

user reference

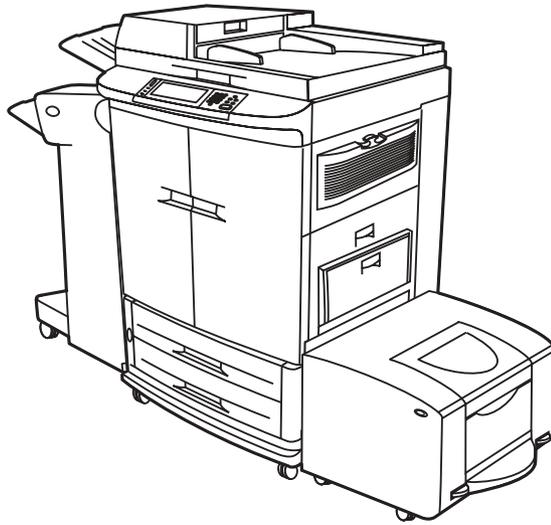


i n v e n t





# HP Color LaserJet 9500mfp



## user reference guide

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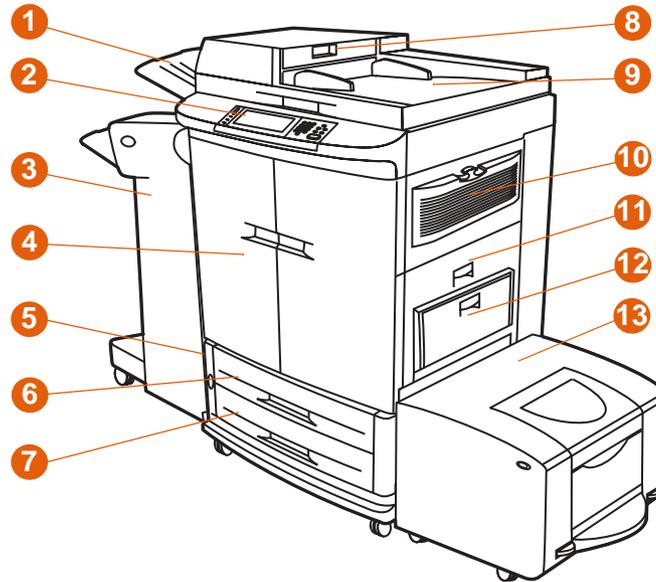
# 1 MFP basics

Now that the MFP (multifunction peripheral) is set up, take a few moments to set your defaults and get to know the MFP. This chapter contains information about the following topics:

- MFP components
- Features and benefits
- Setting the MFP defaults
- Printer drivers and software
- Help system
- Loading input trays
- Loading the staple cartridge (multifunction finisher)
- Loading the staple cartridge (3,000-sheet stapler/stacker)

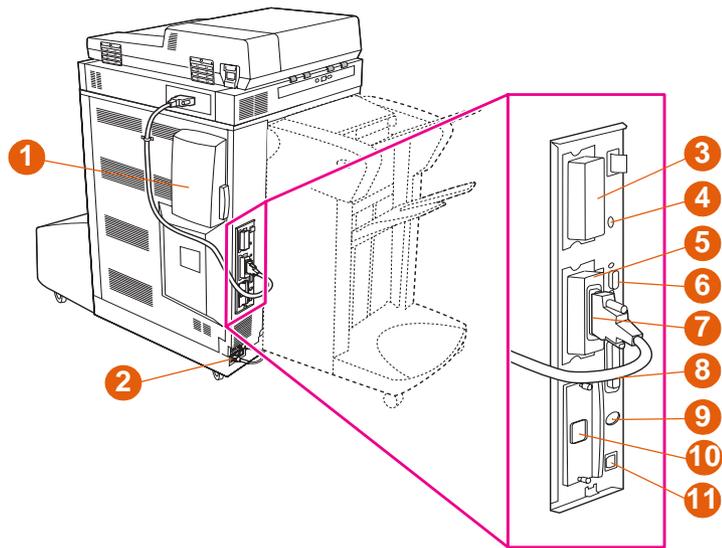
## MFP components

The following figures show the components of the HP Color LaserJet 9500mfp.



**Figure 1: MFP components (front view)**

- |  |                           |  |
|--|---------------------------|--|
| <b>1</b> the ADF (automatic document feeder) output bin  | <b>4</b> the front doors  | <b>9</b> the ADF                                   |
| <b>2</b> the control panel (including the touch-screen graphical display)  | <b>5</b> the power switch | <b>10</b> the ozone fan and filter                 |
| <b>3</b> the finishing device (3,000-sheet stapler/stacker, 3,000-sheet stacker, multifunction finisher, or 8-bin mailbox) | <b>6</b> tray 2           | <b>11</b> the right door                           |
|  | <b>7</b> tray 3           | <b>12</b> tray 1                                   |
|  | <b>8</b> the ADF feeder   | <b>13</b> the 2,000-sheet side input tray (tray 4) |



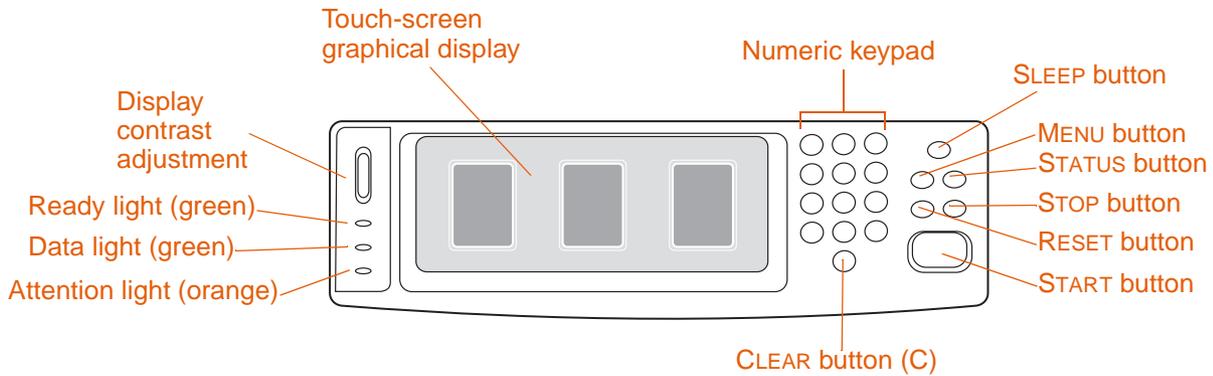
**Figure 2: MFP components (rear view)**

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>1 the air filter</li> <li>2 the power-cord connector</li> <li>3 the hard disk (EIO)</li> <li>4 the disk-drive security lock</li> </ul> | <ul style="list-style-type: none"> <li>5 the RJ11 connector (to the external fax line)</li> <li>6 the HP JetLink connector</li> <li>7 the copy connect card (enhanced input/output [EIO])</li> <li>8 the parallel port</li> </ul> | <ul style="list-style-type: none"> <li>9 the FIH (foreign interface harness) connector</li> <li>10 the ethernet network card (EIO)</li> <li>11 the USB port</li> </ul> |
|---|---|--|

## Control panel

The control panel includes a touch-screen graphical display, three job-control buttons, a numeric keypad, and three light-emitting diode (LED) indicator lights.

For more information about the control-panel menus, see [“Control-panel menus” on page 123](#).



Features and buttons	Function
DISPLAY CONTRAST ADJUSTMENT	Use this to adjust the amount of contrast on the control-panel display.
TOUCH-SCREEN GRAPHICAL DISPLAY	This touch-screen display provides the user with text and graphical information about the configuration and status of the MFP. The touch screen allows you to control all of the MFP functions and features.
SLEEP	Use this to put the MFP in Sleep Mode.
MENU	Use this to open the MFP <b>Information</b> , <b>Configuration</b> , and other menus.
STATUS	This button shows the current jobs and their progress, and also shows the status of the trays and supplies.
RESET	Use this button to reset the job settings to user-defined default values.
STOP	Use this button to cancel the active job.
START	Use this button to begin a copy job, start digital sending or faxing, or continue a job that has been interrupted.
C	This is the <b>Clear</b> button which resets the number of copies to one.
NUMERIC KEYPAD	Use the keypad to type numeric values for the number of copies that are required and to specify other numeric values.

## Interpreting control-panel lights

Use the following table to interpret the control-panel lights.

Light	State	Indication
Ready (green)	Off	The MFP is off, offline, or has experienced an error.
	On	The MFP is ready to print.
	Blinking	The MFP is going offline.
Data (green)	Off	The MFP has no data to print.
	On	The MFP has data to print, but is not ready or is offline.
	Blinking	The MFP is processing or is printing the data.
Attention (orange)	Off	The MFP is functioning without error.
	On	The MFP has experienced a critical error. Note the error message, and then turn the MFP off and on again.
	Blinking	Action is required. See the control-panel display.

## Control-panel home screen

The home screen, or main menu, displays the three basic functions of the MFP. Touch the corresponding icon to copy, send e-mail, or fax. If additional optional functionality is installed (such as send to network), those icons also appear on the home screen.



- 1 touch this to use the copy screen
- 2 touch this to use the e-mail screen
- 3 touch this to use the fax screen

## Features and benefits

The HP Color LaserJet 9500mfp (C8549A) is designed to be shared by a workgroup, and can be used to copy, digitally send, print, and fax black-and-white or color documents. The MFP can function as a standalone device and does not require connection to a computer. With the exception of network printing, you can select all functions at the control panel.

### Copying

- color or black and white
- modes for text, photo, glossy photo, and mixed originals
- a Job Interrupt feature (at copy boundaries)
- multiple pages per sheet (N-up layout)
- operator-attendance animations (for example, paper-jam recovery)
- an auto-configure feature that matches output to MFP settings
- the ability to copy books
- a sleep feature that saves energy
- one-pass duplex scanning
- heavy-media original modes

### E-mail

- e-mail compatibility
- an address book

### Fax

- HP LaserJet MFP Analog Fax Accessory 300 (standard in some countries/regions)
- speed dial
- a phone book (when the HP MFP Digital Sending Configuration Utility is configured)
- remote fax configuration

### Printing

- color printing at speeds up to 24 pages per minute (ppm)
- a 533-MHz processor
- automatic duplex printing (printing on both sides of the paper)

### Media

- supported media sizes:
  - Letter
  - Letter-R
  - Legal
  - Executive
  - Statement

- 8.5 x 13
- 11 x 17
- 12 x 18
- A3
- A4
- A4-R
- A5
- RA3
- B5
- Executive
- Postcard
- 8K
- 16K
- Envelope #10
- Envelope monarch (tray 1 only)
- Envelope C5 (tray 1 only)
- Envelope DL (tray 1 only)
- Envelope B5 (tray 1 only)
- Custom
- Supported media weight of 64 grams per square meter (g/m<sup>2</sup>) to 220 g/m<sup>2</sup> (17- to 60-lb bond)
- **Input**
  - **Tray 1 (100-sheet multipurpose tray):** Use this multipurpose tray for paper, transparencies, labels, and envelopes. Tray 1 holds up to 100 sheets of 75 g/m<sup>2</sup> (20-lb bond) paper, 20 transparencies, or 10 envelopes. This tray also handles heavy media and is designed to accommodate the narrowest and widest media that the MFP supports.
  - **Trays 2 and 3 (500-sheet input trays):** These trays automatically sense several standard paper sizes up to ledger/A3 and accommodate printing on custom-size paper and transparencies.
  - **2,000-sheet side input tray (tray 4):** This tray automatically senses standard media sizes. Use this tray for letter/A4 media only.
  - **Duplex printing (duplexer):** The duplexer provides printing on both sides of paper for all of the supported paper types.
  - **ADF:** This tray can hold up to 50 sheets of A3/ledger media or up to 100 sheets of A4/letter media.
- **Output**
  - **ADF output bin:** Holds up to 100 sheets of media.
  - One of the following finishing devices is required with the HP Color LaserJet 9500mfp:
    - **3,000-sheet stacker:** This finishing device stacks up to 3,000 sheets of paper in the order in which they were printed. Bin 1 (face-up bin) holds up to 125 sheets of paper, and bin 2 (face-down bin) holds up to 3,000 sheets of paper.

- **3,000-sheet stapler/stacker:** In addition to stacking, this finishing device provides multiposition stapling for up to 50 sheets of 75 g/m<sup>2</sup> (20-lb) paper per staple, or an equivalent job height of 5.5 mm (0.22 inch) thickness. Bin 1 (face-up bin) holds up to 125 sheets of paper, and bin 2 (face-down bin) holds up to 3,000 sheets of paper.
- **Multifunction finisher:** This finishing device produces professional-looking booklets and brochures through finishing options such as multiposition stapling, stacking, and job separation. Provides 1,000 sheets of stacking capacity (stacker bin), stapling for as many as 50 sheets of paper per document, plus folding and saddle stitching of booklets that contain up to 10 sheets of paper. The booklet bin holds up to 50 booklets.
- **8-bin mailbox:** This finishing device provides a high-capacity output that increases the MFP's output capacity to 2,000 sheets of standard media. Each of the eight bins holds up to 250 sheets of media. The 8-bin mailbox can also provide a full set of stacking options in four different operational modes: mailbox, stacker, job separator, and sorter/collator (copy separator).

## Print cartridges and image drums

- separate print cartridges and image drums decrease the cost per page
- supplies status indicators appear on the control panel
- a supplies status page (which can be printed by using the control panel) shows the toner gauge, page count, and information about paper sizes that have been used
- the no-shake cartridge design simplifies installation and replacement
- the MFP authenticates HP print cartridges and image drums

Each of the four print cartridges contains toner in one of four colors: cyan, magenta, yellow, and black. Each print cartridge works with a matching image drum that contains the corresponding color.

## Connectivity

- three enhanced input/output (EIO) slots support the following cards:
  - HP Jetdirect EIO cards (Fast Ethernet 10/100TX, LocalTalk, wireless, and others)
  - Copy connect card
  - Hard disk (20-gigabyte [GB])
- IEEE 1284 type-C parallel connection
- foreign interface harness connection (FIH)
- Copy connect board
- HP Jet-Link (for paper-handling devices)
- fax
- universal serial bus (USB)

### Note

Additional EIO cards, including USB and IEEE 1394 EIO, are available from Hewlett-Packard ([www.hp.com](http://www.hp.com)) or other vendors. For information about installing and connecting EIO cards, see the documentation that is supplied with these cards.

# Setting the MFP defaults

Certain printing features and hardware (such as the duplex-printing accessory or a finishing device) must be configured through the printing-system software.

## Setting the MFP device defaults

You can create default MFP device settings for several printing, copying, faxing, e-mail, and network features.

### To set device defaults at the control panel

- 1 Press the **MENU** button.
- 2 Scroll to and touch **CONFIGURE DEVICE**.
- 3 Scroll to and touch the configuration item that you want. These items include the following:
  - copying
  - enhancement
  - sending
  - printing
  - system setup

### To set device defaults by using eToolbox (Windows only)

- 1 Click on **Start**.
- 2 Click on **Programs**.
- 3 Click on **HP color LaserJet 9500mfp**.
- 4 Click on **HP LaserJet Toolbox**.
- 5 Click on the configuration item that you want.

---

**Note**

You can only configure status alerts. Press the **Alerts** tab to perform this function.

### To set device defaults by using HP Web Jetadmin

- 1 Download HP Web Jetadmin at [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin).
- 2 Install HP Web Jetadmin and follow the directions to configure your MFP using HP Web Jetadmin.
- 3 See the HP Jetdirect Administrators Guide for more information.

## Setting the MFP driver defaults

You can configure the MFP to use driver default settings.

### To set driver defaults in Microsoft® Windows 98, Windows Millennium Edition (Me), Windows NT® 4.0, and Windows 2000

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Properties**.
- 3 On the **Device setting** or **Configure** tab, select your **MFP Model** and make sure that the configuration items for your MFP are correct.
- 4 Click **More** to view and change other configuration options.
- 5 Click **OK** to return to the **Configure** tab.
- 6 Click **OK** to save your configuration, and to close the printer driver.

### To set driver defaults in Windows 98 and Windows Me

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Properties**.
- 3 Change any of the settings on the **Finishing, Effects, Paper, Destination, Basics,** and **Color** tabs (the PostScript (PS) driver also includes a **PS** tab). These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings, and to close the printer driver.

### To set driver defaults in Windows NT 4.0

- 1 Click the **Start** button, point to **Settings**, and then click **Printers and Faxes**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Document Defaults**.
- 3 Change any of the settings on the **Finishing, Effects, Paper, Output, Basics, Job Storage, Color, Configure,** and **NT Forms** tabs (the PS driver also includes **PS** and **Status** tabs). These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings and configuration, and to close the printer driver.

### To set driver defaults in Windows 2000 and Windows XP

- 1 Click the **Start** button, point to **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP).
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Printing Preferences**.
- 3 Change any of the settings on the **Advanced, Paper/Quality, Effects, Finishing, Output, Job Storage,** and **Color** tabs. These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings, and to close the printer driver.

### **To set driver defaults in Macintosh (OS 9.2 to 9.2.x)**

- 1 On the **File** menu, click **Print**.
- 2 Change the settings you want on the various pop-up menus.
- 3 Click or select **Save Settings** in the lower left corner.

### **To set driver defaults in Macintosh (OS 10.1 and later)**

- 1 On the **File** menu, click **Print**.
- 2 Change the settings you want on the various pop-up menus.
- 3 Select the **Presets** pull-down tab, and then select **Save As**.

## Printer drivers and software

The printer drivers that are provided on the CD-ROM must be installed in order to take full advantage of the printer features. The other software programs on the CD-ROM are recommended but are not required for operation. See the Readme file on the CD-ROM for more information.

The CD-ROM includes software that is designed for end users and for network administrators that are using the following operating systems:

- Windows NT 4.0, Windows 95, Windows 98, and Windows Me
- Windows 2000 and Windows XP
- Mac OS 7.5 or later
- Mac OS 8.6 to 9.x
- Mac OS X (10.1 or later)

The most recent printing system software and other software utilities are available from the Internet. See [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin) for more information.

### Printer drivers and software for Windows

This section contains information about the HP printer drivers and software that are available for MFPs that are running Windows operating systems.

#### Available printer drivers

- PCL 5c
- PCL 6
- PS

#### Select the correct printer driver for your needs

- Use the PCL 6 printer driver to take full advantage of the printer features. Use of the PCL 6 printer driver is recommended unless backward compatibility with previous PCL printer drivers or older printers is necessary.
- Use the PS printer driver for compatibility with HP postscript 3 emulation needs or for PS font dual inline memory module (DIMM) support.
- Use the PCL 5c printer driver if you want printed results to look comparable to those from legacy printers.

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#### Note

The printer automatically switches between PostScript (PS) and Printer Control Language (PCL) printer languages.

#### Printer-driver help

Each printer driver has context-sensitive help screens that can be activated from the Help button, the **F1** key, or the question mark symbol in the upper-right corner in the printer driver (depending on the Windows operating system that is running). These help screens give detailed information about the specific printer driver and the task you are performing. Printer-driver help is separate from the software-program help.

## Printer drivers and software for Macintosh computers

This section contains information about the HP printer drivers and software that are available for MFPs that are running Macintosh operating systems.

Printer Driver	Client software
<ul style="list-style-type: none"><li>• PS</li></ul>	<ul style="list-style-type: none"><li>• PS PPDs and printer dialog extensions (PDEs)</li><li>• HP LaserJet Utility* (8.6 to 9.2)</li><li>• Fonts*</li><li>• Help files (English only)</li></ul>

\*These software products are not supported in Traditional Chinese, Simplified Chinese, Korean, Japanese, Czech, Russian, and Turkish languages.

### Printing system software components

Printer drivers provide access to the printer features and let the computer communicate with the printer (by using a printer language). Use the LaserWriter 8.6 or later printer drivers, which are PS printer drivers. The LaserWriter 8.6 printer driver comes with the Mac OS or can be obtained directly from Apple. Only PS PPDs are included.

The PS PPDs for Mac OS 9 and earlier, in combination with the LaserWriter 8.6 printer driver, provide access to the printer features and let the computer communicate with the printer. Use the Apple LaserWriter 8.6 printer driver that comes with the computer. An installation program for the PPDs and other software is provided on the CD.

Use PDEs and PPDs for Mac OS X.

#### To install printer drivers from Mac OS 8.6 to 9.2

- 1 Connect the network cable between the HP Jetdirect print server and a network port.
- 2 Insert the CD-ROM into the CD-ROM drive. The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/ <language> folder of the Starter CD-ROM (where <language> is your language preference). (For example, the Installer/English folder contains the Installer icon for the English printer software.)
- 3 Follow the instructions on the computer screen.
- 4 Open the **Chooser** located in the **Apple** menu (upper left corner).
- 5 Click **LaserWriter 8**.
- 6 Click the appropriate zone if required.
- 7 Click on the printer name and then select **Create** or **Setup**.

#### Note

The icon on the desktop will appear to be generic. All the print panels will appear in the print.

### To install printer drivers from Mac OS 10.1 and later

- 1 Connect the network cable between the HP Jetdirect print server and a network port.
- 2 Insert the CD-ROM into the CD-ROM drive. The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/ <language> folder of the Starter CD-ROM (where <language> is your language preference). (For example, the Installer/English folder contains the Installer icon for the English printer software.)
- 3 Double-click the **HP LaserJet Installers** folder.
- 4 Follow the instructions on the computer screen.
- 5 Double-click the Installer icon for the desired language.
- 6 On your computer hard drive, double-click **Applications**, **Utilities**, and then **Print Center**.
- 7 Click **Add Printer**.
- 8 Select the appropriate network selection.
- 9 Select the printer name.
- 10 Click **Add Printer**.
- 11 Close the Print Center (10.1 and 10.2) or the Printer Setup Utility (10.3) by clicking the close button in the upper-left corner.

### Installing Macintosh printing system software for direct connections (USB)

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#### Note

Macintosh computers do not support parallel port connections.

This section explains how to install the printing system software for Mac OS 8.6, Mac OS 9.x, and Mac OS 10.1 and later.

The Apple LaserWriter driver must be installed to use the PPD files with Mac OS 8.6 to 9.x. Use the Apple LaserWriter 8 driver that came with your Macintosh computer.

#### To install the printing system software

- 1 Connect a USB cable between the USB port on the printer and the USB port on the computer. Use a standard 2-meter USB cable.
- 2 Close all software programs that are open or running.
- 3 Insert the printer CD-ROM into the CD-ROM drive and run the installer.

The CD-ROM menu runs automatically. If the CD-ROM menu does not run automatically, double-click the CD-ROM icon on the desktop, and then double-click the Installer icon. This icon is located in the Installer/<language> folder of the Starter CDROM (where <language> is your language preference).

- 4 Follow the instructions on the computer screen.
- 5 Restart the computer.

## 6 For Mac OS 8.6 to 9.x

- From HD/Applications/Utilities, open the Apple Desktop Printer Utility.
- Double-click **Printer (USB)**, and then click **OK**.
- Next to **USB Printer Selection**, click **Change**.
- Select the printer, and then click **OK**.
- Next to **Postscript® Printer Description (PPD) File**, click **Auto Setup** and then select **Create**.
- Save the printer setup.
- Click on the Desktop Printer Icon that was just created.
- On the **Printing** menu, click **Set Default Printer**.

For Mac OS X

### Note

If OS X and 9x (Classic) are installed on the same computer, the installer will show both the Classic and the OS X installation options.

- From HD/Applications/Utilities/Print Center or Printer Setup Utility, start the Print Center.
- If the printer appears in the Printer list, delete the printer.
- Click **Add**.
- From the drop-down menu on the top, select **USB**.
- From the printer Model List, select **HP**.
- Under **Model Name**, select **HP color Laserjet 9500mfp**, and then click **Add**.

## 7 Print a Test Page or a page from any software program to make sure that the software is correctly installed.

If installation fails, reinstall the software. If this fails, see the installation notes or readme files on the printer CD-ROM or the flyer that came in the printer box, or go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for help or more information.

The icon on the desktop will appear to be generic. All the print panels will appear in the print dialog in an application.

## Printer-driver Help

Use the following steps to open the printer-driver Help.

- 1 Open the **Help** menu.
- 2 Select **Help Center**.
- 3 Click **HP LaserJet Printer Help**.

These help screens give detailed information about using the printer. Printer-driver help is separate from the software-program help.

## HP LaserJet Utility (OS 8.6 to 9.x only)

The HP LaserJet Utility provides access to features that are not available in the printer driver. The illustrated screens simplify the selection of printer features. Use the HP LaserJet Utility to perform the following tasks:

- Customize the printer control-panel messages.
- Name the printer, assign it to a zone on the network, download files and fonts, and change most of the printer settings.
- Set a password for the printer.
- From the computer, lock out functions on the printer control panel to prevent unauthorized access. (See the printer-driver help.)
- Configure and set the printer for Internet Protocol (IP) or AppleTalk printing.
- Initialize disk or flash memory (not available in the PS printer driver).
- Manage fonts in RAM, disk, or flash memory.
- Administer job-retention features.

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### Note

The HP LaserJet Utility is not supported for the Korean, Japanese, Simplified Chinese, and Traditional Chinese languages.

See the HP LaserJet Utility Help on your computer for more information.

## Fonts

Eighty screen fonts are installed that correspond with the PS fonts that reside in the printer. An additional 136 fonts are available on the Adobe® font dual inline memory module (DIMM) accessory.

## Additional printer drivers

You can obtain the following additional printer drivers by downloading them from the Internet or by requesting them from an HP-authorized service or support provider. (See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for more information.)

- OS/2 PCL 5c and PCL 6 printer driver
- OS/2 PS2 printer driver
- Linux\*
- UNIX®\*

\* Network printer installation for UNIX and other network operating systems is available from the Internet or through a local HP-authorized distributor.

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### Note

If the CD-ROM does not include the printer driver you want, or if the printer driver is not listed here, read the Readme files to see if the appropriate printer driver is available. If not, contact the manufacturer of the operating system or distributor and request a driver for the printer.

# Help system

At any time, you can gain access to the Help system on the touch screen of the graphical display by pressing , located in the upper-left or upper-right corner of each screen.

## “What is this?” Help

The MFP provides information about any topic on the touch screen of the graphical display. On the top level screen, touch , and then touch **What is this?**. After touching **What is this?**, a pop-up dialog box asks you to “Touch any item for help.” After touching an item, a pop-up dialog box opens and displays information about the item you touched. After reading the information, touch a clear space on the screen to remove the **What is this?** pop-up dialog box.

## “Show me how” Help

Using **Show me how** Help, the MFP shows you how to use the MFP features.

- 1 Touch .
- 2 Touch **SHOW ME HOW**. You can choose a topic from the Show Me How Index screen by using the scroll bar to view and touch the required topic.

**Show me how** also appears on a **What is this?** pop-up dialog box if the item you chose is a function that includes instructions.

## Print this topic

You can print any of the Show me how instructions by touching the **Print This Topic** button at the top of the Show Me How screen.

- 1 Touch .
- 1 Touch **SHOW ME HOW**.
- 2 Scroll through the available topics and then select the topic that you want to print.

## “Error” Help

There are some error messages that provide additional help information. Some of these include graphics to assist in solving problems.

## Additional information

### Environmental features

See “Protecting the environment” on page 369.

### Firmware updates

Firmware is the instructions or data that are programmed directly into the circuitry of the MFP. Firmware controls the operation of the MFP. Firmware updates include new features or fixes for existing errors or bugs. The MFP can use newer versions of its firmware as they become available. To obtain the latest firmware, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) and follow the instructions on the screen. To download firmware updates easily to one or to many MFPs, use the HP Web Jetadmin software (go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin)).

### HP EIO hard disk

The EIO hard-disk can be used to store selected print jobs, support RIP Once technology (the ability to print, at maximum speed, multiple copies of complex pages), and permanently store downloaded fonts and forms in the MFP. Unlike standard memory, many items on the EIO hard disk remain in the MFP even when the MFP is turned off. Fonts downloaded to the EIO hard disk are available to all users of the MFP.

For security, the EIO hard disk can be write-protected through software and locked by using the security lock slot.

### Security lock slot

The security lock slot helps deter theft of the MFP hard disk and the data it contains by locking the slot with a security cable accessory that is sold by vendors. For more information about compatible disk drive and formatter locks that are available through other vendors, see the HP Global Solutions Catalog at [www.hpgsc.com](http://www.hpgsc.com) or the HP Secure Print Solutions Data Sheet at [www.hp.com](http://www.hp.com).

### Windows users

Hewlett-Packard occasionally introduces new software tools for use with your MFP and accessories. These tools are available from the Internet. For more information, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for the addresses of the HP Web sites.

### Macintosh users

Use the HP LaserJet Utility to download fonts and files. For more information, see “HP LaserJet Utility (OS 8.6 to 9.x only)” on page 16 or the HP LaserJet Utility Help that is included with the HP LaserJet Utility.

# Loading input trays

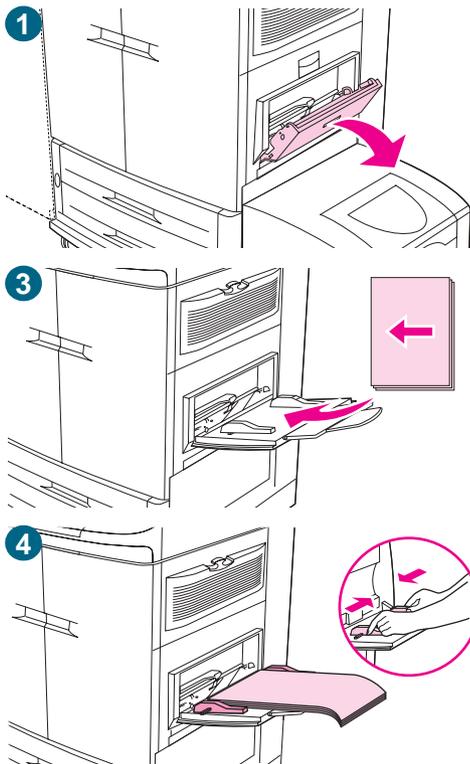
This section contains information about loading standard- and custom-size media into tray 1, tray 2, tray 3, and the 2,000-sheet side input tray (tray 4). See [Selecting and using media](#) in chapter 8 for more information about media.

## CAUTION

To avoid a jam, never add or remove paper from tray 1 or open tray 2, tray 3, or the 2,000-sheet side input tray (tray 4) while printing or copying from that tray.

To avoid damaging the MFP, print labels and envelopes only from tray 1. Send labels and envelopes to the face-up bin. Print on only one side of labels and envelopes.

For paper specifications, see [“Recommended media” on page 172](#).



## To load media in tray 1

Tray 1 is a multipurpose tray that holds a stack of media up to 5 mm (0.2 inch) in height, which equals approximately 100 sheets of 75 g/m<sup>2</sup> (20-lb paper), 10 envelopes, or 20 transparencies. (See [“Supported media sizes for input and output” on page 180](#).) If media is loaded in tray 1, the MFP default is to print media from tray 1 first.

Tray 1 provides a convenient way to print envelopes, transparencies, custom-size paper, or other types of media without having to unload the other trays. It can also be used as a convenient additional input tray.

Use this procedure to load media in tray 1.

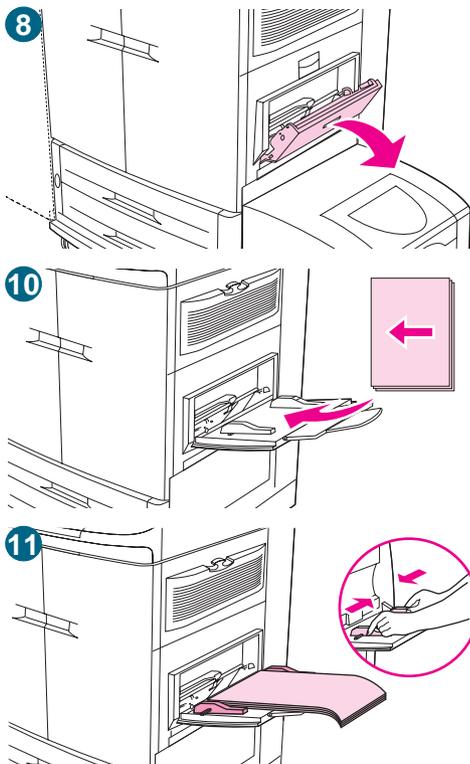
- 1 Open tray 1.
- 2 Pull the first tray extension out until it stops. If you are printing on large media, also extend the second tray extension out until it stops.
- 3 Load (orient) media according to size and finishing options. For single-sided printing on preprinted paper, load the side to be printed on face up. For double-sided printing (duplexing) on preprinted paper, load the first side to be printed on face down. For more information about how to orient the media size that you are using, see [“Orienting media” on page 168](#).

## Note

To avoid jams, print sheets of labels one sheet at a time.

- 4 Adjust the paper guides so they lightly touch the paper stack, but do not bend the paper. Make sure the paper fits under the tabs on the paper guides and not above the load level indicators.
- 5 Look at the control-panel display within a few seconds of loading the paper. (Remove and reload the media if the time has already elapsed.)
- 6 If the control panel does *not* display the message TRAY 1 <TYPE> <SIZE>, then the tray is ready to use.

- 7 If the control panel displays TRAY 1 <TYPE> <SIZE>, touch **Ok** to change the size and type configuration. The size menu is displayed.
- 8 Touch **ANY SIZE**. The control panel displays SETTING SAVED.
- 9 Touch **ANY TYPE**. The control panel displays SETTING SAVED.
- 10 If the control panel displays TRAY 1 ANY SIZE ANY TYPE, then the tray is ready for occasional one-time use for a variety of paper.
- 11 Touch **EXIT** to accept the size and type settings.



## To load tray 1 when the same paper is used for multiple jobs

Use the following procedure if tray 1 is loaded continually with the same type of paper, and the paper is not usually removed from tray 1 between print jobs. The following procedures can also increase the MFP performance when printing from tray 1.

### CAUTION

To avoid a jam, never add or remove paper from a tray while printing from that tray.

- 1 Touch **MENU**.
- 2 Touch **PAPER HANDLING**.
- 3 Touch **TRAY 1 SIZE**.
- 4 Touch the correct paper size. The control panel displays **SETTING SAVED**.

### Note

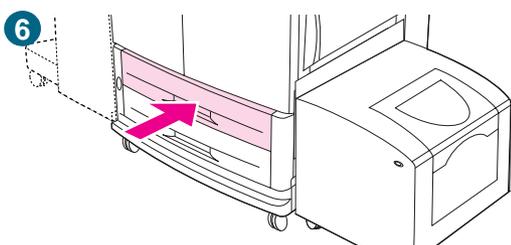
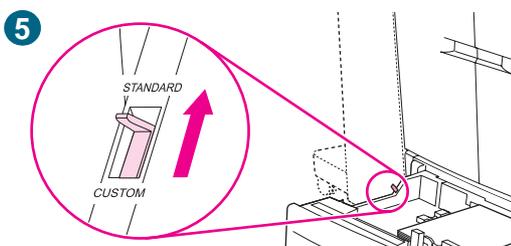
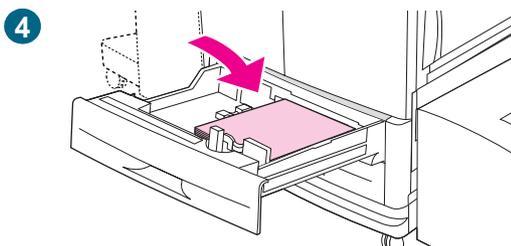
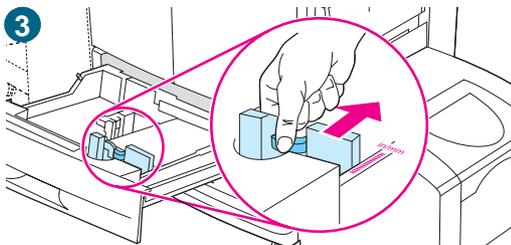
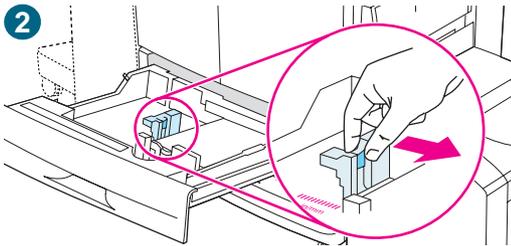
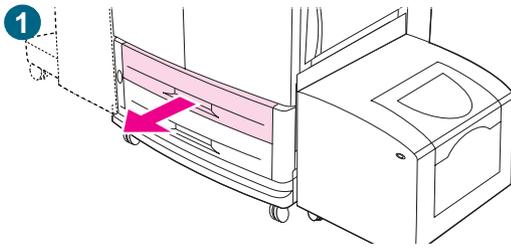
If you select **CUSTOM** as the paper size, also select the unit of measure (the X and Y dimensions).

- 5 Touch **TRAY 1 TYPE**.
- 6 Touch the correct paper type. The control panel displays **SETTING SAVED**.
- 7 Touch **EXIT** to exit the menus.
- 8 Open tray 1.
- 9 Pull the first tray extension out until it stops. If you are printing on large media, also extend the second tray extension out until it stops.
- 10 Load (orient) media according to size and finishing options. For single-sided printing on preprinted paper, load the side to be printed on face up. For double-sided printing (duplexing) on preprinted paper, load the first side to be printed on face down.

### CAUTION

To avoid jams, print sheets of labels one sheet at a time.

- 11 Adjust the paper guides so they lightly touch the paper stack, but do not bend the paper. Make sure the paper fits under the tabs on the guides and not above the load level indicators.
- 12 Look at the control-panel display within a few seconds of loading the paper. The tray configuration is displayed. (Remove and reload the media if the time has already elapsed.)
- 13 Touch **EXIT** to exit the menus. The tray is ready to use.



## Loading tray 2 and tray 3

Tray 2 and tray 3 hold up to 500 sheets of standard media.

### To load detectable standard-size media in tray 2 and tray 3

Use this procedure to load detectable standard-size media in the tray. The following are the detectable sizes, which are marked inside the tray:

- A4
- Letter
- A3
- Legal
- Executive
- 11 x 17
- B4
- B5
- A4-R
- Letter-R

#### CAUTION

To avoid a jam, never add or remove media from a tray while printing from that tray.

- 1 Pull the tray open until it stops.
- 2 Adjust the left (Y) media guide by pressing the tab on the guide and set the guide to the correct media size.
- 3 Adjust the front (X) media guide by pressing the tab on the guide and set the guide to the correct media size.
- 4 Load (orient) the media according to size.

#### CAUTION

Do not load more media than the maximum that is indicated by the media-fill triangles at the back of the tray.

- 5 Set the custom/standard switch to Standard.
- 6 Slide the tray into the MFP.
- 7 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following.
  - If the size and type settings are correct, touch **EXIT** to accept the settings.

- If the size and type settings are not correct, touch **Ok**. The TRAY N SIZE=\*<SIZE> menu is displayed.
- 8 To change the size setting, touch the correct paper size. The message SETTING SAVED is displayed for a moment, and then the tray type menu is displayed.

---

**Note**

Depending on the size that you selected, the MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 7.

---

- 9 To change the type setting, touch the correct paper type. The message SETTING SAVED is displayed for a moment, and then the size and type settings are displayed.

---

**Note**

If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

---

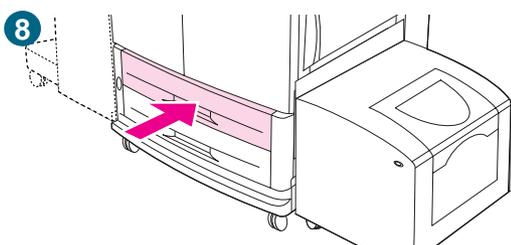
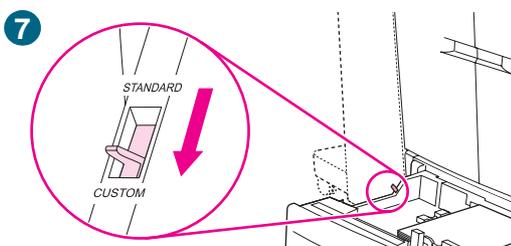
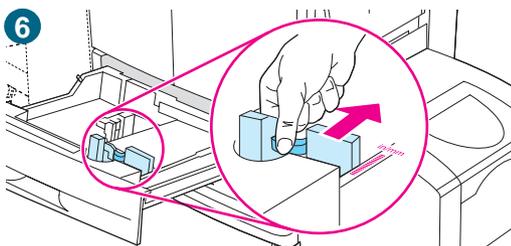
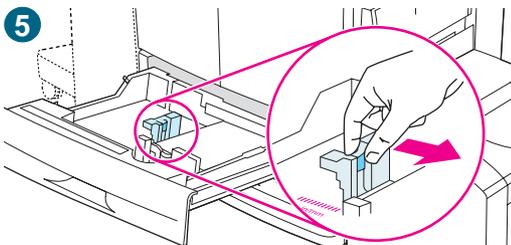
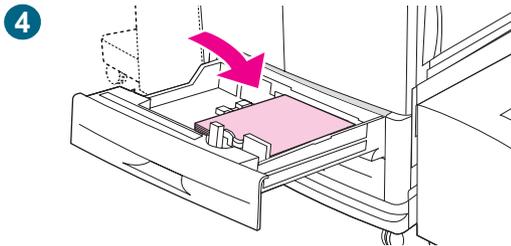
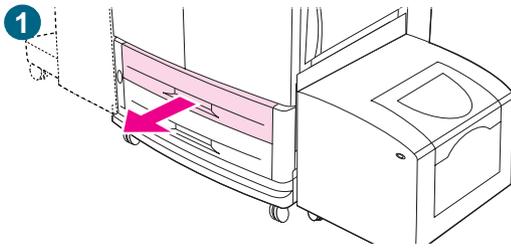
- 10 If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use.

---

**Note**

See [“Selecting media for your document” on page 175](#) for more information about selecting types of media.

---



## To load undetectable standard-size media in tray 2 and tray 3

Use this procedure to load undetectable standard-size media in the tray. The following are the undetectable sizes, which are marked inside the tray:

- 8K
- 16K
- A5
- Statement
- Executive
- 8.5 x 13 (216 x 330 mm)

### CAUTION

To avoid a jam, never add or remove media from a tray while printing from that tray.

- 1 Pull the tray open until it stops.
- 2 Press the tab on the front (X) paper guide and slide the guide all the way out.
- 3 Press the tab on the left (Y) paper guide and slide the guide all the way out.
- 4 Load (orient) the media according to size.

### Note

For more information about how to orient the media size that you are using, see [“Orienting media” on page 168](#).

- 5 Adjust the left (Y) media guide by pressing the tab on the guide and slide the guide until it gently touches the paper.
- 6 Adjust the front (X) media guide by pressing tab on the guide and slide the guide until it gently touches the paper.
- 7 Set the Custom/Standard switch to Custom.
- 8 Slide the tray into the MFP.
- 9 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following:
  - If the size and type settings are correct, touch **EXIT** to accept the settings.
  - If the size and type settings are not correct, touch **OK**. The `TRAY N SIZE=*<SIZE>` menu is displayed.
- 10 To change the size setting, touch the correct paper size. The message `SETTING SAVED` is displayed for a moment, and then the tray type menu is displayed.

---

**Note**

Depending on the size that you selected, the MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 9.

---

- 11** To change the type setting, touch the correct paper type. The message `SETTING SAVED` is displayed for a moment, and then the size and type settings are displayed.
- 

**Note**

If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

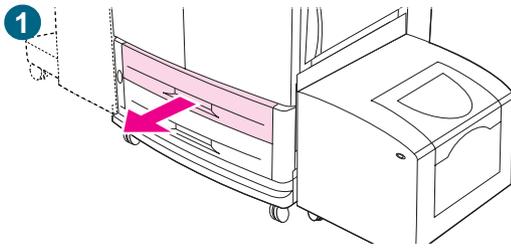
---

- 12** If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use.
- 

**Note**

See [“Selecting media for your document” on page 175](#) for more information about selecting types of media.

---

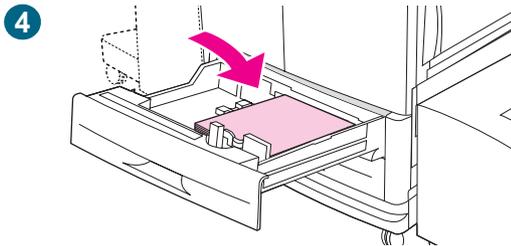


## To load custom media in tray 2 and tray 3

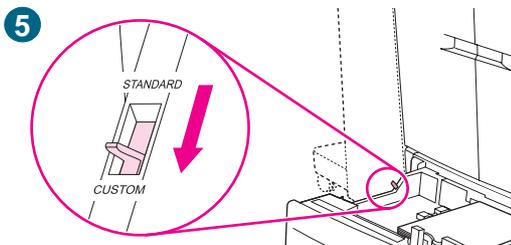
Use this procedure to load custom-size media in the tray.

### CAUTION

To avoid a jam, never add or remove media from a tray while printing from that tray.

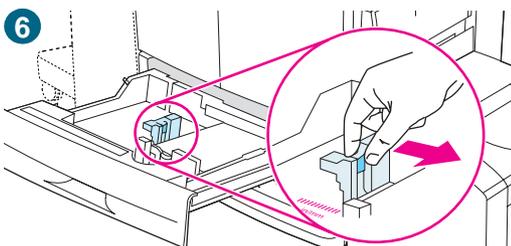


- 1 Pull the tray open until it stops.
- 2 Press the tab on the front (X) paper guide and slide the guide all the way out.
- 3 Press the tab on the left (Y) paper guide and slide the guide all the way out.
- 4 Load (orient) the media according to size.

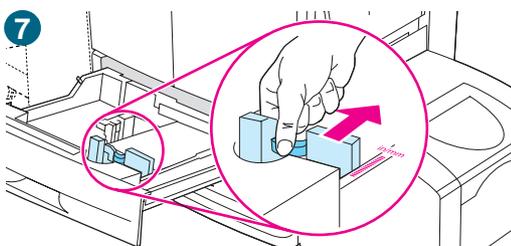


### Note

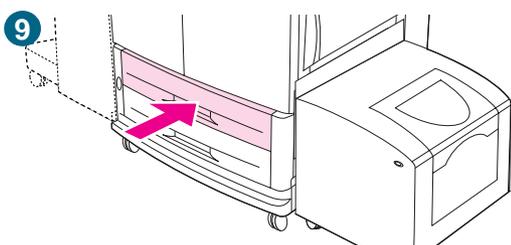
For more information about how to orient the media size that you are using, see [“Orienting media” on page 168](#).



- 5 Set the Custom/Standard switch to Custom.
- 6 Adjust the left (Y) media guide by pressing the tab on the guide and slide the guide until it gently touches the paper.
- 7 Adjust the front (X) media guide by pressing tab on the guide and slide the guide until it gently touches the paper.
- 8 Note the orientation of the paper, as well as the value of the X dimension and the Y dimension. The X and Y dimensions are marked in the tray. You will need this information for a later step.



- 9 Slide the tray into the MFP.
- 10 Look at the control panel within a few seconds of closing the tray. (Open and close the tray if the time has already elapsed.) The control panel displays the tray size and type configuration. Do one of the following:



- If the size and type settings are correct, touch **EXIT** to accept the settings. The tray is ready to use. (You do not need to complete the rest of this procedure unless you want to configure the exact custom dimension. See the following note for more information.)
- To change the size setting, touch **OK**. The **TRAY N SIZE=\*<SIZE>** menu is displayed.

---

### Note

If the size displayed on the control panel is **CUSTOM**, then the tray size is set to **ANY CUSTOM**. The tray will match any custom-size print job, even if the print-job dimensions are different from the dimensions of the paper that is loaded in the tray. If you prefer, you can specify the exact dimensions of the custom-size paper that is loaded in the tray. When you specify exact dimensions, the dimensions are displayed as the size, rather than **CUSTOM**.

---

**11** Touch **CUSTOM**. The **Unit of Measure** menu is displayed.

---

### Note

The MFP might prompt you to move the Custom/Standard switch in the tray to another position. The MFP might also prompt you to move the paper guides. Follow the instructions on the control panel, close the tray, and then repeat this procedure starting with step 10.

---

- 12** Touch the unit of measure (**MILLIMETERS** or **INCHES**). (If you are using the measurement on the tray guide, select **MILLIMETERS**.)
  - 13** Use the numeric keypad to select the X (front to back) dimension.
  - 14** Touch **OK**.
  - 15** Use the numeric keypad to select the Y (left to right) dimension.
  - 16** Touch **OK**. The control panel displays **SETTING SAVED** for a moment. The tray size in dimensions is then displayed.
  - 17** To change the type setting, touch the correct paper type. The message **SETTING SAVED** is displayed for a moment, and then the size and type settings are displayed.
- 

### Note

If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media or transparencies, set the media type for the tray.

---

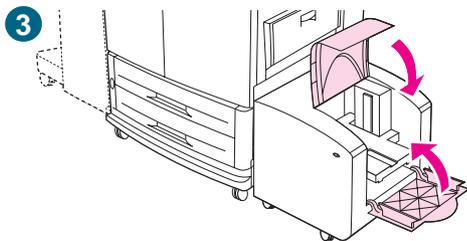
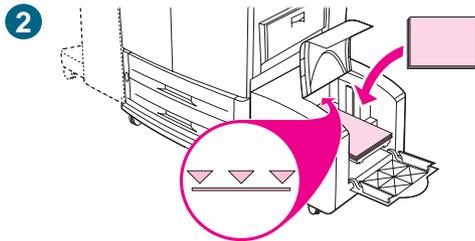
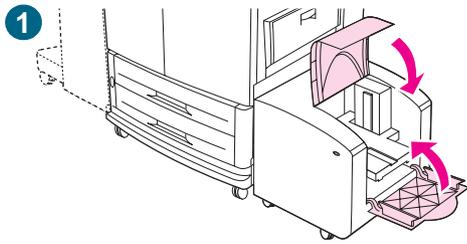
**18** Touch **EXIT** to accept the settings. The tray is ready to use.

---

### Note

See [“Selecting media for your document” on page 175](#) for more information about selecting types of media.

---



## To load the 2,000-sheet side input tray (tray 4)

The 2,000-sheet side input tray (tray 4) holds up to 2,000 sheets of media. For media specifications, see [“Recommended media” on page 172](#).

The 2,000-sheet side input tray (tray 4) only supports A4- or letter-size media. If you are using media that is lighter or heavier than 75 g/m<sup>2</sup> to 105 g/m<sup>2</sup> (20 to 28 lb), or if you are using coated media, set the media type for the tray. To set the media type for the tray or to use other sizes of media, see [“Setting media size and type” on page 164](#).

---

### CAUTION

To avoid a jam, never add or remove media from the tray while printing from that tray.

---

Use this procedure to load media in the 2,000-sheet side input tray (tray 4).

- 1 Open the top door, and then open the bottom door.
- 2 Load the media so that the side to be printed on faces up and the long edge is toward the MFP (short edge is toward the MFP if you are making booklets). Do not load more media than the maximum that is indicated by the media-fill triangles at the back of the 2,000-sheet side input tray (tray 4).

---

### Note

The number of sheets that can be loaded might vary depending on the type of media. Use the media-fill triangles to determine how much media to load.

Make sure that the corners of the media are not folded.

The 2,000-sheet side input tray (tray 4) supports letter, A4, A4-R, and letter-R media.

---

- 3 Close the bottom door, and then close the top door.
- 4 The control-panel display prompts you to select the size and type of the media that you want to use.
- 5 Scroll to the size that you want and select it.
- 6 Scroll to the type you want and select it.

---

### Note

See [“Selecting media for your document” on page 175](#) for more information about selecting types of media.

---

## Changing and setting the media size and type for a tray

You can configure the MFP input trays by type and size. You can load different media in the input trays and then request media by type or size.

---

### Note

If you have used previous HP LaserJet printers or MFPs, you might be accustomed to configuring tray 1 to first mode or cassette mode. To duplicate the settings for first mode, configure tray 1 for Size = ANYSIZE and Type = ANY. To duplicate the settings for cassette mode, set either the size or type for tray 1 to a setting other than ANY.

The following instructions are used to configure the trays at the MFP control panel. You can also configure the trays from your computer by using the embedded Web server. For more information, see [“Using the embedded Web server” on page 207](#).

### To set or change media size for tray 1

- 1 Press the **MENU** button.
- 2 Touch **PAPER HANDLING**.
- 3 Touch **TRAY 1 SIZE**.
- 4 Touch the paper size that is loaded.
- 5 Touch **EXIT** to exit the menus.

### To set a standard size for tray 2, tray 3, and the 2,000-sheet side input tray (tray 4)

The MFP automatically detects the size that is loaded, so you do not need to set the size manually.

### To set or change a custom size for tray 2 and tray 3

- 1 Make sure that the switch inside the tray that you want to configure is in the Custom position.
- 2 A message on the control panel prompts you to specify the paper size.
- 3 Touch the appropriate unit of measure (**MILLIMETERS** or **INCHES**). (The default is **MILLIMETERS** because the marks on the tray guides are in millimeters.)
- 4 Use the numeric keypad to specify the tray X (front-to-back) dimension.
- 5 Use the numeric keypad to specify the tray Y (left-to-right) dimension.
- 6 Touch **EXIT** to exit the menus.

---

### Note

See [“Setting media size and type” on page 164](#) for more information.

## To set or change a media type for any tray

- 1 Determine the correct media-type selection for your media. See [“Supported types of media” on page 172](#) for more information.
- 2 Press the **MENU** button.
- 3 Touch **PAPER HANDLING**.
- 4 Touch **TRAY X TYPE**.
- 5 Touch the appropriate type setting for the media that you are using.

---

**Note** The default media type is plain.

- 6 Touch **EXIT** to exit the menu.

---

**Note** For a description of media types, see [“Selecting and using media” on page 163](#).

## To select the media type in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Paper** tab, in the **Type is** drop-down list, select the type that matches the control-panel setting.
- 3 Click **OK**.

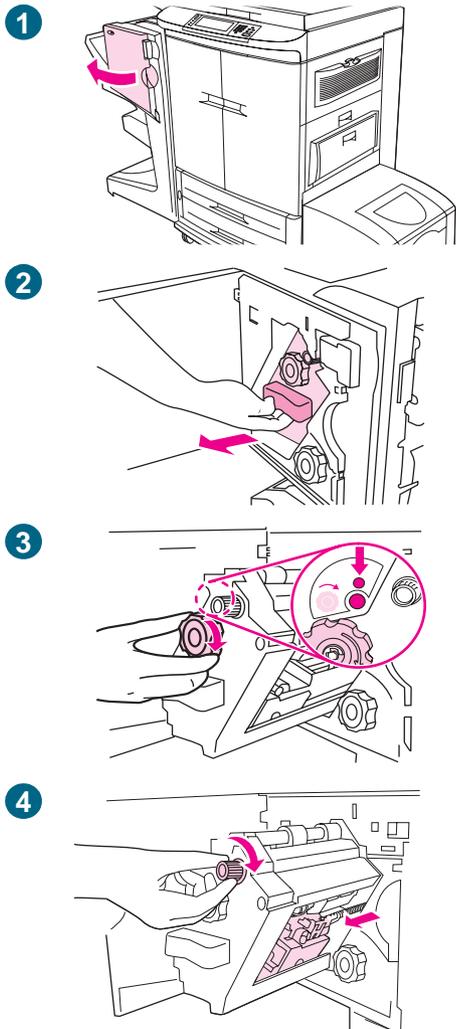
## To select the media type in Windows 2000 and Windows XP

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Paper/Quality** tab, in the **Type is** drop-down list, select the type that matches the control-panel setting.
- 3 Click **OK**.

## Loading the staple cartridge (multifunction finisher)

Use this procedure to load staples in the multifunction finisher.

The message `STAPLER LOW ON STAPLES` appears on the control panel if the staple cartridge has 20 to 50 staples remaining. The message `STAPLER OUT OF STAPLES` appears on the control panel if the stapler cartridge contains no more staples.



### To load the staple cartridge

- 1 Open the stapler-unit door.
- 2 Slide the stapler unit toward you.
- 3 Turn the large, green knob until you see the blue dot (this indicates that the stapler is fully open).
- 4 Turn the small, green knob at the top of the stapler unit clockwise until the staple cartridge moves to the left of the stapler unit.

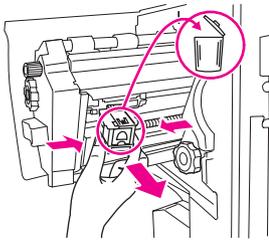
---

#### CAUTION

The blue dot must appear in the window of the stapler unit before you remove the staple cartridge. If you try to remove the staple cartridge before the blue dot appears in the window, you could damage the finishing device.

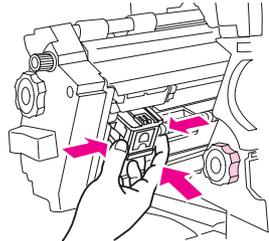
---

5



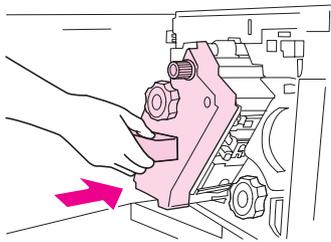
5 On the empty staple cartridge, squeeze the tabs together and pull the empty cartridge out.

6



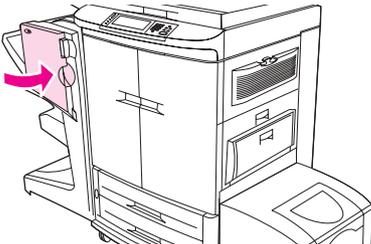
6 Insert the new staple cartridge so that it locks into place.

7



7 Slide the stapler unit into the finishing device.

8



8 Close the stapler-unit door.

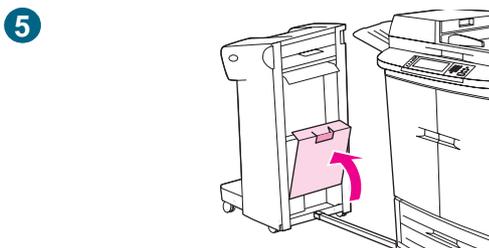
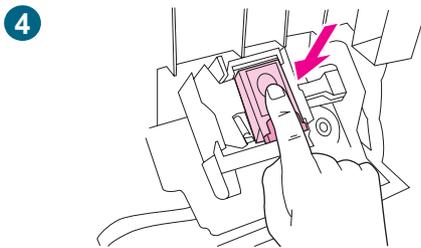
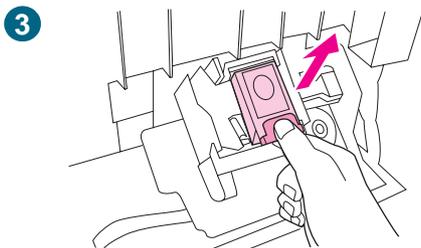
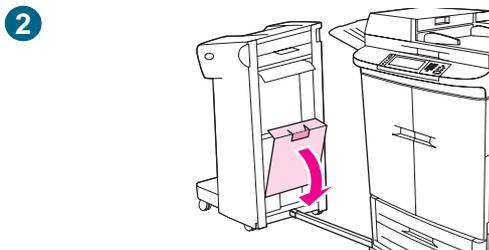
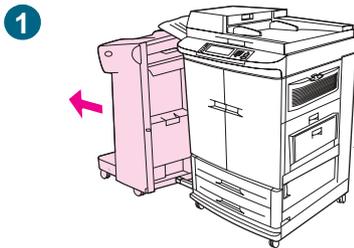
## Loading the staple cartridge (3,000-sheet stapler/stacker)

Use this procedure to load staples in the 3,000-sheet stapler/stacker.

The message `STAPLER LOW ON STAPLES` appears on the control panel if the staple cartridge has 20 to 50 staples remaining. The message `STAPLER OUT OF STAPLES` appears on the control panel if the stapler cartridge contains no more staples.

### To load the staple cartridge

- 1 Move the 3,000-sheet stapler/stacker away from the MFP.
- 2 Open the stapler unit door.
- 3 On the empty staple cartridge, pull up on the green tab, and then pull the empty cartridge out.
- 4 Insert the new staple cartridge, and push down on the green tab so that the cartridge locks into place.
- 5 Close the stapler unit door and attach the 3,000-sheet stapler/stacker to the MFP.





# 2 Copying

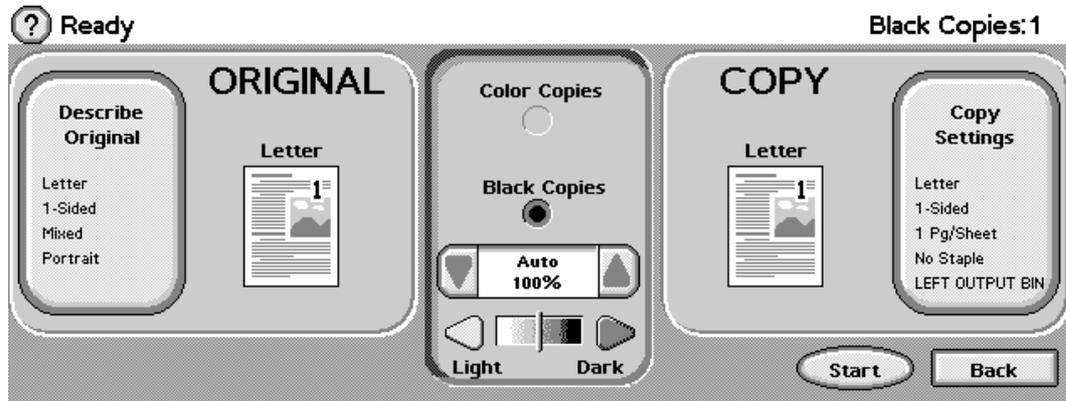
This MFP functions as a standalone, walk-up color or black-and-white copier—you do not have to have software installed or have your computer turned on to make copies. You can easily adjust copy settings at the control panel. Originals can be copied using either the ADF or the scanner glass. The MFP can process copying, printing, and digital-sending jobs simultaneously.

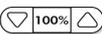
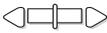
This chapter provides information about how to make black-and-white or color copies and how to change copy settings. It is helpful to review the section about control-panel operation before using the MFP copying functions. See [“Control panel” on page 4](#) in chapter 1. This chapter contains information about the following topics:

- [Copy-screen layout](#)
- [Copying instructions](#)
- [Setting copy defaults](#)

# Copy-screen layout

The following figure and table provide information about features and buttons on the copy screen.



Features and buttons	Function
? (Help)	Provides access to “What is this?” Help or “Show me How.”
READY	Indicates that the MFP is ready to copy. (Additional status messages might appear on this line.)
DESCRIBE ORIGINAL	Allows you to select size, type, orientation, image content, and additional features of the original copy.
COLOR COPIES	Allows you to select color copies.
BLACK COPIES	Allows you to select black and white copies.
REDUCE/ENLARGE 	Reduces or enlarges the size of the copy.
LIGHT/DARK 	Increases or decreases the brightness of the copy.
COPY SETTINGS	Displays settings that describe the output features of the document, such as paper size, simplex/duplex, and stapling.
START	Starts copying the document.
BACK	Moves back one screen on the control-panel display.
CANCEL	Each lower-level screen (any screen below the main screen) on the touch screen includes a <b>CANCEL</b> option. Touching <b>CANCEL</b> negates any changes that you made, and takes you back to the previous screen.
OK	Each lower-level screen on the touch screen includes an <b>OK</b> option. Touching <b>OK</b> accepts any changes that you made, and takes you to the next screen.

## Copying instructions

For standard-size media, the size of the original is automatically detected when the document is placed on the scanner glass or in the ADF, and the appropriate size of media is used for the copy. You can override the auto-detect feature by specifying the required input (DESCRIBE ORIGINAL) and output (COPY SETTINGS) at the control panel.

---

### Note

Use the scanner glass to copy small, lightweight (less than 46 g/m<sup>2</sup>, or 12 lb), or irregularly sized originals, such as receipts, newspaper clippings, photographs, or old, delicate, valuable, or worn documents. The scanner glass is also used to copy books, magazines, and manuals.

Use the MFP to make as many as 999 copies of a document. The ADF can be loaded with up to 50 sheets of ledger/A3 media or 100 sheets of letter/A4 media (depending on the thickness of the pages).

---

### Note

The 8.5 x 13 and 12 x 18 media sizes are *not* supported for copying.

This section provides instructions for the following copying tasks:

- [Copying by using the default settings](#)
- [Copying by using user-defined settings](#)
- [Copying from the scanner glass](#)
- [Copying by using the ADF](#)
- [Copying books](#)
- [Creating a job to be copied later](#)

## Copying by using the default settings

The following are the default settings for copying:

- One copy
- Letter- or A4-size original and letter-size copy

---

### Note

The MFP automatically detects the original size and makes a same-size copy. The factory default paper-size setting is Letter or A4 only if no media size is detected.

- Black and white (color copies can be selected)
- Page Orientation: Portrait
- Number of Sides: One
- Page Content: Mixed (mixed text and graphics)
- Job Mode: Off
- Heavy Paper: Off

### To make color copies by using the default settings

- 1 Place the document face-down on the scanner glass or in the ADF.
- 2 Touch **COPY**.
- 3 Select color copies.

- 4 Touch **START**.

### **To make black and white copies by using the default settings**

- 1 Place the document face-down on the scanner glass or in the ADF.
- 2 Touch **COPY**.
- 3 Select black copies.
- 4 Touch **START**.

## Copying by using user-defined settings

Use the following steps to change the settings for your copies.

### To make copies by using settings other than the default settings

- 1 Place the original face-down on the scanner glass or in the ADF.
- 2 Touch the copy icon on the control panel. The copy screen appears on the graphical display.
- 3 Touch **COLOR** or **BLACK & WHITE** copies.
- 4 Make any necessary adjustments to the contrast and the reduction or enlargement by using the **LIGHT/DARK** bar and the **REDUCE/ENLARGE** option in the image-modification section of the graphical display.
- 5 Touch **DESCRIBE ORIGINAL** to view your options. You can select **BASIC** options or **ADVANCED** options. After you make your selections, touch **OK**.

#### Note

If you select **Mixed** on the **Page Content** tab, you can use the **Advanced** tab to select the emphasis for text or photo, or for text or glossy photo.

#### Basic tab

**SIZE**  
**PAGE ORIENTATION**  
**NUMBER OF SIDES**  
**PAGE CONTENT**

#### What to select

Select **Book** or the media size of your original.  
Select **Portrait** or **Landscape**.  
Select **1-sided** or **2-sided**.  
Select **Text**, **Photo**, **Glossy Photo**, or **Mixed**.

#### Advanced tab

**HEAVY PAPER**  
**JOB MODE**

#### What to select

Select **Heavy Paper** if your original is heavy paper and you are using the ADF.  
If you are combining multiple flatbed scans into a single job, select **Job Mode**.

#### Note

The original settings menu has a button that allows you to describe the content of the original to be copied.

	Description of use
Text	Optimize for the best text quality.
Photo	Optimize for printed or half-tone original graphics.
Glossy photo	Optimize for glossy photographs and for continuous tone photographic originals.
Mixed	Optimize for mixed text and graphics.
Advanced (button)	An adjustment to optimize more toward text or graphics in mixed mode.

- 6 Touch **COPY SETTINGS** to view your options. You can touch the **Advanced** tab to see more options.

#### Basic tab

##### SIZE

#### What to select

Select **Auto** (media size is matched to original size), or the copy size that you want. Be sure that you have loaded the correct media size in the tray.

##### NUMBER OF SIDES

Select **1-sided** or **2-sided**.

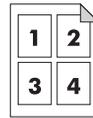
##### BACK SIDE ORIENTATION

Select **Normal** or **Flip** (applies when **2-sided** copying is selected).

##### PAGES PER SHEET

Select **1**, **2**, **4**, or **Booklet**.

If **4** pages per sheet is selected, “Z” or “N” ordering is tailored to the page orientation, and the option to put a border around each smaller page appears.



“Z” ordering



“N” ordering

##### BORDERS

Select **Border** or **No Border** when you are printing multiple pages per sheet.

##### STAPLE

Stapling options depend on your finishing device and the media size that you selected. For the 3,000-sheet stapler/stacker, the selections are **None**, **Corner**, **1**, **2**, **3**, or **6**. For the multifunction finisher, the selections are **None**, **1**, **2**, or **Booklet**.

#### Advanced tab

##### COLLATION

#### What to select

Select **Collated** or **Uncollated**.

##### OUTPUT BIN

Select the output destination for your finishing device.

##### JOB STORAGE

Select **On** to indicate that the copy job should be stored on the MFP rather than printed. Select **Off** to copy the job normally. See “[Creating a job to be copied later](#)” on page 42 for more information.

##### ENHANCE

Increases or reduces sharpness, and removes background.

##### SCALE TO FIT

Select **On** to slightly reduce the image so that it fits in the printable area.

- 7 When you are finished, touch **OK** to return to the main copy screen.

#### Note

The page icon in the **COPY** section of the graphical display shows a representative image of the copy.

- 8 Using the numeric keypad, specify the number of copies, and then press **START**.

## Copying from the scanner glass

Use the scanner glass to copy small, lightweight (less than 46 g/m<sup>2</sup> or 12 lb), or irregularly sized originals, such as receipts, newspaper clippings, photographs, or old or worn documents. The scanner glass is also used to copy books, magazines, and manuals.

- 1 Place the document face-down on the scanner glass.
- 2 Make any image modifications, and choose any copy settings, if necessary. See [“Copying by using user-defined settings” on page 39](#) for the available settings.
- 3 If you are making only one copy, press **START**. If you are making multiple copies, use the numeric keypad to select the number of copies (up to 999), and then press **START** to begin copying.

## Copying by using the ADF

Using the ADF, you can make as many as 999 copies of a document that has as many as 100 pages (depending on the thickness of the pages).

- 1 Load the document face-down into the ADF. The MFP can automatically detect several standard paper sizes.
- 2 Make any image modifications, and select any copy settings if necessary. See [“Copying by using user-defined settings” on page 39](#) for the available settings.

If you are making only one copy, press **START**. If you are making multiple copies, use the numeric keypad to specify the required number of copies, and then press **START**.

## Using Job Mode

Use the Job Mode feature to build a single print job from multiple scans. You can use either the ADF or the scanner glass. The settings for the first scan are used for subsequent scans.

- 1 Touch **COPY**.
- 2 Touch **DESCRIBE ORIGINAL**.
- 3 Touch **ADVANCED**.
- 4 In the **JOB MODE** check box, touch **ON**.
- 5 Select any output settings, if necessary.
- 6 After each page is scanned, the control panel prompts you for more pages.
- 7 Do one of the following:
  - If the job contains more pages, load the next page, and then press the **START** button.
  - If the job contains no more pages, touch **FINISHED** to print.

---

### Note

In Job Mode, if you scan the first page of a document by using the ADF, then you must scan all of the pages in that document by using the ADF. If you scan the first page of a document by using the flatbed scanner, then you must scan all of the pages in that document by using the flatbed scanner.

## Copying books

You can use the scanner glass to copy books.

- 1 Place the book face-down on the scanner glass.
- 2 Align the book. The book is correctly aligned if the book binding is in line with the book icon at the top of the scanner glass.
- 3 Touch **COPY**.
- 4 Touch **DESCRIBE ORIGINAL**.
- 5 Select **Book** as the size.
- 6 Touch **OK**.

---

### Note

You can skip a page by touching the **Skip Page** button above the page icon. Touch the button once to skip the left page and twice to skip the right page. Press the button three times to cancel page skipping. If you don't skip a page using the **Skip Page** button, left side and right side pages will be copied.

- 7 Touch **COPY SETTINGS**.
- 8 Select any output settings that you want. Select the paper size that is the closest match to the actual size of the book that you are copying.
- 9 Touch **OK**.
- 10 Using the numeric keypad, specify the number of copies you want.
- 11 Press **START**.

## Creating a job to be copied later

Turning on the stored job setting indicates that you want the copy job to be stored on the MFP hard disk, and that you will print the job later.

- 1 Select your basic copy settings (see [“Copying by using user-defined settings” on page 39](#)).
- 2 Touch the **Advanced** tab.
- 3 For the **Job Storage** option, select **On**.

A pop-up dialog box appears, asking for the **User Name**, **Job Name**, and Personal Identification Number (**PIN**), if required. The keyboard appears when you select **User Name** and **Job Name**. The **PIN** is a four-digit number that can be typed by using the numeric keypad.

- 4 Type the **User Name**.
- 5 Type the **Job Name**.
- 6 Type the **PIN** if you want to control access to the stored copy job.
- 7 Touch **OK**.
- 8 Press **START**.

See [“To print a stored job” on page 110](#) for information about printing a stored job.

# Copy settings

The MFP features the following image-modification functions on the main touch screen.

## Note

Press the **RESET** button to return all of the settings to their default values.

## Color copies or black and white copies

At the home screen, touch **COPY** and then touch the circle below **COLOR** copies or **BLACK & WHITE** copies to select the appropriate type of copies. If **COLOR** is selected, **COLOR COPIES:** appears in the upper-right corner of the control-panel display. If **BLACK & WHITE** is selected, **BLACK COPIES:** appears in the upper-right corner of the control-panel display.

## Reduce or enlarge

The MFP has an autoscaling feature. If the original paper size differs from the copy paper size, the MFP can autodetect a size mismatch between the original page size and the copy page size. The scanned image of the original page is reduced or enlarged automatically to match the copy paper size. You can override autoscaling by using the reduce and enlarge feature.

The MFP can reduce copies to as little as 25% of the original size and enlarge copies to as much as 400% of the original (200% when using the ADF).

To reduce or enlarge your copies, touch the arrows on the **REDUCE/ENLARGE** button until you reach the size that you want. The scale percentage box in the center of the **REDUCE/ENLARGE** button indicates the percentage of reduction or enlargement. You can also touch **100%** to display the keypad to type the number that you want. Touch **OK** to save the changes.

## Adjust the lightness/darkness

You can adjust the lightness and the darkness of the copied output by touching the arrows on the **LIGHT/DARK** bar in the default copy screen.

## Enhance the document

Touch the **Copy Settings** tab and then touch the **Advanced** tab to gain access to the embedded enhancement screen that allows you to adjust the level of background removal from the copied image, and increase or decrease the sharpness of the copied image.

### Background Removal

If you are copying a document that is printed on colored paper or the original is thin and makes the backside image show through, you can enhance your copy quality by removing the background. Adjust the amount of background removal by touching the arrows on the **BACKGROUND REMOVAL CONTROL**. The slider moves to the lighter or darker area of the **BACKGROUND REMOVAL CONTROL** bar for increased or decreased background removal.

## Sharpness

The **SHARPNESS CONTROL** specifies the sharpness setting that the scanner uses when the MFP scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply. Adjust the amount of sharpness by touching the arrows on the **SHARPNESS CONTROL** bar.

## Copying multiple sized originals

If the original document contains mixed-size originals, for example, a letter-size document with several legal-size charts, see [“Using Job Mode” on page 41](#) for more information.

## Setting copy defaults

The defaults for several copy settings can be controlled by the administrator. To set or change the following copy defaults, perform the following steps:

- 1 Touch **MENU**.
- 2 Touch **CONFIGURE DEVICE**.
- 3 Touch **COPYING**.
- 4 Select the copy setting that you want to change.

Copy setting	Description
COLOR MODE	Sets the MFP to default to color or black and white copies.
NUMBER OF SIDES	The copy can have one side (simplex) or two sides (duplex) printed on each page.
COLLATE	If collate is OFF, each page is copied separately. If collate is ON, the document is collated.
COPIES	Indicates the number of copies that will be produced.
STAPLE SUBMENU	Appears if a stapling finishing device is attached.
SHARPNESS	Indicates the sharpness of the image when it is copied.
BACKGROUND REMOVAL	Indicates how much background is removed when an image is copied.

### Note

See [“Copying submenu” on page 131](#) for more information.

# 3 E-mail

To configure the embedded Send to e-mail feature, you must either know the Internet Protocol (IP) address or hostname of the Simple Mail Transfer Protocol (SMTP) server on your network, or use the Find Servers menu option to attempt to locate the server. The MFP uses SMTP to send e-mail messages with attachments containing the image that is scanned at the MFP.

Optionally, you can configure the MFP to use the Lightweight Directory Access Protocol (LDAP) to connect to a directory server so that you can easily address an e-mail that will be sent from the MFP. Directory servers contain recipient names (for example, "John Smith"), and associated e-mail addresses (jsmith@hp.com).

When the MFP is configured to use LDAP, users simply type the first few characters of a recipient's name. The MFP searches the directory server for names that match and uses the closest matching name. In most environments, the Embedded Web Server must be used to correctly configure LDAP.

---

## Note

If you do not know the IP address or hostname of the SMTP or LDAP servers on your network, ask your network or e-mail administrator for this information.

- 1 Touch **MENU**.
- 2 Touch **CONFIGURE DEVICE**.
- 3 Touch **SENDING**.
- 4 Touch **E-MAIL**.
- 5 You can touch **FIND SEND GATEWAYS** to let the MFP search the local network for LDAP and SMTP servers. If this is successful, go to step 8. Otherwise, go to step 6.
- 6 Touch **SMTP GATEWAY** and then enter the IP address or hostname of the SMTP server. If a LDAP server is available, touch **LDAP GATEWAY** and then enter the IP address or hostname of the LDAP server.
- 7 Touch **OK**.
- 8 Touch **TEST SEND GATEWAYS** to test the configuration.

The MFP offers color-scanning and digital-sending capabilities. Using the control panel, you can scan black-and-white or color documents and send them to an e-mail address as an e-mail attachment. To use digital sending, the MFP must be connected to a local area network (LAN). The MFP connects directly to your LAN by using the Jetdirect ethernet card. This chapter addresses both scanning and sending, because they are fully integrated functions.

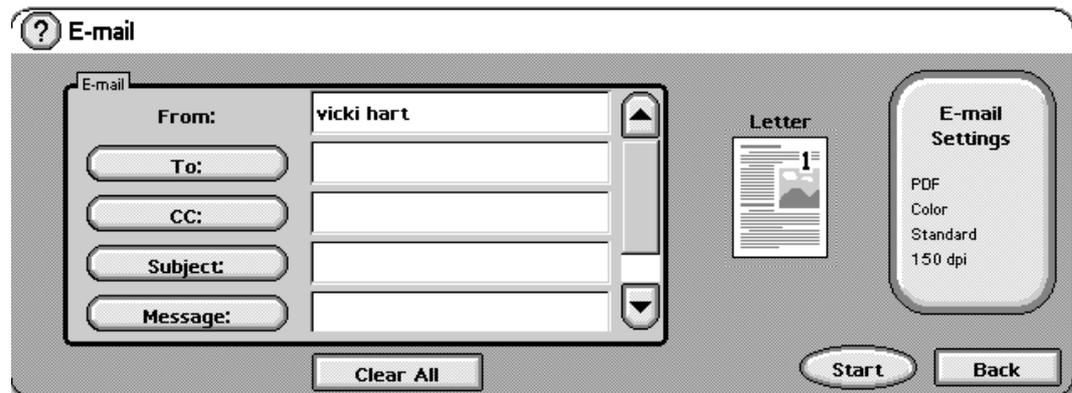
Digital sending offers the following benefits:

- Sends documents to multiple e-mail addresses, saving time and delivery costs.
- Delivers files in black-and-white or in color. Files can be sent in different file formats that the recipient can manipulate.
- Provides verification that e-mail was delivered correctly.

With digital sending, documents are scanned into the MFP memory and sent to an e-mail address or multiple addresses as an e-mail attachment. Digital documents can be sent in several graphics formats, such as PDF, JPEG, and TIFF (see [“Using the auto-complete function” on page 49](#)), enabling recipients to manipulate the document file in various programs to meet their specific needs. Documents arrive in near-original quality, and then can be printed, stored, or forwarded.

The HP Digital Sending Software offers the additional benefits of sending to a fax machine, authenticating the user for security purposes, and scanning to a folder. This chapter contains information about the following topics:

- [Sending documents](#)
- [Using the address book](#)



## Sending documents

The MFP scans at a 600 pixels-per-inch (ppi) resolution. The MFP scans both black-and-white and color originals. You can place originals either on the scanner glass or in the ADF. The scanner glass accommodates all sizes of media, including irregular-size documents, books, stapled documents, previously folded documents, and photographs.

You can use the default settings or change the scanning preference and file formats. The following are the default settings:

- Color
- .PDF file (requires the recipient to have an Adobe® Acrobat® viewer to view the e-mail attachment)

### Steps for sending

- 1 Place the document on the glass or in the ADF.
- 2 Select the type of destination:
  - E-mail
  - Fax
  - Folder (additional software is required)
  - Secondary e-mail (additional software is required)
  - Workflow (additional software is required)
- 3 If prompted, type your user name and password. For more information, see [“Authentication” on page 49](#).
- 4 Type the information that is needed for sending to the specific file destination. **E-mail:** Complete the **From:**, **To:**, **CC:**, **BCC:**, and **Subject:** fields. Your user name or other default might appear in the **From:** field. If so, you might not be able to change it.
  - **Fax:** Complete the **Fax Numbers:** field. If prompted, type your user name and password. For more information, see [“Authentication” on page 49](#).
  - **Folder** (additional software is required): Select a folder destination from the list or type a folder path, if you are an authenticated user.
  - **Secondary e-mail** (additional software is required): Complete the **From:**, **To:**, **CC:**, **BCC:**, and **Subject:** fields. Your user name or other default might appear in the **From:** field. If so, you might not be able to change it.
  - **Workflow** (additional software is required): Select a Workflow destination. Type the requested information for the document.
- 5 Optional. Use [SETTINGS](#) to change the default settings for the scanned document that you are creating (for example, change the type of file format that you want). For more information, see [“Scan settings” on page 48](#).
- 6 Optional. Use [DESCRIBE ORIGINAL](#) to change the default settings (for example, document size) for the document that you are sending. If you are sending a double-sided document, you must describe the original as a two-sided document.
- 7 Press [START](#) to begin sending.
- 8 When you are finished, remove the document from the MFP.

# Scan settings

Use **SETTINGS** on the control panel to change the settings for the scanned document that you are creating (for example, the file type that you want).

**Note** Scan settings do not apply to the fax send options.

Setting	Options	Description
Scan preference	Black & White	Use this option when the original is black and white, or when you want to send a more complex original as black and white in order to reduce file size and transmission time.
	Color	Use this option when the original contains shades of gray, a mix of text and illustrations, or a mix of color and black-and-white areas. This choice increases file size and transmission time.
File type	.PDF	This is the default setting, offering the best overall text and graphics quality. Recipients must have Adobe® Acrobat® Reader installed on their computers to read this type of file. When used for <b>E-mail</b> , this option produces one e-mail attachment that contains all of the scanned pages.
	.TIFF	This is a standard file type that can be brought into software programs and modified by the recipient. When used for <b>E-mail</b> , this option produces one e-mail attachment for each scanned page.
	.MTIFF	This is a multipage .TIFF file that saves multiple scanned pages as a single file. The files can be brought into software programs and modified by the recipient. When used for <b>E-mail</b> , this option produces one e-mail attachment that contains all of the scanned pages.
	.JPEG	This file type is best for viewing through an Internet browser. The files can be brought into software programs and modified by the recipient. When used for <b>E-mail</b> , this option produces one e-mail attachment for each scanned page.
Resolution		The following options are available: <ul style="list-style-type: none"><li>● 75 DPI</li><li>● 150 DPI</li><li>● 200 DPI</li><li>● 300 DPI</li></ul>
File size		The following options are available: <ul style="list-style-type: none"><li>● Small</li><li>● Standard</li><li>● Large</li></ul>

# Authentication

Authentication is a security feature. When the administrator has turned on authentication, you must type your network credentials to use the MFP digital sending features.

For Windows networking systems, you must supply the following information for authentication:

- Username
- Password
- Domain

For Novell networking systems and Novell Bindery, you must supply the following information for authentication:

- Username
- Password
- Server

Certain digital sending features (e-mail, fax) or destinations within a feature (network folders, workflows) might require user authentication. After you have been authenticated, you will not be asked to re-authenticate for the remainder of the session. If you select **Logoff** from the control panel, press the **RESET** button, or allow the MFP to time out, you will have to re-authenticate.

## Using the auto-complete function

When you open the **To**, **CC**, or **From** screens in the **Send to E-mail** feature, the auto-complete function is invoked. As you type the required address or name at the keyboard screen, the MFP automatically searches the address book list and brings the first matching address into the text line of the keyboard screen. Then you can select that name by touching **ENTER**, or continue typing the name until auto-complete finds the correct entry. If you type a character that does not match any entry in the list, the auto-complete text is removed from the display to show that you are typing an address that is not in the address book.

## Using the address book

The private address book and the local address book store frequently-used e-mail addresses. These books can be shared between MFPs that use the same server to access the HP MFP Digital Sending software.

### Note

Addresses can be added or deleted to the private and local address books, but you must be authenticated in order to add addresses to your private address book. If authentication is not complete, the addresses are added to the local address book.

The address book is activated by selecting the address book icon in the display dialog box. When the **ALL** or **LOCAL** button are selected, an **EDIT** button appears. Use the **EDIT** button to add or delete items in the address books. When the **EDIT** button is selected, **ADDRESS BOOK - ADD** and **ADDRESS BOOK - DELETE** appear on the control-panel display.

The **BACK** button returns you to the previous screen.

You can send to a list of recipients by using the MFP address book feature. See your system administrator for information about configuring address lists.

## Creating a recipient list

Complete these steps on the touch screen of the graphical display:

- 1 Touch **E-MAIL**.
- 2 Touch **To:** to gain access to the keyboard screen.
- 3 Type the first letter of the name.

### Note

The MFP starts at the beginning of the address list unless you type in the first letter of the name.

- 4 Touch  to gain access to the address book.
- 5 Navigate in the address book using the scroll bar.
- 6 Highlight the name to select a recipient, and then touch the **ADD** button.

You can also select a distribution list by touching the **ALL** or **LOCAL** button, or add a recipient from a local list by touching the **LOCAL** button. Highlight the appropriate names, and then touch the **ADD** button to add the name to your list of recipients.

You can remove a recipient from your list by scrolling to highlight the recipient, and then touching the **REMOVE** button.

- 7 The names in the recipient list are placed into the text line of the keyboard screen. If you want to, you can add a recipient that is not in the address book by typing the e-mail address on the keyboard.
- 8 Touch **OK** on the keyboard screen.
- 9 Finish typing **CC:** and **SUBJECT:** on the Send To E-mail screen, if necessary. You can check the list of recipients by touching the down arrow in the **To:** text line.
- 10 Press **START**.

# 4 Faxing

---

**Note**

In some countries/regions, the HP LaserJet MFP Analog Fax Accessory 300 is standard on the HP Color LaserJet 9500mfp. The HP LaserJet MFP Analog Fax Accessory 300 requires telecommunication certification by country/region. Check with your sales representative or at [www.hp.com/clj9500mfp/fax/countries-regions](http://www.hp.com/clj9500mfp/fax/countries-regions) for a list of the certified countries/regions that offer fax as a standard capability.

---

When configuring the required fax settings for location, some countries/regions are supported but do not have an entry in the Location setting list. These additional countries/regions can be supported by selecting another alternate country/region from the Location settings list. The following table lists additional supported countries/regions and the acceptable alternate country/region to select to support that country/region.

**Country/region support**

To select this country/region	Select this country/region from the location setting list
Estonia	Norway, Sweden, or Russian Federation
Iceland	Denmark, Norway, or Sweden
Latvia	Norway, Sweden, or Russian Federation
Liechtenstein	Austria or Switzerland
Lithuania	Norway, Sweden, or Russian Federation
Morocco	Spain
Slovenia	Hungary or Poland

The MFP can function as a standalone analog fax machine. The information in this chapter helps you complete the following tasks:

- Perform initial setup configuration
- Send faxes
- Configure fax settings
- Perform advanced fax features
- Use fax logs and reports
- Troubleshoot problems

This chapter also provides product specifications.

---

**Note**

Although the MFP also supports LAN faxing through the HP MFP Digital Sending Software Configuration Utility, that utility is available as an option and is not discussed in this chapter. For information about LAN faxing, see the *HP MFP Digital Sending Software User Guide* or the *HP MFP Digital Sending Software Support Guide*.

---

## Connecting the fax to a phone line

When connecting the fax to a phone line, make sure that the phone line for the fax is a dedicated line that is not used by any other devices. This line should be an analog line, because the fax will not function correctly when it is connected to some digital PBX systems. If you are unsure about what type of line you have, contact your telecom provider.

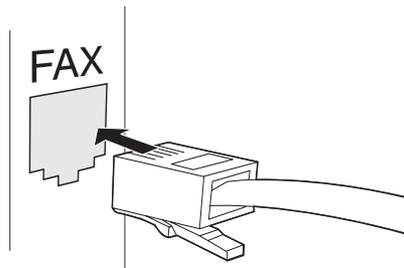
---

**Note**

Use the phone cord that comes with the fax to make sure that the fax functions correctly.

Follow these instructions to connect the fax to a phone jack.

- 1 Locate the phone cord that is included with the fax kit. Plug one end of the cord into the fax phone jack. The fax phone jack is located on the back of the MFP on the formatter plate, next to the other connectors. Make sure that the cord is plugged into the fax phone jack completely and securely.



- 2 Plug the other end of the phone cord completely into the phone jack on the wall to finish the installation.

---

**Note**

The fax function for the HP Color LaserJet 9500mfp will *not* function until the required items are entered into the appropriate menus on the control panel. See [“Establishing the required fax settings” on page 53](#).

---

## Verifying the fax operation

Verify that the MFP fax is functioning by checking the MFP control-panel display. The fax option should appear on the screen. However, until the required settings are established, the option is gray and the text “Not Configured” appears across it. To use the analog fax, see [Establishing the required fax settings](#).

## Establishing the required fax settings

After the fax is installed, you must establish these settings before you can use the fax:

- Date and time
- Location (country/region)
- Fax header (phone number and company name)

This information is used in the fax header that is printed on all outgoing faxes.

---

### Note

In the U.S. and many other countries/regions, setting the date, time, location, phone number and company name is a legal requirement.

Because the fax reads some of these settings from the MFP, a value might already be set. Verify the value that appears to make sure that the information is correct.

## Using the Fax Settings menu

Use the **Fax Settings** menu to establish the required fax settings. Press the **MENU** button on the MFP control panel to open the **Fax Settings** menu.

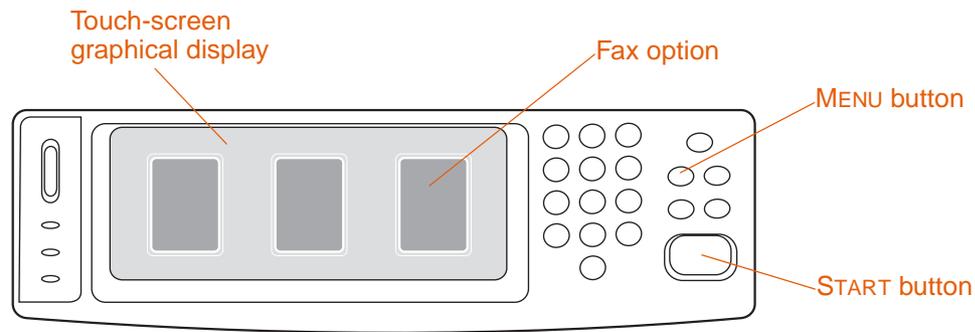
---

### Note

If you have the HP MFP Digital Sending Software installed and the LAN fax is enabled, the fax settings do not appear on the menu because the settings are only used to configure the analog fax. Only one type of fax can be enabled at a time, and only the controls for that fax appear on the control-panel display. If you want to use analog fax when the LAN fax is enabled, use the HP MFP Digital Sending Software Configuration Utility to disable the LAN fax. See [“To set the analog MFP fax settings from the HP MFP Digital Sending Software Configuration Utility” on page 65](#).

---

The following figure shows the control-panel with the fax option visible.



**Figure 3: Fax option**

## Setting or verifying the date and time

The date and time setting for the fax is the same value as the MFP date and time setting. If you are turning on the MFP for the first time, you will be prompted for this information.

### To verify or change the date and time settings

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **DATE/TIME**.
- 5 Select the date and time formats, and then type the date and time.

## Setting or verifying the location

The location setting identifies the country/region where the MFP is located. This setting selects the date/time format and the minimum and maximum rings-to-answer range for the country/region. Because this setting is a legal requirement in some countries/regions, it must be set before the fax can operate. If you are turning on the MFP for the first time, you will be prompted for this information.

### To verify or change the location

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **FAX HEADER**.
- 5 Scroll to and touch **LOCATION**.
- 6 Scroll through the list until your country/region appears, and then touch the country/region to select it.

## Setting or verifying the fax header

The fax header setting is used to set a phone number and company name that appear in the fax header. This information is required and must be set.

### To verify or change the phone number and the company name

- 1 Press the **MENU** button.
- 2 Scroll to and touch **FAX**.
- 3 Scroll to and touch **FAX SETUP REQUIRED**.
- 4 Scroll to and touch **FAX HEADER**.
- 5 Scroll to and touch **PHONE NUMBER**.
- 6 Type a phone number and then touch **OK**.
- 7 Touch **COMPANY NAME**.
- 8 Type the company name, and then touch **OK**.

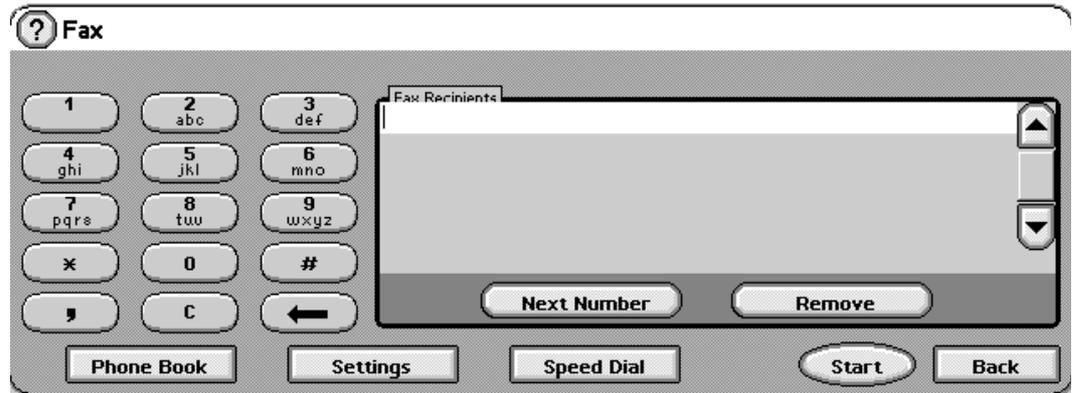
If the fax option appears on the control-panel display and the message “Not Configured” does *not* appear, you have completed the setup and can use the fax feature.

## Fax feature screen

Use the Fax feature screen to send faxes. Press the Fax option that appears on the MFP control-panel display to open this screen.

### Note

The Phone Book option appears only if you set the feature in the HP MFP Digital Sending Software Configuration Utility.



## Status message bar

While the MFP is sending and receiving faxes, status information such as Ready, Receiving call, and Page sent appears in the status bar at the top of some touch-screens.

# Sending faxes

Use one of three basic methods to specify numbers to send a fax:

- Type the number manually
- Specify the number by using speed dial
- Specify the number by using the phone book (available only if the HP MFP Digital Sending Software Configuration Utility is installed and the phone book has been populated)

---

## Note

For online information about sending a fax, touch **?** on the screen to open the **Help** menu, and then touch **SEND A FAX** under the list of help topics.

When using the numeric keypad to type a phone number, include any pauses or other numbers such as area codes, access codes for numbers outside a PBX system (usually a 9 or 0), or a long-distance prefix. A two-second pause can be included by typing a comma (,). If the fax prefix setting is set to automatically include the dialing prefix, you do not need to type it. See [“Setting billing codes” on page 70](#) for more information.

---

## Note

Faxes that fail because the number was busy or the receiving fax did not answer, for example, are deleted from memory.

## Sending a fax by typing the number manually

Use the following procedure to send a fax by typing the number.

- 1 Place the document in the ADF or on the scanner glass.
- 2 On the control-panel display, touch the Fax option. You might be prompted to type a user name and password.
- 3 Touch **SETTINGS**. Verify that the **DESCRIBE ORIGINAL** settings are appropriate for your original. The following settings are available:
  - page size (such as letter or A4)
  - 1-sided or 2-sided printing
  - page content (text, mixed text and graphics, or graphics and photos)
  - orientation (portrait or landscape)

If the settings do not match, complete the following steps:

- a. Touch **DESCRIBE ORIGINAL** to open the Original Setting screen.
- b. Make any changes that are required to describe your original.

---

## Note

You can also change how you are notified about the status of a fax (that is, if the fax was sent or if an error occurred that prevented it from being sent), by touching the Fax Settings option to view the notification settings, and then making any appropriate changes. This setting changes the notification only for the current fax.

- c. When all of the settings are complete, touch **OK** to return to the Fax screen.
- 4 Type a phone number by using the keyboard that appears on the control-panel display.

---

**Note**

If a two-second pause is needed, type a comma (,) after a prefix number (such as a “9” or “0”) to allow the internal phone system time to reach an outside line before the remainder of the number is dialed.

- 5 To specify additional phone numbers, touch **NEXT NUMBER**.

---

**Note**

To remove a number from the list, scroll to and highlight the number and then touch **REMOVE**.

- 6 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)

---

**Note**

When a fax is sent, it is first copied into memory. After the entire document is stored, the fax is sent and is then deleted from memory.

## Sending a fax by using speed dial

Use the following procedure to send a fax by using speed dial.

---

**Note**

Before sending a fax by using speed dial, you must create a speed dial. To create a single speed dial or a speed-dial group, see [“To create a speed dial” on page 61](#).

- 1 Follow steps 1 through 3 in the procedure [“Sending a fax by typing the number manually” on page 57](#).
- 2 Scroll to and touch **SPEED DIAL**.
- 3 Touch the check box in front of the speed dial name that you want to send the fax to.
- 4 Touch **OK**. The speed dial name should be listed on the Fax Recipient screen.
- 5 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)

## Sending a fax by using phone book numbers

The fax phone book feature is only available when the MFP is configured to use the HP MFP Digital Sending Configuration Utility.

If the MFP has not been configured for use with this software, the **Phone Book** button will not appear. To configure the MFP for use with the HP MFP Digital Sending Configuration software, see the *HP MFP Digital Sending Software User Guide* or the *HP MFP Digital Sending Software Support Guide*.

Also, when Authentication is turned on in the HP MFP Digital Sending Configuration Utility, personal fax numbers from your Microsoft Exchange contact list appear in the phone book.

---

**Note**

You cannot add to or delete fax numbers from the phone book on this device. Fax numbers can only be added or deleted using the Address Book Manager (ABM) on the Digital Send Server or by changing your contact list.

If you have the HP MFP Digital Sending Configuration Utility installed on your MFP you can use the following procedure to send a fax by using the phone book.

- 1 Follow steps 1 through 3 in the procedure “Sending a fax by typing the number manually” on page 57.
- 2 Scroll to and touch **PHONE BOOK**.
- 3 Scroll to and highlight a name or a number in the list, and then touch **ADD** to include the name or number in the window. You can add as many names and numbers as you want to.
- 4 Touch **DETAILS** to view the fax number or list of fax numbers for the selected phone-book entry. The **PERSONAL** option shows only the entries from the user's contact list in the phone book. The **ALL** option provides a merged list of the public fax entries and the personal entries from the contact list.
- 5 Touch **OK** to return to the Fax screen. The list of fax names appears in the Recipients window.
- 6 Touch **START** to send the fax. (You can touch **START** on the touch-screen or press the **START** button on the control panel.)

# Canceling a fax

## Canceling the current fax transmission

The **Cancel Current Transmission** menu appears only if an outgoing fax call is in progress.

---

**Note** The cancel operation can require up to 30 seconds to complete.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **CANCEL CURRENT TRANSMISSION**.

---

**Note** While a fax or faxes are being deleted, a “Canceling fax” message appears in the status bar.

## Canceling all pending faxes

This feature deletes all of the outgoing faxes that are stored in memory. However, if a fax is in the process of being transmitted, that fax is not deleted.

---

**Note** If any outgoing faxes are waiting in memory, they are also deleted.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **CANCEL ALL PENDING TRANSMISSIONS**.

## Changing the notification setting

Use the notification setting to specify when and how you are notified of the status of an outgoing fax. This setting applies to the current fax only. To change the setting permanently, change the default setting. See “Scheduling fax-call report printing” on page 78.

- 1 On the control panel main screen, touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch **FAX SETTINGS**.
- 4 Perform one of the following actions on the **Notify** tab:
  - Touch **NONE** to turn off notification, and then touch **OK**.
  - Touch **THIS JOB** or **ON ERROR** to turn on notification and continue to the next step.
- 5 Touch **PRINT** to receive a printed notification, or touch **E-MAIL** to make the control-panel keyboard available.

### Note

The e-mail notification works if you have configured e-mail. If “Not Configured” appears on the e-mail option, e-mail is not configured. To configure e-mail, use the MFP e-mail menu settings.

- 6 If you selected e-mail, use the control-panel keyboard to type an e-mail address, and then touch **OK**.

## Speed dial

Use speed dial to assign a speed dial name to a single number or a group of numbers. You can send a fax to that number or numbers by selecting the speed dial name.

### To create a speed dial

- 1 Touch the **FAX** option.
- 2 Touch **SPEED DIAL**.
- 3 Touch the **Edit** tab.
- 4 Touch **NEW SPEED DIAL**.
- 5 Type a number by using the control-panel keyboard. If you want to specify more than one number, touch **NEXT NUMBER** and then specify another number. Repeat this step to define all of the numbers for the speed dial.
- 6 Touch **NAME**.
- 7 Type a name for the speed dial using the control-panel keyboard.
- 8 Touch **OK**.

### Note

After you have created a speed dial group, you cannot add or delete individual numbers from it.

## To delete a speed dial

- 1 Touch the **FAX** option.
- 2 Touch **SPEED DIAL**.
- 3 Touch the **Edit** tab.
- 4 Touch **DELETE SPEED DIAL**.
- 5 Touch the check box in front of the speed dial that you want to delete. You might need to scroll up or down to find the speed dial name. You can delete more than one speed-dial groups by placing a check mark in front of other names.
- 6 Touch **DELETE**.
- 7 Touch **YES**.
- 8 Touch **OK**.

## Changing the sharpness setting

Use the Sharpness setting to specify the resolution that the scanner uses when the MFP scans your original. Sharpness enhances the edges of the original so that faint or fine text and graphics are reproduced more sharply.

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**Note** Increasing sharpness increases resolution, which also increases the transmission time.

### To change the sharpness setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch the **FAX SETTINGS** option.
- 4 On the **Enhance** tab, touch the left arrow to decrease the sharpness or touch the right arrow to increase the sharpness of the image.
- 5 Touch **OK**.

## Changing the background setting

If you are faxing a document that is printed on colored paper, you can enhance your fax copy quality by removing the background that might cause your fax copy to streak or blur.

### To change the background setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch **FAX SETTINGS**.
- 4 On the **Enhance** tab, touch the left arrow to increase the appearance of background or touch the right arrow to decrease the background.
- 5 Touch **OK**.

## Changing the light/dark setting

The light/dark setting adjusts how light or dark the transmitted image will appear on the recipient's fax machine.

### To change the light/dark setting

- 1 Touch the **FAX** option.
- 2 Touch **SETTINGS**.
- 3 Touch the Light arrow to lighten the image or touch the Dark arrow to darken the image.
- 4 Touch **OK**.

## Receiving faxes

When the fax receives incoming faxes, it stores them in memory before printing. After the entire fax is stored, it is printed and then deleted from memory. However, if fax printing is set (turned on), then all of the incoming faxes are stored in memory and none are printed. When the fax printing has been set and is then turned off, all of the stored faxes are printed. See [“Scheduling fax printing” on page 75](#).

You can change the fax receive default settings to modify the way a fax is received:

- Select the number of rings-to-answer
- Print date, time, and page number on faxes (stamp)
- Select input paper tray and destination bin
- Forward faxes to another number
- Block faxes from certain numbers
- Fax printing

For information about changing these menu settings, see [“Remote fax configuration” on page 64](#) and [“Secure settings” on page 74](#).

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### Note

You cannot cancel incoming faxes.

## Remote fax configuration

In addition to using the MFP control panel for fax configuration, network administrators can configure the fax remotely by using various software tools. Because the MFP contains an embedded Web server (EWS), administrators can configure the fax by using either a Web browser or HP Web Jetadmin. If it is installed in the MFP, administrators can also use the HP MFP Digital Sending Software Configuration Utility to configure the fax on a network-connected computer. These tools provide access to most of the fax configuration settings that are available on the MFP fax menu. Network administrators configure the settings, and then users can change the settings at the MFP control panel.

---

### Note

HP MFP Digital Sending Software Configuration Utility can be used to turn the analog fax feature on or off from the MFP control panel. If the analog fax is disabled by using the utility, and then the MFP is detached from the utility, you will not see Send to Fax in the EWS or HP Web Jetadmin Digital Sending menu. See “[To set the analog MFP fax settings from the HP MFP Digital Sending Software Configuration Utility](#)” on page 65 to turn on the analog fax for the MFP.

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### Web browser

Use the MFP EWS to gain access to and set the analog fax settings.

#### To use a Web browser to gain access to the EWS fax setting screens

- 1 Type the IP address of the MFP in the browser URL address bar and press **Enter** to open the EWS Configure MFP screen.
- 2 Click the **Digital Sending** tab.
- 3 Click the **Send to Fax** tab.
- 4 On the Fax Settings screen, make any appropriate changes to the settings and then touch **OK**.
- 5 Click the **Edit** tab to open the Advanced MFP Modem Settings screen and establish additional fax settings.

### HP Web Jetadmin

For detailed information about HP Web Jetadmin, see the *HP Web Jetadmin Reference Manual*.

---

### Note

Before HP Web Jetadmin can open the MFP Digital Sending configuration pages, the `hpjdigsending.fpm` plug-in must be installed. If you do not have this plug-in, you can download it at [www.hp.com](http://www.hp.com). See the *HP Web Jetadmin Reference Manual* for information about installing plug-ins.

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#### To set the analog MFP fax settings through HP Web Jetadmin

- 1 Start HP Web Jetadmin.
- 2 In the At a Glance text box, type the IP address of the MFP in the Quick Device Find text box, and then select **GO** to show the device status in the right pane. Select **Digital Sending** from the status drop-down menu.

- 3 On the Digital Send Settings menu, select **Send to Fax**.
- 4 On the Fax Settings screen, make any appropriate changes to the settings and then click **OK**.
- 5 Click the **Edit** tab to open the Advanced MFP Modem Settings screen for additional fax settings.

Administrators can configure a single MFP or perform multiple device configurations. Use the Multiple device mode to configure several MFPs at one time. For information about this feature, see the *HP Web Jetadmin Reference Manual*.

## HP MFP Digital Sending Software Configuration Utility

Use the following procedure to set analog fax settings for the MFP.

### Note

This utility also contains all of the necessary settings for the LAN fax functionality.

### To set the analog MFP fax settings from the HP MFP Digital Sending Software Configuration Utility

- 1 Start the utility to open the main screen.
- 2 Select the MFP and then touch **CONFIGURE MFP**.
- 3 Select the **Send to Fax** tab.
- 4 To enable the fax capabilities on the MFP, select the **Enable Sent to Fax** check box. To access Analog Fax settings, select **directly from the mfp's internal modem** from the **Send Faxes...** drop-down list. On the Fax Settings screen make any changes to the settings and then touch **OK**.
- 5 Click the **Edit** tab to open the Advanced MFP Modem Settings screen and establish additional fax settings.

You can configure a single MFP or perform multiple device configurations. For more information about the HP MFP Digital Sending Software Configuration Utility, see the *HP MFP Digital Sending Software User Guide* or the *HP MFP Digital Sending Software Support Guide*.

## Establishing optional fax settings

Use the following procedures when you want to establish fax settings in addition to those that are required for fax functionality.

### Note

Depending on the capabilities of and settings that you have established for your fax method, some of these options might not be available or configurable.

## Setting the modem volume

Use the following procedure to set the modem volume.

### To set the modem volume

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **MODEM VOLUME**.
- 5 Scroll to and touch **OFF**, **MEDIUM** (default), or **LOUD**.

## Setting the ringer volume

Use the following procedure to set the ringer volume for the local fax.

### To set the ringer volume

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **RINGER VOLUME**.
- 5 Scroll to and touch **OFF**, **MEDIUM** (default), or **LOUD**.

## Setting error correction mode

Normally, the fax monitors the signals on the telephone line while it is sending or receiving a fax. If the fax detects an error during the transmission and the error correction setting is on, the fax can request that the error portion of the fax be resent.

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

### To turn error correction mode on or off

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **ERROR CORRECTION MODE**.
- 5 Touch **ON** (default) to turn on error correction mode, or touch **OFF** to turn it off.

## Setting JBIG compression mode

Because using JBIG compression can reduce phone charges by reducing the fax transmission time, JBIG compression mode is the preferred setting. However, this mode might cause compatibility problems with some older fax machines, in which case you might need to disable it.

---

**Note** JBIG compression only works when the receiving fax contains JBIG compression.

### To turn JBIG compression on or off

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SETUP OPTIONAL**.
- 4 Scroll to and touch **JBIG COMPRESSION**.
- 5 Touch **ON** to turn on JBIG compression, or touch **OFF** (default) to turn it off.

## Setting outgoing fax resolution

Use this setting to establish the resolution for outgoing fax transmissions. The sending fax determines the maximum resolution that the receiving fax supports, and then uses a resolution that is defined by a combination of this setting and the information about the receiving fax.

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**Note** If the fax is wider than 8.5 inches, the fax will automatically select fine or standard resolution in order to reduce the transmission time.

### To set the outgoing fax resolution

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DEFAULT RESOLUTION**.
- 5 Touch **STANDARD** (200 x 100 dpi), **FINE** (200 x 200 dpi; default), or **SUPERFINE** (300 x 300 dpi) to select the resolution.

---

**Note** The higher the resolution, the longer the transmission time that is required.

## Setting the overlay header

The overlay header, which consists of the date, time, company name, phone number, and page number, is printed at the top of the page on outgoing faxes. This setting determines whether the header is appended to the top of the page or is printed as an overlay. If the header is appended to the top of a page, it moves data downward on the page, which can result in data at the bottom of a page being pushed to an additional page. If the header is printed as an overlay, it does not push any page data, but the header might print over data at the top of the page.

---

**Note**

When fax forwarding is turned on, the overlay header is always appended to the top of the page, even if the overlay feature is turned on.

---

### To select how the header is printed

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **OVERLAY HEADER**.
- 5 Touch **YES** to print the header as an overlay, or touch **NO** (default) to append the header to the top of the page.

### Setting dialing mode

The dialing mode setting sets the type of dialing that is used when sending a fax. Specify either tone (touch-tone phones) or pulse (rotary-dial phones).

#### To set dialing mode

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DIALING MODE**.
- 5 Touch **TONE** (default) to set the fax for tone dialing, or touch **PULSE** to set the fax for pulse dialing.

## Setting dialing and detection options

Use the following procedures to set a dialing prefix, redial options, or tone detection.

### Setting a dialing prefix

Use the dialing prefix setting to specify a prefix number (such as a "9" to gain access to an outside line) that is automatically added to all phone numbers when they are dialed.

#### To set a dialing prefix

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**Note**

You might need a pause between the prefix and the phone number. To insert a two second pause, type a comma (,).

---

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DIAL PREFIX**.

- 5 Touch **OFF** (default) to turn off dialing prefix, or touch **CUSTOM** to see the keyboard on the control-panel display and type a prefix.
- 6 Type the prefix number(s), and then touch **OK**.

## Setting the redial-on-busy feature

The redial-on-busy setting specifies the number of times (0 through 9) that the fax redials a number when it is busy. The interval between retries is established in the redial interval setting.

### To set redial-on-busy

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **REDIAL ON BUSY**.
- 5 Scroll to and touch the number of redial attempts (the default is 3), and then touch **OK**.

## Setting redial-on-no-answer

The redial-on-no-answer setting selects the number of times the fax redials if the receiving fax does not answer. The number of retries is either 0 or 1 (in the U.S.) or 0 to 2, depending on the country/region. The interval between retries is established in the redial interval setting.

### To set redial-on-no-answer

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **REDIAL ON NO ANSWER**.
- 5 Scroll to and touch the number (default=0), and then touch **OK**.

## Setting redial interval

Use the redial interval setting to specify the number of minutes between retries if the receiving fax is busy or does not answer.

### To set redial interval

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **REDIAL INTERVAL**.
- 5 Scroll to and touch the number (1 through 5 minutes; default=5), and then touch **OK**.

## Setting dial-tone detection

Use the detect dial-tone setting to specify whether the fax checks for a dial tone before sending a fax.

### To turn dial-tone detection on or off

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **DETECT DIAL TONE**.
- 5 Touch **ON** (default) to enable dial tone detection, or touch **OFF** to disable dial tone detection.

## Setting billing codes

When the billing code setting is turned on, you are prompted to type a number when sending a fax. This number appears on the billing code report. To view the billing code report, either print the report (see “[Printing the billing code report](#)” on page 79) or use a software program to view it.

### To set billing codes

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX SEND**.
- 4 Scroll to and touch **BILLING CODE**.
- 5 Touch **CUSTOM** to open the billing code screen. Scroll to and touch the minimum number of digits that you want in the billing code, and then touch **OK**. To turn off the billing codes setting, touch **OFF** (default).

## Setting rings-to-answer

Use the rings-to-answer setting to specify the number of times the phone rings before the call is answered by the fax.

### To set the number of rings-to-answer

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **RINGS TO ANSWER**.
- 5 Scroll to and touch the number of rings, and then touch **OK**.

---

#### Note

The default setting range for rings-to-answer is specific to the country/region where the MFP is located.

## Stamp received faxes

The stamp received faxes setting enables or disables stamping incoming faxes. The stamp prints the date, time, phone number, and page number on each incoming page.

### To turn the stamp feature on or off

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **STAMP RECEIVED FAXES**.
- 5 Touch **NO** (default) to turn off the stamp feature, or touch **YES** to turn it on.

## Setting the fit-to-page option

When selecting a page size to print a fax, the MFP determines the closest page size that matches the intended size and selects it from the sizes that are available in the MFP. If the fit-to-page setting is turned on and the received image is larger than that page size, the MFP attempts to scale the image to fit the page. If this setting is turned off and an incoming image is larger than the page, the image is split across pages.

### To turn the fit-to-page feature on or off

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Touch **FIT TO PAGE**.
- 5 Touch **ON** to turn on fit-to-page, or touch **OFF** (default) to turn it off.

## Setting the paper tray

The paper tray setting selects the MFP tray from which to pull paper for printing faxes.

### To select the paper tray

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX PAPER TRAY**.
- 5 Scroll to and touch the number for the tray (default=**0**), and then touch **OK**.

## Setting the destination bin

The destination bin setting specifies the MFP output bin to receive the printed fax.

### To set the destination bin

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX DESTINATION BIN**.
- 5 Scroll to and touch the number of the bin (default=3), and then touch **OK**.

## Blocking incoming faxes

Use the blocked-fax list setting to block faxes from senders that you specify. Create a list of phone numbers. When a fax is received from any of those numbers, it is stored in memory and immediately deleted without being printed.

### To create a blocked-fax list

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **BLOCKED FAX LIST**.
- 5 Scroll to and touch **ADD BLOCKED NUMBER**.
- 6 Type a number and touch **OK**.
- 7 To add additional numbers, repeat steps 5 and 6.

### To remove numbers from the blocked-fax list

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **BLOCKED FAX LIST**.
- 5 Scroll to and touch **REMOVE BLOCKED NUMBER**.
- 6 Scroll through the numbers to highlight one that you want to remove, and then touch the phone number to remove it. Repeat this step for any numbers that you want to remove.
- 7 Touch **OK**.

## To clear all numbers from the blocked-fax list

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **BLOCKED FAX LIST**.
- 5 Scroll to and touch **CLEAR ALL BLOCKED NUMBERS**.
- 6 Touch **YES** to clear all numbers from the list, or touch **NO** to exit and retain the numbers.

## Secure settings

The fax forwarding and fax printing are secure features that require a personal identification number (PIN). You are required to create a PIN the first time you use either setting. After you create that PIN, you can use it to gain access to both features. That is, if you have created a PIN for fax forwarding, you use the same PIN to gain access to fax printing, and vice versa. An individual can create only one PIN for access to both of these secure settings.

### Changing your PIN

Use this procedure to change your existing PIN.

#### To change your PIN

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FORWARD FAX** or **FAX PRINTING**.
- 5 Scroll to and touch **CHANGE PIN**.
- 6 Use the keypad on the control panel to type your existing PIN, and then touch **OK**.
- 7 Use the keypad on the control panel to type a new PIN (at least four digits), and then touch **OK**.
- 8 Verify the PIN by typing it again, and then touch **OK**.

## Setting fax forwarding

Use the forward fax setting to forward all of the faxes that the MFP receives to another phone number. When fax forward is enabled, the receiving MFP prints the fax (if fax printing is enabled, the fax is printed when the lock is disabled) and also forwards the fax to the specified number.

---

**Note** Fax forwarding is attempted only once. No retry option exists.

#### To set fax forwarding

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FORWARD FAX**.
- 5 Use the keypad on the control panel to type your PIN (which must contain at least four digits), and then touch **OK**. If you have an existing PIN, the **FORWARD TO NUMBER** screen appears. If you have not previously created a PIN, you are prompted to verify the new PIN. Retype the PIN, and then touch **OK**.
- 6 Scroll to and touch **FAX FORWARDING**.

- 7 Scroll to and touch **FORWARD TO NUMBER**.
- 8 Type the phone number that you want the fax to be forwarded to, and then touch **OK** to turn on fax forwarding.

## Scheduling fax printing

Use fax printing to specify when faxes print.

When the fax receives incoming faxes, it stores them in memory before printing. After the entire fax is stored, it is printed and then deleted from memory. However, if fax printing is set (turned on), then all of the incoming faxes are stored in memory and none are printed. When fax printing has been set and is then turned off, all stored of the faxes are printed.

You can also use the **Retrieve Job** menu to gain access to fax jobs that are stored in memory while fax printing is enabled. See [“Retrieve job menu” on page 126](#) for more information.

Fax printing can be turned on and off manually or scheduled to go on and off automatically during specified days of the week. The fax printing schedule can be set to lock out an entire day (24 hours) or a time period during the day. Only one lockout period can be set, but it can be applied to any number of days. Use the fax printing setting to set the lockout period (see [“To create a fax printing schedule” on page 76](#)).

### To turn fax printing on or off

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**Note** Prior to enabling a fax-printing schedule, you must set up a schedule. See [“To create a fax printing schedule” on page 76](#).

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- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX PRINTING**.
- 5 Type your PIN (which must be at least four digits) and then touch **OK**. If you do not have a PIN, you will be prompted to create one.
- 6 Touch **FAX PRINTING MODE**.
- 7 Select a fax printing mode:
  - Touch **STORE ALL RECEIVED FAXES** to disable printing of faxes and store all received faxes to memory.
  - Touch **PRINT ALL RECEIVED FAXES** to allow all stored faxes to print and to print all faxes as received.
  - Touch **CREATE FAX PRINTING SCHEDULE** to use the fax printing schedule to automatically turn on and turn off the printing of faxes.
- 8 Touch **OK**.

---

**Note** Fax printing and fax forwarding use the same PIN. If you have created a PIN for fax forwarding, also use that PIN here.

---

## To create a fax printing schedule

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX RECEIVE**.
- 4 Scroll to and touch **FAX PRINTING**.
- 5 Type your PIN and then touch **OK**. If you do not have a PIN, you will be prompted to create one.
- 6 Touch **CREATE FAX PRINTING SCHEDULE** to display the schedule settings.
- 7 Touch **PRINT END TIME** to set the schedule start time when faxes will not print (begin the lockout period when faxes store to memory), select a time, and then touch **OK**.
- 8 Touch **PRINT START TIME** to set the schedule start time when faxes begin printing (end the lockout period when faxes are not stored to memory), select a time, and then touch **OK**.
- 9 Scroll to and touch **SCHEDULE DAYS**.
- 10 Scroll to and touch a day of the week to see the lockout settings, and then complete on of the following actions:
  - Touch **STORE ALL FAXES** to lock out the day.
  - Touch **PRINT FAXES AS SCHEDULED** to use the **PRINT START TIME** or **PRINT END TIME** schedule for that selected day.

Repeat this step for each day that you want to lock out.
- 11 Touch **OK**.

## Initiate polling receive

If someone else has set up a fax to be polled, you can request that the fax be sent to your MFP. This is known as polling another product.

### To initiate polling receive

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX FUNCTIONS**.
- 4 Scroll to and touch **INITIATE POLLING RECEIVE**.
- 5 Use the keyboard to type a polling receive number, and then touch **OK**.

## Printing the fax call report

The Fax Call Report is a brief report that indicates the status of the last fax that was sent or received. You can choose to have a thumbnail representation of the fax included in the report.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.

- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **FAX CALL REPORT**.
- 5 If you want a thumbnail of the first page of the fax, touch **THUMBNAIL ON REPORT** and then complete one of the following actions:
  - Touch **YES** to include a thumbnail of the first page.
  - Touch **NO** if you do not want a thumbnail on the report.
- 6 Touch **PRINT FAX CALL REPORT** to print a report for the most recent fax transmission.

## Scheduling fax-call report printing

Use the When To Print Report setting to specify the conditions for printing the fax-call report.

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **FAX CALL REPORT**.
- 5 To include the thumbnail of each fax first page, touch **THUMBNAIL ON REPORT** and then complete one of the following actions:
  - Touch **YES** to include a thumbnail of the first page report.
  - Touch **NO** if you do not want a thumbnail on the report.
- 6 Scroll to and touch **WHEN TO PRINT REPORT** to specify when to print this report, and then touch any of the following options:
  - **EVERY FAX ERROR**
  - **SEND FAX ERROR**
  - **RECEIVE FAX ERROR**
  - **EVERY FAX**
  - **SEND FAX ONLY**
  - **NEVER**

---

### Note

If you select **NEVER**, you will have no indication (other than the touch-screen status-bar message) that a fax was not transmitted unless you print a fax activity log.

## Printing the fax activity log

The fax activity log provides a chronological history of faxes that were received, sent, or deleted, and of any errors that occurred. This log includes the following information:

- Date and time of all faxes that were received or sent, or which failed to be transmitted
- Identification (phone number, if available)
- Duration (off-hook time)
- Number of pages
- Result (successfully sent, pending, or failed to send [which includes error type and code])

The database stores the most recent 500 faxes. Older faxes are deleted from the log. If you want to use the log for record-keeping purposes, you should print the log periodically (no less often than every 500 faxes) and then clear it. See [“Clearing the fax activity log and billing code report” on page 79](#).

## To print the fax activity log

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **PRINT FAX ACTIVITY LOG**.

## Printing the billing code report

The billing code report is a list of the most recent 500 faxes that were successfully sent, listed by billing code. The report includes the following information:

- Billing code number
- Date and time of all faxes that were successfully sent
- Identification number
- Duration (off hook time)
- Number of pages sent
- Result (success)

The database stores the most recent 500 faxes. Older faxes are deleted from the data base. If you want to use the report for record keeping purposes, you should print the report periodically (no less often than every 500 faxes) and then clear it. See [Clearing the fax activity log and billing code report](#) for more information.

## To print the billing code report

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **PRINT BILLING CODES REPORT**.

## Clearing the fax activity log and billing code report

The fax activity log and the billing code report use the same database. Because this setting clears the database, it also clears both the activity log and the billing report data.

## To clear the fax database

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **FAX FUNCTIONS**.
- 4 Scroll to and touch **CLEAR ACTIVITY LOG**.
- 5 Touch **YES** to clear all entries or touch **NO** to retain the entries and exit.

## Printing the blocked fax list report

You can print a list of faxes that were blocked from the MFP.

### To print the blocked fax list report

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **PRINT BLOCKED FAX LIST**.

## Printing the speed dial list report

A speed dial list report lists the fax numbers that are assigned to speed dial names.

### To print the speed dial list report

- 1 Press the **MENU** button.
- 2 Touch **FAX**.
- 3 Scroll to and touch **REPORTS**.
- 4 Scroll to and touch **PRINT SPEED DIAL LIST**.

## Is your fax set up correctly?

Use the following checklist to help identify the cause of any fax-related problems that you encounter.

- **Are you using the phone cord that came with the MFP?**  
The fax functionality has been tested with the supplied phone cord to meet RJ11 specifications. Do *not* substitute another phone cord. The analog fax requires an analog phone cord. It also requires an analog phone connection.
- **Is the fax/phone line connector seated in the socket on the fax?**  
Make sure that the phone jack is well seated in the socket. The connector should be inserted all the way into the socket, until it is secure.
- **Is the phone jack on the wall working?**  
Verify that a dial tone exists by attaching a phone to the phone jack on the wall. Can you hear a dial tone, and can you make a phone call?

## What type of phone line are you using?

- **Dedicated line:** A standard fax/phone number assigned to receive or send faxes.
- **PBX system:** A business-environment phone system. Standard home phones and the fax use an analog phone signal. Some PBX systems are digital and might not be compatible with the fax. You need to have access to a standard analog phone line to be able to send and receive faxes.
- **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 fax to the first incoming phone line. The fax will answer the phone after it rings the number of times that is set in the rings-to-answer setting (see [“Setting rings-to-answer” on page 70](#)).

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### Note

Roll-over lines can cause problems with the ability to receive faxes. HP recommends that you do *not* use roll-over lines.

## Are you using a phone-line splitter?

Parallel or “T” phone-line splitters should not be used with the fax because they can degrade the quality of the phone signal.

## Are you using a surge-protection device?

A surge-protection device can be used between the wall jack and the fax to protect the fax against electrical power that passes 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 fax directly to the phone jack on the wall to determine whether the problem is with the surge-protection device.

## Are you using a phone company voice-messaging service or an answering machine?

If the rings-to-answer setting for the messaging service is lower than the rings-to-answer setting for the fax, the messaging service answers the call and the fax is not able to receive faxes. If the rings-to-answer setting for the fax is lower than that of the messaging service, the fax answers all calls and no calls are routed to the messaging service.

## Checking fax status

If the analog fax does not appear to be functioning, print a Fax Accessory Page to check the status. Use the following steps to print this page:

- 1 Press the **MENU** button.
- 2 Scroll to and touch **INFORMATION PAGE**.
- 3 Scroll to and touch **PRINT CONFIGURATION**.
- 4 On the Fax Accessory Page, under the Hardware Information heading, check the Modem Status.

The following table identifies the status conditions and possible solutions.

OPERATIONAL / ENABLED <sup>1</sup> -	The analog fax is installed and ready.
OPERATIONAL / DISABLED <sup>1</sup> -	The fax is installed and operational. However, HP Digital Sending utility has either disabled the MFP 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.
NON-OPERATIONAL / ENABLED/DISABLED <sup>1</sup>	A firmware failure has been identified. The firmware should be uploaded. See <a href="#">"Customer support" on page 90</a> .
DAMAGED / ENABLED/DISABLED <sup>1</sup>	The fax has failed. Reseat the fax card and check for bent pins. If the status is still DAMAGED, replace the analog fax card.

<sup>1</sup> - ENABLED indicates that the analog fax is enabled (turned on).  
DISABLED indicates that LAN fax is turned on and the analog fax is turned off.

## Fax feature is not operating

Use this table to identify and solve fax malfunctions.

Problem	Cause	Solution
The fax is installed but the option does not appear on the MFP control-panel display.	HP Digital Sending Software utility has disabled the analog fax feature.	Use the HP Digital Sending Software utility to enable the analog fax feature.
	The fax is not operating correctly.	<ul style="list-style-type: none"><li>● Check the fax status. See <a href="#">“Checking fax status” on page 82</a>. If the status is NON-OPERATIONAL, you might need to install new firmware.</li><li>● If the status is DAMAGED and you just installed the card, try reseating the card and check for bent pins.</li><li>● If the status is DAMAGED and the card is installed correctly, you might need to replace the card.</li></ul>
	The formatter board is faulty.	Contact your HP service representative for service. See <a href="#">“Customer support” on page 90</a> .
The fax menus are not appearing on the MFP control-panel display.	The LAN fax is enabled.	This is normal operation. When the HP Digital Sending Software enables LAN fax, the analog fax is disabled and the fax menu, which is used only for the analog fax, does not appear.

## General fax problems

Use this table to solve fax problems.

Problem	Cause	Recommended action
The fax was not transmitted.	The JBIG mode is enabled and the receiving fax does not have JBIG capability.	Turn JBIG off. See <a href="#">“Setting JBIG compression mode” on page 67.</a>
An <b>OUT OF MEMORY</b> message appears on the status message bar.	The MFP storage disk is full.	Delete some files from the disk.
The print quality of a photo is poor or prints as a gray box.	The <b>Page Content</b> mode setting is incorrect.	Try setting the <b>Page Content</b> mode to <b>Graphics</b> or <b>Text and Graphics</b> . See <a href="#">“Sending a fax by typing the number manually” on page 57.</a>
Even after the <b>CANCEL</b> button on the MFP keyboard was pressed to cancel a fax transmission, the fax was still sent.	The <b>CANCEL</b> button on the keyboard does not cancel fax transmissions.	Cancel faxes by using the <b>Fax</b> menu. See <a href="#">“Canceling a fax” on page 60.</a>
No Phone Book feature appears.	The Phone Book feature has not been enabled.	Use the HP MFP Digital Sending Software Configuration utility to enable the phone book feature.
The fax settings do not seem to be available in HP Web Jetadmin.	The fax settings in HP Web Jetadmin are located on the <b>Digital Send Settings</b> menu	Click the <b>Digital Send Settings</b> menu and then click <b>Send to Fax</b> . See <a href="#">“HP Web Jetadmin” on page 64.</a>
The header is being appended to the top of the page when the overlay is enabled.	If the fax has been forwarded, the fax will append the overlay header to the top of a page when overlay is set.	No action is necessary.
A mix of names and numbers appears in the recipients box.	It is normal for both names and numbers to appear, depending on where they are from. The phone book lists names and all other databases list numbers.	No action is necessary.
The fax call report prints at an unwanted time, even when fax printing is on.	The fax printing does not control printing of the fax call report. The fax call report settings need to be changed.	Specify when to print a fax call report. See <a href="#">“Scheduling fax-call report printing” on page 78.</a>
One page fax prints as two pages.	The fax header is being appended to the top of the fax, pushing text to a second page.	If you want every one-page fax to print on one page, set the overlay header to overlay mode. See <a href="#">“Setting the overlay header” on page 67.</a>

<b>Problem</b>	<b>Cause</b>	<b>Recommended action</b>
The document stops feeding in the middle of faxing.	A jam might be present in the ADF.	See “Jam in the automatic document feeder (ADF) cover” on page 258.
The volume for sounds coming from the fax is too loud or too quiet.	The volume setting needs to be adjusted.	See “Setting the modem volume” on page 66 and “Setting the ringer volume” on page 66 for more information about changing the sound-volume settings.

## Receiving fax problems

Use this table to solve problems that might occur when receiving faxes.

Problem	Cause	Solution
Incoming fax calls are not being answered by the fax (no fax detected).	The rings-to-answer setting might not be set correctly.	Check the rings-to-answer setting. See <a href="#">“Setting rings-to-answer” on page 70</a> .
	The phone cord might not be connected correctly, or the phone cord is not working.	See <a href="#">“Connecting the fax to a phone line” on page 52</a> to check the installation. Make sure that you are using the phone cord that came with the fax.
	The phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.
	A voice-messaging service might be interfering with the fax’s ability to answer calls.	Take one of the following actions: <ul style="list-style-type: none"> <li>● Discontinue the messaging service</li> <li>● Get a phone line that you can dedicate to fax calls</li> <li>● Decrease the rings-to-answer for the fax to a number less than the rings-to-answer for the voice mail (see <a href="#">“Setting rings-to-answer” on page 70</a>)</li> </ul>
Faxes are transmitting or being received very slowly.	You might be sending or receiving a very complex fax, such as one that contains many graphics.	Complex faxes take longer to send or receive.
	The receiving fax machine might have a slow modem speed.	The fax only sends the fax at the fastest modem speed the receiving fax machine can use.
	The resolution of the sent or received fax is very high. A higher resolution typically results in better quality, but also requires a longer transmission time.	<p>If you are receiving a fax, call and ask the sender to decrease the resolution and resend the fax.</p> <p>If you are sending a fax, decrease the resolution (see <a href="#">“Setting outgoing fax resolution” on page 67</a>) and change the <b>Page Content</b> mode setting (see <a href="#">“Sending a fax by typing the number manually” on page 57</a>).</p>

Problem	Cause	Solution
Faxes are transmitting or being received very slowly (continued).	If the phone-line connection is poor, the fax and the receiving fax machine slow down the transmission to adjust for errors.	<ol style="list-style-type: none"> <li>1 Cancel and resend the fax.</li> <li>2 Have the phone company check the phone line.</li> </ol>
Faxes are not printing to the MFP.	The input tray that is specified for fax feeding contains no media.	Load media. Any faxes that were received while the input tray was empty are stored and will be printed after the tray is refilled.
	The fax printing is set.	If fax printing is turned on, faxes will not print until the lock is disabled. If you want to print your faxes, see <a href="#">"To turn fax printing on or off" on page 75.</a>
	The MFP is out of toner.	The MFP stops printing as soon as it runs out of toner. Any faxes that are received are stored in memory and are printed when the toner is replaced.

## Sending fax problems

Use this table to solve problems that might occur when sending faxes.

Problem	Cause	Solution
Faxes stop during sending.	The fax machine that you are sending to might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.
The MFP is receiving faxes but is not sending them.	If the fax is on a PBX system, the PBX system might be generating a dial tone that the fax cannot detect.	Disable the detect dial-tone setting (see <a href="#">"Setting dial-tone detection" on page 70</a> ).
	The phone connection might be poor.	Try again later.
	The fax machine that you are sending to might be malfunctioning.	Try sending to another fax machine.
	Your phone line might not be working.	Disconnect the fax from the phone jack on the wall and connect a phone. Try to make a phone call to verify that the phone line is working.
Outgoing fax calls dial repeatedly.	The fax automatically redials a fax number if the Redial On Busy option is set to ON, or if the Redial On No Answer is set to ON.	This is normal operation. If you do not want the fax to retry sending faxes, set Redial on Busy to 0 (see <a href="#">"To set redial-on-busy" on page 69</a> ) and set Redial On No Answer to 0 (see <a href="#">"To set redial-on-no-answer" on page 69</a> ).
Sent faxes are not arriving at the receiving fax machine.	The receiving fax machine might be off or might have an error condition, such as being out of paper.	Call the recipient to make sure the fax machine is on and ready to receive faxes.
	A fax might be in memory because it is waiting to redial a busy number, or other jobs ahead of it are waiting to be sent.	If a fax job is in memory for either of these reasons, an entry for the job appears in the fax log. Print the fax activity log (see <a href="#">"Printing the fax activity log" on page 78</a> ), and check the Result column for jobs that have a Pending designation.

## Error codes

This table lists the error codes that are identified in the fax activity log.

Value	Description
<b>0-15</b>	<b>Connection enablement failure errors</b>
0	Normal and proper end of connection
1	Ring detect without successful handshake
2	Call aborted, from +FKS or <CAN>
3	No loop current
4	Ringback detected, no answer (timeout)
5	Ringback detected, answer without CED
<b>16-31</b>	<b>Call establishment errors</b>
16	Unspecified Phase A error
17	No answer (T3.0 T1 timeout)
<b>32-63</b>	<b>Transmit negotiation errors</b>
32	Unspecified transmit Phase B error
33	Remote cannot receive or send
34	COMREC error in transmit Phase B
35	COMREC invalid command received
36	RSPREC error
37	DCS sent 3 times without response
38	DIS/DTC received 3 times; DCS not recognized
39	Failure to transmit at 2400 bits/s or +FMS value
40	RSPREC invalid response received
<b>64-79</b>	<b>Data transmit errors</b>
64	Unspecified transmit Phase C error
65	Unspecified image format error
66	Image conversion error
67	DTE to DCE data underflow
68	Unrecognized transparent data command
69	Image error, line length wrong
70	Image error, page length wrong
71	Image error, wrong compression code
<b>80-111</b>	<b>Transmit termination errors</b>
80	Unspecified transmit Phase D error
81	RSPREC error
82	No response to MPS repeated 3 times
83	Invalid response to MPS
84	No response to EOP repeated 3 times
85	Invalid response to EOP
86	No response to EOM repeated 3 times
87	Invalid response to EOM
88	Unable to continue after PIN or PIP
<b>112-143</b>	<b>Receive negotiate errors</b>

Value	Description
112	Unspecified receive Phase B error
113	RSPREC error
114	COMREC error
115	T.30 T2 timeout, expected page not received
116	T.30 T1 timeout after EOM received
<b>144-159</b>	<b>Receive data errors</b>
144	Unspecified receive Phase C error
145	Missing EOL after 5 seconds (3.2/T.4)
146	Bad CRC or frame (ECM mode)
147	DCE to DTE buffer overflow
<b>160-191</b>	<b>Receive termination errors</b>
160	Unspecified receive Phase D errors
161	RSPREC invalid response received
162	COMREC invalid response received
163	Unable to continue after PIN or PIP
192-223	Undefined
224-255	Undefined

## Service settings

Two service settings are available from the MPF fax settings menu: Print T.30 Report and Transmit Signal Loss. These settings are for use by qualified HP service representatives only, and should not be used.

## Customer support

### World Wide Web

Solutions to many fax issues can be found at [www.hp.com](http://www.hp.com). Go to the Support site and search for HP MFP Analog Fax 1.1 (the software that control the fax functionality in this MFP). This Web site includes troubleshooting help, information about fax maintenance and use, manuals, FAQs, software updates, and more.

### E-mail

For the quickest response, go to [www.hp.com](http://www.hp.com) and click on contact support. E-mail support is in English only.

# Fax product specifications

<b>Environmental specifications</b>	
Operating environment	Temperature: 10°C to 32.5°C (50°F to 91°F) Relative humidity: 20% to 80% (no condensation)
Storage environment	Temperature: -20°C to 40°C (-4°F to 104°F) Relative humidity: less than 95% (no condensation)
<b>Fax specifications</b>	
Fax compatibility	CCIT/ITU-T Group 3, EIA/TIA Class 1, Class 2.1
Phone connector	RJ11
Compression methods	MH, MR, MMR, and JBIG
Transmission speeds and standards supported	V.17 14,400, 12,000, 9,600, 7,200 bps V.33 at 14,400, 12,000 bps V.29 at 9,600, 7,200 bps V.27ter at 4,800 and 2,400 bps V.34 at 16,800, 19,200, 21,600, 24,000, 26,400, 28,800, 31,200, 33,600 bps
Modem speed	Up to 33.6 K bits per second (bps)
Speed dialing	Yes
Fax resolution, (send and receive)	Standard: 200 x 100 dots per inch (dpi) Fine: 200 x 200 dpi Superfine: 300 x 300 dpi Ultrafine: 200 x 400 (receive only) Ultrafine: 400 x 400 (receive only)

## Replacement parts and accessories

You can obtain replacement parts for the by contacting your sales representative or your Hewlett-Packard dealer.

## Regulatory information and warranties

The fax function in this MFP meets various regulatory standards and safety regulations. See the appendixes for this information, and for the Hewlett-Packard warranty information.



# 5 Printing

This chapter contains information about the following topics.

Topic	Tasks	Page
Printer driver	Using the printer driver	page 94
	Opening the printer driver	page 94
Printing tasks	Printing on both sides of paper (duplexing)	page 96
	Printing watermarks	page 101
	Printing a cover or a different first page	page 102
	Adding a blank page (job separator page) or back cover to the end of a print job (computer only)	page 104
	Printing multiple page images on one side of a sheet of paper	page 106
	Using the job-storage features	page 108
	Printing a booklet	page 114
Customizing your print job	Printing on both sides of paper (duplexing)	page 96
	Selecting the stapler for a print job	page 119
	Printing on special print media	page 97
	Customizing tray 1 operation	page 107
Finishing	Selecting an output bin for print jobs	page 116

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**Note**

For information about loading paper, see “Loading input trays” on page 19.

## Using the printer driver

The printer driver provides access to the MFP features and allows the computer to communicate with the MFP. This section provides instructions for printing when options are set in the printer driver. If possible, you should try to set MFP options in the software program that you are using or in the **Print** dialog box. You can set the MFP options this way for most Windows and Macintosh software programs. If a setting is not available in the software program or printer driver, you must set it at the MFP control panel.

For more information about printer-driver features, see the printer-driver online help. For more information about printing in a specific software program, see the documentation for that software program.

## Opening the printer driver

### Note

Printer-driver settings override control-panel settings. Software program settings override both printer-driver settings and control-panel settings.

## Changing the settings for a print job using a computer

If you want printing settings to be used only in the software program that you are using, change the settings in the software program. After you quit the software program, the MFP settings return to the defaults that are configured in the printer driver.

### To change print settings for a print job

- 1 In the software program, click the **File** menu, and then click **Print**.
- 2 Click **Setup** or **Properties**. (The options might be different for your program.)
- 3 Change the print settings you want to change, and then click **OK**.

## Changing default settings

If you want printing settings to be used in all software programs that you use on the computer, change the default settings in the printer driver.

### To change default settings in Windows 98 and Windows Me

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Properties**.
- 3 Change any of the settings on the **Finishing**, **Effects**, **Paper**, **Destination**, **Basics**, and **Color** tabs (the PostScript [PS] driver also includes a **PS** tab). These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings, and to close the printer driver.

### To change default settings in Windows NT 4.0

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Document Defaults**.

- 3 Change any of the settings on the **Finishing, Effects, Paper, Output, Basics, Job Storage, Color, Configure,** and **NT Forms** tabs (the PostScript [PS] driver also include a **PS** and **Status** tab). These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings, and to close the printer driver.

#### **To change default settings in Windows 2000 and Windows XP**

- 1 Click the **Start** button, point to **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP).
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Printing Preferences**.
- 3 Change any of the settings on the **Advanced, Paper/Quality, Effects, Finishing, Output, Job Storage,** and **Color** tabs. These settings are now the defaults for the MFP.
- 4 Click **OK** to save your settings, and to close the printer driver.

#### **To change default settings in Macintosh (OS 9.2 to 9.2.X)**

- 1 On the **File** menu, click **Print**.
- 2 Change the settings you want on the various pop-up menus.
- 3 Click or select **Save Settings** in the lower left corner.

#### **To change default settings in Macintosh (OS 10.1 and later)**

- 1 On the **File** menu, click **Print**.
- 2 Change the settings you want on the various pop-up menus.
- 3 Select the **Presets** pull-down tab and select **Save As**.

## Printing on both sides of paper (duplexing)

The MFP can automatically print on both sides of paper when a duplexer is installed and configured. See the documentation included with the duplexer for installation instructions.

### CAUTION

Do not duplex paper that is heavier than 199 g/m<sup>2</sup> (53-lb bond). Damage to the MFP and jams might result.

### Note

Printer-driver settings override control-panel settings. Software program settings override both printer-driver settings and control-panel settings.

### To duplex in Windows (all versions)

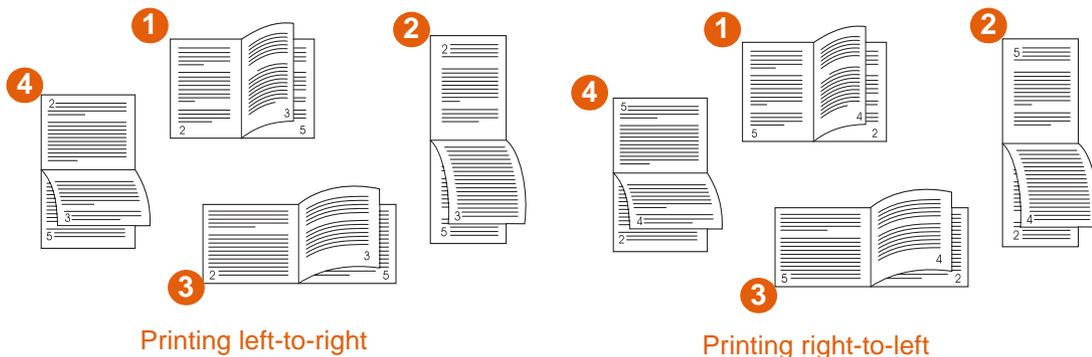
- 1 Open the printer driver (see “[Changing the settings for a print job using a computer](#)” on page 94).
- 2 On the **Finishing** tab, select **Print on Both Sides**, and then click **OK**.

### Layout options for printing on both sides of paper

The four available print layout options are shown below. Select the binding and orientation options for the print job in the **Page Setup** dialog box of the software program, if possible. The terminology in the **Page Setup** dialog box for the binding edge might be different from the terms listed here.

If you cannot set these options in the **Page Setup** dialog box, set them in the printer properties. To view and change the printer properties, click **File**, click **Print**, and click **Properties**. On the **Finishing** tab, select **Print on Both Sides** and select a layout from the **Booklet Layout** drop-down list.

Duplexing provides a cost-effective and environmentally friendly method of printing.



- 1 long-edge portrait (default)
- 2 short-edge portrait
- 3 short-edge landscape
- 4 long-edge landscape

# Printing on special print media

This section contains guidelines for printing on special print media, which includes envelopes, letterhead, transparencies, postcards, and heavy paper, and for printing full-bleed images.

## Choosing and printing on envelopes

You can print on envelopes from tray 1, which holds up to 10 envelopes, and send them to the face-up bin. Many types of envelopes can be printed from tray 1.

Printing performance depends on the construction of the envelope. Always test printing on a few sample envelopes before purchasing a large quantity.

### Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers but also within a box from the same manufacturer.

- **Construction:** Before printing, envelopes should lie flat with less than 6 mm (0.25 inch) curl and should not contain air. (Envelopes that trap air can cause printing problems.)
- **Condition:** Make sure that envelopes are not wrinkled, nicked, or otherwise damaged.

### Envelopes with adhesive strips or flaps

Envelopes with a peel-off adhesive strip, or with more than one flap that folds over to seal, must use adhesives that are compatible with the heat and pressure of the MFP. The extra flaps might cause wrinkling, creasing, or jams.

### Envelopes with double-side seams

Double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style might be more likely to wrinkle. Make sure that the seam extends all the way to the corner of the envelope.

### Envelope storage

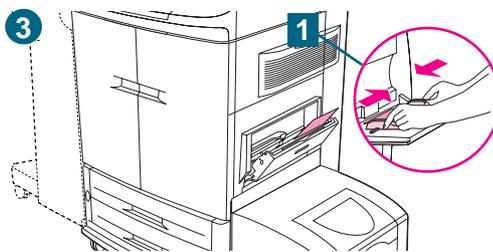
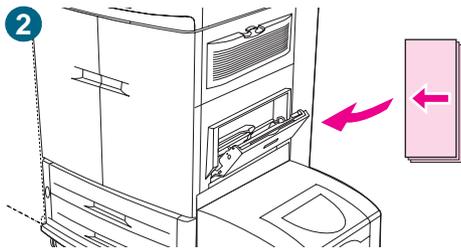
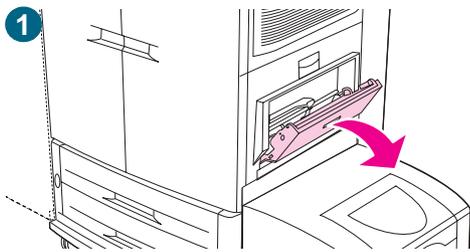
Proper storage of envelopes contributes to good print quality. Envelopes should be stored flat. If air is trapped in an envelope and creates an air bubble, then the envelope might wrinkle during printing.

### Envelope margins

The following table gives typical address margins for a Commercial #10 or DL envelope.

Type of address	Top margin	Left margin
Return address	15 mm (0.6 inch)	15 mm (0.6 inch)
Delivery address	51 mm (2 inches)	85 mm (3.5 inches)

For the best print quality, position margins no closer than 15 mm (0.6 inch) from the edges of the envelope.



## Printing on envelopes

### Note

Do not use envelopes that contain pressure-sensitive adhesive, clasps, snaps, windows, coated linings, exposed self-stick adhesives, or other synthetic materials.

- 1 Open tray 1.
- 2 Load up to 10 envelopes in the center of tray 1, with the side to be printed on facing up, and the postage end in the upper right corner. Slide the envelopes into the MFP as far as they will go without forcing them.
- 3 Adjust the guides to touch the envelope stack without bending the envelopes (1). Make sure that the envelopes fit under the tabs on the guides. Load envelopes into tray 1.
- 4 At the control panel, set the appropriate envelope size and type for tray 1.
- 5 In your software program, click the **File** menu, and then click **Print**.
- 6 Click **Properties** (this option might vary depending on your software program).
- 7 On the **Paper/Quality** (or **Paper**) tab, specify tray 1 as the paper source, click **OK**, and then click **Print**.

### CAUTION

Do not print on both sides of envelopes. Damage to the MFP and jams might result.

To avoid a jam, do not remove or insert an envelope during printing.

## Printing on letterhead, prepunched paper, or preprinted paper (single-sided)

- When printing on letterhead, prepunched, or preprinted paper, it is important to load the paper correctly. See “Loading input trays” on page 19 for instructions.
- If the paper is heavier than 200 g/m<sup>2</sup> (53-lb bond) and less than 220 g/m<sup>2</sup> (58-lb bond), load it only in tray 1. (See “Recommended media” on page 172.)
- When printing on both sides of letterhead, prepunched paper, or preprinted paper, you must select the appropriate paper type (LETTERHEAD, PREPUNCHED, or PREPRINTED) at the control panel and select the corresponding paper type in your printer driver.

## Printing on labels

- Load the labels according to the guidelines in “Loading input trays” on page 19.
- To avoid jams, print sheets of labels one at a time.
- Use only labels that are recommended for laser printers. Make sure that the labels meet the correct specifications. (See “Recommended media” on page 172.)

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### CAUTION

Failure to follow these instructions might damage the MFP.

### Special cautions for printing on labels

- Load labels into tray 1 only.
- Do not load tray 1 to capacity, because labels are heavier than paper.
- Do not use labels that are separating from the backing sheet, wrinkled, or damaged in any way.
- Do not use labels that have the backing sheet exposed. (Labels must cover the entire backing sheet with no exposed spaces.)
- Do not feed a sheet of labels through the MFP more than once. The adhesive backing is designed for only one pass through the MFP.

---

### CAUTION

Do not print on both sides of labels. Jams and damage to the MFP might result.

## Printing on transparencies

- Use only transparencies that are recommended for use in color laser printers. Transparencies used in this MFP must be able to withstand temperatures as high as 200°C (392°F), the maximum temperature for the MFP.
- Do not mix transparencies and paper in the same tray.
- At the control panel, set the paper type to TRANSPARENCY, and make sure to select **Transparency** in the printer driver.
- For best results, use HP color LaserJet Transparencies (C2934A).

---

### CAUTION

Use only transparencies that are recommended for use in color laser printers. Transparencies that do not meet these requirements can cause extensive damage to the MFP. Such damage is not covered by warranty.

Do not print on both sides of transparencies. Jams and damage to the MFP might result.

## Printing on heavy paper and card stock

- For optimum MFP performance, do not use paper that is heavier than the maximum weights that are listed for the tray. Paper that is too heavy might cause misfeeds, stacking problems, jams, poor toner fusing, poor print quality, or excessive mechanical wear. For paper specifications, see [“Recommended media” on page 172](#).
- At the control panel, set the paper type to **CARDSTOCK**, and make sure to select **Cardstock** in the printer driver.

### Note

Before loading card stock in a tray, make sure that the card stock is regular in shape and not damaged. Also, make sure that the sheets of card stock are not stuck together.

The following table shows the minimum and maximum dimensions and maximum weight of media that can be used in each tray.

Tray	Prints custom sizes	Maximum weight	Minimum and maximum dimensions
<b>tray 1</b>	Yes	220 g/m <sup>2</sup> (58-lb bond)	The leading edge of the media that is feeding into the MFP must be a minimum of 98 mm (3.9 inches) wide so that the rollers inside the MFP can grab the paper, and a maximum of 306 mm (12 inches) wide.  The overall length of the media must be a minimum of 191 mm (7.5 inches).
<b>tray 2 or tray 3</b>	Yes	200 g/m <sup>2</sup> (53-lb bond)	The leading edge of the media that is feeding into the MFP must be a minimum of 148 mm (5.8 inches) wide so that the rollers inside the MFP can grab the paper, and a maximum of 297 mm (11.7 inches) wide.  The overall length of the media must be a minimum of 210 mm (8.3 inches) and a maximum of 432 mm (17 inches).
<b>2,000-sheet side input tray (tray 4)</b>	No	200 g/m <sup>2</sup> (53-lb bond)	Letter and A4 media only.

## Creating the effect of a full-bleed image

The MFP cannot print to the edge of print media. Use the following procedure to print the image to a larger-size page, and then trim the page to create the effect of a full-bleed image.

### To create the effect of a full-bleed image

- 1 Use a paper size at least 25 mm (1.0 inch) wider and longer than the image you want to print. For example, if you want to print a full-bleed image that is 215 mm (8.5 inches) wide and 279 mm (11 inches) long, use a paper size that is at least 240 mm (9.5 inches) wide and 304 mm (12 inches) long.

---

#### Note

The MFP can print on specially cut paper that is up to 306 mm x 470 mm (12.3 inches x 18.5 inches) in size.

From tray 1, the MFP can print images up to 297 mm x 450 mm (11.7 inches x 17.7 inches) in size.

- 2 Print the image with crop marks. See your software program online help to determine how to do this. The option to print an image with crop marks is often found in the **Print** dialog box.

---

#### Note

Because the MFP prints images no larger than 297 mm x 450 mm (11.7 inches x 17.7 inches) in size, the image should be 284 mm x 437 mm (11.2 inches x 17.2 inches) or smaller in order for crop marks to appear.

- 3 Use the crop marks as a guide and cut the paper to the size of the image.

## Printing watermarks

A watermark is a marking, such as “Top Secret,” “Draft,” or someone’s name, that is printed in the background of selected pages in a document.

### To print a watermark in Windows (all versions)

- 1 Open the printer driver. (See “[Changing the settings for a print job using a computer](#)” on page 94.)
- 2 On the **Effects** tab, select a watermark from the **Watermarks** list. To edit or create a watermark, click **Edit**, and then click **OK**.

---

#### Note

The preceding procedures change the MFP’s settings for a print job.

### To print a watermark for Macintosh

For Mac OS 9.2 and earlier, select **Overlay 1** or **Overlay 2** from the **Watermarks** list. Specify the text that you want, depending on your printer-driver version. To use this feature on later versions of Mac OS, visit [www.hp.com/clj9500mfp](http://www.hp.com/clj9500mfp) for the latest information about the watermark feature support.

---

#### Note

Watermarks are not available for Mac OS X.

## Printing a cover or a different first page

Use the following procedure to print the first page of a document on a media type that is different from the remainder of the document (for example, to print the first page of a document on letterhead paper and the remainder on plain paper, or to print a cover on card stock and the subsequent pages on plain paper).

### To print a cover or different first page in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Paper** tab, select **Use different paper for first page**. The **First Page**, **Other Pages**, and **Back Cover** tabs appear.

---

#### Note

The **Back Cover** tab is not available in the PS driver.

- 3 Select the **Size**, **Source is**, and **Type is** for the first page and other pages, and then click **OK**. The first page is the cover of the document. The other pages are the interior pages of the document.

### To print a cover or different first page in Windows 2000 and Windows XP

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Paper/Quality** tab, select **Use Different Paper**. **First Page**, **Other Pages**, and **Back Cover** become available (are no longer gray).
- 3 Select **First Page**.
- 4 Select the **Source is** and **Type is** for the first page.
- 5 Repeat steps 3 and 4 for **Other Pages**. The first page is the cover of the document. The other pages are the interior pages of the document.
- 6 Click **OK**.

---

#### Note

The preceding procedures change the MFP's settings for a print job. To change the MFP's default settings, see [“Changing default settings” on page 94](#).

### To print a different first page for Macintosh OS 9

- 1 In the software program, click **Print** on the **File** menu.
- 2 Select a tray in the **First from** field.
- 3 Select a tray in the **Remaining from** field, and then click **Print**.

## To print a different first page for Macintosh OS X

- 1 In the software program, click **Print** on the **File** menu.
- 2 On the **Copies and Pages** tab, select **Paper Feed**.
- 3 Select a tray in the **First from** field.
- 4 Select a tray in the **Remaining from** field, and then click **Print**.

# Adding a blank page (job separator page) or back cover to the end of a print job (computer only)

Use this option to add a blank page to the end of a print job.

## To print a blank page in Windows 95, Windows 98, Windows Me, and Windows NT 4.0 (PCL only)

**Note** This option is not available for the PS driver.

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer”](#) on page 94).
- 2 On the **Paper** tab, select **Use different paper for first page**. The **First Page**, **Other Pages**, and **Back Cover** tabs appear.
- 3 Select the **Size**, **Source is**, and **Type is** for the back cover, and then touch **OK**.

## To print a blank page in Windows 2000 and Windows XP

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer”](#) on page 94).
- 2 On the **Paper/Quality** tab, select **Use Different Paper**. **First Page**, **Other Pages**, and **Back Cover** become available.
- 3 Select **Back Cover**.
- 4 Select **Add a blank back cover**.
- 5 Select the **Source is** and **Type is** for the back cover, and then click **OK**.

**Note** The preceding procedures change the MFP's settings for a print job. To change the MFP's default settings, see [“Changing default settings”](#) on page 94.

## Adding a blank page to the beginning of all print jobs (job separator page)

Use this option to add a blank page to the beginning of all print jobs. This separates print jobs, making each print job easier to find.

## To add a blank page to the beginning of all print jobs in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Click the **Start** button, point to **Settings**, and then click **Printers**.
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Properties**.
- 3 On the **General** tab, click **Separator Page**.
- 4 Browse to find a separator page. Any printable document can be used as a separator page.
- 5 Click **OK** to select a separator page.
- 6 Click **OK** to return to the **General** tab.

- 7 Click **OK** to save your settings.

### **To add a blank page to the beginning of all print jobs in Windows 2000 and Windows XP**

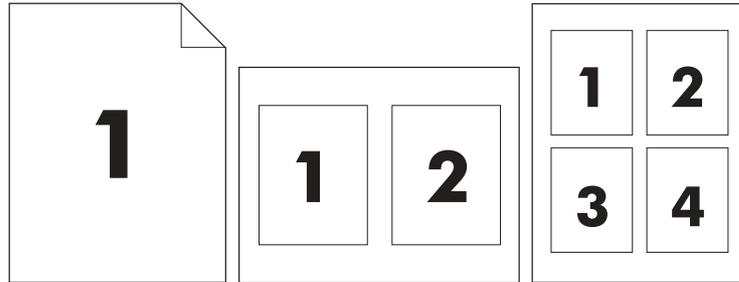
- 1 Click the **Start** button, point to **Settings**, and then click **Printers** (Windows 2000) or **Printers and Faxes** (Windows XP).
- 2 Right-click the **HP color LaserJet 9500mfp** icon, and then click **Properties**.
- 3 On the **Advanced** tab, click **Separator Page**.
- 4 Browse to find a separator page. Any printable document can be used as a separator page.
- 5 Click **OK** to select a separator page.
- 6 Click **OK** to return to the **Advanced** tab.
- 7 Click **OK** to save your settings.

The preceding procedures change the MFP's default settings and affect all print jobs.

# Printing multiple page images on one side of a sheet of paper

Use the Pages per Sheet option to print more than one document page on a single sheet of paper (this is sometimes called 2-up, 4-up, or n-up printing). This feature provides a cost-effective and environmentally friendly way to print draft pages, especially when combined with duplex printing (see “[Printing on both sides of paper \(duplexing\)](#)” on [page 96](#)).

Printing  
left-to-right



## To print multiple page images on one side of a sheet of paper in Windows (all versions)

- 1 Open the printer driver. (See “[Changing the settings for a print job using a computer](#)” on [page 94](#).)
- 2 On the **Finishing** tab, select the number of **Pages per sheet**.
- 3 If you want borders around the pages, select **Print Page Borders**.
- 4 Select the page order from the **Page Order** list, and then click **OK**.

### Note

The preceding procedures change the MFP’s settings for the current print job.

## To print multiple page images on one side of a sheet of paper in Macintosh OS X

- 1 Open the printer driver.
- 2 Select the **Layout** pull-down menu.
- 3 If you want borders around the pages, select the **Borders** pull-down menu.
- 4 Select the layout direction for the page ordering.
- 5 Select **Print**.

# Customizing tray 1 operation

Customize tray 1 to fit your printing needs by selecting one of these options:

- Any time the tray has media loaded in it. If `TRAY 1 SIZE=ANY SIZE` and `TRAY 1 TYPE=ANY TYPE` (formerly known as **First** mode), the printer prints from tray 1 regardless of the media size or type that is set in the software program. Print speed might be slower than normal if the tray is configured for a specific paper size.
- Only when the type of paper loaded in tray 1 is specifically requested. If `TRAY 1 SIZE=a size other than ANY SIZE` or `TRAY 1 TYPE=a type other than ANY TYPE` (formerly known as **Cassette** mode), the printer prints from tray 1 only if the specified size or type of media in tray 1 is set in the software program.

## Printing from tray 1 when the loaded paper is requested

When `TRAY 1 SIZE=any size except ANY SIZE` and `TRAY 1 TYPE=anything except ANY TYPE`, the printer treats tray 1 like tray 2, tray 3, or the 2,000-sheet side input tray (tray 4). Instead of looking for media in tray 1 first, the printer pulls paper starting with the tray that matches the type or size setting that is selected in the software program. Set the type and size for a tray in the printer driver.

When `TRAY 1 SIZE=any size` and `TRAY 1 TYPE=anything except ANY TYPE`, an option appears in the `PAPER HANDLING` menu to configure the size as well as the type settings for tray 1.

## Manually feeding paper from tray 1

The manual-feed feature is another way of printing on special paper from tray 1, such as envelopes or letterhead. If `CONFIGURE DEVICE, PRINTING, MANUAL FEED` is set to `YES`, the printer prints only from tray 1.

When paper is loaded in tray 1, set `TRAY 1 MODE` in the Paper Handling menu to `TRAY 1 SIZE=ANY SIZE` and `TRAY 1 TYPE=ANY TYPE`.

## Using the job-storage features

You can store a job on the hard-disk and print it at a later time. To use job storage, you must have a hard-disk drive installed in the MFP and must configure the printer driver correctly.

---

**Note**

In the printer driver, make sure to provide a unique identity for jobs before printing. Using default names might override previous jobs that have the same default name or cause the job to be deleted.

---

**Note**

If you turn the MFP off, all QuickCopy, proof and hold, and private jobs are deleted.

### To gain access to the job storage features

#### For Windows (all versions)

- 1 Open the printer driver. (See “[Changing the settings for a print job using a computer](#)” on page 94.)
- 2 Click the **Job Storage** tab.
- 3 Modify the job storage settings as needed, and then click **OK**.

#### For Macintosh (newer OS 9 drivers)

In newer OS 9 printer drivers: Select **Job Retention** from the pull-down menu in the print dialog box. In older OS 8.6 printer drivers, select **Printer Specific Options**.

For using this feature on later versions of Mac OS, visit [www.hp.com/clj9500mfp](http://www.hp.com/clj9500mfp) for the latest information about the job storage feature support.

### Private jobs

Use the private printing feature to specify that a job cannot be printed until you release it by using a four-digit personal identification number (PIN) at the MFP control panel. You specify the PIN in the printer driver, and the PIN is sent to the MFP as part of the print job. A lock symbol  next to a job name indicates that the job is private. The private job is deleted after it is printed.

---

**Note**

The MFP must have a hard disk installed in order to use this feature.

### To create a private job (XP and 2000)

- 1 Open the printer driver. (See “[Changing the settings for a print job using a computer](#)” on page 94.)
- 2 Click the **Job Storage** tab.
- 3 Select **Private Job**.
- 4 Type the user name, job name, and PIN.

The job will not be unlocked (printed) until you type the PIN at the MFP control panel.

## To print a private job

You can print a private job only at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Touch **PRINT**, select the number of desired copies using the numeric keypad or the Up or Down arrow, and then touch **OK**. (The **PRINT** icon should have  next to it.)
- 6 Use the numeric keypad to type the PIN, and then touch **OK**.

## To delete a private job

A private job is automatically deleted from the hard-disk after you print it. If you want to delete the job without printing it, use this procedure.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Touch **DELETE** to delete the file.
- 6 Use the numeric keypad to type the PIN, and then touch **OK**.

## Stored jobs

You can download a print job to the hard-disk and print it at a later time. For example, you might want to download a personnel form, calendar, time sheet, or accounting form that other users can open and print. You can then print the job at any time through the MFP control panel.

To store a print job on the hard-disk accessory, select the **Stored Job** option in the printer driver.

---

**Note** The MFP must have a hard disk installed in order to use this feature.

## To create a stored print job

- 1 Open the printer driver. (See [“Changing the settings for a print job using a computer” on page 94.](#))
- 2 Click the **Job Storage** tab.
- 3 Select **Stored Job**.
- 4 Type the user name and job name.

The job does not print until someone requests it at the MFP. See [“To print a stored job” on page 110.](#)

## To print a stored job

You can print a job that was stored on the hard-disk at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Scroll to and touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 To print the default number of copies, touch **CONTINUE**. When the screen changes, you are prompted to enter the number of copies that you want printed. To change the number, use the numeric keypad or scroll to select a new number, and touch **OK**.

If **PRINT** has  next to it, the job is a private job and requires a PIN. See “Private jobs” on page 108.

## To delete a stored job

Jobs that are stored on the hard-disk can be deleted at the MFP control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to **DELETE**, and then touch **OK**.

If **DELETE** has  next to it, the job requires a PIN to delete. See “Private jobs” on page 108.

## QuickCopy jobs

The QuickCopy feature prints the requested number of copies of a job and stores a copy on the hard-disk. Additional copies of the job can be printed later. This feature can be turned off from the printer driver.

The default number of different QuickCopy jobs that can be stored on the MFP is 32. At the control panel, you can set a different default number. See “System setup submenu” on page 140.

---

### CAUTION

If the MFP needs additional space to store newer QuickCopy jobs, the MFP will delete other stored QuickCopy jobs, starting with the oldest job. To permanently store the job and prevent the MFP from deleting it when space is needed, select the **Stored Job** option instead of the **QuickCopy** option.

---

### Note

The MFP must have a hard disk installed in order to use this feature.

## To create a QuickCopy job

- 1 Open the printer driver. (See “Changing the settings for a print job using a computer” on page 94.)
- 2 Click the **Job Storage** tab.
- 3 Select **QuickCopy**.

- 4 Type a user name and job name.

When you send the job to print, the MFP prints the number of copies that you set in the printer driver. To print more quick copies at the MFP, see [“To print additional copies of a QuickCopy job” on page 111](#).

## To print additional copies of a QuickCopy job

This section describes how to print additional copies of a job that is stored on the hard disk at the control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to and touch **PRINT** or touch **DELETE**. If you select print, enter the number of copies that you want to print.

### Note

If **PRINT** has  next to it, the job requires a PIN to print. See [“Private jobs” on page 108](#).

- 6 Touch **OK** to start printing.

## To delete a QuickCopy job

Delete a QuickCopy job at the MFP when you no longer need it. If the MFP needs additional space to store new QuickCopy jobs, the MFP will automatically delete other stored QuickCopy jobs, starting with the oldest job.

### Note

Stored QuickCopy jobs can be deleted at the control panel or from HP Web Jetadmin.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Scroll to and touch **DELETE**.

If **DELETE** has  next to it, the job requires a PIN to delete. See [“Private jobs” on page 108](#).

## Proof and hold jobs

The proof and hold feature provides a quick and easy way to print and proof a copy of a job before printing the additional copies.

To store the job permanently and prevent the MFP from deleting it when space is needed for something else, select the **Stored Job** option in the printer driver.

---

### Note

If the MFP needs additional space to store newer proof and hold jobs, the MFP will delete other stored proof and hold jobs, starting with the oldest job. To permanently store the job and prevent the MFP from deleting it when space is needed, select the **Stored Job** option in the printer driver instead of the **Proof and Hold** option.

---

---

### Note

The MFP must have a hard disk installed in order to use this feature.

### To create a proof and hold job

- 1 Open the printer driver. (See [“Changing the settings for a print job using a computer” on page 94.](#))
- 2 Click the **Job Storage** tab.
- 3 Select **Proof and Hold**.
- 4 Type a user name and job name.

The MFP prints one copy of the job for you to proof.

### To print a proof and hold job

You can print the remaining copies of a held job at the control panel.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Enter the number of copies that you want to print.

If **PRINT** has  next to it, the job requires a PIN to print. See [“Private jobs” on page 108.](#)

- 6 Touch **OK** to start printing.

## To delete a proof and hold job

When you send a proof and hold job, the MFP automatically deletes your previous proof-and-hold job. If a proof and hold job does not already exist for that job name and the MFP needs additional space, the MFP might delete other proof and hold jobs, starting with the oldest one.

- 1 Press the **MENU** button.
- 2 Touch **RETRIEVE JOB**.
- 3 Scroll to and touch **USER NAME**.
- 4 Scroll to and touch your job.
- 5 Touch **DELETE**.

If **DELETE** has  next to it, the job requires a PIN to delete. See [“Private jobs” on page 108](#).

- 6 Touch **YES** to delete the file when **DELETE FILENAME XXX** appears on the control-panel display.

## Printing a booklet

You can gain access to the booklet-printing feature through some program, such as desktop-publishing programs. See the user guide that came with your program for information about making booklets.

If you are using a program that does not support booklet making, you can create booklets by using your HP printer drivers.

---

### Note

Hewlett-Packard recommends that you use your program to prepare and preview your document for printing, and then use your printer driver to print and saddle stitch your booklet.

Three main steps are involved in creating a booklet from your printer driver:

- **Preparing your booklet:** Arrange the pages on a sheet (booklet imposition) to create a booklet. You can impose your document from your software program or use the booklet-printing feature in your HP printer driver.
- **Adding a cover:** Add a cover to your booklet by selecting a different first page that uses a different paper type. You can also add a cover of the same paper type as your booklet. Booklet covers must be the same size as the remainder of the sheets. However, the covers can be a different weight from the remainder of the booklet.
- **Saddle stitching:** Media must be fed into the MFP short-edge first. The finisher staples the center of your booklet (saddle stitching), and then folds the booklet. If your booklet is only one sheet of paper, the finisher will fold the sheet but not staple it. If the booklet consists of more than one sheet of paper, the finisher will staple and then fold up to 10 sheets of 20-lb bond or 4 sheets of 32-lb bond media in booklet.

---

### Note

In order to saddle stitch a booklet, you must have a multifunction finisher installed.

Use the booklet-printing feature of the multifunction finisher to saddle stitch and fold booklets of the following media sizes:

- A3
- A4-R
- letter-R
- legal
- ledger

See the multifunction finisher use guide at [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for detailed information about making booklets.

## To print a booklet (Windows XP and 2000)

- 1 Open the printer driver. (See “Changing the settings for a print job using a computer” on page 94.)
- 2 Click the **Finishing** tab.
- 3 Click **Print on Both Sides**.
- 4 Select the booklet style from the **Booklet Layout** drop-down menu.
- 5 Click the **Effects** tab.
- 6 Click **Print on Media Size**.
- 7 Select **Stapling Options** from the drop-down menu.

## To print a booklet (Macintosh) (8.6 to 9X only)

- 1 Open the printer driver. (See “Changing the settings for a print job using a computer” on page 94.)
- 2 Select **Layout** from the drop-down menu.
- 3 Click **Print on Both Sides**.
- 4 Select **Plug-In Preferences**, **Print-Time Filters**, and **Booklet**.
- 5 Click **Save Settings**.
- 6 Click **Booklet Printing**.
- 7 Click **Format Booklet**.
- 8 Select the **Paper Size** from the drop-down menu.

---

### Note

For using this feature on versions of Mac OS X, visit [www.hp.com/clj9500mfp](http://www.hp.com/clj9500mfp) for the latest information.

## Selecting an output bin for print jobs

Select an output bin by using your software program or the printer driver. You can also select an output bin at the control panel. This selection is used only when the software program and the printer driver do not specify an output bin.

### Note

Printer-driver settings override control-panel settings. Software program settings override both printer-driver settings and control-panel settings.

### To select an output bin in Windows (all versions)

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 For Windows 2000 and XP select the **Destination** tab.
- 3 On the **Output** tab, select the output bin for your print job, and then click **OK**.

### Note

If you cannot select an output location from the program or driver, set the default MFP output location from the control panel. For more information, see [“To select an output location at the control panel” on page 118](#).

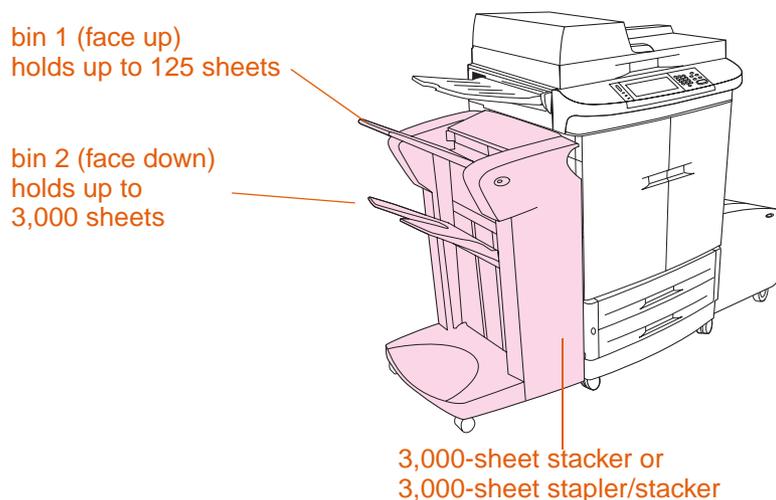
## 3,000-sheet stacker and 3,000-sheet stapler/stacker

If you choose the 3,000-sheet stacker or 3,000-sheet stapler/stacker, the output bins are bin 1 (face-up) and bin 2 (face-down).

### Note

The 3,000-sheet stacker and 3,000-sheet stapler/stacker can only hold 1,500 sheets of ledger-size media.

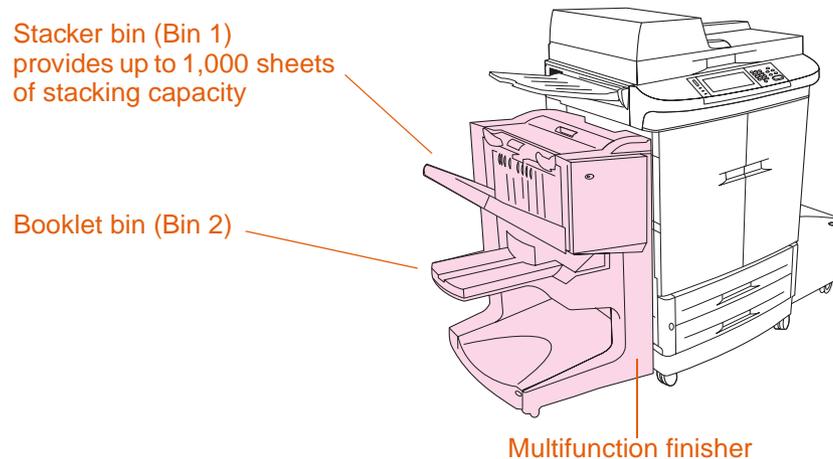
- **Bin 1** holds up to 125 sheets of media. A sensor causes the MFP to stop when the bin is full. The MFP operation continues when you empty or reduce the amount of media in the bin.
- **Bin 2** holds up to 3,000 sheets of media and allows you to stack or staple jobs. This bin is the default output bin.



## Multifunction finisher

If you choose the multifunction finisher, the output bins are the stacker bin and the booklet bin.

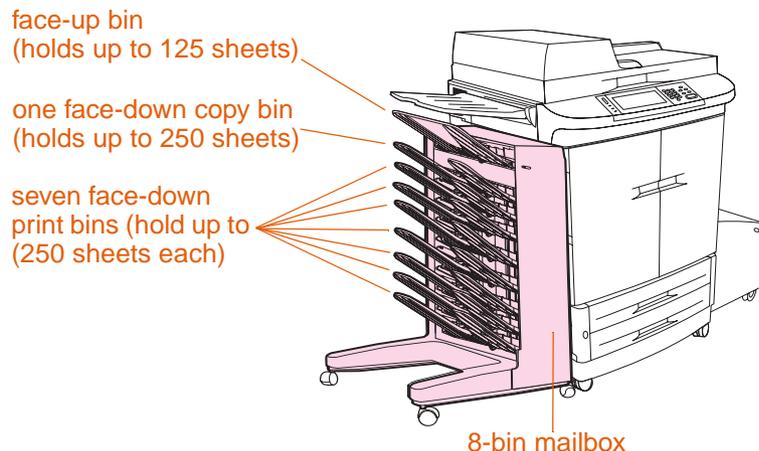
- The **Stacker bin** (bin 1) is the top bin on the multifunction finisher. The stacker bin provides 1,000 sheets of stacking capacity, and offsets each job as it is stacked, delivering unstapled jobs face-up or face-down. This bin also provides stapling for up to 50 sheets of media per document. The stacker bin is the default output bin when the multifunction finisher is attached (500-sheet capacity for ledger).
- The **Booklet bin** (bin 2) is the lower bin on the multifunction finisher. This bin provides folding and saddle stitching of booklets that consist of up to 10 sheets of paper.



## 8-bin mailbox

If you choose the 8-bin mailbox, the output bins are the face-up bin and eight face-down bins.

- The **face-up bin** is the top bin on the 8-bin mailbox. The face-up bin provides 125 sheets of face-up stacking capacity and serves as a copier bin for delivering copy jobs.
- The eight **face-down bins** deliver media face-down, and each bin provides 250 sheets of stacking capacity. Only bins 2-8 can be used as a mailbox.



## Selecting an output location at the control panel

You can select an output location (bin) through your program or driver. (Where and how you make selections depends on your program or driver.) If you cannot select an output location from the program or driver, set the default MFP output location from the control panel.

### To select an output location at the control panel

- 1 Press the **MENU** button.
- 2 Scroll to and touch **CONFIGURE DEVICE**.
- 3 Scroll to and touch **PRINTING**.
- 4 Scroll to **PAPER DESTINATION**, and then touch **PAPER DESTINATION** to view the output bin options.
- 5 Scroll to the output bin or device that you want, and then touch **OK**. An asterisk (\*) appears next to your selection.

## Selecting the stapler for a print job

### Note

Stapling a document requires the multifunction finisher (C8088A) or the 3,000-sheet stapler/stacker (C8085A).

The 3,000-sheet stapler/stacker or multifunction finisher can staple documents that comprise a minimum of two sheets of paper and a maximum of 50 sheets of paper (20-lb paper) or that are equivalent to no more than 5.5 mm (0.22 inch) in height. The pages must be between 64 and 199 g/m<sup>2</sup> (17 and 53 lb) in weight for sizes that the MFP supports.

Keep in mind these additional points about the stapler/stacker and the multifunction finisher:

- On the stapler/stacker, the stapler bin (bin 1) can hold up to 3,000 sheets of letter/A4 and 1,500 sheets of ledger/A3.
- On the multifunction finisher, the stacker bin can hold up to 1,000 sheets stacked (not stapled).
- Heavier and glossy media will have a stapling limit of fewer than 50 pages.
- If the job you want to have stapled consists of only one sheet, or if it consists of more than 50 sheets, the MFP will print the job but will not staple it.

### Note

For information about loading staples, see [“Loading the staple cartridge \(multifunction finisher\)” on page 31](#).

## Selecting the stapler

You can usually select the stapler in your software program. Some options might be available only in the printer driver. Where and how you make selections depends on your software program or printer driver.

### Note

Printer-driver settings override control-panel settings. Software program settings override both printer-driver settings and control-panel settings.

### To select the stapler in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Finishing** tab, select the **Stapled** option, and then click **OK**.

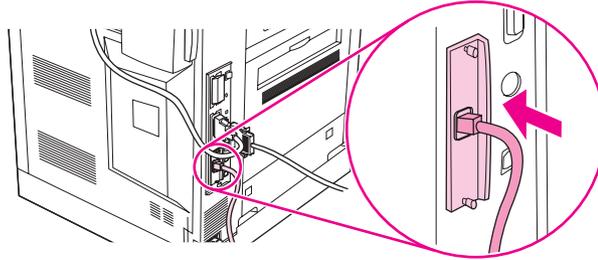
### To select the stapler in Windows 2000 and Windows XP

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Output** tab, select the option for your print job from the **Stapling Option** list, and then click **OK**.

## Basic network printing setup

The procedures to set up basic network printing vary depending on the configuration of the network. The following is an overview of the basic approach for a TCP/IP network where automatic IP configuration is *not* available:

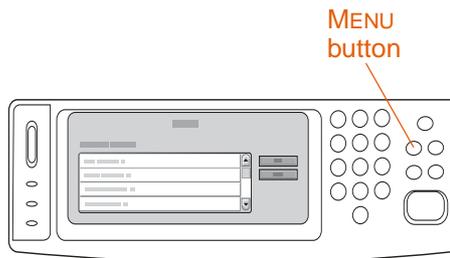
- 1 Connect a network cable to the HP Jetdirect print server RJ-45 connector on the back of the MFP, and then turn the MFP on.



- 2 Several networks have DHCP, BOOTP, or similar TCP/IP services that provide an IP address and additional information such as a default gateway and subnet mask after the MFP is connected to the network. If your network has one of these services, then no more configuration on the MFP is required.

If a service such as DHCP or BOOTP is not available on the network, your network administrator will have to assign an IP address and other information to the MFP. This can be accomplished in several ways, but the easiest is to specify the information by using the control panel menus.

- 3 Open the menus by pressing the **MENU** button.



- 4 Scroll to and touch **CONFIGURE DEVICE**.
- 5 Touch **I/O**.
- 6 Touch **EIO 1 JETDIRECT**.
- 7 Touch **TCP/IP**.
- 8 Touch **CONFIG METHOD**.
- 9 Touch **SELECT MANUAL**. (The message **SETTING SAVED** appears on the control-panel display.)
- 10 Touch **MANUAL SETTINGS** when it appears on the control-panel display.

- 11 Select the IP Address, Subnet Mask, and Default Gateway, and enter the addresses that apply to your network. If you do not know which values apply to your network, see your network administrator.
- 12 Touch **EXIT**.
- 13 Print a configuration page to check the entries. To print a configuration page, press the **MENU** button, touch **INFORMATION**, and then touch **PRINT CONFIGURATION PAGE**.



# 6 Control-panel menus

The control-panel menu layout shows the menus that everyone uses while protecting the menus that administrators use. Everyone typically uses the first three menus in the list. Administrators and service technicians use the other items, which can be protected with a personal identification number (PIN).

Perform most routine printing tasks from the computer by using the printer driver or the software program. These settings override the MFP control-panel settings. See the Help files that are associated with the software, or, for more information about the printer driver, see [“Opening the printer driver” on page 94](#). If you cannot open a menu or use an item, it either is not an option for the MFP or your network administrator has locked the function (ACCESS DENIED MENUS LOCKED appears on the control panel). See your system administrator for more information.

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**Note**

Driver and software commands override the MFP control-panel settings.

At the control panel, you can print a menu map that indicates the layout and current settings of the control-panel menu items (see [“Information menu” on page 127](#)).

Additional menu items can appear in the control panel, depending on the options that are installed in the MFP.

This chapter contains information about all the items and possible values that are available on the MFP. (Default values are listed in the “Item” column.)

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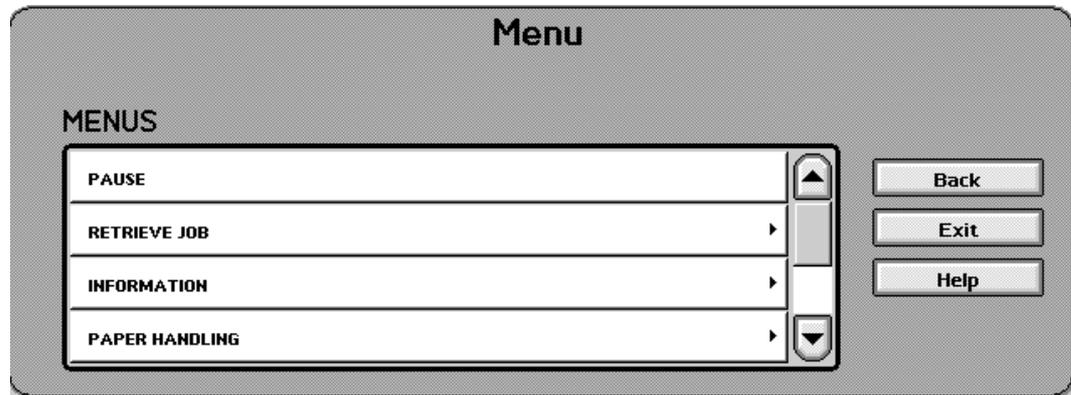
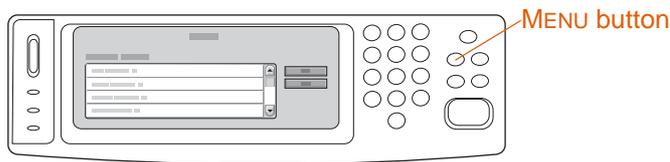
**Note**

For more information about the HP finishing devices, see the user guide that came with the device.

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## To navigate through the control-panel menus

- 1 Press the **MENU** button to open the control-panel menus.



- 2 Scroll to and touch the menu item that you want. (If you need to select a submenu, use the arrows to scroll again, and then touch the submenu.)

### Note

An arrow next to a menu item indicates that a submenu is available.

- 3 Scroll to and touch the value that you want. An asterisk (\*) appears next to the selection in the display, indicating that it is now the default.
- 4 At any time, touch **BACK** to back up one level in the menu tree or to clear a numeric value.
- 5 Touch **EXIT** to close the menu.

This chapter contains information about the following topics:

- The **Retrieve job menu** shows jobs that are stored on the device. Jobs are listed by user and job name. See “Using the job-storage features” on page 108 for information about how to store jobs.
- The **Information menu** provides a menu map that can be printed and other information pages.
- The **Paper handling menu** is used to set the media type (and the size, if it is not detected) for each tray.
- The **Configure device menu** allows administrators to set defaults and input/output (I/O) ports, run diagnostics, and reset the MFP.
- The **Diagnostics menu** provides information about the MFP that administrators and service technicians can use to define settings, see usage information, and troubleshoot problems.

The following submenus are available on the Configure device menu:

- Printing submenu
- PCL submenu
- System setup submenu
- I/O submenu
- Resets submenu

## Retrieve job menu

### Note

If no private, stored, quick copy, or proof and hold jobs are stored on the MFP hard disk or in random-access memory (RAM), the message `NO STORED JOB` appears when the menu is selected.

- 1 A list of user names appears.
- 2 Select a user name, and a list of jobs that are stored for that user appears.
- 3 Select a job name, and print or delete that job. If a job requires a PIN before it can be printed or deleted,  appears next to the `PRINT` or `DELETE` command and a PIN must be typed.
- 4 If you select **PRINT**, the MFP prompts you to specify the number of copies to print (1 to 32,000).

The following items are available on the **Retrieve job** menu.

Item	Explanation
<code>USER 1 (X1)</code> <code>USER 2 (X2)</code> <code>USER 3 (X3)</code> <code>USER 4 (X4)</code> <code>USER 5 (X5)</code> <code>USER 6 (X6)</code>	Use this item to see the private, stored, quick copy, and proof and hold job names for the user name that you select. The <code>(X1)</code> notation is the number of stored print jobs for that user.
<code>&lt;USER NAME&gt;</code> <code>ALL PRIVATE JOBS</code> <code>JOB 1</code> <code>JOB 2</code> <code>JOB 3</code> <code>JOB 4</code>	Use this item to select which print jobs to work with. Select the <code>ALL PRIVATE JOBS</code> option to see a list of all of the print jobs for that user that require a PIN.
<code>&lt;JOB NAME&gt;</code> <code>PRINT</code> <code>DELETE</code>	Use this item to print or delete the selected job.  If a job requires a PIN to be printed or deleted,  appears next to the <code>PRINT</code> or <code>DELETE</code> command, and a PIN must be provided.  If you select <code>PRINT</code> , the printer prompts you to specify the number of copies to print (1 to 32,000).

# Information menu

To print an information page, scroll to the information page that you want and touch **Ok**.

Item	Explanation
PRINT MENU MAP	Use this item to generate a menu map of the layout and the current control-panel menu settings. See <a href="#">“Menu map” on page 345</a> for more information.
PRINT CONFIGURATION PAGE	Use this item to generate a page that indicates the status of all of the consumables. The MFP returns to the <b>READY</b> state when the page is completed. See <a href="#">“Configuration page” on page 346</a> for more information.
PRINT SUPPLIES STATUS PAGE	Use this item to generate a page that indicates the number of pages remaining for each supply in the MFP. The MFP returns to the <b>READY</b> state when the page is completed.
SUPPLIES STATUS	Use this item to generate a page that indicates availability of the supplies and the status of all of the consumables. See <a href="#">“Supplies status pages” on page 349</a> for more information.
PRINT USAGE PAGE	Use this item to generate a page that contains information that can be used for cost accounting. This item is only available if a hard disk is installed. The MFP returns to the <b>READY</b> state when the page is completed. See <a href="#">“Usage page” on page 351</a> for more information.
PRINT DEMO	Use this item to generate a demonstration test page that describes the printer features. See <a href="#">“Print demo page” on page 353</a> for more information.
PRINT RGB SAMPLES	Use this item to generate a color palette with the associated RGB values. See <a href="#">“Print RGB samples” on page 354</a> for more information.
PRINT CMYK SAMPLES	Use this item to generate a color palette with the associated CMYK values. See <a href="#">“Print CMYK samples” on page 354</a> for more information.
PRINT FILE DIRECTORY	Use this item to generate a directory page that contains information for all of the installed mass storage devices. The MFP returns to the <b>READY</b> state when the page is completed. See <a href="#">“File directory page” on page 356</a> for more information.
PRINT PCL FONT LIST	Use this item to generate a typeface list of all of the PCL fonts that are available on the MFP. The MFP returns to the <b>READY</b> state when the page is completed.
PRINT PS FONT LIST	Use this item to generate a typeface list of all of the PS fonts that are available on the MFP. The MFP returns to the <b>READY</b> state when the page is completed.

# Paper handling menu

When paper-handling settings are correctly configured at the control panel, you can print by selecting the type and size of media from the driver or software program. For more information, see [“Printing by type and size of media” on page 188](#).

Some items in this menu (such as duplex and manual feed) are available from specific software programs, or from the driver (if the appropriate driver is installed). Driver and software program settings override control-panel settings. For more information, see [“Using the printer driver” on page 94](#).

**Note** When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
TRAY <N> SIZE	*ANY SIZE LETTER LETTER ROTATED LEGAL EXECUTIVE STATEMENT 8.5X13 11X17 12X18 A3 A4 A4 ROTATED A5 RA3 B5<ISO> B5<JIS> B4<JIS> EXECUTIVE<JIS> DPOSTCARD<JIS> 8K 16K ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL ENVELOPE B5 CUSTOM ANY CUSTOM	<p>Use this item to set the paper size for tray 1, tray 2, tray 3, and the 2,000-sheet side input tray (tray 4). Substitute the tray number for &lt;N&gt;.</p> <p><b>Note</b> ENVELOPE #10, ENVELOPE MONARCH, ENVELOPE C5, ENVELOPE DL, STATEMENT, 12X18, RA3, and ENVELOPE B5 appear for tray 1 only.</p> <p><b>Note</b> The 2,000-sheet side input tray (tray 4) only supports LETTER, LETTER ROTATED, A4, and A4 ROTATED.</p>

Item	Values	Explanation
TRAY <N> TYPE	*ANY PLAIN PREPRINTED LETTERHEAD TRANSPARENCY PREPUNCHED LABELS BOND RECYCLED COLOR LIGHT<75 G/M2 HEAVY 105-119 G/M2 CARD STOCK>163 GLOSSY 75-105 G/M2 HEAVY GLOSSY NON HP HUY GLOSSY HIGH GLOSS IMAGES TOUGH PAPER ENVELOPE	Use this item to specify the type of media in each tray. Substitute the tray number for <N>.  See <a href="#">“Recommended media” on page 172</a> for more information.
TRAY <N> CUSTOM	UNIT OF MEASURE X DIMENSION Y DIMENSION	This message appears when the custom switch is in the CUSTOM position and you select CUSTOM from the list of media sizes.  The listed values are available in a pop-up menu where you select millimeters or inches as the unit of measure and set the X and Y dimensions of the custom paper size.

# Configure device menu

This menu contains controls for all of the MFP administrative functions.

## Originals submenu

This submenu controls the default settings for several of the copying functions that relate to the type of originals that are being copied.

**Note** When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
PAPER SIZE	*AUTO LETTER LEDGER LEGAL EXEC A3 A4 A5 B4 B5 BOOK	Use this item to specify the media size of the original document. The MFP uses the media sensors to automatically describe the size of the original document. If media is not detected, you can select from a list of supported media sizes.
NUMBER OF SIDES	*1 2	Use this item to determine whether one side or both sides of the original document are scanned. The MFP prompts you to turn the page over if 2 is selected and the original is placed on the scanner glass.
ORIENTATION	*PORTRAIT LANDSCAPE	Use this item to determine whether the orientation of the original is portrait (short edge top) or landscape (long edge top).
CONTENT	TEXT PHOTO GLOSSY PHOTO MIXED	Use this item to describe the type of image that the original contains. Select text for the best text quality, photo for printed halftone graphics, glossy photo for photographs, or mixed if the original is text and graphics.
TEXT/PHOTO MIX	0-8	Use this item to determine the priority of text and graphics if CONTENT is defined as mixed. (This item only appears if MIXED is set as the default). You can select from nine increments. 0=emphasis on text 8=emphasis on graphics
HEAVY PAPER	ON *OFF	Use this item to determine whether heavy media is being scanned. If HEAVY PAPER is set to ON, the scanner will adjust the tension on the media as it moves through the scanning area. The setting can impact output quality for media with weights more than 100 g/m <sup>2</sup> (26-lb bond).

## Copying submenu

This submenu controls the default settings for several of the copying functions that relate to the characteristics of the copied output.

### Note

When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
COLOR MODE	*BLACK COPIES COLOR COPIES	Use this item to specify the walk-up default of black only or color copies.
NUMBER OF SIDES	*1 2	Use this item to specify whether images should be printed on one side or both sides of the copy.
COLLATE	*ON OFF	Use this item to specify whether copies should be collated or not collated.
COPIES	1-999	Use this item to indicate the number of copies that are produced when you press <b>START</b> without selecting the number of copies.  The factory (default) setting is 1.
STAPLES	Values vary depending on the finishing device that is attached	If stapling is requested, use this item to indicate where the staple is placed and how many staples are placed. If a stacker or 8-bin mailbox is attached to the MFP, stapling is not an option. If a stapler/stacker is attached, you can select the following values: *NONE ONE (upper-left corner) CORNER (upper-left corner) TWO THREE SIX CUSTOM (available only if the stapler/stacker has a definition for "custom") OPPOSITE CORNER  <b>Note</b> Because of media size, media orientation, and media feed direction, you should experiment with staple options to find the results you want.  If a multifunction finisher is attached, you can select the following values: *NONE ONE TWO SADDLE STITCH

## Enhancement submenu

This submenu controls the default settings for copy enhancement features.

Item	Values	Explanation
SHARPNESS	0-4	Use this item to specify the sharpness setting. 0=minimum sharpness 4=maximum sharpness  The factory (default) setting is 2.
BACKGROUND REMOVAL	0-8	Use this item to control the amount of background on the original that is eliminated in the copy. Background removal is useful when you copy a two-sided original and do not want the material on the first side to be visible on the second side of the copy or when originals with colored media cause poor copy quality. 0=minimum background removal (more background is visible) 8=maximum background removal (less background is visible)  The factory (default) setting is 2.

## Sending submenu

This submenu contains controls for sending functions.

Item	Values	Explanation
E-MAIL	SCAN PREFERENCE= COLOR	Use this item to set the e-mail defaults. See the e-mail submenu in the following table.
REPLICATE MFP		
LDAP SETTINGS		

## E-mail submenu

This submenu contains controls for e-mail settings.

### Note

When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
SCAN PREFERENCE	BLACK AND WHITE *COLOR	Use this item to specify whether the document is scanned in color or black and white.

Item	Values	Explanation
FILE TYPE	*PDF MTIFF TIFF JPEG	Use this item to specify the file format of the e-mail attachment.
FILE SIZE	SMALL *STANDARD LARGE	Use this item to specify the compressed value of a document.
RESOLUTION	75 DPI *150 DPI 200 DPI 300 DPI	Use this item to specify the resolution value of a scanned image.
E-MAIL	FIND SEND GATEWAYS	Use this item to automatically search the network for SMTP and LDAP gateways that can be used to send e-mail.
	SMTP GATEWAY	Use this item to specify the IP address of the SMTP gateway that is used to send e-mail.
	LDAP GATEWAY	Use this item to specify the IP address of the LDAP gateway that is used to send e-mail.
	TEST SEND GATEWAYS	Use this item to test the configured gateways for correct functionality. If the configured gateways are functional, GATEWAYS OK appears on the control-panel display.

## Printing submenu

Some items in this menu are available from a software program or from the driver (if the appropriate driver is installed). Driver and program settings override control-panel settings. For more information, see [“Using the printer driver” on page 94](#).

### Note

When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
COPIES	1 to 32,000	Use this item to set the default number of copies by specifying any number from 1 to 32,000. Use the numeric keypad to specify the number of copies.  The factory (default) setting is 1.
DEFAULT PAPER SIZE	*LETTER LETTER ROTATED LEGAL EXECUTIVE STATEMENT 8.5X13 11X17 12X18 A3 A4 A4 ROTATED A5 RA3 B5(JIS) B4(JIS) EXECUTIVE(JIS) DPOSTCARD(JIS) 8K 16K ENVELOPE #10 ENVELOPE MONARCH ENVELOPE C5 ENVELOPE DL ENVELOPE B5 CUSTOM	Use this item to set the default size for which media and envelopes to print on if no size is selected for the print job. (The item name changes from media to envelope as you scroll through the available sizes.)  <b>Note</b> This value is used only if no paper size was sent with the job.
DEFAULT CUSTOM PAPER SIZE	UNIT OF MEASURE X DIMENSION Y DIMENSION	Use this item to set a custom media size for any of the installed trays. Substitute the tray number for <N>. This menu only appears when the paper-size switch on the selected tray is in the “custom” position. The user selects the X and Y dimensions of the custom media size using the ruler labels in the trays.

Item	Values	Explanation
PAPER DESTINATION	UPPER BIN LOWER BIN BIN 1 BIN 2 BIN 3 BIN 4 BIN 5 BIN 6 BIN 7 BIN 8 BOOKLET BIN	Use this item to set the output destination. Only the installed bins appear on the menu and the value depends on the finishing device that is installed.
DUPLEX	*OFF ON	<p>This item appears only when a duplexer is installed. Set the value to <b>ON</b> to print on both sides (duplex) or <b>OFF</b> to print on one side (simplex) of a sheet of paper.</p> <p><b>Note</b> It is best to set the duplex option in the printer driver or software program. (Printer-driver and software-program settings override control-panel settings.)</p>
DUPLEX BINDING	*LONG EDGE SHORT EDGE	<p>Use this item to change the binding edge for duplex printing. The menu item appears when a duplexer is installed in the printer and <b>DUPLEX=ON</b>.</p> <p><b>Note</b> It is best to set the binding layout in the printer driver or software program. (Printer-driver and software-program settings override control-panel settings.)</p>
OVERRIDE A4/LETTER	*YES NO	<p>Use this item to print on letter-size media when an A4 job is sent but no A4-size media is loaded in the MFP (or to print on A4-size media when a letter job is sent but no letter media is loaded in the MFP).</p> <p><b>Note</b> This item also applies to A3- and 11 x 17 size media.</p>
MANUAL FEED	*OFF ON	<p>Feed the media manually from tray 1, rather than automatically from a tray. When <b>MANUAL FEED=ON</b> and tray 1 is empty, the MFP stops and displays <b>MANUALLY FEED [PAPER TYPE SIZE]</b>.</p>
COURIER FONT	*REGULAR DARK	<p>Use this item to select the version of Courier font to use:</p> <p><b>REGULAR:</b> The internal Courier font that is available on the HP LaserJet 4 Series printers.</p> <p><b>DARK:</b> The internal Courier font that is available on the HP LaserJet III Series printers.</p>

Item	Values	Explanation
WIDE A4	*NO YES	Use the Wide A4 setting to change the number of characters that can be printed on a single line of A4 media. YES: Up to 80 10-pitch characters can be printed on one line. NO: Up to 78 10-pitch characters can be printed on one line.
PRINT PS ERRORS	*OFF ON	Select ON to print the PS error page when PS errors occur.
PRINT PDF ERRORS	*OFF ON	Select ON to print the PDF error page when PDF errors occur.

## PCL submenu

Use this submenu to specify settings for PCL printing.

**Note** When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
FORM LENGTH	60	Use this item to set vertical spacing from 5 to 128 lines for default media size. Specify the value by using the numeric keypad.
ORIENTATION	*PORTRAIT LANDSCAPE	Use this item to select default page orientation.  <b>Note</b> It is best to set the page orientation from the driver or software program. (Driver and software settings override control-panel settings.)
FONT SOURCE	INTERNAL CARD SLOT 1 CARD SLOT 2 CARD SLOT 3 INTERNAL DISK EIO 1 DISK EIO 2 DISK EIO 3 DISK	INTERNAL: Internal fonts. CARD SLOT X: Fonts that are stored on the compact flash. INTERNAL DISK: Non-removable hard disk (not an EIO). EIO X DISK: Removable hard disk installed in an EIO slot.
FONT NUMBER	0-999	The MFP assigns a number to each font and lists it on the PCL Font List (see “PCL or PS font list” on page 352). The font number appears in the Font # column of the printout.  The factory (default) setting is 0.
FONT PITCH	0.44-99.99	Use this item to select a default pitch for a fixed-spaced font.  The factory (default) setting is 10.00.

Item	Values	Explanation
FONT POINT SIZE	4.00 to 999.75	Use the numeric keypad or scroll and touch to specify a value. This item might not appear, depending on the font that you selected.  The factory (default) setting is 12.00.
SYMBOL SET	*PC-8 ROMAN-8 ROMAN-9 ISO L1 ISO L2 ISO L5 ISO L6 ISO L9 PC-775 PC-8 DN PC-850 PC-852 PC-858 PC-8TK PC-1004 WIN L1 WIN L2 WIN L5 WINBALT DESKTOP PS TEXT LEGAL ISO-4 ISO-6 ISO-11 ISO-15 ISO-17 ISO-21 ISO-60 ISO-69 WIN 3.0 MC TEXT UCS-2	Use the numeric keypad or scroll and touch to specify a value. This item might not appear, depending on the font that you selected.  Select any one of several available symbol sets from the control panel. A symbol set is a unique grouping of all of the characters in a font. Use of PC-8 or PC-850 is recommended for line-drawing characters.
APPEND CR TO LF	*NO YES	Select YES to append a carriage return to each line feed that is encountered in backward-compatible PCL jobs (pure text, no job control). Some environments, such as UNIX, indicate a new line by using only the line-feed control code. Use this item to append the required carriage return to each line feed.
SUPPRESS BLANK PAGES	*NO YES	Some PCL data streams contain extra form-feed characters. Set this value to YES to ignore form feeds if the page is blank.

## Print quality submenu

Some items in this menu are available from a software program or from the driver (if the appropriate driver is installed). Driver and software program settings override control-panel settings. For more information, see [“Using the printer driver” on page 94](#).

Item	Values	Explanation
ADJUST COLOR	HIGHLIGHTS MIDTONES SHADOWS RESTORE COLOR VALUES	Use this item to modify half-tone settings for each color density (cyan, magenta, yellow, and black). The color density value range is -5 to +5. Negative adjustments lighten the tone curve and positive adjustments darken the tone curve. The factory (default) setting is 0.
SET REGISTRATION	PRINT TEST PAGE SOURCE ADJUST TRAY 1 ADJUST TRAY 2 ADJUST TRAY 3 ADJUST TRAY 4	Shift the margin alignment to center the image on the page from top to bottom, and left to right. You can also align the image on the front with the image that is printed on the back.  Additional instructions are printed on the test page when the source is selected and PRINT TEST PAGE is selected.
PRINT MODES	AUTO SENSE MODE AUTO SENSE OFF LIGHT MODE HEAVY MODE CARDSTOCK MODE TRANSPARENCY MODE ENVELOPE MODE LABEL MODE GLOSSY MODE IMAGE MODE HVY GLOSSY MODE NON HP HVY GLOSSY MODE BEST GLOSSY MODE BEST HP HVY GLOSSY MODE BEST NON HP HVY GLOSSY MODE BEST TOUGH PAPER MODE TONER MODE TOUGH PAPER MODE BLISTERS MODE	Use this item to configure the mode that is associated with the media type that you want to use. For each of the following types, any of the modes listed in the values column can be set. PLAIN PREPRINTED LETTERHEAD TRANSPARENCY PREPUNCHED LABELS BOND RECYCLED COLOR LIGHT<75 G/M2 HEAVY 106-163 CARDSTOCK>163 G/M2 GLOSSY 75-105 G/M2 HEAVY GLOSSY NON HP HEAVY HVY GLOSS HIGH GLOSS IMAGE TOUGH PAPER ENVELOPE RESTORE MODES
OPTIMIZE	TRANSFER UP 1 TRANSFER UP 2 TRANSFER DOWN 1 TRANSFER DOWN 2 HIGH COVERAGE 1 HIGH COVERAGE 2 HIGH COVERAGE 3 LEADING EDGE UP LEADING EDGE DOWN RESTORE OPTIMIZE	Use this item to optimize a number of engine parameters for all jobs rather than by media type. Each item can be set to OFF or ON. The default value of each item is OFF. The RESTORE OPTIMIZE option resets all options to the factory default position (OFF). For more information about optimize values, see <a href="#">“Optimize” on page 192</a> .

Item	Values	Explanation
QUICK CALIBRATE NOW	No value to select.	Use this item to perform only DMax and DHalf color-tone adjustments.
FULL CALIBRATE NOW	No value to select.	Use this item to perform DMax, DHalf, and color-plane registration (CPR) adjustments.
PROCESS CLEANING PAGE	No value to select.	This item appears only after a cleaning page is generated. Touch <b>CONTINUE</b> to process the cleaning page. The progress bar shows how long until the process is complete.

## System setup submenu

Items in this menu affect the MFP function. Configure the MFP according to your printing needs.

### Note

When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
DATE/TIME	DATE DATE FORMAT TIME TIME FORMAT	Use this item to set the day, month, year, and time by using the controls on the control-panel display.
JOB STORAGE LIMIT=32	1 to 100	Use this item to specify the number of jobs that can be stored on the hard disk.  The factory (default) setting is 32
JOB HELD TIMEOUT	*OFF 1 HOUR 4 HOURS 1 DAY 1 WEEK	Use this item to set the amount of time that QuickCopy, proof and hold, private, and stored jobs are kept before being automatically deleted from the queue.
SHOW ADDRESS	*AUTO OFF	Use this item to define whether or not the printer IP address appears on the control panel with the READY message. If AUTO is selected, the IP address of the device is shown if the device is connected to a network.
OPTIMUM SPEED/COST	*AUTO SPEED COST PER PAGE	Use this item to control how the MFP switches from color mode to monochrome mode. AUTO switches between modes based on the job being printed. SPEED increases print speed but is not as efficient when switching modes. COST PER PAGE slows print speed but is the most cost-effective option for switching modes.

Item	Values	Explanation
TRAY BEHAVIOR	*USE REQUESTED TRAY MANUALLY FEED PROMPT PS DEFER MEDIA	<p>Use this item to specify the behavior of the trays. Each of the options opens its own submenu:</p> <p><b>USE REQUESTED TRAY</b></p> <ul style="list-style-type: none"> <li>● <b>EXCLUSIVELY.</b> The printer does not automatically select another tray when you indicate that a specific tray should be used.</li> <li>● <b>FIRST.</b> The printer pulls media from another tray if the specified tray is empty.</li> </ul> <p><b>MANUALLY FEED PROMPT</b></p> <ul style="list-style-type: none"> <li>● <b>ALWAYS.</b> You are always prompted to insert media even if the tray is loaded with media.</li> <li>● <b>UNLESS LOADED.</b> You are prompted only if tray 1 is empty.</li> </ul> <p><b>PS DEFER MEDIA</b></p> <ul style="list-style-type: none"> <li>● <b>ENABLED.</b> Do <i>not</i> use the PostScript paper-handling function.</li> <li>● <b>DISABLED.</b> Use the PostScript paper-handling function.</li> </ul>
SLEEP DELAY	1 MINUTE 15 MINUTES 30 MINUTES *45 MINUTES 60 MINUTES 90 MINUTES 2 HOURS 4 HOURS	<p>Use this item to set how long the MFP remains idle before it enters Sleep mode. Sleep mode minimizes the amount of power that the MFP consumes when it is idle and reduces wear on the MFP electronic components (turns off the display backlight).</p> <p>When you send a print job, press the control-panel key, open a tray, or open the top cover, the MFP automatically exits Sleep mode.</p> <p><b>Note</b> Sleep mode turns off the backlight on the display, but the display can still be read.</p>

Item	Values	Explanation
COPY/SEND SETTINGS	INACTIVITY TIMEOUT	INACTIVITY TIMEOUT: The amount of time that the copy, send, or fax settings are kept before resetting to the defined settings. The value range, in seconds, is 10 to 300, and the reset default is 60.
	AUTO SETTINGS RESET	AUTO SETTINGS RESET: This option resets the copy, send, and fax settings when the <b>START</b> button is pressed. The values are OFF and ON, and the default is OFF.
	TIMEOUT AFTER SEND	TIMEOUT AFTER SEND: The amount of time that a send setting is kept before resetting to the factory (default) settings. The value range is 10 to 300, and the default is 10.
	HOLD OFF PRINT JOB	HOLD OFF PRINT JOB: If this value is set to ON, the print jobs will be held while you are using the MFP control panel.
	HOLD OFF TIME	HOLD OFF TIME: This value controls how long a print job is held off after the copy/send job is complete.
	SCAN AHEAD	SCAN AHEAD: A copy job can be scanned even if the MFP is printing another job. The job is scanned and held until it can be printed. If SCAN AHEAD=OFF, the job will not be scanned until the print job is completed.
	AUTO JOB INTERRUPT	AUTO JOB INTERRUPT: A copy job can automatically interrupt any currently printing network print job in between the number of full copies printed. When this item is set to OFF, the copy job waits until the network print job is completed.
	INTERRUPT COPY JOB	INTERRUPT COPY JOB: Interrupt the current copy job to make a different copy. When you press the <b>START</b> button, the MFP presents a message that asks if you want to interrupt the current copy job. When set to OFF, the current copy job cannot be interrupted by another copy job.
	AUDIBLE FEEDBACK	AUDIBLE FEEDBACK: Gives an audible indication when a key is pressed or when you touch an interactive area of the touch screen.

Item	Values	Explanation
PERSONALITY	*AUTO PCL PDF XHTML MIME PS	Use this item to select the default printing language (personality). Possible values are determined by which valid languages are installed in the MFP. Usually, you should not change the product language (the default is <code>AUTO</code> ). If you change it to a specific product language, the MFP does not automatically switch from one language to another unless it receives specific software commands.
CLEARABLE WARNINGS	*JOB ON	Use this item to set the amount of time that a clearable warning appears on the control panel. <code>ON</code> : Warning messages appear on the control panel until <code>CONTINUE</code> is touched. <code>JOB</code> : Warning messages appear on the control panel until the end of the job from which they were generated.
AUTO CONTINUE	*ON OFF	Determine how the MFP reacts to errors. <code>ON</code> : If an error prevents printing, the message appears and the MFP goes offline for 10 seconds before returning online. <code>OFF</code> : If an error prevents printing, the message continues to appear and the MFP does not print until <code>CONTINUE</code> is touched.
<p><b>Note</b> To stop printing when the MFP is out of staples, set <code>AUTO CONTINUE=OFF</code> on the control-panel <b>System setup</b> menu.</p>		
SUPPLIES LOW	*CONTINUE STOP	Use this item to determine how the MFP functions when toner is low. The <code>CARTRIDGE LOW</code> message appears when the print cartridge is almost out of toner. (After the message appears, about 2,400 pages can still be printed at 5% coverage.) <code>CONTINUE</code> : The MFP continues to print while the <code>CARTRIDGE LOW</code> message appears. <code>STOP</code> : The MFP goes offline and wait for further action. For more information, see <a href="#">"Managing supplies" on page 210</a> .
COLOR SUPPLY OUT	*STOP AUTOCONTINUE BLACK	Use this item to set the MFP behavior when a color supply runs out.

Item	Values	Explanation
JAM RECOVERY	*AUTO OFF ON	Use this item to determine how the MFP functions when a jam occurs. <b>AUTO:</b> The MFP automatically selects the best mode for jam recovery (usually <b>ON</b> ). This is the default setting. <b>ON:</b> The MFP automatically reprints pages after a jam is cleared. <b>OFF:</b> The MFP does not reprint pages following a jam. Printing performance might increase with this setting.
LANGUAGE	*ENGLISH CZECH DANISH DUTCH FINNISH FRENCH GERMAN HUNGARIAN ITALIAN NORWEGIAN POLISH PORTUGUESE RUSSIAN SPANISH SWEDISH TURKISH	The available values include all languages in the list, and all supported languages appear. Scroll through the language values until the language that you want appears. Touch the language that you want.

## I/O submenu

Items in the **I/O** (input/output) menu affect the communication between the MFP and the computer.

### Note

When a value is specified with an ( \* ), that value is the factory (default) setting.

Item	Values	Explanation
I/O TIMEOUT	5 to 300	<p>Use this item to select the I/O timeout period in seconds. (The I/O timeout refers to the time, measured in seconds, that the MFP waits before ending a print job.)</p> <p>Use this setting to adjust the timeout for the best performance. If data from other ports appears in the middle of your print job, increase the timeout value.</p> <p>The factory (default) setting is 15.</p>
PARALLEL INPUT SUBMENU	HIGH SPEED ADVANCED FUNCTIONS	<p>Use this item to specify the attributes for a parallel connection.</p> <p>HIGH SPEED: Accepts the faster parallel communications that are used for connections with newer computers. The values for HIGH SPEED include YES and NO.</p> <p>ADVANCED FUNCTIONS: Turn the bidirectional parallel communication on or off. The default is set for a bidirectional parallel port (IEEE-1284). The values for ADVANCED FUNCTIONS include ON and OFF, and the default is ON.</p> <p>Use this setting to allow the MFP to send status readback messages to the computer. (Turning the parallel advanced functions on might slow the language switching.)</p>
FIND SEND GATEWAYS	No value to select.	Use this item to initiate a search to find a valid SMTP server and a valid LDAP server on the network. AUTO DISCOVER also configures the two addresses after finding the valid servers.
SMTP GATEWAY	No value to select.	<p>Provides the Internet protocol (IP) address of the SMTP server that processes the e-mail sent from the MFP.</p> <p>This address must be configured in order for e-mail to function.</p>
LDAP GATEWAY	No value to select.	<p>Provides the IP address of the LDAP server that provides the address book for e-mail that is sent from the MFP.</p> <p>This IP address is optional.</p>
TEST SEND GATEWAYS	No value to select.	Tests the configured gateways for correct functionality. If the configured gateways are functional, GATEWAYS OK appears on the control-panel display.

## EIO submenu

The EIO (enhanced input/output) submenu appears only when an EIO device is installed in an EIO slot on the MFP (such as an HP Jetdirect print server). The items in the menu depend on the particular MFP. If the MFP contains an HP Jetdirect print server EIO card, you can configure basic networking parameters by using the **EIO** menu. These and other parameters can also be configured through HP Web Jetadmin or other network configuration tools (such as by using Telnet or browsing with the embedded Web server).

Item	Options	Values	Explanation
DLC/LLC	ENABLE	ON OFF	Use this item to specify whether the DLC/LLC protocol stack is enabled (ON) or disabled (OFF).
IPX/SPX	ENABLE	ON OFF	Use this item to specify whether the IPX/SPX protocol stack is enabled (ON) or disabled (OFF).
	FRAME TYPE	AUTO EN_8023 EN_LII EN_8022 EN_SNAP	Use this item to specify the frame type setting for your network. AUTO (the default): Automatically sets and limits the frame type to the first one that is detected. For an Ethernet network only, frame-type selections include EN_8023, EN_LII, EN_8022, and EN_SNAP.

Item	Options	Values	Explanation	
TCP/IP	ENABLE	ON OFF	Use this item to specify whether the TCP/IP protocol is enabled (ON) or disabled (OFF).	
	HOST NAME		Use this item to specify an alphanumeric string up to 32 characters. The default host name is NPIXXXXXX, where XXXXXX is the last six digits of the LAN hardware (MAC) address.	
	CONFIG METHOD	BOOTP DHCP AUTO IP MANUAL	Use this item to specify whether the TCP/IP configuration parameters are set automatically from a network server by using BootP (Bootstrap Protocol), DHCP (Dynamic Host Configuration Protocol), Auto IP, or manually from the <b>EIO</b> submenu.	
	DHCP RELEASE	NO YES	This item appears if the Config Method is set to DHCP and a DHCP lease for the print server exists.	
	DHCP RENEW	NO YES	This item appears if Config Method is set to DHCP and a DHCP lease for the print server exists.	
	MANUAL SETTINGS	IP ADDRESS	N.N.N.N	Use this item to provide access to parameters that can be manually configured from the control panel. For manual configuration, CONFIG METHOD must be set to MANUAL. The value represents the unique IP address of the MFP, where N is a value from 0 to 255.
		SUBNET MASK	M.M.M.M	The value represents the subnet mask for the MFP, where M is a value from 0 to 255. The mask is applied to IP addresses to identify subnetworks and modes uniquely.
		SYSLOG SERVER	N.N.N.N	The value represents the IP address of the syslog server that is used to receive and log syslog messages.
		DEFAULT GATEWAY	N.N.N.N	The value represents the IP address of the gateway or router used for communications with other networks.
		IDLE TIMEOUT	XX	The value represents the timeout value (in seconds) after an idle TCP print data connection is automatically closed. The default value is 270 seconds, and 0 disables the timeout.

Item	Options	Values	Explanation
	DEFAULT IP	AUTO IP LEGACY	Use this item to specify what you want the IP address to default to when the print server is unable to obtain an IP address from the network during a forced TCP/IP reconfiguration.
	PRIMARY DNS		Use this item to specify the IP address of the primary DNS server.
	SECONDARY DNS		Use this item to specify the IP address of the secondary DNS server.
	PROXY SERVER		Use this item to specify the proxy server that will be used by embedded software programs.
	PROXY PORT		Use this item to enter the port number used by the proxy server for client support. The port number identifies the port reserved for proxy activity on the network. The value can be from 0 to 65,535.
APPLTALK	ENABLE	ON OFF	Use this item to enable or disable the AppleTalk protocol.
DLC/LLC	ENABLE	ON OFF	Use this item to enable or disable the DLC/LLC protocol.
SECURE WEB		HTTPS REQUIRED HTTPS OPTIONAL	Use this item to specify if the embedded Web server will accept communications by using only HTTPS (secure HTTP) or by using HTTP and HTTPS.
RESET SECURITY		NO YES	Use this item to specify if the current security setting on the print server will be saved or reset to the factory defaults.
LINK SPEED		AUTO 10T HALF 10T FULL 100T HALF 100T FULL	Use this item to select the network link speed and communication mode for the print server.

## Resets submenu

### Note

Be careful when using this menu. You can lose buffered page data or MFP configuration settings when you select these items. Reset the MFP with `RESTORE FACTORY SETTINGS` only under the following circumstances:

- You want to restore the MFP default settings.
- Communication between the MFP and the computer is interrupted.
- You are having problems with a port.

The items in the **Resets** submenu clear memory in the MFP, while **RESET** clears only the current job.

Item	Explanation
<code>RESTORE FACTORY SETTINGS</code>	Select this item to perform a simple reset and restore most of the factory (default) settings. This item also clears the input buffer for the active I/O. The e-mail gateways are not changed, and the local address book is not cleared. Resetting memory during a print job can result in data loss.
<code>CHARGER CLEANED</code>	Use this item to verify that the post charger was cleaned.
<code>SLEEP MODE</code>	Use this item to turn <code>SLEEP MODE</code> on and off. If <code>SLEEP MODE</code> is off, the MFP never enters sleep mode and no asterisk appears next to any item when you open the <code>SLEEP DELAY</code> menu item. The values for <code>SLEEP MODE</code> are <code>ON</code> , <code>OFF</code> , <code>LOW</code> , and <code>HIGH</code> , and the default value is <code>ON</code> . When the MFP is in <code>SLEEP MODE</code> , the display backlight is turned off and the message <code>SLEEP ON</code> appears on the control-panel display.
<code>LOCK CARRIAGE</code>	Use this item to move the scan head into the locked position before turning the MFP off and before you transport the MFP.  See <a href="#">"Before you move the MFP" on page 253</a> for more information on how to employ the mechanical scan head lock and additional steps to use when moving the MFP.
<code>CLEAR ADDRESS BOOK</code>	Use this item to remove all entries in the local address book.
<code>RESET SUPPLIES</code>	Use this item to indicate that a new supply (consumable) has been installed in the MFP.

## Diagnostics menu

Administrators and service technicians can use the features that are available on this menu to get information about the MFP and to troubleshoot problems. See the HP Color LaserJet 9500mfp service manual for more information about diagnostics.

Item	Values	Explanation
PRINT EVENT LOG		Use this item to generate a localized FIFO (first in, first out) list of the 50 most recent entries in the error log. The printed event log shows the error number, page count, error code, and description or personality.
SHOW EVENT LOG		Use this item to scroll through the contents of the event log at the control panel, and to show the 50 most recent events. Use the up arrow and the down arrow to scroll through the event log contents.
PQ TROUBLESHOOTING		Use this item to print eight pages to help you identify print-quality problems. The eight pages consist of two pages of instructions, one page for each color (cyan, magenta, yellow, and black), one demo page, and one configuration page.
DISABLE CARTRIDGE CHECK		Use this item to isolate defective cartridges by removing specific cartridges and then printing internal pages or creating a print job by using the remaining cartridges.
PAPER PATH TEST	SOURCE DESTINATION DUPLEX COPIES SENSORS	Use this item to generate a test page that is useful for troubleshooting the MFP paper-handling features. Define the test by selecting one of the options, and then select PRINT TEST PAGE to perform the test.
MANUAL SENSOR TEST	A TO P 0 OR 1	Use this item to manually test paper-path sensors and switches. The sensor test reviews five areas: paper path, trays, doors, environment, and toner density.

Item	Values	Explanation
COMPONENT TEST	TRANSFER MOTORS BELT ONLY DEVELOPER MOTORS CARTRIDGE MOTORS YELLOW LASER SCANNER MAGENTA LASER SCANNER CYAN LASER SCANNER BLACK LASER SCANNER FUSER MOTOR TRAY PICKUP PREREGISTRATION REGISTRATION FACE UP SOLENOID	<p>Use this test to exercise individual parts independently to isolate noise, leaks, or other issues. The results of the test depend on your observation of the printer during the test to determine the source of the problem.</p> <p>When you select one of the components for testing, the printer goes offline and runs the test based on the REPEAT value. Depending on the component that you select, you might be prompted to remove parts from the printer. If you do not remove the correct parts or if you press the <b>STOP</b> button, the display returns to the <b>Diagnostics</b> menu. When the test is complete, the control panel also returns to the <b>Diagnostics</b> menu.</p>
PRINT/STOP TEST	STOP TIME=0 MILLISECONDS	Use this item to isolate faults by stopping the printer in the middle of a print cycle to observe at what point in the process the image degrades. The range is 0 to 60,000 milliseconds, using increments of 10.
COLOR BAND TEST	PRINT TEST PAGE COPIES	<p>Use this item to identify arcing in the high-voltage power supplies. The test includes printing a bar pattern that contains specific colors. The Color Band Test page should be printed on 11 x 17 or A3 paper, if available. If not, letter or A4 paper should be used.</p> <p>Evidence of arcing might not appear until a series of pages has been printed. Use the COPIES option to control how many copies of the internal page to print. The range is 1 to 30.</p>
SCANNER TESTS	LOWER LAMP UPPER LAMP SHUTTER SOLENOID WEIGHT SOLENOID SENSORS ADF OUTPUT MOTOR ADF INPUT MOTOR ADF INPUT REVERSE FLATBED MOTOR	Use this item to exercise the named components on the scanner and ADF area of the MFP.
CONTROL PANEL	LEDS DISPLAY BUTTONS TOUCH SCREEN	Use this item to exercise the functionality of the main components of the MFP control panel.



# 7 Using color and fonts

The MFP has a combination of automatic color features that you can use to generate excellent color printing results for the general user, and also includes sophisticated tools for the experienced color user.

The MFP's carefully designed and tested color tables provide a smooth, accurate color rendition of all printable colors. The MFP also offers these features to help manage color:

- HP ImageREt 4800
- Managing color options
- Matching colors
- Four-color printing

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## Note

For optimal color and image quality, be sure to select the paper type best suited for your printing needs. Media selection can be accomplished in the printer driver or at the control panel.

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## HP ImageREt 4800

HP ImageREt 4800 is a technology that provides you with the best color print quality without having to change driver settings or make trade-offs among print quality, performance, and memory. The technology produces photorealistic images.

HP ImageREt 4800 provides high-class printing quality through a multilevel printing process. This process precisely controls color by combining up to four colors within a single dot and by varying the amount of toner in a given area. As a result, HP ImageREt 4800, together with the 600-x-600 dpi engine resolution, creates millions of smooth colors.

In contrast, the single-level printing process found in the default mode of other color laser printers does not allow the colors to be mixed within a single dot. This process, called dithering, significantly hinders the ability to create a wide range of colors without reduced sharpness or visible dot structure.

## Best image printing

For the best image printing quality from the HP Color LaserJet 9500mfp, use HP High Gloss Laser Paper in the special imaging mode. To select the image mode, set the media type to HP High Gloss (images). See [“Printing on special print media” on page 97](#) in chapter 5.

## Paper selection

To create the best color and image quality, it is *very* important to select the appropriate media type in the printer driver and at the control panel.

## Color options

Color options enable optimal color output automatically for diverse types of documents.

Color options use object tagging, which allows optimal color and halftone settings to be used for different objects (text, graphics, and photos) on a page. The printer driver determines which objects appear on a page and then uses halftone and color settings that provide the best print quality for each object. Object tagging, combined with optimized default settings, produces great color out of the box.

In the Windows environment, the **Automatic** and **Manual** color options are on the **Color** tab in the printer driver.

### sRGB

Standard red-green-blue (sRGB) is a world-wide color standard that was originally developed by HP and Microsoft as a common color language for monitors, input devices (scanners, digital cameras), and finishing devices (printers, plotters). It is the default color space used for HP MFPs, Microsoft operating systems, the World Wide Web, and most office software that is sold today. The sRGB standard is representative of the typical Windows computer monitor today and is the convergence standard for high-definition television.

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#### Note

Factors such as the type of monitor you use and the room's lighting can affect the appearance of colors on your screen. For more information, see [Matching colors](#).

The latest versions of Adobe PhotoShop®, CorelDRAW®, Microsoft Office, and many other programs use sRGB to communicate color. Most importantly, as the default color space in Microsoft operating systems, sRGB has gained broad adoption as a means to exchange color information between programs and devices using a common definition that assures typical users will experience greatly improved color matching. sRGB improves your ability to match colors automatically between the MFP and the PC monitor and other input devices (scanner, digital camera), without the need to become a color expert.

## Managing color

Setting color options to Automatic typically produces the best possible print quality for color documents. However, cases might occur when you want to print a color document in grayscale (black and white) or change one of the MFP's color options.

- Using Windows, print in grayscale or change the color options using settings found on the **Color** tab in the printer driver.
- Using a Macintosh computer, print in grayscale or change the color options using the **Color Matching** pop-up menu in the **Print** dialog box.

### Print in Grayscale

Selecting the **Print in Grayscale** option from the printer driver prints a document in black and white. This option is useful for previewing preliminary copies of slides and hard-copy output, or for printing color documents that will be photocopied or faxed.

### Automatic or manual color adjustment

The **Automatic** color adjustment option optimizes the neutral gray color treatment, halftones, and edge enhancements that are used for each element in a document. For more information, see your printer driver online Help.

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**Note**

Automatic is the factory (default) setting and is recommended for printing all color documents.

By using the **Manual** color adjustment option, you can adjust the neutral gray color treatment, halftones, and edge enhancements for text, graphics, and photographs. To use the Manual color options, from the **Color** tab, select **Manual**, and then select **Settings**.

## Manual color options

Use the manual color adjustment to adjust the Color (or Color Map) and Halftoning options individually for text, graphics, and photographs.

### Text halftone help box

Halftoning is performed when the MFP mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create millions of colors. The Halftone options affect the resolution and clarity of color output. You can select halftone settings for text, graphics, and photographs independently.

- The **Normal Text** halftone option is optimized for the best readability and sharpness of small and normal text.
- The **Large Text** halftone option is optimized for the best reproduction of text that has large fill areas, such as poster text that is intended to be read at a greater than normal distance. This halftone option increases color saturation.

### Graphics halftone help box

Halftoning is performed when the MFP mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create millions of colors. The Halftone options affect the resolution and clarity of color output. You can select halftone settings for text, graphics, and photographs independently.

- The **Fills** halftone option is optimized for the best color accuracy and saturation of graphic fill areas.
- The **Vector Lines/Text** halftone option is optimized for the best clarity and sharpness of line art and normal text in vector form. Some software programs convert text to vectors for portability or special effects.

### Photographs halftone help box

Halftoning is performed when the MFP mixes the four primary colors (cyan, magenta, yellow, and black) in varying proportions to create millions of colors. The Halftone options affect the resolution and clarity of color output. You can select halftone settings for text, graphics, and photographs independently.

- The **Images** halftone option is optimized for the best photograph color reproduction.
- The **Imaged Lines/Text** halftone option is optimized for the best clarity and sharpness of line art and normal text in image form. Some software programs convert text or graphics to raster images for portability or special effects.

## Neutral Grays

The **Neutral Grays** setting determines the method used for creating gray colors that are used in text, graphics, and photographs.

Two values are available for the **Neutral Grays** setting:

- **Black Only** generates neutral colors (grays and black) by using only black toner. This guarantees that neutral colors are generated without a color cast.
- **4-Color** generates neutral colors (grays and black) by combining all four toner colors. This method produces smoother gradients and transitions to non-neutral colors, and it produces the darkest black.

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### Note

Some programs convert text or graphics to raster images. In these cases, the **Photographs** settings also control text and graphics.

## Edge Control

The **Edge Control** setting determines how edges are rendered. Edge control has two components: adaptive halftoning and trapping. Adaptive halftoning increases edge sharpness. Trapping reduces the effect of color-plane misregistration by overlapping the edges of adjacent objects slightly.

Four levels of edge control are available:

- **Maximum** is the most aggressive trapping setting. Adaptive halftoning is on for this setting.
- **Normal** is the default trapping setting. Trapping is at a medium level, and adaptive halftoning is on.
- **Light** sets trapping at a minimal level, and adaptive halftoning is on.
- **Off** turns off both trapping and adaptive halftoning.

## RGB Color

Three values are available for the **RGB Color** setting:

- **Default** instructs the MFP to interpret RGB color as sRGB. sRGB is the accepted standard of Microsoft and the World Wide Web Consortium (www).
- **Device** instructs the MFP to print RGB data in raw device mode. In order to render photographs properly with this selection, you must manage image color in the program or operating system.
- **Vivid** instructs the MFP to increase the color saturation in the midtones. Less colorful objects are rendered more colorfully. This value is recommended for printing business graphics.

## Matching colors

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

Several factors can influence your ability to match printed colors to those on your monitor. These include the following factors:

- print media
- printer colorants (inks or toners, for example)
- printing process (inkjet, press, or laser technology, for example)
- overhead lighting
- personal differences in the perception of color
- software programs
- printer drivers
- computer operating system
- monitors
- video cards and drivers
- operating environment (humidity, for example)

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

For most users, the best method for matching colors on your screen to your MFP is to print sRGB colors.

For more information about solving issues that are related to color output, see [“Solving output-quality problems” on page 317](#).

## PANTONE®\* color matching

PANTONE®\* has multiple color matching systems. The PANTONE®\* Matching System is very popular and uses solid inks to generate a wide range of color hues and tints. See [www.hp.com](http://www.hp.com) for details about how to use PANTONE®\* Matching System with this MFP.

## Sample book color matching

The process for matching output to preprinted sample books and standard color references is complex. In general, you can obtain a reasonably good match to a sample book if the inks used to create the sample book are cyan, magenta, yellow, and black. These are usually referred to as process color sample books.

Some sample books are created from spot colors. Spot colors are specially created colorants. Many of these spot colors are outside of the gamut of the MFP. Most spot color sample books have companion process sample books that provide CMYK approximations to the spot color.

Most process sample books will have a note about what process standards were used to print the sample book. In most cases the process is SWOP, EURO, or DIC. To achieve optimal color matching to the process sample book, select the corresponding ink emulation from the printer menu. If you cannot identify the process standard, use SWOP ink emulation.

## Color samples

To print RGB and CMYK sample books from the control panel, open the **Information** menu and selecting **PRINT RGB SAMPLES** or **PRINT CMYK SAMPLES**. (See [“Control-panel menus” on page 123](#) in chapter 6 for more information.) The samples can be used to

match colors. Select the color sample that most closely matches the color that you want to print. Use the associated color value in your software program for the object you want to match. The colors in the samples are representative of the printer in its default condition.

## Printing color samples

To print color samples from the control panel, open the **Information** menu and select **PRINT CMYK SAMPLES** or **PRINT RGB SAMPLES**. Select the color sample that most closely matches the color that you want to print. Use the associated color value in your software program for the object you want to match. Colors might vary depending on paper type and the software program that you are using. For more information about how to use the color samples, see [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Four-color printing (CMYK)

A printing press uses four ink colors: cyan, magenta, yellow and black (CMYK). The process is often called four-color printing. CMYK data files are typically used by and originate from graphic arts (printing and publishing) environments.

### CMYK Ink Set Emulation (PS only)

The MFP's color rendering of CMYK can be made to emulate several standard offset press ink sets.

- **Default.** This selection is good for general-purpose rendering of CMYK data. It is designed to render photographs well, while at the same time providing rich, saturated colors for text and graphics.
- **SWOP.** This is a common ink standard in the U.S. and other countries/regions.
- **Euroscale.** This is a common ink standard in Europe and other countries/regions.
- **DIC** (Dainippon Ink and Chemical). This is a common ink standard in Japan and other countries/regions.
- **Device.** Emulation is turned off in this selection. In order to render photographs correctly with this selection, images require color management in the program or operating system.

### To change the CMYK Inkset Emulation in Windows (all PS versions)

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Color** tab, select the emulation from the **CMYK Inkset Emulation** drop-down list, and then click **OK**.

### To change the CMYK Inkset Emulation for Macintosh (all PS versions)

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 In Macintosh OS X, select the **Color Options** tab and then select the desired **CMYK Inks** from the drop-down list. In Mac OS 8.6 to 9X, select the desired **CMYK Inks** from the drop-down list and then select the options by selecting the radial button in the front of each option.

# Using fonts

## Installing fonts

If you are using a Windows operating system, use the printer driver to download TrueType and PostScript fonts to the MFP RAM or hard disk.

If you are using Mac OS 8.6 to 9X, use the HP LaserJet Utility to download TrueType and PostScript fonts to the MFP RAM or hard disk.

## Using internal TrueType fonts

TrueType is a font-scaling technology. Hewlett-Packard Company has added 15 TrueType fonts to the MFP to match Microsoft Windows TrueType fonts. When you use these TrueType fonts in Windows programs, no bitmapped printer fonts are downloaded because the TrueType fonts are already installed in the MFP. This, in turn, improves printing performance.

See the Microsoft Windows documentation for specific instructions about using TrueType fonts with Microsoft Windows. See [“Using PostScript fonts” on page 160](#) for specific instructions about using PostScript fonts.

## Understanding the MFP font defaults

The default PCL font for this MFP is 12-point Courier in the PC-8 symbol set. This is the font that the MFP uses unless you change the default font. Use one of these two methods to change the default font:

- Select a default font in your program, and the program will request that font in place of the MFP default font.
- Select a different default font at the MFP control panel.

## Font selection priority

This is the order in which the MFP selects its fonts:

- 1 The MFP looks for a downloaded host-based font or “soft font” in MFP RAM.
- 2 The MFP checks for fonts on a DIMM, flash device, or hard disk.
- 3 The MFP checks for internal fonts (the standard HP LaserJet font set, including the internal TrueType fonts).

When you select a font, the font must be available from one of the listed sources. If the font you request is not available, the MFP selects the closest match based on individual font characteristics.

If both a scalable font and a bitmapped font are available from the same source, you will obtain better results by selecting the bitmapped font, rather than the scalable font.

## Selecting fonts

You can select fonts in two ways: in a program or at the MFP control panel.

### Selecting fonts in a program

For information about selecting fonts in a software program, look for topics such as “font selection,” “base font,” “printer setup,” “print options,” “font appearance,” “change font,” or “select type” in the software documentation. Usually, you can specify a symbol set when you run the printer-setup program for the software program.

### Inserting symbols into text

The program-software documentation contains instructions for inserting special symbols into the text. Special symbols are also known as “composite characters,” “symbol sets,” “character sets,” “code pages,” or “extended characters.” The process for inserting such characters is also known as the “compose feature.”

## Selecting PCL fonts at the MFP control panel

If the software program does not permit font selection through its menus, select the PCL default font at the MFP control panel. When you select the PCL default font at the MFP control panel, specify the following items:

- font source
- font number
- point size or pitch
- symbol set

These items can be found on the PCL font list.

---

**Note**

A font selected in the software program overrides a font selected at the MFP control panel.

## Printing a list of available MFP fonts

Use the font lists to see which fonts are currently installed in the MFP. (The font lists also show which fonts are resident on an hard-disk or flash DIMM.)

### To print a font list from the MFP control panel

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION MENU**.
- 3 Scroll to and touch **PRINT PCL FONT LIST** or **PRINT PS FONT LIST** to print the font lists.

Microsoft Windows users can also use the HP Web Jetadmin and Mac OS users can use the HP LaserJet Utility to print a list of available fonts. For more information about using the HP Web Jetadmin or HP LaserJet Utility, see the online help in those utilities.

## Using PostScript fonts

The MFP contains 35 scalable PostScript (PS) fonts drawn from 11 font families. More than 650 additional fonts that are compatible with the MFP are available from the Adobe Type Library. These fonts can be purchased and used in the MFP.

Because PS fonts require software-program support, consult the software documentation for information about using PostScript fonts.

In a print job, you *cannot* use the PostScript fonts in combination with the PCL fonts that reside in the MFP or with other fonts that are supported by PCL. Personality switching enables you to use either the PostScript or PCL supported fonts, but not both simultaneously.

## Using fonts on a network

If the MFP is connected to a network, be sure to check with your system administrator before performing any of the following actions:

- changing the default font at the MFP control panel
- downloading or removing soft fonts and typefaces
- turning the MFP off, which removes soft fonts (fonts that have been downloaded to the MFP RAM)

Follow these guidelines to conserve MFP memory and help to avoid unexpected MFP output. Your network operating system might automatically protect each user's print job from the effects of other print jobs in the system. Check with your system administrator.

To optimize the performance of the printing environment when using different fonts and typefaces, consider the following options:

- Encourage the use of the MFP's extensive internal scalable font selections. PCL and TrueType fonts are available in PCL mode, and PostScript fonts are available in PS mode.
- Purchase additional memory from a local authorized HP dealer.

## Adding support for fonts to a printer hard disk or Flash Memory card

When using that are fonts stored on the printer hard disk or Flash Memory card, the printer driver must contain information about the size, shape, and style of these fonts so that it can format the text correctly. Therefore, fonts must be installed on both your computer and the printer hard disk or Flash Memory card before they can be used.

### Installing fonts on a computer

- For Microsoft Windows, install fonts by using the options on the printer-driver **Fonts** tab.
- For the Mac OS 8.6 to 9.X, use the HP LaserJet Utility to install fonts.

When the fonts are installed, the printer driver recognizes the fonts and lists them in your programs.

### Installing fonts to printer hard disk or Flash Memory card

Install fonts to the printer hard disk or Flash Memory card by using one of the following:

- the printer-driver **Fonts** tab (Windows only)
- HP LaserJet Utility for Mac OS 8.6 to 9X
- other font-downloading utilities

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**Note**

Although the software program might list a new font in its menus, the font might not be installed in the MFP. The printer driver downloads fonts to the MFP RAM as needed for each print job, but the fonts are deleted when the job is finished. For more information about installing the font onto the printer hard disk or flash DIMM, see the online help that came with the font.

---

## Using special effects with typefaces (Windows only)

The MFP supports special font effects, such as patterns, reverse printing, mirrored text, and advanced font rotation. Check the documentation for your program to see if it supports these features. Programmers can find complete instructions for using special font effects in the *PCL 5 Technical Reference Manual*.

### HP custom font services for Microsoft Windows

HP custom soft fonts are now available. Design a custom soft-font package to fit your particular needs. The following are examples of custom font services:

- any font or typeface from any HP standard font product or typeface collection
- bar codes, including 3 of 9, Codeabar, UPC, and others
- custom symbol-set mappings
- signatures and logos
- macros for automatically printing data on standard forms

For information about these services, contact the HP Corvallis Service Center at 541-715-5757. Outside the U.S., contact a local authorized HP dealer.

# 8

## Selecting and using media

Two conditions are necessary for the MFP to produce the best possible print quality:

- using good-quality media that the MFP supports
- setting the appropriate type for that media

### Selecting high-quality media

This MFP accepts a variety of media, such as cut-sheet paper (including recycled paper), envelopes, labels, transparencies, and custom-size paper. Properties such as weight, grain, and moisture content are important factors that affect MFP performance and print quality.

Selecting media by type and size at the control panel and in the printer driver results in significantly better print quality for heavy paper and glossy paper. Using the wrong setting can result in unsatisfactory print quality. Always print by type for special print media such as labels or transparencies. Always print by size for envelopes.

The MFP can use a variety of paper and other print media in accordance with the guidelines in this manual. Paper that does not meet these guidelines can cause the following problems:

- poor print quality
- jams and multiple-sheet feeds
- premature wear on the MFP, requiring repair

Some media types have been tested, have proven to be of good quality, and work well with the MFP's settings. For a list of these media types and settings used to achieve the best quality, see ["Recommended media" on page 172](#). For best results, use HP-brand media, which has been designed to provide optimal performance with HP MFPs.

It is possible for paper to meet all of the guidelines in this manual and still not produce satisfactory results. This might be the result of improper handling, unacceptable temperature and humidity levels, or other variables over which HP has no control.

Before purchasing a large quantity of print media, make sure that it meets the requirements that are specified in this user guide (["Selecting and using media" on page 163](#)). Always test media before purchasing a large quantity. For more information, see [www.hp.com/go/ljpaper](http://www.hp.com/go/ljpaper).

### Using non-HP-brand media

The MFP can also use non-HP-brand media that falls within the specifications for supported media (see ["Supported types of media" on page 172](#), and see ["Supported media sizes for input and output" on page 180](#)). Using non-HP brand media will not damage the MFP or void the warranty if the media meets those specifications.

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**CAUTION**

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Using media that is outside of HP specifications might cause problems that require MFP repair. This repair is not covered by the HP warranty or service agreements.

## Ordering supported media

All of the HP-brand media is available at [www.hpshopping.com](http://www.hpshopping.com) or from your local office-supplies retailer.

## Setting media size and type

Whenever you load an input tray, make sure that you set the size and type for the media in that tray (see “[To set or change a media type for any tray](#)” on page 30). The MFP automatically changes its internal settings to produce the best print quality for the media type that you set. Make sure to set the media size and type at the MFP’s control panel and in the printer driver. (For information about using the printer driver, see “[Printer drivers and software](#)” on page 12.)

### Standard media size

Standard media sizes are the sizes marked in the input trays or listed in the **Paper Handling** menu on the control panel. Standard sizes are also the options you can select when setting media size at the control panel or in the printer driver. Media sizes that are not marked on the input trays or listed in the **Paper Handling** menu are considered custom sizes. The following are the standard media sizes:

- letter
- letter-R
- 11 x 17
- executive
- legal
- A4
- statement
- 8.5 x 13
- 12 x 18
- A4-R
- A3
- A5
- B4
- JIS B4
- B5
- RA3
- 8K
- 16K
- JIS B5
- JPostD
- Monarch (envelope, tray 1 only)
- C5 (envelope, tray 1 only)
- DL (envelope, tray 1 only)
- commercial #10 (envelope, tray 1 only)
- B5 (envelope, tray 1 only)

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**Note**

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**Tray 2 and tray 3.** When using standard-size media in these trays, make sure that the custom/standard switch (see the illustration on page 166) in the tray is set to Standard. For all others, set the switch to Custom.

### Custom media size

Custom media sizes are sizes that do not conform to those that are marked in the input trays and that are not listed in the control-panel menus or in the printer driver.

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**Note**

**Tray 1.** When using custom-size media, select **CUSTOM** from the **Tray 1 Size** menu.

**Tray 2 and tray 3.** When using custom-size media in these trays, make sure that the custom/standard switch (see the illustration on page 166) in the tray is set to Custom.

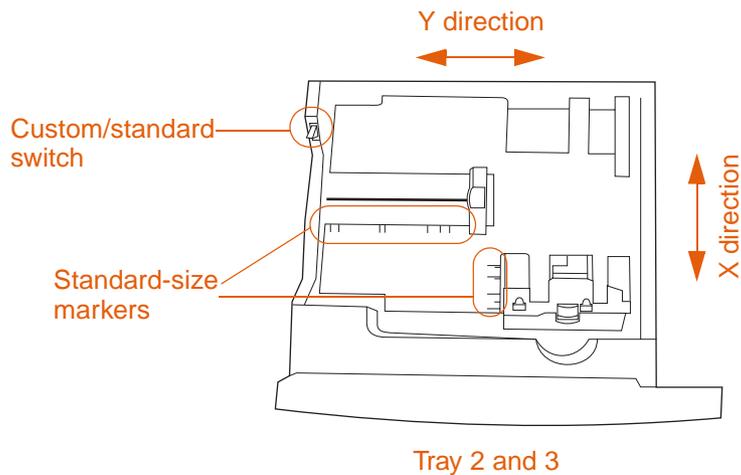
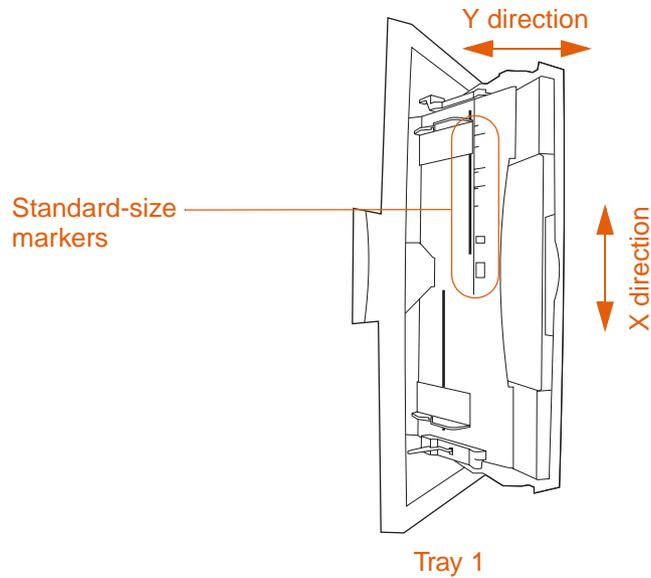
---

**2,000-sheet side input tray (tray 4).** This tray does *not* support custom-size media.

Dimensions of custom-size media must be typed at the control panel. If you are using tray 1, the **Custom** menu appears when you select **CUSTOM** from the **Tray 1 Size** menu. If you are using tray 2 or tray 3 the **Custom** menu appears when you set the custom/standard switch to Custom and close the tray.

Make sure to type the X dimension and Y dimension of the media. The illustration on page 166 shows the direction of the X and Y dimensions relative to each of the input trays. The X dimension is measured from the front of the tray to the back of the tray. The Y dimension is measured from the left of the tray to the right of the tray.

For more information about setting custom media sizes, see [“To load custom media in tray 2 and tray 3” on page 26](#).



### Front of the input trays

## Media type

The media type determines the MFP's fuser temperature, the length of time the media spends in the fuser, and other factors. For a list of recommended media and their associated media types, see ["Recommended media" on page 172](#).

Every time you close tray 2, tray 3, or the 2,000-sheet side input tray (tray 4), you have the opportunity to set the media type for that tray. Set the media type for tray 1 by using the control-panel menus. For more information, see ["To set or change a media type for any tray" on page 30](#) and ["Supported types of media" on page 172](#).

When you print a document, you must also set the media type in the printer driver.

### To set the media type in Windows 95, Windows 98, Windows Me, and Windows NT 4.0

- 1 Open the printer driver (see ["Changing the settings for a print job using a computer" on page 94](#)).

- 2 On the **Paper** tab, select the type from the **Type is** drop-down list.
- 3 Click **OK**.

**To set the media type in Windows 2000 and Windows XP**

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the **Paper/Quality** tab, select the type from the **Type is** drop-down list.
- 3 Click **OK**.

**To set the media type in Macintosh (OS X)**

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the drop-down list, select the **Printer Features** tab.
- 3 Select the desired media from the **Media Type** menu.

**To set the media type in Macintosh (OS 8.6 to 9X)**

- 1 Open the printer driver (see [“Changing the settings for a print job using a computer” on page 94](#)).
- 2 On the drop-down list, select the **General** tab.
- 3 Select the desired media from the **Paper Source** menu.

## Orienting media

Orient media sizes and types according to the tray from which the media will be printed and according to whether the media will be duplexed (printed on both sides). Knowing whether the media will be duplexed is especially important when printing on letterhead, single-side glossy, or preprinted media.

The following table shows the orientation of media. Note the special consideration given to prepunched paper (see [page 170](#)).

### Note

Media orientation works in conjunction with media type. Make sure to set the correct type for the media you are using. For more information, see [“Supported types of media” on page 172](#).

**Table 1. Orienting media**

Media	Tray	Duplex	Orientation
Standard sizes other than A4 or letter, and custom sizes, long edge up to 306 mm (12 inches) (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).	1	No	Long edge toward the MFP; top of page toward the rear of the MFP; side to be printed on facing up.  <b>Note</b> The short edge must be at least 210 mm (8.25 inches).
Standard (such as letter and A4) and custom sizes, long edge up to 306 mm (12 inches) (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).  Standard sizes that commonly use this orientation are letter and A4.	1	Yes	Long edge toward the MFP; top of page toward the rear of the MFP; first side to be printed on facing down.
Standard sizes other than A4 or letter, and custom sizes, long edge between 210 mm (8.25 inches) and 470 mm (18.5 inches), short edge between 98 mm (3.9 inches) and 306 mm (12 inches) (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).	1	No	Top of page toward the MFP; side to be printed on facing up.

**Table 1. Orienting media**

Media	Tray	Duplex	Orientation
Standard (such as legal, 11 x 17, and A3) and custom sizes, long edge between 210 mm (8.25 inches) and 470 mm (18.5 inches), short edge between 98 mm (3.9 inches) and 306 mm (12 inches) (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).	1	Yes	Top of page toward the MFP; first side to be printed on facing down.
Standard (such as letter and A4) and custom sizes, long or short edges between 210 mm (8.25 inches) and 297 mm (11.75 inches) (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	No	Top of page toward the rear of the tray; side to be printed on facing down.
Standard (such as letter and A4) and custom sizes, long or short edges between 210 mm (8.25 inches) and 297 mm (11.75 inches) (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	Yes	Top of page toward the rear of the tray; first side to be printed on facing up.
Standard (such as legal, 11 x 17, and A3) and custom sizes, long edge between 210 mm (8.25 inches) and 432 mm (17 inches), short edge between 148 mm (5.9 inches) and 297 mm (11.75 inches) (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	No	Top of page toward the right side of the tray; side to be printed on facing down.

**Table 1. Orienting media**

Media	Tray	Duplex	Orientation
Standard (such as legal, 11 x 17, and A3) and custom sizes, long edge between 210 mm (8.25 inches) and 432 mm (17 inches), short edge between 148 mm (5.9 inches) and 297 mm (11.75 inches) (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	Yes	Top of page toward the right side of the tray; first side to be printed on facing up.
<p><b>Note</b> Print in this orientation when printing a booklet on A4 or letter paper using the multifunction finisher.</p>			
Prepunched letter or A4 (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).	1	No	Long edge with holes toward the MFP; top of page toward the rear of the MFP; side to be printed on facing up.
<p><b>Note</b> If you are using prepunched media that is also preprinted, set the type to <b>PREPRINTED</b>.</p>			
Prepunched letter or A4 (weights up to 220 g/m <sup>2</sup> ) (58-lb bond).	1	Yes	Long edge with holes toward the MFP; top of page toward the rear of the MFP; side to be printed on facing down.
<p><b>Note</b> If you are using prepunched media that is also preprinted, set the type to <b>PREPRINTED</b>.</p>			
Prepunched letter or A4 (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	No	Long edge with holes toward the right side of the tray; top of page toward the front of the tray; side to be printed on facing down.
<p><b>Note</b> If you are using prepunched media that is also preprinted, set the type to <b>PREPRINTED</b>.</p>			

**Table 1. Orienting media**

Media	Tray	Duplex	Orientation
Prepunched letter or A4 (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	Yes	Long edge with holes toward the right side of the tray; top of page toward the front of the tray; side to be printed on facing up.
<p><b>Note</b> If you are using prepunched media that is also preprinted, set the type to <b>PREPRINTED</b>.</p>			
Prepunched custom size or alternative method for prepunched letter or A4 (weights up to 200 g/m <sup>2</sup> ) (53-lb bond).	2 or 3	Yes	Long edge with holes toward the front of the tray; top of page toward the right side of the tray; first side to be printed on facing down.
<p><b>Note</b> For custom-size prepunched media, or if other orientations for letter and A4 prepunched media are not aligned properly (holes on wrong side), use this orientation. The MFP prints at half speed in this orientation.</p>			
Labels (letter- or A4-size sheets) or transparencies.	Tray 1 only	No (never duplex)	Long edge toward the MFP; top of page toward the rear of the MFP; side to be printed on facing up.
Envelopes.	Tray 1 only	No (never duplex)	Short edge toward the MFP (stamp edge away from the MFP); side to be printed on facing up. If the height of the envelope is greater than 8.25 inches, feed the envelope with the flap edge toward the MFP. Otherwise, feed the envelope with the flap edge toward the rear of MFP.
Standard letter/A4.	2,000-sheet side input tray (tray 4)	No	Long edge toward the MFP; first side to be printed on facing up.  <b>Note</b> For letter-R or A4-R, the media can be loaded with the short edge toward the MFP. This is required when printing letter or A4 booklets using the multifunction finisher.
Standard letter/A4.	2,000-sheet side input tray (tray 4)	Yes	Long edge toward the MFP; first side to be printed on facing down.  <b>Note</b> For letter-R or A4-R, the media can be loaded with the short edge toward the MFP. This is required when printing letter or A4 booklets using the multifunction finisher.

## Supported types of media

You can select the following types of media at the control panel and in the printer driver:

- plain
- preprinted
- letterhead
- transparency
- prepunched
- bond
- recycled
- color
- light < 75 g/m<sup>2</sup>
- heavy 106-163 g/m<sup>2</sup>
- cardstock
- glossy 75-105 g/m<sup>2</sup>
- heavy glossy
- non-HP heavy glossy
- high gloss images
- tough paper

### Note

The MFP uses heat and pressure to fuse the toner to the paper. Make sure that any colored paper or preprinted forms use inks that are compatible with the MFP fusing temperature (200°C, or 392°F, for 0.1 second).

## Recommended media

The media types that are listed in the following table meet these criteria:

- They have been tested in this MFP.
- They have proven to be of good quality.
- They work well with the MFP's settings.

### Ordering recommended media

The product numbers for media are listed in parentheses after the media sizes. Use these product numbers when ordering media.

All of the HP-brand media is available at [www.hpshopping.com](http://www.hpshopping.com) or from your local office supplies retailer.

### Note

Set the type at the control panel when you load the trays (“[Setting media size and type](#)” on page 164), and in the printer driver when you print your print job (“[Setting media size and type](#)” on page 164).

Table 2. Recommended media

Recommended media	Type	Characteristics
<b>HP High Gloss Laser Paper</b> letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	HEAVY GLOSSY or HIGH GLOSS IMAGES	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, high-gloss finish coating on both sides, 95 bright  Use for: brochures, catalogs, business plans, photographs, and images
<b>HP Premium Cover Paper</b> letter (Q2413A) A4 (Q2414A)	CARDSTOCK >164 G/M2	200 g/m <sup>2</sup> (75-lb cover), 100 sheets, super-smooth matte finish on both sides, 96 bright  Use for: postcards and document covers

**Table 2. Recommended media**

Recommended media	Type	Characteristics
<b>HP Color Laser Paper</b> letter (HPL245R) 11 x 17 (tabloid) (HPL2417)	PLAIN	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright  Use for: newsletters and color documents
<b>HP Color Laser Paper</b> 105 g/m <sup>2</sup> (28-lb bond) letter (HPL285R) 11 x 17 (tabloid) (HPL2817)	PLAIN	105 g/m <sup>2</sup> (28-lb bond), 500 sheets, smooth matte finish on both sides, 96 bright  Use for: newsletters and color documents
<b>HP Soft Gloss Laser Paper</b> letter (C4179A) A4 (C4179B)  <b>Note</b> HP Soft Gloss Laser Paper is designed specifically for use with the HP color LaserJet 9500 series printers and MFPs.	HEAVY GLOSSY	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, satin finish coating on both sides, 96 bright  Use for: flyers, handouts, sales briefs, proposals, and color images
<b>HP Soft Gloss LaserPaper</b> 105 g/m <sup>2</sup> (28-lb bond) letter (Q2415A) 11 x 17 (tabloid) (Q2416A) A4 (Q2417A) A3 (Q2418A)	GLOSSY 75-105 g/m <sup>2</sup>	105 g/m <sup>2</sup> (28-lb bond), 500 sheets, satin finish coating on both sides, 96 bright  Use for: flyers, handouts, sales briefs, proposals, and color images
<b>HP Premium Choice LaserJet Paper</b> letter (HPU1132) 11 x 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A)	HEAVY 106-163 g/m <sup>2</sup>	120 g/m <sup>2</sup> (32-lb bond), 500 sheets (250 sheets for 11 x 17), matte finish on both sides, 98 bright  Use for: proposals and charts
<b>HP Premium Choice LaserJet Paper</b> 160 g/m <sup>2</sup> (42-lb bond) A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HEAVY 106-163 g/m <sup>2</sup>	160 g/m <sup>2</sup> (42-lb bond), 250 sheets, matte finish on both sides 98 bright  Use for: proposals and charts
<b>HP LaserJet Paper</b> letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	PLAIN	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides, 96 bright  Use for: reports, user manuals, letterhead, and correspondence

**Table 2. Recommended media**

<b>Recommended media</b>	<b>Type</b>	<b>Characteristics</b>
<b>HP Office Recycled Paper</b>  letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	PLAIN	75 g/m <sup>2</sup> (20-lb bond), 500 sheets, matte finish on both sides, contains 30% post-consumer content (satisfies U.S. Executive Order 13101), 87 bright  Use for: training manuals and general office printing
<b>HP Tough Paper</b>  letter (Q1298A) A4 (Q1298B)	TOUGH PAPER	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides, waterproof, tearproof  Use for: signs, maps, restaurant menus, waterproof documents, and tearproof documents
<b>HP Color LaserJet Transparencies</b>  letter (C2934A) A4 (C2936A)	TRANSPARENCY	0.127 mm (5 mils) thick, 50 sheets, premium coated both sides  Use for: transparencies

## Selecting media for your document

The following table lists a variety of documents and the media that is suggested for each. The MFP supports the listed media types fully. Note that the list provides only suggestions; in most cases other supported media can be used.

### Ordering supported media

All of the HP-brand media is available at [www.hpshopping.com](http://www.hpshopping.com) or from your local office supplies retailer.

The MFP supports the StoraEnso paper that is listed in the table. It is available through your local office products supplier.

#### Note

Set the type at the control panel when you load the trays, and in the printer driver when you print your print job.

**Table 3. Documents and media**

Document	Suggested media and product number	Characteristics	Type
<b>general office copying and printing</b>	HP Office Recycled Paper letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	75 g/m <sup>2</sup> (20-lb bond), 500 sheets, matte finish on both sides, contains 30% post-consumer content (satisfies U.S. Executive Order 13101)	PLAIN
<b>color document</b>	HP Color Laser Paper letter (HPL245R) 11 x 17 (tabloid) (HPL2417) letter (HPL285R) 11 x 17 (tabloid) (HPL2817)	HPL245R and HPL2417: 90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides  HPL285R and HPL2817: 105 g/m <sup>2</sup> (28-lb bond), 500 sheets, matte finish on both sides	PLAIN
<b>photograph/image</b>	HP High Gloss Laser Paper letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m <sup>2</sup> (32-lb bond), 216 mm x 279 mm (8.5 x 11 inches), 200 sheets, satin finish coating on both sides	HP HEAVY GLOSSY
<b>correspondence</b>	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides	PLAIN

**Table 3. Documents and media**

Document	Suggested media and product number	Characteristics	Type
<b>letterhead</b>	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
<b>transparency</b>	HP Color LaserJet Transparencies letter (C2934A) A4 (C2936A)	0.127 mm (5 mils) thick, 50 sheets	TRANSPARENCY
<b>report</b>	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x 17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides	PLAIN
<b>cover</b>	HP Premium Cover Paper letter (Q2413A) A4 (Q2414A)  11 x 17 (01109)	Q2413A and Q2414A: 200 g/m <sup>2</sup> (75-lb cover), 100 sheets, super-smooth matte finish on both sides.  01109: 163 g/m <sup>2</sup> (60-lb cover), 250 sheets, coated, premium white	CARDSTOCK >164 g/m <sup>2</sup>
<b>business plan</b>	HP High Gloss Laser Paper letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HP HEAVY GLOSSY or HIGH GLOSS IMAGES
<b>proposal</b>	HP Premium Choice LaserJet Paper letter (HPU1132) 11 x 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A) A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HPU1132, HPU1732, CHP410, Q2397A, and Q2396A: 120 g/m <sup>2</sup> (32-lb bond), 500 sheets, matte finish on both sides, 98 bright  CHP413 and CHP421: 160 g/m <sup>2</sup> (42-lb bond), 250 sheets, matte finish on both sides, 98 bright	HEAVY 106-163 g/m <sup>2</sup>
<b>brochure</b>	HP High Gloss Laser Paper letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HEAVY GLOSSY or HIGH GLOSS IMAGES

**Table 3. Documents and media**

Document	Suggested media and product number	Characteristics	Type
<b>handout, proposal, sales brief, flyer, and color image</b>	HP Soft Gloss Laser Paper letter (C4179A) A4 (C4179B) letter (Q2415A) 11 x 17 (tabloid) (Q2416A) A4 (Q2417A) A3 (Q2418A)	C4179A and C4179B: 120 g/m <sup>2</sup> (32-lb bond), 200 sheets, satin finish coating on both sides  Q2415A, Q2416A, Q2417A and Q2418A: 105 g/m <sup>2</sup> (28-lb bond), 500 sheets, satin finish coating on both sides, 96 bright	HEAVY GLOSSY or HIGH GLOSS IMAGES
<b>catalog</b>	HP High Gloss Laser Paper letter (Q2419A) 11 x 17 (tabloid) (Q2420A) A4 (Q2421A) A3 (Q2422A)	120 g/m <sup>2</sup> (32-lb bond), 200 sheets, high-gloss finish coating on both sides	HP HEAVY GLOSSY or HIGH GLOSS IMAGES
<b>postcard</b>	HP Premium Cover Paper letter (Q2413A) A4 (Q2414A)	200 g/m <sup>2</sup> (75-lb bond), 100 sheets, matte finish on both sides	CARDSTOCK >164 g/m <sup>2</sup>
<b>chart</b>	HP Premium Choice Laser-Jet Paper letter (HPU1132) 11 x 17 (tabloid) (HPU1732) A4 (CHP410) A4 (Asia) (Q2397A) A3 (Asia) (Q2396A) A4 (Europe) (CHP413) A3 (Europe) (CHP421)	HPU1132, HPU1732, CHP410, Q2397A, and Q2396A: 120 g/m <sup>2</sup> (32-lb bond), 500 sheets, matte finish on both sides, 98 bright  CHP413 and CHP421: 160 g/m <sup>2</sup> (42-lb bond), 250 sheets, matte finish on both sides, 98 bright	HEAVY 106-163 g/m <sup>2</sup>
<b>sign</b>	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
<b>map</b>	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
<b>newsletter</b>	HP Color Laser Paper letter (HPL245R) 11 x 17 (tabloid) (HPL2417) letter (HPL285R) 11 x 17 (tabloid) (HPL2817)	HPL245R and HPL2417: 90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides  HPL285R and HPL2817: 105 g/m <sup>2</sup> (28-lb bond), 500 sheets, matte finish on both sides	PLAIN

**Table 3. Documents and media**

<b>Document</b>	<b>Suggested media and product number</b>	<b>Characteristics</b>	<b>Type</b>
<b>restaurant menu</b>	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
<b>waterproof document</b>	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
<b>tearproof document</b>	HP Tough Paper letter (Q1298A) A4 (Q1298B)	0.127 mm (5 mils) thick (approximately 44-lb bond equivalent), 50 sheets, satin finish coating on both sides	TOUGH PAPER
<b>training manual</b>	HP Office Recycled Paper letter (HPE1120) 3-hole prepunched (HPE113H) legal (HPE1420)	75 g/m <sup>2</sup> (20-lb bond), 500 sheets, matte finish on both sides, contains 30% post-consumer content (satisfies U.S. Executive Order 13101)	PLAIN
<b>user manual</b>	HP LaserJet Paper letter (HPJ1124) 3-hole prepunched (HPJ113H) legal (HPJ1424) 11 x S17 (tabloid) (HPJ1724) A4 (Europe) (CHP310)	90 g/m <sup>2</sup> (24-lb bond), 500 sheets, matte finish on both sides	PLAIN

## Determining media type

If you have media that is not mentioned in [table 3 on page 175](#), you can determine the type setting by using the following criteria.

### Note

Set the type at the control panel when you load the trays, and in the printer driver when you print your print job. See [“Setting media size and type” on page 164](#) for more information.

Weight	Finish	Type
Less than 75 g/m <sup>2</sup> (20-lb bond)	any	LIGHT < 75 g/m <sup>2</sup>
75 g/m <sup>2</sup> (20-lb bond) through 105 g/m <sup>2</sup> (28-lb bond)	matte	PLAIN
75 g/m <sup>2</sup> (20-lb bond) through 105 g/m <sup>2</sup> (28-lb bond)	glossy	GLOSSY 75-105 g/m <sup>2</sup>
106 g/m <sup>2</sup> (29-lb bond) through 163 g/m <sup>2</sup> (43-lb bond)	matte	HEAVY 106-163 g/m <sup>2</sup>
106 g/m <sup>2</sup> (29-lb bond) through 163 g/m <sup>2</sup> (43-lb bond)	glossy	HEAVY GLOSSY (if using HP-brand media) NON HP HEAVY GLOSSY (if using non-HP-brand media)
164 g/m <sup>2</sup> (44-lb bond) and heavier	any	CARDSTOCK > 164 g/m <sup>2</sup>

### Determining weight

To determine the media's weight, see the label on the media packaging. If the label does not specify a weight, note the thickness and flexibility of the media. Generally, the thicker and less flexible media is, the greater is its weight. See [“Paper-weight equivalence” on page 183](#).

### Matte versus glossy

To determine the media's finish, see the label on the media packaging. If the label does not specify a finish, look to see if the media is smooth and shiny. If so, you will probably get the best print quality by using one of the glossy types (depending on its weight). If the media is not smooth and shiny, it probably has a matte finish.

## Supported media sizes for input and output

### Note

For more information about one of the HP finishing devices, see the user guide that came with the device.

**Table 4. Supported media sizes for input and output**

Tray or bin	Capacity	Media	Weight
ADF input tray	up to 100 sheets (10 mm stack for letter/A4, 5 mm stack for ledger/A3)	<ul style="list-style-type: none"> <li>standard sizes: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> </ul>	<ul style="list-style-type: none"> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond)</li> </ul>
tray 1	up to 100 sheets (10 mm total height, 5 mm total height for media that is 200 g/m <sup>2</sup> [53-lb bond] or heavier)	<ul style="list-style-type: none"> <li>standard sizes: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, JPostD, 8K, 16K</li> <li>custom sizes: minimum: 98 mm x 210 mm (3.9 inches x 8.25 inches) maximum: 306 mm x 470 mm (12 inches x 18.5 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond)</li> <li>duplex printing: 64 to 200 g/m<sup>2</sup> (17- to 53-lb bond)</li> </ul>
	up to 10 envelopes (10 mm total height)	<ul style="list-style-type: none"> <li>envelope sizes: commercial #10, C5, DL, Monarch, B5</li> <li>minimum custom size: 98 mm x 210 mm (3.85 inches x 8.25 inches)</li> <li>maximum custom size: 254 mm x 330 mm (10 inches x 13 inches)</li> </ul>	
<p><b>Note</b> Print envelopes and labels from tray 1 only.</p>			
tray 2 and tray 3	up to 500 sheets	standard sizes: letter, letter-R, legal, executive statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)
2,000-sheet side input tray (tray 4)	up to 2,000 sheets	<ul style="list-style-type: none"> <li>standard sizes: letter and A4 only</li> </ul>	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)

**Table 4. Supported media sizes for input and output**

Tray or bin	Capacity	Media	Weight
duplexer	not applicable	<ul style="list-style-type: none"> <li>standard sizes: letter, legal, executive, A3, A4, A5, 11 x 17, B4, B5, 8K, 16K</li> <li>duplexing is <i>not</i> supported for envelopes, labels, or transparencies</li> </ul>	64 to 200 g/m <sup>2</sup> (17- to 53-lb bond)
3,000-sheet stacker	<p>up to 3,000 sheets of letter or A4</p> <p>up to 1,500 sheets of ledger or A3</p>	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face-down bin</li> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>
3,000-sheet stapler/stacker	up to 3,000 sheets stacked (up to 50 sheets stapled)	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face-down bin</li> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>

**Table 4. Supported media sizes for input and output**

Tray or bin	Capacity	Media	Weight
multifunction finisher	up to 1,000 sheets stacked (up to 50 sheet stapled)	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, 11 x 17, B5, B4, 8K, 16K</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): long edge between 210 mm and 470 mm (8.25 inches and 18.5 inches), short edge between 98 mm and 306 mm (3.9 inches and 12 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 200 g/m<sup>2</sup> (17- to 53-lb bond) in face-down bin</li> <li>64 to 220 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>
8-bin mailbox	up to 2,000 sheets stacked (up to 250 sheets per bin)	<ul style="list-style-type: none"> <li>standard sizes for face-down bin: letter, legal, executive, A3, A4, A5, B5, B4, ledger</li> <li>standard sizes for face-up bin: letter, letter-R, legal, executive, statement, 8.5 x 13, 11 x 17, A3, A4, A4-R, A5, B5, B4, JPostD, 8K, 16K, envelope #10, envelope monarch, envelope C5, envelope DL, envelope B5, custom</li> <li>custom sizes (face up): minimum: 98 mm x 210 mm (3.9 inches x 8.25 inches) maximum: 305 mm x 470 mm (12 inches x 18.5 inches)</li> </ul>	<ul style="list-style-type: none"> <li>64 to 135 g/m<sup>2</sup> (17- to 36-lb bond) in face-down bin</li> <li>64 to 216 g/m<sup>2</sup> (17- to 58-lb bond) in face-up bin</li> </ul>

## Paper-weight equivalence

Use the following table to determine the approximate equivalent basis weight for weight specifications other than U.S. bond weight. For example, to determine the equivalent of 20-lb U.S. bond weight paper in U.S. cover weight, locate the bond weight (in row two, first column) and scan across the row to the metric weight (in the last column). The equivalent is 75 g/m<sup>2</sup>.

### CAUTION

Do not use weight that is less than 64 g/m<sup>2</sup> (17-lb bond) or more than 220 g/m<sup>2</sup> (58-lb bond). Using media weights that are not listed in the paper-weight equivalence table can cause jams.

**Table 5. Paper-weight equivalence**

U.S. bond weight (lb)	U.S. text/ book weight (lb)	U.S. cover weight (lb)	U.S. Bristol weight (lb)	U.S. index weight (lb)	U.S. tag weight (lb)	Metric weight (g/m <sup>2</sup> )
17	43	24	29	35	39	64
20	50	28	34	42	46	75
21	54	30	36	44	49	80
22	56	31	38	46	51	81
24	60	33	41	50	55	90
27	68	37	45	55	61	100
28	70	39	49	58	65	105
32	80	44	55	67	74	120
34	86	47	58	71	79	128
36	91	50	62	75	83	135
39	100	55	67	82	91	148
42	107	58	72	87	97	157
43	110	60	74	90	100	163
47	119	65	80	97	108	176
53	134	74	90	110	122	200
58	146	80	98	120	133	220

## Envelopes

Successful printing on envelopes depends on the quality of the envelopes. When selecting envelopes, consider the following components.

### Note

When printing on envelopes, make sure to set the `ENVELOPE` type at the control panel when you load the tray, and in the printer driver when you print your print job.

### Envelope construction

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers but also within a box from the same manufacturer.

- **Construction:** Before printing, envelopes should lie flat with less than 6 mm (0.25 inch) curl and should not contain air. (Envelopes that trap air can cause printing problems.)
- **Condition:** Make sure that envelopes are not wrinkled, nicked, or otherwise damaged.

### Envelopes with adhesive strips or multiple flaps

Envelopes with a peel-off adhesive strip, or with more than one flap that folds over to seal, must use adhesives that are compatible with the heat and pressure of the MFP. The extra flaps might cause wrinkling, creasing, or jams.

### Envelopes with double-side seams

Double-side-seam construction has vertical seams at both ends of the envelope rather than diagonal seams. This style might be more likely to wrinkle. Make sure that the seam extends all the way to the corner of the envelope.

### Envelope storage

Proper storage of envelopes contributes to good print quality. Envelopes should be stored flat. If air is trapped in an envelope and creates an air bubble, then the envelope might wrinkle during printing.

### Envelope margins

The following table gives typical address margins for a Commercial #10 or DL envelope.

Type of address	Top margin	Left margin
Return address	15 mm (0.6 inch)	15 mm (0.6 inch)
Delivery address	51 mm (2 inches)	85 mm (3.5 inches)

For the best print quality, position margins no closer than 15 mm (0.6 inch) from the edges of the envelope.

### CAUTION

Do not use envelopes that contain pressure-sensitive adhesive, clasps, snaps, windows, coated linings, exposed self-stick adhesives, or other synthetic materials.

## Label construction

When selecting labels, consider the quality of each component:

- **Arrangement:** Labels can peel off sheets that have spaces between the labels, causing serious jams. *Only use full-sheet labels.*
- **Adhesives:** The adhesive material should be stable at 200°C (392°F), the maximum fusing temperature of the MFP.
- **Curl:** Before printing, labels must lie flat with no more than 13 mm (0.5 inch) of curl in any direction.
- **Condition:** Do not use labels that have wrinkles, bubbles, or other indications of separation. Do not use sheets that have missing labels.

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### Note

When printing on labels, make sure to set the **LABEL** type at the control panel when you load the tray, and in the printer driver when you print your print job.

## Card stock construction

When selecting card stock, consider the quality of each component:

- **Smoothness:** 135- to 220-g/m<sup>2</sup> (36- to 58-lb bond) card stock should have a smoothness rating of 100 to 180 Sheffield.
- **Curl:** Card stock should lie flat with less than 5 mm (0.2 inch) of curl.
- **Condition:** Make sure that the card stock is not wrinkled, nicked, or otherwise damaged.
- **Size:** See the sizes listed for **“Selecting and using media” on page 163.**
- **Weight:** Card stock of 200 g/m<sup>2</sup> (53 lb) or less can be loaded in any tray. Card stock heavier than 200 g/m<sup>2</sup> (53 lb) must be printed from tray 1.

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### Note

When printing on card stock, make sure to set the **CARDSTOCK** type at the control panel when you load the tray, and in the printer driver when you print your print job.

The following table shows the minimum and maximum dimensions and maximum weight of media that can be used in each tray.

Tray	Prints custom sizes	Maximum weight	Minimum and maximum dimensions
tray 1	Yes	220 g/m <sup>2</sup> (58-lb bond)	The leading edge of the media that is feeding into the MFP must be a minimum of 98 mm (3.9 inches) wide so that the rollers inside the MFP can grab the paper, and a maximum of 306 mm (12 inches) wide.  The overall length of the media must be a minimum of 210 mm (8.25 inches).
tray 2 or tray 3	Yes	199 g/m <sup>2</sup> (53-lb bond)	The leading edge of the media that is feeding into the MFP must be a minimum of 148 mm (5.8 inches) wide so that the rollers inside the MFP can grab the paper, and a maximum of 297 mm (11.7 inches) wide.  The overall length of the media must be a minimum of 210 mm (8.25 inches) and a maximum of 432 mm (17 inches).
2,000-sheet side input tray (tray 4)	No	199 g/m <sup>2</sup> (53-lb bond) (letter or A4 only)	Letter- and A4-size media only.

### CAUTION

Do not duplex paper that is heavier than 199 g/m<sup>2</sup> (53-lb bond). Damage to the MFP and jams might result.

### Note

See [“Supported media sizes for input and output” on page 180](#) for maximum and minimum media sizes and maximum and media weights that are supported by the finishing devices.

## Glossy media

Keep these considerations in mind when selecting or printing on glossy media:

- Print quality can vary with the media used. For best results, use HP-brand glossy media.
- When using media that has only one glossy side, make sure to orient the media so that the MFP prints on the glossy side (see [“Orienting media” on page 168](#)).

---

**Note**

When printing on glossy media that is between 75 g/m<sup>2</sup> (20-lb bond) and 105 g/m<sup>2</sup> (28-lb bond) in weight, make sure to set the **GLOSSY** type at the control panel when you load the tray, and in the printer driver when you print your print job.

When printing on HP-brand glossy media that is between 106 g/m<sup>2</sup> (29-lb bond) and 163 g/m<sup>2</sup> (43-lb bond) in weight, make sure to set the **HEAVY GLOSSY** type at the control panel when you load the tray, and in the printer driver when you print your print job.

When printing on non HP-brand glossy media that is between 106 g/m<sup>2</sup> (29-lb bond) and 163 g/m<sup>2</sup> (43-lb bond) in weight, make sure to set the **NON HP HEAVY GLOSSY** type at the control panel when you load the tray, and in the printer driver when you print your print job.

---

## Printing by type and size of media

You can configure the MFP to select media by **Type** (such as plain, glossy, or letterhead) and **Size** (such as letter or A4), rather than by **Source** (a tray).

### Benefits of printing by type and size of media

Printing by type or size means you want the MFP to pull paper or print media from the first tray that is loaded with the type or size that you choose. Selecting media by type and size results in significantly better print quality for heavy paper and glossy paper. Using the wrong setting can result in unsatisfactory print quality. Always print by type for special print media such as labels or grayscale transparencies. Always print by size for envelopes.

If you want to print by type or size and the trays have not been configured for a certain type or size, load the paper or print media into tray 1, and then select the type or size from the **Page Setup** dialog box, the **Print** dialog box, or the **Print Properties** dialog box.

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#### Note

The type and size settings can also be configured from the HP Web Jetadmin software for networked MFPs. For Macintosh operating systems, these settings can be configured by using the HP LaserJet Utility.

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### Custom versus Any Custom

When you set the custom/standard switch in a tray to Custom, you can select **CUSTOM** or **ANY CUSTOM** as the media size.

If you set the media's size as **CUSTOM**, you are prompted for the exact height (X dimension) and width (Y dimension) of the media. When you print by size and type and you request custom-size media, the MFP prints from that tray only if the printer driver requests that same custom size. If the printer driver requests a custom size other than the size you have set, and no tray is set as **ANY CUSTOM**, a load tray message appears.

If you set the media's size as **ANY CUSTOM**, you are *not* prompted for the media dimensions. When you print a custom-size job, the MFP looks first for a **CUSTOM** tray that contains the requested custom-size media. If no **CUSTOM** tray contains the requested custom-size media, the MFP prints from the tray set to **ANY CUSTOM** *regardless of the size of the media in that tray*.

**ANY CUSTOM** saves time if you use only one custom-size media in the MFP. If you use more than one custom-size media in the MFP, HP recommends that you use the **CUSTOM** option to differentiate the custom trays.

# Advanced settings

## Print modes

### CAUTION

This section is intended for advanced users only. Setting print modes incorrectly can damage the MFP.

When you select a media type, you are, in effect, instructing the MFP to use a group of printer settings (such as fuser temperature, print speed, and color table) to create the best possible print quality. This group of settings is known as a mode or print mode, and a different print mode is associated with each media type. These associations are set at the factory, but it is possible for you to associate a media type with a different print mode.

**Table 6. Print modes**

Type	Default print mode	Print speed	Description	When to use
PLAIN	AUTO SENSE MODE	Full	Optimized for plain media and autohandling of overhead transparencies.	Under normal conditions.
PREPRINTED LETTERHEAD PREPUNCHED BOND RECYCLED COLOR	AUTO SENSE OFF	Full	Prints on whatever media is in the tray (if a transparency is detected, printing stops and the message UNEXPECTED TYPE IN TRAY X appears).	If transparencies are frequently used in the MFP. This mode minimizes the occurrence of unintentional printing on transparencies.
TRANSPARENCY	TRANSPARENCY MODE	One-quarter	Optimized for transparencies.	Under normal conditions.
LABEL	LABEL MODE	Half	Optimized for labels.	Under normal conditions.
LIGHT	LIGHT MODE	Full	Optimized for light media.	Under normal conditions.
HEAVY	HEAVY MODE	Half	Optimized for heavy media.	Under normal conditions.
CARDSTOCK	CARDSTOCK MODE	Half	Optimized for card stock.	Under normal conditions.
ENVELOPE	ENVELOPE MODE	Full	Optimized for envelopes.	Under normal conditions.
GLOSSY	GLOSSY MODE	Full	Optimized for glossy media (75 to 105 g/m <sup>2</sup> [20- to 28-lb bond]).	Under normal conditions.
HEAVY GLOSSY	HEAVY GLOSSY MODE	Half	Optimized for heavy glossy HP media (105 to 163 g/m <sup>2</sup> [28- to 43-lb bond]).	Under normal conditions.

**Table 6. Print modes**

Type	Default print mode	Print speed	Description	When to use
NON HP HEAVY GLOSSY	NON HP HEAVY GLOSSY MODE	Half	Optimized for heavy glossy non-HP media (105 to 163 g/m <sup>2</sup> [28- to 43-lb bond]).	Under normal conditions.
TOUGH PAPER	TOUGH PAPER MODE	Half	Optimized for glossy film media.	Under normal conditions.
Not associated with a type by default.	BEST GLOSS MODE	Half	Slows printing in order to maintain a consistent fuser temperature. Gives most consistent gloss from one page to the next.	If you notice changes in print quality when using glossy media, associate the GLOSSY type with this print mode.
Not associated with a type by default.	BEST HP HEAVY GLOSSY MODE	Half	Slows printing in order to maintain a consistent fuser temperature.	If you notice changes in print quality when using HP heavy glossy media, associate the HP HEAVY GLOSSY type with this print mode.
Not associated with a type by default.	BEST NON HP HEAVY GLOSSY MODE	Half	Slows printing in order to maintain a consistent fuser temperature.	If you notice changes in print quality when using non-HP heavy glossy media, associate the NON HP HEAVY GLOSSY type with this print mode.
Not associated with a type by default.	BEST TOUGH PAPER MODE	Half	Slows printing in order to maintain a consistent fuser temperature.	If you notice changes in print quality when using tough paper, associate the TOUGH PAPER type with this print mode.
Not associated with a type by default.	TONER MODE	Full	Uses less toner in order to reduce toner scatter.	If you are using rough media or poor-quality media, and you have noticed toner scatter on your print jobs, associate the media type with this mode.
Not associated with a type by default.	BLISTERS MODE	Full	Slows printing in order to maintain a consistent fuser temperature.	<i>Use with plain media only.</i> If you notice changes in print quality when using plain media, associate the PLAIN type with this print mode.

**Table 6. Print modes**

Type	Default print mode	Print speed	Description	When to use
Not associated with a type by default.	RESTORE MODES	Not applicable	Resets all of the print modes to the factory defaults.	To reset all of the print modes to the factory defaults.

### To change the print mode

- 1 Press the **MENU** button.
- 2 Scroll to and touch **CONFIGURE DEVICE**.
- 3 Scroll to and touch **PRINT QUALITY**.
- 4 Scroll to and touch **PRINT MODES**.
- 5 Scroll to the type that you want to change.
- 6 Scroll to and touch the mode to be assigned.
- 7 Touch **EXIT** to close the menus.

## Optimize

### CAUTION

This section is intended for advanced users only. Setting optimize values incorrectly can damage the MFP.

Settings in the **Optimize** menu are applied to all printing, regardless of which media type is selected. These settings are adjustments based on conditions (such as extremely high humidity) that might adversely affect all media types. All **Optimize** values can be set to **On** or **Off**. By default, all **Optimize** values are set to **Off**.

**Table 7. Optimize values**

Settings	Description	When to use
TRANSFER UP 1	Increases the transfer current one level for better toner adhesion.	<ul style="list-style-type: none"> <li>• If all of the media used in the MFP is rough or poor-quality</li> <li>• If all of the media used in the MFP has toner scatter</li> <li>• If the media is used in a high-humidity environment (above 80% relative humidity)</li> </ul>
TRANSFER UP 2	Increases the transfer current two levels for better toner adhesion.	<ul style="list-style-type: none"> <li>• If all of the media used in the MFP is rough or poor-quality</li> <li>• If all of the media used in the MFP has toner scatter</li> <li>• If the media is used in a high-humidity environment (above 80% relative humidity)</li> <li>• If the optimize value TRANSFER UP 1 did not solve the print-quality problem</li> </ul>
TRANSFER DOWN 1	Decreases the transfer current one level for better toner adhesion.	If the media is used in a low-humidity environment (less than 10% relative humidity)
TRANSFER DOWN 2	Decreases the transfer current two levels for better toner adhesion.	<ul style="list-style-type: none"> <li>• If the media is used in a low-humidity environment (less than 10% relative humidity)</li> <li>• If the optimize value TRANSFER DOWN 1 did not solve the print-quality problem</li> </ul>
LEADING EDGE UP	Adjusts how the media is guided past the image transfer belt.	If the leading edge of all of the media used in the MFP has toner scatter
LEADING EDGE DOWN	Adjusts how the media is guided past the image transfer belt.	If the leading edge of all of the media used in the MFP has toner missing
HIGH COVERAGE 1	Controls the setting of the yellow dot pattern that is designed to eliminate certain types of banding (47 mm) in high coverage.	To optimize a number of engine parameters for all jobs rather than by media type.

**Table 7. Optimize values**

Settings	Description	When to use
HIGH COVERAGE 2	Controls the setting of the yellow dot pattern that is designed to eliminate certain types of banding (47 mm) in high coverage.	To optimize a number of engine parameters for all jobs rather than by media type.
HIGH COVERAGE 3	Helps with 50 mm to 100 mm bands or cardstock band (37 mm from the trailing edge of 11 x 17 [A3] or 115 mm from the trailing edge of letter [A4] on media that is heavier than 120 g/m <sup>2</sup> ).	To optimize a number of engine parameters for all jobs rather than by media type.
RESTORE OPTIMIZE	Sets all of the optimize values to OFF.	To set all of the optimize values to <b>OFF</b> .

## To change the optimize value

Use this item to optimize a number of engine parameters for all jobs rather than by media type. Each item can be set to **OFF** or **ON**. The default value of each item is **OFF**. Use the **RESTORE OPTIMIZE** option to reset all options to the factory default position (**OFF**).

- **TRANSFER DOWN 1, TRANSFER DOWN 2, TRANSFER UP 1, and TRANSFER UP 2:** These settings control T2 current to correct for media types that show poor secondary transfer when a predefined media type setting is used. Try the **DOWN 1** and **DOWN 2** settings first. This might result in a darker image. If it does not, some medias require that the value is set to **UP 1** or **UP 2**. It is possible to set these **ON** at the same time. If multiple bits are set, the default (all **OFF**) is used. Using smoother media results in better transfer; exceptionally rough media can show problems that will not be addressed by these settings.
- **LEADING EDGE DOWN and LEADING EDGE UP:** Use these settings to compensate for poor transfer, missing toner, discharge marks, and mottled appearance on the leading edge of printed pages. To resolve these issues, try setting **LEADING EDGE DOWN** first; however depending on the media type, you might get better results using **LEADING EDGE UP**. **LEADING EDGE UP** set to **ON** increases the leading edge secondary transfer bias. **LEADING EDGE DOWN** set to **ON** decreases the leading edge secondary transfer bias. If the **UP** and **DOWN** settings are both set to **ON**, they are set to **OFF**.

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### Note

Try the other media type settings first, because this is a universal setting and applies to all pages that are printed, regardless of the selected media type.

- **HIGH COVERAGE 1, HIGH COVERAGE 2, and HIGH COVERAGE 3:** **HIGH COVERAGE 1** and **HIGH COVERAGE 2** control the setting of the yellow dot pattern that is designed to eliminate certain types of banding (47 mm) in high coverage.
  - **HIGH COVERAGE 1:** Yellow dots appear in a 10 x 10 mm pattern for half-speed printing, and an 8 x 8 mm pattern for full-speed printing. The default is **OFF**; when set to **ON**, the yellow dots are off. If the yellow dots are objectionable and the 47 mm band is acceptable (a line or band is visible once at 47 mm from the start and the stop of a strip of color), turn this item **ON**. Otherwise, leave this item **OFF**.
  - **HIGH COVERAGE 2:** Yellow dots appear in an 8 x 8 mm pattern for full-speed printing, and 10 x 10 mm for half-speed printing. The default is **OFF**; when set to **ON**, the yellow dots are in an 8 x 8 mm pattern for half- and full-speed printing. If a line recurs every 47 mm from the start of a strip in half-speed printing modes, turn this item **ON**. Otherwise, leave this item **OFF**.
- High coverage 3 helps with 50 mm to 100 mm bands or cardstock band (37 mm from the trailing edge of 11 x 17 [A3] or 115 mm from the trailing edge of letter [A4] on media that is heavier than 120 g/m<sup>2</sup>)
- **HIGH COVERAGE 3:** This changes the OPC ITB speed mismatch (101.5% [**OFF**] to 102% [**ON**]). The default is **OFF**. If a line or band recurs at 50 or 100 mm intervals (37 mm from the trailing edge of 11 x 17 [A3] and 115 mm from the trailing edge of letter [A4] on media heavier than 120 g/m<sup>2</sup>), turn this item **ON** for half-speed media types. Do *not* change this setting to **ON** unless the bands are very objectionable. If you do this 47 mm banding might increase.

## Storing media

Follow these guidelines when stacking and storing print media:

- Keep media in its packaging, unopened, until it is to be used.
- *Do not* store cartons or reams directly on the floor. Place cartons on a pallet or on shelves.
- *Do not* store individual reams in a manner that will result in curling or warping.
- Rewrap partially used packages of media before storing them.
- *Do not* place anything on top of the media, regardless of whether the paper is packaged or unpackaged.
- Store envelopes in a protective box to avoid damaging the envelope edges.
- Keep stored media away from extremes in temperature and humidity.
- *Do not* stack more than six cartons on top of each other.
- Stack each carton squarely on top of the one underneath.
- Stack each carton upright.
- *Do not* store printed documents in vinyl folders (which can contain plasticizers) and do not expose the documents to petroleum-based solvents.

## Environmental considerations

For best performance, store and use media at 20°C to 24°C (68°F to 75°F), with a relative humidity of 45% to 55%. When media is used in an environment outside those temperature and humidity ranges, follow these guidelines:

- Keep media in its packaging, unopened, until it is to be used. If media will not be used for a significant length of time, replace it in its packaging. If media is left unwrapped or in the MFP input tray, extreme changes in the environment will cause the media to assume unwanted characteristics.
- In the case of extreme humidity, keep paper and envelopes tightly wrapped in plastic.

If a significant temperature difference occurs between the media storage area and the MFP's operating environment, allow the media time to adjust to the temperature in the MFP's operating environment before unwrapping it. The greater the temperature difference and the larger the amount of media to acclimate, the longer this time period should be. Allow one day for every 10°C (20°F) difference in temperature between the storage environment and the printing environment.

## Media-related copy-quality and print-quality issues

The table lists copy-quality and print-quality issues that might be related to the media that is used. If you encounter a copy-quality or print-quality problem that is not listed here, or the recommended actions do not solve the problem, see [“Solving output-quality problems” on page 317](#).

**Table 8. Media-related copy- and print-quality issues**

Issue	Recommended action
Marks on the edge of the media	<p>This can be caused by certain thin, rough media, and some coated (glossy or very smooth) media effects. The marks can be dark or light.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Keep media in its packaging, unopened, until use.</li><li>● Make sure that the media type uses the proper print mode (see <a href="#">“Print modes” on page 189</a>).</li></ul>
Uneven color coverage	<p>This can be caused by rough media or by using the wrong media type.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Make sure that the correct type is set. If in doubt, use the type for a heavier media (see <a href="#">“Determining media type” on page 179</a>).</li><li>● If the issue persists, it might be necessary to adjust the transfer rate (see <a href="#">“Optimize” on page 192</a>).</li></ul>
Missing toner	<p>This usually occurs because the wrong type is set for the media.</p> <ul style="list-style-type: none"><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Keep media in its packaging, unopened, until it is to be used.</li><li>● If the issue persists, it might be necessary to adjust the transfer rate (see <a href="#">“Optimize” on page 192</a>).</li></ul>
Media blisters	<p>Moisture trapped under the coating of coated media can expand and distort the media when it passes through the fuser.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Keep media in its packaging, unopened, until use.</li></ul>
Marks across the page	<p>These marks are generally more prevalent in dark colors in high-density areas. This can occur in extremely dry conditions.</p> <ul style="list-style-type: none"><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Keep media in its packaging, unopened, until use.</li></ul>
Toner blisters	<p>Toner is not adhering correctly to the media.</p> <ul style="list-style-type: none"><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Make sure that the media type uses the proper print mode (see <a href="#">“Print modes” on page 189</a>).</li></ul>

**Table 8. Media-related copy- and print-quality issues**

Issue	Recommended action
Toner on the back of the page	<p>This can occur under these conditions:</p> <ul style="list-style-type: none"><li>● Prepunched paper is being used, and the toner has leaked through the holes. Make sure that the toner coverage on the page does not overlap the prepunched holes.</li><li>● An incorrect custom size is set for the media. Measure the media and set the size at the control panel (see <a href="#">“Setting media size and type” on page 164</a>).</li><li>● After a jam, toner from the jammed media might have remained in the MFP. Print a few more pages in order to remove the excess toner.</li></ul>
Smearred toner	<p>This occurs because the wrong type is set for the media or because the inks used on a preprinted form melt under the temperature of the fuser.</p> <ul style="list-style-type: none"><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Make sure that the media and inks used on preprinted forms used in this MFP can withstand temperatures as high as 200°C (392°F), the maximum temperature for the MFP.</li></ul>
Excessive curl	<p>Note that heavy toner coverage can cause a page to curl. The curl will relax after a few minutes. In humid conditions, the curl might require up to 60 minutes to relax completely. If the curl does not relax after this amount of time, make sure that you are using media that is supported by the MFP (see <a href="#">“Supported types of media” on page 172</a>).</p>
White lines or scratches	<p>The media is heavier than the type set for it, or the media is rough.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Print the media to the left bin.</li><li>● If problem persists, see <a href="#">“Solving output-quality problems” on page 317</a>.</li></ul>
Multiple sheets feed through the MFP	<p>Sheets of coated media can occasionally adhere to each other, causing more than one sheet to feed through the MFP. This can also occur if the input tray is loaded past its maximum capacity.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Keep media in its packaging, unopened, until use.</li><li>● Make sure that the input tray is not loaded past its maximum capacity (see <a href="#">“Loading input trays” on page 19</a>).</li><li>● Fan the media to separate the individual sheets.</li><li>● Make sure that you do not mix different media sizes or types in a tray.</li></ul>

**Table 8. Media-related copy- and print-quality issues**

Issue	Recommended action
Jams	<p>Media-related jams can occur if unsupported media is used in the MFP, or if the media has been damaged before use.</p> <ul style="list-style-type: none"><li>● Use media that the MFP supports (see <a href="#">“Supported types of media” on page 172</a>).</li><li>● Keep media in its packaging, unopened, until it is to be used.</li><li>● Do not load media that is bent, wrinkled, torn, or damaged.</li><li>● See <a href="#">“Clearing jams” on page 257</a>.</li></ul>
Error messages	<p>The error message on the MFP’s control panel indicates a discrepancy in the media settings.</p> <ul style="list-style-type: none"><li>● Make sure that the correct type is set (see <a href="#">“Determining media type” on page 179</a>).</li><li>● Make sure that the media guides in the input tray are touching the edges of the stack of media. If you are using custom-size media, make sure that the media size is set correctly at the control panel (see <a href="#">“Setting media size and type” on page 164</a>).</li><li>● For more information about error messages, see <a href="#">“Understanding MFP messages” on page 291</a>.</li></ul>

# 9 Managing and maintaining

This chapter contains information about the following topics.

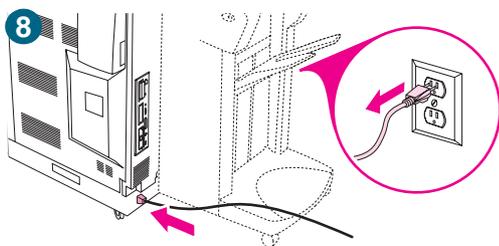
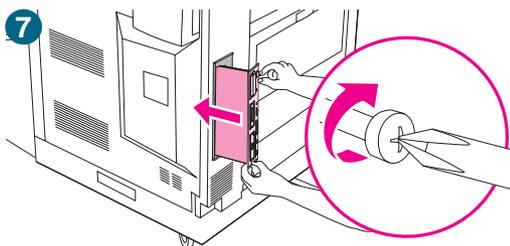
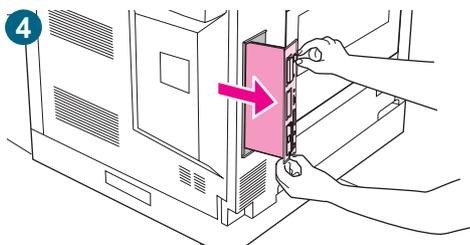
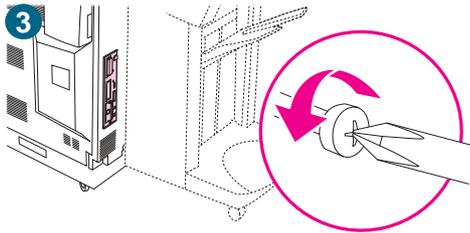
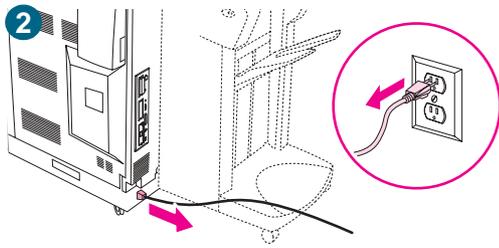
Topic	Task and expanding	Page
Managing the MFP	Using the MFP memory	page 200
	Using HP Toolbox	page 204
	Using the embedded Web server	page 207
	Managing supplies	page 210
	Installing firmware updates	page 242
	Relocating the MFP	page 253
Managing supplies	Checking supplies levels	page 210
	Ordering supplies	page 212
	Replacing and recycling the supplies	page 213
	Replacing the print cartridges	page 215
	Replacing the image drums	page 218
	Replacing the image transfer kit	page 222
	Replacing the image cleaning kit	page 228
	Replacing the image fuser kit	page 232
Cleaning the MFP	Cleaning the ADF	page 234
	Cleaning the post charger	page 238
	Cleaning the fuser input	page 240
Managing and configuring printer drivers	Using the HP Web Jetadmin software plug-in	page 252
	Using the customization utility	page 252

## Using the MFP memory

The MFP has two, 200-pin DDR DIMM slots. One slot contains a standard 512 MB DIMM and the other slot is open. The MFP only recognizes the standard 512 MB DIMM and the open DIMM slot should remain open because memory expansion is *not* required. The MFP will ignore added memory.

The MFP also has three Flash Memory slots. One slot contains a Flash Memory card that contains the MFP firmware. The two available Flash Memory slots provide expansion capability for fonts and additional software programs.

For ordering information, see “[Information from the MFP](#)” on page 363, or go to [www.hp.com/support/](http://www.hp.com/support/).



## To install Flash Memory cards

- 1 If you have not already done so, print a configuration page to find out how much memory is installed in the MFP before adding more memory. (Press **22** on the numeric keypad when the MFP is idle.)
- 2 Turn the MFP off and disconnect the power cord from the outlet.
- 3 Remove the eight screws on the back of the MFP formatter board.
- 4 Grasp the handle and pull the formatter board out of the MFP. Place it on a flat, nonconductive surface.
- 5 Remove the Flash Memory card from the antistatic package. Hold the Flash Memory card with your fingers against the side edges of the card and your thumbs against the back edge. Align the notches on the Flash Memory card with the Flash Memory card slot.
- 6 Press the Flash Memory card straight in the slot (press firmly).
- 7 Holding the black tab near the top, slide the formatter board back into the MFP and tighten the eight screws.
- 8 Plug the power cord into the wall, and turn on the MFP.

## Checking memory installation

Follow this procedure to verify that Flash Memory cards are installed correctly:

- 1 Make sure that **READY** appears on the MFP control-panel display when the MFP is turned on. If an error message appears, a Flash Memory card might have been incorrectly installed.
- 2 Print a configuration page. See [“Checking the MFP configuration” on page 344](#) for instructions to print a configuration page.
- 3 Check the memory section on the configuration page and compare it to the configuration page that you printed before installing the Flash Memory card. If the amount of memory has not increased, one of the following situations might have occurred:
  - The Flash Memory card might not be installed correctly. Repeat the installation procedure.
  - The Flash Memory card might be defective. Try a new Flash Memory card, or try installing the Flash Memory card in a different slot.

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### Note

If you installed a printer language (personality), check the Installed Personalities and Options section on the configuration page. This area should list the new printer language.

## To remove or replace EIO cards or mass storage

The MFP has three EIO slots that contain the following EIO cards:

- hard disk drive
- copy connect card
- ethernet network card

### Note

The copy connect card and the hard disk drive are required for MFP copy functionality. The ethernet network card can be replaced a different EIO card if desired.

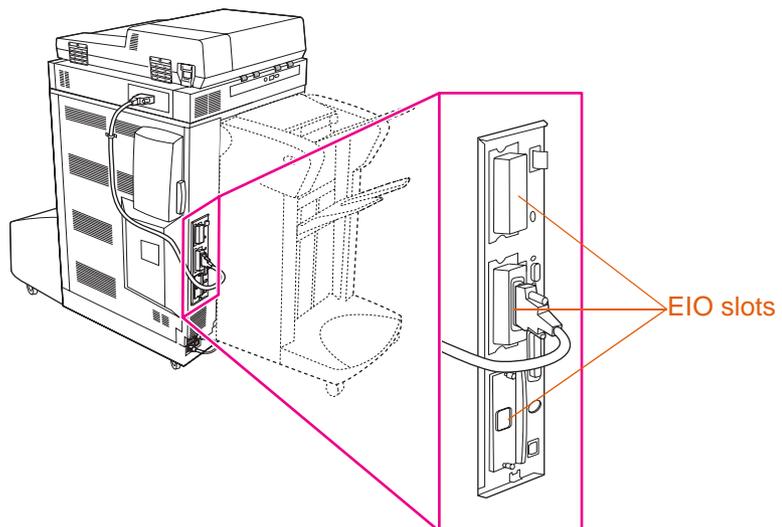
Follow this procedure to remove or replace an EIO card or a mass storage device:

- 1 Turn off the MFP and remove the power cord before removing the EIO cards or mass storage device.

### CAUTION

Wait for the MFP cooling fans to stop before removing the power cord (you might have to wait as long as 30 minutes).

- 2 Use the following graphic to locate the slots for the EIO cards or mass storage device, such as a hard disk.



- 3 Loosen the retaining screws, remove the existing EIO card, and then replace it with the EIO card that you want.

### Note

If the hard disk is locked, use the key to unlock it.

- 4 Tighten the retaining screws.
- 5 Plug the power cord into the outlet.
- 6 Turn the MFP on.
- 7 After the installation is complete, print a configuration page. (See [“Checking the MFP configuration” on page 344](#) to print a configuration page.)
- 8 Use HP Web Jetadmin to manage fonts on a mass storage device; use HP LaserJet Utility on a Macintosh computer.
- 9 Use HP Web Jetadmin to configure and manage a network EIO card.

# Using HP Toolbox

The HP Toolbox is a Web-based software program that you can use for the following tasks:

- check the printer status
- print internal printer-information pages
- receive pop-up status messages

You can view the HP Toolbox when the printer is directly connected to your computer. If the printer is connected to a network, use **Custom Installer**. The HP Toolbox software is automatically installed as part of the typical software installation.

---

## Note

You do not have to have Internet access to open and use the HP Toolbox. However, if you click a link in the **Other Links** area, you must have Internet access to go to the site that is associated with the link.

---

## Supported operating systems

HP Toolbox is supported for the following operating systems:

- Windows 98, 2000, Me, Server 2003, and XP
- Mac OS 10.2 or later

## Supported browsers

To use the HP Toolbox, you must have one of the following browsers:

- Microsoft Internet Explorer 5.5 or later (Internet Explorer 5.2 or later for Macintosh)
- Netscape Navigator 7.0 or later (Netscape Navigator 7.0 or later for Macintosh)
- Opera Software ASA Opera 6.05 and 7.0 for Windows
- Safari 1.0 software for Macintosh

All HP Toolbox pages can be printed from the browser.

## To view HP Toolbox

On the **Start** menu, select **Programs**, select **HP color LaserJet 9500mfp**, and then select **HP LaserJet toolbox**.

---

## Note

You can also view the HP Toolbox by clicking the system tray icon or the desktop icon.

The HP Toolbox opens in a Web browser. After you open the URL, you can bookmark it so that you can return to it quickly in the future.

---

## HP Toolbox sections

The HP Toolbox software contains the following sections:

- **Status** tab
- **Alerts** tab
- **Device Settings** button

## Other links

Each page in the HP Toolbox contains links to the HP Web site for the following information:

- Product registration
- Product support
- Supplies ordering
- HP Instant Support™

You must have Internet access to use any of these links. If you use a dial-up connection and did not connect when you first opened the HP Toolbox, you must connect before you can visit these Web sites.

## Status tab

The **Status** tab has links to the following main pages:

- **Device Status.** View printer status information. This page indicates printer conditions such as a paper jam or an empty tray. Use the virtual control panel buttons on this page to change printer settings. After you correct a problem with the printer, click the **Refresh** button to update the device status.
- **Supplies Status.** View detailed supplies status such as the percentage of toner remaining in the print cartridges and the number of pages that are printed with the current print cartridges. This page also has links to order supplies and to find recycling information.
- **Print Info Pages.** Print the configuration page and various other information pages that are available for the printer, such as the **Supplies Status** page, the **Demo** page, and the **Menu Map**.

## Alerts tab

Use the **Alerts** tab to configure the printer to automatically notify you of printer alerts. The **Alerts** tab has links to the following main pages:

- **Set up status alerts**
- **Administrative settings**

On the **Set up status alerts** page, you can turn alerts on or off, specify when the printer should send an alert, and select from two different types of alerts:

- a pop-up message
- a task-bar icon

Click **Apply** to activate the settings.

On the **Administrative settings** page, you can set the frequency of how often the HP Toolbox checks for printer alerts. Three settings are available:

- **Less often:** every 15,000 milliseconds
- **Normal:** every 8,000 milliseconds
- **More often:** every 4,000 milliseconds

If you want to reduce network I/O traffic, reduce the frequency at which the printer checks for alerts.

## Device Settings button

Clicking the **Device Settings** button connects you to the printer embedded Web server. See [“Using the embedded Web server” on page 207](#) for more information.

## HP Toolbox links

The HP Toolbox links at the left of the screen provide links to the following options:

- **Select a device.** Select from all HP Toolbox-enabled devices.
- **View current alerts.** View the current alerts for all of the installed printers. (You must be printing to view current alerts.)
- **Text only page.** View HP Toolbox as a site map that links to text-only pages.

## Using the embedded Web server

Use the embedded Web server to view the status of the MFP and the network and to manage printing functions from your computer instead of from the MFP control panel. With the embedded Web server, you can complete the following tasks:

- view MFP status information
- set the type of media that is loaded in each tray
- determine the remaining life on all supplies and order new ones
- view and change tray configurations
- view and change the MFP control-panel menu configuration
- view and print internal pages
- receive notification of MFP and supplies events
- add or customize links to other Web sites
- select the language in which to show the embedded Web server pages
- view and change network configuration

To use the embedded Web server, you must have Microsoft Internet Explorer 5.01 or later or Netscape 6.2 or later for Windows, Mac OS, and Linux (Linux works with Netscape only). Netscape Navigator 4.7 is required for HP-UX Release 10 and HP-UX Release 11.

The embedded Web server works when the MFP is connected to an IP-based network. The embedded Web server does not support IPX-based MFP connections. You do not have to have Internet access to open and use the embedded Web server. The embedded Web server is automatically available.

When the MFP is directly connected to a computer, the embedded Web server is supported for Windows 95 and later. In order to use the embedded Web server with a direct connection, you must select the Custom installation option when you install the printer driver and select the option to load Printer Status and Alerts. The proxy server is installed as part of the Printer Status and Alerts software.

### To use the embedded Web server

In a supported Web browser on your computer, type the IP address for the MFP. (To find the IP address, print a configuration page. For more information about printing a configuration page, see [“To print information pages” on page 344.](#))

---

#### Note

After you open the URL, you can bookmark it so that you can return to it quickly in the future.

1. The embedded Web server has three tabs that contain settings and information about the MFP: the **Information** tab, the **Settings** tab, and the **Networking** tab. Click the tab that you want to view.
2. See the following sections for more information about each tab.

## Information tab

The Information pages group consists of the following pages.

- **Device Status.** This page shows the MFP status and shows the life remaining in HP supplies, with 0% representing that a supply is empty. The page also shows the type and size of print media that is set for each tray. To change the default settings, click **Change Settings**.
- **Configuration page.** This page shows the same information that appears on the MFP Configuration page.
- **Supplies Status.** This page shows the life remaining in HP supplies, with 0% representing that a supply is empty. This page also provides part numbers for supplies. To order new supplies, click **Order Supplies** in the **Other Links** area on the left side of the window. To visit any Web site, you must have Internet access.
- **Event log.** This page shows a list of all MFP events and errors.
- **Usage page.** This page shows a summary of the number of pages the MFP has printed, grouped by size and type.
- **Device information.** This page also shows the MFP network name, address, and model information. To change these entries, click **Device Information** on the **Settings** tab.
- **Control panel.** Click this button to view the current status of the MFP control panel.

## Settings tab

Use the settings tab allows you to configure the MFP from your computer. The **Settings** tab can be password protected. If this MFP is networked, always consult with the network administrator before changing settings on this tab.

The **Settings** tab contains the following pages.

- **Configure Device.** Configure all MFP settings from this page. This page contains the traditional menus that are used on MFPs that contain a control-panel display. These menus include **Information**, **Paper Handling**, and **Configure Device**.
- **Alerts.** Network only. Set up to receive e-mail alerts for various MFP and supplies events.
- **Email.** Network only. Used in conjunction with the Alerts page to set up incoming and outgoing e-mail.
- **Security.** Set a password that must be typed to gain access to the **Settings** and **Networking** tabs. Enable and disable certain features of the embedded Web server.
- **Other Links.** Add or customize a link to another Web site. This link is shown in the **Other Links** area on all embedded Web server pages. These permanent links always appear in the **Other Links** area: **HP Instant Support™**, **Order Supplies**, and **Product Support**.
- **Device Information.** Name the MFP and assign an asset number to it. Type the name and e-mail address for the primary contact who will receive information about the MFP.
- **Language.** Determine the language in which to show the embedded Web server information.
- **Time Services.** Set the MFP to retrieve the date and time from a network server at regular intervals.

## Networking tab

The network administrator can use this tab to control network-related settings for the MFP when it is connected to an IP-based network. This tab will not appear if the MFP is directly connected to a computer, or if the MFP is connected to a network with anything other than an HP Jetdirect print server card.

## Other links

This section contains links that connect you to the Internet. You must have Internet access in order to use any of these links. If you use a dial-up connection and did not connect when you first opened the embedded Web server, you must connect before you can visit these Web sites. Connecting might require that you close the embedded Web server and reopen it.

- **HP Instant Support™.** Connects you to the HP Web site to help you find solutions. This service analyzes your MFP error log and configuration information to provide diagnostic and support information that is specific to your MFP.
- **Order Supplies.** Click this link to connect to the HP Web site and order genuine HP supplies, such as print cartridges and media.
- **Product Support.** Connects to the support site for the HP Color LaserJet 9500mfp. Then, you can search for help regarding general topics.

# Managing supplies

## Checking supplies levels

You can check the supplies levels by using the MFP control panel, the embedded Web server, HP Web Jetadmin, or the HP Toolbox.

### Using the MFP control panel

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT SUPPLIES STATUS PAGE**.
- 4 See [“Supplies status pages” on page 349](#) for information about the supplies status page.

-OR-

Press the **STATUS** button.

### Using the embedded Web server to view the supplies status page

- 1 In your Web browser, type the IP address for the MFP. This takes you to the MFP status page. The IP address for the MFP appears on the control-panel display.
- 2 On the left side of the screen, click **Supplies Status**. This takes you to the supplies status page, which shows supply-level information. See [“Supplies status pages” on page 349](#) for information about the supplies status page.

See [“Using the embedded Web server” on page 207](#) for more information about using the embedded Web server.

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#### Note

If you want to order supplies, click **Order Supplies**. This opens a browser and connects you to the Internet Enabled Supplies Ordering feature that you can use to purchase supplies online. Select the supplies that you want to order and finish the ordering process.

---

### Using HP Web Jetadmin

In HP Web Jetadmin, select the MFP. The device status page shows toner-level information.

### Using Printer Status and Alerts to view the supplies status page

- 1 Open Printer Status and Alerts in one of these ways:
  - Double-click the Printer Status and Alerts tray icon, which is near the clock in the Tray Manager.
  - On the **Start** menu, point to **Programs**, point to **Printer Status and Alerts**, and click **Printer Status and Alerts**.
- 2 On the left side of the window, select the product for which you want to see information.
- 3 Click the **Supplies Status** icon.

## Life-expectancy of supplies

The following tables list the approximate schedule for replacing supplies and kits, and the part number for each supply or kit. To order supplies, see [“Ordering supplies” on page 212](#).

### Note

Actual life-expectancy can vary significantly based on print coverage, media type, length of print job, and environmental conditions such as temperature and humidity.

The estimated life-expectancy of each supply and kit is based on letter-size or A4-size plain or laser paper.

Supply or kit		Part number	Contents	Estimated life-expectancy
Print cartridges	Black	C8550A	one black print cartridge	25,000 pages*
	Cyan	C8551A	one cyan print cartridge	25,000 pages*
	Yellow	C8552A	one yellow print cartridge	25,000 pages*
	Magenta	C8553A	one magenta print cartridge	25,000 pages*
Image drums	Black	C8560A	one black image drum	40,000 pages**
	Cyan	C8561A	one cyan image drum	40,000 pages**
	Yellow	C8562A	one yellow image drum	40,000 pages**
	Magenta	C8563A	one magenta image drum	40,000 pages**
Image transfer kit		C8555A	nine rollers, one transfer roller one transfer belt, one filter, and one toner wipe	200,000 pages**
Image fuser kit		C8556A	one fuser	100,000 pages**
Image cleaning kit		C8554A	one transfer cleaner, one filter, one toner wipe, and one toner collection bottle	50,000 pages‡

\* Based on approximately 5% coverage per color on letter-size or A4-size paper; usage conditions and print patterns can cause results to vary.

\*\* Usage conditions and print patterns can cause results to vary.

‡ Coverages that are significantly more than or less than 5% might result in a shorter cleaning-kit life.

## Factors that can shorten the life-expectancy of supplies

Several factors can shorten the life of a supply or kit:

- The average job length is fewer than three pages.
- The MFP is turned off and on several times per day.
- The MFP is idle for long periods of time between print or copy jobs.

## Ordering supplies

You can order supplies from HP for the HP Color LaserJet 9500mfp. See the table in “[Life-expectancy of supplies](#)” on page 211 for part numbers and descriptions.

You can order supplies online at [www.hp.com/go/ljsupplies](http://www.hp.com/go/ljsupplies) or through one of the following options.

### Ordering directly through the embedded Web server

In a network environment, use the following steps to order printing supplies directly through the embedded Web server. (See “[Using the embedded Web server](#)” on page 207.)

- 1 In the Web browser, type the IP address for the MFP home page. This takes you to the Device Status page.
- 2 In the **Other Links** section, click **Order Supplies**. A new browser window opens and a privacy agreement appears. If you accept the agreement, the Order Supplies Web site appears.
- 3 Select the part numbers that you want to order and follow the instructions on the screen.

### Ordering through the Internet-Enabled Supplies Ordering Feature

You can order supplies using the Internet-Enabled Supplies Ordering (IESO) feature. Use the URL that most closely corresponds to the geographic location from which you are placing the order:

- North America: [www.hp.com/sbso/product/supplies](http://www.hp.com/sbso/product/supplies)
- Canada: [www.hp.ca/catalog/supplies](http://www.hp.ca/catalog/supplies)
- Europe & Middle East: [www.hp.com/go/supplies](http://www.hp.com/go/supplies)
- Asia Pacific: [www.hp.com/paper](http://www.hp.com/paper)

## Storing supplies

### Storing the print cartridges

Follow these guidelines for storing the print cartridges:

- Do not remove the print cartridge from its package until you are ready to use it.
- Store the cartridge in a horizontal position.

Store the cartridge in a location with a temperature range of 0°C to 35°C (32°F to 95°F) and a relative humidity range of 35% to 85%.

### Storing the image drums

Follow these guidelines for storing the image drums:

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

#### CAUTION

To prevent damage to the image drum, do *not* expose it to light for more than a few minutes.

- Store the drum in a horizontal position.

- Store the drum in a dark, dry location with a temperature range of 0°C to 35°C (32°F to 95°F) and a relative humidity range of 35% to 85%.
- Avoid exposing the drum to magnetic sources.

### Storing the image transfer kit

- Do not remove the image transfer kit from its package until you are ready to use it. Touching the belt can degrade print quality.
- Store the kit in a cool, dry location. Sudden changes in temperature and humidity can cause condensation to form on the belt, which degrades print quality.
- Store the kit in a horizontal position.

## Replacing and recycling the supplies

The following sections contain information about using, replacing, and recycling the supplies.

### Print cartridges

When you use an authentic HP print cartridge, you can obtain the following types of supplies information throughout the cartridge life:

- amount of cartridge life remaining
- estimated number of pages remaining
- number of pages printed
- other supplies information

Authentic HP print cartridges for the HP Color LaserJet 9500mfp have the following part numbers:

Print cartridge	Part number
Black	C8550A
Cyan	C8551A
Yellow	C8552A
Magenta	C8553A

Print cartridge life is directly proportional to the coverage of toner on the page. Each color print cartridge prints approximately 25,000 pages of letter-size or A4-size media at 5% toner coverage (a full page of text), 50,000 pages at 2.5% coverage (a page partially covered with text), and 12,500 pages at 10% coverage (a page with text and graphics).

Hewlett-Packard Company recommends that you place an order for a replacement print cartridge when the ORDER <COLOR> CARTRIDGE message first appears on the control-panel display.

### Non-HP print cartridges

Hewlett-Packard Company cannot recommend the use of non-HP print cartridges, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. Service or repairs required as a result of using a non-Hewlett-Packard print cartridge will *not* be covered under the MFP warranty.

When a non-HP cartridge is installed, the `NON HP SUPPLY INSTALLED` message appears on the MFP control-panel display. You must touch **Ok** to continue printing. The message remains on the control-panel display until all of the non-HP cartridges are replaced with authentic HP cartridges. The non-HP cartridge is unable to report on the status of the print cartridge, such as the amount of cartridge life remaining, the estimated number of pages remaining, the number of pages printed, and other supplies information. The `ORDER <COLOR> CARTRIDGE` and `REPLACE <COLOR> CARTRIDGE` messages are not provided by non-HP cartridges.

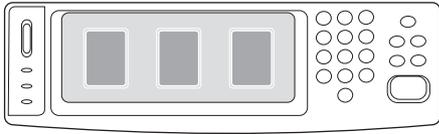
To order print cartridges, see [“Ordering supplies” on page 212](#).

## **Authenticating the print cartridges**

When you insert a print cartridge in the MFP, the MFP informs you if a cartridge is not a genuine HP print cartridge. If you insert a used HP cartridge from another HP product, the MFP might print as many as 40 pages before it identifies the cartridge as a genuine HP cartridge and then reactivates the supply-status features. You can override the `NON HP SUPPLY INSTALLED` message by touching **Ok** on the control-panel display.

If the MFP control-panel message states that this is not a genuine HP print cartridge, and you believe you purchased an HP cartridge, call the HP fraud hotline at (887) 219-3183 (toll-free in North America).

1



## Replacing the print cartridges

The MFP uses four color print cartridges: yellow, magenta, cyan, and black. Use this procedure to install the print cartridges. This example shows the yellow print cartridge being replaced.

- 1 Replace the print cartridge when **REPLACE (COLOR) CARTRIDGE** appears on the control-panel display.
- 2 Open the front doors of the MFP and locate the blue lever that corresponds to the empty cartridge that you are replacing. Turn the lever to the right.
- 3 Pull the empty print cartridge out of the MFP.

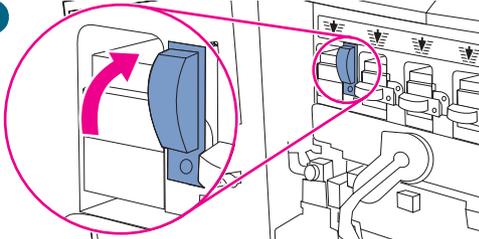
---

### Note

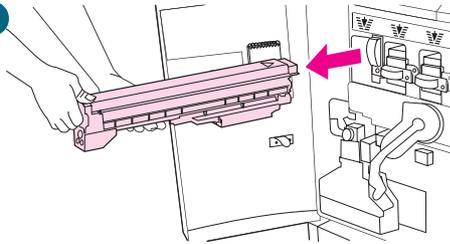
If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into fabric.

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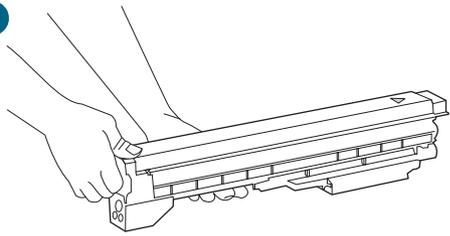
2



3



4



- 4 Remove the new cartridge from its packaging.

---

### Note

You do not need to remove any seals on the cartridge.

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- 5 Align the arrow label on the top of the cartridge with the arrow label above the empty slot. Slide the cartridge into the slot until it clicks.

---

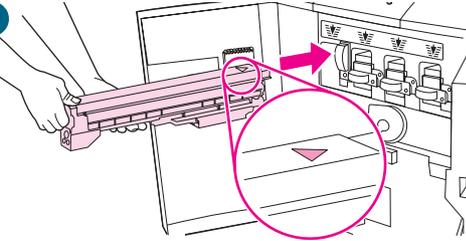
### Note

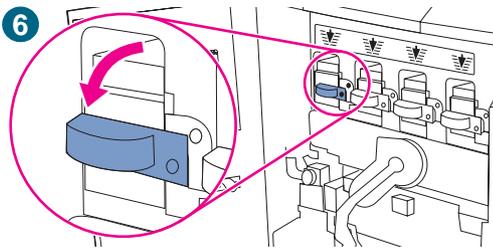
You might detect some resistance before the cartridge clicks into place.

If the cartridge does not fit, make sure that you are installing the correct color in the correct slot.

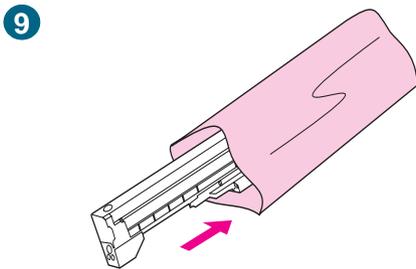
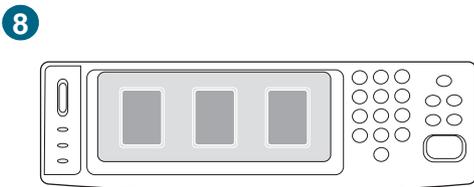
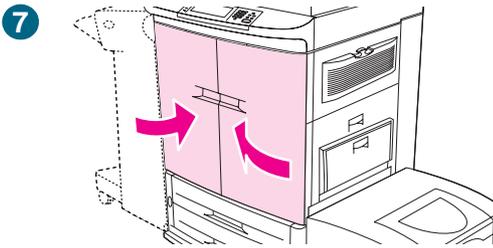
---

5





- 6 Turn the blue lever to the left until it clicks into place.
- 7 Repeat steps 2 through 6 for each cartridge that needs to be replaced, and then close the front doors.
- 8 Make sure that **READY** appears on the control-panel display.
- 9 Pack and seal the used cartridge in the packaging from the new cartridge. For recycling information, see the recycling guide that is included with the new cartridge.



## Using the image drums

Each color image drum prints approximately 40,000 pages of letter-size or A4-size media. When you use a new HP image drum, you can obtain the following types of supply information throughout its life:

- amount of image drum life remaining
- estimated number of pages remaining
- number of pages printed
- other supply information

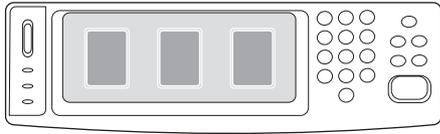
Authentic HP image drums for the HP Color LaserJet 9500mfp have the following part numbers:

Image drum	Part number
Black	C8560A
Cyan	C8561A
Yellow	C8562A
Magenta	C8563A

Hewlett-Packard Company recommends that you place an order for a replacement image drum when the ORDER <COLOR> DRUM message first appears on the control panel.

To order image drums, see [“Ordering supplies” on page 212](#).

1



## Replacing the image drums

There are four color image drums: yellow, magenta, cyan, and black. Use this procedure to install the drums. This example shows the yellow drum being replaced.

- 1 Replace the image drum when REPLACE <COLOR> DRUM appears on the control-panel display.
- 2 Open the front doors of the MFP and swing the large green lever down.

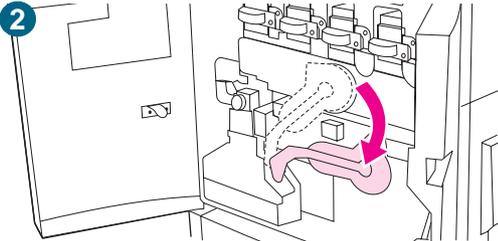
---

### Note

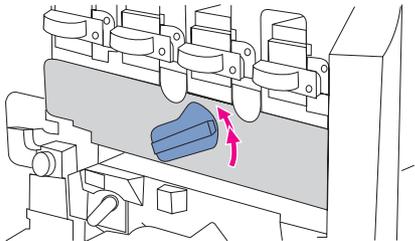
Before beginning this procedure, you might want to remove your jewelry, which can snag on parts inside the MFP.

---

2



3



- 3 Rotate the blue dial up until it clicks, and the image-drum door unlatches.
- 4 Open the door completely.
- 5 Pull the used drum partially out of the MFP. Grasp the blue handle on top of the drum, and then remove the drum.

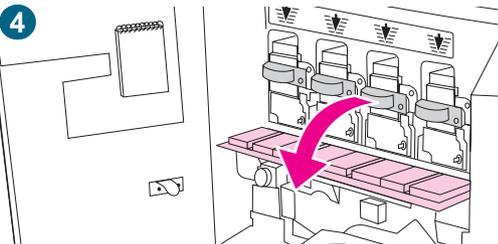
---

### Note

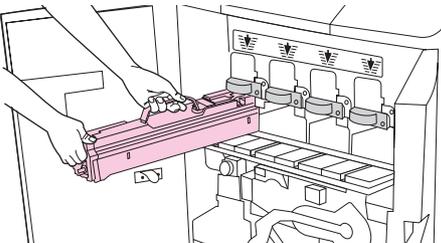
If toner gets on your clothes or your hands, wash them with cold water.

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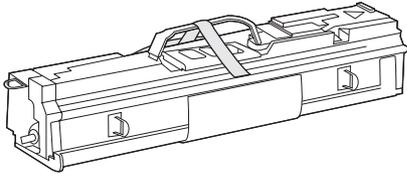
4



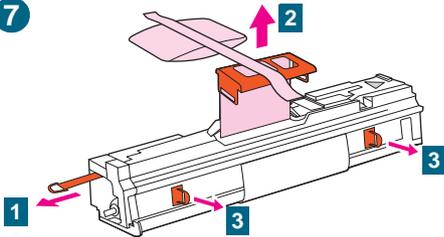
5



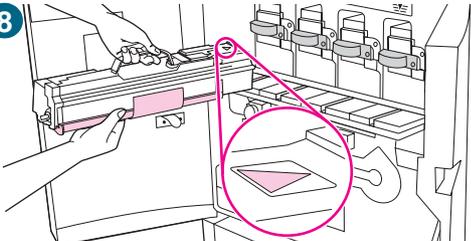
6



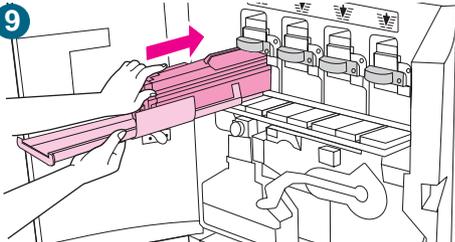
7



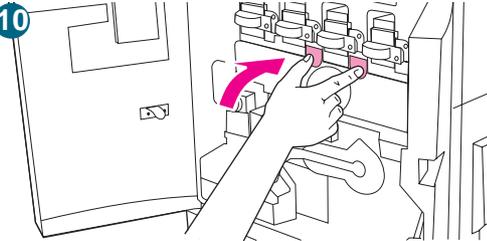
8



9



10



- 6 Remove the new drum from its packaging and save the packaging.

#### CAUTION

Do *not* yet remove the protective slide cover on the underside of the drum unit and do not touch the green component inside the cartridge.

- 7 Place the drum on a level surface. Pull the orange ring on the end to remove the seal (1). Pull the orange strip on top to remove the protective sheet (2). Pull the two orange rings on the side (3).

#### Note

Do *not* shake the drum.

- 8 Make sure that the four blue levers above the door are in the horizontal position. Align the new drum with the empty slot, arrow-end first. Rest the end of the drum flat on the door.

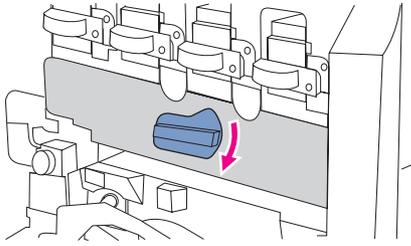
- 9 Hold the gray protective cover in place with one hand and slide the drum into the MFP with the palm of your other hand.

#### Note

If the drum does not fit into the slot, make sure that you are installing the correct color in the correct slot.

- 10 Repeat steps 5 through 9 for each cartridge that needs to be replaced. Close the image-drum door, pressing the tabs at the top of the door until they click into place.

11



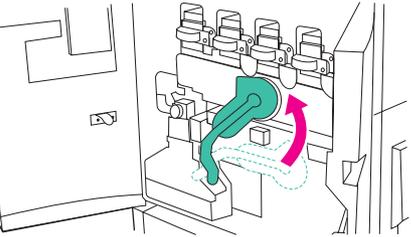
11 Rotate the blue dial down until it stops.

12 Swing the large green lever up. Close the front doors.

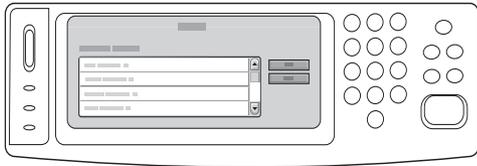
13 READY appears on the control-panel display.

14 Pack and seal the used drum and the protective slide in the packaging from the new drum. For recycling information, see the recycling guide that is included with the new drum.

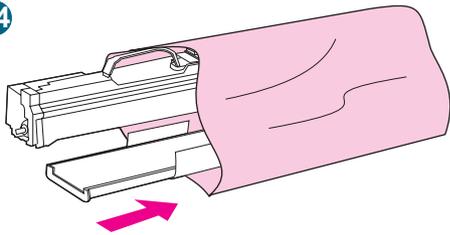
12



13



14



## Image transfer kit

The image transfer kit contains the following parts: the transfer roller, the transfer belt, one filter, one toner wipe, two small tray rollers, and seven large tray rollers.

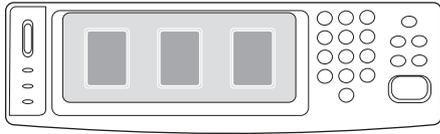
The image transfer kit should be replaced after every 200,000 pages of printing. When the counter reaches 200,000 pages, the MFP stops printing until the kit is replaced and the count is reset at the control panel.

Hewlett-Packard recommends that you place an order for a replacement image transfer kit when the `ORDER TRANSFER KIT` message first appears on the control-panel display.

The part number for the image transfer kit for the HP Color LaserJet 9500mfp is C8555A.

To order an image transfer kit, see [“Ordering supplies” on page 212](#).

1



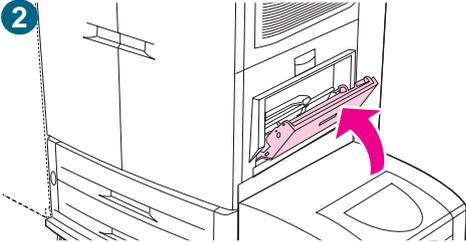
## Replacing the image transfer kit

Use this procedure to install the image transfer kit.

### Note

Remove your jewelry, which can snag on parts inside the MFP.

2



1 Replace the image transfer kit when REPLACE TRANSFER KIT appears on the control-panel display.

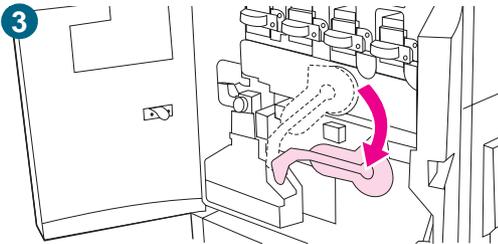
2 If tray 1 is open, remove any paper that is loaded in the tray, and then close the tray.

3 Open the front doors of the MFP, and then swing the large green lever down.

4 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.

5 Open the upper door on the right side of the MFP.

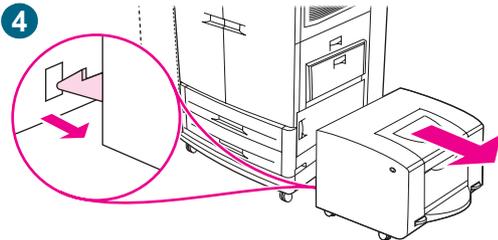
3



### Note

Residual toner might be on the transfer belt; before removing the belt, prepare a paper-covered surface on which to place it. If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hot water sets toner into fabric.

4

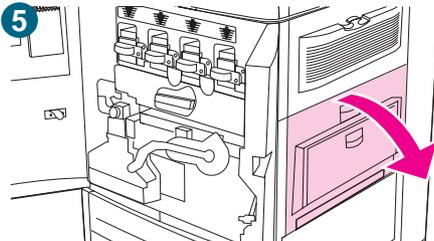


6 Pull the blue handle on the bottom of the belt until the belt stops.

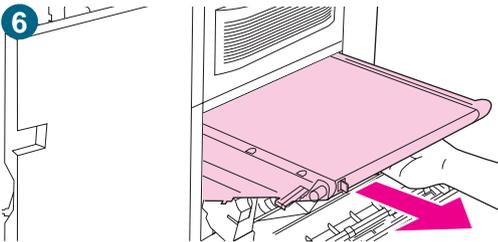
### WARNING!

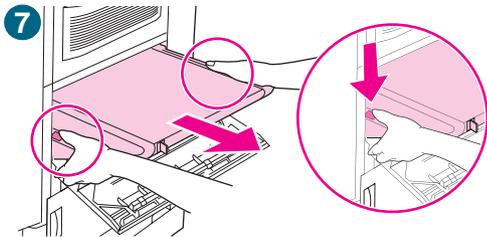
The transfer belt is heavy.

5

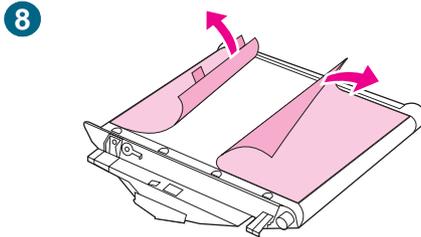


6



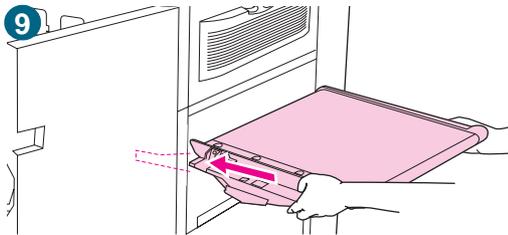


- 7 Grasp both sides of the belt, press the blue levers on each side, and then pull the belt out of the MFP.
- 8 Remove the new belt from its packaging and save the packaging. Gently remove the media from around the transfer belt.



#### CAUTION

Do *not* touch the shiny black surface of the new transfer belt.

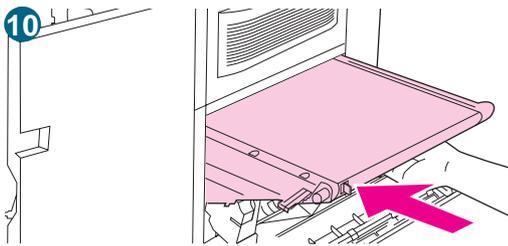


- 9 Grasp both sides of the belt and align the blue arrows on the belt with the blue arrows inside the MFP. Insert the belt halfway into the MFP.

- 10 Move one hand to the front-center of the belt, and then slide the belt completely into the MFP. Close the right door.

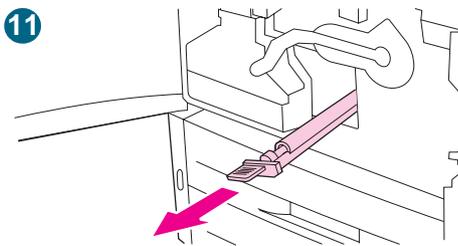
#### Note

If the right door does not close, make sure that the transfer belt is pushed completely into the MFP.



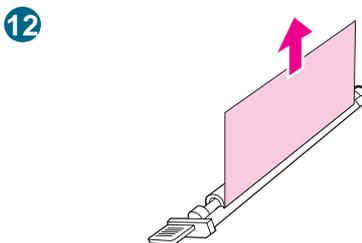
- 11 On the front side of the MFP, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the used roller out of the MFP.

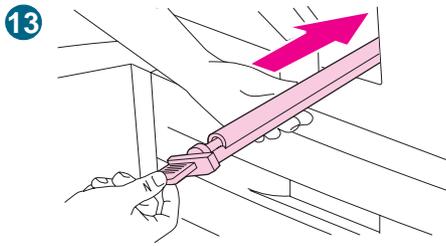
- 12 Unpack the new roller and set it on a clean, flat surface. Carefully remove the protective sheet.



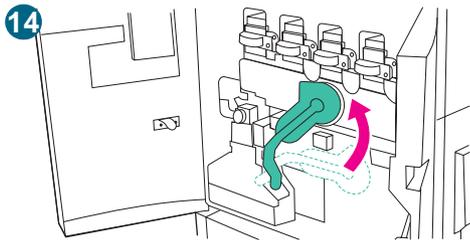
#### CAUTION

Do *not* touch the black foam roller, and be careful not to scratch the underside of the belt as you insert the roller into the MFP.





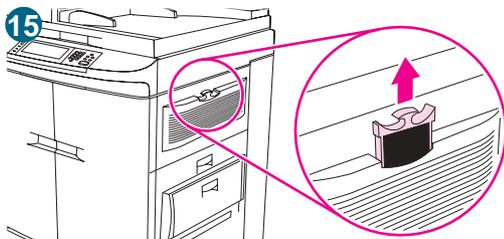
**13** Using one hand to support the underside of the roller, turn the roller to a 45° angle and align the roller with the slot. Slide the roller into the slot until it stops completely.



**14** Swing the green lever up. Close all of the doors.

**Note**

If the lever does not move freely, make sure that the transfer roller and the transfer belt are pushed into the MFP completely.

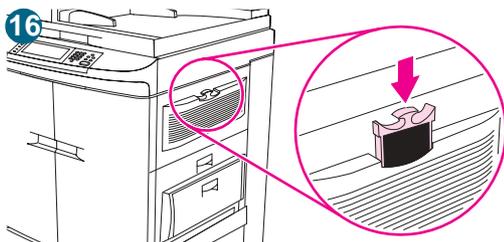


**15** On the right side of the MFP, pull the blue tab to remove the old filter from the slot.

**16** Remove the new filter from its packaging and insert the filter into the slot.

**Note**

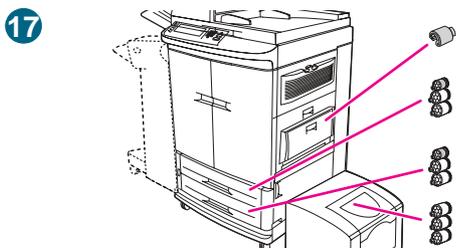
Do not print without a filter installed.



**17** Remove the new tray rollers from their packaging. Avoid touching the rubber surface of the rollers.

**Note**

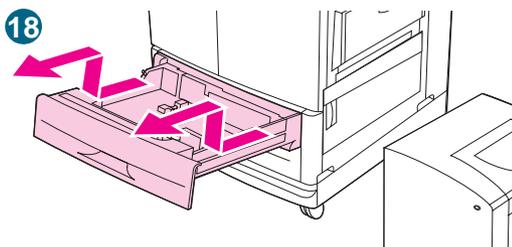
Replace all of the rollers in a tray at the same time.

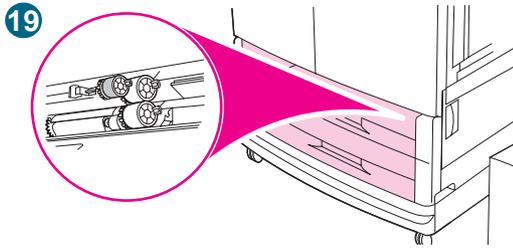


**18** Pull tray 2 out of the MFP until it stops. Lift it up slightly and pull it out. Remove tray 3, noting which tray belongs in which position.

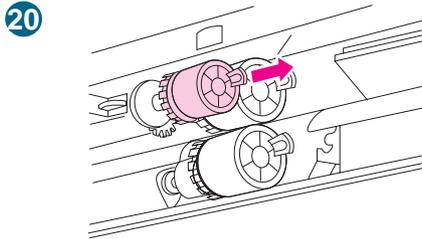
**Note**

Do not move the blue switch at the left rear of the tray. It is not necessary to unload the paper from the tray.



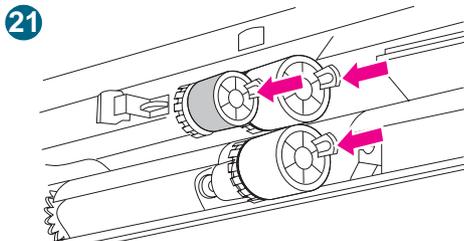


- 19 In tray 3, locate the small roller and two large rollers to the right inside the opening.
- 20 Pinch the plastic tab on the end of each roller to remove the roller. Remove all three rollers.
- 21 Grasp each new roller by both sides and slide it onto the corresponding rod until the roller clicks into place. Replace the tray 2 rollers by using steps 18 through 20.

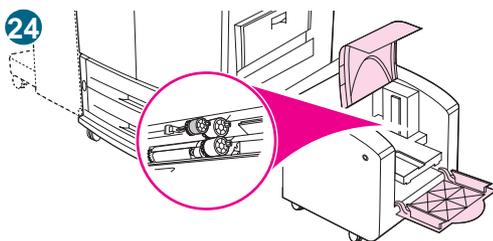
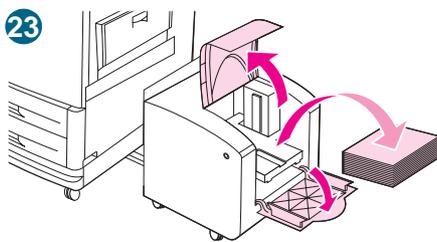
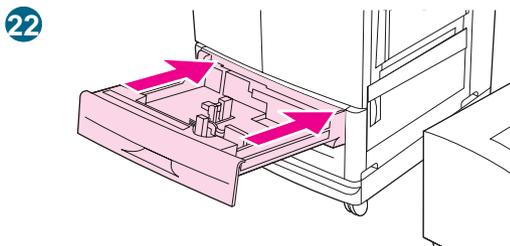


#### Note

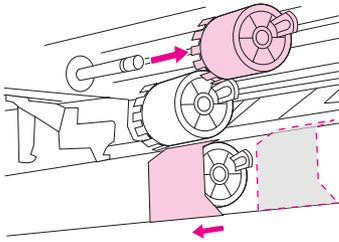
Make sure that the small roller is to the left in both trays.



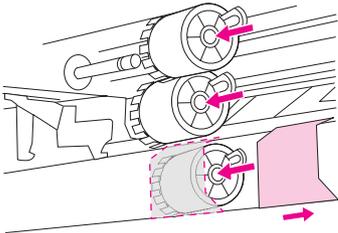
- 22 Align tray 2 with the rails inside the MFP, and then slide the tray into the MFP. Align tray 3 with the rails inside the MFP, and then slide the tray into the MFP.
- 23 Remove all of the media from the 2,000-sheet side input tray (tray 4).
- 24 Locate the three large rollers inside the opening.



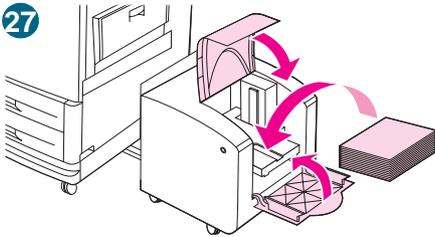
25



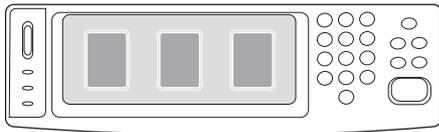
26



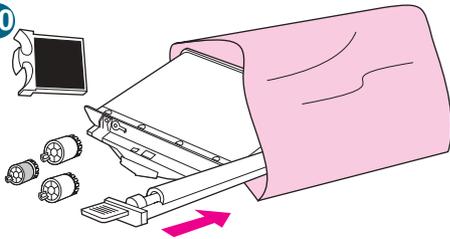
27



28



30



- 25 Pinch the release tab on the left roller and pull the roller off of the rod. Remove the roller on the right side. Slide the blue cover to the left, and then remove the bottom roller.
- 26 Grasp both sides of the new bottom roller and slide it onto the rod until it clicks into place. Install the roller on the right side, and then install the left roller. Slide the blue cover to the right.
- 27 Replace the media in the 2,000-sheet side input tray (tray 4), making sure that the guides fit snugly against the media, and then slide the tray toward the MFP. The two plastic hooks on the tray lock into the pedestal.
- 28 If **NEW TRANSFER KIT** appears on the control-panel display, touch **Yes**. The kit life-count is automatically reset.
- 29 If **NEW TRANSFER KIT** does not appear, press the **MENU** button to open the menus. Scroll to **CONFIGURE DEVICE**, to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW TRANSFER KIT**, and then touch **Yes** to reset the count.

---

#### Note

If you select **NO** or do not make a selection, the MFP remains offline until you replace the kit and select **Yes**.

---

- 30 Place the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image transfer kit.

## Image cleaning kit

The image cleaning kit contains one transfer cleaner, one filter, one toner wipe, and one toner collection bottle.

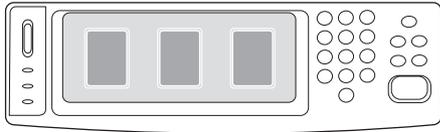
The entire image cleaning kit will usually be replaced after about 50,000 pages of printing. The cleaning kit might need to be replaced earlier than 50,000 pages if you are printing significantly more or less than 5% toner coverage per color per page.

Hewlett-Packard Company recommends that you place an order for a replacement cleaning kit when `ORDER CLEANING KIT` first appears on the control-panel display. To obtain maximum usage of the image cleaning kit, do not replace it until the message `REPLACE CLEANING KIT` appears on the control-panel display.

The part number for the cleaning kit for the HP Color LaserJet 9500mfp is C8554A.

To order an image cleaning kit, see [“Ordering supplies” on page 212](#).

1

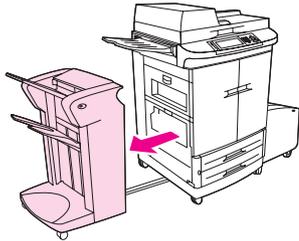


## Replacing the image cleaning kit

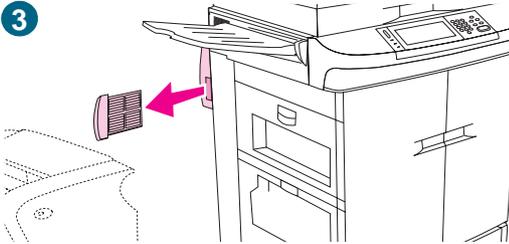
Use this procedure to install the image cleaning kit.

- 1 Replace the cleaning kit when REPLACE CLEANING KIT appears on the control-panel display.
- 2 Remove the new parts from the packaging and save the packaging. If a finishing device is installed on the left side of the MFP, pull it away from the MFP.
- 3 On the left side of the MFP, use the blue tab on the rear edge of the MFP to pull the filter out of the slot.
- 4 Remove the new filter from its packaging and insert the filter into the slot.

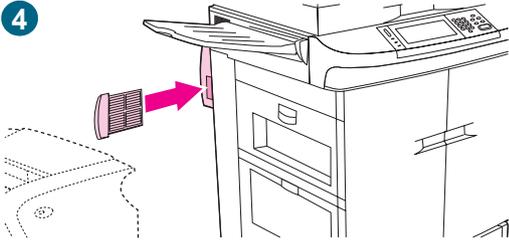
2



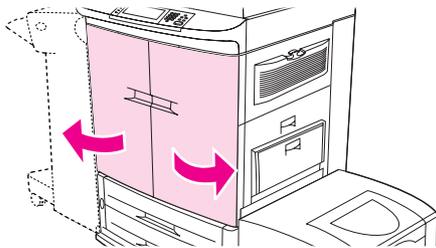
3



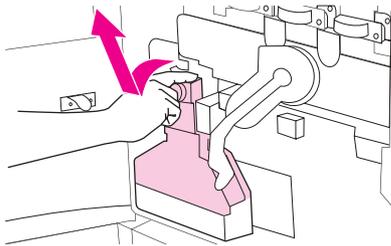
4



5



6



---

### Note

Do not print without a filter installed.

---

- 5 Open the front doors.
- 6 Grasp the clear top of the toner collection bottle and pull the bottle toward you, up, and out of the holder. Set the bottle aside for recycling.

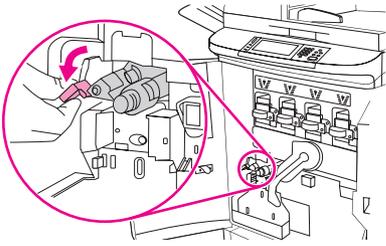
---

### Note

If toner gets on your clothes or hands, wash them with cold water.

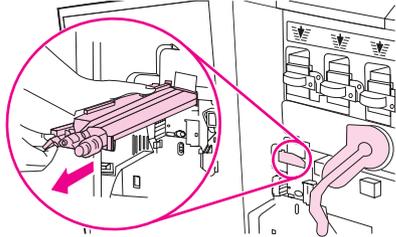
---

7



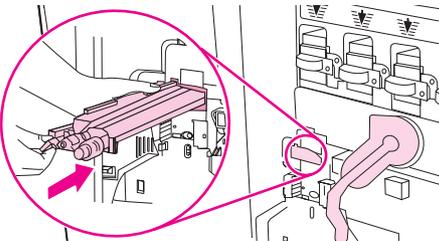
7 Rotate the blue transfer cleaner handle to the left and then down.

8



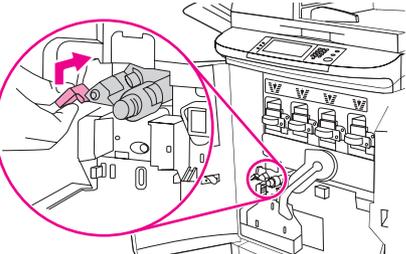
8 Use the blue handle to pull the cleaner out of the MFP.

9



9 Align the guide on the top of the new cleaner with the notch in the MFP. Make sure that the green lever is in the up position. Firmly insert the cleaner into the MFP until it clicks to a stop.

10

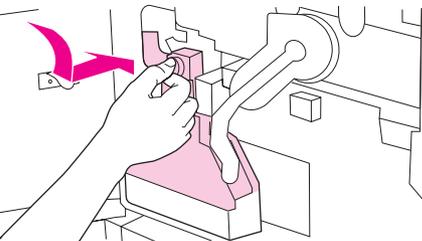


10 Firmly rotate the blue transfer cleaner handle up and to the right until it *snaps into place*.

**Note**

If the handle does not snap into place, make sure that the transfer cleaner is pushed all the way in.

11

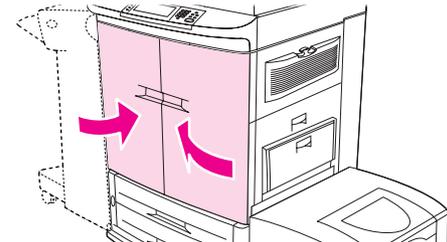


11 Slide the new toner collection bottle down and snap it into place against the MFP.

**Note**

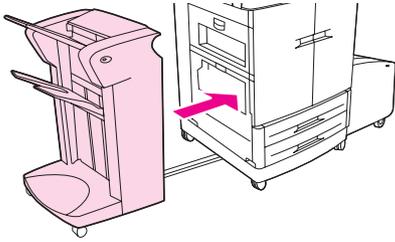
If the bottle does not snap into place, make sure that the blue transfer cleaner handle and the green lever are in the up position.

12



12 Close the front doors.

13



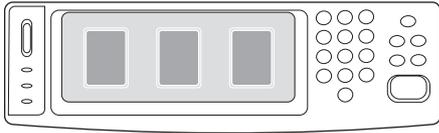
13 Reattach the finishing device.

14 Do one of the following:

If **NEW CLEANING KIT** appears on the control-panel display, touch **YES**. The kit life count is automatically reset.

If **NEW CLEANING KIT** does not appear, press the **MENU** button. Scroll to **CONFIGURE DEVICE**, to **RESETS**, and then to **RESET SUPPLIES**. Scroll to **NEW CLEANING KIT**, and then touch **YES** to reset the count.

14



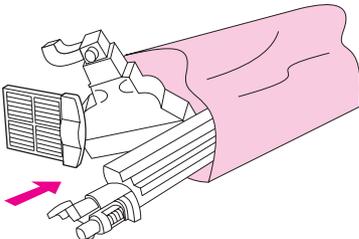
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**Note**

If you select **No** or do not make a selection, and the cleaning kit is at maximum life, the MFP remains offline until you replace the kit and select **YES**.

---

15



15 Pack and seal the used parts in the packaging from the new ones. For recycling information, see the recycling guide that is included with the new image cleaning kit.

## Image fuser kit

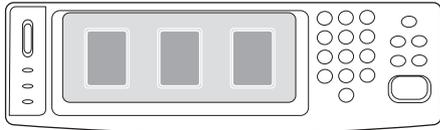
The image fuser kit should be replaced after every 100,000 pages of printing. When the counter reaches 100,000 pages, the MFP stops printing until the kit is replaced and the count is reset at the control panel.

Hewlett-Packard Company recommends that you place an order for a replacement image fuser kit when the `ORDER FUSER KIT` message first appears on the control-panel display.

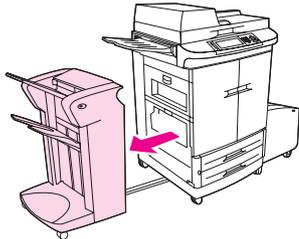
The part number for the image fuser kit for the HP Color LaserJet 9500mfp is C8556A.

To order an image fuser kit, see [“Ordering supplies” on page 212](#).

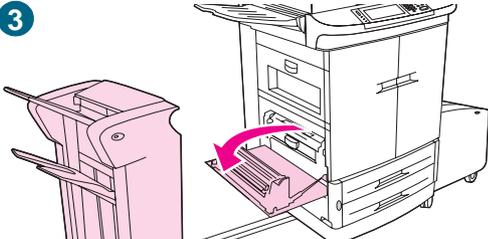
1



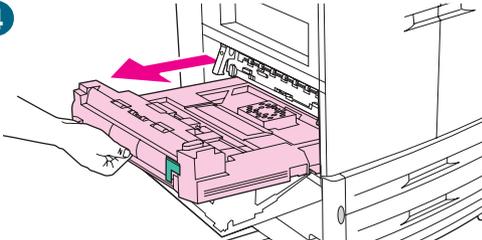
2



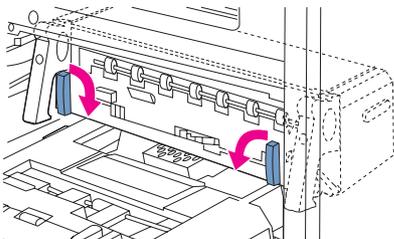
3



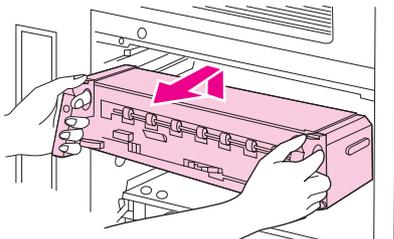
4



5



6



## Replacing the image fuser kit

This image fuser kit contains one fuser.

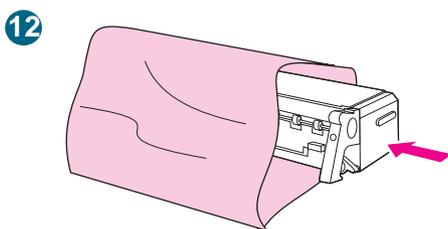
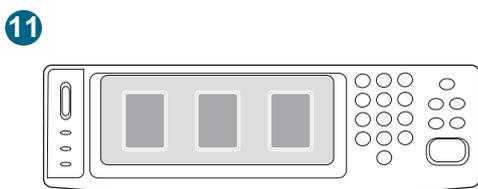
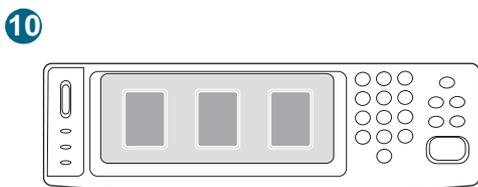
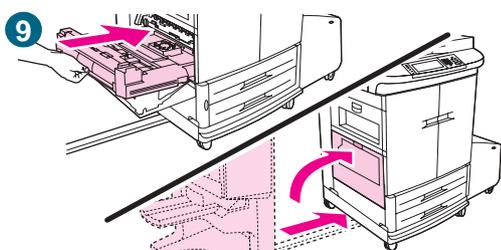
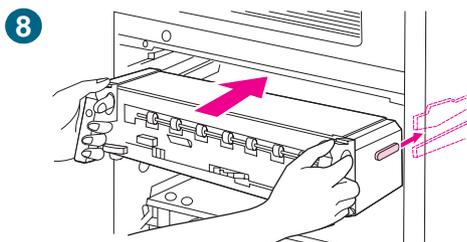
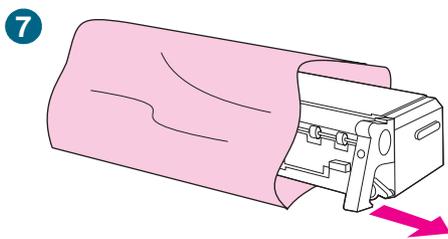
- 1 Replace the image fuser when **REPLACE FUSER KIT** appears on the control-panel display.
- 2 On the left side of the MFP, move the finishing device away from the MFP.
- 3 Open the lower door on the left side of the MFP.
- 4 If the duplexer is installed, push down the green duplexer-release tab. Grasp the center handle and pull the duplexer out until it stops. It is not necessary to completely remove the duplexer.
- 5 Rotate each blue fuser lever inward until it is in the horizontal position, making sure not to pinch your fingers when the levers are released.
- 6 Using the black fuser handles, pull the fuser partially out of the MFP. Grip the handles firmly and pull the fuser out until it stops. Then lift the fuser out of the MFP.

---

### WARNING!

The fuser is heavy and might be hot.

---



- 7 Remove the new fuser from its packaging.
- 8 Align the fuser with the black guide-rails inside the MFP. Pushing against both ends of the fuser, slide it completely into the MFP. Rotate the blue levers outward until they click into place.
- 9 Slide the duplexer into the MFP until it clicks into place. Close the left door. Reattach any previously removed finishing device.

#### Note

If the door does not close, make sure that the blue fuser levers are in the vertical position.

- 10 If **NEW FUSER KIT** appears on the control-panel display, touch **Yes** and then touch **Ok**. The kit life-count is automatically reset.
- 11 If **NEW FUSER KIT** does not appear, press the **MENU** button to open the menus. Touch **CONFIGURE DEVICE**, **RESETS**, and then **RESET SUPPLIES**. Scroll to **NEW FUSER KIT**, and then touch **Yes** to reset the count.

#### Note

If you select **No** or do not make a selection, the MFP remains offline until you replace the kit and select **Yes**.

- 12 Place the used fuser in the packaging from the new fuser. For recycling information, see the recycling guide that is included with the new fuser kit.

## Cleaning procedures

Some print-quality and copy-quality problems can be resolved by cleaning certain MFP components rather than replacing an MFP part.

### Cleaning the ADF

Clean the ADF only if it is visibly marked or dirty, or if you are experiencing a decrease in copy quality (such as streaking).

#### To clean the glass

- Clean the glass only if dirt is visible, or if you see poor copy quality (such as streaking).
- Clean the glass surface by wiping it gently with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.

---

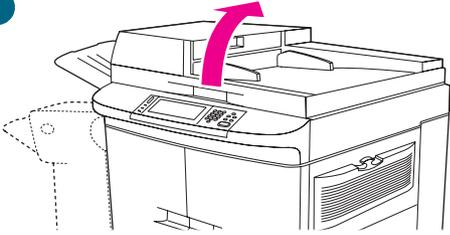
#### CAUTION

Do *not* pour or spray liquids directly onto the glass.

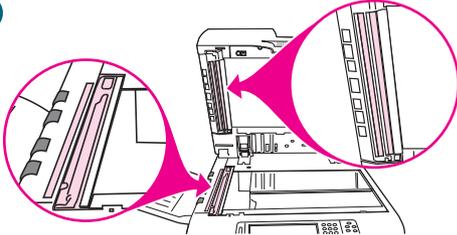
Do *not* press hard on the glass surface. You might break the glass.

---

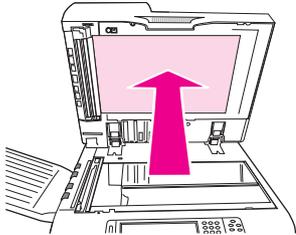
1



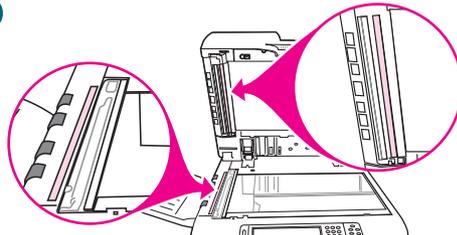
2



4



5



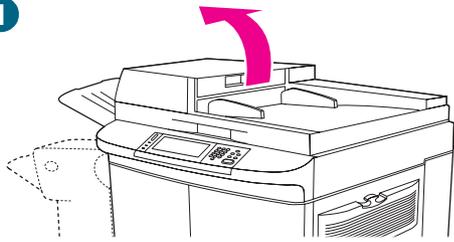
7



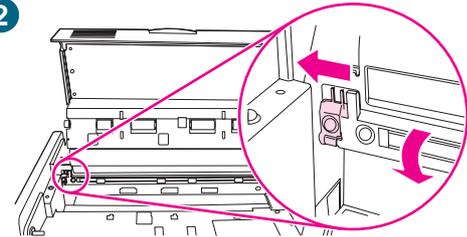
## To clean the ADF delivery system

- 1 Open the ADF.
- 2 Locate the top and bottom ADF glass strips.
- 3 Clean the glass strips by wiping them gently with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.
- 4 Locate the white, vinyl ADF backing.
- 5 Locate the white, vinyl calibration strips.
- 6 Clean the ADF backing and the calibration strips by wiping them with a clean, damp, lint-free cloth. Use an ammonia-based surface cleaner to dampen the cloth.
- 7 Close the ADF.

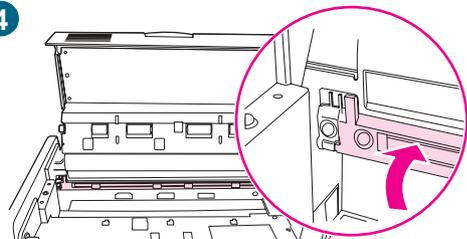
1



2



4



5



## To clean the top ADF glass strip

If you are still experiencing poor copy quality, you might need to clean the top ADF glass strip.

---

### CAUTION

Clean this area only if you see copy defects such as streaks, and you notice dust inside the glass strip. Cleaning this area frequently could introduce dust into the MFP.

---

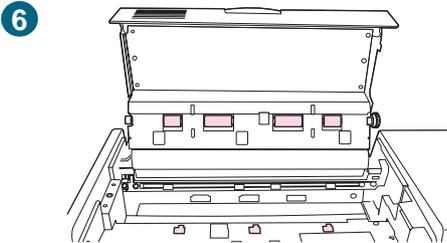
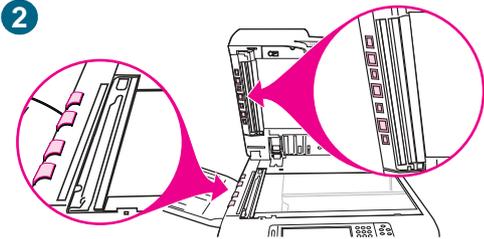
- 1 Open the ADF cover.
  - 2 Locate the latch that releases the top ADF glass strip. Push the latch to the left, and pull down to expose the inside of the glass strip.
  - 3 Gently wipe the glass with a dry, lint-free cloth.
- 

### CAUTION

Use dry cloth only in this area. Do *not* use solvents, cleaners, water, or compressed air. Doing so could severely damage the MFP.

---

- 4 Pull up on the latch to return the glass strip to its normal position.
- 5 Close the ADF cover.



## To clean the ADF rollers

You should clean the rollers in the ADF if you are experiencing misfeeds or if your originals show marks as they exit the ADF.

- 1 Open the ADF.

---

### CAUTION

Clean the rollers only if you experience misfeeds or marks on the originals, and you notice dust on the rollers. Cleaning the rollers frequently could introduce dust into the MFP.

- 2 Locate the rollers near the glass strips.
- 3 Wipe the rollers gently with a clean, water-dampened, lint-free cloth.

---

### CAUTION

Do *not* pour water directly onto the rollers. Doing so might damage the MFP.

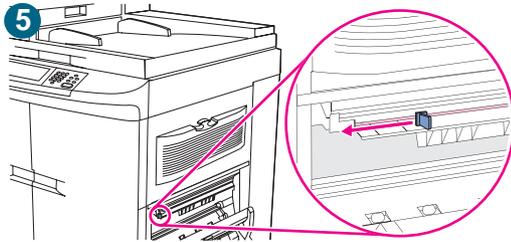
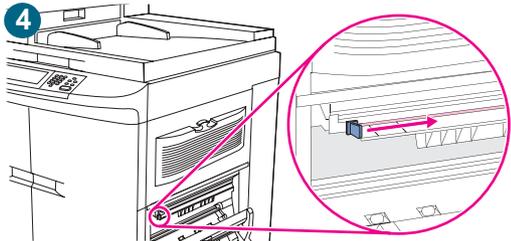
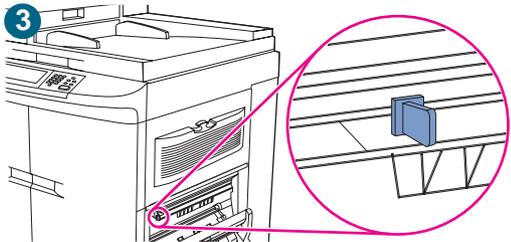
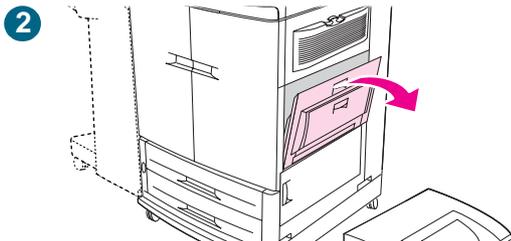
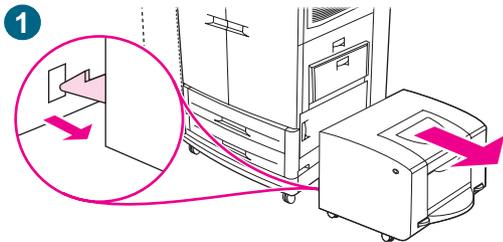
- 4 Close the ADF.
- 5 Open the ADF cover.
- 6 Locate the rollers.
- 7 Wipe the rollers with a clean, water-dampened, lint-free cloth.

---

### CAUTION

Do *not* pour water directly onto the rollers. Doing so might damage the MFP.

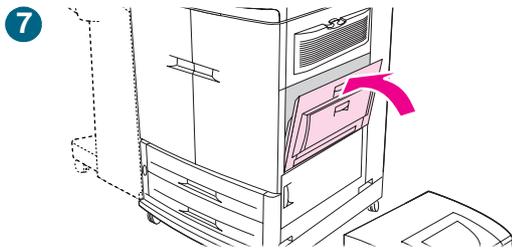
- 8 Close the ADF cover.
- 9 Close the delivery guide and wipe its outside surface with the cloth.



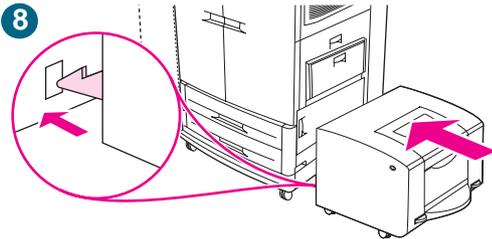
## Cleaning the post charger

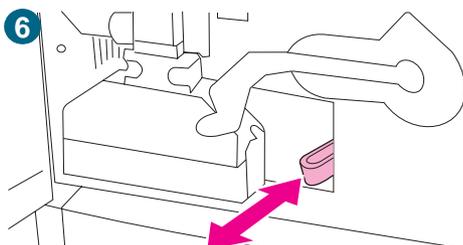
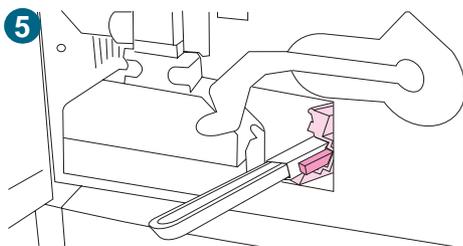
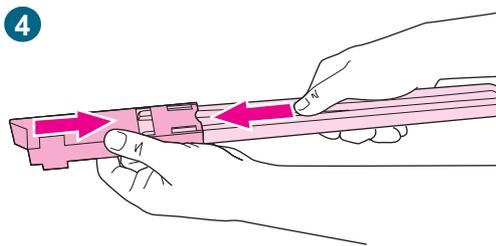
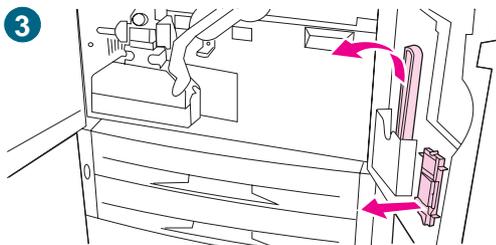
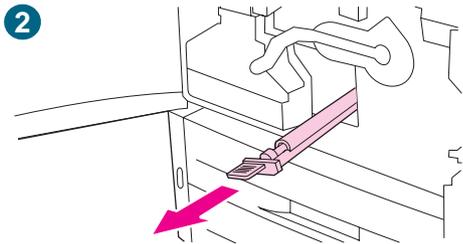
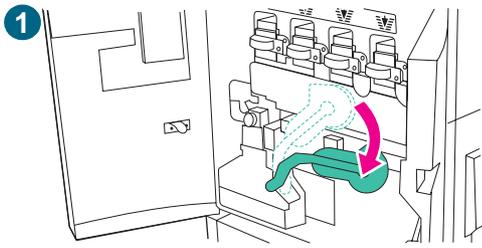
Clean the post charger on the transfer belt if light streaks appear in halftone areas of the printed pages.

- 1 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 2 Open the right upper door.
- 3 Locate the blue handle of the post charger cleaner on the front left of the image transfer belt.
- 4 Gently slide the post charger cleaner to the right until it stops. The spring should be compressed.
- 5 Slide the cleaner to the left back into place.



- 6 Repeat steps 3 and 4 to clean the post charger a second time.
- 7 Close the upper right door. If the door does not close, make sure that the blue handle of the post charger cleaner is positioned at the far left of the image transfer belt.
- 8 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.





## Cleaning the fuser input

Occasionally, toner and paper dust collects in the fuser input and can affect print quality. Use the following procedure to clean the fuser input.

- 1 Open the front doors of the MFP, and then swing the large green lever down.
- 2 On the front side of the MFP, locate the blue transfer-roller handle beneath the large green lever. Grasp the handle and pull the roller out of the MFP. Set the roller on a clean, flat surface.

---

### CAUTION

Do *not* touch the black foam roller, and be careful not to scratch the underside of the image transfer belt as you remove the roller from the MFP.

---

- 3 Remove the green tongs and blue brush that are mounted on the inside of the right front door.
- 4 Slide the open end of the brush onto the tongs until it snaps into place.
- 5 Hold the tongs so that the brush is at a 45° angle and align the brush with the transfer roller slot. Insert the brush into the slot.
- 6 Slide the brush into the transfer roller slot until it stops, and then slide the brush toward you until the brush is almost out of the transfer roller slot.

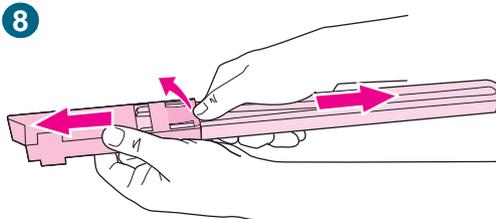
---

### CAUTION

Do *not* pull up or sideways on the brush. Push and pull the brush straight in and out of the MFP.

---

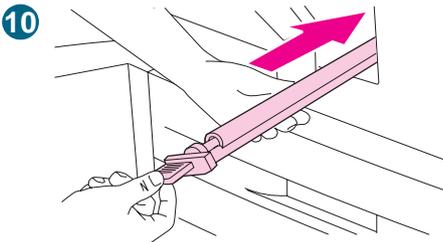
- 7 Repeat step 6 three times, and then remove the brush from the MFP.



8 Remove the brush from the tongs by raising the snap on the back of the brush and pulling the brush away from the tongs.

9 Replace the tongs and brush on the inside of the right door.

10 Using one hand to support the underside of the transfer roller, turn the roller to a 45° angle and align the roller with the slot. Slide the roller into the slot until it stops.



---

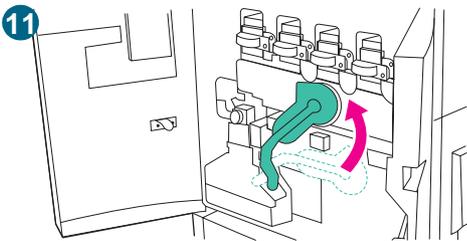
#### CAUTION

Do *not* touch the black foam roller, and be careful not to scratch the underside of the image transfer belt as you insert the roller into the MFP.

---

11 Swing the green lever up, and then close the front doors.

---



#### Note

If the lever does not move freely, make sure that the transfer roller is pushed into the MFP completely. See also “MFP hardware issues” on page 331.

---

## Installing firmware updates

The MFP can use newer versions of its firmware as they become available. To obtain the latest firmware, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) and follow the instructions on the screen. To download firmware updates easily to one or to many printers and MFPs, use the HP Web Jetadmin software (go to [www.hp.com/go/webjetadmin](http://www.hp.com/go/webjetadmin)).

### Downloading the new firmware to the MFP

The MFP can receive an .RFU file update when the MFP is in the `READY` state. The MFP waits for all of the I/O channels to become idle before performing the update.

---

#### Note

The firmware update involves a change in the format of nonvolatile random-access memory (NVRAM). Any menu settings that are changed from the default settings return to default settings and must be changed again if you want settings that are different from the defaults. Examples of settings that are affected in this way are tray types, default symbol sets, and Web access alerts.

The elapsed time for an update depends on the I/O transfer time, as well as the time that it takes for the MFP to reinitialize. The I/O transfer time depends on a number of things, including the speed of the host computer that is sending the update and the I/O method (Fast InfraRed Connect [FIR], parallel, or network). The reinitialization time depends on the specific hardware configuration of the MFP, such as the number of EIO devices installed, the presence of external paper-handling devices, and the amount of memory installed.

If the remote firmware update process is interrupted before the firmware is downloaded (when `RECEIVING UPGRADE` appears on the control panel), the firmware file must be sent again. If power is lost during the flash DIMM update (when `UPGRADING PRINTER` appears on the control panel), the update is interrupted and the message `RESEND UPGRADE` appears (in English only) on the control panel. The update must be sent only by a computer that is attached to the parallel port of the MFP.

Finally, any print jobs that are ahead of the .RFU job in the queue are printed before the update is processed.

---

#### Note

The MFP automatically turns off and then on again after processing the update.

## Remote firmware update through a local Windows port

If the MFP is connected through a local port (USB or parallel), then you can send the .RFU file directly to the MFP by using a **Copy** command from a command prompt or an MS-DOS window. At the command prompt, perform the following steps for your operating system.

### Windows 95, Windows 98, or Windows Me

- 1 From a command prompt or in an MS-DOS window, type:  
Mode lpt1:.,p

---

#### Note

If the MFP is attached to a parallel port other than LPT1, then substitute the correct LPT port number in the mode command.

- 2 Press **ENTER**.
- 3 The response that you receive should be similar to these examples:
  - LPT1 Not Rerouted
  - Resident portion of MODE loaded
  - Infinite retry on parallel printer time-out
- 4 At a command prompt, type:  
copy /b <FILENAME> <PORTNAME>

where <FILENAME> is the name of the .RFU file (including the path) and <PORTNAME> is the name of the appropriate MFP port (such as LPT1). For example, C:\>COPY/b c:\9500MFPFW.RFU" LPT1

---

#### Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type C:\>COPY/b "c:\My Documents\9500MFPFW.RFU" LPT1

- 5 Press **ENTER**. A message appears on the control panel. See “[MFP messages during firmware update](#)” on page 249. At the end of the upgrade process, **READY** appears on the control panel.
- 6 Print a configuration page and verify that the firmware revision number matches the revision of the current upgrade.
- 7 Type the word “exit” at the command prompt to close the command window.

## Windows NT 4.0, Windows 2000, Windows XP, or Windows Server 2003

The .RFU file can be sent directly to the MFP by typing a copy command at a command prompt or in an MS-DOS window.

- 1 At a command prompt, type:  
`copy /b <FILENAME> <PORTNAME>`

where <FILENAME> is the name of the .RFU file (including the path) and <PORTNAME> is the name of the appropriate MFP port (such as LPT1). For example, `C:\>COPY/b c:\9500MFPFW.RFU LPT1`

### Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type: `C:\>COPY/b "c:\My Documents\9500MFPFW.RFU" LPT1`

- 2 Press **ENTER**. A message appears on the control panel. See “MFP messages during firmware update” on page 249. At the end of the upgrade process, **READY** appears on the control panel.
- 3 At the command prompt, type the word “exit” to close the command window.

## Remote firmware update through a Windows network

If the MFP is shared on a Windows network, follow these instructions.

- 1 From a command prompt or in an MS-DOS window, type:  
`copy /B <FILENAME> \\<COMPUTERNAME>\<SHARENAME>`

where <FILENAME> is the name of the .RFU file (including the path), <COMPUTERNAME> is the name of the computer from which the MFP is being shared, and <SHARENAME> is the MFP share name. For example, `C:\>COPY /B c:\9500MFPFW.RFU \\your_server\your_computer`

### Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type `C:\>COPY/b "c:\My Documents\9500MFPFW.RFU" \\your_server\your_computer`

- 2 Press **ENTER**. A message appears on the control panel. See “MFP messages during firmware update” on page 249. At the end of the upgrade process, **READY** appears on the control panel. The message “1 file(s) copied” appears on the computer screen.

## Remote firmware update for UNIX systems

For UNIX systems, any command method that delivers the .RFU file to the MFP is acceptable, including the following procedure:

At the command prompt, type:

```
$cp </home/yourmachine/FILENAME/dev/parallel>
```

where </home/yourmachine/FILENAME> contains the .RFU file.

## Remote firmware update by using FTP on a direct network connection

If the HP Color LaserJet 9500mfp uses a direct network connection, use file transfer protocol (FTP) to update your HP LaserJet firmware. Complete the following steps for your operating system.

### Windows operating systems

- 1 Make note of the TCP/IP address on the EIO Jetdirect page. The HP Jetdirect page is the second page of the configuration page printout.

#### Note

Before connecting to the MFP, make sure that the MFP is not in PowerSave mode. Also, make sure that any error messages are cleared from the control panel.

- 2 Open a command window on your computer.
- 3 Type:  
ftp <TCP/IP PRINTER ADDRESS>  
  
For example, if the TCP/IP address is 192.168.0.90, type ftp 192.168.0.90
- 4 Press **ENTER**.
- 5 When prompted for the user name, press **ENTER**.
- 6 When prompted for the password, press **ENTER**.
- 7 Type the word "bin" at the command prompt.
- 8 Press **ENTER**. The message "200 Types set to I, Using binary mode to transfer files" appears in the command window.
- 9 Type:  
put <FILENAME>

where <FILENAME> is the name of the .RFU file that was downloaded from the Web, including the path. For example, type:

```
put C:\LJ\9500FW.RFU
```

and then press **ENTER**.

#### Note

If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type put "c:\My Documents\LJ\9500MFPFW.RFU"

- 10 The following series of messages appears in the command window:
  - 200 PORT command successful
  - 150 Opening BINARY mode data connection
  - 226 Ready
  - 226 Processing Job
  - 226 Transfer complete

A message containing transfer speed information appears.

- 11 The download process begins and the firmware is updated on the MFP. This can take about five minutes. Let the process finish without further interaction with the MFP or computer.

---

**Note** The MFP automatically turns off and then on again after processing the upgrade.

- 12 At the command prompt, type the word “bye” to exit the ftp command.
- 13 At the command prompt, type the word “exit” to return to the Windows interface.

### Mac operating systems (OS X)

- 1 Make note of the TCP/IP address on the EIO Jetdirect page. The Jetdirect page is the second page of the configuration page printout.
- 2 Open a Terminal window on your Macintosh. You can find the Terminal program on the computer hard drive under the Programs/Utilities folder.
- 3 Type:  
FTP <TCP/IP PRINTER ADDRESS>

For example, if the TCP/IP address is 192.168.0.90, type FTP 192.168.0.90.

- 4 Press **ENTER**.
- 5 When prompted for a user name and password, press **ENTER**.
- 6 Type put:  
<path>

where <path> is the location where the .RFU file was downloaded from the Web, including the path. For example, type users/computername/desktop/LaserJet/FW.RFU and then press **ENTER**.

---

**Note** If the file name or path includes a space, you must enclose the file name or path in quotation marks. For example, type \My Documents\LJFW.RFU

---

**Note** To verify that the entire proper path to the .RFU file is placed in the **Put** command, type the word “put”, then type a space, and then click and drag the .RFU file on to the terminal window. The complete path to the file will be automatically placed after the **Put** command.

- 7 The download process begins and the firmware is updated on the MFP. This can take about five minutes. Let the process finish without further interaction with the MFP or computer.

---

**Note** The MFP automatically turns off and then turns on again to activate the update.

### Remote firmware update by using FTP through a browser

Follow the instructions below to use FTP through a browser to update the MFP firmware remotely.

---

**Note** The following instructions can be used on Windows or Mac operating systems, and the supported browsers include Microsoft Internet Explorer 5.5 and 6.0 (Windows only) and Netscape 7.0 (English) for all operating systems.

- 1 Open a browser window.

- 2 In the address line of the browser, type:  
ftp://<IPADDRESS>

where <IPADDRESS> is the TCP/IP address of your MFP. For example, if the TCP/IP address is 192.168.0.90, type FTP 192.168.0.90

- 3 Locate the .RFU file for the MFP.
- 4 Drag and drop the .RFU file onto the PORT1 icon in the browser window.

## Remote firmware update using the HP LaserJet utility (Mac OS 8.6 and 9.x only)

Follow these instructions to update the firmware by using the HP LaserJet utility.

- 1 The first step is to make sure that you have the tools and files that are necessary for the update. You will need the HP LaserJet utility and the 9500MFPFW.RFU file, which is the firmware file for the MFP.

The HP LaserJet utility is contained on the HP Color LaserJet 9500mfp printing-system software CD-ROM that came with the MFP. If you do not have the software CD-ROM, you can obtain the HP LaserJet utility by downloading the latest MFP installer from [www.hp.com](http://www.hp.com).

The firmware file (9500FW.RFU) can be downloaded from:  
[www.hp.com/go/clj9500mfp\\_firmware](http://www.hp.com/go/clj9500mfp_firmware).

When you have the firmware file and the HP LaserJet utility, you are ready to begin the upgrade process.

- 2 Start the HP LaserJet utility.
- 3 Click **Select Printer** and locate the MFP that you would like to upgrade on the network.
- 4 Select the MFP on the right side of the dialog box, and click **OK**. An information dialog box for the HP Color LaserJet 9500mfp appears.
- 5 On the left side of the information dialog box, click **Files**. A dialog box appears in which you can select a file to be downloaded to the MFP.
- 6 Click **Select File**.
- 7 Locate the 9500MFPFW.RFU file on your hard disk, and click the file name to highlight it. Then click **Select**. The **Files** dialog box updates showing the 9500MFP.RFU file under **File to download**.
- 8 Click **Download**.

The HP LaserJet utility starts downloading the file to the MFP. A progress bar keeps you updated about how much of the file has been downloaded. When the file is downloading, `RECEIVING UPGRADE` appears on the control panel. After the file downloads to the MFP, `PERFORMING UPGRADE` appears on the control panel.

---

### Note

The MFP automatically turns off and then turns on again after processing the upgrade.

- 9 After the MFP turns on again and finishes initializing, print a configuration page to make sure that the new firmware is installed. Press **22** on the control panel to print a configuration page.

## Remote firmware update using the LPR command

### Note

This remote firmware update method is for use in Windows NT 4.0, Windows 2000, Windows XP, and Windows Server 2003.

Follow these instructions to update the MFP software remotely by using the LPR command:

- 1 In a command window, type:  
lpr -P <IPADDRESS> -S <IPADDRESS> -o l <FILENAME>  
or  
lpr -S <IPADDRESS> -Pbinps <FILENAME>

where <IPADDRESS> can be either the TCP/IP address or the hostname of the MFP, and where <FILENAME> is the filename of the .RFU file.

### Note

The parameter (-o l) consists of a lowercase "O", not a zero, and a lowercase "L", not the numeral 1. This parameter sets the transport protocol to binary mode.

- 2 Press **ENTER**. A message appears on the control panel. See “MFP messages during firmware update” on page 249. At the end of the upgrade process, **READY** appears on the control panel.
- 3 Type the word “exit” at the command prompt to close the command window.

## Using HP Web Jetadmin to download the firmware to the MFP

This procedure requires that you install HP Web Jetadmin version 7.0 or later on your computer. Complete the following steps to update a single MFP through HP Web Jetadmin after downloading the .RFU file from the HP Web site.

- 1 Start HP Web Jetadmin.
- 2 Type the TCP/IP address or IP host name of the MFP in the **Quick Device Find** field, and then click **Go**. The MFP Status window appears.
- 3 Open the Device Management folder in the drop-down list in the Navigation panel. Navigate to the Device Lists folder.
- 4 Expand the Device Lists folder and select All Devices. Locate the MFP that you want to update in the list of MFPs and click to select it.
- 5 Locate the drop-down box for **Device Tools** in the upper-right corner of the window. Select **Update Printer Firmware** from the **Choose Action** list.
- 6 If the name of the .RFU file is not listed in the **All Available Images** box, click **Browse** in the **Upload New Firmware Image** dialog box and navigate to the location of the .RFU file that you downloaded from the Web at the start of this procedure. If the filename is listed, select it.
- 7 Click **Upload** to move the .RFU file from your hard drive to the HP Web Jetadmin server.
- 8 Refresh the browser.
- 9 Select the .RFU file from the **Printer Firmware Update** drop-down menu.

- 10 Click **Update Firmware**. HP Web Jetadmin sends the selected .RFU file to the MFP. A message appears on the control panel. See “[MFP messages during firmware update](#)” on page 249. At the end of the upgrade process, `READY` appears on the control panel.

HP Web Jetadmin 6.5 can be used to perform multiple or unattended installations. Use the following procedures.

- 1 Start HP Web Jetadmin.
- 2 Create a device group. A simple way to do this is to follow these steps:
  - a Click **Device Management**, and then click **All Devices**.
  - b Shift-click to select MFPs that you want to be included in the group, and then click **OK**.
  - c When prompted, type a name for the new device group, and then click **OK**.
- 3 To modify several MFPs in a group, click the group name, and then click **Open**.
- 4 The drop-down menu for **Device Group Tools** appears in the right side of the window. Scroll if necessary to view it.
- 5 In the **Device Group Tools** drop-down box, choose an action. Type in the appropriate information, and then click **Return to Device Group** when you are finished.

## MFP messages during firmware update

The MFP shows three messages that appear during a normal update process.

MFP message	Explanation
RECEIVING UPGRADE	Appears when the MFP recognizes the start of an .RFU update until the MFP verifies the validity and integrity of the .RFU update
UPGRADING MFP	Appears when the MFP is reprogramming the firmware
WAIT FOR MFP TO REINITIALIZE	Appears when the MFP finishes reprogramming the compact flash until the MFP reinitializes

### Note

To verify that the firmware update succeeded, print a new configuration page from the control panel and make sure that the firmware date code on the configuration page has changed.

## Troubleshooting a firmware update

The following table lists the causes and results of possible interruptions to the firmware update.

Cause	Result
Control panel cancelled a job.	No update occurred.
A break in the I/O stream occurred during a send.	No update occurred.
A power cycle occurred during RECEIVING UPGRADE.	No update occurred.
A power cycle occurred during UPGRADING PRINTER.	No update occurred (resend the update through a parallel port).
A power cycle occurred during WAIT FOR MFP TO REINITIALIZE.	The update is complete.

### Note

Print jobs sent to the MFP while an update is in process do not interrupt the update.

The following table lists possible reasons for the failure of a remote firmware update and the corrective action required for each situation.

Cause	Action
The .RFU file is corrupted.	The MFP recognizes that the file is corrupted and rejects the update. Download the file again and send the new file to the MFP. Download the file from: <a href="http://www.hp.com/go/clj9500mfp_firmware">www.hp.com/go/clj9500mfp_firmware</a>
The .RFU file contains the wrong MFP model.	The MFP recognizes the model mismatch and rejects the update. Download the correct file and send it to the MFP. Download the file from: <a href="http://www.hp.com/go/clj9500mfp_firmware">www.hp.com/go/clj9500mfp_firmware</a>
The upgrade is interrupted.	See previous table.
A flash hardware failure occurred.	The MFP might have a hardware failure.

## Managing and configuring printer drivers

Your system or network administrator can use the driver management and configuration solution to configure printer drivers before you install and deploy them within your environment. This is helpful when you configure printer drivers for multiple workstations or products that share the same configuration.

When you preconfigure your printer driver to match the MFP hardware, you can gain access to all of the MFP accessories through the driver. You can also configure most driver feature settings. Five of the driver features can be "locked." This means that you can choose not to allow users to change the duplex, print color as gray, input tray, output tray, and media type settings. (Some features might not apply to all products. For example, some products do not include color printing or duplexing.)

The driver management and configuration solution saves time and reduces management costs. Previously, if an administrator wanted to configure printer drivers, the configuration had to be completed at each client workstation. Because the driver management and configuration solution offers multiple configuration options, administrators can create a single configuration, in a central location, that best fits their software installation and deployment strategy.

The driver management and configuration solution also gives administrators more control over their printing environment, because they can deploy drivers that share the same configuration across an entire organization. They can use the "lock" feature to support organization initiatives. For example, if a product includes a duplexer, locking the duplex setting ensures that all print jobs are printed on two sides to save paper. All of the controls can be deployed from a single computer.

Three methods are available:

- HP Web Jetadmin software plug-in
- customization utility
- silent installer

Regardless of the configuration method that is used, one configuration can be shared by all printer drivers for a given product model with one pass through either the plug-in or the utility. The single configuration provides support for multiple operating systems, printer driver languages, and localized language versions.

A single configuration file is associated with all supported drivers, and can be modified by using either the plug-in or the utility.

## Using the HP Web Jetadmin software plug-in

A driver management and configuration plug-in is available for the HP Web Jetadmin software. You can use the plug-in to configure the printer drivers before installation and deployment. This method for managing and controlling printer drivers provides a complete, end-to-end solution that you can use to set up and configure the MFP, the print path (queue), and the client computers or workstations. The following activities are included in the workflow:

- Discover and configure the printer(s) or MFP(s).
- Discover and configure the print path on the server(s). You can have multiple servers configured in a batch, or multiple printers (of the same model type) and MFPs (of the same model number) using a single server.
- Obtain the printer driver(s). You can install multiple drivers for each print queue that is connected to a server in environments that support multiple operating systems.
- Run the configuration editor (the editor is not supported for some older drivers).
- Deploy the configured printer drivers to the server(s).
- Instruct the end-users to connect to the print server. The configured driver for their operating system is automatically deployed to their computer.

Administrators can use the HP Web Jetadmin software plug-in to deploy configured printer drivers using a silent, batch, or remote process. Obtain the HP Web Jetadmin software plug-in from [www.hp.com/go/webjetadmin\\_software](http://www.hp.com/go/webjetadmin_software).

## Using the customization utility

Administrators can use a customization utility to create a custom installation package that includes only the components that are needed within a specific organization or operating environment. The customization utility is available in two places:

- On the CD-ROM that comes with the product (the utility is one of the installer options).
- In the printing system software that is available for downloading from [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

The installation procedure prompts the administrator to select components from the contents of the printing system. During this process, the administrator is prompted to configure the printer driver settings, if the selected drivers support preconfiguration. The process yields a customized installation package that the administrator can deploy to install the configured printer drivers on the client computers and workstations. The customization utility supports silent and batch operations.

## Relocating the MFP

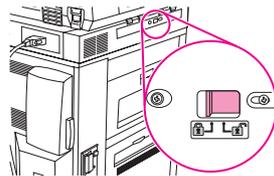
This section contains critical information for avoiding damage when moving the MFP. Before moving the MFP across the room or to another nearby location, be sure to remove any jammed media. Before moving the MFP longer distances, including moves that require an elevator or a ride in a vehicle, use the following checklist as a general guide.

Do not disconnect the MFP's power cord while the power is on or while the MFP's internal fans are operating. The MFP must be allowed to cool until the fans stop operating (approximately 30 minutes) before the power cord is disconnected. If the MFP's power cord is disconnected while the power is on or while the internal fans are operating, severe damage might occur to the MFP's fuser and image transfer belt.

### Before you move the MFP

Before you move the MFP to another location, complete the following checklist:

- Make sure that the new location for the MFP meets the operating and location requirements. See ["Physical specifications" on page 359](#).
- Remove any jammed media. See ["Clearing jams" on page 257](#).
- Move the scan head into the "lock" position by using the control panel. Press the **MENU** button, touch **CONFIGURE DEVICE**, touch **RESETS**, and then touch **LOCK CARRIAGE**.
- Lock the scan head using the carriage lock on the left side of the MFP.



- Turn off the MFP and allow the MFP to cool for at least 30 minutes.
- Disconnect all of the power cables and Jetdirect cables after the MFP has cooled.
- Disconnect the USB and the parallel and network cables from the MFP.
- Remove the media from the input trays.
- Remove the print cartridges and pack them carefully (see ["Replacing the print cartridges" on page 215](#)). Place them in their original packaging, if possible.
- Remove the image drums and pack them carefully (see ["Replacing the image drums" on page 218](#)). Place them in their original packaging, including their protective covers, if possible. Do *not* shake or tip the drums.
- Remove the toner collection bottle and pack it carefully (see ["Replacing the image cleaning kit" on page 228](#), step 6). Place it in its original packaging, if possible. Do *not* shake the toner collection bottle or turn it upside down.
- Remove the image transfer cleaner and pack it carefully (see ["Replacing the image cleaning kit" on page 228](#), steps 8 and 9). Place it in its original packaging, if possible. Do *not* shake the image transfer cleaner or turn it upside down.
- Gather the documentation (CD-ROM, user guide, start guide).
- Remove the finishing device.
- Remove the 2,000-sheet side input tray (tray 4).

## After the MFP is in the new location

Complete the following tasks, in order.

Task	Additional information
<input type="checkbox"/> Unlock the scan head by using the carriage lock.	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Install the 2,000-sheet side input tray (tray 4).	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Install the finishing device.	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Install the image transfer cleaner.	See "Replacing the image cleaning kit" on page 228.
<input type="checkbox"/> Install the toner collection bottle.	See "Replacing the image cleaning kit" on page 228, step 11.
<input type="checkbox"/> Install the image drums.	See "Replacing the image drums" on page 218
<input type="checkbox"/> Install the print cartridges.	See "Replacing the print cartridges" on page 215.
<input type="checkbox"/> Load the input trays.	See "Loading input trays" on page 19.
<input type="checkbox"/> Connect the parallel and network cables.	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Connect the power cord and turn on the MFP.	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Print a configuration page.	See "Configuration page" on page 346.
<input type="checkbox"/> If applicable, install the MFP software.	See "Setting up the MFP" on page 377.
<input type="checkbox"/> Make sure that the MFP is set up correctly.	Verify the MFP setup by making a copy, sending a document to an e-mail address, and printing a document.

# 10 Problem solving

Use this chapter to troubleshoot and solve MFP problems.

Topic	Tasks	Page
Clearing jams	Jam in the automatic document feeder (ADF) cover	page 258
	Jam in tray 1	page 259
	Jam in tray 2 or tray 3	page 260
	Jam in the 2,000-sheet side input tray (tray 4)	page 262
	Jam inside the upper right door	page 264
	Jam at the upper right door or the front doors	page 266
	Jam inside the duplexer	page 269
	Jam in the fuser area at the lower left door	page 271
	Jam in the upper left door	page 273
	Jam in the stacker or stapler/stacker	page 274
	Jam in the 8-bin mailbox (face-up bin)	page 276
	Jam in the multifunction finisher	page 281
	Staple jam from the stapler/stacker	page 283
	Staple jam from the multifunction finisher	page 285
	Staple jam in the upper half of the stapler head (multifunction finisher)	page 288
Understanding MFP messages	Interpreting control-panel messages	page 292
Solving output-quality and copy-quality problems	Output-quality troubleshooting procedures	page 318
	Solving persistent output-quality problems	page 319
	Print Quality Troubleshooting Pages	page 318

Topic	Tasks	Page
Solving MFP problems	MFP hardware issues	page 331
	MFP control-panel issues	page 332
	Media-handling issues	page 333
	MFP-output issues	page 335
	PostScript issues	page 338
	Software issues	page 338
	Communication issues	page 339
	Duplexer issues	page 341

# Clearing jams

**Note** Repeating jams are often caused by using unsupported media. See “Supported types of media” on page 172 for more information.

If a jam message appears on the MFP control panel, look for media in the locations that are indicated on the control-panel display. You might need to look for media in locations other than those that are indicated in the jam message.

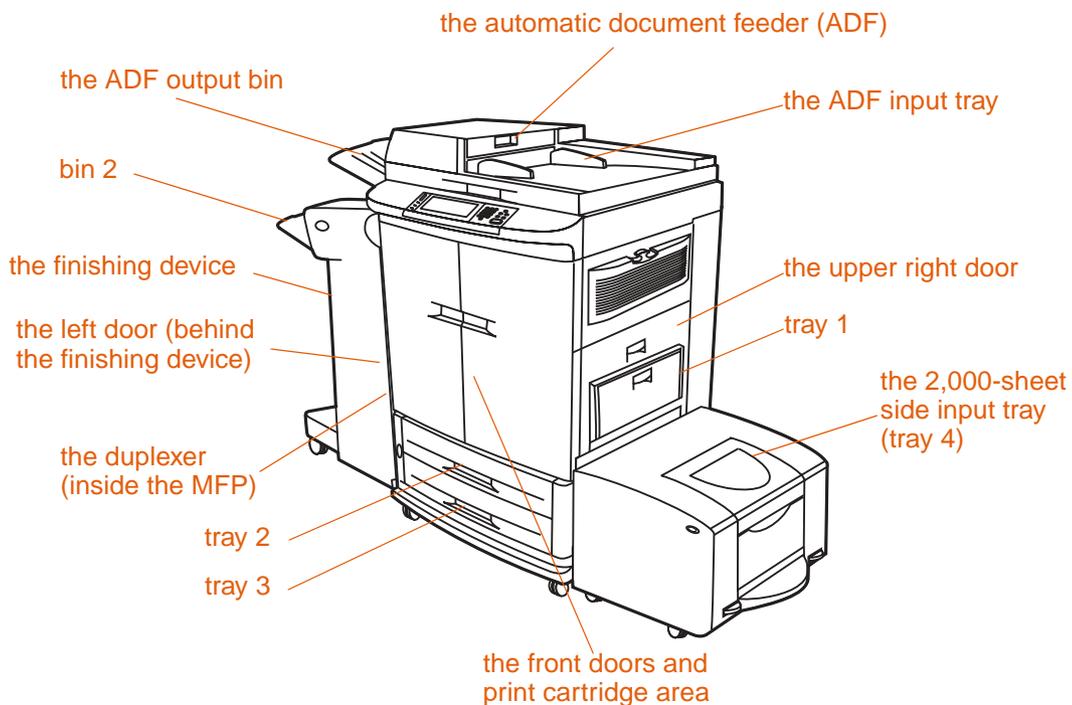
After you have removed the jammed media, the MFP warms up and automatically clears all of the remaining pages. If the MFP cannot clear one of them, the MFP control-panel display indicates where to clear the remaining pages.

After looking at the graphic, you can go to the procedure for clearing the jam. When clearing jams, be very careful not to tear the media. If a small piece of media is left in the MFP, it could cause additional jams. If jams are a recurring problem, see “Solving repeated jams” on page 290.

**Note** Any time a jam occurs in the fuser area (including the lower area behind the left door), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

Loose toner might remain in the MFP after a jam and cause output-quality problems. These problems should clear up after a few pages are printed.

## Jam clearing locations



1

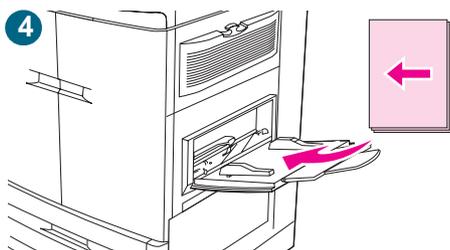
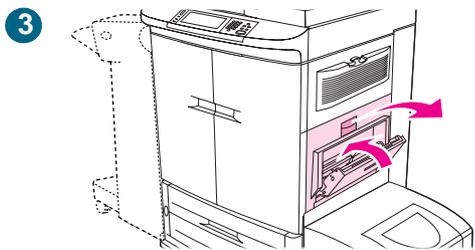
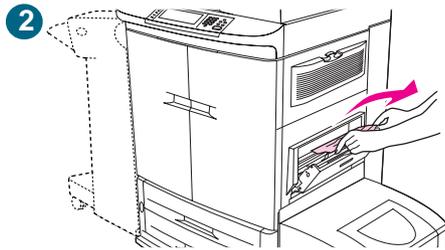
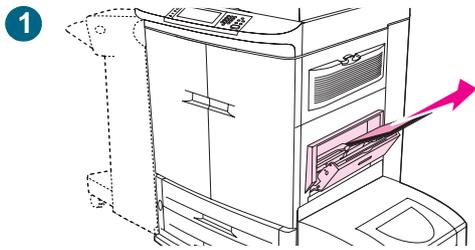


### Jam in the automatic document feeder (ADF) cover

- 1 Open the ADF cover.
- 2 Remove any jammed media from this area. Make sure that you have removed all of the pieces of torn media.
- 3 Close the ADF cover.

3





## Clearing jams from the input-tray areas

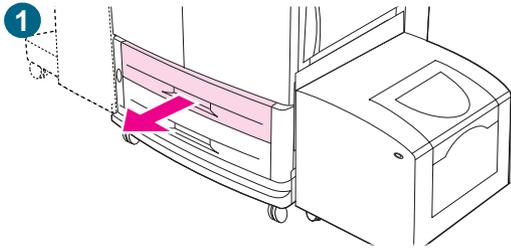
### Jam in tray 1

Follow these directions to clear jams in tray 1.

- 1 Remove all of the media that is loaded in tray 1.
- 2 Pull the jammed media toward you and out of tray 1. Make sure that you have removed any pieces of torn media.
- 3 Open and close the upper right door to reset the MFP.
- 4 Load media in tray 1.
- 5 Slide the paper guides to the appropriate size that is marked on the tray. (See ["To load media in tray 1"](#) on page 19.)

#### Note

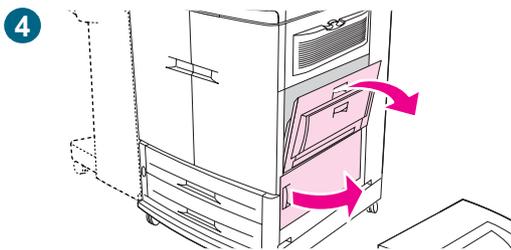
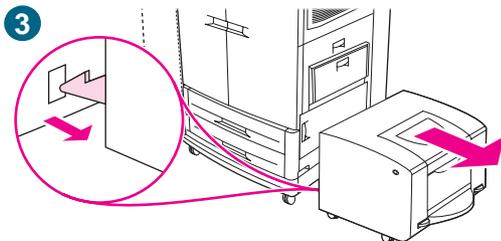
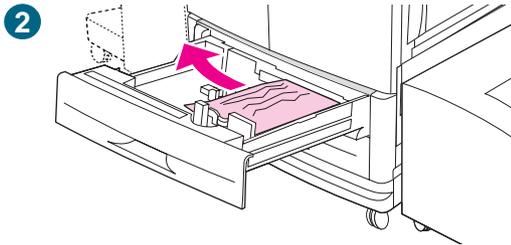
If problems occur while feeding media from tray 1, make sure that the media is within the supported specifications, that the media is in good condition, and that it is loaded correctly in the tray. If the problem persists, try feeding the media from tray 2 or tray 3.

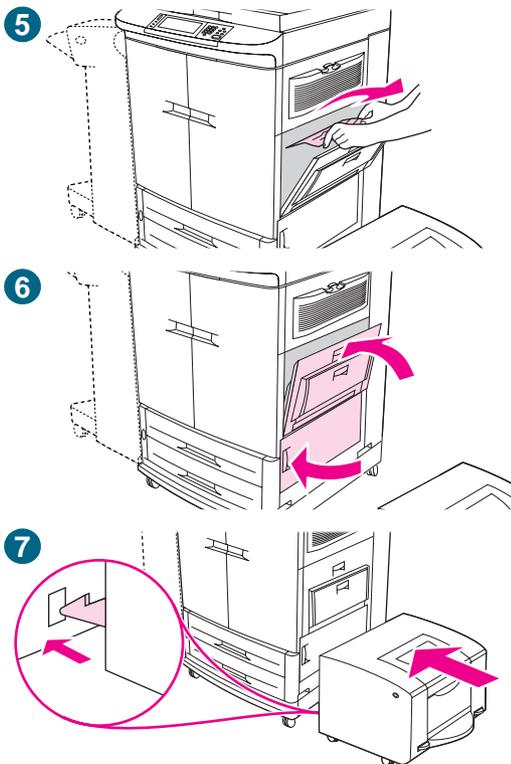


## Jam in tray 2 or tray 3

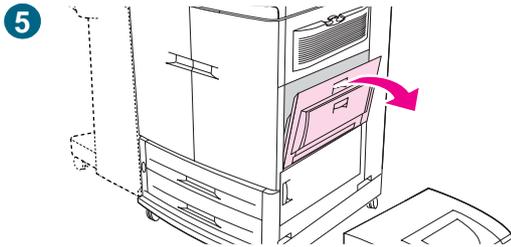
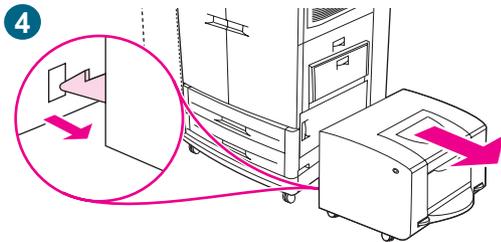
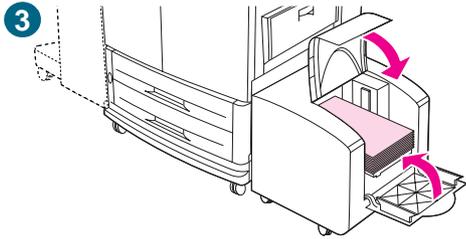
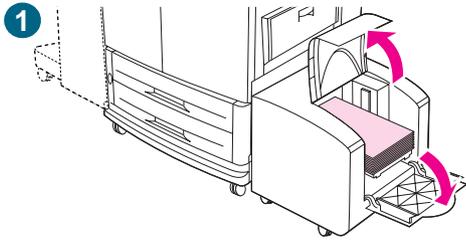
Follow these directions to clear jams in tray 2 or tray 3.

- 1 Open the tray until it stops. If you hear the sound of media tearing, stop and look for the jammed media. Make sure to check the upper-right side of the cavity behind the tray. To minimize tearing, remove the jammed media by pulling it to the left.
- 2 Remove any other jammed media from this area by pulling the media to the left. Make sure that you have removed all of the pieces of torn media.
- 3 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 4 Open the upper right door and the lower right door.



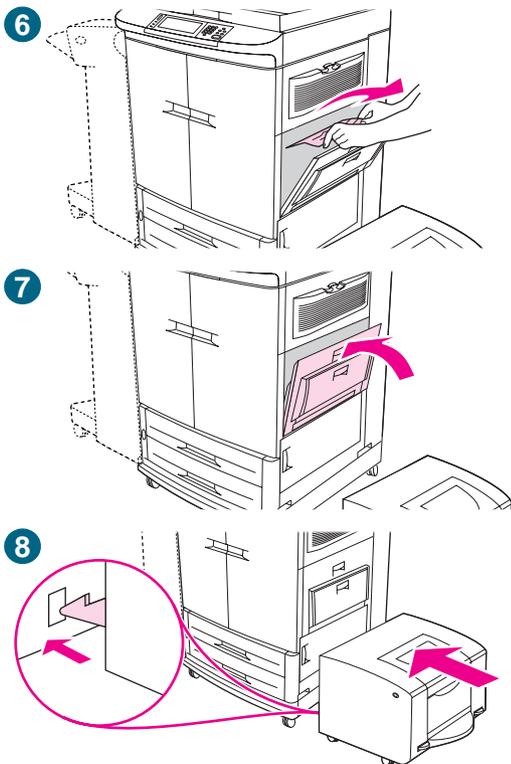


- 5 Check for jammed media in this area. Make sure that you have removed all of the pieces of torn media.
- 6 Close the upper right door and the lower right door.
- 7 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



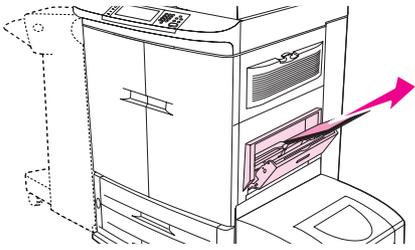
### Jam in the 2,000-sheet side input tray (tray 4)

- 1 Open the top door, and then open the bottom door on the 2,000-sheet side input tray (tray 4).
- 2 Remove any jammed media from this area. Make sure that you have removed all of the pieces of torn media.
- 3 Close the bottom door, and then close the top door.
- 4 Slide the 2,000-sheet side input tray (tray 4) away from the MFP. Check for jammed media between the 2,000-sheet side input tray (tray 4) and the MFP.
- 5 Open the upper right door.

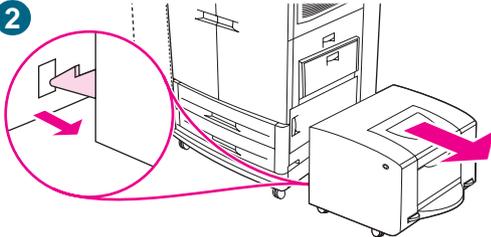


- 6 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.
- 7 Close the upper right door.
- 8 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.

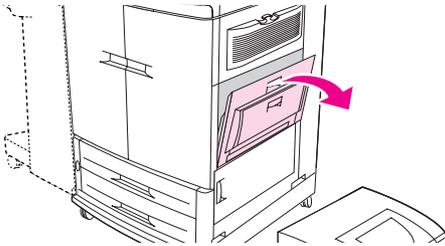
1



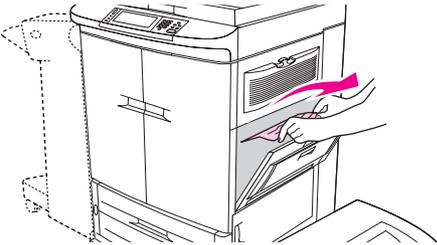
2



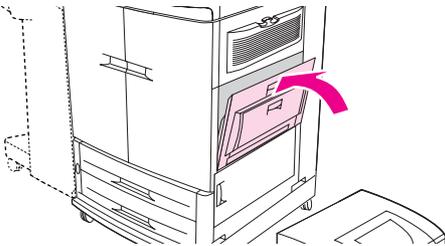
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4



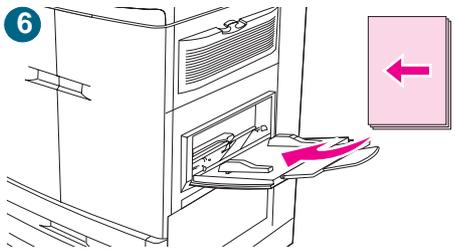
5



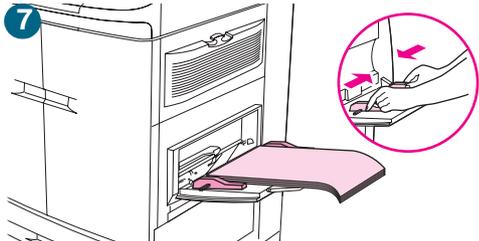
## Jam inside the upper right door

Follow these directions to clear jams from behind the upper right door.

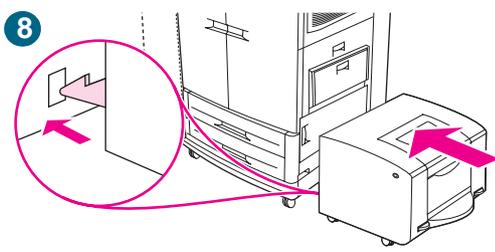
- 1 Remove all of the media that is loaded in tray 1.
- 2 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 3 Open the upper right door.
- 4 If the jammed media is visible, pull it up and out of the MFP. Make sure that you have removed any pieces of torn media.
- 5 Close the upper right door.



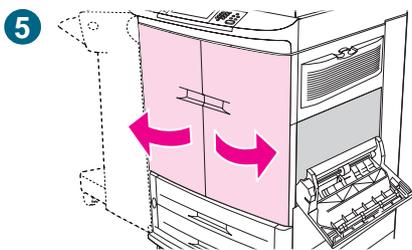
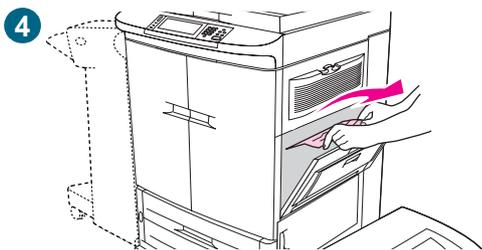
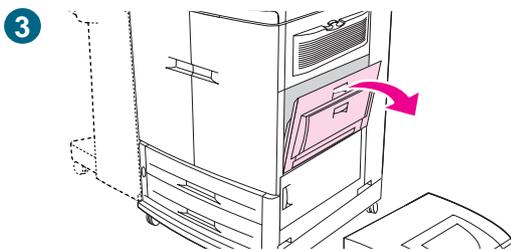
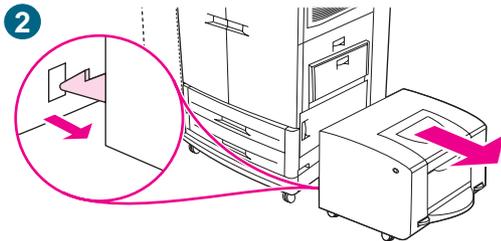
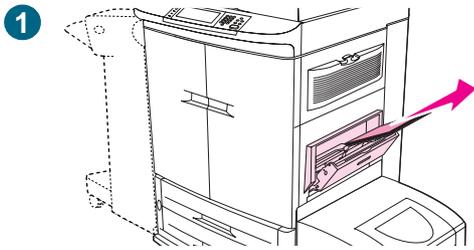
6 Reload the media in tray 1.



7 Slide the paper guides to the appropriate size that is marked on the tray. (See "To load media in tray 1" on page 19.)



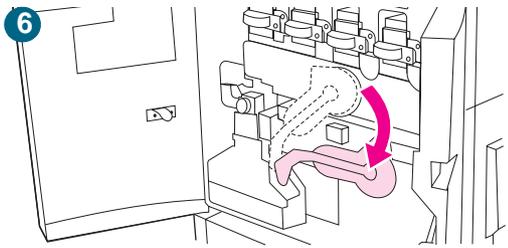
8 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



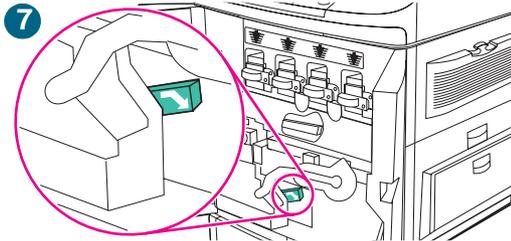
## Jam at the upper right door or the front doors

Follow these directions to clear jams at the upper right door or in the front-door area.

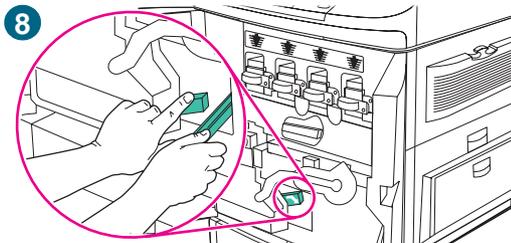
- 1 Remove all of the media that is loaded in tray 1.
- 2 Slide the 2,000-sheet side input tray (tray 4) away from the MFP.
- 3 Open the upper right door.
- 4 If the jammed media is visible, pull it up and out of the MFP. Make sure that you remove any pieces of torn media, and then go to step 9. If the jammed media is not visible, leave the upper right door open and go to step 5.
- 5 Open the front doors.



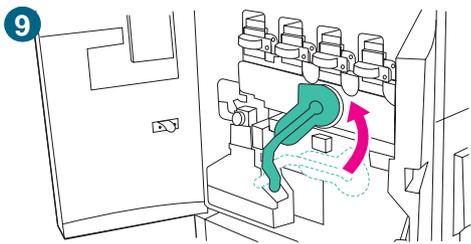
6 Lower the green lever.



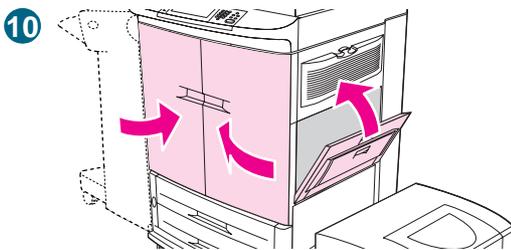
7 Press down on the tab that has the white arrow.



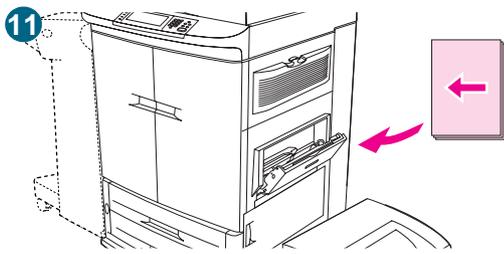
8 Hold the tab down and use the tongs (found in the inside pocket of the right front door) to reach into the MFP and remove jammed media. Make sure that you remove any pieces of torn media.



9 Raise the green lever to its original position.



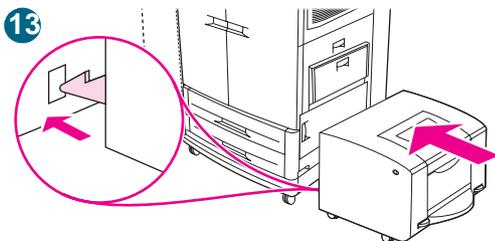
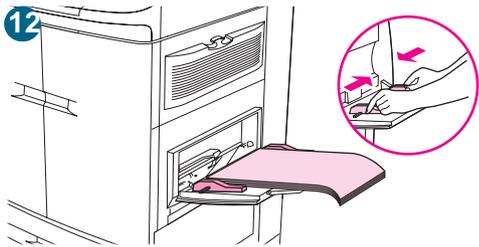
10 Close all of the doors.



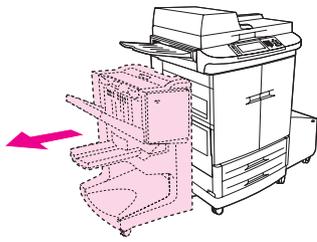
11 Reload the media in tray 1.

12 Slide the paper guides to the appropriate size that is marked on the tray. (See "To load media in tray 1" on page 19.)

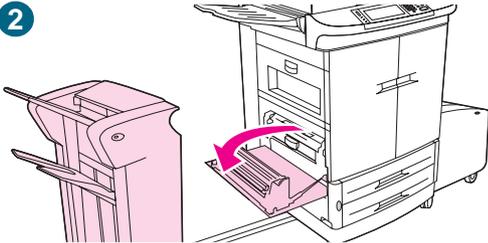
13 Slide the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the tray lock into the pedestal.



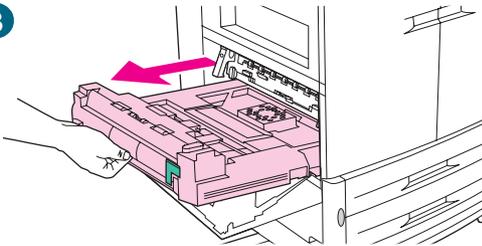
1



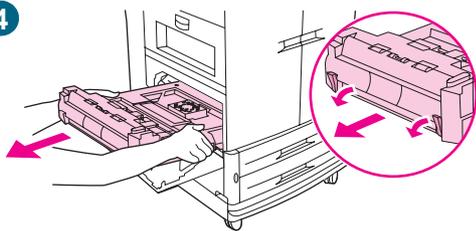
2



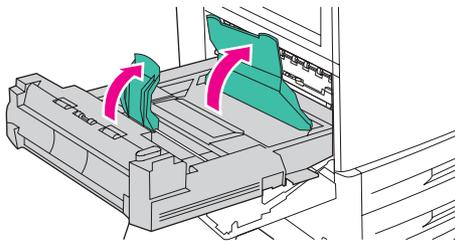
3



4



5



## Clearing jams from the duplexer

### Jam inside the duplexer

Follow these instructions to clear jams in the duplexer.

- 1 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.

#### CAUTION

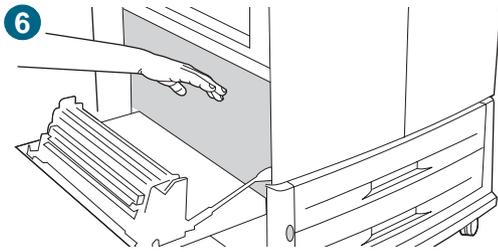
Do *not* push the finishing device face-up tray when you are removing or installing the finishing device.

- 2 Open the lower left door.

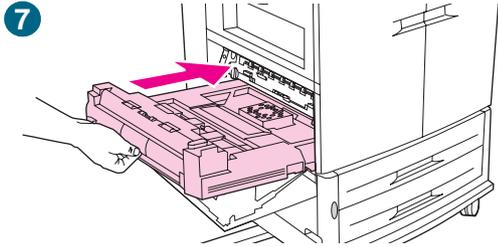
#### WARNING!

Avoid touching the fusing area above the duplexer. It can be *hot*.

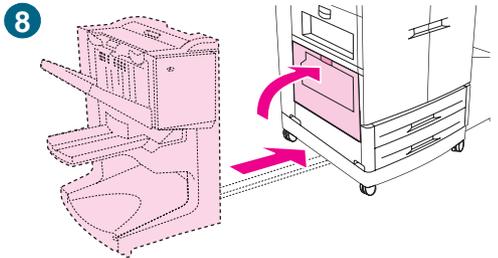
- 3 Remove the duplexer by pressing the green lever down and pulling the unit out until it stops.
- 4 Remove the duplexer completely.
- 5 Lift the two green levers in the duplexer and remove any media that is underneath.



6 Reach far into the duplexer area and remove any media that you find there.



7 Reinstall the duplexer by sliding it back into the MFP until it locks into place.



8 Close the lower left door. Slide the finishing device back into place.

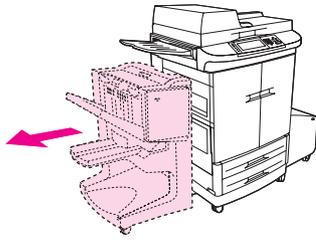
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**Note**

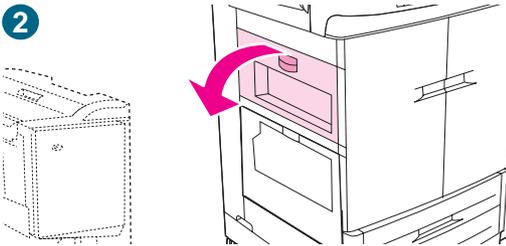
Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

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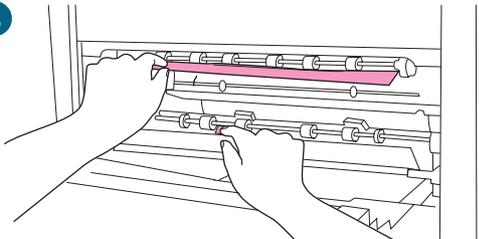
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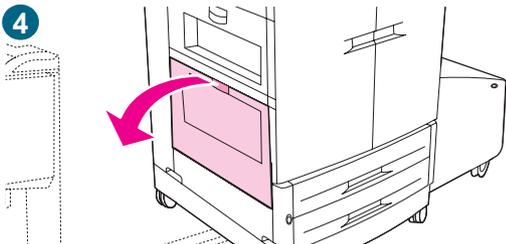
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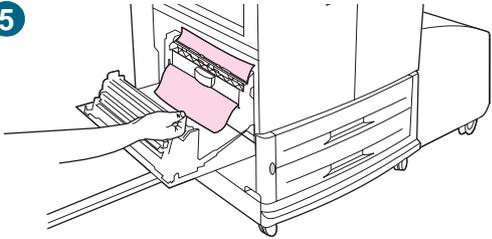
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4



5



## Clearing jams from the output areas

### Jam in the fuser area at the lower left door

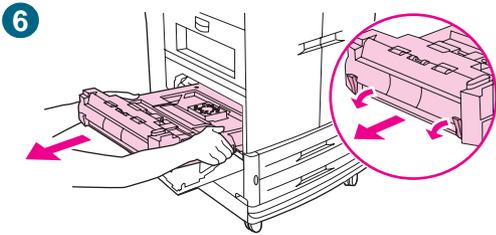
Follow these directions to clear jams at the lower left door (fuser area).

- 1 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Open the upper left door.
- 3 If the jammed media is visible, remove it from the MFP. Then close the upper left door and continue printing. If the jammed media is not visible, go to step 4.
- 4 Open the lower left door.

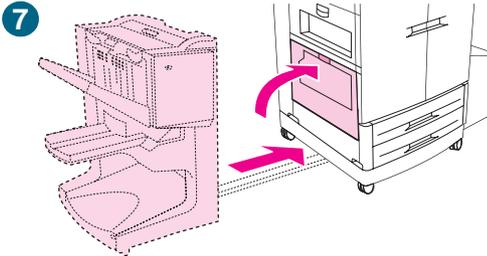
#### WARNING!

Avoid touching the adjacent fusing area. It can be *hot*.

- 5 Lift the green tabs and remove any jammed or damaged media. Be sure to remove all of the pieces of torn media.



- 6 Press the green tab and slide the duplexer partially out of the MFP. Remove any jammed or damaged media from this area by pulling the media out of the MFP.
- 7 Close the lower left door. Push the finishing device back into place.



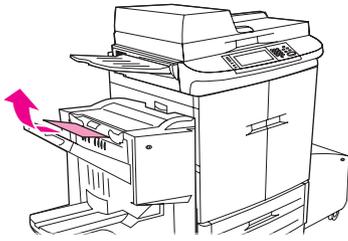
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**Note**

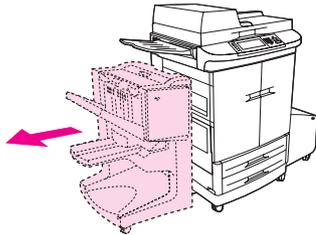
Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

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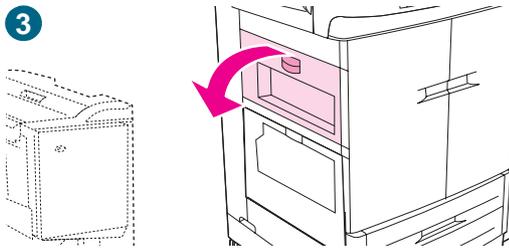
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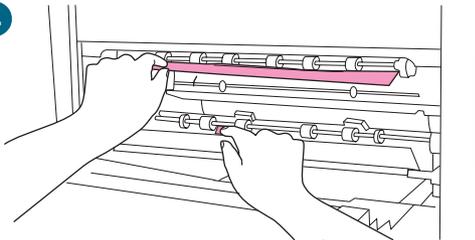
2



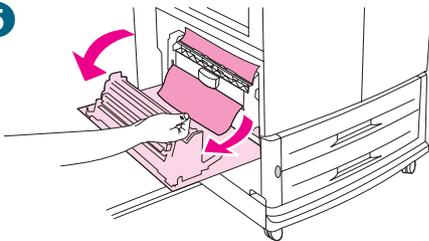
3



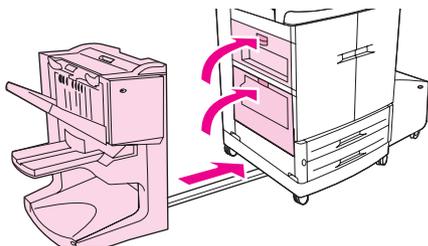
4



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6



## Jam in the upper left door

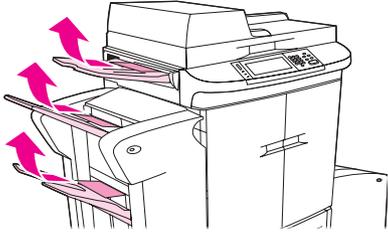
Follow these directions to clear jams in the top output bin.

- 1 If the jam extends into the output area, slowly and carefully pull the media out of the MFP so that it does not tear. If the jammed media is not visible in the output area, go to step 2.
- 2 Move the finishing device away from the MFP to gain access to the lower left door. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 3 Open the upper left door.
- 4 If the jammed media is visible, remove it by slowly and carefully pulling up or down, and then go to step 6. If the jammed media is not visible, go to step 5.
- 5 Open the lower left door, and remove any jammed media from this area.
- 6 Close all of the open doors. Push the finishing device back into place.

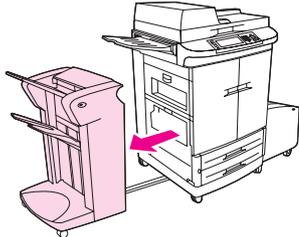
### Note

Any time a jam occurs in the fuser area (including the lower left door area), the MFP automatically sends a cleaning page through the paper path to remove loose toner.

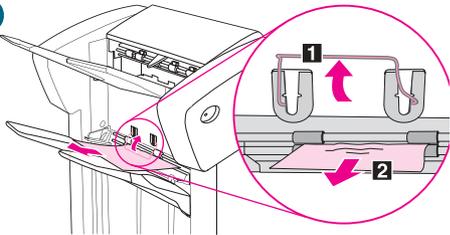
1



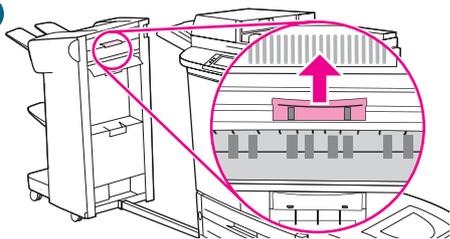
2



4



5



## Jam in the stacker or stapler/stacker

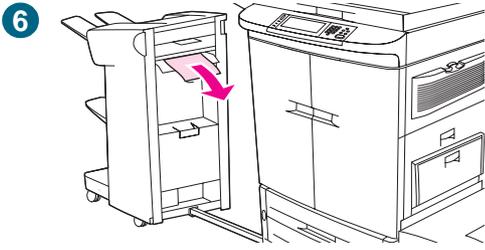
- 1 If the jam extends into the output bins, slowly and carefully pull the media straight out of the MFP so that it does not tear.
- 2 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 3 Remove any jammed media from this area.
- 4 On the stacker, lift the wire on bin 2 of the device, and carefully pull out any media from this area. If you have a stapler/stacker, carefully pull out any media that might be protruding from the accumulator area.

### Note

Only the stacker has the wire on bin 2.

Make sure that you have removed all of the sheets of media from the paper path; more than one sheet of media might be jammed in the paper path.

- 5 Locate the green handle in the flipper area and lift the handle.



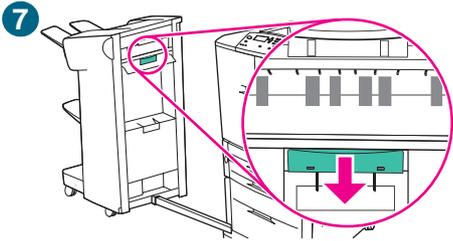
6 Carefully pull out any media from the flipper area.

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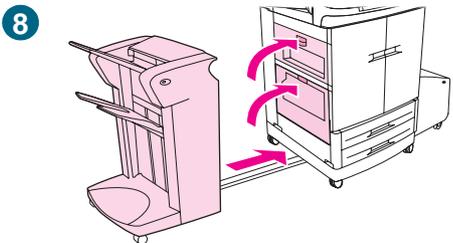
**WARNING!**

Avoid touching the flipper area. It can be *hot*.

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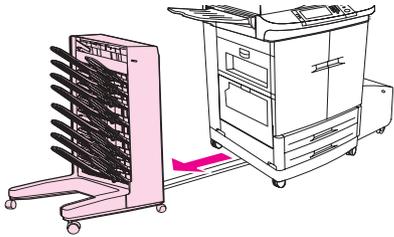


7 Locate the green handle in the paper-path module, and then pull down on the handle.

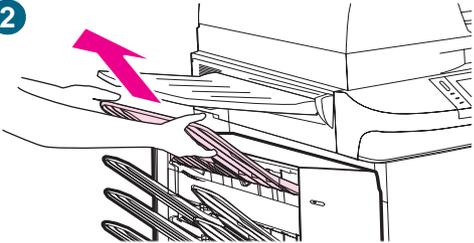


8 Carefully pull out any media from the paper-path module. Close all of the open doors. Push the finishing device back into place.

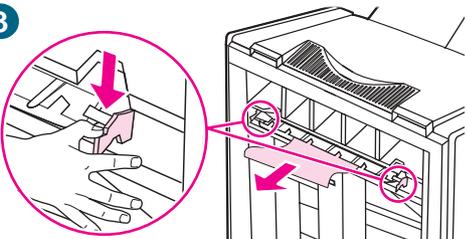
1



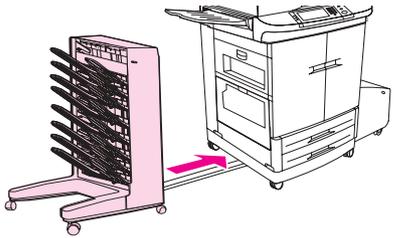
2



3



4



## Jam in the 8-bin mailbox (face-up bin)

- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove the face-up bin.
- 3 Pull down the handle on the output paper module and remove any jammed media from this area.
- 4 Push the 8-bin mailbox back into place, and then reattach the face-up bin.

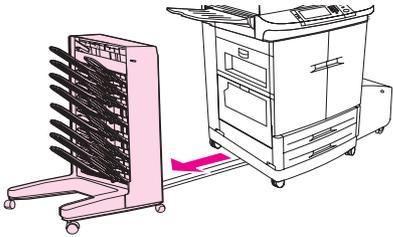
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### Note

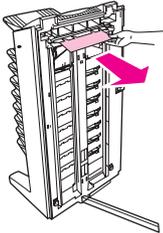
For more information, see the use guide that came with the finishing device.

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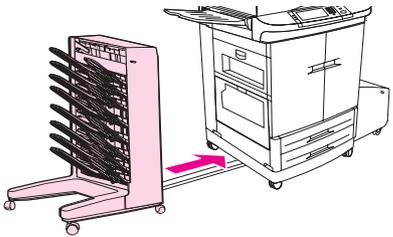
1



2



3



### Jam in the 8-bin mailbox (face-down bins)

- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove any jammed media from the belt.
- 3 Push the 8-bin mailbox back into place.

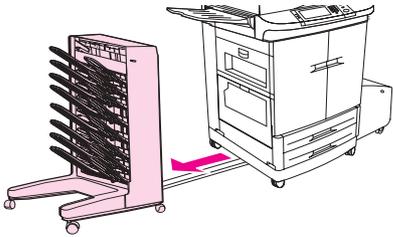
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#### Note

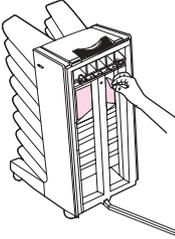
For more information, see the use guide that came with the finishing device.

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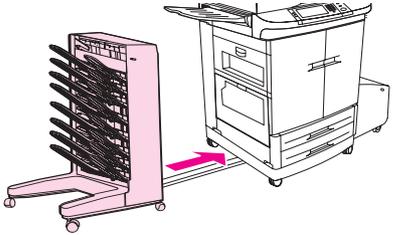
1



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### Jam in the 8-bin mailbox (belt)

- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove any jammed media from the belt.
- 3 Push the 8-bin mailbox back into place.

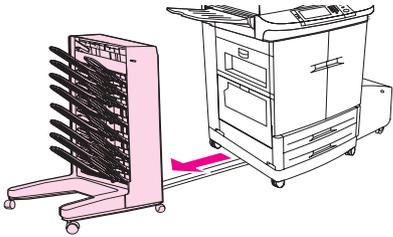
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#### Note

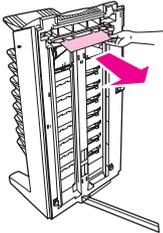
For more information, see the use guide that came with the finishing device.

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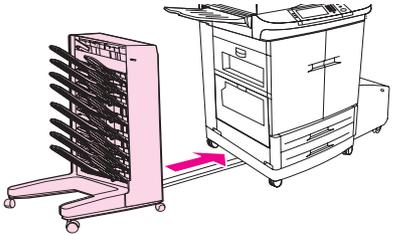
1



2



3



## Jam in the 8-bin mailbox (flipper entry)

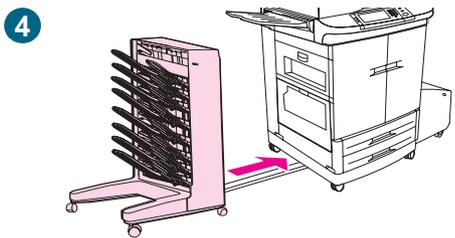
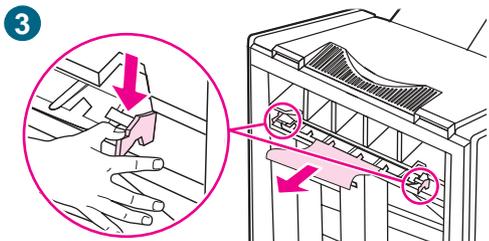
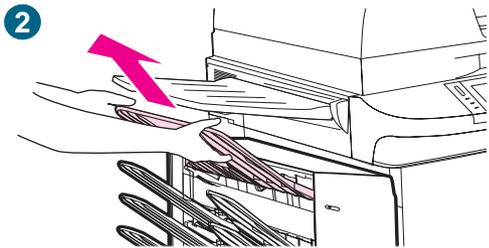
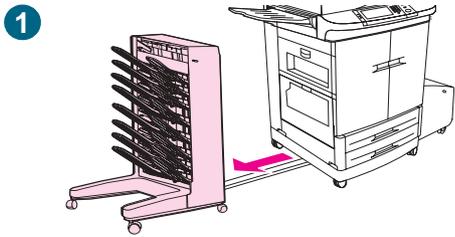
- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove any jammed media from the flipper entry or the MFP exit area.
- 3 Push the 8-bin mailbox back into place.

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### Note

For more information, see the use guide that came with the finishing device.

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## Jam in the 8-bin mailbox (flipper exit)

- 1 Move the finishing device away from the MFP. To do this, stand on the left side of the MFP and pull the finishing device straight toward you.
- 2 Carefully remove the face-up bin.
- 3 Pull down the handle on the output paper module and remove any jammed media from this area.
- 4 Push the 8-bin mailbox back into place, and then reattach the face-up bin.

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### Note

For more information, see the use guide that came with the finishing device.

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1



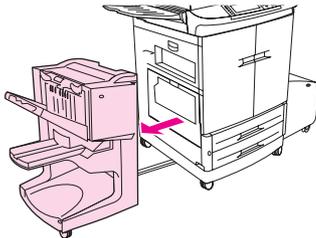
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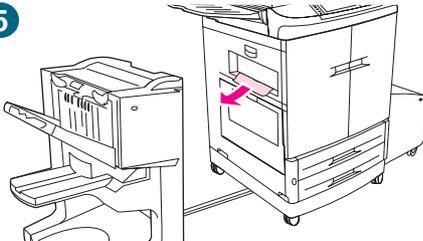
3



4



5



## Jam in the multifunction finisher

- 1 Open the multifunction finisher cover.
- 2 Slowly and carefully pull the jammed media straight out of the multifunction finisher so that it does not tear.
- 3 Close the multifunction finisher cover.
- 4 Move the multifunction finisher away from the MFP. To do this, push on the arrow at the front right of the multifunction finisher to unlatch it. Then stand on the left side of the MFP and pull the multifunction finisher straight toward you.

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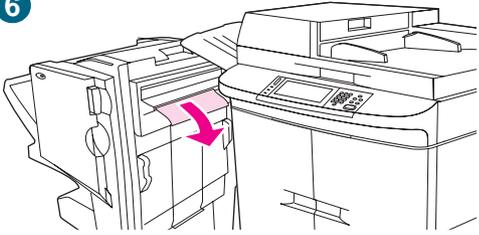
### CAUTION

Do *not* push the finishing device face-up tray when you are removing or installing the finishing device.

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- 5 Carefully remove any media from the MFP output area.

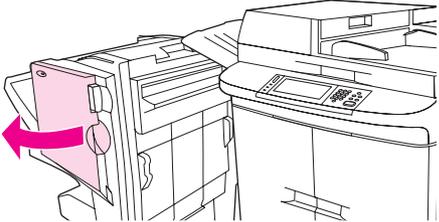
6



6 Carefully remove any media from the multifunction finisher input area.

7 Open the stapler-unit door.

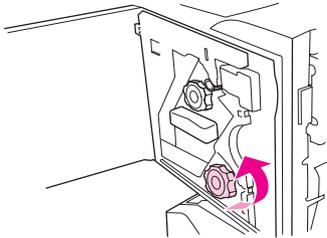
7



8 To clear a booklet jam, turn the bottom green knob clockwise to remove the booklet.

9 Close the stapler-unit door.

8

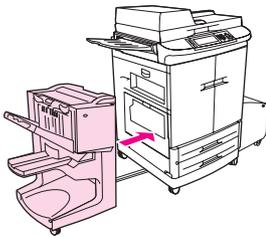


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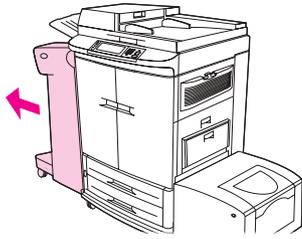


10 Push the multifunction finisher back into place.

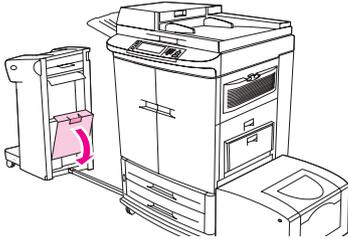
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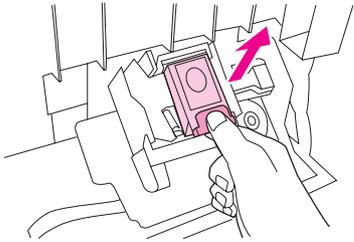
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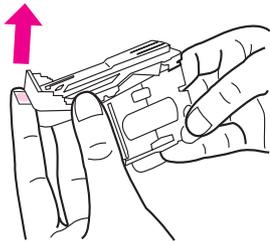
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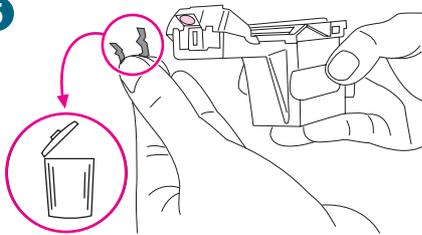
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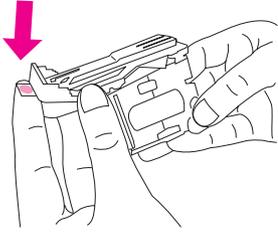
## Staple jam from the stapler/stacker

### Note

The message `JAM INSIDE STAPLER` appears on the control panel.

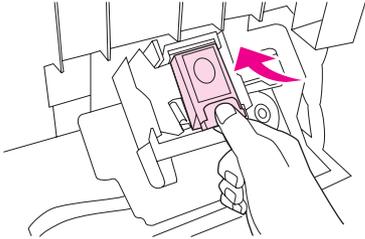
- 1 Move the stapler/stacker away from the MFP.
- 2 Open the stapler-unit door.
- 3 Pull the cartridge out.
- 4 Pull up on the lever that is labeled with a green dot.
- 5 Remove the damaged staple.

6



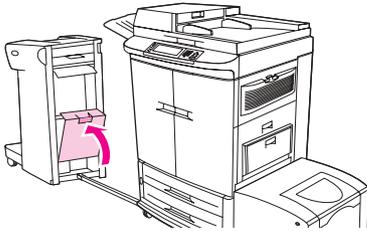
6 Press down on the lever that is labeled with a green dot.

7



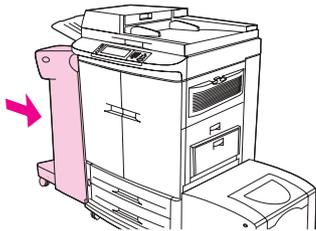
7 Reinstall the staple cartridge.

8



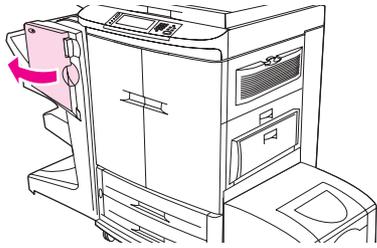
8 Close the stapler-unit door.

9

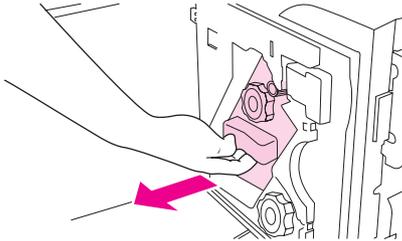


9 Push the stapler/stacker back into place.

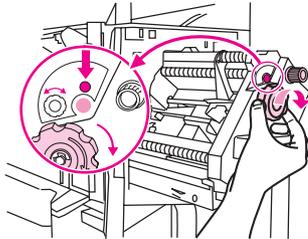
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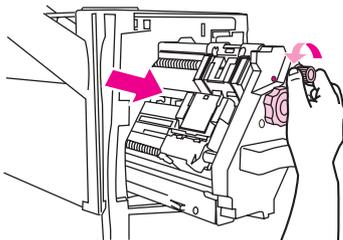
2



3



4



## Staple jam from the multifunction finisher

- 1 Open the stapler-unit door.
- 2 Slide the stapler unit toward you.
- 3 Turn the large green knob until you see the blue dot (this indicates that the stapler is fully open).
- 4 Turn the small green knob at the top of the stapler unit counterclockwise until the staple cartridge moves to the left of the stapler unit.

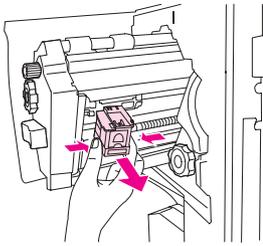
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### CAUTION

The blue dot must appear in the window of the stapler unit before you remove the staple cartridge. If you try to remove the staple cartridge before the blue dot appears in the window, you might damage the device.

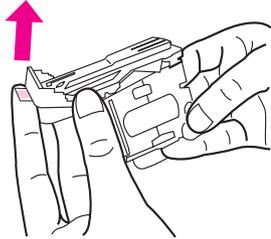
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5



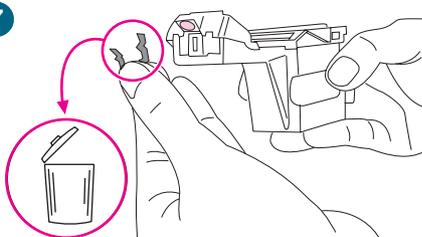
5 Remove the staple cartridge.

6



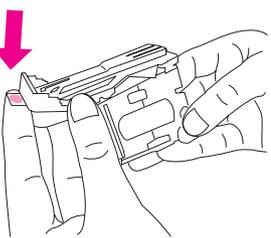
6 Pull up on the lever that is labeled with a green dot.

7



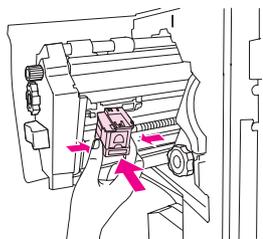
7 Remove the damaged staple.

8



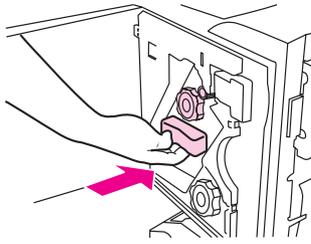
8 Press down on the lever that is labeled with a green dot.

9



9 Reinstall the staple cartridge.

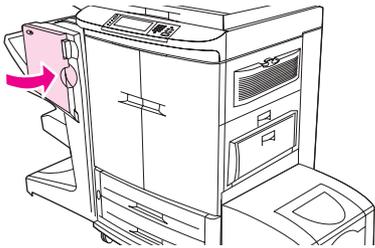
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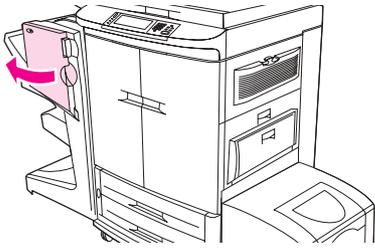
10 Slide the stapler unit into the multifunction finisher.

11 Close the stapler-unit door.

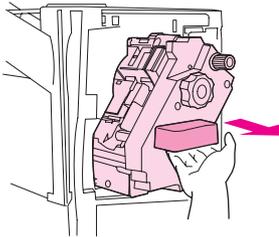
11



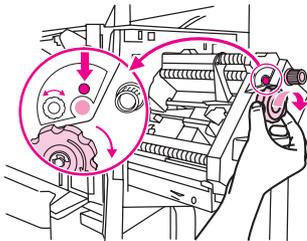
1



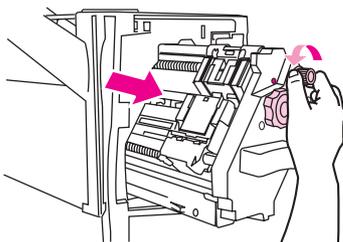
2



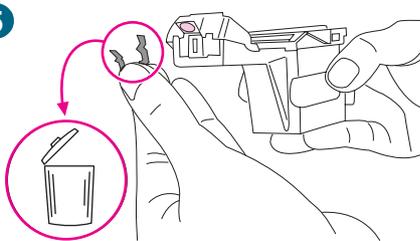
3



4



5



## Staple jam in the upper half of the stapler head (multifunction finisher)

- 1 Open the stapler-unit door.
- 2 Slide the stapler unit toward you.
- 3 Turn the large green knob until you see the blue dot (this indicates that the stapler is fully open).
- 4 Turn the small green knob at the top of the stapler unit counterclockwise until the staple cartridge moves to the left of the stapler unit.

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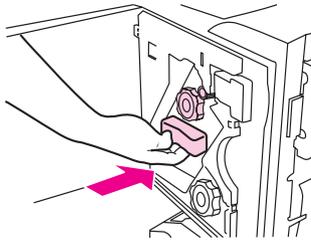
### CAUTION

The blue dot must appear in the window of the stapler unit before you remove the staple cartridge. If you try to remove the staple cartridge before the blue dot appears in the window, you might damage the device.

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- 5 Locate the damaged staple at the back of the stapler head, and remove the staple.

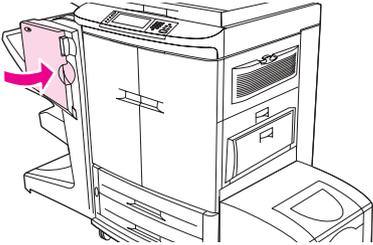
6



6 Slide the stapler unit into the multifunction finisher.

7 Close the stapler-unit door.

7



## Solving repeated jams

Situation	Solution
Repeated jam problems in the MFP	<ol style="list-style-type: none"><li>1 Check the media specifications. (See “Recommended media” on page 172.) If the media is outside of the recommended specifications, problems can occur.</li><li>2 Check to see that media is correctly loaded in the trays and that all width guides are correctly set. (See “Selecting and using media” on page 163.)</li><li>3 Make sure that the paper tray is set for the size of media that is installed and that the tray is not overloaded with media.</li><li>4 Try turning over the stack of media in the tray. If you are using prepunched or letterhead media, try printing from tray 1.</li><li>5 Do not use torn, worn, or irregular media, or media that has previously been printed on. For recommended media and other media, see “Recommended media” on page 172.</li><li>6 Check that all damaged or jammed media is removed from the MFP.</li><li>7 Repeated jams that occur when print media travels between the MFP and the finishing device might mean that the MFP and device are set up on an uneven floor. Use the blue levelers above the wheels of the finishing device to level the finishing device. See the installation guide for the finishing device for more information.</li></ol>
Repeated jam problems in the ADF	<ol style="list-style-type: none"><li>1 Make sure that fewer than 50 sheets are loaded into the ADF.</li><li>2 Make sure that the original copies are in good condition.</li><li>3 Make sure that the original copies are loaded correctly into the ADF and that the size guides are set correctly.</li><li>4 Use the scanner glass to copy.</li></ol>

If jams persist in tray 1, try feeding the media through tray 2 or tray 3. Some media, like envelopes, can only be fed from tray 1.

If jams continue, contact HP customer support. (See “Information from the MFP” on page 363, or go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).)

## Understanding MFP messages

Messages appear on the MFP control-panel display to relay the normal status of the MFP (such as PROCESSING JOB), or to alert you to an error condition (such as CLOSE FRONT DOOR) that needs attention. “Interpreting control-panel messages” on page 292 lists messages that require attention, or that might raise questions. Messages begin on page 292 and are listed in alphabetical order, with numeric messages at the end of the list. Not all messages are listed, because some (such as READY) are self-explanatory. Extensive help is available at the MFP control panel when you touch ?.

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### Note

Some MFP messages are affected by the AUTO CONTINUE and CLEARABLE WARNINGS settings on the **Configure Device** menu, within the **System Setup** submenu, at the control panel (see “System setup submenu” on page 140).

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## Using the MFP help system

This MFP features a help system on the control panel that provides instructions for resolving most errors. Certain control-panel messages alternate with instructions about using the help system.

Whenever a ? appears in an error message or a message alternates with FOR HELP PRESS ?, touch ? to view the help.

To exit the help system, touch EXIT.

## If a message persists

- With messages (for example, a request to load a tray or a message that a previous print job is still in the MFP memory), you can touch CONTINUE to print or press STOP to clear the job and eliminate the message.
- If a message persists after performing all of the recommended actions, contact an HP-authorized service or support provider. (For more information, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).)

## Interpreting control-panel messages

Message	Description or explanation	Recommended action
ACCESS DENIED MENUS LOCKED	The menu item is locked.	See your network administrator.
ACTION NOT CURRENTLY AVAILABLE FOR TRAY X TRAY SIZE CANNOT BE ANY SIZE/ANY CUSTOM	The MFP is attempting to select duplex registration for a tray that is set to ANY SIZE or ANY CUSTOM. Duplex registration is not available when the size is set to ANY.	Configure the tray to a specific size.
ADDRESS BOOK IS FULL	The address book is full.	Remove unnecessary addresses from the address book.
ADF COVER OPEN	The ADF cover is open.	Close the ADF cover. Follow the instructions in the dialog box.
ADF EMPTY	The ADF is empty.	Remove and then reload the originals in the ADF.
ADF INPUT MOTOR IS ON	The MFP is performing a diagnostic procedure.	No action is necessary.
ADF OUTPUT MOTOR IS ON	The MFP is performing a diagnostic procedure.	No action is necessary.
ADF PAPER JAM	A jam has occurred in the ADF.	<ol style="list-style-type: none"> <li>1 Open the ADF cover.</li> <li>2 Remove the jammed media.</li> <li>3 Close the ADF cover.</li> <li>4 Replace the media in the ADF.</li> <li>5 Press the <b>START</b> button.</li> </ol>
ADF PICK ERROR	The original media is not feeding correctly into the ADF.	<ol style="list-style-type: none"> <li>1 Open the ADF cover.</li> <li>2 Remove the jammed media.</li> <li>3 Close the ADF cover.</li> <li>4 Replace the media in the ADF.</li> <li>5 Press the <b>START</b> button.</li> </ol> <p><b>Note</b> Make sure that the ADF is not overloaded.</p>
ADF SKEW ERROR	The paper is not aligned correctly.	<ol style="list-style-type: none"> <li>1 Open the ADF cover.</li> <li>2 Remove the jammed media.</li> <li>3 Close the ADF cover.</li> <li>4 Replace the media in the ADF.</li> <li>5 Press the <b>START</b> button.</li> </ol>
AUTHENTICATION INFORMATION IS INCORRECT	The incorrect authentication information has been typed.	Check the authentication information and enter it again.
BAD DUPLEXER CONNECTION	The duplexer is not connected correctly to the MFP.	Turn the MFP off and reinstall the duplexer. Turn the MFP on.
BLOWN LAMP FUSE	The lamp fuse is blown.	Replace the lamp fuse.
BLOWN MOTOR FUSE	The motor fuse is blown.	Replace the motor fuse.

Message	Description or explanation	Recommended action
CANCELING COPY JOB	The MFP is canceling a copy job. The message continues while the job is stopped, the paper path is flushed, and any remaining data is discarded.	No action is necessary.
CANCELING SEND JOB	The MFP is canceling an e-mail job. The message continues while the job is stopped, the paper path is flushed, and any remaining data is discarded.	No action is necessary.
CARD SLOT X DEVICE FAILURE	The Flash Memory card in slot X is not working correctly.	If Flash Memory memory has been loaded, remove the memory and try loading it again.
CARD SLOT X FILE OPERATION FAILED	The requested operation cannot be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Check the file name and try the operation again.
CARD SLOT X FILE SYSTEM IS FULL	The file system located on card slot X is full.	Delete files from the card slot and then try again. HP Web Jetadmin can be used to delete files and fonts. Use the control panel to delete stored jobs that are not needed.
CARD SLOT X IS WRITE PROTECTED	The file system on card slot X is protected and no new files can be written to it.	Fonts and forms cannot be stored on the file system when it is write protected. Use Windows-based HP Web Jetadmin or Macintosh-based HP LaserJet Utility to remove the write protection from the disk.
CARD SLOT <X> NOT FUNCTIONAL	The Flash Memory card in slot X is not working correctly.	If Flash Memory memory has been added, remove it and try loading it again.
CHECK SCANNER LOCK	The scanner shipping lock is engaged.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Move the scanner lock to the unlocked position. See <a href="#">"Before you move the MFP"</a> on page 253 for more information.</li> <li>3 Turn on the MFP.</li> </ol>
CHECK THE GLASS AND REMOVE ANY PAPER	The MFP detects residual media on the scanner glass.	<ol style="list-style-type: none"> <li>1 Open the ADF.</li> <li>2 Check the scanner glass for residual media and remove it.</li> <li>3 Close the ADF.</li> </ol>
CHECKING PAPER PATH SOME PAGES MAY BE EJECTED	The engine is rotating its rollers to check for possible jams and to clear the jams automatically.	No action is necessary.
CHECKING PRINTER	The engine is performing an internal test.	No action is necessary.
CHOSEN PERSONALITY NOT AVAILABLE TO CONTINUE TOUCH OK	A print job has been requested a printer language (personality) that is not available with this MFP. The job will not print and will be cleared from memory.	Print the job by using a printer driver for a different printer language, or add the requested language to the MFP (if it is available).

Message	Description or explanation	Recommended action
CLEAN POST CHARGER	The post charger requires cleaning.	Clean the post charger. See <a href="#">"Cleaning the post charger"</a> on page 238.
CLEANING DISK FAILED	A hard disk or Flash Memory disk cleaning failed.	Try cleaning the disk again.
CLEARING ACTIVITY LOG	The corresponding fax menu item is activated.	No action is necessary.
CLEARING ALL BLOCKED NUMBERS	The corresponding fax menu item is activated.	No action is necessary.
CLEARING EVENT LOG	The even log is clear. The MFP control-panel display will back up one screen to the service menu when the event log is clear.	No action is necessary.
CLEARING PAPER	The MFP jammed or was turned on and media is detected in a wrong location. The MFP is automatically attempting to eject the pages.	No action is necessary.
CLOSE FLATBED COVER DURING INITIALIZATION	The ADF is open during initialization.	Close the ADF, turn the MFP off, and then turn it on again.
CLOSE FRONT OR LOWER LEFT DOOR TO CONTINUE TURN OFF THEN ON	The front or lower left door is open. The MFP cannot start when any doors are open.	Close the doors and then turn the MFP on.
CLOSE FRONT OR UPPER RIGHT DOOR TO CONTINUE TURN OFF THEN ON	The front or upper right door is open. The MFP cannot start when any doors are open.	Close the doors and then turn the MFP on.
CLOSE RIGHT DOOR	The right door is open.	Close the right door to continue printing.
CONDITIONING... IMAGE DRUM	A new image drum has been installed or the MFP is exiting Sleep mode.	No action is necessary.
CONDITIONING... TRANSFER	A new transfer roller has been installed or the MFP is exiting Sleep mode.	No action is necessary.
CORRUPT FIRMWARE IN EXTERNAL ACCESSORY	Corrupt firmware is detected in the input or output accessory.	<ol style="list-style-type: none"> <li>1 Turn off the MFP, and then turn it back on.</li> <li>2 If the message appears, the firmware might need to be updated. See <a href="#">"Installing firmware updates"</a> on page 242.</li> </ol>
DATA RECEIVED	The MFP is waiting for the command to print the last page.	Press the <b>START</b> button or the <b>CLEAR</b> button to clear the print buffer.
DATE/TIME= YYYY/MMM/DD HH:MM TO CHANGE TOUCH OK. TO SKIP TOUCH EXIT.	The MFP is requesting the current date and time.	Set the current date and time.

Message	Description or explanation	Recommended action
DISK DEVICE FAILURE	The EIO hard disk had a critical failure and can no longer be used.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and reinstall the hard disk.</li> <li>3 Turn on the MFP.</li> <li>4 If the message continues, replace the disk with a new EIO hard disk.</li> </ol>
DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Check the file name and try the operation again.
DISK FILE SYSTEM IS FULL	The disk file system has reached maximum capacity.	Delete files from the EIO hard disk and then try again. HP Web Jetadmin can be used to delete files and fonts. Use the control panel to delete stored jobs that are no longer needed.
DISK IS WRITE PROTECTED	The disk device is protected, and no new files can be written to it.	Fonts and forms cannot be stored on the disk when the disk is write-protected. Use the Windows-based HP Web Jetadmin or the Macintosh-based HP LaserJet Utility to remove the write protection from the disk.
DISK NOT INITIALIZED	The disk file system is not initialized.	Initialize the disk file system by using HP Web Jetadmin.
DUPLEXER ERROR REMOVE DUPLEXER INSTALL DUPLEXER WITH POWER OFF	The duplexer is not functioning correctly.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove the duplexer.</li> <li>3 Check the duplexer and duplexer cavity for residual jammed media.</li> <li>4 Reinstall the duplexer and make sure that it is reseated securely.</li> <li>5 Turn on the MFP.</li> </ol>
E-MAIL GATEWAY DID NOT ACCEPT THE JOB BECAUSE THE ATTACHMENT WAS TOO LARGE	The server rejected an e-mail.	Make sure that you are typing the correct e-mail address.
E-MAIL GATEWAY DID NOT RESPOND	The connection to the e-mail server has timed out.	Make sure that the e-mail server address is correct.
EIO X	The EIO hard disk in slot X is initializing.	No action is necessary.
EIO DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a nonexistent directory.	Check the file name and try the operation again.
EIO DISK NOT FUNCTIONAL	The EIO hard disk in slot X is not working correctly.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove the EIO hard disk from the slot that is indicated by X.</li> <li>3 Reinstall the EIO hard disk.</li> <li>4 Turn on the MFP.</li> <li>5 If the message continues, replace the disk with a new EIO hard disk.</li> </ol>

Message	Description or explanation	Recommended action
EIO X DISK FILE SYSTEM IS FULL	The disk file system on the hard disk in slot X is full.	Delete files from the EIO hard disk and then try again. HP Web Jetadmin can be used to delete files and fonts.
EIO X DISK IS WRITE PROTECTED	The disk device in slot X is protected and no new files can be written to it.	Fonts and forms cannot be stored on the disk when the disk is write protected. Use the Windows-based HP Web Jetadmin or the Macintosh-based HP LaserJet Utility to remove the write protection from the disk.
EXTERNAL DEVICE INITIALIZING	An external input or output device that is attached to the MFP is initializing.	No action is necessary.
FLASH FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	Check the file name and try again.
FLATBED COVER OPEN	The ADF cover is open.	Close the ADF cover.
FOLDER LIST IS FULL TO ADD A FOLDER YOU MUST FIRST DELETE A FOLDER	Too many folders have been added.	Remove one or more of the folders.
HP DIGITAL SENDING DELIVERY	A digital sending job has failed.	Try sending the digital send job again.
INITIALIZING SCANNER, PLEASE WAIT	The MFP is initializing.	No action is necessary.
INPUT PAPER PATH OPEN	The paper path between the MFP and the 2,000-sheet side input tray (tray 4) is open.	Push the 2,000-sheet side input tray (tray 4) securely into the MFP to close the paper path.
INSERT OR CLOSE TRAY X	The specified tray is missing or open.	Close or insert the specified tray to continue printing.
INSTALL CARTRIDGE	A print cartridge has been removed or has been installed incorrectly.	Replace or correctly reinstall the cartridge to continue printing.
INSTALL CLEANER	The cleaner is not installed or is not installed correctly.	<ol style="list-style-type: none"> <li>1 Make sure that the transfer cleaner is installed.</li> <li>2 Open the front doors and press lightly on the toner collection bottle. Close the front doors and check to see if the error message goes away.</li> <li>3 Remove the toner collection bottle and reseal the cleaning blade. Make sure that the blade is locked into position.</li> <li>4 Replace the toner collection bottle and check to see if the error message goes away.</li> <li>5 If the message persists, replace the cleaning kit. See <a href="#">"Replacing the image cleaning kit"</a> on page 228.</li> </ol>

Message	Description or explanation	Recommended action
INSTALL BLACK CARTRIDGE	The print cartridge is not installed or is not installed correctly.	Remove and then reinstall the indicated print cartridge. See "Replacing the print cartridges" on page 215.
INSTALL CYAN CARTRIDGE	The print cartridge is not installed or is not installed correctly.	Remove and then reinstall the indicated print cartridge. See "Replacing the print cartridges" on page 215.
INSTALL MAGENTA CARTRIDGE	The print cartridge is not installed or is not installed correctly.	Remove and then reinstall the indicated print cartridge. See "Replacing the print cartridges" on page 215.
INSTALL YELLOW CARTRIDGE	The print cartridge is not installed or is not installed correctly.	Remove and then reinstall the indicated print cartridge. See "Replacing the print cartridges" on page 215.
INSTALL BLACK DRUM	The image drum is not installed or is not installed correctly.	Remove and then reinstall the indicated image drum. See "Replacing the image drums" on page 218.
INSTALL CYAN DRUM	The image drum is not installed or is not installed correctly.	Remove and then reinstall the indicated image drum. See "Replacing the image drums" on page 218.
INSTALL MAGENTA DRUM	The image drum is not installed or is not installed correctly.	Remove and then reinstall the indicated image drum. See "Replacing the image drums" on page 218.
INSTALL YELLOW DRUM	The image drum is not installed or is not installed correctly.	Remove and then reinstall the indicated image drum. See "Replacing the image drums" on page 218.
INTERNAL DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	Check the file name and try again.
INTERNAL DISK FILE SYSTEM IS FULL	The internal hard disk file is full.	Delete files from the EIO hard disk and then try again. HP Web Jetadmin can be used to delete files and fonts.
INTERNAL DISK INITIALIZING	The internal hard disk is initializing.	No action is necessary.
INTERNAL DISK IS WRITE PROTECTED	The disk device is protected, and no new files can be written to it.	Fonts and forms cannot be stored on the disk when the disk is write protected. Use the Windows-based HP Web Jetadmin or the Macintosh-based HP LaserJet Utility to remove the write protection from the disk.
INTERNAL DISK NOT INITIALIZED	The internal hard disk file has not been initialized.	Initialize the disk file system by using HP Web Jetadmin.
LOAD TRAY 1 [TYPE] [SIZE]	The MFP is waiting for media to be loaded into tray 1.	Load the specified media into the tray.

Message	Description or explanation	Recommended action
LOAD TRAY 1 [TYPE] [SIZE] TO CONTINUE TOUCH OK	The MFP is waiting for media to be loaded into tray 1.	Touch <b>OK</b> to continue printing if the paper that is loaded in the tray is the correct size and type. If it is the incorrect size or type, remove the media in the tray and load the tray with the correct media.
LOAD TRAY 1 [TYPE] [SIZE] TO USE ANOTHER TRAY TOUCH OK	The MFP is waiting for media to be loaded into tray 1. Media that is loaded in the tray might not match the size or type necessary for the specified job.	<ol style="list-style-type: none"> <li>1 Load the specified media into the tray.</li> <li>2 To use another tray, touch <b>OK</b>, touch <b>NEXT</b>, and then scroll to the tray that you want to use.</li> <li>3 Touch <b>OK</b> when the size and type you want appears.</li> </ol>
LOAD TRAY XX [TYPE] [SIZE]	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and no other trays are available to use.	<ol style="list-style-type: none"> <li>1 Load the specified media into the tray.</li> <li>2 When prompted by the control-panel display, select the media size and type that you want to use.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>
LOAD TRAY XX [TYPE] [SIZE] TO USE ANOTHER TRAY TOUCH OK	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and at least one other tray is available to use.	<ol style="list-style-type: none"> <li>1 To use media that is loaded in a different tray, touch <b>OK</b> and then touch <b>NEXT</b> to scroll through the loaded media sizes and types.</li> <li>2 When the size and type that you want appears, touch <b>OK</b>.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>
LOAD TRAY XX [TYPE] [SIZE] MOVE TRAY SWITCH TO CUSTOM. TO USE ANOTHER TRAY TOUCH OK	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and at least one other tray is available to use.	<ol style="list-style-type: none"> <li>1 To use media that is loaded in a different tray, touch <b>OK</b> and then touch <b>NEXT</b> to scroll through the loaded media sizes and types.</li> <li>2 When the size and type that you want appears, touch <b>OK</b>.</li> <li>3 Load the specified media into the tray.</li> <li>4 Move the switch to <b>CUSTOM</b>.</li> <li>5 When the size and type that you want appears on the control-panel display, touch <b>OK</b>.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>

Message	Description or explanation	Recommended action
LOAD TRAY XX [TYPE] [SIZE] MOVE TRAY SWITCH TO CUSTOM.	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and no other trays are available to use.	<ol style="list-style-type: none"> <li>1 Load the specified media into the tray.</li> <li>2 Move the tray switch to CUSTOM.</li> <li>3 When prompted by the control-panel display, select the media size and type that you want to use.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>
LOAD TRAY XX [TYPE] [SIZE] RECOMMEND MOVE TRAY SWITCH TO STANDARD. TO USE ANOTHER TRAY TOUCH OK.	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and at least one other tray is available to use.	<ol style="list-style-type: none"> <li>1 To use media that is loaded in a different tray, touch <b>OK</b> and then touch <b>NEXT</b> to scroll through the loaded media sizes and types.</li> <li>2 When the size and type that you want appears, touch <b>OK</b>.</li> <li>3 Load the specified media into the tray.</li> <li>4 Move the switch to STANDARD.</li> <li>5 When the size and type that you want appears on the control-panel display, touch <b>OK</b>.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>
LOAD TRAY XX [TYPE] [SIZE] RECOMMEND MOVE TRAY SWITCH TO STANDARD.	A job has been sent that requires a specific type or size of media that is not loaded in the tray, and no other trays are available to use.	<ol style="list-style-type: none"> <li>1 Load the specified media into the tray.</li> <li>2 Move the tray switch to STANDARD.</li> <li>3 When prompted by the control-panel display, select the media size and type that you want to use.</li> </ol> <p>To cancel a job, press the <b>STOP</b> button.</p> <p><b>Note</b> Touching <b>IGNORE</b> will temporarily delay a print job to allow for a copy job.</p>
LOWER LEFT BIN FULL REMOVE ALL PAPER FROM BIN	The specified output bin is full.	Empty the bin to continue printing.
MAKING COPY [X] OF [Y] PAGE [A] OF [B]	The copy job is processing. Copy <b>X</b> indicates the number of copies completed, and copy <b>Y</b> indicates the number of copies in the job. Page <b>A</b> indicates the number of pages completed, and page <b>B</b> indicates the number of pages in each copy.	No action is necessary.

Message	Description or explanation	Recommended action
MANUALLY FEED [TYPE] [SIZE]	The MFP is waiting for media to be loaded in tray 1 for a manual feed, and no other trays have media available to use.	Load the requested media into tray 1.  To cancel a job, press the <b>STOP</b> button.
MANUALLY FEED [TYPE] [SIZE] TO CONTINUE TOUCH OK	The MFP is waiting for media to be loaded in tray 1 for a manual feed (media is loaded in the tray).	<ol style="list-style-type: none"> <li>1 If the media loaded in the tray is the correct size and type, touch <b>OK</b> to continue printing.</li> <li>2 If the media loaded in the tray is the incorrect size and type, load the correct media.</li> <li>3 To use a different tray, remove the media, touch <b>OK</b>, and then touch <b>NEXT</b> to scroll through the loaded media sizes and types.</li> <li>4 When the size and type that you want appears on the control-panel display, touch <b>OK</b>.</li> </ol> To cancel a job, press the <b>STOP</b> button.
MANUALLY FEED [TYPE] [SIZE] TO USE ANOTHER TRAY TOUCH OK	The MFP is waiting for media to be loaded in tray 1 for a manual feed, and at least one other tray has media available to use.	<ol style="list-style-type: none"> <li>1 Load the specified media into the tray.</li> <li>2 To use another tray, touch <b>OK</b>, touch <b>NEXT</b>, and then scroll to the tray that you want to use.</li> <li>3 Touch <b>OK</b> when the size and type you want appears.</li> </ol> To cancel a job, press the <b>STOP</b> button.
MOVING SOLENOID TO EXIT PRESS STOP	A component test that is moving a solenoid is being performed.	No action is necessary.
MOVING SOLENOID AND MOTOR TO EXIT PRESS STOP	A component test that is moving a solenoid and a motor is being performed.	No action is necessary.
MULTIPLE PAGE SCAN MODE	<b>BOOK</b> or <b>JOB</b> MODE has been selected in the <b>Describe Original</b> menu.	<b>BOOK</b> or <b>JOB</b> MODE copying will continue. Follow the prompts on the control-panel display. See <a href="#">"Copying instructions"</a> on <a href="#">page 37</a> in chapter 2 for more information.
NETWORK CONNECTION REQUIRED FOR DIGITAL SENDING CONTACT ADMINISTRATOR.	A network connection is not detected.	Verify the network connection.
NON-HP SUPPLY IN USE	A non-HP supply is in use. Any MFP repair required as a result of using non-HP supplies is not covered under the warranty. HP cannot ensure the accuracy or availability of certain features.	Use genuine HP supplies for the most reliability and output quality. If you think you purchased an HP supply, please call the HP fraud hotline.
NO STORED JOBS	No jobs are available to retrieve in the <b>Retrieve Job</b> menu.	No action is necessary.

Message	Description or explanation	Recommended action
NOVELL LOGIN REQUIRED	Novell authentication is enabled for this destination.	Enter the Novell network credentials.
ORDER CLEANING KIT LESS THAN XXX PAGES	The cleaning kit is nearing the end of its life.	Printing will continue normally until the cleaning kit is completely used. A new cleaning kit should be ordered.
ORDER BLACK CARTRIDGE	The black cartridge is nearing the end of its life.	Printing will continue normally until the black print cartridge is completely used. A new print cartridge should be ordered.
ORDER CYAN CARTRIDGE	The cyan cartridge is nearing the end of its life.	Printing will continue normally until the cyan print cartridge is completely used. A new print cartridge should be ordered.
ORDER MAGENTA CARTRIDGE	The magenta cartridge is nearing the end of its life.	Printing will continue normally until the magenta print cartridge is completely used. A new print cartridge should be ordered.
ORDER YELLOW CARTRIDGE	The yellow cartridge is nearing the end of its life.	Printing will continue normally until the yellow print cartridge is completely used. A new print cartridge should be ordered.
ORDER BLACK DRUM LESS THAN XXXX PAGES	The black image drum is nearing the end of its life.	Printing will continue normally until the black image drum is completely used. A new image drum should be ordered.
ORDER CYAN DRUM LESS THAN XXXX PAGES	The cyan image drum is nearing the end of its life.	Printing will continue normally until the cyan image drum is completely used. A new image drum should be ordered.
ORDER MAGENTA DRUM LESS THAN XXXX PAGES	The magenta image drum is nearing the end of its life.	Printing will continue normally until the magenta image drum is completely used. A new image drum should be ordered.
ORDER YELLOW DRUM LESS THAN XXXX PAGES	The yellow image drum is nearing the end of its life.	Printing will continue normally until the yellow image drum is completely used. A new image drum should be ordered.
ORDER FUSER KIT LESS THAN XXXX PAGES	The fuser kit is nearing the end of its life.	Printing will continue normally until the fuser kit is completely used. A new fuser kit should be ordered.
ORDER TRANSFER KIT LESS THAN XXXX PAGES	The transfer kit is nearing the end of its life.	Printing will continue normally until the transfer kit is completely used. A new fuser kit should be ordered.
OUTPUT BINS 1-8 FULL REMOVE ALL PAPER FROM BIN	The specified output bin is full.	Empty the bin and continue printing.
OUTPUT BINS 2-8 FULL REMOVE ALL PAPER FROM BIN	The specified output bin is full.	Empty the bin and continue printing.
OUTPUT BIN X FULL REMOVE ALL PAPER FROM BIN	The specified output bin is full.	Empty the bin and continue printing.
OUTPUT PAPER PATH OPEN	The paper path between the MFP and the finishing device is open.	Push the finishing device securely into the MFP to close the paper path.

Message	Description or explanation	Recommended action
PASSWORD OR NAME IS INCORRECT PLEASE ENTER CORRECT LOGIN	The required login name or password is incorrect.	Make sure the login name and password are correct. If the message appears again, check with your network administrator.
PAUSED	The MFP is paused.	Press the <b>MENU</b> button and then touch <b>RESUME</b> to continue.
PERFORMING... COLOR BAND TEST	A color band test is being performed.	No action is necessary.
PERFORMING... PAPER PATH TEST	A paper path test is being performed.	No action is necessary.
PERFORMING UPGRADE	The MFP is performing a firmware upgrade.	Do <i>not</i> interrupt the upgrading process by turning off the MFP or unplugging it. The MFP will restart automatically when the upgrade is complete.
PHONE BOOK IS FULL. TO ADD A PHONE NUMBER YOU MUST FIRST DELETE A PHONE NUMBER.	The fax phone book is full.	Delete unnecessary fax numbers.
PIN IS INCORRECT. PLEASE RE-ENTER PIN.	The pin that was typed is incorrect.	Make sure that the password is correct. If the message appears again, check with your network administrator.
PIN IS INVALID. PLEASE ENTER A 4-DIGIT NUMBER.	The pin that was typed is incorrect.	Make sure that the password is correct. If the message appears again, check with your network administrator.
PLACE NEXT ORIGINAL ON GLASS AND PRESS START TO SCAN PAGE OR TOUCH FINISHED TO PRINT NOW.	The MFP is performing a job mode job. Job mode allows multiple scans from the scanner glass to be grouped into a single job.	<ol style="list-style-type: none"> <li>1 Place the next original copy in the job on the scanner glass.</li> <li>2 Press the <b>START</b> button.</li> <li>3 Touch <b>FINISHED</b> when the last page of the job is scanned.</li> </ol>
PLEASE TURN DEVICE OFF AND INSTALL HARD DISK	The hard disk EIO card might be loose or disconnected.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and then reseal the hard disk EIO card.</li> <li>3 Turn on the MFP.</li> </ol>
PLEASE WAIT	The MFP is going offline.	No action is necessary.
PRINTING STOPPED TO CONTINUE TOUCH OK	Time expired during a print/stop test.	Touch <b>OK</b> to continue.
PRINTING... CMYK SAMPLES	The CMYK color samples pages are being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... CONFIGURATION	A configuration page is being generated.	No action is necessary.
PRINTING... DEMO PAGE	A demo page is being generated.	No action is necessary.
PRINTING... ENGINE TEST	An engine test page is being generated.	No action is necessary.

Message	Description or explanation	Recommended action
PRINTING... EVENT LOG	An event log page is being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... FILE DIRECTORY	The file directory on the hard disk is being generated.	No action is necessary.
PRINTING... FONT LIST	An internal font list is being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... MENU MAP	A menu map is being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... PQ TROUBLESHOOTING	The print quality troubleshooting pages are being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... REGISTRATION PAGE	The registration pages are being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... RGB SAMPLES	The RGB color samples pages are being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... SUPPLIES STATUS	The supplies status pages are being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PRINTING... USAGE PAGE	The usage page is being generated. The MFP returns to Ready when the job is complete.	No action is necessary.
PROCESSING...	The MFP is processing a job.	No action is necessary.
PROCESSING DIGITAL SEND JOB	A digital send job is processing.	No action is necessary.
PROCESSING... FROM TRAY [X]	A print job is being generated from the indicated tray.	No action is necessary.
RAM DISK DEVICE FAILURE	The RAM disk had a critical failure and can no longer be used.	Turn the MFP off, and then turn the MFP on to clear the message.
RAM DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	Try again with a different file or directory.

Message	Description or explanation	Recommended action
RAM DISK FILE SYSTEM IS FULL	The RAM disk has reached maximum capacity.	<ol style="list-style-type: none"> <li>1 Delete files and then try again, or turn the MFP off and then turn the MFP on to delete all of the files on the device. (Delete files by using HP Web Jetadmin or another software utility. See the online help for more information.)</li> <li>2 If the message persists, increase the size of the RAM disk and change the RAM disk size from the <b>Configuration</b> menu at the MFP control panel (See “<a href="#">System setup submenu</a>” on page 140).</li> </ol>
RAM DISK IS WRITE PROTECTED	The RAM disk is protected, and no new files can be written to it.	No action is necessary.
RAM DISK NOT INITIALIZED	The file system has not been initialized.	Initialize the disk file system by using HP Web Jetadmin.
REMOVE ALL IMAGE DRUMS TO EXIT PRESS STOP	A component test for a belt is being performed.	To continue the component test, remove all of the image drums and close the front door. Press the <b>STOP</b> button to exit the test.
REMOVE ALL PRINT CARTRIDGES TO EXIT PRESS STOP	A component test for a belt is being performed.	To continue the component test, remove all of the print cartridges and close the front door. Press the <b>STOP</b> button to exit the test.
REMOVE AT LEAST ONE IMAGE DRUM TO EXIT PRESS STOP	A component test for an image drum is being performed.	To continue the component test, remove at least one image drum and close the front door. Press the <b>STOP</b> button to exit the test.
REMOVE AT LEAST ONE PRINT CARTRIDGE TO EXIT PRESS STOP	A component test for a cartridge motor or a disable cartridge check is being performed.	To continue the component test, remove at least one print cartridge and close the front door. Press the <b>STOP</b> button to exit the test.
REMOVE OR INSTALL CARTRIDGE/DRUM PAIRS TO EXIT PRESS STOP	A disable cartridge check is being performed, and a print cartridge and image drum of the same color are not removed.	To continue the component test, remove at least one print cartridge and one image drum of the same color and close the front door. Press the <b>STOP</b> button to exit the test.
REPLACE CLEANING KIT OR REINSTALL BOTTLE	The <b>Supplies Low</b> menu is set to Stop and the cleaning kit has passed the low threshold, or the collection bottle needs to be reinstalled.	<ol style="list-style-type: none"> <li>1 Open the front left door.</li> <li>2 Remove the toner collection bottle and the image cleaning blade.</li> <li>3 Reinstall the toner collection bottle and the image cleaning blade.</li> </ol> <p><b>Note</b> Make sure to fully insert the image cleaning blade, and make sure that you lift and rotate the blue handle until it clicks into place.</p> <ol style="list-style-type: none"> <li>4 Close the front left door.</li> </ol>

Message	Description or explanation	Recommended action
REPLACE BLACK CARTRIDGE TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the black print cartridge has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new black print cartridge if necessary.
REPLACE BLACK DRUM TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the black image drum has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new black image drum if necessary.
REPLACE CYAN CARTRIDGE TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the cyan print cartridge has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new cyan print cartridge if necessary.
REPLACE CYAN DRUM TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the cyan image drum has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new cyan image drum if necessary.
REPLACE FUSER KIT	The <b>Supplies Low</b> menu is set to Stop and the fuser has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new fuser kit if necessary.
REPLACE MAGENTA CARTRIDGE TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the magenta print cartridge has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new magenta print cartridge if necessary.
REPLACE MAGENTA DRUM TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the magenta image drum has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new magenta image drum if necessary.
REPLACE STAPLE CARTRIDGE TO CONTINUE TOUCH OK	The finishing device staple cartridge is out of staples.	Install a new staple cartridge to continue stapling, or touch <b>OK</b> to continue the job without staples.
REPLACE STAPLES TO CONTINUE TOUCH OK	The finishing device is out of staples.	Load more staples to continue stapling, or touch <b>OK</b> to continue the job without staples.
REPLACE SUPPLIES FOR STATUS TOUCH OK	Replace the indicated supply or supplies.	<p>Replace the supplies indicated on the supplies status page with new, genuine-HP supplies. Use the following procedure to print a supplies status page:</p> <ol style="list-style-type: none"> <li>1 Touch <b>MENU</b>.</li> <li>2 Touch <b>INFORMATION</b>.</li> <li>3 Touch <b>PRINT SUPPLIES STATUS PAGE</b>.</li> </ol> <p>Follow the instructions that appear on the control-panel display to tell the MFP that the supplies are new.</p>
REPLACE SUPPLIES TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and more than one supply has passed the low threshold.	Touch <b>OK</b> to continue printing, touch the <b>STATUS</b> button to see the supplies status, and order new supplies if necessary.
REPLACE SUPPLIES USING BLACK; PRESS STATUS.	A color supply (or supplies) is out and the <b>Color Supply Out</b> menu item has been set to <b>AUTOCONTINUE BLACK</b> .	<p>No action is necessary to print in black.</p> <p>To print in color, replace the supply or supplies. Press the <b>STATUS</b> button to see the supplies that are out.</p>

Message	Description or explanation	Recommended action
REPLACE TRANSFER KIT	The rollers are slipping but the transfer kit is at the end of its life.	Replace the transfer kit with a new, genuine-HP transfer kit. Follow the instructions that appear on the control-panel display to tell the MFP that the transfer kit is new. See <a href="#">“Replacing the image transfer kit” on page 222.</a>
REPLACE TRANSFER KIT TO CONTINUE PRESS OK	The <b>Supplies Low</b> menu is set to Stop and the transfer kit has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new transfer kit if necessary.
REPLACE YELLOW CARTRIDGE TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the yellow print cartridge has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new yellow print cartridge if necessary.
REPLACE YELLOW DRUM TO CONTINUE TOUCH OK	The <b>Supplies Low</b> menu is set to Stop and the yellow image drum has passed the low threshold.	Touch <b>OK</b> to continue printing, and order a new yellow image drum if necessary.
RESETTING KIT COUNT	The user selected <b>Yes</b> in the <b>Reset Supplies</b> menu to reset the count for any of the supplies that are not detected as new.	No action is necessary.
RESTORING FACTORY SETTINGS	A <b>RESTORE FACTORY SETTINGS</b> reset and a <b>COLD RESET</b> are being performed.	No action is necessary.
RESTORING...	A <b>RESTORE LAST SAVED STATE</b> , <b>RESTORE PRINT MODES</b> , <b>RESTORE OPTIMIZATION</b> , <b>RESTORE COLOR VALUES</b> are being performed.	No action is necessary.
RESTORING...[ACCESSORY #]	The external paper accessory data is being restored.	No action is necessary.
ROM DISK DEVICE FAILURE	The ROM disk had a critical failure and can no longer be used.	Turn the MFP off and then on to clear the message.
ROM DISK FILE OPERATION FAILED	The requested operation could not be performed. You might have attempted an illegal operation, such as trying to download a file to a non-existent directory.	No action is necessary.
ROM DISK FILE SYSTEM IS FULL	The ROM disk has reached maximum capacity.	<ol style="list-style-type: none"> <li>1 Delete files and then try again, or turn the MFP off and then on to delete all of the files on the device. (Delete files by using HP Web Jetadmin or another software utility. See the online help for more information.)</li> <li>2 If the message persists, increase the size of the ROM disk and change the ROM disk size from the <b>Configuration</b> menu on the control panel (see <a href="#">“System setup submenu” on page 140.</a>)</li> </ol>
ROM DISK IS WRITE PROTECTED	The ROM disk is protected, and no new files can be written to it.	Try using a new disk that is not write protected.

Message	Description or explanation	Recommended action
SANITIZING DISK FAILED	The hard disk or the Flash Memory disk sanitization failed.	Turn the MFP and then back on.
SCAN CARTRIDGE LOCKED CHECK LOCK SWITCH, CYCLE POWER	The flatbed scanner carriage is locked for shipping.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Unlock the scanner carriage. See “Before you move the MFP” on page 253 for more a graphic of this step.</li> <li>3 Turn on the MFP.</li> </ol>
SCANNING	The MFP is scanning a job.	No action is necessary.
SCANNING IMAGE	The MFP is scanning an image.	No action is necessary.
SCANNING PAGE (X)	The MFP is scanning a job.	No action is necessary.
SCANNING PAGE FROM GLASS	The MFP is scanning a page from the glass.	No action is necessary.
SIZE MISMATCH IN TRAY XX	Tray X is loaded with media that is longer or shorter in the feed direction than the size that is configured for the tray.	Reconfigure the tray or move the media to a tray that is configured for that size.
SLEEP MODE ON	The MFP is in power save mode.	Press any button to exit power save mode.
STAPLER OPTION NO LONGER AVAILABLE.	A staple command was selected in addition to a command that is not compatible with a staple command.	<p>No action is necessary if stapling is not required.</p> <p>If you want to staple, select another staple option or deselect the command that is not compatible with a staple command.</p>
STAPLER LOW ON STAPLES	The stapler device is running out of staples.	Printing will continue until the staple cartridge is empty. Order a new staple cartridge.
STAPLER OUT OF STAPLES TO CONTINUE TOUCH OK	The stapler device is out of staples and needs to be refilled.	<p>Replace the stapler cartridge.</p> <p>Touch <b>OK</b> to continue printing without stapling.</p>
TESTING... PLEASE WAIT	The MFP is performing a test.	No action is necessary.
THE BOOKLET ACCESSORY IS LIMITED TO THE FOLLOWING PAPER SIZES: LETTER-R, LEGAL, LEDGER, A4-R, A3, B4 (JIS)	The MFP can only make booklets that contain pages of the indicated media sizes.	Use a supported media size for making booklets.
THE DIGITAL SENDER IS CURRENTLY PROCESSING THE MAXIMUM NUMBER OF ACTIVE JOBS ALLOWED. PLEASE TRY TO SEND YOUR JOB LATER.	The digital sender is processing the maximum number of jobs.	Wait and then try sending your job again.

Message	Description or explanation	Recommended action
THE DIGITAL SENDING SERVICE AT <IP ADDRESS> DOES NOT SERVICE THIS MFP. CONTACT ADMINISTRATOR.	The MFP is not serviced by the correct DSS server.	Contact your network administrator.
THE DIGITAL SENDING SERVICE MUST BE UPGRADED TO SUPPORT THIS VERSION OF THE MFP FIRMWARE. CONTACT ADMINISTRATOR.	The MFP firmware is upgraded.	Contact your network administrator.
THE FOLDER YOU HAVE ENTERED IS NOT A VALID FOLDER.	An authenticated user has entered a network folder address.	Verify the folder address or permissions.
THE NUMBER YOU HAVE ENTERED IS NOT A VALID SOCIAL SECURITY NUMBER. PLEASE RE-ENTER THE NUMBER.	The number that is entered is not valid.	Enter the valid social security number.
TOO MANY PAGES IN JOB TO STAPLE	The finishing device received too many pages to staple.	No action is necessary.
TOO MANY PAGES IN JOB TO FINISH	The finishing device received too many pages to finish the job.	No action is necessary.
TOO MANY PAGES TO BIND	Too many pages were sent to bind.	No action is necessary.
TOO MANY PAGES TO MAKE BOOKLET	Too many pages were sent to make a booklet.	No action is necessary.
TRAY X EMPTY <TYPE> <SIZE>	The tray is out of media.	Load the empty tray (X) to clear the message. If you do not load the specified tray, the MFP will continue to print from the next available tray, and the message will continue to appear.  <b>Note</b> A prompt to select the size and type of media appears on the control-panel display after the media is loaded and the tray is closed.
TRAY X OPEN	The specified tray is open or is not closed completely.	Close the specified tray.
TRAY XX [TYPE] [SIZE] TO CHANGE SIZE OR TYPE TOUCH OK. TO ACCEPT SETTINGS TOUCH EXIT.	A tray is closed and the configuration appears on the control-panel display.	Touch <b>EXIT</b> to accept the settings or wait for the message to expire. Touch <b>OK</b> to change the size or type.

Message	Description or explanation	Recommended action
TYPE MISMATCH IN TRAY XX	The MFP detected a different type of media than what was specified for the tray in use.	<ol style="list-style-type: none"> <li>1 Make sure that the correct media is loaded in the tray.</li> <li>2 Check the driver settings to make sure that the correct media type is selected.</li> <li>3 Check the media-type settings on the control-panel display to make sure that the MFP is set for the media that is loaded in the tray.</li> <li>4 See the MFP software online help for more information.</li> </ol>
UNABLE TO SEND FAX PLEASE CHECK FAX CONFIGURATION	The MFP is unable to send a fax.	See "Faxing" on page 51.
UNSUPPORTED DATA ON FLASH DIMM IN SLOT X TO CLEAR TOUCH OK.	The data on the DIMM is not supported.	Press the <b>SELECT</b> button to continue.
UNSUPPORTED DATA ON ROM DIMM IN SLOT X TO CLEAR TOUCH OK.	The data on the DIMM is not supported.	Press the <b>SELECT</b> button to continue.
UPPER LEFT BIN FULL REMOVE ALL PAPER FROM BIN	The specified bin is full.	Empty the bin and continue printing.
USB DEVICE X FILE OPERATION FAILED	The requested operation cannot be performed.	Check the file name and try again.
USB DEVICE X FILE SYSTEM IS FULL	The storage device on the USB port is full.	Delete some files from the storage device on the USB port and then try again. HP Web Jetadmin can be used to delete files and fonts. Use the control panel to delete stored jobs that are no longer needed.
USB DEVICE X IS WRITE PROTECTED	The storage device on the USB port is protected and no new files can be written to it.	Fonts and forms cannot be stored on the storage device on the USB port when the disk is write protected. Use Windows-based HP Web Jetadmin or Macintosh-based HP LaserJet Utility to remove the write protection from the disk.
USB DEVICE X NOT INITIALIZED	The storage device on the USB port is not initialized.	Initialize the disk file system by using HP Web Jetadmin.
USE TRAY XX [TYPE] [SIZE] TO CHANGE TOUCH NEXT. TO USE TOUCH OK.	The <b>Ok</b> option was touched when a <b>LOAD TRAY</b> message appeared on the control-panel display.	<ol style="list-style-type: none"> <li>1 Touch <b>Ok</b>.</li> <li>2 Touch <b>NEXT</b> to scroll to the media size and type that you want to use to print from a different tray.</li> <li>3 Touch <b>Ok</b>.</li> <li>4 Touch <b>EXIT</b> to return to the message.</li> </ol>
USER NAME OR JOB NAME IS MISSING	The required information is missing.	Check your user name and job name, and then try again.

Message	Description or explanation	Recommended action
USER NAME OR PASSWORD IS INCORRECT. PLEASE RE-ENTER.	The required user name or password is incorrect.	Check your user name and password, and then try again. If the problem persists, see your network administrator.
WAIT FOR PRINTER TO REINITIALIZE	The RAM disk setting has been changed before the MFP is automatically restarted. This change will not take effect until the MFP reinitializes.	If you change the mode of the external device, turn the MFP off and then on, and wait for the MFP to reinitialize.
WAIT FOR TRAY XX TO LIFT	Tray X is lifting media to the top of the tray so the media can be fed into the MFP.	No action is necessary.
WARMING UP	The MFP is coming out of sleep mode.	No action is necessary.
[X] DESTINATIONS RECEIVED 1 COPY	One copy of each scanned document has been sent to a specified number of e-mail addresses.	No action is necessary.
10.XX.YY SUPPLY MEMORY ERROR	An error has occurred within one or more of the MFP supplies. The following are values of XX and YY:  XX 00 = memory is defective 01 = memory is missing  YY 00 = black print cartridge 01 = cyan print cartridge 02 = magenta print cartridge 03 = yellow print cartridge 05 = black image drum 06 = cyan image drum 07 = magenta image drum 08 = yellow image drum	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and then replace the indicated supply, or install or replace the memory.</li> <li>3 Turn on the MFP.</li> <li>4 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
10.90.XY REPLACE BLACK CARTRIDGE	An error has occurred with the black print cartridge.	Replace the black print cartridge.
10.90.XY REPLACE CYAN CARTRIDGE	An error has occurred with the cyan print cartridge.	Replace the cyan print cartridge.
10.90.XY REPLACE MAGENTA CARTRIDGE	An error has occurred with the magenta print cartridge.	Replace the magenta print cartridge.
10.90.XY REPLACE YELLOW CARTRIDGE	An error has occurred with the yellow print cartridge.	Replace the yellow print cartridge.
13 JAM IN [LOCATION]	A jam has occurred in the specified location.	Remove the jammed media from the specified location (see “Clearing jams” on page 257).
20 INSUFFICIENT MEMORY TO CONTINUE TOUCH OK	The MFP received more data than can fit in its available memory. You might have tried to transfer too many macros, soft fonts, or complex graphics.	Press the <b>START</b> button to print the transferred data (some data might be lost), then simplify the print job or install additional memory (See “Using the MFP memory” on page 200).

Message	Description or explanation	Recommended action
22 EIO X BUFFER OVERFLOW TO CONTINUE TOUCH OK	Too much data was sent to the EIO card in the specified slot (X). An incorrect communications protocol might be in use.	<ol style="list-style-type: none"> <li>1 Press the <b>START</b> button to print the transferred data. (Some data might be lost.)</li> <li>2 Check the host configuration. If this message persists, contact an HP-authorized service or support provider. (See <a href="#">“Information from the MFP” on page 363</a>, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
22 PARALLEL I/O BUFFER OVERFLOW TO CONTINUE TOUCH OK	A data flow problem occurred on the parallel port.	<ol style="list-style-type: none"> <li>1 Check for a loose cable connection, and be sure to use a high-quality cable. (Some non-HP parallel cables might be missing pin connections or might otherwise not conform to the IEEE-1284 specification.)</li> <li>2 This error can occur if the printer driver you are using is not IEEE-1284 compliant. For best results, use the HP printer driver that came with the MFP (See <a href="#">“Using the printer driver” on page 94</a>) or download the latest HP driver for this MFP from <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> <li>3 Press the <b>START</b> button to clear the error message. (Data will be lost.)</li> <li>4 If this message persists, contact an HP-authorized service or support provider. (See <a href="#">“Information from the MFP” on page 363</a>, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
22 SERIAL I/O BUFFER OVERFLOW TO CONTINUE TOUCH OK	The MFP serial buffer has overflowed during a busy state.	Press the <b>START</b> button to print the transferred data. (Some data might be lost.)
22 USB I/O BUFFER OVERFLOW TO CONTINUE TOUCH OK	The MFP USB buffer has overflowed during a busy state.	<ol style="list-style-type: none"> <li>1 Check USB port on the MFP.</li> <li>2 Check the host computer for loose cable connections. Make sure a high-quality cable is being used.</li> <li>3 Press the <b>START</b> button to clear the message.</li> <li>4 If the problem persists, you might need to turn off the MFP and then turn it back on.</li> </ol>
30.00.YY SCANNER I/O FAILURE	The copy connect EIO card might be loose or disconnected.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and reseat the copy connect EIO card.</li> <li>3 Check the copy connect cable connection at the EIO card and on the back of the scanner.</li> <li>4 Turn on the MFP.</li> </ol>

Message	Description or explanation	Recommended action
30.00.00 SCANNER I/O FAILURE CHECK COPY CONNECT CARD	The high-speed copy connect card was not detected. The copy connect card either is not installed or failed initialization.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and reseal the copy connect EIO card.</li> <li>3 Check the copy connect cable connection at the EIO card and on the back of the scanner.</li> <li>4 Turn on the MFP.</li> </ol>
30.1.06 SCAN FAILURE	A flatbed fan failure has occurred.	Turn the MFP off, and then turn the MFP on.
30.1.07 SCAN FAILURE	A communication error has occurred.	Turn the MFP off, and then turn the MFP on.
40 EIO X TO CONTINUE TOUCH OK	The connection between the MFP and the EIO card in the specified slot has been broken.	<ol style="list-style-type: none"> <li>1 Touch <b>CONTINUE</b> to print the transferred data. (Some data might be lost.)</li> <li>2 If the message persists, turn off the MFP, remove and reseal the indicated EIO card, and turn on the MFP.</li> </ol>
41.3 UNEXPECTED SIZE IN TRAY XX LOAD TRAY XX [TYPE] [SIZE]	The tray (X) is loaded with media that is not of the same size that is configured for the tray. At least one other tray is loaded with acceptable media.	<p>Load the tray with the specified size and type of media to continue the job.</p> <p>To print from a different tray:</p> <ol style="list-style-type: none"> <li>1 Touch <b>OK</b>.</li> <li>2 Touch <b>NEXT</b> to scroll to the media size and type that you want to use to print from a different tray.</li> <li>3 Touch <b>OK</b>.</li> </ol>
41.5 UNEXPECTED TYPE IN TRAY XX LOAD TRAY XX [TYPE] [SIZE]	The tray (X) is loaded with media that is not of the same type that is configured for the tray, and no other trays are loaded with acceptable media.	Load the tray with the specified size and type of media to continue the job.
41.5 UNEXPECTED TYPE IN TRAY XX LOAD TRAY XX [TYPE] [SIZE] TO USE ANOTHER TRAY TOUCH OK	The tray (X) is loaded with media that is not of the same type that is configured for the tray. At least one other tray is loaded with acceptable media.	<p>Load the tray with the specified size and type of media to continue the job.</p> <p>To print from a different tray:</p> <ol style="list-style-type: none"> <li>1 Touch <b>OK</b>.</li> <li>2 Touch <b>NEXT</b> to scroll to the media size and type that you want to use to print from a different tray.</li> <li>3 Touch <b>OK</b>.</li> </ol>
49 TO CONTINUE TURN OFF THEN ON	A critical firmware error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off and leave it off for 20 minutes, and then turn the MFP on.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See <a href="#">"Information from the MFP" on page 363</a>, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>

Message	Description or explanation	Recommended action
51 TO CONTINUE TURN OFF THEN ON	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on. Check to see if the message goes away.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See "Information from the MFP" on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
52 TO CONTINUE TURN OFF THEN ON	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on. Check to see if the message goes away.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See "Information from the MFP" on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
53.XY.ZZ TO CONTINUE TOUCH OK	<p>A problem exists with the MFP memory. The DIMM that caused the error will not be used. The following are the values of X, Y, and ZZ:</p> <p>X= DIMM type 0 = ROM 1 = RAM</p> <p>Y= Device location 0 = Internal memory (ROM or RAM) 1 to 4 = DIMM slot 1, 2, 3, or 4</p> <p>ZZ= Error number</p>	<ol style="list-style-type: none"> <li>1 You might need to reseal or replace the specified DIMM.</li> <li>2 Turn the MFP off, and then replace the DIMM that caused the error.</li> <li>3 Try using a different printer driver or printing a smaller file.</li> <li>4 If this message persists, contact an HP-authorized service or support provider. (See "Information from the MFP" on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
53.XY.ZZ CHECK RAM DIMM SLOT X	An error has occurred in the MFP memory.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Check the DIMM in the indicated slot to make sure that it is seated correctly.</li> <li>3 Reinstall the formatter board.</li> <li>4 Turn on the MFP.</li> <li>5 If the message persists, replace the indicated DIMM.</li> </ol>
54 TO CONTINUE TURN OFF THEN ON	A temporary printing (sensor abnormality) error has occurred.	<ol style="list-style-type: none"> <li>1 To continue, touch <b>CONTINUE</b>.</li> <li>2 If the error does not clear, turn the MFP off, and then turn the MFP on.</li> <li>3 If this message persists, contact an HP-authorized service or support provider. (See "Information from the MFP" on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>

Message	Description or explanation	Recommended action
57.XY TO CONTINUE TURN OFF THEN ON	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on. Check to see if the message goes away.</li> <li>2 Check the fans for obstructions.</li> <li>3 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
58.X TO CONTINUE TURN OFF THEN ON	A temporary printing error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on. Check to see if the message goes away.</li> <li>2 Reseat the print cartridges and the image drums.</li> <li>3 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
59.X TO CONTINUE TURN OFF THEN ON	A temporary printing (motor) error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on. Check to see if the message goes away.</li> <li>2 If turning the MFP off and on does not resolve the 59.00 or 59.A0 error, remove and reinstall the image transfer cleaner.</li> <li>3 Reseat the print cartridges and the image drums.</li> <li>4 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
60.X	An obstruction prevents the tray specified by X from lifting media correctly for feeding.	If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a> .)
62 TO CONTINUE TURN OFF THEN ON	No system was found.	<ol style="list-style-type: none"> <li>1 Turn off the MFP.</li> <li>2 Remove and reseat the hard-disk EIO card.</li> <li>3 Turn on the MFP.</li> <li>4 If a firmware upgrade was performed recently, download the firmware again and perform the upgrade again.</li> </ol> <p><b>Note</b> Do <i>not</i> interrupt the upgrading process by turning off the MFP or unplugging it.</p>

Message	Description or explanation	Recommended action
64 TO CONTINUE TURN OFF THEN ON	An error has occurred in the MFP, the formatter, or the firmware.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
66.XX.YY	An error in the paper-handling device has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, and then turn the MFP on.</li> <li>2 If the message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
68 PERMANENT STORAGE ERROR TO CONTINUE TOUCH OK	An error occurred in the MFP nonvolatile memory (NVRAM), and one or more MFP settings has been reset to its factory default. Printing can continue, but there might be some unexpected functions because an error occurred in permanent storage.	<ol style="list-style-type: none"> <li>1 Touching <b>CONTINUE</b> should clear the message.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
68 PERMANENT STORAGE FULL TO CONTINUE TOUCH OK	The MFP NVRAM is full. Some settings saved in the NVRAM might have been reset to the factory defaults. Printing can continue, but there might be some unexpected functions because an error occurred in permanent storage.	<ol style="list-style-type: none"> <li>1 Touching <b>CONTINUE</b> should clear the message.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
68 PERMANENT STORAGE WRITE FAIL TO CONTINUE TOUCH OK	The MFP NVRAM is failing to write. Printing can continue, but there might be some unexpected functions because an error occurred in permanent storage.	<ol style="list-style-type: none"> <li>1 Touching <b>CONTINUE</b> should clear the message.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
68.X STORAGE ERROR SETTINGS CHANGE TO CONTINUE TOUCH OK	A temporary printing (duplexer) error has occurred.	<ol style="list-style-type: none"> <li>1 Touching <b>CONTINUE</b> should clear the message.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>
69 ERROR TO CONTINUE TURN OFF THEN ON	A temporary printing (duplexer) error has occurred.	<ol style="list-style-type: none"> <li>1 Turn the MFP off, reseal the duplexer, and then turn the MFP on.</li> <li>2 If this message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li> </ol>

Message	Description or explanation	Recommended action
79.XXXX ERROR TO CONTINUE TURN OFF THEN ON	A critical hardware error has occurred.	<ol style="list-style-type: none"><li>1 Turn the MFP off, and then turn the MFP on.</li><li>2 If the message persists, contact an HP-authorized service or support provider. (See “Information from the MFP” on page 363, or go to <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a>.)</li></ol>

# Solving output-quality problems

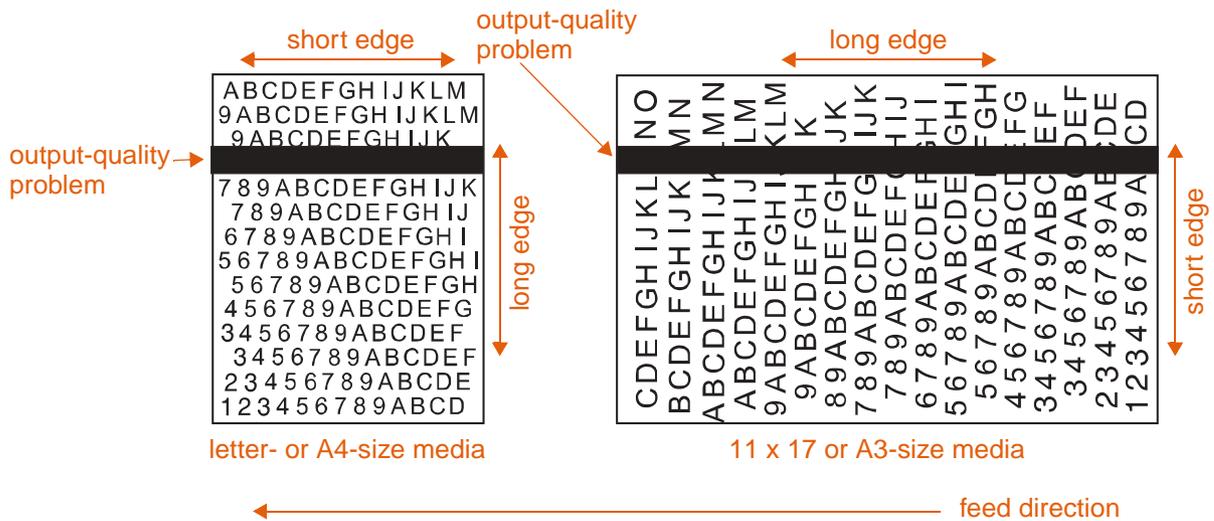
The first step to addressing an output-quality problem is to determine if the problem is specific to copied pages or printed pages. Problems that appear on printed pages also typically affect copied pages, but problems that appear on copied pages might not always appear on printed pages. When an output-quality problem occurs when copying, it is helpful to determine if the same problem occurs during printing. The MFP has several built-in pages that can be printed to help solve this problem. For more information, see [“Output-quality troubleshooting procedures” on page 318](#)

If the problem only appears on copied pages, typically it can be solved by cleaning the MFP copier parts and ADF parts (see [“Cleaning procedures” on page 234](#) in chapter 9), checking the quality of the original copies, or changing the copy enhancement settings.

If the problem appears on both printed and copied pages, use the following procedures.

Output-quality problems sometimes occur or repeat in a direction parallel to the direction in which the media moves through the MFP (feed direction). The following figure shows an output-quality problem printed on both a letter- or A4-sized page and the same defect on an 11 x 17 inch or A3-sized page (or any other size of media).

Letter-size or A4-size media is normally oriented in the trays so that the long edge feeds through the MFP first; 11 x 17 inch or A3-size media is normally oriented in the trays so that the short edge feeds through the MFP first.





## To print the Print Quality Troubleshooting Pages

- 1 Press the **MENU** button.
- 2 Use the Up and Down arrow to scroll to and then touch **DIAGNOSTICS**.
- 3 Use the Up and Down arrow to scroll to and then touch **PQ TROUBLESHOOTING**.

## Solving persistent output-quality problems

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### Note

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Repeating jams are often caused by using unsupported media. See “Supported types of media” on page 172 for more information.

If you have completed all of the steps listed under “Output-quality troubleshooting procedures” on page 318 and the output-quality problem persists, follow these steps:

- 1 Use the following output-quality-defect chart to identify your output-quality defect.
- 2 Go to the page that is indicated beneath the defect you identify and use the solutions listed there to solve the output-quality problem.
- 3 If the procedures do not solve the problem, print the Print Quality Troubleshooting Pages and follow the diagnostic procedure that is listed on the first page to help isolate the defect to a particular component.
- 4 If the problems persist, or if your output-quality defect is not shown in the output-quality defect chart, contact your local HP-authorized service and support center. See “Information from the MFP” on page 363 for more information.

The output-quality defect chart assumes the use of letter- or A4-size media that has moved through the MFP long edge first. See “Solving output-quality problems” on page 317.

## Output-quality-defect chart

Use the examples in the output-quality-defect chart to determine which output-quality problem you are experiencing, and then see the corresponding pages to find information that can help you troubleshoot the problem.

### Note

The output-quality-defect chart assumes the use of letter- or A4-size media that has moved through the MFP long edge first. See [“Solving output-quality problems” on page 317](#).

 <p>An image that has no defects.</p>	 <p>See <a href="#">“Horizontal lines or streaks” on page 322</a></p>	 <p>See <a href="#">“Broken horizontal lines” on page 323</a></p>
 <p>See <a href="#">“Vertical lines” on page 323</a></p>	 <p>See <a href="#">“Repetitive defects” on page 324</a></p>	 <p>See <a href="#">“Color fade in all colors” on page 324</a></p>



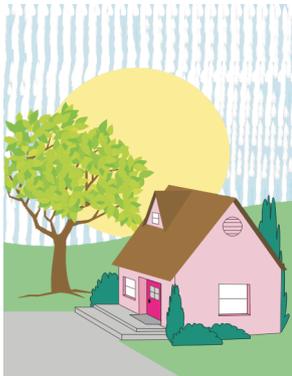
See "Color fade in one color" on page 325



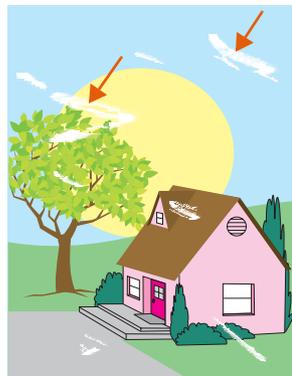
See "Fingerprints and media dents" on page 326



See "Loose toner" on page 326



See "Smearred toner" on page 327



See "White areas (dropouts)" on page 327



See "Media damage (wrinkles, curl, creases, tears)" on page 328



See "Specks or stray toner" on page 329



See "Skewed, stretched, or off-center page" on page 330

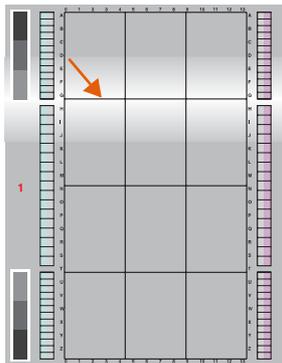
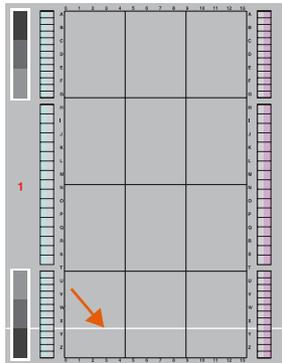


See "Misaligned colors" on page 330

## Horizontal lines or streaks



- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See ["Operating and storage environment"](#) on page 361.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).
- Print the Print Quality Troubleshooting Pages and follow the diagnostic procedure that is listed on the first page to help isolate the defect to a particular component.

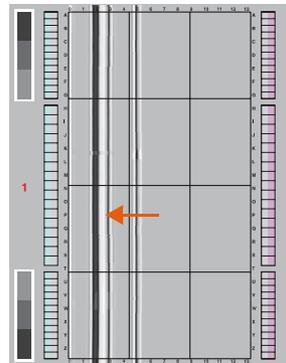


## Broken horizontal lines



- Clean the fuser input. See “Cleaning the fuser input” on page 240.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Vertical lines

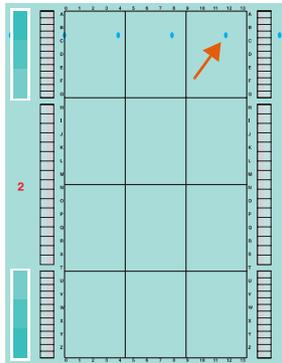


- Make sure that the image drums are seated correctly. To do this, open the front doors, lower the green lever, and lower the image-drum door. Pull each drum out a short distance, and then slide the drum gently but firmly into place, making sure that it is completely inside the MFP. For reference, see “Replacing the image drums” on page 218, steps 2 through 4 and step 9 (installed image drums do not have a gray cover).
- Make sure that the image transfer belt is seated correctly. To do this, open the front doors, and lower and raise the green lever. The lever clicks when it is latched securely.
- Make sure that the transfer cleaner is seated correctly. To do this, open the front doors, and remove the toner collection bottle. Pull the transfer cleaner out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP and latched securely. For reference, see “Replacing the image cleaning kit” on page 228, steps 7 through 13.
- Make sure that the transfer roller is seated correctly. To do this, open the front doors, and lower the green lever. Pull the transfer roller out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP. For reference, see “Replacing the image transfer kit” on page 222, steps 3 and 10.
- Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 319) and follow the diagnostic procedure that is listed on the first page.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Repetitive defects



- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See [“Operating and storage environment”](#) on page 361.
  - Print the Print Quality Troubleshooting Pages (see [“To print the Print Quality Troubleshooting Pages”](#) on page 319) and follow the diagnostic procedure that is listed on the first page.
  - For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).
- See also [“Fingerprints and media dents”](#) on page 326.



## Color fade in all colors

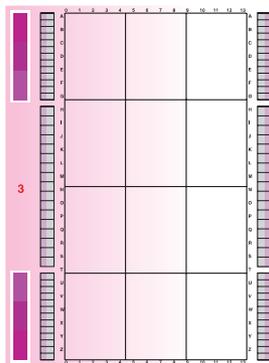


- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See [“Operating and storage environment”](#) on page 361.
- Clean the post charger. See [“Cleaning the post charger”](#) on page 238.
- Make sure that the image transfer belt is seated correctly. To do this, open the front doors, and lower and raise the green lever. The lever clicks when it is latched securely.
- Make sure that the transfer roller is seated correctly. To do this, open the front doors, and lower the green lever. Pull the transfer roller out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP. For reference, see [“Replacing the image transfer kit”](#) on page 222, steps 3 and 10.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Color fade in one color



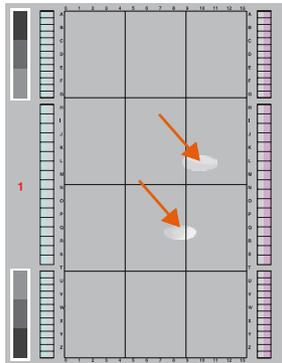
- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See ["Operating and storage environment"](#) on page 361.
- Print the Print Quality Troubleshooting Pages (see ["To print the Print Quality Troubleshooting Pages"](#) on page 319) and follow the diagnostic procedure that is listed on the first page.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).



## Fingerprints and media dents



- Make sure to use supported media. See “Supported types of media” on page 172. Use different supported media or use supported media from a previously unopened package.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 319) and follow the diagnostic procedure that is listed on the first page.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).



## Loose toner



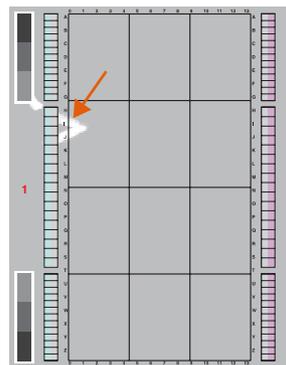
- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See “Operating and storage environment” on page 361.
- Make sure to use supported media. See “Supported types of media” on page 172. Use different supported media or use supported media from a previously unopened package.
- Make sure that the media type and size for the tray are set correctly at the control panel. See “Setting media size and type” on page 164.
- Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the custom-media lever is set appropriately. See “Loading input trays” on page 19 and “Setting media size and type” on page 164.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with foreign substances.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Smearred toner



- Make sure to use supported media. See “Supported types of media” on page 172. Use different supported media or use supported media from a previously unopened package.
- Make sure that the image drums are seated correctly. To do this, open the front doors, lower the green lever, and lower the image-drum door. Pull each drum out a short distance, and then slide the drum gently but firmly into place, making sure that it is completely inside the MFP. For reference, see “Replacing the image drums” on page 218, steps 2 through 4 and step 9 (installed image drums do not have a gray cover).
- Make sure that the image transfer belt is seated correctly. To do this, open the front doors, and lower and raise the green lever. The lever clicks when it is latched securely.
- Make sure that the transfer cleaner is seated correctly. To do this, open the front doors, and remove the toner collection bottle. Pull the transfer cleaner out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP and latched securely. For reference, see “Replacing the image cleaning kit” on page 228, steps 7 through 13.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## White areas (dropouts)



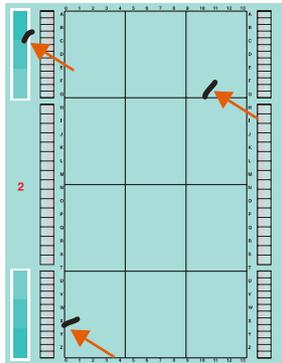
- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See “Operating and storage environment” on page 361.
- Make sure to use supported media. See “Supported types of media” on page 172. Use different supported media or use supported media from a previously unopened package.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- Make sure that the media type and size for the tray are set correctly at the control panel. See “Setting media size and type” on page 164.
- Clean the post charger. See “Cleaning the post charger” on page 238.
- Print the Print Quality Troubleshooting Pages (see “To print the Print Quality Troubleshooting Pages” on page 319) and follow the diagnostic procedure that is listed on the first page.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).
- Clean the fuser input. See “Cleaning the fuser input” on page 240.

## Media damage (wrinkles, curl, creases, tears)



- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See “[Operating and storage environment](#)” on page 361.
- Make sure to use supported media. See “[Supported types of media](#)” on page 172. Use different supported media or use supported media from a previously unopened package.
- Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the standard/custom switch is set appropriately. See “[Loading input trays](#)” on page 19 and “[Setting media size and type](#)” on page 164. For problems with page skew, turn over the stack of media and rotate the stack of media 180 degrees.
- Make sure that the media type and size for the tray are set correctly at the control panel. See “[Setting media size and type](#)” on page 164.
- Make sure that the media you are using does not have any wrinkles or dents from handling, and that the media is not contaminated with visible fingerprints or other foreign substances.
- For heavy media, print from tray 1 to the left (face-up) output bin. See “[Customizing tray 1 operation](#)” on page 107 and “[Printing on both sides of paper \(duplexing\)](#)” on page 96.
- Make sure that the transfer roller is seated correctly. To do this, open the front doors, and lower the green lever. Pull the transfer roller out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP. For reference, see “[Replacing the image transfer kit](#)” on page 222, steps 3 and 10.
- Inspect the jam areas and remove any undetected jammed or torn media. See “[Clearing jams from the input-tray areas](#)” on page 259 and “[Clearing jams from the duplexer](#)” on page 269.
- Make sure that the fuser is seated correctly. To do this, *turn off the MFP and allow it to cool for 30 minutes*. Open the lower left door, and pull out the duplexer (if one is installed). Pull the fuser out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP, and rotate the blue levers outward until they click into place. For reference, see “[Replacing the image fuser kit](#)” on page 232, steps 1 through 5 and 7 through 9.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Specks or stray toner



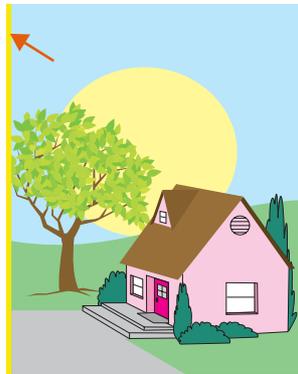
- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See [“Operating and storage environment” on page 361](#).
- Make sure to use supported media. See [“Supported types of media” on page 172](#). Use different supported media or use supported media from a previously unopened package.
- Make sure that the media type and size for the tray are set at the control panel. See [“Setting media size and type” on page 164](#).
- Make sure that the transfer cleaner is seated correctly. To do this, open the front doors, and remove the toner collection bottle. Pull the transfer cleaner out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP and latched securely. For reference, see [“Replacing the image cleaning kit” on page 228](#), steps 7 through 13.
- Print the Print Quality Troubleshooting Pages (see [“To print the Print Quality Troubleshooting Pages” on page 319](#)) and follow the diagnostic procedure that is listed on the first page.
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Skewed, stretched, or off-center page



- Make sure that the humidity, temperature, and other operation and location requirements of the MFP are met. See [“Operating and storage environment” on page 361](#).
- Make sure to use supported media. See [“Supported types of media” on page 172](#). Use different supported media or use supported media from a previously unopened package.
- Make sure that the media is loaded correctly, the size guides are touching the edges of the stack of media, and the custom-media lever is set appropriately. See [“Loading input trays” on page 19](#) and [“Setting media size and type” on page 164](#).
- For problems with page skew, turn over the stack of media and rotate the stack 180 degrees.
- Make sure that the image transfer belt is seated correctly. To do this, open the front doors, and lower and raise the green lever. The lever clicks when it is latched securely.
- Make sure that the fuser is seated correctly. To do this, *turn off the MFP and allow it to cool for 30 minutes*. Open the lower left door, and pull out the duplexer (if one is installed). Pull the fuser out a short distance, and then slide it gently but firmly into place, making sure that it is completely inside the MFP, and rotate the blue levers outward until they click into place. For reference, see [“Replacing the image fuser kit” on page 232](#), steps 1 through 5 and 7 through 9.
- Remove any undetected jammed or torn media. See [“Clearing jams from the input-tray areas” on page 259](#) and [“Clearing jams from the duplexer” on page 269](#).
- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

## Misaligned colors



- For the latest information and problem-solving procedures, go to [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp).

# Solving MFP problems

## MFP hardware issues

Situation	Solution
A MFP door does not close.	<ul style="list-style-type: none"><li>● Check to make sure that all of the levers and handles (colored blue and green) are in the correct position.</li><li>● Firmly close the MFP doors.</li></ul>
The control-panel display is blank, and the internal fans are not running.	<ul style="list-style-type: none"><li>● Make sure that the MFP power is on.</li><li>● Make sure that the MFP is plugged into a working alternating current (ac) power outlet.</li><li>● Press all of the buttons individually to see if one is stuck; contact your HP-authorized service representative if this does not work.</li></ul>
The MFP is turned on, but the internal fans are not running.	<ul style="list-style-type: none"><li>● Make sure that the line voltage is correct for the MFP power configuration. (See the plate next to the power receptacle on the back of your MFP for the voltage requirements.)</li><li>● If you are using a power strip and its voltage is not within specification, plug the MFP directly into a working ac outlet.</li></ul>
The green lever inside the front doors does not rotate up.	<ul style="list-style-type: none"><li>● Make sure that the image drums are completely inserted in the MFP and the image-drum door is closed securely.</li><li>● Make sure that the transfer cleaner is completely inserted in the MFP and latched in place.</li><li>● Make sure that the transfer roller is inserted completely in the MFP.</li><li>● Make sure that the image transfer belt is inserted completely in the MFP.</li></ul>
The MFP does not print from tray 2, tray 3, or the 2,000-sheet side input tray (tray 4).	<ul style="list-style-type: none"><li>● Make sure that the media tray guides are adjusted correctly for the media size you are using. (See “<a href="#">Setting media size and type</a>” on page 164.)</li><li>● Select the correct tray in the printer driver.</li><li>● Make sure that the trays are configured correctly on the <b>Device Setting</b> or <b>Configuration</b> tab in the printer driver.</li></ul>
The 2,000-sheet side input tray (tray 4) does not work.	<ul style="list-style-type: none"><li>● Make sure that the power cord is firmly plugged in to both the MFP and the power receptacle. Remove and reconnect the power cord.</li><li>● If the problem persists, you might need to replace the cable that connects the tray to the MFP.</li><li>● See <a href="#">The MFP does not print from tray 2, tray 3, or the 2,000-sheet side input tray (tray 4)</a>.</li></ul>
The MFP will not start.	Make sure that your MFP power cord is plugged into an outlet that supplies the correct amount of voltage. If a 110V MFP is plugged into a 220V outlet, you might need to replace the power supply. Contact an HP-authorized service or support provider. (See “ <a href="#">Information from the MFP</a> ” on page 363, or <a href="http://www.hp.com/go/clj9500mfp">www.hp.com/go/clj9500mfp</a> .)

## MFP control-panel issues

Situation	Solution
The control-panel display is in the wrong language or shows unfamiliar characters.	<ul style="list-style-type: none"><li>● Reconfigure the control panel to display language.</li></ul> <ol style="list-style-type: none"><li>1 Turn off the MFP.</li><li>2 Press the <b>MENU</b> button.</li><li>3 Touch <b>CONFIGURE DEVICE</b>.</li><li>4 Touch <b>SYSTEM SETUP</b>.</li><li>5 Touch <b>LANGUAGE</b>.</li><li>6 Touch your language, and then touch <b>EXIT</b>.</li></ol> <ul style="list-style-type: none"><li>● If the new language does not appear on the display, you might have touched <b>OK</b> to save your new selection.</li></ul>
The MANUALLY FEED [TYPE] [SIZE] message cannot be cleared.	<ul style="list-style-type: none"><li>● Touch <b>CONTINUE</b> to clear the message.</li><li>● A previous print job might still be in the MFP buffer.</li><li>● Make sure that tray 1 has the correct media size loaded.</li></ul>
Control-panel settings, such as RESOLUTION or ORIENTATION, do not work or are ignored.	Software-program commands override control-panel settings. (See “Control panel” on page 4 for information about how your software program works with control-panel settings.)
The disk is not initialized (DISK X NOT INITIALIZED message appears)	Use the Windows-based HP Web Jetadmin or the Macintosh-based HP LaserJet Utility to initialize the disk.
The disk is write-protected (DISK X IS WRITE PROTECTED message appears)	Fonts and forms cannot be stored on the disk when the disk is write-protected.
The MFP is paused.	Press <b>RESET</b> . The MFP control-panel <b>READY</b> message should appear and the Ready light should be lit. Resume printing.

## Media-handling issues

Situation	Solution
Duplexer jams occur repeatedly.	<ul style="list-style-type: none"><li>● Make sure that you are using the supported media weights and sizes.</li><li>● Remove the duplexer and make sure that no media remains in the MFP.</li></ul>
Stapler jams occur repeatedly.	<ul style="list-style-type: none"><li>● Make sure that the job to be stapled is less than 5 mm (0.2 inch) thick.</li><li>● The stapler might contain some trapped staple wires that are obstructing the magazine. Remove any loose staples and media particles from the inside of the stapler (see <a href="#">“Staple jam from the stapler/stacker” on page 283</a> and <a href="#">“Staple jam from the multifunction finisher” on page 285</a>).</li></ul>
The job was not stapled.	<p>Jobs that are sent to the stapler or multifunction finisher might not be stapled for one or more of the following reasons:</p> <ul style="list-style-type: none"><li>● One-page jobs are not stapled.</li><li>● The stapler is out of staples and <code>AUTO CONTINUE</code> is set to <b>ON</b>.</li><li>● The wrong size or type of media was used for the job.</li><li>● More than 50 pages were sent to the stapler, exceeding its capacity.</li><li>● The stapler has bent or broken staples in the stapler head.</li><li>● A staple jam was recently cleared (up to two sequential jobs might not be stapled).</li><li>● The job was sent to a bin other than the stapler bin because the wrong size or type of media was used for the job.</li><li>● The interface cable to the stapler unit might be defective or not connected correctly.</li></ul>
The last page did not print and the Data light is on.	<ul style="list-style-type: none"><li>● Make sure that you are using the correct printer driver.</li><li>● Complex print job might still be processing.</li><li>● The MFP might be waiting for the end of a file command that did not come with the job. Press <b>START</b> to send it.</li><li>● Make sure that the MFP is not paused. Make sure that the <code>PROCESSING JOB</code> message appears on the control panel.</li><li>● Check for a <code>LOAD PAPER</code> message on the MFP control panel. (See <a href="#">“Loading input trays” on page 19</a>.)</li></ul>
Network or shared MFP problems occur.	<p>Check for network or shared MFP problems by connecting your computer directly to the MFP and printing from a software program that you know works correctly. If you suspect network problems, check with your network administrator or consult the network documentation that came with your MFP network cards.</p>
The media is loaded into tray 1, and the load or manual feed message appears on the control panel.	<p>Load the correct media in the tray. (See <a href="#">“Loading input trays” on page 19</a>.) If the correct media is already loaded, press <b>START</b>.</p>

Situation	Solution
The media is not going to the correct output location.	<ul style="list-style-type: none"> <li>● Make sure that the correct output bin is selected in the printer driver. For more information about changing printer-driver settings, see the online help for the printer driver.</li> <li>● The media does not meet the specifications for the output bin. (See <a href="#">“Selecting and using media” on page 163.</a>)</li> <li>● Software-program commands override control-panel settings. (See <a href="#">“Control panel” on page 4</a> for information about how your software program works with control-panel settings.)</li> </ul>
Jams and media-feeding problems occur.	<ul style="list-style-type: none"> <li>● See <a href="#">“Clearing jams” on page 257.</a></li> <li>● Make sure that the media specifications are within recommended range. (See <a href="#">“Selecting and using media” on page 163.</a>)</li> <li>● Make sure that the media guides are adjusted correctly and are not skewed. (See <a href="#">“Setting media size and type” on page 164.</a>)</li> <li>● Make sure that the environmental conditions are within the acceptable range. (See <a href="#">“Operating and storage environment” on page 361.</a>)</li> </ul> <p><b>Note</b> If problems occur while feeding media from tray 1, make sure that the media is within the supported specifications, that the media is in good condition, and that it is loaded correctly in the tray. If the problem persists, try feeding the media from tray 2 or tray 3.</p>
The MFP draws media from the wrong tray.	<ul style="list-style-type: none"> <li>● Make sure that your software program is selecting the correct media size or type.</li> <li>● Make sure that the driver for your software program is correctly installed, configured, and capable of requesting the media size and type that you want.</li> <li>● The size of media requested is not loaded in the tray selected. The MFP draws media from the next default tray that contains the correct size. Load the correct media in the tray and make sure that the tray is adjusted correctly. Load the tray with enough media to complete the print job. (See <a href="#">“Setting media size and type” on page 164.</a>)</li> <li>● Make sure that the media type for each tray has been configured correctly on the MFP control panel. (See <a href="#">“Setting media size and type” on page 164.</a>)</li> </ul>
The MFP says the wrong media size is loaded for the job.	<ul style="list-style-type: none"> <li>● Make sure that the custom media size defined from at the control panel and the custom media size defined in the printer driver or the software program are the same. (See <a href="#">“Setting media size and type” on page 164</a> for instructions to configure the trays for custom media.)</li> <li>● Make sure that the paper guides are touching the edges of the stack of media.</li> </ul>

## MFP-output issues

Situation	Solution
A page printed with clipped margins.	If the page margins are clipped, you might have to print the page at a lower resolution or install more memory. (See <a href="#">“To install Flash Memory cards” on page 201</a> .) Check the tray alignment and make sure that the front and back are aligned. Check your software program to make sure that no data extends into the unprintable area of the page.
The MFP substituted a font different from the disk-resident font that was requested.	If you are using PCL, print the PCL Font Page, and verify that the font is on the disk. If you are using PS, print the PS Font Page and make sure that the font is on the disk. If the font is not on the disk, use the HP Web Jetadmin or the Macintosh-based HP LaserJet utility to download the font. (See <a href="#">“PCL or PS font list” on page 352</a> .)
Data is missing, but no MFP messages appear.	<ul style="list-style-type: none"><li>● Check your software program to be sure that the print file contains no errors.</li><li>● Check your cable to make sure that it is securely connected to both the MFP and the computer.</li><li>● Your parallel MFP cable might be defective. Use a high-quality cable.</li><li>● Check your network connection.</li></ul>
The first page takes much longer to print than following pages.	<ul style="list-style-type: none"><li>● Make sure that the message <code>READY</code> appears on the control panel.</li><li>● Set the <b>PowerSave</b> feature for a longer time period (See <a href="#">“Configuration page” on page 346</a>). If a page that has complex formatting takes longer to print, changing the <b>PowerSave</b> setting might not improve print speed. You might want to simplify the page.</li><li>● Make sure that Auto-OHT mode is not set or that there is less than 5% capacity in the 2,000-sheet side input tray (tray 4).</li></ul>
Garbled pages print, overprints occur, or only a portion of a page prints.	<ul style="list-style-type: none"><li>● Make sure that your software program is configured for the correct printer driver.</li><li>● Your MFP interface (I/O) cable or your parallel MFP cable might be defective. Replace each cable with a high-quality cable that you know works correctly to determine if either of the cables is defective.</li><li>● Set the Personality item in the <b>Configuration</b> menu to <code>AUTO</code> (See <a href="#">“System setup submenu” on page 140</a>). The MFP might have been set to PCL when a PS job was sent to the MFP, or vice versa.</li><li>● Data sent to the MFP might be corrupt. Try sending another file to see if it prints.</li><li>● Try turning the MFP off and then turning it back on.</li></ul>
The job prints with incorrect fonts.	<ul style="list-style-type: none"><li>● If you are printing an .EPS file, try downloading the fonts that are contained in the .EPS file before printing. Use the HP LaserJet Utility (See <a href="#">“Printer drivers and software for Macintosh computers” on page 13</a>).</li><li>● If the document is not printing with New York, Geneva, or Monaco fonts, go into the <b>Page Setup</b> dialog box and select <b>Options</b> to deselect the substituted fonts.</li></ul>

Situation	Solution
The job is not sent to the correct MFP.	<ul style="list-style-type: none"> <li>● <b>For Macintosh systems:</b> Another MFP with the same or similar name might have received the print job. Make sure that the MFP name matches the name selected in the <b>Chooser</b> (See <a href="#">“Selecting an alternate PPD (Macintosh only)”</a> on page 342).</li> <li>● For PCs: Make sure that you have selected the correct MFP in the Print dialog box in your software program.</li> </ul>
The job prints in Courier (the MFP default font) instead of the requested font.	<ul style="list-style-type: none"> <li>● The requested typeface is not available in the MFP or is not present on the disk. Use a font-download utility to download the font that you want.</li> <li>● Fonts downloaded to memory are lost when the MFP is turned off. They are also lost if Resource Saving is not used and a personality switch is performed to print a PCL job. Disk fonts are not affected by PCL jobs or by turning the MFP off.</li> <li>● Print a PS Font Page to verify that the font is available. If a disk font appears to be missing, it might be because a software utility was used to delete the font, because the disk was reinitialized, or because the disk drive is not installed correctly. Print a configuration page to verify that the disk drive is installed and is functioning correctly.</li> <li>● Print a Disk Directory to help identify the available fonts.</li> </ul>
The job prints on the wrong side of the media.	<ul style="list-style-type: none"> <li>● Make sure that you have loaded the media correctly (see <a href="#">“Orienting media”</a> on page 168).</li> <li>● If you are printing one-sided copies, load media into tray 1 and the 2,000-sheet side input tray (tray 4) with the side to be printed facing up. Load media in tray 2 and tray 3 with the side to be printed facing down.</li> </ul>
The MFP prints only part of a page or document.	<ul style="list-style-type: none"> <li>● The connection has been broken during transmission. If you move the portable device during transmission, the connection can be broken. IRDA-compliant devices are designed to recover from temporary connection interruptions. You have up to 40 seconds to re-establish the connection (depending on the portable device being used).</li> <li>● You might need to add more MFP memory.</li> </ul>
The MFP prints the wrong fonts or formats.	<ul style="list-style-type: none"> <li>● The font is not present in the MFP and must be downloaded in your software program, or the proper font DIMM must be installed. Check your program to make sure that the correct printer driver has been installed and configured. To verify that the font you want is available, print a PS or PCL font list (see <a href="#">“Information menu”</a> on page 127).</li> <li>● Your software program selected a substitute font for one that is not available in the MFP. (See your software-program manual for more information about font selection.)</li> </ul>

Situation	Solution
<p>Printing stops in the middle of the job.</p>	<ul style="list-style-type: none"> <li>● Check the control-panel display for an error message.</li> <li>● If you are on a network, make sure that the computer is correctly configured and that no network problem exists (see your network administrator).</li> <li>● Check the line voltage to make sure that it is steady and within the MFP specifications. Turn the MFP off and then back on.</li> <li>● Check the time-out setting in your network program. You might need to increase it.</li> <li>● If you are trying to copy a file to the MFP from the MS-DOS prompt, use the copy command  <code>COPY [filename] LPTn /B</code> MFP port, such as LPT1 (where <i>n</i> is the port number).</li> </ul> <p><b>Note</b>            To send the page to the output bin, you might have to send a form-feed command from the computer.</p>
<p>The MFP printed on only one side of the media rather than on both sides.</p>	<p>Make sure that the option to print on both sides of the media (duplexing) is configured in the printer driver.</p>

## PostScript issues

Situation	Solution
A PS (PostScript) job fails to print.	Set <code>PRINT PS ERRORS=ON</code> , and then send the job again to print a PS error page. If this does not identify the problem, try installing more memory (see <a href="#">""</a> on page 201).
A PS (PostScript) error page prints.	<ul style="list-style-type: none"><li>● Make sure that the print job is a PS job.</li><li>● Check the MFP setup in your software program to make sure that the MFP is selected.</li><li>● Check the cable connections to ensure that they are secure.</li><li>● Reduce the complexity of the graphic.</li></ul>
A text listing of PS (PostScript) commands prints instead of your PS print job.	The control-panel <code>PERSONALITY=AUTO</code> setting might have been confused by a nonstandard PS code. Check the <code>PERSONALITY</code> setting to see whether it is set to <code>PS</code> or to <code>PCL</code> . If it is set to <code>PCL</code> , set it to <code>PERSONALITY=AUTO</code> . If it is set to <code>AUTO</code> , set it to <code>PS</code> for this print job only. When the job is complete, return the setting to <code>AUTO</code> .

## Software issues

Situation	Solution
A computer software problem exists.	<p>Make sure that your computer is working correctly by printing from a software program that you know works correctly, or by printing a plain text file to see if the problem is with your software program or with your printer driver. (For example, <code>C:\dir&gt;LPTn</code> where <code>n</code> is the number of the computer port the MFP is connected to, for example <code>LPT1</code>.) To print the page, you might have to send a form-feed command from your computer.</p> <p>Follow these steps to print a test page from the printer driver.</p> <ol style="list-style-type: none"><li>1 See <a href="#">"Setting the MFP device defaults"</a> on page 9 for instructions to open the printer driver.</li><li>1 On the General tab, click <b>Print test page</b>, and then touch <b>OK</b>.</li></ol>
On a Macintosh computer, the printer-driver icon does not appear in the <b>Chooser</b> .	Make sure that the Apple LaserWriter 8 <b>Chooser</b> extension resides in the Extensions folder. If it is not present anywhere on your system, you can obtain the printer driver from your Macintosh OS system software CD, which is available from Apple Computer, Inc.
Auto setup did not automatically set up the MFP.	<ul style="list-style-type: none"><li>● Set up the MFP manually by selecting the <b>Device Settings</b> or <b>Configure</b> tab on the printer driver.</li><li>● Select an alternate PPD (See <a href="#">"Selecting an alternate PPD (Macintosh only)"</a> on page 342).</li><li>● The PPD might have been renamed. If so, select the renamed PPD (See <a href="#">"Selecting an alternate PPD (Macintosh only)"</a> on page 342).</li></ul>

## Communication issues

Situation	Solution
Data from a previous print job remains in the MFP buffer.	<ul style="list-style-type: none"> <li>● Make sure that you are using the correct printer driver.</li> <li>● A complex print job might still be processing.</li> <li>● Make sure that the MFP is not paused. Make sure that PROCESSING JOB appears on the control panel.</li> <li>● Check for a LOAD PAPER message on the MFP control panel (see <a href="#">"Loading input trays" on page 19</a>).</li> </ul>
The data light is flashing, but nothing prints.	<ul style="list-style-type: none"> <li>● Make sure that you are using the correct printer driver.</li> <li>● A complex print job might still be processing.</li> <li>● Make sure that the MFP is not paused. Make sure that PROCESSING JOB appears on the control panel.</li> </ul>
The MFP does not recognize the duplexer.	<ul style="list-style-type: none"> <li>● Print a configuration page to make sure that the duplexer is installed correctly (see <a href="#">"Configuration page" on page 346</a>).</li> <li>● Turn the MFP off. Remove and reinstall the duplexer. Turn the MFP on.</li> <li>● Make sure that the duplexer has been configured in the printer driver.</li> </ul>
The MFP does not recognize the hard disk.	Turn the MFP off and make sure that the hard disk is inserted correctly and is securely fastened. Turn the MFP on.
The MFP does not recognize the 2,000-sheet side input tray (tray 4) (the 2,000-sheet side input tray does not appear on the Configuration Page).	<ul style="list-style-type: none"> <li>● Make sure that the 2,000-sheet side input tray (tray 4) power cord and the JetLink cable are plugged into the pedestal.</li> <li>● Make sure that the 2,000-sheet side input tray (tray 4) data cable is plugged into the pedestal.</li> <li>● Turn the MFP off and then back on.</li> </ul>
The MFP does not recognize the stacker, stapler/stacker, multifunction finisher, or 8-bin mailbox (the finishing device does not appear on the Configuration Page).	Check the Jetlink cable and power connection to the finishing device. Make sure that it is correctly connected at both ends.
The MFP is ready, but is not receiving data (the Data light does not blink).	<p>Check for loose I/O cable connections at the MFP and computer or network port.</p> <p>Try your I/O cable on a system that you know works correctly. Make sure that the correct interface cable was selected and is securely connected to both the MFP and the computer. If the cable is not correctly configured, see the <i>HP Color LaserJet 9500mfp start guide</i> for configuration information.</p> <p>If the MFP is connected to a network, print a Jetdirect configuration page to check for interface or network problems (see <a href="#">"Configuration page" on page 346</a>).</p>
The MFP is unusually slow to respond.	<ul style="list-style-type: none"> <li>● The MFP speed is highly dependent on how your software program is set up, which printer driver you are using, and how much traffic is on the network. See the <i>HP Color LaserJet 9500mfp start guide</i> for configuration information.</li> </ul>

Situation	Solution
A MFP port problem exists.	Check that your computer port is configured and working correctly. One way to check this is to connect another MFP to that port on your computer and print from a software program you know works.
The Macintosh computer is not communicating with the MFP.	<ul style="list-style-type: none"> <li>● Make sure that <b>READY</b> appears on the MFP control panel.</li> <li>● Make sure that the correct printer driver is selected in the left half of the <b>Chooser</b>. Then make sure that the MFP name that you want is selected (highlighted) on the right half of the <b>Chooser</b>. An icon will appear next to the MFP name after the printer driver has been set up and configured with the PPD.</li> <li>● If the MFP resides on a network that has multiple zones, make sure that the correct zone is selected in the <b>AppleTalk Zones</b> box in the <b>Chooser</b>.</li> <li>● Make sure that the correct MFP has been selected in the <b>Chooser</b> by printing a configuration page (see <a href="#">"Configuration page" on page 346</a>). Make sure that the name of the MFP that appears on the configuration page matches the MFP in the <b>Chooser</b>.</li> <li>● Make sure that <b>AppleTalk</b> is active. (Select this in the <b>Chooser</b> or in the AppleTalk control panel, whichever is appropriate for your OS version.)</li> <li>● Make sure that the computer and MFP are on the same network. From <b>Control Panels</b> in the <b>Apple</b> menu, select the <b>Network</b> (or the AppleTalk) control panel and then select the correct network (for example, LocalTalk or EtherTalk).</li> </ul>

## Duplexer issues

Situation	Solution
The print job was not printed on both sides.	<ul style="list-style-type: none"><li>● Make sure that the option to print on both sides of the media has been selected in the printer driver (see <a href="#">“Printing on both sides of paper (duplexing)”</a> on page 96).</li><li>● Print a configuration page to make sure that the duplexer is installed properly (see <a href="#">“Configuration page”</a> on page 346).</li><li>● Make sure that the duplexer has been configured in the printer driver (see <a href="#">“Setting the MFP device defaults”</a> on page 9).</li><li>● Make sure that the software program is not overriding the printer-driver setting.</li></ul>
The “print on both sides” selection is not available.	<ul style="list-style-type: none"><li>● Make sure that the duplexer is installed.</li><li>● Make sure that the selected media type can be printed on both sides (see <a href="#">“Selecting and using media”</a> on page 163). Change the media type to one that can be printed on both sides.</li><li>● Print a configuration page to make sure that the duplexer is installed properly (see <a href="#">“Configuration page”</a> on page 346).</li><li>● Make sure that the duplexer has been configured in the printer driver (see <a href="#">“Setting the MFP device defaults”</a> on page 9).</li></ul>

## Selecting an alternate PPD (Macintosh only)

This section, which only applies to Mac OS 9 and earlier, explains how to select an alternate PPD.

### To select an alternate PPD

- 1 Open the **Chooser** from the **Apple** menu.
- 2 Click the **LaserWriter 8** icon.
- 3 If you are on a network that has multiple zones, select the zone in the **AppleTalk Zones** box where the MFP is located.
- 4 Click the name of the MFP that you want to use in the **Select a PostScript Printer** box. (Double-clicking immediately generates the next few steps.)
- 5 Click **Setup**. (This button might read **Create** for first-time setup.)
- 6 Click **Select PPD**.
- 7 Find the PPD that you want in the list and click **Select**. If the PPD that you want is not listed, use one of the following options:
  - Select a PPD for a MFP with similar features.
  - Select a PPD from another folder.
  - Select the generic PPD by clicking **Use Generic**. You can use the generic PPD to print, but it limits your access to MFP features.
- 8 In the **Setup** dialog box, click **Select**, and then touch **OK** to return to the **Chooser**.

---

#### Note

If you manually select a PPD, an icon might not appear next to the selected MFP in the **Select a PostScript Printer** box. In the **Chooser**, click **Setup**, click **Printer Info**, and then click **Update Info** to create the icon.

- 
- 9 Close the **Chooser**.

### Renaming the MFP

If you are going to rename the MFP, do this before you select the MFP in the **Chooser**. If you rename the MFP after selecting it in the **Chooser**, you will have to go back into the **Chooser** and reselect it.

Use the **Printer Name** feature in the **HP LaserJet Utility** settings to rename the MFP.

## Communicating with an HP Jetdirect print server

If you cannot communicate with the MFP over the network, verify that the print server is operating. Check the Jetdirect Configuration Page for the message `I/O CARD READY`. (To print a configuration page, see [“To print information pages” on page 344.](#))

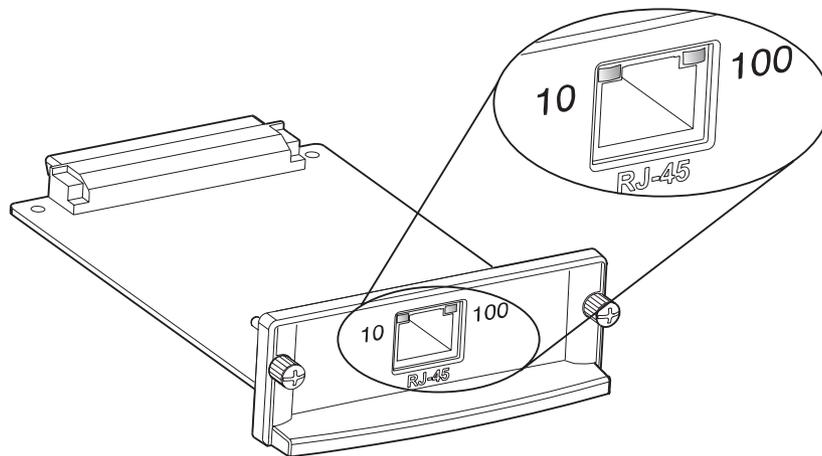
### Note

For troubleshooting information, see the HP Jetdirect administrator's guide on the MFP software CD-ROM.

### HP Jetdirect 10/100Base-TX print server

Check to see that the print server was able to link to the network. (If you have a different HP Jetdirect print server, see the guide that came with it.)

Check the link-speed indicators (10 or 100) on the print server. If both are off, the MFP server failed to link to the network



- Check the HP Jetdirect configuration page. The message `LOSS OF CARRIER ERROR` indicates that the print server failed to link to the network.

The HP Jetdirect 10/100Base-TX print server might require up to 10 seconds to establish a link to the network. If the print server failed to link, verify that all of the cables are correctly connected. If all of the cables are correctly connected, but the print server still fails to link, follow these steps to reconfigure the print server:

- 1 Use the **EIO** menu to manually set the link speed (10 or 100 Mbps) and communication mode (full- or half-duplex) so that they match the network. (See [“EIO submenu” on page 146.](#)) For example, if the port on the network switch is set for 100TX full-duplex operation, you must set the print server for 100TX full-duplex operation.
- 2 Turn the MFP off and back on, and then check the print server operation. If the print server fails to link, try a different network cable.

### Note

For basic network printing instructions, see [“Basic network printing setup” on page 120.](#)

# Checking the MFP configuration

At the control panel, you can print pages that give details about the MFP and its current configuration. The following information pages are described here:

## On the Information menu:

- Menu map
- Configuration page

---

### Note

If the Jetdirect print server is installed, a Jetdirect page will print with the Configuration page.

- Supplies status page
- Usage page
- PCL or PS font list
- File directory page

## On the Diagnostics menu:

- Event log
- Troubleshooting diagnostics pages
- Paper path test
- Color Band Test

Use the following procedure to print these information pages. Then, see the specific sections that follow for more information about each page.

## To print information pages

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Scroll to and touch the information page you want.

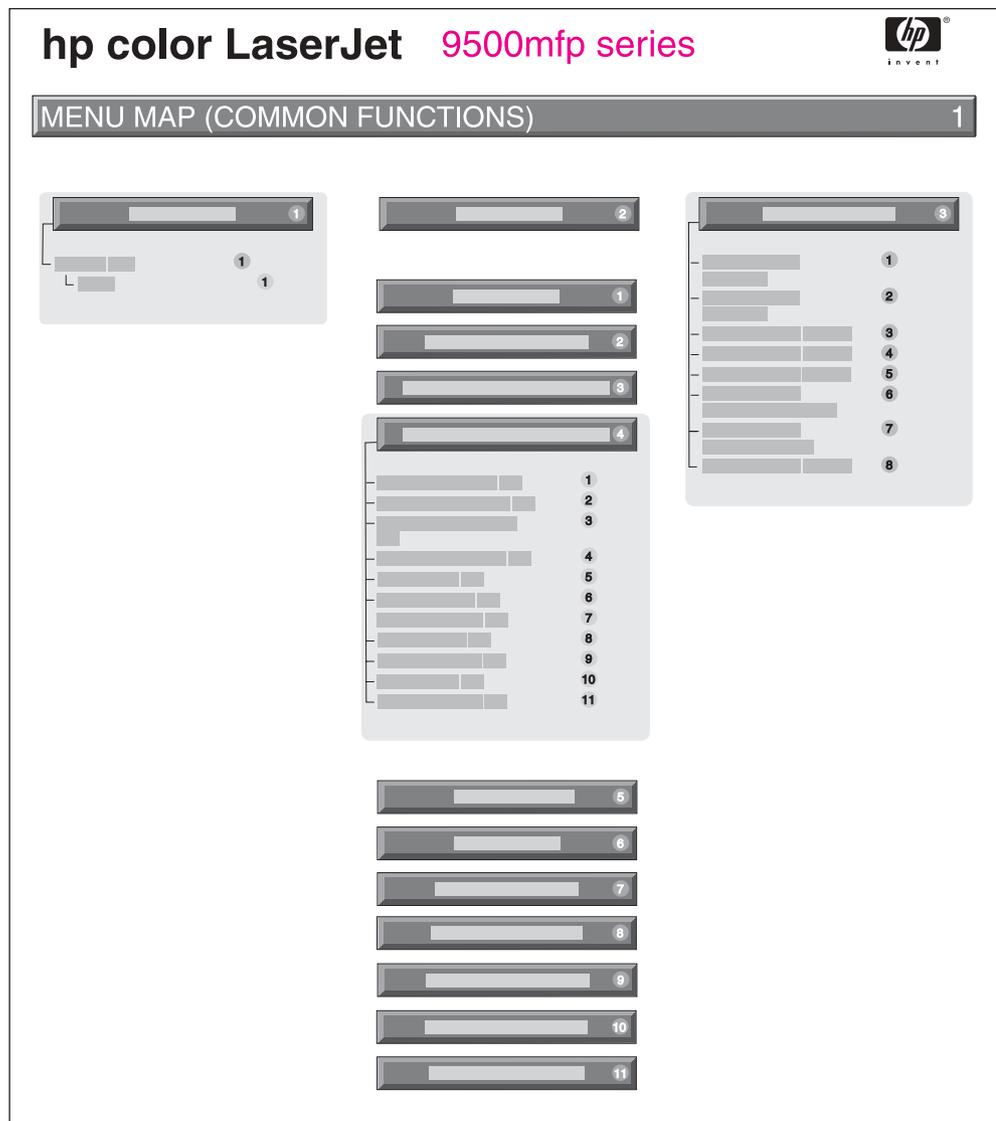
## Menu map

To see the current settings for the menus and items available at the control panel, print a control-panel menu map. You might want to store the menu map near the MFP for reference.

The content of the menu map varies, depending on the options that are currently installed in the MFP. For a complete list of control panel items and possible values, and to change control-panel settings, see [“Control-panel menus” on page 123](#).

### To print a menu map

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT MENU MAP**.



## Configuration page

Use the configuration page to view current MFP settings, to help troubleshoot MFP problems, or to verify installation of optional accessories such as memory (DIMMs) and printer languages.

### Note

If an HP Jetdirect print server is installed, an HP Jetdirect configuration page will print with the configuration page.

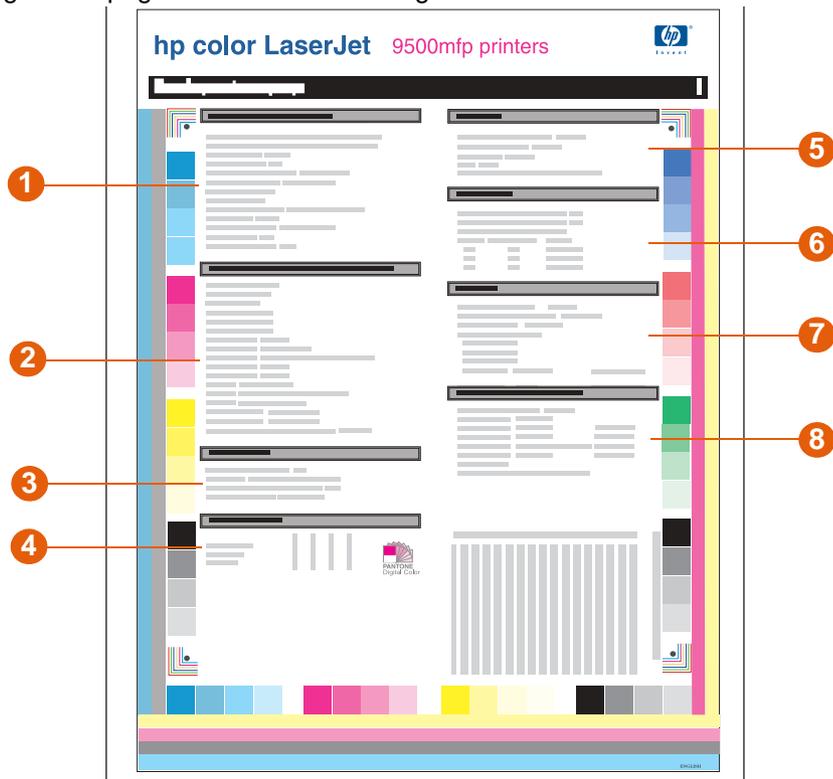
### Note

The content of the configuration page varies, depending on the options that are currently installed in the MFP.

## To print a configuration page

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT CONFIGURATION**.

The configuration page contains the following information:



- 1 **Device Information** lists the serial number, HP Jetdirect IP addresses, page counts, and other information for the MFP.
- 2 **Installed Personalities and Options** lists all of the printer languages that are installed (such as PCL and PS), and lists options that are installed in each DIMM slot and EIO slot.
- 3 **Calibration Information** lists the most recent CPR page count, the most recent CPR, the most recent DMax/DHalf page count, and the most recent Dmax/DHalf.
- 4 **Color Density** lists the CMYK values for highlights, midtones, and shadows.

- 5 **Memory** lists the memory information, PCL Driver Work Space (DWS), and I/O buffering and Resource Saving information.
- 6 **Event Log** lists the number of entries in the log, the maximum number of entries that can be viewed, and the three most recent entries.
- 7 **Security** lists the status of the Control Panel Lock, Control Panel Password, and Write Protect options.
- 8 **Paper Trays and Options** lists the size and type of media that is specified for each of the trays in the MFP. If a duplexer or any paper-handling accessories are installed on the MFP, information about those devices will be listed here as well.

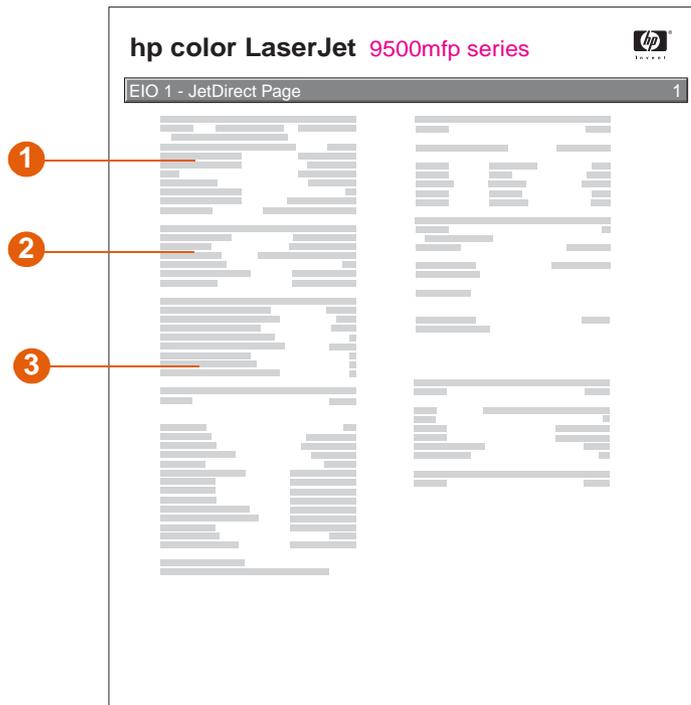
## Jetdirect page

If an HP Jetdirect print server is installed, an HP Jetdirect configuration page will print with the configuration page.

### To print a Jetdirect page

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT CONFIGURATION**.

The Jetdirect page prints after the configuration page and contains the following information:



- 1 **HP Jetdirect Configuration** lists the Jetdirect print server status, model number, hardware firmware version, port select, port configuration, auto negotiation, manufacturing identification, and manufactured date.
- 2 **Network Status** lists the total packets received, unicast packets received, bad packets received, framing errors received, total packets transmitted, unsendable packets, transmit collisions, and transmit late collisions.
- 3 **Protocol Information** indicates the status for TCP/IP, IPX/SPX, Novell/NetWare, AppleTalk, and DLC/LLC.

## Supplies status pages

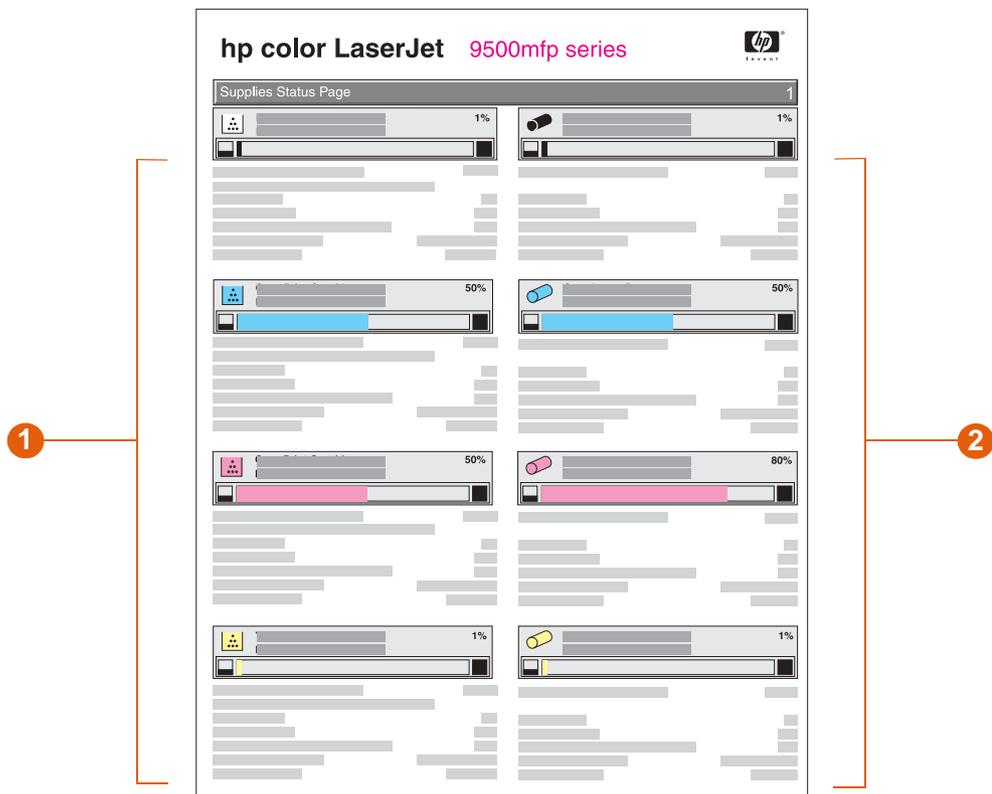
Use the supplies status pages to obtain information about the supplies that are installed in the MFP, the estimated number of pages that remain for each supply, and the number of pages that have been printed with each supply that is currently installed. The page also includes ordering and recycling information.

If the MFP detects a non-HP supply, the supply information will not be listed. Instead, a warning message appears in the section for the specified supply and a warranty warning appears on the second supplies status page.

### To print a supplies status page

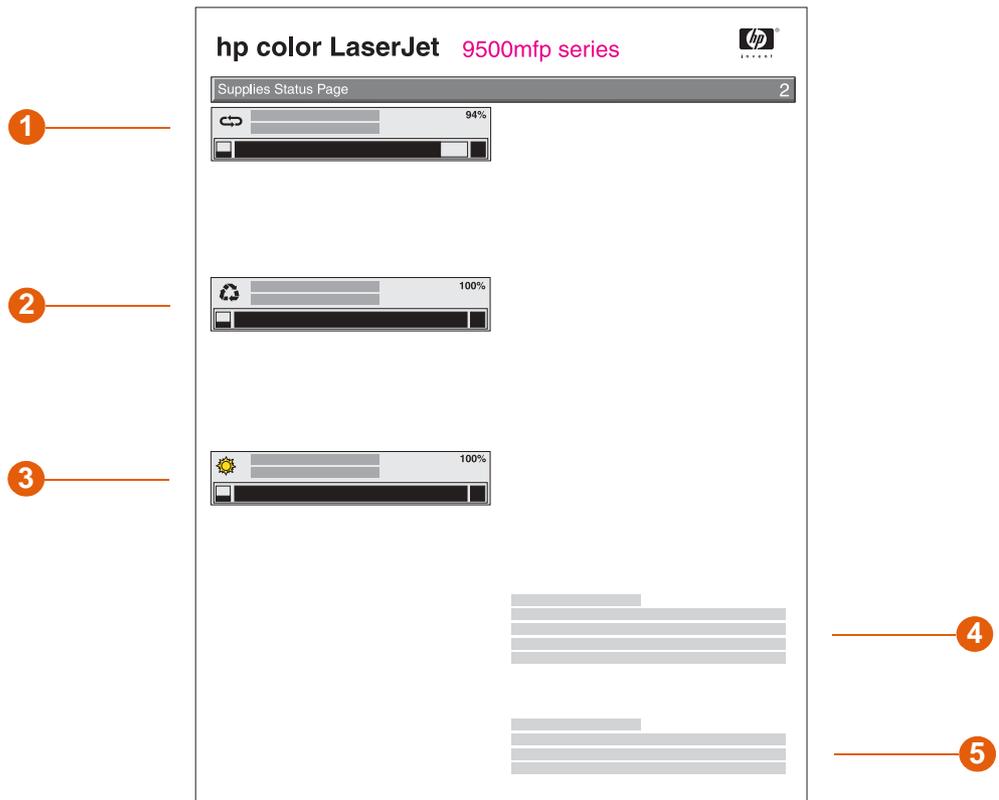
- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT SUPPLIES STATUS PAGE**.

The supplies status page 1 contains the following information:



- 1 **Cartridge Information** lists the amount of toner available in each of the four print cartridges, the control-panel icon, the estimated number of pages remaining before the cartridge is empty, the total number of pages that have been processed with each cartridge, the print cartridge serial number and HP part number, and an indication of when the cartridges have reached low status in the cartridge life cycle.
- 2 **Image Drum Information** lists the amount of life remaining in each image drum, the control-panel icon, the estimated number of pages remaining before the image drum is exhausted, the total number of pages that have been processed with each image drum, the image drum serial number and HP part number, and an indication of when the image drum has reached low status in the image drum life cycle.

The supplies status page 2 contains the following information:



- 1 Image Transfer Kit Information** lists the amount of life remaining in the image transfer kit, the estimated number of pages remaining before the image transfer kit has to be replaced, the control-panel icon, and the HP part number.
- 2 Image Cleaning Kit Information** lists the amount of life remaining in the image cleaning kit and the HP part number.
- 3 Image Fuser Kit Information** lists the amount of life remaining in the image fuser kit, the estimated number of pages remaining before the image fuser kit has to be replaced, and the HP part number.
- 4 Ordering Information** lists the HP Web site for ordering supplies.
- 5 Recycling Information** lists the HP Web site that provides recycling information.

**Note**

A warranty note appears if the MFP detects a non-HP print cartridge.

## Usage page

Use the usage page to obtain information about the page sizes and number of pages printed, and for information about the percentage of page coverage that has been used for each toner color over the life of the MFP.

### To print a usage page

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT USAGE PAGE**.

The usage page contains the following information:



- 1 **Product Name** and **Printer Name** indicate the series of HP LaserJet MFP in use.
- 2 **Usage Totals** indicates types of pages that have been printed or scanned, the number of single-sided pages printed or scanned, the number of duplexed pages printed or scanned, and the total number of pages printed or scanned.

## PCL or PS font list

Use the font lists to see which fonts are currently installed in the MFP. (The font lists also show which fonts are resident on a hard disk or flash DIMM.)

The PS font list shows the PS fonts installed, and gives a sample of those fonts.

The following describes the information that can be found on the PCL font list:

- **Font** gives the font names and samples.
- **Pitch/Point** describes the pitch and point size of the font.
- **Escape Sequence** (a PCL 5c programming command) is used to select the designated font. (See the legend at the bottom of the font list page.)
- **Font #** is the number used to select fonts from the MFP control panel (not the software program). Do not confuse the font # with the font ID, which is described below. The number indicates the DIMM slot where the font is stored.
  - **SOFT**: Downloaded fonts that stay resident in the MFP until other fonts are downloaded to replace them or until the MFP is turned off.
  - **INTERNAL**: Fonts that reside permanently in the MFP.
- **Font ID** is the number you assign to soft fonts when you download them to the MFP through the font download utility.

### To print a PCL or PS font list page

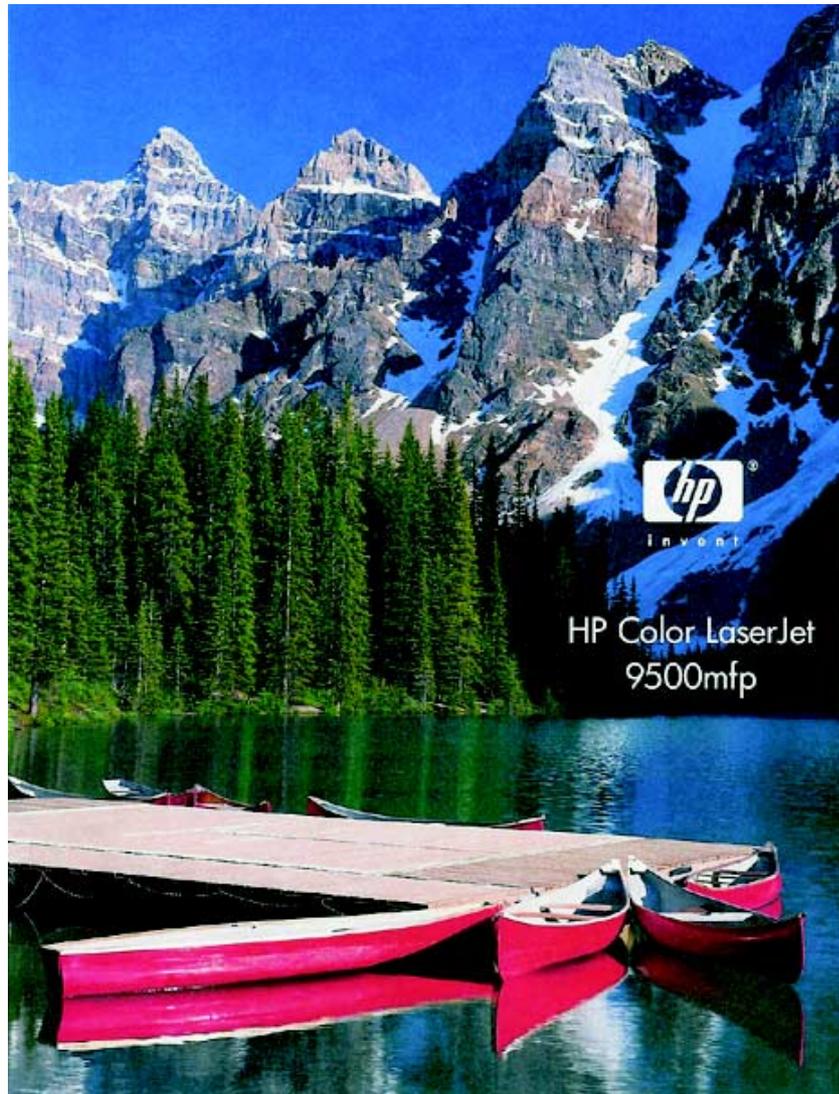
- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT PCL FONT LIST** or **PRINT PS FONT LIST**.

## Print demo page

### To print a print demo page

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT DEMO**.

The print demo page contains the following information:



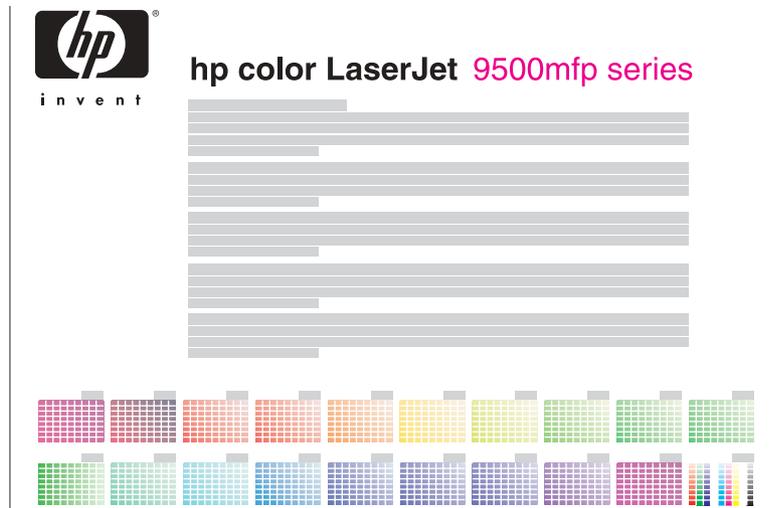
## Print RGB samples

These samples can be used to specify color output in some software programs.

### To print a RGB samples

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT RGB SAMPLES**.

The print RGB samples page contains the following information:



## Print CMYK samples

These samples can be used to specify color output in some software programs.

### To print CMYK samples

- 1 Press the **MENU** button.
- 2 Touch **INFORMATION**.
- 3 Touch **PRINT CMYK SAMPLES**.

The print CMYK samples page contains the following information:



# hp color LaserJet 9500mfp series







## Printing a paper-path test

The paper path test can be used to verify that various paper paths are working properly or to troubleshoot problems with the tray configuration.

### To print a paper-path test

- 1 Press the **MENU** button.
- 2 Scroll to and touch **DIAGNOSTICS**.
- 3 Scroll to and touch **SET PAPER PATH TEST**.
- 4 Scroll to select the input tray you want to test, the output bin, the duplex printing, and number of copies, touching **OK** after you set the value for each. After selecting the last option, the paper path test automatically starts.

## Setting registration

Use the registration feature to center the image on a page and to align the front and back images. Because image placement varies slightly for each input tray, the following alignment procedure might need to be performed for each tray.

The test page prints on A4- or letter-size paper. You can set the registration for any size of paper by printing on that size and following the instructions on the test page.

### To set the registration value

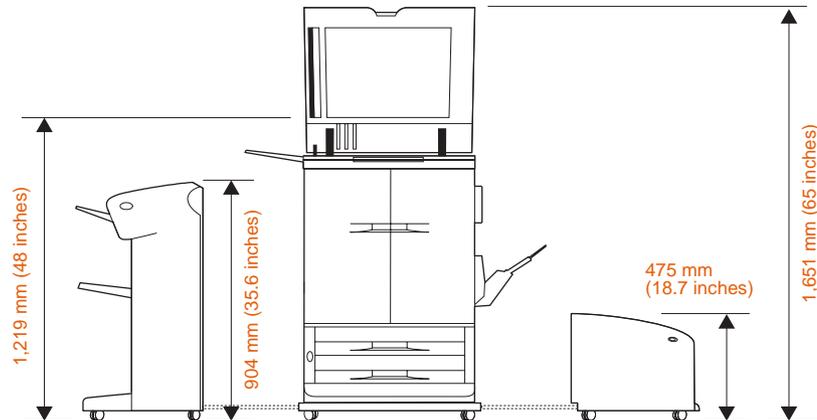
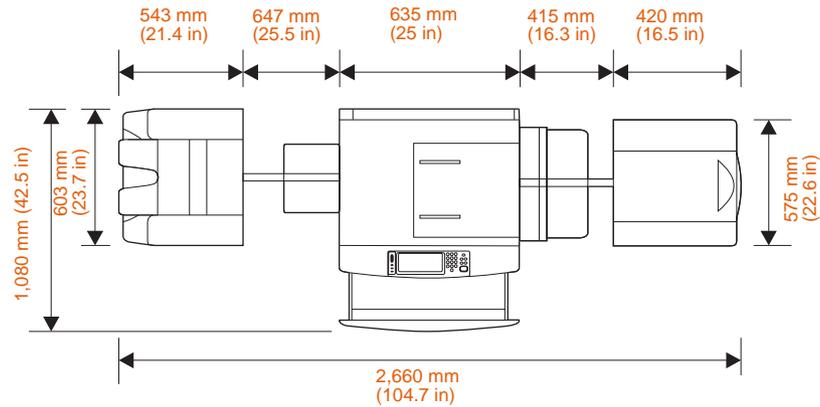
- 1 Press the **MENU** button.
- 2 Scroll to and touch **CONFIGURE DEVICE**.
- 3 Scroll to and touch **PRINT QUALITY**.
- 4 Scroll to and touch **SET REGISTRATION**.
- 5 Touch **SOURCE** and then select the tray that you want to adjust (**TRAY 1**, **TRAY 2**, **TRAY 3**, or **ALL TRAYS**).
- 6 Touch **PRINT TEST PAGE**.
- 7 A page will print from each tray that is selected in step 5. Follow the instructions printed on the test page(s) to complete the adjustments.

# A Specifications

## Physical specifications

HP Color LaserJet 9500mfp	
Height	1,219 mm (48 inches)
Width	2,660 mm (104.7 inches)
Depth (body)	603 mm (23.7 inches)
Weight (without print cartridges and image drums)	194.18 kg (427.1 lb)

The location for the MFP should accommodate for the following physical and environmental requirements.



HP Color LaserJet 9500mfp dimensions (top and front views)

# Power requirements and circuit capacity

	110-volt models	230-volt models
Power requirements	100 to 127 Volt (+/- 10%) 50 to 60 Hz (+/- 2 Hz)	220 to 240 Volt (+/- 10%) 50 to 60 Hz (+/- 2 Hz)
Rated short-term current	12 Amps	7 Amps

Values subject to change, see [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.

## WARNING!

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

# Power consumption

## CAUTION

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

The following table indicates the MFP's average power consumption in watts<sup>1</sup>:

Product model	Printing (24 ppm) <sup>2</sup>	Copying (24 ppm) <sup>2</sup>	Ready	Low Power (Sleep 1)	PowerSave (Sleep 2)	Off
HP Color LaserJet 9500mfp	820 Watts	910 Watts	275 Watts	125 Watts	55 Watts	1.4 Watts

1. Values current as of 7/10/04. Values subject to change. See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.
2. Power reported is highest values measured for color and monochrome printing/copying using all standard voltages.
  - Default time from Ready Mode to Sleep 1 = 15 minutes, and to Sleep 2 = 45 minutes.
  - Recovery time from Sleep 1 to start of printing = 30 seconds, and from Sleep 2 to start of printing = 140 seconds.
  - Heat dissipation in READY mode = 939 BTU/hour.

When the MFP is off, disconnecting the power cord from the electrical source can prevent power consumption. Do not disconnect the power cord until the fuser has depressurized.

## Acoustical specifications<sup>1</sup>

Sound power level	Declared per ISO 9296
Printing/copying (24 ppm)	$L_{WAd} = 7.3$ Bels (A) [73 db(A)]
Ready	$L_{WAd} = 5.6$ Bels (A) [56 db(A)]
Sound pressure level (bystander position)	Declared per ISO 9296
Printing/copying (24 ppm)	$L_{pAm} = 55$ db (A)
Ready	$L_{pAm} = 37$ db (A)

1. Values current as of March 24, 2004. Values subject to change.  
See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for current information.

- Configuration tested: Copy/print simplex from 2,000-sheet side input tray (tray 4) to the 3,000-sheet stacker using A4-size media at 24 ppm monochrome file.

## Operating and storage environment

	Allowable condition	Recommended condition
Operating temperature	15°C to 30°C (59°F to 86°F)	20°C to 26°C (68°F to 79°F)
Relative humidity	10% to 80%	20% to 50%
Storage temperature	0°C to 35°C (32°F to 95°F)	0°C to 35°C (32°F to 95°F)
Storage humidity	10% to 95%	10% to 95%

To optimize print quality and media feed performance, operate and store the printer within the recommended condition parameters.



# B Support information

## Information from the MFP

Before visiting the MFP support Web site or contacting customer support, obtain the following information and print the specified diagnostic pages.

Information	How to find
MFP model <input type="text"/>	upper-right corner of the front doors of the MFP
serial number <input type="text"/>	inside the front doors, in the lower-right corner
brand and model of your computer <input type="text"/>	see the documentation that came with your computer
operating system of your computer <input type="text"/>	see the documentation that came with your computer
version of printer driver <input type="text"/>	click <b>Print</b> , click <b>Properties</b> , and then click <b>About</b> on the <b>Basics</b> tab
configuration page and an event log <input type="text"/>	see <a href="#">"Checking the MFP configuration" on page 344</a>

## Customer support and MFP repair assistance

### World Wide Web

Solutions to most MFP issues can be found at [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp). The Web site includes frequently asked questions (FAQ), troubleshooting help, information about MFP maintenance and use, manuals, a community forum, and updates for printer drivers and MFP software.

### E-mail

For the quickest response, visit [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) and click **contact support**. E-mail support is in English.

## Warranties and license

### Extended warranty

HP SupportPack provides coverage for the HP hardware product and all HP supplied internal components. The hardware maintenance covers a three-year period from date of the HP product purchase. The customer must purchase HP SupportPack within 90 days of the HP product purchase. For more information, contact the HP Customer Care Service and HP Customer Support group. See ["Information from the MFP" on page 363](#).

### Spare parts and supplies availability

Spare parts and supplies for this product will be available for at least five years after production has stopped.

### Color print cartridge/image drum warranty

This HP product is warranted to be free from defects in materials and workmanship.

This warranty does not cover products that (a) have been refilled, refurbished, remanufactured or tampered with in any way, (b) experience problems resulting from misuse, improper storage, or operation outside of the published environmental specifications for the printer product or (c) exhibit wear from ordinary use.

To obtain warranty service, please return the product to place of purchase (with a written description of the problem and print samples) or contact HP customer support. At HP's option, HP will either replace products that prove to be defective or refund your purchase price.

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# C Regulatory

## Environmental product stewardship program

### Protecting the environment

Hewlett-Packard Company is committed to providing quality products in an environmentally sound manner. This MFP has been designed with several attributes to minimize impacts on our environment.

<b>Ozone production</b>	This MFP contains an ozone filter to protect indoor air quality. See <a href="#">“Image transfer kit” on page 221</a> for replacement intervals.
<b>Power consumption</b>	Power usage drops significantly while in Sleep mode, which save natural resources and saves money without affecting the high performance of this product. This product qualifies for <a href="#">ENERGY STAR®</a> version 1.0, which is a voluntary program to encourage the development of energy-efficient office products.
<b>Paper use</b>	This MFP's automatic duplex feature (two-sided printing, see <a href="#">“Printing on both sides of paper (duplexing)” on page 96</a> ) and N-up (printing multiple pages per sheet) capabilities can reduce paper usage and the resulting demands on natural resources.
<b>Plastics</b>	Plastic parts that weigh more than 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of the MFP's life.
<b>HP LaserJet Printing Supplies</b>	In many countries/regions, this product's printing supplies (for example, print cartridges, and image drums) can be returned to HP through the HP Printing Supplies Returns and Recycling Program. An easy-to-use and free takeback program is available in more than 30 countries/regions. Multilingual program information and instructions are included in every new HP LaserJet print cartridge and supplies package.

**HP LaserJet Printing Supplies Returns and Recycling Program information**

Since 1992, HP has offered HP LaserJet supplies return and recycling free of charge in 86% of the world market where HP LaserJet supplies are sold. Postage-paid and pre-addressed labels are included within the instruction guide in most HP LaserJet print cartridge boxes. Labels and bulk boxes are also available at [www.hp.com/recycle](http://www.hp.com/recycle).

More than 10 million HP LaserJet print cartridges were recycled globally in 2002 through the HP Planet Partners supplies recycling program. This record number represents 26 million pounds of print cartridges materials diverted from landfills. Worldwide HP recycled an average of 80% of the print cartridge by weight consisting primarily of plastic and metals. Plastics and metals are used to make new products such as HP products, plastic trays and spools. The remaining materials are disposed of in an environmentally responsible manner.

**U.S. returns**

For a more environmentally responsible return of used cartridges and supplies, HP encourages the use of bulk returns. Simply bundle two or more cartridges together and use the single, prepaid, pre-addressed UPS label that is supplied in the package. For more information visit the HP LaserJet Supplies Web site at [www.hp.com/recycle](http://www.hp.com/recycle).

**Non-U.S. returns**

Non-U.S. customers should call the local HP Sales and Service Office or visit the [www.hp.com/recycle](http://www.hp.com/recycle) Web site for further information regarding the availability of the HP Supplies Returns and Recycling Program.

**Recycled paper**

This MFP is suited for the use of recycled paper when the paper meets the guidelines outlined in the *Print Media Guide*. See [www.hp.com/go/clj9500mfp](http://www.hp.com/go/clj9500mfp) for ordering information. This MFP is suitable for the use of recycled paper according to EN12281:2002.

**Material restrictions**

- This HP MFP contains a lithium battery located on the formatter board that might require special handling at end-of-life.
- This HP MFP contains mercury in the fluorescent lamp of the liquid crystal control panel display that might require special handling at end-of-life.
- For recycling information, visit [www.hp.com/recycle](http://www.hp.com/recycle) or contact your local authorities or the Electronic Industries Alliance at [www.eiae.com](http://www.eiae.com).



廢電池請回收

**Material safety data sheet**

Material Safety Data Sheets (MSDSs) can be obtained by contacting the HP Web site at [www.hp.com/go/msds](http://www.hp.com/go/msds).

**For more information** For more information about HP's environmental programs, go to [www.hp.com/go/environment](http://www.hp.com/go/environment) or [www.hp.com/hpinfo/community/environment](http://www.hp.com/hpinfo/community/environment), where you can find the following information:

- Product environmental profile sheet for this and many related HP products
- HP's commitment to the environment
- HP's environmental management system
- HP's end-of-life product return and recycling program
- Material Safety Data Sheets (MSDS)

## FCC statement

This equipment has been tested and found to comply with the limits for a Class **A** digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense. The end user of this product should be aware that any changes or modifications made to this equipment without the approval of Hewlett-Packard could result in the product not meeting the Class A limits, in which case the FCC could void the user's authority to operate the equipment.

# Regulatory statements

## Declaration of Conformity

according to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 11311 Chinden Boulevard  
Boise, Idaho 83714-1021, USA

### declares, that the product

**Product Names:** HP Color LaserJet 9500MFP  
**Product Number:** C8549A  
**Regulatory Model Number <sup>3</sup>** BOISB-0205-02 including Q1891A  
**Product Options:** ALL

### conforms to the following Product Specifications:

**SAFETY:** IEC 60950:1999 / EN 60950: 2000  
IEC 60825-1:1993 + A1:1996 +A2:2001 /  
EN 60825-1:1994 + A11:1996 + A2:2001 (Class 1 Laser/LED Product)  
GB4943-2001

**EMC :** CISPR 22:1997 / EN 55022:1998 - Class A<sup>1</sup>  
EN 61000-3-2:2000  
EN 61000-3-3:1995 / A1  
EN 55024:1998  
FCC Title 47 CFR, Part 15 Class A<sup>2</sup> / ICES-003, Issue 3  
GB9254-1998

**TELECOM** TBR-21:1998; EG 201 121:1998

### Supplementary Information:

The product herewith complies with the requirements of the EMC Directive 89/336/EEC, the Low Voltage Directive 73/23/EEC, the R&TTE Directive 1999/5/EC (Annex II) and carries the CE-Marking accordingly

- 1) The product was tested in a typical configuration with Hewlett-Packard Personal Computer Systems. Compliance testing of product to standard with exception of Clause 9.5, which is not yet in effect.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions:  
(1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation
- 3) For regulatory purposes, this product is assigned a Regulatory model number. This number should not be confused with the marketing name (HP Color LaserJet 9500MFP) or the product number (C8549A).

#### For Regulatory Topics Only:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130, Australia.

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard GmbH,  
Department HQ-TRE / Standards Europe, Herrenberger Straße 140, D-71034 Boeblingen (FAX: +49-7031-14-3143)

USA Contact: Product Regulations Manager, Hewlett-Packard Company, PO Box 15, Mail Stop 160, Boise, Idaho 83707-0015 (Phone: 208-396-6000)

## EU Statement for Telecom Operation

This product is intended to be connected to the analog Public Switched Telecommunication Networks (PSTN) of European Economic Area (EEA) countries/regions. It meets requirements of EU R&TTE Directive 1999/5/EC (Annex II) and carries appropriate CE conformity marking. For more details see “[Declaration of Conformity](#)” on [page 372](#) issued by the manufacturer.

However due to differences between individual national PSTNs the product may not guarantee unconditional assurance of successful operation on every PSTN termination point. Network compatibility depends on the correct setting being selected by the customer in preparation of its connection to the PSTN. Please follow the instructions provided in the user manual. If you experience network compatibility issues, please contact your equipment supplier or Hewlett-Packard help desk in the country/region of operation.

Connecting to a PSTN termination point may be the subject of additional requirements set out by the local PSTN operator.

## Canadian DOC Regulations

Complies with Canadian EMC Class A requirements.

<<Conforme à la classe A des normes canadiennes de compatibilité électromagnétiques.  
<<CEM>>.>>

## VCCI Statement (Japan)

VCCI class **A** product

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づきクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

Translation

This equipment is in the Class **A** category information technology equipment based on the rules of Voluntary Control Council For Interference by Information Technology Equipment (VCCI). When used in a residential area, radio interference may be caused. In this case, user may be required to take appropriate corrective actions.

## Korean EMI Statement

### 사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장애감정을 받은 기기이오니, 만약 잘못 구입하셨을 때에는 구입한 곳에서 비업무용으로 교환하시기 바랍니다.

## Laser Statement for Finland

### Luokan 1 laserlaite

#### Klass 1 Laser Apparat

HP LaserJet 9500MFP

laserkirjoitin on käyttäjän kannalta turvallinen luokan 1 laserlaite.

Normaalissa käytössä kirjoittimen suojakoteloointi estää lasersäteen pääsyn laitteen ulkopuolelle. Laitteen turvallisuusluokka on määritetty standardin EN 60825-1 (1994) mukaisesti.

#### Varoitus!

Laitteen käyttäminen muulla kuin käyttöohjeessa mainitulla tavalla saattaa altistaa käyttäjän turvallisuusluokan 1 ylittävälle näkymättömälle lasersäteilylle.

#### Warning!

Om apparaten används på annat sätt än i bruksanvisning specificerats, kan användaren utsättas för osynlig laserstrålning, som överskrider gränsen för laserklass 1.

#### HUOLTO

HP LaserJet 9500MFP

-kirjoittimen sisällä ei ole käyttäjän huollettavissa olevia kohteita. Laitteen saa avata ja huoltaa ainoastaan sen huoltamiseen koulutettu henkilö. Tällaiseksi huoltotoimenpiteeksi ei katsota väriainekasetin vaihtamista, paperiradan puhdistusta tai muita käyttäjän käsikirjassa lueteltuja, käyttäjän tehtäväksi tarkoitettuja ylläpitotoimia, jotka voidaan suorittaa ilman erikoistyökaluja.

#### Varo!

Mikäli kirjoittimen suojakotelo avataan, olet alttiina näkymättömälle lasersäteilylle laitteen ollessa toiminnassa. Älä katso säteeseen.

#### Warning!

Om laserprinterns skyddshölje öppnas då apparaten är i funktion, utsättas användaren för osynlig laserstrålning. Betrakta ej strålen. Tiedot laitteessa käytettävän laserdiodin säteilyominaisuuksista:

Aallonpituus 775-795 nm

Teho 5 mW

Luokan 3B laser

## Taiwan Class A Statement

**警告使用者：**

這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Taiwan Battery Statement



廢電池請回收

## Product Information Sheet

The Toner Product Information Sheet can be obtained by calling the U.S. HP FIRST (Fax Information Retrieval Support Technology) at (1) (800) 333-1917. International customers should see the front of this manual for appropriate phone numbers and information.



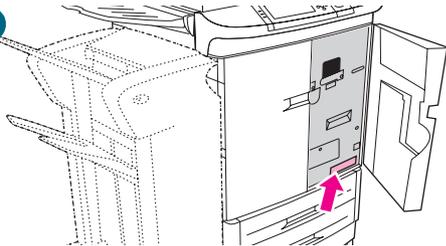
# D Setting up the MFP

Use this section to set up the HP Color LaserJet 9500mfp. The following information is also available in the HP Color LaserJet 95000mfp *Start Guide*.

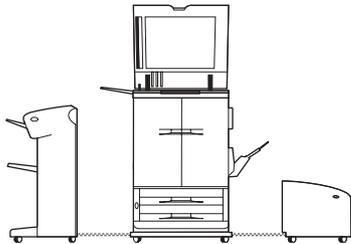
1



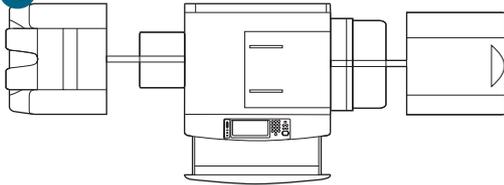
2



3



4



## Preparing a location for the MFP

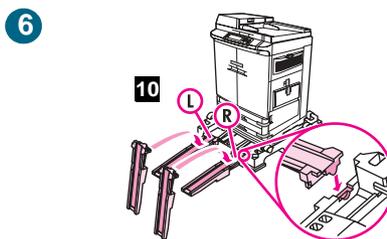
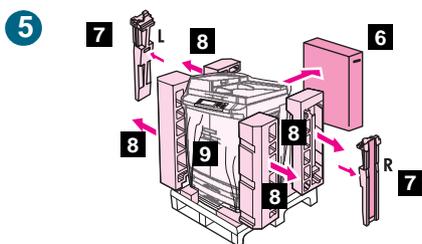
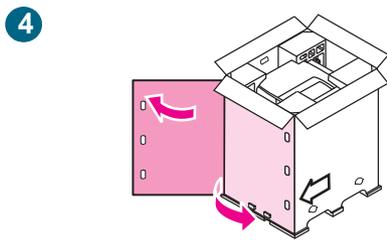
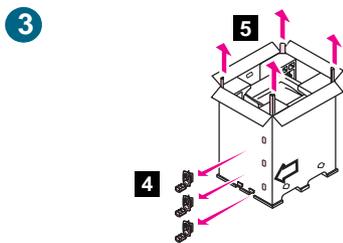
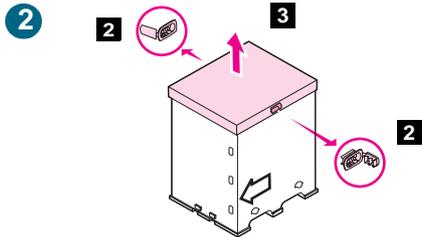
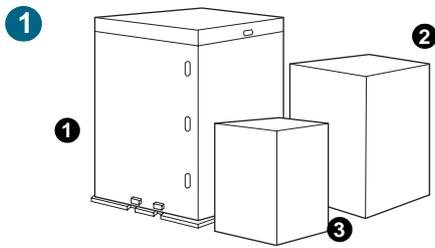
- 1 Place the multifunction printer (MFP) in a well-ventilated area that does not expose the MFP to chemicals, including ammonia, or sunlight. Hewlett-Packard recommends maintaining the MFP's environment within a temperature range of 20°C to 26°C (68°F to 79°F) and a relative humidity range of 20% to 50%.
- 2 Determine the correct voltage for your MFP by checking the voltage rating (shown on a label on the MFP inside the right front door). The MFP requires either a dedicated 15-amp, 100-volt to 127-volt circuit or a dedicated 10-amp, 220-volt to 240-volt circuit.
- 3 Place the MFP, finishing device, and 2,000-sheet side input tray (tray 4) on a sturdy, level surface (side view shown). Make sure that sufficient space exists around the MFP so that the air vents on the left side, right side, and back of the MFP are not blocked.
- 4 Make sure that sufficient space is available on the left side of the finishing device and on the right side of the 2,000-sheet side input tray (tray 4) to allow access to clear jams (top view shown).

---

### Note

The maximum height of the MFP is 1,651 mm (65 inches), the maximum width is 1,080 mm (42.5 inches), and the maximum length is 2,660 mm (104.7 inches).

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## Unpacking and setting up the MFP

- 1 The HP Color LaserJet 9500mfp is shipped in three boxes. These boxes contain the MFP (1), the finishing device (3,000-sheet stacker, 3,000-sheet stapler/stacker, multifunction finisher, or 8-bin mailbox (2), and the 2,000-sheet side input tray (tray 4) (3).

### Note

The MFP box also contains the consumables box.

- 2 Remove the cellophane (1) that is wrapped around the MFP box, unlatch the two clips (2) on the side of the cardboard box that covers the MFP, and lift up and remove the cardboard box (3) that covers the MFP.

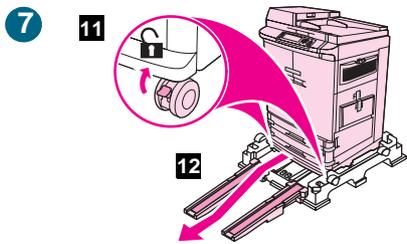
### Note

Make sure to save all of the packing material.

- 3 Remove the three white, plastic locks (4) from the side of the cardboard box, and then remove the four corner supports (5) from inside of the cardboard box.
- 4 Open the two flaps on the side of the cardboard box.
- 5 Remove the supplies box (6), remove the two unloading ramps (7), remove the external styrofoam pieces (8), and remove the plastic bag (9) that covers the MFP.
- 6 Securely position the unloading ramps (10) as indicated in the graphic.

### Note

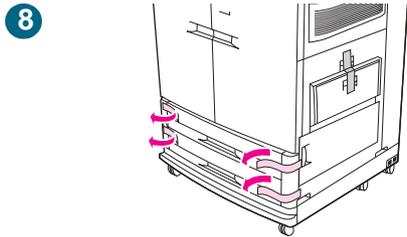
The ramps are labeled "L" and "R" to indicate "Left" and "Right".



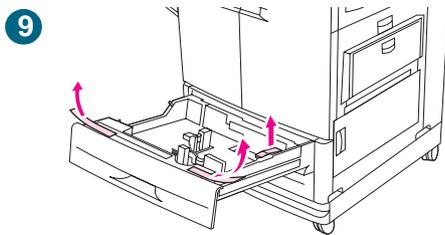
- 7 Make sure that the wheel locks (11) are in the unlocked position and then roll the MFP onto the unloading ramps and off of the pallet (12).

#### CAUTION

The MFP is heavy. Hewlett-Packard recommends that two people roll the MFP off of the pallet.



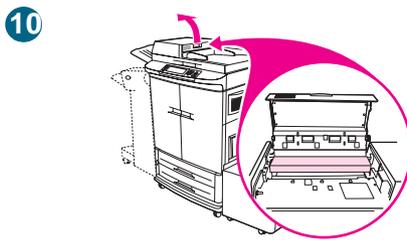
- 8 Remove the orange tape from tray 2 and tray 3.
- 9 Remove the tray locks and orange tape from tray 2 and tray 3.



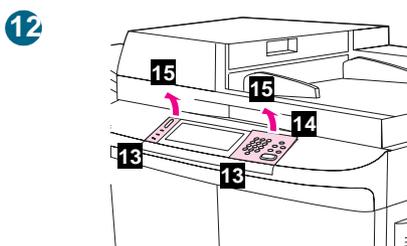
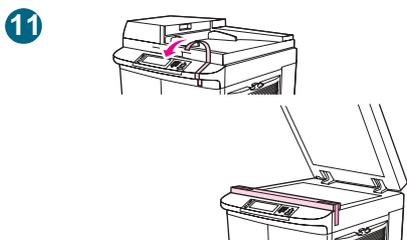
- 10 Open the automatic document feeder (ADF) access door, remove the foam pad and orange tape, and then close the ADF access door.
- 11 Remove the orange tape on the ADF, open the ADF, and then remove the foam and orange tape from inside the ADF.

#### Note

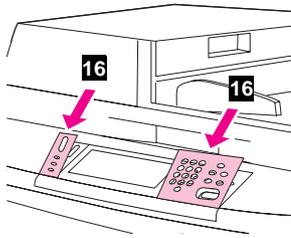
If you want to change the control-panel-overlay language, perform the following steps. If the control-panel overlays are not installed, begin with step 13.



- 12 Locate the two-control panel overlays (13). Insert a small, flat-blade screwdriver or another thin, narrow device in the slot at the top edge of one of the overlays (14). Lift the overlay up and backward to move it away from the MFP (15). Repeat 14 and 15 for the second overlay.



13



**13** Position the new overlay over the control panel (**16**). Align the ends of the overlay with the holes on the control panel and slide the overlay in. Snap the overlay firmly onto the control panel. Make sure that the overlay is flat against the control panel. Repeat this step to change the second overlay.

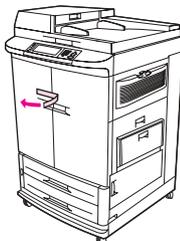
14



**14** Remove the orange tape from tray 1.

**15** Remove the orange tape from the front doors.

15

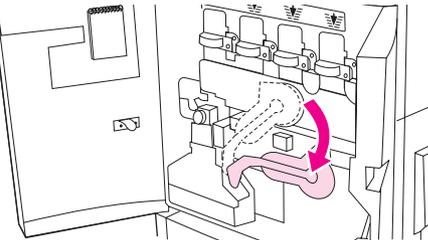


**16** Open the front doors, and swing the large, green lever down.

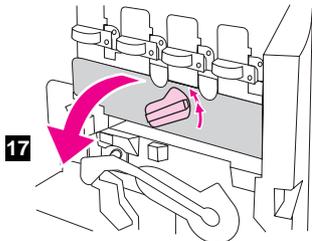
**17** Rotate the blue dial up until it clicks and the image-drum door unlatches, and then open the image-drum door (**17**) completely.

**18** Remove the four pieces of foam and remove the orange tape. Close the image-drum door, pressing the tabs at the top of the door until they click into place.

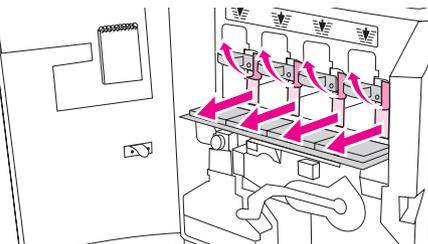
16



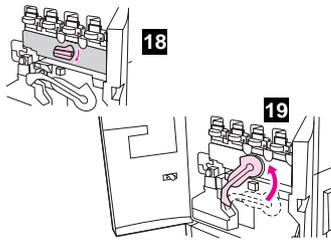
17



18



19



19 Rotate the blue dial downward until it stops (**18**) and then swing the large, green lever up (**19**). Close the front doors.

20 Remove the protective film from the control panel.

20



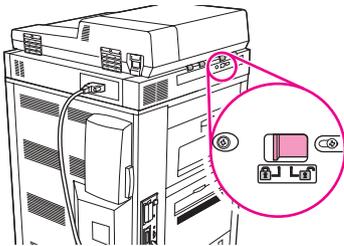
21 Move the scanner carriage shipping lock to the right so it unlocks.

22 Install the ADF output bin on the left side of the MFP.

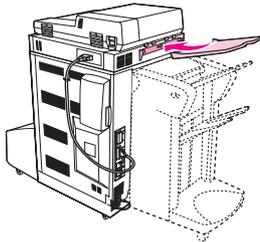
23 Position the MFP in its permanent location.

24 If your HP Color LaserJet 9500mfp connects to a single computer, connect a parallel cable to the parallel cable connector on the left side of the MFP or connect a USB cable to the USB port.

21



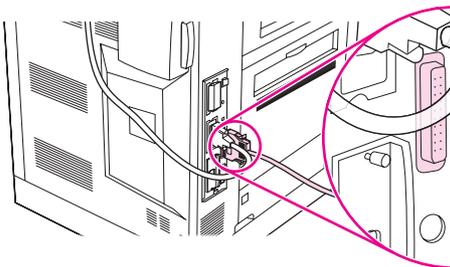
22



23



24

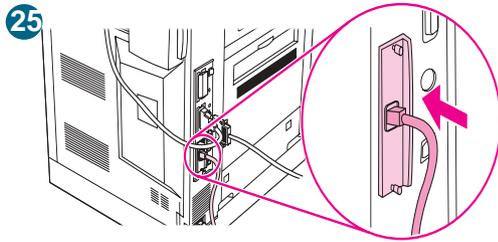


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#### Note

If you are using a parallel cable, a parallel cable with a C-type connector is required.

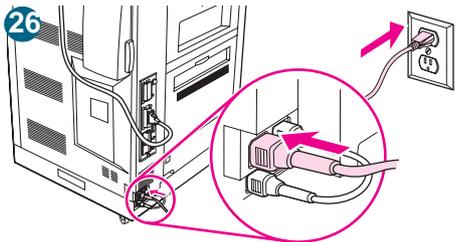
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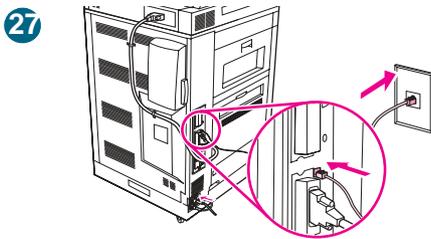
- 25** If your MFP connects to a network, connect a network cable to the HP Jetdirect print server RJ-45 connector on the back of the MFP.

**Note**

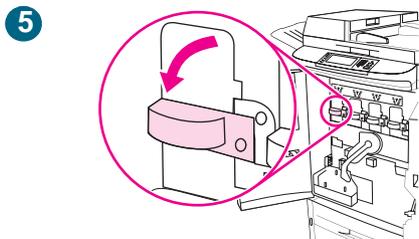
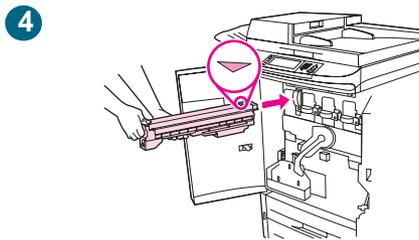
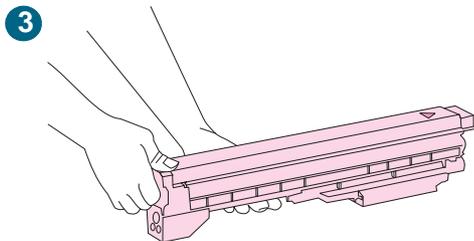
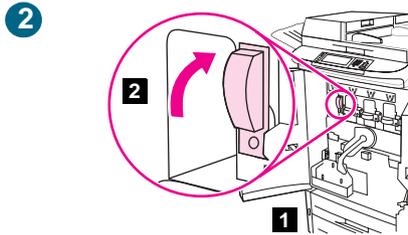
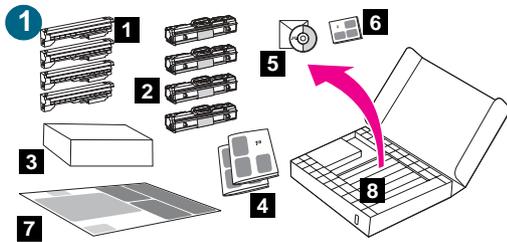
The parallel cable and the network cable are *not* included.



- 26** Plug the power cable into the power connector on the left side of the MFP, and then plug the other end of the power cable into an alternating current (ac) outlet.



- 27** Plug the fax cable into the RJ11 connector (for external fax) on the left side of the MFP, and then plug the other end of the fax cable into an analog telephone socket on the wall.



## Removing and loading the consumables

- 1 The consumables box, which is located in the MFP box, contains: four print cartridges (yellow [Y], magenta [M], cyan [C], and black [K]) (1), four image drums (yellow [Y], magenta [M], cyan [C], and black [K]) (2), a box that contains the transfer cleaner (3), the *Getting Started Guide* and the warranty booklet (4), the *User Reference Guide* on a CD-ROM (5), the *User Guide* (6), the wall poster (7), and a box that contains the toner collection bottle (8).

### Install the four print cartridges

#### Note

Before you begin, you might want to remove your jewelry, which can snag on parts inside the MFP.

- 2 Open the front doors of the MFP (1), look for the blue lever (2) that corresponds to the yellow print cartridge, and turn the lever to the right.
- 3 Remove the yellow cartridge from its packaging.

#### Note

If toner gets on your clothes or your hands, wash them with *cold* water.

- 4 Align the arrow label on the top of the cartridge with the arrow label above the empty slot. Slide the cartridge into the MFP until it clicks.

#### Note

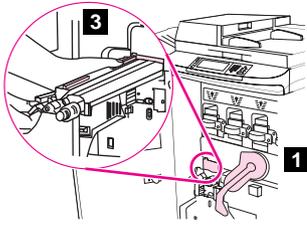
If the cartridge does not fit, make sure that you are installing the correct color cartridge in the correct slot.

- 5 Turn the blue lever to the left until it clicks into place.

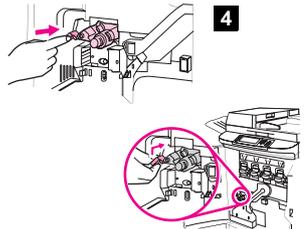
#### Note

Repeat steps 2 through 4, using the appropriate colors, to install the other three print cartridges.

1



2



## Install the transfer cleaner

- 1 Make sure that the large, green lever (1) is in the upright position. Remove the transfer cleaner from its packaging. Align the guide on the top of the transfer cleaner (2) with the notch in the MFP.
- 2 Using the blue handle on the transfer cleaner, firmly insert the transfer cleaner (3) into the MFP until it clicks to a stop. Rotate the blue handle (4) up and firmly push it to the right until it *snaps into place*.

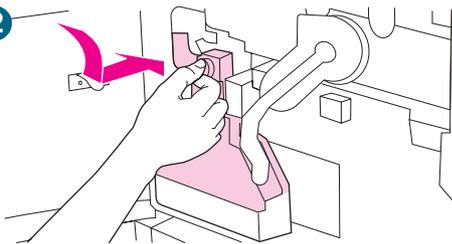
---

### Note

If the handle does not snap into place, make sure that the transfer cleaner is pushed all the way in and that it is rotated all the way to the right.

---

2



## Install the toner collection bottle

- 1 Remove the toner collection bottle from its packaging.
- 2 Slide the toner collection bottle down and snap it into place against the MFP.

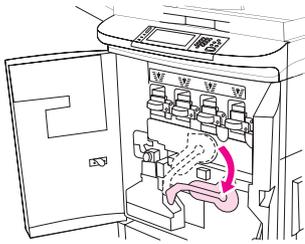
---

### Note

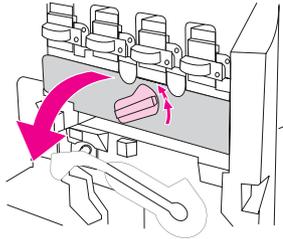
If the bottle does not snap into place, make sure that the blue transfer cleaner handle and the large, green lever are in the upright position.

---

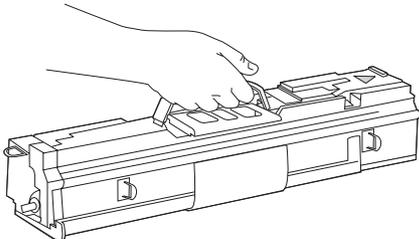
1



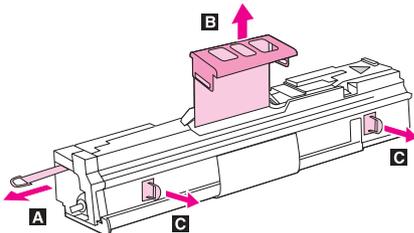
2



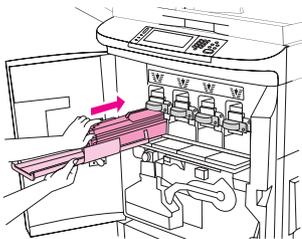
3



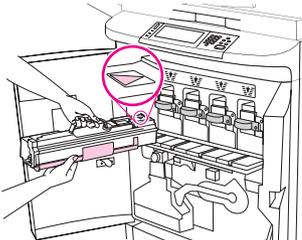
4



5



6



## Install the four image drums

- 1 Swing the large, green lever down.
- 2 Rotate the blue dial upward until it clicks and the image-drum door unlatches. Open the image-drum door completely.
- 3 Remove the yellow image drum from its packaging.

### Note

Do *not* remove the protective cover on the underside of the drum unit step 6. Do not touch the green component inside the drum cartridge. If toner gets on your clothes or your hands, wash them with *cold* water.

- 4 Place the drum on a level surface. **4a)** Pull the orange ring on the end of the drum all the way out to remove the seal from inside the drum. **4b)** Pull the orange handle on the top of the drum to remove the protective sheet, the silica gel pack, and the orange tape, and then discard the packaging that was removed. **4c)** Pull the two orange rings on the side of the drum.

### Note

Do *not* shake the drum.

- 5 Make sure that the four blue levers above the image-drum door are in the horizontal position. Align the yellow drum with the correct slot, arrow-end first. Rest the end of the drum flat on the image-drum door.

### Note

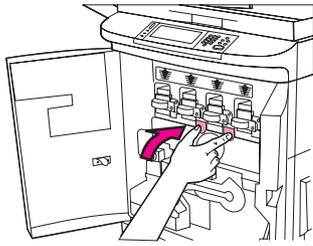
The four blue levers must be in the horizontal position so that the image drums can be installed.

- 6 Hold the gray protective cover in place with one hand and use the palm of your other hand to slide the drum firmly and completely into the MFP.

### Note

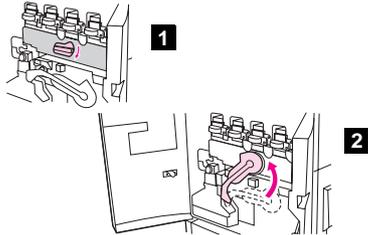
If the drum does not fit into the slot, make sure that you are installing the correct color drum in the correct slot, and that you have the drum aligned correctly.

7

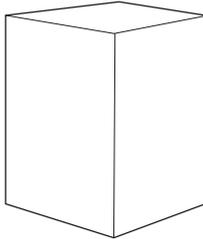


- 7 Repeat steps 3 through 6, using the appropriate colors, to install the remaining three image drums. Close the image-drum door, pressing the tabs at the top of the door until they click into place.
- 8 Rotate the blue dial downward (1) until it stops and then swing the large, green lever up (2).
- 9 Close the front doors.

8



1



## Installing the finishing device

- 1 Remove the finishing device from its packaging.

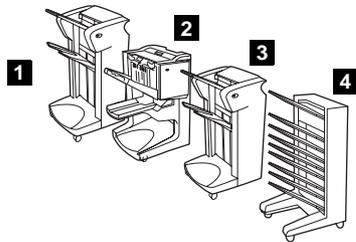
---

### WARNING!

The finishing device is heavy. Two people are required in order to remove the finishing device from the box.

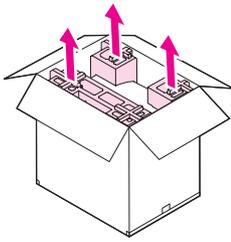
---

2

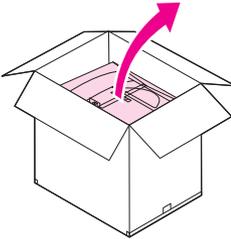


- 2 Install the finishing device that you purchased. Use the installation instructions that are packaged with the finishing device. The finishing device is one of four types: the 3,000-sheet stacker (1), the multifunction finisher (2), the 3,000-sheet stapler/stacker (3), the 8-bin mailbox (4).

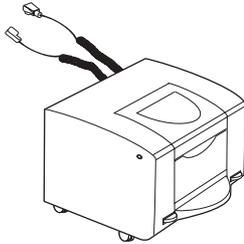
1



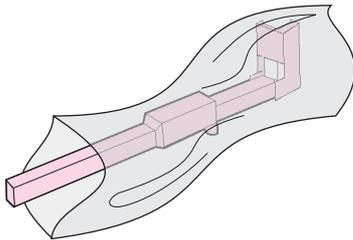
2



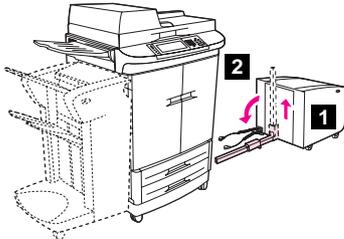
3



6



7



## Unpacking and installing the 2,000-sheet side input tray (tray 4)

### WARNING!

The 2,000-sheet side input tray (tray 4) is heavy. Two people are required in order to lift the 2,000-sheet side input tray (tray 4) out of the box.

- 1 Remove the external styrofoam pieces from the cardboard box.
- 2 Remove the 2,000-sheet side input tray (tray 4) from the cardboard box.

### Note

See the illustrations on the box for information about removing the 2,000-sheet side input tray (tray 4) from its packaging.

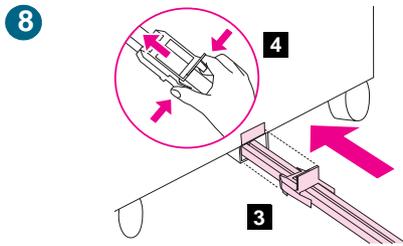
- 3 Position the 2,000-sheet side input tray (tray 4) with the casters on the floor.
- 4 Remove all of the foam and orange tape from the 2,000-sheet side input tray (tray 4).
- 5 Remove the plastic bags from the cables.
- 6 Remove the latching bracket from the plastic bag, and remove the orange block from inside the tray.

### Note

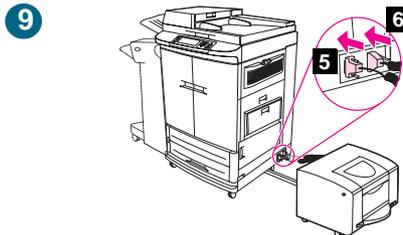
Make sure that the MFP is turned off while installing the 2,000-sheet side input tray (tray 4).

- 7 Position the 2,000-sheet side input tray (tray 4) at the right side of the MFP (1) and slide the blue bracket up to unlock the rod. **CAUTION:** The blue bracket might break if you do not slide it upward before lowering the connecting rod.

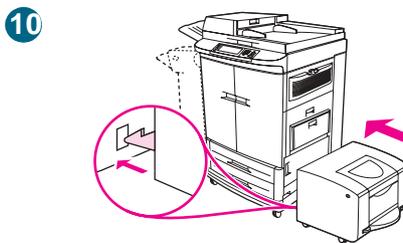
Lower the connecting rod to a horizontal position (2).



**8** Put the end of the connecting rod into the U-shaped metal slot on the pedestal (**3**). Pinch the tabs on each side of the blue plastic bracket (**4**), and slide the blue plastic bracket into the metal slot until it locks into place.



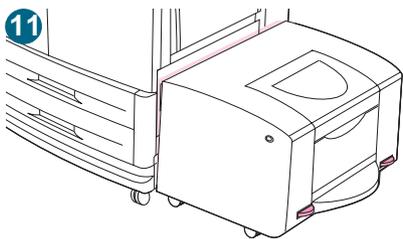
**9** Connect the data cable on the 2,000-sheet side input tray (tray 4) to the data port on the MFP pedestal (**5**). Connect the power cord on the 2,000-sheet side input tray (tray 4) to the power connection on the MFP pedestal (**6**).



**10** Push the 2,000-sheet side input tray (tray 4) toward the MFP. The two plastic hooks on the 2,000-sheet side input tray (tray 4) lock into the pedestal.

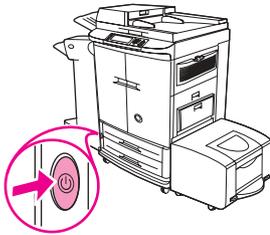
#### CAUTION

Remove any obstructions around the 2,000-sheet side input tray (tray 4) before attaching it to the MFP, and make sure that the two cables are correctly positioned at the back of the 2,000-sheet side input tray (tray 4).

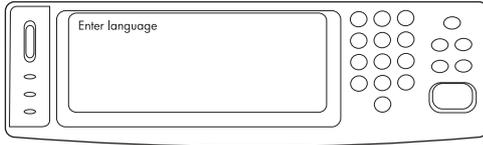


**11** If a gap exists between the MFP and the 2,000-sheet side input tray (tray 4), either at the top or at the bottom, adjust the blue levelers above the 2,000-sheet side input tray (tray 4) wheels until the gap closes.

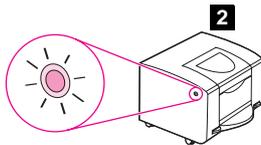
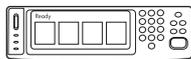
1



2



3



## Setting the MFP language

- 1 Press the power button to turn on the power (button in).

### Note

The MFP will start in the configured default language, or the MFP might prompt you to select a default language. If a prompt appears, see the next step.

- 2 `ENTER LANGUAGE` appears on the graphical display after the printer is turned on. Scroll through the language options, select the appropriate language, and then touch **SELECT**.

### Note

If no language is selected within 60 seconds of when `ENTER LANGUAGE` appears on the graphical display, English is set as the language, and `ENTER LANGUAGE` appears on the graphical display each time the printer is turned on until a language is selected.

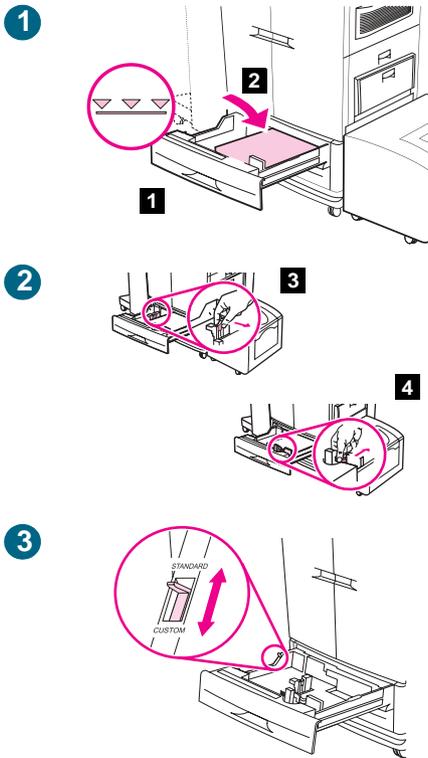
- 3 Wait for `READY` to appear on the graphical display (1). Make sure that the light on the front of the 2,000-sheet side input tray (tray 4) is solid green or flashing green (2). If the light is flashing green, the tray is lifting. If the light is solid orange, the 2,000-sheet side input tray (tray 4) contains no paper. If the light is orange or off, see “[Interpreting control-panel lights](#)” on page 5 or go to [www.hp.com/cposupport](http://www.hp.com/cposupport) for more information or support.
- 4 You must establish the following settings before using the fax option. The following information is used in the fax header that is printed on all outgoing faxes.
  - Fax header (phone number and company name)
  - Date and time
  - Location (country/region)

### Note

In the U.S. and other countries/regions, setting the date, time, location, phone number, and company name is a legal requirement.

Perform the following steps to enter the required items, or to verify or change the date and time settings:

1. Press the **MENU** button.
2. Scroll to and touch **FAX**.
3. Scroll to and touch **FAX SETUP REQUIRED**.
4. Scroll to and touch **FAX HEADER**.
5. Scroll to and touch **PHONE NUMBER**.
6. Enter the desired phone number, and then touch **ENTER**.
7. Repeat these steps for the other settings.



## Loading media in tray 2 and tray 3

- 1 Pull the tray open until it stops **(1)**. Load the standard-size media so that the side to be printed on faces down, and the top edge is toward the rear of the tray **(2)**. Do not load more media than the maximum that is indicated by the media-fill triangles at the back of the tray.

---

### Note

Never fan media before loading it.

---

- 2 Move the left media guide to match the media size that is being loaded **(3)**. Move the front media guide to match the media size that is being loaded **(4)**.
- 3 Set the custom/standard switch to STANDARD for standard-size media. Slide the tray into the MFP.

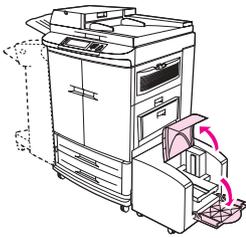
---

### Note

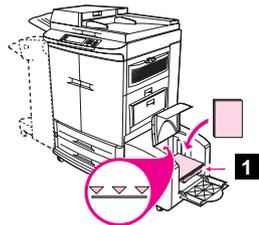
See the *User Guide* (in the front-door pocket of the MFP) for instructions for loading tray 1.

---

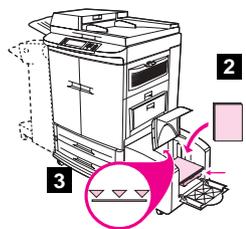
1



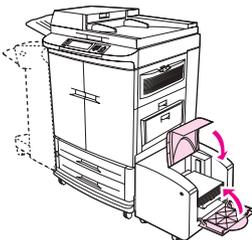
2



3



4



## Loading media in the 2,000-sheet side input tray (tray 4)

- 1 Open the top door, and then open the bottom door.
- 2 Move the media guide to match the media size being loaded (1).

### Note

The 2,000-sheet side input tray (tray 4) supports Letter, A4, LTR-R, and A4-R media.

- 3 Load the media (2) so that the side to be printed on faces up and the long edge is toward the MFP. Do not load more media than the maximum that is indicated by the media-fill triangles (3) at the back of the 2,000-sheet side input tray (tray 4).

### Note

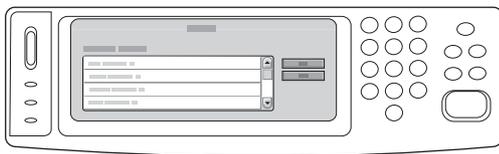
Make sure that the corners of the media are not folded.

- 4 Close the bottom door, and then close the top door.

1



2



## Using the control panel

- 1 When the MFP reaches the Ready state, the green Ready light turns on, the **READY** message appears on the control-panel graphical display, and the supplies status indicators show that all supplies are new.

### Note

The **READY** message might alternate with other messages.

- 2 To verify that the MFP is operating correctly and that the accessories are installed correctly, press the **MENU** button, touch **INFORMATION**, and then touch **PRINT CONFIGURATION**.

### Note

If the page does not print, check the control panel for error messages and follow the instructions on the graphical display to clear any errors. See [“Interpreting control-panel messages” on page 292](#) for troubleshooting information.

## Configuring e-mail

To configure the embedded Send to e-mail feature, you must either know the Internet Protocol (IP) address or hostname of the Simple Mail Transfer Protocol (SMTP) server on your network, or use the Find Servers menu option to attempt to locate the server. The MFP uses SMTP to send e-mail messages with attachments containing the image that is scanned at the MFP.

Optionally, you can configure the MFP to use the Lightweight Directory Access Protocol (LDAP) to connect to a directory server so that you can easily address an e-mail that will be sent from the MFP. Directory servers contain recipient names (for example, "John Smith"), and associated e-mail addresses (jsmith@hp.com).

When the MFP is configured to use LDAP, users simply type the first few characters of a recipient's name. The MFP searches the directory server for names that match and uses the closest matching name. In most environments, the Embedded Web Server must be used to correctly configure LDAP.

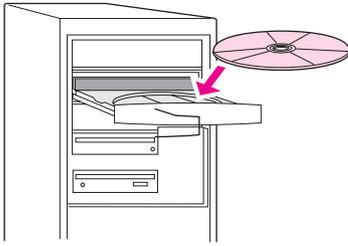
---

### Note

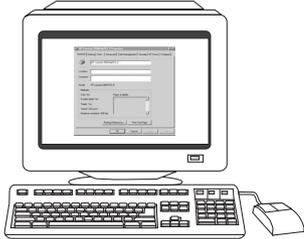
If you do not know the IP address or hostname of the SMTP or LDAP servers on your network, ask your network or e-mail administrator for this information.

- 1 Touch **MENU**.
- 2 Touch **CONFIGURE DEVICE**.
- 3 Touch **SENDING**.
- 4 Touch **E-MAIL**.
- 5 You can touch **FIND SEND GATEWAYS** to let the MFP search the local network for LDAP and SMTP servers. If this is successful, go to step 8. Otherwise, go to step 6.
- 6 Touch **SMTP GATEWAY** and then enter the IP address or hostname of the SMTP server. If a LDAP server is available, touch **LDAP GATEWAY** and then enter the IP address or hostname of the LDAP server.
- 7 Touch **OK**.
- 8 Touch **TEST SEND GATEWAYS** to test the configuration.

1



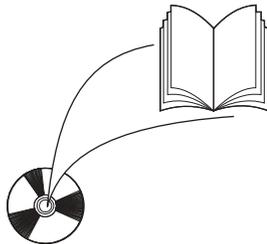
2



3



4



5



## Installing the printing software

### Note

Procedures for software installation vary according to the operating system and the network environment.

- 1 Insert the CD-ROM into the CD-ROM drive. When the installation wizard starts, follow the instructions.
- 2 Print a test page from the printer driver to test the software installation. On computers running Windows®, follow these instructions to gain access to the printer driver: From your computer desktop, click **Start**, select **Settings**, and then click **Printers** (in Windows XP, click **Printers and Faxes**).
- 3 Right-click the HP Color LaserJet 9500mfp icon, and then click **Properties**.
- 4 On the **General** tab, click **Print Test Page**. If the test page prints, the printer software is correctly installed. If the test page does not print, the software installation has failed and you must reinstall the software.
- 5 If the software reinstallation fails, see the Install Notes on the CD-ROM, see the support flyer that came in the MFP box, or visit [www.hp.com/support/callcenters](http://www.hp.com/support/callcenters). Click  next to your country/region to see a list of the customer care centers in your area.
- 6 Register your MFP at [www.register.hp.com](http://www.register.hp.com). This is the quickest and easiest way to join our select group of HP owners who can receive technical support and enhanced support options, ideas and ways to use their new MFP, and news about emerging technologies.

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