



# LaserJet Enterprise M506

## User Guide



M506n



M506dn



M506x



[www.hp.com/support/ljM506](http://www.hp.com/support/ljM506)





# HP LaserJet Enterprise M506

User Guide

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# 1 Printer overview

- [Printer views](#)
- [Printer specifications](#)
- [Printer hardware setup and software installation](#)

## For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

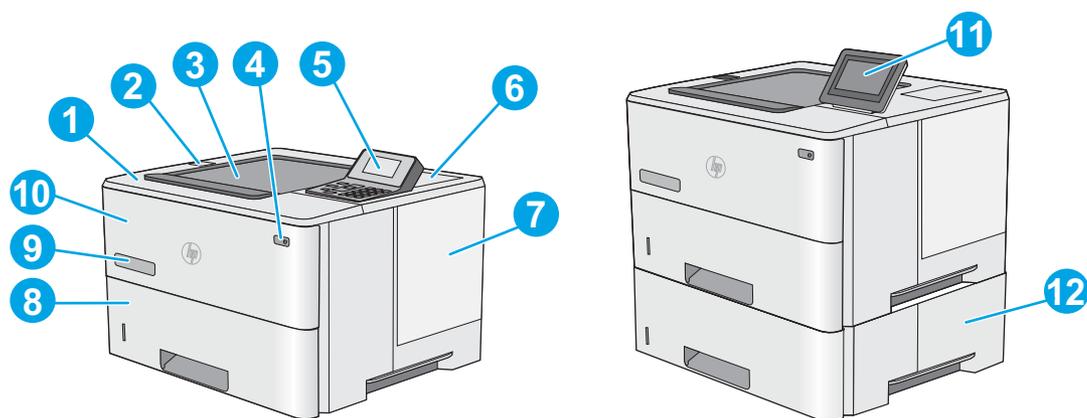
HP's all-inclusive help for the printer includes the following information:

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

## Printer views

- [Printer front view](#)
- [Printer back view](#)
- [Interface ports](#)
- [Control-panel view \(4-line control panel, n and dn models only\)](#)
- [Control-panel view \(touchscreen control panel, x model only\)](#)

### Printer front view



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1 Top cover (access to the toner cartridge)

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2 Easy-access USB port

Insert a USB flash drive for printing without a computer or to update the printer firmware.

**NOTE:** An administrator must enable this port before use.

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3 Standard output bin

---

4 On/off button

---

5 4-line LCD control panel with keypad (n and dn models only)

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6 Hardware integration pocket for connecting accessory and third-party devices (dn and x models only)

**NOTE:** To use the hardware integration pocket (HIP), install the HP internal USB ports accessory (B5L28A). The USB port inside the HIP is not functional otherwise.

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7 Formatter cover

---

8 Tray 2

---

9 Model name

---

10 Tray 1

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11 Control panel with color touchscreen display (x models only)

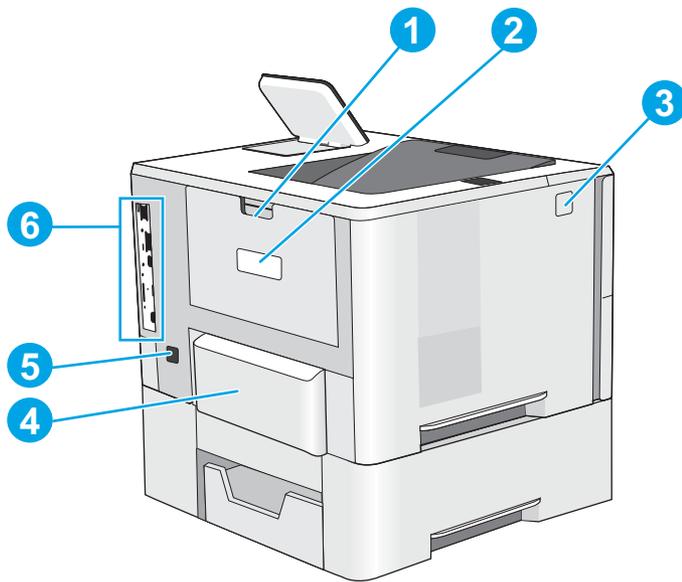
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12 1 x 550-sheet paper feeder, Tray 3 (included with the x model, optional for the other models)

**NOTE:** Each printer model accepts up to three optional 1 x 550-sheet feeders (Trays 3, 4, and 5). Tray 3 is included with the x model.

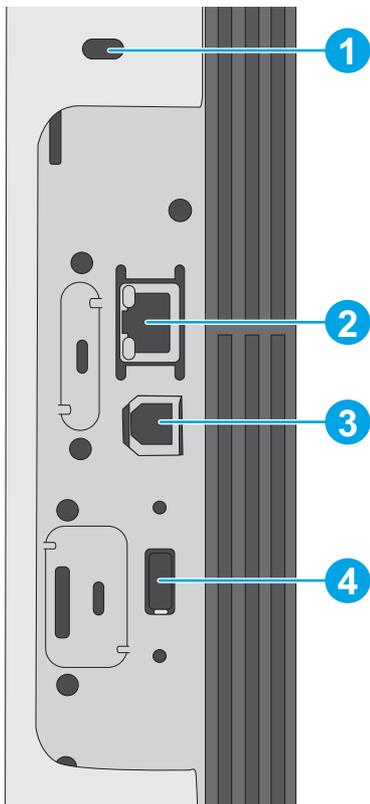
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## Printer back view



1	Rear door (access for clearing jams)
2	Serial number and product number label
3	Top-cover-release button
4	Dust cover for Tray 2 (flips up when legal-size paper is loaded)
5	Power connection
6	Formatter (contains the interface ports)

## Interface ports



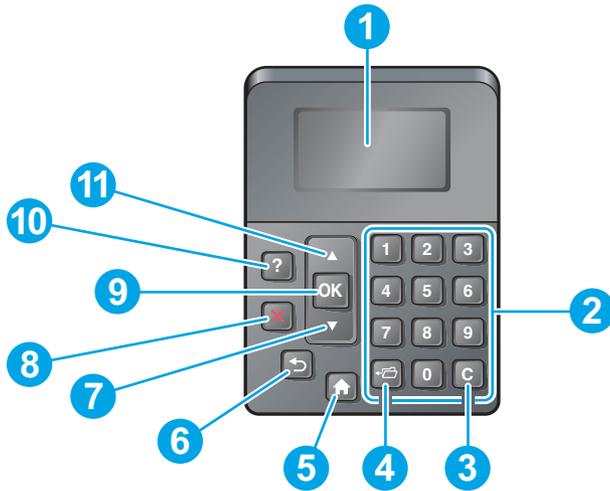
- 
- |   |   |
|---|---|
| 1 | Slot for a cable-type security lock                                       |
| 2 | Local area network (LAN) Ethernet (RJ-45) network port                    |
| 3 | Hi-Speed USB 2.0 printing port  |
| 4 | USB port for connecting external USB devices (this port might be covered) |
- 

**NOTE:** For easy-access USB printing, use the USB port near the control panel.

---

## Control-panel view (4-line control panel, n and dn models only)

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



1	Control-panel display	Shows status information, menus, help information, and error messages
2	Numeric keypad	Enter numeric values
3	Clear button	Returns values to their defaults and closes the help screen
4	Folder button	Provides quick access to the <a href="#">Retrieve Job</a> menu
5	Home button	Opens the menus and returns to the Home screen
6	Back button	Backs up one level in the menu tree or backs up one numeric entry
7	Down arrow	Navigates to the next item in the list, or decreases the value of numeric items
8	Stop button	Cancels the current print job and clears the pages from the printer
9	OK button	<ul style="list-style-type: none"><li>• Saves the selected value for an item</li><li>• Performs the action that is associated with the item that is highlighted on the control-panel display</li><li>• Clears an error condition when the condition is clearable</li></ul>
10	Help button	Provides information about the message on the control-panel display
11	Up arrow	Navigates to the previous item in the list, or increases the value of numeric items

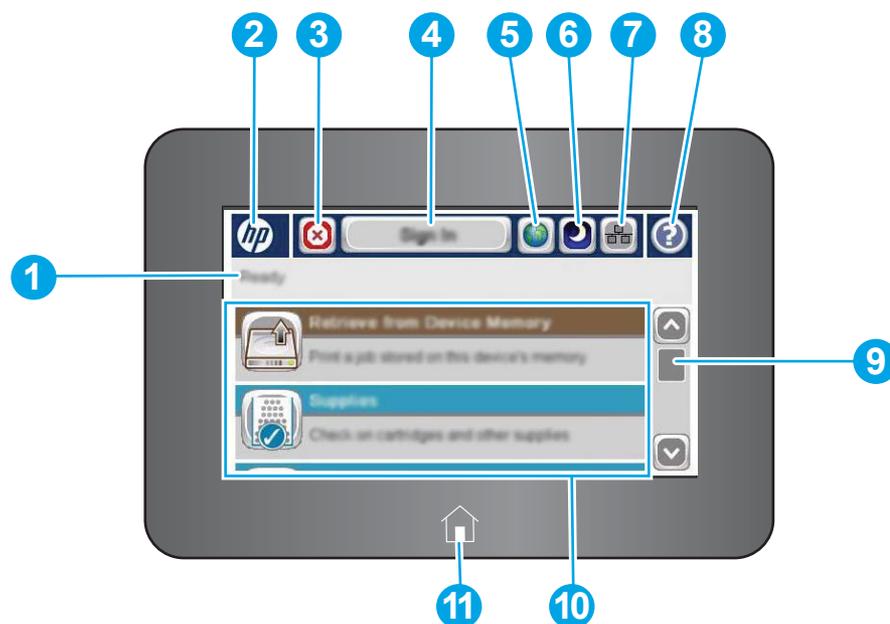
## Control-panel view (touchscreen control panel, x model only)

 **NOTE:** Tilt the control panel for easier viewing.

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

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

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



1	Printer status	The status line provides information about the overall printer status.
2	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.
3	Stop button	Touch the Stop button to pause the current job. The <a href="#">Job Status</a> screen opens and provides options to cancel or continue the job.
4	<a href="#">Sign In</a> or <a href="#">Sign Out</a> button	Touch the <a href="#">Sign In</a> button to access secured features. Touch the <a href="#">Sign Out</a> button to sign out of the printer. The printer restores all options to the default settings.
5	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
6	Sleep button	Touch the Sleep button to put the printer into Sleep mode.
7	Network button	Touch the Network button to find information about the network connection.
8	Help button	Touch the Help button to open the embedded help system.
9	Scroll bar	Use the scroll bar to see the complete list of available features.

---

10	Features	Depending on the printer configuration, the features that appear in this area can include any of the following items: <ul style="list-style-type: none"><li data-bbox="579 254 791 275">• Retrieve from USB</li><li data-bbox="579 302 890 323">• Retrieve from Device Memory</li><li data-bbox="579 350 703 371">• Supplies</li><li data-bbox="579 399 676 420">• Trays</li><li data-bbox="579 447 759 468">• Administration</li><li data-bbox="579 495 804 516">• Device Maintenance</li></ul>
11	Home button	Touch the Home  button to return to the printer Home screen at any time.

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# Printer specifications

 **IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

## Technical specifications

Model name		M506n	M506dn	M506x
Product number		F2A68A	F2A69A	F2A70A
<b>Paper handling</b>	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (550-sheet capacity)	✓	✓	✓
	1 x 550-sheet paper feeder	Optional	Optional	✓
	<b>NOTE:</b> Each printer model accepts up to three optional 1 x 550-sheet feeders (Trays 3, 4, and 5). Tray 3 is included with the x model.			
	Printer cabinet/stand	Optional	Optional	Optional
	Automatic duplex printing	Not supported	✓	✓
<b>Connectivity</b>	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	Not supported	✓	✓
	HP Internal USB Ports	Optional	Optional	Optional
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Not supported
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	✓

Model name		M506n	M506dn	M506x
Product number		F2A68A	F2A69A	F2A70A
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
<b>Memory</b>	512 MB base memory  <b>NOTE:</b> The base memory is expandable to 1.5 GB by adding a DIMM memory module.	✓	✓	✓
<b>Mass storage</b>	4 GB embedded Multi-Media Controller (eMMC)	✓	✓	✓
	320 GB HP Secure High-Performance Hard Disk	Optional	Optional	Optional
<b>Security</b>	HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional
<b>Control-panel display and input</b>	4-line graphical display with 10-key keypad	✓	✓	Not supported
	Color touchscreen control panel	Not supported	Not supported	✓
<b>Print</b>	Prints 45 pages per minute (ppm) on letter and 43 ppm on A4-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
	Store jobs in the printer memory to print later or print privately	✓	✓	✓

## Supported operating systems

The following information applies to the Printer-Specific Windows PCL 6 and OS X print drivers and to the in-box software installation CD.

**Windows:** The HP Software Installer CD installs the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, or the or the “HP PCL-6” version 4 print driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the “HP PCL.6” version 3 print driver, the “HP PCL 6” version 3 print driver, and the “HP PCL-6” version 4 print driver from the printer-support Web site for this printer: [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

**Mac computers, OS X, and iOS devices:** Mac computers and Apple iOS mobile devices are supported with this printer. The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD. Follow these steps to download the HP installer software for OS X:

1. Go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).
2. Select **Support Options**, under **Download Options** select **Drivers, Software & Firmware**, and then select the printer bundle.
3. Click the operating system version, and then click the **Download** button.

**Table 1-1 Supported operating systems and print drivers**

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  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	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  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 7 SP1, 32-bit and 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.  Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 10, 32-bit and 64-bit	The “HP PCL-6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 R2, SP 1, 64-bit	The “HP PCL 6” printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.

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

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the “HP PCL 6” version 3 and “HP PCL-6” version 4 printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
Windows Server 2012 R2, 64-bit	The software installer does not support Windows Server 2012 but the “HP PCL 6” version 3 and “HP PCL-6” version 4 printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.8 Mountain Lion, OS X 10.9 Mavericks, OS X 10.10 Yosemite	The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD.	For OS X, download the installer from the support Web site for this printer. <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.hp.com/support/ljM506">www.hp.com/support/ljM506</a>.</li> <li>2. Select <b>Support Options</b>, under <b>Download Options</b> select <b>Drivers, Software &amp; Firmware</b>, and then select the printer bundle.</li> <li>3. Click the operating system version, and then click the <b>Download</b> button.</li> </ol>

 **NOTE:** For a current list of supported operating systems, go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506) for HP's all-inclusive help for the printer.

 **NOTE:** For details on client and server operating systems and for HP UPD PCL6, UPD PCL 5, and UPD PS driver support for this printer, go to [www.hp.com/go/upd](http://www.hp.com/go/upd). Under **Additional information**, click the links.

**Table 1-2 Minimum system requirements**

Windows	Mac computers and OS X
<ul style="list-style-type: none"> <li>• CD-ROM drive, DVD drive, or an Internet connection</li> <li>• Dedicated USB 1.1 or 2.0 connection or a network connection</li> <li>• 400 MB of available hard-disk space</li> <li>• 1 GB RAM (32-bit) or 2 GB RAM (64-bit)</li> </ul>	<ul style="list-style-type: none"> <li>• Internet connection</li> <li>• 1 GB of available hard-disk space</li> </ul>

## Mobile printing solutions

The printer supports the following software for mobile printing:

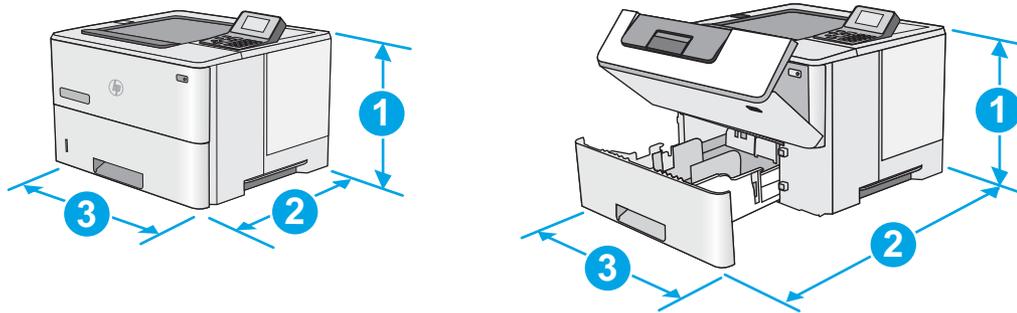
- HP ePrint software

 **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); Windows 10 (32-bit and 64-bit); and OS X versions 10.8 Mountain Lion, 10.9 Mavericks, and 10.10 Yosemite.

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported on all printers with ePrint Enterprise Server Software)
- HP Home and Biz app (Available for Symbian/Nokia devices)
- Google Cloud Print 1.0 (Requires the printer to be registered with HP Connected and then registered with Google Cloud)
- AirPrint
- Android Printing

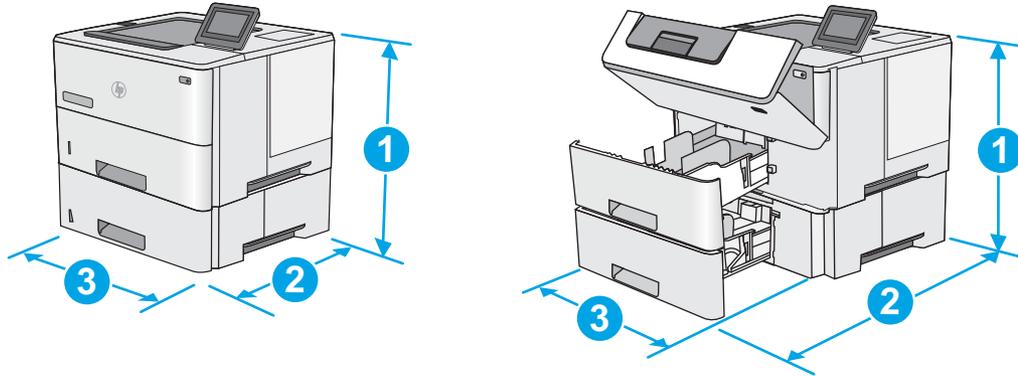
## Printer dimensions

**Figure 1-1** Dimensions for the n and dn models



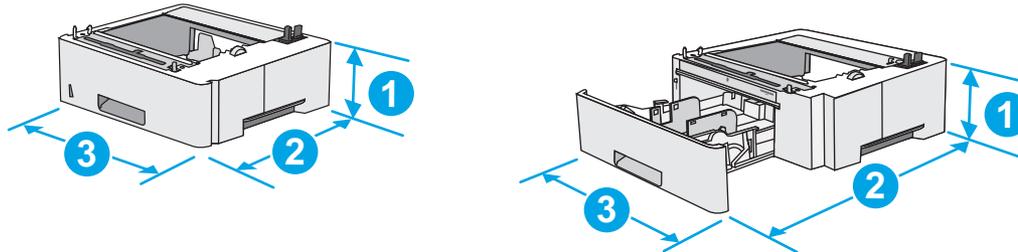
	Printer fully closed	Printer fully opened
1. Height	296 mm (11.7 in)	296 mm (11.7 in)
2. Depth	Tray 2 dust cover closed: 376 mm (14.8 in)	569 mm (22.4 in)
	Tray 2 dust cover open: 444 mm (17.5 in)	
3. Width	410 mm (16.1 in)	410 mm (16.1 in)
Weight	12 kg (26.5 lb)	

**Figure 1-2** Dimensions for the x model



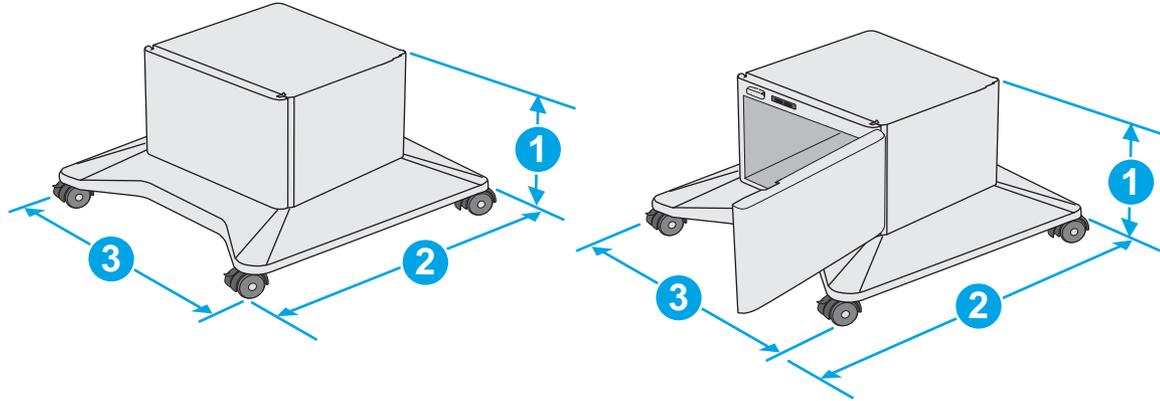
	<b>Printer fully closed</b>	<b>Printer fully opened</b>
1. Height	415 mm (16.3 in)	487 mm (19.2 in)
2. Depth	Tray 2 dust cover closed: 376 mm (14.8 in)	569 mm (22.4 in)
	Tray 2 dust cover open: 444 mm (17.5 in)	
3. Width	410 mm (16.1 in)	410 mm (16.1 in)
Weight	13.4 kg (29.5 lb)	

**Figure 1-3** Dimensions for the 1 x 550-sheet paper feeder



1. Height	130 mm (5.1 in)
2. Depth	Tray closed: 376 mm (14.8 in)
	Tray opened: 569 mm (22.4 in)
3. Width	410 mm (16.1 in)
Weight	1.4 kg (3 lb)

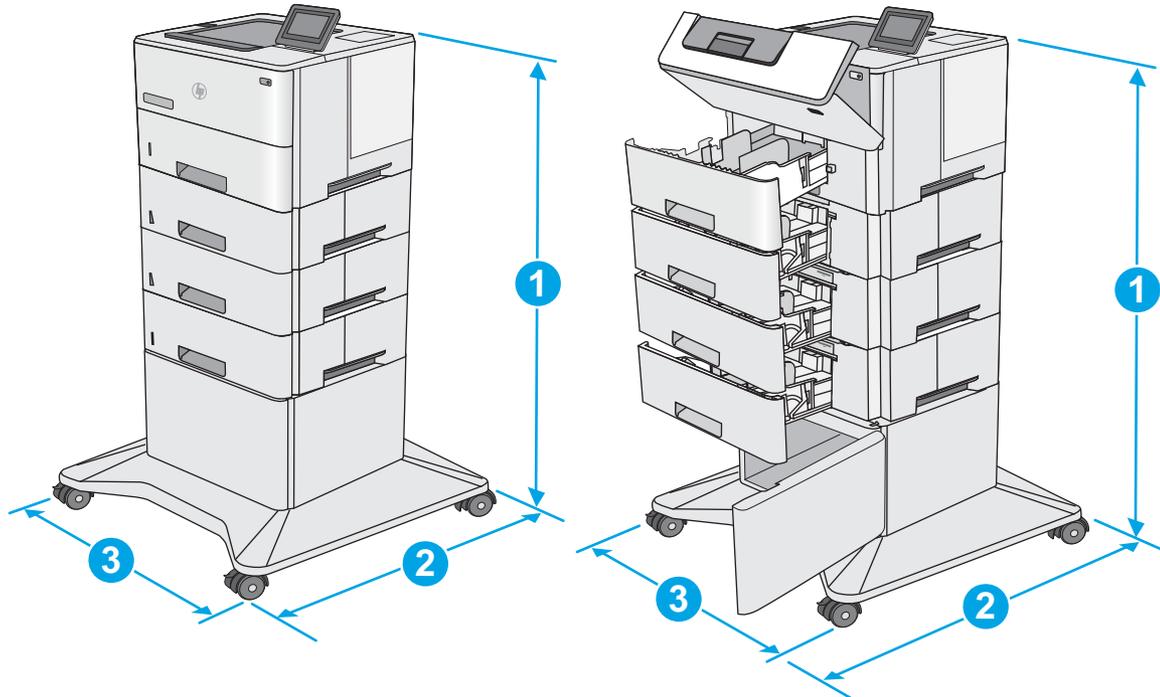
**Figure 1-4** Dimensions for the cabinet/stand



1. Height	381 mm (15.0 in)
2. Depth	Door closed: 632 mm (24.9 in) Door opened and rear castors rotated: 865 mm (34.0 in)
3. Width	Door closed: 600 mm (23.6 in) Door opened and rear castors rotated: 630 mm (24.8 in)
Weight	9.0 kg (20 lb)

<sup>1</sup> These values are subject to change. For current information, go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

**Figure 1-5** Dimensions for the printer with three 1 x 550-sheet paper feeders and the cabinet/stand



	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1067 mm (42.0 in)	1067 mm (42.0 in)
2. Depth	632 mm (24.9 in)	865 mm (34.0 in)

	Printer and accessories fully closed	Printer and accessories fully opened
3. Width	600 mm (23.6 in)	630 mm (24.8 in)
Weight	25.2 kg (55.5 lb)	

<sup>1</sup> These values are subject to change. For current information, go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

## Power consumption, electrical specifications, and acoustic emissions

See [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506) for current information.

**CAUTION:** Power requirements are based on the country/region where the printer is sold. Do not convert operating voltages. This will damage the printer and void the printer warranty.

## Operating-environment range

**Table 1-3 Operating-environment specifications**

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH
Altitude	Not applicable	0 to 3000 m (0 to 9,842 ft)

## Printer hardware setup and software installation

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

Go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506) for HP's all-inclusive help for the printer. Find the following support:

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

---

## 2 Paper trays

- [Load paper to Tray 1 \(multipurpose tray\)](#)
- [Load paper to Trays 2, 3, 4, and 5](#)
- [Load and print envelopes](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

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

# Load paper to Tray 1 (multipurpose tray)

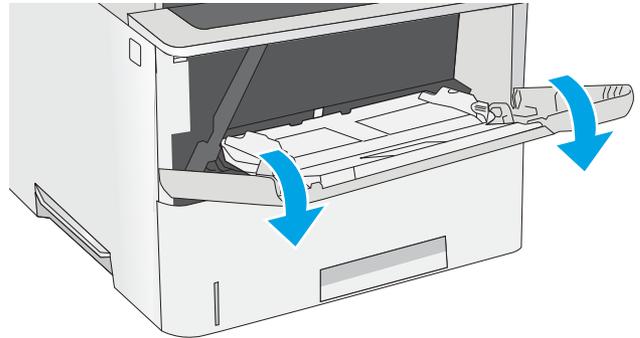
## Introduction

The following information describes how to load paper in Tray 1. This tray holds up to 100 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

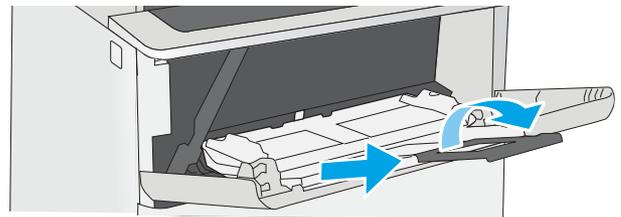
 **NOTE:** Select the correct paper type in the print driver before printing..

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

1. Grasp the handle on either side of Tray 1, and pull it forward to open it.



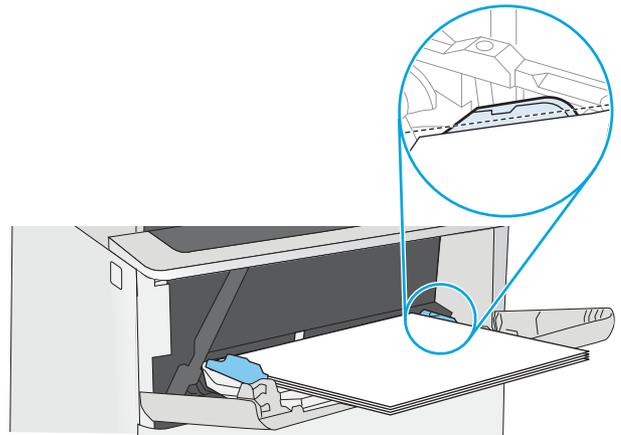
2. Pull out the tray extension to support the paper.



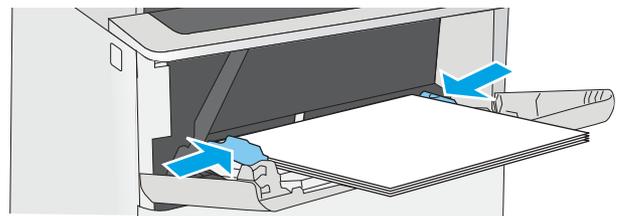
3. Spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 19](#).

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

**NOTE:** The maximum stack height is 10 mm (0.4 in), or approximately 100 sheets of 75g paper.



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



## Tray 1 paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.

 **NOTE:** The [Alternative Letterhead Mode](#) settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 19](#).

Paper type	Single-sided printing	Duplex printing and Alternative Letterhead Mode
Letterhead, preprinted, or prepunched	Face-up	Face-down
	Top edge leading into the printer	Bottom edge leading into the printer
		

## Use alternative letterhead mode

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

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

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

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Manage Trays](#)
  - [Alternative Letterhead Mode](#)
3. Select [Enabled](#), and then touch the [Save](#) button or press the [OK](#) button.

# Load paper to Trays 2, 3, 4, and 5

## Introduction

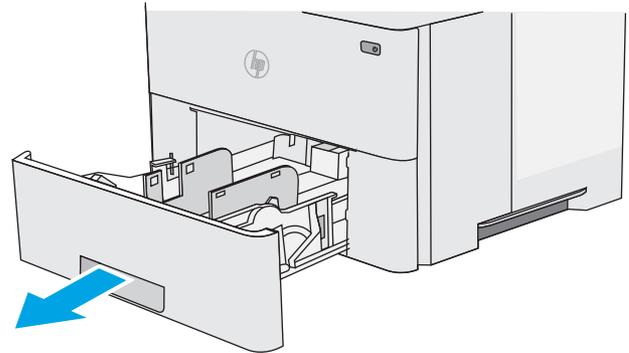
The following information describes how to load paper in Tray 2 and the optional 550-sheet trays (part number F2A72A). These trays hold up to 550 sheets of 75 g/m<sup>2</sup> (20 lb) paper.

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

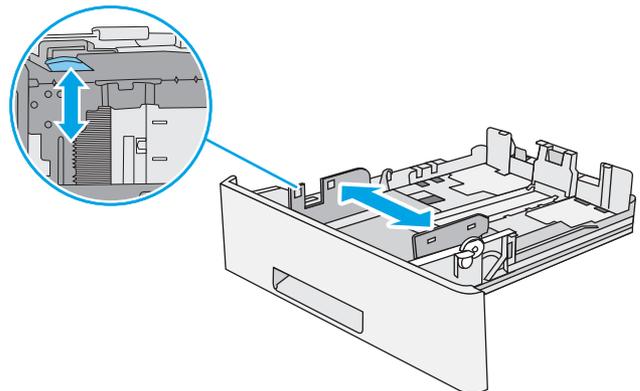
 **CAUTION:** Do not extend more than one paper tray at a time.

1. Open the tray.

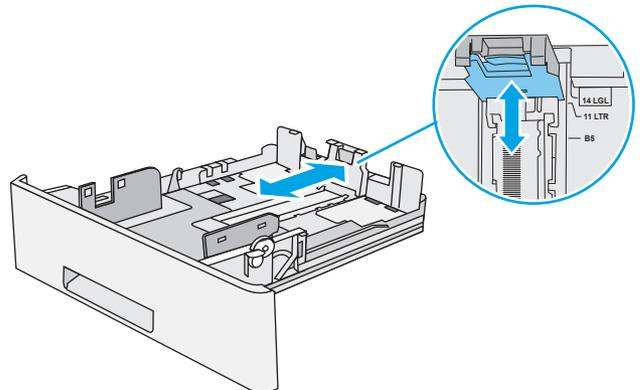
**NOTE:** Do not open this tray while it is in use.



2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.

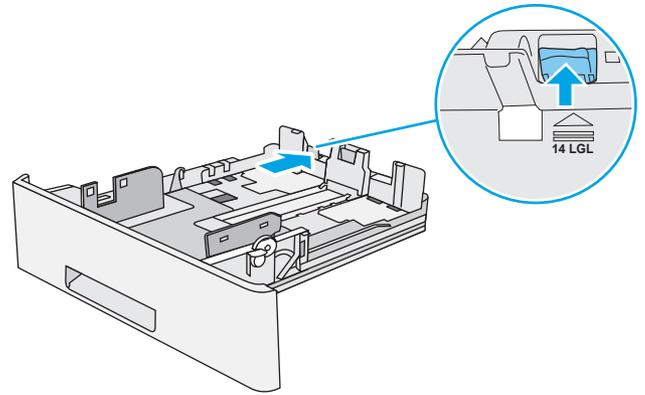


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



4. To load legal-size paper into the tray, squeeze the lever on the back of the tray that is to the left of center, and then extend the tray back to the correct paper size.

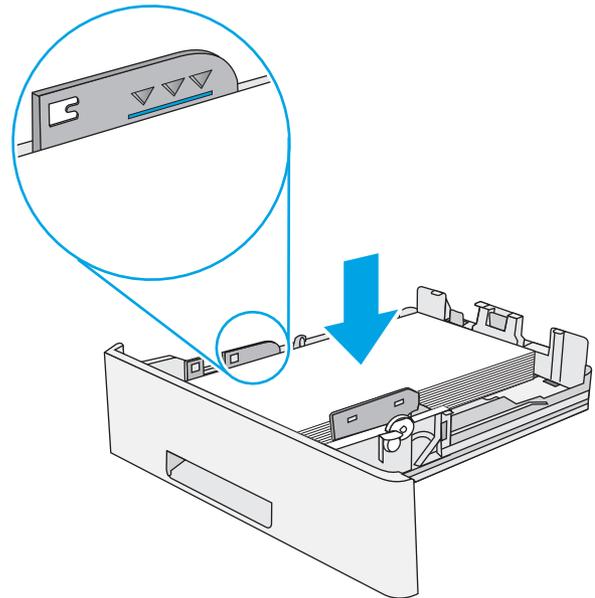
**NOTE:** This step does not apply to other paper sizes.



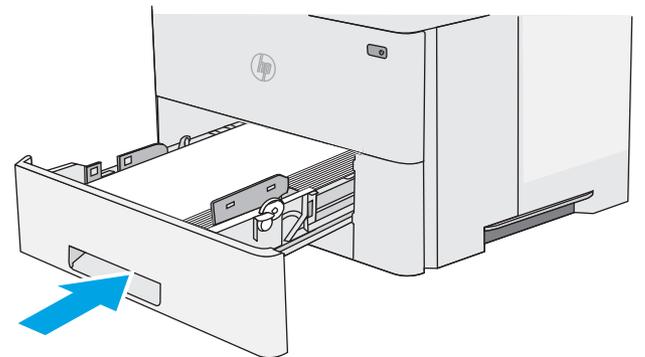
5. Load paper into the tray. For information about how to orient the paper, see [Tray 2 and the 550-sheet trays paper orientation on page 22](#).

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

**NOTE:** To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator, as shown in the enlargement in the illustration.

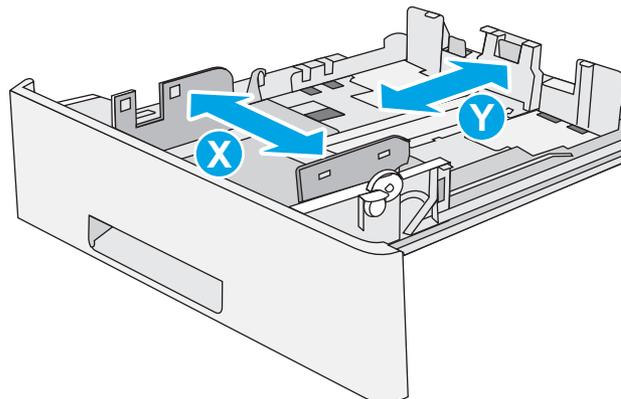


6. Close the tray.



7. The tray configuration message displays on the printer control panel.
8. If the paper size and type shown is not correct, select [Modify](#) to choose a different paper size or type.

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

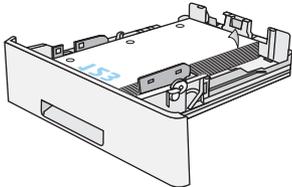
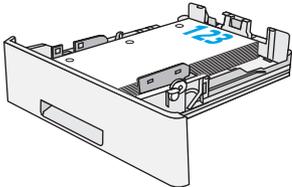


## Tray 2 and the 550-sheet trays paper orientation

When using paper that requires a specific orientation, load it according to the information in the following table.



**NOTE:** The [Alternative Letterhead Mode](#) settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see [Use alternative letterhead mode on page 22](#).

Paper type	Single-sided printing	Duplex printing and Alternative Letterhead Mode
Letterhead, preprinted, or prepunched	Face-down Top edge at the front of the tray	Face-up Bottom edge at the front of the tray
		

## Use alternative letterhead mode

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

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

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

1. Press the Home  button on the product control panel.
2. Open the following menus:

- [Administration](#)
  - [Manage Trays](#)
  - [Alternative Letterhead Mode](#)
3. Select [Enabled](#), and then touch the [Save](#) button or press the [OK](#) button.

# Load and print envelopes

## Introduction

The following information describes how to print and load envelopes. Use only Tray 1 to print on envelopes. Tray 1 holds up to 10 envelopes.

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

## Print envelopes

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

---

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

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

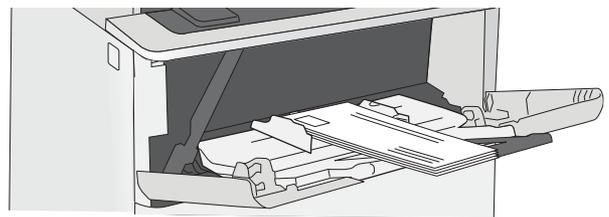
---

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

## Envelope orientation

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Load envelopes in Tray 1 face up, with the short, postage end leading into the printer.



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## 3 Supplies, accessories, and parts

- [Order supplies, accessories, and parts](#)
- [Replace the toner cartridge](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

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

# Order supplies, accessories, and parts

## Ordering

Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
Order genuine HP parts or accessories	<a href="http://www.hp.com/buy/parts">www.hp.com/buy/parts</a>
Order through service or support providers	Contact an HP-authorized service or support provider.
Order using 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.

## Supplies and accessories

Item	Description	Cartridge number	Part number
<b>Supplies</b>			
HP 508A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	872A	CF287A
HP 508X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	872X	CF287X
<b>Accessories</b>			
1 x 550-sheet paper feeder	Optional 550-sheet paper feeder <b>NOTE:</b> The printer supports up to three 1 x 550-sheet paper feeders.	Not applicable	F2A72A
Printer stand and cabinet	Optional stand with storage cabinet to support the printer Recommended when using multiple optional paper feeders.	Not applicable	F2A73A
HP Secure High-Performance Hard Disk Drive	Optional hard drive	Not applicable	B5L29A
1 GB DDR3 Memory DIMM	Optional DIMM for expanding the memory	Not applicable	G6W84A
HP Internal USB ports	Two optional USB ports for connecting third-party devices	Not applicable	B5L28A
HP Trusted Platform Module	Automatically encrypts all data that passes through the printer	Not applicable	F5S62A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	Not applicable	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for “touch” printing from mobile devices	Not applicable	J8030A

## Customer self-repair parts

Customer Self-Repair (CSR) parts are available for many HP LaserJet printers to reduce repair time. More information about the CSR program and benefits can be found at [www.hp.com/go/csr-support](http://www.hp.com/go/csr-support) and [www.hp.com/go/csr-faq](http://www.hp.com/go/csr-faq).

Genuine HP replacement parts can be ordered at [www.hp.com/buy/parts](http://www.hp.com/buy/parts) or by contacting an HP-authorized service or support provider. When ordering, one of the following will be needed: part number, serial number (found on back of printer), product number, or printer name.

- 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 printer warranty.
- Parts listed as **Optional** self-replacement can be installed by HP service personnel at your request for no additional charge during the printer warranty period.

Item	Description	Self-replacement options	Part number
Control-panel kit (x model only)	Replacement touchscreen control panel	Mandatory	B5L24-67903
Solid State Memory Drive kit	Replacement solid-state memory drive	Mandatory	5851-6415
Hard Disk Drive kit	Replacement hard-disk drive	Mandatory	5851-6417
FIPS HDD 500GB Kit (US government only)	Replacement hard-disk drive	Mandatory	5851-6419
USB Wireless Print Server kit	Replacement HP Jetdirect 2900nw Print Server	Mandatory	5851-6421
NFC Accessory kit	Replacement HP Jetdirect 3000w NFC/Wireless Accessory	Mandatory	5851-6429
1GB DDR3 Memory DIMM	Replacement memory DIMM	Mandatory	5851-6422
Two Internal USB Ports kit	Replacement internal USB ports	Mandatory	5851-6424
Secure Hard Disk Drive kit	Replacement HP Secure High-Performance Hard Disk Drive	Mandatory	5851-6425
Transfer Roller Service Kit	Replacement transfer roller	Mandatory	F2A76-67905
Tray 1 Pick Up and Separation Roller Kit	Replacement rollers for Tray 1	Mandatory	F2A76-67906
Tray 2-x Roller Kit	Replacement rollers for Tray 2, 3, 4, and 5	Mandatory	F2A76-67907
1x550-sheet paper feeder	Replacement paper feeder	Mandatory	F2A76-67908
Printer stand and cabinet	Replacement printer stand and cabinet	Mandatory	F2A76-67904

# Replace the toner cartridge

## Introduction

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

- [Toner-cartridge information](#)
- [Remove and replace the cartridge](#)

## Toner-cartridge information

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

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

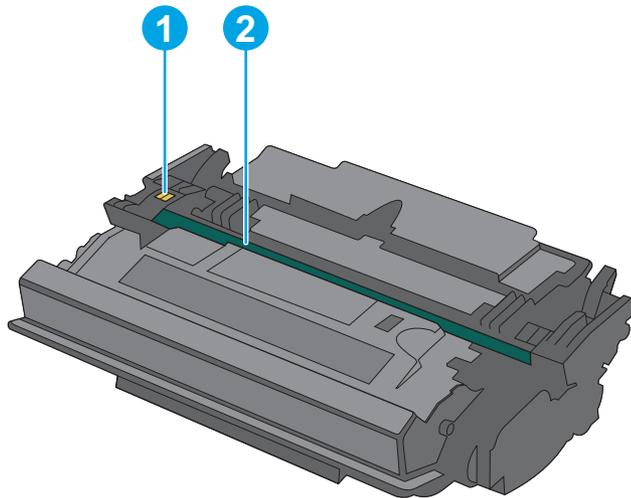
Item	Description	Cartridge number	Part number
HP 872A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	872A	CF287A
HP 872X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	872X	CF287X

 **NOTE:** High-yield toner cartridges contain more toner than standard cartridges for increased page yield. For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

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

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

The following illustration shows the toner-cartridge components.



- |   |              |
|---|--------------|
| 1 | Memory chip  |
| 2 | Imaging drum |

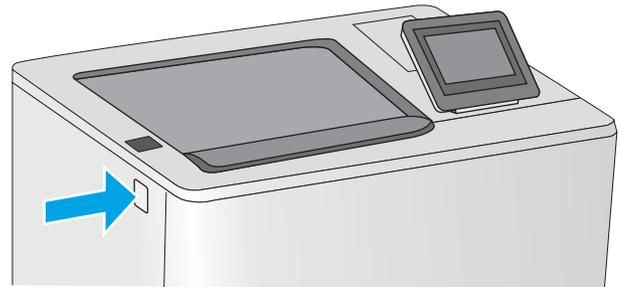
**CAUTION:** Do not touch the imaging drum. Fingerprints can cause print-quality problems.

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

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

## Remove and replace the cartridge

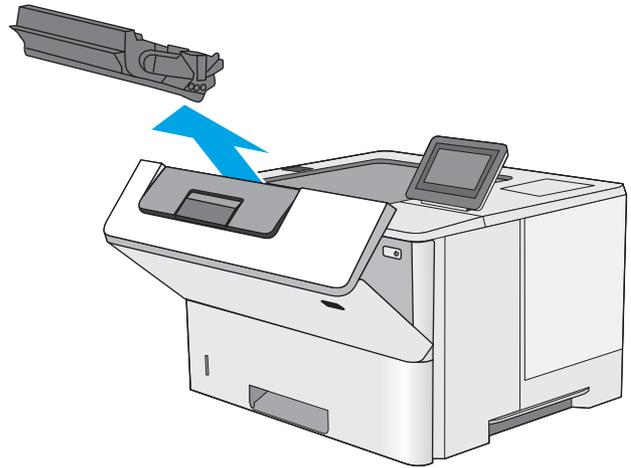
1. Press the top-cover-release button on the left side of the printer.



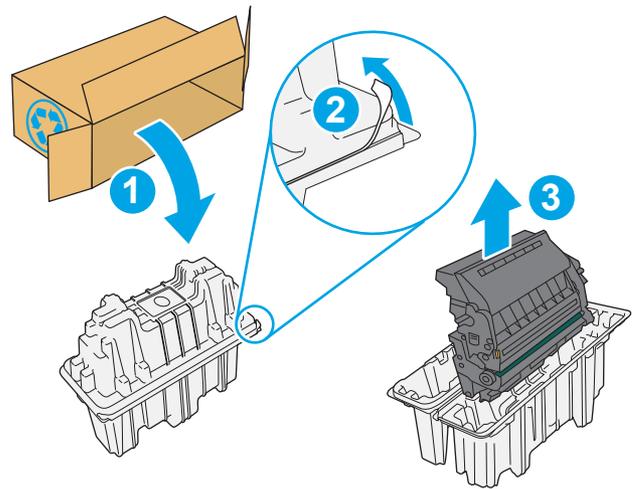
2. Open the front door.



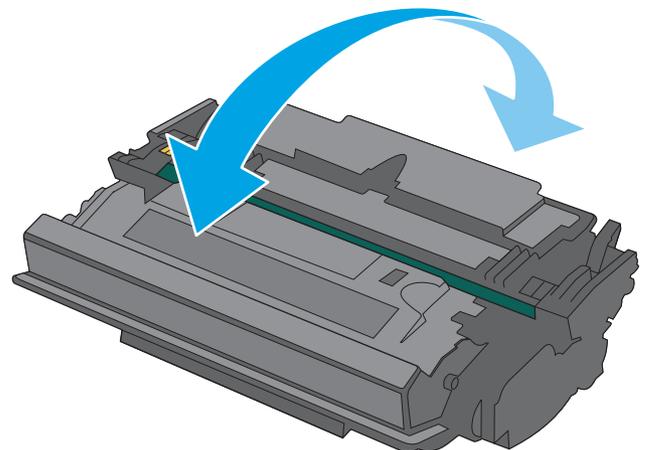
3. Grasp the handle of the used toner cartridge and pull out to remove it.



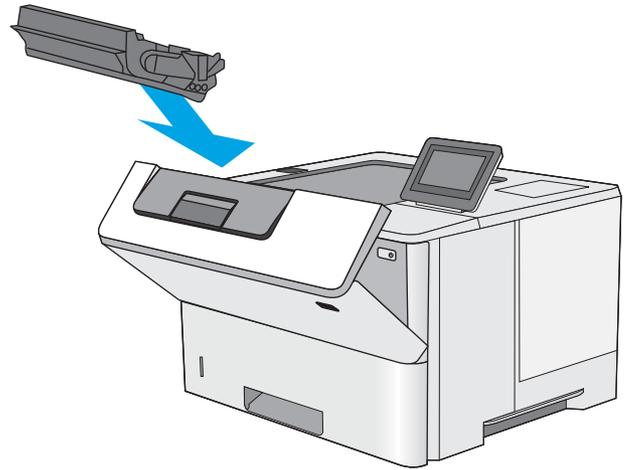
4. Remove the new toner cartridge from its protective shell by tearing off the plastic strip and opening the package. Save all packaging for recycling the used toner cartridge.



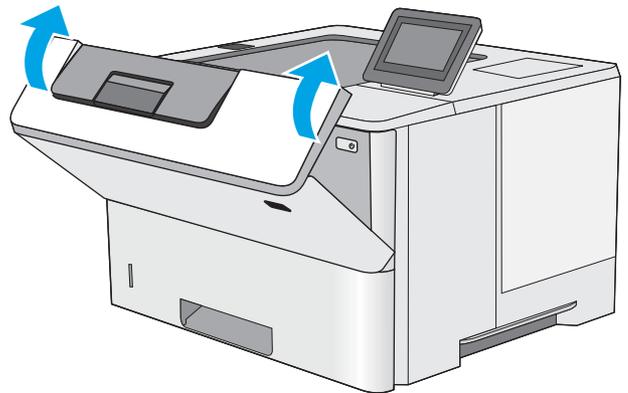
5. Hold both ends of the toner cartridge and rock it 5-6 times.



6. Align the toner cartridge with its slot, and then insert the toner cartridge into the printer.



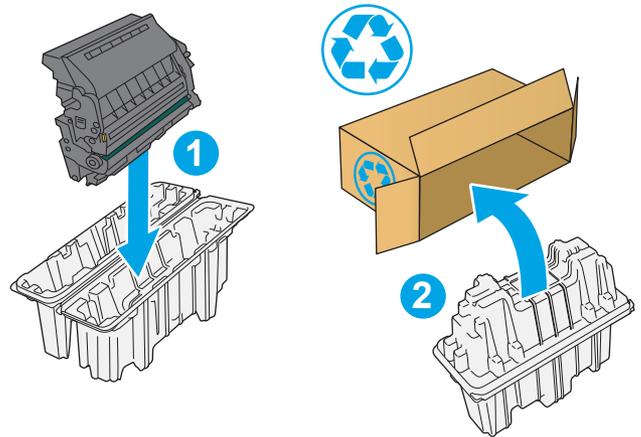
7. Close the front door.



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

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

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





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# 4 Print

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

## For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

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

# Print tasks (Windows)

## How to print (Windows)

The following procedure describes the basic printing process for Windows.

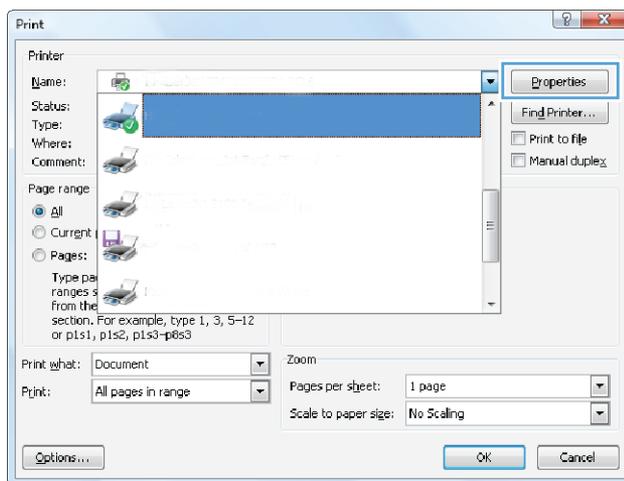
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

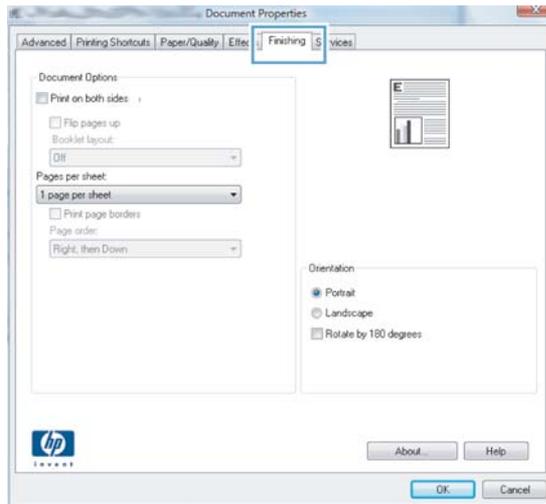
 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

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

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



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



4. Click 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)

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

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

---

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

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

---

3. Click or tap 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)

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

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

---

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

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

---

3. Click or tap the **Finishing** tab.
4. Select the **Print on both sides (manually)** check box. Click the **OK** button to print the first side of the job.
5. Retrieve the printed stack from the output bin, and place it in Tray 1.
6. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (Windows)

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

---

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

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

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3. Click or tap 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)

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

---

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

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

---

3. Click or tap 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.

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

9. Load the tray with the specified type and size of paper, and then close the tray.
10. Touch the **OK** button to accept the detected type and size, or touch the **Modify** button to choose a different paper size or type.
11. Select the correct type and size, and then touch the **OK** button.

## Additional print tasks

Go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size
- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

# Print tasks (OS X)

## How to print (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

---

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

---

4. Click the **Print** button.

## Automatically print on both sides (OS X)

---

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

---

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

---

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

---

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

---

4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

## Manually print on both sides (OS X)

---

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

---

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

---

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

---

4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the printer, and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.



---

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

---

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Borders** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

## Select the paper type (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.



---

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

---

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



---

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

---

- **Media Type:** Select the option for the type of paper for the print job.
  - **Print Quality:** Select the resolution level for the print job.
  - **Edge-To-Edge Printing:** Select this option to print close to the paper edges.
  - **EconoMode:** Select this option to conserve toner when printing drafts of documents.
5. Click the **Print** button.

## Additional print tasks

Go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

- Create and use printing shortcuts or presets
- Select the paper size, or use a custom paper size

- Select the page orientation
- Create a booklet
- Scale a document to fit a specific paper size
- Print the first or last pages of the document on different paper
- Print watermarks on a document

# Store print jobs on the printer to print later or print privately

## Introduction

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

- [Create a stored job \(Windows\)](#)
- [Create a stored job \(OS X\)](#)
- [Print a stored job](#)
- [Delete a stored job](#)

## Create a stored job (Windows)

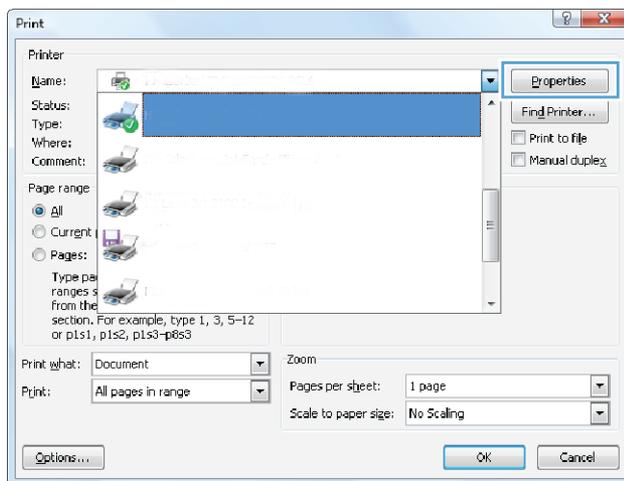
Store jobs on the printer for private or delayed printing.

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

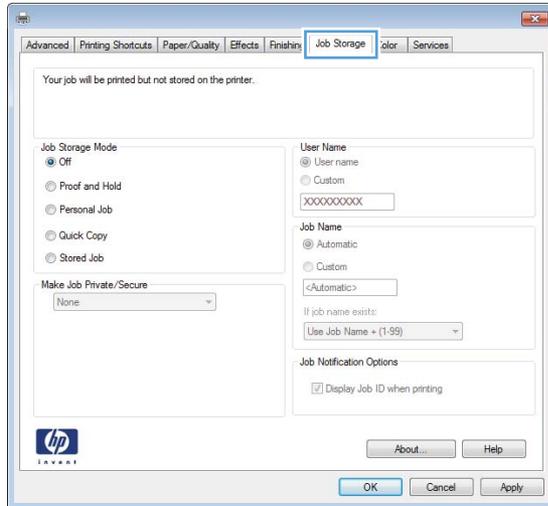
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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

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



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



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

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

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

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

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

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

7. For information about how to print the job, see the topic for "Print a stored job."

## Create a stored job (OS X)

Store jobs on the printer for private or delayed printing.

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
  - **Proof and Hold:** Print and proof one copy of a job, and then print more copies.
  - **Personal Job:** The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.
  - **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.
  - **Stored Job:** Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

- **Use Job Name + (1-99):** Append a unique number to the end of the job name.
  - **Replace Existing File:** Overwrite the existing stored job with the new one.
6. If you selected the **Stored Job** or **Personal Job** option in step 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 printer 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 printer memory.

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

## Delete a stored job

When you send a stored job to the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest. You can change the number of jobs that the printer can store from the [General Settings](#) menu on the printer control panel.

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

1. Touch or press the Home  button on the printer control panel.
2. Select [Retrieve from Device Memory](#).
3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then select the [Delete](#) button.
5. If the job is private or encrypted, enter the PIN or the password, and then select the [Delete](#) button.

# Mobile printing

## Introduction

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

- [HP ePrint via email](#)
- [HP ePrint software](#)
- [AirPrint](#)
- [Android embedded printing](#)
- [Wi-Fi Direct and NFC Printing](#)

## HP ePrint via email

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

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

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

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

Follow this procedure to enable HP Web Services and register with HP Connected or HP ePrint Center.

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



- 1 4-line control panel
- 2 Touchscreen control panel

1. Open the HP Embedded Web Server (EWS):

- a. **4-line control panels:** View the control-panel display to see the IP address.

**Touchscreen control panels:** From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.

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



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

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](http://www.hpconnected.com) or [www.hp.com/go/eprintcenter](http://www.hp.com/go/eprintcenter) to create an HP ePrint account and complete the setup process.

## HP ePrint software

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

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

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

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

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

Go to [www.hp.com/go/eprintsoftware](http://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.

 **NOTE:** HP ePrint Software does not support USB printing.

## AirPrint

Direct printing using Apple's AirPrint is supported for iOS 4.2 or later and from Mac computers running OS X 10.7 Lion and newer. Use AirPrint to print directly to the printer from an iPad, iPhone (3GS or later), or iPod touch (third generation or later) in the following mobile applications:

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

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



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

## Android embedded printing

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

The printer must be connected to the same network (sub-net) as the Android device.

The print solution is built into the supported operating systems, so installing drivers or downloading software is not necessary.

For more information on how to use Android embedded printing and which Android devices are supported, go to [www.hp.com/go/LaserJetMobilePrinting](http://www.hp.com/go/LaserJetMobilePrinting).

## Wi-Fi Direct and NFC Printing

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

HP Wireless Direct, Wi-Fi Direct, and NFC printing enable Wi-Fi capable (mobile) devices to make a wireless network connection directly to the printer without using a wireless router.

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

Use HP Wireless Direct to print wirelessly from the following devices:

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

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

- Android mobile devices using the HP ePrint App or the Android embedded print solution

For more information on HP Wireless Direct and Wi-Fi Direct printing, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

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

1. From the Home screen on the printer control panel, scroll to and select the [Administration](#) menu.
2. Open the following menus:
  - [Network Settings](#)
  - [Wireless Menu](#)
  - [Wireless Direct](#)
3. Select [On](#) to enable wireless printing.



---

**NOTE:** In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a more unique Service Set Identifier (SSID) for easier printer identification for HP Wireless Direct printing. The SSID is also available on the **How to Connect Page** by touching the Network  button from the Home screen on the printer control panel.

---

Follow this procedure to change the printer SSID:

1. From the Home screen on the printer control panel, scroll to and select the [Administration](#) menu.
2. Open the following menus:
  - [Network Settings](#)
  - [Wireless Menu](#)
  - [Wireless Direct](#)
  - [SSID](#)
3. Select the SSID name area.
4. Use the keyboard to change the name.
5. Select [OK](#).

# Print from the USB port

## Introduction

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

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

## Enable the USB port for printing

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

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

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



- |   |                           |
|---|---------------------------|
| 1 | 4-line control panel      |
| 2 | Touchscreen control panel |

1. Press the Home  button on the printer control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Enable Retrieve from USB](#)
3. Select the **Enabled** option, and then touch the **Save** button or press the **OK** button.

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

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



- |   |                           |
|---|---------------------------|
| 1 | 4-line control panel      |
| 2 | Touchscreen control panel |

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.
  - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Open the **Print** tab.
3. On the left side of the screen, click **Retrieve from USB Setup**.
4. Select the **Enable Retrieve from USB** check box.
5. Click **Apply**.

## Print USB documents

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



---

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

---

2. The printer detects the USB flash drive. Touch or press 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 to print.



---

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

---

4. To adjust the number of copies, select **Copies**, and then use the keypad to change the number of copies.
5. Touch the Start  button or press the **OK** button to print the document.

---

# 5 Manage the printer

- [Advanced configuration with HP Embedded Web Server \(EWS\)](#)
- [Advanced configuration with HP Utility for OS X](#)
- [Configure IP network settings](#)
- [Printer security features](#)
- [Energy-conservation settings](#)
- [HP Web Jetadmin](#)
- [Software and firmware updates](#)

## For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

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

# Advanced configuration with HP Embedded Web Server (EWS)

- [Introduction](#)
- [How to access the HP Embedded Web Server \(EWS\)](#)
- [HP Embedded Web Server features](#)

## Introduction

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

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

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

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



**NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

## How to access the HP Embedded Web Server (EWS)



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

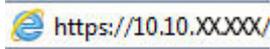


- 1 4-line control panel
- 2 Touchscreen control panel

1. **4-line control panels:** View the control-panel display to see the IP address.

**Touchscreen control panels:** From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.

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



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

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

#### Windows® 7

- Internet Explorer (version 8.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

#### Windows® 8 or greater

- Internet Explorer (version 9.x or greater)
- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

#### OS X

- Safari (version 5.x or greater)
- Google Chrome (version 34.x or greater)

#### Linux

- Google Chrome (version 34.x or greater)
- Firefox (version 20.x or greater)

## HP Embedded Web Server features

- [Information tab](#)
- [General tab](#)
- [Print tab](#)
- [Troubleshooting tab](#)
- [Security tab](#)
- [HP Web Services tab](#)

- [Networking tab](#)
- [Other Links list](#)

## Information tab

**Table 5-1 HP Embedded Web Server Information tab**

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

## General tab

**Table 5-2 HP Embedded Web Server General tab**

Menu	Description
<b>Alerts</b>	Setup email alerts for various printer and supplies events.
<b>Control Panel Administration Menu</b>	Shows the menu structure of the <a href="#">Administration</a> menu on the control panel.  <b>NOTE:</b> Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the <a href="#">Administration</a> menu.
<b>AutoSend</b>	Configure the printer to send automated emails regarding printer configuration and supplies to specific email addresses.
<b>Edit Other Links</b>	Add or customize a link to another Web site. This link displays in the <b>Other Links</b> area on all HP Embedded Web Server pages.
<b>Ordering Information</b>	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
<b>Device Information</b>	Name the printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.

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

Menu	Description
<b>Language</b>	Set the language in which to display the HP Embedded Web Server information.
<b>Date and Time</b>	Set the date and time or synchronize with a network time server.
<b>Energy Settings</b>	Set or edit a wake time, sleep time, and sleep delay for the printer. Set a different schedule for each day of the week and for holidays.  Set which interactions with the printer cause it to wake from sleep mode.
<b>Backup and Restore</b>	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
<b>Restore Factory Settings</b>	Restore printer settings to the factory defaults.
<b>Solution Installer</b>	Install third-party software programs that can enhance the printer functionality.
<b>Firmware Upgrade</b>	Download and install printer firmware upgrade files.
<b>Statistics Services</b>	Provides connection information about third-party job-statistics services.

## Print tab

**Table 5-3 HP Embedded Web Server Print tab**

Menu	Description
<b>Retrieve from USB Setup</b>	Enable or disable the <a href="#">Retrieve from USB</a> menu on the control panel.
<b>Manage Stored Jobs</b>	Enable or disable the ability to store jobs in the printer memory.  Configure job-storage options.
<b>Adjust Paper Types</b>	Override the factory-default mode settings if print quality problems occur when using a specific paper type.
<b>Restrict Color</b>  (Color printers only)	Permit or restrict color printing.  Specify permissions for individual users or for jobs that are sent from specific software programs.
<b>General Print Settings</b>	Configure settings for all print jobs.
<b>Manage Trays</b>	Configure settings for paper trays.

## Troubleshooting tab

**Table 5-4 HP Embedded Web Server Troubleshooting tab**

Menu	Description
<b>General Troubleshooting</b>	Select from a variety of reports and tests to help solve problems with the printer.
<b>Online Help</b>	Obtain QR codes and Web links to solution pages for the printer.
<b>Diagnostic Data</b>	Export printer information to a file that can be useful for detailed problem analysis.
<b>NOTE:</b> This item is available only if an administrator password is set from the <b>Security</b> tab.	

**Table 5-4 HP Embedded Web Server Troubleshooting tab (continued)**

Menu	Description
<b>Calibration/Cleaning</b> (Color printers only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
<b>Firmware Upgrade</b>	Download and install printer firmware upgrade files.
<b>Restore Factory Settings</b>	Restore printer settings to factory defaults.

## Security tab

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

Menu	Description
<b>General Security</b>	Settings for general security, including the following: <ul style="list-style-type: none"> <li>• Configure an administrator password to restrict access to certain features on the printer.</li> <li>• Set PJI password for processing PJI commands.</li> <li>• Set file system access and firmware upgrade security.</li> <li>• Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer.</li> <li>• View the status of all security settings.</li> </ul>
<b>Access Control</b>	Configure access to printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
<b>Protect Stored Data</b>	Configure and manage the internal hard drive for the printer. Configure settings for jobs that are stored on the printer hard drive.
<b>Certificate Management</b>	Install and manage security certificates for access to the printer and the network.
<b>Web Service Security</b>	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
<b>Self Test</b>	Verify that the security functions are running according to expected system parameters.

## HP Web Services tab

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

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

Menu	Description
<b>Web Services Setup</b>	Connect this printer to HP Connected on the Web by enabling HP Web Services.
<b>Web Proxy</b>	Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet.
HP-ePrint Debugging	Enable features for solving problems with connecting to HP ePrint services.

## Networking tab

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

**Table 5-7 HP Embedded Web Server Networking tab**

Menu	Description
<b>Wireless Direct Settings</b>	<p>Configure Wi-Fi Direct settings for printers that include embedded Wi-Fi Direct and NFC printing or that have a wireless accessory installed.</p> <p><b>NOTE:</b> The configuration options available depend on the print server model.</p>
<b>TCP/IP Settings</b>	<p>Configure TCP/IP settings for IPv4 and IPv6 networks.</p> <p><b>NOTE:</b> The configuration options available depend on the print server model.</p>
<b>Network Settings</b>	<p>Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.</p>
<b>Other Settings</b>	<p>Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.</p>
<b>AirPrint</b>	<p>Enable, set up, or disable network printing from Apple supported printers.</p>
<b>Select Language</b>	<p>Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.</p>
<b>Settings</b>	<p>View and restore current security settings to factory-default values.</p> <p>Configure security settings using the Security Configuration Wizard.</p> <p><b>NOTE:</b> Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.</p>
<b>Authorization</b>	<p>Control configuration management and use of this printer, including the following:</p> <ul style="list-style-type: none"><li>• Set or change the administrator password to control access to configuration parameters.</li><li>• Request, install, and manage digital certificates on the HP Jetdirect print server.</li><li>• Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).</li></ul>
<b>Mgmt. Protocols</b>	<p>Configure and manage security protocols for this printer, including the following:</p> <ul style="list-style-type: none"><li>• Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.</li><li>• Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.</li><li>• Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.</li></ul>
<b>802.1X Authentication</b> (For selected HP Jetdirect models only)	<p>Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values.</p> <p><b>CAUTION:</b> When changing the 802.1X authentication settings; the printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.</p>

**Table 5-7 HP Embedded Web Server Networking tab (continued)**

Menu	Description
<b>IPsec/Firewall</b> (For selected HP Jetdirect models only)	View or configure a Firewall policy or an IPsec/Firewall policy.
<b>Announcement Agent</b> (For selected HP Jetdirect models only)	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
<b>Network Statistics</b>	Display network statistics that are collected and stored on the HP Jetdirect print server.
<b>Protocol Info</b>	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
<b>Configuration Page</b>	View the HP Jetdirect configuration page, which contains status and configuration information.

## Other Links list



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

**Table 5-8 HP Embedded Web Server Other Links list**

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

# Advanced configuration with HP Utility for OS X

Use the HP Utility to check printer status or to view or change printer settings from the computer.

Use the HP Utility when the printer is connected with a USB cable or is connected to a TCP/IP-based network.

## Open HP Utility

1. At the computer, open the **System Preferences** menu, and then click **Print & Fax, Print & Scan, or Printers & Scanners**.
2. Select the printer in the list.
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 includes these items:

- **Devices:** Click this button to show or hide Mac products found by the HP Utility.
- **All Settings:** Click this button to return to the HP Utility main view.
- **HP Support:** Click this button to open a browser and go to the HP support Web site.
- **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 are opened by clicking in the **All Settings** list. The following table describes the tasks available with HP Utility.

Item	Description
<b>Supplies Status</b>	Shows the printer supplies status and provides links for ordering supplies online.
<b>Device Information</b>	Shows information about the currently selected printer.
<b>File Upload</b>	Transfers files from the computer to the printer.
<b>Upload Fonts</b>	Transfers font files from the computer to the printer.
<b>HP Connected</b>	Accesses the HP Connected Web site.
<b>Update Firmware</b>	Transfers a firmware update file to the printer. <b>NOTE:</b> This option is available only after opening the <b>View</b> menu and selecting the <b>Show Advanced Options</b> item.
<b>Commands</b>	Sends special characters or print commands to the printer after the print job. <b>NOTE:</b> This option is available only after opening the <b>View</b> menu and selecting the <b>Show Advanced Options</b> item.

<b>Item</b>	<b>Description</b>
<b>Supplies Management</b>	Configures how the printer should behave when supplies are nearing the end of their estimated life.
<b>Trays Configuration</b>	Changes the default tray settings.
<b>Output Devices</b>	Manages settings for optional output accessories.
<b>Duplex Mode</b>	Turns on the automatic two-sided printing mode.
<b>Economode &amp; Toner Density</b>	Configures settings to conserve toner.
<b>E-mail Alerts</b>	Configures automatic email alerts for certain printer conditions, such as when supplies need to be replaced, trays are empty, doors are open, or a paper jam has occurred.
<b>Resolution</b>	Sets the default print resolution.
<b>Protect Direct Ports</b>	Disables printing over USB or parallel ports.
<b>Stored Jobs</b>	Manages print jobs that are stored on the printer hard disk.
<b>Network Settings</b>	Configures the network settings, such as the IPv4 and IPv6 settings.
<b>Additional Settings</b>	Provides access to the HP Embedded Web Server.

# Configure IP network settings

- [Printer sharing disclaimer](#)
- [View or change network settings](#)
- [Rename the product on a network](#)
- [Manually configure IPv4 TCP/IP parameters from the control panel](#)
- [Manually configure IPv6 TCP/IP parameters from the control panel](#)
- [Link speed and duplex settings](#)

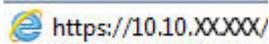
## Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP printer drivers. Go to Microsoft at [www.microsoft.com](http://www.microsoft.com).

## View or change network settings

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

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.
  - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

2. Click the **Networking** tab to obtain network information. Change settings as needed.

## Rename the product on a network

To rename the product on a network so that it can be uniquely identified, use the HP Embedded Web Server.

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the product control panel, touch the Network  button to display the IP address or host name.

- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP product.

2. Open the **General** tab.
3. On the **Device Information** page, the default product name is in the **Device Name** field. You can change this name to uniquely identify this product.

 **NOTE:** Completing the other fields on this page is optional.

4. Click the **Apply** button to save the changes.

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

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

1. Press the Home  button on the product control panel.
2. Open the following menus:
  - **Administration**
  - **Network Settings**
  - **Jetdirect Menu**
  - **TCP/IP**
  - **IPV 4 Settings**
  - **Config Method**
3. Select the **Manual** option, and then touch the **Save** button.
4. Open the **Manual Settings** menu.
5. Touch the **IP Address**, **Subnet Mask**, or **Default Gateway** option.
6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the **OK** button.

Repeat the process for each field, and then touch the **Save** button.

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

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

1. Press the Home  button on the product control panel.
2. To enable manual configuration, open the following menus:
  - [Administration](#)
  - [Network Settings](#)
  - [Jetdirect Menu](#)
  - [TCP/IP](#)
  - [IPV6 Settings](#)
  - [Address](#)
  - [Manual Settings](#)
  - [Enable](#)

Select the [On](#) option, and then touch the [Save](#) button.

3. To configure the address, touch the [Address](#) button and then touch the field to open a keypad.
4. Use the keypad to enter the address, and then touch the [OK](#) button.
5. Touch the [Save](#) button, or press the [OK](#) button.

## Link speed and duplex settings

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 **NOTE:** This information applies only to Ethernet networks. It does not apply to wireless networks.

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The link speed and communication mode of the print server must match the network hub. For most situations, leave the product in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. To make changes, use the product control panel.

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 **NOTE:** The product setting must match the setting for the network device (a network hub, switch, gateway, router, or computer).

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 **NOTE:** Making changes to these settings causes the product to turn off and then on. Make changes only when the product is idle.

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1. Press the Home  button on the product control panel.
2. Open the following menus:
  - [Administration](#)
  - [Network Settings](#)
  - [Jetdirect Menu](#)
  - [Link Speed](#)
3. Select one of the following options:

- **Auto:** The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
  - **10T Half:** 10 megabytes per second (Mbps), half-duplex operation
  - **10T Full:** 10 Mbps, full-duplex operation
  - **10T Auto:** 10 Mbps, automatic-duplex operation
  - **100TX Half:** 100 Mbps, half-duplex operation
  - **100TX Full:** 100 Mbps, full-duplex operation
  - **100TX Auto:** 100 Mbps, automatic-duplex operation
  - **1000T Full:** 1000 Mbps, full-duplex operation
4. Touch the **Save** button, or press the **OK** button. The product turns off and then on.

# Printer security features

## Introduction

The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- [Security statements](#)
- [Assign an administrator password](#)
- [IP Security](#)
- [Lock the formatter](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)

## Security statements

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

## Assign an administrator password

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



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



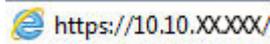
- |   |                           |
|---|---------------------------|
| 1 | 4-line control panel      |
| 2 | Touchscreen control panel |

### 1. Open the HP Embedded Web Server (EWS):

- 4-line control panels:** View the control-panel display to see the IP address.

**Touchscreen control panels:** From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.

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



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Click the **Security** tab.
3. Open the **General Security** menu.
4. In the area labeled **Set the Local Administrator Password**, enter the name to associate with the password in the **Username** field.
5. Enter the password in the **New Password** field, and then enter it again in the **Verify Password** field.

 **NOTE:** To change an existing password, first enter the existing password in the **Old Password** field.

6. Click the **Apply** button.

 **NOTE:** Make note of the password and store it in a safe place.

 **NOTE:** To maintain security for the printer, select **Sign Out** when you have finished using the printer.

1. Press the Home  button on the printer control panel.
2. Select **Sign In**.
3. Follow the prompts to enter the credentials.

Typically, the credentials for signing in to the printer are the same as for signing in to the network. Consult the network administrator for this printer if you have questions about which credentials to use.

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

## IP Security

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

For printers that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

## Lock the formatter

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

## Encryption support: HP High Performance Secure Hard Disks

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

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

# Energy-conservation settings

## Introduction

- [Print with EconoMode](#)
- [Set the sleep timer and configure the printer to use 1 watt or less of power](#)

## Print with EconoMode

This printer has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner. However, using EconoMode can also reduce print quality.

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 printer control panel.

### Configure EconoMode from the print driver

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **EconoMode** check box to enable the feature, and then click **OK**.

### Configure EconoMode from the printer control panel

1. Press the Home button on the printer control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Print Quality](#)
3. Select [EconoMode](#).
4. Select [On](#) or [Off](#) to enable or disable the feature, and then touch [Save](#) or press the [OK](#) button.

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

The printer has several options for the energy-saving sleep timer feature. The time delay to enter the Sleep/Auto Off state is adjustable, and the power usage during the Sleep/Auto Off state varies according to selection for the Wake/Auto On option.

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



- |   |                           |
|---|---------------------------|
| 1 | 4-line control panel      |
| 2 | Touchscreen control panel |

1. Press the Home  button on the printer control panel.
2. Open the following menus:
  - [Administration](#)
  - [General Settings](#)
  - [Energy Settings](#)
  - [Sleep Timer Settings](#)
3. **4-line control panels only:** Select [Sleep/Auto Off Timer](#), and then select [Enabled](#). Press the **OK** button.
4. Select [Sleep /Auto Off After](#).
5. Use the keypad to enter the appropriate time period, and then touch the [Save](#) button, or press the **OK** button.

 **NOTE:** The sleep-mode default time is 0 minutes. The printer enters sleep mode immediately after each job completes.

6. Select one of the [Wake/Auto On to These Events](#) options:
    - **All events:** The printer wakes when it receives any print job (through the USB port, network port, or wireless connection), or when someone presses a button on the control panel, or opens any door or tray.
    - **Network port:** The printer wakes when it receives a print job sent through the network port, or when someone presses a button on the control panel, or opens any door or tray. **With this setting, the printer uses 1 watt or less of power while in the Sleep/Auto Off state.**
-  **NOTE:** When a print job is sent over network during sleep, the printer wakes and prints the job, but the control panel stays dimmed.
- **Power button only:** The printer wakes only when someone presses the power button. **With this setting, the printer uses 1 watt or less of power while in the Sleep/Auto Off state.**

## HP Web Jetadmin

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

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

## Software and firmware updates

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

Go to [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506). Click **Drivers & Software**.



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## 6 Solve problems

- [Customer support](#)
- [Control panel help system](#)
- [Reset factory settings](#)
- [A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel](#)
- [Printer does not pick up paper or misfeeds](#)
- [Clear paper jams](#)
- [Improve print quality](#)
- [Solve wired network problems](#)

### For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM506](http://www.hp.com/support/ljM506).

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

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

## Customer support

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Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with the printer or at <a href="http://www.hp.com/support/">www.hp.com/support/</a> .
Have the printer name, serial number, date of purchase, and problem description ready	
Get 24-hour Internet support, and download software utilities and drivers	<a href="http://www.hp.com/support/ljM506">www.hp.com/support/ljM506</a>
Order additional HP service or maintenance agreements	<a href="http://www.hp.com/go/carepack">www.hp.com/go/carepack</a>
Register the printer	<a href="http://www.register.hp.com">www.register.hp.com</a>

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## Control panel help system

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



Some Help screens include animations that show specific procedures, such as clearing paper jams.

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

# Reset factory settings

## Introduction

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

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

## Method one: Reset factory settings from the printer control panel

1. Press the Home  button on the printer control panel.
2. Open the following menus:
  - Administration
  - General Settings
  - Restore Factory Settings
3. A verification message advises that completing the reset function might result in loss of data. Select **Reset** to complete the process.

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

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

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



- 1 4-line control panel
- 2 Touchscreen control panel

1. Open the HP Embedded Web Server (EWS):
  - a. **4-line control panels:** View the control-panel display to see the IP address.  
**Touchscreen control panels:** From the Home screen on the printer control panel, touch the Network  button to display the IP address or host name.

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



 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Open the **General** tab.
3. On the left side of the screen, click **Restore Factory Settings**.
4. Click the **Reset** button.

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

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

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

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

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 printer 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

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Order supplies and paper	<a href="http://www.hp.com/go/suresupply">www.hp.com/go/suresupply</a>
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.

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# Printer does not pick up paper or misfeeds

## Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

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

## The printer does not pick up paper

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

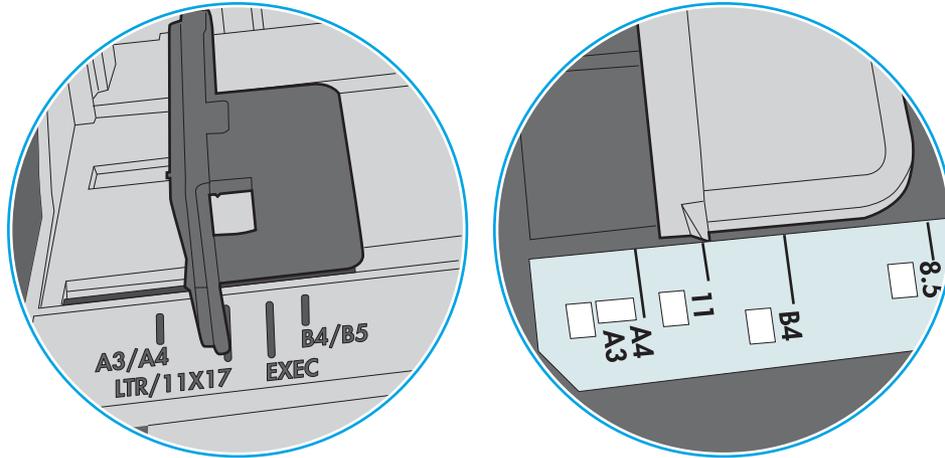
1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.

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

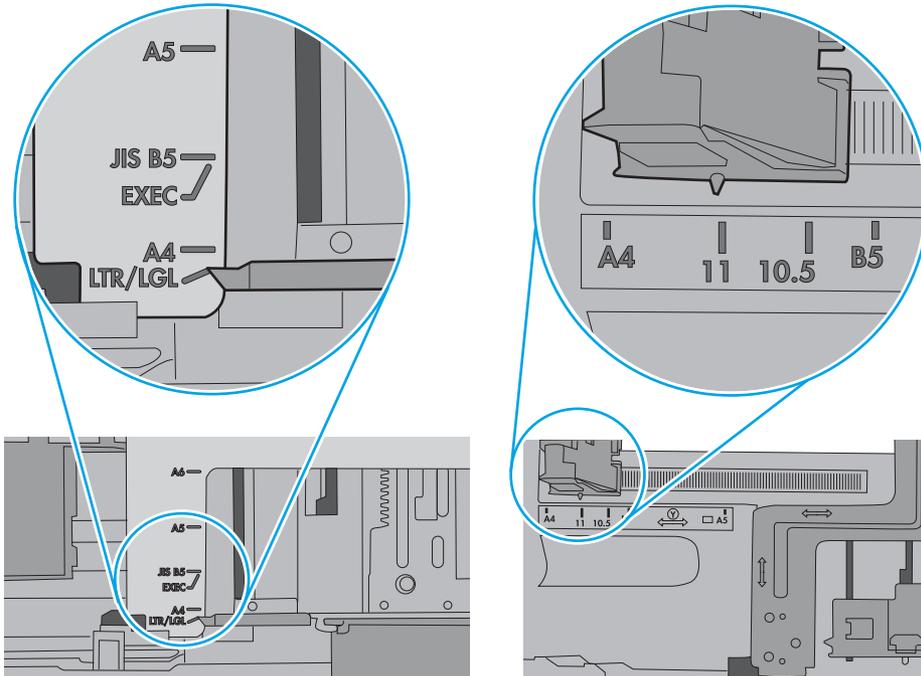
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

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



**Figure 6-2** Size markings for cassette trays

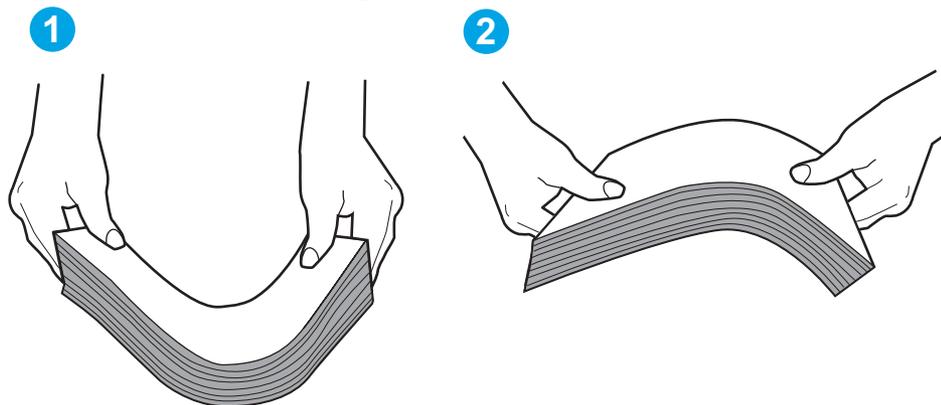


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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

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

**Figure 6-3** Technique for flexing the paper stack

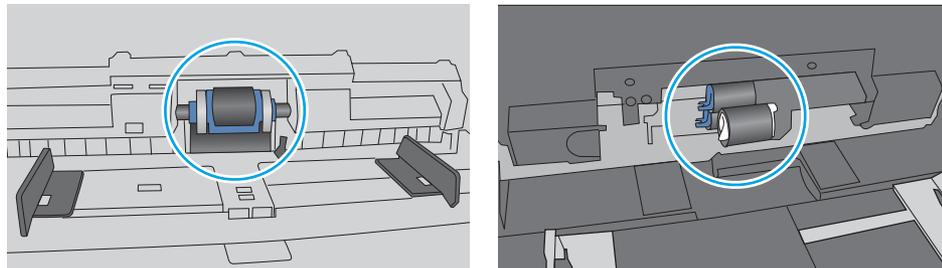


6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

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



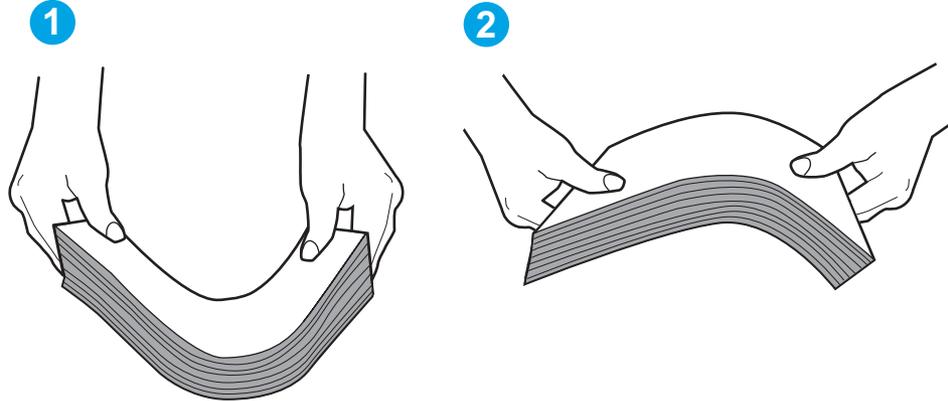
## The printer picks up multiple sheets of paper

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

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

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

**Figure 6-5** Technique for flexing the paper stack



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

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

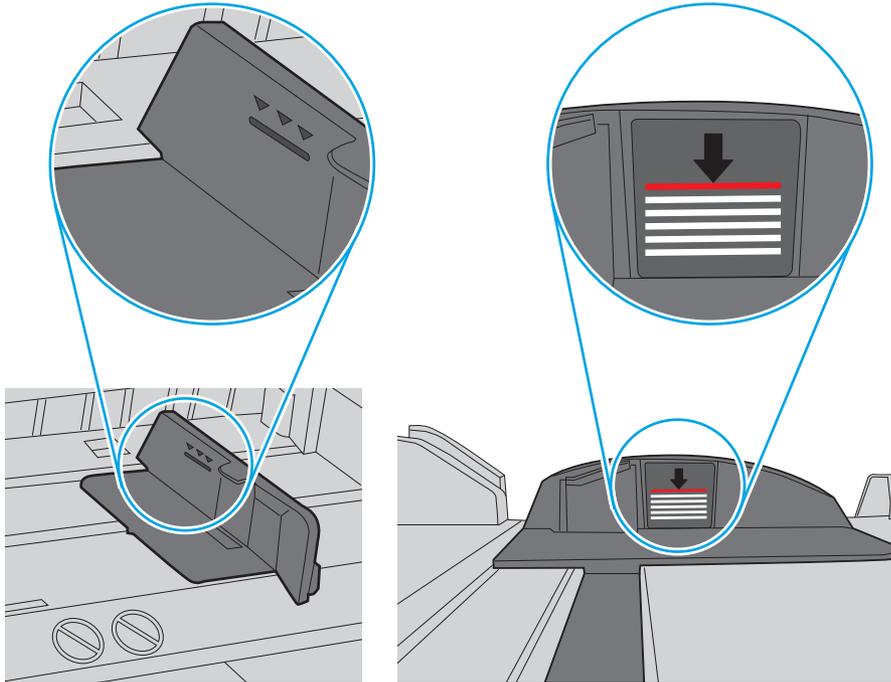
In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.

4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

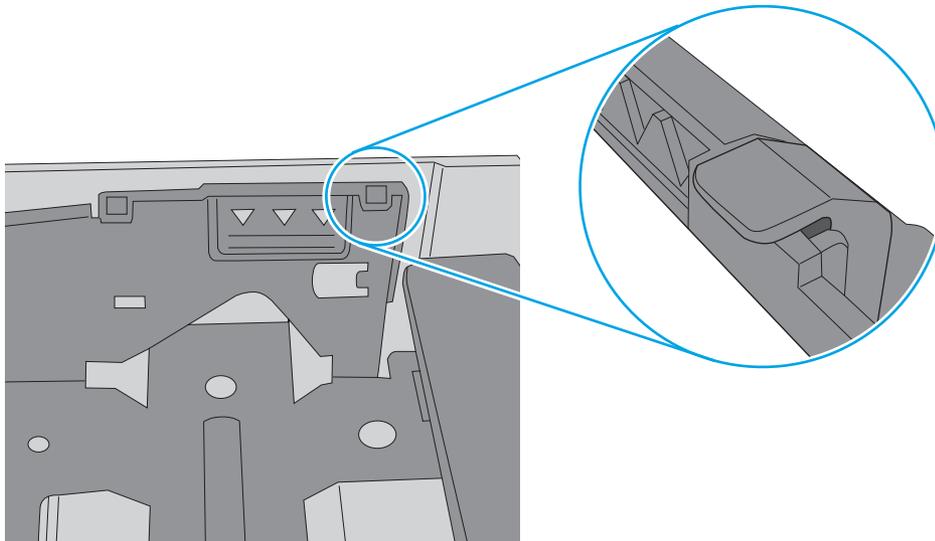
5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

**Figure 6-6** Stack-height markings



**Figure 6-7** Tab for the paper stack

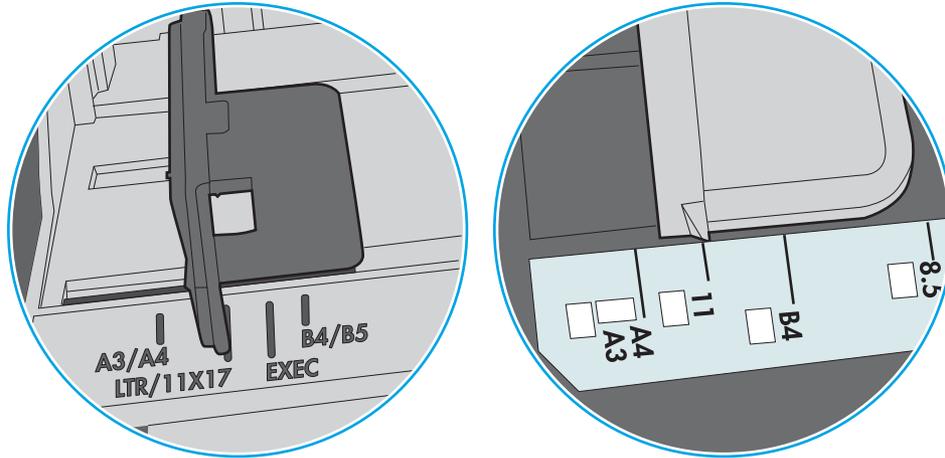


6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

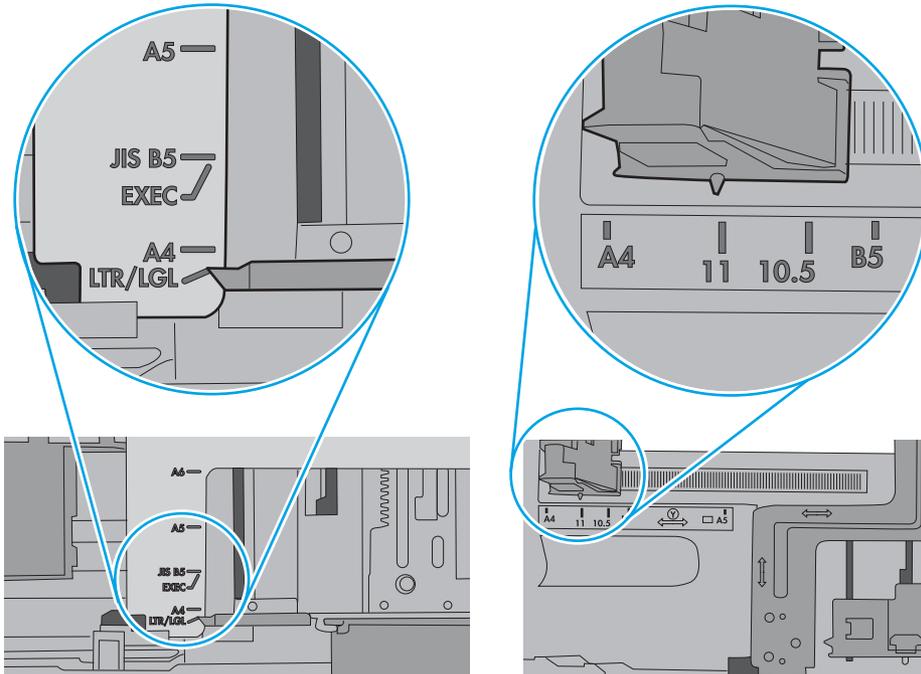
 **NOTE:** Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

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



**Figure 6-9** Size markings for cassette trays



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

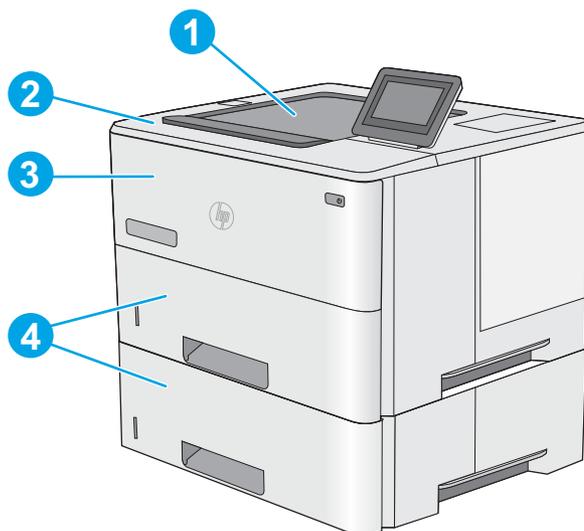
# Clear paper jams

## Introduction

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

- [Jam locations](#)
- [Auto-navigation for clearing jams](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Clear paper jams in Tray 1](#)
- [Clear paper jams in Tray 2 and the 550-sheet trays](#)
- [Clear paper jams in the toner-cartridge area](#)
- [Clear paper jams in the rear door and the fuser area](#)
- [Clear paper jams in the output bin](#)
- [Clear paper jams in the duplexer](#)

## Jam locations



1	Output bin
2	Top cover and toner-cartridge area
3	Tray 1
4	Tray 2 and the optional 1 x 550-sheet feeders

**NOTE:** Remove Tray 2 to access jams in the duplexer.

## Auto-navigation for clearing jams

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

## Experiencing frequent or recurring paper jams?

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

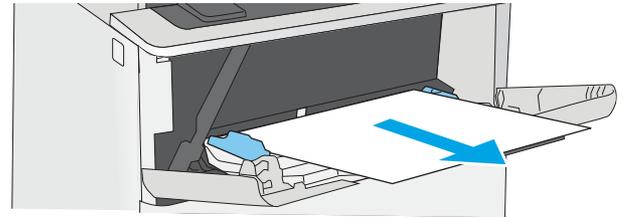
1. Use only paper that meets HP specifications for this printer.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. Make sure that the tray is fully inserted in the printer.
7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.
8. Open the [Trays](#) menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

## Clear paper jams in Tray 1

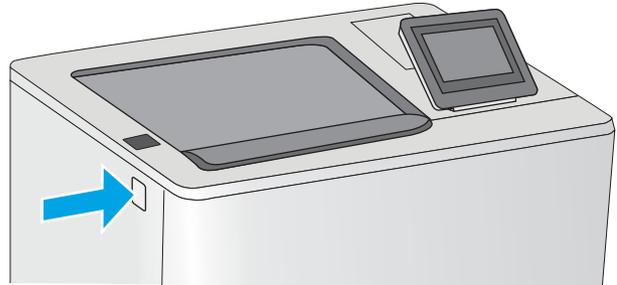
Use the following procedure to clear paper jams in Tray 1. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. If most of the sheet of paper is visible in the tray, slowly pull the jammed paper out of the printer. Make sure that the entire sheet is removed. If it tears, continue with the following steps to find the remnants.

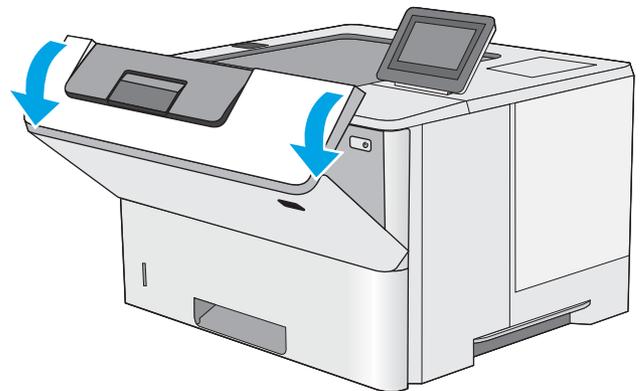
If most of the sheet of paper has been pulled inside the printer, continue with the following steps.



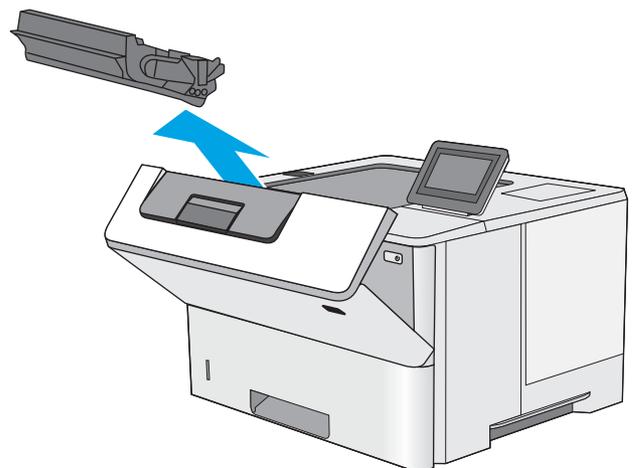
2. Press the top-cover-release button on the left side of the printer.



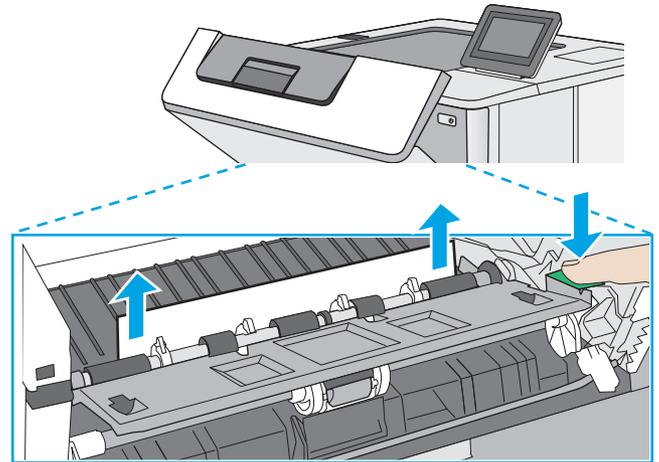
3. Open the front door.



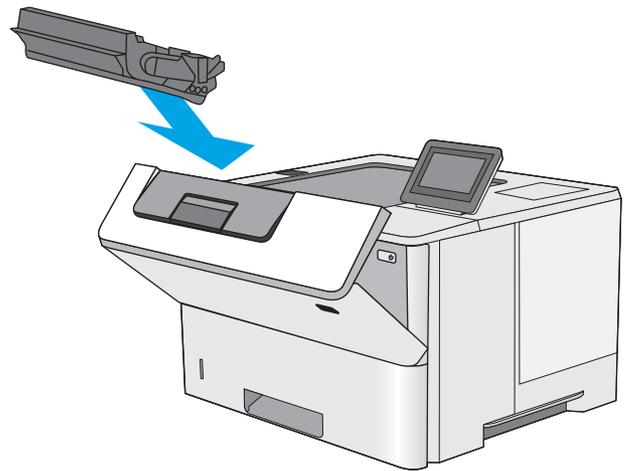
4. Remove the toner cartridge.



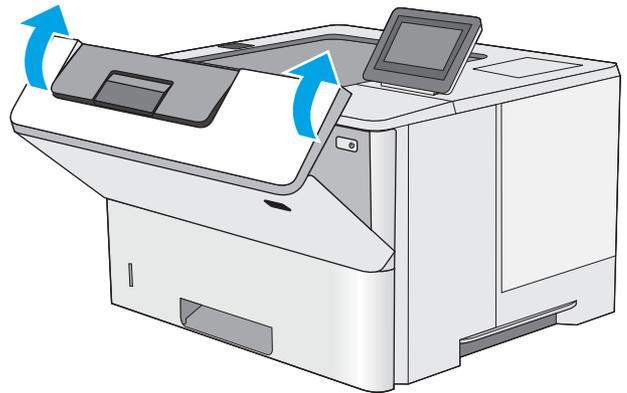
5. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.



6. Reinsert the toner cartridge.



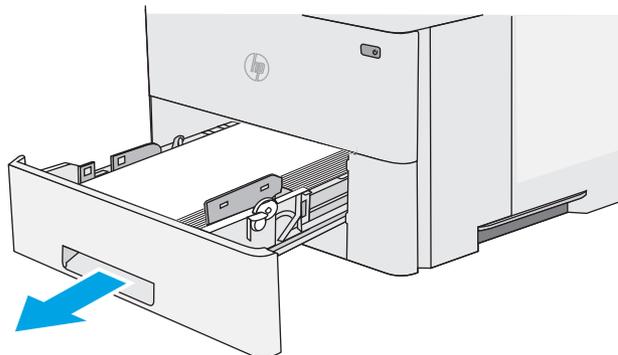
7. Close the front door.



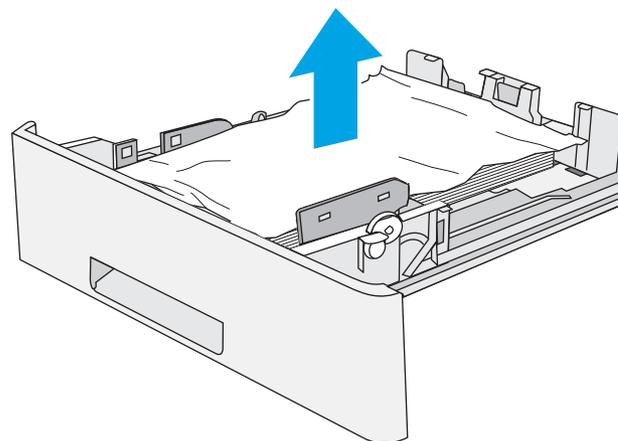
## Clear paper jams in Tray 2 and the 550-sheet trays

Use the following procedure to check for paper in all possible jam locations related to Tray 2 and the 550-sheet trays. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

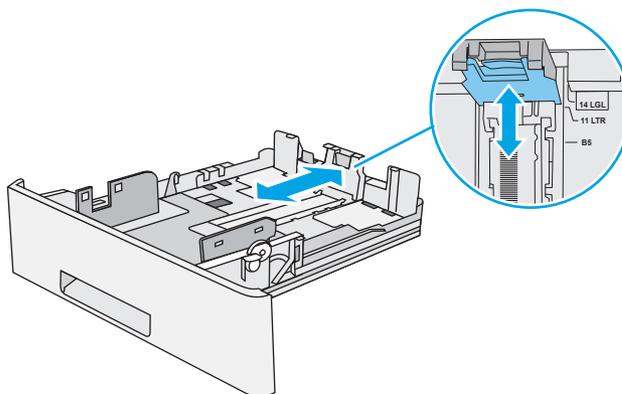
1. Remove the tray from the printer.



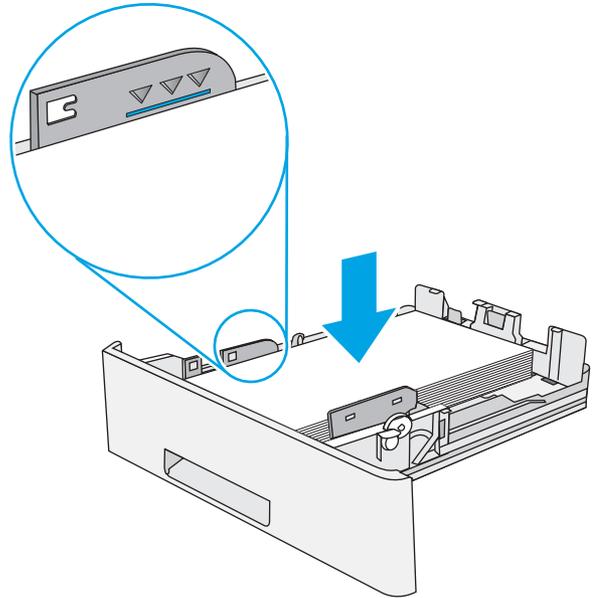
2. Remove the paper from the tray, and discard any damaged paper.



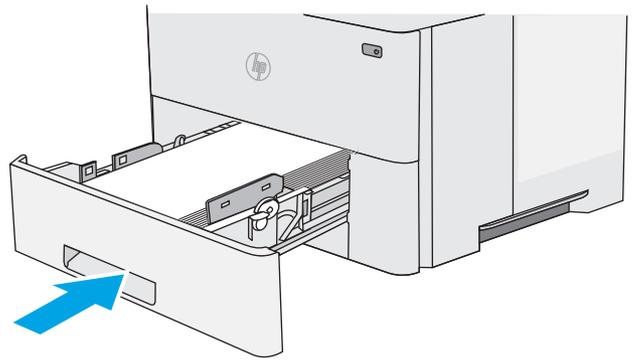
3. Verify that the rear paper guide is adjusted to the indentation for the correct paper size. If necessary, pinch the release and move the rear paper guide to the correct position. It should click into place.



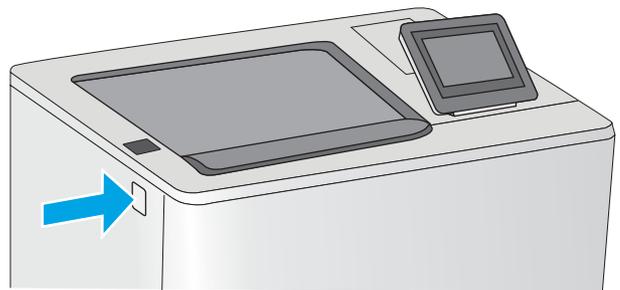
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.



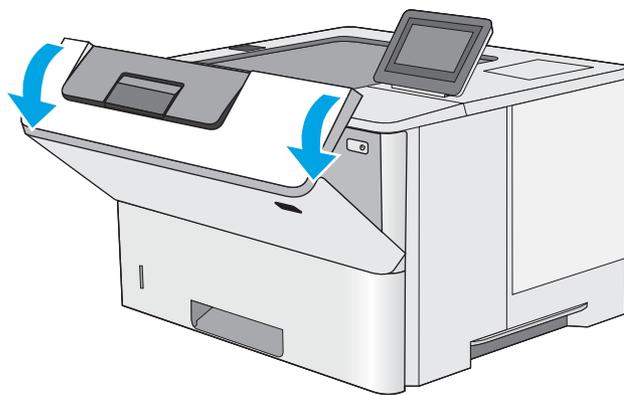
5. Reinsert and close the tray.



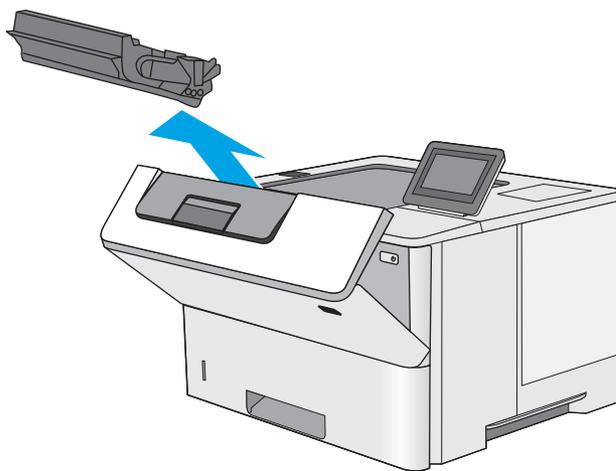
6. Press the top-cover-release button on the left side of the printer.



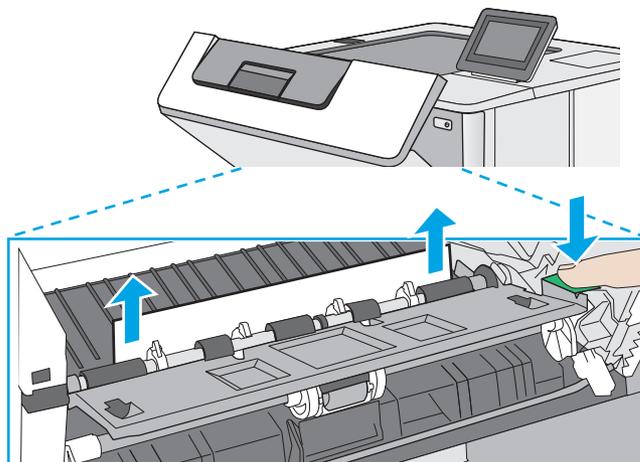
7. Open the front door.



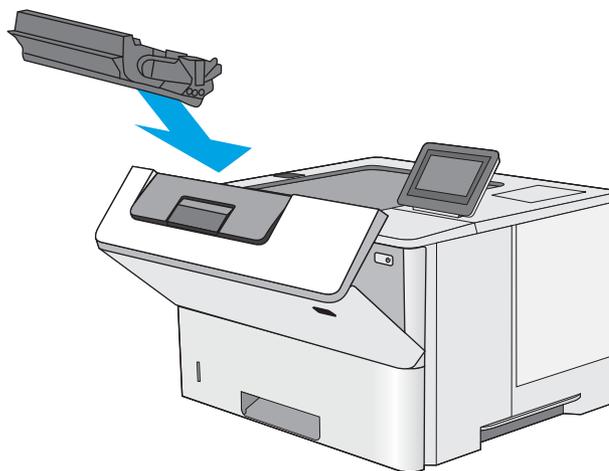
8. Remove the toner cartridge.



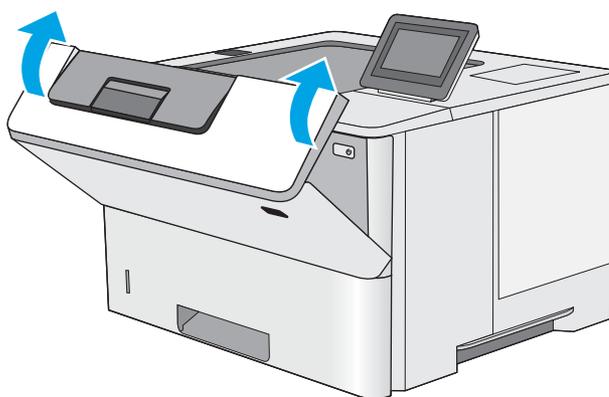
9. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.



10. Reinsert the toner cartridge.



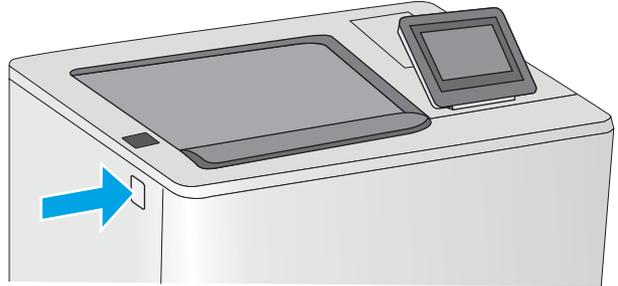
11. Close the front door.



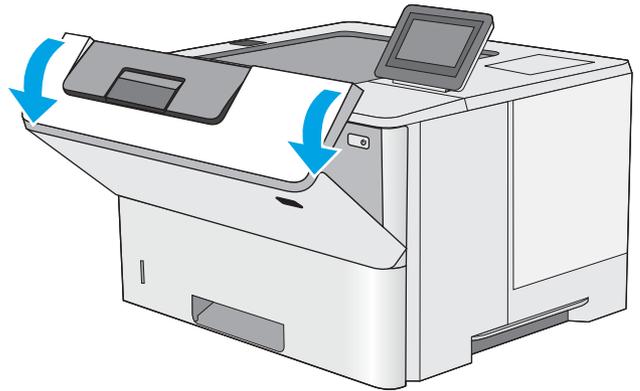
## Clear paper jams in the toner-cartridge area

Use the following procedure to check for paper in all possible jam locations in the toner-cartridge area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

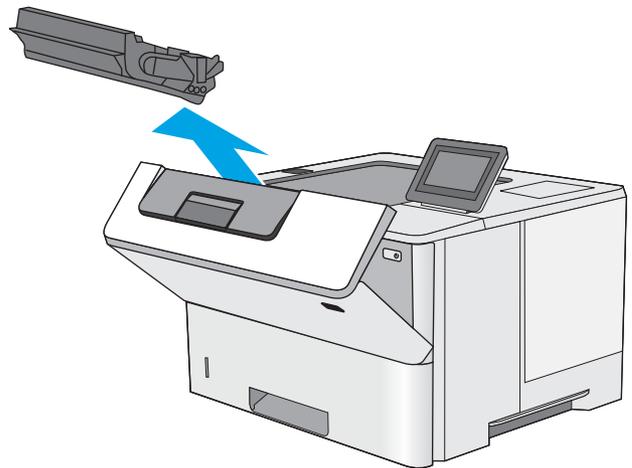
1. Press the top-cover-release button on the left side of the printer.



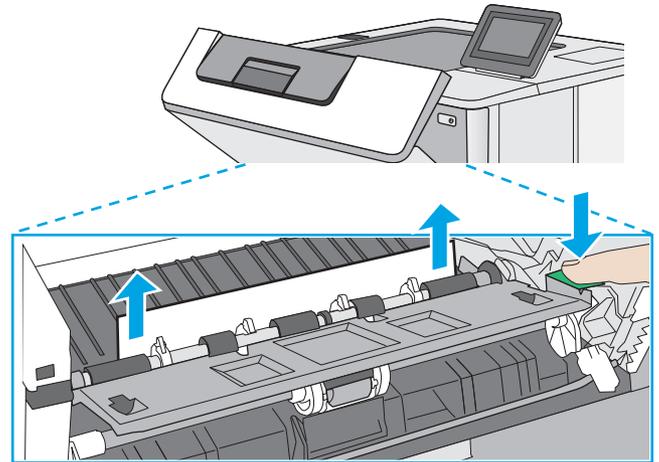
2. Open the front door.



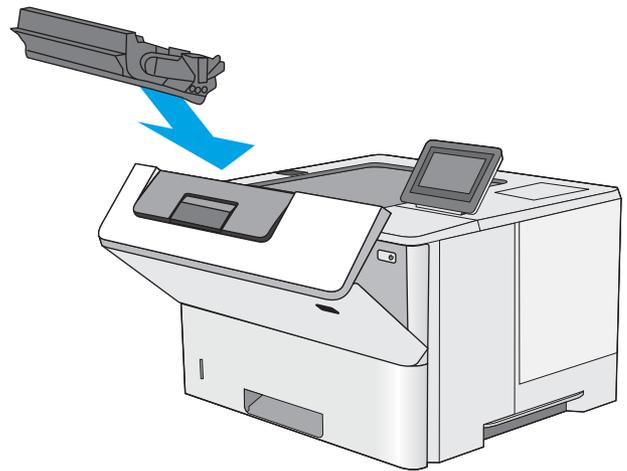
3. Remove the toner cartridge.



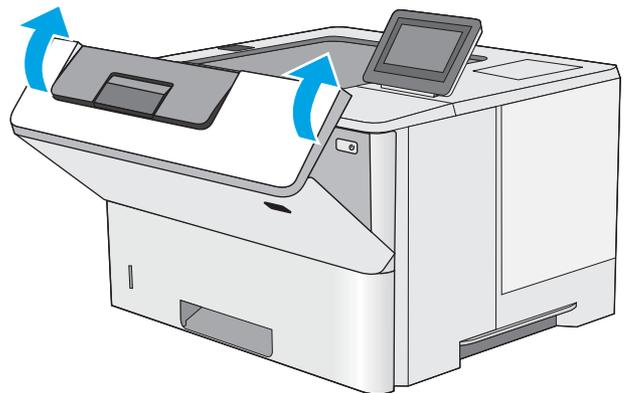
4. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.



5. Reinsert the toner cartridge.



6. Close the front door.

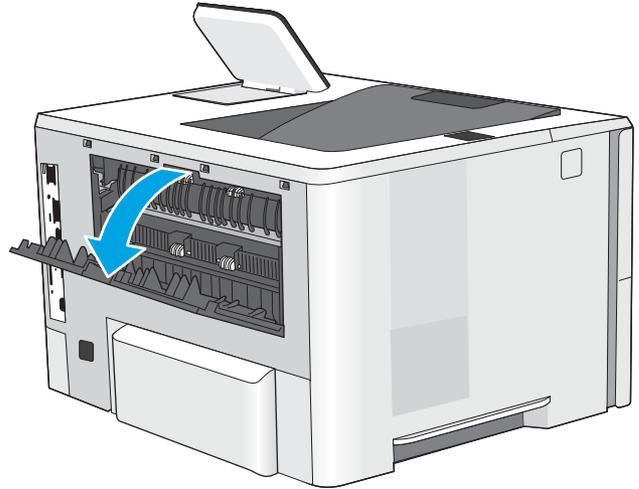


## Clear paper jams in the rear door and the fuser area

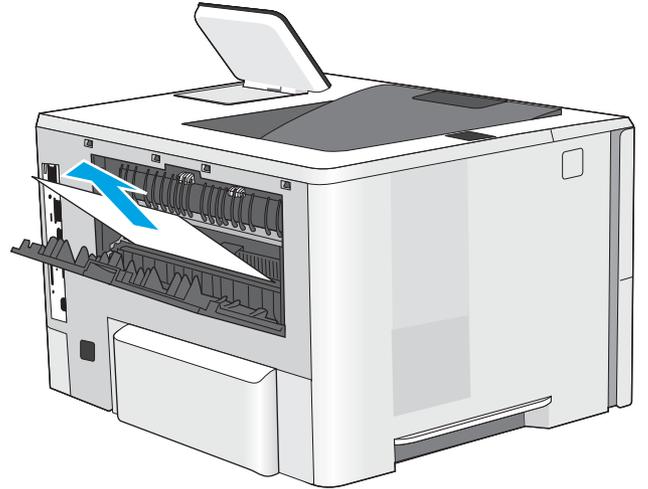
Use the following procedure to clear paper jams in the rear door and fuser area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

 **NOTE:** The fuser is hot while the printer is in use. Wait for the fuser to cool before clearing jams.

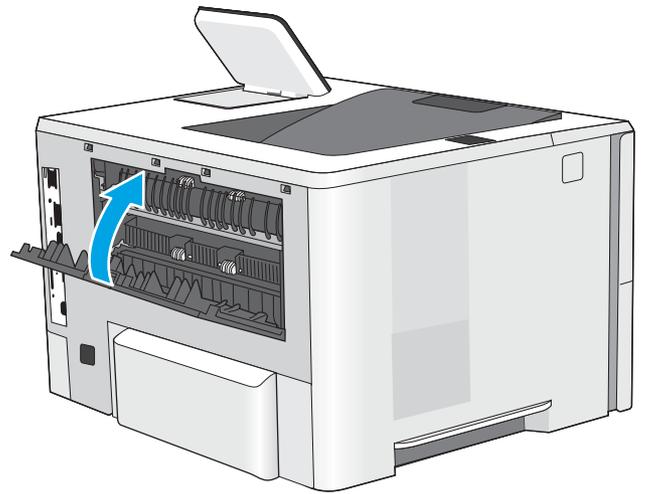
1. Open the rear door.



2. Remove any jammed paper.



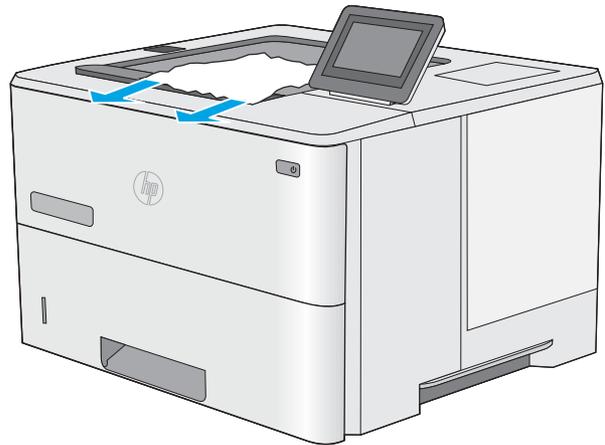
3. Close the rear door



## Clear paper jams in the output bin

Use the following procedure to check for paper in all possible jam locations in the output bin. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

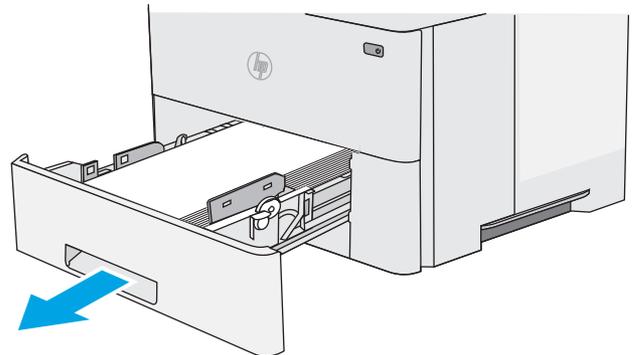
1. If paper is visible in the output bin, grasp the leading edge and remove it.



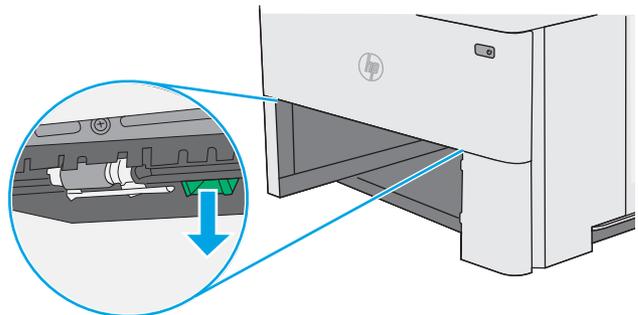
## Clear paper jams in the duplexer

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

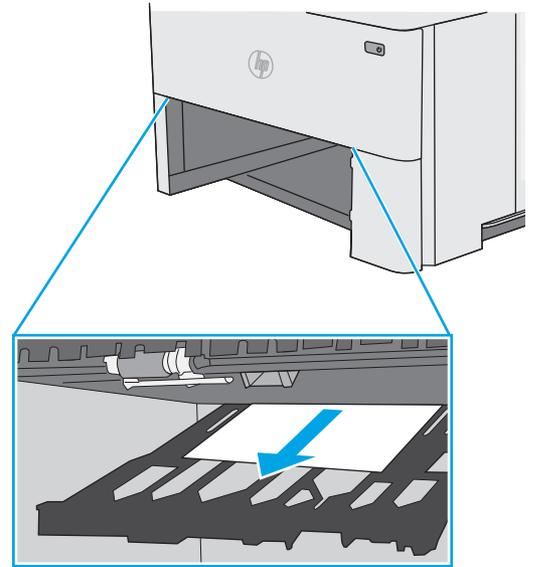
1. Remove Tray 2 from the printer.



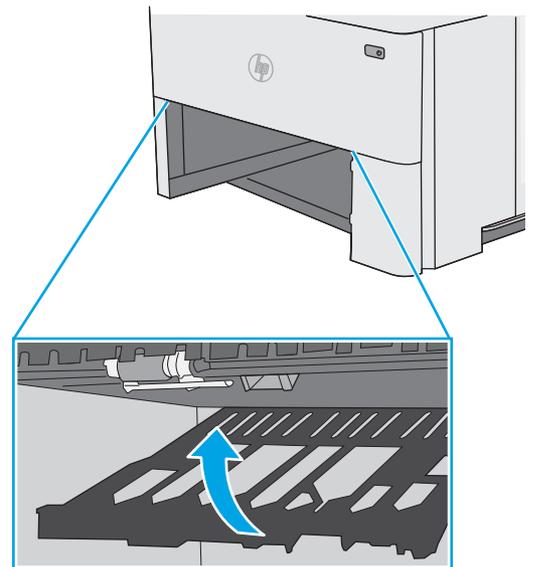
2. Pull forward on the green tab inside the tray area to release the duplex pan.



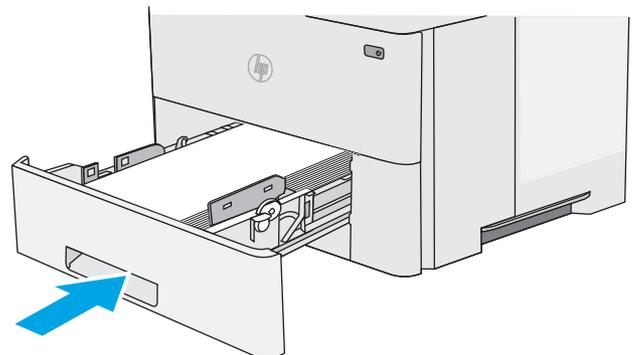
3. Remove any jammed paper.



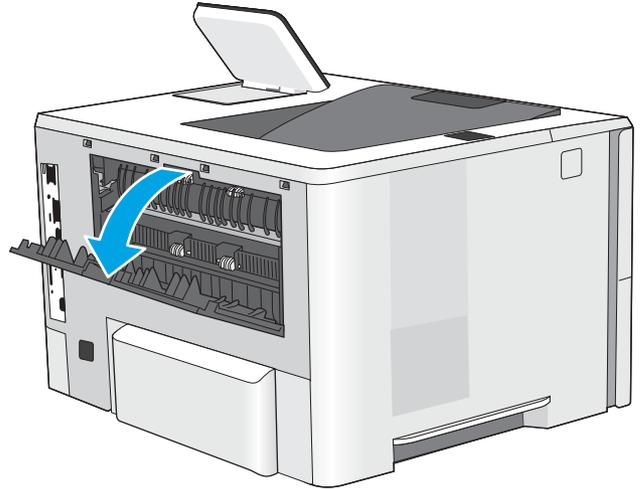
4. Close the duplex pan.



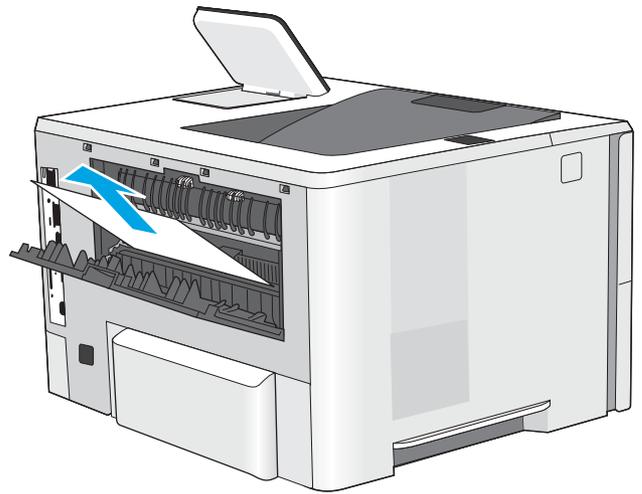
5. Reinsert and close the tray.



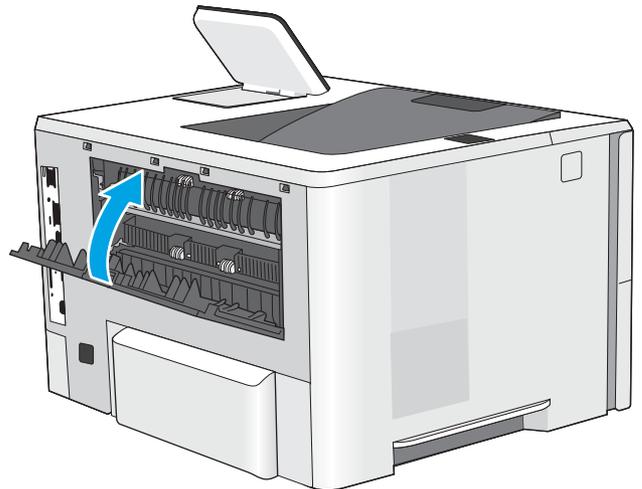
6. Open the rear door.



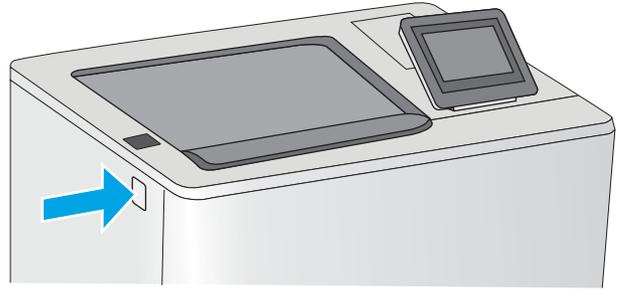
7. Remove any jammed paper.



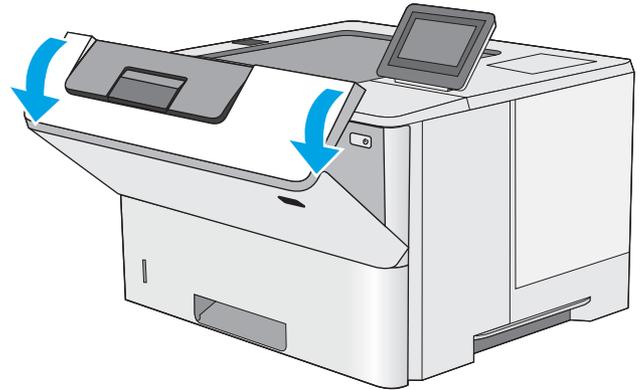
8. Close the rear door



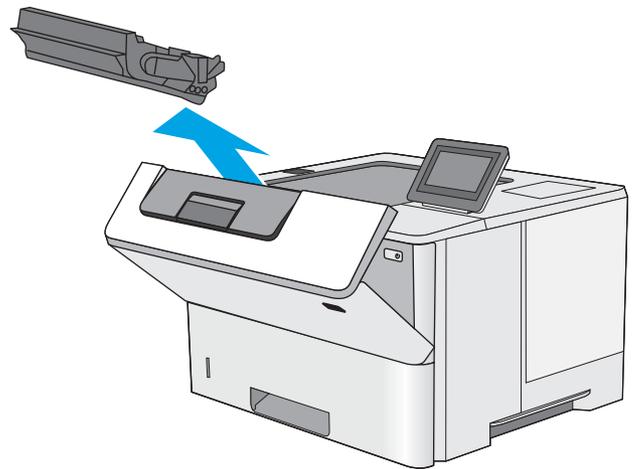
9. Press the top-cover-release button on the left side of the printer.



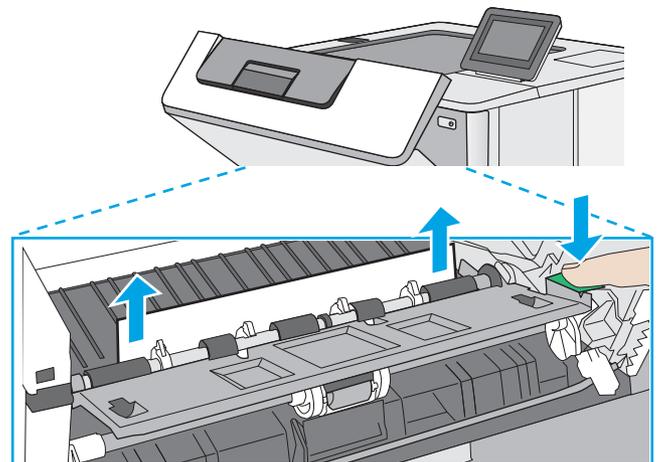
10. Open the front door.



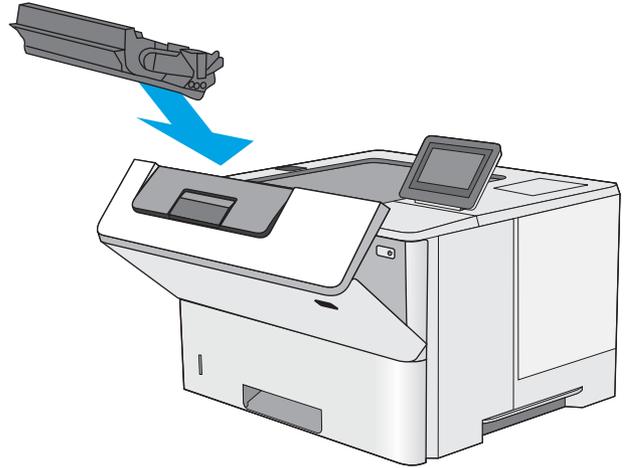
11. Remove the toner cartridge.



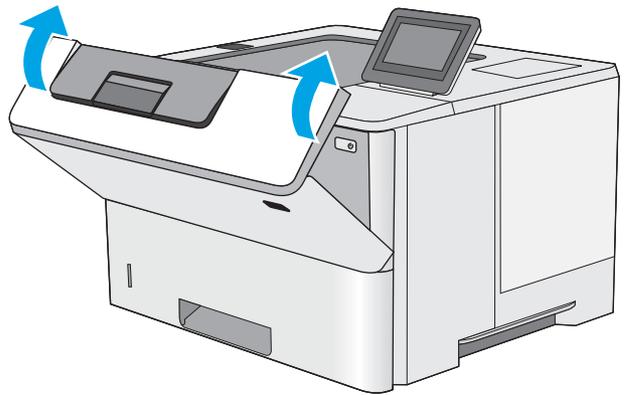
12. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.



13. Reinsert the toner cartridge.



14. Close the front door.



# Improve print quality

## Introduction

- [Print from a different software program](#)
- [Check the paper-type setting for the print job](#)
- [Check toner-cartridge status](#)
- [Clean the printer](#)
- [Visually inspect the toner cartridge](#)
- [Check paper and the printing environment](#)
- [Check the EconoMode settings](#)
- [Try a different print driver](#)

If the printer is having print-quality problems, try the following solutions in the order presented to resolve the issue.

## Print from a different software program

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

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

Check the paper type setting when printing from a software program and the printed pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or small areas of missing toner.

### Check the paper type setting (Windows)

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Paper Type** 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 (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the printer.

3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **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.

### Step one: Print the supplies status page

1. Press the Home  button on the printer control panel.
2. Select **Supplies**.
3. The status of all supply items is listed on the screen.
4. To print a report of the status of all supply items, including the genuine HP part number for reordering the supply, select **Manage Supplies**, and then select **Print Supplies Status**.

### Step two: Check supplies status

1. Look at the supplies status report to check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

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

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

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

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

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

## Clean the printer

### Print a cleaning page

During the printing process paper, toner, and dust particles can accumulate inside the printer and can cause print-quality issues such as toner specks or spatter, smears, streaks, lines, or repeating marks.

Follow these steps to clean the printer's paper path.

1. Press the Home  button on the printer control panel.
2. Select [Device Maintenance](#).
3. Select [Calibration/Cleaning](#), and then select [Cleaning Page](#) to print the page.

A **Cleaning** message displays on the printer control panel. The cleaning process takes a few minutes to complete. Do not turn the printer off until the cleaning process has finished. When it is finished, discard the printed page.

## Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridge from the printer.
2. Check the memory chip for damage.
3. Examine the surface of the green imaging drum.

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

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4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.
5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

## Check paper and the printing environment

### Step one: Use paper that meets HP specifications

Some print-quality problems arise from using paper that does not meet HP specifications.

- Always use a paper type and weight that this printer supports.
- Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.
- Use paper that has not been previously printed on.
- Use paper that does not contain metallic material, such as glitter.
- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.
- Use paper that is not too rough. Using smoother paper generally results in better print quality.

### Step two: Check the environment

The environment can directly affect print quality and is a common cause for print-quality or paper-feeding issues. Try the following solutions:

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.
- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.
- Do not place the printer in a confined space, such as a cabinet.

- Place the printer on a sturdy, level surface.
- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.
- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

### Step three: Set the individual tray alignment

Follow these steps when text or images are not centered or aligned correctly on the printed page when printing from specific trays.

1. Press the Home  button on the printer control panel.
2. Open the following menus:
  - Administration
  - General Settings
  - Print Quality
  - Image Registration
3. Select the tray to adjust.
4. Select [Print Test Page](#), and then follow the instructions on the printed pages.
5. Select [Print Test Page](#) again to verify the results, and then make further adjustments if necessary.
6. Touch the [Save](#) button or press the [OK](#) button to save the new settings.

### Check the EconoMode settings

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



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

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

1. From the software program, select the **Print** option.
2. Select the printer, 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 a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: [www.hp.com/support/ljm506](http://www.hp.com/support/ljm506).

<b>HP PCL.6 driver</b>	<ul style="list-style-type: none"> <li>• Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one.</li> </ul>
<b>HP PCL 6 driver</b>	<ul style="list-style-type: none"> <li>• Recommended for all Windows environments</li> </ul>
<b>HP PCL-6 driver</b>	<ul style="list-style-type: none"> <li>• Provides the overall best speed, print quality, and printer-feature support for most users</li> <li>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul>
<b>HP UPD PS driver</b>	<ul style="list-style-type: none"> <li>• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs</li> <li>• Provides support for printing from postscript emulation needs, or for postscript flash font support</li> </ul>
<b>HP UPD PCL 5</b>	<ul style="list-style-type: none"> <li>• Recommended for general office printing in Windows environments</li> <li>• Compatible with previous PCL versions and older HP LaserJet printers</li> <li>• The best choice for printing from third-party or custom software programs</li> <li>• The best choice when operating with mixed environments, which require the printer to be set to PCL 5 (UNIX, Linux, mainframe)</li> <li>• Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models</li> <li>• Preferred when printing to multiple printer models from a mobile Windows computer</li> </ul>
<b>HP UPD PCL 6</b>	<ul style="list-style-type: none"> <li>• Recommended for printing in all Windows environments</li> <li>• Provides the overall best speed, print quality, and printer feature support for most users</li> <li>• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments</li> <li>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5</li> </ul>

# Solve wired network problems

## Introduction

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

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



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

## Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.
2. Verify that cable connections are secure.
3. Look at the network port connection on the back of the printer, and verify that the amber activity light 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 printer

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

## The computer is unable to communicate with the printer

1. Test network communication by pinging the network.
  - a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
  - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
- b. Type `ping` followed by the IP address for your printer.
  - c. If the window displays round-trip times, the network is working.
2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the printer, and the computer are all configured for the same network.

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

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

## New software programs might be causing compatibility problems

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

## The computer or workstation might be set up incorrectly

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

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

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



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