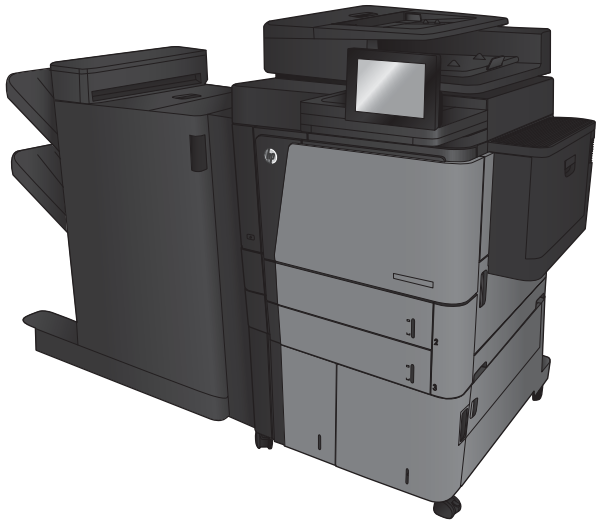
LASERJET ENTERPRISE FLOW MFP M830

User Guide



M830z

HP LaserJet Enterprise flow MFP M830

User Guide

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1 Product introduction

- Product comparison
- Product views
- Finishing accessory views
- Product hardware setup and software installation

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

Product comparison

		Configuration A	Configuration B	Configuration C
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 and Tray 3 (500-sheet capacity each)	✓	✓	✓
	Tray 4 and Tray 5 (combined 3,500-sheet capacity)	✓	✓	✓
	Two-bin stapler/stacker	✓		
	Two-bin stapler/stacker with hole punch		✓	
	Booklet maker			✓
	Automatic duplex printing	✓	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
	Wireless direct accessory for “touch” printing from mobile devices (optional on some printers)	✓	✓	✓
Storage	HP High-Performance Secure Hard Disk	✓	✓	✓
Control-panel display and input	Touchscreen control panel	✓	✓	✓
	Retractable keyboard	✓	✓	✓
Print	Prints 55 pages per minute (ppm) on A4 and Letter-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
	Wireless direct accessory for “touch” printing from mobile devices (optional on some printers)	✓	✓	✓
	Mobile printing using the following: • HP ePrint • HP ePrint software[1] • HP ePrint Enterprise • HP ePrint Home & Biz • HP Printer Control • Google Cloud Print • AirPrint	✓	✓	✓
Fax		✓	✓	✓

		Configuration A	Configuration B	Configuration C
Copy and Scan	Copies and scans 55 pages ppm on A4 and Letter-size paper	✓	✓	✓
	Easy-access USB copying and scanning (no computer required)	✓	✓	✓
	200-page document feeder with electronic duplex copying and scanning and multi-pick detection	✓	✓	✓
Digital Send	Send to E-mail, Save to USB, Save to Network Folder, and Save to SharePoint® options	✓	✓	✓
Supported operating systems[23]	Windows XP SP2 or later, 32-bit and 64-bit NOTE: The software installer does not support the 64-bit version, but the print driver supports it. 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.	✓	✓	✓
	Windows Vista, 32-bit and 64-bit NOTE: Windows Vista Starter is not supported by the software installer or the print driver.	✓	✓	✓
	Windows 7, 32-bit and 64-bit	✓	✓	✓
	Windows 8, 32-bit and 64-bit NOTE: UPD PCL 5 is not supported for Windows 8.	✓	✓	✓
	Windows 2003 Server SP1 or later, 32-bit and 64-bit NOTE: The software installer does not support the 64-bit version, but the print driver supports it. NOTE: Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best-effort support for the discontinued Server 2003 operating system.	✓	✓	✓
	Windows Server 2008, 32-bit and 64-bit	✓	✓	✓
	Windows Server 2008 R2, 64-bit	✓	✓	✓
	Windows Server 2012, 64-bit NOTE: UPD PCL 5 is not supported for Windows Server 2012.	✓	✓	✓

		Configuration A	Configuration B	Configuration C
	Mac OS X 10.6, 10.7 Lion, and 10.8 Mountain Lion	✓	✓	✓

[1] The HP ePrint Software supports the following operating systems: Windows® XP SP2 or greater (32-bit) up to ePrint Software version 3; Windows Vista® (32-bit and 64-bit); Windows 7 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); and Mac OS X versions 10.6, 10.7 Lion, and 10.8 Mountain Lion.

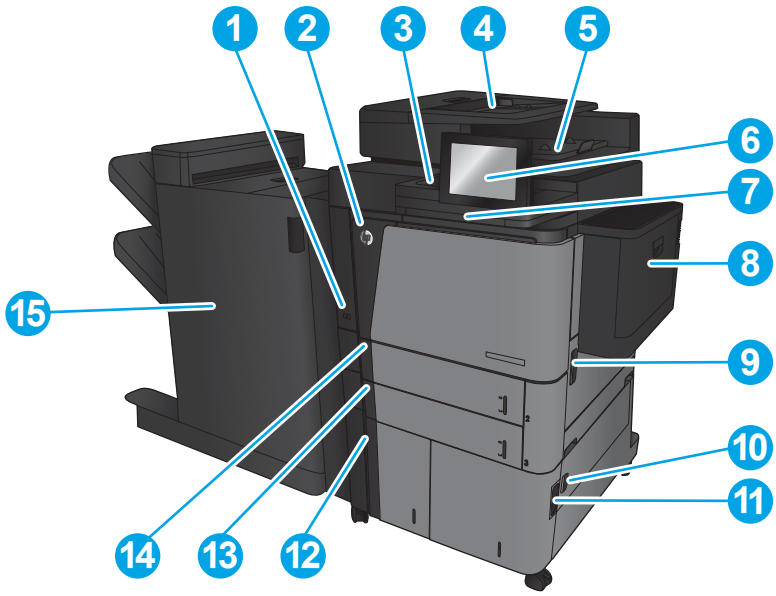
[2] The list of supported operating systems applies to the Windows PCL 6, UPD PCL 6, UPD PCL 5, UPD PS, and Mac print drivers and to the in-box software installation CD. For a current list of supported operating systems, go to www.hp.com/support/ljflowMFPM830 for HP's all-inclusive help for your product. If you are located outside the US, go to www.hp.com/support, select a country/region, click **Product Support & Troubleshooting**, enter the product name, and then select **Search**.

[3] The HP Software Installer CD for Windows and Mac installs the HP PCL 6 discrete driver and .NET 3.5 SP1 for Windows operating systems, the .NET 4.0 for Windows 8 and Windows Server 2012, and the Mac driver and Mac Utility for the Mac operating systems. Other optional software is also included on the installation CD.

Product views

- Product front view
- Product back view
- Interface ports
- Control-panel view

Product front view

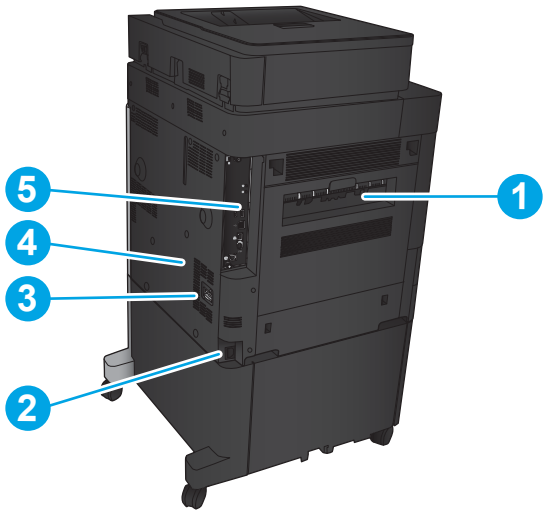


1	On/off button
2	Front door (access to the toner cartridge)
3	Hardware integration pocket (for connecting accessory and third-party devices)
4	Document feeder
5	Document-feeder output bin
6	Control panel with color touchscreen display (tilts up for easier viewing)
7	Keyboard (pull the keyboard straight out to use it)
8	Tray 1
9	Right-side door (access for clearing jams)
10	Lower-right door (access for clearing jams)
11	Tray 4
12	Tray 5
13	Tray 3

14	Tray 2
15	Finishing accessory (varies with product configuration)

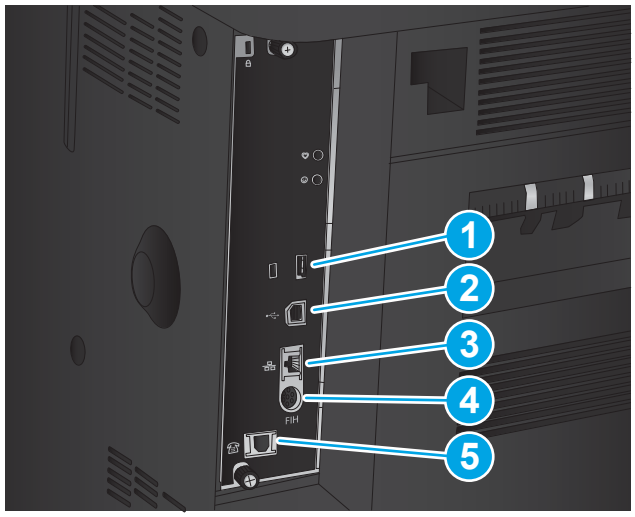
Product back view

NOTE: The product is shown without a finishing accessory attached.



1	Left door (access to the fuser and the duplexer)
2	Power connection
3	Connection for a finishing accessory
4	Model and serial number label
5	Formatter (contains the interface ports)

Interface ports



1	USB port for connecting external USB devices (this port might be covered)
2	Hi-Speed USB 2.0 printing port NOTE: For Easy-access USB printing, use the USB port near the control panel.
3	Local area network (LAN) Ethernet (RJ-45) network port
4	Foreign interface harness (for connecting third-party devices)
5	Fax port

Control-panel view

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

You can return to the Home screen at any time by touching the Home button on the left side of the product control panel. You can also touch the Home button in the upper-left corner of most screens.

NOTE: HP regularly updates features that are available in the product firmware. To take advantage of the most current features, upgrade the product firmware. To download the most recent firmware upgrade file, go to www.hp.com/support/ljflowMFPM830 for HP's all-inclusive help for your product. If you are located outside the US, go to www.hp.com/support, select a country/region, click **Product Support & Troubleshooting**, enter the product name, and then select **Search**.

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

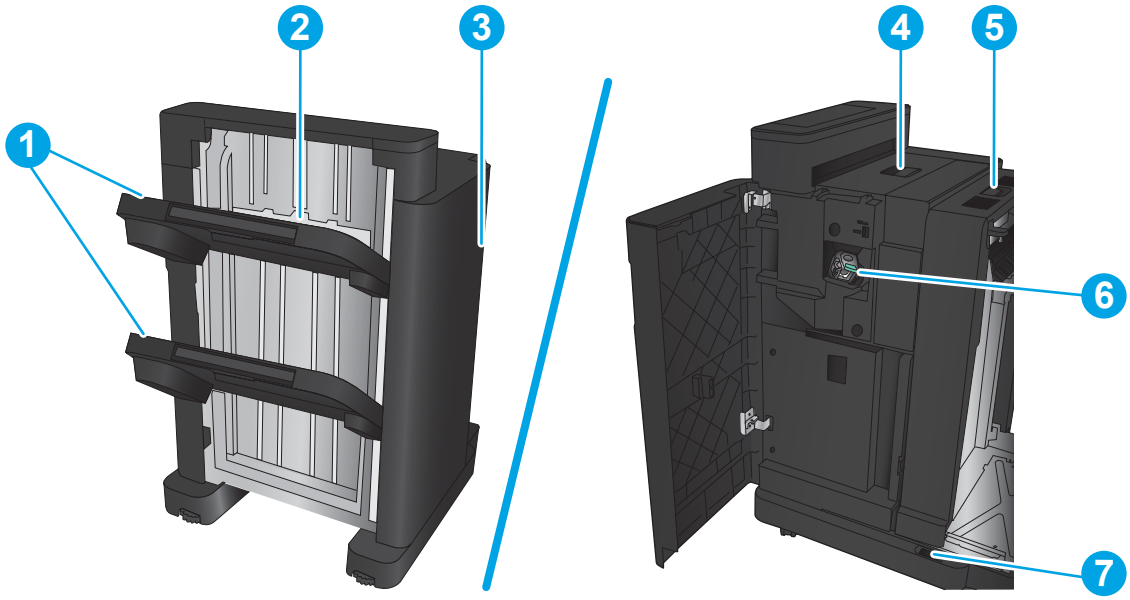
1	Home button	Touch to return to the product Home screen at any time.
2	Refresh button	Touch the Refresh button to clear changes and restore the default settings.
3	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the product if you have signed in for access to secured features. After you sign out, the product restores all options to the default settings.
4	HP logo or Home button	On any screen other than the Home screen, the HP logo changes to a Home button. Touch the Home button to return to the Home screen.
5	Stop button	Touch the Stop button to pause the current job. The Job Status screen opens, and then you can cancel or continue the job.
6	Start button	Touch the Start button to start a copy job.
7	Product status	The status line provides information about the overall product status.
8	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
9	Sleep button	Touch the Sleep button to put the product into Sleep mode.
10	Network button	Touch the Network button to find information about the network connection.
11	Help button	Touch the Help button to open the embedded help system.

12	Copies field	The Copies field indicates the number of copies that the product is set to make.
13	Scroll bar	Touch the up or down arrows on the scroll bar to see the complete list of available features.
14	Features	Depending on the product configuration, the features that appear in this area can include any of the following items: • Quick Sets • Copy • E-mail • Fax • Save to USB • Save to Network Folder • Save to Device Memory • Retrieve from USB • Retrieve from Device Memory • Save to SharePoint® • Job Status • Supplies • Trays • Administration • Device Maintenance
15	Keyboard	This product includes a physical keyboard. The keys are mapped to your language in the same way the virtual keyboard on the product control panel is mapped. If you select a different keyboard layout for the virtual keyboard, the keys on the physical keyboard are remapped to match the new settings.
16	Easy-access USB port	Insert a USB flash drive for printing and scanning without a computer or to update the product firmware. **NOTE:** An administrator must enable this port before use. See Print from the USB port on page 56.

Finishing accessory views

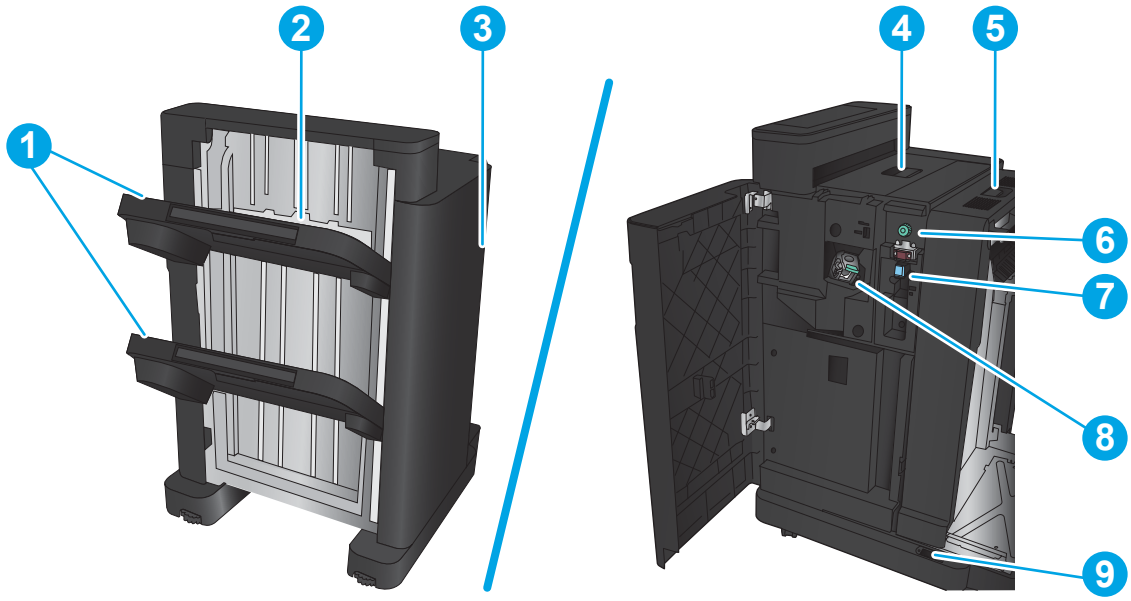
- Stapler/stacker
- Stapler/stacker with hole punch
- Booklet maker

Stapler/stacker



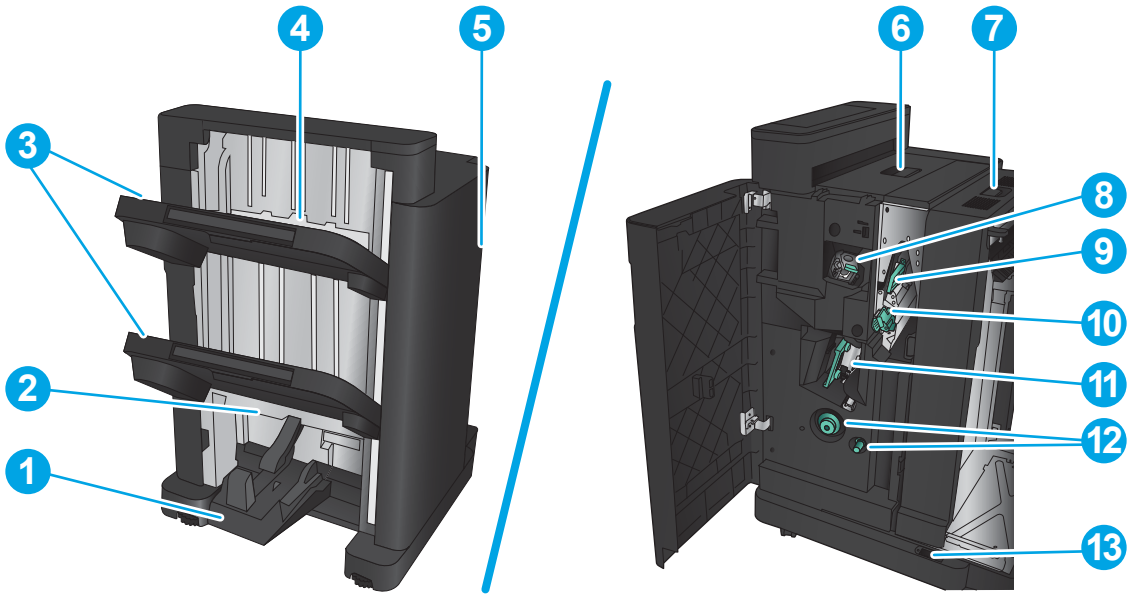
1	Stapler/stacker output bins
2	Stapler/stacker output slot
3	Front door
4	Top cover
5	Upper release latch
6	Stapler 1
7	Lower release latch

Stapler/stacker with hole punch



1	Stapler/stacker output bins
2	Stapler/stacker output slot
3	Front door
4	Top cover
5	Upper release latch
6	Hole punch
7	Chad collector
8	Stapler 1
9	Lower release latch

Booklet maker



1	Booklet output bin
2	Booklet output slot
3	Stapler/stacker output bins
4	Stapler/stacker output slot
5	Front door
6	Top cover
7	Upper release latch
8	Stapler 1
9	Upper paper delivery guide
10	Lower paper delivery guide
11	Saddle-stitch carriage, access to stapler 2 and stapler 3
12	Paper-advancement knobs for clearing jams
13	Lower release latch

Product hardware setup and software installation

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

In the US, go to www.hp.com/support/ljflowMFPM830 for HP's all-inclusive help for your product.

Outside the US, follow these steps:

1. Go to www.hp.com/support.
2. Select your country/region.
3. Click **Product Support & Troubleshooting**.
4. Enter the product name, and then select **Search**.

Select your product to find the following support:

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

2 Paper trays

- Configure trays for paper type and size
- Load Tray 1
- Load Tray 2 and Tray 3
- Load Tray 4 and Tray 5
- Configure the default staple location
- Configure the default hole punch location

For more information:

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- Find warranty and regulatory information

Configure trays for paper type and size

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 type and size 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.
2. The tray configuration message displays on the product control panel.
3. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.
4. Select the correct type and size, and then touch 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. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.
5. Select the correct type and size, and then touch the OK button.

Configure a tray by using the control panel

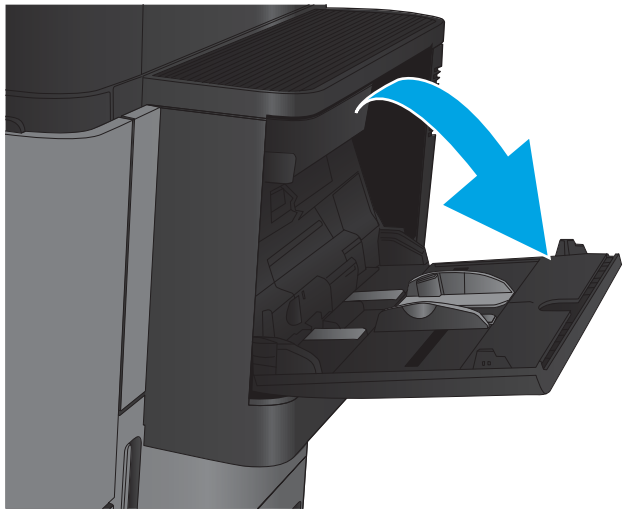
You can also configure the trays for type and size without a prompt from the product.

1. From the Home screen on the product control panel, scroll to and touch the Trays button.
2. Touch the line for the tray that you want to configure, and then touch the Modify button.
3. Select the paper type and size from the lists of options.
4. Touch the OK button to save your selection.

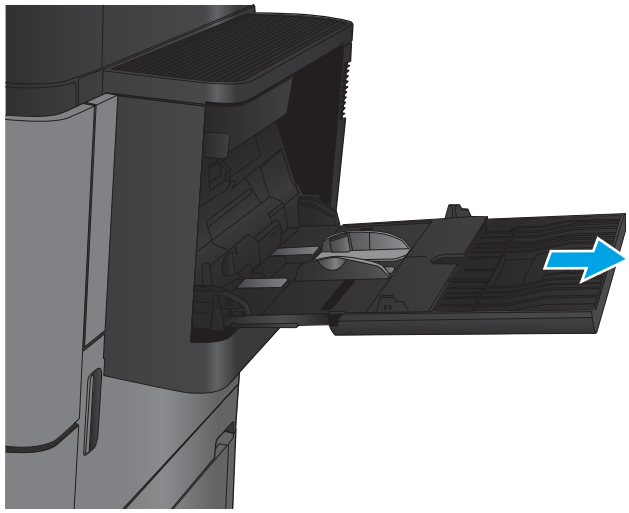
Load Tray 1

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

1. Open Tray 1.

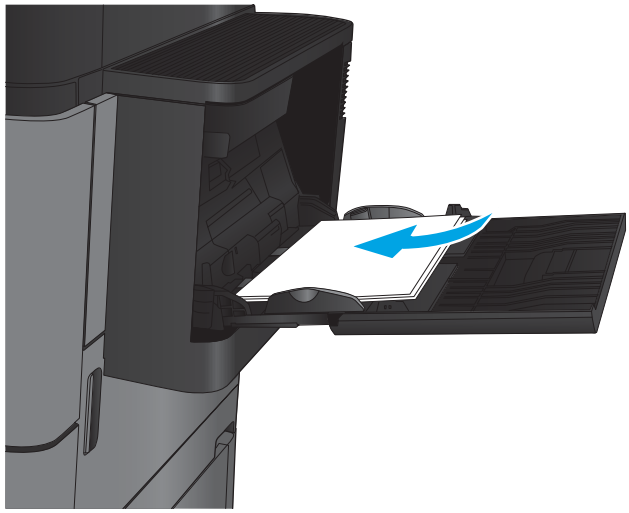


2. Pull out the tray extension to support the paper.

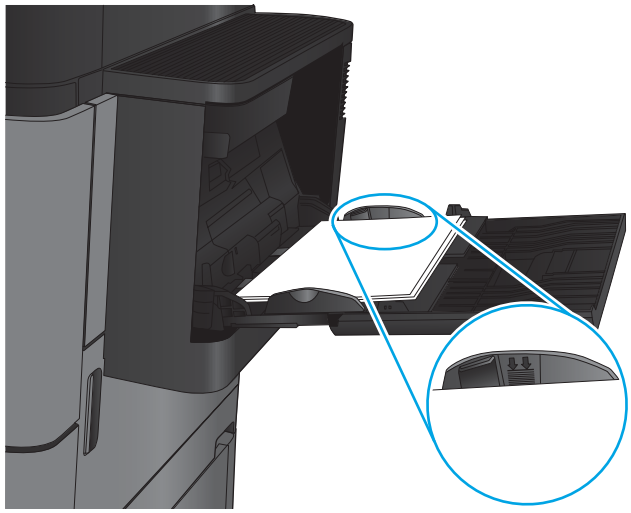


3. Load paper in the tray. See Table 2-1 Tray 1 paper orientation on page 19.

   TIP: To achieve the highest print-quality, HP recommends that you load the paper long-edge first.



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



5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.

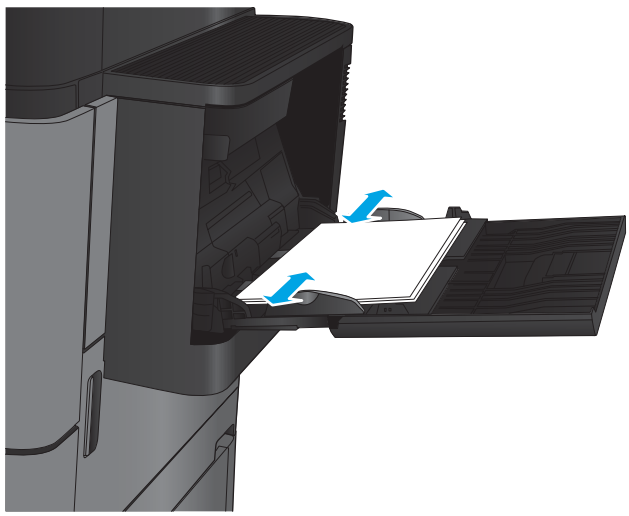


Table 2-1 Tray 1 paper orientation

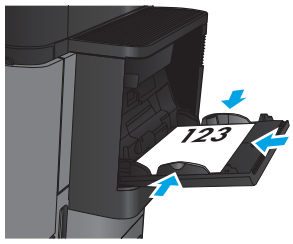
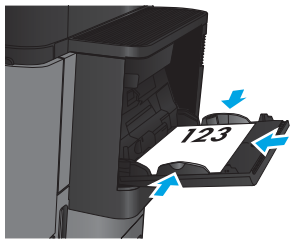
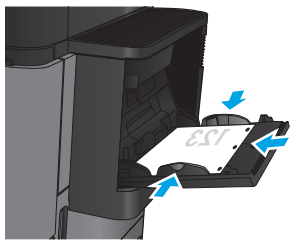
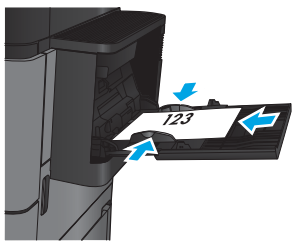
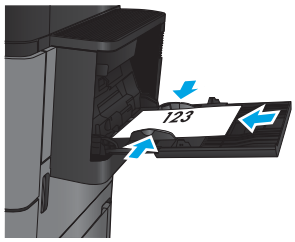
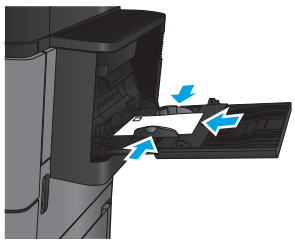
Paper type	Image orientation	Duplex mode	How to load paper
Preprinted, letterhead, or labels	Portrait	1-sided printing	Face-up Top edge toward the back of the product 
		Automatic 2-sided printing	Face-up Top edge toward the back of the product 
Prepunched	Portrait	1-sided printing	Face-down Holes towards the right of the tray 
Preprinted or letterhead	Landscape	1-sided printing	Face-up Top edge toward the back of the product 

Table 2-1 Tray 1 paper orientation (continued)

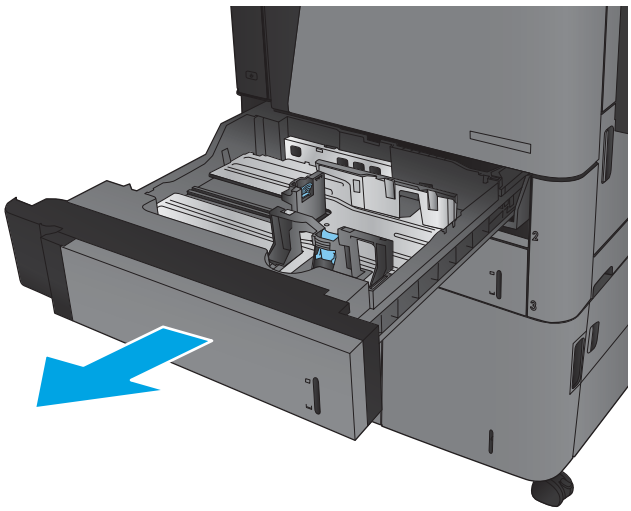
Paper type	Image orientation	Duplex mode	How to load paper
		Automatic 2-sided printing	Face-up Top edge toward the back of the product 
Envelopes	Short edge of the envelope feeding into the product	1-sided printing	Face-up Top edge toward the back of the product 

Load Tray 2 and Tray 3

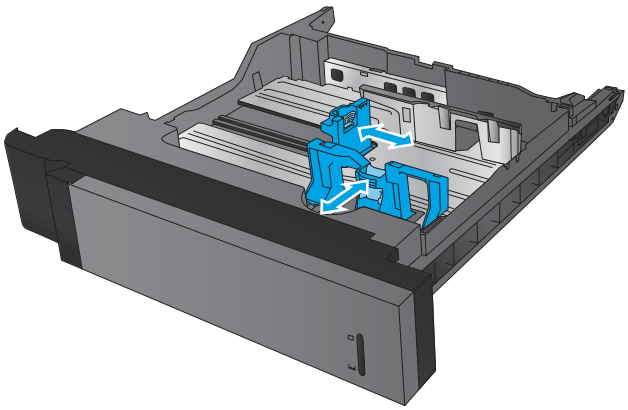
NOTE: The procedure to load paper for Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

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



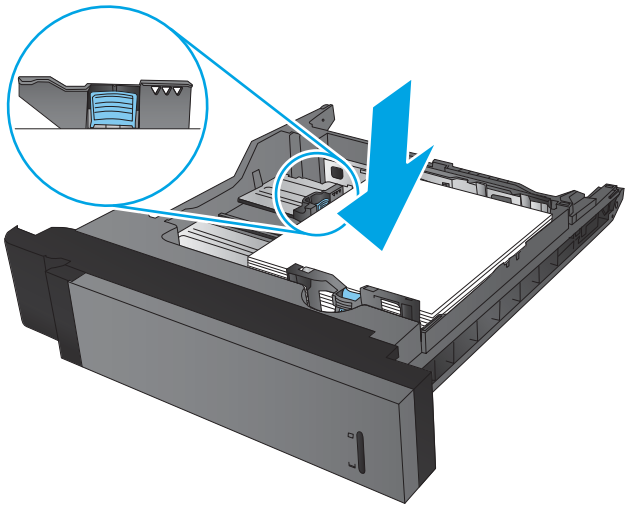
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



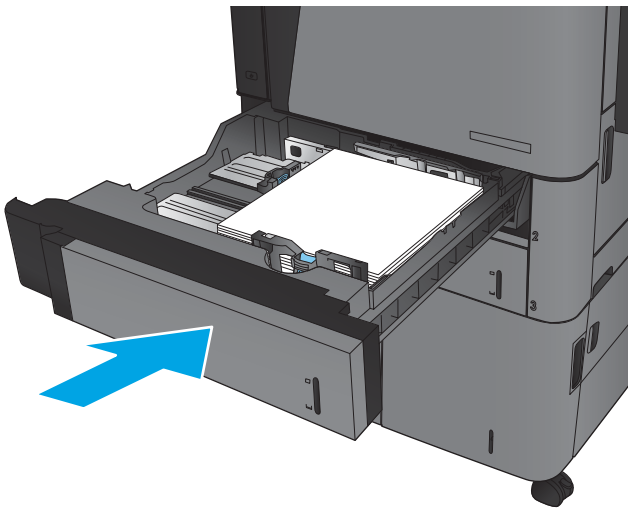
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

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



4. Close the tray.



5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the type or size.

6. For custom-size paper, you need to specify the X and Y dimensions for the paper when the prompt displays on the product control panel.

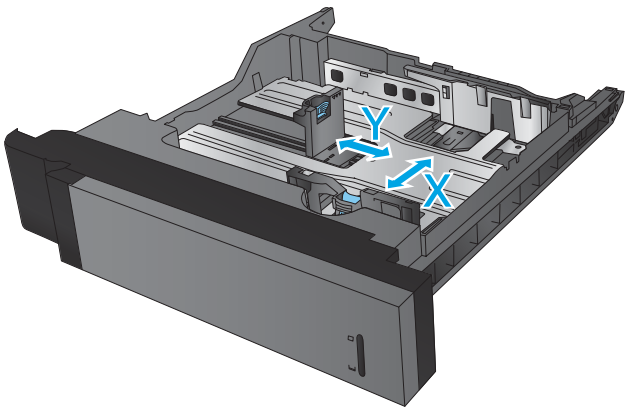


Table 2-2 Tray 2 and Tray 3 paper orientation

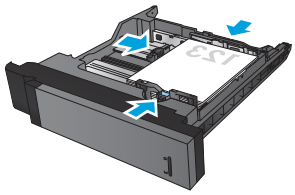
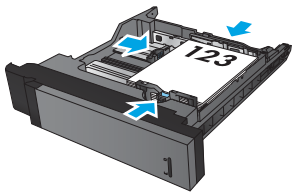
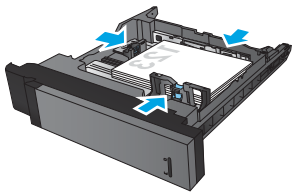
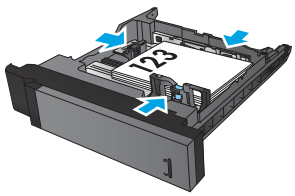
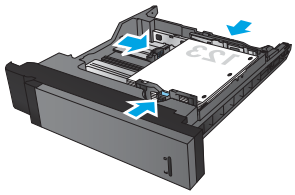
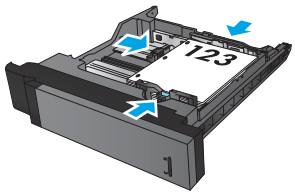
Paper type	Image orientation	Duplex mode	How to load paper
Preprinted or letterhead	Portrait	1-sided printing	Face-down Top edge at the back of the tray 
		Automatic 2-sided printing	Face-up Top edge at the back of the tray 
	Landscape	1-sided printing	Face-down Bottom edge toward the right side of the tray 
		Automatic 2-sided printing	Face-up Bottom edge toward the right side of the tray 

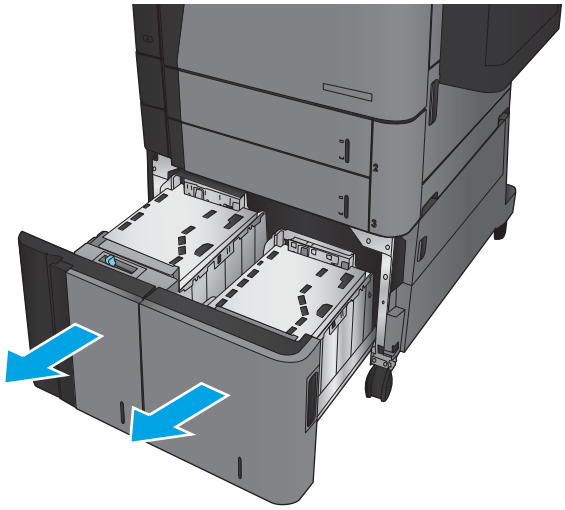
Table 2-2 Tray 2 and Tray 3 paper orientation (continued)

Paper type	Image orientation	Duplex mode	How to load paper
Prepunched	Portrait	1-sided printing	Holes toward the right side of the tray 
		Automatic 2–sided printing	Holes toward the left side of the tray 

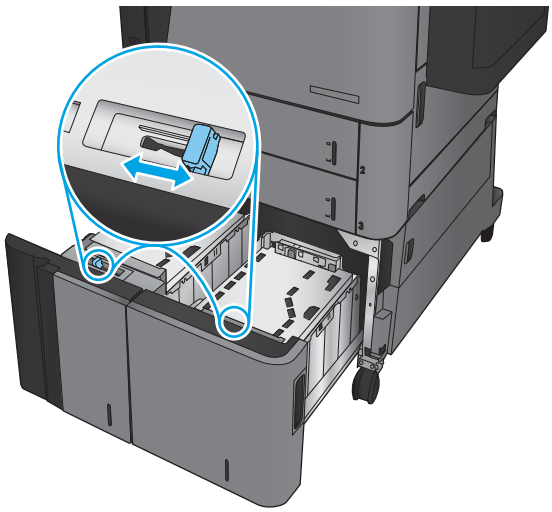
Load Tray 4 and Tray 5

Tray 4 and Tray 5 support only A4 and Letter-size paper.

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

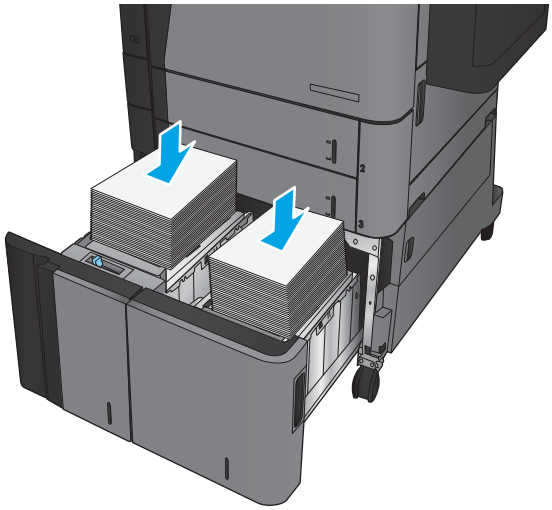


2. On each side, adjust the paper-size lever to the correct position for the paper you are using.

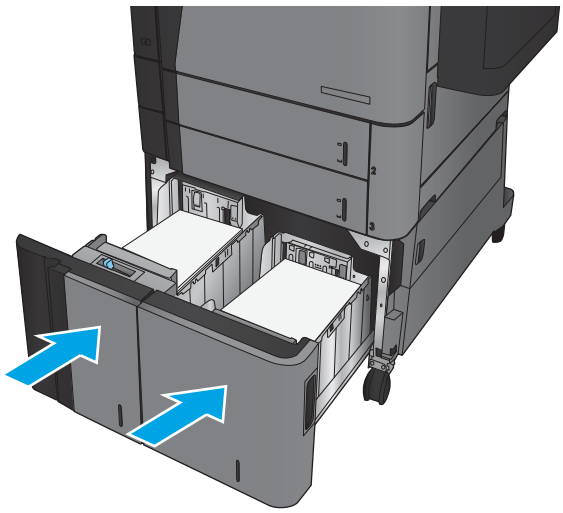


3. Load full reams of paper into each side of the tray. The right side holds 1,500 sheets of paper. The left side holds 2,000 sheets of paper.

   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.



Configure the default staple location

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Stapler/Stacker Settings
   - Stapling
3. Select a staple location from the list of options, and then touch the Save button. The following options are available:
   - None
   - Top left
   - Top right
   - Two left
   - Two right
   - Two top
   - Two top or left

   NOTE: For documents with portrait orientation, the staples are on the left. For documents with landscape orientation, the staples are on the top.

Configure the default hole punch location

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Stapler/Stacker Settings
   - Hole Punching
3. Select a hole punch location from the list of options, and then touch the Save button. The following options are available:
   - None
   - Two left or top
   - Two left
   - Top right
   - Two top
   - Two bottom

- Three left
- Three right
- Three top
- Three bottom

NOTE: For documents with portrait orientation, the holes are on the left. For documents with landscape orientation, the holes are on the top.

3 Parts, supplies, and accessories

- Order parts, accessories, and supplies
- Replace the toner cartridge

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

Order parts, accessories, and supplies

Ordering

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

Parts and supplies

The following 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.

Item	Description	Self-replacement options	Part number
Maintenance Kit 110V	Preventive maintenance kit that includes the following items: • Replacement 110 Volt fuser • Replacement transfer roller • Replacement pickup, feed, and separation rollers for Tray 2 and Tray 3 • Replacement pickup and feed rollers for the High-capacity input feeder (Tray 4 and Tray 5)	Mandatory	C2H67A

Item	Description	Self-replacement options	Part number
Maintenance Kit 220V	Preventive maintenance kit that includes the following items: • Replacement 220 Volt fuser • Replacement transfer roller • Replacement pickup, feed, and separation rollers for Tray 2 and Tray 3 • Replacement pickup and feed rollers for the High-capacity input feeder (Tray 4 and Tray 5)	Mandatory	C2H57A
Tray 2-5 Roller Kit	Replacement pickup and feed rollers that fit Trays 2, 3, 4, and 5 (order one kit for each tray)	Mandatory	CF367-67903
Tray 1 roller kit	Replacement pickup and feed rollers for Tray 1	Mandatory	CF367-67904
110V Fuser Kit	Replacement 110 Volt fuser	Mandatory	CF367-67905
220V Fuser Kit	Replacement 220 Volt fuser	Mandatory	CF367-67906
Transfer Roller Kit	Replacement transfer roller	Mandatory	CF367-67907
HCI Kit	Replacement high-capacity input feeder and stand	Mandatory	C3F79-37901
Stapler/Stacker Kit	Replacement Stapler/Stacker finishing accessory	Mandatory	CZ994-67901
Stapler/Stacker 2/3 Hole Punch Kit	Replacement Stapler/Stacker with Hole Punch finishing accessory, 2 or 3 hole version for countries/regions that use imperial measurements	Mandatory	CZ995-67901
Stapler/Stacker 2/4 Hole Punch Kit	Replacement Stapler/Stacker with Hole Punch finishing accessory, 2 or 4 hole version for countries/regions that use metric measurements	Mandatory	CZ996-67901
Booklet Maker Kit	Replacement Booklet Maker finishing accessory	Mandatory	CZ285-67901
Limiter, Torque Kit	Replacement separation-roller torque limiter for Tray 2 or Tray 3 (order one kit for each tray)	Mandatory	CF367-67908
Staple Cartridge Refill Kit	Replacement staple cartridge for Stapler 1 in the Stapler/Stacker, Stapler/Stacker with Hole Punch, or the Booklet Maker	Mandatory	C8091A
2000-Staple Cartridge Kit (2-pack)	Replacement set of staple cartridges for Stapler 2 and 3 in the Booklet Maker	Mandatory	CC383A
Black Toner Cartridge	Replacement high-capacity toner cartridge	Mandatory	CF325X
USB Wireless Print Server Kit	Replacement HP Jetdirect ew2500 wireless print server	Mandatory	J8026-67901

Item	Description	Self-replacement options	Part number
Document Feeder Roller Maintenance Kit	Replacement roller for the document feeder	Mandatory	C1P70-67901
512 MB DIMM Kit	Replacement 512 MB DIMM	Mandatory	CF306-67901
Control Panel Assembly Kit	Replacement control-panel assembly	Mandatory	CF367-67910
Formatter Kit	Replacement formatter	Mandatory	CF367-67912
HDD Replacement Kit	Replacement hard disk drive	Optional	CF367-67913

Accessories

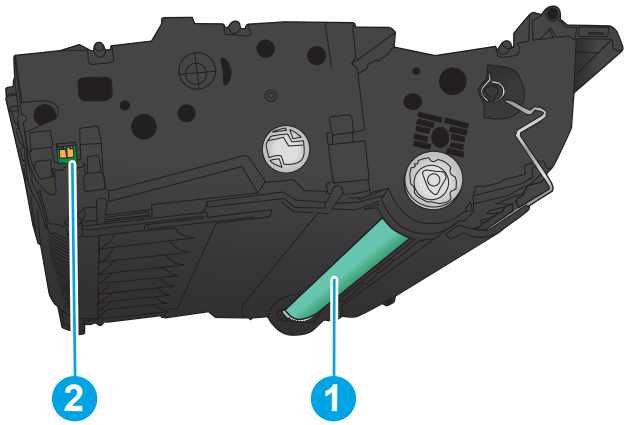
Item	Description	Part number
HP LaserJet 1500-sheet High-capacity Input Tray	Optional paper tray to add A3/11x17 paper capacity	T0F54A
HP LaserJet Stapler/Stacker	Stapler/stacker finishing accessory	CZ994A
HP LaserJet Stapler/Stacker with 2/3 hole punch	Stapler/stacker with hole punch finishing accessory for countries/regions that use imperial measurements	CZ995A
HP LaserJet Stapler/Stacker with 2/4 hole punch	Stapler/stacker with hole punch finishing accessory for countries/regions that use metric measurements	CZ996A
HP LaserJet Booklet Maker/Finisher	Booklet maker finishing accessory	CZ285A
HP Jetdirect ew2500 Wireless Print Server	USB wireless print server	J8026A
HP Jetdirect 2800w NFC & Wireless Direct Accessory	Wireless direct accessory for “touch” printing from mobile devices	J8029A

Replace the toner cartridge

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

The following illustration shows the toner-cartridge components.

Figure 3-1 Toner cartridge components, back view

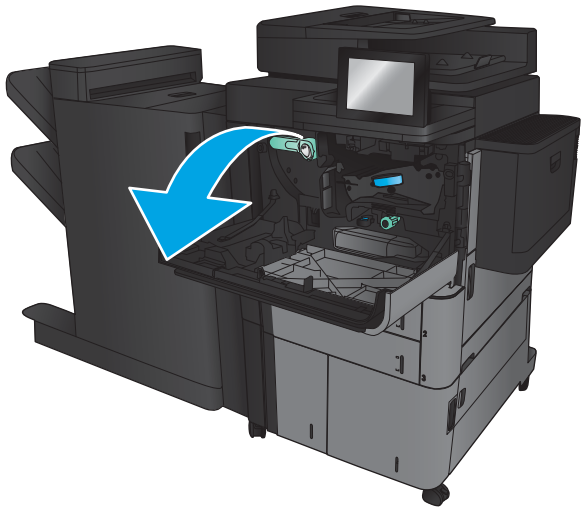


1	Imaging drum CAUTION: Do not touch the green roller. Doing so can damage the cartridge.
2	Memory chip

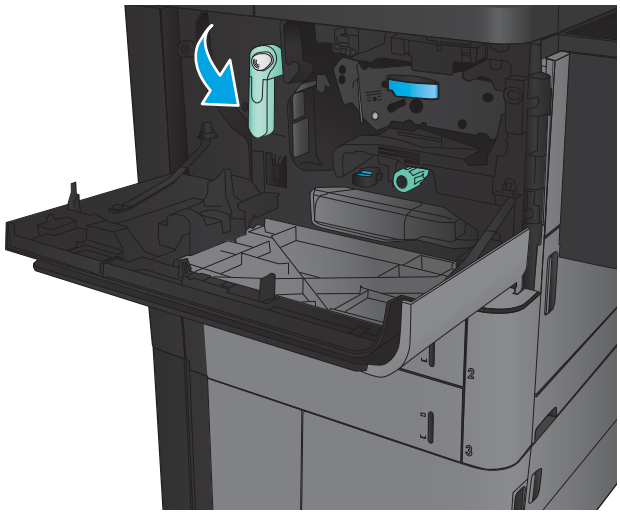
CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

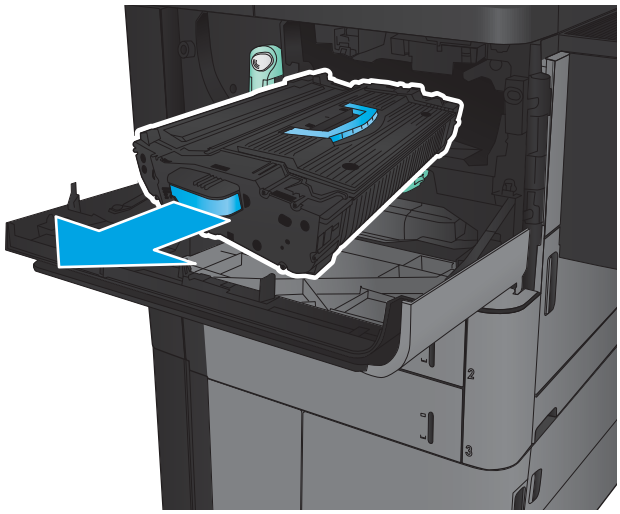
1. Open the front door. Make sure that the door is completely open.



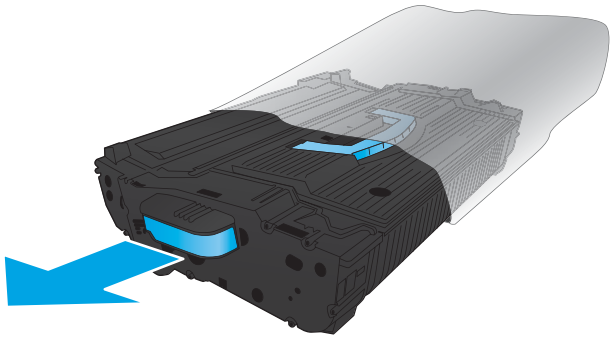
2. Push the button on the lever, and then rotate the toner-cartridge lever to the down position.



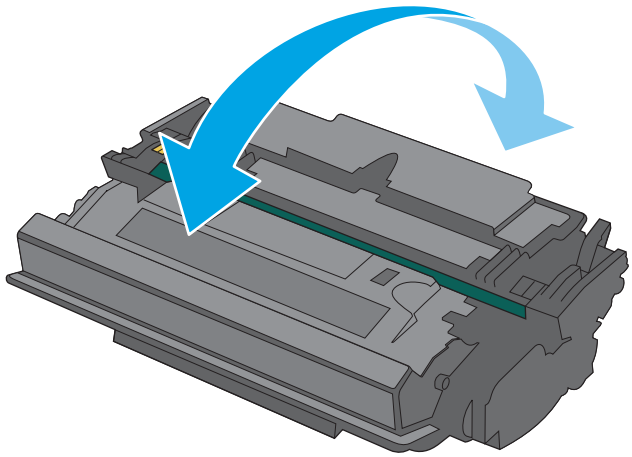
3. Grasp the handle of the used toner cartridge and pull out to remove it.



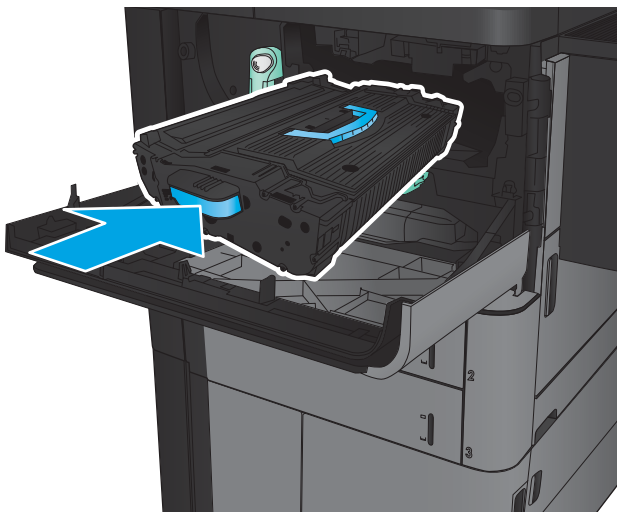
4. Remove the new toner cartridge from its protective bag.



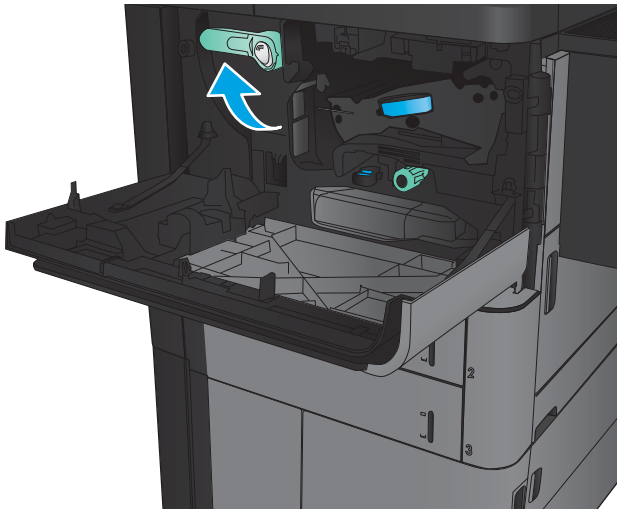
5. Hold both ends of the toner cartridge and rock it 5-6 times.



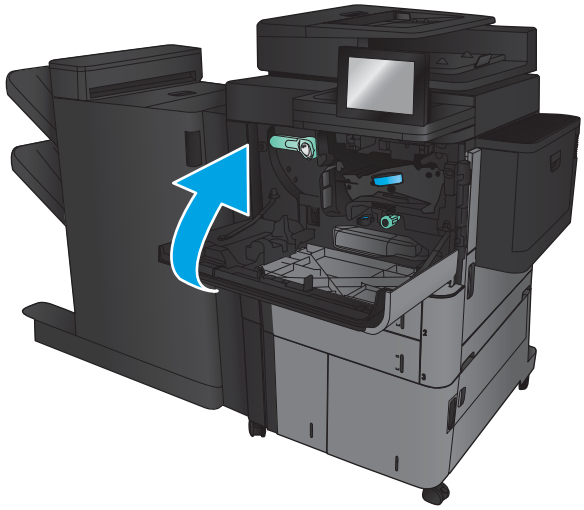
6. Align the toner cartridge with its slot, and then insert the toner cartridge into the product. The toner cartridge will drop slightly when it is in place.



7. Push the button on the lever, and then rotate the toner-cartridge lever to the up position.



8. Close the front door.



4 Print

- Print tasks (Windows)
- Print tasks (Mac OS X)
- Store print jobs on the product
- Mobile printing
- Print from the USB port

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

Print tasks (Windows)

How to print (Windows)

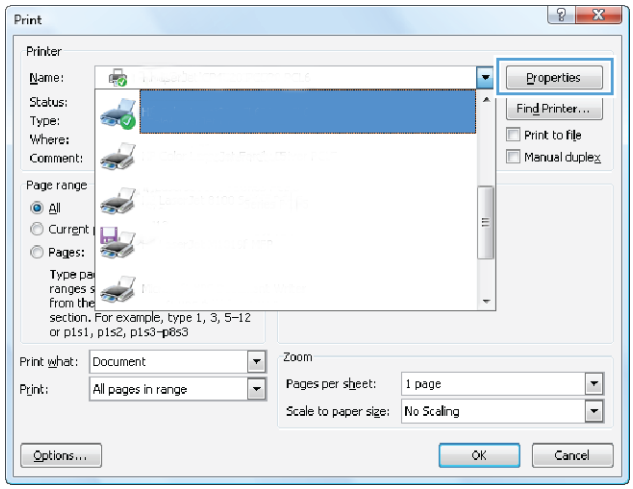
The following procedure describes the basic printing process for Windows.

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).
3. Click or tap the tabs in the print driver to configure the available options.
4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click or tap the **OK** button to print the job.

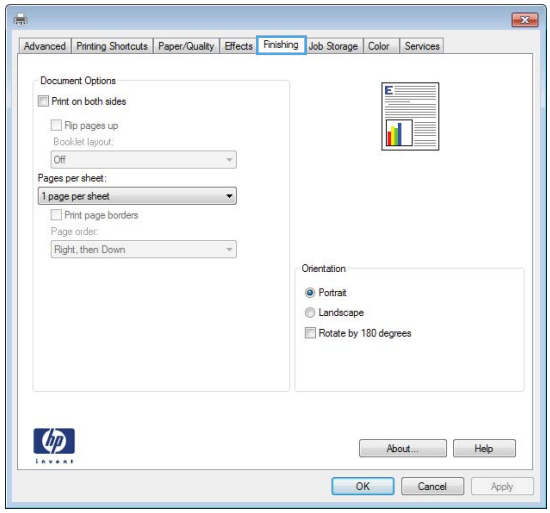
Automatically print on both sides (Windows)

NOTE: Your print driver might look different than what is shown here, but the steps are the same.

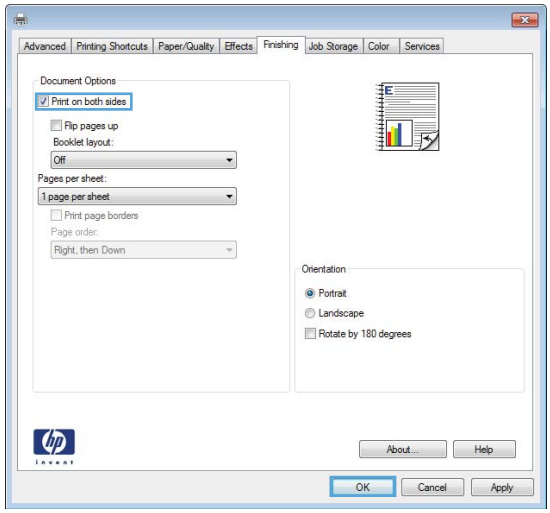
1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).



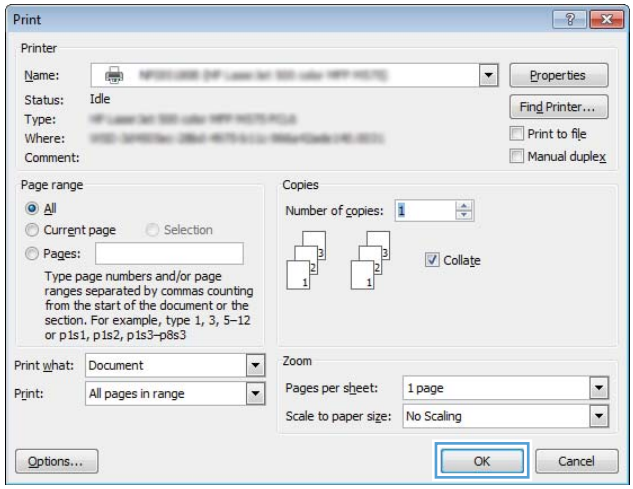
3. Click the **Finishing** tab.



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



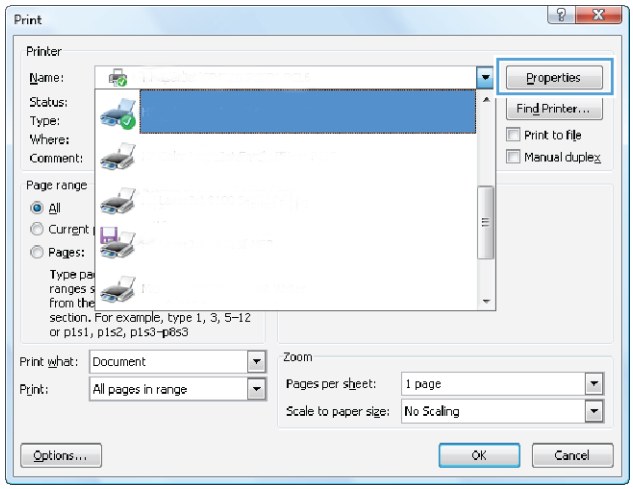
5. In the **Print** dialog box, click the **OK** button to print the job.



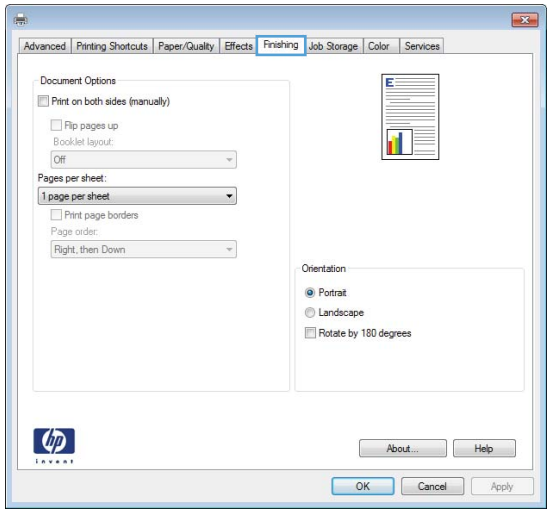
Manually print on both sides (Windows)

NOTE: Your print driver might look different than what is shown here, but the steps are the same.

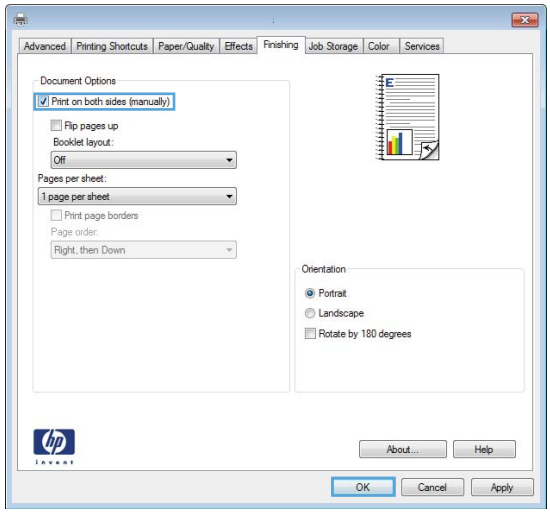
1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).



3. Click the **Finishing** tab.



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



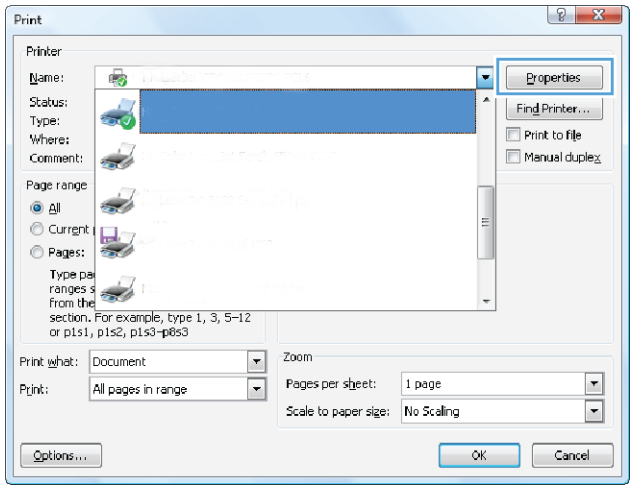
5. Retrieve the printed stack from the output bin, and then place it with the printed-side facing up in Tray 1.

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

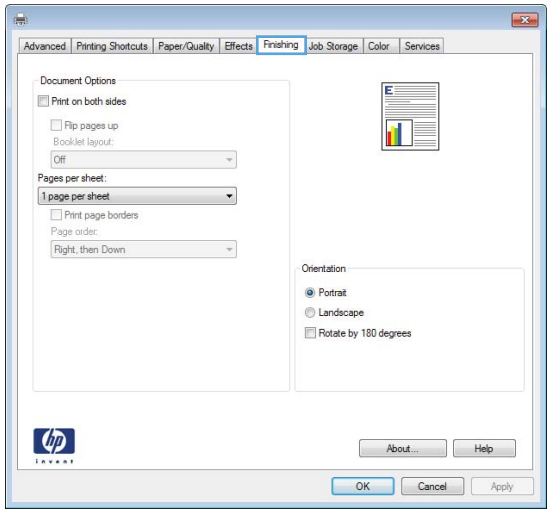
Print multiple pages per sheet (Windows)

NOTE: Your print driver might look different than what is shown here, but the steps are the same.

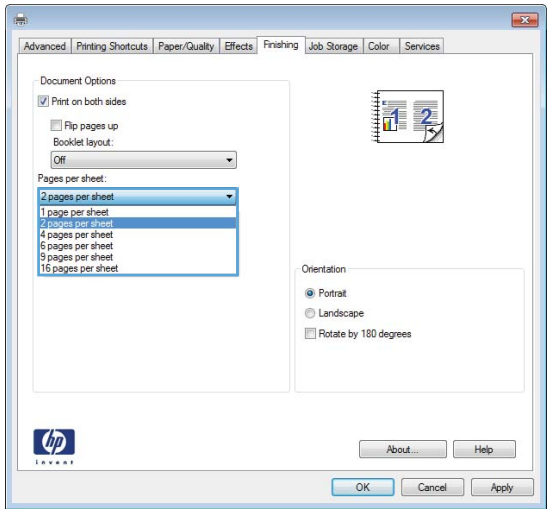
1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).



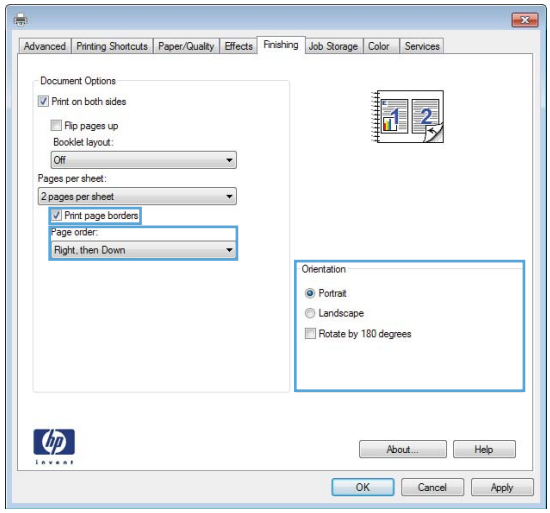
3. Click the **Finishing** tab.



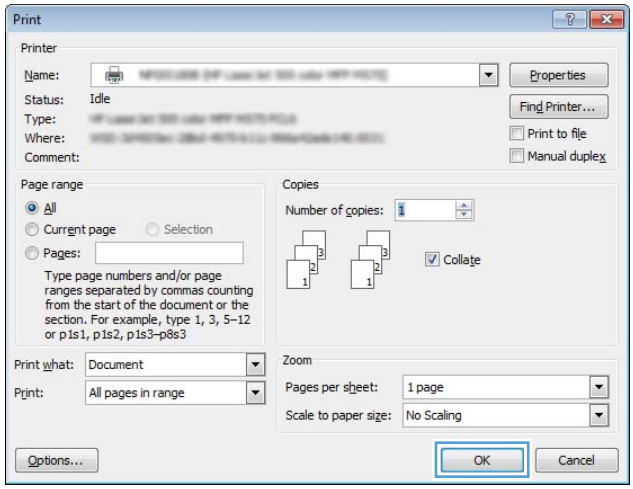
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.



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



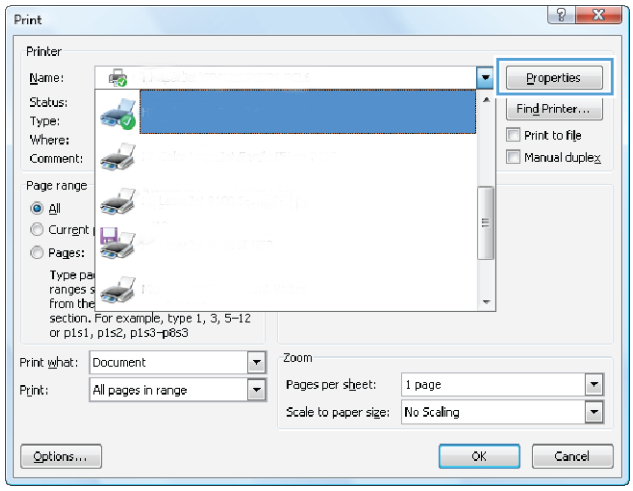
6. In the **Print** dialog box, click the **OK** button to print the job.



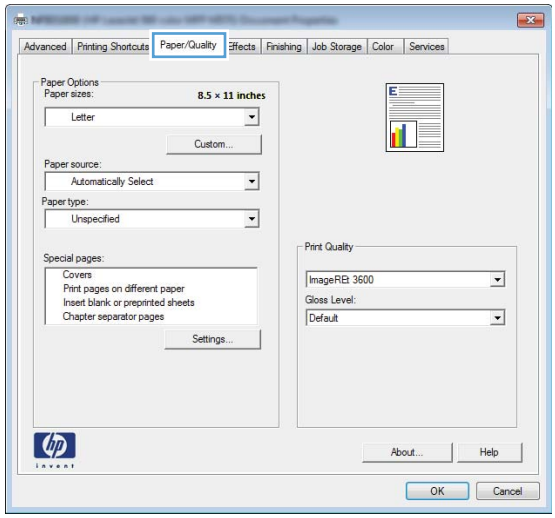
Select the paper type (Windows)

NOTE: Your print driver might look different than what is shown here, but the steps are the same.

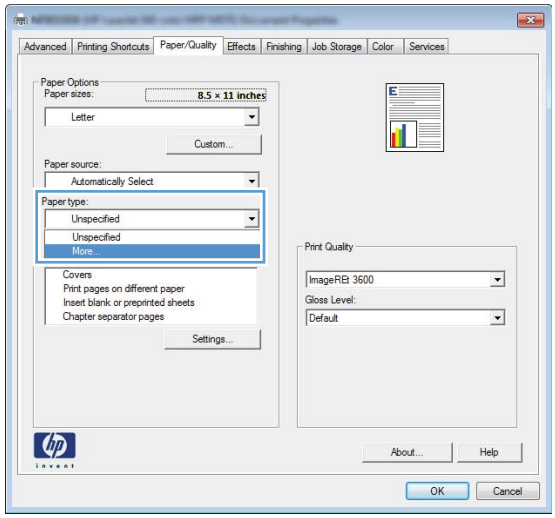
1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).



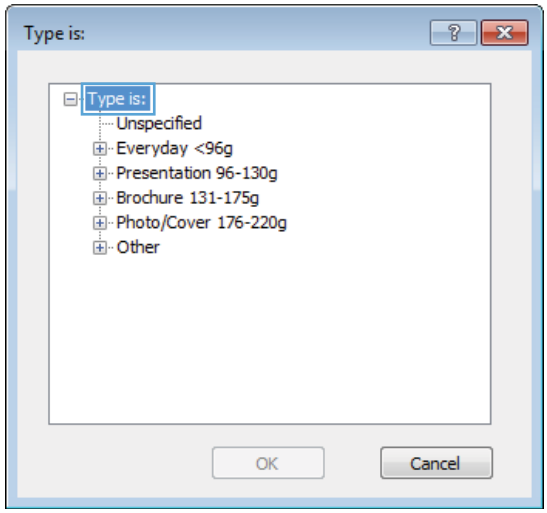
3. Click the **Paper/Quality** tab.



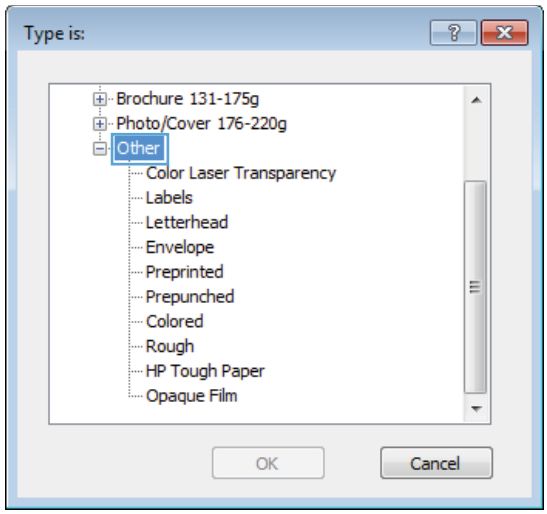
4. From the **Paper type** drop-down list, click the **More...** option.



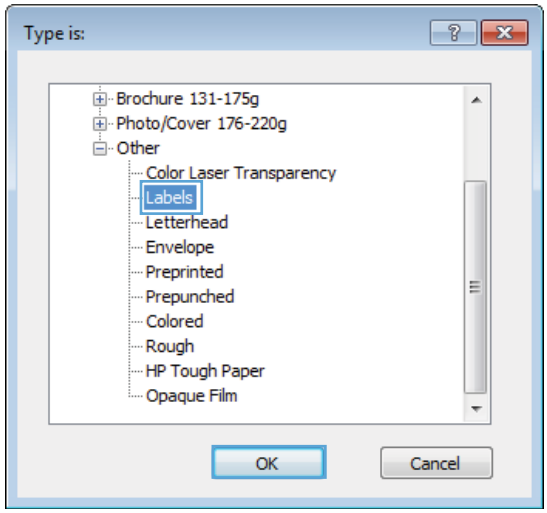
5. Expand the list of **Type is:** options.



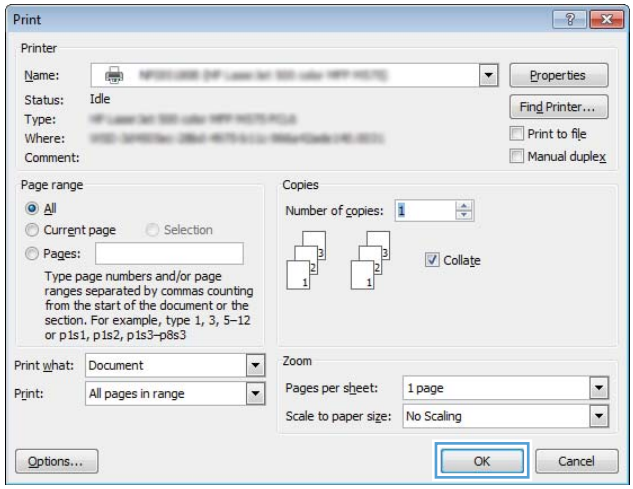
6. Expand the category of paper types that best describes your paper.



7. Select the option for the type of paper you are using, and 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.



Print tasks (Mac OS X)

How to print (Mac OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. Open the menus drop-down list or click **Show Details**, and then select other menus to adjust the print settings.
4. Click the **Print** button.

Automatically print on both sides (Mac OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. Open the menus drop-down list or click **Show Details**, 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)

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the menus drop-down list or click **Show Details**, and then click 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, touch 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. Open the menus drop-down list or click **Show Details**, 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 **Borders** menu, select the type of border to print around each page on the sheet.
7. 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. Open the menus drop-down list or click **Show Details**, and then click the **Finishing** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

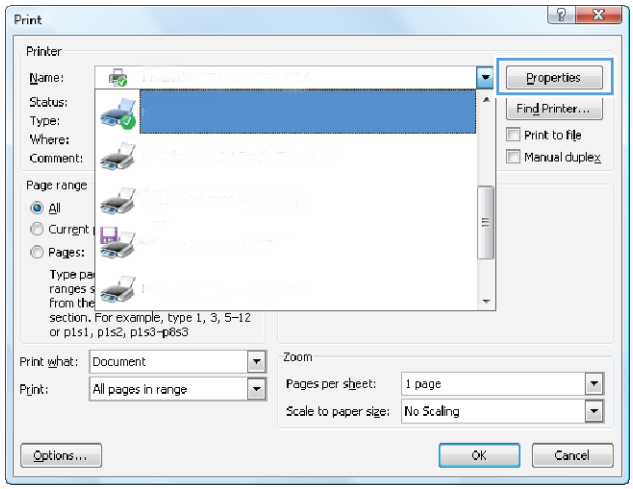
Store print jobs on the product

Create a stored job (Windows)

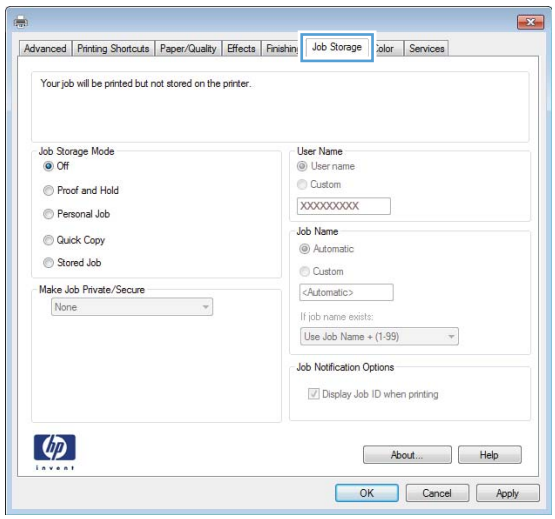
You can store jobs on the product so you can print them at any time.

NOTE: Your print driver might look different than what is shown here, but the steps are the same.

1. From the software program, select the **Print** option.
2. Select the product from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

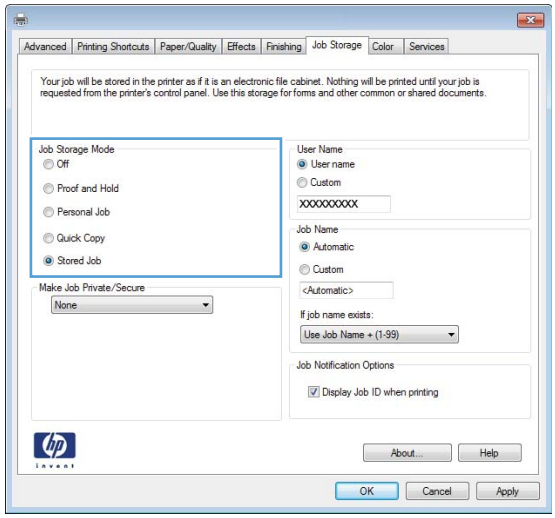


3. Click the **Job Storage** tab.



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

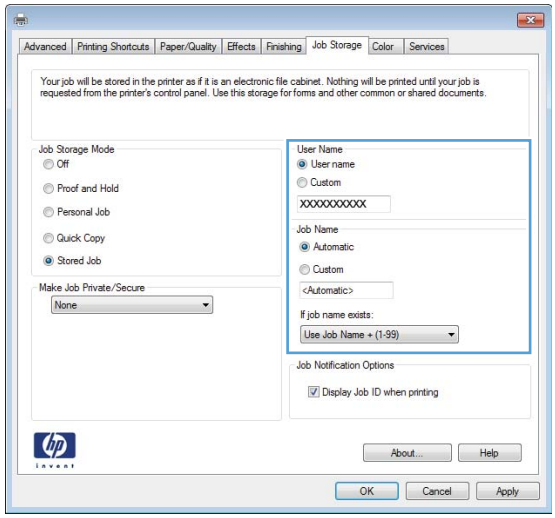
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until you request it at the product control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification 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 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.



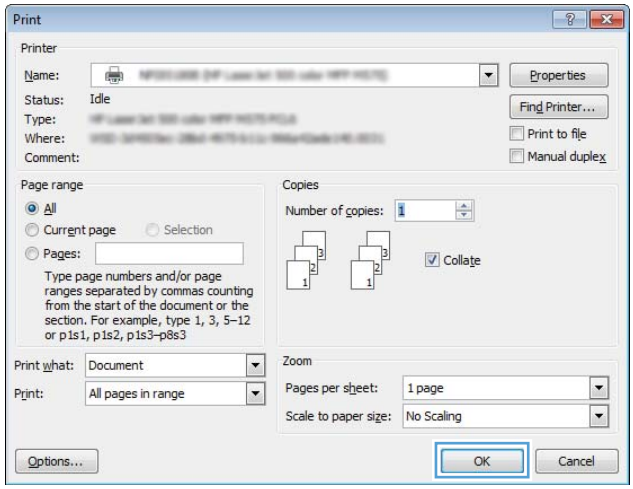
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

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



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

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 **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.
   - **Personal Job**: The job does not print until 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 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.

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

6. If you selected the **Stored Job** or **Personal Job** option in step 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. From the Home screen on the product control panel, scroll to and touch the Retrieve from Device Memory button.
2. Select the name of the folder where the job is stored.
3. Select the name of the job. If the job is private or encrypted, enter the PIN or password.
4. Adjust the number of copies, and then touch the Start 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. From the Home screen on the product control panel, scroll to and touch the Retrieve from Device Memory button.
2. Select the name of the folder where the job is stored.
3. Select the name of the job, and then touch the Delete button.
4. If the job is private or encrypted, enter the PIN or the password, and then touch the Delete button.

Mobile printing

HP offers multiple Mobile and ePrint solutions to enable wireless printing to an HP printer from a laptop, tablet, smartphone, or other mobile device. To determine the best choice for your needs, go to www.hp.com/go/LaserJetMobilePrinting (English only).

HP ePrint

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

NOTE: The product might require a firmware update to use this feature.

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

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

  1. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
  2. Click the **HP Web Services** tab.
  3. Select the option to enable Web Services.

     NOTE: Enabling Web Services might take several minutes.
  4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

For more information, go to www.hp.com/go/support to review additional support information for your product.

HP ePrint software

The HP ePrint software makes it easy to print from a desktop or laptop computer to any HP ePrint-capable product. After installing the software, open the **Print** option from within your application, and then select **HP ePrint** from the installed printers list. This software makes it easy to find HP ePrint-enabled products that are registered to your HP Connected account. The target HP product can be at your desk or in a remote location, such as a branch office or across the globe.

For Windows, the HP ePrint software 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/eprintsoftware for drivers and information.

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

AirPrint

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

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

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.

NOTE: AirPrint does not support USB connections.

Print from the USB port

This product features easy-access USB printing, so you can quickly print files 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

Enable the USB port for printing

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. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Enable Retrieve from USB
3. Select the Enable option, and then touch the Save button.

Print USB documents

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

   NOTE: You might need to remove the cover from the USB port. Pull the cover straight out to remove it.

2. The product detects the USB flash drive. Touch the OK button to access the drive, or, if prompted, select the Retrieve from USB option from the list of available applications. The Retrieve from USB screen opens.
3. Select the name of the document that you want to print.

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

4. To adjust the number of copies, touch the Copies field, and then use the keypad to select the number of copies.
5. Touch the Start button to print the document.

5 Copy

- Make a copy
- Copy on both sides (duplex)
- Optimize copy quality for text or pictures

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

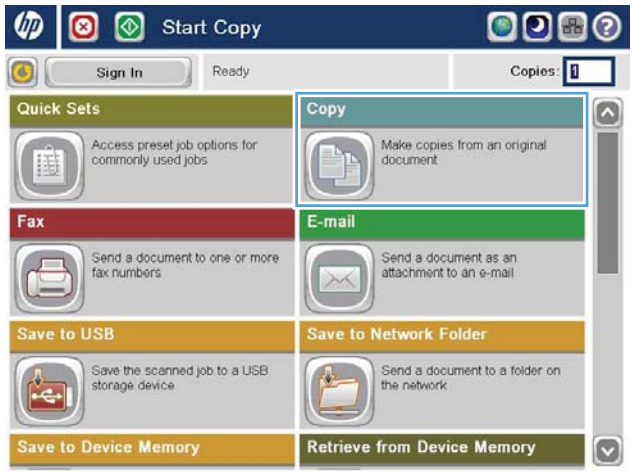
Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

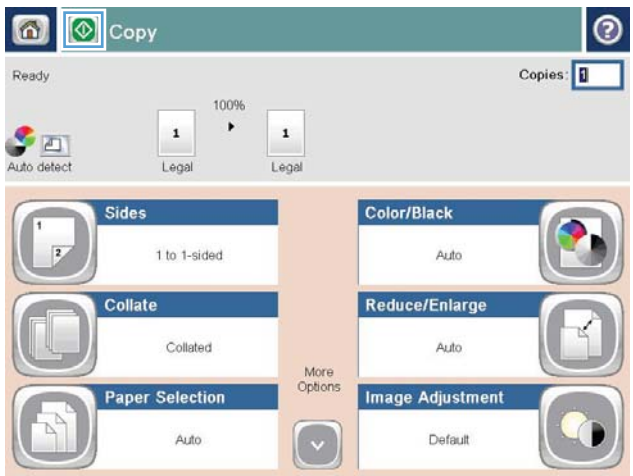
- Install and configure
- Learn and use
- Solve problems
- Download software updates
- Join support forums
- Find warranty and regulatory information

Make a copy

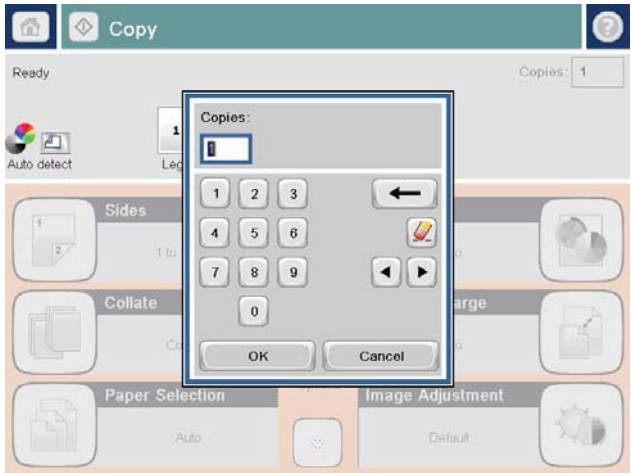
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Copy button.



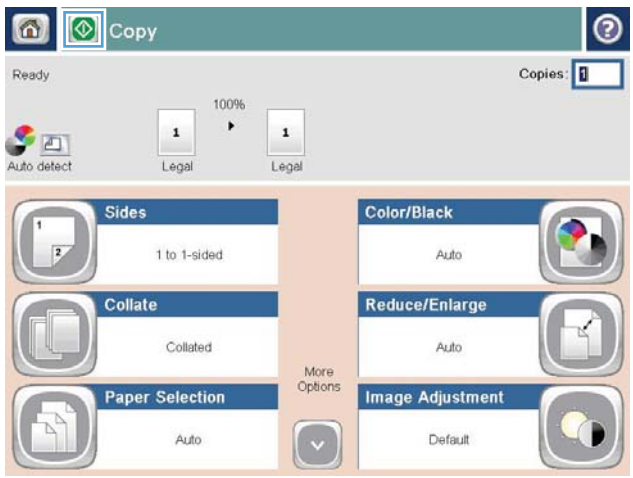
3. To adjust the number of copies, touch the Copies field to open a keypad.



4. Enter the number of copies, and then touch the OK button.



5. Touch the Start button.



Copy on both sides (duplex)

Copy on both sides automatically

1. Load the original documents face-up in the document feeder with the top of the page leading. Adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Copy button.
3. Touch the Sides button.
4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

   To make a two-sided copy from a two-sided original, touch the 2-sided original, 2-sided output button.

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.
5. Touch the OK button.
6. Touch the Start button.

Copy on both sides manually

1. Load the document on the scanner glass according to the indicators on the product.
2. From the Home screen on the product control panel, touch the Copy button.
3. Touch the Sides button.
4. To make a two-sided copy from a one-sided original, touch the 1-sided original, 2-sided output button.

   To make a two-sided copy from a two-sided original, touch the 2-sided original, 2-sided output button.

   To make a one-sided copy from a two-sided original, touch the 2-sided original, 1-sided output button.
5. Touch the OK button.
6. Touch the Start button.
7. The product prompts you to load the next original document. Place it on the glass, and then touch the Scan button.
8. The product temporarily saves the scanned images. Touch the Finish button to finish printing the copies.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the product control panel, touch the Copy button.
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually Adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

6 Scan/send

- Set up scan/send features
- Create a Quick Set
- Send a scanned document to a network folder
- Send a scanned document to one or more email addresses
- Use the address book to send email

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

Set up scan/send features

The product offers the following scan and send features:

- Scan and save files to a folder on your network.
- Scan and save files to the product memory.
- Scan and save files to a USB flash drive.
- Scan and send documents to one or more email addresses.
- Scan and save documents to one or more Microsoft® SharePoint® sites. This feature is available only on HP FutureSmart scanners and HP Flow MFPs.

Some scan and send features are not available on the product control panel until you use the HP Embedded Web Server to enable them.

NOTE: To find detailed information about using the HP Embedded Web Server, click the **Help** link in the upper-right corner of each HP Embedded Web Server page.

1. Identify the product IP address or host name. From the Home screen on the product control panel, touch the Network button to display the address.
2. Open a Web browser, and then enter the product IP address or host name in the address line.
3. When the HP Embedded Web Server opens, click the **Scan/Digital Send** tab.
4. If you did not set up the E-mail feature during software installation, you can enable it by using the HP Embedded Web Server.
   a. Click the **E-mail Setup** link.
   b. Select the **Enable Send to E-mail** check box to enable the feature.
   c. Select the outgoing mail server to use, or click the **Add** button to add a different server to the list. Follow the on-screen prompts.

      NOTE: If you do not know the name of the mail server, you can usually find it by opening your email program and looking at the outgoing mail configuration settings.

   d. In the **Address Message** area, configure the default setting for the From address. Configuring the other settings is optional.
   e. Click the **Apply** button at the bottom of the page.
5. Enable the Save to Network Folder Setup feature.

TIP: Establish the network folder before setting up this feature, so the destination path is available during setup.

   a. Click the **Save to Network Folder Setup** link.
   b. Select the **Enable Save to Network Folder** check box to enable the feature.

c. Configure the options that you want to customize.

d. Click the **Apply** button at the bottom of the page.

6. Enable the Save to USB feature.

   a. Click the **Save to USB Setup** link.

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

   c. Click the **Apply** button at the bottom of the page.

7. Enable the Save to SharePoint® feature.

   a. Click the **Save to SharePoint®** link.

   b. Select the **Save to SharePoint®** check box to enable the feature.

   c. In the **Quick Sets** area, click **Add**.

   d. Follow the **Quick Set Wizard** dialogs to create a Quick Set. Click **Finish**.

   e. On the **Save to SharePoint®** dialog, click **Apply**.

For more detailed scan and send configuration information, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

Create a Quick Set

Use the Quick Sets feature to quickly access preset job options for the following scan/send features:

- E-mail
- Save to Network Folder
- Save to USB
- Save to SharePoint®

The product administrator can use the HP Embedded Web Server to create Quick Sets, which are then available in the Quick Sets menu from the control-panel Home screen. Ask the system administrator for assistance with the following steps:

1. Open the HP Embedded Web Server by entering the product IP address in the address line of a Web browser.
2. Click the **General** tab.
3. On the left navigation pane, click the **Quick Sets Setup** link.
4. On the **Quick Sets** dialog, click **Add**.
5. On the **Select an application** dialog, select the application for which you want to create a Quick Set. Click **Next**.
6. On the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog, provide the following information:
   - **Quick Set Title**: This title appears on the new Quick Set button on the product control panel.
   - **Quick Set Description**: This short description appears next to the title on the new Quick Set button on the control panel.
   - **Button Location**: Select whether the new Quick Set button will be directly on the Home screen or within the Quick Sets application on the control panel.
   - **Quick Set Start Option**: Select one of these options:
     - **Enter application, then user presses Start**: The product opens the scan application for the Quick Set, so you can review and change the settings before pressing the Start button to begin the job.
     - **Start instantly upon selection**: The job starts instantly when you touch the Quick Set button.

   Click **Next**.
7. The next several dialogs that appear depend on which application you selected in Step 5:
   - If you selected **E-mail**, the following dialogs appear: **Address and Message Field Control**, **Signing and Encryption**
   - If you selected **Fax**, the following dialog appears: **Select Fax Recipients**
   - If you selected **Save to Network Folder**, the following dialog appears: **Folder Settings**

- If you selected **Save to USB** the following dialog appears: **Set where files are saved on the USB storage device**
- If you selected **Save to SharePoint®** the following dialogs appear: **SharePoint® Destination Settings**, **Add SharePoint® Path**, **SharePoint® Destination Settings**

NOTE: The **Save to SharePoint®** feature is available for all HP LaserJet flow MFPs and the Scanjet 8500 fn1, and the Scanjet 7000nx with firmware datecode 20120119 or newer.

Proceed through the destination-specific dialogs. Click **Next** to advance to the next dialog.

8. On the **Notification Settings** dialog, select your scan status notification preference, and then click **Next**.
9. On the **Scan Settings** dialog, select the scan settings to use. Click **Next**.
10. On the **File Settings** dialog, select the file settings to use. Click **Next**.
11. Review the **Summary** dialog, and then click **Finish**.
12. On the Quick Set-specific dialog, click **Apply** at the bottom of the window to save the Quick Set.

Send a scanned document to a network folder

The product can scan a file and save it in a folder on the network. The following operating systems support this feature:

- Windows Server 2003, 64-bit
- Windows Server 2008, 64-bit
- Windows XP, 64-bit
- Windows Vista, 64-bit
- Windows 7, 64-bit
- Novell v5.1 and later (access to the Quick Sets folders only)

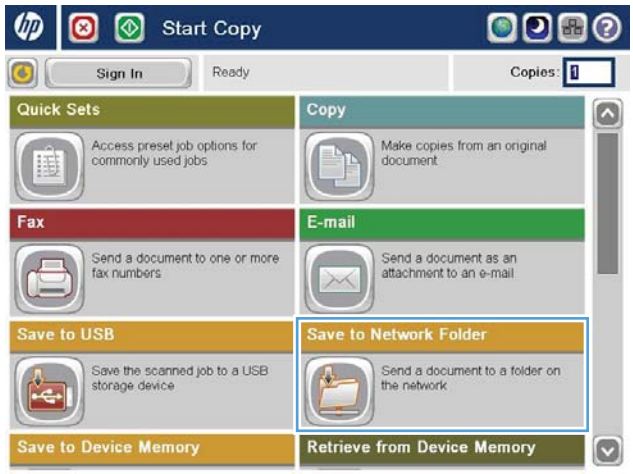
NOTE: You can use this feature with Mac OS X v10.6 and earlier if you have configured Windows File Sharing.

NOTE: You might be required to sign in to the product to use this feature.

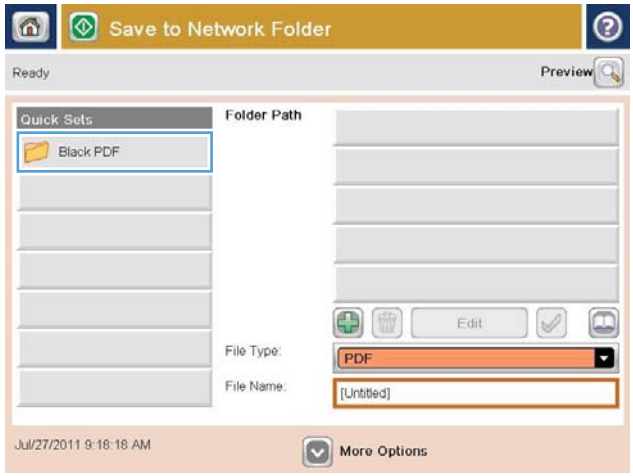
The system administrator can use the HP Embedded Web Server to configure pre-defined Quick Sets folders, or you can provide the path to another network folder.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Save to Network Folder button.

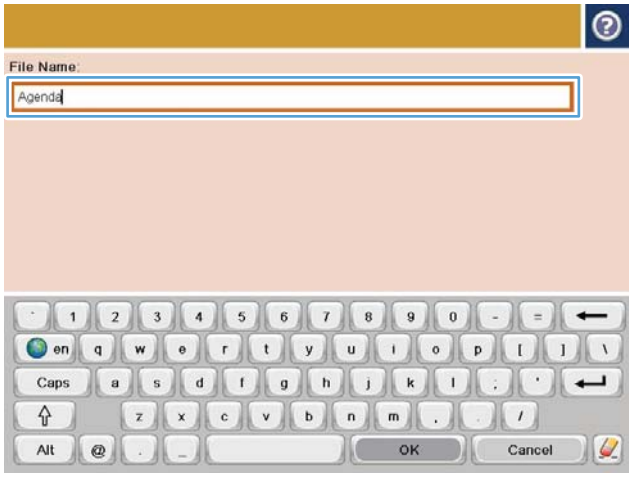
   NOTE: If prompted, type your user name and password.



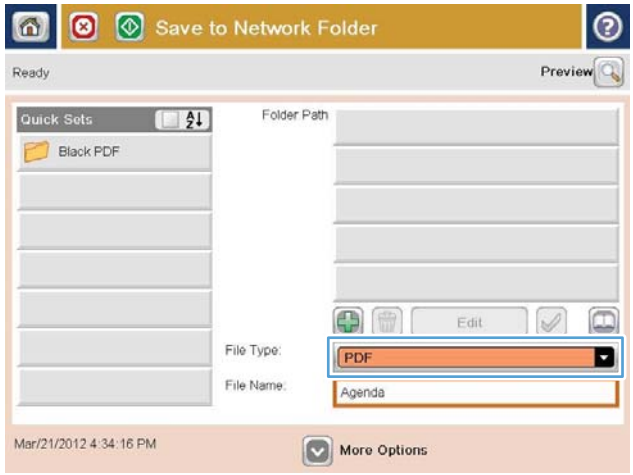
3. To use one of the preset job settings, select one of the items in the Quick Sets list.



4. To set up a new job, touch the File Name text field to open a keyboard, and then type the name for the file. Touch the OK button.



5. If necessary, touch the File Type drop-down menu to select a different output file format.

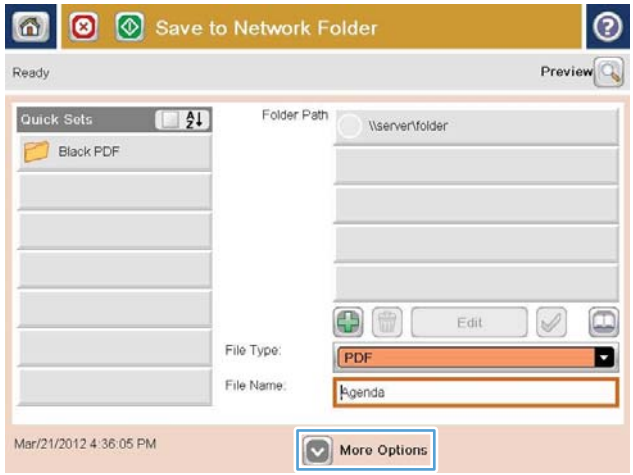


6. Touch the Add button that is below the Folder Path field to open a keyboard, and then type the path to the network folder. Use this format for the path:

   \\path\path

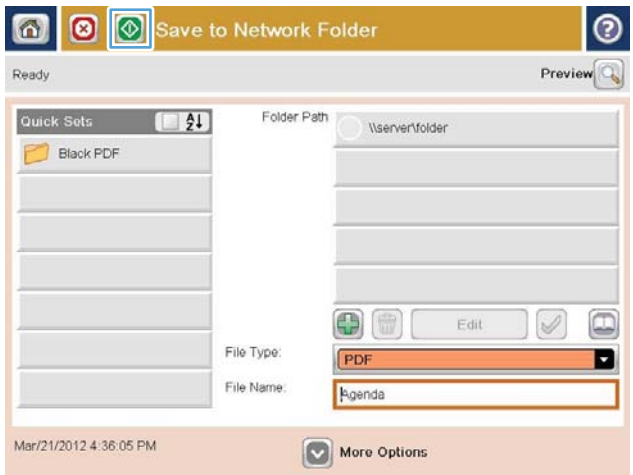
   Touch the OK button.

7. To configure settings for the document, touch the More Options button.



8. Touch the Start button to save the file.

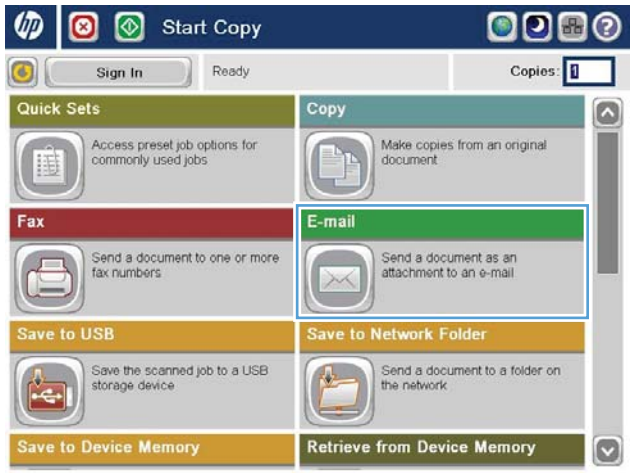
   NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help button on the preview screen.



Send a scanned document to one or more email addresses

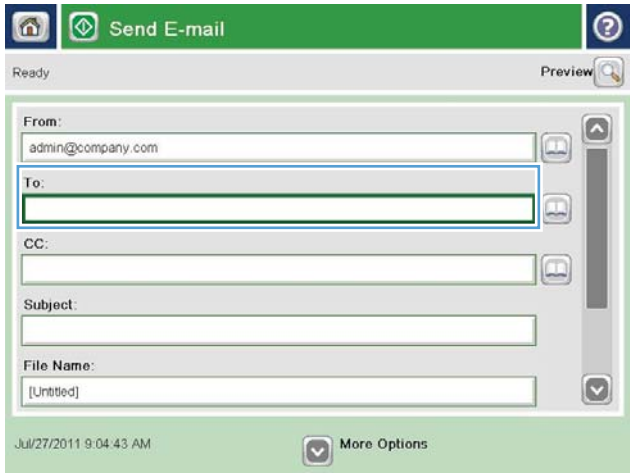
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the E-mail button.

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



3. Touch the To: field to open a keyboard.

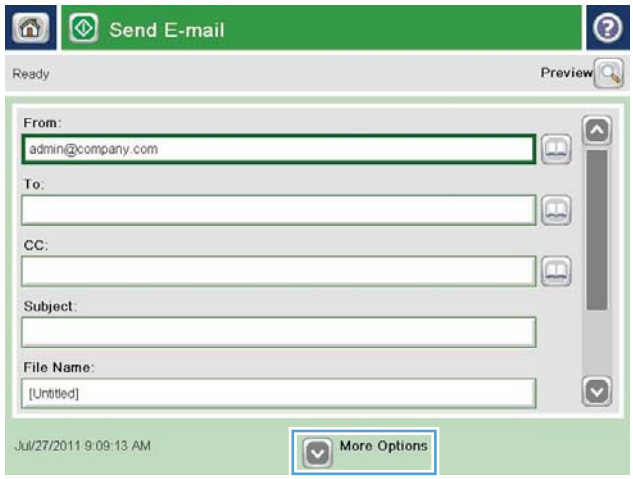
   NOTE: If you are signed in to the product, your user name or other default information might appear in the From: field. If so, you might not be able to change it.



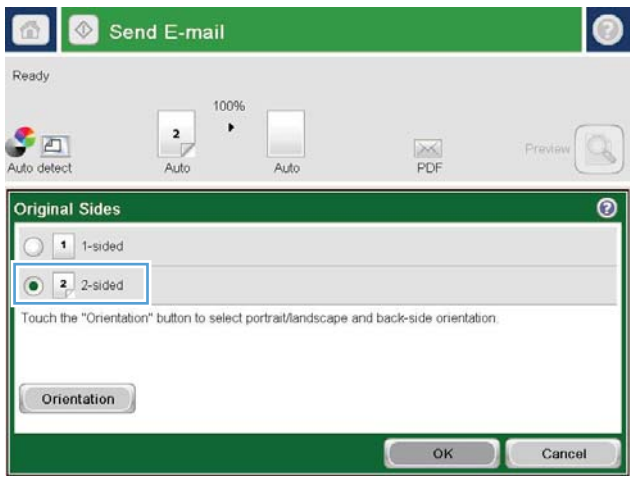
4. Enter the email address. To send to multiple addresses, separate the addresses with a semicolon, or touch the Enter button on the touchscreen keyboard after you type each address.

5. Complete the CC:, Subject:, and File Name: fields by touching the field and using the touchscreen keyboard to enter information. Touch the OK button when you have completed the fields.

6. To change the settings for the document touch the More Options button.



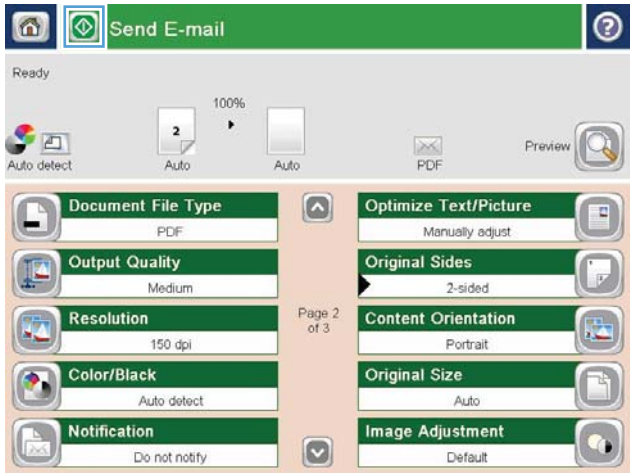
7. If you are sending a two-sided document, select the Original Sides menu, and then select the 2–sided option. Touch the OK button.



8. Touch the Start button to send.

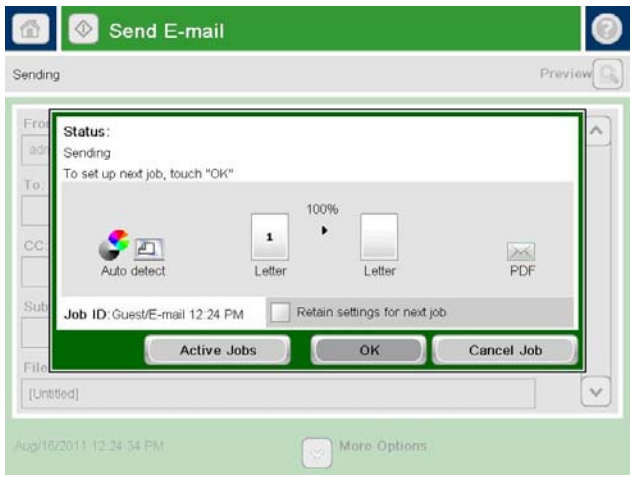
NOTE: The product might prompt you to add the email address to the address book.

NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help button on the preview screen.



9. To set up another email job, touch the OK button on the Status screen.

NOTE: You have the option to retain the settings from this job to use for the next job.



Use the address book to send email

You can send email to a list of recipients by using the address book. Depending on how the product is configured, you might have one or more of the following address book viewing options.

- All Contacts: Lists all the contacts that are available to you.
- Personal Contacts: Lists all the contacts that are associated with your user name. These contacts are not visible to other people who use the product.

NOTE: You must be signed in to the product to see the Personal Contacts list.

- Local Contacts: Lists all the contacts that are stored in the product memory. These contacts are visible to all people who use the product.

To use this feature, first use the HP Embedded Web Server (EWS) to enable the personal contacts and network contacts address books. Ask the system administrator for assistance with the following steps:

1. To open the EWS, type the product IP address in the address line of a Web browser.
2. Click the **Scan/Digital Send** tab.
3. In the left navigation pane, click the **Address Book** link.
4. In the **Network Contacts Setup** area, click the **Enable Personal Contacts** and the **Enable Network Contacts** check boxes. For network contacts, if no LDAP servers are listed, click **Add**, and then follow the instructions to add an LDAP server.
5. Click the **Apply** button at the bottom of the screen.

Add contacts to the address book from the product control panel

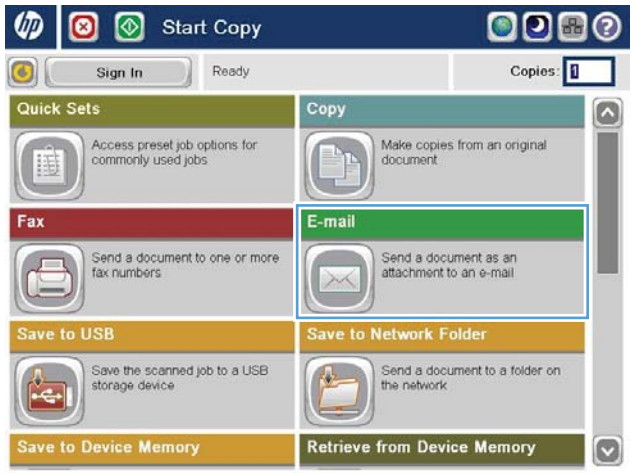
If you are signed in to the product, contacts that you add to the address book will not be visible to other people who use the product.

If you are not signed in to the product, contacts that you add to the address book will be visible to all people who use the product.

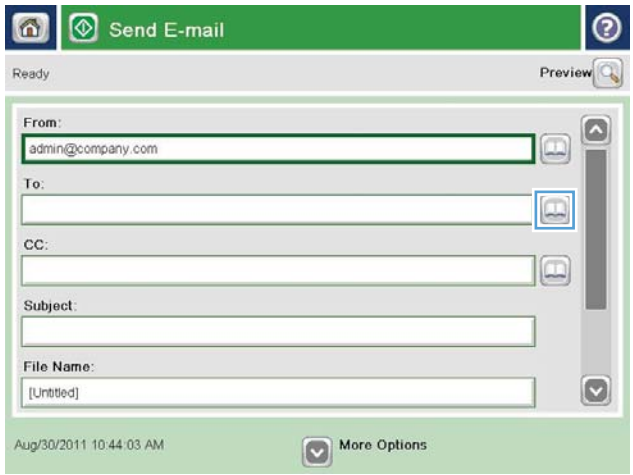
NOTE: You can also use the HP Embedded Web Server (EWS) to create and manage the address book.

1. From the Home screen on the product control panel, touch the E-mail button.

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



2. Touch the Address Book button that is next to the To: field to open the Address Book screen.



3. Touch the Add button that is in the lower left corner of the screen.

4. In the Name field, enter the name of the contact.

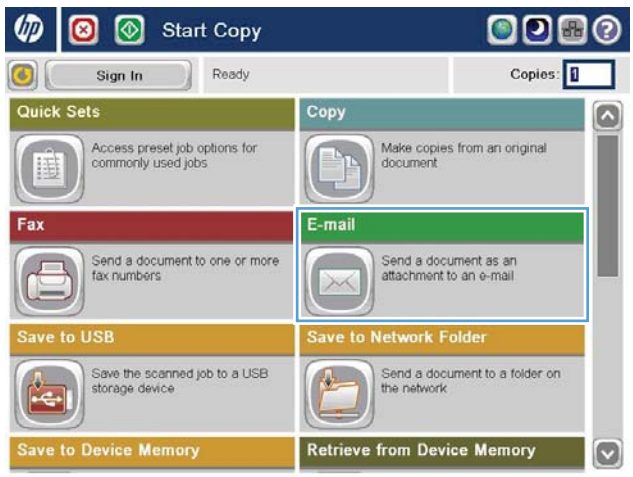
5. From the menu list, select the E-mail Address option, and then enter the contact's email address.

   Touch the OK button to add the contact to the list.

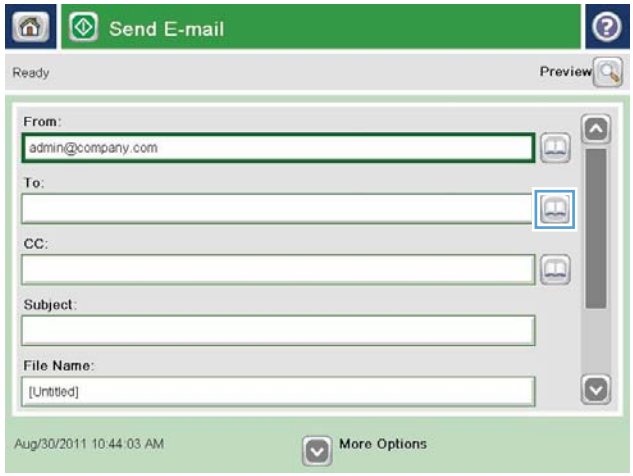
Send a document to email by using the address book

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the E-mail button.

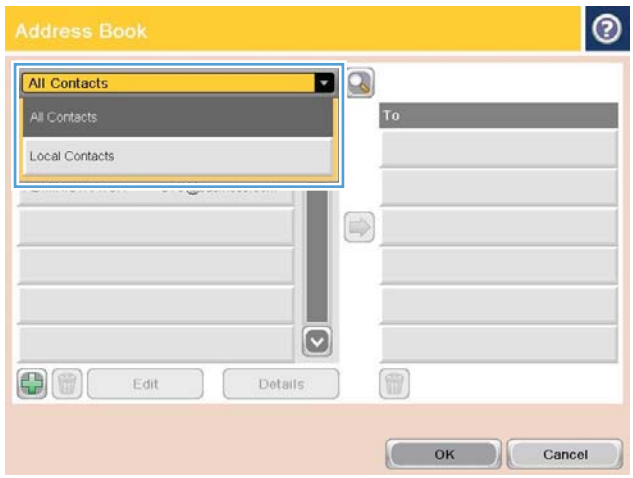
   NOTE: If prompted, enter your user name and password.



3. Touch the Address Book button that is next to the To: field to open the Address Book screen.

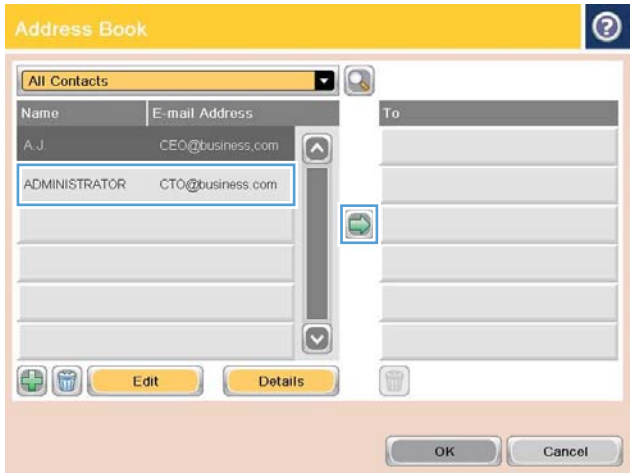


4. From the drop-down list, select the address book view that you want to use.



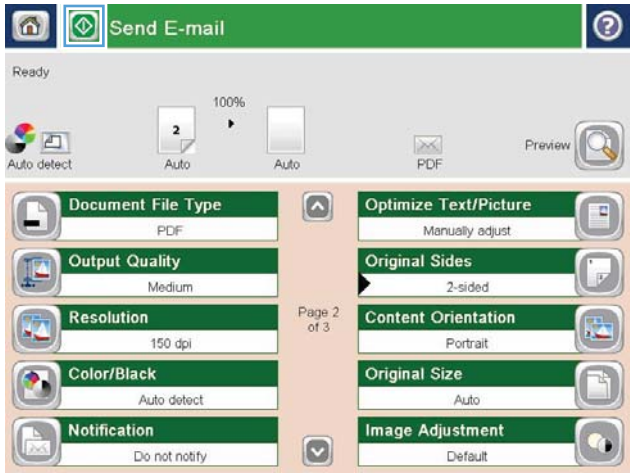
5. Select a name from the list of contacts, and then touch the right arrow button to add the name to the recipients list.

   Repeat this step for each recipient, and then touch the OK button.



6. Touch the Start button to send.

   NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help button on the preview screen.



7 Fax

- Set up fax
- Change fax configurations
- Send a fax

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

Set up fax

The steps to set up the fax function on the product vary depending on whether you are initially setting up the product hardware or if the hardware is already set up.

NOTE: The settings configured using the Fax Setup Wizard on the control panel override any settings made in the HP Embedded Web Server.

- The first time the product is turned on with a fax accessory installed
- After initial product hardware setup

The first time the product is turned on with a fax accessory installed

The first time the product is turned on with a fax accessory installed, access the Fax Setup Wizard by following these steps:

1. From the Home screen on the product control panel, touch Initial Setup.
2. Touch the Fax Setup Wizard menu.
3. Follow the steps in the Fax Setup Wizard to configure the required settings.
4. When the Fax Setup Wizard finishes, the option to hide the Initial Setup button appears on the Home screen. Fax setup is complete.

NOTE: When first installed, the fax accessory might read some of these settings from the product; therefore, a value might already be set. Check the values to verify that they are correct.

After initial product hardware setup

Access the Fax Setup Wizard *after* initial setup through the control panel by following these steps:

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - Fax Setup Wizard
3. Follow the steps in the Fax Setup Wizard to configure the required settings. Fax setup is complete.

NOTE: If the Fax Settings menu does not appear in the menu listing, LAN or internet fax might be enabled. When LAN or internet fax is enabled, the analog fax accessory is disabled and the Fax Settings menu does not display. Only one fax feature, either LAN fax, analog fax, or internet fax, can be enabled at a time. If you want to use analog fax when LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility or the HP Embedded Web Server to disable LAN fax.

Change fax configurations

NOTE: The settings configured using the Fax Setup Wizard on the control panel override any settings made in the HP Embedded Web Server.

- Fax dialing settings
- General fax send settings
- Fax receive settings

Fax dialing settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - Fax Dialing Settings

Configure any of the following settings:

Menu item	Description
Fax Dial Volume	Use the Fax Dial Volume setting to control the product's dialing volume level when sending faxes.
Dialing Mode	The Dialing Mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
Fax Send Speed	The Fax Send Speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax. • Fast (default) — v.34/max 33,600 bps • Medium — v.17/max 14,400 bps • Slow — v.29/max 9,600 bps
Redial Interval	The Redial Interval setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs. NOTE: You might observe a redial message on the control panel when both the Redial On Busy and Redial On No Answer settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs three automatic redial attempts regardless of the redial settings. During this redial operation, a message displays on the control panel to indicate that a redial is in progress.
Redial On Error	The Redial On Error feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.

Menu item	Description
Redial On Busy	The Redial On Busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.
Redial On No Answer	The Redial On No Answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the country/region setting. The interval between retries is set by the redial interval setting.
Detect Dial Tone	The Detect Dial Tone setting determines whether the fax checks for a dial tone before sending a fax.
Dialing Prefix	The Dialing Prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.

General fax send settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - General Fax Send Settings

Configure any of the following settings:

Menu item	Description
Fax Number Confirmation	When the Fax Number Confirmation feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
PC Fax Send	Use the PC Fax Send feature to send faxes from a PC. This feature is enabled by default.
Fax Header	Use the Fax Header feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlayed on top of the previous header.
JBIG Compression	Enabling the JBIG Compression feature can reduce phone-call charges by reducing fax transmission time and might be the preferred setting. However, using the JBIG Compression feature might cause compatibility problems when communicating with some older fax machines, in which case you might need to disable it. NOTE: The JBIG Compression feature works only when both the sending and receiving machines have this capability.

Menu item	Description
Error Correction Mode	Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the Error Correction Mode setting is on, the fax accessory can request that the error portion of the fax be sent again. The Error Correction Mode feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection. **NOTE:** Some VoIP providers might suggest turning off the Error Correction Mode setting. However, this is not usually necessary.
Fax Number Speed Dial Matching	Enabling the Fax Number Speed Dial Matching can help when dialing faxes. When you dial a fax number manually, this feature checks the stored speed dial entries for a number that matches the number you enter. This can speed the dialing process and help you if you do not remember the speed dial entry number for a given fax number. If the product finds a matching speed dial entry for the fax number entered manually, you can touch Yes to send the fax to that number or have the number added to the fax distribution list.

Fax receive settings

1. From the Home screen on the product control panel, scroll to and touch Administration.
2. Open the following menus:
   - Fax Settings
   - Fax Receive Settings
   - Fax Receive Setup

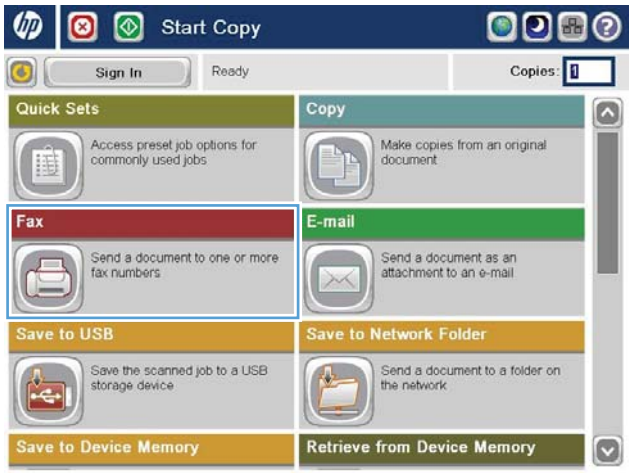
Configure any of the following settings:

Menu item	Description
Ringer Volume	Touch the Ringer Volume drop-down menu and adjust the ringer volume settings.
Rings To Answer	The Rings To Answer setting determines the number of times the phone rings before the call is answered by the fax accessory. **NOTE:** The default range for the available options for the Rings To Answer setting is country/region-specific. The range of possible Rings To Answer options is limited by country/region. If you experience problems with the fax accessory answering, and the Rings To Answer setting is **1**, try increasing it to **2**.
Fax Receive Speed	Touch the Fax Receive Speed drop down menu and select one of the following options: • Fast (default) — v.34/max 33,600 bps • Medium — v.17/max 14,400 bps • Slow — v.29/max 9,600 bps

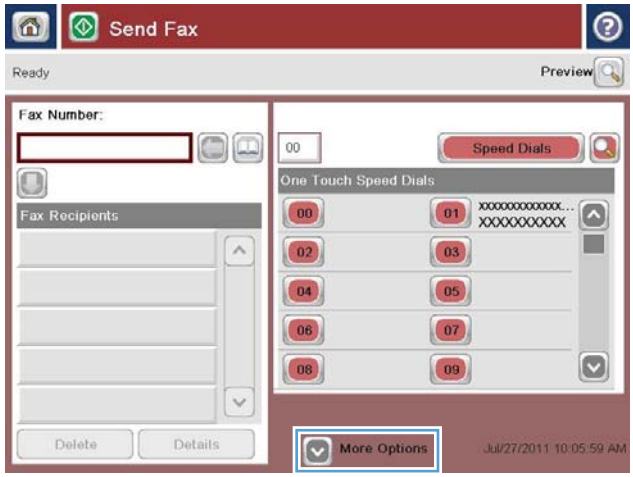
Menu item	Description
Ring Interval	Touch the box beneath the Ring Interval heading to open the keypad. Enter a value for the ring interval on the keypad, and then touch the OK button. The default setting for ring interval is 600 ms.
Ring Frequency	Touch the box beneath the Ring Frequency heading to open the keypad. Enter a value for the ring frequency on the keypad, and then touch the OK button. The default setting for ring frequency is 68 Hz, which detects rings up to 68 Hz.

Send a fax

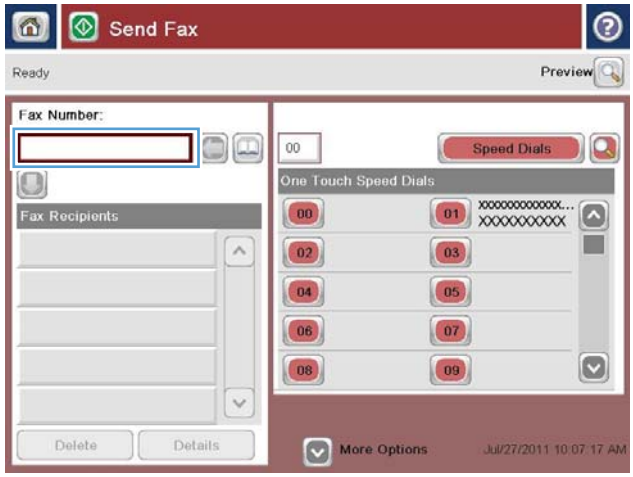
1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.
2. From the Home screen on the product control panel, touch the Fax button. You might be prompted to type a user name and password.



3. Touch the More Options button. Verify that the settings match those of your original. When all settings are completed, touch the up arrow to scroll to the main Fax screen.



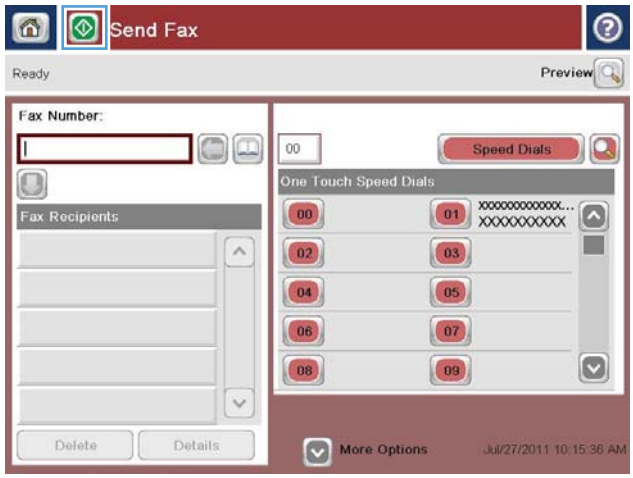
4. Touch the Fax Number field to open the keypad.



5. Enter a phone number, and then touch the OK button.

6. Touch the Start button to send the fax.

   NOTE: You can preview the image at any time by touching the Preview button in the upper-right corner of the screen. For more information about this feature, touch the Help button on the preview screen.



8 Manage the product

- HP Embedded Web Server
- HP Utility for Mac OS X
- Use HP Web Jetadmin software
- Economy settings
- Product security features
- Software and firmware updates

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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

HP Embedded Web Server

Use the HP Embedded Web Server to manage printing functions from your computer instead of the product control panel.

- 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

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.

How to access the HP Embedded Web Server (EWS)

1. Identify the product IP address or host name. If the Network button is visible on the Home screen on the product control panel, touch that button to display the address. Otherwise, follow these steps to print or view the product configuration page:

   a. From the Home screen on the product control panel, scroll to and touch the Administration button.

   b. Open the following menus:

      – Reports

      – Configuration/Status Pages

      – Configuration Page

   c. Touch the Print or View button.

   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.

   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

HP Utility for Mac OS X

Use the HP Utility for Mac OS X to check product status or to view or change product settings from your computer.

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

Open HP Utility

From the Finder, click **Applications**, click **HP**, 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 or the **Print & Scan** icon.
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

The HP Utility toolbar is at the top of every page. It includes these items:

- **Devices**: Click this button to show or hide Mac products found by the HP Utility in the **Printers** pane at the left side of the screen.
- **All Settings**: Click this button to return to the HP Utility main page.
- **Applications**: Click this button to manage which HP tools or utilities appear in the Dock.
- **HP Support**: Click this button to open a browser and go to the HP support Web site for the product.
- **Supplies**: Click this button to open the HP SureSupply Web site.
- **Registration**: Click this button to open the HP registration Web site.
- **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

HP Utility consists of pages that you open by clicking in the **All Settings** list. The following table describes the tasks that you can perform with HP Utility.

Menu	Item	Description
Information and Support	Supplies Status	Shows the product supplies status and provides links for ordering supplies online.
	Device Information	Shows information about the currently selected product.
	File Upload	Transfers files from the computer to the product.
	Upload Fonts	Transfers font files from the computer to the product.
	HP Connected	Accesses the HP Connected Web site.

Menu	Item	Description
	Update Firmware	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.
	Commands	Sends special characters or print commands to the product after the print job. NOTE: This option is available only after you open the **View** menu and select the **Show Advanced Options** item.
Printer Settings	**Supplies Management**	Configures how the product should behave when supplies are nearing the end of their estimated life.
	Trays Configuration	Changes the default tray settings.
	Output Devices	Manages settings for optional output accessories.
	Duplex Mode	Turns on the automatic two-sided printing mode.
	Protect Direct Ports	Disables printing over USB or parallel ports.
	Stored Jobs	Manages print jobs that are stored on the product hard disk.
	Network Settings	Configures the network settings, such as the IPv4 and IPv6 settings.
	Additional Settings	Provides access to the HP Embedded Web Server.
Scan Settings	**Scan to E-mail**	Opens the HP Embedded Web Server page for configuring settings for scanning to email. NOTE: USB connections are not supported.
	Scan to Network Folder	Opens the HP Embedded Web Server page for configuring settings for scanning to a network folder. NOTE: USB connections are not supported.

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 and click the **Self Help and Documentation** link to learn more about upgrades.

Economy settings

- Print with EconoMode
- Set Sleep mode
- Set the Sleep Schedule

Print with EconoMode

This product has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner. 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: If this option is not available in your print driver, you can set it using the product control panel.

Configure EconoMode from the print driver

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 to enable the feature, and then click **OK**.

Configure EconoMode from the product control panel

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Print Quality
3. Scroll to and select EconoMode.
4. Touch On or Off to enable or disable the feature, and then touch Save.

Set Sleep mode

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Energy Settings
   - Sleep Timer Settings

3. Touch Sleep Mode/Auto Off After to select the option.
4. Select the appropriate time period, and then touch the Save button.

Set the Sleep Schedule

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

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Date/Time Settings
3. Open the Date/Time Format menu and configure the following settings:
   - Date Format
   - Time Format
4. Touch the Save 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. Touch the Save button.
7. Touch the back-arrow button to return to the Administration screen.
8. Open the following menus:
   - General Settings
   - Energy Settings
   - Sleep Schedule
9. Touch the Add button, and then select the type of event to schedule: Wake or Sleep.
10. Configure the following settings:
    - Time
    - Event Days
11. Touch the OK button, and then touch the Save button.

Product security features

- Security statements
- IP Security
- Sign in to the product
- Assign a system password
- Encryption support: HP High Performance Secure Hard Disks

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. 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 touching the Sign In button on the Home screen.

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 button displays on the control panel. To maintain security for the product, touch the Sign Out button 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.

Software and firmware updates

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

- In the US, go to www.hp.com/support/ljflowMFPM830. Click **Drivers & Software**.
- Outside the US, go to www.hp.com/support. Select your country/region. Click **Drivers & Software**. Enter the product name (for example, “LaserJet M575”), and then select **Search**.

9 Solve problems

- Restore factory-set defaults
- Control panel help system
- A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel
- Product does not pick up paper or misfeeds
- Clear jams
- Improve print quality
- Improve copy image quality
- Improve scan image quality
- Improve fax image quality
- Solve wired network problems
- Solve fax problems

For more information:

In the US, go to www.hp.com/support/ljflowMFPM830.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

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Restore factory-set defaults

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - General Settings
   - Restore Factory Settings
3. A verification message advises that completing the reset function might result in loss of data. Touch the Reset button to complete the process.

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

Control panel help system

The product has a built-in Help system that explains how to use each screen. To open the Help system, touch the Help button in the upper-right corner of the screen.

For some screens, the Help opens to a global menu where you can search for specific topics. You can browse through the menu structure by touching the buttons in the menu.

Some Help screens include animations that guide you through procedures, such as clearing jams.

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

If the product alerts you of an error or warning, touch the Help button to open a message that describes the problem. The message also contains instructions to help solve the problem.

A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel

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

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

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

Once an HP toner cartridge has reached **Very Low**, HP’s Premium Protection Warranty on that toner cartridge has ended.

Change the “Very Low” settings

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

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

For products with fax capability

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

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

Order supplies

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

Product does not pick up paper or misfeeds

- The product does not pick up paper
- The product picks up multiple sheets of paper
- The document feeder jams, skews, or picks up multiple sheets of paper

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.

The document feeder jams, skews, or picks up multiple sheets of paper

NOTE: This information applies to MFP products only.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.
- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.
- Make sure that the top document-feeder cover is closed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- From the Home screen on the product control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

Clear jams

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.

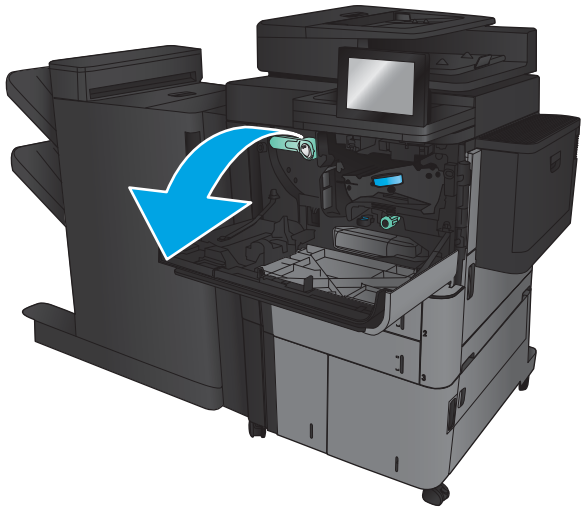
Experiencing frequent or recurring paper jams?

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

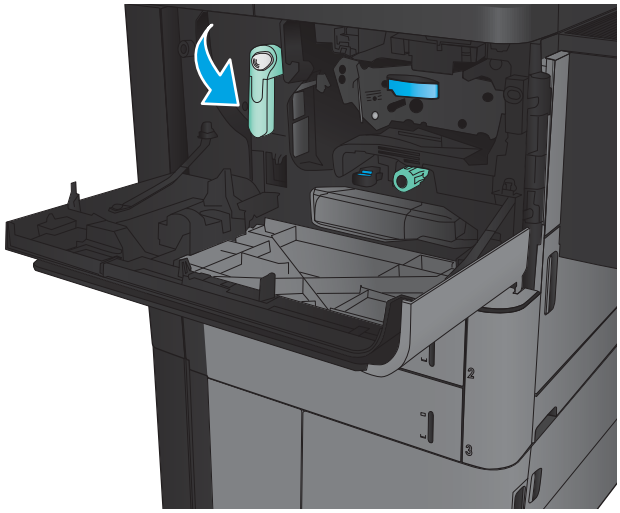
1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire 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. From the Home screen on the product control panel, scroll to and touch the Trays button. 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 in the front door

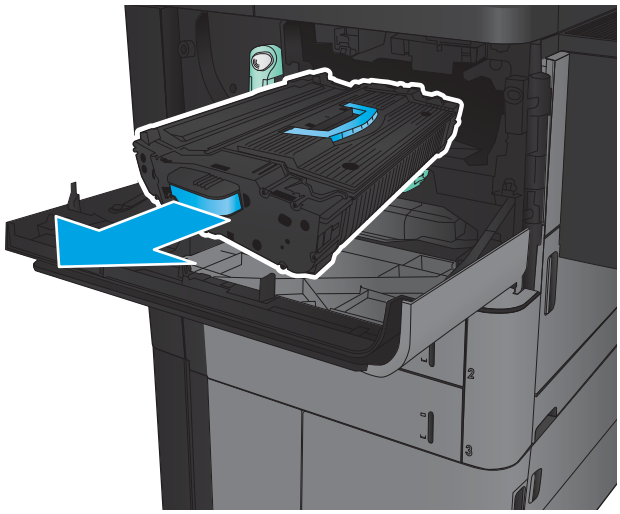
1. Open the front door. Make sure that the door is completely open.



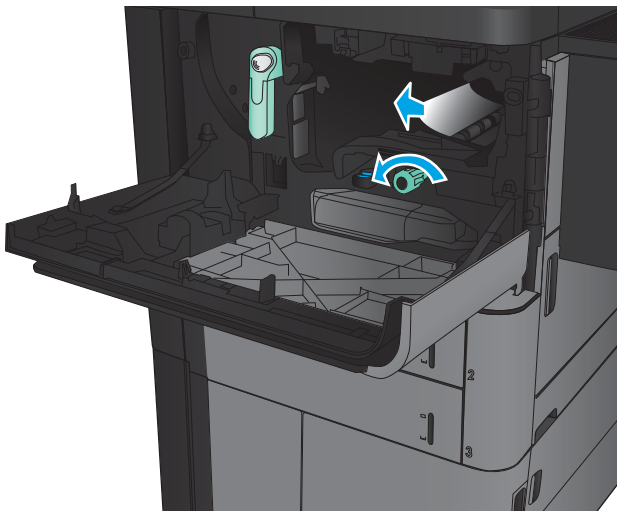
2. Push the button on the lever, and then rotate the toner-cartridge lever to the down position.



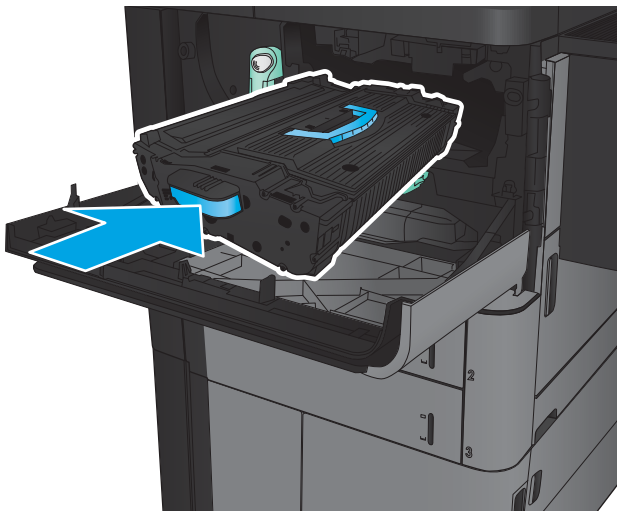
3. Grasp the handle of the toner cartridge and pull out to remove it.



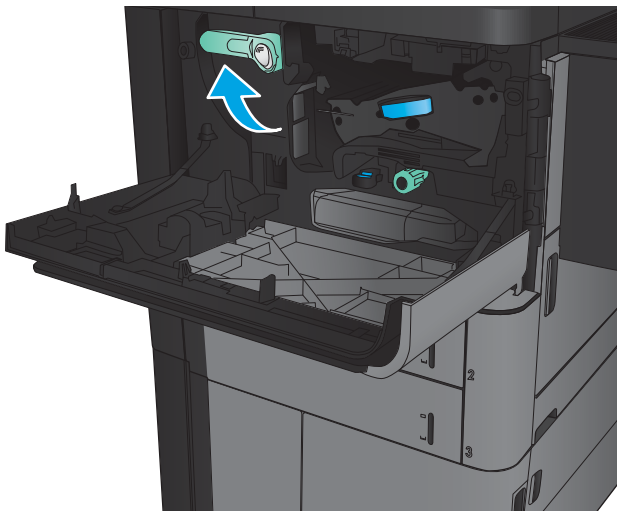
4. Turn the green knob counter-clockwise, and then remove the jammed paper.



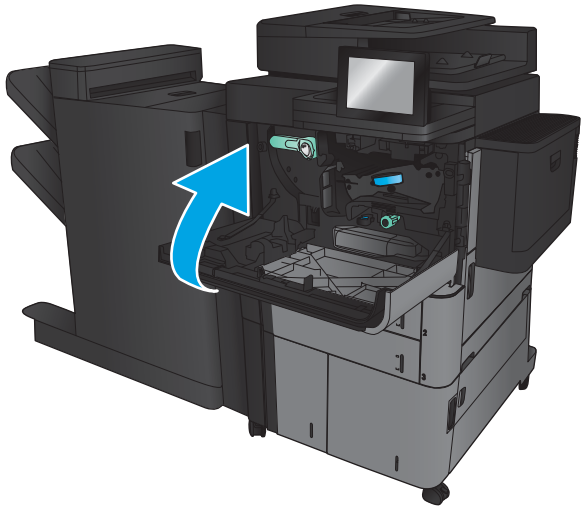
5. Align the toner cartridge with its slot, and then insert the toner cartridge into the product. The toner cartridge will drop slightly when it is in place.



6. Push the button on the lever, and then rotate the toner-cartridge lever to the up position.

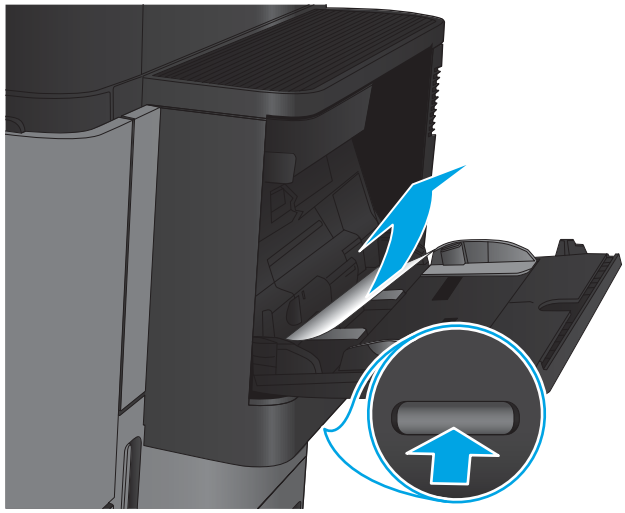


7. Close the front door.

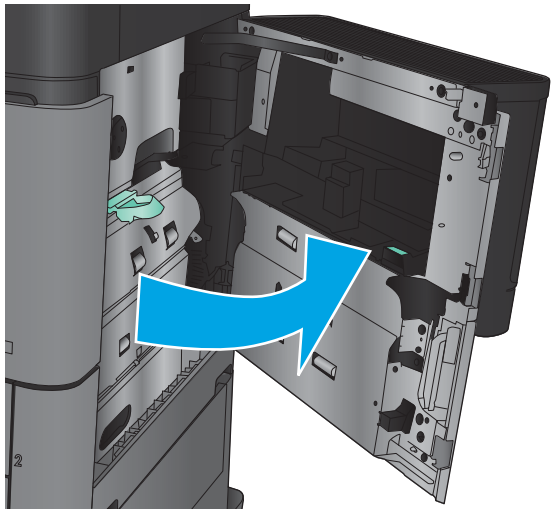


Clear jams in Tray 1

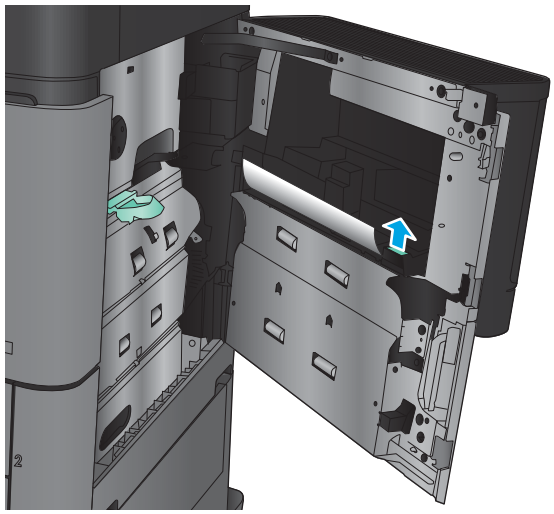
1. If jammed paper is visible in Tray 1, clear the jam by pressing the jam release button under the tray and gently pulling the paper straight out.



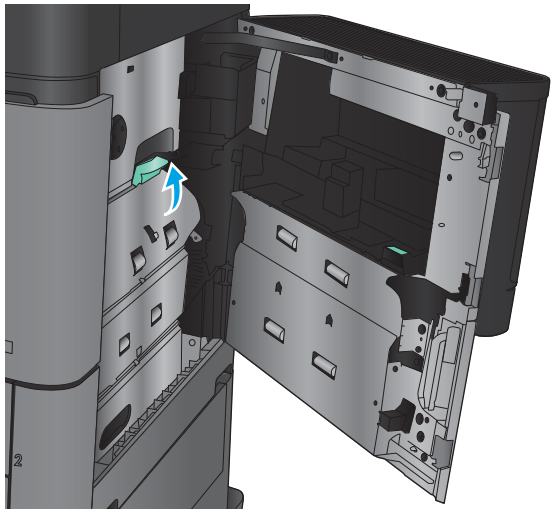
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, open the right door.



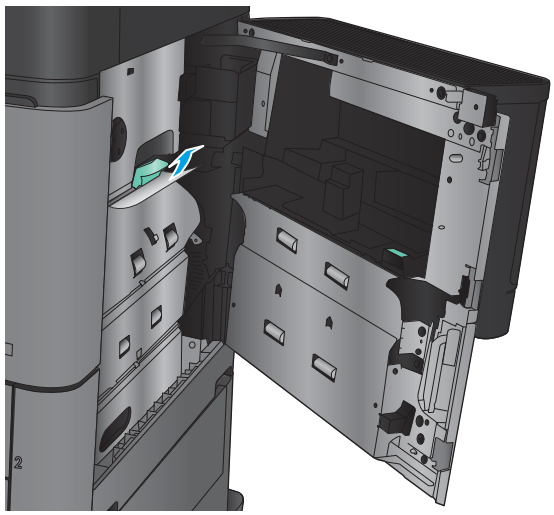
3. If jammed paper is in the Tray 1 feed area, lift the jam access cover and remove the paper.



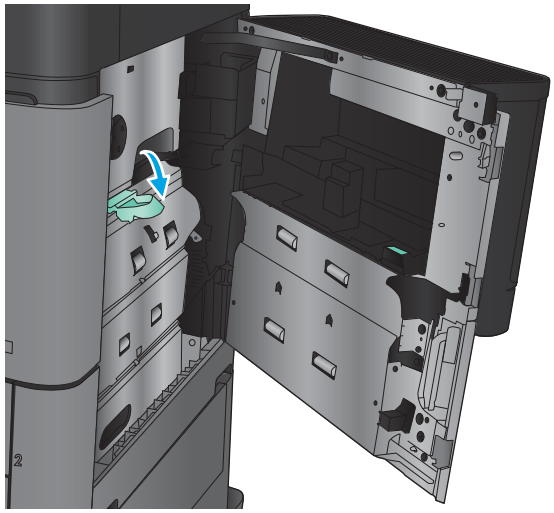
4. Pull the jam-access cover lever out, and then lift it to open it.



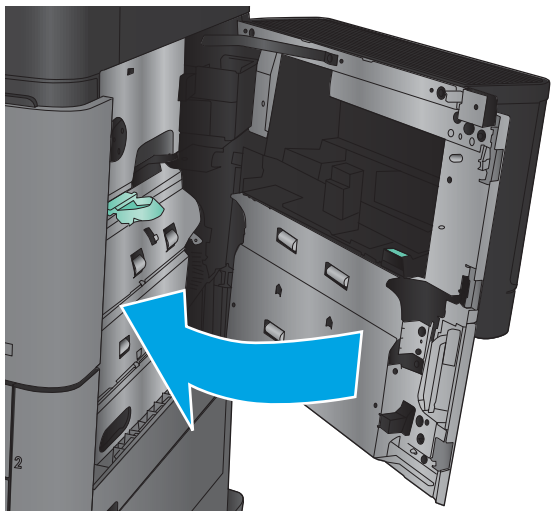
5. Gently pull the paper out of the pickup area.



6. Pull the jam-access cover lever out, and then lower it to close it.

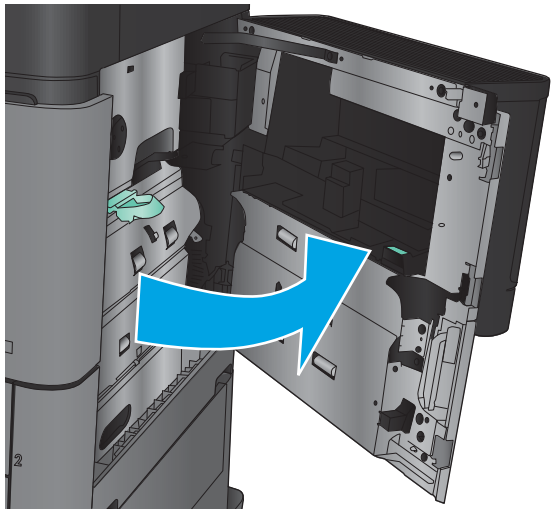


7. Close the right door.

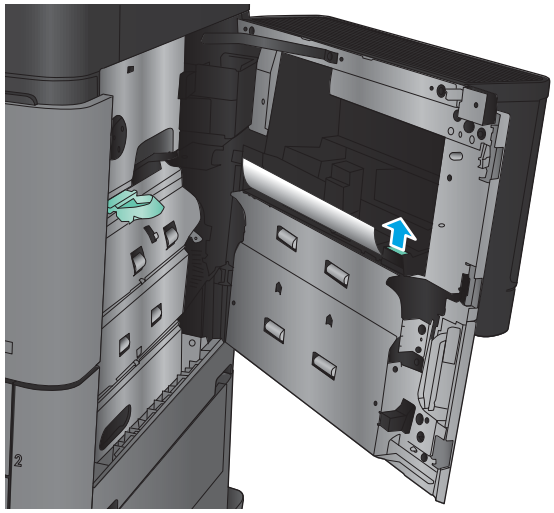


Clear jams in the right door

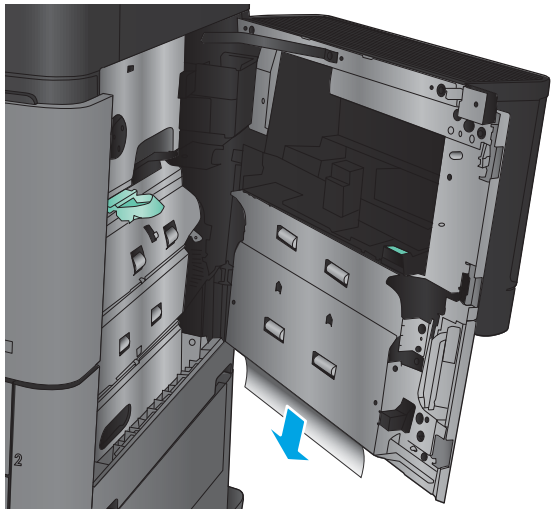
1. Open the right door.



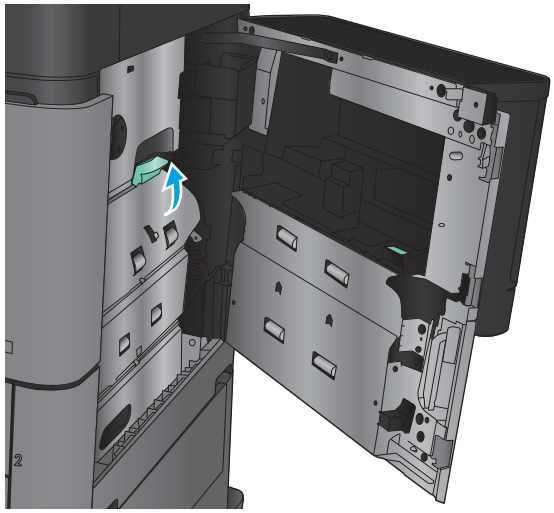
2. If there is jammed paper in the door, lift the jam access-cover, and then gently pull the paper straight out.



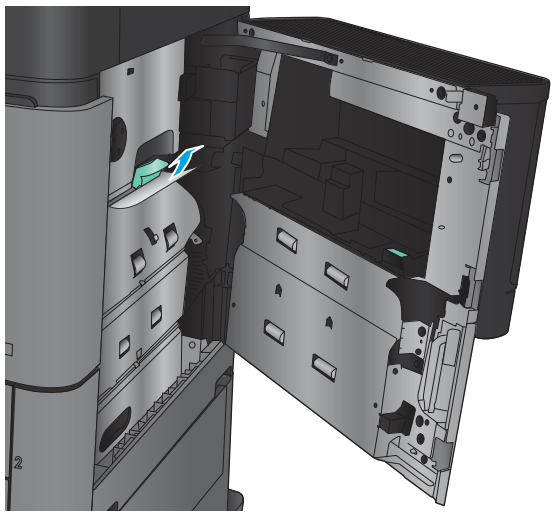
3. If there is jammed paper visible at the bottom of the door, gently pull it straight down.



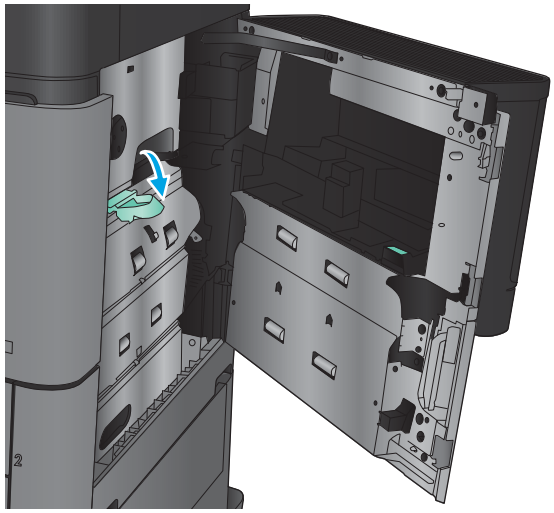
4. Pull the jam-access cover lever out, and then lift it to open it.



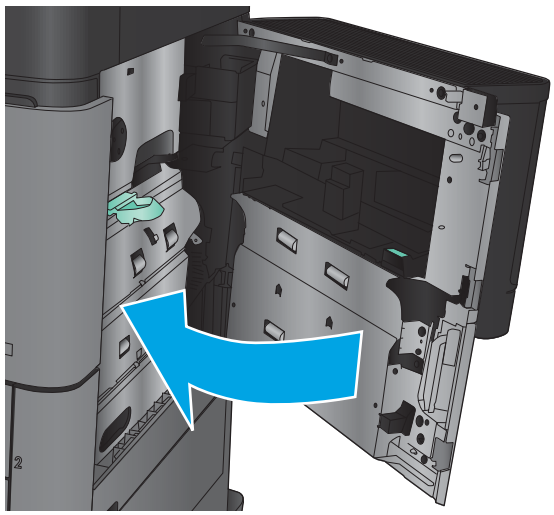
5. Gently pull the paper out of the pickup area.



6. Pull the jam-access cover lever out, and then lower it to close it.



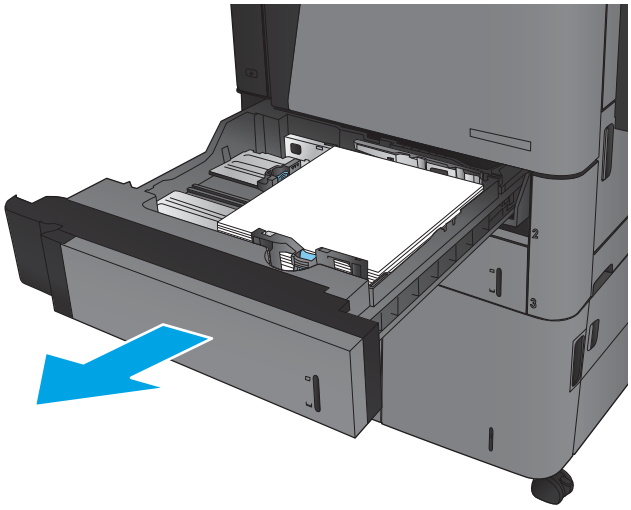
7. Close the right door.



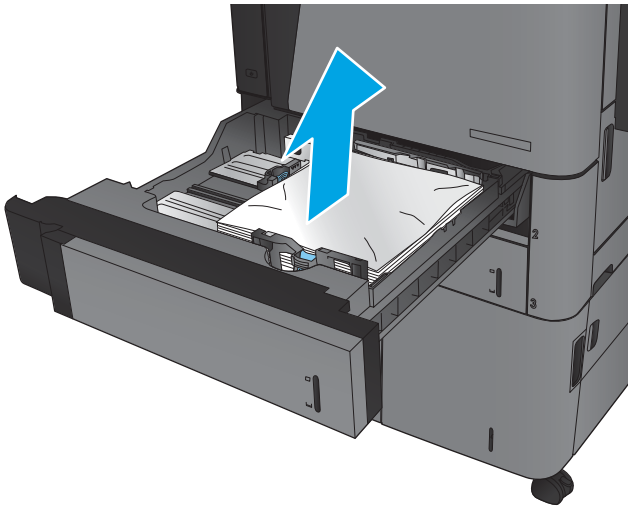
Clear jams in Tray 2 and Tray 3

NOTE: The procedure to clear jams for Tray 3 is the same as for Tray 2. Only Tray 2 is shown here.

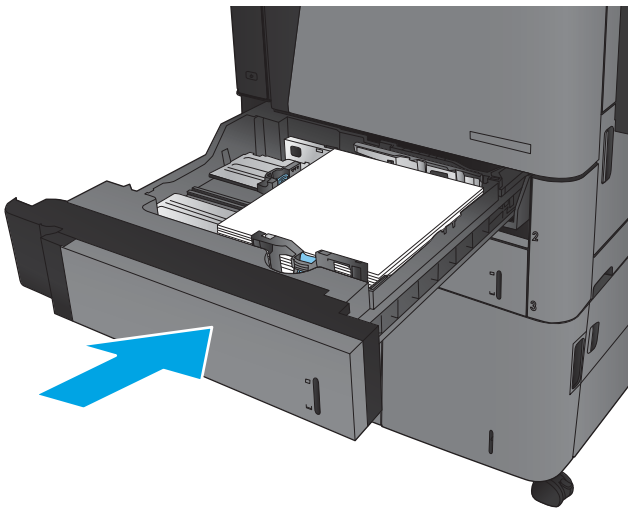
1. Open the tray.



2. Remove any jammed or damaged sheets of paper.



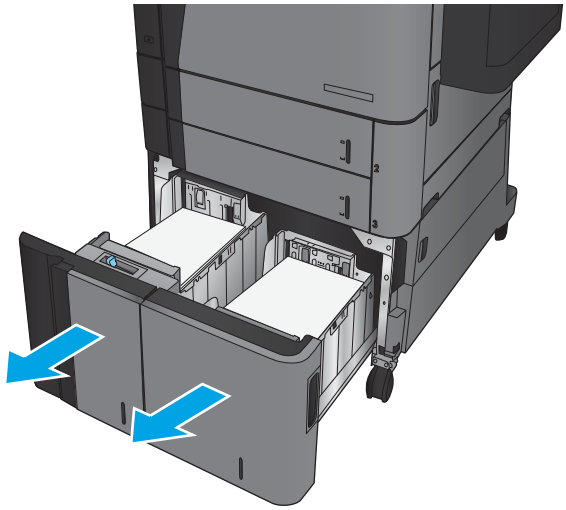
3. Reinsert and close the tray.



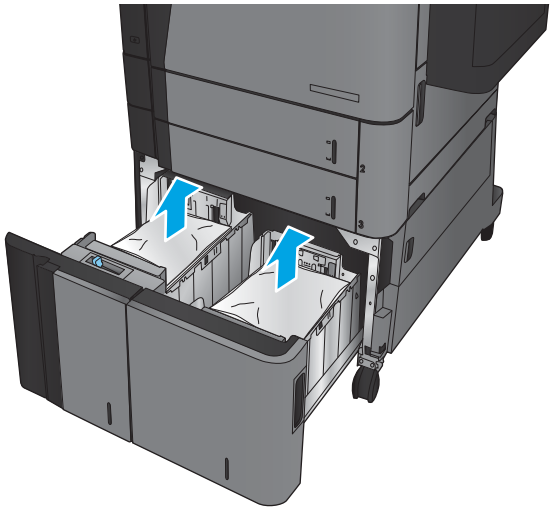
Clear jams in Tray 4 and Tray 5

1. Open the right and left trays.

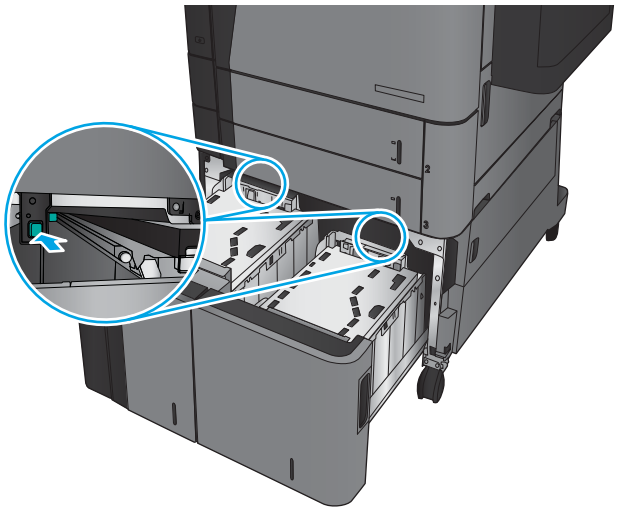
   NOTE: You do not need to load both trays at the same time.



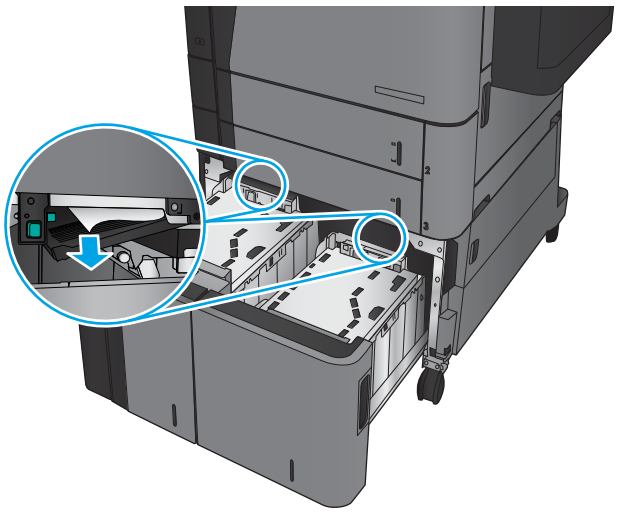
2. Remove the paper from the trays and discard any damaged sheets.



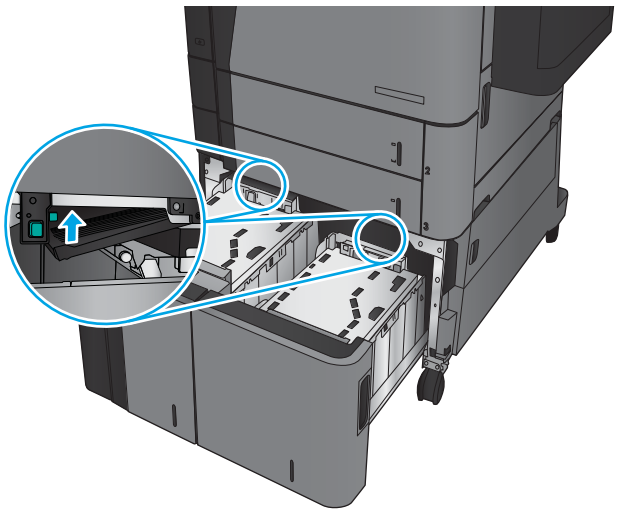
3. Above the right-side tray, press the green button to release the jam-access plate.



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

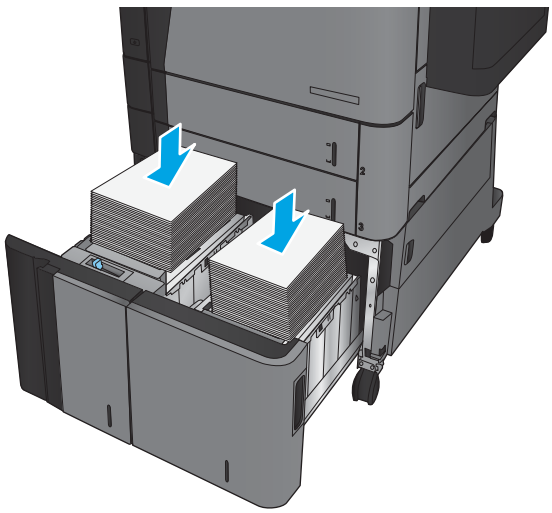


5. Push up on the jam-access plate to close it.

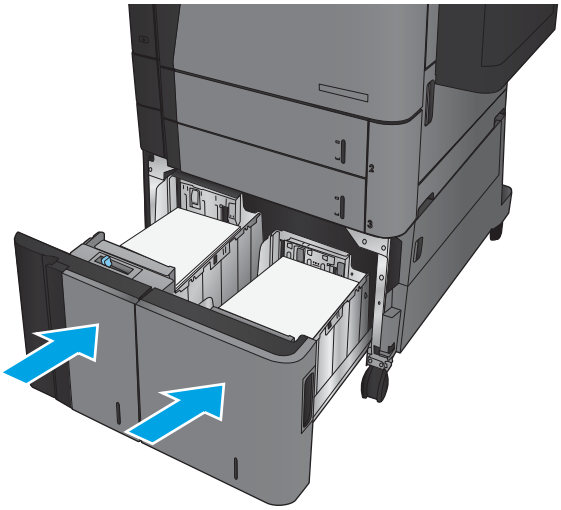


6. Load full reams of paper into each side of the tray. The right side holds 1,500 sheets of paper. The left side holds 2,000 sheets of paper.

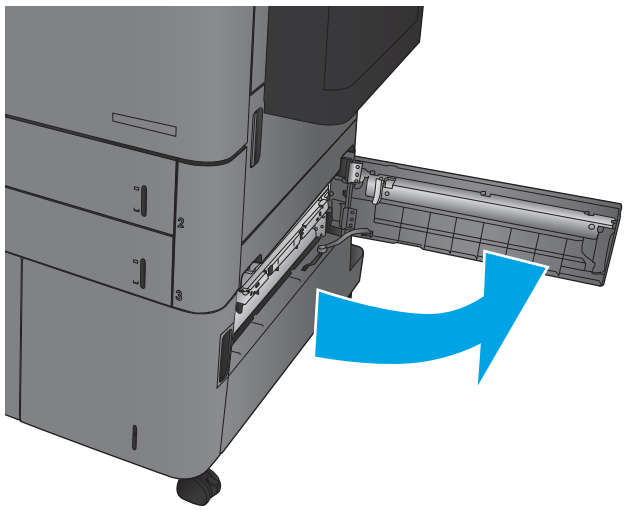
   NOTE: For best results, load full reams of paper. Avoid dividing reams into smaller sections.



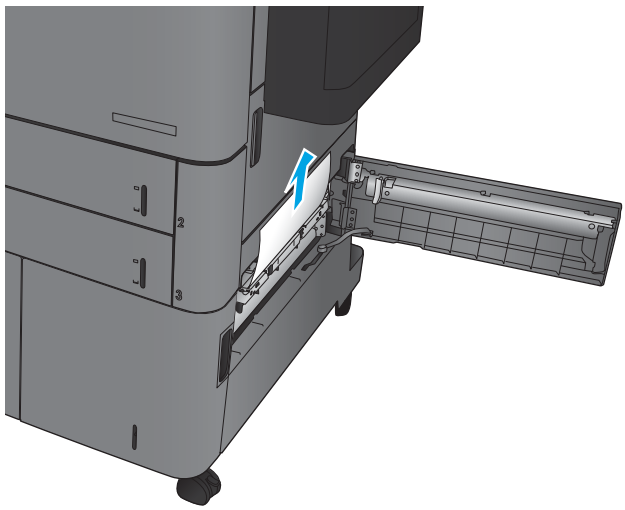
7. Close the right and left trays.



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

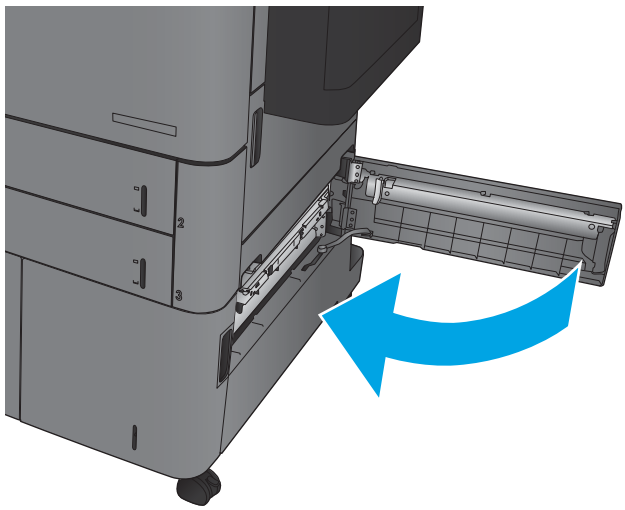


9. Remove any jammed paper.



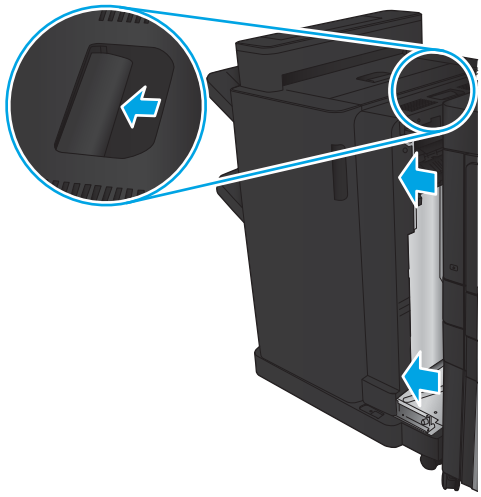
10. Close the jam-access door on the right side of the high-capacity tray cabinet.

    NOTE: If after clearing the jam the product control panel displays a message that there is no paper in the tray or the tray is over filled, remove the tray and look behind it for any remaining paper.

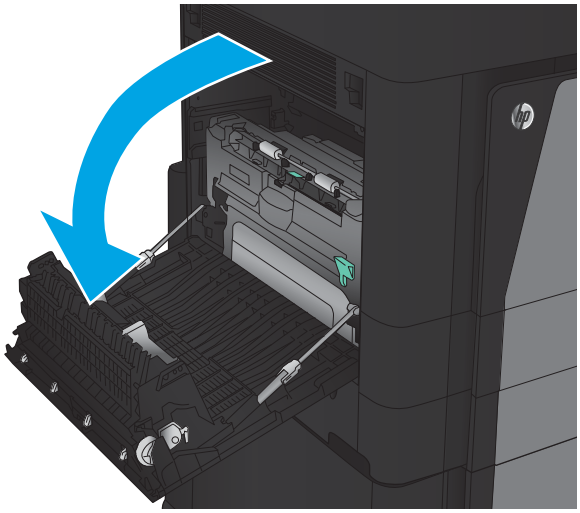


Clear jams in the duplexer

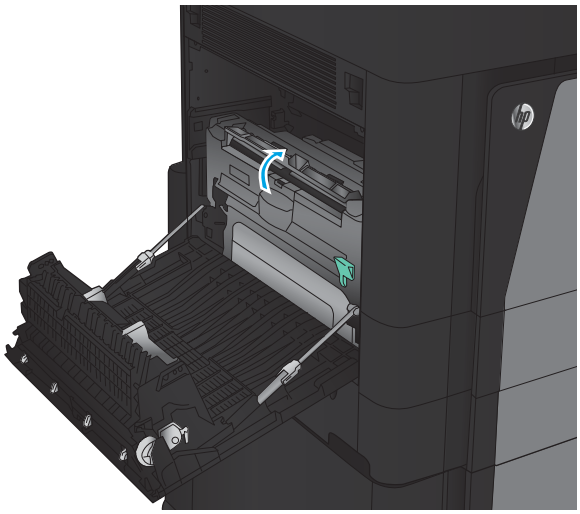
1. Pull the release handle on the top of the finishing accessory, and then slide the finisher away from the product until it stops.



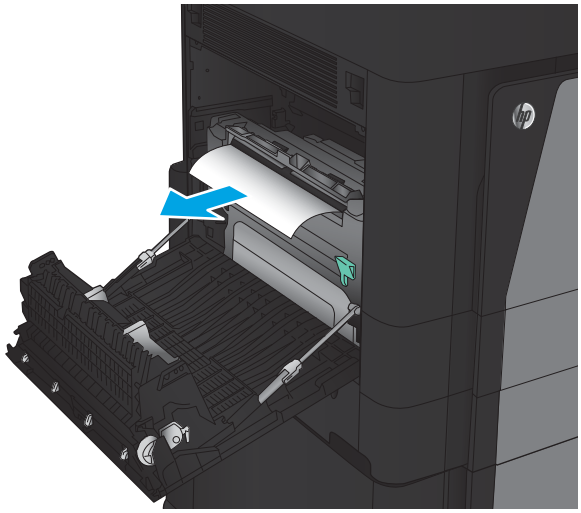
2. Open the left door.



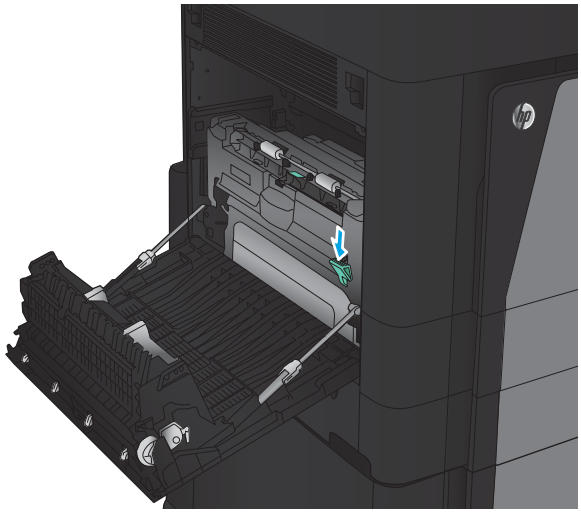
3. Lift the jam access cover on the duplexer.



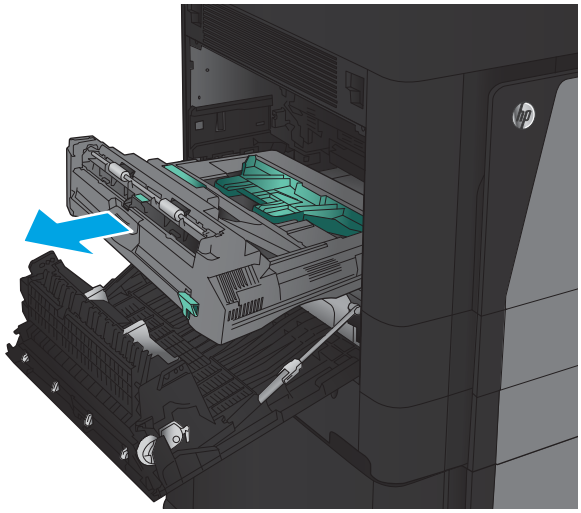
4. Gently remove any jammed or damaged paper from this area by pulling it out of the product.



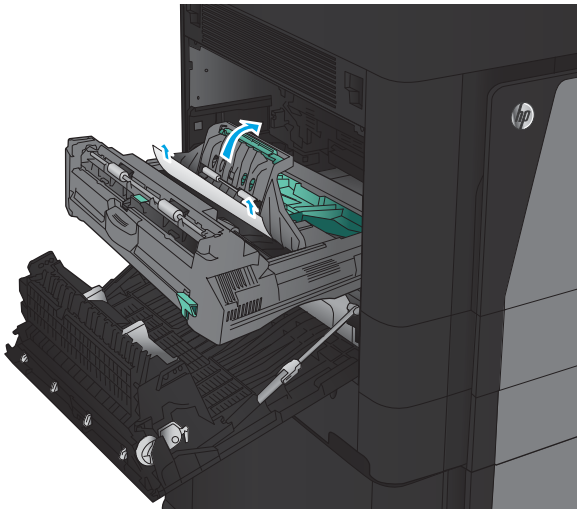
5. Press down on the latch to release the duplexer.



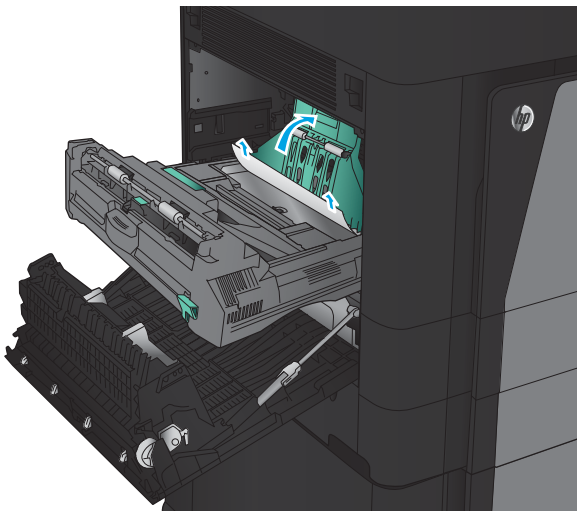
6. Pull the duplexer straight out of the product until it stops.



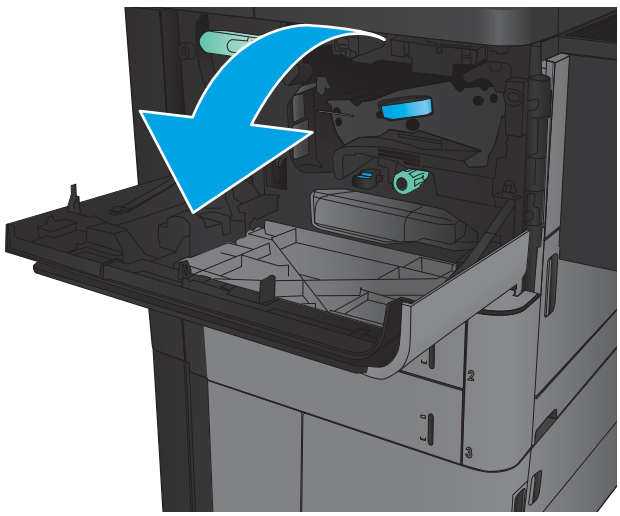
7. Lift the first jam-access cover, and then remove any jammed paper.



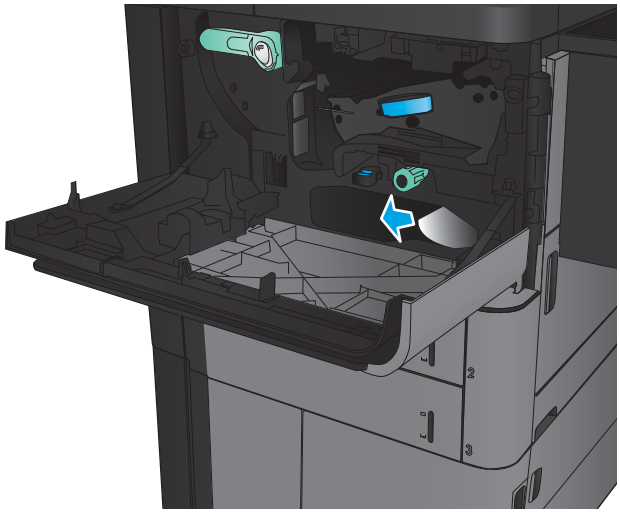
8. Lift the second jam-access cover, and then remove any jammed paper.



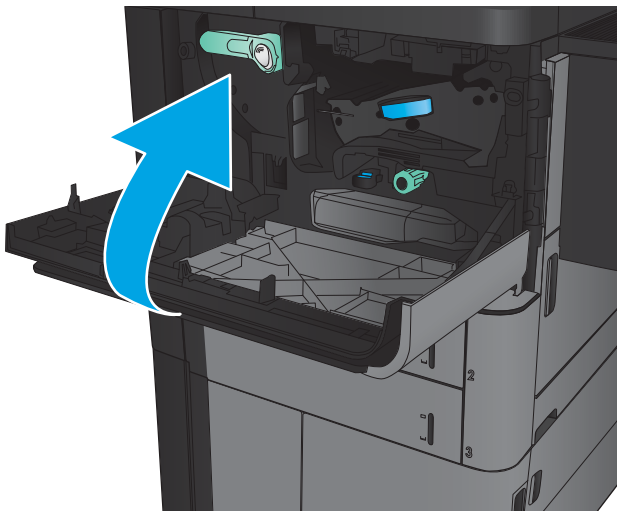
9. Open the front door.



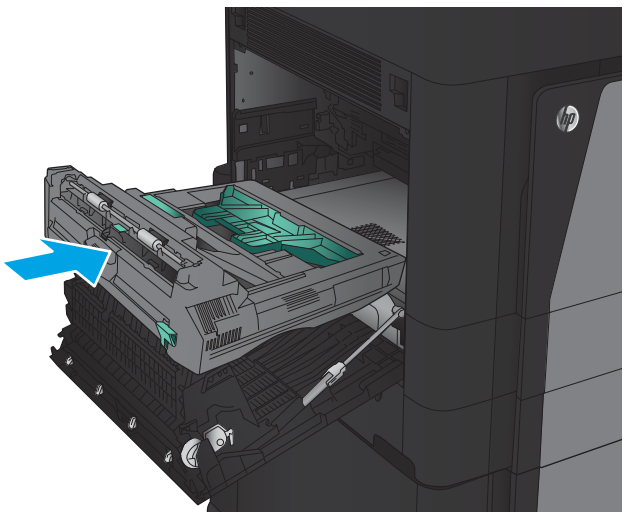
10. Remove any jammed paper from the opening below the toner-cartridge area.



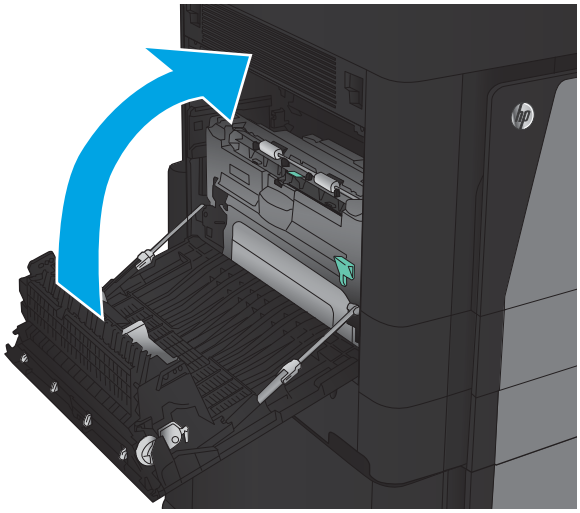
11. Close the front door.



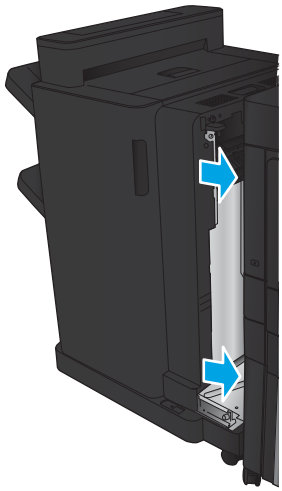
12. Slide the duplexer into the slot until it locks into place.



13. Close the left door.



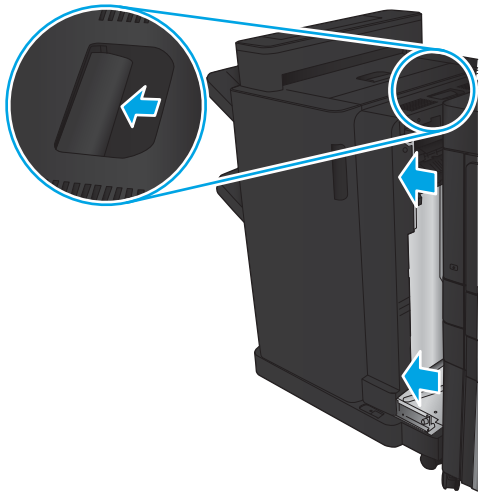
14. Attach the finishing accessory.



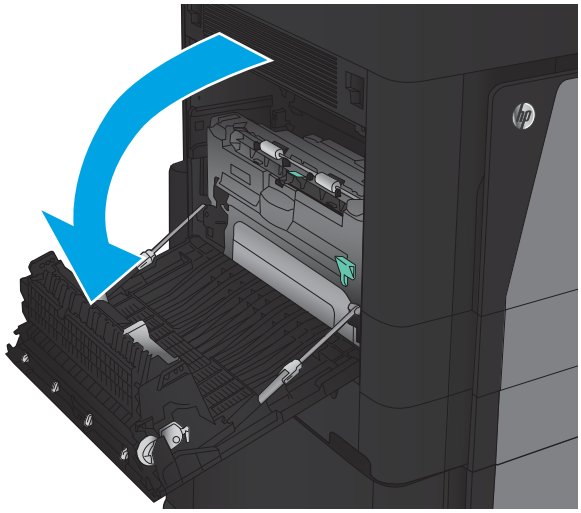
Clear jams in the left door (fuser area)

⚠ WARNING! The fuser can be hot while the product is in use.

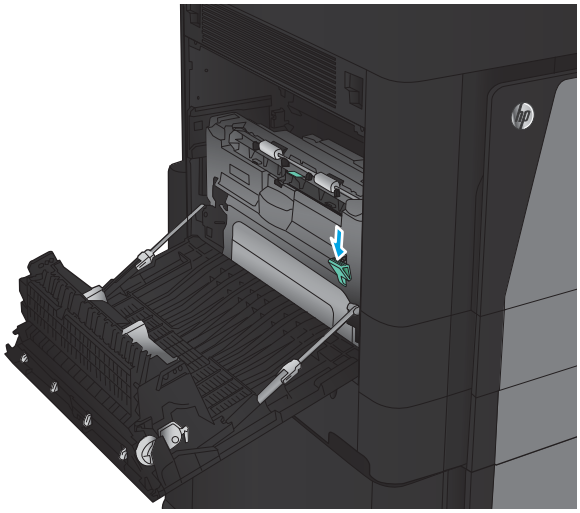
1. Lift the release handle on the top of the finishing accessory, and then slide the finisher away from the product until it stops.



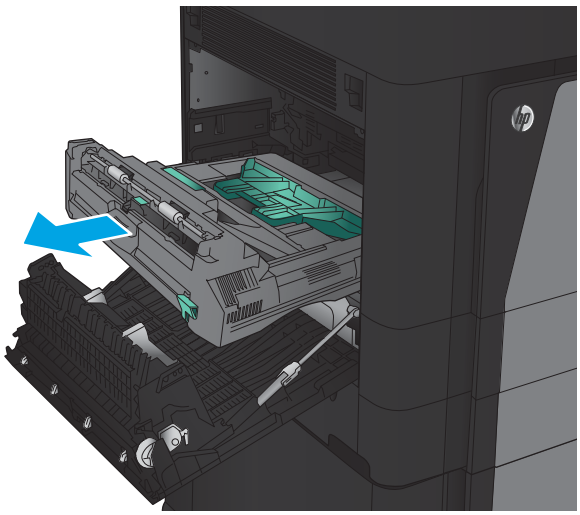
2. Open the left door of the product.



3. Push down to release the latch on the duplexer.

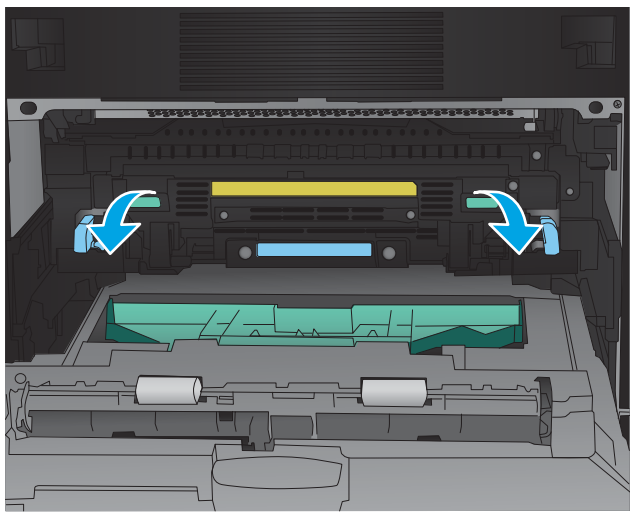


4. Pull the duplexer straight out of the product until it stops.

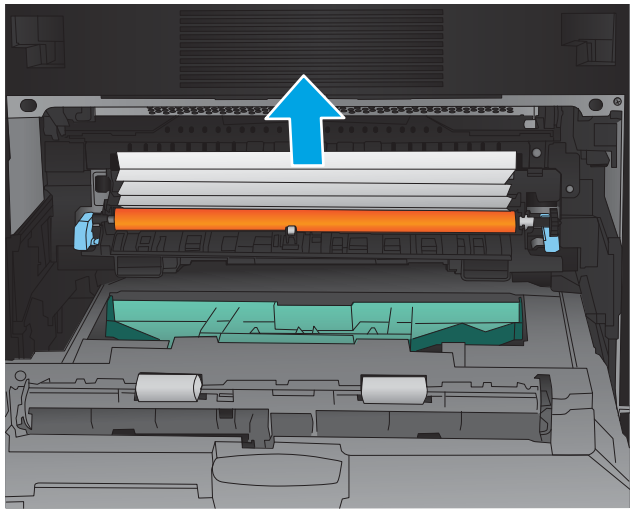


5. Open the jam-access cover.

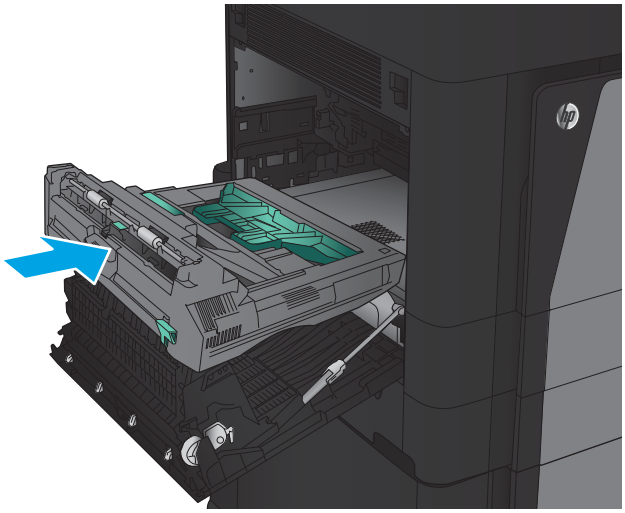
   WARNING! The fuser can be hot while the product is in use.



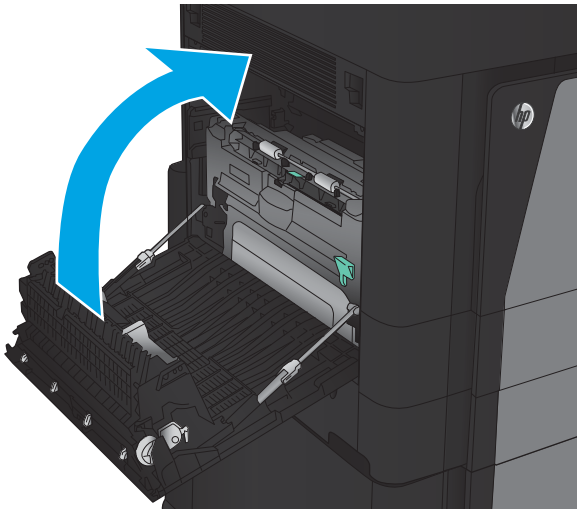
6. Gently remove the jammed paper.



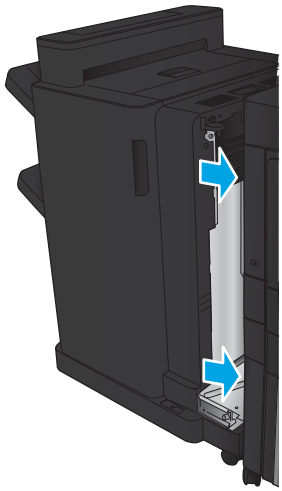
7. Slide the duplexer into the slot until it locks into place.



8. Close the left door.



9. Attach the finisher.

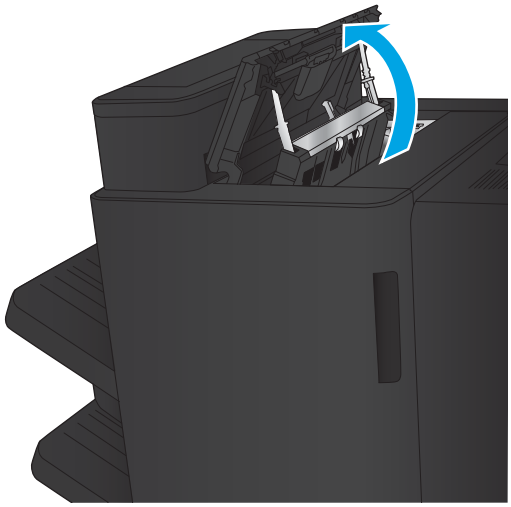


Clear jams in the stapler/stacker accessory

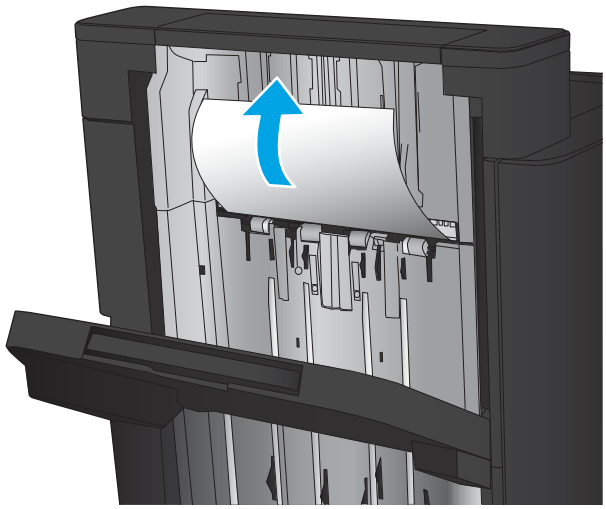
- Clear jams in the stapler/stacker
- Clear connection jams
- Clear Staple 1 jams

Clear jams in the stapler/stacker

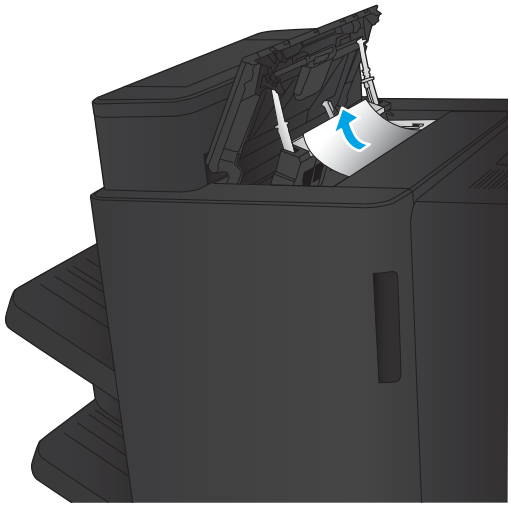
1. Open the top left door.



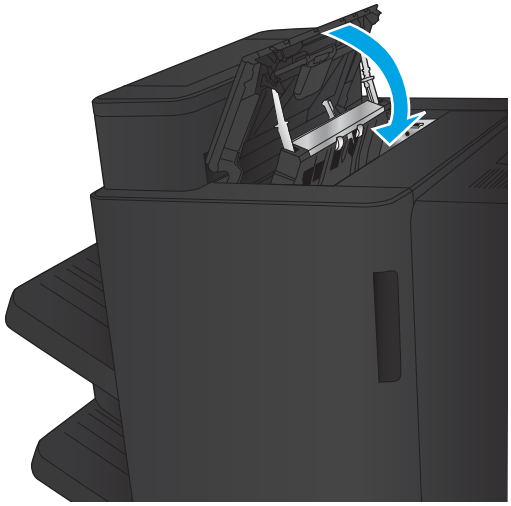
2. Lift the jam access cover for the output slot, and gently remove any jammed paper.



3. Remove all paper from the top left door area.

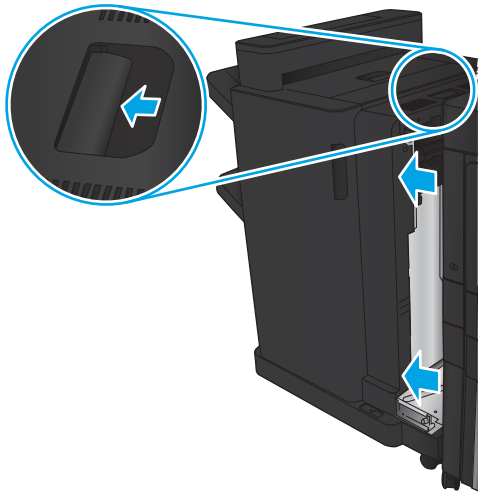


4. Close the top left door.

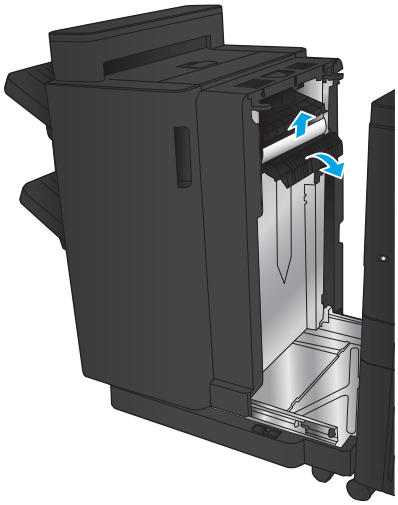


Clear connection jams

1. Pull the release handle on the top of the finishing accessory, and then slide the finisher away from the product until it stops.



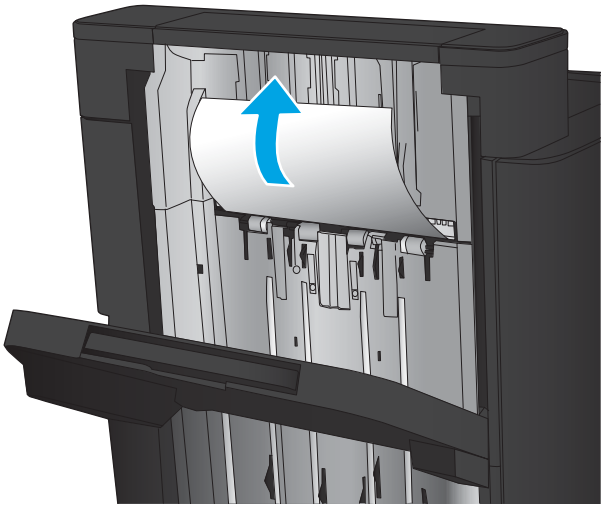
2. Remove any paper from the area.



3. Attach the finishing accessory.

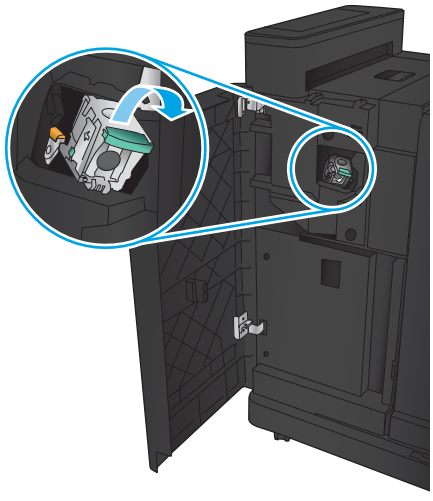
Clear Staple 1 jams

1. Lift the jam access cover for the output slot, and gently remove any jammed paper.

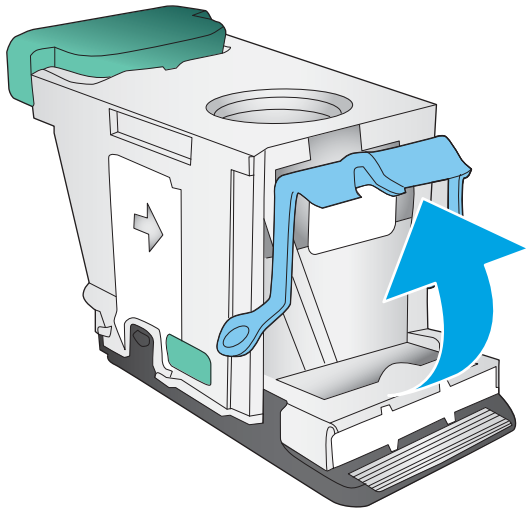


2. Wait three seconds, and then open the front left door.

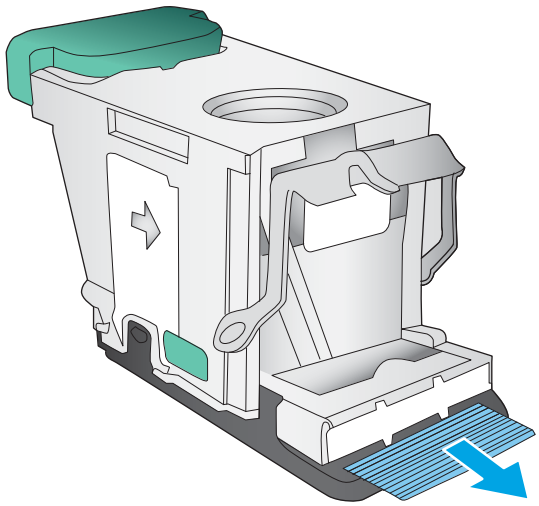
3. Pull the staple cartridge up and out to remove it.



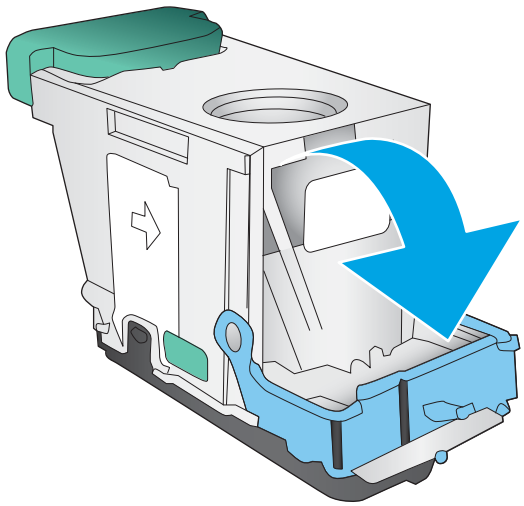
4. Lift up the metal handle on the front of the staple cartridge.



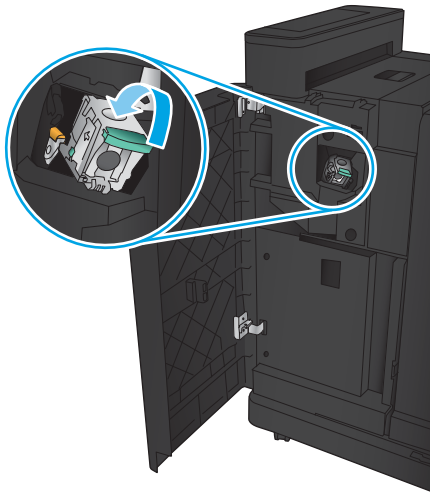
5. Remove any jammed staples from the staple cartridge.



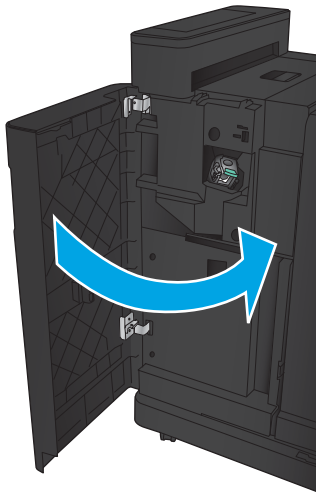
6. Push down the metal handle on the front of the staple cartridge.



7. Insert the staple cartridge. Press down on the top of the staple cartridge until it clicks into place.



8. Close the front left door.

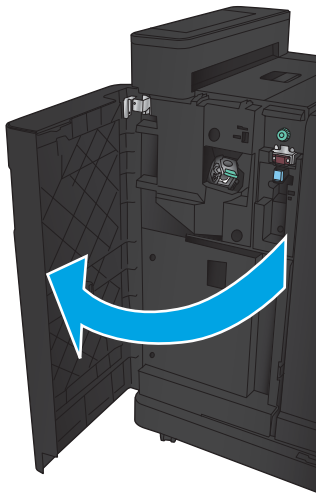


Clear jams in the stapler/stacker with hole punch accessory

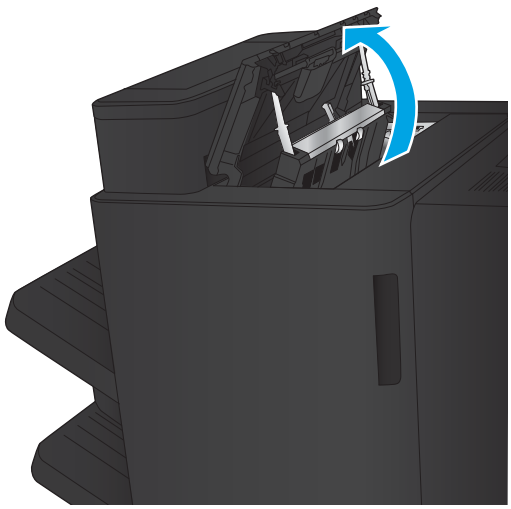
- Clear top left door jams in the stapler/stacker with hole punch accessory
- Clear a connection jam in the stapler/stacker with hole punch accessory
- Clear Staple 1 jams

Clear top left door jams in the stapler/stacker with hole punch accessory

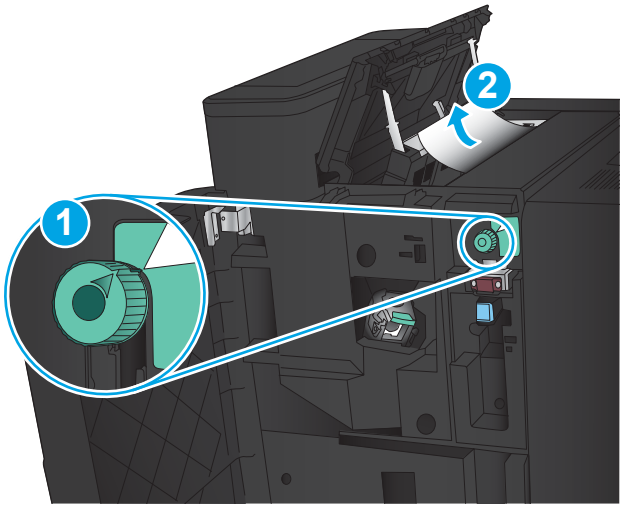
1. Open the front left door.



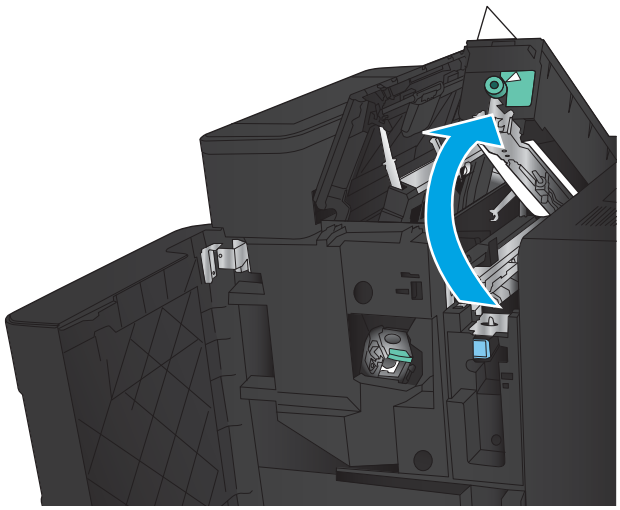
2. Open the top left door.



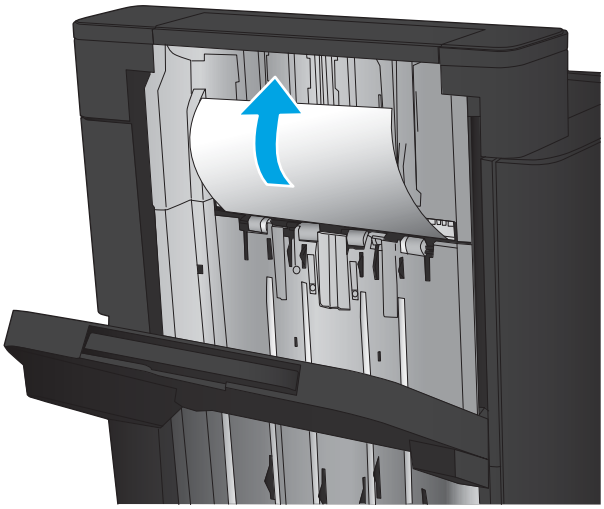
3. Turn the knob to align the arrows.



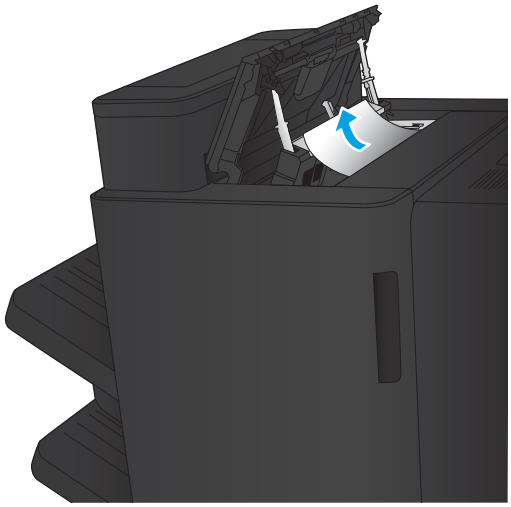
4. Lift the hole-punch unit.



5. Lift the jam access cover for the output slot, and gently remove any jammed paper.

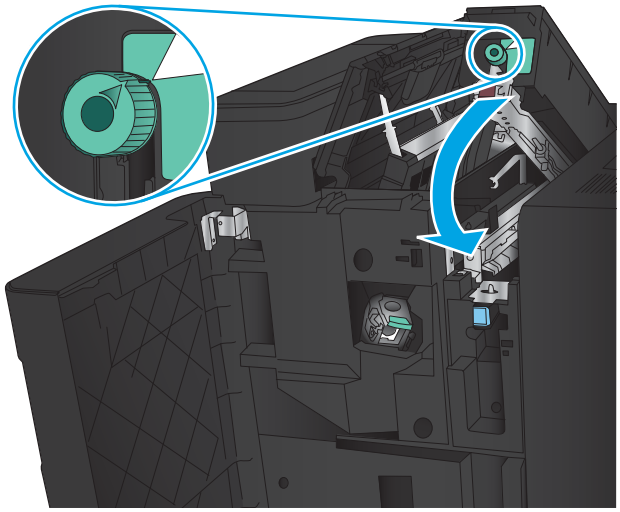


6. Remove jammed paper from top left cover area.

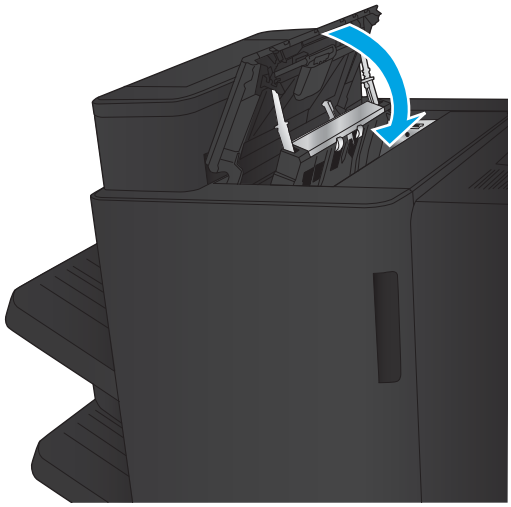


7. Close the hole-punch unit.

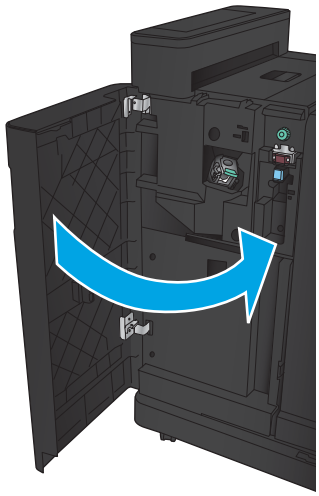
   NOTE: Ensure the notch on the hole punch is positioned as shown in the graphic.



8. Close the top left door.

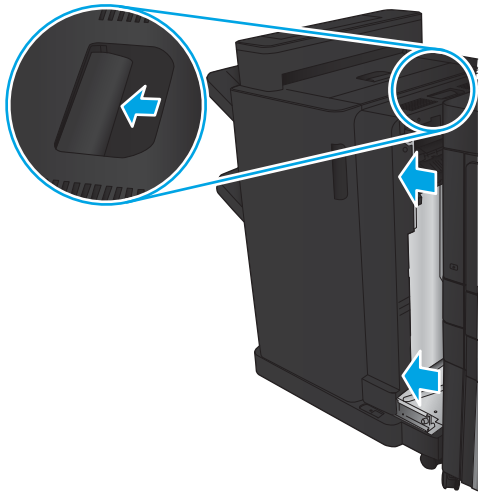


9. Close the front left door.

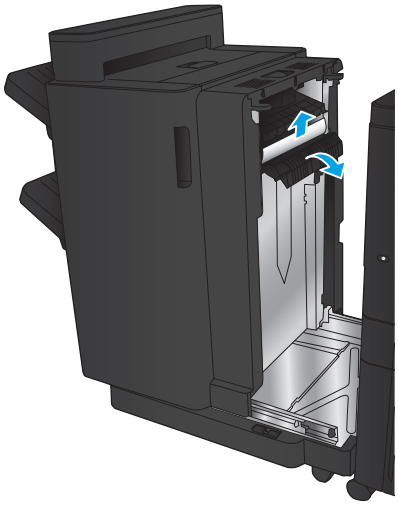


Clear a connection jam in the stapler/stacker with hole punch accessory

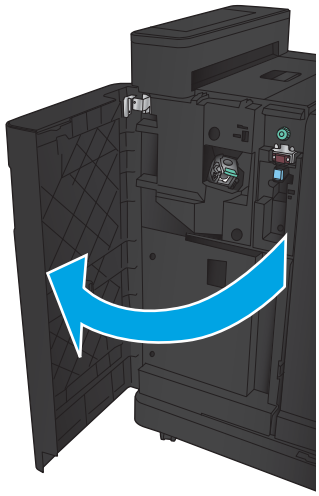
1. Pull the release handle on the top of the finishing accessory, and then slide the finisher away from the product until it stops.



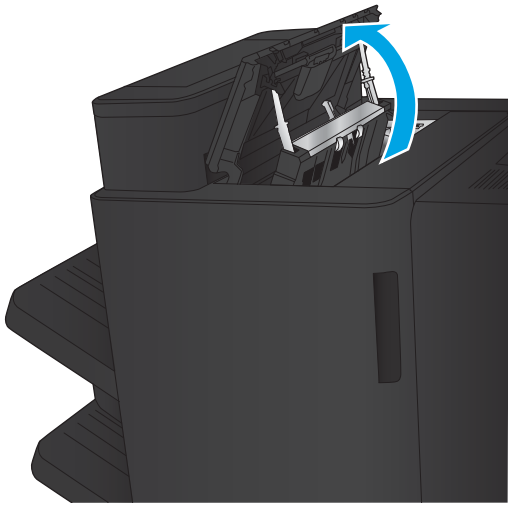
2. Remove any paper from the area.



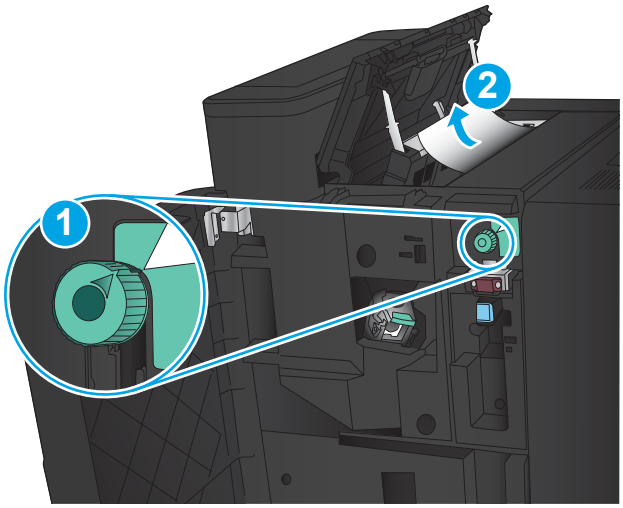
3. Open the front left door.



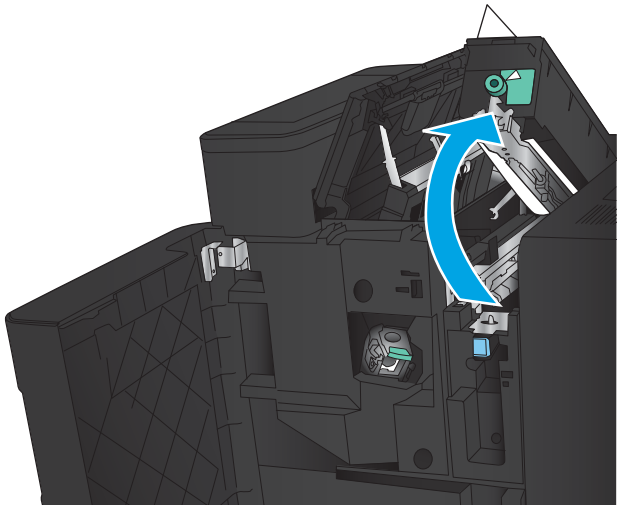
4. Open the top left door.



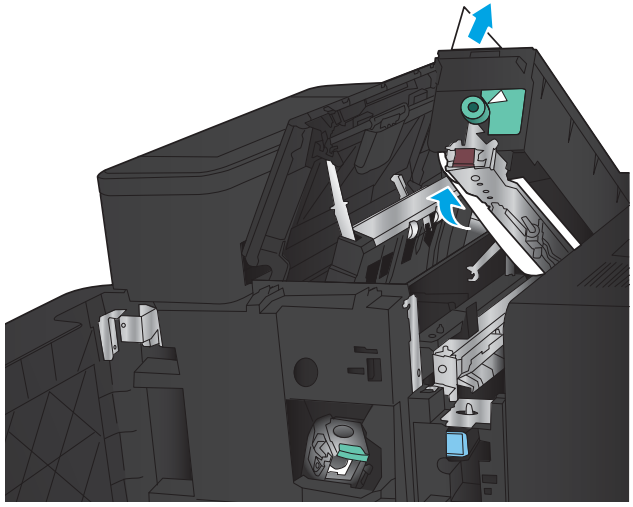
5. Turn the knob to align the arrows, and then gently pull out the jammed paper.



6. If you cannot remove the jammed paper, lift the hole-punch unit.

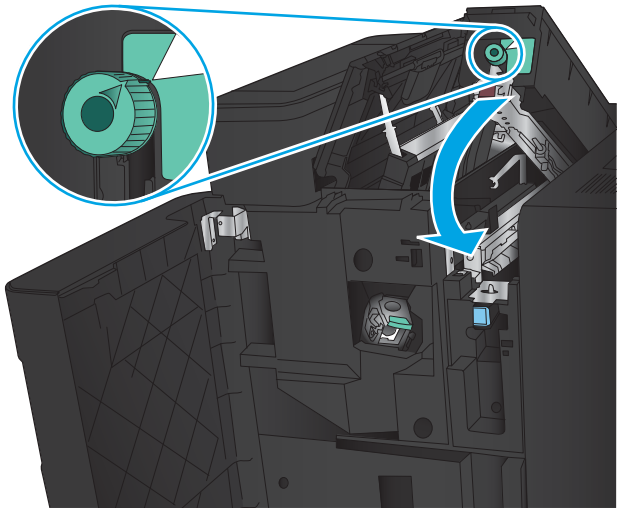


7. Remove the jammed paper from the bottom of the hole-punch unit.

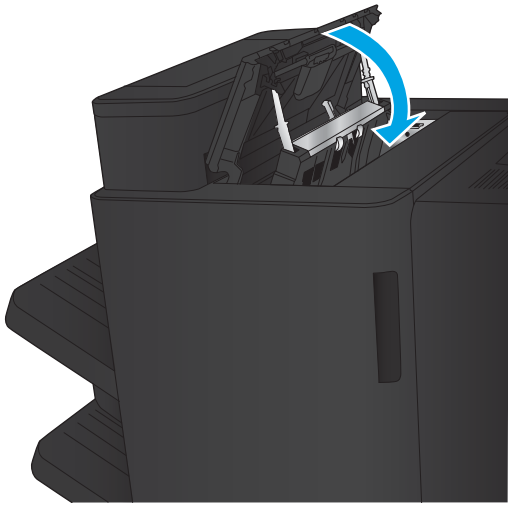


8. Close the hole-punch unit.

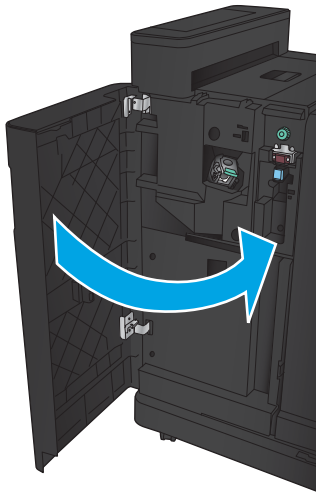
   NOTE: Ensure the arrow on the hole-punch knob is positioned as shown in the graphic.



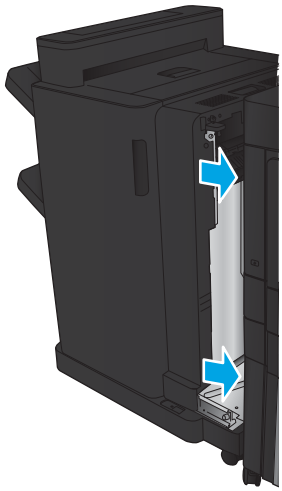
9. Close the top left door.



10. Close the front left door.

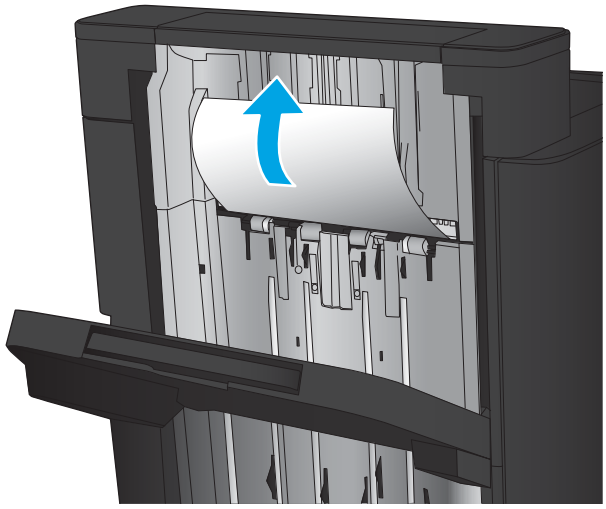


11. Attach the finishing accessory to the product.

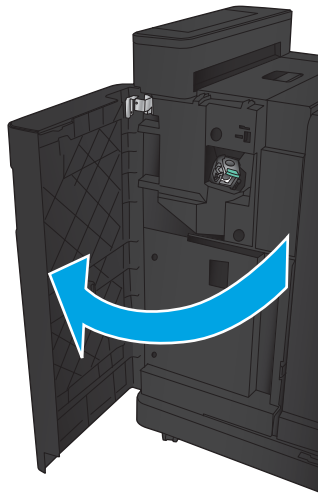


Clear Staple 1 jams

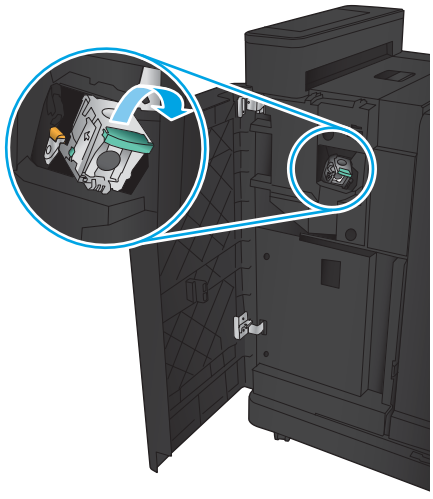
1. Lift the jam access cover for the output slot, and gently remove any jammed paper.



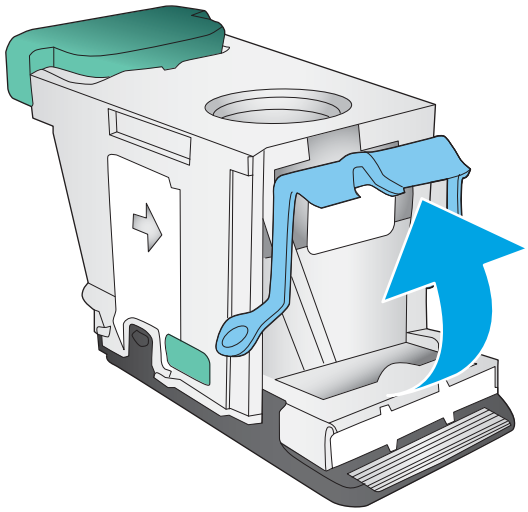
2. Wait three seconds, and then open the front left door.



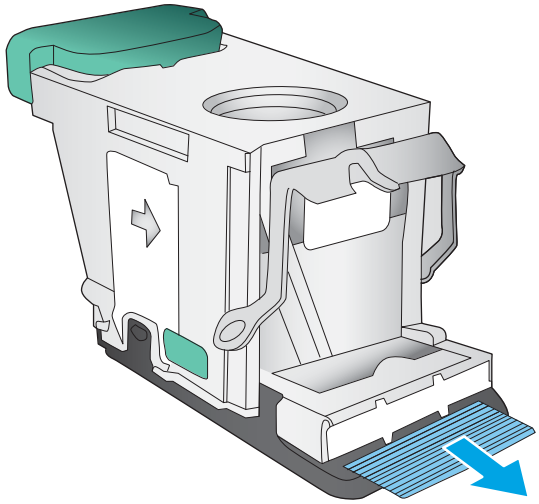
3. Pull the staple cartridge up and out to remove it.



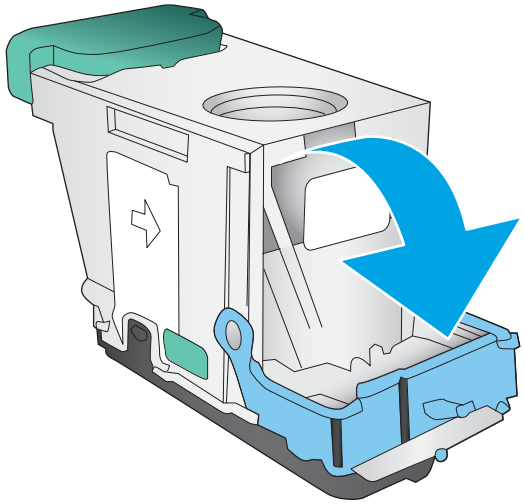
4. Lift up the metal handle on the front of the staple cartridge.



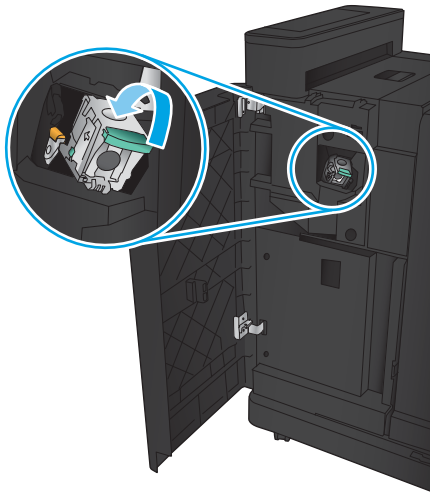
5. Remove any jammed staples from the staple cartridge.



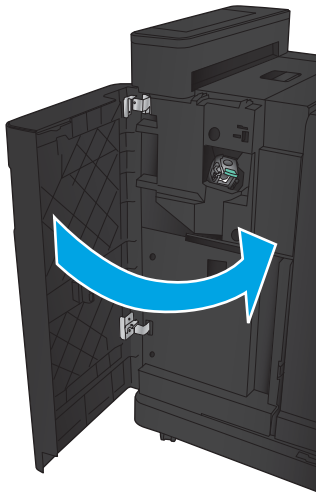
6. Push down the metal handle on the front of the staple cartridge.



7. Insert the staple cartridge. Press down on the top of the staple cartridge until it clicks into place.



8. Close the front left door.

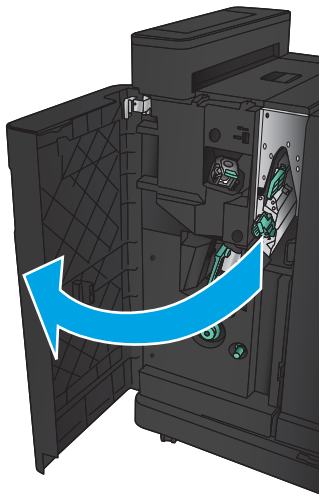


Clear jams in the booklet maker accessory

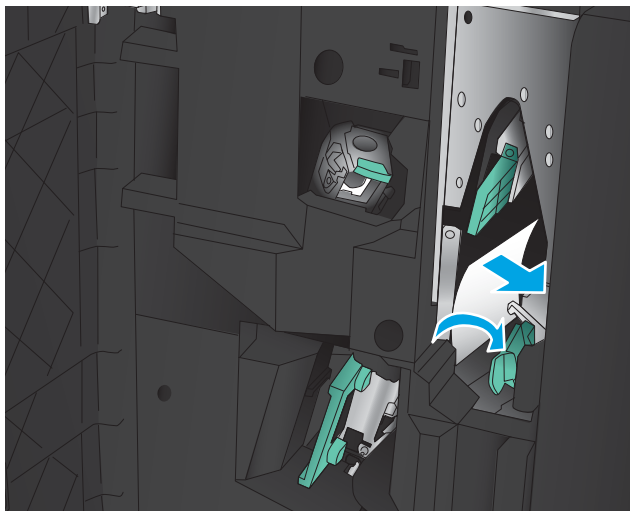
- Clear jams in the front left door of the booklet maker
- Clear connection jams
- Clear Staple 1 jams
- Clear staple jams in the booklet maker

Clear jams in the front left door of the booklet maker

1. Open the front left door.

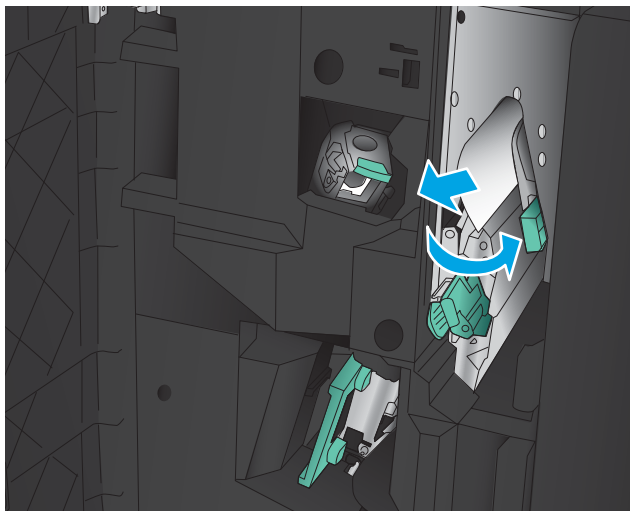


2. Move the lower jam-release lever to the right, and then remove any paper.

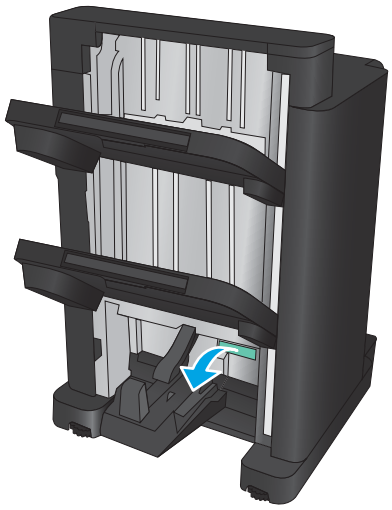


3. Move the lower jam-release handle to the left.

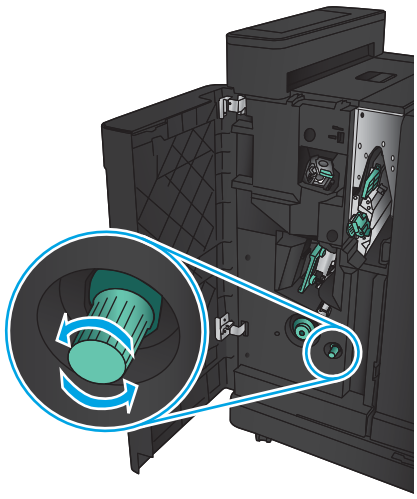
4. Move the upper jam-release handle to the right, and then remove any paper.



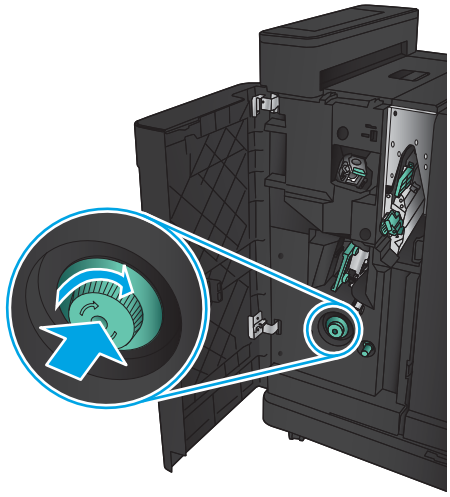
5. Move the upper jam-release handle to the left.
6. Open the lower booklet door.



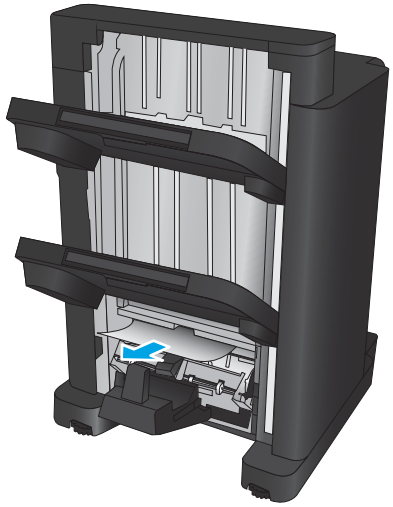
7. Turn the lower jam-release knob counter-clockwise.



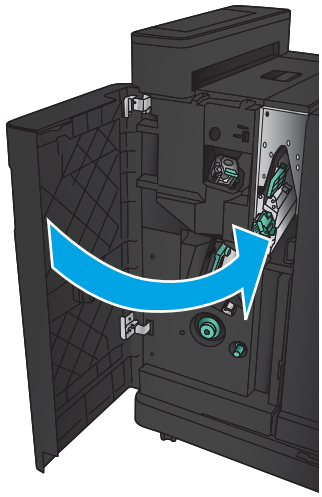
8. Press the jam-release knob, and then turn it clockwise.



9. Remove all paper from the lower booklet door area, and then close the door.

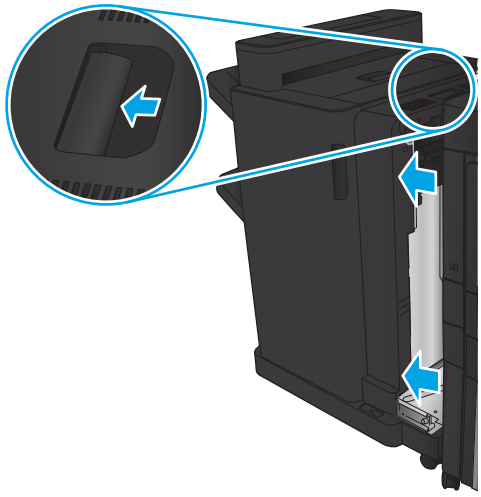


10. Close the front left door.

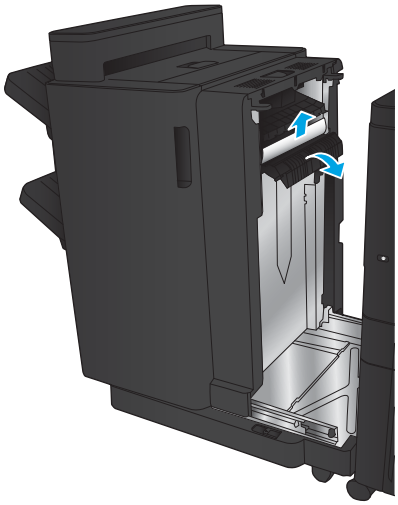


Clear connection jams

1. Pull the release handle on the top of the finishing accessory, and then slide the finisher away from the product until it stops.



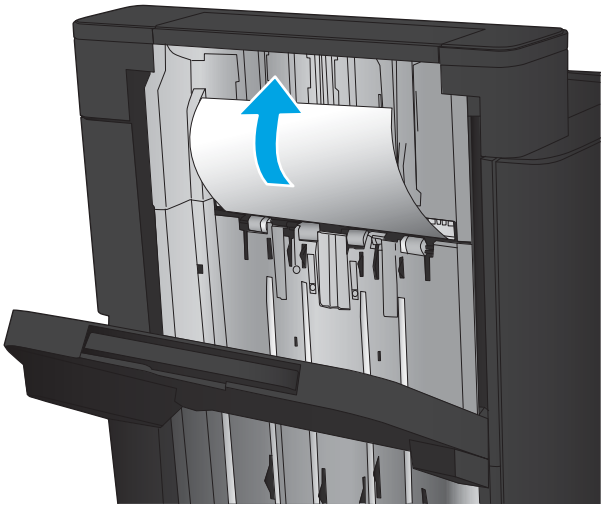
2. Remove any paper from the area.



3. Attach the finishing accessory.

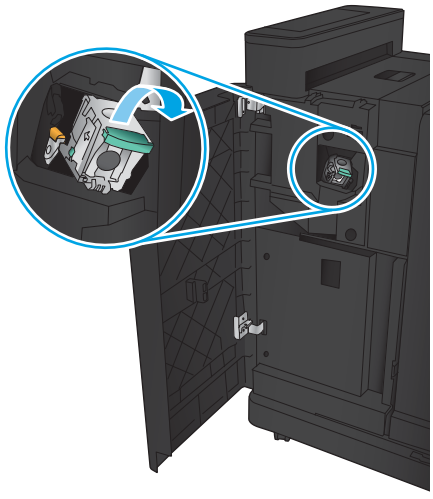
Clear Staple 1 jams

1. Lift the jam access cover for the output slot, and gently remove any jammed paper.

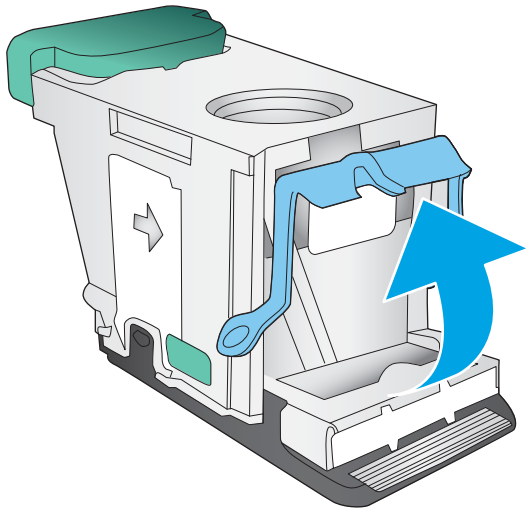


2. Wait three seconds, and then open the front left door.

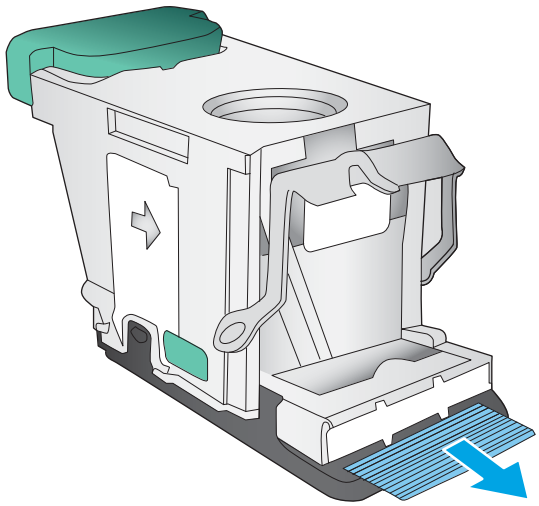
3. Pull the staple cartridge up and out to remove it.



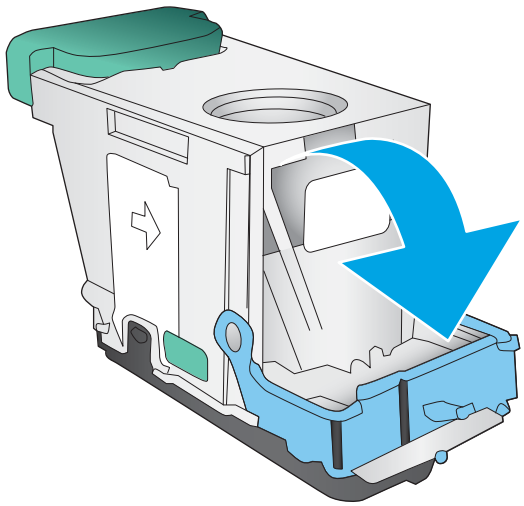
4. Lift up the metal handle on the front of the staple cartridge.



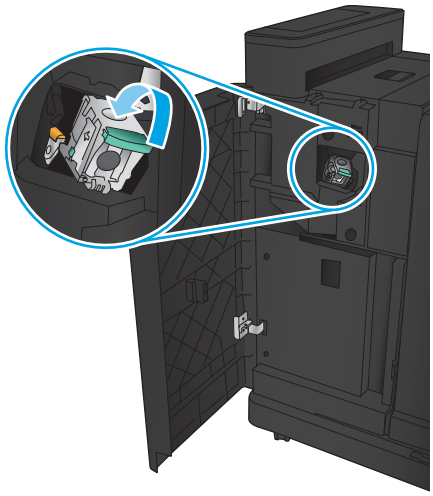
5. Remove any jammed staples from the staple cartridge.



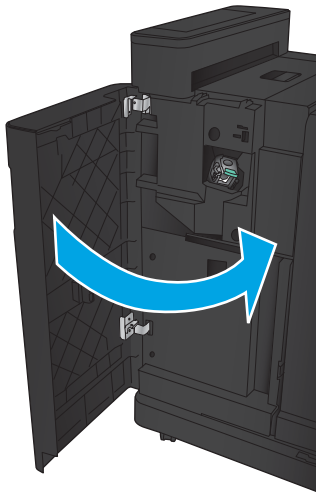
6. Push down the metal handle on the front of the staple cartridge.



7. Insert the staple cartridge. Press down on the top of the staple cartridge until it clicks into place.

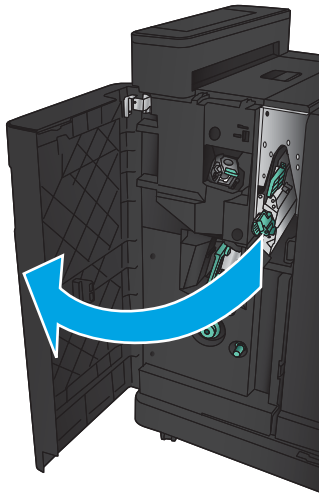


8. Close the front left door.

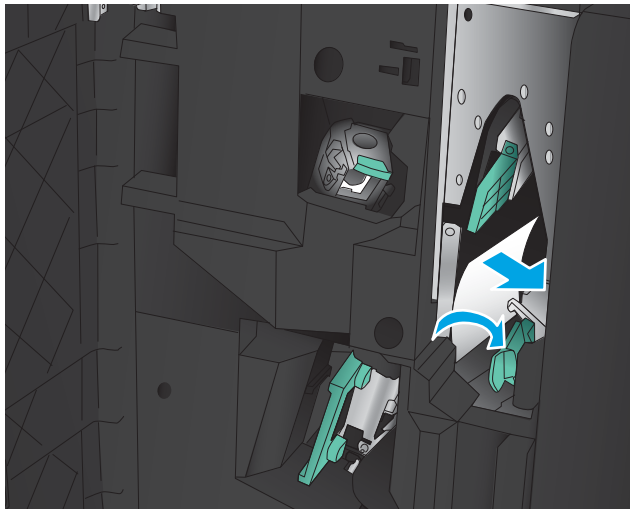


Clear staple jams in the booklet maker

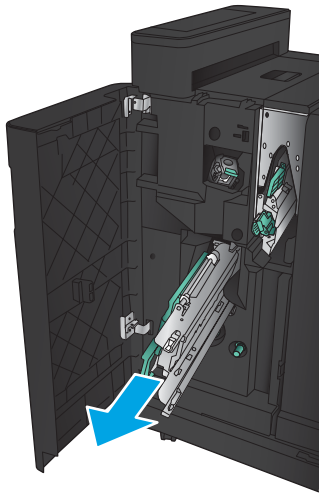
1. Open the front left door.



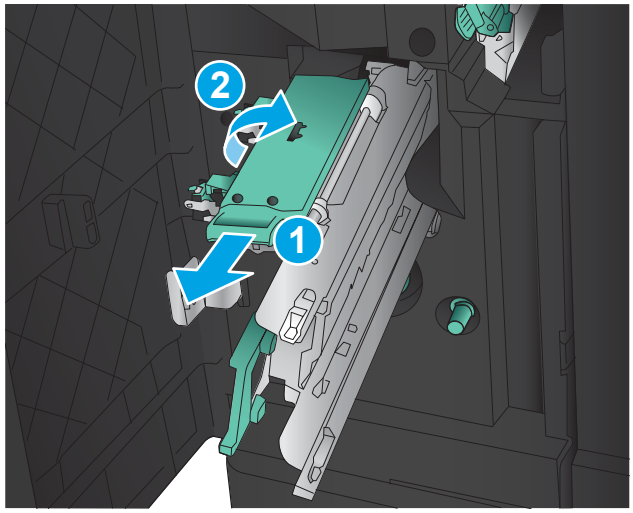
2. Move the lower delivery guide handle to the right, and then remove any paper.



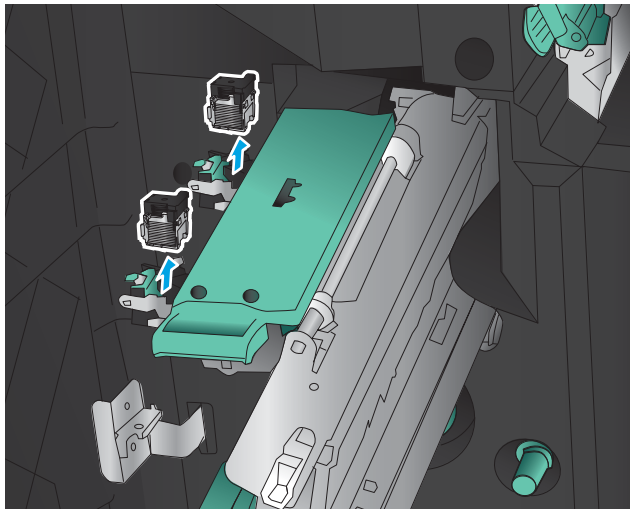
3. Move the lower delivery guide handle to the left.
4. Grasp the green handle and pull the staple carriage out.



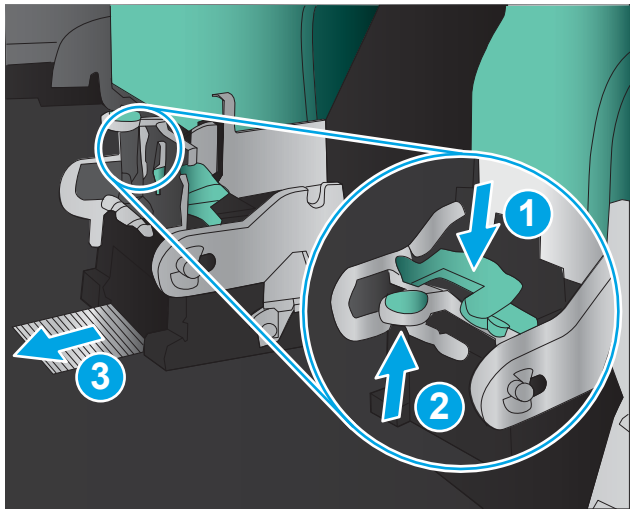
5. Pull the green handle of the stapler unit toward you and rotate it upward. Push the handle in to lock it in the open position.



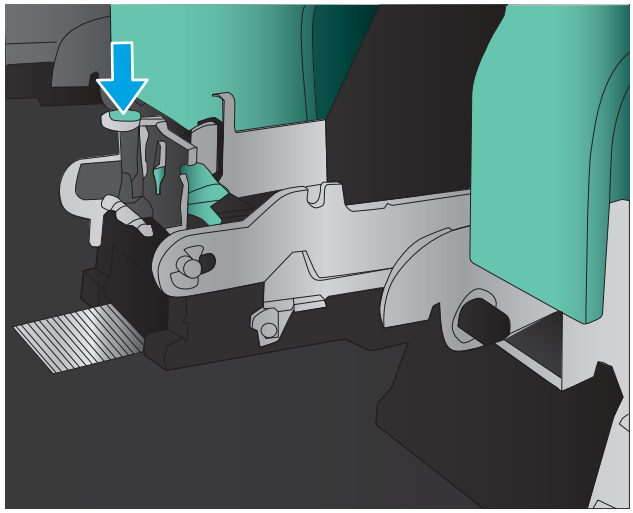
6. Grasp the edges of each staple cartridge and firmly pull up to remove the staple cartridges from the staple cartridge unit.



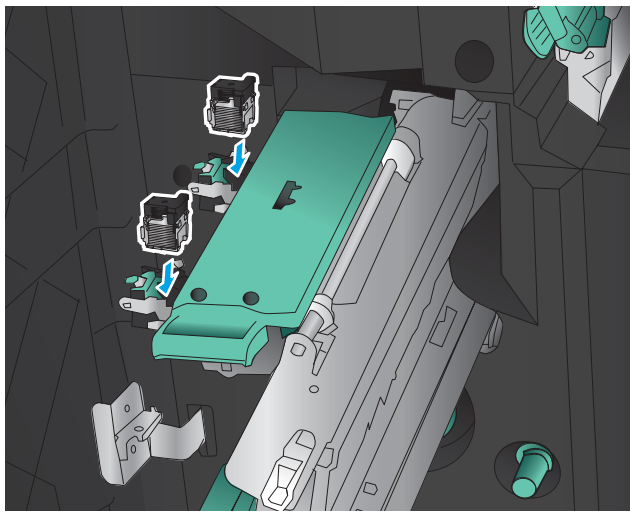
7. Press down on the jam-release at the back of the saddle-staple cartridge, push up on the plate at the front of the cartridge, and then remove any jammed staples.



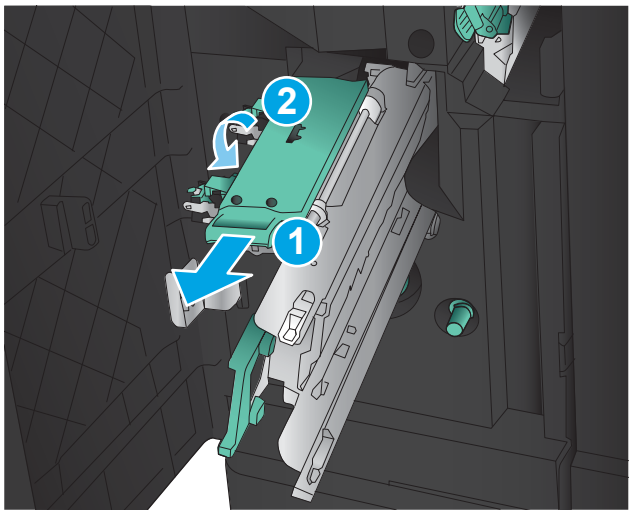
8. Press down on the front of the saddle-staple cartridge close it.



9. Insert the staple cartridges.

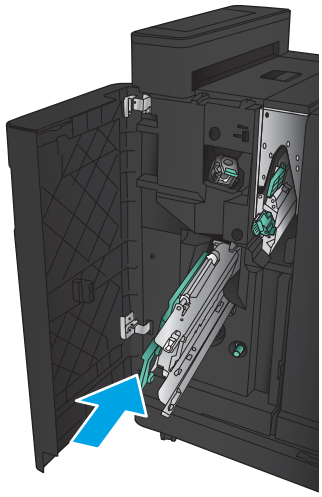


10. Pull the handle of the staple cartridge unit toward you and rotate it downward to its original position. Lock it into position by pushing in the handle.

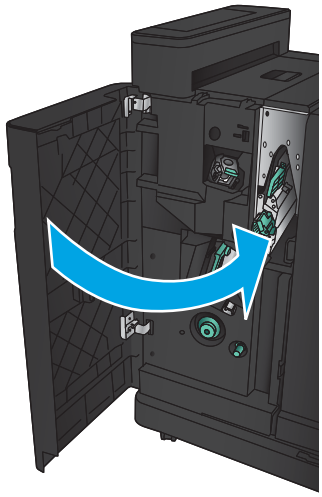


11. Push the saddle-stitch carriage in.

    NOTE: If the saddle-stitch carriage does not easily slide into the finisher, the staple unit is not closed properly. Pull the saddle-stitch carriage out of the finisher and reseat the stapler unit.

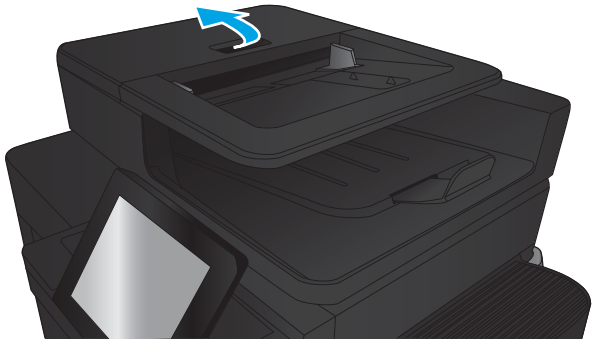


12. Close the front left door.

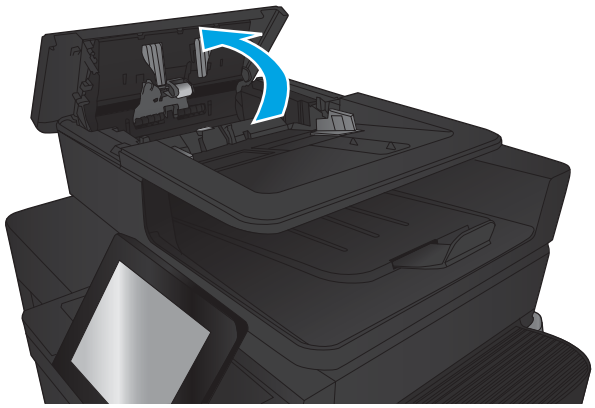


Clear jams in the document feeder

1. Lift the latch to release the document-feeder cover.

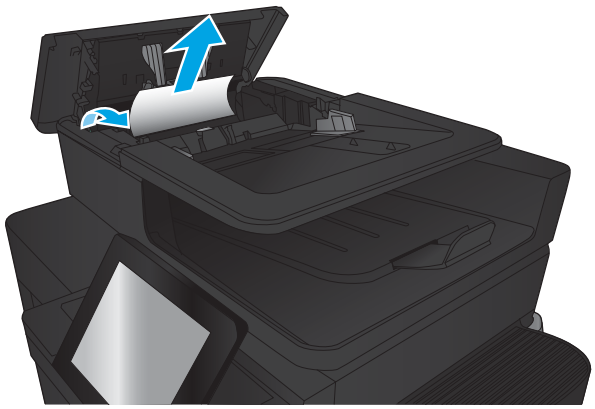


2. Open the document-feeder cover.



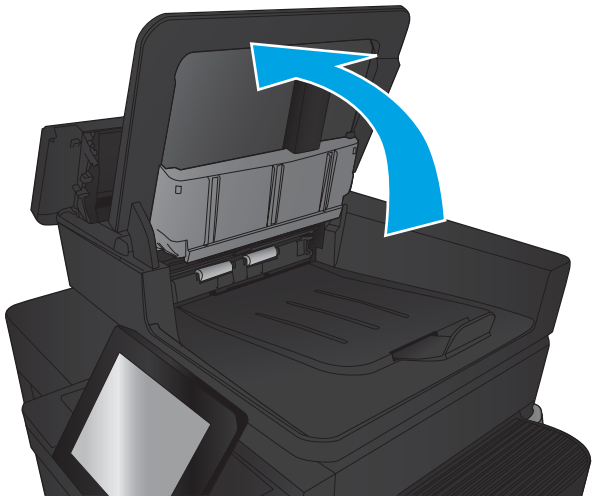
3. Lift the jam-access door, and remove any jammed paper.

   If necessary, rotate the green wheel at the front of the document feeder to remove jammed paper.

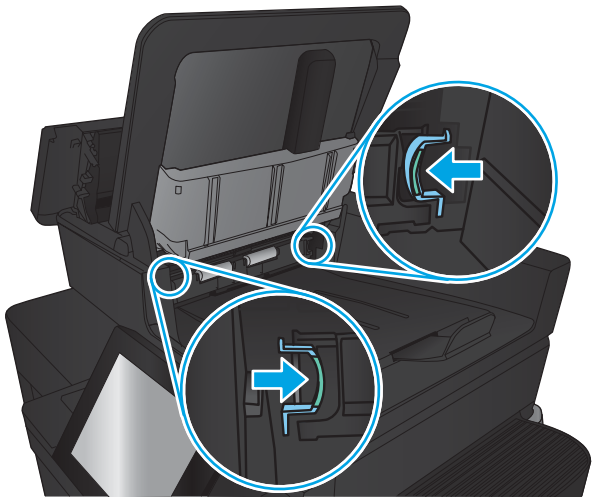


4. Press on the door next to the document-feeder rollers to make sure it is closed completely.

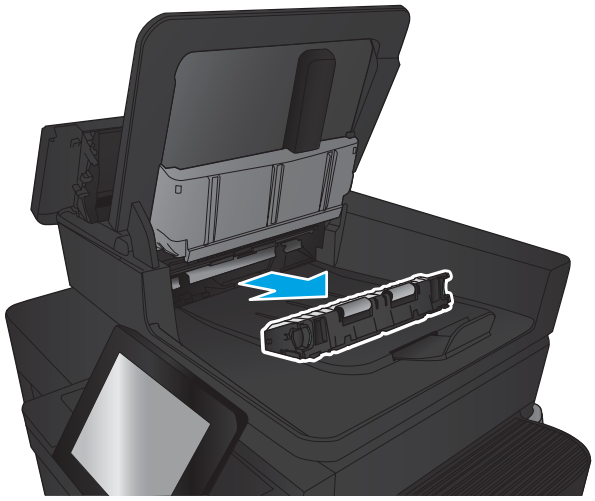
5. Lift the document feeder input tray.



6. Squeeze inward on the two slots at each end of the e-Duplex assembly.

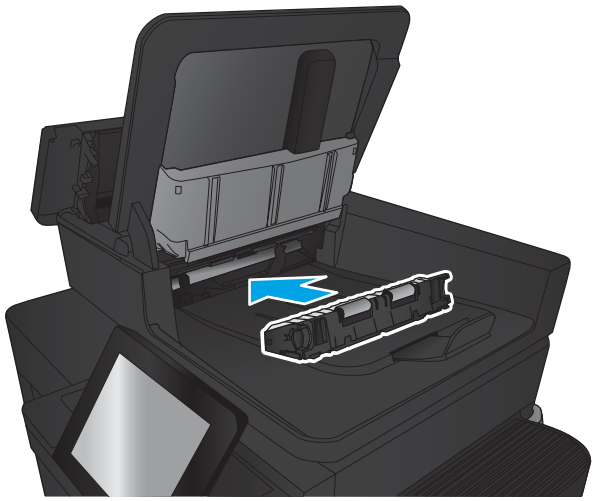


7. Remove the e-Duplex assembly by pulling it out.

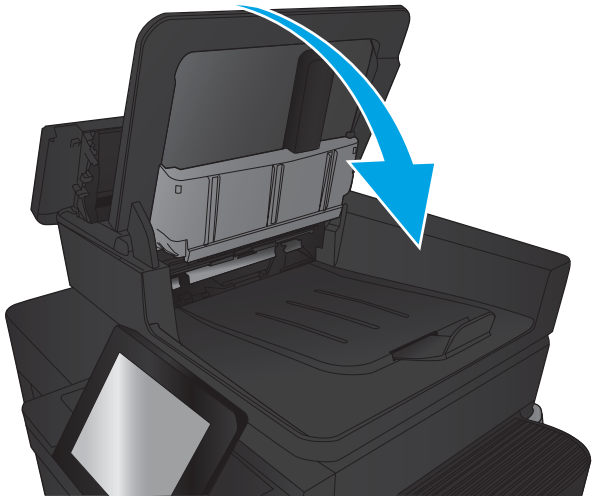


8. Remove any jammed paper.

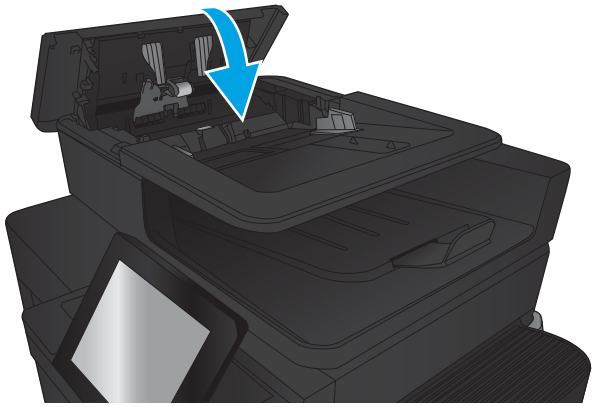
9. Reinstall the e-Duplex assembly by sliding it in until it locks into place.



10. Lower the document-feeder input tray.



11. Close the document-feeder cover.



NOTE: To avoid jams, make sure the guides in the document feeder input tray are adjusted tightly against the document. Remove all staples and paper clips from original documents.

NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Improve print quality

- Print from a different software program
- Check the paper-type setting for the print job
- Check toner-cartridge status
- Print a cleaning page
- Visually inspect the toner-cartridge
- Check paper and the printing environment
- Check the EconoMode settings
- Try a different print driver
- Set the individual tray alignment

Print from a different software program

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

Check the paper-type setting for the print job

Check the paper type setting 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 toner-cartridge status

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

1. From the Home screen on the product control panel, scroll to and touch the Supplies button.
2. The status of all supply items is listed on the screen.
3. To print or view a report of the status of all supply items, including the genuine HP part number for reordering the supply, touch the Manage Supplies button. Touch the Supplies Status button, and then touch either the Print or View button.
4. Check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

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

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

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

   A genuine HP toner cartridge has the words "HP" on it, or has the HP logo on it. For more information on identifying HP cartridges go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

Print a cleaning page

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

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

Use the following procedure to print a cleaning page.

1. From the Home screen on the product control panel, scroll to and touch the Device Maintenance button.
2. Touch Calibration/Cleaning, and then touch Print Cleaning Page to print the page.
3. The cleaning process can take several minutes. When it is finished, discard the printed page.

Visually inspect the toner-cartridge

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

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

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

Check paper and the printing environment

Use paper that meets HP specifications

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

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

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

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

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

Check the environment

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

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

Check the EconoMode settings

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

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

Download any of the following drivers from the HP Web site. Go to www.hp.com/support. Select your country/region. Click **Drivers & Software**. Enter the product name, and then select **Search**.

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. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:

- General Settings
- Print Quality
- Image Registration

3. Select the tray that you want to adjust.
4. Touch the Print Test Page button, and then follow the instructions on the printed pages.
5. Touch the Print Test Page button to verify the results, and then make further adjustments if necessary.
6. When you are satisfied with the results, touch the Save button to save the new settings.

Improve copy image quality

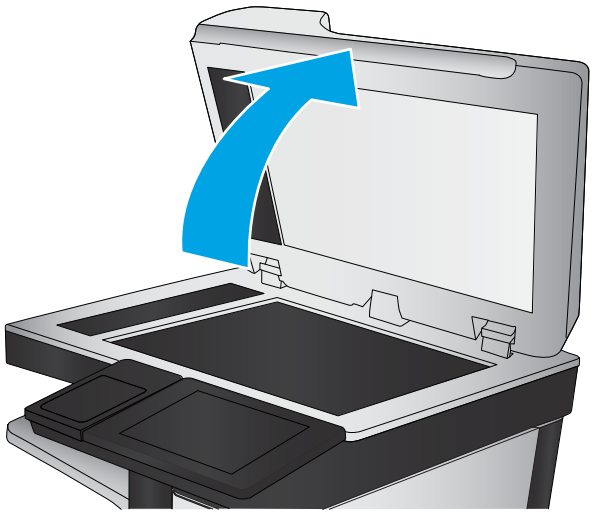
- Check the scanner glass for dirt and smudges
- Calibrate the scanner
- Check the paper settings
- Check the image-adjustment settings
- Optimize copy quality for text or pictures
- Edge-to-edge copying
- Clean the pickup rollers and separation pad in the document feeder

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

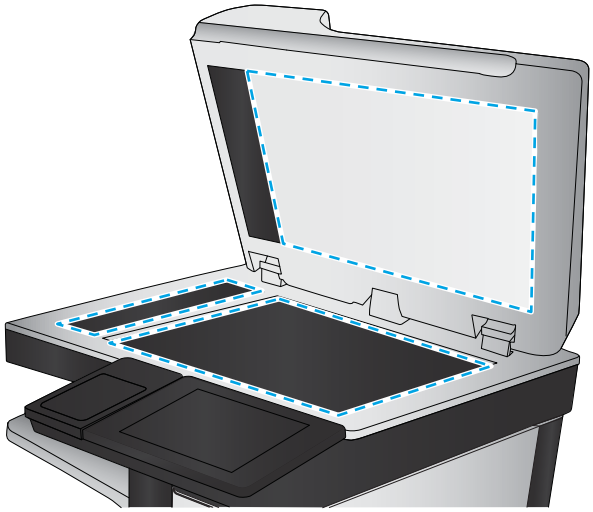
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Calibrate the scanner

If the copied image is not positioned correctly on the page, calibrate the scanner.

NOTE: When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the product control panel, scroll to and touch the Device Maintenance button.
2. Open the following menus:
   - Calibration/Cleaning
   - Calibrate Scanner
3. Touch the Next button to start the calibration process. Follow the on-screen prompts.
4. Wait while the product calibrates, and then try copying again.

Check the paper settings

Check the paper settings if copied pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or areas where toner has dropped out.

Check the paper size and type configuration

1. From the Home screen on the product control panel, scroll to and touch the Trays button.
2. Touch the line for the tray that you want to configure, and then touch the Modify button.
3. Select the paper size and paper type from the lists of options.
4. Touch the OK button to save your selection.

Select the tray to use for the copy

1. From the Home screen on the product control panel, touch the Copy button.
2. Touch the Paper Selection button.
3. Select the tray that holds the paper that you want to use, and then touch the OK button.

Check the image-adjustment settings

Adjust these additional settings to improve copy quality.

1. From the Home screen on the product control panel, touch the Copy button.
2. Touch the Image Adjustment button.
3. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the OK button.
4. Touch the Start button.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the product control panel, touch the Copy button.
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

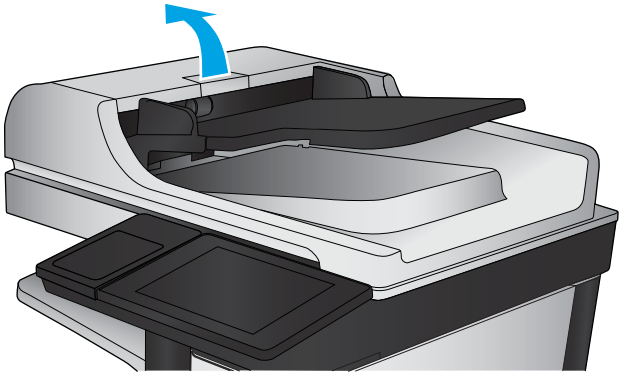
Edge-to-edge copying

Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

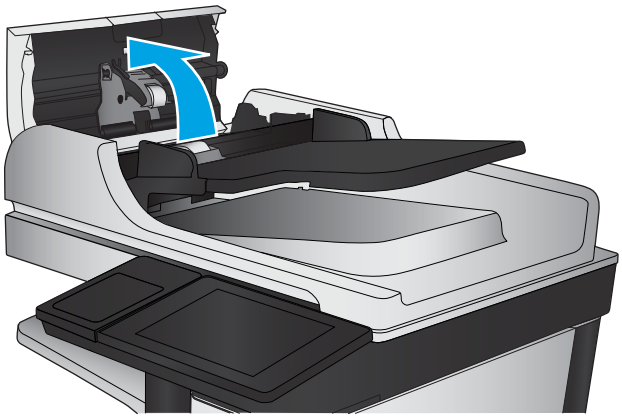
1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Copy Settings
   - Edge-To-Edge
3. Select the Edge-To-Edge output option if the original document is printed close to the paper edges.
4. Touch the Save button.
5. Touch the Start button.

Clean the pickup rollers and separation pad in the document feeder

1. Lift the document-feeder latch.

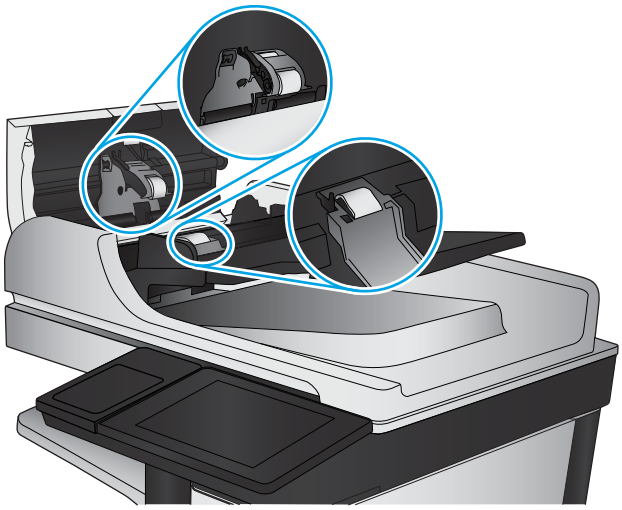


2. Open the document-feeder cover.



3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

   NOTE: Lift up the roller assembly so you can clean the second roller.



4. Close the document-feeder cover.

Improve scan image quality

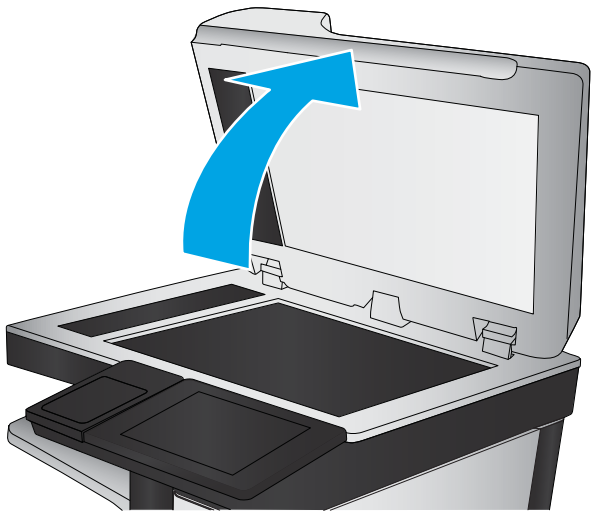
- Check the scanner glass for dirt and smudges
- Check the resolution settings
- Check the image-adjustment settings
- Optimize scan quality for text or pictures
- Check the output-quality settings
- Clean the pickup rollers and separation pad in the document feeder

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

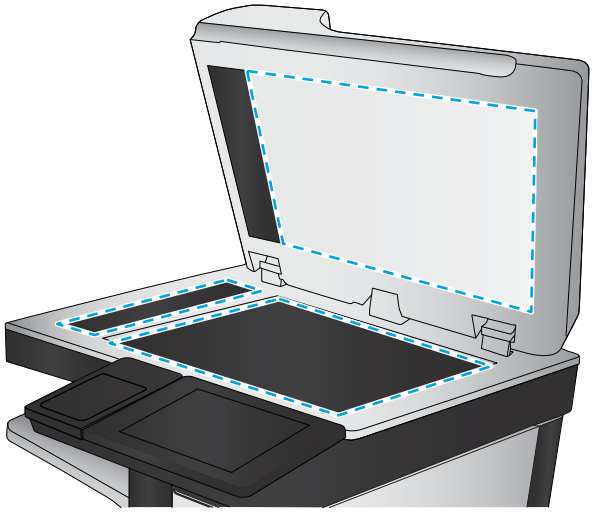
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Check the resolution settings

NOTE: Setting the resolution to a high value increases the file size and the scan time.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Resolution button.
6. Select one of the predefined options. Touch the Save button.
7. Touch the Start button.

Check the image-adjustment settings

Adjust these additional settings to improve scan quality.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Image Adjustment button.

6. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the Save button.
7. Touch the Start button.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the product control panel, touch one of the buttons for the scan/send features:
   - Save to Network Folder
   - Save to Device Memory
   - Save to USB
   - Scan to SharePoint®
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

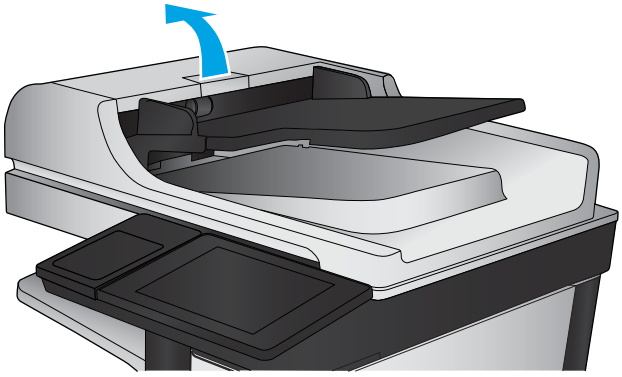
Check the output-quality settings

This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

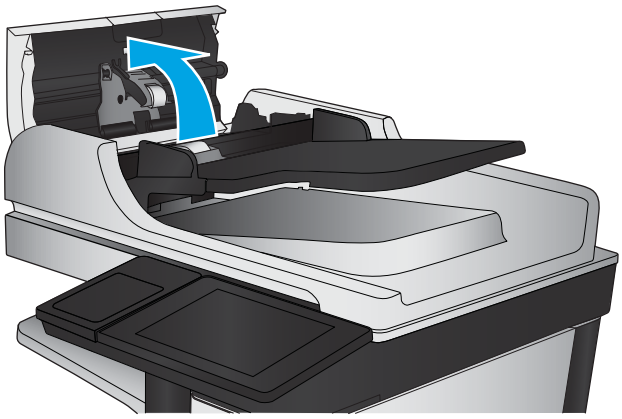
1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the Scan/Digital Send Settings menu.
3. Select the category of scan and send settings that you want to configure.
4. Open the Default Job Options menu.
5. Touch the Output Quality button.
6. Select one of the predefined options. Touch the Save button.
7. Touch the Start button.

Clean the pickup rollers and separation pad in the document feeder

1. Lift the document-feeder latch.

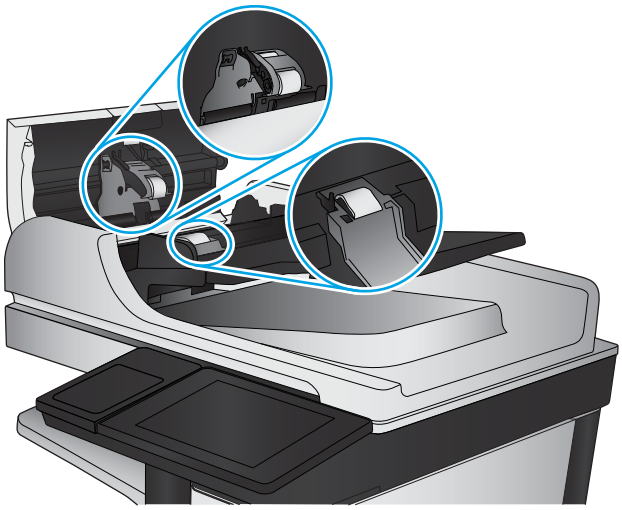


2. Open the document-feeder cover.



3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

   NOTE: Lift up the roller assembly so you can clean the second roller.



4. Close the document-feeder cover.

Improve fax image quality

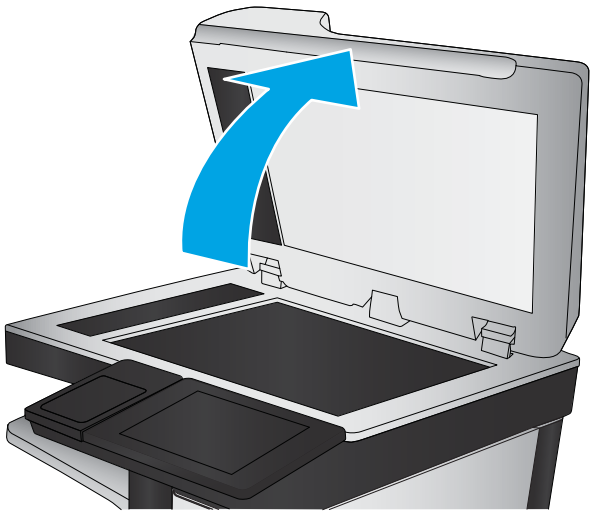
- Check the scanner glass for dirt and smudges
- Check the send-fax resolution settings
- Check the image-adjustment settings
- Optimize fax quality for text or pictures
- Check the error-correction settings
- Send to a different fax machine
- Clean the pickup rollers and separation pad in the document feeder
- Check the fit-to-page setting
- Check the sender's fax machine

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

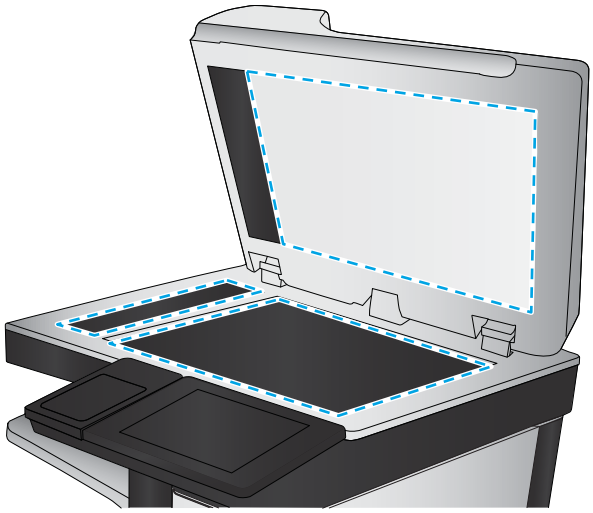
2. Open the scanner lid.



3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.



4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.
5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Check the send-fax resolution settings

NOTE: Increasing the resolution increases the fax size and send time.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Default Job Options
3. Touch the Resolution button.

4. Select one of the predefined options. Touch the Save button.
5. Touch the Start button.

Check the image-adjustment settings

Adjust these additional settings to improve send-fax quality

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Default Job Options
3. Touch the Image Adjustment button.
4. Adjust the sliders to set the Darkness level, the Contrast level, the Sharpness level, and the Background Cleanup level. Touch the Save button.
5. Touch the Start button.

Optimize fax quality for text or pictures

Optimize the fax job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the product control panel, touch the Fax button.
2. Touch the More Options button, and then touch the Optimize Text/Picture button.
3. Select one of the predefined options, or touch the Manually adjust button, and then adjust the slider in the Optimize For area. Touch the OK button.
4. Touch the Start button.

NOTE: These settings are temporary. After you have finished the job, the product returns to the default settings.

Check the error-correction settings

The Error Correction Mode setting might be disabled, which can reduce image quality. Follow these steps to enable it.

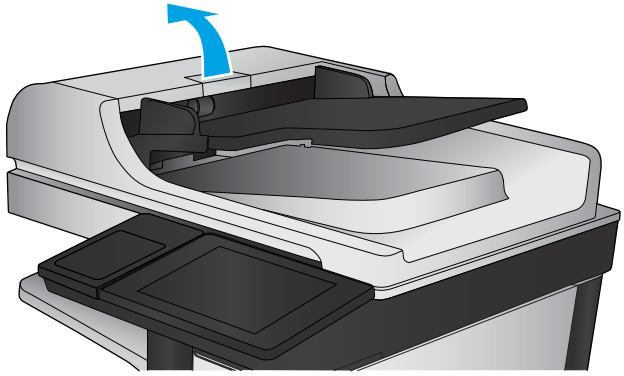
1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Send Settings
   - Fax Send Setup
   - General Fax Send Settings
3. Select the Error Correction Mode option. Touch the Save button.

Send to a different fax machine

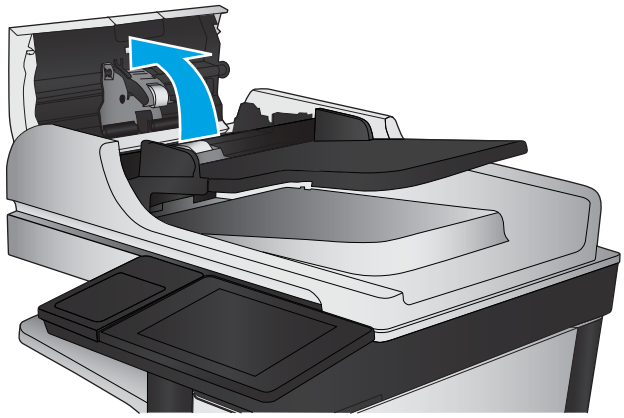
Try sending the fax to a different fax machine. If the fax quality is better, the problem is related to the initial recipient's fax machine settings or supplies status.

Clean the pickup rollers and separation pad in the document feeder

1. Lift the document-feeder latch.

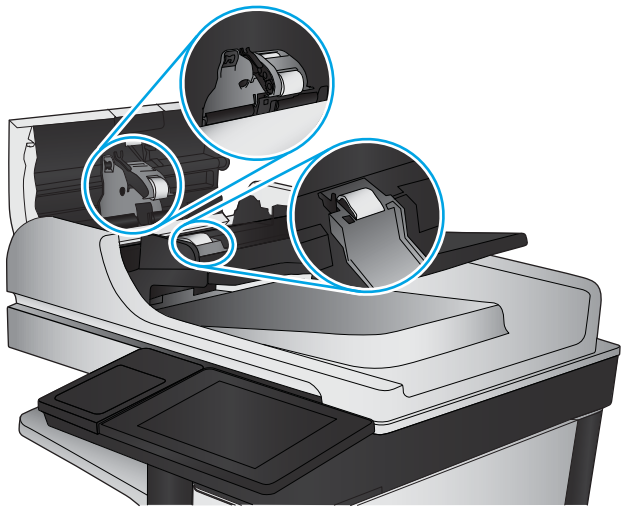


2. Open the document-feeder cover.



3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

   NOTE: Lift up the roller assembly so you can clean the second roller.



4. Close the document-feeder cover.

Check the fit-to-page setting

If the Fit to Page setting is enabled, and the incoming fax is larger than the default page size, the product attempts to scale the image to fit the page. If this setting is disabled, larger images split across multiple pages.

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
2. Open the following menus:
   - Fax Settings
   - Fax Receive Settings
   - Default Job Options
   - Fit to Page
3. Touch the Enabled option to enable the setting, or touch the Disabled option to disable it. Touch the Save button.

Check the sender's fax machine

Ask the sender to try sending from a different fax machine. If the fax quality is better, the problem is with the sender's fax machine. If a different fax machine is unavailable, ask the sender to consider making the following changes:

- Make sure the original document is on white (not colored) paper.
- Increase the fax resolution, quality level, or contrast settings.
- If possible, send the fax from a computer software program.

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.

- 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

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

Poor physical connection

1. Verify that the 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 network.

a. Open a command-line prompt on your computer. For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.

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

   For Mac OS X, open the Network Utility, and then supply the IP address in the correct field in the **Ping** pane.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The 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 fax problems

- Checklist for solving fax problems
- General fax problems

Checklist for solving fax problems

Use the following checklist to help identify the cause of any fax-related problems you encounter:

- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

NOTE: Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

NOTE: The phone line should be for product fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.
- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the product to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the product directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error. Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

1. From the Home screen, scroll to and touch the Administration button.
2. Open the following menus:
   - Reports
   - Configuration/Status Pages
   - Configuration Page
3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

NOTE: The product IP address or host name is listed on the Jetdirect Page.

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet. The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the product fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. NOTE: If LAN fax is enabled, the Fax feature is unavailable on the product control panel.
Non-Operational / Enabled/Disabled[1]	The product has detected a firmware failure. Upgrade the firmware.
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1] ENABLED indicates that the analog-fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

General fax problems

The following are some common fax problems.

The fax failed to send

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

An Out of Memory status message displays on the product control panel

The product storage disk is full.

Delete some stored jobs from the disk. From the Home screen on the product control panel, touch the Retrieve from Device Memory button. Open the list of stored jobs or stored faxes. Select a job to delete, and then touch the Delete button.

Print quality of a photo is poor or prints as a gray box

You are using the wrong page-content setting or the wrong resolution setting.

Try setting the Optimize Text/Picture option to Photograph setting.

You touched the Stop button to cancel a fax, but the fax was still sent

If the job is too far along in the sending process, you cannot cancel the job.

This is normal operation.

No fax address book button displays

The fax address book feature has not been enabled.

Use the HP MFP Digital Sending Software Configuration utility to enable the fax address book feature.

Not able to locate the Fax settings in HP Web Jetadmin

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

For all forwarded faxes, the product appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

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