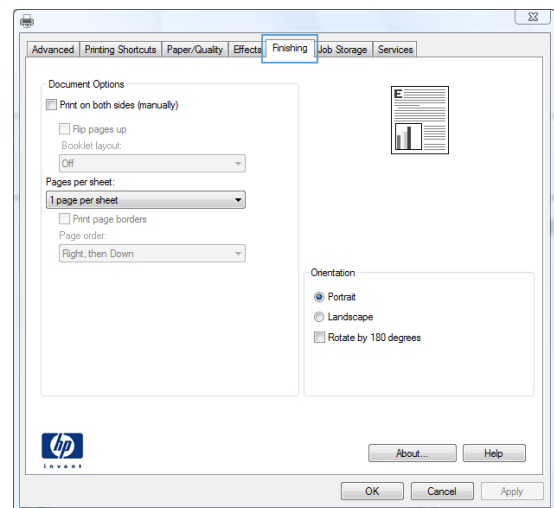


## Manually print on both sides (Windows)

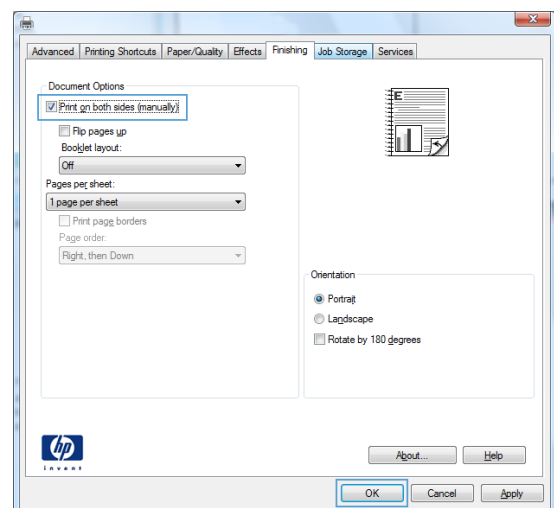
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



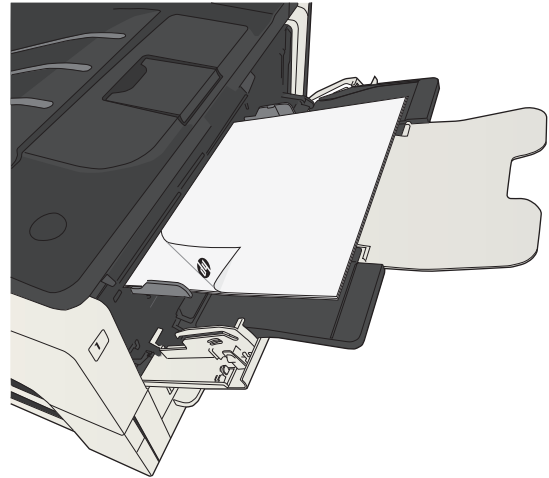
3. Click the **Finishing** tab.



4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.



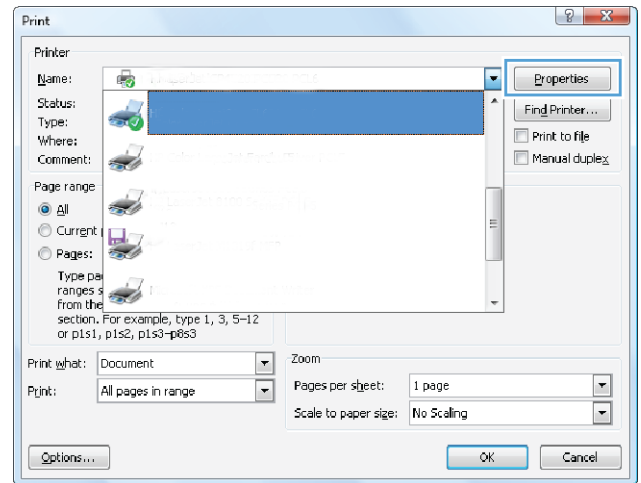
5. Retrieve the printed stack from the output bin, and place it with the printed-side facing down in Tray 1.



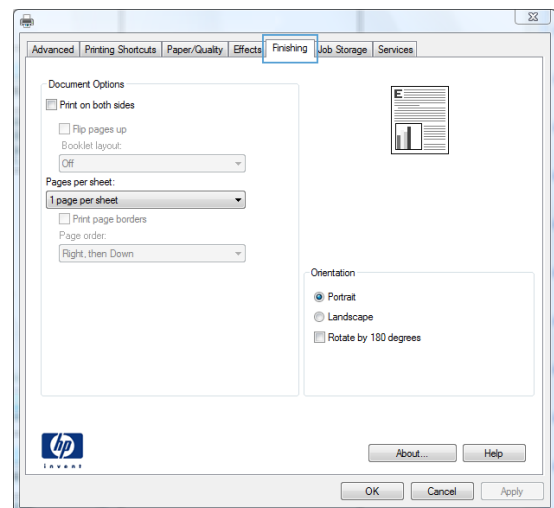
6. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (Windows)

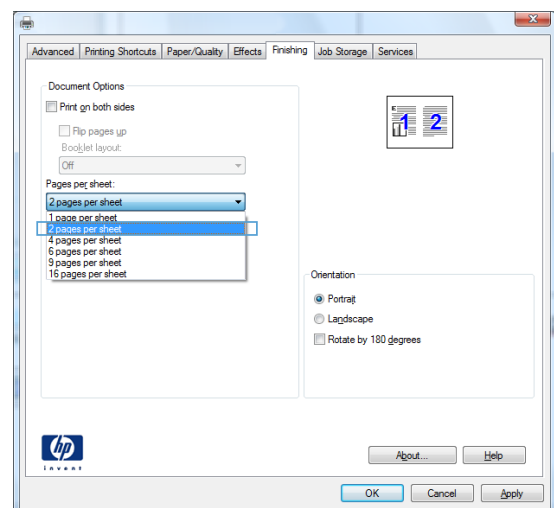
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



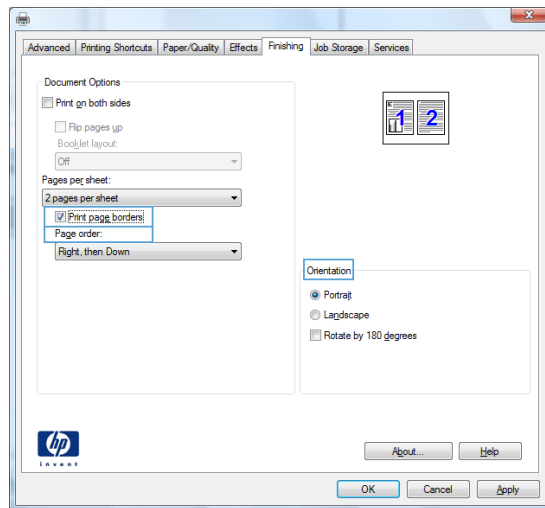
3. Click the **Finishing** tab.



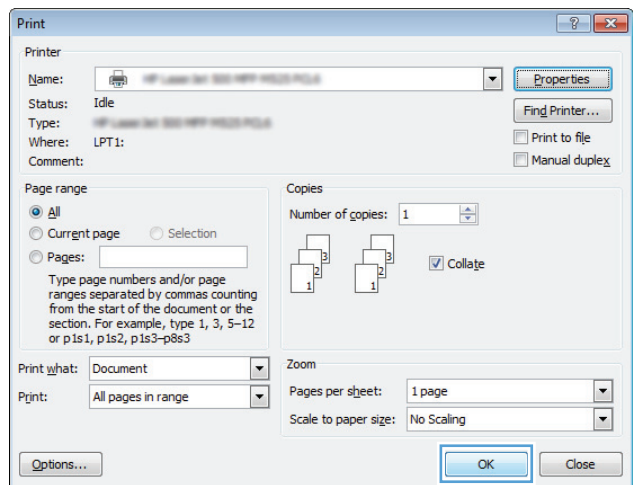
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.



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

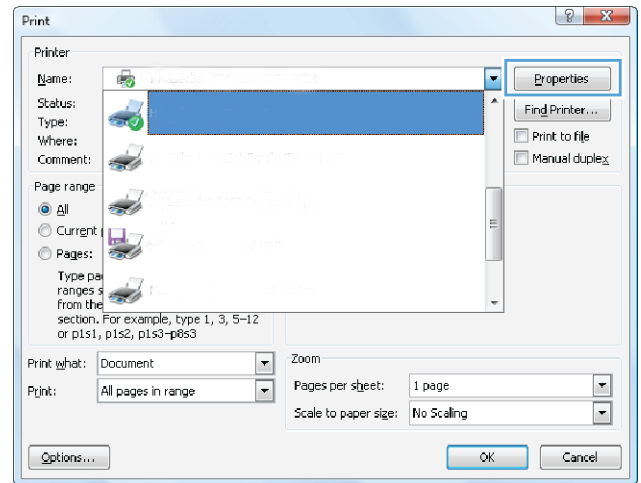


6. In the **Print** dialog box, click the **OK** button to print the job.

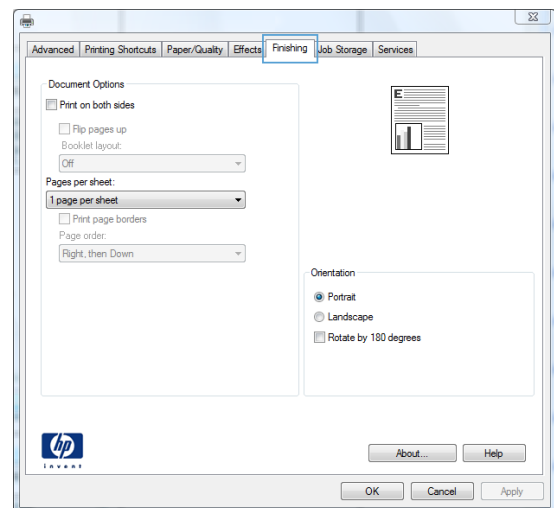


## Select the page orientation (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



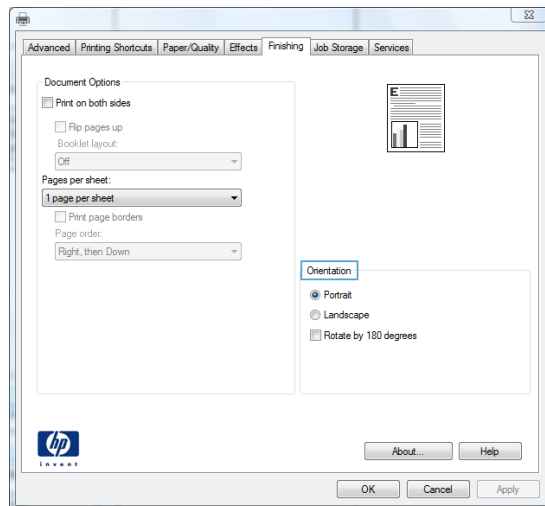
3. Click the **Finishing** tab.



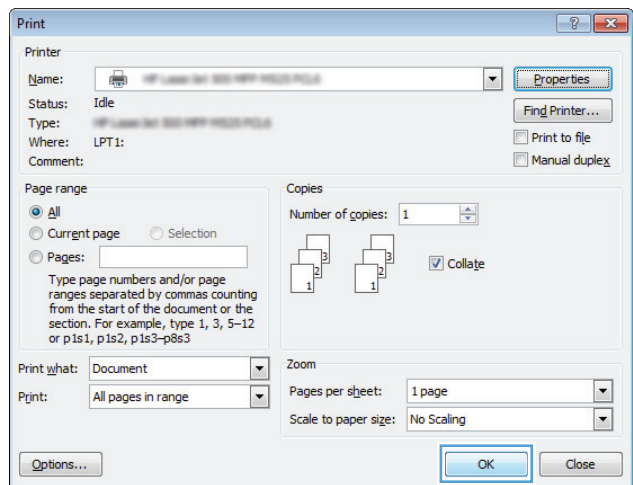
4. In the **Orientation** area, select the **Portrait** or **Landscape** option.

To print the page image upside down, select the **Rotate by 180 degrees** option.

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

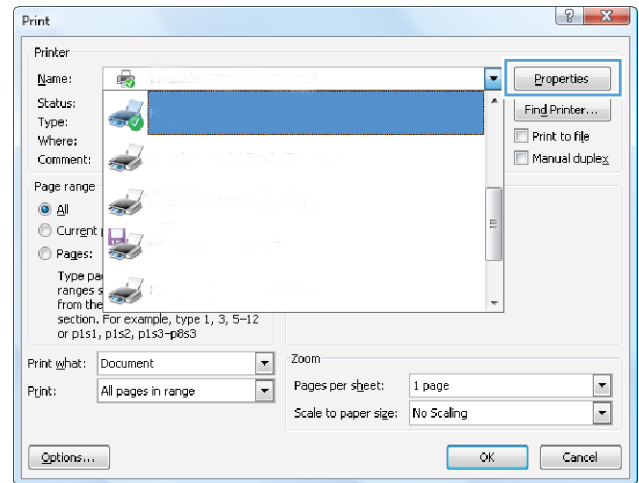


5. In the **Print** dialog box, click the **OK** button to print the job.

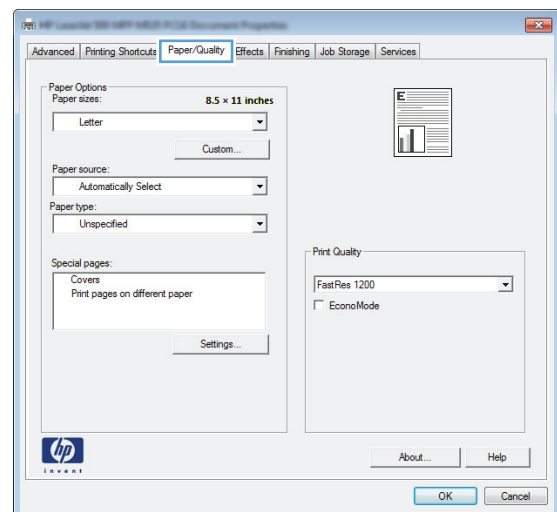


## Select the paper type (Windows)

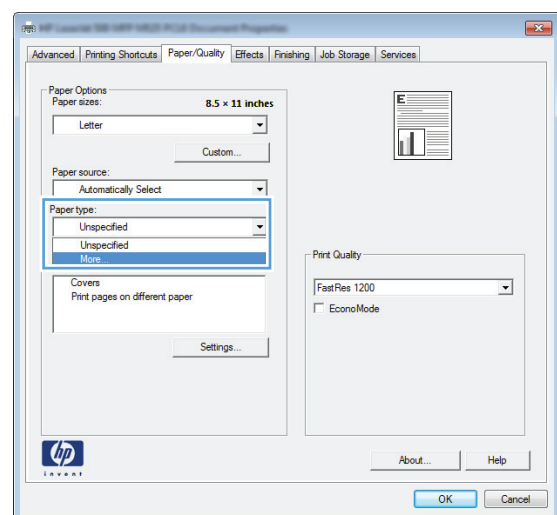
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



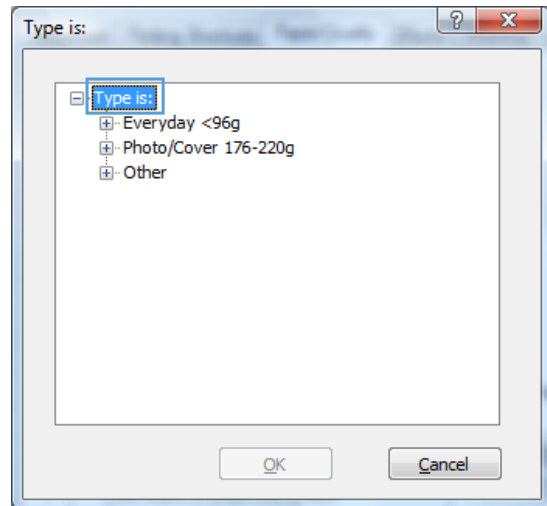
3. Click the **Paper/Quality** tab.



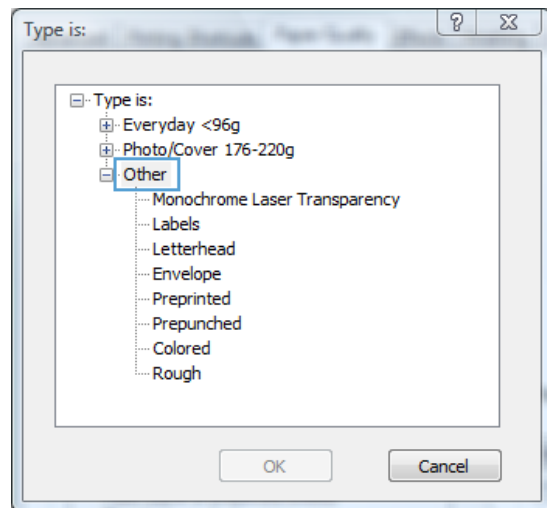
4. From the **Paper type** drop-down list, click the **More...** option.



5. Expand the list of **Type is:** options.

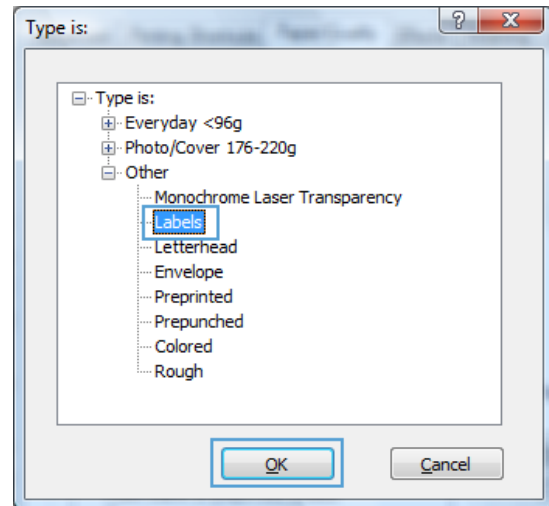


6. Expand the category of paper types that best describes your paper.

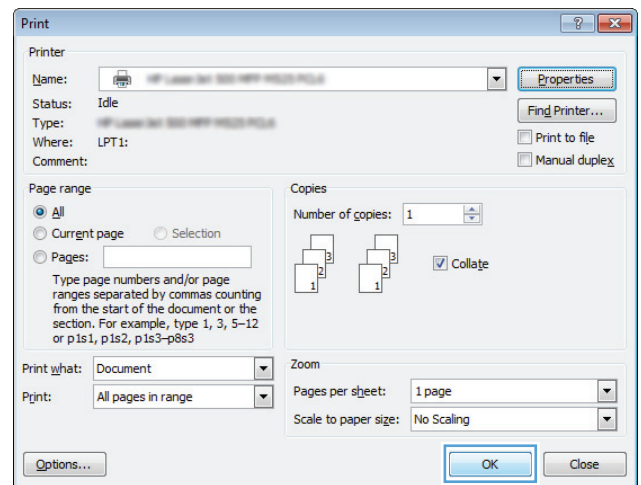




7. Select the option for the type of paper you are using, and click the **OK** button.

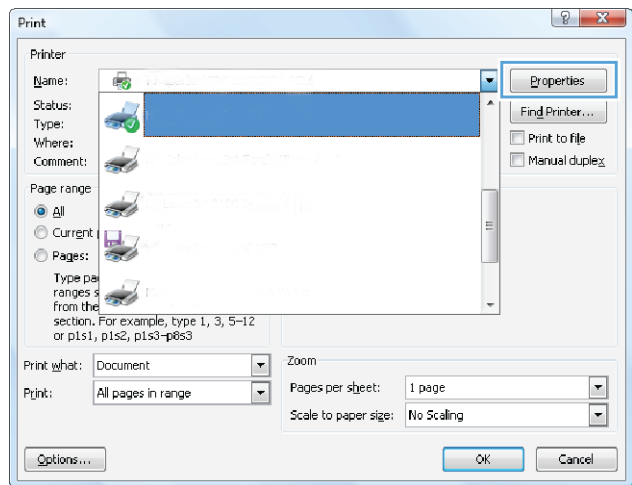


8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

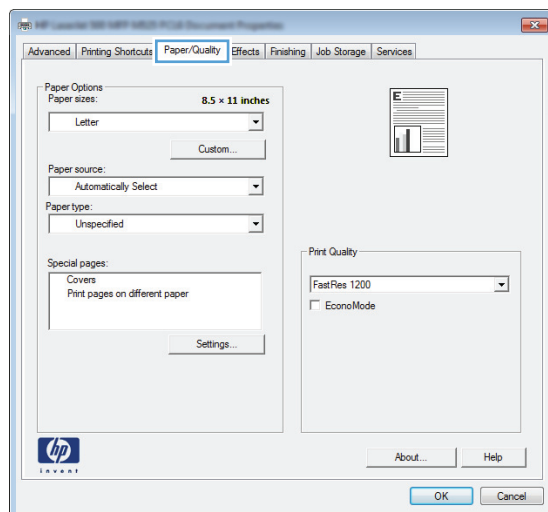


## Print the first or last page on different paper (Windows)

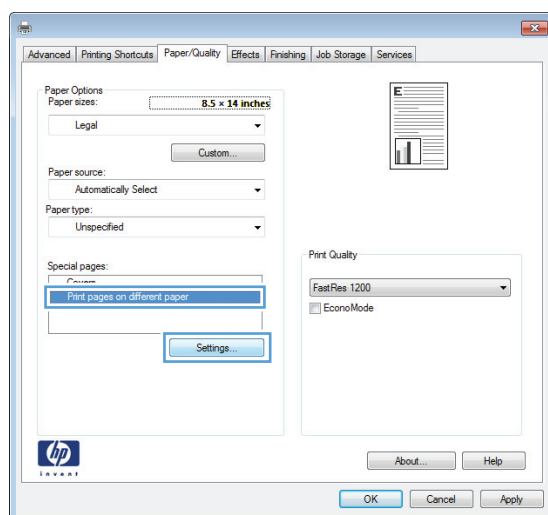
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



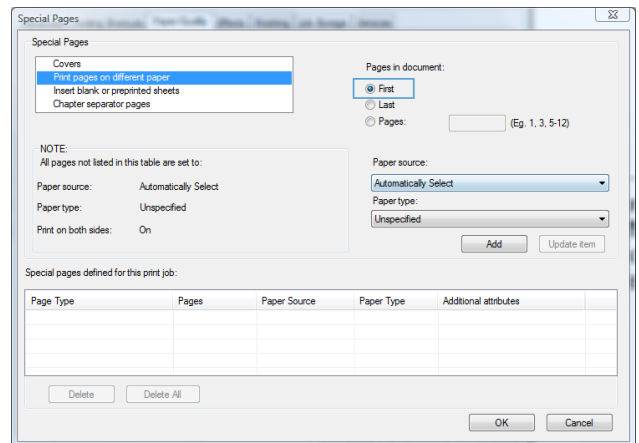
3. Click the **Paper/Quality** tab.



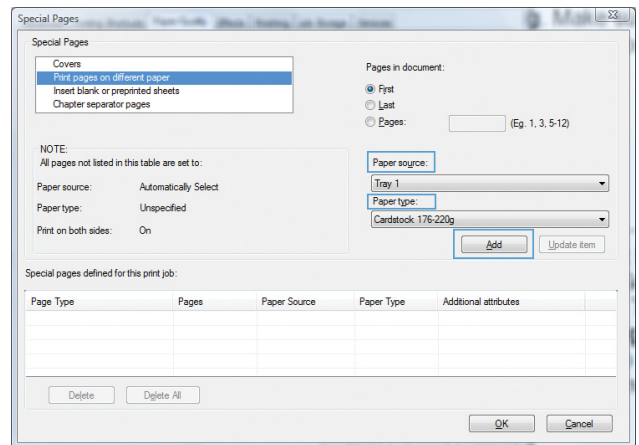
4. In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.



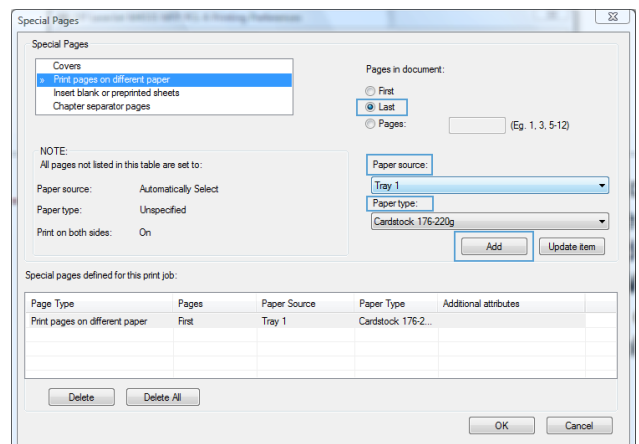
- In the **Pages in document** area, select either the **First** or **Last** option.



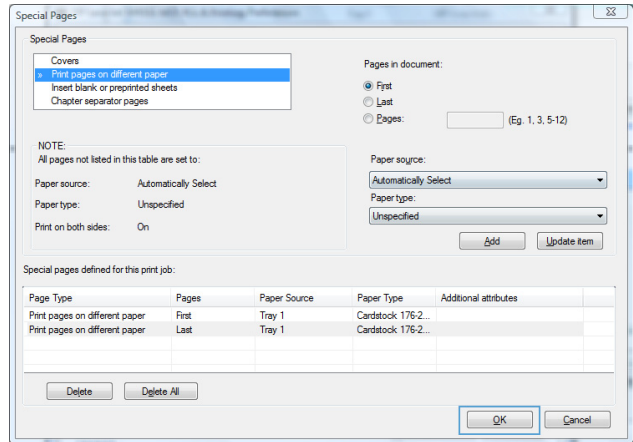
- Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.



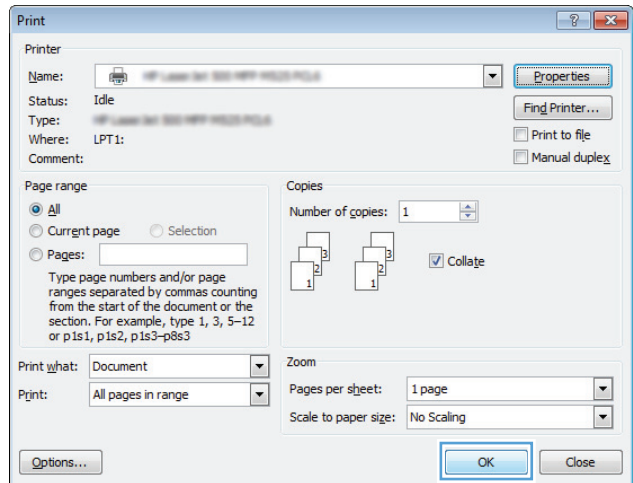
- If you are printing *both* the first and last pages on different paper, repeat steps 5 and 6, selecting the options for the other page.



8. Click the **OK** button.

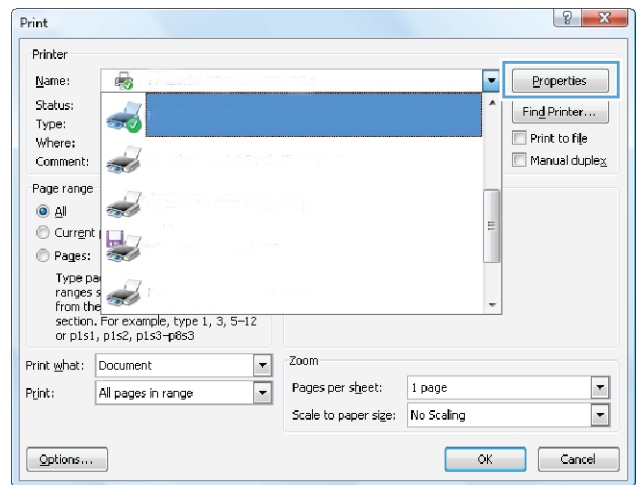


9. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

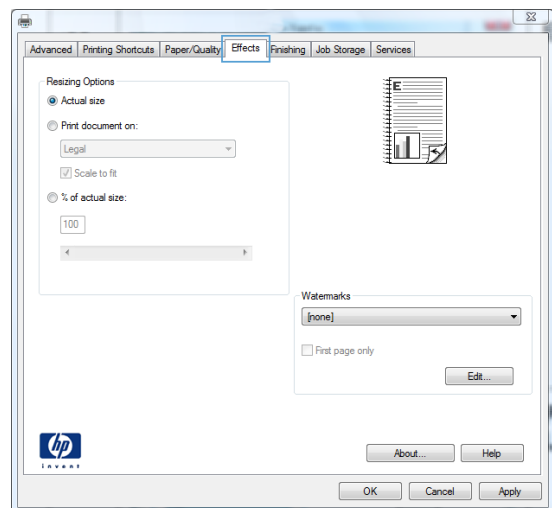


## Scale a document to fit page size (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.

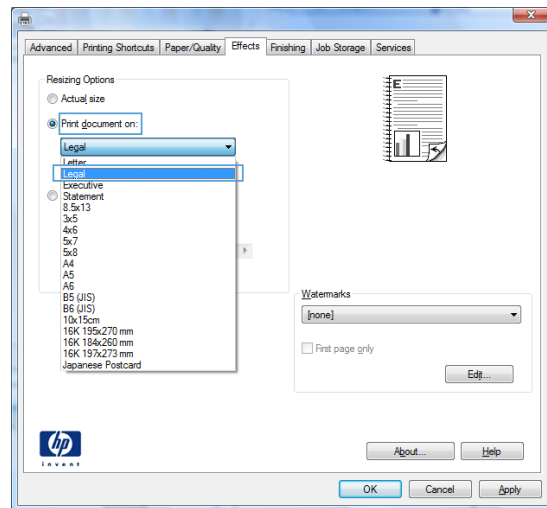


3. Click the **Effects** tab.

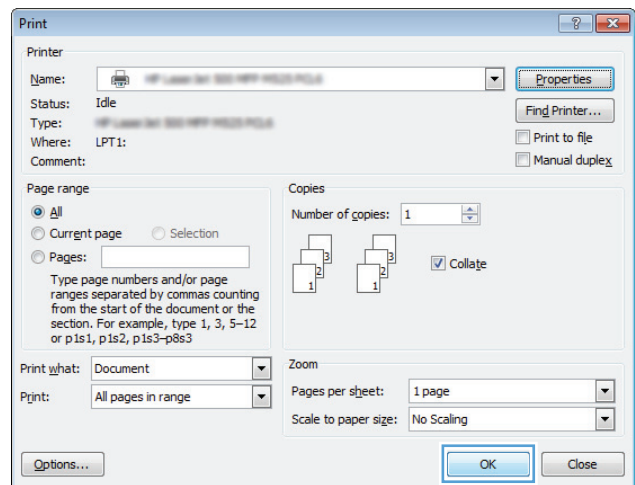


4. Select the **Print document on** option, and then select a size from the drop-down list.

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

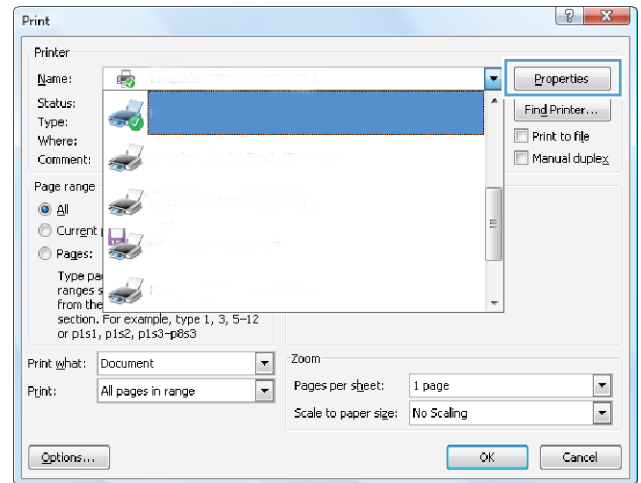


5. In the **Print** dialog box, click the **OK** button to print the job.

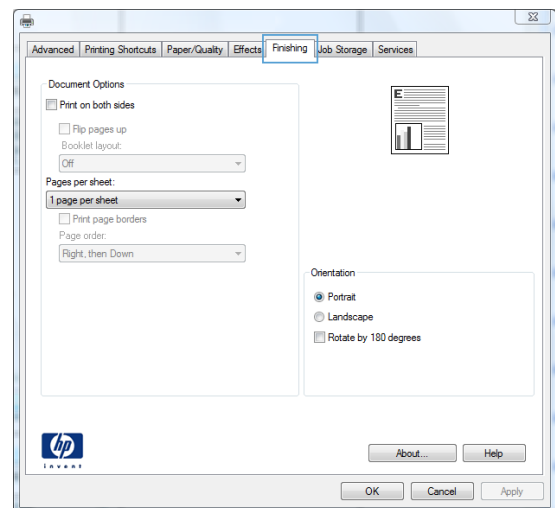


## Create a booklet (Windows)

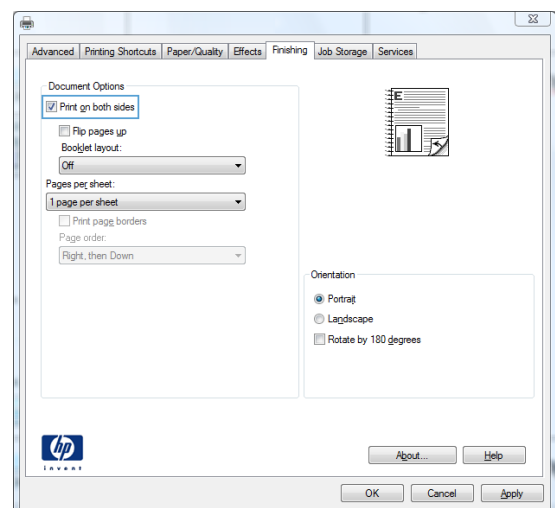
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Finishing** tab.

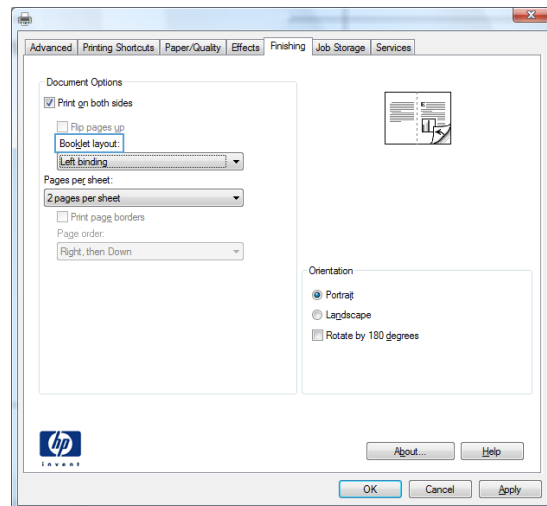


4. Select the **Print on both sides** check box.

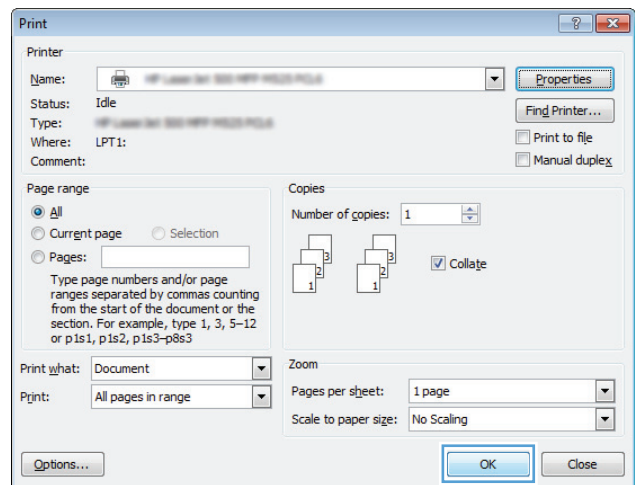


5. In the **Booklet layout** drop-down list, click the **Left binding** or **Right binding** option. The **Pages per sheet** option automatically changes to **2 pages per sheet**.

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



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





# Print tasks (Mac OS X)

## Use a printing preset (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. In the **Presets** menu, select the printing preset.
4. Click the **Print** button.



**NOTE:** To use print-driver default settings, select the **standard** option.

## Create a printing preset (Mac OS X)

Use printing presets to save the current print settings for reuse.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then open a menu for which you want to change the print settings.
4. For each menu, select the print settings that you want to save for reuse.
5. In the **Presets** menu, click the **Save As...** option, and enter a name for the preset.
6. Click the **OK** button.

## Automatically print on both sides (Mac OS X)

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

## Manually print on both sides (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.

5. Click the **Print** button.
6. Go to the product, 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, press the appropriate control panel button to continue.

## Print multiple pages per sheet (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Layout** menu.
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 **Border** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

## Select the page orientation (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. In the **Copies & Pages** menu, click the **Page Setup** button.
4. Click the icon that represents the page orientation that you want to use, and then click the **OK** button.
5. Click the **Print** button.

## Select the paper type (Mac OS X)

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

## Print a cover page (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Cover Page** menu.
4. Select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
5. In the **Cover Page Type** menu, select the message that you want to print on the cover page.



**NOTE:** To print a blank cover page, select the **standard** option from the **Cover Page Type** menu.

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6. Click the **Print** button.

## Scale a document to fit page size (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Paper Handling** menu.
4. In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list.
5. Click the **Print** button.

## Create a booklet (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Layout** menu.
4. Select a binding option from the **Two-Sided** drop-down list.
5. Open the menus drop-down list, and then click the **Booklet Printing** menu.
6. Click the **Format Output As Booklet** box, and select a binding option.
7. Select the paper size.
8. Click the **Print** button.

# Additional print tasks (Windows)

## Cancel a print job (Windows)



**NOTE:** If the print job is too far into the printing process, you might not have the option to cancel it.

1. If the print job is currently printing, cancel it from the product control panel by following this procedure:
  - a. On the product control panel, press the Stop ⊗ button.
  - b. The product asks you to confirm the deletion. Press the **OK** button.
2. You can also cancel a print job from a software program or a print queue.
  - **Software program:** Typically, a dialog box is briefly displayed on the computer screen, allowing you to cancel the print job.
  - **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
    - **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
    - **Windows Vista:** Click the Windows icon in the lower left corner of the screen, click **Settings**, and then click **Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
    - **Windows 7:** Click the Windows icon in the lower left corner of the screen, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

## Select the paper size (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.
5. Click the **OK** button.
6. In the **Print** dialog box, click the **OK** button to print the job.

## Select a custom paper size (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size and specify the dimensions.
  - The width is the short edge of the paper.
  - The length is the long edge of the paper.
6. Click the **Save** button, and then click the **Close** button.
7. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

## Print watermarks (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Effects** tab.
4. Select a watermark from the **Watermarks** drop-down list.

Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.
5. To print the watermark on the first page only, select the **First page only** check box. Otherwise, the watermark is printed on each page.
6. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

# Additional print tasks (Mac OS X)

## Cancel a print job (Mac OS X)



**NOTE:** If the print job is too far into the printing process, you might not have the option to cancel it.

1. If the print job is currently printing, cancel it from the product control panel by following this procedure:
  - a. On the product control panel, press the Stop ⓧ button.
  - b. The product asks you to confirm the deletion. Press the **OK** button.
2. You can also cancel a print job from a software program or a print queue.
  - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
  - **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

## Select the paper size (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. In the **Copies & Pages** menu, click the **Page Setup** button.
4. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
5. Click the **Print** button.

## Select a custom paper size (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. In the **Copies & Pages** menu, click the **Page Setup** button.
4. From the **Paper Size** drop-down list, select the **Manage Custom Sizes** option.
5. Specify the dimensions for the page size, and then click the **OK** button.
6. Click the **OK** button to close the **Page Setup** dialog.
7. Click the **Print** button.

## Print watermarks (Mac OS X)

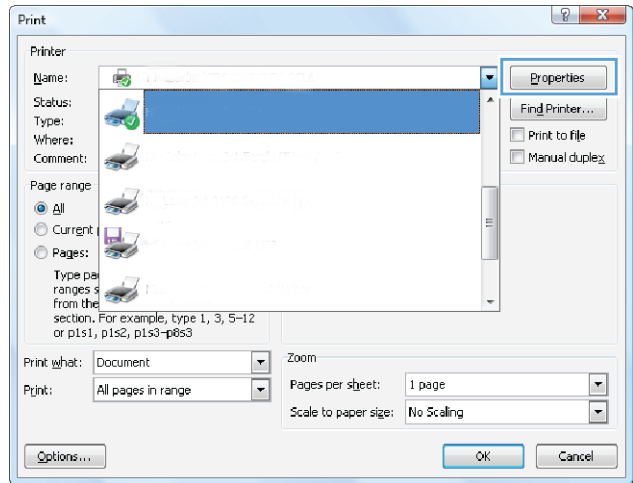
1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Watermarks** menu.
4. From the **Mode** menu, select the **Watermark** option.
5. From the **Pages** drop-down list, select whether to print the watermark on all pages or on the first page only.
6. From the **Text** drop-down list, select one of the standard messages, or select the **Custom** option and type a new message in the box.
7. Select options for the remaining settings.
8. Click the **Print** button.

# Store print jobs on the product

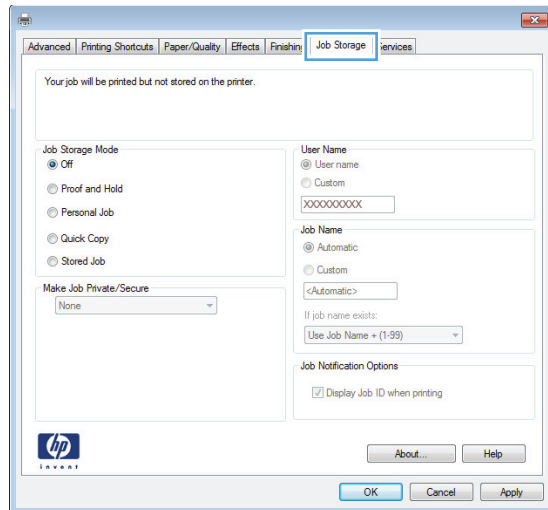
## Create a stored job (Windows)

You can store jobs on the product so you can print them at any time.

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



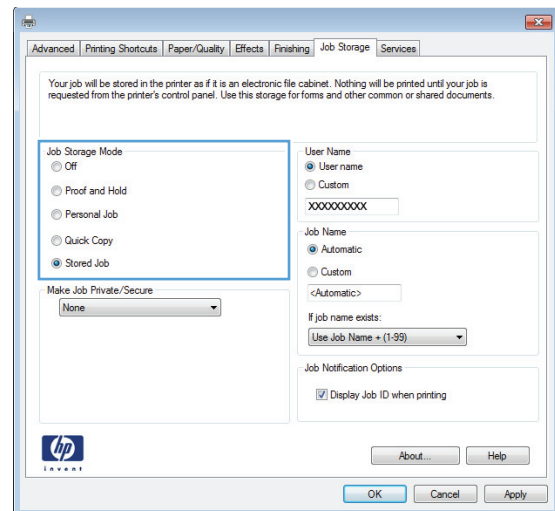
3. Click the **Job Storage** tab.





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

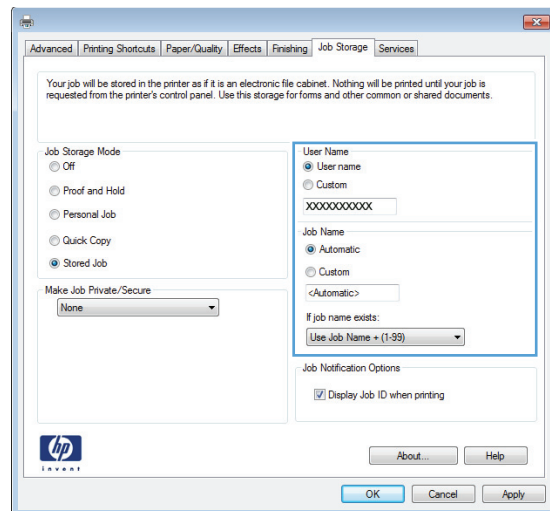
- **Proof and Hold:** Print and proof one copy of a job and then print more copies.
- **Personal Job:** The job does not print until you request it at the product control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification 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.
- **Quick Copy:** Print the requested number of copies of a job and then store a copy of the job in the product memory so you can print it again later.
- **Stored Job:** Store a job on the product 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.



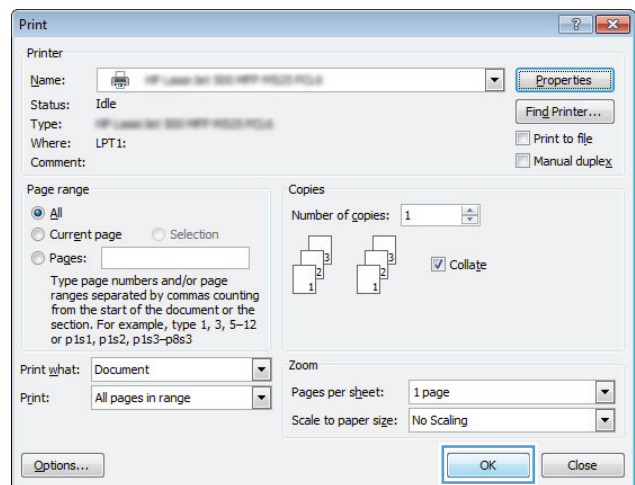
- To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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.



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



## Create a stored job (Mac OS X)

You can store jobs on the product so you can print them at any time.

- Click the **File** menu, and then click the **Print** option.
- In the **Printer** menu, select the product.
- By default, the print driver displays the **Copies & Pages** menu. Open the menu's drop-down list, and then click the **Job Storage** menu.
- 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 you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.

- **Quick Copy:** Print the requested number of copies of a job and then store a copy of the job in the product memory so you can print it again later.
  - **Stored Job:** Store a job on the product and allow other users to print the job at any time. 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.
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.

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<b>Use Job Name + (1 - 99)</b>	Append a unique number to the end of the job name.
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<b>Replace Existing File</b>	Overwrite the existing stored job with the new one.
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6. If you selected the **Stored Job** or **Personal Job** option in step 3, 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 product prompts them to enter this PIN number.
7. Click the **Print** button to process the job.

## Print a stored job


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

1. On the product control panel, press the Home  button.
2. Highlight the **Retrieve from Device Memory** item, and then press the **OK** button.
3. Highlight the name of the folder where the job is stored, and then press the **OK** button.
4. Highlight the name of the job, and then press the **OK** button. If the job is private or encrypted, enter the PIN or password.
5. Adjust the number of copies, and then press the **OK** button to print the job.

## Delete a stored job

When you send a stored job to the product memory, the product 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 product needs additional space, the product might delete other stored jobs starting with the oldest. You can change the number of jobs that the product can store from the **General Settings** menu on the product control panel.

Use this procedure to delete a job that is stored in the product memory.


1. On the product control panel, press the Home  button.
2. Highlight the **Retrieve from Device Memory** option, and then press the **OK** button.
3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then press the **OK** button.

5. If the job is private or encrypted, enter the PIN or the password, and then press the **OK** button.
6. Highlight the **Delete** option, and then press the **OK** button.

# Add a job-separator page (Windows)

The product can insert a blank page at the beginning of each print job to make sorting jobs easier.

---

 **NOTE:** The following procedure turns on this setting for all print jobs.

---

1. **Windows XP, Windows Server 2003, and Windows Server 2008 (using the default Start menu view):** Click **Start**, and then click **Printers and Faxes**.

**Windows XP, Windows Server 2003, and Windows Server 2008 (using the Classic Start menu view):** Click **Start**, click **Settings**, and then click **Printers**.

**Windows Vista:** Click the Windows icon in the lower-left corner of the screen, click **Control Panel**, and then click **Printers**.

**Windows 7:** Click the Windows icon in the lower-left corner of the screen, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Properties** or **Printer properties**.
3. Click the **Device Settings** tab.
4. Expand the **Installable Options** list.
5. In the **Job Separator** drop-down list, select the **Enabled** option.
6. Click the **OK** button.

# Use HP ePrint

Use HP ePrint to print a document by sending it as an email attachment to the product's email address from any email-enabled device.



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**NOTE:** The product must be connected to a network and have Internet access to use HP ePrint.

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1. To use HP ePrint, you must first enable HP Web Services.
  - a. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
  - b. Click the **HP Web Services** tab.
  - c. Select the option to enable Web Services.



---

**NOTE:** Enabling Web Services might take several minutes.

---

2. Use the HP ePrintCenter Web site to define security settings and to configure default print settings for all HP ePrint jobs sent to this product.
  - a. Go to [www.hpeprintcenter.com](http://www.hpeprintcenter.com).
  - b. Click **Sign In**, and enter your HP ePrintCenter credentials or sign up for a new account.
  - c. Select your product from the list, or click **+ Add printer** to add it. To add the product, you need the printer code, which is the segment of the product email address that is before the @ symbol.  
  
**NOTE:** This code is valid for only 24 hours from the time you enable HP Web Services. If it expires, follow the instructions to enable HP Web Services again, and obtain a new code.
  - d. To prevent your product from printing unexpected documents, click **ePrint Settings**, and then click the **Allowed Senders** tab. Click **Allowed Senders Only**, and add the email addresses from which you want to allow ePrint jobs.
  - e. To set up default settings for all ePrint jobs sent to this product, click **ePrint Settings**, click **Print Options**, and select the settings that you want to use.
3. To print a document, attach it to an email message sent to the product's email address.

# Use the HP ePrint Mobile Driver

The HP ePrint Mobile Driver makes it easy to print from a desktop or laptop computer to any HP ePrint-capable product. After installing the driver, open the **Print** option from within your application, and then select **HP ePrint Mobile** from the installed printers list. This single driver makes it easy to find HP ePrint-enabled products that are registered to your ePrintCenter account. The target HP product can be at your desk or in a remote location, such as a branch office or across the globe—you can do remote printing by using the Internet. The target product can be anywhere in the world; if it is Web-connected and registered in ePrintCenter, you can send a print job to the product.

For Windows, the HP ePrint Mobile Driver also supports traditional direct IP printing to local network printers on the network (LAN or WAN) to supported PostScript® products.

Go to [www.hp.com/go/eprintmobiledriver](http://www.hp.com/go/eprintmobiledriver) for drivers and information.

## Supported operating systems

- Windows® XP (32-bit, SP 2 or greater)



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**NOTE:** Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.

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- Windows Vista® (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)
- Mac OS X version 10.6, 10.7, and 10.8



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**NOTE:** The HP ePrint Mobile Driver is a PDF workflow utility for Mac, and is not technically a print driver. HP ePrint Mobile for Mac supports print paths only through ePrintcenter and does not support direct IP printing to local network printers.

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# Use Apple AirPrint


Direct printing using Apple's AirPrint is supported for iOS 4.2 or later. Use AirPrint to print wirelessly to the product from an iPad (iOS 4.2 or later), iPhone (3GS or later), or iPod touch (third generation or later) in the following applications:

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

## Connect the product to AirPrint

To use AirPrint, the product must be connected to the same wireless network as the Apple device. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to [www.hp.com/go/airprint](http://www.hp.com/go/airprint).

---

 **NOTE:** AirPrint does not support USB connections.


You might need to upgrade the product firmware to use AirPrint. Go to [www.hp.com/go/lj700M712\\_firmware](http://www.hp.com/go/lj700M712_firmware).

---


## Find the product AirPrint name

If multiple models of the product are connected to the network, use the AirPrint product name to select the product from the Apple device.


Use the following steps to find the AirPrint product name.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **How to Connect**
  - **Network Address**
3. The AirPrint product name is listed in the network addresses.

## Print from AirPrint

1. On an Apple device, open the document you want to print, and then tap the Action  button.
2. Tap the **Print** option.

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 **NOTE:** If you are using iOS 5 or later and printing photos, the option to select the paper size appears if more than one tray is loaded with paper.

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3. Select the product.
4. Tap the **Print** button.

## Change the AirPrint product name

1. In a supported Web browser on your computer, enter the product IP address or host name in the address/URL field to open the HP Embedded Web Server.
2. Click the **Networking** tab, click the **TCP/IP Settings** option, and then click the **Network Identification** option.
3. In the **Bonjour Service Name** field, type a new name.
4. Click the **Apply** button.

## Solve AirPrint problems

Verify the product supports AirPrint.	Go to <a href="http://www.hp.com/go/airprint">www.hp.com/go/airprint</a> .
Upgrade the product firmware to use AirPrint.	Go to <a href="http://www.hp.com/go/lj700M712_firmware">www.hp.com/go/lj700M712_firmware</a> .
Make sure the product is connected to the same wireless network as the Apple device.	Connect the product to the network using a wireless router or the wireless accessory installed on the product.
Verify the HP Embedded Web Server is configured for AirPrint.	<ol style="list-style-type: none"><li>1. In a supported Web browser on your computer, enter the product IP address or host name in the address/URL field to open the HP Embedded Web Server.</li><li>2. Click the <b>Networking</b> tab, and then click the <b>Other Settings</b> option.</li><li>3. Select the following checkboxes:<ul style="list-style-type: none"><li>◦ <b>Bonjour</b></li><li>◦ <b>AirPrint</b></li><li>◦ <b>IPP Printing</b></li></ul></li><li>4. Click the <b>Apply</b> button.</li></ol>

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Make sure the Apple products meet these specifications.

- Apple iOS 4.2 or later
- iPhone with 3GS or later
- iPad with iOS 4.2 or later
- iPod Touch third generation or later

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Verify the product is configured so it wakes from Sleep mode whenever it receives a print job.

1. In a supported Web browser on your computer, enter the product IP address or host name in the address/URL field to open the HP Embedded Web Server.
  2. Click the **General** tab, and then click the **Energy Settings** option.
  3. In the **Sleep Timer Settings** area, under the **Wake/ Auto On Events** option, select the **All events** item.
  4. Click the **Apply** button.
-

## Use HP Smart Print (Windows)

Use HP Smart Print to print a particular section of a Web site. You can remove headers, footers, and advertisements, so you minimize waste. The application automatically selects the section of the Web page that you most likely want to print. You can edit the selected area before you print.

Download HP Smart Print from this Web site: [www.hp.com/go/smartweb](http://www.hp.com/go/smartweb).



**NOTE:** HP Smart Print is compatible with Windows browsers only.


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## Use easy-access USB printing


This product features easy-access USB printing, so you can quickly print files from the product control panel without sending them from a computer. The product accepts standard USB flash drives in the USB port on the front of the product. You can print the following types of files:

- .pdf
- .prn
- .pcl
- .ps
- .cht

Before you can use this feature, you must enable the USB port. Use the following procedure to enable the port from the product control-panel menus:

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Enable Retrieve from USB**
3. Highlight the **Enable** option, and then press the **OK** button to save the selection.

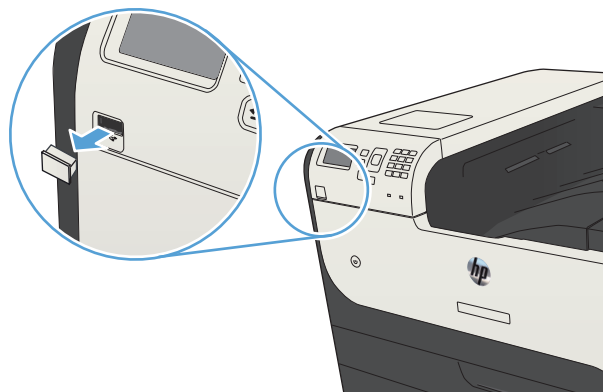
Configure the following settings so the product wakes from Sleep mode whenever it receives a print job.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Energy Settings**
  - **Sleep Timer Settings**
  - **Wake/Auto On Events**
3. Highlight the **All events** option and press the **OK** button.

## Print easy-access USB documents

1. Insert the USB flash drive into the USB port on the left side of the product control panel.

**NOTE:** You might need to remove the cover from the USB port.



2. The **USB storage device detected** screen opens. Select the **OK** option to access the USB device.
3. Highlight the name of the document that you want to print.
4. To adjust the number of copies, use the arrow keys to change the quantity.
5. Press the **OK** button to print the document.



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## 6 Manage the product

- [Configure IP network settings](#)
- [HP Embedded Web Server](#)
- [HP Utility \(Mac OS X\)](#)
- [Use HP Web Jetadmin software](#)
- [Economy settings](#)
- [Product security features](#)
- [Upgrade the product firmware](#)

# Configure IP network 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 print drivers. Go to Microsoft at [www.microsoft.com](http://www.microsoft.com).


## View or change network settings

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

1. Print a configuration page, and locate the IP address.
  - If you are using IPv4, the IP address contains only digits. It has this format:  
`xxx . xxx . xxx . xxx`
  - If you are using IPv6, the IP address is a hexadecimal combination of characters and digits. It has a format similar to this:  
`xxxx : : xxxx : xxxx : xxxx : xxxx`
2. To open the HP Embedded Web Server, type the IP address into the address line of a Web browser.
3. Click the **Networking** tab to obtain network information. You can change settings as needed.

## Manually configure IPv4 TCP/IP parameters from the control panel

Use the control-panel **Administration** menus to manually set an IPv4 address, subnet mask, and default gateway.


1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **Network Settings**
  - **Jetdirect Menu**
  - **TCP/IP**
  - **IPV4 Settings**
  - **Config Method**
3. Highlight the **Manual** option, and then press the **OK** button.
4. Highlight the **Manual Settings** menu, and then press the **OK** button.
5. Select the **IP Address**, **Subnet Mask**, or **Default Gateway** option.



6. Select the first field to open a keypad. Enter the correct digits for the field, and then press the **OK** button.
7. Repeat the process for each field, and then press the **OK** button.

## Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel **Administration** menus to manually set an IPv6 address.

1. On the product control panel, press the Home  button.
2. To enable manual configuration, open the following menus:
  - **Administration**
  - **Network Settings**
  - **Jetdirect Menu**
  - **TCP/IP**
  - **IPV6 Settings**
  - **Address**
  - **Manual Settings**
  - **Enable**

Select the **On** option, and then press the **OK** button.

3. Select the **Address** option, and then press the **OK** button to open a keypad.
4. Use the keypad to enter the address.
5. Press the **OK** button.

# HP Embedded Web Server

Use the HP Embedded Web Server to view product status, configure product network settings, and to manage printing functions from your computer instead of from the product control panel. The following are examples of what you can do using the HP Embedded Web Server:

- View product status information
- Determine the remaining life for all supplies and order new ones
- View and change tray configurations
- View and change the product control-panel menu configuration
- View and print internal pages
- Receive notification of product and supplies events
- View and change network configuration


To use the HP Embedded Web Server, your browser must meet the following requirements:

- Windows: Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later
- Mac OS X: Safari or Firefox using Bonjour or an IP address
- Linux: Netscape Navigator only
- HP-UX 10 and HP-UX 11: Netscape Navigator 4.7

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

When the product is connected to the network, the HP Embedded Web Server is automatically available.

## Open the HP Embedded Web Server

1. Identify the product IP address or host name. Follow these steps to print or view the product configuration page:
  - a. On the product control panel, press the Home  button.
  - b. Open the following menus:
    - **Administration**
    - **Reports**
    - **Configuration/Status Pages**
    - **Configuration Page**

- c. Select the **Print** or **View** option.
  - d. Find the IP address or host name on the Jetdirect page.
2. In a supported Web browser on your computer, enter the product IP address or host name in the address/URL field.

## HP Embedded Web Server features

### Information tab

**Table 6-1 HP Embedded Web Server Information tab**

Menu	Description
<b>Device Status</b>	Shows the product status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the <b>Change Settings</b> link.
<b>Job Log</b>	Shows a summary of all jobs the product has processed.
<b>Configuration Page</b>	Shows the information found on the configuration page.
<b>Supplies Status Page</b>	Shows the status of the supplies for the product.
<b>Event Log Page</b>	Shows a list of all product events and errors. Use the <b>HP Instant Support</b> link (in the <b>Other Links</b> area on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help you solve problems. These pages also show additional services available for the product.
<b>Usage Page</b>	Shows a summary of the number of pages the product has printed, grouped by size, type, and paper print path.
<b>Device Information</b>	Shows the product network name, address, and model information. To customize these entries, click the <b>Device Information</b> menu on the <b>General</b> tab.
<b>Control Panel Snapshot</b>	Shows an image of the current screen on the control-panel display.
<b>Print</b>	Upload a print-ready file from your computer to print. The product uses the default print settings to print the file.
<b>Printable Reports and Pages</b>	Lists the internal reports and pages for the product. Select one or more items to print.

### General tab

**Table 6-2 HP Embedded Web Server General tab**

Menu	Description
<b>Control Panel Customization</b>	Reorder, show, or hide features on the control-panel display, and change the default display language.
<b>Quick Sets Setup</b>	Configure jobs that are available in the <b>Quick Sets</b> area of the Home screen on the product control panel.
<b>Alerts</b>	Set up email alerts for various product and supplies events.

**Table 6-2 HP Embedded Web Server General tab (continued)**

Menu	Description
<b>Control Panel Administration Menu</b>	Shows the menu structure of the <b>Administration</b> menu on the control panel.  <b>NOTE:</b> You can configure settings on this screen, but the HP Embedded Web Server provides more advanced configuration options than are available through the <b>Administration</b> menu.
<b>AutoSend</b>	Configure the product to send automated emails regarding product configuration and supplies to specific email addresses.
<b>Edit Other Links</b>	Add or customize a link to another Web site. This link displays in the <b>Other Links</b> area on all HP Embedded Web Server pages.
<b>Ordering Information</b>	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
<b>Device Information</b>	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
<b>Language</b>	Set the language in which to display the HP Embedded Web Server information.
<b>Date and Time</b>	Set the date and time or synchronize with a network time server.
<b>Energy Settings</b>	Set or edit a wake time, sleep time, and sleep delay for the product. You can set a different schedule for each day of the week and for holidays. You can also set which interactions with the product cause it to wake from sleep mode.
<b>Backup and Restore</b>	Create a backup file that contains product and user data. If necessary, you can use this file to restore data to the product.
<b>Restore Factory Settings</b>	Restore product settings to the factory defaults.
<b>Solution Installer</b>	Install third-party software programs that can enhance the product functionality.
<b>Firmware Upgrade</b>	Download and install product firmware upgrade files.
<b>Quota and Statistics Services</b>	Provides connection information about third-party job-statistics services.

## Print tab

**Table 6-3 HP Embedded Web Server Print tab**

Menu	Description
<b>Retrieve from USB Setup</b>	Enable or disable the <b>Retrieve from USB</b> menu on the control panel.
<b>Manage Stored Jobs</b>	Enable or disable the ability to store jobs in the product memory, and configure job-storage options.
<b>Adjust Paper Types</b>	If print quality problems occur when using a specific paper type, you can override factory-default mode settings.
<b>General Print Settings</b>	Configure settings for all print jobs.
<b>Manage Trays</b>	Configure settings for paper trays.

## Troubleshooting tab

**Table 6-4 HP Embedded Web Server Troubleshooting tab**

Menu	Description
<b>General Troubleshooting</b>	Select from a variety of reports and tests to help solve problems with the product.
<b>Retrieve Diagnostic Data</b>	Export product information to a file that can be useful for detailed problem analysis.
<b>NOTE:</b> This item is available only if an administrator password is set from the <b>Security</b> tab.	
<b>Firmware Upgrade</b>	Download and install product firmware upgrade files.
<b>Restore Factory Settings</b>	Restore product settings to factory defaults.

## Security tab

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

Menu	Description
<b>General Security</b>	Configure an administrator password so you can restrict access to certain features on the product.  Set PJI password for processing PJI 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.
<b>Access Control</b>	Configure access to product functions for specific individuals or groups. Also set up user accounts and select the method by which individuals sign in to the product.
<b>Protect Stored Data</b>	Configure and manage the internal hard drive for the product. This product includes an encrypted hard drive for maximum security.  Configure settings for jobs that are stored on the product hard drive.
<b>Certificate Management</b>	Install and manage security certificates for access to the product and the network.
<b>Self Test</b>	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 product. You must enable HP Web Services to use the HP ePrint feature.

## Networking tab

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

## Other Links list



**NOTE:** You can configure which links display in the **Other Links** list by using the **Edit Other Links** menu on the **General** tab. The following are the default links.

**Table 6-6 HP Embedded Web Server Other Links list**

Menu	Description
<b>HP Instant Support</b>	Connects you to the HP Web site to help you find solutions to product problems.
<b>Shop for Supplies</b>	Connects to the HP SureSupply Web site, where you can receive information on options for purchasing original HP supplies, such as toner cartridges and paper.
<b>Product Support</b>	Connects to the support site for the product, from which you can search for help regarding various topics.

# HP Utility (Mac OS X)


HP Utility is a software program that provides access to the product in Mac OS X.

You can use HP Utility when the product uses a USB cable or is connected to a TCP/IP-based network.

## Open HP Utility

From the Finder, click **Applications**, click **Utilities**, and then click **HP Utility**.

If HP Utility is not included in the **Utilities** list, use the following procedure to open it:

1. At the computer, open the Apple  menu, click the **System Preferences** menu, and then click the **Print & Fax** icon (OS X v10.5 and 10.6) or the **Print & Scan** icon (OS X v10.7).
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.
4. Click the **Utility** tab.
5. Click the **Open Printer Utility** button.

## HP Utility features

HP Utility consists of pages that you open by clicking in the **All Settings** list. At the top of any page, click the icons to access HP Web sites for the following information:

- **HP Support**
- **Supplies**
- **Registration**
- **Recycling**

The following table describes the tasks that you can perform with HP Utility.

Menu	Item	Description
<b>Information And Support</b>	<b>Supplies Status</b>	Shows the product supplies status and provides links for ordering supplies online.
	<b>Device Information</b>	Shows information about the currently selected product.
	<b>File Upload</b>	Transfers files from the computer to the product.
	<b>Upload Fonts</b>	Transfers font files from the computer to the product.
	<b>HP ePrintCenter</b>	Accesses the HP ePrintCenter.
	<b>Update Firmware</b>	Transfers a firmware update file to the product.

**NOTE:** This option is available only after you open the **View** menu and select the **Show Advanced Options** item.

<b>Menu</b>	<b>Item</b>	<b>Description</b>
	<b>Commands</b>	Sends special characters or print commands to the product after the print job.  <b>NOTE:</b> This option is available only after you open the <b>View</b> menu and select the <b>Show Advanced Options</b> item.
<b>Printer Settings</b>	<b>Supplies Management</b>	Configures how the product should behave when supplies are nearing the end of their estimated life.
	<b>Trays Configuration</b>	Changes the default tray settings.
	<b>Output Devices</b>	Manages settings for optional output accessories.
	<b>Duplex Mode</b>	Turns on the automatic two-sided printing mode.
	<b>Protect Direct Ports</b>	Disables printing over USB or parallel ports.
	<b>Stored Jobs</b>	Manages print jobs that are stored on the product hard disk.
	<b>Network Settings</b>	Configures the network settings, such as the IPv4 and IPv6 settings.
	<b>Additional Settings</b>	Provides access to the HP Embedded Web Server.



## Use HP Web Jetadmin software

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


HP Web Jetadmin upgrades are periodically made available to provide support for specific product features. Go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin) and click the **Self Help and Documentation** link to learn more about upgrades.

# Economy settings

## Print with EconoMode

This product has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner, which might extend the life of the toner cartridge. However, using EconoMode can also reduce print quality.


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

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


1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **EconoMode** check box.
5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog, click the **OK** button to print the job.

## Optimize speed or energy use

By default the product stays warm between jobs to optimize speed and print the first page of jobs faster. You can set the product to cool between jobs, which conserves energy.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Energy Settings**
  - **Optimum Speed/Energy Usage**
3. Highlight the option that you want to use, and then press the **OK** button.


## Set sleep mode

1. On the product control panel, press the Home  button.
2. Open each of the following menus:
  - **Administration**
  - **General Settings**

- **Energy Settings**
  - **Sleep Timer Settings**
3. Open the **Sleep Mode/Auto Off After** menu, and then use the keypad to set the appropriate time. Press the **OK** button.
  4. Open the **Sleep Mode/Auto Off Timer** menu, and select the **Enabled** option. Press the **OK** button.

---


 **NOTE:** The sleep-mode default time is 45 minutes.

 **NOTE:** When the product is in sleep mode, the power-button light flashes.


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## Set the sleep schedule

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 **NOTE:** You must configure the date and time settings before you can use the **Sleep Schedule** feature.

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1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Date/Time Settings**
3. Open the **Date/Time Format** menu and configure the following settings:
  - **Date Format**
  - **Time Format**
4. To save the changes, press the **OK** button.
5. Open the **Date/Time** menu and configure the following settings:
  - **Date**
  - **Time**
  - **Time Zone**

If you are in an area that uses daylight savings time, select the **Adjust for Daylight Savings** box.

6. To save the changes, press the **OK** button.
7. Press the back-arrow button to return to the **Administration** screen.

8. Open the following menus:
  - **General Settings**
  - **Energy Settings**
  - **Sleep Schedule**
9. Select the **Add** option, and then select the type of event to schedule: **Wake** or **Sleep**.
10. Configure the following settings:
  - **Time**
  - **Event Days**
11. To save the changes, press the **OK** button.

# Product security features

## Security statements

The product supports security standards and recommended protocols that help you keep the product secure, protect critical information on your network, and simplify the way you monitor and maintain the product.


For in-depth information about HP's secure imaging and printing solutions, visit [www.hp.com/go/secureprinting](http://www.hp.com/go/secureprinting). The site provides links to white papers and FAQ documents about security features.

## IP Security

IP Security (IPsec) is a set of protocols that control IP-based network traffic to and from the product. IPsec provides host-to-host authentication, data integrity, and encryption of network communications.

For products 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.

## Sign in to the product

Some features on the product control panel can be secured so that unauthorized people cannot use them. When a feature is secured, the product prompts you to sign in before you can use it. You can also sign in without waiting for a prompt by pressing the Home  button on the product control panel, and then selecting the **Sign In** option.

Typically, you use the same user name and password that you use to sign in to your computer on the network. Consult the network administrator for this product if you have questions about which credentials to use.

After you have signed in to the product, a **Sign Out** option displays on the control panel. To maintain security for the product, select the **Sign Out** option when you have finished using the product.

## Assign a system password

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

1. Open the HP Embedded Web Server by entering the product IP address into the address line of a Web browser.
2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the **Username** field, enter the name to associate with the password.

5. Enter the password in the **New Password** field, and then enter it again in the **Verify password** field.

 **NOTE:** If you are changing an existing password, you must first enter the existing password in the **Old Password** field.

6. Click the **Apply** button. Make note of the password and store it in a safe place.

## Encryption support: HP High-Performance Secure Hard Disks

The hard disk provides hardware-based encryption so you can securely store sensitive data without impacting product performance. This hard disk uses the latest Advanced Encryption Standard (AES) and has versatile time-saving features and robust functionality.

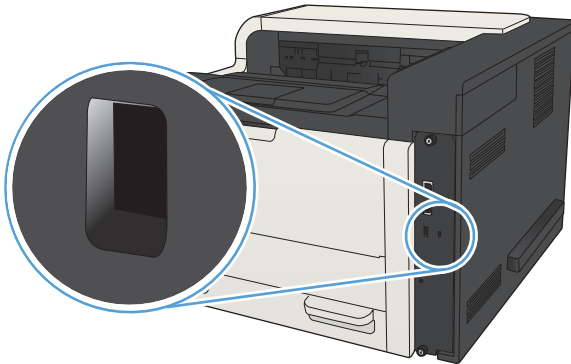
Use the **Security** menu in the HP Embedded Web Server to configure the disk.

For more information about the encrypted hard disk, see the *HP High-Performance Secure Hard Disk Setup Guide*.

1. Go to [www.hp.com/support](http://www.hp.com/support).
2. Enter **Secure Hard Disk** into the search field and press **Enter**.
3. Click the **HP High-Performance Secure Hard Disk Drive** link.
4. Click the **Manuals** link.

## Lock the formatter cage

The formatter cage, on the back of the product, has a slot that you can use to attach a security cable. Locking the formatter cage prevents someone from removing valuable components from the formatter.



## Upgrade the product firmware

Software and firmware upgrades and installation instructions for this product are available at [www.hp.com/support/lj700M712](http://www.hp.com/support/lj700M712). Click **Support & Drivers**, click the operating system, and then select the download for the product.






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# 7 Solve problems

- [Solve problems checklist](#)
- [Factors that affect product performance](#)
- [Restore factory-set defaults](#)
- [Control-panel help](#)
- [Paper feeds incorrectly or becomes jammed](#)
- [Clear jams](#)
- [Change jam recovery](#)
- [Improve print quality](#)
- [The product does not print or it prints slowly](#)
- [Solve easy-access USB printing problems](#)
- [Solve USB connection problems](#)
- [Solve wired network problems](#)
- [Solve product software problems \(Windows\)](#)
- [Solve product software problems \(Mac OS X\)](#)
- [Remove software \(Windows\)](#)
- [Remove the print driver \(Mac OS X\)](#)

# Solve problems checklist

Follow these steps when trying to solve a problem with the product.

1. If the control panel is blank or black, complete these steps:
  - a. Check the power cable.
  - b. Check that the power is turned on.
  - c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, connect the product directly into the electrical outlet. If it is already connected into the outlet, try a different outlet.
  - d. If none of these measures restores power, contact HP Customer Care.
2. The control panel should indicate a **Ready** status. If an error message displays, resolve the error.
3. Check the cabling.
  - a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.
  - b. Make sure that the cable itself is not faulty by using a different cable, if possible.
  - c. Check the network connection.
4. Ensure that the selected paper size and type meet specifications. Also open the **Trays** menu on the product control panel and verify that the tray is configured correctly for the paper type and size.
5. Print a configuration page. If the product is connected to a network, an HP Jetdirect page also prints.
  - a. On the product control panel, press the Home  button.
  - b. Open the following menus:
    - **Administration**
    - **Reports**
    - **Configuration/Status Pages**
  - c. Select the **Configuration Page** option.
  - d. Highlight the **Print** option, and then press the **OK** button to print the page.

If the pages do not print, check that at least one tray contains paper.


If the page jams in the product, follow the instructions on the control panel to clear the jam.

If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.

If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the print driver, or with the program.

6. Verify that you have installed the print driver for this product. Check the program to make sure that you are using the print driver for this product. The print driver is on the CD that came with the product. You can also download the print driver from this Web site: [www.hp.com/go/lj700M712\\_software](http://www.hp.com/go/lj700M712_software).
7. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program. If this solution does not work (the document does not print), complete these steps:
  - a. Try printing the job from another computer that has the product software installed.
  - b. If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

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 **NOTE:** The product will arrive with the USB port disabled. To enable the USB port and use it to test the product's connectivity, ensure the product is in the **Ready** state.


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## Factors that affect product performance


Several factors affect the time it takes to print a job:

- Maximum product speed, measured in pages per minute (ppm)
- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB connection
- The product I/O configuration
- The network operating system and configuration (if applicable)
- The print driver that you are using

## Restore factory-set defaults

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Restore Factory Settings**
3. Select one or more categories of settings from the list, and then select the **Reset** option, and then press the **OK** button.

## Control-panel help

The product has a built-in Help system that explains how to use each screen. To open the Help system, press the Help  button on the control panel.

For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by pressing the arrow buttons on the control panel.

For screens that contain settings for individual jobs, the Help opens to a topic that explains the options for that screen.

# Paper feeds incorrectly or becomes jammed

- [The product does not pick up paper](#)
- [The product picks up multiple sheets of paper](#)
- [Prevent paper jams](#)

## The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper size and type are set correctly on the product 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.
5. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.


## The product picks up multiple sheets of paper

If the product 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.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
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 to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.

## Prevent paper jams

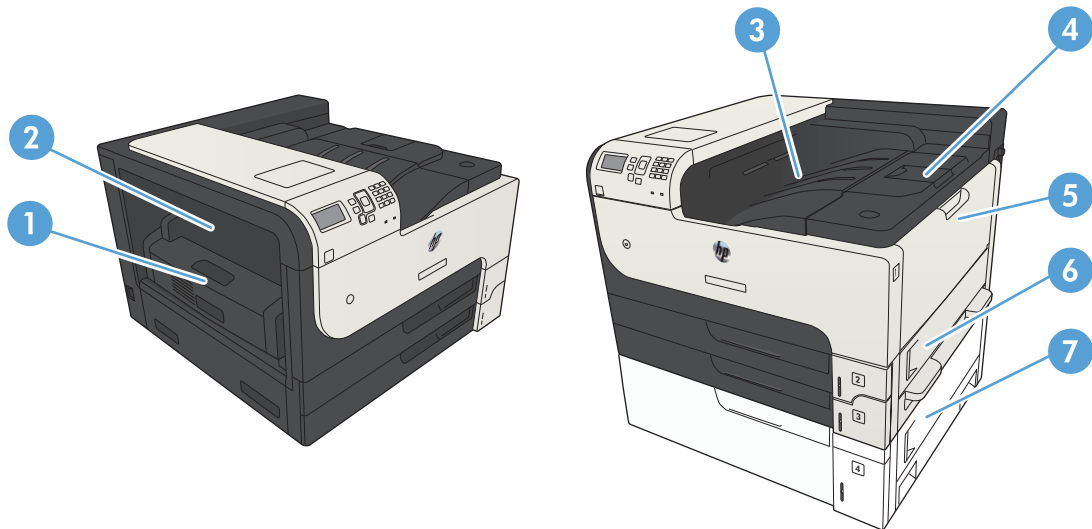
To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
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 product.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. On the product control panel, press the Home  button and then select the **Trays** item. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.



# Clear jams

## Jam locations



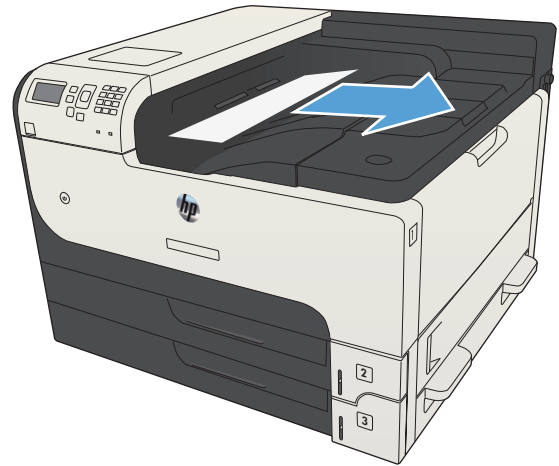
1	Duplexer
2	Fuser jam-access door
3	Output bin
4	Top cover (access to the toner cartridge)
5	Tray 1
6	Tray 2 jam-access door
7	Jam-access for the 500-sheet input tray

## Auto-navigation for clearing jams

The auto-navigation feature assists you in clearing jams by providing step-by-step instructions on the control panel. When you complete a step, the product displays instructions for the next step until you have completed all steps in the procedure.

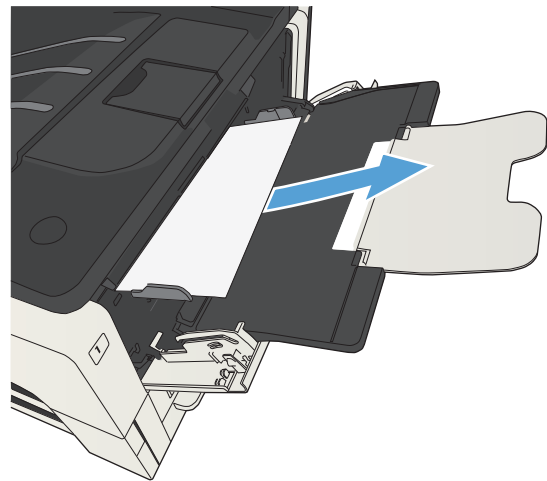
## Clear jams in the output-bin area

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



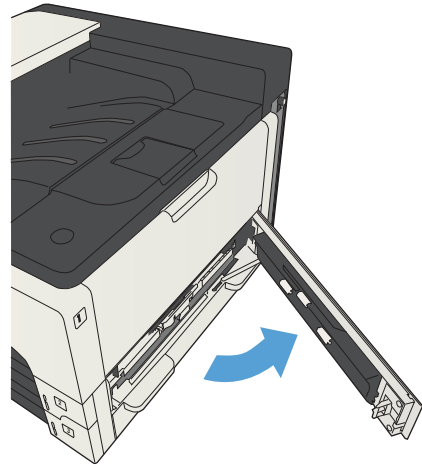
## Clear jams in Tray 1

1. Slowly pull the jammed paper out of the product.

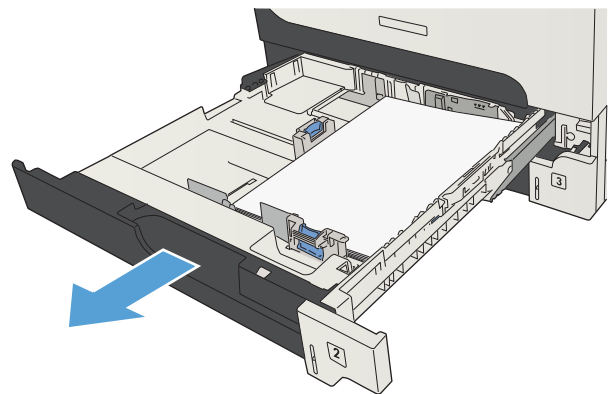


## Clear jams in Tray 2 or Tray 3

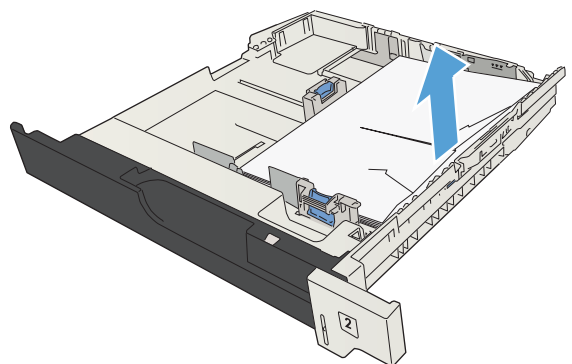
1. Open the right-side access door. If the jammed page is visible, gently pull it out of the product.



2. If you were not able to clear the jam by using the right-side access door, slide the tray out of the product.

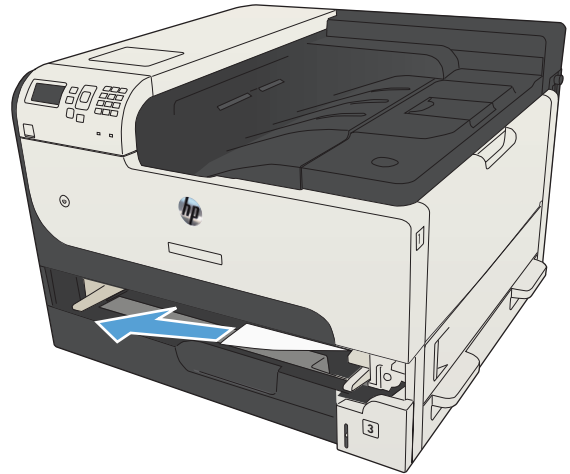


3. Remove any damaged paper from the tray.



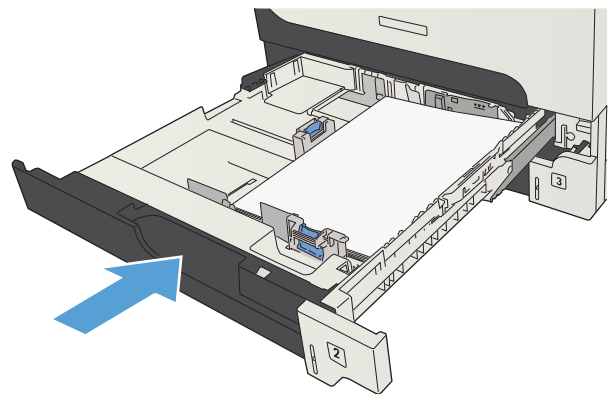
4. If the edge of the paper is visible in the feed area, slowly pull the paper toward the left side and then out of the product.

**NOTE:** Do not force the paper if it will not move easily. If the paper is stuck in a tray, try removing it through the tray above (if applicable) or through the toner-cartridge area.

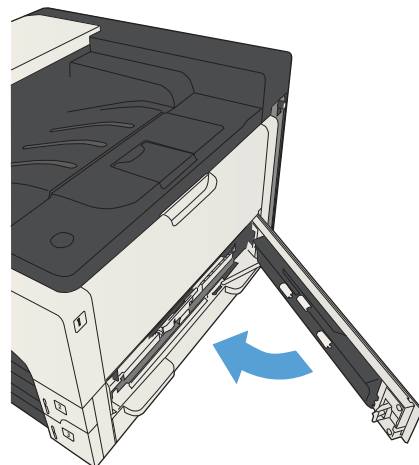


5. Close the tray.

**NOTE:** Before replacing the tray, make sure the paper is flat in the tray at all four corners and below the tabs on the guides.

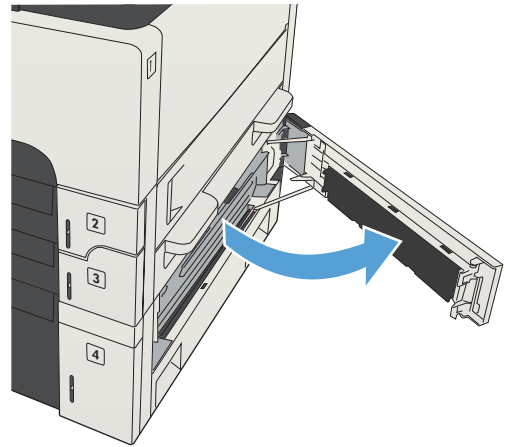


6. Close the right-side access door.

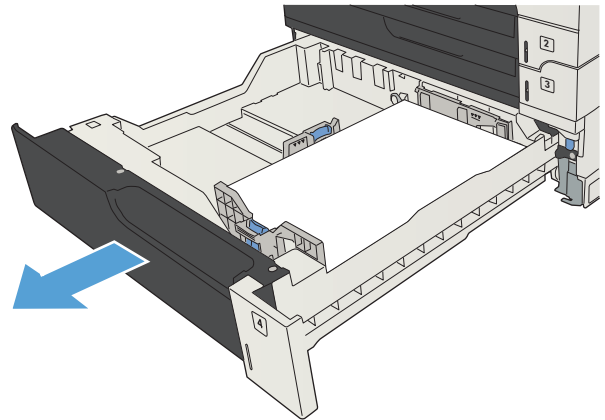


## Clear jams in the 500-sheet trays

1. Open the right-side access door and the 500-sheet tray jam-access door.



2. Remove the 500-sheet tray.

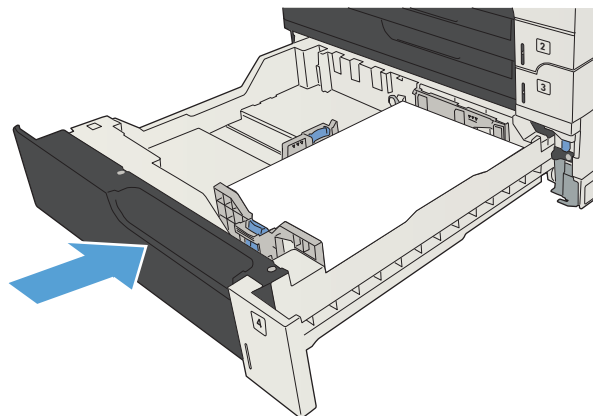


3. If the edge of the paper is visible in the feed area, slowly pull the paper toward the right side and out of the product.

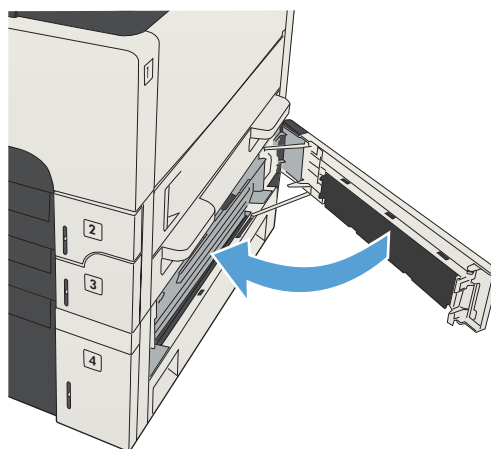
**NOTE:** Do not force the paper if it will not move easily. If the paper is stuck in a tray, try removing it through the tray above (if applicable) or through the upper, right door.



4. Close the 500-sheet tray.

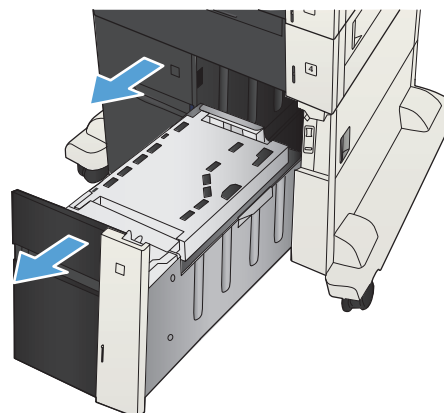


5. Close the right-side access door and the 500-sheet tray jam-access door.

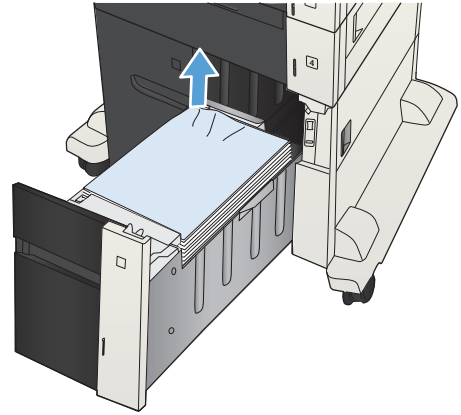


## Clear jams in the 3,500-sheet high-capacity tray

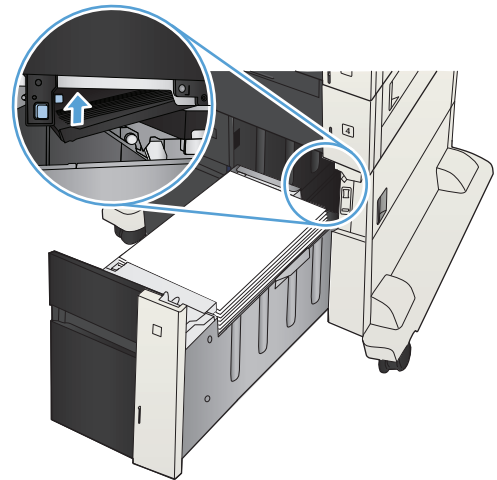
1. Open the right and left sides of the tray.



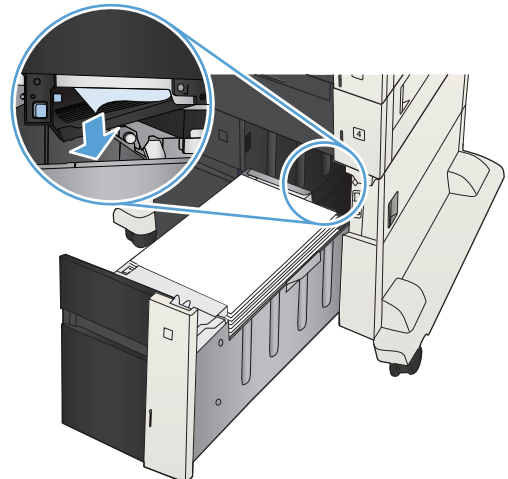
2. Remove any damaged sheets of paper.



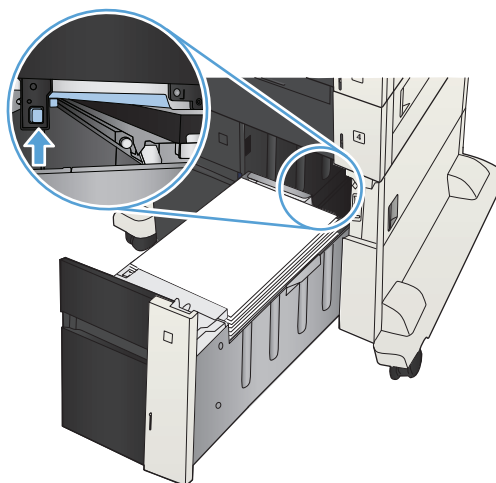
3. Above the right-side tray, press the green button to release the jam-access plate.



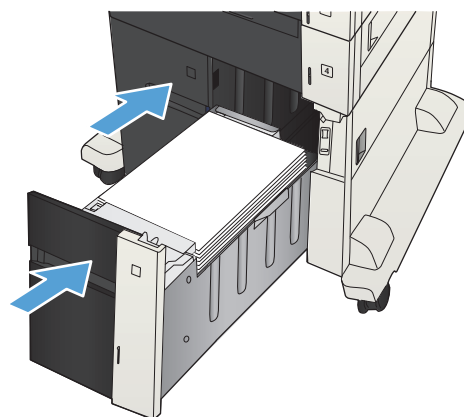
4. If jammed paper is in the feed area, pull it down to remove it.



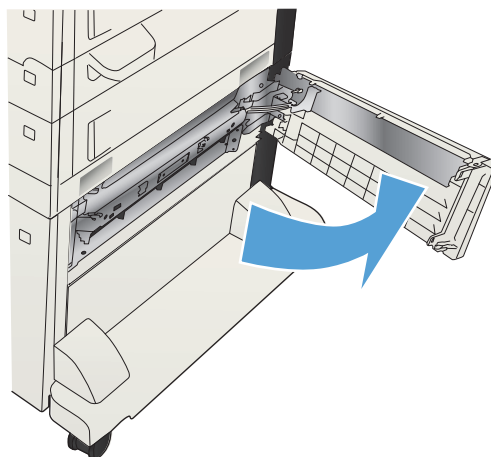
5. Push up on the jam-access plate to close it.



6. Close the right and left sides of the tray.

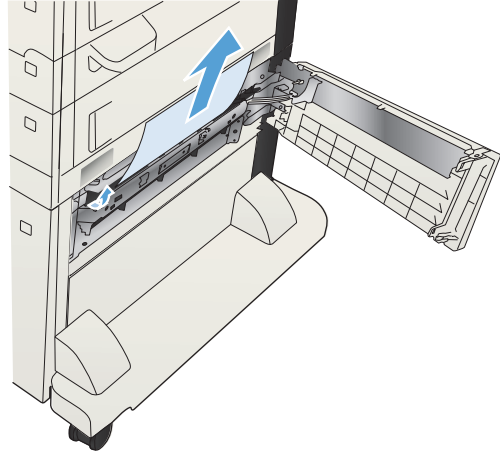


7. Open the jam-access door on the right side of the high-capacity tray cabinet.

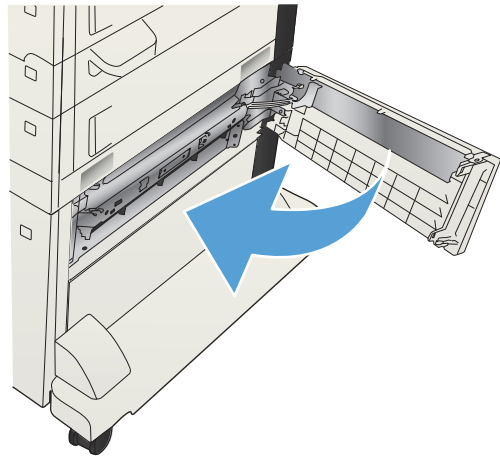




8. Lift up the jam-release plate and remove any jammed paper.

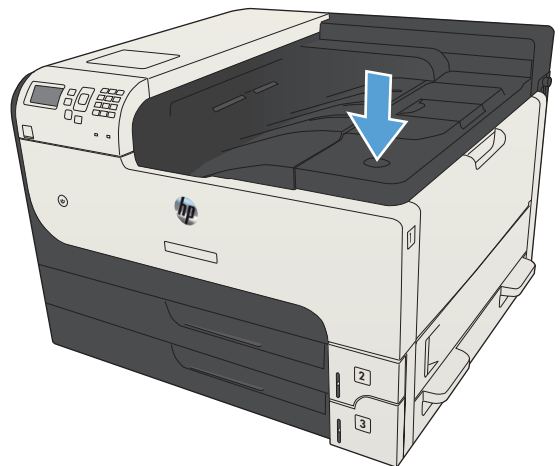


9. Close the jam-access door on the right side of the high-capacity tray cabinet.

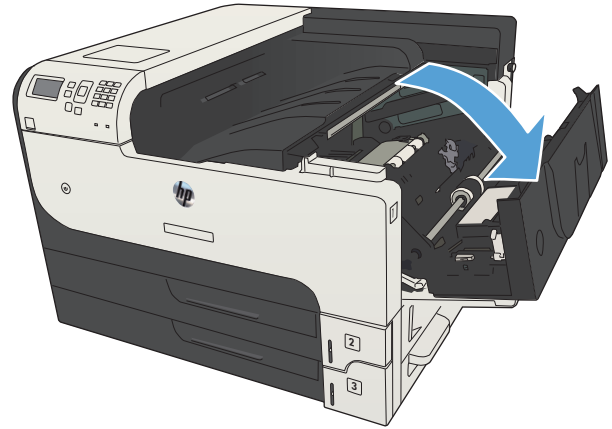


## Clear jams from the toner-cartridge area

1. Press the cartridge-door-release button.

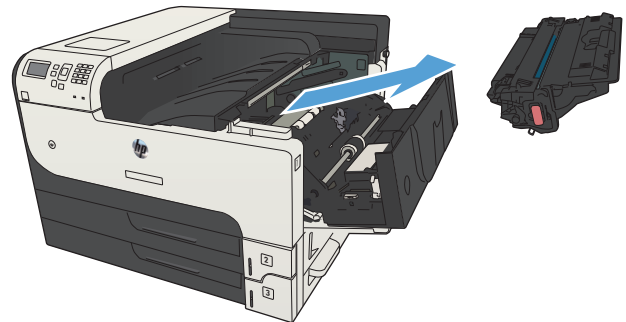


2. Open the cartridge door.

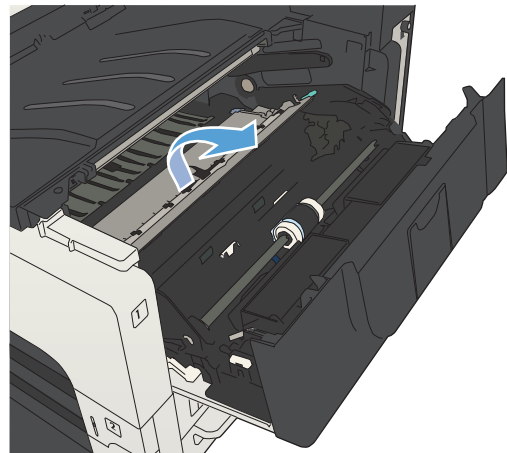


3. Remove the toner cartridge.

**CAUTION:** To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.

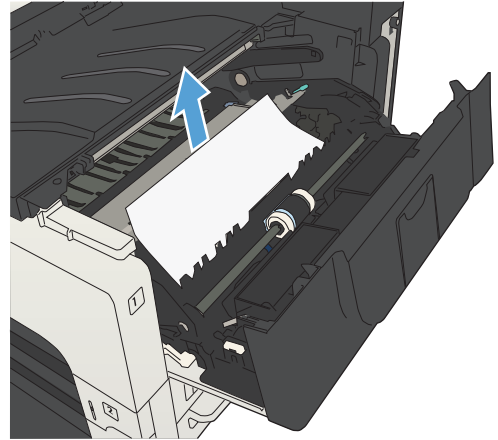


4. Pull the green tab down to open the metal plate inside the product.

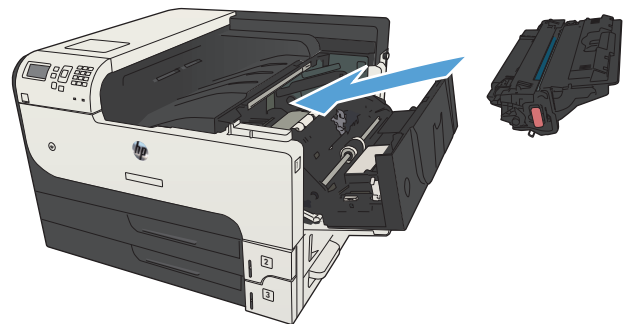


5. Slowly pull the paper out of the product. Be careful to not tear the paper.

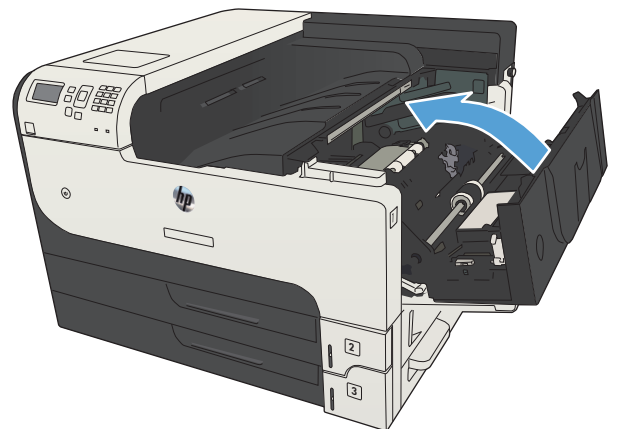
**CAUTION:** Avoid spilling loose toner. Use a dry, lint-free cloth to clean any toner that might have fallen into the product. If loose toner falls into the product, it might cause temporary problems with print quality. Loose toner should clear from the paper path after a few pages are printed. If toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. (Hot water sets toner into fabric.)



6. Replace the toner cartridge.



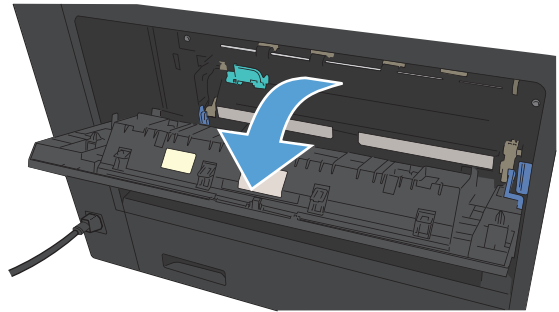
7. Close the cartridge door.



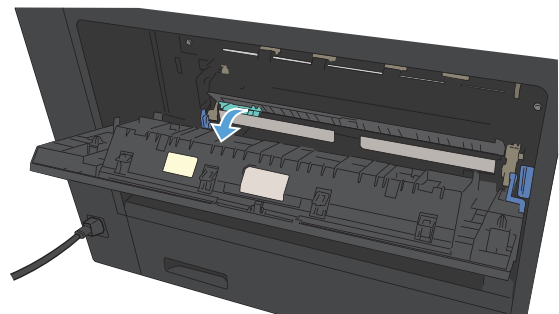
## Clear jams in the fuser

1. Open the fuser door on the left side of the product.

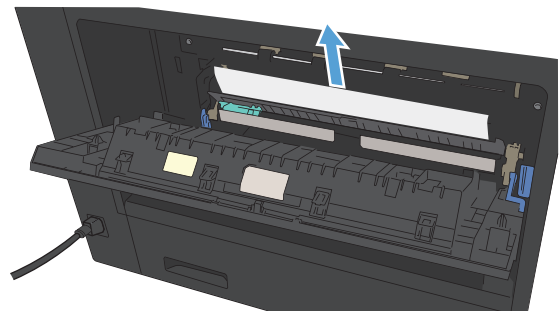
**CAUTION:** The fuser can be hot while the product is in use.



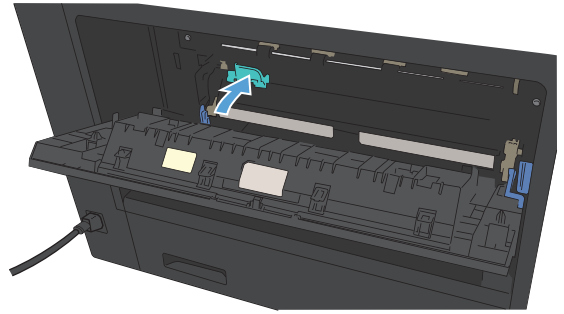
2. Push down on the green tab to open the fuser jam-access cover.



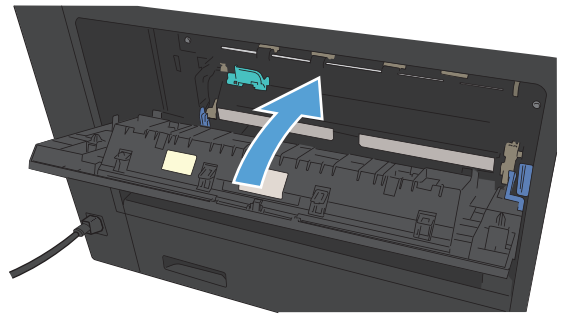
3. Remove any paper from the fuser.



4. Close the fuser jam-access cover.

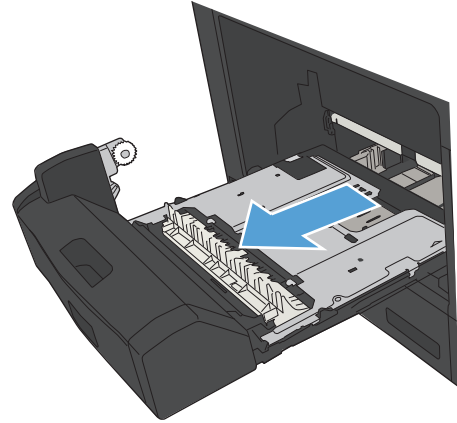


5. Close the fuser door.

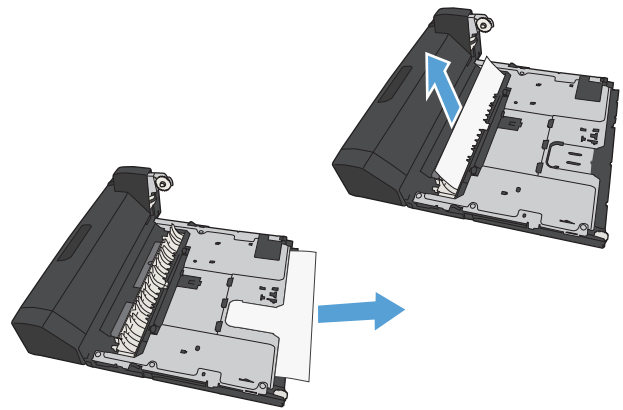


## Clear jams from the duplexer

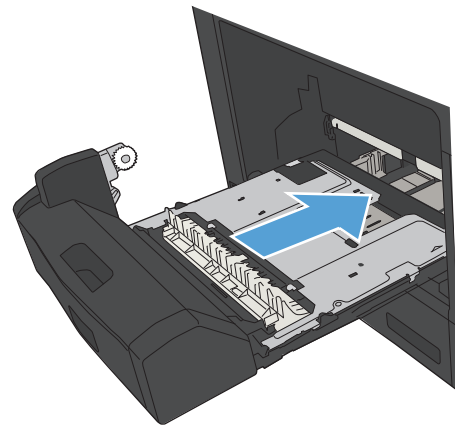
1. Remove the duplexer.



2. Remove any paper from the duplexer.




3. Reinstall the duplexer.




# Change jam recovery

This product provides a jam recovery feature that reprints jammed pages.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Jam Recovery**
3. Select one of the following options:
  - **Auto:** The product attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
  - **Off:** The product does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

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 **NOTE:** Some pages can be lost if the product runs out of paper while printing a duplex job with Jam Recovery set to **Off**.

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  - **On:** The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed.
4. To save your changes, press the **OK** button.

# Improve print quality

## Print from a different software program

Try printing from a different software program. If the page prints correctly, the problem is with the software program from which you were printing.

## Set the paper-type setting for the print job

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

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

## Check the paper type setting (Windows)

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

## Check the paper type setting (Mac OS X)


1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Finishing** menu.



4. Select a type from the **Media Type** drop-down list.
5. Click the **Print** button.

## Check the toner-cartridge status

Follow these steps to check the estimated life remaining in the toner cartridges and if applicable, the status of other replaceable maintenance parts.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **Reports**
  - **Configuration/Status Pages**
3. Select the **Supplies Status** option.
4. Highlight the **Print** option, and then press the **OK** button to print the report.
5. Check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

Print quality problems can occur when using a toner cartridge that is at its estimated end of life. The supplies status page indicates when a supply level is very low. After an HP supply has reached the very low threshold, HP's premium protection warranty on that supply has ended.

The supply does not need to be replaced now unless the print quality is no longer acceptable. Consider having a replacement available to install when print quality is no longer acceptable.

If you determine that you need to replace a toner cartridge or other replaceable maintenance parts, the supplies status page lists the genuine HP part numbers.

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

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


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

## Print a cleaning page

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

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


Use the following procedure to print a cleaning page.

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Device Maintenance**
  - **Calibration/Cleaning**
  - **Cleaning Page**
3. Press the **OK** button to print the page.
4. The cleaning process can take several minutes. When it is finished, discard the printed page.

## Visually inspect the toner cartridge

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

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

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4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. If the imaging drum does not appear to be damaged, rock the toner cartridge gently several times and reinstall it. Print a few pages to see if the problem has resolved.

## Check paper and the printing environment

### Use paper that meets HP specifications

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

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

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

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

- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

## Check the environment

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

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

## Check the EconoMode settings

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



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

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

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

4. If the entire page is too dark, use these settings:
  - Select the **600 dpi** option.
  - Select the **EconoMode** check box to enable it.

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

- Select the **FastRes 1200** option.
  - Clear the **EconoMode** check box to disable it.
5. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog, click the **OK** button to print the job.

## Try a different print driver

Try using a different print driver if you are printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts. The following print drivers are available at [www.hp.com/go/lj700M712\\_software](http://www.hp.com/go/lj700M712_software).

---

### HP PCL 6 driver

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

---

### HP UPD PS driver

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
  - Provides support for printing from postscript emulation needs, or for postscript flash font support
-

#### HP UPD PCL 5

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


---

#### HP UPD PCL 6

- Recommended for printing in all Windows environments
  - Provides the overall best speed, print quality, and printer feature support for most users
  - Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
  - Might not be fully compatible with third-party and custom software programs that are based on PCL 5
- 

## Set the individual tray alignment

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

1. On the product control panel, press the Home  button.
2. Open the following menus:
  - **Administration**
  - **General Settings**
  - **Print Quality**
  - **Image Registration**
3. Select the tray that you want to adjust, and press the **OK** button.
4. Select the adjustment that you want to make and use the arrow buttons to adjust the image on the page. Press the **OK** button to save the changes.
5. To verify the results, select the **Print Test Page** option, and press the **OK** button. Make further adjustments if necessary.

# The product does not print or it prints slowly

## The product does not print

If the product does not print at all, try the following solutions.

1. Make sure the product is turned on and that the control panel indicates it is ready.
  - If the control panel does not indicate the product is ready, turn the product off and then on again.
  - If the control panel indicates the product is ready, try sending the job again.
2. If the control panel indicates the product has an error, resolve the error and then try sending the job again.
3. Make sure the cables are all connected correctly. If the product is connected to a network, check the following:
  - Check the light next to the network connection on the product. If the network is active, the light is green.
  - Make sure that you are using a network cable and not a phone cord to connect to the network.
  - Make sure the network router, hub, or switch is turned on and that it is working correctly.
4. Install the HP software from the CD that came with the product or use the UPD print driver. Using generic print drivers can cause delays clearing jobs from the print queue.
5. From the list of printers on your computer, right-click the name of this product, click **Properties**, and open the **Ports** tab.
  - If you are using a network cable to connect to the network, make sure the printer name listed on the **Ports** tab matches the product name on the product configuration page.
  - If you are using a USB cable and are connecting to a wireless network, make sure the box is checked next to **Virtual printer port for USB**.
6. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.
7. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

## The product prints slowly


If the product prints, but it seems slow, try the following solutions.

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: [www.hp.com/support/lj700M712](http://www.hp.com/support/lj700M712).
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.

# Solve easy-access USB printing problems

- [The Retrieve From USB menu does not open when you insert the USB flash drive](#)
- [The file does not print from the USB flash drive](#)
- [The file that you want to print is not listed in the Retrieve from USB menu](#)

## The Retrieve From USB menu does not open when you insert the USB flash drive

1. You must enable this feature before you can use it.
  - a. On the product control panel, press the Home  button.
  - b. Open the following menus:
    - **Administration**
    - **General Settings**
    - **Enable Retrieve from USB**
  - c. Highlight the **Enable** option, and then press the **OK** button.
2. You might be using a USB flash drive or a file system that this product does not support. Save the files on a standard USB flash drive that uses File Allocation Table (FAT) file systems. The product supports FAT32 USB flash drives.
3. If another menu is already open, close that menu and then reinsert the USB flash drive.
4. The USB flash drive might have multiple partitions. (Some USB flash drive manufacturers install software on the accessory that creates partitions, similar to a CD.) Reformat the USB flash drive to remove the partitions, or use a different USB flash drive.
5. The USB flash drive might require more power than the product can provide.
  - a. Remove the USB flash drive.
  - b. Turn the product off and then on.
  - c. Use a USB flash drive that has its own power supply or that requires less power.
6. The USB flash drive might not be functioning correctly.
  - a. Remove the USB flash drive.
  - b. Turn the product off and then on.
  - c. Try printing from another USB flash drive.



## The file does not print from the USB flash drive

1. Make sure that paper is in the tray.
2. Check the control panel for messages. If paper is jammed in the product, clear the jam.

## The file that you want to print is not listed in the Retrieve from USB menu

1. You might be trying to print a file type that the USB printing feature does not support. The product supports .pdf, .prn, .pcl, .ps, and .cht file types.
2. You might have too many files in a single folder on the USB flash drive. Reduce the number of files in the folder by moving them to subfolders.
3. You might be using a character set for the file name that the product does not support. In this case, the product replaces the file names with characters from a different character set. Rename the files using ASCII characters.

## Solve USB connection problems

If you have connected the product directly to a computer, configure the following setting so the product wakes from sleep mode whenever it receives a print job.

1. On the product control panel, press the Home  button.

2. Open the following menus:

- **Administration**
- **General Settings**
- **Energy Settings**
- **Sleep Timer Settings**
- **Wake/Auto On Events**

3. Highlight the **All events** option and press the **OK** button.

If you have connected the product directly to a computer, check the cable.

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 2 m (6.5 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

# Solve wired network problems

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

- [The product has a poor physical connection](#)
- [The computer is using the incorrect IP address for the product](#)
- [The computer is unable to communicate with the product](#)
- [The product 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 product is disabled, or other network settings are incorrect](#)

## The product has a poor physical connection

1. Verify that the product 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 product, and verify that the amber activity light and the green link-status light are lit.
4. If the problem continues, try a different cable or port on the hub.

## The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.
2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes.**
3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.
4. If the IP address is correct, delete the product and then add it again.

## The computer is unable to communicate with the product

1. Test network communication by pinging the product.
  - a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, and then type `cmd`.
  - b. Type `ping` followed by a space and then the IP address for your product.
  - 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 product, and the computer are all configured for the same network.

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

Hewlett-Packard recommends leaving this setting 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.
2. Verify that the operating system is configured correctly.


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

1. Review the configuration page to check the status of the network protocol. Enable it if necessary.
2. Reconfigure the network settings if necessary.

# Solve product software problems (Windows)

## A print driver for the product is not visible in the Printer folder


1. Reinstall the product software.

 **NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.

2. Try connecting the USB cable to a different USB port on the computer.

## An error message was displayed during the software installation

1. Reinstall the product software.

 **NOTE:** Close any applications that are running. To close an application that has an icon in the system tray, right-click the icon, and select **Close** or **Disable**.

2. Check the amount of free space on the drive where you are installing the product software. If necessary, free up as much space as you can, and reinstall the product software.
3. If necessary, run the Disk Defragmenter, and reinstall the product software.

## The product is in Ready mode, but nothing prints

1. Print a configuration page, and verify the product functionality.
2. Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.
3. Verify that the product IP address listed on the configuration page matches the IP address for the software port. Use one of the following procedures:

### Windows XP, Windows Server 2003, Windows Server 2008, and Windows Vista

- a. Click **Start**, or for Windows Vista click the Windows icon in the lower-left corner of the screen.
- b. Click **Settings**.
- c. Click **Printers and Faxes** (using the default Start menu view) or click **Printers** (using the Classic Start menu view).
- d. Right-click the product driver icon, and then select **Properties**.
- e. Click the **Ports** tab, and then click **Configure Port**.
- f. Verify the IP address, and then click **OK** or **Cancel**.
- g. If the IP addresses are not the same, delete the driver, and reinstall the driver using the correct IP address.

## Windows 7

- a. Click the Windows icon in the lower-left corner of the screen.
- b. Click **Devices and Printers**.
- c. Right-click the product driver icon, and then select **Printer properties**.
- d. Click the **Ports** tab, and then click **Configure Port**.
- e. Verify the IP address, and then click **OK** or **Cancel**.
- f. If the IP addresses are not the same, delete the driver, and reinstall the driver using the correct IP address.

## Solve product software problems (Mac OS X)

- [The product name does not appear in the product list in the Print & Fax or the Print & Scan list](#)
- [A print job was not sent to the product that you wanted](#)
- [When connected with a USB cable, the product does not appear in the Print & Fax or the Print & Scan list after the driver is selected](#)

### The product name does not appear in the product list in the Print & Fax or the Print & Scan list

1. Make sure that the cables are connected correctly and the product is on.
2. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax or the Print & Scan list.
3. Replace the USB or network cable with a high-quality cable.
4. If necessary, reinstall the software.



**NOTE:** Connect the USB or network cable before attempting to reinstall the software.

### A print job was not sent to the product that you wanted

1. Open the print queue and restart the print job.
2. Another product with the same or similar name might have received your print job. Print a configuration page to check the product name. Verify that the name on the configuration page matches the product name in the Print & Fax or the Print & Scan list.

### When connected with a USB cable, the product does not appear in the Print & Fax or the Print & Scan list after the driver is selected

#### Software troubleshooting

- ▲ Make sure that your Mac operating system is Mac OS X 10.5 or later.

#### Hardware troubleshooting

1. Make sure that the product is turned on.
2. Make sure that the USB cable is connected correctly.
3. Make sure that you are using the appropriate high-speed USB cable.

4. Make sure that you do not have too many USB devices drawing power from the chain. Disconnect all of the devices from the chain, and connect the cable directly to the USB port on the computer
5. Check to see if more than two non-powered USB hubs are connected in a row on the chain. Disconnect all of the devices from the chain, and then connect the cable directly to the USB port on the computer.



**NOTE:** The iMac keyboard is a non-powered USB hub.

---



# Remove software (Windows)

## Windows XP

1. Click **Start**, **Control Panel**, and then **Add or Remove Programs**.
2. Find and select the product from the list.
3. Click the **Change/Remove** button to remove the software.

## Windows Vista

1. Click the Windows icon in the lower-left corner of the screen. Click **Control Panel**, and then click **Programs and Features**.
2. Find and select the product from the list.
3. Select the **Uninstall/Change** option.

## Windows 7

1. Click the Windows icon in the lower-left corner of the screen. Click **Control Panel**, and then under the **Programs** heading, click **Uninstall a program**.
2. Find and select the product from the list.
3. Select the **Uninstall** option.

## Remove the print driver (Mac OS X)

You must have administrator rights to remove the software.

1. Open **System Preferences**.
2. Select **Print & Fax**.
3. Highlight the product.
4. Click the minus (-) symbol.
5. Delete the print queue, if necessary.

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