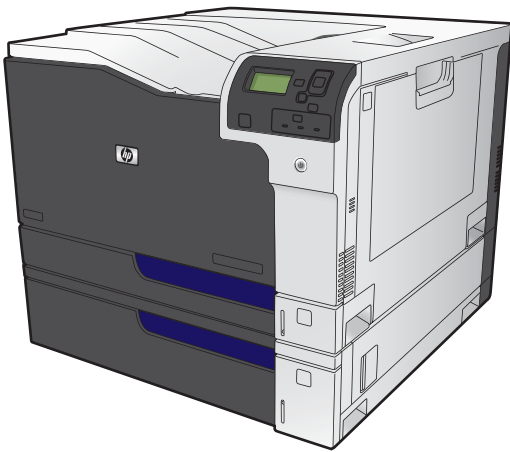




# Color LaserJet Enterprise M750

## User Guide







# HP Color LaserJet Enterprise M750 Printer Series

User Guide

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## Conventions used in this guide

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 **TIP:** Tips provide helpful hints or shortcuts.

 **NOTE:** Notes provide important information to explain a concept or to complete a task.

 **CAUTION:** Cautions indicate procedures that you should follow to avoid losing data or damaging the product.

 **WARNING!** Warnings alert you to specific procedures that you should follow to avoid personal injury, catastrophic loss of data, or extensive damage to the product.

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# Table of contents

<b>1 Product basics</b> .....	<b>1</b>
Product comparison .....	2
Supported operating systems .....	3
Serial number and model number location .....	4
Control panel layout .....	5
Product hardware setup and software installation .....	6
<b>2 Control panel menus</b> .....	<b>7</b>
Navigate the Administration menu .....	8
Print information pages .....	9
Print the menu map .....	9
Print the configuration report .....	9
<b>3 Paper and print media</b> .....	<b>11</b>
Understand paper use .....	12
Special paper guidelines .....	12
Change the printer driver to match the paper type and size .....	14
Supported paper sizes .....	15
Supported paper sizes for duplex printing .....	17
Supported paper types and tray capacity .....	18
Load paper trays .....	19
Load Tray 1 .....	19
Load Tray 2, Tray 3, and optional Trays 4, 5, and 6 with standard-size paper .....	20
Load Tray 2, Tray 3, and optional Trays 4, 5, and 6 with custom-size paper .....	22
Tray and bin capacity .....	23
Paper orientation for loading trays .....	24
Paper orientation for loading Tray 1 .....	25
Paper orientation for loading Tray 2, Tray 3, or optional Trays 4, 5, and 6 .....	27
Configure trays .....	28
Configure a tray when loading paper .....	28
Configure a tray to match print job settings .....	28

Configure a tray from the control panel .....	28
Automatic paper sensing (auto-sense mode) .....	29
Auto-sense settings .....	29
Select the paper by source, type, or size .....	29
Source .....	29
Type and Size .....	29
<b>4 Print tasks .....</b>	<b>31</b>
Supported print drivers (Windows) .....	32
HP Universal Print Driver (UPD) .....	32
UPD installation modes .....	33
Print tasks (Windows) .....	34
Use a printing shortcut (Windows) .....	34
Create printing shortcuts (Windows) .....	36
Automatically print on both sides (Windows) .....	39
Manually print on both sides (Windows) .....	41
Print multiple pages per sheet (Windows) .....	43
Select the page orientation (Windows) .....	45
Select the paper type (Windows) .....	47
Print the first or last page on different paper (Windows) .....	50
Scale a document to fit page size (Windows) .....	53
Create a booklet (Windows) .....	55
Print tasks (Mac OS X) .....	57
Use a printing preset (Mac OS X) .....	57
Create a printing preset (Mac OS X) .....	57
Automatically print on both sides (Mac OS X) .....	57
Manually print on both sides (Mac OS X) .....	57
Print multiple pages per sheet (Mac OS X) .....	58
Select the page orientation (Mac OS X) .....	58
Select the paper type (Mac OS X) .....	58
Print a cover page (Mac OS X) .....	58
Scale a document to fit page size (Mac OS X) .....	59
Create a booklet (Mac OS X) .....	59
Additional print tasks (Windows) .....	60
Cancel a print job (Windows) .....	60
Select the paper size (Windows) .....	60
Select a custom paper size (Windows) .....	61
Print watermarks (Windows) .....	61
Additional print tasks (Mac OS X) .....	62
Cancel a print job (Mac OS X) .....	62
Select the paper size (Mac OS X) .....	62



Select a custom paper size (Mac OS X) .....	62
Print watermarks (Mac OS X) .....	62
Store print jobs on the product .....	64
Create a stored job (Windows) .....	64
Create a stored job (Mac OS X) .....	66
Print a stored job .....	67
Delete a stored job .....	67
Add a job-separator page (Windows) .....	68
Mobile printing .....	69
HP ePrint .....	69
HP ePrint software .....	69
AirPrint .....	70
<b>5 Color .....</b>	<b>71</b>
Adjust color .....	72
Automatic .....	72
Print in Grayscale .....	72
Manual color adjustment .....	73
Manual color options .....	73
Use the HP EasyColor option .....	74
Change the color options (Windows) .....	75
Change the color theme for a print job (Windows) .....	76
Change the color options (Mac OS X) .....	77
Match colors .....	78
Sample book color matching .....	78
Print color samples .....	78
PANTONE® color matching .....	79
<b>6 Manage and maintain .....</b>	<b>81</b>
HP Embedded Web Server .....	82
How to access the HP Embedded Web Server (EWS) .....	82
HP Utility for Mac OS X .....	83
Open HP Utility .....	83
HP Utility features .....	83
Use HP Web Jetadmin software .....	85
Manage supplies and accessories .....	86
Print when a cartridge is at estimated end of life .....	86
Supplies messages .....	86
Enable or disable the Very Low Settings options from the control panel .....	86
Manage print cartridges .....	87
Toner cartridge storage .....	87

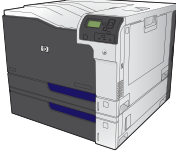
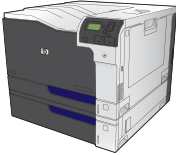
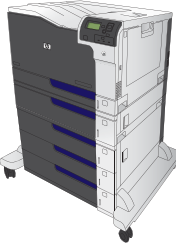
HP policy on non-HP supplies .....	87
HP anticounterfeit Web site .....	87
Recycle supplies .....	87
Data stored on the toner cartridge .....	87
Replacement instructions .....	88
Replace print cartridges .....	88
Replace the toner collection unit .....	91
Clean the product .....	93
Clean the paper path .....	93
Software and firmware updates .....	94
<b>7 Solve problems .....</b>	<b>95</b>
Self help .....	96
Solve general problems .....	97
Troubleshooting checklist .....	97
Factors that affect product performance .....	98
Interpret control-panel messages .....	99
Control-panel message types .....	99
Control-panel messages .....	99
Supplies status messages .....	99
Clear jams .....	106
Prevent jams .....	106
Jam locations .....	107
Clear jams in Tray 1 .....	108
Clear jams from Tray 2, Tray 3, or an optional tray .....	110
Clear jams in the upper right door .....	111
Clear jams in the lower right door .....	113
Clear jams in the output bin area .....	114
<b>Appendix A Supplies and accessories .....</b>	<b>115</b>
Order parts, accessories, and supplies .....	116
Part numbers .....	117
Accessories .....	117
Print cartridges .....	117
Cables and interfaces .....	117
Maintenance kits .....	117
<b>Index .....</b>	<b>119</b>

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# 1 Product basics

- [Product comparison](#)
- [Supported operating systems](#)
- [Serial number and model number location](#)
- [Control panel layout](#)
- [Product hardware setup and software installation](#)

# Product comparison

Model	Features
HP Color LaserJet M750n 	<ul style="list-style-type: none"><li>• 100-sheet multipurpose input tray (Tray 1)</li><li>• 250-sheet input tray (Tray 2)</li><li>• 500-sheet input tray (Tray 3)</li><li>• 300-sheet, face-down output bin</li><li>• Hi-Speed USB 2.0 port</li><li>• HP Jetdirect embedded print server for connecting to a 10/100/1000Base-TX network</li><li>• 1 gigabyte (GB) of random access memory (RAM)</li><li>• USB port on the control panel for walk-up printing</li></ul>
HP Color LaserJet M750dn 	<ul style="list-style-type: none"><li>• 100-sheet multipurpose input tray (Tray 1)</li><li>• 250-sheet input tray (Tray 2)</li><li>• 500-sheet input tray (Tray 3)</li><li>• 300-sheet, face-down output bin</li><li>• Hi-Speed USB 2.0 port</li><li>• HP Jetdirect embedded print server for connecting to a 10/100/1000Base-TX network</li><li>• 1 GB of RAM</li><li>• USB port on the control panel for walk-up printing</li><li>• Automatic two-sided printing</li></ul>
HP Color LaserJet M750xh 	<ul style="list-style-type: none"><li>• 100-sheet multipurpose input tray (Tray 1)</li><li>• 250-sheet input tray (Tray 2)</li><li>• 500-sheet input tray (Tray 3)</li><li>• HP 3x500-sheet paper feeder (Trays 4, 5, and 6)</li><li>• 300-sheet, face-down output bin</li><li>• Hi-Speed USB 2.0 port</li><li>• HP Jetdirect embedded print server for connecting to a 10/100/1000Base-TX network</li><li>• 1 GB of RAM</li><li>• USB port on the control panel for walk-up printing</li><li>• Automatic two-sided printing</li><li>• HP Encrypted High Performance Hard Disk</li></ul>

## Supported operating systems

 **IMPORTANT:** The list of supported operating systems applies to the Windows PCL 6, UPD PCL 6, UPD PCL 5, UPD PS, and Mac print drivers and to the in-box software installation CD. For a current list of supported operating systems, go to [www.hp.com/support/colorljM855](http://www.hp.com/support/colorljM855) for HP's all-inclusive help for your product. If you are located outside the US, go to [www.hp.com/support](http://www.hp.com/support), select a country/region, and then click Drivers & Software. Enter a product name or number. In the Download Options area, click Drivers, Software & Firmware. Click the operating system version, and then click the Download button.


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Mac installer software is not included on the CD. The CD provides steps to download the Mac installer software from [www.hp.com](http://www.hp.com). Some Mac products no longer include an internal drive to install new software from CDs. If you do not have an external Apple USB SuperDrive, the steps to download the Mac installer software are as follows: Go to [www.hp.com/support](http://www.hp.com/support), select the country/region, and then click Drivers & Software. Enter a product name or number. In the Download Options area, click Drivers, Software & Firmware. Click the operating system version, and then click the Download button.

Windows XP SP3 or later, 32-bit and 64-bit.

 **NOTE:** The software installer does not support the 64-bit version, but the print driver supports it.

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


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

Windows Vista, 32-bit and 64-bit **NOTE:** Windows Vista Starter is not supported by the software installer or the print driver.

Windows 7, 32-bit and 64-bit

Windows 8, 32-bit and 64-bit


 **NOTE:** UPD PCL 5 is not supported for Windows 8.

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Windows 2003 Server SP2 or later, 32-bit and 64-bit

 **NOTE:** The software installer does not support the 64-bit version, but the print driver supports it.

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
 **NOTE:** Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best-effort support for the discontinued Server 2003 operating system.

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Windows Server 2008, 32-bit and 64-bit

Windows Server 2008 R2, 64-bit

Windows Server 2012, 64-bit

 **NOTE:** UPD PCL 5 is not supported for Windows Server 2012.

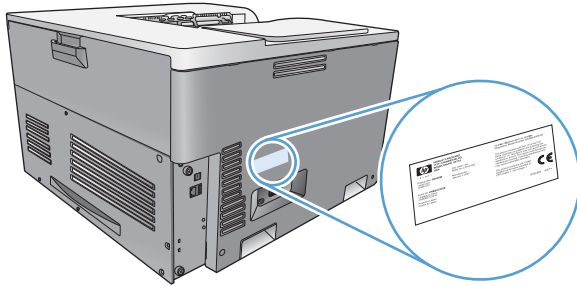
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Mac OS X 10.6, 10.7 Lion, and 10.8 Mountain Lion

The HP Software Installer CD installs the HP PCL 6 discrete driver for Windows operating systems along with other optional software.

## Serial number and model number location

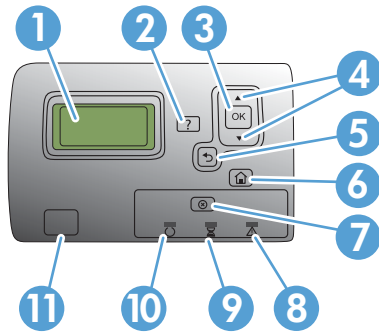
The model number and serial number are listed on an identification label located on the left side of the product. The serial number contains information about the country/region of origin, the product version, production code, and the production number of the product.












Model name	Model number
HP Color LaserJet M750n	D3L08A
HP Color LaserJet M750dn	D3L09A
HP Color LaserJet M750xh	D3L10A

# Control panel layout

The control panel includes a color, graphical and text display, job-control buttons, and three light-emitting diode (LED) status lights.



1	Control panel display	Shows status information, menus, help information, and error messages.
2	 Help button	Provides detailed information, including animations, about product messages or menus.
3	OK button	Makes selections and resumes printing after continuable errors.
4	 Up arrow button	Navigates menus and text, and increases the values of numerical items in the display.
	 Down arrow button	Navigates menus and text, and decreases the values of numerical items in the display.
5	 Back arrow button	Navigates backward in nested menus.
6	 Home button	Opens and closes the menu structure.
7	 Stop button	Halts the current job, presents a choice to resume or cancel the current job, clears paper from the product, and clears any continuable errors that are associated with the halted job. If the product is not printing a job, pressing the Stop button pauses the product.
8	 Attention light	The Attention light indicates that the product has a condition that requires intervention. Examples include an empty paper tray or an error message on the display.
9	 Data light	The Data light indicates that the product is receiving data.
10	 Ready light	The Ready light indicates that the product is ready to begin processing any job.
11	Walk-up USB port	Connect a USB flash drive for walk-up printing.

**NOTE:** To enable and use the walk-up USB port, see the online user guide at [www.hp.com/support/colorjM750](http://www.hp.com/support/colorjM750).

# Product hardware setup and software installation

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

In the US, go to [www.hp.com/support/colorijM750](http://www.hp.com/support/colorijM750) for HP's all-inclusive help for your product.

Outside the US, follow these steps:

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

Select your product to find the following support:

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




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## 2 Control panel menus


- [Navigate the Administration menu](#)
- [Print information pages](#)

## Navigate the Administration menu

The [Administration](#) menu has several sub-menus, which are listed when you select the menu and then press the **OK** button. To return to the previous level, press the **Back** button.

1. At the control panel, press the Home button .
2. Use the arrow buttons to navigate to the [Administration](#) menu, and then press the **OK** button.

---

 **NOTE:** You can perform basic product setup by using the [Administration](#) menu. Use the HP Embedded Web Server for more advanced product setup. To open the HP Embedded Web Server, enter the product IP address or host name in the address bar of a Web browser.


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## Print information pages

Information pages provide details about the product and its current configuration. Use the following procedures to print commonly used information pages:


### Print the menu map

The menu map report presents the entire structure of the [Administration](#) menu so you can identify how to navigate to any option.


1. At the control panel, press the Home button .
2. Open the following menus:
  - [Administration](#)
  - **Reports**
  - [Configuration/Status Pages](#)
3. Select the [Administration Menu Map](#) item.
4. Select the print item.
5. Press the [OK](#) button to print the page.

### Print the configuration report

The configuration report lists the current product settings and installed options. Use this report to find the product IP address or host name, the current firmware version, and information about network protocols.

1. At the control panel, press the Home button .
2. Open the following menus:
  - [Administration](#)
  - **Reports**
  - [Configuration/Status Pages](#)
3. Select the [Configuration Pages](#) item.
4. Press the [OK](#) button to print the report. The report consists of several pages.

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

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## 3 Paper and print media

- [Understand paper use](#)
- [Change the printer driver to match the paper type and size](#)
- [Supported paper sizes](#)
- [Supported paper types and tray capacity](#)
- [Load paper trays](#)
- [Configure trays](#)

## Understand paper use

This product supports a variety of paper and other print media in accordance with the guidelines in this user guide. Paper or print media that does not meet these guidelines might cause poor print quality, increased jams, and premature wear on the product.

For best results, use only HP-brand paper and print media designed for laser printers or multiuse. Do not use paper or print media made for inkjet printers. Hewlett-Packard Company cannot recommend the use of other brands of media because HP cannot control their quality.

It is possible for paper to meet all of the guidelines in this user guide and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and/or humidity levels, or other variables over which Hewlett-Packard has no control.

**CAUTION:** Using paper or print media that does not meet Hewlett-Packard's specifications might cause problems for the product, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements.

## Special paper guidelines

This product supports printing on special media. Use the following guidelines to obtain satisfactory results. When using special paper or print media, be sure to set the type and size in the printer driver to obtain the best results.

**CAUTION:** HP LaserJet products use fusers to bond dry toner particles to the paper in very precise dots. HP laser paper is designed to withstand this extreme heat. Using inkjet paper could damage the product.

Media type	Do	Do not
Envelopes	<ul style="list-style-type: none"><li>• Store envelopes flat.</li><li>• Use envelopes where the seam extends all the way to the corner of the envelope.</li><li>• Use peel-off adhesive strips that are approved for use in laser printers.</li></ul>	<ul style="list-style-type: none"><li>• Do not use envelopes that are wrinkled, nicked, stuck together, or otherwise damaged.</li><li>• Do not use envelopes that have clasps, snaps, windows, or coated linings.</li><li>• Do not use self-stick adhesives or other synthetic materials.</li></ul>
Labels	<ul style="list-style-type: none"><li>• Use only labels that have no exposed backing between them.</li><li>• Use labels that lie flat.</li><li>• Use only full sheets of labels.</li></ul>	<ul style="list-style-type: none"><li>• Do not use labels that have wrinkles or bubbles, or are damaged.</li><li>• Do not print partial sheets of labels.</li></ul>
Transparencies	<ul style="list-style-type: none"><li>• Use only transparencies that are approved for use in color laser printers.</li><li>• Place transparencies on a flat surface after removing them from the product.</li></ul>	<ul style="list-style-type: none"><li>• Do not use transparent print media not approved for laser printers.</li></ul>
Letterhead or preprinted forms	<ul style="list-style-type: none"><li>• Use only letterhead or forms approved for use in laser printers.</li></ul>	<ul style="list-style-type: none"><li>• Do not use raised or metallic letterhead.</li></ul>

Media type	Do	Do not
Heavy paper	<ul style="list-style-type: none"> <li>Use only heavy paper that is approved for use in laser printers and meets the weight specifications for this product.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use paper that is heavier than the recommended media specification for this product unless it is HP paper that has been approved for use in this product.</li> </ul>
Glossy or coated paper	<ul style="list-style-type: none"> <li>Use only glossy or coated paper that is approved for use in laser printers.</li> </ul>	<ul style="list-style-type: none"> <li>Do not use glossy or coated paper designed for use in inkjet products.</li> </ul>

# Change the printer driver to match the paper type and size

## Change the paper size and type (Windows)

1. On the **File** menu in the software program, click **Print**.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Paper size** drop-down list.
5. Select a paper type from the **Paper type** drop-down list.
6. Click the **OK** button.


## Change the paper size and type (Mac)

1. On the **File** menu in the software program, click the **Print** option.
2. In the **Copies & Pages** menu, click the **Page Setup** button.
3. Select a size from the **Paper Size** drop-down list, and then click the **OK** button.
4. Open the **Finishing** menu.
5. Select a type from the **Media-type** drop-down list.
6. Click the **Print** button.



# Supported paper sizes

This product supports a number of paper sizes, and it adapts to various media.

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

**Table 3-1 Supported paper and print media sizes**

Size	Dimensions	Tray 1	Tray 2	Tray 3, optional trays 4, 5, and 6
Letter <sup>1</sup>	216 x 279 mm (8.5 x 11 in)	✓	✓	✓
Legal	216 x 356 mm (8.5 x 14 in)	✓	✓	✓
A4 <sup>1</sup>	210 x 297 mm (8.27 x 11.69 in)	✓	✓	✓
RA4	215 x 305 mm (8.47 x 12 in)	✓	✓	✓
SRA4	225 x 320 mm (8.86 x 12.2 in)	✓	✓	✓
Executive	184 x 267 mm (7.25 x 10.5 in)	✓	✓	✓
A3	297 x 420 mm (11.69 x 16.54 in)	✓	✓	✓
A5	148 x 210 mm (5.83 x 8.27 in)	✓	✓	✓ <sup>2</sup>
A6	105 x 148 mm (4.13 x 5.83 in)	✓		
B4 (JIS)	257 x 364 mm (10.12 x 14.33 in)	✓	✓	✓
B5 (JIS)	182 x 257 mm (7.17 x 10.12 in)	✓	✓	✓
B6 (JIS)	128 x 182 mm (5.04 x 7.17 in)	✓		
8k	270 x 390 mm (10.6 x 15.4 in)	✓	✓	✓
	260 x 368 mm (10.2 x 14.5 in)	✓	✓	✓
	273 x 394 mm (10.75 x 15.5 in)	✓	✓	✓
16k	184 x 260 mm (7.24 x 10.24 in)	✓	✓	✓
	195 x 270 mm (7.68 x 10.63 in)	✓	✓	✓
	197 x 273 mm (7.75 x 10.75 in)	✓	✓	✓
8.5 x 13 (Folio)	216 x 330 mm (8.5 x 13 in)	✓	✓	✓
Index card	76 x 127 mm (3 x 5 in) <sup>3</sup>	✓		
	101.6 x 152 mm (4 x 6 in)	✓		
	127 x 177.8 mm (5 x 7 in)	✓		
	127 x 203 mm (5 x 8 in)	✓		

**Table 3-1 Supported paper and print media sizes (continued)**

Size	Dimensions	Tray 1	Tray 2	Tray 3, optional trays 4, 5, and 6
Statement	139.7 x 216 mm (5.5 x 8.5 in)	✓		
10 x 15 cm	100 x 150 mm (3.9 x 5.9 in)	✓		
11 x 17 (Tabloid)	279 x 432 mm (11 x 17 in)	✓	✓	✓
12 x 18 (Arch B)	305 x 457 mm (12 x 18 in)	✓		
RA3	305 x 430 mm (12 x 16.9 in)	✓		
SRA3	320 x 450 mm (12.6 x 17.7 in)	✓		
Custom	Minimum: 76 x 127 mm (3 x 5 in)	✓		
	Maximum: 312/320 x 470 mm (12.25/12.6 x 18.5 in) <sup>3</sup>			
	Minimum: 148 x 182 mm (5.8 x 7.1 in)		✓	
	Maximum: 297 x 432 mm (11.7 x 17 in)			
	Minimum: 210 x 148 mm (8.3 x 5.8 in)			✓
	Maximum: 297 x 432 mm (11.7 x 17 in)			

<sup>1</sup> These sizes can be loaded in a rotated orientation in Tray 2, Tray 3, and optional Trays 4, 5, and 6.

<sup>2</sup> A5 size is supported for Tray 3 only, as a custom size, with the long edge feeding into the product first. A5 size is not supported for two-sided (duplex) printing from Tray 3.

<sup>3</sup> Custom media width is limited to 312 mm (12.25 in). However, SRA3, which is 320 mm (12.6 in) wide, is supported. The maximum printable image is 302 mm wide. With the required blank 5 mm margins on each side for printing, any media wider than 312 mm will have its image centered and limited to 302 mm wide.


**Table 3-2 Supported envelopes and postcards**

Size	Dimensions	Tray 1	Tray 2
Envelope #9	98.4 x 225.4 mm (3.9 x 8.9 in)	✓	
Envelope #10	105 x 241 mm (4.13 x 9.5 in)	✓	
Envelope DL	110 x 220 mm (4.33 x 8.66 in)	✓	
Envelope C5	162 x 229 mm (6.4 x 9 in)	✓	
Envelope C6	114 x 162 mm (4.5 x 6.4 in)	✓	
Envelope B5	176 x 250 mm (6.9 x 9.8 in)	✓	
Envelope Monarch	98 x 191 mm (3.9 x 7.5 in)	✓	
Postcard	100 x 148 mm (3.94 x 5.83 in)	✓	
Double postcard	148 x 200 mm (5.83 x 7.87 in)	✓	✓


## Supported paper sizes for duplex printing

- Minimum: 148 x 182 mm (5.8 x 7.1 in)
- Maximum: 312/320 x 457 mm (12.3/12.6 x 18 in)

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 **NOTE:** Custom media width is limited to 312 mm (12.25 in). However, SRA3, which is 320 mm (12.6 in) wide, is supported. The maximum printable image is 302 mm wide. With the required blank 5 mm margins on each side for printing, any media wider than 312 mm will have its image centered and limited to 302 mm wide.

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 **NOTE:** For automatic duplexing, do not load paper that is heavier than 120 g/m<sup>2</sup> (32-lb bond). Use manual duplexing to print on heavier paper.

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## Supported paper types and tray capacity

Media type	Dimensions <sup>1</sup>	Weight	Capacity <sup>2</sup>
Paper, including the following types:	Tray 1 minimum: 76 x 127 mm (3 x 5 in)	60 to 105 g/m <sup>2</sup> (16 to 28 lb)	Tray 1: up to 100 sheets of 75 g/m <sup>2</sup> (20 lb bond)
<ul style="list-style-type: none"> <li>Plain</li> <li>Letterhead</li> <li>Color</li> <li>Preprinted</li> <li>Prepunched</li> <li>Recycled</li> </ul>	Tray 1 maximum: 320 x 470 mm (12.6 x 18.5 in) Tray 2 minimum: 148 x 182 mm (5.8 x 7.1 in) Trays 3-6 minimum: 210 x 148 mm (8.3 x 5.8 in) Trays 2-6 maximum: 297 x 432 mm (11.7 x 17 in)		Tray 2: up to 250 sheets of 75 g/m <sup>2</sup> (20 lb bond) Trays 3-6: up to 500 sheets of 75 g/m <sup>2</sup> (20 lb bond)
Heavy paper	Same as for paper	Tray 1: up to 220 g/m <sup>2</sup> (58 lb) Trays 2-6: up to 120 g/m <sup>2</sup> (32 lb)	Tray 1: up to 10 mm (0.4 in) Tray 2: up to 25 mm (0.98 in) stack height Trays 3-6: up to 53 mm (2.1 in) stack height
Cover paper	Same as for paper	Tray 1: up to 220 g/m <sup>2</sup> (58 lb) Trays 2-6: up to 120 g/m <sup>2</sup> (32 lb)	Tray 1: up to 10 mm (0.4 in) Tray 2: up to 25 mm (0.98 in) stack height Trays 3-6: up to 53 mm (2.1 in) stack height
Glossy paper	Same as for paper	Tray 1: up to 220 g/m <sup>2</sup> (58 lb)	Tray 1: up to 10 mm (0.4 in)
Photo paper		Trays 2-6: up to 160 g/m <sup>2</sup> (43 lb)	Tray 2: up to 25 mm (0.98 in) stack height Trays 3-6: up to 53 mm (2.1 in) stack height
Transparencies	A4 or Letter	Thickness: 0.12 to 0.13 mm (4.7 to 5.1 mils)	Tray 1: up to 10 mm (0.4 in)
Labels <sup>3</sup>	A4 or Letter	Thickness: up to 0.23 mm (9 mils)	Tray 1: up to 10 mm (0.4 in)
Envelopes	<ul style="list-style-type: none"> <li>COM 10</li> <li>Monarch</li> <li>DL</li> <li>C5</li> <li>B5</li> </ul>	Up to 90 g/m <sup>2</sup> (24 lb)	Tray 1: up to 10 envelopes
Postcards or index cards	76 x 127 mm (3 x 5 in)		Tray 1: up to 10 mm (0.4 in)

<sup>1</sup> The product supports a wide range of standard and custom sizes of print media. Check the printer driver for supported sizes.

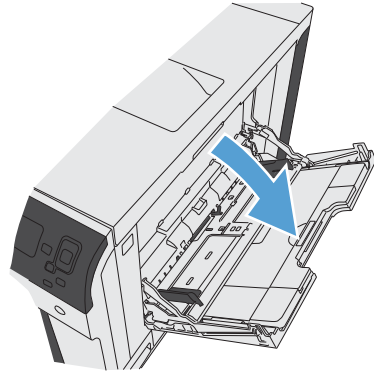
<sup>2</sup> Capacity can vary depending on media weight and thickness, and environmental conditions.

<sup>3</sup> Smoothness: 100 to 250 (Sheffield)

# Load paper trays

## Load Tray 1

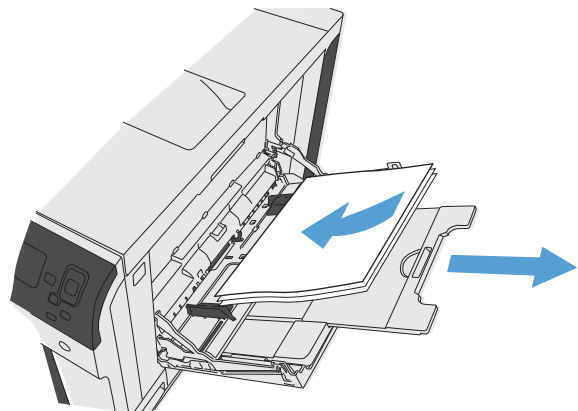
1. Open Tray 1.



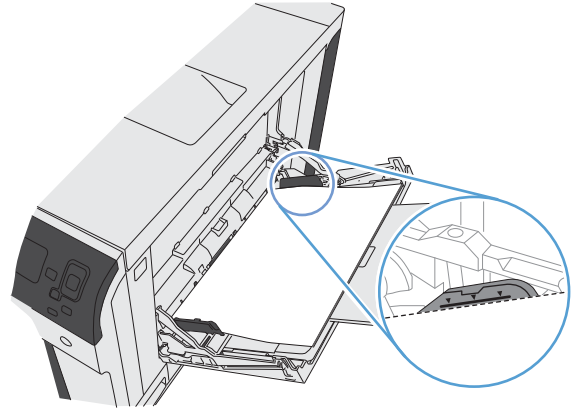
2. Pull out the tray extension to support the paper.



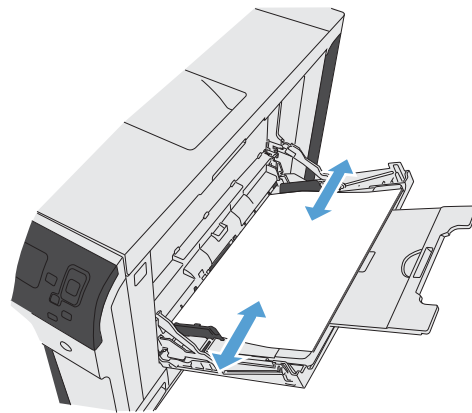
3. Load paper in the tray.



4. Make sure the stack fits under the tabs on the guides and does not exceed the load-level indicators.



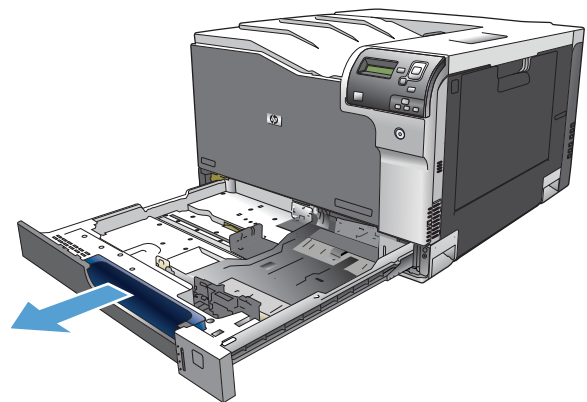
5. Adjust the side guides so that they lightly touch the paper stack but do not bend it.



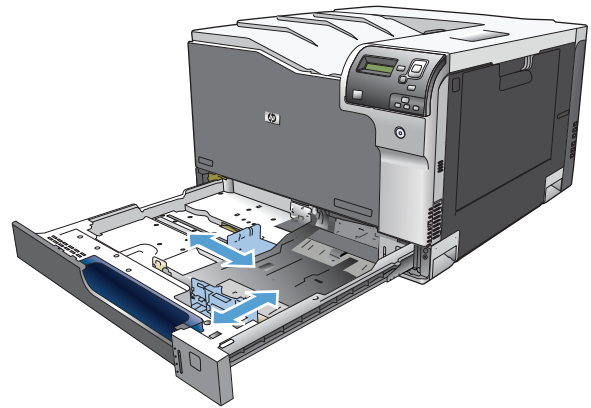
## Load Tray 2, Tray 3, and optional Trays 4, 5, and 6 with standard-size paper

1. Open the tray.

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



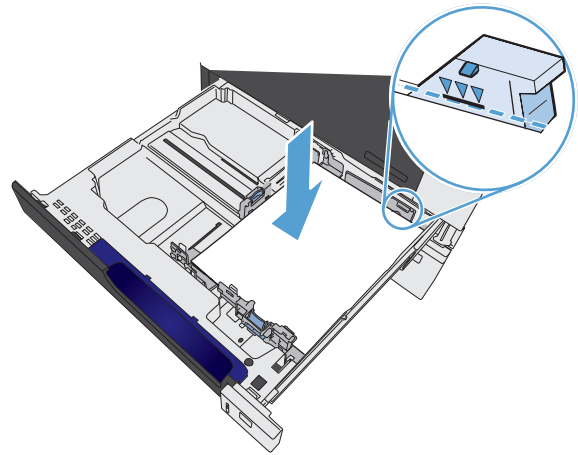
2. Adjust the paper-length and paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.



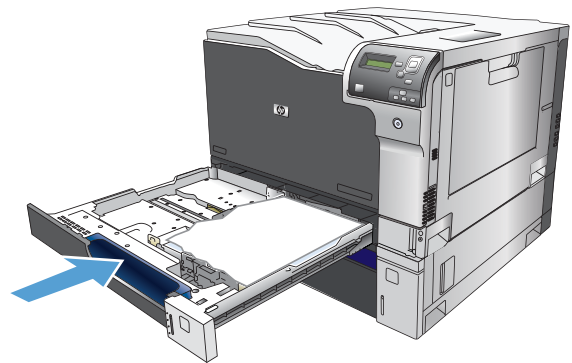
3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.

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

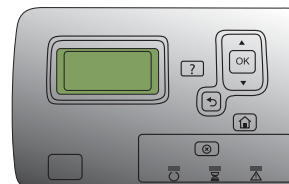
**NOTE:** If the tray is not adjusted correctly, an error message might appear during printing or the paper might jam.



4. Close the tray.

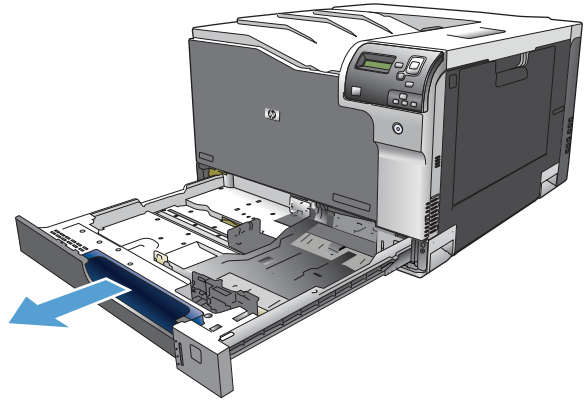


5. The control panel shows the tray's paper type and size. If the configuration is not correct, follow the instructions on the control panel to change the size or type.

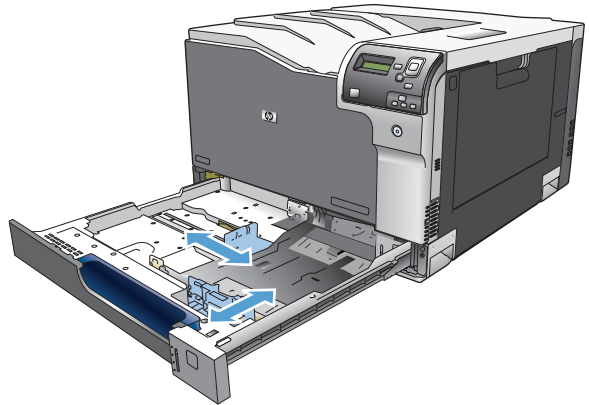


## Load Tray 2, Tray 3, and optional Trays 4, 5, and 6 with custom-size paper

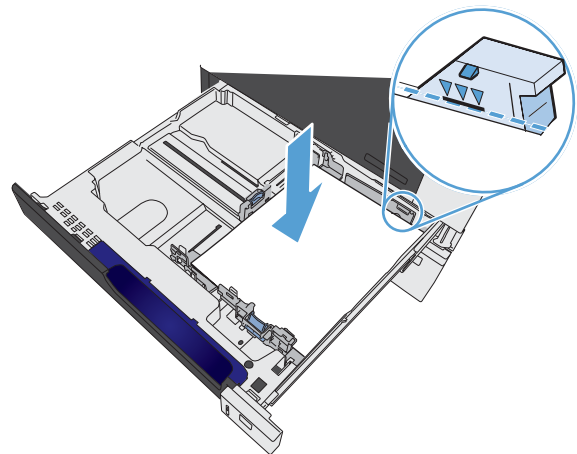
1. Open the tray.



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

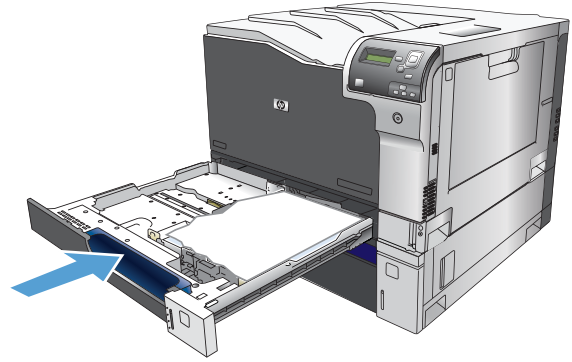


3. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it.



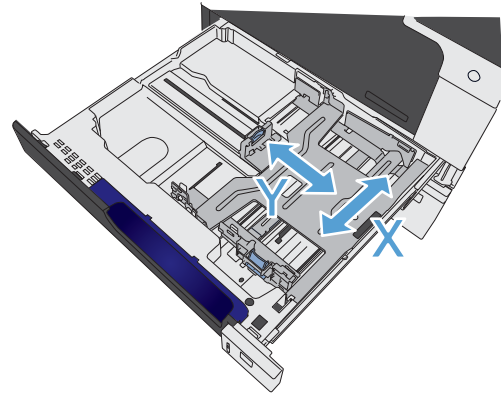


4. Close the tray.



5. The control panel prompts you to set the paper size and type. Select the **Custom** setting, and then configure the X and Y dimensions of the custom paper size.

**NOTE:** See the label in the paper tray, or the following illustration, to determine the X and Y dimensions.



## Tray and bin capacity


Tray or bin	Paper type	Specifications	Quantity
Tray 1	Paper	Range: 60 g/m <sup>2</sup> (16 lb) bond to 220 g/m <sup>2</sup> (58 lb) bond	Maximum stack height: 10 mm (0.39 in) Equivalent to 100 sheets of 75 g/m <sup>2</sup> (20 lb) bond
	Envelopes	Less than 60 g/m <sup>2</sup> (16 lb) bond to 90 g/m <sup>2</sup> (24 lb) bond	Up to 10 envelopes
	Labels	Maximum 0.102 mm (0.004 in) thick	Maximum stack height: 10 mm (0.39 in)
	Transparencies	Minimum 0.102 mm (0.004 in) thick	Maximum stack height: 10 mm (0.39 in) Up to 50 sheets
	Glossy paper	Range: 105 g/m <sup>2</sup> (28 lb) bond to 220 g/m <sup>2</sup> (58 lb) bond	Maximum stack height: 10 mm (0.39 in) Up to 50 sheets

Tray or bin	Paper type	Specifications	Quantity
Tray 2 <sup>1</sup>	Paper	Range: 60 g/m <sup>2</sup> (16 lb) bond to 220 g/m <sup>2</sup> (59 lb) bond	Maximum stack height: 25 mm (.98 in) Equivalent to 250 sheets of 75 g/m <sup>2</sup> (20 lb) bond
		Transparencies	Minimum 0.102 mm (0.004 in) thick Maximum stack height: 25 mm (.98 in)
	Glossy paper	Range: 105 g/m <sup>2</sup> (28 lb) bond to 220 g/m <sup>2</sup> (58 lb) bond	Maximum stack height: 25 mm (.98 in)
Tray 3 and optional Trays 4, 5, and 6 <sup>1</sup>	Paper	Range: 60 g/m <sup>2</sup> (16 lb) bond to 220 g/m <sup>2</sup> (59 lb) bond	Equivalent to 500 sheets of 75 g/m <sup>2</sup> (20 lb) bond Maximum stack height: 53 mm (2.1 in)
		Transparencies	Minimum 0.102 mm (0.004 in) thick Maximum stack height: 53 mm (2.1 in)
	Glossy paper	Range: 105 g/m <sup>2</sup> (28 lb) bond to 220 g/m <sup>2</sup> (58 lb) bond	Maximum stack height: 53 mm (2.1 in)
Output bin	Paper		Up to 300 sheets of 75 g/m <sup>2</sup> (20 lb) bond

<sup>1</sup> Trays 2, 3, 4, 5, and 6 can print on bond paper heavier than 220 g/m<sup>2</sup> (59 lb) in some circumstances, but HP does not guarantee results.

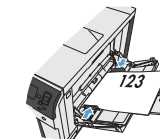
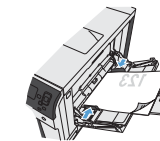
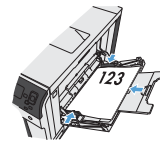
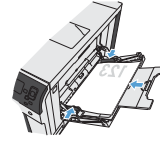
## Paper orientation for loading trays

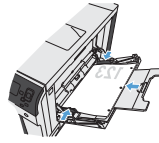
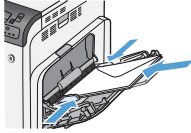
If you are using paper that requires a specific orientation, load it according to the information in the following tables.

 **NOTE:** The [Alternative Letterhead Mode](#) and [Image Rotation](#) settings affect the way you load letterhead or preprinted paper. The following information depicts the default setting.

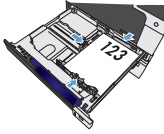
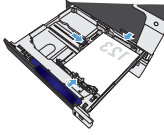
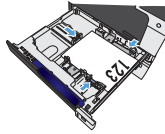
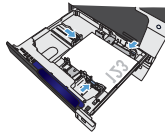
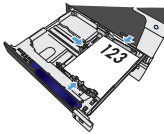
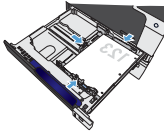
## Paper orientation for loading Tray 1

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



Paper type	Image orientation	Duplex mode	How to load paper
Prepunched	Portrait or landscape	1- or 2-sided printing	Face down Holes toward the right side of the tray
			
Envelopes	Short edge of the envelope feeding into the product	1-sided printing	Face down Top edge toward the back of the product
			

## Paper orientation for loading Tray 2, Tray 3, or optional Trays 4, 5, and 6


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

## Configure trays

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

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

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

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### Configure a tray when loading paper

1. Load paper in the tray. Close the tray if you are using Tray 2, 3, 4, 5, or 6.
2. The tray configuration message appears.
3. Press the **OK** button to accept the size and type, or press **Modify** and choose a different paper size or paper type.
4. To modify the tray size configuration, press the down arrow ▼ to highlight the correct size, and then press the **OK** button.
5. To modify the tray type configuration, press the down arrow ▼ to highlight the correct type, and then press the **OK** button.

### Configure a tray to match print job settings


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

If the tray needs to be configured, the tray configuration message appears.

3. Load the tray with the specified type and size of paper, and then close the tray.
4. When the size and type confirmation messages appear, press the **OK** button to confirm the paper size and type.

### Configure a tray from the control panel

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

1. Press the Home button .
2. Open the following menu:
  - **Trays**
3. Press the down arrow ▼ to highlight the size or type setting for the desired tray, and then press the **OK** button.
4. Press the up arrow ▲ or the down arrow ▼ to highlight the size or type. If you select a custom size, select the unit of measure, and then set the X dimension and the Y dimension.

5. Press the **OK** button to save your selection.
6. Press the Home button **⏠** to exit the menus.

## Automatic paper sensing (auto-sense mode)

The automatic media type sensor functions when that tray is configured to the **Any Type** or plain type setting. It also functions when the **Print Mode** setting for that tray is set to the **Auto Sense Mode** option.

After it has picked up paper from the tray, the product can detect overhead transparencies, paper weight, and gloss level.

For more control, a specific type must be selected in the job or configured in a tray.

### Auto-sense settings

Full sensing (Tray 1 only)	For each sheet of paper that it picks up from the tray, the product detects light paper, plain paper, heavy paper, glossy paper, tough paper, and transparencies.
Expanded sensing	For the first few sheets of paper that it picks up from the tray, the product detects light paper, plain paper, heavy paper, glossy paper, tough paper, and transparencies. The product assumes the rest of the pages are of the same type.
Transparency only	The product distinguishes between transparencies and non-transparencies.

## Select the paper by source, type, or size

In the Microsoft Windows operating system, three settings affect how the printer driver tries to pull media when you send a print job. Source, Type, and Size settings appear in the **Page Setup**, **Print**, **Preferences**, or **Print Properties** dialog boxes in most software programs. Unless you change these settings, the product automatically selects a tray using the default settings.

### Source

To print by source, select a specific tray in the printer driver for the product to pull from. If you select a tray that is configured for a type or size that does not match your print job, the product prompts you to load the tray with the type or size of paper for your print job before printing it. When you load the tray, the product begins printing.

### Type and Size

- Printing by type or size causes the product to pull from the tray that is loaded with the correct type and size of paper.
- Selecting paper by type rather than source helps protect special paper from accidental use.
- Using the wrong setting might result in unsatisfactory print quality. Always print by type for special print media, such as labels or transparencies.
- Print by type or size for envelopes, if possible.

- To print by type or size, select the type or size from the **Page Setup** dialog box, the **Print** dialog box, the **Preferences** dialog box, or the **Print Properties** dialog box, depending on the software program.
- If you often print on a certain type or size of paper, configure a tray for that type or size. Then, when you select that type or size as you print a job, the product automatically pulls paper from the tray that is configured for that type or size.



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## 4 Print tasks

- [Supported print drivers \(Windows\)](#)
- [Print tasks \(Windows\)](#)
- [Print tasks \(Mac OS X\)](#)
- [Additional print tasks \(Windows\)](#)
- [Additional print tasks \(Mac OS X\)](#)
- [Store print jobs on the product](#)
- [Add a job-separator page \(Windows\)](#)
- [Mobile printing](#)

## Supported print drivers (Windows)

Print drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). The following print drivers are available at [www.hp.com/support/colorijM750](http://www.hp.com/support/colorijM750).

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<b>HP PCL 6 driver</b>	<ul style="list-style-type: none"><li>• Provided as the default driver on the in-box CD. This driver is automatically installed unless you select a different one.</li><li>• Recommended for all Windows environments</li><li>• Provides the overall best speed, print quality, and product-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 products</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 product 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 product models</li><li>• Preferred when printing to multiple product 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>

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## HP Universal Print Driver (UPD)

The HP Universal Print Driver (UPD) for Windows is a single print driver that gives you instant access to virtually any HP LaserJet product, from any location, without downloading separate drivers. It is built on proven HP print driver technology and has been tested thoroughly and used with many software programs. It is a powerful solution that performs consistently over time.

The HP UPD communicates directly with each HP product, gathers configuration information, and then customizes the user interface to show the product's unique, available features. It automatically

enables features that are available for the product, such as two-sided printing and stapling, so you do not need to enable them manually.

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

## UPD installation modes

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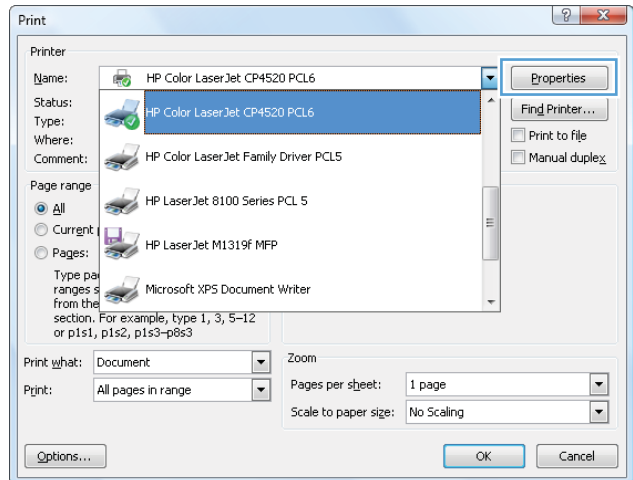
Traditional mode	<ul style="list-style-type: none"><li>• To use this mode, download UPD from the Internet. Go to <a href="http://www.hp.com/go/upd">www.hp.com/go/upd</a>.</li><li>• Use this mode if you are installing the driver for a single computer.</li><li>• It operates with a specific product.</li>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

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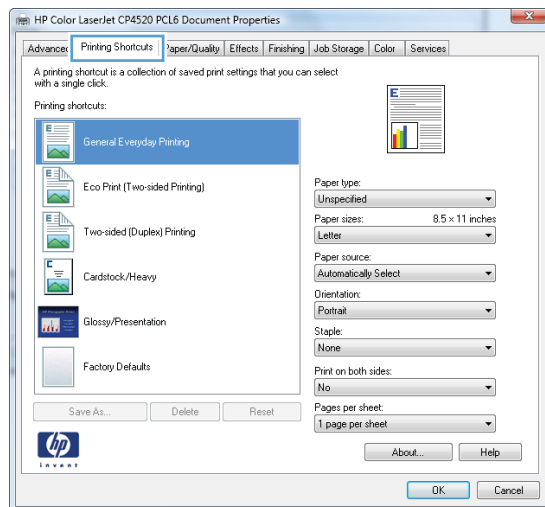
# Print tasks (Windows)

## Use a printing shortcut (Windows)

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

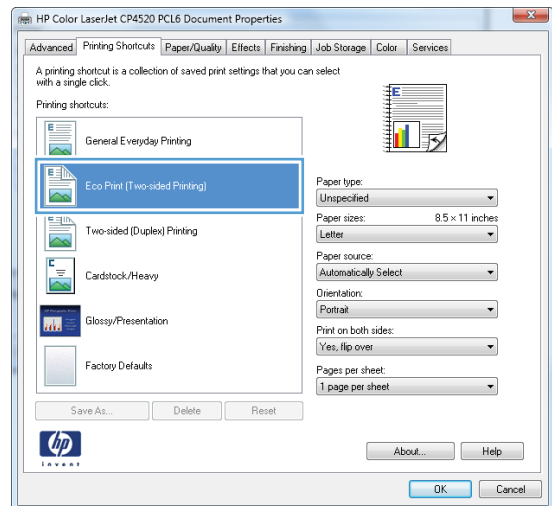


3. Click the **Printing Shortcuts** tab.

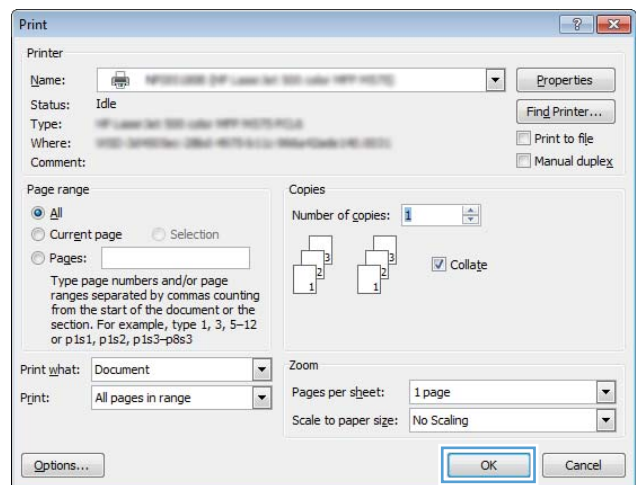


4. Select one of the shortcuts. Click the **OK** button to close the **Document Properties** dialog box.

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

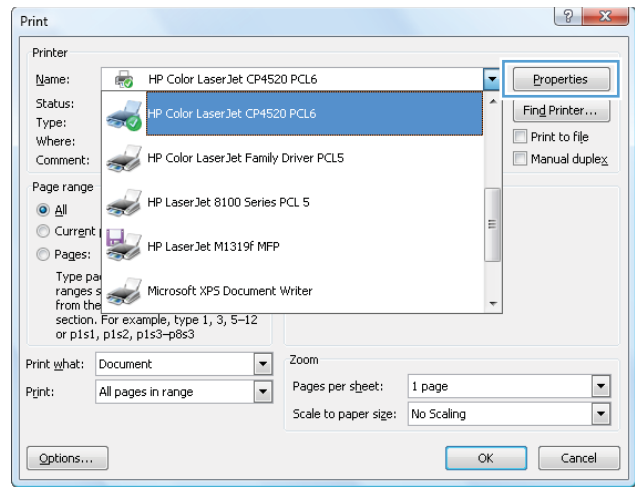


5. In the **Print** dialog box, click the **OK** button to print the job.

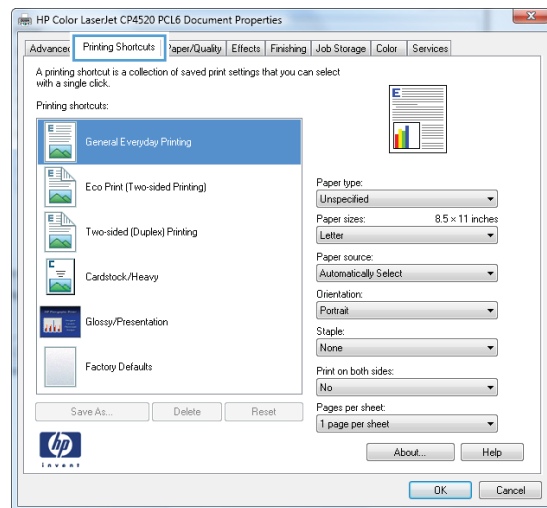


## Create printing shortcuts (Windows)

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

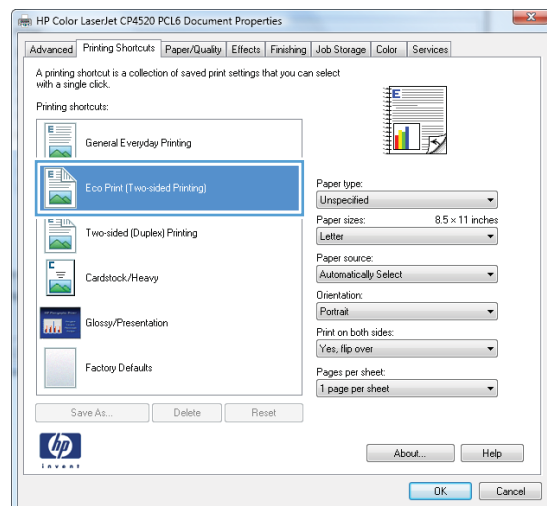


3. Click the **Printing Shortcuts** tab.

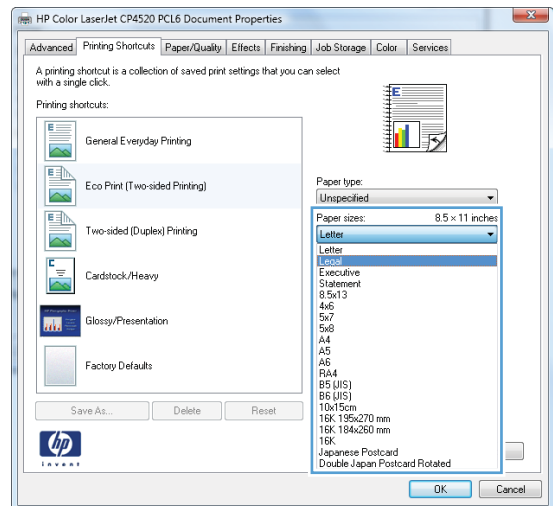


4. Select an existing shortcut as a base.

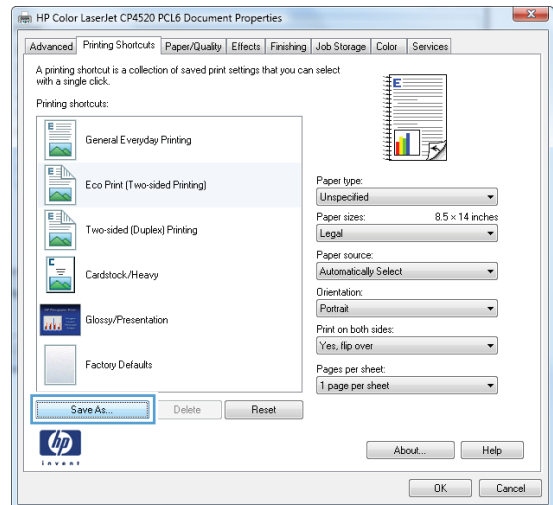
**NOTE:** Always select a shortcut before adjusting any of the settings on the right side of the screen. If you adjust the settings and then select a shortcut, all your adjustments are lost.



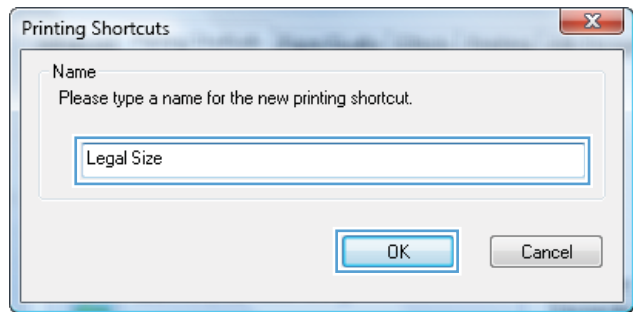
5. Select the print options for the new shortcut.



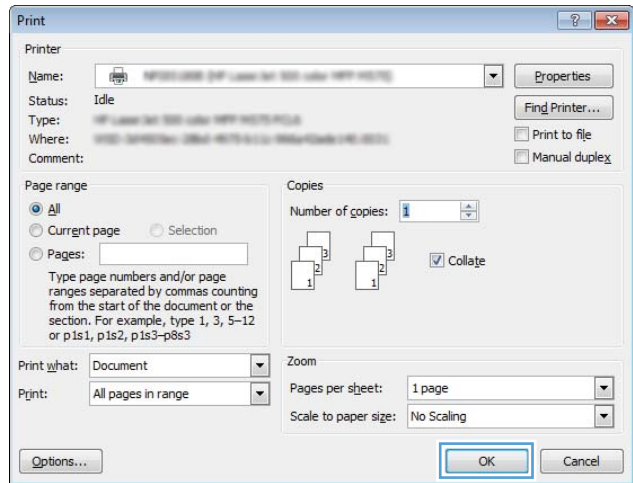
6. Click the **Save As** button.



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



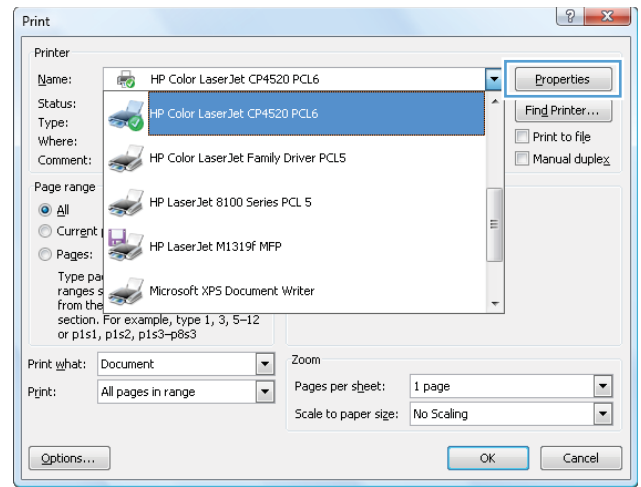
8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.



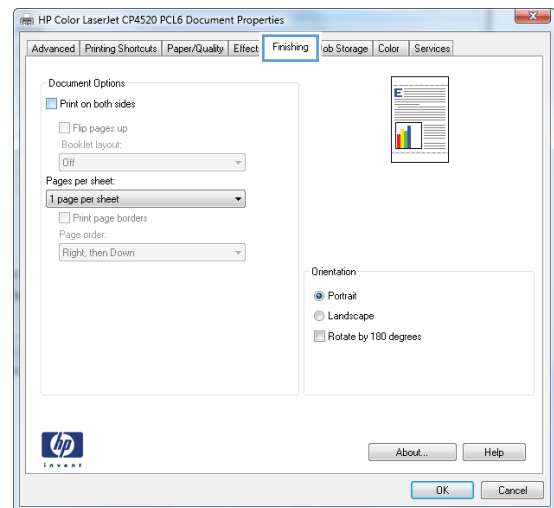


## Automatically print on both sides (Windows)

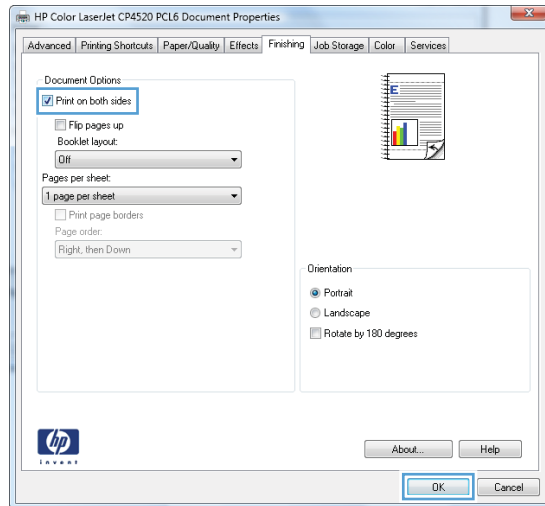
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



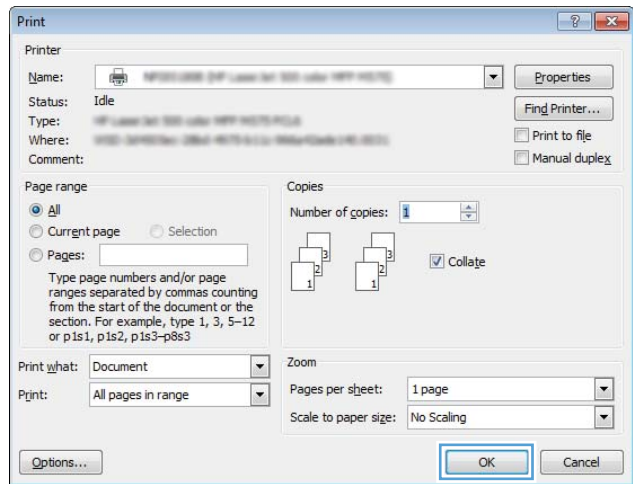
3. Click the **Finishing** tab.



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

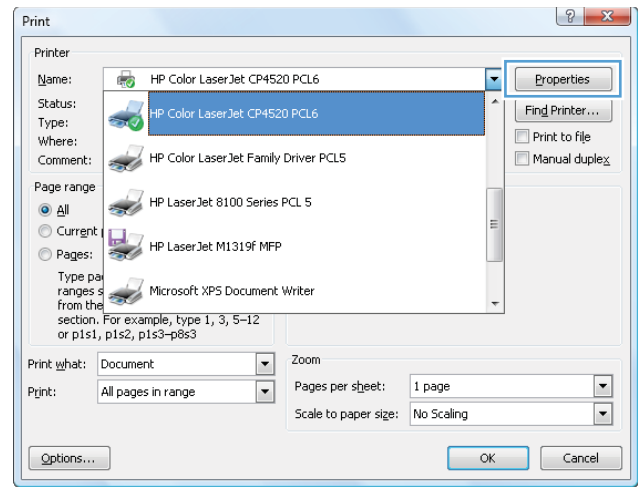


5. In the **Print** dialog box, click the **OK** button to print the job.

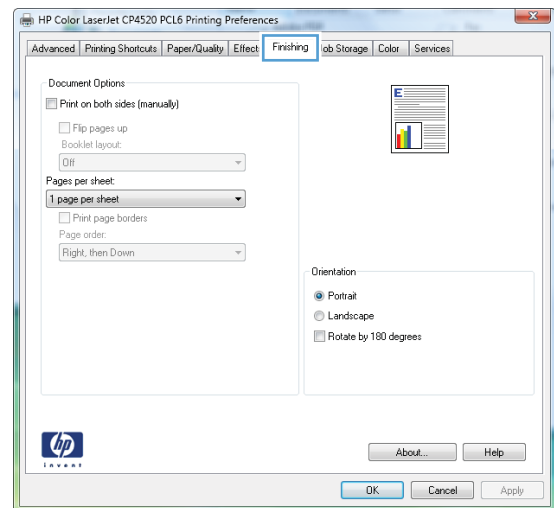


## Manually print on both sides (Windows)

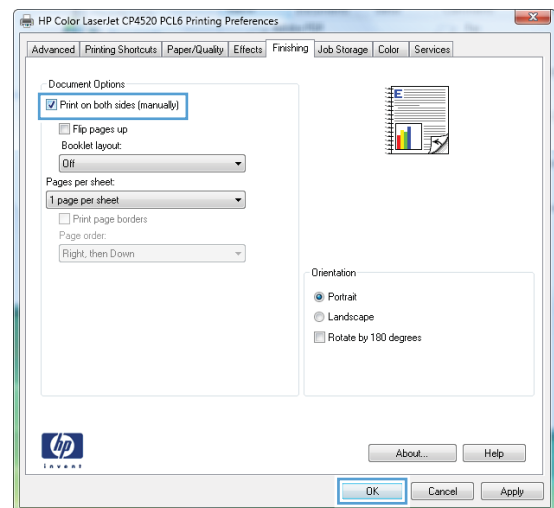
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



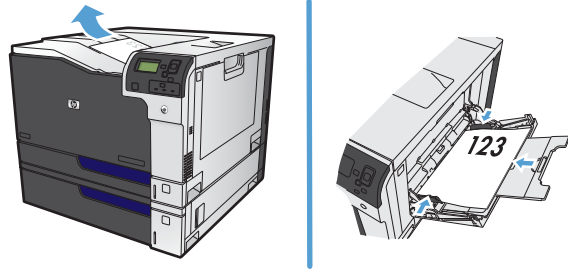
3. Click the **Finishing** tab.



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



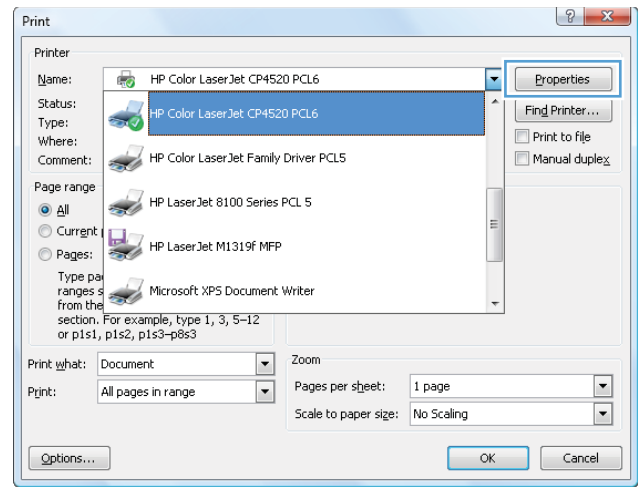
5. Retrieve the printed stack from the output bin, and place it with the printed-side facing up in Tray 1.



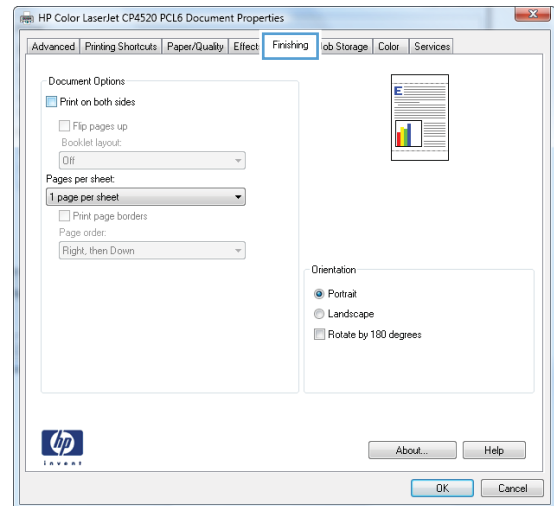
6. If prompted, touch the appropriate control panel button to continue.

## Print multiple pages per sheet (Windows)

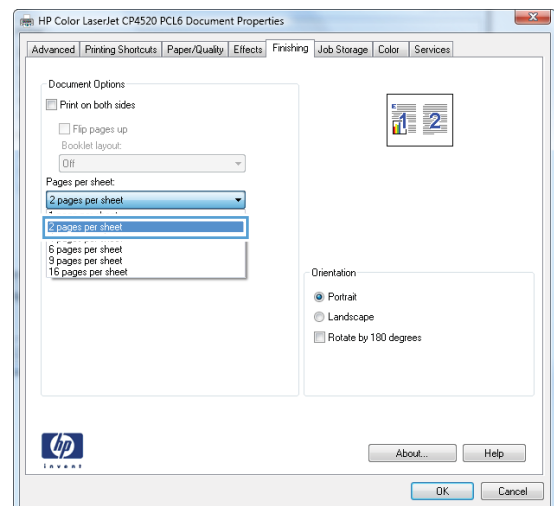
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



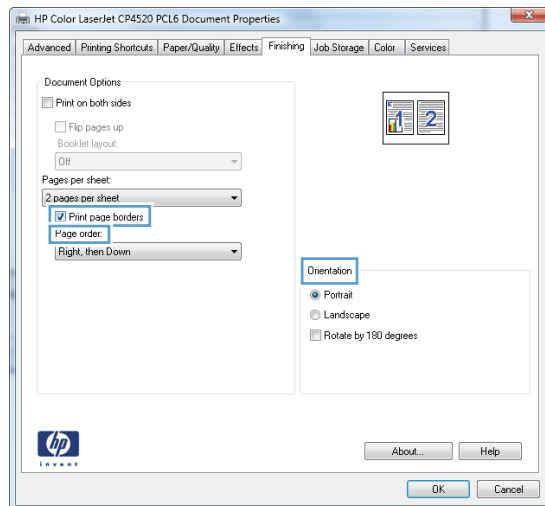
3. Click the **Finishing** tab.



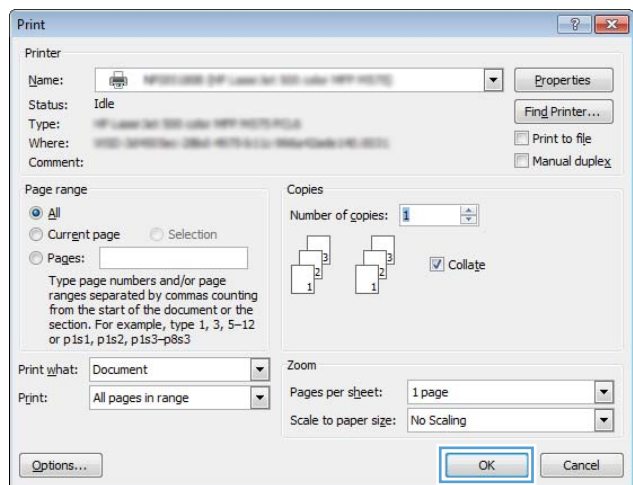
4. Select the number of pages per sheet from the **Pages per sheet** drop-down list.



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

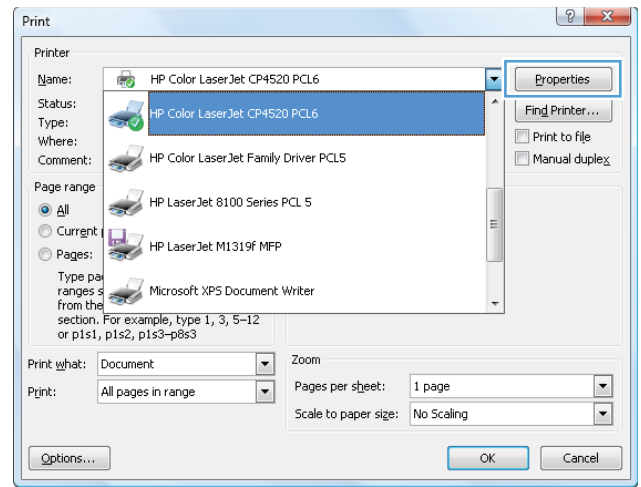


6. In the **Print** dialog box, click the **OK** button to print the job.

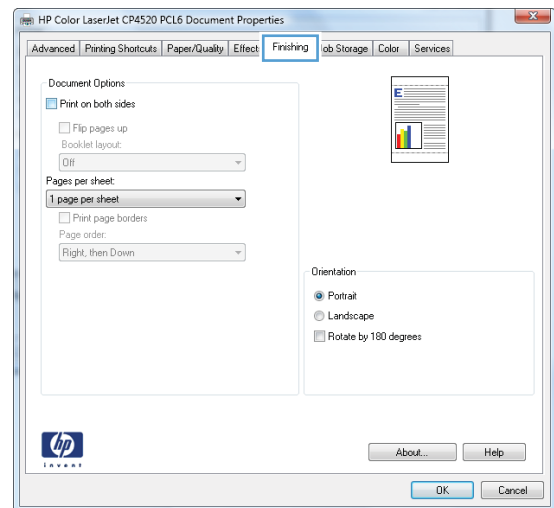


## Select the page orientation (Windows)

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



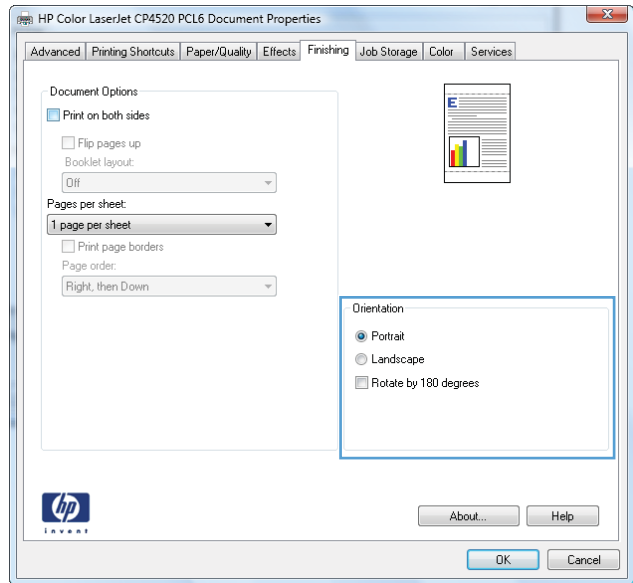
3. Click the **Finishing** tab.



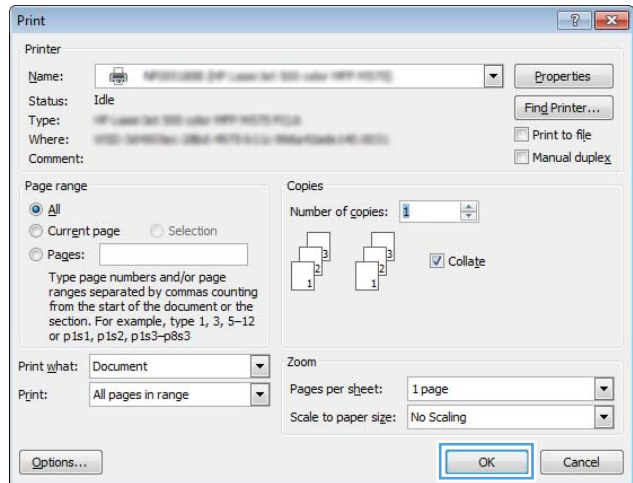
- 4. In the **Orientation** area, select the **Portrait** or **Landscape** option.

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

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



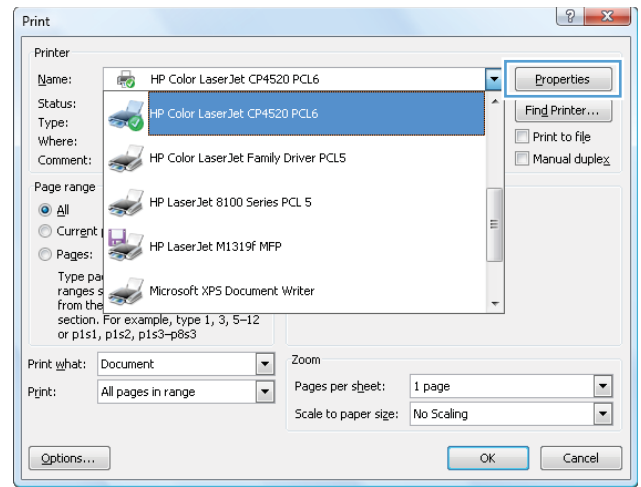
- 5. In the **Print** dialog box, click the **OK** button to print the job.



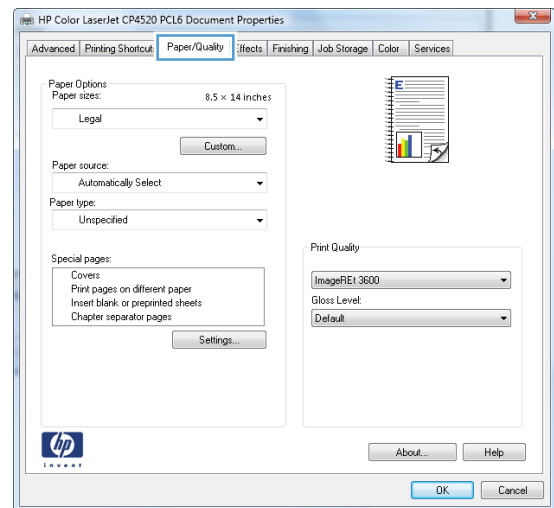


## Select the paper type (Windows)

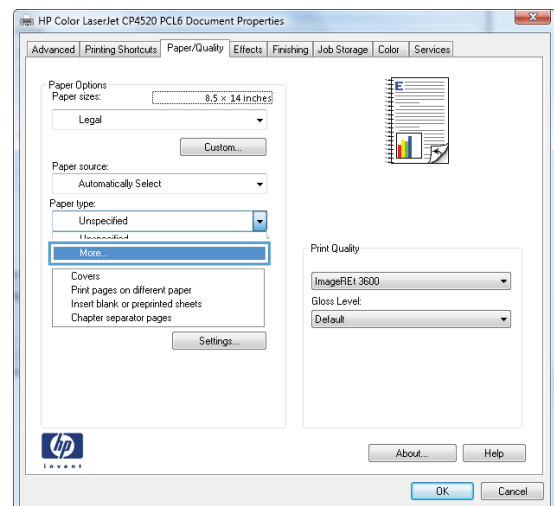
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



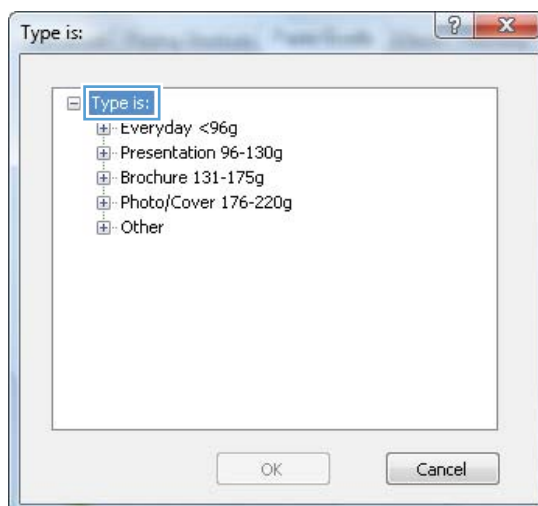
3. Click the **Paper/Quality** tab.



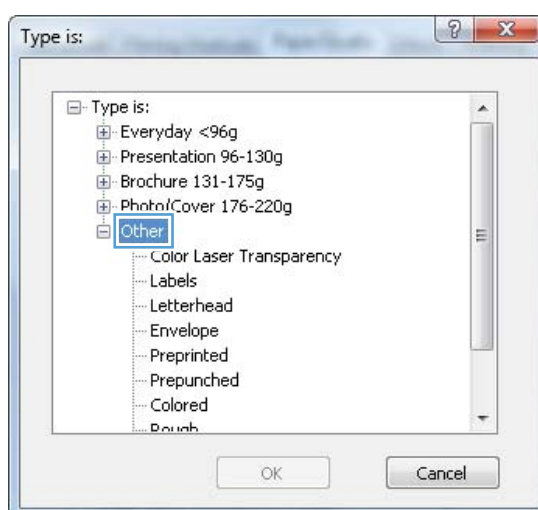
4. From the **Paper type** drop-down list, click the **More...** option.



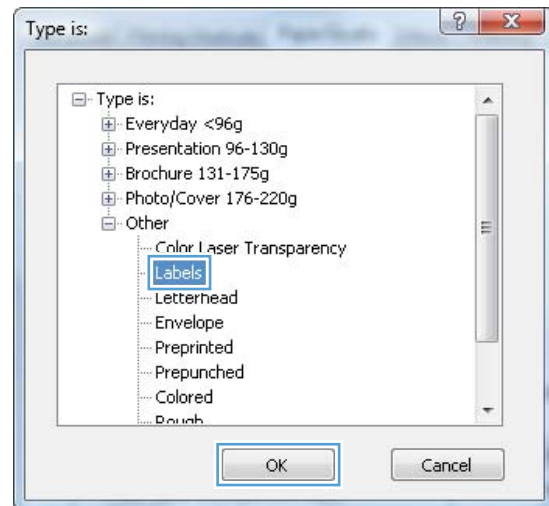
5. Expand the list of **Type is:** options.



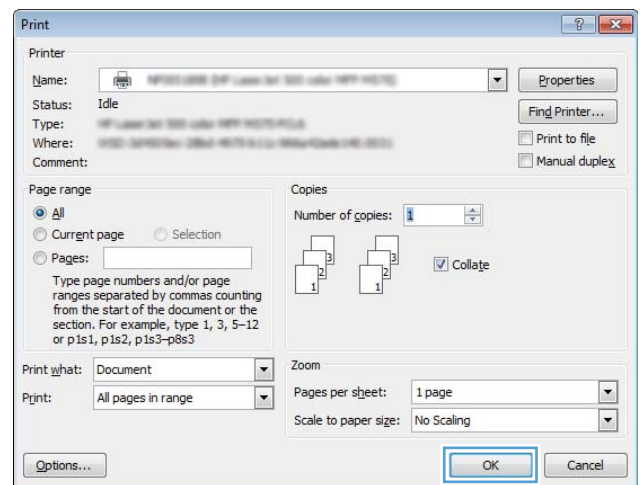
6. Expand the category of paper types that best describes your paper.



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

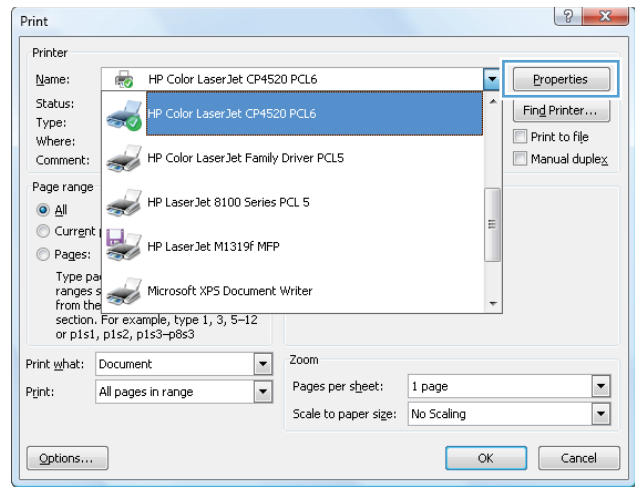


8. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

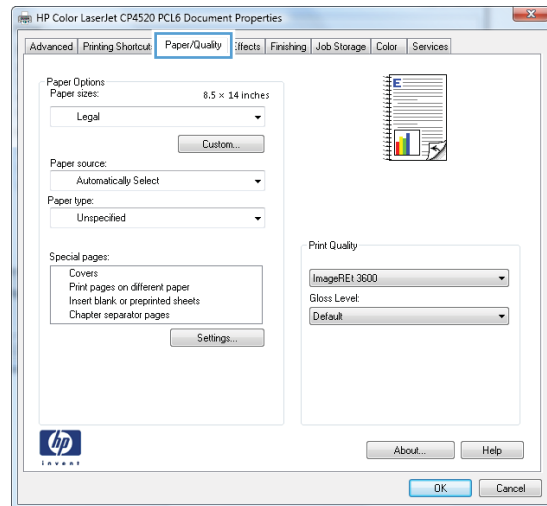


## Print the first or last page on different paper (Windows)

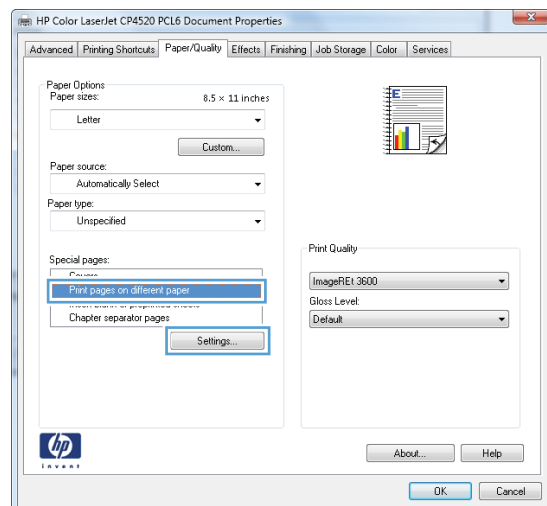
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



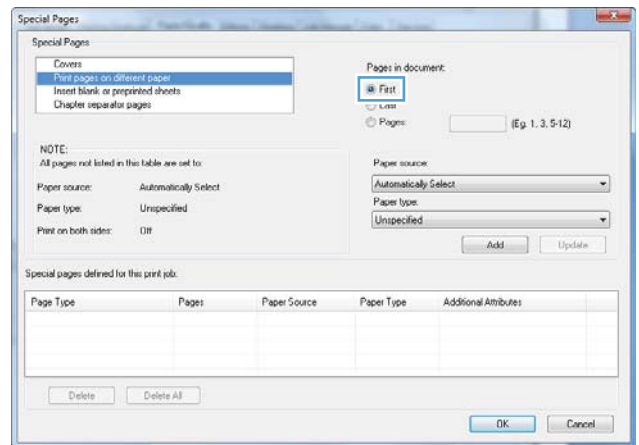
3. Click the **Paper/Quality** tab.



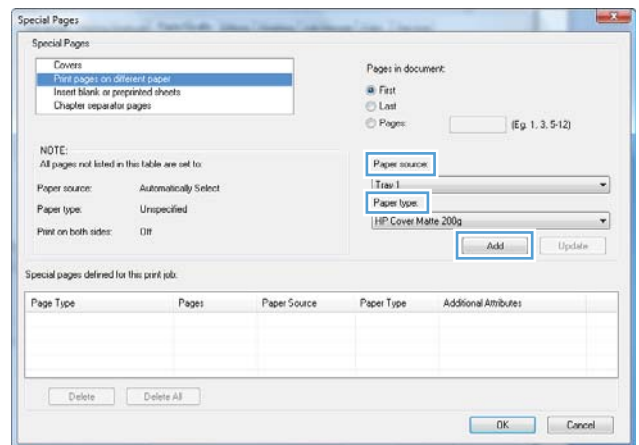
4. In the **Special pages** area, click the **Print pages on different paper** option, and then click the **Settings** button.



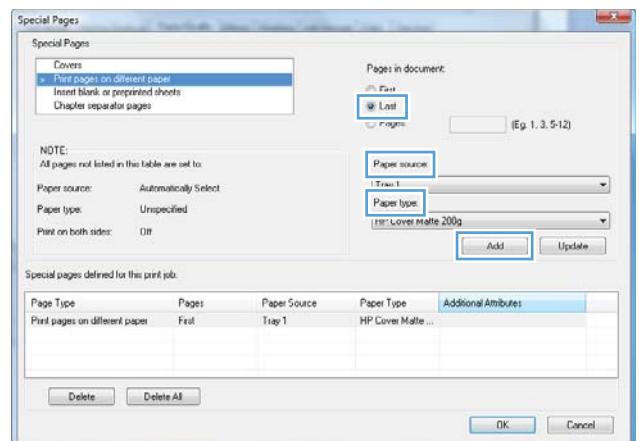
- In the **Pages in document** area, select either the **First** or **Last** option.



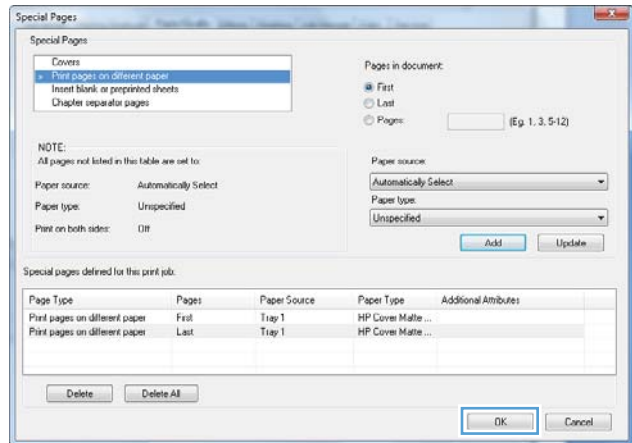
- Select the correct options from the **Paper source** and **Paper type** drop-down lists. Click the **Add** button.



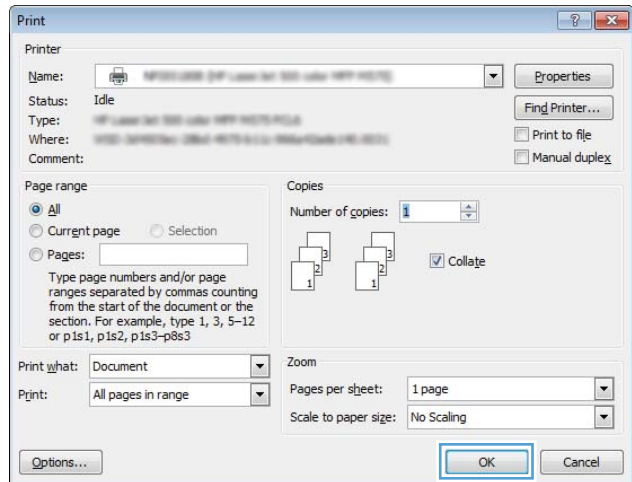
- If you are printing *both* the first and last pages on different paper, repeat steps 5 and 6, selecting the options for the other page.



8. Click the **OK** button.

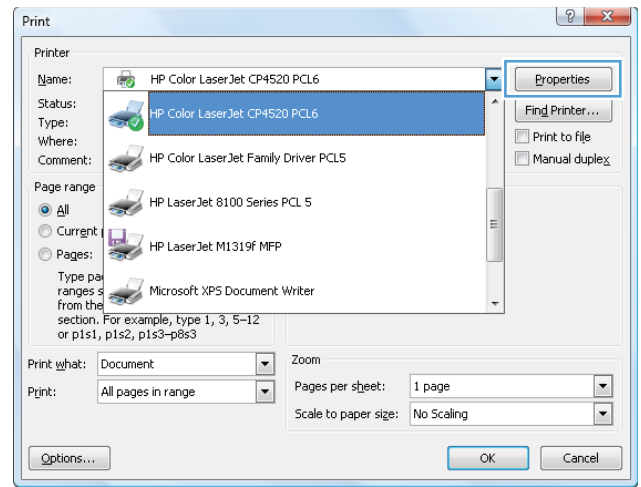


9. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

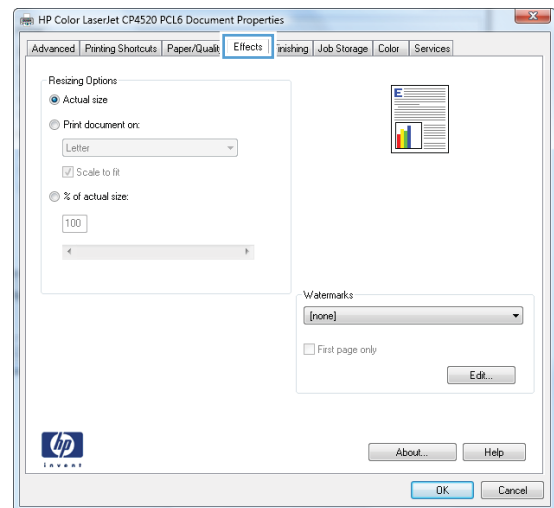


## Scale a document to fit page size (Windows)

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

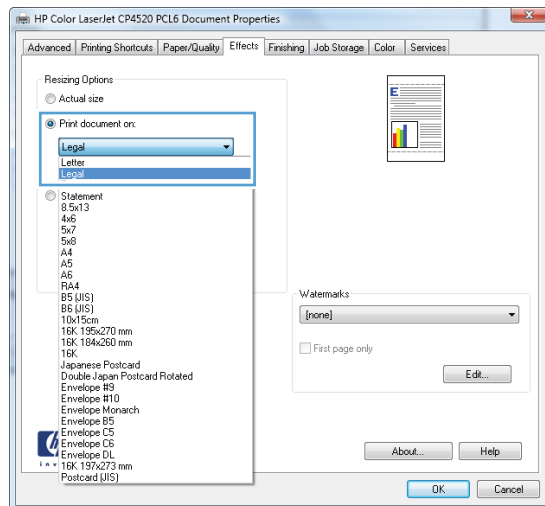


3. Click the **Effects** tab.

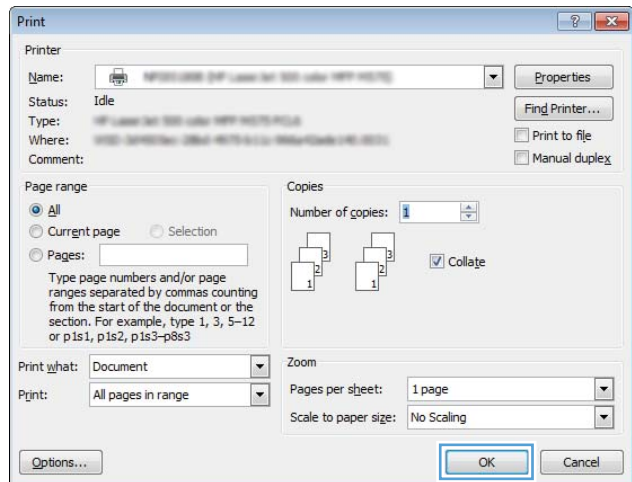


4. Select the **Print document on** option, and then select a size from the drop-down list.

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



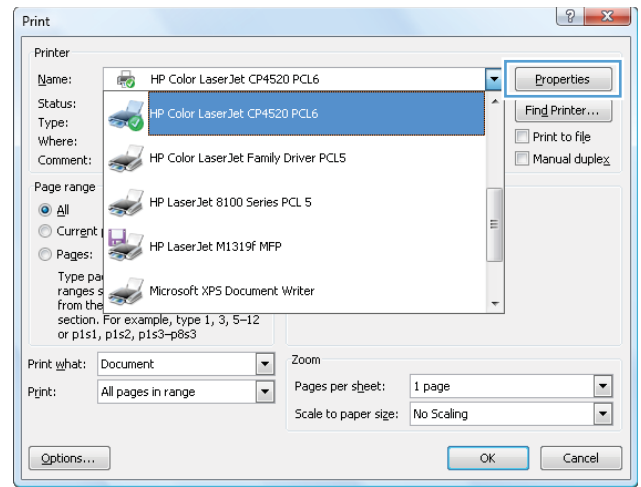
5. In the **Print** dialog box, click the **OK** button to print the job.



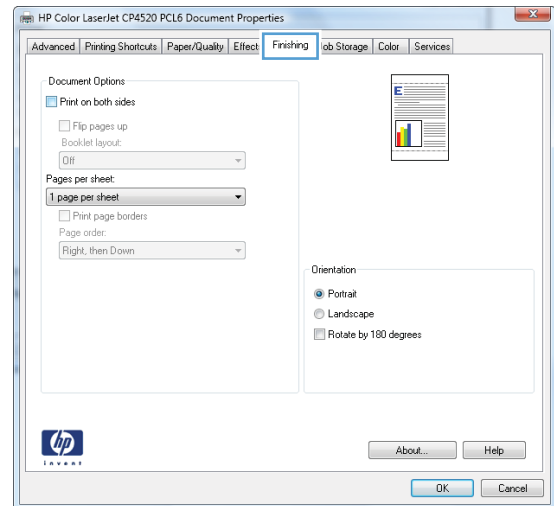


## Create a booklet (Windows)

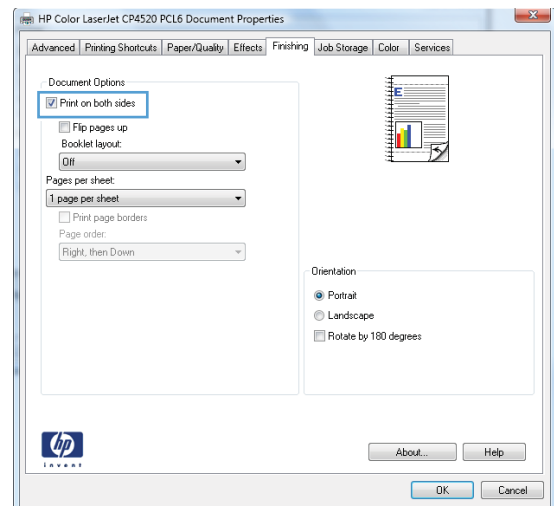
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Finishing** tab.

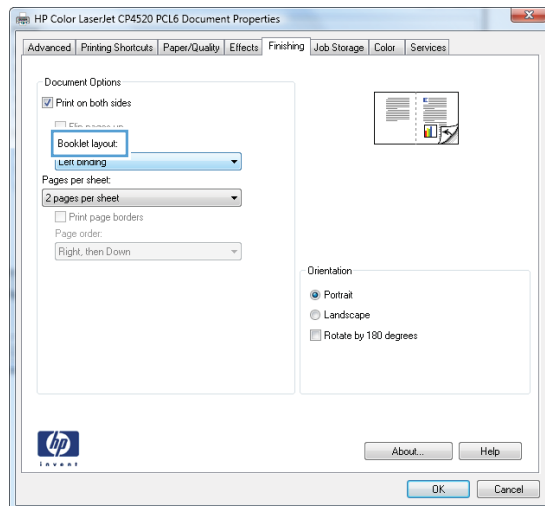


4. Select the **Print on both sides** check box.

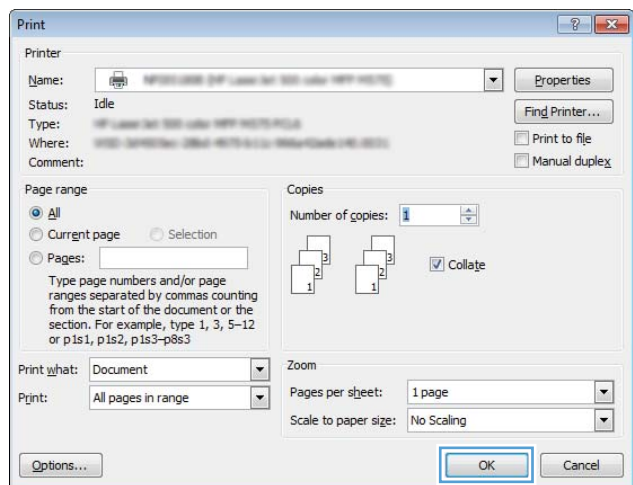


5. In the **Booklet layout** drop-down list, click the **Left binding** or **Right binding** option. The **Pages per sheet** option automatically changes to **2 pages per sheet**.

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



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




# Print tasks (Mac OS X)

## Use a printing preset (Mac OS X)

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

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

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## Create a printing preset (Mac OS X)

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

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

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

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

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select this product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the product, and remove any blank paper that is in Tray 1.

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

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

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Layout** menu.
4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.
5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.
6. From the **Border** menu, select the type of border to print around each page on the sheet.
7. Click the **Print** button.

## Select the page orientation (Mac OS X)

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

## Select the paper type (Mac OS X)


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

## Print a cover page (Mac OS X)

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

4. Select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
5. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

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

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6. Click the **Print** button.

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


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

## Create a booklet (Mac OS X)

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

# Additional print tasks (Windows)

## Cancel a print job (Windows)

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

1. If the print job is currently printing, cancel it from the product control panel by following this procedure:
  - a. From the Home screen on the product control panel, touch the Stop button. The product pauses the job, and the [Job Status](#) screen opens.
  - b. From the list on the touchscreen, touch the print job you want to cancel, and then touch the [Cancel Job](#) button.
  - c. The product prompts you to confirm the cancellation. Touch the [Yes](#) button.
2. You can also cancel a print job from a software program or a print queue.
  - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
  - **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
    - **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
    - **Windows Vista:** Click the Windows icon in the lower left corner of the screen, click **Settings**, and then click **Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
    - **Windows 7:** Click the Windows icon in the lower left corner of the screen, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
    - **Windows 8 (desktop applications) / Server 2012:** Scroll to the bottom left corner of the open desktop. Right-click the small window that displays in the lower-left corner. Select **Control Panel**. Under **Hardware and Sound** select **View devices and printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**. If the print queue does not open directly, then under **Printer Actions** click **See what's printing**.

## Select the paper size (Windows)

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

## Select a custom paper size (Windows)

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


## Print watermarks (Windows)

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

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

# Additional print tasks (Mac OS X)

## Cancel a print job (Mac OS X)

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

1. If the print job is currently printing, cancel it from the product control panel by following this procedure:
  - a. From the Home screen on the product control panel, touch the Stop button. The product pauses the job, and the [Job Status](#) screen opens.
  - b. From the list on the touchscreen, touch the print job you want to cancel, and then touch the [Cancel Job](#) button.
  - c. The product prompts you to confirm the cancellation. Touch the [Yes](#) button.
2. You can also cancel a print job from a software program or a print queue.
  - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
  - **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

## Select the paper size (Mac OS X)

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

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

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

## Print watermarks (Mac OS X)

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



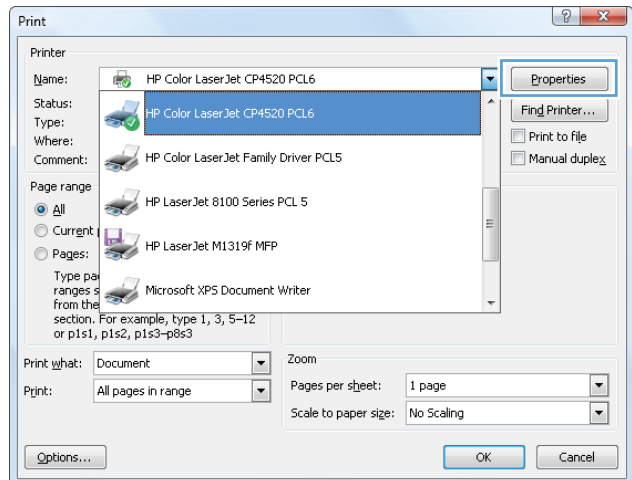
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Watermarks** menu.
4. From the **Mode** menu, select the **Watermark** option.
5. From the **Pages** drop-down list, select whether to print the watermark on all pages or on the first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

# Store print jobs on the product

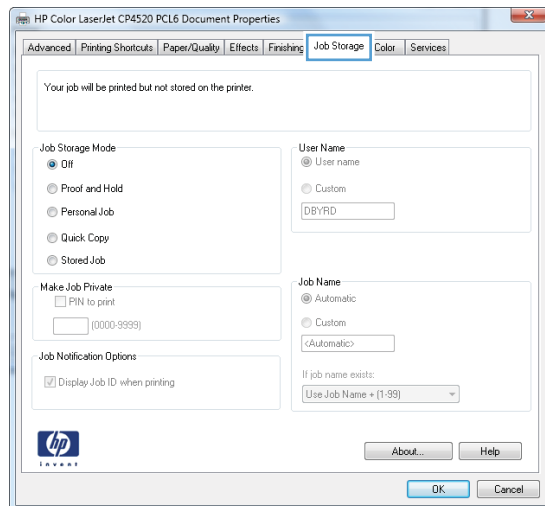
## Create a stored job (Windows)

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

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

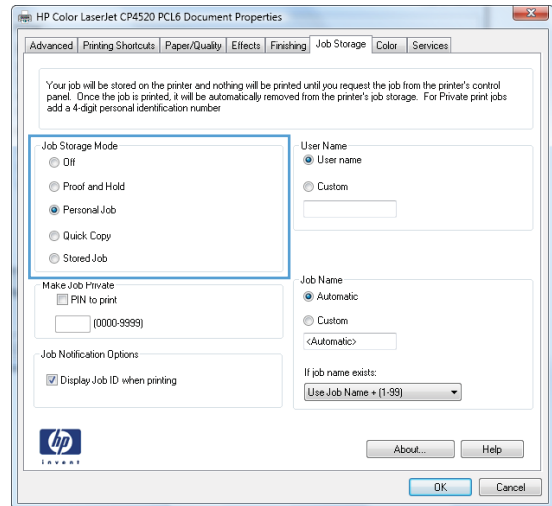


3. Click the **Job Storage** tab.



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

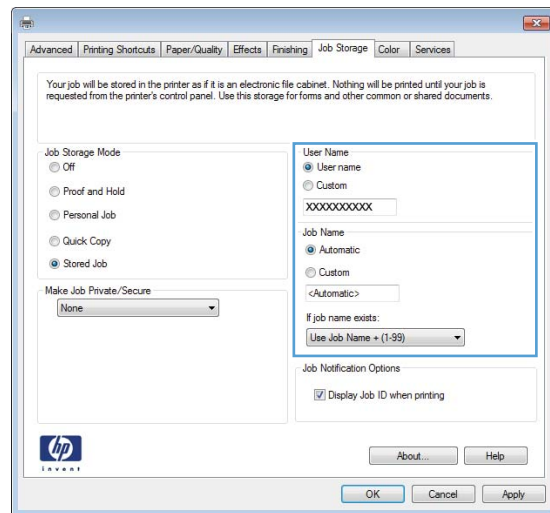
- **Proof and Hold:** Print and proof one copy of a job and then print more copies.
- **Personal Job:** The job does not print until you request it at the product control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification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



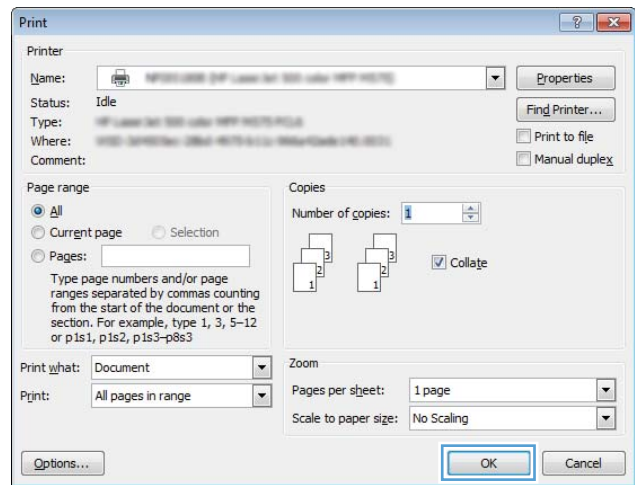
- To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

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



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



## Create a stored job (Mac OS X)

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

- Click the **File** menu, and then click the **Print** option.
- In the **Printer** menu, select the product.
- By default, the print driver displays the **Copies & Pages** menu. Open the menu drop-down list, and then click the **Job Storage** menu.
- In the **Mode** drop-down list, select the type of stored job.
  - **Proof and Hold**: Print and proof one copy of a job and then print more copies.
  - **Personal Job**: The job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.

- **Quick Copy:** Print the requested number of copies of a job and then store a copy of the job in the product memory so you can print it again later.
  - **Stored Job:** Store a job on the product and allow other users to print the job at any time. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

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

6. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the product prompts them to enter this PIN number.
7. Click the **Print** button to process the job.

## Print a stored job

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

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

## Delete a stored job

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


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

1. On the product control panel, press the Home button.
2. Highlight the **Retrieve from Device Memory** option, and then press the **OK** button.
3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then press the **OK** button.
5. If the job is private or encrypted, enter the PIN or the password, and then press the **OK** button.
6. Highlight the **Delete** option, and then press the **OK** button.

## Add a job-separator page (Windows)

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

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

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

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

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

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

**Windows 8, Server 2012:** Scroll to the bottom left corner of the open desktop. Right-click the small window that displays in the lower-left corner. Select **Control Panel**. Under **Hardware and Sound**, select **View devices and printers**.

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


# Mobile printing

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

## HP ePrint

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

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

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

- The product must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the product, and the product must be registered with HP Connected.
  1. Type the product IP address into the address line of a Web browser to open the HP Embedded Web Server.
  2. Click the **HP Web Services** tab.
  3. Select the option to enable Web Services.

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

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4. Go to [www.hpconnected.com](http://www.hpconnected.com) to create an HP ePrint account and complete the setup process.

For more information, go to [www.hp.com/go/support](http://www.hp.com/go/support) to review additional support information for your product.


## HP ePrint software

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

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

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

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

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
## AirPrint

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

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

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

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

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# 5 Color

- [Adjust color](#)
- [Change the color options \(Windows\)](#)
- [Change the color theme for a print job \(Windows\)](#)
- [Change the color options \(Mac OS X\)](#)
- [Match colors](#)

## Adjust color

Manage color by changing the settings on the **Color** tab (Windows) or the **Color Options** or **Color/Quality Options** menu (Mac) in the printer driver.

### Automatic

Setting color options to the default or **Automatic** setting typically produces the best possible print quality for color documents. The default or **Automatic** color adjustment option optimizes the neutral-gray color treatment, halftones, and edge enhancements for each element in a document. For more information, see the printer driver online Help.

### Print in Grayscale

Select the **Print in Grayscale** option (Windows) or the **Print Color as Gray** option (Mac) from the printer driver to print a color document in black and white. This option is useful for printing color documents that will be photocopied or faxed. The product uses the monochrome mode, which reduces use of the color cartridges.

## Manual color adjustment

Manually set the color options to adjust the neutral-gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To open the manual color adjustment options, follow one of these procedures:

- **Windows:** From the **Color** tab, click the **HP EasyColor** check box to clear it, click the **Manual** button, and then click the **Settings** button.
- **Mac:** Open the **Advanced** menu, or select the appropriate tab with the **Color/Quality Options** tab. Click the **HP EasyColor** check box to clear it, and then enable the manual settings.

## Manual color options

Use manual color options to adjust the **Neutral Grays**, **Halftone**, and **Edge Control** options for text, graphics, and photographs.

**Table 5-1 Manual color options**

Setting description	Setting options
<b>Halftone</b>  Halftone options affect the color output resolution and clarity.	<ul style="list-style-type: none"><li>• <b>Smooth</b> provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are the top priority.</li><li>• <b>Detail</b> is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and details are the top priority.</li></ul>
<b>Neutral Grays</b>  The <b>Neutral Grays</b> setting determines the method for creating gray colors used in text, graphics, and photographs.	<ul style="list-style-type: none"><li>• <b>Black Only</b> generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs.</li><li>• <b>4-Color</b> generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black.</li></ul>
<b>Edge Control</b>  The <b>Edge Control</b> setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.	<ul style="list-style-type: none"><li>• <b>Maximum</b> is the most aggressive trapping setting. Adaptive halftoning is on.</li><li>• <b>Normal</b> sets trapping at a medium level. Adaptive halftoning is on.</li><li>• <b>Light</b> sets trapping at a minimal level. Adaptive halftoning is on.</li><li>• <b>Off</b> turns off both trapping and adaptive halftoning.</li></ul>

## Use the HP EasyColor option

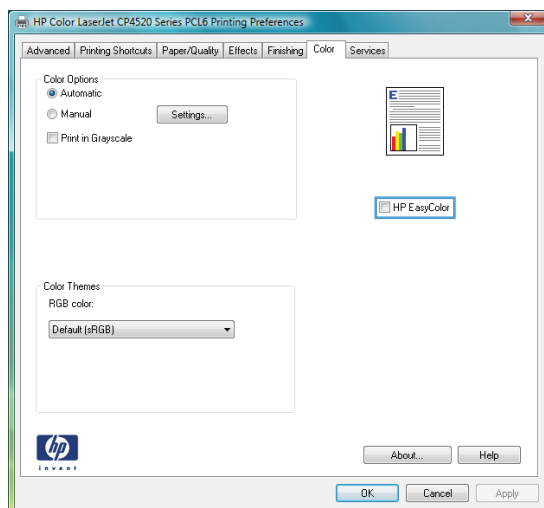
If you are using the HP PCL 6 printer driver for Windows, the **HP EasyColor** technology automatically improves mixed-content documents that are printed from Microsoft Office programs. This technology scans documents and automatically adjusts photographic images in .JPEG or .PNG format. **HP EasyColor** technology enhances the entire image at one time, rather than dividing it into several pieces, which results in improved color consistency, sharper details, and faster printing.

If you are using the HP Postscript printer driver for Mac, **HP EasyColor** technology scans all documents and automatically adjusts all photographic images with the same improved photographic results.


In the following example, the images on the left were created without using the **HP EasyColor** option. The images on the right show the enhancements that result from using the **HP EasyColor** option.



The **HP EasyColor** option is enabled by default in both the HP PCL 6 printer driver and the HP Mac Postscript printer driver, so you do not need to make manual color adjustments. To disable the option so you can manually adjust the color settings, open the **Color** tab in the Windows driver or the **Color/Quality Options** tab in the Mac driver, and then click the **HP EasyColor** check box to clear it.



## Change the color options (Windows)

1. From the software program, select the **Print** option.
  2. Select the product, and then click the **Properties** or **Preferences** button.
  3. Click the **Color** tab.
  4. Select the **HP EasyColor** check box to clear it.
  5. Click the **Automatic** or **Manual** setting.
    - **Automatic** setting: Select this setting for most color print jobs
    - **Manual** setting: Select this setting to adjust the color settings independently from other settings. Click the **Settings** button to open the manual color-adjustment window.
- 
-  **NOTE:** Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.
- 
6. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. Also use this option to print draft copies or to save color toner.
  7. Click the **OK** button to close the **Document Properties** dialog box. In the **Print** dialog box, click the **OK** button to print the job.

## Change the color theme for a print job (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Color** tab.
4. Select the **HP EasyColor** check box to clear it.
5. Select a color theme from the **Color Themes** drop-down list.
  - **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
  - **Vivid (sRGB)**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.
  - **Photo (sRGB)**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRGB) theme. Use this theme when printing photos.
  - **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.
  - **None**: No color theme is used.
  - **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific HP Color LaserJet product). Download custom profiles from [www.hp.com](http://www.hp.com).
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.

## Change the color options (Mac OS X)

1. Click the **File** menu, and then click the **Print** option.
2. In the **Printer** menu, select the product.
3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Color Options** menu.
4. Click the **HP EasyColor** check box to clear it.
5. Open the **Advanced** settings.
6. Adjust the individual settings for text, graphics, and photographs.
7. Click the **Print** button.

## Match colors

The process of matching product output color to a computer screen is quite complex because printers and computer monitors use different methods of producing color. Monitors *display* colors by light pixels using an RGB (red, green, blue) color process, but printers *print* colors using a CMYK (cyan, magenta, yellow, and black) process.

Several factors can influence the ability to match printed colors to those on a monitor. These factors include:

- Paper
- Printer colorants (inks or toners for example)
- Printing process (inkjet, press, or laser technology for example)
- Overhead lighting
- Personal differences in perception of color
- Software programs
- Print drivers
- Computer operating system
- Monitors and monitor settings
- Video cards and drivers
- Operating environment (humidity for example)

For most situations, the best method for matching colors on the screen to the printed page is to print sRGB colors.

## Sample book color matching

The process for matching product output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the range of the product. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will state which process standards were used to print the sample book. In most cases they will be SWOP, EURO, or DIC. To get optimal color matching to the process sample book, select the corresponding ink emulation from the product menu. If you cannot identify the process standard, use SWOP ink emulation.

## Print color samples

To use the color samples, select the color sample that is the closest match to the desired color. Use the sample's color value in the software program to describe the object you wish to match. Printed colors vary depending on the paper type and the software program.

Use the following procedure to print color samples at the product using the control panel:




1. From the Home screen on the product control panel, scroll to and touch the [Administration](#) button.
2. Open the following menus:
  - **Reports**
  - [Other Pages](#)
3. Select either the [RGB Samples](#) or the [CMYK Samples](#) option, and touch the [OK](#) button.

## PANTONE® color matching

PANTONE has multiple color matching systems. PANTONE MATCHING SYSTEM® is very popular and uses solid inks to generate a wide range of color hues and tints.

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 **NOTE:** PANTONE Colors generated might not match PANTONE-identified standards. Consult current PANTONE Publications for accurate color.

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## 6 Manage and maintain

- [HP Embedded Web Server](#)
- [HP Utility for Mac OS X](#)
- [Use HP Web Jetadmin software](#)
- [Manage supplies and accessories](#)
- [Clean the product](#)
- [Software and firmware updates](#)

# HP Embedded Web Server


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

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

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


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

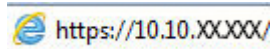
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 **NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

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

1. From the Home screen on the product 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 product control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



 <https://10.10.XXXXX/>

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

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

# HP Utility for Mac OS X


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

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

## Open HP Utility

From the Finder, click **Applications**, click **Hewlett-Packard**, and then click **HP Utility**.

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

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

## HP Utility features

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

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

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

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

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

## Use HP Web Jetadmin software

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

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

# Manage supplies and accessories

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


### Supplies messages

- **<Color> <Supply> Low**—where <Color> is the color of the supply, and <Supply> is the type of supply. The product indicates when a supply level is low. The actual print cartridge life remaining can vary, but the supply does not need to be replaced now. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. This alert appears only when **<Color> <Supply> Very Low** is set to **Stop**.
- **<Color> <Supply> Very Low**. The product indicates when a supply level is very low. The actual print cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. Once an HP supply has reached very low, the HP Premium Protection Warranty on that cartridge has ended.


Print-quality problems can occur when using a supply that is at its estimated end of life. The print cartridge does not need to be replaced at this point in time unless the print quality is no longer acceptable.

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

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

1. At the product control panel, press the Home button .
2. Open the following menus:
  - Administration
  - Manage Supplies
  - Supply Settings
  - Black Cartridge or Color Cartridges
  - Very Low Settings
3. Select one of the following options:
  - Select the **Continue** option to set the product to alert you that the cartridge is very low, but to continue printing.  

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

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  - Select the **Stop** option to set the product to stop printing (including printing faxes) until you replace the cartridge.
  - Select the **Prompt to continue** option to set the product to stop printing (including printing faxes) and prompt you to replace the cartridge. You can acknowledge the prompt and continue printing.

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




Once an HP supply has reached Very Low, the HP Premium Protection Warranty on that supply has ended.

## Manage print cartridges

### Toner cartridge storage


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

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

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### HP policy on non-HP supplies

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

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

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### HP anticounterfeit Web site

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

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

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

### Recycle supplies

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

### Data stored on the toner cartridge

The HP toner cartridges used with this product contain a memory chip that assists in the operation of the product.

In addition, this memory chip collects a limited set of information about the usage of the product, which might include the following: the date when the toner cartridge was first installed, the date when the toner cartridge was last used, the number of pages printed using the toner cartridge, the page coverage, the printing modes used, any printing errors that might have occurred, and the product model. This information helps HP design future products to meet our customers' printing needs.

The data collected from the toner cartridge memory chip does not contain information that can be used to identify a customer or user of the toner cartridge or their product.

HP collects a sampling of the memory chips from toner cartridges returned to HP's free return and recycling program (HP Planet Partners: [www.hp.com/recycle](http://www.hp.com/recycle)). The memory chips from this sampling are read and studied in order to improve future HP products. HP partners who assist in recycling this toner cartridge might have access to this data, as well.

Any third party possessing the toner cartridge might have access to the anonymous information on the memory chip.

## Replacement instructions

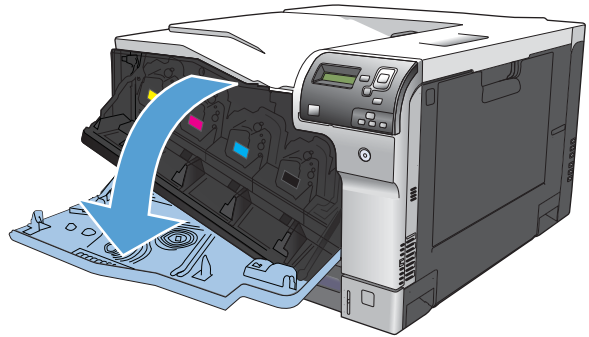
### Replace print cartridges

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

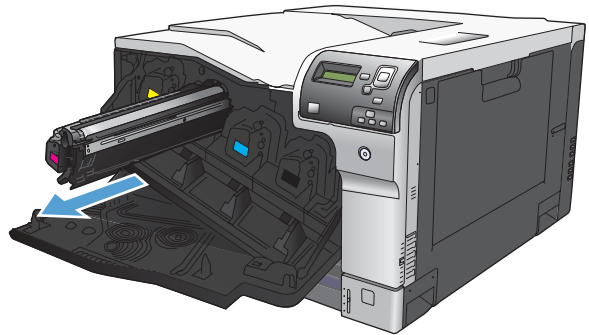
**CAUTION:** If toner gets on clothing, wipe it off with a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

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



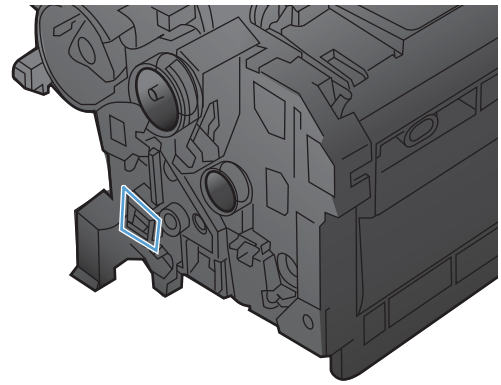
2. Grasp the handle of the used print cartridge and pull out to remove.



3. Store the used print cartridge in a protective bag. Information about recycling used print cartridges is on the print-cartridge box.

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

**NOTE:** Be careful not to damage the memory tag on the print cartridge.



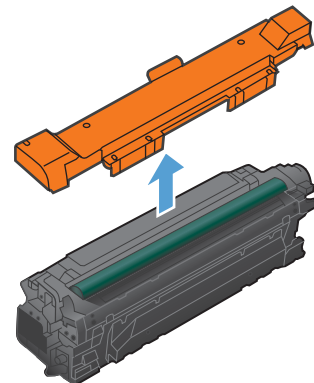
5. Grasp both sides of the print cartridge and distribute the toner by gently rocking the print cartridge.



6. Remove the orange protective cover from the print cartridge.

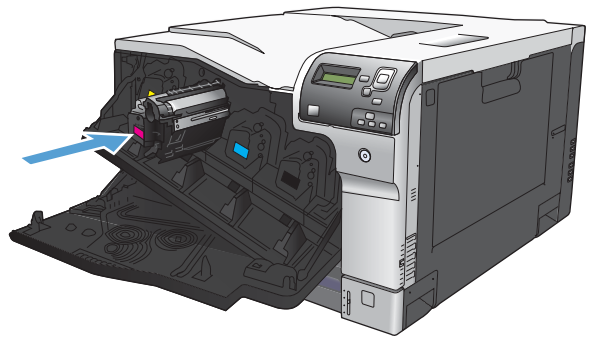
**CAUTION:** Avoid prolonged exposure to light.

**CAUTION:** Do not touch the green roller. Doing so can damage the cartridge.

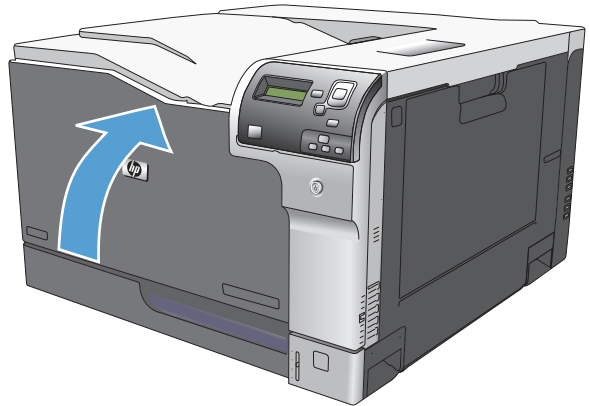


7. Align the print cartridge with its slot and insert the print cartridge until it clicks into place.

**NOTE:** The print cartridges go in at a slight angle.




8. Close the front door.

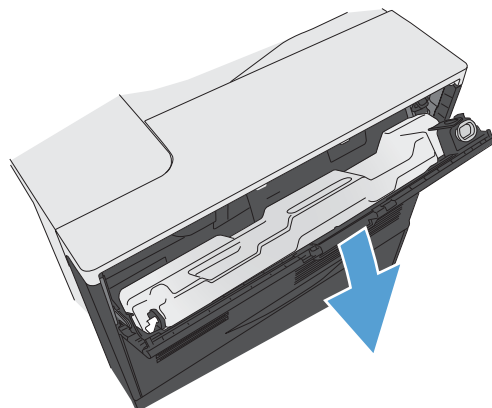


## Replace the toner collection unit

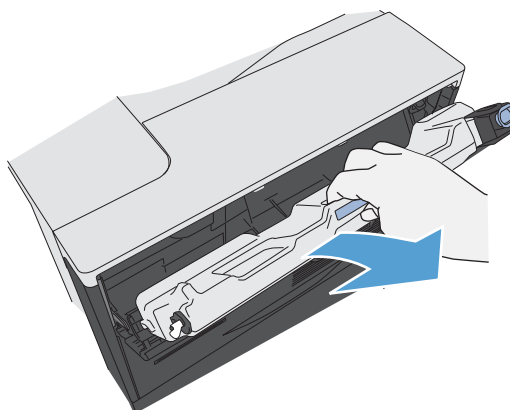
Replace the toner collection unit when the control panel prompts you.

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

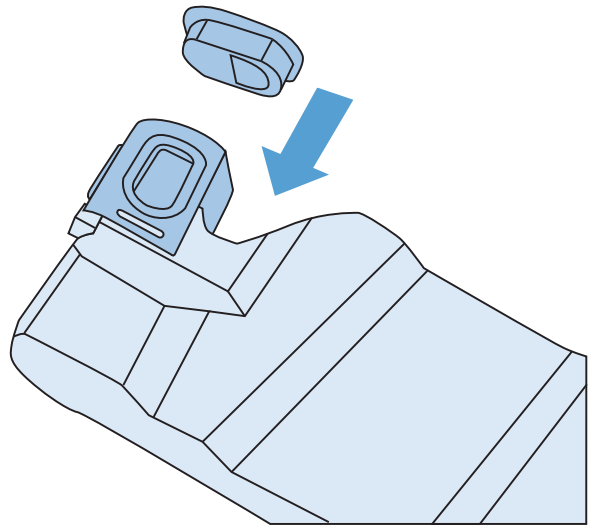
1. Open the rear door.



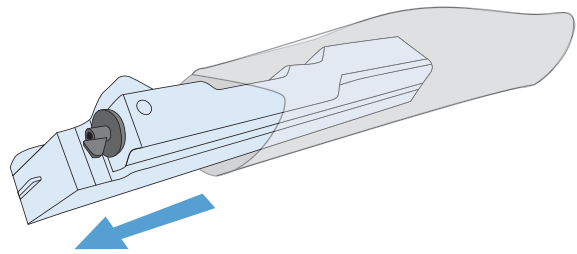
2. Grasp the top of the toner collection unit and remove it from the product.



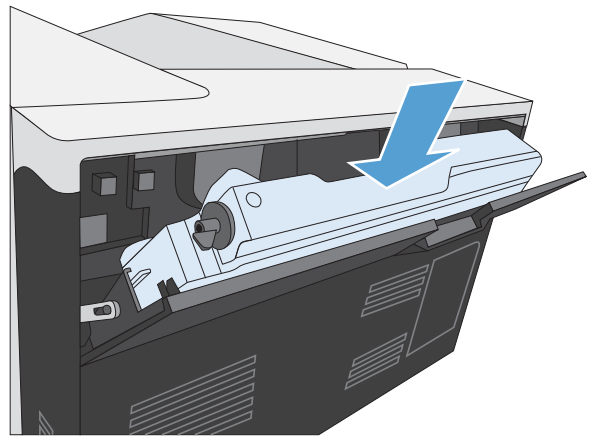
3. Place the attached cap over the opening at the top of the unit.



4. Remove the new toner collection unit from its packaging.

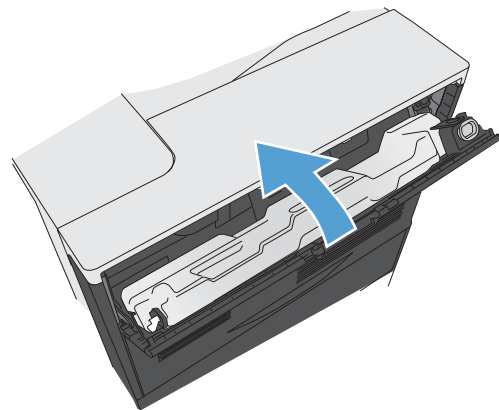


5. Insert the new unit into the product.



6. Close the rear door.

To recycle the used toner collection unit, follow the instructions included with the new toner collection unit.




## Clean the product

Over time, particles of toner and paper accumulate inside the product. This can cause print-quality problems during printing. Cleaning the product eliminates or reduces these problems.

Clean the paper path and print-cartridge areas every time that you change the print cartridge or whenever print-quality problems occur. As much as possible, keep the product free from dust and debris.

To clean the product exterior, use a soft, water-moistened cloth.

## Clean the paper path

1. At the product control panel, press the Home button .
2. Open the following menus:
  - **Device Maintenance**
  - [Calibration/Cleaning](#)
3. Press the down arrow ▼ to highlight the **Print Cleaning Page** menu item, and then press the **OK** button.
4. Completion of the cleaning process depends on the product model:
  - **Non-duplex models:** After the first side prints, reload the page into Tray 1 according the instructions, and then press the **OK** button. After the second side prints, the task is complete. Discard the printed page.
  - **Duplex models:** After both sides print, the task is complete. Discard the printed page.

## Software and firmware updates

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

- In the US, go to [www.hp.com/support/colorljM750](http://www.hp.com/support/colorljM750). Click **Drivers & Software**.
- Outside the US, go to [www.hp.com/support](http://www.hp.com/support). Select your country/region. Click **Drivers & Software**. Enter the product name (for example, "LaserJet M575"), and then select **Search**.



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# 7 Solve problems

- [Self help](#)
- [Solve general problems](#)
- [Interpret control-panel messages](#)
- [Clear jams](#)

## Self help

In addition to the information in this guide, other sources are available that provide helpful information.

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Control panel help

The control panel has built-in help that guides you through several tasks, such as replacing print cartridges and clearing jams.

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# Solve general problems

If the product is not responding correctly, complete the steps in the following checklist, in order. If the product does not pass a step, follow the corresponding troubleshooting suggestions. If a step resolves the problem, you can stop without performing the other steps on the checklist.

## Troubleshooting checklist

1. Make sure the product Ready light is on. If no lights are on, complete these steps:
  - a. Check the power-cable connections.
  - b. Check that the power is turned on.
  - c. Make sure that the line voltage is correct for the product power configuration. (See the label that is on the back of the product for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
  - d. If none of these measures restores power, contact HP Customer Care.
2. Check the cabling.
  - a. Check the cable connection between the product and the computer or network port. Make sure that the connection is secure.
  - b. Make sure that the cable itself is not faulty by using a different cable, if possible.
  - c. Check the network connection.
3. Check to see if any messages appear on the control-panel display. If any error messages appear, see [Interpret control-panel messages on page 99](#).
4. Ensure that the paper that you are using meets specifications.
5. Print a configuration page. See [Print information pages on page 9](#). If the product is connected to a network, an HP Jetdirect page also prints.
  - a. If the pages do not print, check that at least one tray contains paper.
  - b. If the page jams in the product, see [Clear jams on page 106](#).
6. If the configuration page prints, check the following items:
  - a. If the page does not print correctly, the problem is with the product hardware. Contact HP Customer Care.
  - b. If the page prints correctly, then the product hardware is working. The problem is with the computer you are using, with the printer driver, or with the program.
7. Select one of the following options:

**Windows:** Click **Start**, click **Settings**, and then click **Printers** or **Printers and Faxes**. Double-click the name of the product.

**-or-**

**Mac OS X:** Open the **Printer Setup Utility** or the **Print & Fax** list, and double-click the line for the product.

8. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.
9. Print a short document from a different program that has worked in the past. If this solution works, then the problem is with the program you are using. If this solution does not work (the document does not print), complete these steps:
  - a. Try printing the job from another computer that has the product software installed.
  - b. If you connected the product to the network, connect the product directly to a computer with a USB cable. Redirect the product to the correct port, or reinstall the software, selecting the new connection type that you are using.

## Factors that affect product performance


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

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

# Interpret control-panel messages


## Control-panel message types

Four types of control-panel messages can indicate the status of or problems with the product.

Message type	Description
Status messages	Status messages reflect the current state of the product. They inform you of normal product operation and require no interaction to clear them. They change as the state of the product changes. Whenever the product is ready, not busy, and has no pending warning messages, the <a href="#">Ready</a> status message appears if the product is online.
Warning messages	Warning messages inform you of data and print errors. These messages typically alternate with the <a href="#">Ready</a> or status messages and remain until you press the <b>OK</b> button. Some warning messages are clearable. If the <a href="#">Clearable Warnings</a> menu in the <b>Display Settings</b> menu is set to the <b>Job</b> option, the next print job clears these messages.
Error messages	Error messages communicate that some action must be performed, such as adding paper or clearing a jam.  Some error messages are auto-continuable. If the <a href="#">Continuable Events</a> menu in the <b>Display Settings</b> menu is set to the <a href="#">Auto-Continue</a> option, the product continues normal operation after an auto-continuable error message appears for 10 seconds.  <b>NOTE:</b> Pressing any button during the 10-second auto-continuable error message overrides the auto-continue feature, and the button function takes precedence. For example, pressing the Stop button  pauses printing and offers the option to cancel the print job.
Critical-error messages	Critical error messages inform you of a product failure. You can clear some of these messages by turning the product off and then on. These messages are not affected by the <a href="#">Auto-Continue</a> setting. If a critical error persists, service is required.

## Control-panel messages

The product provides robust control panel messaging. When a message appears on the control panel, follow the on-screen instructions to resolve the issue. If the product displays an “Error” or “Attention” message, and no steps are shown to resolve the issue, turn the product off then on. Contact HP support if you continue to experience issues with the product.

For additional information on a variety of topics, press the Help button  on the control panel.

## Supplies status messages

The following table contains important information about supplies status messages.

**Table 7-1 Supplies status messages**

Control panel message	Description	Recommended action
10.XX.YY Supply memory error	<p>The product cannot read or write to at least one print cartridge memory chip or a memory chip is missing from a print cartridge.</p> <p><b>XX values</b></p> <ul style="list-style-type: none"> <li>• 00 = Memory chip memory error</li> <li>• 10 = Memory chip missing</li> </ul> <p><b>YY values</b></p> <ul style="list-style-type: none"> <li>• 00 = Black</li> <li>• 01 = Cyan</li> <li>• 02 = Magenta</li> <li>• 03 = Yellow</li> </ul>	Reinstall the print cartridge, or install a new print cartridge.
<b>Black Cartridge low</b>	The print cartridge is nearing the estimated end of its useful life.	The product indicates when the print cartridge level is low. The actual print cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.
<b>Black Cartridge very low</b>	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print cartridge life can vary.</p> <p>Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. All print defects or print cartridge failures incurred when an HP print cartridge is used in “continue in very low” mode will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.</p>
<b>Cyan cartridge low</b>	The print cartridge is nearing the estimated end of its useful life.	The product indicates when the print cartridge level is low. The actual print cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.

**Table 7-1 Supplies status messages (continued)**

Control panel message	Description	Recommended action
<b>Cyan cartridge very low</b>	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print cartridge life can vary.</p> <p>Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. All print defects or print cartridge failures incurred when an HP print cartridge is used in "continue in very low" mode will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.</p>
<b>Fuser Kit low</b>	<p>The fuser kit is low. The actual supply life remaining might vary. Consider having a replacement fuser kit available to install when print quality is no longer acceptable. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable.</p>	<p>If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit.</p>
<b>Fuser Kit very low</b>	<p>The fuser kit is very low. The actual supply life remaining might vary. You do not need to replace the fuser kit at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.</p>	<p>If print quality is no longer acceptable, replace the fuser kit. Instructions are included with the fuser kit.</p>
<b>Incompatible &lt;color&gt; cartridge</b>	<p>The indicated color print cartridge is not compatible with this product.</p>	<p>Replace the print cartridge with one that is designed for this product.</p>
<b>Incompatible fuser</b>	<p>The fuser is not compatible with this product.</p>	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Remove the incompatible fuser.</li> <li>3. Install the correct fuser.</li> <li>4. Close the right door.</li> </ol>
<b>Incompatible supplies</b>	<p>Print cartridges or other supply items are installed that were not designed for this product. The product cannot print with these supplies installed.</p>	<p>Install supplies that are designed for this product.</p>
<b>Incompatible Toner Collection Unit</b>	<p>The toner collection unit is incompatible with this product.</p>	<ol style="list-style-type: none"> <li>1. Open the rear door.</li> <li>2. Remove the incompatible toner collection unit.</li> <li>3. Install the correct toner collection unit.</li> <li>4. Close the rear door.</li> </ol>

**Table 7-1 Supplies status messages (continued)**

Control panel message	Description	Recommended action
<b>Incompatible transfer unit</b>	The transfer unit is incompatible with this product.	<ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Remove the incompatible transfer unit.</li> <li>3. Install the correct transfer unit.</li> <li>4. Close the right door.</li> </ol>
<b>Magenta cartridge low</b>	The print cartridge is nearing the estimated end of its useful life.	The product indicates when the print cartridge level is low. The actual print cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.
<b>Magenta cartridge very low</b>	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print cartridge life can vary.</p> <p>Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. All print defects or print cartridge failures incurred when an HP print cartridge is used in "continue in very low" mode will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.</p>
<b>Replace black cartridge</b>	This alert appears only if the product is configured to stop when the print cartridge reaches the very low threshold. The product indicates when a supply level is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.	<p>Replace the specified color cartridge.</p> <p>Or, configure the product to continue printing by using the <a href="#">Manage Supplies</a> menu.</p>
<b>Replace fuser kit</b>	The product indicates when the fuser kit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement fuser kit available to install when print quality is no longer acceptable. The fuser kit does not need to be replaced now unless the print quality is no longer acceptable. After the fuser kit reaches its approximated end of life, the HP Premium Protection Warranty on that fuser kit ends.	<p><b>CAUTION:</b> The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <ol style="list-style-type: none"> <li>1. Open the right door.</li> <li>2. Grasp the blue handles on both sides of the fuser and pull straight out to remove it.</li> <li>3. Install the new fuser.</li> <li>4. Close the right door.</li> </ol>



**Table 7-1 Supplies status messages (continued)**

Control panel message	Description	Recommended action
<b>Replace supplies</b>	<p>This alert appears only if the product is configured to stop when the print cartridges reach the "very low" threshold. Two or more supplies are at the estimated end of life. The actual life remaining might be different than the estimation. Consider having replacement supplies available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable. After an HP supply has reached its approximated end of life, the HP Premium Protection Warranty on that supply ends.</p>	<p>Replace the necessary supplies.</p> <p>Or, configure the product to continue printing by using the <a href="#">Manage Supplies</a> menu.</p>
<b>Replace toner collection unit</b>	<p>The product indicates when a toner collection unit is full and needs to be replaced. Continuing to print without replacing the toner collection unit might cause product damage, toner spill, or other error conditions. Have a replacement toner collection unit available to install. After a toner collection unit has become full, the HP Premium Protection Warranty on that toner collection unit ends.</p>	<p>Replace the toner collection unit.</p>
<b>Replace transfer kit</b>	<p>The product indicates when a transfer kit is at its estimated end of life. The actual life remaining might be different than the estimation. Have a replacement transfer kit available to install when print quality is no longer acceptable. The transfer kit does not need to be replaced now unless the print quality is no longer acceptable. After a transfer kit has reached its approximated end of life, the HP Premium Protection Warranty on that transfer kit ends.</p>	<p>Replace the transfer kit. Instructions are included with the transfer kit.</p>
<b>Supplies in wrong position</b>	<p>Two or more print-cartridge slots contain the wrong color print cartridge.</p> <p>From left to right, the print cartridges should be installed in this order:</p> <ul style="list-style-type: none"><li>• Yellow</li><li>• Magenta</li><li>• Cyan</li><li>• Black</li></ul>	<p>Install the correct color cartridge in each slot.</p>
<b>Supplies low</b>	<p>This message appears when at least two supplies have reached the low threshold. The actual supply life remaining might vary. Identify which supplies are low. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.</p>	<p>To continue printing in color, either replace the supply or reconfigure the product by using the <a href="#">Manage Supplies</a> menu on the control panel.</p>

**Table 7-1 Supplies status messages (continued)**

Control panel message	Description	Recommended action
<b>Supplies very low</b>	This message appears when at least two supplies have reached the very low threshold. Identify which supplies are low. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.	To continue printing in color, either replace the supply or reconfigure the product by using the <a href="#">Manage Supplies</a> menu on the control panel.
<b>Toner Collection Unit Almost Full</b>	The toner collection unit is almost full. This condition is equivalent to the supply life being low. The actual supply life can vary. You do not need to replace the toner collection unit at this time.	No action is necessary to continue.
<b>Transfer kit low</b>	This message appears when the transfer kit reaches the low threshold. The actual supply life remaining might vary. You do not need to replace the transfer kit at this time unless print quality is no longer acceptable.	No action is necessary to continue. If the print quality is no longer acceptable, replace the transfer kit. Instructions are included with the new transfer kit.
<b>Transfer kit very low</b>	This message appears when the transfer kit has reached the very low threshold. The actual supply life remaining might vary. You do not need to replace the supplies at this time unless print quality is no longer acceptable. After an HP supply has reached the very low threshold, the HP Premium Protection Warranty for that supply has ended.	To continue printing, either replace the transfer kit or reconfigure the product to continue printing by using the <a href="#">Manage Supplies</a> menu on the control panel.
<b>Unsupported supply installed</b>	One of the print cartridges is for a different HP product.	If print quality is no longer acceptable, replace the print cartridge.
<b>Used supply in use</b>	One of the print cartridges has been previously used.	If you believe you purchased a genuine HP supply, go to <a href="http://www.hp.com/go/anticounterfeit">www.hp.com/go/anticounterfeit</a> .
<b>Wrong cartridge in &lt;color&gt; slot</b>	The indicated slot for a print cartridge contains a cartridge that is not the correct color. From left to right, the print cartridges should be installed in this order: <ul style="list-style-type: none"> <li>• Yellow</li> <li>• Magenta</li> <li>• Cyan</li> <li>• Black</li> </ul>	Remove the print cartridge from that slot, and install a cartridge that is the correct color.

**Table 7-1 Supplies status messages (continued)**

<b>Control panel message</b>	<b>Description</b>	<b>Recommended action</b>
<b>Yellow cartridge low</b>	The print cartridge is nearing the estimated end of its useful life.	The product indicates when the print cartridge level is low. The actual print cartridge life remaining can vary. Consider having a replacement cartridge available to install when the print quality is no longer acceptable. The print cartridge does not need to be replaced now.
<b>Yellow cartridge very low</b>	<p>The print cartridge is at the estimated end of its useful life.</p> <p>Print quality might decrease. Replace the print cartridge when the print quality becomes unacceptable.</p>	<p>To ensure optimal print quality, HP recommends replacing the print cartridge at this point. You do not need to replace the print cartridge at this time unless the print quality is no longer acceptable. The actual print cartridge life can vary.</p> <p>Once an HP print cartridge has reached the very low threshold, the HP Premium Protection Warranty on that print cartridge has ended. All print defects or print cartridge failures incurred when an HP print cartridge is used in "continue in very low" mode will not be considered to be defects in materials or workmanship in the print cartridge under the HP Print Cartridge Warranty Statement.</p>

# Clear jams

## Prevent jams

### Common causes of jams<sup>1</sup>

Cause	Solution
The paper length and width guides are not adjusted correctly.	Adjust the guides so they are against the paper stack.
The media does not meet specifications.	Use only media that meets HP specifications. See <a href="#">Paper and print media on page 11</a> .
You are using media that has already passed through a printer or copier.	Do not use media that has been previously printed on or copied.
An input tray is loaded incorrectly.	Remove any excess media from the input tray. Make sure that the stack is below the maximum stack height mark in the tray. See <a href="#">Load paper trays on page 19</a> .
The media is skewed.	The input-tray guides are not adjusted correctly. Adjust them so they hold the stack firmly in place without bending it.
The media is binding or sticking together.	Remove the media, flex it, rotate it 180 degrees, or flip it over. Reload the media into the input tray.  <b>NOTE:</b> Do not fan paper. Fanning can create static electricity, which can cause paper to stick together.
The media is removed before it settles into the output bin.	Wait until the page completely settles in the output bin before removing it.
The paper is too heavy.	Do not use paper that exceeds the supported weights for the input tray. See <a href="#">Supported paper types and tray capacity on page 18</a> .  Do not use paper that exceeds the supported weight for automatic duplex printing. See <a href="#">Supported paper sizes for duplex printing on page 17</a> .
The media is in poor condition.	Replace the media.
The internal rollers from the tray are not picking up the media.	Remove the top sheet of media. If the media is too heavy, it might not be picked from the tray. See <a href="#">Supported paper types and tray capacity on page 18</a> .
The media has rough or jagged edges.	Replace the media.
The media is perforated or embossed.	Perforated or embossed media does not separate easily. Load sheets one at a time.
Paper was not stored correctly.	Replace the paper in the trays. Paper should be stored in the original packaging in a controlled environment.

<sup>1</sup> If the product continues to jam, contact HP Customer Support or your authorized HP service provider.

## Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.


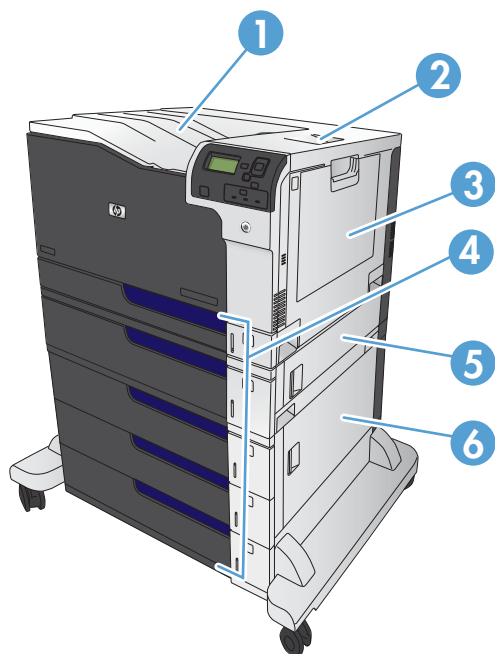

 **NOTE:** Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

Figure 7-1 Jam locations

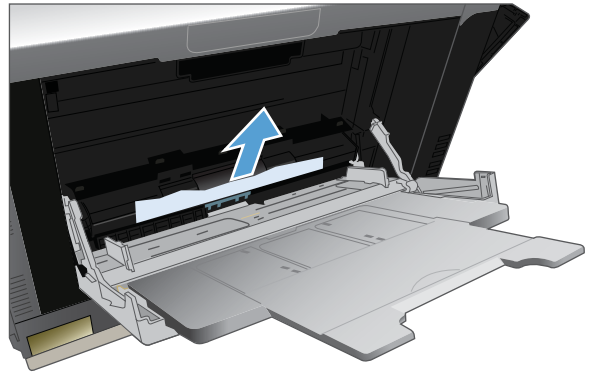


1	Output bin
2	Upper right door
3	Tray 1 area
4	Tray 2, Tray 3, and optional Trays 4, 5, and 6
5	Middle right door
6	Lower right door

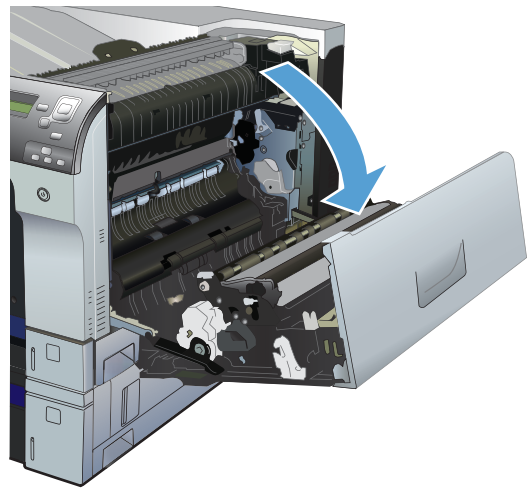
 **WARNING!** To avoid electrical shock, remove any necklaces, bracelets, or other metal items before reaching into the inside of the product.

## Clear jams in Tray 1

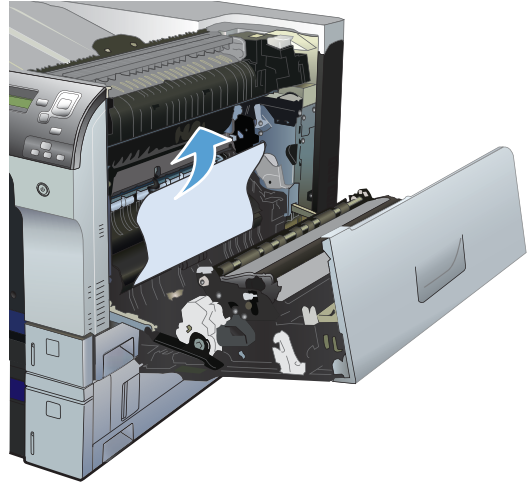
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out. Touch the **OK** button to clear the message.



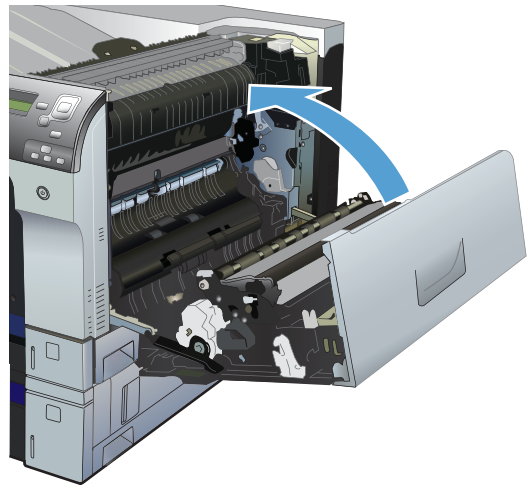
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the upper right door.



3. Gently pull the paper out of the pick up area.



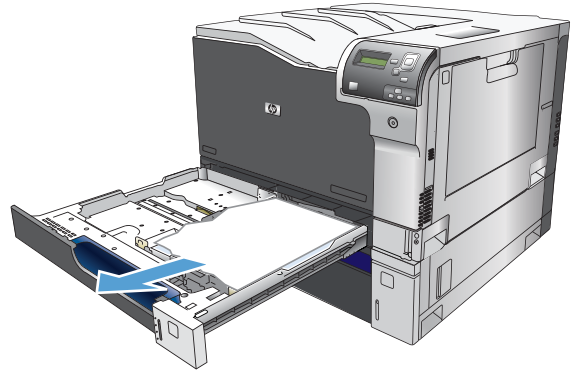
4. Close the upper right door.



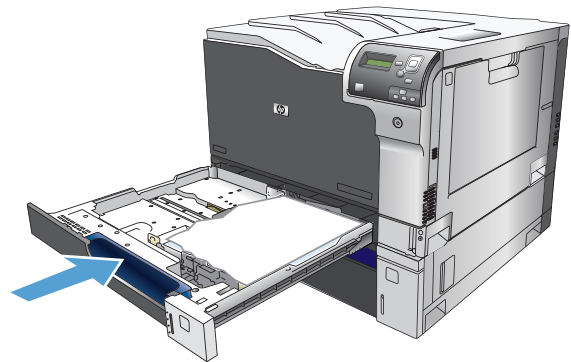
## Clear jams from Tray 2, Tray 3, or an optional tray

**CAUTION:** Opening a tray when paper is jammed can cause the paper to tear and leave pieces of paper in the tray, which might cause another jam. Be sure to clear jams before opening the tray.

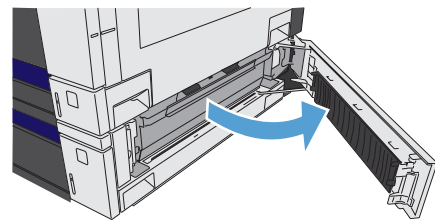
1. Open the tray and make sure that the paper is stacked correctly. Remove any jammed or damaged sheets of paper. To access jammed paper from the tray cavity, remove the tray from the product.



2. Close the tray.



3. If the jam is in Tray 3, you also can open the door on the right side of the tray, remove and jammed paper, and then close the door.

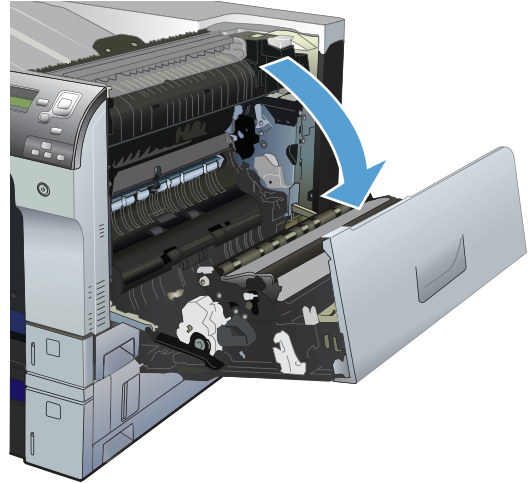




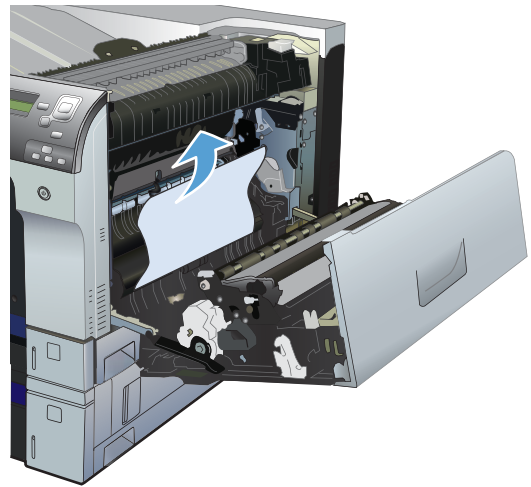
## Clear jams in the upper right door

**CAUTION:** The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.

1. Open the upper right door.

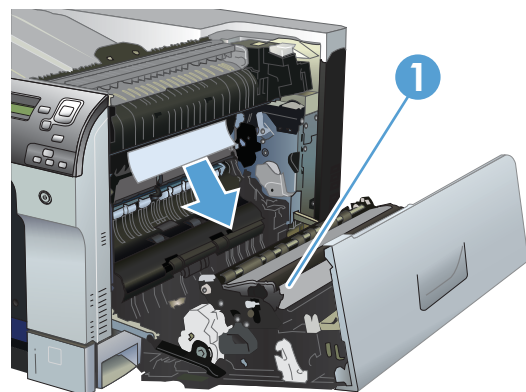


2. Gently pull the paper out of the pickup area.



3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

**CAUTION:** Do not touch the transfer roller (callout 1). Contaminants on the roller can affect print quality.



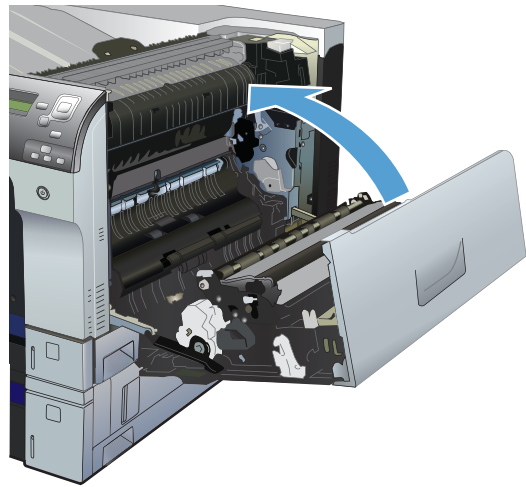
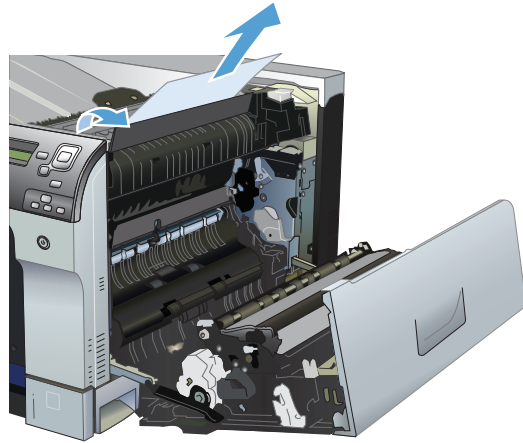
4. Paper could be jammed inside the fuser where it would not be visible. Open the fuser jam access door. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

**CAUTION:** Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.

If no paper is found but the product still reports a jam, remove the fuser to check for jammed paper inside the fuser cavity. Remove any paper, and then reinstall the fuser.

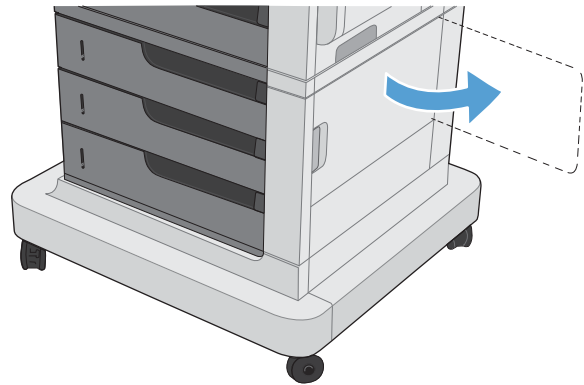
**NOTE:** Make sure that the fuser is reinstalled correctly before closing the upper right door.

5. Close the upper right door.

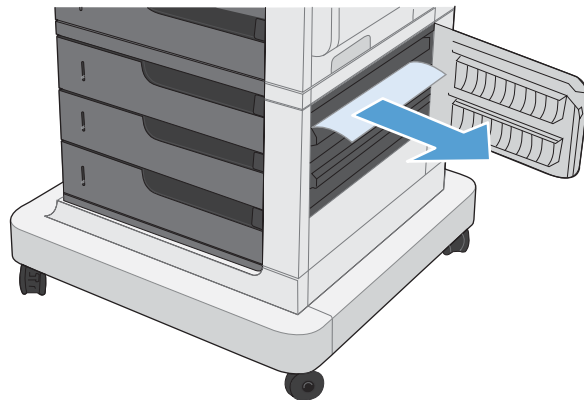


## Clear jams in the lower right door

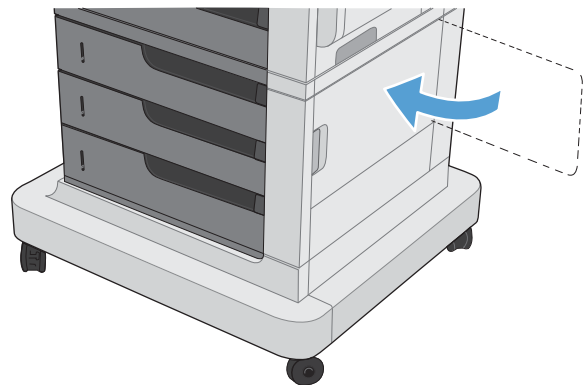
1. Open the lower right door.



2. If paper is visible, gently pull the jammed paper up or down to remove it.

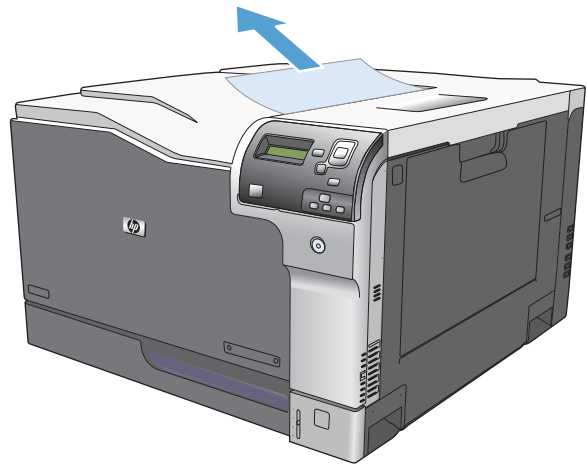


3. Close the lower right door.



## Clear jams in the output bin area

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



---

# A Supplies and accessories

- [Order parts, accessories, and supplies](#)
- [Part numbers](#)

## Order parts, accessories, and supplies

---

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

---

# Part numbers

Ordering information and availability might change during the life of the product.

## Accessories

Item	Description	Part number
HP Color LaserJet 1 x 500 Paper Feeder	500-sheet paper tray	CE860A
HP Color LaserJet 3 x 500 Paper Feeder and stand	1500-sheet paper tray. Contains three 500-sheet trays.	CE725A

## Print cartridges

Item	Description <sup>1</sup>	Part number
HP Color LaserJet black print cartridge	Black cartridge	CE270A
HP Color LaserJet cyan print cartridge	Cyan cartridge	CE271A
HP Color LaserJet yellow print cartridge	Yellow cartridge	CE272A
HP Color LaserJet magenta print cartridge	Magenta cartridge	CE273A

<sup>1</sup> For more information, go to [www.hp.com/go/learnaboutsupplies](http://www.hp.com/go/learnaboutsupplies).

## Cables and interfaces

Item	Description	Part number
Wireless Print Server	HP Jetdirect 2700w USB Wireless Print Server	J8026A
USB cable	2-meter standard USB-compatible device connector	C6518A

## Maintenance kits

Item	Description	Part number
Fuser kit	110 Volt replacement fuser	CE977A
	220 Volt replacement fuser	CE978A
Transfer kit	Replacement transfer belt, transfer roller unit, 9 feed rollers for Trays 2-6, and 6 pickup rollers for Trays 1-6.	CE516A
Toner Collection Unit	Receptacle for toner that has not fused to the paper.	CE980A





# Index

- A**
  - accessories
    - ordering 116
    - part numbers 117
  - Administration menu, control panel 8
  - AirPrint 70
  - anticounterfeit supplies 87
  - Attention light
    - locating 5
  - automatic paper sensing 29
- B**
  - bins, output
    - capacity 23
  - blank pages
    - placing between print jobs 68
  - Bonjour
    - identifying 82
  - booklets
    - creating (Windows) 55
    - printing (Mac) 59
  - browser requirements
    - HP embedded Web Server 82
  - buttons, control panel
    - locating 5
- C**
  - cable, USB
    - part number 117
  - canceling a print request (Mac OS X) 62
  - canceling a print request (Windows) 60
  - cartridges
    - non-HP 87
    - recycling 87
    - storage 87
  - cartridges, print
    - part numbers 117
    - replacing 88
  - cautions iii
  - cleaning
    - product 93
  - color
    - adjusting 73
    - Edge Control 73
    - halftone options 73
    - manage 71
    - managing 72
    - match 78
    - Neutral Grays 73
    - Pantone® matching 79
    - print color samples 78
    - print in grayscale 72
    - printed vs. monitor 78
    - sample book matching 78
    - using 71
  - color options
    - HP EasyColor (Windows) 74
    - setting (Mac) 77
  - color theme
    - changing, Windows 76
  - configurations, models 2
  - control panel
    - Administration menu 8
    - buttons 5
    - cleaning page, printing 93
    - lights 5
    - messages, numerical list 100
    - messages, types of 99
  - controlling print jobs 29
  - conventions, document iii
  - counterfeit supplies 87
  - cover pages
    - printing on different paper (Windows) 50
- D**
  - Data light
    - locating 5
  - deleting
    - stored jobs 67
  - document conventions iii
  - double-sided printing
    - Mac 57
  - double-sided printing (duplexing)
    - loading paper 24
  - drivers
    - changing paper sizes 60
    - changing paper types and sizes 14
    - presets (Mac) 57
    - settings (Mac) 57
    - universal 32
  - duplex printing
    - Mac 57
  - duplex printing (double-sided)
    - loading paper 24
    - settings (Windows) 39
    - supported paper sizes 17
  - duplexing
    - manually (Mac) 57
    - manually (Windows) 41
- E**
  - Edge Control 73
  - Embedded Web Server (EWS)
    - features 82
    - network connection 82
  - envelope sizes
    - supported 15
  - envelopes
    - loading in Tray 1 19
    - loading orientation 24
  - error messages
    - control panel 99
    - numerical list 100
    - types of 99
  - Explorer, versions supported
    - HP Embedded Web Server 82
- F**
  - features 2
  - file upload, Mac 83
  - firmware
    - update, Mac 84

- first page
  - printing on different paper (Windows) 50
- fonts
  - upload, Mac 83
- fraud Web site 87
- fuser
  - jams 111
- fuser kit
  - part number 117
- G**
- graphical and text display, control panel 5
- grayscale printing 72
- H**
- Home button 5
- HP Easy Color
  - disabling 74
  - using 74
- HP Embedded Web Server (EWS)
  - features 82
  - network connection 82
- HP ePrint 69
- HP ePrint software 69
- HP fraud Web site 87
- HP Universal Print Driver 32
- HP Utility 83
- HP Utility for Mac
  - Bonjour 83
  - features 83
- HP Utility, Mac 83
- HP Web Jetadmin 85
- I**
- information pages
  - printing or viewing 9
- installing
  - print cartridges 88
  - toner collection unit 91
- Internet Explorer, versions supported
  - HP Embedded Web Server 82
- J**
- jams
  - common causes of 106
  - fuser 111
  - locations 107
  - lower right door 113
  - output bin 114
  - Tray 1 108
  - Tray 2 110
  - Tray 3 110
  - Tray 4 110
  - Tray 4, 5, or 6 113
  - Tray 5 110
  - Tray 6 110
  - upper right door 111
- Jetadmin, HP Web 85
- job storage
  - Mac settings 66
- job-separator pages 68
- jobs, stored
  - creating (Windows) 64
  - deleting 67
  - printing 67
- K**
- keys, control panel
  - locating 5
- L**
- labels
  - printing (Windows) 47
- landscape orientation
  - changing (Mac) 58
  - selecting, Windows 45
- last page
  - printing on different paper (Windows) 50
- lights
  - control panel 5
- loading
  - Tray 1 19
  - Tray 2 20, 22
  - Tray 3 20, 22
  - Tray 4, 5, and 6 20, 22
- loading paper 19
- lower right door
  - jams 113
- M**
- Mac
  - changing paper types and sizes 14
  - driver settings 57
  - Mac driver settings
    - Job Storage 66
  - Macintosh
    - HP Utility 83
  - manual duplex
    - Mac 57
    - Windows 41
  - media 11
    - supported sizes 15
  - memory
    - included 2
    - supply errors 100
  - memory chip, toner cartridge
    - description 87
  - memory tag
    - locating 89
  - menus, control panel
    - Administration 8
  - messages
    - numerical list 100
    - types of 99
  - model number
    - location 4
  - models, features 2
  - multiple pages per sheet
    - printing (Mac) 58
    - printing (Windows) 43
- N**
- Netscape Navigator, versions supported
  - HP embedded Web Server 82
- networks
  - HP Web Jetadmin 85
  - print servers included 2
- Neutral Grays 73
- non-HP supplies 87
- notes iii
- O**
- ordering
  - part numbers for 117
  - supplies and accessories 116
- orientation
  - changing (Mac) 58
  - paper, while loading 24
  - selecting, Windows 45
- output bin
  - jams 114
- P**
- page orientation
  - changing (Mac) 58

- page sizes
  - scaling documents to fit (Mac) 59
  - scaling documents to fit (Windows) 53
- pages per sheet
  - selecting (Mac) 58
  - selecting (Windows) 43
- paper
  - covers, using different paper 50
  - first and last pages, using different paper 50
  - load 19
  - loading orientation 24
- paper jams
  - common causes of 106
  - locations 107
- paper path
  - cleaning 93
- paper size
  - changing 14, 60
- paper sizes
  - selecting (Mac) 62
  - selecting custom sizes (Mac) 62
  - selecting custom sizes (Windows) 61
  - supported 15
  - supported for duplex 17
- paper type
  - selecting (Windows) 47
- paper types
  - changing 14
  - selecting (Mac) 58
  - supported 18
- paper, covers
  - printing (Mac) 58
- paper, ordering 116
- part numbers
  - list of 117
  - print cartridges 117
- PCL drivers
  - universal 32
- portrait orientation
  - changing (Mac) 58
  - selecting, Windows 45
- power
  - troubleshooting 97
- presets (Mac) 57
- print cartridge
  - managing 86
- print cartridges
  - part numbers 117
  - replacing 88
- print drivers
  - supported 32
- print drivers (Mac)
  - settings 57
- print media
  - loading in Tray 1 19
- print on both sides
  - Mac 57
  - Windows 41
- print tasks 31
- printing
  - settings (Mac) 57
  - stored jobs 67
- printing on both sides
  - settings (Windows) 39
- problem-solving
  - messages, types of 99
- product info 1

**R**

- Ready light
  - locating 5
- recycling supplies 87
- resize documents
  - Mac 59
  - Windows 53

**S**

- scale documents
  - Mac 59
  - Windows 53
- self help
  - accessing 96
- serial number
  - location 4
- settings
  - driver presets (Mac) 57
- shortcuts (Windows)
  - creating 36
  - using 34
- software
  - HP Utility 83
- special media
  - guidelines 12
- special paper
  - guidelines 12
  - printing (Windows) 47
- special paper for covers
  - printing (Mac) 58
- status
  - HP Utility, Mac 83
  - messages, types of 99
- Stop button 5
- stopping a print request (Mac OS X) 62
- stopping a print request (Windows) 60
- storage, job
  - Mac settings 66
- stored jobs
  - creating (Mac) 66
  - creating (Windows) 64
  - deleting 67
  - printing 67
- storing
  - toner cartridges 87
- storing jobs
  - with Windows 64
- supplies
  - counterfeit 87
  - memory errors 100
  - non-HP 87
  - ordering 116
  - part numbers 117
  - recycling 87
  - replacing 88
  - status, viewing with HP Utility for Mac 83
- supported paper 15
- system requirements
  - HP Embedded Web Server 82

**T**

- tips iii
- toner cartridges
  - memory chips 87
  - non-HP 87
  - recycling 87
  - storage 87
- toner collection unit
  - replacing 91
- transfer kit
  - part number 117

- transparencies
  - automatic sensing 29
  - printing (Windows) 47
- trapping 73
- Tray 1
  - automatic paper sensing 29
  - capacity 23
  - jams 108
- Tray 2
  - capacity 24
  - jams 110
- trays
  - capacity 23
  - configure 28
  - included 2
  - load 19
  - paper orientation 24
- troubleshooting
  - checklist 97
  - control panel messages 99
  - error messages, numerical
    - list 100
- two-sided printing
  - settings (Windows) 39

## U

- universal print driver 32
- upper right door
  - jams 111

## W

- warnings iii
- watermarks
  - printing (Mac) 62
  - printing (Windows) 61
- Web browser requirements
  - HP Embedded Web Server 82
- Web sites
  - fraud reports 87
  - HP Web Jetadmin,
    - downloading 85
  - universal print driver 32
- Windows
  - changing paper types and sizes 14
  - universal print driver 32
- Windows print drivers
  - supported 32





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