



Color LaserJet Pro MFP M477

User Guide



M477fnw
M477fdn
M477fdw



www.hp.com/support/colorljM477MFP



HP Color LaserJet Pro MFP M477

User Guide

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1 Product overview

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

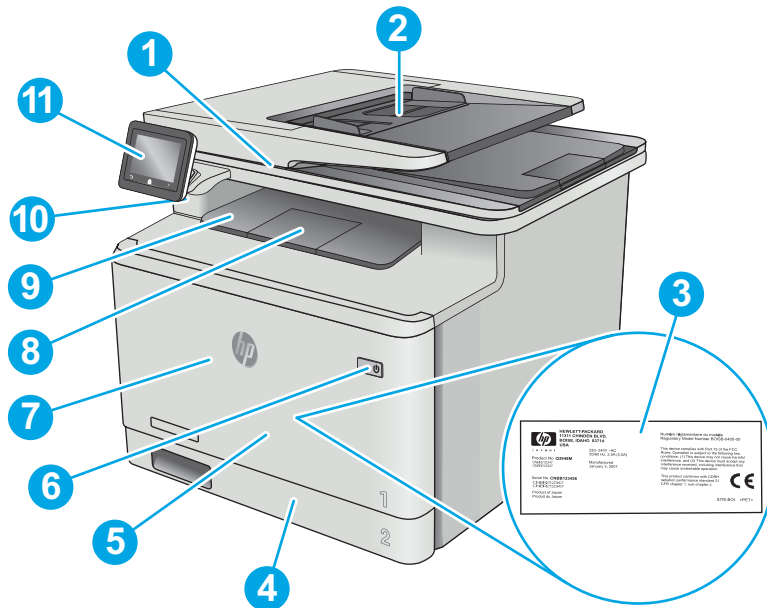
HP's all-inclusive help for the printer includes the following information:

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

Product views

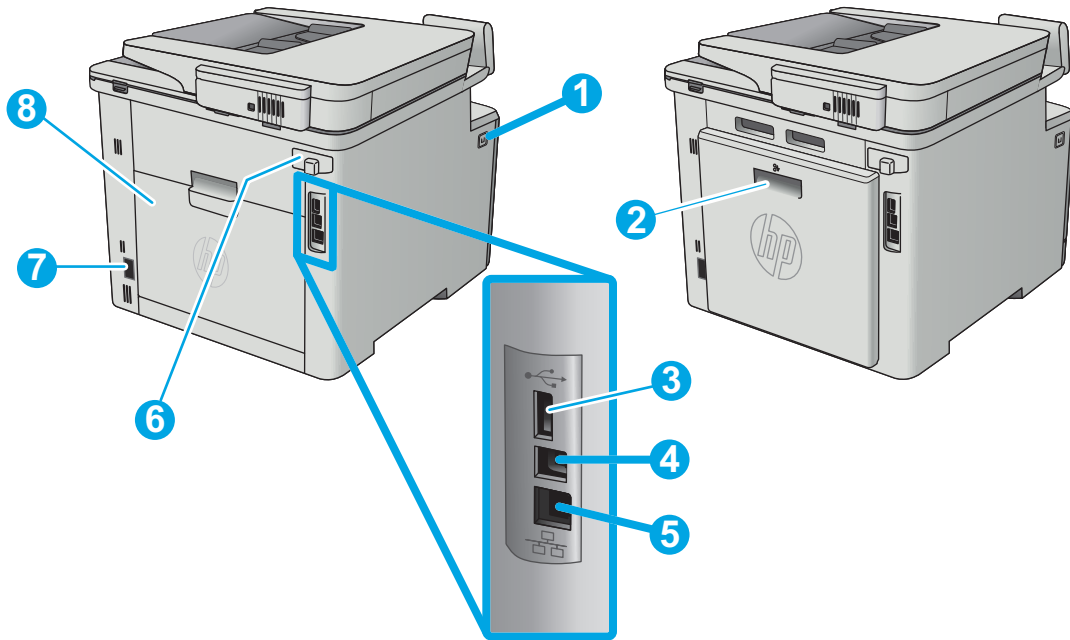
- [Printer front view](#)
- [Printer back view](#)
- [Control-panel view](#)

Printer front view



1	Scanner
2	Document feeder
3	Regulatory label (inside the front door)
4	Tray 2
5	Tray 1
6	Power on/off button
7	Front door (provides toner cartridge access)
8	Output bin extension
9	Output bin
10	Walk-up USB port (for printing and scanning without a computer)
11	Touchscreen control panel (tilts up for easier viewing)

Printer back view




- | | |
|---|--|
| 1 | Front door release button |
| 2 | Duplexer (fdn and fdw models only) |
| 3 | USB port for job storage |
| 4 | USB port for direct connection to a computer |
| 5 | Ethernet port |
| 6 | Fax ports |
| 7 | Power connection |
| 8 | Rear door (fnw model only) (provides access for clearing jams) |

Control-panel view




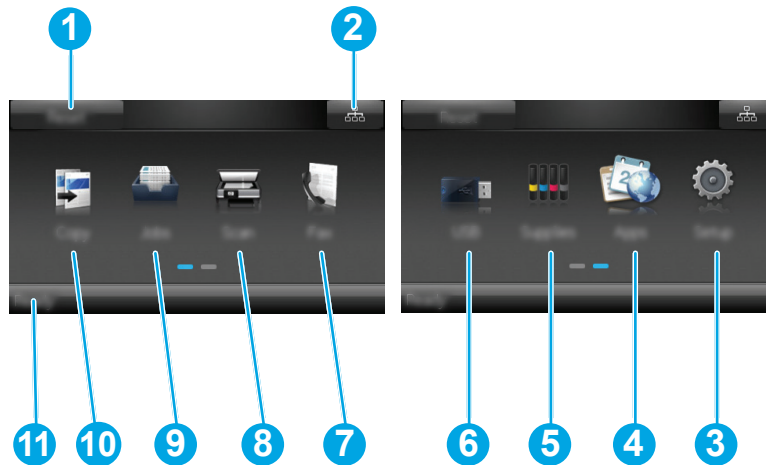
1	Touchscreen	Provides access to menus, help animations, and printer information.
2	Home page screen indicator	The display indicates which Home screen the control panel is currently displaying.
3	Help button	Provides access to the control-panel help system
4	Home button	Provides access to the Home screen
5	Back button	Returns to the previous screen











 **NOTE:** While the control panel does not have a standard **Cancel** button, during many printer processes a **Cancel** button appears on the touchscreen. This permits users to cancel a process before the printer completes it.

Home screen layout

The Home screen provides access to the printer features and indicates the current status of the printer. Return to the Home screen at any time by touching the Home button on the printer control panel.

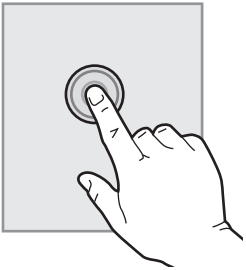

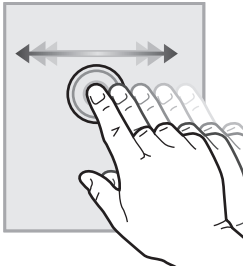

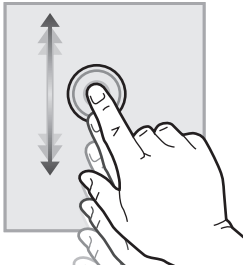
 **NOTE:** The features that appear on the Home screen can vary, depending on the printer configuration.




1	Reset button	Touch this button to reset any temporary job settings to the default printer settings.
2	Connection Information button	Touch this button to open the Connection Information menu, which provides network information. The button appears as either a wired network icon  or a wireless network icon  , depending on the type of network to which the printer is connected.
3	Setup  button	Touch this button to open the Setup menu.
4	Apps  button	Touch this button to open the Apps menu to print directly from select Web applications.
5	Supplies  button	Touch this button to view information about supplies status.
6	USB  button	Touch this button to open the USB Flash Drive menu.
7	Fax  button	Touch this button to open the fax features.
8	Scan  button	Touch this button to open the scan features: <ul style="list-style-type: none"> • Scan to USB Drive • Scan to Network Folder • Scan to E-mail
9	Jobs  button	Touch this button to open the stored jobs feature.
10	Copy  button	Touch this button to open the copy feature.
11	Printer status	This screen area provides information about the overall printer status.

How to use the touchscreen control panel

Use the following actions to use the printer touchscreen control panel.

Action	Description	Example
Touch 	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Setup  button to open the Setup menu.
Swipe 	Touch the screen and then move the finger horizontally to move the screen sideways.	Swipe the Home screen to access the Setup  button.
Scroll 	Touch the screen, and then, without lifting the finger, move the finger vertically to move the screen.	Scroll through the Setup menu.

Product specifications

 **IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/colorljM477MFP.

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

Technical specifications

Model name		M477fnw	M477fdn	M477fdw
Product number		CF377A	CF378A	CF379A
Paper handling	50-sheet multipurpose tray (Tray 1)	✓	✓	✓
	Tray 2 (250-sheet capacity)	✓	✓	✓
	Automatic duplex printing	Not available	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Print server for wireless network connectivity	✓	Not available	✓
	Walk-up USB port	✓	✓	✓
	HP near field communication (NFC) and Wi-Fi Direct for printing from mobile devices	Not available	Not available	✓
Control-panel display and input	Touchscreen control panel	✓	✓	✓
Print	Prints 27 pages per minute (ppm) on A4 and 28 ppm on letter-size paper	✓	✓	✓
	USB printing (no computer required)	✓	✓	✓
	Job storage/PIN-protected printing	✓	✓	✓
	(Requires a 16 GB or greater USB thumb drive.)			
Fax		✓	✓	✓

Model name		M477fnw	M477fdn	M477fdw
Product number		CF377A	CF378A	CF379A
Copy and Scan	Copies 19 pages per minute (ppm)	✓	✓	✓
NOTE:	Copy and scan speeds are subject to change. For the most current information, go to www.hp.com/support/colorijM477MFP .			
	Scans 26 ppm			
	50-page document feeder	✓	✓	✓
	Scan to E-mail, Scan to USB, and Scan to Network Folder options	✓	✓	✓

Supported operating systems

The following information applies to the printer-specific Windows PCL 6 and OS X print drivers.


Windows: The HP Software Installer installs the HP PCL.6, HP PCL-6, or HP PCL 6 driver depending on the Windows operating system along with optional software when using the full software installer. See the software installation notes for more information.


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

1. Go to www.hp.com/support/colorljM477MFP.
2. Select **Support Options**, and then under **Download Options** select **Drivers, Software & Firmware**.
3. Click the operating system version, and then click the **Download** button.

Operating system	Print driver installed	Notes
Windows® XP SP3 or later, 32-bit	The HP PCL.6 printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver and scan application only.	The full software installation is not supported for this operating system. Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The HP PCL.6 printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installation is not supported for this operating system.
Windows Server 2003 SP2 or later, 32-bit	The HP PCL.6 printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installation is not supported for this operating system. Use UPD drivers for 64-bit operating systems. Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best-effort support for the discontinued Server 2003 operating system.
Windows 7 SP1 or later, 32-bit and 64-bit	The HP PCL 6 printer-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The HP PCL-6 printer-specific print driver is installed for this operating system as part of the basic software installation.	Windows 8 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 8.1, 32-bit and 64-bit	The HP PCL-6 printer-specific print driver is installed for this operating system.	Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 10	The HP PCL-6 printer-specific print driver is installed for this operating system.	

Operating system	Print driver installed	Notes
Windows Server 2008 SP2, 32-bit	The HP PCL.6 printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows Server 2008 SP2, 64-bit	The HP PCL.6 printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows Server 2008 R2, SP 1, 64-bit	The HP PCL 6 printer-specific print driver is installed for this operating system as part of the basic software installation.	
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the HP PCL 6 and HP PCL-6 printer-specific print drivers do support it.	Download the HP PCL 6 or PCL-6 driver from the HP Web site www.hp.com/support/colorljM477MFP , and use the Windows Add Printer tool to install it.
Windows Server 2012 R2, 64 bit	The software installer does not support Windows Server 2012 but the HP PCL 6 and HP PCL-6 printer-specific print drivers do support it.	Download the HP PCL 6 or PCL-6 driver from the HP Web site www.hp.com/support/colorljM477MFP , and use the Windows Add Printer tool to install it.
OS X 10.8 Mountain Lion, OS X 10.9 Mavericks, and OS X 10.10 Yosemite	The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD.	<p>For OS X, download the full installer from the support Web site for this printer.</p> <ol style="list-style-type: none"> Go to www.hp.com/support/colorljM477MFP. Select Support Options, and then under Download Options select Drivers, Software & Firmware. Click the operating system version, and then click the Download button.


 **NOTE:** For a current list of supported operating systems, go to www.hp.com/support/colorljM477MFP for HP's all-inclusive help for the printer.

 **NOTE:** For details on client and server operating systems and for HP UPD PCL6, UPD PCL 5, and UPD PS driver support for this printer, go to www.hp.com/go/upd and click the **Specifications** tab.

Mobile printing solutions

The printer supports the following software for mobile printing:

- HP ePrint software

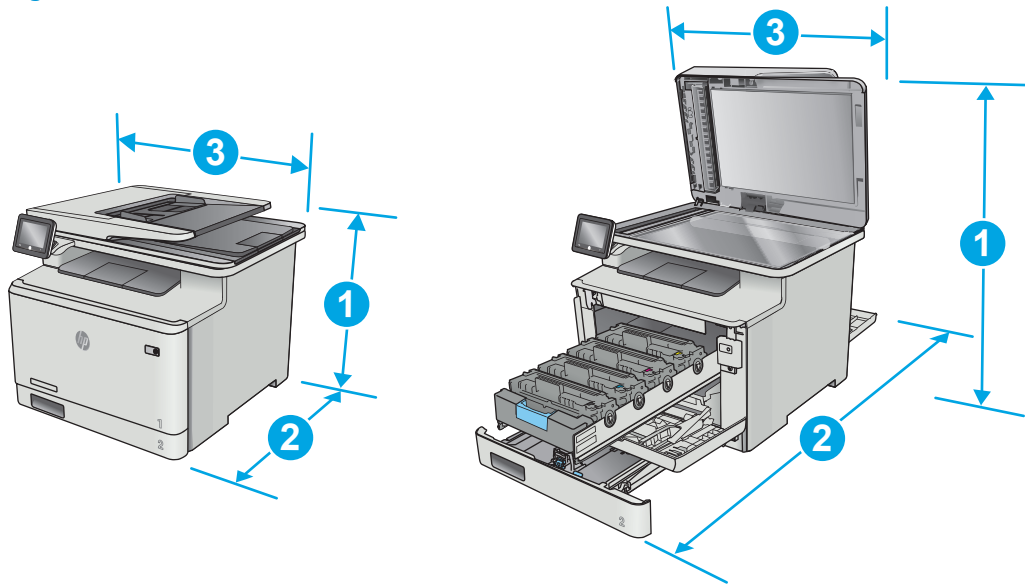
 **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); Windows 10 (32-bit and 64-bit); and OS X versions 10.8 Mountain Lion, 10.9 Mavericks, and 10.10 Yosemite.

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported on all printers with ePrint Enterprise Server Software)

- HP All-in-One Remote app for iOS and Android devices
- Google Cloud Print
- AirPrint
- Android Printing

Printer dimensions

Figure 1-1 Dimensions for the M477fnw models



	Printer fully closed	Printer fully open
1. Height	399.8 mm (15.74 in)	656 mm (25.83 in)
2. Depth	461 mm (18.15 in)	1025 mm (40.35 in)
3. Width	415.4 mm (16.35 in)	415.4 mm (16.35 in)
Weight (with cartridges)	21.8 kg (48.06 lb)	

Figure 1-2 Dimensions for the M477fdn and M477fdw models

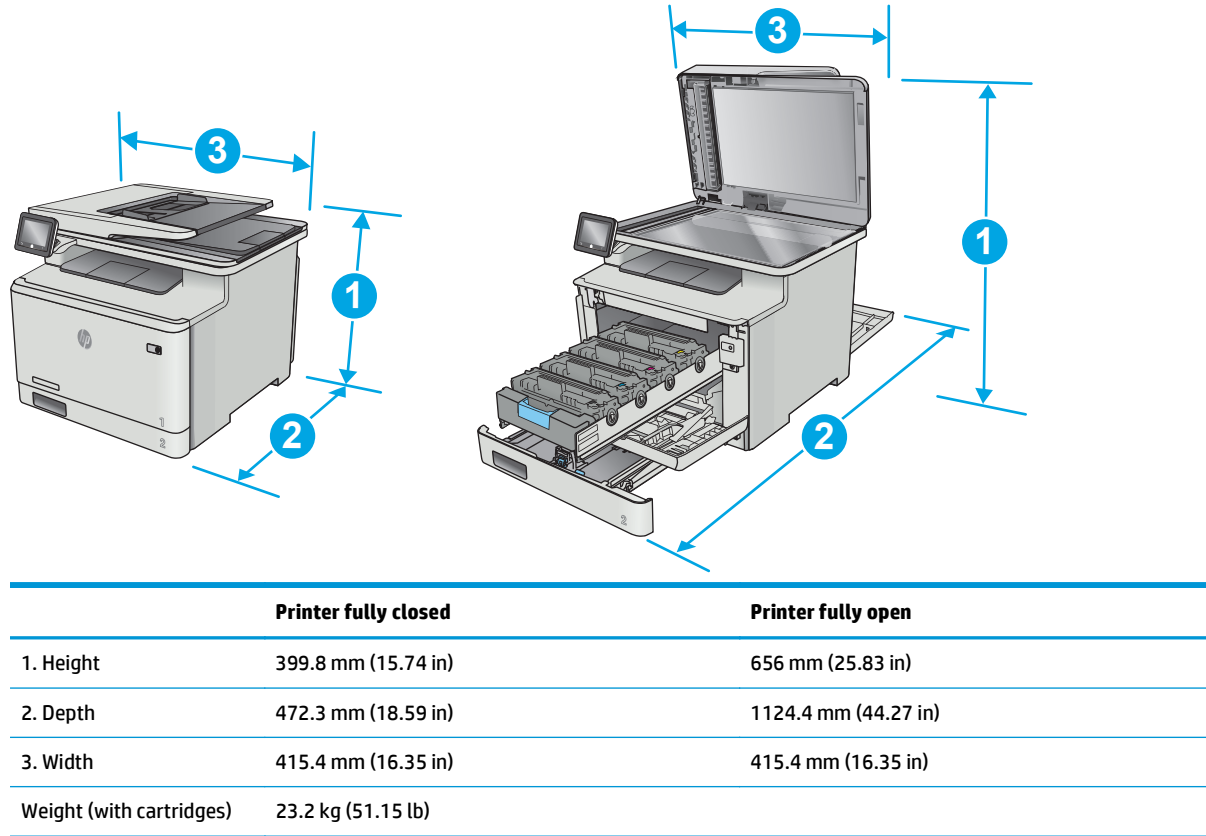
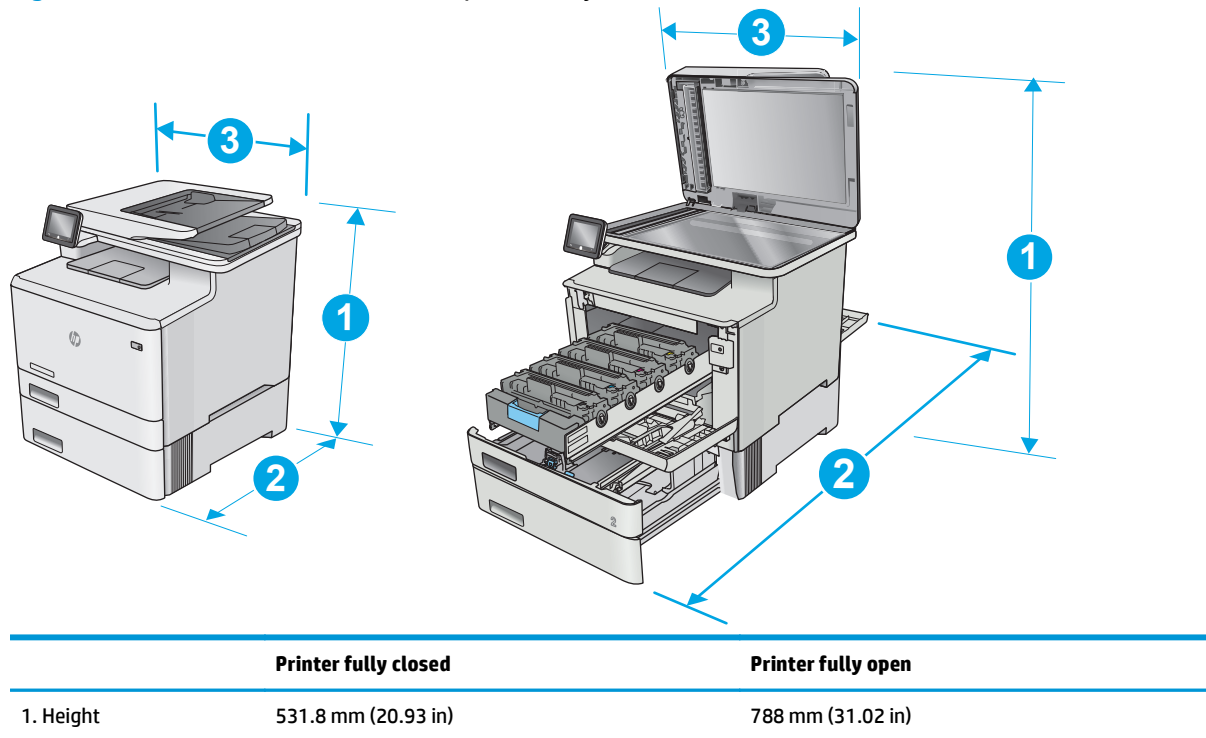


Figure 1-3 Dimensions for models with optional Tray 3



	Printer fully closed	Printer fully open
2. Depth	461 mm (18.15 in) (fnw model)	1025 mm (40.35 in) (fnw model)
	472.3 mm (18.59 in) (fdn and fnw models)	1124.4 mm (44.27 in) (fdn and fnw models)
3. Width	415.4 mm (16.35 in)	415.4 mm (16.35 in)
Weight (with cartridges)	27 kg (59.52 lb) (fnw model)	
	28.4 kg (62.61 lb) (fdn and fnw models)	

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/colorljM477MFP for current information.

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

Operating-environment range

Table 1-1 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 27°C (62.6° to 80.6°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	30% to 80% RH
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

Printer hardware setup and software installation

For basic setup instructions, see the Setup Poster and Getting Started Guide that came with the printer. For additional instructions, go to HP support on the Web.

Go to www.hp.com/support/colorljM477MFP for HP's all-inclusive help for the printer. Find the following support:

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

2 Paper trays

- [Load paper into Tray 1 \(multipurpose tray\)](#)
- [Load paper into Tray 2](#)
- [Load and print envelopes](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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

Load paper into Tray 1 (multipurpose tray)

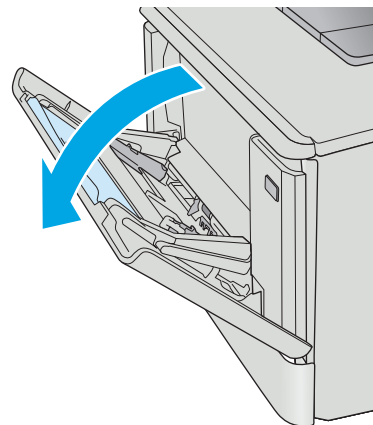
Introduction

Use Tray 1 to print single-page documents, documents that require multiple paper types, or envelopes.

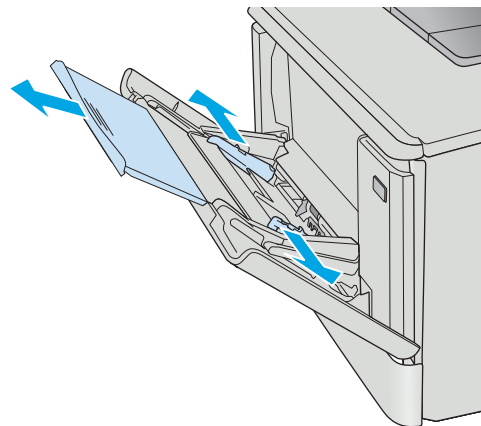
- [Load paper into Tray 1 \(multipurpose tray\)](#)
- [Tray 1 paper orientation](#)

Load paper into Tray 1 (multipurpose tray)

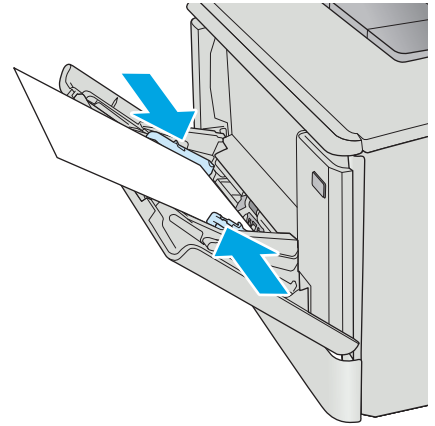
1. Open Tray 1.



2. Press the tab on the right paper guide to move the paper width guides outward, and then slide out the tray extension.



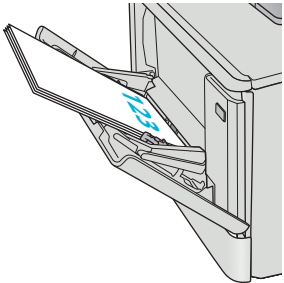
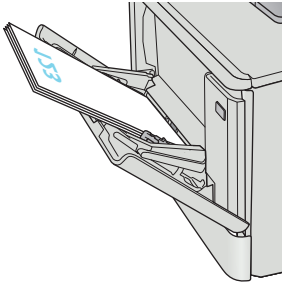
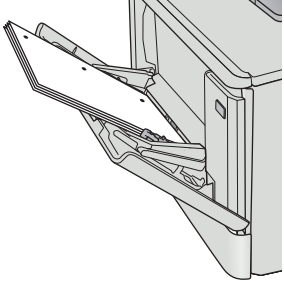
3. Place the paper stack in the tray, and then adjust the side guides so that they lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Tray 1 paper orientation on page 18](#).



4. At the computer, begin the printing process from the software application. Make sure that the driver is set to the correct paper type and size for the paper being printed from Tray 1.

Tray 1 paper orientation

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

Paper type	Output	How to load paper
Letterhead or preprinted	1-sided printing	Face-up Top edge leading into the printer 
Letterhead or preprinted	2-sided printing	Face-down Top edge away from the printer 
Prepunched	1-sided printing or 2-sided printing	Face-up Holes toward the left side of the printer 

Load paper into Tray 2

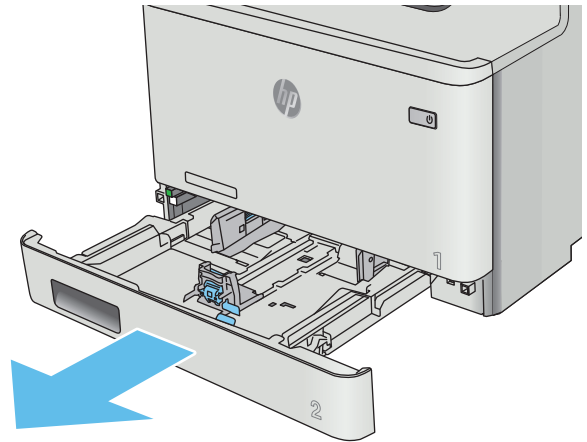
Introduction

The following information describes how to load paper in Tray 2.

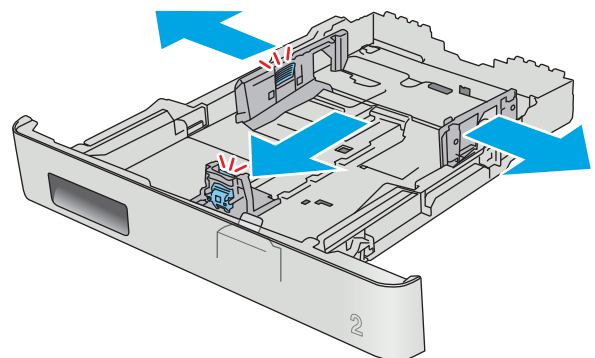
- [Load paper into Tray 2](#)
- [Tray 2 paper orientation](#)

Load paper into Tray 2

1. Open the tray.

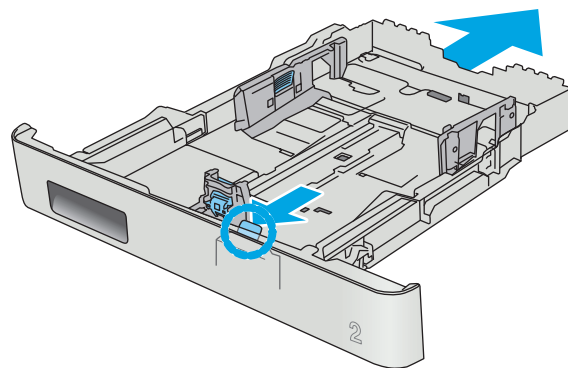


2. Adjust the paper-width guides by squeezing the adjustment latches on the guides and then sliding the guides to the size of the paper being used.

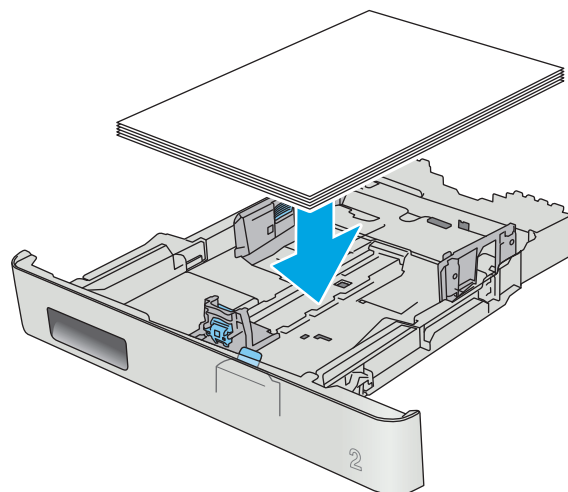


3. To load legal-size paper, extend the tray front by squeezing the front latch and pulling the front of the tray.

NOTE: When loaded with legal-size paper, Tray 2 extends from the front of the printer approximately 51 mm (2 in).

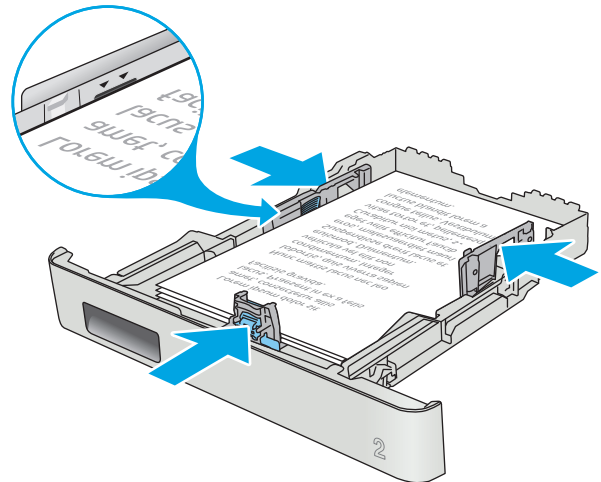


4. Load paper into the tray.

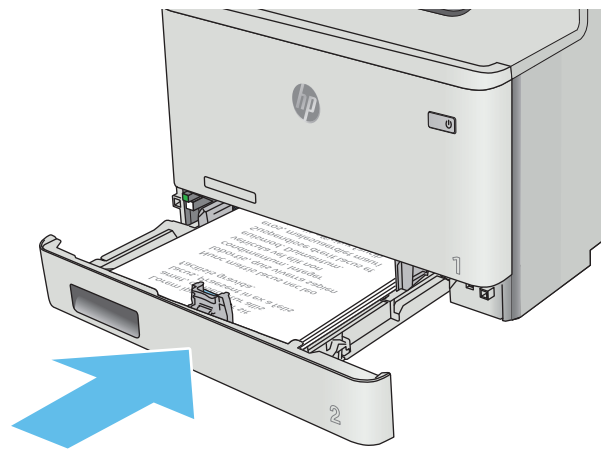


5. Make sure that the paper stack is flat at all four corners. Slide the paper length and width guides so that they are against the stack of paper.

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

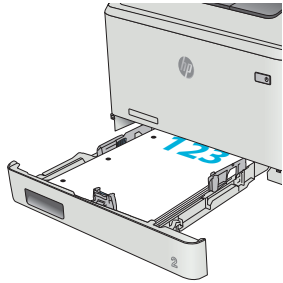
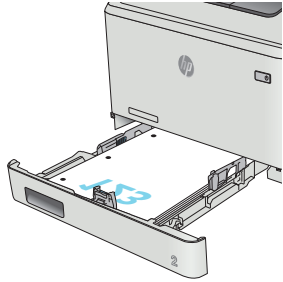
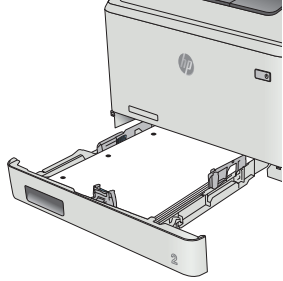


6. After making sure that the paper stack is below the tray full indicator, close the tray.



Tray 2 paper orientation

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

Paper type	Output	How to load paper
Letterhead or preprinted	1-sided printing	Face-up Top edge toward the printer 
Letterhead or preprinted	2-sided printing	Face-down Top edge away from the printer 
Prepunched	1-sided printing or 2-sided printing	Face-up Holes toward the left side of the printer 

Load and print envelopes

Introduction

The following information describes how to print and load envelopes. For the best performance, only 5 mm (.2 in) of envelopes (4 to 6 envelopes) should be loaded into Tray 1, and only 10 envelopes should be loaded into Tray2.

To print envelopes using either Tray 1 or Tray 2, follow these steps to select the correct settings in the print driver.

Print envelopes

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



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

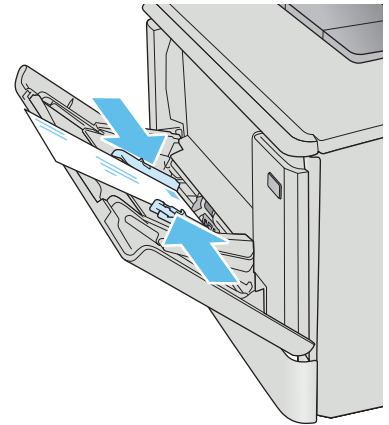


NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

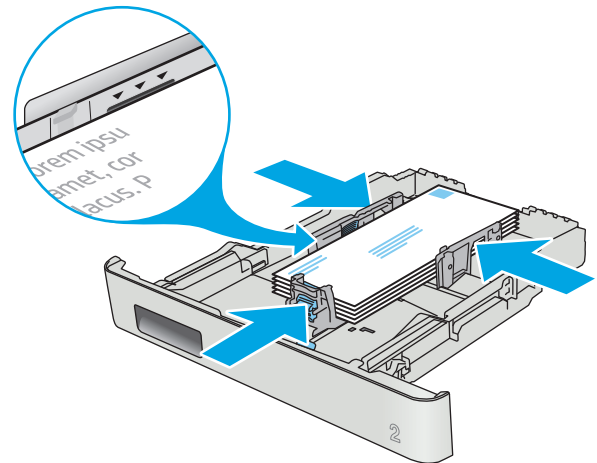
3. Click or tap the **Paper/Quality** tab.
4. In the **Paper size** drop-down list, select the correct size for the envelopes.
5. In the **Paper type** drop-down list, select **Envelope**.
6. In the **Paper source** drop-down list, select the tray to be used.
7. Click the **OK** button to close the **Document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

Envelope orientation

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



Load envelopes in Tray 2 face up, with the short, postage end leading into the printer.



3 Supplies, accessories, and parts

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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

Order supplies, accessories, and parts

Ordering

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

Supplies and accessories

Item	Description	Cartridge number	Part number
Supplies			
HP 410A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	410A	CF410A
HP 410X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	410X	CF410X
HP 410A Cyan Original LaserJet Toner Cartridge	Standard-capacity replacement cyan toner cartridge	410A	CF411A
HP 410X High Yield Cyan Original LaserJet Toner Cartridge	High-capacity replacement cyan toner cartridge	410X	CF411X
HP 410A Yellow Original LaserJet Toner Cartridge	Standard-capacity replacement yellow toner cartridge	410A	CF412A
HP 410X High Yield Yellow Original LaserJet Toner Cartridge	High-capacity replacement yellow toner cartridge	410X	CF412X
HP 410A Magenta Original LaserJet Toner Cartridge	Standard-capacity replacement magenta toner cartridge	410A	CF413A
HP 410X High Yield Magenta Original LaserJet Toner Cartridge	High-capacity replacement magenta toner cartridge	410X	CF413X
Accessories			
Optional 550-sheet paper feeder	Optional Tray 3		CF404A
USB 2.0 printer cable	A-to-B cable (2-meter standard)		C6518A

Customer self-repair parts

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

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

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

Item	Description	Self-replacement options	Part number
150-sheet paper input tray	Replacement cassette for Tray 2	Mandatory	RM2-6377-000CN
550-sheet paper feeder	Replacement optional Tray 3	Mandatory	CF404-67901

Replace the toner cartridges

Introduction

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

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

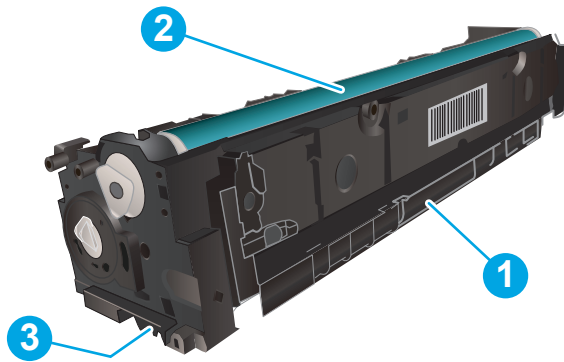
The printer uses four colors and has a different toner cartridge for each color: yellow (Y), magenta (M), cyan (C), and black (K). The toner cartridges are inside the front door.

Item	Description	Cartridge number	Part number
HP 410A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	410A	CF410A
HP 410X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	410X	CF410X
HP 410A Cyan Original LaserJet Toner Cartridge	Standard-capacity replacement cyan toner cartridge	410A	CF411A
HP 410X High Yield Cyan Original LaserJet Toner Cartridge	High-capacity replacement cyan toner cartridge	410X	CF411X
HP 410A Yellow Original LaserJet Toner Cartridge	Standard-capacity replacement yellow toner cartridge	410A	CF412A
HP 410X High Yield Yellow Original LaserJet Toner Cartridge	High-capacity replacement yellow toner cartridge	410X	CF412X
HP 410A Magenta Original LaserJet Toner Cartridge	Standard-capacity replacement magenta toner cartridge	410A	CF413A
HP 410X High Yield Magenta Original LaserJet Toner Cartridge	High-capacity replacement magenta toner cartridge	410X	CF413X

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

⚠ CAUTION: To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. If the toner cartridge must be removed from the printer for an extended period of time, place the cartridge in the original plastic packaging, or cover the cartridge with a light-weight, opaque item.

The following illustration shows the toner-cartridge components.



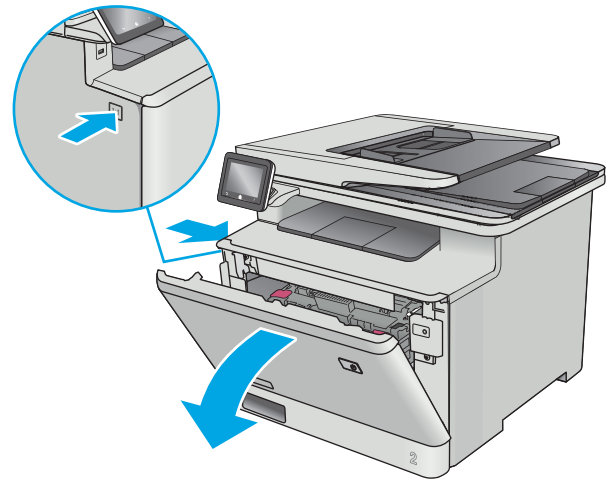
1	Handle
2	Imaging drum
3	Memory chip

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

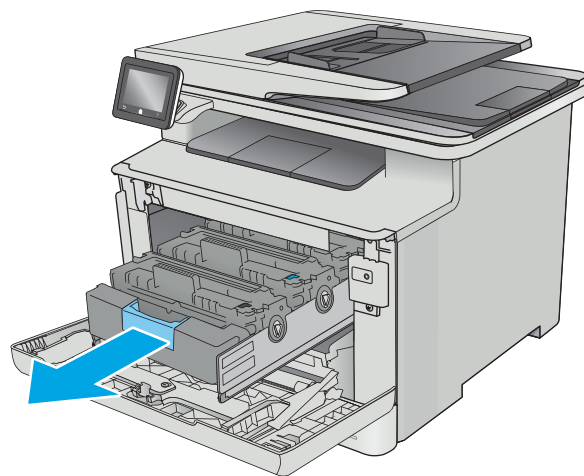
NOTE: Information about recycling used toner cartridges is in the toner cartridge box.

Remove and replace the toner cartridges

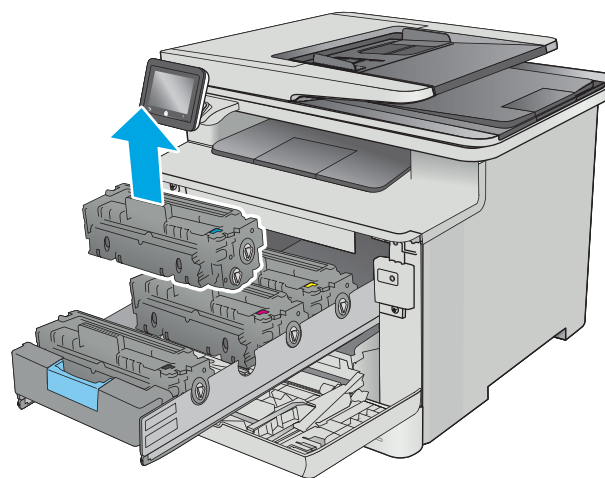
1. Open the front door by pressing the button on left panel.



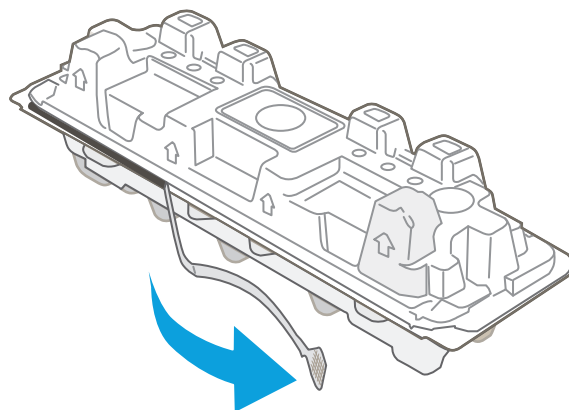
2. Grasp the blue handle on the toner cartridge drawer, and then pull out the drawer.



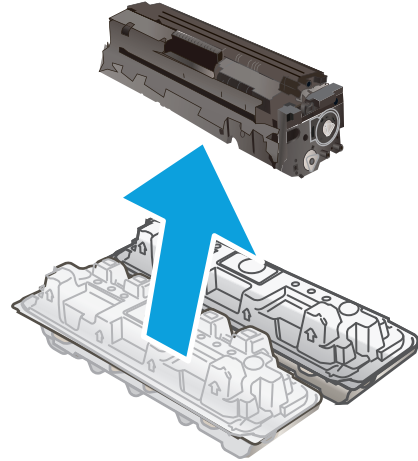
3. Grasp the handle on the toner cartridge, and then pull the toner cartridge straight up to remove it.



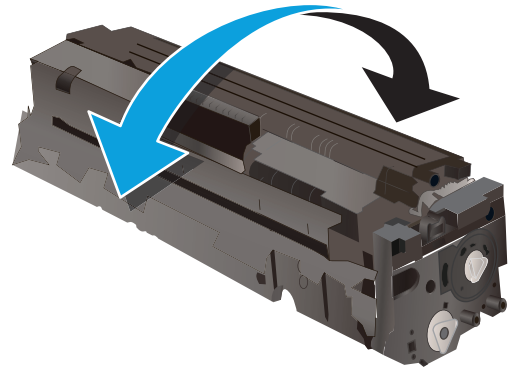
4. Remove the new toner cartridge package from the box, and then pull the release tab on the packaging.



5. Remove the toner cartridge from the opened packaging shell.

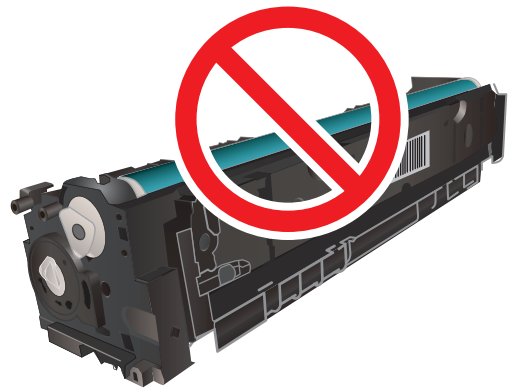


6. Gently rock the toner cartridge from front to back to distribute the toner evenly inside the cartridge.

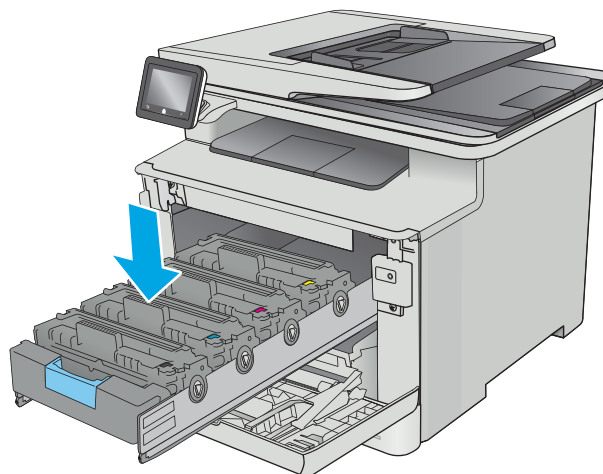


7. Do not touch the imaging drum on the bottom of the toner cartridge. Fingerprints on the imaging drum can cause print-quality problems.

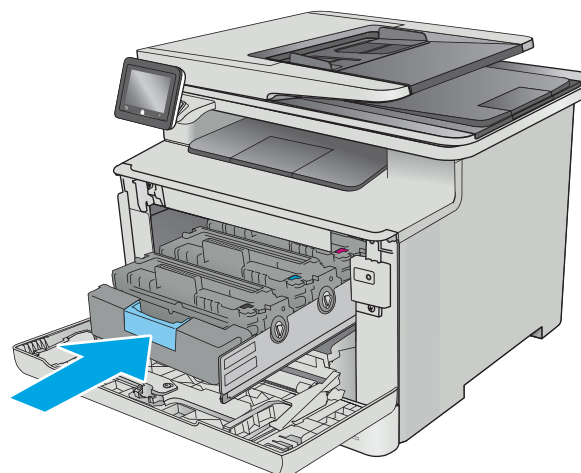
Also, do not expose the cartridge to light unnecessarily.



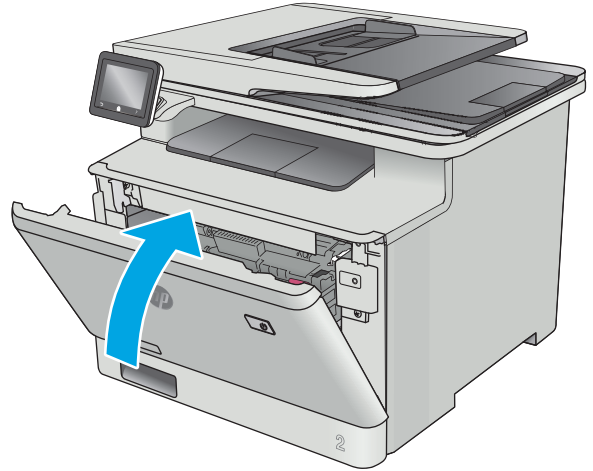
8. Insert the new toner cartridge into the drawer. Make sure that the color chip on the cartridge matches the color chip on the drawer.



9. Close the toner cartridge drawer.



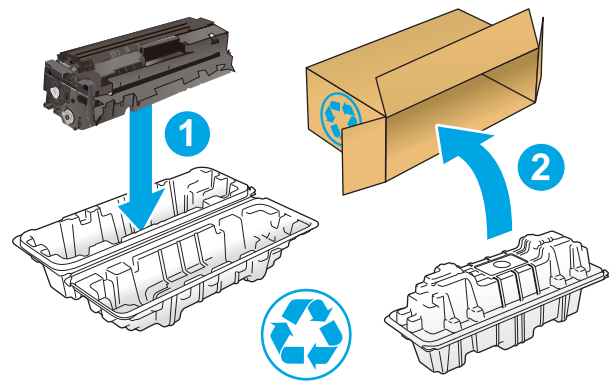
10. Close the front door.



11. Pack the used toner cartridge into the packaging that the new cartridge came in.

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

Adhere the pre-paid shipping label to the box, and then return the used cartridge to HP for recycling (where available).



<http://www.hp.com/recycle>

4 Print

- [Print tasks \(Windows\)](#)
- [Print tasks \(OS X\)](#)
- [Store print jobs on the product to print later or print privately](#)
- [Mobile printing](#)
- [Use walk-up USB printing](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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


Print tasks (Windows)

How to print (Windows)


The following procedure describes the basic printing process for Windows.

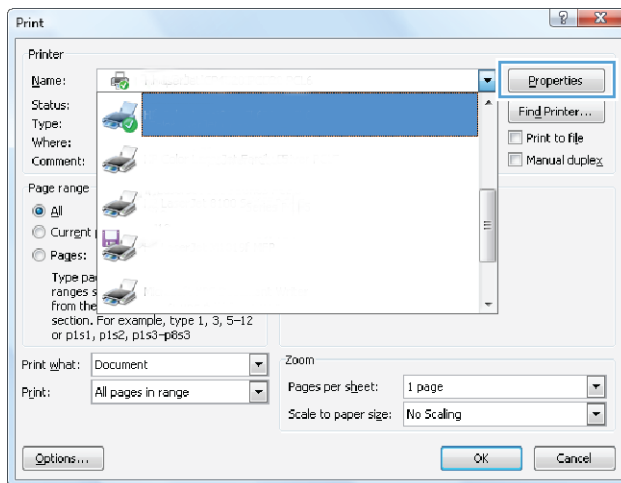
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

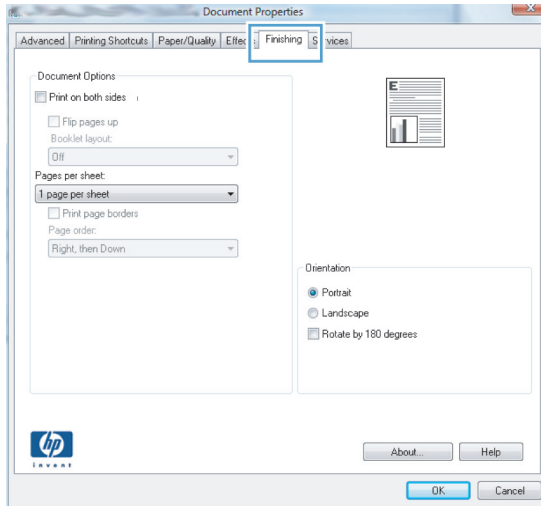
 **NOTE:** To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.

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

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



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




4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click or tap the **OK** button to print the job.

Automatically print on both sides (Windows)

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

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

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

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

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

Manually print on both sides (Windows)

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

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



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



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

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

Print multiple pages per sheet (Windows)

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



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



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

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

Select the paper type (Windows)

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



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



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

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

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

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

Additional print tasks

Go to www.hp.com/support/colorljM477MFP.

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

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

Print tasks (OS X)

How to print (OS X)

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


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

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

4. Click the **Print** button.

Automatically print on both sides (OS X)

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


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

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

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

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

Manually print on both sides (OS X)

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

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

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

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

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

Print multiple pages per sheet (OS X)

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



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

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

Select the paper type (OS X)

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



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

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



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

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

Additional print tasks

Go to www.hp.com/support/colorljM477MFP.

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

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

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

Store print jobs on the product to print later or print privately

- [Introduction](#)
- [Before you begin](#)
- [Set up the printer for job storage](#)
- [Create a stored job \(Windows\)](#)
- [Print a stored job](#)
- [Delete a stored job](#)

Introduction

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

Before you begin

The job storage feature has the following requirements:

- A dedicated USB 2.0 storage device with at least 16 GB free space must be installed in the rear host USB. This USB storage device holds the job storage jobs sent to the printer. Removing this USB storage device from the printer disables the job storage feature.
- If you are using an HP Universal Print Driver (UPD), you must use UPD version 5.9.0 or above.

Set up the printer for job storage

Complete the following processes to enable the printer job storage feature.

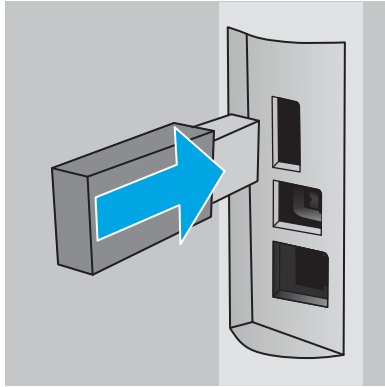
Step one: Install the USB storage device

1. Locate the rear USB port.



NOTE: On some models, the rear USB port is covered. Remove the rear USB port cover before proceeding.

2. Install the USB flash drive into the rear USB port.



The control panel displays a **The USB drive will be formatted** message.

3. Select **OK** to complete the procedure.

Step two: Update the print driver

Update the print driver in Windows

1. Click the **Start** button, and then click **Devices and Printers**.
2. Right-click on the name of the HP printer, and then select **Printer properties**.
3. In the **Properties** dialog, select the **Device Settings** tab.
4. Select **Update Now**, and then click **OK**. The print driver updates.

The updated print driver will include the **Job Storage** tab.

Create a stored job (Windows)

Store jobs on the printer for private or delayed printing.




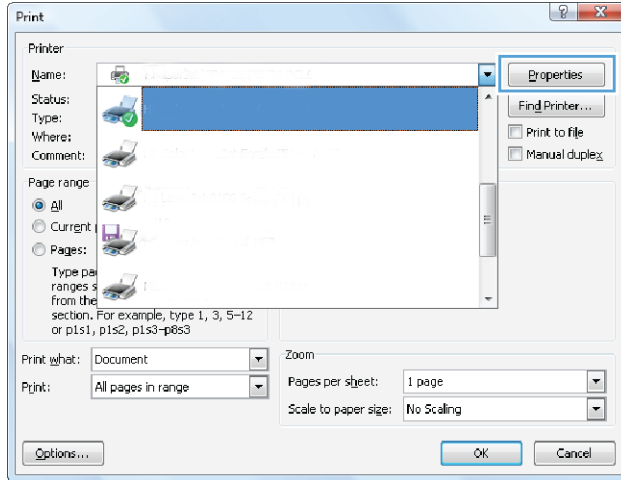
NOTE: The print driver might look different than what is shown here, but the steps are the same.

1. From the software program, select the **Print** option.

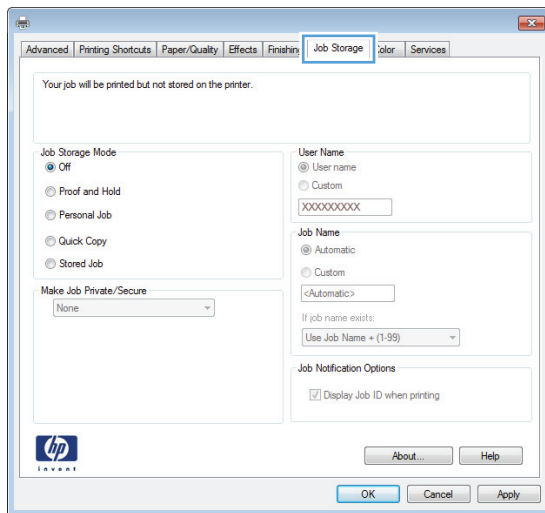
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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

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



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



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

Mode	Description	PIN protected	Job deletion
Proof and Hold	Print the first page of a document to verify print quality, and then print the rest of the document from the printer control panel	No	Automatically after the job is printed or when job retention limit is reached.
Personal Job	The job does not print until you request it at the printer control panel.	Yes (optional)	Automatically after the job is printed or when job retention limit is reached.

Mode	Description	PIN protected	Job deletion
Quick Copy	Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.	No	Manually
Stored Job	Store a job on the printer and allow other users to print the job at any time.	Yes (optional)	Manually


- 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.

Print a stored job


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

- From the Home screen on the product control panel, swipe until the **Jobs** menu displays. Touch the **Jobs**  icon to open the menu.
- From the **Job Folders** list, select a user name. A list of jobs stored under that user name displays.
- Select the name of the job. If the job is private or encrypted, enter the PIN or password.
- To adjust the number of copies, touch **Copies**, enter the number of copies, and then touch **OK**.
- Touch **Print** to print the job.

Delete a stored job

When you send a stored job to the printer memory, the printer overwrites any previous jobs with the same user and job name. If the printer memory is full, the printer control panel displays a **No more memory** message and existing stored jobs must be deleted before additional print jobs can be stored.

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

- From the Home screen on the printer control panel, swipe until the **Jobs** menu displays. Touch the **Jobs**  icon to open the menu.
- From the **Job Folders** list, select a user name. A list of jobs stored under that user name displays.
- Select the name of the job. If the job is private or encrypted, enter the PIN or password.
- Select **Delete**, and then select **OK** to delete the job.

Mobile printing

Introduction

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

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

Wi-Fi Direct and NFC Printing (wireless models only)

Wi-Fi Direct and NFC enable printing from a wireless mobile device without requiring a connection to a network or the Internet. NFC capabilities enable easy one-to-one print connection for mobile devices using device-to-device touch.



NOTE: Not all mobile operating systems are currently supported by Wi-Fi Direct and NFC.

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


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




For more information on Wi-Fi Direct printing, go to www.hp.com/go/wirelessprinting.

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

Enable or disable Wi-Fi Direct

Wi-Fi Direct capabilities must be enabled first from the printer control panel.





1. From the Home screen on the printer control panel, select the Connection Information  button.
2. Open the following menus:
 - [Wi-Fi Direct](#)
 - [Settings](#)
 - [On/Off](#)
3. Touch the [On](#) menu item. Touching the [Off](#) button disables Wi-Fi Direct printing.

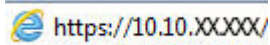
 **NOTE:** In environments where more than one model of the same printer is installed, it might be helpful to provide each printer a unique Wi-Fi Direct name for easier printer identification for Wi-Fi Direct printing. The Wi-Fi Direct Name is also available by touching the Connection Information  /  icon from the Home screen on the printer control panel, and then touching the Wi-Fi Direct icon.

Change the printer Wi-Fi Direct name

Follow this procedure to change the printer Wi-Fi Direct name using the HP Embedded Web Server (EWS):

Step one: Open the HP Embedded Web Server

1. From the Home screen on the printer control panel, select the Connection Information  /  button, and then touch the **Network Connected**  or the **Network Wi-Fi ON**  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>

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


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

Step two: Change the Wi-Fi Direct name

1. Click the **Networking** tab.
2. On the left navigation pane, click the **Wi-Fi Direct Setup** link.
3. In the **Wi-Fi Direct Name** field, enter the new name.
4. Click **Apply**.

HP ePrint via email



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

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

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

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

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

1. From the Home screen on the printer control panel, touch the Connection Information  /  button.
2. Open the following menus:

- [ePrint](#)
 - [Settings](#)
 - [Enable Web Services](#)
3. Touch the [Print](#) button to read the terms of use agreement. Touch the [OK](#) button to accept the terms of use and enable HP Web Services

The printer enables Web Services, and then prints an information page. The information page contains the printer code that necessary to register the HP printer at HP Connected.
 4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

HP ePrint software

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

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


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

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

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

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

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

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

AirPrint

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

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

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



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

Android embedded printing

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

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

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

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

Use walk-up USB printing

Introduction

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

- .pdf
- .jpg
- .prn and .PRN
- .cht and .CHT
- .pxl
- .pcl and .PCL
- .ps and .PS
- .doc and .docx
- .ppt and .pptx

Step one: Access USB files on the printer

1. Insert the USB flash drive into the walk-up USB port on the printer.
2. The **USB Flash Drive** menu opens with the following options:
 - [Print Documents](#)
 - [View and Print Photos](#)
 - [Scan to USB Drive](#)

Step two: Print USB documents

Option one: Print documents

1. To print a document, select [Print Documents](#).
2. Select the name of the document to print. If the document is stored in a folder, select the folder first, and then select the document to print.
3. When the summary screen opens, the following settings can be adjusted:
 - [Number of Copies](#)
 - [Paper Size](#)
 - [Paper Type](#)
 - [Fit to Page](#)
 - [Collation](#)
 - [Output Color](#) (color models only)

4. Select [Print](#) to print the document.
5. Retrieve the printed job from the output bin, and remove the USB flash drive.

Option two: Print photos

1. To print photos, select [View and Print Photos](#).
2. Select the preview image of each photo to be printed, and then select [Done](#).
3. When the summary screen opens, the following settings can be adjusted:
 - [Image Size](#)
 - [Paper Size](#)
 - [Paper Type](#)
 - [Number of Copies](#)
 - [Output Color](#) (color printers only)
 - [Lighter/Darker](#)
4. Select [Print](#) to print the photos.
5. Retrieve the printed job from the output bin, and remove the USB flash drive.

5 Copy

- [Make a copy](#)
- [Copy on both sides \(duplex\)](#)
- [Additional copy tasks](#)


For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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


Make a copy

1. Load the document on the scanner glass according to the indicators on the product.
2. From the Home screen on the product control panel, touch the **Copy**  button.
3. To optimize copy quality for different types of documents, touch the **Settings** button, and then scroll to and touch the **Optimize** button. Swipe the control panel screen to scroll through the options, and then touch an option to select it. The following copy-quality settings are available:
 - **Auto Select**: Use this setting when you are not concerned about the quality of the copy. This is the default setting.
 - **Mixed**: Use this setting for documents that contain a mixture of text and graphics.
 - **Text**: Use this setting for documents that contain mostly text.
 - **Picture**: Use this setting for documents that contain mostly graphics.
4. Touch **Number of Copies**, and then use the touchscreen keypad to adjust the number of copies.
5. Touch the **Black** or **Color** button to start copying.


Copy on both sides (duplex)

- [Copy on both sides automatically](#)
- [Copy on both sides manually](#)

Copy on both sides automatically

1. Load the original documents into the document feeder with the first page facing up, and with the top of the page leading.
2. Adjust the paper guides to fit the size of the document.
3. From the Home screen on the product control panel, touch the **Copy**  button.
4. Touch the **Settings** button.
5. Scroll to and touch the **Two-Sided** button.
6. Swipe through the options, and then touch an option to select it.
7. Touch the **Black** or **Color** button to start copying.

Copy on both sides manually

1. Place the document face-down on the scanner glass with the upper-left corner of the page in the upper-left corner of the glass. Close the scanner.
2. From the Home screen on the product control panel, touch the **Copy**  button.
3. Touch the **Settings** button.
4. Scroll to and touch the **Two-Sided** button.
5. Swipe through the options, and then touch an option to select it.
6. Touch the **Black** or **Color** button to start copying.
7. The product prompts you to load the next original document. Place it on the glass, and then touch the **OK** button.
8. Repeat this process until you have scanned the last page. Touch the **Done** button to finish printing the copies.

Additional copy tasks

Go to www.hp.com/support/colorljM477MFP.

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

- Copy or scan pages from books or other bound documents
- Copy mixed-size documents
- Copy or scan both sides of an identification card
- Copy or scan a document into a booklet format

6 Scan

- [Scan by using the HP Scan software \(Windows\)](#)
- [Scan by using the HP Scan software \(OS X\)](#)
- [Scan to a USB flash drive](#)
- [Set up the Scan to Network Folder feature](#)
- [Scan to a network folder](#)
- [Set up the Scan to E-mail feature](#)
- [Scan to email](#)
- [Additional scan tasks](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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

Scan by using the HP Scan software (Windows)

Use the HP Scan software to initiate scanning from software on your computer. You can save the scanned image as a file or send it to another software application.

1. Load the document in the document feeder or on the scanner glass according to the indicators on the printer.
2. From the computer, click **Start**, and then click **Programs** (or **All Programs** in Windows XP).
3. Click **HP**, and then select your printer.
4. Click **HP Scan**, select a scanning shortcut, and then adjust the settings if necessary.
5. Click **Scan**.



NOTE: Click **More** to gain access to more options.

Click **Create New Scan Shortcut** to create a customized set of settings and save it in the list of shortcuts.

Scan by using the HP Scan software (OS X)

Use the HP Scan software to initiate scanning from software on your computer.

1. Load the document in the document feeder or on the scanner glass according to the indicators on the printer.
2. From the computer, open **HP Scan**, which is located in the **Hewlett-Packard** folder inside the **Applications** folder.
3. Follow the on-screen instructions to scan the document.
4. When you have scanned all the pages, click **File** and then **Save** to save them to a file.

Scan to a USB flash drive

1. Load the document on the scanner glass or into the document feeder according to the indicators on the printer.
2. Insert a USB flash drive into the walk-up USB port.
3. The **USB Flash Drive** menu opens with the following options:
 - **Print Documents**
 - **View and Print Photos**
 - **Scan to USB Drive**
4. Select **Scan to USB Drive**.
5. When the summary screen opens, the following settings can be adjusted:
 - **Scan File Type**
 - **Scan Resolution**
 - **Scan Paper Size**
 - **Scan Source**
 - **File Name Prefix**
 - **Output Color**
6. Touch the **Scan** button to scan and save the file.

The printer creates a folder named **HPSCANS** on the USB drive, and it saves the file in .PDF or .JPG format using an automatically generated file name.

Set up the Scan to Network Folder feature

- [Introduction](#)
- [Before you begin](#)
- [Method one: Use the Scan to Network Folder Wizard \(Windows\)](#)
- [Method two: Set up the Scan to Network Folder feature via the HP Embedded Web Server \(Windows\)](#)
- [Set up the Scan to Network Folder feature on a Mac](#)

Introduction

The printer has a feature that enables it to scan a document and save it to a network folder. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to network folder, the Scan to Network Folder Wizard (Windows), which is installed in the HP program group for the printer as part of the full software installation in Windows 7, and the Network Folder Setup through the HP Embedded Web Server (EWS). Use the following information to set up the Scan to Network Folder feature.

Before you begin

To set up the Scan to Network Folder feature, the printer must have an active network connection to the same network as the computer that will run the setup process.

Administrators need the following information before beginning the configuration process.

- Administrative access to the printer
- The network path of the destination folder (e.g., \\servername.us.companyname.net\scans)



NOTE: The network folder must be set up as a shared folder for the Scan to Network Folder feature to work.

Method one: Use the Scan to Network Folder Wizard (Windows)

Some HP printers include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. The setup wizards include the options for basic configuration.



NOTE: The Scan to Network Folder Wizard is only available in the Windows 7 operating system.

1. Click **Start**, and then click **Programs**.
2. Click **HP**, click the name of the printer, and then click **Scan to Network Folder Wizard**.



NOTE: If the **Scan to Network Folder Wizard** option is not available, use [Method two: Set up the Scan to Network Folder feature via the HP Embedded Web Server \(Windows\) on page 65](#)

3. In the **Network Folder Profiles** dialog, click the **New** button. The **Scan to Network Folder Setup** dialog opens.
4. On the **1. Start** page, enter the folder name in the **Display Name** field. This is the name that will display on the printer control panel.
5. Complete the **Destination Folder** field in one of the following ways:

- a. Enter the file path manually.
- b. Click the **Browse** button and navigate to the folder location.
- c. Complete the following task to create a shared folder:
 - i. Click **Share Path**.
 - ii. In the **Manage Network Shares** dialog, click **New**.
 - iii. In the **Share Name** field, enter the name to display for the shared folder.
 - iv. To complete the Folder Path field, click the **Browse** button, and then select one of the following options. Click **OK** when done.
 - Navigate to an existing folder on the computer.
 - Click **Make New Folder** to create a new folder.
 - v. If the shared path needs a description, enter a description in the **Description** field.
 - vi. In the **Share Type** field, select one of the following options, and then click **Apply**.
 - **Public**
 - **Private**



NOTE: For security considerations, HP recommends selecting **Private** as the share type.

- vii. When a **The share was successfully created** message displays, click **OK**.
 - viii. Select the check box for the destination folder, and then click **OK**.
6. To create a shortcut to the network folder on the computer desktop, select the **Create a Desktop shortcut to the network folder** check box
 7. To require a PIN to be entered on the printer control panel before the printer can send a scanned document to a network folder, enter a 4-digit PIN in the **Security PIN** field, and then re-enter the PIN in the **Confirm Security PIN** field. Click **Next**.




NOTE: HP recommends creating a PIN to secure the destination folder.



NOTE: When a PIN is created, it must be entered on the printer control panel each time a scan is sent to the network folder.

8. On the **2. Authenticate** page, enter the Windows **User Name** and Windows **Password** used to log in to the computer, and then click **Next**.
9. On the **3. Configure** page, select the default scan settings by completing the following task, and then click **Next**.
 - a. From the **Document Type** drop-down, select the default file format for scanned files.
 - b. From the **Color Preference** drop-down, select Black & White or Color.
 - c. From the **Paper Size** drop-down, select the default paper size for scanned files.
 - d. From the **Quality Settings** drop-down, select the default resolution for scanned files.



 **NOTE:** Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.

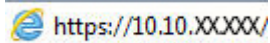
- e. In the **Filename Prefix** field, enter a file name prefix (e.g., MyScan).
10. On the **4. Finish** page, review the information and verify all the settings are correct. If there is an error, click the **Back** button to correct the error. If the settings are correct, click the **Save and Test** button to test the configuration.
11. When the **Congratulations** message displays, click **Finish** to complete the configuration.

Method two: Set up the Scan to Network Folder feature via the HP Embedded Web Server (Windows)


- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Configure the Scan to Network Folder feature](#)

Step one: Access the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network  button or the Wireless  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>


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


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

Step two: Configure the Scan to Network Folder feature


1. Click the **System** tab.
2. On the left navigation pane, click the **Administration** link.
3. In the Enabled Features area, set the **Scan to Network Folder** option to **On**.
4. Click the **Scan** tab.
5. On the left navigation pane, make sure that the **Network Folder Setup** link is highlighted. the **Scan to Network Folder** page should be displayed.
6. On the **Network Folder Configuration** page, click the **New** button.
7. In the **Network Folder Information** area, complete the following fields:
 - a. In the **Display Name** field, enter the name to display for the folder.
 - b. In the **Network Path** field, enter the network path to the folder.
 - c. In the **Username** field, enter the user name needed to access the folder on the network.
 - d. In the **Password** field, enter the password needed to access the folder on the network.

8. To require a PIN to be entered on the printer control panel before the printer can send a file to a network folder, complete the following fields in the **Secure the Folder Access with a PIN** area:
 - a. In the **PIN (Optional)** field, enter a four digit PIN.
 - b. In the **Confirm PIN** field, re-enter the four digit PIN.

 **NOTE:** HP recommends creating a PIN to secure the destination folder.

 **NOTE:** When a PIN is created, it must be entered on the printer control panel each time a scan is sent to the network folder.

9. In the **Scan Settings** area, complete the following fields:
 - a. From the **Scan File Type** drop-down, select the default file format scanned files.
 - b. From the **Scan Paper Size** drop-down, select the default paper size for scanned files.
 - c. From the **Scan Resolution** drop-down, select the default scan resolution for scanned files.

 **NOTE:** Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.

- d. In the **Output Color** drop-down, select whether scanned files will be in black and white or in color.
 - e. In the **File Name Prefix** field, enter a file name prefix (e.g., MyScan).
10. Review all the information, and then click one of the following options:
 - **Save and Test:** Select this option to save the information and test the connection.
 - **Save Only:** Select this option to save the information without testing the connection.
 - **Cancel:** Select this option to quit the configuration without saving.



Set up the Scan to Network Folder feature on a Mac

- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Configure the Scan to Network Folder feature](#)

Step one: Access the HP Embedded Web Server (EWS)

Use one of the following methods to open the Embedded Web Server (EWS) interface.

Method one: Use a Web browser to open the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network  button or the Wireless  button to display the IP address or host name.

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

`https://10.10.XXX.XXX/`

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



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

Method two: Use the HP Utility to open the HP Embedded Web Server (EWS)

1. From the **Go** menu, click **Utilities**, click the **Hewlett-Packard** folder, and then double-click **HP Utility**. The main HP Utility screen displays.
2. In the main HP Utility screen, access the HP Embedded Web Server (EWS) in one of the following ways:
 - In the **Printer Settings** area, click **Additional Settings** and then click **Open Embedded Web Server**.
 - In the **Scan Settings** area, click **Scan to Network Folder**, and then click **Register My Shared Folder....**





NOTE: If you do not have a shared network folder available, click **Help Me Do This** to create the folder.

The HP Embedded Web Server (EWS) opens.

Step two: Configure the Scan to Network Folder feature


1. Click the **System** tab.
2. On the left navigation pane, click the **Administration** link.
3. In the Enabled Features area, set the **Scan to Network Folder** option to **On**.
4. Click the **Scan** tab.
5. On the left navigation pane, make sure that the **Network Folder Setup** link is highlighted. the **Scan to Network Folder** page should be displayed.
6. On the **Network Folder Configuration** page, click the **New** button.
7. In the **Network Folder Information** area, complete the following fields:
 - a. In the **Display Name** field, enter the name to display for the folder.
 - b. In the **Network Path** field, enter the network path to the folder.
 - c. In the **Username** field, enter the user name needed to access the folder on the network.
 - d. In the **Password** field, enter the password needed to access the folder on the network.
8. To require a PIN to be entered on the printer control panel before the printer can send a file to a network folder, complete the following fields in the **Secure the Folder Access with a PIN** area:
 - a. In the **PIN (Optional)** field, enter a four digit PIN.
 - b. In the **Confirm PIN** field, re-enter the four digit PIN.

 **NOTE:** HP recommends creating a PIN to secure the destination folder.

 **NOTE:** When a PIN is created, it must be entered on the printer control panel each time a scan is sent to the network folder.

9. In the **Scan Settings** area, complete the following fields:

- a. From the **Scan File Type** drop-down, select the default file format scanned files.
- b. From the **Scan Paper Size** drop-down, select the default paper size for scanned files.
- c. From the **Scan Resolution** drop-down, select the default scan resolution for scanned files.

 **NOTE:** Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.

- d. In the **Output Color** drop-down, select whether scanned files will be in black and white or in color.
- e. In the **File Name Prefix** field, enter a file name prefix (e.g., MyScan).

10. Review all the information, and then click one of the following options:


- **Save and Test:** Select this option to save the information and test the connection.
- **Save Only:** Select this option to save the information without testing the connection.
- **Cancel:** Select this option to quit the configuration without saving.

Scan to a network folder

Use the printer control panel to scan a document and save it to a folder on the network.



NOTE: In order to use this feature, the printer must be connected to a network and the Scan to Network Folder feature must be configured by using the Scan to Network Folder Setup Wizard (Windows) or the HP Embedded Web Server.

1. Load the document on the scanner glass according to the indicators on the printer.
2. From the Home screen on the printer control panel, touch the **Scan**  icon.
3. Touch the **Scan to Network Folder** item.
4. In the list of network folders, select the folder to which you want to save the document.
5. The control panel screen displays the scan settings.
 - If you want to change any of the settings, touch the **Settings** button, and then change the settings.
 - If the settings are correct, go to the next step.
6. Touch the **Scan** button to start the scan job.

Set up the Scan to E-mail feature

- [Introduction](#)
- [Before you begin](#)
- [Method one: Use the Scan to Email Wizard \(Windows\)](#)
- [Method two: Set up the Scan to Email feature via the HP Embedded Web Server \(Windows\)](#)
- [Set up the Scan to E-mail feature on a Mac](#)

Introduction

The printer has a feature that enables it to scan a document and send it to one or more email addresses. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Email, the Scan to Email Setup Wizard (Windows), which is installed in the HP program group for the printer as part of the full software installation in Windows 7, and the Scan to Email Setup through the HP Embedded Web Server (EWS). Use the following information to set up the Scan to Email feature.

Before you begin

To set up the Scan to Email feature, the printer must have an active network connection to the same network as the computer that will run the setup process.

Administrators need the following information before beginning the configuration process.

- Administrative access to the printer
- SMTP server (e.g., smtp.mycompany.com)



NOTE: If you do not know the SMTP server name, SMTP port number, or authentication information, contact the email/Internet service provider or system administrator for the information. SMTP server names and port names are typically easy to find by doing an Internet search. For example, use terms like "gmail smtp server name" or "yahoo smtp server name" to search.

- SMTP port number
- SMTP server authentication requirements for outgoing email messages, including the user name and password used for authentication, if applicable.



NOTE: Consult your email service provider's documentation for information on digital sending limits for your email account. Some providers may temporarily lock your account if you exceed your sending limit.

Method one: Use the Scan to Email Wizard (Windows)

Some HP printers include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. The setup wizards include the options for basic configuration.



NOTE: The Scan to Email Wizard is only available in the Windows 7 operating system.

1. Click **Start**, and then click **Programs**.
2. Click **HP**, click the name of the printer, and then click **Scan to E-mail Wizard**.



NOTE: If the **Scan to E-mail Wizard** option is not available, use [Method two: Set up the Scan to Email feature via the HP Embedded Web Server \(Windows\) on page 71](#)

3. In the **Outgoing Email Profiles** dialog, click the **New** button. The **Scan to Email Setup** dialog opens.
4. On the **1. Start** page, enter the sender's email address in the **Email Address** field.
5. In the **Display Name** field, enter the sender's name. This is the name that will display on the printer control panel.
6. To require a PIN to be entered on the printer control panel before the printer can send an email, enter a 4-digit PIN in the **Security PIN** field, and then re-enter the PIN in the **Confirm Security PIN** field, and then click **Next**.



NOTE: HP recommends creating a PIN to secure the email profile.



NOTE: When a PIN is created, it must be entered on the printer control panel each time the profile is used to send a scan to email.

7. On the **2. Authenticate** page, enter the **SMTP Server** and **Port Number**.



NOTE: In most cases, the default port number does not need to be changed.



NOTE: If you are using a hosted SMTP service such as gmail, verify the SMTP address, port number, and SSL settings from the service provider's Web site or other sources. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

8. If you are using Google™ Gmail for email service, select the **Always use secure connection (SSL/TLS)** check box.
9. Select the **Maximum Size of Email** from the drop-down menu.



NOTE: HP recommends using the default file size of **Automatic** for the maximum size.



10. If the SMTP server requires authentication to send an email, select the **Email Log-in Authentication** check box, and then enter the **User ID** and **Password**, and then click **Next**.
11. On the **3. Configure** page, to automatically copy the sender on email messages sent from the profile, select **Include sender in all email messages sent out successfully from the printer**, and then click **Next**.
12. On the **4. Finish** page, review the information and verify all the settings are correct. If there is an error, click the **Back** button to correct the error. If the settings are correct, click the **Save and Test** button to test the configuration.
13. When the **Congratulations** message displays, click **Finish** to complete the configuration.


Method two: Set up the Scan to Email feature via the HP Embedded Web Server (Windows)

- [Step one: Access the HP Embedded Web Server \(EWS\)](#)

- [Step two: Configure the Scan to E-mail feature](#)
- [Step three: Add contacts to the E-mail Address Book](#)
- [Step four: Configure the default E-mail Options](#)

Step one: Access the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network  button or the Wireless  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

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


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

Step two: Configure the Scan to E-mail feature

1. Click the **System** tab.
2. On the left navigation pane, click the **Administration** link.
3. In the Enabled Features area, set the **Scan to Email** option to **On**.
4. Click the **Scan** tab.
5. On the left navigation pane, click the **Outgoing E-mail Profiles** link.
6. On the **Outgoing E-mail Profiles** page, click the **New** button.
7. In the **E-mail Address** area, complete the following fields:
 - a. In the **Your E-mail Address** field, enter the sender's email address for the new outgoing email profile.
 - b. In the **Display Name** field, enter the sender's name. This is the name that will display on the printer control panel.
8. In the **SMTP Server Settings** area, complete the following fields:

- a. In the **SMTP Server** field, enter the address of the SMTP server.
- b. In the **SMTP Port** field, enter the SMTP port number.


 **NOTE:** In most cases, the default port number does not need to be changed.

 **NOTE:** If you are using a hosted SMTP service such as gmail, verify the SMTP address, port number, and SSL settings from the service provider's Web site or other sources. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.


Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

- c. If you are using Google™ Gmail for email service, select the **Always use secure connection (SSL/TLS)** check box.
9. If the SMTP server requires authentication to send an email, complete the following fields in the **SMTP Authentication** area:
 - a. Select the **SMTP server requires authentication for outgoing e-mail messages** check box.
 - b. In the **SMTP User ID** field, enter the user ID for the SMTP server.
 - c. In the **SMTP Password** field, enter the password for the SMTP server.
 10. To require a PIN to be entered on the printer control panel before an email is sent using the email address, complete the following fields in the **Optional PIN** area:
 - a. In the **PIN (Optional)** field, enter a four digit PIN.
 - b. In the **Confirm PIN** field, re-enter the four digit PIN.

 **NOTE:** HP recommends creating a PIN to secure the email profile.

 **NOTE:** When a PIN is created, it must be entered on the printer control panel each time the profile is used to send a scan to email.

11. To configure optional email preferences, complete the following fields in the **E-mail Message Preferences** area:
 - a. From the **Maximum Size for E-mail Message Attachments** drop-down, select the maximum size for email message attachments.

 **NOTE:** HP recommends using the default file size of **Automatic** for the maximum size.

- b. To automatically copy the sender on email messages sent from the profile, select the **Auto CC** check box.
12. Review all the information, and then click one of the following options:
 - **Save and Test:** Select this option to save the information and test the connection.
 - **Save Only:** Select this option to save the information without testing the connection.
 - **Cancel:** Select this option to quit the configuration without saving.

Step three: Add contacts to the E-mail Address Book

- ▲ In the left navigation pane, click **E-mail Address Book** to add email addresses to the address book accessible from the printer.

To enter an individual email address complete the following task:

- In the **Contact Name** field, enter the name of the new email contact.
- In the **Contact E-mail Address**, enter the email address of the new email contact.
- Click **Add/Edit**.

To create an email group, complete the following task:

- Click **New Group**.
- In the **Enter the group name** field, enter a name for the new group.
- Click a name in the **All Individuals** area, and then click the arrow button to move it to the **Individuals in Group** area.



NOTE: Select multiple names at one time by pressing **Ctrl** and then clicking a name.

- Click **Save**.

Step four: Configure the default E-mail Options

- ▲ In the left navigation pane, click **E-mail options** to configure the default email options.
 - In the **Default Subject and Body Text** area, complete the following fields:
 - In the **E-mail Subject** field, enter a default subject line for the email messages.
 - In the **Body Text** field, enter a custom default message for the email messages.
 - Select **Show body text** to enable the default body text to display in emails.
 - Select **Hide body text** to suppress the default body text for an email.
 - In the **Scan Settings** area, complete the following fields:
 - From the **Scan File Type** drop-down, select the default file format for scanned files.
 - From the **Scan Paper Size** drop-down, select the default paper size for scanned files.
 - From the **Scan Resolution** drop-down, select the default resolution for scanned files.



NOTE: Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.

- From the **Output Color** drop-down, select **Black & White** or **Color**.
 - In the **File Name Prefix** field, enter a file name prefix (e.g., MyScan).
- Click **Apply**.



Set up the Scan to E-mail feature on a Mac

- [Step one: Access the HP Embedded Web Server \(EWS\)](#)
- [Step two: Configure the Scan to E-mail feature](#)
- [Step three: Add contacts to the E-mail Address Book](#)
- [Step four: Configure the default E-mail Options](#)

Step one: Access the HP Embedded Web Server (EWS)

Use one of the following methods to open the Embedded Web Server (EWS) interface.

Method one: Use a Web browser to open the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Network  button or the Wireless  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

`https://10.10.XX.XXX/`

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



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

Method two: Use the HP Utility to open the HP Embedded Web Server (EWS)


1. From the **Go** menu, click **Utilities**, click the **Hewlett-Packard** folder, and then double-click **HP Utility**. The main HP Utility screen displays.
2. In the main HP Utility screen, access the HP Embedded Web Server (EWS) in one of the following ways:
 - In the **Printer Settings** area, click **Additional Settings** and then click **Open Embedded Web Server**.
 - In the **Scan Settings** area, click **Scan to Email**, and then click **Begin Scan to E-mail Setup....**


The HP Embedded Web Server (EWS) opens.

Step two: Configure the Scan to E-mail feature

1. Click the **System** tab.
2. On the left navigation pane, click the **Administration** link.
3. In the Enabled Features area, set the **Scan to Email** option to **On**.
4. Click the **Scan** tab.
5. On the left navigation pane, click the **Outgoing E-mail Profiles** link.
6. On the **Outgoing E-mail Profiles** page, click the **New** button.
7. In the **E-mail Address** area, complete the following fields:


- a. In the **Your E-mail Address** field, enter the sender's email address for the new outgoing email profile.
 - b. In the **Display Name** field, enter the sender's name. This is the name that will display on the printer control panel.
8. In the **SMTP Server Settings** area, complete the following fields:
 - a. In the **SMTP Server** field, enter the address of the SMTP server.
 - b. In the **SMTP Port** field, enter the SMTP port number.


 **NOTE:** In most cases, the default port number does not need to be changed.

 **NOTE:** If you are using a hosted SMTP service such as gmail, verify the SMTP address, port number, and SSL settings from the service provider's Web site or other sources. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.


Please refer to online sources to confirm these server settings are current and valid at the time of configuration.

- c. If you are using Google™ Gmail for email service, select the **Always use secure connection (SSL/TLS)** check box.
9. If the SMTP server requires authentication to send an email, complete the following fields in the **SMTP Authentication** area:
 - a. Select the **SMTP server requires authentication for outgoing e-mail messages** check box.
 - b. In the **SMTP User ID** field, enter the user ID for the SMTP server.
 - c. In the **SMTP Password** field, enter the password for the SMTP server.
10. To require a PIN to be entered on the printer control panel before an email is sent using the email address, complete the following fields in the **Optional PIN** area:
 - a. In the **PIN (Optional)** field, enter a four digit PIN.
 - b. In the **Confirm PIN** field, re-enter the four digit PIN.

 **NOTE:** HP recommends creating a PIN to secure the email profile.

 **NOTE:** When a PIN is created, it must be entered on the printer control panel each time the profile is used to send a scan to email.

11. To configure optional email preferences, complete the following fields in the **E-mail Message Preferences** area:
 - a. From the **Maximum Size for E-mail Message Attachments** drop-down, select the maximum size for email message attachments.

 **NOTE:** HP recommends using the default file size of **Automatic** for the maximum size.

 - b. To automatically copy the sender on email messages sent from the profile, select the **Auto CC** check box.
12. Review all the information, and then click one of the following options:

- **Save and Test:** Select this option to save the information and test the connection.
- **Save Only:** Select this option to save the information without testing the connection.
- **Cancel:** Select this option to quit the configuration without saving.

Step three: Add contacts to the E-mail Address Book

- ▲ In the left navigation pane, click **E-mail Address Book** to add email addresses to the address book accessible from the printer.

To enter an individual email address complete the following task:

- In the **Contact Name** field, enter the name of the new email contact.
- In the **Contact E-mail Address**, enter the email address of the new email contact.
- Click **Add/Edit**.

To create an email group, complete the following task:

- Click **New Group**.
- In the **Enter the group name** field, enter a name for the new group.
- Click a name in the **All Individuals** area, and then click the arrow button to move it to the **Individuals in Group** area.



NOTE: Select multiple names at one time by pressing **Ctrl** and then clicking a name.

- Click **Save**.

Step four: Configure the default E-mail Options

- ▲ In the left navigation pane, click **E-mail options** to configure the default email options.

- In the **Default Subject and Body Text** area, complete the following fields:
 - In the **E-mail Subject** field, enter a default subject line for the email messages.
 - In the **Body Text** field, enter a custom default message for the email messages.
 - Select **Show body text** to enable the default body text to display in emails.
 - Select **Hide body text** to suppress the default body text for an email.
- In the **Scan Settings** area, complete the following fields:
 - From the **Scan File Type** drop-down, select the default file format for scanned files.
 - From the **Scan Paper Size** drop-down, select the default paper size for scanned files.
 - From the **Scan Resolution** drop-down, select the default resolution for scanned files.



NOTE: Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller.


- iv. From the **Output Color** drop-down, select **Black & White** or **Color**.
 - v. In the **File Name Prefix** field, enter a file name prefix (e.g., MyScan).
- c. Click **Apply**.

Scan to email

Use the printer control panel to scan a file directly to an email address. The scanned file is sent to the address as an email message attachment.



NOTE: In order to use this feature, the printer must be connected to a network and the Scan to Email feature must be configured by using the Scan to Email Setup Wizard (Windows) or the HP Embedded Web Server.

1. Load the document on the scanner glass according to the indicators on the printer.
2. From the Home screen on the printer control panel, touch the **Scan**  icon.
3. Touch **Scan to E-mail**.
4. Touch **Send an E-mail**.
5. Select the **From** address that you want to use. This is also known as an “outgoing email profile.”



NOTE: If the PIN feature has been set up, enter the PIN and touch the **OK** button. However, a PIN is not required to use this feature.

6. Touch the **To** button and pick the address or group to which you want to send the file. Touch the **Done** button when finished.
 - To send the message to a different address, touch the **New** again and enter the email address.
7. Touch the **Subject** button if you would like to add a subject line
8. Touch the **Next** button.
9. The control panel screen displays the scan settings.
 - If you want to change any of the settings, touch the **Settings** button, and then change the settings.
 - If the settings are correct, go to the next step.
10. Touch the **Scan** button to start the scan job.

Additional scan tasks

Go to www.hp.com/support/colorljM477MFP.

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

- How to scan a general photo or document
- How to scan as editable text (OCR)
- How to scan multiple pages into a single file

7 Fax

- [Set up to send and receive faxes](#)
- [Send a fax](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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


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


Set up to send and receive faxes

- [Before starting](#)
- [Step 1: Identify the phone connection type](#)
- [Step 2: Set up the fax](#)
- [Step 3: Configure the fax time, date, and header](#)
- [Step 4: Run a fax test](#)

Before starting

Make sure that the printer was fully set up before connecting the fax service.

 **NOTE:** Use the telephone cable and any adapters that shipped with the printer to connect the printer to the telephone jack.

 **NOTE:** In countries/regions that use serial telephone systems, an adapter is shipped with the printer. Use the adapter to connect other telecom devices to the same telephone jack the printer is connected to.

Complete the instructions in each of the following four steps:

[Step 1: Identify the phone connection type on page 82.](#)


[Step 2: Set up the fax on page 83.](#)

[Step 3: Configure the fax time, date, and header on page 86.](#)

[Step 4: Run a fax test on page 88.](#)

Step 1: Identify the phone connection type

Review the following equipment and service types to determine which setup method to use. The method used depends on the equipment and services already installed on the phone system.

 **NOTE:** The printer is an analog device. HP recommends using the printer on a dedicated analog telephone line.

- **Dedicated phone line:** The printer is the only piece of equipment or service connected to the phone line
- **Voice calls:** Voice and fax calls use the same phone line
- **Answering machine:** An answering machine answers voice calls on the same phone line used for fax calls
- **Voice mail:** A voice-mail subscription service uses the same phone line as the fax
- **Distinctive ring service:** A service from the telephone company that allows several phone numbers to be associated with one phone line, and each number has a different ring pattern; the printer detects the ring pattern assigned to it and answers the call
- **Computer dial-up modem:** A computer uses the phone line to connect to the Internet through a dial-up connection
- **DSL line:** A digital subscriber line (DSL) service from the telephone company; this service might be called ADSL in some countries/regions


- **PBX or ISDN phone system:** A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system
- **VoIP phone system:** Voice over Internet protocol (VoIP) through an Internet provider

Step 2: Set up the fax


Click the link below that best describes the environment in which the printer will be sending and receiving faxes, and follow the setup instructions.

- [Dedicated phone line on page 83](#)
- [Shared voice/fax line on page 84](#)
- [Shared voice/fax line with an answering machine on page 85](#)

Instructions for only three of the connection types are included here. For more information about connecting the printer with other connection types, go to the support Web site www.hp.com/support/colorljm477MFP.

 **NOTE:** This printer is an analog fax device. HP recommends using the printer on a dedicated analog telephone line. For a digital environment, such as DSL, PBX, ISDN, or VoIP, make sure to use the correct filters and configure the digital settings correctly. For more information, contact the digital service provider.


 **NOTE:** Do not connect more than three devices to the telephone line.


 **NOTE:** Voice mail is not supported with this printer.

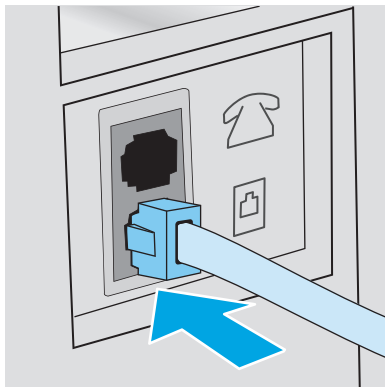
Dedicated phone line


Follow these steps to set up the printer on a dedicated phone line with no additional services.

1. Connect the telephone cable to the fax port on the printer and to the telephone jack on the wall.

 **NOTE:** Some countries/regions might require an adapter for the telephone cable that came with the printer.

 **NOTE:** On some printers, the fax port might be above the phone port. Refer to the icons on the printer.




2. Set the printer to answer fax calls automatically.
 - a. Turn the printer on.
 - b. From the Home screen on the printer control panel, touch the **Setup**  button.


- c. Touch the **Fax Setup** menu.
 - d. Touch the **Basic Setup** menu.
 - e. Touch the **Answer Mode** setting.
 - f. Touch the **Automatic** option.
3. Continue to [Step 3: Configure the fax time, date, and header on page 86](#).

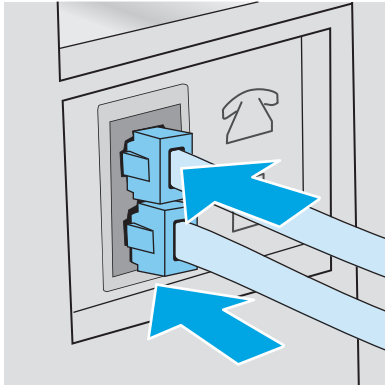
Shared voice/fax line


Follow these steps to set up the printer on a shared voice/fax line.

1. Disconnect any devices that are connected to the telephone jack.
2. Connect the telephone cable to the fax port on the printer and to the telephone jack on the wall.


 **NOTE:** Some countries/regions might require an adapter to the telephone cable that came with the printer.

 **NOTE:** On some printers, the fax port might be above the phone port. Refer to the icons on the printer.



3. Remove the plug from the telephone line out port on the rear of the printer, and then connect a phone to this port.
4. Set the printer to answer fax calls automatically.
 - a. Turn the printer on.
 - b. From the Home screen on the printer control panel, touch the **Setup**  button.
 - c. Touch the **Fax Setup** menu.
 - d. Touch the **Basic Setup** menu.
 - e. Touch the **Answer Mode** setting, and then touch the **Automatic** option.
5. Set the printer to check for a dial tone before sending a fax.

 **NOTE:** This prevents the printer from sending a fax while someone is on the telephone.


- a. From the Home screen on the printer control panel, touch the **Setup**  button.
- b. Touch the **Fax Setup** menu.


- c. Touch the [Advanced Setup](#) menu.
 - d. Touch the [Detect Dial Tone](#) setting, and then touch [On](#).
6. Continue to [Step 3: Configure the fax time, date, and header on page 86](#).

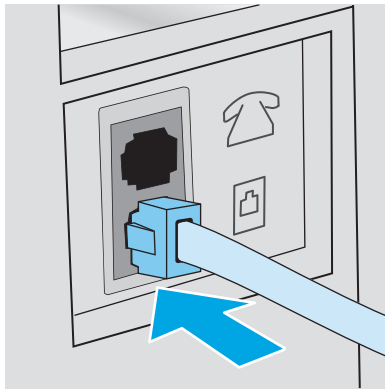
Shared voice/fax line with an answering machine

Follow these steps to set up the printer on a shared voice/fax line with an answering machine.


1. Disconnect any devices that are connected to the telephone jack.
2. Remove the plug from the telephone line out port on the rear of the printer.
3. Connect the telephone cable to the fax port on the printer and to the telephone jack on the wall.


 **NOTE:** Some countries/regions might require an adapter for the telephone cable that came with the printer.


 **NOTE:** On some printers, the fax port might be above the phone port. Refer to the icons on the printer.

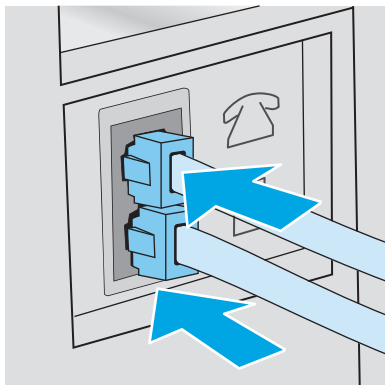






4. Connect the answering machine telephone cable to the telephone line out port on the rear of the printer.


 **NOTE:** Connect the answering machine directly to the printer, or the answering machine might record fax tones from a sending fax machine and the printer might not receive faxes.


 **NOTE:** If the answering machine does not have a built-in telephone, connect a telephone to the **OUT** port on the answering machine for convenience.

 **NOTE:** On some printers, the fax port might be above the phone port. Refer to the icons on the printer.



5. Configure the rings to answer setting on the printer.
 - a. Turn the printer on.
 - b. From the Home screen on the printer control panel, touch the **Setup**  button.
 - c. Touch the **Fax Setup** menu.
 - d. Touch the **Basic Setup** menu.
 - e. Touch the **Rings to Answer** option.
 - f. Use the numeric keypad on the printer control panel to set the number of rings to 5 or more, and then touch the **OK** button.
 - g. Touch the Home  button to return to the main menu.
6. Set the printer to answer fax calls automatically.
 - a. From the Home screen on the printer control panel, touch the **Setup**  button.
 - b. Touch the **Fax Setup** menu.
 - c. Touch the **Basic Setup** menu.
 - d. Touch the **Answer Mode** setting, and then touch the **Automatic** option.
 - e. Touch the Home  button to return to the main menu.
7. Set the printer to check for a dial tone before sending a fax.

 **NOTE:** This prevents the printer from sending a fax while someone is on the telephone.

 - a. From the Home screen on the printer control panel, touch the **Setup**  button.
 - b. Touch the **Fax Setup** menu.
 - c. Touch the **Advanced Setup** menu.
 - d. Touch the **Detect Dial Tone** setting, and then touch the **On** button.
8. Continue to [Step 3: Configure the fax time, date, and header on page 86](#).

Step 3: Configure the fax time, date, and header

Configure the printer fax settings using one of the following methods:

- [HP Fax Setup Wizard on page 87](#) (recommended method)
- [Printer control panel on page 87](#)
- [HP Embedded Web Server \(EWS\) and HP Device Toolbox \(Windows\) on page 87](#) (if the software is installed)

 **NOTE:** In the United States and many other countries/regions, setting the time, date, and other fax header information is a legal requirement.

HP Fax Setup Wizard


Access the Fax Setup Wizard after *initial* setup and software installation by following these steps.


 **NOTE:** The Fax Setup Wizard is only available in the Windows 7 operating system.

1. Click **Start**, and then click **Programs**.
2. Click **HP**, click the name of the printer, and then click **HP Fax Setup Wizard**.
3. Follow the on-screen instructions in the HP Fax Setup Wizard to configure the fax settings.
4. Continue to [Step 4: Run a fax test on page 88](#).


Printer control panel

To use the control panel to set the date, time, and header, complete the following steps.

1. From the Home screen, touch the [Setup](#)  button.
2. Touch the [Fax Setup](#) menu.
3. Touch the [Basic Setup](#) menu.
4. Scroll to and touch the [Time/Date](#) button.
5. Select the [12-hour clock](#) or [24-hour clock](#).
6. Use the keypad to enter the current time, and then touch the [OK](#) button.

 **NOTE:** Touch the [123](#) button to open a keypad that contains special characters, if needed.

7. Select the date format.
8. Use the keypad to enter the current date, and then touch the [OK](#) button.
9. Touch the [Fax Header](#) menu.
10. Use the keypad to enter the fax number, and then touch the [OK](#) button.

 **NOTE:** The maximum number of characters for the fax number is 20.

11. Use the keypad to enter the company name or header, and then touch the [OK](#) button.

 **NOTE:** The maximum number of characters for the fax header is 25.

12. Continue to [Step 4: Run a fax test on page 88](#).





HP Embedded Web Server (EWS) and HP Device Toolbox (Windows)

1. Start the HP EWS either from the **Start** menu or from a Web browser.

Start menu

- a. Click the **Start** button, and then click the **Programs** item.
- b. Click your HP printer group, and then click the **HP Device Toolbox** item.

Web browser

- a. From the Home screen on the printer control panel, touch the Connection Information  /  button, and then touch the **Network Connected**  button or the **Network Wi-Fi ON**  button to display the IP address or host name.
- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.




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

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

2. Click the **Fax** tab.
3. Follow the on-screen instructions to configure the fax settings.
4. Continue to [Step 4: Run a fax test on page 88](#).

Step 4: Run a fax test

Run a fax test to make sure that the fax is set up correctly.

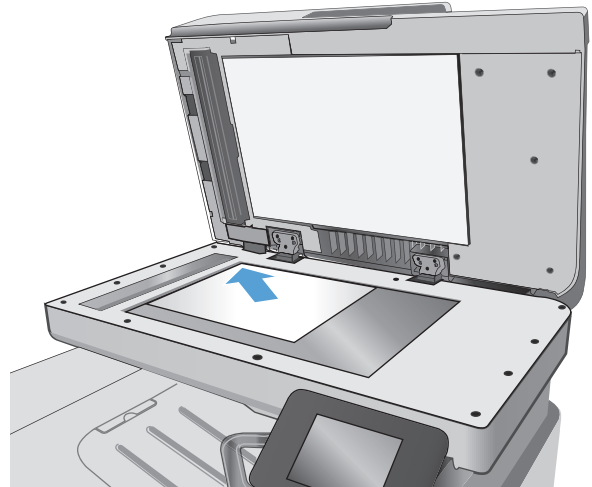
1. From the Home screen, touch the **Setup**  button.
2. Scroll to and touch the **Service** menu.
3. Touch the **Fax Service** menu.
4. Touch the **Run Fax Test** option. The printer prints a test report.
5. Review the report.
 - If the report indicates the printer **passed the test**, the printer is ready to send and receive faxes.
 - If the report indicates the printer **failed the test**, review the report for more information about fixing the problem. The fax troubleshooting checklist has more information on resolving fax problems.


Send a fax

- [Fax from the flatbed scanner](#)
- [Fax from the document feeder](#)
- [Use speed dials and group-dial entries](#)
- [Send a fax from the software](#)
- [Send a fax from a third-party software program, such as Microsoft Word](#)

Fax from the flatbed scanner

1. Place the document face-down on the scanner glass.

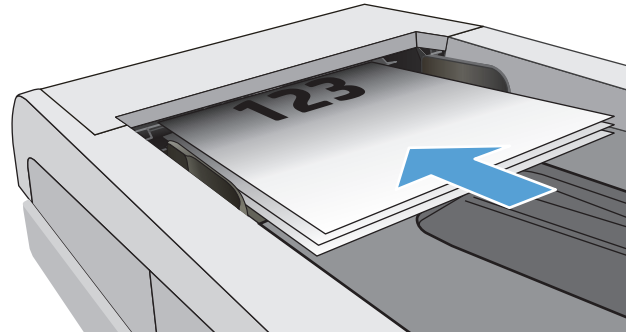


2. From the Home screen on the printer control panel, touch the **Fax**  icon.
3. Use the keypad to enter the fax number.
4. Touch the **Start Fax** button.
5. The printer prompts you to confirm that you are sending from the scanner glass. Touch the **Yes** button.
6. The printer prompts you to load the first page. Touch the **OK** button.
7. The printer scans the first page and then prompts you to load another page. If the document has multiple pages, touch the **Yes** button. Continue this process until you have scanned all the pages.
8. When you have scanned the last page, touch the **No** button at the prompt. The printer sends the fax.

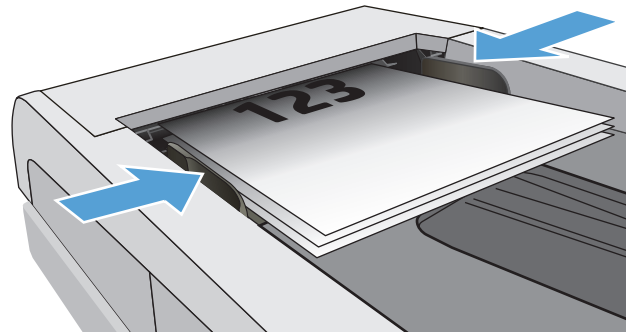
Fax from the document feeder


1. Insert the originals into the document feeder face-up.

CAUTION: To prevent damage to the printer, do not use an original that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the document feeder.



2. Adjust the paper guides until they are snug against the paper.

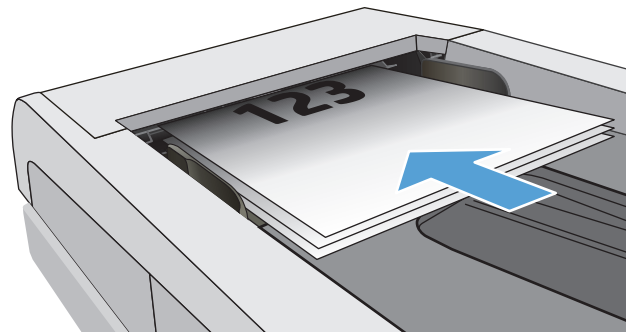



3. From the Home screen on the printer control panel, touch the Fax  icon.
4. Use the keypad to enter the fax number.
5. Touch the [Start Fax](#) button.

Use speed dials and group-dial entries

 **NOTE:** Phone book entries must be set up using the [Fax Menu](#) prior to using the phone book to send faxes.

1. Load the document onto the scanner glass or into the document feeder.



2. From the Home screen on the printer control panel, touch the **Fax**  icon.
3. On the keypad, touch the fax phone book icon.
4. Touch the name of the individual or group entry that you want to use.
5. Touch the **Start Fax** button.

Send a fax from the software

The procedure to send a fax varies according to your specifications. The most typical steps follow.

1. Click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.
2. Click the printer name, and then click **Send fax**. The fax software opens.
3. Enter the fax number of one or more recipients.
4. Load the document in the document feeder.
5. Click **Send Now**.

Send a fax from a third-party software program, such as Microsoft Word

1. Open a document in a third-party program.
2. Click the **File** menu, and then click **Print**.
3. Select the fax print driver from the print driver drop-down list. The fax software opens.
4. Enter the fax number of one or more recipients.
5. Include any pages loaded at the printer. This step is optional.
6. Click **Send Now**.

8 Manage the product

- [Use HP Web Services applications](#)
- [Change the product connection type \(Windows\)](#)
- [Advanced configuration with HP Embedded Web Server \(EWS\) and HP Device Toolbox \(Windows\)](#)
- [Advanced configuration with HP Utility for OS X](#)
- [Configure IP network settings](#)
- [Product security features](#)
- [Energy-conservation settings](#)
- [HP Web Jetadmin](#)
- [Update the firmware](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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

Use HP Web Services applications


HP Web Services applications provide useful content that can be automatically downloaded from the Internet to the printer. Choose from a variety of applications including news, calendars, forms, and cloud-based document storage.


To activate these applications and schedule the downloads, go to the HP Connected Web site at www.hpconnected.com



NOTE: To use this feature, the printer must be connected to a wired or wireless network and have Internet access. HP Web Services must be enabled on the printer.

Enable Web Services

This process enables both HP Web Services and the **Apps**  button.

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Touch **HP Web Services**.
3. Touch **Enable Web Services**.
4. To print the HP Web Services Terms of Use, touch **Print**.
5. Touch **OK** to complete the procedure.

After you download an application from the HP Connected Web site, it is available in the **Apps** menu on the printer control panel.

Change the product connection type (Windows)

If you are already using the product and you wish to change the way it is connected, use the **Reconfigure your HP Device** shortcut on your computer desktop to change the connection. For example, you can reconfigure the product to use a different wireless address, to connect to a wired or wireless network, or change from a network connection to a USB connection. You can change the configuration without inserting the product CD. After you select the type of connection you wish to make, the program goes directly to the portion of the product setup procedure that needs to change.


Advanced configuration with HP Embedded Web Server (EWS) and HP Device Toolbox (Windows)


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

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

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

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




 **NOTE:** HP Device Toolbox is software used to connect to the HP Embedded Web Server when the printer is connected to a computer via USB. It is available only if a full installation was performed when the printer was installed on a computer. Depending on how the printer is connected, some features might not be available.

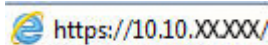
 **NOTE:** The HP Embedded Web Server is not accessible beyond the network firewall.

Method one: Open the HP Embedded Web Server (EWS) from the Start menu

1. Click the **Start** button, and then click the **Programs** item.
2. Click the HP printer group, and then click the **HP Device Toolbox** item.

Method two: Open the HP Embedded Web Server (EWS) from a Web browser

1. From the Home screen on the printer control panel, touch the Connection Information  button, and then touch the **Network Connected**  button or the **Network Wi-Fi ON**  button to display the IP address or host name.
2. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XXXXX/>

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

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

Tab or section	Description
<p>Home tab</p> <p>Provides printer, status, and configuration information.</p>	<ul style="list-style-type: none"> • Device Status: Shows the printer status and shows the approximate percent life remaining of HP supplies. • Supplies Status: Shows the approximate percent life remaining of HP supplies. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable. • Device Configuration: Shows the information found on the printer configuration page. • Network Summary: Shows the information found on the printer network configuration page. • Reports: Print the configuration and supplies status pages that the printer generates. • Job Storage Log: Shows a summary of all jobs stored in the printer memory. • Color Usage Log: Shows a summary of color jobs that the printer has produced. (Color printers only) • Event Log: Shows a list of all printer events and errors.
<p>System tab</p> <p>Provides the ability to configure the printer from your computer.</p>	<ul style="list-style-type: none"> • Device Information: Provides basic printer and company information. • Paper Setup: Change the default paper-handling settings for the printer. • Print Quality: Change the default print-quality settings for the printer. • Energy Settings: Change the default times for entering Sleep/Auto Off mode or automatic shut down. • Job Storage Setup: Configure the job storage settings for the printer. • Print Density: Change the print density of contrasts, highlights, midtones, and shadows • Paper Types: Configure print modes that correspond to the paper types that the printer accepts. • System Setup: Change the system defaults for the printer. • Supply Settings: Change the settings for Cartridge is low alerts and other supplies information. • Service: Perform the cleaning procedure on the printer. • Save and Restore: Save the current settings for the printer to a file on the computer. Use this file to load the same settings onto another printer or to restore these settings to this printer at a later time. • Administration: Set or change the printer password. Enable or disable printer features. <p>NOTE: The System tab can be password-protected. If this printer is on a network, always consult with the administrator before changing settings on this tab.</p>
<p>Print tab</p> <p>Provides the ability to change default print settings from your computer.</p>	<ul style="list-style-type: none"> • Printing: Change the default printer print settings, such as number of copies and paper orientation. These are the same options that are available on the control panel. • PCL5c: View and change the PCL5c settings. • PostScript: Turn off or on the Print PS Errors feature.

Tab or section	Description
Fax tab (Fax printers only)	<ul style="list-style-type: none"> • Receive Options: Configure how the printer handles incoming faxes. • Phone Book: Add or delete entries in the fax phone book. • Junk Fax List: Set fax numbers to block from sending faxes to the printer. • Fax Activity Log: Review recent fax activity for the printer.
Scan tab (MFP models only)	<p>Configure the Scan to Network Folder and Scan to E-mail features.</p> <ul style="list-style-type: none"> • Network Folder Setup: Configure folders on the network to which the printer can save a scanned file. • Scan to E-mail Setup: Begin the process to set up the Scan to E-mail feature. • Outgoing E-mail Profiles: Set an email address that will appear as the “from” address for all emails sent from the printer. • Default SMTP Configuration: Configure the SMTP Server information. • E-mail Address Book: Add or delete entries in the email address book. • Network Contacts Setup: Configure the printer to connect to a network address book. • E-mail Options: Configure a default subject line and body text. Configure default scan settings for emails.
Networking tab (Network-connected printers only) Provides the ability to change network settings from your computer.	<p>Network administrators can use this tab to control network-related settings for the printer when it is connected to an IP-based network. It also allows the network administrator to set up Wi-Fi Direct functionality. This tab does not appear if the printer is directly connected to a computer.</p>
HP Web Services tab	<p>Use this tab to set up and use various Web tools with the printer.</p>

Advanced configuration with HP Utility for OS X

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

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

Open HP Utility

1. At the computer, open the **System Preferences** menu, and then click **Print & Fax**, **Print & Scan**, or **Printers & Scanners**.
2. Select the printer in the list.
3. Click the **Options & Supplies** button.
4. Click the **Utility** tab.
5. Click the **Open Printer Utility** button.

HP Utility features

The HP Utility toolbar includes these items:

- **Devices:** Click this button to show or hide Mac products found by the HP Utility.
- **All Settings:** Click this button to return to the HP Utility main view.
- **HP Support:** Click this button to open a browser and go to the HP support Web site.
- **Supplies:** Click this button to open the HP SureSupply Web site.
- **Registration:** Click this button to open the HP registration Web site.
- **Recycling:** Click this button to open the HP Planet Partners Recycling Program Web site.

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

Item	Description
Supplies Status	Show the printer supplies status and provides links for ordering supplies online.
Device Information	Show information about the currently selected printer, including the printer Service ID (if assigned), the firmware version (FW Version), the Serial Number, and the IP address.
Commands	Send special characters or print commands to the printer after the print job. NOTE: This option is available only after you open the View menu and select the Show Advanced Options item.
Color Usage (Color printers only)	Show information about color jobs that the printer has produced.

Item	Description
File Upload	Transfer files from the computer to the printer. You can upload the following types of files: <ul style="list-style-type: none"> HP LaserJet printer command language (.PRN) Portable document format (.PDF) Postscript (.PS) Text (.TXT)
Power Management	Configure the printer economy settings.
Update Firmware	Transfer a firmware update file to the printer. NOTE: This option is available only after you open the View menu and select the Show Advanced Options item.
HP Connected	Access the HP Connected Web site.
Upload Fonts	Upload fonts from the computer to the printer.
Message Center	Display error events that have occurred with the printer.
Duplex Mode	Turn on the automatic two-sided printing mode.
Network Settings (Network-connected printers only)	Configure the network settings, such as the IPv4 settings, IPv6 settings, Bonjour settings, and other settings.
Supplies Management	Configure how the printer should behave when supplies are nearing the end of their estimated life.
Trays Configuration	Change paper size and type for each of the trays.
Additional Settings	Open the HP Embedded Web Server (EWS) for the printer. NOTE: USB connections are not supported.
Proxy Server Settings	Configure a proxy server for the printer.
Basic Fax Settings (MFP fax models only)	Set up the fields in the fax header and configure how the printer answers incoming calls.
Fax Forwarding (MFP fax models only)	Set up the printer to send the incoming faxes to a different number.
Fax Logs (MFP fax models only)	View the logs of all faxes.
Fax Speed Dials (MFP fax models only)	Add fax numbers to the speed dial list.
Junk Fax Blocking (MFP fax models only)	Store the fax numbers you want to block.

Item	Description
Scan to E-mail (MFP printers only)	Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to email.
Scan to Network Folder (MFP printers only)	Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to a network folder.

Configure IP network settings

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

Introduction





Use the following sections to configure the printer network settings.

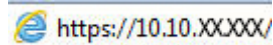
Printer sharing disclaimer

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

View or change network settings

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

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Connection Information  /  button, and then touch the **Network Connected**  button or the **Network Wi-Fi ON**  button to display the IP address or host name.
 - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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





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

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

Rename the printer on a network

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

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

- a. From the Home screen on the printer control panel, touch the Connection Information  /  button, and then touch the **Network Connected**  button or the **Network Wi-Fi ON**  button to display the IP address or host name.
- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.

 <https://10.10.XX.XXX/>

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

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


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

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

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

Manually configure IPv4 TCP/IP parameters from the control panel


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


1. From the Home screen on the printer control panel, touch the **Setup**  button.
2. Scroll to and touch the **Network Setup** menu.
3. Touch the **IPv4 Config Method** menu, and then touch the **Manual** button.
4. Use the keypad on the touchscreen to enter the IP address, and touch the **OK** button. Touch the **Yes** button to confirm.
5. Use the keypad on the touchscreen to enter the subnet mask, and touch the **OK** button. Touch the **Yes** button to confirm.
6. Use the keypad on the touchscreen to enter the default gateway, and touch the **OK** button. Touch the **Yes** button to confirm.


Link speed and duplex settings

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

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

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

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

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - **Network Setup**
 - **Link Speed**
3. Select one of the following options:
 - **Automatic:** The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
 - **10T Full:** 10 megabytes per second (Mbps), full-duplex operation
 - **10T Half:** 10 Mbps, half-duplex operation
 - **100TX Full:** 100 Mbps, full-duplex operation
 - **100TX Half:** 100 Mbps, half-duplex operation
 - **1000T Full:** 1000 Mbps, full-duplex operation
4. Touch the **Save** button, or press the **OK** button. The printer turns off and then on.

Product security features





Introduction

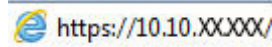
The printer includes several security features to restrict who has access to configuration settings, to secure data, and to prevent access to valuable hardware components.

- [Assign or change the system password using the Embedded Web Server](#)

Assign or change the system password using the Embedded Web Server

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

1. Open the HP Embedded Web Server (EWS):
 - a. From the Home screen on the printer control panel, touch the Connection Information  /  button, and then touch the **Network Connected**  button or the **Network Wi-Fi ON**  button to display the IP address or host name.
 - b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.



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

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

2. On the **System** tab, click the **Administration** link in the left navigation pane.
3. In the area labeled **Product Security**, enter the password in the **Password** field.
4. Re-enter the password in the **Confirm Password** field.
5. Click the **Apply** button.

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

Energy-conservation settings

- [Introduction](#)
- [Print with EconoMode](#)
- [Set the Sleep/Auto Off After setting](#)
- [Set the Shut Down After delay and configure the printer to use 1 watt or less of power](#)
- [Set the Delay Shut Down setting](#)

Introduction

The printer includes several economy features to conserve energy and supplies.

Print with EconoMode

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

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




NOTE: If this option is not available in your print driver, you can set it using the HP Embedded Web Server.

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

Set the Sleep/Auto Off After setting

Use the control panel menus to set the amount of idle time before the printer enters sleep mode.

Complete the following procedure to change the Sleep/Auto Off After setting:

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - [System Setup](#)
 - [Energy Settings](#)
 - [Sleep/Auto Off After](#)
3. Select the time for the Sleep/Auto Off After delay.



NOTE:


Set the Shut Down After delay and configure the printer to use 1 watt or less of power

Use the control panel menus to set the amount of time before the printer shuts down.



NOTE: After the printer shuts down, the power consumption is 1 watt or less.

Complete the following procedure to change the Shut Down After Delay setting:

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - **System Setup**
 - **Energy Settings**
 - **Shut Down After**
3. Select the time for the Shut Down After delay.




NOTE: The default value is 4 hours.

Set the Delay Shut Down setting

Use the control panel menus to select whether or not the printer delays shutting down after the power button is pressed.

Complete the following procedure to change the Delay Shut Down setting:

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - **System Setup**
 - **Energy Settings**
 - **Delay Shut Down**
3. Select one of the delay options:
 - **No Delay:** The printer shuts down after a period of inactivity determined by the Shut Down After setting.
 - **When Ports Are Active:** When this option is selected the printer will not shut down unless all ports are inactive. An active network link or fax connection will prevent the printer from shutting down.

HP Web Jetadmin

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

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

Update the firmware

HP offers periodic printer updates, new Web Services apps, and new features to existing Web Services apps. Follow these steps to update the printer firmware for a single printer. When you update the firmware, Web Service apps will update automatically.

There are two supported methods to perform a firmware update on this printer. Use only one of the following methods to update the printer firmware.


Method one: Update the firmware using the control panel

Use these steps to load the firmware from the control panel (for network-connected printers only), and/or set the printer to automatically load future firmware updates. For USB-connected printers, skip to method two.

1. Make sure the printer is connected to a wired (Ethernet) or wireless network with an active Internet connection.



NOTE: The printer must be connected to the internet to update the firmware via a network connection.

2. From the Home screen on the printer control panel, touch the **Setup**  button.
3. Scroll to and open the **Service** menu, and then open the **LaserJet Update** menu.



NOTE: If the **LaserJet Update** option is not listed, use method two.

4. Touch **Check for Updates Now** to check for updates.



NOTE: The printer automatically checks for an update, and if a newer version is detected, the update process automatically starts.

5. Set the printer to automatically update the firmware when updates become available.

From the Home screen on the printer control panel, touch the **Setup**  button.

Scroll to and open the **Service** menu, open the **LaserJet Update** menu, and then select the **Manage Updates** menu.

Set the **Allow Updates** option to **YES**, and then set the **Check automatically** option to **ON**.

Method two: Update the firmware using the Firmware Update Utility

Use these steps to manually download and install the Firmware Update Utility from HP.com.



NOTE: This method is the only firmware update option available for printers connected to the computer via a USB cable. It also works for printers connected to a network.

1. Go to www.hp.com/go/support, click the **Drivers & Software** link, type the printer name in the search field, press the **ENTER** button, and then select the printer from the list of search results.
2. Select the operating system.
3. Under the **Firmware** section, locate the **Firmware Update Utility**.
4. Click **Download**, click **Run**, and then click **Run** again.

5. When the utility launches, select the printer from the drop-down list, and then click **Send Firmware**.



NOTE: To print a configuration page to verify the installed firmware version before or after the update process, click **Print Config**.

6. Follow the on-screen instructions to complete the installation, and then click the **Exit** button to close the utility.

9 Solve problems

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM477MFP.

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

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

Customer support

Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at www.hp.com/support/ .
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/colorijM477MFP
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

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



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


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


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

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

Restore the factory-set defaults

Restoring the factory-set defaults returns all of the printer and network settings to the factory defaults. It will not reset the page count, or tray size. To restore the printer to the factory-default settings, follow these steps.

 **CAUTION:** Restoring the factory-set defaults returns all of the settings to the factory defaults, and it also deletes any pages that are stored in the memory.

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Scroll to and select the **Service** menu.
3. Scroll to and select **Restore Defaults**, and then touch **OK**.

The printer automatically restarts.

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


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

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

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

Change the “Very Low” settings

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

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - **System Setup**
 - **Supply Settings**
 - **Black Cartridge** or **Color Cartridges**
 - **Very Low Setting**
3. Select one of the following options:
 - Select the **Continue** option to set the printer to alert you that the toner cartridge is very low, but to continue printing.
 - Select the **Stop** option to set the printer to stop printing until you replace the toner cartridge.
 - Select the **Prompt** option to set the printer to stop printing and prompt you to replace the toner cartridge. You can acknowledge the prompt and continue printing. A customer configurable option on this printer is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, 400 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality.

For printers with fax capability

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

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

Order supplies

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

Product does not pick up paper or misfeeds

Introduction

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


- [The printer does not pick up paper](#)
- [The printer picks up multiple sheets of paper](#)
- [The document feeder jams, skews, or picks up multiple sheets of paper](#)
- [Clean the pickup rollers and separation pad in the document feeder](#)

The printer does not pick up paper

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

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

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

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

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

Figure 9-1 Size markings for Tray 1 or the multipurpose tray

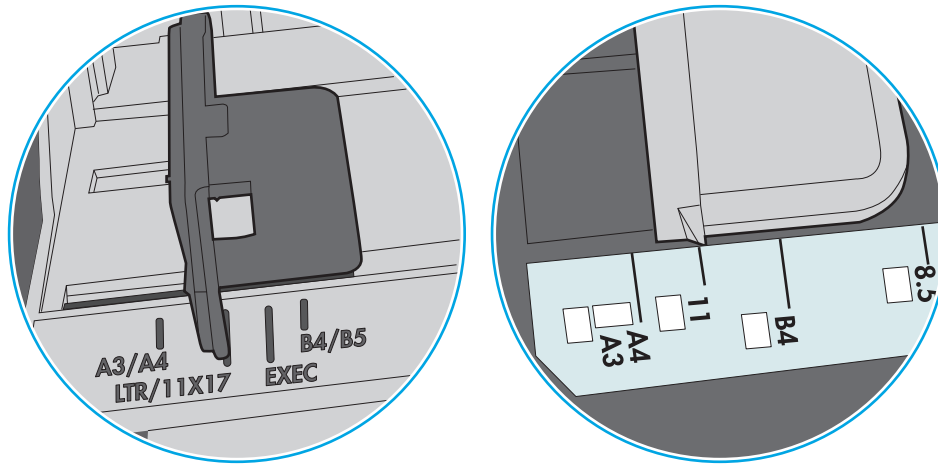
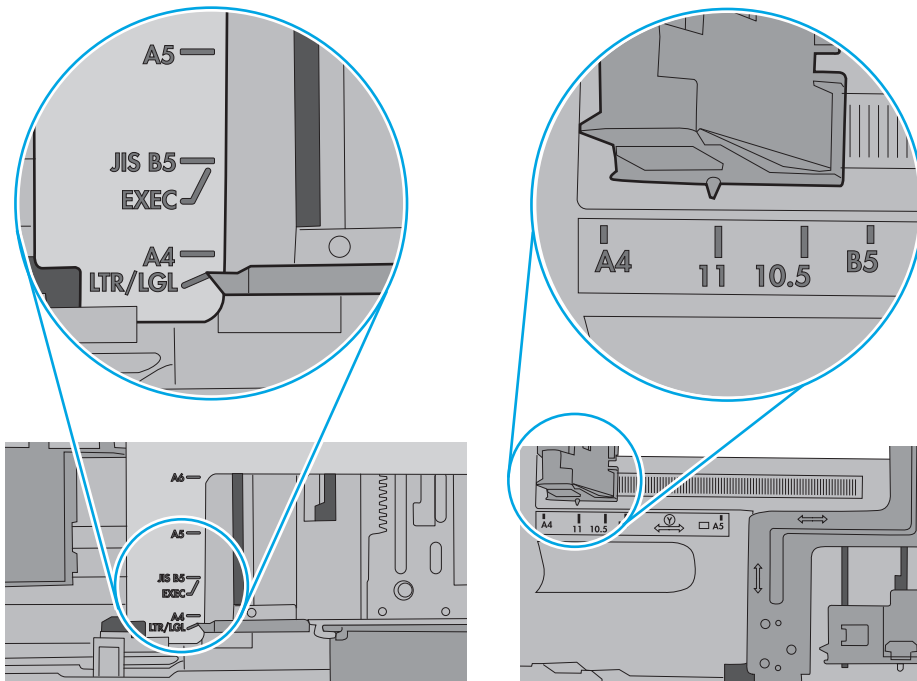


Figure 9-2 Size markings for cassette trays

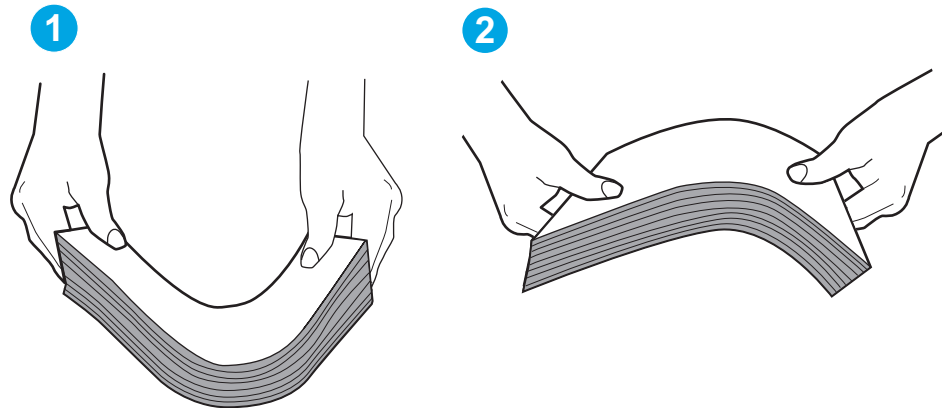


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

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

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

Figure 9-3 Technique for flexing the paper stack

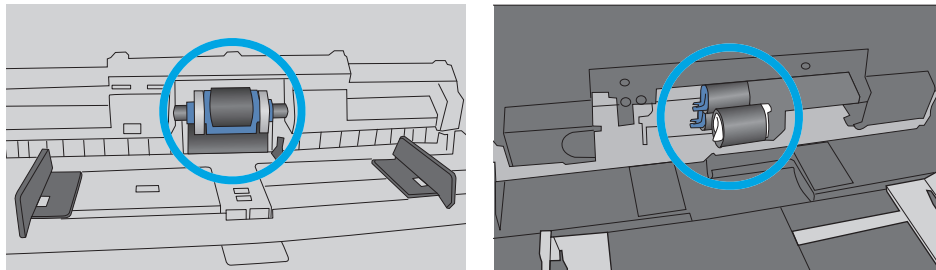


6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

Figure 9-4 Roller locations for Tray 1 or the multipurpose tray



The printer picks up multiple sheets of paper

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

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


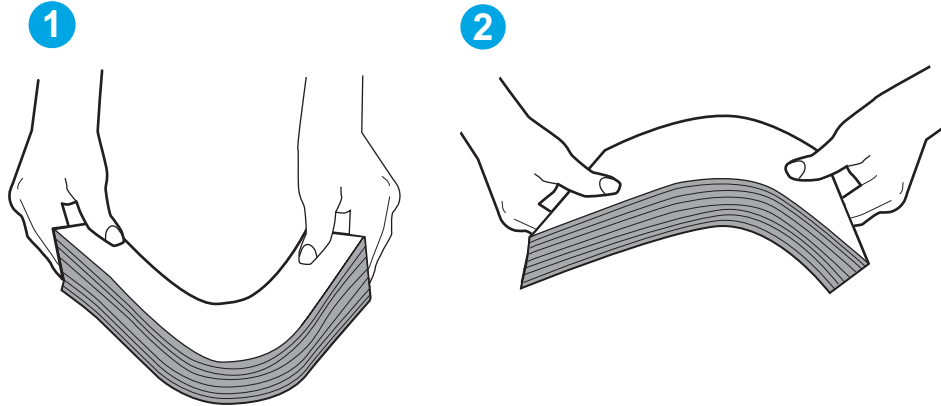
 **NOTE:** Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process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

Figure 9-5 Technique for flexing the paper stack



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

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

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

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

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

Figure 9-6 Stack-height markings

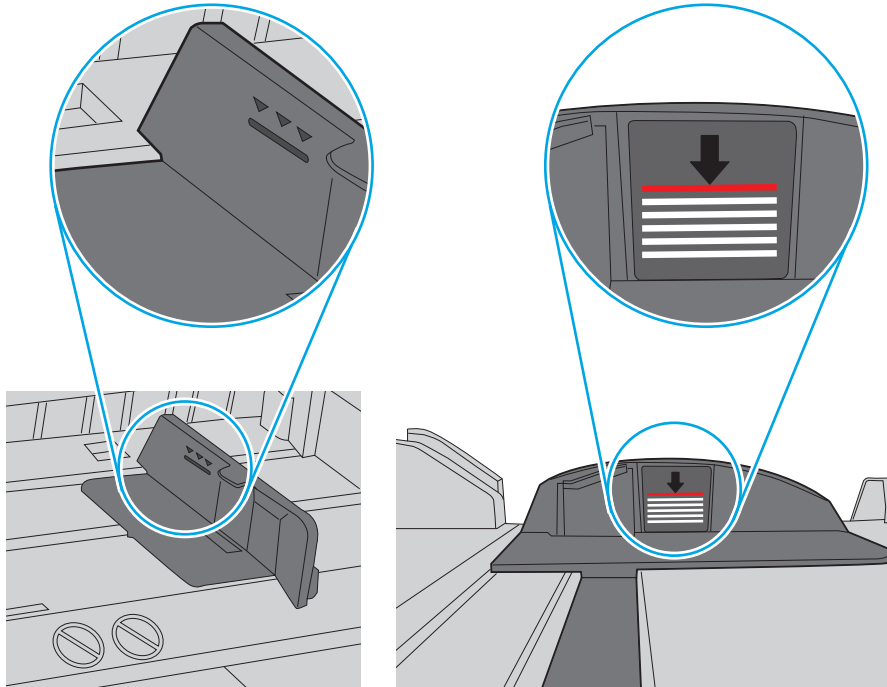
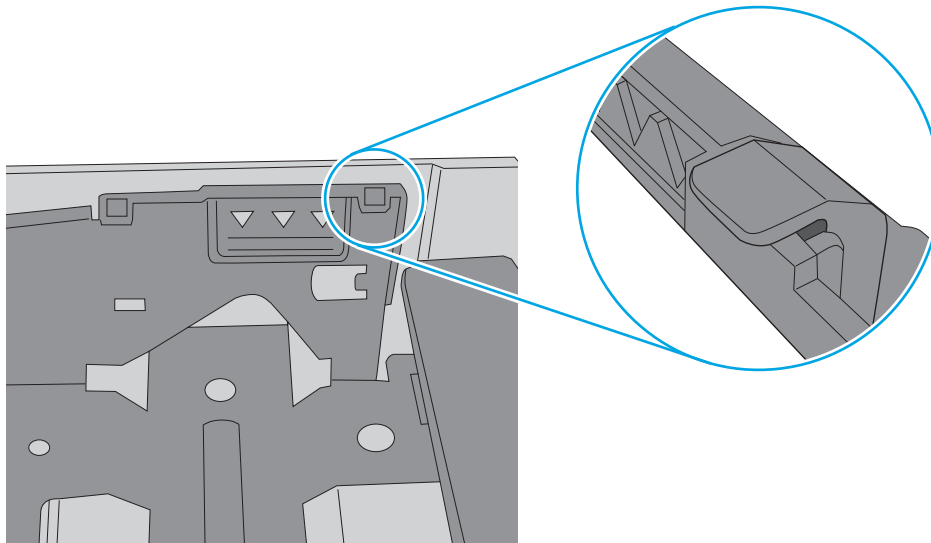



Figure 9-7 Tab for the paper stack



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

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

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

Figure 9-8 Size markings for Tray 1 or the multipurpose tray

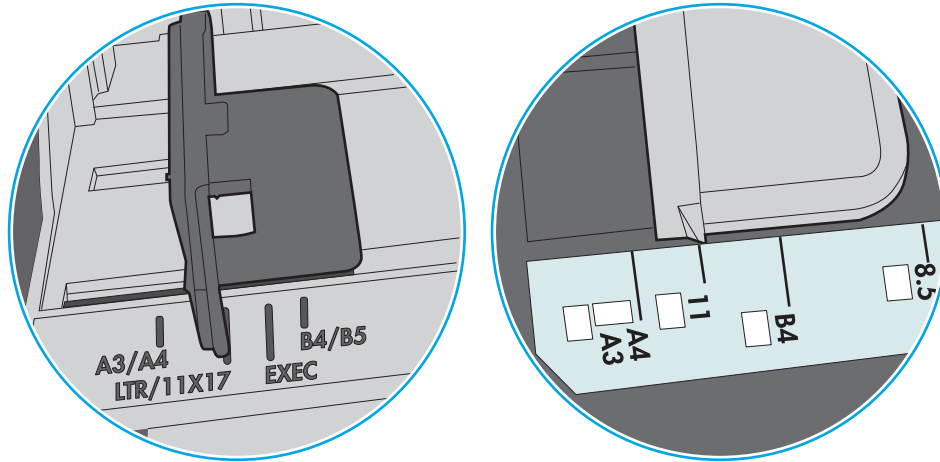
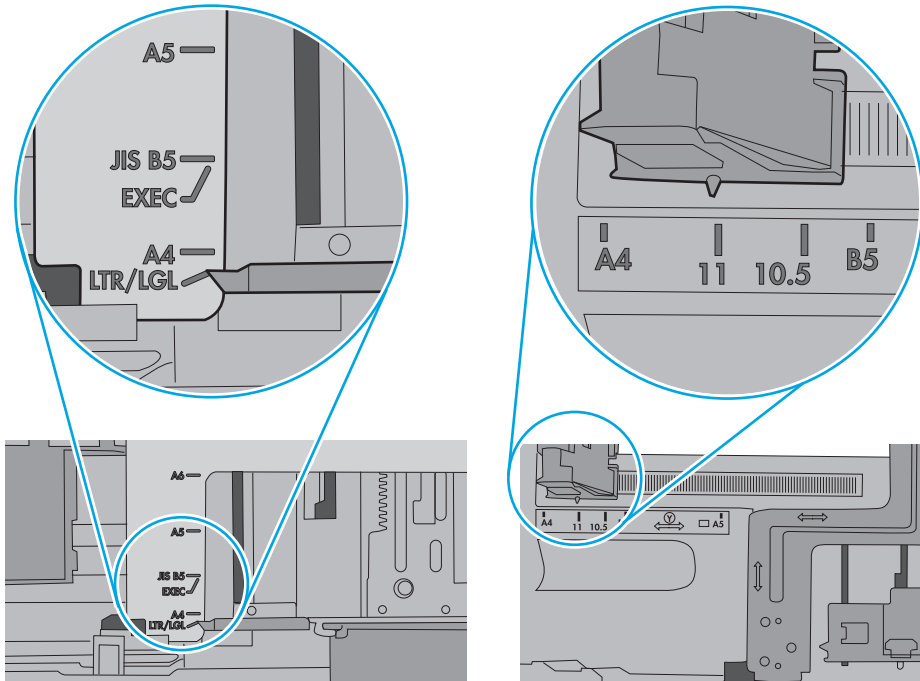



Figure 9-9 Size markings for cassette trays



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

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

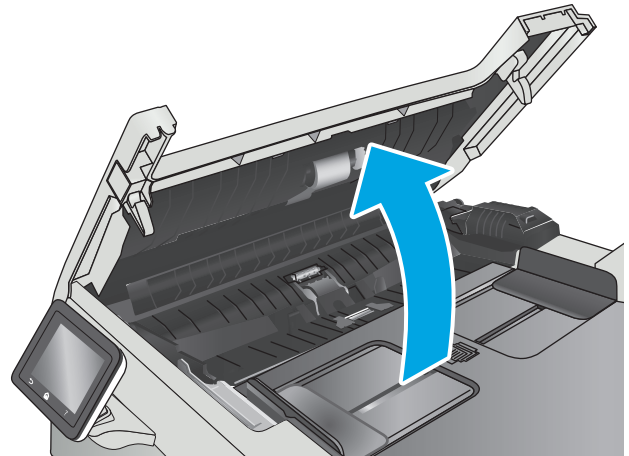
 **NOTE:** This information applies to MFP printers only.

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.
- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.
- Make sure that the top document-feeder cover is closed.
- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.
- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.
- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.
- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.
- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.
- From the Home screen on the printer control panel, scroll to and touch the [Supplies](#) button. Check the status of the document-feeder kit, and replace it if necessary.

Clean the pickup rollers and separation pad in the document feeder

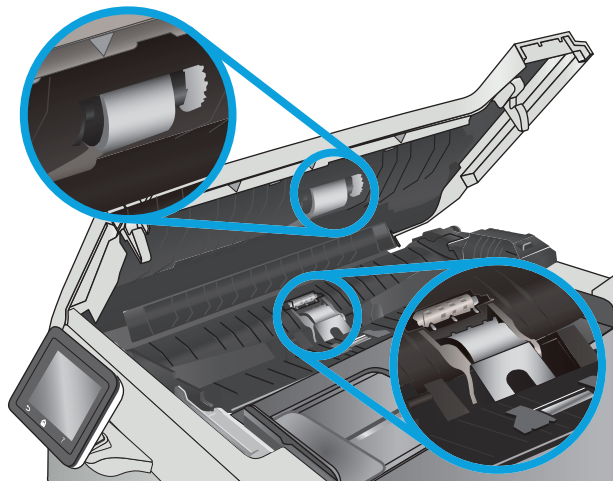
If the document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Open the document-feeder access cover.

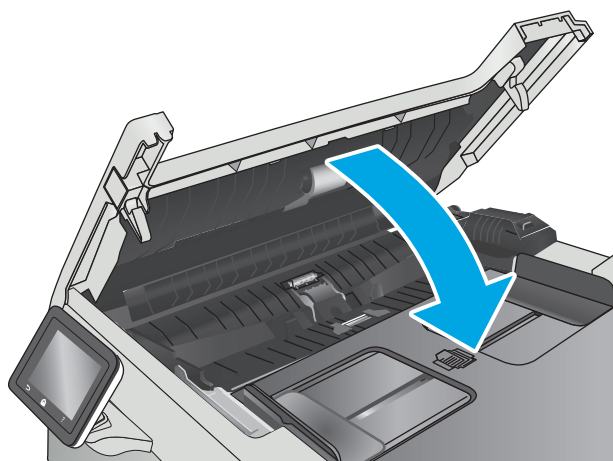


2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer.



3. Close the document feeder access cover.



Clear paper jams



Introduction


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

- [Experiencing frequent or recurring paper jams?](#)
- [Paper jam locations](#)
- [Clear paper jams in the document feeder](#)
- [Clear paper jams in Tray 1](#)
- [Clear paper jams in Tray 2](#)
- [Clear paper jams in the rear door and the fuser area](#)
- [Clear paper jams in the output bin](#)
- [Clear paper jams in the duplexer \(duplex models only\)](#)

Experiencing frequent or recurring paper jams?

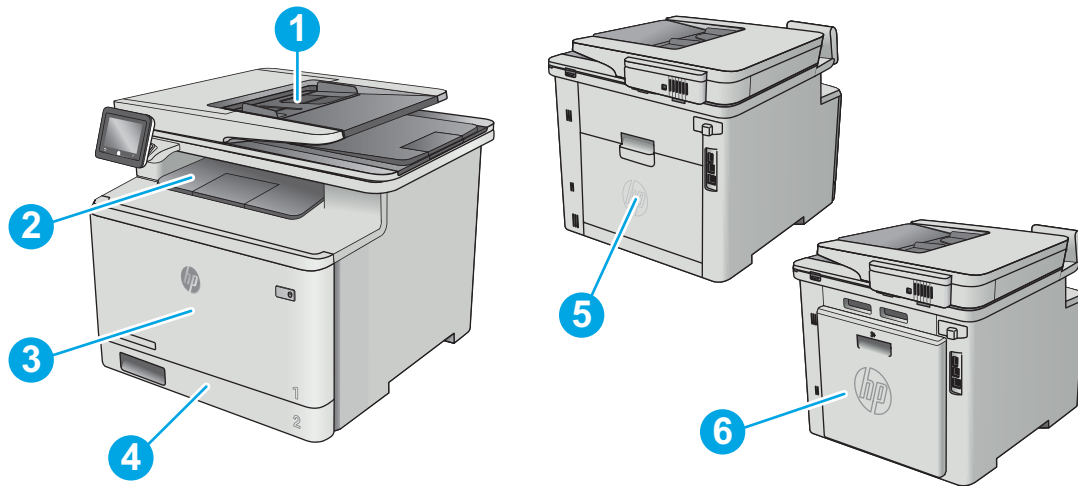
Follow these steps to solve problems with frequent paper jams. If the first step does not resolve the problem continue with the next step until you have resolved the problem.

1. If paper has jammed in the product, clear the jam and then print a configuration page to test the product.
2. Check that the tray is configured for the correct paper size and type on the product control panel. Adjust paper settings if necessary.
 - a. From the Home screen on the product control panel, swipe until the **Setup** menu displays. Touch the Setup  icon to open the menu.
 - b. Open the following menus:
 - [System Setup](#)
 - [Paper setup](#)
 - c. Select the tray from the list.
 - d. Select [Paper Type](#) and then select the type of paper that is in the tray.
 - e. Select [Paper Size](#) and then select the size of paper that is in the tray.
3. Turn the product off, wait 30 seconds, and then turn it on again.
4. Print a cleaning page to remove excess toner from inside the product.
 - a. From the Home screen on the product control panel, swipe until the **Setup** menu displays. Touch the Setup  icon to open the menu.
 - b. Touch the [Service](#) menu.

- c. Touch the [Cleaning Page](#) button.
 - d. Load plain letter or A4 paper when you are prompted.
Wait until the process is complete. Discard the page that prints.
5. Print a configuration page to test the product.
- a. From the Home screen on the product control panel, swipe until the [Setup](#) menu displays. Touch the Setup  icon to open the menu.
 - b. Open the [Reports](#) menu.
 - c. Select [Configuration Report](#).

If none of these steps resolves the problem, the product might need service. Contact HP customer support.

Paper jam locations

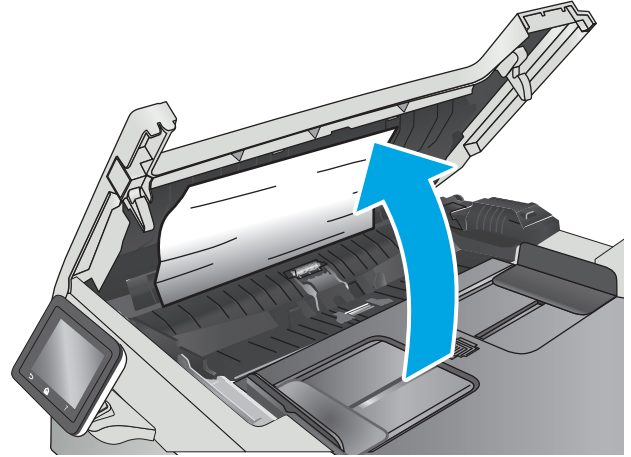


1	Document feeder
2	Output bin
3	Tray 1
4	Tray 2
5	Rear door and fuser area
6	Duplexer (duplex models only)

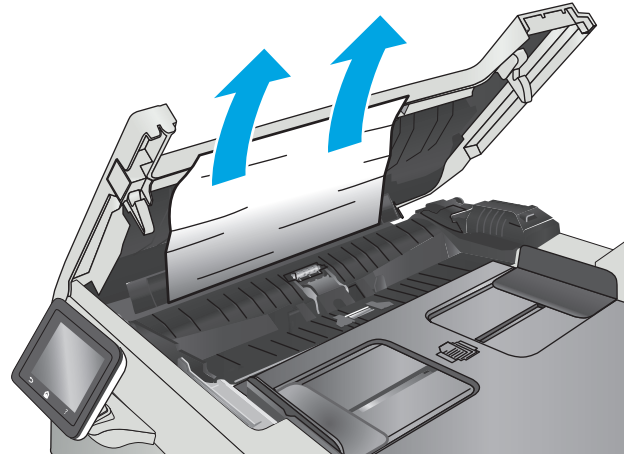
Clear paper jams in the document feeder

The following information describes how to clear paper jams in the document feeder. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

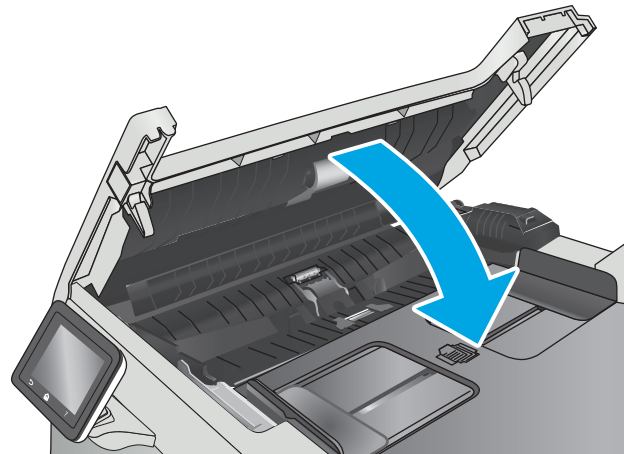
1. Open the document-feeder cover.



2. Remove any jammed paper.



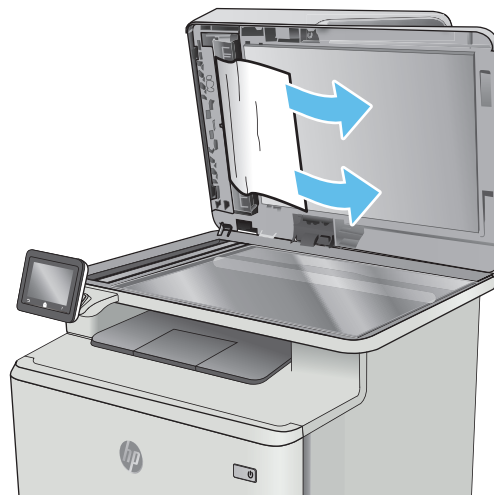
3. Close the scanner lid.



4. Lift the document feeder input tray to provide better access to the document feeder output bin, and then remove any jammed paper from the output area.





5. Open the scanner lid. If paper is jammed behind the white plastic backing, gently pull it out.



6. Lower the scanner lid.



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

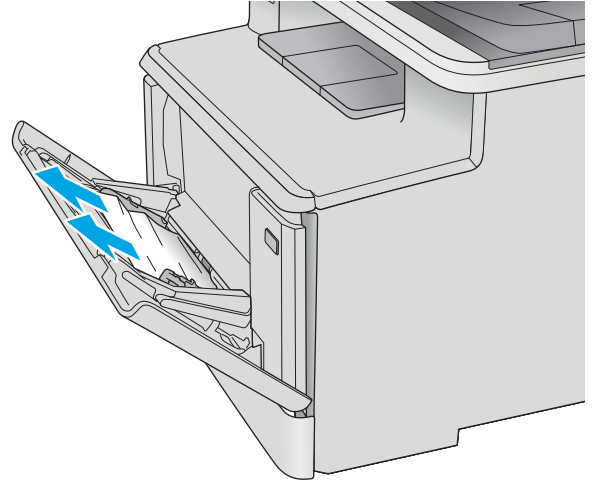
 **NOTE:** Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

Clear paper jams in Tray 1

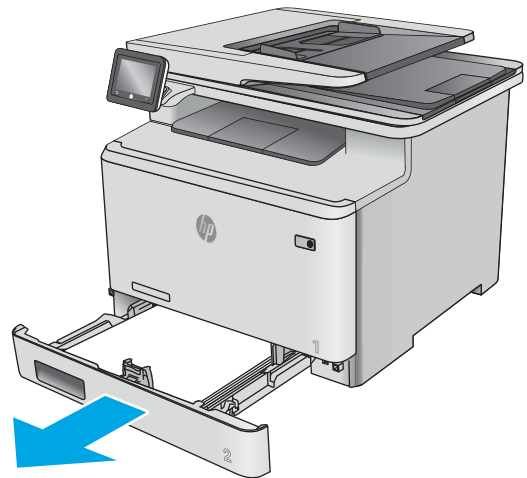
When a jam occurs, the control panel displays an animation that assists in clearing the jam.

 **NOTE:** If the sheet tears, remove all fragments before resuming printing.

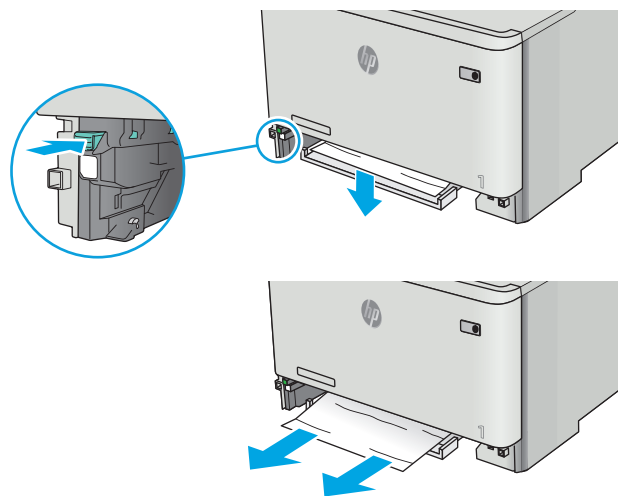
1. If you can see the jammed sheet in Tray 1, remove the jammed sheet by pulling it straight out.



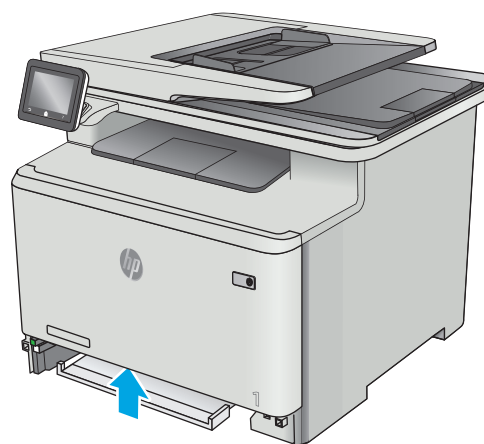
2. If you cannot see the jammed sheet, close Tray 1, and then remove Tray 2.



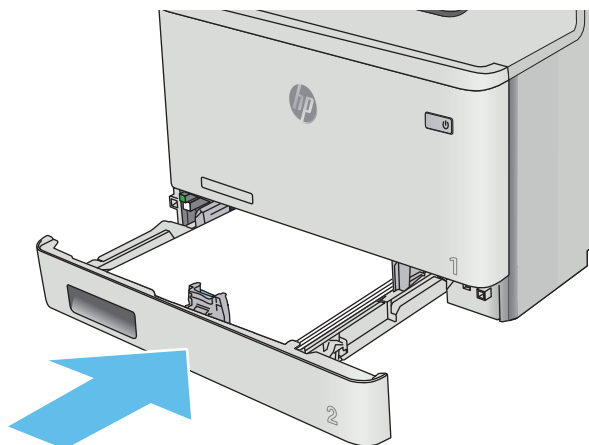
3. At the left side of the Tray 2 cavity, press the tab to lower the tray plate, and then remove any paper. Remove the jammed sheet by gently pulling it straight out.



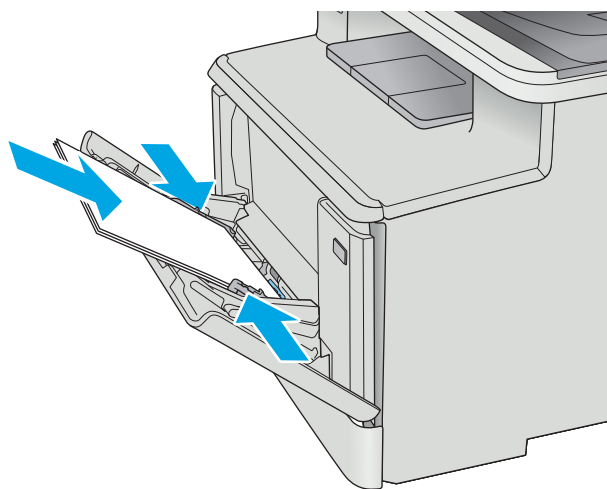
4. Push the tray plate back up into place.



5. Reinstall Tray 2.



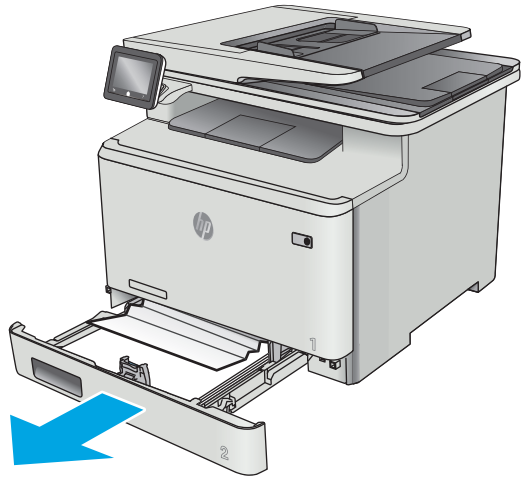
6. Reopen Tray 1 and load paper into the tray.



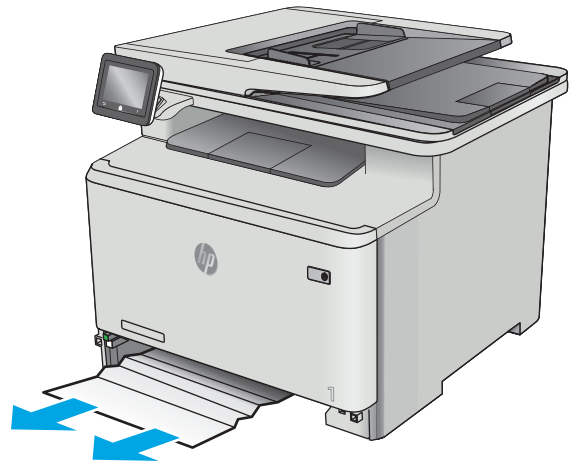
Clear paper jams in Tray 2

Use the following procedure to check for a paper jam in Tray 2. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

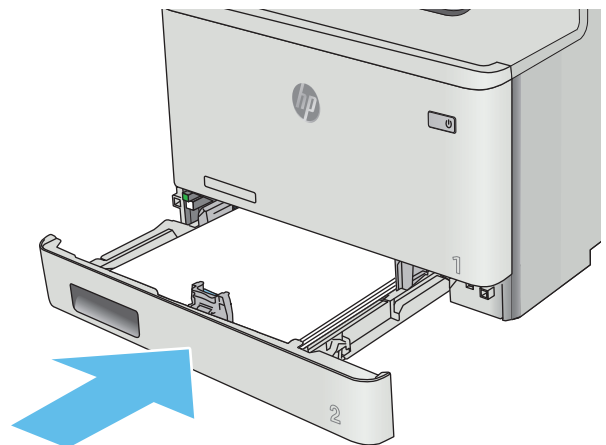
1. Pull the tray completely out of the printer.



2. Remove any jammed or damaged sheets of paper.



3. Reinsert and close Tray 2.

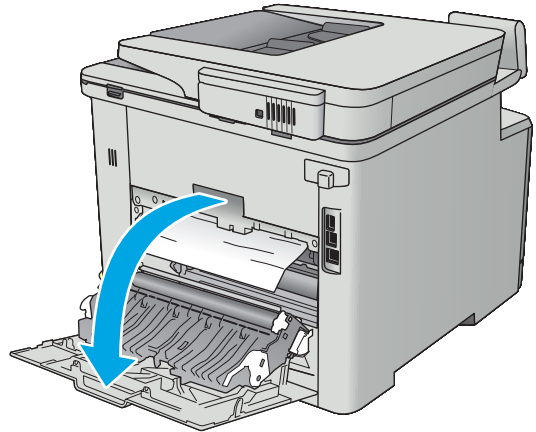


Clear paper jams in the rear door and the fuser area

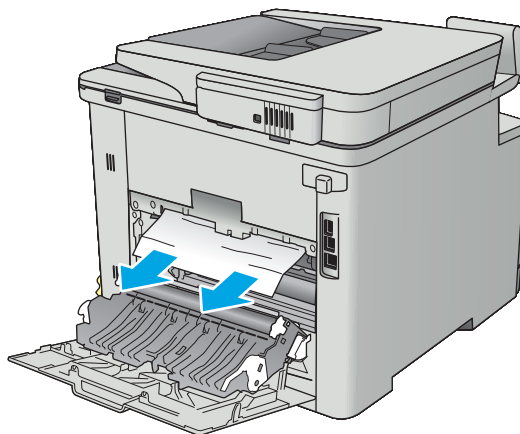
Use the following procedure to check for paper inside the rear door. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

⚠ CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.

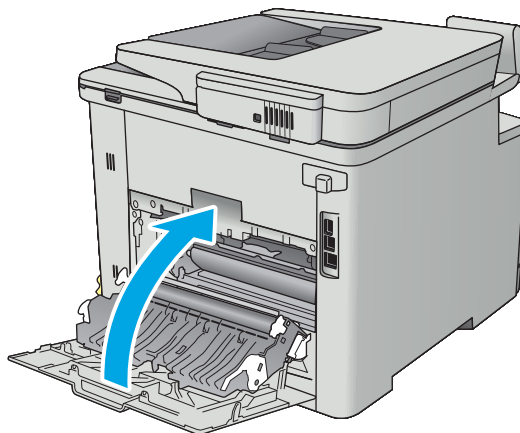
1. Open the rear door.



2. Gently pull out any jammed paper from the rollers in the rear door area.



3. Close the rear door.



Clear paper jams in the output bin

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

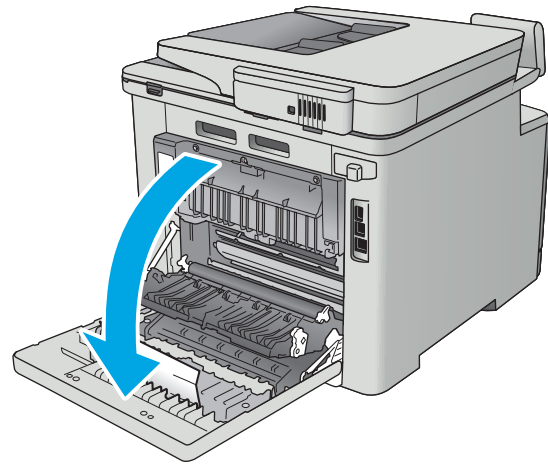
1. If paper is visible in the output bin, grasp the leading edge and remove it.



Clear paper jams in the duplexer (duplex models only)

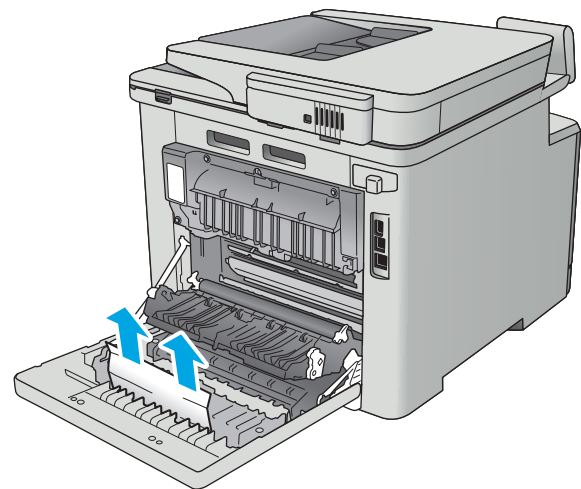
Use the following procedure to check for paper in the duplexer. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. At the rear of the printer, open the duplexer.

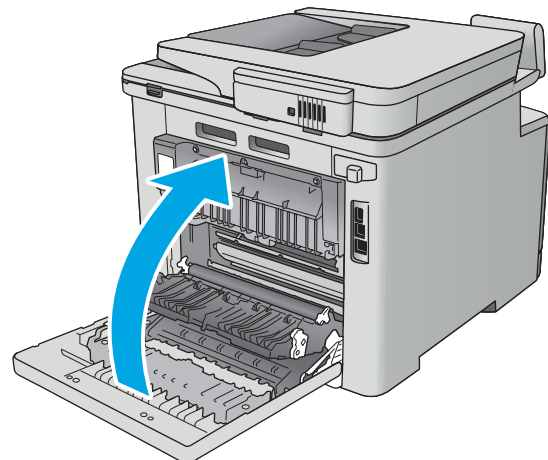


2. Remove any jammed or damaged sheets of paper.

CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



3. Close the duplexer.



Improve print quality

Introduction

- [Print from a different software program](#)
- [Check the paper-type setting for the print job](#)
- [Check toner-cartridge status](#)
- [Clean the product](#)
- [Visually inspect the toner cartridge](#)
- [Check paper and the printing environment](#)
- [Adjust color settings \(Windows\)](#)
- [Calibrate the printer to align the colors](#)
- [Check the EconoMode settings](#)
- [Try a different print driver](#)

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

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

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

Check the paper type setting (OS X)


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

Check toner-cartridge status

Check the supplies status page for the following information:

- Estimated percentage of cartridge life remaining
- Approximate pages remaining
- Part numbers for HP toner cartridges
- Number of pages printed

Use the following procedure to print the supplies status page:

1. From the Home screen on the printer control panel, swipe until the **Supplies** menu displays. Touch the **Supplies**  icon to open the menu.
2. Touch the **Report** button to print the supplies status page.
3. Check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

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

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

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

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

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


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

Clean the product

Print a cleaning page

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

Use the following procedure to print a cleaning page.


1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Touch the **Service** menu.
3. Touch the **Cleaning Page** button.
4. Load plain letter or A4 paper when you are prompted.

Wait until the process is complete. Discard the page that prints.

Check the scanner glass for dirt and smudges

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

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.


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

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

Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

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

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

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

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

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


Step two: Check the environment

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

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

Step three: Set the individual tray alignment

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

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Open the following menus:
 - **System Setup**
 - **Print Quality**
 - **Adjust Alignment**
3. Select **Print Test Page**.
4. Select the tray to adjust, and then follow the instructions on the printed pages.

5. Select **Print Test Page** again to verify the results, and then make further adjustments if necessary.
6. Touch the **OK** button to save the new settings.

Adjust color settings (Windows)

Follow these steps if colors on the printed page do not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

Change the color theme

1. From the software program, select the **Print** option.
2. Select the printer, 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 printer to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.
 - **Vivid (sRGB)**: The printer increases the color saturation in the midtones. Use this theme when printing business graphics.
 - **Photo (sRGB)**: The printer interprets RGB color as if it were printed as a photograph using a digital mini lab. The printer renders deeper, more saturated colors differently than with the Default (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.
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

1. From the software program, select the **Print** option.
2. Select the printer, 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.

Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

Follow these steps to resolve print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. On the printer control panel, touch the **Setup**  button.
2. Open the following menus:
 - **System Setup**
 - **Print Quality**
 - **Color Calibration**
3. Touch **Calibrate Now**. A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
4. Wait while the printer calibrates, and then try printing again.

Check the EconoMode settings

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



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

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

1. From the software program, select the **Print** option.
2. Select the printer, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.
4. If the entire page is too dark, use these settings:

- Select the **600 dpi** option.
- Select the **EconoMode** check box to enable it.

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

- Select the **FastRes 1200** option.
- Clear the **EconoMode** check box to disable it.

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

Try a different print driver

Try a different print driver when printing from a software program and the printed pages have unexpected lines in graphics, missing text, missing graphics, incorrect formatting, or substituted fonts.

Download any of the following drivers from the HP Web site: www.hp.com/support/colorljM477MFP.

HP PCL.6 driver	<ul style="list-style-type: none"> • Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one.
HP PCL 6 driver	<ul style="list-style-type: none"> • Recommended for all Windows environments
HP PCL-6 driver	<ul style="list-style-type: none"> • Provides the overall best speed, print quality, and printer-feature support for most users • Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5
HP UPD PS driver	<ul style="list-style-type: none"> • Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5

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

HP UPD PCL 6

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

Improve copy and scan image quality

Introduction

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

- [Check the scanner glass for dirt and smudges](#)
- [Eliminate lines or streaks when using the document feeder](#)
- [Check the paper settings](#)
- [Check the image adjustment settings](#)
- [Optimize for text or pictures](#)
- [Check the scanner resolution and color settings on the computer](#)
- [Edge-to-edge copying](#)
- [Clean the pickup rollers and separation pad in the document feeder](#)

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

Check the scanner glass for dirt and smudges

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

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

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

Eliminate lines or streaks when using the document feeder


If lines or streaks appear on copied or scanned documents when using the document feeder, use the procedure below to clean debris from the document feeder glass. Debris can include dust, paper or toner dust, residue from sticky note adhesive, correction fluid or tape, ink, fingerprints, and more.

1. Open the scanner lid.
2. Locate the one-inch strip of glass to the left of the main scanner flatbed glass, and then use a soft, lint-free cloth moistened with water to clean the glass strip.

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

3. On the underside of the scanner lid above the strip of glass, use a soft, lint-free cloth moistened with water to clean the upper plastic strip.
4. Dry the glass strip and the upper strip with a soft, dry cloth to prevent spotting, and then try again to copy or scan.


Check the paper settings

1. From the Home screen on the printer control panel, touch the **Copy**  icon.
2. Touch the **Settings** button, and then scroll to and touch the **Paper** button.
3. From the list of paper sizes, touch the name of the paper size that is in the tray.
4. From the list of paper types, touch the name of the paper type that is in the tray.

Check the image adjustment settings

1. From the Home screen, touch the **Copy** button.
2. Touch the **Settings** button, and then scroll to and touch the **Image Adjustment** button.
3. Touch the name of the setting you want to adjust.
 - **Lightness:** Adjusts the lightness/darkness setting.
 - **Contrast:** Adjusts the contrast between the lightest and darkest areas of the image.
 - **Sharpen:** Adjusts clarity of text characters.
 - **Background Removal:** Adjusts the darkness of the background of the image. This is especially useful for original documents that are printed on colored paper.
 - **Color Balance:** Adjusts the red, green, and blue color hues.
 - **Grayness:** Adjusts the vividness of colors.
4. Touch the **—** or **+** buttons to adjust the value for the setting, and then touch the **OK** button.
5. Adjust another setting, or touch the back arrow to return to the main copy menu.

Optimize for text or pictures


1. From the Home screen on the printer control panel, touch the **Copy**  icon.
2. Touch the **Settings** button, and then scroll to and touch the **Optimize** button.
3. Touch the name of the setting you want to adjust.
 - **Auto Select:** Use this setting when you are not concerned about the quality of the copy. This is the default setting.
 - **Mixed:** Use this setting for documents that contain a mixture of text and graphics.
 - **Text:** Use this setting for documents that contain mostly text.
 - **Picture:** Use this setting for documents that contain mostly graphics.

Check the scanner resolution and color settings on the computer

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:


- Image clarity
- Texture of gradations (smooth or rough)
- Scan time
- File size

Scanning resolution is measured in pixels per inch (ppi).

 **NOTE:** Scanning ppi levels are not interchangeable with printing dpi (dots per inch) levels.


Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi.

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.

 **NOTE:** Setting the resolution and color to a high value can create large files that take up disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.

Resolution and color guidelines

The following table describes the recommended resolution and color settings for different types of scan jobs.

 **NOTE:** The default resolution is 200 ppi.

Intended use	Recommended resolution	Recommended color settings
Fax	150 ppi	<ul style="list-style-type: none">• Black and White

Intended use	Recommended resolution	Recommended color settings
Email	150 ppi	<ul style="list-style-type: none"> • Black and White, if the image does not require smooth gradation • Grayscale, if the image requires smooth gradation • Color, if the image is in color
Edit text	300 ppi	<ul style="list-style-type: none"> • Black and White
Print (graphics or text)	600 ppi for complex graphics, or if you want to significantly enlarge the document 300 ppi for normal graphics and text 150 ppi for photos	<ul style="list-style-type: none"> • Black and White for text and line art • Grayscale for shaded or colored graphics and photos • Color, if the image is in color
Display on screen	75 ppi	<ul style="list-style-type: none"> • Black and White for text • Grayscale for graphics and photos • Color, if the image is in color

Color

You can set the color values to the following settings when scanning.

Setting	Recommended use
Color	Use this setting for high-quality color photos or documents in which the color is important.
Black and White	Use this setting for text documents.
Grayscale	Use this setting when file size is an issue or when you want to scan a document or photograph quickly.

Edge-to-edge copying

The printer cannot print fully edge-to-edge. There is a 4 mm (1/6 inch) unprintable border around the page.

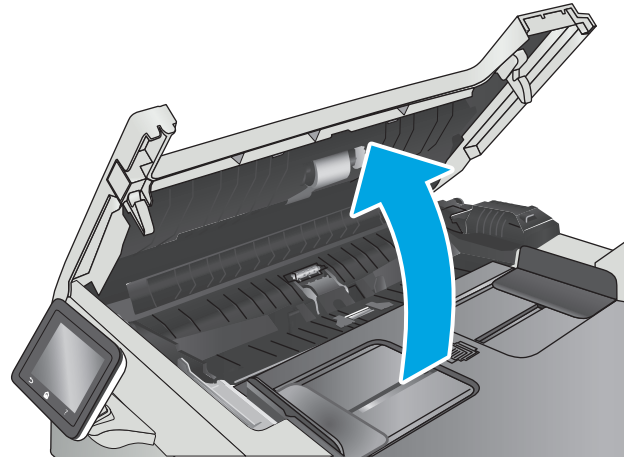
Considerations for printing or scanning documents with cropped edges:

- When the original is smaller than the output size, move the original 4 mm (1/6 inch) away from the corner indicated by the icon on the scanner. Recopy or scan in this position.
- When the original is the size of the printed output that you want, use the [Reduce/Enlarge](#) feature to reduce the image so the copy is not cropped.

Clean the pickup rollers and separation pad in the document feeder

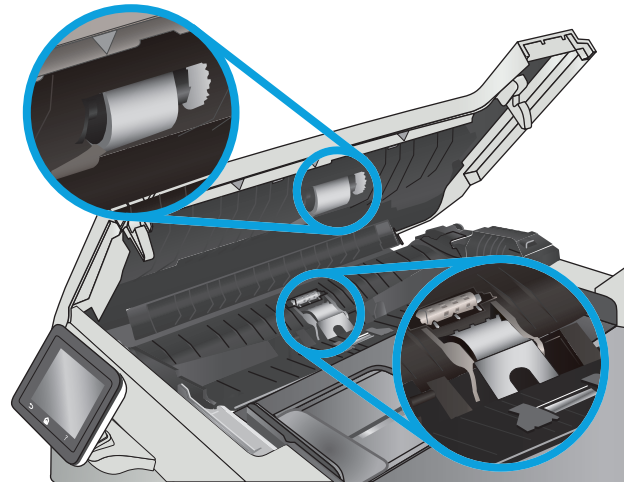
If the document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Open the document-feeder access cover.

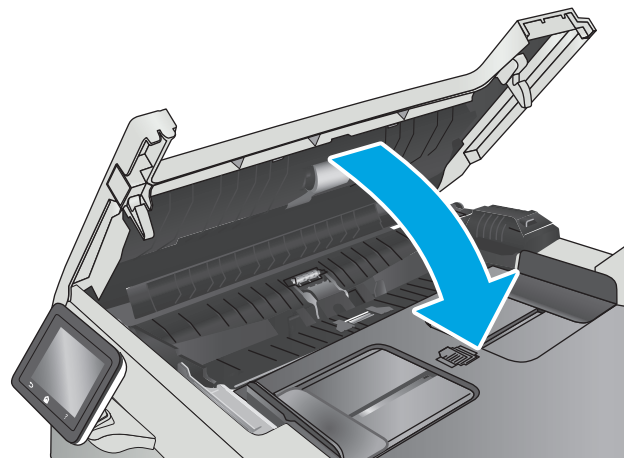


2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer.



3. Close the document feeder access cover.



Improve fax image quality

Introduction

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

- [Check the scanner glass for dirt and smudges](#)
- [Check the send-fax resolution settings](#)
- [Check the error-correction settings](#)
- [Check the fit-to-page setting](#)
- [Clean the pickup rollers and separation pad in the document feeder](#)
- [Send to a different fax machine](#)
- [Check the sender's fax machine](#)

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

Check the scanner glass for dirt and smudges

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


1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
2. Open the scanner lid.
3. Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

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

Check the send-fax resolution settings


If the printer was unable to send a fax because the receiving fax machine did not answer or was busy, the printer attempts to redial based on the redial-on-busy, redial-on-no-answer, and redial-on-communication-error options.

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Touch the **Fax Setup** menu.
3. Touch the **Advanced Setup** menu.
4. Open the **Fax Resolution** menu.

Check the error-correction settings

Usually, the printer monitors the signals on the telephone line while it is sending or receiving a fax. If the printer detects an error during the transmission and the error-correction setting is **On**, the printer can request that the portion of the fax be resent. The factory-set default for error correction is **On**.

You should turn off error correction only if you are having trouble sending or receiving a fax, and you are willing to accept the errors in the transmission. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection.


1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Touch the **Service** menu.
3. Touch the **Fax Service** menu.
4. Touch the **Error Correction** button, and then touch the **On** button.

Check the fit-to-page setting

If the printer printed a fax job off the page, turn on the fit-to-page feature from the printer control panel.



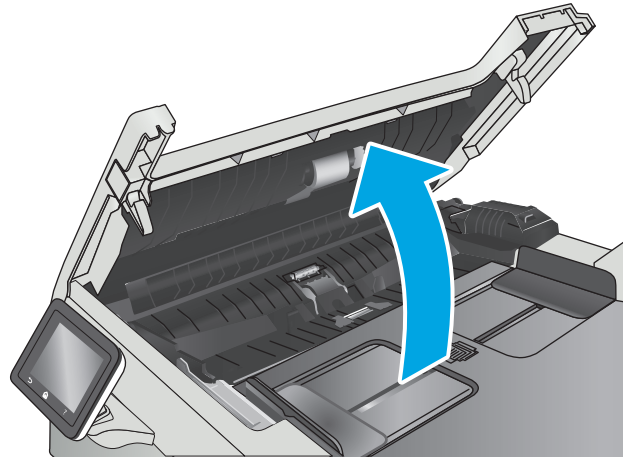
NOTE: Make sure that the default paper size setting matches the size of the paper in the tray.

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Touch the **Fax Setup** menu.
3. Touch the **Advanced Setup** menu.
4. Touch the **Fit to Page** button, and then touch the **On** button.

Clean the pickup rollers and separation pad in the document feeder

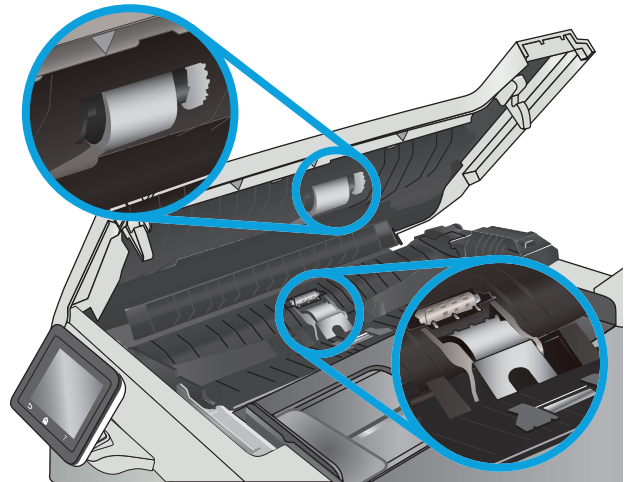
If the document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Open the document-feeder access cover.

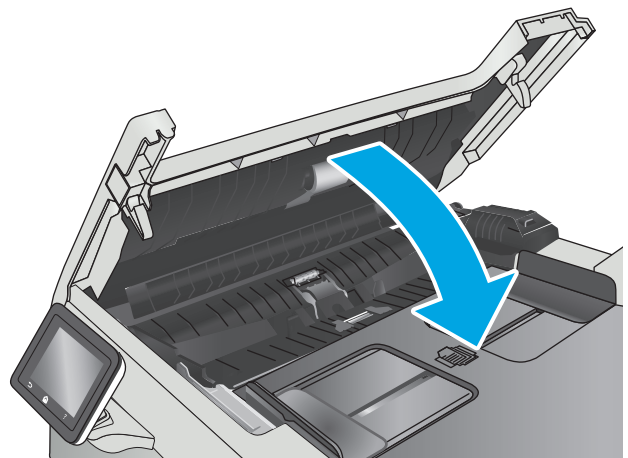


2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

CAUTION: Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the printer; these can damage the printer.



3. Close the document feeder access cover.



Send to a different fax machine

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

Check the sender's fax machine

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

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

Solve wired network problems

Introduction

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

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



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

Poor physical connection

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

The computer is using the incorrect IP address for the printer

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

The computer is unable to communicate with the printer

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

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

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The printer is disabled, or other network settings are incorrect

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

Solve wireless network problems

- [Introduction](#)
- [Wireless connectivity checklist](#)
- [The printer does not print after the wireless configuration completes](#)
- [The printer does not print, and the computer has a third-party firewall installed](#)
- [The wireless connection does not work after moving the wireless router or printer](#)
- [Cannot connect more computers to the wireless printer](#)
- [The wireless printer loses communication when connected to a VPN](#)
- [The network does not appear in the wireless networks list](#)
- [The wireless network is not functioning](#)
- [Perform a wireless network diagnostic test](#)
- [Reduce interference on a wireless network](#)

Introduction

Use the troubleshooting information to help resolve issues.



NOTE: To determine whether HP NFC and Wi-Fi Direct printing are enabled on your printer, print a configuration page from the printer control panel

Wireless connectivity checklist

- Verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.

- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- For OS X, verify that the wireless router supports Bonjour.

The printer does not print after the wireless configuration completes

1. Make sure that the printer is turned on and in the ready state.
2. Turn off any third-party firewalls on your computer.
3. Make sure that the wireless network is working correctly.
4. Make sure that your computer is working correctly. If necessary, restart the computer.
5. Verify that you can open the printer HP Embedded Web Server from a computer on the network.

The printer does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.
2. If programs request firewall access when you install the printer or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless printer on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or printer

1. Make sure that the router or printer connects to the same network that your computer connects to.
2. Print a configuration page.
3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Cannot connect more computers to the wireless printer

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.
2. Make sure that the printer is turned on and in the ready state.
3. Make sure there are not more than 5 concurrent Wi-Fi Direct users.
4. Turn off any third-party firewalls on your computer.

5. Make sure that the wireless network is working correctly.
6. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless printer loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list


- Make sure the wireless router is turned on and has power.
- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure that the network cable is not connected.
2. To verify if the network has lost communication, try connecting other devices to the network.
3. Test network communication by pinging the network.
 - a. Open a command-line prompt on your computer.
 - For Windows, click **Start**, click **Run**, type `cmd`, and then press **Enter**.
 - For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.
 - b. Type `ping` followed by the router IP address.
 - c. If the window displays round-trip times, the network is working.
4. Make sure that the router or printer connects to the same network that the computer connects to.
 - a. Print a configuration page.
 - b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.
 - c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the printer.

Perform a wireless network diagnostic test

From the printer control panel, you can run a diagnostic test that provides information about the wireless network settings.

1. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
2. Scroll to and select **Self Diagnostics**.
3. Select **Run Wireless Test** to start the test. The printer prints a test page that shows test results.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

- Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.
- Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.
- Position the wireless router in a central location in line of sight with the wireless printers on the network.


Solve fax problems

Introduction

Use the fax troubleshooting information to help resolve issues.


- [Fax troubleshooting checklist](#)
- [Solve general fax problems](#)

Fax troubleshooting checklist

- Several possible fixes are available. After each recommended action, retry faxing to see if the problem is resolved.
 - For best results during fax problem solving, make sure the line from the printer is connected directly to the wall phone port. Disconnect all other devices that are connected to the printer.
1. Verify that the telephone cord is connected to the correct port on the back of the printer.
 2. Check the phone line by using the fax test:
 - a. From the Home screen on the printer control panel, swipe until the **Setup** menu displays. Touch the **Setup**  icon to open the menu.
 - b. Open the following menus:
 - [Service](#)
 - [Fax Service](#)
 - c. Select the [Run Fax Test](#) option. The printer prints a fax test report.

The report contains the following possible results:

 - **Pass:** The report contains all of the current fax settings for review.
 - **Fail:** The report indicates the nature of the error and contains suggestions for how to resolve the issue.
 3. Verify that the printer firmware is current:
 - a. Print a configuration page from the control panel [Reports](#) menu to obtain the current firmware date code.
 - b. Go to www.hp.com/go/support, click the **Drivers & Software** link, type the printer name in the search field, press the **ENTER** button, and then select the printer from the list of search results.
 - c. Select the operating system.
 - d. Under the **Firmware** section, locate the **Firmware Update Utility**.

 **NOTE:** Make sure to use the firmware update utility that is specific to the printer model.
 - e. Click **Download**, click **Run**, and then click **Run** again.
 - f. When the utility launches, select the printer from the drop-down list, and then click **Send Firmware**.

- a. Open the [Setup Menu](#) menu.
- b. Open the [Fax Setup](#) menu.
- c. Open the [Advanced Setup](#) menu.
- d. Open the [Fax Speed](#) menu.
- e. Select the correct setting.
- Divide large fax jobs into smaller sections, and then fax them individually.
- Change the fax settings on the control panel to a lower resolution.
 - a. Open the [Setup Menu](#) menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Resolution](#) menu.
 - e. Select the correct setting.

Fax quality is poor

Fax is blurry or light.

- Increase fax resolution when sending faxes. Resolution does not affect received faxes.
 - a. Open the [Setup Menu](#) menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fax Resolution](#) menu.
 - e. Select the correct setting.



NOTE: Increasing resolution slows transmission speed.

- Turn on the [Error Correction](#) setting from the control panel.
 - a. Open the [Setup Menu](#) menu.
 - b. Open the [Service](#) menu.
 - c. Open the [Fax Service](#) menu.
 - d. Open the [Error Correction](#) menu.
 - e. Select the [On](#) setting.
- Check the toner cartridges and replace if necessary.
- Ask the sender to darken the contrast setting on the sending fax machine, and then resend the fax.

Fax cuts off or prints on two pages

- Set the [Default Paper Size](#) setting. Faxes print on a single size of paper based on the [Default Paper Size](#) settings.
 - a. Open the [Setup Menu](#) menu.
 - b. Open the [System Setup](#) menu.
 - c. Open the [Paper Setup](#) menu.
 - d. Open the [Default Paper Size](#) menu.
 - e. Select the correct setting.
- Set the paper type and size for the tray used for faxes.
- Turn on the [Fit to Page](#) setting to print longer length faxes on letter or A4 size paper.
 - a. Open the [Setup Menu](#) menu.
 - b. Open the [Fax Setup](#) menu.
 - c. Open the [Advanced Setup](#) menu.
 - d. Open the [Fit to Page](#) menu.
 - e. Select the [On](#) setting.



NOTE: If the [Fit to Page](#) setting is off and the [Default Paper Size](#) setting is set to letter, a legal size original prints on two pages.

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