LaserJet Enterprise MFP M527

User Guide

M527dn	M527f	M527z

www.hp.com/support/ljM527MFP

HP LaserJet Enterprise MFP M527

User Guide

Table of contents

1   Printer overview

- [Printer views](#)

- [Printer specifications](#)

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Printer views

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

Printer front view
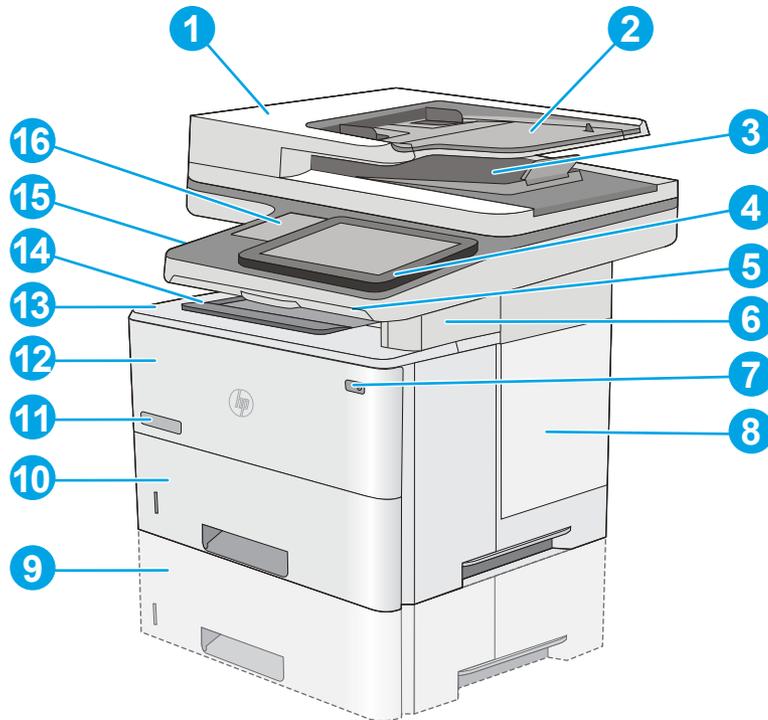
1	Document-feeder cover (access for clearing jams)
2	Document-feeder input tray
3	Document-feeder output bin
	NOTE: When feeding long paper through the document feeder, extend the paper stop at the right side of the output bin.
4	Control panel with color touchscreen display (tilts up for easier viewing)
5	Physical keyboard (z model only). Pull the keyboard straight out to use it.
6	Convenience stapler (f and z models only)
7	On/off button
8	Formatter cover
9	Optional 1 x 550-sheet paper feeder (Tray 3)
	NOTE: Each printer model accepts up to three optional 1 x 550-sheet feeders (Trays 3, 4, and 5).
10	Tray 2
11	Model name

12	Tray 1
13	Top cover (access to the toner cartridge)
	NOTE: The release button for the top cover is on the left side of the printer.
14	Standard output bin
15	Easy-access USB port (on the left side of the control panel support)
	Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.
	NOTE: An administrator must enable this port before use.
16	Hardware integration pocket (for connecting accessory and third-party devices)

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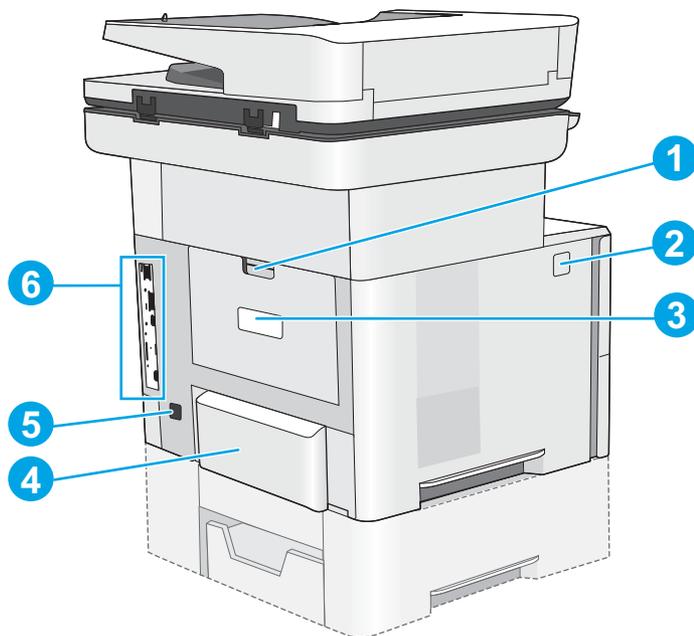
1	Rear door (access for clearing jams)
2	Top-cover-release button
3	Serial number and product number label
4	Dust cover for Tray 2 (flips up when legal-size paper is loaded)
5	Power connection
6	Formatter (contains the interface ports)

Interface ports
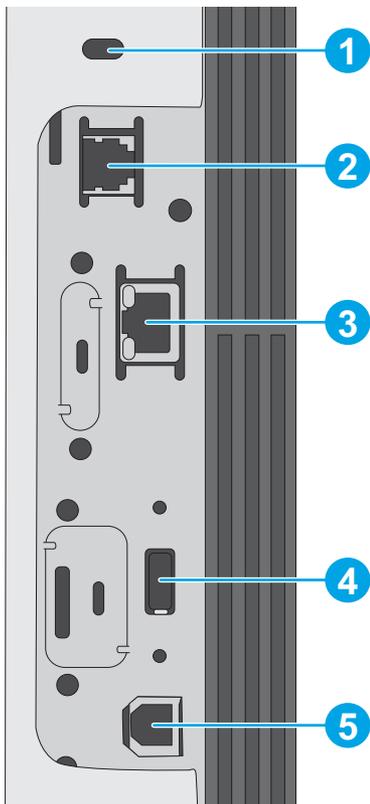
1	Slot for a cable-type security lock
2	Fax port (f and z models only. The port is covered for the dn model.)
3	Local area network (LAN) Ethernet (RJ-45) network port
4	USB port for connecting external USB devices (this port might be covered)
	NOTE: For easy-access USB printing, use the USB port near the control panel.
5	Hi-Speed USB 2.0 printing port

Control-panel view

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

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

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

1	Home 🏠 button	Touch the Home button to return to the printer Home screen at any time.
2	Applications area	Touch any of the icons to open the application. Swipe the screen sideways to access more applications. **NOTE:** The available applications vary by printer. The administrator can configure which applications appear and the order in which they appear.
3	Reset button	Touch the Reset button to clear changes, release the printer from a paused state, display hidden errors, and restore the default settings (including the language and keyboard layout).
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 printer. The printer restores all options to the default settings. **NOTE:** This button displays only if the administrator has configured the printer to require permission for access to features.
5	Information ℹ button	Touch the information button to access a screen that provides access to several types of printer information. Touch the buttons at the bottom of the screen for the following information: ● Display Language: Change the language setting from this screen. ● Sleep Mode: Place the printer into sleep mode from this screen. ● Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi. ● Wireless: Use this screen to view and change wireless connection settings (for the z model and for the dn and f models only when an optional wireless accessory is installed). ● Ethernet: Use this screen to view and change Ethernet connection settings. ● HP Web Services: Find information to connect and print to the printer using HP Web Services (ePrint). ● Fax Number: View the printer fax number (for f and z models and for the dn model only when the optional fax accessory is installed).

6	Help ❓ button	Touch the Help button to open the embedded help system.
7	Current time	Displays the current time.
8	Start Copy button	Touch the Start Copy button to start a copy job.
9	Copies field	The copies field indicates the number of copies that the printer is set to make.
10	Home-screen page indicator	The Home screen has multiple pages. This icon indicates the number of pages and which page is currently active. Swipe the screen sideways to scroll between pages.
11	Keyboard (z model only)	This printer includes a physical keyboard. The keys are mapped to a language in the same way the virtual keyboard on the printer touchscreen is mapped. Whenever the keyboard layout for the virtual keyboard changes, the keys on the physical keyboard are remapped to match the new settings. NOTE: In some locations, the printer comes with adhesive keyboard overlays to customize the keys for different languages.
12	Near-field communication icon (z model only)	This icon indicates the printer includes integrated HP near-field communication (NFC) and Wi-Fi Direct
13	Easy-access USB port	Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware. NOTE: An administrator must enable this port before use.
14	Hardware integration pocket	For connecting accessory and third-party devices.

How to use the touchscreen control panel

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

Action	Description	Example
Touch	Touch an item on the screen to select that item or open that menu. Also, when scrolling through menus, briefly touch the screen to stop the scrolling.	Touch the Settings icon to open the Settings menu.
Swipe	Touch the screen and then move your finger horizontally to scroll the screen sideways.	Swipe until the Settings menu displays.
Scroll	Touch the screen and then move your finger vertically to scroll the screen up and down.	Scroll through the Settings menu.
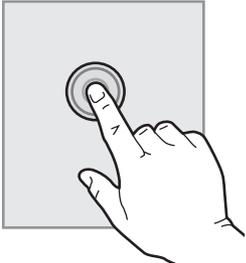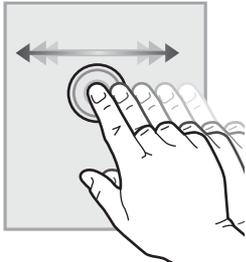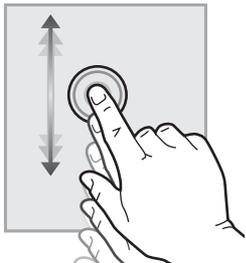
Printer specifications

✎ **IMPORTANT:** The following specifications are correct at the time of publication, but they are subject to change. For current information, see www.hp.com/support/ljM527MFP.

- Technical specifications

- Supported operating systems

- Mobile printing solutions

- Printer dimensions

- Power consumption, electrical specifications, and acoustic emissions

- Operating-environment range

Technical specifications

Model name		M527dn	M527f	Flow M527z
Product number		F2A76A	F2A77A	F2A78A
Paper handling	Tray 1 (100-sheet capacity)	✓	✓	✓
	Tray 2 (550-sheet capacity)	✓	✓	✓
	1 x 550-sheet paper feeder **NOTE:** Each printer model accepts up to three optional 1 x 550-sheet feeders (Trays 3, 4, and 5).	Optional	Optional	Optional
	Printer cabinet/stand	Optional	Optional	Optional
	Automatic duplex printing	✓	✓	✓
	Convenience stapler	Not supported	✓	✓
Connectivity	10/100/1000 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Hi-Speed USB 2.0	✓	✓	✓
	Easy-access USB port for printing without a computer and upgrading the firmware	✓	✓	✓
	Hardware Integration Pocket for connecting accessory and third-party devices	✓	✓	✓
	HP Internal USB Ports	Optional	Optional	Optional
	HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices	Optional	Optional	Not supported
	Integrated HP near-field communication (NFC) and Wi-Fi Direct functionality for printing from mobile devices	Not supported	Not supported	✓

Model name		M527dn	M527f	Flow M527z
Product number		F2A76A	F2A77A	F2A78A
	HP Jetdirect 2900nw Print Server accessory for wireless connectivity	Optional	Optional	Optional
Memory	1.75 GB base memory NOTE: The base memory is expandable to 3.75 GB by adding a DIMM memory module.	✓	✓	✓
Mass storage	16 GB embedded Multi-Media Controller (eMMC)	✓	Not supported	Not supported
	320 GB HP Secure High-Performance Hard Disk	Optional	✓	✓
Security	HP Trusted Platform Module for encrypting all data that passes through the printer	Optional	Optional	Optional
Control-panel display and keyboard	Color touchscreen control panel	✓	✓	✓
	Physical keyboard	Not supported	Not supported	✓
Print	Prints 45 pages per minute (ppm) on letter and 43 ppm on A4-size paper	✓	✓	✓
	Easy-access USB printing (no computer required)	✓	✓	✓
	Store jobs in the printer memory to print later or print privately	✓	✓	✓
Fax		Optional	✓	✓
Copy and Scan	Copies 45 pages per minute (ppm) on letter and 43 ppm on A4-size paper	✓	✓	✓
	100-page document feeder with dual-head scanning for single-pass duplex copying and scanning	✓	✓	✓
	HP EveryPage Technologies including ultrasonic multi-feed detection	Not supported	Not supported	✓
	Embedded optical character recognition (OCR) provides the ability to convert printed pages into text that can be edited or searched using a computer	Not supported	Not supported	✓
	SMART Label feature provides paper-edge detection for automatic page cropping	Not supported	Not supported	✓
	Automatic page orientation for pages that have at least 100 characters of text	Not supported	Not supported	✓

Model name		M527dn	M527f	Flow M527z
Product number		F2A76A	F2A77A	F2A78A
	Automatic tone adjustment sets contrast, brightness, and background removal for each page	Not supported	Not supported	✔
Digital Send	Send documents to E-mail, USB, and shared folders on a network	✔	✔	✔
	Send documents to SharePoint®	Not supported	Not supported	✔

Supported operating systems

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

Windows: The HP Software Installer CD installs the "HP PCL.6" version 3 print driver, the "HP PCL 6" version 3 print driver, or the "HP PCL-6" version 4 print driver, depending on the Windows operating system, along with optional software when using the full software installer. Download the "HP PCL.6" version 3 print driver, the "HP PCL 6" version 3 print driver, and the "HP PCL-6" version 4 print driver from the printer-support Web site for this printer: www.hp.com/support/ljM527MFP.

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

1. Go to www.hp.com/support/ljM527MFP.

2. Select **Support Options**, under **Download Options** select **Drivers, Software & Firmware**, and then select the printer bundle.

3. Click the operating system version, and then click the **Download** button.

Table 1-1 Supported operating systems and print drivers

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows® XP SP3, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system.
Windows Vista®, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.

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

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows Server 2003 SP2, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best effort support for the discontinued Server 2003 operating system.
Windows 7 SP1, 32-bit and 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the full software installation.	
Windows 8, 32-bit and 64-bit	The "HP PCL-6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 8.1, 32-bit and 64-bit	The "HP PCL-6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system. Windows 8.1 RT support is provided through Microsoft IN OS Version 4, 32- bit driver.
Windows 10, 32-bit and 64-bit	The "HP PCL-6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 32-bit	The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 SP2, 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2008 R2, SP 1, 64-bit	The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the basic software installation. The basic installer installs the driver only.	The full software installer is not supported for this operating system.
Windows Server 2012, 64-bit	The software installer does not support Windows Server 2012 but the "HP PCL 6" version 3 and "HP PCL-6" version 4 printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.

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

Operating system	Print driver installed (from the software installer CD for Windows, or the installer on the Web for OS X)	Notes
Windows Server 2012 R2, 64-bit	The software installer does not support Windows Server 2012 but the "HP PCL 6" version 3 and "HP PCL-6" version 4 printer-specific print drivers do support it.	Download the driver from the HP Web site, and use the Windows Add Printer tool to install it.
OS X 10.8 Mountain Lion, OS X 10.9 Mavericks, OS X 10.10 Yosemite	The OS X print driver and print utility are available for download from hp.com and may also be available via Apple Software Update. The HP installer software for OS X is not included in the in-box CD.	For OS X, download the installer from the support Web site for this printer. 1. Go to www.hp.com/support/ljM527MFP. 2. Select **Support Options**, under **Download Options** select **Drivers, Software & Firmware**, and then select the printer bundle. 3. Click the operating system version, and then click the **Download** button.

NOTE: For a current list of supported operating systems, go to www.hp.com/support/ljM527MFP for HP's all-inclusive help for the printer.

NOTE: For details on client and server operating systems and for HP UPD driver support for this printer, go to www.hp.com/go/upd. Under **Additional information**, click the links.

Table 1-2 Minimum system requirements

Windows	Mac computers and OS X
• CD-ROM drive, DVD drive, or an Internet connection	• Internet connection
• Dedicated USB 1.1 or 2.0 connection or a network connection	• 1 GB of available hard-disk space
• 400 MB of available hard-disk space	

Mobile printing solutions

The printer supports the following software for mobile printing:

- HP ePrint software

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

- HP ePrint via email (Requires HP Web Services to be enabled and the printer to be registered with HP Connected)

- HP ePrint app (Available for Android, iOS, and Blackberry)

- ePrint Enterprise app (Supported on all printers with ePrint Enterprise Server Software)

- HP Home and Biz app (Available for Symbian/Nokia devices)

- Google Cloud Print 1.0 (Requires the printer to be registered with HP Connected and then registered with Google Cloud)

- AirPrint

- Android Printing

Printer dimensions

Figure 1-1 Dimensions for the dn, f, and z models
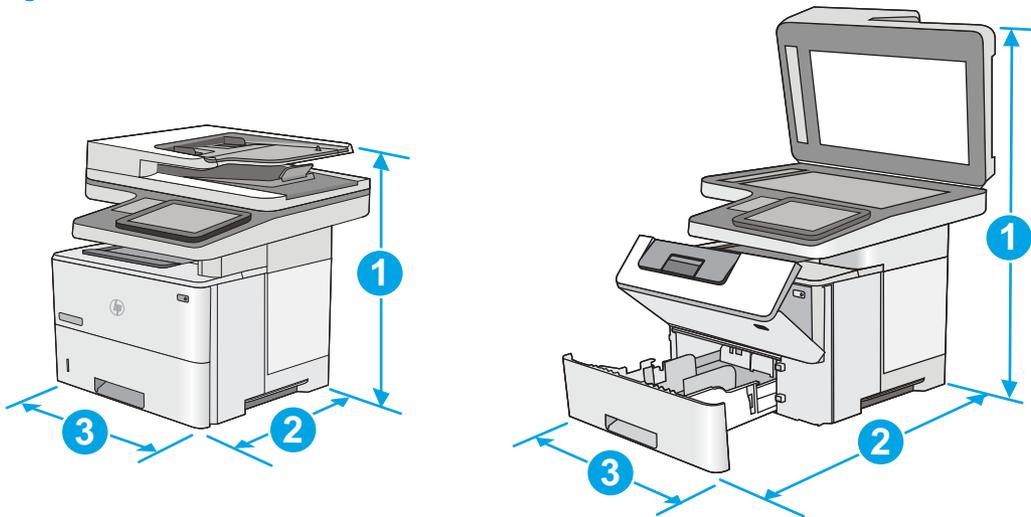
	Printer fully closed	Printer fully opened
1. Height	497 mm (19.6 in)	750 mm (29.5 in)
2. Depth	Tray 2 dust cover closed: 496 mm (19.5 in)	674 mm (26.5 in)
	Tray 2 dust cover open: 559 mm (22.0 in)	
3. Width	482 mm (19.0 in)	482 mm (19.0 in)
Weight	23 kg (50.8 lb)	

Figure 1-2 Dimensions for the 1 x 550-sheet paper feeder
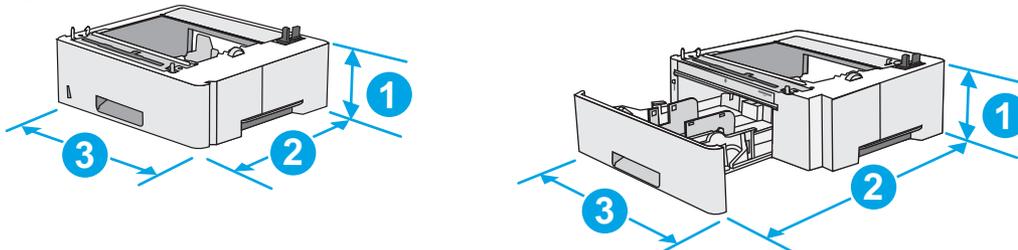
1. Height	130 mm (5.1 in)
2. Depth	Tray closed: 376 mm (14.8 in)
	Tray opened: 569 mm (22.4 in)

3. Width	410 mm (16.1 in)
Weight	1.4 kg (3 lb)

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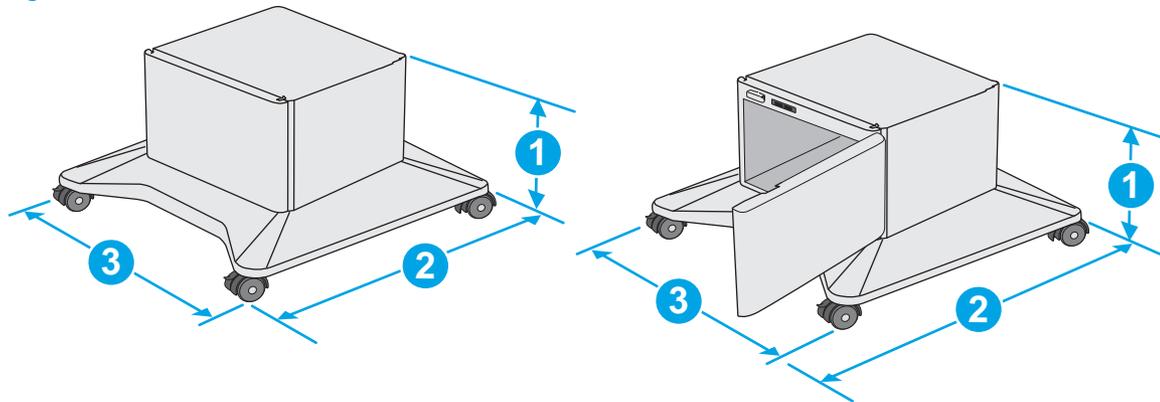
1. Height	381 mm (15.0 in)
2. Depth	Door closed: 632 mm (24.9 in)
	Door opened and rear castors rotated: 865 mm (34.0 in)
3. Width	Door closed: 600 mm (23.6 in)
	Door opened and rear castors rotated: 630 mm (24.8 in)
Weight	9.0 kg (20 lb)

[1] These values are subject to change. For current information, go to www.hp.com/support/ljM527MFP.

Figure 1-4 Dimensions for the printer with three 1 x 550-sheet paper feeders and the cabinet/stand
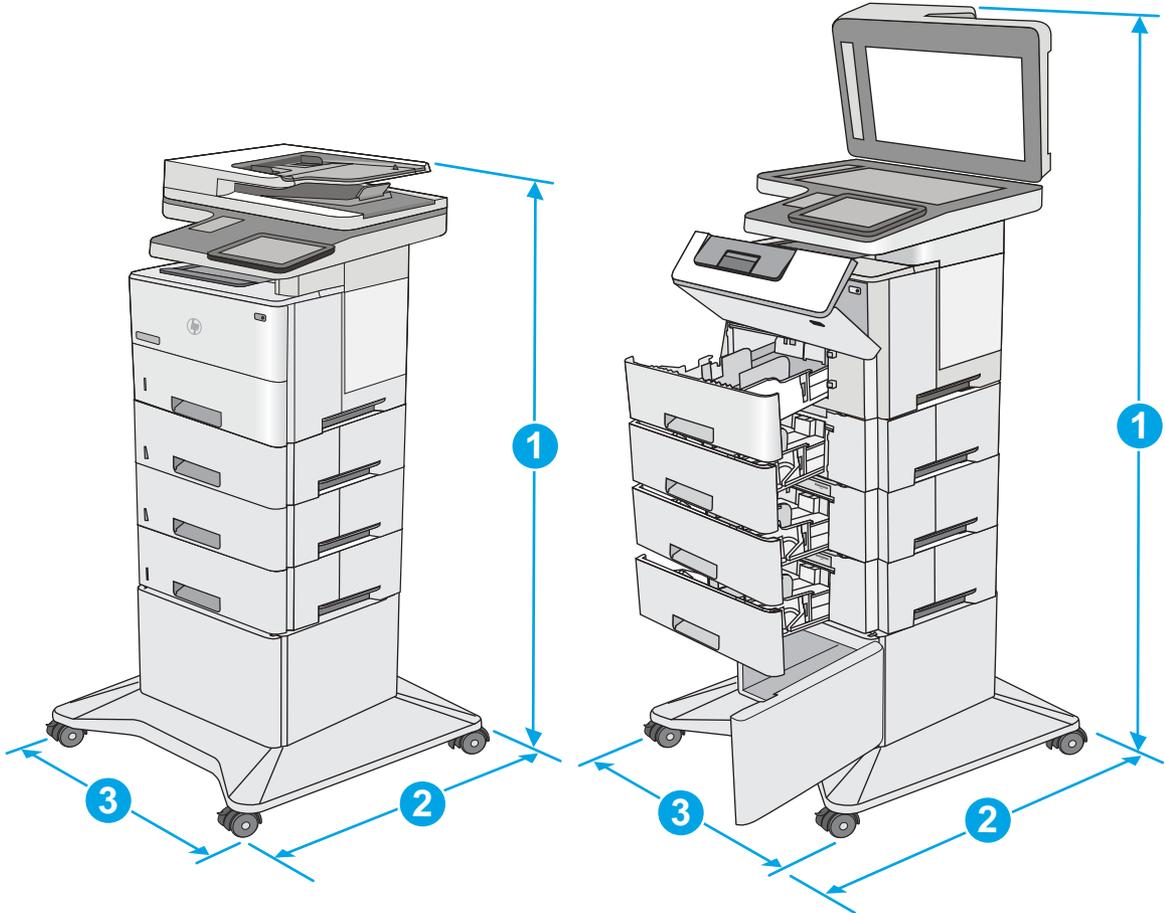
	Printer and accessories fully closed	Printer and accessories fully opened
1. Height	1268 mm (49.9 in)	1521 mm (59.9 in)
2. Depth	632 mm (24.9 in)	865 mm (34.0 in)
3. Width	600 mm (23.6 in)	630 mm (24.8 in)
Weight	36.2 kg (79.8 lb)	

1   These values are subject to change. For current information, go to www.hp.com/support/ljM527MFP.

2   Do not extend more than one paper tray at a time.

Power consumption, electrical specifications, and acoustic emissions

See www.hp.com/support/ljM527MFP for current information.

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

Operating–environment range

Table 1-3 Operating-environment specifications

Environment	Recommended	Allowed
Temperature	17° to 25°C (62.6° to 77°F)	15° to 30°C (59° to 86°F)
Relative humidity	30% to 70% relative humidity (RH)	10% to 80% RH

Printer hardware setup and software installation

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

Go to www.hp.com/support/ljM527MFP for HP's all-inclusive help for the printer. Find the following support:

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

2 Paper trays

- [Load paper to Tray 1 (multipurpose tray)](#)
- [Load paper to Trays 2, 3, 4, and 5](#)
- [Load and print envelopes](#)
- [Use the convenience stapler (f and z models)](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

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

Load paper to Tray 1 (multipurpose tray)

Introduction

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

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

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

1. Grasp the handle on either side of Tray 1, and pull it forward to open it.
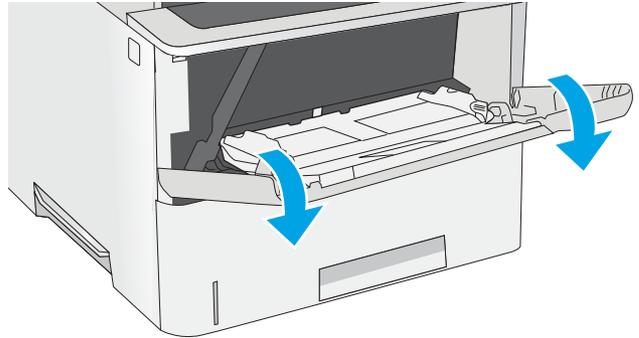
2. Pull out the tray extension to support the paper.
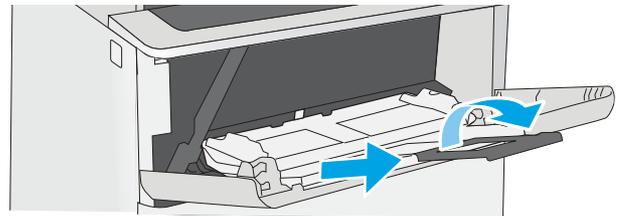
3. Spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see Tray 1 paper orientation on page 21.

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

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

4. Adjust the side guides so that they lightly touch the paper stack, but do not bend it.
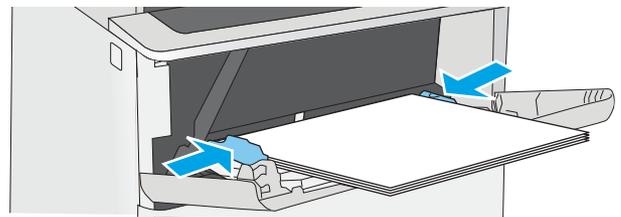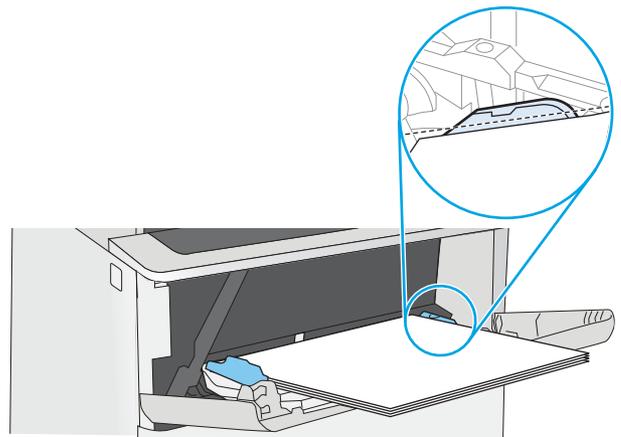
Tray 1 paper orientation

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

NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 21.

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

Use alternative letterhead mode

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

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

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

1. From the Home screen on the printer control panel, swipe from right to left until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Manage Trays

   - Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

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

Introduction

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

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

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

1. Open the tray.

   NOTE: Do not open this tray while it is in use.
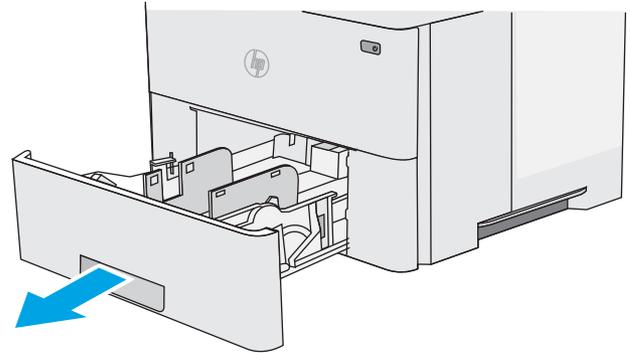
2. Before loading paper, adjust the paper-width guides by squeezing the adjustment latches and sliding the guides to the size of the paper being used.
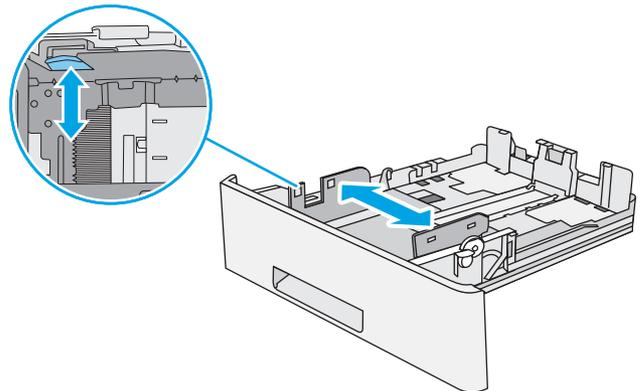
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.
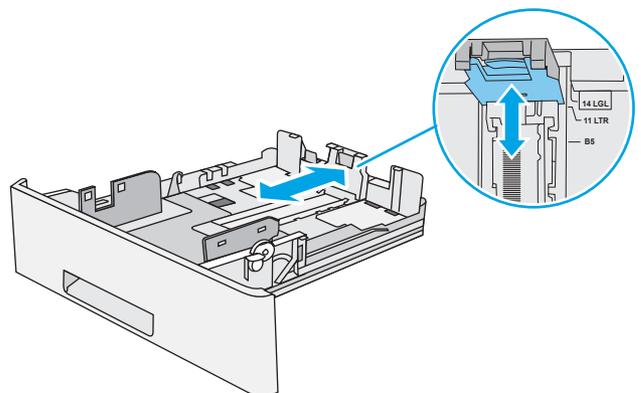
4. To load legal-size paper into the tray, squeeze the lever on the back of the tray that is to the left of center, and then extend the tray back to the correct paper size.

    NOTE: This step does not apply to other paper sizes.
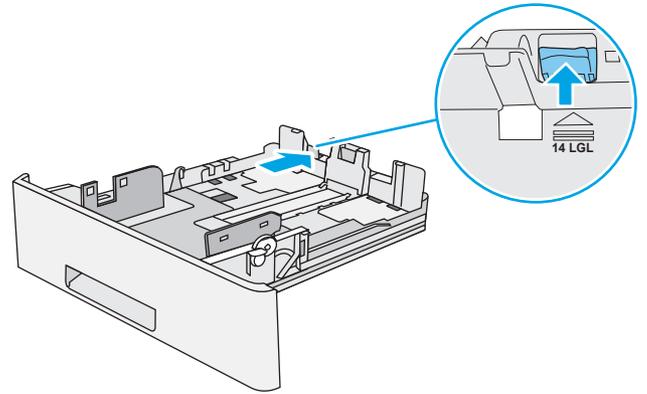
5. Load paper into the tray. For information about how to orient the paper, see Tray 2 and the 550-sheet trays paper orientation on page 24.

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

    NOTE: To prevent jams, adjust the paper guides to the correct size and do not overfill the tray. Be sure that the top of the stack is below the tray full indicator, as shown in the enlargement in the illustration.
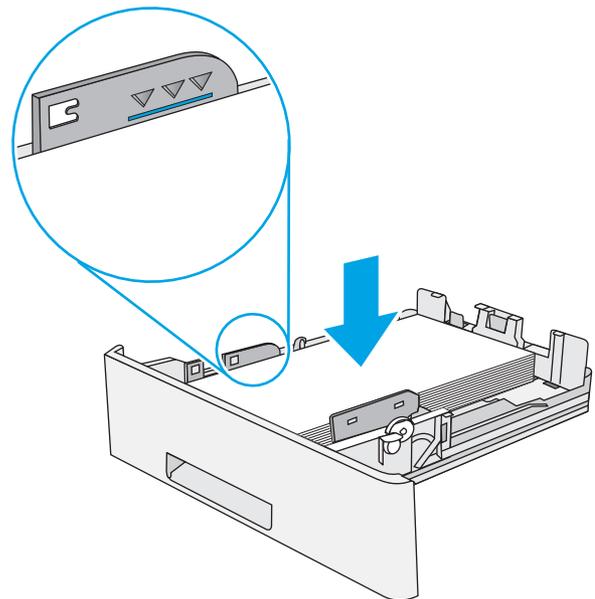
6. Close the tray.
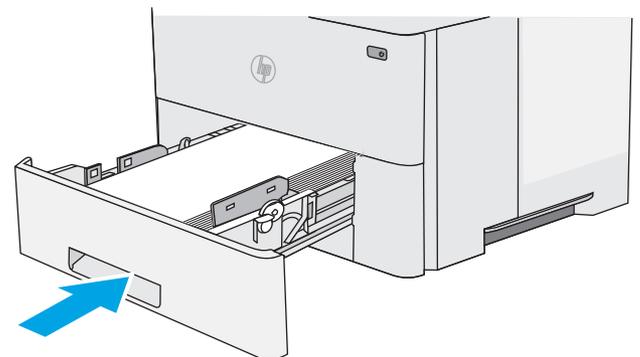
7. The tray configuration message displays on the printer control panel.

8. If the paper size and type shown is not correct, select Modify to choose a different paper size or type.

   For custom-size paper, specify the X and Y dimensions for the paper when the prompt displays on the printer control panel.
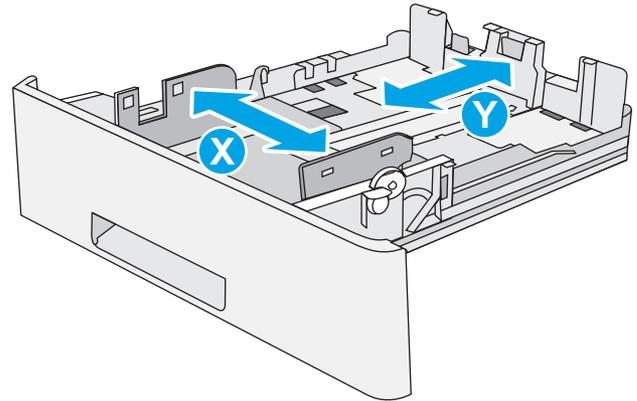
Tray 2 and the 550-sheet trays paper orientation

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

📝 NOTE: The Alternative Letterhead Mode settings affects the way to load letterhead or preprinted paper. This setting is disabled by default. When using this mode, load paper as for automatic duplex printing. For more information, see Use alternative letterhead mode on page 24.

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

Use alternative letterhead mode

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

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

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

1. From the Home screen on the printer control panel, swipe from right to left until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

- Manage Trays

- Alternative Letterhead Mode

3. Select Enabled, and then touch the Save button or press the OK button.

Load and print envelopes

Introduction

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

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

Print envelopes

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

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

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

4. In the **Paper size** drop-down list, select the correct size for the envelopes.

5. In the **Paper type** drop-down list, select **Envelope**.

6. In the **Paper source** drop-down list, select **Manual feed**.

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

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

Envelope orientation

Load envelopes in Tray 1 face up, with the short, postage end leading into the printer.
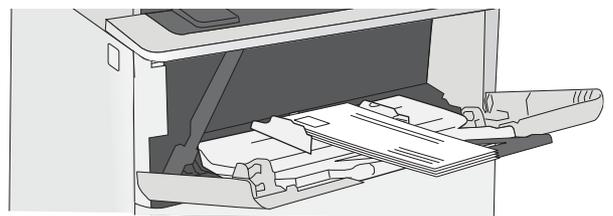
Use the convenience stapler (f and z models)

The convenience stapler can staple up to 20 sheets of 75 g/m² (20 lb) paper.

⚠ **CAUTION:** To avoid damage to the printer, do not attempt to staple materials other than paper.
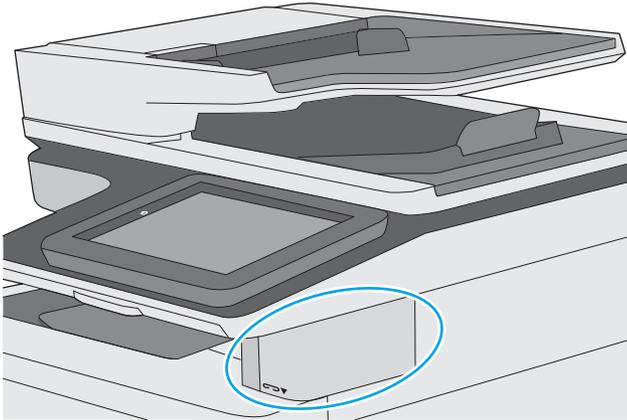
1. Insert the stack of paper into the slot on the front of the stapler.

2. Wait for the stapler to staple the sheets. The stapler activates when it senses paper, and it makes a stapling sound.

    📝 **NOTE:** If the printer is in Sleep mode, there might be a short delay.

3. Remove the stapled paper from the slot.

If the stapler does not release the paper, follow these steps to resolve the problem.

⚠ **WARNING!** To avoid injury, do not put your finger inside the stapler area to attempt to release the paper.

1. Open and close the stapler door, and then try removing the paper.

2. If the paper is still stuck, make sure the stapler door is closed, and then turn off the printer and turn it on again.

3 Supplies, accessories, and parts

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

- [Replace the toner cartridge](#)

- [Replace the staple cartridge (f and z models)](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/
support/ljM527MFP.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Order supplies, accessories, and parts

Ordering

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

Supplies and accessories

Item	Description	Cartridge number	Part number
Supplies			
HP 508A Black Original LaserJet Toner Cartridge	Standard-capacity replacement black toner cartridge	872A	CF287A
HP 508X High Yield Black Original LaserJet Toner Cartridge	High-capacity replacement black toner cartridge	872X	CF287X
HP Staple Cartridge Pack	Replacement staple cartridges for the f and z models. Contains two staple cartridges of 1500 staples each.	Not applicable	Q7432A
HP LaserJet 200 ADF Roller Replacement Kit	Replacement feed rollers for the document feeder	Not applicable	B5L52A
Accessories			
1 x 550-sheet paper feeder	Optional 550-sheet paper feeder NOTE: Each printer model accepts up to three optional 1 x 550-sheet feeders (Trays 3, 4, and 5).	Not applicable	F2A72A
Printer stand and cabinet	Optional stand with storage cabinet to support the printer Recommended when using multiple optional paper feeders.	Not applicable	F2A73A
HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese (z model only)	Language-specific, adhesive overlay for the physical keyboard	Not applicable	A7W12A
HP LaserJet Keyboard Overlay Kit for Swedish (z model only)	Language-specific, adhesive overlay for the physical keyboard	Not applicable	A7W14A
320 GB HP Secure High-Performance Hard Disk Drive	Optional hard drive	Not applicable	B5L29A

Item	Description	Cartridge number	Part number
2GB DDR3 Memory DIMM	Optional DIMM for expanding the memory	Not applicable	E5K49A
HP Internal USB ports	Two optional USB ports for connecting third-party devices	Not applicable	B5L28A
HP Trusted Platform Module	Automatically encrypts all data that passes through the printer	Not applicable	F5S62A
HP Foreign Interface Harness	Optional port for connecting third-party devices	Not applicable	B5L31A
HP LaserJet MFP Analog Fax Accessory 600	Optional fax accessory for the dn model	Not applicable	B5L53A
HP Jetdirect 2900nw Print Server	USB wireless print server accessory	Not applicable	J8031A
HP Jetdirect 3000w NFC/Wireless Accessory	Wi-Fi direct accessory for "touch" printing from mobile devices	Not applicable	J8030A

Customer self-repair parts

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

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

- Parts listed as **Mandatory** self-replacement are to be installed by customers, unless you are willing to pay HP service personnel to perform the repair. For these parts, on-site or return-to-depot support is not provided under the HP printer warranty.

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

Item	Description	Self-replacement options	Part number
Control-panel kit	Replacement touchscreen control panel	Mandatory	B5L24-67018
Solid State Memory Drive kit	Replacement solid-state memory drive	Mandatory	5851-6415
Hard Disk Drive kit	Replacement hard-disk drive	Mandatory	5851-6417
FIPS HDD 500GB Kit (US government only)	Replacement hard-disk drive	Mandatory	5851-6419
NFC Accessory kit	Replacement HP Jetdirect 3000w NFC/Wireless Accessory	Mandatory	5851-6429
HP 2GB DDR3 x32 144-pin 800MHz SODIMM	Replacement memory DIMM	Mandatory	5851-6581
Two Internal USB Ports kit	Replacement internal USB ports	Mandatory	5851-6424
Secure Hard Disk Drive kit	Replacement HP Secure High-Performance Hard Disk Drive	Mandatory	5851-6425
Transfer Roller Service Kit	Replacement transfer roller	Mandatory	F2A76-67905

Item	Description	Self-replacement options	Part number
Tray 1 Pick Up and Separation Roller Kit	Replacement rollers for Tray 1	Mandatory	F2A76-67906
Tray 2-x Roller Kit	Replacement rollers for Trays 2, 3, 4, and 5	Mandatory	F2A76-67907
1 x 550-sheet paper feeder	Replacement 550-sheet paper feeder	Mandatory	F2A76-67908
Printer stand and cabinet	Replacement printer stand and cabinet	Mandatory	F2A76-67904
Analog fax accessory kit	Replacement fax board	Mandatory	5851-6579
Scanner white backing	Replacement white plastic backing for the scanner	Mandatory	5851-6570
U.S. English Keyboard Kit	Replacement keyboard for the z model	Mandatory	B5L47-67019
U.K. English Keyboard Kit	Replacement keyboard for the z model	Mandatory	B5L47-67020
Keyboard Overlay Kit French, Italian, Russian, German, Spanish, Ukranian	Replacement keyboard overlay for the z model	Mandatory	5851-6019
Keyboard Overlay Kit Canadian French, Latin American Spanish, U.S. Spanish	Replacement keyboard overlay for the z model	Mandatory	5851-6020
Keyboard Overlay Kit Simplified Chinese, Traditional Chinese	Replacement keyboard overlay for the z model	Mandatory	A7W12A
Keyboard Overlay Kit Spanish, Portuguese	Replacement keyboard overlay for the z model	Mandatory	5851-6023
Keyboard Overlay Kit Japanese (KG and KT)	Replacement keyboard overlay for the z model	Mandatory	5851-6024

Replace the toner cartridge

Introduction

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

- Toner-cartridge information

- Remove and replace the cartridge

Toner-cartridge information

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

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

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

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

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

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

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

The following illustration shows the toner-cartridge components.
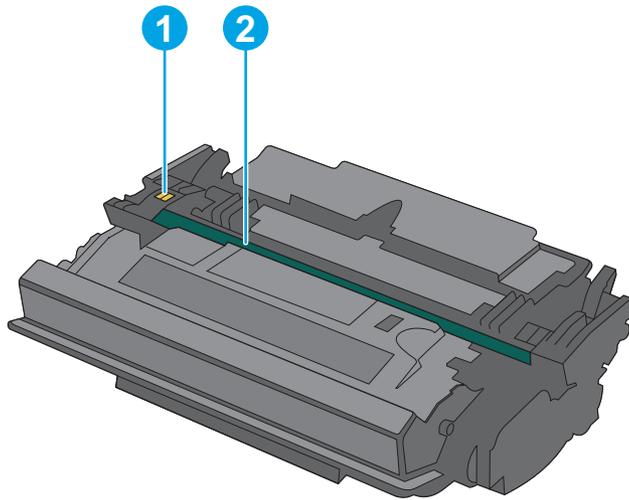
1	Memory chip
2	Imaging drum
	CAUTION: Do not touch the imaging drum. Fingerprints can cause print-quality problems.

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

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

Remove and replace the cartridge

1. Press the top-cover-release button on the left side of the printer.
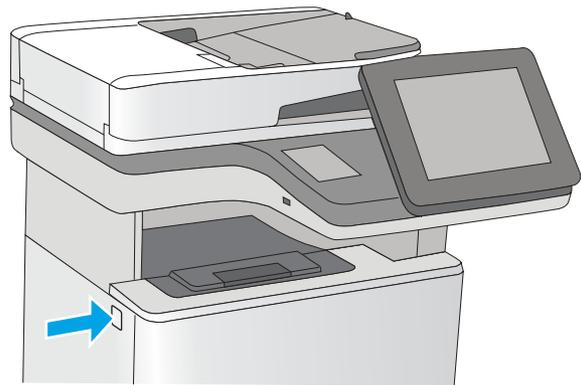
2. Open the front door.
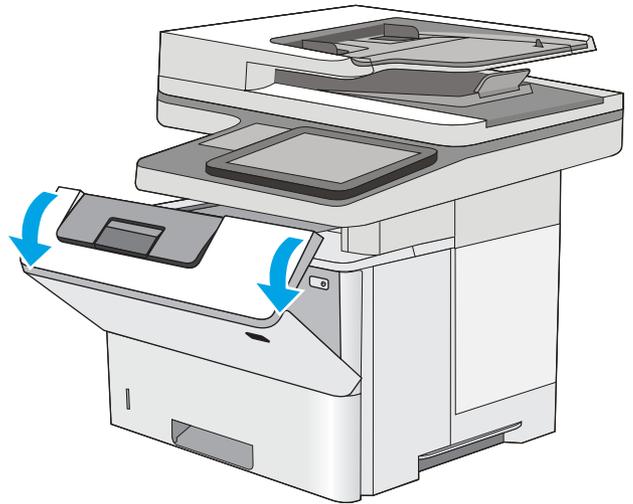
3. Grasp the handle of the used toner cartridge and pull out to remove it.
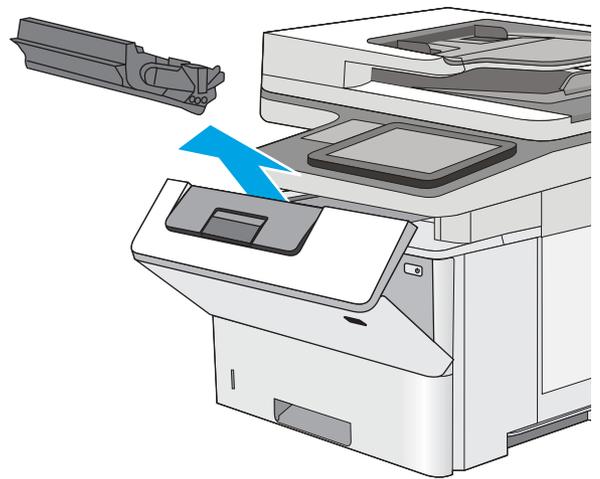
4. Remove the new toner cartridge from its protective shell by tearing off the plastic strip and opening the package. Save all packaging for recycling the used toner cartridge.
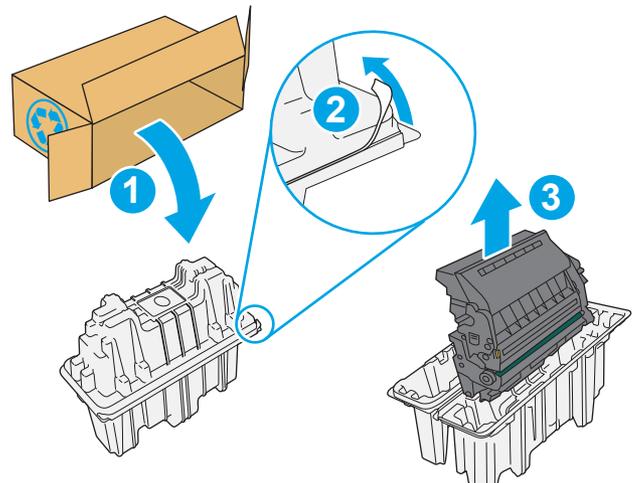
5. Hold both ends of the toner cartridge and rock it 5-6 times.
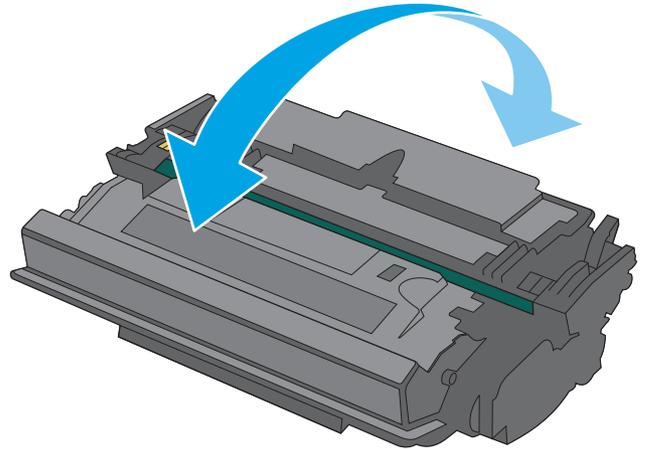
6. Align the toner cartridge with its slot, and then insert the toner cartridge into the printer.
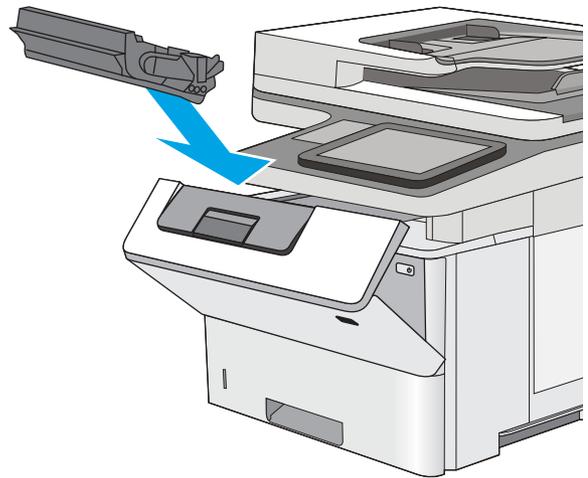
7. Close the front door.
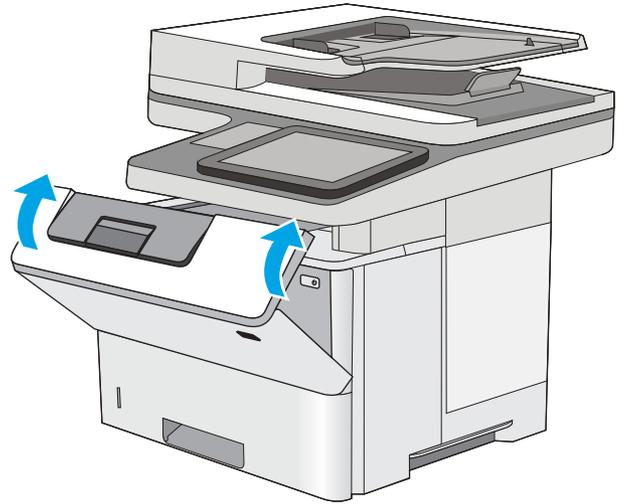
8. Pack the used toner cartridge into the box that the new cartridge came in. See the enclosed recycling guide for information about recycling.

   In the U.S. and Canada, a pre-paid shipping label is included in the box. In other countries/regions, go to www.hp.com/recycle 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.
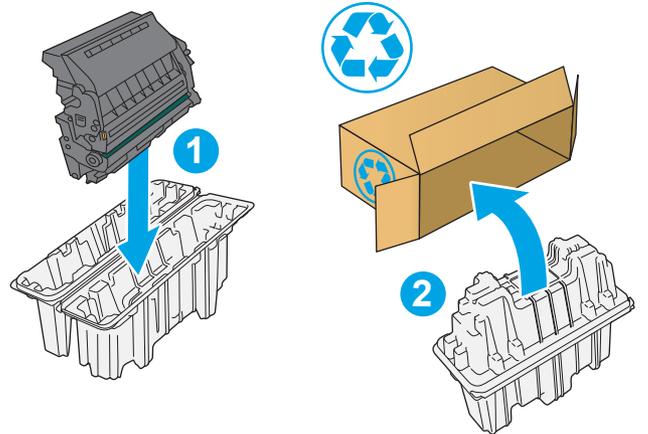
Replace the staple cartridge (f and z models)

Introduction

The following information provides details about the staple cartridges for the printer, and it includes instructions to replace them.

To purchase a package of two staple cartridges (part number Q7432A), go to the HP Parts Store at www.hp.com/buy/parts. Each cartridge holds 1,500 staples.

Remove and replace the staple cartridge

1. Open the stapler door.

    NOTE: Opening the stapler door disables the stapler.
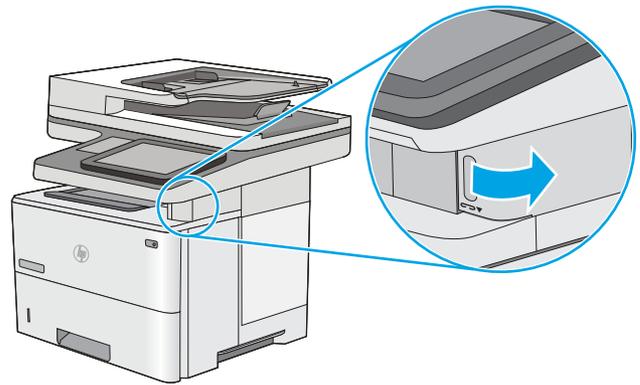
2. Remove the staple cartridge from the printer.
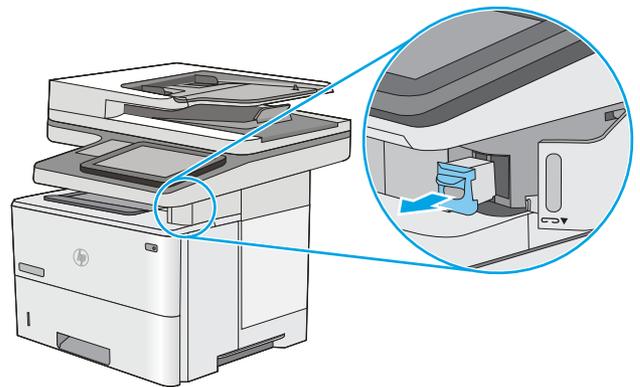
3. Insert the new staple cartridge into the opening inside the stapler door.
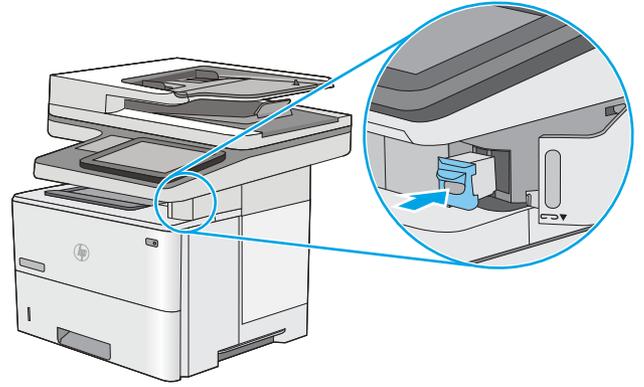
4. Close the stapler door.
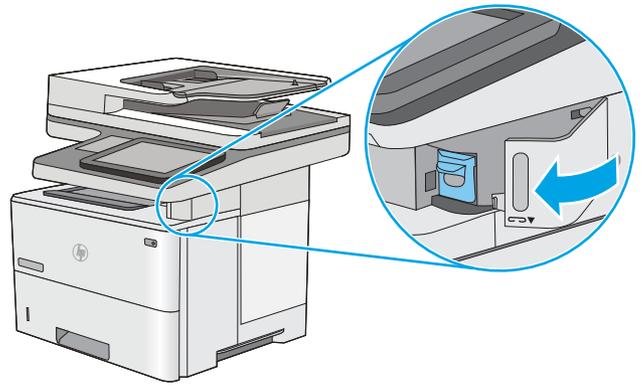
4 Print

- [Print tasks (Windows)](#)

- [Print tasks (OS X)](#)

- [Store print jobs on the printer to print later or print privately](#)

- [Mobile printing](#)

- [Print from the USB port](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

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

2. Select the printer from the list of printers. To change settings, click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

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

   NOTE: The print driver might look different than what is shown here, but the steps are the same.
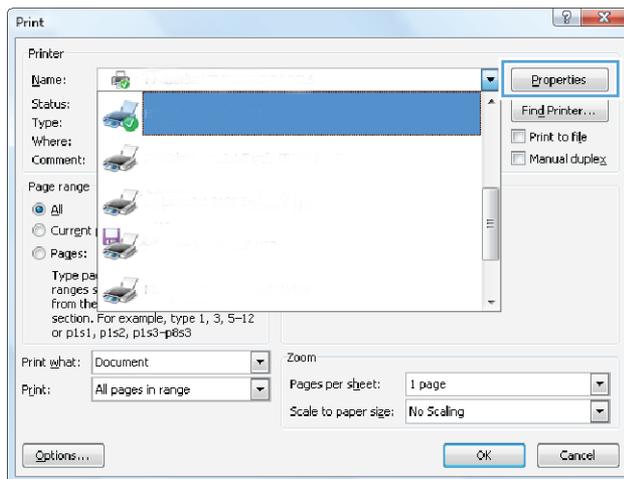
3. Click or tap the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
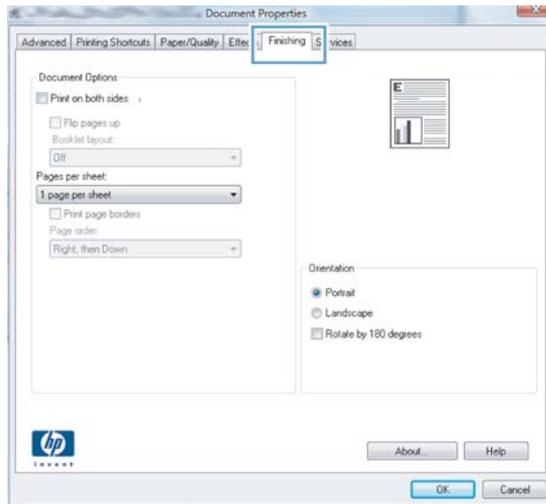
4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.

5. Click or tap the **OK** button to print the job.

Automatically print on both sides (Windows)

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

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

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

3. Click or tap the **Finishing** tab.

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

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

Manually print on both sides (Windows)

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

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

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

3. Click or tap the **Finishing** tab.

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

5. Retrieve the printed stack from the output bin, and place it in Tray 1.

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

Print multiple pages per sheet (Windows)

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

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

3. Click or tap the **Finishing** tab.

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

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

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

Select the paper type (Windows)

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

2. Select the printer from the list of printers, and then click or tap the **Properties** or **Preferences** button to open the print driver.

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

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

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

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

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

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

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

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

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

9. Load the tray with the specified type and size of paper, and then close the tray.

10. Touch the OK button to accept the detected type and size, or touch the Modify button to choose a different paper size or type.

11. Select the correct type and size, and then touch the OK button.

Additional print tasks

Go to www.hp.com/support/ljM527MFP.

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

● Create and use printing shortcuts or presets

● Select the paper size, or use a custom paper size

● Select the page orientation

● Create a booklet

● Scale a document to fit a specific paper size

● Print the first or last pages of the document on different paper

● Print watermarks on a document

Print tasks (OS X)

How to print (OS X)

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

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then select other menus to adjust the print settings.

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

4. Click the **Print** button.

Automatically print on both sides (OS X)

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

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

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. Select a binding option from the **Two-Sided** drop-down list.

5. Click the **Print** button.

Manually print on both sides (OS X)

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

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Manual Duplex** menu.

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

4. Click the **Manual Duplex** box, and select a binding option.

5. Click the **Print** button.

6. Go to the printer, and remove any blank paper that is in Tray 1.

7. Retrieve the printed stack from the output bin and place it with the printed-side facing down in the input tray.

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

Print multiple pages per sheet (OS X)

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Layout** menu.

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

4. From the **Pages per Sheet** drop-down list, select the number of pages that you want to print on each sheet.

5. In the **Layout Direction** area, select the order and placement of the pages on the sheet.

6. From the **Borders** menu, select the type of border to print around each page on the sheet.

7. Click the **Print** button.

Select the paper type (OS X)

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

2. Select the printer.

3. Click **Show Details** or **Copies & Pages**, and then click the **Media & Quality** menu or the **Paper/Quality** menu.

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

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

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

   - **Media Type**: Select the option for the type of paper for the print job.

   - **Print Quality**: Select the resolution level for the print job.

   - **Edge-To-Edge Printing**: Select this option to print close to the paper edges.

   - **EconoMode**: Select this option to conserve toner when printing drafts of documents.

5. Click the **Print** button.

Additional print tasks

Go to www.hp.com/support/ljM527MFP.

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

- Create and use printing shortcuts or presets

- Select the paper size, or use a custom paper size

- Select the page orientation

- Create a booklet

- Scale a document to fit a specific paper size

- Print the first or last pages of the document on different paper

- Print watermarks on a document

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

Introduction

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

- [Create a stored job (Windows)](#)

- Create a stored job (OS X)

- Print a stored job

- Delete a stored job

Create a stored job (Windows)

Store jobs on the printer for private or delayed printing.

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

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

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

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

   📝 **NOTE:**   To access these features from a Windows 8 or 8.1 Start screen app, select **Devices**, select **Print**, and then select the printer.
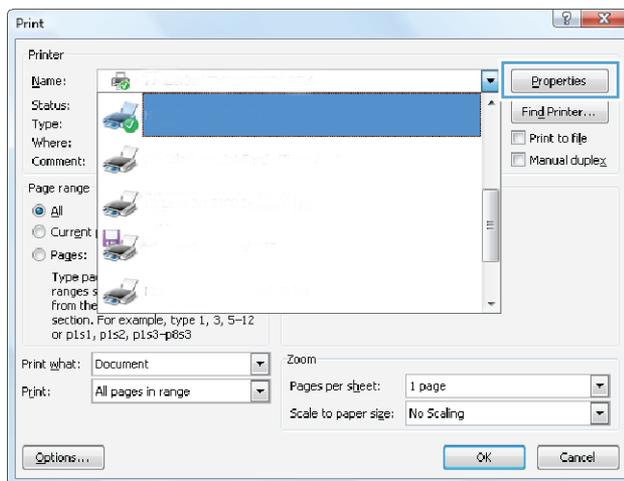
3. Click the **Job Storage** tab.
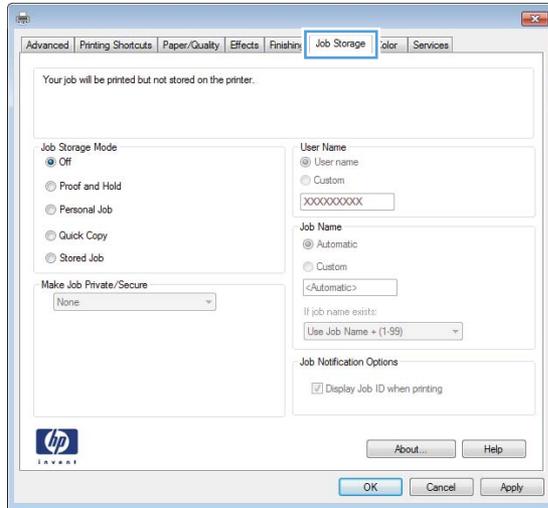
4. Select a **Job Storage Mode** option.

- **Proof and Hold**: Print and proof one copy of a job, and then print more copies.

- **Personal Job**: The job does not print until you request it at the printer control panel. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, you must provide the required PIN at the control panel. If you encrypt the job, you must provide the required password at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.

- **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory so you can print it again later.

- **Stored Job**: Store a job on the printer and allow other users to print the job at any time. For this job-storage mode, you can select one of the **Make Job Private/Secure** options. If you assign a personal identification number (PIN) to the job, the person who prints the job must provide the required PIN at the control panel. If you encrypt the job, the person who prints the job must provide the required password at the control panel.

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

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

- **Use Job Name + (1–99)**: Append a unique number to the end of the job name.

- **Replace Existing File**: Overwrite the existing stored job with the new one.

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

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

Create a stored job (OS X)

Store jobs on the printer for private or delayed printing.

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

2. In the **Printer** menu, select the printer.

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

4. In the **Mode** drop-down list, select the type of stored job.

   - **Proof and Hold**: Print and proof one copy of a job, and then print more copies.

   - **Personal Job**: The job does not print until someone requests it at the printer control panel. If the job has a personal identification number (PIN), provide the required PIN at the control panel. The print job is deleted from memory after it prints and is lost if the printer loses power.

   - **Quick Copy**: Print the requested number of copies of a job and store a copy of the job in the printer memory to print it again later.

   - **Stored Job**: Store a job on the printer and allow other users to print the job at any time. If the job has a personal identification number (PIN), the person who prints the job must provide the required PIN at the control panel.

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

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

   - **Use Job Name + (1-99)**: Append a unique number to the end of the job name.

   - **Replace Existing File**: Overwrite the existing stored job with the new one.

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

7. Click the **Print** button to process the job.

Print a stored job

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

1. From the Home screen on the printer control panel, select Print.

2. Select Print from Job Storage.

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. To adjust the number of copies or change other print settings, select Options.

6. Select Print to print the job.

Delete a stored job

When a new job is stored in the printer memory, the printer overwrites any previous jobs with the same user and job name. If a job is not already stored under the same user and job name, and the printer needs additional space, the printer might delete other stored jobs starting with the oldest. Change the number of jobs that the printer can store from the General Settings menu on the printer control panel.

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

1. From the Home screen on the printer control panel, select Print.

2. Select Print from Job Storage.

3. Select the name of the folder where the job is stored.

4. Select the name of the job.

5. If the job is private or encrypted, enter the PIN or the password.

6. Touch the Trash 🗑 icon to delete the job.

Mobile printing

Introduction

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

- HP ePrint via email

- HP ePrint software

- AirPrint

- Android embedded printing

- Wi-Fi Direct and NFC Printing

HP ePrint via email

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

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

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

- The printer must be connected to a wired or wireless network and have Internet access.

- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

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

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

    a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network 品 icon to display the IP address or host name.

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

        🖅 https://10.10.XXXXX/
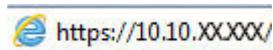
        📝 **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

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

2. 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 to create an HP ePrint account and complete the setup process.

HP ePrint software

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

- **Windows:** After installing the software, open the **Print** option from within your application, and then select **HP ePrint** from the installed printers list. Click the **Properties** button to configure print options.

- **OS X:** After installing the software, select **File**, **Print**, and then select the arrow next to **PDF** (in the bottom left of the driver screen). Select **HP ePrint**.

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

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

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

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

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

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

AirPrint

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

- Mail

- Photos

- Safari

- iBooks

- Select third-party applications

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

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

Android embedded printing

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

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

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

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

Wi-Fi Direct and NFC Printing

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

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

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

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

- iPhone, iPad, or iPod touch using Apple AirPrint or the HP ePrint app

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

- PC and Mac devices using the HP ePrint Software

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

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

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

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Network Settings

   - Wi-Fi Direct Menu

3. Select Enable Wi-Fi Direct to enable wireless printing.

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

Follow this procedure to change the printer Wi-Fi Direct name:

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Network Settings

   - Wi-Fi Direct Menu

3. Touch the Wi-Fi Direct Name text field. Use the keypad to change the name.

Print from the USB port

Introduction

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

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

Enable the USB port for printing

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

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - USB Settings
   - Print From USB Drive Settings
   - Enable Print From USB Drive

3. Select the Enabled option.

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

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

   a. From the Home screen on the printer control panel, touch the Information 🛈 icon, and then touch the Network ⛛ icon to display the IP address or host name.

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

      🔲 https://10.10.XXXXX/

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

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

2. Open the **Copy/Print** tab.

3. On the left side of the screen, click **Retrieve from USB Setup**.

4. Select the **Enable Retrieve from USB** check box.

5. Click **Apply**.

Print USB documents

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

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

2. From the Home screen on the printer control panel, select Print, and then select Print from USB Drive.

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 or change other print settings, select Options.

5. Select Print to print the document.

5 Copy

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

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

Make a copy

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, select Copy.

3. In the Options pane, select the number of copies.

4. Select Optimize Text/Picture to optimize for the type of image being copied: text, graphics, or photos. Select one of the predefined options.

5. Set options marked with a yellow triangle before using the preview feature.

   NOTE: After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

   Using the preview feature is optional.

6. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

	Use these buttons to toggle between two-page view and thumbnail view. More options are available in thumbnail view than in two-page view.
	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.

	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.

7. When the document is ready, touch Start to begin copying.

Copy on both sides (duplex)

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, select Copy.

3. In the Options pane, select Original Sides, and then select the option that describes the original document:

   ● Use Automatically detect to detect whether the original is printed on one or both sides of the page.

   ● Use 1-sided for originals that are printed on one side of the page.

   ● Use 2-sided (book-style) for originals that flip on the right/left edge of the page, like books. If the image is portrait, the output flips on the long edge of the page. If the image is landscape, the output flips on the short edge of the page.

   ● Use 2-sided (flip-style) for originals that flip on the top/bottom edge of the page, like calendars. If the image is portrait, the output flips on the short edge of the page. If the image is landscape, the output flips on the long edge of the page.

4. Select Output Sides, and then select one of these options:

   ● Match original: The output will match the format of the original. For example, if the original is 1-sided, the output will be 1-sided. However, if the administrator has restricted 1-sided printing and the original is 1-sided, the output will be 2-sided book-style.

   ● 1-sided: The output will be 1-sided. However, if the administrator has restricted 1-sided printing, the output will be 2-sided book-style.

   ● 2-sided (book-style): The output will flip on the right/left edge of the page, like a book. If the image is portrait, the output flips on the long edge of the page. If the image is landscape, the output flips on the short edge of the page.

   ● 2-sided (flip-style): The output will flip on the top/bottom edge of the page, like a calendar. If the image is portrait, the output flips on the short edge of the page. If the image is landscape, the output flips on the long edge of the page.

5. Set options marked with a yellow triangle before using the preview feature.

   📝 NOTE: After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

   Using the preview feature is optional.

6. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

	Use these buttons to toggle between two-page view and thumbnail view. More options are available in thumbnail view than in two-page view.

| | Use these buttons to zoom in or out on the selected page.

NOTE: Select only one page at a time to use these buttons. |
|---|---|
| | |
| | Use this button to rotate the page 180 degrees.

NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.

NOTE: This button is available only in the thumbnail view. |
| | Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right.

NOTE: These buttons are available only in the thumbnail view. |
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.

7. When the document is ready, touch Start to begin copying.

Additional options when copying

The following settings are available in the Options list when copying.

📝 NOTE: The following list contains the master set of options available for HP LaserJet Enterprise MFP printers. Some options are not available on all printers.

Number of Copies	Specify the number of copies to make.
Load and Save Settings	Load Quick Set: Load copy settings from a saved Quick Set. NOTE: Use the HP Embedded Web Server to create and save Quick Sets. Save Defaults: Save the current settings in the Options list as default settings for future copy jobs.
Original Sides	Specify whether the original document is printed on one side or both sides.
Output Sides	Specify whether the copies are to be printed on one side or both sides.
Color/Black For color printers only.	Specify whether copies are to be printed in color, black and gray, or black only.
Staple For printers with automatic finishing accessories only. This feature does not apply to printers with convenience staplers.)	Specify the placement of staples.
Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass. **Book Mode**: Scan an open book and output each page of the book onto different pages. **2-sided ID Copy**: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Reduce/Enlarge	Scale the size of the scanned document up or down.
Original Size	Specify the paper size for the original document.
Paper Selection	Specify the paper size and type for the copies.
Booklet	Format and rearrange original scanned images into pages that print as a booklet.
Hole Punch For printers with hole-punch accessories only.	Specify the number and placement of punched holes.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Pages per Sheet	Copy multiple sheets of paper onto a single sheet. Select one, two, or four pages per sheet.
Output Bin For printers with multiple output bins only.	Specify which output bin to use for the job when the printer output bins are configured for mailbox mode. NOTE: This option does not appear when the output bins are configured for stacker mode or function-separator mode.

Paper Path For printers that have an option to flip pages inside the paper path.	Select a specific paper path: Face-up (straightest path): Pages output to the bin in the opposite order that they were placed in the document feeder. Face-down (correct order): Pages are stacked in the same order as they were placed in the document feeder.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother. Darkness: Increase or decrease the amount of white and black used in colors in scanned images. Contrast: Increase or decrease the difference between the lightest and the darkest color on the page. Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image. Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Edge-to-Edge	Scan and print a copy closer to the edge of the page than is normally allowed. Printing close to the edge can result in some print-quality issues.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Collate	Assemble each set of pages in the same order as the original document when making multiple copies of a document.

Additional copy tasks

Go to www.hp.com/support/ljM527MFP.

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

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

6 Scan

-

-

-

-

-

-

-

-

-

-

-

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

- Install and configure

- Learn and use

- Solve problems

- Download software and firmware updates

- Join support forums

- Find warranty and regulatory information

Set up Scan to Email

Introduction

The printer has a feature that enables it to scan a document and send it to one or more email addresses. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured by using the HP Embedded Web Server (EWS). There are two methods in the EWS for configuring Scan to Email. Use the **E-mail Setup** page for complete setup, or use the **Scan to Email Setup Wizard** for basic setup.

Before you begin

To set up the Scan to Email feature, the printer must have an active network connection.

Administrators need the following information before beginning the configuration process.

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

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

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

Use the HP Embedded Web Server (EWS) to set up the Scan to E-mail feature. Before continuing, use this procedure to open the EWS, and then set up the Scan to E-mail feature by using one of the two methods provided.

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

Access the HP Embedded Web Server

1. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network ⬚ icon to display the IP address or host name.

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

 https://10.10.XXXXX/
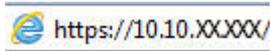
> **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
>
> Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

Method one: Use the E-mail Setup page

1. Click the **Networking** tab.

> **NOTE:** Configuring settings on the **Networking** tab might require the assistance of a system administrator.

2. If it is not already selected, click **TCP/IP Settings** in the left navigation pane.

3. Click the **Network Identification** tab.

4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, gmail.com, etc.

> **NOTE:** If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.

6. Click the **Scan/Digital Send** tab.

7. On the left navigation pane, click the **E-mail Setup** link, and click **Default Job Options**.

8. On the **E-mail Setup** dialog, select the **Enable Send to E-mail** check box. If this check box is not selected, the feature is unavailable at the printer control panel.

9. In the **Outgoing E-mail Servers (SMTP)** area, complete the steps for one of the following options:

   - Select one of the displayed servers

   - Click **Add** to start the SMTP wizard.

     1. In the SMTP wizard, select one of the following options:

        ○ Method one: Enter the address of an SMTP server, and then click **Next**

        ○ Method two: Select **Search network for outgoing e-mail server**, and then click **Next**. Select the server, and then click **Next**.

NOTE: If an SMTP server was already created for another printer function, the **Use a server already in use by another function** option displays. Select this option, and then configure it to be used for the email function.

2. On the **Set the basic information necessary to connect to the server** dialog, set the options to use, and then click **Next**.

NOTE: Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split e-mails if larger than (MB).**

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

NOTE: If you are using Google™ Gmail for email service, select the **Enable SMTP SSL Protocol** check box. Typically, for gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

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

3. On the **Server Authentication Requirements** dialog, select the option that describes the server's authentication requirements:

   ○ **Server does not require authentication**, and then click **Next**.

   ○ **Server requires authentication**

      ○ From the drop-down box, select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

      ○ From the drop-down box, select **Always use these credentials**, enter the **Username** and **Password**, and then click **Next**.

NOTE: If using a signed-in user's credentials, set email to require sign in by the user on the printer control panel. Deny device guest access to email by clearing the check box for email in the **Device Guest** column in the **Sign in and Permission Policies** area on the **Access Control** dialog of the **Security** tab. The icon in the check box changes from a check mark to a lock.

4. On the **Server Usage** dialog, choose the printer functions that will send email through this SMTP server, and then click the **Next** button.

NOTE: If the server requires authentication, a user name and password for sending automatic alerts and reports from the printer will be required.

5. On the **Summary and Test** dialog, enter a valid email address in the **Send a test e-mail to:** field, and then click **Test**.

6. Verify that all of the settings are correct, and then click **Finish** to complete the outgoing email server set up.

10. In the **Address and Message Field Control** area, enter a **Default From:** setting and any of the other optional settings.

   Address and Message Field Control settings:

NOTE: To display all these settings, click **Advanced Settings** at the bottom of the page.

Feature	Description
Address Field Restrictions	Specify whether users must select an email address from an address book or whether users are allowed to enter in an email address manually. CAUTION: If **Users must select from address book** is selected, and any of the address fields are also set as **User editable**, changes to those editable fields also change the corresponding values in the address book. To prevent users from changing contacts in the Address Book at the printer control panel, go to the **Access Control** page on the **Security** tab, and deny **Device Guest** access to address book modifications.
Allow invalid e-mail address formats	Select to allow an invalid email address format.
User editable	To use the **Default From** address and **Default Display Name** for all emails sent from this printer (unless a user is signed in), do not select the **User editable** check box. When setting up the address fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the printer control panel when sending an email. For send-to-me functionality, clear the **User editable** check boxes for all of the address fields, including the **From: To: CC:**, and **BCC:** fields, and then set that user's send email **From:** their own email address and **To:** their own email address.
Default From: and Default Display Name:	Provide an email address and name to use for the **From:** address for the email message. TIP: Create an email account for the printer, and use this address for the default email address. TIP: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.
To:	Provide a To (recipient) email address for emails.
CC:	Provide a CC email address for emails.
BCC:	Provide a BCC email address for emails.
Subject:	Provide a default subject line for the email messages.
Message:	Create a custom message. To use this message for all emails sent from the printer, clear or do not select the **User editable** check box for **Message:**.

11. In the **Signing and Encryption** area, set the signing and encryption preferences.

NOTE: To display the **Signing and Encryption** settings, click **Advanced Settings** at the bottom of the page.

Signing and Encryption settings:

Feature	Description
Signing	Select whether to sign the security certificate. Select the **User editable** check box to make this setting editable at the printer control panel.
Hashing Algorithm	Select the algorithm to use for signing the emails.
Encryption	Select whether to encrypt the email. Select the **User editable** check box to make this setting editable at the printer control panel.
Encryption Algorithm	Select the algorithm to use for encrypting the email.

Feature	Description
Attribute for Recipient Public Key	Enter which attribute to use to retrieve the recipient's public key certificate from LDAP.
Use the recipient public key certificate to verify the recipient	Select this setting to use the recipients's public key certificate to verify the recipient.

12. In the **Notification Settings** area, select when users will receive notifications about sent emails. The default setting is using the signed in user's email address. If the recipient email address is blank, no notification is sent.

    NOTE: To display the **Notification** settings, click **Advanced Settings** at the bottom of the page.

13. In the **File Settings** area, set the default scanning preferences.

    NOTE: The following list contains the master set of options available for HP LaserJet Enterprise MFP printers. Some options are not available on all printers.

Save As...	Specify the folder and file name for the scanned file
Load and Save Settings	Load Quick Set: Load scan settings from a saved Quick Set.
	NOTE: Use the HP Embedded Web Server to create and save Quick Sets.
	Save Defaults: Save the current settings in the Options list as default settings for future scan jobs.

Document File Type	Save a scanned document as one of several types of files.

The following standard file types are available:

- **PDF**: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.

- **JPEG**: This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.

- **TIFF**: This is a standard file type that many graphics programs support. This file type produces one file per page.

- **MTIFF**: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.

- **XPS**: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.

- **PDF/A**: PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained.

HP LaserJet Enterprise Flow MFP printers also support the following OCR file types:

- **Text (OCR)**: Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option.

- **Unicode Text (OCR)**: Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization.

- **RTF (OCR)**: RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option.

- **Searchable PDF (OCR)**: Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF.

- **Searchable PDF/A (OCR)**: Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched.

- **HTML (OCR)**: HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites.

- **CSV (OCR)**: CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.

Output Quality	Specify the output quality of scanned images, which affects the file size of the resulting file.
Original Sides	Specify whether the original document is printed on one side or both sides.
Color/Black	Specify whether the scanned image will be in color, black and gray, or black only.

For color printers only.

Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.
	Book Mode: Scan an open book and output each page of the book onto different pages.
	2-sided ID Copy: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Resolution	Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.
Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
	Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
	Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
	Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
	Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Cropping options	Crop to original size: Crop the image to match the paper size of the original document.
	Crop to content: Crop the image to the size of the detectable content in the original document.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Notification	Select whether to send notifications of the status of scan jobs. The printer can print the notification, or it can send the notification in an email.
Save Defaults	Save the current scan settings as the new default settings for this scan function.

14. In the **File Settings** area, set the default file settings preferences.

📝 **NOTE:** To display all these settings, click **Advanced Settings** at the bottom of the page.

15. Review the selected options to verify that they are accurate, and then click **Apply** to complete the setup.

16. On the left navigation pane, under **E-mail Setup**, click **Quick Sets**, and select any Quick Sets for the printer.

NOTE: Quick Sets are shortcut jobs that can be accessed within the Quick Sets application on the printer control panel.

Method two: Use the E-mail Setup Wizard

The setup wizard includes the options for basic configuration.

1. Click the **Networking** tab.

2. If it is not already selected, click **TCP/IP Settings** in the left navigation pane.

3. Click the **Network Identification** tab.

4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, gmail.com, etc.

   NOTE: If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.

6. Click the **Scan/Digital Send** tab.

7. On the left navigation pane, click **E-mail and Save to Network Folder Quick Setup Wizards**.

8. Click the **E-mail Setup Wizard** link.

9. On the **Configure E-mail Server (SMTP)** dialog, complete the steps for one of the following options:

   - Option one: **Search network for outgoing e-mail server**:

     NOTE: This option finds outgoing SMTP servers inside your firewall only.

     1. Select **Search network for outgoing e-mail server**, and then click **Next**

     2. Select the appropriate server from the **Finding SMTP servers** list, and then click **Next**.

     3. Select the option that describes the server's authentication requirements:

        ○ **Server does not require authentication**, and then click **Next**.

        ○ **Server requires authentication**

           ○ From the drop-down box, select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

           ○ From the drop-down box, select **Always use these credentials**, enter the **Username** and **Password**, and then click **Next**.

   - Option two: **Add SMTP server**:

1. Select **Add SMTP server**

2. Enter the **Server Name** and **Port Number**, and then click **Next**.

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

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

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

3. Select the option that describes the server's authentication requirements:

   ○ **Server does not require authentication**, and then click **Next**.

   ○ **Server requires authentication**

      ○ From the drop-down box, select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

      ○ From the drop-down box, select **Always use these credentials**, enter the **Username** and **Password**, and then click **Next**.

10. On the **Configure E-mail Settings** dialog, enter the information about the From email address, the subject line of the email, and the default message, and then click **Next**.

📝 **NOTE:** When setting up the address fields, if the **User editable** check box is unchecked, users will not be able to edit those fields at the printer control panel when sending an email.

Feature	Description

From:
(Required)
	Select one of the following:
	● **User's address (sign-in required)**
	● **Default From**
	   ○ **Default From:** and **Default Display Name:**
	   Provide an email address and name to use for the email message.
	   TIP: Create an email account for the printer, and use this address for the default email address.
	   TIP: Configure the email feature so that users must sign in before using it. This prevents users from sending an email from an address that is not their own.

Subject: (Optional)	Provide a default subject line for the email messages.
Message: (Optional)	Create a custom message. To use this message for all emails sent from the printer, clear the **User editable** check box for **Message:**.

11. On the **Configure File Scan Settings** dialog, set the default scanning preferences, and then click **Next**.

12. Review the **Summary** dialog, and then click **Finish** to complete the setup.

Set up Send to E-mail to use Office 365 Outlook

- ● Introduction

- ● Configure the outgoing email server (SMTP) to send an email from an Office 365 Outlook account

Introduction

Microsoft Office 365 Outlook is a cloud-based email system provided by Microsoft which uses Microsoft's Simple Mail Transfer Protocol (SMTP) server to send or receive emails. Complete the following to enable the printer to send an email with an Office 365 Outlook account from the control panel.

NOTE: You must have an email address account with Office 365 Outlook to configure the settings in the EWS.

Configure the outgoing email server (SMTP) to send an email from an Office 365 Outlook account

1. Click the **Networking** tab.

2. If it is not already selected, click **TCP/IP Settings** in the left navigation pane.

3. Click the **Network Identification** tab.

4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have this format: *companyname.com*, gmail.com, etc.

    NOTE: If the Domain Name suffix is not set up, use the IP address.

5. Click **Apply**.

6. Click the **Scan/Digital Send** tab.

7. On the left navigation pane, click the **Scan to E-mail** link.

8. Select the **Enable Scan to E-mail** check box. If this check box is not checked, the feature is unavailable at the printer control panel.

9. In the **Outgoing E-mail Servers (SMTP)** area, click **Add** to start the SMTP wizard.

10. In the **I know my SMTP server address or host name** field, type smtp.onoffice.com, and then click **Next**.

11. On the **Set the basic information necessary to connect to the server** dialog, in the **Port Number** field, type 587.

    NOTE: Some servers have problems sending or receiving emails that are larger than 5 megabytes (MB). These problems can be prevented by entering a number in **Split e-mails if larger than (MB).**

12. Select the **Enable SMTP SSL Protocol** check box, and then click **Next**.

13. On the **Server Authentication Requirements** dialog, complete the following information:

    a. Select **Server requires authentication**.

    b. From the drop-down list, select **Always use these credentials**

    c. In the **Username** field, type the Office 365 Outlook email address.

    d. In the **Password** field, type the Office 365 Outlook account password, and then click **Next**.

14. On the **Server Usage** dialog, choose the printer functions that will send email through this SMTP server, and then click the **Next** button.

15. On the **Summary and Test** dialog, enter a valid email address in the **Send a test e-mail to:** field, and then click **Test**.

16. Verify that all of the settings are correct, and then click **Finish** to complete the outgoing email server set up.

Solve problems with email

Problems with sending email

- Make sure the **Enable Scan to E-mail** check box is checked on the **Scan/Digital Send** tab on the **Scan to E-mail** page.

- If the feature is enabled, but the printer is still unable to send emails, the SMTP server might not be set up correctly. The cause could be any of the following reasons:

  - Authentication is required for the server, but no authentication information is sent.

  - The network address or hostname for the SMTP server is incorrect.

  - The SMTP server is not accepting email (port 25 is not open).

- Check the SMTP server settings to identify the problem.

Check the SMTP server setup

📝 NOTE: This procedure is for Windows operating systems. The following steps show examples of responses from the server. The text portion of the response can vary from server to server.

1. Open a Windows command prompt: click **Start**, click **Run**, and then enter `cmd`.

2. Enter `telnet` followed by the SMTP gateway hostname and then the number 25, which is the port over which the printer is communicating. For example, enter `telnet example.com 25`

3. Press Enter. If the SMTP gateway hostname is not valid, the response contains the following message: **Could not open connection to the host on port 25: Connect Failed.**

4. If the SMTP gateway hostname is not valid, reconfigure the server.

    - For the email digital-send feature, use the **Scan/Digital Sending** tab in the embedded Web server to configure the printer to use a different SMTP server.

    If you receive a reply such as **220 smtp.hostname**, the SMTP gateway hostname is valid. Continue with the next step.

5. Identify yourself to the SMTP server. At the prompt, enter **HELO** followed by your host name. Press **Enter**. You should receive a reply.

6. Attempt to authorize to the SMTP server. At the prompt, enter `AUTH`. Press **Enter**.

7. If the reply is `503.5.3.3 AUTH not available`, then the SMTP server does not require authentication.

    If the reply is `250 AUTH` or `334`, the SMTP server requires authentication. Use the **Scan to E-mail** page on the **Scan/Digital Sending** tab of the HP Embedded Web Server to configure the correct authentication information.

8. Verify that the server recognizes the email account that is sending the message. At the prompt, enter `MAIL FROM: <sender@domain.com>` where "<sender@domain.com>" is the email address for testing.

   If the response is `550 Requested action not taken: mailbox unavailable`, then the server cannot find the mailbox for that address.

   If the response is `550 Requested action not taken: mailbox name not allowed`, then the email address is not valid.

9. Verify that the server has sent the email to the recipient. At the prompt enter `RCPT TO: <recipient@example.com>` where "<recipient@example.com>" is the email address for the recipient.

   If the response is `550 Requested action not taken: mailbox unavailable`, then the server cannot find the mailbox for that address. The recipient email account might be configured so that it cannot receive messages from the printer.

   If the response is 551 User not local: please try <forward-path>, where "<forward-path>" is a different email address, then the email account is not active.

Set up Scan to Network Folder

Introduction

This document explains how to enable and configure the scan to network folder function. The printer has a feature that enables it to scan a document and save it to a network folder. To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured by using the HP Embedded Web Server (EWS). There are two methods in the EWS for configuring Scan to network folder. Use the **Save to Network Folder Setup** page for advanced configuration, or use the **Scan to Network Folder Setup Wizard** for basic configuration.

Before you begin

> **NOTE:** To set up the Scan to Network Folder feature, the printer must have an active network connection.

Administrators need the following items before beginning the configuration process.

- Administrative access to the printer

- The fully-qualified domain name (FQDN) (e.g., \ \servername.us.companyname.net\scans) of the destination folder or the IP address of the server (e.g., \\16.88.20.20\scans).

> **NOTE:** The use of the term "server" in this context refers to the computer where the shared folder resides.

Use the HP Embedded Web Server (EWS) to set up the Scan to Network Folder feature. Before continuing, use this procedure to open the EWS, and then set up the Scan to Network Folder feature by using one of the methods provided.

Access the HP Embedded Web Server

1. From the Home screen on the printer control panel, touch the Information 🛈 icon, and then touch the Network 🖧 icon to display the IP address or host name.

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

   https://10.10.XXXXX/
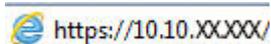
> **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
>
> Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

Method one: Use the Save to Network Folder Setup page

Use this method for complete configuration of the Scan to Network Folder feature.

- Step one: Enable the Scan to Network Folder feature and configure the default job options

- Step two: Set up a Quick Set

Step one: Enable the Scan to Network Folder feature and configure the default job options

1. Click the **Scan/Digital Send** tab.

2. On the left navigation menu, click the **Save to Network Folder Setup** link.

3. On the **Save to Network Folder Setup** dialog, select the **Enable Save to Network Folder** check box. If this box is not selected, the feature is unavailable at the printer control panel.

   Complete the fields in all the dialogs on the page.

   - Notification settings

   - Folder Settings

   - Scan Settings

   - File Settings

Notification settings

On the **Notification Settings** dialog, select one of these options:

📝 **NOTE:** In order to send notification emails, the printer must be set up to use an SMTP server for sending email jobs.

- Option one: **Do not notify**

  1. Select **Do not notify**.

  2. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

- Option two: **Notify when job completes**

  1. Select **Notify when job completes**.

  2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

     If the method of notification selected is **E-mail**, type the email address in the **Notification E-mail Address** field.

  3. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.

  4. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

- Option three: **Notify only if job fails**

1. Select **Notify only if job fails**.

2. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

    If the method of notification selected is **E-mail**, type the email address in the **Notification E-mail Address** field.

3. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.

4. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

Folder Settings

Use the **Folder Settings** dialog to configure the types of folders the printer sends scanned documents to.

There are two types of folder permissions to select from:

Option 1: Read and write access

To send scanned documents to a folder configured for read and write access, complete the following steps:

> **NOTE:** **Send only to folders with read and write access** supports folder verification and job notification

1. If it is not already selected, select **Send only to folders with read and write access**.

2. To require the printer to verify folder access before starting a scan job, select **Verify folder access prior to job start**.

    > **NOTE:** Scan jobs can complete more quickly if **Verify folder access prior to job start** is not selected; however, if the folder is unavailable, the scan job will fail.

3. Click **Next**.

Option 2: Write access only

To send scanned documents to a folder configured for write access only, complete the following steps:

> **NOTE:** **Allow sending to folders with write access only** does not support folder verification or job notification

> **NOTE:** If this option is selected, the printer cannot increment the scan filename. It sends the same filename for all scans.

Select a time-related filename prefix or suffix for the scan filename, so that each scan is saved as a unique file, and does not overwrite a previous file. This filename is determined by the information in the File Settings dialog.

1. Select **Allow sending to folders with write access only**.

2. Click **Next**.

Scan Settings

On the **Scan Settings** dialog, set the default scanning options.

Save As...	Specify the folder and file name for the scanned file

Document File Type	Save a scanned document as one of several types of files.
	The following standard file types are available:
	• PDF: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.
	• JPEG: This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.
	• TIFF: This is a standard file type that many graphics programs support. This file type produces one file per page.
	• MTIFF: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.
	• XPS: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.
	• PDF/A: PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained.
	HP LaserJet Enterprise Flow MFP printers also support the following OCR file types:
	• Text (OCR): Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option.
	• Unicode Text (OCR): Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization.
	• RTF (OCR): RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option.
	• Searchable PDF (OCR): Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF.
	• Searchable PDF/A (OCR): Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched.
	• HTML (OCR): HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites.
	• CSV (OCR): CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.
Output Quality	Specify the output quality of scanned images, which affects the file size of the resulting file.
Original Sides	Specify whether the original document is printed on one side or both sides.
Color/Black For color printers only.	Specify whether the scanned image will be in color, black and gray, or black only.
Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass. **Book Mode**: Scan an open book and output each page of the book onto different pages. **2-sided ID Copy**: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Resolution	Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.

Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
	Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
	Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
	Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
	Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Cropping options	Crop to original size: Crop the image to match the paper size of the original document.
	Crop to content: Crop the image to the size of the detectable content in the original document.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Notification	Select whether to send notifications of the status of scan jobs. The printer can print the notification, or it can send the notification in an email.

File Settings

On the **File Settings** dialog, set the default file settings for the Quick Set, and then click **Next**.

File settings:

Feature	Description
File Name Prefix	Set the default file name prefix used for files saved to a network folder.
File Name Suffix	Set the default file name suffix used for files saved to a network folder.
File Number Format	Select a file name format for when the job is divided into multiple files.
File Name Preview	Enter a file name, and then click the **Update Preview** button.

Step two: Set up a Quick Set

Quick Sets are shortcut jobs that can be accessed within the Quick Sets application on the printer control panel. The Scan to Network Folder feature can be minimally configured without creating a Quick Set. However, without the Quick Set, users must enter the destination folder information at the control panel for each scan job. A Quick Set is required to include Scan to Network Folder metadata.

Provide the Quick Set name, description, and options for starting

1. On the left navigation pane, click **Quick Sets**.

2. In the Quick Sets Lists area, click **Add**. The **Quick Set Setup** page opens.

3. In the **Quick Set Name** field, type a name.

    ☼ **TIP:**   Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

4. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.

5. From the **Quick Set Start Option** list, select one of the following options:

    ●   Option one: **Enter application, then user presses Start**

    ●   Option two: **Start instantly upon selection**

        ▲   Select one of the following options under **Original Sides Prompt**:

            ○   **Use application default**

            ○   **Prompt for original sides**

    📝 **NOTE:**   If **Start instantly upon selection** is selected, the destination folder must be configured in the next step.

6. Click **Next**.

Configure the destination folder for scanned documents

Option 1: Shared folders or FTP folders

To save scanned documents to a standard shared folder or an FTP folder, complete the following steps:

1. If it is not already selected, select **Save to shared folders or FTP folders**.

2. Click **Add…**. The **Add Network Folder Path** dialog opens.

3. On the **Add Network Folder Path** dialog, select one of the following options:

    ●   Option one: **Save to a standard shared network folder**

        1. If it is not already selected, select **Save to a standard shared network folder**.

        2. In the **UNC Folder Path** field, type a folder path.

            The folder path can either be the fully-qualified domain name (FQDN) (e.g., \
            \servername.us.companyname.net\scans) or the IP address of the server (e.g., \
            \16.88.20.20\scans). Be sure that the folder path (e.g., \scans) follows the FQDN or IP address.

            📝 **NOTE:**   The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the printer does not need to use DNS to find the destination server.

        3. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.

            To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.

4. To view the complete folder path for scanned documents, click **Update Preview**.

5. From the **Authentication Settings** list, select one of the following options:

    ○ **Use credentials of user to connect after Sign In at the control panel**

    ○ **Always use these credentials**

    NOTE: If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields.

6. In the **Windows Domain** field, type the Windows domain.

    TIP: To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.

    To find the Windows domain in Windows 8, click **Search**, enter System in the search box, and then click **System**.

    The domain is listed under **Computer name, domain, and workgroup settings**.

    NOTE: If a shared folder is set to be accessed by everyone, values for a workgroup name (default is "Workgroup"), a user name and password must be entered in the corresponding fields. However, if the folder is within a particular user's folders and not Public, the user name and password of that user must be used.

    NOTE: An IP address might be necessary instead of a computer name. Many home routers do not handle computer names well, and there is no Domain Name Server (DNS). In this case, it is best to set up a static IP address on the shared PC to alleviate the problem of DHCP assigning a new IP address. On a typical home router, this is done by setting a static IP address that is on the same subnet, but outside the DHCP address range.

7. Click **OK**.

- Option two: **Save to an FTP Server**

NOTE: If an FTP site is outside the firewall, a proxy server must be specified under the network settings These settings are located in the **EWS Networking** tab, under the **Advanced** options.

1. Select **Save to an FTP Server**.

2. In the **FTP Server** field, type the FTP server name or IP address.

3. In the **Port** field, type the port number.

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

4. To automatically create a subfolder for scanned documents in the destination folder, select a format for the subfolder name from the **Custom Subfolder** list.

5. To view the complete folder path for scanned documents, click **Update Preview**.

6. From the **FTP Transfer Mode** list, select one of the following options:

    ○ **Passive**

    ○ **Active**

7. In the **Username** field, type the user name.

8. In the **Password field**, type the password.

9. Click **Verify Access** to confirm the destination can be accessed.

10. Click **OK**.

Option 2: Personal shared folders

To save scanned documents to a personal shared folder, complete the following steps:

📝 NOTE: This option is used in domain environments where the administrator configures a shared folder for each user. If the Save to a personal shared folder feature is configured, users will be required to sign in at the printer control panel using Windows credentials or LDAP authentication.

1. Select **Save to a personal shared folder**.

2. In the **Retrieve the device user's home folder using this attribute** field, type the user's home folder in the Microsoft Active Directory.

   📝 NOTE: Verify that the user knows where this home folder is located on the network.

3. To add a user name subfolder at the end of the folder path, select **Create subfolder based on user name**.

   To restrict the subfolder access to the user who creates the scan job, select **Restrict subfolder access to user**.

Summary

On the **Summary** dialog, review the settings, and then click **Finish**.

Method two: Use the Save to Network Folder Quick Set Wizard

This option opens the setup wizard that is in the HP Embedded Web Server (EWS) for the printer. The setup wizard includes the options for basic configuration.

1. Click the **Scan/Digital Send** tab.

2. Click the **E-mail and Save to Network Folder Quick Set Wizard** link.

3. On the **Add or Remove a Save to Network Folder Quick Set** dialog, click **Add**.

   📝 NOTE: Quick Sets are shortcut jobs that can be accessed within the Quick Sets application on the printer control panel.

   📝 NOTE: The Save to Network Folder feature can be minimally configured without creating a quick set. However, without the quick set, users must enter the destination folder information at the control panel for each scan job. A quick set is required to include Save to Network Folder metadata.

4. On the **Add Folder Quick Set** dialog, complete the following information:

   a. In the **Quick Set Title** field, type a title.

      💡 TIP: Name the Quick Set something that users can understand quickly (e.g., "Scan and save to a folder").

   b. From the **Button Location** drop-down, select one of the following options to indicate where the Quick Set button will display on the printer control panel:

- Quick Sets Application
- Home Screen

c. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.

d. Click **Next**.

5. On the **Configure Destination Folder** dialog, complete the following information:

a. In the **UNC Folder Path** field, type a folder path where the scan will go.

The folder path can either be the fully-qualified domain name (FQDN) (e.g., \\servername.us.companyname.net\scans) or the IP address of the server (e.g., \\16.88.20.20\scans). Be sure that the folder path (e.g., \scans) follows the FQDN or IP address.

> **NOTE:** The FQDN can be more reliable than the IP address. If the server gets its IP address via DHCP, the IP address can change. However, the connection with an IP address might be faster because the printer does not need to use DNS to find the destination server.

b. From the **Authentication Settings** drop-down, select one of the following options:

- Use credentials of user to connect after Sign In at the control panel
- Always use these credentials

> **NOTE:** If **Always use these credentials** is selected, a user name and password must be entered in the corresponding fields, and the printer's access to the folder must be verified by clicking **Verify Access**.

c. In the **Windows Domain** field, type the Windows domain.

> **TIP:** To find the Windows domain in Windows 7, click **Start**, click **Control Panel**, click **System**.
>
> To find the Windows domain in Windows 8, click **Search**, enter System in the search box, and then click **System**.
>
> The domain is listed under **Computer name, domain, and workgroup settings**.

d. Click **Next**.

6. On the **Configure File Scan Settings** dialog, set the default scanning preferences for the Quick Set, and then click **Next**.

7. Review the **Summary** dialog, and then click **Finish**.

8. On the **Save to Network Folder Setup** dialog, review the selected settings, and then click **Finish** to complete the setup.

Problems with sending to a network folder

Issue	Cause	Solution
All users are unable to store jobs in the network folder.	A firewall might be interfering.	If IPsec is enabled, it could be interfering with digital-send features. Try disabling IPsec.

Issue	Cause	Solution
	The server might be turned off.	Verify that the server is turned on.
	The DNS settings might be incorrect.	Verify the UNC folder path, because it might have changed or been entered incorrectly.
A particular user is unable to store jobs in the network folder.	The folder might have write-access restrictions.	If write-access is controlled for the folder, signing in again is required to save a file to that folder.
	If trying to send the job to a folder that is not one of the Quick Set folders, the path to the folder might not be correct.	Verify that the correct network path was entered.
	If a folder is specified by editing the path to a Quick Set Folder, permission to access the new folder might not be allowed.	Set permission to allow jobs to be stored in this folder by this user.
	The user might not be authenticated to the network server.	Verify that the user has the required credentials to gain access to the server where the network folder resides.
	The user might have specified a file type that is not supported.	Try saving the file with a different file-type extension.
No notification was received, although the option to receive a notification was selected.	The default email address for notifications might not be set, or it might be incorrect.	Sign in to the printer, and then verify that the email address for the notification option is correct. Make sure that the SMTP server is set up.

Set up Scan to USB Drive

Introduction

This document explains how to enable and configure the scan to USB drive function. The printer has a feature that enables it to scan a document and save it to a USB drive. The feature is not available until it has been configured.

Enable Scan to USB Drive

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

    a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network ⛗ icon to display the IP address or host name.

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

    > https://10.10.XXXXX/
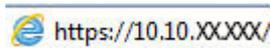
    > **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
    >
    > Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Click the **Security** tab, and in the area for **Hardware Ports** select **Enable Host USB plug and play**. Click **Apply**.

3. Click the **Scan/Digital Send** tab.

4. Click the **Save to USB** link.

5. Select **Enable Save to USB**.

6. Click the **Apply** button at the bottom of the page.

Configure default scan options

Configure the following default options for Scan to USB Drive.

> **NOTE:** The following list contains the master set of options available for HP LaserJet Enterprise MFP printers. Some options are not available on all printers.

Save As...	Specify the folder and file name for the scanned file

Load and Save Settings	Load Quick Set: Load scan settings from a saved Quick Set.
	NOTE: Use the HP Embedded Web Server to create and save Quick Sets.
	Save Defaults: Save the current settings in the Options list as default settings for future scan jobs.
Document File Type	Save a scanned document as one of several types of files.

The following standard file types are available:

- PDF: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.

- JPEG: This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.

- TIFF: This is a standard file type that many graphics programs support. This file type produces one file per page.

- MTIFF: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.

- XPS: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.

- PDF/A: PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained.

HP LaserJet Enterprise Flow MFP printers also support the following OCR file types:

- Text (OCR): Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option.

- Unicode Text (OCR): Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization.

- RTF (OCR): RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option.

- Searchable PDF (OCR): Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF.

- Searchable PDF/A (OCR): Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched.

- HTML (OCR): HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites.

- CSV (OCR): CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.

Output Quality	Specify the output quality of scanned images, which affects the file size of the resulting file.
Original Sides	Specify whether the original document is printed on one side or both sides.
Color/Black	Specify whether the scanned image will be in color, black and gray, or black only.
For color printers only.	

Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.
	Book Mode: Scan an open book and output each page of the book onto different pages.
	2-sided ID Copy: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Resolution	Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.
Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
	Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
	Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
	Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
	Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Cropping options	Crop to original size: Crop the image to match the paper size of the original document.
	Crop to content: Crop the image to the size of the detectable content in the original document.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Notification	Select whether to send notifications of the status of scan jobs. The printer can print the notification, or it can send the notification in an email.
Save Defaults	Save the current scan settings as the new default settings for this scan function.

Configure the default file name settings

Option name	Description
File Name Prefix	Set the default file name prefix.
File Name Suffix	Set the default file name suffix.

Option name	Description
File Number Format	Select a file name format for when the job is divided into multiple files.
File Name Preview	Enter a file name, and then click the **Update Preview** button.

Set up Scan to SharePoint® (Flow models only)

- [Introduction](#)
- [Enable Scan to SharePoint®](#)
- [Scan and save a file directly to a Microsoft SharePoint® site](#)

Introduction

Use Scan to SharePoint® to scan documents directly to a Microsoft® SharePoint® site. This feature eliminates the need to scan the documents to a network folder, USB flash drive, or email message, and then manually upload the files to the SharePoint® site.

Scan to SharePoint® supports all scanning options, including the ability to scan documents as images or use the OCR features to create text files or searchable PDFs.

The feature is disabled by default. Enable Scan to SharePoint® in the HP Embedded Web Server (EWS).

Enable Scan to SharePoint®

NOTE: Before this procedure can be completed, the destination folder that the scanned files will be saved to must exist on the SharePoint® site, and write access must be enabled to the destination folder.

Scan to SharePoint® is disabled by default. Follow these steps to enable the feature:

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

   a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network ⛬ icon to display the IP address or host name.

   b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the Enter key on the computer keyboard. The EWS opens.
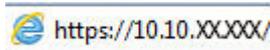
   NOTE: If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

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

2. Open the **Scan/Digital Send** tab, and then select the **Save to SharePoint®** menu in the left column.

3. Select **Enable Save to SharePoint®**, and then click **Apply**.

4. Click **Add** in the **Quick Sets** section to launch the **Quick Set Wizard**.

5. Enter a name for the Quick Set in the **Quick Set Name** field.

6. Enter a description for the Quick Set in the **Quick Set Description:** field. This description displays with the Quick Set button on the printer control-panel display.

7. Select a **Quick Set Start Option**:

- **Enter application, then user presses Start**: The printer opens the scan application for the Quick Set to review or make changes to the settings before pressing Start to begin the job.

- **Start instantly upon selection**: The job starts instantly when the Quick Set is selected.

NOTE: In most cases it is best to start the Quick Set manually to check and set options before starting the job.

8. Click **Next**.

9. To add the path to the SharePoint folder, click **Add** . Copy the target path from a browser address field, and paste it into the **SharePoint Path:** field. Click **Generate Short URL** to create a shortened URL to display on the printer control panel.

10. By default, the printer overwrites an existing file that has the same file name as the new file. Clear **Overwrite existing files** so that a new file with the same name as an existing file is given a time/date stamp.

11. Select an option from the **Authentication Settings** drop-down menu. Select whether it is necessary to sign in to the SharePoint site with credentials, or store the credentials within the Quick Set.

NOTE: **Use credentials of user to connect after Sign In at the control panel** is selected in the **Authentication Settings** drop-down menu, the logged-in user must have permissions to write to the specified SharePoint site.

NOTE: For security purposes, the printer does not display credentials entered in the Quick Set Wizard.

12. If entering credentials, click **Verify Access** to make certain that the path and other information are correct, and then click **OK** to return to the **SharePoint Destination Settings** window.

13. Optional: Enter an additional SharePoint path. Click **Next** to continue.

14. Optional: Configure the Quick Set to send email messages or print a summary page if a job either completes successfully or fails. Select an option from the **Condition on Which to Notify** drop-down menu, enter the notification method and email address to send notifications to, if necessary, and then click **Next**.

NOTE: To use the email notification feature, first configure the email feature on the printer.

15. Select options from the **Scan Settings** window, and then click **Next**.

16. Select options from the **File Settings** window. Select predefined file name prefixes and suffixes from the drop-down menus, and enter a default file name. Click **Update Preview** to preview the selected settings. Choose the default file format from the **Default File Type** drop-down menu.

NOTE: The **Default File Types** menu includes the OCR file formats.

17. Click **Next** to see a preview of the Quick Set button as it will appear on the control-panel display, and then click **Finish** to complete the setup.

Scan and save a file directly to a Microsoft SharePoint® site

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, select Scan, and then select Scan to SharePoint®

NOTE: It might be necessary to sign in to the printer to use this feature.

3. Select one of the items in the Quick Sets list.

4. Touch the File Name: text field to open a keyboard, and then type the name for the file using either the on-screen keyboard or the physical keyboard. Touch OK.

5. If necessary, touch the File Type drop-down menu to select a different output file format.

6. Touch Options to view and configure settings for the document.

7. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
	Use these buttons to zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. NOTE: This button is available only in the thumbnail view.
	Use this button to delete the selected pages. NOTE: This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. NOTE: These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.

8. Touch the Start button to save the file.

Create a Quick Set

Use the Quick Sets feature to quickly access preset job options. Use the HP Embedded Web Server to create Quick Sets, which are then available in the Quick Sets application on the printer control panel. Quick Sets are available for the following scan/send features:

- Copy

- Scan to E-mail

- Scan to Network Folder

- Scan to USB Drive

- Scan to Fax

- Scan to SharePoint®

Ask the system administrator for assistance with the following steps:

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

   a. From the Home screen on the printer control panel, touch the Information 🛈 icon, and then touch the Network ⛛ icon to display the IP address or host name.

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

   https://10.10.XXXXX/
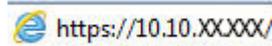
   > **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
   >
   > Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Click the **General** tab.

3. On the left navigation pane, click the **Quick Sets** link.

4. On the **Quick Sets List** dialog, click **Add**.

5. On the **Select an application** dialog, select the application for the new Quick Set. Click **Next**.

6. Provide the following information:

   - **Quick Set Name**: This title appears on the new Quick Set button on the printer control panel.

   - **Quick Set Description**: This short description appears next to the title on the new Quick Set button on the control panel.

   - Quick Set start option: Select one of these options:

     ○ **Enter application, then user presses Start**: The printer opens the application for the Quick Set, providing the opportunity to review and change the settings before touching the Start button to begin the job.

     ○ **Start instantly upon selection**: The job starts instantly when the Quick Set is selected.

Click **Next**.

7. The next several dialogs that appear depend on which application was selected in Step 5:

   • For **Save to E-mail**, the following dialogs appear: **Address Field Restrictions**, **Signing and Encryption**.

   • For **Fax**, the following dialog appears: **Select Fax Recipients**.

   • For **Save to Network Folder**, the following dialog appears: **Folder Settings**.

   • For **Save to USB Drive** the following dialog appears: **Set where files are saved on the USB storage device**.

   • For **Save to SharePoint®** the following dialogs appear: **SharePoint® Destination Settings**, **Add SharePoint® Path**, **SharePoint® Destination Settings**.

   📝 NOTE: The **Scan to SharePoint®** feature is available for all HP Flow MFPs, Digital Senders, and the Scanjet 7000nx with firmware datecode 20120119 or newer.

   • For **Copy** the following dialog appears: **Copy Settings**.

   Proceed through the destination-specific dialogs. Click **Next** to advance to the next dialog.

8. On the **Notification Settings** dialog, select the scan status notification preference, and then click **Next**.

9. On the **Scan Settings** dialog, select the scan settings to use. Click **Next**.

10. On the **File Settings** dialog, select the file settings to use. Click **Next**.

11. Review the **Summary** dialog, and then click **Finish**.

12. On the Quick Set-specific dialog, click **Apply** at the bottom of the window to save the Quick Set.

Scan and send to email

Introduction

The printer has a feature that enables it to scan a document and send it to one or more email addresses. Before using this feature, use the HP Embedded Web Server to enable it and set it up.

Scan and send a document to email

1.   Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2.   From the Home screen on the printer control panel, select Scan, and then select Scan to E-mail.

     📝 **NOTE:** If prompted, type your user name and password.

3.   Touch the To field to open a keyboard.

     📝 **NOTE:** If you are signed in to the printer, your user name or other default information might appear in the From field. If so, you might not be able to change it.

4.   Specify the recipients by using one of these methods:

     ### Enter addresses manually

     ▲   Enter the address in the To field. To send to multiple addresses, separate the addresses with a semicolon, or touch the Enter ⏎ button on the touchscreen keyboard after typing each address.

     ### Enter addresses from the Contacts list

     a.   Touch the Contacts 🕮 button that is next to the To field to open the Contacts screen.

     b.   From the drop-down list, select the appropriate contact list.

     c.   Select a name from the list of contacts to add the name to the recipients list. Repeat this step for each recipient, and then touch the Done button.

5.   Complete the Subject, and File Name fields by touching the field and using the touchscreen keyboard to enter information. Touch the Done button when you have completed the fields.

6.   To configure settings for the document, touch the Options button. For example:

     ●   Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.

     ●   If the original document is printed on both sides, select Original Sides, and then select 2 Sided.

7.   Set options marked with a yellow triangle before using the preview feature.

     📝 **NOTE:** After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

     Using the preview feature is optional.

8.   Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.

9. When the document is ready, touch the Send button.

NOTE: The printer might prompt you to add the email address to the contact list.

Scan and send to network folder

Introduction

The printer can scan a file and save it in a shared folder on the network. Before using this feature, use the HP Embedded Web server to enable the feature and configure the shared folders. The system administrator can configure pre-defined Quick Sets folders; otherwise it is necessary to specify the folder path for each job.

Scan and save the document to a folder

> **NOTE:** You might be required to sign in to the printer to use this feature.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, select Scan, and then select Scan to Network Folder.

3. To specify a path for this job only, touch the Folder Paths text field to open a keyboard, and type the path to the folder, and then touch the Enter ⏎ button. Use this format for the path:

   `\\server\folder`, where "server" is the name of the server that hosts the shared folder, and "folder" is the name of the shared folder. If the folder is nested inside other folders, complete all necessary segments of the path to reach the folder. For example: `\\server\folder\folder`

   Or, touch the Add a Path button that is below the Folder Paths field to select a pre-defined Quick Sets path or a path associated with a Contact.

   > **NOTE:** The Folder Paths field might have a pre-defined path, and it might not be editable. In this situation, the administrator has configured this folder for common access.

4. Touch the File Name text field to open a keyboard, and then type the name for the file, and then touch the Enter ⏎ button.

5. To configure settings for the document, touch the Options button. For example:

   - Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.

   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.

6. Set options marked with a yellow triangle before using the preview feature.

   > **NOTE:** After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

   Using the preview feature is optional.

7. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

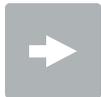|	
⣿	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
▮▤▮	
🔍⊕	Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
🔍⊖	
↻	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
🗑	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
←	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
→	
🗍+	Use this button to add a page to the document. The printer prompts to scan additional pages.
⊗	Use this button to clear the changes made in the preview and start over.

8. When the document is ready, touch Scan to save the file.

Scan and send to USB Flash Drive

Introduction

The printer can scan a file and save it on a USB flash drive. Before using this feature, use the HP Embedded Web server to enable and configure it.

Scan and save the document to a USB flash drive

NOTE: You might be required to sign in to the printer to use this feature.

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. Insert the USB flash drive into the USB port near the printer control panel.

3. From the Home screen on the printer control panel, select Scan, and then select Scan to USB Drive.

4. From the Save As... list, select the flash drive. Save the file on the root of the USB flash drive, or save it in an existing folder.

5. Touch the File Name text field to open a keyboard, and then type the name for the file, and then touch the Enter ⏎ button.

6. To configure settings for the document, touch the Options button. For example:

   - Select File Type and Resolution to specify the type of file to create, the resolution, and the output quality.

   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.

7. Set options marked with a yellow triangle before using the preview feature.

   NOTE: After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

   Using the preview feature is optional.

8. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.

		Use these buttons to zoom in or out on the selected page. **NOTE:** Select only one page at a time to use these buttons.
		Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
		Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
		Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
		Use this button to add a page to the document. The printer prompts to scan additional pages.
		Use this button to clear the changes made in the preview and start over.

9. When the document is ready, touch Scan to save the file.

Additional options when scanning

The following settings are available in the Options list when scanning.

📝 **NOTE:** The following list contains the master set of options available for HP LaserJet Enterprise MFP printers. Some options are not available on all printers.

Save As...	Specify the folder and file name for the scanned file
Load and Save Settings	Load Quick Set: Load scan settings from a saved Quick Set.
	NOTE: Use the HP Embedded Web Server to create and save Quick Sets.
	Save Defaults: Save the current settings in the Options list as default settings for future scan jobs.
Document File Type	Save a scanned document as one of several types of files.
	The following standard file types are available:
	• PDF: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.
	• JPEG: This file type is a good choice for most graphics. Most computers have a browser that can view .JPEG files. This file type produces one file per page.
	• TIFF: This is a standard file type that many graphics programs support. This file type produces one file per page.
	• MTIFF: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.
	• XPS: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.
	• PDF/A: PDF/A is a type of PDF designed for long-term archival of electronic documents. All format information in the document is self-contained.
	HP LaserJet Enterprise flow MFP printers also support the following OCR file types:
	• Text (OCR): Text (OCR) creates a text file by using optical character recognition (OCR) to scan the original. A text file can be opened in any word processing program. The formatting of the original will not be saved using this option.
	• Unicode Text (OCR): Unicode Text (OCR) is an industry standard used to consistently represent and manipulate text. This file type is useful for internationalization and localization.
	• RTF (OCR): RTF (OCR) creates a rich text format (RTF) file by using optical character recognition (OCR) to scan the original. RTF is an alternative text format that can be opened by most word processing programs. Some of the formatting of the original will be saved using this option.
	• Searchable PDF (OCR): Searchable PDF (OCR) creates a searchable PDF file by using optical character recognition (OCR) to scan the original. When a document is scanned in this way, use Adobe Acrobat® Reader's search tools to search for specific words or phrases within the PDF.
	• Searchable PDF/A (OCR): Searchable PDF/A (OCR) is a type of PDF/A file that includes information about the document structure, which allows content to be searched.
	• HTML (OCR): HTML (OCR) creates a Hypertext Markup Language (HTML) file containing the contents of the original document. HTML is used to display files on Web sites.
	• CSV (OCR): CSV (OCR) is common text file format that contains comma-separated values. This type of file can be opened by most word processing, spreadsheet, or database programs.
Output Quality	Specify the output quality of scanned images, which affects the file size of the resulting file.

Original Sides	Specify whether the original document is printed on one side or both sides.
Color/Black For color printers only.	Specify whether the scanned image will be in color, black and gray, or black only.
Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass. **Book Mode**: Scan an open book and output each page of the book onto different pages. **2-sided ID Copy**: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Resolution	Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.
Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother. Darkness: Increase or decrease the amount of white and black used in colors in scanned images. Contrast: Increase or decrease the difference between the lightest and the darkest color on the page. Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image. Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Erase Edges	Remove blemishes, such as dark borders or staple marks, by cleaning the edges of the scanned image.
Cropping options	Crop to original size: Crop the image to match the paper size of the original document. Crop to content: Crop the image to the size of the detectable content in the original document.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Notification	Select whether to send notifications of the status of scan jobs. The printer can print the notification, or it can send the notification in an email.
Save Defaults	Save the current scan settings as the new default settings for this scan function.

Use HP Flow CM solution (Flow models only)

HP Flow CM Professional is an easy-to-use, cloud-based solution designed to help businesses securely store and access information for better collaboration. The solution provides access from virtually anywhere, via a web browser, to a complete set of proven document-management tools for capture, store, search, retrieval, sharing, and more.

Use a networked scanner or HP LaserJet Flow MFP (and select upgradeable HP MFPs) to quickly and simply send paper documents directly to the HP Flow CM Professional solution. Retrieve and print PDF documents, set directories, and browse a file repository directly from the control panel of a Flow CM enabled product.

For more information on HP Flow CM Professional, go to the following Web sites:

- To log in to HP Flow CM, go to www.hpflowcm.com/login.

- To search HP Flow CM Support, go to help.hpflowcm.com.

- To find out more about HP Flow CM and have a sales expert contact you, go to www.hp.com/go/flowcm.

- To find out more about HP Flow CM Professional, go to www.hp.com/go/flow.

- To find out more about HP Flow CM Enterprise, go to www.hp.com/go/flowcmenterprise.

Additional scan tasks

Go to www.hp.com/support/ljM527MFP.

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

- Copy or scan pages from books or other bound documents

- Send a scanned document to a folder in the printer memory

- Copy or scan both sides of an identification card

- Copy or scan a document into a booklet format

7 Fax

- [Set up fax](#)
- [Change fax configurations](#)
- [Send a fax](#)
- [Additional options when faxing](#)
- [Additional fax tasks](#)

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

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

Set up fax

Introduction

This information applies to fax and Flow models, or to other printers when an optional analog fax accessory has been installed. Before continuing, connect the printer to a phone line (for analog fax) or to an Internet or network fax service.

Set up fax by using the printer control panel

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

    *   Fax Settings

    > 📝 **NOTE:** If the Fax Settings menu does not appear in the menu listing, LAN or Internet fax might be enabled. When LAN or Internet fax is enabled, the analog fax accessory is disabled and the Fax Settings menu does not display. Only one fax feature, either LAN fax, analog fax, or Internet fax, can be enabled at a time. To use analog fax when LAN fax is enabled, use the HP Embedded Web Server to disable LAN fax.

    *   Fax Setup

3. Select the location from the list on the right side of the screen, and then touch Next.

4. Touch the Company Name text field, and use the keypad to type the company name.

5. Touch the Fax Number text field, and use the keypad to type the sending fax number. Touch Next.

6. Verify that the date and time settings are correct. Make changes as necessary, and then touch Next.

7. If a dialing prefix is required for sending faxes, touch the Dialing Prefix text field, and use the keypad to enter the number.

8. Review all the information on the left pane, and then touch Finish to complete the fax setup.

Change fax configurations

📝 **NOTE:** The settings configured using the control panel override any settings made in the HP Embedded Web Server.

- Fax dialing settings

- General fax send settings

- Fax receive settings

Fax dialing settings

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Fax Settings

   - Fax Send Settings

   - Fax Dialing Settings

Configure any of the following settings:

Menu item	Description
Redial on Error	The Redial on Error feature sets the number of times a fax number will be redialed when an error occurs during a fax transmission.
Redial on No Answer	The Redial on No Answer setting selects the number of times the fax accessory redials if the number dialed does not answer. The number of retries is either 0 to 1 (used in the U.S.) or 0 to 2, depending on the location setting. The interval between retries is set by the redial interval setting.
Redial on Busy	The Redial on Busy setting selects the number of times (0 through 9) the fax accessory redials a number when the number is busy. The interval between retries is set by the Redial Interval setting.
Redial Interval	The Redial Interval setting selects the number of minutes between retries if the number dialed is busy or not answering, or if an error occurs. **NOTE:** You might observe a redial message on the control panel when both the Redial on Busy and Redial on No Answer settings are set to off. This occurs when the fax accessory dials a number, establishes a connection, and then loses the connection. As a result of this error condition, the fax accessory performs three automatic redial attempts regardless of the redial settings. During this redial operation, a message displays on the control panel to indicate that a redial is in progress.
Fax Send Speed	The Fax Send Speed setting sets the modem bit rate (measured in bits per second) of the Analog Fax modem while sending a fax. • Fast (v.34 – 33.6k) • Medium (v.17 – 14.4k) • Slow (v.29 – 9.6k)
Line Monitor Volume	Use the Line Monitor Volume setting to control the printer's dialing volume level when sending faxes.

Menu item	Description
Dialing Mode	The Dialing Mode setting sets the type of dialing that is used: either tone (touch-tone phones) or pulse (rotary-dial phones).
Dialing Prefix	The Dialing Prefix setting allows you to enter a prefix number (such as a "9" to access an outside line) when dialing. This prefix number is automatically added to all phone numbers when dialed.
Detect dial tone	The Detect dial tone setting determines whether the fax checks for a dial tone before sending a fax.

General fax send settings

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Fax Settings

   - Fax Send Settings

   - General Fax Send Settings

Configure any of the following settings:

Menu item	Description
Fax Number Confirmation	When the Fax Number Confirmation feature is enabled, the fax number must be entered twice to ensure that it was entered correctly. The feature is disabled by default.
PC Fax Send	Use the PC Fax Send feature to send faxes from a PC. This feature is enabled by default.
Error Correction Mode	Normally, the fax accessory monitors the signals on the telephone line while it is sending or receiving a fax. If the fax accessory detects an error during the transmission and the Error Correction Mode setting is on, the fax accessory can request that the error portion of the fax be sent again. The Error Correction Mode feature is enabled by default. You should turn it off only if you are having trouble sending or receiving a fax and if you are willing to accept the errors in the transmission and a probable quality reduction in the image. Turning off the setting might be useful when you are trying to send a fax overseas or receive one from overseas, or if you are using a satellite telephone connection. NOTE: Some VoIP providers might suggest turning off the Error Correction Mode setting. However, this is not usually necessary.
Fax Header	Use the Fax Header feature to control whether the header is appended to the top, and content is shifted down, or if the header is overlayed on top of the previous header.

Fax receive settings

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

- Fax Settings

- Fax Receive Settings

- Fax Receive Setup

Configure any of the following settings:

Menu item	Description
Rings to Answer	The Rings to Answer setting determines the number of times the phone rings before the call is answered by the fax accessory.
	NOTE: The default range for the available options for the Rings to Answer setting is location-specific. The range of possible Rings to Answer options is limited by location.
	If the fax accessory is not answering, and the Rings to Answer setting is **1**, try increasing it to **2**.
Ring Volume	Touch the Ring Volume drop-down menu and adjust the ringer volume settings.
Fax Receive Speed	Touch the Fax Receive Speed drop down menu and select one of the following options:
	• Fast (v.34 – 33.6k)
	• Medium (v.17 – 14.4k)
	• Slow (v.29 – 9.6k)

Send a fax

1. Place the document face-down on the scanner glass, or place it face-up in the document feeder and adjust the paper guides to fit the size of the document.

2. From the Home screen on the printer control panel, select Scan, and then select Scan to Fax. You might be prompted to type a user name and password.

3. Specify the recipients by using one of these methods:

   ### Enter recipients manually

   ▲ Touch the Fax Recipients text field, and then use the keypad to enter the fax number. To send to multiple addresses, separate the addresses with a semicolon, or touch the Enter ⏎ button on the touchscreen keyboard after typing each address.

   ### Enter recipients from the Contacts list

   a. Touch the Contacts 📖 button that is next to the Fax Recipients field to open the Contacts screen.

   b. From the drop-down list, select the appropriate contact list.

   c. Select a name from the list of contacts to add the name to the recipients list. Repeat this step for each recipient, and then touch the Done button.

4. To configure settings for the document, touch the Options button. For example:

   - Select Resolution to specify the resolution for the fax.

   - If the original document is printed on both sides, select Original Sides, and then select 2 Sided.

5. Set options marked with a yellow triangle before using the preview feature.

   📝 NOTE: After the preview scan, these options are removed from the main Options list and are summarized in the Pre-scan Options list. To change any of these options, discard the preview and start over.

   Using the preview feature is optional.

6. Touch the right pane of the screen to preview the document. In the preview screen, use the buttons on the right of the screen to adjust the preview options and to rearrange, rotate, insert, or remove pages.

⊞ ⊟	Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view.
🔍+	Use these buttons to zoom in or out on the selected page. NOTE: Select only one page at a time to use these buttons.
🔍-	

	Use this button to rotate the page 180 degrees. **NOTE:** This button is available only in the thumbnail view.
	Use this button to delete the selected pages. **NOTE:** This button is available only in the thumbnail view.
	Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right. **NOTE:** These buttons are available only in the thumbnail view.
	Use this button to add a page to the document. The printer prompts to scan additional pages.
	Use this button to clear the changes made in the preview and start over.

7. When the document is ready, touch Send to send the fax.

Additional options when faxing

The following settings are available in the Options list when faxing.

NOTE: The following list contains the master set of options available for HP LaserJet Enterprise MFP printers. Some options are not available on all printers.

Original Sides	Specify whether the original document is printed on one side or both sides.
Scan Mode	**Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.
	Book Mode: Scan an open book and output each page of the book onto different pages.
	2-sided ID Copy: Scan each side of an identification card on the flatbed glass and output them onto one page. After scanning the first side, the printer prompts to place the second side in the correct position on the glass.
Resolution	Specify the resolution of scanned images. Select a higher resolution to increase the clarity of the image. However, as the resolution increases, the file size also increases.
Original Size	Specify the paper size for the original document.
Content Orientation	Specify whether the original document is printed in Portrait or Landscape orientation.
Image Adjustment	Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.
	Darkness: Increase or decrease the amount of white and black used in colors in scanned images.
	Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.
	Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.
	Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.
Optimize Text/Picture	Optimize the job for the type of image being scanned: text, graphics, or photos.
Blank Page Suppression	Exclude blank pages in the original document from scanned images. This feature is useful for scanning pages printed on both sides to eliminate blank pages in the resulting scanned document.
Multi-feed Detection	Enable or disable multi-feed detection. When enabled, scanning stops when the printer detects more than one page at a time being fed in the document feeder. When disabled, scanning continues when a multi-feed is detected, to allow scanning pages that are stuck together, originals with self-adhesive notes on them, or thick paper.
Collate	Assemble each set of pages in the same order as the original document when making multiple copies of a document.
Notification	Select whether to send notifications of the status of scan jobs. The printer can print the notification, or it can send the notification in an email.

Additional fax tasks

Go to www.hp.com/support/ljM527MFP.

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

- Create and manage fax speed dial lists

- Configure fax billing codes

- Use a fax printing schedule

- Block incoming faxes

- Fax archiving and forwarding

8 Manage the printer

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

For more information:

The following information is correct at the time of publication. For current information, see [www.hp.com/support/ljM527MFP](#).

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

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

Advanced configuration with HP Embedded Web Server (EWS)

- Introduction
- How to access the HP Embedded Web Server (EWS)
- HP Embedded Web Server features

Introduction

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

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

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

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

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

How to access the HP Embedded Web Server (EWS)

1. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network 🖧 icon to display the IP address or host name.

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

    🔵 https://10.10.XX.XXX/

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

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

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

Windows® 7

- Internet Explorer (version 8.x or greater)

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

Windows® 8 or greater

- Internet Explorer (version 9.x or greater)

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

OS X

- Safari (version 5.x or greater)

- Google Chrome (version 34.x or greater)

Linux

- Google Chrome (version 34.x or greater)

- Firefox (version 20.x or greater)

HP Embedded Web Server features

- Information tab

- General tab

- Copy/Print tab

- Scan/Digital Send tab

- Fax tab

- Troubleshooting tab

- Security tab

- HP Web Services tab

- Networking tab

- Other Links list

Information tab

Table 8-1 HP Embedded Web Server Information tab

Menu	Description
Device Status	Shows the printer status and shows the estimated life remaining of HP supplies. The page also shows the type and size of paper set for each tray. To change the default settings, click the **Change Settings** link.
Job Log	Shows a summary of all jobs the printer has processed.

Table 8-1 HP Embedded Web Server Information tab (continued)

Menu	Description
Configuration Page	Shows the information found on the configuration page.
Supplies Status Page	Shows the status of the supplies for the printer.
Event Log Page	Shows a list of all printer events and errors. Use the **HP Instant Support** link (in the page footer on all HP Embedded Web Server pages) to connect to a set of dynamic Web pages that help solve problems. These pages also show additional services available for the printer.
Usage Page	Shows a summary of the number of pages the printer has printed, grouped by size, type, and paper print path.
Device Information	Shows the printer 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 printer uses the default print settings to print the file.
Printable Reports and Pages	Lists the internal reports and pages for the printer. Select one or more items to print or view.

General tab

Table 8-2 HP Embedded Web Server General tab

Menu	Description
Control Panel Customization	Reorder, show, or hide features on the control-panel display.
	Change the default display language.
Quick Sets Setup	Configure jobs that are available in the Quick Sets area of the Home screen on the printer control panel.
Alerts	Setup email alerts for various printer 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 printer to send automated emails regarding printer 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 printer and assign an asset number to it. Enter the name of the primary contact who will receive information about the printer.
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.

Table 8-2 HP Embedded Web Server General tab (continued)

Menu	Description
Energy Settings	Set or edit sleep settings for business and non-business hours and wake, sleep, and holiday events for the printer.
	Set which interactions with the printer cause it to wake from sleep mode.
Backup and Restore	Create a backup file that contains printer and user data. If necessary, use this file to restore data to the printer.
Reset Factory Settings	Reset printer settings to the factory defaults.
Solution Installer	Install third-party software programs that can enhance the printer functionality.
Firmware Upgrade	Download and install printer firmware upgrade files.
Quota and Statistics Services	Provides connection information about third-party job-statistics services.

Copy/Print tab

Table 8-3 HP Embedded Web Server Copy/Print tab

Menu	Description
Retrieve from USB Setup	Enable or disable the Print from USB Drive menu on the control panel.
Manage Stored Jobs	Enable or disable the ability to store jobs in the printer 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	Permit or restrict color printing and copying.
(Color printers only)	Specify permissions for individual users or for jobs that are sent from specific software programs.
General Print Settings	Configure settings for all print jobs, including copy jobs or received faxes.
Copy Settings	Configure the default options for copy jobs.
Manage Trays	Configure settings for paper trays.

Scan/Digital Send tab

Table 8-4 HP Embedded Web Server Scan/Digital Send tab

Menu	Description
E-mail Setup	Configure the default email settings for digital sending, including the following: - Settings for the outgoing mail (SMTP) server - Default settings for E-mail Quick Sets jobs - Default message settings, such as the "From" address and the subject line - Settings for digital signatures and encryption - Settings for email notifications - Default scan settings for email jobs - Default file settings for email jobs
Save to Network Folder	Configure the network folder settings for digital sending, including the following: - Default settings for Quick Sets jobs saved in a network folder - Settings for notifications - Default scan settings for jobs saved in a network folder - Default file settings for jobs saved in a network folder
Save to SharePoint®	Configure the Microsoft SharePoint® settings for digital sending, including the following: - Default settings for Quick Sets jobs saved in a document library on the SharePoint® site - Default settings for jobs saved in a document library on the SharePoint® site
Save to USB Setup	Configure the USB settings for digital sending, including the following: - Default settings for Quick Sets jobs saved on a USB flash drive - Settings for notifications - Default scan settings for jobs saved on a USB flash drive - Default file settings for jobs saved on a USB flash drive
Contacts	Manage contacts, including the following: - Add email addresses into the printer one at a time. - Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time. - Export contacts from the printer into a .CSV file on the computer to use as a data backup, or import the records onto another HP printer. - Edit email addresses that have already been saved in the printer.
Preferences	Configure settings for when the size cannot be detected from the scanner glass.

Table 8-4 HP Embedded Web Server Scan/Digital Send tab (continued)

Menu	Description
E-mail and Save to Network Folder Quick Setup Wizards	Configure the printer to send scanned images as email attachments.
	Configure the printer to save scanned images to network-folder Quick Sets. Quicks Sets provide easy access to files saved on the network.
Digital Sending Software Setup	Configure settings related to using optional Digital Sending software.

Fax tab

Table 8-5 HP Embedded Web Server Fax tab

Menu	Description
Fax Send Setup	Configure settings for sending faxes, including the following: • Default settings for outgoing faxes • Settings for notifications • Default setting for sending faxes using the internal fax modem • Settings for using a LAN fax service • Settings for using an Internet fax service
Speed Dials	Manage speed dials, including the following: • Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer. • Export email, fax, or user records from the printer into a file on the computer to use as a data backup, or import the records onto another HP printer.
Fax Receive Setup	Configure default print options for incoming faxes, and set up a fax printing schedule.
Fax Archive and Forwarding	Enable or disable fax archiving and fax forwarding, and configure basic settings for each: • Fax archiving is a method to send a copy of all incoming and outgoing faxes to an email address, a network folder, or an FTP server. • Fax forwarding is a method to forward incoming faxes to a different fax device.
Fax Activity Log	Contains a list of the faxes that have been sent from or received by this printer.

Troubleshooting tab

Table 8-6 HP Embedded Web Server Troubleshooting tab

Menu	Description
General Troubleshooting	Select from a variety of reports and tests to help solve problems with the printer.
	Configure settings for Fax, OXPd, and Auto Recovery.
Retrieve Diagnostic Data NOTE: This item is available only if an administrator password is set from the Security tab.	Export printer information to a file that can be useful for detailed problem analysis.

Table 8-6 HP Embedded Web Server Troubleshooting tab (continued)

Menu	Description
Calibration/Cleaning	Enable the automatic cleaning feature, create and print the cleaning page, and select an option to calibrate the printer immediately.
Firmware Upgrade	Download and install printer firmware upgrade files.
Reset Factory Settings	Reset printer settings to factory defaults.

Security tab

Table 8-7 HP Embedded Web Server Security tab

Menu	Description
General Security	Settings for general security, including the following: ● Configure an administrator password to restrict access to certain features on the printer. ● Set PJL password for processing PJL 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 printer functions for specific individuals or groups, and select the method individuals use to sign in to the printer.
Protect Stored Data	Configure and manage the internal hard drive for the printer. This printer includes an encrypted hard drive for maximum security. Configure settings for jobs that are stored on the printer hard drive.
Certificate Management	Install and manage security certificates for access to the printer and the network.
Web Service Security	Allow resources on this printer to be accessed by web pages from different domains. If no sites are added to the list, then all sites are trusted.
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 printer. It is necessary to Enable HP Web Services to use the HP ePrint feature.

Table 8-8 HP Embedded Web Server HP Web Services tab

Menu	Description
Web Services Setup	Connect this printer to HP's ePrintCenter 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 printer to the Internet.

Networking tab

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

Table 8-9 HP Embedded Web Server Networking tab

Menu	Description
TCP/IP Setting	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 printers.
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.
Authorization	Control configuration management and use of this printer, including the following: ● 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 printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only).
Mgmt. Protocols	Configure and manage security protocols for this printer, including the following: ● 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	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 printer might lose its connection. To reconnect, it might be necessary to reset the print server to a factory-default state and reinstall the printer.
IPsec/Firewall	View or configure a Firewall policy or an IPsec/Firewall policy (for selected HP Jetdirect models only).

Table 8-9 HP Embedded Web Server Networking tab (continued)

Menu	Description
Announcement Agent	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 8-10 HP Embedded Web Server Other Links list

Menu	Description
Product Support	Connect to the support site for the printer 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 printer problems.

Advanced configuration with HP Utility for OS X

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

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

Open HP Utility

1. At the computer, open the **System Preferences** menu, and then click **Print & Fax**, **Print & Scan**, or **Printers & Scanners**.

2. Select the printer in the list.

3. Click the **Options & Supplies** button.

4. Click the **Utility** tab.

5. Click the **Open Printer Utility** button.

HP Utility features

The HP Utility toolbar includes these items:

*   **Devices**: Click this button to show or hide Mac products found by the HP Utility.

*   **All Settings**: Click this button to return to the HP Utility main view.

*   **HP Support**: Click this button to open a browser and go to the HP support Web site.

*   **Supplies**: Click this button to open the HP SureSupply Web site.

*   **Registration**: Click this button to open the HP registration Web site.

*   **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

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

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

Item	Description
Supplies Management	Configures how the printer 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 printer 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 printer 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.
Scan to E-mail	Opens the HP Embedded Web Server page for configuring settings for scanning to email. **NOTE:** USB connections are not supported.
Scan to Network Folder	Opens the HP Embedded Web Server page for configuring settings for scanning to a network folder. **NOTE:** USB connections are not supported.

Configure IP network settings

Printer sharing disclaimer

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

View or change network settings

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

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

   a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network 品 icon to display the IP address or host name.

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

   ![https://10.10.XX.XXX/]
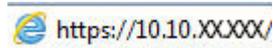
   > **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
   >
   > Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

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

Rename the printer on a network

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

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

   a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network 品 icon to display the IP address or host name.

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

https://10.10.XX.XXX/
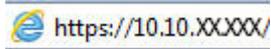
> **NOTE:** If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.
>
> Choosing **Continue to this website (not recommended)** will not harm the computer while navigating within the EWS for the HP printer.

2. Open the **General** tab.

3. On the **Device Information** page, the default printer name is in the **Device Name** field. You can change this name to uniquely identify this printer.

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Network Settings

   - Primary Ethernet Menu

   - TCP/IP

   - IPV 4 Settings

   - Config Method

3. Select the Manual option, and then touch the Done 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 Done button.

Manually configure IPv6 TCP/IP parameters from the control panel

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. To enable manual configuration, open the following menus:

- Network Settings

- Primary Ethernet Menu

- TCP/IP

- IPV6 Settings

3. Select the Enable IPV6 option, and then touch the Done button.

4. Select the Enable Manual Settings option, and then touch the Done button.

5. To configure the address, open the Address menu, and then touch the field to open a keypad.

6. Use the keypad to enter the address, and then touch the OK button.

7. Touch the Done 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 printer in automatic mode. Incorrect changes to the link speed and duplex settings might prevent the printer from communicating with other network devices. To make changes, use the printer control panel.

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

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

- Network Settings

- Primary Ethernet 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 Done button. The printer turns off and then on.

Printer security features

Introduction

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

- Security statements

- Assign an administrator password

- IP Security

- Lock the formatter

- Encryption support: HP High Performance Secure Hard Disks

Security statements

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

Assign an administrator password

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

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

     a.   From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network ⊹ icon to display the IP address or host name.

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

          🔲 https://10.10.XXXXX/
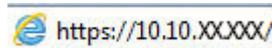
          📝 **NOTE:**   If the Web browser displays a **There is a problem with this website's security certificate** message when attempting to open the EWS, click **Continue to this website (not recommended)**.

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

2.   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.

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

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

1. From the Home screen on the printer control panel, select Sign In.

2. Follow the prompts to enter the credentials.

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

IP Security

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

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

Lock the formatter

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

Encryption support: HP High Performance Secure Hard Disks

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

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

Energy-conservation settings

Introduction

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

Print with EconoMode

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

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

> **NOTE:** If this option is not available in the print driver, set it using the printer control panel.

Configure EconoMode from the print driver

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

2. Select the printer, and then click the **Properties** or **Preferences** button.

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

4. Click the **EconoMode** check box to enable the feature, and then click **OK**.

Configure EconoMode from the printer control panel

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Default Print Options

   - Economode

3. Select On or Off to enable or disable the feature.

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

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

- General Settings

- Energy Settings

- Sleep Settings

3. Select Sleep /Auto Off After Inactivity, and enter the appropriate time period.

📝 **NOTE:** In the European Union the Sleep /Auto Off After Inactivity option is always enabled, and no checkbox is available to turn it off.

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

4. Select one of the wake options.

- Wake on tray open: The printer wakes when someone opens one of the trays. **With this setting, the printer uses 1 watt or less of power while in the Sleep/Auto Off state.**

- Wake on WiFi activity: The printer wakes when it receives a print job sent through the Wi-Fi connection.

- Wake on device USB activity: The printer wakes when it receives a print job through the USB port.

5. For greater energy savings, select the Shut down after inactivity option, and select a time period. The printer completely shuts down after this period of inactivity.

Set the sleep schedule

Use the Sleep Schedule feature to configure the printer to automatically wake or go into Sleep/Auto Off mode at specific times on specific days of the week.

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

- General Settings

- Energy Settings

- Sleep Schedule

3. Touch the New Event button, and then select the type of event to schedule: Wake Event, Sleep Event, or Holidays.

4. For a wake or sleep event, configure the time and the days of the week for the event.

For a holiday event, select the year, month, and date.

HP Web Jetadmin

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

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

Software and firmware updates

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

Go to www.hp.com/support/ljM527MFP. Click **Drivers & Software**.

9 Solve problems

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

For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/ljM527MFP.

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

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

Customer support

Get telephone support for your country/region Have the printer name, serial number, date of purchase, and problem description ready	Country/region phone numbers are on the flyer that was in the box with the printer or at www.hp.com/support/.
Get 24-hour Internet support, and download software utilities and drivers	www.hp.com/support/ljM527MFP
Order additional HP service or maintenance agreements	www.hp.com/go/carepack
Register the printer	www.register.hp.com

Control panel help system

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

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

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

If the printer alerts 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.

Reset factory settings

Introduction

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

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

Method one: Reset factory settings from the printer control panel

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - General Settings

   - Reset Factory Settings

3. A verification message advises that completing the reset function might result in loss of data. Select Reset to complete the process.

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

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

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

   a. From the Home screen on the printer control panel, touch the Information ⓘ icon, and then touch the Network ⛬ icon to display the IP address or host name.

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

   https://10.10.XXXXX/

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

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

2. Open the **General** tab.

3. On the left side of the screen, click **Reset Factory Settings**.

4. Click the **Reset** button.

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

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

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

Continue printing with the current cartridge until redistributing the toner no longer yields acceptable print quality. To redistribute the toner, remove the toner cartridge from the printer and gently rock the cartridge back and forth about its horizontal axis. For graphical representation, see cartridge replacement instructions. Reinsert the toner cartridge into the printer and close the cover.

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

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

Change the "Very Low" settings

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

1. From the Home screen on the product control panel, scroll to and select Supplies.

2. Open the following menus:

   - Manage Supplies

   - Supply Settings

   - Black Cartridge or Color Cartridges

   - Very Low Settings

3. Select one of the following options:

   - Select the Stop option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold.

   - Select the Prompt to continue option to set the printer to stop printing when the cartridge reaches the **Very Low** threshold. You can acknowledge the prompt or replace the cartridge to resume printing.

   - Select the Continue option to set the printer to alert you that the cartridge is very low, and to continue printing beyond the **Very Low** setting without interaction. This can result in unsatisfactory print quality.

For products with fax capability

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

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

Order supplies

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

Printer does not pick up paper or misfeeds

Introduction

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

- The printer does not pick up paper

- The printer picks up multiple sheets of paper

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

- Clean the pickup rollers and separation pad in the document feeder

The printer does not pick up paper

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

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.

2. Load the tray with the correct size of paper for the job.

3. Make sure the paper size and type are set correctly on the printer control panel.

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

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

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

Figure 9-1 Size markings for Tray 1 or the multipurpose tray
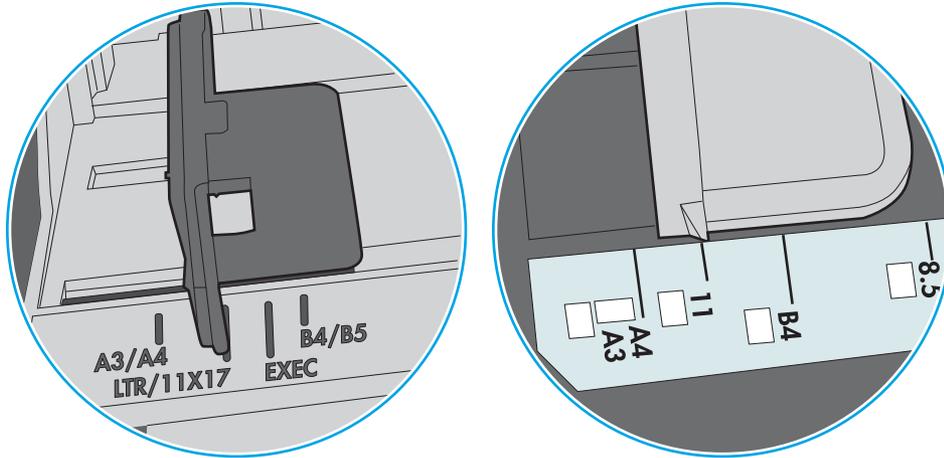
Figure 9-2 Size markings for cassette trays

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

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

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

   Figure 9-3 Technique for flexing the paper stack
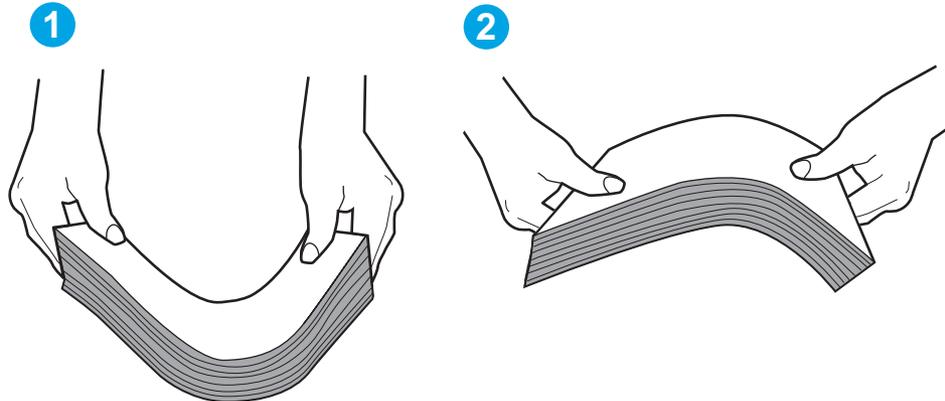
6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.

7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

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

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

   Figure 9-4 Roller locations for Tray 1 or the multipurpose tray
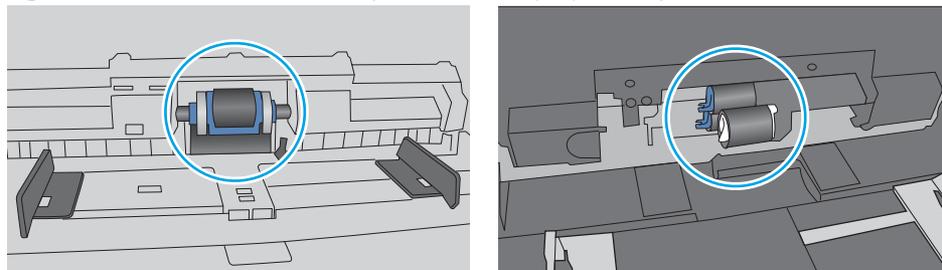
The printer picks up multiple sheets of paper

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

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

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

Figure 9-5 Technique for flexing the paper stack
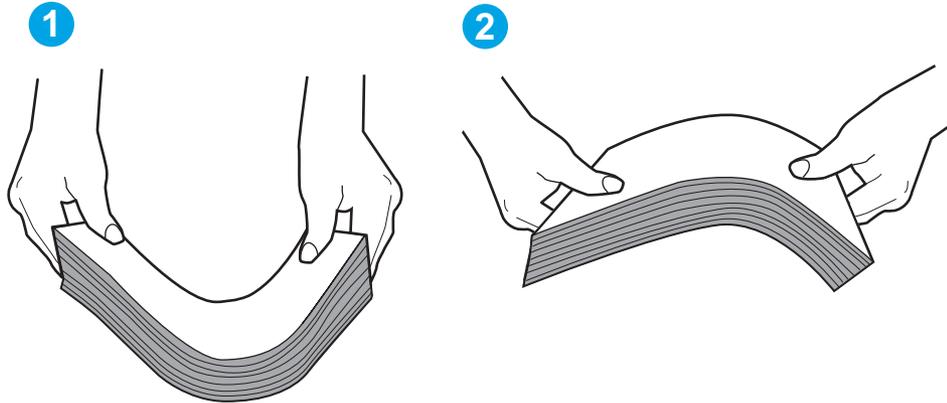
2. Use only paper that meets HP specifications for this printer.

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

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

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

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

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

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

Figure 9-6 Stack-height markings
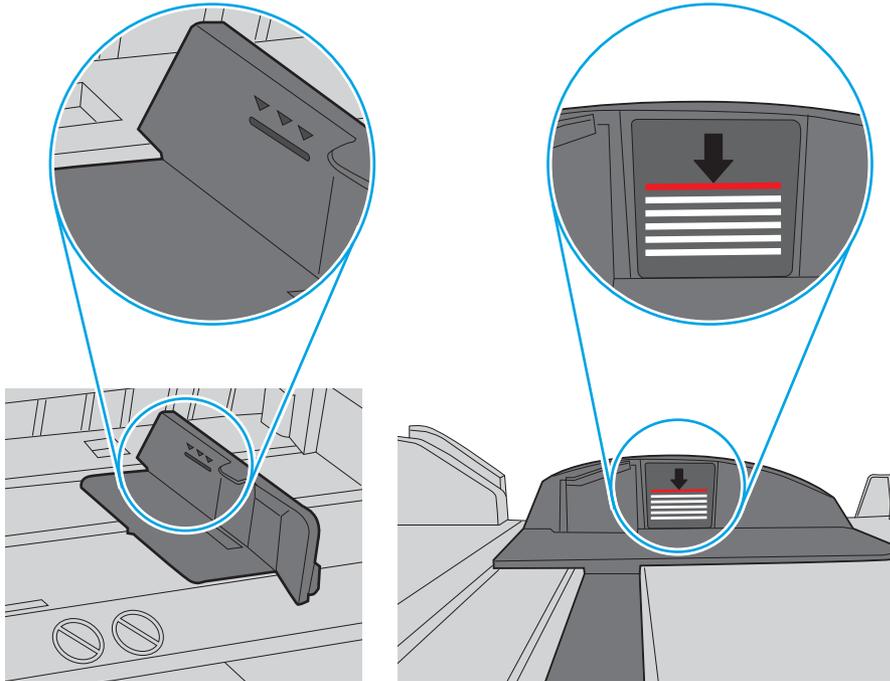
Figure 9-7 Tab for the paper stack
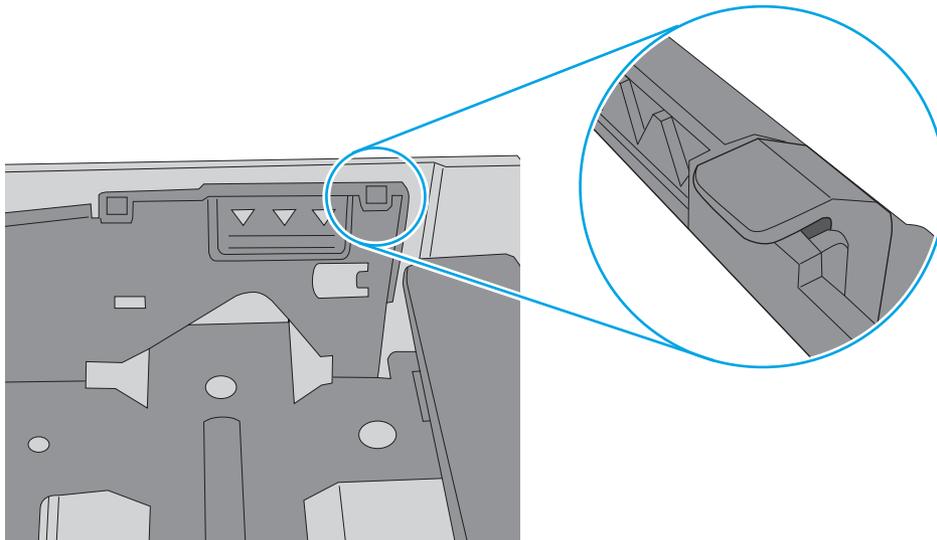
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

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

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

Figure 9-8 Size markings for Tray 1 or the multipurpose tray
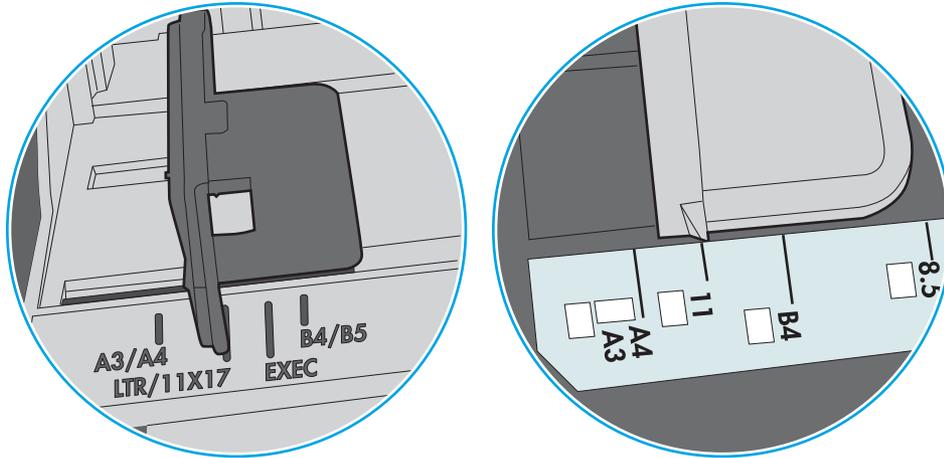
Figure 9-9 Size markings for cassette trays
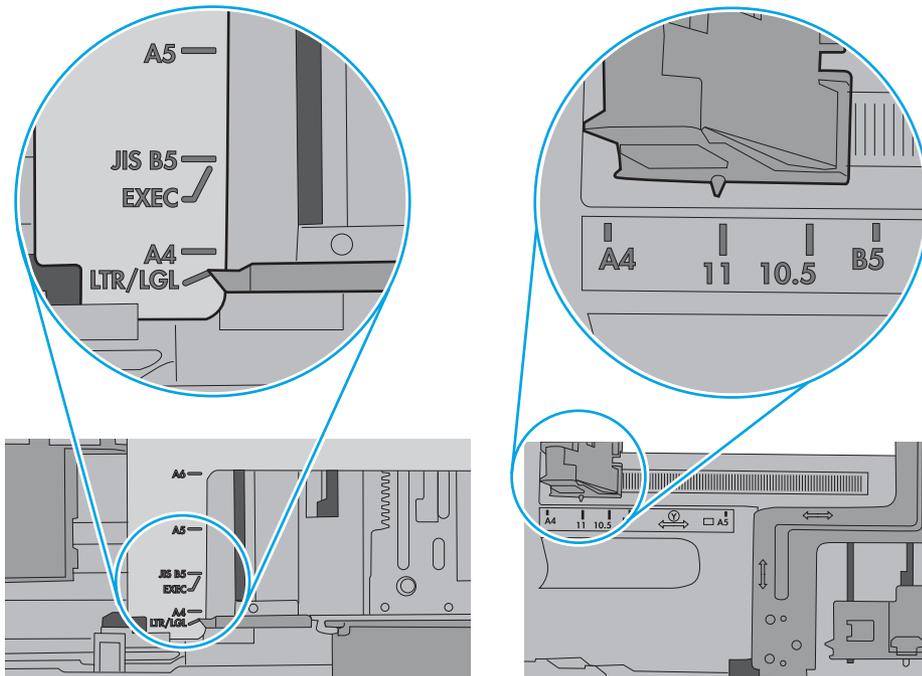
7. Make sure the printing environment is within recommended specifications.

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

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

- The original might have something on it, such as staples or self-adhesive notes, that must be removed.

- Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.

- Make sure that the top document-feeder cover is closed.

- The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

- The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.

- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.

- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.

- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.

- From the Home screen on the printer control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

1. Lift the document-feeder latch.

2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.

   If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

   NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Clear paper jams

Introduction

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

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

Jam locations
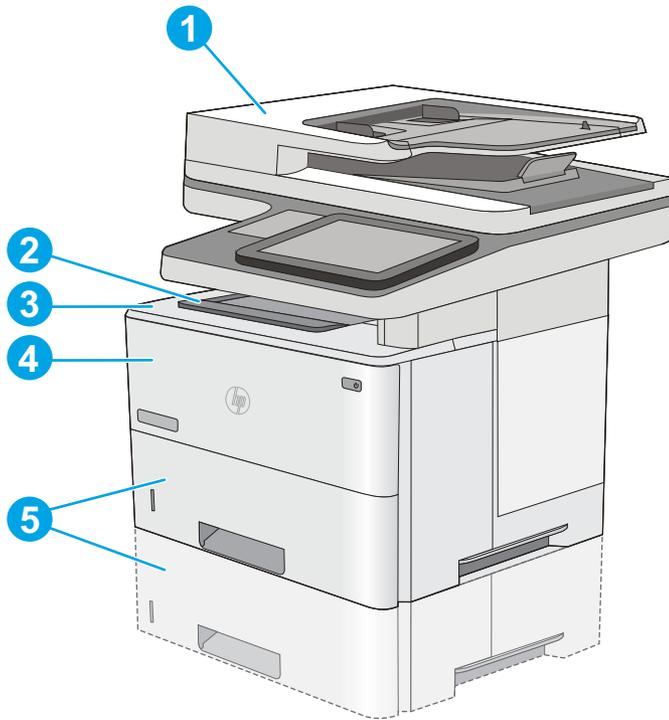
1	Document feeder
2	Output bin

3	Top cover and toner-cartridge area
4	Tray 1
5	Tray 2 and the optional 550-sheet trays
	NOTE: Remove Tray 2 to access jams in the duplexer.

Auto-navigation for clearing jams

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

Experiencing frequent or recurring paper jams?

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

1. Use only paper that meets HP specifications for this printer.

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

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

6. Make sure that the tray is fully inserted in the printer.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

8. Open the Trays menu on the printer control panel. Verify that the tray is configured correctly for the paper type and size.

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

Clear paper jams in the document feeder

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

1. Lift the latch to release the document-feeder cover.
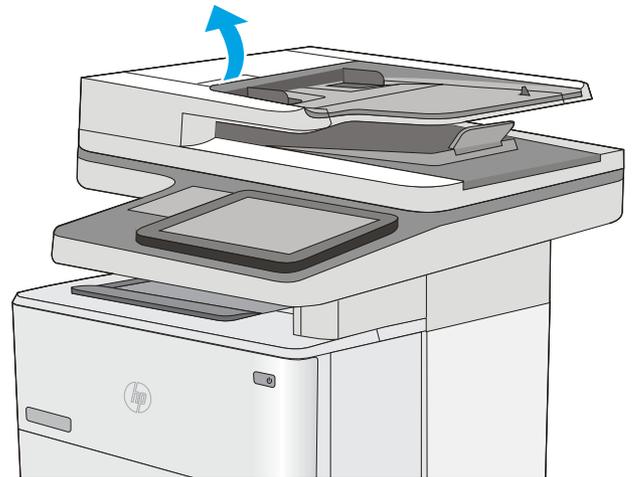
2. Open the document-feeder cover.
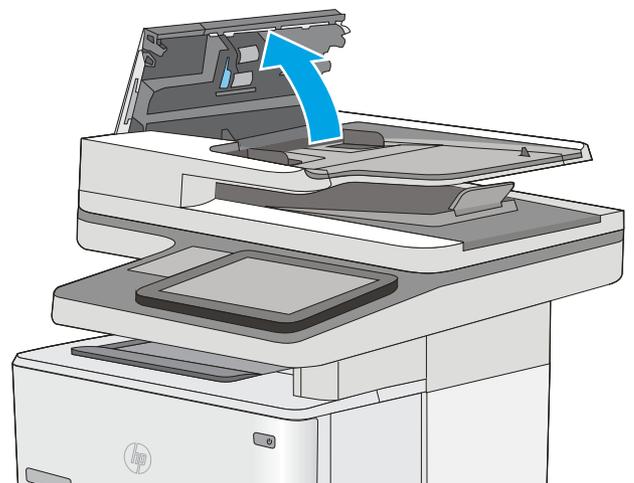
3. Remove any jammed paper.

4. Lift the document-feeder input tray.
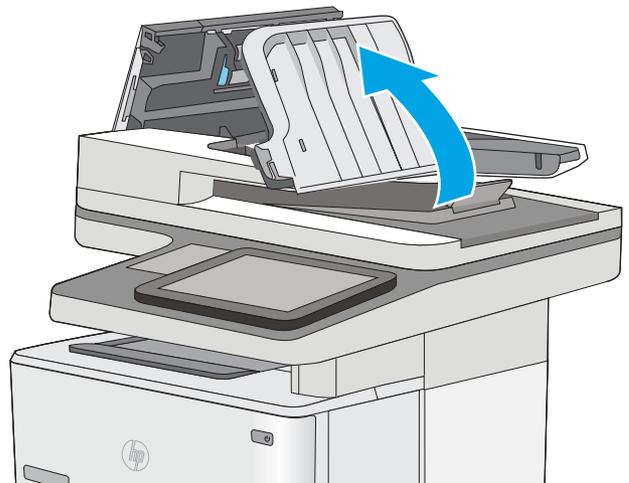
5.   Remove any jammed paper.

6. Lower the document-feeder input tray.
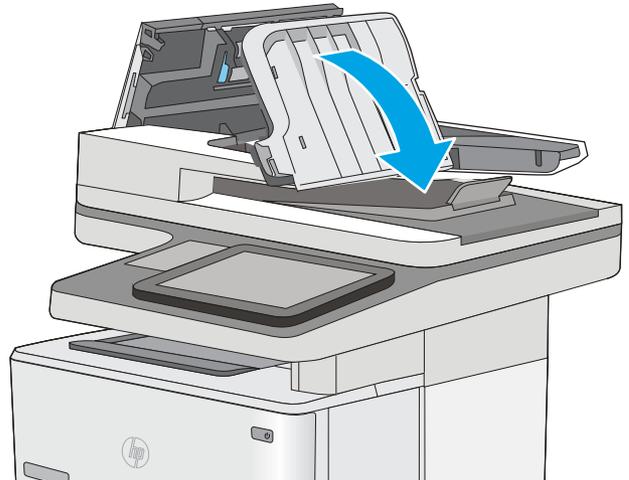
7. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.
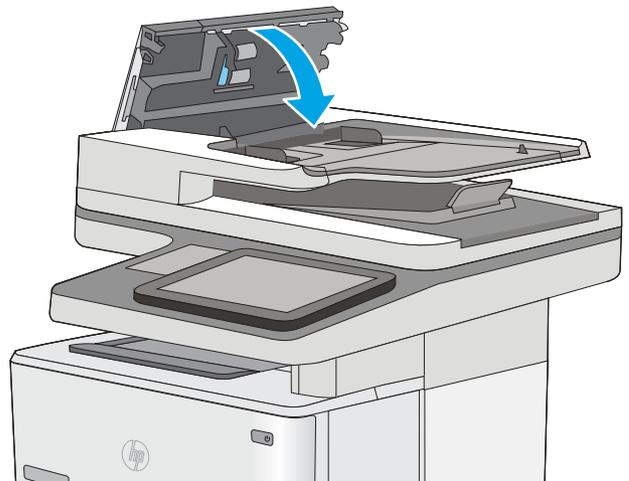
NOTE: To avoid jams, make sure the guides in the document-feeder input tray are adjusted against the document, without bending the document. To copy narrow documents, use the flatbed scanner. Remove all staples and paper clips from original documents.

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

Clear paper jams in Tray 1

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

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

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

2. Press the top-cover-release button on the left side of the printer.
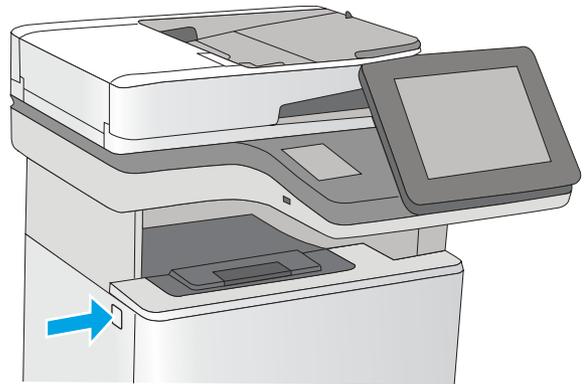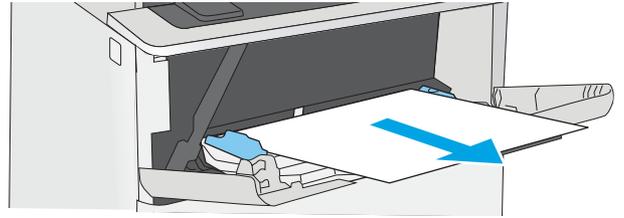
3. Open the front door.
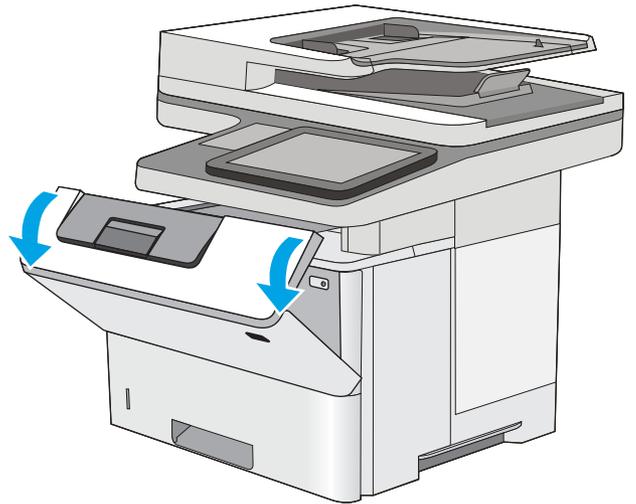
4. Remove the toner cartridge.
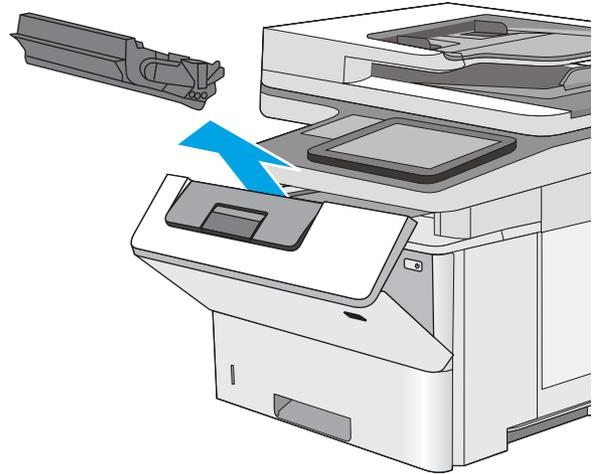
5. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.
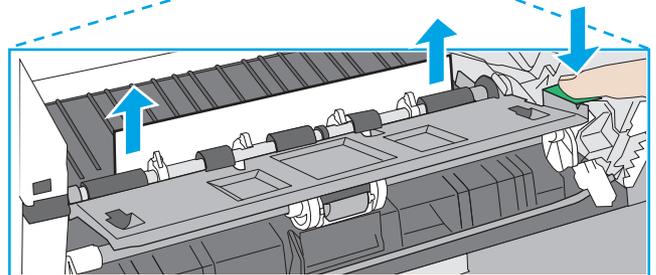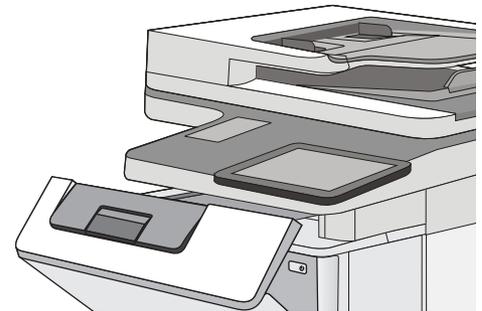
6. Reinsert the toner cartridge.
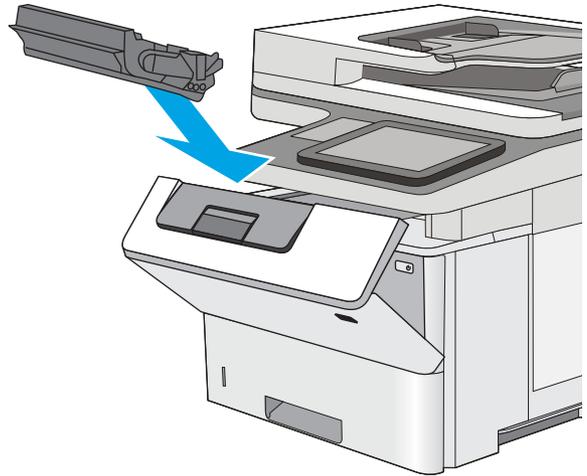
7. Close the front door.
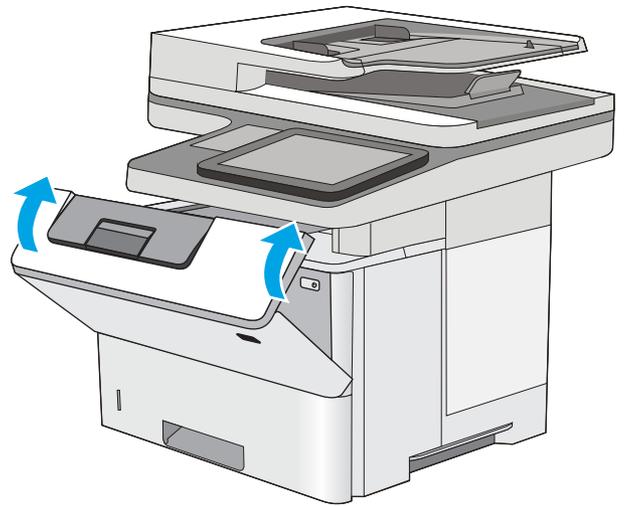
Clear paper jams in Tray 2 and the 550-sheet trays

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

1. Remove the tray from the printer.
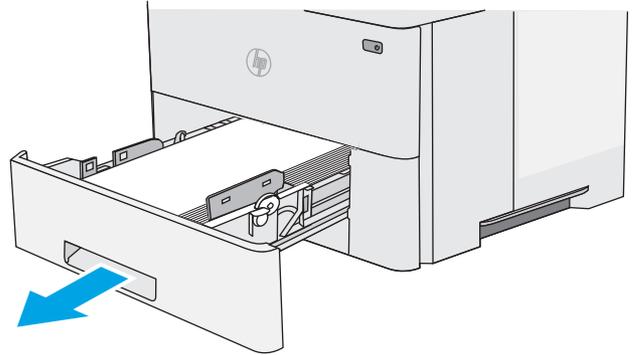
2. Remove the paper from the tray, and discard any damaged paper.
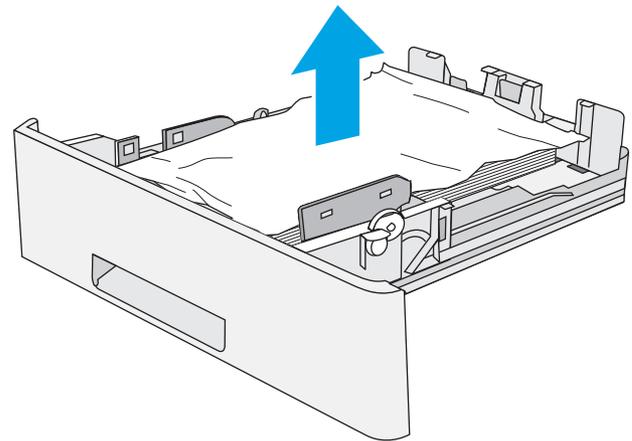
3. Verify that the rear paper guide is adjusted to the indentation for the correct paper size. If necessary, pinch the release and move the rear paper guide to the correct position. It should click into place.
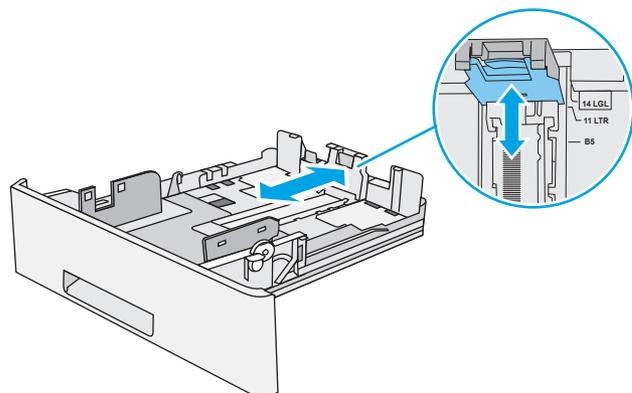
4. Load the paper into the tray. Make sure that the stack is flat at all four corners and that the top of the stack is below the maximum-height indicators.
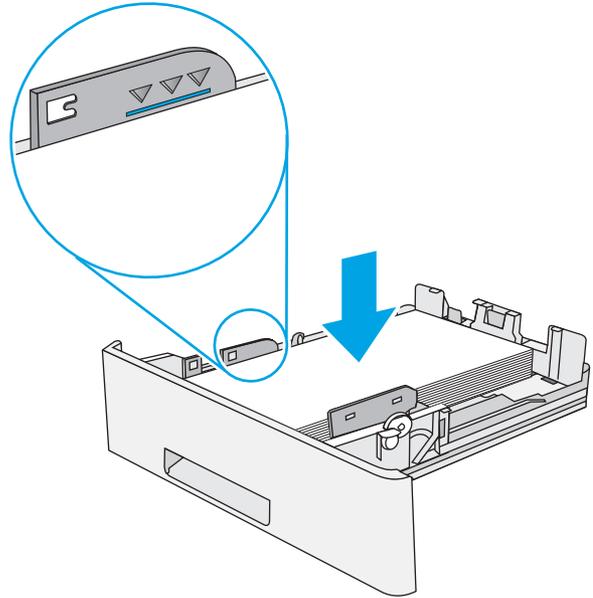
5. Reinsert and close the tray.
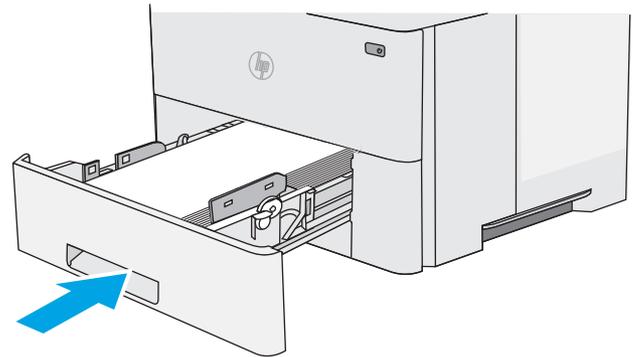
6. Press the top-cover-release button on the left side of the printer.
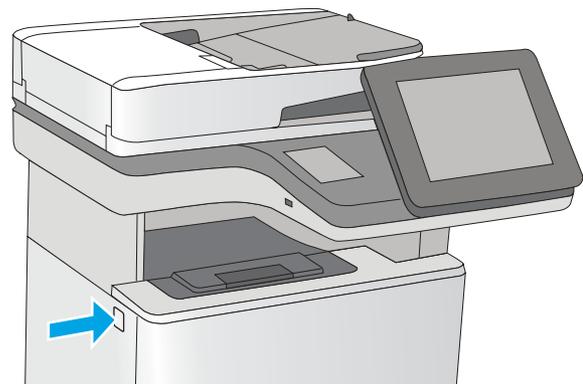
7. Open the front door.
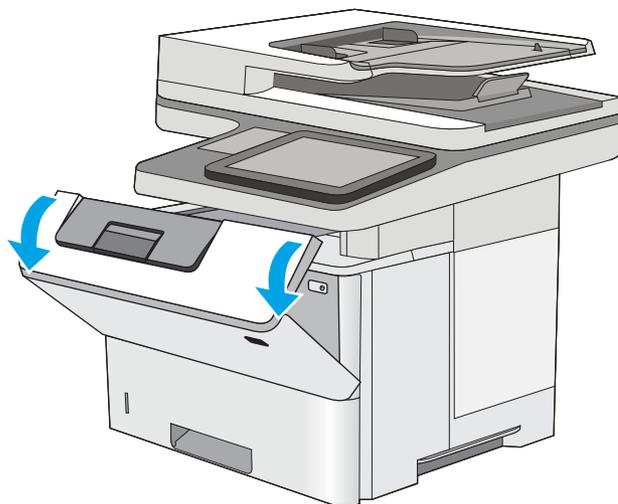
8. Remove the toner cartridge.
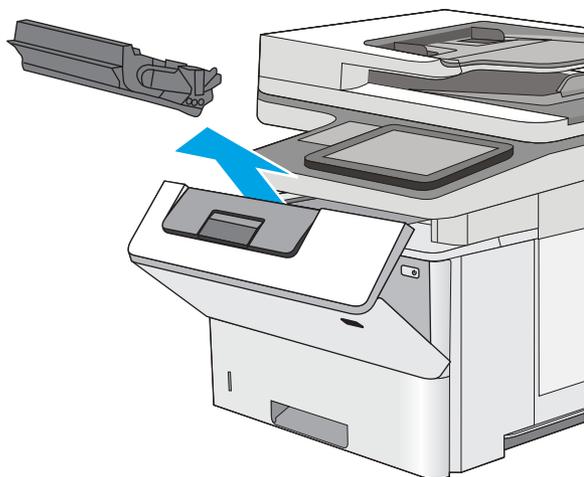
9. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.
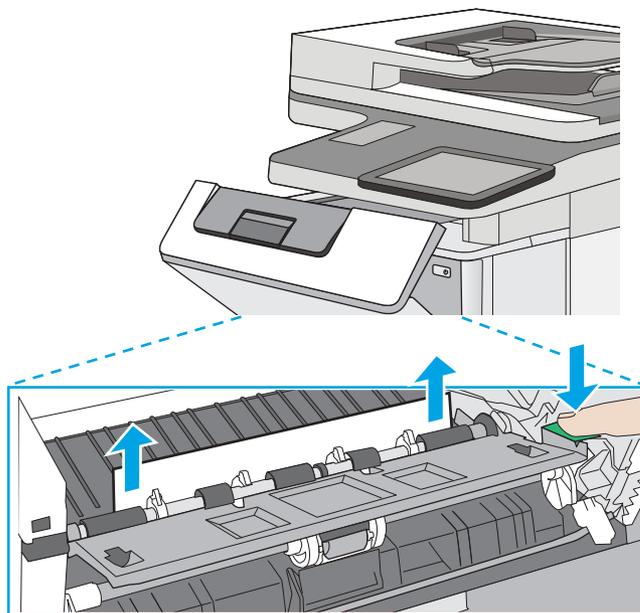
10. Reinsert the toner cartridge.
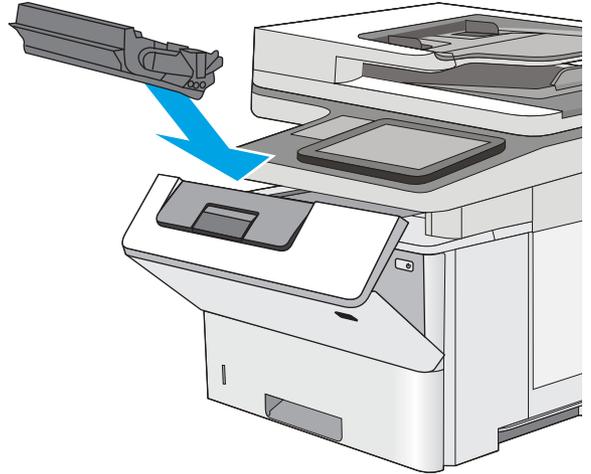
11. Close the front door.
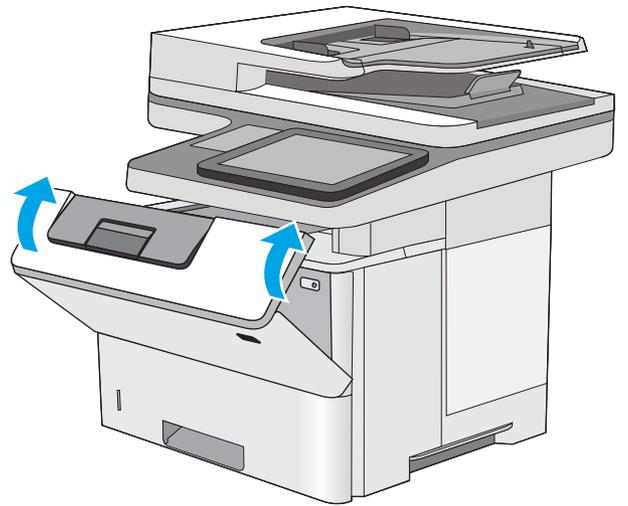
Clear paper jams in the toner-cartridge area

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

1. Press the top-cover-release button on the left side of the printer.
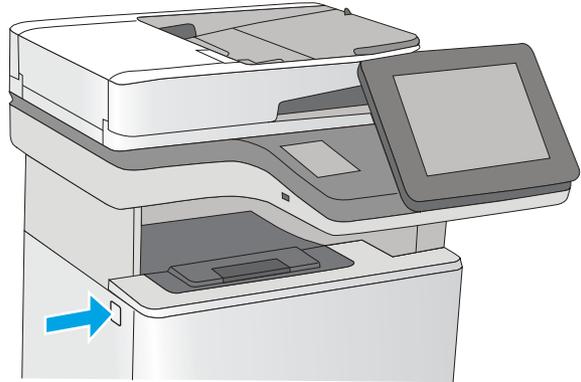
2. Open the front door.
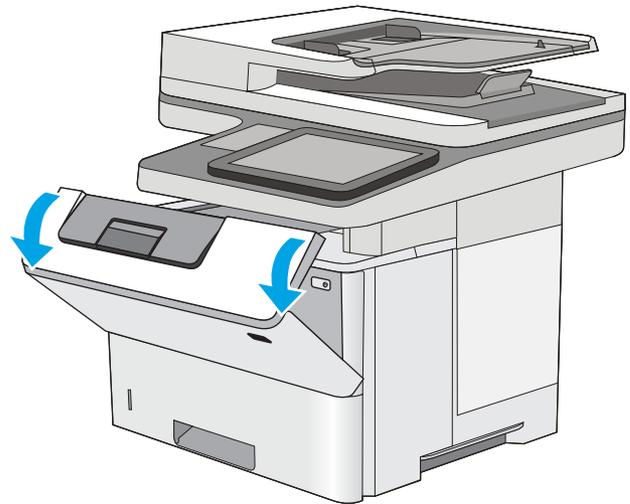
3. Remove the toner cartridge.
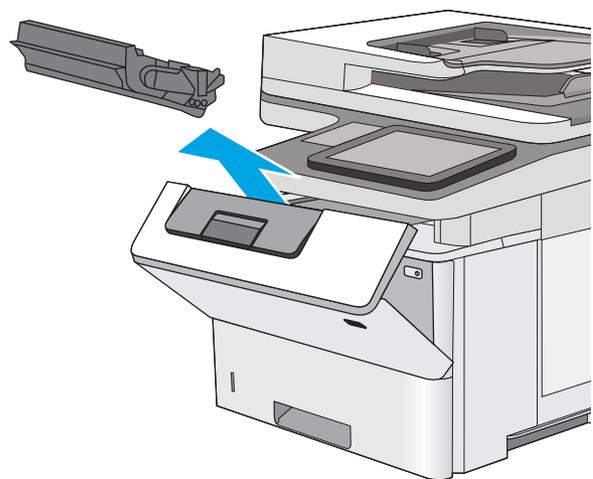
4. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.
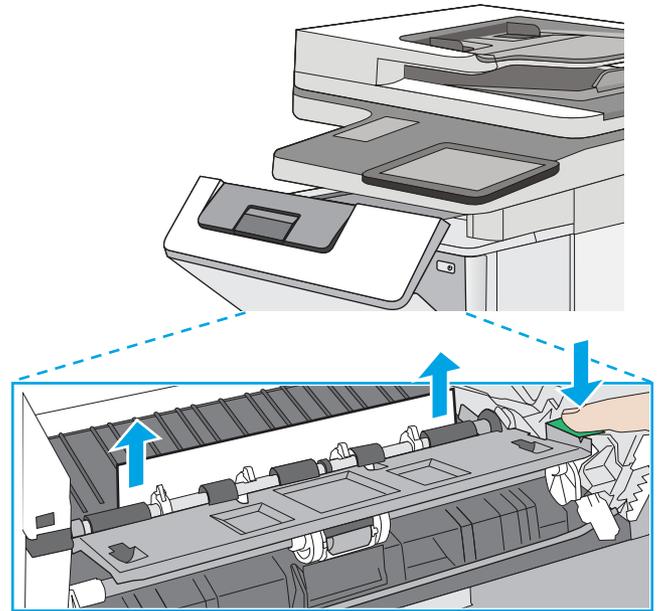
5. Reinsert the toner cartridge.
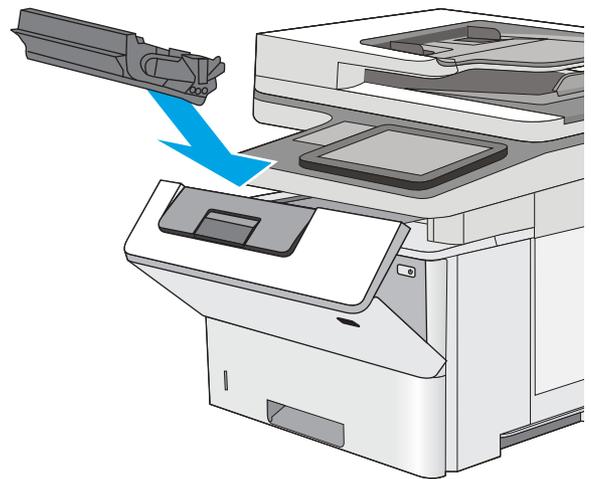
6. Close the front door.
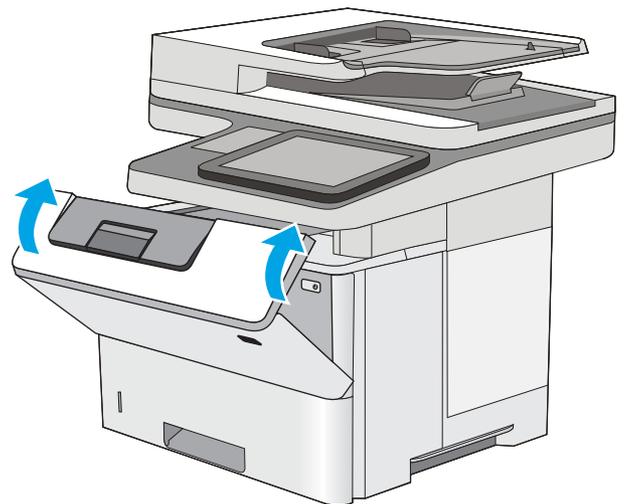
Clear paper jams in the rear door and the fuser area

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

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

1. Open the rear door.
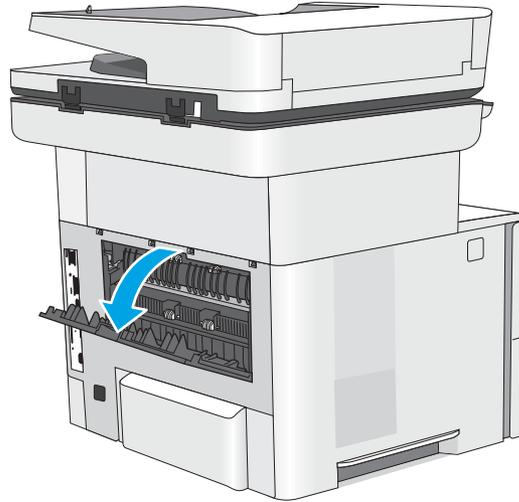
2. Remove any jammed paper.
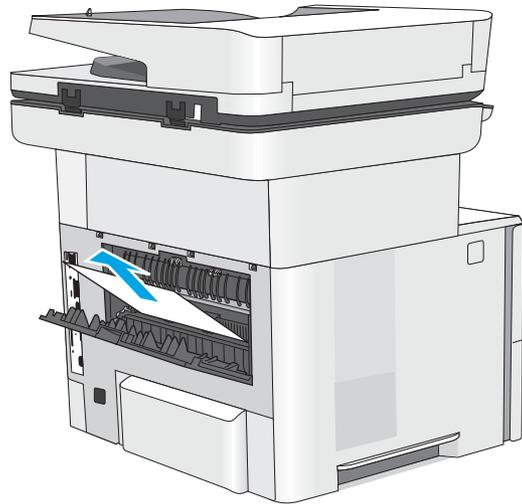
3. Close the rear door
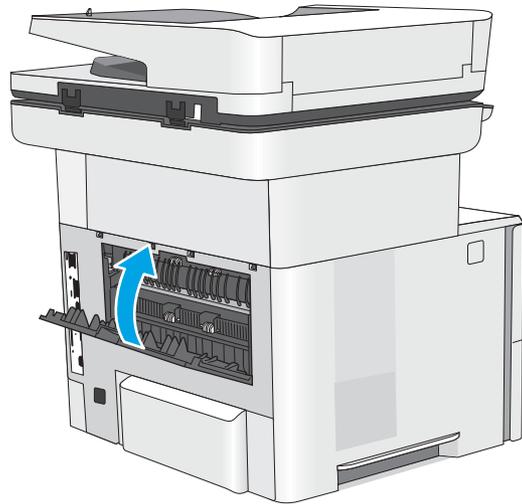
Clear paper jams in the output bin

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

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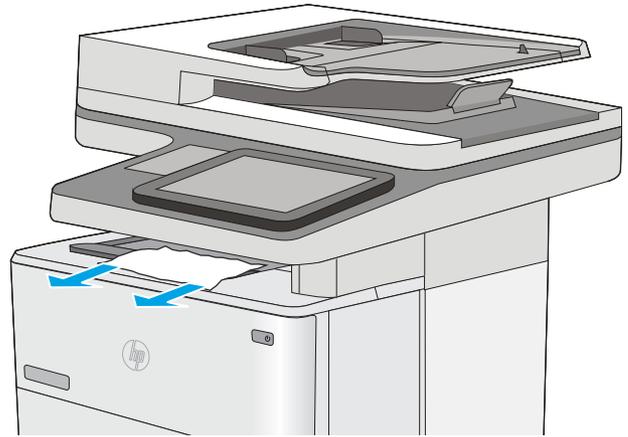
Clear paper jams in the duplexer

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

1. Remove Tray 2 from the printer.
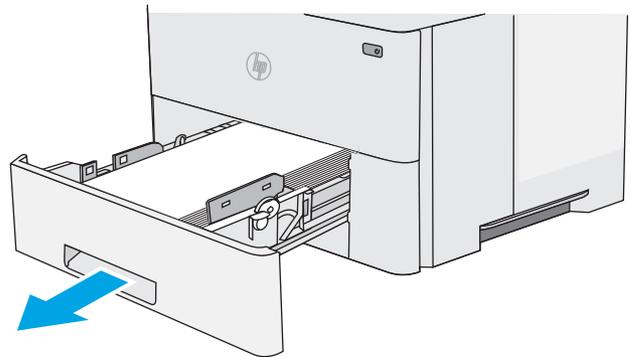
2. Pull forward on the green tab inside the tray area to release the duplex pan.
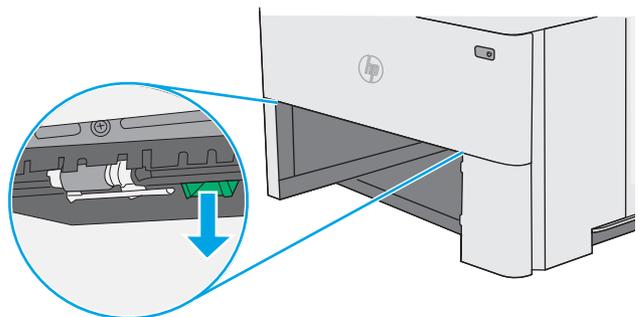
3. Remove any jammed paper.
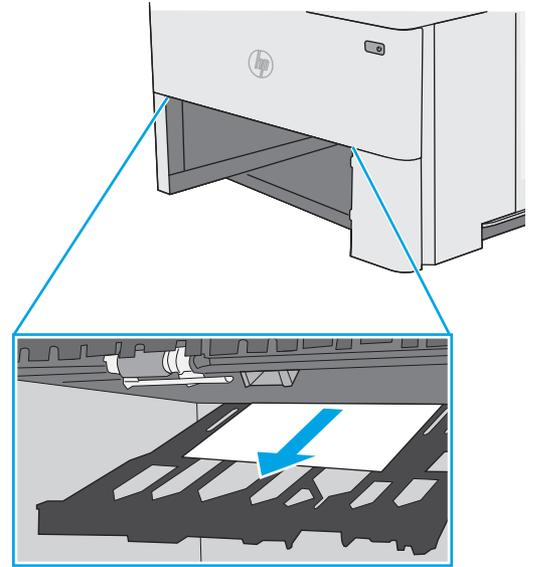
4. Close the duplex pan.
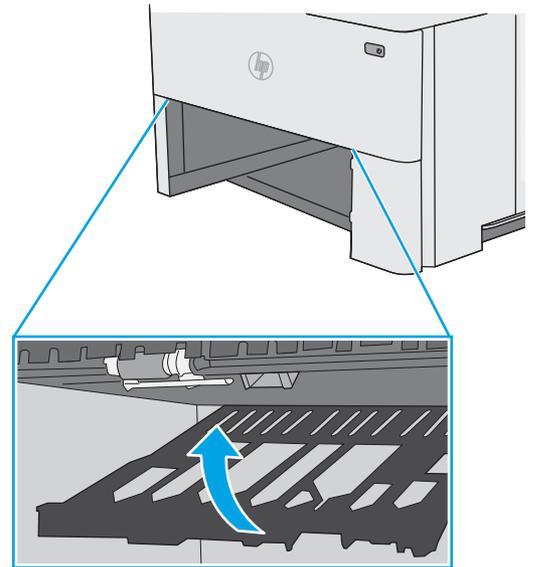
5. Reinsert and close the tray.
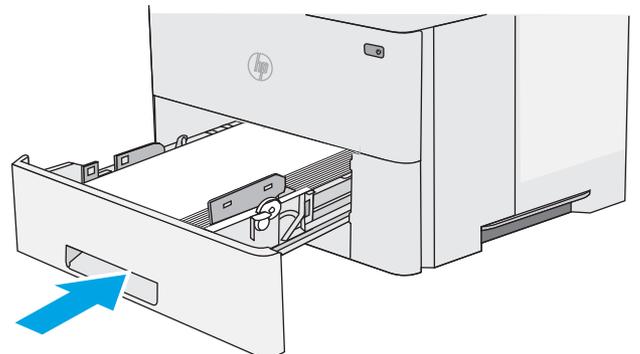
6. Open the rear door.
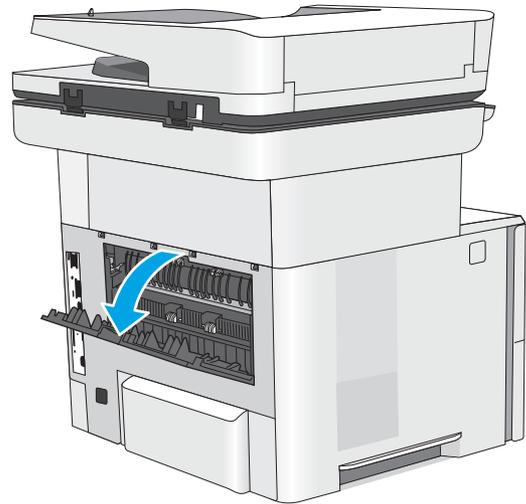
7. Remove any jammed paper.
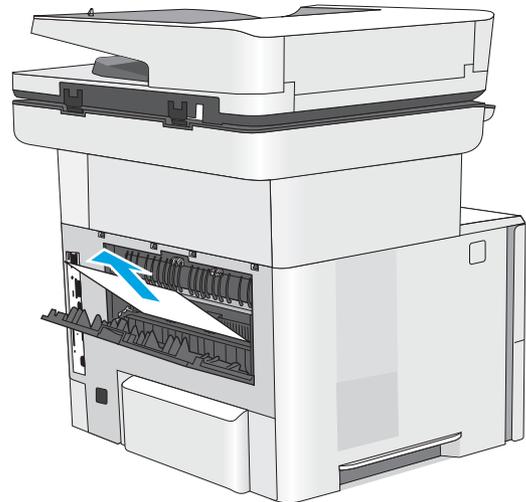
8. Close the rear door
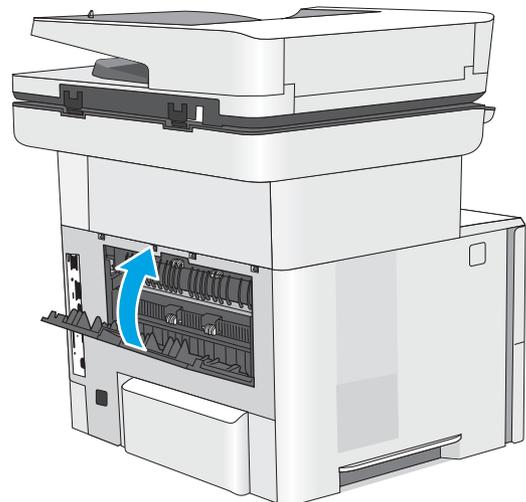
9. Press the top-cover-release button on the left side of the printer.
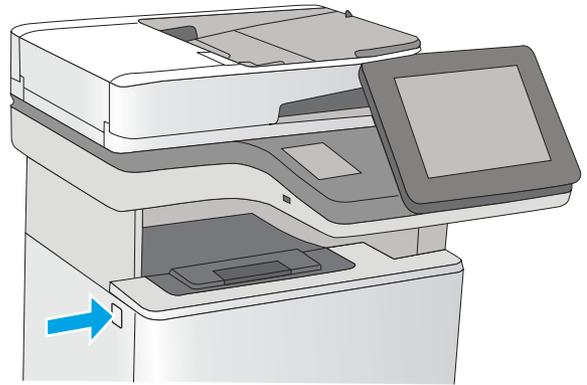
10. Open the front door.
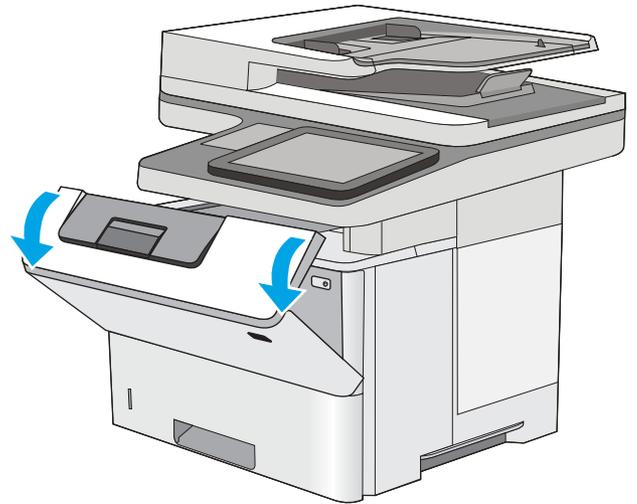
11. Remove the toner cartridge.
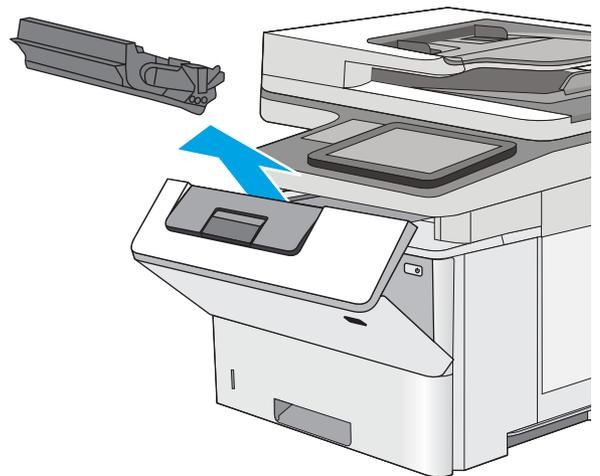
12. Lift the jam-access cover and slowly remove any jammed paper. Be careful not to tear the paper.
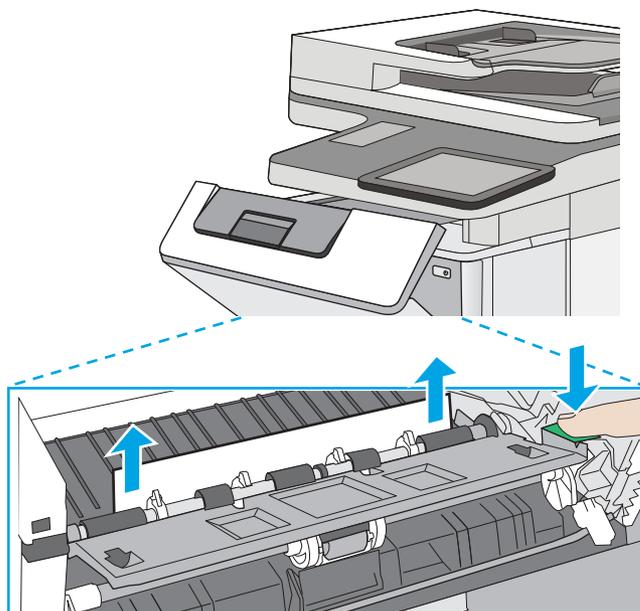
13. Reinsert the toner cartridge.
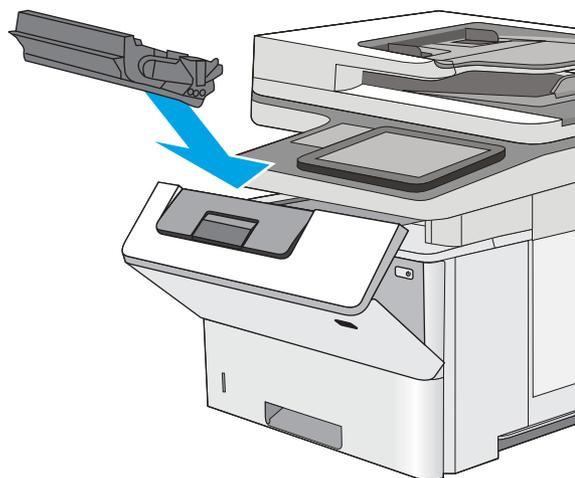
14. Close the front door.
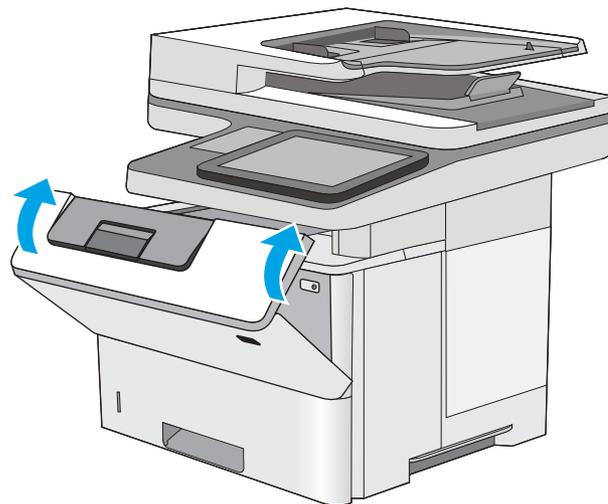
Improve print quality

Introduction

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

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

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

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

2. Select the printer, and then click the **Properties** or **Preferences** button.

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

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

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

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

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

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

Check the paper type setting (OS X)

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

2. In the **Printer** menu, select the printer.

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

4. Select a type from the **Media Type** drop-down list.

5. Click the **Print** button.

Check toner-cartridge status

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

Step one: Print the supplies status page

1. From the Home screen on the printer control panel, swipe until the Supplies menu displays. Touch the Supplies icon to open the menu.

2. The status of all supply items is listed on the screen.

3. To print or view a report of the status of all supply items, including the genuine HP part number for reordering the supply, touch the Manage Supplies button. Touch the Supplies Status button, and then select either the Print or View button.

Step two: Check supplies status

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

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

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

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

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

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

Clean the printer

Print a cleaning page

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

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

1. From the Home screen on the printer control panel, swipe until the Support Tools menu displays. Touch the Support Tools icon to open the menu.

2. Open the following menus:

- Maintenance

- Calibration/Cleaning

- Cleaning Page

3. Select Print to print the page.

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
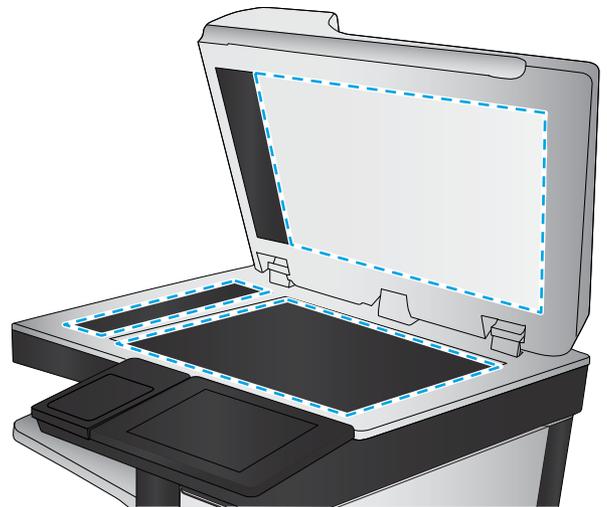
2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Visually inspect the toner cartridge

Follow these steps to inspect each toner cartridge.

1. Remove the toner cartridge from the printer.

2. Check the memory chip for damage.

3. Examine the surface of the green imaging drum.

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

4. If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.

5. Reinstall the toner cartridge, and print a few pages to see if the problem has resolved.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

● Always use a paper type and weight that this printer supports.

● Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.

● Use paper that has not been previously printed on.

● Use paper that does not contain metallic material, such as glitter.

- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the printer away from drafty locations, such as open windows or doors, or air-conditioning vents.

- Make sure the printer is not exposed to temperatures or humidity outside of printer specifications.

- Do not place the printer in a confined space, such as a cabinet.

- Place the printer on a sturdy, level surface.

- Remove anything that is blocking the vents on the printer. The printer requires good air flow on all sides, including the top.

- Protect the printer from airborne debris, dust, steam, grease, or other elements that can leave residue inside the printer.

Step three: Set the individual tray alignment

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

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - General Settings

   - Print Quality

   - Image Registration

3. Touch the Tray button, and then 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 Done button to save the new settings.

Check the EconoMode settings

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

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

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

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

2. Select the printer, and then click the **Properties** or **Preferences** button.

3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.

4. If the entire page is too dark, use these settings:

   - Select the **600 dpi** option.

   - Select the **EconoMode** check box to enable it.

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

   - Select the **FastRes 1200** option.

   - Clear the **EconoMode** check box to disable it.

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

Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/ljM527MFP.

HP PCL.6 driver HP PCL 6 driver HP PCL-6 driver	• Provided as the default driver on the printer 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 printer-feature support for most users • Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments • Might not be fully compatible with third-party and custom software programs that are based on PCL 5
HP UPD PS driver	• Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs • Provides support for printing from postscript emulation needs, or for postscript flash font support

HP UPD PCL 5	• Recommended for general office printing in Windows environments
	• Compatible with previous PCL versions and older HP LaserJet printers
	• The best choice for printing from third-party or custom software programs
	• The best choice when operating with mixed environments, which require the printer to be set to PCL 5 (UNIX, Linux, mainframe)
	• Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models
	• Preferred when printing to multiple printer models from a mobile Windows computer
HP UPD PCL 6	• Recommended for printing in all Windows environments
	• Provides the overall best speed, print quality, and printer feature support for most users
	• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
	• Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Improve copy image quality

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

- Check the scanner glass for dirt and smudges

- Calibrate the scanner

- Check the paper settings

- Check the image-adjustment settings

- Optimize copy quality for text or pictures

- Edge-to-edge copying

- Clean the pickup rollers and separation pad in the document feeder

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.
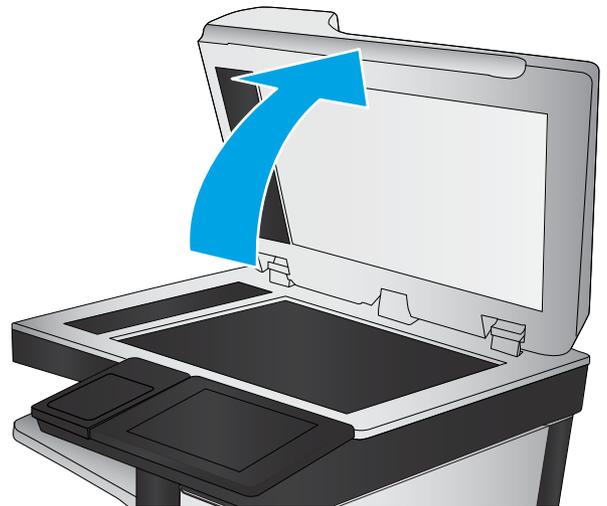
Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
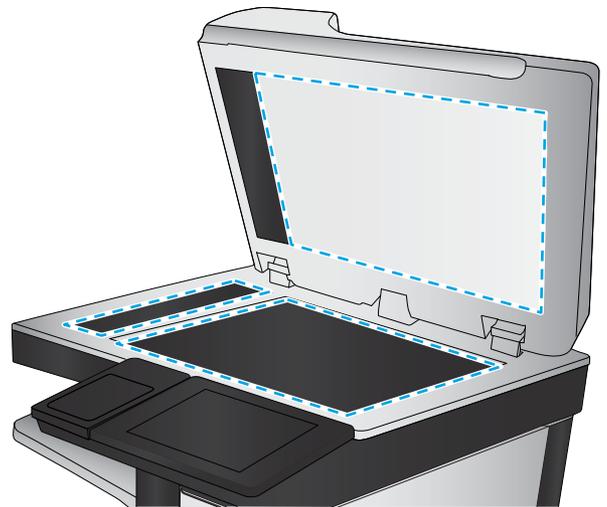
2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Calibrate the scanner

If the copied image is not positioned correctly on the page, follow these steps to calibrate the scanner.

NOTE: When using the document feeder, make sure to adjust the guides in the input tray so they are against the original document.

1. From the Home screen on the printer control panel, swipe until the Support Tools menu displays. Touch the Support Tools icon to open the menu.

2. Open the following menus:

- Maintenance

- Calibration/Cleaning

- Calibrate Scanner

3. Touch the Start button to start the calibration process. Follow the on-screen prompts.

4. Wait while the printer calibrates, and then try copying again.

Check the paper settings

Follow these steps if copied pages have smears, fuzzy or dark print, curled paper, scattered dots of toner, loose toner, or areas where toner has dropped out.

Check the paper size and type configuration

1. From the Home screen on the printer control panel, select Copy.

2. In the Options pane, scroll to and select Paper Selection.

3. Select Paper Size, and then select one of the predefined options.

4. Select Paper Type, and then select one of the predefined options.

5. Touch the Done button.

Select the tray to use for the copy

1. From the Home screen on the printer control panel, select Copy.

2. In the Options pane, scroll to and select Paper Selection.

3. Select Paper Tray, and then select one of the paper trays.

4. Touch the Done button.

📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

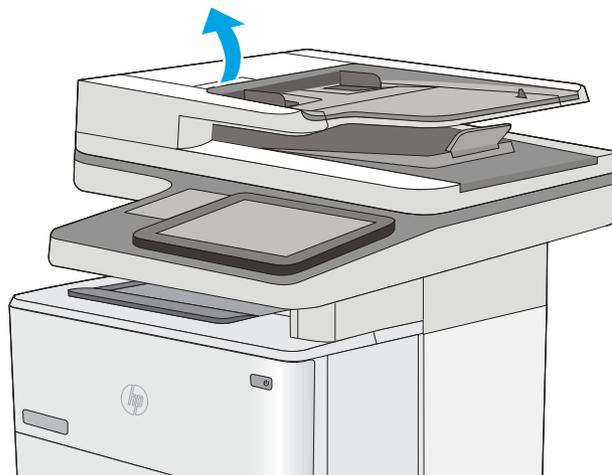# Check the image-adjustment settings

Adjust these additional settings to improve copy quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting

scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, select Copy.

2. In the Options list, scroll to and select Image Adjustment.

3. Adjust the sliders to set the levels, and then touch the Done button.

4. Touch the Start button.

📝 **NOTE:** These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize copy quality for text or pictures

Optimize the copy job for the type of image being copied: text, graphics, or photos.

1. From the Home screen on the printer control panel, select Copy.

2. In the Options pane, scroll to and select Optimize Text/Picture.

3. Select one of the predefined options, or select Automatically detect.

4. Touch the Start button.

📝 **NOTE:** These settings are temporary. After you have finished the job, the printer returns to the default settings.

Edge-to-edge copying

Use this feature to avoid shadows that can appear along the edges of copies when the original document is printed close to the edges.

1. From the Home screen on the printer control panel, select Copy.

2. In the Options pane, scroll to and select Edge-To-Edge.

3. Select the Edge-To-Edge output option if the original document is printed close to the paper edges.
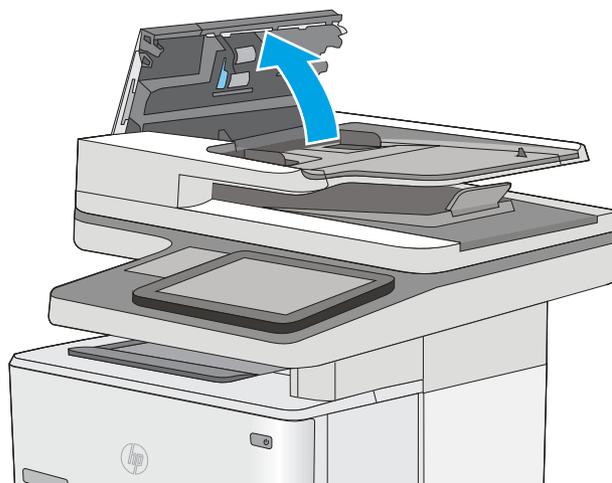
4. Touch the Start button.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.
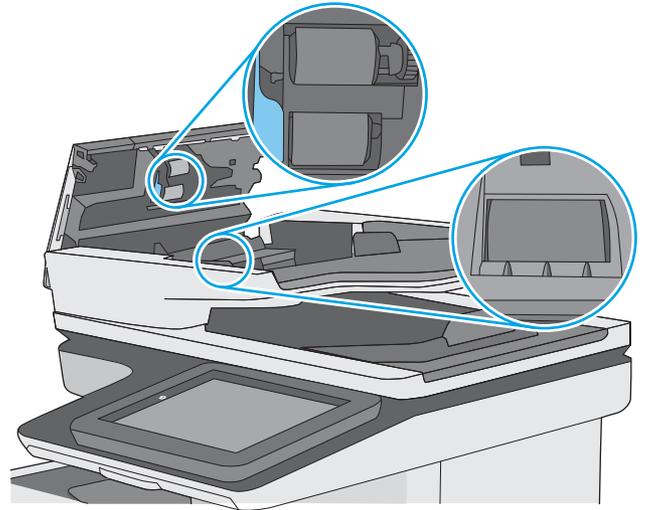
1. Lift the document-feeder latch.
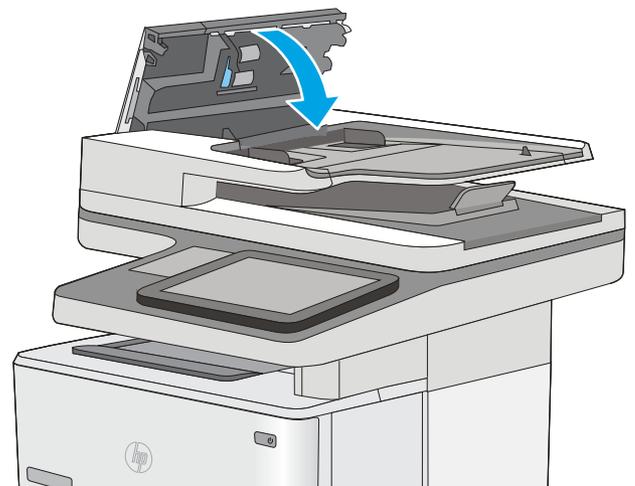
2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

4. Close the document-feeder cover.

    NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.

    If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

    NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Improve scan image quality

- Check the scanner glass for dirt and smudges

- Check the resolution settings

- Check the image-adjustment settings

- Optimize scan quality for text or pictures

- Check the output-quality settings

- Clean the pickup rollers and separation pad in the document feeder

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.

- Use high-quality originals.

- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.
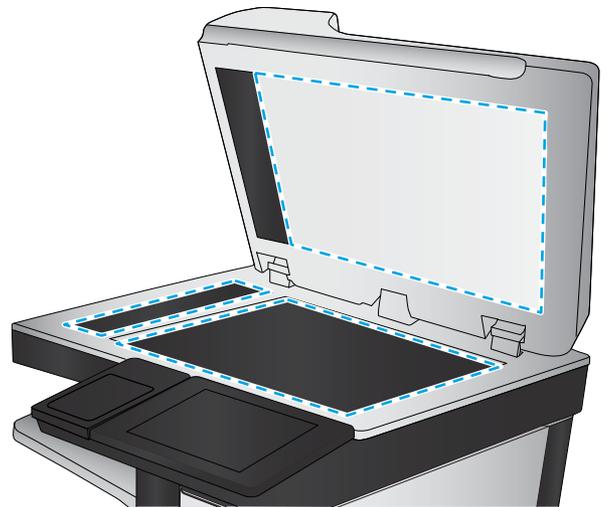
2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

   NOTE: If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the resolution settings

NOTE: Setting the resolution to a high value increases the file size and the scan time.

Follow these steps to adjust the resolution setting:

1. From the Home screen on the printer control panel, select Scan.

2. Select one of the following Scan features:

   ● Scan to E-mail

   ● Scan to Network Folder

- Scan to USB

- Scan to SharePoint®

3. Touch the Options button.

4. In the Options pane, scroll to and select Resolution.

5. Select one of the predefined options, and then touch the Send button.

Check the image-adjustment settings

Adjust these additional settings to improve scan quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, select Scan.

2. Select one of the following Scan features:

- Save to Device Memory

- Scan to E-mail

- Scan to Network Folder

- Scan to USB

- Scan to SharePoint®

3. Touch the Options button.

4. In the Options pane, scroll to and select Image Adjustment.

5. Adjust the sliders to set the levels.

6. Touch the Send button.

📝 NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize scan quality for text or pictures

Optimize the scan job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, select Scan.

2. Select one of the following Scan features:

   - Save to Device Memory

   - Scan to E-mail

   - Scan to Network Folder

   - Scan to USB

   - Scan to SharePoint®

3. Touch the Options button.

4. In the Options pane, scroll to and select Optimize Text/Picture.

5. Select one of the predefined options, or select Automatically detect.

6. Touch the Send button.

> **NOTE:** These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the output-quality settings

This setting adjusts the level of compression when saving the file. For the highest quality, select the highest setting.

1. From the Home screen on the printer control panel, select Scan.

2. Select one of the following Scan features:

   - Scan to E-mail

   - Scan to Network Folder

   - Scan to USB

   - Scan to SharePoint®

3. Touch the Options button.

4. In the Options pane, scroll to and select Output Quality.

5. Select one of the predefined options, and then touch Send.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.
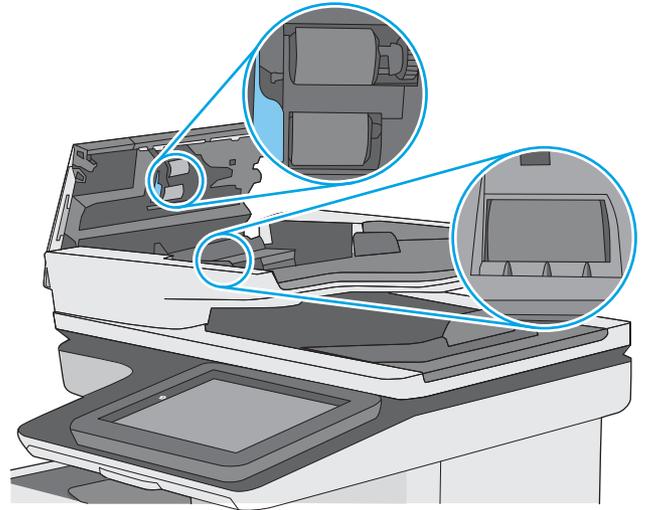
1. Lift the document-feeder latch.
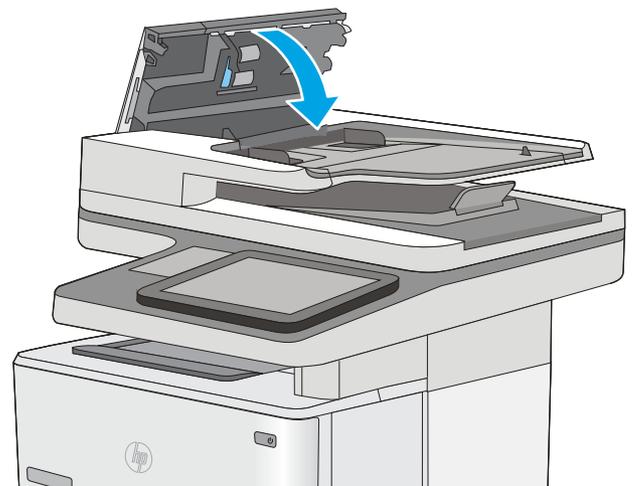
2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.

If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Improve fax image quality

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

- Check the scanner glass for dirt and smudges
- Check the send-fax resolution settings
- Check the image-adjustment settings
- Optimize fax quality for text or pictures
- Check the error-correction settings
- Check the fit-to-page setting
- Clean the pickup rollers and separation pad in the document feeder
- Send to a different fax machine
- Check the sender's fax machine

Try these few simple steps first:

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

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

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

1. Press the power button to turn the printer off, and then disconnect the power cable from the electrical outlet.

2. Open the scanner lid.

3. Clean the scanner glass, the document feeder strips, and the white plastic backing with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

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

> **NOTE:** If you are having trouble with streaks on copies when you are using the document feeder, be sure to clean the small strip of glass on the left side of the scanner.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the printer on.

Check the send-fax resolution settings

Follow these steps to adjust the resolution of outgoing faxes.

> **NOTE:** Increasing the resolution increases the fax size and send time.

1. From the Home screen on the printer control panel, select Scan.

2. Touch the Scan to Fax button.

3. Touch the Options button.

4. In the Options pane, scroll to and select Resolution.

5. Select one of the predefined options, and then touch the Send button.

Check the image-adjustment settings

Adjust these additional settings to improve send-fax quality:

- Sharpness: Clarify or soften the image. For example, increasing the sharpness could make text appear crisper, but decreasing it could make photos appear smoother.

- Darkness: Increase or decrease the amount of white and black used in colors in scanned images.

- Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.

- Background Cleanup: Remove faint colors from the background of scanned images. For example, if the original document is printed on colored paper, use this feature to lighten the background without affecting the darkness of the image.

- Automatic Tone: Available for Flow printers only. For original documents that have at least 100 characters of text on the page, the printer can detect which edge is the top of the page, and it orients the scanned images appropriately. If some of the pages are upside-down in relation to the other pages, the resulting scanned image has all pages right-side-up. If some of the pages have a landscape orientation, the printer rotates the image so that the top of the page is at the top of the image.

1. From the Home screen on the printer control panel, select Scan.

2. Touch the Scan to Fax button.

3. Touch the Options button.

4. In the Options pane, scroll to and select Image Adjustment.

5. Adjust the sliders to set the levels.

6. Touch the Send button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Optimize fax quality for text or pictures

Optimize the fax job for the type of image being scanned: text, graphics, or photos.

1. From the Home screen on the printer control panel, select Scan.

2. Touch the Scan to Fax button.

3. Touch the Options button.

4. In the Options pane, scroll to and select Optimize Text/Picture.

5. Select one of the predefined options, or select Automatically detect.

6. Touch the Send button.

NOTE: These settings are temporary. After you have finished the job, the printer returns to the default settings.

Check the error-correction settings

The Error Correction Mode setting might be disabled, which can reduce image quality. Follow these steps to re-enable the setting.

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Fax Settings

   - Fax Send Settings

   - General Fax Send Settings

3. Select the Error Correction Mode option. Touch the Done button.

Check the fit-to-page setting

If the Fit to Page setting is enabled, and the incoming fax is larger than the default page size, the printer attempts to scale the image to fit the page. If this setting is disabled, larger images split across multiple pages.

1. From the Home screen on the printer control panel, swipe until the Settings menu displays. Touch the Settings icon to open the menu.

2. Open the following menus:

   - Fax Settings

   - Fax Receive Settings

   - Default Job Options

   - Fit to Page

3. Touch the On option to enable the setting, or touch the Off option to disable it. Touch the Done button.

Clean the pickup rollers and separation pad in the document feeder

Follow these steps if the document feeder does not pick up pages correctly or produces skewed output.

1. Lift the document-feeder latch.

2. Open the document-feeder cover.

3. Remove any visible lint or dust from each of the feed rollers and the separation pad using compressed air or a clean lint-free cloth moistened with warm water.

4. Close the document-feeder cover.

   NOTE: Verify that the latch on the top of the document-feeder cover is completely closed.

If the problem persists, check the document feeder separation pad and rollers for damage or wear, and replace them if necessary.

NOTE: New rollers have a rough surface. As rollers wear, they become smooth.

Send to a different fax machine

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

Check the sender's fax machine

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

- Make sure the original document is on white (not colored) paper.

- Increase the fax resolution, quality level, or contrast settings.

- If possible, send the fax from a computer software program.

Solve wired network problems

Introduction

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

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

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

Poor physical connection

1. Verify that the printer is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the printer, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the printer

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the printer is selected. The printer IP address is listed on the printer configuration page.

2. If you installed the printer using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

3. If you installed the printer using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the printer and then add it again.

The computer is unable to communicate with the printer

1. Test network communication by pinging the network.

    a. Open a command-line prompt on your computer.

- For Windows, click **Start**, click **Run**, type `cmd`, and then press Enter.

- For OS X, go to **Applications**, then **Utilities**, and open **Terminal**.

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

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

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

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.

2. Verify that the operating system is configured correctly.

The printer is disabled, or other network settings are incorrect

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

2. Reconfigure the network settings if necessary.

Solve fax problems

- [Checklist for solving fax problems](#)

- [General fax problems](#)

Checklist for solving fax problems

Use the following checklist to help identify the cause of any fax-related problems you encounter:

- **Are you using the fax cable supplied with the fax accessory?** This fax accessory has been tested with the supplied fax cable to meet RJ11 and functional specifications. Do not substitute another fax cable; the analog-fax accessory requires an analog-fax cable. It also requires an analog phone connection.

- **Is the fax/phone line connector seated in the outlet on the fax accessory?** Make sure that the phone jack is correctly seated in the outlet. Insert the connector into the outlet until it "clicks."

  > NOTE: Verify that the phone jack is connected to the fax port rather than to the network port. The ports are similar.

- **Is the phone wall jack working properly?** Verify that a dial tone exists by attaching a phone to the wall jack. Can you hear a dial tone, and can you make or receive a phone call?

What type of phone line are you using?

- **Dedicated line:** A standard analog fax/phone line assigned to receive or send faxes.

  > NOTE: The phone line should be for printer fax use only and not shared with other types of telephone devices. Examples include alarm systems that use the phone line for notifications to a monitoring company.

- **PBX system:** A business-environment phone system. Standard home phones and the fax accessory use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax accessory. You might need an interfacing Analog Telephone Adapter (ATA) to connect the fax machine to digital PBX systems.

- **Roll-over lines:** A phone system feature where a new call "rolls over" to the next available line when the first incoming line is busy. Try attaching the printer to the first incoming phone line. The fax accessory answers the phone after it rings the number of times set in the rings-to-answer setting.

Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax accessory to protect the fax accessory against electrical power passed through the phone lines. These devices can cause some fax communication problems by degrading the quality of the phone signal. If you are having problems sending or receiving faxes and are using one of these devices, connect the printer directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax accessory, the messaging service answers the call, and the fax accessory cannot receive faxes. If the rings-to-answer setting for the fax accessory is lower than that of the messaging service, the fax accessory answers all calls.

Does your phone line have a call-waiting feature?

If the fax telephone line has an activated call-waiting feature, a call-waiting notice can interrupt a fax call in progress, which causes a communication error. Ensure that a call-waiting feature is not active on the fax telephone line.

Check fax accessory status

If the analog-fax accessory does not appear to be functioning, print a Configuration Page report to check the status.

1. From the Home screen, scroll to and select Reports.

2. Open the following menus:

    ●   Configuration/Status Pages

    ●   Configuration Page

3. Touch the Print button to print the report, or touch the View button to view the report on the screen. The report consists of several pages.

    📝 NOTE: The printer IP address or host name is listed on the Jetdirect Page.

On the Fax Accessory Page of the Configuration Page, under the Hardware Information heading, check the Modem Status. The following table identifies the status conditions and possible solutions.

📝 NOTE: If the Fax Accessory Page does not print, there might be a problem with the analog fax accessory. If you are using LAN fax or Internet fax, those configurations could be disabling the feature.

Operational / Enabled[1]	The analog-fax accessory is installed and ready.
Operational / Disabled[1]	The fax accessory is installed, but you have not configured the required fax settings yet.
	The fax accessory is installed and operational; however, the HP Digital Sending utility has either disabled the printer fax feature or has enabled LAN fax. When LAN fax is enabled, the analog-fax feature is disabled. Only one fax feature, either LAN fax or analog fax, can be enabled at a time. NOTE: If LAN fax is enabled, the Scan to Fax feature is unavailable on the printer control panel.
Non-Operational / Enabled/Disabled[1]	The printer has detected a firmware failure. Upgrade the firmware.
Damaged / Enabled/Disabled[1]	The fax accessory has failed. Reseat the fax accessory card and check for bent pins. If the status is still DAMAGED, replace the analog-fax accessory card.

[1]   ENABLED indicates that the analog-fax accessory is enabled and turned on; DISABLED indicates that LAN fax is enabled (analog fax is turned off).

General fax problems

The following are some common fax problems.

The fax failed to send

JBIG is enabled, and the receiving fax machine does not have JBIG capability.

Turn off the JBIG setting.

An Out of Memory status message displays on the printer control panel

The printer storage disk is full.

Delete some stored jobs from the disk. From the Home screen on the printer control panel, touch the Retrieve from Device Memory button. Open the list of stored jobs or stored faxes. Select a job to delete, and then touch the Delete button.

Print quality of a photo is poor or prints as a gray box

You are using the wrong page-content setting or the wrong resolution setting.

Try setting the Optimize Text/Picture option to Photograph setting.

You touched the Stop button to cancel a fax, but the fax was still sent

If the job is too far along in the sending process, you cannot cancel the job.

This is normal operation.

No fax address book button displays

None of the contacts in the selected contacts list have fax information associated with them.

Not able to locate the Fax settings in HP Web Jetadmin

Fax settings in HP Web Jetadmin are located under the device's status page drop-down menu.

Select **Digital Sending and Fax** from the drop-down menu.

The header is appended to the top of the page when the overlay option is enabled

For all forwarded faxes, the printer appends the overlay header to the top of a page.

This is normal operation.

A mix of names and numbers is in the recipients box

Names and numbers can both display, depending on where they are from. The fax address book lists names, and all other databases list numbers.

This is normal operation.

A one-page fax prints as two pages

The fax header is being appended to the top of the fax, pushing text to a second page.

To print a one page fax on one page, set the overlay header to overlay mode, or adjust the fit-to-page setting.

A document stops in the document feeder in the middle of faxing

A jam is in the document feeder.

Clear the jam, and send the fax again.

The volume for sounds coming from the fax accessory is too high or too low

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

Index