

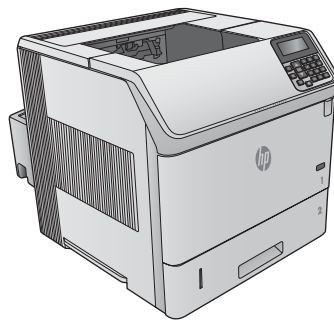


LaserJet Enterprise M604, M605, M606

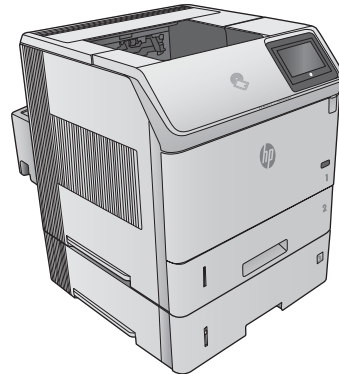
User Guide



M604n
M605n



M604dn
M605dn
M606dn



M605x
M606x



www.hp.com/support/ljM604
www.hp.com/support/ljM605
www.hp.com/support/ljM606



HP LaserJet Enterprise M604, M605, M606

User Guide

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1 Product overview

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

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

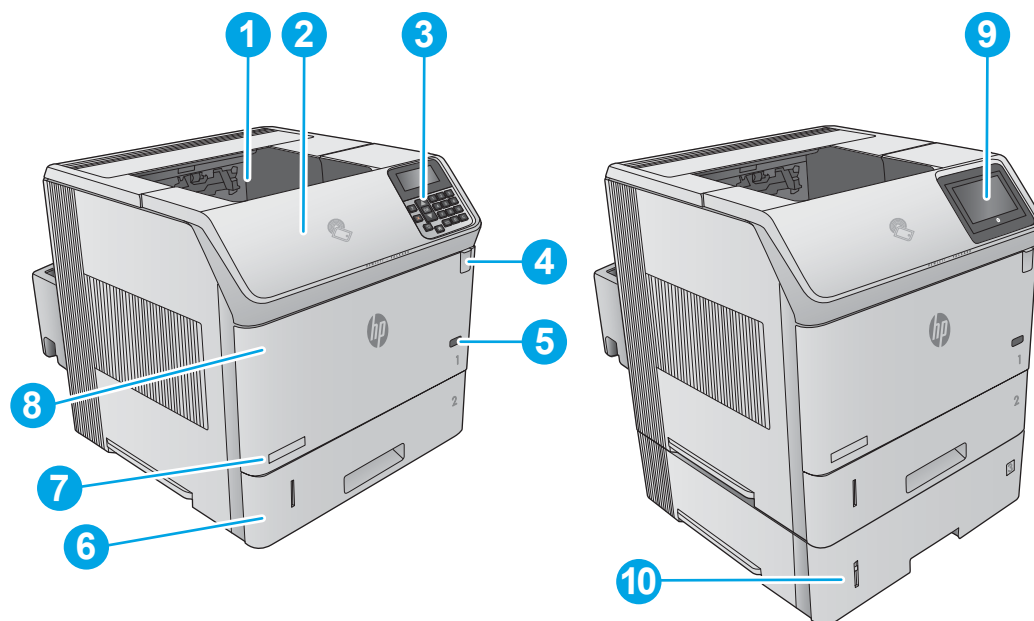
HP's all-inclusive help for the product includes the following information:

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

Product views

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

Product front view



1 Standard output bin

2 Top cover (access to the toner cartridge)

3 4-line LCD control panel with keypad (n and dn models only)

4 Easy-access USB port

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

NOTE: An administrator must enable this port before use.

5 On/off button

6 Tray 2

7 Model name

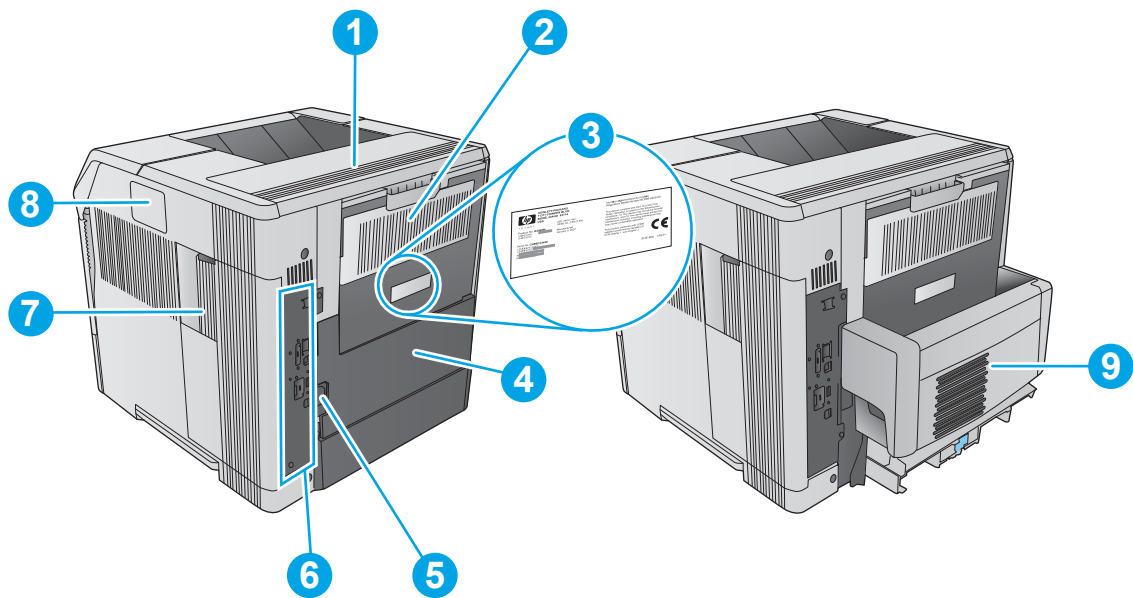
8 Tray 1

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

10 1 x 500-sheet feeder (included with the x model, optional for the other models)

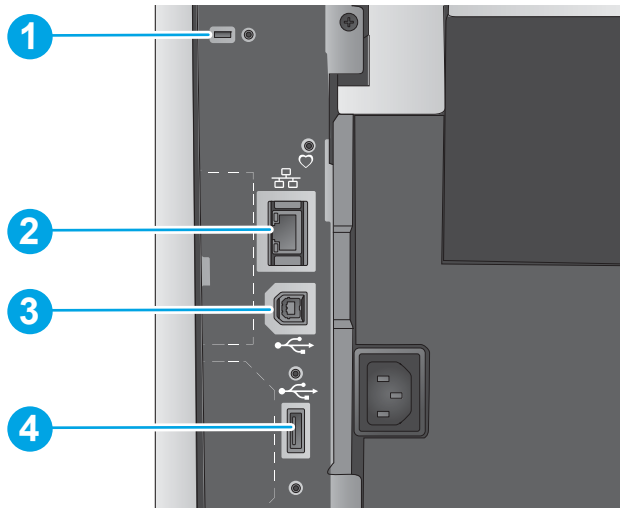
NOTE: The product accepts up to four 1 x 500-sheet feeders, or three 1 x 500-sheet feeders and one 1,500-sheet high-capacity input tray.

Product back view



1	Output-accessory cover
2	Rear output bin
3	Serial number and product number label
4	Duplex accessory cover (n model only)
5	Power connection
6	Formatter (contains the interface ports)
7	Formatter cover
8	Hardware integration pocket (for connecting accessory and third-party devices)
9	Automatic duplex printing accessory (included with the dn and x models, optional for the n model)

Interface ports

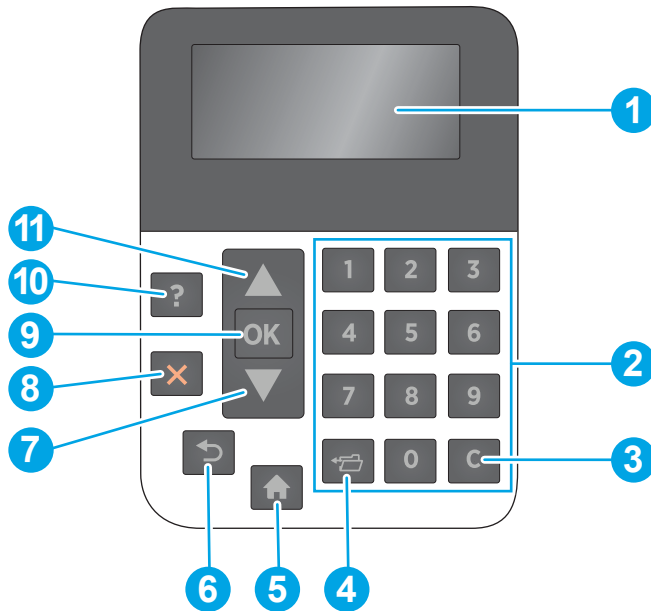


-
- | | |
|---|---|
| 1 | Slot for a cable-type security lock |
| 2 | Local area network (LAN) Ethernet (RJ-45) network port |
| 3 | Hi-Speed USB 2.0 printing port |
| 4 | USB port for connecting external USB devices (this port might be covered) |
-

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

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

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





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

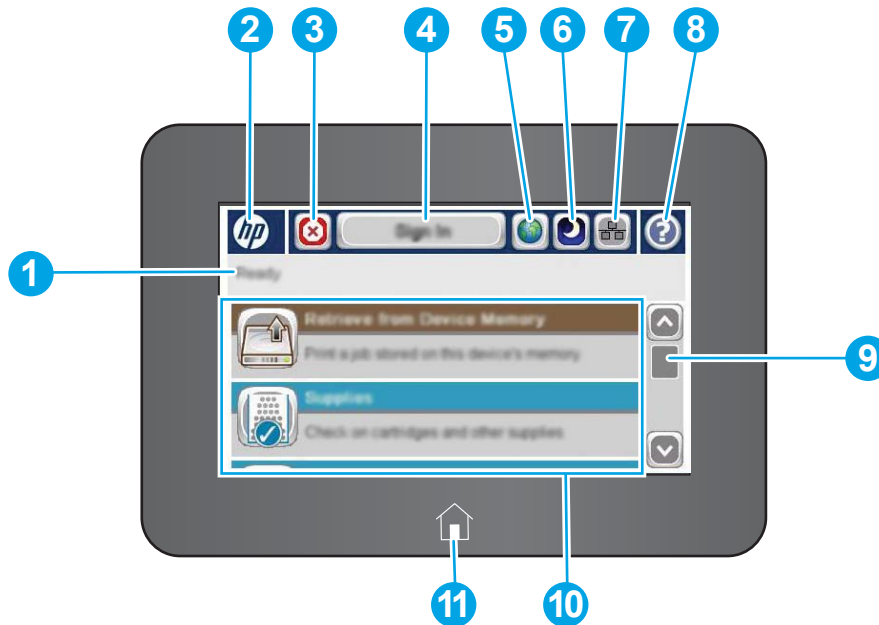
Control-panel view (touchscreen control panel, x models only)



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


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

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

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



1	Product status	The status line provides information about the overall product status.
2	HP logo or Home button	On any screen other than the Home screen, the HP logo changes to a Home  button. Touch the Home  button to return to the Home screen.
3	Stop button	Touch the Stop button to pause the current job. The Job Status screen opens and provides options to cancel or continue the job.
4	Sign In or Sign Out button	Touch the Sign In button to access secured features. Touch the Sign Out button to sign out of the product. The product restores all options to the default settings.
5	Language Selection button	Touch the Language Selection button to select the language for the control-panel display.
6	Sleep button	Touch the Sleep button to put the product into Sleep mode.
7	Network button	Touch the Network button to find information about the network connection.
8	Help button	Touch the Help button to open the embedded help system.
9	Scroll bar	Use the scroll bar to see the complete list of available features.

10	Features	Depending on the product configuration, the features that appear in this area can include any of the following items:
		<ul style="list-style-type: none"><li data-bbox="579 254 831 277">• Save to Device Memory<li data-bbox="579 304 791 327">• Retrieve from USB<li data-bbox="579 354 890 378">• Retrieve from Device Memory<li data-bbox="579 405 719 428">• Job Status<li data-bbox="579 455 703 478">• Supplies<li data-bbox="579 506 676 529">• Trays<li data-bbox="579 556 759 579">• Administration<li data-bbox="579 606 804 630">• Device Maintenance
11	Home button	Touch the Home  button to return to the product Home screen at any time.

Product specifications



IMPORTANT: The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

Technical specifications

Model name		M604n, M605n	M604dn, M605dn, M606dn	M605x, M606x
Product number		E6B67A, E6B69A	E6B68A, E6B70A, E6B72A	E6B71A, E6B73A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (500-sheet capacity)	✓	✓	✓
	1 x 500-sheet paper feeder	Optional	Optional	✓
	NOTE: The product supports up to four optional paper feeders.			
	1,500-sheet high-capacity feeder	Optional	Optional	Optional
	NOTE: This accessory can be combined with up to three 1 x 500-sheet paper feeders.			
	Printer stand	Optional	Optional	Optional
	Automatic duplex printing	Optional	✓	✓
	Envelope feeder for printing up to 75 envelopes	Optional	Optional	Optional
	Custom media tray for printing small-size paper (replaces the standard Tray 2)	Optional	Optional	Optional
500-sheet stapler/stacker	Optional	Optional	Optional	
500-sheet stacker	Optional	Optional	Optional	
500-sheet 5-bin mailbox	Optional	Optional	Optional	
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓

Model name		M604n, M605n	M604dn, M605dn, M606dn	M605x, M606x
Product number		E6B67A, E6B69A	E6B68A, E6B70A, E6B72A	E6B71A, E6B73A
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓
	HP Internal USB Ports	Optional	Optional	Optional
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Not supported
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	✓
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
Memory	512 MB base memory, expandable to 1.0 GB or 1.5 GB by adding DIMM memory modules	✓	✓	✓
	HP Secure High-Performance Hard Disk	Optional	Optional	Optional
Security	HP Trusted Platform Module for encrypting all data that passes through the product	Optional	Optional	Optional
Control-panel display and input	4-line graphical display with 10-key keypad	✓	✓	Not supported
	Constant-view, color touchscreen control panel	Not supported	Not supported	✓
Print	Prints 50 pages per minute (ppm) on A4 and 52 ppm on letter-size paper	M604n	M604dn	
	Prints 56 ppm on A4 and 58 ppm on letter-size paper	M605n	M605dn	M605x
	Prints 63 ppm on A4 and 65 ppm on letter-size paper		M606dn	M606x
	Easy-access USB printing (no computer required)	✓	✓	✓

Supported operating systems

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


Windows: The HP Software Installer CD installs the “HP PCL.6” or “HP PCL 6” version 3 driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the “HP PCL-6” version 4 print driver from the product-support Web site for this product: www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.


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

1. Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.
2. Select **Support Options**, and then under **Download Options** select **Drivers, Software & Firmware**.
3. Click the operating system version, and then click the **Download** button.

Operating system	Driver installed	Notes
Windows® XP SP3, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Use UPD drivers for 64-bit operating systems. Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Use UPD drivers for 64-bit operating systems.
Windows Server 2003 SP2, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Use UPD drivers for 64-bit operating systems. Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system.
Windows 7 SP1, 32-bit and 64-bit	The “HP PCL 6” product-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The “HP PCL 6” product-specific print driver is installed for this operating system as part of the full software installation.	Windows 8 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows 8.1, 32-bit and 64-bit	The “HP PCL 6” product-specific print driver is installed for this operating system as part of the full software installation.	Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32-bit driver.
Windows Server 2008 SP2, 32-bit	The “HP PCL.6” product-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.

Operating system	Driver installed	Notes
Windows Server 2008 SP2, 64-bit	The "HP PCL 6" product-specific print driver is installed for this operating system as part of the full software installation.	
Windows Server 2008 R2, SP 1, 64-bit	The "HP PCL 6" product-specific print driver is installed for this operating system as part of the full software installation.	
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the "HP PCL 6" version 3 and "HP PCL-6" version 4 product-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
Windows Server 2012 R2, 64 bit	The software installer does not support Windows Server 2012 but the "HP PCL 6" and "HP PCL-6" version 4 product-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.7 Lion, OS X 10.8 Mountain Lion, and OS X 10.9 Mavericks	The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD.	For OS X, download the full installer from the support Web site for this product. <ol style="list-style-type: none"> Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606. Select Support Options, and then under Download Options select Drivers, Software & Firmware. Click the operating system version, and then click the Download button.


 **NOTE:** For a current list of supported operating systems, go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606 for HP's all-inclusive help for the product.

 **NOTE:** For details on client and server operating systems and for HP UPD PCL6, UPD PCL 5, and UPD PS driver support for this product, go to www.hp.com/go/upd. Under **Additional information**, click **Link to Supported products**.

Mobile printing solutions

The product supports the following software for mobile printing:

- HP ePrint software

 **NOTE:** The HP ePrint Software supports the following operating systems: Windows 7 SP 1 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); Windows 8.1 (32-bit and 64-bit); and OS X versions 10.6 Snow Leopard, 10.7 Lion, 10.8 Mountain Lion, and 10.9 Mavericks.

- HP ePrint via email (Requires HP Web Services to be enabled and the product to be registered with HP Connected)
- HP ePrint app (Available for Android, iOS, and Blackberry)
- ePrint Enterprise app (Supported on all products with ePrint Enterprise Server Software)
- HP Home and Biz app (Available for Symbian/Nokia devices)

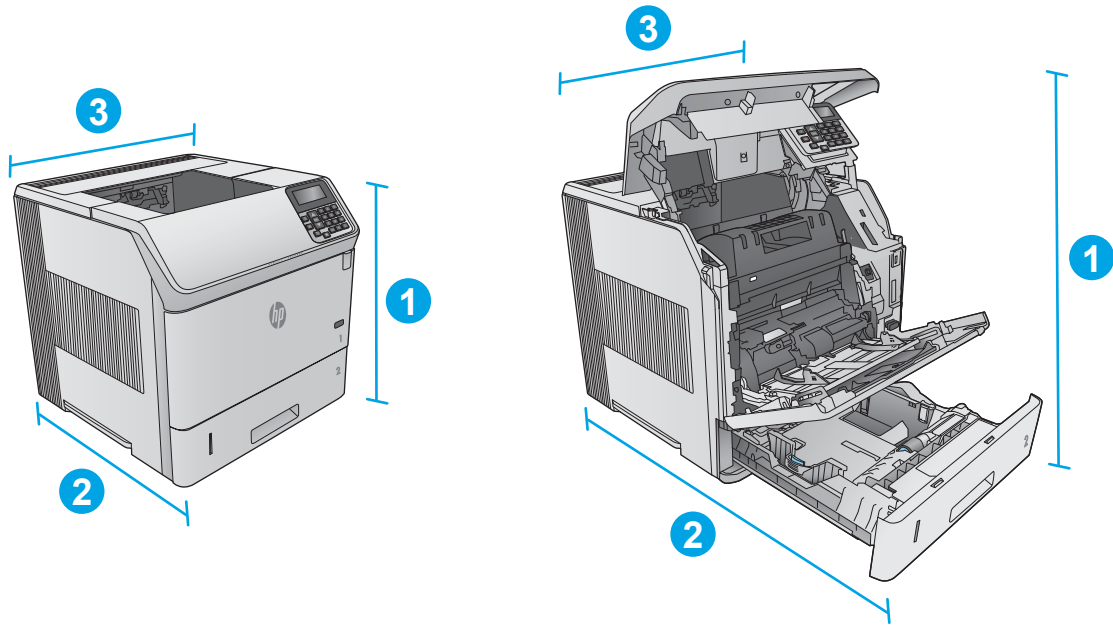
- Google Cloud Print 1.0 (Requires the product to be registered with HP Connected and then registered with Google Cloud)
- AirPrint
- Android Printing

Product dimensions

The following illustrations show the dimensions for the products as sold, for the optional input and output accessories, and for several sample configurations of the product combined with optional accessories.

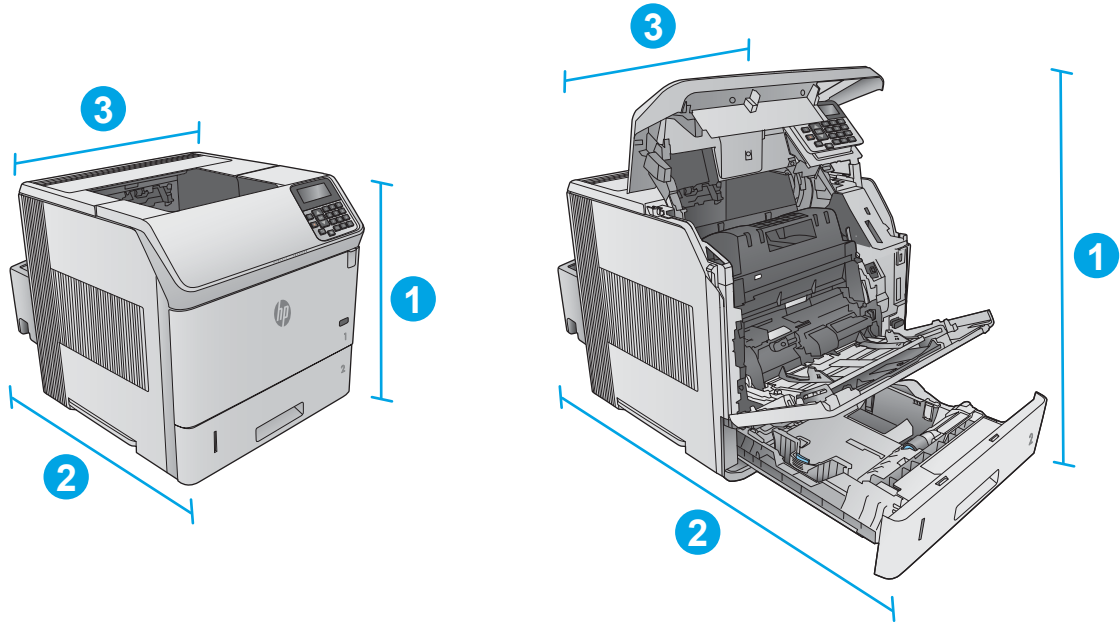
Dimensions for the products, as sold

Figure 1-1 Dimensions for the n models



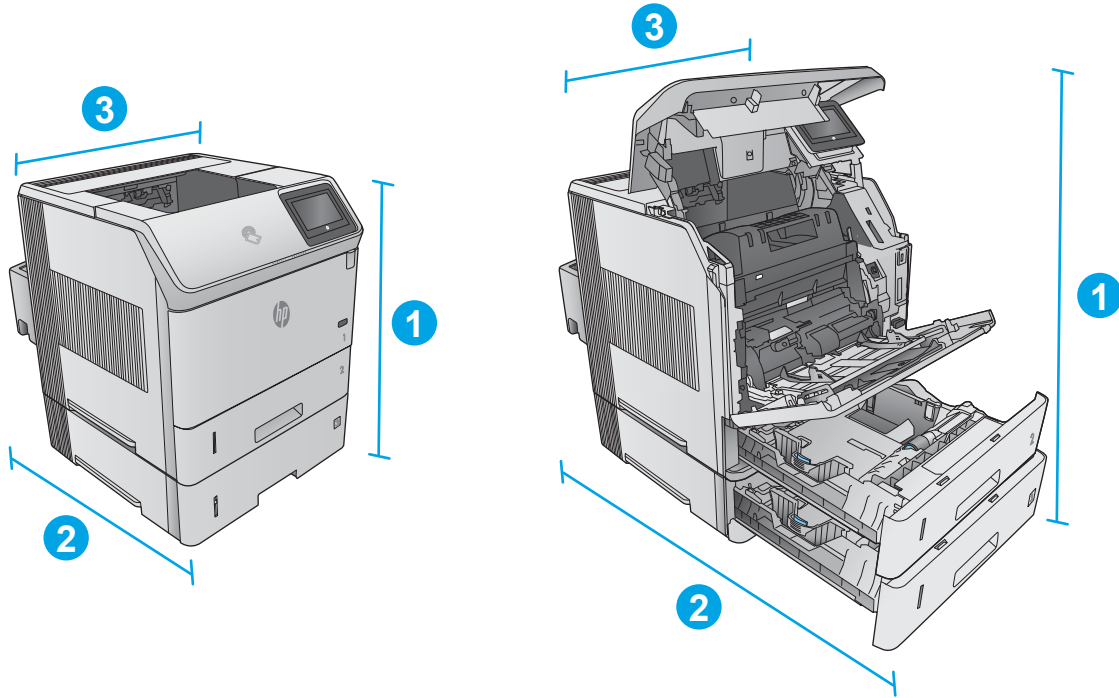
	Product fully closed	Product fully opened
1. Height	399 mm (15.7 in)	574 mm (22.5 in)
2. Depth	451 mm (17.8 in)	754 mm (29.7 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	22.6 kg (49.7 lb)	

Figure 1-2 Dimensions for the dn models



	Product fully closed	Product fully opened
1. Height	399 mm (15.7 in)	574 mm (22.5 in)
2. Depth	537 mm (21.1 in)	840 mm (33 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	25.9 kg (57 lb)	

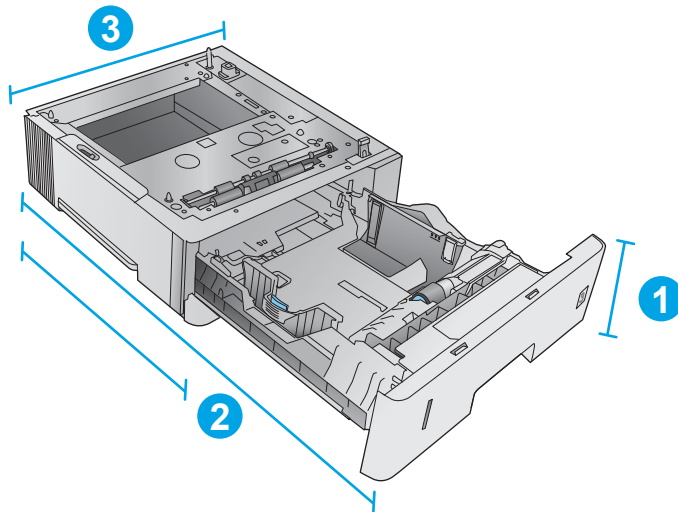
Figure 1-3 Dimensions for the x models



	Product fully closed	Product fully opened
1. Height	521 mm (20.5 in)	695 mm (27.4 in)
2. Depth	537 mm (21.1 in)	840 mm (33 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	32.5 kg (71.5 lb)	

Dimensions for the input and output accessories

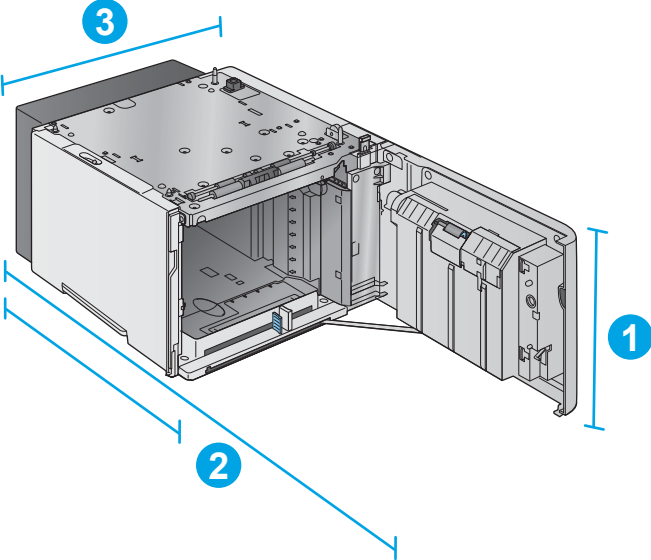
Figure 1-4 Dimensions for the 1 x 500-sheet paper feeder



1. Height	121 mm (4.8 in)
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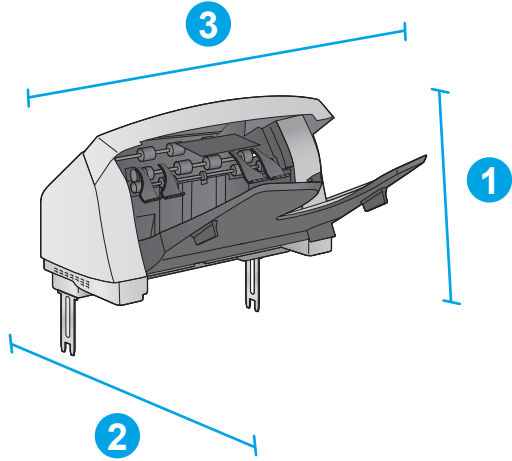
2. Depth	Tray closed: 448 mm (17.7 in) Tray opened: 864 mm (34 in)
3. Width	415 mm (16.3 in)
Weight	6.7 kg (14.7 lb)

Figure 1-5 Dimensions for the 1,500-sheet high-capacity input tray



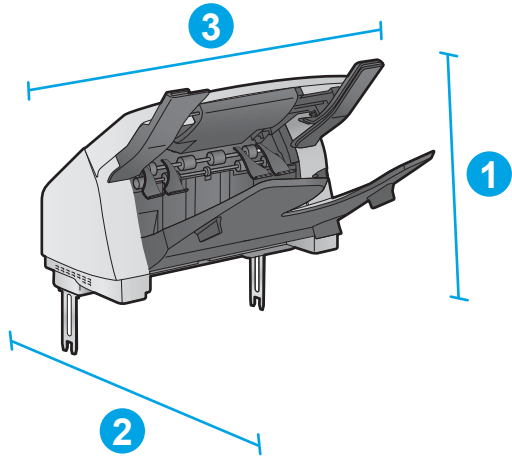
1. Height	264 mm (10.4 in)
2. Depth	Door closed: 448 mm (17.7 in) Door opened: 902 mm (35.5 in)
3. Width	415 mm (16.3 in)
Weight	13 kg (14.7 lb)

Figure 1-6 Dimensions for the stacker



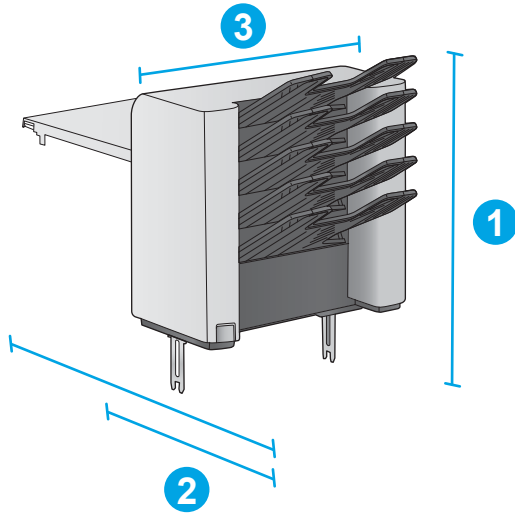
1. Height	304 mm (12 in)
2. Depth	430 mm (16.9 in)
3. Width	378 mm (14.9 in)
Weight	3.2 kg (7.1 lb)

Figure 1-7 Dimensions for the stapler/stacker



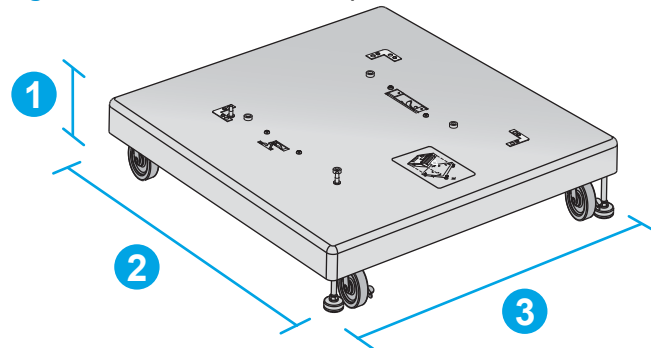
1. Height	371 mm (14.6 in)
2. Depth	430 mm (16.9 in)
3. Width	387 mm (15.2 in)
Weight	4.2 kg (9.3 lb)

Figure 1-8 Dimensions for the 5-bin mailbox



1. Height	522 mm (20.6 in)
2. Depth	Rear door closed: 306 mm (12 in) Rear door opened: 589 mm (23.2 in)
3. Width	353 mm (13.9 in)
Weight	7.0 kg (15.4 lb)

Figure 1-9 Dimensions for the printer stand



1. Height	114 mm (4.5 in)
2. Depth	653 mm (25.7 in)
3. Width	663 mm (26.1 in)
Weight	13.6 kg (30 lb)

Dimensions for sample combinations of the products and optional accessories

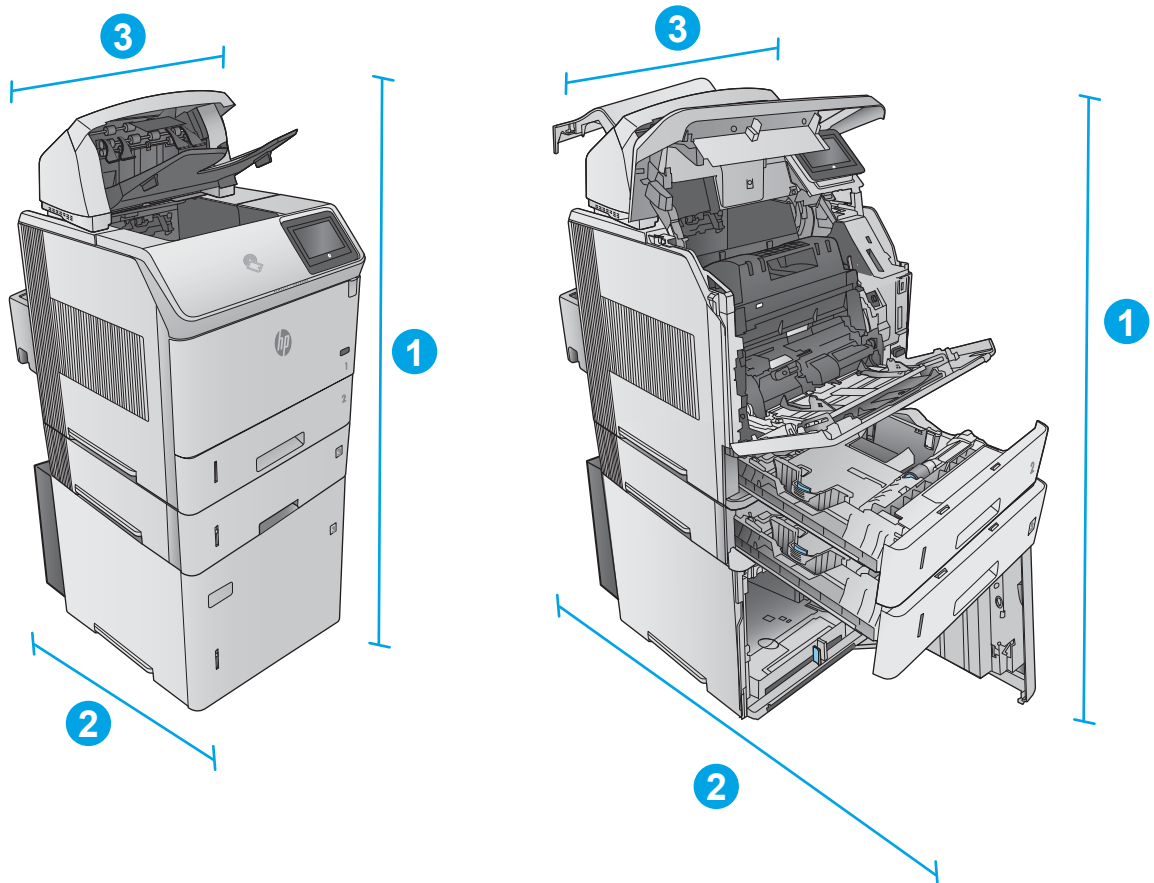
The following information is for samples of various combinations of the product and accessories. Several other combinations are possible. Use the information for the individual accessories to calculate dimensions for other combinations.

Combination one

Includes the product plus these accessories:

- One 1 x 500-sheet paper feeder
- The 1,500-sheet high-capacity tray
- The stacker output accessory

Figure 1-10 Dimensions for Combination one



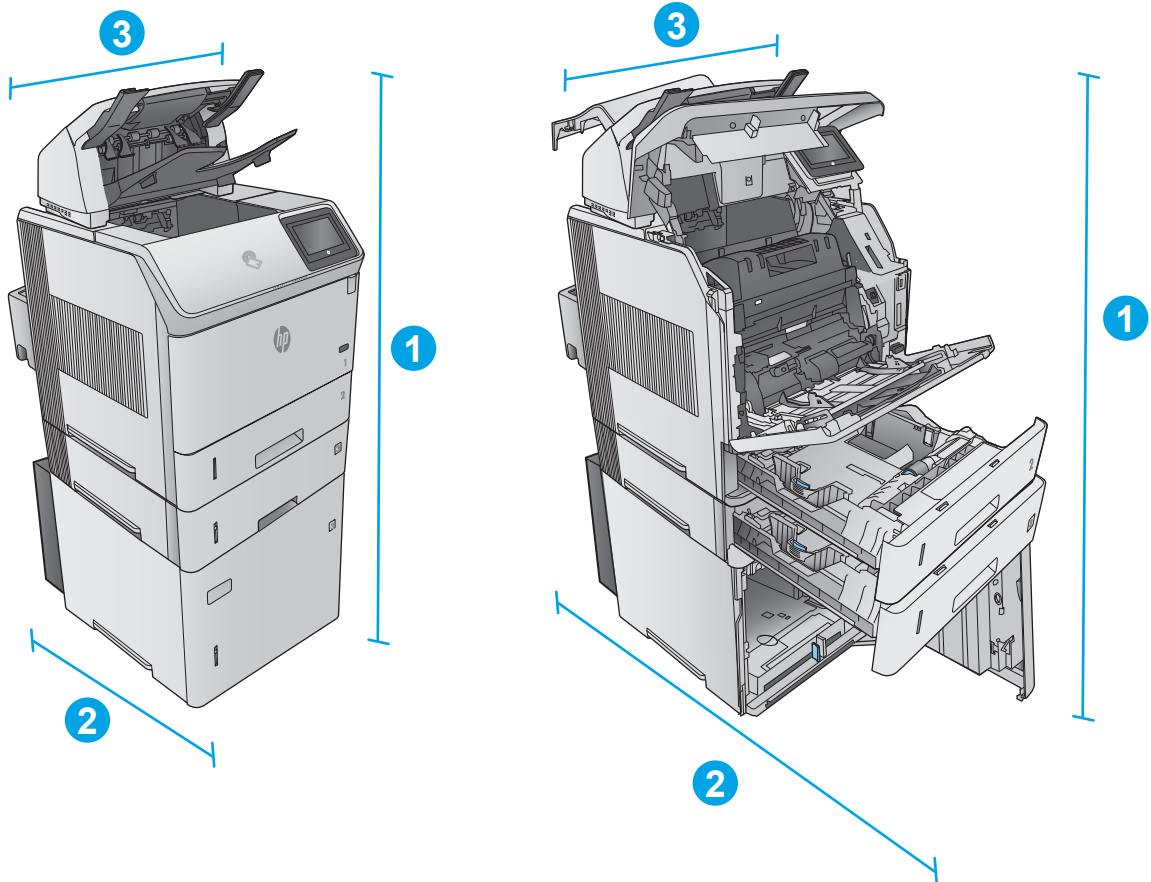
	Product and accessories closed	Product and accessories fully opened
1. Height	1089 mm (42.9 in)	1089 mm (42.9 in)
2. Depth	537 mm (21.1 in)	902 mm (35.5 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	48.7 kg (107.4 lb)	

Combination two

Includes the product plus these accessories:

- One 1 x 500-sheet paper feeder
- The 1,500-sheet high-capacity tray
- The stapler/stacker output accessory

Figure 1-11 Dimensions for Combination two



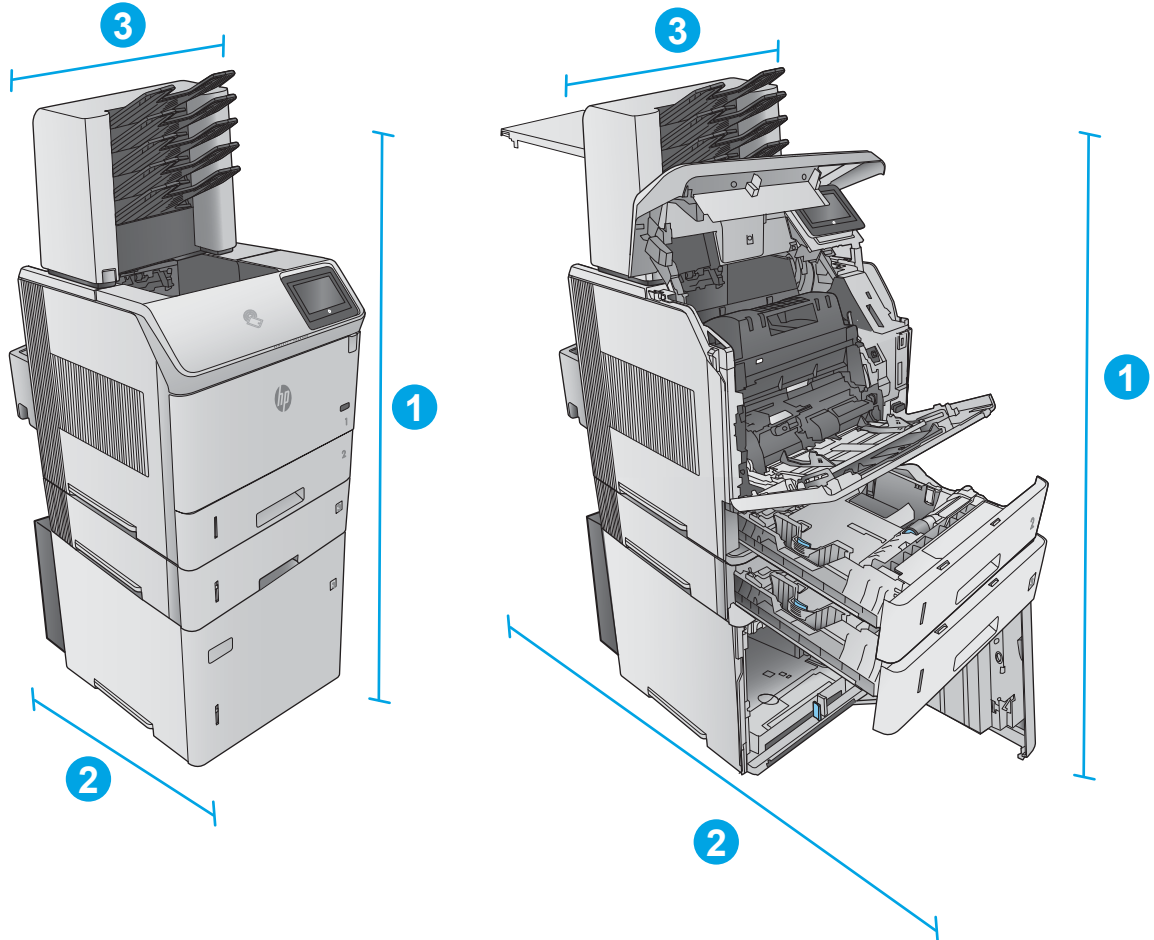
	Product and accessories closed	Product and accessories fully opened
1. Height	1156 mm (45.5 in)	1156 mm (45.5 in)
2. Depth	537 mm (21.1 in)	902 mm (35.5 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	49.7 kg (109.6 lb)	

Combination three

Includes the product plus these accessories:

- One 1 x 500-sheet paper feeder
- The 1,500-sheet high-capacity tray
- The 5-bin mailbox output accessory

Figure 1-12 Dimensions for Combination three



	Product and accessories closed	Product and accessories fully opened
1. Height	1367 mm (53.8 in)	1367 mm (53.8 in)
2. Depth	537 mm (21.1 in)	1468 mm (57.8 in)
3. Width	425 mm (16.7 in)	425 mm (16.7 in)
Weight	52.5 kg (115.7 lb)	

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606 for current information.

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

Operating-environment range

Table 1-1 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	7.5° to 32.5°C (45.5° to 90.5°F)	0° to 35°C (32° to 95°F)
Relative humidity	5% to 90% relative humidity (RH)	35% to 85% RH
Altitude	Not applicable	0 to 3048 m (0 to 10,000 ft)

Product hardware setup and software installation

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

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606 for HP's all-inclusive help for the product. Find the following support:

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

2 Paper trays

- [Load Tray 1](#)
- [Load Tray 2 and the 500-sheet trays](#)
- [Load the optional 1,500-sheet high-capacity tray](#)
- [Load the optional custom media tray](#)
- [Load envelopes](#)

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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

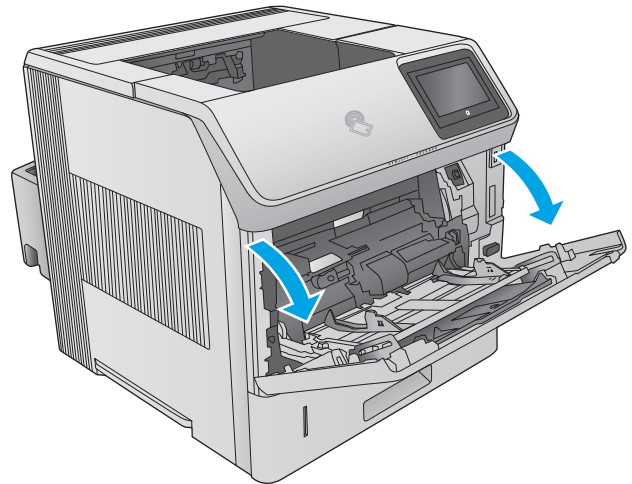
Load Tray 1

Introduction

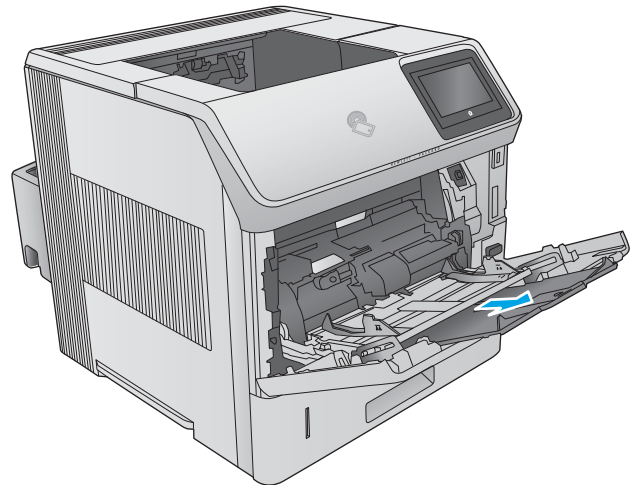
The following information describes how to load paper in Tray 1. This tray holds up to 100 sheets of 75 g/m² (20 lb) paper.

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

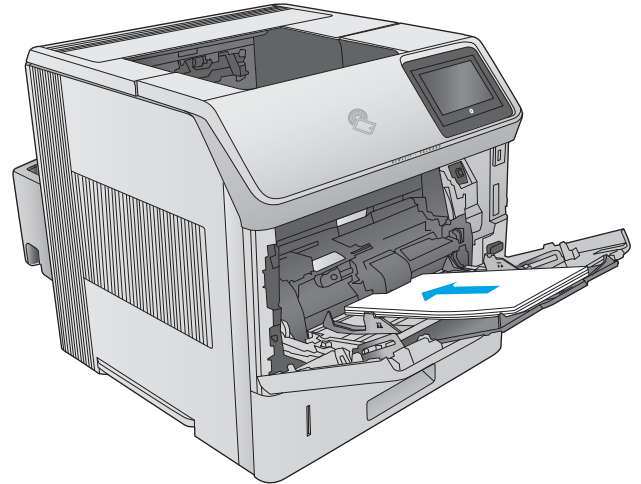
1. Grasp the handle on either side of Tray 1, and pull it forward to open it.



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

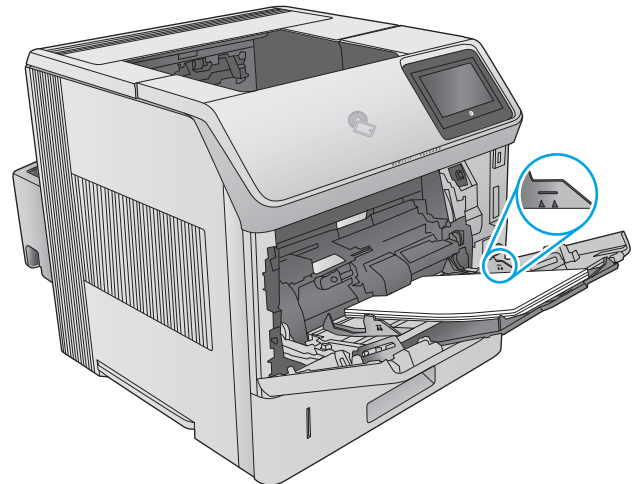


3. Load paper in the tray. For information about how to orient the paper, see [Tray 1 paper orientation on page 26](#).

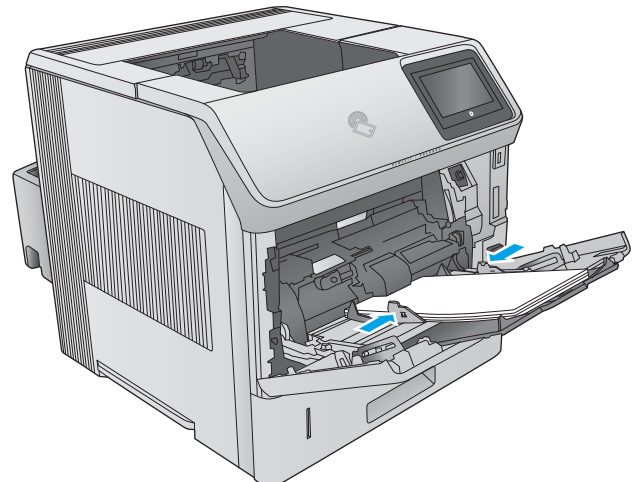


4. Make sure that the paper fits under the fill line on the paper guides.

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

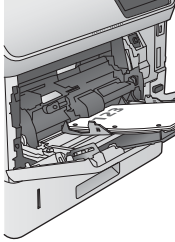
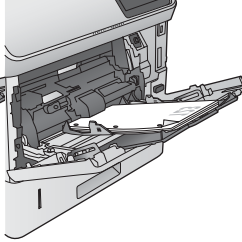
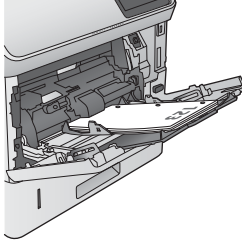
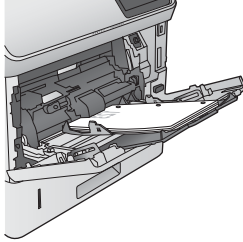


5. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.



Tray 1 paper orientation


If a duplexer is installed, or if a stapler/stacker is installed, the product alters the way the images for each page are arranged. When using paper that requires a specific orientation, load it according to the information in the following table.

Paper type	Single-sided printing, no stapler/stacker	Duplex printing, no stapler/stacker	Single-sided printing, with the stapler/stacker	Duplex printing, with the stapler/stacker
Letterhead, preprinted, or prepunched	Face-up Top edge leading into the product	Face-down Bottom edge leading into the product	Face-up Bottom edge leading into the product	Face-down Top edge leading into the product
				

Load Tray 2 and the 500-sheet trays

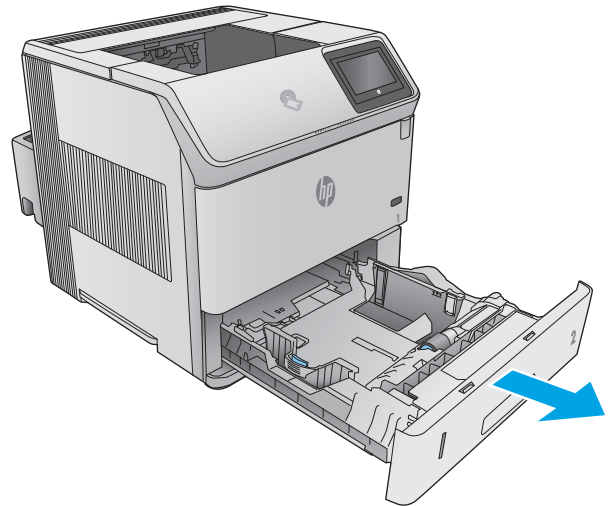
Introduction

The following information describes how to load paper in Tray 2 and the optional 500-sheet trays (part number F2G68A). These trays hold up to 500 sheets of 75 g/m² (20 lb) paper.

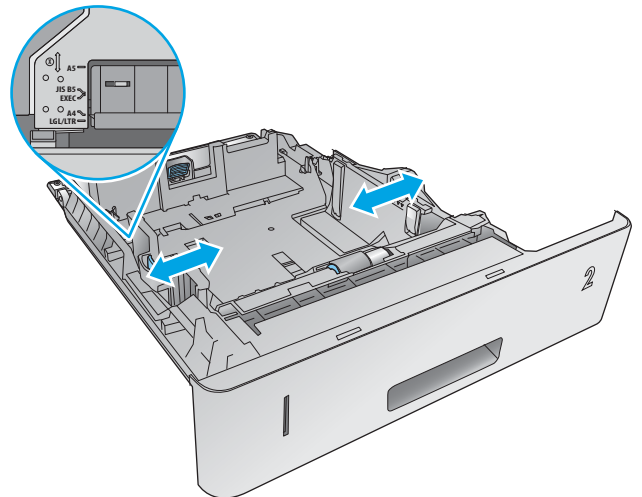
 **NOTE:** The procedure to load paper for the 500-sheet trays is the same as for Tray 2. Only Tray 2 is shown here.

1. Open the tray.

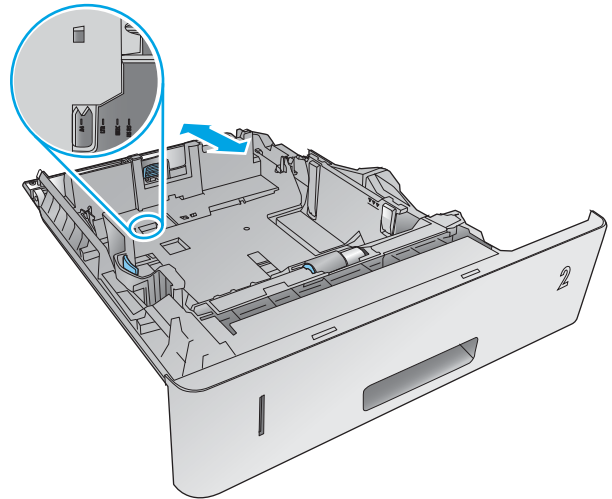
NOTE: Do not open this tray while it is in use.



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

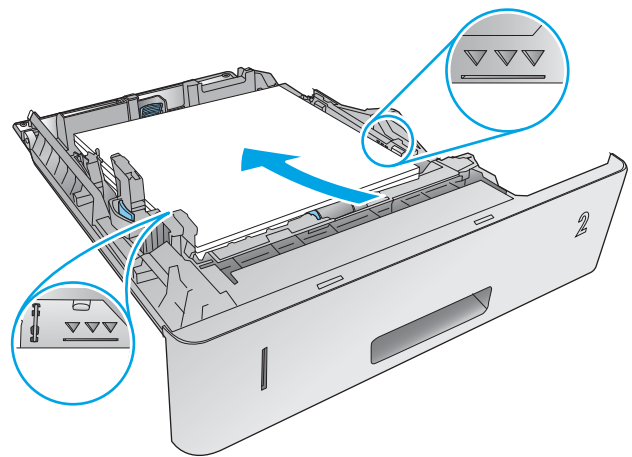


3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.

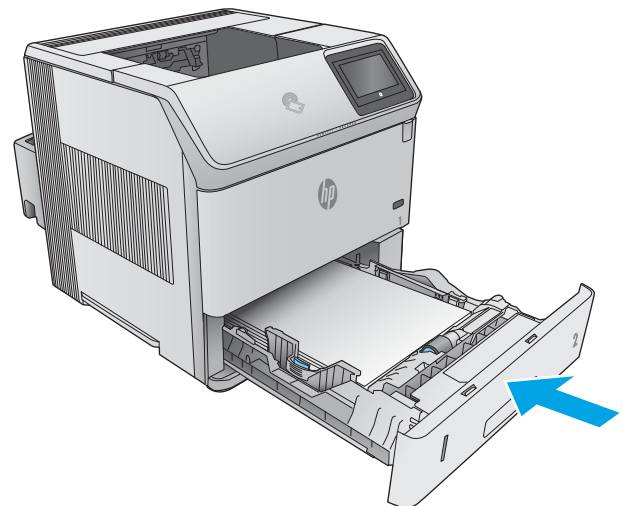


4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Tray 2 and the 500-sheet trays paper orientation on page 29](#).

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

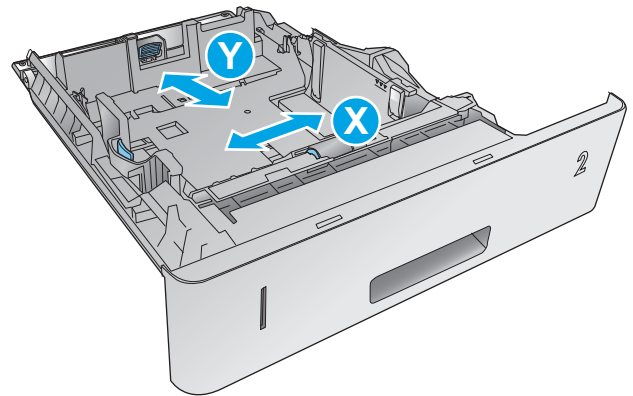


5. Close the tray.



- 6. The tray configuration message displays on the product control panel.
- 7. If the paper size and type shown is not correct, select **Modify** to choose a different paper size or type.

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



Tray 2 and the 500-sheet trays paper orientation

If a duplexer is installed, or if a stapler/stacker is installed, the product alters the way the images for each page are arranged. When using paper that requires a specific orientation, load it according to the information in the following table.

Paper type	Single-sided printing, no stapler/stacker	Duplex printing, no stapler/stacker	Single-sided printing, with the stapler/stacker	Duplex printing, with the stapler/stacker
Letterhead, preprinted, or prepunched	Face-down	Face-up	Face-down	Face-up
	Top edge at the front of the tray	Bottom edge at the front of the tray	Bottom edge at the front of the tray	Top edge at the front of the tray

Load the optional 1,500-sheet high-capacity tray

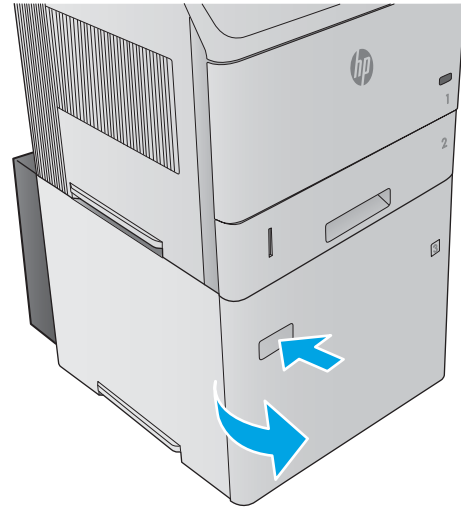
Introduction

The following information describes how to load paper in the optional 1,500 sheet high-capacity tray (part number F2G73A). This tray adjusts for Letter, A4, and Legal sizes.

CAUTION: To avoid jams, do not load trays while the product is printing.

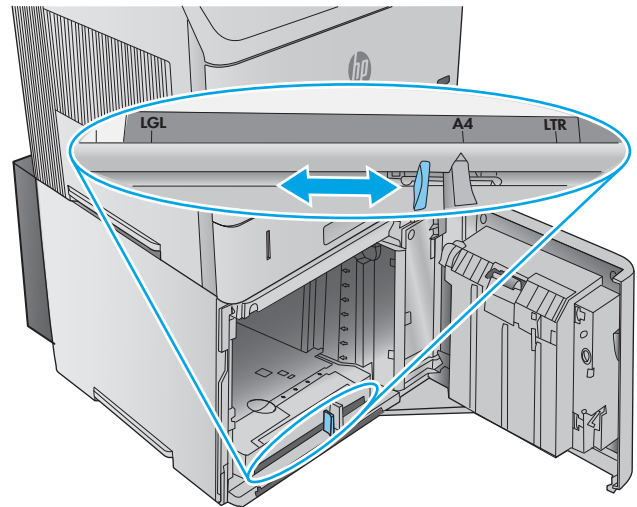
Load the tray

1. Press the release and open the door of the 1,500-sheet tray.

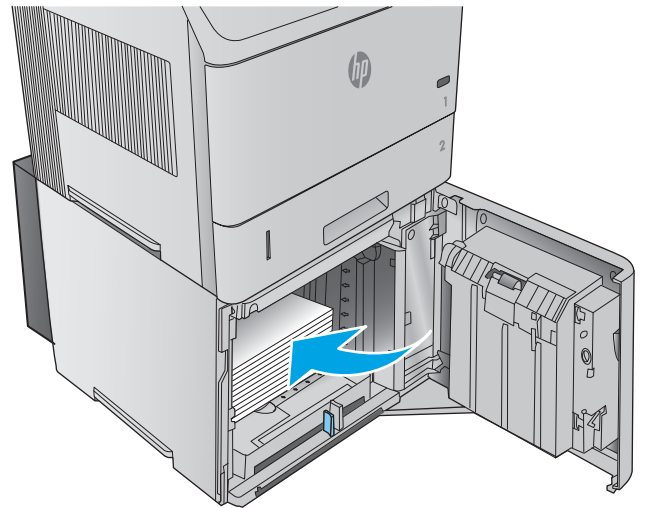


2. Pinch the guides at the front of the tray and slide them to the correct paper size.

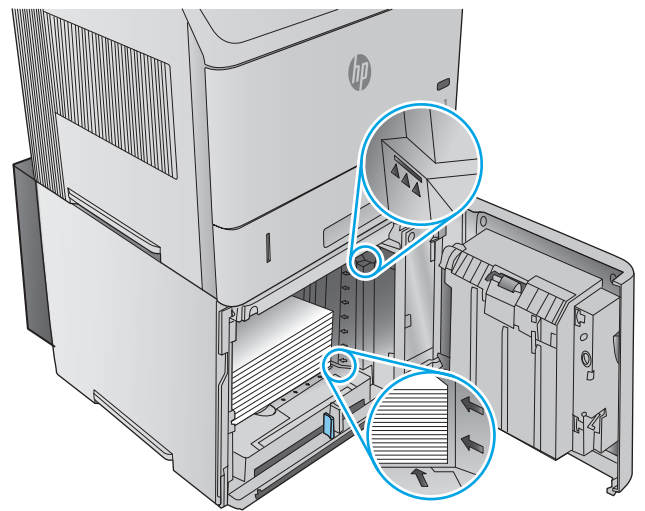
NOTE: If paper is in the tray, remove it. When paper is in the tray, the guides cannot be adjusted.



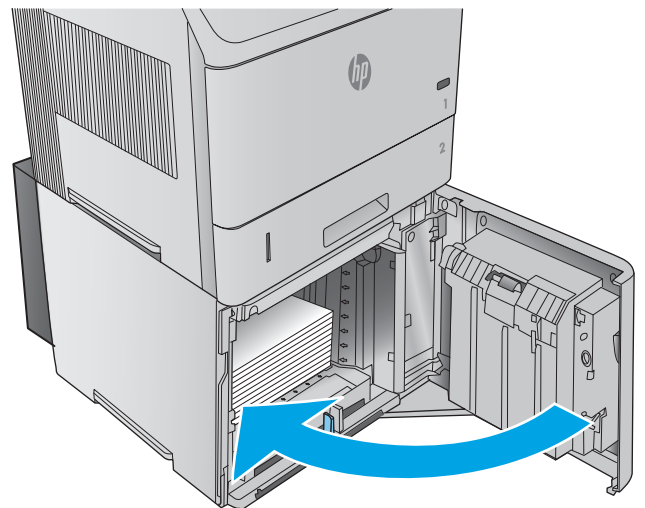
3. Load the paper into the tray. To prevent jams, load complete reams at one time. Do not divide reams into smaller sections.



4. Make sure that the paper does not exceed the fill marks on the paper guides, and that the front edge of the stack is aligned with the arrows.



5. Close the door on the tray.



Load the optional custom media tray

Introduction

The following information describes configuring the product to use the optional custom media tray (part number F2G75A) and loading paper into this tray. The custom media tray fits into the Tray 2 position only, and it holds smaller size paper than the standard tray in the Tray 2 position. It supports these paper sizes:

- Statement
- 5 x 7
- 5 x 8
- A5
- A6
- B6 (JIS)
- Double Japan Postcard Rotated
- Double Postcard (JIS)



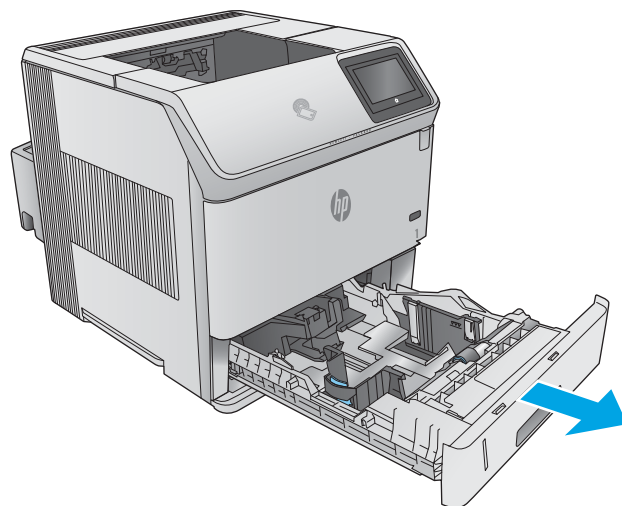
NOTE: The stapler does not support any of the paper sizes that the custom media tray supports. The automatic duplexer supports A5 size when paper is loaded with the short-edge first, but it does not support any of the other sizes that the custom media tray supports.

Configure the product for the custom media tray

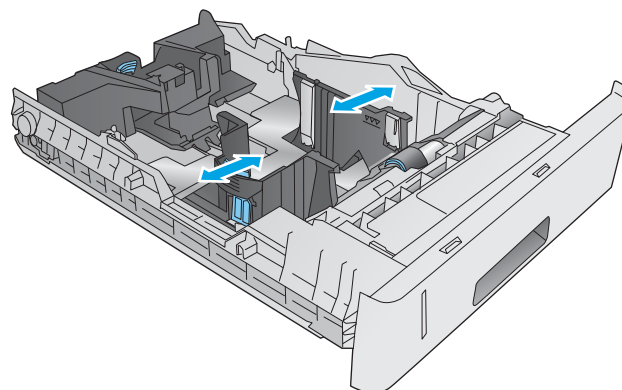
1. Press the Home button on the product control panel.
2. Open the following menus:
 - Administration
 - Manage Trays
 - Tray 2 Model
3. Select Custom Tray.
4. Press OK.

Load paper into the custom media tray

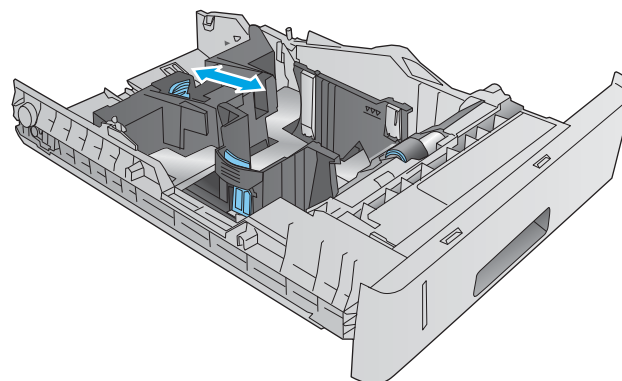
1. Open the tray.



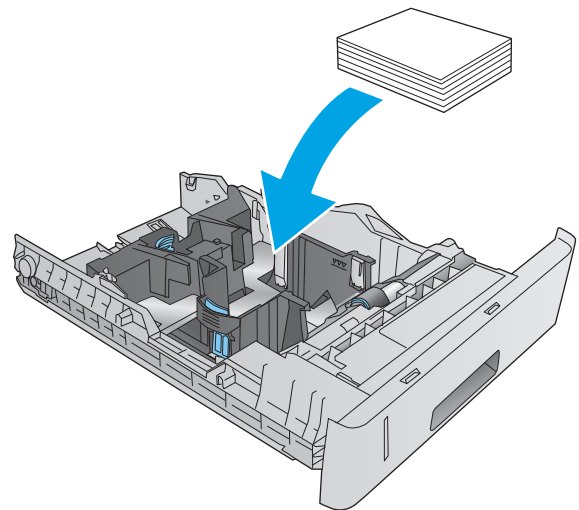
2. Open the paper-width guides at the side of the tray.



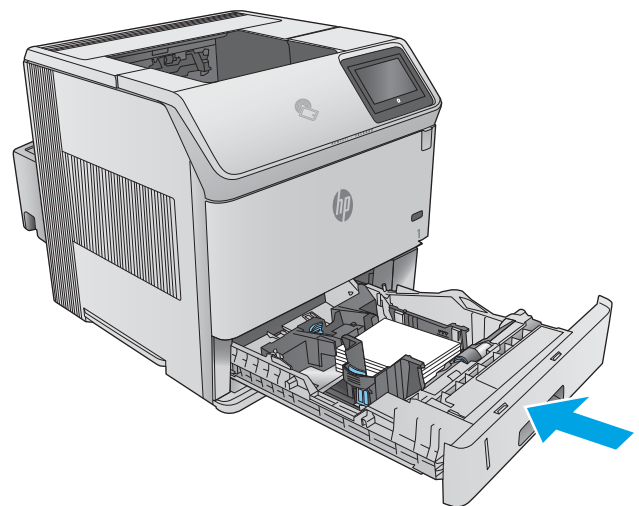
3. Open the paper-length guide at the rear of the tray.



4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see [Custom media tray paper orientation on page 34](#).

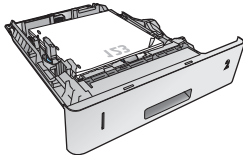
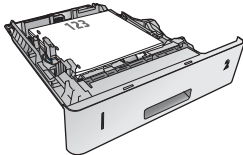


5. Close the tray.



Custom media tray paper orientation

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

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

Load envelopes

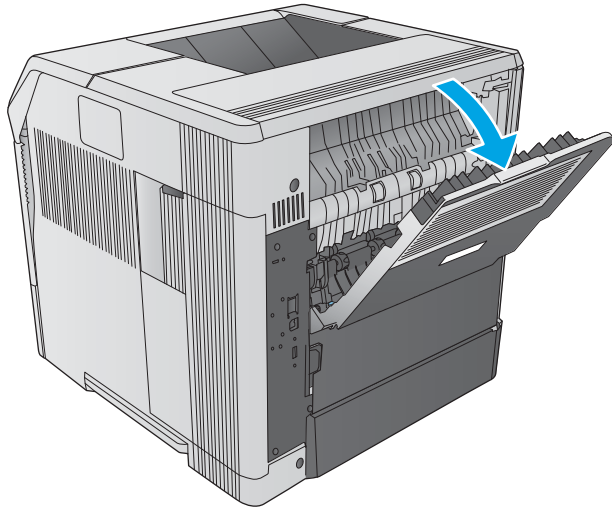
Introduction

The following information describes how to load envelopes. Use only Tray 1 or the optional envelope feeder (part number F2G74A) to print on envelopes. Tray 1 holds up to 10 envelopes. The optional envelope feeder holds up to 75 envelopes.



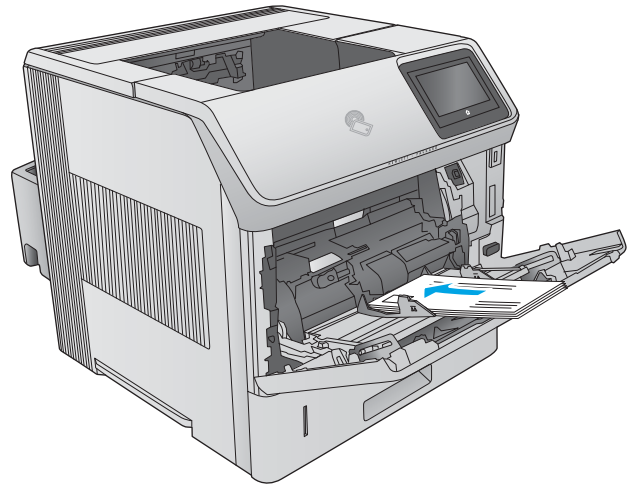
NOTE: Select the correct paper type in the print driver before printing.

For best performance, print envelopes to the rear output bin by opening the rear bin.

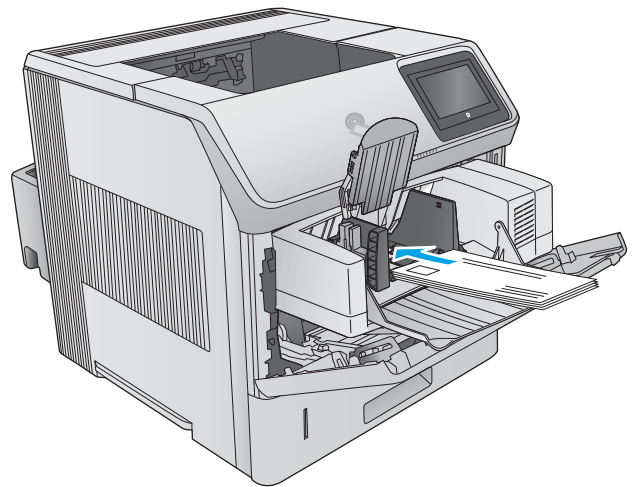


Envelope orientation

1. In Tray 1, load envelopes with the front of the envelope facing up, and the short, postage-edge leading into the product.



2. In the optional envelope feeder, lift the pressure plate, and load envelopes with the front of the envelope facing up, and the short, postage-edge leading into the product. Lower the pressure plate onto the stack of envelopes before printing.



3 Supplies, accessories, and parts

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

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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

Order supplies, accessories, and parts

Ordering

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

Supplies and accessories

Item	Description	Part number
Supplies		
HP 81X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement toner cartridge	CF281X
NOTE: M605 and M606 models only		
HP 81A Black Original LaserJet Toner Cartridge	Standard-capacity replacement toner cartridge	CF281A
HP Staple Cartridge Refill	Includes three 1,000-staple cartridges	Q3216A
Preventive maintenance kit	Replacement rollers for all trays, replacement transfer roller, and replacement fuser Includes installation instructions	F2G76A (110–127 Volt)
		F2G77A (220–240 Volt)
Accessories		
Automatic duplex assembly	Duplexer	F2G69A
	Includes installation instructions	
Envelope feeder	Optional envelope feeder that holds up to 75 envelopes	F2G74A
	Includes installation instructions	
Custom media tray	Optional tray that holds small-size paper. Replaces the standard tray in the Tray 2 position.	F2G75A
	Includes installation instructions	
500-sheet paper feeder	Optional 500-sheet paper feeder (included with the x models)	F2G68A
	Includes installation instructions	
	NOTE: The product supports up to four 500-sheet paper feeders. When combined with the 1,500-sheet high-capacity paper feeder, the product supports up to three 500-sheet paper feeders.	
1,500-sheet high-capacity paper feeder	Optional 1,500 sheet paper feeder	F2G73A
	Includes installation instructions	

Item	Description	Part number
Printer stand	Optional stand with casters to support the printer Recommended when using multiple optional paper feeders. Includes installation instructions	F2G70A
Stacker	Optional paper-stacker output accessory Includes installation instructions	F2G71A
Stapler/Stacker	Optional stapler/stacker output accessory Includes installation instructions	F2G72A
Multi-bin mailbox	Optional 5-bin mailbox output accessory Includes installation instructions	F2G81A
1 GB DIMM	Optional DIMM to increase the product memory Includes installation instructions NOTE: The product supports one optional DIMM.	G6W84A
HP Secure High-Performance Hard Disk Drive	Optional Hard Drive Includes installation instructions	B5L29A
Two Internal USB ports	Two optional USB ports for connecting third-party devices Includes installation instructions	B5L28A
HP Trusted Platform Module	Automatically encrypts all data that passes through the product Includes installation instructions	F5S62A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for “touch” printing from mobile devices NOTE: Supported for the n and dn models only. The functionality is already integrated in the x models.	J8030A

Customer self-repair parts

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

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

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



NOTE: The following information is subject to change. For the current list of customer self-repair parts for this product, go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

Item	Description	Self-replacement options	Part number
Transfer roller	Replacement transfer roller Includes installation instructions	Mandatory	E6B67-67904
Cassette	Replacement paper cassette for Tray 2 Includes installation instructions	Mandatory	E6B67-67913
Tray 1 roller kit	Replacement rollers for Tray 1 Includes installation instructions	Optional	E6B67-67906
Tray 2 through X roller kit	Replacement rollers for Tray 2, the optional 500-sheet paper feeders, and the optional 1,500-sheet high-capacity paper feeder Includes installation instructions	Mandatory	E6B67-67905
Fuser kit (110 volt)	Replacement fuser Includes installation instructions	Mandatory	E6B67-67901
Fuser kit (220 volt)	Replacement fuser Includes installation instructions	Mandatory	E6B67-67902
Torque Limiter kit	Replacement Torque Limiter Includes installation instructions	Mandatory	E6B67-67926
Output accessory cover	Replacement output accessory cover	Mandatory	RL2-1404-000CN
Formatter cover	Replacement formatter cover	Mandatory	RC4-5802-000CN
Duplexing cover	Replacement duplexer cover	Mandatory	RM2-6310-000CN
Legal cover	Replacement dust cover for loading legal-size paper in Tray 2	Mandatory	RC4-5872-000CN
HIP cover	Replacement cover for the Hardware Integration Pocket (HIP)	Mandatory	RC4-5803-000CN
Envelope feeder cover	Replacement cover for the envelope feeder slot	Mandatory	RL1-1667-000CN

Replace the toner cartridge

Introduction

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

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


Toner-cartridge information

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


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

Capacity	Cartridge number	Part number
HP 81A Black Original LaserJet Toner Cartridge	81A	CF281A
HP 81X High Yield Black Original LaserJet Toner Cartridge	81X	CF281X

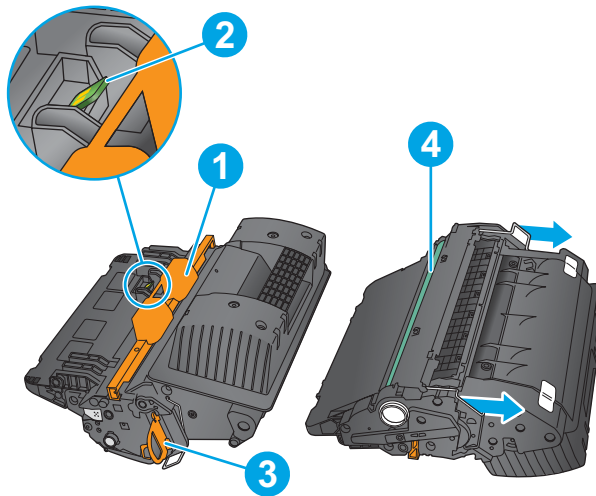
NOTE: M605 and M606 models only

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

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

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

The following illustration shows the toner-cartridge components.



1	Plastic shield
2	Memory chip
3	Sealing tape
4	Imaging drum

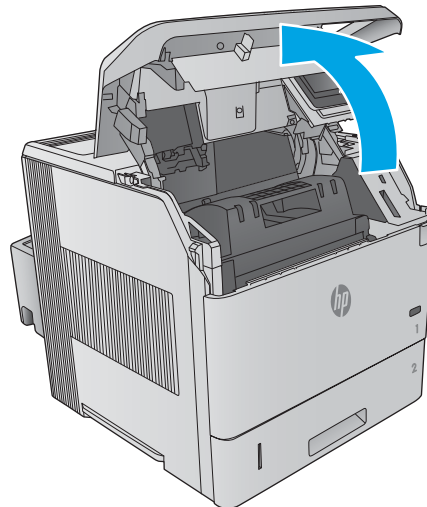
CAUTION: Do not touch the imaging drum. Fingerprints can cause print-quality problems.

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

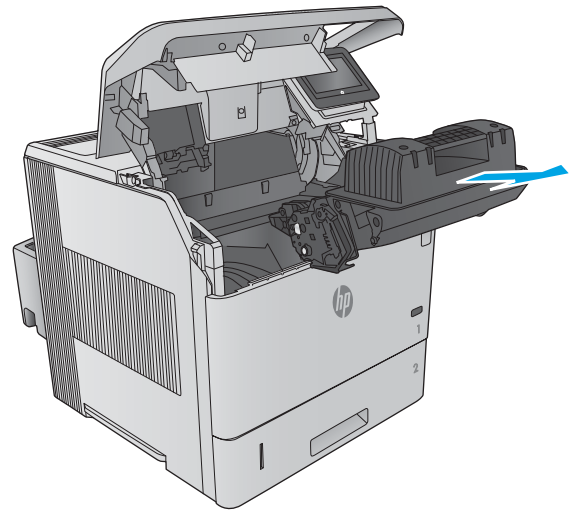
NOTE: Information about recycling used toner cartridges is in the toner-cartridge box.

Remove and replace the cartridge

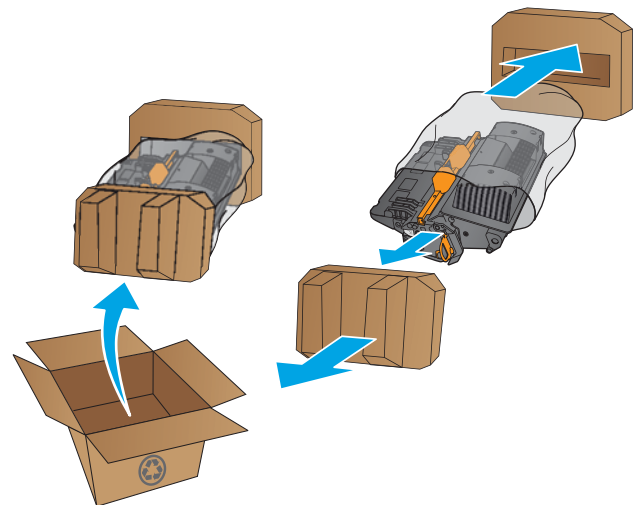
1. Open the top cover.



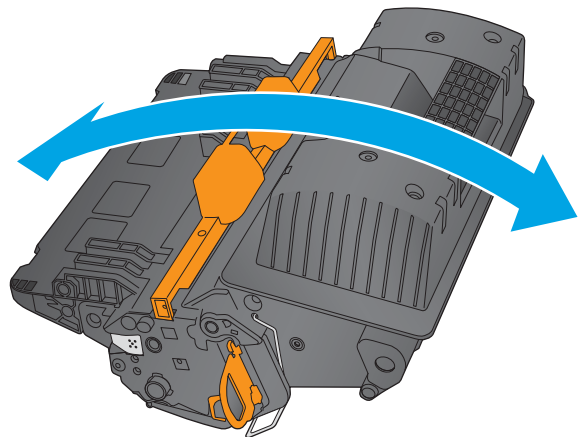
2. Grasp the handle of the used toner cartridge and pull out to remove it.



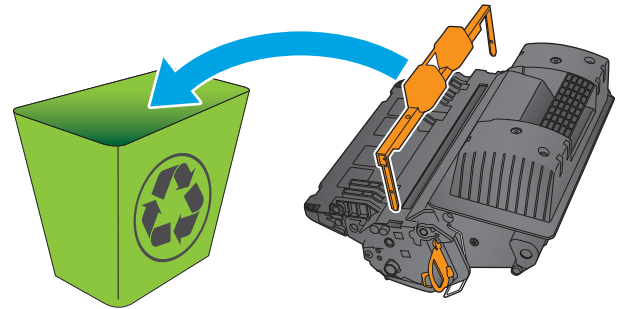
3. Remove the new toner cartridge from its protective bag. Save all packaging for recycling the used toner cartridge.



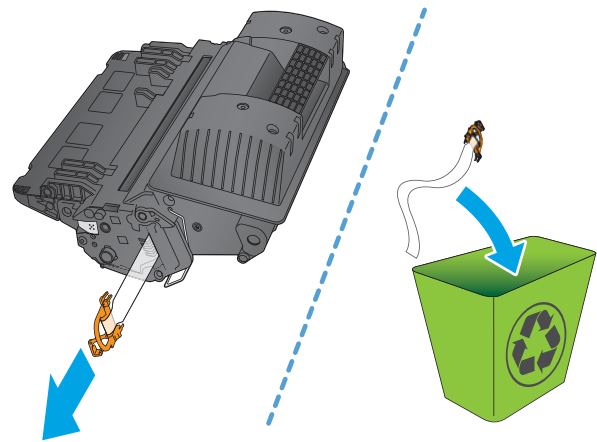
4. Hold both ends of the toner cartridge and rock it 5-6 times.



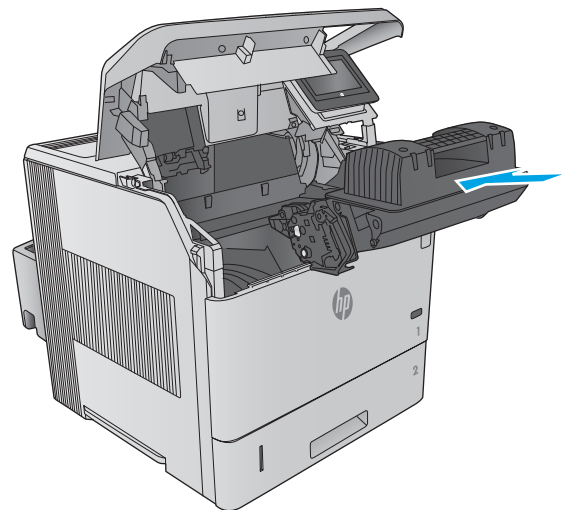
5. Remove the protective shield from the toner cartridge.



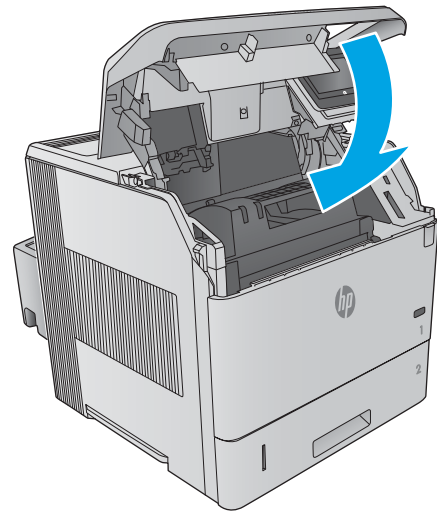
6. Pull on the orange tab to remove the toner sealing tape. Completely remove the sealing tape from the cartridge.



7. Align the toner cartridge with its slot, and then insert the toner cartridge into the product.



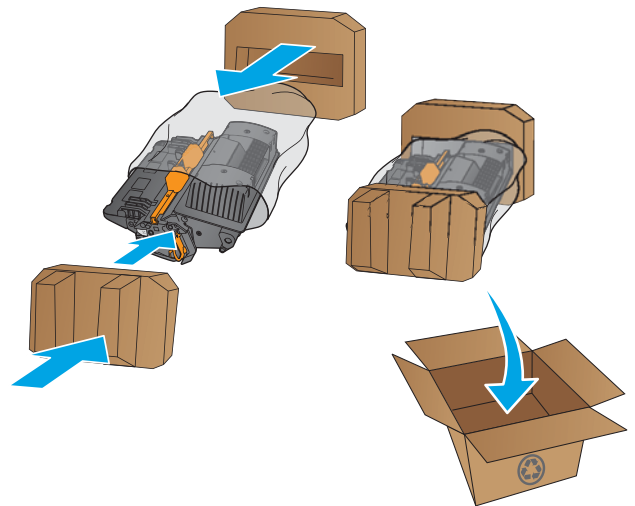
8. Close the top cover.



9. Pack the used toner cartridge, the protective shield, and the sealing tape into the box that the new cartridge came in.

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

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



Replace the staple cartridge

Introduction

If the stapler runs out of staples, jobs continue to print to the stapler/stacker, but they are not stapled.

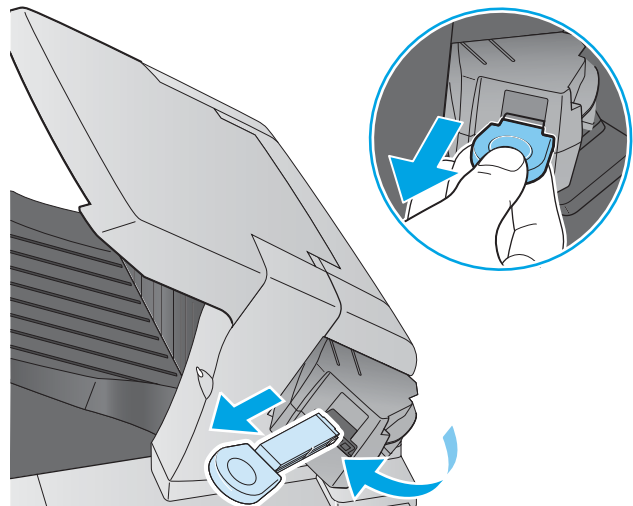
To purchase staple cartridges, go to the HP Parts Store at www.hp.com/buy/parts.

Table 3-1 Staple cartridge information

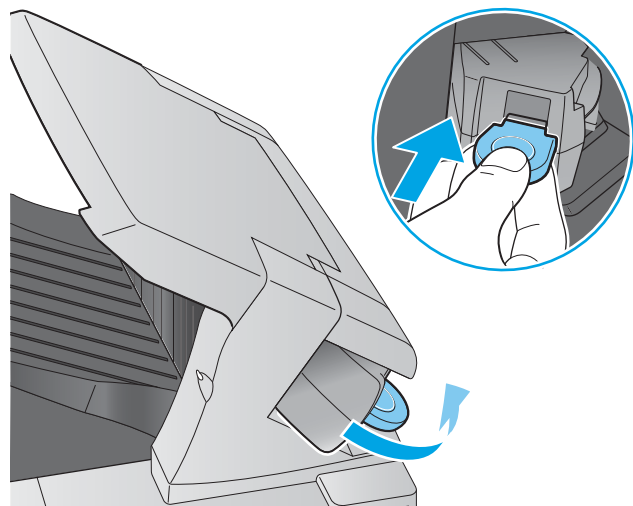
Item	Description	Part number
1,000-staple cartridge	Provides three staple cartridges	Q3216A

Remove and replace the staple cartridge

1. On the right side of the stapler/stacker, turn the stapler unit toward the front of the product until the unit clicks into the open position. Grasp the blue staple-cartridge handle and pull the cartridge out of the stapler unit.



2. Insert the new staple cartridge into the stapler unit and rotate the stapler unit toward the rear of the product until the unit snaps into place.



4 Print

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

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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


Print tasks (Windows)

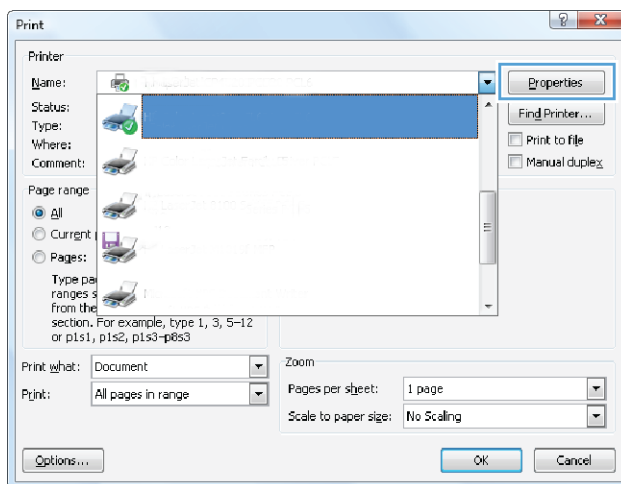
How to print (Windows)

The following procedure describes the basic printing process for Windows.

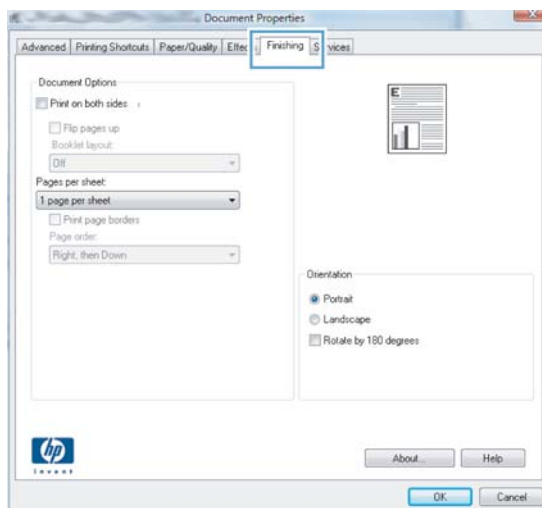
1. From the software program, select the **Print** option.
2. Select the product from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

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



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




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

Automatically print on both sides (Windows)

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

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

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


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


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

Manually print on both sides (Windows)

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

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

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


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

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

Print multiple pages per sheet (Windows)

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

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


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

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

Select the paper type (Windows)

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

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

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

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

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

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

Additional print tasks

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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

Print tasks (OS X)


How to print (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then select other menus to adjust the print settings.
4. Click the **Print** button.


Automatically print on both sides (OS X)

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

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Layout** menu.
4. Select a binding option from the **Two-Sided** drop-down list.
5. Click the **Print** button.

Manually print on both sides (OS X)

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

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Manual Duplex** menu.
4. Click the **Manual Duplex** box, and select a binding option.
5. Click the **Print** button.
6. Go to the product, and remove any blank paper that is in Tray 1.
7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.
8. If prompted, touch the appropriate control panel button to continue.

Print multiple pages per sheet (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.

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

Select the paper type (OS X)

1. Click the **File** menu, and then click the **Print** option.
2. Select the product.
3. Click **Show Details**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.
4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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

Store print jobs on the product to print later


Introduction

The following information provides procedures for creating and printing documents that are stored on the product. This feature is enabled on the product by default.

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

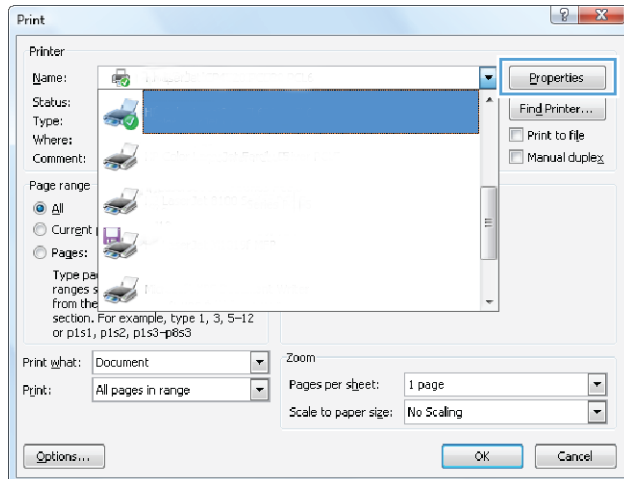
Create a stored job (Windows)

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

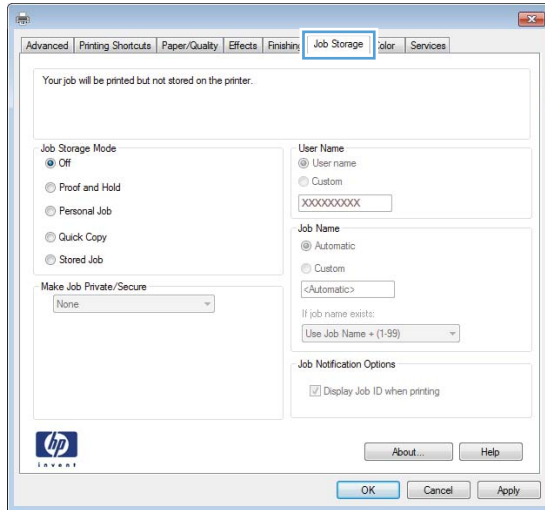
 **NOTE:** Your print driver might look different than what is shown here, but the steps are the same.

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

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



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



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

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

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

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

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

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

Create a stored job (OS X)

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

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



3. By default, the print driver displays the **Copies & Pages** menu. Open the menus drop-down list, and then click the **Job Storage** menu.
4. In the **Mode** drop-down list, select the type of stored job.
 - **Proof and Hold:** Print and proof one copy of a job, and then print more copies.
 - **Personal Job:** The job does not print until you request it at the product control panel. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel.
 - **Quick Copy:** Print the requested number of copies of a job and store a copy of the job in the product memory so you can print it again later.
 - **Stored Job:** Store a job on the product and allow other users to print the job at any time. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel.
5. To use a custom user name or job name, click the **Custom** button, and then enter the user name or the job name.

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

 - **Use Job Name + (1-99):** Append a unique number to the end of the job name.
 - **Replace Existing File:** Overwrite the existing stored job with the new one.
6. If you selected the **Stored Job** or **Personal Job** option in step 3, you can protect the job with a PIN. Type a 4-digit number in the **Use PIN to Print** field. When other people attempt to print this job, the product prompts them to enter this PIN number.
7. Click the **Print** button to process the job.

Print a stored job

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

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

Delete a stored job

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

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

1. Touch or press the Home  button on the product control panel.
2. Select [Retrieve from Device Memory](#).

3. Select the name of the folder where the job is stored.
4. Select the name of the job, and then select the [Delete](#) button.
5. If the job is private or encrypted, enter the PIN or the password, and then select the [Delete](#) button.

Mobile printing

Introduction

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

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

Wi-Fi Direct and NFC Printing

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

Use a wireless accessory to print wirelessly from the following devices:

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

For more information on HP Wireless printing, go to www.hp.com/go/wirelessprinting.

HP ePrint via email

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



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

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

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

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

1. Open the HP Embedded Web Server (EWS):
 - a. **4-line control panels:** View the control-panel display to see the IP address.

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

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



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

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

2. Click the **HP Web Services** tab.
3. Select the option to enable Web Services.

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

4. Go to www.hpconnected.com or www.hp.com/go/eprintcenter to create an HP ePrint account and complete the setup process.

HP ePrint software

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

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


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

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

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

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

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

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

AirPrint


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

- Mail
- Photos
- Safari

- iBooks
- Select third-party applications

To use AirPrint, the product must be connected to the same wireless network as the Apple device. For more information about using AirPrint and about which HP products are compatible with AirPrint, go to the support Web site for this product:

www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606

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

Android embedded printing

HP's built-in print solution for Android and Kindle enables mobile devices to automatically find and print to HP printers that are either on a wireless network or within wireless range for wireless printing. The print solution is built into the supported operating systems, so installing drivers or downloading software is not necessary.

For more information on how to use Android embedded printing and which Android devices are supported, go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

Print from the USB port

Introduction


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

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


Enable the USB port for printing

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

Enable the USB port from the product control-panel menus

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

Enable the USB port from the HP Embedded Web server (network-connected products only)

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

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



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

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


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


Print USB documents

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

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

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

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

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

5 Manage the product

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

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

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

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

Advanced configuration with HP Embedded Web Server (EWS)

Introduction

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

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

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

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


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



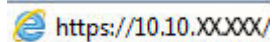
NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

How to access the HP Embedded Web Server (EWS)

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

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

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

A screenshot of a web browser's address bar showing the URL "https://10.10.XXXXX/". The address bar has a blue border and a small icon on the left.

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

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

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

- Windows: Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later
- Mac OS X: Safari or Firefox using Bonjour or an IP address

- Linux: Netscape Navigator only
- HP-UX 10 and HP-UX 11: Netscape Navigator 4.7

HP Embedded Web Server features

- [Information tab](#)
- [General tab](#)
- [Print tab](#)
- [Troubleshooting tab](#)
- [Security tab](#)
- [HP Web Services tab](#)
- [Networking tab](#)
- [Other Links list](#)

Information tab

Table 5-1 HP Embedded Web Server Information tab

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

General tab

Table 5-2 HP Embedded Web Server General tab

Menu	Description
Alerts	Setup email alerts for various product and supplies events.
Control Panel Administration Menu	Shows the menu structure of the Administration menu on the control panel. NOTE: Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the Administration menu.
AutoSend	Configure the product to send automated emails regarding product configuration and supplies to specific email addresses.
Edit Other Links	Add or customize a link to another Web site. This link displays in the Other Links area on all HP Embedded Web Server pages.
Ordering Information	Enter information about ordering replacement toner cartridges. This information displays on the supplies status page.
Device Information	Name the product and assign an asset number to it. Enter the name of the primary contact who will receive information about the product.
Language	Set the language in which to display the HP Embedded Web Server information.
Date and Time	Set the date and time or synchronize with a network time server.
Energy Settings	Set or edit a wake time, sleep time, and sleep delay for the product. Set a different schedule for each day of the week and for holidays. Set which interactions with the product cause it to wake from sleep mode.
Backup and Restore	Create a backup file that contains product and user data. If necessary, use this file to restore data to the product.
Restore Factory Settings	Restore product settings to the factory defaults.
Solution Installer	Install third-party software programs that can enhance the product functionality.
Firmware Upgrade	Download and install product firmware upgrade files.
Statistics Services	Provides connection information about third-party job-statistics services.

Print tab

Table 5-3 HP Embedded Web Server Print tab

Menu	Description
Retrieve from USB Setup	Enable or disable the Retrieve from USB menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the product memory. Configure job-storage options.
Adjust Paper Types	Override the factory-default mode settings if print quality problems occur when using a specific paper type.
Restrict Color (Color products only)	Permit or restrict color printing. Specify permissions for individual users or for jobs that are sent from specific software programs.

Table 5-3 HP Embedded Web Server Print tab (continued)

Menu	Description
General Print Settings	Configure settings for all print jobs.
Manage Trays	Configure settings for paper trays.

Troubleshooting tab

Table 5-4 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the product.
Online Help	Obtain QR codes and Web links to solution pages for the product.
Diagnostic Data	Export product information to a file that can be useful for detailed problem analysis.
NOTE: This item is available only if an administrator password is set from the Security tab.	
Calibration/Cleaning (Color products only)	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the product immediately.
Firmware Upgrade	Download and install product firmware upgrade files.
Restore Factory Settings	Restore product settings to factory defaults.

Security tab

Table 5-5 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: <ul style="list-style-type: none"> • Configure an administrator password to restrict access to certain features on the product. • Set PJI password for processing PJI commands. • Set file system access and firmware upgrade security. • Enable or disable the Host USB port on the control panel or the USB connectivity port on the formatter for printing directly from a computer. • View the status of all security settings.
Access Control	Configure access to product functions for specific individuals or groups, and select the method individuals use to sign in to the product.
Protect Stored Data	Configure and manage the internal hard drive for the product. Configure settings for jobs that are stored on the product hard drive.
Certificate Management	Install and manage security certificates for access to the product and the network.

Table 5-5 HP Embedded Web Server Security tab (continued)

Menu	Description
Web Service Security	Allow resources on this product to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
Self Test	Verify that the security functions are running according to expected system parameters.

HP Web Services tab

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

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

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

Networking tab

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

Table 5-7 HP Embedded Web Server Networking tab

Menu	Description
TCP/IP Settings	Configure TCP/IP settings for IPv4 and IPv6 networks. NOTE: The configuration options available depend on the print server model.
Network Settings	Configure IPX/SPX, AppleTalk, DLC/LLC, and SNMP settings, depending on the print server model.
Other Settings	Configure general printing protocols and services supported by the print server. The available options depend on the print server model, but can include firmware update, LPD queues, USB settings, support information, and refresh rate.
AirPrint	Enable, set up, or disable network printing from Apple supported products.
Select Language	Change the language displayed by the HP Embedded Web Server. This page displays if the Web pages support multiple languages. Optionally, select supported languages through language-preference settings in the browser.
Settings	View and restore current security settings to factory-default values. Configure security settings using the Security Configuration Wizard. NOTE: Do not use the Security Configuration Wizard to configure security settings using network-management applications, such as HP Web Jetadmin.

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

Menu	Description
Authorization	Control configuration management and use of this product, including the following: <ul style="list-style-type: none"> Set or change the administrator password to control access to configuration parameters. Request, install, and manage digital certificates on the HP Jetdirect print server. Limit host access to this product through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Mgmt. Protocols	Configure and manage security protocols for this product, including the following: <ul style="list-style-type: none"> Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS. Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server. Control access through protocols that may not be secure, such as printing protocols, print services, discovery protocols, name resolution services, and configuration-management protocols.
802.1X Authentication (For selected HP Jetdirect models only)	Configure 802.1X authentication settings on the Jetdirect print server as required for client authentication on the network, and reset the 802.1X authentication settings to factory-default values. CAUTION: When changing the 802.1X authentication settings; the product might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the product.
IPsec/Firewall (For selected HP Jetdirect models only)	View or configure a Firewall policy or an IPsec/Firewall policy.
Announcement Agent (For selected HP Jetdirect models only)	Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates.
Network Statistics	Display network statistics that are collected and stored on the HP Jetdirect print server.
Protocol Info	View a list of network-configuration settings on the HP Jetdirect print server for each protocol.
Configuration Page	View the HP Jetdirect configuration page, which contains status and configuration information.

Other Links list



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

Table 5-8 HP Embedded Web Server Other Links list

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

Advanced configuration with HP Utility for OS X

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

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

Open HP Utility

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

HP Utility features

The HP Utility toolbar includes these items:

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

HP Utility consists of pages that are opened by clicking in the **All Settings** list. The following table describes the tasks available with HP Utility.

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

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

Configure IP network settings


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

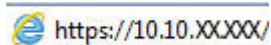
Printer sharing disclaimer

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

View or change network settings

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

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




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

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

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

Rename the product on a network

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

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

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



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

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


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

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

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


Manually configure IPv4 TCP/IP parameters from the control panel

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

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

Manually configure IPv6 TCP/IP parameters from the control panel

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

1. Press the Home  button on the product control panel.
2. To enable manual configuration, open the following menus:

- [Administration](#)
- [Network Settings](#)
- [Jetdirect Menu](#)
- [TCP/IP](#)
- [IPV6 Settings](#)
- [Address](#)
- [Manual Settings](#)
- [Enable](#)

Select the **On** option, and then touch the **Save** button.

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

Link speed and duplex settings



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. To make changes, use the product control panel.



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



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

1. Press the Home  button on the product control panel.
2. Open the following menus:
 - [Administration](#)
 - [Network Settings](#)
 - [Jetdirect Menu](#)
 - [Link Speed](#)
3. Select one of the following options:
 - **Auto:** The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
 - **10T Half:** 10 megabytes per second (Mbps), half-duplex operation
 - **10T Full:** 10 Mbps, full-duplex operation

- **10T Auto:** 10 Mbps, automatic-duplex operation
 - **100TX Half:** 100 Mbps, half-duplex operation
 - **100TX Full:** 100 Mbps, full-duplex operation
 - **100TX Auto:** 100 Mbps, automatic-duplex operation
 - **1000T Full:** 1000 Mbps, full-duplex operation
4. Touch the **Save** button, or press the **OK** button. The product turns off and then on.

Product security features

Introduction

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

- [Security statements](#)
- [IP Security](#)
- [Assign or change the system password using the Embedded Web Server](#)
- [Sign in to the product](#)
- [Encryption support: HP High Performance Secure Hard Disks](#)
- [Lock the formatter](#)

Security statements

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

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


IP Security

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

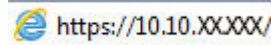
For products that are connected to the network and have an HP Jetdirect print server, you can configure IPsec by using the **Networking** tab in the HP Embedded Web Server.

Assign or change the system password using the Embedded Web Server

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

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


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

 https://10.10.XXXXX/

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

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

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

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


6. Click the **Apply** button.

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

Sign in to the product

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

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

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

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

Encryption support: HP High Performance Secure Hard Disks

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

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

Lock the formatter

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

Economy settings

Introduction

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

Print with EconoMode

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

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



NOTE: If this option is not available in your print driver, you can set it using the product control panel.

Configure EconoMode from the print driver

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

Configure EconoMode from the product control panel

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

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

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

1. Press the Home button on the product control panel.
2. Open the following menus:
 - [Administration](#)
 - [General Settings](#)

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



NOTE: The sleep-mode default time is 1 minute.

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

HP Web Jetadmin

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

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

Software and firmware updates

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

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606. Click **Drivers & Software**.

6 Solve problems

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

For more information:

Go to www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.


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

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

Customer support

Get telephone support for your country/region	Country/region phone numbers are on the flyer that was in the box with your product or at www.hp.com/support/ .
Have the product name, serial number, date of purchase, and problem description ready.	
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/ljM604 , www.hp.com/support/ljM605 , www.hp.com/support/ljM606
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register your product	www.register.hp.com


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.


Restore factory-set defaults

Introduction

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


 **NOTE:** Restoring factory settings might reset the product language.


Restore factory settings from the product control panel

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

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

Restore factory settings from the HP Embedded Web Server (network-connected products only)

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

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

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

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

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

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

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


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

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

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

Change the “Very Low” settings

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

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

For products with fax capability

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

The product can print faxes without interruption when it passes the Very Low threshold if you select the [Continue](#) option for the toner cartridge, but print quality might degrade.

Order supplies

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

Product does not pick up paper or misfeeds

Introduction

The following solutions can help solve problems if the product is not picking up paper from the tray or is picking up multiple sheets of paper at one time.

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

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.
2. Load the tray with the correct size of paper for your job.
3. Make sure the paper size and type are set correctly on the product control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
5. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.
6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.
2. Use only paper that meets HP specifications for this product.
3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.
5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.
6. Make sure the printing environment is within recommended specifications.

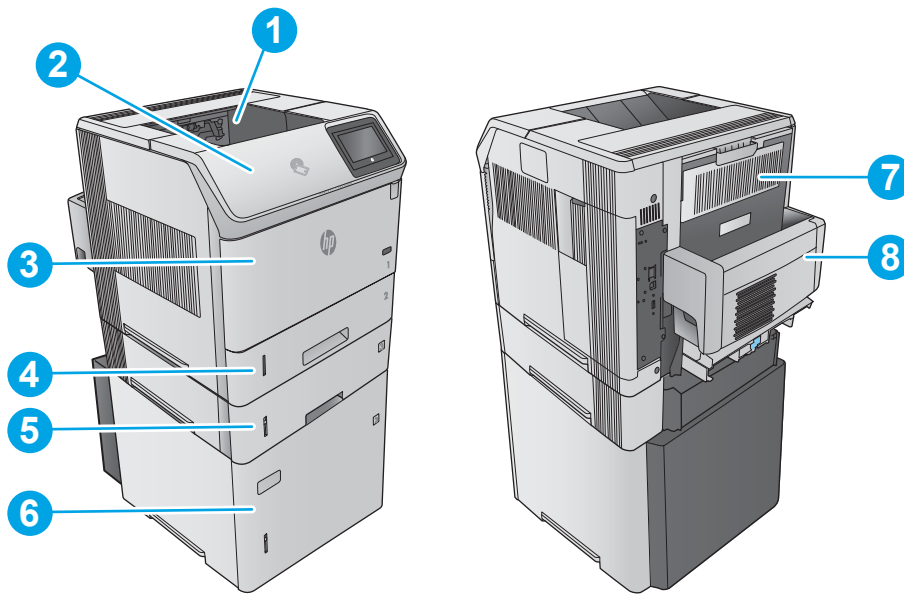
Clear paper jams

Introduction

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

- [Jam locations](#)
- [Auto-navigation for clearing jams](#)
- [Experiencing frequent or recurring paper jams?](#)
- [Clear paper jams in Tray 1](#)
- [Clear paper jams in Tray 2 and the 500-sheet trays](#)
- [Clear paper jams in the optional 1,500-sheet high-capacity tray](#)
- [Clear paper jams in the toner-cartridge area](#)
- [Clear paper jams in the rear output bin](#)
- [Clear paper jams in the fuser area](#)
- [Clear paper jams in the output bin](#)
- [Clear paper jams in the duplexer](#)
- [Clear paper jams in the envelope feeder](#)
- [Clear paper jams in the 5-bin mailbox](#)
- [Clear jams in the stacker or stapler/stacker](#)

Jam locations



1	Output bin	See Clear paper jams in the output bin on page 109 .
2	Toner-cartridge area	See Clear paper jams in the toner-cartridge area on page 100 .
3	Tray 1	See Clear paper jams in Tray 1 on page 95 .
4	Tray 2	See Clear paper jams in Tray 2 and the 500-sheet trays on page 96 .
5	Optional 500-sheet paper feeder	See Clear paper jams in Tray 2 and the 500-sheet trays on page 96 .
6	Optional 1,500-sheet high-capacity tray	See Clear paper jams in the optional 1,500-sheet high-capacity tray on page 98 .
7	Rear output bin and fuser area	See Clear paper jams in the rear output bin on page 103 and Clear paper jams in the fuser area on page 104 .
8	Optional duplexer	See Clear paper jams in the duplexer on page 110 .
	Envelope feeder (not shown)	See Clear paper jams in the envelope feeder on page 112 .
	5-bin mailbox (not shown)	See Clear paper jams in the 5-bin mailbox on page 114 .
	Stacker or stapler/stacker (not shown)	See Clear jams in the stacker or stapler/stacker on page 116 .

Auto-navigation for clearing jams

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

Experiencing frequent or recurring paper jams?

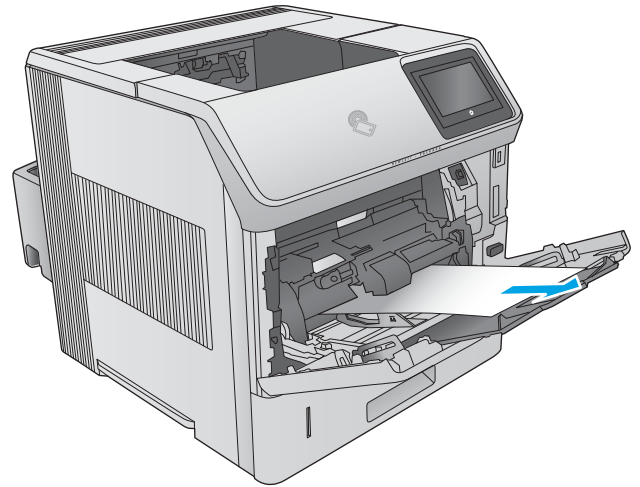
To reduce the number of paper jams, try these solutions.

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

Clear paper jams in Tray 1

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

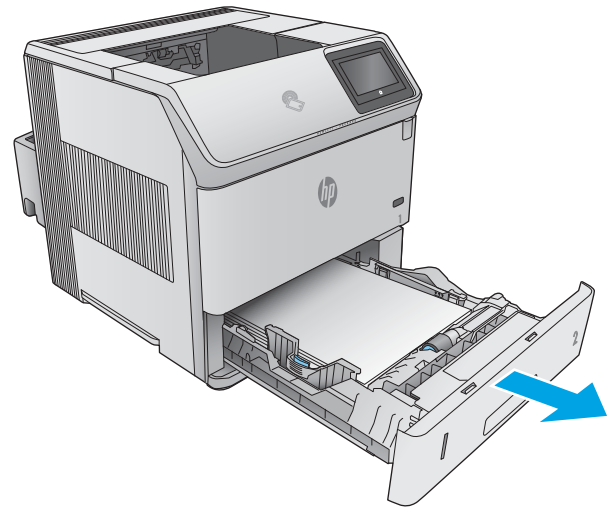
1. Slowly pull the jammed paper out of the product.



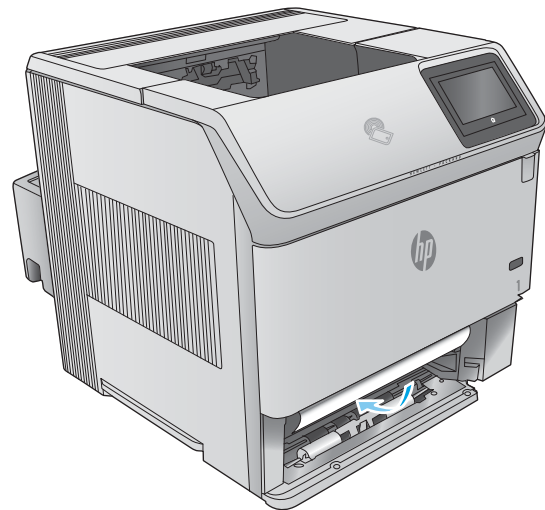
Clear paper jams in Tray 2 and the 500-sheet trays

Use the following procedure to check for paper in all possible jam locations related to Tray 2 and the 500-sheet trays. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

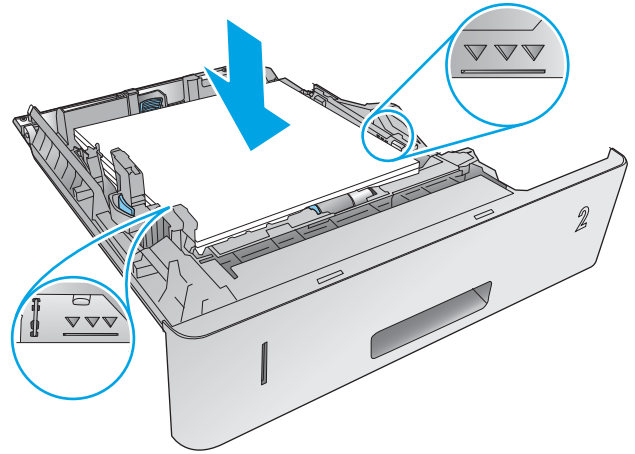
1. Pull the tray completely out of the product by pulling and lifting it up slightly.



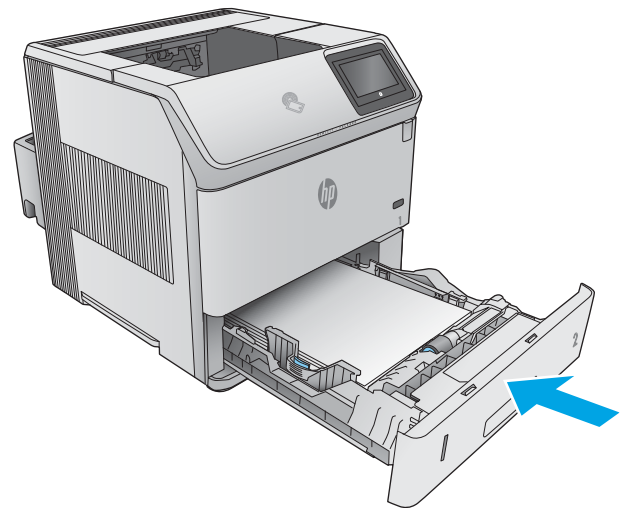
2. If the edge of the jammed paper is visible in the feed area, slowly pull the paper down and toward the back of the product. Then pull it out of the product. (Do not pull the paper straight out, or it will tear.) If the paper is not visible, look in the next tray or in the top-cover area.



3. Make sure that the paper is flat in the tray at all four corners and below the maximum-height indicators.



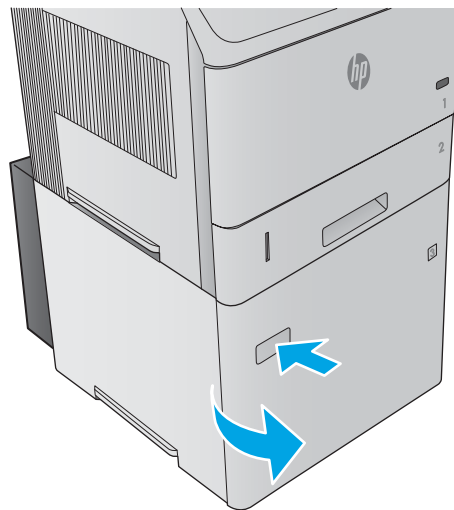
4. Reinsert and close the tray.



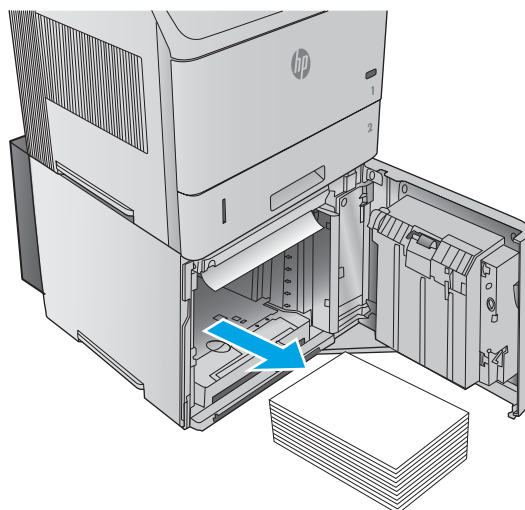
Clear paper jams in the optional 1,500-sheet high-capacity tray

Use the following procedure to clear paper jams in the 1,500-sheet high-capacity tray. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

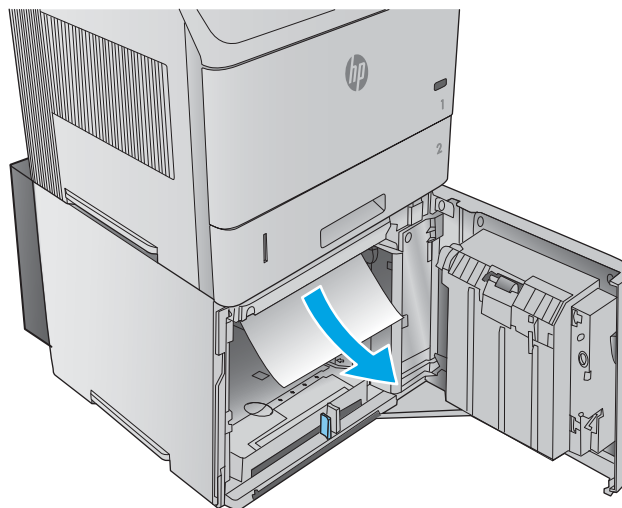
1. Open the front door of the tray.



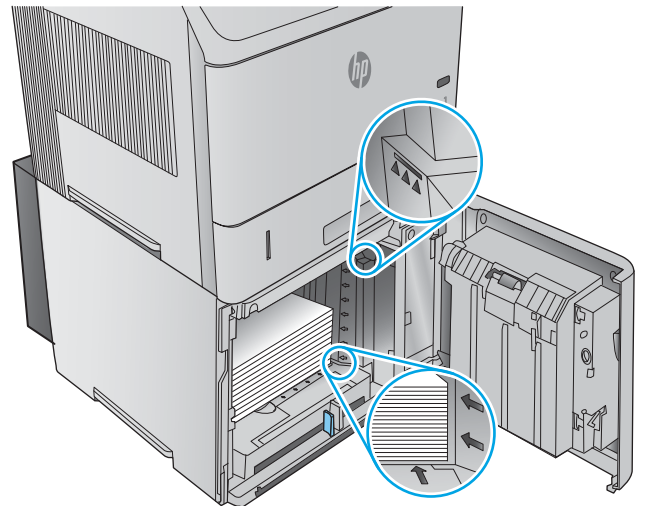
2. Remove the paper stack.



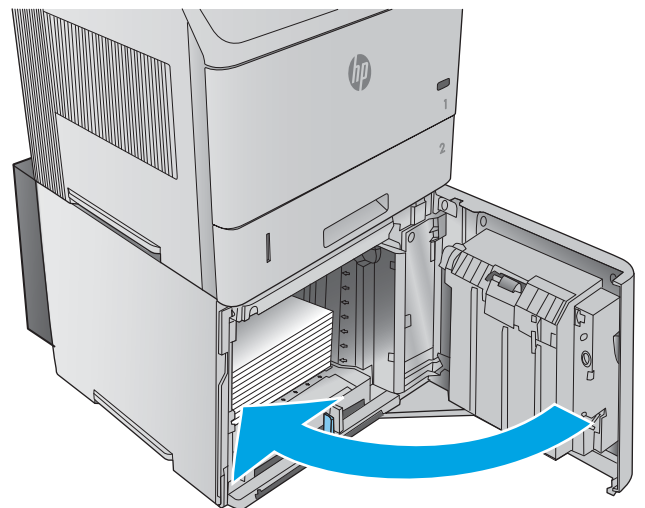
3. If the edge of the jammed paper is visible in the feed area, slowly pull the paper down and out of the product. (Do not pull the paper straight out, or it will tear.) If the paper is not visible, look in the top-cover area.



4. Make sure that the paper does not exceed the fill marks on the paper guides, and that the front edge of the stack is aligned with the arrows.



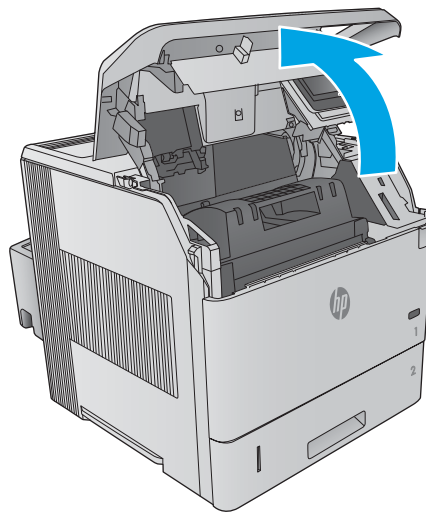
5. Close the front door of the tray.



Clear paper jams in the toner-cartridge area

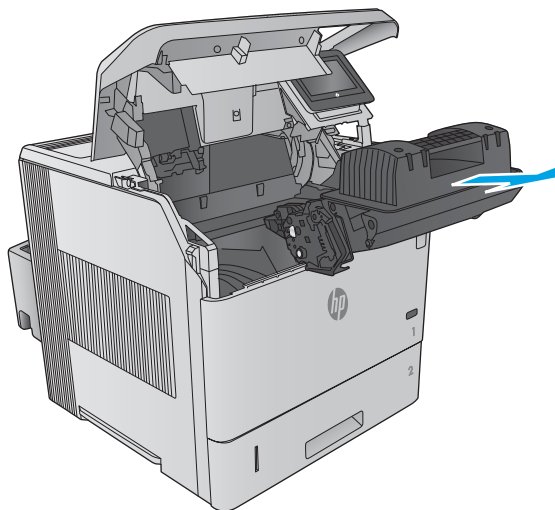
Use the following procedure to check for paper in all possible jam locations in the toner-cartridge area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the top cover.

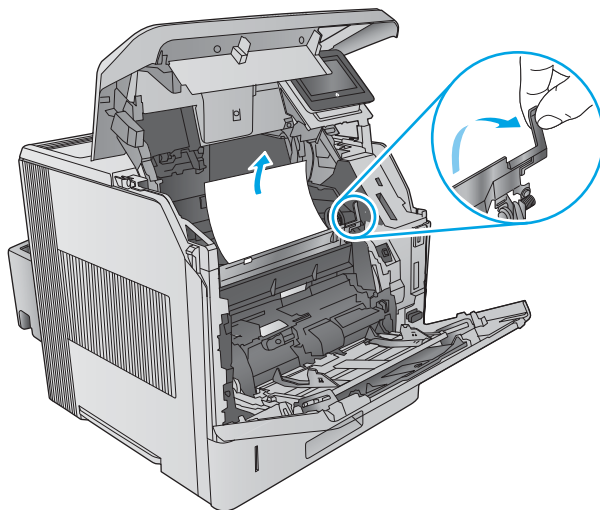


2. Remove the toner cartridge.

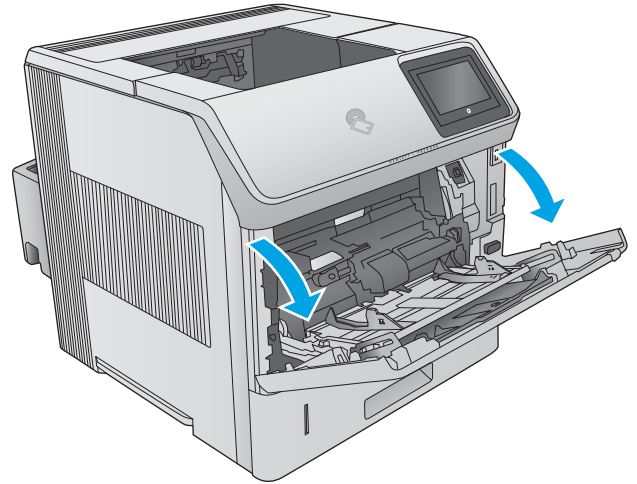
CAUTION: To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover the toner cartridge with a sheet of paper while it is outside of the product.



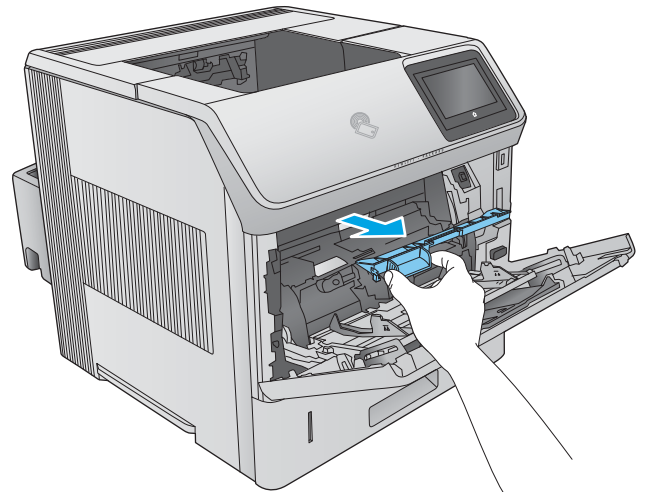
3. Use the green handle to lift the paper-access plate. Slowly pull the jammed paper out of the product. Do not tear the paper. If paper is difficult to remove, try clearing it from the tray area.



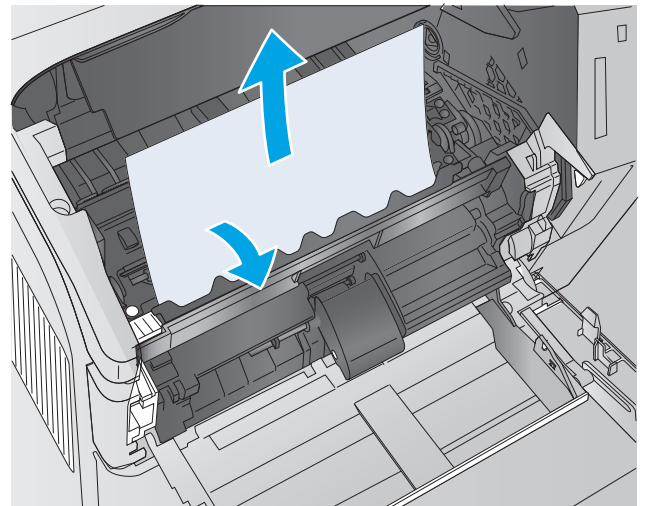
4. Open Tray 1.



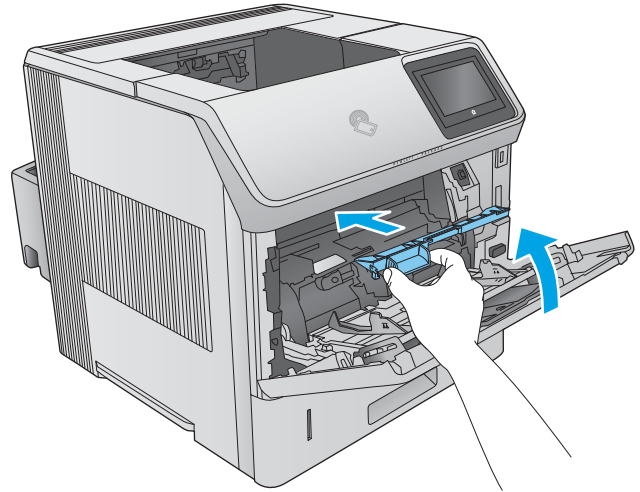
5. Remove the envelope accessory cover. If paper is present, remove it.



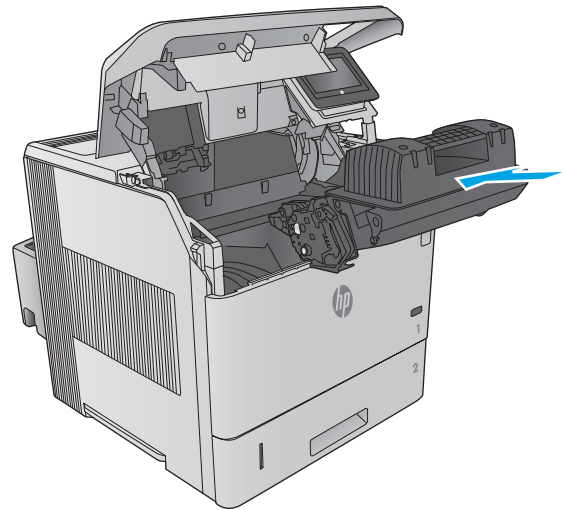
6. Rotate the paper guide to check for additional jammed paper underneath. If jammed paper is present, remove it.



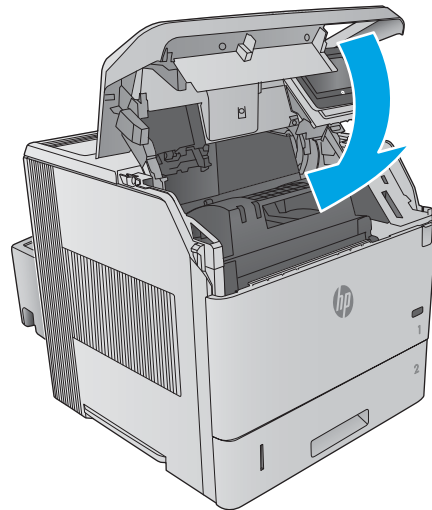
- 7. Replace the envelope accessory cover and close Tray 1.



- 8. Replace the toner cartridge.



- 9. Close the top cover.

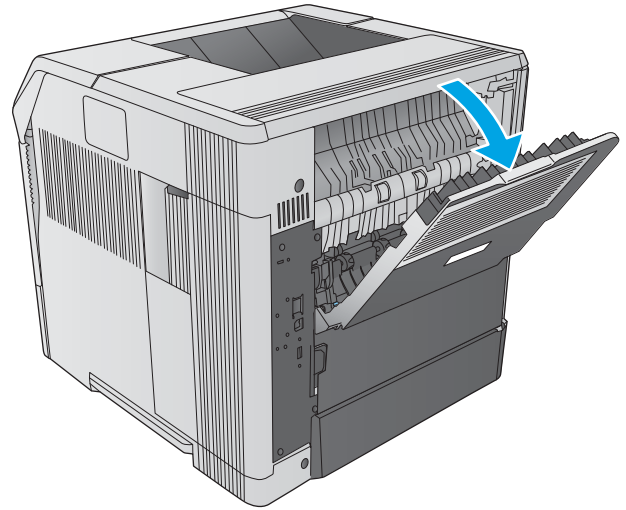


Clear paper jams in the rear output bin

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

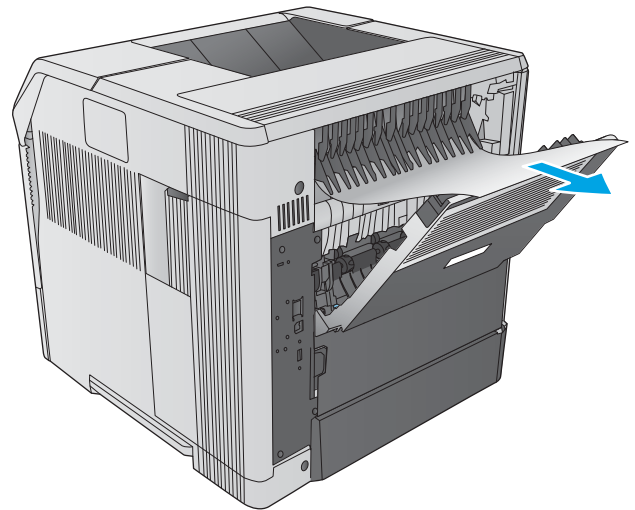
1. Open the rear output bin.

NOTE: If most of the paper is still inside the product, it might be easier to remove it through the top-cover area.



2. Grasp both sides of the paper, and slowly pull the paper out of the product. Loose toner might be on the sheet. Be careful not to spill it on yourself or into the product.

NOTE: If the jammed paper is difficult to remove, try opening the top cover all the way to release pressure on the paper. If the sheet has torn, or if you still cannot remove it, clear the jam from the fuser area.



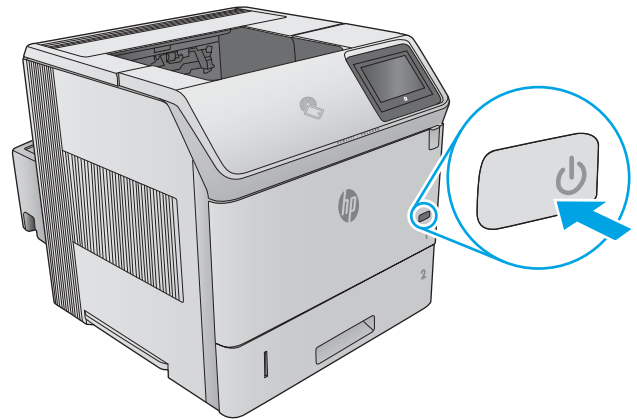
Clear paper jams in the fuser area

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

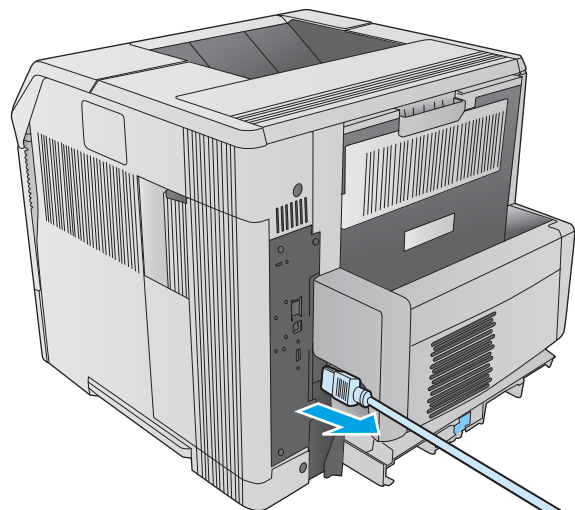
Use this procedure only in these situations:

- Paper has jammed inside the fuser and cannot be removed from the top-cover area or the rear output area.
- A sheet of paper tears during an attempt to clear a jam from the fuser.

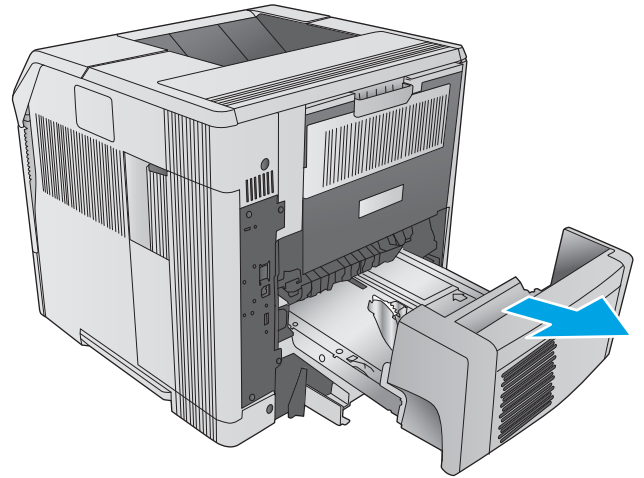
1. Turn the product off.



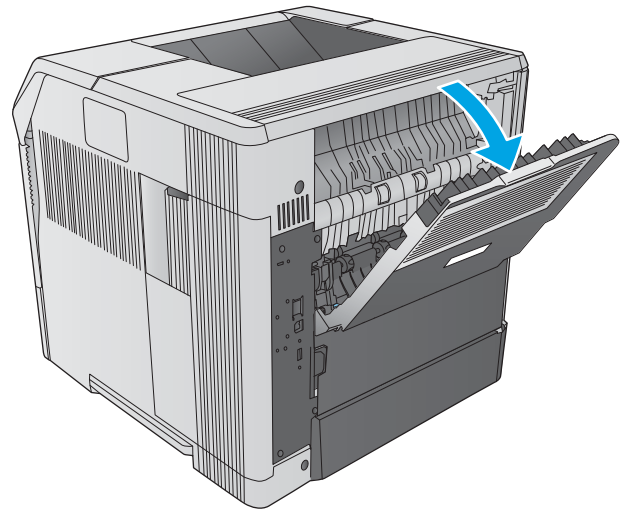
2. Disconnect the power cord.



3. If an optional duplexer is installed, lift it and pull it straight out. Set it aside.

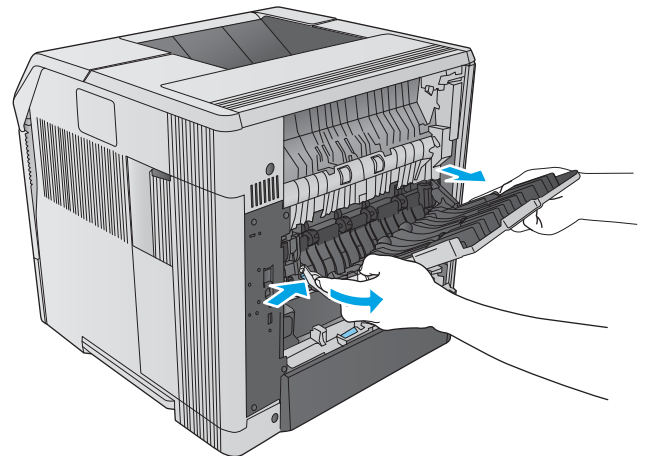


4. Open the rear output bin.

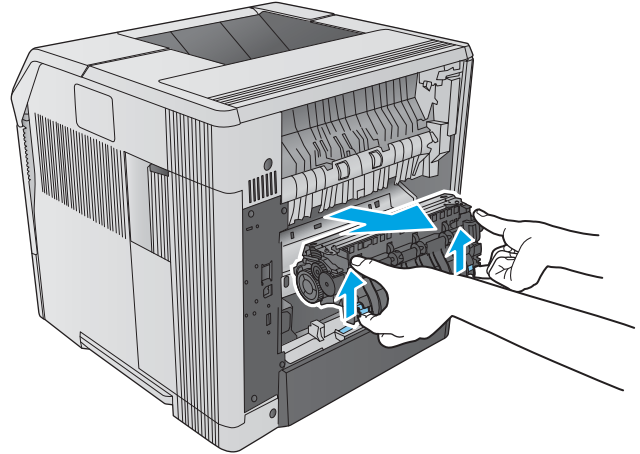


5. Remove the rear output bin. Place a finger near the left-side hinge, and push firmly to the right until the hinge-pin clears the hole inside the product. Rotate the output bin outward to remove it.

WARNING! The fuser is very hot. To avoid burns, allow the fuser to cool before continuing.

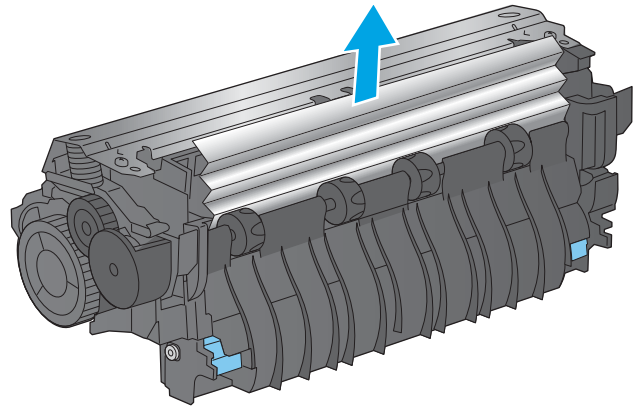


6. Push up on the two blue levers on the sides of the fuser to release it, and then pull the fuser straight out of the product to remove it..

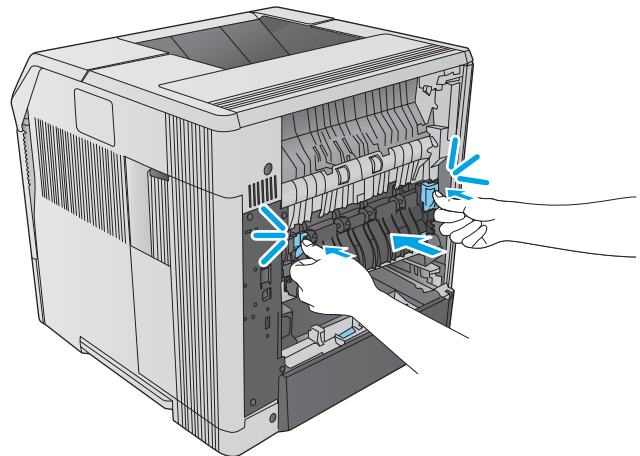


7. Remove the jammed paper. If necessary, lift the black plastic guide that is located on the top of the fuser to gain access to the jammed sheet.

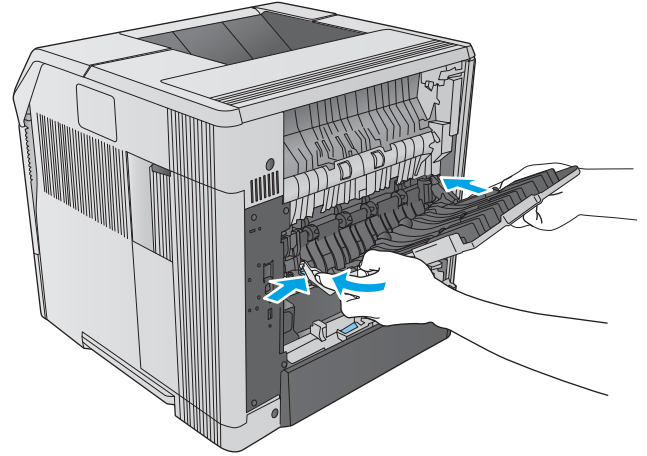
CAUTION: Do not use a sharp or metal object to clear paper from the fuser area. It might damage the fuser.



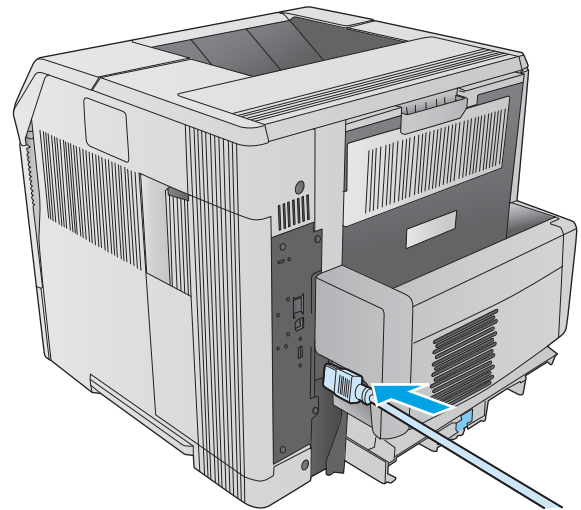
8. Push the fuser straight into the product until it snaps into place.



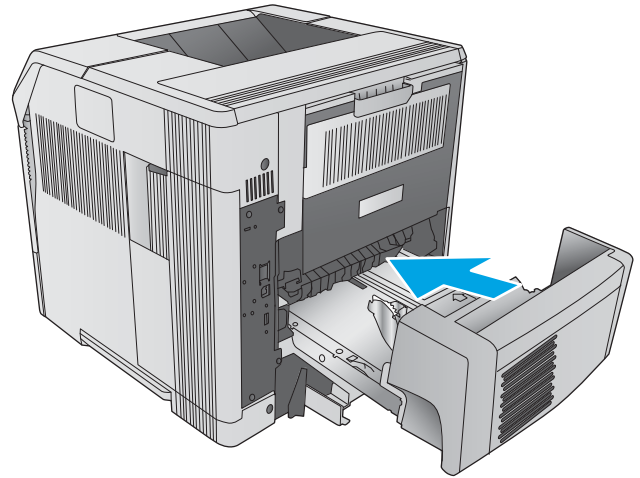
9. Replace the rear output bin. Insert the right hinge-pin into the hole inside the product. Push inward on the left hinge, and slide it into the hole inside the product. Close the rear output bin.



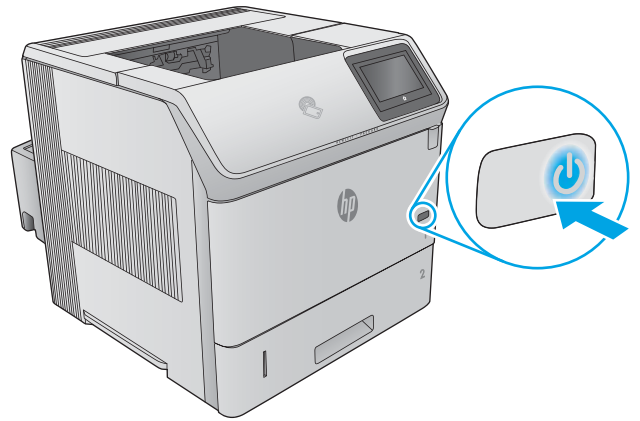
10. Connect the power cord to the product.



11. Replace the optional duplexer, if it was removed.



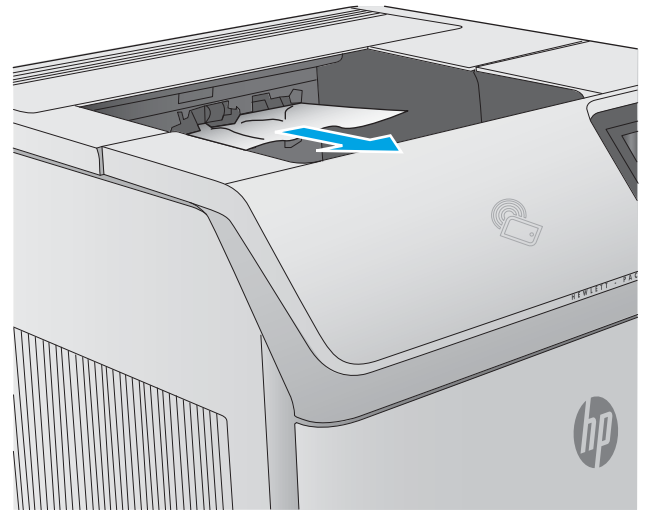
12. Turn the product on.



Clear paper jams in the output bin

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

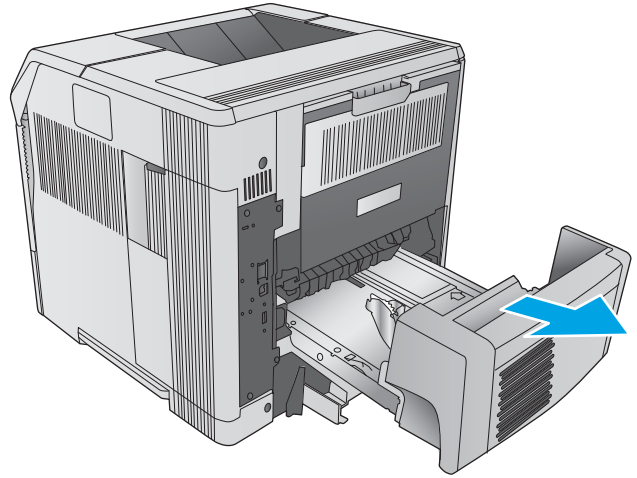
1. If paper is visible in the output bin, grasp the leading edge and remove it.



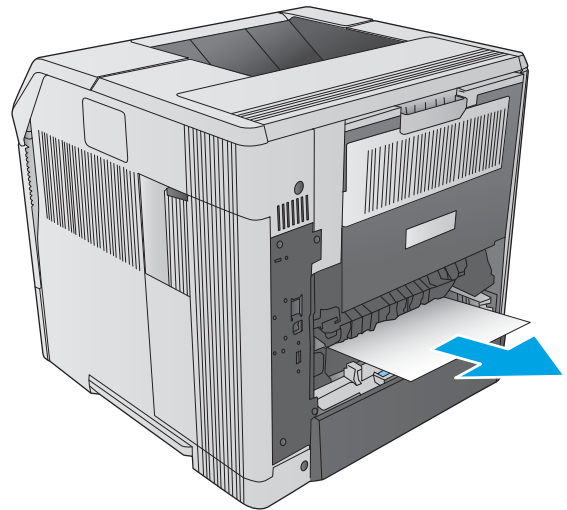
Clear paper jams in the duplexer

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

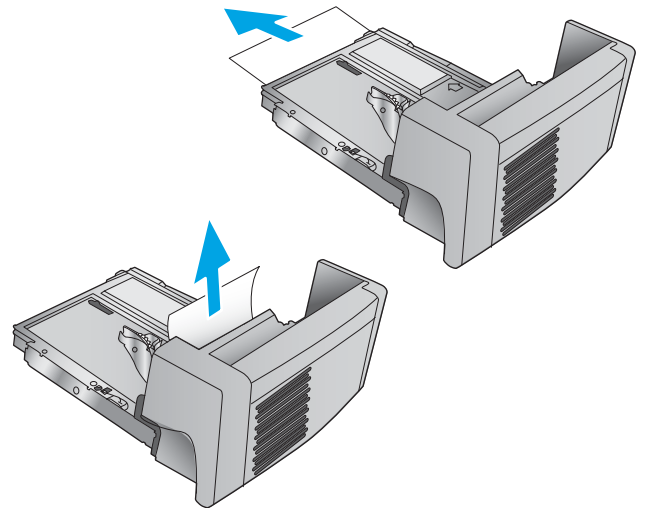
1. Lift the duplexer up and then pull it out to remove it.



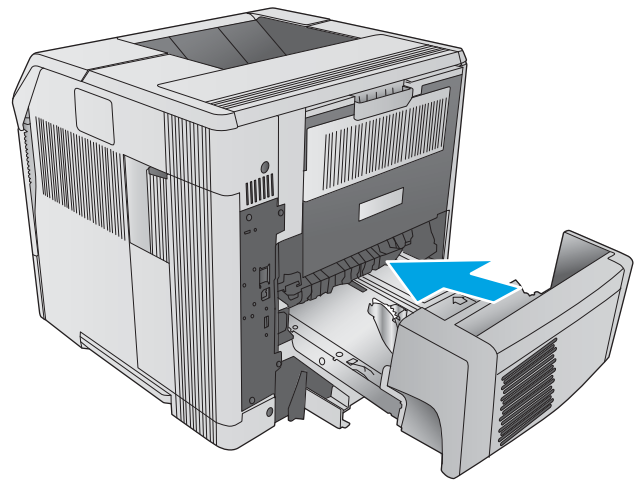
2. Remove any paper that is on top of Tray 2. (It might be necessary to reach inside the product.)



3. Slowly pull any paper out of the duplexer.



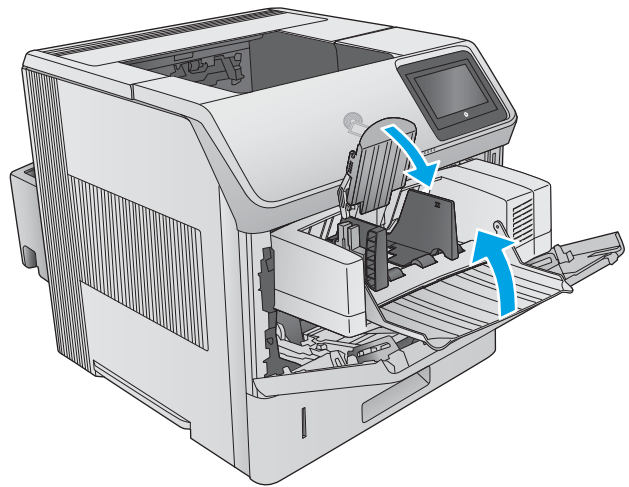
4. Insert the duplexer into the product.



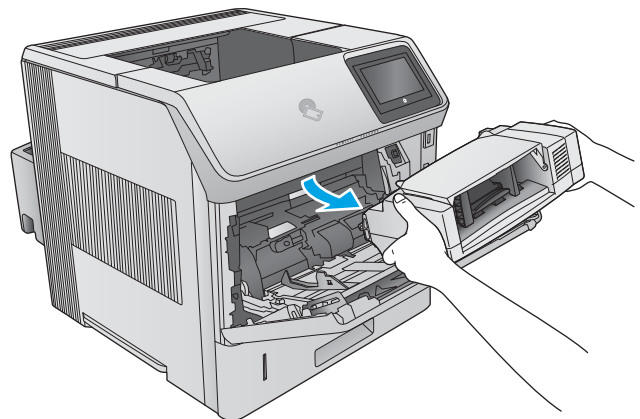
Clear paper jams in the envelope feeder

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

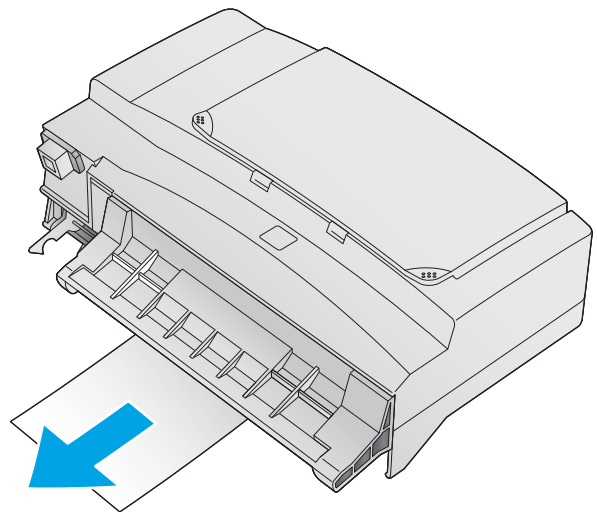
1. Remove any envelopes that are loaded in the envelope feeder. Lower the envelope weight and lift the tray extension up, to the closed position.



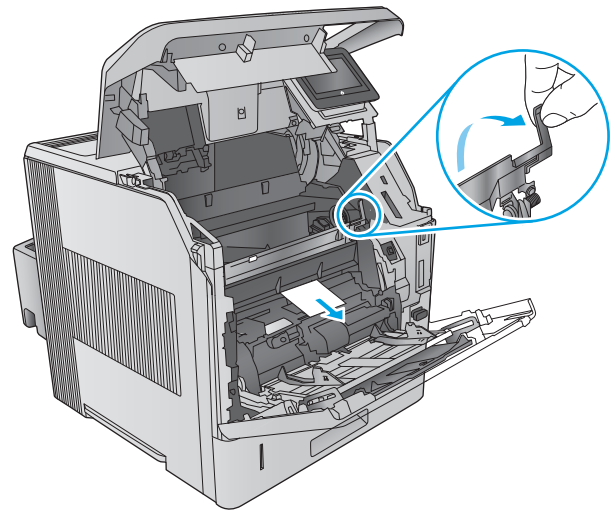
2. Grasp both sides of the envelope feeder and carefully pull it out of the product.



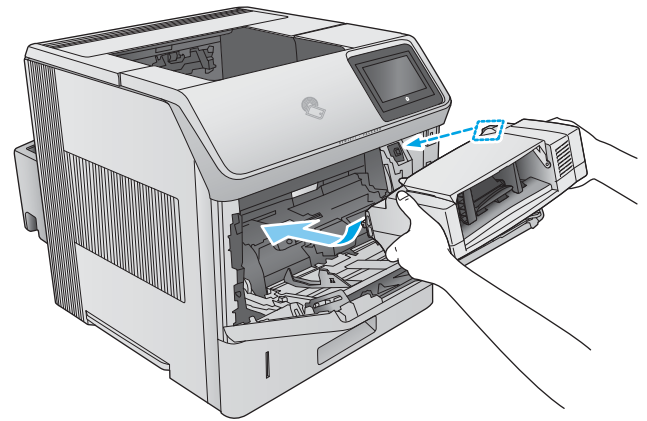
3. Slowly remove any jammed envelopes from the envelope feeder.



4. Slowly remove any jammed envelopes from the product.



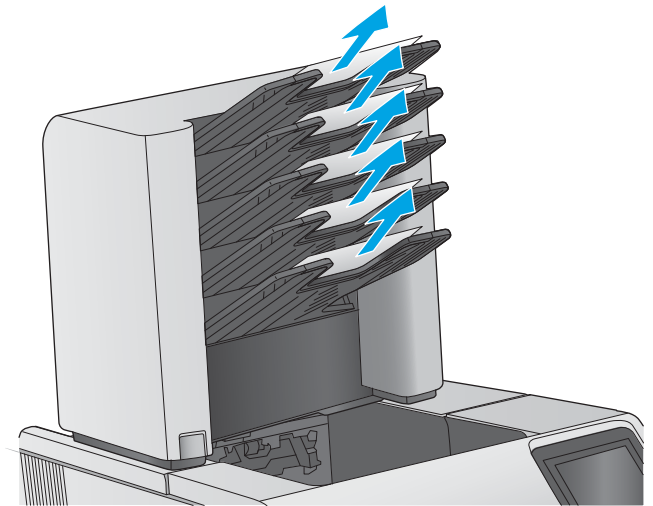
5. Install the envelope feeder.



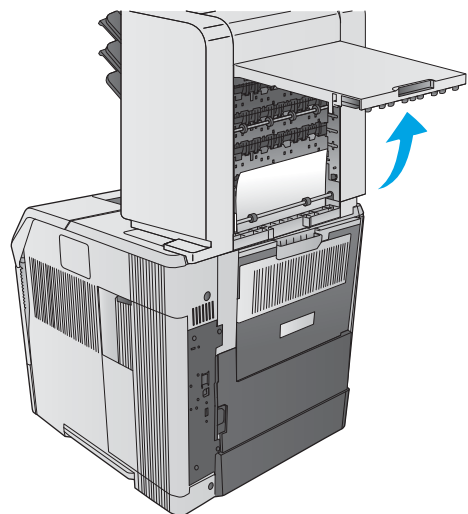
Clear paper jams in the 5-bin mailbox

Use the following procedure to check for paper in all possible jam locations in the 5-bin mailbox. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

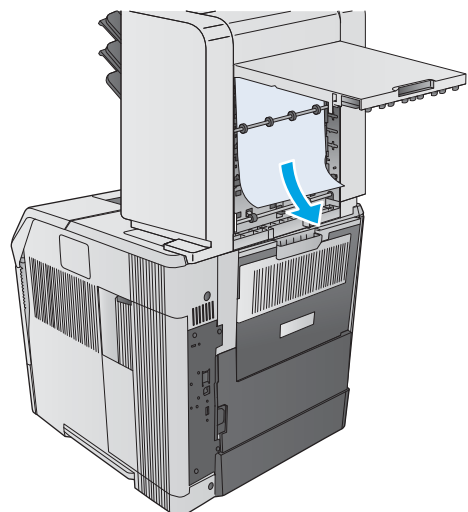
1. Remove any paper from the output bins.



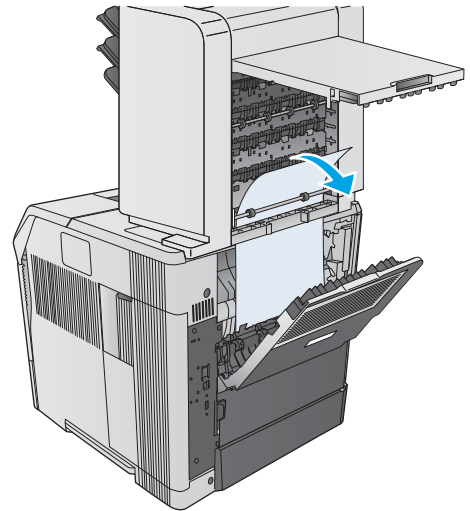
2. On the back of the 5-bin mailbox, open the jam-access door.



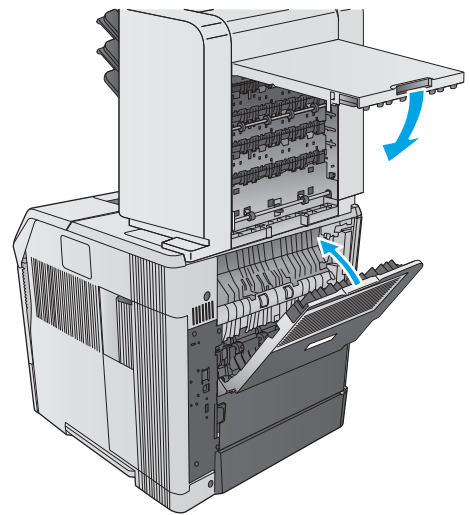
3. If the paper is jammed at the top of the 5-bin mailbox, pull it straight down to remove it.



4. If the paper is jammed at the bottom of the 5-bin mailbox, open the rear output bin, and then pull straight up on the paper to remove it.



5. Close the jam-access door and the rear output bin.



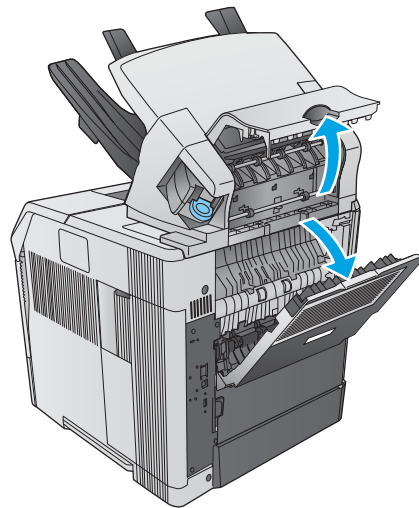
Clear jams in the stacker or stapler/stacker

- [Clear paper jams in the stacker or stapler/stacker](#)
- [Clear staple jams in the stapler/stacker](#)

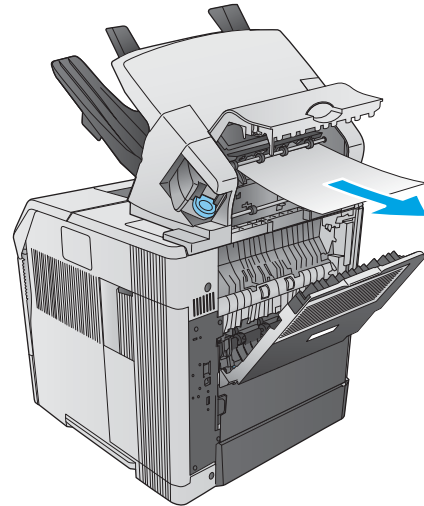
Clear paper jams in the stacker or stapler/stacker

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

1. At the back of the product, open the door on the stacker or stapler/stacker, and then open the rear output bin.

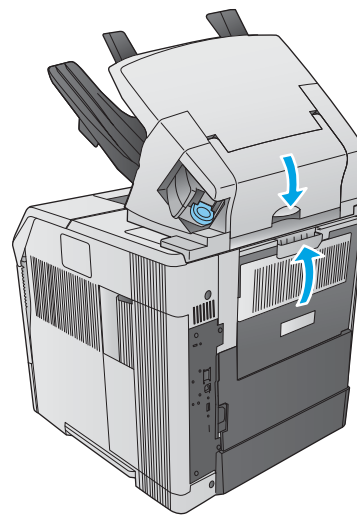


- Carefully remove any jammed paper.



- Close the door on the stacker or stapler/stacker, and close the rear output bin.

NOTE: The output bin must be pushed down into the lowest position for printing to continue.

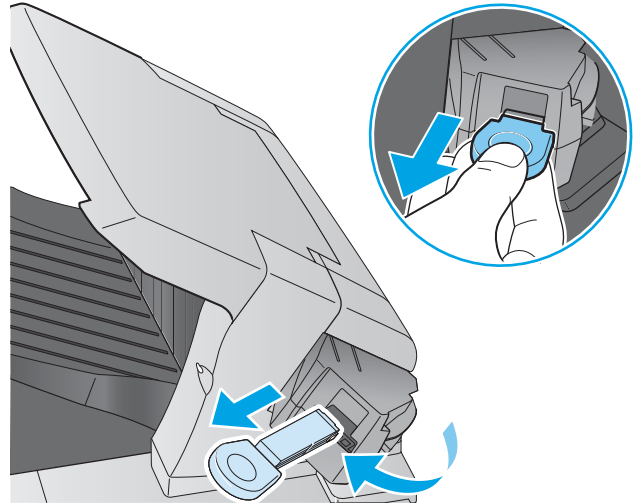


Clear staple jams in the stapler/stacker

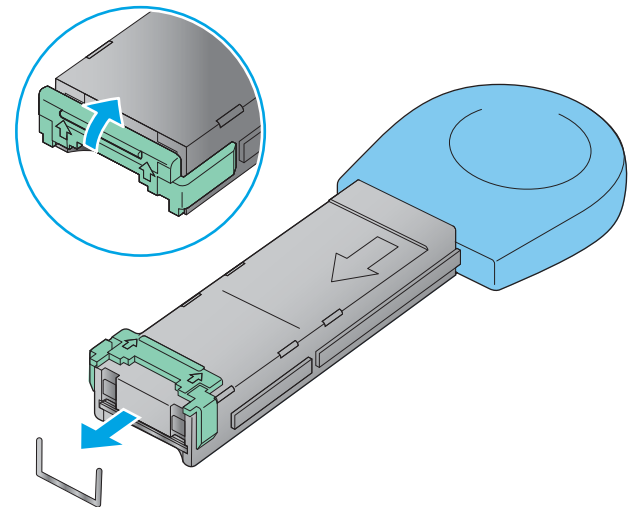
Use the following procedure to clear staple jams in the stapler/stacker. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

The stapler needs to reload after clearing a staple jam, so the first few documents might not be stapled. If a print job is sent and the stapler is jammed or is out of staples, the job will still print as long as the path to the stacker bin is not blocked.

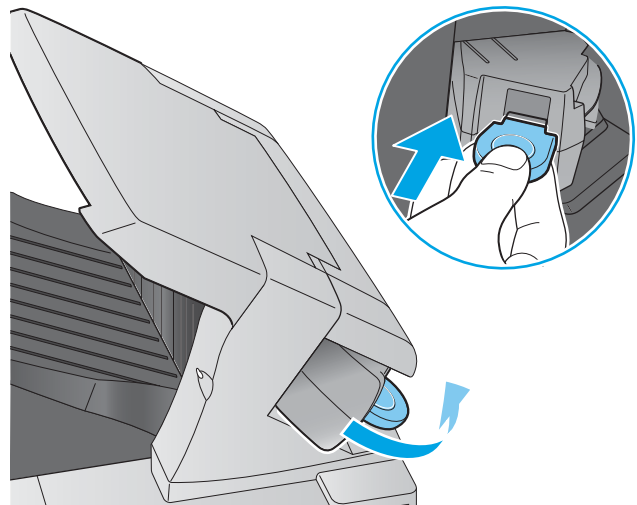
1. On the right side of the stapler/stacker, turn the stapler unit toward the front of the product until the unit clicks into the open position. Pull outward on the blue staple cartridge to remove it.



2. Rotate the green cover on the end of the staple cartridge upward, and remove the jammed staple.



3. Insert the staple cartridge into the stapler unit, and rotate the stapler unit toward the rear of the product until the unit snaps into place.



Improve print quality

Introduction

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

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

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

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

Check the paper type setting (OS X)


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

4. Select a type from the **Media-type** drop-down list.
5. Click the **Print** button.

Check toner-cartridge status

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

Step one: Print the supplies status page

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

Step two: Check supplies status

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

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

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

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

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


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

Clean the product

Print a cleaning page

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

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

1. Press the Home  button on the product control panel.
2. Select **Device Maintenance**.
3. Select **Calibration/Cleaning**, and then select **Cleaning Page** to print the page.

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

Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

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

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

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

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

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


Step two: Check the environment

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

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

Step three: Set the individual tray alignment

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

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

Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/ljM604, www.hp.com/support/ljM605, www.hp.com/support/ljM606.

HP PCL 6 driver

- Provided as the default driver on the product CD. This driver is automatically installed unless you select a different one.
- Recommended for all Windows environments
- Provides the overall best speed, print quality, and product-feature support for most users
- Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
- Might not be fully compatible with third-party and custom software programs that are based on PCL 5

HP UPD PS driver

- Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
 - Provides support for printing from postscript emulation needs, or for postscript flash font support
-

HP UPD PCL 5

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

HP UPD PCL 6

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

Solve wired network problems

Introduction

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

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



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

Poor physical connection

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

The computer is using the incorrect IP address for the product

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

The computer is unable to communicate with the product

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

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

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

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

The product is disabled, or other network settings are incorrect

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

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