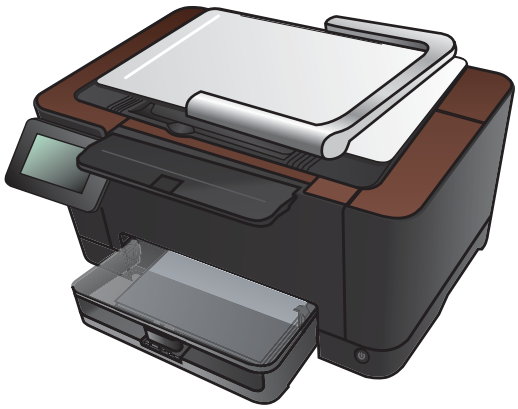
LASERJET PRO 200 COLOR MFP

User Guide



M275nw

HP LaserJet Pro 200 color MFP M275nw

User Guide

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Warning: This product includes a camera arm that is used to photograph documents. This camera arm is not intended to be used as a handle or carrying device. To carry the product, use the handles located on the bottom right and left sides of the product.

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1 Frequently used topics

Quick Find

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- Use HP Web Services applications on page 119
- Control panel layout on page 9
- Control-panel Home screen on page 10
- Replace the print cartridges on page 131
- Improve print quality on page 156
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Everyday jobs (Windows)

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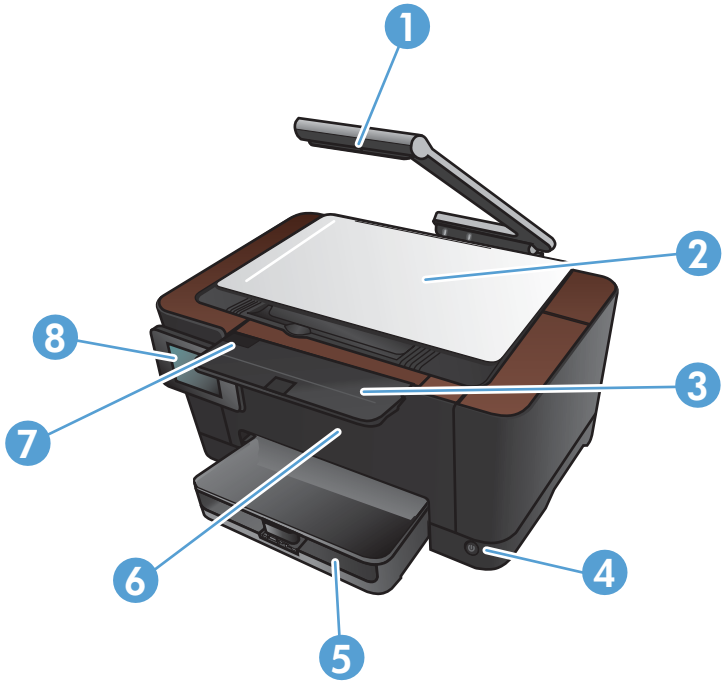
2 Product introduction

- Product front view
- Product back view
- Serial number and model number location
- Control panel layout
- Control-panel Home screen
- Print product reports

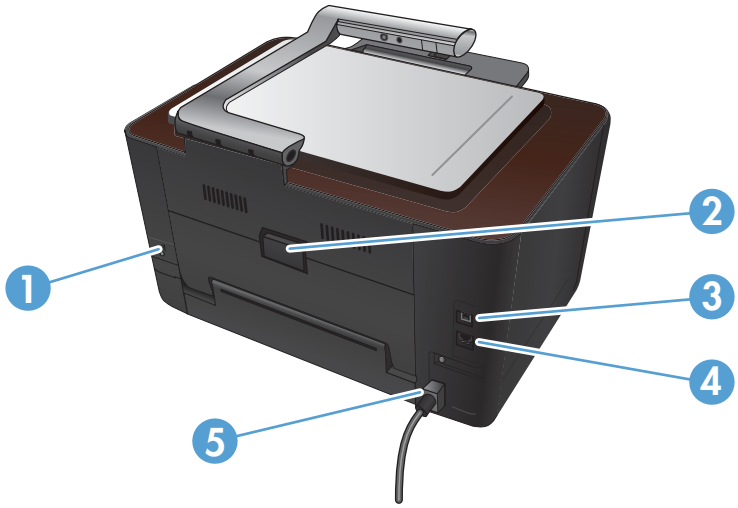
Product front view



1	Camera
2	Capture stage
3	Output bin extension
4	On/off button
5	Input tray
6	Front cover
7	Print-cartridge door
8	Color touch screen control panel

⚠ **WARNING!** This product includes a camera arm that is used to photograph documents. This camera arm is not intended to be used as a handle or carrying device. To carry the product, use the handles located on the bottom right and left sides of the product.

Product back view

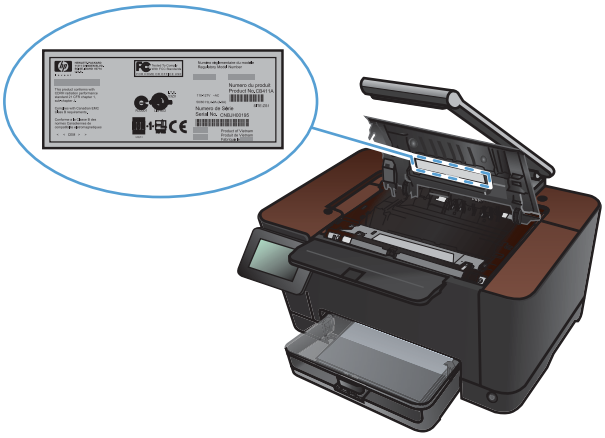


1	Slot for a cable-type security lock
2	Rear jam-access door
3	Hi-Speed USB 2.0 port
4	Network port
5	Power connection

⚠ **WARNING!** This product includes a camera arm that is used to photograph documents. This camera arm is not intended to be used as a handle or carrying device. To carry the product, use the handles located on the bottom right and left sides of the product.

Serial number and model number location

The serial number and product model number label is inside the print-cartridge door.



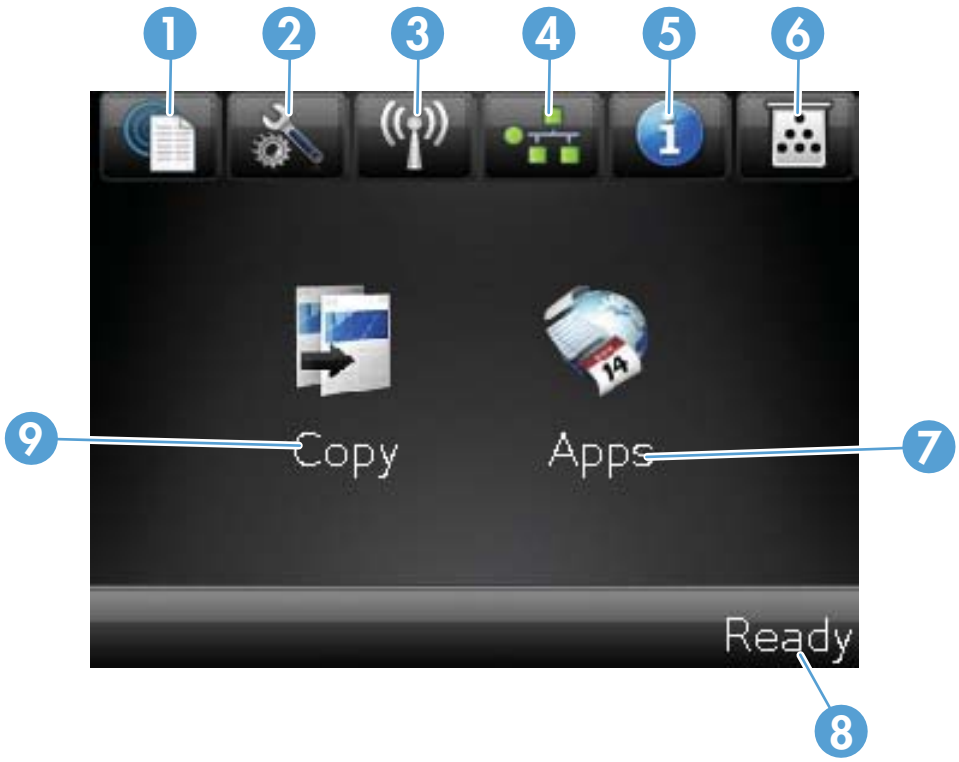
Control panel layout

1	Touch screen display
2	Help button and light: provides access to the control panel help system
3	Right arrow button and light: moves the cursor to the right or moves the display image to the next screen **NOTE:** This button illuminates only when the current screen can use this feature.
4	Cancel button and light: clears settings, cancels the current job or exits the current screen **NOTE:** This button illuminates only when the current screen can use this feature.
5	Wireless light: indicates the wireless network is enabled. The light blinks while the product is establishing a connection to the wireless network.
6	Attention light: indicates a problem with the product
7	Ready light: indicates the product is ready
8	Back button and light: returns to the previous screen **NOTE:** This button illuminates only when the current screen can use this feature.
9	Left arrow button and light: moves the cursor to the left **NOTE:** This button illuminates only when the current screen can use this feature.
10	Home button and light: provides access to the Home screen

Control-panel Home screen

The Home screen provides access to the product features, and it indicates the product status.

NOTE: Depending on the product configuration, the features on the Home screen can vary. The layout might also be reversed for some languages.



1	Web Services button: provides quick access to HP Web Services features, including HP ePrint HP ePrint is a tool that prints documents by using any e-mail enabled device to send them to the product's e-mail address.
2	Setup button: provides access to the main menus
3	Wireless button: provides access to the Wireless menu and wireless status information **NOTE:** When you are connected to a wireless network, this icon changes to a set of signal strength bars.
4	Network button: provides access to network settings and information. From the network settings screen, you can print the Network Summary page.
5	Information button: provides product status information. From the status summary screen, you can print the Configuration Report page.
6	Supplies button: provides information about supplies status. From the supplies summary screen, you can print the Supplies Status page.
7	Apps button: provides access to the Apps menu to print directly from Web applications that you have downloaded from the HPePrintCenter Web site at www.hpeprintcenter.com

8	Product status
9	Copy button: provides access to the copy feature

Print product reports

From the Reports menu, you can print several informative pages about the product.

1. From the Home screen, touch the Setup button.
2. Touch the Reports button.
3. Touch the name of the report that you want to print.

Menu item	Description
Demo Page	Prints a page that demonstrates print quality
Menu Structure	Prints a map of the control panel-menu layout. The active settings for each menu are listed.
Configuration Report	Prints a list of all the product settings. Includes network information when the product is connected to a network.
Supplies Status	Prints the status for each print cartridge, including the following information: • Estimated percentage of cartridge life remaining • Approximate pages remaining • Part numbers for HP print cartridges • Number of pages printed • Information about ordering new HP print cartridges and recycling used HP print cartridges
Network Summary	Prints a list of all product network settings
Usage Page	Prints a page that lists PCL pages, PCL 6 pages, PS pages, pages that were jammed or mispicked in the product, monochrome (black and white) or color pages; and reports the page count
PCL Font List	Prints a list of all the PCL fonts that are installed
PS Font List	Prints a list of all the PostScript (PS) fonts that are installed
PCL6 Font List	Prints a list of all the PCL6 fonts that are installed
Color Usage Log	Prints a report that shows the user name, application name, and color usage information on a job-by-job basis
Service Page	Prints the service report
Diagnostics Page	Prints the calibration and color diagnostics pages
Print Quality Page	Prints a page that helps solve problems with print quality

3 Paper tray

- Supported paper sizes
- Supported paper types
- Load the input tray
- Tray capacity and paper orientation

Supported paper sizes

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

Size	Dimensions
Letter	216 x 279 mm (8.5 x 11 in)
Legal	216 x 356 mm (8.5 x 14 in)
A4	210 x 297 mm (8.27 x 11.69 in)
Executive	184 x 267 mm (7.25 x 10.5 in)
8.5 x 13	216 x 330 mm (8.5 x 13 in)
4 x 6	101.6 x 152.4 mm (4 x 6 in)
10 x 15 cm	101.6 x 152.4 mm (4 x 6 in)
5 x 8	127 x 203 mm (5 x 8 in)
RA4	215 x 305 mm (8.46 x 12.01 in)
A5	148 x 210 mm (5.83 x 8.27 in)
A6	105 x 148 mm (4.13 x 5.83 in)
B5 (JIS)	182 x 257 mm (7.17 x 10.12 in)
16k	184 x 260 mm (7.24 x 10.23 in) 195 x 270 mm (7.68 x 10.62 in) 197 x 273 mm (7.75 x 10.75 in)
Custom	**Minimum**: 76 x 127 mm (3 x 5 in) **Maximum**: 216 x 356 mm (8.5 x 14.0 in) **NOTE:** When defining custom sizes using the printer driver, always specify the short edge of the page as the width and the long edge as the length.
Envelope #10	105 x 241 mm (4.13 x 9.49 in)
Envelope DL	110 x 220 mm (4.33 x 8.66 in)
Envelope C5	162 x 229 mm (6.93 x 9.84 in)
Envelope B5	176 x 250 mm (6.7 x 9.8 in)
Envelope Monarch	98 x 191 mm (3.9 x 7.5 in)
Japanese Postcard Postcard (JIS)	100 x 148 mm (3.93 x 5.82 in)
Double Japan Postcard Rotated Double Postcard (JIS)	148 x 200 mm (5.83 x 7.87 in)

Supported paper types

For a complete list of specific HP-brand paper that this product supports, go to www.hp.com/support/LJColorMFPM275nw.

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

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

- Everyday
  - Plain
  - Light
  - Bond
  - Recycled
- Presentation
  - Matte paper
  - Glossy paper
  - Heavy paper
  - Heavy glossy paper
- Brochure
  - Matte paper
  - Glossy paper
  - Tri-fold paper
  - Extra heavy paper
  - Extra heavy glossy paper
- Photo/Cover
  - Matte cover paper
  - Matte photo paper

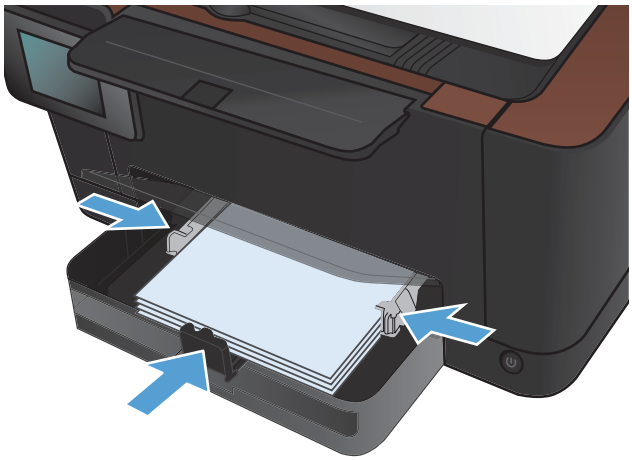
- Photo glossy paper
- Glossy cards

- Other
  - Color laser transparency
  - Labels
  - Letterhead
  - Envelope
  - Heavy envelope
  - Preprinted
  - Prepunched
  - Colored
  - Rough
  - Heavy rough
  - HP Tough paper

Load the input tray

1. Load the paper in the input tray.

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



Tray capacity and paper orientation

Paper type	Specifications	Capacity	Orientation for loading paper
Paper	60-220 g/m^2 (16-59 lb)	150 sheets of 75 g/m^2 (20 lb)	• Side to be printed facing up • Short edge leading into the product • For prepunched paper, the holes should be on the left
Envelopes	60-90 g/m^2 (16-24 lb bond)	Up to 10 envelopes	• Side to be printed facing up • Right, short edge leading into the product
Transparencies	0.12-0.13 mm (0.0047-.0.0051 in)	Up to 50 transparencies	• Side to be printed facing up • Short edge leading into the product
Postcards	135-176 g/m^2 (36-47 lb bond)		• Side to be printed facing up • Short edge leading into the product
Glossy paper	130-220 g/m^2 (35-59 lb bond)		• Side to be printed facing up • Short edge leading into the product

4 Print

- Supported printer drivers (Windows)
- Change print-job settings (Windows)
- Change print-job settings (Mac OS X)
- Use a printing shortcut (Windows)
- Create a printing shortcut (Windows)
- Use a printing preset (Mac OS X)
- Create a printing preset (Mac OS X)
- Manually print on both sides (Windows)
- Manually print on both sides (Mac OS X)
- Print multiple pages per sheet (Windows)
- Print multiple pages per sheet (Mac OS X)
- Select the page orientation (Windows)
- Select the page orientation (Mac OS X)
- Select the paper type (Windows)
- Select the paper type (Mac OS X)
- Print the first or last page on different paper (Windows)
- Print a cover page (Mac OS X)
- Scale a document to fit page size (Windows)
- Scale a document to fit page size (Mac OS X)
- Create a booklet (Windows)
- Create a booklet (Mac OS X)
- Change color options (Windows)
- Change the color options (Mac OS X)

- Use the HP EasyColor option
- Change the color theme for a print job (Windows)
- Manual color options
- Match colors
- Additional print tasks
- Use HP ePrint
- Use AirPrint

Supported printer drivers (Windows)

Printer drivers provide access to the product features and allow the computer to communicate with the product (using a printer language). Check the installation notes and readme files on the product CD for additional software and languages.

HP PCL 6 driver description

- Installs from the Add Printer wizard
- Provided as the default driver
- Recommended for printing in all supported Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PS driver description

- Available for download from the Web at www.hp.com/support/LJColorMFPM275nw_software
- 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 driver description

- Available for download from the Web at www.hp.com/support/LJColorMFPM275nw_software
- Compatible with previous PCL versions and older HP LaserJet products
- The best choice for printing from third-party or custom software programs
- 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

Change print-job settings (Windows)

Priority for changing print-job settings

Changes to print settings are prioritized depending on where the changes are made:

NOTE: The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here override settings changed anywhere else.
- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and usually do not override changes made in the **Page Setup** dialog box.
- **Printer Properties dialog box (printer driver)**: Click **Properties** in the **Print** dialog box to open the printer driver. Settings changed in the **Printer Properties** dialog box usually do not override settings anywhere else in the printing software. You can change most of the print settings here.
- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

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

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

Change the default settings for all print jobs

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

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

   Windows Vista: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   Windows 7: Click **Start**, and then click **Devices and Printers**.
2. Right-click the driver icon, and then select **Printing Preferences**.

Change the product configuration settings

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

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

   Windows Vista: Click **Start**, click **Control Panel**, and then in the category for **Hardware and Sound** click **Printer**.

   Windows 7: Click **Start**, and then click **Devices and Printers**.

2. Right-click the driver icon, and then select **Properties** or **Printer properties**.

3. Click the **Device Settings** tab.

Change print-job settings (Mac OS X)

Priority for changing print-job settings

Changes to print settings are prioritized depending on where the changes are made:

NOTE: The names of commands and dialog boxes might vary depending on your software program.

- **Page Setup dialog box**: Click **Page Setup** or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed here might override settings changed anywhere else.
- **Print dialog box**: Click **Print**, **Print Setup**, or a similar command on the **File** menu of the program you are working in to open this dialog box. Settings changed in the **Print** dialog box have a lower priority and do *not* override changes made in the **Page Setup** dialog box.
- **Default printer driver settings**: The default printer driver settings determine the settings used in all print jobs, *unless* settings are changed in the **Page Setup**, **Print**, or **Printer Properties** dialog boxes.
- **Printer control panel settings**: Settings changed at the printer control panel have a lower priority than changes made anywhere else.

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

1. On the **File** menu, click the **Print** button.
2. Change the settings that you want on the various menus.

Change the default settings for all print jobs

1. On the **File** menu, click the **Print** button.
2. Change the settings that you want on the various menus.
3. On the **Presets** menu, click the **Save As...** option and type a name for the preset.

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

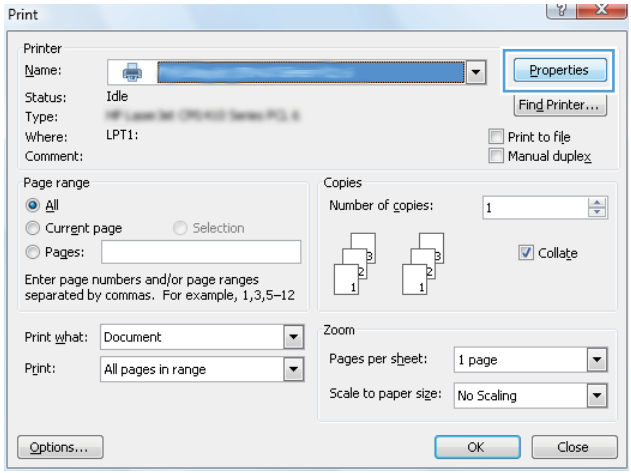
Change the product configuration settings

1. From the Apple menu , click the **System Preferences** menu and then click the **Print & Fax** icon.
2. Select the product in the left side of the window.
3. Click the **Options & Supplies** button.

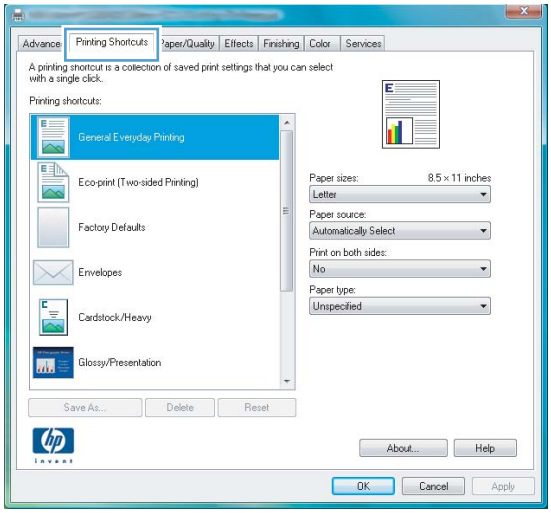
4. Click the **Driver** tab.
5. Configure the installed options.

Use a printing shortcut (Windows)

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

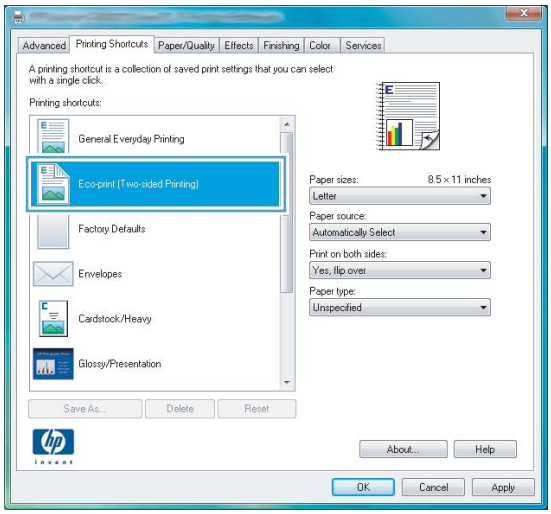


3. Click the **Printing Shortcuts** tab.



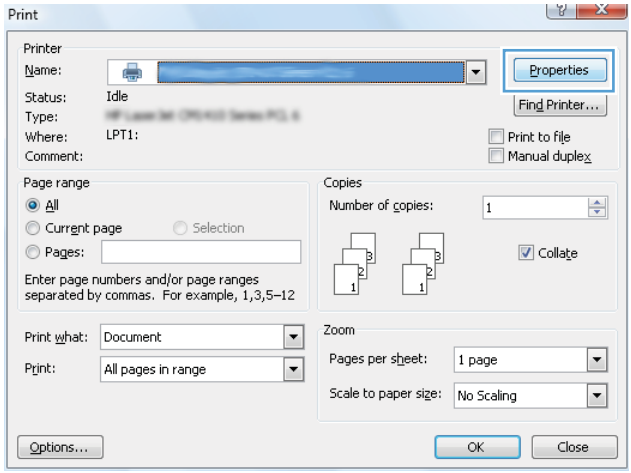
4. Select one of the shortcuts, and then click the **OK** button.

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

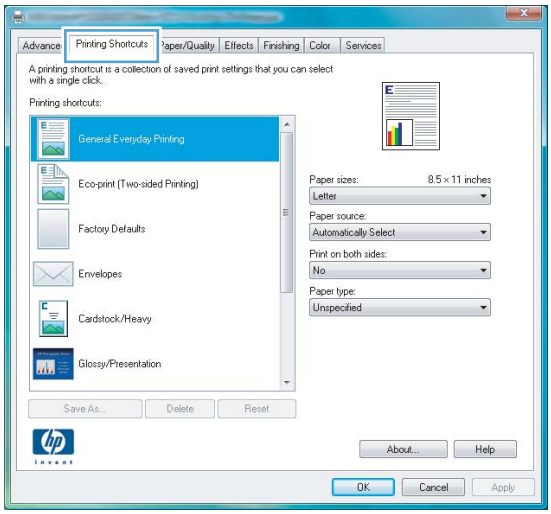


Create a printing shortcut (Windows)

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

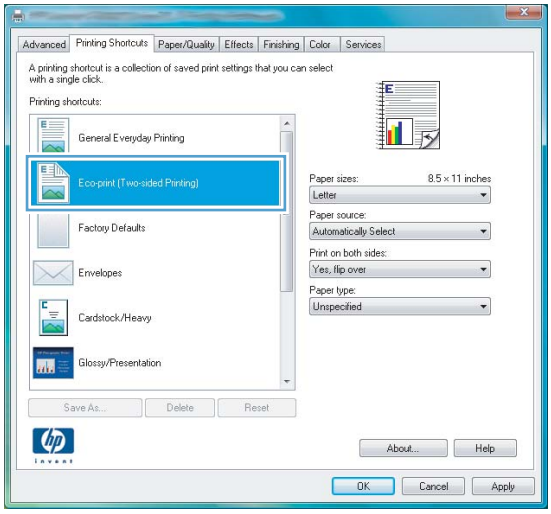


3. Click the **Printing Shortcuts** tab.



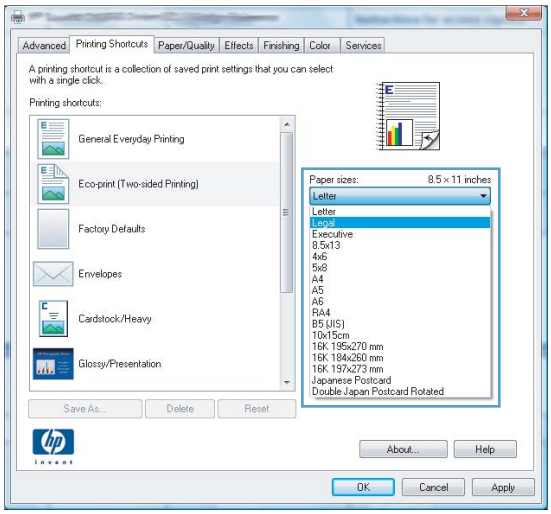
4. Select an existing shortcut as a base.

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

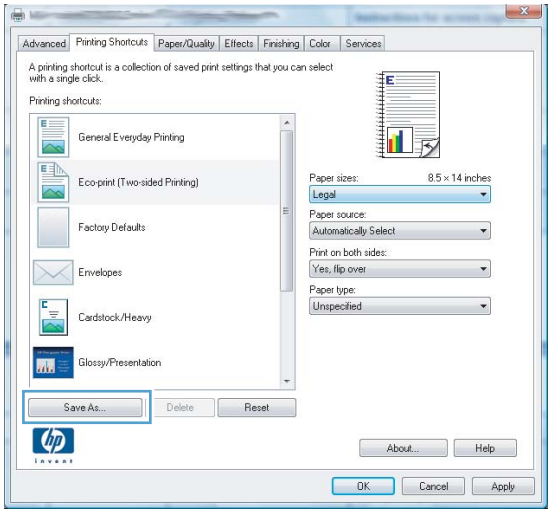


5. Select the print options for the new shortcut.

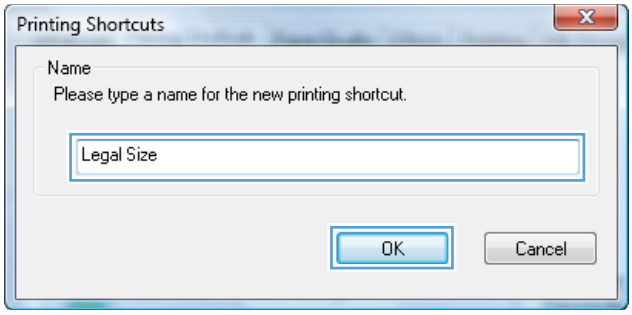
   NOTE: You can select the print options on this tab or on any other tab in the printer driver. After selecting options on other tabs, return to the **Printing Shortcuts** tab before continuing with the next step.



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



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



Use a printing preset (Mac OS X)

1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. In the **Presets** menu, select the printing preset.

NOTE: To use printer-driver default settings, select the **Standard** option.

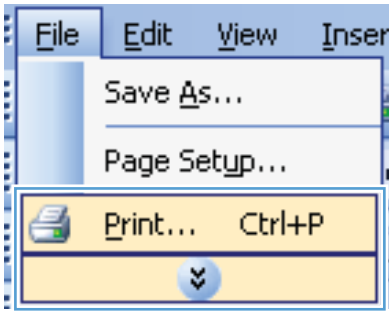
Create a printing preset (Mac OS X)

Use printing presets to save the current printer driver settings for reuse.

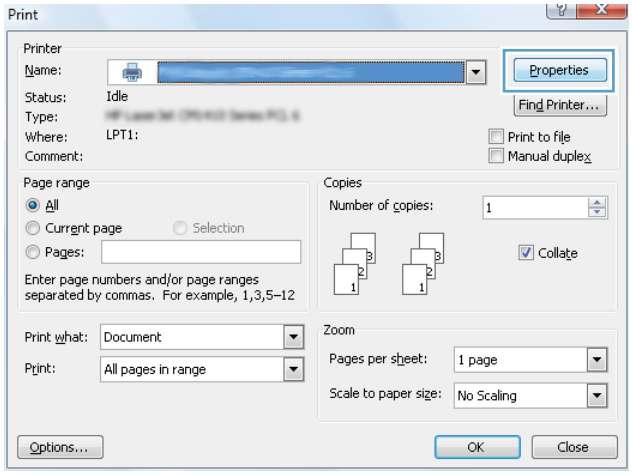
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Select the print settings that you want to save for reuse.
4. In the **Presets** menu, click the **Save As...** option, and type a name for the preset.
5. Click the **OK** button.

Manually print on both sides (Windows)

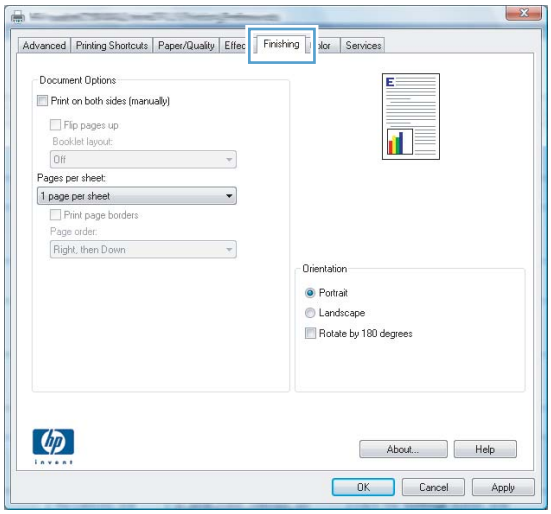
1. From the software program, select the **Print** option.
2. On the **File** menu in the software program, click **Print**.



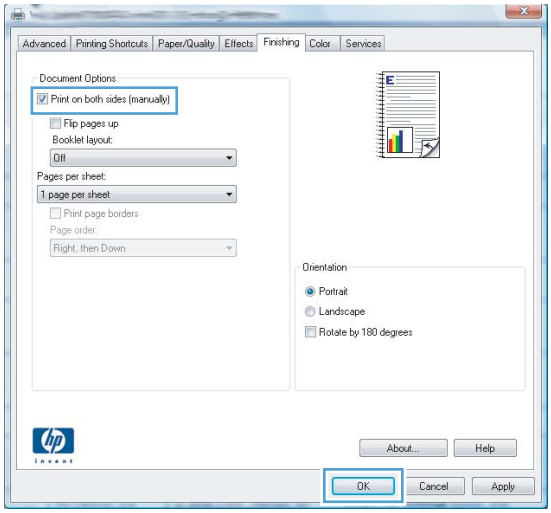
3. Select the product, and then click the **Properties** or **Preferences** button.



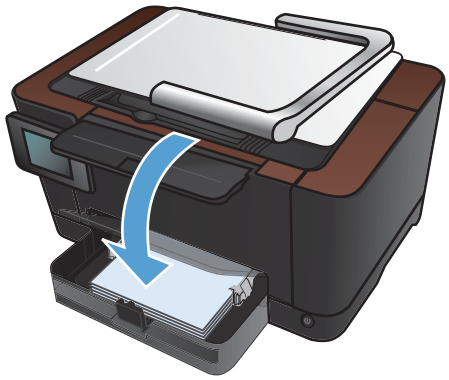
4. Click the **Finishing** tab.



5. Select the **Print on Both Sides (Manually)** check box. Click the **OK** button to print the first side of the job.



6. Retrieve the printed stack from the output bin, and, maintaining the paper orientation, place it with the printed-side facing down in the input tray.



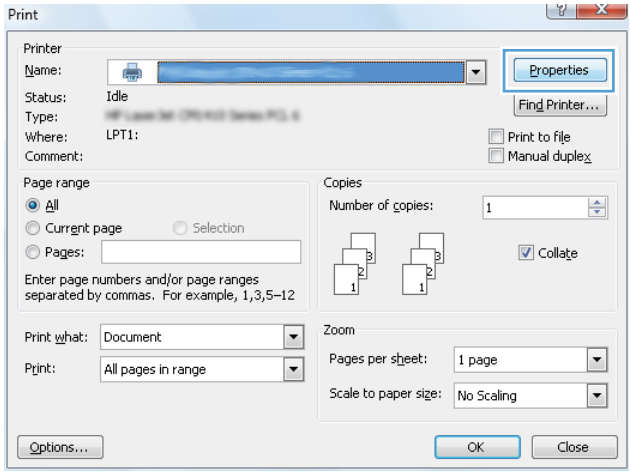
7. At the computer, click the **Continue** button to print the second side of the job. If at the product, press the OK button.

Manually print on both sides (Mac OS X)

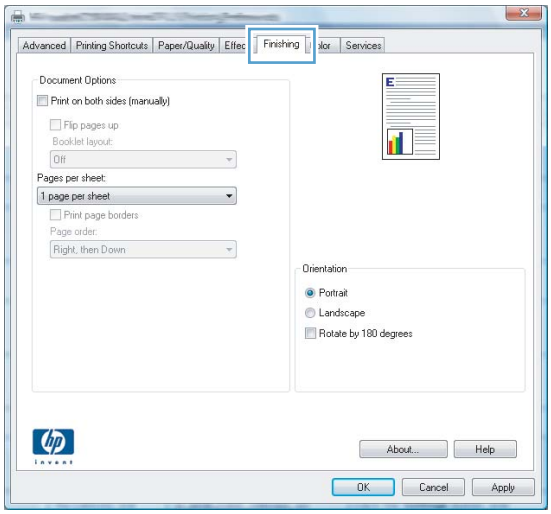
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin, rotate the stack 180 degrees, and then 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 (Windows)

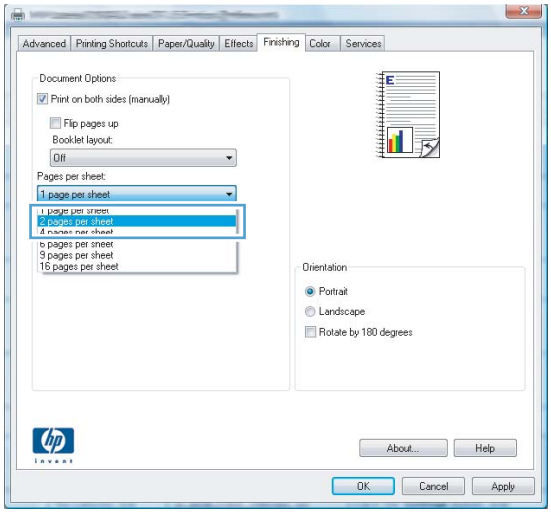
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



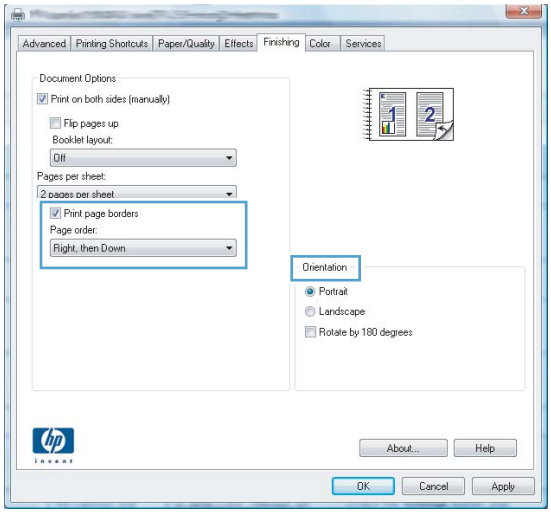
3. Click the **Finishing** tab.



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



5. Select the correct **Print Page Borders**, **Page Order**, and **Orientation** options.

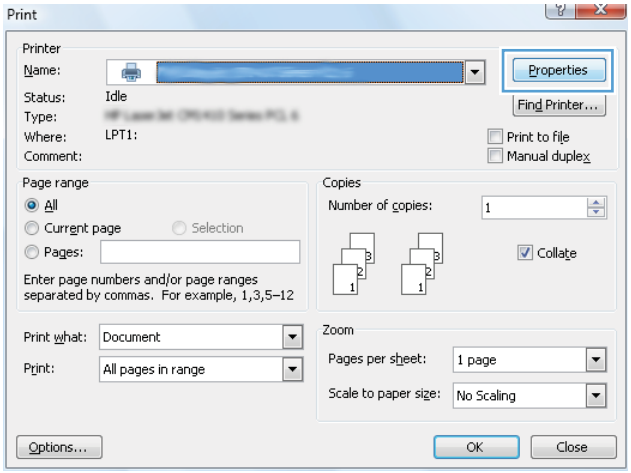


Print multiple pages per sheet (Mac OS X)

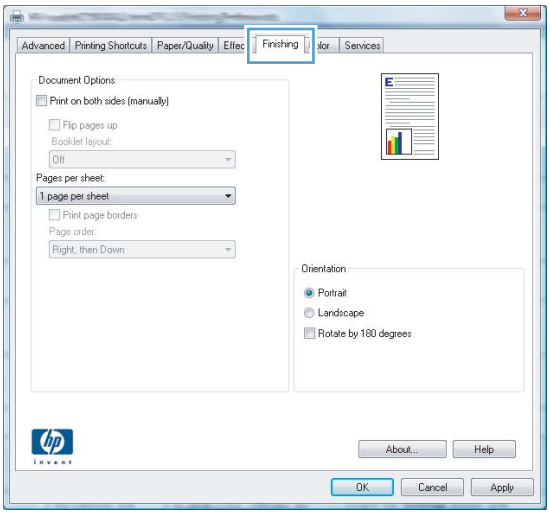
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Layout** menu.
4. From the **Pages per Sheet** menu, select the number of pages that you want to print on each sheet (1, 2, 4, 6, 9, or 16).
5. In the **Layout Direction** area, select 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.

Select the page orientation (Windows)

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

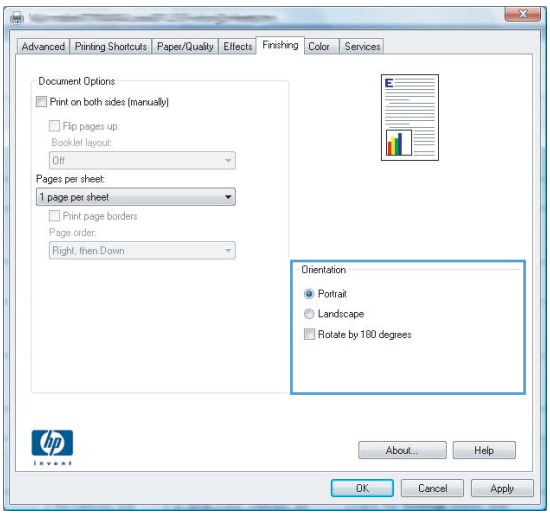


3. Click the **Finishing** tab.



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

   To print the page image upside down, select the **Rotated** option.

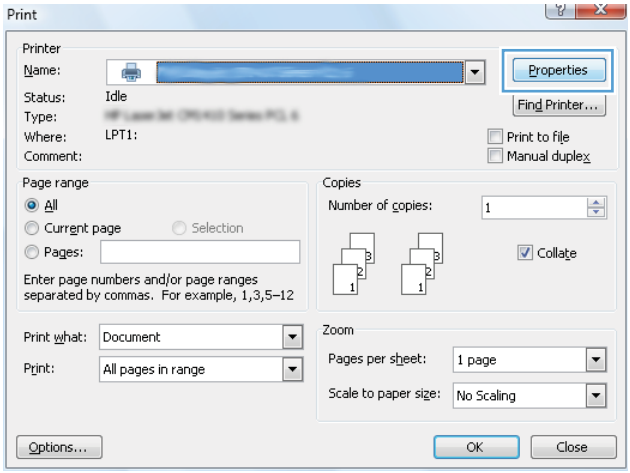


Select the page orientation (Mac OS X)

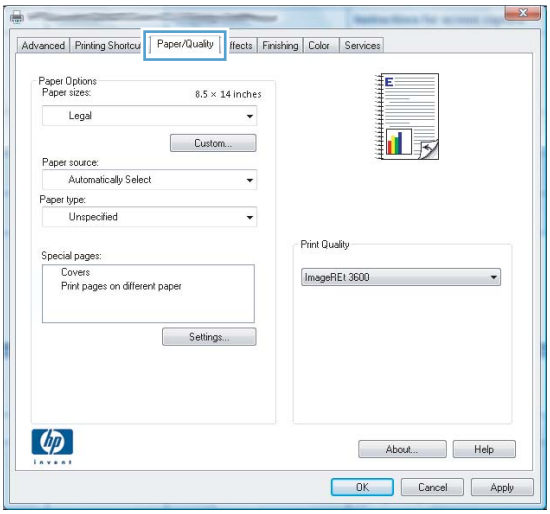
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. In the **Copies & Pages** menu, click the **Page Setup** button.
4. Click the icon that represents the page orientation that you want to use, and then click the OK button.

Select the paper type (Windows)

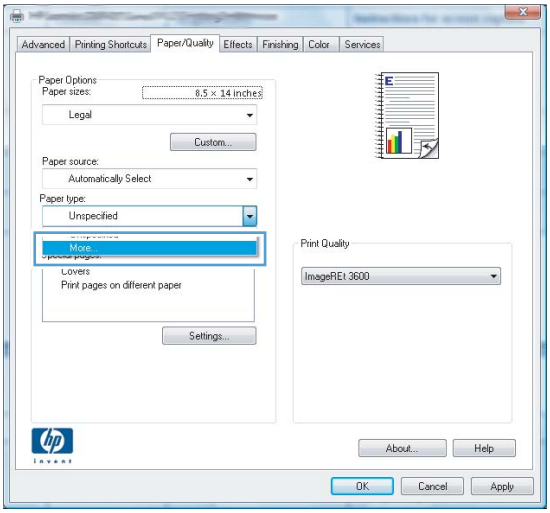
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



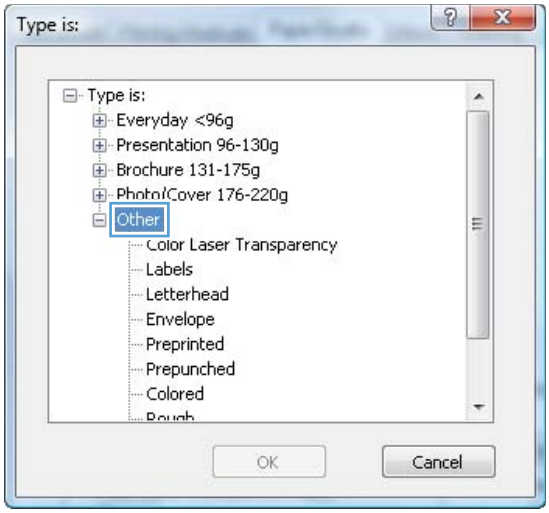
3. Click the **Paper/Quality** tab.



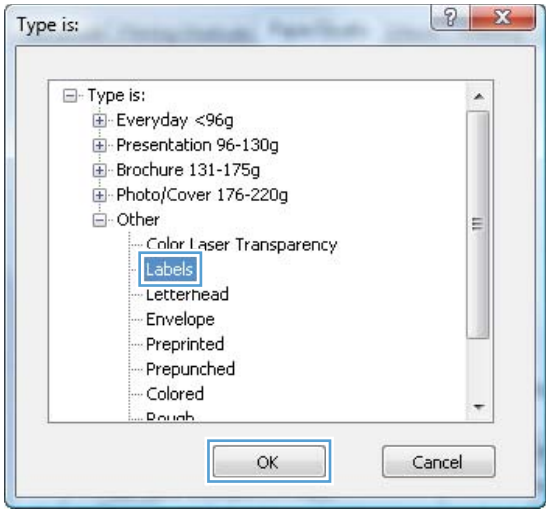
4. From the **Type is** drop-down list, click the **More...** option.



5. Select the category of paper types that best describes your paper.



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

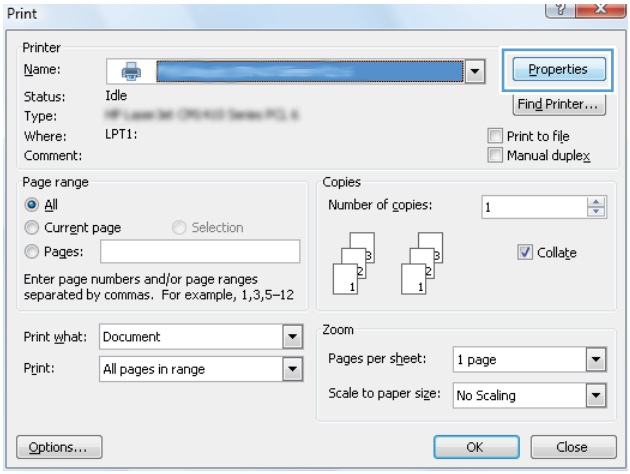


Select the paper type (Mac OS X)

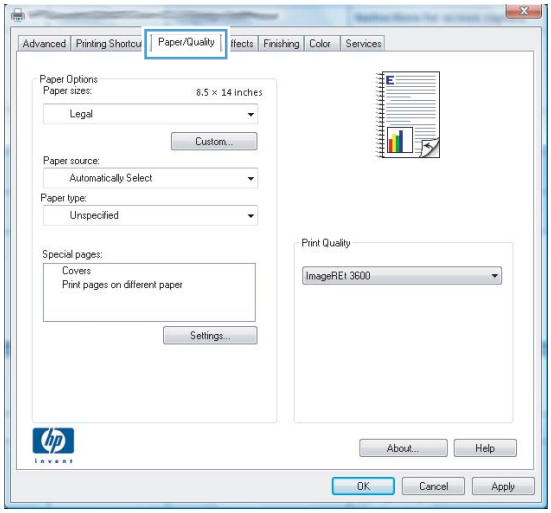
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Finishing** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

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

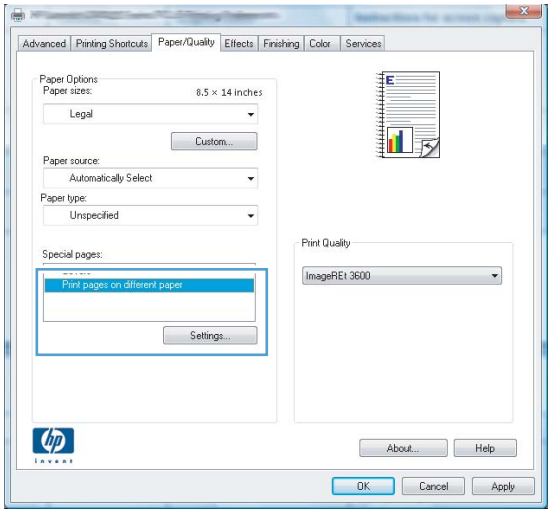
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



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



4. Click the **Use different paper** check box, and then select the necessary settings for the front cover, other pages, and back cover.



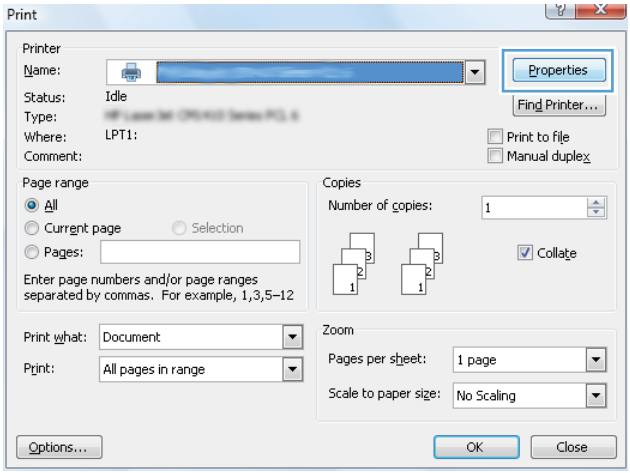
Print a cover page (Mac OS X)

1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Cover Page** menu, and then select where to print the cover page. Click either the **Before Document** button or the **After Document** button.
4. In the **Cover Page Type** menu, select the message that you want to print on the cover page.

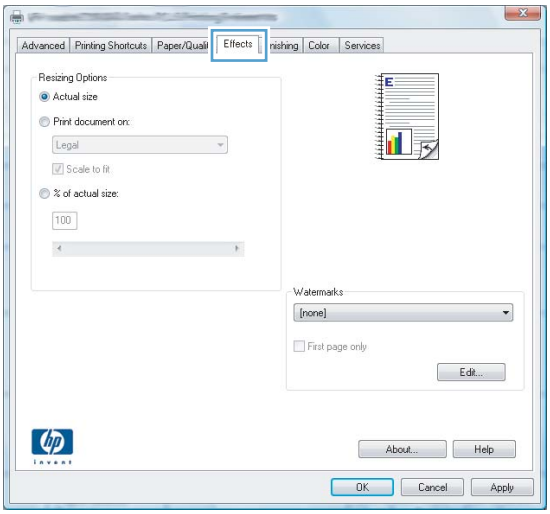
NOTE: To print a blank cover page, select the **Standard** option from the **Cover Page Type** menu.

Scale a document to fit page size (Windows)

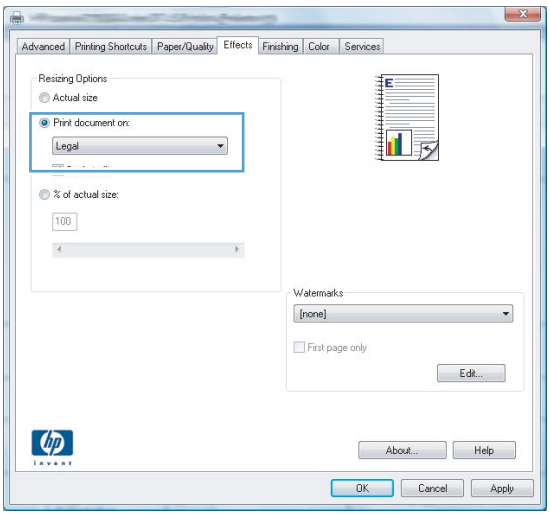
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



3. Click the **Effects** tab.



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

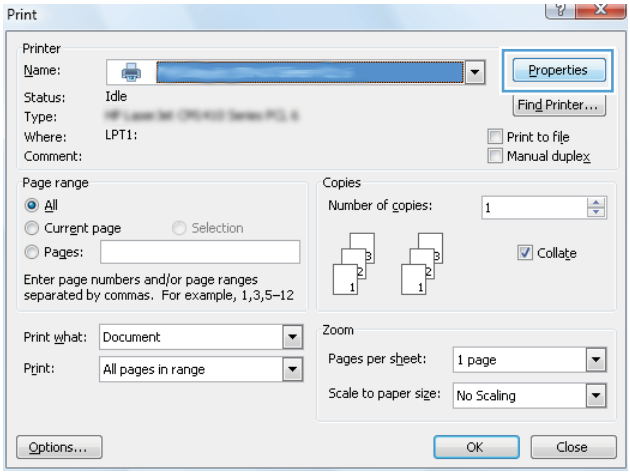


Scale a document to fit page size (Mac OS X)

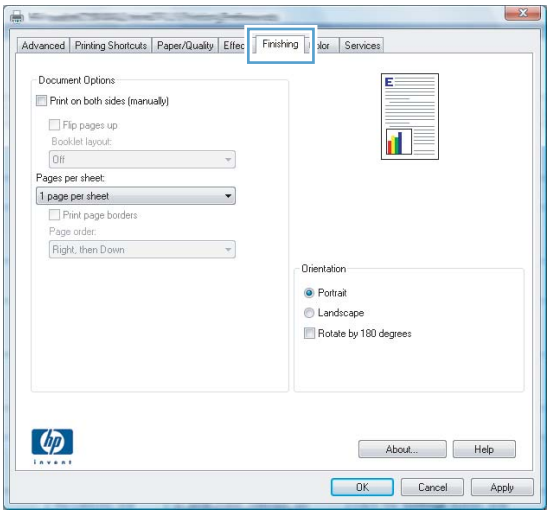
1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Paper Handling** menu.
4. In the **Destination Paper Size** area, click the **Scale to fit paper size** box, and then select the size from the drop-down list.

Create a booklet (Windows)

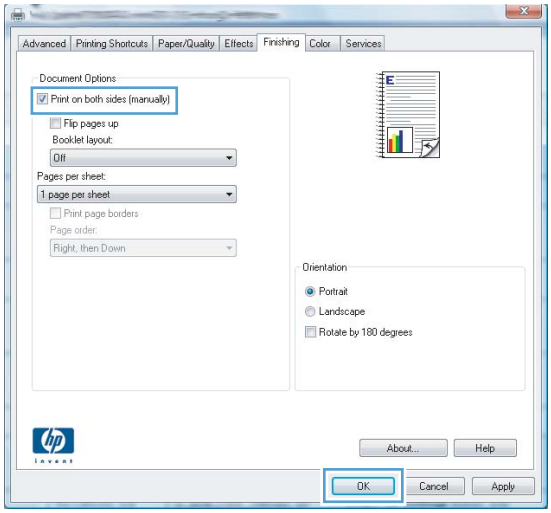
1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.



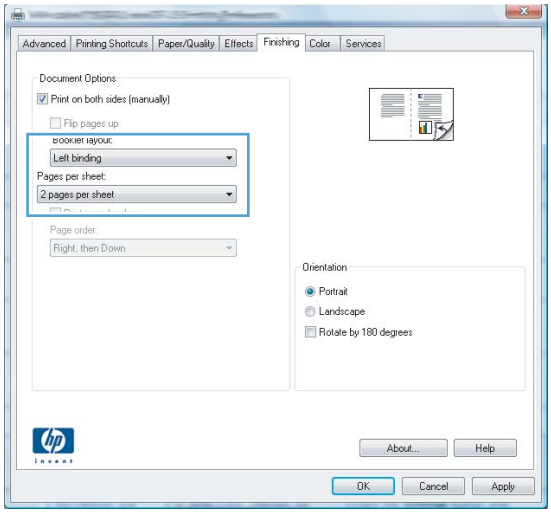
3. Click the **Finishing** tab.



4. Click the **Print on Both Sides (Manually)** check box.



5. In the **Booklet Printing** drop-down list, select a binding option. The **Pages Per Sheet** option automatically changes to **2 Pages Per Sheet**.

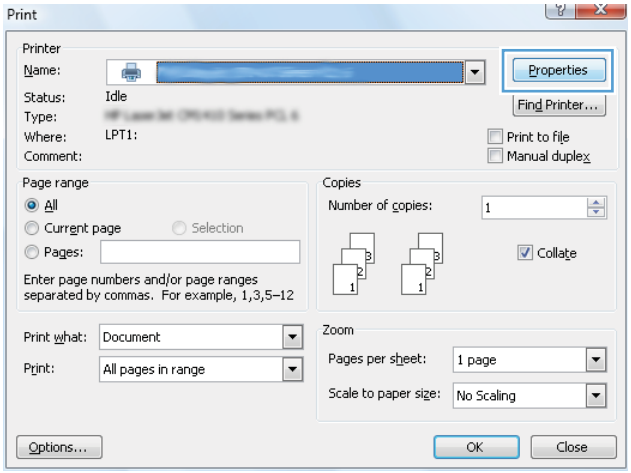


Create a booklet (Mac OS X)

1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Manual Duplex** menu.
4. Click the **Manual Duplex** box.
5. Open the **Booklet Printing** menu.
6. Click the **Format Output As Booklet** box, and select a binding option.
7. Select the paper size.

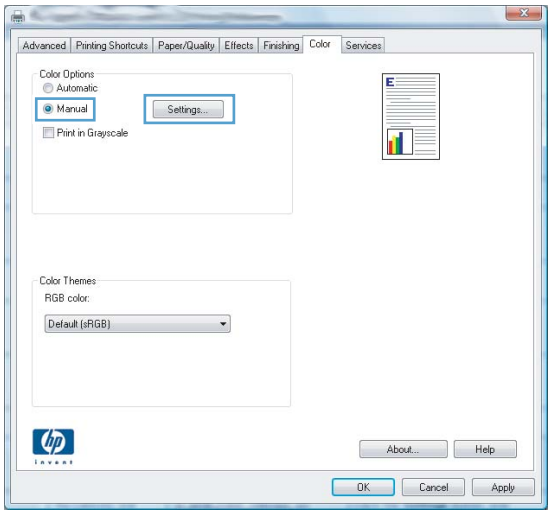
Change color options (Windows)

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



3. Click the **Color** tab.
4. 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 independent from other settings.

     NOTE: Changing color settings manually can impact output. HP recommends that only color graphics experts change these settings.



5. 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. You can also use this option to print draft copies or to save color toner.
6. Click the **OK** button.

Change the color options (Mac OS X)

1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Color/Quality Options** menu.
4. Open the **Advanced** menu.
5. Adjust the individual settings for text, graphics, and photographs.

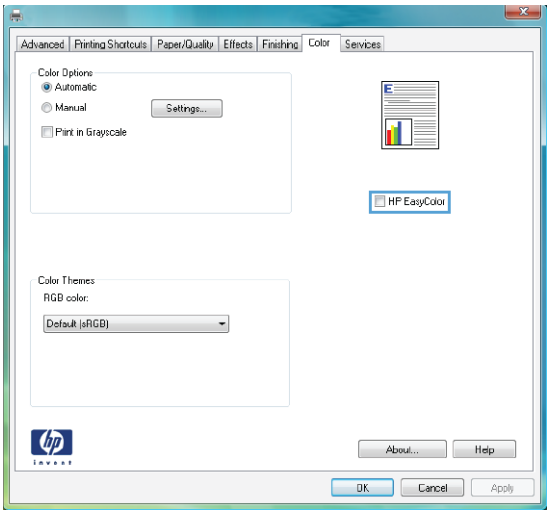
Use the HP EasyColor option

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

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

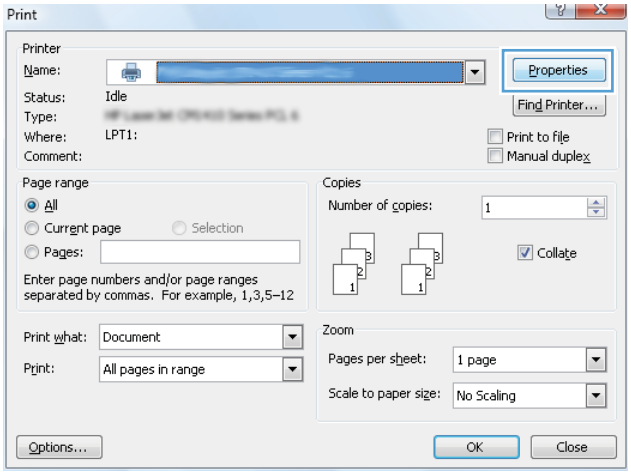
In the following example, the images on the left were created without using the **HP EasyColor** option. The images on the right show the enhancements that result from using the **HP EasyColor** option.

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

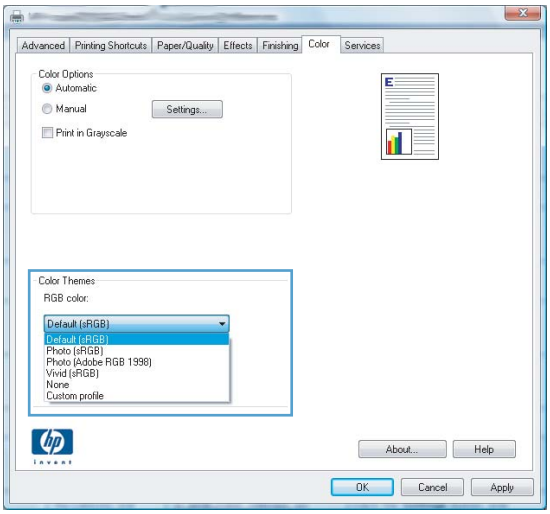


Change the color theme for a print job (Windows)

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



3. Click the **Color** tab.
4. Select a color theme from the **Color Themes** drop-down list.



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

Manual color options

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

Table 4-1 Manual color options

Setting description	Setting options
Edge Control The **Edge Control** setting determines the rendering of edges. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.	• **Off** turns off both trapping and adaptive halftoning. • **Light** sets trapping at a minimal level. Adaptive halftoning is on. • **Normal** sets trapping at a medium level. Adaptive halftoning is on. • **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on.
Halftone **Halftone** options affect color output clarity and resolution.	• **Smooth** provides better results for large, solid-filled print areas and enhances photographs by smoothing color gradations. Select this option when uniform and smooth area fills are important. • **Detail** is useful for text and graphics that require sharp distinctions among lines or colors, or images that contain a pattern or a high level of detail. Select this option when sharp edges and small details are important.
Neutral Grays The **Neutral Grays** setting determines the method for creating gray colors used in text, graphics, and photographs.	• **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees neutral colors without a color cast. This setting is best for documents and grayscale viewgraphs. • **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to other colors, and it produces the darkest black.

Match colors

For most users, the best method for matching colors is to print sRGB colors.

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

Several factors can influence your ability to match printed colors to those on your monitor:

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

Keep these factors in mind when colors on your screen do not perfectly match your printed colors.

Additional print tasks

Cancel a print job (Windows)

1. If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

NOTE: Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one process is running, pressing the Cancel ✕ button clears the process that currently appears on the product control panel.

2. You can also cancel a print job from a software program or a print queue.

   - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
   - **Windows print queue:** If a print job is waiting in a print queue (computer memory) or print spooler, delete the job there.
     - **Windows XP, Server 2003, or Server 2008:** Click **Start**, click **Settings**, and then click **Printers and Faxes**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
     - **Windows Vista:** Click **Start**, click **Control Panel**, and then, under **Hardware and Sound**, click **Printer**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.
     - **Windows 7:** Click **Start**, and then click **Devices and Printers**. Double-click the product icon to open the window, right-click the print job that you want to cancel, and then click **Cancel**.

Cancel a print job (Mac OS X)

1. If the print job is currently printing, cancel it by pressing the Cancel ✕ button on the product control panel.

NOTE: Pressing the Cancel ✕ button clears the job that the product is currently processing. If more than one print job is waiting, pressing the Cancel ✕ button clears the print job that currently appears on the product control panel.

2. You can also cancel a print job from a software program or a print queue.

   - **Software program:** Typically, a dialog box appears briefly on the computer screen, allowing you to cancel the print job.
   - **Mac print queue:** Open the print queue by double-clicking the product icon in the dock. Highlight the print job, and then click **Delete**.

Select the paper size (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Select a size from the **Size is** drop-down list.

Select the paper size (Mac OS X)

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

Select a custom paper size (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Custom** button.
5. Type a name for the custom size and specify the dimensions.
   - The width is the short edge of the paper.
   - The length is the long edge of the paper.

   NOTE: Always load paper into the trays short edge first.
6. Click the **Save** button, and then click the **Close** button.

Select a custom paper size (Mac OS X)

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

Print colored text as black (Windows)

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. Click the **Print all Text as Black** check box. Click the **OK** button.

Print watermarks (Windows)

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

   Or, to add a new watermark to the list, click the **Edit** button. Specify the settings for the watermark, and then click the **OK** button.
5. To print the watermark on the first page only, select the **First Page Only** check box. Otherwise, the watermark is printed on each page.

Print watermarks (Mac OS X)

1. On the **File** menu, click the **Print** option.
2. In the **Printer** menu, select this product.
3. Open the **Watermarks** menu.
4. From the **Mode** menu, select the type of watermark to use. Select the **Watermark** option to print a semi-transparent message. Select the **Overlay** option to print a message that is not transparent.
5. From the **Pages** menu, select whether to print the watermark on all pages or on the first page only.
6. From the **Text** menu, select one of the standard messages, or select the **Custom** option and type a new message in the box.
7. Select options for the remaining settings.

Create archival-quality prints

Archive print produces output that is less susceptible to toner smearing and dusting. Use archive print to create documents that you want to preserve or archive.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Archive Print button, and then touch the On button.

Use HP ePrint

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

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

1. To use HP ePrint, you must first enable HP Web Services.
   a. From the Home screen on the product control panel, touch the Web Services button.
   b. Touch the Enable Web Services button.
2. From the HP Web Services menu, touch the Display E-Mail Address button to display the product's e-mail address on the control panel.
3. Use the HP ePrintCenter Web site to define security settings and to configure default print settings for all HP ePrint jobs sent to this product.
   a. Go to www.hpeprintcenter.com.
   b. Click **Sign In**, and enter your HP ePrintCenter credentials or sign up for a new account.
   c. Select your product from the list, or click **+ Add printer** to add it. To add the product, you need the printer code, which is the segment of the product e-mail address that is before the @ symbol.

      NOTE: This code is valid for only 24 hours from the time you enable HP Web Services. If it expires, follow the instructions to enable HP Web Services again, and obtain a new code.

   d. To prevent your product from printing unexpected documents, click **ePrint Settings**, and then click the **Allowed Senders** tab. Click **Allowed Senders Only**, and add the e-mail addresses from which you want to allow ePrint jobs.
   e. To set up default settings for all ePrint jobs sent to this product, click **ePrint Settings**, click **Print Options**, and select the settings that you want to use.
4. To print a document, attach it to an e-mail message sent to the product's e-mail address.

Use AirPrint

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

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

To use AirPrint, the product must be connected to a network. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to www.hp.com/go/airprint.

NOTE: You might need to upgrade the product firmware to use AirPrint. Go to www.hp.com/support/LJColorMFPM275nw.

5 Copy

- Make a single copy
- Make multiple copies
- Copy a multiple-page original
- Collate a copy job
- Copy on both sides (duplex)
- Reduce or enlarge a copy
- Make color or black and white copies
- Copy identification cards
- Optimize copy quality
- Adjust the lightness or darkness for copies
- Adjust the copy image
- Copy in draft mode
- Set the paper size and type for copying on special paper
- Set new default copy settings
- Restore copy default settings

Make a single copy

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Black or Color button to start copying.

6. When you are finished, lower the camera arm.

   NOTE: Lower the camera arm to protect the camera lens cover from damage.

Make multiple copies

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the arrows to change the number of copies, or touch the existing number and type the number of copies.

6. Touch the Black or Color button to start copying.

7. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Copy a multiple-page original

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

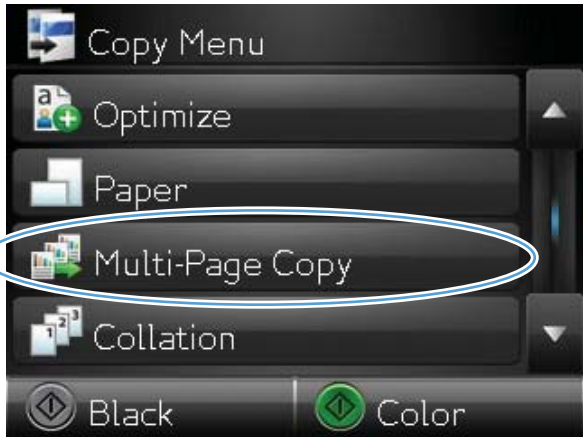
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

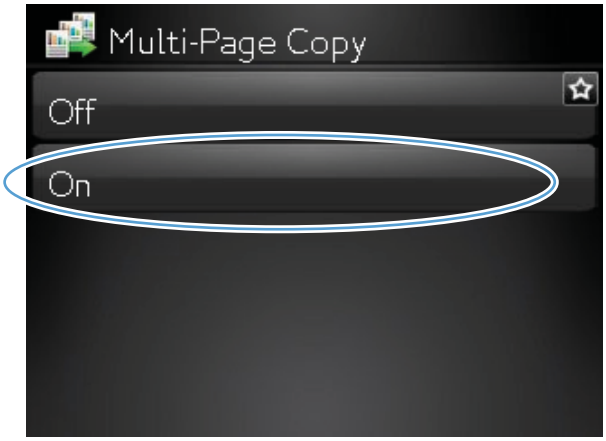
   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Settings button.

6. Scroll to and touch the Multi-Page Copy button.



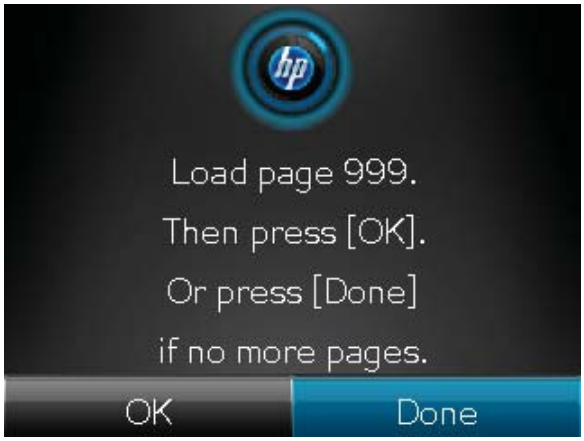
7. Touch the On button.



8. Touch the Black or Color button to start copying.

9. The product prompts you to load the next page. When you are ready, touch the OK button.

   Repeat this step until you have copied all the pages. When you are finished, touch the Done button.



10. When you are finished, lower the camera arm.

    NOTE: Lower the camera arm to protect the camera lens cover from damage.

NOTE: Using this feature can save time when copying multi-page documents. However, when this feature is enabled, the product prompts you to load the next page even when you have only one page to copy. If you frequently copy only one page and you wish to avoid the prompt, turn this feature off.

Collate a copy job

Use the Collation feature in conjunction with the Multi-Page Copy feature to easily collate multi-page copies into sets of documents.

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

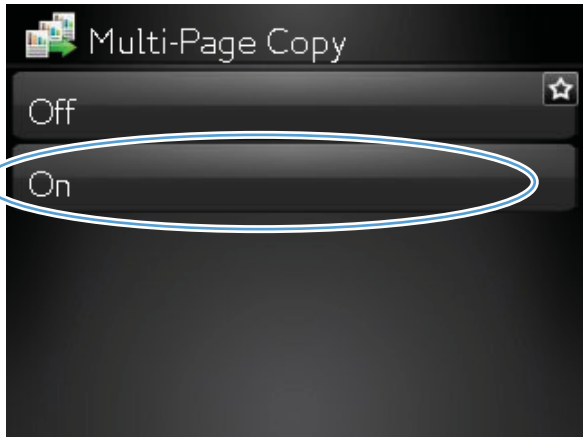
   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the arrows to change the number of copies, or touch the existing number and type the number of copies.

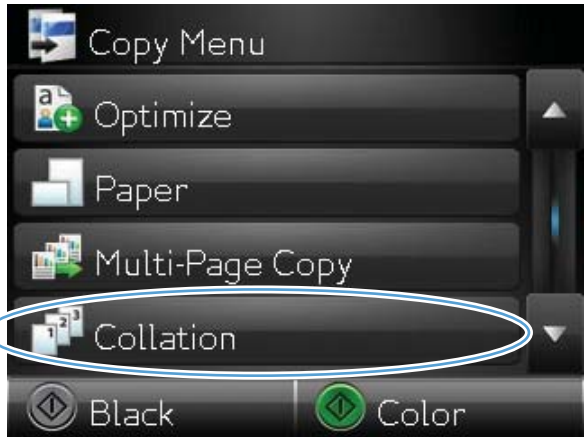
6. Touch the Settings button.

7. Scroll to and touch the Multi-Page Copy button.

8. Touch the On button.

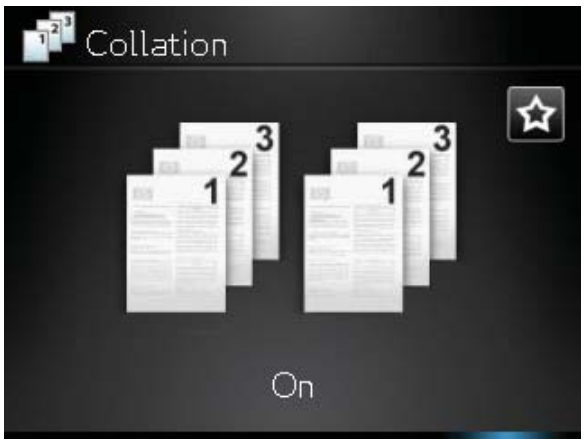


9. Touch the Collation button.



10. Touch the arrow buttons to scroll through the options.

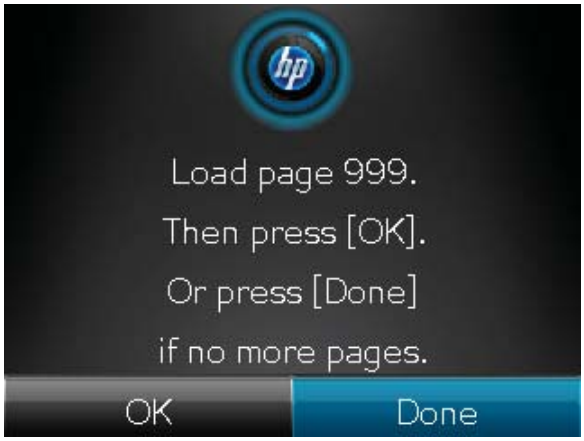
11. Touch the On button.



12. Touch the Black or Color button to start copying.

13. The product prompts you to load the next page. When you are ready, touch the OK button.

    Repeat this step until you have copied all the pages. When you are finished, touch the Done button. The product holds the pages in memory until you have finished, and then it prints the sets of copies.



14. When you are finished, lower the camera arm.

    NOTE: Lower the camera arm to protect the camera lens cover from damage.

Copy on both sides (duplex)

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Black or Color button to start copying.

6. Remove the printed copy from the output bin, rotate the stack 180 degrees, and then load the page with the printed side down into Tray 1.

7. Place the next page of the document onto the capture stage.

8. From the Home screen, touch the Copy button.

9. Touch the Black or Color button to start copying.

10. Repeat these steps until the copy is complete.
11. When you are finished, lower the camera arm.

    NOTE: Lower the camera arm to protect the camera lens cover from damage.

Reduce or enlarge a copy

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

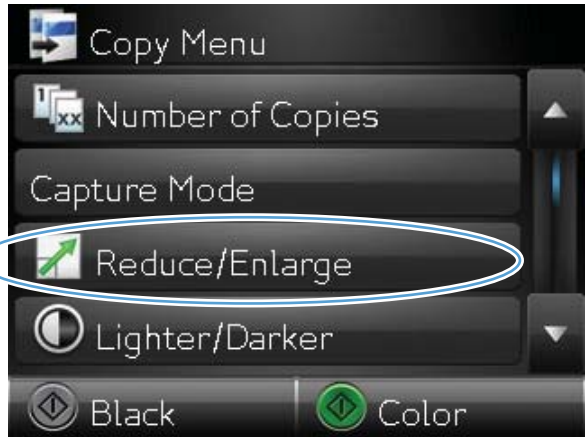
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Settings button.

6. Touch the Reduce/Enlarge button.



7. Touch the arrow buttons to scroll through the options, and then touch an option to select it.

8. Touch the Black or Color button to start copying.

9. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Make color or black and white copies

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Black or Color button to start copying.

6. When you are finished, lower the camera arm.

   NOTE: Lower the camera arm to protect the camera lens cover from damage.

Copy identification cards

Use the ID Copy feature to copy both sides of identification cards, or other small-size documents, onto the same side of one sheet of paper. The product prompts you to copy the first side and then to place the second side on a different area of the capture stage and copy again. The product prints both images at the same time.

1. Raise the camera arm to the fully open position.

2. Place the document on the capture stage, facing up.

3. From the Home screen, touch the Copy button.

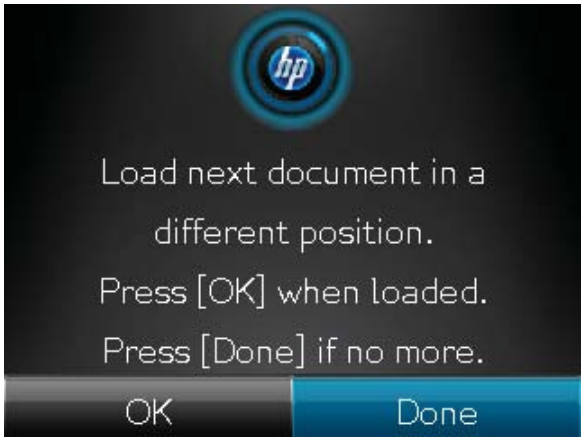
4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the ID Copy button.

6. Touch the Black or Color button to start copying.
7. The product prompts you to place the next page on a different section of the capture stage. When you are ready, touch the OK button.

8. Touch the OK button if you have more pages to copy, or touch the Done button if this is the last page.



9. The product copies all pages onto one side of a sheet of paper.
10. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Optimize copy quality

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

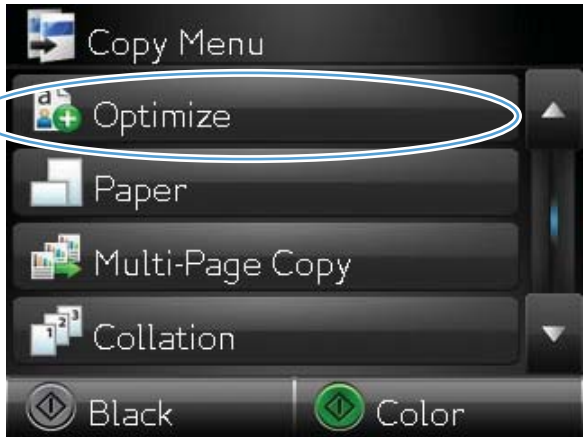
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Settings button.

6. Scroll to and touch the Optimize button.



7. Touch the arrow buttons to scroll through the options, and then touch an option to select it.

   - Auto Select: Use this setting to automatically select the best mode for the highest quality. 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.

8. Touch the Black or Color button to start copying.

9. When you are finished, lower the camera arm.

   NOTE: Lower the camera arm to protect the camera lens cover from damage.

Adjust the lightness or darkness for copies

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

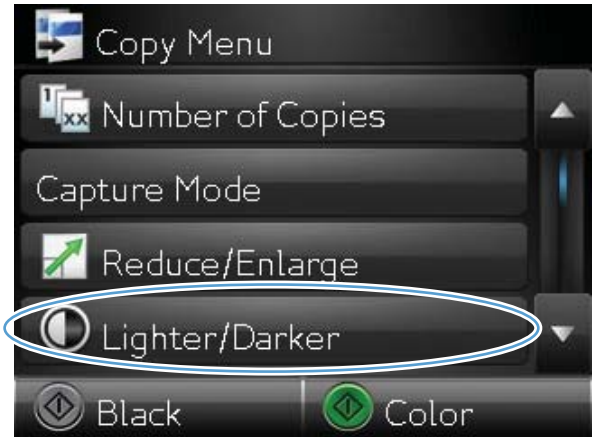
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Settings button.

6. Touch the Lighter/Darker button.



7. Touch the — or + buttons to adjust the lightness/darkness setting.

8. Touch the Black or Color button to start copying.

9. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Adjust the copy image

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

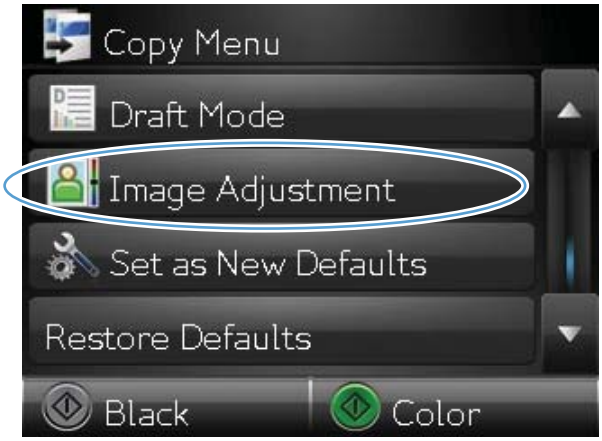
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

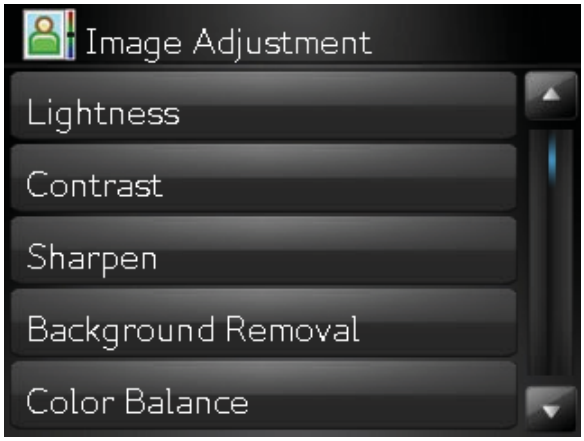
5. Touch the Settings button.

6. Scroll to and touch the Image Adjustment button.

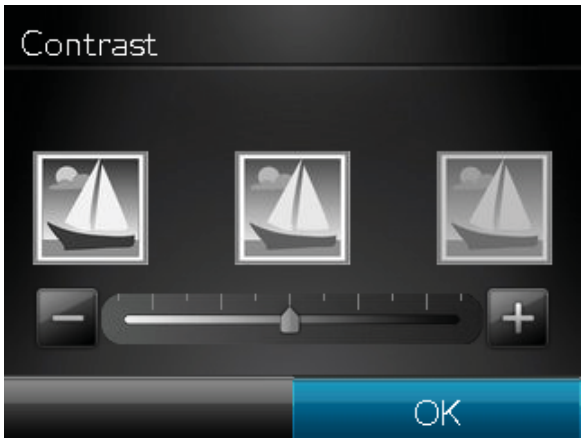


7. Touch the name of the setting you want to adjust.

   - 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.



8. Touch the — or + buttons to adjust the value for the setting, and then touch the OK button.



9. Adjust another setting, or touch the back arrow to return to the main copy menu.

10. Touch the Black or Color button to start copying.

11. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Copy in draft mode

Using draft mode can use less toner and decrease the cost per page. However, using draft mode can also reduce print quality.

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

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

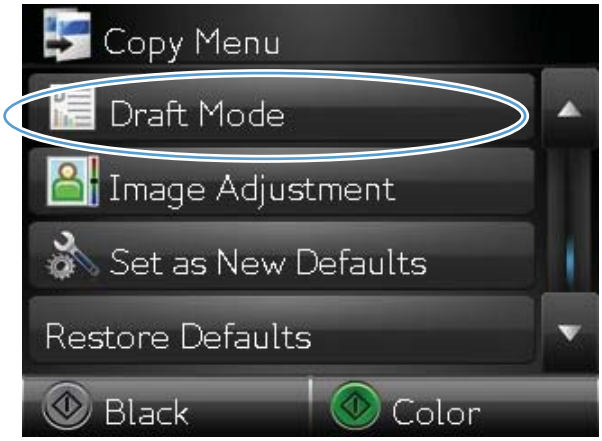
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

5. Touch the Settings button.

6. Scroll to and touch the Draft Mode button.



7. Touch the On button.

8. Touch the Black or Color button to start copying.

9. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

Set the paper size and type for copying on special paper

1. Raise the camera arm to the fully open position.

2. Place the document or object on the capture stage, facing up. Align the top left corner of documents with the ridges along the right and rear edges of the capture stage.

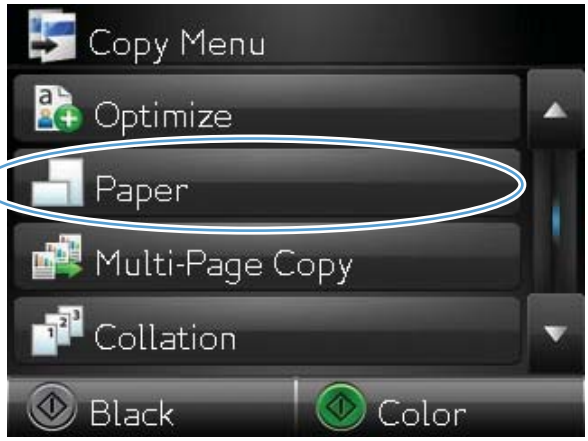
3. From the Home screen, touch the Copy button.

4. Touch the arrows to scroll through and select one of the Capture options.

   - Auto: The product automatically detects whether the item on the capture stage is a document or an object.
   - Document: The product uses capture settings optimized for documents.
   - 3D Object: The product uses capture settings optimized for three-dimensional objects.

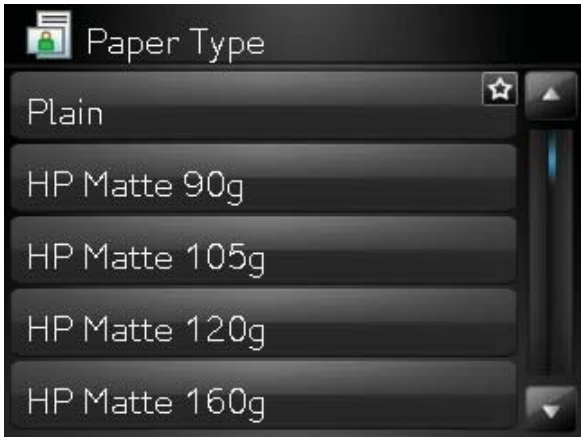
5. Touch the Settings button.

6. Scroll to and touch the Paper button.



7. From the list of paper sizes, touch the name of the paper size that is in the tray.

8. From the list of paper types, touch the name of the paper type that is in the tray.



9. Touch the Black or Color button to start copying.

10. When you are finished, lower the camera arm.

NOTE: Lower the camera arm to protect the camera lens cover from damage.

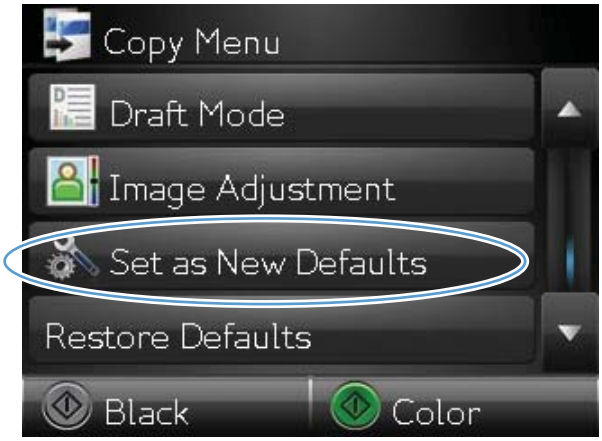
Set new default copy settings

You can save any combination of copy settings as the default settings to use for every job.

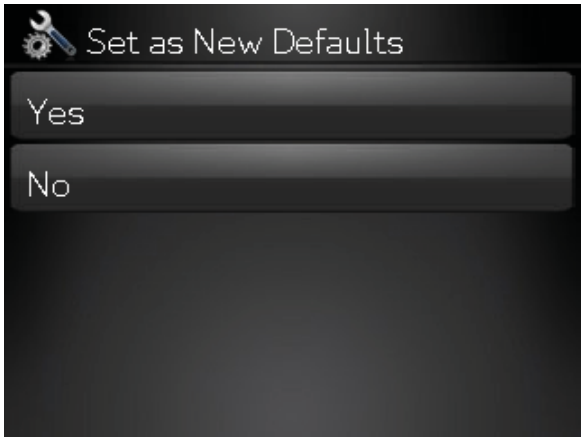
1. From the Home screen, touch the Copy button.

2. Touch the Settings button.

3. Configure the copy settings to meet your preferences, and then scroll to and touch the Set as New Defaults button.



4. Touch the Yes button.



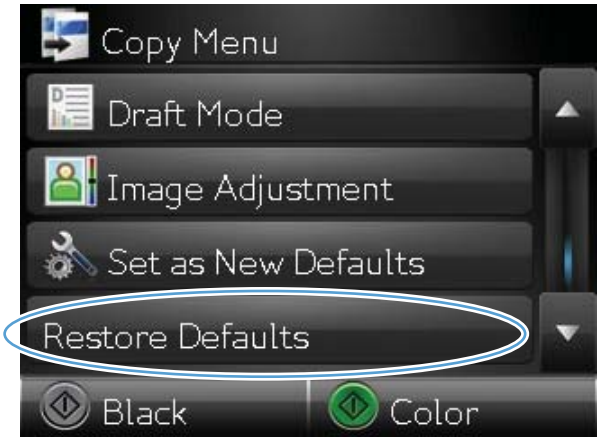
Restore copy default settings

Use this procedure to restore the factory default copy settings.

1. From the Home screen, touch the Copy button.

2. Touch the Settings button.

3. Scroll to and touch the Restore Defaults button.



4. Touch the OK button to restore the defaults.

6 Scan

- Scan by using the HP Scan software (Windows)
- Scan by using the HP Scan software (Mac OS X)
- Scan by using other software

Scan by using the HP Scan software (Windows)

1. Double-click the **HP Scan** icon on the computer desktop.
2. Select a scanning shortcut, and adjust the settings if necessary.
3. Click **Scan**.

NOTE: Click **Advanced Settings** to gain access to more options.

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

Scan by using the HP Scan software (Mac OS X)

1. Open the **Applications** folder, and then click **Hewlett-Packard**. Double-click **HP Scan**.
2. Open the **HP Scan** menu and click **Preferences**. From the **Scanner** pop-up menu, select this product from the list, and click **Continue**.
3. To use the standard preset settings, which produce acceptable results for images and text, click the **Scan** button.

   To use presets optimized for pictures or text documents, select a preset from the **Scanning Presets** pop-up menu. To adjust the settings, click the **Edit** button. When you are ready to scan, click the **Scan** button.
4. To scan more pages, load the next page and click **Scan**. Click **Append to List** to add the new pages to the current list. Repeat until you have scanned all the pages.
5. Click the **Save** button, and then browse to the folder on your computer where you want to save the file.

NOTE: To print the scanned images now, click the **Print** button.

Scan by using other software

The product is TWAIN-compliant and Windows Imaging Application (WIA)-compliant. The product works with Windows-based programs that support TWAIN-compliant or WIA-compliant scanning devices and with Macintosh-based programs that support TWAIN-compliant scanning devices.

While you are in a TWAIN-compliant or WIA-compliant program, you can gain access to the scanning feature and scan an image directly into the open program. For more information, see the Help file or the documentation that came with your TWAIN-compliant or WIA-compliant software program.

Scan from a TWAIN-compliant program

Generally, a software program is TWAIN-compliant if it has a command such as **Acquire**, **File Acquire**, **Scan**, **Import New Object**, **Insert from**, or **Scanner**. If you are unsure whether the program is compliant or you do not know what the command is called, see the software program Help or documentation.

When scanning from a TWAIN-compliant program, the HP Scan software program might start automatically. If the HP Scan program starts, you can make changes while previewing the image. If the program does not start automatically, the image goes to the TWAIN-compliant program immediately.

Start the scan from within the TWAIN-compliant program. See the software program Help or documentation for information about the commands and steps to use.

Scan from a WIA-compliant program

WIA is another way to scan an image directly into a software program. WIA uses Microsoft software to scan, instead of the HP Scan software.

Generally, a software program is WIA-compliant if it has a command such as **Picture/From Scanner or Camera** in the Insert or File menu. If you are unsure whether the program is WIA-compliant, see the software program Help or documentation.

Start the scan from within the WIA-compliant program. See the software program Help or documentation for information about the commands and steps to use.

-Or-

From the Windows control panel, in the **Cameras and Scanner** folder (located inside the **Hardware and Sound** folder for Windows Vista and Windows 7), double-click the product icon. This opens the standard Microsoft WIA Wizard, which enables you to scan to a file.

Scan by using optical character recognition (OCR) software

The Readiris OCR program is included on a separate CD that shipped with the product. To use the Readiris program, install it from the appropriate software CD, and then follow the instructions in the online Help.

7 Manage and maintain

- Use the HP Reconfiguration Utility to change the product connection
- Use HP Web Services applications
- Configure IP network settings
- HP Device Toolbox (Windows)
- HP Utility for Mac OS X
- Product security features
- Economy settings
- Print when a print cartridge or imaging drum is at estimated end of life
- Replace the print cartridges
- Replace the imaging drum

Use the HP Reconfiguration Utility to change the product connection

If you are already using the product and you wish to change the way it is connected, use the HP Reconfiguration Utility to set up 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.

The HP Reconfiguration Utility is located in the HP programs group on your computer.

Use HP Web Services applications

Several innovative applications are available for this product that you can download directly from the Internet. For more information and to download these applications go to the HP ePrintCenter Web site at www.hpeprintcenter.com.

To use this feature, the product must be connected to a computer or network that has an Internet connection. HP Web Services must be enabled on the product. Follow this procedure to enable HP Web Services:

1. From the Home screen on the product control panel, touch the Web Services button.
2. Touch the Enable Web Services button.

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

Configure IP network settings

Printer sharing disclaimer

HP does not support peer-to-peer networking, as the feature is a function of Microsoft operating systems and not of the HP 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. From the Home screen on the product control panel, touch the Network button to find the product IP address.
2. To open the HP Embedded Web Server, type the IP address into the address line of a Web browser.

NOTE: You can also access the HP Embedded Web Server from the HP Device Toolbox for Windows or the HP Utility for Mac OS X.

3. Click the **Networking** tab to obtain network information. You can change settings as needed.

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. Touch the Setup button.
2. Scroll to and touch the Network Setup menu.
3. Touch the TCP/IP Config menu, and then touch the Manual button.
4. Use the numeric keypad to enter the IP address, and touch the OK button. Touch the Yes button to confirm.
5. Use the numeric keypad to enter the subnet mask, and touch the OK button. Touch the Yes button to confirm.
6. Use the numeric keypad to enter the default gateway, and touch the OK button. Touch the Yes button to confirm.

Rename the product on a network

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

1. From the Home screen on the product control panel, touch the Network button to find the product IP address.
2. To open the HP Embedded Web Server, type the product IP address into the address line of a Web browser.

NOTE: You can also access the HP Embedded Web Server from the HP Device Toolbox for Windows or the HP Utility for Mac OS X.

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

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

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

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 product in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the product from communicating with other network devices. If you need to make changes, use the product control panel.

NOTE: The setting must match with the network product to which you are connecting (a network hub, switch, gateway, router, or computer).

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

1. Touch the Setup button.
2. Scroll to and touch the Network Setup menu.
3. Touch the Link Speed menu.
4. Select one of the following options.

Setting	Description
Automatic	The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
10T Half	10 megabytes per second (Mbps), half-duplex operation
10T Full	10 Mbps, full-duplex operation
100TX Half	100 Mbps, half-duplex operation
100TX Full	100 Mbps, full-duplex operation

5. Touch the OK button. The product turns off and then on.

HP Device Toolbox (Windows)

Use the HP Device Toolbox for Windows to view or change product settings from your computer. This tool opens the HP Embedded Web Server for the product.

NOTE: This tool is available only if you performed a full installation when you installed the product.

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

Tab or section	Description
Status tab Provides product, status, and configuration information.	• **Device Status**: Shows the product 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 product configuration page. • **Network Summary**: Shows the information found on the product network configuration page. • **Reports**: Allows you to print the configuration and supplies status pages that the product generates. • **Color Usage Log**: Shows a log that shows the user name, application name, and color usage information on a job-by-job basis. • **Event Log**: Shows a list of all product events and errors. • **Support** button: Provides a link to the product support page. • **Shop for Supplies** button: Provides a link to a page where you can order supplies for the product.

Tab or section	Description
System tab Provides the ability to configure the product from your computer.	• **Device Information**: Provides basic product and company information. • **Paper Setup**: Allows you to change the paper-handling defaults for the product. • **Print Quality**: Allows you to change the print quality defaults for the product, including calibration settings. • **Print Density**: Allows you to change the contrasts, highlights, midtones, and shadows values for each supply. • **Paper Types**: Allows you to configure print modes that correspond to the paper types that the product accepts. • **System Setup**: Allows you to change the system defaults for the product. • **Service**: Allows you to start the cleaning procedure on the product. • **Product Security**: Allows you to set or change the product password. • **Support** button: Provides a link to the product support page. • **Shop for Supplies** button: Provides a link to a page where you can order supplies for the product. **NOTE:** The **System** tab can be password-protected. If this product is on a network, always consult with the administrator before changing settings on this tab.
Print tab Provides the ability to change default print settings from your computer.	• **Printing**: Change the default product 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**: View and change the PS settings.
Networking tab Provides the ability to change network settings from your computer.	Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. This tab does not appear if the product is directly connected to a computer.
HP Web Services tab	Use this tab to set up and use various Web tools with the product.

HP Utility for Mac OS X

Use the HP Utility for Mac OS X to view or change product settings from your computer. This tool opens the HP Embedded Web Server for the product.

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

Open the HP Utility

- From the dock, click **HP Utility**.

  -or-

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

HP Utility features

Use the HP Utility software to perform the following tasks:

- Obtain information about supplies status.
- Obtain information about the product, such as the firmware version and the serial number.
- Print a configuration page.
- Configure the paper type and size for the tray.
- Transfer files and fonts from the computer to the product.
- Update the product firmware.
- Display the color usage page.

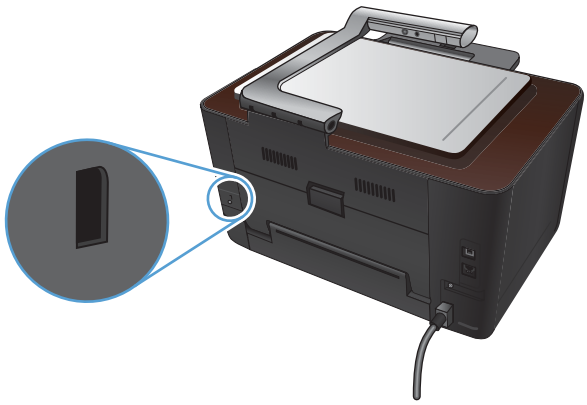
Product security features

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

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

Lock the product

1. You can attach a security cable to the slot on the back of the product.



Set or change the product password

Use the HP Embedded Web Server to set a password or change an existing password for a product on a network.

1. From the Home screen on the product control panel, touch the Network button to find the product IP address.
2. To open the HP Embedded Web Server, type the product IP address into the address line of a Web browser.

NOTE: You can also access the HP Embedded Web Server from the HP Device Toolbox for Windows or the HP Utility for Mac OS X.

3. Click the **System** tab, and click the **Product Security** link.

NOTE: If a password has previously been set, you are prompted to type the password. Type the password, and then click the **Apply** button.

4. Type the new password in the **Password** box and in the **Confirm Password** box.
5. At the bottom of the window, click the **Apply** button to save the password.

Economy settings

Print with EconoMode

This product has an EconoMode option for printing drafts of documents. Using EconoMode can use less toner and decrease the cost per page. 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 print cartridge. If print quality begins to degrade and is no longer acceptable, consider replacing the print cartridge.

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

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

Set the sleep delay

1. From the Home screen, touch the Setup button.
2. Open the following menus:
   - System Setup
   - Energy Settings
   - Sleep Delay
3. Select the time for the sleep delay.

NOTE: The default value is 15 Minutes.

Set the Auto Power Down delay

1. From the Home screen, touch the Setup button.
2. Open the following menus:
   - System Setup
   - Energy Settings
   - Auto Power Down
   - Power Down Delay

3. Select the time for the power-down delay.

NOTE: The default value is 30 Minutes.

4. The product automatically wakes from the auto power-down mode when it receives jobs or when you press a button on the control panel. You can change which events cause the product to wake. Open the following menus:

   - System Setup
   - Energy Settings
   - Auto Power Down
   - Wake Events

   To turn off a wake event, select the event and then select the No option.

Print when a print cartridge or imaging drum is at estimated end of life

<Supply> Low message—where <Supply> is the color print cartridge or the imaging drum: The product indicates when a supply level is low. Actual life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now.

<Supply> Very Low message—where <Supply> is either the color print cartridge or imaging drum or a combination of multiple print cartridges and/or the imaging drum: The product indicates when a supply level is very low. Actual supply life remaining may vary. Consider having a replacement available to install when print quality is no longer acceptable. The supply does not need to be replaced now unless the print quality is no longer acceptable.

Once an HP print cartridge has reached “very low”, HP’s Premium Protection Warranty on that supply has ended.

The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on the supplies status page.

You can change the way the product reacts when supplies reach the Very Low state. You do not have to re-establish these settings when you install a new print cartridge or imaging drum.

1. From the Home screen on the control panel, touch the Setup button.
2. Open the following menus:
   - System Setup
   - Supply Settings
   - Black Cartridge, Color Cartridges, or Imaging Drum
   - Very Low Setting
3. Select one of the following options:
   - Select the Continue option to set the product to alert you that the print cartridge or imaging drum is very low, but to continue printing.

     When the Very Low Setting menu is set to the Continue option, the product automatically continues printing when a supply reaches the recommended replacement level. The **<Supply> Very Low** message appears while a supply is being used in continue at very low mode.

     Once an HP supply has reached very low, HP's Premium Protection Warranty on that supply has ended. All print defects or cartridge failures incurred when an HP supply is used in continue at very low mode will not be considered to be defects in materials or workmanship in the supply under the HP Print Cartridge Warranty Statement.
   - Select the Stop option to set the product to stop printing until you replace the print cartridge or imaging drum.

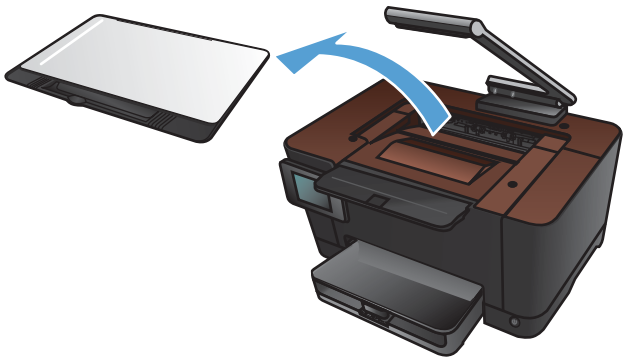
- Select the Prompt option to set the product to stop printing and prompt you to replace the print cartridge or imaging drum. You can acknowledge the prompt and continue printing. A customer configurable option on this product is "Prompt to Remind Me in 50 pages, 100 pages, 200 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality.
- On the Color Cartridges menu only, select Print Black (the default option) to alert you when the print cartridge is very low, but to continue printing in black only.

Replace the print cartridges

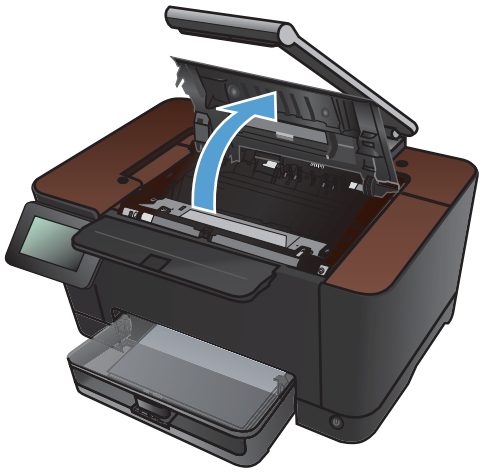
CAUTION: Do not remove print cartridges from their packages until you are ready to use them.

1. Raise the camera arm to the fully open position.

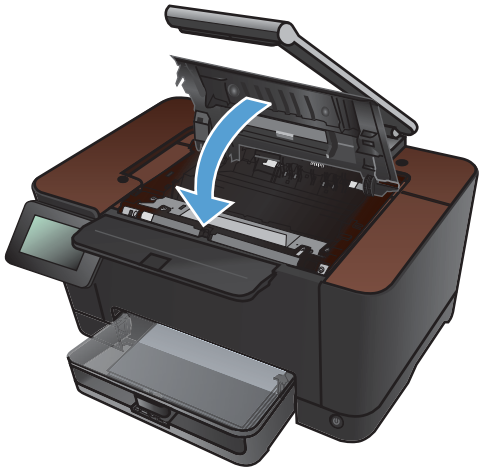
2. Remove the capture stage and set it aside.



3. Open the print-cartridge door, and identify which print cartridge is in the opening.



4. If the cartridge that you need to replace is not in the opening, close the print-cartridge door.

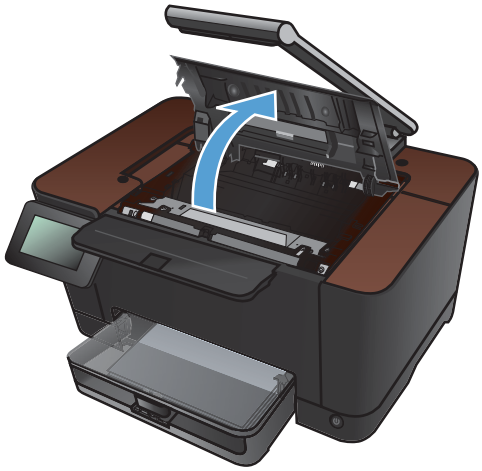


5. From the Home screen on the product control panel, touch the Supplies button.

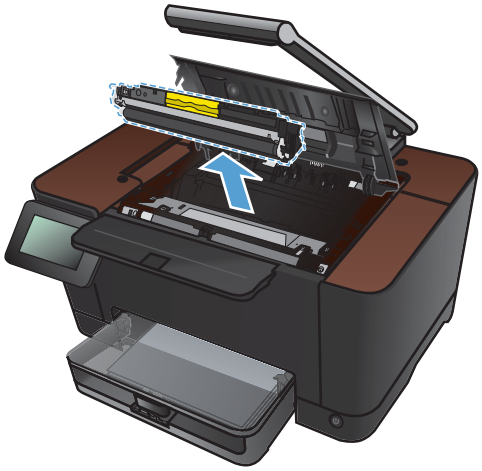
6. Touch the Cartridge Rotate button to move the print-cartridge carousel to the next position. A message informs you of which print cartridge the carousel is rotating to. Repeat this step until the print-cartridge carousel is in the correct position.

   NOTE: All doors must be closed when pressing the Cartridge Rotate button. Also, the imaging drum must be installed for the Cartridge Rotate button to work.

7. Wait until the **Rotating** message disappears and the rotation sounds stop, and then open the print-cartridge door.

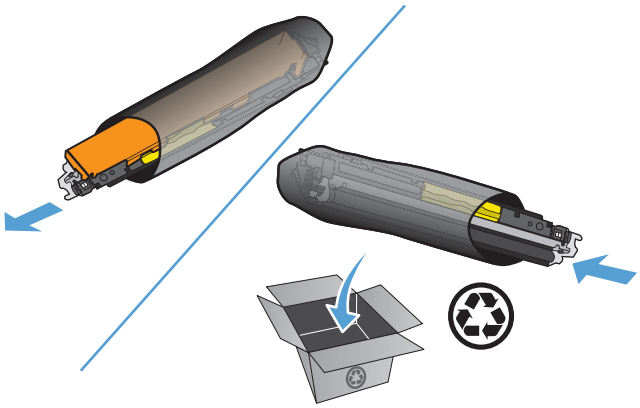


8. Grasp the old print cartridge by the center handle and remove it.

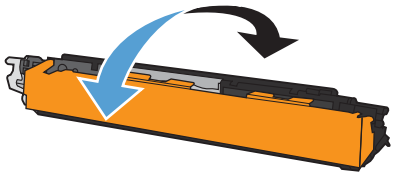


9. Remove the new print cartridge from the packaging. Place the used print cartridge in the bag and box for recycling.

   CAUTION: To prevent damage to the print cartridge, hold the print cartridge at each end. Do not touch the roller on the print cartridge.



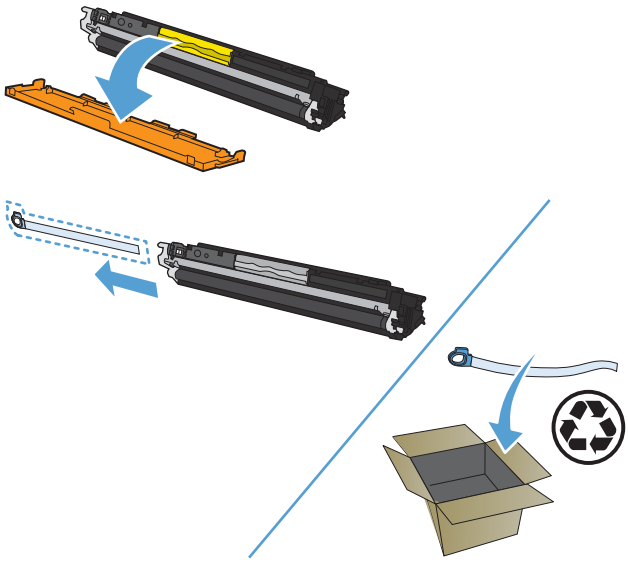
10. Grasp both sides of the new print cartridge and gently rock it to distribute the toner evenly.



11. Grasp the print cartridge by the center handle and remove the protective plastic shield.

    NOTE: Do not touch the print cartridge roller. Fingerprints on the roller can cause print-quality problems.

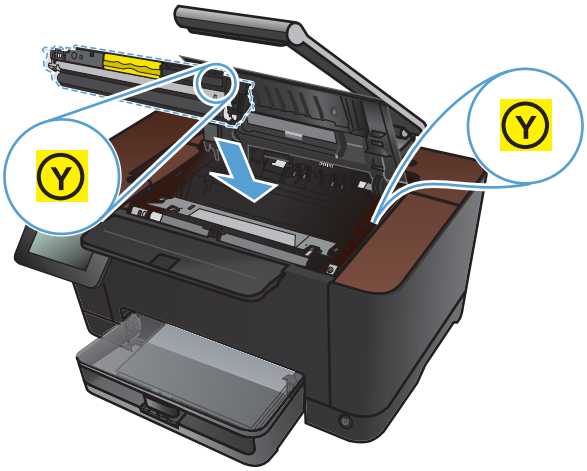
12. Remove the sealing tape from the print cartridge. Place the tape in the print-cartridge box to return for recycling.



13. Grasp the print cartridge by the center handle and insert the print cartridge into the product.

    NOTE: Compare the color label on the print cartridge to the color label in the carousel slot to make sure the print cartridge color matches the carousel position. (The black carousel position has no label.)

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

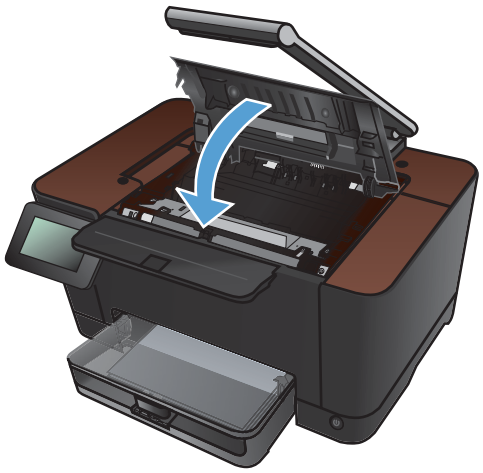


14. Close the print cartridge door.

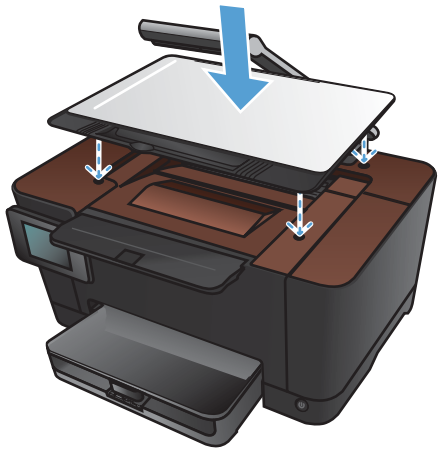
    NOTE: After closing the print cartridge door, the control panel shows the **Calibrating...** message. Allow a few minutes for the product to calibrate.

    NOTE: If you need to replace another print cartridge, you must close the print cartridge door before touching the Cartridge Rotate button again.

    You do not need to wait for the product to calibrate when replacing the second print cartridge. Instead, touch the Cartridge Rotate button to rotate the carousel into position. After you have replaced the print cartridges, the product calibrates.



15. Reinstall the capture stage.



16. Lower the camera arm.

    NOTE: Lower the camera arm to protect the camera lens cover from damage.

Replace the imaging drum

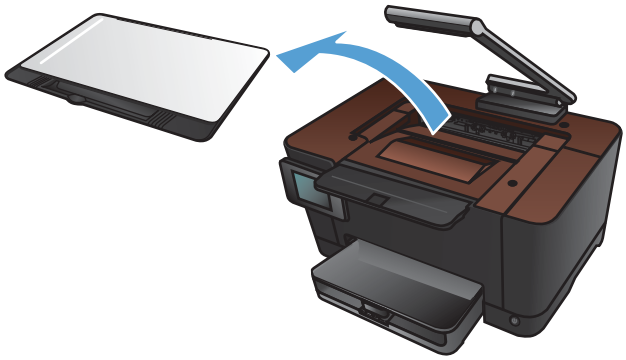
NOTE: The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on the supplies status page. The HP Premium Protection Warranty applies only to the print cartridges for the product.

CAUTION: Do not remove the imaging drum from its package until you are ready to use it.

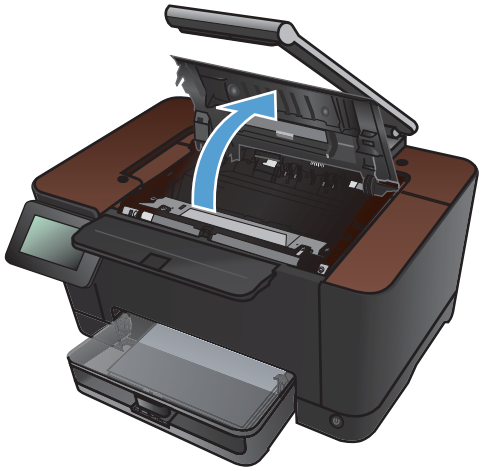
1. Remove the paper from the input tray.

2. Raise the camera arm to the fully open position.

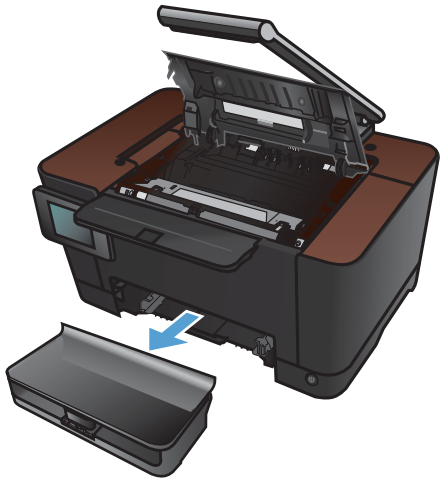
3. Remove the capture stage and set it aside.



4. Open the print-cartridge door.

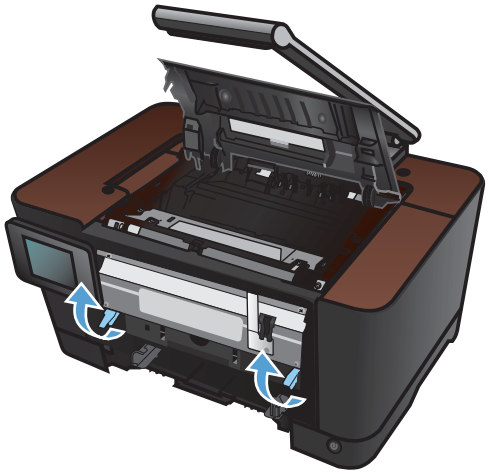


5. Pull the input tray straight out to remove it.



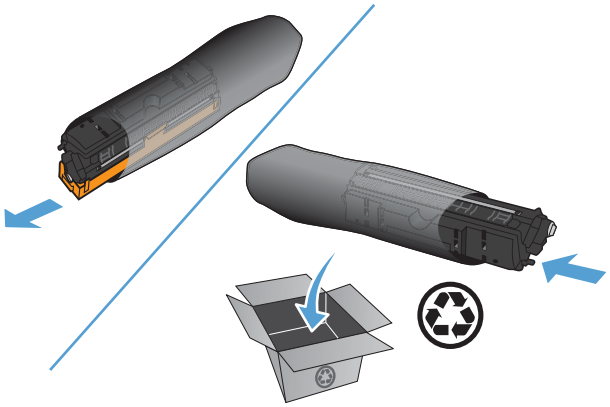
6. Pull out on the top right portion of the front cover, and rotate it forward to release the right side. Remove the front cover from the product.

7. Lift the two levers that hold the imaging drum.



8. Remove the old imaging drum.

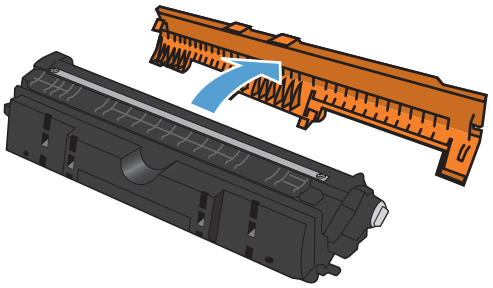
9. Remove the new imaging drum from the packaging. Place the used imaging drum in the bag and box for recycling.



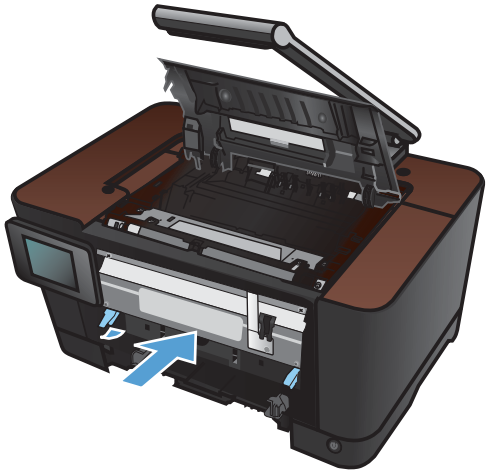
10. Remove the protective shielding from the new imaging drum.

    CAUTION: To prevent damage, do not expose the imaging drum to light. Cover it with a piece of paper.

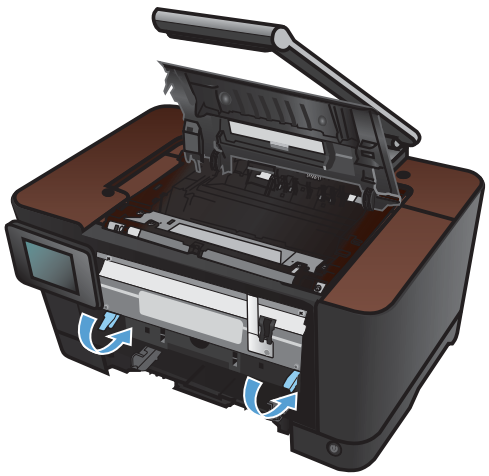
    CAUTION: Do not touch the green roller. Fingerprints on the imaging drum can cause print-quality problems.



11. Insert the new imaging drum in the product.



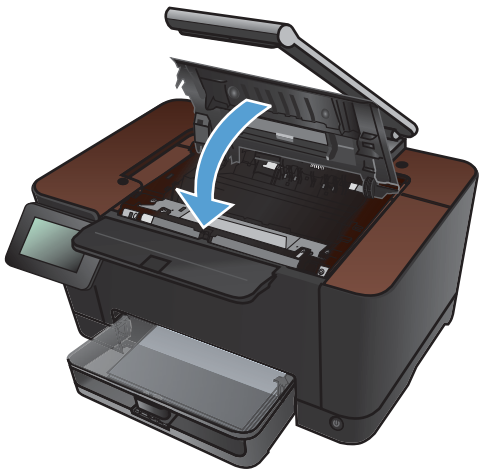
12. Lower the two levers that hold the imaging drum.



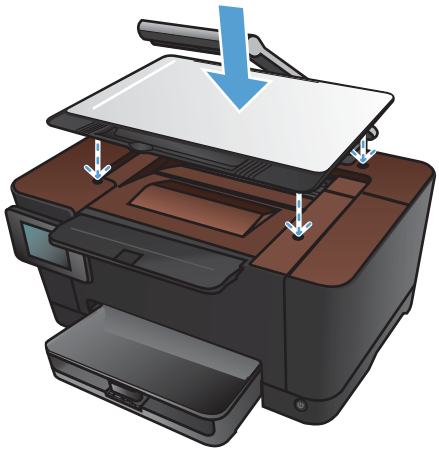
13. Reinstall the front cover. Insert the left side first, and then rotate the cover into place.

14. Reinstall the input tray.

15. Close the print-cartridge door.



16. Reinstall the capture stage.

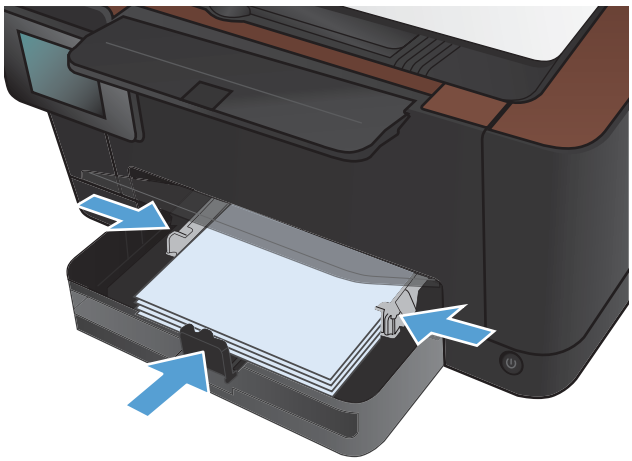


17. Lower the camera arm.

    NOTE: Lower the camera arm to protect the camera lens cover from damage.

18. Load the paper in the input tray.

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



8 Solve problems

- Solve problems checklist
- Restore the factory-set defaults
- Control panel help system
- Paper feeds incorrectly or becomes jammed
- Clear jams
- Improve print quality
- Improve copy quality
- The product prints slowly
- Solve USB connection problems
- Solve wired network problems
- Solve wireless network problems
- Solve product software problems with Windows
- Solve product software problems with Mac OS X
- Remove software (Windows)
- Remove software (Mac OS X)

Solve problems checklist

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

- Step 1: Make sure that the product is set up correctly
- Step 2: Check the cabling or wireless connection
- Step 3: Check the control panel for error messages
- Step 4: Check the paper
- Step 5: Check the software
- Step 6: Test print functionality
- Step 7: Test copy functionality
- Step 8: Check the supplies
- Step 9: Try sending a print job from a computer

Step 1: Make sure that the product is set up correctly

1. Press the power button to turn on the product or to deactivate the Auto-Off mode.
2. Check the power-cable connections.
3. Make sure that the line voltage is correct for the product power configuration. (See the label that is inside the product front cover for voltage requirements.) If you are using a power strip and its voltage is not within specifications, plug the product directly into the wall. If it is already plugged into the wall, try a different outlet.
4. If none of these measures restores power, contact HP Customer Care.

Step 2: Check the cabling or wireless connection

1. Check the cable connection between the product and the computer. Make sure that the connection is secure.
2. Make sure that the cable itself is not faulty by using a different cable, if possible.
3. If the product is connected to a network, check the following items:
   - Check the light next to the network connection on the product. If the network is active, the light is green.
   - Make sure that you are using a network cable and not a phone cord to connect to the network.

- Make sure the network router, hub, or switch is turned on and that it is working correctly.
- If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.

4. If you are using a personal firewall system on the computer, it might be blocking communication with the product. Try temporarily disabling the firewall to see if it is the source of the problem.

Step 3: Check the control panel for error messages

The control panel should indicate ready status. If an error message appears, resolve the error.

Step 4: Check the paper

1. Make sure that the paper that you are using meets specifications.
2. Make sure that the paper is loaded correctly in the input tray.

Step 5: Check the software

1. Make sure that the product software is installed correctly.
2. Verify that you have installed the printer driver for this product. Check the program to make sure that you are using the printer driver for this product.

Step 6: Test print functionality

1. Print a configuration page.
2. If the page does not print, verify that the input tray contains paper.
3. If the page jams in the product, clear the jam.

Step 7: Test copy functionality

1. Place the configuration page onto the capture stage and make a copy.
2. If the print quality on the copied pages is not acceptable, clean the cover over the camera lens 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 capture stage. They might seep and damage the product.

Step 8: Check the supplies

Print a supplies status page and check remaining life of the print cartridges and imaging drum.

Step 9: Try sending a print job from a computer

1. Try printing the job from another computer that has the product software installed.
2. Check the USB or network cable connection. Direct the product to the correct port, or reinstall the software, selecting the connection type that you are using.
3. If the print quality is unacceptable, verify that the print settings are correct for the media that you are using.

Restore the factory-set defaults

1. On the product control panel, touch the Setup button.
2. Scroll to and touch the Service menu.
3. Scroll to and touch the Restore Defaults button, and then touch the OK button.

   The product automatically restarts.

Control panel help system

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

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

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

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

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

Paper feeds incorrectly or becomes jammed

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
4. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

Prevent paper jams

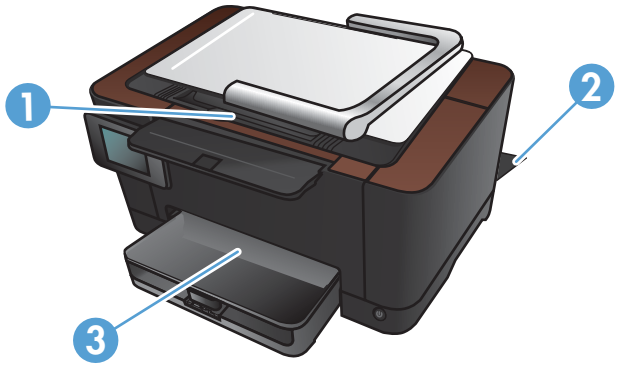
To reduce the number of paper jams, try these solutions.

1. Use only paper that meets HP specifications for this product.
2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
3. Use paper that has not previously been printed or copied on.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.
6. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

Clear jams

Jam locations

Jams can occur in these locations:



1	Output bin
2	Rear door
3	Input tray

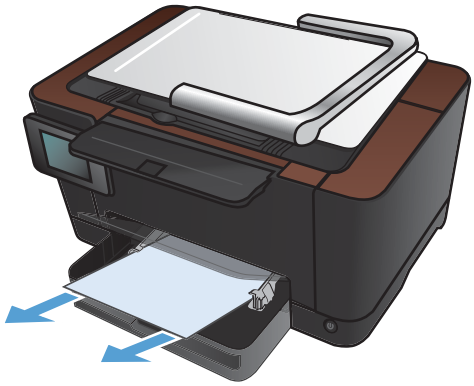
Loose toner might remain in the product after a jam. This problem typically resolves itself after a few sheets have been printed.

Clear jams from the input tray

1. Remove the paper from the input tray.

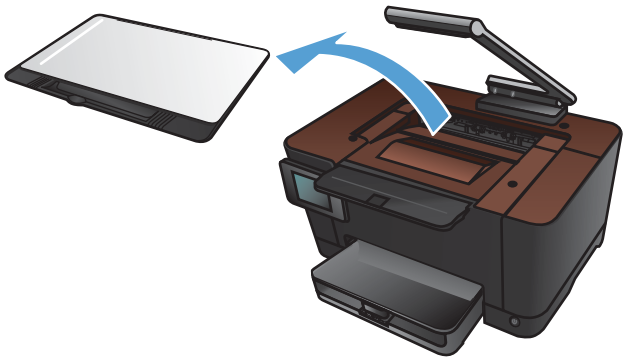
2. With both hands, grasp the paper, and carefully pull it free from the product.

   NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.

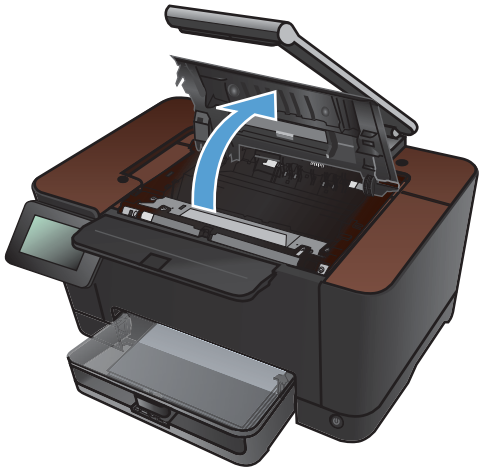


3. Raise the camera arm to the fully open position.

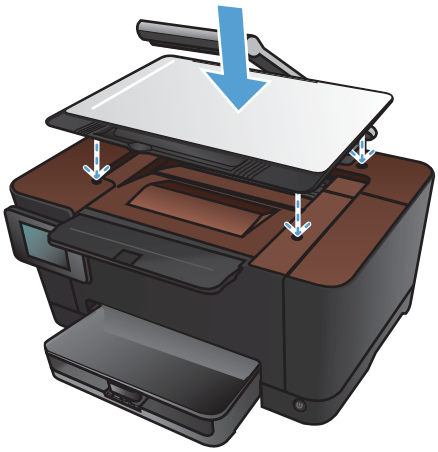
4. Remove the capture stage and set it aside.



5. Open and close the print cartridge door to reset the product.



6. Reinstall the capture stage.



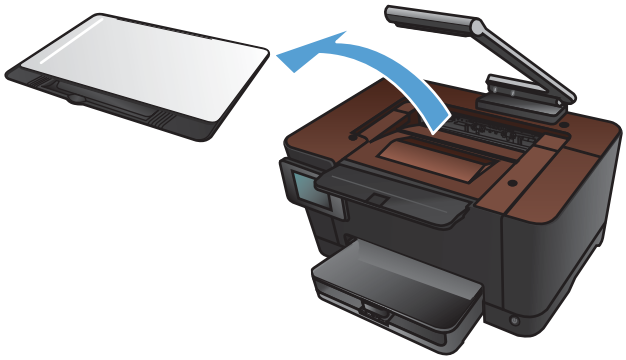
7. Lower the camera arm.

   NOTE: Lower the camera arm to protect the camera lens cover from damage.

Clear jams from the output bin

1. Raise the camera arm to the fully open position.

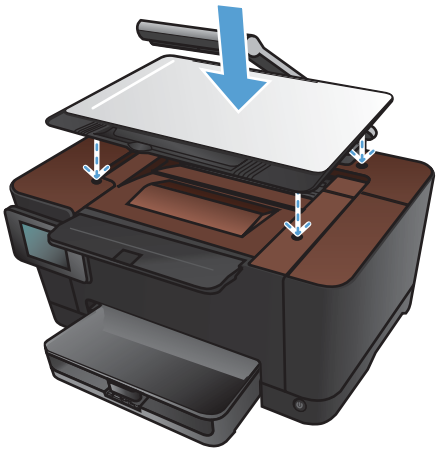
2. Remove the capture stage and set it aside.



3. With both hands, grasp the paper, and carefully pull it free from the product.

   NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.

4. Reinstall the capture stage.



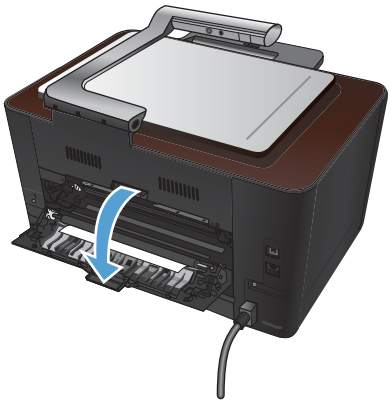
5. Lower the camera arm.

   NOTE: Lower the camera arm to protect the camera lens cover from damage.

Clear jams from the rear door

1. Open the rear door.

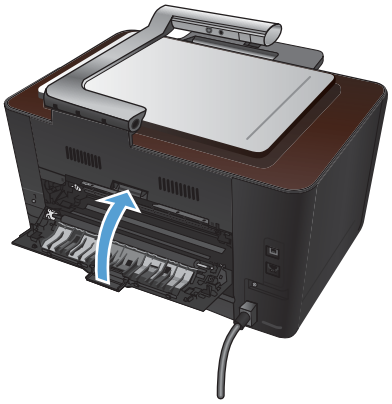
   CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



2. With both hands, grasp the paper, and carefully pull it free from the product.

   NOTE: If the sheet tears, remove all fragments before continuing. Do not use sharp objects to remove fragments.

3. Close the rear door.



Improve print quality

Check the paper type setting (Windows)

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.
- Printed pages are curled.
- Toner flakes off the printed pages.
- Printed pages have small unprinted areas.

1. From the software program, select the **Print** option.
2. Select the product, and then click the **Properties** or **Preferences** button.
3. Click the **Paper/Quality** tab.
4. From the **Type is** drop-down list, click the **More...** option.
5. Expand the list of **Type is** options.
6. Expand each category of paper types until you find the paper type that you are using.
7. Select the option for the type of paper you are using, and then click the **OK** button.

Check the paper type setting (Mac OS X)

Check the paper type setting if you are having any of the following problems:

- Toner is smearing on the printed pages.
- Repeated marks occur on the printed pages.
- Printed pages are curled.
- Toner flakes off the printed pages.
- Printed pages have small unprinted areas.

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

6. Select a type from the **Media-type** drop-down list.
7. Click the **Print** button.

Use paper that meets HP specifications

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

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

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

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

Print a cleaning page

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

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

Use the following procedure to print a cleaning page.

1. From the Home screen, touch the Setup button.
2. Touch the Service menu.
3. Touch the Cleaning Page button.
4. Load plain letter or A4 paper when you are prompted.
5. Touch the OK button to begin the cleaning process.

   A page feeds through the product slowly. Discard the page when the process is completed.

Calibrate the product to align the colors

If the printed output has colored shadows, blurry graphics, or areas that have poor color, you might need to calibrate the product to align the colors. Print the diagnostics page from the Reports menu on the control panel to check the color alignment. If the blocks of color on that page are not aligned with each other, you need to calibrate the product.

1. On the product control panel, open the System Setup menu.
2. Open the Print Quality menu, and select the Color Calibration item.
3. Select the Calibrate Now option.

Check the estimated remaining life for the print cartridges and imaging drum

Check each print cartridge, and replace it if necessary, if you are having any of the following problems:

- The printing is too light or seems faded in areas.
- Printed pages have small unprinted areas.
- Printed pages have streaks or bands.

NOTE: If you are using a draft print setting, the printing might appear light.

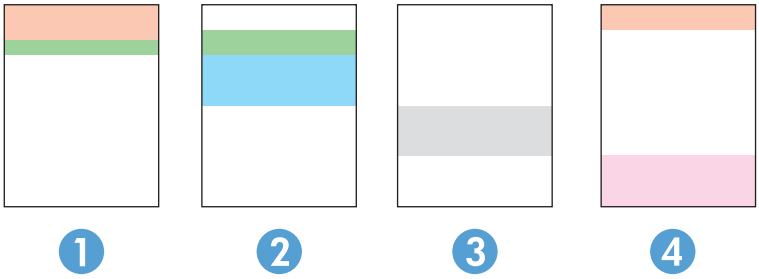
The supplies status page indicates the estimated life remaining in print cartridges and the imaging drum. It also lists the part number for the correct genuine HP print cartridges and imaging drum for your product so you can order replacements.

1. On the product control panel, open the Reports menu.
2. Select the Supplies Status page to print it.

Interpret the Print Quality Page

1. On the product control panel, open the Reports menu.
2. Select the Print Quality Page item to print it.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular print cartridge.

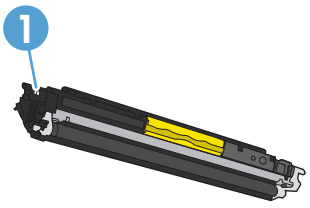


Section	Print-cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If dots or streaks appear in only one of the groups, replace the print cartridge that correlates with that group.
- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that print cartridge.
- If streaks appear in multiple color bands, contact HP. A component other than the print cartridge is probably causing the problem.

Inspect the print cartridges and imaging drum for damage

1. Remove the print cartridge from the product, and examine it for damage. Locate the memory tag on the end of the print cartridge and make sure it is not damaged.

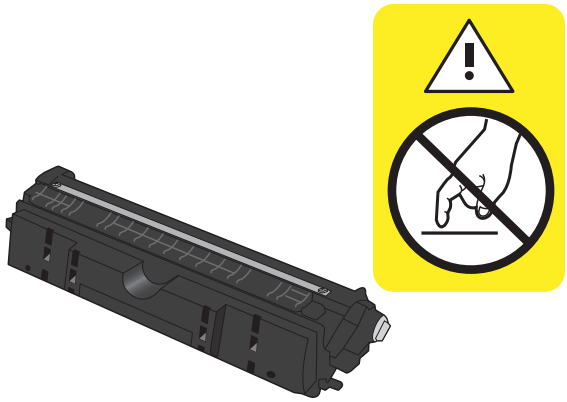


1	Print cartridge memory tag

2. If the print cartridge does not appear to be damaged, rock the print cartridge gently several times and reinstall it. Print a few pages to see if the problem is resolved.

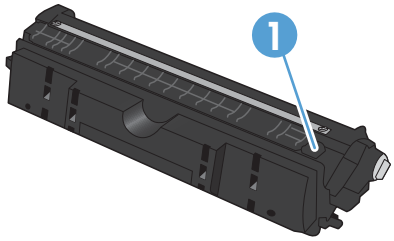
3. If the problem is not resolved, remove the imaging drum from the product, and examine the surface.

CAUTION: Do not touch the green roller. 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 imaging drum.

5. Locate the memory tag on the imaging drum, and make sure it is not damaged.



1	Imaging drum memory tag

Fix defects that repeat on the page

If defects repeat at any of the following intervals on the page, a print cartridge or the imaging drum might be damaged.

- 22 mm (print cartridge)
- 26 mm (imaging drum)
- 29 mm (print cartridge)
- 94 mm (imaging drum)

Improve copy quality

If print quality problems occur only in copied documents, try these solutions.

- Make sure the copy settings on the product control panel are adjusted for the type of document and paper you are using.
- Make sure the camera arm is raised completely.

NOTE: Do not touch the camera arm during the copy process. Due to its sensitivity, camera-arm movement can cause image quality problems.

Clean the camera lens cover

If the print quality on the copied pages is not acceptable, clean the cover over the camera lens 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 capture stage. They might seep and damage the product.

Solve problems with cropped copies

The product cannot print fully edge-to-edge. The maximum printing area is 203.2 x 347 mm (8 x 13.7 in), leaving a 4 mm (1/6 in) unprintable border around the page.

- When the original is smaller than the output size, move the original 4 mm (1/6 in) away from the corner of the capture stage. Recopy in this position.
- When the original is the size of the desired output, use the Reduce/Enlarge feature to reduce the image so the copy is not cropped.

The product prints slowly

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

- The use of special paper (such as transparencies, heavy paper, and custom-size paper)
- Print quality settings in the printer driver
- Product processing and download time
- The complexity and size of graphics
- The speed of the computer you are using
- The USB or network connection
- The product I/O configuration

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

1. Make sure the computer meets the minimum specifications for this product. For a list of specifications, go to this Web site: www.hp.com/support/LJColorMFPM275nw.
2. When you configure the product to print on some paper types, such as heavy paper, the product prints more slowly so it can correctly fuse the toner to the paper. If the paper type setting is not correct for the type of paper you are using, change the setting to the correct paper type.
3. When you configure the product to print at a high level of print quality, the product prints more slowly. Change the print quality settings to change the print speed.
4. If your computer or the product is connected to a wireless network, low signal quality or interference might be delaying print jobs.
5. The product might be in cool-down mode. Wait for the product to cool.

Solve USB connection problems

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

- Verify that the cable is connected to the computer and to the product.
- Verify that the cable is not longer than 5 m (16.4 ft). Try using a shorter cable.
- Verify that the cable is working correctly by connecting it to another product. Replace the cable if necessary.

Solve wired network problems

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

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

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

Poor physical connection

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

The computer is using the incorrect IP address for the product

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

The computer is unable to communicate with the product

1. Test network communication by pinging the network.

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

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

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

   c. If the window displays round-trip times, the network is working.

2. If the ping command failed, verify that the network hubs are on, and then verify that the network settings, the product, and the computer are all configured for the same network.

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The product is disabled, or other network settings are incorrect

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

Solve wireless network problems

Wireless connectivity checklist

- Verify that the network cable is not connected.
- Verify that the product and the wireless router are turned on and have power. Also make sure that the wireless radio in the product 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 product as it is for the wireless access point (on networks using WPA security).
- Verify that the product is within the range of the wireless network. For most networks, the product 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 product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.
- Verify that the product 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 printer driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and product connect to the same wireless network.

The product does not print after the wireless configuration completes

1. Make sure that the product 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.

The product 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 product or try to print, make sure you allow the programs to run.
3. Temporarily turn off the firewall, and then install the wireless product 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 product

Make sure that the router or product connects to the same network that your computer connects to.

1. Print a configuration page.
2. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.
3. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the product.

Cannot connect more computers to the wireless product

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 product is turned on and in the ready state.
3. Turn off any third-party firewalls on your computer.
4. Make sure that the wireless network is working correctly.
5. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless product 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**, and then type `cmd`.
   b. Type `ping` followed by the router IP address.

      For Mac OS X, open the Network Utility, and then supply the IP address in the correct field in the **Ping** pane.
   c. If the window displays round-trip times, the network is working.
4. Make sure that the router or product 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 product.

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 products on the network.

Solve product software problems with Windows

A printer driver for the product is not visible in the Printer folder

1. Reinstall the product software.

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

2. Try plugging the USB cable into a different USB port on the computer.

An error message was displayed during the software installation

1. Reinstall the product software.

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

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

3. If necessary, run the Disk Defragmenter, and reinstall the product software.

The product is in Ready mode, but nothing prints

1. Print a configuration page, and verify the product functionality.

2. Verify that all of the cables are correctly seated and within specifications. This includes the USB and power cables. Try a new cable.

3. Verify the IP address on the configuration page matches the IP address for the software port. Use one of the following procedures:

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

a. Click **Start**.

b. Click **Settings**.

c. Click **Printers and Faxes** (using the default Start menu view) or click **Printers** (using the Classic Start menu view).

d. Right-click the product driver icon, and then select **Properties**.

e. Click the **Ports** tab, and then click **Configure Port**.

f. Verify the IP address, and then click **OK** or **Cancel**.

g. If the IP addresses are not the same, delete the driver, and reinstall the driver using the correct IP address.

Windows 7

a. Click **Start**.

b. Click **Devices and Printers**.

c. Right-click the product driver icon, and then select **Printer properties**.

d. Click the **Ports** tab, and then click **Configure Port**.

e. Verify the IP address, and then click **OK** or **Cancel**.

f. If the IP addresses are not the same, delete the driver, and reinstall the driver using the correct IP address.

Solve product software problems with Mac OS X

- The printer driver is not listed in the Print & Fax list
- The product name does not appear in the product list in the Print & Fax list
- The printer driver does not automatically set up the selected product in the Print & Fax list
- A print job was not sent to the product that you wanted
- When connected with a USB cable, the product does not appear in the Print & Fax list after the driver is selected.
- You are using a generic printer driver when using a USB connection

The printer driver is not listed in the Print & Fax list

1. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.
2. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.

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

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

The printer driver does not automatically set up the selected product in the Print & Fax list

1. Make sure that the cables are connected correctly and the product is on.
2. Make sure that the product .GZ file is in the following hard-drive folder: `Library/Printers/PPDs/Contents/Resources`. If necessary, reinstall the software.
3. If the GZ file is in the folder, the PPD file might be corrupt. Delete the file and then reinstall the software.
4. Replace the USB or network cable with a high-quality cable.

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

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

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

Software troubleshooting

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

Hardware troubleshooting

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

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

You are using a generic printer driver when using a USB connection

If you connected the USB cable before you installed the software, you might be using a generic printer driver instead of the driver for this product.

1. Delete the generic printer driver.
2. Reinstall the software from the product CD. Do not connect the USB cable until the software installation program prompts you.
3. If multiple printers are installed, make sure that you have selected the correct printer in the **Format For** drop-down menu in the **Print** dialog box.

Remove software (Windows)

Windows XP

1. Click **Start**, and then click **Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

Windows Vista and Windows 7

1. Click **Start**, and then click **All Programs**.
2. Click **HP**, and then click the product name.
3. Click **Uninstall**, and then follow the onscreen instructions to remove the software.

Remove software (Mac OS X)

You must have administrator rights to remove the software.

1. Disconnect the product from the computer.
2. Open **Applications**.
3. Select **Hewlett Packard**.
4. Select **HP Uninstaller**.
5. Select the product from the list of devices, and then click the **Uninstall** button.
6. After the software is uninstalled, restart the computer and empty the Trash.

9 Supplies and accessories

- Order parts, accessories, and supplies
- HP policy on non-HP supplies
- HP anticounterfeit Web site

Order parts, accessories, and supplies

HP original print cartridge, imaging drum, 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.

Item	Part number	Cartridge number	Description
HP LaserJet print cartridge	CE310A	126A	Black print cartridge with HP ColorSphere toner
	CE311A	126A	Cyan print cartridge with HP ColorSphere toner
	CE312A	126A	Yellow print cartridge with HP ColorSphere toner
	CE313A	126A	Magenta print cartridge with HP ColorSphere toner
Imaging drum	CE314A		Replacement imaging drum
USB 2.0 printer cable	C6518A		(2-meter standard) A-to-B cable

NOTE: The imaging drum installed in this product is covered by the product warranty. Replacement imaging drums have a one-year limited warranty from the date of installation. The imaging drum installation date displays on the supplies status page. HP's Premium Protection Warranty applies only to the print cartridges for the product.

HP policy on non-HP supplies

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges and imaging drums, either new or remanufactured.

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

HP anticounterfeit Web site

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

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

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

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