Color LaserJet Pro MFP M476

User Guide

M476dw
M476nw
M476dn

www.hp.com/support/colorljMFPM476
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HP Color LaserJet Pro MFP M476

User Guide

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Go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product:

- Solve problems.
- Download software updates.
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- Find warranty and regulatory information.

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Product comparison

Product NameModel Number		M476nw CF385A	M476dn CF386A	M476dw CF387A
Paper handling	Tray 1 (50-sheet capacity)	✓	✓	✓
	Tray 2 (250-sheet capacity)	✓	✓	✓
	Tray 3 (250 sheet capacity)	Optional	Optional	Optional
	Standard output bin (150 sheet capacity)	✓	✓	✓
	Automatic duplex printing		✓	✓
Connectivity	10/100 Ethernet LAN connection with IPv4 and IPv6	✓	✓	✓
	Wireless 802.11 b/g/n	✓		✓
	Easy-access USB port for printing and scanning without a computer and upgrading the firmware	✓	✓	✓
Control-panel display and input	Touchscreen control panel	✓	✓	✓
Print	Prints up to 20 pages per minute (ppm) on A4 and 21 ppm on letter-size paper.	✓	✓	✓
	Walk-up USB printing (no computer required)	✓	✓	✓
	HP NFC and Wireless Direct for printing from mobile devices.			✓
	Mobile printing using the following:	✓	✓	✓
	● HP ePrint	✓	✓	✓
	● HP ePrint software[1]	✓	✓	✓
	● HP ePrint Home & Biz	✓	✓	✓
	● Google Cloud Print	✓	✓	✓
	● Apple AirPrint™	✓	✓	✓
		✓	✓	✓
Fax		✓	✓	✓
Copy and Scan	Copies and scans up to 20 pages ppm on A4 and 21 ppm on letter-size paper.	✓	✓	✓
	Easy-access USB copying and scanning (no computer required)	✓	✓	✓
	50-page document feeder with electronic duplex copying and scanning and multi-pick detection	✓	✓	✓
Scan-to	Send to E-mail, Save to USB, and Save to Network Folder options	✓	✓	✓
Supported operating systems[23]	Windows XP, 32-bit, Service Pack 2 and greater, Windows XP 64- bit, Print driver only	✓	✓	✓
	NOTE: Microsoft retired mainstream support for Windows XP in April 2009. HP will continue to provide best-effort support for the discontinued XP operating system.			
	Windows Vista, 32–bit/64–bit	✓	✓	✓

Product NameModel Number		M476nw CF385A	M476dn CF386A	M476dw CF387A
	Windows 7, 32-bit/ 64-bit	✓	✓	✓
	Windows 8, 32-bit/ 64-bit, Windows 8.1, 32- bit/ 64 bit, Windows 8 RT (Run Time) in OS driver only	✓	✓	✓
	Windows 2003 Server (32-bit, Service Pack 1 or greater), print and scan drivers only **NOTE:** Microsoft retired mainstream support for Windows Server 2003 in July 2010. HP will continue to provide best-effort support for the discontinued Server 2003 operating system.	✓	✓	✓
	Windows 2008 Server (32-bit/64-bit and R2), print and scan drivers only	✓	✓	✓
	Windows Server 2012, 64-bit, print driver only	✓	✓	✓
	Mac OS X 10.6, 10.7 Lion, and 10.8 Mountain Lion	✓	✓	✓

¹ The HP ePrint Software supports the following operating systems: Windows® XP SP2 or greater (32-bit) up to ePrint Software version 3; Windows Vista® (64-bit); Windows 7 (32-bit and 64-bit); Windows 8 (32-bit and 64-bit); and Mac OS X versions 10.6, 10.7 Lion, and 10.8 Mountain Lion.

² The list of supported operating systems applies to the Windows PCL 6, UPD PCL 6, UPD PCL 5, UPD PS, and Mac print drivers and to the in-box software installation CD. For a current list of supported operating systems, go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product. If you are located outside the US, go to www.hp.com/support, select a country/region, click **Product Support & Troubleshooting**, enter the product name, and then select **Search**.

³ The HP Software Installer CD for Windows and Mac installs the HP PCL 6 discrete driver and .NET 3.5 SP1 for Windows operating systems, the .NET 4.0 for Windows 8 and Windows Server 2012, and the Mac driver and Mac Utility for the Mac operating systems. Other optional software is also included on the installation CD.

Product views

Product front view

1	Document feeder cover
2	Document feeder input tray
3	Document feeder output bin
4	Color touch screen control panel
5	Walk-up USB printing port
6	On/Off button
7	Optional Tray 3
8	Tray 2
9	Tray 1
10	Print cartridge/front door handle
11	Output bin stop
12	Output bin

Product back view
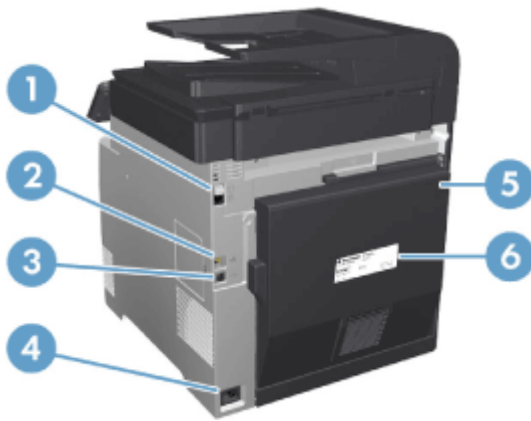
1	Fax port and external phone port
2	Network port
3	Hi-speed USB 2.0 port
4	Power connection
5	Rear door
6	Serial number label

Interface ports
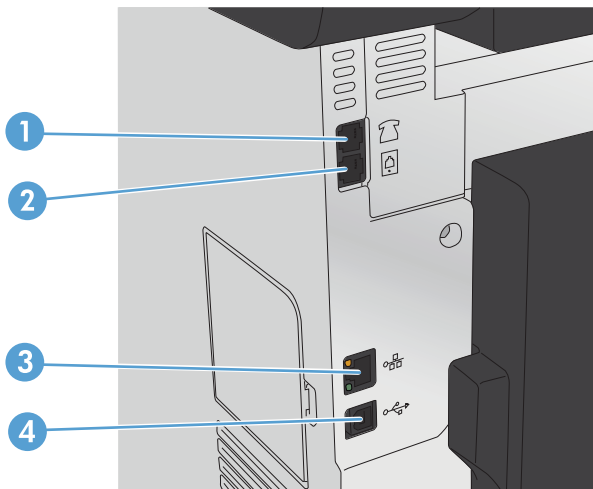
1	Telephone "line out" port for attaching an extension phone, answering machine, or other device
2	Fax "line in" port for attaching fax line to product
3	Network port
4	Hi-Speed USB 2.0 port

Control panel

- [Control-panel layout](#)
- [Control-panel Home screen](#)

Control-panel layout
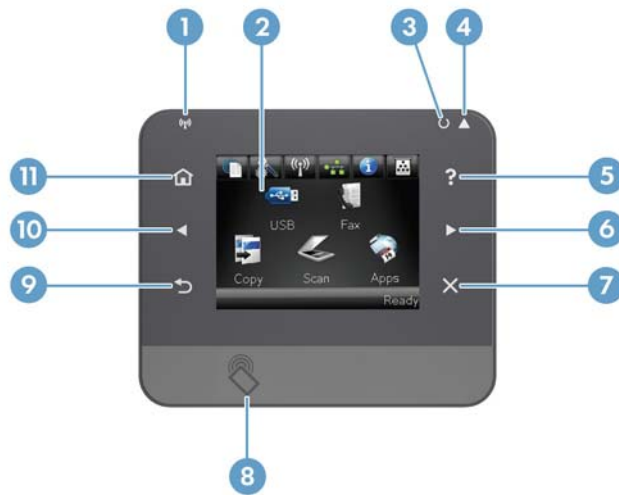
1	Wireless light (wireless models only)	Indicates the wireless network is enabled. The light blinks while the product is establishing a connection to the wireless network.
2	Touchscreen display	Provides access to the product features and indicates the current status of the product
3	Attention light	Indicates a problem with the product
4	Ready light	Indicates the product is ready
5	Help button and light	Provides access to the control-panel help system
6	Right arrow button and light	Moves the cursor to the right or moves the display image to the next screen **NOTE:** This button illuminates only when the current screen can use this feature.
7	Cancel button and light	Clears settings, cancels the current job, or exits the current screen **NOTE:** This button illuminates only when the current screen can use this feature.
8	HP NFC	Wireless Direct for printing from mobile devices (wireless models) (M476dw only)
9	Back button and light	Returns to the previous screen **NOTE:** This button illuminates only when the current screen can use this feature.
10	Left arrow button and light	Moves the cursor to the left **NOTE:** This button illuminates only when the current screen can use this feature.
11	Home button and light	Provides access to the Home screen

Control-panel Home screen

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

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

1	Web Services ⊞ button	Provides quick access to HP Web Services features, including HP ePrint
		HP ePrint is a tool that prints documents by using any email enabled device to send them to the product's email address.
2	Setup ⚲ button	Provides access to the main menus
3	Wireless 📶 button (wireless models only)	Provides access to the Wireless menu and wireless status information
		NOTE: When you are connected to a wireless network, this icon changes to a set of signal strength bars.
		NOTE: This button does not display when the product is connected to a wired network.
4	Network ⧉ button	Provides access to network settings and information. From the network settings screen, you can print the Network Summary page.
		NOTE: This button displays only when the product is connected to a network.
5	Information ⓘ button	Provides product status information. From the status summary screen, you can print the Configuration Report page.
6	Supplies ⊞ button	Provides information about supplies status. From the supplies summary screen, you can print the Supplies Status page.
7	Fax button	Provides access to the Fax feature
8	Apps button	Provides access to the Apps menu to print directly from Web applications that you have downloaded from the HP ePrintCenter Web site at www.hpeprintcenter.com
9	Product status	Indicates whether the product is ready or is processing a job
10	Scan button	Provides access to the scan features
11	Copy button	Provides access to the copy features
12	USB button	Provides access to the walkup-USB feature (for printing and scanning without a computer)

Product hardware setup and software installation

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

In the US, go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product.

Outside the US, follow these steps:

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

2.   Select your country/region.

3.   Click **Product Support & Troubleshooting**.

4.   Enter the product name (HP Color LaserJet Pro MFP M476), and then select **Search**.

Find the following support:

●   Install and configure

●   Learn and use

●   Solve problems

●   Download software updates

●   Join support forums

●   Find warranty and regulatory information

2 Paper trays

- Load Tray 1 (multipurpose tray)

- Load Tray 2 or Tray 3.

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Load Tray 1 (multipurpose tray)

1. Open tray 1 by grasping the handle on the left side of the tray and pulling down.
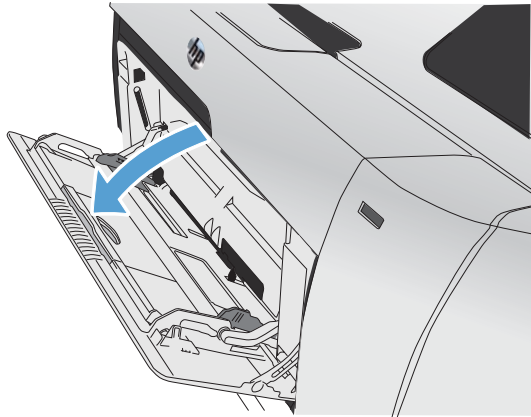
2. Pull out the tray extension.
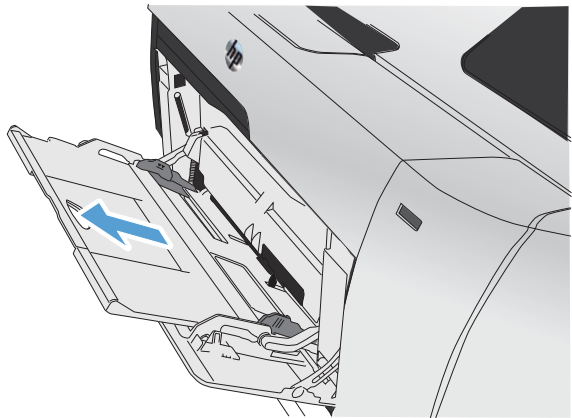
3. If you are loading long sheets of paper, flip out the extension.
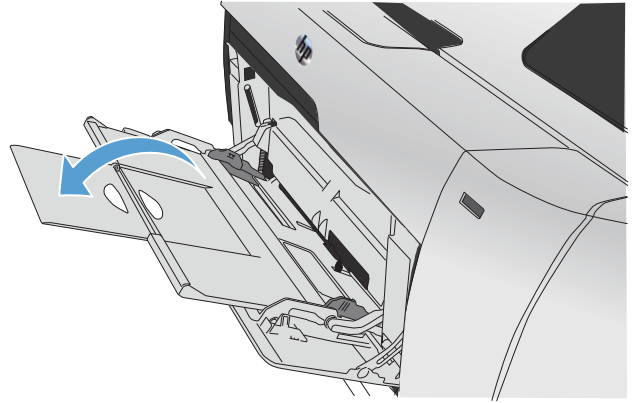
4. Extend the paper guides fully (1) and then load the paper stack into tray 1 (2). Adjust the paper guides to the size of the paper.
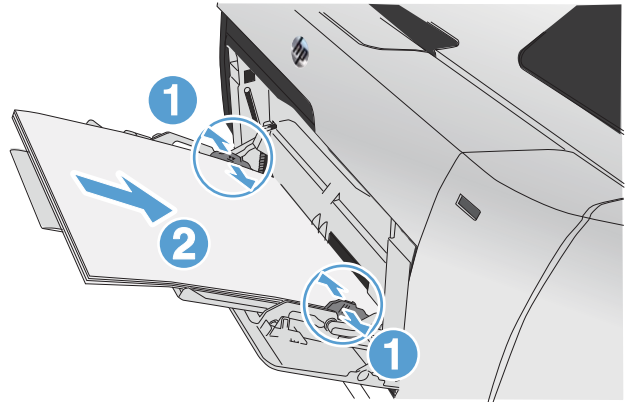
NOTE: To avoid jams, do not add paper to tray 1 while the product is printing. Do not close tray 1 while the product is printing.

Load Tray 2 or Tray 3.

⚠ **CAUTION:** Do not print envelopes, labels, or unsupported sizes of paper from tray 2. Print these types of paper only from tray 1.

1. Pull the tray out of the product.

> **NOTE:** Do not open the tray while it is in use.
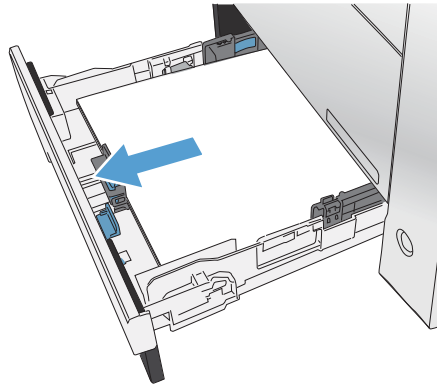
2. Slide open the paper length and width guides.
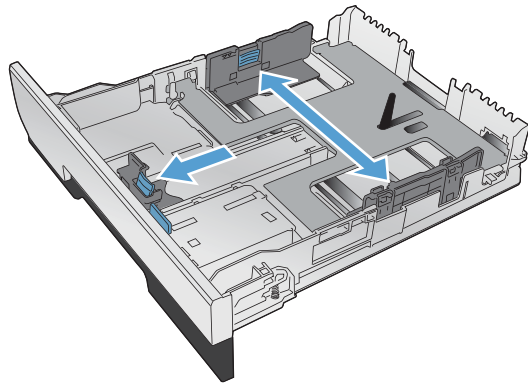
3. To load legal-size paper, extend the tray by pressing and holding the extension tab while pulling the front of the tray toward you.

> **NOTE:** When it is loaded with legal-size paper, the tray extends from the front of the product approximately 64 mm (2.5 inches).
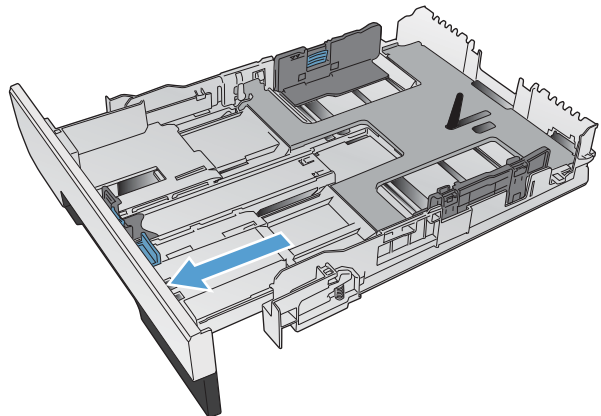
4. Place the paper in the tray and make sure that it is flat at all four corners. Slide the side paper width guides so that they align with the paper-size marking in the bottom of the tray. Slide the front paper length guide so that it pushes the stack of paper against the back of the tray.
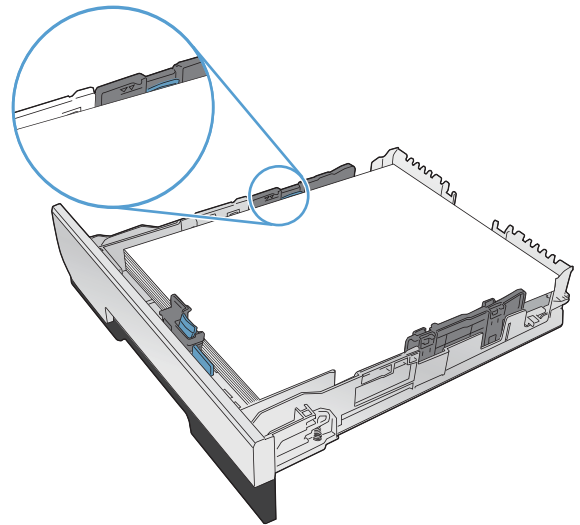
5. Push down on the paper to make sure that the paper stack is below the paper limit tabs on the side of the tray.

NOTE: To prevent jams, do not overfill the tray. Be sure the top of the stack is below the tray full indicator.

NOTE: If the tray is not adjusted correctly, an error message might display during printing or the paper might jam.
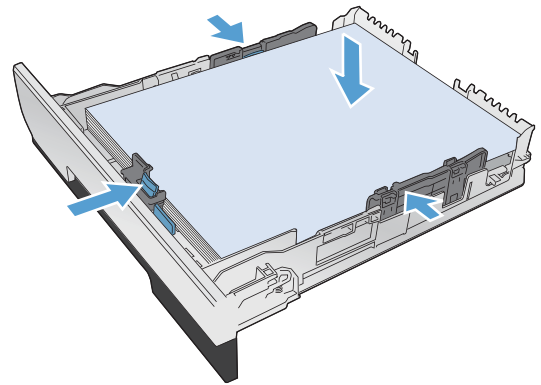
6. Slide the tray completely into the product.
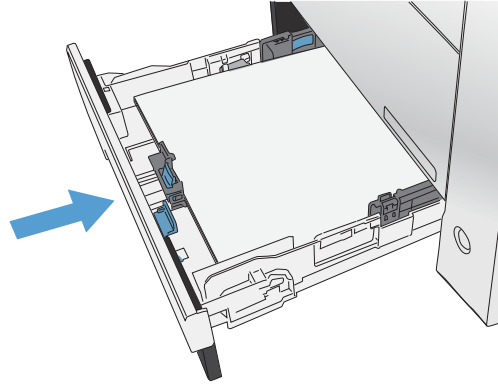
7. On the product control panel, configure the paper size and type to match the paper loaded in the tray.

    a. From the Home screen on the product control panel, touch the Setup ⚲ button.

    b. Open the following menus:

        System Setup

        Paper Setup

        Tray 2

    c. Touch Paper Size and select the correct size.

    d. Touch Paper Type and select the correct type.

3 Parts, supplies, and accessories

- [Order parts, accessories, and supplies](#)
- [Parts and-supplies](#)
- [Accessories](#)
- [Replace the toner cartridges](#)

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Order parts, accessories, and supplies

HP original toner cartridges and paper	www.hp.com/go/suresupply
Order genuine HP parts or accessories	www.hp.com/buy/parts
Order through service or support providers	Contact an HP-authorized service or support provider.

Parts and-supplies

The following customer self-repair parts are available for the product.

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

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

Item	Description	Self-replacement options	Part number
HP 312A Black LaserJet Toner Cartridge	Standard capacity replacement black print cartridge	Mandatory	CF380A
HP 312X Black LaserJet Toner Cartridge	High capacity replacement black print cartridge	Mandatory	CF380X
HP 312A Replacement cyan print cartridge		Mandatory	CF381A
HP 312A Replacement yellow print cartridge		Mandatory	CF382A
HP 312A Replacement magenta print cartridge		Mandatory	CF383A
Tray 2 Assembly Kit	Replacement Tray 2	Mandatory	A3E42-65010

Accessories

Item	Description	Part number
HP LaserJet 1 x 250 Paper Feeder	250-sheet paper feeder (optional Tray 3)	A3E47A
USB cable	2-meter standard USB-compatible device connector	C6518A

Replace the toner cartridges

The product uses four colors and has a different print cartridge for each color: black (K), magenta (M), cyan (C), and yellow (Y).

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

1. Open the front door.
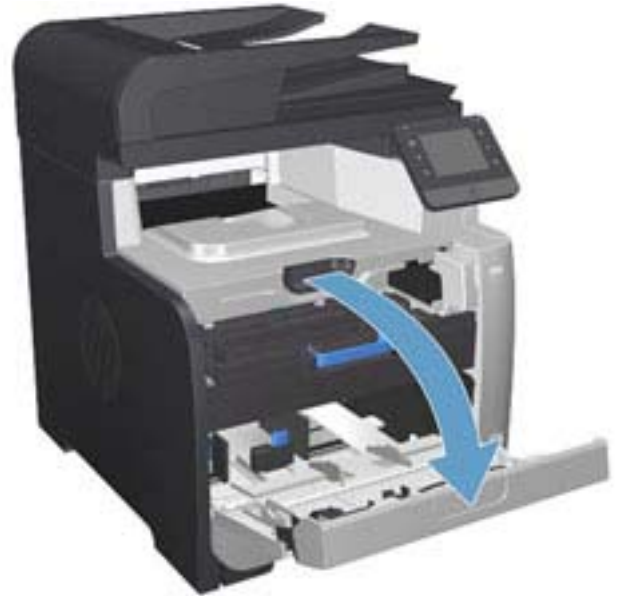
2. Pull out the print cartridge drawer.
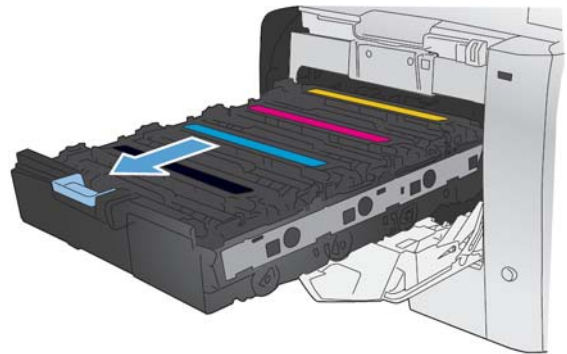
3. Grasp the handle on the old print cartridge and then pull the cartridge straight up to remove it.
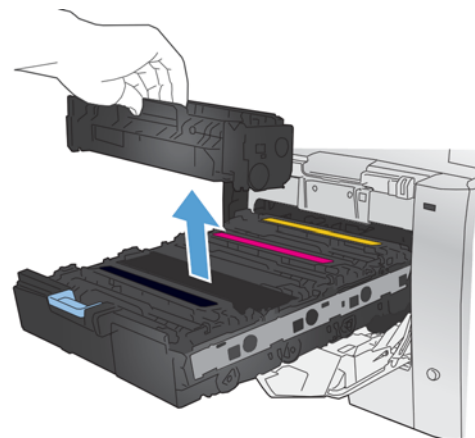
4. Remove the new print cartridge from the packaging.
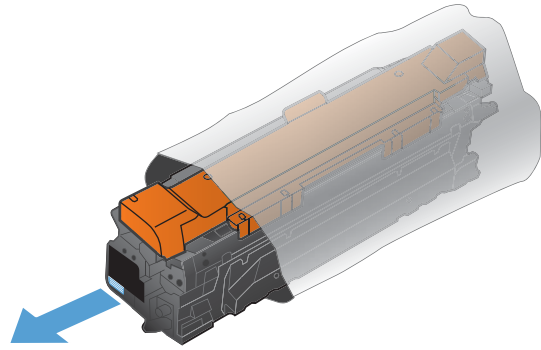
5. Gently rock the print cartridge from front to back to distribute the toner evenly inside the cartridge.
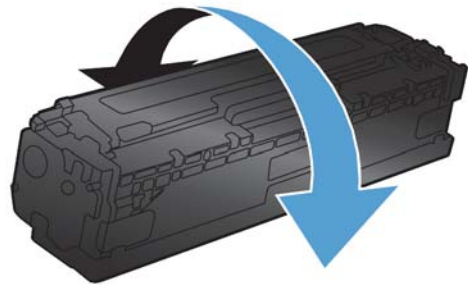
6. Remove the orange, plastic shield from the bottom of the new print cartridge.
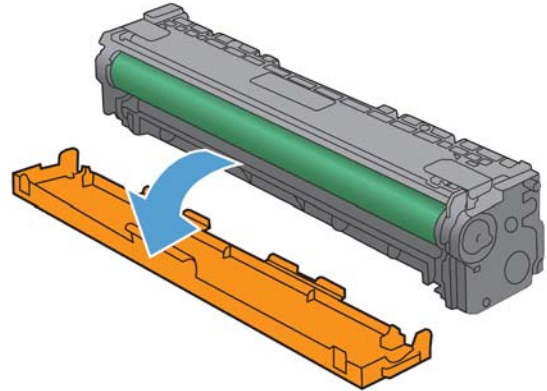
7. Do not touch the imaging drum on the bottom of the print cartridge. Fingerprints on the imaging drum can cause print-quality problems.
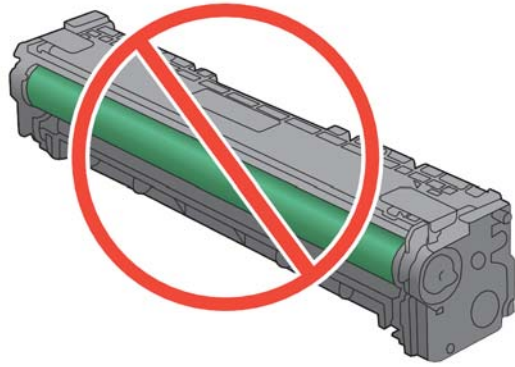
8. Insert the new print cartridge into the product. Match the color indicator on the cartridge to the color indicator in the empty slot.
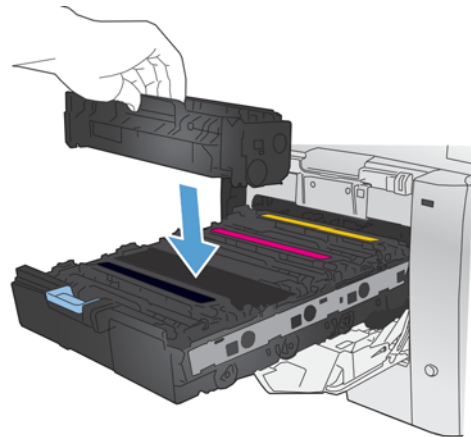
9. Pull the tab on the left side of the print cartridge straight up to completely remove the sealing tape. Recycle the sealing tape.
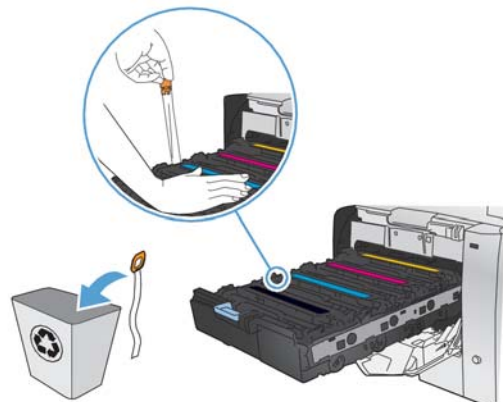
10. Close the print-cartridge drawer.
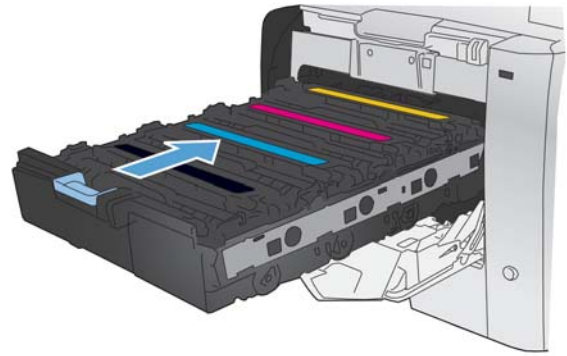
11. Close the front door.
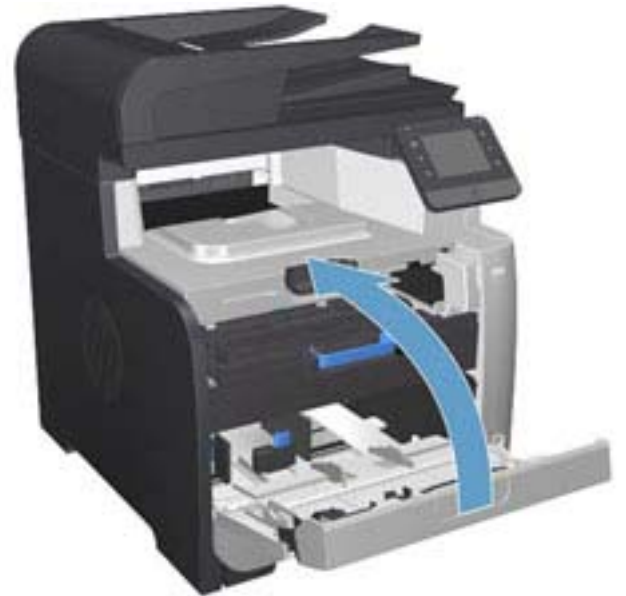
12. Place the old print cartridge, the sealing tape, and the orange plastic shield in the new print cartridge box. Follow the recycling instructions that are included in the box.

4   Print

- [Print tasks (Windows)](#)

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

- [Mobile printing](#)

- [Use walk-up USB printing](#)

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Print tasks (Windows)

How to print (Windows)

The following procedure describes the basic printing process for Windows.

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

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

   NOTE: The name of the button varies for different software programs.
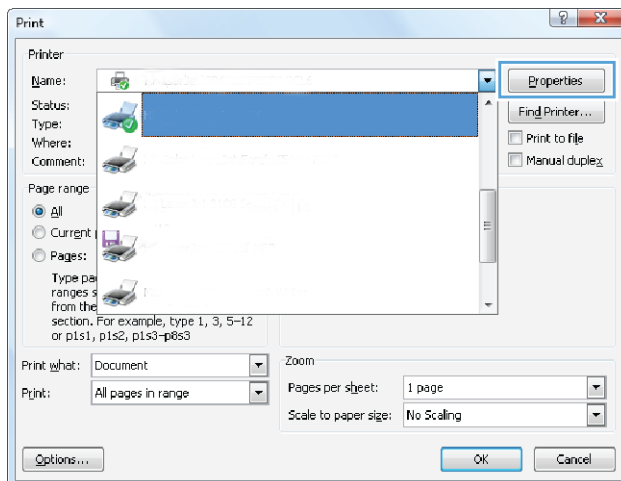
3. Click or tap the tabs in the print driver to configure the available options. For example, set the paper orientation on the **Finishing** tab, and set the paper source, paper type, paper size, and quality settings on the **Paper/Quality** tab.
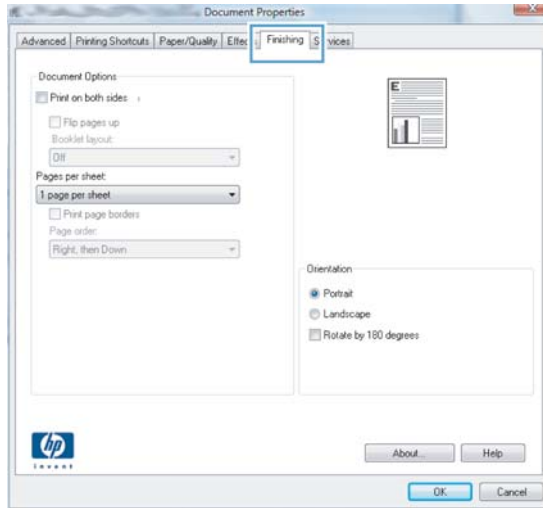
4. Click or tap the **OK** button to return to the **Print** dialog box. Select the number of copies to print from this screen.

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

Automatically print on both sides (Windows)

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

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

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

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

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

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

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

Manually print on both sides (Windows)

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

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

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

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

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

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

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

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

Print multiple pages per sheet (Windows)

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

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

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

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

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

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

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

Select the paper type (Windows)

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

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

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

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

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

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

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

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

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

Additional print tasks

In the US, go to www.hp.com/support/colorljMFPM476.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

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

*   Create and use printing shortcuts or presets

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

*   Select the page orientation

*   Create a booklet

*   Scale a document to fit a specific paper size

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

*   Print watermarks on a document

Print tasks (Mac OS X)

How to print (Mac OS X)

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

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

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

3. Open the menus drop-down list or click **Show Details**, and then select other menus to adjust the print settings.

4. Click the **Print** button.

Automatically print on both sides (Mac OS X)

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

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

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

3. Open the menus drop-down list or click **Show Details**, and then click the **Layout** menu.

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

5. Click the **Print** button.

Manually print on both sides (Mac OS X)

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

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

2. In the **Printer** menu, select this product.

3. Open the menus drop-down list or click **Show Details**, and then click the **Manual Duplex** menu.

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

5. Click the **Print** button.

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

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

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

Print multiple pages per sheet (Mac OS X)

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

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

3. Open the menus drop-down list or click **Show Details**, and then click the **Layout** menu.

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

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

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

7. Click the **Print** button.

Select the paper type (Mac OS X)

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

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

3. Open the menus drop-down list or click **Show Details**, and then click the **Finishing** menu.

4. Select a type from the **Media-type** drop-down list.

5. Click the **Print** button.

Additional print tasks

In the US, go to www.hp.com/support/colorljMFPM476.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

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

● Create and use printing shortcuts or presets

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

● Select the page orientation

● Create a booklet

● Scale a document to fit a specific paper size

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

● Print watermarks on a document

Mobile printing

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

- HP Wireless Direct and NFC Printing

- HP ePrint via email

- HP ePrint software

- AirPrint

HP Wireless Direct and NFC Printing

HP provides HP Wireless Direct and NFC (Near Field Communication) in this printer which enables printing from a wireless mobile device directly to an HP Wireless Direct enabled printer without requiring a connection to a network or the Internet.

The NFC capabilities enable an easy one-to-one Wireless Direct print connection for mobile devices via a simple device-to-device touch. Go to the product support home page for this product for more information:

- In the US, go to www.hp.com/support/colorljMFPM476.

- Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

Then, from the product's support home page, select **Tasks**, **Setup & Install**, **Mobile Printing**.

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

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

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

- Symbian mobile devices using the HP ePrint Home & Biz App

- PC and Mac devices using the HP ePrint Software

For more information on HP Wireless Direct printing, go to www.hp.com/go/wirelessprinting, and then click **HP Wireless Direct** on the left navigation bar.

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

1. From the Home screen on the product control panel, touch the Wireless ⒤⫯⫯ button.

2. Open the following menus:

    - Wireless Menu

    - Wireless Direct Settings

    - Wireless Direct On/Off

3. Touch the On menu item.

HP ePrint via email

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

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

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

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

    1. From the Home screen on the product control panel, touch the Web Services 🐾 button.

    2. Touch the Enable Web Services button. The product enables Web Services, and then prints an information page.

       The information page contains the printer code that you use to register your HP product at HP Connected.

    3. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

For more information, go to www.hp.com/support to review additional support information for your product.

HP ePrint software

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

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

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

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

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

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

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

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

NOTE: HP ePrint Software does not support USB printing.

AirPrint

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

- Mail

- Photos

- Safari

- iBooks

- Select third-party applications

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

- In the US, go to www.hp.com/support/colorljMFPM476.

- Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

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

Use walk-up USB printing

1. Insert the USB flash drive into the walk-up USB port on the product.

2. The USB Flash Drive menu opens. Touch the arrow buttons to scroll through the options.

    ●   Print Documents

    ●   View and Print Photos

    ●   Scan to USB Drive

3. To print a document, touch the Print Documents screen, and then touch the name of the folder on the USB drive where the document is stored. When the summary screen opens, you can touch it to adjust the settings. Touch the Print button to print the document.

4. To print photos, touch the View and Print Photos screen, and then touch the preview image to select each photo that you want to print. Touch the Done button. When the summary screen opens, you can touch it to adjust the settings. Touch the Print button to print the photos.

5. Retrieve the printed job from the output bin, and remove the USB flash drive.

5 Copy

- [Make a copy](#)

- [Copy on both sides (duplex)](#)

Go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product:

- Solve problems.

- Download software updates.

- Join support forums.

- Find warranty and regulatory information.

You can also go to www.hp.com/support for Worldwide support and other HP products.

Make a copy

1.   Load the document on the scanner glass according to the indicators on the product.

> **NOTE:**   For best results, load small-size paper (letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2.   From the Home screen on the product control panel, touch the Copy button.

3.   To optimize copy quality for different types of documents, touch the Settings button, and then scroll to and touch the Optimize button. Touch the arrow buttons to scroll through the options, and then touch an option to select it. The following copy-quality settings are available:

   ●   Auto Select: Use this setting when you are not concerned about the quality of the copy. This is the default setting.

   ●   Mixed: Use this setting for documents that contain a mixture of text and graphics.

   ●   Text: Use this setting for documents that contain mostly text.

   ●   Picture: Use this setting for documents that contain mostly graphics.

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

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

Copy on both sides (duplex)

- Copy on both sides automatically
- Copy on both sides manually

Copy on both sides automatically

1. Load the original documents into the document feeder with the first page facing up, and with the top of the page leading.

2. Adjust the paper guides to fit the size of the document.

3. From the Home screen on the product control panel, touch the Copy button.

4. Touch the Settings button.

5. Scroll to and touch the Two-Sided button.

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

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

Copy on both sides manually

1. Place the document face-down on the scanner glass with the upper-left corner of the page in the upper-left corner of the glass. Close the scanner.

2. From the Home screen on the product control panel, touch the Copy button.

3. Touch the Settings button.

4. Scroll to and touch the Two-Sided button.

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

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

7. The product prompts you to load the next original document. Place it on the glass, and then touch the OK button.

8. Repeat this process until you have scanned the last page. Touch the Done button to finish printing the copies.

6   Scan

- [Scan by using the HP Scan software (Windows)](#)

- [Scan by using the HP Scan software (Mac OS X)](#)

- [Set up Scan to E-mail](#)

- [Set up Scan to Network Folder](#)

- [Scan to email](#)

- [Scan to a network folder](#)

- [Scan to a USB flash drive](#)

Go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product:

- Solve problems.

- Download software updates.

- Join support forums.

- Find warranty and regulatory information.

You can also go to www.hp.com/support for Worldwide support and other HP products.

Scan by using the HP Scan software (Windows)

Use the HP Scan software to initiate scanning from software on your computer. You can save the scanned image as a file, send it through email, or send it to another software application.

1. Load the document on the scanner glass according to the indicators on the product.

    NOTE: For best results, load small-size paper (letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2. Click **Start**, and then click **Programs** (or **All Programs** in Windows XP).

3. Click **HP**, and then click **HP Scan**.

4. Select a scanning shortcut, and adjust the settings if necessary.

5. Click **Scan**.

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

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

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

Use the HP Scan software to initiate scanning from software on your computer.

1. Load the document on the scanner glass according to the indicators on the product.

    NOTE: For best results, load small-size paper (letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2. Open the **HP Scan** software, which is located in the **Hewlett-Packard** folder inside the **Applications** folder.

3. Follow the on-screen instructions to scan the document.

4. When you have scanned all the pages, click the **Done** button to save them to a file.

Set up Scan to E-mail

Introduction

To use this scan feature, the product must be connected to a network. This scan feature is not available until you configure it. To configure this features, use the Scan to Email Setup Wizard (Windows), which is installed in the HP program group for the product as part of the full software installation. You can also use the HP Embedded Web Server to configure this feature. The following instructions describe configuring the feature by using both the Scan to Email Setup Wizard and the HP Embedded Web Server.

- Use the Scan to E-Mail Wizard (Windows)
- Set up the Scan to Email feature via the HP Embedded Web Server (Windows)
- Set up the Scan to Email feature on a Mac

Use the Scan to E-Mail Wizard (Windows)

Some HP products include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. The setup wizards include the options for basic configuration.

After installation, access the setup wizard by clicking the **Start** button, selecting the **Programs** or **All Programs** item, and then clicking the **HP** item. Click the product name item, and then click the **Scan to E-mail Wizard** to start the configuration process.

1. To add a new outgoing email address, click the **New** button.

2. Enter the email address. Click the **Next** button.

3. In the **Display Name** box, type the name to display for this email address, and then click **Next**.

   NOTE: To secure the email profile, enter a 4-digit PIN. After a security PIN is assigned to a profile, the PIN must be entered on the product control panel before the product can send an email using that profile.

4. Enter the name or the IP address of the SMTP server and the SMTP server port number. If the outgoing SMTP server requires additional security authentication, click the check box labeled **E-mail Log-in Authentication** and enter the required User ID and Password. Click the **Next** button when finished.

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

5. Review the information and verify all the settings are correct. If there is an error, click the **Back** button to correct the error. When finished, click the **Save and Test** button to test the configuration and finish the setup.

   NOTE: Create additional outgoing email profiles to scan from more than one email account.

Set up the Scan to Email feature via the HP Embedded Web Server (Windows)

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

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

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

https://10.10.XXXXX/

2. Click the **Scan** tab.

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

4. On the **Scan to E-mail Setup** page, there is a list of settings to configure. These settings are also listed in the left navigation pane. To start, click the **Outgoing E-mail Profiles** link.

5. On the **Outgoing E-mail Profiles** page, click the **New** button.

   ● In the **E-mail Address** area, enter the email address and display name.

   ● In the **SMTP Server Settings** area, enter the SMTP server address and SMTP Port. The default port is already entered and in most cases does not need to be changed.

   > **NOTE:** If you are using Google™ Gmail for email service, click the **Always use secure connection (SSL/TLS)** check box.

   ● In the **SMTP Authentication** area, click the checkbox **SMTP server requires authentication for outgoing e-mail messages** to configure the SMTP User ID and Password if required.

   Ask your network administrator or your Internet service provider for the SMTP server setting information. If the SMTP server requires authentication, you also need to know the SMTP User ID and password. SMTP server names and port names are typically easy to find by doing an Internet search. For example, use terms like "gmail smtp server name" or "yahoo smtp server name"

   ● In the **Optional PIN** area, enter a PIN. This pin will be required every time an email is sent using the email address.

   ● In the **E-mail Message Preferences** area, configure the message preferences.

   Review all the information, then click **Save and Test** to save the information and test the connection, or **Save Only** to save the information only.

6. To add email addresses to the address book accessible from the product, click the **E-mail Address Book** link and enter the required information. You can set up individual email addresses or email groups.

7. To configure default options, click the **E-mail options** link. Enter the default email subject, body text, and other scan settings.

Set up the Scan to Email feature on a Mac

1. Use one of the following methods to open the Embedded Web Server (EWS) interface.

   ### Use a Web browser to open the HP Embedded Web Server (EWS)

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

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

Use the HP Utility to open the HP Embedded Web Server (EWS)

a. Open the HP Utility by clicking the HP Utility icon on the Dock, or click the **Go** menu, and then double-click HP Utility.

b. In the HP Utility, either click **Additional Settings**, and then click **Open Embedded Web Server**, or click **Scan to E-mail**. The EWS opens.

2. Click the **Scan** tab.

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

4. On the **Scan to E-mail Setup** page, there is a list of settings to configure. These settings are also listed in the left navigation pane. To start, click the **Outgoing E-mail Profiles** link.

5. On the **Outgoing E-mail Profiles** page, click the **New** button.

- In the **E-mail Address** area, enter the email address and display name.

- In the **SMTP Server Settings** area, enter the SMTP server address and SMTP Port. The default port is already entered and in most cases does not need to be changed.

    > **NOTE:** If you are using Google™ Gmail for email service, click the **Always use secure connection (SSL/TLS)** check box.

- In the **SMTP Authentication** area, click the checkbox labeled **SMTP server requires authentication for outgoing e-mail messages** to configure the SMTP User ID and Password if required.

    > **NOTE:** Ask your network administrator or your Internet service provider for the SMTP server setting information. If the SMTP server requires authentication, you also need to know the SMTP User ID and password. SMTP server names and port names are typically easy to find by doing an Internet search. For example, use terms like "gmail smtp server name" or "yahoo smtp server name".

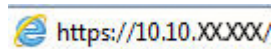- In the **Optional PIN** area, enter a PIN. This pin will be required every time an email is sent using the email address.

- In the **E-mail Message Preferences** area, configure the message preferences.

6. To add email addresses to the address book accessible from the product, click the **E-mail Address Book** link and enter the required information. You can set up individual email addresses or email groups.

7. To configure default options, click the **E-mail options** link. Enter the default email subject, body text, and other scan settings.

8. Click **Save and Test** to complete the setup.

> **NOTE:** Create additional outgoing email profiles to scan from more than one email account.

Set up Scan to Network Folder

Introduction

To use this scan feature, the product must be connected to a network. This scan feature is not available until you configure it. To configure this feature, use the Scan to Network Folder Setup Wizard (Windows), which is installed in the HP program group for the product as part of the full software installation. You can also use the HP Embedded Web Server to configure these features. The following instructions describe configuring the feature by using both the Scan to Network Folder Wizard and the HP Embedded Web Server.

- Use the Scan to Network Folder Wizard (Windows)

- Set up the Scan to Network Folder feature via the HP Embedded Web Server (Windows)

- Set up the Scan to Network Folder feature on a Mac

Use the Scan to Network Folder Wizard (Windows)

Some HP products include driver installation from a software CD. At the end of this installation is an option to **Setup Scan to Folder and Email**. The setup wizards include the options for basic configuration.

After installation, access the setup wizard by clicking the **Start** button, selecting the **Programs** or **All Programs** item, and then clicking the **HP** item. Click the product name item, and then click the **Scan to Network Folder Wizard** to start the configuration process.

1. To add a new network folder, click the **New** button.

2. Enter the network folder address or click the **Browse** button to locate a folder to be shared. Enter the display name that will appear on the control panel. Click the **Next** button.

3. To share the folder with other users, check the box for that option. Enter the security pin if required. Click the **Next** button.

4. Enter the User Name and Password. Click the **Next** button.

5. Review the information and verify all the settings are correct. If there is an error, click the **Back** button to correct the error. When finished, click the **Save and Test** button to test the configuration and finish the setup.

Set up the Scan to Network Folder feature via the HP Embedded Web Server (Windows)

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

    a. From the Home screen on the product control panel, touch the Network ⊹品 button to display the IP address or host name.

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

    https://10.10.XXXXX/

2. Click the **Scan** tab.

3. On the left navigation pane, click the **Network Folder Setup** link.

4. On the **Network Folder Configuration** page, click the **New** button.

   a. In the **Network Folder Information** section, enter the Display Name and Network Path. If required, enter the network Username and Password.

   > **NOTE:** The network folder must be shared for this feature to work. It can be shared for only you or for other users.

   b. Optional: To secure the folder from unauthorized access, enter a PIN in the **Secure the Folder Access with a PIN** section. This PIN will be required every time someone uses the scan to network folder feature.

   c. In the **Scan Settings** section, adjust the scan settings.

   Review all the information, then click **Save and Test** to save the information and test the connection, or **Save Only** to save the information only.

Set up the Scan to Network Folder feature on a Mac

1. Use one of the following methods to open the Embedded Web Server (EWS) interface.

   ### Use a Web browser to open the HP Embedded Web Server (EWS)

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

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

   ### Use the HP Utility to open the HP Embedded Web Server (EWS)

   a. Open the HP Utility by clicking the HP Utility icon on the Dock, or click the **Go** menu, and then double-click HP Utility.

   b. In the HP Utility, either click **Additional Settings**, and then click **Open Embedded Web Server**, or click **Scan to E-mail**. The EWS opens.

2. Click the **Scan** tab.

3. On the left navigation pane, click the **Network Folder Setup** link.

4. On the **Network Folder Configuration** page, click the **New** button.

- In the **Network Folder Information** section, enter the Display Name and Network Path. If required, enter the network Username and Password.

- In the **Secure the Folder Access with a PIN** section, enter the PIN.

  NOTE: You can assign a 4-digit security PIN to prevent unauthorized persons from saving scans to the network folder. The PIN must be entered on the product control panel each time a scan is performed.

- In the **Scan Settings** section, adjust the scan settings.

5. Review all the information, then click **Save and Test** to save the information and test the connection, or **Save Only** to save the information only.

   NOTE: To create additional network folders, repeat these steps for each folder.

Scan to email

Use the product control panel to scan a file directly to an email address. The scanned file is sent to the address as an email message attachment.

NOTE: In order to use this feature, the product must be connected to a network and the Scan to Email feature must be configured by using the Scan to Email Setup Wizard (Windows) or the HP Embedded Web Server.

1. Load the document on the scanner glass according to the indicators on the product.

2. From the Home screen on the product control panel, touch the Scan button.

3. Touch the Scan to E-mail item.

4. Touch the Send an E-mail item.

5. Select the From address that you want to use. This is also known as an "outgoing email profile."

   NOTE: If the PIN feature has been set up, enter the PIN and touch the OK button. However, a PIN is not required to use this feature.

6. Touch the To button and pick the address or group to which you want to send the file. Touch the Done button when finished.

7. Touch the Subject button if you would like to add a subject line

8. Touch the Next button.

9. The control panel screen displays the scan settings.

   ● If you want to change any of the settings, touch the Settings button, and then change the settings.

   ● If the settings are correct, go to the next step.

10. Touch the Scan button to start the scan job.

Scan to a network folder

Use the product control panel to scan a document and save it to a folder on the network.

NOTE: In order to use this feature, the product must be connected to a network and the Scan to Network Folder feature must be configured by using the Scan to Network Folder Setup Wizard (Windows) or the HP Embedded Web Server.

1. Load the document on the scanner glass according to the indicators on the product.

2. From the Home screen on the product control panel, touch the Scan button.

3. Touch the Scan to Network Folder item.

4. In the list of network folders, select the folder to which you want to save the document.

5. The control panel screen displays the scan settings.

    ● If you want to change any of the settings, touch the Settings button, and then change the settings.

    ● If the settings are correct, go to the next step.

6. Touch the Scan button to start the scan job.

Scan to a USB flash drive

1. Load the document on the scanner glass according to the indicators on the product.

   NOTE: For best results, load small-size paper (letter, A4, or smaller) with the long edge of the paper along the left side of the scanner glass.

2. Insert a USB flash drive into the walk-up USB port.

3. From the Home screen on the product control panel, touch the Scan button.

4. Touch the Scan to USB Drive screen.

5. Touch the Scan button to scan and save the file. The product creates a folder named **HPSCANS** on the USB drive, and it saves the file in .PDF or .JPG format using an automatically generated file name.

   NOTE: When the summary screen opens, you can touch it to adjust settings.

   You also can change the folder name.

7   Fax

- [Set up to send and receive faxes](#)

- [Send a fax](#)

- [Create, edit, and delete speed-dial entries](#)

Go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product:

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- Download software updates.

- Join support forums.

- Find warranty and regulatory information.

You can also go to www.hp.com/support for Worldwide support and other HP products.

Set up to send and receive faxes

- Before starting

- Step 1: Identify the phone connection type

- Step 2: Set up the fax

- Step 3: Configure the fax time, date, and header

- Step 4: Run a fax test

Before starting

Make sure that the product was fully set up before connecting the fax service.

NOTE: Use the telephone cable and any adapters that shipped with the product to connect the product to the telephone jack.

NOTE: In countries/regions that use serial telephone systems, an adapter is shipped with the product. Use the adapter to connect other telecom devices to the same telephone jack the product is connected to.

Complete the instructions in each of the following four steps:

Step 1: Identify the phone connection type

Review the following equipment and service types to determine which setup method to use. The method used depends on the equipment and services already installed on the phone system.

NOTE: The product is an analog device. HP recommends using the product on a dedicated analog telephone line.

- **Dedicated phone line**: The product is the only piece of equipment or service connected to the phone line

- **Voice calls**: Voice and fax calls use the same phone line

- **Answering machine**: An answering machine answers voice calls on the same phone line used for fax calls

- **Voice mail**: A voice-mail subscription service uses the same phone line as the fax

- **Distinctive ring service**: A service from the telephone company that allows several phone numbers to be associated with one phone line, and each number has a different ring pattern; the product detects the ring pattern assigned to it and answers the call

- **Computer dial-up modem**: A computer uses the phone line to connect to the Internet through a dial-up connection

- **DSL line**: A digital subscriber line (DSL) service from the telephone company; this service might be called ADSL in some countries/regions

- **PBX or ISDN phone system**: A private branch exchange (PBX) phone system or an integrated services digital network (ISDN) system

- **VoIP phone system**: Voice over Internet protocol (VoIP) through an Internet provider

Step 2: Set up the fax

Click the link below that best describes the environment in which the product will be sending and receiving faxes, and follow the setup instructions.

- Dedicated phone line on page 53

- Shared voice/fax line on page 54

- Shared voice/fax line with an answering machine on page 55

NOTE: Instructions for only three of the connection types are included here. For more information about connecting the product with other connection types, go to the support Web site for this product:

- In the US, go to www.hp.com/support/colorljMFPM476.

- Outside the US, go to www.hp.com/support. Select your country/region. Click **Troubleshooting**. Enter the product name, and then select **Search**.

NOTE: This product is an analog fax device. HP recommends using the product on a dedicated analog telephone line. For a digital environment, such as DSL, PBX, ISDN, or VoIP, make sure to use the correct filters and configure the digital settings correctly. For more information, contact the digital service provider.

NOTE: Do not connect more than three devices to the telephone line.

NOTE: Voice mail is not supported with this product.

Dedicated phone line

Follow these steps to set up the product on a dedicated phone line with no additional services.

1. Connect the telephone cable to the fax port on the product and to the telephone jack on the wall.

   NOTE: Some countries/regions might require an adapter for the telephone cable that came with the product.

   NOTE: On some products, the fax port might be above the phone port. Refer to the icons on the product.
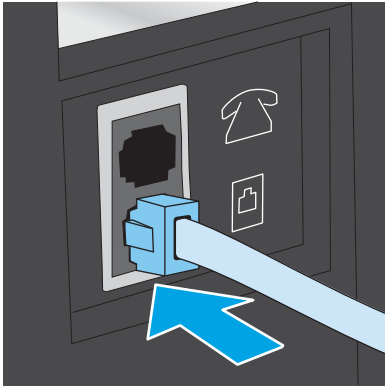
2. Set the product to answer fax calls automatically.

    a. Turn the product on.

    b. From the Home screen on the product control panel, touch the Setup ⚲ button.

    c. Touch the **Fax Setup** menu.

    d. Touch the **Basic Setup** menu.

    e. Touch the **Answer Mode** setting.

    f. Touch the **Automatic** option.

3. Continue to .

Shared voice/fax line

Follow these steps to set up the product on a shared voice/fax line.

1. Disconnect any devices that are connected to the telephone jack.

2. Connect the telephone cable to the fax port on the product and to the telephone jack on the wall.

    📝 **NOTE:** Some countries/regions might require an adapter to the telephone cable that came with the product.

    📝 **NOTE:** On some products, the fax port might be above the phone port. Refer to the icons on the product.
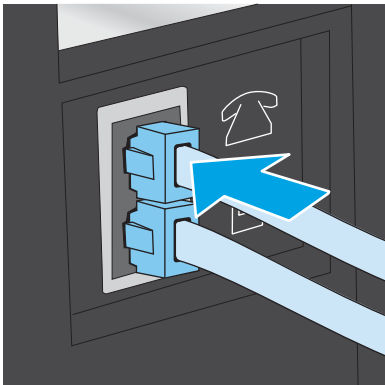
3. Remove the plug from the telephone line out port on the rear of the product, and then connect a phone to this port.

4. Set the product to answer fax calls automatically.

   a. Turn the product on.

   b. From the Home screen on the product control panel, touch the Setup 🔧 button.

   c. Touch the **Fax Setup** menu.

   d. Touch the **Basic Setup** menu.

   e. Touch the **Answer Mode** setting, and then touch the **Automatic** option.

5. Set the product to check for a dial tone before sending a fax.

   NOTE: This prevents the product from sending a fax while someone is on the telephone.

   a. From the Home screen on the product control panel, touch the Setup 🔧 button.

   b. Touch the **Fax Setup** menu.

   c. Touch the **Advanced Setup** menu.

   d. Touch the **Detect Dial Tone** setting, and then touch **On**.

6. Continue to .

Shared voice/fax line with an answering machine

Follow these steps to set up the product on a shared voice/fax line with an answering machine.

1. Disconnect any devices that are connected to the telephone jack.

2. Remove the plug from the telephone line out port on the rear of the product.

3. Connect the telephone cable to the fax port on the product and to the telephone jack on the wall.

   NOTE: Some countries/regions might require an adapter for the telephone cable that came with the product.

   NOTE: On some products, the fax port might be above the phone port. Refer to the icons on the product.
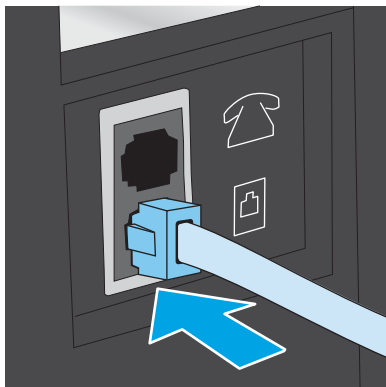
4. Connect the answering machine telephone cable to the telephone line out port on the rear of the product.

NOTE: Connect the answering machine directly to the product, or the answering machine might record fax tones from a sending fax machine and the product might not receive faxes.

NOTE: If the answering machine does not have a built-in telephone, connect a telephone to the **OUT** port on the answering machine for convenience.

NOTE: On some products, the fax port might be above the phone port. Refer to the icons on the product.
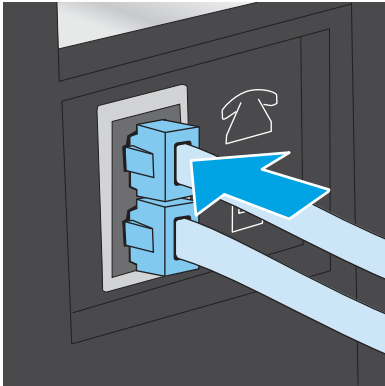
5. Configure the rings to answer setting on the product.

   a. Turn the product on.

   b. From the Home screen on the product control panel, touch the Setup ⚲ button.

   c. Touch the **Fax Setup** menu.

   d. Touch the **Basic Setup** menu.

   e. Touch the **Rings to Answer** option.

   f. Use the numeric keypad on the product control panel to set the number of rings to 5 or more.

   g. Touch the Home ⌂ button to return to the main menu.

6. Set the product to answer fax calls automatically.

   a. From the Home screen on the product control panel, touch the Setup ⚲ button.

   b. Touch the **Fax Setup** menu.

   c. Touch the **Basic Setup** menu.

   d. Touch the **Answer Mode** setting, and then touch the **Automatic** option.

   e. Touch the Home ⌂ button to return to the main menu.

7. Set the product to check for a dial tone before sending a fax.

NOTE: This prevents the product from sending a fax while someone is on the telephone.

      a. From the Home screen on the product control panel, touch the Setup ⚙ button.

      b. Touch the **Fax Setup** menu.

      c. Touch the **Advanced Setup** menu.

      d. Touch the **Detect Dial Tone** setting, and then touch the **On** button.

8. Continue to .

# Step 3: Configure the fax time, date, and header

Configure the product fax settings using one of the following methods:

- (if the software is installed)
-
- (if the software is installed)
- (if the product is connected to a network)

📝 **NOTE:** In the United States and many other countries/regions, setting the time, date, and other fax header information is a legal requirement.

HP Fax Setup Wizard

Access the Fax Setup Wizard after *initial* setup and software installation by following these steps.

1. Click **Start**, and then click **Programs**.

2. Click **HP**, click the name of the product, and then click **HP Fax Setup Wizard**.

3. Follow the on-screen instructions in the HP Fax Setup Wizard to configure the fax settings.

4. Continue to .

Product control panel

To use the control panel to set the date, time, and header, complete the following steps.

1. From the Home screen, touch the Setup ⚙ button.

2. Touch the **Fax Setup** menu.

3. Touch the **Basic Setup** menu.

4. Scroll to and touch the **Time/Date** button.

5. Select the **12-hour clock** or **24-hour clock**.

6. Use the keypad to enter the current time, and then touch the **OK** button.

📝 **NOTE:** Touch the **123** button to open a keypad that contains special characters, if needed.

7. Select the date format.

8. Use the keypad to enter the current date, and then touch the **OK** button.

9. Touch the **Fax Header** menu.

10. Use the keypad to enter the fax number, and then touch the **OK** button.

    📝 **NOTE:** The maximum number of characters for the fax number is 20.

11. Use the keypad to enter the company name or header, and then touch the **OK** button.

    📝 **NOTE:** The maximum number of characters for the fax header is 25.

12. Continue to .

HP Device Toolbox

1. Click the **Start** button, and then click the **Programs** item.

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

3. Click the **Fax** tab.

4. Follow the on-screen instructions to configure the fax settings.

5. Continue to .

HP Embedded Web Server

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

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

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

   https://10.10.XX.XXX/

2. Click the **Fax** tab.

3. Follow the on-screen instructions to configure the fax settings.

4. Continue to .

Step 4: Run a fax test

Run a fax test to make sure that the fax is set up correctly.

1. From the Home screen, touch the Setup 🔧 button.

2. Scroll to and touch the **Service** menu.

3. Touch the **Fax Service** menu.

4. Touch the **Run Fax Test** option. The product prints a test report.

5. Review the report.

●   If the report indicates the product **passed the test**, the product is ready to send and receive faxes.

●   If the report indicates the product **failed the test**, review the report for more information about fixing the problem. The fax troubleshooting checklist has more information on resolving fax problems.

Send a fax

- Fax from the flatbed scanner
- Fax from the document feeder
- Use speed dials and group-dial entries
- Send a fax from the software
- Send a fax from a third-party software program, such as Microsoft Word

Fax from the flatbed scanner

1. Place the document face-down on the scanner glass.
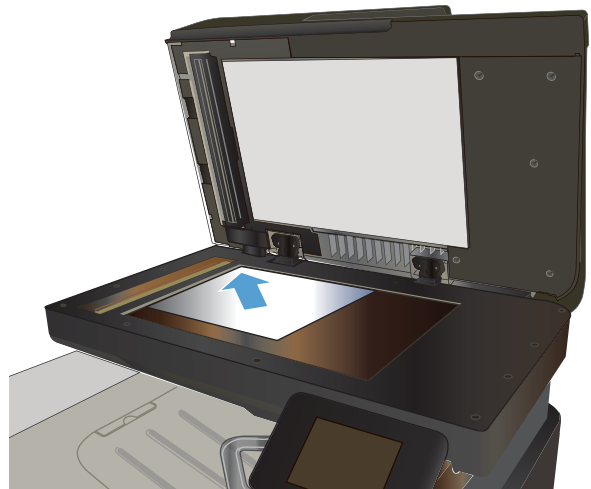
2. From the Home screen on the product control panel, touch the Fax button.

3. Use the keypad to enter the fax number.

4. Touch the Start Fax button.

5. The product prompts you to confirm that you are sending from the scanner glass. Touch the Yes button.

6. The product prompts you to load the first page. Touch the OK button.

7. The product scans the first page and then prompts you to load another page. If the document has multiple pages, touch the Yes button. Continue this process until you have scanned all the pages.

8. When you have scanned the last page, touch the No button at the prompt. The product sends the fax.

Fax from the document feeder

1. Insert the originals into the document feeder face-up.

   CAUTION: To prevent damage to the product, do not use an original that contains correction tape, correction fluid, paper clips, or staples. Also, do not load photographs, small originals, or fragile originals into the document feeder.
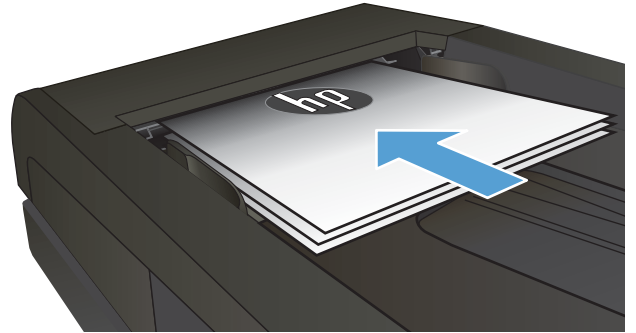
2. Adjust the paper guides until they are snug against the paper.
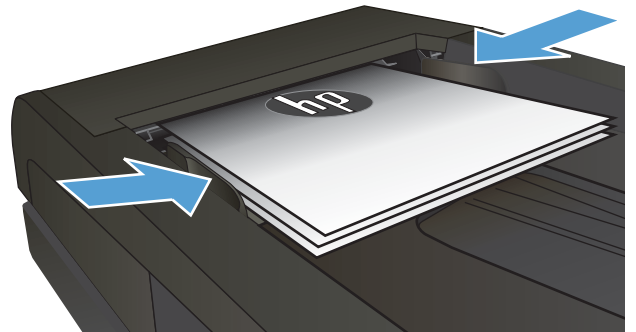
3. From the Home screen on the product control panel, touch the Fax button.

4. Use the keypad to enter the fax number.

5. Touch the Start Fax button.

Use speed dials and group-dial entries

NOTE: Phone book entries must be set up using the Fax Menu prior to using the phone book to send faxes.

1. Load the document onto the scanner glass or into the document feeder.
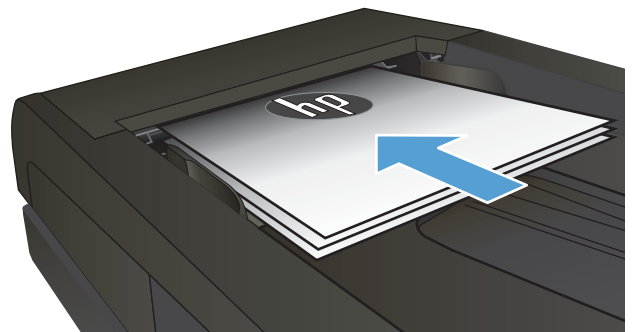
2. From the Home screen on the product control panel, touch the Fax button.

3. On the keypad, touch the fax phone book icon.

4. Touch the name of the individual or group entry that you want to use.

5. Touch the Start Fax button.

Send a fax from the software

The procedure to send a fax varies according to your specifications. The most typical steps follow.

1. Click **Start**, click **Programs** (or **All Programs** in Windows XP), and then click **HP**.

2. Click the product name, and then click **Send fax**. The fax software opens.

3. Enter the fax number of one or more recipients.

4. Load the document in the document feeder.

5. Click **Send Now**.

Send a fax from a third-party software program, such as Microsoft Word

1. Open a document in a third-party program.

2. Click the **File** menu, and then click **Print**.

3. Select the fax print driver from the print driver drop-down list. The fax software opens.

4. Enter the fax number of one or more recipients.

5. Include any pages loaded at the product. This step is optional.

6. Click **Send Now**.

Create, edit, and delete speed-dial entries

You can store frequently dialed fax numbers (up to 120 entries) either as individual fax numbers or as groups of fax numbers.

- Use the control panel to create and edit the fax phone book
- Use phone-book data from other programs
- Delete phone book entries

Use the control panel to create and edit the fax phone book

1. From the Home screen on the product control panel, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Individual Setup button or the Group Setup button to create a speed dial entry.
5. Touch an unassigned number from the list.
6. Use the keypad to enter a name for the entry, and then touch the OK button.
7. Use the keypad to enter the fax number for the entry, and then touch the OK button.

Use phone-book data from other programs

> **TIP:** Before a phone book from another program can be imported, you must use the export feature in that other program.

HP Device Toolbox can import contact information from the following software program phone books.

- Microsoft Outlook
- Lotus Notes
- Microsoft Outlook Express
- A phone book previously exported from another HP product's Device Toolbox software

Delete phone book entries

You can delete all phone book entries that are programmed in the product.

> ⚠ **CAUTION:** After phone book entries are deleted, they cannot be recovered.

1. From the Home screen on the product control panel, touch the Fax button.
2. Touch the Fax Menu button.
3. Touch the Phone Book Setup button.
4. Touch the Delete Entry button. Or, to delete all the entries, touch the Delete All Entries button.
5. Touch the entry that you want to delete.
6. Touch the OK button to confirm the deletion.

8 Manage the product

- Use HP Web Services applications
- Change the product connection type (Windows)
- HP Device Toolbox (Windows)
- HP Utility for Mac OS X
- Use HP Web Jetadmin software
- Configure IP network settings
- Advanced configuration with HP Embedded Web Server (EWS) and HP Device Toolbox (Windows)
- Advanced configuration with HP Utility for Mac OS X
- HP Web Jetadmin
- Product security features
- Economy settings
- Update the firmware

Go to www.hp.com/support/colorljMFPM476 for HP's all-inclusive help for your product:

- Solve problems.
- Download software updates.
- Join support forums.
- Find warranty and regulatory information.

You can also go to www.hp.com/support for Worldwide support and other HP products.

Use HP Web Services applications

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

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

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

2. Touch the Enable Web Services button.

After you download an application from the HP Connected Web site, it is available in the Apps menu on the product control panel. This process enables both HP Web Services and the Apps menu.

Change the product connection type (Windows)

If you are already using the product and you wish to change the way it is connected, use the **Reconfigure your HP Device** shortcut on your computer desktop to change the connection. For example, you can reconfigure the product to use a different wireless address, to connect to a wired or wireless network, or change from a network connection to a USB connection. You can change the configuration without inserting the product CD. After you select the type of connection you wish to make, the program goes directly to the portion of the product setup procedure that needs to change.

HP Device Toolbox (Windows)

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

NOTE: This tool is available only if you performed a full installation when you installed the product. Depending on how the product is connected, some features might not be available.

1. Click the **Start** button, and then click the **Programs** item.

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

Tab or section	Description
Home tab Provides product, status, and configuration information.	• **Device Status**: Shows the product status and shows the approximate percent life remaining of HP supplies. • **Supplies Status**: Shows the approximate percent life remaining of HP supplies. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable. • **Device Configuration**: Shows the information found on the product configuration page. • **Network Summary**: Shows the information found on the product network configuration page. • **Reports**: Print the configuration and supplies status pages that the product generates. • **Event Log**: Shows a list of all product events and errors.
System tab Provides the ability to configure the product from your computer.	• **Device Information**: Provides basic product and company information. • **Paper Setup**: Change the default paper-handling settings for the product. • **Print Quality**: Change the default print-quality settings for the product. • **EcoSMART Console**: Change the default times for entering Sleep mode or Auto Power Down mode. Configure which events cause the product to wake. • **Paper Types**: Configure print modes that correspond to the paper types that the product accepts. • **System Setup**: Change the system defaults for the product. • **Service**: Perform the cleaning procedure on the product. • **Save and Restore**: Save the current settings for the product to a file on the computer. Use this file to load the same settings onto another product or to restore these settings to this product at a later time. • **Administration**: Set or change the product password. Enable or disable product features. **NOTE:** The **System** tab can be password-protected. If this product is on a network, always consult with the administrator before changing settings on this tab.
Print tab Provides the ability to change default print settings from your computer.	• **Printing**: Change the default product print settings, such as number of copies and paper orientation. These are the same options that are available on the control panel. • **PCL5c**: View and change the PCL5c settings. • **PostScript**: Turn off or on the **Print PS Errors** feature.

Tab or section	Description
Scan tab	Configure the Scan to Network Folder and Scan to E-mail features.
	• **Network Folder Setup**: Configure folders on the network to which the product can save a scanned file.
	• **Scan to E-mail Setup**: Begin the process to set up the Scan to E-mail feature.
	• **Outgoing E-mail Profiles**: Set an email address that will appear as the "from" address for all emails sent from the product. Configure the SMTP Server information.
	• **E-mail Address Book**: Add or delete entries in the email address book.
	• **E-mail Options**: Configure a default subject line and body text. Configure default scan settings for emails.
Networking tab Provides the ability to change network settings from your computer.	Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. It also allows the network administrator to set up Wireless Direct functionality. This tab does not appear if the product is directly connected to a computer.
HP Web Services tab	Use this tab to set up and use various Web tools with the product.
HP Smart Install tab	Use this tab to disable HP Smart Install or to download and install the product software.

HP Utility for Mac OS X

Use the HP Utility for Mac OS X to check product status or to view or change product settings from your computer.

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

Open HP Utility

1. At the computer, open the Apple ⬛ menu, click the **System Preferences** menu, and then click the **Print & Fax** icon or the **Print & Scan** icon.

2. Select the product in the left side of the window.

3. Click the **Options & Supplies** button.

4. Click the **Utility** tab.

5. Click the **Open Printer Utility** button.

HP Utility features

The HP Utility toolbar is at the top of every page. It includes these items:

● **Devices**: Click this button to show or hide Mac products found by the HP Utility in the **Printers** pane at the left side of the screen.

● **All Settings**: Click this button to return to the HP Utility main page.

● **HP Support**: Click this button to open a browser and go to the HP support Web site for the product.

● **Supplies**: Click this button to open the HP SureSupply Web site.

● **Registration**: Click this button to open the HP registration Web site.

● **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

HP Utility consists of pages that you open by clicking in the **All Settings** list. The following table describes the tasks that you can perform with HP Utility.

Menu	Item	Description
Information And Support	**Supplies Status**	Show the product supplies status and provides links for ordering supplies online.
	Device Information	Show information about the currently selected product, including the product Service ID (if assigned), the firmware version (FW Version), the Serial Number, and the IP address.
	File Upload	Transfer files from the computer to the product. You can upload the following types of files:
		● HP LaserJet printer command language (.PRN)
		● Portable document format (.PDF)
		● Postscript (.PS)
		● Text (.TXT)

Menu	Item	Description
	HP Connected	Access the HP Connected Web site.
	Upload Fonts	Upload fonts from your computer to the product.
Printer Settings	Auto-off	Configure the product to automatically turn off after a period of inactivity. You can adjust the number of minutes after which the product turns off.
	Network Settings	Configure the network settings, such as the IPv4 settings, IPv6 settings, Bonjour settings, and other settings.
	Supplies Management	Configure how the product should behave when supplies are nearing the end of their estimated life.
	Trays Configuration	Change paper size and type for each of the trays.
	Additional Settings	Open the HP Embedded Web Server (EWS) for the product. **NOTE:** USB connections are not supported.
Information	Message Center	Display error events that have occurred with the product.
Scan Settings	Scan to E-mail	Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to email. **NOTE:** USB connections are not supported.
	Scan to Network Folder	Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to a network folder. **NOTE:** USB connections are not supported.

Use HP Web Jetadmin software

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

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

Configure IP network settings

Printer sharing disclaimer

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

View or change network settings

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

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

   a. From the Home screen on the product control panel, touch the Network ⊶⊞ button to display the IP address or host name.

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

   !https://10.10.XXXXX/
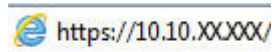
2. Click the **Networking** tab to obtain network information. Change settings as needed.

Rename the product on a network

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

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

   a. From the Home screen on the product control panel, touch the Network ⊶⊞ button to display the IP address or host name.

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

   !https://10.10.XXXXX/
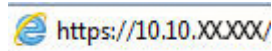
2. Open the **System** tab.

3. On the **Device Information** page, the default product name is in the **Device Status** field. You can change this name to uniquely identify this product.

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

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

Manually configure IPv4 TCP/IP parameters from the control panel

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

1. From the Home screen on the product control panel, touch the Setup 🔧 button.

2. Scroll to and touch the Network Setup menu.

3. Touch the TCP/IP Config menu, and then touch the Manual button.

4. Use the keypad on the touchscreen to enter the IP address, and touch the OK button. Touch the Yes button to confirm.

5. Use the keypad on the touchscreen to enter the subnet mask, and touch the OK button. Touch the Yes button to confirm.

6. Use the keypad on the touchscreen to enter the default gateway, and touch the OK button. Touch the Yes button to confirm.

Advanced configuration with HP Embedded Web Server (EWS) and HP Device Toolbox (Windows)

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

- View product status information

- Determine the remaining life for all supplies and order new ones

- View and change tray configurations

- View and change the product control-panel menu configuration

- View and print internal pages

- Receive notification of product and supplies events

- View and change network configuration

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

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

NOTE: HP Device Toolbox is available only if you performed a full installation when you installed the product. Depending on how the product is connected, some features might not be available.
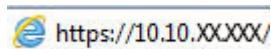
NOTE: The HP Embedded Web Server is not accessible beyond the network firewall.

Open the HP Embedded Web Server (EWS) from the Start menu

1. Click the **Start** button, and then click the **Programs** item.

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

Open the HP Embedded Web Server (EWS) from a Web browser

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

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


https://10.10.XXXXX/

Tab or section	Description
Home tab Provides product, status, and configuration information.	● **Device Status**: Shows the product status and shows the approximate percent life remaining of HP supplies. ● **Supplies Status**: Shows the approximate percent life remaining of HP supplies. Actual supply life remaining can vary. Consider having a replacement supply available to install when print quality is no longer acceptable. The supply does not need to be replaced unless the print quality is no longer acceptable. ● **Device Configuration**: Shows the information found on the product configuration page. ● **Network Summary**: Shows the information found on the product network configuration page. ● **Reports**: Print the configuration and supplies status pages that the product generates. ● **Event Log**: Shows a list of all product events and errors.
System tab Provides the ability to configure the product from your computer.	● **Device Information**: Provides basic product and company information. ● **Paper Setup**: Change the default paper-handling settings for the product. ● **Print Quality**: Change the default print-quality settings for the product. ● **EcoSMART Console**: Change the default times for entering Sleep mode or Auto Power Down mode. Configure which events cause the product to wake. ● **Paper Types**: Configure print modes that correspond to the paper types that the product accepts. ● **System Setup**: Change the system defaults for the product. ● **Service**: Perform the cleaning procedure on the product. ● **Save and Restore**: Save the current settings for the product to a file on the computer. Use this file to load the same settings onto another product or to restore these settings to this product at a later time. ● **Administration**: Set or change the product password. Enable or disable product features. **NOTE:** The **System** tab can be password-protected. If this product is on a network, always consult with the administrator before changing settings on this tab.
Print tab Provides the ability to change default print settings from your computer.	● **Printing**: Change the default product print settings, such as number of copies and paper orientation. These are the same options that are available on the control panel. ● **PCL5c**: View and change the PCL5c settings. ● **PostScript**: Turn off or on the **Print PS Errors** feature.
Fax tab (Fax products only)	● **Receive Options**: Configure how the product handles incoming faxes. ● **Phone Book**: Add or delete entries in the fax phone book. ● **Junk Fax List**: Set fax numbers to block from sending faxes to the product. ● **Fax Activity Log**: Review recent fax activity for the product.

Tab or section	Description
Scan tab (MFP products only)	Configure the Scan to Network Folder and Scan to E-mail features. • **Network Folder Setup**: Configure folders on the network to which the product can save a scanned file. • **Scan to E-mail Setup**: Begin the process to set up the Scan to E-mail feature. • **Outgoing E-mail Profiles**: Set an email address that will appear as the "from" address for all emails sent from the product. Configure the SMTP Server information. • **E-mail Address Book**: Add or delete entries in the email address book. • **E-mail Options**: Configure a default subject line and body text. Configure default scan settings for emails.
Networking tab (Network-connected products only) Provides the ability to change network settings from your computer.	Network administrators can use this tab to control network-related settings for the product when it is connected to an IP-based network. It also allows the network administrator to set up Wireless Direct functionality. This tab does not appear if the product is directly connected to a computer.
HP Web Services tab	Use this tab to set up and use various Web tools with the product.
HP Smart Install tab	Use this tab to disable HP Smart Install or to download and install the product software.

Advanced configuration with HP Utility for Mac OS X

Use the HP Utility for Mac OS X to check product status or to view or change product settings from your computer.

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

Open HP Utility

1. At the computer, open the Apple menu, click the **System Preferences** menu, and then click the **Print & Fax** icon or the **Print & Scan** icon.

2. Select the product in the left side of the window.

3. Click the **Options & Supplies** button.

4. Click the **Utility** tab.

5. Click the **Open Printer Utility** button.

HP Utility features

The HP Utility toolbar is at the top of every page. It includes these items:

- **Devices**: Click this button to show or hide Mac products found by the HP Utility in the **Printers** pane at the left side of the screen.

- **All Settings**: Click this button to return to the HP Utility main page.

- **HP Support**: Click this button to open a browser and go to the HP support Web site for the product.

- **Supplies**: Click this button to open the HP SureSupply Web site.

- **Registration**: Click this button to open the HP registration Web site.

- **Recycling**: Click this button to open the HP Planet Partners Recycling Program Web site.

HP Utility consists of pages that you open by clicking in the **All Settings** list. The following table describes the tasks that you can perform with HP Utility.

Menu	Description
Information And Support	- **Supplies Status**: Show the product supplies status and provides links for ordering supplies online.
	- **Device Information**: Show information about the currently selected product, including the product Service ID (if assigned), the firmware version (FW Version), the Serial Number, and the IP address.
	- **File Upload**: Transfer files from the computer to the product. You can upload the following types of files:
	◦ HP LaserJet printer command language (.PRN)
	◦ Portable document format (.PDF)

Menu	Description
	◦ Postscript (.PS)
	◦ Text (.TXT)
	● **HP Connected**: Access the HP Connected Web site.
	● **Upload Fonts**: Upload fonts from your computer to the product.
Printer Settings	● **Auto-off**: Configure the product to automatically turn off after a period of inactivity. You can adjust the number of minutes after which the product turns off.
	● **Network Settings**: Configure the network settings, such as the IPv4 settings, IPv6 settings, Bonjour settings, and other settings.
	● **Supplies Management**: Configure how the product should behave when supplies are nearing the end of their estimated life.
	● **Trays Configuration**: Change paper size and type for each of the trays.
	● **Additional Settings**: Open the HP Embedded Web Server (EWS) for the product.
	NOTE: USB connections are not supported.
Information	**Message Center**: Display error events that have occurred with the product.
Fax Settings (fax models only)	● **Basic Fax Settings**: Set up the fields in the fax header and configure how the product answers incoming calls.
	● **Junk Fax Blocking**: Store the fax numbers you want to block.
	● **Fax Forwarding**: Set up the product to send the incoming faxes to a different number.
	● **Fax Logs**: View the logs of all faxes.
	● **Fax Speed Dials**: Add fax numbers to the speed dial list.
Scan Settings (MFP products only)	● **Scan to E-mail**: Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to email.
	● **Scan to Network Folder**: Open the HP Embedded Web Server (EWS) page for configuring settings for scanning to a network folder.
	NOTE: USB connections are not supported.

HP Web Jetadmin

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

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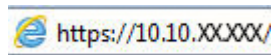
Product security features

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

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

Set or change the product password using the HP Embedded Web Server

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

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

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

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

    https://10.10.XXXXX/

2. Click the **System** tab, and click either the **Product Security** or the **Administration** link.

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

3. Enter the new password in the **Password** box and in the **Confirm Password** box.

4. At the bottom of the window, click the **Apply** button to save the password.

NOTE: For products connected with a USB cable to a Windows computer, use the HP Device Toolbox to change the product password:

1. Click the **Start** button, and then click the **Programs** item.

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

3. Click the **System** tab.

4. Click **Administration**, and locate the area to change the password.

Economy settings

- Print with EconoMode
- Set the Sleep Delay
- Set the Auto Power Down delay

Print with EconoMode

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

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

NOTE: If this option is not available in your print driver, you can set it using the HP Embedded Web Server.

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

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

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

4. Click the **EconoMode** check box.

Set the Sleep Delay

1. From the Home screen on the product control panel, touch the Setup ⚙ button.

2. Open the following menus:

   - System Setup
   - Energy Settings
   - Sleep Delay

3. Select the time for the sleep delay.

   NOTE: The default value is 15 Minutes.

Set the Auto Power Down delay

NOTE: This setting is not available on all products.

1. From the Home screen on the product control panel, touch the Setup ⚙ button.

2. Open the following menus:

   - System Setup
   - Energy Settings

- Auto Power Down

- Power Down Delay

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

NOTE: The default value is 30 Minutes.

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

- System Setup

- Energy Settings

- Auto Power Down

- Wake Events

To turn off a wake event, select the event, clear the check box next to it and then touch the **Done** button.

Update the firmware

HP offers periodic product updates, new Web Services apps, and new features to existing Web Services apps. Follow these steps to update the product firmware for a single product. When you update the firmware, Web Service apps will update automatically.

There are two supported methods to perform a firmware update on this product. Use only one of the following methods to update the product firmware.

Method one: Update the firmware using the control panel

Use these steps to load the firmware from the control panel (for network-connected products only), and/or set the product to automatically load future firmware updates. For USB-connected products, skip to method two.

1. Make sure the product is connected to a wired (Ethernet) or wireless network with an active Internet connection.

   NOTE: The product must be connected to the internet to update the firmware via a network connection.

2. From the Home screen on the product control panel, open the Setup menu.

   ● For touchscreen control panels, touch the Setup ⚒ button.

   ● For standard control panels, press the left or right arrow button.

3. Scroll to and open the Service menu, and then open the LaserJet Update menu.

   NOTE: If the LaserJet Update option is not listed, use method two.

4. Check for updates.

   ● For touchscreen control panels, touch Check for Updates Now.

   ● For standard control panels, select **Check for Update**.

   NOTE: The product automatically checks for an update, and if a newer version is detected, the update process automatically starts.

5. Set the product to automatically update the firmware when updates become available.

   From the Home screen on the product control panel, open the Setup menu.

   ● For touchscreen control panels, touch the Setup ⚒ button.

   ● For standard control panels, press the left or right arrow button.

   Scroll to and open the Service menu, open the LaserJet Update menu, and then select the Manage Updates menu.

   Set the product to automatically update the firmware.

   ● For touchscreen control panels, set the Allow Updates option to YES, and then set the Check automatically option to ON.

   ● For standard control panels, set the **Allow Updates** option to **YES**, and then set the **Automatic Check** option to **ON**.

Method two: Update the firmware using the Firmware Update Utility

Use these steps to manually download and install the Firmware Update Utility from HP.com.

NOTE: This method is the only firmware update option available for products connected to the computer via a USB cable. It also works for products connected to a network.

1. Go to www.hp.com/go/support, click the **Drivers & Software** link, type the product name in the search field, press the ENTER button, and then select the product from the list of search results.

2. Select the operating system.

3. Under the **Firmware** section, locate the **Firmware Update Utility**.

4. Click **Download**, click **Run**, and then click **Run** again.

5. When the utility launches, select the product from the drop-down list, and then click **Send Firmware**.

   NOTE: To print a configuration page to verify the installed firmware version before or after the update process, click **Print Config**.

6. Follow the on-screen instructions to complete the installation, and then click the **Exit** button to close the utility.

9 Solve problems

For more information:

In the US, go to www.hp.com/support/colorljMFPM476.

Outside the US, go to www.hp.com/support. Select your country/region. Click **Product Support & Troubleshooting**. Enter the product name, and then select **Search**.

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

- Install and configure

- Learn and use

- Solve problems

- Download software updates

- Join support forums

- Find warranty and regulatory information

Control-panel help system

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

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

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

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

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

Restore the factory-set defaults

Restoring the factory-set defaults returns all of the product and network settings to the factory defaults. It will not reset the page count, tray size, or language. To restore the product to the factory-default settings, follow these steps.

⚠ **CAUTION:** Restoring the factory-set defaults returns all of the settings to the factory defaults, and it also deletes any pages that are stored in the memory.

1. On the product control panel, touch the Setup �’ button.

2. Scroll to and touch the Service menu.

3. Scroll to and touch the Restore Defaults button, and then touch the OK button.

   The product automatically restarts.

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

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

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

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

Change the "Very Low" settings

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

1. From the Home screen on the product control panel, touch the Setup �’ button.

2. Open the following menus:

    ● System Setup

    ● Supply Settings

    ● Black Cartridge or Color Cartridges

    ● Very Low Setting

3. Select one of the following options:

    ● Select the Continue option to set the product to alert you that the toner cartridge is very low, but to continue printing.

    ● Select the Stop option to set the product to stop printing until you replace the toner cartridge.

    ● Select the Prompt option to set the product to stop printing and prompt you to replace the toner cartridge. You can acknowledge the prompt and continue printing. A customer configurable option on this product is "Prompt to Remind Me in 100 pages, 200 pages, 300 pages, 400 pages, or never." This option is provided as a customer convenience and is not an indication these pages will have acceptable print quality.

For products with fax capability

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

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

Order supplies

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

Product does not pick up paper or misfeeds

The product does not pick up paper

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

1. Open the product and remove any jammed sheets of paper.

2. Load the tray with the correct size of paper for your job.

3. Make sure the paper size and type are set correctly on the product control panel.

4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.

5. Check the product control panel to see if the product is waiting for you to acknowledge a prompt to feed the paper manually. Load paper, and continue.

6. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water.

The product picks up multiple sheets of paper

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

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. *Do not fan the paper.* Return the stack of paper to the tray.

2. Use only paper that meets HP specifications for this product.

3. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray.

6. Make sure the printing environment is within recommended specifications.

The document feeder jams, skews, or picks up multiple sheets of paper

**NOTE:** This information applies to MFP products only.

*   The original might have something on it, such as staples or self-adhesive notes, that must be removed.

*   Check that all rollers are in place and that the roller-access cover inside the document feeder is closed.

*   Make sure that the top document-feeder cover is closed.

*   The pages might not be placed correctly. Straighten the pages and adjust the paper guides to center the stack.

*   The paper guides must be touching the sides of the paper stack to work correctly. Make sure that the paper stack is straight and the guides are against the paper stack.

- The document feeder input tray or output bin might contain more than the maximum number of pages. Make sure the paper stack fits below the guides in the input tray, and remove pages from the output bin.

- Verify that there are no pieces of paper, staples, paper clips, or other debris in the paper path.

- Clean the document-feeder rollers and the separation pad. Use compressed air or a clean, lint-free cloth moistened with warm water. If misfeeds still occur, replace the rollers.

- From the Home screen on the product control panel, scroll to and touch the Supplies button. Check the status of the document-feeder kit, and replace it if necessary.

# Clean the pickup rollers and separation pad in the document feeder

If the product document feeder experiences paper-handling problems, such as jams or multiple-page feeds, clean the document-feeder rollers and separation pad.

1. Open the document-feeder cover.
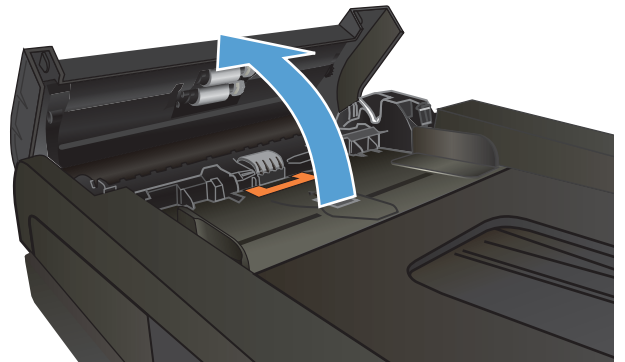
2. Use a moist, lint-free cloth to wipe both pickup rollers and the separation pad to remove dirt.

> **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.
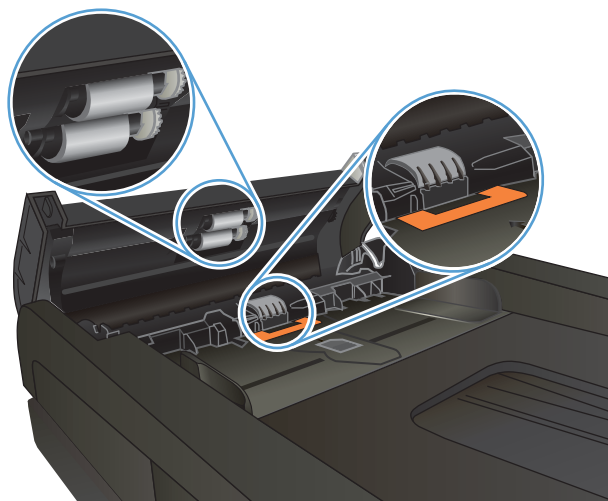
3. Close the document-feeder cover.
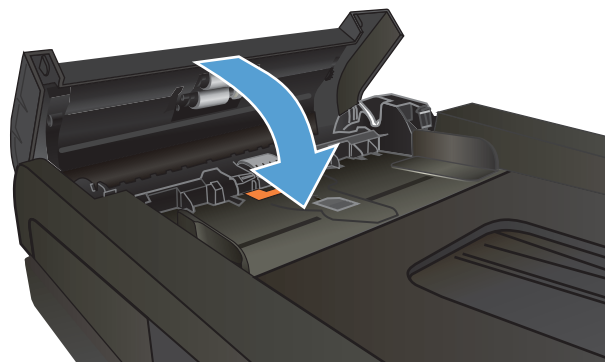
Clear jams

Jam locations

Use this illustration to identify locations of jams. In addition, instructions display on the control panel to direct you to the location of jammed paper and how to clear it.

NOTE: Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

1	Document feeder
2	Duplexer
3	Output bin
4	Tray 1
5	Tray 2
6	Tray 3

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

Experiencing frequent or recurring paper jams?

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

1. Use only paper that meets HP specifications for this product.

2. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

3. Use paper that has not previously been printed or copied on.

4. Make sure the tray is not overfilled. If it is, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

5. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides so they are touching the paper stack without bending it.

6. Make sure that the tray is fully inserted in the product.

7. If you are printing on heavy, embossed, or perforated paper, use the manual feed feature and feed sheets one at a time.

8. From the Home screen on the product control panel, scroll to and touch the Trays button. Verify that the tray is configured correctly for the paper type and size.

9. Make sure the printing environment is within recommended specifications.

Clear jams in the document feeder

1. Open the document-feeder cover.

2. Gently pull the jammed paper out.

3. Close the document-feeder cover.

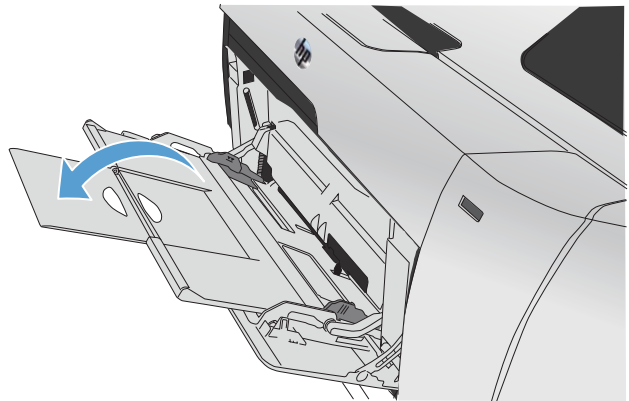**4.** Open the scanner lid. If paper is jammed in the scanner lid, gently pull it out.
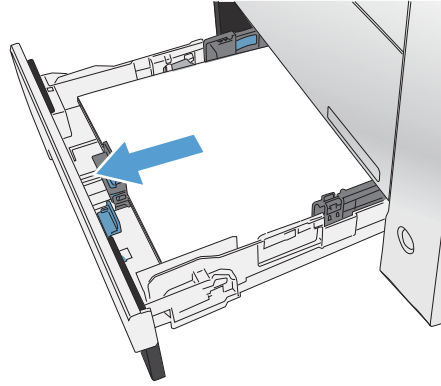
Clear jams in Tray 1

1. Pull the jammed sheet from tray 1.

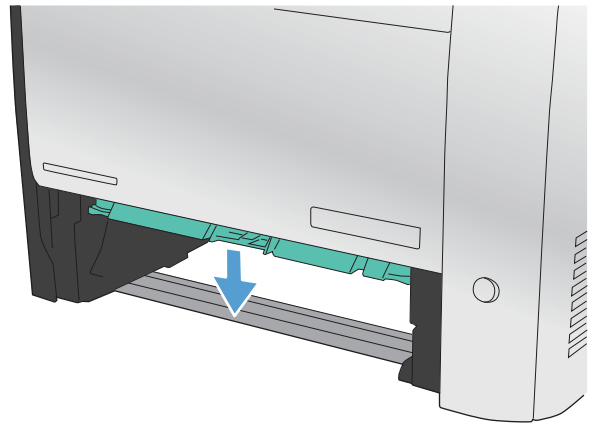**NOTE:** If the sheet tears, make sure that all of the fragments are removed before you resume printing.

If most of the sheet of paper has been pulled inside the product or no paper is visible, continue with the following steps.
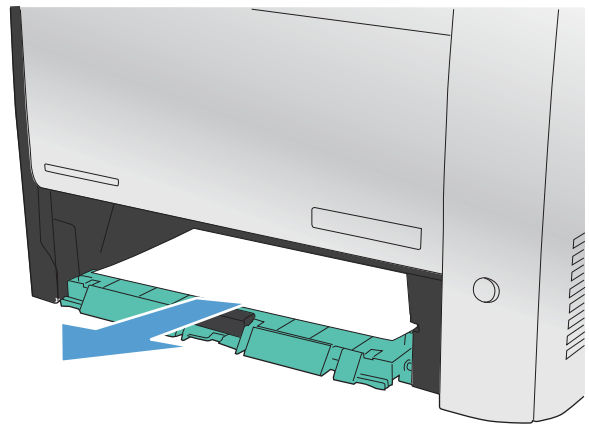
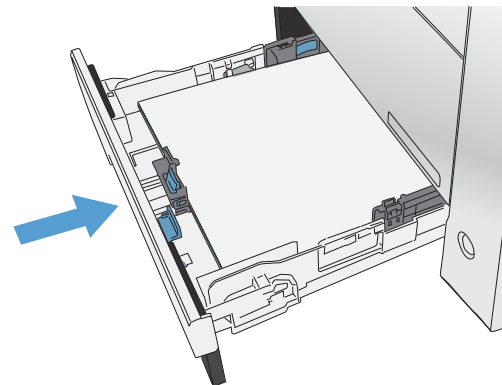**2.** Pull out tray 2 and place it on a flat surface.

3. Lower the jam-access tray.

4. Remove the jammed sheet by pulling it straight out.

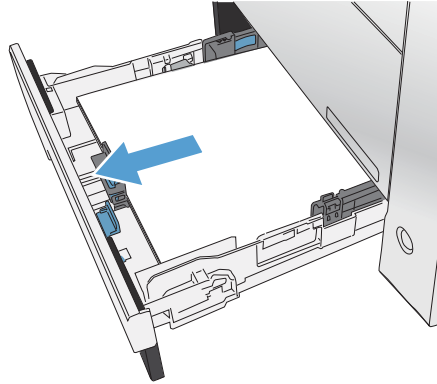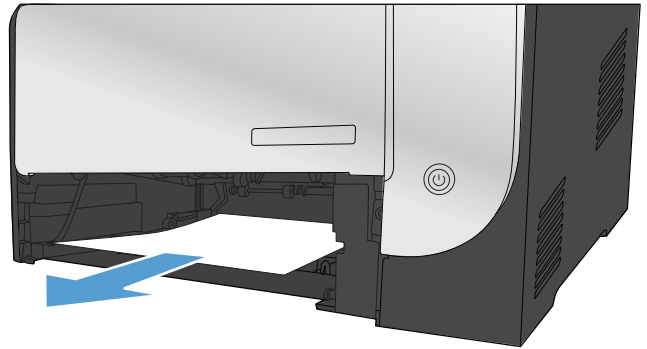**5.** Push the jam-access tray up to close it and then replace tray 2.

NOTE: To close the tray, push in the middle or with even pressure on both sides. Avoid pushing on one side only.
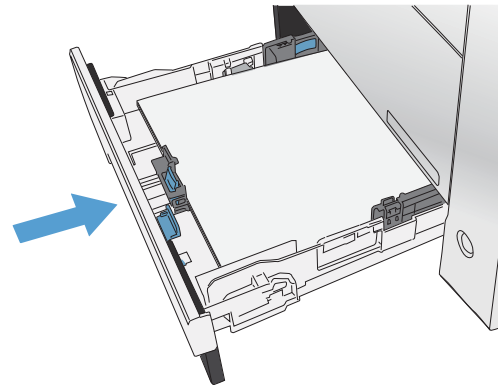
Clear jams in Tray 2

1. Open tray 2.

2. Remove the jammed sheet by pulling it straight out.

3. Close tray 2.

Clear jams in Tray 3

1. Open tray 3.

2. Remove the jammed sheet by pulling it out.
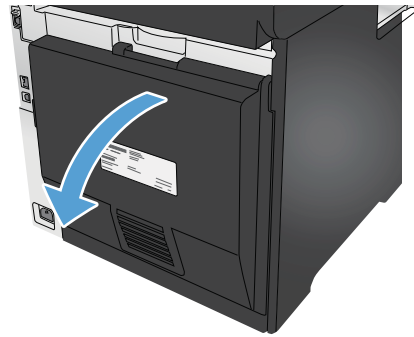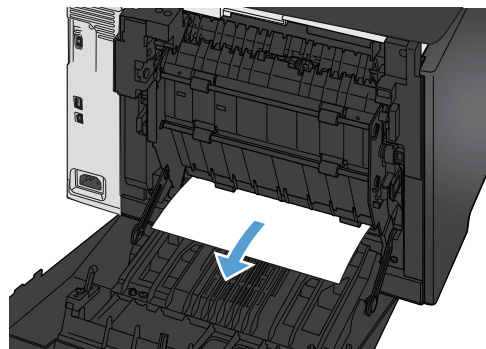
3. Close tray 3.

4. Open the rear door.

   CAUTION: The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.

5. Remove any visible paper from the product.

6. Close the rear door.

Clear jams in the duplexer

1. Open the rear door.

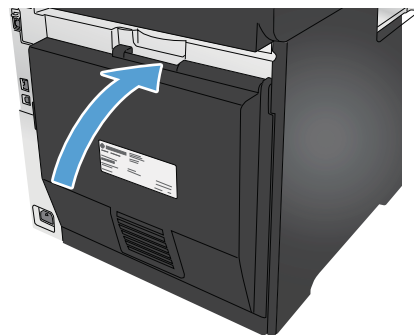   **CAUTION:** The fuser, located in the back of the product, is hot. Wait for the fuser to cool before continuing.
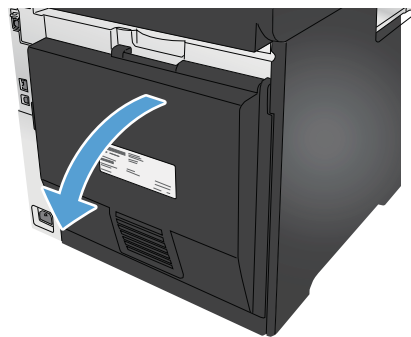
2. If necessary, pull the guide (1) and remove any visible paper (2) from the bottom of the delivery area.
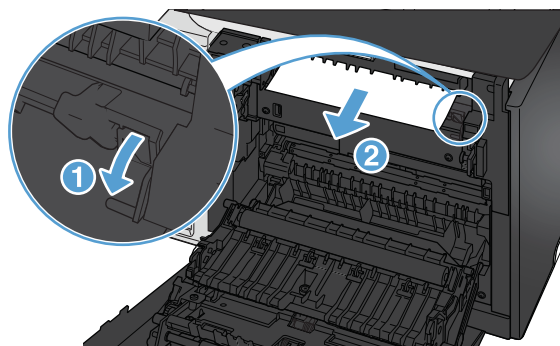
3. If necessary, remove any visible paper from bottom side of the duplexing unit.
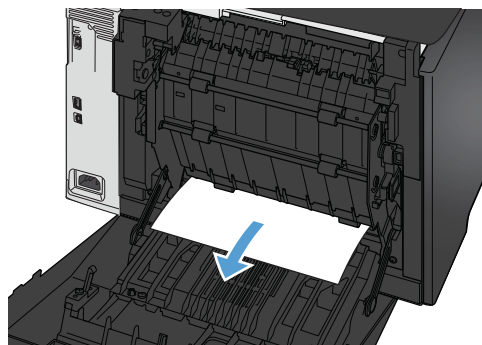
4. If you can not see any jammed paper, lift the duplexing unit using the tab on the side of the duplexing unit.
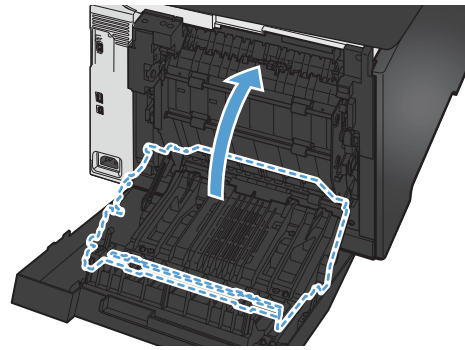
5. If you can see the trailing edge of the paper, remove the paper from the product.
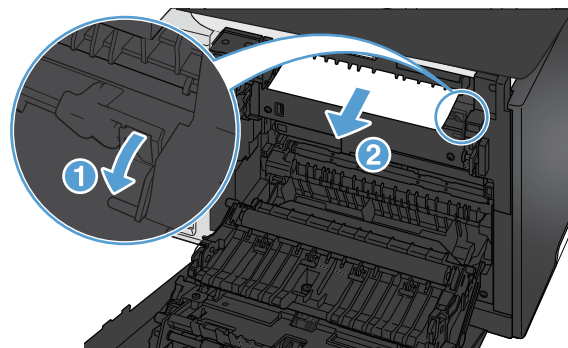
6. If you can see the leading edge of the paper, remove it from the product.
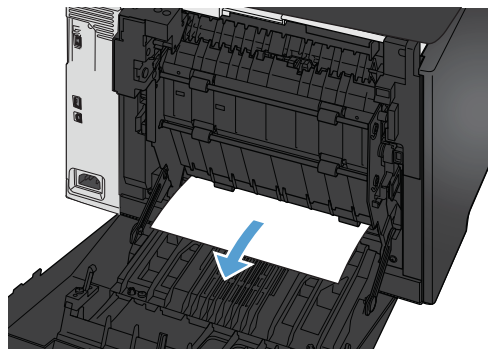
7. Close the rear door.
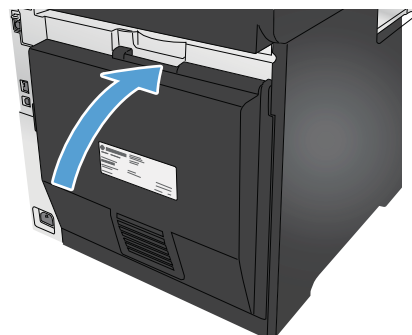
Clear jams in the output bin

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

2. Open the rear door to check for jammed paper.
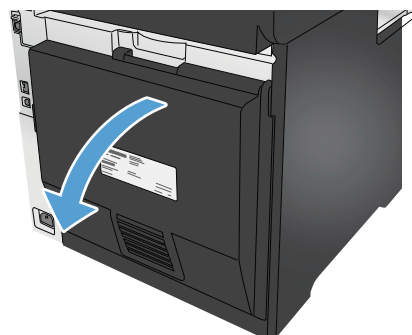
3. Remove any jammed paper. Use both hands to pull out the paper to avoid tearing.

4. Close the rear door.
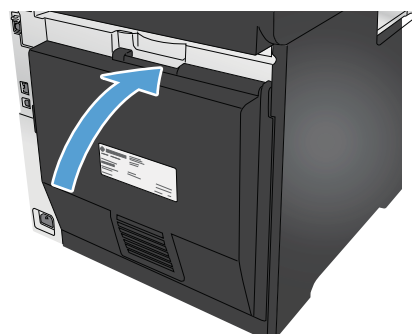
Improve print quality

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

If the product is having scan, fax, or copy quality problems, try the following solutions and also see "Improve scan quality," "Improve fax quality," or "Improve copy quality" for further solutions.

- Print from a different software program
- Check the paper-type setting for the print job
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- Check other print job settings
- Try a different print driver

Print from a different software program

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

Check the paper-type setting for the print job

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

Check the paper type setting (Windows)

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

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

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

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

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

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

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

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

Check the paper type setting (Mac OS X)

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

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

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

4. Select a type from the **Media Type** drop-down list.

5. Click the **Print** button.

Check toner-cartridge status

Check the supplies status page for the following information:

- Estimated percentage of cartridge life remaining
- Approximate pages remaining
- Part numbers for HP toner cartridges
- Number of pages printed

Use the following procedure to print the supplies status page:

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

2. Touch the Report button to print the supplies status page.

3. Check the percent of life remaining for the toner cartridges and if applicable, the status of other replaceable maintenance parts.

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

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

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

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

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

   Hewlett Packard cannot recommend the use of non-HP supplies, either new or remanufactured. Because they are not HP products, HP cannot influence their design or control their quality. If you are using a refilled or remanufactured toner cartridge and are not satisfied with the print quality, replace the toner cartridge with a genuine HP toner cartridge.

Print and interpret the print quality page

1. From the Home screen, touch the Setup 🔧 button.

2. Touch the Reports button.

3. Touch the Print Quality Page button.

This page contains five bands of color, which are divided into four groups as indicated in the following illustration. By examining each group, you can isolate the problem to a particular toner cartridge.
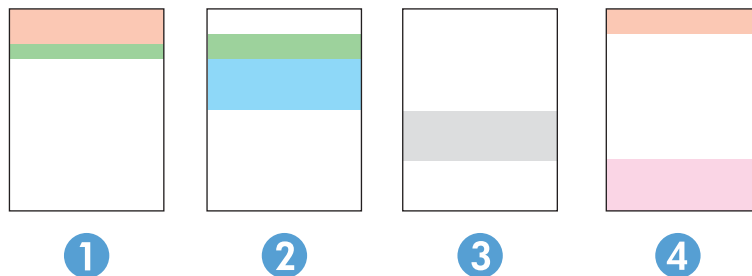
Section	Toner cartridge
1	Yellow
2	Cyan
3	Black
4	Magenta

- If dots or streaks appear in only one of the groups, replace the toner cartridge that correlates with that group.

- If dots appear in more than one group, print a cleaning page. If this does not solve the problem, determine if the dots are always the same color; for example, if magenta dots appear in all five color bands. If the dots are all the same color, replace that toner cartridge.

- If streaks appear in multiple color bands, contact HP. A component other than the toner cartridge is probably causing the problem.

Clean the product

Print a cleaning page

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

Use the following procedure to print a cleaning page.

1. From the Home screen on the product control panel, touch the Setup 🔧 button.

2. Touch the Service menu.

3. Touch the Cleaning Page button.

4.	Load plain letter or A4 paper when you are prompted.

5.	Touch the OK button to begin the cleaning process.

The product prints the first side and then prompts you to remove the page from the output bin and reload it in Tray 1, keeping the same orientation. Wait until the process is complete. Discard the page that prints.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1.	Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

2.	Open the scanner lid.

3.	Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

⚠ **CAUTION:**	Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4.	Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5.	Connect the power cable to an outlet, and then press the power button to turn the product on.

Visually inspect the toner cartridge

1.	Remove the toner cartridge from the product, and verify that the sealing tape has been removed.

2.	Check the memory chip for damage.

3.	Examine the surface of the imaging drum on the toner cartridge.

⚠ **CAUTION:**	Do not touch the roller (imaging drum) on the cartridge. Fingerprints on the imaging drum can cause print-quality problems.

4.	If you see any scratches, fingerprints, or other damage on the imaging drum, replace the toner cartridge.

5.	If the imaging drum does not appear to be damaged, rock the toner cartridge gently several times and reinstall it. Print a few pages to see if the problem has resolved.

Check paper and the printing environment

Step one: Use paper that meets HP specifications

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

●	Always use a paper type and weight that this product supports.

●	Use paper that is of good quality and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, staples, and curled or bent edges.

●	Use paper that has not been previously printed on.

- Use paper that does not contain metallic material, such as glitter.

- Use paper that is designed for use in laser printers. Do not use paper that is designed only for use in Inkjet printers.

- Use paper that is not too rough. Using smoother paper generally results in better print quality.

Step two: Check the environment

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

- Move the product away from drafty locations, such as open windows or doors, or air-conditioning vents.

- Make sure the product is not exposed to temperatures or humidity outside of product specifications.

- Do not place the product in a confined space, such as a cabinet.

- Place the product on a sturdy, level surface.

- Remove anything that is blocking the vents on the product. The product requires good air flow on all sides, including the top.

- Protect the product from airborne debris, dust, steam, grease, or other elements that can leave residue inside the product.

Calibrate the product to align the colors

Calibration is a product function that optimizes print quality.

Follow these steps to resolve print print-quality problems such as misaligned color, colored shadows, blurry graphics, or other print-quality issues.

1. On the product control panel, touch the Setup ⚒ button.

2. Open the following menus:

   - System Setup

   - Print Quality

   - Color Calibration

   - Calibrate Now

3. A **Calibrating** message will display on the product control panel. The calibration process takes a few minutes to complete. Do not turn the product off until the calibration process has finished.

4. Wait while the product calibrates, and then try printing again.

Check other print job settings

When printing from a software program, follow these steps to try to resolve the issue by adjusting other print-driver settings.

Check the EconoMode settings

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

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

Follow these steps if the entire page is too dark or too light.

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

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

3. Click the **Paper/Quality** tab, and locate the **Print Quality** area.

4. If the entire page is too dark, use these settings:

   - Select the **600 dpi** option.

   - Select the **EconoMode** check box to enable it.

   If the entire page is too light, use these settings:

   - Select the **FastRes 1200** option.

   - Clear the **EconoMode** check box to disable it.

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

Adjust color settings (Windows)

Follow these steps if colors on the printed page to not match colors on the computer screen, or if the colors on the printed page are not satisfactory.

Change the color theme

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

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

3. Click the **Color** tab.

4. Select the **HP EasyColor** check box to clear it.

5. Select a color theme from the **Color Themes** drop-down list.

   - **Default (sRGB)**: This theme sets the product to print RGB data in raw device mode. When using this theme, manage color in the software program or in the operating system for correct rendering.

   - **Vivid (sRGB)**: The product increases the color saturation in the midtones. Use this theme when printing business graphics.

   - **Photo (sRGB)**: The product interprets RGB color as if it were printed as a photograph using a digital mini lab. The product renders deeper, more saturated colors differently than with the Default (sRBG) theme. Use this theme when printing photos.

- **Photo (Adobe RGB 1998)**: Use this theme with printing digital photos that use the AdobeRGB color space rather than sRGB. Turn off color management in the software program when using this theme.

- **None**: No color theme is used.

- **Custom Profile**: Select this option to use a custom input profile to accurately control color output (for example, to emulate a specific HP Color LaserJet product). Download custom profiles from www.hp.com.

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

Change the color options

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

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

3. Click the **Color** tab.

4. Select the **HP EasyColor** check box to clear it.

5. Click the **Automatic** or **Manual** setting.

   - **Automatic** setting: Select this setting for most color print jobs

   - **Manual** setting: Select this setting to adjust the color settings independently from other settings. Click the **Settings** button to open the manual color-adjusment window.

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

6. Click the **Print in Grayscale** option to print a color document in black and shades of gray. Use this option to print color documents for photocopying or faxing. Also use this option to print draft copies or to save color toner.

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

Try a different print driver

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

Download any of the following drivers from the HP Web site. In the US, go to www.hp.com/support/colorljMFPM476. Outside the US, go to www.hp.com/support. Select your country/region. Click **Download Drivers & Software**. Enter the product name, and then select **Search**.

HP PCL 6 driver	● Provided as the default driver on the product CD. This driver is automatically installed unless you select a different one.
	● Recommended for all Windows environments
	● Provides the overall best speed, print quality, and product-feature support for most users
	● Developed to align with the Windows Graphic Device Interface (GDI) for the best speed in Windows environments
	● Might not be fully compatible with third-party and custom software programs that are based on PCL 5
HP UPD PS driver	● Recommended for printing with Adobe® software programs or with other highly graphics-intensive software programs
	● Provides support for printing from postscript emulation needs, or for postscript flash font support
HP UPD PCL 5	● Recommended for general office printing in Windows environments
	● Compatible with previous PCL versions and older HP LaserJet products
	● The best choice for printing from third-party or custom software programs
	● The best choice when operating with mixed environments, which require the product to be set to PCL 5 (UNIX, Linux, mainframe)
	● Designed for use in corporate Windows environments to provide a single driver for use with multiple product models
	● Preferred when printing to multiple product models from a mobile Windows computer
HP UPD PCL 6	● Recommended for printing in all Windows environments
	● Provides the overall best speed, print quality, and printer feature support for most users
	● Developed to align with Windows Graphic Device Interface (GDI) for best speed in Windows environments
	● Might not be fully compatible with third-party and custom software programs that are based on PCL 5

Improve copy and scan image quality

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

- Check the scanner glass for dirt and smudges
- Check the paper settings
- Check the image adjustment settings
- Optimize for text or pictures
- Check the scanner resolution and color settings on the computer
- Edge-to-edge copying

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

2. Open the scanner lid.

3. Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   ⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Check the paper settings

1. From the Home screen on the product control panel, touch the Copy button.

2. Touch the Settings button, and then scroll to and touch the Paper button.

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

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

Check the image adjustment settings

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

2. Touch the Settings button, and then scroll to and touch the Image Adjustment button.

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

   ● Lightness: Adjusts the lightness/darkness setting.

   ● Contrast: Adjusts the contrast between the lightest and darkest areas of the image.

   ● Sharpen: Adjusts clarity of text characters.

   ● Background Removal: Adjusts the darkness of the background of the image. This is especially useful for original documents that are printed on colored paper.

   ● Color Balance: Adjusts the red, green, and blue color hues.

   ● Grayness: Adjusts the vividness of colors.

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

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

Optimize for text or pictures

1. From the Home screen on the product control panel, touch the Copy button.

2. Touch the Settings button, and then scroll to and touch the Optimize button. Touch the arrow buttons to scroll through the options, and then touch an option to select it. The following copy-quality settings are available:

   ● Auto Select: Use this setting when you are not concerned about the quality of the copy. This is the default setting.

   ● Mixed: Use this setting for documents that contain a mixture of text and graphics.

   ● Text: Use this setting for documents that contain mostly text.

   ● Picture: Use this setting for documents that contain mostly graphics.

Check the scanner resolution and color settings on the computer

If you are printing a scanned image, and the quality is not what you expected, you might have selected a resolution or color setting in the scanner software that does not match your needs. Resolution and color affect the following features of scanned images:

● Image clarity

● Texture of gradations (smooth or rough)

● Scan time

● File size

Scanning resolution is measured in pixels per inch (ppi).

NOTE: Scanning ppi levels are not interchangeable with printing dpi (dots per inch) levels.

Color, grayscale, and black and white define the number of colors possible. You can adjust the scanner hardware resolution to up to 1200 ppi.

The resolution and color guidelines table lists simple tips that you can follow to meet your scanning needs.

NOTE: Setting the resolution and color to a high value can create large files that take up disk space and slow the scanning process. Before setting the resolution and color, determine how you are going to use the scanned image.

Resolution and color guidelines

The following table describes the recommended resolution and color settings for different types of scan jobs.

NOTE: The default resolution is 200 ppi.

Intended use	Recommended resolution	Recommended color settings
Fax	150 ppi	• Black and White
Email	150 ppi	• Black and White, if the image does not require smooth gradation • Grayscale, if the image requires smooth gradation • Color, if the image is in color
Edit text	300 ppi	• Black and White
Print (graphics or text)	600 ppi for complex graphics, or if you want to significantly enlarge the document 300 ppi for normal graphics and text 150 ppi for photos	• Black and White for text and line art • Grayscale for shaded or colored graphics and photos • Color, if the image is in color
Display on screen	75 ppi	• Black and White for text • Grayscale for graphics and photos • Color, if the image is in color

Color

You can set the color values to the following settings when scanning.

Setting	Recommended use
Color	Use this setting for high-quality color photos or documents in which the color is important.
Black and White	Use this setting for text documents.
Grayscale	Use this setting when file size is an issue or when you want to scan a document or photograph quickly.

Edge-to-edge copying

The product cannot print fully edge-to-edge. There is a 4 mm (1/6 inch) unprintable border around the page.

Considerations for printing or scanning documents with cropped edges:

- When the original is smaller than the output size, move the original 4 mm (1/6 inch) away from the corner indicated by the icon on the scanner. Recopy or scan in this position.

- When the original is the size of the printed output that you want, use the Reduce/Enlarge feature to reduce the image so the copy is not cropped.

Improve fax image quality

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

- Check the scanner glass for dirt and smudges
- Check the send-fax resolution settings
- Check the error-correction settings
- Check the fit-to-page setting
- Send to a different fax machine
- Check the sender's fax machine

Try these few simple steps first:

- Use the flatbed scanner rather than the document feeder.
- Use high-quality originals.
- When using the document feeder, load the original document into the feeder correctly, using the paper guides, to avoid unclear or skewed images.

If the problem still exists, try these additional solutions. If they do not fix the problem, see "Improve print quality" for further solutions.

Check the scanner glass for dirt and smudges

Over time, specks of debris might collect on the scanner glass and white plastic backing, which can affect performance. Use the following procedure to clean the scanner.

1. Press the power button to turn the product off, and then disconnect the power cable from the electrical outlet.

2. Open the scanner lid.

3. Clean the scanner glass and the white plastic backing underneath the scanner lid with a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.

   ⚠ **CAUTION:** Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the product; these can damage the product. Do not place liquids directly on the glass or platen. They might seep and damage the product.

4. Dry the glass and white plastic parts with a chamois or a cellulose sponge to prevent spotting.

5. Connect the power cable to an outlet, and then press the power button to turn the product on.

Check the send-fax resolution settings

If the product was unable to send a fax because the receiving fax machine did not answer or was busy, the product attempts to redial based on the redial-on-busy, redial-on-no-answer, and redial-on-communication-error options.

1. From the Home screen on the product control panel, touch the Setup ⚙ button.

2. Touch the Fax Setup menu.

3. Touch the Advanced Setup menu.

4. Open the Fax Resolution menu.

Check the error-correction settings

Usually, the product monitors the signals on the telephone line while it is sending or receiving a fax. If the product detects an error during the transmission and the error-correction setting is On, the product can request that the portion of the fax be resent. The factory-set default for error correction is On.

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.

1. From the Home screen on the product control panel, touch the Setup ⚲ button.

2. Touch the Service menu.

3. Touch the Fax Service menu.

4. Touch the Error Correction button, and then touch the On button.

Check the fit-to-page setting

If the product printed a fax job off the page, turn on the fit-to-page feature from the product control panel.

📝 **NOTE:** Make sure that the default paper size setting matches the size of the paper in the tray.

1. From the Home screen on the product control panel, touch the Setup ⚲ button.

2. Touch the Fax Setup menu.

3. Touch the Advanced Setup menu.

4. Touch the Fit to Page button, and then touch the On button.

Send to a different fax machine

Try sending the fax to a different fax machine. If the fax quality is better, the problem is related to the initial recipient's fax machine settings or supplies status.

Check the sender's fax machine

Ask the sender to try sending from a different fax machine. If the fax quality is better, the problem is with the sender's fax machine. If a different fax machine is unavailable, ask the sender to consider making the following changes:

● Make sure the original document is on white (not colored) paper.

● Increase the fax resolution, quality level, or contrast settings.

● If possible, send the fax from a computer software program.

Solve wired network problems

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

- Poor physical connection

- The computer is using the incorrect IP address for the product

- The computer is unable to communicate with the product

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

- New software programs might be causing compatibility problems

- The computer or workstation might be set up incorrectly

- The product is disabled, or other network settings are incorrect

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

Poor physical connection

1. Verify that the product is attached to the correct network port using a cable of the correct length.

2. Verify that cable connections are secure.

3. Look at the network port connection on the back of the product, and verify that the amber activity light and the green link-status light are lit.

4. If the problem continues, try a different cable or port on the hub.

The computer is using the incorrect IP address for the product

1. Open the printer properties and click the **Ports** tab. Verify that the current IP address for the product is selected. The product IP address is listed on the product configuration page.

2. If you installed the product using the HP standard TCP/IP port, select the box labeled **Always print to this printer, even if its IP address changes**.

3. If you installed the product using a Microsoft standard TCP/IP port, use the hostname instead of the IP address.

4. If the IP address is correct, delete the product and then add it again.

The computer is unable to communicate with the product

1. Test network communication by pinging the network.

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

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

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

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

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

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

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

New software programs might be causing compatibility problems

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

The computer or workstation might be set up incorrectly

1. Check the network drivers, print drivers, and the network redirection settings.

2. Verify that the operating system is configured correctly.

The product is disabled, or other network settings are incorrect

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

2. Reconfigure the network settings if necessary.

Solve wireless network problems

Wireless connectivity checklist

- Verify that the network cable is not connected.

- Verify that the product and the wireless router are turned on and have power. Also make sure that the wireless radio in the product is turned on.

- Verify that the service set identifier (SSID) is correct. Print a configuration page to determine the SSID. If you are not sure the SSID is correct, run the wireless setup again.

- With secured networks, verify that the security information is correct. If the security information is incorrect, run the wireless setup again.

- If the wireless network is working correctly, try accessing other computers on the wireless network. If the network has Internet access, try connecting to the Internet over a wireless connection.

- Verify that the encryption method (AES or TKIP) is the same for the product as it is for the wireless access point (on networks using WPA security).

- Verify that the product is within the range of the wireless network. For most networks, the product must be within 30 m (100 ft) of the wireless access point (wireless router).

- Verify that obstacles do not block the wireless signal. Remove any large metal objects between the access point and the product. Make sure poles, walls, or support columns containing metal or concrete do not separate the product and wireless access point.

- Verify that the product is located away from electronic devices that might interfere with the wireless signal. Many devices can interfere with the wireless signal including motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- Verify that the print driver is installed on the computer.

- Verify that you have selected the correct printer port.

- Verify that the computer and product connect to the same wireless network.

- For Mac OS X, verify that the wireless router supports Bonjour.

The product does not print after the wireless configuration completes

1. Make sure that the product is turned on and in the ready state.

2. Turn off any third-party firewalls on your computer.

3. Make sure that the wireless network is working correctly.

4. Make sure that your computer is working correctly. If necessary, restart the computer.

5. Verify that you can open the product HP Embedded Web Server from a computer on the network.

The product does not print, and the computer has a third-party firewall installed

1. Update the firewall with the most recent update available from the manufacturer.

2. If programs request firewall access when you install the product or try to print, make sure you allow the programs to run.

3. Temporarily turn off the firewall, and then install the wireless product on the computer. Enable the firewall when you have completed the wireless installation.

The wireless connection does not work after moving the wireless router or product

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

2. Print a configuration page.

3. Compare the service set identifier (SSID) on the configuration page to the SSID in the printer configuration for the computer.

4. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the product.

Cannot connect more computers to the wireless product

1. Make sure that the other computers are within the wireless range and that no obstacles block the signal. For most networks, the wireless range is within 30 m (100 ft) of the wireless access point.

2. Make sure that the product is turned on and in the ready state.

3. Turn off any third-party firewalls on your computer.

4. Make sure that the wireless network is working correctly.

5. Make sure that your computer is working correctly. If necessary, restart the computer.

The wireless product loses communication when connected to a VPN

- Typically, you cannot connect to a VPN and other networks at the same time.

The network does not appear in the wireless networks list

- Make sure the wireless router is turned on and has power.

- The network might be hidden. However, you can still connect to a hidden network.

The wireless network is not functioning

1. Make sure that the network cable is not connected.

2. To verify if the network has lost communication, try connecting other devices to the network.

3. Test network communication by pinging the network.

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

    b. Type `ping` followed by the router IP address.

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

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

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

    a. Print a configuration page.

    b. Compare the service set identifier (SSID) on the configuration report to the SSID in the printer configuration for the computer.

    c. If the numbers are not the same, the devices are not connecting to the same network. Reconfigure the wireless setup for the product.

Perform a wireless network diagnostic test

From the product control panel, you can run a diagnostic test that provides information about the wireless network settings.

1. From the Home screen on the product control panel, touch the Setup ⚒ button.

2. Open the following menus

    ●   System Setup

    ●   Self Diagnostics

3. Touch the Run Network Test button to start the test. The product prints a test page that shows test results.

Reduce interference on a wireless network

The following tips can reduce interference in a wireless network:

●   Keep the wireless devices away from large metal objects, such as filing cabinets, and other electromagnetic devices, such as microwaves and cordless telephones. These objects can disrupt radio signals.

●   Keep the wireless devices away from large masonry structures and other building structures. These objects can absorb radio waves and lower signal strength.

●   Position the wireless router in a central location in line of sight with the wireless products on the network.

Solve fax problems

Fax troubleshooting checklist

- Several possible fixes are available. After each recommended action, retry faxing to see if the problem is resolved.

- For best results during fax problem solving, make sure the line from the product is connected directly to the wall phone port. Disconnect all other devices that are connected to the product.

1. Verify that the telephone cord is connected to the correct port on the back of the product.

2. Check the phone line by using the fax test:

   a. From the Home screen on the product control panel, touch the Setup 🔧 button, and then touch the Service menu.

   b. Select the Fax Service menu.

   c. Select the Run Fax Test option. The product prints a fax test report.

      The report contains the following possible results:

      - **Pass**: The report contains all of the current fax settings for review.

      - **Fail**: The report indicates the nature of the error and contains suggestions for how to resolve the issue.

3. Verify that the product firmware is current:

   a. Print a configuration page from the control panel Reports menu to obtain the current firmware date code.

   b. Go to www.hp.com/go/support, click the **Drivers & Software** link, type the product name in the search field, press the ENTER button, and then select the product from the list of search results.

   c. Select the operating system.

   d. Under the **Firmware** section, locate the **Firmware Update Utility**.

      📝 **NOTE:** Make sure to use the firmware update utility that is specific to the printer model.

   e. Click **Download**, click **Run**, and then click **Run** again.

   f. When the utility launches, select the product from the drop-down list, and then click **Send Firmware**.

      📝 **NOTE:** To print a configuration page to verify the installed firmware version before or after the update process, click **Print Config**.

   g. Follow the on-screen instructions to complete the installation, and then click the **Exit** button to close the utility.

4. Verify that the fax was set up when the product software was installed.

   From the computer, in the HP program folder, run the Fax Setup Utility.

5. Verify that the telephone service supports analog fax.

- If using ISDN or digital PBX, contact your service provider for information about configuring to an analog fax line.

- If using a VoIP service, change the Fax Speed setting to Slow(V.29) from the control panel. Ask if your service provider supports fax and for the recommended fax modem speed. Some companies might require an adapter.

- If you are using a DSL service, make sure that a filter is included on the phone-line connection to the product. Contact the DSL service provider, or purchase a DSL filter if you do not have one. If a DSL filter is installed, try another filter because filters can be defective.

Solve general fax problems

- Faxes are sending slowly

- Fax quality is poor

- Fax cuts off or prints on two pages

Faxes are sending slowly

The product is experiencing poor phone line quality.

- Retry sending the fax when the line conditions have improved.

- Check with the phone service provider that the line supports fax.

- Turn off the Error Correction setting.

    a.   Open the Setup Menu menu.

    b.   Open the Service menu.

    c.   Open the Fax Service menu.

    d.   Open the Error Correction menu.

    e.   Select the Off setting.

    NOTE: This can reduce image quality.

- Use white paper for the original. Do not use colors such as gray, yellow, or pink.

- Increase the Fax Speed setting.

    a.   Open the Setup Menu menu.

    b.   Open the Fax Setup menu.

    c.   Open the Advanced Setup menu.

    d.   Open the Fax Speed menu.

    e.   Select the correct setting.

- Divide large fax jobs into smaller sections, and then fax them individually.

- Change the fax settings on the control panel to a lower resolution.

  a.   Open the Setup Menu menu.

  b.   Open the Fax Setup menu.

  c.   Open the Advanced Setup menu.

  d.   Open the Fax Resolution menu.

  e.   Select the correct setting.

Fax quality is poor

Fax is blurry or light.

- Increase fax resolution when sending faxes. Resolution does not affect received faxes.

  a.   Open the Setup Menu menu.

  b.   Open the Fax Setup menu.

  c.   Open the Advanced Setup menu.

  d.   Open the Fax Resolution menu.

  e.   Select the correct setting.

  NOTE: Increasing resolution slows transmission speed.

- Turn on the Error Correction setting from the control panel.

  a.   Open the Setup Menu menu.

  b.   Open the Service menu.

  c.   Open the Fax Service menu.

  d.   Open the Error Correction menu.

  e.   Select the On setting.

- Check the toner cartridges and replace if necessary.

- Ask the sender to darken the contrast setting on the sending fax machine, and then resend the fax.

Fax cuts off or prints on two pages

- Set the Default Paper Size setting. Faxes print on a single size of paper based on the Default Paper Size settings.

  a.   Open the Setup Menu menu.

  b.   Open the System Setup menu.

  c.   Open the Paper Setup menu.

d. Open the Default Paper Size menu.

e. Select the correct setting.

● Set the paper type and size for the tray used for faxes.

● Turn on the Fit to Page setting to print longer length faxes on letter or A4 size paper.

    a. Open the Setup Menu menu.

    b. Open the Fax Setup menu.

    c. Open the Advanced Setup menu.

    d. Open the Fit to Page menu.

    e. Select the On setting.

NOTE: If the Fit to Page setting is off and the Default Paper Size setting is set to letter, a legal size original prints on two pages.

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