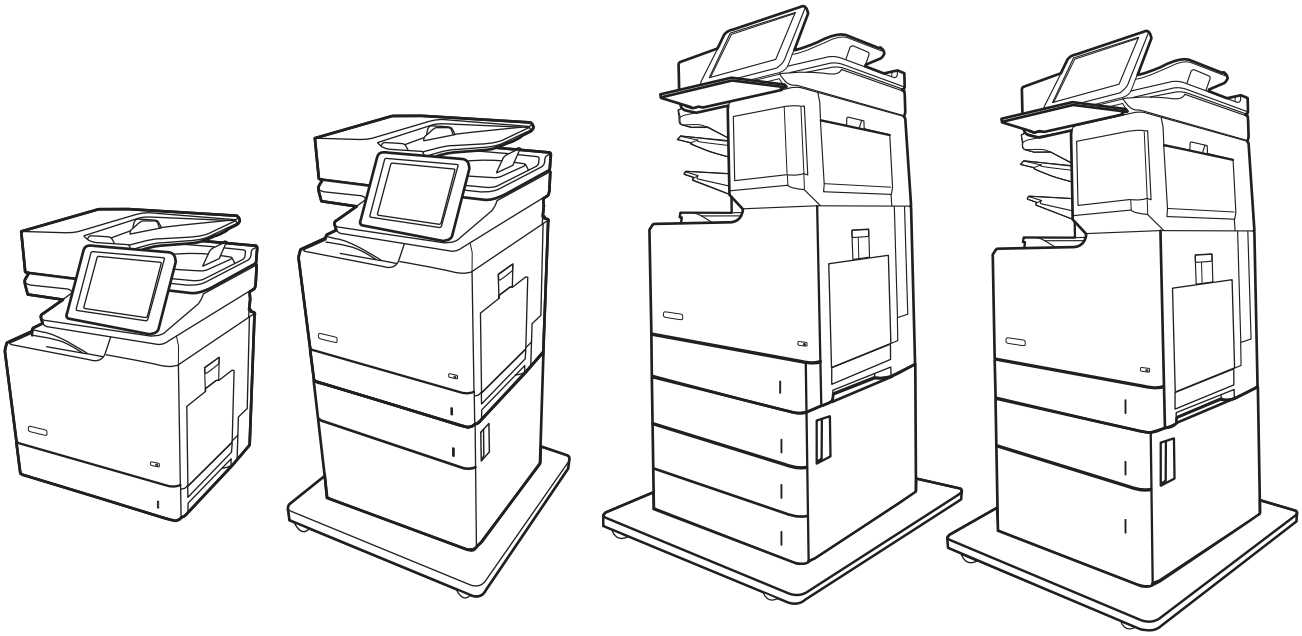
# Color LaserJet Enterprise MFP M681, M682

## User Guide



M681dh
Flow M681f

M681f

Flow M681z

Flow M682z

www.hp.com/support/colorljM681MFP
www.hp.com/support/colorljM682MFP

# HP Color LaserJet Enterprise MFP M681, M682 User Guide

SUMMARY

This guide contains instructions for configuring and using the printer.

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# 1 Printer overview

Review the location of features on the printer, the physical and technical specifications of the printer, and where to locate setup information.

- Printer views on page 1
- Printer specifications on page 9
- Printer hardware setup and software installation on page 18

**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP

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

Identify certain parts of the printer and the control panel.

- Printer front view on page 1
- Printer back view on page 3
- Interface ports on page 4
- Control-panel view on page 5

### Printer front view

Locate features on the front of the printer.

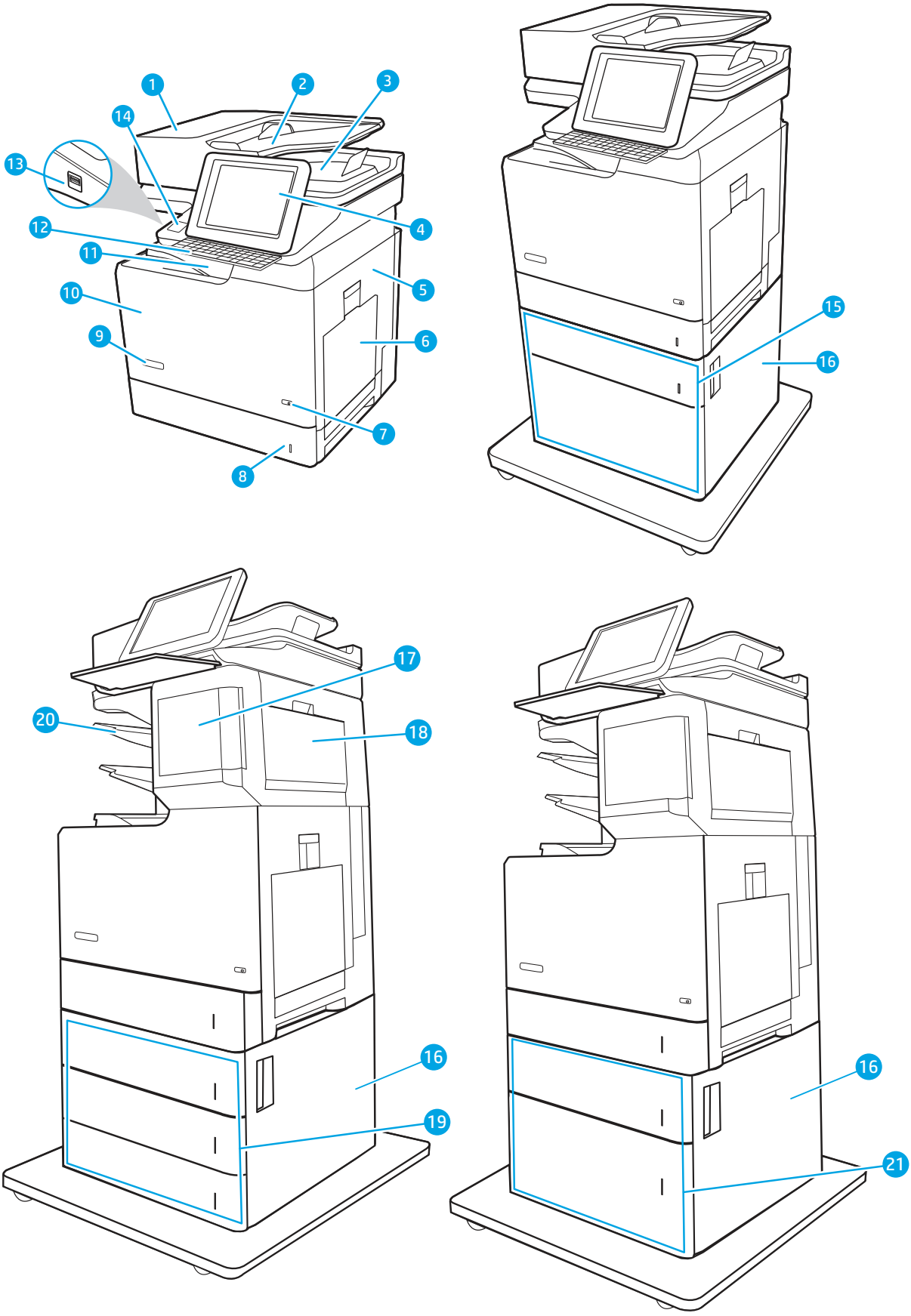
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Table 1-1 Product front view

| Number | Item |
|---|---|
| 1 | Document-feeder cover (access for clearing jams) |
| 2 | Document-feeder input tray |
| 3 | Document-feeder output bin<br><br>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 | Right door (access to the fuser and for clearing jams) |
| 6 | Tray 1 |
| 7 | On/off button |
| 8 | Tray 2 |
| 9 | Model name |
| 10 | Front door (access to the toner cartridges) |
| 11 | Standard output bin |
| 12 | Physical keyboard (Flow models only). Pull the keyboard straight out to use it.<br><br>CAUTION: Close the keyboard when it is not in use. |
| 13 | Easy-access USB port (on the side of the control panel)<br><br>Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware.<br><br>NOTE: An administrator must enable this port before use. |
| 14 | Hardware integration pocket (for connecting accessory and third-party devices) |
| 15 | 1x550-sheet paper feeder with stand |
| 16 | Lower-right door (access for clearing jams) |
| 17 | Stapler-cartridge door (z models only) |
| 18 | Stapler/stacker-right door (z models only)<br><br>(access for clearing jams) |
| 19 | 3 x 550-sheet paper feeder with stand |
| 20 | 3-bin stapler/stacker |
| 21 | High-capacity paper feeder and 550-sheet paper feeder with stand |

## Printer back view

Locate features on the back of the printer.

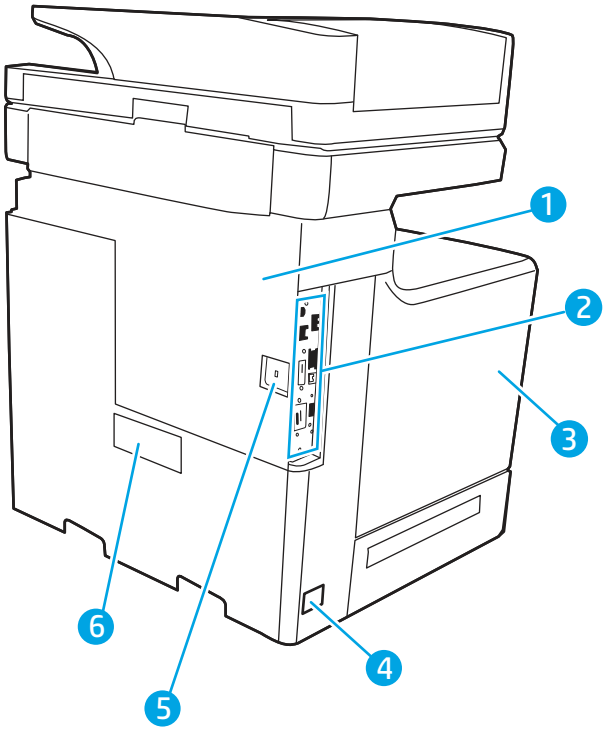



Table 1-2 Printer rear view

| Number | Description |
|---|---|
| 1 | Formatter cover |
| 2 | Formatter (contains the interface ports) |
| 3 | Left door (access to the toner-collection unit) |
| 4 | Power connection |
| 5 | Slot for a cable-type security lock |
| 6 | Serial number and product number label |

## Interface ports

Locate the interface ports on the printer formatter.

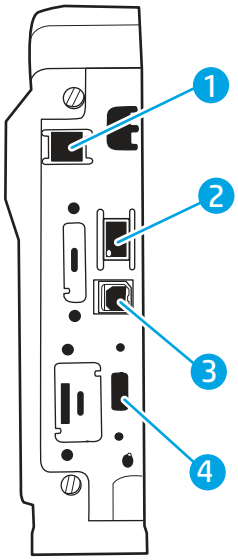



Table 1-3 Interface ports

| Number | Description |
|---|---|
| 1 | Fax port (f and z models only. The port is covered for the dh models.) |
| 2 | Local area network (LAN) Ethernet 10/100/1000 Ethernet network port |
| 3 | Hi-Speed USB 2.0 printing port |
| 4 | USB port for connecting external USB devices (this port might be covered)<br><br>NOTE: For easy-access USB printing, use the USB port near the control panel. |

## Control-panel view

Locate features on the printer control panel.

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: For more information about the printer-control-panel features, go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP Select **Manuals**, and then select **General reference**.

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

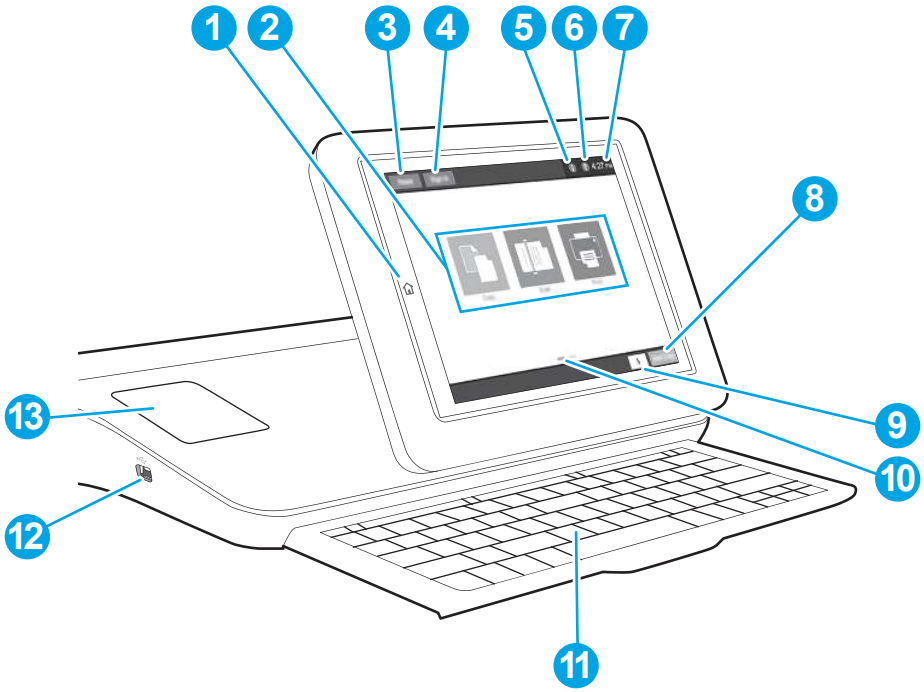



Table 1-4 Printer control panel

| Item | Control | Description |
|---|---|---|
| 1 | Home button | Touch the Home button to return to the Home screen. |
| 2 | Applications area | Touch any of the icons to open the application. Swipe the screen sideways to access more applications.<br><br>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, reset the copy count field, 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.<br><br>Touch the Sign Out button to sign out of the printer. The printer restores all options to the default settings.<br><br>NOTE: This button displays only if the administrator has configured the printer to require permission for access to features. |

Table 1-4 Printer control panel (continued)

| Item | Control | Description |
|---|---|---|
| 5 | Information 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:<br>• Display Language: Change the language setting for the current user session.<br>• Sleep Mode: Place the printer into sleep mode.<br>• Wi-Fi Direct: View information for how to connect directly to the printer using a phone, tablet, or other device with Wi-Fi.<br>• Wireless: View or change wireless connection settings (for the z model and for the dn and f models only when an optional wireless accessory is installed).<br>• Ethernet: View or change Ethernet connection settings.<br>• HP Web Services: View information to connect and print to the printer using HP Web Services (ePrint).<br>• Fax Number: View the printer fax number (fax models only). |
| 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 | Copy count | The copy count indicates the number of copies that the printer is set to make. |
| 10 | Home-screen page indicator | Indicates the number of pages on the Home Screen or in an application. The current page is highlighted. Swipe the screen sideways to scroll between pages. |
| 11 | Keyboard<br><br>(Flow models only) | Flow models include 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.<br><br>NOTE: In some locations, the printer comes with adhesive keyboard overlays to customize the keys for different languages. |

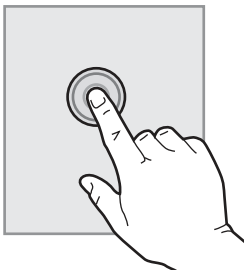
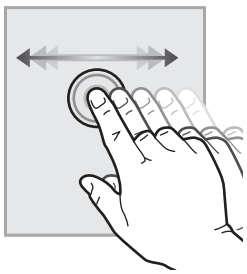
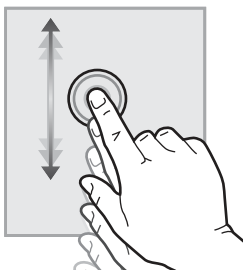
Table 1-4 Printer control panel (continued)

| Item | Control | Description |
|---|---|---|
| 12 | Easy-access USB port | Insert a USB flash drive for printing or scanning without a computer or to update the printer firmware<br><br>NOTE: An administrator must enable this port before use |
| 13 | Hardware integration pocket (HIP) | 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.

Table 1-5 Touchscreen control panel

| Action | Description | Example |
|---|---|---|
| Touch<br>  | 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 app. |
| Swipe<br>  | Touch the screen and then move your finger horizontally to scroll the screen sideways. | Swipe until the Settings app displays. |
| Scroll<br>  | Touch the screen and then move your finger vertically to scroll the screen up and down. When scrolling through menus, briefly touch the screen to stop the scrolling. | Scroll through the Settings app. |

# Printer specifications

Determine the specifications for your printer model.

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/colorljM681MFP or www.hp.com/support/colorljM682MFP.


- Technical specifications on page 9
- Supported operating systems on page 12
- Mobile printing solutions on page 14
- Printer dimensions on page 15
- Power consumption, electrical specifications, and acoustic emissions on page 17
- Operating-environment range on page 18


## Technical specifications

Review the printer technical specifications.

Table 1-6 Paper handling specifications

| Paper Handling | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| Tray 1 (100-sheet capacity) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Tray 2 (550-sheet capacity) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Tray 3 (1 x 550-sheet paper feeder)<br><br>NOTE: The M681dh and Flow M681f models can support up to 5 trays: the base engine containing trays 1&2 can be paired with up to two 1 x 550-sheet feeders **or** it can be paired with one of the pre-configured bases (HCI, 1x550 with stand, 3x550, etc.). The 1x550-sheet feeder is not compatible with any of the pre-configured bases. | Optional | Optional | Optional | Not supported | Not supported |
| 1 x 550-sheet paper feeder with stand | Optional | ✓ | Optional | Not supported | Not supported |
| 3 x 550-sheet paper feeder with stand | Optional | Not supported | Optional | ✓ | Not supported |
| High-capacity input tray with stand | Optional | Not supported | Optional | Not supported | ✓ |
| 3-bin stapler/stacker | Not supported | Not supported | Not supported | ✓ | ✓ |
| Automatic duplex printing | ✓ | ✓ | ✓ | ✓ | ✓ |

Table 1-7 Connectivity specifications

| Connectivity features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| 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 | Optional | Optional |
| Integrated HP Wireless Direct functionality for printing from mobile devices | Not supported | Not supported | Not supported | Not supported | ✓ |
| HP Jetdirect 3000w NFC/Wireless Accessory for printing from mobile devices | Optional | Optional | Optional | Optional | Optional |
| HP Jetdirect 2900nw Print Server accessory for wireless connectivity | Optional | Optional | Optional | Optional | Optional |

Table 1-8 Memory specifications

| Memory features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| 2 GB base memory<br><br>NOTE: The base memory is expandable to 2.5 GB by adding a DIMM memory module. | ✓ | ✓ | Not supported | Not supported | Not supported |
| 2.5 GB base memory<br><br>NOTE: The base memory is expandable to 3 GB by adding a DIMM memory module | Not supported | Not supported | ✓ | ✓ | ✓ |
| 320 GB Hard-disk drive | ✓ | ✓ | ✓ | ✓ | ✓ |

Table 1-9 Security specifications

| Security features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| HP Trusted Platform Module for encrypting all data that passes through the product | Optional | Optional | Optional | Optional | Optional |

Table 1-10 Control-panel display and input specifications

| Control-panel display and input features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| Color touchscreen control panel | ✓ | ✓ | ✓ | ✓ | ✓ |
| Physical keyboard | Not supported | Not supported | ✓ | ✓ | ✓ |

Table 1-11 Print specifications

| Print features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| Prints 50 pages per minute (ppm) on letter and 47 ppm on A4-size paper | ✓ | ✓ | ✓ | ✓ | Not supported |
| Prints 60 pages per minute (ppm) on letter and 56 ppm on A4-size paper | Not supported | Not supported | Not supported | Not supported | ✓ |
| Easy-access USB printing (no computer required) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Store jobs in the printer memory to print later or print privately | ✓ | ✓ | ✓ | ✓ | ✓ |

Table 1-12 Fax specifications

| Fax features | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| Fax | Optional | ✓ | ✓ | ✓ | ✓ |

Table 1-13 Copy and Scan specifications

| Copy and Scan features<br><br>NOTE: Copy and scan speeds are subject to change. For the most current information go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP . | M681dh<br>J8A10A | M681f<br>J8A11A | Flow M681f<br>J8A12A | Flow M681z<br>J8A13A | Flow M682z<br>J8A17A |
|---|---|---|---|---|---|
| Copies 50 pages per minute (ppm) on letter and 47 ppm on A4-size paper. | ✓ | ✓ | ✓ | ✓ | Not supported |
| Copies 60 pages per minute (ppm) on letter and 56 ppm on A4-size paper. | Not supported | Not supported | Not supported | Not supported | ✓ |
| Scans at 75 images per minute (ipm) (simplex and duplex) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Scans at 90 ipm (simplex) | Not supported | Not supported | ✓ | ✓ | ✓ |
| Scans at 180 ipm (duplex) | Not supported | Not supported | ✓ | ✓ | ✓ |
| 150-page document feeder with dual-head scanning for single-pass duplex copying and scanning | ✓ | ✓ | ✓ | ✓ | ✓ |

Table 1-13 Copy and Scan specifications (continued)

| Copy and Scan features<br><br>NOTE: Copy and scan speeds are subject to change. For the most current information go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP . | M681dh<br><br>J8A10A | M681f<br><br>J8A11A | Flow M681f<br><br>J8A12A | Flow M681z<br><br>J8A13A | Flow M682z<br><br>J8A17A |
|---|---|---|---|---|---|
| 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 | ✓ | ✓ | ✓ |
| Automatic tone adjustment sets contrast, brightness, and background removal for each page | Not supported | Not supported | ✓ | ✓ | ✓ |

Table 1-14 Digital Send specifications

| Digital Send features | M681dh<br><br>J8A10A | M681f<br><br>J8A11A | Flow M681f<br><br>J8A12A | Flow M681z<br><br>J8A13A | Flow M682z<br><br>J8A17A |
|---|---|---|---|---|---|
| Send documents to email, 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 HP print drivers for OS X and to the software installer.

**Windows:** The HP Software Installer 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 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 website for this printer: www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

**OS X:** Mac computers are supported with this printer. Download HP Easy Start either from 123.hp.com/LaserJet or from the Printer Support page, and then use HP Easy Start to install the HP print driver. HP Easy Start is not included in the HP Software Installer.

1. Go to http://123.hp.com/laserjet.
2. Follow the steps provided to download the printer software.

**Linux**: For information and print drivers for Linux, go to: http://www.hp.com/go/linuxprinting

**UNIX**: For information and print drivers for UNIX®, go to: http://www.hp.com/go/unixmodelscripts

Table 1-15 Supported operating systems and print drivers

| Operating system | Print driver (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 software installation. | Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best effort support for the discontinued XP operating system. Some features of the print driver are not supported. |
| Windows Vista®, 32-bit | The "HP PCL.6" printer-specific print driver is installed for this operating system as part of the software installation. | Microsoft retired mainstream support for Windows Vista in April 2012. HP will continue to provide best effort support for the discontinued Vista operating system. Some features of the print driver are not supported. |
| Windows Server 2003 SP2, 32-bit | The "HP PCL.6" printer-specific print driver is available for download from the printer-support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | 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. Some features of the print driver are not supported. |
| Windows 7, 32-bit and 64-bit | The "HP PCL 6" printer-specific print driver is installed for this operating system as part of the 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 software installation. | Windows 8 RT support is provided through Microsoft IN OS Version 4, 32- bit driver. |
| Windows 8.1, 32-bit and 64-bit | The "HP PCL-6" V4 printer-specific print driver is installed for this operating system as part of the software installation. | 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" V4 printer-specific print driver is installed for this operating system as part of the software installation. | |
| Windows Server 2008 SP2, 32-bit | The "HP PCL.6" printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system. Some features of the print driver are not supported. |
| Windows Server 2008 SP2, 64-bit | The "HP PCL.6" printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | Microsoft retired mainstream support for Windows Server 2008 in January 2015. HP will continue to provide best effort support for the discontinued Server 2008 operating system. |
| Windows Server 2008 R2, SP 1, 64-bit | The "HP PCL.6" printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | |

Table 1-15 Supported operating systems and print drivers (continued)

| Operating system | Print driver (for Windows, or the installer on the web for OS X) | Notes |
|---|---|---|
| Windows Server 2012, 64-bit | The "HP PCL.6" printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | |
| Windows Server 2012 R2, 64-bit | The "HP PCL 6" printer-specific print driver is available for download from the printer support website. Download the driver, and then use the Microsoft Add Printer tool to install it. | |
| OS X 10.10 Yosemite, OS X 10.11 El Capitan, OS X 10.12 Sierra | The HP print driver is available for download from http://123.hp.com/laserjet The HP installer software for OS X is not included in the HP Software Installer. | For OS X, download the installer from http://123.hp.com/laserjet<br>1. Go to http://123.hp.com/laserjet.<br>2. Follow the steps provided to download the printer software. |

NOTE: For a current list of supported operating systems, go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP 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 1-16 Minimum system requirements

| Windows | OS X |
|---|---|
| • CD-ROM drive, DVD drive, or an Internet connection<br>• Dedicated USB 1.1 or 2.0 connection or a network connection<br>• 400 MB of available hard-disk space<br>• 1 GB RAM (32-bit) or 2 GB RAM (64-bit) | • Internet connection<br>• 1 GB of available hard-disk space |

## Mobile printing solutions

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: http://www.hp.com/go/LaserJetMobilePrinting

NOTE: Update the printer firmware to ensure all mobile printing and ePrint capabilities are supported.

- Wi-Fi Direct (wireless models only)
- 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)
- HP All-in-One Remote app for iOS and Android devices

- HP ePrint software
- Google Cloud Print
- AirPrint
- Android Printing

## Printer dimensions

Make sure your printer environment is large enough to accommodate the printer.

Table 1-17 Dimensions for the M681dh and Flow M681f models

| Dimension | Printer fully closed | Printer fully opened |
|---|---|---|
| Height | 658 mm (25.9 in) | 910 mm (35.8 in) |
| Depth | 460 mm (18.1 in) | 770 mm (30.3 in) |
| Width | 510 mm (20 in) | 963 mm (37.9 in) |
| Weight | 42.8 kg (94.4 lb) | |

Table 1-18 Dimensions for the M681f models

| Dimension | Printer fully closed | Printer fully opened |
|---|---|---|
| Height | 1108 mm (43.6 in) | 1360 mm (53.5 in) |
| Depth | 657 mm (25.8 in) | 948 mm (37.3 in) |
| Width | 657 mm (25.8 in) | 992 mm (39 in) |
| Weight | 61.5 kg (135.4 lb) | |

Table 1-19 Dimensions for the Flow M681z models

| Dimension | Printer fully closed | Printer fully opened |
|---|---|---|
| Height | 1270 mm (50 in) | 1529 mm (60.1 in) |
| Depth | 657 mm (25.8 in) | 967mm (38 in) |
| Width | 657 mm (25.8 in) | 992 mm (39 in) |
| Weight | 75.6 kg (166.6 lb) | |

Table 1-20 Dimensions for the Flow M682z models

| Dimension | Printer fully closed | Printer fully opened |
|---|---|---|
| Height | 1270 mm (50 in) | 1529 mm (60.1 in) |
| Depth | 657 mm (25.8 in) | 770 mm (30.3 in) |
| Width | 657 mm (25.8 in) | 992 mm (39 in) |
| Weight | 76.3 kg (168.1 lb) | |

Table 1-21 Dimensions for the 1 x 550-sheet paper feeder

| Dimension | 1 x 550-sheet paper feeder |
|---|---|
| Height | 130 mm (5.1 in) |
| Depth | **Tray closed:** 458 mm (18 in)<br>**Tray opened:** 770 mm (30.3 in) |
| Width | **Door closed:** 510 mm (20.7 in)<br>**Door opened:** 510 mm (20.7 in) |
| Weight | 6.3 kg (13.8 lb) |

Table 1-22 Dimensions for the printer with one 1 x 550-sheet paper feeder

| Dimension | Printer fully closed | Printer fully open |
|---|---|---|
| Height | **M681dh and Flow M681f models:** 788 mm (31 in)<br>**M681f models:**1238 mm (48.7 in) | **M681dh and Flow M681f models:** 1040 mm ( 40.9 in)<br>**M681f models:**1490 mm (58.6 in) |
| Depth | **M681dh and Flow M681f models:** 460 mm ( 18.1 in)<br>**M681f models:** 657 mm ( 25.8 in) | **M681dh and Flow M681f models:** 770 mm ( 30.3 in)<br>**M681f models:** 948 mm ( 37.3 in) |
| Width | **M681dh and Flow M681f models:** 510 mm ( 20 in)<br>**M681f models:** 657 mm ( 25.8 in) | **M681dh and Flow M681f models:** 963 mm ( 37.9 in)<br>**M681f models:** 992 mm ( 39 in) |
| Weight | **M681dh and Flow M681f models:** 49.1 kg (108.2 lb)<br>**M681f models:** 67.7 kg (149.2 lb) | |

Table 1-23 Dimensions for the 1 x 550-sheet paper feeder with stand

| Dimension | 1 x 550-sheet paper feeder with stand |
|---|---|
| Height | 450 mm (17.7 in) |
| Depth | **Tray closed:** 657 mm (28.5 in)<br>**Tray opened:** 948 mm (37.3 in) |
| Width | **Door closed:** 510 mm (20.7 in)<br>**Door opened:** 992 mm (39 in) |
| Weight | 19.1 kg (42.1 lb) |

Table 1-24 Dimensions for the printer and the 1 x 550-sheet paper feeder with stand

| Dimension | Printer fully closed | Printer fully open |
|---|---|---|
| Height | 1108 mm ( 43.6 in) | 1360 mm (53.5 in) |
| Depth | 657 mm ( 25.8in) | 948 mm (37.3 in) |
| Width | 657 mm ( 25.8in) | 992 mm (39 in) |
| Weight | 61.9 kg (136.5 lb) | |

Table 1-25 Dimensions for the 3 x 550-sheet paper feeder with stand

| Dimension | 3 x 550-sheet paper feeder with stand |
|---|---|
| Height | 450 mm (17.7 in) |
| Depth | **Tray closed:** 657 mm (25.8 in)<br>**Tray opened:** 984 mm (37.3 in) |
| Width | **Door closed:** 657 mm (25.8 in)<br>**Door opened:** 992 mm (39 in) |
| Weight | 23.6 kg (52 lb) |

Table 1-26 Dimensions for the printer and the 3 x 550-sheet paper feeder with stand

| Dimension | Printer fully closed | Printer fully open |
|---|---|---|
| Height | 1108 mm ( 43.6 in) | 1360 mm ( 53.5 in) |
| Depth | 657 mm ( 25.8 in) | 984 mm (37.3 in) |
| Width | 657 mm ( 25.8 in) | 992 mm (39 in) |
| Weight | 66.4 kg (146.4 lb) | |

Table 1-27 Dimensions for the High-capacity input tray with stand

| Dimension | High-capacity input tray with stand |
|---|---|
| Height | 450 mm (17.7 in) |
| Depth | **Tray closed:** 657 mm (25.8 in)<br>**Tray opened:** 967 mm (38 in) |
| Width | **Door closed:** 657 mm (25.8 in)<br>**Door opened:** 992 mm (39 in) |
| Weight | 24.3 kg (53.6 lb) |

Table 1-28 Dimensions for the printer and the High-capacity input tray with stand

| Dimension | Printer fully closed | Printer fully opened |
|---|---|---|
| Height | 1108 mm ( 43.6 in) | 1360 mm ( 53.5 in) |
| Depth | 657 mm (25.8 in) | 967 mm (38 in) |
| Width | 657 mm (25.8 in) | 992 mm (39 in) |
| Weight | 67.1 kg (147.9 lb) | |

## Power consumption, electrical specifications, and acoustic emissions

In order to operate properly, the printer must be in an environment that meets certain power specifications.

See www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP 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

Learn about the recommended environmental conditions to ensure the correct operation of the printer.

Table 1-29 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 product. For additional instructions, go to HP support on the web.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP for HP's all-inclusive help for the product. 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

Discover how to load and use the paper trays, including how to load special items such as envelopes and labels.


- Introduction on page 19
- Load Tray 1 on page 20
- Load Tray 2 and the 550-sheet trays on page 24
- Load the 2,000-sheet high-capacity input tray on page 28
- Load and print envelopes on page 32
- Load and print labels on page 33
- Configure the 3-bin stapler/stacker accessory on page 34


**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP

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

## Introduction

Introduction to paper trays

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

Do not use paper tray as a step.

Keep hands out of paper trays when closing.

All trays must be closed when moving the printer.

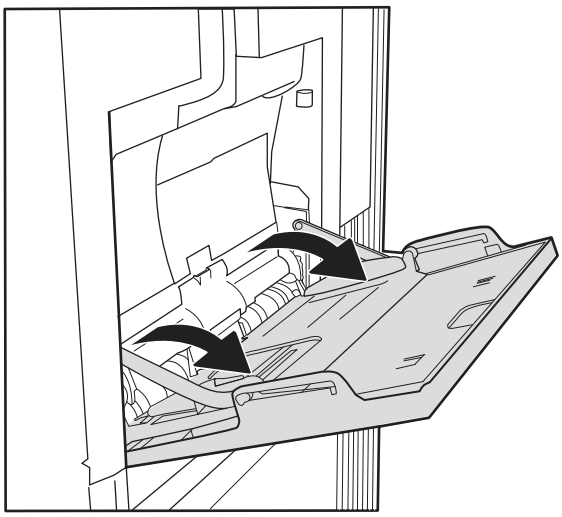
# Load Tray 1

Learn how to load paper and envelopes into Tray 1.

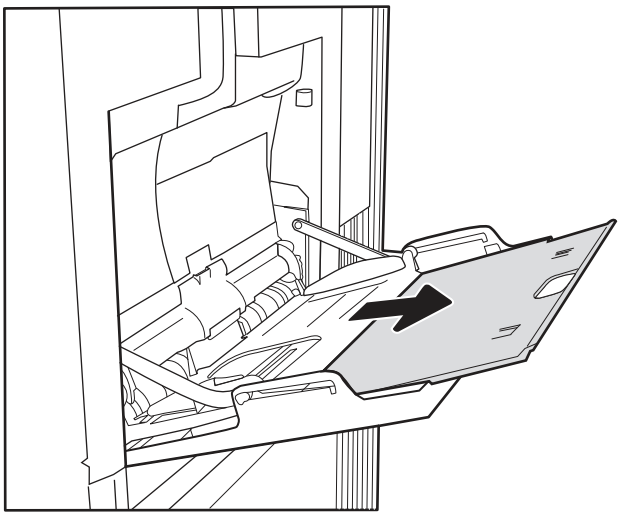
## Introduction

The following information describes how to load paper into Tray 1. This tray holds up to 100 sheets of 75 g/m$^2$ (20 lb) paper or 10 envelopes.

1. Open Tray 1.

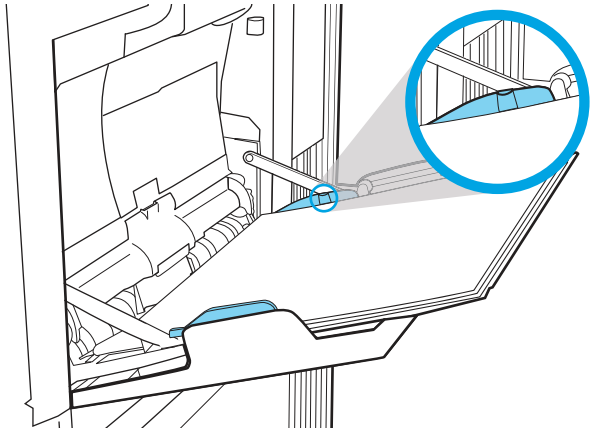


2. Pull out the tray extension to support the paper.



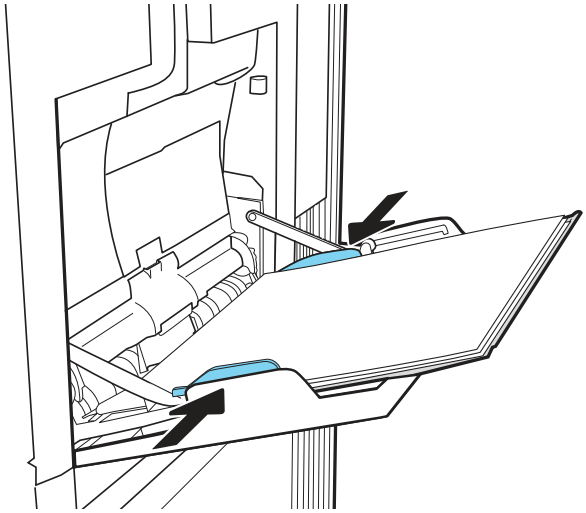
3. Use the blue adjustment latch to spread the paper guides to the correct size, and then load paper in the tray. For information about how to orient the paper, see Table 2-1 Tray 1 paper orientation on page 21

   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 75 g/m2 (20 lb) paper.

4. Using the blue adjustment latch, 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.

Table 2-1 Tray 1 paper orientation

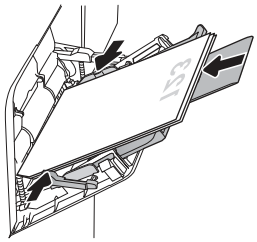
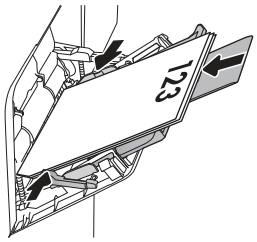
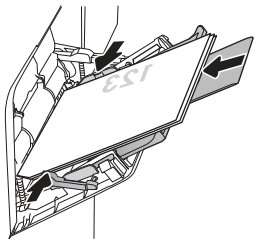
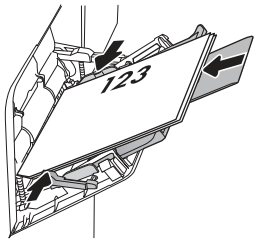
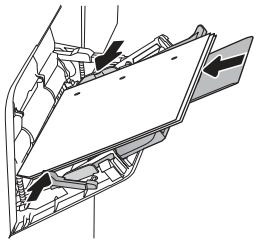
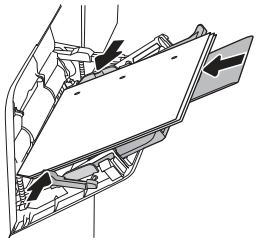
| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Portrait | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS)) | Face-down<br>Bottom edge leading into the printer<br>  |
| Letterhead or preprinted | Portrait | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm | Face-up<br>Bottom edge leading into the printer<br>  |
| Letterhead or preprinted | Landscape | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS)) | Face-down<br>Top edge toward the back of the printer<br>  |

Table 2-1 Tray 1 paper orientation (continued)

| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm | Face-up<br>Top edge toward the back of the printer<br>  |
| Prepunched | Portrait or landscape | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 3 x 5, 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Japanese Postcard (Postcard (JIS)), Double Japan Postcard Rotated (Double Postcard (JIS)) | Holes toward the back of the printer<br>  |
| Prepunched | Portrait or landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, B5 (JIS), Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm | Holes toward the back of the printer<br>  |

## 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 product control-panel menus

Perform the following procedure to use the Alternative Letterhead Mode feature on the control-panel.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:
   - Copy/Print or Print
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button or press the OK button.

# Load Tray 2 and the 550-sheet trays

Learn how to load paper in Tray 2 and the optional 550-sheet trays.

## Introduction

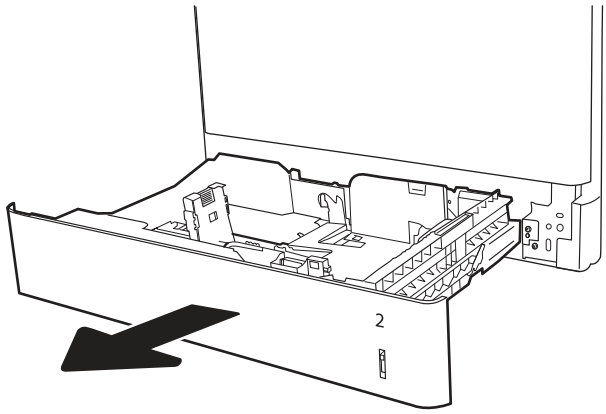
The following information describes how to load paper into Tray 2 and the optional 550-sheet trays. These trays hold up to 550 sheets of 75 g/m$^2$ (20 lb) paper.

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

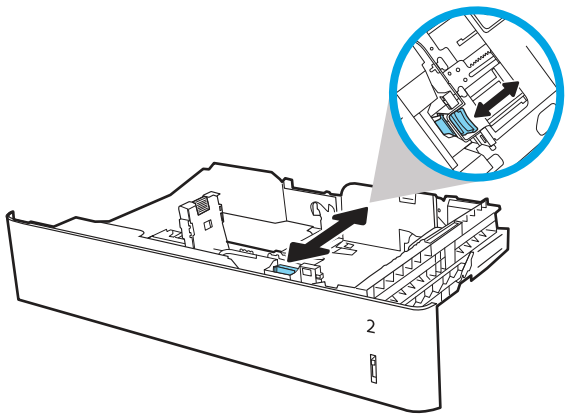
CAUTION: Do not extend more than one paper tray at a time.

1. Open the tray.

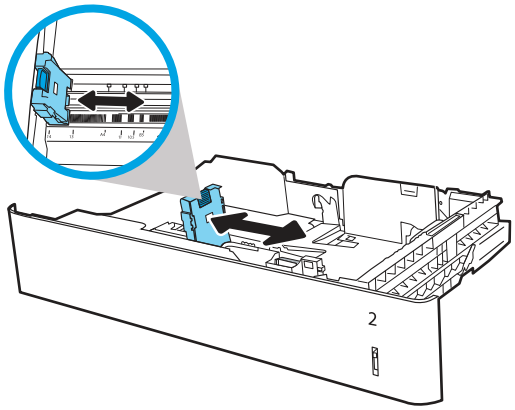
NOTE: Do not open this tray while it is in use.




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



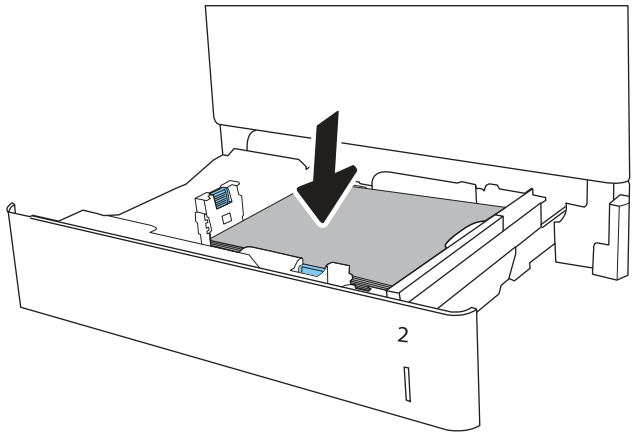
3. Adjust the paper-length guide by squeezing the adjustment latch and sliding the guide to the size of the paper being used.



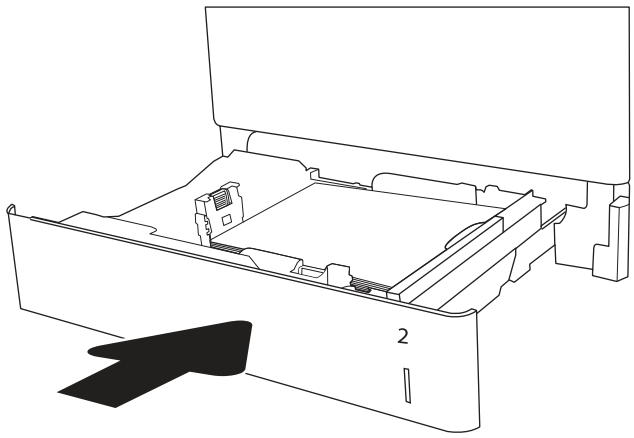

4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see Table 2-2 Tray 2 and the 550-sheet trays paper orientation on page 26.

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.



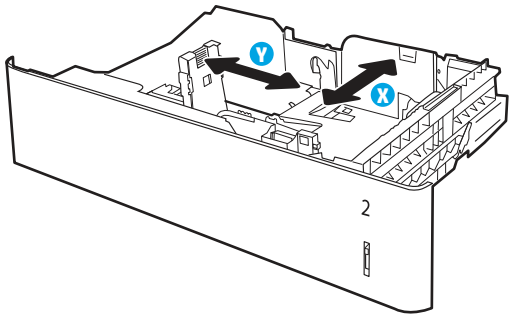

5. Close the tray.




6. The tray configuration message displays on the printer control panel.

7. Touch the OK button to accept the detected type and size, or touch the Modify button 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.




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

## 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.

Table 2-2 Tray 2 and the 550-sheet trays paper orientation

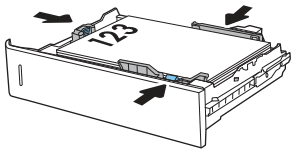
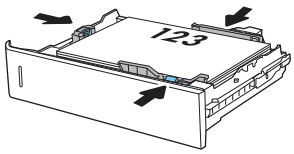
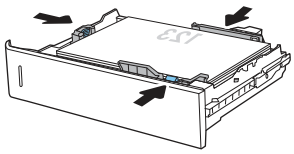
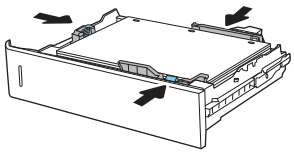
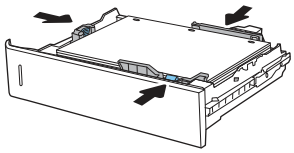
| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Portrait | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Double Japan Postcard Rotated (Double Postcard (JIS)) | Face-up<br>Top edge at the left side of the tray<br>  |
| Letterhead or preprinted | Landscape | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Double Japan Postcard Rotated (Double Postcard (JIS)) | Face-up<br>Top edge toward the back of the tray<br>  |

Table 2-2 Tray 2 and the 550-sheet trays paper orientation (continued)

| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm | Face-down<br>Top edge toward the back of the tray<br>  |
| Prepunched | Portrait or landscape | 1-sided printing | Letter, Legal, Executive, Statement, Oficio (8.5 x 13), 4 x 6, 5 x 7, 5 x 8, A4, A5, A6, RA4, B5 (JIS), B6 (JIS), L (90 x 130 mm), 10 x 15 cm, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm, Double Japan Postcard Rotated (Double Postcard (JIS)) | Holes toward the back of the tray<br>  |
| Prepunched | Portrait or landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, Executive, Oficio (8.5 x 13), A4, A5, RA4, Oficio (216 x 340), 16K 195 x 270 mm, 16K 184 x 260 mm, 16K 197 x 273 mm | Holes toward the back of the tray<br>  |

## 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 product control-panel menus

Perform the following procedure to use the Alternative Letterhead Mode feature on the control-panel.

1. From the Home screen on the printer control panel, open the Settings menu.

2. Open the following menus:
   - Copy/Print or Print
   - Manage Trays
   - Alternative Letterhead Mode
3. Select Enabled, and then touch the Save button or press the OK button.

# Load the 2,000-sheet high-capacity input tray

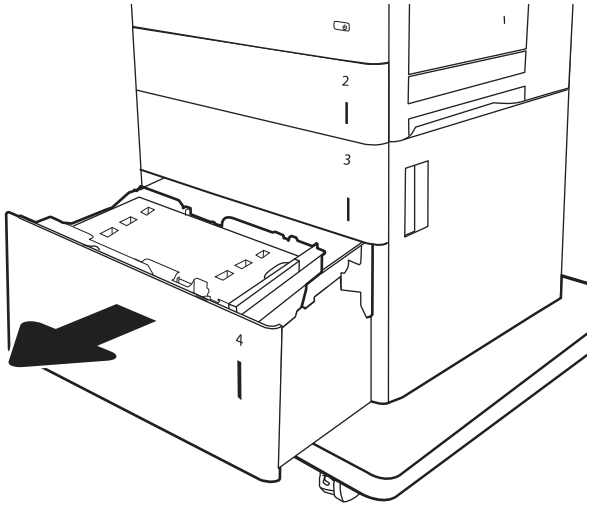
The following information describes how to load paper into High-capacity input tray.

## Introduction

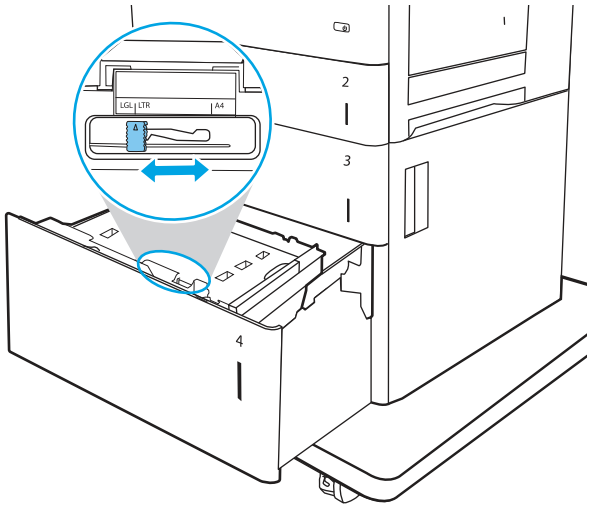
This tray holds up to 2,000 sheets of 75 g/m$^2$ (20 lb) paper.

1. Open the tray.

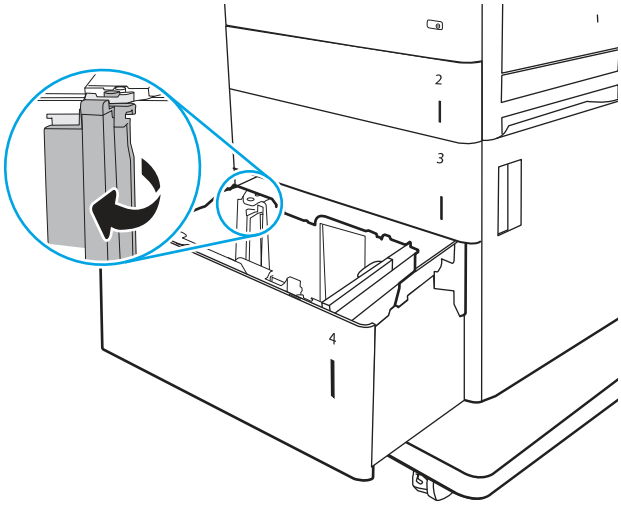
NOTE: Do not open this tray while it is in use.




2. Before loading paper, adjust the paper-width guide by squeezing the blue adjustment latch and sliding it to the size of the paper being used.

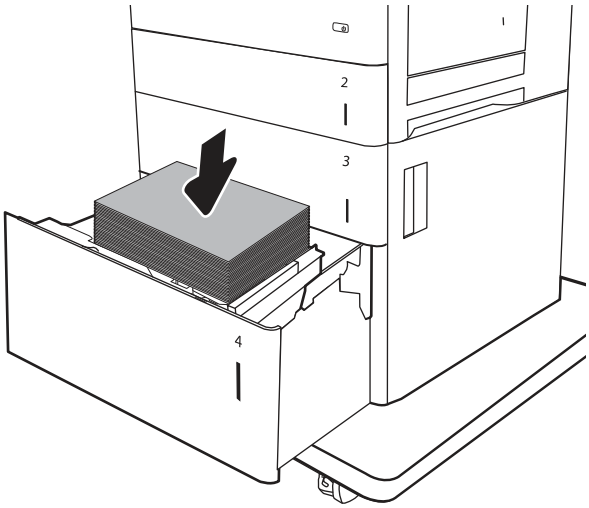


3. Rotate the paper-stop lever to the correct position for the paper being used.

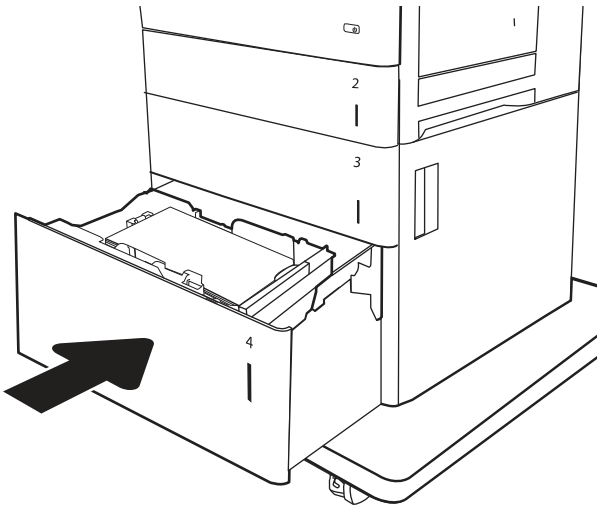



4. Load paper into the tray. Check the paper to verify the guides lightly touch the stack, but do not bend it. For information about how to orient the paper, see the High-capacity input tray paper orientation on page 30 .

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




5. Close the tray.




6. The tray configuration message displays on the printer control panel.

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

## High-capacity input tray paper orientation

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

Table 2-3 High-capacity input tray paper orientation

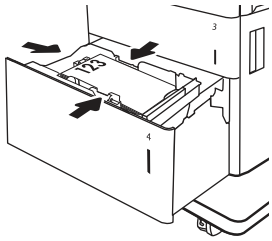
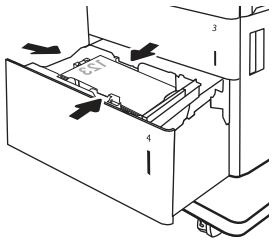
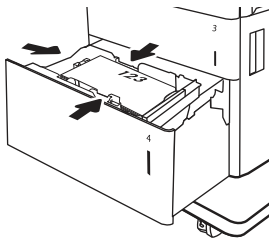
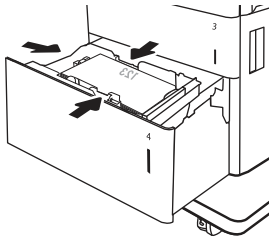
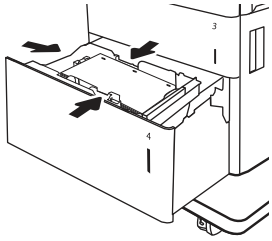
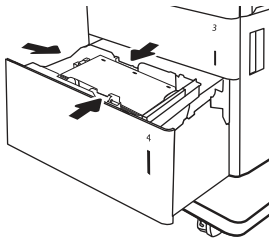
| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Portrait | 1-sided printing | Letter, Legal, A4 | Face-up<br>Top edge at the left side of the tray<br>  |
| Letterhead or preprinted | Portrait | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, A4 | Face-down<br>Top edge at the left side of the tray<br>  |
| Letterhead or preprinted | Landscape | 1-sided printing | Letter, Legal, A4 | Face-up<br>Top edge toward the back of the tray<br>  |

Table 2-3 High-capacity input tray paper orientation (continued)

| Paper type | Image Orientation | Duplex mode | Paper size | How to load paper |
|---|---|---|---|---|
| Letterhead or preprinted | Landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, A4 | Face-down<br>Top edge toward the back of the tray<br>  |
| Prepunched | Portrait or landscape | 1-sided printing | Letter, Legal, A4 | Holes toward the back of the tray<br>  |
| Prepunched | Portrait or landscape | Automatic 2-sided printing or with Alternative Letterhead Mode enabled | Letter, Legal, A4 | Holes toward the back of the tray<br>  |

## 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 product control-panel menus

Perform the following procedure to use the Alternative Letterhead Mode feature on the control-panel.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Copy/Print or Print
   - Manage Trays

- Alternative Letterhead Mode

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

# Load and print envelopes

Learn how to load an envelope for printing on Tray 1.

## Introduction

Use only Tray 1 to print on envelopes.

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

Use the following procedure to print on envelopes.

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

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

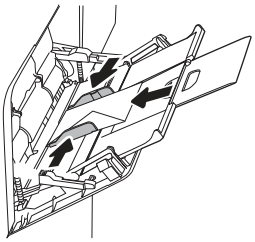
NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

3. Click 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 either of these orientations:

Table 2-4 Envelope orientation

| Tray | Envelope size | How to load |
|---|---|---|
| Tray 1 | Envelope #9, Envelope #10, Envelope Monarch, Envelope B5, Envelope C5, Envelope C6, Envelope DL | Face-down<br><br>Top edge toward the front of the printer.<br><br>  |

# Load and print labels

Learn how to print on sheets of labels using Tray 2.

## Introduction

The following information describes how to print and load labels.

To print on sheets of labels, use Tray 2 or one of the 550-sheet trays. Tray 1 does not support labels.

To print labels using the manual feed option, follow these steps to select the correct settings in the print driver, and then load the labels into the tray after sending the print job to the printer. When using manual feed, the printer waits to print the job until it detects that the tray has been opened.

## Manually feed labels

Use the manual feed mode to print sheets of labels.

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 sheets of labels.
5. In the **Paper type** drop-down list, select **Labels**.
6. In the **Paper source** drop-down list, select **Manual feed**.

NOTE: When using manual feed, the printer prints from the lowest-numbered tray that is configured for the correct size of paper, so it is not necessary to specify a particular tray. For example, if Tray 2 is

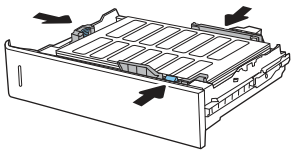
configured for labels, the printer will print from Tray 2. If Tray 3 is installed and configured for labels, but Tray 2 is not configured for labels, the printer will print from Tray 3.

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.

## Label orientation

Review the following image when loading labels.

Table 2-5 **Label orientation**

| Tray | How to load labels |
|---|---|
| Tray 2 and the 550-sheet trays | Face-up<br>Top edge toward the right of the printer<br>  |

# Configure the 3-bin stapler/stacker accessory

The stapling mailbox accessory can staple documents in the upper left or upper right corners, and it can stack up to 900 sheets of paper in the three output bins. The output bins have three mode-configuration options: stacker mode, mailbox mode, or function separator mode.

- Configure the default staple location on page 34
- Configure the operation mode on page 35

## Configure the default staple location

Learn how to configure the default staple location.

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:
   - Settings
     Manage Stapler/Stacker
   - Staple
3. Select a staple location from the list of options, and then select Save button. The following options are available:
   - None: No staples

- Top left or right: If the document has portrait orientation, the staple is in the top left corner of the short edge of the paper. If the document has landscape orientation, the staple is in the top right corner of the long edge of the paper.
- Top left: The staple is in the top left corner of the short edge of the paper.
- Top right: The staple is in the top right corner of the long edge of the paper.

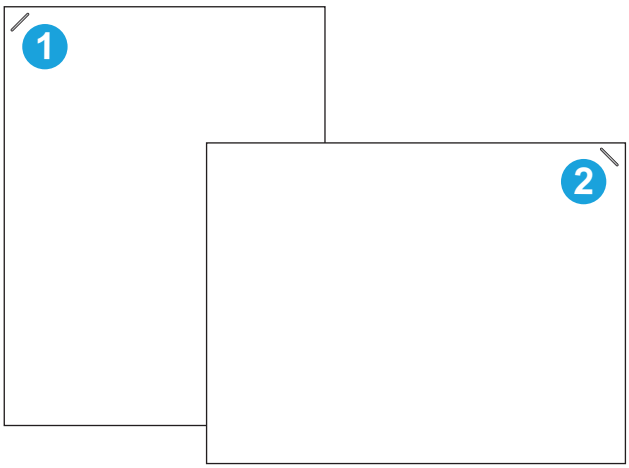



Table 2-6 Staple locations

| Callout | Location |
|---|---|
| 1 | Top left corner of the short edge of the paper |
| 2 | Top right corner of the long edge of the paper |

## Configure the operation mode

Use this procedure to configure how the printer sorts jobs into the output bins.

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:
   - Manage Stapler/Stacker
   - Operation Mode
3. Select a mode from the list of options, and then touch the Save button. The following options are available:
   - Mailbox: The printer places jobs in different bins according to the person who sent them.
   - Stacker: The printer stacks jobs in the bins from bottom to top.
   - Function Separator: The printer places jobs in different bins according to printer function such as print jobs, copy jobs, or fax jobs.

   To configure the HP print driver for the selected operation mode, complete the following steps:

NOTE: Windows XP and Vista (Server 2003/2008) HP PCL.6 drivers do not support output devices.

### Windows® 7

1. Make sure the printer is turned on and connected to the computer or a network
2. Open the Windows® Start menu, and then click **Devices and Printers**.
3. Right-click the name of the printer, and then select **Printer Properties**.
4. Click the **Device Settings** tab.
5. Select **Update Now**. Or, in the drop-down menu next to **Automatic Configuration**, select **Update Now**.

### Windows® 8.0, 8.1, and 10

1. Right-click on the bottom-left corner of the screen.
2. Select **Control Panel**. Under **Hardware and Sound**, select **View devices and printers**.
3. Right-click the name of the printer, and then select **Printer Properties**.
4. Click the **Device Settings** tab.
5. Select **Update Now**. Or, in the drop-down menu next to **Automatic Configuration**, select **Update Now**.

NOTE: Newer V4 drivers do not support **Update Now**. For these drivers, manually configure the operation mode under **Accessory Output Bin**.

### OS X

1. From the Apple menu, click **System Preferences**.
2. Select **Print & Scan** (or **Printers & Scanners**).
3. Select the printer, and then select **Options & Supplies**. Select **Driver**.
4. Manually configure the **Accessory Output Mode**.

# 3 Supplies, accessories, and parts

Order supplies or accessories, replace the toner cartridges, or remove and replace another part.

- Order supplies, accessories, and parts on page 37
- Configure the HP toner-cartridge-protection supply settings on page 41
- Replace the toner cartridges on page 46
- Replace the toner-collection unit on page 50
- Replace the staple cartridge (M681z and M682z models) on page 52

**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Find out how to obtain replacement supplies, accessories, and parts for the printer.

### Ordering

Order parts, supplies, or accessories through one of the following channels.

Table 3-1 **Ordering options**

| Ordering option | Ordering information |
|---|---|
| Order supplies and paper | www.hp.com/go/suresupply |

Table 3-1 Ordering options (continued)

| Ordering option | Ordering information |
|---|---|
| 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

Review the part numbers when ordering or replacing the following supplies and accessories for the printer.

Table 3-2 Supplies

| Item | Description | Cartridge number | Part number |
|---|---|---|---|
| HP 655A Black Original LaserJet Toner Cartridge | Standard-capacity replacement black toner cartridge | 655A | CF450A |
| HP 657X High Yield Black Original LaserJet Toner Cartridge | High-capacity replacement black toner cartridge | 657X | CF470X |
| HP 655A Cyan Original LaserJet Toner Cartridge | Standard-capacity replacement cyan cartridge | 655A | CF451A |
| HP 657X High Yield Cyan Original LaserJet Toner Cartridge | High-capacity replacement cyan toner cartridge | 657X | CF471X |
| HP 655A Yellow Original LaserJet Toner Cartridge | Standard-capacity replacement yellow toner cartridge | 655A | CF452A |
| HP 657X High Yield Yellow Original LaserJet Toner Cartridge | High-capacity replacement yellow toner cartridge | 657X | CF472X |
| HP 655A Magenta Original LaserJet Toner Cartridge | Standard-capacity replacement magenta toner cartridge | 655A | CF453A |
| HP 657X High Yield Magenta Original LaserJet Toner Cartridge | High-capacity replacement magenta toner cartridge | 657X | CF473X |
| HP Staple Cartridge Refill | Replacement staple cartridges for the M681z and M682z models. | Not applicable | J8J96A |

### Accessories

Table 3-3 Accessories

| Item | Description | Cartridge number | Part number |
|---|---|---|---|
| HP Color LaserJet 550-sheet Paper Tray | Optional 550-sheet paper feeder<br><br>NOTE: The printer supports up to two 1 x 550-sheet paper feeders unless other input devices are present. | Not applicable | P1B09A |

Table 3-3 Accessories (continued)

| Item | Description | Cartridge number | Part number |
|---|---|---|---|
| HP Color LaserJet 550-sheet Paper Tray with Stand | Optional 550-sheet paper feeder with stand | Not applicable | P1B10A |
| HP Color LaserJet 3 x 550-sheet Paper Tray with Stand | Optional 3 x 550-sheet paper feeder with stand to support the printer | Not applicable | P1B11A |
| HP Color LaserJet High Capacity Paper Feeder with Stand | Optional 2,000-sheet paper feeder and 550-sheet paper feeder with stand to support the printer | Not applicable | P1B12A |
| HP LaserJet Keyboard Overlay Kit for Simplified Chinese & Traditional Chinese<br><br>(Flow models only) | Language-specific, adhesive overlay for the physical keyboard | Not applicable | A7W12A |
| HP LaserJet Keyboard Overlay Kit for Swedish<br><br>(Flow models only) | Language-specific, adhesive overlay for the physical keyboard | Not applicable | A7W14A |
| HP 1GB DDR3 x32 144-Pin 800MMHz SODIMM | Optional DIMM for expanding the memory | Not applicable | E5K48A |
| 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 500 | Optional fax accessory for the dh model | Not applicable | CC487A |
| 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 |
| HP Internal USB ports | Two internal USB ports for connecting third-party devices | Not applicable | B5L28A |

## Maintenance/long-life consumables

Review the estimated life for the following maintenance parts of the printer.

Table 3-4 Maintenance/LLC Kit estimated life

| Maintenance/LLC Kit | Part number | Estimated life[1] |
|---|---|---|
| HP LaserJet 110V Maintenance Kit | P1B91A | 150,000 pages* |
| HP LaserJet 220V Maintenance Kit | P1B92A | 150,000 pages* |
| HP LaserJet Image Transfer Belt Kit | P1B93A | 150,000 pages* |
| HP LaserJet Toner Collection Unit | P1B94A | 100,000 pages* |

Table 3-4 Maintenance/LLC Kit estimated life (continued)

| Maintenance/LLC Kit | Part number | Estimated life[1] |
|---|---|---|
| HP 300 ADF Roller Replacement Kit | J8J95A | 150,000 pages* |

[1] HP Maintenance/Long Life Consumables (LLC) life specifications are estimations based on the LLC life test conditions listed below. Actual individual life/yield during normal use varies depending on usage, environment, paper and other factors. Estimated life is not an implied guarantee or warrantable.

*The LLC life test conditions

- Print coverage: 5% evenly distributed across the page
- Environment: 17° to 25°C (62.6° to 77°F); 30%-70% relative humidity (RH)
- Media size: Letter/A4
- Media weight: 75 g/m2 (20 lb) plain media
- Job size: 4 pages
- Short edge feed (A3) (i.e., Legal size media)

Factors that can reduce life from the conditions above:

- Media narrower than Letter/A4 widths (thermal slow downs equal more rotations)
- Paper heavier than 75 g/m2 (20 lb) (heavier media creates higher stress on printer components)
- Print jobs smaller than 4 pages (smaller jobs mean more thermal cycling and more rotations)

## 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.

Table 3-5 Customer Self-Repair (CSR) parts

| Item | Description | Self-replacement options | Part number |
|---|---|---|---|
| 1 x 550 Sheet Feeder Kit | Replacement 1 x 550-sheet feeder | Mandatory | P1B09-67901 |
| Secure Hard Disk Drive | Replacement hard disk drive | Mandatory | B5L29-67903 |
| HP 1GB DDR3 x32 144-Pin 800MHz SODIMM | Replacement memory DIMM | Mandatory | E5K48-67902 |

Table 3-5 Customer Self-Repair (CSR) parts (continued)

| Item | Description | Self-replacement options | Part number |
|---|---|---|---|
| Analog Fax Accessory 500 Kit | Replacement fax board | Mandatory | B5L53-67901 |
| HP Trusted Platform Module kit | Replacement trusted platform module | Mandatory | B5L31-67902 |
| HP Foreign Interface Harness kit | Replacement foreign interface harness | Mandatory | F5S62-61001 |
| HP Jetdirect 2900nw Print Server | Replacement USB wireless print server accessory | Mandatory | J8031-61001 |
| HP Jetdirect 3000w NFC/Wireless Accessory | Replacement Wireless Direct Print accessory for “touch” printing from mobile devices | Mandatory | J8030-61001 |
| Scanner white backing | Replacement white plastic backing for the scanner | Mandatory | 5851-7206 |
| Control-panel kit | Replacement touchscreen control panel | Mandatory | 5851-7210 |
| Retention Clip Assy | Replacement retention clips that are behind the scanner white backing | Mandatory | 5851-7207 |
| ADF Maintenance Kit | Maintenance kit for the document feeder | Mandatory | 5851-7202 |
| U.S. English Keyboard Kit | Replacement keyboard for Flow models | Mandatory | B5L47-67019 |
| U.K. English Keyboard Kit | Replacement keyboard for Flow models | Mandatory | B5L47-67020 |
| Keyboard Overlay Kit<br>French, Italian, Russian, German, U.K. Spanish | Replacement keyboard overlay for Flow models | Mandatory | 5851-6019 |
| Keyboard Overlay Kit<br>Canadian French, Latin American Spanish, U.S. Spanish | Replacement keyboard overlay for Flow models | Mandatory | 5851-6020 |
| Keyboard Overlay Kit<br>Swiss French, Swiss German, Danish | Replacement keyboard overlay for Flow models | Mandatory | 5851-6021 |
| Keyboard Overlay Kit<br>Simplified Chinese, Traditional Chinese | Replacement keyboard overlay for Flow models | Mandatory | 5851-6022 |
| Keyboard Overlay Kit<br>Spanish, Portuguese | Replacement keyboard overlay for Flow models | Mandatory | 5851-6023 |
| Keyboard Overlay Kit<br>Japanese (KG and KT) | Replacement keyboard overlay for Flow models | Mandatory | 5851-6024 |

# Configure the HP toner-cartridge-protection supply settings

A network administrator can configure the toner-cartridge-protection settings using the printer control panel or the HP Embedded Web Server (EWS).

Introduction on page 42

Enable or disable the Cartridge Policy feature on page 42

Enable or disable the Cartridge Protection feature on page 44

## Introduction

Use HP Cartridge Policy and Cartridge Protection to control which cartridges are installed in the printer and protect the cartridges that are installed from theft.

These features are available with HP FutureSmart versions 3

- Cartridge Policy: This feature protects the printer from counterfeit toner cartridges by allowing only genuine HP cartridges to be used with the printer. Using genuine HP cartridges ensures the best possible print quality. When someone installs a cartridge that is not a genuine HP cartridge, the printer control panel displays a message that the cartridge is unauthorized and it provides information explaining how to proceed.
- Cartridge Protection: This feature permanently associates toner cartridges with a specific printer, or fleet of printers, so they cannot be used in other printers. Protecting cartridges protects your investment. When this feature is enabled, if someone attempts to transfer a protected cartridge from the original printer into an unauthorized printer, that printer will not print with the protected cartridge. The printer control panel displays a message that the cartridge is protected, and it provides information explaining how to proceed.

⚠ CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and *permanently* protected. To avoid protecting a new cartridge, disable the feature *before* installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

Both features are off by default. Follow these procedures to enable or disable them.

## Enable or disable the Cartridge Policy feature

The Cartridge Policy feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

NOTE: Enabling or disabling this feature might require entering an administrator password.

### Use the printer control panel to enable the Cartridge Policy feature

From the printer control panel, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Policy
3. Select Authorized HP.

### Use the printer control panel to disable the Cartridge Policy feature

From the printer control panel, a network administrator can disable the Cartridge Policy feature. This removes the restriction that only genuine HP cartridges can be used.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:

a. Manage Supplies

b. Cartridge Policy

3. Select Off.

## Use the HP Embedded Web Server (EWS) to enable the Cartridge Policy feature

From the EWS, a network administrator can enable the Cartridge Policy feature. This allows only genuine HP cartridges to be used with the printer.

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

   a. From the Home screen on the printer control panel, touch the Information icon, and then select 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

   https://10.10.XX.XXX

2. Open the **Copy/Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Authorized HP** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

## Use the HP Embedded Web Server (EWS) to disable the Cartridge Policy feature

From the EWS, a network administrator can disable the Cartridge Policy 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 select 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

   https://10.10.XX.XXX

2. Open the **Copy/Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Policy** drop-down list.
5. Click the **Apply** button to save the changes.

### Troubleshoot Cartridge Policy control panel error messages

Review the recommended actions for Cartridge Policy error messages.

Table 3-6 Cartridge Policy control panel error messages

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.30 Unauthorized <Color> Cartridge | The administrator has configured this printer to use only genuine HP supplies that are still under warranty. The cartridge must be replaced to continue printing. | Replace the cartridge with a genuine HP toner cartridge.<br><br>If you believe you purchased a genuine HP supply, visit www.hp.com/go/anticounterfeit to determine if the toner cartridge is a genuine HP cartridge, and learn what to do if it is not a genuine HP cartridge. |

## Enable or disable the Cartridge Protection feature

The Cartridge Protection feature can be enabled or disabled using the control panel or the Embedded Web Server (EWS).

NOTE: Enabling or disabling this feature might require entering an administrator password.

### Use the printer control panel to enable the Cartridge Protection feature

From the printer control panel, a network administrator can enable the Cartridge Protection feature.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Protection
3. Select Protect Cartridges.
4. When the printer prompts to confirm, select Continue to enable the feature.

CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and permanently protected. To avoid protecting a new cartridge, disable the feature before installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

### Use the printer control panel to disable the Cartridge Protection feature

From the printer control panel, a network administrator can disable the Cartridge protection feature.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   a. Manage Supplies
   b. Cartridge Protection
3. Select Off.

## Use the HP Embedded Web Server (EWS) to enable the Cartridge Protection feature

From the EWS, a network administrator can enable the Cartridge Protection 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 select 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

   https://10.10.XX.XXX

2. Open the **Copy/Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Protect cartridges** from the **Cartridge Protection** drop-down list.
5. Click the **Apply** button to save the changes.

CAUTION: After enabling cartridge protection for the printer, all subsequent toner cartridges installed in the printer are automatically and permanently protected. To avoid protecting a new cartridge, disable the feature before installing the new cartridge.

Turning the feature off does not turn off protection for cartridges that are currently installed.

## Use the HP Embedded Web Server (EWS) to disable the Cartridge Protection feature

From the EWS, a network administrator can disable the Cartridge Protection 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 select 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

   https://10.10.XX.XXX

2. Open the **Copy/Print** tab.
3. From the left navigation pane, select **Manage Supplies**.
4. In the **Supply Settings** area, select **Off** from the **Cartridge Protection** drop-down list.
5. Click the **Apply** button to save the changes.

## Troubleshoot Cartridge Protection control panel error messages

Review the recommended actions for Cartridge Protection error messages.

Table 3-7 Cartridge Protection control panel error messages

| Error message | Description | Recommended action |
|---|---|---|
| 10.0X.57 Protected <Color> Cartridge | The cartridge can only be used in the printer or fleet of printers that initially protected it using HP Cartridge Protection.<br><br>The Cartridge Protection feature allows an administrator to restrict cartridges to work in only one printer or fleet of printers. The cartridge must be replaced to continue printing. | Replace the cartridge with a new toner cartridge. |

# Replace the toner cartridges

Replace the toner cartridges if you receive a message on the printer, or if you are having print quality problems.

## Toner-cartridge information

The 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.

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

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

Table 3-8 Toner cartridge part numbers

| Item | Description | Cartridge number | Part number |
|---|---|---|---|
| HP 655A Black Original LaserJet Toner Cartridge | Standard-yield replacement black toner cartridge | 655A | CF450A |
| HP 657X High Yield Black Original LaserJet Toner Cartridge | High-yield replacement black toner cartridge | 657X | CF470X |
| HP 655A Cyan Original LaserJet Toner Cartridge | Standard-yield replacement cyan cartridge | 655A | CF451A |
| HP 657X High Yield Cyan Original LaserJet Toner Cartridge | High-yield replacement cyan toner cartridge | 657X | CF471X |
| HP 655A Yellow Original LaserJet Toner Cartridge | Standard-yield replacement yellow toner cartridge | 655A | CF452A |
| HP 657X High Yield Yellow Original LaserJet Toner Cartridge | High-yield replacement yellow toner cartridge | 657X | CF472X |
| HP 655A Magenta Original LaserJet Toner Cartridge | Standard-yield replacement magenta toner cartridge | 655A | CF453A |
| HP 657X High Yield Magenta Original LaserJet Toner Cartridge | High-yield replacement magenta toner cartridge | 657X | CF473X |

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.

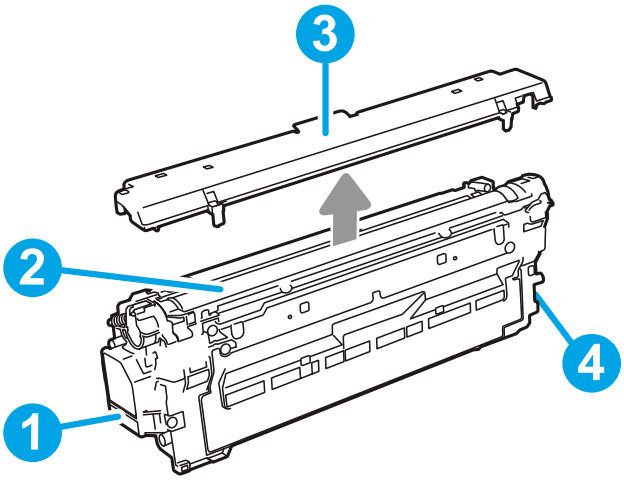



Table 3-9

| Callout | Toner-cartridge component |
|---|---|
| 1 | Handle |
| 2 | Imaging drum |
| 3 | Protective shield |
| 4 | Memory chip |

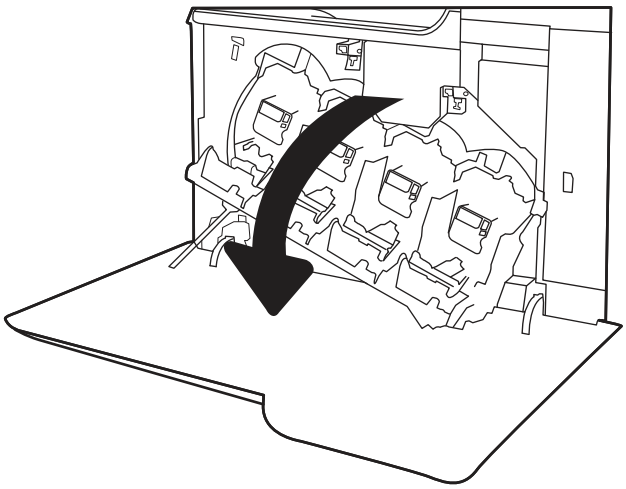
CAUTION: If toner gets on clothing, wipe it off by using a dry cloth and wash the clothes in cold water. Hot water sets toner into fabric.

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

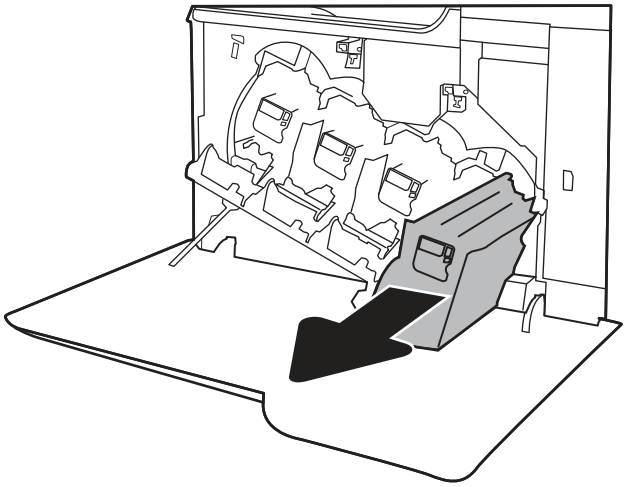
## Remove and replace the cartridges

Follow these steps to remove and replace the toner cartridges:

1. Open the front door.

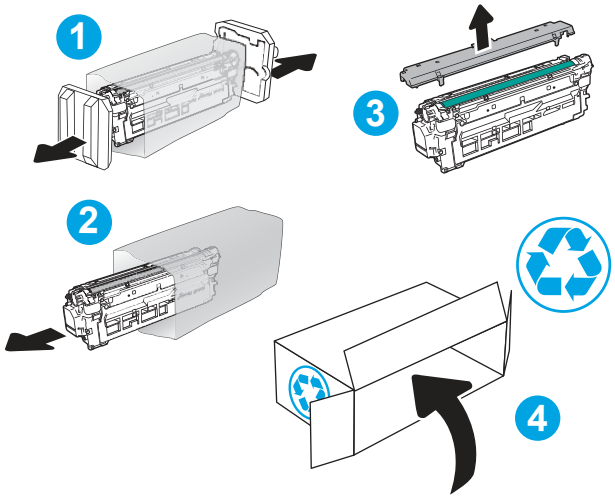


2. Grasp the handle of the used toner cartridge and pull out to remove it.

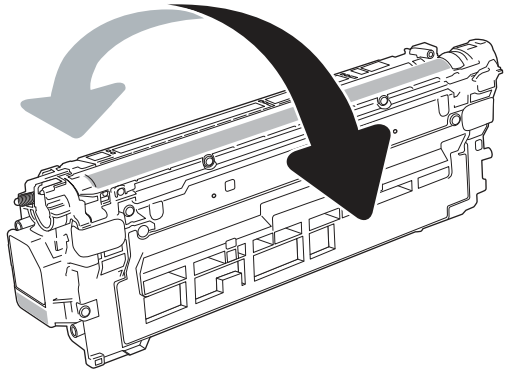


3. Remove the new toner cartridge from its packaging by removing the plastic end caps, removing the cartridge from the plastic bag, and then removing the orange protective shield. Save all packaging for recycling the used toner cartridge.

NOTE: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.

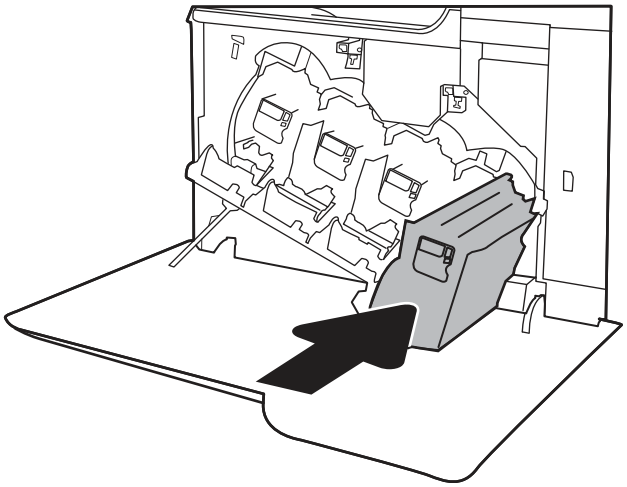


4. Hold both ends of the toner cartridge and rock it 5-6 times.

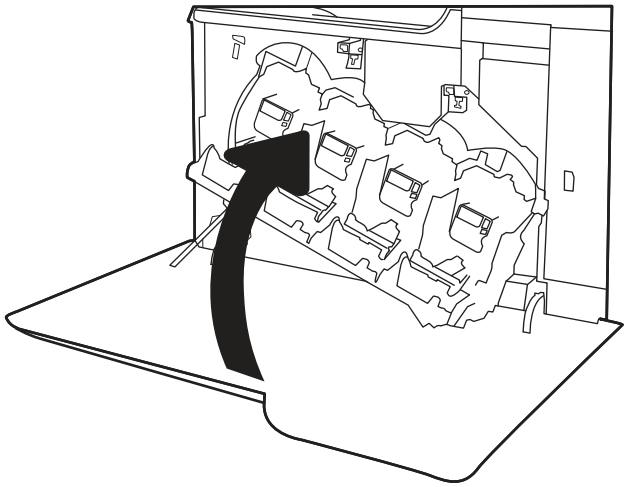


5. Support the toner cartridge underneath with one hand while holding the cartridge handle with the other. Align the toner cartridge with its slot on the shelf, and then insert the toner cartridge into the printer.

NOTE: Avoid touching the green imaging drum. Fingerprints on the imaging drum can cause print defects.



6. Close the front door.



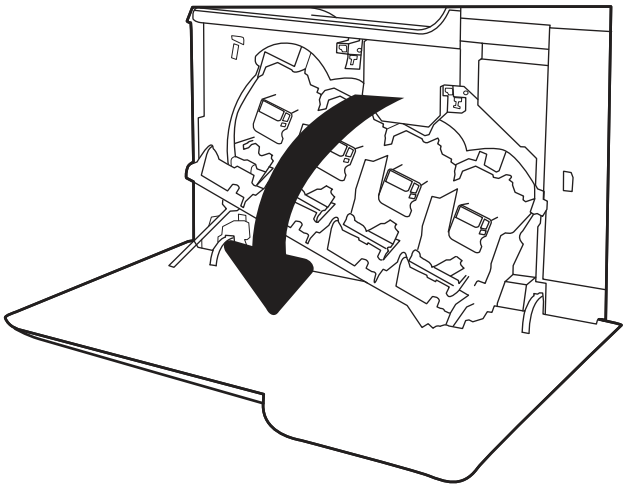
# Replace the toner-collection unit

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

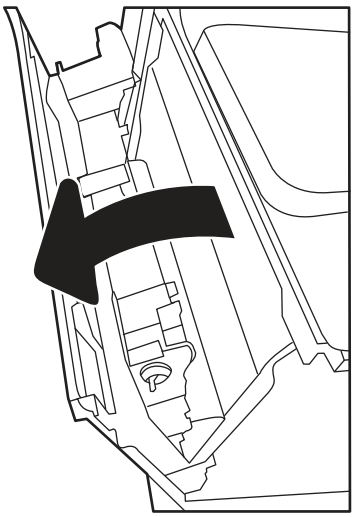
NOTE: The toner collection unit is designed for a single use. Do not attempt to empty the toner collection unit and reuse it. Doing so could lead to toner being spilled inside the printer, which could result in reduced print quality. After use, return the toner collection unit to HP's Planet Partners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

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.

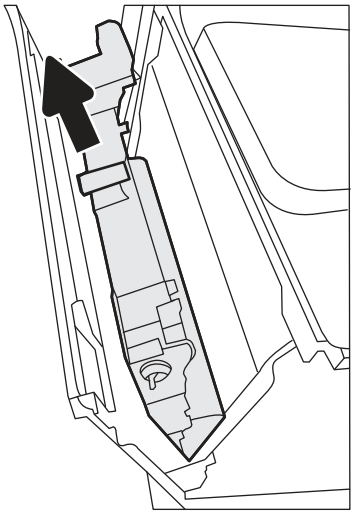
1. Open the front door.



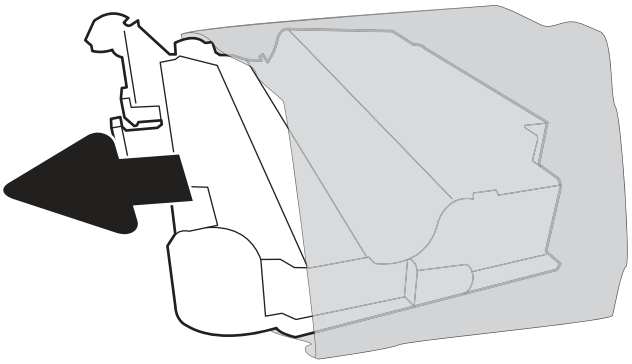
2. Open the left door.



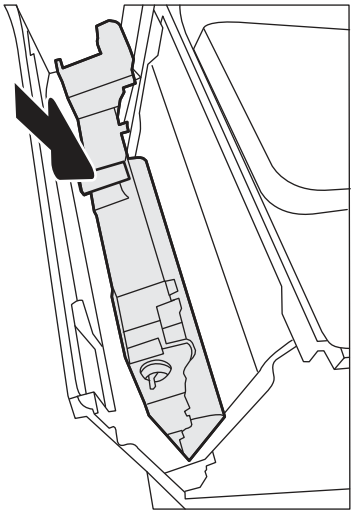
3. Grasp the top of the toner-collection unit and remove it from the printer.



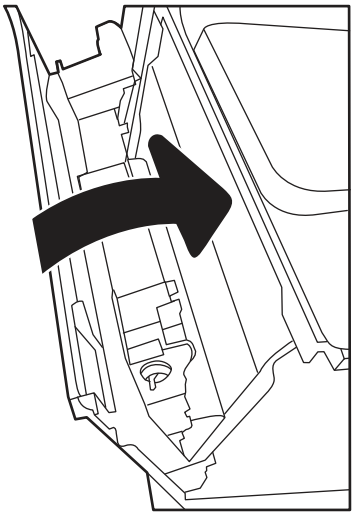
4. Remove the new toner-collection unit from its packaging.



5. Install the new unit into the printer. Make sure the toner-collection unit is firmly in place.



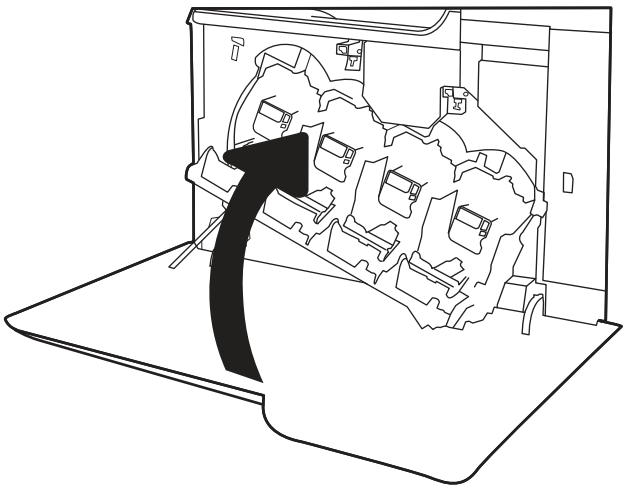
6. Close the left door.



NOTE: If the toner-collection unit is not installed correctly, the left door does not close completely.

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

7. Close the front door.



# Replace the staple cartridge (M681z and M682z models)

Install a new staple cartridge when your current cartridge is empty.

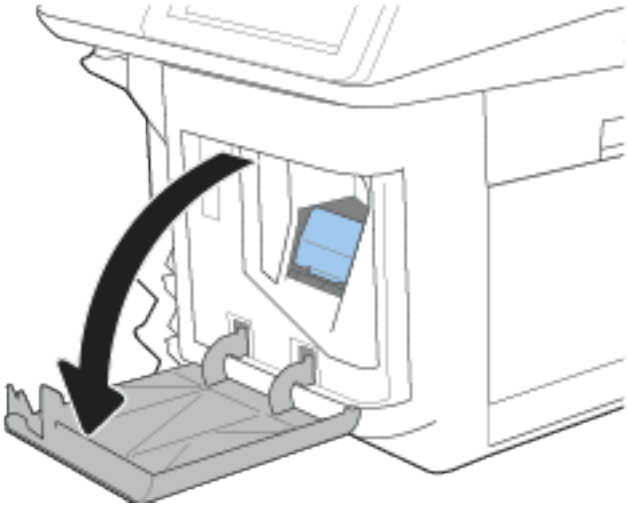
## Introduction

The following information provides instructions to replace the staple cartridges.

## Remove and replace the staple cartridge

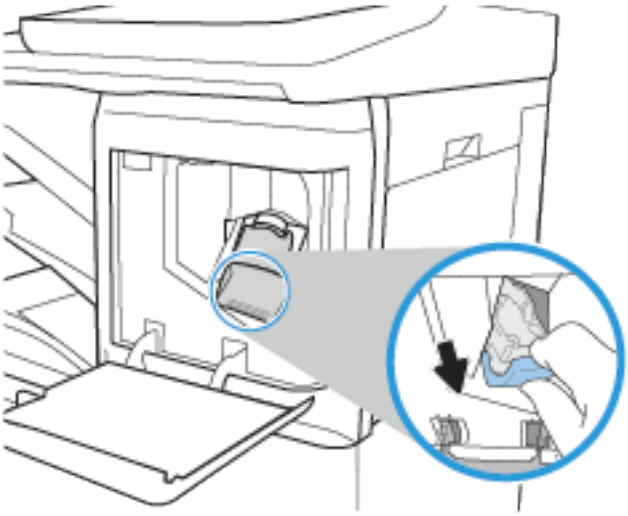
Use the following procedure to replace the staple cartridge.

1. Open the staple-cartridge door.

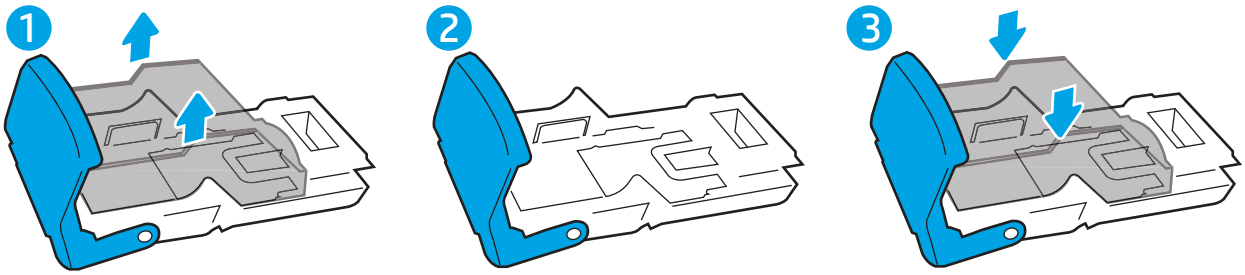


NOTE: Opening the staple-cartridge door disables the stapler.

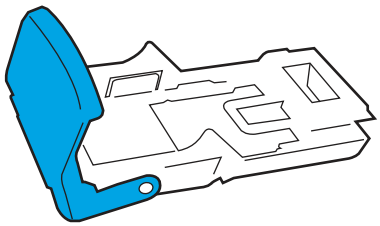
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



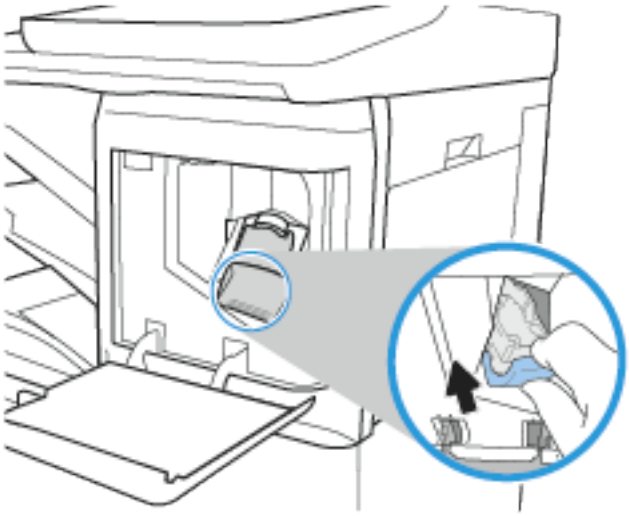
3. Remove the staple cartridge from the sled and replace it with the new staple cartridge.



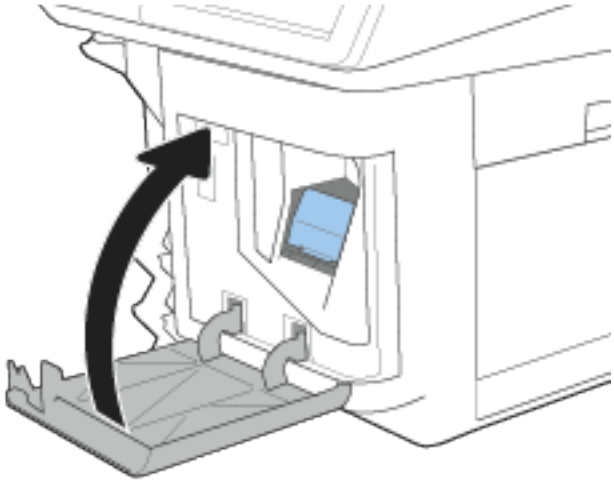

IMPORTANT: Do not dispose of the staple carrier/sled. The sled is not an orderable or replaceable part.



4. Reinsert the full cartridge into the engine by pressing the colored handle toward the printer until it snaps into place.



5. Close the staple-cartridge door



# 4 Print

Print using the software, or print from a mobile device or USB flash drive.

- Print tasks (Windows) on page 55
- Print tasks (OS X) on page 59
- Store print jobs on the printer to print later or print privately on page 61
- Mobile printing on page 65
- Print from the USB port on page 68

**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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)

Learn about common printing tasks for Windows users.

### How to print (Windows)

Use the **Print** option from a software application to select the printer and basic options for your print job.

The following procedure describes the basic printing process for Windows.

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

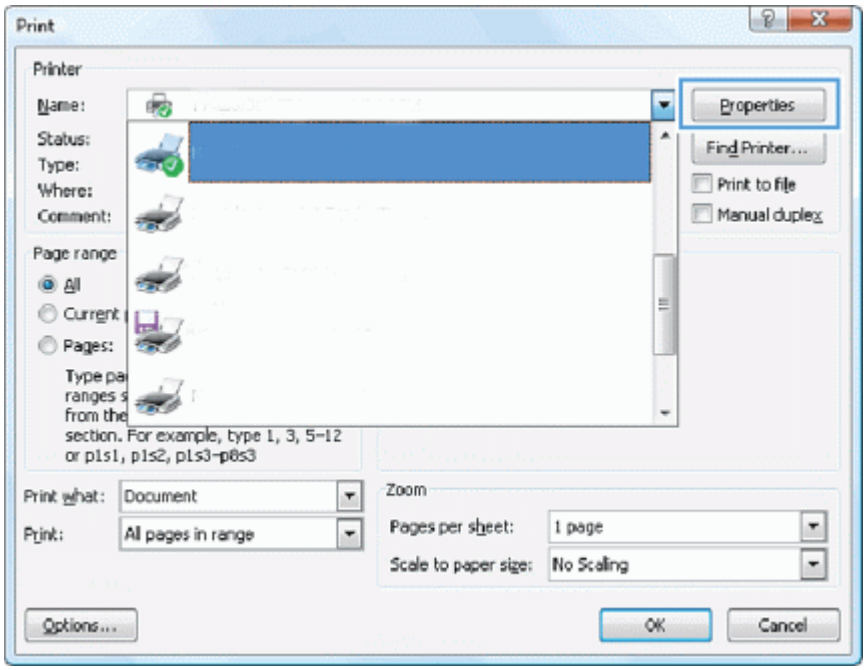
2. Select the printer from the list of printers. To change settings, click the **Properties** or **Preferences** button to open the print driver.

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

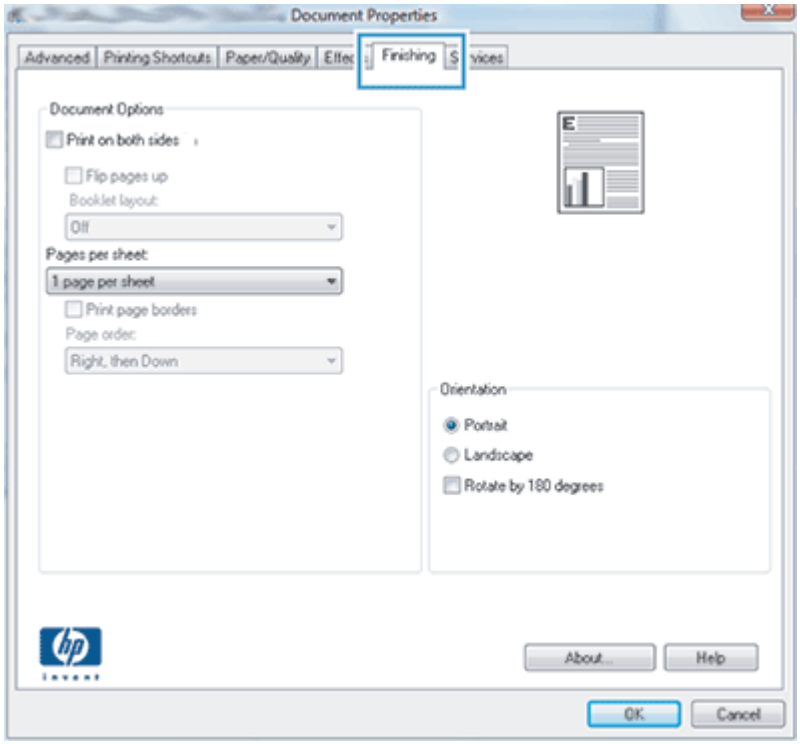
NOTE: To access these features from a Windows 8 or 8.1 Start screen, select **Devices**, select **Print**, and then select the printer.

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 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 the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.
5. Click the **Print** 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, you can 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 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 the **Finishing** tab.
4. Select **Print on both sides** . Click **OK** to close the **Document Properties** dialog.
5. In the **Print** dialog box, click **Print** to print the job.

## Print multiple pages per sheet (Windows)

When you print from a software application using the **Print** option, you can select an option to print multiple pages on a single sheet of paper. For example, you might want to do this if you are printing a very large document and want to save paper.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click 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 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 **OK** to close the **Document Properties** dialog box.
6. In the **Print** dialog, click **Print** to print the job.

## Select the paper type (Windows)

When you print from a software application using the **Print** option, you can set the paper type you are using for your print job. For example, if your default paper type is Letter, but you are using a different paper type for a print job, select that specific paper type.

1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then click 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 the **Paper/Quality** tab.
4. From the **Paper type** drop-down list, select 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 **OK** .
8. Click **OK** to close the **Document Properties** dialog. In the **Print** dialog, click **Print** 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

Locate information on the Web for performing common printing tasks.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

Instructions are available for 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)

Print using the HP printing software for OS X, including how to print on both sides or print multiple pages per sheet.

## 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)

If your printer has an automatic duplexer installed, you can automatically print on both sides of the paper. Use a paper size and type supported by the duplexer.

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.

## Print multiple pages per sheet (OS X)

When you print from a software application using the **Print** option, you can select an option to print multiple pages on a single sheet of paper. For example, you might want to do this if you are printing a very large document and want to save paper.

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

When you print from a software application using the **Print** option, you can set the paper type you are using for your print job. For example, if your default paper type is Letter, but you are using a different paper type for a print job, select that specific paper type.

1. Click the **File** menu, and then click the **Print** option.
2. Select the printer.
3. Click **Show Details**, 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 **Print/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

Locate information on the Web for performing common printing tasks.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

Instructions are available for 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

Store print jobs in the printer memory for printing at a later time.

## Introduction

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


- Create a stored job (Windows) on page 61
- Create a stored job (OS X) on page 63
- Print a stored job on page 64
- Delete a stored job on page 64
- Information sent to printer for Job Accounting purposes on page 64


## Create a stored job (Windows)

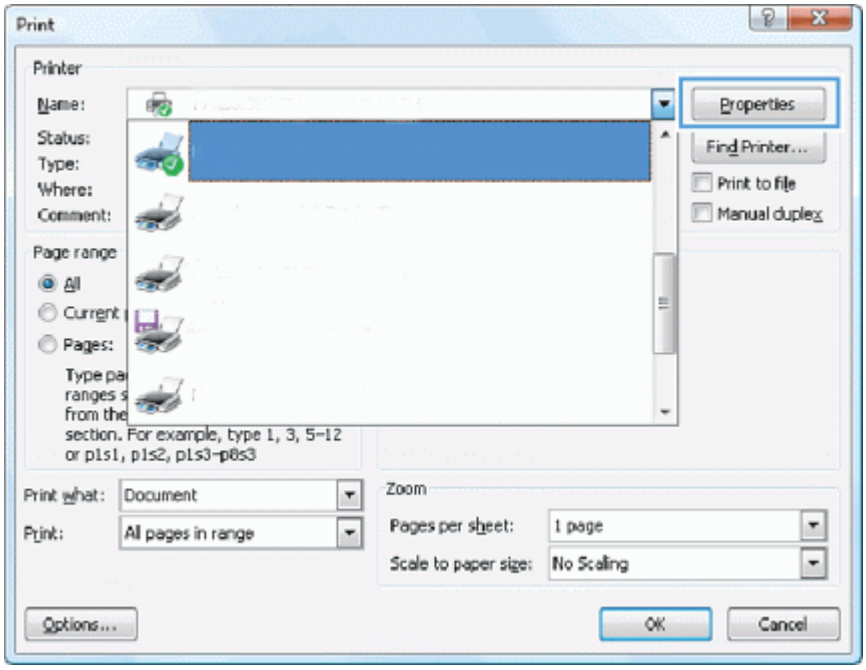
Store jobs on the printer for private or delayed printing.

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

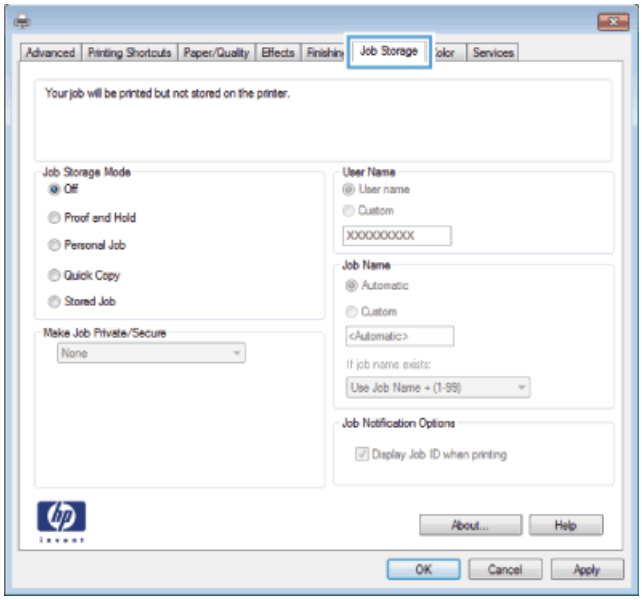
1. From the software program, select the **Print** option.
2. Select the printer from the list of printers, and then select **Properties** or **Preferences** (the name varies for different software programs).

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, 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.
   - **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 **Print** 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 so you can print 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 the **Mode** drop-down list, 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.
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 Choose and then 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, select the number of copies field in the bottom-left corner of the screen. Use the keypad to enter the number of copies to print.
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.

To change the number of jobs that the printer can store, complete the following procedure:

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Copy/Print or Print
   - Manage Stored Jobs
   - Temporary Job Storage Limit
3. Use the keypad to enter the number of jobs that the printer stores.
4. Select Done to save the setting.

Use the following 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 Choose, and then 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. Select the Trash icon to delete the job.

## Information sent to printer for Job Accounting purposes

Print job information sent to the printer may be used for job accounting purposes

Printing jobs sent from drivers on the client (e.g., PC) may send personally identifiable information to HP's Printing and Imaging devices. This information may include, but is not limited to, user name and client name from which the job originated that may be used for job accounting purposes, as determined by the Administrator of the printing device. This same information may also be stored with the job on the mass storage device (e.g., disk drive) of the printing device when using the job storage feature.

# Mobile printing

Mobile and ePrint solutions enable easy printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

## Introduction

HP offers multiple Mobile and ePrint solutions to enable wireless printing to an HP printer from a laptop, tablet, smartphone, or other mobile device.

To see the full list and to determine the best choice, go to www.hp.com/go/LaserJetMobilePrinting


- Wireless Direct Print and NFC Printing on page 65
- HP ePrint via email on page 66
- HP ePrint software on page 66
- AirPrint on page 67
- Android embedded printing on page 67


## Wireless Direct Print and NFC Printing

HP provides Wireless Direct Print 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).

Wireless Direct Print 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 Wireless Direct Print 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 Android embedded print solution.
- PC and Mac devices using the HP ePrint Software.

For more information on HP wireless printing, go to http://www.hp.com/go/wirelessprinting.

NFC and Wireless Direct Print capabilities can be enabled or disabled from the printer control panel.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Networking
   - Wireless Direct
   - Status
3. Select On, and then select OK 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 Wireless Direct Name for easier printer identification for HP Wireless Direct

printing. The Wireless network names, e.g., Wireless, WiFi Direct, etc. are available on the Information screen by selecting the Information icon, and then selecting the Network icon or the Wireless icon.

Complete the following procedure to change the printer Wireless Direct name:

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - Networking
   - Wireless Direct
   - Wireless Direct Name
3. Use the keypad to change the name in the Wireless Direct Name text field. Select OK.

## 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.

To use HP ePrint, the printer 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 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
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 network printers on the network (LAN or WAN) to products that support UPD PostScript®.

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

Windows and OS X 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: For Windows, the name of the HP ePrint Software print driver is HP ePrint + JetAdvantage.

NOTE: The HP ePrint software is a PDF workflow utility for OS X, 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/support/colorljM681MFP or www.hp.com/support/colorljM682MFP

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 many versions of the operating system.

NOTE: If printing is not available on your device, go to the Google Play > Android apps and install the HP Print Service Plugin.

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

# Print from the USB port

This printer features easy-access USB printing, for quickly printing files without sending them from a computer.

## Introduction

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 procedures 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.

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Print documents from a USB flash drive.

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.
3. Select Print from USB Drive.
4. Touch Choose, and then select the name of the document to print. Touch Select.

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

5. To adjust the number of copies, touch the number of copies field in the bottom-left corner of the screen. Use the keypad to enter the number of copies to print.
6. Select Print to print the document.

# 5 Copy

Make copies with the printer, learn how to copy a two-sided document, and locate additional copy tasks on the web.


- Make a copy on page 70
- Copy on both sides (duplex) on page 72
- Additional options when copying on page 73
- Additional copy tasks on page 75


**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Copy a document or picture from the scanner glass or automatic document feeder.

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.

Table 5-1 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |

Table 5-1 Buttons on the right side of the preview pane (continued)

| Button | Description |
| --- | --- |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

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

# Copy on both sides (duplex)

Use the following procedure to make a copy on both sides of a page from the scanner glass or the automatic document feeder.

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 Sides.
4. 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.

   NOTE: This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature.

   - Use 1-sided for originals that are printed on one side of the page.
   - Use 2-sided for originals that are printed on both sides of the page.
   - Enable or disable Pages Flip Up to determine on which edge of the page a 2-sided original flips
5. 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

   NOTE: This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature.

   - 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: The output will be 2-sided.
   - Enable or disable Pages Flip Up to determine on which edge of the page a 2-sided original flips.
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.

Table 5-2 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

8. 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.

Table 5-3 Copy options

| Item | Description |
|---|---|
| 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.<br><br>NOTE: Use the HP Embedded Web Server to create and save Quick Sets.<br><br>Save defaults: Save the current settings in the Options list as default settings for future copy jobs. |
| Sides | Specify whether the original document is printed on one side or both sides, and whether the copies are to be printed on one side or both sides. |
| Color/Black<br><br>For color printers only. | Specify whether copies are to be printed in color, black and gray, or black only. |
| Staple<br><br>For printers with automatic finishing accessories only. This feature does not apply to printers with convenience staplers. | Specify the placement of staples. |
| Staple/Hole Punch<br><br>For printers with hole-punch accessories only. | Specify the number and placement of punched holes. |
| Scan Mode | **Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.<br><br>**Book Mode**: Scan an open book and output each page of the book onto different pages.<br><br>**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. |
| 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<br><br>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.<br><br>NOTE: This option does not appear when the output bins are configured for stacker mode or function-separator mode. |
| Paper Path<br><br>For printers that have an option to flip pages inside the paper path. | Select a specific paper path:<br><br>Face-up (straightest path): Pages output to the bin in the opposite order that they were placed in the document feeder.<br><br>Face-down (correct order): Pages are stacked in the same order as they were placed in the document feeder. |

Table 5-3 Copy options (continued)

| Item | Description |
|---|---|
| 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.<br><br>Darkness: Increase or decrease the amount of white and black used in colors in scanned images.<br><br>Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.<br><br>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.<br><br>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. |
| Collate | Assemble each set of pages in the same order as the original document when making multiple copies of a document. |
| Automatically Straighten<br><br>NOTE: Available on Flow models only.<br><br>This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature. | Automatically straighten a scanned image. |
| Blank Page Suppression<br><br>NOTE: This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature. | 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. |

# Additional copy tasks

Locate information on the Web for performing common copy tasks.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Learn how to scan directly to email, a USB flash drive, a network folder, or another destination.


- Set up Scan to Email on page 78
- Set up Scan to Network Folder on page 91
- Set up Scan to USB Drive on page 101
- Set up Scan to SharePoint (Flow models only) on page 105
- Create a Quick Set on page 110
- Send a scanned document to one or more email addresses on page 120
- Scan and send to network folder on page 122
- Scan and send to USB Flash Drive on page 124
- Additional options when scanning on page 125
- Use HP JetAdvantage business solutions on page 128
- Additional scan tasks on page 128


**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Learn how to set up the Scan to Email feature.


- Introduction on page 78
- Before you begin on page 78
- Step one: Access the HP Embedded Web Server (EWS) on page 79
- Step two: Configure the Network Identification settings on page 79
- Step three: Configure the Send to Email feature on page 80
- Step four: Configure the Quick Sets (optional) on page 88
- Step five: Set up Send to Email to use Office 365 Outlook (optional) on page 88


## Introduction

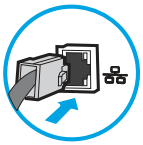
The printer has a feature that enables it to scan a document and send it to one or more email addresses.

To use this scan feature, the printer must be connected to a network; however, the feature is not available until it has been configured. There are two methods for configuring Scan to Email, the **Scan to Email Setup Wizard** for basic and **Email Setup** for advanced.

Use the following information to set up the Scan to Email feature.

## Before you begin

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



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 found 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.

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

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

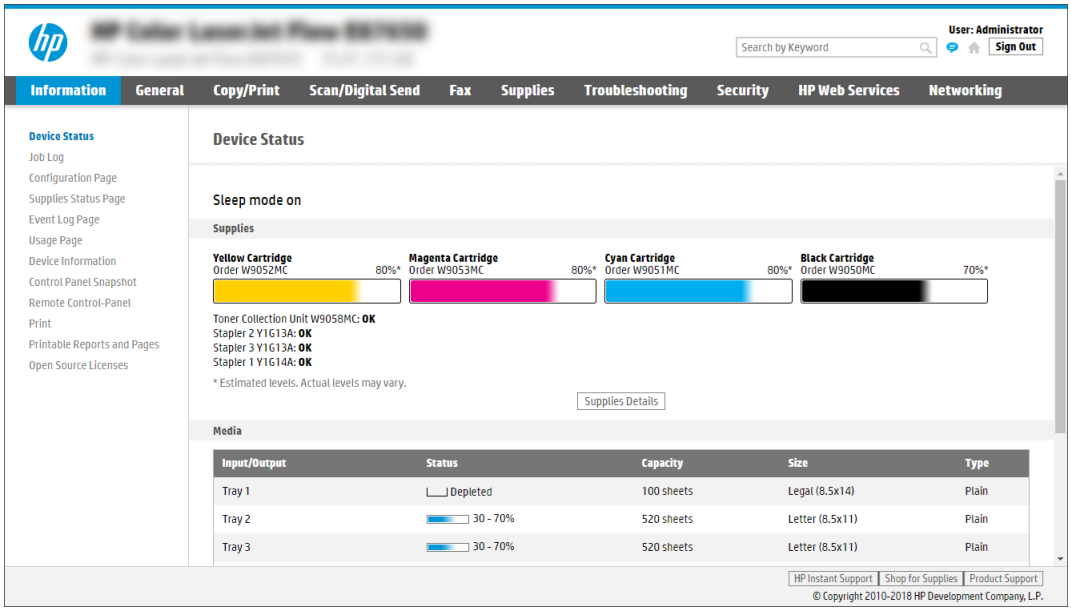
Learn how to open the EWS to start the setup process.

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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.




## Step two: Configure the Network Identification settings

Configure advanced setting for network identification.

NOTE: Configuring email setup on the **Networking** tab is an advanced process and might require the assistance of a system administrator.

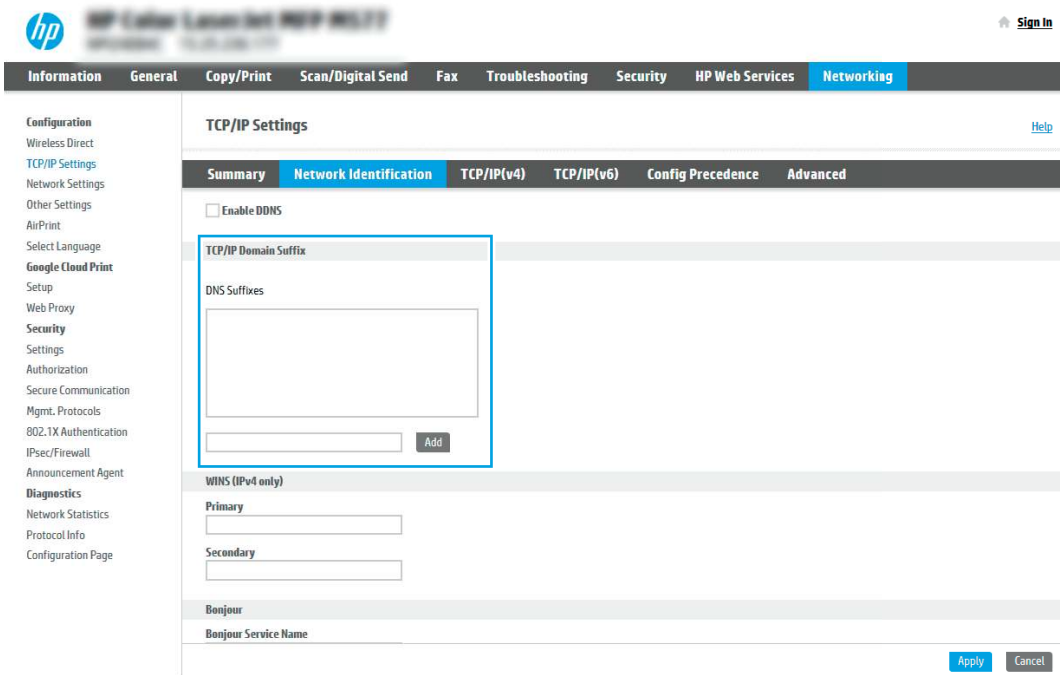
1. Using the EWS top navigation tabs, click **Networking**.

NOTE: For configuring the network settings for use with Office 365, Step five: Set up Send to Email to use Office 365 Outlook (optional) on page 88

2. In the left navigation pane, click **TCP/IP Settings**. A username/password might be required to access the **Network Identification** tab of the EWS.

3. On the **TCP/IP Settings** dialog, 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 **OK**.

## Step three: Configure the Send to Email feature

The two options for configuring Send to Email are the **Email Setup Wizard** for basic configuration and **Email Setup** for advanced configuration. Use the following options to configure the Send to Email feature:

- Method one: Basic configuration using the Email Setup Wizard on page 80
- Method two: Advanced configuration using the Email Setup on page 83

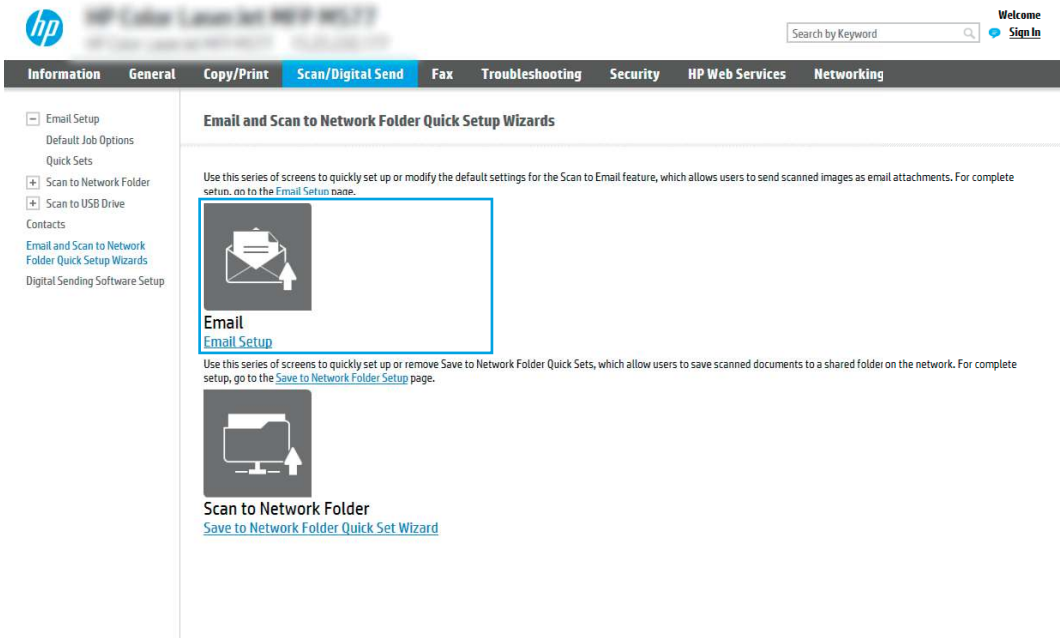
### Method one: Basic configuration using the Email Setup Wizard

Perform basic configuration using the Email Setup Wizard.

This option opens the **Email Setup Wizard** in the HP Embedded Web Server (EWS) for basic configuration.

1. Using the EWS top navigation tabs, click **Scan/Digital Send**.
2. In the left navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.
3. In the **Email and Scan to Network Folder Quick Setup Wizards** dialog, click the **Email Setup** link.

NOTE: If a message displays indicating that the Scan to Email feature is disabled, click **Continue** to proceed with the configuration and enable the Scan to Email feature upon completion.




4. On the **Configure Email Servers (SMTP)** dialog, select one of the following options and complete the steps:

- Option one: Use a server already in use by Email.

  Select **Use a server already in use by Email**, and then click **Next**.

- Option two: Search the network for the outgoing email server.

  This option finds outgoing SMTP servers inside your firewall only.

  a. Select **Search network for outgoing email server**, and then click **Next**.

  b. Select the appropriate server from the **Configure Email Server (SMTP)** list, and then click **Next**.

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

  – Server does not require authentication: Select **Server does not require authentication**, and then click **Next**.

  **-OR-**

  – Server requires authentication: From the drop-down list, select an authentication option:

  ○ **Use credentials of user to connect after Sign In at the control panel**: Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

  **-OR-**

  ○ **Always use these credentials**: Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

- Option three: Add the SMTP server.

  a. Select **Add SMTP server**.

b. 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 website or other sources. Typically, for Gmail, the SMTP address is smtp.gmail.com, port number 465, and the SSL should be enabled.

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

c. Select the appropriate server authentication option:

- Server does not require authentication: Select **Server does not require authentication**, and then click **Next**.

  -OR-

- Server requires authentication: Select an option from the **Server requires authentication** drop-down list:

  - **Use credentials of user to connect after Sign In at the control panel**: Select **Use credentials of user to connect after Sign In at the control panel**, and then click **Next**.

    -OR-

  - **Always use these credentials**: Select **Always use these credentials**, enter the **User name** and **Password**, and then click **Next**.

5. On the **Configure Email Settings** dialog, enter the following information about the sender's email address, and then click **Next**.

NOTE: When setting up the **From**, **Subject**, and **Message** 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.

Table 6-1 **Send email settings**

| Option | Description |
|---|---|
| **From**<br>(Required) | Select one of the following options from the **From** drop-down list:<br>• **User's address (sign-in required)**<br>• **Default From**: Enter a default email address and display name in the **Default From Email Address** and **Default Display Name** fields<br>NOTE: Create an email account for the printer, and use this address for the default email address.<br>NOTE: 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**<br>(Optional) | Provide a default subject line for the email messages. |
| **Message**<br>(Optional) | Create a custom message.<br>To use this message for all emails sent from the printer, clear the **User editable** check box for **Message**. |

6. In the **Configure File Scan Settings** area, set the default scanning preferences, and then click **Next**.

Table 6-2 Scan settings

| Option | Description |
|---|---|
| File Type | Select the default file type for the scanned document:<br>• PDF<br>• JPEG<br>• TIFF<br>• MTIFF<br>• XPS<br>• PDF/A |
| Color/Black | Select the default color setting for the scanned document:<br>• Color<br>• Black<br>• Black/Gray<br>• Automatically detect |
| Quality and File Size | Select the default output quality for the scanned document:<br>• Low (small file)<br>• Medium<br>• High (large file) |
| Resolution | Select the default scan resolution for the scanned document:<br>• 75 dpi<br>• 150 dpi<br>• 200 dpi<br>• 300 dpi<br>• 400 dpi<br>• 600 dpi |

7. Review the **Summary** area, and then click **Finish** to complete the setup.

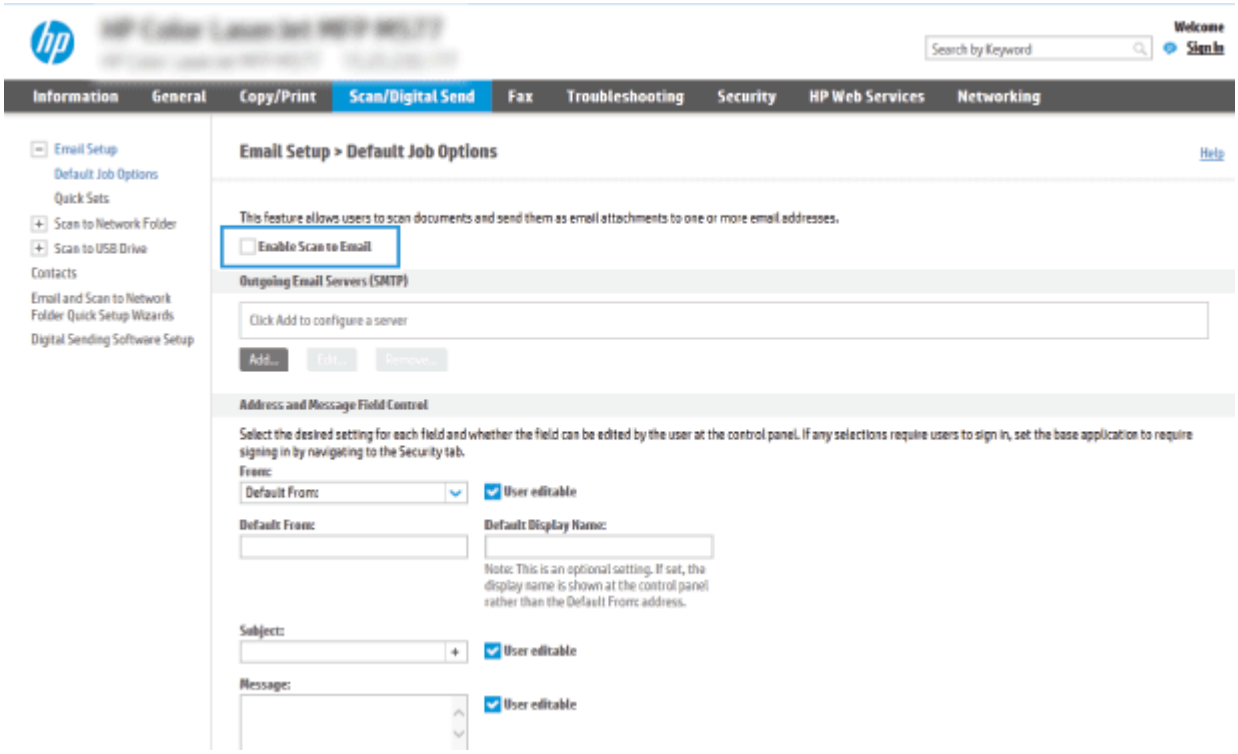
## Method two: Advanced configuration using the Email Setup

Use the following steps for advanced configuration using the **E-mail Setup** dialog in the EWS.

1. Using the EWS top navigation tabs, click **Scan/Digital Send**, and then click **Email Setup** in the left navigation pane.

NOTE: By default, the **Email Setup** page displays the basic settings for Scan to Email setup. To access additional settings, click the **Advanced Settings** button at the bottom of the page.

2. On the **Email Setup** dialog, select the **Enable Scan to Email** check box. If this check box is not selected, the feature is unavailable at the printer control panel.




3. In the **Outgoing Email 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.

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

        – **Option one: I know my SMTP server address or host name**: Enter the address of an SMTP server, and then click **Next**

        – **Option two:** If you do not know the address of the SMTP server, select **Search network for outgoing email 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.

     b. 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 emails if larger than (MB)**.

     NOTE: In most cases, the default port number does not need to be changed. However, when using the Enable SMTP SSL Protocol option, port 587 must be used.

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.

c. 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.

d. 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.

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

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

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

Table 6-3 Address and Message Field Control settings

| 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.<br><br>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.<br><br>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 email address formats*** | Select to allow an invalid email address format. |

Table 6-3 Address and Message Field Control settings (continued)

| Feature | Description |
|---|---|
| **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), clear the **User editable** check box.<br><br>When setting up the address fields, if the **User editable** check box is cleared, 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.<br><br>NOTE: Create an email account for the printer, and use this address for the default email address.<br><br>NOTE: 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:**. |

* This setting is available only on the Advanced Settings page.

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

Table 6-4 Signing and Encryption settings

| Feature | Description |
|---|---|
| **Signing** | Select whether to sign the email with a security certificate.<br><br>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 certificate. |
| **Encryption** | Select whether to encrypt the email.<br><br>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. |
| **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 recipient's public key certificate to verify the recipient. |

6. In the **Notification** 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.

7. In the **Scan Settings** area, set the default scanning preferences.

Table 6-5 Scan Settings

| Feature | Description |
|---|---|
| **Original Size** | Select the page size of the original document. |

Table 6-5 Scan Settings (continued)

| Feature | Description |
|---|---|
| **Original Sides** | Select whether the original document is single-sided or double-sided. |
| **Optimize Text/Picture** | Select to optimize the output of a particular type of content. |
| **Content Orientation** | Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**. |
| **Background Cleanup** | Select a value to remove faint images from the background or to remove a light background color. |
| **Darkness** | Select a value to adjust the darkness of the file. |
| **Contrast** | Select a value to adjust the contrast of the file. |
| **Sharpness** | Select a value to adjust the sharpness of the file. |
| **Image Preview** | Select whether to require or make optional a displayed preview of the job or to disable a preview. |
| **Cropping Options** | Select whether or not to allow a job to be cropped and the type of cropping option. |
| **Erase Edges** | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |

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

Table 6-6 File Settings

| Feature | Description |
|---|---|
| **File Name Prefix*** | Set the default file name prefix used for files saved to a network folder. |
| **File Name** | Default file name for the file to be saved.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **File Name Suffix*** | Set the default file name suffix used for files saved to a network folder.<br><br>Duplicate filename suffix default [filename]_YYYYMMDDT |
| **File Name Preview*** | Enter a file name, and then click the **Update Preview** button. |
| **File Numbering Format*** | Select a file name format for when the job is divided into multiple files. |
| **Add numbering when job has just one file (ex. _1–1)*** | Select this setting to add numbering to a file name when the job is only one file instead of multiple files. |
| **File Type** | Select the file format for the saved file.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **High Compression (smaller file)*** | Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file. |
| **PDF encryption*** | If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start. |
| **Resolution** | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| **Quality and File Size** | Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send. |
| **Color/Black** | Specify whether copies are to be printed in color, black and gray, or black only. |

Table 6-6 File Settings (continued)

| Feature | Description |
|---|---|
| Suppress blank pages * | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |
| Create Multiple Files* | Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file. |

* This setting is available only on the Advanced Settings page.

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

## Step four: Configure the Quick Sets (optional)

Quick Sets are optional short-cut jobs that can be accessed on the main Home screen or within the Quick Sets application at the printer. Use the following procedure to configure the Quick Sets.

1. In the **Email Setup** area of the left navigation pane, click **Quick Sets**.
2. Select one of the following options:
   - Select an existing Quick Set under Quick Sets Application in the table.

     -OR-

   - Click **Add** to start the Quick Set Wizard.
3. If you selected **Add**, the **Quick Sets Setup** page opens. Complete the following information:
   - **Quick Set Name**: Enter a title for the new Quick Set.
   - **Quick Set Description**: Enter a description of the Quick Set.
   - **Quick Set Start Option**: To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.
4. Define the following settings for the Quick Set: Address and Message Field Control, Signing and Encryption, Notification, Scan Settings, File Settings.
5. Click **Finish** to save the Quick Set.

## Step five: Set up Send to Email to use Office 365 Outlook (optional)

Enable the printer to send an email with an Office 365 Outlook account from the control panel.

### 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.

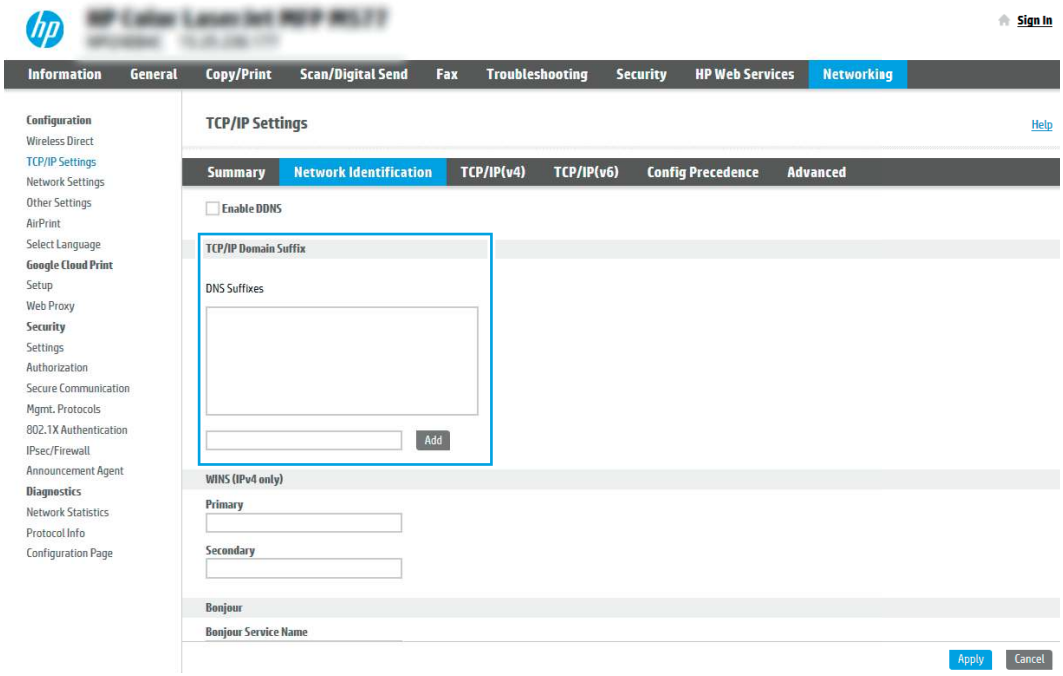
NOTE: You must have an email address account with Office 365 Outlook to configure the settings in the EWS.

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

Configure the outgoing email server using the following procedure.

1. Using the EWS top navigation tabs, click **Networking**.

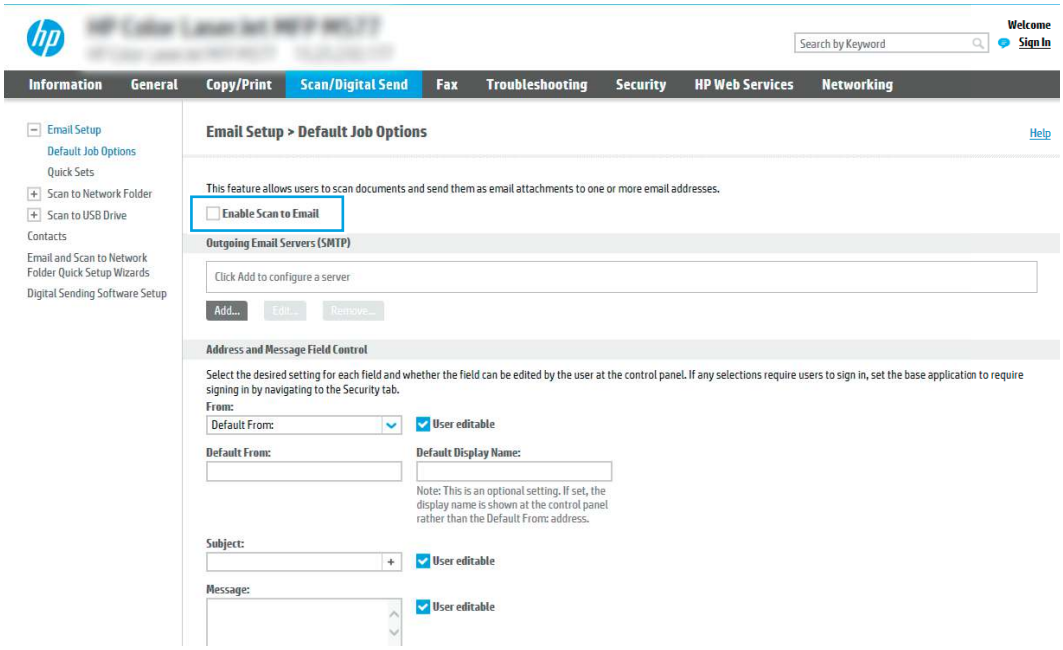
2. In the left navigation pane, click **TCP/IP Settings**.
3. In the **TCP/IP Settings** area, click the **Network Identification** tab.
4. If DNS is required on the network, in the **TCP/IP Domain Suffix** area, verify that the DNS suffix for the email client being used is listed. DNS suffixes have 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 **Email Setup**.

8. On the Email Setup page, select the **Enable Scan to Email** check box. If this check box is not available, the feature is unavailable at the printer control panel.




9. In the **Outgoing Email 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 emails 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 email 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 setup.

For more information, go to Microsoft's Support page.

# Set up Scan to Network Folder

Set up the Scan to Folder feature to scan documents directly to network folder.


- Introduction on page 91
- Before you begin on page 91
- Step one: Access the HP Embedded Web Server (EWS) on page 91
- Step two: Set up Scan to Network Folder on page 92


## 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. There are two methods for configuring Scan to Network Folder, the **Save to Network Folder Setup Wizard** for basic setup and **Save to Network Folder Setup** for advanced setup.

## Before you begin

Have the following items available before you set up the Scan to Network feature.

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).

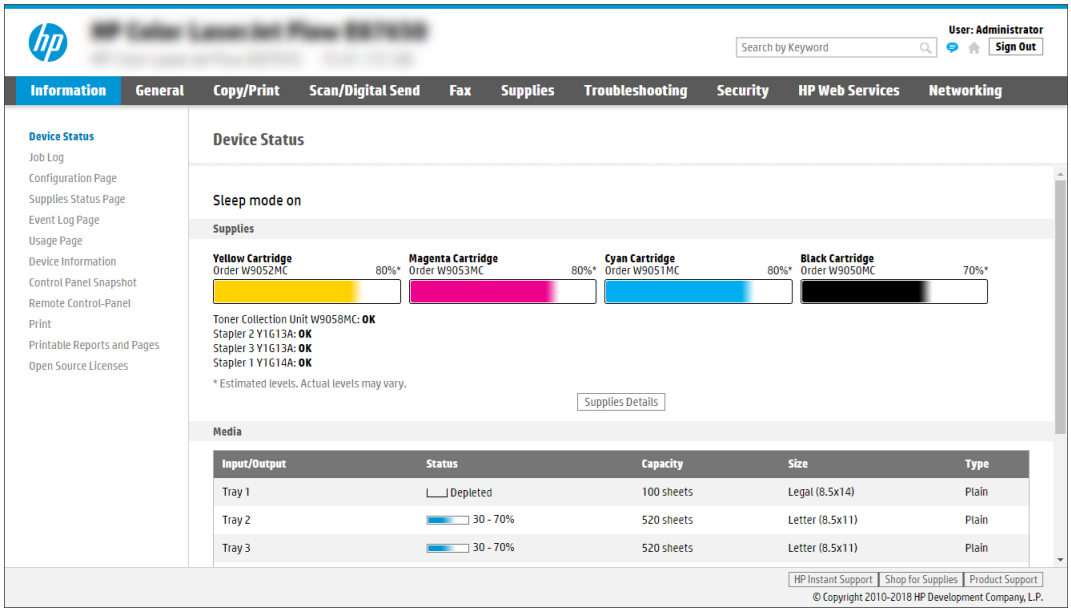
NOTE: The use of the term "server" in this context refers to the computer where the shared folder resides.

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

Learn how to open the EWS to start the setup process.

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.

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.




## Step two: Set up Scan to Network Folder

Set up Scan to Network Folder using one of the following methods.

### Method one: Use the Scan to Network Folder Wizard

Use this option for basic configuration of the Save to Network Folder feature using the Scan to Network Folder wizard.

NOTE: Before you begin: To display the printer's IP address or host name, touch the Information icon , and then touch the Network icon on the printer's control panel.

1. Using the EWS top navigation tabs, click **Scan/Digital Send** tab. The **Email and Scan to Network Folder Quick Setup Wizards** dialog opens.
2. In the left navigation pane, click **Email and Scan to Network Folder Quick Setup Wizards**.
3. Click the **Save to Network Folder Quick Set Wizard** link.
4. On the **Add or Remove a Save to Network Folder Quick Set** dialog, click **Add**.

NOTE: Quick Sets are short-cut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

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.

5. On the **Add Folder Quick Set** dialog, complete the following information:
   a. In the **Quick Set Title** field, type a title.

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

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

c. Click **Next**.

6. 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**.

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

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

## Method two: Use Scan to Network Folder Setup

This option enables advanced configuration of the Save to Network Folder feature using the HP Embedded Web Server (EWS) for the printer.

NOTE: Before you begin: To display the printer's IP address or host name, touch the Information icon , and then touch the Network icon on the printer's control panel.

### Step one: Begin the configuration

Use the following steps to begin Scan to Network Folder setup.

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

2. On the left navigation pane, click **Scan to Network Folder Setup** link.

### Step two: Configure the Scan to Network Folder settings

Use the following procedure to complete Scan to Network Folder setup.

1. On the **Scan to Network Folder Setup** page, select the **Enable Scan to Network Folder** check box. If this box is not selected, the feature is unavailable at the printer control panel.
2. In the Scan to Network Folder area of the left navigation pane, click **Quick Sets**. Click **Add** to open the **Quick Sets Setup** dialog.

NOTE: Quick Sets are short-cut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

NOTE: 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.

Complete all of the settings in the Quick Set Setup to fully configure the Scan to Network Folder feature.

### Dialog one: Set the Quick Set name, description, and options for user interaction at the control panel

Set the Quick Set details for user interaction at the printer's control panel.

Use the **Set the button location for the Quick Set and options for user interaction at the control panel** dialog to configure where the **Quick Set** button will display on the printer control panel and to configure the level of user interaction at the printer control panel.

1. In the **Quick Set Name** field, type a title.

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

2. In the **Quick Set Description** field, type a description explaining what the Quick Set will save.
3. 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 prompt options :

     - **Prompt for original sides**
     - **Prompt for additional pages**
     - **Require Preview**

   NOTE: If **Start instantly upon selection** is selected, the destination folder must be entered in the next step.
4. Click **Next**.

### Dialog two: Folder Settings

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

There are two types of destination folders to select from:

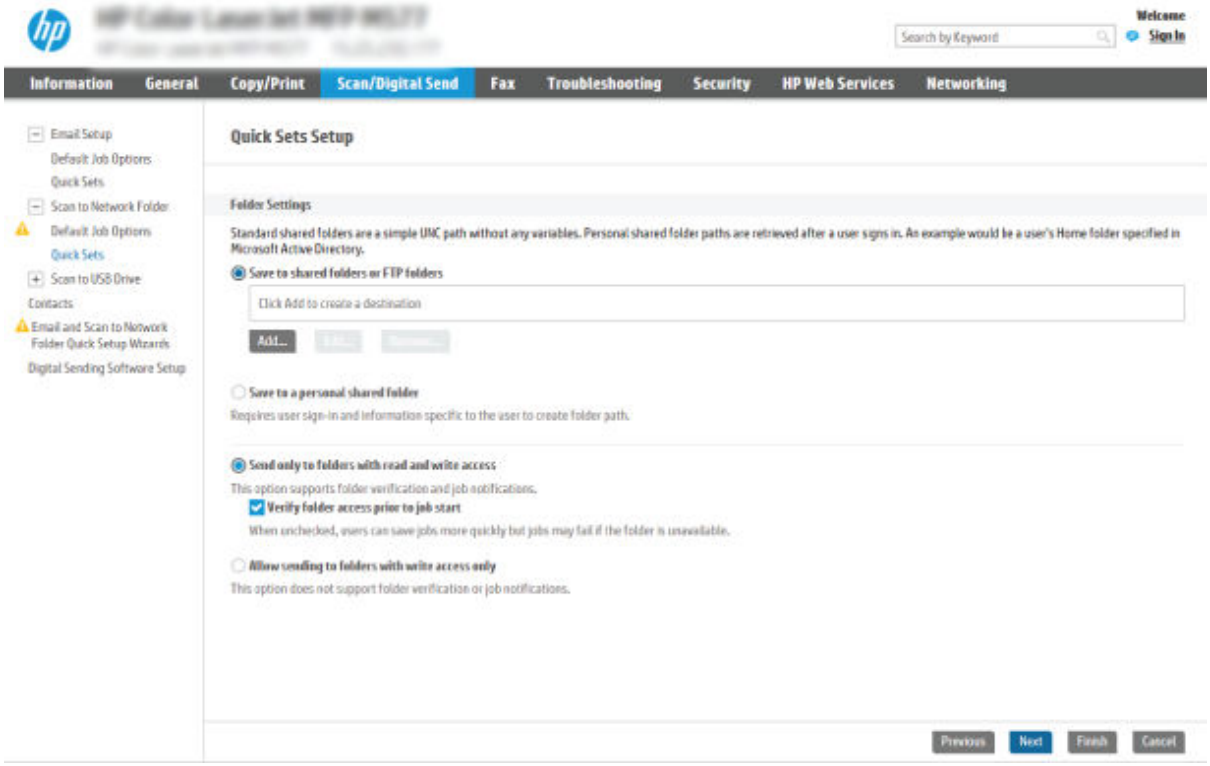
- Shared folders or FTP folders

- Personal shared folders

There are two types of folder permissions to select from:

- Read and write access
- Write access only

The following information describes how to configure the folder settings.



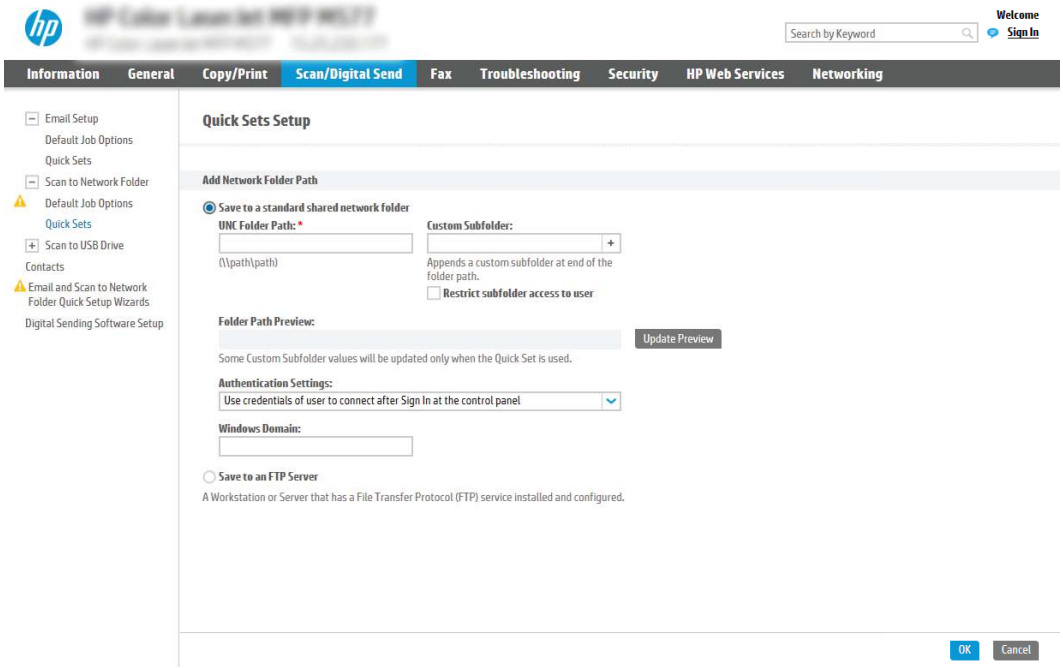

## Configure the destination folder for scanned documents

Select one of the following options to set up a destination folder.

### Option 1: Shared folder or FTP folder

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**.




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

b. 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.

c. 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**.

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

e. 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.

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

NOTE: 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**.

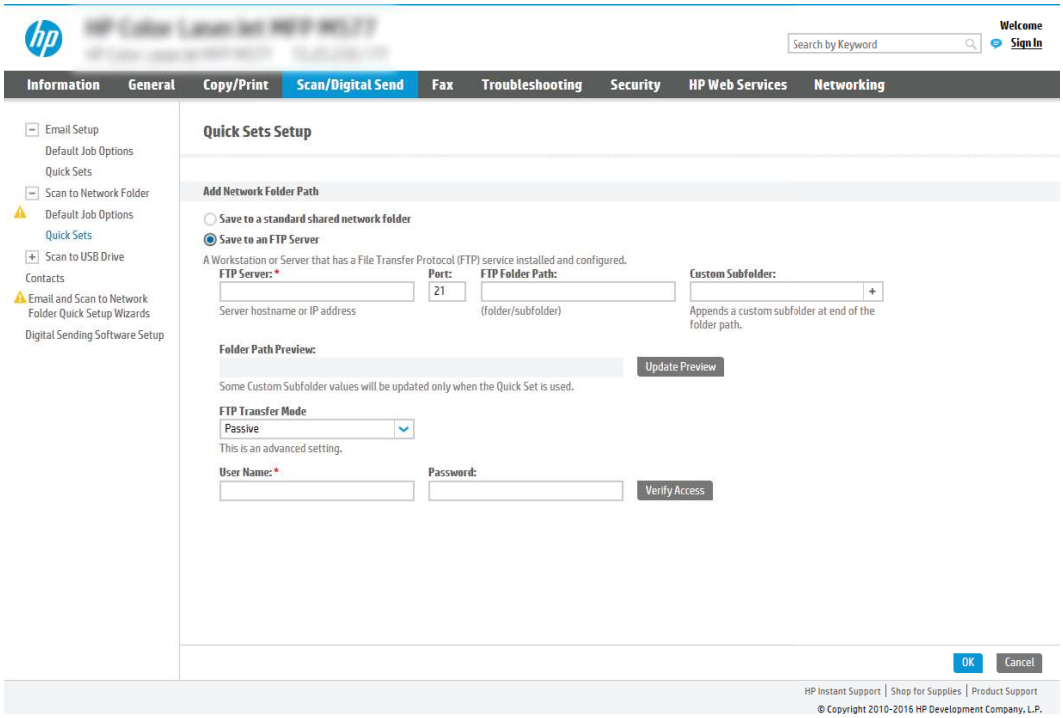
The domain is listed under **Computer name, domain, and workgroup settings**.

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.

g. 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.

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

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

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

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

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

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

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

   – **Passive**

   – **Active**

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

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

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

j. Click **OK**.

### Option 2: Personal shared folder

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**.

## Select the destination folder permissions

Select one of the following options to set up destination folder permissions.

### 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 in the Quick Set Wizard.

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

### Dialog three: Notification Settings

Use the **Notification Settings** dialog to configure when notifications will be sent.

- On the **Notification Settings** dialog, complete one of the following tasks:

NOTE: In order to send notification emails, the printer must be set up to use an SMTP server for sending email jobs. For more information about setting up the SMTP server for sending emails see Set up Scan to Email (c05523998).

- Option one: **Do not notify**.
  a. Select **Do not notify**.
  b. 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**.
  a. Select **Notify when job completes**.
  b. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

     If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.
  c. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.
  d. 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**.
  a. Select **Notify only if job fails**.
  b. Select the method for delivering the notification from the **Method Used to Deliver Notification** list.

     If the method of notification selected is **Email**, type the email address in the **Notification Email Address** field.
  c. To include a thumbnail of the first scanned page in the notification, select **Include Thumbnail**.
  d. To prompt the user to review their notification settings, select **Prompt user prior to job start**, and then click **Next**.

### Dialog four: Scan Settings

Complete the scan settings as follows.

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

Table 6-7 Scan settings

| Feature | Description |
|---|---|
| **Original Size** | Select the page size of the original document. |
| **Original Sides** | Select whether the original document is single-sided or double-sided. |
| **Optimize Text/Picture** | Select to optimize for the output of a particular type of content. |
| **Content Orientation** | Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**. |
| **Background Cleanup** | Select a value to remove faint images from the background or to remove a light background color. |
| **Darkness** | Select a value to adjust the darkness of the file. |
| **Contrast** | Select a value to adjust the contrast of the file. |
| **Sharpness** | Select a value to adjust the sharpness of the file. |
| **Image Preview** | Select whether to require or make optional a displayed preview of the job or to disable a preview. |
| **Cropping Options** | Select whether or not to allow a job to be cropped and the type of cropping option. |
| **Erase Edges** | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |

### Dialog five: File Settings

Complete the file settings as follows.

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

Table 6-8 File settings

| Feature | Description |
|---|---|
| **File Name Prefix** | Set the default file name prefix used for files saved to a network folder. |
| **File Name** | Default file name for the file to be saved.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **File Name Suffix** | Set the default file name suffix used for files saved to a network folder. |
| **File Name Preview** | Enter a file name, and then click the **Update Preview** button. |
| **File Numbering Format** | Select a file name format for when the job is divided into multiple files. |
| **Add numbering when job has just one file (ex. _1–1)** | Select this setting to add numbering to a file name when the job is only one file instead of multiple files. |
| **File Type** | Select the file format for the saved file.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **High Compression (smaller file)** | Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file. |

Table 6-8 File settings (continued)

| Feature | Description |
|---|---|
| PDF encryption | If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start. |
| Resolution | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| Quality and File Size | Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send. |
| Color/Black | Specify whether copies are to be printed in color, black and gray, or black only. |
| Suppress blank pages | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |
| Metadata File Format | Use the drop-down list to select the file format for metadata information. |
| Create Multiple Files | Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file. |

### Dialog six: Summary

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

### Step three: Complete the configuration

Use the following steps to complete Scan to Network Folder setup.

1. In the left navigation pane, click **Scan to Network Folder**.
2. On the Scan to Network Folder page, review the selected settings, and then click **Apply** to complete the setup.

# Set up Scan to USB Drive

Enable the Scan to USB feature, which allows you to scan directly to a USB flash drive.


- Introduction on page 101
- Step one: Access the HP Embedded Web Server (EWS) on page 102
- Step two: Enable Scan to USB Drive on page 102
- Step three: Configure the Quick Sets (optional) on page 103
- Default scan settings for Scan to USB Drive setup on page 104
- Default file settings for Save to USB setup on page 104


## Introduction

The printer has a feature that enables it to scan a document and save it to a USB flash drive. The feature is not available until it has been configured through the HP Embedded Web Server (EWS).

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

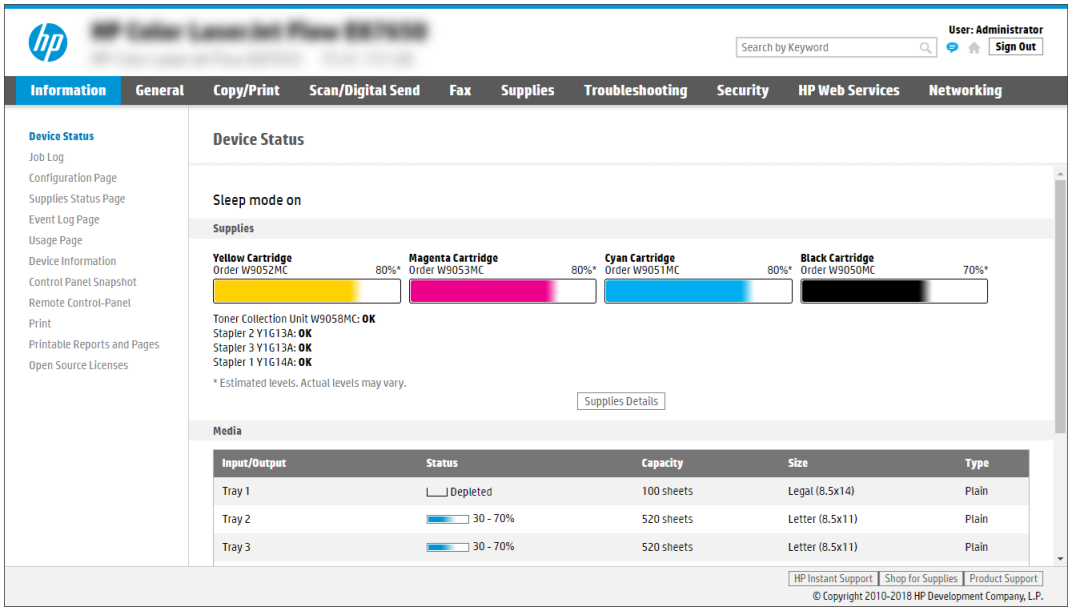
Learn how to open the EWS to start the setup process.

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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.




## Step two: Enable Scan to USB Drive

Enable Scan to USB Drive using the following steps.

1. Select the **Security** tab.
2. Scroll to **Hardware Ports** and make sure that **Enable Host USB plug and play** is enabled.
3. Select the **Copy/Print** tab for MFP models or the **Print** tab for SFP models.
4. Select the **Enable Save to USB** check box.
5. Click **Apply** at the bottom of the page.

NOTE: Most devices ship with hard disk drives (HDDs) already installed. In some cases, additional storage devices can be added via USB. Verify whether the Save to USB feature needs to be expanded to USB and hard drive.

## Step three: Configure the Quick Sets (optional)

Use the following steps to set up Quick Sets for Scan to USB Drive.

NOTE: Quick Sets are short-cut jobs that can be accessed on the printer Home screen or within the Quick Sets application.

1. In the **Scan to USB Drive** area of the left navigation pane, click **Quick Sets**.
2. Select one of the following options:
   - Select an existing Quick Set under **Quick Sets Application** in the table.

     -OR-

   - Click **Add** to start the Quick Set Wizard.
3. If you clicked **Add**, the Quick Sets Setup page opens. Complete the following information:
   a. **Quick Set Name**: Enter a title for the new Quick Set.
   b. **Quick Set Description**: Enter a description of the Quick Set.
   c. **Quick Set Start Option**: To set how the Quick Set starts, click either **Enter application, then user presses Start** or **Start instantly when selected from the Home Screen**.
4. Select a default location where scanned files are saved on USB storage devices inserted into the USB port on the control panel, and then click **Next**. The default location options are:
   - **Save at root directory of the USB storage device**.
   - **Create or place in this folder on the USB Storage Device** — The path to the folder on the USB storage device must be specified when using this file location option. A backslash \ must be used to separate folder\subfolder names in the path.
5. Select an option from the **Condition on Which to Notify:** drop-down list, and then click **Next**.

   This setting determines if, or how, users are notified when a Save To USB Quick Set job completes or fails. The options for the **Condition on Which to Notify:** setting are:
   - **Do not notify**
   - **Notify when job completes**
   - **Notify only if job fails**
6. Choose the **Scan Settings** for the Quick Set, and then click **Next**.

NOTE: For more information on the available scan settings, see Default scan settings for Scan to USB Drive setup on page 104

7. Choose the **File Settings** for the Quick Set, and then click **Next**.

NOTE: For more information on the available file settings, see Default scan settings for Scan to USB Drive setup on page 104

8. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

## Default scan settings for Scan to USB Drive setup

Review the default settings for Scan to USB Drive setup.

Table 6-9 Scan settings for Scan to USB Drive setup

| Feature | Description |
|---|---|
| **Original Size** | Select the page size of the original document. |
| **Original Sides** | Select whether the original document is single-sided or double-sided. |
| **Optimize Text/Picture** | Select to optimize for the output of a particular type of content. |
| **Content Orientation** | Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**. |
| **Background Cleanup** | Select a value to remove faint images from the background or to remove a light background color. |
| **Darkness** | Select a value to adjust the darkness of the file. |
| **Contrast** | Select a value to adjust the contrast of the file. |
| **Sharpness** | Select a value to adjust the sharpness of the file. |
| **Image Preview** | Select whether to require or make optional a displayed preview of the job or to disable a preview. |
| **Cropping Options** | Select whether or not to allow a job to be cropped and the type of cropping option. |
| **Erase Edges** | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |

## Default file settings for Save to USB setup

Review the options for Save to USB setup.

Table 6-10 File settings for Save to USB setup

| Option name | Description |
|---|---|
| **File Name Prefix** | Set the default file name prefix used for files saved to a network folder. |
| **File Name** | Default file name for the file to be saved.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **File Name Suffix** | Set the default file name suffix used for files saved to a network folder.<br><br>Duplicate filename suffix default [filename]_YYYYMMDDT |
| **File Name Preview** | Enter a file name, and then click the **Update Preview** button. |
| **File Numbering Format** | Select a file name format for when the job is divided into multiple files. |
| **Add numbering when job has just one file (ex. _1–1)** | Select this setting to add numbering to a file name when the job is only one file instead of multiple files. |
| **File Type** | Select the file format for the saved file.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **High Compression (smaller file)** | Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file. |
| **PDF encryption** | If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start. |

Table 6-10 File settings for Save to USB setup (continued)

| Option name | Description |
|---|---|
| Resolution | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| Quality and File Size | Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send. |
| Color/Black | Specify whether copies are to be printed in color, black and gray, or black only. |
| Suppress blank pages | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |
| Create Multiple Files | Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file. |

# Set up Scan to SharePoint (Flow models only)

Learn how to enable and set up the Scan to SharePoint feature in the Embedded Web Server (EWS).


- Introduction on page 105
- Before you begin on page 105
- Step one: Access the HP Embedded Web Server (EWS) on page 105
- Step two: Enable Save to SharePoint and create a Save to SharePoint Quick Set on page 106
- Scan and save a file directly to a Microsoft SharePoint site on page 108
- Quick Set scan settings and options for Scan to SharePoint on page 109


## Introduction

Use Save 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.

Save 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 **Save to Sharepoint®** in the HP Embedded Web Server (EWS).

NOTE: The **Save to Sharepoint®** feature is only available on workflow-equipped printers.

## Before you begin

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. Save to SharePoint® is disabled by default.

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

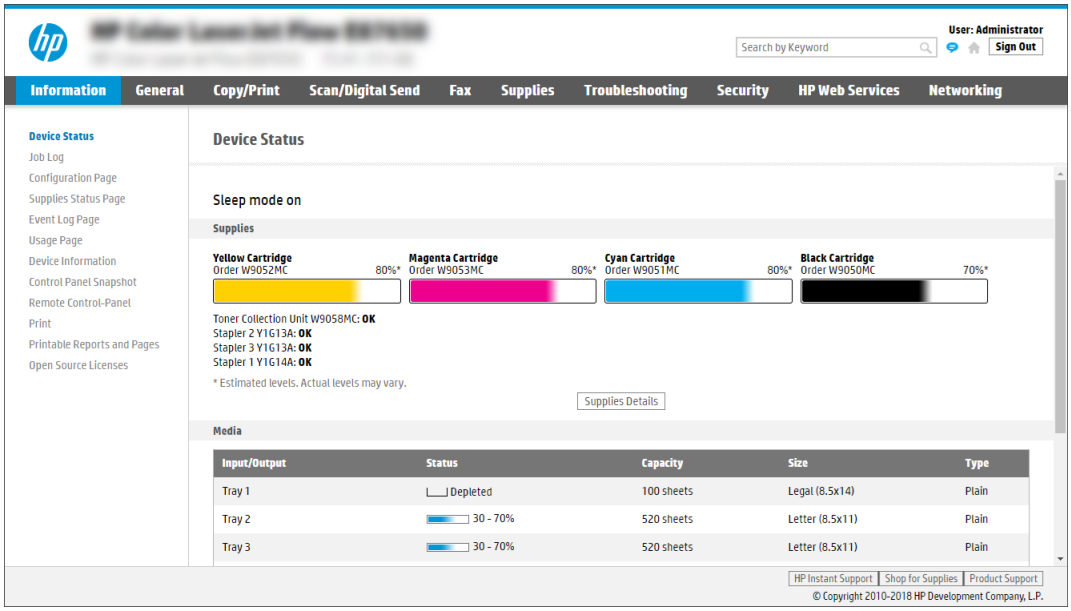
Learn how to open the EWS to start the setup process.

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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.




## Step two: Enable Save to SharePoint and create a Save to SharePoint Quick Set

Follow the steps to enable the **Save to SharePoint** feature and create a Scan to SharePoint Quick Set

1. Using the top navigation tabs, click **Scan/Digital Send**.

2. In the left navigation pane, click **Save to SharePoint®**.

NOTE: Quick Sets are shortcut jobs that can be accessed on the printer Home screen or within the **Quick Sets** application.

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

4. In the **Save to SharePoint®** area of the left navigation pane, click **Quick Sets**. Click **Add** to launch the Quick Set Wizard.

5. Enter a **Quick Set Name** (for example, “Scan to SharePoint”) and a **Quick Set Description**.

6. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the printer control panel, and then click **Next**.

7. Use the following steps to add the path to the SharePoint folder:

   a. Click **Add** on the **SharePoint Destination Settings** page to open the **Add SharePoint Path** page.

b. Open another browser window, navigate to the SharePoint folder to use, and then copy the folder path for the SharePoint folder from that browser window.

c. Paste the SharePoint folder path into the **SharePoint Path:** field.

d. 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 an updated time/date stamp.

e. 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 permission to write to the specified SharePoint site.

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

f. Click **OK** to complete the SharePoint path setup, and navigate back to the **SharePoint Destination Settings** page.

8. Select **Verify folder access prior to job start** to ensure that the SharePoint folder specified as the destination folder is accessible each time the Quick Set is used. If this option is not selected, jobs can be saved to the SharePoint folder more quickly. However, if this option is not selected *and* the SharePoint folder is inaccessible, the job will fail.

9. Click **Next**.

10. Set a **Condition on Which to Notify** on the Notification Settings page. This setting configures the Quick Set to either not notify, or to send email messages or print a summary page if a job either completes successfully or fails. Select one of the following options from the **Condition on Which to Notify** drop-down menu:

    - Select **Do not notify** for the Quick Set to not perform any notification action when a job completes successfully or fails.
    - Select **Notify when job completes** to for the Quick Set to send a notification when a job completes successfully.
    - Select **Notify only if job fails** to for the Quick Set to send a notification only when a job fails.

    Selecting either **Notify when job completes** or **Notify only if job fails** requires the **Method Used to Deliver Notification:** to be set. Select from the following options:

    - **Email**: Use this option to send an email when the selected notification condition occurs. This option requires a valid email address in the **Notification Email Address:** field.

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

    - **Print**: Use this option to print the notification when the selected notification condition occurs.

    NOTE: Select **Include Thumbnail** for either notification option to include a thumbnail image of the first page of the scanned page of the job.

11. Click **Next**.

12. Select options from the Scan Settings page, and then click **Next**. For more information, see Table 6-12 Scan settings for Scan to SharePoint on page 109.

13. Select options from the **File Settings** page, and then click **Next**. For more information, see Table 6-13 File settings for Scan to SharePoint on page 110.

14. Review the summary of settings. Click **Finish** to save the Quick Set or click **Previous** to edit the settings.

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

Follow the steps to scan a document directly to a 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. To select a Quick Set in the Quick Sets and Defaults, touch Load. Select a Quick Set, and then touch Load.

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 Enter ↵.

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

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.

Table 6-11 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>NOTE: This button is available only in the thumbnail view. |

Table 6-11 Buttons on the right side of the preview pane (continued)

| Button | Description |
|---|---|
| | Use these buttons to rearrange the pages within the document. Select one or more pages and move them to the left or right.<br>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. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

7. Touch the Start button to save the file.

## Quick Set scan settings and options for Scan to SharePoint

Review the settings and options available in the Quick Set Wizard when adding, editing, or copying a Scan to SharePoint Quick Set.

Table 6-12 Scan settings for Scan to SharePoint

| Feature | Description |
|---|---|
| **Original Size** | Select the page size of the original document. |
| **Original Sides** | Select whether the original document is single-sided or double-sided. |
| **Optimize Text/Picture** | Select to optimize for the output of a particular type of content. |
| **Content Orientation** | Select the way the content of the original document is placed on the page: **Portrait** or **Landscape**. |
| **Background Cleanup** | Select a value to remove faint images from the background or to remove a light background color. |
| **Darkness** | Select a value to adjust the darkness of the file. |
| **Contrast** | Select a value to adjust the contrast of the file. |
| **Sharpness** | Select a value to adjust the sharpness of the file. |
| **Image Preview** | Select whether to require or make optional a displayed preview of the job or to disable a preview. |
| **Cropping Options** | Select whether or not to allow a job to be cropped and the type of cropping option. |
| **Erase Edges** | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |

Table 6-13 File settings for Scan to SharePoint

| Feature | Description |
|---|---|
| File Name Prefix | Set the default file name prefix used for files to be saved. |
| File Name | Default file name for the file to be saved.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| File Name Suffix | Set the default file name suffix used for files to be saved.<br><br>Duplicate filename suffix default [filename]_YYYYMMDDT |
| File Name Preview | Enter a file name, and then click the **Update Preview** button. |
| File Numbering Format | Select a file name format for when the job is divided into multiple files. |
| Add numbering when job has just one file (ex. _1–1) | Select this setting to add numbering to a file name when the job is only one file instead of multiple files. |
| File Type | Select the file format for the saved file.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| High Compression (smaller file) | Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file. |
| PDF encryption | If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start. |
| Resolution | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| Quality and File Size | Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send. |
| Color/Black | Specify whether copies are to be printed in color, black and gray, or black only |
| Suppress blank pages | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |
| Create Multiple Files | Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file. |

# Create a Quick Set

Use the scan 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.


- Introduction on page 110
- Step one: Access the HP Embedded Web Server (EWS) on page 111
- Step two: Add and manage Quick Sets on page 112


## Introduction

Quick Sets are short-cut jobs that are available from the Home screen or within the Quick Sets feature on the printer control panel and do not impact the defaults set for the base application. To use a Quick Set on the printer control panel, enable the base application.

Create Quick Sets for the following base applications to improve job accuracy and decrease the time to complete a job:

- **Email** — Use email Quick Sets to configure and save commonly used settings for sending jobs from the printer via email as email attachments.
- **Fax** — Use fax Quick Sets to configure and save commonly used settings for fax jobs.
- **Save to Network Folder** — Use Save to Network Folder Quick Sets to configure and save commonly used settings for saving jobs to a network folder.
- **Save to USB** — Use Save to USB Quick Sets to configure and save commonly used settings for saving jobs to a USB device.
- **Copy** (MFPs only) — Use Copy Quick Sets to configure and save commonly used settings for copy jobs.
- **Save to SharePoint®** (Flow models only) — Use Save to SharePoint Quick Sets to configure and save commonly used settings for saving jobs to a SharePoint site.

Select from various job options, such as starting a job immediately upon selection of a quick set or requiring an image preview before starting a job.

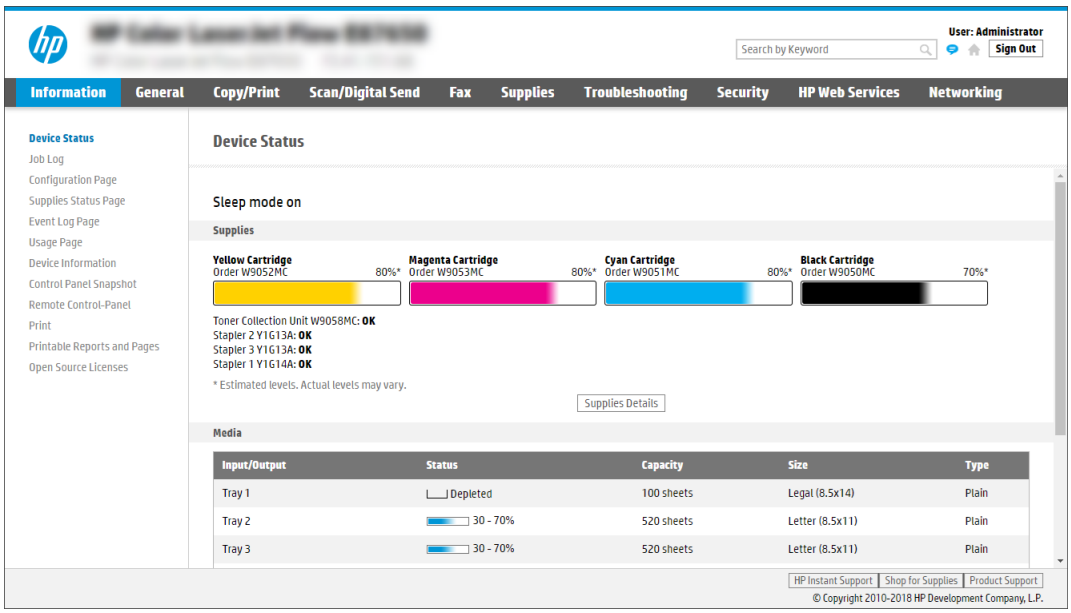
## Step one: Access the HP Embedded Web Server (EWS)

Learn how to open the EWS to start the setup process.

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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.



## Step two: Add and manage Quick Sets

Learn how to customize or manage Quick Sets for scan jobs using the EWS.

### Add a Quick Set

Use the following steps to add a new Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets Setup**.
3. Click **Add**. The **Quick Sets Setup** page opens.

NOTE: Click **Cancel** on any page of the **Quick Sets Setup** to cancel the current changes, exit the **Quick Sets Setup**, and return to the **Quick Sets** page.

4. Select a **Quick Set Type**, and then click **Next**. The following Quick Set types are available for selection, depending on your printer:

NOTE: A **Quick Set Type** only needs to be determined when a quick set is created by using the **General** EWS tab.

- **Scan to Email**
- **Scan to Fax**
- **Scan to Network Folder**
- **Scan to USB**
- **Copy** (MFPs only)
- **Save to SharePoint®**

5. Enter a title for the Quick Set in the **Quick Set Name** (required) field.
6. Enter a description of the Quick Set in the **Quick Set Description** field.
7. Select a **Quick Set Start Option** to determine what occurs after selecting a Quick Set on the printer control panel, and then click **Next**.
8. Select settings and complete tasks in the **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.

NOTE: The settings available in the **Quick Sets Setup** vary by the type of Quick Set being added. Refer to the tables in Quick Set settings and options on page 114 to see the available settings and options for each type of Quick Set.

9. Review the summary of settings, and then click **Finish** to save the Quick Set, or click **Previous** to edit the settings.

### Edit a Quick Set

Use the following steps to edit the settings of an existing Quick Set.

1. Using the top navigation tabs, click **General**.

2. In the left navigation pane, click **Quick Sets**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Edit**. The **Quick Sets Setup** page opens.

NOTE: Click **Cancel** on any page of the **Quick Sets Setup** to cancel the current changes, exit the **Quick Sets Setup**, and return to the **Quick Sets** page.

4. If necessary, modify the following settings, and then click **Next**:
   - **Quick Set Name**
   - **Quick Set Description**
   - **Quick Set Start Option**
5. Select settings and complete tasks in the **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.

NOTE: The settings available in the Quick Set Wizard vary by the type of Quick Set being added. Refer to the tables in Quick Set settings and options on page 114 to see the available settings and options for each type of Quick Set.

6. Review the **Summary** page, and then click **Finish** to save changes made to the Quick Set.

## Copy a Quick Set

Use the following steps to copy a Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets Setup**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Copy**. The **Quick Sets Setup** page opens.

NOTE: Click **Cancel** on any page of the **Quick Sets Setup** to cancel the current changes, exit **Quick Sets Setup**, and return to the **Quick Sets** page.

4. If necessary, modify the following settings, and then click **Next**:
   - **Quick Set Name**
   - **Quick Set Description**
   - **Quick Set Start Option**
5. Select settings and complete tasks in the **Quick Sets Setup**. Click **Next** to proceed to the next page of available options until reaching the **Summary** page.

NOTE: The settings available in the **Quick Sets Setup** vary by the type of Quick Set being added. Refer to the tables in Quick Set settings and options on page 114 to see the available settings and options for each type of Quick Set.

6. Review the **Summary** page, and then click **Finish** to save the Quick Set.

## Remove a Quick Set

Use the following steps to remove a Quick Set.

1. Using the top navigation tabs, click **General**.
2. In the left navigation pane, click **Quick Sets**.
3. In the **Quick Sets List** area, click the check box next to the appropriate Quick Set, and then click **Remove...**.
4. When the **Confirmation Page** opens, click **Remove** to finish removing the Quick Set.

## Quick Set settings and options

The following tables list the settings and options available in the Quick Set Wizard when adding, editing, or copying a Quick Set.

Table 6-14 Address and Message Field Control — Scan to Email Quick Sets

| Option | Description |
|---|---|
| **Address Field Restrictions** | Use the **Address Field Restrictions** drop-down list to specify whether users can type an email address or select an email address from an address book |
| **From:** | Use the **From:** drop-down list to set the email address that displays in the From: field of the email.<br><br>If **Default From:** is selected, the email address listed in the **Default From:** field is used.<br><br>If **User's address (sign-in required)** is selected, the user is required to sign in to the printer with their email address when using the Quick Set.<br><br>This field can be set to be user-editable. |
| **Default From:** | The **Default From:** field is used to define the email address used when **Default From:** is selected in the **From:** drop-down list. |
| **Default Display Name:** | Use this field to set the name displayed on the printer's control panel. If this field is not set, the value in the **Default From:** displays on the printer's control panel.<br><br>This field is optional. |
| **To:**<br><br>**CC:**<br><br>**BCC:** | Use these drop-down lists to set the email recipient, CC (carbon copy) and BCC (blind carbon copy) values.<br><br>The options for each of these fields are:<br>• **User's address (sign-in required)**<br>• **Blank**<br>• **Specify address**<br><br>These fields can be set to be user-editable |
| **Subject:** | Use this field to set the value that appears in the subject line of the email.<br><br>This field can be set to be user-editable. |
| **Message:** | Use this field to set the value for the body of the email.<br><br>This field can be set to be user-editable. |

Table 6-15 Signing and Encryption — Scan to Email Quick Sets

| Option | Description |
|---|---|
| Signing | Use the **Signing** drop-down list to specify whether the email sent using the Quick Set is digitally signed.<br><br>This field can be set to be user-editable. |
| Hashing Algorithm | Use the **Hashing Algorithm** drop-down list to set the type hashing algorithm used with signed emails. The following hashing algorithms are available:<br><br>• **SHA-1**<br>• **SHA-256 (recommended)**<br>• **SHA-384**<br>• **SHA-512** |
| Encryption | Use the **Encryption** drop-down list to specify whether the email sent using the Quick Set is encrypted.<br><br>This field can be set to be user-editable. |
| Encryption Algorithm | Use the **Encryption Algorithm** drop-down list to set the encryption algorithm used for encrypted emails sent using the Quick Set. |
| Attribute for Recipient Public Key | The **Attribute for Recipient Public Key** field is used to set the attribute used for retrieving the email recipient's public key from LDAP for signed or encrypted emails. |
| Use the recipient public key certificate to verify the recipient | Select this setting to use the recipient's public key certificate to verify the recipient. |

Table 6-16 Scan settings — Scan to Email, Fax, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Drive Quick Sets

| Option | Description |
|---|---|
| Original Size | Specify the size for the original document. |
| Original Sides | Select whether the original document is single-sided or double-sided. |
| Optimize Text/Picture | Optimize the job for the type of image being scanned: text, graphics, or photos.<br><br>Select from the following options:<br><br>• **Text**: Use for documents that contain mostly text<br>• **Mixed**: Use for documents with a mix of text and pictures<br>• **Printed picture**: Use for line drawings and preprinted images, such as magazine clippings or pages from books<br><br>NOTE: If bands of irregular intensity print on the copies, try selecting Printed picture to improve the quality.<br><br>• **Photograph**: Use for photographic prints |
| Content Orientation | Select the way the content of the original document is placed on the page:<br><br>• **Portrait**: The short edge of the page is along the top.<br>• **Landscape**: The long edge of the page is along the top. |

Table 6-16 Scan settings — Scan to Email, Fax, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Drive Quick Sets (continued)

| Option | Description |
|---|---|
| **Background Cleanup** | Select a value to remove faint images from the background or to remove a light background color. |
| **Darkness** | Select a value to adjust the darkness of the file. |
| **Contrast** | Select a value to adjust the contrast of the file. |
| **Sharpness** | Select a value to adjust the sharpness of the file. |
| **Image Preview** | Select whether to require or make optional a displayed preview of the job or to disable a preview. |
| **Cropping options**<br><br>(not available for Scan to Fax) | Select whether or not to allow a job to be cropped and the type of cropping option. |
| **Erase Edges** (not available for Scan to Fax) | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |
| **Resolution** (Scan to Fax only) | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| **Suppress blank pages** (Scan to Fax only) | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |

Table 6-17 File settings — Scan to Email, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Drive Quick Sets

| Feature | Description |
|---|---|
| **File Name Prefix** | Set the default file name prefix used for files saved to a network folder. |
| **File Name** | Default file name for the file to be saved.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **File Name Suffix** | Set the default file name suffix used for files saved to a network folder.<br><br>Duplicate filename suffix default [filename]_YYYYMMDDT |
| **File Name Preview** | Enter a file name, and then click the **Update Preview** button. |
| **File Numbering Format** | Select a file name format for when the job is divided into multiple files. |
| **Add numbering when job has just one file (ex. _1–1)** | Select this setting to add numbering to a file name when the job is only one file instead of multiple files. |
| **File Type** | Select the file format for the saved file.<br><br>Select the **User editable** check box to make this setting editable at the printer control panel. |
| **High Compression (smaller file)** | Select this setting to compress the scanned file, which reduces the file size. However, the scanning process for a High compression file might take longer than for a Normal compression file. |
| **PDF encryption** | If the file type is PDF, then this option encrypts the output PDF file. A password must be specified as part of the encryption. The same password must be used to open the file. The user will be prompted to enter a password prior to scanning their job if one has not been set prior to pressing start. |

Table 6-17 File settings — Scan to Email, Scan to Network Folder, Scan to SharePoint®, and Scan to USB Drive Quick Sets (continued)

| Feature | Description |
|---|---|
| **Resolution** | Set the resolution for the file. Higher resolution images have more dots per inch (dpi), so they show more detail. Lower resolution images have fewer dots per inch and show less detail, but the file size is smaller. |
| **Quality and File Size** | Select the quality for the file. Higher-quality images require a larger file size than lower-quality images, and they take more time to send. |
| **Color/Black** | Specify whether copies are to be scanned in color, black and gray, or black only. |
| **Suppress blank pages** | If the **Suppress blank pages** option is enabled, blank pages will be ignored. |
| **Meta Data File Format** ( Scan to Network Folder Quick Sets only) | Use the drop-down list to select the file format for meta-data information.<br>The options for this field are:<br>• **None**<br>• **XML**<br>• **HPS** |
| **Create Multiple Files** | Select this setting to scan pages into separate files based on a predetermined maximum number of pages per file. |

Table 6-18 Copy settings — Copy Quick Sets

| Option | Description |
|---|---|
| **Copies** | Set the default number of copies. |
| **Sides** | Select a **Sides** option:<br>• **Original Sides**<br>– **1-sided**<br>– **2-sided**<br>• **Output Sides**<br>– **1-sided**<br>– **2-sided** |
| **Color/Black** | Specify whether copies are printed in color or in black and white:<br>• **Automatically detect**: Prints color documents in color (for printers that support color copying), and black and white documents in black and white. For mixed documents, the printer will determine whether to print in color or black and white.<br>• **Color**: Prints documents in color (for printers that support color copying).<br>• **Black**: Prints documents in black and white. |

Table 6-18 Copy settings — Copy Quick Sets (continued)

| Option | Description |
| --- | --- |
| Reduce/Enlarge | Use the **Reduce/Enlarge** feature to scale the size of the document up or down.<br><br>Select a **Reduce/Enlarge** option:<br><br>• **Automatic**: The printer automatically scales the image to fit the paper size in the tray.<br><br>• **Manual**: To reduce the image, type a scaling percentage that is less than 100. To enlarge the image, type a scaling percentage that is greater than 100. |
| Original Size | Specify the size for the original document. |
| Paper Selection | Select the paper size and type and which tray to use for the copies<br><br>Select the paper size and type and which tray to use for the copies. |
| Booklet | Enable or disable Booklet Format, and select whether to **Borders on each page**. |
| Collate | For printers that support print-job finishing, each set of copied pages are assembled in the same order as the original document.<br><br>NOTE: If the printer has a stapler installed, select a staple option. To not staple the copies, select **None**.<br><br>Select a Collate option:<br><br>• **Collate on**: If making more than one copy, select to assemble pages in the correct order for each set of copies.<br><br>• **Collate off**: Select to group the same pages together. For example, if making five copies of an original document that has two pages, all five first pages are grouped together and all five second pages are grouped together. |
| Content Orientation | Select the way the content of the original document is placed on the page:<br><br>• **Portrait**: The short edge of the page is along the top.<br><br>• **Landscape**: The long edge of the page is along the top. |
| Pages per Sheet | Select how many pages to print on one sheet and the page order: to copy to one, two, or four **Pages per Sheet** and select whether to **Add page borders**.<br><br>**Pages per Sheet**<br><br>• **One**<br><br>• **Two**<br><br>• **Four**<br><br>**Page Order**<br><br>• **Right, then down**: Prints the pages in rows<br><br>• **Down, then right**: Prints the pages in columns<br><br>Click the **Add page borders** check box to add borders on the pages. |

Table 6-18 Copy settings — Copy Quick Sets (continued)

| Option | Description |
| --- | --- |
| Image Adjustment | Use the settings to improve the overall quality of the copy. For example, adjust the **Darkness** and **Sharpness**, and use the **Background Cleanup** setting to remove faint images from the background or to remove a light background color.<br>• **Darkness**: Adjust to increase or decrease the amount of white and black in the colors<br>• **Contrast**: Adjust to increase or decrease the difference between the lightest and darkest color on the page<br>• **Background Cleanup**: Adjust if you are having trouble copying a faint image<br>• **Sharpness**: Adjust to sharpen or soften the image. For example, increasing the sharpness could make text look clearer, but decreasing it could make photographs look smoother. |
| Optimize Text/Picture | Optimize the job for the type of image being scanned: text, graphics, or photos.<br>Select from the following options:<br>• **Text**: Use for documents that contain mostly text<br>• **Mixed**: Use for documents with a mix of text and pictures<br>• **Printed picture**: Use for line drawings and preprinted images, such as magazine clippings or pages from books<br>NOTE: If bands of irregular intensity print on the copies, try selecting Printed picture to improve the quality.<br>• **Photograph**: Use for photographic prints |
| Edge-to-Edge | Use to avoid shadows that can display along the edges of copies when the original document is printed close to the edges.<br>Combine this feature with the **Reduce/Enlarge** feature to ensure that the entire page is printed on the copies.<br>When the **Edge-to-Edge** feature is turned on, the printer minimizes margins and prints as close to the edge of the paper as possible. |
| Scan Mode | Select the type of document to scan:<br>• **Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.<br>• **2–sided ID**: 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.<br>• **Book Mode**: Scan an open book and output each page of the book onto different pages. |
| Erase Edges | Select this setting to specify the width of edge margins to be erased, in either inches or millimeters, for the front side and back side of a job. |
| Image Preview | Select whether to require or make optional a displayed preview of the job or to disable a preview. |

# Send a scanned document to one or more email addresses

Scan a document and send it to an email address or contact list. The scanned document is sent as an email message attachment.

## 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

Use the following procedure to 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 Email.

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.

   a. Enter addresses from the Contacts list.

      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.

Table 6-19 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

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

Learn how to scan a document and save it to a folder on the network.

## 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

Use this procedure to scan a document and save it to a network 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, 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.

Table 6-20 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

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

# Scan and send to USB Flash Drive

Learn how to scan and save a document to a 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

Use the following procedure to scan and save a 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.

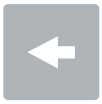
Using the preview feature is optional.

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.

Table 6-21 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | Use these buttons to toggle between single-page view and thumbnail view. More options are available in thumbnail view than in single-page view. |

Table 6-21 Buttons on the right side of the preview pane (continued)

| Button | Description |
| --- | --- |
| | Use these buttons to zoom in or out on the selected page.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

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.

Table 6-22 Scan settings

| Option | Description |
| --- | --- |
| File Type and Resolution | Save a scanned document as one of several types of files.<br><br>The following standard file types are available:<br><br>• **PDF**: This file type provides the best overall image and text quality. PDF files require Adobe® Acrobat® Reader software for viewing.<br><br>• **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.<br><br>• **TIFF**: This is a standard file type that many graphics programs support. This file type produces one file per page.<br><br>• **MTIFF**: MTIFF stands for multi-page TIFF. This file type saves multiple scanned pages in a single file.<br><br>• **XPS**: XPS (XML Paper Specification) creates an XAML file that preserves the original formatting of the document and supports color graphics and embedded fonts.<br><br>• **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.<br><br>HP LaserJet Enterprise Flow MFP printers or MFP printers that are connected to a digital send software (DSS) server also support the following OCR file types:<br><br>• **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.<br><br>• **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.<br><br>• **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.<br><br>• **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.<br><br>• **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.<br><br>• **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.<br><br>• **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.<br><br>MFP printers that are connected to a DSS server also support the following OCR file types for digital send jobs:<br><br>• **XML (OCR)**<br><br>• **Searchable XPS (OCR)** |
| Original Sides | Specify whether the original document is printed on one side or both sides. |
| Color/Black<br><br>For color printers only. | Specify whether the scanned image will be in color, black and gray, or black only. |

Table 6-22 Scan settings (continued)

| Option | Description |
| --- | --- |
| Scan Mode<br><br>**NOTE:** This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature. | **Standard Document**: Scan a page or stack of pages through the document feeder, or individually on the flatbed glass.<br><br>**Book Mode**: Scan an open book and output each page of the book onto different pages.<br><br>**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.<br><br>**Darkness**: Increase or decrease the amount of white and black used in colors in scanned images.<br><br>**Contrast**: Increase or decrease the difference between the lightest and the darkest color on the page.<br><br>**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.<br><br>**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.<br><br>**Crop to content:** Crop the image to the size of the detectable content in the original document. |
| Automatically Straighten | Automatically straighten a 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. |
| Create Multiple Files | Divide a larger scan job into several smaller output files. |
| 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. |
| Signing and Encryption<br><br>**NOTE:** This feature is supported for scan to email only. | **Sign**: Send an email with a digital signature.<br><br>**Encrypt**: Send an email as an encrypted file. |

# Use HP JetAdvantage business solutions

HP JetAdvantage solutions are workflow and printing solutions that are easy to use, and both network- and cloud-based. HP JetAdvantage solutions are designed to help businesses of all types, including healthcare, financial services, manufacturing, and public sector, manage a fleet of printers and scanners.

HP JetAdvantage Solutions include:

- HP JetAdvantage Security solutions
- HP JetAdvantage Management solutions
- HP JetAdvantage Workflow solutions
- HP JetAdvantage Mobile Printing solutions

For more information about HP JetAdvantage business workflow and printing solutions, go to www.hp.com/go/PrintSolutions.

# Additional scan tasks

Locate information on the Web for performing common scan tasks.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Configure the fax features, and send and receive faxes using the printer.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- Additional fax tasks on page 136


For more information:

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Learn how to set up and configure the fax settings on a printer installed with the fax accessory.

### 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

Configure the fax features using the 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:
   a. Fax
   b. Internal Fax Modem Setup

   NOTE: If the Internal Fax Modem Setup 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 Internal Fax Modem Setup 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.
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

Learn how to use the fax settings to send and receive faxes

NOTE: The settings configured using the control panel override any settings made in the HP Embedded Web Server.


- Fax dialing settings on page 130
- General fax send settings on page 131
- Fax receive settings on page 132


## Fax dialing settings

Use the following steps to change the 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:
   a. Fax
   b. Fax Send Settings

c. Fax Dialing Settings

3. Configure any of the following settings:

Table 7-1 Fax dialing 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.<br><br>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.<br><br>• Fast (v.34 – 33.6k)<br>• Medium (v.17 – 14.4k)<br>• 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. |
| 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

Use the following steps to change the 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:

   a. Fax

   b. Fax Send Settings

   c. General Fax Send Settings

3. Configure any of the following settings:

Table 7-2 Fax send 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.<br><br>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.<br><br>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 overlaid on top of the previous header. |

## Fax receive settings

Use the following steps to change the 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:
   a. Fax
   b. Fax Receive Settings
   c. Fax Receive Setup
3. Configure any of the following settings:

Table 7-3 Fax receive settings

| Menu item | Description |
|---|---|
| Receive Mode | The Receive Mode setting determines how the fax accessory receives fax jobs. Select one of the following options:<br><br>• Automatic<br>• TAM<br>• Fax/Tel<br>• Manual |

Table 7-3 Fax receive settings (continued)

| 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.<br><br>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.<br><br>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. |
| Ring Volume | The Ring Volume setting allows you to adjust the ringer volume. |
| Fax Receive Speed | Touch the Fax Receive Speed drop-down menu and select one of the following options:<br><br>• Fast (v.34 – 33.6k)<br><br>• Medium (v.17 – 14.4k)<br><br>• Slow (v.29 – 9.6k) |
| Extension Phone | This setting allows you to use a separate telephone in conjunction with the fax functions. |
| Allow Reprinting | This setting allows you to reprint received faxes. |
| Receive to PC | This setting allows you to receive faxes directly to your computer. |
| Fax Polling | This setting allows you to enable or disable the fax polling function. |
| Fax/Tel Ring Time | This setting determines the number of times the phone rings before the fax/tel mode initiates. |

# Send a fax

Use the following procedure to 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.

Table 7-4 Buttons on the right side of the preview pane

| Button | Description |
|---|---|
| | 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.<br>NOTE: Select only one page at a time to use these buttons. |
| | Use this button to rotate the page 180 degrees.<br>NOTE: This button is available only in the thumbnail view. |
| | Use this button to delete the selected pages.<br>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.<br>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. |

Table 7-4 Buttons on the right side of the preview pane (continued)

| Button | Description |
|---|---|
| | Use this button to clear the changes made in the preview and start over. |
| | Touch this button to collapse the preview screen and return to the Copy screen. |

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.

Table 7-5 Printer options

| Option | Description |
|---|---|
| Original Sides | Specify whether the original document is printed on one side or both sides. |
| 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.<br><br>Darkness: Increase or decrease the amount of white and black used in colors in scanned images.<br><br>Contrast: Increase or decrease the difference between the lightest and the darkest color on the page.<br><br>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.<br><br>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<br><br>NOTE: This feature is not available for all firmware versions. You might need to update the printer firmware to use this feature. | Remove scan defects such as dark borders, staple marks, or hole-punch marks by “erasing” the specified edges of the scan job. |
| 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. |

Table 7-5 Printer options (continued)

| Option | Description |
| --- | --- |
| 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. |

# Additional fax tasks

Locate information on the Web for performing common fax tasks.

Go to www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

Instructions are available for 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

Utilize management tools, configure security and energy-conservation settings, and manage firmware updates for the printer.


- Advanced configuration with HP Embedded Web Server (EWS) on page 137
- Configure IP network settings on page 148
- Printer security features on page 151
- Energy-conservation settings on page 152
- HP Web Jetadmin on page 154
- Software and firmware updates on page 154


**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

- Install and configure
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- Solve problems
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- Join support forums
- Find warranty and regulatory information

## Advanced configuration with HP Embedded Web Server (EWS)

Use the HP Embedded Web Server to manage advanced printing functions.


- Introduction on page 138
- How to access the HP Embedded Web Server (EWS) on page 138
- HP Embedded Web Server features on page 139

## 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)

Use the following steps to open the 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.

NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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

Learn about the HP Embedded Web Server (EWS) features available on each tab.


- Information tab on page 139
- General tab on page 140
- Copy/Print tab on page 141
- Scan/Digital Send tab on page 142
- Fax tab on page 143
- Troubleshooting tab on page 144
- Security tab on page 144
- HP Web Services tab on page 145
- Networking tab on page 145
- **Other Links** list on page 147


### Information tab

Refer to the table for settings in the **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. |
| **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. |

Table 8-1 HP Embedded Web Server Information tab (continued)

| Menu | Description |
|---|---|
| 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. |
| Open Source Licenses | Shows a summary of the licenses for open source software programs that can be used with the printer. |

## General tab

Refer to the table for settings in the **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.<br><br>Change the default display language and keyboard layouts |
| 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.<br><br>NOTE: Configure settings on this screen, or the HP Embedded Web Server provides more advanced configuration options than are available through the Administration menu. |
| General Settings | Configure how the printer recovers from jams and whether copy jobs initiated at the printer control panel take priority over print jobs. |
| 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 footer area on all HP Embedded Web Server pages. |
| Ordering Information | Enter information about ordering replacement 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 /Time Settings | 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.<br><br>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 | Restore 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 Servings | Provides connection information about third-party job-statistics services. |

## Copy/Print tab

Refer to the table for settings in the **Print** tab.

Table 8-3 HP Embedded Web Server Print tab

| Menu | Description |
| --- | --- |
| Print from USB drive settings | 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.<br><br>Configure job-storage options. |
| Default Print Options | Configure the default options for print jobs. |
| Restrict Color<br><br>(Color printers only) | Permit or restrict color printing.<br><br>Specify permissions for individual users or for jobs that are sent from specific software programs. |
| PCL and PostScript Settings | Adjust the PCL and PostScript settings for all print jobs, including copy jobs and received faxes. |
| Print Quality | Configure the print quality settings, including the following:<br><br>• General print-quality settings<br>• Default color settings<br>• Default image registration settings<br>• Auto sense behavior<br>• Default paper types<br>• Default optimization settings |
| Manage Supplies | Configure how the printer reacts when supplies reach a Very Low state. |

Table 8-3 HP Embedded Web Server Print tab (continued)

| Menu | Description |
| --- | --- |
| Copy Settings | Configure the default options for copy jobs.<br><br>NOTE: If job-specific copy setting options are not set from the control panel at the start of a job, the default settings will be used for the job. |
| Manage Trays | Configure settings for paper trays. |

## Scan/Digital Send tab

Refer to the table for settings in the **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:<br><br>• Settings for the outgoing mail (SMTP) server.<br>• Default settings for E-mail Quick Sets jobs.<br>• Default message settings, such as the "From" address and the subject line.<br>• Settings for digital signatures and encryption.<br>• Settings for email notifications.<br>• Default scan settings for email jobs.<br>• Default file settings for email jobs. |
| Save to Network Folder | Configure the network folder settings for digital sending, including the following:<br><br>• Settings for Quick Sets jobs saved in a network folder.<br>• Settings for notifications.<br>• Default scan settings for jobs saved in a network folder.<br>• Default file settings for jobs saved in a network folder. |
| Save to SharePoint®<br><br>(Flow models only) | Configure the Microsoft SharePoint® settings for digital sending, including the following:<br><br>• Settings for Quick Sets jobs saved in a document library on the SharePoint® site.<br>• Default settings for jobs saved in a document library on the SharePoint® site. |

Table 8-4 HP Embedded Web Server Scan/Digital Send tab (continued)

| Menu | Description |
|---|---|
| Save to USB Setup | Configure the USB settings for digital sending, including the following:<br>• Settings for Quick Sets jobs saved on a USB flash drive.<br>• Settings for notifications.<br>• Default scan settings for jobs saved on a USB flash drive.<br>• Default file settings for jobs saved on a USB flash drive. |
| Contacts | Manage contacts, including the following:<br>• Add email addresses into the printer one at a time.<br>• Import a large list of frequently-used email addresses on to the printer all at once, rather than adding them one at a time.<br>• 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.<br>• Edit email addresses that have already been saved in the printer. |
| E-mail and Save to Network Folder Quick Setup Wizards | Configure the printer to send scanned images as email attachments.<br>Configure the printer to save scanned images to network-folder Quick Sets. Quick 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

Refer to the table for settings in the **Fax** tab.

Table 8-5 HP Embedded Web Server Fax tab

| Menu | Description |
|---|---|
| Fax Send Setup | Configure settings for sending faxes, including the following:<br>• Default settings for outgoing faxes.<br>• Settings for fax Quick Sets jobs<br>• Settings for notifications.<br>• Default setting for sending faxes using the internal fax modem.<br>• Settings for using a LAN fax service.<br>• Settings for using an Internet fax service. |

Table 8-5 HP Embedded Web Server Fax tab (continued)

| Menu | Description |
| --- | --- |
| Fax Speed Dials | Manage speed dials, including the following:<br>• Import .CSV files containing email addresses, fax numbers, or user records, so that they can be accessed on this printer.<br>• 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:<br>• 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.<br>• 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

Refer to the table for settings in the **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.<br>Configure settings for Fax, OXPd, and Auto Recovery. |
| Online Help | Link to HP cloud-based online help to assist in troubleshooting printing issues. |
| Retrieve Diagnostic Data<br>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. |
| Calibration/Cleaning<br>(Color printers only) | 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 | Restore printer settings to factory defaults. |

## Security tab

Refer to the table for settings in the **Security** tab.

Table 8-7 HP Embedded Web Server Security tab

| Menu | Description |
|---|---|
| General Security | Settings for general security, including the following:<br>• Configure an administrator password to restrict access to certain features on the printer.<br>• Set PJL password for processing PJL commands.<br>• Set file system access and firmware upgrade security.<br>• 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.<br>• View the status of all security settings. |
| Account Policy | Enable administrator account 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.<br>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 Connected on the web by enabling HP Web Services. |
| Web Proxy | Configure a proxy server if there are issues enabling HP Web Services or connecting the printer to the Internet. |
| HP JetAdvantage | Access solutions that extend the capabilities of the printer |

## 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 |
|---|---|
| Configuration | |
| Wireless Direct | Configure Wireless Direct settings for printers that include embedded Wireless Direct printing or that have a wireless accessory installed.<br><br>NOTE: The configuration options available depend on the print server model. |
| TCP/IP Settings | Configure TCP/IP settings for IPv4 and IPv6 networks.<br><br>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. |
| Google Cloud Print | |
| Setup | Set up Google Cloud Print options. |
| Web Proxy | Configure proxy settings. |
| Security | |
| Settings | View and restore current security settings to factory-default values.<br><br>Configure security settings using the Security Configuration Wizard.<br><br>NOTE: Do not use the Security Configuration Wizard to configure security settings if using network-management applications, such as HP Web Jetadmin. |
| Authorization | Control configuration management and use of this printer, including the following:<br><br>• Set or change the administrator password to control access to configuration parameters.<br><br>• Request, install, and manage digital certificates on the HP Jetdirect print server.<br><br>• Limit host access to this printer through an Access Control List (ACL) (for selected print servers on IPv4 networks only). |
| Secure Communication | Configure security settings. |

Table 8-9 HP Embedded Web Server Networking tab (continued)

| Menu | Description |
|---|---|
| Mgmt. Protocols | Configure and manage security protocols for this printer, including the following:<br>• Set the security management level for the HP Embedded Web Server, and control traffic over HTTP and HTTPS.<br>• Configure the SNMP (Simple Network Management Protocol) operation. Enable or disable the SNMP v1/v2c or SNMP v3 agents on the print server.<br>• 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.<br>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). |
| Announcement Agent | Enable or disable the HP Device Announcement Agent, set the configuration server, and configure mutual authentication using certificates. |
| Diagnostics | |
| 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

Review the settings in the **Edit Other Links** menu.

NOTE: Configure which links display in the footer of the HP Embedded Web Server 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 cartridges and paper. |
| HP Instant Support | Connect to the HP website to find solutions to printer problems. |

# Configure IP network settings

Use the EWS to configure the printer network settings.


- Printer sharing disclaimer on page 148
- View or change network settings on page 148
- Rename the printer on a network on page 148
- Manually configure IPv4 TCP/IP parameters from the control panel on page 149
- Manually configure IPv6 TCP/IP parameters from the control panel on page 149
- Link speed and duplex settings on page 150


## Printer sharing disclaimer

Review the following 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 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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 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 message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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:
   - Networking
   - Ethernet
   - TCP/IP
   - IPV 4 Settings
   - Config Method
3. Select the Manual option, and then touch the Save button.
4. Open the Manual Settings menu.
5. Touch the IP Address, Subnet Mask, or Default Gateway option.
6. Touch the first field to open a keypad. Enter the correct digits for the field, and then touch the OK button.

   Repeat the process for each field, and then touch the Save button.

## Manually configure IPv6 TCP/IP parameters from the control panel

Use the control-panel 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:
   - Networking
   - Ethernet
   - TCP/IP
   - IPV 6 Settings
3. Select Enable, and then select On.

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 Save .

## Link speed and duplex settings

Use the following steps to make changes to 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:
   - Networking
   - Ethernet
   - Link Speed
3. Select one of the following options:
   - Auto: The print server automatically configures itself for the highest link speed and communication mode allowed on the network.
   - 10T Half: 10 megabytes per second (Mbps), half-duplex operation
   - 10T Full: 10 Mbps, full-duplex operation
   - 10T Auto: 10 Mbps, automatic-duplex operation
   - 100TX Half: 100 Mbps, half-duplex operation
   - 100TX Full: 100 Mbps, full-duplex operation
   - 100TX Auto: 100 Mbps, automatic-duplex operation
   - 1000T Full: 1000 Mbps, full-duplex operation
4. Touch the Save button. The printer turns off and then on.

# Printer security features

Restrict who has access to configuration settings, secure data, and prevent access to valuable hardware components.

## 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 on page 151
- Assign an administrator password on page 151
- IP Security on page 152
- Lock the formatter on page 152
- Encryption support: HP High Performance Secure Hard Disks on page 152


## Security statements

Review this important security statement.

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.

   NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.

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. The administrator password cannot be recovered. If the administrator password is lost or forgotten, contact HP Support at support.hp.com for the assistance required to completely reset the printer.

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

Learn about the energy-saving settings that are available for the printer.

## Introduction

Learn how to use the options to optimize speed and the energy-saving sleep timer feature on the printer control panel.

- Set the idle settings on page 153
- Set the sleep timer and configure the printer to use 1 watt or less of power on page 153
- Set the sleep schedule on page 153

## Set the idle settings

By default, the printer stays warm between jobs to optimize speed and print the first page of jobs faster. To conserve energy, set the printer to cool between jobs.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - General Settings
   - Energy Settings
   - Idle Settings
3. Adjust the slider to the right to save energy. Touch Done to save the setting.

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

The sleep settings affect how much power the printer uses, the wake/sleep time, how quickly the printer enters sleep mode, and how quickly the printer wakes up from sleep mode.

To configure the printer to use 1 watt or less of power while in sleep mode, enter times for both the Sleep after Inactivity and Auto Off after sleep settings.

1. From the Home screen on the printer control panel, open the Settings menu.
2. Open the following menus:
   - General Settings
   - Energy Settings
   - Sleep Settings
3. Select Sleep after Inactivity to specify the number of minutes the printer is inactive before it enters sleep mode. Enter the appropriate time period.

NOTE: The sleep-mode default time is 0 minutes. Zero (0) indicates that the printer will go to sleep in less than 1 minute.

4. Select Auto Off after sleep to put the printer into a deeper power save mode after a period of sleep. Enter the appropriate time period.

NOTE: By default, the printer will wake from Auto Off in response to any activity other than USB or Wi-Fi, but can be set to wake only to the power button.

5. Select Done to save the settings.

## 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, open the Settings menu.
2. Open the following menus:
   - General Settings

- Energy Settings
- Sleep Schedule

3. Select the New Event button, and then select the type of event to schedule: Wake Event or Sleep Event.
4. For a wake or sleep event, configure the time and the days of the week for the event. Select Save to save the setting.

## 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/colorljM681MFP or www.hp.com/support/colorljM682MFP. Click **Software, Drivers and Firmware**.

# 9 Solve problems

Troubleshoot problems with the printer. Locate additional resources for help and technical support.


- Customer support on page 156
- Control panel help system on page 156
- Restore factory settings on page 157
- A “Cartridge is low” or “Cartridge is very low” message displays on the printer control panel on page 158
- Printer does not pick up paper or misfeeds on page 159
- Clear paper jams on page 165
- Improve print quality on page 193
- Image defects table on page 198
- Improve copy image quality on page 206
- Improve scan image quality on page 209
- Improve fax image quality on page 214
- Solve wired network problems on page 217
- Solve wireless network problems on page 219
- Solve fax problems on page 222


**For more information:**

The following information is correct at the time of publication. For current information, see www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

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

Find support contact options for your HP printer.

Table 9-1 Customer support options

| Support option | Location |
|---|---|
| Get telephone support for your country/region.<br><br>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 support.hp.com. |
| Get 24-hour Internet support, and download software utilities and drivers. | www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP |
| 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.

# Restore factory settings

Resetting the printer settings to the factory-set defaults can help resolve problems.

## Introduction

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

NOTE: Restoring 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: Restore factory settings from the printer control panel

Use the printer control panel to restore the settings to their original values.

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
   - Reset Factory Settings
3. Touch Reset.

   A verification message advises that completing the reset function might result in loss of data.
4. Select Reset to complete the process.

NOTE: The printer restarts automatically after the reset operation completes.

## Method two: Restore factory settings from the HP Embedded Web Server (network connected printers only)

Use the HP EWS to reset the printer settings to the original 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.XX.XXX

      NOTE: If the web browser displays a message indicating that accessing the website might not be safe, select the option to continue to the website. Accessing this website will not harm the computer.
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

Review the possible solutions to this issue.

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

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

HP’s Premium Protection Warranty expires near the end of useable cartridge life. Check the Supplies Status Page or the HP Embedded Web Server (EWS) for the status.

## Change the “Very Low” settings

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

1. From the Home screen on the printer control panel, scroll to and select Settings.
2. Open the following menus:
   - Manage Supplies
   - Very Low Behavior
   - Black Cartridge or Color Cartridges
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 printers 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 printer resumes printing. This can occur if the printer has received more faxes than the memory can hold while the printer is waiting.

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

## Order supplies

Order supplies and paper for your HP printer.

Table 9-2 Ordering options

| Ordering option | Ordering information |
|---|---|
| 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

Use this information if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time.

## 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 on page 159
- The printer picks up multiple sheets of paper on page 161
- The document feeder jams, skews, or picks up multiple sheets of paper on page 164

## The printer does not pick up paper

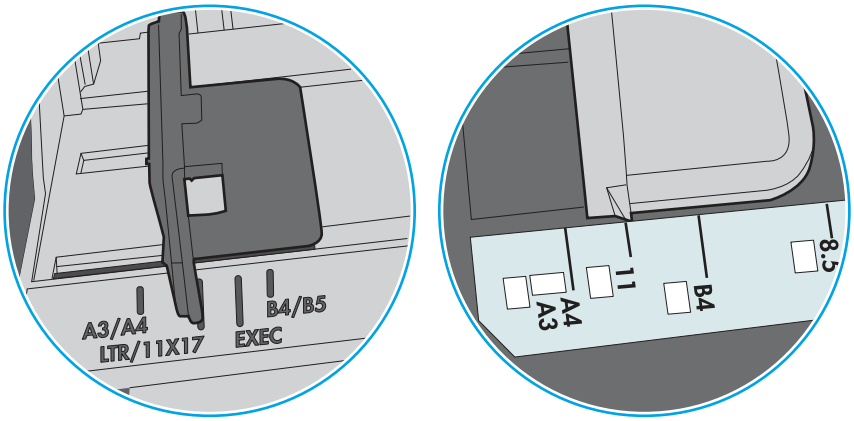
If the printer does not pick up paper from the tray, try these solutions:

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.

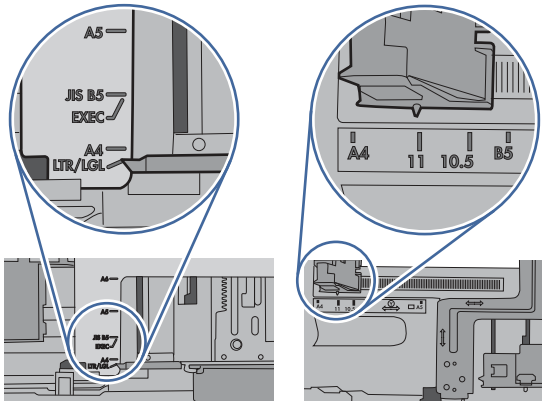
NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

Size markings for Tray 1 or the multipurpose tray




Size markings for cassette trays

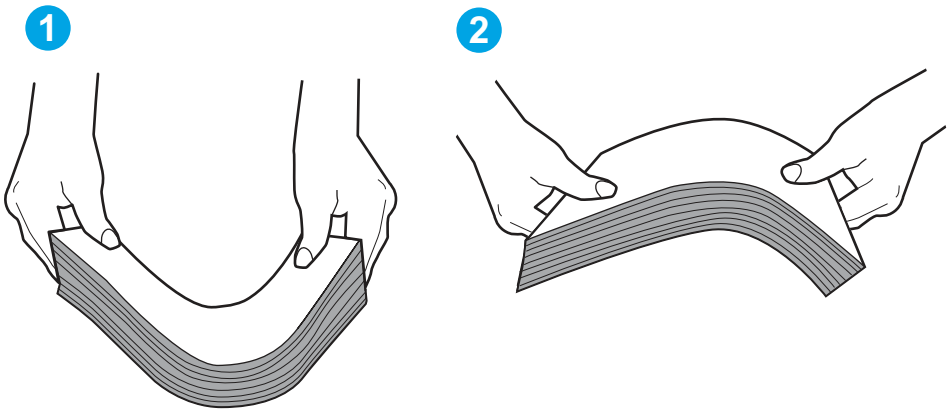



5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   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.

   Technique for flexing the paper stack

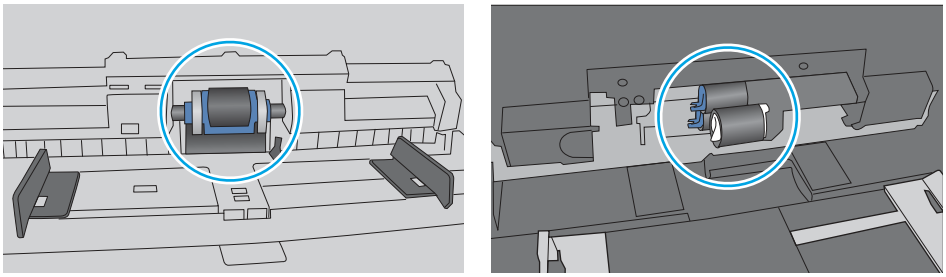



6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

⚠ CAUTION: Do not spray water directly onto 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.

**Roller locations for Tray 1 or the multipurpose tray**



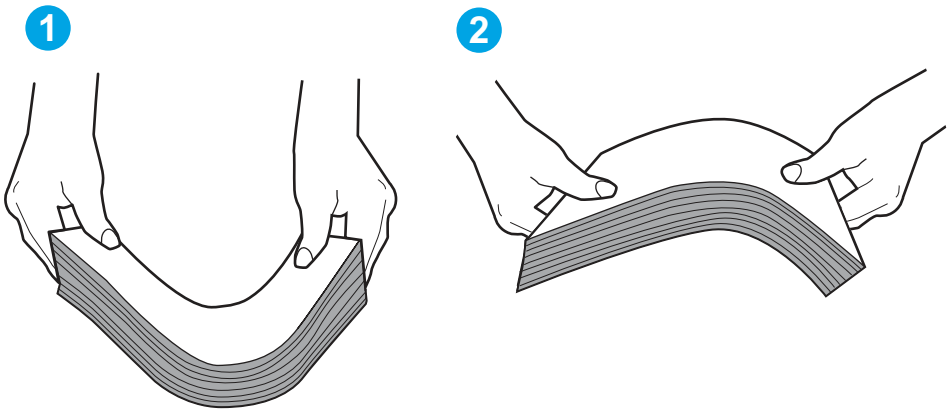
## The printer picks up multiple sheets of paper

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.

**Technique for flexing the paper stack**



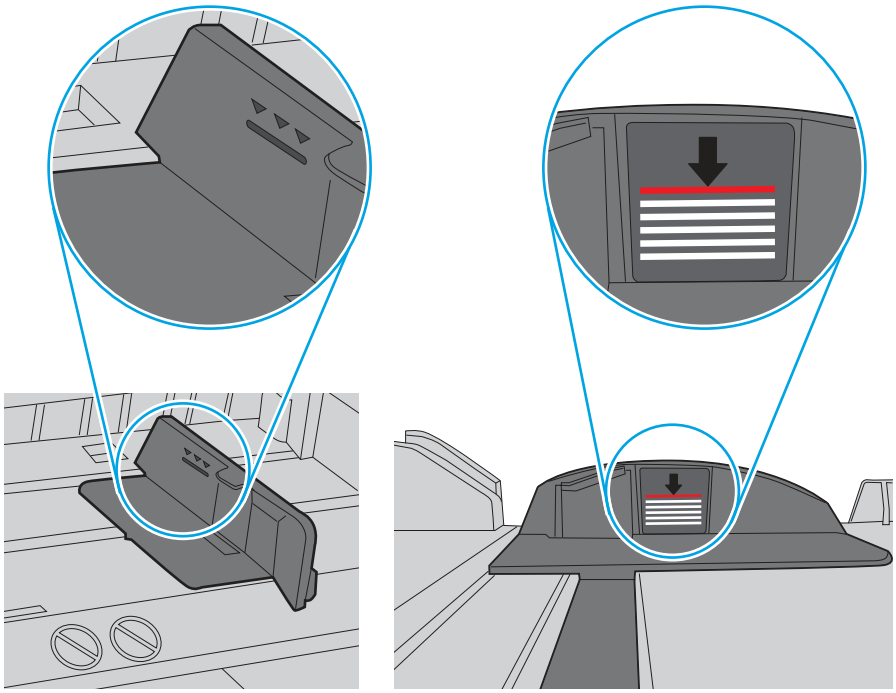

2. Use only paper that meets HP specifications for this printer.
3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   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.

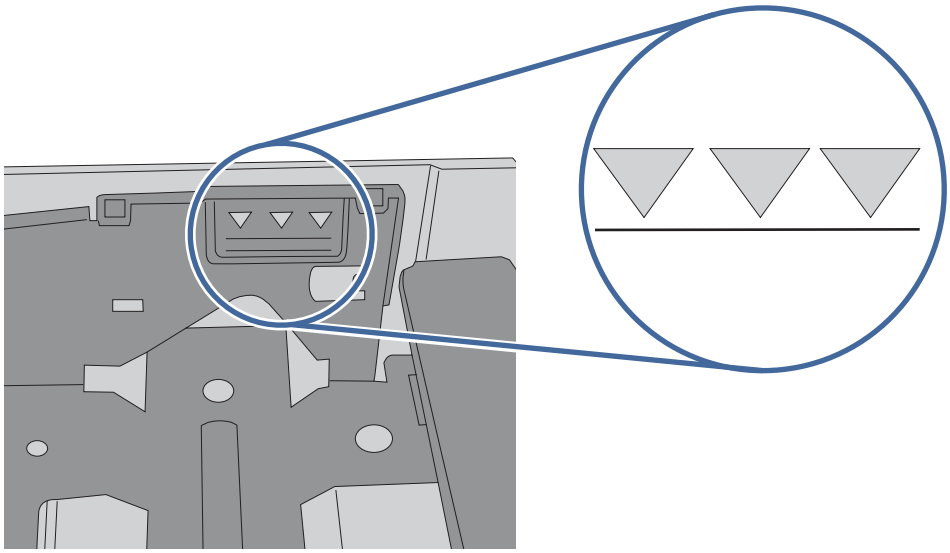
   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray and flex the stack as described above.
4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
5. Make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

   Stack-height markings



Tab for the paper stack

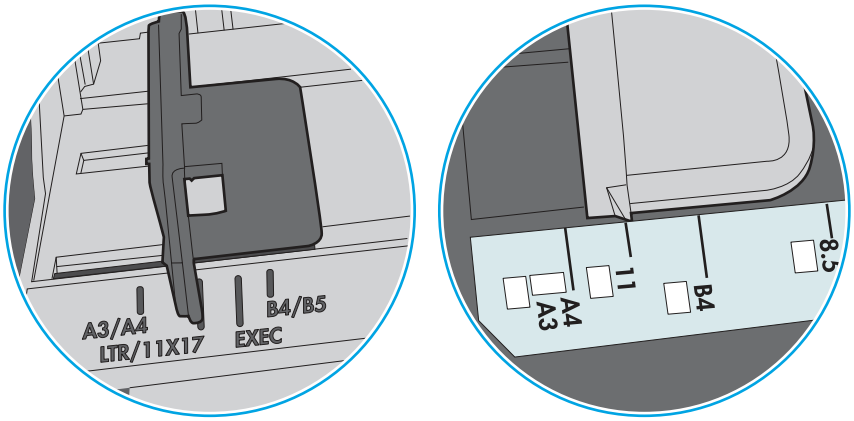


6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

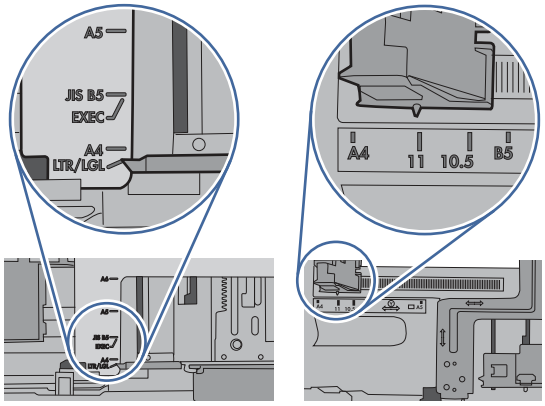
NOTE: Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

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

Size markings for Tray 1 or the multipurpose tray




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

If the document feeder jams, skews, or picks up multiple sheets of paper, try these solutions.

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.

# Clear paper jams

Use the procedures in this section to clear jammed paper from the printer paper path.

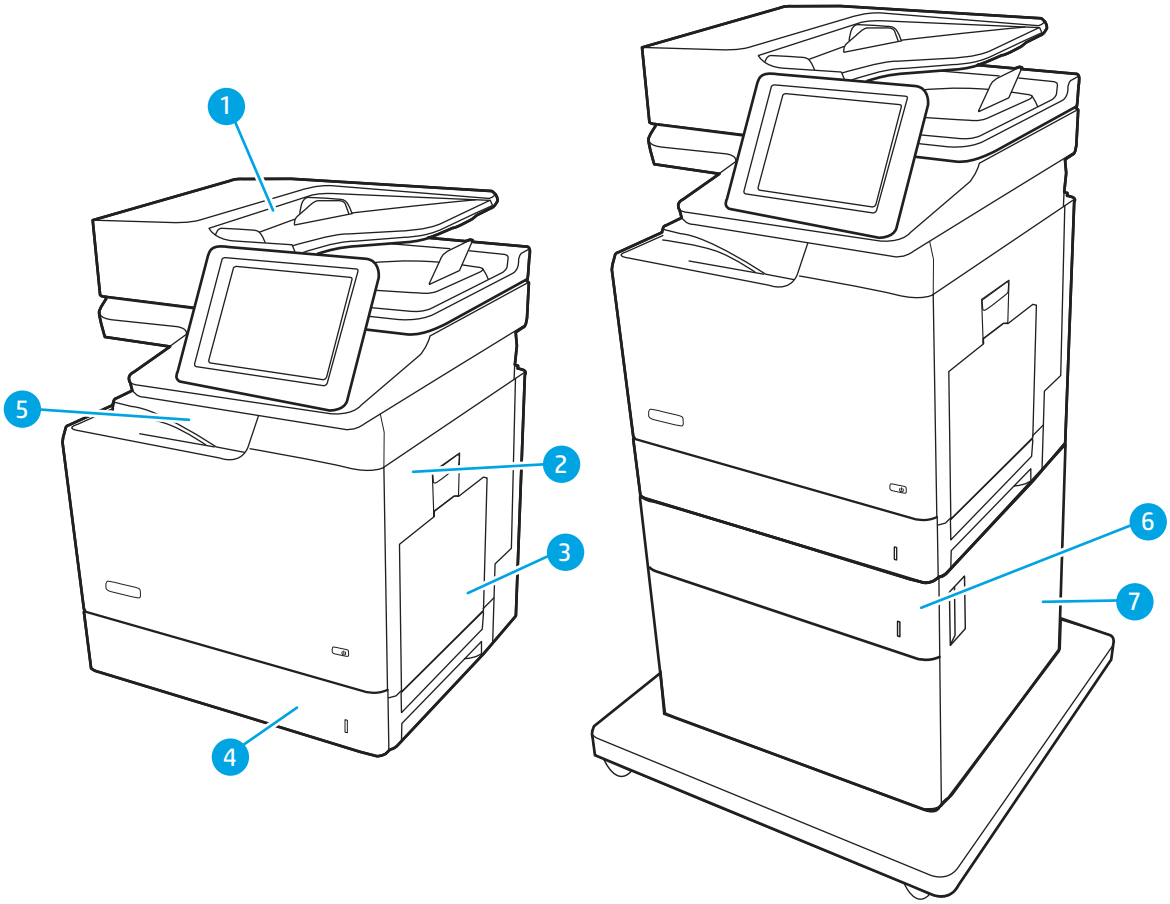
## Introduction

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


- Paper jam locations on page 165
- Auto-navigation for clearing jams on page 168
- Experiencing frequent or recurring paper jams? on page 168
- Clear paper jams in the document feeder on page 168
- 13.E1 output bin paper jam on page 170
- 13.A1 tray 1 paper jam on page 170
- 13.A2 tray 2 paper jam on page 172
- 13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam on page 176
- 13.A 2000-sheet tray paper jam on page 181
- 13.B9, 13.B2, 13.FF fuser paper jam on page 185
- 13.B2 right door paper jam on page 188
- 13.70.stapler/stacker paper jam on page 189
- Clear staple jams in the 3-bin stapler/stacker on page 191


## Paper jam locations

Jams can occur in these locations.


1
2
3
4
5
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7

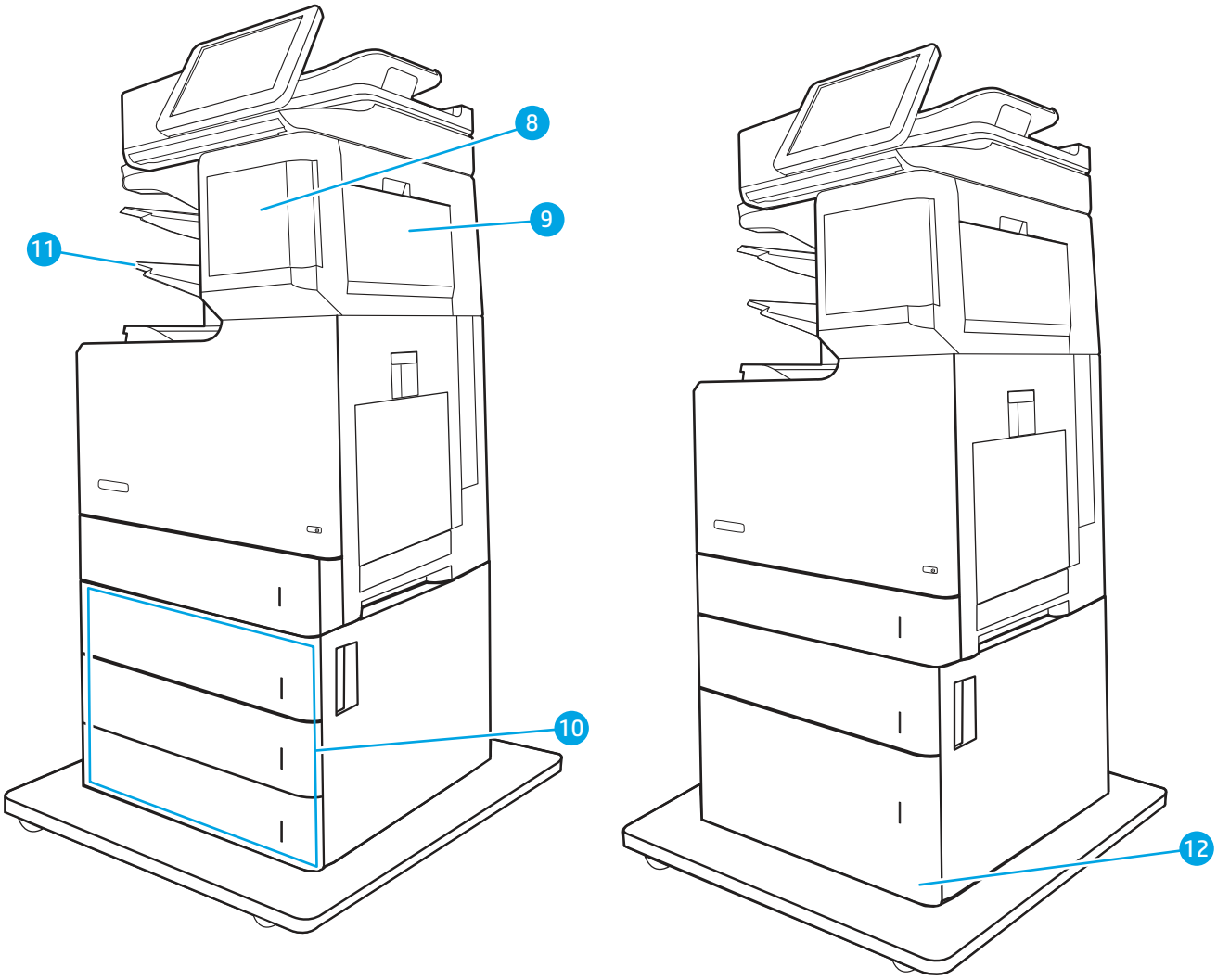



Table 9-3 Jam locations

| Number | Location |
|---|---|
| 1 | Document feeder |
| 2 | Right door and fuser area |
| 3 | Tray 1 |
| 4 | Tray 2 |
| 5 | Output bin |
| 6 | 1 x 550-sheet paper feeder |
| 7 | Lower-right door |
| 8 | Stapler |
| 9 | Stapler/stacker right door |
| 10 | 3 x 550-sheet paper feeder |
| 11 | 3-bin stapler/stacker output bins |
| 12 | 2,000-sheet high-capacity paper feeder |

## 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.

To see a video that demonstrates how to load paper in a way that reduces the number of paper jams, click here.

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 product control panel. Verify that the tray is configured correctly for the paper type and size.
9. Make sure the printing environment is within recommended specifications.

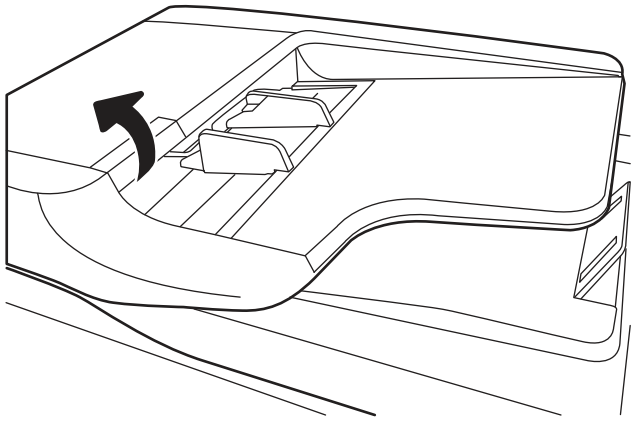
## Clear paper jams in the document feeder

Use the following procedure to check for paper in all possible jam locations related to the document feeder.

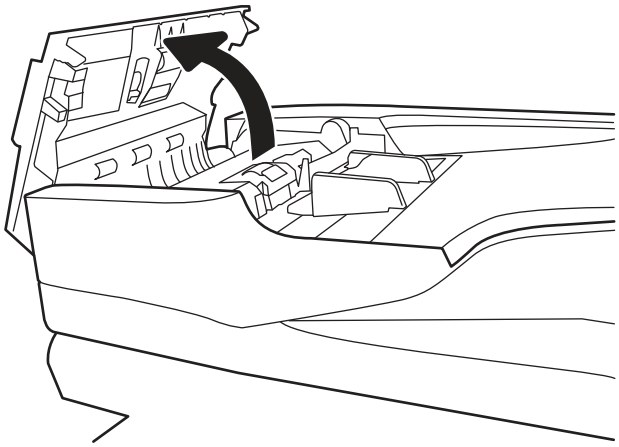
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 31.13.XX Jam in Document Feeder

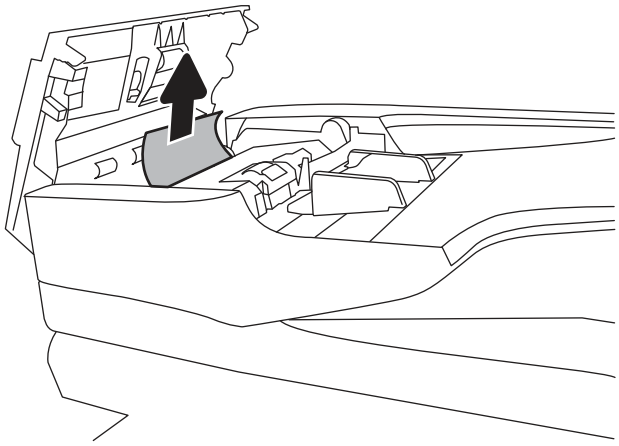
1. Lift the document-feeder latch.



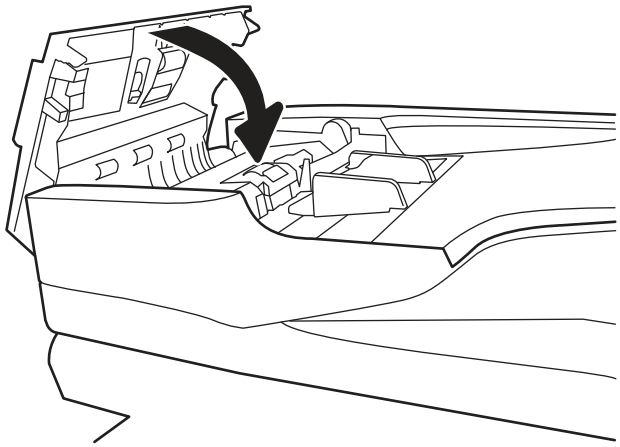
2. Open the document-feeder cover.



3. Gently remove any jammed paper.



4. Close the document-feeder cover.



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

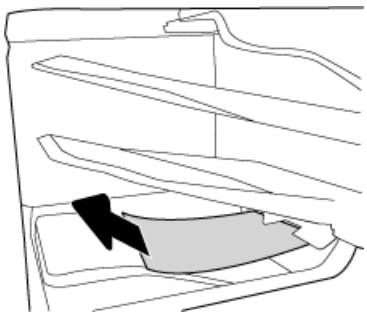
NOTE: Original documents that are printed on heavy, glossy paper can jam more frequently than originals that are printed on plain paper.

## 13.E1 output bin paper jam

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

### 13.E1.XX Jam at standard output bin

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

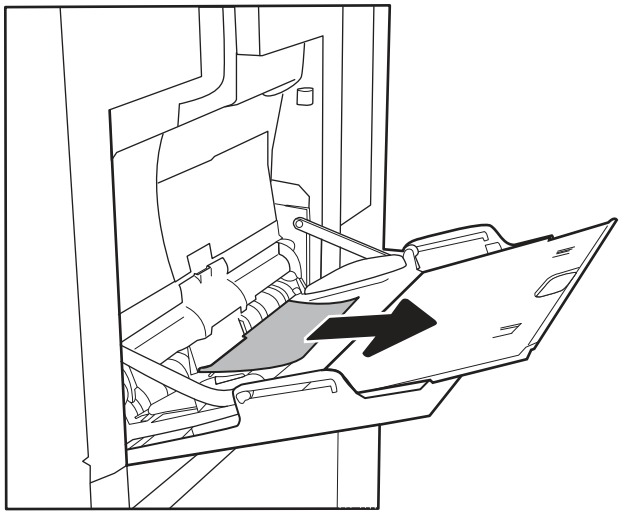


## 13.A1 tray 1 paper jam

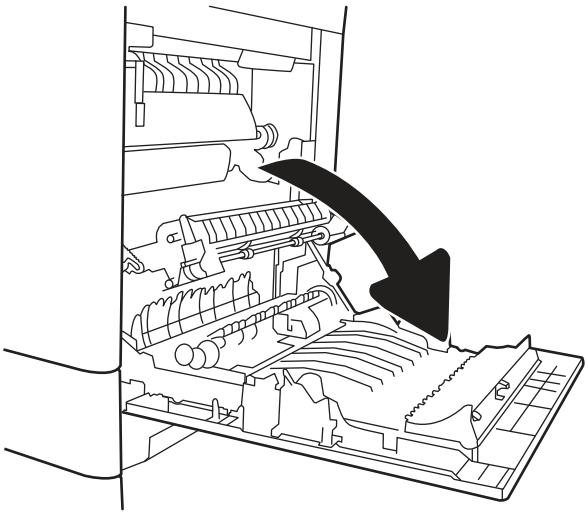
Use the following procedure to check for paper in all possible jam locations related to Tray 1. When a jam occurs, the control panel displays control panel might display a message and an animation that assists in clearing the jam.

### 13.A1.XX Jam in tray 1

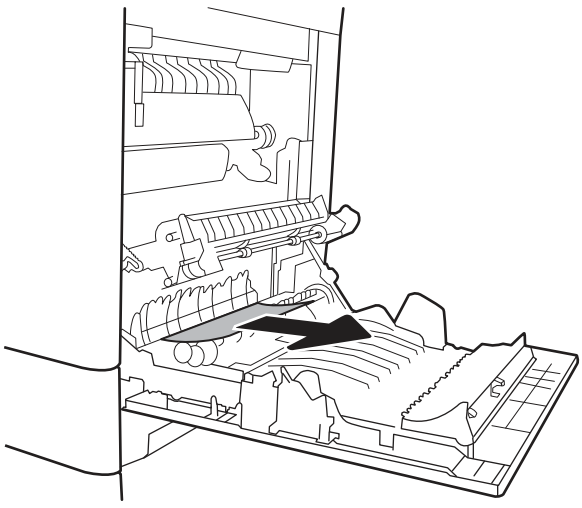
1. If jammed paper is visible in Tray 1, clear the jam by gently pulling the paper straight out.



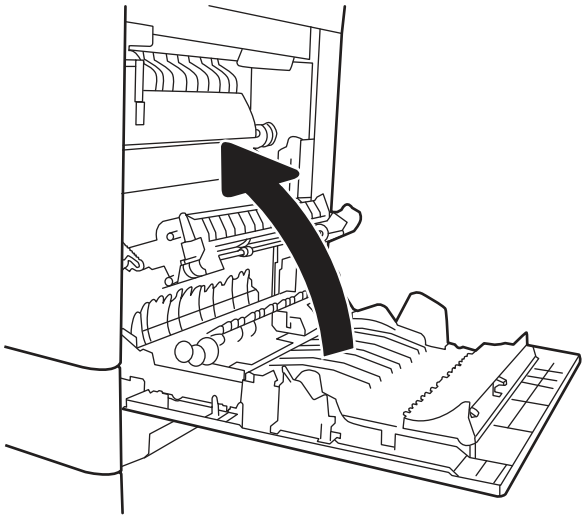
2. If you cannot remove the paper, or if no jammed paper is visible in Tray 1, close Tray 1 and open the right door.



3. Gently pull out any jammed paper.



4. Close the right door.

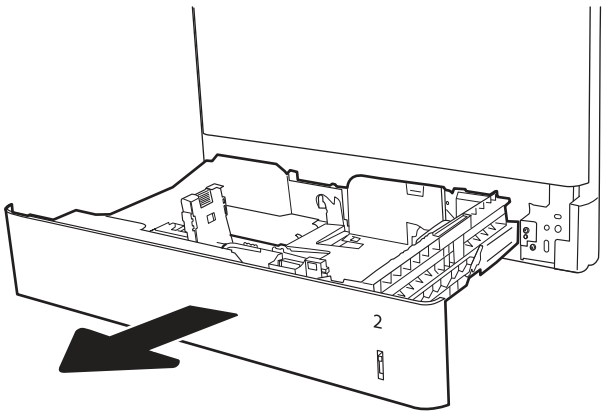


## 13.A2 tray 2 paper jam

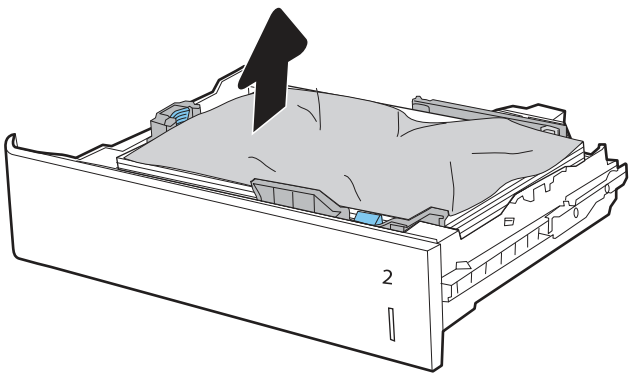
Use the following procedure to check for paper in all possible jam locations related to Tray 2. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

### 13.A2.XX Jam in tray 2

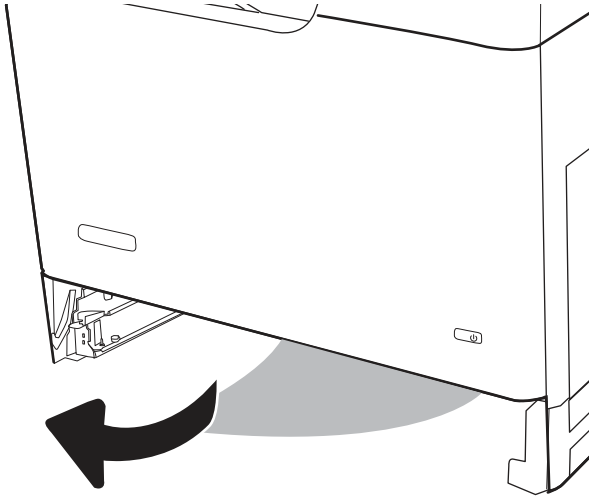
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



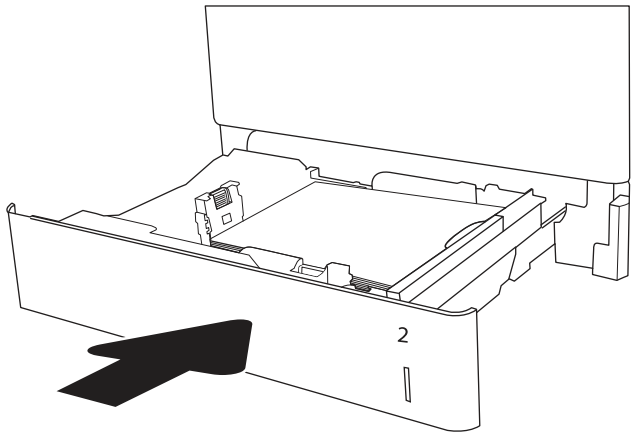

2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



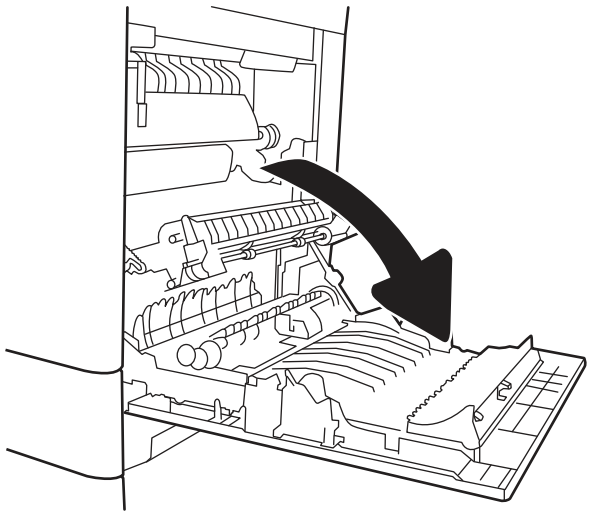
3. Gently remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



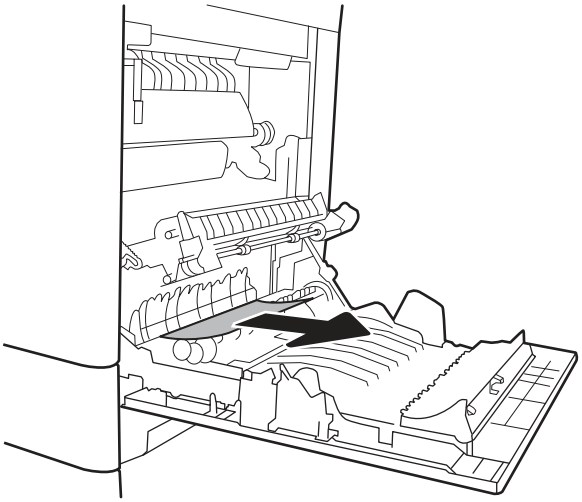
4. Install and close the tray.




5. Open the right door.

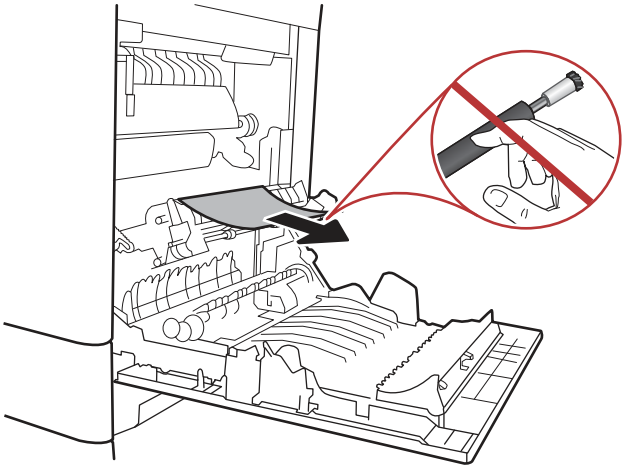


6. Gently pull out any jammed paper.

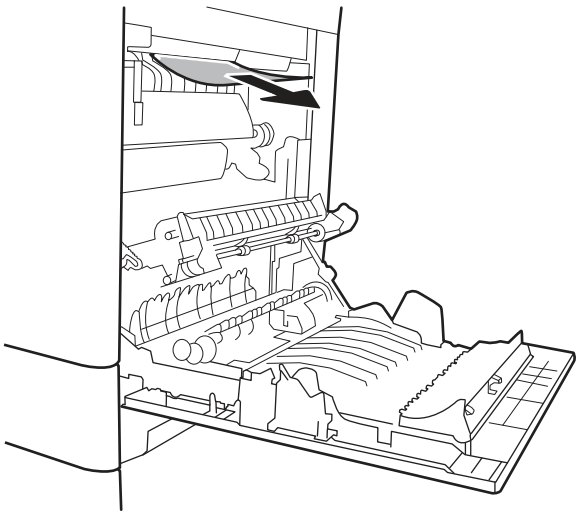


7. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

⚠ CAUTION: Do not touch the rollers on the transfer roller. Contaminants can affect print quality.

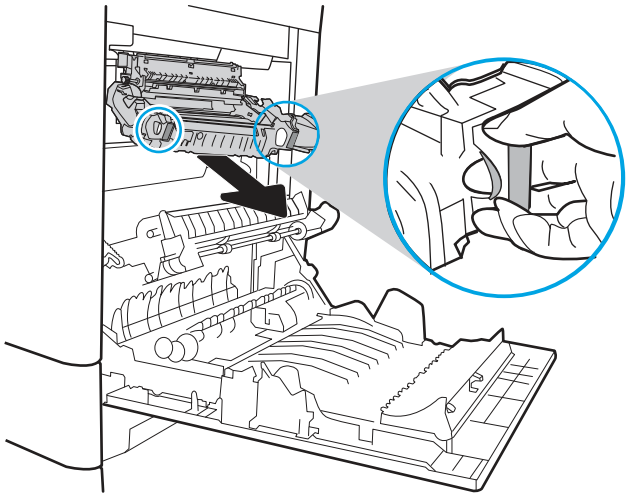


8. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



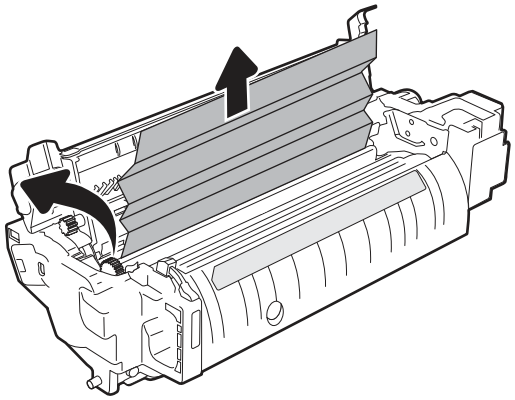
9. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

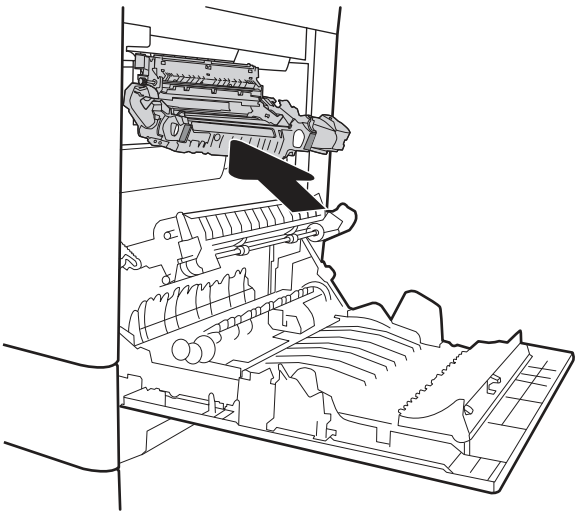


10. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

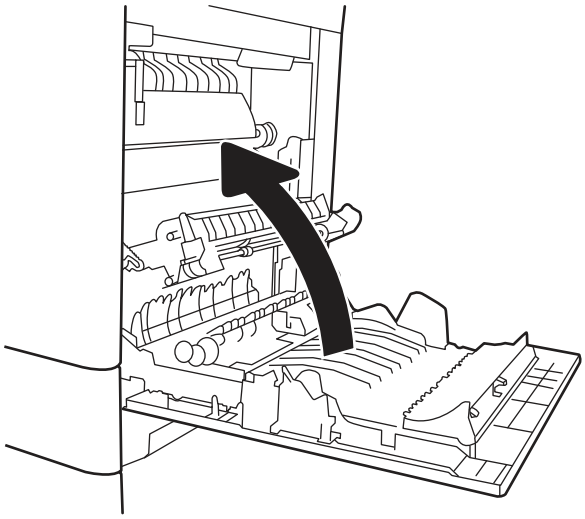
⚠ CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



11. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



12. Close the right door.

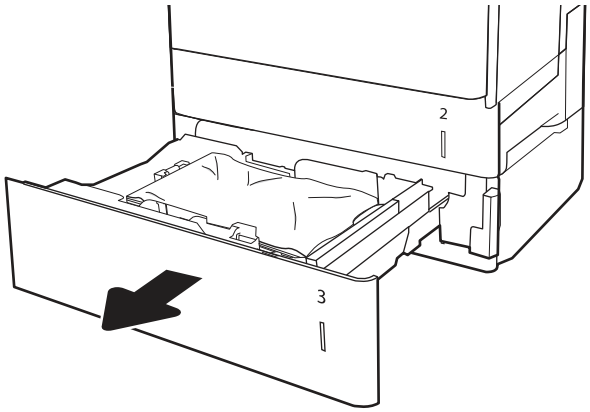


## 13.A3, 13.A4, 13.A5 tray 3, tray 4, tray 5 paper jam

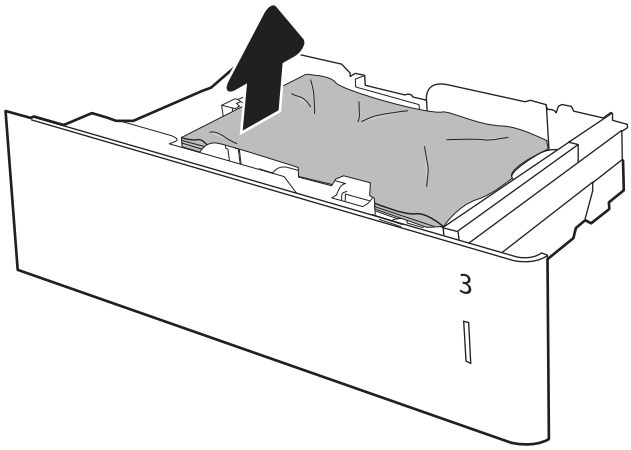
Use the following procedure to check for paper in all possible jam locations related to the optional 550-sheet paper feeders. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

- 13.A3.XX Jam in tray 3
- 13.A4.XX Jam in tray 4
- 13.A5.XX Jam in tray 5

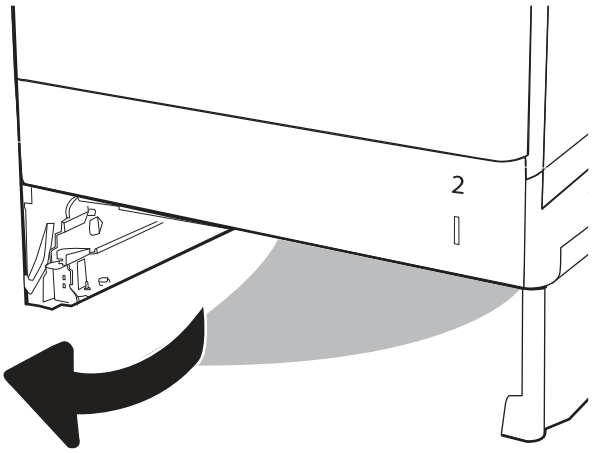
1. Pull the tray completely out of the printer by pulling and lifting it up slightly.



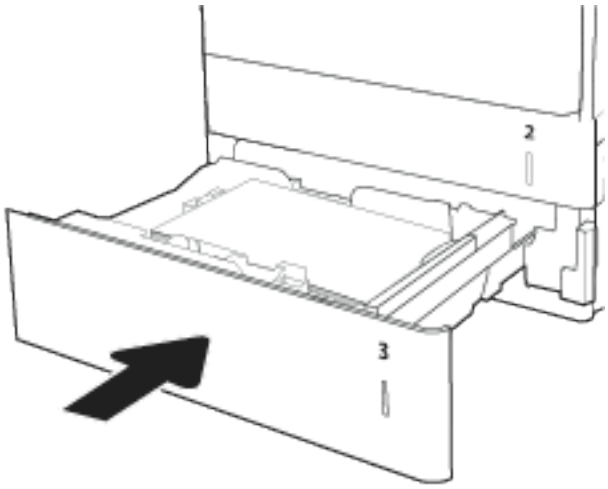
2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



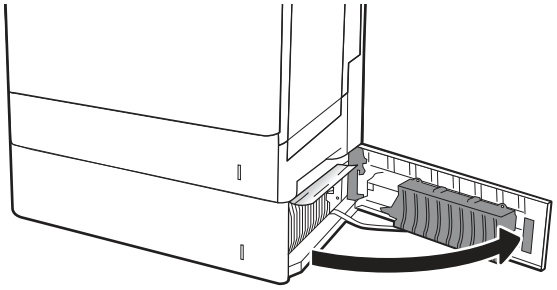

3. Remove any paper from the feed rollers inside the printer. First pull the paper to the left to release it, and then pull it forward to remove it.



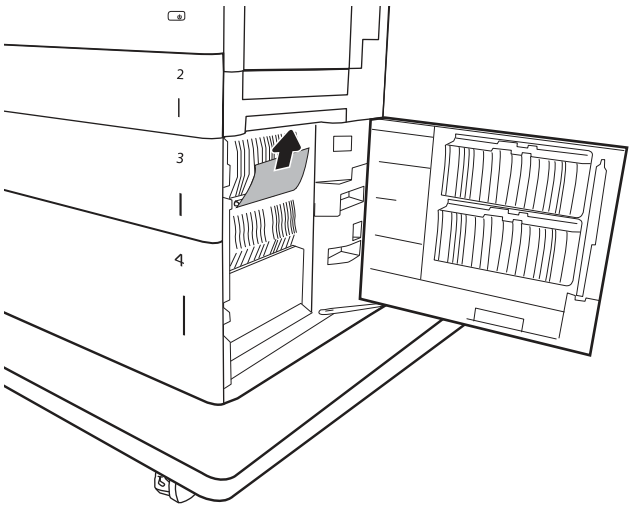

4. Install and close the tray.



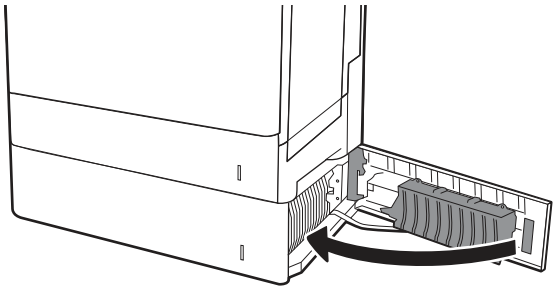
5. Open the lower-right door.



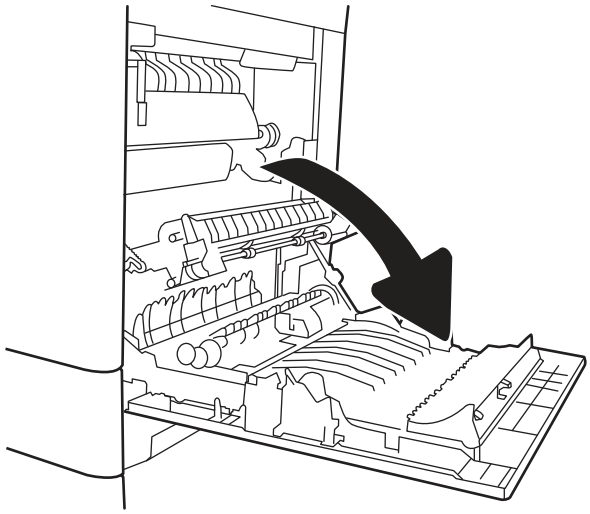
6. Gently pull out any jammed paper.



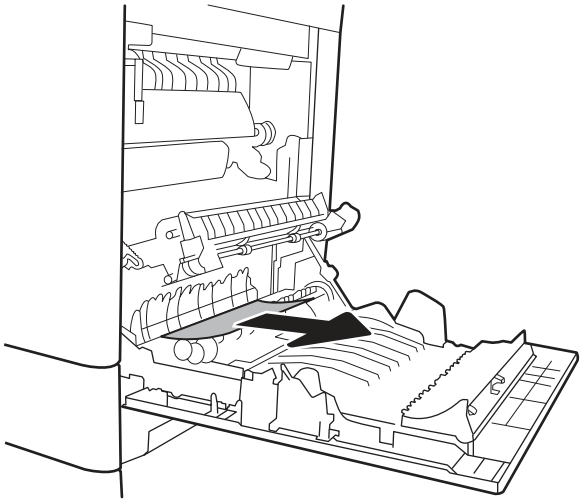

7. Close the lower-right door.



8. Open the right door.

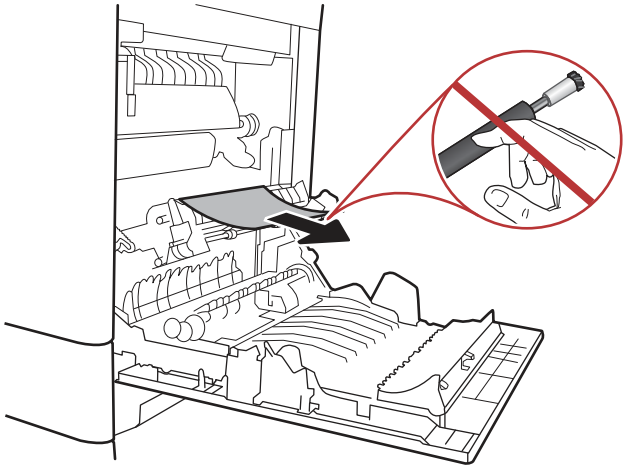


9. Gently pull out any jammed paper.

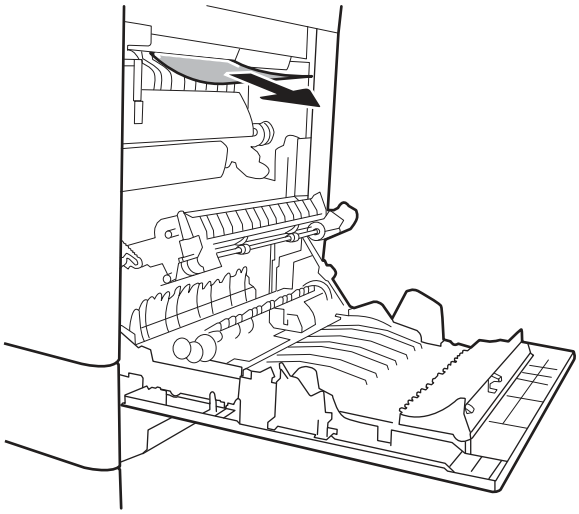


10. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

⚠ CAUTION: Do not touch the rollers on the transfer roller. Contaminants can affect print quality.

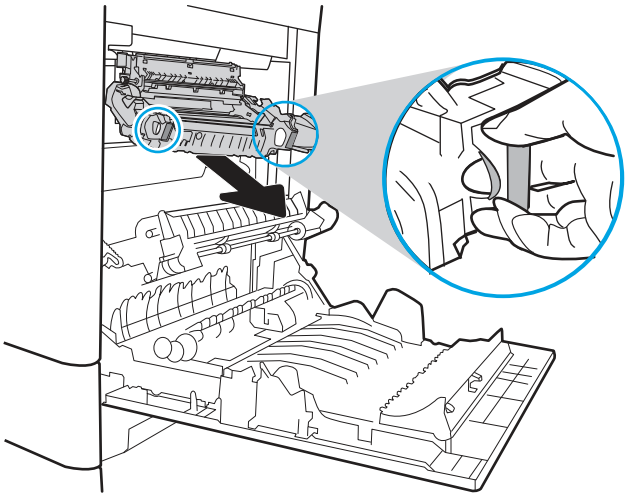


11. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



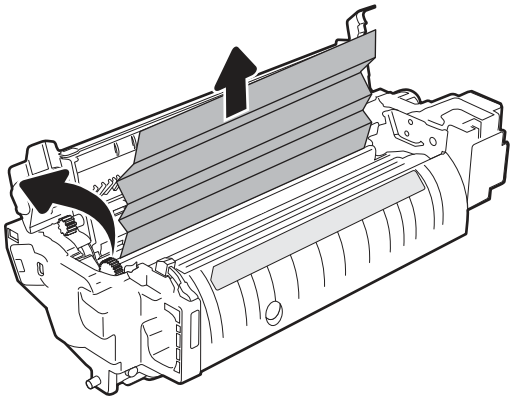
12. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

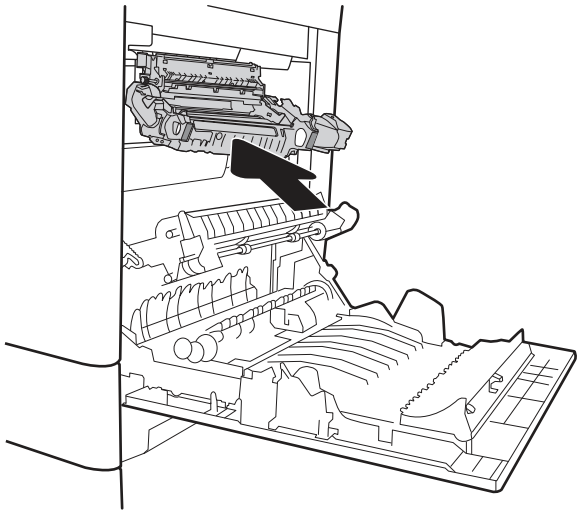


13. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

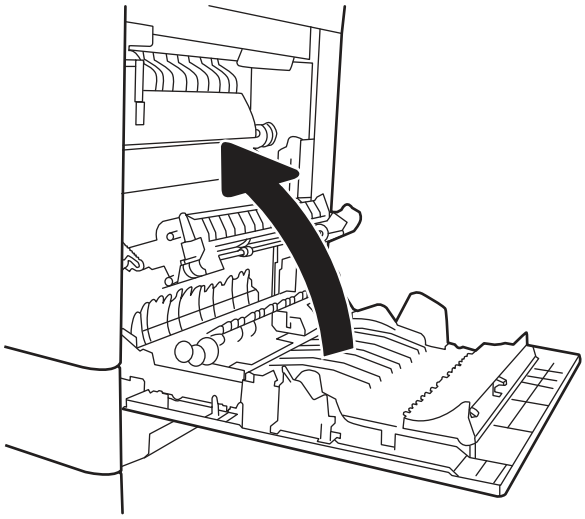
⚠ CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



14. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



15. Close the right door.

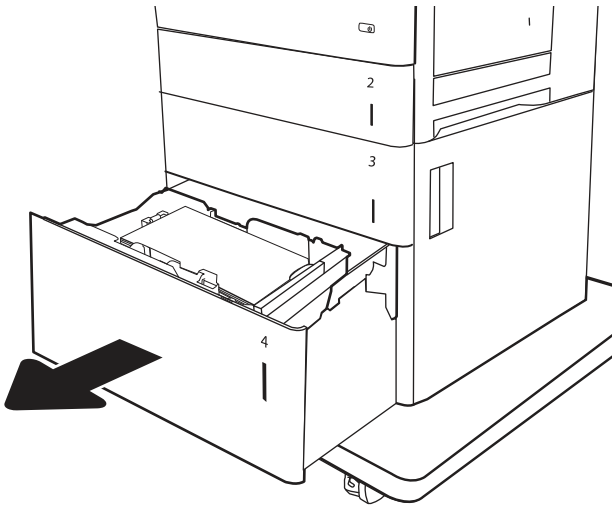


## 13.A 2000-sheet tray paper jam

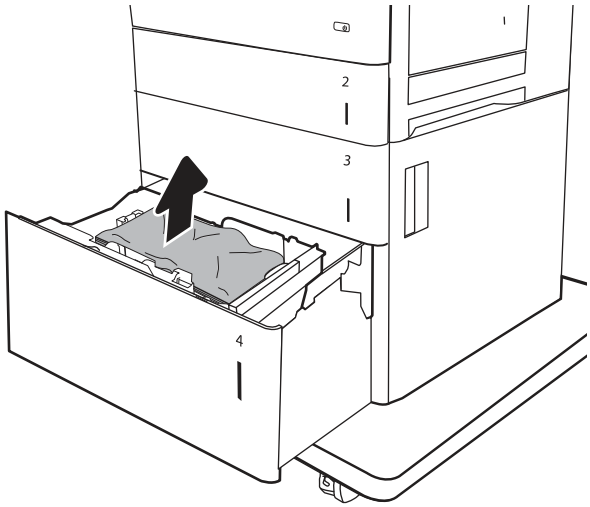
Use the following procedure to check for paper in all possible jam locations related to the 2,000-sheet high-capacity tray. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

### 13.A4.XX Jam in tray 4

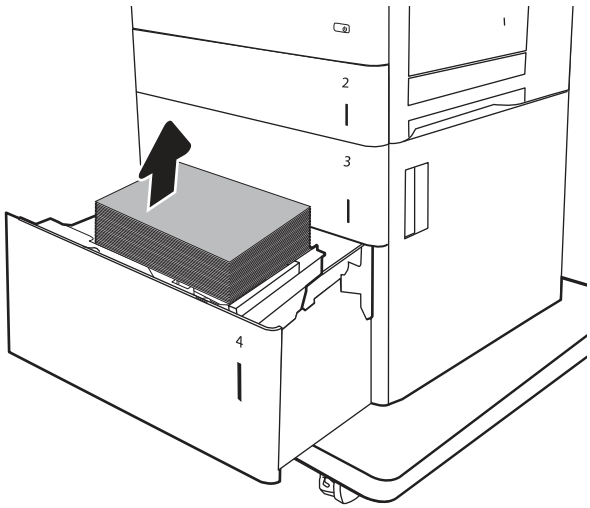
1. Open the 2,000-sheet high-capacity input tray.



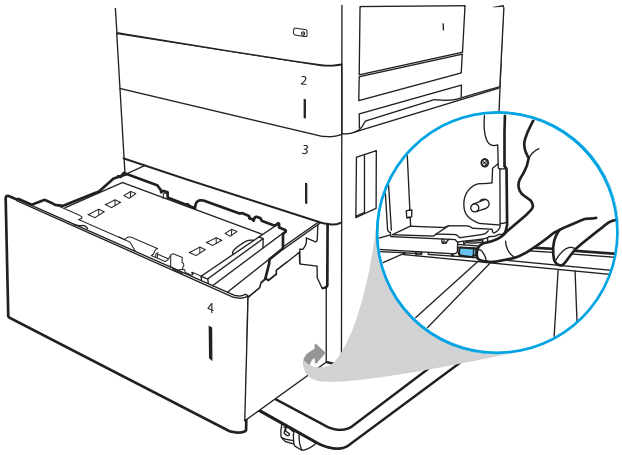

2. Remove any jammed or damaged sheets of paper. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.



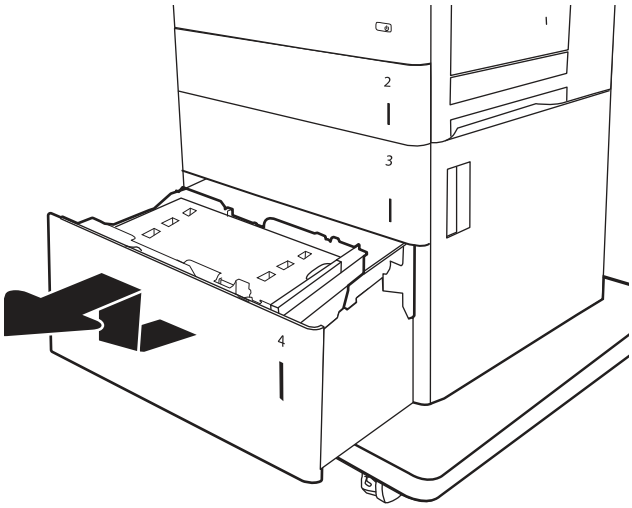

3. Remove the paper from the tray.



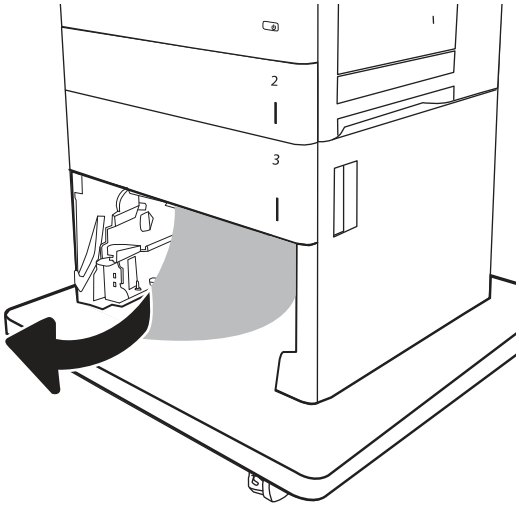
4. Press the release latch on the side of the tray to release it.



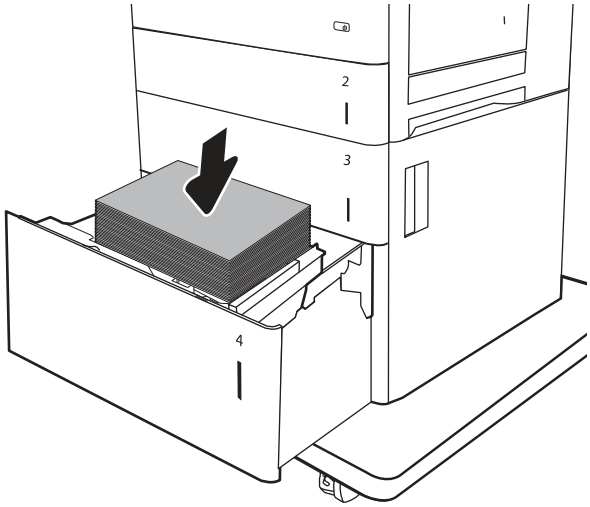

5. Lift the tray up and then pull it straight out to remove it.




6. If jammed paper is in the feed area, pull it down to remove it. First pull the paper to the left to release it, and then pull it forward to remove it.

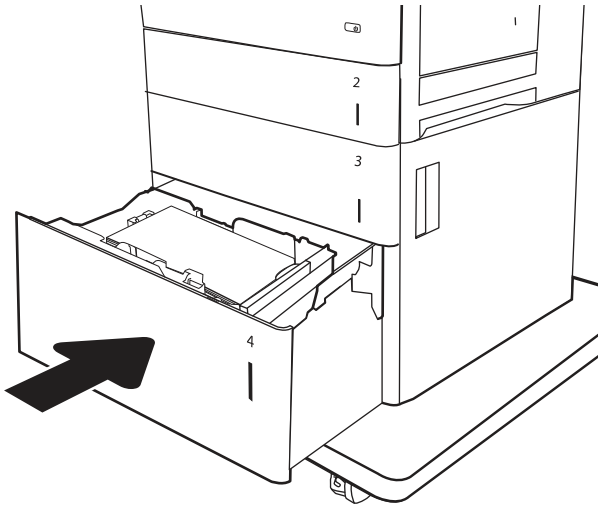


7. Install the tray, and then load full reams of paper into the tray. Verify that the tray is not overfilled and that the paper guides are adjusted correctly.

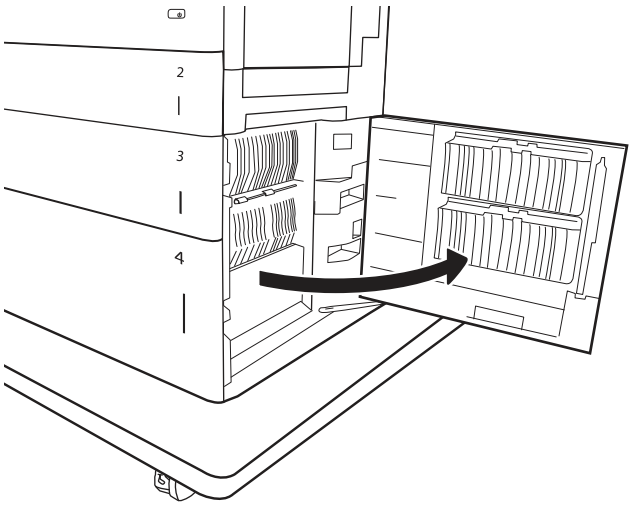



NOTE: The tray holds 2,000 sheets of paper. For best results, load full reams of paper. Avoid dividing reams into smaller sections.

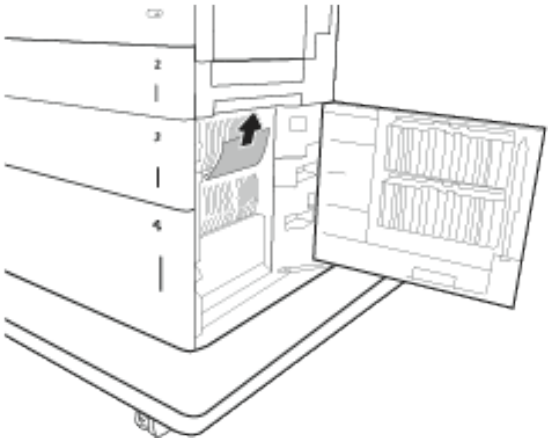
8. Close the tray.



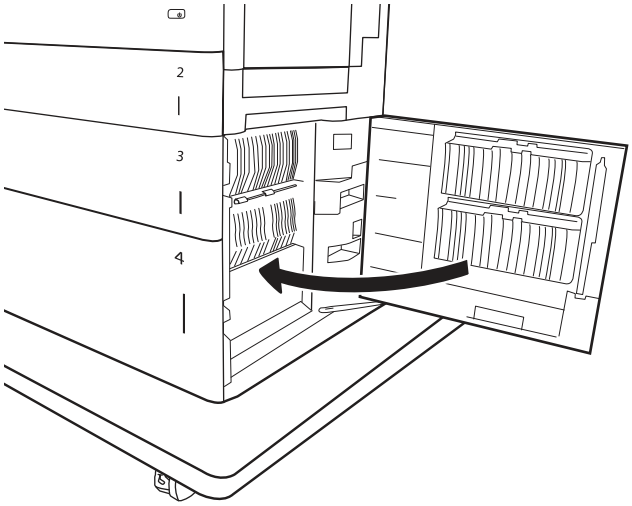

9. Open the lower-right door.



10. Remove any jammed paper.



11. Close the lower-right door.



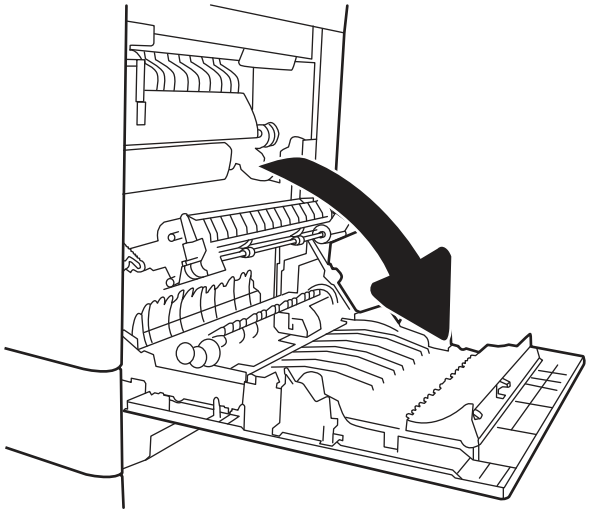
NOTE: If, after clearing the jam, the printer control panel displays a message that there is no paper in the tray or the tray is overfilled, remove the tray and look behind it for any remaining paper.

## 13.B9, 13.B2, 13.FF fuser paper jam

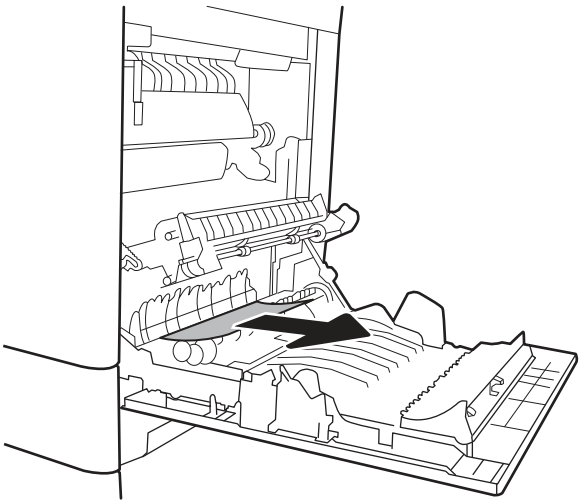
Use the following procedure to check for paper in all possible jam locations inside the right door. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.B9.XX Jam in fuser
- 13.B2.XX Jam in <Cover or Door>.
- 13.FF.EE Door Open Jam

1. Open the right door.

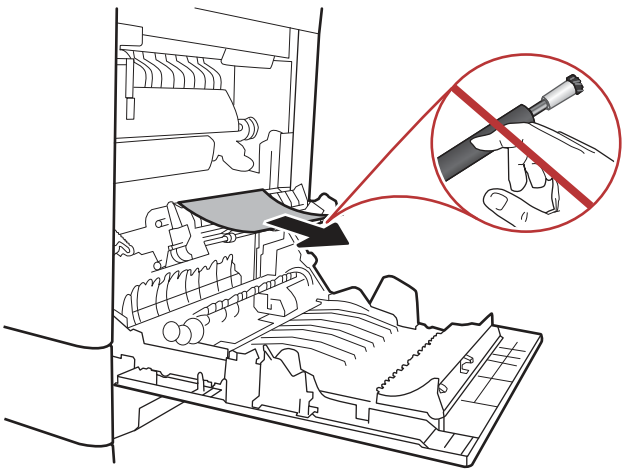


2. Gently pull out any jammed paper.

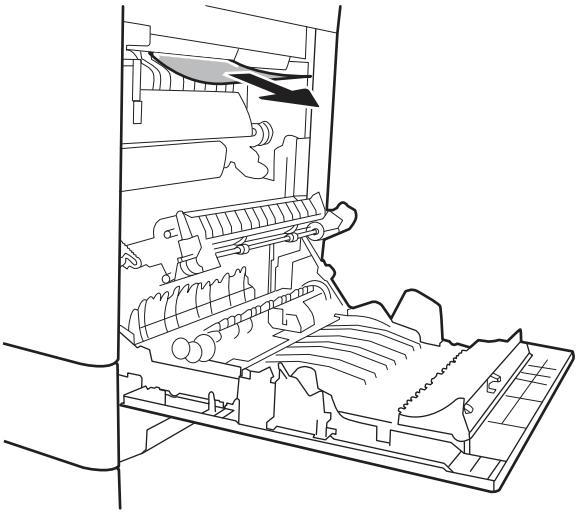


3. If paper is visible entering the bottom of the fuser, gently pull downward to remove it.

⚠ CAUTION: Do not touch the rollers on the transfer roller. Contaminants can affect print quality.

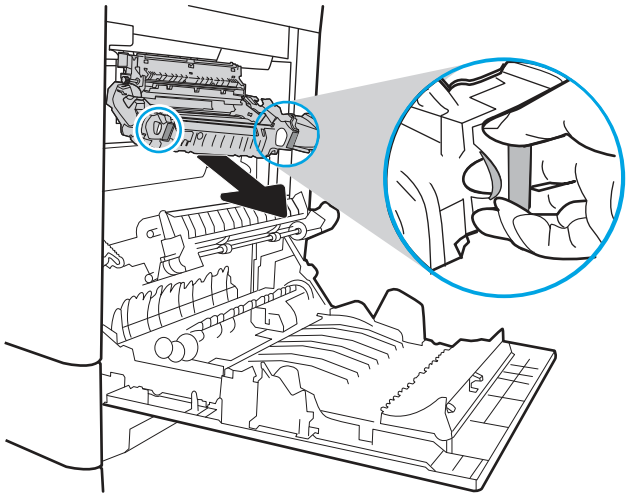


4. If paper is jammed as it enters the output bin, gently pull the paper out to remove it.



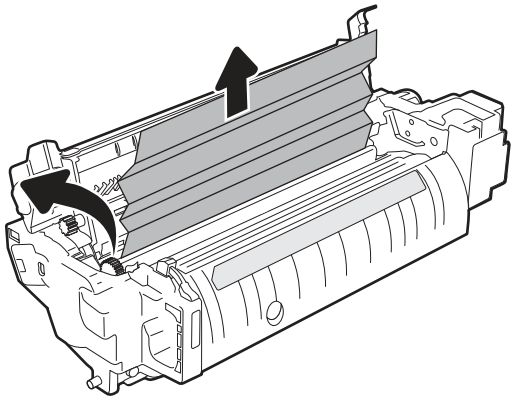
5. Paper could be jammed inside the fuser where it would not be visible. Grasp the fuser handles, lift up slightly, and then pull straight out to remove the fuser.

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

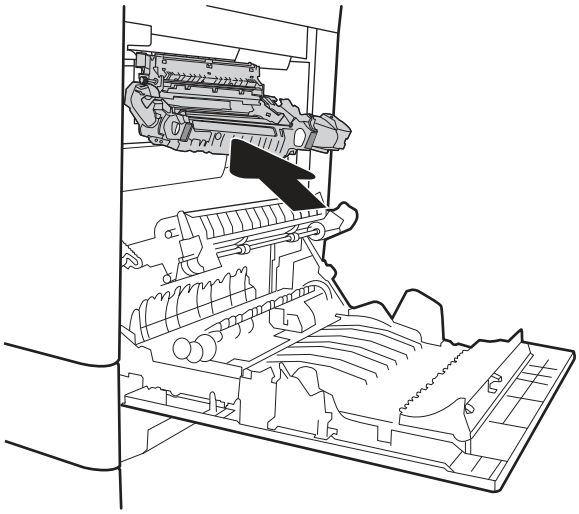


6. Open the jam-access door on the fuser. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments.

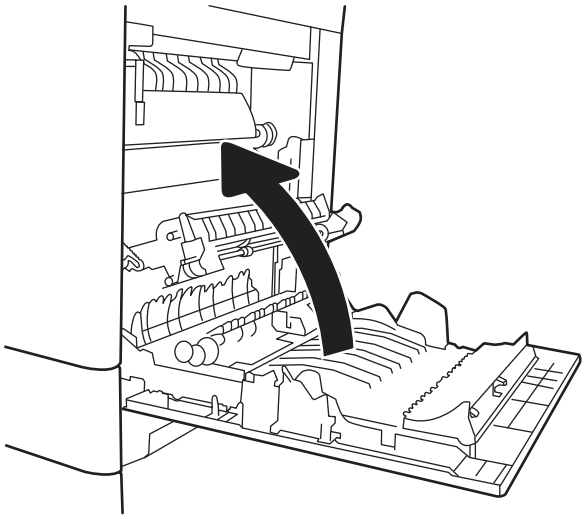
⚠ CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.



7. Close the jam-access door on the fuser, and push the fuser completely into the printer until it clicks into place.



8. Close the right door.

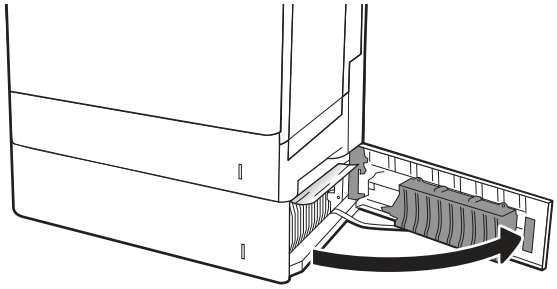


## 13.B2 right door paper jam

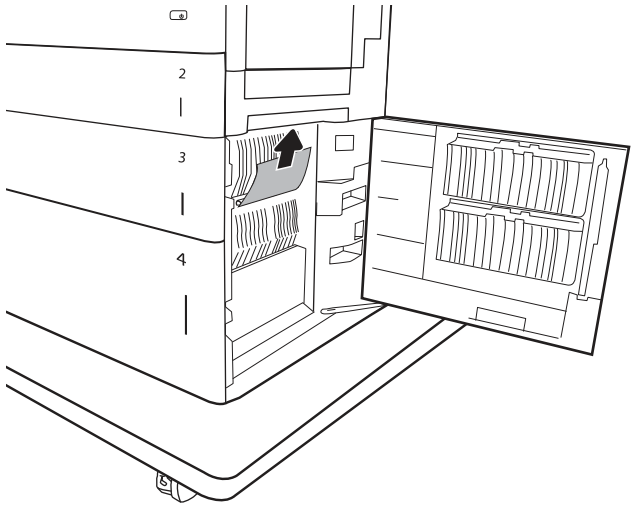
Use the following procedure to check for paper in the lower-right door. When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.B2.XX Jam in <Cover or Door>.
- 13.FF.EE Door Open Jam

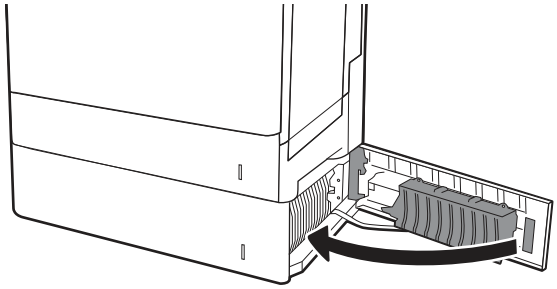
1. Open the lower-right door.



2. Gently pull out any jammed paper.




3. Close the lower-right door.



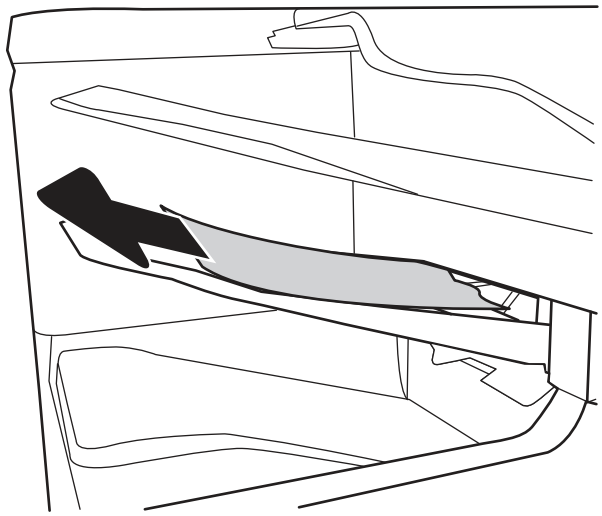
## 13.70.stapler/stacker paper jam

Use the following procedure to check for paper in the 3-bin stapler/stacker.

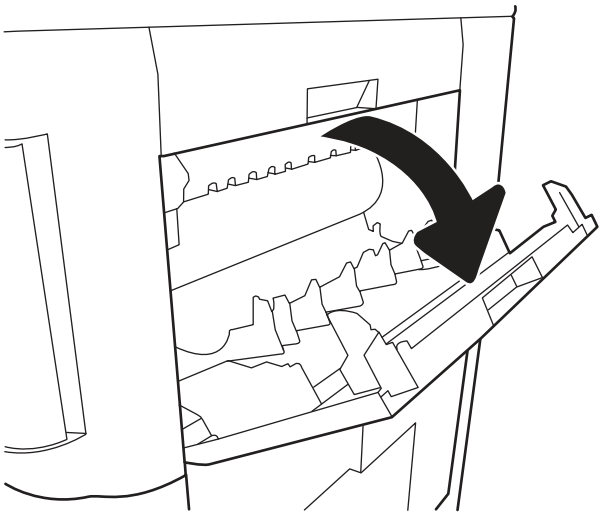
When a jam occurs, the control panel might display a message and an animation that assists in clearing the jam.

- 13.70.xx Jam in at 3-bin stapler/stacker

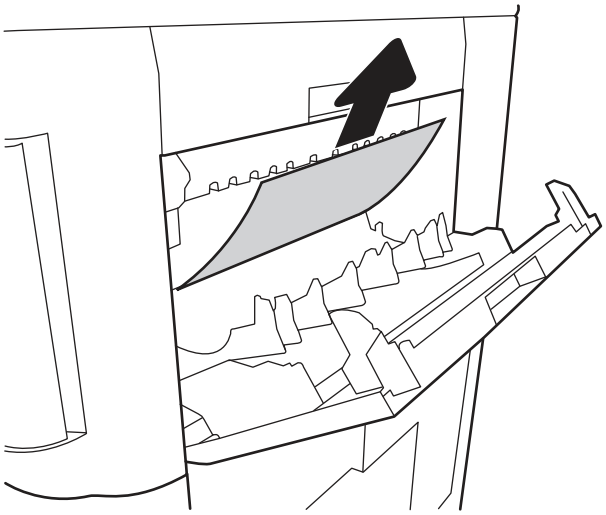
1. Gently remove any jammed paper from the stapler/stacker bins.



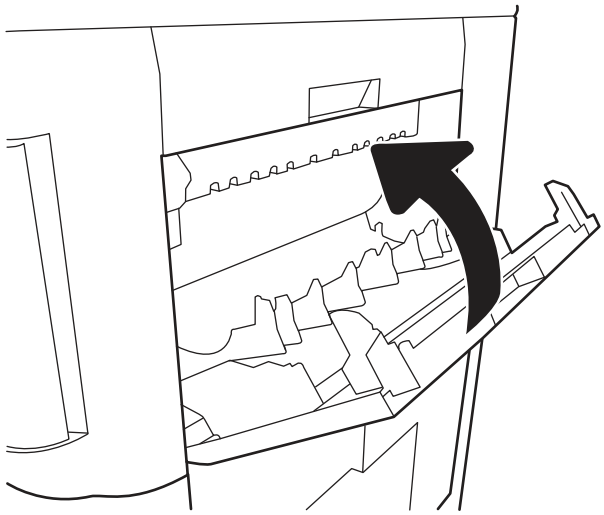
2. Open the stapler/stacker-right door.



3. If jammed paper is visible, gently pull it straight out.



4. Close the stapler/stacker-right door.

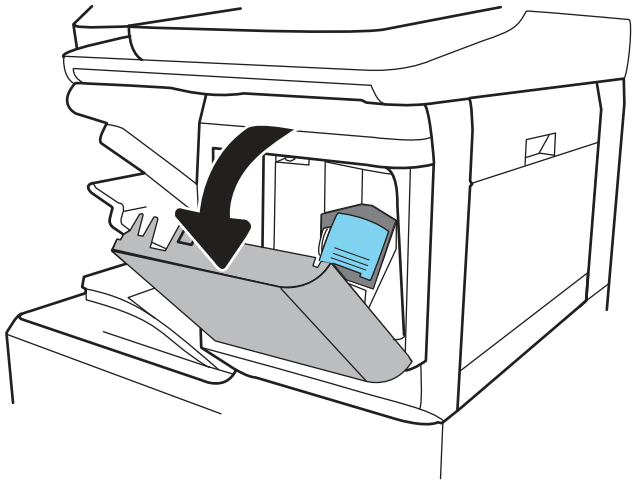


## Clear staple jams in the 3-bin stapler/stacker

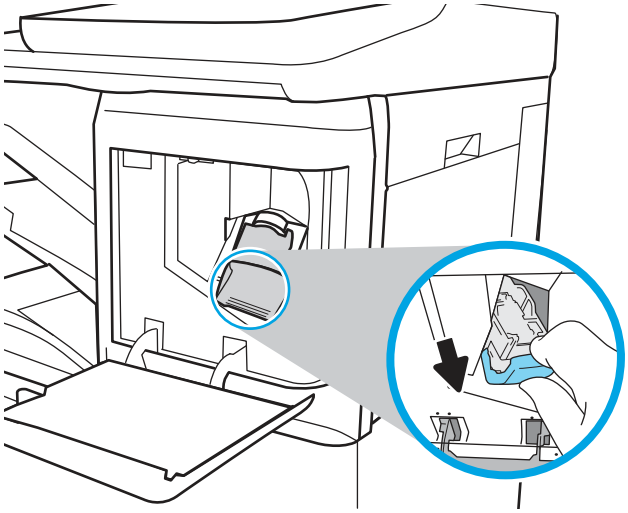
Use the following procedure to check for staples jammed in the 3-bin stapler/stacker.

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

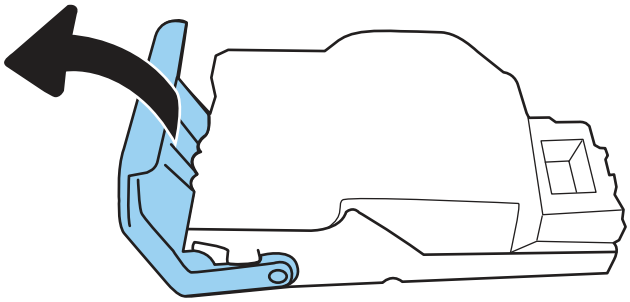
1. Open the staple-cartridge door.



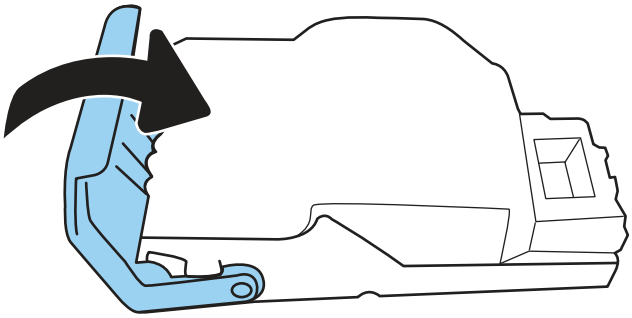
2. Grasp the colored tab on the staple cartridge, and then pull the staple cartridge straight out.



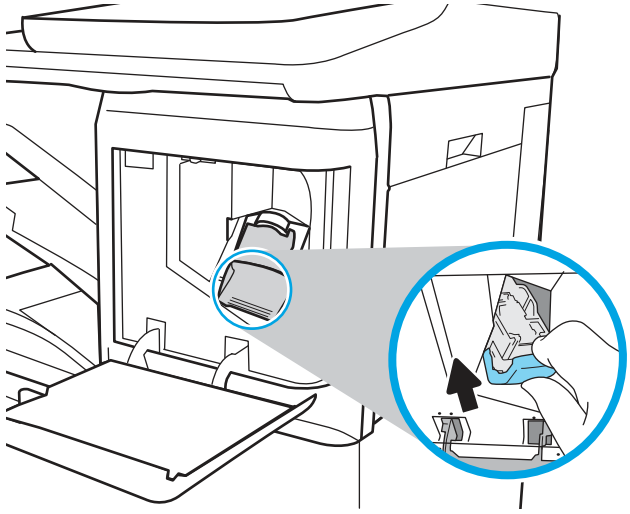
3. Lift up on the small lever at the back of the staple cartridge. Remove the jammed staples.



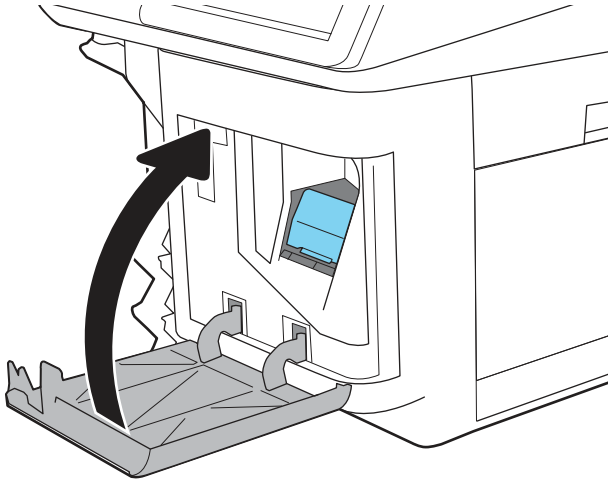
4. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.



5. Insert the staple cartridge into the stapler and press the colored handle toward the printer until it snaps into place.



6. Close the staple-cartridge door.



# Improve print quality

Use the information below to troubleshoot print-quality, color-quality, and image-quality problems on HP Color LaserJet Enterprise printers.

## Introduction

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

- Print from a different software program on page 194
- Check the paper-type setting for the print job on page 194
- Check toner-cartridge status on page 194
- Print a cleaning page on page 195
- Visually inspect the toner cartridge or cartridges on page 195

- Check paper and the printing environment on page 196
- Try a different print driver on page 197
- Calibrate the printer to align the colors on page 198

## 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)

Check the paper type setting for Windows, and change the setting as needed.

NOTE: The print driver settings will override any control panel settings.

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)

Check the paper type setting for an OS X operating system, and change the setting as needed.

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, select the Reports menu.
2. Select the Configuration/Status Pages menu.
3. Select Supplies Status Page, and then select Print to print the page.

### Step two: Check supplies status

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

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

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

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

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

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

## Print a cleaning page

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

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

1. 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.

## Visually inspect the toner cartridge or cartridges

Follow these steps to inspect each toner cartridge:

1. Remove the toner cartridge from the printer, and verify that the sealing tape has been removed.
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

Use the following information to check the paper selection 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 of 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, select the Settings menu.

2. Open the following menus:
    - Copy/Print or Print
    - Print Quality
    - Image Registration
3. Select Tray, 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. Select Done to save the new settings.

## Try a different print driver

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

Download any of the following drivers from the HP Web site: www.hp.com/support/colorljM681MFP or www.hp.com/support/colorljM682MFP.

Table 9-4 Print drivers

| Driver | Description |
|---|---|
| HP PCL.6 driver<br>HP PCL 6 driver<br>HP PCL-6 driver | • Provided as the default driver on the printer CD. This driver is automatically installed unless you select a different one.<br>• Recommended for all Windows environments.<br>• Provides the overall best speed, print quality, and printer-feature support for most users.<br>• Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments.<br>• 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.<br>• 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.<br>• Compatible with previous PCL versions and older HP LaserJet printers.<br>• The best choice for printing from third-party or custom software programs.<br>• The best choice when operating with mixed environments, which require the printer to be set to PCL 5 (UNIX, Linux, mainframe).<br>• Designed for use in corporate Windows environments to provide a single driver for use with multiple printer models.<br>• Preferred when printing to multiple printer models from a mobile Windows computer. |

Table 9-4 Print drivers (continued)

| Driver | Description |
| --- | --- |
| HP UPD PCL 6 | • Recommended for printing in all Windows environments.<br>• Provides the overall best speed, print quality, and printer feature support for most users.<br>• Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments.<br>• Might not be fully compatible with third-party and custom software programs that are based on PCL 5. |

## Calibrate the printer to align the colors

Calibration is a printer function that optimizes print quality.

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

1. From the Home screen on the printer control panel, select the Support Tools menu.
2. Select the following menus:
   - Maintenance
   - Calibration/Cleaning
   - Full Calibration
3. Select Start to start the calibration process.

   A **Calibrating** message will display on the printer control panel. The calibration process takes a few minutes to complete. Do not turn the printer off until the calibration process has finished.
4. Wait while the printer calibrates, and then try printing again.

# Image defects table

Review examples of image defects and steps to resolve these defects.

Table 9-5 Image defects table quick reference

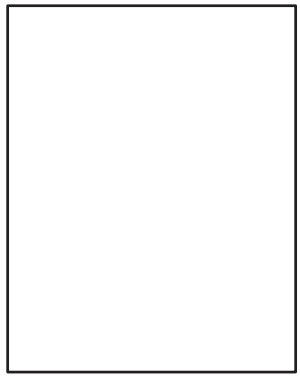
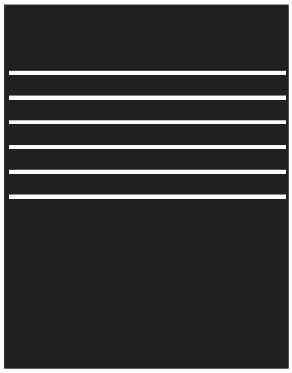
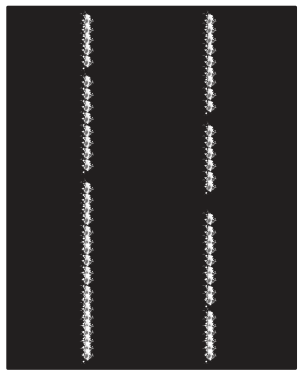
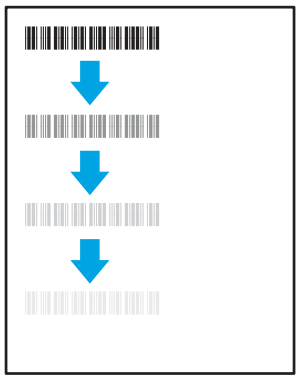
| Defect | Defect | Defect |
| --- | --- | --- |
| Table 9-6 Light print on page 201 | Table 9-7 Gray background or dark print on page 201 | Table 9-8 Blank page — No print on page 202 |
| | |  |
| Table 9-9 Black page on page 202 | Table 9-10 Banding defects on page 203 | Table 9-11 Streak defects on page 203 |
| |  |  |
| Table 9-12 Fixing/fuser defects on page 204 | Table 9-13 Image placement defects on page 204 | Table 9-14 Color plane registrations defects (color models only) on page 205 |
|  | | |

Table 9-5 Image defects table quick reference (continued)

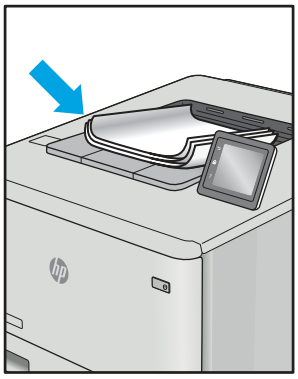
| Defect | Defect | Defect |
|---|---|---|
| Table 9-15 Output defects on page 205 | | |
|  | | |

Image defects, no matter the cause, can often be resolved using the same steps. Use the following steps as a starting point for solving image defect issues.

1. Reprint the document. Print quality defects can be intermittent in nature or can go away completely with continued printing.
2. Check the condition of the cartridge or cartridges. If a cartridge is in a **Very Low** state (it has passed the rated life), replace the cartridge.
3. Make sure that the driver and tray print mode settings match the media that is loaded in the tray. Try using a different ream of media or a different tray. Try using a different print mode.
4. Make sure the printer is within the supported operating temperature/humidity range.
5. Make sure that the paper type, size, and weight are supported by the printer. See the printer support page at support.hp.com for a list of the supported paper sizes and types for the printer.

NOTE: The term "fusing" refers to the part of the printing process where toner is affixed to paper.

The following examples depict letter-size paper that has passed through the printer with the short-edge first.

Table 9-6 Light print

| Description | Sample | Possible solutions |
| --- | --- | --- |
| **Light print:**<br><br>The printed content on the entire page is light or faded. | | 1. Reprint the document.<br>2. Remove the cartridge, and then shake it to redistribute the toner.<br>3. **Mono models only:** Make sure that the EconoMode setting is disabled, both at the printer control panel and in the print driver.<br>4. Make sure that the cartridge is installed correctly.<br>5. Print a Supply status page and check for life and usage of the cartridge.<br>6. Replace the cartridge.<br>7. If the problem persists, go to support.hp.com. |

Table 9-7 Gray background or dark print

| Description | Sample | Possible solutions |
| --- | --- | --- |
| **Gray background or dark print:**<br><br>The image or text is darker than expected. | | 1. Make sure that the paper in the trays has not already been run through the printer.<br>2. Use a different paper type.<br>3. Reprint the document.<br>4. **Mono models only:** From the Home screen on the printer control panel, go to the Adjust Toner Density menu, and then adjust the toner density to a lower level.<br>5. Make sure that the printer is within the supported operating temperature and humidity range.<br>6. Replace the cartridge.<br>7. If the problem persists, go to support.hp.com. |

Table 9-8 Blank page — No print

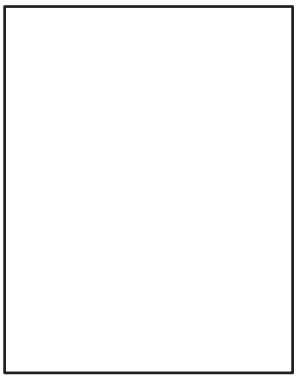
| Description | Sample | Possible solutions |
| --- | --- | --- |
| **Blank page — No print:**<br><br>The page is completely blank and contains no printed content. |  | 1. Make sure that the cartridge is genuine HP cartridges.<br>2. Make sure that the cartridge is installed correctly.<br>3. Print with a different cartridge.<br>4. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.<br>5. If the problem persists, go to support.hp.com. |

Table 9-9 Black page

| Description | Sample | Possible solutions |
| --- | --- | --- |
| **Black page:**<br><br>The entire printed page is black. | | 1. Visually inspect the cartridge to check for damage.<br>2. Make sure that the cartridge is installed correctly.<br>3. Replace the cartridge.<br>4. If the problem persists, go to support.hp.com. |

Table 9-10 Banding defects

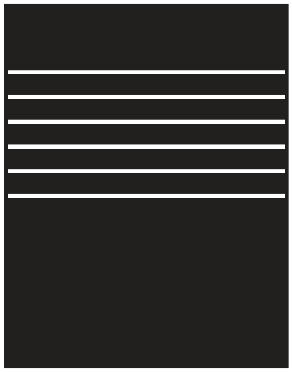
| Description | Sample | Possible solutions |
|---|---|---|
| **Repetitive wide-pitch banding and Impulse bands:**<br><br>Dark or light lines which repeat down the length of the page, They might be sharp or soft in nature. The defect displays only in areas of fill, not in text or sections with no printed content. |  | 1. Reprint the document.<br>2. Try printing from another tray.<br>3. Replace the cartridge.<br>4. Use a different paper type.<br>5. **Enterprise models only:** From the Home screen on the printer control panel, go to the Adjust Paper Types menu, and then choose a print mode that is designed for a slightly heavier media than what you are using. This slows the print speed and might improve the print quality.<br>6. If the problem persists, go to support.hp.com. |

Table 9-11 Streak defects

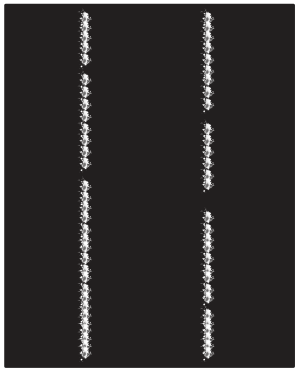
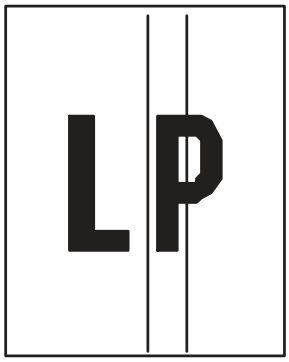
| Description | Sample | Possible solutions |
|---|---|---|
| **Light vertical streaks:**<br><br>Light streaks that usually span the length of the page. The defect displays only in areas of fill, not in text or sections with no printed content. |  | 1. Reprint the document.<br>2. Remove the cartridge, and then shake it to redistribute the toner.<br>3. If the problem persists, go to support.hp.com.<br><br>NOTE: Both light and dark vertical streaks can occur when the printing environment is outside the specified range for temperature or humidity. Refer to your printer's environmental specifications for allowable temperature and humidity levels. |
| **Dark vertical streaks and ITB cleaning streaks (color models only):**<br><br>Dark lines which occur down the length of the page. The defect might occur anywhere on the page, in areas of fill or in sections with no printed content. |  | 1. Reprint the document.<br>2. Remove the cartridge, and then shake it to redistribute the toner.<br>3. Print a cleaning page.<br>4. Check the toner level in the cartridge.<br>5. If the problem persists, go to support.hp.com. |

Table 9-12 Fixing/fuser defects

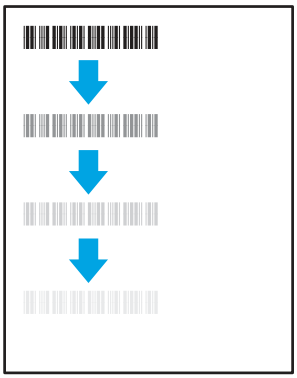
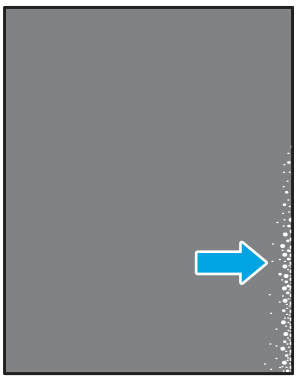
| Description | Sample | Possible solutions |
|---|---|---|
| **Hot fuser offset (shadow):**<br><br>Slight shadows or offsets of the image are repeated down the page. The repeated image might fade with each recurrence. |  | 1. Reprint the document.<br>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a lighter paper type.<br>3. If the problem persists, go to support.hp.com. |
| **Poor fusing:**<br><br>Toner rubs off along either edge of the page. This defect is more common at the edges of high-coverage jobs, and on light media types, but can occur anywhere on the page. |  | 1. Reprint the document.<br>2. Check the paper type in the paper tray and adjust the printer settings to match. If necessary, select a heavier paper type.<br>3. **Enterprise models only:** From the printer control panel, go to the Edge-to-Edge menu and then select Normal. Reprint the document.<br>4. **Enterprise models only:** From the printer control panel, select Auto Include Margins and then reprint the document.<br>5. If the problem persists, go to support.hp.com. |

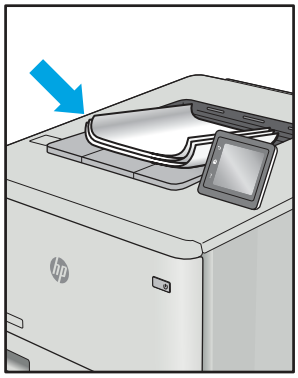
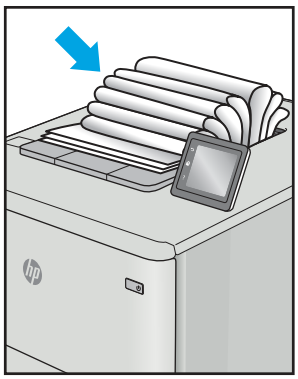
Table 9-13 Image placement defects

| Description | Sample | Possible solutions |
|---|---|---|
| **Margins and skew:**<br><br>The image is not centered, or is skewed on the page. The defect occurs when the paper is not positioned properly as it is pulled from the tray and moves through the paper path. | | 1. Reprint the document.<br>2. Remove the paper and then reload the tray. Make sure that all the paper edges are even on all sides.<br>3. Make sure that the top of the paper stack is below the tray-full indicator. Do not overfill the tray.<br>4. Make sure that the paper guides are adjusted to the correct size for the paper. Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.<br>5. If the problem persists, go to support.hp.com. |

Table 9-14 Color plane registrations defects (color models only)

| Description | Sample | Possible solutions |
|---|---|---|
| **Color plane registrations:**<br><br>One or more color plane(s) is not aligned with the other color planes. The primary error will typically occur with yellow. | | 1. Reprint the document.<br>2. From the printer control panel, calibrate the printer.<br>3. If a cartridge has reached a **Very Low** state, or the printed output is severely faded, replace the cartridge.<br>4. From the printer control panel use the Restore Calibration feature to reset the printer's calibration settings to the factory defaults.<br>5. If the problem persists, go to support.hp.com. |

Table 9-15 Output defects

| Description | Sample | Possible solutions |
|---|---|---|
| **Output curl:**<br><br>Printed pages have curled edges. The curled edge can be along the short or long side of the paper. Two types of curl are possible:<br>• **Positive curl:** The paper curls toward the printed side. The defect occurs in dry environments or when printing high-coverage pages.<br>• **Negative curl:** The paper curls away from the printed side. The defect occurs in high-humidity environments or when printing low-coverage pages. |  | 1. Reprint the document.<br>2. **Positive curl:** From the printer control panel, select a heavier paper type. The heavier paper type creates a higher temperature for printing.<br>**Negative curl:** From the printer control panel, select a lighter paper type. The lighter paper type creates a lower temperature for printing. Try storing the paper in a dry environment prior to use, or use freshly opened paper.<br>3. Print in duplex mode.<br>4. If the problem persists, go to support.hp.com. |
| **Output stacking:**<br><br>The paper does not stack well in the output tray. The stack might be uneven, skewed, or the pages might be pushed out of the tray and onto the floor. Any of the following conditions can cause this defect:<br>• Extreme paper curl<br>• The paper in the tray is wrinkled or deformed<br>• The paper is a non-standard paper type, such as envelopes<br>• The output tray is too full |  | 1. Reprint the document.<br>2. Extend the output bin extension.<br>3. If the defect is caused by extreme paper curl, refer to the troubleshooting steps for "Output curl."<br>4. Use a different paper type.<br>5. Use freshly opened paper.<br>6. Remove the paper from the output tray before the tray gets too full.<br>7. If the problem persists, go to support.hp.com. |

# 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 on page 206
- Calibrate the scanner on page 207
- Check the paper settings on page 208
- Check the image-adjustment settings on page 208
- Optimize copy quality for text or pictures on page 209
- Edge-to-edge copying on page 209

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.

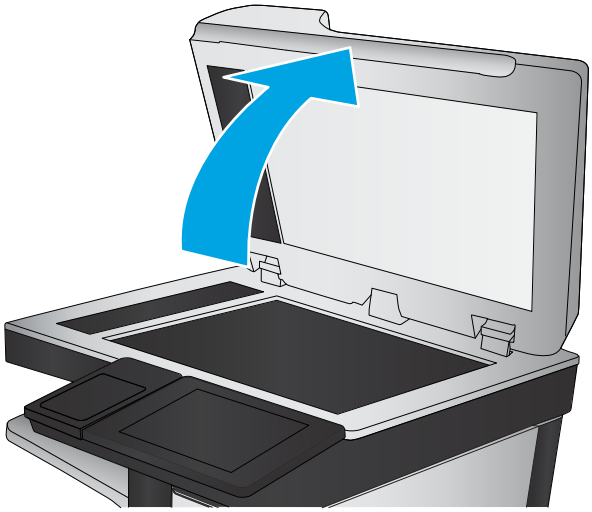
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

## 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.

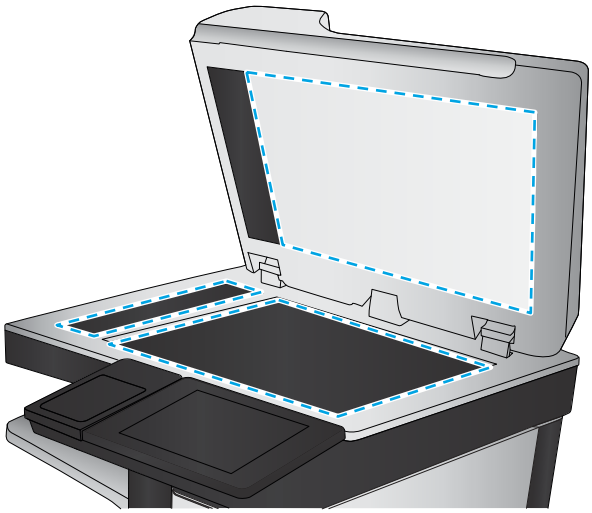
2. Open the scanner lid.



3. Clean the scanner glass and the document feeder strips 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 strips 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 product 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

Use the following procedure to adjust the paper type and size settings when copying.

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

Use the following procedure to check the tray settings when copying.

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.

# Improve scan image quality

Learn how to resolve scanning problems and improve the scanned image quality.


- Check the scanner glass for dirt and smudges on page 210
- Check the resolution settings on page 211
- Check the color settings on page 211
- Check the image-adjustment settings on page 212
- Optimize scan quality for text or pictures on page 213

- Check the output-quality settings on page 213

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.

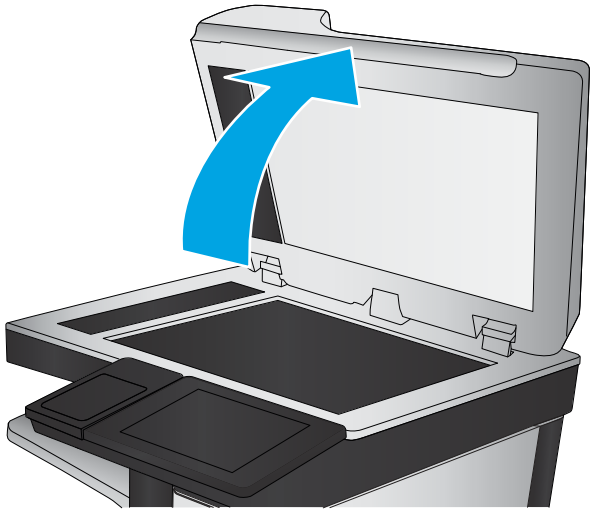
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

## Check the scanner glass for dirt and smudges

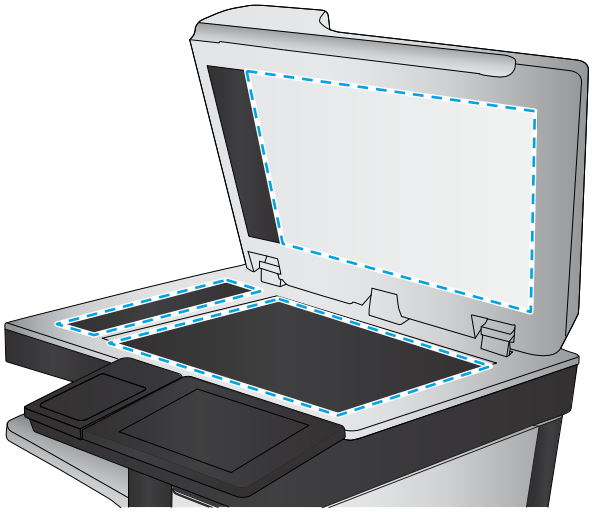
Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner if the printed pages have streaks, unwanted lines, black dots, poor print quality, or unclear text.

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 and the document feeder strips 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 strips 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

Follow these steps to adjust the resolution setting:

NOTE: Setting the resolution to a high value increases the file size and the scan time.

1. From the Home screen on the printer control panel, select Scan.
2. Select one of the following Scan features:
   - Scan to Email
   - Scan to Network Folder
   - Scan to USB
   - Scan to SharePoint®
3. Touch the Options button.
4. In the Options pane, scroll to and select File Type and Resolution.
5. Select one of the predefined Resolution options, and then touch Done. Touch Send.

## Check the color settings

Follow these steps to adjust the color setting:

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 Email
- Scan to Network Folder
- Scan to USB
- Scan to SharePoint®

3. Touch the Options button.
4. In the Options pane, scroll to and select Color/Black.
5. Select one of the predefined options.
6. 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 Email
   - Scan to Network Folder
   - Scan to USB
   - Scan to SharePoint®
3. Touch the Options button.
4. In the Options pane, scroll to and select File Type and Resolution.
5. Select one of the predefined Quality and File Size options, and then touch Done. Touch Send.

# 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 on page 214
- Check the send-fax resolution settings on page 215
- Check the image-adjustment settings on page 216
- Optimize fax quality for text or pictures on page 216
- Check the error-correction settings on page 216
- Check the fit-to-page setting on page 217
- Send to a different fax machine on page 217
- Check the sender's fax machine on page 217

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.

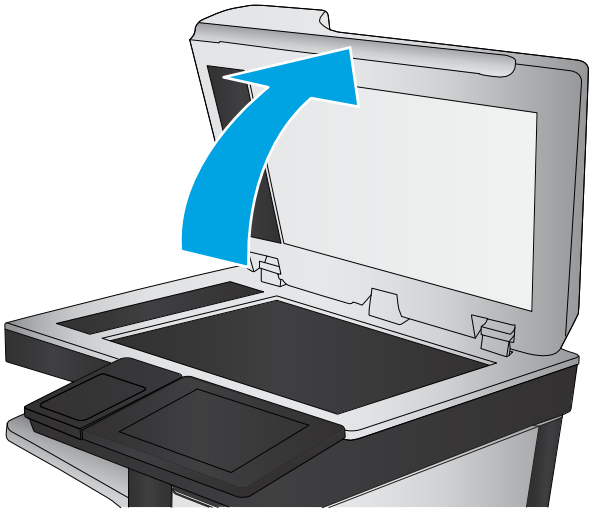
If the problem still exists, try these additional solutions. If they do not fix the problem, see “Improve print quality” for further solutions.

## 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.

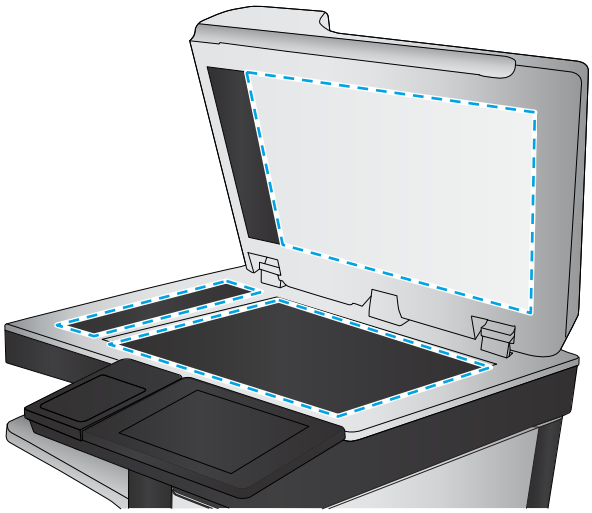
2. Open the scanner lid.



3. Clean the scanner glass and the document feeder strips 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 strips 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
   - 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
   - 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.

## Send to a different fax machine

The problem might be related to fax machine settings or supplies status.

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

Try the following to 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

Check the following information to resolve wired network issues.

## Introduction

Certain types of problems can indicate there is a network communication problem.

These problems include the following issues:

- The periodic loss of ability to communicate with the printer.
- The printer cannot be found during driver installation.
- A periodic failure to print.

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


- Poor physical connection on page 218
- The computer is using the incorrect IP address for the printer on page 218
- The computer is unable to communicate with the printer on page 219
- The printer is using incorrect link and duplex settings for the network on page 219
- New software programs might be causing compatibility problems on page 219
- The computer or workstation might be set up incorrectly on page 219
- The printer is disabled, or other network settings are incorrect on page 219


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

Check the cable connections.

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

Check the network ports configured in the Windows print-driver properties and confirm that the IP address or hostname set or assigned matches the printer's IP address.

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

Verify that the printer is communicating with the network and your computer.

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

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

## New software programs might be causing compatibility problems

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

## The computer or workstation might be set up incorrectly

An incorrectly configured computer can cause issues with printing.

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

Check network settings.

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

# Solve wireless network problems

Check the following information to resolve wireless network issues.


- Introduction on page 220
- Wireless connectivity checklist on page 220
- The printer does not print after the wireless configuration completes on page 221
- The printer does not print, and the computer has a third-party firewall installed on page 221
- The wireless connection does not work after moving the wireless router or printer on page 221

- Cannot connect more computers to the wireless printer on page 221
- The wireless printer loses communication when connected to a VPN on page 221
- The network does not appear in the wireless networks list on page 222
- The wireless network is not functioning on page 222
- Reduce interference on a wireless network on page 222


## Introduction

Use the troubleshooting information to help resolve issues.

NOTE: To determine whether HP NFC and Wireless Print Direct printing are enabled on the printer, print a configuration page from the printer control panel.

## Wireless connectivity checklist

Use the checklist to help resolve wireless connection issues.

- Verify that the network cable is not connected.
- Verify that the printer and the wireless router are turned on and have power. Also make sure that the wireless radio in the printer is turned on.
- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure that the SSID is correct, run the wireless setup again.
- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.
- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.
- Verify that the encryption method (AES or TKIP) is the same for the printer as it is for the wireless access point (on networks using WPA security).
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the printer. Make sure poles, walls, or support columns containing metal or concrete do not separate the printer and wireless access point.
- Verify that the printer is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Verify that the print driver is installed on the computer.
- Verify that you have selected the correct printer port.
- Verify that the computer and printer connect to the same wireless network.
- For OS X, verify that the wireless router supports Bonjour.

## The printer does not print after the wireless configuration completes

Resolve issues between your computer and the printer.

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

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

Verify that a firewall is not interfering with wireless communication.

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

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

Verify that the printer and network settings are correct.

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

## Cannot connect more computers to the wireless printer

Complete the following steps to solve connection issues.

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

## The wireless printer loses communication when connected to a VPN

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

## The network does not appear in the wireless networks list

Follow these steps when the network does not appear in the wireless network list on your computer or mobile device.

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

## The wireless network is not functioning

Complete the following steps to ensure that the network is functioning correctly.

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

## Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

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

# Solve fax problems

Use the following sections to solve issues involving the printer fax functions.

- Checklist for solving fax problems on page 223
- General fax problems on page 224

## 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?

Identify the type of phone line you are using, and review the recommendations when sending a fax using the printer on the phone system.

- **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?

Review the rings-to-answer setting.

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:
   a. Configuration/Status Pages
   b. 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.

4. 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.

Table 9-16 Analog-fax accessory troubleshooting

| Status conditions | Possible solutions |
|---|---|
| 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.<br><br>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.<br><br>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

Learn about solutions for common fax problems.

## The fax failed to send

Verify the fax issue, and try the suggested solution.

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

Check if the storage disk is full, and then troubleshoot the issue.

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

Review the suggested solution to troubleshoot the issue.

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

Review the cause why you might be unable to cancel a fax job.

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

Verify the fax issue, and try the suggested solution.

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

Verify the fax issue, and try the suggested solution.

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

This fax issue is a normal part of operation.

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

This fax issue is a normal part of operation.

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

Verify the fax issue, and try the suggested solution.

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

Verify the fax issue, and try the suggested solution.

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

Verify the fax issue, and try the suggested solution.

The volume setting needs to be adjusted.

Adjust the volume in the Fax Send Settings menu and the Fax Receive Settings menu.

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